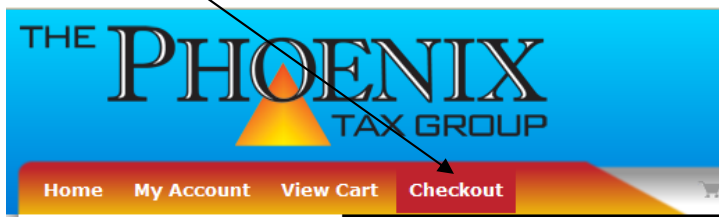


## Checkout

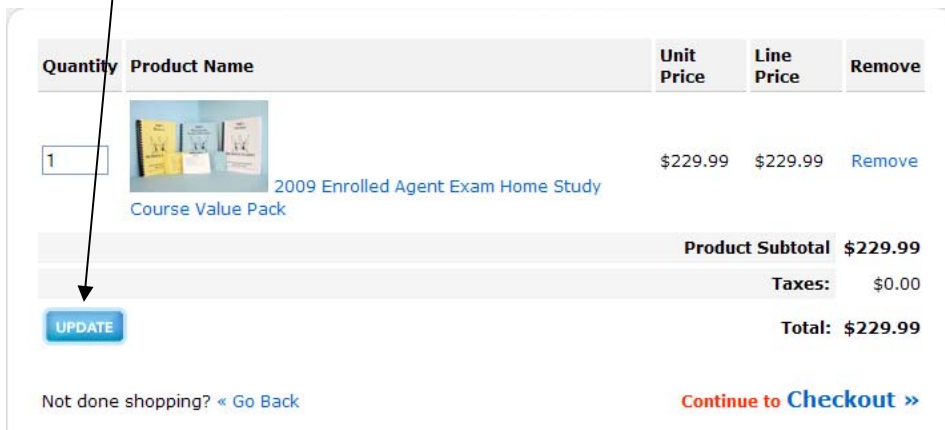
1. Add a product to your shopping cart by clicking the **Add To Cart** button. A message will appear in green confirming that you have added a product to your cart.



2. Click Checkout



3. Review your basket. If you want to change the quantity, edit the quantity and click the Update button.




4. **Optional: Estimate Shipping.** If you want to Estimate Shipping, enter your Zip Code and Country, then click submit. **Note:** If your purchase doesn't require shipping, this won't show.

**Shipping Estimate** < [UPS Delivery Map](#) >

Zip Code

Country

5. When you are ready to proceed, Click **Continue to Checkout**

Quantity	Product Name	Unit Price	Line Price	Remove
<input type="text" value="1"/>	 2009 Enrolled Agent Exam Home Study Course Value Pack	\$229.99	\$229.99	<a href="#">Remove</a>
		<b>Product Subtotal</b>	<b>\$229.99</b>	
		<b>Taxes:</b>	\$0.00	
		<b>Total:</b>	<b>\$229.99</b>	

Not done shopping? < [Go Back](#)

[Continue to Checkout](#) >>

6. Login as a Returning Customer, or as a New Customer

- **Returning Customers:** Enter your email address and password, then click **Continue**
- **New Customers:** Click Checkout and Create customer account
- If you aren't sure, or you have lost your password, Skip to Lost Password at the bottom.

**Are You a New or Returning Customer?**  
For the difference [Click here](#)

**Returning Customer Checkout**

Email Address

Password (case sensitive)

[Lost Password? Click Here](#)

**New Customer Checkout**

[Click Here to Check out and create a customer account](#)

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information.  
[Detailed Privacy Policy](#)

7. Fill out your Shipping Address: **Note:** If the product you are purchasing doesn't require shipping, page is skipped.

**Shipping Address**

First Name:

Last Name:

Address Line 1:

Address Line 2:

City:

State:

Zip:

Country:

**Shipping Options**

8. Select your shipping Method, then click Select Shipping Method and Continue button

**Shipping Options**

Shipping options for address:

- UPS Ground: \$8.99
- UPS 3 Day Select: \$20.00
- UPS 2nd Day Air: \$26.00
- UPS Next Day Air Sav: \$55.00

Select a Shipping Method and Continue...

9. Enter/Edit your billing Address and phone number

**Billing Address**

Use my shipping address as my billing address

First Name:

Last Name:

Address Line 1:

Address Line 2:

City:

State:

Zip:

Country:

Phone Area Code:

Phone Number:

10. Fill out your email address and enter password for your account.

**Note:** If you are a returning customer, you are not asked for this information

How did you hear about us?

Email Address:

Confirm Email:

Password:

Password Confirm:


11. If you have a coupon code, enter it and click **Submit Coupon Code** to receive the price adjustment.

**Redeem a Coupon Code**

Coupon Code:

12. Enter your payment information, then click the Checkout Button

Pay with Credit Card	
Name on Credit Card:	<input type="text" value="Susie Queue"/>
Credit Card Number:	<input type="text" value="53493022392020"/>
Credit Card Expiration Date:	<input type="text" value="01"/> / <input type="text" value="2009"/>
Credit Card Security Number:	<input type="text" value="223"/>



13. Checkout is complete

- **Print Your Receipt:** Click Printer Friendly Receipt
- **Download your Products:** Click the Download Area Link

[Printer Friendly Receipt](#)

**The Phoenix Tax Group**  
 1160 Brickyard Cove Rd.  
 Ste 200  
 Point Richmond  
 CA, 94801 US  
 1-800-879-1099

**Bill To:**

Michelle White  
 109 Flagship Place  
 Point Richmond, CA 94801  
 US  
 michelle.white@phoenixtax.com  
**Pay Method:** MasterCard

**Download your files using the following information:**

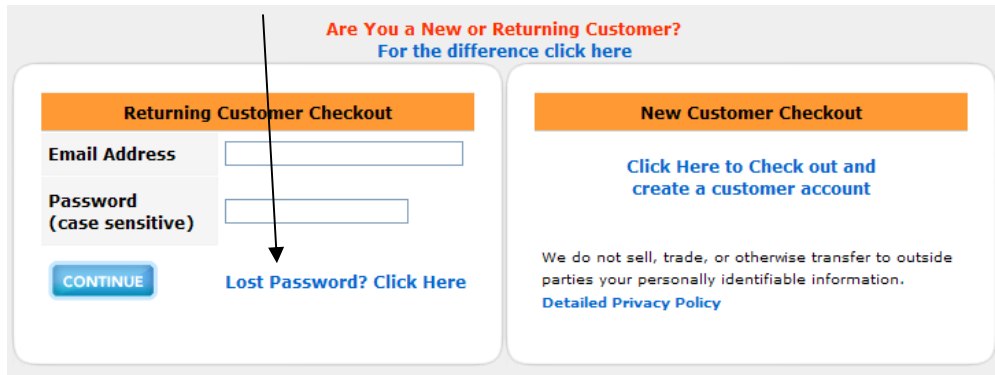
**Download Area:** <http://www.phoenixtax.com/download/>  
**Download Access Password:** 11017M6U4P1252642824  
**Downloads Expire:** September 9, 2014

**Order ID:** 11017 | Sep 10, 2009

	QTY	NAME	SKU	UNIT	LINE
<b>Ship To:</b> Michelle White 109 Flagship Place Point Richmond, CA 94801 US	1	2009 Continuing Education Course for California Tax Preparers - PDF	CE09	\$24.99	\$24.99
			<b>-No Shipping Used-</b>		\$0.00
			<b>Taxes &amp; Fees</b>		\$0.00
			<b>Order Total:</b>		\$24.99

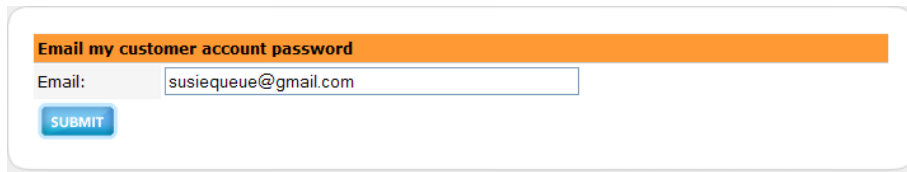
## Lost Password

1. Click the [Lost Password](#) link



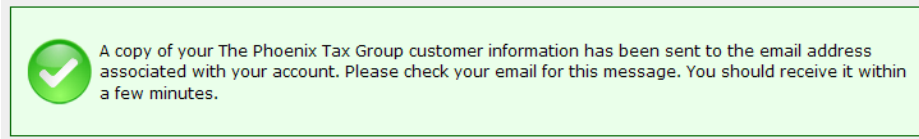
The screenshot shows a login page with the heading "Are You a New or Returning Customer? For the difference click here". It is divided into two columns. The left column is titled "Returning Customer Checkout" and contains fields for "Email Address" and "Password (case sensitive)", a "CONTINUE" button, and a link "Lost Password? Click Here" which is highlighted with a black arrow. The right column is titled "New Customer Checkout" and contains a link "Click Here to Check out and create a customer account" and a privacy policy notice.

2. Enter your email address. Then click submit.

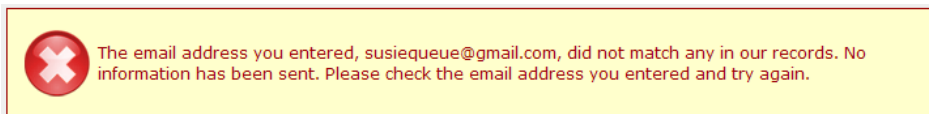


The screenshot shows a form titled "Email my customer account password". It has an "Email:" label and a text input field containing "susiequeue@gmail.com". Below the input field is a blue "SUBMIT" button.

3. If you are a **Returning Customer**, and you are in our system already, the following message will be displayed, and your password will be emailed to you.



4. If the email address you entered is not in our system, the following message will be displayed.



Try other email addresses if you have them. Otherwise, check out as a New Customer and create a new account.