These instructions assume you have completed SAP and Ingram *ipage* training and have both SAP and Ingram *ipage* log on IDs and passwords.

Important Note: An additional processing and cataloging fee of \$1.69 per book will be automatically added to all future library book orders. This fee covers the following previously free services: 1 spine label, 1 barcode, Mylar on the dust cover, and the MARC record for each book ordered. If your school does not want these services or wants to add additional services, you must contact Diane Hatzenbuehler with Ingram (702-343-9618) to have your account settings changed. Additional services can include AR Labels, Date Due Slips, Paperback Lamination, and Anti-Theft, etc. Check with Diane for cost of services.

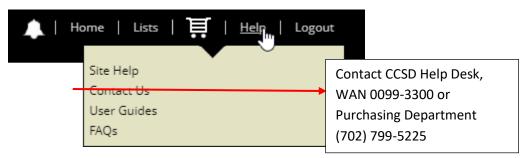
240 Line Limit for All Library Orders: To avoid system errors, the following limits have been established for Ingram orders. Shopping carts for classroom books or library books are limited to 240 lines. The Ingram quotes should also adhere to these limits and match the shopping cart. Should you need further clarification or assistance, please contact Purchasing at 702-799-5225.

Overview

Ingram supports using Google Chrome with ipage. Ingram does not recommend using Internet Explorer with ipage.

- In ipage
 - Create a book list (maximum 240 lines)
 - Price the list
 - Get a quote for the list
- Wait for the quote to be processed. This can take up to a full business day (24 hours).
- Make sure you log out of ipage before logging into SAP
- In SAP
 - Create a shopping cart
 - Add Item > Library Books
 - Log into ipage inside of SAP
 - Find and transfer ipage list to SAP shopping cart
 - Order SAP shopping cart

For additional help using ipage, see the ipage Help:

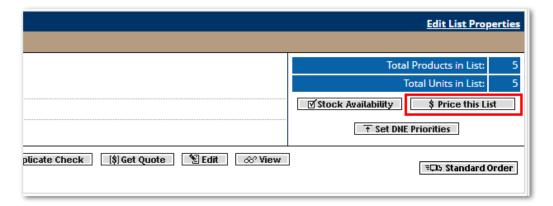


Create Selection List in Ingram ipage

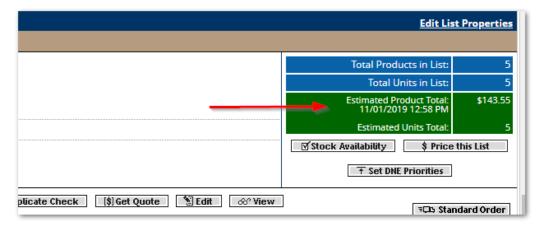
To order books through the SAP Shopping Cart you must first create your selection list using the Ingram *ipage* website, https://ipage.ingramcontent.com/ipage/auth/login. The list should have a maximum of 240 lines. Be sure to follow the selection list naming convention illustrated below. Use the same name for your SAP shopping cart and the *ipage* quote. Using this naming convention will assist Ingram in properly processing your library book order. Example names: 272 LR Project or 141 LR Birthday Books.

3 Digit Loc. Code	Funding Source		List Description
Location Code	LR	Library regular budget	
	LS	Library state money	A word or two
	LB	Library bond (new/rebuilt schools)	describing the order
	LN	Non-district or other funds	

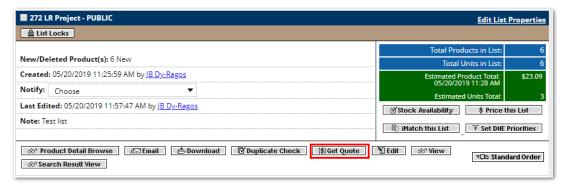
Get a price estimate for your selection list before getting a quote. Use the estimate to decide if changes are needed. You can get a price estimate quickly, as getting a quote can take up to 24 hours. Click *Price this List* then wait for the request to be processed. For a short list, the wait is only a few seconds. A longer list will take a little longer to process.



Note: The estimated product total does not include additional processing and cataloging fees.



Once the selection list is created, and you are ready to submit your order, click the *Get Quote* button to obtain current book availability and pricing. After you request a quote, it can take up to a full business day (24 hours) to process and complete the quote. You must wait until the quote is prepared to order your books through SAP. Ingram will send you an e-mail to let you know when the quote has completed processing.





Note: You can still use **Price this List** as you create your list, but to get final pricing, use **Get Quote**. You will not be able to transfer a list to a SAP shopping cart if it does not have a quote.

After you click *Get Quote*, the screen will change to Quote Details. Fill in the information:

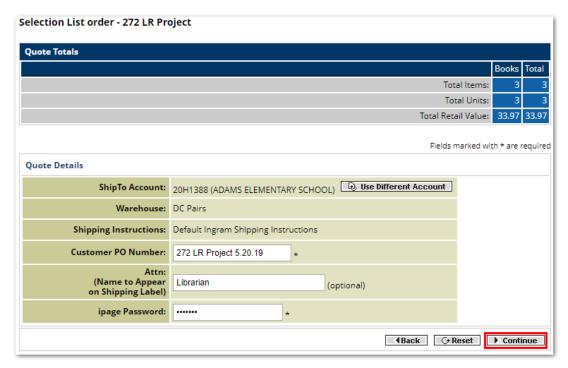
Customer PO Number

This PO field is not used for a PO at CCSD. Fill in a name for the quote that will help you reference your *ipage* quote. For example, use the selection list name with the date, e.g., 272 LR Project 5.20.19

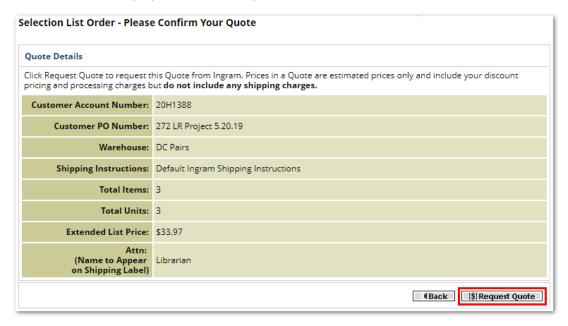
Attn: (Name to Appear on Shipping Label) is optional, but useful to help you receive your order.

Ipage Password: your *ipage* password

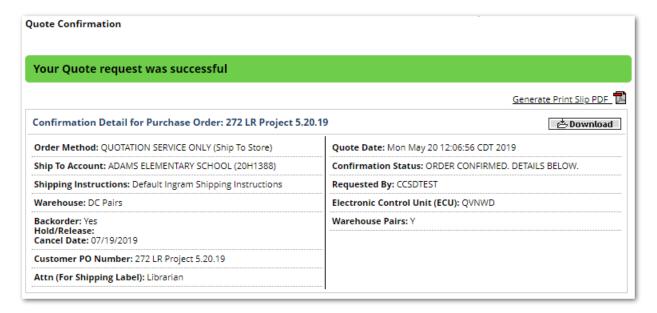
Click the Continue Button



Quote Details will be displayed. Click the Request Quote button.





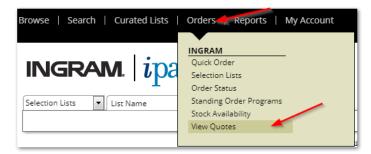


It can take up to a full business day (24 hours) to process and complete the quote. You must wait until the quote is prepared to order your books through SAP. The quote request displays the selection list, but does not include the processing fees.

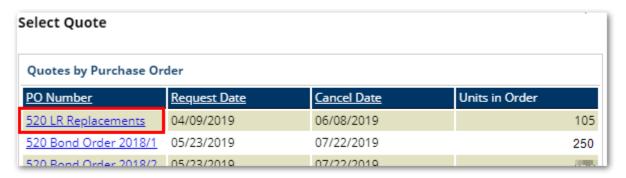
After Ingram has processed the quote:

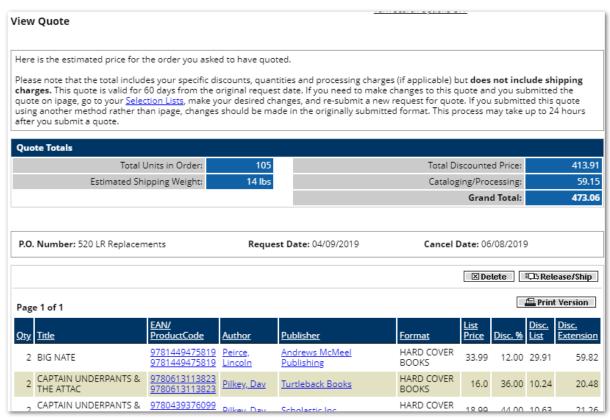
- 1. Ingram will send you an e-mail to let you know when the quote has completed processing.
- 2. After receiving that email, you will be able to click the SAP Transfer button
- 3. When you transfer the data into the SAP system, you will see the itemized processing charges in the CCSD shopping cart

To see the detailed price information returned in the Quote, select View Quotes from the Orders menu at the top of the window.

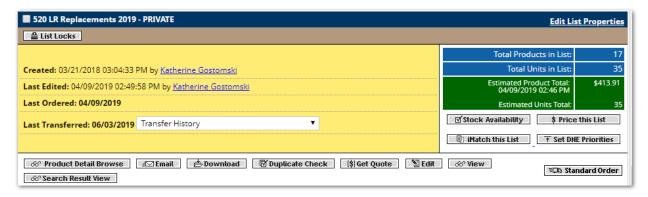


A list of quotes will be displayed. Click a PO Number to display the quote.





Once *Get Quote* is performed, the system shades that selection list in a yellow color, which indicates the list has been ORDERED. This is **not an order in the SAP system**, Quote is an *ipage* order type. You must continue with the CCSD shopping cart process to actually order the books.



Log out of ipage.

Notes on Quotes

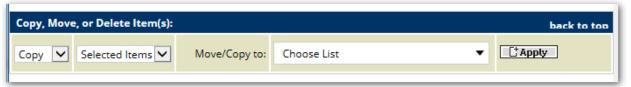
Only one quote will be associated with a specific selection list. If you make multiple quotes on a selection list, only the most recent quote will be used.

If you make ANY change to a list, it will have to be requoted. For example, changing a list from Private to Public will require a new quote, as will adding or deleting items, or changing quantities.

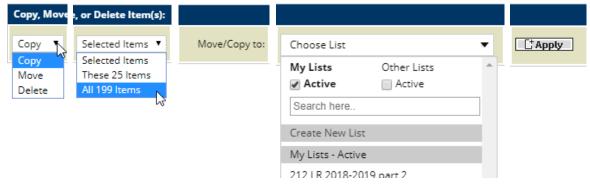
If you want to use another school's selection list, make a copy of the list and get a quote on the copy. Otherwise you may end up with their quote and their school's service charges instead of your school's service charges.

Copy a selection list:

- Locate the selection list you want to copy
- 2. Edit the list (The copy function is only available while editing the list.)
- 3. Scroll to the bottom of the list for the Copy options (See Note)

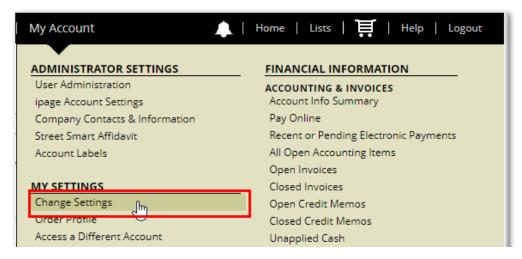


4. Select Copy, the selection options, and then click *Apply*. If you click *Create New List, ipage* will immediately create a new list from the selected items without clicking *Apply*.

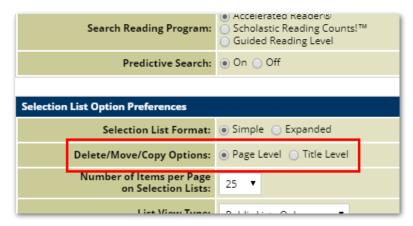


Note: If you do not see the Copy options at the bottom of the page, it means that your user settings are currently set to make edits at the TITLE level and not at the PAGE level. To change your user settings, follow these steps:

1. Click My Account, then Change Settings



2. Scroll down the page and change Selection List Option Preferences > Delete/Move/Copy Options: to Page Level.



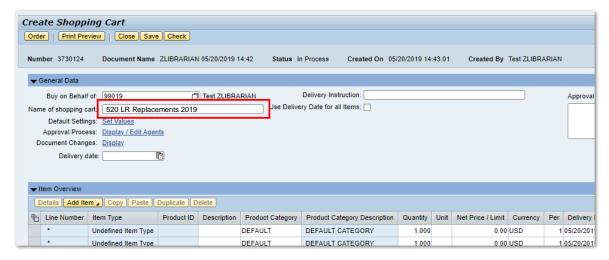
3. Scroll down the page and click Update



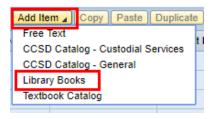
Create CCSD Shopping Cart

Make sure to log out of ipage before logging into SAP.

Log on to SAP and create a shopping cart. Change the name to the same name as the selection list you created and for which you received a quote.



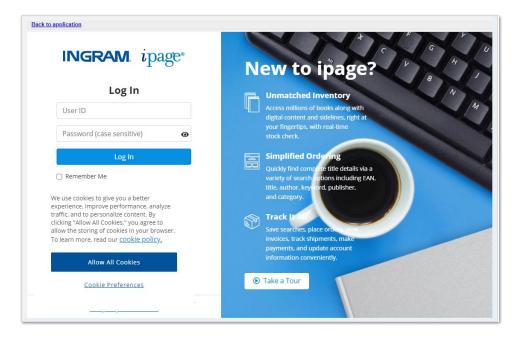
Click Add Item, then select Library Books



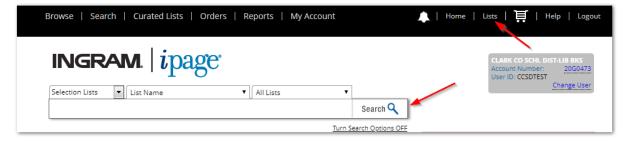
If you do not have *Library Books* in your list of catalogs, please contact the Help Desk at (702) 799-3300.

Log in to Ingram ipage

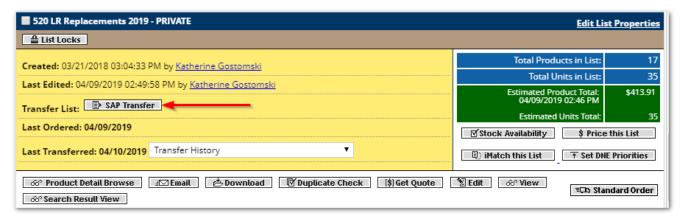
Note: Do NOT check Remember Me



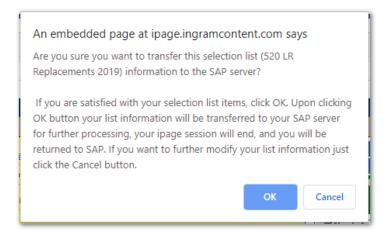
Locate the selection list you created earlier. Click Lists or use Search.



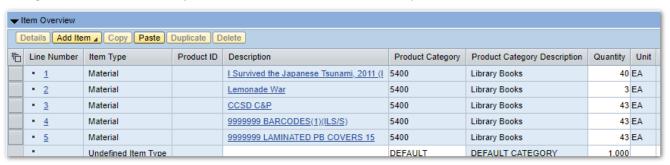
Click SAP Transfer to transfer the list back to SAP



Click OK



The shopping cart is ready to order. The first example lists the books, CCSD C&P (CCSD Cataloging & Processing fee), and some of the optional services, such as Laminated Paperback Covers.



Click *Check* to verify there are no errors against the budget.



Click *Order* to submit the order for approval.



Clear Browser History

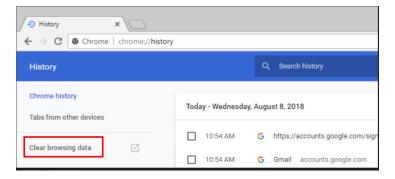
SAP works best if the history and cookies are cleared before logging on. This is especially important if multiple users share the same computer. There may be problems if multiple users log onto SAP without clearing history between users. Please contact the Help Desk at (702) 799-3300 or WAN 0099-3300 for assistance.

Chrome

To clear browser history:

Press Ctrl+h

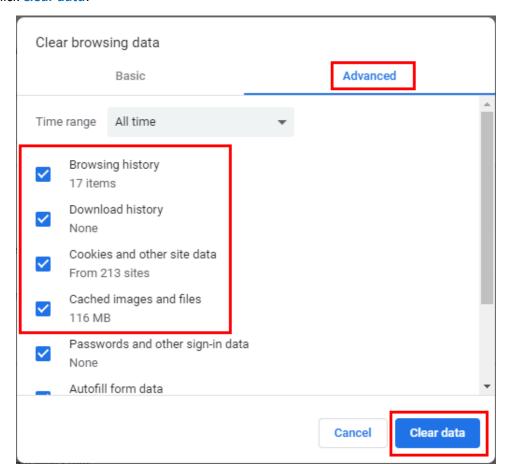
Click Clear browsing data



Click Advanced tab.

Check the boxes for *Browsing history*, *Download history*, *Cookies and other site data*, and *Cached images and files*.

Click Clear data.



Troubleshooting

ipage SAP Transfer button is grayed out or is not visible

Reasons this might occur:

- 1. The selection list does not have a quote
- 2. The user asked for a quote, but has not waited a full 24 hours to be sure the quote is ready.
- 3. The quote has expired. Quotes expire after 60 days.
- 4. The user is not logged in to *ipage* through SAP.
- 5. The user is logged in to multiple sessions of *ipage*.
- 6. The user checked the *ipage* log on checkbox *Remember Me*.
- 7. The button is grayed out in the list, but is enabled after the selection list is viewed.

ipage Get Quote button does not work

Reasons this might occur:

1. The user is logged into ipage through SAP.

Log out of SAP and use stand alone ipage to Get Quote.

ipage Cannot View Quotes

Reasons this might occur:

The user is logged into ipage through SAP and only one quote is associated with the account.
Log out of SAP and use stand alone ipage to *View Quotes*.

ipage Price this List button is grayed out

Reasons this might occur:

- 1. The user checked the *ipage* log on checkbox *Remember Me*.
- 2. User cannot price the list in *ipage* while logged on to SAP.

ipage Java iView Runtime error

This error may occur if you try to transfer a selection list that has more than 240 lines.

Java iView Runtime

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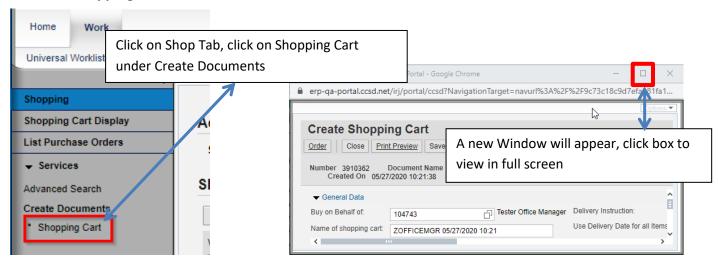
An exception occurred while processing your request.

If this situation persists, please contact your system administrator.

ipage does not work well using Internet Explorer

Ingram supports using Google Chrome with ipage. Ingram does not recommend using Internet Explorer with ipage.

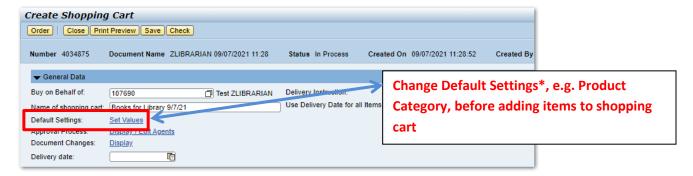
Free Text Shopping for Books



Each line in the quote must have a matching line in the shopping cart. If your quote has 10 lines, the shopping cart must have 10 lines. **Free items** listed on the quote must also be in the shopping cart, with a price of one cent (\$0.01). Total value of shopping cart should equal the quote value plus the value of the free items.

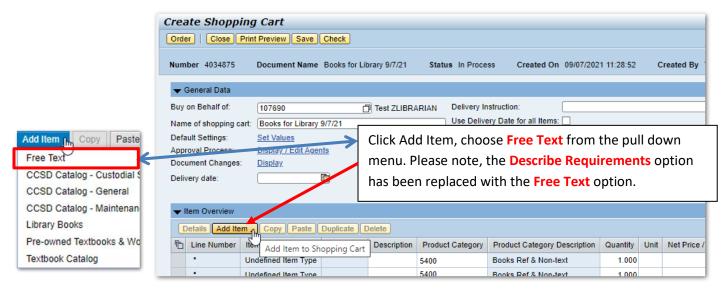
Before you add any items to the shopping cart, change the Default Settings*. Every item added after the change will use the settings. Product Category must be changed from DEFAULT or the shopping cart will get errors. For example, replace DEFAULT with 5400 for Library Books.

If you do not know which product category to use, contact the Purchasing Department and ask for the buyer for the products you are ordering. Setting the correct product category in Default Settings before adding items to your shopping cart will speed up processing for your order.



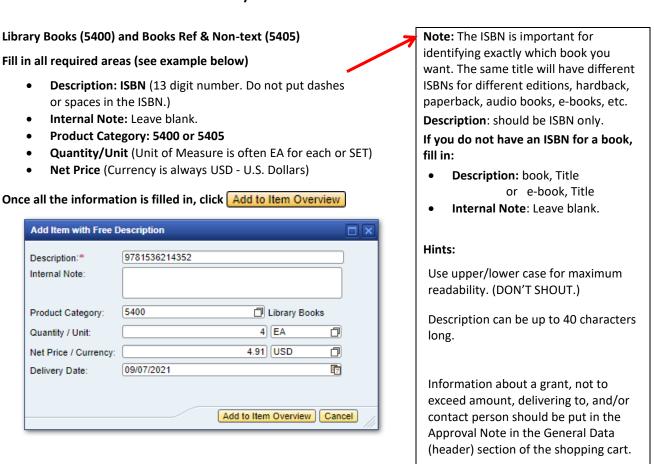
* Default Settings are not saved when the shopping cart is closed. If you are editing a saved shopping cart, you will need to set the Default Settings again. Default Settings only affect new items, they do not change existing items.





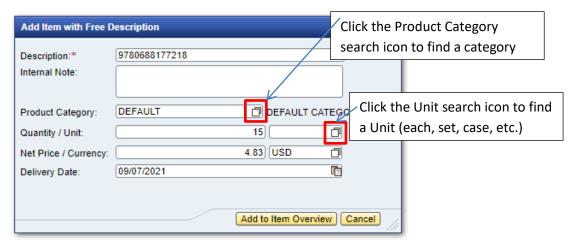
A pop-up window will appear.

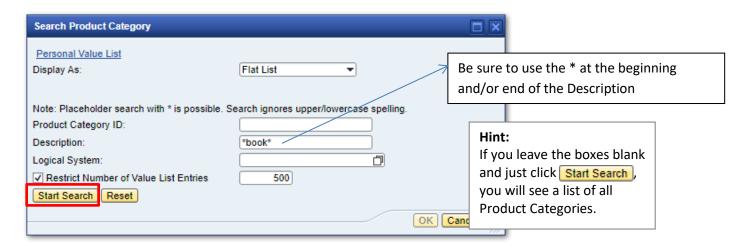
Here are notes on free text items Library Books and Classroom Books.

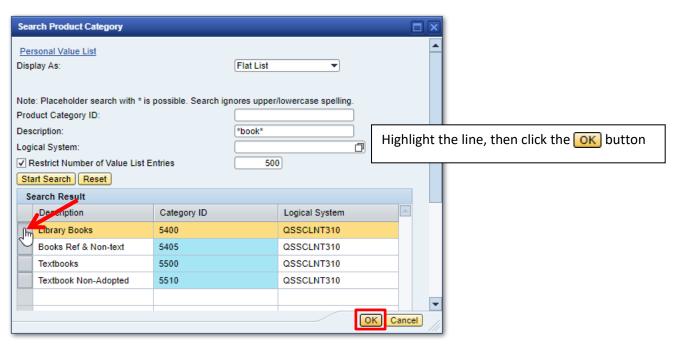


If you are not sure what product category or unit of measure to use, you can search for them or call the Purchasing Department for assistance.

If you did not change the Product Category in Default Settings before adding items to the shopping cart, you will have to change it on every single item.





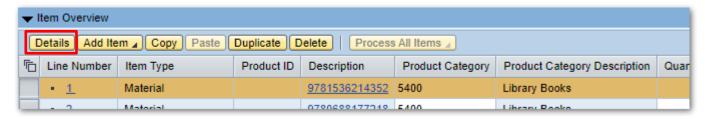


DON'T FORGET to add a line for shipping. If the quote includes shipping make sure to add a free text line for shipping to the shopping cart. The Product Category for shipping is the same as for the ordered items, Quantity / Unit is 1 / EA. Some suppliers on contract with CCSD have specific shipping rates.

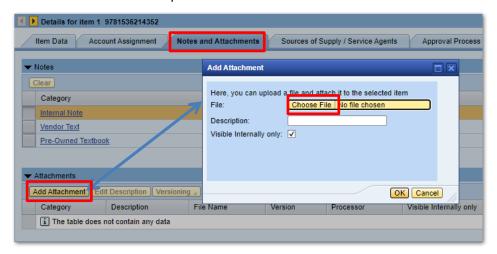
Supplier	Rate
Ingram	Included in book price, does not need to be added.

Add Attachment to the First Line of the Shopping Cart

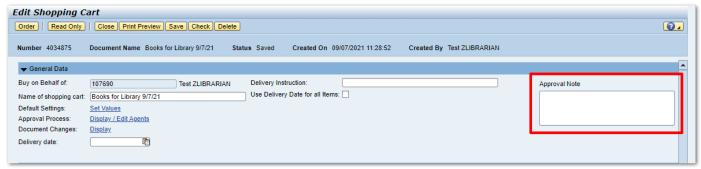
Highlight the first line and click on Details to go to Details for item area at the bottom of the window.



Click Notes and Attachments tab and click on Add Attachment. Attachments are usually quotes and other information that will be helpful to ensure that the correct item can be ordered.



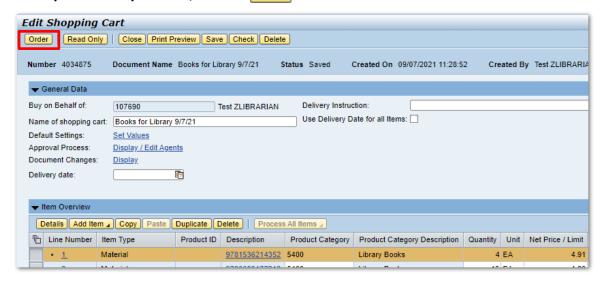
Do not add Vendor Text. This field is for use by the Purchasing Department. If you add Vendor Text, it will end up being deleted, wasting your time and ours. Put the information in the Approval Note in the General Data section (header) of the shopping cart.



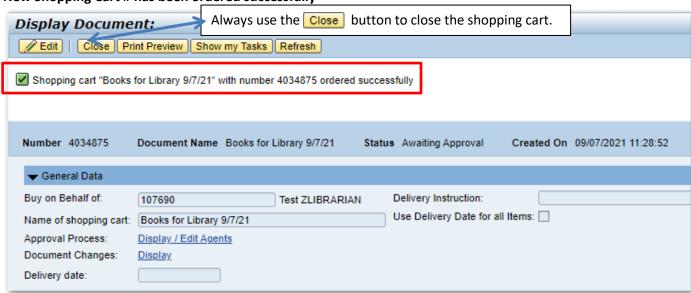
Click the Check button. If you have forgotten to add all pertinent information, a reminder will appear on the top area of the screen:



When you are ready to order, click the Order button

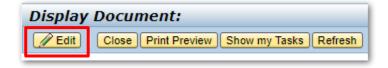


New Shopping Cart # has been ordered successfully



Note:

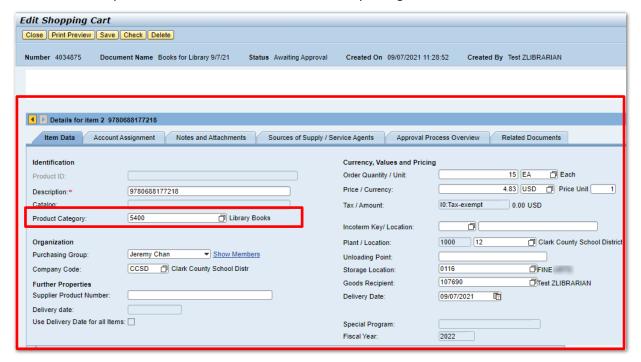
You can make changes to a shopping cart if it is **Saved** or if it has been **Ordered**, but **not yet approved**. Click the **Edit** button to edit the shopping cart.



Default Settings that were used before will have to be changed again before adding new items.

Reminder: If you need to make any changes, such as Product Category, click on the Item Data tab in the Details for item area at the bottom of the shopping cart window.

Please note that you must be in the Edit mode to make any changes



Hints and Tips

- 1. Copy the ISBN (Ctrl+c) from the quote and paste it (Ctrl+v) into the item Description. This will reduce errors that occur when typing in the ISBN.
- 2. Before adding any lines, set the product category in Default Settings. This will automatically fill in the product category for each item you add, reducing the time it takes to fill in the information. It is useful if your quote has many items.
- 3. 240 Line Limit for all Library Orders using Ingram ipage. Shopping carts for classroom books or library books are limited to 240 Lines.
- 4. If the quote has many items, for example, 200 items, contact the buyer for books and ask if you can split the quote into multiple shopping carts. The quote will have to be attached to each shopping cart, and a note added to the Approval Note stating Cart 1 of 4, Cart 2 of 4, etc. The Approval Note is in the upper right of the shopping cart window.