

Digital Content Management

June 2019
Version 28



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If you have any comments or suggestions regarding this document, please send e-mail to training@nebook.com.

IT Special Projects

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Digital books are textbooks available in a digital format. Digital content is purchased at POS through the registers by customers, and can then be downloaded by the customer, using a Basket ID and POS receipt number provided by your store and the digital provider service. Digital books are traditionally lower priced than in-print books, and have enhanced features such as the ability to search the text for words or phrases, add comments, create bookmarks, and print from the local computer, making them ideal for today's student population.

The first step to offering digital content at your store is establishing an account a digital provider. If you do not already have an account, you will need to contact your preferred digital provider. When you have signed up for that account, the provider and Nebraska Book will work together to set up your integration.

Once your store has established a digital provider account, you will need to add the digital content to Item Maintenance, add a 'Digital Content Instruction' record, and add the titles to the 'Digital Content' module.

When a digital book is sold, the POS system will connect to the digital provider server to obtain a Basket ID/Access Code. That Basket ID/Access Code will be printed on the POS receipt ONLY IF the notation is included on the instruction attached to the digital book. (See 'Adding a Digital Content Instruction' section of this document).

A digital book can also be refunded at POS. The original Basket ID/Access Code is required to refund a digital book. When a digital book is refunded, the POS system will again connect to the Digital content server and verify that the digital book has not been downloaded. POS will not allow a downloaded digital book to be returned. Individual store return policies may also affect whether or not a digital book can be refunded.

Issues to Consider

In addition to the above, several hardware, network, and software issues must be negotiated prior to selling Digital content.

- The digital content process communicates to the digital provider Server via the POS server. Thus, port 443 must be securely opened outbound on the POS Server, using the TCP/IP protocol.
- Receipts printed at POS must contain the receipt number.
- WPServer on POS must be configured by PrismCore and POS Support representatives.

1. You will work with your preferred digital provider to set up your account.
2. PrismCore Support will configure WPServer.
3. Be sure port 443 is open, using TCP/IP, on the POS Server.

The following steps are outlined in detail in the sections below.

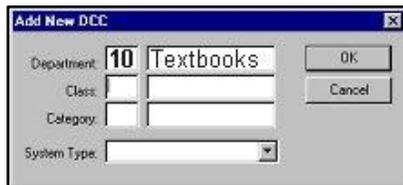
4. Create a digital content DCC.
5. Obtain Digital ISBN's and Pricing from the digital provider website.
6. Create digital book item records for Item Maintenance, using the digital ISBN from the digital provider website for all titles you wish to carry as Digital content.
7. Create a 'Digital Content Instruction' record.
8. Create digital book records in the Digital Content module.
9. Sell the digital book through POS.
10. The receipt will print, giving the customer instructions on downloading the digital book. The receipt should contain a receipt number and a Basket ID.

In order to effectively track digital content sales and returns separately from other textbooks, PrismCore Support **strongly** recommends creating a digital content DCC.

NOTE: Department codes in PrismCore **must** begin with a number greater than zero (e.g. 10 is a permissible department code, but 01 is not). Class and category codes may begin with a zero, although 00 is not recommended.

To create a Digital Content DCC:

1. Access the Department/Class/Category module in PrismCore Admin.
2. Right-click on the Textbook department in the window on the left and select 'Add' from the mouse options menu.
3. The 'Add New DCC' dialog opens.



4. The Department code will default to your Textbook department code.
5. The Department name will default to your Textbook department name.
6. Enter the class code (2 numeric digits) you wish to use for Digital content into the field on the Class line (Example: 40)
7. Enter the class name (15 characters maximum) in the second field on the Class line (Example: Digital content).
8. Enter the category code (2 numeric digits) in the first field on the Category line (Example: 10).
9. Enter the category name (15 characters maximum) in the second field on the Category line (Example: Digital content).

NOTE: When adding DCCs, the department, class and/or category fields may display information for the DCC record that is currently highlighted in the window on the left. When this happens, replace the information that shows with the new information you wish to add.

10. Select the Textbook system type for the DCC from the combo box.
11. Click  when finished.
12. The new department appears in the DCC tree.

Accessing Digital Content Management

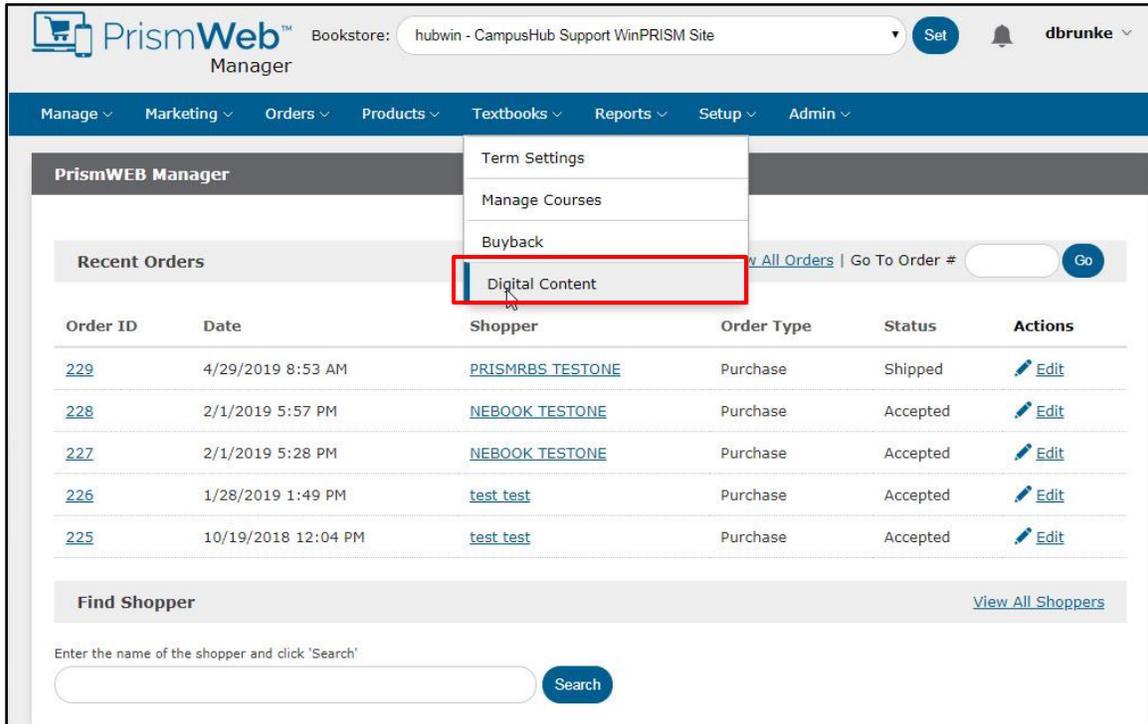
PrismWeb Manager can be accessed using your browser at <http://manager.thecampushub.com>. If you do not currently utilize PrismWeb Manager for administering your ecommerce website, you will need to contact NBC IT Support to request an admin user account be created for you. Once an admin user account is created, that account can create other user accounts as needed. Once you have logged in to PrismWeb Manager, you will see your home page similar to the following:

The screenshot displays the PrismWeb Manager interface. At the top, there is a header with the PrismWeb Manager logo, a dropdown menu for the bookstore (currently set to 'hubwin - CampusHub Support WinPRISM Site'), and a user profile for 'dbrunke'. Below the header is a navigation bar with tabs for Manage, Marketing, Orders, Products, Textbooks, Reports, Setup, and Admin. The main content area features a 'PrismWEB Manager' title and a 'Recent Orders' section. This section includes a 'View All Orders' link and a search box for order numbers. Below this is a table of recent orders with columns for Order ID, Date, Shopper, Order Type, Status, and Actions. The table lists five orders, with the most recent being Order ID 229, dated 4/29/2019 at 8:53 AM, purchased by PRISMRRBS TESTONE, with a status of 'Shipped'. Below the table is a 'Find Shopper' section with a search input field and a 'Search' button. At the bottom of the page, there is a footer with copyright information and a grid of links for various management functions such as Email Templates, Promotions, View Orders, Browse Products, Term Settings, Invoices/Sales, and Site Options.

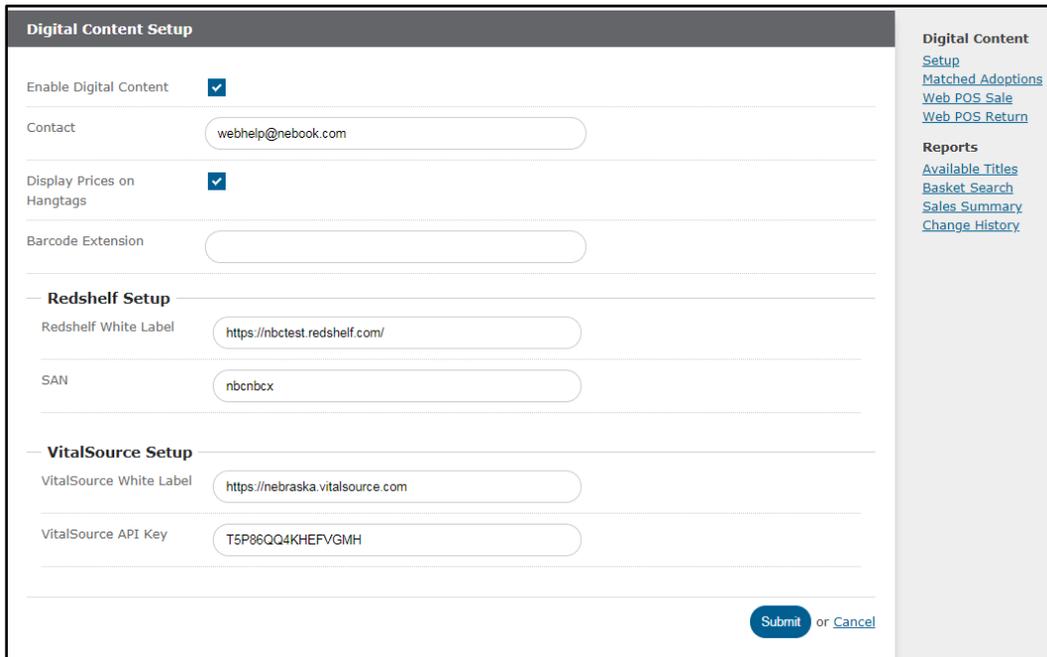
Order ID	Date	Shopper	Order Type	Status	Actions
229	4/29/2019 8:53 AM	PRISMRRBS TESTONE	Purchase	Shipped	Edit
228	2/1/2019 5:57 PM	NEBOOK TESTONE	Purchase	Accepted	Edit
227	2/1/2019 5:28 PM	NEBOOK TESTONE	Purchase	Accepted	Edit
226	1/28/2019 1:49 PM	test test	Purchase	Accepted	Edit
225	10/19/2018 12:04 PM	test test	Purchase	Accepted	Edit

Please note the content that is available to you is dependent on the rights available to your user.

The main navigation at the top has a Textbooks menu item, underneath is a Digital Content sub-menu item.



Clicking this menu item takes you to the main digital content setup screen.



This screen contains configuration related to digital content.

Enable Digital Content: this flag enables/disables digital content sales through POS (if using existing POS integration or WinPOS), online (if using the PrismWeb digital provider plugin) and Web POS Sales.

Contact: this field contains the contact email address.

Display Prices on Hangtags: this flag enables/disables whether to display the digital price on hangtags.

Barcode Extension: this field contains the barcode extension that is appended to the scannable barcode on the hangtag.

Redshelf Setup: The Redshelf Setup section will only display if you are setup to sell Redshelf digital titles.

Redshelf White Label: this field contains the URL of your branded digital provider website. This is where students are directed to after purchase. This field is unavailable to you and is populated as part of the on-boarding process.

SAN: this field contains the Street Address Number, which is used to identify your store within the digital provider. This field is unavailable to you and is populated as part of the on-boarding process.

Vitalsource Setup: The Vitalsource Setup section will only display if you are setup to sell Vitalsource digital titles.

Vitalsource White Label: this field contains the URL of your branded digital provider website. This is where students are directed to after purchase. This field is unavailable to you and is populated as part of the on-boarding process.

Vitalsource API Key: this field contains the unique api key that allows you to sell Vitalsource digital titles. This field is unavailable to you and is populated as part of the on-boarding process.

The right-hand side contains navigation links for setup, matched adoptions, web POS sale, web POS return, as well as links to reports such as available digital titles, basket search, sales summary and content change history.

Matched Adoptions

Matched adoptions is a way for you to find if your adopted in-print titles are available in digital format. It is an easy way to group these matches and print hangtags, export to Excel, and manage a subset of digital titles that are relevant to your store.

While logged in to PrismWeb Manager, click the Matched Adoptions link on the right-hand side. This takes you to a list view of your current matched adoptions (if you have yet to run matched adoptions, this list will be blank) and contains several links that perform actions related to matched adoptions (run matched adoptions, generate hangtags, delete matched adoptions/hangtags and export to Excel).

Matched Adoptions List Back to Digital Content Setup												
Search by Digital ISBN, Print ISBN, Title, or Author												
<input type="text"/> <input type="button" value="Search"/>												
Filter by Term <input type="text" value="ALL"/>												
Run Matched Adoptions Generate Hangtags for Selected Titles Delete Selected Titles Delete Inactive Hangtags Export to Excel												
<input type="checkbox"/>	Last Updated	Digital ISBN	Print ISBN	Title	Author	Edition	Copyright	Provider	Price On Tag	Retail	Cost	
<input type="checkbox"/>	7/20/2018 2:55:43 PM	9780123847010	9780123847003	Pipe Drafting and Design	Parisher, Roy A.; Rhea, Robert A.	3		VitalSource	\$79.95	\$79.95	\$71.96	View
<input type="checkbox"/>	7/20/2018 2:55:43 PM	9780803627451	9780803617148	Exercise Prescription for Medical Conditions Handbook for Physical Therapists	Catherine Goodman	1	2011	VitalSource	\$31.16	\$12.46	\$11.21	View
<input type="checkbox"/>	7/20/2018 2:55:43 PM	9780807863206	9780807856611	Roots of Secession: Slavery and Politics in Antebellum Virginia	Link, William A.	0		VitalSource	\$29.99	\$29.99	\$26.99	View
<input type="checkbox"/>	7/20/2018 2:55:43 PM	9780807866375	9780807846261	Hoi Toide on the Outer Banks	Walt Wolfram	0		VitalSource	\$14.99	\$14.99	\$13.49	View
<input type="checkbox"/>	7/20/2018 2:55:43 PM	9780807895573	9780807828199	A Stone of Hope	David L. Chappell	0		VitalSource	\$25.99	\$25.99	\$23.39	View

To run matched adoptions, click the link near the search fields called Run Matched Adoptions. Here you can run matched adoptions by term, or by manually entering a list of ISBNs (enter either print or digital ISBN).

Run Matched Adoptions	
Select Term	<input type="text" value="2015AWHI-WEST HARMONY"/>
<input type="button" value="Add Titles by Term"/> or Add Adoptions Manually	

To run matched adoptions by term, select the term from the drop down list and click Add Titles by Term.

After selecting your term, click Add Titles by Term.

Matched Adoptions List [Back to Digital Content Setup](#)

5 record(s) succeeded.

Search by Digital ISBN, Print ISBN, Title, or Author

Filter by Term:

[Run Matched Adoptions](#) |
 [Generate Hangtags for Selected Titles](#) |
 [Delete Selected Titles](#) |
 [Delete Inactive Hangtags](#) |
 [Export to Excel](#)

<input type="checkbox"/>	Last Updated	Digital ISBN	Print ISBN	Title	Author	Edition	Copyright	Provider	Price On Tag	Retail	Cost	
<input type="checkbox"/>	6/4/2019 11:13:07 AM	9780486122380	9780486224848	Anarchism and Other Essays	Emma Goldman	0		RedShelf	\$5.72	\$5.72	\$5.15	View
<input type="checkbox"/>	6/4/2019 11:13:07 AM	9781111780241	9780495118572	Extreme Weather and Climate	Ahrens, C. Donald; Samson, Perry J.	1		RedShelf	\$23.99	\$23.99	\$21.59	View
<input type="checkbox"/>	6/4/2019 11:13:07 AM	9781111786267	9780538731089	Human Relations	Dalton, Marie; Hoyle, Dawn G; Watts, Marie W	4		RedShelf	\$26.49	\$26.49	\$23.84	View
<input type="checkbox"/>	6/4/2019 11:13:07 AM	9781442655546	9780802069740	The Legacies of Fear	Frank M. Greenwood	0		RedShelf	\$31.95	\$31.95	\$28.76	View
<input type="checkbox"/>	6/4/2019 11:13:07 AM	9781592137688	9781592132188	Closing The Book On Homework	John Buell	0	2003	VitalSource	\$25.95	\$25.95	\$23.36	View

You will be redirected to your list view of matched adoptions, with a message stating how many adoptions were added or updated, as well as any errors that occurred during the process.

From your list view of matched adoptions, you may restrict to only matched adoptions that match a term from the Filter by Term drop down.

You may also search for matched adoptions by digital ISBN, print ISBN, title or author.

Manually Adding Digital Titles

To run matched adoptions manually against a list of ISBNs, click the Add Adoptions Manually link.

Run Matched Adoptions

Select Term

[Add Titles by Term](#) or [Add Adoptions Manually](#)

ISBN (one ISBN per line)

[Generate List](#)

After you enter the ISBNs to match, click the Generate List button to get a preview of the matched digital titles.

Run Matched Adoptions

Select Term

[Add Titles by Term](#) or [Add Adoptions Manually](#)

ISBN (one ISBN per line)

[Generate List](#)

List of Titles

Digital ISBN	Print ISBN	Title	Publisher	Provider	Retail	Action
9780486122380	9780486224848	Anarchism and Other Essays	Dover Publications	RedShelf	\$5.72	Remove

[Add Titles to Matched Adoptions List](#)

You may remove any matched digital titles from this list, or if your satisfied, click Add Titles to Matched Adoptions List.

Matched Adoptions List [Back to Digital Content Setup](#)

1 record(s) updated.

Search by Digital ISBN, Print ISBN, Title, or Author

Filter by Term

[Run Matched Adoptions](#) | [Generate Hangtags for Selected Titles](#) | [Delete Selected Titles](#) | [Delete Inactive Hangtags](#) | [Export to Excel](#)

<input type="checkbox"/>	Last Updated	Digital ISBN	Print ISBN	Title	Author	Edition	Copyright	Provider	Price On Tag	Retail	Cost	View
<input type="checkbox"/>	7/20/2018 2:55:43 PM	9780123847010	9780123847003	Pipe Drafting and Design	Parisher, Roy A.; Rhea, Robert A.	3		VitalSource	\$79.95	\$79.95	\$71.96	View
<input type="checkbox"/>	7/20/2018 2:55:43 PM	9780803627451	9780803617148	Exercise Prescription for Medical Conditions Handbook for Physical Therapists	Catherine Goodman	1	2011	VitalSource	\$31.16	\$12.46	\$11.21	View
<input type="checkbox"/>	7/20/2018 2:55:43 PM	9780807863206	9780807856611	Roots of Secession: Slavery and Politics in Antebellum Virginia	Link, William A.	0		VitalSource	\$29.99	\$29.99	\$26.99	View

You will be redirected to your list view of matched adoptions, with a message stating how many adoptions were added or updated, as well as any errors that occurred during the process.

Deleting from Matched Adoptions

You may find, especially after matching many terms, that your list of matched adoptions becomes too large to effectively manage. You may select individual titles and click Delete Selected Titles to remove them from your matched adoptions. PrismWeb Manager will prompt for confirmation before removing the matched adoption(s).

PrismWeb™ Manager

manager.thecampusub.com says
At least one Adoption must be selected to Delete

Recent Activity: [Matched Adoptions](#) > [Run Matched Adoptions](#) > [Matched Adoptions](#) > [Run Matched Adoptions](#) > [Run Matched Adoptions](#) >

Matched Adoptions List [Back to Digital Content Setup](#)

1 record(s) updated.

Search by Digital ISBN, Print ISBN, Title, or Author

Filter by Term

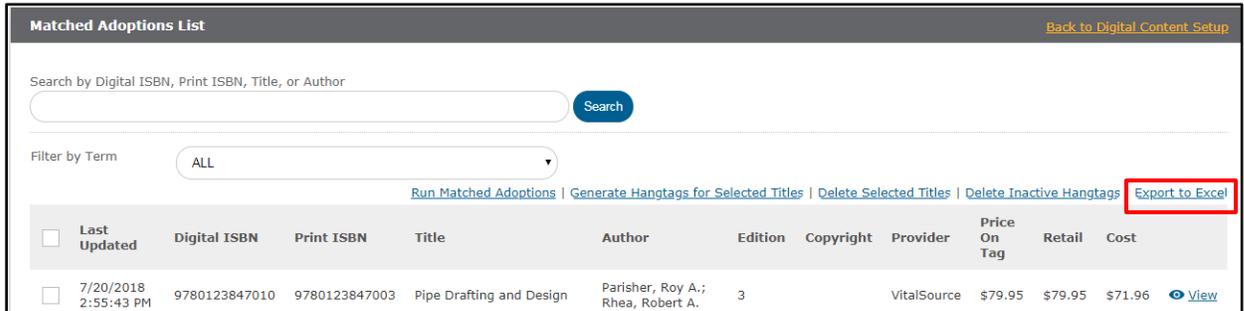
[Run Matched Adoptions](#) | [Generate Hangtags for Selected Titles](#) | [Delete Selected Titles](#) | [Delete Inactive Hangtags](#) | [Export to Excel](#)

<input type="checkbox"/>	Last Updated	Digital ISBN	Print ISBN	Title	Author	Edition	Copyright	Provider	Price On Tag	Retail	Cost	View
<input type="checkbox"/>	7/20/2018 2:55:43 PM	9780123847010	9780123847003	Pipe Drafting and Design	Parisher, Roy A.; Rhea, Robert A.	3		VitalSource	\$79.95	\$79.95	\$71.96	View
<input type="checkbox"/>	7/20/2018			Exercise Prescription for Medical Conditions	Catherine							

If you want to remove all matched adoptions for content that is no longer active. You can click Delete Inactive Hangtags.

Exporting Matched Adoptions

The matched adoptions list view in PrismWeb Manager does not support sorting, but does offer exporting to Excel where sorting can take place. To export your entire list of matched adoptions, click Export to Excel. This will download your matched adoptions in a CSV format, which can be opened by Excel.

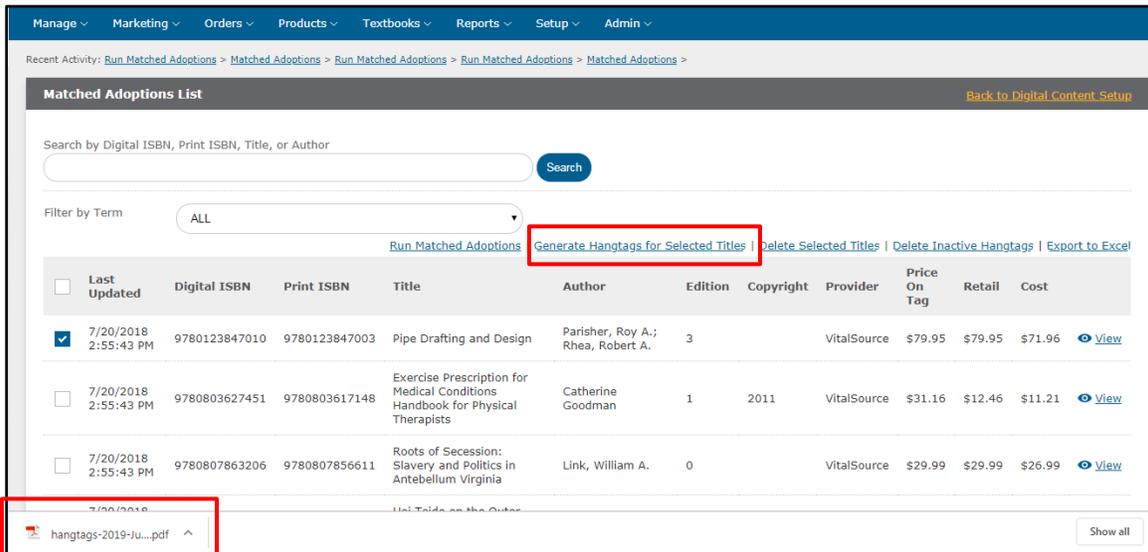


The screenshot shows the 'Matched Adoptions List' interface. At the top, there is a search bar and a 'Filter by Term' dropdown set to 'ALL'. Below the search bar, there are several action links: 'Run Matched Adoptions', 'Generate Hangtags for Selected Titles', 'Delete Selected Titles', 'Delete Inactive Hangtags', and 'Export to Excel'. The 'Export to Excel' link is highlighted with a red box. Below the links is a table with columns: Last Updated, Digital ISBN, Print ISBN, Title, Author, Edition, Copyright, Provider, Price On Tag, Retail, and Cost. The first row of data is visible, showing a book titled 'Pipe Drafting and Design' by Parish, Roy A.; Rhea, Robert A.

This is an efficient way to get a list of items needed to be added to your backoffice system in order to do POS sales of digital books.

Printing Hangtags/Shelf cards

To export your hangtags to PDF, click Generate Hangtags for Selected Titles. You may change the page size to 100 and select the top-most checkbox to generate hangtags in a larger batch. This will create a single PDF with crop marks for printing four copies of the front of the hangtag per page, and four copies of the back of the hangtag per page.



The screenshot shows the 'Matched Adoptions List' interface with the 'Generate Hangtags for Selected Titles' link highlighted in red. The table below shows three rows of data. The first row is selected with a checkbox. Below the table, a file named 'hangtags-2019-Ju...pdf' is highlighted with a red box, indicating that the hangtags have been generated and are ready for download.

There is a sample digital provider hangtag at the end of this manual.

Pricing and Rounding

Many stores choose to round pricing for their in-print books. There are some things to be aware of in those cases.

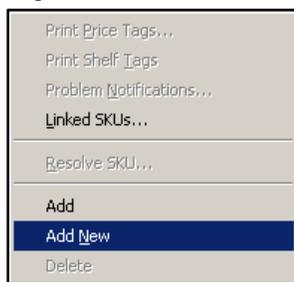
1. In order to avoid price rounding for digital titles, you will have to turn off price rounding for the Textbooks (which usually houses the digital textbook DCC) prior to importing/inputting digital titles/prices. Once the digital titles and prices are all imported/input into PrismCore, price rounding can be turned back on and the digital titles should not auto-round. This setting can be found in PrismCore Admin > Inventory Control > Parameters > System Parameters > Round Prices Using Store Information Parameters.
2. Any changes made to a digital title will round the price of the digital title, if rounding is turned on.
3. The price change report will capture any rounding that occurs on a digital title, so bookstore staff can view the price changes.

Adding Digital Content at Course Request

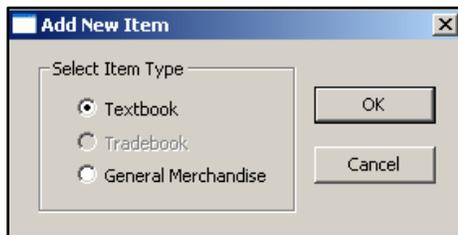
As mentioned, in order to sell digital content through the POS system, you must enter the digital content into Item Maintenance, using the digital ISBN located in the above steps. A digital book can be added to Item Maintenance from the Item Maintenance module or from the Course Requests module. If the digital book is going to be added to a course request, it is easier to create the Item Maintenance record from the Course Request module.

To add digital content item to Item Maintenance from the Course Request module:

1. Access the course request you will be adding the digital book to.
2. Right-click in the detail grid in Course Requests and select Add New.



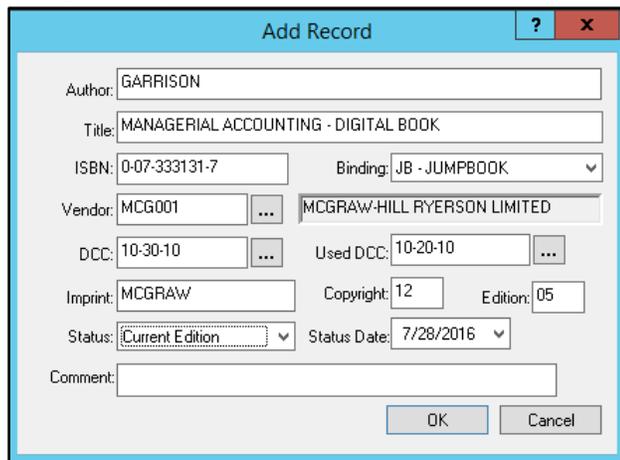
3. With the radio button selected for Textbook, click OK.



4. Proceed to step 5 below.

To add digital content item to Item Maintenance:

1. Access the Item Maintenance module.
2. Click the Textbook tab on the bottom left of the screen.
3. Click the **Insert Record** button  or press <F4>.
4. The 'Search Databases for Adoption?' dialog opens. Click .
5. The 'Add Record' dialog box appears. Fill in the fields in the dialog box that are applicable to the book being added. **Remember, you must add the digital book using the digital ISBN.**



Author: Fill in the book's author(s) (45 characters max).

Title: Fill in the book's title (80 characters max). To distinguish this title from the regular printed titles, PrismCore Support suggests adding the word digital book to the end of the title.

ISBN: Enter the **digital ISBN** of the book.

NOTE: This ISBN can be located on the Digital Content website using the steps listed in the "Obtaining Digital ISBN's for Digital content" section of this document.

Binding: Select the binding type (Digital Content) from the combo box.

Vendor: Enter the vendor code or select it from the Ellipsis button .

NOTES: If the ISBN entered matches an ISBN imprint entered in Vendor Maintenance, the Vendor will fill in automatically.

DCC and Used DCC: Select the Digital Content DCC's you created.

Imprint: Enter the Vendor imprint (10 characters max).

NOTE: If the ISBN prefix and imprint are entered in Vendor Maintenance, this field can automatically be filled in if set in the PrismCore Admin program to Auto Update Inventory Vendor in the System Parameters module.

Copyright: Enter the copyright year (e.g. 99 for 1999 or 06 for 2006).

Edition: Enter the edition number (2 characters max).

Status: Select the status of the book from the combo box.

Status Date: The date the status was last changed. It defaults to the current date. You can change it, if necessary.

Comment: This is a free form field (25 characters max) where you can enter comments about the item. You may wish to add a comment of digital book.

- When finished, click the OK button to move to the next step.
- The Copy/Add Inventory dialog opens:

The screenshot shows the 'Copy/Add Inventory Records' dialog box. The title is 'MANAGERIAL ACCOUNTING - DIGITAL BOOK' and the author is 'GARRISON'. The SKU is '10258576' and the DCC is '10-30-10'. The currency is set to USD and the tag type is 'LG w/ISBN no Price'. The cost is \$0.00, the margin is 0.00%, and the retail is \$0.00. There are checkboxes for 'Discontinue', 'Buyback Title', 'No Returns', 'Want List Title', and 'Rent Only'. A list of inventory locations is shown, including 'Campus Location', 'Central Location', 'East Location', 'ICS Support location', 'JES TEST', 'James Location', 'NBC LOCATION', 'North', 'Northwest Location', 'South Location', and 'South Store'. The 'Update' and 'Close' buttons are visible.

Cost: The digital book's cost per unit. This is found in 'Matched Adoptions' under PrismWeb Manager > Textbooks > Digital Content. (**NOTE:** You may enter the retail and adjust the margin to 10.00% to calculate cost).

Margin: When adding Inventory Records in PrismCore, make sure the margin is set to 10.00%.

Retail: The digital book's retail selling price. This is found in 'Matched Adoptions' under PrismWeb Manager > Textbooks > Digital Content. (**NOTE: The retail price must match the digital provider.** By default, POS transactions and web orders will be rejected at the time of transaction if the retail price does not match the digital provider)

Tag Type: The default for this field is set by DCC in PrismCore Admin for consistency. If a tag type needs to be changed, select from the combo box the type of price tags you want to print for this item (e.g. Bin, Large, or Small labels with the option of printing the price with or without color). In order to edit this field, the checkbox for Tag Type may need to be checked in the bottom, left corner of the Copy/Add dialog.

Discount: Use the combo box to select the code for the ordering discount plan that should be applied to the item (e.g. TRADE, AGENCY). Discount plans must be set up in the item's vendor record in order for the discount information to appear on a purchase order.

No Returns: Check this title to prevent this book from being placed on returns.

Discontinue: Checking this check box makes an item eligible for purging. Check the Discontinue box only when you plan to no longer order or stock the item and want it to be purged. Items that are discontinued can still be sold or returned at POS, placed on purchase orders, and utilized in all other functions in PrismCore.

Buyback Title: Leave this unchecked, since Digital content is not eligible for buyback.

Want List Title: Leave this unchecked, since Digital content is not eligible for want listing.

Rent Only: Check this to only allow rental of this item, rather than purchase.

Also Use Values for New/Used: Depending on how the flags in PrismCore Admin are set up, this button will allow a change in retail for new textbooks to update the used textbook cost and retail or allow a change in used textbook retail to update the used textbook cost and new textbook retail.

Set Values to Selected Location: This button allows the user to display values for another location in the Copy/Add dialog. In order to update the displayed values, the location to be updated must be highlighted and click the Update button.

Note: If there are fields you do not wish to update; you may uncheck them in the 'Fields' frame. This will gray them out, making them uneditable. If you do not uncheck the fields you do not want to update, they will be overwritten with the defaults that appear in the Copy/Add dialog.

Note: Tax type and Tag Type default as unchecked when creating a new item. If left unchecked, the tax type and tag type will be what is set as default for that item's DCC. The default tag and tax types can be changed in PrismCore Admin.

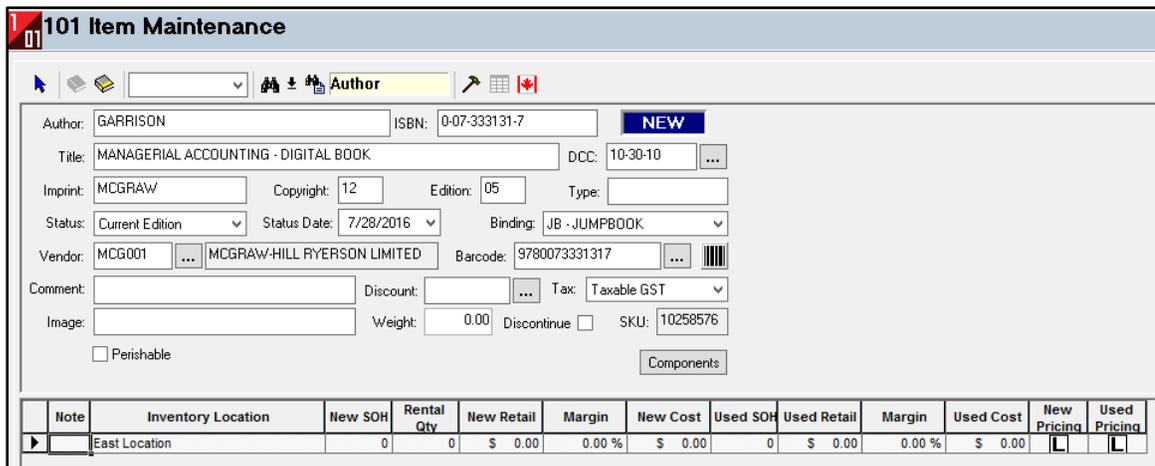
- Once you have filled in the appropriate information for the location you wish to update, you will need to highlight the location(s) you wish to add in the 'Inventory Records' frame.

NOTE: You may update more than one location at a time by using CTRL + Left Click, or left click on one item and drag the mouse in either direction to consecutively highlight your selections.

- After you have selected the location(s), you wish to update, click the **Update** button .

- Once the update is complete, the location(s) that have been updated will show in the 'Inventory Records' frame without the "New" designation and you can click the Close button  to exit the dialog.

- The new Item Maintenance record opens:



Note	Inventory Location	New SOH	Rental Qty	New Retail	Margin	New Cost	Used SOH	Used Retail	Margin	Used Cost	New Pricing	Used Pricing
	East Location	0	0	\$ 0.00	0.00 %	\$ 0.00	0	\$ 0.00	0.00 %	\$ 0.00	<input type="checkbox"/>	<input type="checkbox"/>

Note: If the Auto Generate Barcode and/or Auto Generate Inventory Vendor options are set in PrismCore Admin under the System Parameters module, a dialog box will state that the Inventory Update has completed. That means that all locations selected have the updated information and that the barcode, imprint, and vendor have been filled in according to the information provided to PrismCore.

Edit any fields that have been previously entered, and if necessary, fill in the information in the remaining fields:

Type: Enter the type of merchandise (10 characters max for textbooks, 15 characters max for GM items). This field is optional. Type can be used as a Quick Search method for GM items but not for textbooks.

Barcode: For digital content, barcodes MUST be entered in order to sell the item at POS. Thus, once you have added the digital ISBN to the ISBN field, the system can create a Bookland EAN for you. Click the Barcode button  next to the Barcode field, or go to the Options (Hammer) button and select 'Generate Barcode' from the options menu, or you can press CTRL + B.

Discount Code: Use the combo box to select the code for the ordering discount plan that should be applied to the item (e.g. TRADE, AGENCY, etc.). Discount plans must be set up in the item's vendor record in order for the discount information to appear on a purchase order.

Image Name: This field should be left blank.

Weight: Enter the weight of the item. This weight of each item is used in Mail Order and PrismWeb for shipping purposes.

Discontinue: Checking this check box Discontinue makes an item eligible for purging. Check the Discontinue box only when you plan to no longer order or stock the item and want it to be purged. Items that are discontinued can still be sold/returned at POS, placed on purchase orders, and utilized in all other functions in PrismCore.

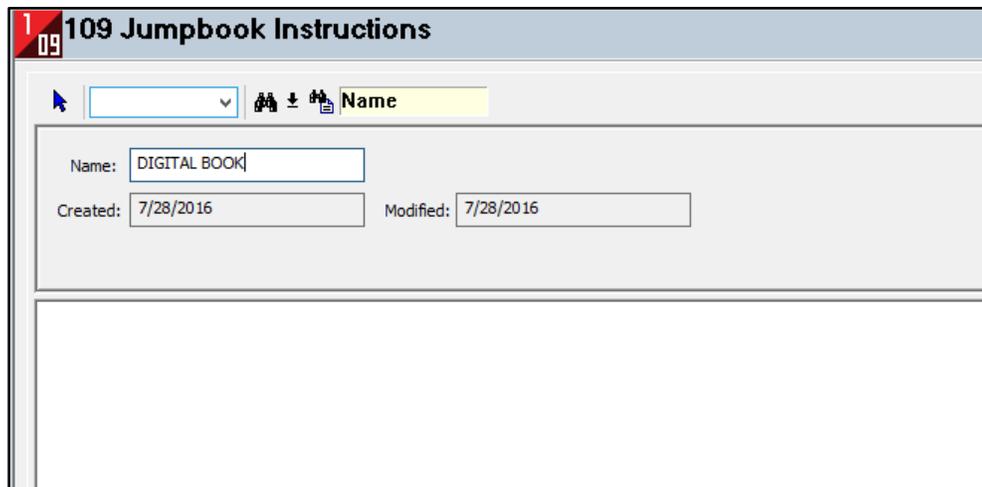
SKU: SKU (Stock Keeping Unit) is a unique, eight-digit number that identifies the item. A SKU is automatically created by the system when a new item is added and cannot be edited.

In order for customers to obtain information regarding how to download their purchased digital titles, you will need to add a 'Digital Content Instruction' record. This instruction will print on the bottom of the POS receipt at the time a digital book is sold, and should contain the steps required to download the digital book.

Note: You do not need a separate instruction for each title, since the downloading of Digital content is not based on the title purchased. See the [Digital Content Instruction Example](#) for a recommended instruction record.

To create a digital book Instruction record (for an example record, see the next section):

1. Access the 'Digital Content Instructions' module.
2. Click the **Insert Record** button  or press <F4>.



3. Enter a description in the Name field (15 characters max). This is a freeform field, so will accept any description entered up to 15 characters.
4. In the large text field at the bottom of the screen, enter the desired instruction(s) that will appear on the receipt when the digital book is sold. Please see the ['Digital Content Instruction Example'](#) in this document.
NOTE: In your Instruction, you must include the Basket ID/Access Code, which is represented by the characters "" (without the quotes).
5. Click the save record button to save the Instruction.

Digital Content Instruction Example

A standard digital specific Digital Content Instruction is below. This new instruction will help streamline the process of the student getting their access code(s). Instead of requiring the student to create an account on Digital Contents.com to retrieve digital access code(s), the new instruction will contain a short URL that will display the POS transaction's access code(s) on a web page, and a link to your store's digital provider white label website.

It is important to make sure the placeholder value remains in the Digital Content Instruction (the placeholder is in step #1 below).

The specific **Instruction for Redshelf** should read:

Thank you for your purchase! To get started viewing your Digital Content please follow these instructions:

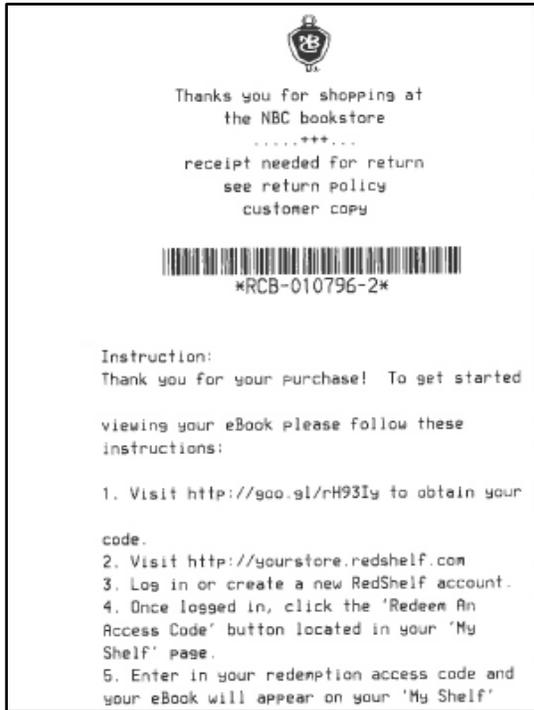
- 1) Visit to obtain your code.
- 2) Visit *[insert store Whitelabel url here]* (The italics this step need to be replaced with the store Whitelabel url).
- 3) Log In or create a new account.
- 4) Once logged in, click the 'Redeem an Access Code' button located in your 'My Shelf' page.
- 5) Enter in your redemption access code and your Digital Content will appear on your 'My Shelf' page.
- 6) RedShelf Support - Please visit <https://solve.redshelf.com> to submit a support request and view FAQ if you have any concerns about your RedShelf digital product

The specific **Instruction for VitalSource** should read:

Thank you for your purchase! To get started viewing your eBook please follow these instructions:

- 1) Visit to obtain your code.
- 2) Visit *[insert store Whitelabel url here]* (The italics this step need to be replaced with the store Whitelabel url).
- 3) Log In or create a new account.
- 4) Once logged in, click the 'Redeem An Access Code' button located in your 'My Shelf' page.
- 5) Enter in your redemption access code and your eBook will appear on your 'My Shelf' page.
- 6) If you have any questions please call us at 1-855-200-4146.

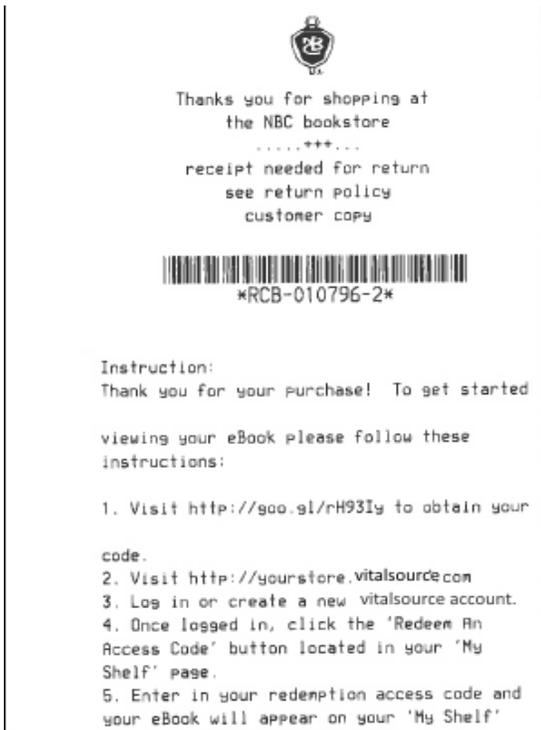
The receipt for the Instruction in the previous section would appear as the receipt below. Each section needed for digital download is noted in the example.



← This is the Receipt Number

← This is the Jumpbook

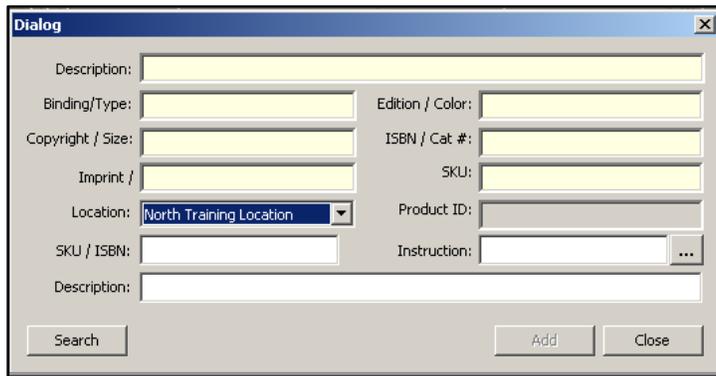
← This will give the customer their code.



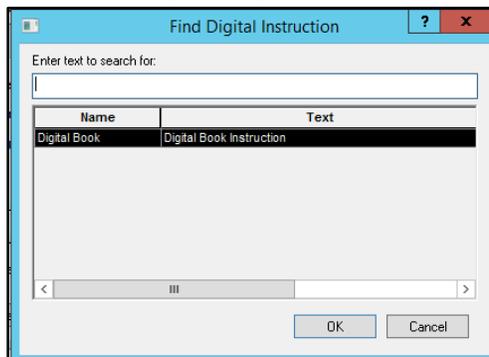
Once you have added the digital book to Item Maintenance and added a Digital Content Instruction, you must then add the digital book to the 'Digital Content' module, and associate it with the instruction record. This is necessary in order for POS to see the item as a digital book.

To add the digital book to the module:

1. Open the 'Digital Contents' Module
2. Click the **Insert Record** button  or press <F4>.
3. The following dialog will display:



4. Enter the SKU or ISBN of the digital book you wish to add. Remember to add the Digital textbook, rather than the printed book. The ability to search for the correct book is also available by clicking the 'Search' key.
5. Once the digital book is located, you will need to attach the Instruction record. Click the ellipses next to the Instruction field.
6. The following dialog will display:



Name	Text
Digital Book	Digital Book Instruction

7. Highlight the Instruction you wish to attach, and then click 'OK', which will return you to the Add dialog.

8. Type a description of this digital book. PrismCore Support recommends a description that includes the Title of the digital book.
9. Click 'Ok'.
10. The digital book has now been added to the module, allowing you to sell the item at POS.

108 Jumpbooks

Location: **North Location**

SKU: 10240038 Instruction: Default ...

Description: GARRISON EBOOK

Basket ID	Sold	Returned	Sold Receipt Number	Return Receipt Number
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As sales records that include Digital content are posted in Manual Sales, digital sales and refunds WILL affect stock on hand. Digital sales will decrease stock on hand and refunds will increase stock on hand. Since digital content are not a physical item, the stock on hand starts at ZERO and will go into a negative number when sold at the POS Register.

Posted digital sales and refunds will be included in:

1. The <F9> Sales History report.
2. Stock Adjustments
3. All posted sales reports.
4. The stock ledger Sales, Sales Returns and Sales Discount reports.
5. The stock ledger spreadsheet's Sales, Sale Returns and Sale Discounts calculations.
6. General Ledger entries.

Since digital content are not physical items, in that no stock is actually carried within the store, certain steps must be taken in order to ensure proper valuation of these items in the stock ledger, and a proper calculation for cost of goods sold.

To properly value Digital content:

1. Add the digital item to a course request.
2. Work the Order Decision for this digital item (so each Order Decision record is in a "Worked" status).
3. Create a new item in Item Maintenance called an "OPEN PO ITEM." This will be the item you use to keep a purchase order open. This OPEN PO ITEM will have \$0 cost and \$0 retail.
4. Create a new Purchase Order and add the OPEN PO ITEM to the PO.
5. Add each of your digital books to that PO with a requested qty that matches the order decision for that digital book.
6. Post the PO (so it is in an OPEN status).
7. Sell the item(s) at POS by the proper SKU.
8. At the end of each month, look at the stock on hand of each digital book and receive any negative stock on hand, so that the stock on hand of each item is back to zero. In other words, if one item is currently at -60 stock on hand, you will need to receive 60 of this item on the PO so the stock on hand offsets back to zero.
9. Close your sales month normally and run inventory variance.
10. When the invoice(s) come in, you will be paying for how many you sold. You can enter the invoice against the PO you received on.

11. At the end of each term, you will also want to cancel the OPEN PO item on the PO so it will close. At that point, you will create a new PO using the new term information (adding the Digital content attached to the new term).

During Physical Inventory, Digital content should NOT be counted, as they are not physically located in the store and should not be included in the store inventory valuation.

PrismCore POS

Setup

When digital content is sold or refunded at the registers, the WinPOS system will communicate with the digital content server via WPServer on the POS distributed server, Communications Admin, or PrismCore Server. Please contact PrismCore support to add the digital content line to WPConsole. Additionally, A/R must be enabled in PrismCore in order for information to flow properly. Finally, port 443 must be open securely, using TCP/IP outbound, on the POS Admin.

Sale

At the register, a digital book can be sold in the same manner as any other regular item.

- Start a Sale or A/R Sale by pressing the appropriate key
- Scan the barcode on the digital provider card or type in the SKU or Digital ISBN.
- After scanning all items, press <Total>, select the tender type, and enter the tender amount to complete the transaction

It is after completing these normal steps of a sale that, if a digital book exists on the transaction, an “Authorizing Digital content” window will display on screen while WPServer communicates with the Digital content server.

If an Access Code is successfully obtained from the Digital content server, the transaction will clear from the register and the receipt will print. Any receipt containing a digital book will include the instruction attached in the Digital content module (See ‘Understanding the POS Receipt’ section of this document).

It should be noted that if the instruction entered in the Digital Content Instructions module includes a tag, then the Access Code obtained from the Digital content server would replace the tag, and print within the instruction on the bottom of the WinPOS receipt (See ‘Understanding the POS Receipt’ section of this document).

Basket ID Error

If a digital book sale times out or fails to obtain a Basket ID/Access Code from the Digital content server, the transaction will still complete, and the receipt will still contain

the instruction attached to the Digital Content. However, because no Basket ID was obtained the Instruction will display “(Basket Id Error)” instead of a true Basket ID/Access Code.

On WinPOS, a Basket ID/Access Code can be obtained for a previous Digital Content sale that timed out. To obtain a Basket ID/Access Code at the register, enter “TI” (Transaction Inquiry) at the “Enter Transaction” prompt and then enter the digital book sales receipt number at the “Enter Receipt” prompt.

Once the transaction is displayed on screen, enter “DT” (digital textbook) in the “Enter Transaction” prompt. The standard “Authorizing Digital content” box will display as WPServer communicates with the Digital content server.

Once a new Basket ID/Access Code is obtained, a new copy of the digital book sales receipt will print.

Refunds

To return digital book refunds, there are steps that need to take place that differ from regular refunds. The short URL being used in place of Basket Id contains an invalid character (:) and cannot be manually keyed in at the “Enter Basket Id for Item #####” WinPOS prompt. To pull up the transaction, enter the “TI” transaction command.

Enter the receipt number from the printed receipt. If the receipt has been lost, the original receipt number may be found in PrismWeb Manager, under Digital Content > Basket Search.

Choose which items to include in the refund.



This should populate the refund transaction with the items needing to be refunded.

Cashier:	wpadmn	Subtotal:	-56.25
Store:	PHILIPBOOK	Tax:	-10.12
Register:	Register One_	Total:	-66.37
Date/Time:	Jun 29 2016 3:29PM	Change Due:	0.00

Note	Line	Item	Description	Qty	Price	Disc/Sale	Amount	Tax	ID %	Type
	1	10459461	CANGELOSI / CLASSROOM MANAGEME	-1	56.25	0.00	-56.25	Y	0.00	N

Tender	Amount

Lastly, complete the refund transaction as normal.

After totaling the refund, WP Server will communicate with the Digital content server to verify that the digital book is available to be returned and the standard “Authorizing Digital content” box will display on screen. The refund must then be tendered and completed. Once completed, the “Authorizing Digital content” box will again display as the final refund details are communicated to the Digital content server. Once a digital book is refunded, it is no longer available on the Digital content website for download.

Invalid Returns

If a digital book has been downloaded by the customer, it will NOT be eligible for return and the prompt, “You are attempting to return (Qty1) Digital Content(s). There are no digital books available to return”.

Exchange

Digital content can be exchanged for other items and other items can be exchanged for Digital content.

When exchanging one digital book for another digital book, the Basket ID received with the original sale of the first digital book will be nullified. A new Basket ID will be given for the new digital book that was sold on the exchange transaction. It is this new Basket ID and the exchange receipt number that should be used by the consumer when accessing the Digital content website.

When exchanging a digital book for a regular item, the Basket ID received with the original sale of the digital book will be nullified. Because the new item being sold is NOT a Digital Content, a new Basket ID will NOT be generated.

When exchanging a regular item for a digital book, a Basket ID will be generated as the exchange transaction is completed. It is this Basket ID and the exchange receipt number that should be used by the consumer when accessing the Digital content website.

Post Void

If a sales transaction containing a digital book is post voided, the digital book attached to that transaction will NOT be accessible via the consumer Digital content website. In other words, the student will NOT be allowed to download the Digital content on the post-voided sale.

If a refunded transaction containing a digital book is post voided, a new Basket ID/Access Code will be supplied on the post-voided receipt. As a result, the original Basket ID/Access Code supplied with the original sale that was refunded will no longer be functional. The post void receipt number and the Basket ID/Access Code on that post-voided receipt will be required to access the digital book on the Digital content website.

PrismPOS

Selling Digital Content with PrismPOS is not all that different from WinPOS here are the basic steps:

1. Scan digital provider barcode
2. Total and tender as normal
3. "Authorizing Digital Content" dialog displays
4. Transaction completes
5. Digital Contents Instruction prints on receipt

If you encounter a basket error such as, 'Authorizing times out or fails', contact Support for further steps.

Refunding Digital Content in PRISM360 POS

1. Scan the Receipt or otherwise retrieve the transaction
2. Select item(s) to refund
3. Complete the refund as normal
4. Authorizing Digital Content will display
 - a. Digital Book will no longer available for download
5. Downloaded books not eligible for refund
 - a. "You are attempting to return (Qty1) Digital Contents(s). There are no digital books available to return" displays

How to Send the Digital Content to the Website

1. Enter the digital book into your backoffice system as you normally would (recommend that you append something like “– Digital Version” to the title of the book). You may run your matched adoptions and export the list to Excel to get a comprehensive list of digital books to add to your courses.
2. Send the term to the web.
3. After the order is submitted PrismWeb communicates the transaction to the digital provider and the digital provider emails the student their access code(s) as well as instructions on how to access their new digital title(s) within minutes. **(NOTE: It is no longer required to manually enter the transaction on Digital Contents Manager)**

How to Process the Web Order in PrismCore

1. Create the shipment in Ship Mail Orders, selecting View/Edit Order(s) option from the dialog.
2. As there is no stock on hand for the digital content, PrismCore will place the item quantity in backorder.
3. Change the backorder quantity to a ship quantity by using the Right-Click, Edit Item Information option.

The screenshot shows the 'Edit Item Information' dialog box. The 'Item Information' section includes fields for SKU (10237656), DCC (10-10-40), Status, Description (FLEISCHMAN / EBOOK SEEDFOLKS), SOH (0), and Item Tax Type (CITY & STATE). The 'Edit Information' section includes fields for Description (FLEISCHMAN / EBOOK SEEDFOLKS), Weight (0.00), Discount (\$ 0.00), Item Price (\$ 9.00), Shipped Qty (0), Cancel Qty (0), Backorder Qty (1), and Fill Type (No Preference). A red box highlights the Shipped Qty, Cancel Qty, and Backorder Qty fields. The dialog has OK and Cancel buttons at the bottom.

4. Process the order as normal, answering Yes, to “The Stock On Hand is not enough for shipped. Do you want to close anyway?” prompt.

As books are sold or refunded at the POS registers, the detail grids of the sold titles are updated in the Digital Content module. The records in the list cannot be deleted or modified, nor can new records be added manually. The grid can be sorted by double clicking the desired column header.

The screenshot shows a software interface titled "108 Jumpbooks". At the top, there is a search bar with a dropdown arrow and a "Description" label. Below this, there are several input fields: "Location" with a blue bar containing "North Location", "SKU" with the value "10240038", "Instruction" with the value "Default", and "Description" with the value "GARRISON EBOOK". At the bottom of the interface is a table with the following data:

Basket ID	Sold	Returned	Sold Receipt Number	Return Receipt Number
442	8 /25/2006	8 /25/2006	0141541	0141542

In order to locate the desired sales record or books quickly, search options can be utilized. The Digital Content module has the ability to search by the following (using quick search):

- Basket ID (Basket Number)
- Sales Date
- Return Date
- Description (in Digital content)
- SKU

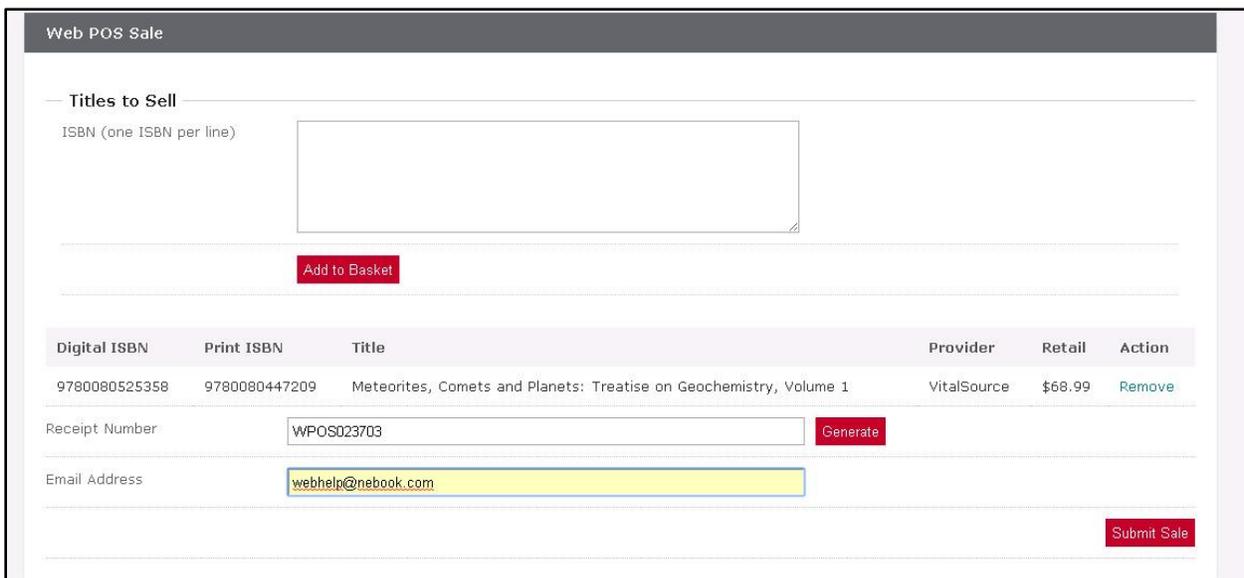
PrismWeb Manager also supports web based POS sales and returns. If you don't make use of PrismCore as a back office system, this allows you to complete transactions from PrismWeb Manager.

Click the Web POS Sale link on the right-hand side. In the text field, enter the ISBN(s) you wish to include on the transaction (either print ISBN or digital ISBN) and click Add to Basket.



The screenshot shows a web form titled "Web POS Sale". Under the heading "Titles to Sell", there is a label "ISBN (one ISBN per line)" and a text input field containing the value "9780080525358". Below the input field is a red button labeled "Add to Basket".

This will populate a preview of the transaction items and fields to enter the transaction receipt number (for your reference) and the customer email address. You may click the Generate button next to the Receipt Number field to have the system auto-generate a receipt number.



The screenshot shows the "Web POS Sale" form after the "Add to Basket" action. It features a table with the following data:

Digital ISBN	Print ISBN	Title	Provider	Retail	Action
9780080525358	9780080447209	Meteorites, Comets and Planets: Treatise on Geochemistry, Volume 1	VitalSource	\$68.99	Remove

Below the table, there is a "Receipt Number" field containing "WPOS023703" and a red "Generate" button. An "Email Address" field contains "webhelp@nebook.com". At the bottom right, there is a red "Submit Sale" button.

Once you are ready to complete the transaction, click Submit Sale. This will communicate the transaction with the digital provider and email the customer their redemption code(s) and instructions on how to redeem the digital book. It will also display any errors that occurred during the transaction.

Web POS Sale

— **Titles to Sell**

ISBN (one ISBN per line)

Add to Basket

i A digital content provider will be contacting webhelp@nebook.com soon with the information they need to access the book(s).

Receipt Number: WPOS023702
Basket ID: 336087

Digital ISBN	Title	Status
9780080525358	Meteorites, Comets and Planets: Treatise on Geochemistry, Volume 1	Success

To issue a Web POS return, click the link for Web POS Return.

Web POS Return

— **Titles to Return**

Search by Receipt Number, Basket ID or Access Code.

Receipt Number

Basket ID / Access Code

Search for Basket

From this page, enter the sale transaction's Receipt Number OR Basket ID OR Access Code and click Search for Basket.

Web POS Return

— **Titles to Return**

Search by Receipt Number, Basket ID or Access Code.

Receipt Number

Basket ID / Access Code

Search for Basket

Digital ISBN	Title	Price	Access Code
<input type="checkbox"/> 9780080525358	Meteorites, Comets and Planets: Treatise on Geochemistry, Volume 1	\$68.99	GAH2RRWSEQ4YXSDNXSFP

Submit Return

[Mark Selected Items as Returned](#)

If the transaction was found, a preview will be displayed. If only a subset of the digital items need returned, select those items. To complete the return, click Submit Return.

Web POS Return

Titles to Return

Search by Receipt Number, Basket ID or Access Code.

Receipt Number

Basket ID / Access Code

Search for Basket

Return request processed, see below for details.

Basket ID: 336088

Digital ISBN	Title	Status
9780080525358	Meteorites, Comets and Planets: Treatise on Geochemistry, Volume 1	Success

A message stating the return was completed or a message containing any errors that occurred will be displayed. NOTE: Once a return is completed, access to the digital title is revoked, and can no longer be accessed.

Available Titles

Click the Available Titles link on the right-hand side to see a screen where a number of search options are presented.

Search Available Titles

Provider

ISBN (one ISBN per line)

Title

Author

Display Inactive Titles

Search Available Titles

You can search for all available titles for a provider by selecting from the Provider drop down. You may also search by ISBN, title and author. There is also a search option to include inactive titles in search results. Click Search Available Titles to submit your search.

Available Titles Results											Back to Search Available Titles
											Export to Excel
											Results per page: 20 50 100
Digital ISBN	Print ISBN	Title	Author	Edition	Copyright	Expiration	Publisher	Provider	Status	Price	Action
9780323278669	9780323073622	Berne & Levy Physiology (Updated)	Bruce Koeppen, Bruce Stanton	6	2010	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$140.00	View
9781437715637	9781416062219	Documentation for Rehabilitation: A Guide to Clinical Decision Making	Lori Quinn; James Gordon	2	2010	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$59.95	View
9781455757848	9781437701524	Saunders Handbook of Veterinary Drugs	Mark G. Papich	3	2011	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$83.95	View
9781455757657	9781416056232	Skeletal Imaging	John A.M. Taylor, Tudor H. Hughes, Donald Resnick	2	2010	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$268.00	View
9780702064074	9780443067846	Clinical Problem Solving in Dentistry	Edward Odell	3	2010	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$115.00	View
9780323073530	9780323065580	Applied Pharmacology for the Dental Hygienist	Elena Bablenis Haveles	6	2011	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$88.95	View
9780323074315	9780323065368	Practice Management for the Dental Team	Betty Ladley Finkbeiner, Charles Allan Finkbeiner	7	2011	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$85.95	View
9781615300532	9781615300242	The Milky Way and Beyond: Stars, Nebulae, and Other Galaxies	Britannica Educational Publishing	1	2009	perpetual	Encyclopaedia Britannica, Inc.	VitalSource	A	\$34.00	View
9780323065726	9780323065719	Current Issues in Nursing	Perle Slavik Cowen, Sue Moorhead	8	2011	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$83.95	View
9780323073400	9780323064996	Math for Clinical Practice	Denise Macklin	2	2010	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$83.95	View

You will be redirected to a list view of your search results. Here you can page through the results and increase the number of results displayed on the page. You may also click Export to Excel to export the entire search results data to a CSV, which can be imported into Excel.

If you wish to view the details of a search result, click the View link.

Available Titles Results											Back to Search Available Titles
											Export to Excel
											Results per page: 20 50 100
Digital ISBN	Print ISBN	Title	Author	Edition	Copyright	Expiration	Publisher	Provider	Status	Price	Action
9780323278669	9780323073622	Berne & Levy Physiology (Updated)	Bruce Koeppen, Bruce Stanton	6	2010	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$140.00	View
9781437715637	9781416062219	Documentation for Rehabilitation: A Guide to Clinical Decision Making	Lori Quinn; James Gordon	2	2010	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$59.95	View
9781455757848	9781437701524	Saunders Handbook of Veterinary Drugs	Mark G. Papich	3	2011	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$83.95	View
9781455757657	9781416056232	Skeletal Imaging	John A.M. Taylor, Tudor H. Hughes, Donald Resnick	2	2010	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$268.00	View
9780702064074	9780443067846	Clinical Problem Solving in Dentistry	Edward Odell	3	2010	perpetual	Elsevier Health Sciences (US)	VitalSource	A	\$115.00	View

This will display details on a particular digital title.

Digital Title Details	
Digital Title Details	
Title	Berne & Levy Physiology (Updated)
Author	Bruce Koeppen, Bruce Stanton
Edition	6
Copyright	2010
Digital ISBN	9780323278669
Print ISBN	9780323073622
Publisher	Elsevier Health Sciences (US)
Provider	VitalSource
Format	VitalSource
Platform	Web Browser
Duration	perpetual
Retail Price	\$140.00
Agency Price	\$140.00
Provider SKU	978-0-323-07362-2
Status	Active

Basket Search

Occasionally, it may be required to view previous transaction that occurred on the platform. Perhaps a customer lost their POS receipt, and no longer has their access codes. Using the basket search functionality, it is possible to lookup past order details (via WinPOS or PrismCore, or Web Based POS).

Click on the Basket Search link on the right-hand side.

Basket Search	
Search by Basket ID, Receipt Number, ISBN or Email	<input type="text"/>
Date Range	<input type="text"/>  thru <input type="text"/> 
<input type="button" value="Search for Basket"/>	

Here you can search by basket ID, receipt number, ISBN or customer email. You may also specify a date range. Click the Search for Basket button to complete your search.

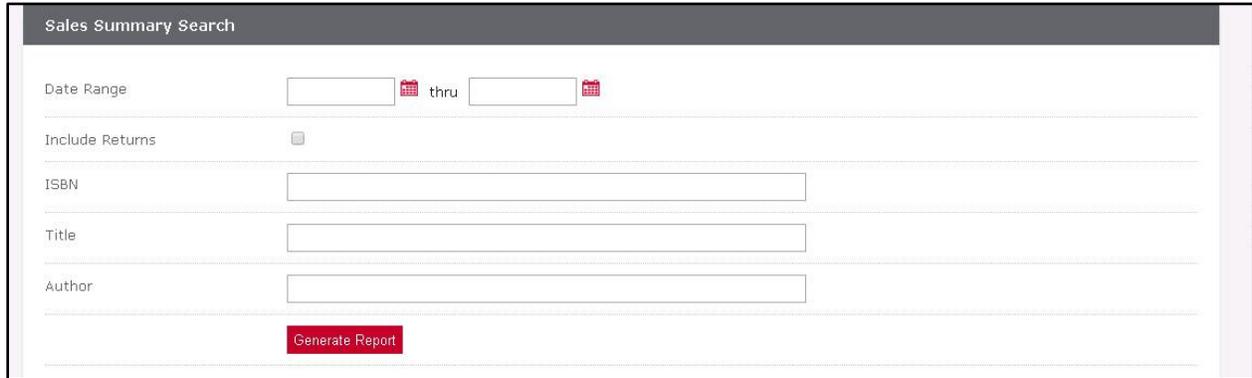
Basket Search Results							Back to Basket Search
Basket ID	Receipt Number	Sale Date	Number of Titles	Basket Value	Basket Status	Email Address	Action
336088	WPOS023704	2/23/2018 3:20:19 PM	1	\$68.99	Complete (Refunded)	webhelp@nebook.com	Details

From here, you can view the search results and click the Details link to drill-down to the transaction details. If the sale was generated on your PrismWeb website or within the PrismWeb Manager, you will see the customer's email address in the *Email Receipt To* field. If the sale was created at the register, you will see the digital provider redemption code for each ISBN under the Access Code column in the *Items in this Basket* section of the page.

Basket Details							
Details of Selected Basket							
Basket ID	336088						
Receipt Number	WPOS023704						
Original Sales Date	2/23/2018 3:20:19 PM						
Email Receipt To	webhelp@nebook.com						
Email Receipt Date							
Number of Items	1						
Total Basket Value	\$68.99						
Basket Status	Complete (Refunded)						
Items in this Basket							
Digital ISBN	Print ISBN	Title	Price	Status	Provider	Access Code	
9780080525358	9780080447209	Meteorites, Comets and Planets: Treatise on Geochemistry, Volume 1	\$68.99	R	VitalSource	GAH2RRWSEQ4YXSDNXSFP	
Transactions Related to this Basket							
Vendor Transaction ID	Store ID	Type	Date	Amount	Digital ISBN		
JBJCSKDMXDBMT3D42KVT2TN5FK42UGU8	6080	SALE	2/23/2018 3:20:20 PM	\$68.99	9780080525358		
WPOS023704-399221	6080	RETURN	2/23/2018 3:23:43 PM	\$68.99	9780080525358		

Sales Summary

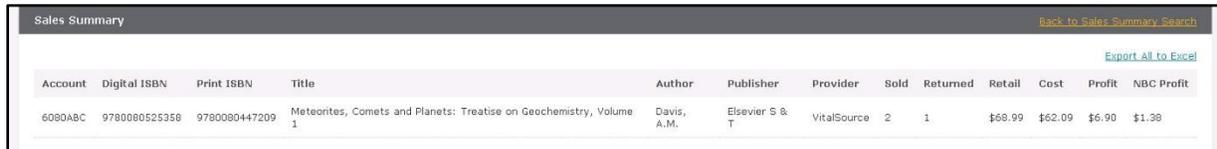
Click the Sales Summary link on the right-hand side to navigate to the Sales Summary search page.



The screenshot shows a search form titled "Sales Summary Search". It includes a "Date Range" field with two date pickers and a "thru" label. Below this is an "Include Returns" checkbox. There are three text input fields for "ISBN", "Title", and "Author". At the bottom of the form is a red "Generate Report" button.

You can search for sales by date range, ISBN, title or author. You may also choose to include returns in search results. NOTE: This information is for reference purposes only. For operational sales data, refer to the provided sales data.

Click the Generate Report button to submit your sales summary search.



The screenshot shows a table titled "Sales Summary" with a "Back to Sales Summary Search" link in the top right. Below the table title is an "Export All to Excel" link. The table has the following columns: Account, Digital ISBN, Print ISBN, Title, Author, Publisher, Provider, Sold, Returned, Retail, Cost, Profit, and NBC Profit. A single row of data is visible.

Account	Digital ISBN	Print ISBN	Title	Author	Publisher	Provider	Sold	Returned	Retail	Cost	Profit	NBC Profit
6090ABC	9780000525358	9780000447209	Meteorites, Comets and Planets: Treatise on Geochemistry, Volume 1	Davis, A.M.	Elsevier S & T	VitalSource	2	1	\$68.99	\$62.09	\$6.90	\$1.38

You will be redirected to a page display the results of your sales summary search. You may also export the results to Excel by click the Export to Excel link.

Change History

To view the change history of pricing. Click the Change History link on the right-hand side.



The screenshot shows a form titled "Change History". It features a "Change Date" label and a dropdown menu with the text "Select Date" and a downward arrow.

Here you may limit the day in which to display price changes. This will include any additions, inactivation, as well as any price change. Selecting an option from the Change Date drop down will automatically redirect you to the change history results.

Change History							
Change Date		02/08/2018					
1 2 next >		Results per page: 20 50 100					
Digital ISBN	Print ISBN	Title	Publisher	Old Price	New Price	Provider	Change Type
9781926706016	9780888947123	Obomsawin of Sioux Junction	D & M Publishers	\$8.79	\$8.79	VitalSource	Addition
9781926706016	9780888947123	Obomsawin of Sioux Junction	D & M Publishers	\$8.79	\$8.79	VitalSource	Addition
9780393609103	9780393609097	Norse Mythology	W. W. Norton	\$20.00	\$20.00	VitalSource	Addition
9780813932019	9780813931890	Fatalism in American Film Noir	University of Virginia Press	\$15.40	\$15.40	VitalSource	Addition
9780813932019	9780813931890	Fatalism in American Film Noir	University of Virginia Press	\$15.40	\$15.40	VitalSource	Addition
9781926706016	9780888947123	Obomsawin of Sioux Junction	D & M Publishers	\$7.99	\$8.79	VitalSource	Price
9780073518220	9780073513751	Administering Medications	McGraw-Hill Higher Education (US)	\$62.16	\$54.70	VitalSource	Price
9780073518220	9780073513751	Administering Medications	McGraw-Hill Higher Education (US)	\$23.91	\$54.70	VitalSource	Price
9780073518220	9780073513751	Administering Medications	McGraw-Hill Higher Education (US)	\$23.91	\$54.70	VitalSource	Price
9780073518220	9780073513751	Administering Medications	McGraw-Hill Higher Education (US)	\$75.90	\$54.70	VitalSource	Price

You may navigate through the pages of the change history results, as well as change the number of change history results displayed on a page.

- Students aren't receiving access code(s) after order submission.
 - Check to make sure the book is built correctly as a digital title in your back office system.
- Students cannot complete web order containing digital book.
 - The PrismWeb digital provider plugin communicates with the digital provider during checkout to verify availability and pricing for all digital titles added to the cart. It is possible a title has been de-activated by the digital provider or the price has changed. Verify the availability and price associated with the problematic title using the Available Titles search in your PrismWeb Manager (PrismWeb Manager > Textbooks > Digital Content).

My Cart

ERROR: The digital title, Financial Accounting (9781439028247), is currently unavailable to purchase.

	Price	Qty	Total Price
Financial Accounting - Ebook NEW, SUMMER 2017, ACCOUNTING, 2011 , ALL SKU: 3426a907a2b6423-NEW ISBN: 9781439028247 Author(s): Needles	\$20.00	- <input type="text" value="1"/> +	\$20.00 remove
UPDATE TOTALS			
Coupon Code		<input type="text"/>	APPLY
Purchase Subtotal			\$20.00
SAVE CART FOR LATER		« CONTINUE SHOPPING	
CHECKOUT »			

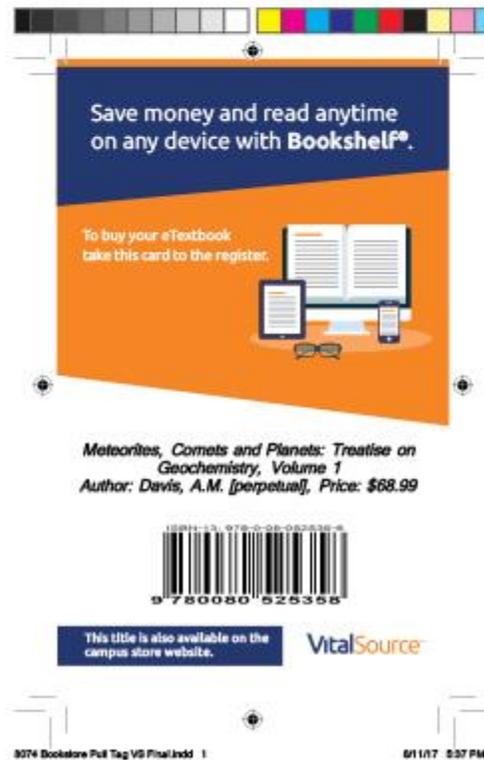
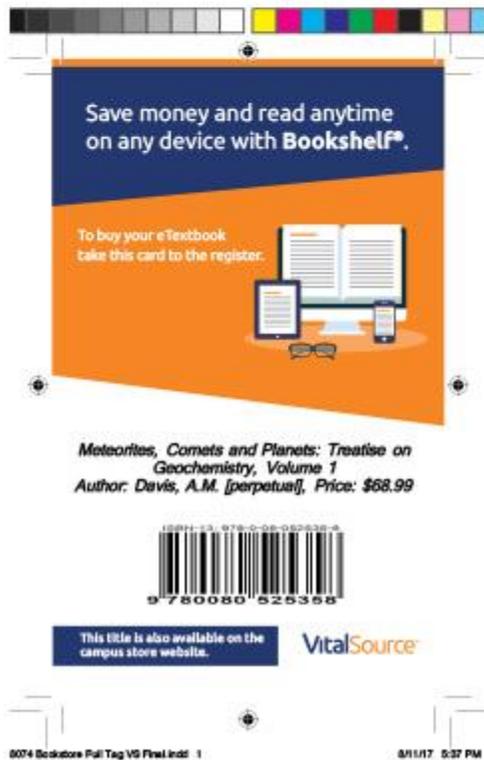
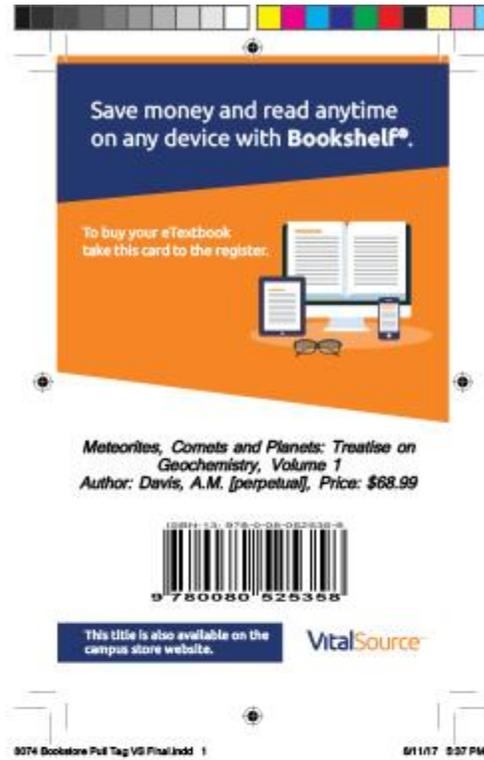
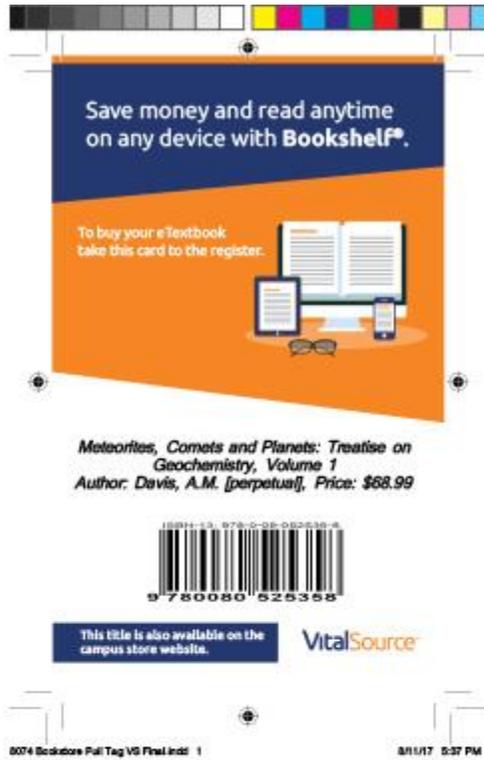
Example Redshelf Hangtag

Front



<p>Here's how it works:</p> <hr/> <p>Purchase</p> <ul style="list-style-type: none">• Bring me to the register• Purchase this card• Receive access code with instructions <hr/> <p>Access eBook</p> <ul style="list-style-type: none">• Head over to the website provided on your receipt• Set up your account• Redeem the access code provided on your receipt <hr/> <p>Need Some Help?</p> <ul style="list-style-type: none">• Email us at help@redshelf.com• Call us at 888.622.9838  <p>ISBN-13: 978-0-07-351874-9 99991 9 780073 518749</p>	<p>Here's how it works:</p> <hr/> <p>Purchase</p> <ul style="list-style-type: none">• Bring me to the register• Purchase this card• Receive access code with instructions <hr/> <p>Access eBook</p> <ul style="list-style-type: none">• Head over to the website provided on your receipt• Set up your account• Redeem the access code provided on your receipt <hr/> <p>Need Some Help?</p> <ul style="list-style-type: none">• Email us at help@redshelf.com• Call us at 888.622.9838  <p>ISBN-13: 978-0-07-351874-9 99991 9 780073 518749</p>
<p>Here's how it works:</p> <hr/> <p>Purchase</p> <ul style="list-style-type: none">• Bring me to the register• Purchase this card• Receive access code with instructions <hr/> <p>Access eBook</p> <ul style="list-style-type: none">• Head over to the website provided on your receipt• Set up your account• Redeem the access code provided on your receipt <hr/> <p>Need Some Help?</p> <ul style="list-style-type: none">• Email us at help@redshelf.com• Call us at 888.622.9838  <p>ISBN-13: 978-0-07-351874-9 99991 9 780073 518749</p>	<p>Here's how it works:</p> <hr/> <p>Purchase</p> <ul style="list-style-type: none">• Bring me to the register• Purchase this card• Receive access code with instructions <hr/> <p>Access eBook</p> <ul style="list-style-type: none">• Head over to the website provided on your receipt• Set up your account• Redeem the access code provided on your receipt <hr/> <p>Need Some Help?</p> <ul style="list-style-type: none">• Email us at help@redshelf.com• Call us at 888.622.9838  <p>ISBN-13: 978-0-07-351874-9 99991 9 780073 518749</p>

Example Vitalsource Hangtag



What if we get an error when doing a POS transaction?

- Check to confirm item has been setup as Digital book.
- Confirm the title is still an active title through your digital provider.
- Confirm your selling price matches the digital provider price.

Instructions on how to access eBook doesn't print on receipt

- Check to confirm it is setup properly as a digital book.
- Check that Digital Instruction is entered in the Digital Instruction menu.

What if my customer gets an error stating the item is unavailable when purchasing on the Web site?

- Confirm the title is still an active digital provider title.

What if my customer gets an error stating the item has been updated when purchasing on the Web site?

- Check to confirm item has been setup as Digital book.
- Confirm the title is still an active digital provider title.
- Confirm your selling price matches the digital provider price.

Students are not getting emails with access codes after checking out from the Web site.

- Deploy your PrismWeb site if you have not since getting setup with your digital provider.
- Confirm the item has been setup as a Digital book.
- If that does not solve the problem, please contact Support.

How do I refund a book that was purchased at POS?

- Do a refund utilizing a 'TI' transaction. Once the return/refund is complete, POS will automatically reach out to the digital provider and deactivate the book.
NOTE: if the book was sold more than two weeks ago, has been accessed more than 10% or any portion has been printed, a refund will not be able to be completed and an error will display.

How do I refund a book that was purchased on the Web?

- Go to Web Manager and do a Web POS Return to deactivate the book for the student. **NOTE:** if the book has been accessed more than 10% or any portion has been printed, a refund will not be able to be completed and an error will display.
- Process the return in Mail Order to refund the student if book is deactivated.

How long will the students have access to the book?

- Most books will be for 180 days.
- Select titles might be lifetime availability.

Setup

1. Confirm your PrismCore system is on the latest version of PrismCore
2. Contact NBC Support to set up your Digital Content Updater parameters
3. Follow the steps below to input parameters into PrismCore:
 - a. In PrismCore Admin > Department/Class/Category (Jump Code 103), check the 'Digital Content Mass Adoption Default' checkbox (only choose one DCC).
 - b. In PrismCore > Vendor Maintenance (Jump Code 131), access your preferred default digital vendor, and choose the 'Parameters' tab. Check the 'Digital Content Mass Adopt Default' checkbox (only use one vendor).
 - c. In PrismCore > Digital Content Instructions (Jump Code 109), check the 'Digital Adoption' checkbox (only use one instruction).
 - d. In PrismCore > Instructors (Jump Code 116), ensure the 'Allow Digital Content' checkbox is marked for all instructors who wish to use this feature. By default, when you update to the latest PrismCore version, this box is checked for all instructors.

Enter Print Adoptions

Before your digital adoptions can appear, check that the following are already in place in PrismCore:

- You have courses entered into PrismCore > Inventory Management > Textbooks > Course Requests (Jump Code 112), for a term you have flagged in Term Maintenance (Jump code 115) as 'Export to Web'.
- Physical textbooks (Print ISBNs) are added to the detail of these course requests (Web Manager > Textbooks > Digital Content > Available Titles.)
- The term/courses are listed on the store website.

Run Matched Adoptions

Go to Web Manager (<http://manager.thecampuspush.com>) to Run Matched Adoptions. Once WPCOnsole runs on the PrismCore server, the following will happen automatically:

- In Item Maintenance, a digital item record is created with (DC) at the end of the title'.
- In Course Requests, the shelf tag flag will be flipped to need printing.
- *Please note, if the Digital ISBN item record already exists in the system, and/or the instructor is not flagged for digital in the instructor module, no action is taken in the system. The digital textbooks must be added manually by the user in 'Course Requests' module.*

Print Shelf Tags and Hangtags

Now you are ready to promote digital in your store! Print shelf tags featuring the digital price as well as the digital provider hang tag.

*Please see following pages for additional information.

With this enhancement, a Digital Content Updater can be added to WPConsole. This service will automatically add digital textbooks and update retail prices for digital content.

The Digital Content Updater service will add eligible digital text records into PrismCore if the following conditions are met:

1. Courses are established in the 'Course Request' module, for an open term flagged to 'Export to Web' at 'Term Maintenance'.
2. Textbooks (Print ISBNs) are added to the detail of these course requests that have corresponding Digital ISBNs available (Web Manager > Textbooks > Digital Content > Available Titles.) These are added with a type of "Optional".
3. The term/courses are listed on the store website.
4. When 'Run Matched Adoptions' for the term in Web Manager > Textbooks > Digital Content > Matched Adoptions is run, if the Digital ISBN does not pre-exist in the system, and if there is a corresponding Print ISBN in the detail of a course request with matched adoptions listed in the Web Manager, and if the instructor is flagged for digital, the following will complete in the system when the Digital Content Updater process runs:
 - a) A Digital item record is created at Item Maintenance with the digital default DCC and vendor and with (DC) at the end of the title, stock-on-hand is set to zero, and the used record flagged as discontinued.
 - b) A header record is created at 'Digital Content' with the digital default instruction.
 - c) The new digital textbook is added to the course request detail with zero 'Requested' quantity.
 - d) The shelf tag flag is flipped to need printing on the course request.
5. If there is no binding type of 'Digital Content' the process will create a binding, and all newly created digital content items will be associated with that binding type.

Please note however, that if the instructor is not flagged for digital in the course request, no action is taken in the system. The digital textbooks must be added manually by the user in 'Course Requests' module. Additionally, please note that if digital adoptions have already been done manually for the current term, stores should wait to deploy this feature until their next term

There is some initial setup required for the Digital Content Updater service.

1. The existing user name, password and site ID for Digital Book communication requires entry in WPCONSOLE > Digital Content Updater > Properties. The execute time and email alerts tabs can also be populated.
2. A default **DCC** must be set for the auto-created digital item records. A 'Digital Content Mass Adopt Default' checkbox is included at Department/Class/Category in PrismCore Admin.
 - a. Only one DCC at a time can be checked for 'Digital Content Mass Adopt Default'.
 - b. If more than one DCC is checked for 'Digital Content Mass Adopt Default', the user will receive a warning dialog: *DCC: ##-##-## is the current Digital Content Mass Adoption default DCC. Are you sure you want to set '##-##-##' to default?* If the user left-clicks < Yes>, the default DCC will change to the current record. If the user left-clicks <No>, the prior DCC will be retained as the default DCC.
3. A default **digital content instruction** must be set for the auto-created digital header records. A 'Digital Adoption' checkbox is included in the 'Digital Content Instructions' module.
 - a. Only one instruction record at a time can be checked for 'Digital Adoption'.
 - b. If more than one instruction record is checked for 'Digital Adoption', the user will receive a warning dialog: *Digital Instruction: <Name> is the current Digital Instruction default. Are you sure you want to set <Name> to default?* If the user left-clicks <Yes>, the default instruction will change to the current record. If the user left-clicks < No>, the prior instruction will be retained as the default.
4. A default **vendor** must be set for the auto-created digital item records. A 'Digital Content Mass Adopt Default' checkbox is included at Vendor Maintenance > Parameters tab.
 - a. Only one vendor record at a time can be checked for 'Digital Content Mass Adopt Default'.
 - b. If more than one vendor record is checked for 'Digital Content Mass Adopt Default', the user will receive a warning dialog: *Vendor: <Name> <Code> is the current Digital Content Mass Adoption default Vendor. Are you sure you want to set <Name> <Code> to default?* If the user left-clicks < Yes>, the default vendor will change to the current record. If the user left-clicks <No>, the prior vendor will be retained as the default.
6. Instructors can opt out of the process for auto-adding digital text records. An 'Allow Digital Content' checkbox is included in the 'Instructors' module.
 - a. When an instructor record is added either manually or by an import service, the default setting for the 'Allow Digital Content' box is *checked*.
 - b. If the 'Allow Digital Content' box is *checked* for the instructor, the 'Digital Content Updater' service will *auto-add* eligible digital books to the detail of course requests for which the instructor is set in the header at Course Requests.
 - c. If the 'Allow Digital Content' box is *unchecked* for the instructor, the 'Digital Content Updater' service will *not add* eligible digital books to the detail of course requests for which the instructor is set in the header at Course Requests.

The WPConsole Digital Content Updater service includes a process to update retail prices in PrismCore for existing digital item records. The runtime is hard-coded to run once a day at 5:00 a.m. local time. The Digital Content Updater service must successfully execute once for the price updates to be triggered.

1. New retail price at Item Maintenance is updated to match digital retail price
2. The shelf tag flag is flipped to need printing on the course request at Course Requests
3. Price changes are listed on the Price Change Report.

Please note the following:

1. Digital price changes are not currently listed on the Markup Report, despite being listed on the Price Change Report. This should not impact, because the stock of those digital titles should always be 0 or negative.
2. The 'User Name' field on the Price Change Report is blank (this should be the only blank user on the report).
3. If a Digital ISBN item is accessed at Inventory Maintenance, the retail price is altered by the textbook price rounding parameters established at PrismCore Admin> Store Information.

In addition to the changes above, there has been another enhancement where, when a digital textbook is adopted as a new item from an imported textbook requisition using right-click 'Resolve SKU' functionality at Course Requests, the corresponding digital header record is auto-created at 'Digital Content' with the digital adoption default instruction.

NOTE: The user will need to manually change the DCC on the digital item record at 101 Item Maintenance to from the textbook DCC to the digital DCC, and check the used record as 'Discontinue'.