

# INGRAM LIBRARY SERVICES LLC

Offers the following discounts and terms to libraries in the:

## STATE OF FLORIDA

Ingram Library Services LLC offers the following discounts, terms and conditions to the public libraries, academic libraries, K-12 schools, and State agencies in the State of Florida. Please note Ingram requires a \$5,000 minimum annual commitment to participate under this special offer.

**Effective Dates:** September 1, 2018 – August 31, 2019

<b>Discounts:</b>	Trade Hardcover .....	42.5%
	Quality Paperbacks and Mass Market Paperbacks:	
	1 copy per title.....	38.0%
	2-4 copies per title.....	40.0%
	5-9 copies per title.....	41.0%
	10+ copies per title.....	42.0%
	Library Bindings .....	15.0%
	Prebound Books .....	35.0%
	University Press .....	15.0%
	Short Discounted/Non-Trade Titles.....	10.0%
	Legal, Reference, Scientific, and Technical Titles.....	10.0%
	* Spoken Word Audio.....	5-45.0%
	** DVD/Blu-ray ( <i>Discount based on List Price of item</i> ):	
	< \$14.99.....	35.0%
	\$15.00-\$19.99 .....	30.0%
	\$20.00 +.....	25.0%
	Music CDs .....	5-45.0%
	Video Games.....	5.0%
	Net Titles.....	0.0%

\* *Ninety to ninety-five percent of all Spoken Word Audio CD is at the 45% discount; however, some Spoken Word Audio is short discounted by the publisher.*

\*\* *Although the majority of Ingram's DVD inventory is eligible for the maximum discounts, some titles receive smaller discounts.*

### Freight Terms:

For libraries with a **minimum of \$50,000** in annual expenditures with Ingram or a commitment to meet this annual expenditure level, orders will ship with Ingram-paid freight from your primary distribution center. Shipments of 15 or more units from your secondary distribution center will qualify for Ingram-paid freight. Shipments of less than 15 units will be charged a flat \$5.00 shipping fee.

For libraries with **less than \$50,000** in annual expenditures with Ingram, shipments of 15 or more units from your primary distribution center or from your secondary distribution center will qualify for Ingram-paid freight. Shipments of less than 15 units will be charged a flat \$5.00 shipping fee.

Items picked, packed, and shipped together count as an individual shipment. The flat fee amounts or qualifying unit quantities are subject to change with notice.

Shipping will be via best method, which may include order or account consolidation, shipping schedules or other account setting adjustments to maintain freight costs below 2% of invoice. Ingram does not currently assess any

additional fees for shipping. However, given the unpredictable impact of rising oil prices, Ingram reserves the right to assess a fuel surcharge with notice.

**Payment Terms:**

Payment terms under this offer shall be Net 30 Days. Payment is required for invoices within these terms even when a purchase order has not been completed. Ingram does not invoice for items until they have been shipped.

While other vendors demand payment from invoice date, Ingram's terms are calculated on statement date at the end of each month. With payment due 30 days from statement date, the customer's payment is due an average of 45 days from invoice (30-59 days). Ingram reserves the right to assess a late charge on all past due invoices.

**Ordering:**

Ingram can accept orders by toll-free phone, toll-free fax, mail, electronically, (email and/or EDI – Electronic Data Interchange), or through ipage. All orders receive immediate online order entry; phone and electronic orders receive title and stock verification.

Mail orders should be sent to:

Ingram Library Services LLC  
Attention Order Entry  
One Ingram Blvd.  
PO Box 3006  
La Vergne, TN 37086-1986

The toll-free number for FAX ordering is **(800) 677-5116**. The toll-free number for telephone orders is **(800) 937-5300**. Emails with attached orders should be sent to [ILS.orders@ingramcontent.com](mailto:ILS.orders@ingramcontent.com).

Ingram supports EDI Transaction types and formats based on the capabilities of the library automation system. Ingram EDI offerings include:

- Electronic ordering using the X12 format and FTP for communications.
- Enriched EDI ordering.
- Text format full order confirmation via email from Ingram email to user-specified email address.
- Electronic invoicing using the X12 format and FTP for communications.

**ipage®:**

ipage is Ingram's web-based title selection, ordering, and account management tool. Customers with a current, active Ingram account are eligible for a free subscription to ipage, which offers libraries easy-to-use ordering capabilities and other features at no cost for unlimited concurrent users. Libraries recognize ipage as an integral timesaving tool whose collection development and acquisitions capabilities, along with its various account management tools, make day-to-day ordering and receiving tasks virtually hassle-free. ipage can be accessed at <https://ipage.ingramcontent.com>.

**Account Set-up:**

Libraries wishing to establish a new account will be asked to complete an Ingram New Account Application and Terms of Sale Form. When setting up an account under the terms of the contract, the Library will be asked to provide a copy of their tax exemption certificate. Any item ordered prior to the start date of this Contract is not eligible to receive the terms of the Contracts. This applies to all backorders, standing orders, and firm orders placed prior to the enactment of this offer. Should a library receive a previously ordered item after the Contracts are in effect, previous discounts will apply.

**Ingram Contact List:**

Libraries have toll-free telephone access to any Ingram point of contact at (800) 937-5300, or you may reach your Senior Sales Representative directly at:

- Jamie Cutlip, Senior Sales Representative..... (813) 508-6743  
Email: [jamie.cutlip@ingramcontent.com](mailto:jamie.cutlip@ingramcontent.com)
- Brandy Swett, Inside Sales Representative ..... Ext. 31310  
Email: [brandy.swett@ingramcontent.com](mailto:brandy.swett@ingramcontent.com)
- Customer Care ..... Press Option 1, then 1  
E-mail: [ILSCustomer.service@ingramcontent.com](mailto:ILSCustomer.service@ingramcontent.com)  
*To discuss concerns or issues regarding your account*
- To Place an Order ..... Press Option 1, then 2  
E-mail: [ILS.orders@ingramcontent.com](mailto:ILS.orders@ingramcontent.com)
- Account Services..... Press Option 1, then 3  
*To Set Up / Maintenance an Account*  
E-mail: [requirements@ingramcontent.com](mailto:requirements@ingramcontent.com)
- To Check Stock Status..... Press Option 1, then 4
- Toll-Free FAX Ordering ..... (800) 677-5116
- Credit Department..... (800) 937-8100
- Technical Support ..... (800) 937-7978

Mail payments only to this <b>remittance address:</b> Ingram Library Services LLC P.O. Box 277616 Atlanta, GA 30394-7616	Send <b>mail orders</b> only to: Ingram Library Services LLC MS 512 One Ingram Blvd. La Vergne, TN 37086-1986
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