Ordering Instructions for Big Ideas/Cengage K-5 REPLENISHMENT Orders
As of December 2023

STEP 1: Log in or Create Account

Personalized Support

Sign in to your Cengage Group account to view
personalized resources or engage with Support Services.

SIGN IN

Create Account

Go to the document "Communities Creating an Account". Follow those instructions to establish an account with Cengage if you have not already.
Sign in with your credentials or "Create Account"

STEP 2: Complete Replenishment Form & save to your PC

Big Ideas Learning

Order Your Journal Replenishment

- Click below to download your **Journal Replenishment Order Form**
- Upload your completed replenishment order form **here.**

Journal Replenishment Order Form

To create REPLENISHMENT order go to: https://www.cengage.com/coursepages/SDA_National11

Use linked replenishment excel order form. [Jounal Replenishment Order Form]
    Select tab at bottom for K-5 Modeling Real Life
        Enter your name and delivery address at top and enter quantities according to
        grade-level and language. The total quantity will auto-generate.
    Save completed tab to your PC
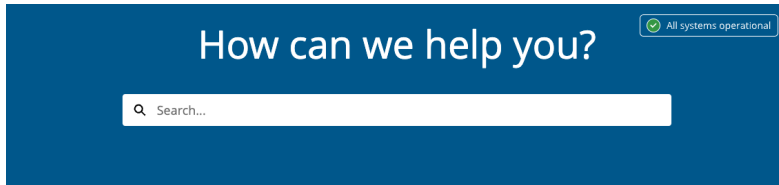
STEP 3: Upload Replenishment Order

Big Ideas Learning

Order Your Journal Replenishment

- Click below to download your **Journal Replenishment Order Form**
- Upload your completed replenishment order form **here.**

Journal Replenishment Order Form

Click the blue link shown above: "Upload your completed replenishment order form **here**."

How can we help you?

⊘ All systems operational

🔍 Search...

Create a Case
Open a new support ticket

Support Hours
View our complete list of service hours and tools

My Open Cases	My Closed Cases			
OPEN				
Case Number	Date/Time Opened	Subject		Status
20019269	12/5/2023, 8:10 AM	order link taking me to cus...		Working
View All				

Trending Articles

Select: Create a Case: Open a new support case

Create a Case

HOME   🔍 Search...

New Case

Step One	Step Two	Step Three

Type of Problem

○ Account Management ⓘ
○ Course Support ⓘ
○ Faculty/Teacher Resources ⓘ
◉ Orders & Subscriptions ⓘ
○ Product & System Support ⓘ
○ Refund/Return ⓘ

Next

Choose "orders and subscriptions"

New Case

	Step Two	Step Three
✓		

Provide complete details, including screenshots, and steps to reproduce your issue.
This helps our support team answer your question promptly.   *Required field

∨ About Your Issue

Record Type

Orders & Subscriptions

Account

ANN ARBOR SDA SCHOOL

Contact

Charlotte Green

Affiliation

Kindergarten through Grade 12 (K-12/P-12)   ▼

*Platform or Service Need

Resource Replenishment/Consumables   ▼

*Reason

Replenishment Request   ▼

*Subject (Limit to 255 characters)

Replenish Order AAAES

*Description (Limit to 32000 characters)

Placing a Big Ideas replenishment order for Ann Arbor Adventist Elementary School

Please attach any necessary documentation in the attachment section on the case summary page after step 3.

Go Back and Edit   Next

Enter/select the following for the required fields:

*Platform or Service Needed: Resource Replenishment/Consumables
*Reason: Replenishment Request
*Subject: Replenishment Order [name of your school]
*Description: something that identifies your order as a replenishment and name of school
Click NEXT

New Case

✓	✓	Step Three

∨ About the issue

Subject	Replenish Order AAAES
Description	Placing a Big Ideas replenishment order for Ann Arbor Adventist Elementary School
Platform	Resource Replenishment/Consumables
Primary Reason	Replenishment Request

Please attach any necessary documentation in the attachment section on the case summary page after step 3.

Go Back and Edit   Create Case

Click Create Case

Region	United States
Persona	School Administrator/Owner/Coordinator
Affiliation	Kindergarten through Grade 12 (K-12/P-12)
Case Record Type	Orders & Subscriptions
Platform or Service Need	Resource Replenishment/Consumables

Feed   Related

Post   Close this case

Share an update...

B I U S̶ T̲ₓ ≡ ≟ 🖼 🔗 😊 👤

To this case

🔗   Share

🔍 Search this feed...   ↻

👤 Charlotte GreenEjkRsGooxsbzYnBSYoyNBbn (Customer) created this case.
9m ago

🗂 20019303

View more details

📋 Files (1)	Add Files

📊 Ann Arbor Dec 23 replenishment or...
Dec 5, 2023 • 34KB • xlsx

View All

Case Number	20019303
Case Record Type	Orders & Subscriptions
Contact Name	Charlotte Green
Contact Phone	
Contact Email	cgreen@misda.org
Affiliation	Kindergarten through Grade 12 (K-12/P-12)
Platform or Service Need	Resource Replenishment/Consumables
Sub-Platform	
Reason	Replenishment Request
Opportunity ID	
Subject	Replenish Order AAAES
Description	Placing a Big Ideas replenishment order for Ann Arbor Adventist Elementary School

Upload your saved Excel Replenishment Form. Your order has now been submitted.
Check your email for confirmation of submitted order.
On the Cengage site, click the HOME button at the top-left to go to your portal.

HOME

Once in your portal you can see all cases you have submitted.

Create a Case

Open a new support ticket

Support Hours

View our complete list of service hours and tools

Twitter

Tweet us
@CengageHelp

My Open Cases   My Closed Cases

OPEN

Case Number	Date/Time Opened	Subject	Status
20019269	12/5/2023, 8:10 AM	order link taking me to cus...	Working
20019303	12/5/2023, 8:24 AM	Replenish Order AAAES	New

View All

Once I figured out how to place an order, I clicked on the blue subject line for my first case which was asking for step-by-step instructions. Once that case opened, I clicked the tab "close case" and saved it. That closed my case. You can click on the blue subject line for your order to see updates regarding shipping (or so I am told).