



June 17, 2019

Illinois Heartland Library System
6725 Goshen Road
Edwardsville, IL 62025

RE: Ingram Special Offer Renewal

Please accept this offer renewal as notification that Ingram Library Services LLC would like to continue providing library materials to the Illinois Heartland Library System at the following terms. Based on estimated annual expenditures of \$800,000, the special terms offered herein are the same as your current offer and will be extended for one year.

Discounts:	Trade Hardcover.....	43.5%
	Trade Quality Paperbacks	40.0%
	Mass Market Paperbacks	40.0%
	Library Bindings.....	15.0%
	Short Discounted 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%
	Net Titles	0.0%

** Eighty to eighty-five percent of all Spoken Word Audio is at the 45.2% 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 Standing Orders:

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

Processing and Cataloging:

Processing and cataloging components are available at the current standard pricing in place at the time the option is added to your account profile. Standard pricing is subject to change with notice.

Freight Terms:

Orders will ship with Ingram-paid freight from your Ingram-designated primary distribution center. Shipments of 15 or more units from your secondary distribution center qualify for Ingram-paid freight. Shipments of less than 15 units from your secondary 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. A limit of two (2) shipping accounts may be designated with Ingram-paid freight, unless internal Ingram operations require additional accounts for providing a service to a library. Each shipping account will be profiled to consolidate orders within that account for shipping purposes. Ingram can provide separate invoices per Library purchase order number, although shipping cartons may combine product from more than one purchase order.

Shipping will be via best method, which may include order or account consolidation, shipping schedules or other account setting adjustments to maintain freight costs below 2% of invoice.

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

Payment Terms:

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

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

Effective Dates: Start Date: July 1, 2018
End Date: June 30, 2019

Account Information: This offer is extended to the public library members of the Illinois Heartland Library System. The terms and conditions of this offer do not apply to staff accounts.

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

Ingram Contact List: Members of the Illinois Heartland Library System 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:

- Brette Dorris, Senior Sales Representative..... (618) 210-3280
Email: brette.dorris@ingramcontent.com
- Amanda Inman, Inside Sales Representative..... Ext. 35771
Email: amanda.inman@ingramcontent.com
- Customer Care..... Press Option 1, then 1
Email: ILSCustomer.service@ingramcontent.com
To Discuss Concerns or Issues Regarding Your Account
- To Place an Order..... Press Option 1, then 2
- Account Services Press Option 1, then 3
Email: requirements@ingramcontent.com
To Set Up / Update an Account
- To Check Stock Status Press Option 1, then 4
- Toll-Free FAX Ordering 800-677-5116
- Credit Department 800-937-8100
- Technical Support..... 800-937-7978

Ingram Library Services LLC looks forward to a continued successful partnership with the Illinois Heartland Library System. If you have any questions, please contact Brette Dorris, your Ingram Senior Sales Representative. Brette will be pleased to assist you.

Best regards,



Pamela R. Smith
Vice President and General Manager

PRS/rd