

How to Purchase Books from CDJapan

The target audience for this process description is new customers who have never used the CDJapan website.

Abstract

This process description will enable the reader to place book orders from CDJapan with confidence. CDJapan has been in operation for about 20 years and provides a much-needed service for niche products such as Japanese music CDs, books, video games, and even anime and manga collectibles. There are four main steps to placing a book order as a new customer: making an account, searching for books, choosing appropriate shipping, and placing the order.

List of Equipment:

- A computer
- A working internet connection
- A credit card and/or Paypal account

Description

How to Create an Account

New users are required to make an account before placing orders. Accounts are used to keep track of orders and to save frequently used information such as shipping and billing addresses. When viewing the main page at www.cdjapan.co.jp, a button labeled “Sign In” can be seen at the top left. When that button is clicked, the login page will give the user two options. On the left half of the login page is a button labeled “Create Account” that is clicked to proceed to the account creation page. After the form on the “Create Account” page is filled out, the “Continue” button is clicked. All of the previously entered information is reviewed to make sure it is correct. The “Confirm & Create” button is clicked, and the instructions on the next page are followed in order to verify the account.

How to Search for Books

On the CDJapan main page, there is a search bar in the upper right corner designated by the word “Search”. This is where the title of a book (either romanized or in Japanese Kana/Kanji), the book’s ISBN, the author’s name, or a general search term can be entered. If a specific book is wanted, enter either the title or the ISBN number into the search bar. If one is browsing for something to purchase, a keyword can be entered to find books in relevant categories. For example, if someone was interested in buying an art book, the keywords “art book” could be typed into the search bar.

After typing the search term, the search is started by either left-clicking the magnifying glass icon to the right of the search bar or by pressing the “Enter” key on the keyboard. A list of books matching the search terms entered will be shown on the results page. The search results can be filtered using the sidebar to the left. The search can be filtered by: Product Type, Release Year, or by Category. The search results can be narrowed down further with the “Sort Order” selection field directly above the search result.

How to Choose Appropriate Shipping

Nine different shipping options are offered by CDJapan. Depending on what is being ordered, some shipping options will become unavailable. The total weight and size of the books being ordered (and therefore the size of the package) will determine which options are available and how expensive the shipping is.

The biggest difference between the shipping options that are offered by CDJapan is how quickly your order will be delivered. However, the two most important factors that are considered when choosing a shipping option is whether a certain option offers tracking and if that option comes with insurance. If your package is lost and a shipping service with tracking was not selected, no one will know where it was last scanned into the system. If your package is damaged and the package was not insured, the damaged goods will have to be sent back to CDJapan at your own cost.

The shipping option with both tracking and insurance should be chosen whenever it is financially feasible.

How to Place an Order

After books have been added to the cart, the “Cart” button at the top of the page should be clicked. The contents of the cart can be checked from this page, in addition to calculating estimated shipping charges and placing an order. Once the “Proceed to Checkout” button is clicked, the system will take you to the Shipping Address/Gift Options page. The correct shipping address should be selected, then envelope options (if available) can be selected. The “Continue” button is clicked to move to the next page.

The next page will ask what shipping method is preferred. Depending on the weight and physical dimensions of the order, available shipping methods are shown. A shipping method must be selected before the “Continue” button is clicked.

The “Payment Methods” page is displayed next. Users are allowed to select their preferred payment method from PayPal, credit card, cash, Alipay, or an international postal money order. Either PayPal or credit card should be picked, as they are the quickest and safest options. The “Continue” button is clicked to move on to the next step. The user will be presented with an order summary. The order is double-checked for errors and then the “Continue” button is clicked to confirm the order. Depending on what option was selected, further instructions may be given onscreen. After payment has been processed and verified, the order will be placed.

Conclusion

When the user has finished reading this process description, they will know how to use the CDJapan website to place a book order. This process can also be adapted to order other items, or to buy used books from other websites via CDJapan’s “Proxy Shipping” service.