AnswersPlus Pro is an Internet-based customer service center for Cengage Learning customers. It provides access to many services and features that can save you time and it’s ready and available whenever you are. AnswersPlus Pro is accessible 24 hours a day, 7 days a week.

AnswersPlus Pro provides free services and solutions to your ordering needs including the following:

- **Place your orders online at AnswersPlus Pro**: avoid the phone during peak times or during early morning or late night hours. You still determine shipping methods and receive full confirmations.
- **Check Order Status**: track shipments (where are they, when will they be delivered, who signed for them), print invoices easily and quickly, check order quantity.
- **Research titles across Cengage Learning**: Product information includes features, table of contents, supplements, related products, bundle options, author information, new to the edition information and more.
- **Price and availability**: Check on a single title or list of titles all at once. Search up to fifty ISBNs at a time to verify author, title, edition, price and availability.
- **Account-specific product information**: See new editions, out of print, last date to return, supplements and alternate product format choices - all based on your account/your products.

**Getting Started: Registration/Login**

**Existing Users**: From the home page log in using your current account and password. The first time you log in to the new site you will also need to set up a secret question & answer for password retrieval later. (If you have a SSO account you will use that login/password.)

**New Users**: If you are new to the site, you must first register. Please note you must be an existing Cengage Learning customer* before you can register for access to this site.

*Note: This registration form is not intended for private individuals and is intended solely for business customers. If you are a student or other non-business customer, you may purchase online by visiting our consumer catalog at www.cengagebrain.com.

Start by clicking on the "Create My Account" button on the top/center of the page. The registration form will open. You will be asked to provide information about your school/account, including your 8-digit account number and you must provide a unique username and password. Once you have submitted your
registration request, it will be processed by Cengage Learning Customer Service and you will receive an email back within approximately 24 hours (during business days). The email will confirm your registration information and you will now have rights to access all areas of the site.

Retrieve a Forgotten Password

Click on the Forgot Password link on the home page and follow the directions. You will need your valid email address you used to register and you secret question and answer.

Navigation

Left Navigational Bar Features
The sections drop down and when you are in a section the area is highlighted in the navigation window.

Title Search & Order

- Price & Availability: Research product quantities by ISBN and gather your pricing information as well as find valuable supplement and alternative format availability and pricing.
- Fast Order Entry: Enter up to 50 ISBNs as well as the quantities and submit which will place them directly into your shopping cart.
- Product Search: Search by author, product title, product ISBN, subject area, copyright year or publishing company.
- New Editions: Find out what titles will have a new edition along with deadline for returning old editions.
- Out of Print and Last Date to Return: Report that allows you to search for a product’s “Last Date to Return” assigned to old editions, or to products going out of print. You may perform a search by title, author, publishing company, ISBN, and next edition ISBN.
- Browse Online Catalog: Browse by subject/discipline area
- Order Status: Search to see your last 50 orders. You have the ability to search by Purchase Order number, bill to or ship to account number, invoice number, and/or by order date.

My Account

- My Profile: Review and update your account information online.
- Order Status: Same as above.
- Invoice Copies: Search for past invoices.
- My Returns: See return history.
- My Current Back Orders: See back order information.
- My New Editions: Same as above but for your titles.
- My Out of Print and Last Date to Return: Same as above but for your titles.
- My Supplements: Find out what study tools are available to accompany the products you have ordered.
- My Choices: Find out alternative formats for the products you have orders.

Customer Service
Using the Online Catalog

Choose your subject area

Navigate down to the specific discipline/topic

Once you narrow down your area you can sort the results and from here and see basic product information. Click on the title or one of the icons to place in your cart, check availability or go to the product page for more information.

Add to Cart  Check Price and Availability  Product Information
Product Page

View in-depth information for products. Set up in a tab structure, product information can include features, author information, new to the edition information, companion products, bundle information and more.

Buttons allow the option to also check availability from this page as well as adding to your cart.
The Bundle Tab allows you to click to more information about each bundle.

**Shopping Cart**

- Covers are show in the cart
- You can Show Details to see the full information or Hide Details to make focus on main information
- Carts can be named and saved for future purchasing
- You can add notes to carts
- Products can be sent to other saved carts
Alternate Versions and Related products appear for easy addition to the cart.
A Fast Order Entry tool is available in the left navigation as is a quick product search box.
You may Email or Print your cart from the left navigation.
Total, weight and estimated shipping date are shown at bottom of cart.

Check Out
The Review and Pay screen allows you to specify purchasing and shipping choices.
Manage Carts

The Manage Cart Screen allows you to review your saved carts, edit and delete cart information and search for products within saved carts.
Search for Account Information
Invoices – Credits – Backorders – Deferred Orders

Please fill in any combination of the below information and click Search.
To see your last 50 orders, simply click Search.

**SEARCH ON:**

- **PO Number**
- **Internet Reference Number**
- **Order Number**
- **Invoice Number**
- **ISBN**
- **Ship To Account Number**
- **Bill To Account Number**
- **Start Date** (MM/DD/YYYY format)
- **End Date** (MM/DD/YYYY format)
- **Max Matches** (50)

**Show**:
- Both Invoices and Credits
- Orders and Invoices Only
- Credits Only
- Backorders Only
- Deferred Orders Only

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**Manage Carts**

Find Carts That Contain:

Select a Cart to Edit, Copy or Delete. Click New to create a new Cart.

<table>
<thead>
<tr>
<th>Cart ID</th>
<th>Cart Name</th>
<th>Last Modified</th>
<th>Date Created</th>
<th>Shopping Cart Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>607015</td>
<td>My Saved Cart 1</td>
<td>2011-05-08</td>
<td>2011-05-08</td>
<td>Save for next monthly order</td>
</tr>
</tbody>
</table>