



American Society of Health-System Pharmacists®
7272 Wisconsin Avenue
Bethesda, Maryland 20814

Bookstore Frequently Asked Questions

Listed below are a number of frequently asked questions. If your question does not appear on this list and you still need help, please contact a customer service representative toll free at (866) 279-0681.

1. I was told there was an online discount code. How do I know I received the discounted amount off my order?
2. I am trying to order a product but I am seeing a message that it is out of stock. What does that mean?
3. I am interested in writing a book and publishing with ASHP. How do I get started?
4. I just placed my order, how do I know that it went through correctly?
5. Is there a way for me to track my order history?
6. Can you please tell me what new products from ASHP will be coming out?
7. My company requires that I provide a purchase order. What is the best way for me to do so and receive my items in a timely manner?
8. I don't want to receive any more emails from ASHP. How can I stop them?
9. I would like to learn more about Lexi-Comp Online with AHFS. Where can I find more information?
10. Where can I see your books in person, and do you provide discounts at meetings?
11. How much do you charge for shipping?
12. Can I place an international order?
13. Does ASHP offer bulk discounts?
14. Does ASHP have a student fundraiser program?
15. What is ASHP's return policy?
16. How can I request your product catalog?
17. I just ordered a product from your online bookstore. When should I expect to receive my order?
18. I am an ASHP member and want to order a product from your online bookstore. How can I make sure I receive my membership discount when placing my order?
19. I teach at a College of Pharmacy and am interested in adopting one of your publications. How can I request a review (exam) copy?
20. My association would like ASHP to co-market one of our publications. Who should I contact?

1. I was told there was an online discount code. How do I know I received the discounted amount off my order?

ASHP always encourages members to save an additional 5% by ordering online. Additionally, we sometimes offer additional discounts for various promotions. In order to receive the discount, simply enter the promotional code on the final check out page in the box next to the title you are purchasing. For the 5% discount promotion, the code is always SAVE5.

2. I am trying to order a product but I am seeing a message that it is out of stock. What does that mean?

When the message appears saying a product is out of stock, there could be a number of reasons. If it is a new title that has not yet been released, it is still available for back orders. You can purchase the product now and it will ship to you as soon as the publication is available. Keep in mind that you will only be charged for the product once it is ready to send out. Other times, items could be out of stock because new copies are being printed and they are not yet available. Again, these orders could be placed at any time and you will be notified when the back ordered item is sent out.

3. I am interested in writing a book and publishing with ASHP. How do I get started?

Publishing is a great way to give back to the profession, broaden your network, and create a sense of accomplishment and advancement. You can be the lead editor or writer for a book or multimedia product, or write chapters as a contributor. To get started, contact Jack Bruggeman, Director of Publications, at jbruggeman@ashp.org, or 301-664-8741.

4. I just placed my order, how do I know that it went through correctly?

You should have received an email confirmation after your order was placed, sent to the email address that is tied to your account. If you did not receive this, please contact customer service at 1-866-279-0681 or custserv@ashp.org.

5. Is there a way for me to track my order history?

It is very easy to keep track of your order history and account information. Once you are logged in at www.ashp.org, click on your name on the top right corner of the screen. That will take you to "my account," and on the top right corner of that screen, click on the link under "my order history." You can find orders placed within the last year, month, or a complete history of your orders, complete with tracking numbers.

6. Can you please tell me what new products from ASHP will be coming out?

From now till the end of this year, look for these new releases from ASHP!

Demystifying Opioid Conversion Calculations: A Guide for Effective Dosing

Mary Lynn McPherson, PharmD, BCPS, CDE

Order code: P1985

Member price: \$29

List price: \$35

ISBN: 978-1-58529-198-5; 2010 (September), 224 pages, softbound

Pharmacy in Public Health: Basics and Beyond

Jean T. Carter, PharmD, PhD

Marion K. Slack, PhD

Order Code: P1725

Member price: \$45

List price: \$50

ISBN: 978-1-58528-1725; 2010 (October), 376 pages, softbound

Drug-Induced Diseases: Prevention, Detection, and Management, Second Edition

James E. Tisdale, PharmD, BCPS, FCCP

Douglas A. Miller, PharmD

Order code: P2302

Member price: \$108

List price: \$135

ISBN: 978-1-58528-230-2, 2010 (December), 1100 pages, hardbound

Compounding Sterile Preparations: ASHP's Video Guide to Chapter <797> Course Modules (3) for HealthStream® Learning Management System

Patricia Kienle, RPh, MBA, FASHP

7. My company requires that I provide a purchase order. What is the best way for me to do so and receive my items in a timely manner?

All purchase orders must be mailed or faxed in. They can be sent to our customer service at 301-657-1251 or

ASHP Payment Center

PO Box 17693

Baltimore, MD 21297

8. I don't want to receive any more emails from ASHP. How can I stop them?

If you no longer want to receive publications emails, simply click the "unsubscribe" link at the end of any email you receive. If you no longer want to receive any emails from ASHP, please contact our customer

service at custserv@ashp.org.

9. I would like to learn more about Lexi-Comp Online with AHFS. Where can I find more information?

To learn more about Lexi-Comp Online products with AHFS, simply visit the website at http://www.ahfsdruginformation.com/products_services/lexi-comp.aspx. If you would like to be contacted by an ASHP or Lexi-Comp representative to receive more information, pricing, or an institutional demo at your facility, please send an email to lexionline@ashp.org or call 301-664-8764.

10. Where can I see your books in person, and do you provide discounts at meetings?

Many ASHP products are sold at your local bookstore. Additionally, all products are on display and available for purchase at ASHP's two meetings each year: the Summer Meeting in June and the Midyear Clinical Meeting in December. At those meetings, all books are sold at a 10% discount off the member price, but only if purchased on site.

11. How much do you charge for shipping?

ASHP is pleased to offer free shipping on all domestic orders. There is a \$25.00 shipping, handling and brokerage charge on all orders shipped to Canada. In addition, Revenue Canada requires an additional fee to cover Goods and Services Tax (GST) and any Harmonized Tax. Customer is responsible for any Customs and Duty assessments.

12. Can I place an international order?

Yes, you may order our products internationally. There is a \$25.00 shipping and handling charge on all orders shipped internationally. In addition, the customer is responsible for any Customs and Duty assessments.

We encourage our international customers to order through one of the authorized agents listed below:

Malaysia & Brunei
Apex Knowledge Sdn Bhd
Email: simon@apexknowledge.com.my

Singapore & Indonesia
IGP Services Pte Ltd.
Email: susanpey@igroupnet.com

Hong Kong, China
iCaves Limited
Email: eddy.lam@igroupnet.com

Philippines
MegaTEXTS Phil., Inc.
Email: jean@igroupnet.com

Taiwan, South Korea
IG Knowledge Services Ltd.
Email: george.liu@igroupnet.com

Thailand, Vietnam, Cambodia, Laos and Myanmar
Booknet Co. Ltd.
Email: sup@book.co.th

India
Aditya Books Pvt. Ltd.
Email: kailash@igroupnet.com

Western Europe
Transatlantic Publishers Group Ltd.
www.transatlanticpublishers.com

Middle East, Greece, Turkey
International Publishers Representatives Ltd.
Email: iprschl@spidernet.com.cy

International Sales Coordinator
Marylou O'Connor
Email: moconnor@ashp.org

13. Does ASHP offer bulk discounts?

Yes, ASHP offers bulk discounts for books and ASHP subscriptions only.
The discount applies only towards multiple copies of the same product.
The discount is as follows:

<u>Number of Copies</u>	<u>Discount</u>
5-9.....	7%
10-24.....	12%
25-49.....	17%
50-99.....	22%
100 or more.....	27%

For more information, contact Rachel Alberts at ralberts@ashp.org.

14. Does ASHP have a student fundraiser program?

Yes, ASHP's Student Society Publication Program can offer student

societies of health-system pharmacy additional savings to their members and raise funds by offering an additional bulk discount on top of the ASHP member price. For more information, contact Rachel Alberts at ralberts@ashp.org.

15. What is ASHP's return policy?

You may return any product with the exception of PDA products within 30 days for a full refund. After 30 days, the return and subsequent refund is subject to a 25% restocking fee. All returns should be sent to:

ASHP Returns
1780A Crossroads Drive
Odenton, MD 21113

16. How can I request your product catalog?

To order our print product catalog, you can email our customer service team at custserv@ashp.org or call 866-279-0681. ASHP also has an interactive product catalog that is kept up to date with new products year round. View our [interactive catalog](#).

17. I just ordered a product from your online bookstore. When should I expect to receive my order?

Once you place your order, you should expect to receive it in 5-7 business days.

18. I am an ASHP member and want to order a product from your online bookstore. How can I make sure I receive my membership discount when placing my order?

To receive your membership discount when placing an order, you need to make sure you're logged in. The login screen is located at the top right hand corner of the bookstore.

19. I teach at a College of Pharmacy and am interested in adopting one of your publications. How can I request a review (exam) copy?

To request a review copy of one of our titles, please fill out our [adoption review request form](#). For more information, contact Carlye Mill, Domestic Sales Coordinator, at cmiller@ashp.org, or 301-252-4473.

20. My association would like ASHP to co-market one of our publications. Who should I contact?

If you have a publication you feel will add significant value to ASHP's current product library, please contact Robert Hodges, Assistant Marketing Manager, at rhodges@ashp.org, or 301-664-8831.