

Checkout Instructions

June 10, 2021

Thank you for your interest in purchasing from us here at Spirit & Truth Publishing. Listed here is information about our Checkout form that we hope will answer any questions you may have. If you have further questions, please call us at (262) 358-6574.

About Customer Accounts: When you first order from us, a customer account is automatically created for you. This allows you to sign in on our website and download the files for the products you have ordered. Please note that this is not a separate step. Our system will automatically create a username for you based on the first part of your email address (adding numbers if there are duplicate usernames (e.g., office24). After your first order you will receive an email with more information about your account, including the username. You can always use your full email address in the username field.

1. If you or someone at your congregation has ordered from us previously, you have an account. Click the blue link here to sign in.
2. If you have a coupon or discount code, you click here to enter it.
3. This section provides notices about important items. Please read this.
4. Here you fill in your billing and address details. The ZIP Code must match that on your payment method (e.g., credit card).
5. These two questions allow us to better understand you as a customer.
6. If you wish to apply for a tax-exemption (see #9 to verify that it is necessary), please enter your State Tax-Exempt Number, Federal EIN, and check the “Please remove sales tax and contact me for payment” checkbox. If you would like to pay by check with or without us removing sales tax, please check the appropriate box.

The screenshot shows the checkout process on the Spirit & Truth Publishing website. The page is titled "Checkout" and includes a navigation bar with links for Home, Products, Shop, About, Blog, Contact Us, and Shopping Cart. The main content area is divided into several sections:

- Returning customer?** (1) A checkbox with a link to "Click here to login".
- Have a coupon?** (2) A checkbox with a link to "Click here to enter your code".
- 3** A notice about sales tax exemption, stating that users can complete their payment online or by credit/debit card over the phone. It includes a link to "visual instructions".
- Billing details** (4) A form with fields for Country (United States), First Name, Last Name, Congregation Name, Address (Street, Apartment, Town/City, State, Zip), and Email Address. It also includes a "New Account Password" field (8).
- How did you find us?** (5) A dropdown menu.
- Denomination** (6) A text input field.
- State Tax-Exempt Number** (optional) and **Federal EIN** (Required for Tax-Exemption) (optional) text input fields.
- Additional information** (7) A section with checkboxes for "Please remove sales tax and contact me for payment" and "I would like to pay by check", and a text area for "Order notes".
- Your order** A table showing the product "LW: God's Story @ Home (NL, 2021-2022) x 1" with a subtotal of \$700.00, and a total of \$700.00 (9).
- Pay by Credit or Debit Card** A section with fields for Card number, Expiry (MM/YY), and Card code (CVC) (10).
- 11** Radio buttons for "Tax-Exempt Purchase or Check Payment" and "Pay via PayPal (For Subscriptions)".
- 12** A "What is PayPal?" link and logos for VISA, MasterCard, and American Express.
- 13** A checkbox for "I have read and agree to the website terms and conditions" and a "Place order" button.
- 14** A red circle around the "Customer Login" link in the footer.

The footer includes the text "Worship God. Form Faith. Live Love." and a navigation bar with links for Home, Products, Customer FAQ, Contact, Newsletter, and Customer Login.

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The screenshot shows a checkout page with several sections:

- Address and Contact Information:** Fields for Town / City, State (Wisconsin), Zip, Postcode / Zip, Your Position (optional), Position at Congregation, Email Address, and Phone.
- Additional information:** A text area for Order notes (optional) with a red callout '7'.
- Your order:** A table showing the product 'LW: God's Story @ Home (NL, 2021-2022) * 1' with a subtotal of \$700.00. The total is also \$700.00, with a red callout '9'.
- Payment Options:** Radio buttons for 'Pay by Credit or Debit Card' (selected), 'Tax-Exempt Purchase or Check Payment' (callout '11'), and 'Pay via PayPal (For Subscriptions)' (callout '12').
- Card Information:** Fields for Card number (callout '10'), Expiry (MM/YY), and Card code (CVC).
- Terms and Conditions:** A checkbox for 'I have read and agree to the website terms and conditions' (callout '13').
- Place Order:** A purple button labeled 'Place order' (callout '14').
- Footer:** A navigation bar with links for Home, Products, Customer FAQ, Contact, Newsletter, and Customer Login (circled in red).

7. Here is where you can include a note to the publisher. If you are ordering individual lessons, please identify those here. There can be a delay in our system transmitting these notes to the publisher, so if you have a more urgent matter, please use our Contact Form or call the publisher.
8. As mentioned in the note, a customer account is automatically created when you make your first order. This is where you can select your own password.
9. If you would like to use a tax-exemption, please look here to see if you are being charged sales tax. If there is no sales tax listed here, then you don't need to enter any other information and can pay and access the available product downloads immediately!
10. If you would like to pay for your order by credit or debit card, please enter your information into this secure form. If the transaction is successful, you will receive an email receipt from our credit card processor as well as a new order email from us. If you do not receive the receipt email or it is reported as a failed transaction, please contact us using the Contact Form or by calling (262) 358-6574.

11. If you are either wanting sales tax removed from your order or to pay by check, please select this option. Please also enter the appropriate information and check the appropriate boxes above (#6). This way we know if you want tax-exemption, to pay by check, or both.
12. If you wish to pay using a PayPal account, select this option. This will send you to the PayPal website to complete your transaction. This is required if you are purchasing a subscription for our *Chosen Together: Online Community* (or you may complete your transaction by calling (262) 358-6574).
13. After checking the box that you have read and agreed to our terms and conditions, click "Place Order" to pay by card or send the order to us for a tax-exemption or check.
14. Once your payment has been processed (by card or check), you can log into your customer account and download the product files that are available! Detailed download instructions are provided after you select "Customer Login."