

# Frequently Asked Questions

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## Login Help

**1. Why do I have to login? I just want to see if you carry a product.**

Midwest Tape's website is highly customized to individual users and the libraries that employ them. We want your experience using our site to be as rich as possible. Therefore, we need to know who you are before you ever enter the website. Internet Explorer, Mozilla, and Safari browsers offer a convenient feature that remembers the username and password you use for a particular website (if you have this feature turned on within your browser). Upon your next visit to the website, the browser will present the login page with your username and password already completed—all you need to do is click "Login."

## Cataloging

**1. How much do you charge for a MARC record?**

A Full Record is \$1.20. Prices for Customized MARC records are determined based on cost proposals and agreements. Vendor Records are free to download.

**2. How do I receive my OCLC MARC records?**

We can either send the file as an email attachment or enable you to save the file via a download link in your web browser.

**3. Where do I find out more about Cataloging?**

[Click Here](#)

## Ordering Information

**1. What does "Fast Order" mean in the Cart section?**

If you know exactly what the stock numbers, ISBNs, titles, and/or OCLC MARC Record numbers are for the titles you want to order and the quantity for each, you can enter that information here and not have to go through browse or search.

**2. Will I get a confirmation after entering my order?**

Yes, we will send an order confirmation via email.

**3. What is Midwest Tape's Federal ID number?**

Our Federal ID number is 37-1499686.

**4. How am I notified of back-ordered or cancelled titles?**

Under the Tools section of our website there is an Open Orders report and a Cancellation report that will provide this information.

## Processing

### **1. *What kinds of processing services do you offer?***

We offer full processing tailored specifically to each library's needs. From shrink-wrap removal and the application of security stickers to placing labels on each product and transferring products into different cases, we will work with you to meet your needs.

### **2. *How much does processing cost?***

Prices depend on what types of processing procedures need to be performed.

### **3. *Where do I find out more about processing?***

[Click Here](#)

## Product Availability

### **1. *Are the titles listed on your site always available?***

If a title is currently unavailable, we state this on the site as NOT AVAILABLE. If a title is limited, we label it as LIMITED AVAILABILITY. We update our site multiple times daily with the most current information possible.

If you are asking if we have a certain title in stock, we currently do not track that information online. However, you can contact Customer Service to see if we currently have stock available.

## Returns

### **1. *How do I return a defective item?***

We will issue a call tag within 60 days of delivery of the product if the damage was due to a manufacturer's defect or it was broken in shipment. We cannot accept returns of any product due to patron damage. We will accept returns for a year from the date of delivery, but will not issue call tags after 60 days. When we receive the defective item, we will send the replacement if we have it on hand or order a replacement at no charge.

### **2. *What do I do if I receive an item in error and need to return it?***

We will issue a call tag up to 60 days from the delivery date if we shipped the incorrect item. If you ordered the wrong item, it is up to you whether or not you'd like to return, exchange, or keep it.

## Shipping Information

### **1. *How are the shipping charges calculated?***

All orders under \$100 are assessed a \$5.00 shipping charge.

All orders between \$100 and \$300 will be charged 5% of the total order.

All orders over \$300 are FREE freight.

## Customized Standing Orders

### *1. Can I change my Customized Standing Orders at any time?*

Our Customized Standing Order programs are very flexible. You can add or drop a series, and/or change the quantities whenever you want. If you have individual branch designations, be sure to change the information accordingly.

### *2. How do I set up Customized Standing Orders?*

Midwest Tape has Customized Standing Order programs for DVDs, CDs, and Audiobooks.

#### **Audiobooks**

Erica Messinger

[emessinger@midwesttapes.com](mailto:emessinger@midwesttapes.com)

#### **DVD**

Amanda Adkins

[aadkins@midwesttapes.com](mailto:aadkins@midwesttapes.com)

#### **CD**

Chris Shope

[cshope@midwesttapes.com](mailto:cshope@midwesttapes.com)

### *3. Where do I find out more about Customized Standing Orders?*

[Click Here](#)

## Website Help

### *1. If I have deleted a cart, can I get it back?*

You can easily retrieve a deleted cart by following just a few steps. Go to the "Tools" tab. Click "Search Orders." Click the "Deleted Carts" button. This should display all of the carts that have been deleted by your library. Find yours and click "Undelete."

### *2. What do I do when the items in my cart have disappeared?*

We can usually recover any missing items. If items within your cart disappear, contact Customer Service at 1.800.875.2785.