



**Topic:** CAP Online Store  
**Date:** November 2018

## PERMISSIONS

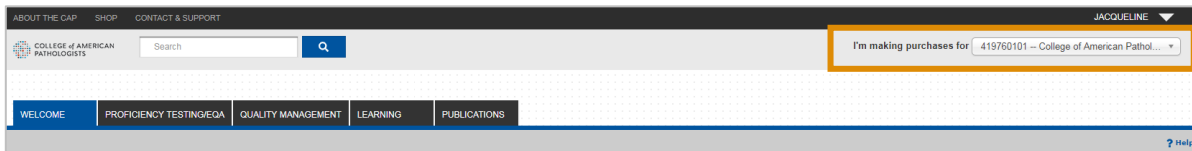
### How do I get started with ordering in the online store?

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

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

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

**Note:** You must be logged in.



### How can I add other labs to the list?

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

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

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

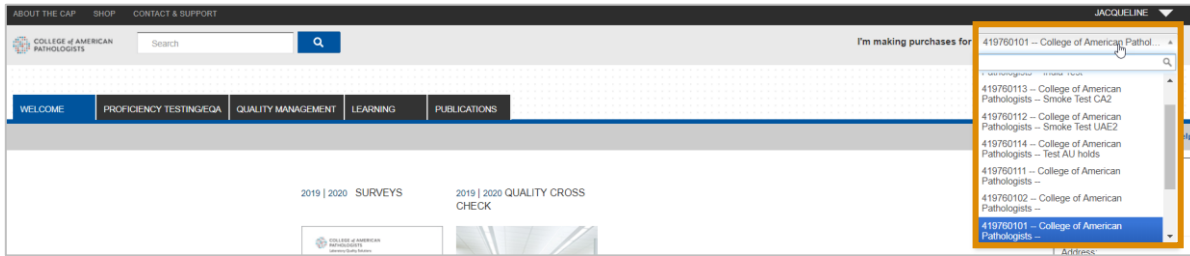
 [View/Update My Lab Permissions](#)  [Manage Lab Users Online Permissions](#)



## SHOPPING

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

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



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

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

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

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



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

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

### Can I save a cart?

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

### How long will my cart be saved?

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

### Are there shipping fees added to the price?

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

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



SHOPPING CART

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

Your Shopping cart expires on Apr 07, 2018. Please save this cart if you intend to use it beyond this date.

Item Number	Item Name	UOM	Quantity	Price	Remove
PUB224	TRANSFUSION MEDICINE IN THE HOT SEAT	Each	1	\$90.00	
AQ	CRITICAL CARE BLOOD GAS	Each	1	\$486.00	

Sub-Total: \$576.00  
Fuel Surcharge: \$4.86  
Shipping and Handling: \$0.00  
Tax: \$32.71  
Total: \$613.57

Promotional Code

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

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

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

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

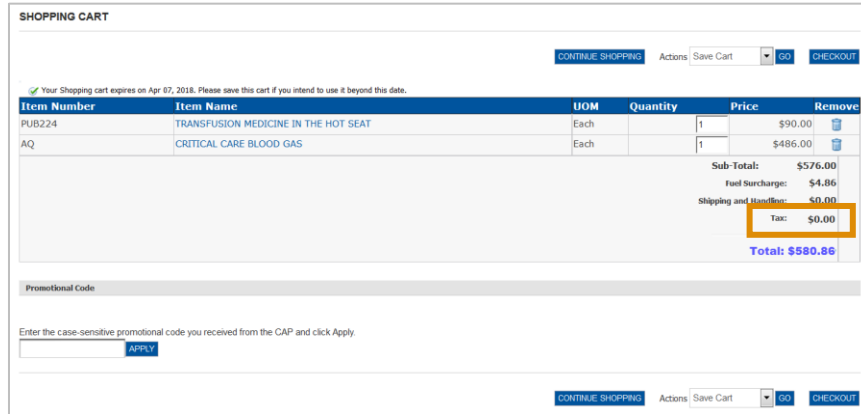
If you have any questions or concerns, [email](#) or call the Customer Contact Center at 800-323-4040 option 1 or 847-832-7000 option 1.



## SALES TAX

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

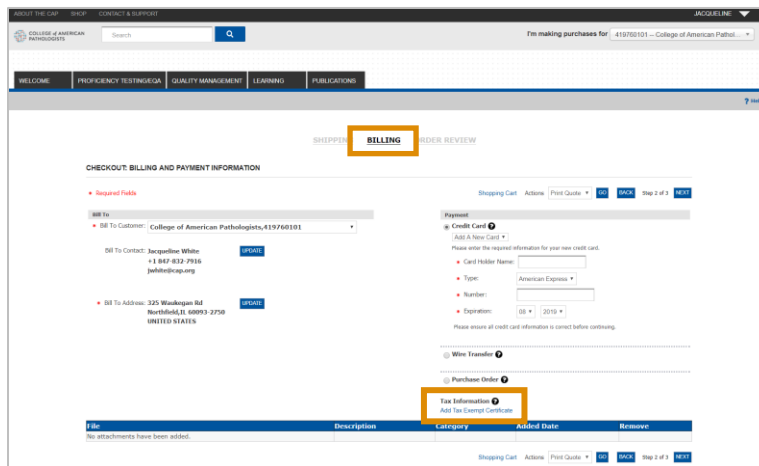
Yes, this is reflected in your shopping cart.



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

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

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



**What is your Federal Tax ID #?**

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

**Do you charge sales tax?**

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

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



## PAYMENTS

### How can I pay for my online order?

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

### Can I use multiple forms of payment on my order?

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

### How can I pay an invoice?

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

Remit To:

College of American Pathologists

PO Box 71698

Chicago, IL 60694



## AFTER I'VE ORDERED

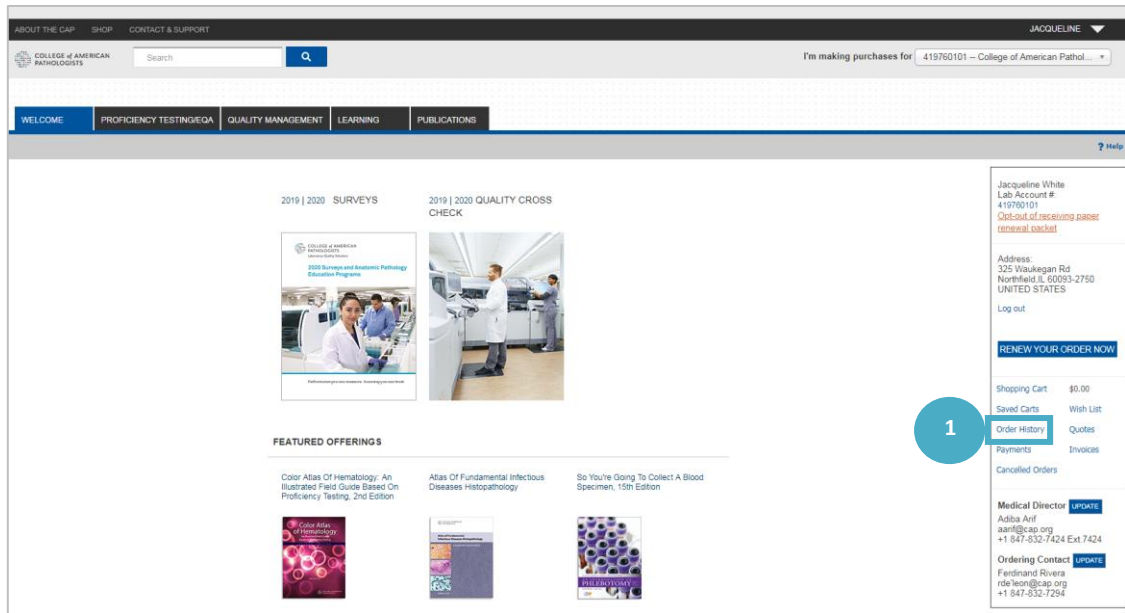
Can I modify an order after I submit it?

Yes.

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

How can I check the status of my order?

1. Click [Order History](#).



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

**ORDER HISTORY**

Search

Click the order number to access the details. You may use the filters and search options below to narrow your search.

By Orders     By Program Code  
 View orders: Sold to your account  
 Orders created in the last: 6 Months  
 Orders between: [ ] and [ ]  
(Example: 31-DEC-1999)  
 Search By: Order Number is not [ ] **GO** **RESET**

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**Results**

Previous 1 - 25 Next 25

Order Number	Order Date	Order Status	PO Number	Order on Hold	Invoice Number	Order Total	Action
<a href="#">1173508</a>	10-AUG-2017	In Progress	12345	No		\$664.48	<a href="#">Cancel Order</a>
<a href="#">1173490</a>	07-AUG-2017	Complete	24681012	No		\$83995.12	<a href="#">Cancel Item</a>
<a href="#">1173186</a>	20-JUL-2017	Complete	06240	No	2205699	\$623.53	
<a href="#">1173175</a>	20-JUL-2017	Complete	12345	No	2205703	\$512.67	<a href="#">Cancel Item</a>
<a href="#">1173120</a>	08-JUL-2017	Cancelled	test ext	No		\$0	
<a href="#">1173116</a>	08-JUL-2017	Cancelled	test	No		\$0	



**How can I see previous order history?**

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

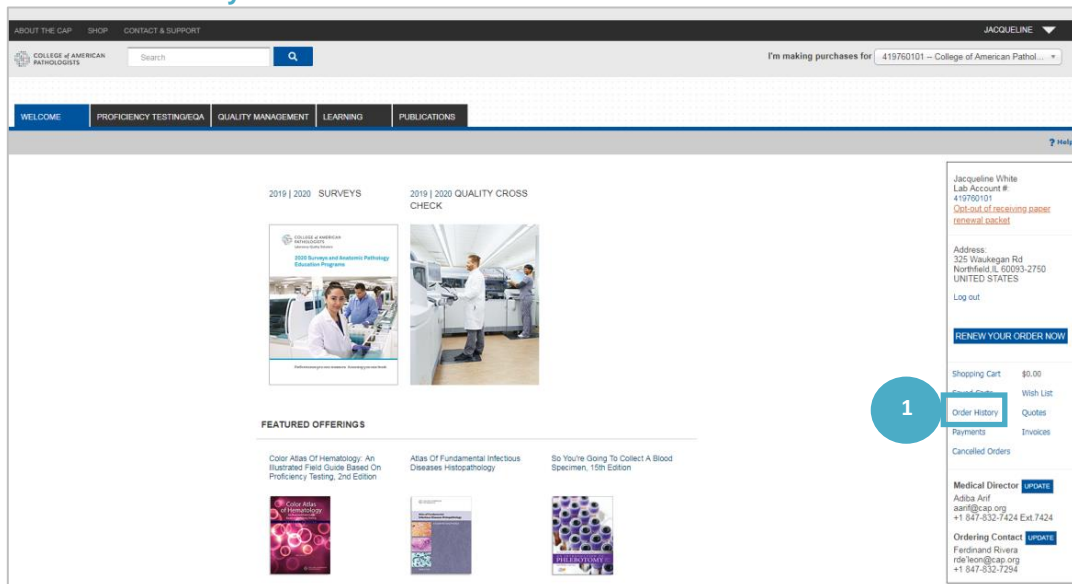
**How can I find which order contains a specific item?**

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

**How can I obtain a receipt for credit card payments?**

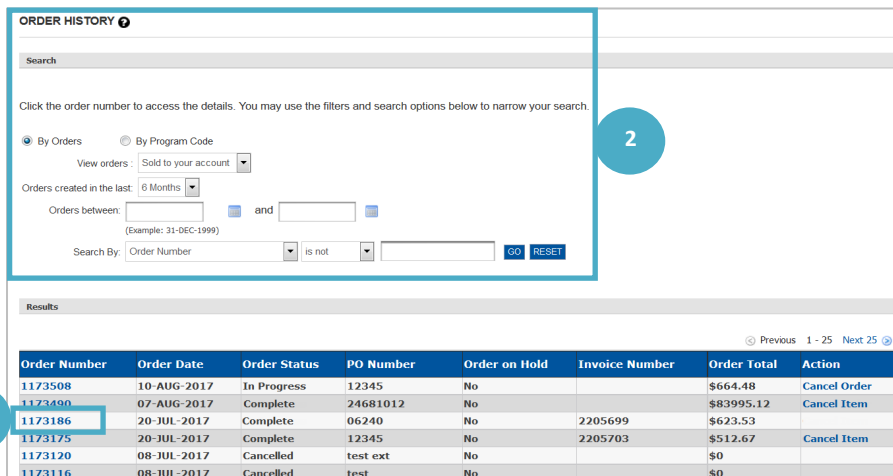
You may print the Order Details page as a receipt during or after your transaction. To access the Order Details page after your transaction:

1. Click **Order History**.



2. Add search criteria for the order and click **Go**.

3. Click the order number you want to review.





The order details page may be printed as your receipt.

ORDER DETAILS								
<p>You may print this page as your receipt.  <a href="#">Back to Track Orders</a></p>								
Order Information								
Order Number: 1173186				Order Date: 20-JUL-2017				
Order Status: In Progress								
Customer Information								
Customer Name: College of American Pathologists								
Shipping Information				Billing and Payment Information				
Ship To: Ferdinand Rivera College of American Pathologists 325 Waukegan Rd Northfield,IL 60093-2750 UNITED STATES				Bill To: Eleonora Savitchi, MD 1683 Renfroe Pl Brookhaven,GA 30319 UNITED STATES				
Shipping Method: Parcel-Ground				Payment Type:				
Shipment Priority:				Payment Terms: DUE ON 12/01/17				
Shipping Instructions:				PO Number: 06240				
Part Number	Item Name	UOM	Ordered	Shipped	Status	Hold Info	Price	Item Details
AUP	AUTOPSY PATHOLOGY	Each	1		Complete		\$420.00	
AUP1	AUTOPSY PATHOLOGY, ADD'L PATHOLOGIST	Each	1		Complete		\$150.00	
CAPBIND	CAP GENERIC SURVEY BINDER	Each	1		In Progress		\$18.00	
						Sub-Total:	\$588.00	
						Fuel Surcharge:	\$5.70	
						Shipping and Handling	\$0.00	
						Tax:	\$29.83	
						<b>Total:</b>	<b>\$623.53</b>	

**How can I place an order for Additional PT materials?**

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

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

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





## MANAGING MY ACCOUNT

### How do I change my personal billing information?

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

### How can I change my personal shipping information?

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

### How do I change my lab's contact information?

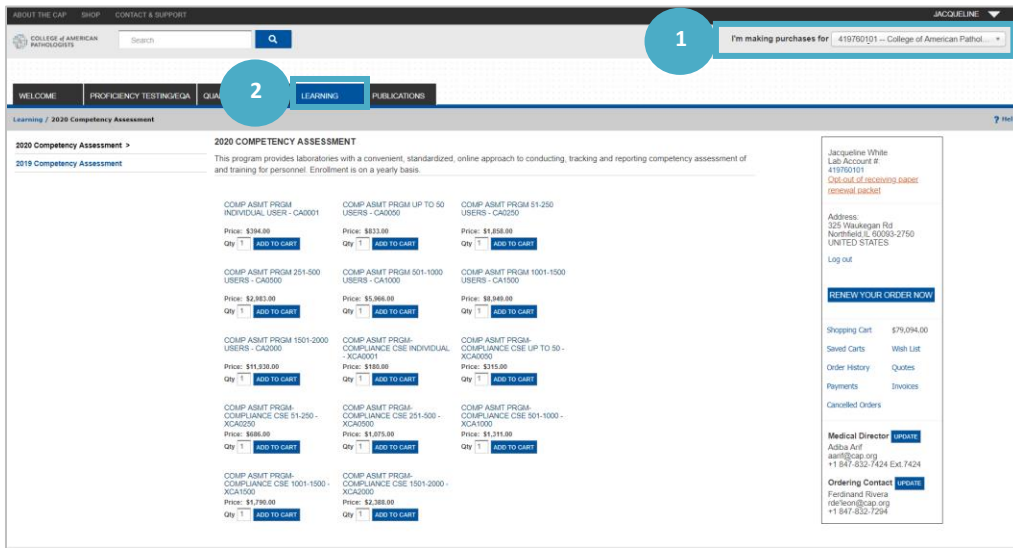
To change your lab's billing or ship to address or contacts, [email](#) or call the Customer Contact Center at 800-323-4040 option 1 or 1 847-832-7000 option 1.



# LEARNING

## How do I see Competency Assessment Program offerings?

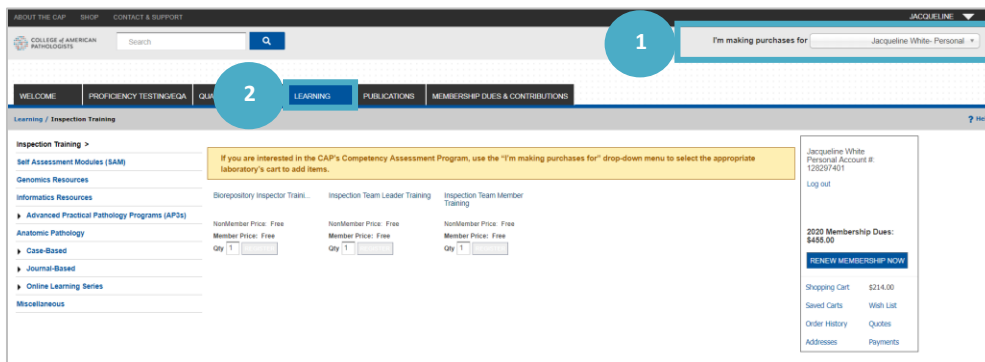
1. Use the **I'm making purchases for** drop down to select your lab's account.  
**Important:** Competency Assessment Program offerings will not show if you are using your personal account.
2. Click the **Learning** tab.



## How do I see Learning programs?

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

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



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



Yes. You may order multiple learning programs.

## Search

### Can I search programs by analyte?

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

### How are CMS analytes identified?

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

### How are CAP accredited enrollment analytes identified?

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

### Where do I find programs offering CE/CME credit?

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

The screenshot shows a search results page for "AQ". On the left, there is a filter sidebar with the following options:

- Year
  - 2018 (16)
  - 2019 (16)
- Discipline
  - Blood Gas Critical Care and Oximetry (19)**
  - Quality Cross Check (6)
    - 2018 Quality Cross Check (4)
    - 2019 Quality Cross Check (3)

The main content area shows search results for "AQ", displaying items 1 through 10. Each result includes a year in brackets, a bolded title, and a brief description. For example, the first result is "[2019] CRITICAL CARE BLOOD GAS-AQ" with a description: "CRITICAL CARE BLOOD GAS-AQ CRITICAL CARE BLOOD GAS - AQ AQ Analytes/procedures in bold type are regulated for proficiency testing by the Centers for M...".

At the bottom of the results, there is a pagination bar with the following controls: "< Prev", "1", "2", "3", "4", "Next >".

Two orange callout boxes provide tips:

- TIP:** Filter Results will display related analytes and additional search criteria related to your search.
- TIP:** Your filter results may have multiple pages. Use the navigation to review all results.

### Who can I contact with additional questions?

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