




HMH : Site Consolidation

Wireframes : Batch 3B Customer Care



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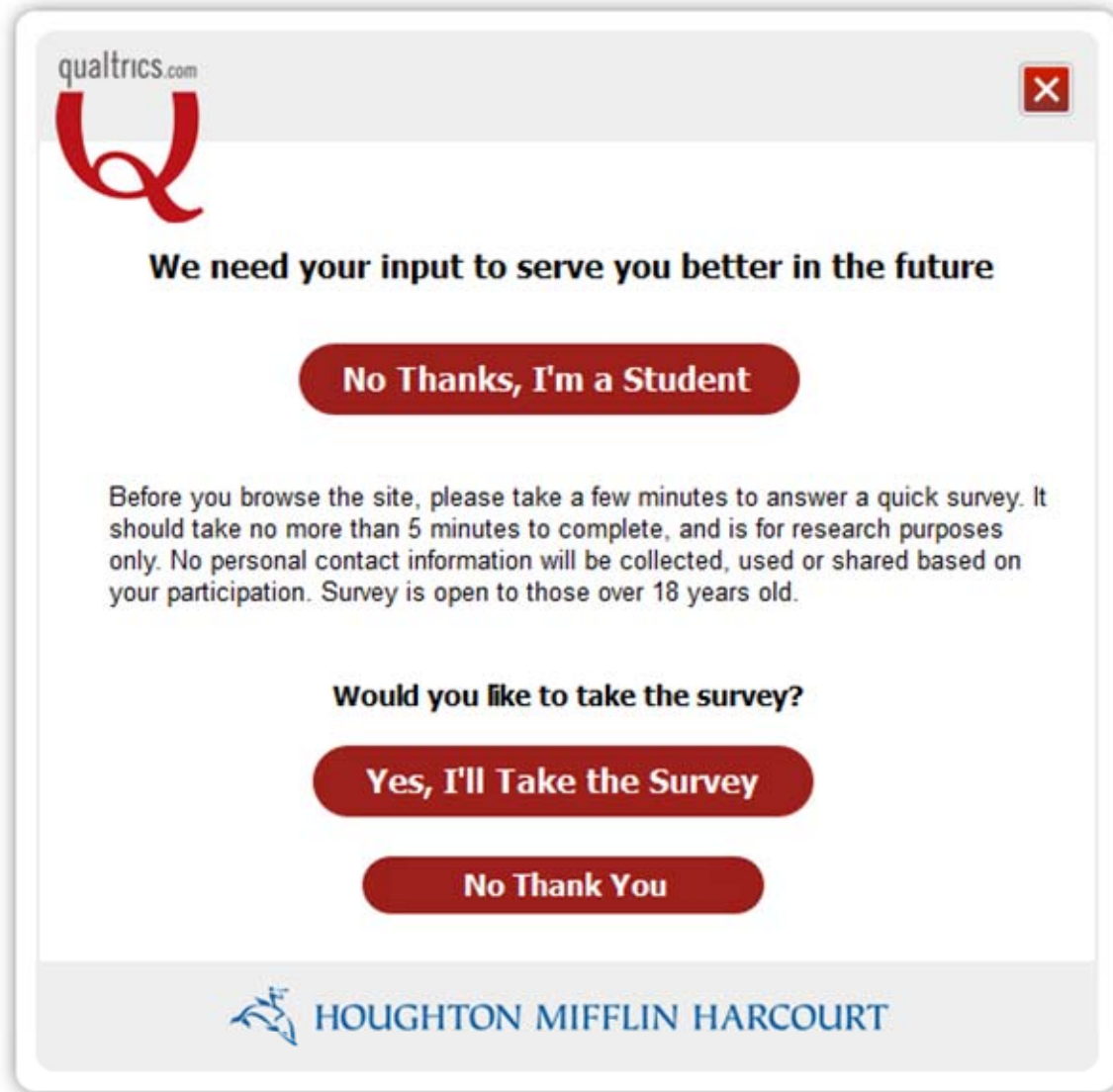
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[CPSIA Link](#)

Purpose of this page: Illustrates the current functionality Survey overlay.






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The Customer Care Online Service Center is here to assist you.

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- 1

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Purpose of this page: Illustrates the online customer care landing page. Note: Product Search will be performed through the global search element with the option of search “in” Products.

- 1 Duplication of the primary navigation, with the exception of Home. Each area of the Customer Care site is represented by a clickable icon, a descriptive link, and a brief description of the purpose of the customer care function.

Clicking any of the available links takes the user to the landing page for the selected function.

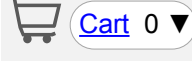




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Welcome to Order Tracking 1 [Help](#)

Track without an Account Number

1. Select an address option and enter the details.

2 [ZIP Code](#) | [SAN](#) | [International](#)

2. Select an order number type and enter the details.

Order Number | [Invoice Number](#) | [Purchase Order Number](#)

3

4

Account Number Tracking

Enter your account number for additional search options.

Account Number

Where do I find my account number?


You can find your account number in the upper left hand portion of your invoice. Either Ship-to, Bill-to or Sold-to can be used.

Note: Ship-to will be the most effective search for orders going to a school location

Purpose of this page: Illustrates Step 1 of tracking an order without using an account number. Path 1 assumes the user has selected ZIP Code (or SAN) in step 1 and Order Number or Invoice Number in step 2.

- 1 The Help link is available on all order tracking pages and opens the Order Tracking Help page. *(Currently a downloadable PDF; recommend shifting to online as a popup window.)*
- 2 The user selects ZIP Code or SAN in the first step and enters the appropriate number in the text field. If the user selects SAN in step 1, the field length changes to accommodate the required length for the ISBN standard address number.
- 3 The user selects Order Number or Invoice Number in step 2, enters the appropriate number, and clicks the submit button. The submit button label changes to reflect the user's selection, e.g., user selects Invoice Number, the button name changes to Invoice Number Search.
- 4 Upon clicking Order Number Search button, the form is validated. If required fields are blank, system returns an error message indicating the field(s) in error. If invalid data was entered, the system displays an error message indicating no matching records found. *(Overlay??)* When a successful match is found, the Order Detail page is displayed.






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Welcome to Order Tracking [Help](#)

Track without an Account Number

1. Select an address option and enter the details.

[ZIP Code](#) | [SAN](#) | **International**

1

2. Select an order number type and enter the details.

2 **Order Number** | [Invoice Number](#) | [Purchase Order Number](#)

3

Account Number Tracking

Enter your account number for additional search options.

Account Number

Where do I find my account number?

You can find your account number in the upper left hand portion of your invoice. Either Ship-to, Bill-to or Sold-to can be used.

Note: Ship-to will be the most effective search for orders going to a school location

GF: Mega Navigation Footer


[CPSIA Link](#)

Purpose of this page: Illustrates the selection of International in step 1.

- 1 When the user selects International, the text box is replaced with a dropdown box for the selection of Country. The initial value in the dropdown box instructs the user to select a country.
- 2 User may select either Order Number or Invoice Number. If Invoice Number is selected, the submit button label changes to Invoice Number Search.
- 3 Upon clicking the Order Number Search button, the form is validated. If required fields were not populated, system returns an error message indicating the field(s) in error. If invalid data was entered, the system displays an error message indicating no matching records found. **(Overlay??)** When a successful match is found, the Order Detail page is displayed.



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Track without an Account Number

1. Select an address option and enter the details.

ZIP Code | [SAN](#) | [International](#)

2. Select an order number type and enter the details.

[Order Number](#) | [Invoice Number](#) | **[Purchase Order Number](#)**

Case sensitive

Select a Date Range

Limited to 3 months

Account Number Tracking

Enter your account number for additional search options.

Account Number

Where do I find my account number?

You can find your account number in the upper left hand portion of your invoice. Either Ship-to, Bill-to or Sold-to can be used.

Note: Ship-to will be the most effective search for orders going to a school location

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[CPSIA Link](#)

Purpose of this page: Illustrates Step 2 of tracking an order without using an account number. Path 2 assumes the user has selected ZIP Code (or SAN) in step 1 and Purchase Order Number in step 2.


- User selects Purchase Order Number for the order search. A text box is displayed for the entry of the purchase order number, with text to the right indicating the purchase order number is case sensitive.
- Search Date Range allows the user to enter the specific dates to search. text indicating that the search must be limited to a three month range is displayed. Two entry fields are displayed with a calendar thumbnail to the right of each. By default, the entry fields are populated with the current date minus 1 month in the first field and the current date in the second field.
- The user may manually enter dates into each field or may click on the calendar thumbnails to populate the fields. If the user clicks on a calendar thumbnail, a new window opens containing a calendar allowing the user to select the specific month, year, and day desired.
- Upon clicking the P.O. Number Search button, the form is validated. If any fields are blank, an error message is displayed on the page instructing the user to populate the appropriate field(s).

If the Purchase Order Number is invalid, a message is displayed indicating the error and instructing the user to search again. (See *No Results Found*.)

If the user enters invalid dates or an invalid date range, a message is displayed on page instructing the user to correct the date error.

Upon successful completion and submission of the required fields, the Order Search Results page is displayed (see *CC:OT: Order Tracking- Search Results*).






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Welcome to Order Tracking [Help](#)

Track without an Account Number

1. Select an address option and enter the details.

ZIP Code | [SAN](#) | [International](#)

2. Select an order number type and enter the details.

Order Number | [Invoice Number](#) | [Purchase Order Number](#)

Account Number Tracking

Enter your account number for additional search options.

Account Number

1

Where do I find my account number?

You can find your account number in the upper left hand portion of your invoice. Either Ship-to, Bill-to or Sold-to can be used.

Note: Ship-to will be the most effective search for orders going to a school location

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[CPSIA Link](#)

Purpose of this page: Illustrates the initiation of order tracking when an account number is available.


- 1 User enters the account number.
- 2 Upon clicking the Account Number Search button, the account number is validated. If no account number was entered, an error message appears on the page instructing the user to enter an account number.

If an invalid account number is entered, an error message appears on the page instructing the user to enter an account number.

If an account number is entered that is incorrect, but belongs to another institution, the Order Tracking Options page is displayed (see next page) with the Institution name and a link for the user to enter the correct account number (returns to this page).

When a valid account number is entered, the Order Tracking Options page is displayed allowing the user to complete the desired selections.






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[Order Tracking Options]

[Help](#)

[User Name], welcome to the HMH Order Tracking site. (Not [User Name]?)
If this is not you, please enter the correct account number or search without an account number.

Search By

- 1 **Order Number** | [Invoice Number](#) | [Purchase Order Number](#) | [Product Number](#) | [Segment](#) | [Date Range](#) | [Backorders](#) | [Shipments](#)

1 2

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Purpose of this page: Illustrates the selection of an order tracking option. This page is used for both Order Number and Invoice Number selection.


- 1 The user may select the option by which to search for an order. Order Number is selected by default. A text box is available for entry of the desired order number.
- 2 Upon clicking the Order Number Search button, the order number is validated. If an order number was not entered, an error message is displayed on the page instructing the user to enter an order number to proceed.


If an invalid order number is entered, a message is displayed indicating no matching records found (see *No Records Found*).

The Order Detail page is displayed when a valid order number was entered (see *CC:OT Order Tracking-Order Details*).

Note: The above also applies to the selection of Invoice Number. If a user selects Invoice Number, the submit button label changes to Invoice Number Search. All error messaging is indicative of Invoice Number rather than Order Number.



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[Order Tracking Options]

[Help](#)

[User Name], welcome to the HMH Order Tracking site. (Not [User Name]?)
If this is not you, please enter the correct account number or search without an account number.

Search Results

1 Your search returned no records. Please change your selection and try again.

2


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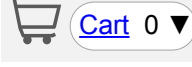
[CPSIA Link](#)

Purpose of this page: Illustrates the no records found error page.

- 1 Message indicating no records found.
- 2 Start New Search button returns the user to the initial Order Tracking page if searching without an account number, or returns the user to the Order Tracking options page if searching with an account number.




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[User Name], welcome to the HMH Order Tracking site. (Not [User Name]?)
If this is not you, please enter the correct account number or search without an account number.

Search By 1

[Order Number](#) | [Invoice Number](#) | **Purchase Order Number** | [Product Number](#) | [Segment](#) | [Date Range](#) | [Backorders](#) | [Shipments](#)

2 Case sensitive

Select Date Range
Limited to 3 months

3 4

5

GF: Mega Navigation Footer

[CPSIA Link](#)

Purpose of this page: Illustrates the selection of the purchase order number tracking option.


- 1 User selects Purchase Order Number for the order search.
- 2 A text box is displayed for the entry of the purchase order number, with text to the right indicating the purchase order number is case sensitive.
- 3 Search Date Range allows the user to enter the specific dates to search. text indicating that the search must be limited to a three month range is displayed. Two entry fields are displayed with a calendar thumbnail to the right of each. By default, the entry fields are populated with the current date minus 1 month in the first field and the current date in the second field.
- 4 The user may manually enter dates into each field or may click on the calendar thumbnails to populate the fields. If the user clicks on a calendar thumbnail, a new window opens containing a calendar allowing the user to select the specific month, year, and day desired.
- 5 Upon clicking the P.O. Number Search button, the form is validated. If any fields are blank, an error message is displayed on the page instructing the user to populate the appropriate field(s).

If the Purchase Order Number is invalid, a message is displayed indicating the error and instructing the user to search again. (See *No Results Found*.)

If the user enters invalid dates or an invalid date range, a message is displayed on page instructing the user to correct the date error.

Upon successful completion and submission of the required fields, the Order Search Results page is displayed (see *CC:OT: Order Tracking-Search Results*).






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[User Name], welcome to the HMH Order Tracking site. (Not [User Name]?)
If this is not you, please enter the correct account number or search without an account number.

Search By

1

[Order Number](#) | [Invoice Number](#) | [Purchase Order Number](#) | **Product Number** | [Segment](#) | [Date Range](#) | [Backorders](#) | [Shipments](#)

2 ISBN 13, ISBN 10, or Material Number

Select Date Range
Limited to 3 months

3

4

GF: Mega Navigation Footer

[CPSIA Link](#)

Purpose of this page: Illustrates the selection of the product number tracking option.


- 1 User selects Product Number for the order search.
- 2 A text box is displayed for the entry of the product number, with text to the right informing the user of the type of data that may be entered.
- 3 Search Date Range allows the user to enter the specific dates to search. Text indicating that the search must be limited to a three month range is displayed. Two entry fields are displayed with a calendar thumbnail to the right of each. By default, the entry fields are populated with the current date minus 1 month in the first field and the current date in the second field. The user may manually enter dates into each field or may click on the calendar thumbnails to populate the fields. If the user clicks on a calendar thumbnail, a new window opens containing a calendar allowing the user to select the specific month, year, and day desired.
- 4 Upon clicking the Product Number Search button, the form is validated. If any fields are blank, an error message is displayed on the page instructing the user to populate the appropriate field(s).

If the Product Number is invalid, a message is displayed indicating the error and instructing the user to search again. (See *No Results Found*.)

If the user enters invalid dates or an invalid date range, a message is displayed on page instructing the user to correct the date error.

Upon successful completion and submission of the required fields, the Order Search Results page is displayed (see *CC:OT: Order Tracking-Search Results*).

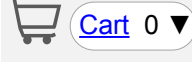




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[User Name], welcome to the HMH Order Tracking site. (Not [User Name]?)
If this is not you, please enter the correct account number or search without an account number.

Search By 1

[Order Number](#) | [Invoice Number](#) | [Purchase Order Number](#) | [Product Number](#) | **Segment** | [Date Range](#) | [Backorders](#) | [Shipments](#)

2

K-12 School Publishers (includes Holt McDougal)
 Specialized Curriculum Group (Great Source, Rigby, Saxon, Steck-Vaughn, Adult Ed)
 Riverside Publishing
 Trade Publishers
 International Publishers

Select Date Range
Limited to 3 months

3

4

GF: Mega Navigation Footer

[CPSIA Link](#)

Purpose of this page: Illustrates the selection of the segment tracking option.


- 1 User selects Segment option for the order search.
- 2 Radio controls with the available segment options are displayed. The user may select only one segment.
- 3 Search Date Range allows the user to enter the specific dates to search. Text indicating that the search must be limited to a three month range is displayed. Two entry fields are displayed with a calendar thumbnail to the right of each. By default, the entry fields are populated with the current date minus 1 month in the first field and the current date in the second field. The user may manually enter dates into each field or may click on the calendar thumbnails to populate the fields. If the user clicks on a calendar thumbnail, a new window opens containing a calendar allowing the user to select the specific month, year, and day desired.
- 4 Upon clicking the Segment Search button, the form is validated. If any fields are blank, an error message is displayed on the page instructing the user to populate the appropriate field(s).

If the user submits the form without selecting a segment, an error message is displayed on page instructing the user to select a segment.

If the user enters invalid dates or an invalid date range, a message is displayed on page instructing the user to correct the date error.

Upon successful completion and submission of the required fields, the Order Search Results page is displayed (see *CC:OT: Order Tracking-Search Results*).






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If this is not you, please enter the correct account number or search without an account number.

Search By 1

[Order Number](#) | [Invoice Number](#) | [Purchase Order Number](#) | [Product Number](#) | [Segment](#) | **Date Range** | [Backorders](#) | [Shipments](#)

Select Date Range
Limited to 3 months

2

3

Date Range Search

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Purpose of this page: Illustrates the selection of the date range tracking option.

- 1 User selects the Date Range option for the order search.
- 2 Search Date Range allows the user to enter the specific dates to search. Text indicating that the search must be limited to a three month range is displayed. Two entry fields are displayed with a calendar thumbnail to the right of each. By default, the entry fields are populated with the current date minus 1 month in the first field and the current date in the second field. The user may manually enter dates into each field or may click on the calendar thumbnails to populate the fields. If the user clicks on a calendar thumbnail, a new window opens containing a calendar allowing the user to select the specific month, year, and day desired.
- 3 Upon clicking the Date Range Search button, the form is validated. If any fields are blank, an error message is displayed on the page instructing the user to populate the appropriate field(s).


If no records matching the selected date range are found, a message is displayed indicating the error and instructing the user to search again. (See *No Results Found*.)

If the user enters invalid dates or an invalid date range, a message is displayed on page instructing the user to correct the date error.

Upon successful completion and submission of the required fields, the Order Search Results page is displayed (see *CC:OT: Order Tracking-Search Results*).

NOTE: Hit an unrepeated bug where a ZIP code or SAN was required in addition to the account number. This requires using both search paths on the initial Order Tracking page.

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[Order Tracking Options]

[Help](#)

[User Name], welcome to the HMH Order Tracking site. (Not [User Name]?)
If this is not you, please enter the correct account number or search without an account number.

Search By

1

[Order Number](#) | [Invoice Number](#) | [Purchase Order Number](#) | [Product Number](#) | [Segment](#) | [Date Range](#) | **Backorders** | [Shipments](#)

2

GF: Mega Navigation Footer


[CPSIA Link](#)

Purpose of this page: Illustrates the selection of the Backorder tracking option.

- 1 User selects the Backorder option for the order search. 3 ...
- 2 User clicks the Backorder button to initiate a back order search. The search results page is displayed containing a list of the back orders (see *CC:OT: Order Tracking-Search Results*). Clicking on an order number displays the Order Detail page for the selected backorder (see *CC:OT: Order Tracking-Order Details*).

***Need to verify the flow for this sequence. Unable to verify on the site.






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[Help](#)

[User Name], welcome to the HMH Order Tracking site. (Not [User Name]?)
If this is not you, please enter the correct account number or search without an account number.

Search By 1

[Order Number](#) | [Invoice Number](#) | [Purchase Order Number](#) | [Product Number](#) | [Segment](#) | [Date Range](#) | [Backorders](#) | **Shipments**

2 **Select Date Range**
Limited to 3 months

GF: Mega Navigation Footer

[CPSIA Link](#)

Purpose of this page: Illustrates the selection of the Shipments tracking option.

- 1 User selects the Shipments option for the order search.
- 2 Search Date Range allows the user to enter the specific dates to search. Text indicating that the search must be limited to a three month range is displayed. Two entry fields are displayed with a calendar thumbnail to the right of each. By default, the entry fields are populated with the current date minus 1 month in the first field and the current date in the second field. The user may manually enter dates into each field or may click on the calendar thumbnails to populate the fields. If the user clicks on a calendar thumbnail, a new window opens containing a calendar allowing the user to select the specific month, year, and day desired.


User clicks the Shipment Search button to initiate a shipment search.
- 3 Upon clicking the Shipment Search button, the form is validated. If any fields are blank, an error message is displayed on the page instructing the user to populate the appropriate field(s).

If no records matching the selected date range are found, a message is displayed indicating the error and instructing the user to search again. (See *No Results Found*.)

If the user enters invalid dates or an invalid date range, a message is displayed on page instructing the user to correct the date error.

Upon successful completion and submission of the required fields, the Order Search Results page is displayed (see *CC:OT: Order Tracking-Search Results*).






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Search Results

1 Search within results
Product Number – ISBN 10 or Material Number

2 Displaying x - xx

Creation Date	Order Number	P.O. Number	Status	Type	Ship To
01/01/10	0004271765	TESTFACTSFIRST	Completed	Order	Polly Porter 4105 Greystone AUSTIN, TX 78731
01/17/10	0060428364	1175966/EC	Completed	Return	Polly Porter 4105 Greystone AUSTIN, TX 78731
01/16/10	0004271765	1175966/EC	1175966/EC	Order	Polly Porter 4105 Greystone AUSTIN, TX 78731

Displaying x - xx **2**

5


GF: Mega Navigation Footer


[CPSIA Link](#)

Purpose of this page: Illustrates the Order Tracking Search Results page.

- 1** Search within results allows a user to filter the results presented by product number, ISBN, or Material Number. Entering a search term and clicking the submit button returns an error message if the search term is invalid (see *CC:OT: Order Tracking-Search Results-Product # Search Error*); otherwise, a page displaying only the results containing the search term is returned (see *CC:OT: Order Tracking-Search Results-Product # Search*).
- 2** Text indicating number of results returned and displayed.
- 3** Row headings. Each title is a hyperlink allowing the results to be sorted by any of the headings.
- 4** The order number is a hyperlink. When clicked, the Order Details page is displayed (see *CC:OT: Order Tracking-Order Details*).
- 5** Start New Search button returns the user to the initial Order Tracking page if searching without an account number, or returns the user to the Order Tracking options page if searching with an account number.




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Search Results

1 ATTENTION

The following items require attention before advancing to the next step.

- Please enter a valid Houghton Mifflin Harcourt ISBN 13, ISBN 10 or Material Number.

Search within results

Product Number – ISBN 10 or Material Number

Displaying x - xx

Creation Date	Order Number	P.O. Number	Status	Type	Ship To
01/01/10	0004271765	TESTFACTSFIRST	Completed	Order	Polly Porter 4105 Greystone AUSTIN, TX 78731
01/17/10	0060428364	1175966/EC	Completed	Return	Polly Porter 4105 Greystone AUSTIN, TX 78731
01/16/10	0004271765	1175966/EC	1175966/EC	Order	Polly Porter 4105 Greystone AUSTIN, TX 78731

Displaying x - xx

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Purpose of this page: Illustrates the Order Tracking Search Results page error when an invalid product number search is performed.

- 1** Error message indicating the user must enter a valid HMH product number.



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Search Results

Search within results

Product Number – ISBN 10 or Material Number

9780547291543

Displaying x - xx

Creation Date	Order Number	P.O. Number	Status	Type	Ship To
01/01/10	0004271765	TESTFACTSFIRST	Completed	Order	Polly Porter 4105 Greystone AUSTIN, TX 78731

Displaying x - xx


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Purpose of this page: Illustrates the Order Tracking Search Results page filtered by Product Number. The user has entered a valid product number and has clicked the submit button.

- 1 Only orders containing the submitted product number are displayed. Clicking the order number displays the Order Details page (see CC:OT: Order Tracking-Order Details).
- 2 Start New Search button returns the user to the initial Order Tracking page if searching without an account number, or returns the user to the Order Tracking options page if searching with an account number.





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1 Order Details

Order Number 0002385251	P.O. Number BRINDLEE/IMPL/LANGUAGE	Order Type Order	Order Date 06/04/2008
-----------------------------------	--	----------------------------	---------------------------------

2 Billing Information

BRINDLEE MT HIGH SCHOOL
994 SCANT CITY RD
GUNTERSVILLE, AL 35976-6900
ACCOUNT NUMBER - 0000203702

3 Shipping Information

BRINDLEE MT HIGH SCHOOL
HENRY LEE
994 SCANT CITY RD
GUNTERSVILLE, AL 35976-6900
ACCOUNT NUMBER - 0000203702

4 Ordered Items Click linked Invoice Number for a copy. Click linked Pack List for a copy.


#	Product	ISBN Material Number	Qty	Status	Estimated Delivery	Invoice Number	Shipped	Tracking	Pack List Number
10	MLLIT08 WRITESMART CD-ROM PE GR9	9780618928354 1017185	80	Shipped		943000211	06/24/2008 06/24/2008	1Z4479320342155266 UPS 1Z4479320342155275 UPS	82895722
20	MLLIT08 EEDITION DVD-ROM GR 9	9780618564958 261810	80	Shipped		942952437	06/06/2008	942952437 OLD DOM	82852158
30	MLLIT08 EEDITION PLUS ONLINE (1YR) GR9	9780618965861 1022818	80	Completed		94304806	06/06/2008		
40	MLLIT08 IAR STRATEGIC RDG SPPRT GR9	9780618920778 1015769	80	Shipped		942952437	06/06/2008	9906324238 OLD DOM	82852158
50	LAPTOP-DELL VOSTRO 1000 Q#449550268	9780618756452 262756	3	Cancelled					
60	MLLIT08 EZPLNR DVD GR 9	9780618887095 206438	3	Shipped		942952437	06/06/2008	99063242238 OLD DOM	82852158
70	MLLIT08 MEDIASMART DVD GR 9	9780618593378 261906	3	Shipped		942952437	06/06/2008	9906324238 OLD DOM	83852158
80	MLLIT08 POWER	9780618999761 261907	3	Shipped		942952437	06/06/2008	9906324238 OLD DOM	82852158
	WRITESMART TE CD-ROM GR 9	9780618593392 261907	3	Shipped					
220	MLLIT08 IAR STRATEGIC RDG SPPRT GR9	9780618920778 1015769	80	Shipped		942952437	06/06/2008	9906324238 OLD DOM	82852158


6 [Start New Search](#)

Purpose of this page: Illustrates the Order Detail page.

- 1** Order Details displays the order number, PO Number, Order Type, and order date.
- 2** Billing Information displays the relevant name/institution, billing address, and account number.
- 3** Shipping Information displays the relevant institution and name, shipping address, and account number.
- 4** Ordered Items heading. Also displays instructional text for downloading a copy of the linked invoice or Pack List.
- 5** Column Headings. Initial sort is by the number of items ordered. Each column heading is represented as a clickable link allowing the user to sort the Order by the desired column.
- 6** Start New Search button returns the user to the initial Order Tracking page if searching without an account number, or returns the user to the Order Tracking options page if searching with an account number.




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Online Product Catalogs

1
[Holt McDougal](#)
[Riverside Publishing](#)
[Houghton Mifflin Harcourt Pre-K-8](#)
[Specialized Curriculum](#)
[Houghton Mifflin Harcourt Trade](#)
[Professional Development](#)

2
 Saxon, Saxon Homeschool, Harcourt School Supply, Steck-Vaughn Adult Education

3
[2013 Language Arts](#)
[2013 Mathematics](#)
[2013 Science & Health](#)
[2013 Social Studies](#)
[2013 World Languages](#)


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[Lorum Ipsum Dolor](#)
[Lorum Ipsum Dolor](#)
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4
[Catalog Request for \[Brand Name \]](#)

Purpose of this page: Illustrates the Virtual Product Catalog Landing page.

- 1 Tabs represent each available brand. Clicking on a tab populates the page with the catalogs available for the selected brand.
- 2 On hover tooltip listing the specific brands for Specialized Curriculum. Note: for mobile, tapping displays the catalogs available for each of the brands (no listing of the brands available in the tabs).
- 3 Catalog title and image. The title may wrap, pushing content below the wrapped title down on the page. Clicking a title or an image opens the Virtual product catalog selected. (Example: http://vihmh.impelsys.com/hmhcatalog_updated/index.php?catalog=1/3/0)
- 4 Clicking the catalog request link displays the Request Catalogs page for the brand the user is currently viewing.




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1 [Brand Name] Catalog Request

2 When available, click on the "View Online" link to view an online version of a catalog.

3 **Select the catalog(s) you would like below.**

- Lorem Ipsum Dolor Sit Amet [View Online](#)
- Consectetur Adipiscing Elit [View Online](#)
- Sed Do Eiusmod Tempor [View Online](#)
- Incidunt Ut Labore [View Online](#)
- Et Dolore Magna Aliqua [View Online](#)
- Quis Nostrud Exercitation [View Online](#)

4 **Enter all mailing information fully and accurately to ensure delivery.**

* Required fields.

* Name

Title

* School / Business Name

* Address

* City

* ST

Select ▼

* ZIP / Postal Code

Phone Number

Extension

Email Address

5

Submit

6 [View other available catalogs](#)


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[CPSIA Link](#)

Purpose of this page: Illustrates the Catalog Request page for a specific brand. User arrives at this page by selecting a brand tab on the Virtual Products Catalogs page and selecting the Catalog Request link for the brand.

- | | |
|--|---|
| <p>1 Branding is specific to the brand tab selected on the Virtual Products Catalog page.</p> <p>2 Introductory copy and instructions.</p> <p>3 The catalogs listed are brand specific and number of catalogs will vary based on brand offerings. User may select multiple catalogs, when available. Clicking the View Online link opens the selected virtual catalog. (Currently opens in same window, may open in a new window or tab)</p> <p>4 Copy instructing the user to complete the required fields and a required field indicator. Fields are validated for basic field formatting errors on field exit. If a field is in error, an error message is displayed to the right of the field.</p> <p>5 When the user clicks submit, the form is validated. If there are fields in error, or if there are required fields that have not been populated, an error message appears above the form instructing the user to correct the</p> | <p>highlighted fields in error. Error messages also appear to the right of the fields.</p> <p>Upon successful submission, the user is returned to the Virtual Product Catalog page and a confirmation message is displayed in an overlay.</p> <p>6 Clicking View other available catalogs returns the user to the Virtual Product Catalog page for the selected brand.</p> |
|--|---|




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[Catalog Request for \[Brand Name \]](#)

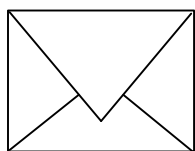
GF: Mega Navigation Footer [CPSIA Link](#)

[Catalog Request Confirmation] X

[Thank you. Your product catalog request has been received and is being processed. You will also receive an email confirmation.]

Purpose of this page: Illustrates the confirmation message displayed upon successful completion of a Catalog Request.

1 Message box title and message. The user may close the message box with the "x" in the upper right corner or with the Close button. When the message box is closed, the user may continue to browse the Virtual Product Catalog (focus is returned to the page rather than the overlay).



Subject: HMH [Brand] Catalog Request Confirmation
From: noreply@hmhco.com
Sent: Wednesday, September 20, 2012 12:21 PM
To: user@emailaddress.com

1 [Catalog Request confirmation copy.] Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas ornare, arcu at cursus vulputate, sem tortor vestibulum urna, nec bibendum quam erat eu odio. In hac habitasse platea dictumst.

[Catalogs requested]
Vestibulum Tempor Nulla
Non Ante Aliquam
Nam Condimentum

View the Virtual Product Catalogs:


<http://customercare.hmhco.com/csrportal/catalogHome.do>

Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos himenaeos. Fusce nunc leo, posuere non fringilla at, sollicitudin ut libero. Vestibulum tempor nulla non ante aliquam ut blandit odio semper. Nullam felis erat, commodo vitae gravida in, hendrerit sed ipsum.

Didn't request product catalogs? [Contact us](#)

Purpose of this page: Illustrates the email sent to a user upon successfully submitting a Catalog Request.

- 1 Copy informing the user his/her catalog request was submitted and will be sent to the address provided. Also included is a list of the catalogs requested, a link to view the Virtual Product Catalogs, and a link for customer care if the user did not submit a request.




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----------------------	--------------------------------	--	--------------------------	--------------------------------------	----------------------------	--	---

Account Statement

1 We can email and account statement to your email address you provide. Start by entering your account number below.

You can find your Bill-to account number in the upper left hand portion of your invoice.

Bill To Account Number

2 Account Number Search **3**

GF: Mega Navigation Footer


[CPSIA Link](#)

Purpose of this page: Illustrates the Account Number entry page for requesting an Account Statement.

- 1** Instructional copy informing the user to enter the account number associated with the account statement being requested. Includes copy informing user where to find his/her account number.
- 2** Account number field for user to enter the account number. The field is validated on field exit for possible account number formatting errors.
- 3** When the user clicks the Account Number Search button, the account number entered is validated. If the account number does not exist, an error message is displayed in an overlay window instructing the user to enter a valid account number.

If the account number exists, a page is displayed for the user to enter the email address to which the account statement is to be sent (AS:Email Address).






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Account Statement

1 [User Name], welcome to the HMH Account Statement site. ([Not \[User Name \]?](#))

We can email and account statement to your email address you provide.

Email Address

2 **3**


4


GF: Mega Navigation Footer

[CPSIA Link](#)

Purpose of this page: Illustrates the Account Number entry page for requesting an Account Statement.

- 1** Personalized copy welcoming the user to the Account Statement site. A link is provided for the user to log out if s/he is not the user named.
- 2** User enters email address in the field. The field is validated for email formatting errors on field exit.
- 3** When the user clicks Validate Email Address, if the email address field is blank, an error message is displayed instructing the user to enter an email address; otherwise, the form is validated, and the user must authenticate the email address (AS: EA: Authenticate).
- 4** Cancel, the user is returned to the Account Statement page (AS: Account Statement).


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Account Statement

[User Name], welcome to the HMH Account Statement site. ([Not \[User Name \]?](#))

We can email and account statement to your email address you provide.

Email Address

1 user@school.com

2 Authentication

Please enter the characters in the box in the exact order they appear. This prevents automated programs from accessing this service.

3 

4

5

GF: Mega Navigation Footer

[CPSIA Link](#)


Purpose of this page: Illustrates the Account Statement request email address validation.

- 1 The email address entered by the user on the previous page is displayed as text only.
- 2 Title and copy instructing the user to complete the challenge-response form.
- 3 CAPTCHA image and text entry field.
- 4 Form submission button. If the text entered does not match the image text, an error message is returned, the image is replaced with a new image containing different text, and the user is instructed to try again.

Upon successful completion of the challenge-response form, the Account Statement Request Confirmation page is displayed (AS: Confirmation).

- 5 Cancel, the user is returned to the Account Statement page (AS: Account Statement).






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Account Statement

We can email and account statement to your email address you provide. Start by entering your account number below.

You can find your Bill-to account number in the upper left hand portion of your invoice.

Bill To Account Number

[Account Statement Request Confirmation]


X


[Thank you. Your account statement will be sent to the email address provided.]

Purpose of this page: Illustrates the Account Statement request confirmation.

- 1 Successful completion of the Account Statement Request returns the user to the Account Statement page and generates a confirmation message. The user may dismiss the message with the close button or by using the browser default close element (X). Upon closing the confirmation window, the Account Statement page is focused.



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1 There is no statement available for the account number entered. Please try again or [contact us](#) for assistance.

Account Statement

We can email and account statement to your email address you provide. Start by entering your account number below.


You can find your Bill-to account number in the upper left hand portion of your invoice.


Bill To Account Number

Purpose of this page: Illustrates messaging when no account statement is found for billing account number.

- 1 Account statement error state is displayed when a user has entered an invalid account number. Instructional copy urges the user to enter a valid account number or click the link to contact HMH Customer Care for assistance.




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Free Materials Order

SalesForce.com
iframe Placeholder

GF: Mega Navigation Footer

[CPSIA Link](#)

Purpose of this page: Illustrates the Free Materials Order page. The information and page flows will be displayed from SalesForce.com within an iframe.




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Contact Us

Image

Click one of the Contact Us features to display contact information (phone numbers, addresses, email addresses, URL's) for the services you require. We look forward to hearing from you.

Category Icon

[Our Offices](#)

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Category Icon

[Customer Service Contacts](#)

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Category Icon

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Purpose of this page: Illustrates the Contact Us Landing page.

- 1 Left navigation. Each menu item clicks through to the landing page for the selected item. The only menu item with sub-menu items is the last, Request Permissions.
- 2 Contact Us relevant image and introductory/instructional copy.
- 3 Each area of the Contact Us section is represented by a clickable icon, a descriptive link, and a brief description of the purpose of the contact us function. Clicking any of the available links takes the user to the landing page for the selected function.

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Corporate Headquarters 2

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222 Berkeley Street
Boston, MA 02116
(617) 351 - 5000

United States Offices

Austin
10801 North Mopac
Expressway
Austin, TX 78759
(512) 721-7000

Evanston
909 Davis St # 300
Evanston, IL 60201
(847) 869-2300

Rolling Meadows
3800 Golf Road
Rolling Meadows, IL
60008
(630)467-7000

Geneva
1900 South Batavia
Avenue
Geneva, IL 60134-3399
(630) 232-2550

Lewisville
1175 North Stemmons
Freeway
Lewisville, TX 75067
(972) 459-6000

New York City
215 Park Ave S # 12
New York, NY 10003-
1621
(212) 420-5800

Orlando
9205 Southpark Center
Loop
Orlando, Florida 32819
(407) 345-2000

Puerto Rico
B7 Calle Tabonuco,
Suite 1410
Guaynabo, PR 00968-
3003
(787) 520-9599/9585

Southern California
11276 5th St # 100
Rancho Cucamonga,
CA 91730-0922
(909) 912-3000

Wilmington
181 & 187 Ballardvale
Street
Wilmington, MA 01887
(978) 661-1300

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Trinity Central
152 – 160 Pearse Street
Dublin 2
Ireland
Tel: +353 1 240 5900

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7/F Metropolis Tower
No. 2 Dongsan Street
Zhongguancun Xi Zone
Haidian District
Beijing, 100080
Tel: 86 10 62602236

South Korea
#501 KGIT SangAm
Center
1601, SangAm-dong
Mapo-gu, Seoul
123-913, S. Korea
Tel: +82 (0)2 6393
5790/5792

Israel
Ayalon House
16th Floor, 12 Abba
Hillel Street
Tel Aviv, 52136
Tel: 972-54-6559855


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Purpose of this page: Illustrates the HMH office locations page.

- 1 Once a user selects an option from the Contact Us page, or from the left navigation, a visual indicator on the selected menu item indicates the current page or section being viewed.
- 2 List of current HMH office locations.






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- Partners & Suppliers
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Customer Service Contacts

Customer Care

(800) 555-5555

Payment Address

HM Receivables Co. II, LLC
14046 Collections Center Drive
Chicago, IL 60693

Collections Address

HM Receivables Co. II, LLC
Collections Department
9205 Southpark Center Loop Drive
Orlando, FL 32819
Phone:
Fax: 800-521-3185
888-313-2059

Please remit payments to: HM Receivables Co. II, LLC
14046 Collections Center Drive
Chicago, IL 60693

Sample Copy

[Looking for Sample Copy?] Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
[Find Your Sales Rep](#)


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Purpose of this page: Illustrates the Customer Service Contacts page.

- 1 Includes the customer care phone number, payment address, collections addresses and phone numbers, and copy indicating how to find and obtain sample copy with a link to contact a sales representative.



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Purpose of this page: Illustrates the Find Your Sales Rep Landing page. This section will be populated from SalesForce.com within an iframe.




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1 Partners & Suppliers

At Houghton Mifflin Harcourt, we conduct business with the most qualified vendors that support our values and commitment to our customers.

To initiate a potential business relationship with Houghton Mifflin Harcourt, please provide us with the following information so we can better understand your company.

Checklist

1. Company Name and Contact Information
2. Doing Business As
3. President/CEO Name
4. Federal Tax ID number
5. Dun and Bradstreet number
6. Date business established
7. Number of company employees
8. MWBE Certificate, if applicable
9. A representative list of companies you work with
10. Houghton Mifflin Harcourt and non-Houghton Mifflin Harcourt references
11. Company sales information for past three years
12. Description of capabilities

2 [Vendor Specifications & Routing Guide >](#)


Contact Information:

Houghton Mifflin Harcourt Procurement
 222 Berkeley Street
 Boston, MA 02116
 617-351-5000 (phone)
 617-351-1114 (fax)

3 [E-mail: procurement@hmhpub.com](mailto:procurement@hmhpub.com)

Purpose of this page: Illustrates the Partners & Suppliers page.


- 1 Introductory copy instructs the user as to the information required to establish a business relationship with HMH.
- 2 Clicking the Vendor Specifications & Routing Guide links to user to the next page (CC:CU: Vendor Spec & Routing Guide).
- 3 Clicking the email link performs the default action for the user's email program for initiating a new email.
- 4 ...



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Vendor Specification & Routing Guide

Please click the links below to download our most current Vendor Specifications and Routing Guide. The specifications and routing information are effective May 7, 2011.

Vendor Specifications

- [1.0 Introduction](#)
- [2.0 Addresses and Contacts](#)
- [3.0 Carton Specifications](#)
- [4.0 Carton Bar-Coding and Labeling](#)
- [5.0 Carton Packing and Sealing](#)
- [6.0 Palletizing](#)
- [7.0 Vendor Compliance](#)
- [8.0 Official Carton Logo](#)

Routing Guide

- [1.0R Shipping Documentation](#)
- [2.0R Transportation](#)
- [3.0R Overseas and Imports](#)

[< Back to Partners & Suppliers Information](#)


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[CPSIA Link](#)

Purpose of this page: Illustrates the Vendor Specifications and Routing Guide page.

- 1** Links for downloadable PDF files to inform the user of the HMH vendor and routing specifications.
- 2** Link back to the Partners & Suppliers page.



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Request Sample Copy

[Looking for Sample Copy?] Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

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Purpose of this page: Illustrates the Request Sample Copy page.

- 1 This page links the user back to the Find a Sales Rep page to request sample copy.



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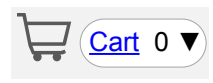
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 Fax: 212-420-5899
 email: trade.permissions@hmhpub.com

For permission inquiries concerning **Reference**:

Margaret Anne Miles
 Reference Permissions
 Houghton Mifflin Harcourt Publishing Company
 222 Berkeley Street, 6th floor
 Boston, MA 02116-3764
 phone: 617-351-5034
 fax: 617-351-1116
 email: Margaret.Anne.Miles@hmhpub.com

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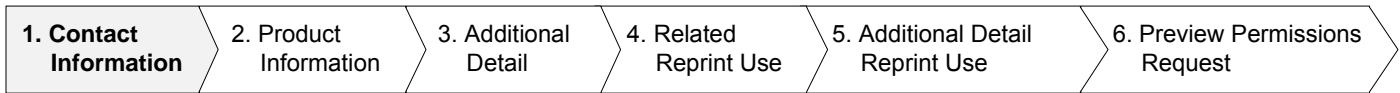
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School, District, Organization, or Company

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* Email Address

* Phone Number

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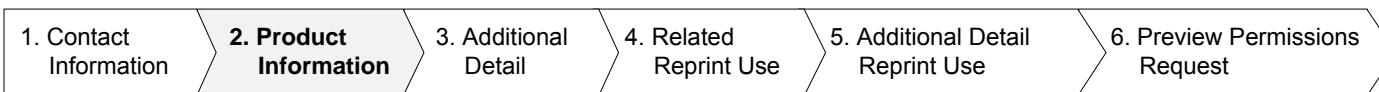
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* Author(s)/Editor(s)/Illustrator(s)

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* ISBN(s)

Copyright Year (if indicated)

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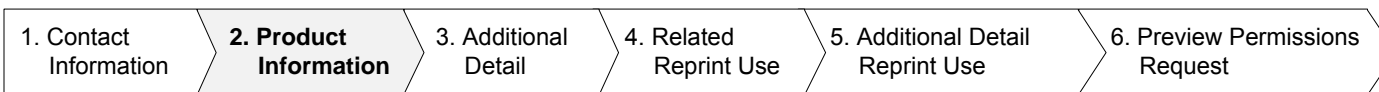
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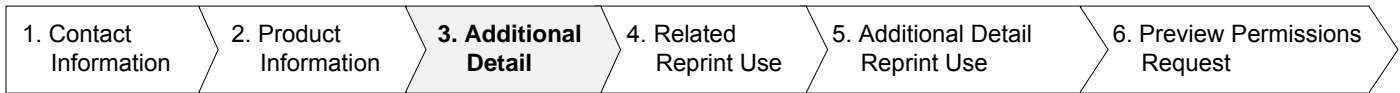
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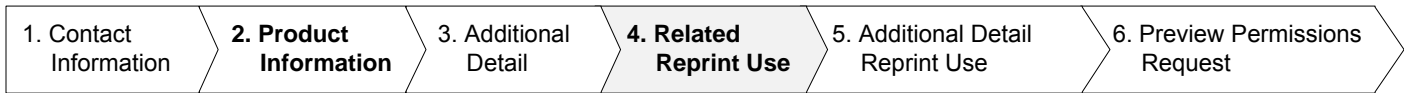
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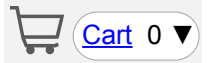




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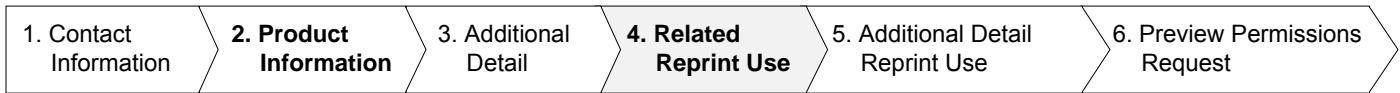
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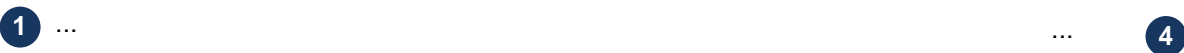
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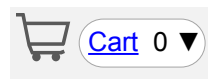
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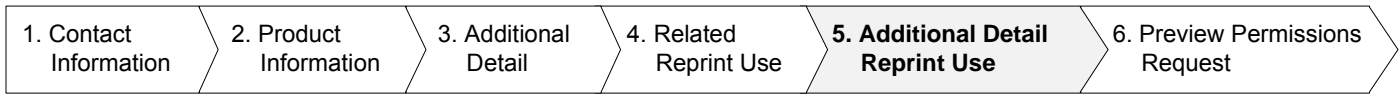
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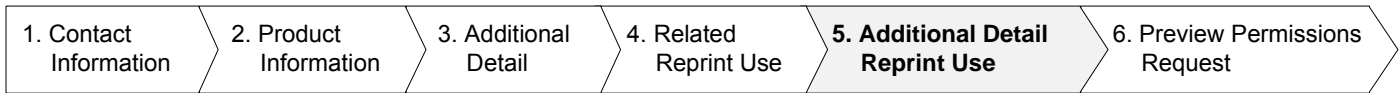
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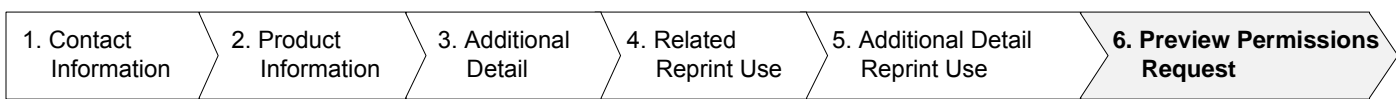
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