User Documentation

Order Entry Application

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Questions?

Please send technical questions to CAFE Web Support at cafe-web-support-l@lsv.uky.edu. Billing or distribution-related questions will be forwarded to the correct point of contact.

We've updated our Order Entry application for improved performance, user experience, and processing of orders. The updated application allows users to place new orders (supplies, loans, and publications) and track the status of these orders.

To access the new Order Entry application, you will need to create a new user account. If you had a user account/password in the legacy Order Entry application, you will still need to create an account in the new application. This is a one-time process, and you will continue to use this account for all future orders.

Create a New User Account

Follow the steps below to create a new user account:

1. Open https://order-entry-app.ca.uky.edu in your web browser.
2. Enter your linkblue credentials (linkblue ID and password), then click the blue **Log In** button.
3. Fill out the requested user information:

   - **Name**: Enter your first and last name in this field.

   - **linkblue ID**: Ensure that your linkblue ID is correctly entered in this field. The ID will be automatically filled in for you.

   - **Unit/Department**: Select the unit/department you're affiliated with. If you are a county CES user, select your county from this list.

   - **County**: If you are a county CES user, select your county from this list. Otherwise, leave this field empty.

   - **Email**: Ensure that your email address is correctly entered in this field. The ID will be automatically filled in for you.

   - **Email to send invoice**: Ensure that your email address is correctly entered in this field. You can change this email address is you would prefer the invoice to be sent to another individual within your team.

4. Click the green Update button.
5. You will be logged in to your new user account.

After creating a user account, you will be able to place and track the status of orders.

Place a Supplies Order

Follow the steps below to place a new order for supplies:
1. Click the green **Supplies** button from the home screen.
2. Enter the quantity you want to order for a particular item in the "Qty to Order" column, then click the green **Add to Cart** button for that item. Repeat this step for each item you want to order.
3. Click the yellow **Submit Supplies Order** button.
4. Select the correct account number/cost center to bill for this order from the drop-down.
5. Click the yellow **Place Order** button.

You will see a green banner confirming your order has been placed. You will also receive an email confirmation for the order.

Place a Publications Order

Follow the steps below to place a new order for publications:
1. Click the green **Pubs** button from the home screen.
2. Use one of the search features to find the publication you want to order. If you are unsure of the publication number or title, you can search by category.
3. Enter the quantity you want to order for a particular publication in the "Qty to Order" column, then click the green **Add to Cart** button for that publication. Repeat this step for each publication you want to order.
4. Click the yellow **Submit Pubs Order** button.
5. Select the correct account number/cost center to bill for this order from the drop-down.
6. Click the yellow **Place Order** button.

You will see a green banner confirming your order has been placed. You will also receive an email confirmation for the order.

Place a Reservation for Loanable Items

Follow the steps below to place a new reservation for loanable items:
1. Click the green **Loans** button from the home screen.
2. Search the table to see which items are available for reservation.
3. Click the green **Add to Cart** button for the item you want to reserve. Repeat this step for each item you want to reserve.
4. Click the yellow **Submit Loans Order** button.
5. Enter the date you need the items and the date the items will be returned.
6. Click the yellow **Place Order** button.

You will see a green banner confirming your order has been placed. You will also receive an email confirmation for the order.

View Order Status

Follow the steps below to view your order status:
1. Click the blue **My Orders** button from the home screen. Alternatively, you can click **Orders > My Orders** in the left-hand menu to view your orders.
2. Use the search options to filter your orders. If you would like to see all past orders, simply click the **Search** button.

View Archived Billing Reports

Follow the steps below to view archived billing reports:
1. Click the **Archived Billing Reports** tab in the left-hand menu. You will be redirected to https://communications.ca.uky.edu/billing-reports.
2. Click the PDF link for a month/year combination to view the relevant billing report.