

## INGRAM LIBRARY SERVICES LLC

Offers the Following Discounts and Terms to the K-12 and Specialty Library Members of  
**OHIONET**

This agreement is extended to the K-12 and specialty library members of the OHIONET only. The terms and conditions of this agreement do not apply to staff accounts.

**EFFECTIVE DATES:** Through September 30, 2025

<b>DISCOUNTS:</b>	*Trade Hardcover.....	38.0%
	*Trade Quality Paperbacks .....	36.0%
	*Mass Market Paperbacks .....	36.0%
	Library Bindings .....	18.0%
	Short Discounted Titles .....	10.0%
	University Press Titles.....	10.0%
	* Spoken Word Audio.....	0-45.0%
	Games .....	0.0 - 5.0%
	DVD/Blu-ray.....	0.0 - 15.0%
	Net Titles.....	0.0%

*\* Trade Hardcover, Quality Paperbacks and Mass Market Paperback titles ordered with a cover price of \$14.99 or less will receive a 30% discount.*

*\*\* 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.*

### **Processing and Cataloging**

Ingram offers a full range of integrated support services. Cataloging and processing components are available at the current standard pricing in place at the time the option is added to your account profile. Standard pricing is subject to change with notice. When nonstandard suppliers are introduced, pricing for processing them will be established. Standard pricing is subject to change with notice. Ingram will review this offer with the library annually.

### **FREIGHT TERMS:**

Orders will ship with Ingram-paid freight from your Ingram-designated primary distribution center in Fort Wayne, Indiana on shipments of 15 or more. Shipments of 15 or more units from your secondary distribution center qualify for free freight, shipments less than 15 units will be charged a flat \$6.00 shipping fee. Items picked, packed, and shipped together count as an individual shipment. This flat fee amount or qualifying unit quantity is subject to change with notice.

Due to the impact of rising oil prices, Ingram has instituted a \$3.00 fuel surcharge per shipment. This charge is subject to change with notice. These charges will appear as a Shipping and Handling charge on your invoice.

Ingram will set up accounts under this offer to receive two shipments from each distribution center per purchase order. Any in stock, non-processed book will ship within 24 hours of order entry. Any remaining titles will then be placed on backorder for a period of time specified by you. At the end of the backorder period, all books that have come into stock will ship, and any remaining titles will automatically cancel. This second invoice will be marked as final. Ingram has found that this order type is especially helpful to schools and small libraries. By keeping shipments down to one initial shipment and one final shipment per distribution center and by giving you a final invoice, it is easier to track and close purchase orders.

**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 telephone, mail, electronically, (email and/or EDI – Electronic Data Interchange), through FlashBack™, or through Ingram’s web-based tool ipage®. All orders receive immediate online order entry; telephone and electronic orders receive title and stock verification

We recommend that your orders include either ISBN’s or Ingram title codes. Inclusion of this information will increase both the speed and the accuracy of processing your order. Ingram title codes are readily found in many Ingram selection tools. Orders placed via Ingram’s Electronic Order Interfaces must contain the ISBN or they will be rejected. Placing your account number on all orders or price quotation requests will ensure that the order is placed on the proper account.

**SPECIAL NOTICE:**

It is the responsibility of each individual ordering agency to verify with Account Services that any new accounts are eligible and have been set up to order under this offer. Ingram cannot issue credit for accounts not following the proper procedures. Any item that is ordered prior to the start date of this offer is not eligible to receive the terms of this special offer. This applies to all backorders, standing orders, and firm orders placed prior to the enactment of this offer. 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 offer, the Library will be asked to provide a copy of their tax exemption certificate.

**Ingram Contact List:** OHIONET members have toll-free telephone access to Ingram Customer Care at (800) 937-8200, or you may reach your Senior Sales Representative directly at:

- Lisa Deka, Senior Sales Representative.....(440) 665-5977  
Email: [Lisa.deka@ingramcontent.com](mailto:Lisa.deka@ingramcontent.com)
- Brandy Cain, Inside Sales Representative .....615-213-5786  
Email: [brandy.cain@ingramcontent.com](mailto:brandy.cain@ingramcontent.com)
- Ingram Library Services.....615-793-5000
- Credit Department.....(800) 937-8100

Email: [ILSCustomer.service@ingramcontent.com](mailto:ILSCustomer.service@ingramcontent.com)  
*To Discuss Concerns or Issues Regarding Your Account*  
Email: [requirements@ingramcontent.com](mailto:requirements@ingramcontent.com)  
*To Set Up / Update an Account*

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**Mail payments only to this remittance address:**  
**Ingram Library Services LLC, P.O. Box 277616, Atlanta, GA 30394-7616**