

INGRAM LIBRARY SERVICES INC.
*offers the following Discounts and Terms to the Public Library Members of the
Kansas Regional Library Systems*

Effective Dates: January 1, 2017 through December 31, 2017

Discounts:	Trade Hardcover.....	41.0%
	Trade Quality Paperback	38.0%
	Mass Market Paperbacks	38.0%
	Short Discounted Titles	8.0%
	Library Bindings	15.0%
	University Press	12.0%
	* Spoken Word Audio	0-45.0%
	** DVD/Blu-ray (<i>Discount based on List Price of item</i>):	
	< \$14.99	35.0%
	\$15.00-\$19.99	30.0%
	\$20.00 +	25.0%
	Net Titles	0.0%

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

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

Continuations and New Title Notifications/Standing Orders:

With Ingram, these special discounts also apply to our Continuations and New Title Notifications/Standing Order Programs. Please visit our website at www.ingramcontent.com/libraries or contact your Ingram Sales Representative for details.

Freight Terms:

For libraries with a **minimum of \$10,000** in annual expenditures with Ingram, orders will ship with Ingram-paid freight from your primary distribution center on up to two shipping accounts per library location, unless internal Ingram operations require additional accounts for providing a service to a library. Shipments of 15 or more units from your secondary distribution center qualify for Ingram-paid freight. Shipments of less than 15 units from this distribution center will be charged a flat \$5.00 shipping fee. This flat fee amount or qualifying unit quantity is subject to change with notice. Items picked, packed, and shipped together count as an individual shipment. Shipping will be via best method, which may include order or account consolidation, shipping schedules, carrier or other account setting adjustments to maintain freight costs below 2% of invoice.

For libraries with **less than \$10,000** in annual expenditures with Ingram, orders will ship with shipping charges averaging 3-7% of the total invoice price to be paid by the Library. Actual shipping charge amounts will be dependent upon order size and carrier rates.

Ingram does not currently assess any additional fees for shipping. However, given the unpredictable impact of rising oil prices, Ingram reserves the right to assess a fuel surcharge with notice.

Payment Terms:

Payment terms under this offer shall be 1% 10 Days/Net 30 Days. Payment is required for invoices within these terms even when a purchase order has not been completed. Ingram does not invoice for items until they have been shipped. Ingram offers a 1% cash discount on payments made by check within 10 days of statement date. Payments must be postmarked by the 10th of the month to qualify for the 1% discount. For payments submitted via ipage or Automated Monthly EFT Draft, the 1% discount is extended to the 25th of the month. Credit card payments are not eligible for this discount. This discount is shown on your invoice and must be taken at the time the invoice is paid and cannot be taken retroactively. These additional savings can be substantial when you take advantage of the prompt payment discount.

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

Ordering:

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

Mail orders should be sent to:

Ingram Library Services Inc.
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.

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

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

ipage:

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

Account Set-up:

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

Ingram Contact List:

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

- Brette Dorris, Senior Sales Representative (618) 210-3280
Email: brette.dorris@ingramcontent.com
- John Mangrum, Inside Sales Representative Ext. 35774
Email: john.mangrum@ingramcontent.com
- Customer Care..... Press Option 1, then 1
Email: ILSCustomer.service@ingramcontent.com
To discuss concerns or issues regarding your account
- Account Services Press Option 1, then 3
Email: requirements@ingramcontent.com
To Set Up / Update an Account
- Credit Department (800) 937-8100
- Technical Support..... (800) 937-7978

Remittance address:

Ingram Library Services Inc.,
P.O. Box 502779
St. Louis, MO 63150-2779

Please mail only payments to this address.

All other correspondence should be sent to:

Ingram Library Services Inc.
One Ingram Blvd.
La Vergne, TN 37086-1986