CAL has partnered with a company that specializes in providing support services with the goal of enhancing online security and our order management and fulfillment services for the CAL Store. As part of these enhancements, the revamped CAL Store website was launched on February 3, 2014.

It has been our goal to make this process as easy as possible for you. This CAL Store Quick Reference Guide is designed to provide information for our customers and visitors to the CAL Store. Please take a moment to review this guide and contact us with any questions or comments you may have.

**CAL Store Website:**
The CAL Store url remains the same: calstore.cal.org.

Please update your records with the new CAL Store contact information.

**Email:** calstore@brightkey.net

**Telephone:** 1.855.543.9461 *(toll-free)*  
*Monday-Friday 8:30 am – 5:00 pm ET*

**Fax:** 1.800.869.2870 *(toll-free)*

**CAL Store Mailing Address:**
Center for Applied Linguistics  
P.O. Box 591  
Annapolis Junction, MD 20701-0591

*Use the CAL Store mailing address to send your orders paid by check or money order.*
Getting Started: Create your CAL Store account

All customers will need to create an account the first time they make a purchase on the revamped CAL Store. This process is designed to enhance security and will also allow customers to check their order history, manage their account, and create a wish list.

Just click on register at the top of the CAL Store home page and or on the link highlighted below. Just follow the easy online steps to set up your CAL Store account.

Click register to create your CAL Store

Follow the easy-to-use set up screens to create your account. The email you enter upon registration will be your username. Passwords are case sensitive.
Login to your CAL Store account

Login to your CAL Store account to make purchases, manage your account, and even create a list of resources to consider for later.

Just click on the Login link at the top of the home page.

Enter the username (email) and password you created upon registration and click the login button.

Click Forgot Password to have CAL help you reset your password.

Your name will appear at the top of the website when you are logged in. Click on your name to view your profile.

Remember to logout when you are finished.
Manage your CAL Store account

You can use this section to manage your account, update or add addresses, and check your order history.
Navigating the new CAL Store website

Most customers will find that little has changed when you browse our online store. The revamped CAL Store has a similar look and feel, with most of the modifications made within our improved online ecommerce software. Visitors can browse CAL resources by topic, sort by a variety of criteria, and view the entire CAL Store online catalog in alphabetical order by title. The next pages provide some helpful information as you begin to use our revamped store.
Search by Topic

You can use the Search by Topic section to display resources in alpha order by name of resource. You can also sort by price.

Click on clear all to return to the full menu.

Resources on this topic are displayed in alpha order in the CAL Store product listing section below.

You can use the sort by drop down box to sort by other variables, such as price.
Ordering from the CAL Store

It’s easy to place your secure orders online using the CAL Store shopping cart. You can also create a wish list, which will be displayed below your shopping cart items. This allows you to quickly add a wish list item to your cart or remove it.
- **Credit card payments**
  
  CAL accepts VISA, MasterCard, Discover and American Express. You can order and pay by credit card online through the CAL Store or by mail or fax using the order form.

  Customers using credit cards for payment of their purchase, please note that multiple transactions from CAL may appear on your credit card statement.

  - In general, your credit card will be charged upon shipment of your product(s).
  - For orders which may contain certain items (ex. downloadable products, registrations, and products shipped from other organizations) your credit card will be charged for those item(s) upon submission of your order.
  - If your order contains a back ordered item, that portion of your order will not be charged till the back ordered item ships.

- **Sales Tax and Tax Exempt Institutions**

  - If your billing address is in the District of Columbia or Maryland, the CAL Store online shopping cart will automatically calculate sales tax on your order. Residents of all other states will not be charged sales tax.

  - If you are a tax-exempt institution in the District of Columbia or Maryland, you will need to provide documentation of your tax-exempt status in order to avoid being charged sales tax. Upon creating your account, and before making your first purchase, fax, mail or email your tax-exempt documentation.

- **Downloading products**

  - If you ordered downloadable products, after your online purchase has been completed, you will be taken to an order summary page where a link will be displayed to download your product.

  - We recommend downloading your product immediately following your purchase, if possible. If you need to return to the page at a later time, simply sign into your CAL Store account and select Digital Content Access in the left-hand column.

  - After downloading this product, you may save the file on your computer, and you may print a copy for your personal use. You may not make any additional print or electronic copies nor distribute any print or electronic copies through any means without permission in writing from the publisher. All permissions inquiries should be addressed to permissions@cal.org.
Using the Order/Request for Quote Form

Customers can download a form to request a quote to use to generate purchase orders or to place orders by mail. You can find a link to the form at the footer of the CAL Store website.

Please print the form and complete all fields, including any applicable tax. Please use the shipping costs provided on the form. For expedited shipping or orders outside the limits posted on the charts, please contact the CAL Store for the total.

Orders: Check the Order box on the front of the form.

- If paying by credit card, fax your completed order form to 1-800-866-2870 (toll-free)
- If paying by check or money order, mail payment and your completed order form to the address shown below.

Center for Applied Linguistics
P.O. Box 591
Annapolis Junction, MD 20701-0591

Request for Quote:
If you need a request for quote to generate a purchase order, please use this form rather than the shopping cart of the CAL Store.

Check the request for quote box and fax your completed order form to 1-800-866-2870 (toll-free)