



# The Library Network

## Libraries Working Together

41365 Vincent Court, Novi, MI 48375  
Phone: (248) 536-3100 Fax: (248) 536-3097

### Volume Discount Program in Partnership with CDWG

#### *To Access Portal*

1. Go to [www.cdwg.com](http://www.cdwg.com)
2. Click on **Log On** in the upper left corner of the window
3. Enter User Name: [online@tln.lib.mi.us](mailto:online@tln.lib.mi.us)
4. Enter password: please contact Angie Michelini for the password ([amichelini@tln.lib.mi.us](mailto:amichelini@tln.lib.mi.us) or 248.536.3100 x144)
5. Click the Log On button

#### *To Access Discounted Items*

1. Click on the **Account Center Tab**
2. Scroll down to the area that states '**Contracts**'
3. Click on **The Library Network Good Faith** contract
4. Choose from one of the 5 Product Categories to see a list of available products
5. To view a detailed description of an item, click on the **Product Name**
6. To add an item to the cart, click the **Add to Cart** Button
7. On the **Choose Your Price** page, click **Continue**
8. Enter the desired **quantity**. If the quantity is changed, click the word '**update**' under the quantity box.
9. If you would like to order more items, click on the **Continue Shopping** button on the left side of the page.
10. When you are finished selecting all the desired items, click on the down arrow next to the Quote button and choose **Standard Quote**
11. Click on the button next to new **Shipping Address** and enter your library's address information
  - a. You're welcome to select 'Store for Future Information'. For the short name, please enter the library name.
12. In the **Recipient Contact Information Section**, please enter your **contact information** and email address.
  - a. Press Continue
13. For the Shipping Method, Click **Continue** to accept the default
14. In the Quote Reference Section, enter the **quote name** (include your library name in the quote name) in the Quote Description box. It is not necessary to complete the Notes or cost center code sections
15. In the lower right corner, click the **Request Quote Button**
  - a. The quote is now completed. A quote number is assigned.
16. To Log Off, Select Log Off in the upper left corner of the CDWG portal.

### ***How Order Gets Placed***

1. The e-quote is sent to the TLN Technology Services Manager email account.
2. Only TLN is able to place the orders.
3. TLN staff will place the order per the received e-quote.
4. There will ordinarily be no shipping charge.

### ***Billing***

1. CDWG will invoice TLN
2. TLN will invoice the Library or Library Cooperative.
  - a. TLN charges a 3% handling fee on all items except Microsoft software.
3. The Library or Library Cooperative will submit payment to TLN

### ***Software Downloads and Keycodes***

1. If you placed an order for Microsoft software, you will receive an email when the software is ready to download
2. To download the software, login to the CDWG portal.
3. Click on Tools and Services
4. Click on Software Downloads and choose the appropriate software that was ordered
5. To retrieve the keycode, Click on Tools and Services/Software Keycodes

### ***Need Help?***

Contact Angie Micheline, [amichelini@tln.lib.mi.us](mailto:amichelini@tln.lib.mi.us), 248.536.3100 x144 or the TLN Helpdesk at 248.536.3100 x134