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*Download & Installation*

**1. How do I download Bookpiper?**

Download the App from either Google Play or the Apple App store. To find the app, search for "BookPiper" in your app store or visit [http://www.texasbook.com/independent\\_reps.html](http://www.texasbook.com/independent_reps.html) for a direct link.

**2. What Smart phones or tablets are supported?**

Apple iPhones, iPad and Android smart phones are supported, as long as the operating system meets the minimum requirements on your phone. Blackberry smart phones are not supported by BookPiper.

**3. What are the minimum operating system requirements?**

For Apple products, the operating system must be iOS 5.0 or higher.

For Android products, the Android must be version 2.3 or higher

## Log In

### 1. How do I obtain a user id & password?

Only employees of Texas Book Company or contracted, Independent buyers affiliated with BookPiper are authorized to Log in to the BookPiper application. If you are selling your books as an individual, you do not need a log in. The App will function without it.

- If you have not been provided a BookPiper App log in & password, please contact us [CustomerService@BookPiper.com](mailto:CustomerService@BookPiper.com) or call 800-776-8955
- If you would like to become an Independent buyer for BookPiper.Com, please contact us [CustomerService@BookPiper.com](mailto:CustomerService@BookPiper.com) or call 800-776-8955

### 2. I am a Texas Book Company employee or Independent buyer, but why do I need a Log in?

- Features are available for your use as an independent that are not available without logging in. These features are explained in the appropriate sections of the User guide.

### 3. When do I use the log in?

- The 1<sup>st</sup> time you use the BookPiper App you will need to Log in. The Log in provides features that are only available for contracted Independent buyers.
- Click the Log in button & enter the User ID & password that you have been provided & click Log In.

### 4. I entered my user ID or password wrong, what do I do?

- If you enter the information incorrectly, you will receive a Log In failed message. Click OK & then edit the Log in information to correct.
- If your Log In information matches what we have on file for you, you will be automatically taken back to the settings page and your Log in User ID will be displayed in red.

### 5. When should I log out?

- You will not be required to Log in & out regularly. You can remain logged in – as long as you like.

### 6. How do I reset my password?

- If you lose your phone or need your user id & password to be reset, contact us at [App@BookPiper.com](mailto:App@BookPiper.com) or call 800-776-8955.

## Settings

### 1. How do I change my UserID or Password?

- If you need to change your user ID or password, contact BookPiper to receive a new ID/Password. After receiving the new ID, click Log out, and then Log in. Enter your new User ID and Password.
- If you need any help with the App, contact BookPiper at [App@BookPiper.com](mailto:App@BookPiper.com) or call 800-776-8955.

### 2. What are my Preferences?

- **Price Mark Percentage:**
  - The % in the price mark setting will allow you to determine your profit margin per school, per transaction. Each product is priced at BookPiper's guide price, and is priced at what BookPiper will pay for the book before any commissions or bonuses. The price mark percentage can be used to increase or decrease (by percentage) from the guide price, to display your sales price.

- If you set the price mark % at 100% when you scan a book, the price displayed will be 100% of the BookPiper Database or “Buying Guide Price” before any commissions or bonuses are applied. If you change the % to another number, the Price displayed will be that % times the Database prices. Changing the display price does not change the price BookPiper will pay you for the book. **Note: The percentage default is 100%.**
- **Example 1:** BookPiper lists a Guide price of \$10.00 and the Price mark percentage has been changed to 90%. The price quoted for this book when retrieved from the database will be \$9.00. (BookPiper will pay the guide price of \$10.00 for the book.)
- **Example 2:** BookPiper lists a Guide price of \$10.00 and the Price mark percentage has been changed to 110%. The price quoted for this book when retrieved from the database will be \$11.00. (BookPiper will pay the guide price of \$10.00 for the book.)
- **The Price Mark % does not change an item already added to the cart. You must set the % before you begin your transaction for all items to utilize the price mark setting.**
- **Receive nightly email summary only:**
  - You have the ability to turn on a summary email of all transactions, which will also turn off an automated email per transaction.
  - If you leave the summary option turned off, you will receive an email for each order transaction completed.

### 3. How do I log out?

- If you need to Log out of the App, click on the “Settings” button on the BookPiper App Navigation Bar, then click Logout. You will be asked to confirm the log out function. Click yes to Log out.

## Using the scanner or keyboard

### 1. For more information on how to search for a book by scanning, entering an ISBN or author, title search:

Click on the “Settings” button on the BookPiper App Navigation Bar, and then choose Help, Users Guide.

### 2. Adding a book to my shopping cart

After successfully scanning a title, you will be taken directly to the book details. Prior to adding your book to the shopping cart, you can change the price you are paying for this book by using the + / - keys on either side of the price. You can also key directly into the price field. Remember – this is the price you are agreeing to pay your customer and not the price you will be paid when shipping the book to our facility. Once the price is correct, click the “Add to your cart”

### 3. No results were found when searching for a title. Now what?

- Be sure your search results are accurate before using the add book function.
- If searching by Author/Title, try using a portion of the author, or a portion of the title, rather than the full author title. For instance, if you are searching for "Economics study guide" and you are not finding the book needed, try just searching "Economics" or "Economics study". The word guide if it has been abbreviated in the database may cause a false 'no results found' if you use the full title, but the database title has been abbreviated. This holds true for both author and title search results.
- What if I still cannot find the title/search you are looking for? Contact BookPiper database & research for assistance at 1-800-577-7445 extension 622.
- What is the "add book" button I see after searching & receiving the "no results found" message? Can I add a book?
  - This feature is not available for Independent buyers. Contact BookPiper at the above number to ensure all books purchased for BookPiper, are approved. Only when a book has been added to the BookPiper database by a member of the database & research team will a price be guaranteed for payment. Once the Database & Research team has entered a title

into the database, the title will become immediately available for you to select through your BookPiper buying App.

### Shopping Cart & Checking out

#### 1. For more information on adding books to your shopping cart & checking out:

- Click on the "Settings-button on the BookPiper App Navigation Bar, and then choose Help, Users Guide.

To view your shopping cart & begin the check out process, click on the shopping cart icon in the navigation bar at the bottom of the page.

#### 2. Editing your shopping cart

- Each book added to your cart will be displayed. If you entered (scanned) a book twice, the book will be listed once in the list and items (ISBN's) in cart will display as 2. If you have multiple quantities of a book, you can change the quantity here, rather than scanning multiple times.

The price can also be altered in the shopping cart, using the same tools as available in the Books detail page.

#### 3. When you are ready to complete your transaction, press the Check out button at the top of the page. You have the option of naming this transaction, for your records only. If you name the transaction, the transaction name will appear in your transaction history.

- Enter the transaction name and press Proceed, or just press Proceed without entering a name.
- **Note:** since you are logged in, you are not required to enter any of the "My Info" information as shown in the Help, Users Guide.

### What do I do after completing my transaction?

1. Box all books in one or more shipping boxes and mark on the box the date you purchased the books. Mark the outside of your boxes "Box 1 of xx", "Box 2 of xx", etc. This ensures the BookPiper receiving department knows how many boxes to expect for your shipment.
2. Optional: Include a copy of your packing list in with your shipment. (Note: A packing list can be obtained by printing the emailed copy of your transactions.)
3. Attach a pre-paid UPS label to your box. Locate your nearest UPS facility & ship the boxes & purchased books to:

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