

Guide to RandomHouse.Biz

Randomhouse.biz

What is Randomhouse.biz?

- RandomHouse.biz allows customers to access all orders, invoices, and shipment status at any time.

How do I use Randomhouse.biz?

To get started, log in using your registration ID and password. If you haven't registered, follow these easy steps:

STEP 1: Visit www.randomhouse.biz and launch the Business Self-Service tool.

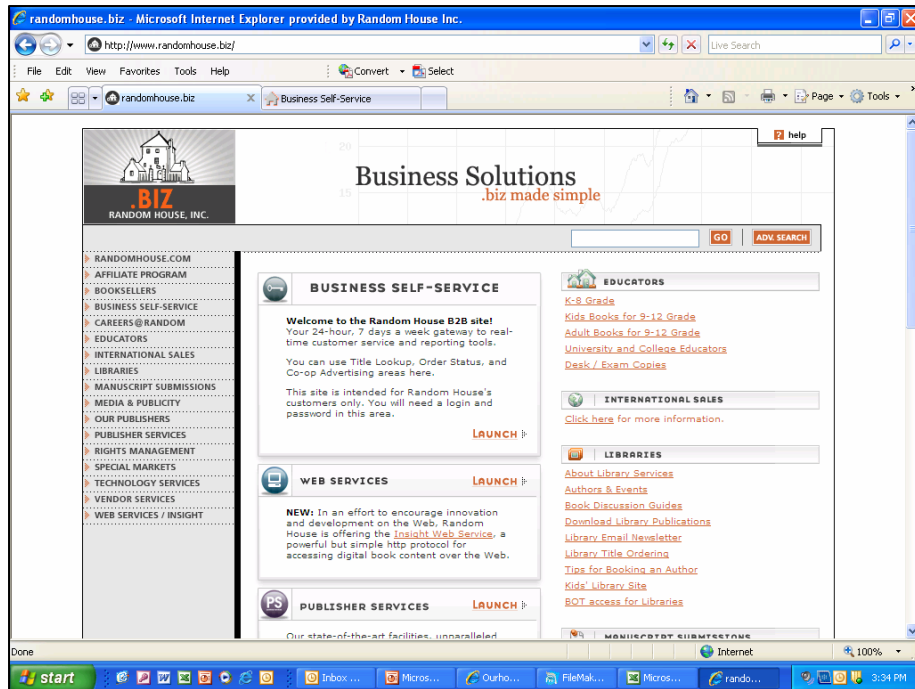
STEP 2: Click on register, and fill out the quick and easy registration questionnaire. If your registration questionnaire is received by 3:00 p.m. (EST), you should be notified of your log-in ID the same day by 6:00 p.m. (EST). Please note exceptions during weekends and holidays.

STEP 3: Log-in with your ID (username) and password.

Once logged-in. You can:

- View recent orders
- Check the status of your orders
- View invoices

The following pages will guide you through these processes.

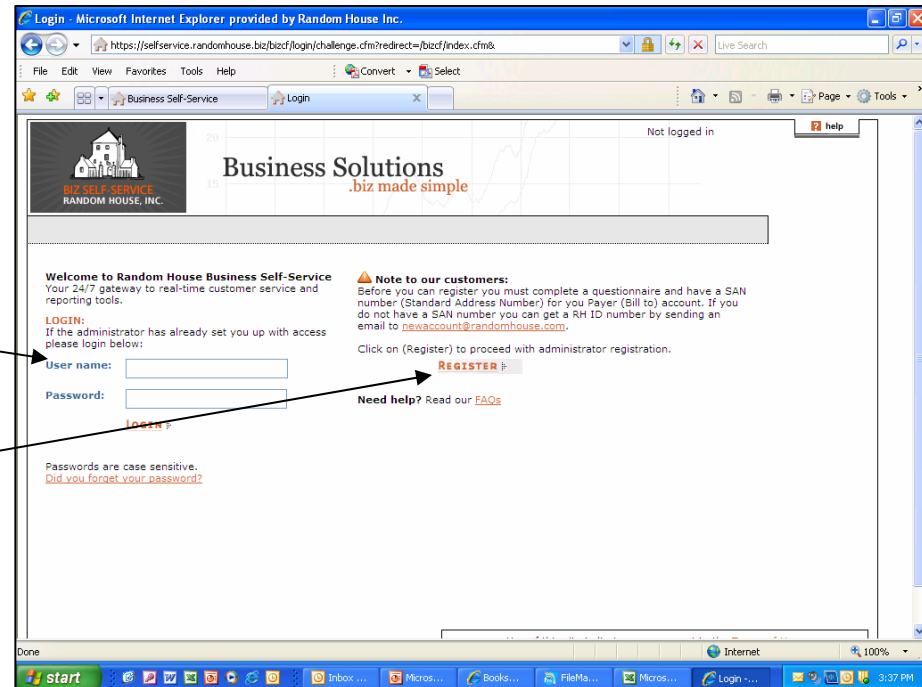


This is what you will see when visiting Randomhouse.biz. Please launch Business Self-Service to get started.



Launching Business Self-Service will take you to the log-in page. Log-in with your username and password.

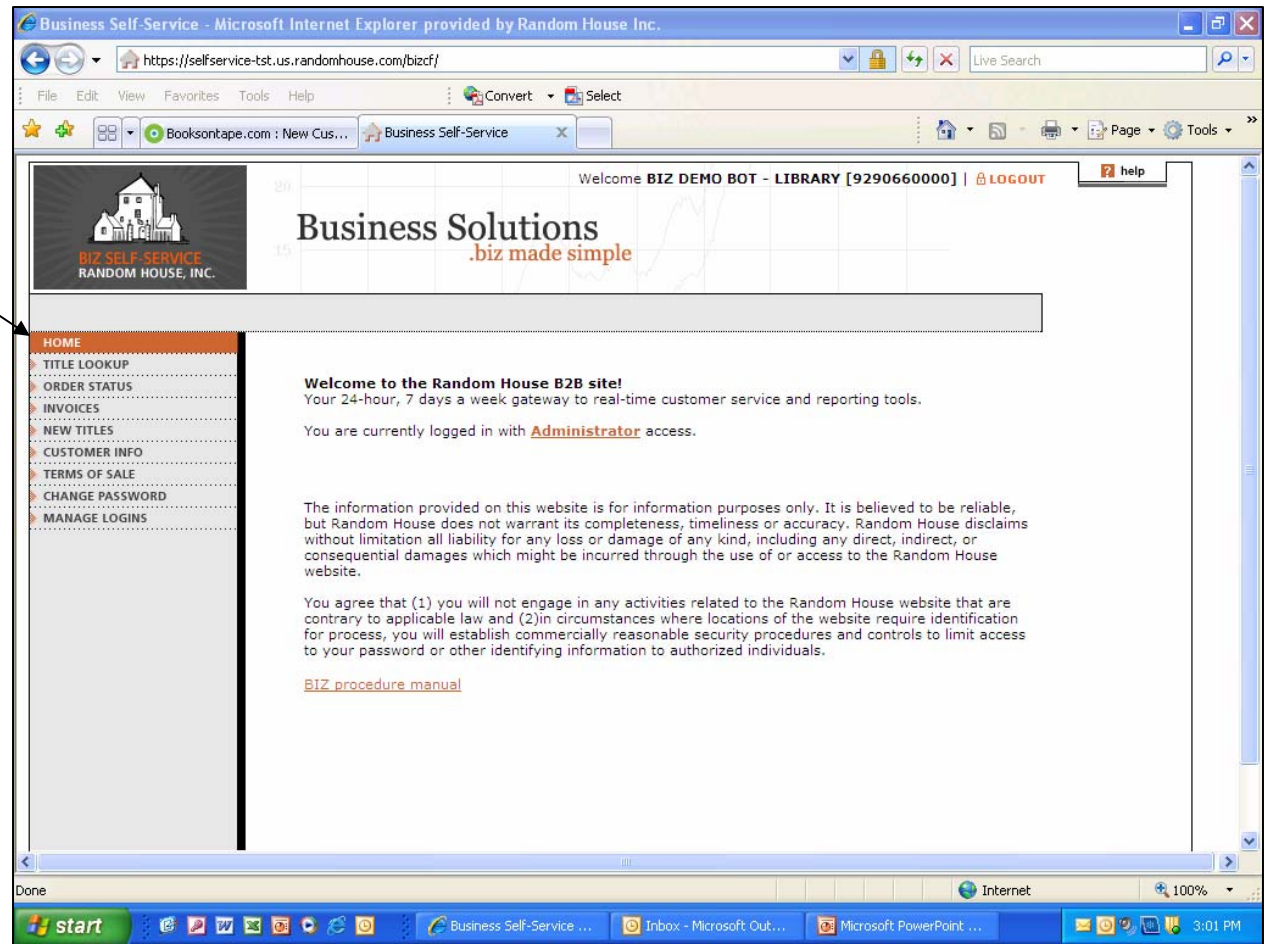
You may obtain a username and password by registering.



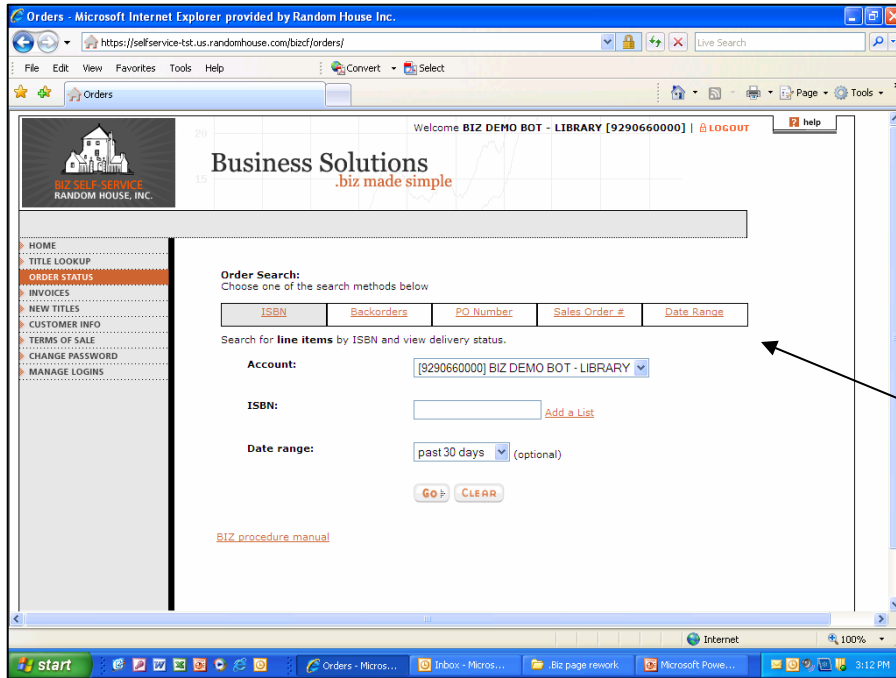
[REGISTER](#)

Once logged-in, you may use the menu bar to:

- Look up titles
- Check your order and shipment status
- View your invoices
- View New Titles
- View your profile
- Review our Terms of Sale
- Change your password
- Manage Log-ins

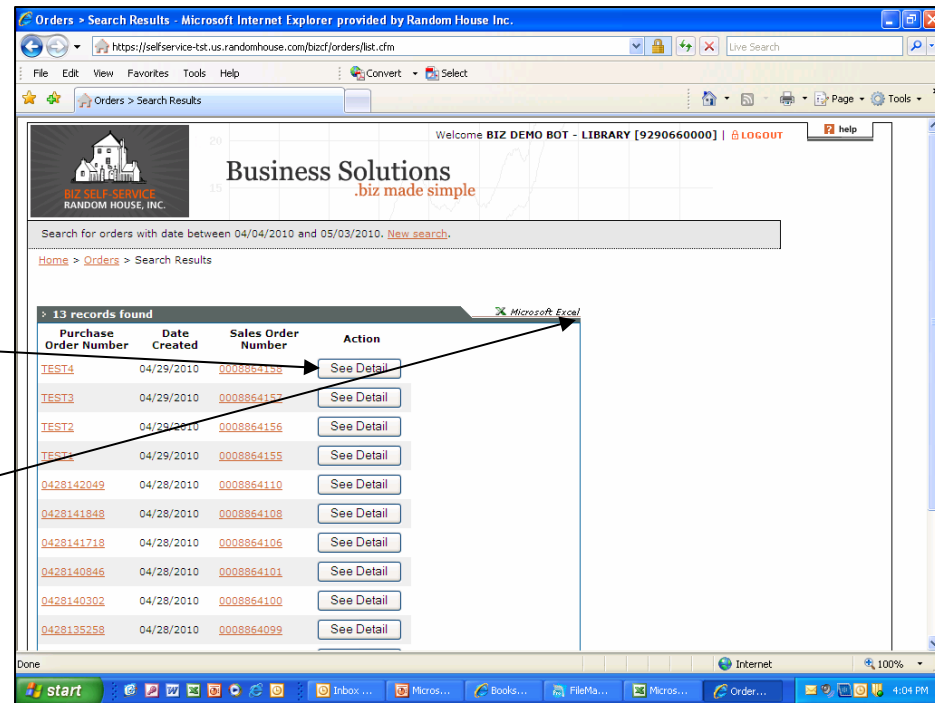


Example of Order Status Page



View the status of an order by ISBN, Backorders, PO #, Sales Order #, or Date Range.

After setting your parameters and pressing "Go," all matching orders will appear.



Click on "See Detail" to see the status of a specific order.

You can also download the list of matching orders into an excel spreadsheet.

View Order Details

Orders > Details - Microsoft Internet Explorer provided by Random House Inc.

https://selfservice-tst.us.randomhouse.com/bizcf/orders/detail.cfm?order=0008864158#

File Edit View Favorites Tools Help

Orders > Details

[View shipping minimums](#)

Order Info

Account Number: 9290660000 Print

Bill To: BIZ DEMO BOT - LIBRARY
400 HAHN ROAD
WESTMINSTER, MD 21157

Ship To: BIZ DEMO BOT - LIBRARY
400 HAHN ROAD
WESTMINSTER, MD 21157

Purchase Order Number: **TEST4**

Sales Order Number: 8864158 [Track entire order click here.](#)

Create Date: 04/29/2010 [Track a line item click on shipping status.](#)

Promotion Code:

Cancel By Date:

Net Amount: 596.00

Special Instructions:

> Order details for 0008864158 Microsoft Excel

Line	Description	Price	Discount	Net Amount	Ord Qty	Req Del Date	Order Status	Shipment Priority	
1	TROUBLE (LIB)(CD) 9781415937112 1415937117	\$ 90.00	(base) 20 (promo) 0	\$ 288.00	4	05/05/2010	Billed ▾	Standard	
close		Date Shipped	Qty Shipped	Z Number/ Pro Number	Trailer	Carrier	Warehouse Location	Invoice Number	Invoice Date
			0				Westminster	1088182044	04/29/2010
2	LITTLE GOLDEN TREASU 9780739335659 0739335650	\$ 20.00	(base) 0 (promo) 0	\$ 60.00	3	05/05/2010	Billed ▶	Standard	
BRFATHI ESS (L PTP)									

Internet 100%

start | Inbox ... | Micros... | Books... | FileMa... | Order... | gap re... | 4:14 PM

Track your entire order

View order status

View shipment priority

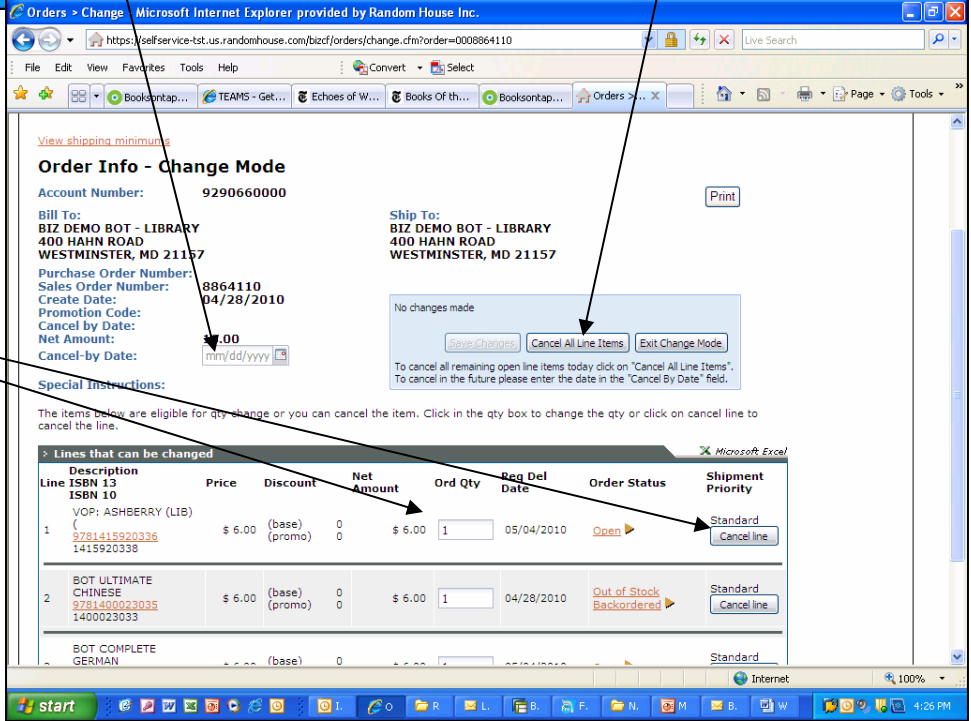
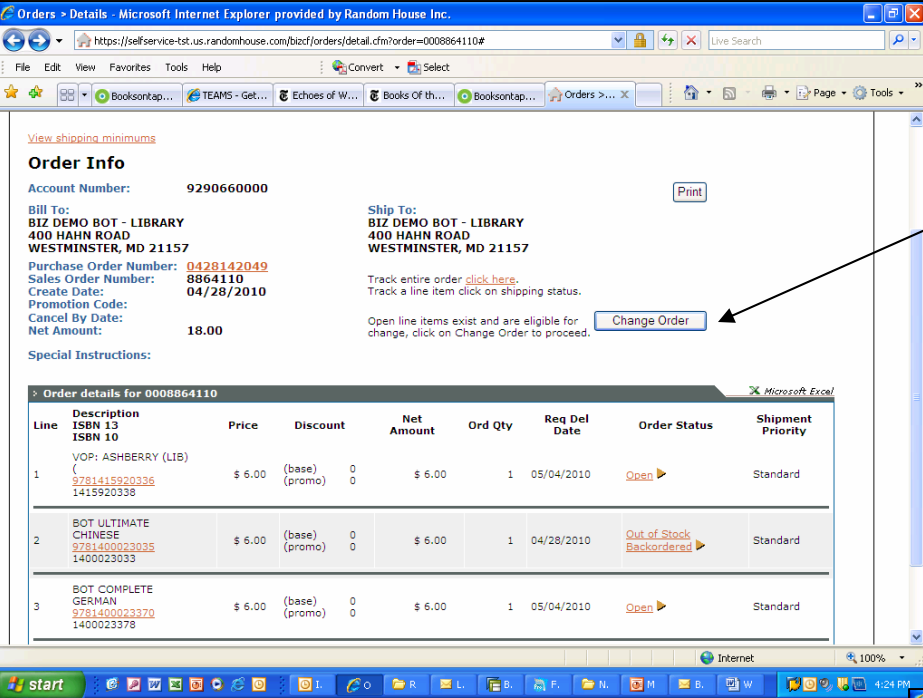
Canceling Orders

If an order has open status for any titles, you can make changes to that order.

You can cancel all open orders.

Or, you can create a cancel-by date.

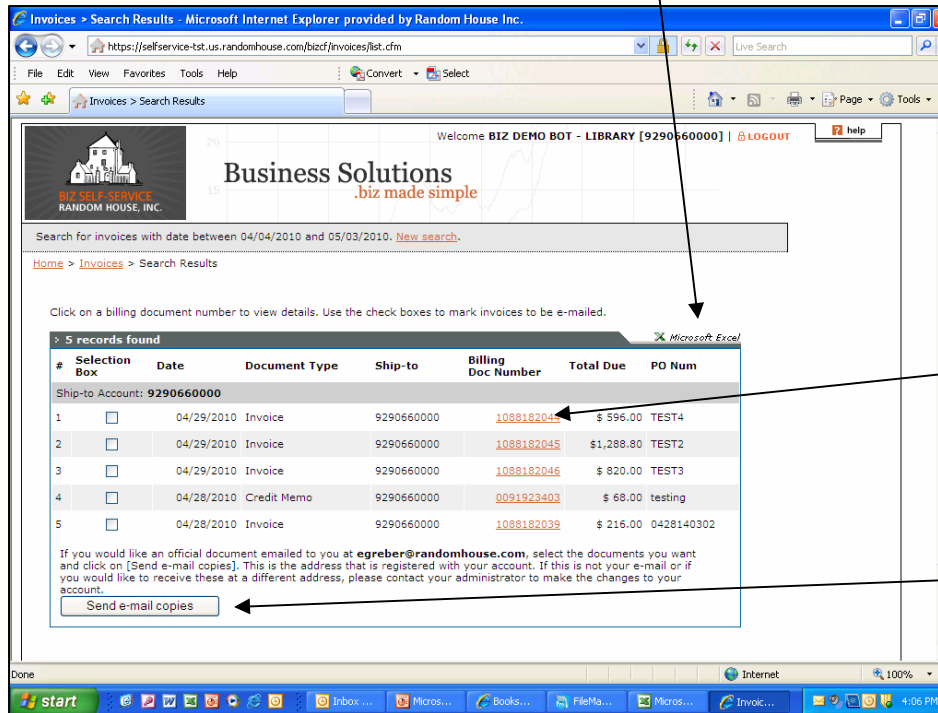
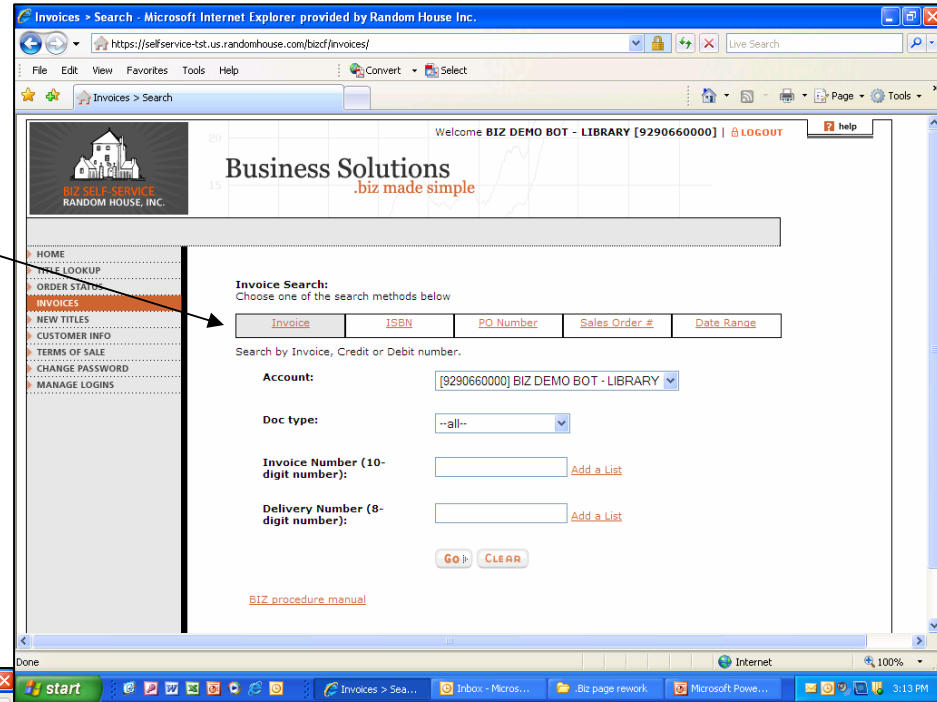
You can also cancel titles or change quantities by line item.



Example of Invoices Page

Search for invoices by invoice number, ISBN, PO #, sales order #, and date range.

You may also download the list of matching orders into an excel spreadsheet.



After setting your parameters and pressing "Go," all matching orders will appear.

Click on the billing doc number to see the status of a specific order.

You can also request an official invoice document to be e-mailed to you.

View Invoice Details

Viewing details of Invoice #1088182044

Account Number: 9290660000

Bill To:
BIZ DEMO BOT - LIBRARY
400 HAHN ROAD
WESTMINSTER, MD 21157

Ship To:
BIZ DEMO BOT - LIBRARY
400 HAHN ROAD
WESTMINSTER, MD 21157

Invoice #: 1088182044
Purchase Order #: TEST4
Create Date: 04/29/2010
Promotion Code:
Total Due: \$ 631.76
Special Instructions:

Viewing details of Invoice #1088182044

Line	Description	UPC SKU	CC	Price	Disc	Qty	Net Amount
Purchase Order Number: TEST4, Sales Order Number: 8864158							
000030	BREATHLESS (LPTP) 9780739328651 0739328654	050694327150	US	\$ 28.00	(base) 0 (promo) 0	2	\$ 56.00
000040	DEEPER THAN THE DEAD (LIB)(CD) 9781415956618 1415956618		US	\$ 80.00	(base) 20 (promo) 0	3	\$ 192.00
000020	LITTLE GOLDEN TREASUR(LIB)(CD) 9780739335659 0739335650		US	\$ 20.00	(base) 0 (promo) 0	3	\$ 60.00
000010	TROUBLE (LIB)(CD) 9781415937112 1415937117		US	\$ 90.00	(base) 20 (promo) 0	4	\$ 288.00
Sub Total:							\$ 596.00

Print invoice

Print

View net amount due