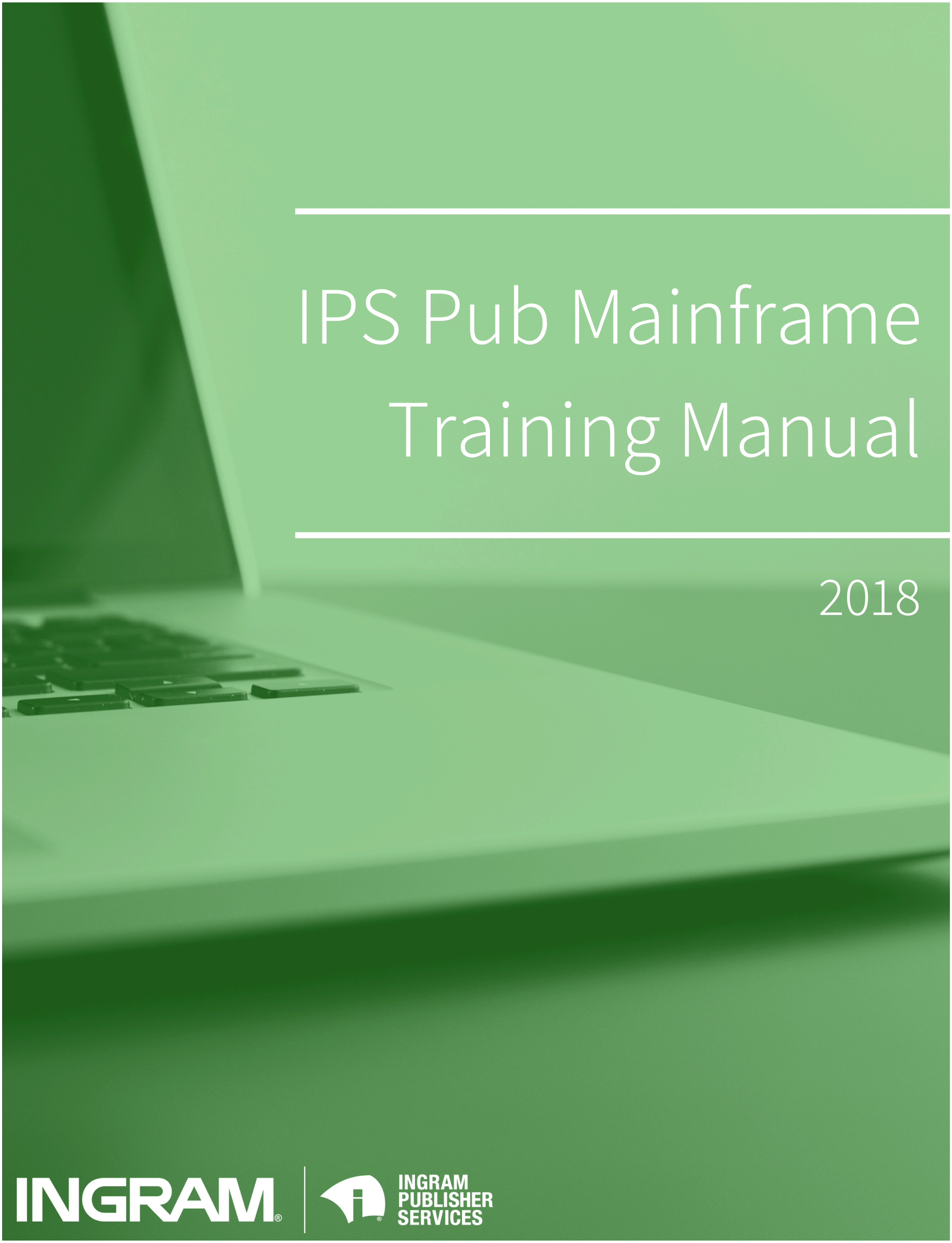


IPS Pub Mainframe Training Manual

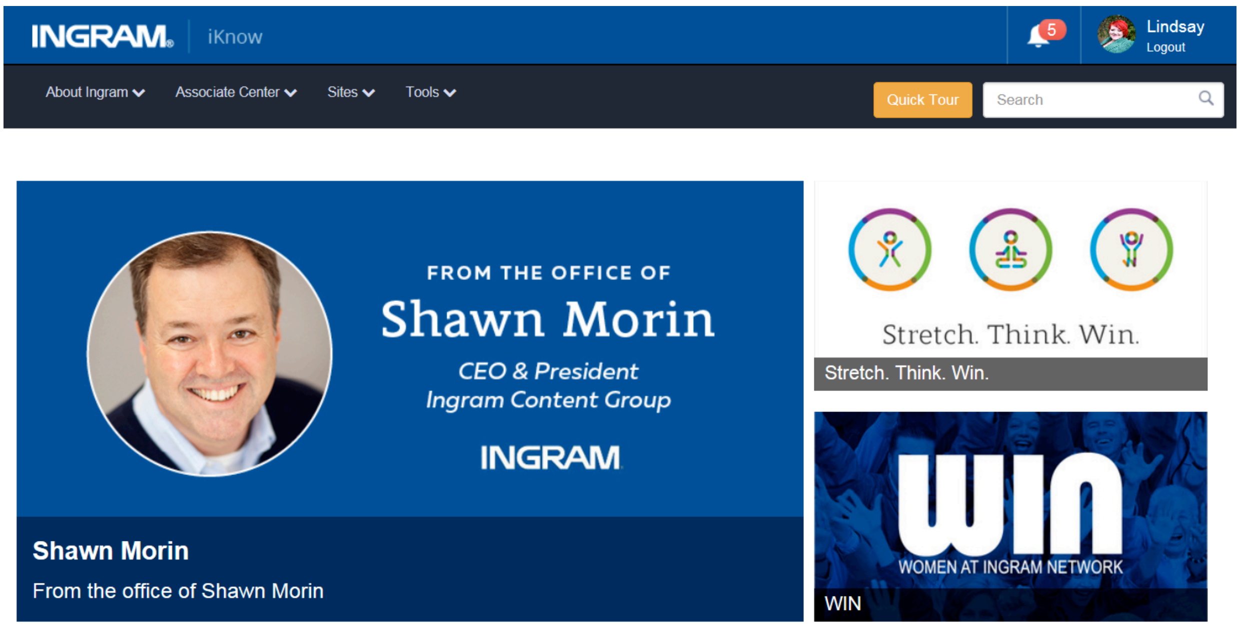
2018

INGRAM | INGRAM PUBLISHER SERVICES

iKnow and IPS Homepage

iKnow is the company intranet site and a valuable information resource utilized across the company. iKnow can be accessed at iknow.ingramcontent.com. If you are prompted to login, use the same credentials used when logging into your network computer.

The IPS homepage can also be accessed through iKnow. Here is where you will find customer discount information as well as other relevant information related to both customers and IPS publishers.



IPS Homepage

This is the main hub for IPS information. It is highly recommended to add this page to your Favorites list.

Path: iKnow Home>Sites>Ingram Publisher Services
Direct Address: https://iknow.ingramcontent.com/ingram-publisher-services

General Contact Information

Phone, Fax, and email information which is supplied to publisher clients, retail customers, and the rest of the company. Also, included in this section is the IPS Federal ID Number which is supplied to requesting publishers and retail customers.

- Field Sales
- IPS Work Orders
- Ingram International
- Library Services
- National Accounts
- Ingram Publisher Services
- Textbooks

General Contact Information

General Info	866-400-5351
Transfer to Ordering	ext. 27678
Transfer to Cust. Svc.	ext. 27679
Access Ordering	800-961-8031
Fax	800-838-1149
Email- Retail Customers	ips@ingramcontent.com
Email- Publisher Clients	pubsupport@ingramcontent.com
UK IPS Customer Support	UKIPS_Customer_Support@ingramcontent.com +44 (0) 800 138 0600
IPS Federal ID Number	20-1245963

IPS Web Site: www.ingrampublisherservices.com

IPS Classes of Trade

To view the terms for all IPS publishers for a specific Class of Trade choose *View by Class of Trade or View by Publisher*.

Class of Trade

View by Class of Trade

View by Publisher

IPS SAN’s

The list includes the general IPS SAN, as well as the SAN’s for each distribution center. Supplied to a publisher client or customer if they request it. A SAN number is the standard address number, a unique 7-digit identifier used to signify a specific address of an organization in (or served by) the publishing industry. This number is typically used for electronic ordering.

IPS SANS	
IPS SAN	6318630
Ft. Wayne DC SAN	6318646
Roseburg DC SAN	6318657
LaVergne DC SAN	6318665
Chambersburg DC SAN	6318673
Returns Center SAN	6318681

Tools

The most common tool that is utilized is the IPS Customer Attributes. This shows who the sales rep is for a specific account. The other most commonly used tool is the IPS Operations request form. Pub Support does not use Next Generation Reporting, IPS Sales Tracker or IPS Internal Reports.

IPS Customer Attributes

Next Generation Reporting

IPS Operations Request Form

IPS Sales Tracker

IPS Internal Reports

IPS Publisher Internal Contacts

Provides a comprehensive list of active publisher clients along with the Publisher Number, Direct Fulfillment Ship to number, Go Live date, Account Manager, Inventory Manager, and Publisher Support Coordinator. This page also notes if the publisher client participates in our Sales program, Canadian Distribution, Canadian Sales and Gift Sales.

IPS Publisher Internal Contacts

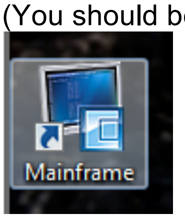
IPS Mainframe

Mainframe is the inventory/order management system utilized by Ingram to manage orders and inventory as necessary for our customer base. The following pages will walk you through the primary functionality used by Pub Support in Mainframe:

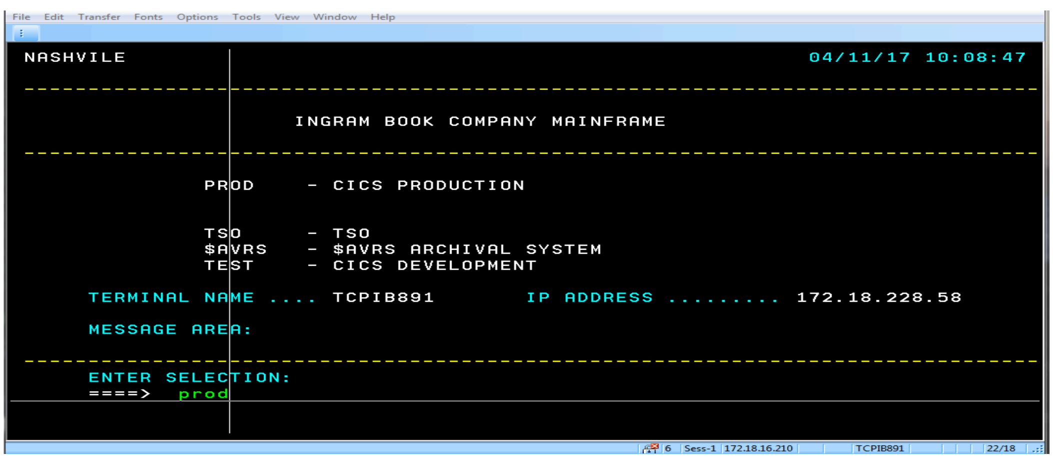
- order entry (OE01)
- looking up stock and/or customer discounts (IT30/IB14)
- viewing history for DF orders (OM60)
- checking order processing status (OEBP)
- manual allocation view only (IT11)

How to Log In to Mainframe

The mainframe icon should be located on your desktop or in your Connection Central Folder (You should be selecting MOD5 screen). Double click that icon to access mainframe

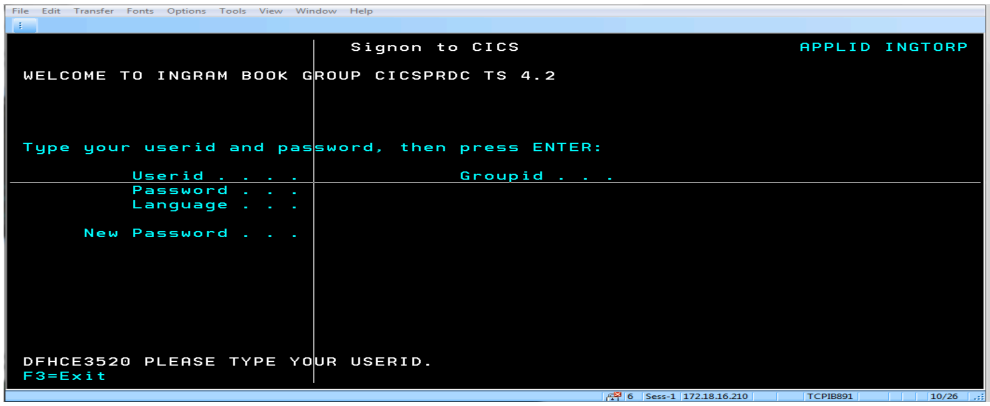


When opening a new session, you will need to type "prod", then hit enter.



You will then be prompted to enter your user ID and password.

Note: Your user ID is the same credentials used when logging into your computer. The password must be 8 characters long and includes a number.



You will then see a blank screen where you will enter the screen name you are wanting to utilize.

OE01 Screen

OE01 is used to place orders. To get to this screen simply open your mainframe session as referenced on page 10 and type OE01 in the upper left-hand corner.

Common Reasons IPS Business Operations would place an order in mainframe:

- Place Stock transfers to our DC's for allocated stock
- Destroy Orders
- Bindery/Bill Only Shipments
- Publisher Direct Fulfillment order needs a future ship date
- Publisher Direct Fulfillment orders for inactive titles
- Publisher has requested special handling of a particular retail customer order

How and When to place a Manual Inter-Warehouse Stock Transfer for one of the IPS Warehouses

A manual transfer is only submitted at the request of the Product department (Mason Smith or Robin Brown). These requests are so stock can be transferred to Chambersburg, LaVergne, Ft. Wayne, Roseburg and later this fall Jackson but are unable to do so through the normal system Millennium due to a title being on allocation, or that has not been received yet,

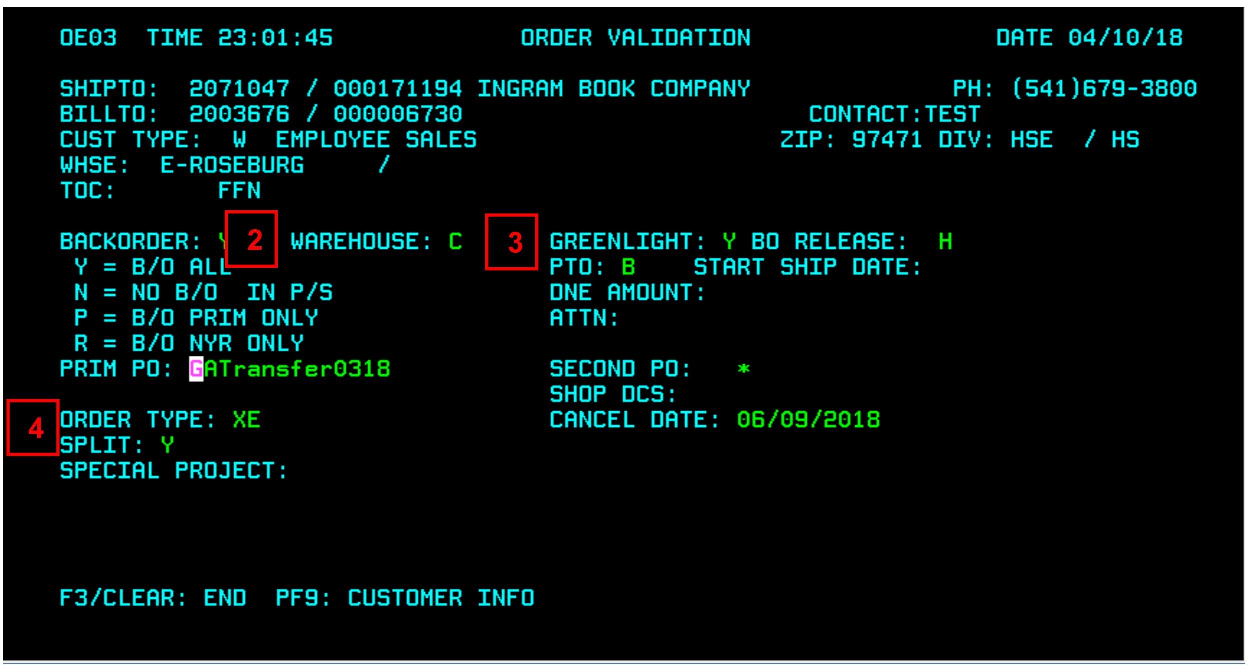
Enter the Warehouse Ship to account that you want the stock delivered to.
LaVergne, TN 2022563
Chambersburg, PA 2030224
Ft. Wayne, IN 2032640
Roseburg, OR 2071047

Do not change shipping on the transfer account.
Only the following Fields should be changed on the Order Validation Screen

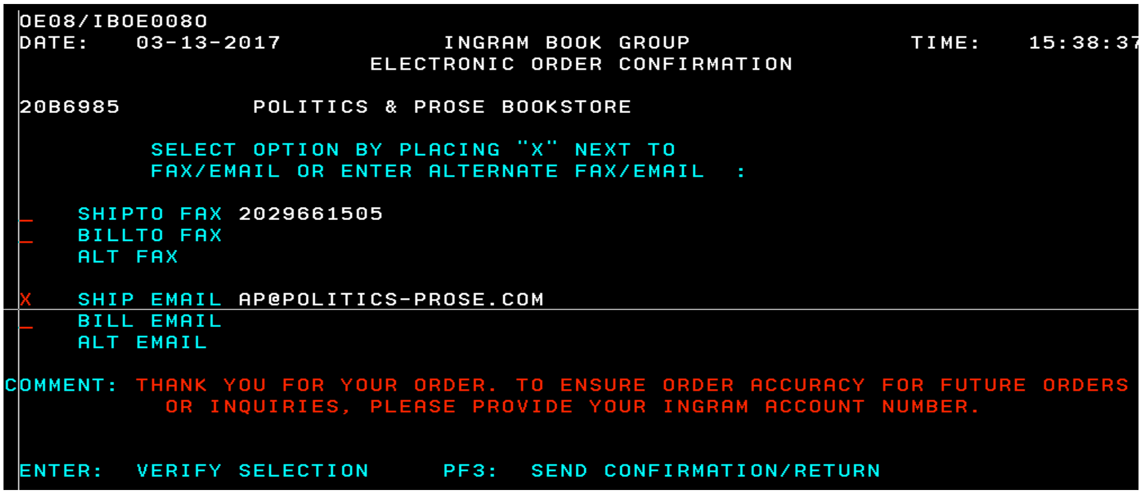
Backorder Field: This field will need to be updated to Y to allow backorders.

Warehouse: This will need to be changed to the warehouse where you want the stock transferred from.
C=Chambersburg, PA
D=Ft. Wayne, IN
N=LaVergne, TN
H=Jackson, TN
E=Roseburg, OR

Purchase Order: This is the PO you will reference in the Inbound Shipping Notification



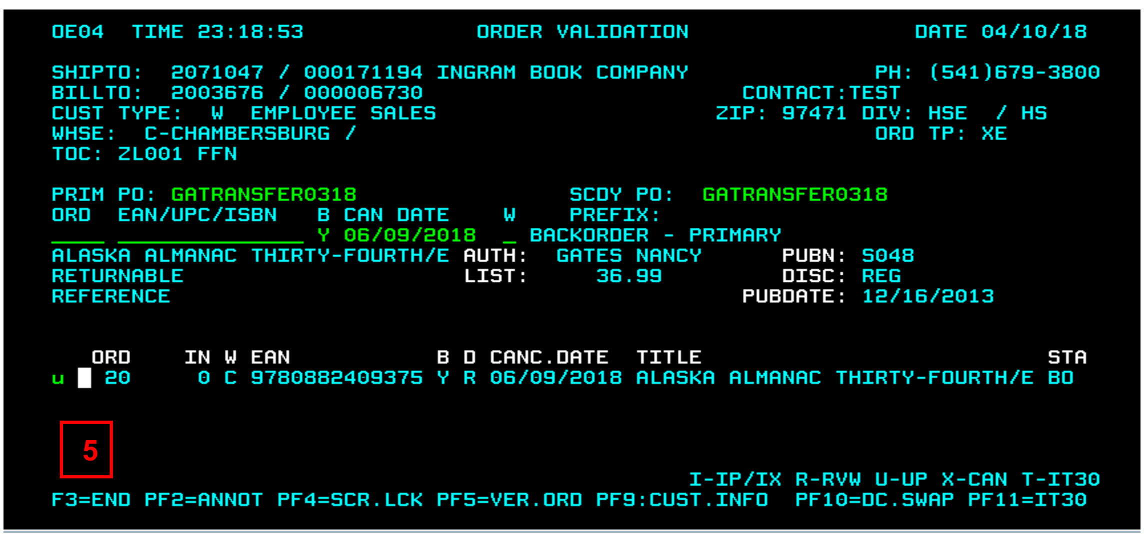
Once the above information is entered, the screenshot below will appear. At this point, you will enter the email address that the order confirmation should be sent to. If the email address listed is incorrect you will need to erase the X and place the new email address in the “alt email” field and hit enter.



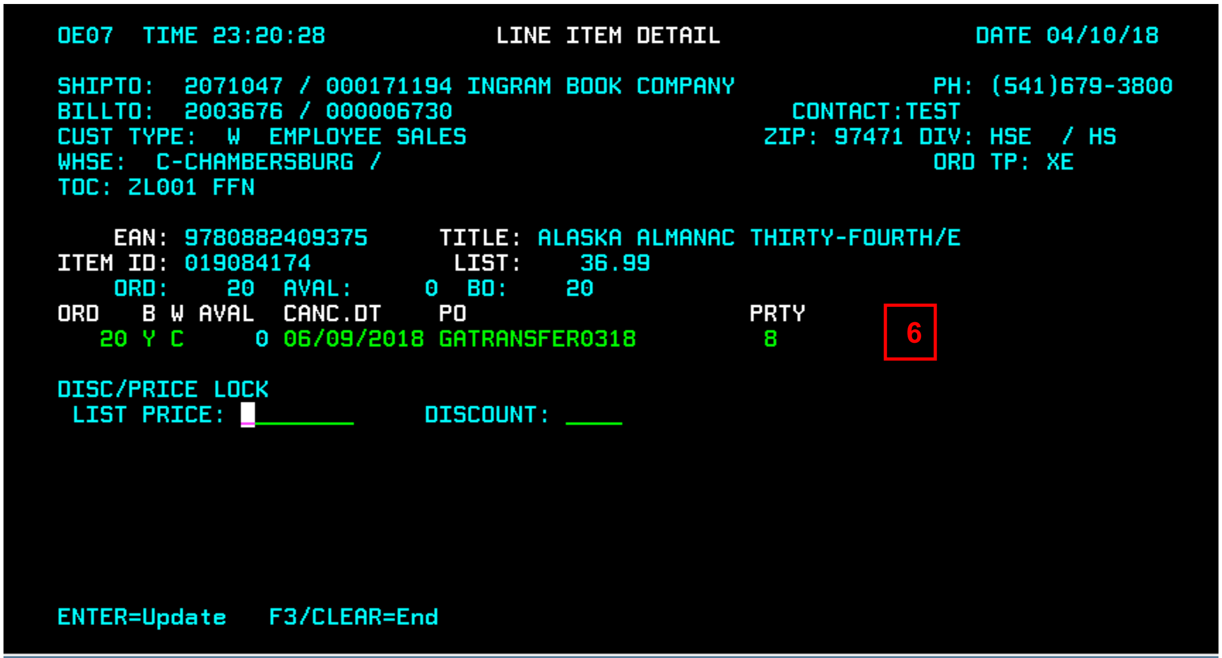
Once the email address is entered, F3 will take you to the ordering screen.

Note: When locking a qty/backorder/ISBN prefix, place the value in the corresponding field and hit F4.

Since we are manually keying this transfer due to the stock being on manual allocation or not yet received we will need set a priority on the line items. To add the priority enter in the quantity and the title and then placing a U in the selection field next to the title and hit enter to advance to the Line Item Detail Screen.

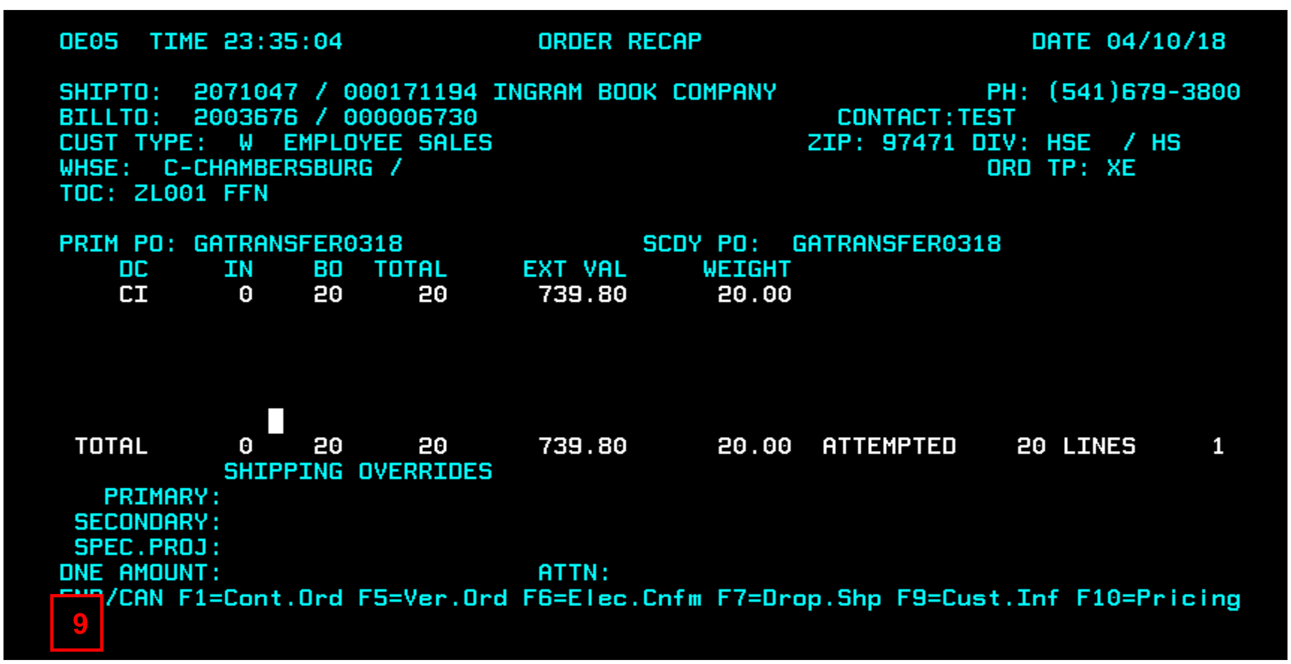


On the Line Item Detail Screen tab over to the Priority field. Enter 9 priority for on hand stock and 8 for not yet received stock. Hit Enter to Update and then F# to return to the Order Validation Screen.



```
OE07  TIME 23:20:28            LINE ITEM DETAIL                 DATE 04/10/18

SHIPTO:  2071047 / 000171194 INGRAM BOOK COMPANY              PH: (541)679-3800
BILLTO:  2003676 / 000006730                        CONTACT:TEST
CUST TYPE:  W  EMPLOYEE SALES                      ZIP: 97471 DIV: HSE  / HS
WHSE:  C-CHAMBERSBURG /                                       ORD TP: XE
TOC: ZL001 FFN

    EAN: 9780882409375     TITLE: ALASKA ALMANAC THIRTY-FOURTH/E
ITEM ID: 019084174          LIST:    36.99
    ORD:     20  AVAL:      0  BO:    20
ORD    B W AVAL  CANC.DT     PO                      PRTY
   20 Y C      0 06/09/2018 GATRANSFER0318            8           6

DISC/PRICE LOCK
 LIST PRICE: ________      DISCOUNT: ____



ENTER=Update   F3/CLEAR=End
```

Repeat steps 5 & 6 until all titles are entered and allocated.
Hit F3 from the Order Validation Screen to advance to the Recap Screen.
Type End in the bottom left hand corner to close out the order.
Once completed a Inbound Shipping notification will need to be entered in Ipage so the warehouse will have something to receive against.



```
OE05  TIME 23:35:04             ORDER RECAP                        DATE 04/10/18

SHIPTO:  2071047 / 000171194 INGRAM BOOK COMPANY              PH: (541)679-3800
BILLTO:  2003676 / 000006730                        CONTACT:TEST
CUST TYPE:  W  EMPLOYEE SALES                      ZIP: 97471 DIV: HSE  / HS
WHSE:  C-CHAMBERSBURG /                                       ORD TP: XE
TOC: ZL001 FFN

PRIM PO: GATRANSFER0318                SCDY PO:  GATRANSFER0318
    DC      IN     BO   TOTAL      EXT VAL      WEIGHT
    CI       0     20      20       739.80       20.00



 TOTAL       0     20      20       739.80       20.00  ATTEMPTED    20 LINES     1
           SHIPPING OVERRIDES
   PRIMARY:
 SECONDARY:
 SPEC.PROJ:
DNE AMOUNT:                     ATTN:
END/CAN F1=Cont.Ord F5=Ver.Ord F6=Elec.Cnfm F7=Drop.Shp F9=Cust.Inf F10=Pricing
 9
```


INGRAM

How to enter a destroy Order

These are keyed on the IPS Destroy Account 20K2302, this account is hard coded with a XS order type so that publisher will be billed as a destroy and not a shipment.

2. Enter a PO to help distinguish this destroy order. I usually do the Publisher's name then destroy and the Date.
3. Key the specified quantity& EAN of each title that needs to be destroyed on the order validation screen.
4. Hit F3 to go to the Order Recap Screen
5. Type end and hit enter to close out the order
6. Once the orders have dropped to an OE# in OM60 you need to submit a No Charge Workorder specifying the quantities to be destroyed by each DC. (Publishers are charged for the destroy based of the XS order type not the workorder itself) and requesting that a Certificate of Destruction be Provided.

How to Process and Submit a Bindery/Bill Only Shipment

1. Publisher emails bindery shipment order to pubsupport@ingramcontent.com a minimum of five business days prior to books shipping from the bindery. Emails should include:
    a. Customer ship-to account number and/or customer account name
        i. If the publisher does not have the customer's ship-to account number, the publisher provides the customer's name, street address, city, state, and zip code. Publisher Support will research the account and add the ship-to account number to the bindery spreadsheet.
    b. Purchase order number
    c. EAN/ISBN
    d. Title
    e. Quantity
    f. Discount or promotion code (if applicable)
    g. Total sales dollars
    h. If shipping charges will be paid by the customer.
    i. Anticipated ship date
2. If the Purchase Order is already in Ingram's system as a backorder, the publisher notifies pubsupport@ingramcontent.com the bindery procedure. This notification must be received at least five business days prior to the product arriving at the IPS warehouse. This alleviates the possibility of costly double shipments.
3. Publisher Support determines if credit approval is necessary.
4. Individual bindery shipments of less than $100,000 for Amazon, AWBC/BAM, Barnes and Noble, and Hastings Entertainment can be processed without credit approval.
    a. If the order is not already in the system and the customer is not on credit card terms you can submit the order as a DB Order Type, and the system will verify approval automatically.
    b. If the order is already in the system, then you will need to get approval prior to switching it to a DB order type from customeradmin@ingramcontent.com cc Jeanne Nicholson and Shelley Foster. Provide Bill-to, Ship-to, Wholesale Dollar amount, PO#
5. If customer is on credit card terms, email credit as outlined above. Credit should notify Publisher Support to initiate a DB order, which will initiate a charge to the credit card. If

approved, the order will be sent to Becky Fuller's team for billing. If denied credit will notify Publisher Support that the card has been declined. If publisher elects to ship anyway, billing must either be processed as direct fulfillment or Ingram will deduct non-payment from the publisher's statement.

   a. If not approved by credit, Publisher Support informs the publisher of the credit issue. The publisher is encouraged to contact the customer and resolve the issue
   b. If approved by credit, Publisher Support notifies the publisher and enters bindery shipment.
      i. If the order is already in mainframe OM60, Publisher Support changes the order status to "DB."
      ii. If the order was not in the system a DB order type would have been initiated already to obtain approval.

6. Publisher emails number of cartons, total weight, freight charges (if applicable), and proof of delivery (POD) to pubsupport@ingramcontent.com within ten business days of product shipping from the bindery.
7. Publisher Support completes the bindery shipment template when information is provided by publisher and is also available in mainframe OM60. Bindery shipment template can be located on Shairpoint under Publisher Support>Pub Support Docuements>Bindery Shipments. Explanations of fields are below:
   a. Ship to Acct #
   b. OE#
   c. Ingram PO
   d. PO#
   e. ISBN/EAN
   f. Title
   g. Account Name
   h. Qty
   i. Number of cartons
   j. Total Weight
   k. Freight Charge (If the customer will be paying the freight. Most Publishers cover freight cost.)
8. The Publisher Support rep provides all final billing information (bindery shipment template and the proof of delivery) to Accounting Services (Chloe Sullins, cc Stacey Simpson & Becky Fuller) by Wednesday at noon for billing to occur in that week.

The Ingram PO can be found by entering an H next to the line in OM60.
This will not be available until the order has been updated to a DB order type.

```
ORD:100 = SHIP:  0 + INVC:100 + CANCEL:  0 + SLASH:  0
INGRAM PO:CZ109A0V VEND INV# UPDATED  VEND DATE 2013-04-29
```

For Non-Consigned Publishers you will also need to cc IPS Statement & Jennifer Gambill. Be sure to notate that this is just to notify them that we have processed an IPS Bindery and that IBC will be receiving a bill for the product. (screen shot of email below)

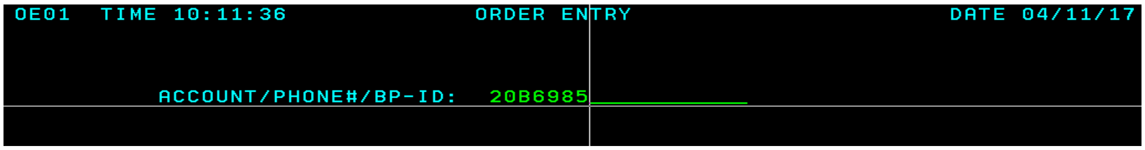
Ship To: ELLIOTT BAY BOOK COMPANY

SHIP TO ACCT #	OE #	INGRAM PO	PO #	ISBN	TITLE	QTY	# OF CARTONS	TOTAL WEIGHT	FREIGHT CHARGE
20A9529	H9QX84920	HZ097A3V	4239077	9781592700844	BIG WOLF & LITTLE WOLF	4	1	20	$0

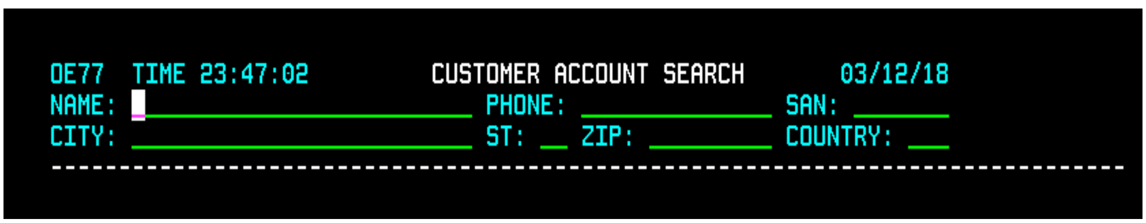
How To Enter a Direct Fulfillment Order in Mainframe

To begin placing an order.

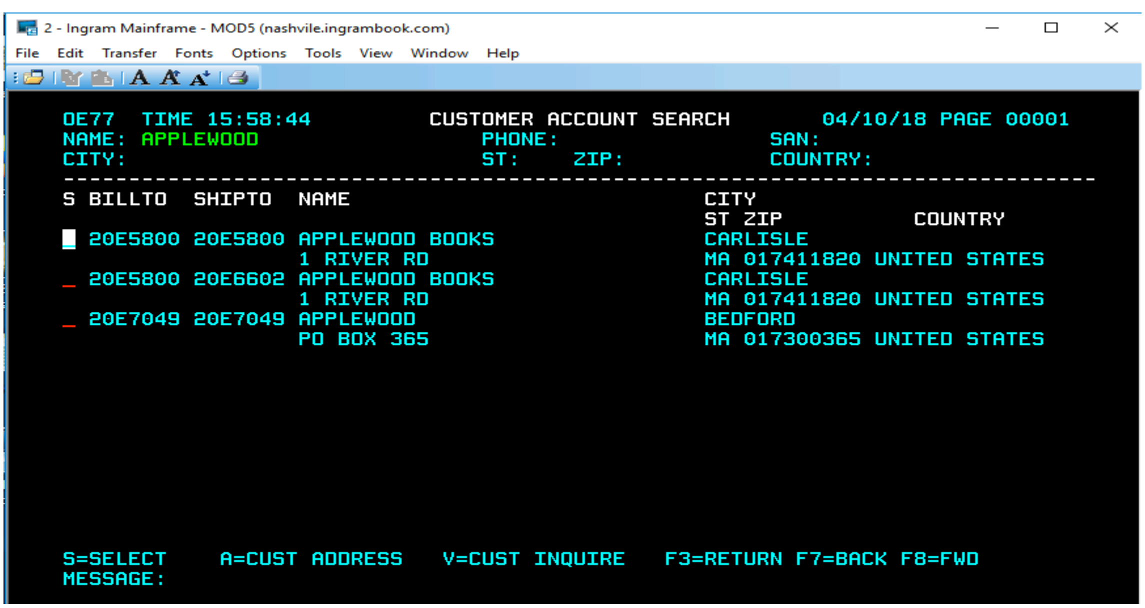
Input the account number/shipping location number and hit Enter.



If the account number is unknown you can select F8 and it will take you to the account look up screen where you can look up accounts based on name, phone, SAN, City, State, Zip code, or Country Code.

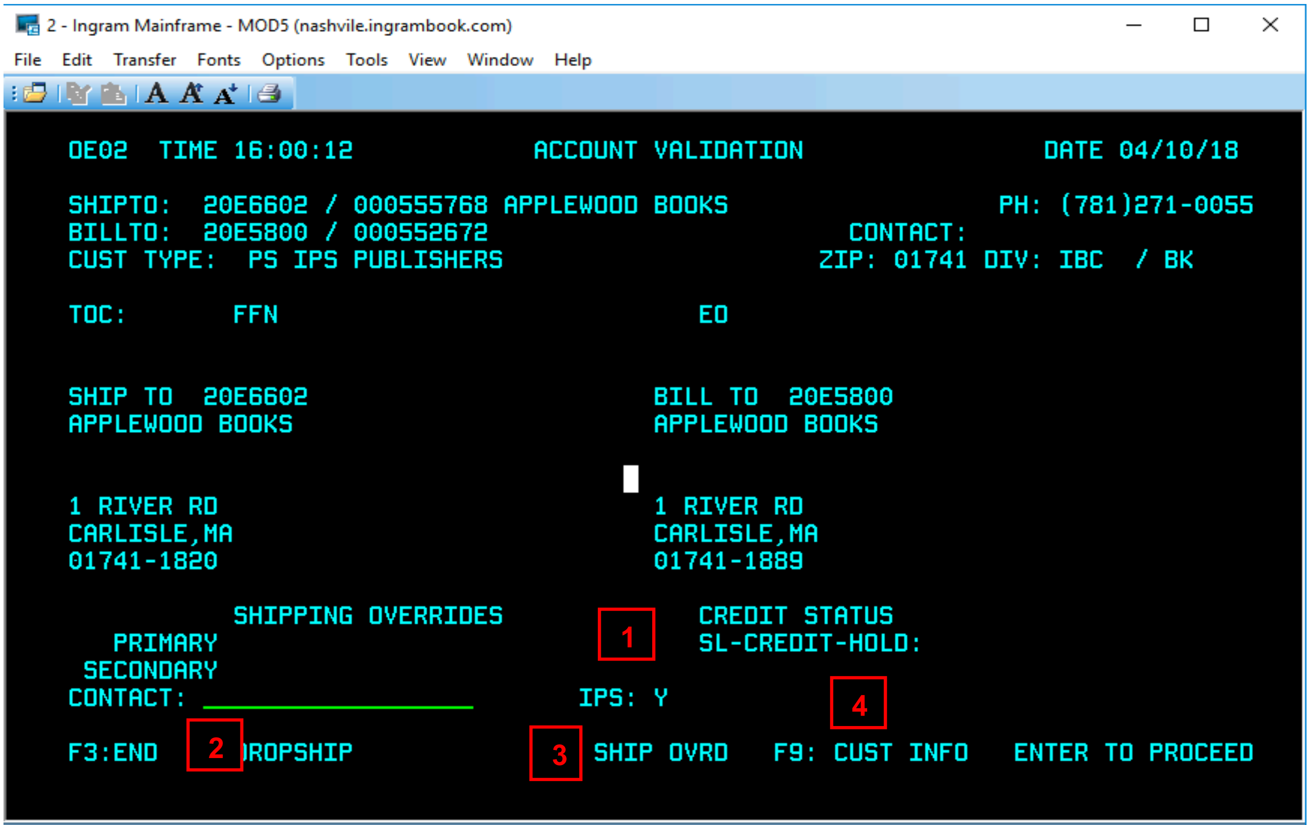


To select an account for the list displayed simply enter an "S" next to the store name and hit enter, It will then take you back to the main screen and populate the account number you selected. Hit Enter to proceed to the address screen.



INGRAM

IPS OE01 Example:



The IPS field will be set to **N** for customers who are not eligible to order IPS product, furthermore this means that the customer is only eligible to order through our wholesale company, Ingram Book Company (IBC). This field will be set to **Y** for customers who may only place Ingram Publisher Services (IPS) orders (i.e. Baker & Taylor).
Otherwise, customers who can place both IBC & IPS orders will have a default of *. You must tab to this field and enter a **Y** if a customer wishes to place an IPS order.

F5 will take you to the Drop Ship Screen where you can select an address from the last 10 previously entered orders or key a new drop ship address.

Select **F6** to change the shipping method for the order. This must be done prior to the order entry. Changing the standard routing for a purchase order may be required for the following reasons:

Expedited shipping
Routing needs to be assigned by IPS Transportation
Collect Account (Fed Ex/UPS)

F9 will take you to the Account Information Screen: To confirm a Publishers DF account is set up correctly and will the not be sent to Accounts Receivable the IPS Publisher Flag must be

Marked Y and the Publishers Number will be reflected beside it. Anytime a new ship to is set up for a Direct Fulfillment account it is crucial to confirm this flag has been added updated by the credit department.

```
CLASS OF TRADE:    NR
IPS ALLOWED:        Y
IPS ONLY:           Y
IPS PUBLISHER:      Y S002
IPS / IBC COMBINE:  N
```

Once you have confirmed shipping and drop ship options (if applicable), enter the contact name and hit enter.

Start Ship Date: Allows a customer or publisher client to select a specific ship date (or future ship date) for a purchase order.
Special Project: This field is filled out if the customer or publisher would like to use a promotional code. Customers are given this promotional code to use at the time of ordering by the publisher.

```
OE03  TIME 10:25:32            ORDER VALIDATION                 DATE 08/21/17

SHIPTO:  20B6985 / 000443233 POLITICS & PROSE BOOKSTORE       PH: (202)364-1919
BILLTO:  2011088 / 000021479                           CONTACT:TEST
CUST TYPE:  C  INDEPENDENT                           ZIP: 20008  TRADE CLS: R9
WHSE:  C-CHAMBERSBURG /N-LAVERGNE
TOC:        FFE   15/15                    EPS                        IPS ORDER

BACKORDER: Y    WAREHOUSE:        GREENLIGHT: Y BO RELEASE:  H
 Y = B/O ALL                      PTO: B    START SHIP DATE:   1
 N = NO B/O  IN P/S               DNE AMOUNT:
 P = B/O PRIM ONLY                ATTN:
 R = B/O NYR ONLY
PRIM PO: *                        SECOND PO:   *
                                  SHOP DCS:
ORDER TYPE: TN                    CANCEL DATE: 02/17/2018
SPLIT: Y
SPECIAL PROJECT:         2




F3/CLEAR: END  PF9: CUSTOMER INFO
```

Once the above information is entered, the screenshot below will appear. At this point, you will enter the email address that the order confirmation should be sent to. If the email address listed is incorrect you will need to erase the X and place the new email address in the “alt email” field and hit enter.

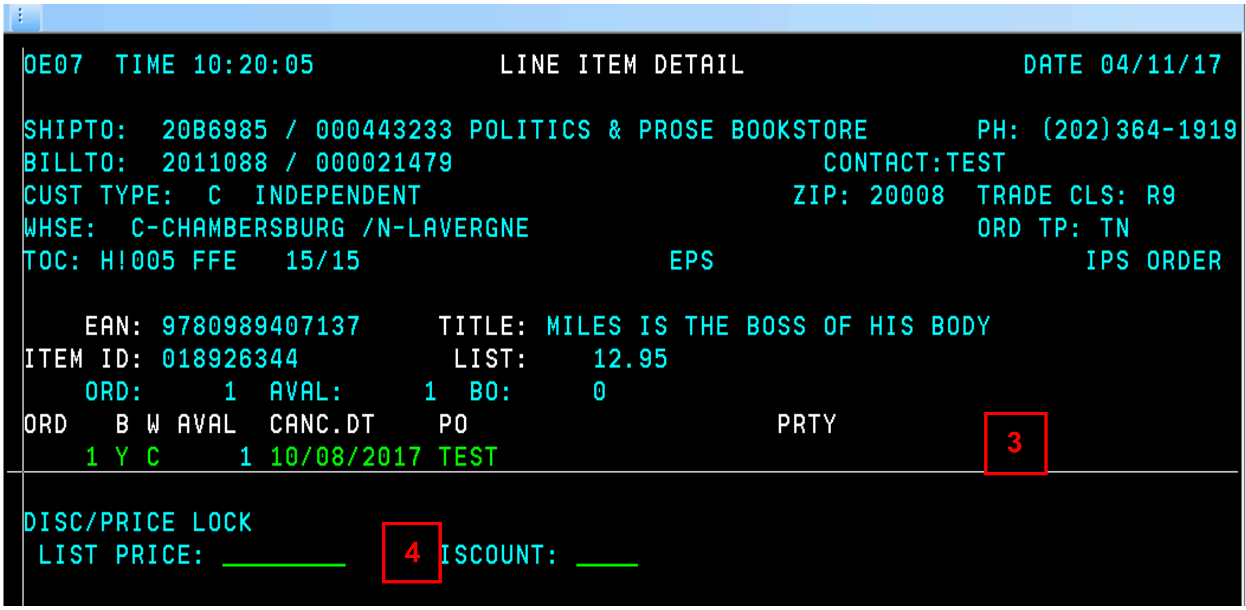
```
OE08/IBOE0080
DATE:    03-13-2017          INGRAM BOOK GROUP                TIME:    15:38:37
                        ELECTRONIC ORDER CONFIRMATION

20B6985          POLITICS & PROSE BOOKSTORE

         SELECT OPTION BY PLACING "X" NEXT TO
         FAX/EMAIL OR ENTER ALTERNATE FAX/EMAIL   :

_    SHIPTO FAX 2029661505
_    BILLTO FAX
     ALT FAX

X    SHIP EMAIL AP@POLITICS-PROSE.COM
_    BILL EMAIL
     ALT EMAIL

COMMENT: THANK YOU FOR YOUR ORDER. TO ENSURE ORDER ACCURACY FOR FUTURE ORDERS
           OR INQUIRIES, PLEASE PROVIDE YOUR INGRAM ACCOUNT NUMBER.

ENTER:   VERIFY SELECTION      PF3:  SEND CONFIRMATION/RETURN
```

Once the email address is entered, F3 will take you to the ordering screen.

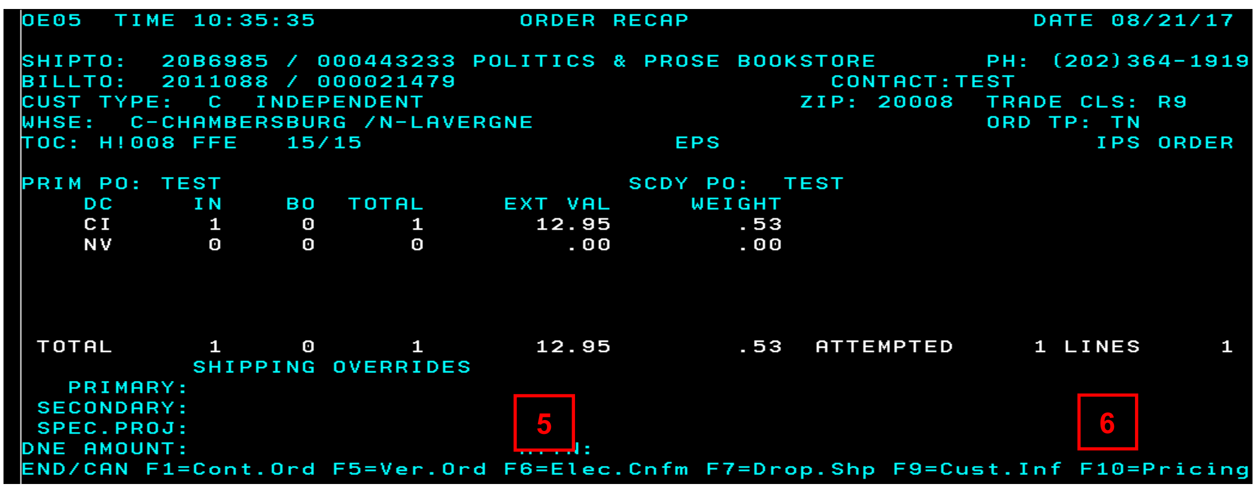
```
OE04  TIME 13:47:18            ORDER VALIDATION                    DATE 09/21/17

SHIPTO:   20B6985 / 000443233 POLITICS & PROSE BOOKSTORE       PH: (202)364-1919
BILLTO:   2011088 / 000021479                        CONTACT:TEST
CUST TYPE:   C  INDEPENDENT                         ZIP: 20008   TRADE CLS: R9
WHSE:   C-CHAMBERSBURG /N-LAVERGNE                               ORD TP: TN
TOC: H!001 FFE    15/15                 EPS                             IPS ORDER

PRIM PO: TEST                          SCDY PO:  TEST
ORD   EAN/UPC/ISBN     B CAN DATE    W     PREFIX:
____  ______________   Y 03/20/2018  _
                               AUTH:                    PUBN:
                               LIST:                    DISC:
                                                     PUBDATE:


   ORD    IN W EAN            B D CANC.DATE  TITLE                            STA
```

Note: When locking a qty/backorder/ISBN prefix, place the value in the corresponding field and hit F4.

The **PRTY** field is used to set priority on titles that are on manual allocation.
Note: Manual allocation is when the publisher manages the title to go to certain stores.
The list price and/or discount may be changed in the Line Item Detail screen by selecting **F5,** then placing a U on the line by the title you are wanting to update.



You can return to the previous screen by pressing F3.
Once all titles have been keyed you hit F3 from the main order screen to then proceed to the Recap screen.



Select **F6** to send an order confirmation via fax or email, if not already entered.

Select **F10** to access the pricing information for the order (*screen capture below)*

*** Please note it is always important hit F10 and verify that all titles received the correct discount and price***

```
OE34              ***  ORDER DISCOUNT DETAIL ***      09/21/17             PAGE:  001
 SHIPTO: 20B6985 POLITICS & PROSE BOOKSTORE         DC:  CI/NV  DIV: IBC /BK
 BILLTO: 2011088 POLITICS & PROSE BOOKSTORE         TOC: H!001 OE01 ORDER
   IN STOCK VALUE:          6.99             BACKORDER VALUE:         0.00

              D B                                                          CUST
  ORD   SHP C O ITEM ID    TITLE                             PRICE  DISC     COST
    1     1 C Y 018926344 MILES IS THE BOSS OF HIS BODY      12.95 46.0%     6.99
```

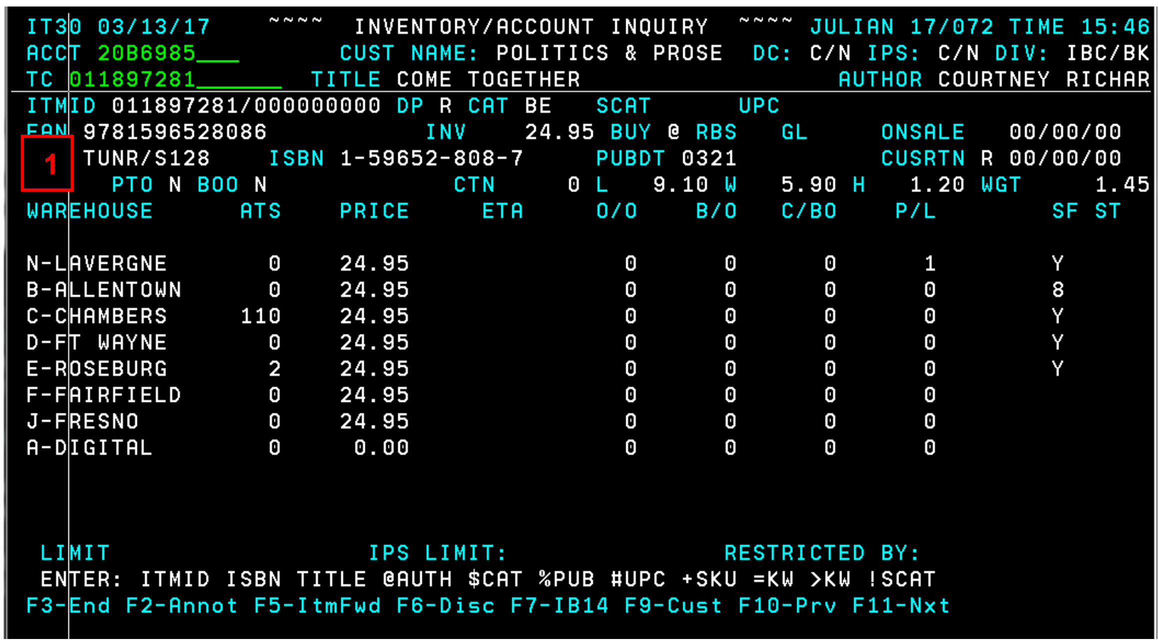
When the order is complete, type in END at the final screen. If the order should be canceled, type in CANCEL.

```
OE05   TIME 13:53:12             ORDER RECAP                        DATE 09/21/17

SHIPTO:   20B6985 / 000443233 POLITICS & PROSE BOOKSTORE       PH: (202)364-1919
BILLTO:   2011088 / 000021479                          CONTACT:TEST
CUST TYPE:    C  INDEPENDENT                          ZIP: 20008   TRADE CLS: R9
WHSE:   N-LAVERGNE     /C-CHAMBERSBURG                             ORD TP: TN
TOC: H!001 FFE   15/15                        EPS                         IPS ORDER

PRIM PO: TEST                             SCDY PO:  TEST
    DC       IN     BO   TOTAL      EXT VAL      WEIGHT
    NV       0      0       0           .00         .00
    CI       1      0       1         12.95         .53



 TOTAL       1      0       1         12.95         .53  ATTEMPTED      1 LINES      1
           SHIPPING OVERRIDES
   PRIMARY:
 SECONDARY:
 SPEC.PROJ:
DNE AMOUNT:                        ATTN:
END/     F1=Cont.Ord F5=Ver.Ord F6=Elec.Cnfm F7=Drop.Shp F9=Cust.Inf F10=Pricing
end    7      RETURNED FROM PRICING AND RECAP
```

IT30/IB14 Functions

IT30 is used when looking up stock or a customer’s discount. To get to this screen simply open your mainframe session as referenced on page 10 and type IT30 in the upper left-hand corner.

Pub alpha and pub number are noted here



How to Identify IPS/IPS Jackson Publishers

IPS pub numbers will contain 4-characters. These pub numbers generally begin with a “S” in Mainframe or ipage, however there are exceptions when it comes to traditional channel.
0006 – Abingdon Press
1363 – Destiny Image
IPS Jackson pub numbers will all begin with a “P”.

Hit **F6** to obtain IPS discount information for the customer (account # must be entered).

```
 IT31 08/30/13      ~~~~  INVENTORY/ACCOUNT INQUIRY  ~~~~ JULIAN 13/242 TIME 10:29
 ACCT 20B6985             CUST NAME: POLITICS & PROSE  DC: C/N IPS: C/N DIV: IBC/BK
 TC 011897281______  TITLE COME TOGETHER                      AUTHOR COURTNEY RICHAR
 ITMID 011897281/000000000 DP R CAT BE    SCAT       UPC
 EAN 9781596528086           INV    24.95 BUY @ RBS   GL      ONSALE    00/00/00
 PUB TRNT/S128     ISBN 1-59652-808-7      PUBDT 03/11        CUSRTN R 00/00/00
       PTO N BOO N                 CTN      0 L    9.10 W    6.30 H    1.10 WGT      1.45
 WAREHOUSE       ATS      PRICE  P _ current discount applied

 N-LAVERGNE       18      24.95  MANUAL          37.0%  994  STANDARD TIER3
 C-CHAMBERS      224      24.95  ELECTRONIC      43.0%  155  TOS:ELEC DISC
 D-FT WAYNE        2      24.95  IPS             46.0%  710  RETURNABLE
 E-ROSEBURG       12      24.95
 A-DIGITAL         0       0.00               2



  LIMIT                  IPS LIMIT:                RESTRICTED BY:
  ENTER: ITMID ISBN TITLE @AUTH $CAT %PUB #UPC +SKU =KW >KW !SCAT
 F3-End F2-Annot F5-ItmFwd F7-IB14 F9-Cust F10-Prv F11-Nxt F6-IT30
```

Hit **F7** to view the following**:**

The IPS flag & Disc Category Cd: A **"Y"** indicates the title is distributed by IPS and the Publishers assigned discount category code
Consignment: A **"C"** in the consignment field indicates the title is on consignment, which is the standard for a traditional IPS publisher client.
On Hand: The true quantity on hand in the DC. The IT36 screen will mask the true quantity because IPS is the publisher's exclusive distributor.
Recvd-N-Stkd Qty: Indicates when product has been received into the warehouse; however, it is not yet On Hand for ordering.
CND MSRP: The notation of a Canadian price, along with a **"Y"**, indicates the title is eligible for Canadian distribution.
MN ALOC: A "Y" indicates the title is set for manual allocation. (*Manual allocation is when the publisher manages the title to go to certain stores.*)

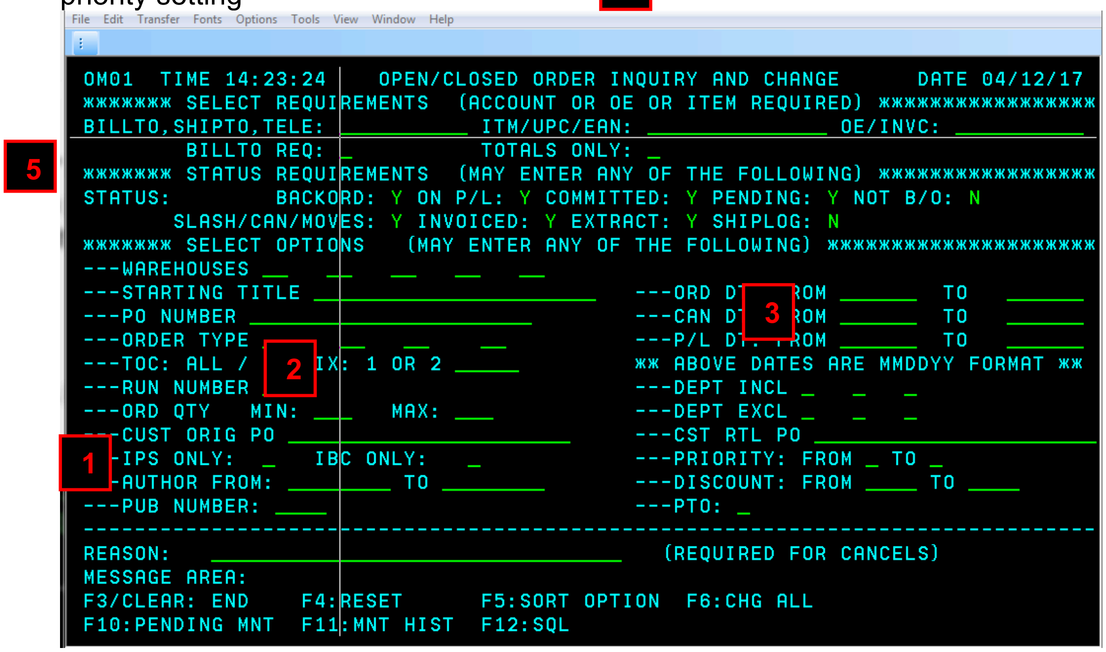
```
 IB14 08/21/17          ~~~~~  INVENTORY INQUIRY  ~~~~~              TIME 10:43
 WHSE LAVERGNE          ~~~~~   COMPLETE RECORD   ~~~~~            JULIAN 17/233
TITLE  COME TOGETHER                     DEWEY 782.4216     ISBN     1-59652-808-7
ITEM ID 011897281/000000000   STRIP      DQTY        0      EAN      9781596528086
AUTHOR COURTNEY RICHARD       SLASH QTY              0      UPC
PUBLISHER    TUNR  S128       CURR DEMAND            0      SKU  66974073-2e21-4
LIST PRICE         24.95 PC P PER1 DEMAND            0      LEAD  0.91  TEXTBK X
AVG  COST          12.48 MM Y PER2 DEMAND            0      DATE ORD     03-14-17
INVOICE PRICE      24.95      PER3 DEMAND            0      1ST RECV DT 03-02-11
RETAIL PRICE       24.95 GL   PER4 DEMAND            0      ON SALE      00-00-00
STATUS   01-06-11 SAF Y RBS   MTD SALES              0      PUB ETA      00-00-00
BUYER @ JS  LS 4 N PT 3 N DCP N YTD SALES            6      ROP      0  MAX      0
DEPT R CONSIGN C  IPS Y TPCO  LYR SALES              5      PCAT           CNTY US
ON HAND QTY             19  5 CUST RETURNS           0      PUB DISC 500  CODE 7
ON ORDER QTY             0    PUB RETURNS            0      ICAT BE   SCAT
BACKORDER QTY            0    LAST SALE      04-18-17       CBA   IMP   IND
COMMITED BO QTY          0    PUB DATE     03/21/2011       DUMP FLAG   CTN      0
OPEN PICK LIST QTY       0    RECV 03-17-17 PREV 03-17-17   MS N   CSRT R PBRT R
RECVD-N-STKD QTY         0  6 ADD  01-06-11 UPD  06-09-17   BO-ONLY N MUST DS
RESERVE QTY              0    L   9.10  W   5.90 H   1.20   SELL-DN N
PKMS LOCK QTY            0    WEIGHT C     1.45  LB         CND MSRP  7  27.95 N
WHSE/TCD ISBN TITLE @AUTH $CAT %PUB #UPC +SKU =KW >KW &RET PKMS ADJ          0
!SCAT F2:ANNOT F3:END F4:EOJ F7:INQ F9:TCF F10:PRV F11:NXT SET  8  MN ALOC N
N   011897281                                                DSP C/S RR CAT TPHC
```


INGRAM

OM60

OM60 is used to perform research regarding processing orders.

IPS Only: Input a **"Y"** to view only the IPS orders on a customer's account
Pub Number: Input a pub number to view only orders for that specific publisher client
Priority: Input a priority setting (1-9) to narrow your search and locate orders with a specific priority setting



To locate an order, we recommend using two pieces of information from the following to narrow down the search:
Account number
PO number
ISBN (ITM/UPC/EAN)

In order to further narrow the search down, you can also use:
IPS Indicator
Pub number

```
OM02  TIME 16:43:34    OPEN/CLOSED ORDER INQUIRY          06/07/12 PAGE    1.01
SHIPTO:20E9925 BILLTO:20E9925 WEBSTER BOOKS                  DIV:IBC  DC:NV/CI
SEL VALUE:                                                     SHORTNAME RICHATX
  W/OE/RUN  ------------TITLE------------- TOC    ORD SHP B/O ORD DATE CAN DATE
  ITEM-ID   PO                        PRICE  DS  D F/F    SPC I  CBO DATE STATUS
  IPS   OT   EAN           PUBA PUBN LN#  AUTHOR    Z/M/P/R/F  ST.DATE  INV.DATE
_ N0GBSJ194 ASTERISK 3/E                     Z0004  001 001 000 05-30-12 05092922
  010639114 053012                    54.99 550 Q  F            05-30-12 INVOICED
7 IPS   TI   9780596517342 OREI S007 0002 MADSEN L        H               06-03-12
_ N0GBSJ194 HEAD 1ST C          8            Z0004  001 001 000 05-30-12 05092922
  012800468 053012                    49.99 550 Q  F            05-30-12 INVOICED
  IPS   TI   9781449399917 OREI S007 0003 GRIFFITH        H               06-03-12
_ N0GBSJ194 HEAD 1ST HTML5 PROGRAMMING       Z0004  001 001 000 05-30-12 05092922
  012233070 053012                    49.99 550 Q  F            05-30-12 INVOICED
  IPS   TI   9781449390549 OREI S007 0006 FREEMAN         H               06-03-12
```

OM60 – History Function

The history function can be used to view a change in priority, tracking number, and PO for DF orders. Place an "H" by the title in question

```
OM02  TIME 16:48:31    OPEN/CLOSED ORDER INQUIRY          06/07/12 PAGE    1.01
SHIPTO:20N0740 BILLTO:20G7641 RAUL CARRASCO NEW YORK         DIV:IBC  DC:CI/NV
SEL VALUE:1CHBB,                                               SHORTNAME
  W/OE/RUN  ------------TITLE------------- TOC    ORD SHP B/O ORD DATE CAN DATE
  ITEM-ID   PO                        PRICE  DS  D F/F    SPC I  CBO DATE STATUS
  IPS   OT   EAN           PUBA PUBN LN#  AUTHOR    Z/M/P/R/F  ST.DATE  INV.DATE
1 C1CHBB283 SCHILLER MARILYN & ME (SAMPLE) HZ002  001 001 000 04-20-12 05048174
  013899335 RAUL-NYC                    0.01 350 R  F            05-29-12 INVOICED
  IPS   TN   9789000042210 TLLC S072 0004 TASCHEN       9 R               05-30-12
```

The change is noted along with the user id who made the change.

```
OE68  TIME 16:52:41        LINE ITEM HISTORY          DATE 06/07/12
DC: CI OE:1CHBB LINE:0004 ST/BT:20N0740/20G7641 TOC:HZ002 DATE: 2012-04-20
ORDER TAKEN BY JKANE            ADDITIONAL INFORMATION NOT AVAILABLE.
DISC RSN: 710,IPS BASE DISCOUNT
ITEM ON MANUAL ALLOCATION
FRT RULE:TASCHEN ORDER VALUE
RELEASED BY IMMEDIATE BACKORDER RELEASE
NO CREDIT INFORMATION FOUND FOR THIS ORDER
IBOM784 ON 2012-05-21@19.46.34 CHANGED ORDER QTY  FROM    1
    REASON: ALLOCATION REQUEST                      TO    1   2
IBOM784 ON 2012-05-21@19.46.34 CHANGED PRIORITY   FROM
    REASON: ALLOCATION REQUEST                      TO 9
POOLED 2012-05-29@19.09.21  ON P/L 2012-05-29@19.14.33  BILLED 2012-05-30
  1 UNITS SHIP ON TRACK#:1Z50V7510371385986 BOL#:008977732
```

By placing a “U” next to the line item you wish to update, you can change a variety of fields.

Logical Reserve

Logical Reserve for a specific customer

Rep will enter XR order type on customer's bill-to account number in OMS mainframe OE01

Person making the request to reserve inventory should be entered in the Contact field

Reference information should be added in the PRIM PO field

Enter XR in the ORDER TYPE field

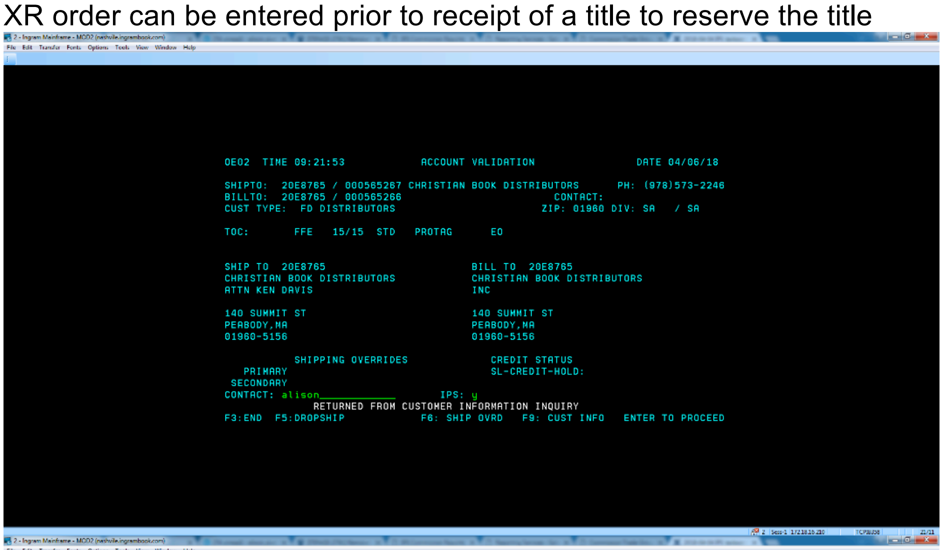
Enter another XR order If the amount of inventory on reserve for the specific customer needs to be increased

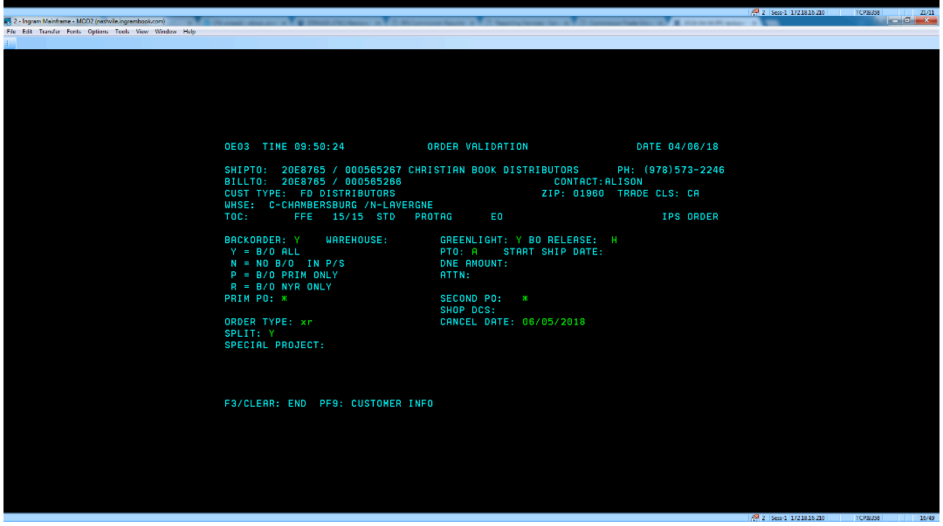
IB14 will show the amount reserved in the RESERVE QTY field

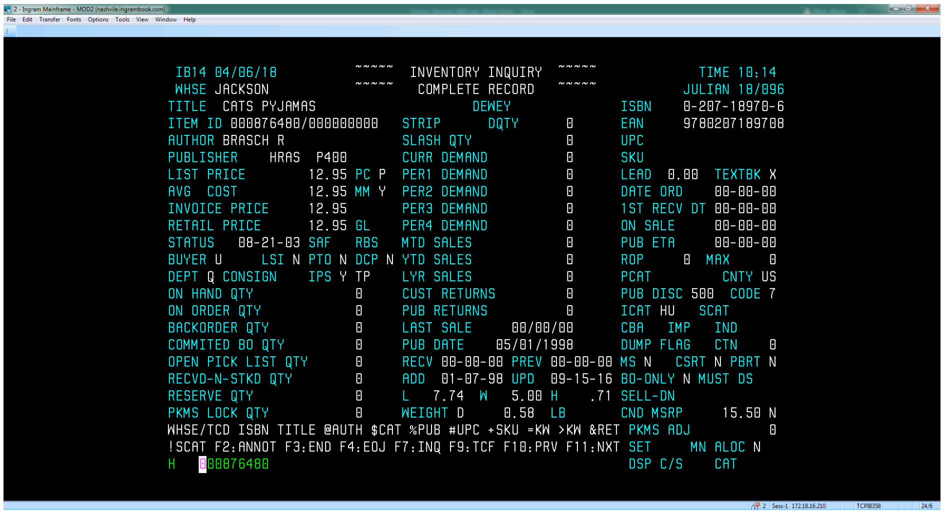
Ingram IQ will show reserved inventory

Once XR inventory is depleted by orders for the customer's bill-to, the title will no longer show as reserved, and there will be no record of the reserve request (other than the title showing invoiced to the customer)

XR order can be entered prior to receipt of a title to reserve the title

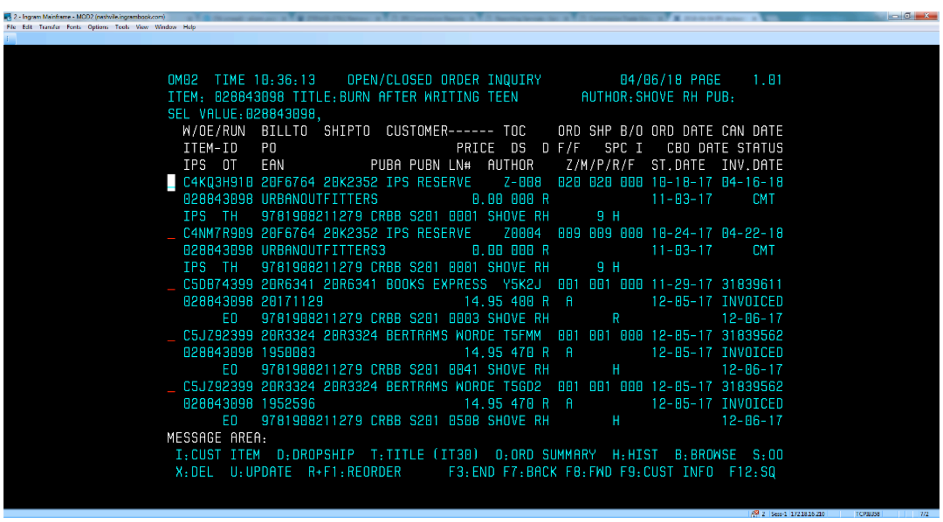


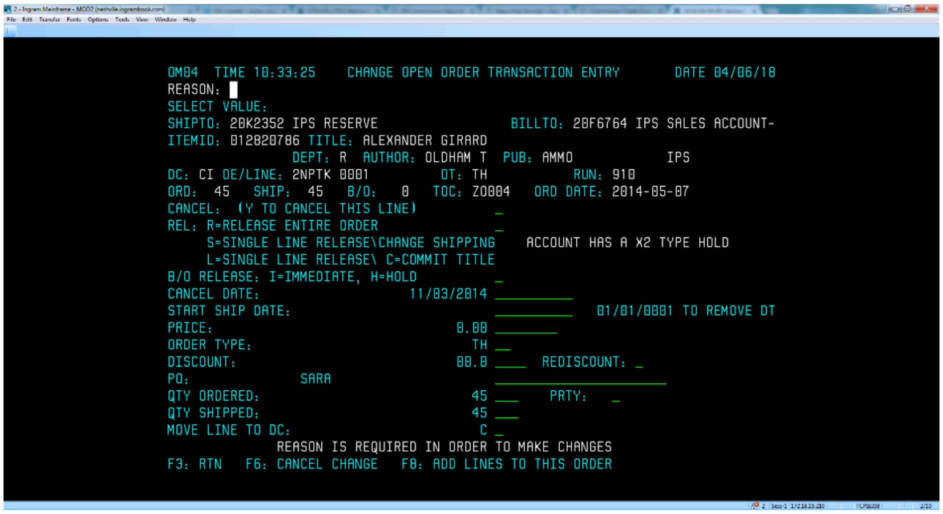




Logical Reserve
Logical reserve NO specific customer

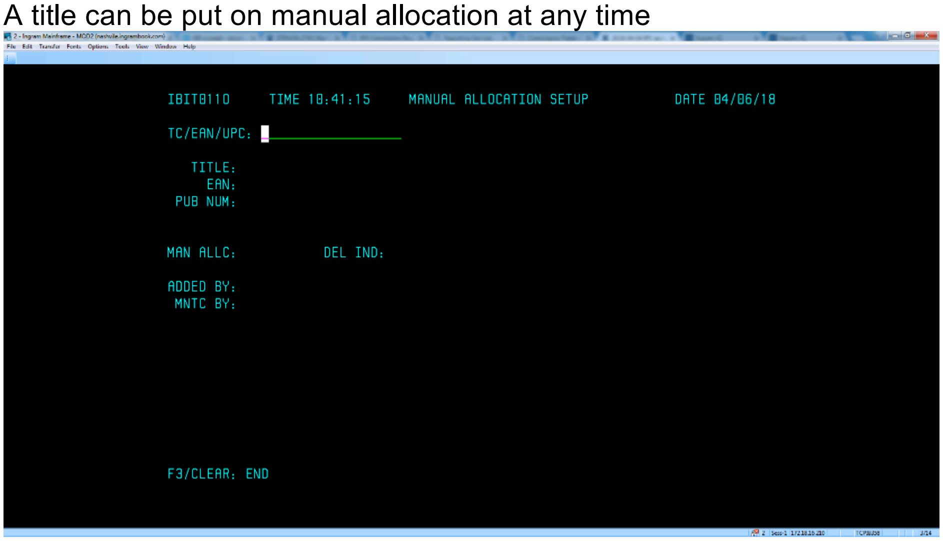
Rep will enter TH order type on publisher's DF account number or the IPS Reserve account (20K2352) in OMS mainframe OE01
Person making the request to reserve inventory should be entered in the Contact field
Reference information should be added in the PRIM PO field
Enter TH in the ORDER TYPE field
Enter another TH order If the amount of inventory on reserve for the specific customer needs to be increased
To allocate inventory reserved to a specific order, rep uses OM60 to change priority (PRTY) on the order they are allocating to
Priority can be viewed in OM02 on a title level in the P field
Once the order that should receive the inventory reflects the correct priority, the TH order should be decremented or cancelled
TH order can be entered prior to receipt of a title to reserve a title





Manual Allocation

Manual allocation is used to reserve ALL inventory for a title in OMS
When a title is on manual allocation, the inventory moves from on hand to on order in IT30
Publisher direct fulfillment (DF) accounts bypass manual allocation
Publishers have the ability to manage all manual allocations via subscription Allocation reporting in IQ
A title can be put on manual allocation at any time

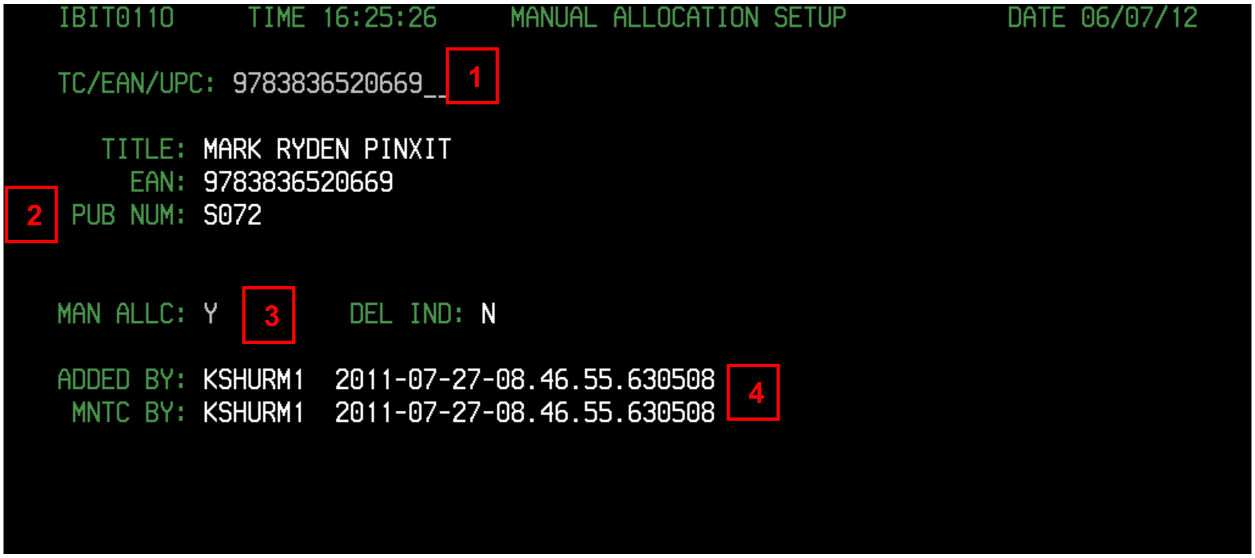


IT11 – Manual Allocation

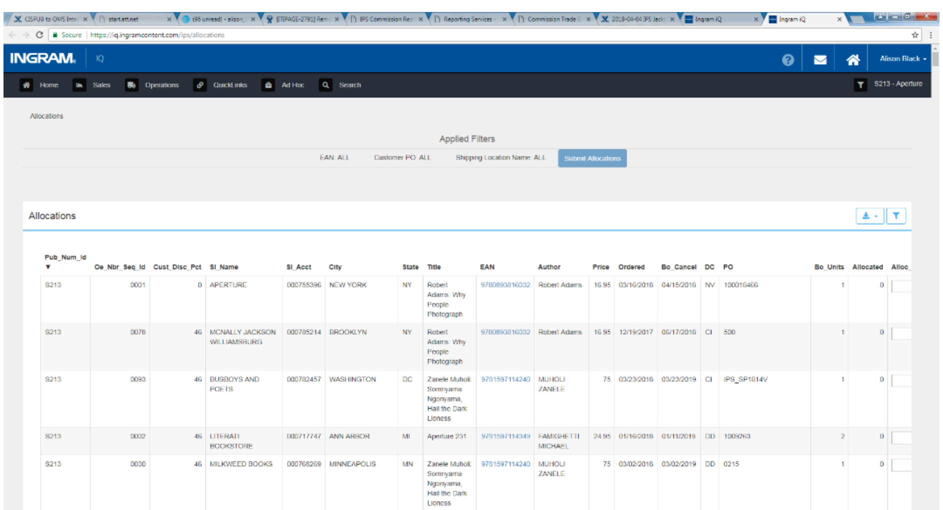
To simply view if a particular ISBN/EAN is on manual allocation, input IT11 in a blank Mainframe screen and press enter. Enter the ISBN/EAN in question to view its status.

ISBN/EAN
Pub Number

Manual Allocation Maintenance performed by employee



Locked Inventory
Locked inventory is not reserved inventory in OMS
Stock pending putaway will show in the RECVD-N-STKD QTY field in IB14
Locked stock will show in the PKMS LOCK QTY
Items archived for clients as LT 63 items will remain locked after OMS conversion
Orders for these items are few and far between
 Items are accessed manually via a work order



Pub_Num_Id	Oe_Nbr_Seq_Id	Cust_Disc_Pct	Sl_Name	Sl_Acct	City	State	Title	EAN	Author	Price	Ordered	Bo_Cancel	DC	PO	Bo_Units	Allocated	Alloc_
S213	0001	0	APERTURE	000755396	NEW YORK	NY	Robert Adams: Why People Photograph	9780893816032	Robert Adams	16.95	03/16/2018	04/15/2018	NV	100016466	1	0	
S213	0078	46	MCNALLY JACKSON WILLIAMSBURG	000785214	BROOKLYN	NY	Robert Adams: Why People Photograph	9780893816032	Robert Adams	16.95	12/19/2017	06/17/2018	CI	500	1	0	
S213	0093	46	BUSBOYS AND POETS	000782457	WASHINGTON	DC	Zanele Muholi: Somnyama Ngonyama, Hail the Dark Lioness	9781597114240	MUHOLI ZANELE	75	03/23/2018	03/23/2019	CI	IPS_SP1814V	1	0	
S213	0002	46	LITERATI BOOKSTORE	000717747	ANN ARBOR	MI	Aperture 231	9781597114349	FAMIGHETTI MICHAEL	24.95	01/16/2018	01/11/2019	DD	1009263	2	0	
S213	0030	46	MILKWEED BOOKS	000768269	MINNEAPOLIS	MN	Zanele Muholi: Somnyama Ngonyama, Hail the Dark Lioness	9781597114240	MUHOLI ZANELE	75	03/02/2018	03/02/2019	DD	0215	1	0	

IPS Word Paths

New Title Laydown (This can only be found in the MOD5 Screen by entering Words)

Ingram Publisher Services has a bi-weekly lay down process to ensure efficient handling of new titles while delivering the best service to both our client publishers and key retailers.

Product received Friday thru Tuesday will begin releasing on Wednesday and be shown as “available” to all customers (including Ingram wholesale) on Friday.
Product received Wednesday and Thursday will begin releasing on Friday and be shown as “available” to all customers on Tuesday of the following week.
Please refer to the IPS Accounting Calendar that includes last receipt date for month end shipping of new releases.

This process is designed to provide more efficient handling of new titles. If publishers do not adhere to these schedules and attempt to pull new titles out of this program, publishers may be at risk for retailer charge backs.

The New Title Laydown information for a title can be accessed via mainframe on a blank screen by typing in WORDS:

10 - Input EAN and hit Enter

```
BP0UH              WORDS - BUSINESS PARTNER INFORMATION SYSTEM       06/07/2012
INGCPRDJ                 UPDATE IPS NEW TITLE LAYDOWNS

  ITEM ID:           15393306            ISBN:  0982761015
  PUB NUM:          S107             ITEM NAME:  MODERNIST CUISINE AT HOME

  RELEASE DATE:      09192012  [1] DATE FORMAT:  MMDDYYYY
  TITLE AVAILABLE:   09212012
  LAYDOWN ELIGIBLE:  Y         [2]
  LAYDOWN QTY:          1   [3]
  LAYDOWN LOCK IND:  N
  FIRST RECEIPT TS:  0001-01-01-00.00.00.000000


  ADD TS:            2012-05-29-11.59.45.441342
  ADD ASSC ID:       XS120
  MNTC LST TS:       IBPL041
  MNTC ASSC ID:      2012-05-30-17.50.17.984525
```

Release Date – Indicates when the product will begin processing for orders.
Title Available Date – Indicates when the product is shown as available to the trading partners.
Laydown Eligible – Indicates if a title is part of the New Title Laydown program. A Publisher can request that a title be excluded from the program through their inventory manager

Common Word Paths

Returnability
10-240-40 /HQ# and Pub# (Global Pub# S001)
Returnability Categories
10-240-45 / HQ#, Pub#, Cat. Code
Intl Dropship Codes
10-315-ISO-1
Meets Comp
10-240-30-Billing Account Number
IPS Promo Codes
10-315-IPS-2

CUSTOMER RETURNABILITY/PUBLISHER BLOCKS
From the WORDS Main Menu: 10->240->40
Enter the pub number
Enter the HQ BP ID -> press enter

```
BP0TF          WORDS - BUSINESS PARTNER INFORMATION SYSTEM         06/19/2012
INGCPRDJ                    IPS MAINTENANCE MENU

   20. ADD IPS CUSTOMER DISCOUNT(+PN,+BP)       110. INQ PUB/DIV BLOCKS
   30. BROWSE IPS CUSTOMER DISCOUNTS(+BP,-PN)   120. MAINT PUB/DIV BLOCKS
   40. UPD PUBL CUST EXCEPTIONS(+PN,+BP)        130. MAINT PUB/TRDE TRMS
   45. UPD PUBL DISC CATEGORY CUST EXCEPTIONS   140. MAINT PUB REPLICATION
   50. IPS PUBLISHER CREATE                     150. INQ   IPS ACCT XREF
   60. IPS PUBLISHER UPDATE                     155. MAINT IPS ACCT XREF
   70. IPS CATALOG UPDATE                       160. MAINT IPS DISC CODES
   80. IPS NEW TITLE LAYDOWN                    165. MAINT IPS DISC THLD
   90. INQ IPS PUBL CTRY EXCL                   170. MAINT IPS RMND CTGY
  100. MAINT IPS PUBL CTRY EXCL                 175. SYNCHRONIZE TEMPLATES
                                                180. IPS PUB SL CROSS REF
        MENU SELECTION:  40_
               PUB NUM:  S045
             BA ACCT #:  _______
             HQ BP ID:   000569742
              CATALOG:   _______________
    TCODE/ISBN/UPC/EAN:  _____________
     DISCOUNT CATEGORY:  _____
```

Input a **"N"** to change the customer to purchase non-returnable
Input a **"Y"** to block sales to the customer
Input a **"Y"** to block returns for the customer
Add any comments regarding the request (i.e. Who made the request, etc)

```
BP0TF          WORDS - BUSINESS PARTNER INFORMATION SYSTEM          06/19/2012
INGCPRDJ                    IPS MAINTENANCE MENU

   20. ADD IPS CUSTOMER DISCOUNT(+PN,+BP)         110. INQ PUB/DIV BLOCKS
   30. BROWSE IPS CUSTOMER DISCOUNTS(+BP,-PN)     120. MAINT PUB/DIV BLOCKS
   40. UPD PUBL CUST EXCEPTIONS(+PN,+BP)          130. MAINT PUB/TRDE TRMS
   45. UPD PUBL DISC CATEGORY CUST EXCEPTIONS     140. MAINT PUB REPLICATION
   50. IPS PUBLISHER CREATE                       150. INQ   IPS ACCT XREF
   60. IPS PUBLISHER UPDATE                       155. MAINT IPS ACCT XREF
   70. IPS CATALOG UPDATE                         160. MAINT IPS DISC CODES
   80. IPS NEW TITLE LAYDOWN                      165. MAINT IPS DISC THLD
   90. INQ IPS PUBL CTRY EXCL                     170. MAINT IPS RMND CTGY
  100. MAINT IPS PUBL CTRY EXCL                   175. SYNCHRONIZE TEMPLATES
                                                  180. IPS PUB SL CROSS REF
         MENU SELECTION:  40_
                PUB NUM:  S045
              BA ACCT #:  _______
              HQ BP ID:   000569742
               CATALOG:   _______________
     TCODE/ISBN/UPC/EAN:  _____________
      DISCOUNT CATEGORY:  _____
```

Customer Returnability by Discount Category

From the WORDS Main Menu: 10->240->45

Enter the pub number
Enter the HQ BP ID
Enter the Discount Category code -> press enter

```
BP0TF            WORDS - BUSINESS PARTNER INFORMATION SYSTEM          06/19/2012
INGCPRDJ                        IPS MAINTENANCE MENU

   20. ADD IPS CUSTOMER DISCOUNT(+PN,+BP)        110. INQ PUB/DIV BLOCKS
   30. BROWSE IPS CUSTOMER DISCOUNTS(+BP,-PN)    120. MAINT PUB/DIV BLOCKS
   40. UPD PUBL CUST EXCEPTIONS(+PN,+BP)         130. MAINT PUB/TRDE TRMS
   45. UPD PUBL DISC CATEGORY CUST EXCEPTIONS    140. MAINT PUB REPLICATION
   50. IPS PUBLISHER CREATE                      150. INQ   IPS ACCT XREF
   60. IPS PUBLISHER UPDATE                      155. MAINT IPS ACCT XREF
   70. IPS CATALOG UPDATE                        160. MAINT IPS DISC CODES
   80. IPS NEW TITLE LAYDOWN                     165. MAINT IPS DISC THLD
   90. INQ IPS PUBL CTRY EXCL                    170. MAINT IPS RMND CTGY
  100. MAINT IPS PUBL CTRY EXCL                  175. SYNCHRONIZE TEMPLATES
                                                 180. IPS PUB SL CROSS REF
        MENU SELECTION:  45_
               PUB NUM:  S054
             BA ACCT #:  ________
              HQ BP ID:  000620727
               CATALOG:  _______________
     TCODE/ISBN/UPC/EAN:  _____________
    DISCOUNT CATEGORY:  LSTAT
```

Input a **"Y"** to make the customer returnable for the specific discount category and input a **"N"** to make the customer non-returnable for the specific discount category

The screen will reflect the who performed the maintenance, as well as the date and time the maintenance occurred

```
BP0UN            WORDS - BUSINESS PARTNER INFORMATION SYSTEM          06/19/2012
INGCPRDJ                  PUB DISC CATEGORY/CUST EXCEPTIONS


  DISC CATEGORY: LSTAT      LAUGHING ELEPHANT STATIONERY
       CUSTOMER: 000620727 BOOKBUG

     RETURNABLE: N    (Y FOR RETURNABLE  -  N FOR NON-RETURNABLE)
         DELETE: _



       ADDED BY: JBENTLE 2012-02-22-11.47.23.014020
  MAINTAINED BY: JBENTLE 2012-02-22-11.47.23.014020
```

BUSINESS PARTNER SYSTEM CODES MENU

From the WORDS Main Menu: 10->315:

Input IPS -> press enter

```
XS0ZA              WORDS - BUSINESS PARTNER INFORMATION SYSTEM          06/20/2012
INGCPRDJ                Business Partner System Codes Menu              PAGE    1

SEARCH THIS SCREEN WITH: IPS______________________ KEY WORD SEARCH? (Y/N) Y

      1.  Ips Blocked Accounts
      2.  Ips Catalog Inquiry
      3.  Ips Class of Trade Description
      4.  Ips Market Segment Codes
      5.  Ips Publisher Class of Trade Terms
      6.  Ips Publishers
      7.  Ips Publishers Discount Categories
      8.  Ips Publishers Discount Thresholds

MENU SELECTION: _   BROWSE STARTING POINT: ______________________________
```

The IPS specific menu will then populate. Below is an overview of each IPS specific menu option.

IPS Blocked Accounts: To view accounts blocked from ordering a specific IPS publisher.
IPS Catalog Inquiry: To view current and past IPS promotion codes
You may search by pub number, promotion code, or class of trade
To view the EAN's associated with the promotion input the line number -> press enter

```
BP0TL            WORDS - BUSINESS PARTNER INFORMATION SYSTEM            06/21/2012
INGCPRDJ                IPS PUBLISHER CATALOG INQUIRY                   PAGE    1 >
 PUB NUM: S073   CATALOG:  NSW2___________  CLASS-OF-TRADE: WH

LINE   CATALOG    CL    EFFECTIVE   EXPIRE             CATALOG         IT CS FF
                  TR      DATE       DATE            DESCRIPTION       IN RT CD

 1. NSW2________ WH  02/15/2012 03/15/2012 NS W12 educational wholes Y
 2. WF11________ CW  11/15/2011 12/31/2011 NorthSouth Fall 2011 Whol Y
 3. WF11________ WH  11/15/2011 12/31/2011 NorthSouth Fall 2011 Whol Y
```

```
    PUB: S073   CAT CD: NSW2___________   EFF DATE: 02/15/2012

   ITEM ID       EAN              ITEM DESCRIPTION             LIST
  000204487  9781558583894  AHOY THERE LITTLE POLAR BEAR        0.00
  000706879  9781558587007  5 LITTLE DUCKS                      0.00
  000706902  9781558586949  BREMEN TOWN MUSICIANS               0.00
  000706905  9781558587045  GOOD MORNING GOOD NIGHT             0.00
  000706944  9781558587151  SPA-CINCO PATITOS SP 5 LIT DUC      0.00
  000749897  9781558587694  ANDREWS ANGRY WORDS PBK/E           0.00
  000938601  9781558589599  OVER THE RIVER & THROUGH THE W      0.00
```

IPS Publisher Class of Trade Terms: Iknow is better resource to look up class of trade terms.

IPS Publishers: Provides a comprehensive list of current and departed publisher clients, as well as the publisher's direct fulfillment account number.

IPS Publisher Discount Categories: To view the discount categories for a specific publisher enter the pub number -> press enter.

```
BP0TK          WORDS - BUSINESS PARTNER INFORMATION SYSTEM          06/25/2012
INGCPRDJ           IPS PUBLISHERS DISCOUNT CATEGORIES               PAGE    1
 PUB NUM: S073  (PUB NUMBER IS REQUIRED)

PUB   DISCOUNT
NUM   CATEGORY  DESCRIPTION

S073  DFLT      DEFAULT
S073  NSCAL     NORTH SOUTH CALENDARS
S073  NSLIB     NORTH SOUTH LIBRARY EDITIONS
S073  NSMER     NORTH SOUTH MERCHANDISE
S073  NSTRD     NORTH SOUTH TRADE
```

IPS Publisher Discount Thresholds: To view the discount thresholds for a specific publisher, class of trade, or discount category input the search criteria -> press enter

```
BP0TV          WORDS - BUSINESS PARTNER INFORMATION SYSTEM          06/25/2012
INGCPRDJ           IPS PUBLISHERS CLASS OF TRADE TERMS              PAGE    1 >
 PUB NUM: S073  NORTHSOUTH BOOKS

CLASS      DEFAULT  CUST RTN  FF  ORDER        TRADE CLASS NAME
OF TRADE   RTN PCT    IND     CD  BLOCK

  AU         45.00     Y            N    Author
  BC         45.00     Y            N    Book Club
  CA         45.00     Y            N    Catalog and Direct Response
  CO         45.00     Y            N    Corporate Account
  DM         45.00     Y            N    Display Marketer
  GT         46.00     Y            N    Gift Retailer
```

To look up International Shipping Codes for manual entry into Mainframe:
Input ISO -> press enter

```
XS0ZA          WORDS - BUSINESS PARTNER INFORMATION SYSTEM         06/26/2012
INGCPRDJ            Business Partner System Codes Menu              PAGE    1

SEARCH THIS SCREEN WITH: ISO______________________ KEY WORD SEARCH? (Y/N) Y

      1.  ISO Country Codes
```

Select 1 and then enter this will take you to the ISO Country Screen to scan through and obtain the Numeric State and two digit Country Code that would need to be entered into the Drop Ship screen in OE01.

```
BP725          WORDS - BUSINESS PARTNER INFORMATION SYSTEM         06/26/2012
INGCPRDJ                BROWSE ISO COUNTRY CODES                    PAGE    1 >

BROWSE STARTING POINT: JP_

LINE   ISO   ISAN   REGION  NUMERIC     ISO COUNTRY NAME
 #     CODE                  STATE
  1.   JP            ASIA     74      JAPAN
  2.   KE            AFRC     58      KENYA
  3.   KG            ASIA     69      KYRGYZSTAN
  4.   KH            ASIA     74      CAMBODIA
```

Meets Competition

Meets Competition or Meets Comp is a way of giving a retail customer terms outside of their Class of Trade's standard terms and is applied at the billing level.
The publisher or sales representative emails Publisher Support with the account information and terms being requested..
10-240-30-Bill to Account Number to view existing meets comps
meets Comp Process

The following information outlines the standard meets comp process applicable across all brands: IPS, Consortium, PGW and Two Rivers.

SOLD CLIENT PROCESS

Rep collects required **three invoices** in the last 3 months from competitive publishers.
Gift and Special Sales include Chronicle Books, Penguin Random House, Simon & Schuster, Harper Collins, Workman Publishing, Houghton Mifflin, among others.

Rep fills out meets comp approval form, indicating account type, market segment/class of trade, standard discount, requested discount, documentation details, projected revenue volume etc.

Rep submits forms and documents to Lisa Tomasello for initial level 1 review.

Lisa Tomasello assess requests and will take appropriate actions below:
push back or negotiate with account via rep if the request seems unreasonable
request further information/documentation as needed
approve if request meets appropriate criteria

Once Lisa Tomasello 's approval is recorded, she will forward request to Phil Ollila for final approval and CC originating rep.

Following the receipt of final approvals, Lisa Tomasello will forward approval email & documentation to credit department @#Credit Support and CC Skyler Lambert.

Once credit has entered the completed meets comp request, Skyler Lambert will save all documents in a master binder, and adds the account and their new discount to the High Discount Approval Form.

Publisher Notification/Approvals: Publishers are invited to review and approve the MTC discounts/terms (we've been doing it bi-annually). We also ask any new clients to review and sign the form. They receive the High Discount form from their client services manager. They can check off any accounts they agree to us selling at the MTC terms. If they do not check off an account, we will not sell their books to that account. Signed sheets are sent back to Skyler, added to master binder, and shared with the entire Special Markets Sales Team, Customer Service and Credit & Collections. We also scan and save their approvals in ACT (our Salesforce software) for our records.

NON-SOLD CLIENT PROCESS

Because non sold client manage their own sales, the meet comp process does not require approval. However, credit requires documentation to input into the system and brand leads need visibility for awareness.
See process below:

Pub support for the individual brands submit an email with the following information to #CreditSupport and CC Phil Ollila.
Bill to Account Number
COT (if restricting to specific class of trade such as Retail Distribution Center)
Discount Percentage for Sales (If Applicable)
If restricting by discount category this will need to be broken out by category
Discount Percentage for Returns (If Applicable)
If restricting by discount category this will need to be broken out by category
Freight Terms (If Applicable)

Credit enters the completed meets comp request in system

Discount Changes for "P" Pub numbers

An email is sent to the pub support box with IPS ITEMS THAT CANNOT BE DISCOUNTED in the subject line
IBOM945P: UNABLE TO DISC ST = 20K0558 TOC = BO004 TC = 036051894 PUB = P079
DISC-CD = DFLT COT = R9 RTN = Y

Pull order up in OM60 by ISBN with IPS as a filter
Check IT30 via F7 to confirm if the title has a discount code set up

Locate discount code in Data Warehouse or Coresource once transition (it should match what is in our system, if not it we will need to update our system to match what is in the Data Whse)
Product Inventory NEW
You must scroll all the way over to the right to find Discount Class
Check WORDS to determine what the discount should be for the COT (class of trade) for all uninvoiced IPS order
10
240
165
Type in the pub # for your starting point
Look up discount based off of class of trade
If the class of trade is not set up for that discount code you will need to add it to the words table.
Update Discount in OM60 if needed
If you determine that a discount code in the IPS system does not match up to the discount code the Data Warehouse you will need to submit a JIRA to update.
You can wait to submit the JIRA once you have a few if needed

Submitting a JIRA

IT Production Issues
Product Systems
Millennium
Note: Please assign to Dan Weese/Matt Alberts team
Include the following:
Please update the IPS discount code on the following EAN's to what is referenced below.
Example: 9780520286764 Disc Code = TR

Respond to all on the email (Remove the sender and pubsupport) that a JIRA has been submitted to update the discount code.

IPS Discount Changes

An email notification is received advising us the discount was not applied
IBOM945P: UNABLE TO DISC ST = 20P0172 TOC = Y0JG0 TC = 036426475 PUB = S106
DISC-CD = DFLT COT = IN RTN = Y
Our first step should be to check WORDS by following the path below to confirm that the class of trade is set up under the publisher
Check WORDS to determine what the discount should be for the COT (class of trade) for all uninvoiced IPS order
10
240
165
Type in the pub # for your starting point
Look up discount based off of class of trade

```
4 - WORDS (lvtxp03.ingramcontent.com;lvtxp01.ingramcontent.com;lvtxp02.ingramcontent.com)
File  Edit  Transfer  Fonts  Options  Tools  View  Window  Help

BPOTF          WORDS - BUSINESS PARTNER INFORMATION SYSTEM         09/07/2017
INGCPRDJ                   IPS MAINTENANCE MENU

   20. ADD IPS CUSTOMER DISCOUNT(+PN,+BP)        110. INQ PUB/DIV BLOCKS
   30. BROWSE IPS CUSTOMER DISCOUNTS(+BP,-PN)    120. MAINT PUB/DIV BLOCKS
   40. UPD PUBL CUST EXCEPTIONS(+PN,+BP)         130. MAINT PUB/TRDE TRMS
   45. UPD PUBL DISC CATEGORY CUST EXCEPTIONS    140. MAINT PUB REPLICATION
   50. IPS PUBLISHER CREATE                      150. INQ   IPS ACCT XREF
   60. IPS PUBLISHER UPDATE                      155. MAINT IPS ACCT XREF
   70. IPS CATALOG UPDATE                        160. MAINT IPS DISC CODES
   80. IPS NEW TITLE LAYDOWN - USE MAINFRAME     165. MAINT IPS DISC THLD
   90. INQ IPS PUBL CTRY EXCL                    170. MAINT IPS RMND CTGY
  100. MAINT IPS PUBL CTRY EXCL                  175. SYNCHRONIZE TEMPLATES
                                                 180. IPS PUB SL CROSS REF

         MENU SELECTION:  165
                PUB NUM:  s106
              BA ACCT #:  _______
              HQ BP ID:   _________
               CATALOG:   _______________
      TCODE/ISBN/UPC/EAN: _____________
      DISCOUNT CATEGORY:  _____

1=HLP 2=HOLD 3=PRV-MNU 4=END-HLD 5=MAIN

4  Sess-1  172.21.5.35  17/27
```

If the class of trade is not set up for that discount code you will need to add it to the words table.
Type the Pub #
Class of Trade
Key 999999999
Enter N for Non-returnable and the corresponding discount
Enter another line with Y for Returnable and the corresponding discount

```
4 - WORDS (lvtxp03.ingramcontent.com;lvtxp01.ingramcontent.com;lvtxp02.ingramcontent.com)
File  Edit  Transfer  Fonts  Options  Tools  View  Window  Help

BPOYB            WORDS BUSINESS PARTNER INFORMATION SYSTEM          09/07/2017
INGCPRDJ           MAINTAIN PUBLISHER DISCOUNT THRESHOLD             PAGE    2 >

LIST STARTING POINT: S106 _____ __
 C/D PUB#  DISC.CD DESCRIPTION                   TRDCL MAX        RTN %
ADD: ____  _____                                  __   _________   _  ____
  _  S106  APAA_   APA PUBLICATIONS AUDIO          ID   999999999   N  .550
  _  S106  APAA_   APA PUBLICATIONS AUDIO          ID   999999999   Y  .520
  _  S106  APAA_   APA PUBLICATIONS AUDIO          IN   999999999   N  .550
  _  S106  APAA_   APA PUBLICATIONS AUDIO          IN   999999999   Y  .520
  _  S106  APAA_   APA PUBLICATIONS AUDIO          IW   999999999   N  .550
  _  S106  APAA_   APA PUBLICATIONS AUDIO          IW   999999999   Y  .520
  _  S106  APAA_   APA PUBLICATIONS AUDIO          MW   999999999   N  .550
  _  S106  APAA_   APA PUBLICATIONS AUDIO          MW   999999999   Y  .520
  _  S106  APAA_   APA PUBLICATIONS AUDIO          R9   999999999   N  .550
  _  S106  APAA_   APA PUBLICATIONS AUDIO          R9   999999999   Y  .520
  _  S106  APAA_   APA PUBLICATIONS AUDIO          RC   999999999   N  .550
  _  S106  APAA_   APA PUBLICATIONS AUDIO          RC   999999999   Y  .520
  _  S106  APAA_   APA PUBLICATIONS AUDIO          RD   999999999   N  .550
  _  S106  APAA_   APA PUBLICATIONS AUDIO          RD   999999999   Y  .520
  _  S106  APAA_   APA PUBLICATIONS AUDIO          RG   999999999   N  .540
  _  S106  APAA_   APA PUBLICATIONS AUDIO          RG   999999999   Y  .540
```

Update Discount in OM60 if needed
If a notification is received for an order that was entered as IBC:
Cancel it if it is a backorder
If it has already dropped to a P/L the order will need to be monitored and a credit/rebill will need to be completed once it invoices.