

# answersPLUSPRO Users Guide



## About AnswersPlus Pro

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](http://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

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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 your secret question and answer.

## Navigation

| Title Search & Order ▼                                 |
|--|
| <a href="#">Price &amp; Availability</a>               |
| <a href="#">Fast Order Entry</a>                       |
| <a href="#">Product Search</a>                         |
| <a href="#">ISBN Search</a>                            |
| <a href="#">New Editions</a>                           |
| <a href="#">Out of Print &amp; Last Date to Return</a> |
| <a href="#">Browse Online Catalog</a>                  |
| <a href="#">ISBN Converter</a>                         |
| <a href="#">Order Status</a>                           |

| My Account ▼  |
|---|
| <a href="#">My Profile</a>                                |
| <a href="#">Order Status</a>                              |
| <a href="#">Invoice Copies</a>                            |
| <a href="#">My Returns</a>                                |
| <a href="#">My Current Backorders</a>                     |
| <a href="#">My New Editions</a>                           |
| <a href="#">My Out of Print &amp; Last Date to Return</a> |
| <a href="#">My Supplements</a>                            |
| <a href="#">My Choices</a>                                |

| Customer Service ▼                   |
|--------------------------------------|
| <a href="#">Find Your Rep</a>        |
| <a href="#">How to use this site</a> |
| <a href="#">Returns Policy</a>       |

### 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.
- **ISBN Search:** Find product information by ISBN – up to 50 at a time.
- **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
- **ISBN Converter:** A tool to convert from ISBN-10 to ISBN 13
- **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

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- **Find Your Rep:** Contact information for your Representative.
- **How to use this site:** links to this Users Guide.
- **Returns Policy:** See return information.

## Using the Online Catalog

**Browse Online Catalog**  
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

|   |  |                         |
|---|--|-------------------------|
| <b>A</b><br>Automotive & Trucking   | <b>M</b><br>Mathematics & Science  | <b>T</b><br>Trades      |
| <b>B</b><br>Beauty & Wellness<br>Business & Economics   | <b>Mathematics and Statistics</b><br>Media Arts & Design<br>Music Technology | <b>U</b><br>Unspecified |
| <b>C</b><br>Computers and Technology<br>Computing & Information Technology<br>Culinary, Hospitality, Travel & Tourism | <b>P</b><br>Paralegal<br>Personal Health                                     |                         |
| <b>D</b><br>Demar   |  |                         |
| <b>E</b><br>Education<br>Emergency Services   |  |                         |
| <b>F</b><br>Family and Consumer Science   |  |                         |
| <b>G</b><br>General Interests & Hobbies<br>Grades 9-12<br>Grades K-5<br>Grades K-8                                    |  |                         |
| <b>H</b><br>Health Care & Nursing<br>Humanities & Social Sciences   |  |                         |

Choose your subject area

**Search Results**  
**Business & Economics**

Your search for "Business & Economics" returned 500 items.  
sort by: Copyright Year result Per Page: 15  
showing 1 - 15 of 500 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | Next >>

|  |  |   |
|--|--|---|
|  | <b>Intermediate Accounting, 18th Edition</b><br>Edition: 18th<br>Publication Date: 01/31/2011<br>Publication Status: N PRINT<br>Binding Format: LL<br>ISBN-13: 978-1-111-53509-4<br>ISBN-10: 1-111-53509-4<br>Copyright Year: 2012<br>Carton Count: 6  | List Price: \$176.95<br>Discount: 25%<br>Your Price: \$132.71 |
|  | <b>Using Quickbooks Pro 2011 for Accounting (with CD-ROM), 10th Edition</b><br>Edition: 10th<br>Publication Date: 07/15/2011<br>Publication Status: NOT YET PUBLISHED<br>Binding Format: PB<br>ISBN-10: 1-111-82254-9<br>ISBN-13: 978-1-111-82254-5<br>Copyright Year: 2012<br>Carton Count: 1 | List Price: \$117.95<br>Discount: 25%<br>Your Price: \$88.46  |
|  | <b>Using Peachtree Complete 2011 for Accounting (with Data File and Accounting CD-ROM), 5th Edition</b><br>Edition: 5th<br>Publication Date: 03/09/2011<br>Publication Status: N PRINT<br>Binding Format: PB   | List Price: \$121.95<br>Discount: 25%<br>Your Price: \$91.46  |

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

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**Search Results**

## Marketing




- Advertising/Promotion (42)
- B2B/Industrial Marketing (10)
- Business Logistics (16)
- Consumer Behavior (22)
- Course360 (2)
- Entrepreneurial Marketing (10)
- Franchising (5)
- International Marketing (28)
- Internet Marketing (12)
- Marketing Channels (8)
- Marketing Management (32)
- Marketing Research (39)
- Marketing Strategy (32)
- Marketing in Society (2)
- Non-Profit Marketing (1)
- Principles of Marketing (153)
- Purchasing (9)
- Resources for Business
- Professionals (25)
- Retailing (22)
- Sales (18)
- Sales Management (10)
- Services Marketing (6)
- Transportation (6)

Your search for "Marketing" returned 463 items.  
sort by: **Copyright Year**   
result Per Page:   
showing 31 - 45 of 463 [<< Prev](#) | [1](#) | [2](#) | [3](#) | [4](#) | [5](#) | [6](#) | [7](#) | [8](#) | [Next >>](#)

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**Marketing Strategy, 5th**  
Ferrell/Hartline  
Edition: 5th  
Publication Date: 04/01/2010  
Publication Status: IN PRINT  
Binding Format: PB  
ISBN-10: 0-538-46738-X  
ISBN-13: 978-0-538-46738-4  
Copyright Year: 2011  
Carton Count: 16




List Price: \$173.95  
Discount: 25%  
Your Price: \$130.46

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**Retailing, 7th**  
Dunne/Lusch/Carver  
Edition: 7th  
Publication Date: 01/01/2010  
Publication Status: IN PRINT  
Binding Format: HB  
ISBN-10: 1-4390-4081-8  
ISBN-13: 978-1-4390-4081-2  
Copyright Year: 2011  
Carton Count: 12




List Price: \$234.95  
Discount: 25%  
Your Price: \$176.21

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**Creative Strategy in Advertising, 10th**  
Drewniany/Jewler  
Edition: 10th  
Publication Date: 03/09/2010  
Publication Status: IN PRINT  
Binding Format: PB  
ISBN-10: 1-4390-8270-7  
ISBN-13: 978-1-4390-8270-6  
Copyright Year: 2011

List Price: \$157.95  
Discount: 25%  
Your Price: \$118.46

**New Edition Available**

## 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.

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**Product Information**



**Retailing**

|                     |                           |
|---------------------|---------------------------|
| Edition:            | 7th                       |
| Publisher:          | Business Higher Education |
| Author(s):          | Dunne/Lusch/Carver        |
| Page Count:         | 648                       |
| Dimensions:         | 8 x 10 INCHES             |
| Binding Format:     | HB                        |
| Copyright Year:     | 2011                      |
| ISBN-10:            | 1-4390-4081-8             |
| ISBN-13:            | 978-1-4390-4081-2         |
| Publication Date:   | 01/01/2010                |
| Publication Status: | IN PRINT                  |
| Units per Carton:   | 12                        |
| Your Price:         | \$176.21                  |

[Check Availability](#) [Add to Cart](#) [Return to List](#)

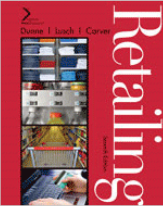
[Email](#) | [Print](#)

[Overview](#) [Table Of Contents](#) [New To This Edition](#) [Companion Products](#) [Bundles](#) [Resources](#)

[About the Product](#) | [Features](#) | [About the Author](#) | [Previous Editions](#)

- Created by the authors, the RETAILING Web site offers myriad teaching and learning resources, including additional true/false and multiple-choice questions for every chapter to help students review and apply the text material, a section devoted to retailing career choices, and ongoing updates and new examples of retailing concepts and practices covered in the chapters.
- RETAILING equips students with a solid understanding of the various activities that retailers conduct on a daily basis and how they interrelate, skillfully illustrating how retailers must use both creativity and analytical skills in order solve problems and pursue opportunities in today's fast-paced environment.
- Included in every chapter, unique boxed features relate real-world examples to text material, often while incorporating humor or highlighting innovative business strategies. "Retailing: The Inside Story" presents interesting details of a specific retailing event or decision, while "Global Retailing" highlights key trends and events in international retailing. "What's New?" explores the impact of technology (especially the Internet) on retailers, and "Service Retailing" addresses issues unique to service providers.
- Each chapter closes with a thorough study guide, including review, discussion, and multiple-choice questions tied to learning objectives, while

**Product Information**



**Retailing**

|                     |                           |
|---------------------|---------------------------|
| Edition:            | 7th                       |
| Publisher:          | Business Higher Education |
| Author(s):          | Dunne/Lusch/Carver        |
| Page Count:         | 648                       |
| Dimensions:         | 8 x 10 INCHES             |
| Binding Format:     | HB                        |
| Copyright Year:     | 2011                      |
| ISBN-10:            | 1-4390-4081-8             |
| ISBN-13:            | 978-1-4390-4081-2         |
| Publication Date:   | 01/01/2010                |
| Publication Status: | IN PRINT                  |
| Units per Carton:   | 12                        |
| Your Price:         | \$176.21                  |

[Check Availability](#) [Add to Cart](#) [Return to List](#)

[Email](#) | [Print](#)

[Overview](#) [Table Of Contents](#) [New To This Edition](#) [Companion Products](#) | [Bundles](#) | [Resources](#)

**BNDL: RETAILING**  
ISBN-10: 1-111-08735-0 ISBN-13: 978-1-111-08735-7

**Bundle: Retailing, 7th + WebTutor™ ToolBox for WebCT™ Printed Access Card**  
ISBN-10: 1-111-40908-0 ISBN-13: 978-1-111-40908-1

**Bundle: Retailing, 7th + WebTutor™ ToolBox for Blackboard® Printed Access Card**  
ISBN-10: 1-111-40909-9 ISBN-13: 978-1-111-40909-8

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

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- 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

Customer Service ▶

**Product Search**

Advanced Search

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**Actions**

[Email](#)  
[Print View](#)  
[View Cart](#)

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**Fast Order Entry**

Enter ISBNs and Quantities

Add

---

**Saved Carts**

My Saved Cart 1

More

## Shopping Cart - My Saved Cart 1

Shopping Cart Notes

Save for next monthly order

| Title Information  | Quantity | Price    | Discount | Net Amount |
|--|----------|----------|----------|------------|
| <div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center; font-size: x-small; background-color: #ccc; padding: 2px;">ACCOUNTING</div> <div style="margin-left: 5px;"> <p><b>Accounting, 24th Edition</b></p> <p style="font-size: x-small;">Warren/Reeve/Duchac<br/>           Publication Date: 01/01/2011<br/>           ISBN-10: 0-538-47500-5<br/>           ISBN-13: 978-0-538-47500-6</p> <p style="font-size: x-small; color: #003366;"><a href="#">Show Details</a></p> <p style="font-size: x-small; color: #003366;">Other available versions of interest:<br/>           Related Cengage Learning products:<br/>           Luxurious Spa Practice Set with General Ledger Software for Warren/Reeve/Duchac's Accounting, 24th, 24th ... <a href="#">Add</a></p> <p style="font-size: x-small; color: #003366;">Digital Revolution Services Practice Set with General Ledger Software for Warren/Reeve/Duchac's Accounting, 24th, 24th ... <a href="#">Add</a></p> <p style="font-size: x-small; color: #003366;">Working Papers, Chapters 14-26 for Warren/Reeve/Duchac's Accounting, 24th, 24th ... <a href="#">Add</a></p> <p style="font-size: x-small; color: #003366;">Study Guide, Chapters 1-17 for Warren/Reeve/Duchac's Accounting, 24th and Financial Accounting, 12th, 24th ... <a href="#">Add</a></p> <p style="font-size: x-small; color: #003366;">Glorious Lawn Care Practice Set with General Ledger Software, 24th ... <a href="#">Add</a></p> </div> </div> | 50       | \$171.71 | 25%      | \$8,585.50 |
| <div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center; font-size: x-small; background-color: #ccc; padding: 2px;">Microsoft OFFICE 2010</div> <div style="margin-left: 5px;"> <p><b>Microsoft® Office 2010, 1st Edition</b></p> <p style="font-size: x-small;">Shelly/Vermaat<br/>           Publication Date: 09/03/2010<br/>           ISBN-10: 0-538-74870-2<br/>           ISBN-13: 978-0-538-74870-4</p> <p style="font-size: x-small; color: #003366;"><a href="#">Show Details</a></p> <p style="font-size: x-small; color: #003366;">Other available versions of interest:<br/>           In-store eTextbook... <a href="#">Add</a><br/>           An eTextbook is available for this title. Contact your Cengage Learning Sales Representative for details.</p> </div> </div>   | 1        | \$59.96  | 25%      | \$59.96    |
| <div style="display: flex; align-items: flex-start;"> <div style="width: 40px; text-align: center; font-size: x-small; background-color: #ccc; padding: 2px;">Retailing</div> <div style="margin-left: 5px;"> <p><b>Retailing, 7th Edition</b></p> <p style="font-size: x-small;">Dunne/Lusch/Carver<br/>           Publication Date: 01/01/2010<br/>           ISBN-10: 1-4390-4081-8<br/>           ISBN-13: 978-1-4390-4081-2</p> <p style="font-size: x-small; color: #003366;"><a href="#">Hide Details</a></p> <p style="font-size: x-small; color: #003366;">648 Pages HB © 2011<br/>           Title Status: ACT<br/>           Number Of Units Per Carton: 12<br/>           Other available versions of interest:<br/>           An eTextbook is available for this title. Contact your Cengage Learning Sales Representative for details.</p> </div> </div>   | 1        | \$176.21 | 25%      | \$176.21   |
| Merchandise Total:   |          |          |          | \$407.88   |
| Shopping Cart Weight:  |          |          |          | 11 lbs     |
| Estimated Shipping Date:   |          |          |          | 05/12/2011 |
| (Estimated shipping date for available items only; backordered items dependent on in-stock date.)  |          |          |          |            |

## Check Out

The Review and Pay screen allows you to specify purchasing and shipping choices.

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## Review & Pay

Bill To Address  
12345678  
YOUR NAME  
10 MAIN STREET  
  
YOUR TOWN, ST 12345 UNITED STATES

Change Ship To Address

Ship To Address  
12345678  
YOUR NAME  
10 MAIN STREET  
  
YOUR TOWN, ST 12345 UNITED STATES

---

Choose Payment Type Pay by PO

Purchase Order Number  Promo Code

---

Estimated weight of this order: 0.42 lbs.  
 Note: This weight may not include items that are out of stock or not yet published.  
 Shipper: Use my preferred shipper Collect Number:   
 Deferred Ship Date:  (MM/YYYY format)  
 Special Shipping Instructions (1024 characters max.)  

Please only enter information here that is not already indicated above as doing so may delay your order due to the need for manual review.

 Request delayed payment date of 9/15/11

Complete My Purchase

---

| Title Information  | Quantity  | Price    | Discount | Net Amount |
|--|---|----------|----------|------------|
| <p><b>Chilton 2011 Labor Guide CD-ROM, 1st Edition</b><br/>                     Chilton<br/>                     Publication Date: 01/18/2011<br/>                     ISBN-10: 1-111-54294-5<br/>                     ISBN-13: 978-1-111-54294-8</p> <p><a href="#">Show Details</a><br/>                     Other available versions of interest:<br/>                     Casebound Edition... <a href="#">Add</a></p> | <input style="width: 30px;" type="text" value="1"/><br><a href="#">Remove</a><br><a href="#">Send to another cart</a> | \$234.95 | 0%       | \$234.95   |
| <p><b>Professional Truck Technician Training Series: Heating, Ventilation, Air-Conditioning and Refrigeration Computer Based Training (CBT), 1st Edition</b><br/>                     Delmar Learning<br/>                     Publication Date: 07/21/2009<br/>                     ISBN-10: 1-4283-2144-6<br/>                     ISBN-13: 978-1-4283-2144-1</p> <p><a href="#">Show Details</a></p>                    | <input style="width: 30px;" type="text" value="1"/><br><a href="#">Remove</a><br><a href="#">Send to another cart</a> | \$114.95 | 0%       | \$114.95   |
| Merchandise Total: <b>\$349.90</b><br>Transportation: <b>\$805.13</b><br>Tax: <b>\$72.18</b><br>Total Price: <b>\$422.08</b>   |   |          |          |            |

[Continue Shopping](#)

[Save Cart](#)
[Update Cart](#)
[Empty Cart](#)
[Complete My Purchase](#)

## 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.

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**Customer Service**

**Product Search**  
 [GO](#)  
[Advanced Search](#)

**Actions**  
[Print View](#)  
[View Cart](#)

**Fast Order Entry**  
Enter ISBNs and Quantities  
  
[Add](#)

My Saved Cart 1  
[Manage Carts](#)

### Manage Carts

Find Carts That Contain:

ISBN  [Search](#) [ShowAll](#)

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

[Copy](#) [Delete](#) [Edit](#) [New](#)

| <input type="checkbox"/> | Cart ID | Cart Name       | Last Modified            | Date Created             | Shopping Cart Notes         |
|--------------------------|---------|-----------------|--------------------------|--------------------------|-----------------------------|
| <input type="checkbox"/> | 607015  | My Saved Cart 1 | 2011-05-06<br>13:48:00.0 | 2011-05-06<br>13:47:01.0 | Save for next monthly order |

## 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

Show  

[Search](#)

- Both Invoices and Credits
- Both Invoices and Credits
- Orders and Invoices Only
- Credits Only
- Backorders Only
- Deferred Orders Only