

INGRAM LIBRARY SERVICES LLC

Offers the following discounts and terms to all members of the:
MID ATLANTIC LIBRARY ALLIANCE (MALiA)

Per **Contract #2017-71500-01**, Ingram Library Services LLC offers the following discounts, terms and conditions to the public library, academic library and State agency members of the Mid-Atlantic Library Alliance.

Effective Dates: July 1, 2017 through June 30, 2020

Discounts:

Adult and Juvenile Trade Hardcover:	
1 copy per title.....	45.8%
2-4 copies per title.....	46.0%
5-9 copies per title.....	46.2%
10+ copies per title.....	46.5%
Quality Paperbacks and Mass Market Paperbacks:	
1 copy per title.....	38.0%
2-4 copies per title.....	40.0%
5-9 copies per title.....	41.0%
10+ copies per title.....	42.0%
Library Bindings	18.0%
Prebound Books.....	35.0%
University Press	18.0%
Short Discounted/Non-Trade Titles	10.0%
Legal, Medical, Reference, Scientific, and Technical Titles	10.0%
* 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%
Music CDs.....	5-45.0%
Video Games	5.0%
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.*

Freight Terms:

For libraries with a **minimum of \$50,000** in annual expenditures with Ingram or a commitment to meet this annual expenditure level, orders will ship with Ingram-paid freight from your primary and secondary distribution centers.

For libraries with **less than \$50,000** in annual expenditures with Ingram, shipments of 15 or more units from your primary distribution center or from your secondary distribution center will qualify for Ingram-paid freight. Shipments of less than 15 units will be charged a flat \$5.00 shipping fee. Items picked, packed, and shipped together count as an individual shipment. This flat fee amount or qualifying unit quantity is subject to change with notice.

Shipping will be via best method, which may include order or account consolidation, shipping schedules or other account setting adjustments to maintain freight costs below 2% of invoice. Ingram does not currently assess any additional fees for shipping. However, given the unpredictable impact of rising oil prices, Ingram reserves the right to assess a fuel surcharge with notice.

Payment Terms:

Payment terms under this contract 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 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.

Processing:

With over 100 different options, processing can be customized per the Library's specifications. Any additional processing options chosen by the Library will receive the current pricing in place at the time each option is added to their profile.

Complete Processing and Cataloging (Automated Package) <i>Includes Mylar or Label Protectors, Spine Label, Barcode, standard BookMARC record</i>	\$1.19 per unit
Mylar jacket and Catalog Card Kit, unfastened	\$1.59 per unit
Mylar Jacket, Attached	\$0.69 per unit
Mylar Jacket, Unattached	\$0.60 per unit
Catalog Card Kit, Unfastened	\$0.99 per title
Catalog Card Set	\$0.65 per title
Paperback Laminate, 5 mil	\$1.99 per unit
Paperback Laminate, 15 mil	\$1.85 per unit
BookMARC Record- FTP or ipage	\$0.35 per record
Theft-detection devices: 3M or Checkpoint	\$0.50 per unit
Theft-detection devices: Spine insertion	\$0.55 per unit
Theft-detection devices: 3M DCD-2 Overlay	\$1.33 per unit

Ordering:

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

Mail orders should be sent to:

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

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

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

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

ipage:

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

Account Set-up:

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

Ingram Contact List:

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

- Derek Tolley, Senior Sales Representative (VA, NC, WV).....(615) 267-1617
E-mail: derek.tolley@ingramcontent.com
- John Mangrum, Inside Sales Representative (VA, NC, WV).....Ext. 35774
Email: john.mangrum@ingramcontent.com
- Jamie Cutlip, Senior Sales Representative (AL, FL, KY, TN).....(813) 508-6743
Email: jamie.cutlip@ingramcontent.com
- Brandy Swett, Inside Sales Representative (AL, FL, KY, TN)Ext. 31310
Email: brandy.swett@ingramcontent.com
- Customer CarePress Option 1, then 1
E-mail: ILSCustomer.service@ingramcontent.com
To discuss concerns or issues regarding your account
- To Place an OrderPress Option 1, then 2
E-mail: ILS.orders@ingramcontent.com
- Account ServicesPress Option 1, then 3
To Set Up / Maintenance an Account
E-mail: requirements@ingramcontent.com
- To Check Stock StatusPress Option 1, then 4
- Toll-Free FAX Ordering(800) 677-5116
- Credit Department(800) 937-8100
- Technical Support.....(800) 937-7978

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