FAQ

Q: What is an On Sale Date?

A: The On Sale Date (OSD) is the date that you wish to release a title to be printed and delivered. Specifying an On Sale Date in your metadata allows you to set up a title in advance so that it becomes visible for preordering to our established distribution partners.

Q: What happens if I leave the On Sale Date field blank?

A: If the OSD is left blank, the Publication Date will be used as the On Sale Date.

Q: What are pre-orders?

A: Pre-orders make it possible for Ingram's 39,000+ retailers, libraries, schools, internet commerce companies and other channel partners to order the book in advance of your official On Sale Date. Pre-orders are only available for titles that are in production and set up for distribution at Lightning Source.

Q: What do I need to do to get Lightning Source to make my title available for pre-orders?

A: If you set up your title for distribution and approve it to production, Lightning Source will automatically send the metadata and preorder status to the channel partners so that they can begin accepting and placing orders immediately. Once the On Sale Date has been reached, Lightning Source will fulfill those orders.

Q: When will pre-order sales be added to my publisher compensation?

A: Pre-order sales will be recorded to publisher compensation when the order ships, usually during the 10 day routing period before the On Sale Date.

Q: How does LSI ensure that my order is printed, shipped and delivered by the On Sale Date?

A: LSI will start routing your order to the printer 10 days prior to the On Sale Date to ensure that it arrives by the specified On Sale Date.

Q: What if I change the OSD within the 10 day period that LSI uses to begin routing my orders?

A: LSI can change the OSD while a title is in production; however, if orders have already begun routing we will not be able to stop or cancel them.

Q: What if I am placing an order that needs to ship before the OSD?

A: When placing your order on your Lightning Source account, all titles with a future On Sale Date will be highlighted in yellow, and have a new "Override On Sale Date" option available. Selecting "Override On Sale Date" will allow the order to print immediately, rather than being held until the On Sale Date. Selecting "Hold Until On Sale Date" will hold printing until the 10 days before the On Sale Date.

** If you are an EDI customer, please contact your Client Service Representative for more information.

Q: How do I add or change an On Sale Date for existing titles?

A: From your LSI account, go to "My Library", "Title Information & Links" and search for the title you wish to update. Click on the title and select "Submit Metadata Change" in the pop-up window. Metadata change requests will be completed within 2 business days in most cases. Titles with advance orders (using the "Print Now" function) placed at the time of the change will take longer.

** If you require a metadata change on more than 20 titles, please contact your Client Service Representative.

Q: Where during the title setup process do I enter the On Sale Date?

A: The On Sale Date field is located under the Publication Date field during Step 2 of title setup.

** If you currently use ACS spreadsheet or ACS XML, please contact your Client Service Representative for more details.

If you currently use CoreSource to supply print metadata to Lightning Source, contact your CoreSource Account Manager.

Q: How late can I make a revision to my files before the On Sale Date?

A: Lightning Source recommends uploading revised files no later than 15 business days prior to On Sale Date. Pre-order shipments may be delayed if files are not compliant with standards outlined in the Lightning Source File Creation Guide