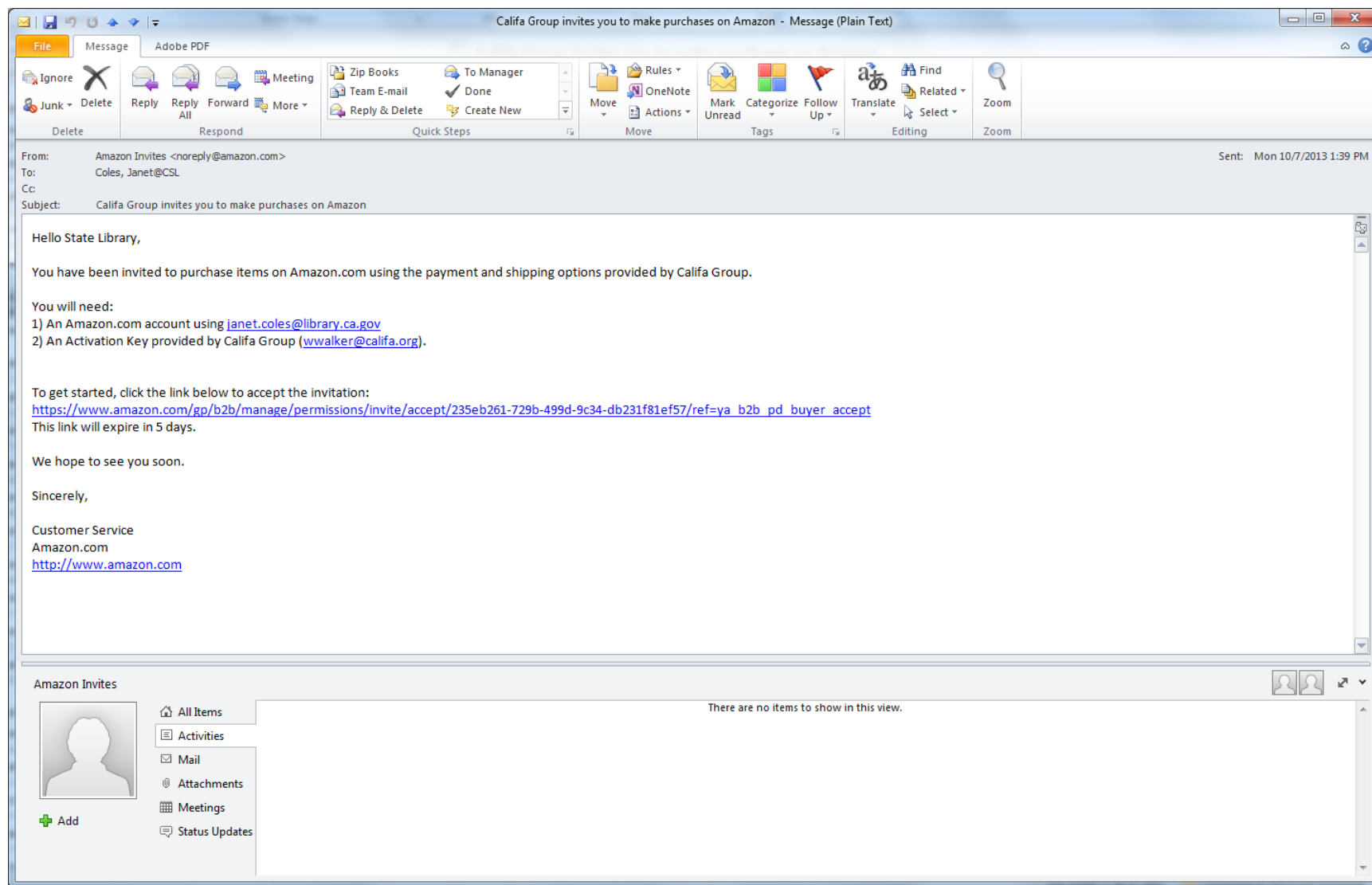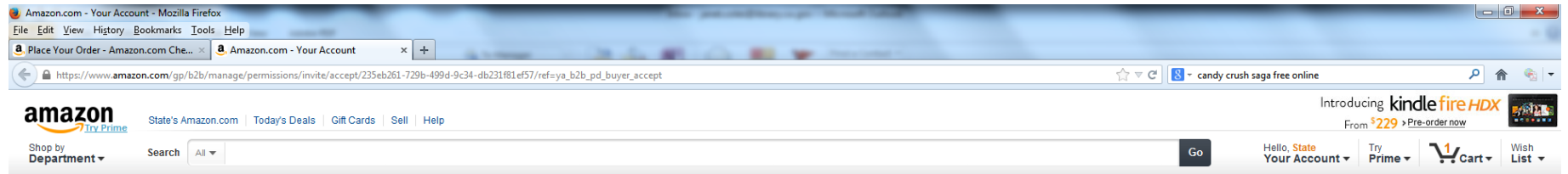**Zip Books Amazon Set Up/Ordering Procedures**

1) To begin, create an Amazon account for your library to use just for Zip Books orders, and send the account information to Paula MacKinnon at Califa (pmackinnon@califa.org). We will link your account to the Califa Prime Corporate account, and provide you with an activation key. You'll receive an e-mail from Amazon that looks like this:

Click on the link provided in the e-mail; you'll then get a screen that looks like this:

2) **If you are ordering just for one customer**: search for and select the book(s) you need to order. When you find it/them, choose the "Yes, I want FREE Two-Day Shipping with Amazon Prime option" and add the book(s) to your cart (see #14 below for ordering for multiple customers).

3) Once your item (or items) has been selected, click on "Proceed to checkout."

4) You'll then get a "Select an Account" screen. Be certain the "Buy on behalf of Califa Group" option is checked (and select "Use this account as your default" if this is your first time).
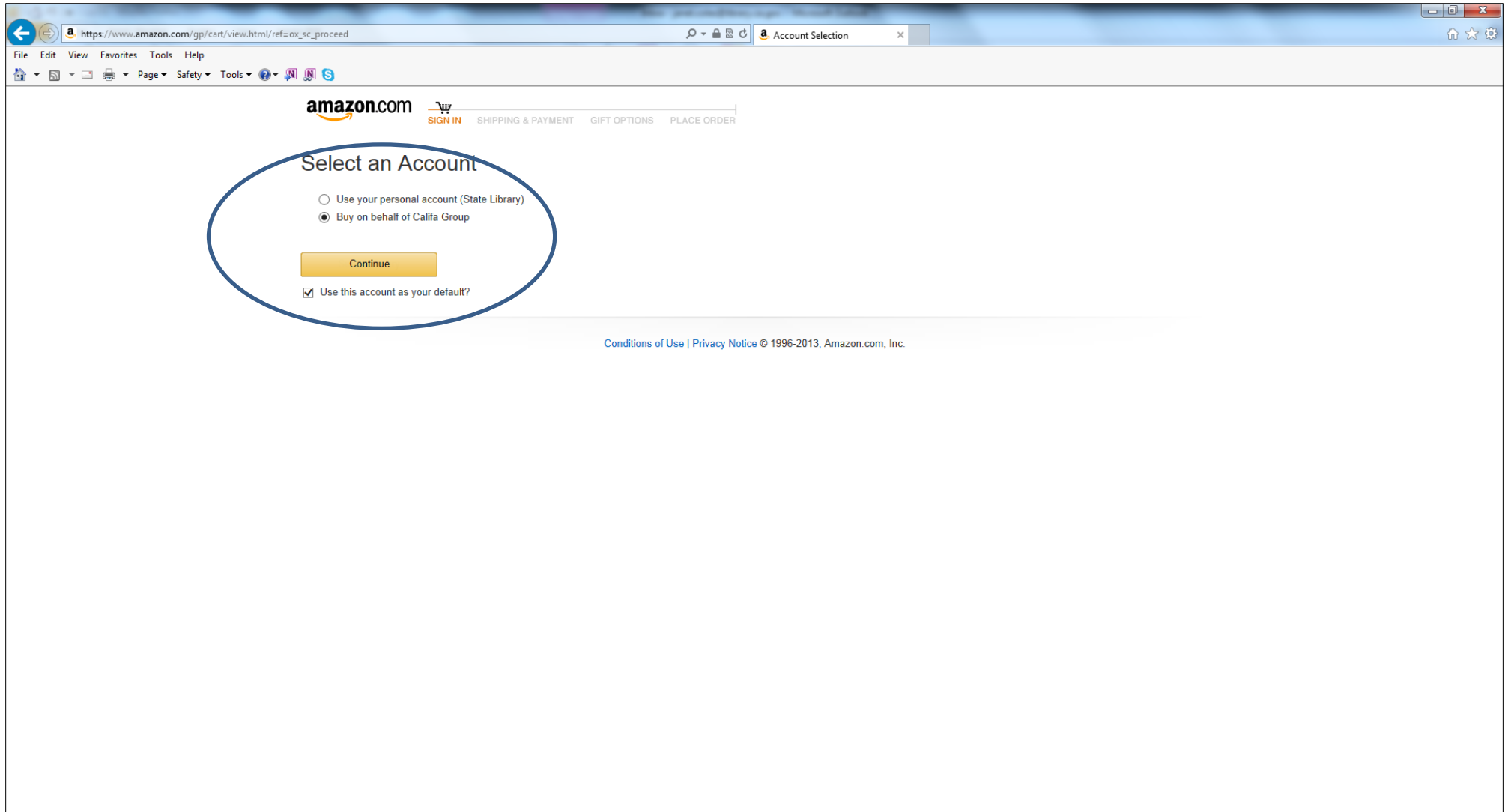
5) You'll be asked to sign in to your account. Be certain you are signing in to the account that is linked to the Califa prime account.
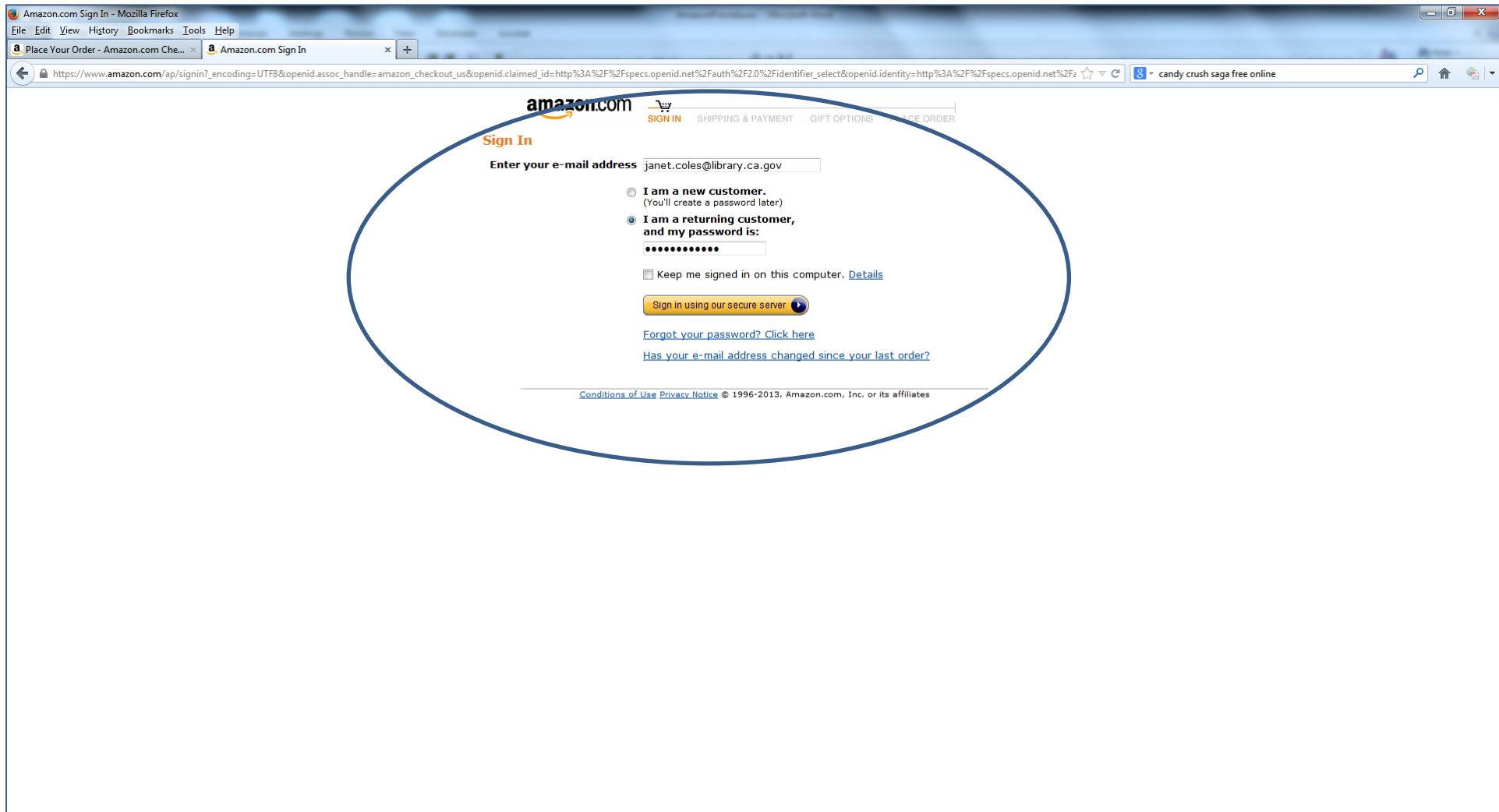
6) Most likely the address you need to use will not be in the address book. Click on the "e-mail the Payer for this account" to have the address added by Califa:

This is set to send an e-mail to Califa. Enter the address (including phone number – important!) as in the example below and send the e-mail. We will notify you via e-mail when the address has been entered.

To...   wwalker@califa.org

Cc...

Subject: Help placing an order on Amazon.com

I am placing an order on Amazon.com that I need to ship to a new address. Please add this address to your account:

Alan Singh
32 W 25th Ave Ste 201
San Mateo, CA 94403-2265
Phone: 650-356-2131

Thanks,

Janet Coles
California State Library

Wayne Walker

All Items
Activities
Mail
Attachments
Meetings
Status Updates

Add

There are no items to show in this view.

7) We will notify you via e-mail once the address has been entered. Once you've been notified, return to Amazon, select the address from the address book and proceed:

8) Next, you'll get a "choose your shipping options screen". Select "FREE Two Day Shipping" if option is available, otherwise select "Free Standard Shipping."
(Note: sometimes Amazon skips this step. Don't worry, you'll have a chance later on to change your shipping choices if needed).

9) Now select "Amazon Corporate Credit Line" in the "How would you like to pay?" screen and click on "Continue". (Note: again, Amazon may skip this step, depending on the defaults you selected, etc. Again, you'll be able to change this later if needed).
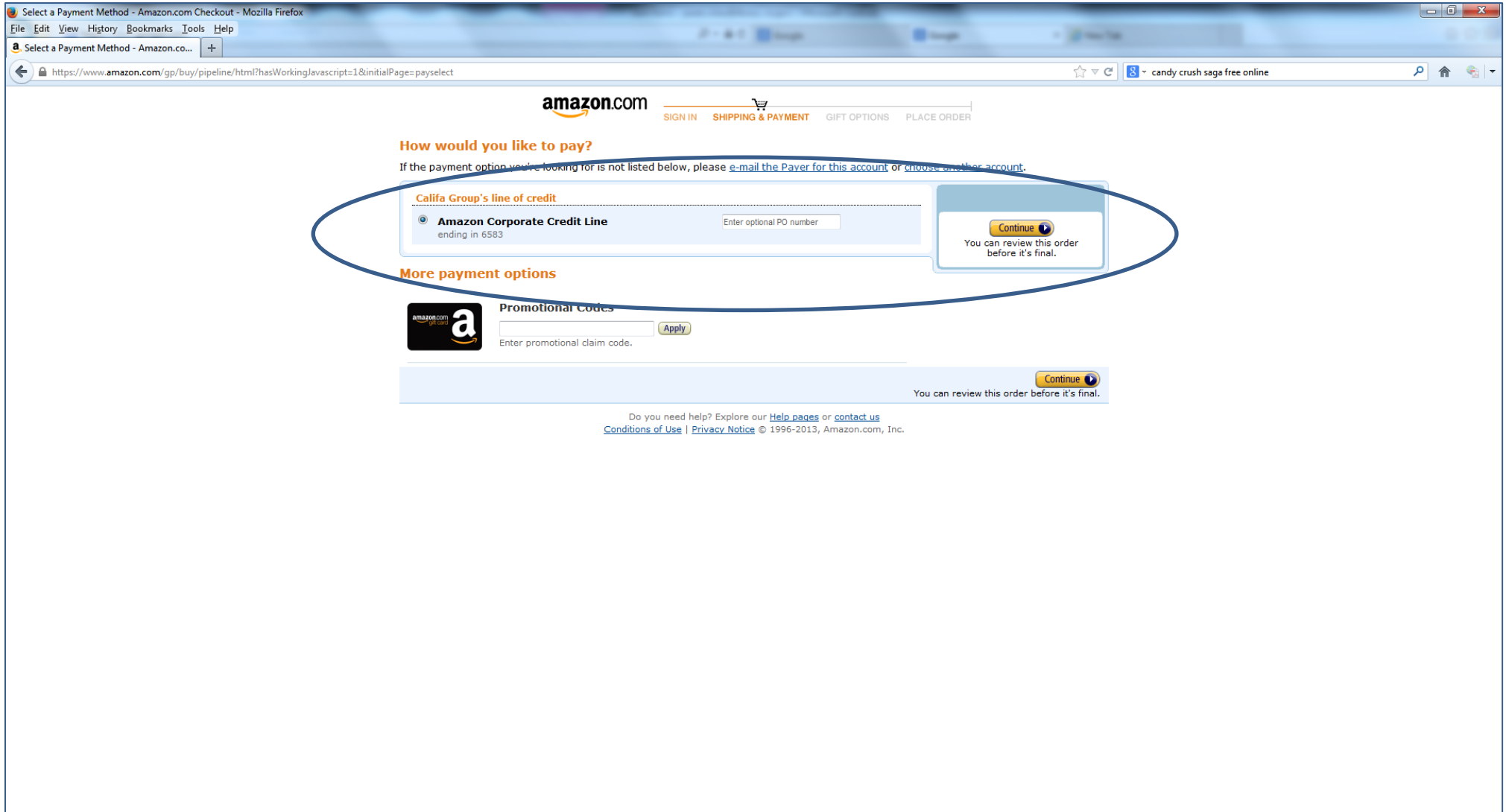
10) In the "Review your order", screen, click on "Select gift options." This is where you will enter messages to your customers about their Zip Book request sand give them explicit instructions on how and where to return the items when they're finished.

11) Below is some suggested text for you to use in the "gift options" area. The number of lines/characters that you have is limited, so you'll need to be brief.
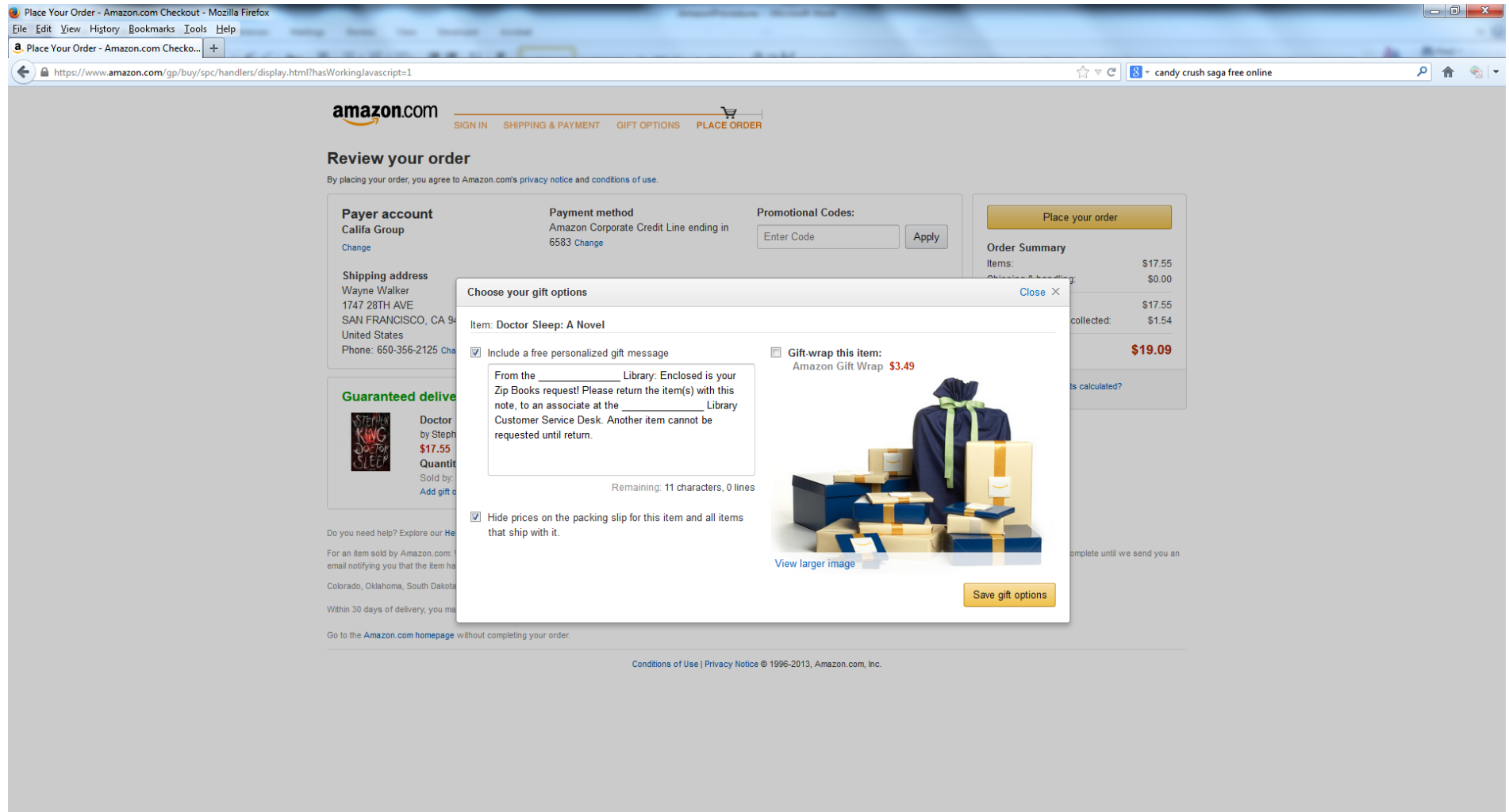
This says: "From the _____ Library: Enclosed is your Zip Books request. Please return the item with this note to an associate at the _____ Library Customer Service Desk. Another item cannot be requested until return." This suggested text leaves about 10 extra characters to play with.

12) Once you have entered your text, then review your order to make sure all is correct. Make a note of the delivery date, then select "Place your order."

13) E-mail or call your customer and advise him/her of the Zip Books order and the expected delivery date.

14) If you are ordering for multiple customers: please note that an Amazon cart can't be split up to send items to more than one person. A workaround is to create a Wish List and then search and add items there.

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15) Once you select "Create a wish list," your list is instantaneously created. The default name for the wish list is "New Wish List," but you can change it by clicking on "Manage this List":

16) You can then search for items for multiple customers and add them to your wish list.

17) You will then send a list of customer addresses to Califa (pmackinnon@califa.org). Once he notifies you that the addresses have been entered, you can then go back to your wish list, add items to the cart by customer and then proceed with adding the shipping address and finalizing the order for each customer.

18) Please note that you can make adjustments to these procedures. You may discover other workarounds that will simplify the process; if you do, feel free to implement them, and share your discoveries on the listserv!