



Secondary ELD Textbook Materials Acquisition Procedures

1. Inquiring about the status of your school's ELD textbook order:

To inquire about the status of your school's ELD textbook order or to report missing or undelivered ELD textbook materials, contact NGL/Cengage directly at the toll free number below:

(Note: Please have your school's PO# readily available to assist in tracking your order.)

This toll-free phone line is to strictly for checking the status of your school's ELD textbook order. It is not for inquiring about teacher/student online access to the NGL/Cengage website. Schools will be notified once district wide teacher/student online access has been activated.

NGL/Cengage Dedicated toll-free phone line:

1-855-479-1588

Hours of Operation: M-F 5:00 am to 1:45 pm PST

2. Ordering additional ELD textbook materials for your school or reporting a surplus of ELD textbook materials delivered to your school:

If your school needs to order additional ELD textbook materials or needs to report a surplus of ELD textbook materials delivered to your site, please log onto the LAUSD Integrated Library & Textbook Support Services (ILTSS) webpage at <https://achieve.lausd.net/library>.

- ✓ Click on **"Textbooks"** (on the far-left side of the page)
- ✓ Find the heading, **"Ordering Textbooks"** (in the middle of the page)
- ✓ Read the information under this heading
- ✓ Click on the **"Create Remedy Ticket [Tutorial]"** and view the tutorial
 - The tutorial explains how to order additional ELD textbook materials for your school
 - To report surplus ELD textbook materials delivered to your school:
 - Follow steps 1-8 of the tutorial
 - Step 9 select "Textbook" in the drop-down issue menu
 - Step 10 select "Other"
 - Next, complete the "Comments" box by explaining you have a surplus delivery of ELD textbook materials and listing the number of surplus boxes at your school site
 - Finally, click "Submit"

If you still have questions about ordering additional ELD textbook materials or reporting a surplus of ELD textbook materials after viewing the tutorial, please contact:

Candace Seale

ILTSS Specialist

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