NGLstore User’s Guide

About the NGLstore
The NGLstore is an internet-based customer service center for National Geographic Learning customers. It’s accessible 24 hours a day, 7 days a week, and offers services which include the following:

- **Place your orders online**, select your shipping method and receive confirmation.
- **Check order status**, track shipments, print invoices, and double check your order quantity.
- **Research other titles** using product information which includes tables of contents, related products, bundle options, author information, and more.
- **Check prices and availability**, for a single title or list of titles, search up to fifty ISBNs at a time, and view author, title, edition, price and availability.
- **View account-specific product information**, such as last date to return, components and alternate product choices -- all based on your account and your previous purchases.

Registration and Login

**Existing Users**: From the home page log in using your current account and password.

**New Users**: If you are a first-time user, you must first register. Please note that you have to be an existing Cengage Learning/National Geographic Learning customer* before you can register for access to this site.

How to register

- Click “Create My Account” at the top of the page to open the registration form.
- Provide the necessary information about your school and account, including your Cengage customer account number.
- Set a unique username and password, and then submit.
- You'll receive an email back from Customer Support approximately 24 hours after submitting your registration request. The email will confirm your registration information and provide you access to the NGLstore.

*Note: This registration form is intended only for educators. If you are a student or other individual, you can purchase student resources online at www.cengage.com.
Navigation

Title Search & Order »
- Fast Order Entry: enter up to 50 ISBNs and related order information directly into the shopping cart.
- Price & Availability: check stock quantities and price by ISBN; get information about program components.
- Product Search: search by author, title, ISBN, subject area, copyright year, or publishing company.
- Browse Online Catalog: browse by subject/discipline area.
- Order Status: view your last 50 orders, searching by Purchase Order number, bill to or ship to account number, invoice number, and/or by order date.

My Account »
- My Profile: review and update your account information online.
- Bill/Ship Address: manage and update your mailing addresses.
- Order Status: same as above, in Title Search & Order.
- Invoice Copies: search for past invoices and locate shipment tracking numbers.
- My Returns: view returns history.
- My Current Backorders: view items on backorder.

Customer Service »
- Find Your Rep: contact information for sales representatives.
- How to use this site: takes you to a simple users’ guide.
- Returns Policy: gives information on our returns policy.
- Adoption Depository States: gives a list of adoption depository information.