



Topic: CAP Online Store
Date: August 2016

PERMISSIONS

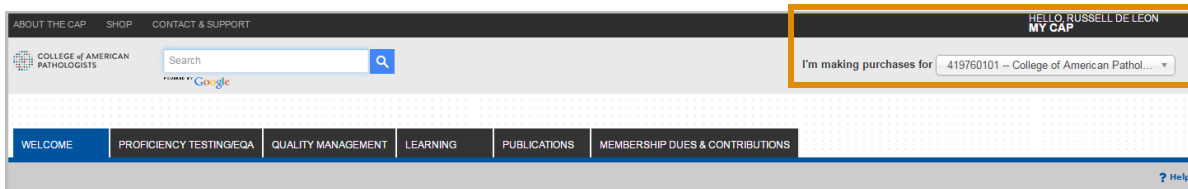
How do I get started with ordering in the online store?

You may order for yourself anytime! To order for a lab, you must be granted permissions by your Site Administrator.

I'm responsible for multiple labs, how do I login to order for the different labs?

Use the **I'm making purchases for:** drop down menu to select the appropriate party for which you would like to shop.

Note: You must be logged in.

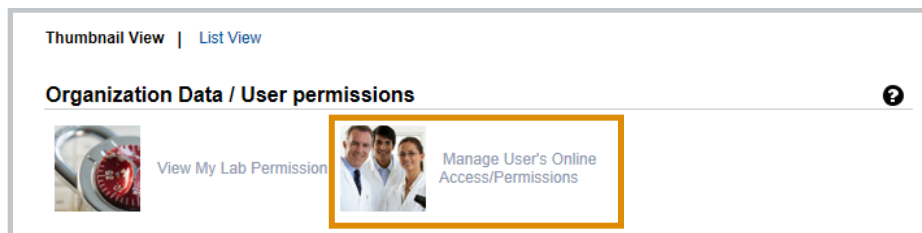


How can I add other labs to the list?

You may request access to additional labs via eLabs Solution Suite™. The site administrator for each respective laboratory grants permissions.

How do I grant or remove someone's permission to shop?

Site Administrators can grant or remove someone's permission to shop for a particular lab in e-LAB Solutions Suite under **Manage User's Online Access/Permissions** under the Organization Data/User Permissions tab.

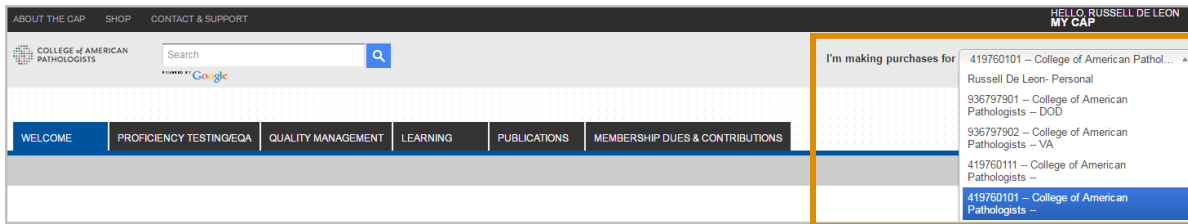




SHOPPING

How do I know if the items in my cart are for me personally or are for my lab?

Review the header drop down labeled **I'm making purchases for:** to ensure you are making the purchase on behalf of the correct organization or party. Click the dropdown arrow to view additional entities for which you have permission to shop. The cart will reflect purchases for the entity you have chosen.

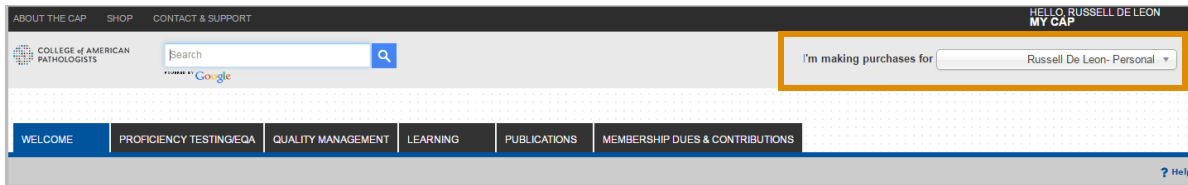


Note: You can also see your account number in the welcome box on the right side of the screen.

Can I order and pay for items for my personal use?

Yes, use the **I'm making purchases for:** drop down menu to select your personal cart in order to shop for items for your personal use.

Note: You may not purchase PT items on your personal account.



Why do I have to upload a copy of my organization's PO when I've already provided my PO#?

When shopping on behalf of your organization, you must upload a copy of the purchase order which shows your organization's commitment to pay upon receipt of an invoice. The physical document on your organization's letterhead is proof of this commitment. It is recommended that you upload a copy of your PO for all orders for which you intend to use one as intent of future payment. You must submit a PO for all orders over \$1,000.

Can I save a cart?

Yes, you can save a cart for future use. Click [here](#) for detailed information on saving carts. You can access saved carts from the Welcome box found on the right hand side of the online store page.

How long will my cart be saved?

When you view your cart, you will see an expiration date. If you do not save your cart, it will expire on the expiration date listed. If you do save your cart, it will be available until you delete it. Please be aware that prices are subject to change and/or prorated for partial participation in annual programs.



Are there shipping fees added to the price?

Freight, fuel surcharges and sales tax are added to the order as applicable.

You can view the shipping & handling amount by clicking on your [Shopping Cart](#).

SHIPPING CART

[CONTINUE SHOPPING](#) Actions: Save Cart

ⓘ Your Shopping cart expires on Apr 21, 2017. Please save this cart if you intend to use it beyond this date.

Item Number	Item Name	UOM	Quantity	Price	Remove
PUB224	TRANSFUSION MEDICINE IN THE HOT SEAT	Each	1	\$90.00	<input type="button" value="Remove"/>
				Sub-Total: \$90.00	
				Shipping and Handling: \$8.78	
				Tax: \$8.78	
				Total: \$98.78	

Promotional Code

Enter the case-sensitive promotional code you received from the CAP and click Apply.

[CONTINUE SHOPPING](#) Actions: Save Cart

Why is the [Add to Cart](#) button grayed out?

The [Add to Cart](#) button may be grayed out if you do not have permission to order that item using your current cart.

If you have any questions or concerns, [email](#) or call the Customer Contact Center at 800-323-4040 option 1 or 847-832-7000 option 1.



SALES TAX

My organization is tax exempt; will that be reflected in my online store order?

Yes, this is reflected in your shopping cart.

SHIPPING CART

[CONTINUE SHOPPING](#) Actions: Save Cart [CHECKOUT](#)

Your Shopping cart expires on Apr 21, 2017. Please save this cart if you intend to use it beyond this date.

Item Number	Item Name	UOM	Quantity	Price	Remove
PUB224	TRANSFUSION MEDICINE IN THE HOT SEAT	Each	1	\$90.00	<input type="button" value="Remove"/>
				Sub-Total: \$90.00	
				Shipping and Handling: \$0.00	
				Tax: \$0.00	
				Total: \$90.00	

Promotional Code

Enter the case-sensitive promotional code you received from the CAP and click Apply.

[CONTINUE SHOPPING](#) Actions: Save Cart [CHECKOUT](#)

My tax exemption is not reflected in my shopping cart. How can I fix that?

If your cart is not showing your tax exemption, you have the opportunity to upload the tax exempt certificate during the billing portion of your check out. The CAP will review and make adjustments as appropriate.

Note: The adjustment will not immediately appear within your online order; it will, however, be reflected in the final invoicing and payment settlement.

SHIPPING **BILLING** ORDER REVIEW

CHECKOUT: BILLING AND PAYMENT INFORMATION

Shopping Cart Actions: Share Cart [BACK](#) Step 2 of 3 [NEXT](#)

Required Fields

Bill To

- Bill To Customer: College of American Pathologists
- Bill To Contact: No Selected Contact
- Bill To Address: PO Box 123
Northfield, IL 60093-0123
UNITED STATES

Payment

- Credit Card
 - Add A New Card
 - Please enter the required information for your new credit card.
 - Card Holder Name:
 - Type: American Express
 - Number:
 - Expiration: 08 2016
 - Please ensure all credit card information is correct before continuing.
- Wire Transfer
- Purchase Order

Tax Information

File	Description	Category	Added Date	Remove
No attachments have been added.				

Shopping Cart Actions: Share Cart [BACK](#) Step 2 of 3 [NEXT](#)

What is your Federal Tax ID #?

- The College of American Pathologists federal tax identification number is 36-2118323.
- The CAP Foundation's federal tax identification number is 36-6134600.

Do you charge sales tax?

Yes, if appropriate. You may upload a tax exempt certificate during checkout. The CAP will review and make adjustments as appropriate.

Note: The adjustment will not immediately appear within your online order; it will, however, be reflected in the final invoicing and payment settlement.



PAYMENTS

How can I pay for my online order?

- Customers making personal purchases can do so by credit card.
- Customers making purchases on behalf of a lab may pay by credit card, wire transfer, or purchase order as intent of future payment.

Can I use multiple forms of payment on my order?

Not at this time. However, you may submit multiple orders, each using different payment types.

How can I pay an invoice?

You can pay an invoice by mailing payment to the address below.

Remit To:

College of American Pathologists

PO Box 71698

Chicago, IL 60694



AFTER I'VE ORDERED

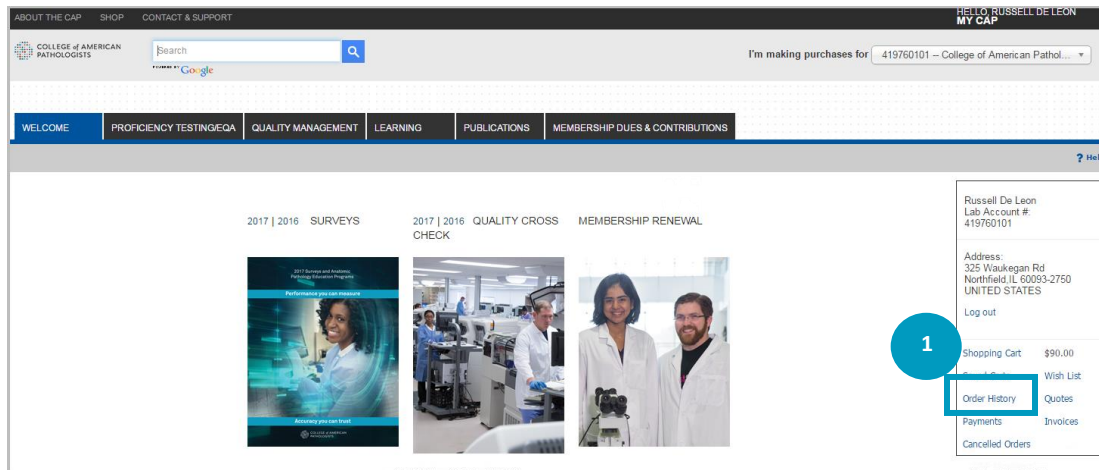
Can I modify an order after I submit it?

Yes.

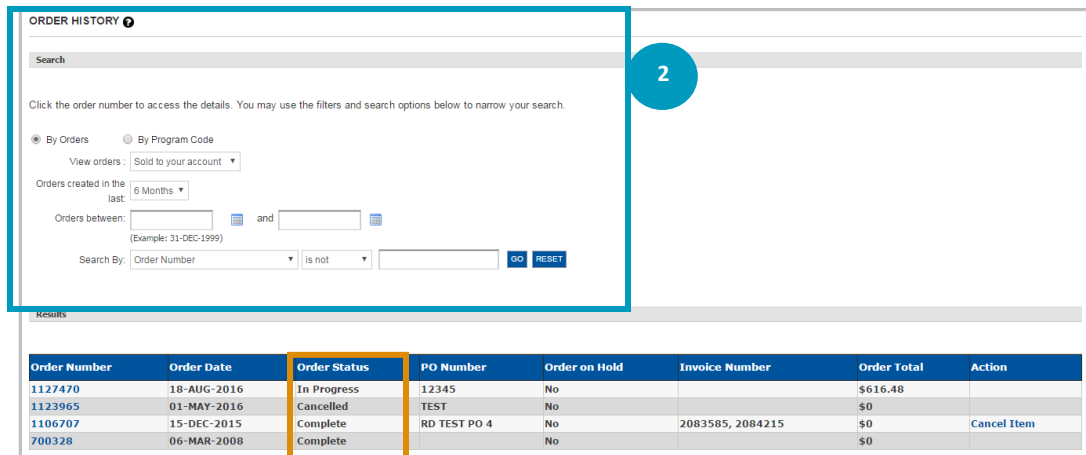
- To add additional programs, create a new order.
- For additional detail on how to cancel an item or an order, click [here](#).

How can I check the status of my order?

1. Click [Order History](#).



2. Add search criteria as needed. View [Order Status](#) column.





How can I see previous order history?

Click **Order History** in the Welcome box found on the right hand side of the online store page.

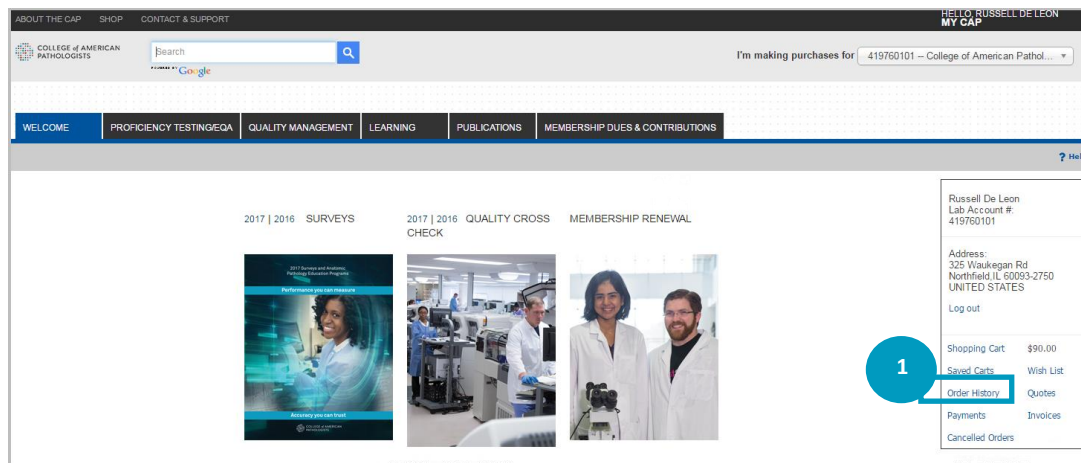
How can I find which order contains a specific item?

The order history search features allows you to search across all orders for a given item. Enter the item and the search will return the order number(s) that contain said item.

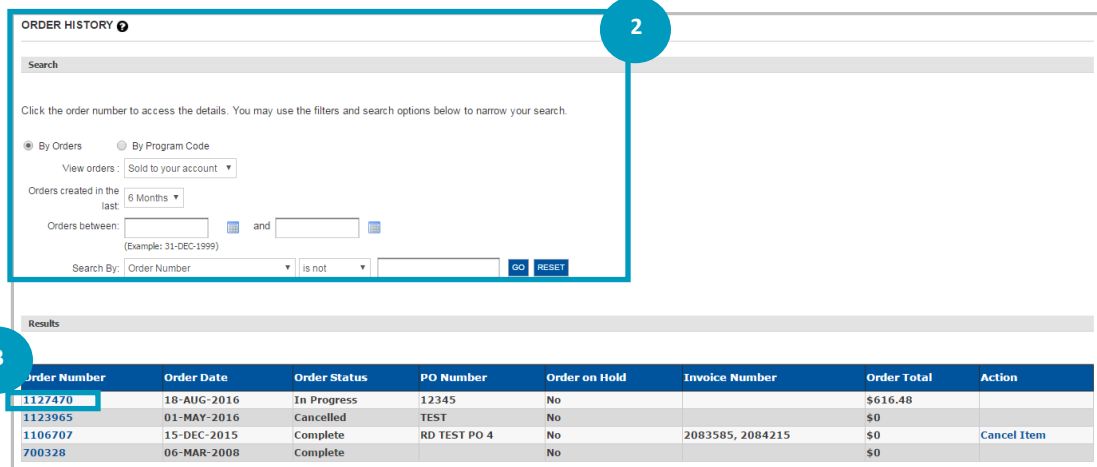
How can I obtain a receipt for credit card payments?

You may print the Order Details page as a receipt during or after your transaction. To access the Order Details page after your transaction:

1. Click **Order History**.



2. Add search criteria for the order and click **Next**.
3. Click the order number you want to review.





The order details page may be printed as your receipt.

ORDER DETAILS									
You may print this page as your receipt. Back to Track Orders									
Order Information									
Order Number: 1124630					Order Date: 25-MAY-2016				
Order Status: Complete									
Customer Information									
Customer Name: College of American Pathologists									
Shipping Information					Billing and Payment Information				
Ship To: Ferdinand Rivera College of American Pathologists 325 Waukegan Rd Northfield,IL 60093-2750 UNITED STATES					Bill To: College of American Pathologists PO Box 123 Northfield,IL 60093-0123 UNITED STATES				
Shipping Method:					Payment Type: Credit Card - XXXXXXXXXXXX0005				
Shipment Priority:					Payment Terms: CREDIT CARD				
Shipping Instructions:					PO Number:				
Part Number	Item Name	UOM	Ordered	Shipped	Status	Hold Info	Price	Item Details	
VM1	VIRAL MARKERS-SERIES 1	Each	1	1	Complete		\$128.00		
VM2	VIRAL MARKERS-SERIES 2	Each	1	1	Complete		\$196.00		
VM5	VIRAL MARKERS-SERIES 5	Each	1	1	Complete		\$46.00		
VM6	VIRAL MARKERS, SERIES 6	Each	1	1	Complete		\$190.00		
							Sub-Total:	\$560.00	
							Fuel Surcharge:	\$5.60	
							Shipping and Handling:	\$0.00	
							Tax:	\$27.57	
							Total:	\$593.17	

How can I place an order for Additional PT materials?

To order additional PT materials, [email](#) or call the Customer Contact Center at 800-323-4040 option 1 or 847-832-7000 option 1.

How can I place an order for a Replacement PT materials?

To order a replacement, [email](#) or call the Customer Contact Center at 800-323-4040 option 1 or 847-832-7000 option 1.



MANAGING MY ACCOUNT

How do I change my personal billing information?

- To change your personal billing address for your personal account, you will do so in My Profile. Click [here](#) for more information on managing your addresses.
- To change or add different payment options, click **Payments** in the Welcome box found on the right hand side of the online store page.

How can I change my personal shipping information?

To change your personal shipping address for your personal account, you will do so in My Profile. Click [here](#) for more information on managing your addresses.

How do I change my lab's contact information?

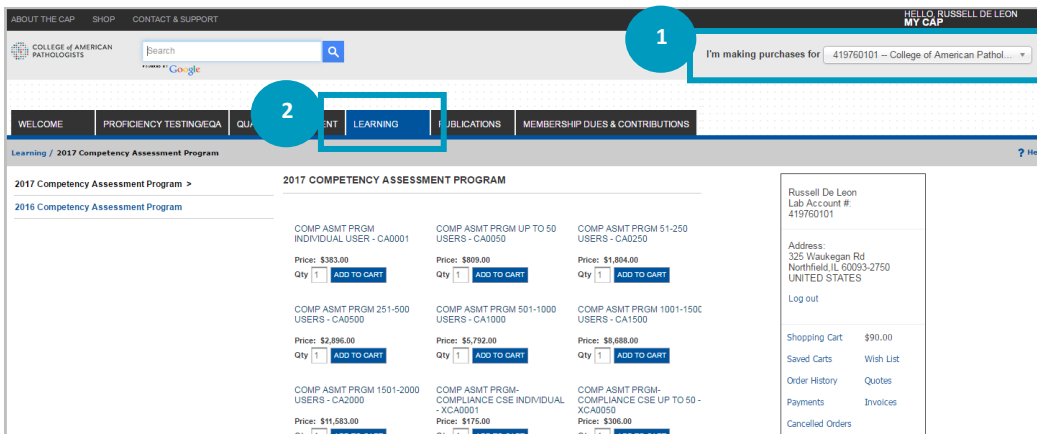
To change your lab's billing or ship to address or contacts, [email](#) or call the Customer Contact Center at 800-323-4040 option 1 or 1 847-832-7000 option 1.



LEARNING

How do I see Competency Assessment Program offerings?

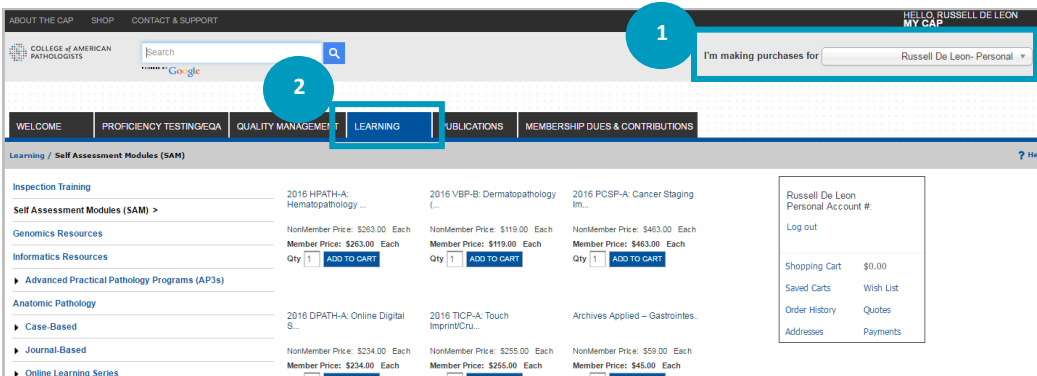
1. Use the **I'm making purchases for:** drop down to select your lab's account.
Important: Competency Assessment Program offerings will not show if you are using your personal account.
2. Click the **Learning** tab.



How do I see Learning programs?

1. Use the **I'm making purchases for:** drop down to select your personal account.
2. Click the **Learning** tab to view learning programs available for purchase through the online store.

Important: To search for Learning programs, you must be in your personal cart.



Can I order more than one Learning program at a time?

Yes. You may order multiple learning programs.



Search

Can I search programs by analyte?

Yes. Enter the analyte or test name in the search field, hit enter to search. Review and select the appropriate link from the list of results.

How are CMS analytes identified?

Click [here](#) to view the catalog. All bolded items are CMS analytes.

How are CAP accredited enrollment analytes identified?

Click [here](#) to view the catalog. All items marked with an "x" are CAP accredited enrollment analytes.

Where do I find programs offering CE/CME credit?

You can use the Google search bar in the online store to search. In this example, "cme ce credit" was used as the search criterion.

The screenshot shows the CAP website's search results page. At the top, there is a navigation bar with links for 'ABOUT THE CAP', 'SHOP', and 'CONTACT & SUPPORT'. Below this is a search bar containing the text 'cme ce credit'. A main navigation menu includes 'WELCOME', 'PROFICIENCY TESTING/EQA', 'QUALITY MANAGEMENT', 'LEARNING', 'PUBLICATIONS', and 'MEMBERSHIP DUES & CONTRIBUTIONS'. The search results are titled 'Search Results for "cme ce credit"' and show 'Viewing 1-10 of 584'. A list of results follows, including items like 'Gleason Grading (SAM eligible)-PROSGLSN04Q.2013' and 'Inspection Team Member Training (SAM eligible) ...'. On the left side, there is a 'Filter Results' sidebar with categories for 'Year' (2012-2017) and 'Discipline' (Anatomic Pathology, etc.). At the bottom of the results, there is a pagination bar with numbers 1 through 10 and 'Next' and 'Last' buttons.

TIP: Filter Results will display related analytes and additional search criteria related to your search.

TIP: Your filter results may have multiple pages. Use the navigation to review all results.



Who can I contact with additional questions?

If you have additional questions or require assistance, [email](#) or call the Customer Contact Center at 800-323-4040 option 1 or 847-832-7000 option 1.