



West Virginia Library Commission

**CRFQ LIB1800000003
Audio/Visual Library Materials**

Due Date: December 5, 2017 at 1:30 P.M., EST

12/04/17 09:53:40
WV Purchasing Division

Original Proposal

Submitted By:

INGRAM®

One Ingram Blvd.
La Vergne, TN 37086-1986
Federal ID # 62-1746696
(800) 937-5300

**Exhibit A - Pricing Page
Print Library Materials**

Pricing Page Eligible Item Description					Discounted Unit Price Calculation				Bid Total Calculation			
Item #	Product Category	Title	Author	ISBN	Catalogue Price	Discount Percentage	Discount Amount	Discounted Catalog Price	Unit (For Calculation Purposes)	Estimated Unit Qty	Discounted Unit Price	Item Total Cost
I												
1	Audio Books	Y is for Yesterday	Sue Grafton	9780385393997	\$45.00	45%	\$20.25	\$24.75	each	1.00	\$24.75	\$24.75
2	Audio Books	The World Broke in Two	Bill Goldstein	9781427295262	\$50.99	45%	\$22.95	\$28.04	each	1.00	\$28.04	\$28.04
3	Audio Books	The Stone	James Patterson	9781478938811	\$35.00	45%	\$15.75	\$19.25	each	1.00	\$19.25	\$19.25
4	Audio Books	Mrs. Fletcher	Tom Perrotta	9781508232827	\$39.95	45%	\$18.00	\$21.99	each	1.00	\$21.99	\$21.99
5	Audio Books	Marked	PC Cast	9781427295118	\$44.99	45%	\$20.25	\$24.74	each	1.00	\$24.74	\$24.74
II												
11	Video	The Vietnam War	Ken Burns	0841887033398	\$99.95	25%	\$25.00	\$74.99	each	1.00	\$74.99	\$74.99
12	Video	Nova: Poisoned Water		0841887010696	\$24.99	25%	\$6.25	\$18.74	each	1.00	\$18.74	\$18.74
13	Video	The Story of China with Michael Wood	Michael Wood	0841887035316	\$34.99	25%	\$8.75	\$26.24	each	1.00	\$26.24	\$26.24
14	Video	Frontline: Bannon's War		0841887033947	\$24.99	25%	\$6.25	\$18.74	each	1.00	\$18.74	\$18.74
15	Video	Weekend in Havana	Geoffrey Baer	0841887033871	\$24.99	25%	\$6.25	\$18.74	each	1.00	\$18.74	\$18.74
III												
16	Descriptive Video	A Dog's Purpose	B01MR9HBQ4	0025192395543	\$19.98	25%	\$5.00	\$14.99	each	1.00	\$14.99	\$14.99
17	Descriptive Video	Beauty and the Beast	B01MV0KF7V	0786936853711	\$25.99	25%	\$7.50	\$22.49	each	1.00	\$22.49	\$22.49
18	Descriptive Video	Harry Potter 8 Movie Set	B005OCFGTO	0883929182879	\$78.92	20%	\$15.78	\$63.14	each	1.00	\$63.14	\$63.14
19	Descriptive Video	Lego Batman	B00D014E4Y	0883929355785	\$14.97	35%	\$5.24	\$9.73	each	1.00	\$9.73	\$9.73
20	Descriptive Video	Star Wars Rogue One	B01MXLW05D	0786936852318	\$39.99	25%	\$10.00	\$29.99	each	1.00	\$29.99	\$29.99
Total Bid Cost											\$416.58	

List of Discount Percentages:			
	Category	DISCOUNT PERCENTAGE	Annual Volume per Category
I	Audio Books	45% Trade, 10% Non-Trade/Short	600
II	Video	25.0-35.0%	20
III	Descriptive Video	25.0 - 35.0%	50


Net Titles receive 0.0% discount, with no added service charges. Please see our proposal for our full discount structure.

In order to facilitate the Evaluation Committee's review of titles in our online selection tool - ipage - we have updated the ISBNs for DVD titles, to match the product codes listed in ipage.

Ingram Entertainment is our supplier for video product. "On Order" stock for DVD titles shown on ipage reflects the inventory level in the Ingram Entertainment distribution center. Upon order, they are received in our distribution center in 24 hours.

Exhibit A - Pricing Page
Print Library Materials

Vendors should complete the contract coordinator information below:

VENDOR NAME: <u>Ingram Library Services LLC</u>	PHONE: <u>800-937-5300</u>
CONTRACT MANAGER: <u>Daneen Schneider, Contract Mgt. Specialist</u> (Please print)	FAX: <u>615-213-5198</u>
	EMAIL: <u>ilbids@ingramcontent.com</u>
AUTHORIZED REPRESENTATIVE: <u></u> (Signature)	<u>December 1, 2017</u> (Date)
AUTHORIZED REPRESENTATIVE: <u>Pamela R. Smith, Vice President, Sales</u> (Print)	

INGRAM LIBRARY SERVICES

PUBLIC LIBRARY STANDARD PRICE LIST

Ingram offers various levels of processing and cataloging to suit the needs of public libraries. All MARC records are taken from authoritative, commercially available sources which include the Library of Congress, OCLC, and Ingram's bibliographic database. All processing and cataloging is completed in accordance with each library's detailed specifications.

Cataloging Options

BookMARC®

- Most cost-effective
- Immediate turn time
- Easily downloadable
- Ready for library customization
- Use to jump-start in-house cataloging
- Records vary from "Brief" to "Original"

Customized Cataloging

- MLS-degreed Catalogers
- 100% compliant with your specifications
- "Live Linking" or "Batch Method"
- Arrive completely shelf-ready
- Average turn time is 10-14 business days
- Costs custom quoted per your specifications
- Requires annual business commitment

Custom Curation Services

Ingram's Collection Development team includes dedicated and knowledgeable MLS-degreed librarians and library professionals. They are eager to work with your librarians to create custom selection lists for your projects including:

- Opening Day Collections
- Grant Expenditures
- Special Projects

Processing Prices

	UNIT PRICE
___ Barcode	\$.20
___ Circulation Card	\$.15
___ Date Due Slip	\$.15
___ Edit Sheets	\$.18
___ Label (per application-customer supplied)	\$.20
___ Label Protector	\$.25
___ MARC Record (ipage®/FTP/email)	\$.35
___ Mylar Jacket (attached)	\$.69
___ Mylar Jacket (unattached)	\$.60
___ Pocket (paper)	\$.35
___ Pocket (vinyl)	\$.45
___ Property Stamp (per impression)	\$.20
___ Shelf List Card	\$.25
___ Spine Label	\$.20
___ Spine/Pocket Label	\$.45
___ Spine Tape (Inside)	\$ 1.55
___ Spine Tape (Outside)	\$.85
___ Theft (Inside Book) (3M)	\$.50
___ Theft (Inside Book) (Checkpoint)	\$.50
___ Theft (Spine Insertion) (3M)	\$.55

Audio Visual Processing

___ Digital Processing for Media (up to 6 digital labels)	\$ 2.00
___ Hub Label (per application)	\$.25
___ Shrink Wrap Removal	\$.55
___ DVD Case (Single)	\$ 1.99
___ One Time™ Single DVD Case	\$ 2.59
___ One Time Multi DVD Case	\$ 3.50
___ One Time Single Music CD Case	\$ 3.00
___ One Time Double Music CD Case	\$ 3.50
___ Spoken Audio CD Clam Case (Holds up to 12 CDs)	\$ 3.80
___ Spoken Audio CD Clam Case (Holds up to 20 CDs)	\$ 4.75
___ Spoken Audio CD Clam Case (Holds up to 30 CDs)	\$ 6.00
___ MediaSAFE Audio Case Small (Holds up to 14 CDs)	\$ 4.95
___ MediaSAFE Audio Case Large (Holds up to 26 CDs)	\$ 5.30

UNIT PRICE

Reading Program Labels and Stickers

Accelerated Reader

___ Book information label (small or large)	\$.20
___ Official (Blue) ID sticker	\$.20

Scholastic Reading Counts!

___ Book information label (small or large)	\$.20
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Prebinding Services

___ Prebind	\$ 5.25
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Laminated Paperback Covers

___ 5 mil	\$ 1.99
___ 5 mil, Rounded Corners	\$ 2.19
___ 15 mil	\$ 1.85
___ 15 mil, Rounded Corners	\$ 1.99

RFID Tags

___ Pre-programmed RFID/Barcode Set (1 Barcode)	\$.80
___ Pre-programmed RFID/Barcode Set (2 Barcodes) ..	\$.85
___ RFID ("universal" tag programmed and applied)	\$.99
___ StingRay Full Disc Overlay RFID Tag	\$ 1.29

Need additional components or services?

Please contact our Account Services Department at

(800) 937-5300 Ext. 24820

requirements@ingramcontent.com

One Ingram Blvd. MS 439 • La Vergne, TN 37086-1986

ingramcontent.com • ipage.ingramcontent.com

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Daneen Schneider

(Name, Title)

Daneen Schneider, Sr. Contract Management Specialist

(Printed Name and Title)

One Ingram Blvd., La Vergne, TN 37086

(Address)

615-213-5763 / 615-213-5196

(Phone Number) / (Fax Number)

ilsbids@ingramcontent.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Ingram Library Services LLC

(Company)

Pamela R. Smith

(Authorized Signature) (Representative Name, Title)

Pamela R. Smith, Vice President, Sales

(Printed Name and Title of Authorized Representative)

December 1, 2017

(Date)

800-937-5300 615-213-5196

(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ LIB1800000003

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Ingram Library Services LLC

Company



Authorized Signature

Pamela R. Smith

Vice President, Sales

December 1, 2017

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

West Virginia Ethics Commission



Disclosure of Interested Parties to Contracts

Pursuant to *W. Va. Code* § 6D-1-2, a state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of \$100,000 or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract. In addition, the business entity awarded a contract is obligated to submit a supplemental Disclosure of Interested Parties reflecting any new or differing interested parties to the contract within 30 days following the completion or termination of the applicable contract.

For purposes of complying with these requirements, the following definitions apply:

"Business entity" means any entity recognized by law through which business is conducted, including a sole proprietorship, partnership or corporation.

"Interested party" or *"Interested parties"* means:

- (1) A business entity performing work or service pursuant to, or in furtherance of, the applicable contract, including specifically sub-contractors;
- (2) the person(s) who have an ownership interest equal to or greater than 25% in the business entity performing work or service pursuant to, or in furtherance of, the applicable contract. (This subdivision does not apply to a publicly traded company); and
- (3) the person or business entity, if any, that served as a compensated broker or intermediary to actively facilitate the applicable contract or negotiated the terms of the applicable contract with the state agency. (This subdivision does not apply to persons or business entities performing legal services related to the negotiation or drafting of the applicable contract.)

"State agency" means a board, commission, office, department or other agency in the executive, judicial or legislative branch of state government, including publicly funded institutions of higher education: Provided, that for purposes of *W. Va. Code* § 6D-1-2, the West Virginia Investment Management Board shall not be deemed a state agency nor subject to the requirements of that provision.

The contracting business entity must complete this form and submit it to the contracting state agency prior to contract award and to complete another form within 30 days of contract completion or termination.

This form was created by the State of West Virginia Ethics Commission, 210 Brooks Street, Suite 300, Charleston, WV 25301-1804. Telephone: (304)558-0664; fax: (304)558-2169; e-mail: ethics@wv.gov; website: www.ethics.wv.gov.

West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts

(Required by *W. Va. Code* § 6D-1-2)

Contracting Business Entity: Ingram Library Services LLC Address: One Ingram Blvd.
La Vergne, TN 37086

Authorized Agent: _____ Address: _____

Contract Number: CRFQ LIB1800000001 Contract Description: Print Library Materials

Governmental agency awarding contract: West VA Library Commission

Check here if this is a Supplemental Disclosure

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below (*attach additional pages if necessary*):

1. Subcontractors or other entities performing work or service under the Contract

Check here if none, otherwise list entity/individual names below.

2. Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)

Check here if none, otherwise list entity/individual names below.

Ingram Library Services LLC is owned 100% by Ingram Industries Inc., a TN Corporation.

3. Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)

Check here if none, otherwise list entity/individual names below.

Signature:  Date Signed: December 1, 2017

Notary Verification

State of Tennessee, County of Rutherford

I, Pamela R. Smith, Vice President, Sales, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.

Taken, sworn to and subscribed before me this 1st day of December, 2017

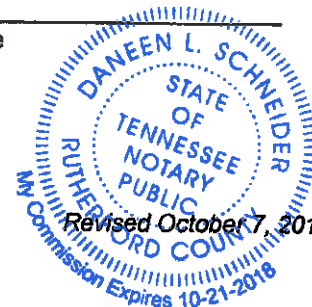

Notary Public's Signature

To be completed by State Agency:

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____



State of West Virginia
VENDOR PREFERENCE CERTIFICATE

Not Applicable

Certification and application is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification;
 Bidder is a resident vendor partnership, association, or corporation with at least eighty percent of ownership interest of bidder held by another entity that meets the applicable four year residency requirement; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is a nonresident vendor that employs a minimum of one hundred state residents, or a nonresident vendor which has an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia and employs a minimum of one hundred state residents, and for purposes of producing or distributing the commodities or completing the project which is the subject of the bidder's bid and continuously over the entire term of the project, on average at least seventy-five percent of the bidder's employees or the bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years and the vendor's bid; or,
4. **Application is made for 5% vendor preference for the reason checked:**
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**
 Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) rescind the contract or purchase order; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Ingram Library Services LLC

Signed: 

Date: December 1, 2017

Title: Vice President, Sales

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

STATE OF WEST VIRGINIA
Purchasing Division
PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Ingram Library Services LLC

Authorized Signature: *Donna Q. Smith* Date: December 1, 2017

State of Tennessee

County of Rutherford, to-wit:

Taken, subscribed, and sworn to before me this 1 day of December, 2017.

My Commission expires October 21, 2018.

AFFIX SEAL HERE



NOTARY PUBLIC

Dawn L. Schneider

Purchasing Affidavit (Revised 08/01/2015)



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Quotation
 30 - Printing

Proc Folder: 377626

Doc Description: Audio/Visual Library Materials

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-10-31	2017-11-15 13:30:00	CRFQ 0433 LIB1800000003	1

BID RECEIVING LOCATION:

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

Ingram Library Services LLC
 One Ingram Blvd.
 La Vergne, TN 37086
 800-937-5300

FOR INFORMATION CONTACT THE BUYER

Michelle L Childers
 (304) 558-2063
 michele.l.childers@wv.gov

Pamela R. Smith, V.P., Sales

62-1746696 - Ingram Library Services LLC

Signature X

FEIN # 62-0673043 - Ingram Industries Inc. DATE December 1, 2017

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:**Request for Quotation**

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Library Commission to establish an Open-End contract for Audio/Visual materials, including audiobooks and DVDs (collectively "Audio/Visual Library Materials".) The Contract awarded from this Solicitation shall cover Eligible Items from Vendor's Catalog.

INVOICE TO		SHIP TO	
LIBRARY COMMISSION CULTURAL CENTER 1900 KANAWHA BLVD E CHARLESTON US	WV25305-0620	LIBRARY COMMISSION CULTURE CENTER 1900 KANAWHA BLVD E CHARLESTON US	WV 25305-0620

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Audio/Visual Materials	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
56121011			

Extended Description :

Enter the Total Bid Cost in the commodity line of wvOASIS and attach the Exhibit A Pricing page



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Quotation
 30 - Printing

Proc Folder: 377626

Doc Description: Addendum 3 - Audio/Visual Library Materials

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-11-16	2017-12-05 13:30:00	CRFQ 0433 LIB1800000003	4

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

Ingram Library Services LLC
 One Ingram Blvd.
 La Vergne, TN 37086
 800-937-5300

FOR INFORMATION CONTACT THE BUYER

Michelle L Childers
 (304) 558-2063
 michelle.l.childers@wv.gov

Pameia R. Smith, V.P., Sales

62-1746696 - Ingram Library Services LLC

Signature X

FEIN # 62-0673043 - Ingram Industries Inc. DATE December 1, 2017

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum

Addendum 3 issued for the following reasons:

1. To modify the bid opening date to 12/05/2017 at 1:30 PM EST
2. To modify specifications 5.1 and 5.2 as attached.
3. To publish vendor questions and agency answers.

End of Addendum

Request for Quotation

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Library Commission to establish an Open-End contract for Audio/Visual materials, including audiobooks and DVDs (collectively "Audio/Visual Library Materials.") The Contract awarded from this Solicitation shall cover Eligible Items from Vendor's Catalog.

INVOICE TO		SHIP TO	
LIBRARY COMMISSION CULTURAL CENTER 1900 KANAWHA BLVD E CHARLESTON US	WV25305-0620	LIBRARY COMMISSION CULTURE CENTER 1900 KANAWHA BLVD E CHARLESTON US	WV 25305-0620

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Audio/Visual Materials	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
56121011			

Extended Description :

Enter the Total Bid Cost in the commodity line of wvOASIS and attach the Exhibit A Pricing page

LIB180000003	Document Phase Final	Document Description Addendum 3 - Audio/Visual Library Materials	Page 3 of 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Quotation
 30 - Printing

Proc Folder: 377626

Doc Description: Addendum 3 - Audio/Visual Library Materials

Proc Type: Central Master Agreement

Date issued	Solicitation Closes	Solicitation No	Version
2017-11-16	2017-12-05 13:30:00	CRFQ 0433 LIB1800000003	4

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

Ingram Library Services LLC
 One Ingram Blvd.
 La Vergne, TN 37086
 800-937-5300

FOR INFORMATION CONTACT THE BUYER

Michelle L Childers
 (304) 558-2063
 michelle.l.childers@wv.gov

Pamela R. Smith, V.P., Sales

62-1746696 - Ingram Library Services LLC

Signature X

FEIN # 62-0673043 - Ingram Industries Inc. DATE December 1, 2017

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum

Addendum 3 Issued for the following reasons:

1. To modify the bid opening date to 12/05/2017 at 1:30 PM EST
2. To modify specifications 5.1 and 5.2 as attached.
3. To publish vendor questions and agency answers.

End of Addendum

Request for Quotation

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Library Commission to establish an Open-End contract for Audio/Visual materials, including audiobooks and DVDs (collectively "Audio/Visual Library Materials".) The Contract awarded from this Solicitation shall cover Eligible Items from Vendor's Catalog.

INVOICE TO		SHIP TO	
LIBRARY COMMISSION CULTURAL CENTER 1900 KANAWHA BLVD E CHARLESTON US	WV25305-0620	LIBRARY COMMISSION CULTURE CENTER 1900 KANAWHA BLVD E CHARLESTON US	WV 25305-0620

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Audio/Visual Materials	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
56121011			

Extended Description :

Enter the Total Bid Cost in the commodity line of wvOASIS and attach the Exhibit A Pricing page

SOLICITATION NUMBER: CRFQ LIB1800000003

Addendum Number: 03

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

This addendum is issued to modify the solicitation per the attached documentation and the following:

1. To modify the bid opening date to December 5, 2017 at 1:30PM, EST.
2. To modify specification 5.1 and 5.2 as attached.
3. To publish vendor questions and agency answers.

No other changes.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

Addendum No. 3 – Specification Change

5. Catalog:

5.1 Submission. Vendor may be required to submit its Catalog prior to award of this Contract for evaluation purposes. Vendor may submit link to online catalog or mail the Catalog free of charge to any Agency desiring to use this Contract if the Catalog is not electronically entered into wvOASIS. Copies of the Catalog may also be requested in an electronic format. Vendor's Catalog, or data from the Catalog entered into wvOASIS will be used by Agencies to order Eligible Items under this Contract.

Vendor should identify all items listed on the Pricing Pages by circling or highlighting those items in its Catalog and earmarking, tabbing, listing the pages for those items, or attaching link from online catalog or Vendor's website to assist in the evaluation and verification of the bids and pricing. Eligible Items and Vendor's submitted price to be verified using ISBN number on Exhibit A Pricing Page. If any discrepancies exist between the Pricing Pages and the actual price listed in the Catalog, the actual price shall prevail and the Pricing Pages may be corrected by the Purchasing Division buyer for evaluation purposes.

5.2 Catalog Modification. The pricing of individual Eligible Items in a catalog will be updated by Vendor from time to time, but the quoted Percentage Discount and Eligible Items listed in a Catalog will remain unchanged.

**Vendor Questions and Agency Answers
CRFQ LIB1800000003
Audio/Visual Library Materials**

Q1) In the Mandatory Eligible Item Requirements 3.1.1.4 We are unable to provide a web site to order titles but we accept fax, phone orders. Will that be a problem?

A1) Yes, the preferred method of submitting orders are electronic.

Q2) Since this is a new contract would you please be so kind to provide the results of the former contract if one was in place last year. A bid summary would work just fine.

A2) There is no previous contract.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: _____

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Ingram Library Services LLC

Company



Authorized Signature

December 1, 2017

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.
Revised 6/8/2012



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Quotation
 30 - Printing

Proc Folder: 377626

Doc Description: Addendum 2 - Audio/Visual Library Materials

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-11-09	2017-11-29 13:30:00	CRFQ 0433 LIB1800000003	3

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

Ingram Library Services LLC
 One Ingram Blvd.
 La Vergne, TN 37086
 800-937-5300

FOR INFORMATION CONTACT THE BUYER

Michelle L Childers
 (304) 558-2063
 michelle.l.childers@wv.gov

Pamela R. Smith, V.P., Sales

62-1746696 - Ingram Library Services LLC

Signature X

FEIN #62-0673043 - Ingram Industries Inc. DATE December 1, 2017

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum

Addendum 2 issued to move bid opening to 11/29/2017 at 1:30 PM EST to give the agency time to answer the vendor questions and make changes to the specifications.

End of Addendum

Request for Quotation

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Library Commission to establish an Open-End contract for Audio/Visual materials, including audiobooks and DVDs (collectively "Audio/Visual Library Materials".) The Contract awarded from this Solicitation shall cover Eligible Items from Vendor's Catalog.

INVOICE TO		SHIP TO	
LIBRARY COMMISSION CULTURAL CENTER 1900 KANAWHA BLVD E CHARLESTON US	WV25305-0620	LIBRARY COMMISSION CULTURE CENTER 1900 KANAWHA BLVD E CHARLESTON US	WV 25305-0620

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Audio/Visual Materials	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
56121011			

Extended Description :

Enter the Total Bid Cost in the commodity line of wvOASIS and attach the Exhibit A Pricing page

SOLICITATION NUMBER: CRFQ LIB1800000003

Addendum Number: 02

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

This addendum is issued to modify the solicitation per the attached documentation and the following:

1. To move bid opening to 11/29/2017 at 1:30 PM EST to give the agency time to answer the vendor questions and make changes to the specifications.

No other changes.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Ingram Library Services LLC

Company



Authorized Signature

December 1, 2017

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Quotation
 30 - Printing

Proc Folder: 377626

Doc Description: Addendum 1 - Audio/Visual Library Materials

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-11-02	2017-11-15 13:30:00	CRFQ 0433 LIB1800000003	2

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

Ingram Library Services LLC
 One Ingram Blvd.
 La Vergne, TN 37086
 800-937-5300

FOR INFORMATION CONTACT THE BUYER

Michelle L Childers
 (304) 558-2063
 michelle.l.childers@wv.gov

Pamela R. Smith, V.P., Sales 62-1746696 - Ingram Library Services LLC

Signature X

FEIN #62-0673043 - Ingram Industries Inc. DATE December 1, 2017

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION:

Addendum

Addendum 1 issued to correct the Exhibit A Pricing Page attached in wvOASIS to fully calculate.

End of Addendum

Request for Quotation

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Library Commission to establish an Open-End contract for Audio/Visual materials, including audiobooks and DVDs (collectively "Audio/Visual Library Materials".) The Contract awarded from this Solicitation shall cover Eligible Items from Vendor's Catalog.

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Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Audio/Visual Materials	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
56121011			

Extended Description :

Enter the Total Bid Cost in the commodity line of wvOASIS and attach the Exhibit A Pricing page

SOLICITATION NUMBER: CRFQ LIB1800000003

Addendum Number: 01

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

This addendum is issued to modify the solicitation per the attached documentation and the following:

1. To correct the Exhibit A Pricing Page attached in wvOASIS to fully calculate.

No other changes.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: _____

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

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Addendum Numbers Received:

(Check the box next to each addendum received)

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| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

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Ingram Library Services LLC

Company



Authorized Signature

December 1, 2017

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Revised 6/8/2012

Ingram Library Services LLC
One Ingram Blvd.
P.O. Box 3006
La Vergne, TN 37086-1986
Telephone No.: (800) 937-5300
Fax: 615-213-5196
Email: ilsbids@ingramcontent.com

Federal I.D. Number: 62-1746696

URL: <http://www.ingramcontent.com/pages/libraries.aspx>
ipage: www.ipage.ingramcontent.com

Official Representatives: Daniel S. Sheehan, Vice President and General Manager
Pamela R. Smith, Vice President, Sales

Thank you for including Ingram Library Services LLC in your search for vendors to provide Audio Visual Library Materials for the West Virginia Library Commission. As an Ingram Content Group company, we offer a full range of content and services. We are willing and able to perform the commitments contained in our proposal response to CRFQ LIB1800000003. With our unmatched on-hand inventory of books and materials plus over five decades of experience in distributing library materials, we serve libraries with a wide range of services that are guaranteed to enhance your collections and please both your staff and patrons.

Ingram Content Group LLC is part of the long tradition of successful companies built by the Ingram family of Nashville, Tennessee. Dedicated to helping content reach its destination by providing a broad range of physical and digital services to the book industry, Ingram Content Group has been a partner to librarians, educators, publishers, and booksellers for over five decades.

Publishers rely on Ingram Content Group as a key provider of demand-driven print, digital, and marketing solutions. We provide reliable, cutting-edge responses to the questions our publisher partners have about the ever-changing opportunities in the book industry. No single source other than Ingram has the comparable experience, expertise, and connectivity in bringing supply chain management, and print and digital solutions to the market.

Ingram is a privately held, family-owned corporation operating under the same ownership since our inception. The Ingram family is actively involved in the day-to-day operations of our company and has a vested interest in our customers' satisfaction.

The Ingram Content Group is led by **John Ingram**, Chairman of Ingram Content Group LLC and Chairman of the Board for Ingram Industries Inc. John joined Ingram Industries in 1986, and held several key positions with Tennessee Book Company and Ingram Book Company before being named Chairman & Chief Executive Officer of Ingram Content Group. John was named Chairman of the Ingram Industries Inc. Board of Directors in April 2008, after having served as Vice Chairman of the Board for nine years.

A tremendous advantage of being a family-owned company is the history and stability of ownership backing our long-term plans to remain the number one book vendor and service provider in the library market.

Ingram Content Group's operating units are Ingram Book Group LLC including Ingram International and Spring Arbor Distributors®, Lightning Source LLC, VitalSource Technologies LLC, Ingram Library Services LLC, Ingram Publisher Services LLC, Tennessee Book Company LLC, and Verba Software Inc.

Ingram Library Services LLC

To better support the unique needs of libraries, Ingram Library Services grew from a specialized department of Ingram Book Company in 1970 to a full-service library vendor. Because of our growth and success, Ingram Library Services incorporated in 1998 as a subsidiary of Ingram Industries Inc. Today we offer "one-stop shopping" for our library customers. Ingram provides librarians with immediate access to the largest selection of books, spoken word audio, DVD/Blu-ray titles, music CDs and other book-related products in the industry. Our full range of library value-added services includes comprehensive Collection Development support, Standing Order and Continuations programs, as well as shelf-ready cataloging and processing services customized to the library's specifications.

Ingram Library Services enjoys the benefit of being part of one of the largest wholesale distributors of book-related product in the world, including physical book distribution and print on demand solutions. As such, we have established publisher relationships, inventory, and infrastructure in place to provide our customers with an unparalleled speed of delivery. Ingram operates four regional distribution centers, totaling more than 1.7 million square feet and employing over 3,600 associates.

Ingram Library Services LLC is headquartered in La Vergne, Tennessee, where our Inside Sales, Customer Care, Collection Development, Custom Cataloging and Processing, and Executive and Sales staffs are located.

Ingram Library Services LLC is a Tennessee Corporation, owned wholly by Ingram Industries Inc. based in Nashville, Tennessee. Ingram Library Services operates as part of the Ingram Content Group.

GENERAL TERMS AND CONDITIONS

Ingram has read and understands the General Terms and Conditions. We would like to provide further clarification for the following specific Terms:

1. CONTRACTUAL AGREEMENT

Any contract resulting from Ingram's response to this Request for Quotation shall fully incorporate by reference this entire bid response as part of said contract. Ingram's proposal constitutes our entire offer based on the specifications available at time of drafting the proposal. Any item not covered under the resulting contract will need to be added via written addendum.

7 REQUIRED DOCUMENTS

Ingram understands that none of the following are required:

- Bid Bond
- Performance Bond
- Labor/Material Payment Bond
- Maintenance Bond
- Licenses/Certifications/Permits

8. INSURANCE

Where Ingram enters into a written agreement or contract with a Library, we have broad liability insurance coverage that includes provisions on a blanket basis. Ingram does not issue separate additional insured endorsements. Our insurance policies include blanket additional insured provisions that grant additional insured coverage wherein Ingram is contractually obligated to provide such coverage.

Upon notice of award and before delivery of goods/services, Ingram will provide a Certificate of Insurance if requested.

11. LIQUIDATED DAMAGES

Ingram understands that liquidated damages are not part of this bid.

17. ADDITIONAL FEES

Ingram has provided our pricing and fees on the Excel Pricing Sheet, and in our response to Section 4 below.

33. LICENSING

Ingram is a foreign corporation doing business with Libraries in West Virginia through Interstate Commerce. Ingram Library Services LLC does not have real or personal property or corporate offices in West Virginia.

If our Field Sales Representative visits the Library and as a result is considered to have solicited or obtained an order whether an order is received by mail, until the order is received into the Ingram order process-which is outside the State of West Virginia. Ingram has not yet accepted the order and agreed to be bound by the contract terms in fulfilling that order through our assigned regional distribution centers.

Therefore, Ingram maintains it is not required to obtain a certificate of authority. This is consistent with laws in other states and pursuant to the Interstate Commerce Clause.

39. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE

The discounts and terms reflected in this response are offered only to State of West Virginia for the West Virginia Library Commission. They are not extended to other public libraries, schools, or other government agencies or libraries.

SPECIFICATIONS

1. PURPOSE AND SCOPE

Ingram understands that the purpose of this bid is to award a primary vendor contract to provide audiovisual library materials for the West Virginia Library Commission, including spoken word audio and DVDs.

2. DEFINITIONS

Ingram's definitions of Binding Types for discount categories are listed below.

Definitions of Binding Types and Presses

Discounts are applied to the publisher's current list price at time of shipment. Prior to placing an order, the Library can determine estimated discounted pricing for an entire list by utilizing the *Price this List* feature on ipage.

In determining which titles receive less than full trade discounts, Ingram has utilized its best efforts to categorize books for pricing purposes by considering the binding, cost of acquisition, general marketing categories, publisher's discount, and other factors as defined by the Definitions of Binding Types and Presses provided. Ingram reserves the right to be the sole and final determinant of the pricing category.

Large Print: Ingram does not recognize the large print title as a separate binding type for discount purposes. Large print titles will receive discounts according to the binding/press assigned to the ISBN ordered as outlined below.

Trade Hardcover: High demand fiction and nonfiction books published with a glued binding and a hardcover. These titles are typically for the general consumer and produced by widely distributed publishers. Trade bindings may also be referred to as retail trade editions, trade books, hardbound books, hardback books, cloth bound books or cloth cover books. Publishers normally produce these titles in larger print runs. *

Quality Paperback: High demand fiction and nonfiction books with paper covers and generally no size restriction. Any illustrations or graphics may be placed throughout the book; both paper and printing are high quality. These titles are typically for the general consumer and produced by widely distributed publishers. This binding may also be referred to as trade paper or trade paperback. *

Mass Market Paperback: High demand books with paper covers that are produced in a size to fit a standard retail store display and generally deal with subjects of mass appeal. Any illustrations are grouped together in one section of the book. *

Library Bindings: Books of higher quality publisher bindings, usually fanned and glued, and may also be sewn. Books may be identified as Library Bindings on ipage.

University Press: The binding types may vary for these titles (i.e. Hardcover and/or Paperback), but all are published by a University Press.

Short Discount/Non-Trade: Lower demand, small print-run books in various bindings, and includes legal, technical, reference, scientific, and medical titles as defined by Ingram subject categories. Titles are generally published by small or university presses. Also included are print and audiobook titles purchased at lower than full trade discount; titles with limited sales volume; and/or titles from publishers not in compliance with Ingram's purchasing requirements. Ingram is pleased to make this broad base of titles available to our customers with no service charges.

Graphic Novels: A narrative work in which the story is conveyed to the reader using comic form. The term is employed in a broad manner, encompassing nonfiction works and thematically linked short stories as well as fictional stories across many genres.

Picture Books, Board Books, Easy Readers, and Big Books: These juvenile genre categories are not discounting categories used by Ingram. These books will receive the discount appropriate to the specific binding/press ordered as outlined above. We estimate that at least 80% would receive the full trade discount.

Prebound Books: Paperback books bound into a hardback edition. Our inventory also includes over 17,500 prebound titles from Perfection Learning and San Val (Turtleback Books), and are identified on ipage as Prebound-Sewn or Prebound-Glued

World Language Materials: Ingram does not recognize Spanish language (or any world languages) as a discounting category. These books will receive the discount appropriate to the specific binding/press ordered as outlined above.

Spoken Word Audio: Audiobooks produced for the general consumer and dealing with subjects of mass appeal. Spoken Word audio may be abridged or unabridged and are generally sold by publishers at full trade discounts, however some titles may be short discounted by the publisher. Ingram does not differentiate between MP3 CD and Audio CD formats for discounting purposes.

Book and spoken word audio kits will receive discounts based upon classification of the title, typically by the publisher, as a book or as a spoken word audio. If classified as a book, it will receive the discount appropriate to the specific binding/press assigned to the ISBN ordered.

DVD and Blu-ray: Currently, Ingram provides pre-recorded titles in these categories under a single discount. However, should a new format of DVD emerge in the industry for which studios apply different purchasing terms, Ingram will notify the Library of the discount applicable to that new format.

Net: Low demand, small print run books in various binds upon which Ingram receives minimal or no purchase discount. This category of book will receive a 0% discount. Ingram is pleased to make this broad base of titles available to our customers with **no service charges**.

**See Short Discount for explanation on titles that may fall outside of this discount category.*

3. GENERAL REQUIREMENTS

3.1 Mandatory Eligible Item Requirements

3.1.1

Ingram acknowledges. Ingram Library Services LLC is a distributor of print and audiovisual library materials, and is not the publisher. Our ipage Terms of Use lists information about copyrighted review citations: <https://ipage.ingramcontent.com/Terms-of-Use-and-Privacy.pdf>.

3.1.1.1 - 3.1.1.2 - 3.1.1.3

Ingram can provide adult, young adult, and juvenile fiction and nonfiction titles in all subjects in a variety of bindings, including trade hardcover, trade paper, mass market paper, large print, short discount and small press, university press, single library editions, publisher's library editions, graphic novels, board books, easy readers, picture books, pre-bound books, and big books.

Ingram leads the industry in maintaining an **on-hand inventory of over 16,000,000 unique titles, representing over 60,000 book publishers and imprints**. Our unmatched nationwide inventory of over **35,000,000 books** ensures the highest fill rates in the industry.

Our spoken word audio inventory includes **150,000+ titles**, including abridged and unabridged editions including CD, MP3 and pre-recorded audio player formats. We also inventory more than **500,000 music titles** on Compact Disc, from classical to popular titles.

With **76,000+ DVD** and **13,000+ Blu-ray titles**, Ingram offers one of the most comprehensive inventories of DVDs in the country. Ingram represents more than 500 video suppliers with titles in categories such as popular box office, foreign and independent films, and family films. We also provide an extensive line of nonfiction and children's titles. Through our supplier, Ingram Entertainment, we provide access to nearly **1,000,000 DVD volumes**.

Our on-hand inventory represents the largest range of publishers in the wholesale distribution business today including all binding types and formats as well as university press, small press and specialty publishing houses. Ingram stocks not only new best sellers, but also the deepest inventory of midlist and backlist titles of any vendor.

The ipage Extended Database includes over 12,000,000 titles not stocked by Ingram (direct order, OP, OSI, etc.) Functioning similar to Books in Print, the Extended Database provides a great source of bibliographic information for librarians beyond the 16,000,000+ titles that are currently available from Ingram.

Ingram Publisher Services LLC

Ingram Publisher Services LLC, an Ingram Content Group company, represents more than 650 publisher clients from around the world, which agree to allow Ingram to be the exclusive distributor of their product. Built on a longstanding tradition of Ingram quality, IPS provides our customers with a wide variety of books and book related product from an outstanding roster of publishers, with easy ordering options, fast delivery, and excellent service. The advantage this brings to our library customers is the guaranteed availability of current titles from these publishers at Ingram distribution centers. As the exclusive distributor of these publishers, even other vendors source these purchases from Ingram.

Print on Demand through Lightning Source

With national and international facilities, Lightning Source LLC, an Ingram Content Group company, has a virtual inventory of over 13,000,000 titles representing more than 65,000 publishers. We print only what is needed to meet our customers' current demand-whether that's a single book order or 10,000. We not only give you access to content that was once extinct or hard-to-find, but also make it possible for low-volume titles to stay in print and for new titles to be released. All this translates into wider title selection and better customer service for your patrons and your community.

Lightning Source titles are listed on ipage and are ordered through the same methods you usually use with Ingram - by telephone, fax, mail, or electronically. Once an order is placed, we have all the electronic data necessary to print within 24 hours, even if the order is for one book. On average, we print 3,600,000 books per month. The distance between book-maker and book-reader has never been shorter.

3.1.1.4

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>.

As a web-based tool, ipage offers 24/7 real-time inventory information, the ability to search by thousands of categories, as well as a robust array of publicity and product news sources. Here are just a few ipage features:

- ❖ Simple search by Title, ISBN, Author, Keyword, Series, Dewey®, and more
- ❖ Ingram stock information and real-time stock check
- ❖ Title descriptions
- ❖ Physical Information, LC Subjects, LCCN, Dewey
- ❖ Ability to create, edit, download, and/or order lists by clicking titles within ipage, importing a document to ipage, or pasting EANs into ipage.
- ❖ Sort by Author, Title, Binding, Dewey, ISBN, Price, Pub Date, Publisher, Standard Retail Price, Ingram Demand, and more
- ❖ List sharing options
- ❖ Download brief MARC order records
- ❖ Ordering and order status information
- ❖ Account management and reports
- ❖ ipage selection lists created by Ingram staff librarians
- ❖ Current publicity information
- ❖ Online catalogs
- ❖ Annotations and citations
- ❖ Cover images for selected titles
- ❖ Power search
- ❖ Boolean search
- ❖ Saved search
- ❖ Access to search all titles in our Extended database
- ❖ Excerpts for selected titles
- ❖ Review Citations
- ❖ Full text reviews for selected journals for a nominal annual fee

Additionally, here are just a few of the ipage features specific to DVD/Blu-ray product:

- ❖ Search by Title – Keyword or Start Of, Featuring, Product Code, Keyword(s),
- ❖ Stock information
- ❖ Title descriptions
- ❖ Sort by Title, Featuring, Product Code, Format, Studio, Release Date, US SRP
- ❖ Additional Information such as Features, View, Number of Units in Package, Awards, Dewey, Based on the Book
- ❖ Ability to create lists
- ❖ Advanced search by Directed By, MPAA Rating, and Featuring/Title

Title Details

A Title Detail page on ipage includes title, contributor (author, illustrator, editor, etc.), ISBN/EAN, publisher or studio, suggested retail price, binding or format, pub date or release date, and copyright date. Details may also include any of the following as provided in the publisher metadata: cover image, BISAC categories, LC subjects, themes, OCLC number, Dewey, LC subjects, series, awards, features (Index, Price on Product, Excerpt, Illustrated, Maps), initial print run, target age group, physical information (dimensions, weight, number of pages), carton quantity, annotation, description, publisher marketing, review citations, review quotes, biographical notes, and full text reviews. Children's titles may include Accelerated Reader®, Scholastic Reading Counts!™, and Guided Reading Level information. ipage Title Detail screen shows alternate bindings/formats for a title, when available, **including Audiobooks**.

Real Time Stock Check

ipage provides a real-time stock check of Ingram inventory directly on the Title Detail screen. The Library's assigned primary and secondary distribution centers will be displayed. ipage shows both on hand inventory and number of copies on order with the publisher, and for titles on order, may include the estimated arrival date at Ingram. The Library can access refreshed inventory numbers by simply clicking the button.

Hidden Figures: The American Dream and the Untold Story of the Black Women Mathematicians Who Helped Win the Space Race - Accelerated Reader
Case: Author(s) [Sherry V. Morrow Lee \(Author\)](#)

ISBN: 0142516309 EAN: 9780142516302
Publisher: [William Morrow & Company](#) [View Publisher's Title](#)
US \$RP: \$19.99 US - (Discount: 0%)
Dividing Paper(s):
Pub Date: December 20, 2016
Copyright Date:
Annotation: "The book that inspired the film" -Cover.
Formats:
Binding/Format: Hardcover Priced From: \$27.99

Quantity: Standard View

Current Stock Information
(as of 02/02/2017 at 12:09:34 PM)
[Click for Real Time Stock Check](#)

DC	On Hand	On Order
TN FEBRUARY	765	10
IN MAY	193	960

Estimated Arrival Date at Ingram: 02/13/2017

[Show Here](#)

[View/Edit Cart](#)

In addition, stock check is available when looking at lists of titles either through search results or on selection lists, without having to go to the detail page for individual titles.

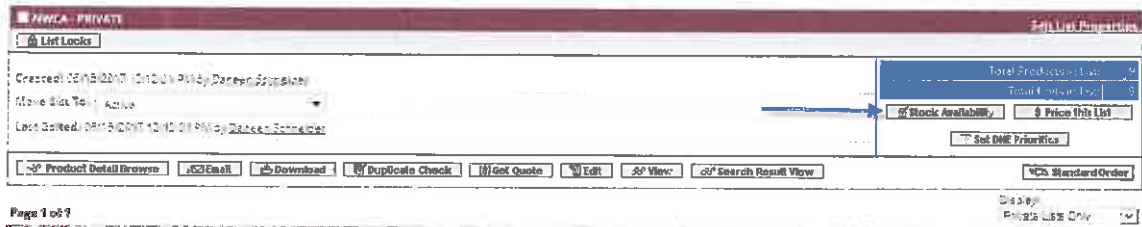
DC	On Hand	On Order
TN	1,030	48
IN	103	0

[Show Here](#)

* No Processing/Cataloging Services

Title	Author	ISBN	Format	Distribution Center	Pub Date	Price
When Did You Stop Loving Me?	Alicia	9780265374156	Board Books	Rev. of the Home Books	06/24/2014	\$7.99
End Trucks and Things	Scarry, Richard	9780307157850	Hardcover	Golden Books	06/01/1998	\$15.00
Sears	Sears	9780394500790	Hardcover	Standard House Children's Books	10/27/1957	\$11.99

The Library can view stock levels in each distribution center for each item in your selection list by clicking on the *Stock Availability* link.



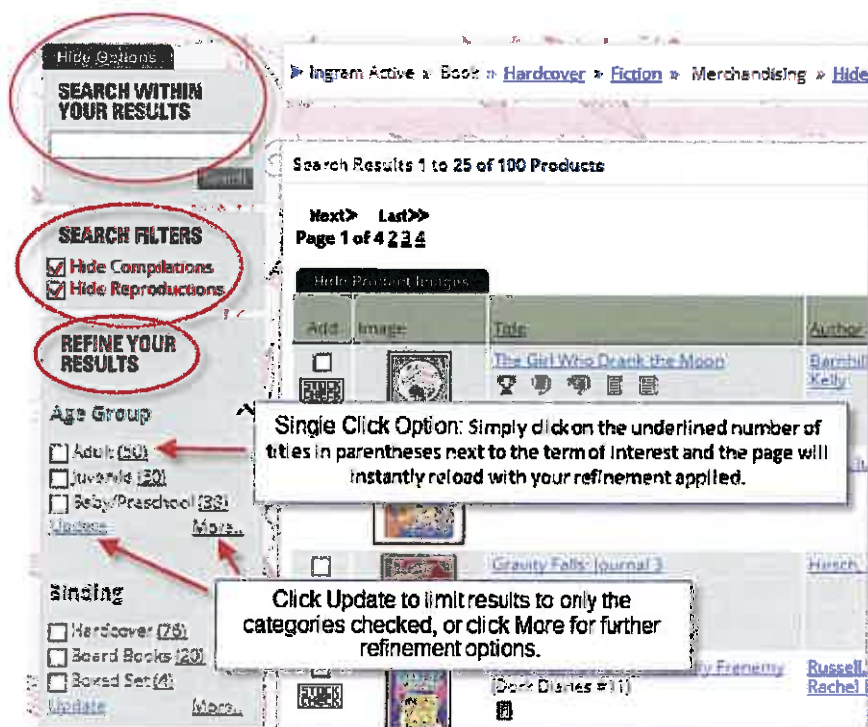
This gives a snapshot of current availability of titles from the Ingram-designated primary and secondary distribution centers, and indicates if titles are not currently in stock and must be backordered, or if the title is not available. The report has been updated to include a total number of units available for immediate shipment from both the primary and secondary warehouses.

ipage Searching

- **Simple Search** is displayed at the top of every page within ipage, and allows for fast and quick search of titles. Among the simple search options for print books are Title Keyword, Start of, Phrase, or Exact Title; Author; ISBN/EAN; Keyword(s); Series; Dewey.
- **Power Search** allows ipage users to focus their search to a much narrower list of titles by using some or all of a specific set of search criteria. Through Power Search, the Library can look for titles by publisher, subject heading, **format including large print**, language, and other filters not listed on the simple search feature. Search criteria can be input for up to 25 data points, and the more search criteria added, the fewer results the search will return.
- **Boolean searching** is like power searching, but is mainly focused on criteria for the Title, Contributor, Publisher, BISAC, Ingram Theme, and Series fields and uses Boolean terms. The user may also put search criteria on Language, Age Group, Binding, Publication Date, etc. Under "further criteria", Boolean searching allows the user to select multiple attributes.
- **Predictive Search** is an optional functionality on ipage that allows for more accurate and efficient searches across our entire database. This technology uses our top-demanded product data to offer suggested completions of the search term you are typing into the search bar, including Title (Start of) and Author.
- **Street Smart Titles** list under the Browse tab on ipage enables libraries to view a listing of titles that have a hard street date from the publisher. This Street Smart list focuses on titles up to 18 months' pre-publication.
- **Search results** can be sorted by the Title, Author, EAN/ISBN, Binding, Publisher, Pub Date, or SRP.

ipage Search Refinements

ipage provides multiple criteria for refining the results of search results or selection lists:



- **Search within Results.** To the left of your results, you will see a box for searching within your results. Enter your search words and click the **Search** button. You can further refine your results as needed using the options and search feature located on the left.
- **Search Filters.** Search Filters provide a better search experience for customers who do not purchase compilations, collections of public information, or reproductions of previously published public domain titles. This filter allows you to hide these product types from your search results.
- **Refine Search Results.** Depending on the list, search refinements might include Age Group, Binding, Publication Date, which may include Forthcoming Titles, Contributor, Price, **Format, including large print**, Awards, Citation Source, BISAC Categories, Dewey Categories, Ingram Categories, Language, and Features. You can collapse and expand field to better meet your search needs by clicking on the up/down arrow to the right of each field. ipage will remember which fields you have collapsed or expanded for the next time you search.
- **Quick Limit** - If the refinement terms you are looking for are in the top three showing under the refinement field, check them off and click 'Update' to quickly limit your results. You can now select multiple terms to drill into your results.
- **Search the Full List** - If you do not see the term you need immediately in the top three under your refinement option or if you want to exclude terms from your results, click the "More..." link next to any field.
- **Including and Excluding Search Terms.** After clicking the "More" link under the search refinements, you can further refine your results by selecting or excluding as many terms as you want. For each refinement you apply, a breadcrumb will appear at the top of your search results, making it easy and intuitive to also remove any limiters you have applied.

- **Batch Edit.** The Search Result view for Selection Lists enables users to identify and isolate items within a large list that meet certain criteria. For example, you could filter your selection list to show only those items where Dewey = Fiction or where Reading Level = Juvenile. Once you've isolated items using the search result filters, you can apply various edits to those items in batch. For example, you've filtered your list to Dewey = Fiction. You might have a grid you use for your fiction items. You can apply that grid to all the fiction titles at once using the Batch Edit feature.

2017 ipage Search Updates:

- ipage now combines the robust functionality of Selection Lists with the filter options currently available for Search Results. This means that you can filter the items in your selection list by all of the refinement options already available for Search Results.
- The new Search Result View also contains some new options at the item level. For each item, the user can perform actions such as Duplicate Check, Add or Edit Grid Information, or Edit other information about the item.
- **Saved Searches.** This time-saving option is a great way to organize searches a user might perform on a regular basis. Searches can be saved as a new search or as a replacement for an existing search. Saved searches are automatically purged from the user's account 13 months after the last accessed date, which is shown on ipage.
- With our June 2017 ipage updates, we improved the navigation through search results sorted by Author, Title, or Publisher to enable users to quickly jump to specific places in the result set by letter:

ipage Training

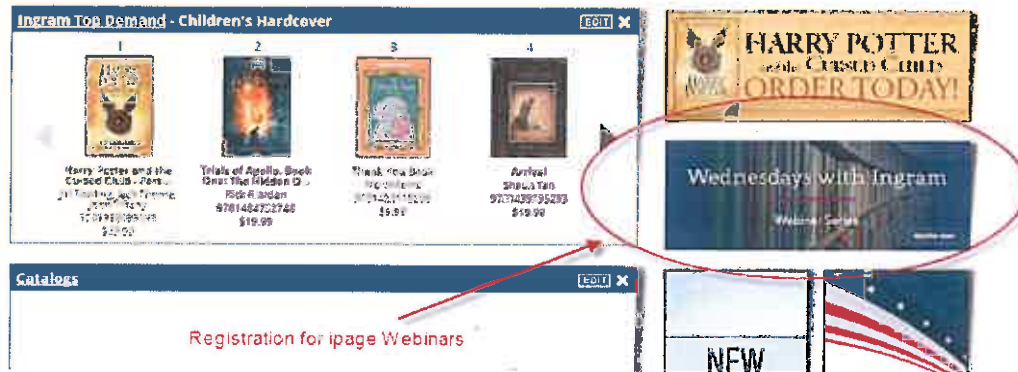
Onsite ipage training will be provided **free of charge** for library staff who are unfamiliar with ipage or who would like a review of ipage functions. This training is available for as many staff as the library specifies. **Derek Tolley**, your Ingram Senior Sales Representative, will provide the onsite ipage training.

Excellent, remote-delivery "WebEx" training can be provided for refresher and update training and is also **free of charge**. WebEx provides very flexible, user-friendly training, allowing libraries to request training sessions for individual library staff or for groups. **John Mangrum**, your Inside Sales Representative, will provide remote training.

Wednesdays with Ingram Webinar Series

Ingram has a regular, ongoing webinar series called *Wednesdays with Ingram*. These one-hour webinars are held most Wednesdays throughout the year, from 1:00 p.m. – 2:00 p.m. CST. The Inside Sales Team hosts these ipage tutorials, which cover topics from basic functionality to high-level navigation.

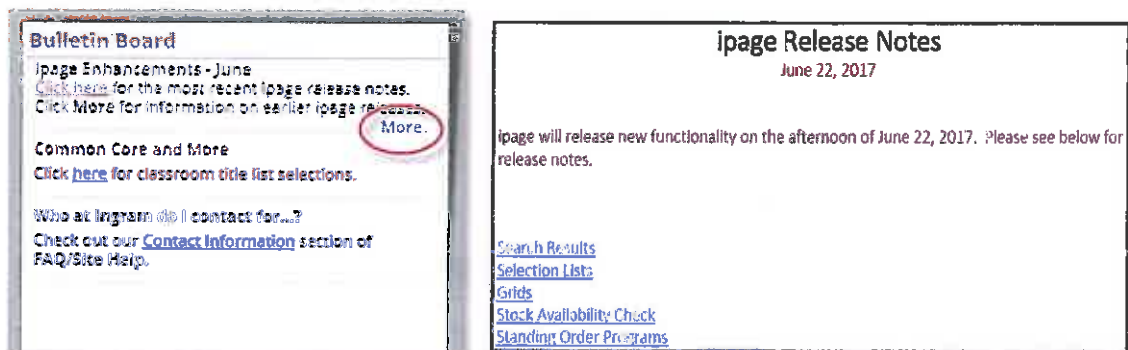
You can find registration information on ipage Home page:



If library staff can't participate in the live sessions, by registering they will receive an email reminder post-live event when the webcast is archived and available for on-demand viewing at their convenience.

ipage New Releases and Upgrades

The ipage Bulletin Board widget provides access to ipage release notes, giving information about new functionalities. Clicking on the "More" link will bring you to a list of the most recent release notes. For example, June 2017 release notes includes the following:



Ordering Through ipage

The Selection List page is the starting place for you to navigate to your selection lists or orders, or to manage your selection lists. You can:

- ✓ create a new list
- ✓ merge up to ten different lists into one new list
- ✓ recover deleted lists (within a specified timeframe)
- ✓ view or edit lists
- ✓ check stock availability
- ✓ utilize the *Price this List* feature
- ✓ E-mail lists
- ✓ download lists
- ✓ check for duplicates
- ✓ delete or archive selected list

ipage allows you to create the following types of selection lists:

- **Private List** - only the user who created and the user's ipage Administrator can view or edit.
- **Public List** - only users who are in the same ipage account as the user who created the list can view or edit it.
- **Shared List** - only users who are in the same Ship to account as the user who created the list can view or edit it.
- **List Lock** - The creator of a list can lock to prevent others in the account from making changes.

ipage now includes the ability to sort selection lists into folders. Users automatically have the following pre-built folders available, and by default, your selection lists will go into the folders as follows:

- **Active** - active selection lists, regardless of Public/Shared/Private status
- **Archived** - any lists you have opted to archive or that have been archived automatically due to lack of activity, regardless of Public/Shared/Private status.
- **Ingram Lists** - the default destination for any selection lists you receive tied to a Standing Order (New Title Notification) enrollment (either report only or auto ship).

In addition to these default folders, users can create up to 25 custom folders. As you are creating a new Selection List in ipage, you have the option to specify a folder to place the list into rather than the default Active folder. Others in the user's account cannot see or affect those folders, and cannot place a selection list into another user's folders.

Lists that have been ordered through ipage are shaded in yellow. Lists that have been downloaded, but not ordered through ipage, are shaded in blue.

3.1.1.5

On ipage under the Browse menu, Ingram's MLS-degreed Collection Development librarians provide an assortment of lists at **no charge** to Ingram customers, including everything from African American lists, to Youth High/Low Popular Reading titles, to Spanish resources, to replenishment lists by Dewey®, end-of-year spending lists, and more. These lists are regularly updated and can be edited, downloaded, added to an existing or a new selection list with just the click of a button for ordering.

The Browse menu also lists resources and information on products of interest to librarians, including lists of products in categories such as award-winning books and bestsellers.

Browse features in ipage include:

- ◆ Browse by Product Type - books, audiobooks, video, video games and music
- ◆ Browse by Classification - BISAC, Dewey, and Ingram Categories
- ◆ Ingram Lists & Picks - including bestsellers, high interest categories, and standing order lists
- ◆ Ingram Catalogs

Video ipage Selection Lists:

Ingram Lists and Picks, Video

- **Awards and Nominations** - provides lists in such categories such as Golden Globe®, SAG, and Oscar® winners and nominations, etc.
- **Books to Film** - Provides lists for Literature-based Film for Lower Elementary, Upper Elementary, Middle School, and High School.
- **New Releases** - Provides lists for Adult and Youth by month.

Video Hot Lists widget (ipage Home Right)

- Pre-Ordering This Week
- Pre-Ordering Next Week
- Releasing This Week
- Releasing Next Week

Video Standing Order Program – Titles are organized by Categories such as Anime, Classics, Documentaries, Family, Foreign, Independent, etc. Video is also included as a format option in the Awards, Book Clubs, State Lists Standing Order Program.

Audiobook ipage Selection Lists

Ingram Lists and Picks, Audiobooks

- Adult Forthcoming
- Youth Forthcoming
- Youth New & Popular
 - Beneath each of these headings are additional lists. i.e. under the Adult header there are monthly lists for the previous, current, and forthcoming month, and for each month there are lists by Fiction, Nonfiction, MP3 Fiction, and MP2 Nonfiction.

Audiobook Standing Order Programs - Author Adult, Author Teen, Author/Illustrator Children, Awards/Book Clubs/State Lists, iSelect programs each feature Audiobooks as a format option for all line item offerings.

Replenishment Lists

Ingram provides Dewey replenishment lists for Adult and Youth. These lists are created quarterly, and for Adult includes the top 50 and top 250 titles by library demand in each category, including Fiction Backlist, Graphic Novels, Bio, Nonfiction Classics, and lists for Dewey 000s, 100s, 200s, 300s, 400s, 500s, 600s 700s, 800s, and 900s. For Youth, lists include Top 50 and Top 250 in Board Books, Picture Books, Easy Reader Fiction, Easy Reader Nonfiction, Juvenile Fiction, Juvenile Bios, Juvenile Graphic Novels, and Juvenile Dewey 000s though 900s. We also have replenishment lists for YA Fiction, Nonfiction, and Graphic Novels.

Additional Collection Development Services

Ingram offers additional Collection Development services, including e-catalogs, e-newsletters, Ingram Wire, marketing materials, Hard to Find Book Service, and Better World Books partnership. We are happy to provide details on these services at the request of the Library.

3.1.1.6

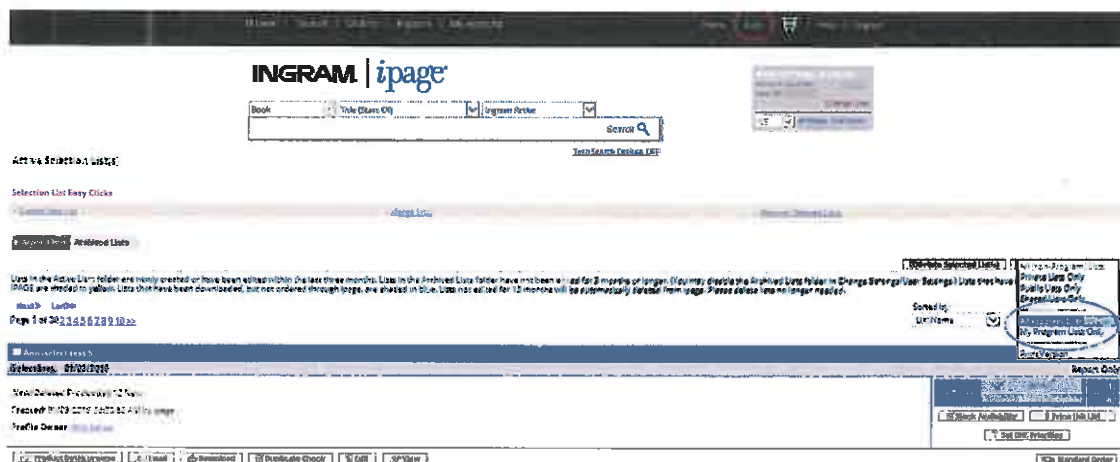
Ingram Library Services can help ease the burden of keeping up with popular authors, titles and series titles for all ages. With our no-commitment Standing Order Programs, you are assured of having high demand materials on order, in your catalog, and on your shelves *before* patrons come looking for them. We offer a choice of 23 customizable programs that cover popular fiction and nonfiction with regularly updated titles in all subjects for all ages, including popular series programs in adult and youth fiction, easy readers, graphic novels, adult and youth nonfiction, and travel and nonfiction continuations for new editions, including test prep, computers, cooking, business, medical, and more. Based on Library demand, we recently added a monthly Picture and Board Book Standing Order Program.

Our MLS-degreed librarians manage each program, so you know they will contain the materials that will generate high circulation. Each program has a specific focus. These Programs allow libraries to keep important portions of their collections up-to-date automatically and to more fully develop other parts of the collection to meet community needs. Each Program is specially designed to provide the latest releases with full customization, minimum hassle, and the Library's discounts. All of Ingram's 23 programs are **complimentary** for our customers—there are no hidden costs.

To participate, a customer completes an online enrollment profile, letting us know the offerings, quantity, and in some cases, the binding type for the titles they wish to receive.



As forthcoming titles are announced, we match them to your profile and a Program (selection) list is created. The timing for titles to show up in Standing Order selection lists averages 3 months before publication date. The Program lists will appear in ipage under *Lists/All Program Lists* each month, and the library will receive email notification that a list has been created.



Auto Ship and Report Only Options

With the ability to create unlimited profiles, and the option of enrolling as "Report Only" or "Auto-Ship", Ingram standing order programs are designed to provide the ultimate flexibility.

Ingram does not have a traditional Approval plan service. Instead, Libraries enrolled under the Auto-Ship option have two weeks to edit quantities or delete titles before the list is automatically ordered. With Ingram, you never receive titles in your library unannounced.

We recognize that many libraries prefer to place their own orders, either through iPage or their Integrated Library System, and so we offer a Report Only option. The Library can review and edit the Program lists, upload final selections to the ILS and place orders solely at their convenience. With this Report Only option, our programs serve as a new title notification system.

Libraries can mix and match program enrollments to suit their needs. For example, a library may have one profile for test prep titles in the Continuations Program and can make it Auto-Ship if they know they always want these titles and don't want to have to think about them, and in the Continuations Program, create another profile for NOLO's legal titles as Report Only if they want to see the list and carefully consider what they'll order.

Titles Covered

New titles are added to Ingram's database several months in advance of publication. Our Standing Order Program automatically places these titles on selection lists for your library based on your completed profile. For customers who have selected the Auto-Ship feature, major hardcover titles will ship as soon as they are received to arrive by the street date. Otherwise, titles will consolidate with your next shipment or ship within 15 days of receipt, whichever comes first. You will receive a monthly (or weekly for Popular Video and iSelect) report on iPage detailing standing orders placed on your account. This advance notice provides both convenience and control, allowing you to adjust orders before they are shipped.

Ingram monitors more than 23,130 of the industry's best active author, titles, series and continuations offerings. We maintain these programs so that we only offer active series and continuations to save libraries time and to prevent budgeting headaches.

Managing Standing Orders

Program enrollments can be managed online via ipage 24/7 at the Library's convenience, and Ingram Customer Service is available during business hours to provide support and help whenever needed. **Changes take effect immediately so there is no wait-time.**

Libraries can view master profile reports of ongoing standing orders on ipage. The reports contain item information including title, author, publisher, quantity, PO number, etc. Some reports also have program-specific information like frequency, cycle, and series title. These reports are available to those accounts that subscribe to the corresponding standing order programs, and to those users who have been given access to reports by their ipage administrators.

The *Collection Development* e-newsletter provides monthly updates to programs, including new additions, publisher cessations, exception reports, special title notes, and title/series changes. When an offering ceases unexpectedly because of a publisher decision and there is a viable alternative option, Ingram often contacts enrolled libraries directly to see if they want to transfer their enrollment to the active offering.

We have two long-time associates dedicated to providing support and answering any questions about these programs or the selection lists they produce. They may be reached at standing.orders@ingramcontent.com, a dedicated email address that is always monitored. In addition, the Collection Development Programs Manager and Internal and Field Sales Representatives partner to provide comprehensive service for each region. These internal/field partnerships allow us to ensure we can respond quickly to your needs despite things like travel schedules.

Please notify us if you have not received an anticipated publication or if an order is short shipped. Any anticipated publication may have a slightly delayed release that will be reflected on ipage. If an order is shipped and materials do not arrive, claims will be directed to our Customer Care Department to ensure tracking and replacement is handled as quickly as possible. ipage does not currently allow for claiming missing titles.

Standing Order and Continuations Programs

Ingram provides a **build-your-own, customizable standing order program called iSelect®**. The iSelect Program is based on Ingram's buying level of pre-publication titles. The iSelect Program is based on Ingram's buying level of pre-publication titles, and Ingram's buy levels reflect predicted popularity. Libraries select the categories and indicate the levels they want to see. Then, when Ingram makes a purchase of a forthcoming title at a library's pre-determined level, the library is notified in a weekly Program List. The iSelect Program is fully customizable to meet the needs and interests of every library. If a library only wants to see the hottest titles in certain categories, they can. If a library only wishes to see new titles by certain publishers, they can do that, too. If a library wants to see everything published in a specific category, they can. With iSelect, it's easy!

The iSelect program allows customers to "Include Only" or "Exclude Only" by Ingram Categories to identify titles that fall within a special community demographic, local area, or other special category.

Ingram's free build-your-own standing order program now allows more customization than ever. The Library can include or exclude by publisher and select desired BISACs or sub-BISACs, desired binding types, and buy levels. Top Tier and 2nd Tier indicate expected bestsellers within that category, 3rd Tier is average, and 4th and 5th Tiers indicate more modest expectations. The Library can further customize by selecting desired quantities of each combination of subject, binding, and buy level.

Ingram Adult Author Standing Order Program

With Ingram's Author (Adult) Standing Order Program, libraries can always be assured of receiving the latest **fiction hardcover** titles by the most popular authors in a timely manner. This program identifies new titles by the most popular authors, months before release. Additional formats are also available, including large print and audio editions – abridged and unabridged CD, Library Edition CD, and Pre-Recorded Audio Players - when they are released within six months of the trade hardcover edition.

The top authors for the public library market have been identified on the enrollment form in **boldface type**. These top authors will release and ship immediately upon receipt from the publisher, as well any Street Smart Select title (Street Smart Affidavit on file required), while other authors hold for consolidated shipment.

Ingram Inspirational Fiction Standing Order Program

Ingram's Inspirational Fiction Standing Order Program will help collection development librarians select books in this growing genre. The program works like Ingram's Author Standing Order Program, but includes only trade paper editions of best-selling inspirational fiction authors. Some of the same authors are represented on the Author Standing Order Program, which means you can also sign up for the hardcover, large print, or abridged audio edition of those popular authors.

Author/Illustrator (Children's) Standing Order Program

This popular standing order program features popular authors and/or illustrators of books for ages 0-12. When libraries sign up for their desired authors and/or illustrators in this program, the newest titles by writers and/or illustrators as diverse as Christopher Paolini, Mo Willems, and Laura Numeroff will be included on a Selection List within ipage several months before they are published. The bindings available include Trade Hardcover or Library Binding, plus Library Edition CD, Pre-Recorded Audio Player, and Unabridged CD, when released within six months of the trade hardcover.

Author (Teen) Standing Order Program

In response to customer's requests, Ingram offers a standing order program featuring popular authors of books for ages 13-17. When a library signs up for this program, the newest YA titles by the library's selected writers will be included on a Selection List within ipage several months before publication date. As with the Author/Illustrator program, the bindings available include Trade Hardcover or Library Binding, plus Library Edition CD, Pre-Recorded Audio Player, and Unabridged CD, when released within six months of the regular hardcover.

Popular Video (Adult & Youth)

Popular Video is a standing order program designed to provide libraries with the newest videos debuting on DVD, Blu-ray, DVD/Blu-ray Combo, and 3D DVD. This program is based on the library's enrollment for popular box office titles, independent films, foreign films, classic titles debuting on DVD, TV Series (Youth), TV Series (Adult), TV Movies/Mini-series (Youth), TV Movies/Mini-series (Adult), Family Films, and Documentaries. Titles are shipped to arrive on their national street date. The Popular Video Program runs every Thursday, and lists should be ordered as soon as possible to ensure delivery by street date.

3.1.1.7

Our expertly-trained processing team provides the ultimate in flexibility with more than 100 different components and unlimited customized options for books, audiobooks, DVDs, and music CDs. All processing is done in accordance with the Library's specifications, and quality control measures are in place to ensure that Library expectations are met.

Processing options include, but are not limited to:

- Barcode
- Branch Labels
- Digital Processing
- DVD Case
- Genre Labels
- Label Protector
- MARC Record
- Pocket
- Preprogrammed RFID/Barcode Set
- Property Stamp
- RFID Tag
- Spine Label
- Spoken Audio Case
- Theft

To add processing and cataloging services, Ingram offers online enrollment through our OnBoarding portal. Sterling Crawford, Manager, Client Integration, is available to guide the Library through the portal and to answer any questions throughout the process to ensure consistency of book appearance. Included in the OnBoarding portal are questions related to both physical processing and/or MARC record needs for both books and A/V materials. The physical processing portion covers book and theft protection, labelling and stamping requirements, and more. The cataloging portion allows you to break-down the Library's cataloging by type - fiction or non-fiction - by collection - Adult, Young Adult, Juvenile, and Easy - and by genre - Graphic Novel, Fantasy, etc. - to ensure that the Library's materials are all cataloged in accordance with what is already in the Library's ILS system. If needed, processing profiles can be unique from collection to collection or binding-type in order to make titles ordered from us more closely match what is already on the Library's shelves. Using the Library's OnBoarding portal responses, our team will create a BookMARC profile for any account requiring certain kinds of labels or cataloging records.

Digital Processing for Audiovisual

Ingram makes digital processing easier with our exclusive one surface printing that combines all customizable labels on a single reformatted reprint. Options include library logo, spine label, barcode, branch name, special alert, contents label, and platform to name a few. This accommodating printing stimulates patrons' interest and increases circulation by featuring your library's logo and brand identity. We print to the exact size of the designated casing then trim and insert the single printed piece to match your custom profile.

Processing and/or cataloging is profiled on an account level, and any item ordered on an individual account will receive the appropriate processing services. We are able to change your account profile upon written notification, receipt of any Library-supplied processing supplies, and approval of any testing that may be required. We cannot change profiles on an order-by-order basis. Changes to account profiles may result in a change in pricing.

BookMARC® Cataloging

Ingram provides access to full-level MARC records through BookMARC, the proprietary Ingram cataloging database. BookMARC includes the complete LC MARC database, as well as tens of thousands of entries created by Ingram's MLS-degreed catalogers.

Ingram is a trading partner with OCLC, wherein our CIP upgrades and MARC record originals are accepted by OCLC for inclusion in WorldCat.

Ingram cataloging is in accordance with the latest editions and versions of the Anglo-American Cataloging Rules/RDA, MARC21 Format, OCLC Bibliographic Formats and Standards, Library of Congress Classification Schedules, Dewey Decimal Classification, Sears List of Subject Headings, and Library of Congress Subject Headings. Ingram cataloging is consistent with LC rule interpretations and cataloging practices.

If standard BookMARC cataloging does not meet the Library's needs, Ingram offers a full array of custom cataloging options. Services include item linking through Z39.50 interface, record upgrades to FULL AACR2 / RDA / MARC 21 standards to correspond with book in hand by an MLS-degreed cataloger, and original cataloging records created with book in hand by an MLS-degreed cataloger. Ingram provides cataloging for English and Spanish-language materials purchased from Ingram.

Pricing for cataloging services can be provided upon receipt of the Library's technical services specifications, and will be reflective of the complexity of the Library's requirements.

4. CONTRACT AWARD, PERCENTAGE DISCOUNT, CATALOG

4.1 Contract Award

A Letter of Award should be sent to the attention of Bids and Contracts before ordering under this contract. Please note the importance of sending the award to the attention of Bids and Contracts at the following address, so that there is no delay in establishing accounts under the accepted terms and discounts.

Ingram Library Services LLC
Attn: Bids and Contracts (MS # 623)
One Ingram Blvd.
La Vergne, TN 37086-1986
ilsbids@ingramcontent.com

After initial contract set-up, it is the responsibility of each Library to inform Ingram's Account Services Department that they wish to set up a new account under the terms of this contract. Ingram cannot issue credits for accounts failing to follow the proper notification and account set up procedures.

Libraries wishing to establish a new account will be asked to complete an Ingram New Account Application and Terms of Sale Form and provide a copy of their tax exemption certificate if one is not already on file.

Ingram cannot backdate contracts, so notification of intent to award must be received a minimum of two working days prior to the anticipated start date to allow time to execute the proposed discounts and terms. Any item ordered prior to the start date of this contract will not receive the discounts offered herein. This includes standing orders, continuations, and previous backorders. Should the Library receive a previously ordered item after the new contract is in effect, previous discounts and terms will apply.

4.2 Discount Percentage

Ingram is proud to offer the following discounts to West Virginia Library Commission:

Discounts for Trade Hardcover, Quality and Mass Market Paperbacks:

ELECTRONIC ORDER DISCOUNTS					
TOTAL NUMBER OF COPIES PER TITLE:				TOTAL	
	1-3	4-6	7-9	10+	QUANTITY ORDERED:
Discount:	40%	41%	42%	43%	Total of 10 or more assorted books
MAIL / FAX / PHONE ORDER DISCOUNTS					
TOTAL NUMBER OF COPIES PER TITLE:				TOTAL	
	1-3	4-6	7-9	10+	QUANTITY ORDERED:
Discount:	40%	41%	42%	43%	Total of 100 or more assorted books
Discount:	38%	40%	41%	42%	Total of 25-99 assorted books
Discount:	35%	39%	40%	41%	Total of 10-24 assorted books

(Standard discount for less than 10 books is 35%. Discounts are subject to change with or without notice)

Additional Discounts:

Library Bindings.....	15.0%
University Press.....	15.0%
Short Discounted Titles.....	10.0%
Spoken Word Audio, Trade.....	45.0%
Spoken Word Audio, Non-Trade/Short.....	10.0%
DVD/Blu-ray (Discount based on List Price of item):	
< \$14.99	35.0%
\$15.00-\$19.99.....	30.0%
\$20.00 +	25.0%
Net Titles	0.0%

Although more than 95% of Ingram's inventory is eligible for the maximum discounts, some titles receive smaller discounts. ipage®, our web-based tool, states whether a title is a short or regularly discounted title.

On average, 80% to 85% of all Spoken Word Audio receives the full 45.0% trade discount; however, some Spoken Word Audio is short discounted by the publisher.

The majority of Ingram's DVD inventory is eligible for the maximum discounts, though some titles receive smaller discounts.

Ingram offers the same discount schedule for Adult, Teen/YA, and Juvenile/Children's library materials.

Continuations and Standing Order/New Title Notification Program titles, backorders, and re-orders receive the same discount schedule as firm orders. We will also extend these discounts to any Opening Day Collections that occur during the term of the contract.

Our offer is based on award to Ingram across multiple material categories and is not offered for single binding type awards, i.e.: an award of only trade hardcover titles. Our entire discount schedule will be applied upon award to Ingram.

We are happy to provide pricing for any new formats, materials or services, that may become available or not previously quoted, during the term of the Agreement.

List prices of individual library materials are set by the publishers/manufacturers and not by Ingram as distributor. Therefore, we cannot guarantee that the retail/list price of an item will not change during the term of the contract.

Ingram does not apply service charges for Net titles, for special orders, or for titles requiring prepayment from the publisher.

In addition, Ingram does not charge for:

- unlimited simultaneous access to ipage.
- onsite and web-based ipage training.
- profiling and maintaining any of our 23 standing order programs.
- selection lists available on ipage, curated by our professional library staff.
- catalogs, Ingram Sendr, or marketing materials available through ipage.
- grid creation.

Reviews

While not all titles on ipage have reviews, we display the review information for print titles where it exists. If a Library wishes to view full-text reviews, there is a nominal fee of \$300.00 per year for that additional service. The Library also has the option of paying in installments of \$30.00 per month.

In drafting a contract, Ingram bases pricing upon several factors including dollar value of commitment, actual expenditure, and number of accounts and shipping locations. Ingram reserves the right to offer pricing and services to any customer based solely on Ingram management criteria.

In determining which titles receive less than full trade discounts, Ingram has utilized its best efforts to categorize books for pricing purposes by considering the binding, cost of acquisition, general marketing categories, publisher's discount, and other factors. Ingram reserves the right to be the sole and final determinant of the pricing category.

Processing and Cataloging

Ingram can invoice for cataloging and processing on the same invoice as materials or on a separate invoice, per request of the Library. When billed on the same invoice as materials, cataloging and processing charges appear as separate consolidated line items at the bottom of the invoice, after the title information. We do not provide line entry cataloging and processing charges or freight charges per item ordered.

4.3 Pricing Pages

Ingram has completed the Excel pricing sheet and included with our proposal. We added notations on the sheet to provide further clarification about our discount offer.

The pricing sheet did not include space for pricing of physical processing options. We have included a standard price sheet with our bid. This sheet is subject to change. Pricing will be determined at the time processing is added to an account profile.

5. CATALOG

5.1 Submission

Ingram's inventory exceeds 1.6 million titles, and is updated nightly. Therefore, we do not print one all-inclusive catalog of titles. We consider ipage, our online selection, ordering, and account management tool, to be our online catalog. List price and availability should be checked against ipage.

We have included a link to ipage at the end of our proposal. The Library evaluators will be able to log in to ipage and search for titles based on the EANs listed on the pricing Sheet.

Ingram does not agree to enter data from ipage into wvOASIS. Orders should be placed through ipage.

We do offer several electronic trade catalogs with specific focus. Ingram's comprehensive family of trade catalogs showcases forthcoming and recently published titles in an attractive and easy-to-follow layout. Our catalogs also feature relevant and timely editorial content including author interviews, merchandising tips, and product news to help librarians stay abreast of trends in the book world. E-Catalogs transform existing print publications into enhanced web versions with multiple browsing options and interactive features including keyword search, zoom and magnifier functions, sticky notes, e-mail options, and easy ordering.

For those who like to shop from their computer, online access to catalog content is available to all ipage subscribers.

5.2 Catalog Modification

Our discount schedule will remain firm for the initial contract period. Discounts are applied to the publisher's current list price at the time of shipment, and publisher's list price is subject to change without notice.

List prices of individual library materials are set by the publishers/manufacturers and not by Ingram as distributor. Therefore, we cannot guarantee that the retail/list price of an item will not change during the term of the contract. Prior to placing an order, the Library can determine a title's estimated discount by utilizing the "Price this List" or Quotation features on ipage.

ipage is not a closed list of titles. As we have mentioned, Ingram leads the industry in maintaining an **on-hand inventory of over 16,000,000 unique titles, representing over 60,000 book publishers and imprints.** ipage is updated nightly. Continued availability of a title in our active inventory is always governed by the Publisher. Therefore, we cannot agree that Eligible Items listed in ipage will remain unchanged during the term of the contract.

6. ORDERING AND PAYMENTS

6.1 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. For ease and efficiency, we can confidently claim to be the best in the business in order entry.

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.

EDI

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.

EDIFACT Order, Order Response and Invoice

- Purchase orders are created in acquisitions and sent to Ingram via FTP.
- Ingram processes the orders and places electronic confirmation files on the Ingram FTP server for customer retrieval.
- For customers opting to receive electronic invoices, Ingram places electronic invoice files on the Ingram FTP for customer retrieval. E-invoices streamline workflow and greatly reduce the amount of effort used in the manual posting of invoices. Ingram continues to provide paper invoices to e-invoice users.

Enriched Edifact Order

This enhanced order transaction allows users to send additional distribution information in the EDI order record that provides Ingram with all the information necessary to create complete holdings records to match the items shipped. The holdings records are loaded with MARC bibliographic records and overlay the on-order items. When the materials arrive from Ingram, they are shelf and circulating ready. Also with Enriched EDI we offer the ability to drop ship to branches as well as simplify account management through ordering on a single account and having Ingram separate orders based upon the enriched data that allows us to process orders per the library's specifications and route them to the correct branch.

wvOASIS

With a group of specialists dedicated to EDI functionality, Ingram works with automation vendors to ensure all Integrated Library Systems communicate effectively with Ingram systems, resulting in efficient order placement. Ingram makes library automation system vendors aware of new developments and features in EDI, as well as works with new vendors as they develop EDI functionality.

Ingram adheres to all Book Industry Approved standards for the computer-to-computer exchange of business transactions for libraries. Ingram has implemented all transactions in industry approved formats available through library automation systems today, and has pioneered many of them. Formats include EDIFACT and X12 and are used depending upon what the vendor supports. Transactions include purchase order, purchase order acknowledgment, invoice, advance shipping notifications, and enriched order transactions. FTP is the method of communications.

Ingram does not currently have an interface with wvOASIS for ordering. Additional system and format information would be required for development of this interface. In the interest of cost and time savings, we suggest instead that the Library Commission place orders through ipage.

Ordering Through ipage

ipage ordering is detailed in our response to Section 3.1.1.4 above.

ipage trial access UserID and log-in information is included at the end of our proposal.

ipage is not a closed list; rather, we provide access to millions of titles. ipage is updated nightly. Title availability and list price are determined by the publisher, and not by Ingram, and are subject to change without notice.

Duplicate Checking in ipage

ipage offers multiple duplicate order checking methods, including iMatch, OPAC View and Selection List Duplicate Checking. With iMatch, the Library can search their entire collection. As described below, Ingram's duplicate order check methods do not automatically prevent duplicate orders. Conversely, they will allow duplicate copies when needed.

iMatch - Ingram's iMatch collection matching service on ipage matches titles in a selection list with the titles already in your library collection, saving you time comparing potential purchases. This powerful tool utilizes the industry standard Z39.50 protocol to access your library's catalog and retrieve your collection information. Then it works with ipage to identify title matches within your selection lists. iMatch matches at the branch level enabling users to check just their collection in a shared database.

Results are color coded to show where matches were found. If no color appears to the left of a title, no match was found. A red bar indicates an exact match, yellow a possible match, and green a title-only match. Hovering over a color bar indicator will display details about the match. The details will include which criteria were matched, and if the edition matches your collection. For an exact match, the status of the title in your collection will also be shown.

OPAC View - Libraries also have a feature that allows them to look into their Online Public Access Catalog (OPAC) from titles within ipage. The feature requires a one-time setup by the administrator of the account. The administrator needs to provide the OPAC web address, their vendor's specific ISBN search index, and, for some vendors, a search suffix is also required for this setup:

Once the administrator of the account has set up this feature, users in the ipage account will start to see a button/graphic attached to titles in search results and selection lists. Clicking this button will open a new browser window and point to this ISBN within the customer's web-based OPAC system. Since this feature is ISBN driven, the button will not appear with titles that do not have ISBN's (videos, music, etc.)

Selection List Duplicate Check - The selection list functions in ipage allows the user to check for duplicates. This is customizable so that the user can check for duplicates only within the current list, against the user's Private lists, against Shared lists, or against all lists to which that user has access. The user can set a default for how they want the selection list duplicate check feature to work or can choose this option each time the selection list duplicate check feature is invoked.

Additionally, users can check for duplicates as they are adding titles to a selection list. This feature checks for duplicates only within the current list.

6.2 Invoicing and Payment

Invoicing

Invoices are generated nightly as items are shipped, and can be mailed, faxed, sent electronically, or included with the shipment per the Library's preference.

Title data on invoices is listed in the following order: (1) quantity ordered and shipped, (2) author, (3) title, (4) publisher, (5) ISBN/EAN, (6) unit list price, (7) discount, (8) unit net price, and (9) extended price. Items on invoices are listed alphabetically by either the author or the title per the Library's request.

All invoices have an invoice number and date, order entry number, and Ingram's Federal ID number. Library name, ship to and billing account addresses and numbers, and purchase order number (can be up to 22 characters in length) are all listed on the invoice. Order data includes shipping warehouse and location, carrier, ship date, number of cartons, and total weight of order. Also included on the invoice is a code for each binding type.

Ingram can invoice for cataloging and processing on the same invoice as materials or on a separate invoice, per request of the Library. Processing charges appear as separate line items when billed on the same invoice as materials.

EDI Invoicing

EDI invoicing is available for Polaris. We support daily or weekly summary invoices. For customers opting to receive electronic invoices, Ingram places electronic invoice files on the Ingram FTP for customer retrieval. E-invoices streamline workflow and greatly reduce the amount of effort used in the manual posting of invoices. Ingram continues to provide paper invoices to electronic invoice users.

"Invoice in the Box"

Ingram has the option available to libraries to have their invoice put inside the box of shipped items. This invoice is in a modified, easy to read format. With "Invoice in the Box", libraries can check in items against the invoice and do not have to wait for the invoice to arrive in the mail. The library still has the option to have multiple copies of the invoice. Please note that if invoices are included with the shipment, they cannot be mailed separately.

ipage Invoices

Ingram offers the convenience of having invoices available to our customers online via ipage our web-based selection, ordering, and account management tool. With ipage, invoices are available to view and print on demand the moment they become available.

Payment

Payment Terms

Payment terms under this contract shall be Net 30 EOM. 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.

For opening day collections, Ingram can store product and ship to you at an agreed upon date under the following terms. Items will be invoiced when they are moved to storage in an Ingram facility after receiving processing and cataloging services, and are payable within 30 days EOM. Ownership and title of said product passes to the Library upon invoice.

Payment Options

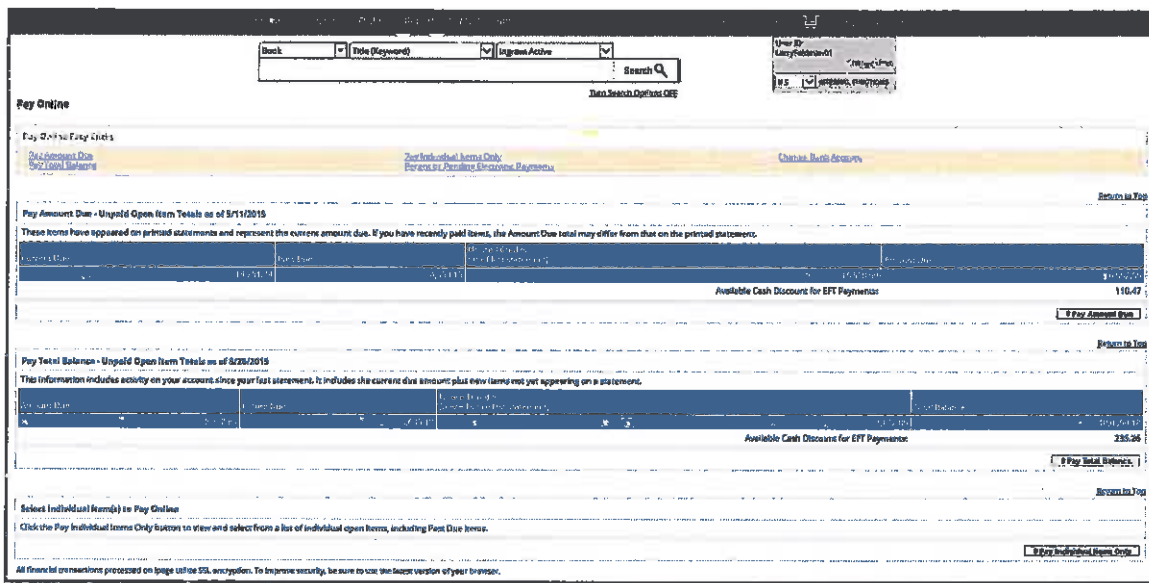
Credit Card - Ingram can profile your account to receive payment via your MasterCard, VISA, American Express and Discover credit card. An account must be established specifically for credit card purchases, and your credit card information must be provided at the time of account set-up. Orders placed on these accounts will be automatically charged to the credit card. The Library may also establish an additional non-credit card billing account with Ingram's standard 30-day billing/payment terms.

Electronic Funds Transfer - EFT is a method by which ipage customers can pay invoices online by direct bank draft. All data transferred to your browser is encrypted using the Internet protocol, Secure Socket Lay (SSL.) SSL is a protocol designed to provide privacy between a Web client and a Web server by encrypting all data sent between your Web Browser and the ipage server.

EFT allows you to pay your entire statement online, or you can pay specific, individual items. You can view information on any electronic payment detail for the last 45 days.

Only the ipage Administrator and the Accounts Payable designate have access to this function. Note that EFT is set up to allow only one Library staff member at a time to use the function. When one user leaves the EFT function, another Library-designated staff will be able to use EFT.

Pay Online - Payments can be made electronically on ipage through a bank account(s) profiled on the account. Pay Online Easy Clicks include: Pay Amount Due, Pay Total Balance, Pay Individual Items Only, Recent or Pending Electronic Payments, and Change Bank Account. All financial transactions processed on ipage utilize SSL encryption.



Check – Ingram will accept payments by check. To ensure proper credit to your account, please list your Ingram account number and invoice number on the check, and include the bottom portion of the invoice with your payment. All payment checks should be sent to the Post Office Box listed on your invoice. This is a remittance-only address, and no other correspondence should be sent to this P.O. Box.

INGRAM		Cut Along Broken Line	
INGRAM LIBRARY SERVICES P. O. BOX 277616 ATLANTA, GA 30384-7616 1-800-337-5300 OPTION 1		IF PREPAID, PLEASE DISREGARD IF PAYING BY INVOICE PLEASE RETURN THIS PORTION WITH PAYMENT	
Remittance Address for sending payment by check		OE #	MBL
		ACCOUNT #	204
		INVOICE #	9141
		AMOUNT DUE	62.54
		INVOICE DATE	09/29/2017

Monthly Statement

Ingram provides a monthly statement, which serves as an open item register and monthly summary report. The statement contains, among other information, the transaction type, date of transaction, due date, account number, total amount due, total account balance. You can also view your last statement online through ipage.

7. DELIVERY AND RETURN

7.1 Delivery Time and Place

In-stock, non-processed and non-cataloged book orders are shipped within 24 hours or on the same business day if placed before local cut-off time at your designated Ingram distribution center. In-stock processed books not requiring custom cataloging services will ship within two to five days of receipt of order. No other vendor can attain this level of service. Our turnaround time for in-stock, shelf-ready, custom cataloging orders is 7-10 working days from receipt of order to shipment.

Backorders

After receiving an order, Ingram will ship all titles currently in stock. Any remaining titles normally available through Ingram will then be placed on backorder for a number of days specified by the Library.

One of the parameters set at the account level is Backorder Cancellation Date. This is the number of days to wait for a backorder to be filled, and if it has not been filled by that date, Ingram cancels the order. Ingram can set different backorders periods on an account by account basis, but not on an order by order basis on the same account. Pre-publication titles can have a different backorder period. For titles not yet published, the Library has a choice to either have these items cancel at the end of the account's established backorder period, or for the backorder clock to start only after the titles is first received by Ingram. The first option may result in a lower fill rate.

We recommend that the Library set this cancellation date to be the same on their automation system so the backorders will cancel automatically at the same time. It is up to the local automation system to delete any bibliographic records that are associated with order records that are canceled.

Continuations and Standing Order Programs require a backorder period, as titles are ordered on a pre-publication basis to allow Program customers to be the first to get these titles. Items that do not require cataloging services will ship within 24 – 48 hours after the title is received into the designated Ingram distribution center.

Cascading Orders

Ingram's unique distribution center pairing gives our customers access to our entire inventory via convenient, regional locations. With your assigned Ingram Primary and Secondary distributions centers, the Library has access to order or backorder any title available through Ingram. When an order is placed, titles are initially checked against the primary distribution center. Titles not in stock at the primary facility are then instantly checked at the secondary distribution center. This ensures a very high first fill rate. Titles not available in stock are then backordered from the publishers, and are generally backordered from the primary distribution center. This method of distribution ensures the Library will receive ordered titles as quickly as possible, without the worry of shopping nationwide distribution centers.

No Partial Shipments Option

Accounts can be profiled to receive No Partial Shipments. With this account setting, if the entire quantity of a title is not in stock at the time of order, Ingram backorders that title and ships it when the entire quantity is received from the publisher. Please note that this profile option may lessen initial fill rate of an order. We are happy to discuss with the Library to determine the best option to meet your workflows.

Delivery

Each box in a shipment will be plainly marked with the number of boxes in shipment, the library address, and a Control Number (including Order Entry number) which can be used to cross reference the invoice when it is received. The carton containing the packing slip is marked.

The shipping label on the carton includes the customer name, address, and customer purchase order number.



Each carton shipped from Ingram will also have a 4" x 6" Carton Contents label. The Carton Contents label lists the titles contained in the box, their ISBNs, and quantities. This label allows your library staff to see what is in each box before the carton is opened.

Items will be delivered to West Virginia Library Commission at 1900 Kanawha Blvd. E, Culture Center, Charleston, WV 25305.

Inside Delivery

When requested by a customer, and if the carrier's operating conditions permit, the carrier may perform inside delivery. Please note that the carrier's only obligation is to get the freight inside the door or onto a dock. It is the Library's responsibility to transfer the material to other desired destinations. If inside delivery is desired, the Library must specify this when establishing/updating their account(s). Where inside delivery is not provided, the carrier's only obligation is to move the freight to the back of the truck. Inside delivery will be clearly designated on the shipper's bill of lading but not on the Ingram shipping label.

Rush Orders

Ingram defines a "rush" order as one that requires immediate turnaround and special shipping. These orders differ from a regular order in that they do not receive processing or cataloging services, are generally very small orders, and are placed with no backorders accepted.

Ingram can accept book "rush" orders via toll-free telephone. All orders receive immediate online order entry, as well as instant title and stock verification. Rush orders will be shipped via UPS or other Ingram selected freight method.

It is our experience that the need for next day delivery is extremely rare with our customers. Should the Library require expedited services for an account, such as minimal processing and no cataloging on titles that require a faster turn time, we are happy to discuss your requirements and work to profile accounts as needed.

If the Library has a different definition for Rush Orders, such as items that receive cataloging and processing but that have a faster turn timer than your stated standard 30 days, we are happy to discuss how we can profile your account(s) to meet your requirements.

Street Smart

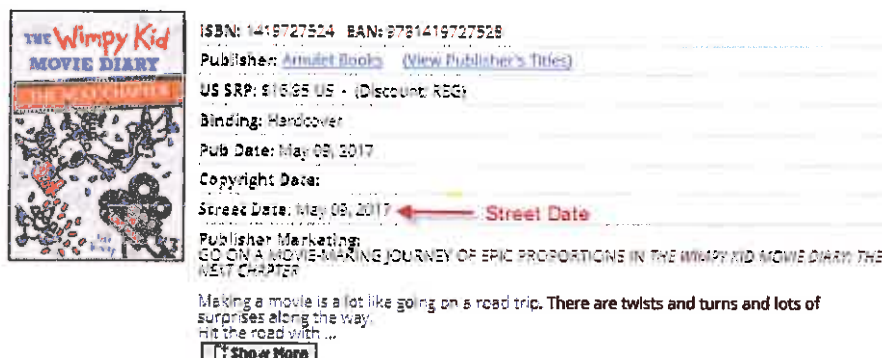
Ingram understands the importance of getting high-visibility titles in the hands of Library patrons as soon those titles appear in local bookstores. Titles designated as part of the **Street Smart** program include any upcoming new releases with a publisher-assigned on-sale date. Working within the publishers' parameters, Ingram profiles the Library's account so Street Smart titles shipped from the primary distribution center are received on or before the on-sale date.

To receive Street Smart designated titles on or before the on-sale date, the Library is required to complete a signed affidavit in which you agree not to display, sell, or loan for advanced reading any title before the publisher-assigned on-sale date. Without this agreement, Ingram cannot ship Street Smart titles until one day before the published on-sale date. All wholesale distributors are held to these standards, and Ingram is dedicated to ensuring that we do not violate our agreements with publishers.

Occasionally, the publisher may designate a title as having stricter on-sale date parameters. Ingram designates these types of titles as **Street Smart Select**. These are usually major releases that typically have large print runs and major publicity scheduled. Similar to a standard street date, a title specific signed affidavit is required to receive advance delivery. Ingram will provide advance notification of

these titles, including any order deadlines or minimum order quantities required to participate in the early delivery program. Per the publisher, Distributors are not allowed to deliver Street Smart Select titles until one day before the on-sale date.

The Wimpy Kid Movie Diary: The Next Chapter - [Street Smart Select](#)
Contributor(s): [Kinney, Jeff](#) (Author)



ISBN: 1419727524 EAN: 9781419727528
Publisher: [Amulet Books](#) ([View Publisher's Titles](#))
US SRP: \$16.95 US - (Discount: REG)
Binding: Hardcover
Pub Date: May 09, 2017
Copyright Date:
Street Date: May 09, 2017 ← **Street Date**
Publisher Marketing:
GO ON A MOVIE-MAKING JOURNEY OF EPIC PROPORTIONS IN THE WIMPY KID MOVIE DIARY THE NEXT CHAPTER
Making a movie is a lot like going on a road trip. There are twists and turns and lots of surprises along the way. Hit the road with ...
[Show More](#)

Ingram does not control publishers' street dates or their specialized parameters. We work closely with publishers to obtain news of publishing date changes or unexpected releases are added with limited advance notice of publication. We provide updated information through ipage as soon as it is available from the publisher. The Library can check any title as the scheduled street date approaches to ensure no change has been made.

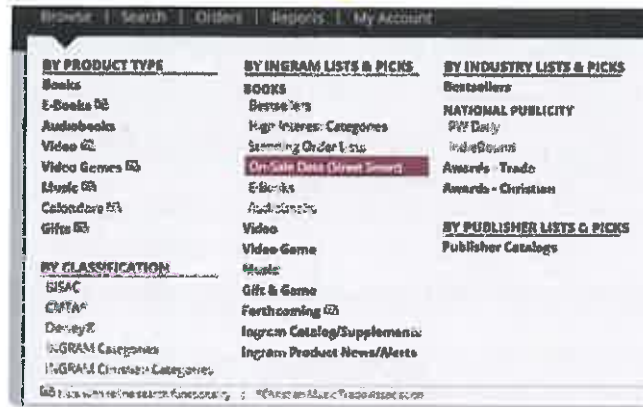
Ingram will make every available effort to ship titles to arrive before the street date for those libraries having a Street Smart affidavit on file; however, we cannot guarantee arrival on or before street date. Delivery within the allotted time frame is contingent upon the publisher providing books to Ingram in a timely manner. Occasionally, our ability to comply may be compromised on a title due to circumstances outside of our control such as weather delays or delay in receipt from the publisher. In such instances, the level of custom processing or cataloging profiled on a Library account may cause the title to be delivered after street date.

In 2016, we established a task force to thoroughly review our processes and procedures, with an end goal of improving our consistency with providing Street Smart titles prior to Street Date. The task force is comprised of stakeholders from across our Ingram Content Group companies. We chose associates with years of experience with Ingram processes and operations and from a variety of departments including Product, Operations, and Collection Development.

The purpose of the task force is to provide actual, measurable improvements to our processes. We therefore established a scorecard for our publishers to measure their delivery, including timeliness and accuracy. We also created an internal Ingram scorecard to track our distribution center efficiencies. Using the results of these scorecards, Ingram is committed to continued improvements with all of our publishers and for all of our customers. For example, we know that providing advance notification of any known delays in receiving publications is important, so that the Library can manage the patrons' expectations about when a title will be available for check-out and we are committed to doing so.

Searching for Street Smart Titles in ipage

The Street Smart list under the Browse tab on ipage enables libraries to view a listing of titles that have a hard street date from the publisher. As part of the newest ipage release, this Street Smart list has been updated to focus on titles up to 18 months' pre-publication.



The Street Smart list page includes a drop-down box with sort options, including On Sale Date. When you select **Initial Buy** in the drop-down box, ipage re-sorts the titles in the Street Smart list by largest quantities initially purchased by our buyers. This helps you see immediately what items Ingram professionals believe will be in national demand. The list sorts in descending order, with largest quantities at the top of the list.

7.2 Late Delivery

ipage provides immediate order confirmation, which can be printed. The ipage order confirmation includes titles that have shipped, as well as backordered titles. The order confirmation gives a detailed summary of the order, including title, author, EAN, whether the item is shipped or backordered, discount, and retail price.

Confirmation Summary for Purchase Order: 3000180221

Item	Quantity	Unit Price	Total Price	Order Status
STOCKED & SHIPPED:	263		263	0
OUT OF STOCK, 3MO	4		4	16
GREENLIGHT, STOCKED & SHIPPED:	23		23	0
TOTAL:	290		290	16

Confirmation Details for Purchase Order: 3000180221

Ship To Account: 21888888
 Order Method:
 Customer PO or Reference Number: 3000180221
 Warehouse: LAVERGNE, TN
 Backorder: Use my Order Default (Hold/Release N/A)
 Total Priced Amount: \$2,367.06
 Shipping Instructions: Check Top Box Shipping Instructions
 Total Items: 302
 Total Units: 302
 Enclosed List Price: 3,955.97

Order Date: 10/14/10 09:00 CD/1802
 Ordered By: jgarcia
 ECU: 15/572
 Warehouse: PARR, IL

Item	Quantity	Unit Price	Total Price	Order Status
Abraham Lincoln, Yosemite Hunter	1	21.99	21.99	0
Collection of Jennie Poe	1	6.95	6.95	0
Air Gear Volume 1	1	10.99	10.99	0
Air Gear Volume 10	1	10.99	10.99	0
Air Gear Volume 11	1	10.99	10.99	0

For orders placed via EDI, Ingram sends full order acknowledgements in text format via email to user-specified email address. The order acknowledgement includes: ISBN/EAN; Title; Author; Publisher; List Price Line Item; Order Units; Ship Units; B/O or Cancelled Binding; Status Code; and Shipping DC. Order acknowledgements are sent within two to four hours of order placement. Most acknowledgements fall within the two-hour window.

Status Reports

Status Reports come in the form of our Packing Slip included with shipment, and our Title Status Report that is sent to customers monthly.

The packing slip will supply you with the status of any book that has shipped, is backordered, or is out of print. Titles that were not included in the initial shipment will have a "B" in the "BO" column if they have been backordered. An "S/W" will identify those titles that will be shipped from your secondary distribution center.

Company Name
Columbus, GA

INGRAM

3020 INGRAM DRIVE
COLUMBUS, GA 31906

2003261

Company Name
Columbus, GA

DATE

PAGE

P. NO.

MERCH

DATE

PRICE

UNIT

STOCK

LIBRARY PROC

CUSTOMER SERVICE # 800-527-5100 EXT 1

LINE NO	QTY	QTY	QTY	TITLE	P.O. NUMBER	DESC	PRICE	UNIT	STOCK
0001	5	5	5	ARTHUR SCHOMB	141222222	C	25.0	1599	0000
0002	3	2	2	WISDOMS AN ACQUISITION SYSTEM	141222222	C	25.0	1599	0000
0003	5	5	5	CATCH & RELEASE	141222222	C	25.0	1599	0000
0004	6	6	6	CRIMINALS	141222222	C	25.0	1599	0000
0005	4	4	4	COOK OF HEAVEN	141222222	C	25.0	1599	0000
0006	2	2	2	PARTY PARTY & THE LATE LATE IN	141222222	C	40.0	1599	0000
0007	4	4	4	BARBERS	141222222	C	25.0	1599	0000
0008	5	5	5	HE WAS HER BROTHER (PART TWO)	141222222	C	25.0	1599	0000
0009	4	4	4	HE WAS HER BROTHER (PART TWO)	141222222	C	40.0	1599	0000
0010	3	3	3	BY SHOULD HAVE BEEN TOP	141222222	C	5.0	1599	0000
0011	4	4	4	WALKED AROUND	141222222	C	25.0	1599	0000
0012	1	2	2	BARBERS	141222222	C	30.0	1599	0000
0013	5	5	5	HE WAS HER BROTHER (PART TWO)	141222222	C	40.0	1599	0000

The monthly Title Status Report will provide you with current backorder status information as well as indicate which titles could not be supplied within your normal backorder period. Listed below are the most frequently used stock abbreviations that will appear on the Title Status Report:

- B/O = Out of stock at this time and on backorder for you
- NLS = Title is no longer stocked by Ingram
- NYR = Title is not yet received by Ingram into the distribution center
- OSI = Out of stock indefinitely by the publisher
- PPD = Title has been postponed by the publisher
- OP = Title is now out of print at the publisher
- CANC = Title has been cancelled at this time by the publisher



Sample Ingram Title Status Report



TITLE STATUS REPORT

BID TEST ACCOUNT 1
 BIDS AND CONTRACTS
 NS #823
 1 INGRAM BLVD
 LA VERGNE TN 37086-3626

Date 10/31/2015 L001
 Page 1

BILLTO/SHIPTO :

This monthly report shows the status of items that are backordered. Backordered items listed below will remain backordered until the cancellation date, or show as cancelled. NVR (Not Yet Received) items will remain on backorder for the period of the accounts established backorder period beyond the date of first receipt by Ingram.

QTY	Title	Author	ISBN	Publisher	Customer PO Number	Line Item PO Number	List Price	Prod Type	Whse Location	Status	Cancel Date
	THE FOLLOWING ITEMS HAVE BEEN CANCELLED										
1	THE LANGUAGE OF RESPONSIBILITY	BEHNS, ROBERT H	0222210499	TAYLOR & FRANCIS			125.00	SEMI	TR		10/27/2015
2	CALCULATION OF CRIME DAMAGES	COHEN, SHEILA J	0222210499	ELSEVIER			77.95	TPAP	TR		10/27/2015
3	FOUNDATIONS & ADULT HIV-1	BARON, CAROL	0222210499	ELSEVIER			66.95	TPAP	TR		10/27/2015
4	REHABILITATION & SPORT HEALTH	COOPER, TIM	0222210499	ELSEVIER			125.00	TPAP	TR		10/27/2015
5	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
6	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
7	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
8	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
9	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
10	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
11	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
12	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
13	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
14	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
15	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
16	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
17	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
18	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
19	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
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42	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
43	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
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45	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
46	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
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49	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015
50	HUMAN BODY IN HEALTH & ILLNESS	HEWITT, BARBARA	1499773248	ELSEVIER			87.95	TPAP	TR	OS	10/27/2015

Reverse side of Title Status Report:

PRODUCT TYPE LEGEND:

- TPAP - Trade paper
- MPAP - Mass market paper
- HARD - Hardcover
- AUD - Audio
- MUS - Music
- MULT - Multimedia
- MAPS - Maps, Calendars, Board Games

STATUS CODE LEGEND:

- BO - Backordered
- CANC - Cancelled
- CAN1 - Cancelled: ISBN incorrect/unknown
- CAN2 - Cancelled: Publisher cancelled
- CAN3 - Cancelled: Out of stock
- CAN4 - Cancelled: Out of stock indefinitely
- CAN5 - Cancelled: Out of print
- CAN6 - Cancelled: Not yet available
- CAN7 - Cancelled: Not our publication
- CAN8 - Cancelled: Delay in publication
- CAN9 - Cancelled: Apply direct - Not available
- CAN10 - Cancelled: Publisher did not respond
- CAN11 - Cancelled: Via OEBD screen
- IR - In research
- NAI - Product unavailable through Ingram
- NDP - Publisher has indicated "not our publication"
- NVR - Not yet received
- OS - Out of stock; Backordered
- OSI - Publisher and Ingram out of stock indefinitely
- DP - Cancelled; Out of print
- PPD - Publisher postponed publication
- PEND - Pending Alibris availability



7.3 Delivery Payment / Risk of Loss

Orders will ship with Ingram-paid freight from your Ingram-designated primary and secondary distribution centers. Distribution center designation is subject to change by Ingram to provide the best service for your Library. Orders will ship FOB Destination. Ingram defines FOB Destination as Ingram being responsible for the products until they are actually delivered to the library. Once the items have been delivered, liability lies with the receiving agency. Ingram normally ships items via UPS ground transportation, Ingram delivery, or common carrier. Items receiving custom cataloging services or opening day collection orders may ship from a single distribution center exclusively. 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.

Rush Orders

Ingram does not charge additional freight for orders that ship with your regularly scheduled shipments via standard transportation. Only rush orders that require next day delivery will incur a freight charge.

Hard-To-Find Books

Books ordered through our partnership with Alibris are sold at the net price shown, plus a \$3.95 per book shipping and handling fee if shipped within the United States.

7.4 Return of Unacceptable items and

7.5 Return Due to Agency Error

Ingram will accept returns under the terms of our returns policy outlined below:

Returns Policy

Ingram's Returns Policies provide for prompt and efficient resolution for reporting and returning materials that are damaged, defective, or shipped in error.

- Ingram Customer Service associates are happy to assist with issues including shortages, damages, or defects, and to provide returns authorizations as required.
- Customer Service hours of operation are Monday through Friday, 7:00 a.m. – 7:00 p.m. (Central Time.)
- Through ipage, the Library may create Hassle-Free returns, report shortages, track status of a return, and view credit memos. ipage is available 24 hours a day, 7 days a week.

Unprocessed Print Material

Any unprocessed book ordered in good faith that is found to be damaged or unsuitable, whether it is due to Ingram's error or the Library's error, may be returned under the Hassle Free Returns Policy.

- Unprocessed materials may be returned up to **60 days** after the invoice date.
- A copy of the Hassle-Free Returns form (the back of your packing slip or printed from ipage) should be included in each carton shipped to Ingram.
- **A return authorization number is not required for unprocessed print material.**
- Ingram will not charge a restocking fee for items returned in accordance with our Hassle Free Returns Policy.

Product with Defects

Ingram understands that defects inside a book may not be detected until it has circulated, so there is **no timeframe for returning product with publisher defects**, including the following:

- Missing pages
- Contents out of sequence
- Book bound upside down
- Contents different than the cover/title
- Ink or printing issues
- Crooked pages
- Blank pages

Please note that due to the wear and tear caused by circulation, we will only accept defective books where the binding is falling apart up to 60 days after the invoice date.

Processed Materials

Items that have received cataloging or processing per the Library's specifications are no longer in resalable condition, and therefore can only be returned due to an Ingram error or if defective or damaged.

- The Library is asked to report any cataloging and processing errors as soon as they are noticed, so that Ingram can research and resolve the issue in a timely manner.
- Processed material returns require return authorization from our Customer Care Department. To request authorization, please call **(800) 937-5300 Ext.27665**.

Audiovisual Materials

Unprocessed audiovisual materials that are damaged, defective, or shipped due to Ingram error may be returned up to **60 days** after the invoice date.

- Audiovisual returns require return authorization from our Customer Care Department. To report defective or damaged product and request authorization, please call **(800) 937-5300 Ext.27665**.
- Playaway® accepts return of defective products within one year of the invoice date. The Library should contact Playaway directly.

Ingram does not stock replacements for single discs in a multi-disc title. For damaged or defective titles reported to Ingram, we would replace the entire product or issue a credit if the title is no longer available.

Individual replacements for discs lost or damaged after receipt by the Library may be available directly from the title's publisher. For example, Brilliance Audio Library Edition audiobooks have a guarantee of free disc and vinyl case replacements. Publisher contact information for every title is easily obtained on ipage at the Library's convenience, 24/7.

Non-Returnable Materials

Each publisher decides if their product is non-returnable. This may be on a product-by-product or binding-by-binding basis, or as items go out of print. Therefore, Ingram does not assign a non-returnable status to a publisher.

- Non-returnable items are indicated as such on ipage.
- Ingram cannot accept return of any product that we do not stock or items that were not originally purchased from Ingram.

Items Damaged in Shipping

For materials damaged in transit, the Library is asked to always accept delivery of materials. Damage should be noted on the carrier delivery receipt, and the Library should call our Customer Care Department for instructions on making a return.

Overstock Returns

Return of unprocessed materials sent after the 60-day window will be handled as Overstock Returns.

- Overstock returns for libraries may not exceed 10% of purchases made during the preceding 12 months.
- Overstock returns will have a 10% restocking fee applied.
- All product returned to Ingram must be in a condition that it could be resold. Therefore, we cannot accept return of processed items as overstock returns.
- Ingram reserves the right to send back, at the Library's expense, all products returned to us that is not in resalable condition.

Hard to Find Books Alibris Returns Policy

If the Library is dissatisfied for any reason with a book purchased through our Hard to Find Book program, you may return your purchase to the Alibris distribution center within 30 days for a full refund of purchase. Ingram reimburses shipping costs for returns only if the condition of the book is not as described on ipage.

Alibris Distribution Center Returns

475 Lillard Drive #102
Sparks, NV 89434 USA

Credit Memo

Upon receipt of the returned titles in our distribution center, Ingram will credit the Library for the cost of the item(s) plus freight charges calculated at the standard UPS rate for the weight of the items returned that are damaged, defective, or shipped in error by Ingram.

- A credit memo will be mailed listing the item(s), dollar amount, and purchase order number credited.
- Credits will be reflected on the monthly statement with reference to the purchase order number.
- For items with an Ingram error, when Ingram requires the Library to return the physical product to our distribution center, a Call Tag may be issued.
- The Library is responsible for shipping and carrying charges on items that are not damaged, defective or shipped with Ingram error.

No Charge Replacement

As an alternate to a credit, libraries may call our Customer Care Department for a No Charge Replacement for any item that is damaged, defective, or shipped with Ingram error.

- If a replacement title is available, the Customer Care Representative will either email or fax a No Charge Replacement Return Authorization form to your library.
- The Library must mail this form along with the returned item and the original packing slip for a replacement copy.
- For Libraries that provide cataloging and processing information as part of their orders, Ingram may issue a credit for a No Charge Replacement and the Library would be required to submit the reorder via EDI or whatever method was used for placing the original order.

Claims

Please notify us if you have not received an anticipated publication or if an order is short shipped. Any anticipated publication may have a slightly delayed release that will be reflected on ipage. If an order is shipped and materials do not arrive, claims will be directed to our Customer Care Department to ensure tracking and replacement is handled as quickly as possible.

Cancellations

Ingram can currently accept cancelations through phone, mail or fax request. The Library can also cancel individual open line items through ipage. If an entire purchase order is open and no line items have been filled, the Library may request that Customer Care cancel the purchase order in its entirety rather than the Library cancelling each title individually. This will be done at no charge to the Library.

See Special Language boilerplate for self-credit memo alternative.

Returns Reporting

ipage features the following returns reporting options. You can:

- Report overstocks or shortages.
- Determine the date your return was received.
- See whether a return is still in process.
- View credit memo information.

8. VENDOR DEFAULT

Ingram acknowledges this section. Both Ingram and West Virginia Library Commission have the right to cancel this contract with thirty days written notification for non-compliance with contract terms. Any items invoiced by Ingram are due and payable upon termination. We ask that both parties use due diligence in reporting contract issues to allow the other party to research and resolve the issue before the contract is declared in default.

Ingram agrees only to provide those items that would be available through normal U.S. wholesale channels. Ingram provides access to over 16,000,000 unique book titles and maintains the largest on hand inventory of any distributor in the book industry. Please note that inventory levels will always be governed by publisher availability. We do not agree to pay additional fees for items ordered from other vendors that are available through backorder from Ingram, or to pay fees for items that must be ordered directly from the publisher or manufacturer, or confirmed as items not stocked by Ingram.

9. MISCELLANEOUS

9.1 No Substitutions

For orders, Ingram does not substitute titles unless the ISBN/EAN has been forwarded to a new edition. Only those items ordered will be shipped.

9.2 Vendor Supply

Ingram must take exception to this requirement. Continued availability of a title is controlled by the Publisher, and not by Ingram as distributor. We cannot provide titles that a publisher has cancelled, or that are out of print or out of stock indefinitely at the publisher.

For titles inventoried by Ingram that are temporarily not in stock, Ingram will attempt to place an order with the publishers within three (3) business days of receipt of order. Our ability to obtain out of stock titles is based upon the item's continued availability from the publisher with whom Ingram buyers have an established relationship.

Should the Library order books not currently inventoried by Ingram, we will attempt to order the book if available on the open market through normal U.S. wholesale channels. Turnaround time will be dependent upon publisher availability, however, due to our long-standing relationships with publishers, we estimate one to three weeks on available items and sixty to ninety days on special order items not currently in stock at the publisher.

Ingram can provide titles that are in print and available from the publisher. Some publishers choose to sell only directly to end users such as schools or libraries. These direct-only publishers are defined as those publishers whose titles are not available on the open market to distributors.

9.3 Reports

Through ipage, the Library can access the following account specific information at no additional charge:

- **All Open Items** - This report shows the line items that are currently backordered or being processed and therefore have not yet been invoiced.
- **Open Purchase Order Summary** - This report shows a summary by PO Number that includes the date ordered, total units open, units in process, and units backordered. The PO Number can be clicked on to receive title-specific information.
- **Backordered Items** - This report includes the titles currently on backorder with the date ordered, the backorder cancel date, EAN, title, format, publication date, PO number, quantity, and the distribution center. You can also cancel a backordered item.
- **Recently Shipped Orders** - This report shows orders shipped within the last 14 days, with the option to view the last 90 days, including the date shipped, order entry number, and shipping tracking number. Order details can be viewed by clicking the order entry number, and delivery status can be viewed by clicking the shipping tracking number.
- **Recently Shipped by PO** - like the Recently Shipped Orders, this report shows orders shipped within the last 14 or 90 days. It is sorted by PO Number and includes the date shipped, order entry number, and shipping tracking number. Order details can be viewed by clicking the order entry number, and delivery status can be viewed by clicking the shipping tracking number.
- **ipage Order History** - This feature shows the order date and time, PO number, and the name of the person whose account login placed the order. It also provides a link to an Order Confirmation that gives a detailed summary of the order, including title, author, ISBN, whether the item is shipped or backordered, and retail price. ipage Order History is posted for 6 months.
- **Hard-To-Find Books Order Status** - This report shows the status of any books ordered through the optional Hard-To-Find Books function on ipage.
- **Order Status Search** - Library staff can search for the status of an order by order date range, product code, control number, invoice number, order entry number, PO number, title, or warehouse code. The search can be for all orders, or limited to committed, processing, backorders, shipped/invoiced, or cancelled.
- **Printing** - Reports are also available for printing by clicking on the *Print Version* button.

Financial Information on ipage

The Library's ipage Administrator can designate which staff members have access to view account-specific accounting items such as All Open Accounting Items, Open Invoices, and Open Credit Memos. Closed invoices and credit memos are available for viewing for 90 days. Through ipage, the Library can also look at its last statement and view the last six payments received by Ingram plus review recent and pending electronic payments.

9.4 Contract Manager

Should you have any questions regarding Ingram's proposal, please feel free to contact Daneen Schneider, Sr. Contract Management Specialist at (800) 937-5300, extension 35763. She may also be reached by email at daneen.schneider@ingramcontent.com or ilsbids@ingramcontent.com or by fax at (615) 213-5196.

After contract award, your accounts will be managed by your Ingram Sr. Sales Representative and Inside Sales Representative. **Derek Tolley** serves as Senior Sales Representative for West Virginia. He will serve as the main contact for all services Ingram provides. Derek will provide a relationship to monitor progress and trouble-shoot potential issues, making selection, ordering, and receiving materials smooth and simple.

John Mangrum, inside Sales Representative will also be assigned to the Library, providing an additional level of sales support. Our Inside Sales Team is supervised by **Lisa Johnson**, who has over 25 years of Ingram experience in Customer Care and Sales.

The Library has toll-free telephone access to any Ingram point of contact. To reach Ingram Library Services dial **(800) 937-5300**. Your call will be answered by an automated voice system that will offer several prompts to assist you in reaching the correct department, or you may contact your Sales Representative directly at:

- Derek Tolley, Senior Sales Representative 615-267-1617
Email: derek.tolley@ingramcontent.com
- John Mangrum, Inside Sales Representative Ext. 35774
Email: john.mangrum@ingramcontent.com
- Account Services..... Email: requirements@ingramcontent.com
To Set Up / Update an Account
- Customer Care Press Option 1, then 1
Email: ILSCustomer.service@ingramcontent.com
- To Place an Order Press Option 1, then 2
- To Check Stock Status..... Press Option 1, then 4
- Toll-Free FAX Ordering 800-677-5116
- Credit Department 800-937-8100

Ingram's team of Customer Care Support Specialists is available Monday through Friday, 7:00 a.m. – 7:00 p.m. (Central Time.) Every attempt will be made to respond within 24 hours (during normal working hours) from phone call or receipt of correspondence. However, some issues may necessitate additional research to provide the best service and most complete response to the Library. For any system issues like outages, login problems, Site Help etc., Customer System Technical Support can be contacted at (800) 937-7978 or email us at ics-techsupport@ingramcontent.com. Technical Support is available via this 800 number Monday through Friday, 8:00 AM – 5:00 PM Central Time.

ipage Trial Access

Welcome to ipage®! You are now entering the most innovative and powerful web-based title information and account management tool available. ipage will revolutionize the way you access information.

What is the ipage URL (address)?

<https://ipage.ingramcontent.com>

What is my UserID?

W_V_Lib_Comm

How do I create a password?

Please [use this link](#) to create your ipage password. This link expires on **Friday December 1, 2017 at 11:44 AM CST**. Should this link expire before you are able to create your password, follow the instructions below under: "What if I forget my password?"

IMPORTANT: Your password is case sensitive and should only be used by you. You can, however, have as many unique user passwords as you need per location for which a subscription was purchased.

What if I forget my password?

Just click on "Forgot Your UserID or Password?" on the Login screen. You will be prompted to enter your user id or email address. You will then receive an email message with instructions for resetting your ipage password.

How do I change my password?

Select "Change Settings" from the "My Account" menu, located at the top of every page. You will then input your current password in the Old Password box. Input your new password in both the New Password box and the Confirm New box. You'll need to click the Update button at the top or bottom of the screen to save your work. Now your password is changed.

What is the role of the Administrator?

Your Administrator is the only person authorized to add, change, or delete users and assign user access roles on your account.

How do I manage my account on ipage?

Select "Site Help" from the "Help" menu and review the items under the Account Management heading to learn how to view your invoices online, get information on Electronic Funds Transfer, view account information, and more.

How do I use ipage?

An easy-to-use guide to ipage is available by selecting "User Guides" from the "Help" menu at the top-right of every page. Once your password is created, you can go directly to the guide [by clicking here](#).

The "Help" menu also has a "Site Help" link containing answers to Frequently Asked Questions. Click on any of the links in the "Suggestion Box" to send us your comments and suggestions about ipage. If you have technical questions, please call Tech Support at 800-937-7978 or email us at ics-techsupport@ingrambook.com. Enjoy your new ipage subscription!