



September 28, 2012

Midwest Collaborative for Library Services  
Attn.: Ms Diane Mitchell  
6202 Morenci Trail  
Indianapolis, IN 46268

**RE: Special Discount Renewal Offer**

Dear Ms Mitchell:

Please accept this special discount renewal offer as notification that Ingram Library Services Inc. would like to continue providing library materials to the public and academic libraries of the Midwest Collaborative for Library Services members. Based on estimated annual expenditures of \$750,000 we are pleased to continue to offer members the discounts and terms we offer under the Michigan Statewide contracts for library materials.

<b>Discounts:</b>	Trade Hardcover:
	1 copy per title .....42.5%
	2-5 copies per title ..... 43.0%
	6-9 copies per title .....43.5%
	10+ copies per title .....44.5%
	Trade Quality 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.....20.0%
	Short Discounted Titles.....5.0%
	University Press.....13.0%
	Spoken Word Audio (Trade).....45.2%
	Spoken Word Audio (Non-Trade).....20.0%
	Playaway.....20.0%
	DVD .....28.0%
	Music CD .....28.0%
	Net Titles .....0.0%

**Continuations and Standing Orders:**

With Ingram, these special discounts also apply to our Continuations and Standing Order Programs. Ingram suggests using an existing firm order account for Continuations, so that these titles will ship with your regular orders. Please visit our website at [www.ingramlibrary.com](http://www.ingramlibrary.com) or contact your Ingram Sales Representative for details on our Continuations and Standing Order Programs.

**Freight Terms:**

Orders will ship with Ingram-paid freight from your primary and secondary distribution centers. Should you decide to place an order from any other distribution center, shipping charges averaging 3-7% of each total invoice cost will be assessed. 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 within 10 days of statement date. Credit card payments are not eligible for this discount. Payments must be postmarked by the 10<sup>th</sup> of the month to qualify for the 1% 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.

**Effective Dates:** Start Date: October 1, 2012  
End Date: September 30, 2013

**Account Information:**

This offer is extended to Indiana public and academic members of the Midwest Collaborative for Library Services. The terms and conditions of this offer do not apply to staff accounts.

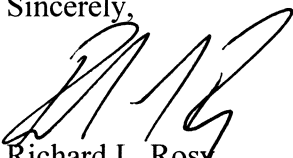
It is the responsibility of each individual ordering agency to verify with Account Services that any new accounts are eligible and have been set up to order under this offer. Ingram cannot issue credit for accounts not following the proper procedures. Any item that is ordered prior to the start date 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 Midwest Collaborative for Library Services have toll-free telephone access to any Ingram point of contact at (800) 937-5300.

- Inside Sales Team..... Ext. 23182  
Email: [ilssalessupp@ingramcontent.com](mailto:ilssalessupp@ingramcontent.com)  
Fax ..... 888-210-4161
- Customer Care..... Press Option 1, then 1  
Email: [ILSCustomer.service@ingramcontent.com](mailto: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: [customer.requirements@ingramcontent.com](mailto:customer.requirements@ingramcontent.com)  
To Set Up / Update an Account or for Information on Programs and Services
- 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 Inc. looks forward to a continued successful partnership with the Indiana members of the Midwest Collaborative for Library Services. If you have any questions, please contact our Inside Sales Team at (800) 937-5300, extension 23182. They will be pleased to assist you.

Sincerely,



Richard L. Rosy  
Vice President, Sales

RLR/pm