

RedShelf

RedShelf digital content offerings expand options for providing online course materials for students when integrated with MBS ARC. This document reviews ARC and inSite processes for adopting, selling, accessing, and paying for RedShelf titles.

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RedShelf Integration

RedShelf expands the digital content options available to adopt for courses. Completing the RedShelf integration with MBS allows RedShelf titles to display when searching the database for books. The books can then be adopted.

The following are key points to remember when working with RedShelf titles:

- RedShelf is only available for stores with TA2 ARC and MBS inSite
 - o RedShelf titles must be purchased through inSite
 - o Shelf tags with QR barcodes lead to inSite Course Materials to promote RedShelf titles in the store
- Stores must have a signed agreement with RedShelf before integration can take place
 - o Contact your RedShelf representative for establishing an agreement
 - If you do not currently work with a RedShelf representative, your MBS representative can provide you with additional contact information for RedShelf
 - o RedShelf provides MBS with credential information once an agreement is finalized with a store
 - Your inSite Client Representative will work with you to complete the set up in the MBS System
 - RedShelf Titles are priced based on agreements between RedShelf and publishers, and these prices cannot be edited by the store
 - ATKey search is exclusive to MBS and would not directly locate a RedShelf title from the MBS Database search
 - o Once the book is adopted into the Local Database, ATKey searches will be able to locate the RedShelf title
 - A separate merchandise inventory class is needed for RedShelf titles

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Adopting a RedShelf Title

Adoptions > Maintain Adoptions

Full information on course and book adoptions is available in the ARC Textbook Chapter 3 – Course and Book Adoptions section of the ARC Textbooks manual on the Systems Service Center. This section will summarize the process with a focus on adopting RedShelf titles.

1. Highlight the course and select Adopt Books (or if updating/creating a course, click Adoptions from the Additional Options).
2. The book search screen appears. Search for a title using ISBN or Title/Keyword. If using ATKey, a RedShelf title will not directly show until a MBS VitalSource or physical title is selected.
3. If using Title/Keyword (or ATKey and selecting Print or VitalSource book first), the book list will contain a “Y” to verify Additional Media is available. Select the title to show all available media.

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4. If using the ISBN search, or after selecting title/keyword search and choosing the title, the list of possible book versions displays.

Options may include the print, Vital or VitalSource, or RedShelf versions. The price for all media displays, and the duration for digital media displays. All versions can be selected if chosen.

5. Highlight and select each media type to adopt. As these are selected, a red asterisk will appear next to the title.

6. Book information is retrieved from RedShelf when a RedShelf title is selected. It is recommended to edit the Author row to display by Author's last name. The publisher field will need to be edited to display the book publisher, and RedShelf will automatically be set as the imprint.

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7. Once edits are completed, click Save to return to the book offerings screen to select other titles. Click Save once all titles are selected to continue to the book information and recommend code/estimated sales screens.

Book Information (RedShelf title)

Note that the retail pricing matches the publisher/wholesale pricing. Retail prices for RedShelf titles cannot be changed.

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Update Book/Recommend Code/Estimated Sales

The recommended code is defaulted from the book cover type settings for RedShelf titles. This can be updated by clicking Upd Rec Code from the Options.

Estimated Sales can be entered for digital titles. Estimated Sales figures will display as alternate media quantities on the Order Quantity screen for a print version of this title. These quantities will lower the print version's Open to Buy. Since eBooks are not invoiced until they are sold, no Estimated Sales are needed for digital only items.

Other considerations/Shelftags

RedShelf titles are not invoiced until they have been sold so there is no need to set buying decisions, purchase orders, or receiving. Details are available later in this document show how to process invoices.

RedShelf titles are only available to sell on inSite whereas MBS Digital books through VitalSource can be sold on UDT cards within the store.

Shelftags with QR codes can be printed from inSite. Scanning the QR code will load the inSite shopping cart with the course materials listed. This is helpful for courses that contain RedShelf titles.

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Printing inSite Shelf Tag

1. Using the employee access for inSite, navigate to Textbook Options and select Course Admin.
2. The course administration screen display with options to search for a course.
3. Enter the term, department, course, and section. Once this information is selected, options for notes, tags, and course information displays below the department, course, section, information.

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4. A select button is available in the course details at the bottom of the screen (to the left of the edit button). Check this box to select the course. If the shelf tag has been printed previously, be sure to select the option to generate output for all selected items even if they were previously generated.

5. Once the course is selected, click the option for Shelf Tag with Course Info & Registrar's Link QR Code. A separate window will open with the shelf tag displayed.

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Purchasing a RedShelf Title on inSite

RedShelf titles must be purchased on inSite. A summary of this process is as follows.

1. Navigate to the bookstore website to search for course materials in the textbook area.
2. The current term displays by default, but can be changed if other terms are available for purchasing. The customer will search for the department and the course-section-instructor as prompted.
3. After the first course is selected, a new line is added to search for a department and course-section-instructor selection.

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4. Click the right arrow labeled as View Your Materials once all courses have been selected. Course material will display for the selection.

The previous image is an example of an inSite page with RWD (Responsive Web Design) active. The print and digital options to select are available in a single entry for the title. Stores without RWD enabled will show a separate entry for each version of the title—Print, RedShelf, Vital Source, etc.

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Digital Titles display the imprint vendor of VitalSource or RedShelf. Duration for these titles appears, and Digital Rights can be viewed.

The following is an example of digital rights:

Digital rights refer to the percent of the book that can be copied, viewed offline, or printed. These restrictions are set by the publisher and cannot be changed.

5. Select the titles to purchase, then click Continue Checkout. The shopping cart displays with the selected books by course.

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6. Click Continue Shopping if additional courses need to be added. Titles can be selected if edits to the shopping cart are needed. If the order is complete, click Continue Checkout. If the print and digital versions were selected, a popup will display to confirm.

7. Other popups may include:

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- a. Update order if materials change?
 - b. Preferred condition if materials are substituted?
8. Once the selections have been made, the shopping cart displays with options to continue shopping or go to payment. Click Payment Options to continue checkout.
9. If not signed in, the Log In screen appears. New customers will register now to complete the order.

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10. Once log-in is complete, checkout begins. Select the shipping options for the print titles on the order. Digital books will be available online and will not be picked up.

11. Verify address information for shipping, and verify payment information.

12. Click Submit Order to process the order. An order summary screen will display that includes the order number, payment summary, and items ordered.

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The order will go automatically complete the picking and packing stages due to the digital content. This allows digital purchases to be available shortly after the order is completed.

Email Notifications

The customer will receive notifications confirming their order and shipping of their order. A notification about accessing digital purchases briefly after completing the order. An example of this notification is as follows:

Access RedShelf Purchases on inSite

Digital books purchased on inSite are available to access after the order has completed. These books can be accessed by customers when they log into their account.

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1. Use the link in the confirmation email or navigate back to the online bookstore.
2. Click Log in, then enter your username and password. Press enter or click Log In after entering the password.
3. The account menu displays with options to work with the account, track orders, access eBooks, and more.

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4. Click Activate and Access eBooks to display digital purchases.

Begin viewing RedShelf Titles

After navigating to the Activate and Access eBooks section of the account, books available to access will display.

1. Click on a RedShelf title from the list of books on inSite.
2. The MBS RedShelf bookshelf displays with RedShelf books.

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3. Click View Book Details to verify additional information regarding the book.

Details include basic book information, ISBN, and a brief description for the book. Features of the eBook also display, such as options to Copy/Paste.

4. To activate and access the book, click Start Reading. The eReader for the title will display. A brief tutorial will be available to walk through the initial access.

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5. Complete the tutorial or click the “X” on the top right of the window.

The book will now be available to start reading.

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The RedShelf format also includes task options along the top of the eReader.

These include navigation options for table of contents, bookmarks and other study options such as annotations and Study Guides. There is also a search option and a bookmark option.

A tools menu provides reading options for color, font, RedShelf tutorial, and technical support contact link.

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Refunding a RedShelf Title

Instances may occur where a student wishes to return their RedShelf eBook.

Redshelf defines their return policy as follows:

eBooks are refundable within 14 days of the first day of access, or thirty (30) days after the purchase is made, whichever occurs first. Additionally, RedShelf cannot fulfill refund requests if more than 10% of the product has been viewed and/or if any page(s) of the product has been printed.

Additional restrictions may apply based on the publisher.

If the title fits the RedShelf refund criteria, the book can successfully be refunded on inSite. If the book cannot be refunded by RedShelf, the refund will receive an unsuccessful message on inSite.

The steps below outline the process for completing the refund on inSite.

1. Navigate to the inSite employee access and click on Order Processing.
2. Click Retrieve Customer Orders. Search for the order in question by order number, customer last name, student ID, or email.

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3. Order information will display once the order is located. Details for the items on the order will be listed close to the bottom of the page.

4. In the order details, the Refund Qty box displays to the right of the section. Enter the quantity to refund. At the bottom of the page, select Refund Items. A window will appear verifying the refund. Click Yes.

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5. A message will appear verifying if the refund was successful. If successful, a refund confirmation email is sent to the customer's email address.

The refunded item will show on the eBook Sales and Returns report.

Reconciling RedShelf Sales to RedShelf Invoice

RedShelf titles are invoiced when sold. These sales can be verified from the eBook Sales and Returns report on inSite, and can be used to reconcile the invoice in Accounts Payable.

ebook Sales and Returns report

1. Navigate to the employee side of inSite and click Reports.
2. Click eBook Sales and Returns under the Other Reports column.

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3. Enter the date range for the report. The report can be sorted by Title or Author and can be ran by Summary or Detail. Token status (such as Activated) can be displayed. Select RedShelf as the vendor to only show the RedShelf titles.
4. Click Generate Report once the selections are complete and the date range entered.

ebook Sales and Returns (Summary)

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eBook Sales and Returns (detail)

Keep in mind that the dollars sold displayed is retail. If you have questions regarding the RedShelf margin, please contact your RedShelf representative.

Create Manual Merchandise Invoice

RedShelf invoices are entered differently from MBS VitalSource titles. They do not go into a holding for digital sales so they are not matched through the textbook application.

Instead, RedShelf invoices should be entered into Accounts Payable directly. A manual merchandise invoice will be used to indicate units invoiced by inventory class. This will post to the stockledger as a purchase. These purchase quantities will then reconcile with RedShelf sales, and the Ending Inventory in stockledger will be updated.

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1. Navigate to ARC Merchandise > Financial/Accounting > Account

Payable > Invoice Processing > Enter Invoices.

2. Click Add. Invoice type displays to select. Select Manual Merchandise Invoice, then click Save.

3. The invoice header screen displays. Required information includes Invoice Number, Vendor Number, Invoice Amount, and Due Date. Other features of AP can be used if needed such as payment terms, priority codes, dispute codes, etc.

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4. Once the required information is entered, click Save. A message will display at the top to verify the invoice is out of balance. Click Save again to add detail to match to the invoice amount. Entering Invoice Detail

After saving a new invoice, the add detail screen automatically displays.

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The additional screen can also be reached by navigating to the Enter Invoices main screen, highlighting the invoice, and clicking Work with Detail. Click Add from the detail screen to begin entering details.

1. The Add Detail screen displays the invoice data, amount, entered amount, and difference on the top right. Enter the class for RedShelf as the item number. Enter the qty invoiced, cost per item, and retail per item for the first line.

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The most accurate way to enter the invoice detail is to enter each line on the invoice as a separate line, ensuring the cost is individual item cost.

A single line could be added for total units, average retail per item, and average cost per item, but cost may not balance to invoice cost and retail may not balance to the amount of sales.

The ebook Sales and Returns report will show the extended retail amount for sales of each title. This can be used to calculate the individual retail per unit. The cost will be the amount RedShelf is charging for the eBook on the invoice. Your contact with RedShelf can assist with questions regarding the RedShelf invoice cost or RedShelf retail amount.

2. Click Save. The total amount entered so far will show in the top right, and the detail will clear for the next item to be added. Continue adding items as needed.

3. Once all items have been entered, click Go Back to display a table with each line entered. The Invoice amount and Total Entered should match.

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Post Invoice

1. Navigate to ARC Merchandise > Financial/Accounting > Account Payable > Invoice Processing > Enter Invoices.
2. Highlight the RedShelf invoice and click Post. The status will change to Post, and posting reports for the invoice will print.

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AP Posting Journal

Invoices Built

Selecting invoices to pay and processing payments would not be different for the RedShelf invoice.

Impact on Stockledger

As RedShelf titles are sold, they will report to the stockledger as sales.

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Since these titles are not invoiced until they are sold, ending inventory will show negative prior to entering the invoice (for example, -\$7.55 in sales for -7 items).

Once the invoice is posted in Accounts Payable, the cost, quantity, and retail is updated in Purchases. The quantity and the retail should match, and the ending inventory will be reduced to zero.

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RedShelf and MBS Contact Information

If questions come up regarding RedShelf, the following support numbers are available:

RedShelf Student Support — (312) 878-2628

It is recommended that this number be communicated to students through the receipt they receive via email. The number directs students directly to the RedShelf Customer Experience department. Upon resolution, the student will receive an email with an audio recording of the call as well as the solution to their inquiry.

RedShelf Bookstore Support — (312) 878-8586

General RedShelf inquiries can be answered, but this number includes other partners that may not be as efficient for students to use.

Questions regarding RedShelf integration can be directed to your RedShelf representative. If you do not have a RedShelf representative, your MBS inSite client representative can provide initial RedShelf contact information.

Questions regarding RedShelf title adoptions on ARC can be resolved by your MBS Client Representative. Questions regarding RedShelf titles on inSite can be resolved by your MBS inSite Client Representative. You can reach your MBS representatives at the following numbers:

Systems Client Services (866) 638-5948 After Hours (573) 777-0872

inSite Support (866) 638-5949 After Hours (573) 823-7573

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