

answersPLUS Users Guide



About AnswersPlus

AnswersPlus 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 is accessible 24 hours a day, 7 days a week.

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

- **Place your orders online at AnswersPlus:** 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.

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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 ▾	
Price & Availability	
Fast Order Entry	
Product Search	
ISBN Search	
New Editions	
Last Date to Return	
Browse Online Catalog	
Order Status	
My Account ▾	
My Profile	
Order Status	
Invoice Copies	
My Returns	
My Current Backorders	
My New Editions	
My Last Date to Return	
My Supplements	
Customer Service ▾	
Find Your Rep	
How to use this site	
Instructor Copies	
Returns Policy	

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

- **Find Your Rep:** Contact information for your Representative.
- **How to use this site:** links to this Users Guide.
- **Instructor Copies:** Request review copies of titles.
- **Returns Policy:** See return information.

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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

A
Automotive & Trucking

B
Beauty & Wellness
Business & Economics

C
Computers and Technology
Computing & Information Technology
Culinary, Hospitality, Travel & Tourism

D
Delmar

E
Education
Emergency Services

F
Family and Consumer Science

G
General Interests & Hobbies
Grades 9-12
Grades K-5
Grades K-8

H
Health Care & Nursing
Humanities & Social Sciences

M
Mathematics & Science
Mathematics and Statistics
Media Arts & Design
Music Technology

P
Paralegal
Personal Health

T
Trades

U
Unspecified

Choose your subject area

Search Results

Business & Economics

Accounting (1134)
Business Communication (294)
Business Law (451)
Business Mathematics (34)
Business Statistics (141)
Career Readiness (97)
Career Success (56)
College Success and Study Skills (69)
Decision Sciences & Operations Management (199)
Economics (842)
Finance (364)
General Business (5)
Introduction to Business (134)
Keyboarding / Computer Education (7)
Management (834)
Marketing (463)
Office Technology (87)
Real Estate (216)
Taxation (244)

Your search for "Business & Economics" returned 500 items.
sort by: Copyright Year
showing 1 - 15 of 500

result Per Page: 15
1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | Next >>

Intermediate Accounting, 18th
CENGAGE Learning
Edition: 18th
Publication Date: 01/01/2011
Publication Status: IN PRINT
Binding Format: LL
ISBN-10: 1-11-53509-4
ISBN-13: 978-1-11-53509-4
Copyright Year: 2012
Carton Count: 6
List Price: \$176.95
Discount: 25%
Your Price: \$132.71

Using Quickbooks Pro 2011 for Accounting (with CD-ROM), 10th
Owen
Edition: 10th
Publication Date: 07/15/2011
Publication Status: NOT YET PUBLISHED
Binding Format: PB
ISBN-10: 1-11-82254-9
ISBN-13: 978-1-11-82254-5
Copyright Year: 2012
Carton Count: 1
List Price: \$117.95
Discount: 25%
Your Price: \$88.46

Using Peachtree Complete 2011 for Accounting (with Data File and Accounting CD-ROM), 5th
Owen
Edition: 5th
Publication Date: 03/09/2011
Publication Status: IN PRINT
Binding Format: PB
ISBN-10: 1-11-82254-9
ISBN-13: 978-1-11-82254-5
Copyright Year: 2012
Carton Count: 1
List Price: \$121.95
Discount: 25%
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 

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
showing 31 - 45 of 463

result Per Page: 15
<< Prev | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | Next >>

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

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

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

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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.

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
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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.

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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




Customer Service ▾

Product Search

[Advanced Search](#)

Shopping Cart - My Saved Cart 1

Shopping Cart Notes

Title Information	Quantity	Price	Discount	Net Amount
 <p>Accounting, 24th Edition Warren/Reeve/Duchac Publication Date: 01/01/2011 ISBN-10: 0-538-47500-5 ISBN-13: 978-0-538-47500-6</p> <p>Show Details Other available versions of interest: Related Cengage Learning products: Luxurious Spa Practice Set with General Ledger Software for Warren/Reeve/Duchac's Accounting, 24th, 24th ... Add</p> <p>Digital Revolution Services Practice Set with General Ledger Software for Warren/Reeve /Duchac's Accounting, 24th, 24th ... Add</p> <p>Working Papers, Chapters 14-26 for Warren/Reeve /Duchac's Accounting, 24th, 24th ... Add</p> <p>Study Guide, Chapters 1-17 for Warren/Reeve /Duchac's Accounting, 12th, 24th ... Add</p> <p>Glorious Lawn Care Practice Set with General Ledger Software, 24th ... Add</p>	<input type="text" value="50"/> Remove Send to another cart	\$171.71	25%	\$8,585.50
 <p>Microsoft® Office 2010, 1st Edition Shelly/Vermaat Publication Date: 09/03/2010 ISBN-10: 0-538-74870-2 ISBN-13: 978-0-538-74870-4</p> <p>Show Details Other available versions of interest: In-store eTextbook... Add An eTextbook is available for this title. Contact your Cengage Learning Sales Representative for details.</p>	<input type="text" value="1"/> Remove Send to another cart	\$59.96	25%	\$59.96
 <p>Retailing, 7th Edition Dunne/Lusch/Carver Publication Date: 01/01/2010 ISBN-10: 1-4390-4081-8 ISBN-13: 978-1-4390-4081-2</p> <p>Hide Details 648 Pages HB © 2011 Title Status: ACT Number Of Units Per Carton: 12 Other available versions of interest: An eTextbook is available for this title. Contact your Cengage Learning Sales Representative for details.</p>	<input type="text" value="1"/> Remove Send to another cart	\$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.)

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Check Out

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

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

Continue Shopping

Save Cart
Update Cart
Empty Cart

Complete My Purchase

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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.

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 13:48:00.0	2011-05-06 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