# Using Bookseller.wiley.com

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Bookseller.wiley.com

Bookseller.wiley.com is a self-service website that bookstores can use to place orders, view order history, track shipping, and create and view Return Materials Authorizations (RMAs).

Creating a Bookseller Account

To access Bookseller.wiley.com, follow the steps below.


2. New users will need to complete the “Register Online” form beneath the “Log In” button.

3. Complete the online form. NOTE: To complete the online form, you must already have a Wiley account with the trailer set up. Bookstores and resellers need the seven-digit SAN (Standard Address Number) to be provided. The field will allow for seven zeroes to be entered if the SAN is not available.

4. Once the form has been submitted, it will trigger an email to Wiley’s Customer Service team. The approval process can take up to 48 business hours to be completed.

5. You will receive an email once your Bookseller access has been approved. Click the link in the email to access Bookseller.
Dear JANE,

Your on-line Wiley Bookseller registration has been approved.

Your user name and password are:
   User name: JANEDOE
   Password : WILEY1

The link to the Wiley Bookseller site is below.
http://bookseller.wiley.com

If you experience any problems, contact us at 1-800-225-5945. Please do not respond to this email.

Thank You
John Wiley and Sons, Inc.

Logging into Your Bookseller Account
To log into Bookseller, navigate to http://bookseller.wiley.com and enter your User Name and Password in the relevant boxes.

Editing Your Bookseller Account Details
To edit your username or password, click on Edit Your Account Profile in the center of the Home page.
Click either Edit User Name or Edit Password. If other account details need to be changed, you will need to contact Wiley Customer Care at (877) 762-2974.

Placing Orders

You can place orders through Bookseller in three different ways:

a. Single Item Entry
b. ISBN Quick Order Form (up to 10 ISBNs)
c. ISBN Text Entry Form (up to 25 ISBNs)
Single ISBN Order Entry

1. For single ISBN order entry, make sure to select “By ISBN” from the drop down if that is the text to be entered.

2. Type in the ISBN.

3. Press Go.

4. This allows you to see details on the title to be ordered.
   a. Title
   b. Author
   c. ISBN
   d. Format
   e. Date Published
   f. Status of Title
   g. Carton Quantity
   h. List Price
i. Discount

**NOTE:** Some customers will display as “Variable” when it comes to discount. When it says “Variable” this is a hyperlink and will allow you to click on it to display your discounts based on quantity.

j. Customer Cost

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<table>
<thead>
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<th>Search Results</th>
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<tr>
<td>1 matches for ISBN “9781119278962”</td>
</tr>
<tr>
<td>Sort Listing by: Pub Date</td>
</tr>
<tr>
<td>The Leadership Challenge, Sixth Edition: How to Make Extraordinary Things Happen in Organizations</td>
</tr>
<tr>
<td>By Kouzes</td>
</tr>
<tr>
<td>Management / Leadership</td>
</tr>
<tr>
<td>ISBN: 9781119278962</td>
</tr>
<tr>
<td>Format: Cloth, 400 Pages</td>
</tr>
<tr>
<td>Published: APR 2017</td>
</tr>
<tr>
<td>Copyright: 2017</td>
</tr>
<tr>
<td>Enter Quantity: [ ] Add to Cart</td>
</tr>
</tbody>
</table>
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5. Enter the quantity for the title displayed.

6. Select “Add to Cart.”

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<tr>
<td>Enter Quantity: [10] Add to Cart</td>
</tr>
</tbody>
</table>
```

7. The shopping cart screen displays next, this will provide a review of the item(s) ordered. **NOTE:** This screen will not show your discounted price. You will need to select “Checkout Now” to view the actual discount.
8. You have the option to enter in a promotion code on this screen next to the Apply Discount button.

9. If you would like to add more titles, click Continue Shopping to do so. If you are ready to move on, click Checkout Now.

10. The shipping address can be changed by clicking the “Change Shipping Address” button. **NOTE:** This option will only change the shipping address on this order.

11. The shipping method can also be selected from the dropdown box.

   a. Ground
   b. 1 Day Air
   c. 2 Day Air
   d. 3 Day Air

12. If you would like to have another shipping method not displayed here, you can click the box that says, “Request different routing instructions or shipping method other than the ones associated with this priority (order will be placed on hold until you call Customer Care and change is processed).”
13. The bottom portion of the checkout screen provides the items purchased including the actual discount that will be applied to the order.

14. You need to enter Contact information for the order.

15. You can choose between two payment types: Credit Card or Purchase Order.
   a. If “Pay by Credit Card” is selected, the “Enter Payment Details” button needs to be selected.
      i. You will then be prompted to enter your credit card details and click Make Payment.
b. If you select Purchase Order Number as your payment method, you will be prompted to enter your Purchase Order Number in the box. You should still include the Contact Name as above.

16. Once the required fields are completed, click the “Submit Your Order” button.

17. The final screen will provide the order confirmation number in red. You should copy this and save it for your records.
Multiple ISBN Order Entry—Up to 10 ISBNs

The other options in bookseller.wiley.com for ordering allow you to order multiple ISBNs at a time.

The “ISBN Quick Order” form will allow up to 10 ISBNs to be entered at a time.

1. From the Home page, click ISBN Quick Order Form.

2. Enter the ISBNS and quantities you want to order. Click “Go.”

3. The titles will display for each ISBN, and the Status of each item will appear on the far right. 
   **NOTE:** You cannot order a title that is marked as “Not Available” through Bookseller. If you would like to backorder that title, you will need to contact Customer Care.
4. At this point, you can select “Add to Cart” to continue with the order. The rest of the purchasing process will be the same as steps 9-20 of [Single ISBN Order Entry](#).

**Multiple ISBN Order Entry—Up to 25 ISBNs**

The last order entry option through bookseller.wiley.com is the “ISBN Text Entry Form.” This will allow up to 25 ISBNs to be entered.

1. From the Home page, click ISBN Text Entry Form.

2. In the textbox, enter up to 25 ISBNs.

3. Press Go when all ISBNs have been entered.
4. Add the quantity for each title and click “Add to Cart” when finished. Remember that you cannot order a title that is Not Available through Bookseller.

5. The rest of the purchasing process will be the same as in steps 9-20 of Single ISBN Order Entry.

Searching Past Orders and Credits

To locate past orders and credits, and to email invoices and credit memos:

1. From the Home page, click “View Orders and Invoices.”

2. On this page, you can view the following information:
   a. Date
   b. Order Number
   c. Type
   d. Invoice/Credit Number
   e. Purchase Order
   f. Status
NOTE: You must be on the correct account/trailer number to be able to view the orders and invoices. If you need to change the account/trailer simply click the “Change Account” option on the left and locate the correct one.

3. Click on an order number to view an invoice/credit. NOTE: Only orders that have shipped from the warehouse will have an available invoice. Orders that have not shipped will have a status of “In Process.”

![Orders and Invoices]

4. Once on the invoice or credit’s page, you can view the following information: Purchase Order Number, Invoice Date, Bill-To and Ship-To addresses, Ship Method, the items ordered with their quantities and prices, and Tracking Numbers.

![Checking Tracking Information]

5. Click on the Tracking Number to track the order’s shipping.
Emailing an Invoice

6. To email a copy of your order’s invoice, click “Email Invoice Copy” under the Ship-To address.

7. A pop-up box will appear. You can leave the email address as-is or can change the email address in the textbox.

8. To complete the process, hit Submit.

Creating a Return Materials Authorization (RMA)

You can create an RMA from the Home page by clicking Create RMA Request, but the easiest way to do so is from the invoice itself.

1. From the invoice, click Create RMA Request.
2. On the RMA Entry Screen, enter your Chargeback Number and confirm the quantity you would like to return.

![RMA Entry Screen](image)

3. Click Submit.

4. On the RMA Entry Summary screen, double-check all the information and then click Confirm.

![RMA Entry Summary](image)

5. The confirmation screen will appear. You will receive a confirmation email soon.

![RMA Entry Summary](image)

**Viewing an RMA**

To view an RMA request,
1. Click View your RMA status on the Home page.

2. On the View RMA screen, search for the RMA you wish to view either by scrolling through the list or by searching by RMA Number. The status of each RMA can be seen in the far right column.