



Reference Guide for Submitting Online Orders

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Thank you for your interest in utilizing our online ordering system! This reference guide provides comprehensive instructions regarding how to place online orders.

Should you have any questions about this reference guide and/or our website, please give us a call at 801 / 773-3200 or 1-800 / 995-1444.

1.0 Log In

Let's get started! Please go to our homepage: <http://www.mssd.com>

If you do not already have a login username and password, you will need to create one. Do this at the initial login area of our website.

At the initial login screen, under the middle section called "New Customer", choose the yellow "Create a New Account" button. Fill in all the information on the "User Registration" page, then click "Register." We suggest using your name or email address as your username and a password that is easy to remember.

Example for creating new account:

- Username: Jane.Doe@schools.org (or your name – JaneDoe)
- Password: [learn4life](#) (Must be at least 4 characters long)

After creating an account, you will be able to search our catalog, add selected titles to a wish list, and save or access multiple wish lists. However, if you want to submit orders and/or check order status on-line, you will need to have a representative of **Mountain State Schoolbook Depository** (MSSD) update the system so you are recognized as an authorized user who may submit orders online. Please call us at 801 / 773-3200 or 1-800 / 995-1444. Once you have been updated as an Authorized Online Order User, you may log back into your account. Authorized Online Order Users are school representatives who have been authorized by their administration to submit orders online with MSSD in addition to searching for title information.

When you are ready to access our website and login go to the “Member Login” area located at the left bottom side of the screen. Type in your Username and Password. Then click on the “Login” button. This is an example of our Login/Home screen:

The screenshot shows the Mountain State Schoolbook Depository website. At the top is a blue header with the logo and navigation links: Who We Are, Publishers, Support, and Contact Us. A 'Log in to Your Account' button is in the top right. Below the header is a banner with a canyon landscape and text: 'Proudly serving Utah and Nevada', 'Exceptional Service', 'Comprehensive Selection', 'Decades of Customer Satisfaction', and 'We're your single best source for textbooks and instructional material.' Below the banner is a contact line: 'We are here for you! Call us Monday through Friday 8am – 4:30pm (Mountain time) at 800.995.1444 or 801.773.3200'. The main content area has three columns. The left column is 'Member Login' with fields for Username (placeholder: email_address@schools.org) and Password, a 'remember me' checkbox, a 'Login' button, and links for 'Create a New Account' and 'Forgot your password?'. An arrow points to the Username field. The middle column is 'New Customer?' with a description of web-based resources and a 'Create a new account' button. The right column is 'Quick Links' with links to 'List of Publishers/Representative Contact Info', 'Customer Service and Support', 'How to place your order', and 'Frequently Asked Questions'. The footer contains copyright information and a navigation bar with links: Home, Who We Are, Publishers, Support, Contact Us, and Privacy Statement.

2.0 Create a Wish List

After logging in, you may begin to create a new Wish List. Click on “Create a New Wish List” under Wish List Management located near the bottom middle area of your screen. We recommend that you use your Purchase Order (PO) number, if available, as the Wish List Name. If you do not have a PO number, you may use any meaningful name as the Wish List Name. Here are some examples:

Wish List Name Examples

Math	(Subject)
REQ 247	(Requisition Number)
King Middle School	(Specific Site Name)
Grade 2	(Specific Grade)

Choose a Wish List Name that will help you to locate order information, if needed, at a later date.

After you enter your Wish List name, click on “Create New Wish List.”

Mountain State Schoolbook Depository

Welcome Jo | My Account | Log Out

Active Wish List: 247Bhive | My Wish Lists

Who We Are | Publishers | Support | Contact Us

Proudly serving Utah and Nevada

Exceptional Service
Comprehensive Selection
Decades of Customer Satisfaction

We're your single best source for textbooks and instructional material.

New Wish List

Wish List Name: 247 2012

Create a new Wish List | Cancel

Search our Catalog

All Publishers | Enter ISBN or Keyword | Search

Wish List Management

Start a new Wish List or work with a previously created Wish List.

Create a new Wish List | Manage my Wish Lists

Note: Please contact us if you wish to place an online order. You will need authorization from your school or school district.

Quick Links

Order Status | ALL ORDERS (Phone, Fax, Email, Online)

- Publishers/Representative Info
- How to place your order
- State Adoption Information
- Frequently Asked Questions

Below is an example of the “My Wish Lists” screen. You can have more than one Wish List. Note the information under the “Status” column. An order marked “Submitted” means that the order has recently been submitted to MSSD online. For an order that is marked “Open,” this means the Wish List is still open and that the order has *not* been submitted or processed. You might consider the “Open” order to be a working draft later to be submitted.

IMPORTANT: Click on your Wish List Name to begin entering your order. The Wish List you most recently “opened” will be highlighted.

Mountain State Schoolbook Depository

Welcome Jo | My Account | Log Out

Active Wish List: 247 2012 | My Wish Lists

Who We Are | Publishers | Support | Contact Us

Search: All Publishers | Enter ISBN or Keyword | Search

Home » My Wish Lists

My Wish Lists

Wish List Name	Customer Name	Total	Status	Created
Rename Copy Delete Default	Jo Smith	\$7,593.00	OPEN	12/5/2011
Rename Copy Delete photo_121	Jo Smith	\$621.75	SUBMITTED	12/6/2011
Rename Copy Delete test	Jo Smith	\$407.50	OPEN	12/9/2011
Rename Copy Delete 247Bhive	Jo Smith	\$0.00	OPEN	11/20/2012
Rename Copy 247 2012	Jo Smith	\$0.00	OPEN	11/21/2012

Create a new Wish List

2.1 Add Items to Your Wish List Using the Single Entry Method

There are two methods for adding items to your Wish List; the Single Entry Method and the Bulk Entry Method. For a given wish list, **you may use a combination of methods.**

We recommend using the Single Entry Method if you:

- are ordering one to five titles,
- need to verify an ISBN,
- need to search for a title, and/or
- have a partial ISBN number.

We recommend using the Bulk Entry Method if you:

- are ordering multiple titles, and
- have ISBN numbers.

PLEASE NOTE: Detailed instructions for the Bulk Item Entry Method can be found in Section 4.0, page 13, of this document.

Single Entry Method Instructions

To begin using the Single Entry Method, search for items using the field called “Enter ISBN or Keyword” located at the top right next to the Search button.

The screenshot shows the Mountain State Schoolbook Depository website. At the top, there is a navigation bar with the logo and the text "MOUNTAIN STATE SCHOOLBOOK DEPOSITORY". To the right of the logo, there is a user account section with links for "Welcome Jo", "My Account", and "Log Out". Below this, there is a shopping cart icon and the text "Active Wish List: 247 2012" and "My Wish Lists". In the center of the navigation bar, there are four buttons: "Who We Are", "Publishers", "Support", and "Contact Us". To the right of these buttons is a search bar with a dropdown menu set to "All Publishers" and a text input field labeled "Enter ISBN or Keyword". A black arrow points to this text input field. To the right of the input field is a "Search" button. Below the navigation bar, there is a breadcrumb trail: "Home » Wish List". Below this, there is a large white box containing the text "247 2012" and a "Start New Search" button. Below this, there is a "Quick ISBN Entry" button. Below this, there is the text "This Wish List is Empty." and another "Quick ISBN Entry" button.

You may enter 13 digit ISBN number, a partial ISBN number, the title or a keyword from the title in the field indicated by the arrow in the screen example above. This field as indicated by an arrow above, may also accept, for most publishers, a 10 digit ISBN a number as well.

Listed below are some sample ISBN numbers and titles/keywords:

ISBN 13 Digit

9780026748063
978-0-547-35290-9
978193503303-5

Title or Keywords

Spelling Practice Book
Test Generator CD
Algebra 2

Here is an example where a 13 digit ISBN was entered and the search button was clicked. The title information is now listed under “Search Results.” With the “Search Results” populated, this is a good time to check the title description to **verify** you are ordering the correct title.

Mountain State SCHOOLBOOK DEPOSITORY

Welcome Jo » My Account » Log Out

Active Wish List: 247 2012 » My Wish Lists

Who We Are Publishers Support Contact Us

Search: All Publishers 9781590701850 Search

Home » Search Results

Refine your search

- ✦ Publisher
- ✦ Copyright Year
- ✦ Subject
- ✦ Type
- ✦ Series
- ✦ Grade

Search Results for "9781590701850" (1-1 of 1)
Click on any item to view its detail and related items.

Title	Publisher Number / ISBN13	Grade	Year	Type	Net School Price	Contract Price	Nevada Adopting District
Small Gas Engines TG	1590701852 9781590701850	9-12	2004	Teacher's Guide	\$37.50	\$31.50	EL

Clear Selections Add selected items to Wish List Start New Search

PLEASE NOTE: If you are interested in related materials for a title, click on the title itself. Then click on “Show Related Items” highlighted in blue to view related titles. A list of related items will populate.

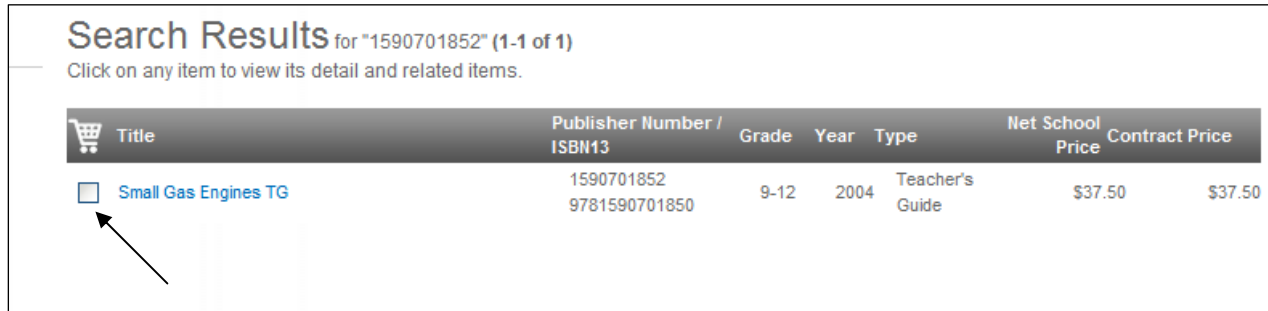
In the event you have a partial ISBN or keyword, your search will result in a listing that includes multiple titles. You may narrow your search by using the “Refine Your Search” criteria located to the left of your screen. This will result in a list of title possibilities that meet the criteria chosen.


A typical way to refine your search would be to select “Type” and a menu will appear. Some of the menu options under “Type” of product include “Textbook,” “Teacher Materials,” “Workbook,” and “Answer Key,” to name a few.

In addition to selecting “Type,” you can also refine your search by selecting “Publisher,” “Copyright Year,” “Subject,” Series,” and/or “Grade.” For instance, if you are looking for a third grade math textbook with a 2008 copyright, you can narrow your search by selecting “Grade,” “Type,” “Subject” and “Copyright Year.” Use the pull down menu options to further identify your search criteria.

PLEASE NOTE: The images on this page are partial screen shots enlarged for clarity.

After you have verified the title description, the next step to add the title to your Wish List is to click on the box to the left of the title. A check mark will appear after you click on the box.



 Title	Publisher Number / ISBN13	Grade	Year	Type	Net School Price	Contract Price
<input type="checkbox"/> Small Gas Engines TG	1590701852 9781590701850	9-12	2004	Teacher's Guide	\$37.50	\$37.50

Then click on the blue button at the bottom of the screen labeled “Add Selected Items to Wish List.”



The next screen will look like the example below. This confirms your title entry.



Now that you have added the title to your Wish List, you may continue to search for titles or look over your Wish List. If you have completed your search for titles, click on “View Your Wish List.”

2.2 View Your Wish List

The next screen after selecting “View Your Wish List” will look like the example below.

Mountain State Schoolbook Depository

Welcome Billy » My Account » Log Out

Active Wish List: 247 2012 » My Wish Lists

Who We Are Publishers Support Contact Us

Search: All Publishers Enter ISBN or Keyword Search

Home » Wish List

247 2012 Start New Search

Delete Selected Quick ISBN Entry

Your changes have been saved

	Title	Publisher No/ISBN13	Grade	Year	Price	Qty Charged	Total	Qty Gratis
<input type="checkbox"/>	Small Gas Engines TG	1590701852 9781590701850	9-12	2004	\$31.50	1	\$31.50	0
<input type="checkbox"/>	Practical Stress Management: Compre WB	0805349111 9780805349115	10-AP	2007	\$41.25	47	\$1,938.75	0
<input type="checkbox"/>	Making Music K-8 Movement/Dance	0382367812 9780382367816	K-8	2005	\$59.00	97	\$5,723.00	0

Order estimate before tax and shipping charges: \$7,693.25

Delete Selected Quick ISBN Entry

Save Changes Add Shipping Info

PLEASE NOTE: Should you wish to delete a title that has been added to your Wish List, click on the left most box for that title and then click on “Delete Selected.”

If needed, you can add another title to your Wish List by entering the ISBN or title name in the “Enter ISBN or Keyword” field located at the top right next to the Search button.

Once you have all the titles you want, enter the quantity you wish to order for each of the listed titles under the “Qty Charged” column.

If you have a proposal from a Publisher Representative listing complimentary or gratis materials, type in the quantities for the gratis under the “Qty Gratis” column. If you have not already provided a copy of the publisher’s cost proposal to our Ordering Department, you can anticipate a call or email from us requesting a copy. We need to document the representative’s authorization of gratis materials.

IMPORTANT: For a given title, you must enter a quantity of 1 or greater in the charge and/or gratis fields in order to proceed to the next step.

Select “Save Changes” after your quantities have been entered.

2.3 Enter Shipping & PO Information

Now that you have saved the contents of your Wish List, select “Add Shipping Info” to record the address where you would like the order to be shipped.

IMPORTANT: Under “Shipping Address,” located on the left, **use the pull down menu** to select the name of the location you want us to ship to. Once you have made your selection, the address will populate automatically.

Under “Billing Address,” you will see this address has been automatically filled in for you.

Mountain State
SCHOOLBOOK DEPOSITORY

Welcome Carson » My Account » Log Out
Active Wish List: 247 2012 » My Wish Lists

Who We Are Publishers Support Contact Us

Search: All Publishers Enter ISBN or Keyword Search

Home

Shipping Information

[Return to Wish List](#) [Continue](#)

Shipping Address

Shipping Address: Carson HS

Attn: Office
1111 N Saliman Rd
Carson City
NV
89701

Billing Address

Carson City School District
Attn: Office
PO Box 603
Carson City
NV
89702

Order Information

Purchase Order: 247 2012

Special Instructions: Will Call

Contact Name: Jo Smith

Contact Phone Number: (801) 773 - 3200

Fax Number: (801) 773 - 3265

Please complete the fields under “Order Information.” The Purchase Order number, Contact Name, and Phone Number are required fields. If you have any special delivery instructions, please type these in the designated field. For instance, if you desire Will Call or a Lift Gate, please type this in the field under “Special Instructions.” In addition, use the “Special Instructions” field to record the recipient’s name like “Attn: Joe Whitman” and this information will be printed on the shipping address label.

Be sure to click on the “Continue” button to look over your order details carefully. The “Continue” button is located above the Billing Address near the top right of your screen.

2.4 Submit Your Order

At the Order Summary screen (see below) you can print, return to Wish List, or return to shipping info. We recommend that you **carefully review your order**.

PLEASE NOTE: The shipping fee is recorded above the “Total” line. *Shipping charges* are based on standard delivery rates.

If upon review of the Order Summary screen you find an error, you may return to the Wish List area or shipping information area to make your correction.

Mountain State Schoolbook Depository

Welcome Jo » My Account » Log Out

Active Wish List: 247 2012 » My Wish Lists

Who We Are Publishers Support Contact Us

Search: All Publishers Enter ISBN or Keyword Search

Home

Order Summary

[Return to Shipping Info](#) [Return to Wish List](#) [Print](#)

Shipping Information		Billing Information		Order Information	
Ship To:	128-Education Services Div Attn: Office Manager 2701 E St Louis Ave Las Vegas, NV 89104	Bill To:	Clark Co School District Accounts Payable Department 2832 E Flamingo Rd Las Vegas, NV 89121	Contact Name:	Billy Jean
				Contact Telephone:	(800) 900-9000
				Contact Fax:	(800) 047-0047
				Purchase Order:	247 2012
				Special Instructions:	Will Call

Title	Publisher No/ISBN13	Grade	Year	Price	Qty Charged	Qty Gratis	Total
Small Gas Engines TG	1590701852 9781590701850	9-12	2004	\$31.50	1	0	\$31.50
Practical Stress Management: Compre WB	0805349111 9780805349115	10-AP	2007	\$41.25	47	0	\$1,938.75
Making Music K-8 Movement/Dance	0382367812 9780382367816	K-8	2005	\$59.00	97	0	\$5,723.00

Order Estimate before Tax and Shipping Charges: \$7,693.25

Tax: \$0.00
* Shipping: \$230.80
Total: \$7,924.05

*Shipping rates are based on standard delivery charges.

[Submit Order](#)

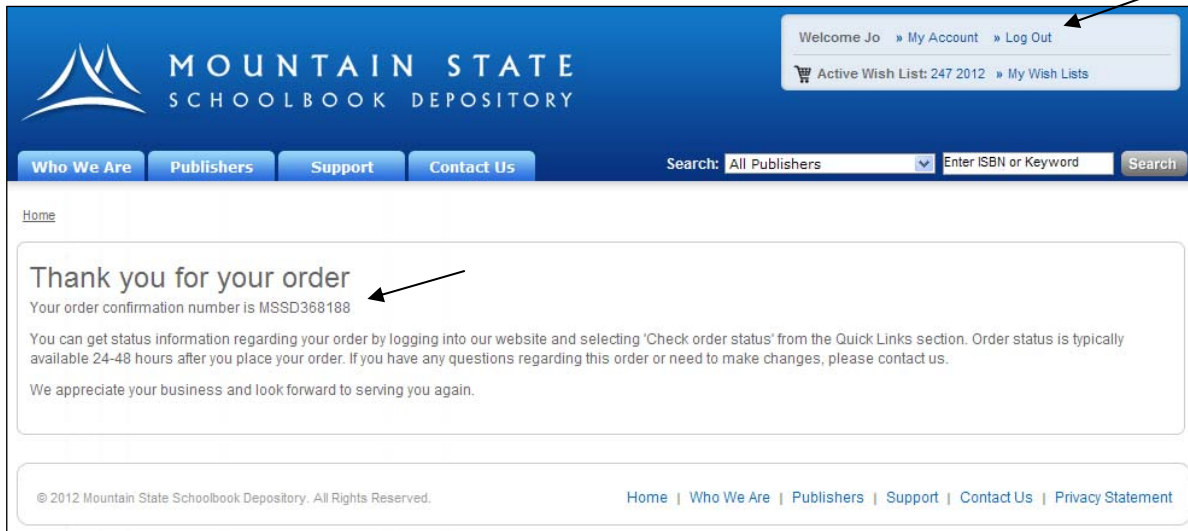
Once you have verified all the information on the order is correct, you may select the “Print” button located near the top right corner. It is a good idea to have a printed copy of the Order Summary page.

When you are ready to submit your order, do this by clicking on the “Submit Order” button located at the bottom right corner of your screen.

IMPORTANT: You cannot modify the order online after your order has been submitted. Please contact the Order Department if you need to modify an order that has been submitted online.

2.5 Confirm Your Order

Once you have submitted an order, you will be given a confirmation number for your order. The confirmation number is located near the left side of your screen. In addition, you will receive an email confirming your order. If you do not receive an order confirmation email, please let us know.



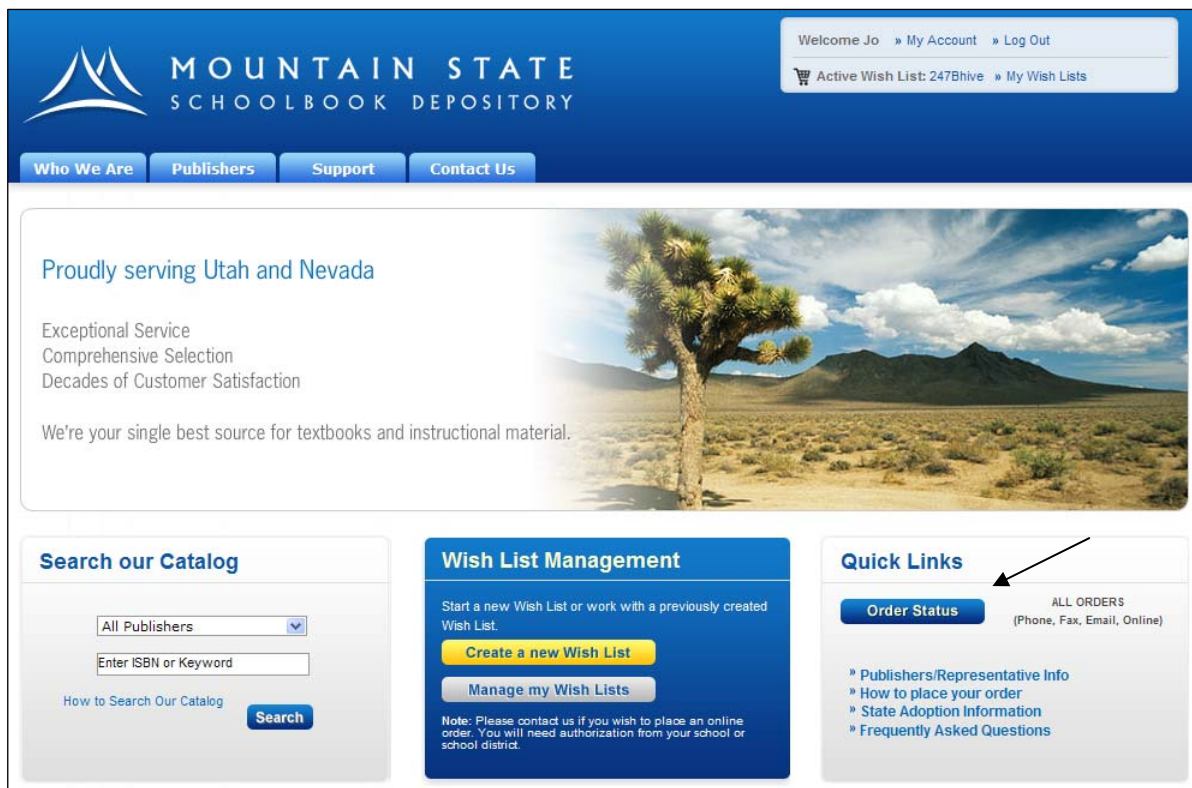
PLEASE NOTE: If you printed out a copy of the Order Summary screen (Page 9), we recommend that you record the confirmation number on that printout for future reference.

To end your ordering session, go to the top right of your screen and click on “Log Out.”

If you would like to place another order before logging out, you may click on “My Wish Lists” located at the top right of your screen. A listing of your Wish Lists will appear. At the bottom right of this Wish List screen you will find a blue button labeled “Create New Wish List.” Select this new Wish List button and you will be prompted to type in your new Wish List name. Once you have established a new Wish List, you may add items to your Wish List using the entry method of your choosing.

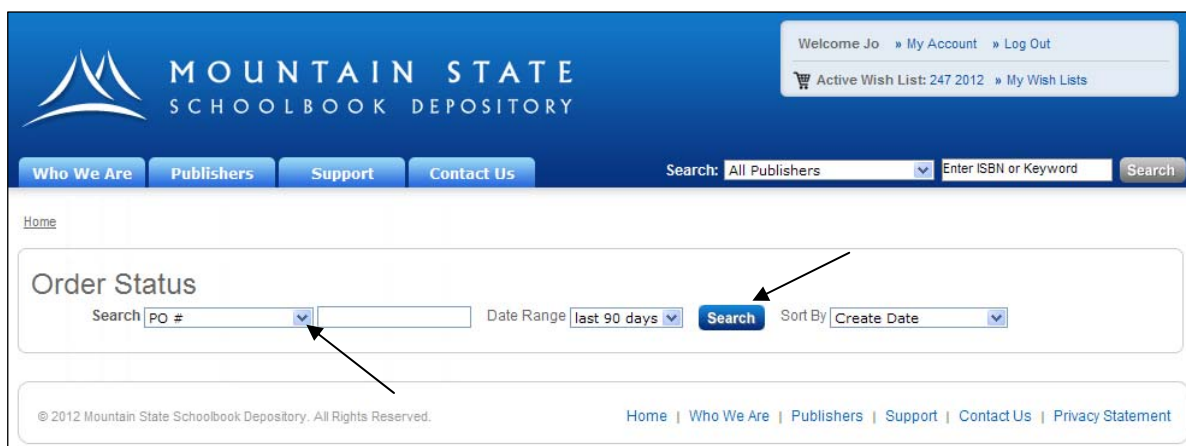
3.0 Check Order Status

If you want to check the status of your previously submitted order, you may do so by looking under the lower right Quick Links section and select the blue button labeled “Order Status.”



PLEASE NOTE: All of your orders, including those submitted by phone, fax, online, email, or through USPS mail, will be available for status information using this feature.

Within 24 to 48 hours following submission of your order, you may check on order status online. The Order Status screen will look like the example below.



If you are trying to look up a specific Purchase Order, you can use “Search Criteria.” Select a search criterion, such as PO number, Order #, Invoice #, Web Confirmation #, ISBN, or shipping address. Then click on the blue “Search” button. A list of orders meeting this criterion will follow.

If you perform a search without specific criteria you will then be presented with a list of the orders for your school district that have been submitted within the past 90 days. See the screen shot below.

Look under the column labeled “Shipped?” to determine if an order has shipped partially or completely, for example.

Click on “Details” to learn more about the order such as the date the order was shipped, which items were shipped, and if any backorder items are included.

Mountain State Schoolbook Depository

Welcome Jo » My Account » Log Out

Active Wish List: 247 2012 » My Wish Lists

Who We Are Publishers Support Contact Us

Search: All Publishers Enter ISBN or Keyword Search

Home

Order Status

Search PO # Date Range last 90 days Search Sort By Create Date

Purchase Order	Date	Ship To Address	Confirmation Number	Order Number	Shipped?	
3000317169	11/21/2012	283-Watson ES		511069783	No	Details
3000316616	11/19/2012	738-English Lang Learn Prog		511069759	Complete	Details
3000316557	11/16/2012	421-Twin Lakes ES		511069751	Partially	Details
3000316564	11/16/2012	421-Twin Lakes ES		511069752	Complete	Details
3000316588	11/16/2012	548-Northwest Career & Tech Acad		511069753	No	Details
3000316194	11/15/2012	482-Stuckey ES		511069734	Complete	Details
3000316216	11/15/2012	514-Paradise ES		511069735	Complete	Details
3000316221	11/15/2012	482-Stuckey ES		511069736	No	Details
3000315773	11/14/2012	671-Title I/Eucalyptus		511069714	Partially	Details
3000316028	11/14/2012	369-Antonello ES		511069715	Partially	Details
3000316122	11/14/2012	482-Stuckey ES		511069729	Complete	Details
3000316159	11/14/2012	454-Cheyenne HS		511069730	Partially	Details
3000316175	11/14/2012	920-Bowler ES		511069731	Complete	Details
3000315715	11/13/2012	328-Tate ES		511069696	Partially	Details
3000315760	11/13/2012	870-SouthEast Career & Tech		511069697	Partially	Details
3000315822	11/13/2012	440-Cowan Behavior JR/HS		511069698	Canceled	Details

When you have completed your “Check on Order Status,” you may go to “Home” (left of screen) or “Log Out” (top right).

4.0 Add Items to Your Wish List Using the Bulk Entry Method

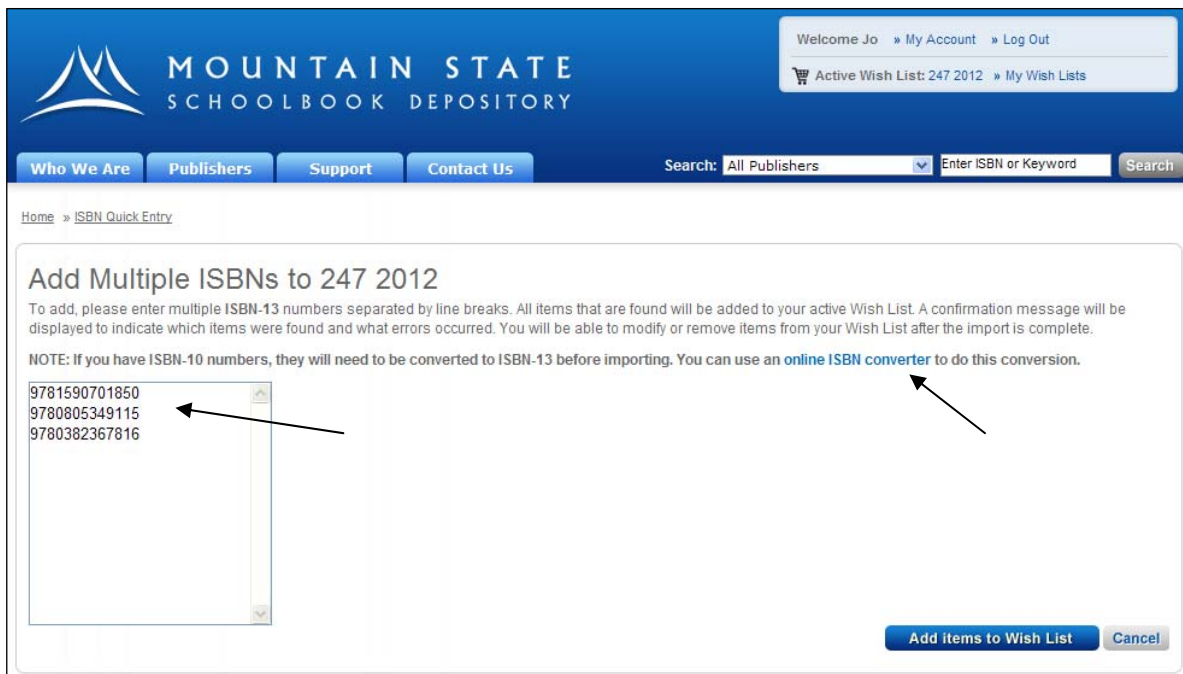
Bulk Entry Method Instructions

If you want to order multiple titles and have the ISBN numbers, we recommend you use the Bulk Entry Method to place your order. You may add multiple items using the “Quick ISBN Entry” button located on the left side of the following screen as indicated by the arrow.



IMPORTANT: For Bulk Entry, you will need the 13 digit ISBN numbers to successfully place your order. If you have 10 digit ISBNs, but not 13 digit ISBNs, you will need to use the online ISBN converter. See section 5.0, page 15, of this document for instructions.

Once you have clicked on the “Quick ISBN Entry” button, the next screen to pop up is called “Add Multiple ISBNs.” Now you can add the 13 digit ISBN numbers into your Wish List.



You may enter multiple ISBNs as long as they are 13 digits in length. You do not need to include the dashes, however, dashes are accepted. For example, you may enter 978-0-547-35290-9, or simply, 9780547352909, in the “Add Multiple ISBNs” box.

As you enter the 13 digit ISBNs in the box, be sure to give each number a separate line. The 13 digit ISBNs should look “stacked” like the example screen shot above.

If you receive a message that reads “ISBN does not exist,” please contact the Order Department for assistance at 801 / 773-3200 or 1-800 / 995-1444.

PLEASE NOTE: If you have a list of 13 digit ISBN numbers, you can copy and paste the entire list. You do not have to enter one number at a time.

The following screen presents the title description for the ISBN you entered. This is a good time to check the title description to **verify you are ordering the correct title(s)**.

Mountain State SCHOOLBOOK DEPOSITORY

Welcome Jo » My Account » Log Out

Active Wish List: 247 2012 » My Wish Lists

Who We Are Publishers Support Contact Us

Search: All Publishers Enter ISBN or Keyword Search

Home » ISBN Quick Entry

Add Multiple ISBNs to 247 2012

The following items were imported into your active Wish List. Please review the list - if you need to change or remove an item, please make a note of it and you can modify it in your Wish List.

Title	Publisher Number / ISBN13	Year
Small Gas Engines TG	9781590701850	
Practical Stress Management: Compre WB	9780805349115	
Making Music K-8 Movement/Dance	9780382367816	

[Add more ISBNs to Wish List](#) [View your Wish List](#)

If you are done adding ISBNs, your next step is to click on the “View Your Wish List” button located near the bottom left of the page.

To complete the ordering process, you will need to “View Your Wish List,” “Enter Shipping & PO Information,” and “Submit Your Order” as outlined in sections 2.2 through 3.0 of this document. Refer to pages 7 through 12.

5.0 Using the ISBN Converter

If you do not have the 13 digit ISBN numbers required, but you do have the 10 digit ISBNs, you can use the online ISBN converter provided. Click on the blue highlighted words “online ISBN converter” found on the “Add Multiple ISBNs” screen. For example, see the bottom image on page 13.

This is the “online ISBN converter” screen. This is an example *after* numbers have been converted.

Pearson Education developed this tool for converting ISBN's between their 10, 13 and GTIN-14 digit representations. Simply enter an ISBN (or list of ISBN's) and click the icon for the conversion you wish to perform.

The interface shows three input boxes for ISBN conversion. The ISBN10 box contains the following text:

```
1590701852
0805349111
0382367812
```

The ISBN13 box contains the following text:

```
9781590701850
9780805349115
9780382367816
```

The GTN 14 box is empty.

Buttons for conversion are located between the boxes:

- Between ISBN10 and ISBN13: 10>>13, 10<<13
- Between ISBN13 and GTN 14: 10>>14, 10<<14

Additional buttons include a 'Reset' button below the ISBN10 box, and 'Export to Excel' and 'Export to Word' buttons at the bottom.

To begin converting, type in the 10 digit ISBN in the left most box indicated “ISBN10.” **When using the ISBN converter, do not include dashes or spaces; enter the numerals only.** Click on the button “10>>13” to convert the number to 13 digits which will appear in the middle box labeled “ISBN13.”

In the event your ISBN number comes up “invalid,” please contact us in the Order Department for assistance at 801 / 773-3200 or 1-800 / 995-1444.

If you have more than one number to convert, you may enter them all into the ISBN10 box. **Be sure to give each number a separate line.** If you want to clear your entries, select the “Reset” button.

Now that you have the ISBN numbers converted to 13 digits, you may add them into your Wish List. Enter the numbers into the box on the screen titled, “Add Multiple ISBNs.” (See page 13 – bottom image.) **You may copy and paste from the “online ISBN converter” screen to the “Add Multiple ISBNs” screen.**

6.0 Help Desk Hours

Congratulations! You did it. You are on your way to becoming an experienced Mountain State Schoolbook Depository Online Order User. Please feel free to contact us to share your comments about this process. Your input matters!

Our hours are Monday through Friday, 8:00 am to 4:30 pm, Mountain Time.

Mountain State Schoolbook Depository

Phone: 801 / 773-3200 or 1-800 / 995-1444

Fax: 801 / 773-3265

Email: customer.service@mssd.com