

# IngramSpark

## Publisher User Guide

Version 3

# IngramSpark

## Publisher User Guide

December 2017

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# 1.0 Overview

IngramSpark is an award-winning independent publishing platform, offering the same fully-integrated [print and digital](#) products and [global distribution](#) services enjoyed by big-time publishers—superb quality and industry connections backed by decades of experience—all made accessible to the indie-publishing community through a single platform. Once you finish and format your book, IngramSpark makes it possible to share it with the world. Focus on what you do best — create innovative content — while IngramSpark does the rest: prints, ships, and distributes.

The options are endless with IngramSpark's numerous formats, including dozens of [trim sizes](#), [premium color](#) or crisp black and white, [ebooks](#), [hardbacks](#), [paperbacks](#), and more.

Our [print-on-demand](#) capabilities enable you to print what you need and nothing more, so say goodbye to a garage full of inventory, and say hello to readers worldwide. Not only do we print and ship your books, but we also get them where readers expect to find them. Our global distribution network makes your book available to more than [39,000 retailers and libraries](#) around the world, including Barnes & Noble and your local independent bookstore, and reaches 70+ [major online channels](#) including [Amazon](#), [Apple iBooks](#), [Kobo](#), and more.

Additionally, IngramSpark offers excellent customer service and invests in helping you become a successful self-publisher with such resources as [calculators](#), [videos](#), [guides](#), [blog articles](#), and access to [experts](#) within the publishing community.

**It's your content. We just help you do more with it.**

## 2.0 IngramSpark Service Offerings

IngramSpark combines POD with a variety of order options to match the needs of each publisher.

### Distribution Channel Orders

When you successfully set up a title through your IngramSpark account, you have the option to add/enable distribution services for that title. We send title information catalog feeds to retailers, distributors, and wholesalers, (referred to as “Sellers”) within the IngramSpark distribution network, which includes all the information you provide for your book during the title setup process, including the cover image and pricing for each market selected. These Sellers will pick up these feeds, as they determine best for their business, and books may be listed as available for sale on their websites, at their discretion. In the U.S., these Sellers include, but are not limited to, Ingram Book Group, Barnes & Noble, and Amazon. You can view a complete list of our global POD print and ebook Sellers [here](#) and review more information about title availability [here](#).

Orders received by Sellers are placed directly with IngramSpark for both print and ebook titles. When the book is delivered to our Sellers, we register the sale of the book on the Publisher Compensation report, located on your IngramSpark account. You are paid for those sales approximately 90 days after the end of the month in which the sale was made. You are paid the wholesale price of the book, less print charges for each book sold.

Once a title is set up under the IngramSpark account, there are no additional fees or charges required to make the title available for sale in additional markets. You give permission for IngramSpark to sell a title in all global markets or specific ones, by adding pricing for each market, approving the eproof and enabling distribution for the title. Each print facility will use the same print-ready PDF file for the physical book and the same ebook file. Print files and ebook files, and changes to these files, are continuously synchronized across print facilities, so the same version of the book is available to all global markets.

This also includes distribution through Ingram International. Ingram International sells books on an export basis to customers in over 200 countries around the world; thereby, giving your titles world-wide distribution. You may elect to have your sales paid in any of the following currencies: USD, AUD, GBP, and EUR; however, it will not change the reporting currency. Sales reports and the publisher compensation report will reflect a specific market’s currency.

Publishers determine the suggested retail list price on all titles in all markets. **If pricing is not submitted, the title will be unavailable for sale in that market.**

**Refer to section 5.0 (Titles) step 5 diagram, for further details.**

## Global Connect

With the Global Connect Program (GCP), Ingram/Lightning Source (LS) entered into an agreement with trusted and vetted printers in certain markets, not currently served directly by Ingram/LS, to provide print and distribution capabilities in those markets. Bookstores in those markets can purchase your book from the trusted printer in their country, saving the bookstores overseas shipping fees and providing a quicker turnaround time for them to receive the product. No inventory, shipping, currency headaches, or import/export issues to be concerned about. *All sales are non-returnable through Global Connect.*

By entering a U.S. retail price and wholesale discount for each title, Ingram will make your titles available in each current GCP Market and any additional GCP Markets as they become available. Once a title is active in a GCP Market, you may change the GCP Market availability through your IngramSpark account by removing the pricing for that market. You may also designate a unique retail price and wholesale discount for each GCP Market. You are not required to participate in every market served by the GCP; however, participation in any given GCP Market will serve as your permission to distribute the title in that market through the GCP.

Drop ship orders are not available through these printers. They only fulfill bookstore and retail orders in their market.

The current GCP markets are: China, Germany, Italy, India, Poland, Russia, South Korea.

## Global Publisher Drop Ship Orders

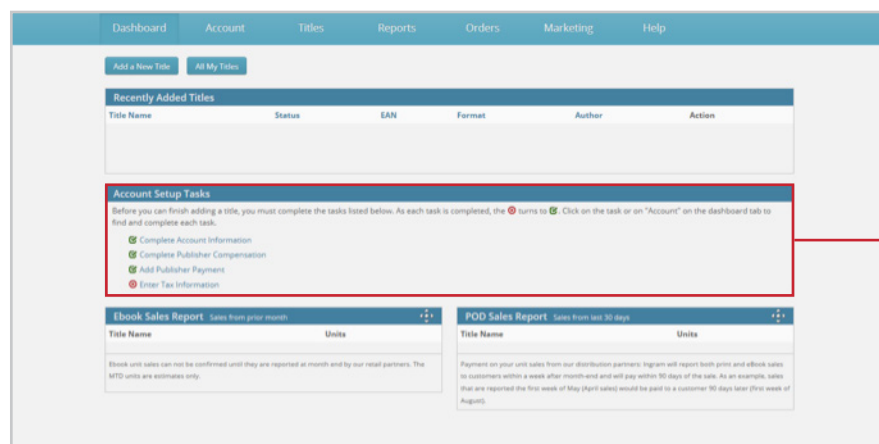
You may place orders from the IngramSpark website and ship directly to yourself and your customers.

You can use this method to ship your titles domestically and internationally. You have the option to submit print orders to other IngramSpark operating units located in the U.S., UK, and Australia, to speed delivery of orders to your customers in other parts of the world, and to save on freight and logistic costs.

**Refer to section 7.0 (Orders) step 2 diagram, for further details.**

## 3.0 Dashboard

Once you have successfully logged into the IngramSpark website, you will arrive at your Dashboard. The Dashboard allows you to quickly access your titles, reports, orders, and other important account information.



When you first log in to your dashboard, you will see a list of Tasks. To complete the "Tasks" you will need to provide information that is located under Account. You can click on the link beside the red X which will take you to the correct page under the ACCOUNT tab. Once every item is marked as complete the Account Setup Tasks will no longer appear on your Dashboard.

## 4.0 Account

**Account Information:** Allows you to view and edit your account information, including form of business, address, email, and phone number.

The option to change your password and security questions is also available in the Account Information section.

Account Login ID: JBENTLE@INGRAMCONTENT.COM

Account Number: 9000036

Business or Legal Name: Jennifer Smith

Form of Business: Sole Proprietor

**BUSINESS OR LEGAL ADDRESS**

Jennifer Smith  
Jennifer Smith  
456 Testing Lane  
SMYRNA, TN 37167  
United States

**CHANGE SECURITY QUESTIONS**

QUESTION 1:  
Select security question: What street did you live on in third grade?  
Type answer:

QUESTION 2:  
Select security question: In what city/town was your first job?  
Type answer:

Change password Change security questions

Edit Account Information

Account Login ID: Jennifer Smith

Account Number: 00000000

\* Form of Business: Sole Proprietor

**BUSINESS OR LEGAL ADDRESS**

\* Business or Legal Name: AB Test Publishing

\* Contact Name: Angie

\* Country: United States

\* Address Line 1: 14 Ingram Blvd.

Address Line 2:

\* City: LA VERGNE

\* State/Province: Tennessee

\* Postal Code: 37086

\* Email: angie@test.com

Phone: 6152135627

Save Cancel

**Credit Cards:** Because all transactions require a valid credit card, you will need to provide this information within your account. This includes fees related to title setup, revisions, manufacturing and distribution. For your security, credit card information is encrypted and can only be entered and changed by the account owner.

The image shows a user interface for adding a new credit card. At the top, there is a button labeled "Add New Card". Below it is a table with columns "Card", "Action", and "Default". The table contains one row with a masked card number "\*\*\*\*\*1412" and a "Default" button. A red line connects the "Add New Card" button to a modal form titled "ADD NEW CREDIT CARD". The form contains the following fields:

- \* Card Type (dropdown)
- \* Business or Legal Name (text input)
- \* Account Number (text input)
- \* Country (dropdown)
- \* Card Holder Name (text input)
- \* Address Line 1 (text input)
- \* Expires (dropdown / dropdown)
- \* Address Line 2 (text input)
- \* City (text input)
- \* State/Province (text input)
- \* Postal Code (text input)
- Phone (text input)

At the bottom right of the form are "Close" and "Save" buttons.

**Compensation:** You will select the currency in which you would like to be paid, for sales of your titles through our distribution channels.

The image shows a user interface for adding a new electronic payment address. On the left, there is a menu for selecting a currency:

- ☐ Currency: US Dollars
- ☒ Currency: British Pounds
- ☐ Currency: Euros
- ☐ Currency: AU Dollars
- ☐ Currency: CA Dollars

Below the menu is a button labeled "Add Compensation Information". A red line connects this button to a modal form titled "ADD NEW ELECTRONIC PAYMENT ADDRESS". The form contains the following fields:

- \* Financial Institution (text input)
- \* Country (dropdown)
- \* Account Number (text input)
- \* Sort Code (text input)
- Building Society Reference/Role Number (text input)

Below these fields is a section for email address:

If you would like to receive a remittance advice by email, please provide one (1) email address:

- Contact Name (text input)
- Email (text input)

At the bottom right of the form are "Close" and "Save" buttons.

**Tax Information:** A requirement before you can set up a title; the Tax Information section will generate a W-9 based on the information that is provided in this section. Once completed, the W-9 will be available in the “Paperwork” area.

You are provided with a complete country list when you select the drop down arrow.

For U.S individuals and sole proprietors, this is your Social Security number. For other U.S companies, this is your Employer Identification number.

Entering tax information for: **United States** (click to select another country)

**Tax Information** | Tax Exemptions

\* Federal Taxpayer ID: (include hyphens)

\* What is this number?:  
☒ Social Security Number  
☐ Employer Identification Number  
☐ Individual Taxpayer Identification Number for Resident Aliens

\* State Of Incorporation: (dropdown menu)

Based on the information entered above, we will generate for you a digitally signed copy of IRS Form W9. This form is required so that we can report our direct purchases of consumer goods for resale to the IRS. These purchases are reported annually on IRS form 1099-Misc.

\* Signature

\* Title

By electronically signing your name you hereby agree to accept the terms and conditions specified in the agreement and the provisions concerning the use of electronic signatures.

Entering tax information for: **United States** (click to select another country)

**Tax Information** | Tax Exemptions

What is your basis for claiming an exemption from US state and local sales tax?

How do you qualify for this exemption?:  
☐ Claiming exemption based on resale  
☐ United States Government organization  
☐ States and/or political subdivision thereof  
☐ Non-profit for religious, charitable, or educational organization  
☐ United Nations and other international organizations  
☐ Other, please specify

Back Continue

In order to comply with U.S. state and local tax requirements, IngramSpark must have a properly executed resale or exemption certificate from all customers who claim a sales tax exemption (i.e., those customers who do not want to be charged sales tax on their purchases from IngramSpark.) These series of questions help us determine which resale or exemption certificate we need to collect from you, if any.

**Paperwork:** Allows you to quickly access your important IngramSpark documents. Documents will include all IngramSpark agreements, addendums, and tax forms.

| MY PAPERWORK        |                      |                      |
|---------------------|----------------------|----------------------|
| Document            | Added                | View                 |
| IPP POD Agreement   | 5/24/2013 9:16:00 AM | <a href="#">View</a> |
| IPP Apple Addendum  | 5/24/2013 9:16:01 AM | <a href="#">View</a> |
| IPP Amazon Addendum | 5/24/2013 9:16:01 AM | <a href="#">View</a> |
| IPP Ebook Agreement | 5/24/2013 9:16:01 AM | <a href="#">View</a> |

Your documents are made available for download in a PDF format.

**Messages:** Access your IngramSpark messages and alerts, including updates from your Help Request submissions.

| MY MESSAGES           |                              |        |
|-----------------------|------------------------------|--------|
| Sent                  | Subject                      | Status |
| 5/24/2013 11:51:29 AM | <a href="#">New Alert</a>    | Unread |
| 5/24/2013 11:33:43 AM | <a href="#">New Message!</a> | Unread |
| 5/24/2013 11:25:35 AM | <a href="#">New Message</a>  | Read   |

Please feel free to review our [Terms of Use](#).

Refer to section 7.0 (Orders) step 2 diagram, for further details.

## 5.0 Titles

Titles are submitted to IngramSpark via the IngramSpark website. Files will have a first level validation during the submission process and feedback provided through your IngramSpark account, if files do not meet specifications. Please review the additional information at the following links for more help:

[Manufacturing and File Setup Tips](#)

[Embedding Fonts](#)

[Guide for Acceptable Production Variances](#)

[Title Processing Errors](#)

[What does the status of my title mean?](#)

Once your files have passed the initial validation, IngramSpark will prompt you to pay your upload fees for this title (you can be refunded your print upload fees by placing a single order of 50+ copies of the newly set up title, and shipping to one address within 60 days of setting up the title). Your upload is then finished, and your book has been transmitted to Ingram's file review team, who will review your files for validation and prepare them for printing and binding. When processing is complete, you will be notified by email to review an eproof of your book. Once that step is complete, the status will change to "Available for printing/download" on your Dashboard. Be sure to click the "enable" button for distribution services.

Revisions or resubmissions for completed titles are subject to a \$25 revision fee. See the IngramSpark Price Sheet for pricing information, located under the HELP tab once you've logged in to your IngramSpark account dashboard.

**PLEASE NOTE:** Revisions to metadata or resubmissions of the title will not be updated until completion of all pending orders. This includes distribution orders we receive from global Sellers.

## Adding Titles

**Step 1:** You can add a new title by selecting “Add a Title” from your Dashboard, or you can add a new title from the “Titles” section of your Dashboard. Specifications for digital file submissions are provided in the “File Creation Guide” located under the HELP tab on the website. See also our “PDF File Checklist.”

Dashboard Account Titles Reports Orders Marketing Help

Add a New Title All My Titles Titles Pending Your Approval (1)

**Add New Titles**

**Select Product Type**

- ☒ **Print** Choose this if you only have PDF files for your print title (separate PDF files required for interior and cover) and only want print distribution
- ☐ **Ebook** Choose this if you have EPUB (interior) and JPG (cover) files for your Ebook title and only want Ebook distribution
- ☐ **Print and Ebook** Choose this if you have files for print and eBook ready to upload and distribute together

**Key**

- Required Fields
- Help Text
- Validation Error

**Print**

Title Subtitle Language

IngramSpark provides the option to setup your print and ebook simultaneously.

The title information placed in this field will be used for all reporting and reseller catalog (where appropriate) communications.

You will select the *language* the book was written in. Add a *short description*, at least 7 keywords or phrases, and a *full description* for the book. Also, be sure to add *Series* and *Edition* information if applicable.

Subtitle Language Short Description (Max 350 characters) Keywords (separated by semicolons) Series Name and Number Edition Description

**Full Description** (Min 200 to Max 4000 bytes)

This brief description of the book will be communicated to distribution partners who wish to describe and market the book on their website(s) and to their customers. IngramSpark recommends that you provide a book description for all new books, to assist booksellers in presenting your books to their customers. The book description should be at least 200 characters, but should not exceed 4,000 characters including spaces. In addition, no HTML tagging, bullets, or other special formatting should be embedded.

Bytes: 0

Continue to Step 2 of 5 Cancel

## Step 2: You add up to three contributors

The screenshot shows the 'Edit Title' page in the IngramSpark dashboard. The top navigation bar includes Dashboard, Account, Titles, Reports, Orders, Marketing, and Help. The left sidebar has links for Titles, Add Titles, All Titles, Titles Pending Your Approval, Titles Pending Price Changes, and Promote Your Titles. The main content area is titled 'Edit Title' and includes a 'Select Product Type' section with three options: Print, Ebook, and Print and Ebook (selected). A 'Key' section on the right explains the symbols used. Below this is the 'About the Author/Contributors' section, which includes a note about listing at least one contributor. A table with columns for Last Name, First Name, Middle, and Role is shown. Three contributor entries are listed, each with an 'About Contributor...' button. A red box highlights the first contributor entry, and a callout explains that up to three contributors can be added. Another callout points to the 'About Contributor...' button, stating it provides additional information needed by bookstores and libraries. The bottom section of the form includes fields for Biography, Prior Work, Location, and Affiliations, each with a 4000 character maximum limit. The bottom of the page has a blue banner with the text 'Start Publishing Today!' and the website URL 'www.ingramspark.com'.

Up to three contributors (e.g. authors, editors, illustrators, etc) may be identified with a book. These are saved and communicated to sellers via IngramSpark catalog information.

To help ensure that your title is discovered online, please list at least one contributor as either "Author" or "Editor".

| Contributors ? | Last Name | First Name | Middle | Role   |                      |
|----------------|-----------|------------|--------|--------|----------------------|
| * 1:           |           |            |        | Author | About Contributor... |
| 2:             |           |            |        | Author | About Contributor... |
| 3:             |           |            |        | Author | About Contributor... |

Click on the button "About Contributor" to provide additional information. Bookstores and libraries need this.

Biography ? (4000 characters maximum)

Prior Work ? (4000 characters maximum)

Location ?

Affiliations ?

2: Author About Contributor...

3: Author About Contributor...

In this section, you will add information about the contributor. Include any prior written works, the city and state where the contributor lives, and any organizations they are affiliated with.

**Step 3:** You will add subject categories, audience, table of contents and reviews.

**Categorize Your Book**

Imprint ? SPARK TEST US - TRB Request another imprint ?

Subjects ?

1: Find Subjects

2: Find Subjects

3: Find Subjects

Regional Subject ?  Find Regions Clear Region

Thema Subjects ? Find Subjects

Audience ?

Sellers use Subjects to categorize books. These categories briefly describe the content of a book. You are required to select at least one subject. However, additional subjects can help improve search results for your book.

If there is a specific region of the country or world the story takes place in, add it here.

Content-oriented classification, intended for international and multilingual discovery and sales. Similar to BISAC categories.

Selecting an audience helps booksellers and consumers know who the targeted audience is for the book.

**NOTE:** Please use the “Find Subjects” link at the beginning of the subject line to populate at least “Subject 1”. The link will open a new window where you can type a portion of the subject code or description and a list of matching items will be returned for you to select the desired subject.

Find Subjects

BISAC SUBJECT LOOKUP

Subject:  Search

Subject: Crafts Search

Page 1 of 6 1 2 3 4 6

| Select                   | Subject Code | Description                 |
|--------------------------|--------------|-----------------------------|
| <input type="checkbox"/> | CRA000000    | Crafts & Hobbies : General  |
| <input type="checkbox"/> | CRA001000    | Crafts & Hobbies : Applique |
| <input type="checkbox"/> | CRA002000    | Crafts & Hobbies : Baskets  |
| <input type="checkbox"/> | CRA003000    | Crafts & Hobbies : Carving  |

**Step 3 continued:** Add table of contents and reviews.

The screenshot shows the 'Table of Contents' and 'Review Quotes' sections of the IngramSpark interface. Both sections have a text area for input and a 'Bytes: 0' indicator. The 'Review Quotes' section includes a red-bordered callout box with the following text: 'Add reviews here and be sure to update this section when you receive new reviews. These are saved and communicated to Sellers via IngramSpark catalog information.' Below these sections is a question: 'Does your book have photographs and/or illustrations?' with 'Yes' and 'No' radio buttons. At the bottom are three buttons: 'Back', 'Continue to Step 4 of 7', and 'Cancel'.

**Step 4:** Select your Print Format details. Please refer to the [File Creation Guide](#) for further details on formatting.

The screenshot shows the 'Print Format' section of the IngramSpark interface. It includes a 'Select Product Type' section with three options: 'Print', 'Ebook', and 'Print and Ebook'. Below this is a 'Print Format' section with various options: 'Trim Size', 'Interior Color and Paper', 'Binding Type', 'Laminate Type', and 'Page Count'. A red-bordered callout box points to the 'Page Count' field and contains the following text: 'Page count is the total number of pages in the book, including blanks and front matter. Guidelines: The total number of pages must be evenly divisible by 2 or additional blank pages will be added to the end of the book. The last page of the book, facing the inside back cover, must be completely blank for our internal bar code or additional pages will be added. If additional pages are added, you will be charged the print cost for those additional pages.' At the bottom are three buttons: 'Back', 'Continue to Step 5 of 7', and 'Cancel'.

**Step 5:** Enter the book's ISBN/EAN here. An ISBN (International Standard Book Number), also known as EAN (European Article Number), is a unique 13-digit item code provided by your country's ISBN agency and assigned by publishers to identify the format and edition of a title. So, a traditionally published book will usually have three different ISBNs—one for the hardcover edition, one for the paperback edition, and one for the digital (ebook) edition. Indie published authors in the U.S. are responsible for acquiring ISBNs for their books by purchasing them from Bowker, the U.S. ISBN Agency ([www.ISBN.org](http://www.ISBN.org)); if you are in the U.S., you can also purchase ISBNs through IngramSpark for \$85 each by selecting "Click here if you would like to purchase an ISBN (an ISBN is required for distribution)."

If you are located outside the U.S., visit this website to find the ISBN supplier in your country:  
<https://www.isbn-international.org/agencies>

**Print Format**

\* Print ISBN ?  [Click here if you would like to purchase an ISBN \(an ISBN is required for distribution\)](#)  
[Click here if you would like a non-distributable SKU to be assigned to this title](#)

**Pricing**

For your content to be available for sale in each market below, you must provide the Print Retail Price, wholesale discount and returnable option. To assist with converting currency you can access the [Currency Converter](#).

| Market ?       | Print Retail Price ?      | Wholesale Discount ?   | Returnable ?                | Compensation ? |
|----------------|---------------------------|------------------------|-----------------------------|----------------|
| United States  | US\$ <input type="text"/> | <input type="text"/> % | No <input type="checkbox"/> |                |
| United Kingdom | £ <input type="text"/>    | <input type="text"/> % | No <input type="checkbox"/> |                |
| European Union | € <input type="text"/>    | <input type="text"/> % | No <input type="checkbox"/> |                |
| Canada         | CA\$ <input type="text"/> | <input type="text"/> % | No <input type="checkbox"/> |                |
| Australia      | AU\$ <input type="text"/> | <input type="text"/> % | No <input type="checkbox"/> |                |

☐ Copy United States Print Retail Price and Wholesale Discount to the Global Connect Program

Global Connect Program ? US\$  %

\* Publication Date ?

On Sale Date ?

◀ Back Continue to Step 6 of 7 ▶ Cancel

Publishers determine the suggested retail list price and wholesale discount on all titles in all markets. If pricing is not submitted, the title will be unavailable for sale in that market.

**Note:** By offering a 53% wholesale discount, bookstores will receive their normal trade discount when they buy from a wholesale supplier such as Ingram.

As Ingram establishes more Global Connect Program printer distribution partners around the world, selecting the option to copy United States retail pricing and the wholesale discount to the Global Connect Program, will enable your title to be available wherever those partnerships are formed.

No inventory, shipping, currency headaches, or import/export issues to be concerned about.

**Publication Date:** The date on which a book is published and announced to the market. This date is not used to determine when a book may be sold.

The On Sale Date is the date before which the book may not be sold by Sellers.

**PUBLICATION DATE:** This is the official release date of your book, when you plan to promote and market your book. The Publication date can also be the date that you plan to make the book available for purchase to bookstores, libraries and online retailers, by using the same date for the on sale date. If the On Sale Date field is left blank, the publication and On Sale Date will be the same. Be sure to make this date far enough in the future so that you will have time to order a bound proof, apply any revisions that arise from the proofing process, and

have your first print run produced at least a month before your publication date. Unexpected delays can occur and allowing a cushion of extra time will be your best friend.

**ON SALE DATE:** The On Sale Date is the date that you wish to release a title to be printed and delivered. If the On Sale Date is left blank, the Publication Date will be used as the On Sale Date. The On Sale Date should be a date set the same as or later than the publication date. Use the time between the Publication Date and the On Sale Date to promote your book and create interest. As an example, you may set up a Publication Date of June 1, 2017 and an On Sale Date of October 1, 2017.

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 Ingram's 39,000+ retailers, libraries, schools, internet commerce companies and other channel partners, who want to pre-order the book in advance of your official On Sale Date. When you click the button to enable distribution, Ingram will automatically send the information for your book in a metadata feed to our distribution channel partners. Once they have the book information uploaded on to their website, they can begin accepting and placing pre-orders for the book, but it won't be delivered until the on sale date.

At least 10 days before the On Sale Date has been reached, IngramSpark will start routing the orders to print and Ingram will begin to fulfill those orders, to ensure that the books arrive by the specified On Sale Date. At this time, the online preorder report, that is available through your IngramSpark account, will only show orders you placed prior to the On Sale Date.

Although it is not advisable, you can change the On Sale Date while a title is in production; however, if you try changing the on sale date, it may revert to the original date and if orders have already begun routing we will not be able to stop or cancel them. This is also true for uploading revised files of the book. We cannot process revised files if there are orders being printed for the book. Once those orders have finished printing and there are no other orders waiting to be printed, we can then process the revised files.

### Step 6: Add the ebook ISBN.

The retail pricing model for ebooks is similar to the wholesale pricing model for physical books. Most retailers use the retail pricing model. Under this model, the retailer can charge the consumer any price they like, as long as they pay a set percentage of the publisher's price to the publisher for each sale of the ebook.

Apple Agency pricing model differs slightly from the retail model in that the retailer must sell the title at the price listed by the publisher and pay a set percentage back to the publisher for each ebook sold. Currently, Apple is the only retailer using the agency pricing model.

The screenshot shows the 'EBOOK FORMAT' section of the IngramSpark submission form. It includes fields for 'Ebook ISBN', 'Currencies' (US Dollars, British Pounds, Euros, CA Dollars, AU Dollars), 'Ebook Retail Price', and 'Apple Ebook (Agency) Price'. There are also fields for 'Publication Date', 'On Sale Date', and 'Page Count'. Annotations explain the requirements for each field:

- Ebook ISBN:** The price at which Apple sells the title through iTunes.
- Ebook Retail Price:** The price at which the publisher sells the title.
- Apple Ebook (Agency) Price:** The price at which Apple sells the title through iTunes.
- On Sale Date:** The On Sale Date is the date before which the book may not be sold by Retail Partners.
- Apple Ebook (Agency) Price:** In order to supply Agency pricing, the following rules must be observed:
  - The agency price must end in a ".99" value.
  - The price must not exceed the retail price of the book
  - Apple requires both an agency and a retail price for comparison.

### Step 7: Upload your title files.

The same digital file for the interior may be submitted for paperback and hardback editions provided the trim size is the same; however, the copyright page in the file must have the correct ISBN(s) listed to match the title. A unique ISBN is required by the book industry for each format. Separate cover files are required for each title format including paperback and hardback. An EPUB file for the interior and a JPEG image of the cover are required for the ebook.

**Ebook Conversion:** If you do not have an EPUB file for the ebook, we can convert your print PDF files to an EPUB file once your print title is in production on your IngramSpark account. The cost is \$0.60 per page and takes about three weeks to complete.

Upload your files by utilizing either the “Drag & Drop” or “Choose File” option, which allows you to browse for your file. Please note the upload option can vary by web browser (i.e. Firefox, Google Chrome, Internet Explorer, etc).

TITLE FILES

NANCY'S LIFE STORY

PRINT

ISBN/SKU: 9781557883452  
ISBN Complete: 978-1-55788-345-2  
Publication Date: 10/31/2013  
Street Date: 10/31/2013  
BOOK TYPE  
B&W 5 x 7 in or 178 x 127 mm Perfect Bound on Creme w/Matte Lam  
INTERIOR FILE  
COVER FILE

EBOOK

ISBN/SKU: 9781557883735  
ISBN Complete: 978-1-55788-373-5  
Publication Date: 10/31/2013  
Street Date: 10/31/2013  
BOOK TYPE  
Adobe eBook ePub  
EBOOK FILE  
COVER IMAGE FILE

DRAG & DROP A FILE HERE  
or  
SELECT A FILE TO UPLOAD  
Browse

DRAG & DROP A FILE HERE  
or  
SELECT A FILE TO UPLOAD  
Browse

DRAG & DROP A FILE HERE  
or  
SELECT A FILE TO UPLOAD  
Browse

DRAG & DROP A FILE HERE  
or  
SELECT A FILE TO UPLOAD  
Browse

Only an acceptable file format will populate in the file fields. For example, an EPUB file would be the only acceptable file under EBOOK File.

## Step 8: Setup Fees and Payment

IngramSpark automatically calculates the setup charges for your print and ebook. To complete the title setup process you will select your payment method or enter a promotion code and click “I Agree.”

DashboardAccountTitlesReportsOrdersMarketingHelp

Titles

Add Titles

All Titles

Titles Pending Your Approval

Titles Pending Price Changes

Promote Your Titles

Title Submission

Setup Charges  
Title: BV

| Quantity | Setup Description                 | Extended Amount |
|----------|-----------------------------------|-----------------|
| 1        | Original Digital Cover Setup      | US\$ 25.00      |
| 1        | Original Digital Book Block Setup | US\$ 24.00      |
| Total    |                                   | US\$ 49.00      |

Order Promotion Code:  Recalculate Price

Payment Method:  
Note: American Express and Discover cards are not acceptable payments outside of the US.  

Payment Method

Publisher hereby authorizes Lightning Source to establish the above title(s) in its database and Publisher agrees to pay the fees set forth on this form. Pricing is subject to final review of materials submitted to Lightning Source.

I Disagree

I Agree

Start Publishing Today!

www.ingramspark.com

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**All Titles Search:** You can view a complete listing of your titles, or utilize the “Search By” function to locate a particular title.

TITLE SEARCH

SEARCH BY:

Title

EAN/ISBN

Contributor

Start Search »

Page 1 of 1

| ISBN/SKU      | Format        | Title           | Contributor          | Submit Date | Status                  |
|---------------|---------------|-----------------|----------------------|-------------|-------------------------|
| 9782247051977 | Ebook         | This is my book | Cutler, Robin        | 5/3/2013    | Content being validated |
| 9782247051977 | Case Laminate | This is my book | Cutler, Robin        | 5/3/2013    | Content being validated |
| 9785812371432 | Ebook         | Testing 123     | Bentley, Jennifer L. | 4/30/2013   | Setup Incomplete        |
| 9785412368511 | Case Laminate | Testing 123     | Bentley, Jennifer L. | 4/30/2013   | Setup Incomplete        |

You have the ability to delete a title from your title list as long as the title is in a “Setup Incomplete” status.

**Titles Pending Approval:** Titles waiting for you to approve the eproof. When titles are uploaded, validated, and processed successfully, you will have access to an eproof of each title. Click on the title, which is a hyperlink that takes you to the Titles Detail page, and scroll to the bottom of the page to view or download the eproof.

**Promote Your Titles:** For titles that you have enabled for distribution, you may purchase an annotation in one of our catalogs that is sent to over 34,000 bookstores, libraries, and retail outlets. Simply click the PROMOTE button and make your selection. You can also find more information under the “Marketing” tab on your dashboard.

| Recently Added Titles |                                |               |        |               |                                      |
|-----------------------|--------------------------------|---------------|--------|---------------|--------------------------------------|
| Title Name            | Status                         | EAN           | Format | Author        | Action                               |
| Nancy's Life Story    | Title on Customer Service Hold | 9781557883735 | EPUB   | Cutler, Robin | <div>Promote</div> <div>Upload</div> |

## 6.0 Reports

**Ebook & Print Sales Reports:** Build a report that provides you information on your ebook and print sales through our distribution channels. The sales reporting does not include who purchased or returned books as this information is not available at this time.

### Publisher Compensation

Build a report that provides information on your print sales through our

#### Please enter your criteria

Date Range:  to  or  - or -   
Date range can not be longer than 366 days

Period:  -

Set to last period  
Set to last 2 periods  
Set to last 3 periods  
Set to last calendar year  
Set to year-to-date

Click on "Period" to see date ranges and current closing status.

Operating Unit: ☐ LS US  
☐ LS UK  
☐ LS AU

Currency: ☐ AU Dollars  
☐ British Pounds  
☐ CA Dollars  
☐ Euros  
☐ US Dollars  
☐ Brazilian Real (CoreSource Only)  
☐ Danish Krone (CoreSource only)  
☐ Hong Kong Dollar (CoreSource Only)  
☐ Indian Rupee (CoreSource Only)  
☐ Japanese Yen (CoreSource Only)  
☐ Mexican Peso (CoreSource Only)  
☐ Norwegian Krone (CoreSource only)  
☐ NZ Dollars (CoreSource only)  
☐ S African Rand (CoreSource Only)  
☐ Swedish Krona (CoreSource only)  
☐ Swiss Franc (CoreSource only)

Compensation Type: ☐ CoreSource Agency  
☐ CoreSource  
☒ Global Connect/Espresso  
☒ POD

You can click one of the selections to auto populate the period fields with the corresponding dates.

Select "Period" if you would like to see Publisher Compensation and sales for a specific month and year.

To view a report online only, one item can be selected for Operating Unit, Currency, and Compensation Type.

For print, the currency for either U.S. dollars, British pounds (UK) or AU dollars (Australia) can be selected. All the other options are for ebook sales.

If you want to view a report with all three Operating Units and Currencies selected, you will need to have the report emailed to you.

CoreSource Agency is for Apple sales through iTunes.

CoreSource is for all other ebook retailer sales.

#### Optional Filter Criteria

ISBN(s):   
Title:   
Author:

Multiple ISBN's must be separated by commas  
Titles beginning with your input will be returned  
Last, First Name. Last name only is acceptable

#### Output Format

☒ Screen Display (HTML)  
☐ Email Delivery as file attachment(s)

☐ Adobe PDF (POD, CoreSource, Global Connect/Espresso or IPS Virtual Distribution)  
☐ Tab Delimited (Excel) - Spreadsheet Importable (POD and IPS Virtual Distribution)  
☐ BISG flat file - Spreadsheet Importable (CoreSource only)  
☐ BISG XML (CoreSource only)

Email Address:   
Re-type Email Address:

**OUTPUT FORMAT:** If you want a report to show multiple selections for Operating Unit, Currency, and Compensation Type, select the Email Delivery option and the type of file you would like to receive and provide your email address.

**Billing Statement:** Use this report if you want to review credit card charges by closed accounting months.

The screenshot shows the 'Billing Statements' report interface. At the top is a navigation bar with links: Dashboard, Account, Titles, Reports, Orders, Marketing, and Help. On the left is a sidebar menu with links: Reports, Ebook Sales Report, Print Sales Report, Billing Statement, Invoices, Transaction History, and Pre Order Report. The main content area has a header 'Billing Statements' with a subtitle 'Review credit card charges by closed accounting months'. Below this is a section 'Please enter your criteria' with a dropdown for 'Operating Unit' (LS US - US Dollars) and a 'Period' selector. A link 'Click on "Period" to see date ranges and current closing status.' is provided. Below the criteria section is an 'Email Address' section with two input fields and a 'Submit' button.

**Invoices:** Use this report if you want to review credit card charges that can be emailed or viewed on screen, listed by title.

The screenshot shows the 'Invoices Report' interface. It has the same navigation bar and sidebar as the Billing Statements report. The main content area has a header 'Invoices Report' with a subtitle 'Review charges listed by title'. Below this is a section 'Please enter your criteria' with a dropdown for 'Operating Unit' (LS US - US Dollars) and a 'Date Range' selector. A link 'Click on "Period" to see date ranges and current closing status.' is provided. Below the criteria section is an 'Optional Filter Criteria' section with input fields for 'Invoice Number' and 'Credit Card Reference #'. Below that is an 'Output Format' section with radio buttons for 'Screen Display (HTML)' and 'Email Delivery as file attachment(s)'. Below the output format section is an 'Email Address' section with two input fields and a 'Submit' button.

**Transaction History:** Use this report if you would like to view a summary report of sales history and any credits applied.

The screenshot shows the 'Transaction History' report interface. It has the same navigation bar and sidebar as the other reports. The main content area has a header 'Transaction History' with a subtitle 'Use to view a summary report of sales history and any credits applied'. Below this is a section 'Please enter your criteria' with a dropdown for 'Operating Unit' (LS US - US Dollars) and a 'Date Range' selector. A link 'Click on "Period" to see date ranges and current closing status.' is provided. Below the criteria section is an 'Email Address' section with two input fields and a 'Submit' button.

**Pre-Order Report:** Use this report to view pre-orders, which are orders you have placed for a specific book, prior to the On Sale Date. At this time, distribution pre-orders are not included in this report but, they will appear on the publisher compensation report when the orders ship.

The screenshot shows the 'Pre Order Report' page. The top navigation bar includes Dashboard, Account, Titles, Reports, Orders, Marketing, and Help. The left sidebar lists Reports: Ebook Sales Report, Print Sales Report, Billing Statement, Invoices, Transaction History, and Pre Order Report. The main content area has a header 'Pre Order Report' and a sub-header 'Please enter your criteria'. Below this is a 'Date Range' section with two calendar icons and a note 'Date range can not be longer than 1000 days'. Underneath is the 'Optional Filter Criteria' section with an 'ISBN(s):' input field and a note 'Multiple ISBN's must be separated by commas'. A yellow 'Submit' button is at the bottom left.

## 7.0 Ordering

You may place orders from the IngramSpark website to ship directly to yourself and your customers.

**Step 1:** Select "Create New Order." Select the item(s) to add to your order.

The screenshot shows the 'Add Books To Order' page. The top navigation bar is the same as the previous page. The left sidebar lists Orders: Create New Order, Orders Not Yet Submitted, Submitted Orders, Search for Orders, Address Books, and Pre Order Report. The main content area has a header 'Add Books To Order' and a sub-header 'Search By:'. Below this are input fields for 'Title', 'Contributor', and 'EAN/ISBN', with a yellow 'Start Search »' button. A legend indicates 'Not Yet Available for Printing' (light blue) and 'On Sale Date is in the future' (yellow). Below the legend is a table of books. The first row is highlighted in yellow. A callout box points to the 'EAN/ISBN' input field with the text 'You can perform a search by title, contributor, or ISBN.' Another callout box points to the 'Add Items To Order' button with the text 'You can select multiple titles if you choose. Once you have selected the titles you would like to order, click on the Add Items to Order button.' A third callout box points to the 'Select' checkbox in the first row of the table with the text 'You also have the option to select items from a title list that is available on the page.'

| Select                              | ISBN/SKU      | Format        | Title                                 | Contributor      |
|-------------------------------------|---------------|---------------|---------------------------------------|------------------|
| <input type="checkbox"/>            | 2370000322562 | Perfect Bound | Three                                 | Brown, Danielle  |
| <input type="checkbox"/>            | 2370000359360 | Perfect Bound | bv                                    | d, d             |
| <input type="checkbox"/>            | 2370000330796 | Case Laminate | Bow Tie Bible                         | Land, Jenna      |
| <input type="checkbox"/>            | 2370000269416 | Perfect Bound | Dr Pepper - LSI SR Test Title         | Baker, Michael A |
| <input type="checkbox"/>            | 9781931098014 | Perfect Bound | Jeff's First Title on Spark: subtitle | Hughes, Daniel   |
| <input checked="" type="checkbox"/> | 9780781442787 | Perfect Bound | A Christian's Response to Islam       | Garlow, James L. |

**Step 2:** Enter the order details, including address information, print location, applicable promotion code, print service level, and shipping method.

Orders

Create New Order

Orders Not Yet Submitted

Submitted Orders

Search for Orders

Address Books

Pre Order Report

Order 5799907

We recommend that you place an order for 1 print copy to review for accuracy prior to placing orders for multiple copies.

Return To:

TEST  
TEST  
1240 Heil Quaker  
LA VERGNE, TN 37086  
USA

Change

Ship To:

test  
test  
test  
SMYRNA, TN 37167  
USA

Change

Print Location:

LS US - US Dollars

Order Promotion Code:

How quickly would you like your order printed?

☒ Volume Service - Usually ships in 10 business days - \$ 3,260.00  
☐ Economy Service - Usually ships in 5 business days - \$ 7,060.00  
☐ Express Service - Usually ships in 2 business days - \$ 7,760.00  
☐ Rush Service - Usually ships in 1 business day - \$ 9,180.00

\* Service Level times are estimates and are based on item type and facility volume.

How quickly would you like your order to be delivered?

☐ Economy Heavyweight - US\$ 189.06  
☒ Commercial Ground - US\$ 363.12  
☐ Residential Ground - US\$ 538.88  
☐ Commercial 2nd Day - US\$ 1,102.93  
☐ Residential 2nd Day - US\$ 1,309.22  
☐ Commercial Next Day - US\$ 1,759.40  
☐ Residential Next Day - US\$ 1,965.69

\*Available Shipping Methods vary by print location.

= Not Yet Available for Printing  
 = On Sale Date is in the future

\*Print time does not include time associated with the shipping method that you choose. Add your print and shipping times together to estimate when you will receive your order.

| Item No. | Ordered Qty | Carton Qty | ISBN          | Title                           | On Sale Date | Service Level                     | Unit Selling Price | Extended Amount |
|----------|-------------|------------|---------------|---------------------------------|--------------|-----------------------------------|--------------------|-----------------|
| 1        | 1           | 36         | 9780781442787 | A Christian's Response to Islam | 9/8/2008     | Usually ships in 5 business days. | US\$ 3.53          | US\$ 3.53       |
|          |             |            |               |                                 |              |                                   | Handling Fee       | US\$ 1.99       |
|          |             |            |               |                                 |              |                                   | Subtotal           | US\$ 5.52       |
|          |             |            |               |                                 |              |                                   | Shipping           | US\$ 7.72       |
|          |             |            |               |                                 |              |                                   | Total              | US\$ 13.24      |

Confirm the information above before clicking <Submit Order>.

Clear Order

Add More Books

Update Order

Submit Order

Change the print location here.

LS U.S. - U.S. Dollars  
LS UK - Euros  
LS UK - British Pounds  
LS UK - AU Dollars

You have the option to apply available IngramSpark promotion codes here.

Change your quantity of books to be ordered and click the Update Order button for updated print cost and shipping fees.

## Large Volume/Bulk Orders

When placing an order for 750 copies or more of a title, to be printed in the U.S., you can click the Update Order button to see another print service level option displayed, **VOLUME** service. Select the **VOLUME** service level for the best pricing. These orders may be outsourced to a printer partner who meets our print requirements. The print turnaround time is longer: usually two weeks for a paperback and three weeks for a hardcover book. **This pricing is only available for orders printed in the U.S.**

How quickly would you like your order printed?

☒ **Volume Service - Usually ships in 10 business days - \$ 3,260.00**

☐ Economy Service - Usually ships in 5 business days - \$ 7,060.00

☐ Express Service - Usually ships in 2 business days - \$ 7,760.00

☐ Rush Service - Usually ships in 1 business day - \$ 9,180.00

\* Service Level times are estimates and are based on item type and facility volume.

How quickly would you like your order to be delivered?

☐ Economy Heavyweight - US\$ 189.06

☒ **Commercial Ground - US\$ 363.12**

☐ Commercial 2nd Day - US\$ 1,102.93

☐ Commercial Next Day - US\$ 1,759.40

\*Available Shipping Methods vary by print location.

☐ = Not Yet Available for Printing

☐ = On Sale Date is in the future

\*Print time does not include time associated with the shipping method that you choose. Add your print and shipping times together to estimate when you will receive your order.

| Item No. | Ordered Qty | Carton Qty | ISBN          | Title                           | On Sale Date ? | Service Level                      | Unit Selling Price | Extended Amount |
|----------|-------------|------------|---------------|---------------------------------|----------------|------------------------------------|--------------------|-----------------|
| 1        | 2,000       | 36         | 9780781442787 | A Christian's Response to Islam | 9/8/2008       | Usually ships in 10 business days. | US\$ 1.63          | US\$ 3,260.00 ✖ |
|          |             |            |               |                                 |                |                                    | Handling Fee       | US\$ 4.99       |
|          |             |            |               |                                 |                |                                    | Subtotal           | US\$ 3,264.99   |
|          |             |            |               |                                 |                |                                    | Shipping           | US\$ 363.12     |
|          |             |            |               |                                 |                |                                    | Total              | US\$ 3,628.11   |

Confirm the information above before clicking <Submit Order>.

Selecting "Submit Order" does not complete the order process. You will move on to the next step: order payment.

**NOTE:** When placing a VOLUME service order, the publisher agrees to accept possible variations in the books produced, which are within our allowed tolerance: there may be up to a 1/16" shift of the cover or interior of the book and/or +/-0.1 color density variation on any book manufactured by Lightning Source or our outsourced printer partners.

### Step 3: Paying for print drop ship orders.

Select the Payment Method. The drop down will provide the credit card that is on file for your account.

This order is not submitted until payment terms have been accepted below.

**Return To:**  
SPARK TEST US - TRB  
Teri Brown  
1240 Heil Quaker  
LA VERGNE, TN 37086  
USA

**Ship To:**  
Danielle Brown  
Test updated  
PO Box 1246  
LA VERGNE, TN 37086  
USA

Print Location: LS US - US Dollars

Order Promotion Code:

To assist with converting currency you can access the [Currency Converter](#)  
(Please note that since currencies fluctuate daily, the actual charges may vary based on the exchange rate on the day your credit card is charged).

Shipment Number: 1

| Item No. | Ordered Qty | Carton Qty | ISBN          | Title                           | On Sale Date | Service Level                      | Unit Selling Price | Extended Amount |
|----------|-------------|------------|---------------|---------------------------------|--------------|------------------------------------|--------------------|-----------------|
| 1        | 2000        | 36         | 9780781442787 | A Christian's Response to Islam | 9/8/2008     | Usually ships in 10 business days. | US\$ 1.63          | US\$ 3,260.00   |
|          |             |            |               |                                 |              |                                    | Handling Fee       | US\$ 4.99       |
|          |             |            |               |                                 |              |                                    | Subtotal           | US\$ 3,264.99   |
|          |             |            |               |                                 |              |                                    | Shipping           | US\$ 363.12     |
|          |             |            |               |                                 |              |                                    | Total              | US\$ 3,628.11   |

If you are shipping or receiving orders within the United States and have not provided your sales tax resale and exemption documentation in your account, sales tax may be applied to your order. Click [here](#) to learn how to provide tax documentation.

We strongly recommended that you order and review a print copy of your title before placing any orders for a title. By submitting this order, you (the content owner) have previously reviewed the above title(s) for quality or other issues (typographical errors, missing content, etc.) and agree to be solely responsible for any such quality issue, including but not limited to, errors in the finished book, and hereby authorize Lightning Source to print the title(s).

**Payment Method:**

Note: American Express and Discover cards are not acceptable payments outside of the US.

\* Payment Method

Purchase Order Number:

**Orders will only be processed once you have approved the title for production.**  
**Please make sure to provide your approval on any outstanding eProofs to ensure your orders will print.**

By entering an email address below, you will be notified when this order has been accepted and when this order has shipped.  
You can enter multiple recipients separating each email address with a comma (',').

\* Email Address:

\* Retype Email Address:

☐ Your order contains one or more rows with a quantity of 500 or more. Please review the order and verify that the quantity is correct by checking the box and entering the email address of the person approving the order and then you will be able to submit the order.

Be sure to check this box for orders of 500+ copies and provide an email address so we can verify the order with you.

The drop down will provide the credit card that is on file for your account.

You have the option to assign a unique purchase order to your Drop Ship order.  
While not required, a purchase order can help you effectively manage your Drop Ship orders.

Select "I Accept" to complete the order process.

**Orders Not Yet Submitted:** These are orders you have started but did not complete. You can keep these or you can click on the trash can to delete the pending order.

| Orders Not Yet Submitted |                                |                      |   |
|--------------------------|--------------------------------|----------------------|---|
| Page 1 of 2   1   2   »  |                                |                      |   |
| Order Number             | Ship To                        | Last Modified        |   |
| SPK-5799907              | test<br>test                   | 8/17/2017 3:29:26 PM | 🗑 |
| SPK-5732705              | Danielle Brown<br>Test updated | 8/17/2017 2:28:27 PM | 🗑 |
| SPK-5796598              | Danielle Brown<br>Test updated | 8/16/2017 9:50:36 AM | 🗑 |

**Submitted Orders:** Keeps a running clickable list of your prior print orders which you have placed. This does not include orders placed through our distribution channels.

| Submitted Orders                   |                      |             |                                |
|------------------------------------|----------------------|-------------|--------------------------------|
| Order Search                       |                      |             |                                |
| SPK-XXX = Order has been cancelled |                      |             |                                |
| Page 1 of 1                        |                      |             |                                |
| Order Number                       | Date                 | External PO | Ordered By                     |
| SPK-2432971                        | 6/30/2013 9:54:18 PM |             | TERI.BROWN@LIGHTNINGSOURCE.COM |

Click on the order number to see the details of the order.

**Search for Orders:** Use this to search for a previous order that has been submitted for printing.

| Search For Orders                         |                                       |
|-------------------------------------------|---------------------------------------|
| Search Options                            |                                       |
| <input type="text"/>                      | <input type="text"/>                  |
| <input type="checkbox"/> Open Orders Only | <input type="button" value="Search"/> |

You can select a search option and enter the information in the field to the right and click on Search. Or, you can leave the fields blank and click on Search to bring up all the orders that were submitted for printing. The most recent orders will be displayed first.

Search Options

- Order Number
- Customer PO Number
- Carrier Tracking Number
- Order Date (mm/dd/yyyy)
- ISBN/SKU
- Title
- Production Batch
- Email Address

**Address Book:** Provides quick and easy access to both your shipping and return addresses for Drop Ship orders you place.

Shipping Addresses is the ship-to destination of your Drop Ship order. The Return Addresses is the address we will return the Drop Ship order to, if needed.

The screenshot shows the IngramSpark 'Address Book' interface. At the top is a navigation bar with links: Dashboard, Account, Titles, Reports, Orders, Marketing, and Help. On the left is a sidebar under the 'Orders' heading with links: Create New Order, Orders Not Yet Submitted, Submitted Orders, Search for Orders, Address Books, and Pre Order Report. The main content area is titled 'Address Book' and contains search filters: 'Search By:' with a dropdown set to 'Company Name', a checkbox for 'Exact match', and a text field for 'on Keyword:'. Below this is a 'Sort By:' dropdown set to 'alphabetically by company name' and a yellow 'Start Search »' button. There are two tabs: 'Shipping Addresses' (active) and 'Return Addresses'. In the bottom right corner of the main area is a yellow 'Add New Address' button. A red line connects this button to a callout box. The callout box contains the text: 'Click here to add a new address. After adding the new address, be sure to save it.' Another red line connects the 'Save' button in the 'Add New Address' modal to the same callout box. The 'Add New Address' modal is open, showing fields for: Company Name, Contact Name (marked with a red asterisk), Country (dropdown), Address Line 1, Address Line 2, City (marked with a red asterisk), State/Province (marked with a red asterisk), Postal Code (marked with a red asterisk), and Phone (marked with a red asterisk). There is also a checkbox for 'Set as default'. At the bottom of the modal are 'Close' and 'Save' buttons.

## 8.0 Marketing

You can purchase a one-time annotation ad in either the Ingram Advance catalog, Christian Advance catalog (\*see note), or the Children's Advance catalog. The fee for this marketing service is \$85.00 for U.S. publishers, £60.00 plus VAT for UK publishers, and €70 plus VAT for EU publishers.

**Titles submitted to Ingram Advance will not appear in the catalog until 3-4 months after the title has been approved to print.**

**You will automatically receive an email with a link to your title listing in the catalog when it becomes available.**

### Advance

Published monthly and distributed five weeks prior to the issue month, *Advance* is a comprehensive title listing and purchasing tool. Included are hardcover, trade paper, audiobook, gifts & games, and mass market titles.

**Circulation:** 7,000 top booksellers and librarians; and in PDF format to over 27,000 accounts.

### Children's Advance

*Children's Advance* publishes six times each year and features new board books, early readers, picture and chapter books across all genres for children of all ages. Editorial content includes interviews with authors and trends in children's publishing.

**Circulation:** 7,070 top booksellers, librarians, and international accounts; 27,000 subscribers in PDF format.

### Christian Advance

*Christian Advance* publishes six times each year and features new and bestselling titles pertinent to the Christian audience. It showcases the best in Bibles, inspirational fiction, non-fiction, and gifts & games.

**Circulation:** Top 3,300 Christian retailers, 2,200 ABA retailers, and 3,500 Librarians.

**\*NOTE:** Books listed in this publication should be approved by the Ingram/Spring Arbor buyer so that they are available for sale to the CBA market of Christian bookstores and churches, who order from this publication. Please contact the IngramSpark support team to request your book be considered for this market.

These annotation ads consist of a black-and-white thumbnail image of the cover, a brief annotation of the book based on what was provided by the publisher, the retail price, ISBN/EAN, and the discount the bookstores and libraries who buy from Ingram will receive. **For U.S. bookstores to receive their "Regular" discount (trade discount) from Ingram, you must offer a 53% wholesale discount in the U.S. market.**

How to view insertion orders for Advance annotation ads: Click on the MARKETING tab to arrive at this page.

Dashboard Account Titles Reports Orders Marketing Help

**Marketing**

Past Insertion Orders

Click here to see a list of Past Insertion orders

**Marketing**

As you become more focused on marketing efforts, you can rely on Ingram to serve as your connection to the book trade market. Our relationship with booksellers and librarians, as well as expertise in physical and digital marketing, make Ingram a unique partner in helping you get the word out globally and promote your titles effectively.

**Print Title Marketing**

Ingram's popular family of catalogs help connect your titles to thousands of booksellers, librarians, educators and online retailers. Feature your title with an annotation in either the general Advance catalog or specialty themed catalogs.

**Advance**

**Christian Advance**

**Children's Advance**

**Marketing**

Past Insertion Orders

Page 1 of 1

| Order Number | Date                  |
|--------------|-----------------------|
| SPK-3690736  | 10/12/2015 7:17:31 PM |
| SPK-3690730  | 10/12/2015 7:10:23 PM |

Click on the order number to see the order details

**Marketing**

Past Insertion Orders

**Order Details**

Order Number: SPK-3690736

Order Date: 10/13/2015

| Quantity | ISBN | Title         | Setup Description    | Extended Amount |
|----------|------|---------------|----------------------|-----------------|
| 1        | None | ISBN purchase | Purchase ISBN in USA | US\$ 85.00      |
| Total    |      |               |                      | US\$ 85.00      |

## 9.0 Help/Tools

This is the information you can locate on the TOOLS page

[Help](#)  
[Tools](#)  
[Contact Us](#)  
[User Guide](#)  
[Self Publishing Experts](#)

### Tools

#### Title Set-Up Costs:

This grid is provided for our global customers to assist in estimating fees charged in US dollars converted to other currencies. Please note that since currencies fluctuate daily the actual charges may vary based on the exchange rate on the day your credit card is charged.

| Title Set-Up Fees                                   | US   | UK  | AU   | EU  | CAD  |
|-----------------------------------------------------|------|-----|------|-----|------|
| <b>Print &amp; E-book</b><br>(setup simultaneously) | \$49 | £29 | \$53 | €36 | \$53 |
| <b>Print</b>                                        | \$49 | £29 | \$53 | €36 | \$53 |
| <b>E-Book</b>                                       | \$25 | £15 | \$27 | €19 | \$27 |

Titles are eligible for automatic free set-up with an initial order of 50+ copies. When a print order is placed for 50 copies within 60 days of title set-up, the customer will receive a \$49 refund.

#### Guided Tours:

Take an in depth tour of your IngramSpark account features.

- Dashboard - Meet your dashboard
- Title Setup Part 1 - About the Title
- Title Setup Part 2 - About the Author
- Title Setup Part 3 - Categorize Your Book
- Title Setup Part 4 - Print Format
- Title Setup Part 5 - Print book market pricing
- Title Setup Parts 6&7 - eBook market pricing
- Title Setup Part 8 - File upload
- Promotion Codes - Applying promotion codes
- Enabling Distribution - Making your title available for sale
- Market Pricing on Ingram Spark - Adding and editing prices

#### File Creation Tools:

##### Print Book

- File Creation Guide - Comprehensive instructions on how to set up print files can be found here.
- PDF File Checklist - An at-a-glance guide to help you avoid the most common causes of print file rejection and delays.
- Paper Specifications - A quick guide to the paper types used by Lightning Source in the Print on Demand manufacturing process.
- Cover Template Generator - Ensure your cover is correct with our handy template.
- Weight and Spine Width Calculator - Determine the weight and spine width of your print titles.

##### E-Book

- EPUB Guidelines - Frequently asked questions about the EBook process and specifications required to create a successful EPUB file.

#### Pricing & Calculators:

[Price Sheet](#) - All pricing related to IngramSpark.

- Print & Shipping Calculator - Determine how much you'll pay to print and ship orders directly to yourself or to your customers.
- Publisher Compensation Calculator - Determine how much you'll be paid on your print titles sold through the distribution channels.

#### Video Learning Series

- Print Book Basics (3m 0s) - An intro to the basics of setting up your print book files.
- Interior Bleed (1m 47s) - Learn more about setting up interior bleeds for your print book files before upload.
- Learning the value of the ISBN and Metadata (32m 48s) - You'll hear what metadata is and why it matters. How the metadata you choose dictates who, when, and how your work is discovered. The value of attaching a unique ISBN to each of your formats and what you should be monitoring in your data system.

Want to learn more?  
Check out our  
Guided Tour Videos.  
Click on the link to  
view the video.

Click on the Price  
Sheet link for the  
most current Price  
Sheet, which lists  
available trim sizes  
and bindings for  
each product type.

## Pricing Calculators

**Publisher Compensation Calculator:** Use this tool to determine how much you'll be paid on your print titles sold through the distribution channels. <https://myaccount.ingramspark.com/Portal/Tools/PubCompCalculator>

The screenshot shows the 'Publisher Compensation Calculator' interface. On the left is a sidebar with links: Help, Tools, Contact Us, User Guide, and Self Publishing Experts. The main area has a title bar and a description: 'Use this tool to determine how much you will be paid on your print titles sold through the distribution channels.' Below this are several input fields: ISBN (text), Trim Size (dropdown), Interior Color and Paper (radio buttons for Black & White and Color), Binding Type (radio buttons for Paperback and Hardback), Laminate Type (radio buttons for Cloth(None), Gloss, and Matte), Page Count (text), List Price (text with a US\$ suffix), Wholesale Discount (text with a % suffix), and Market (dropdown set to United States). A yellow 'Calculate' button is at the bottom.

**Print and Shipping Calculator:** Use this tool to determine how much you will pay to print and ship your books directly to yourself or to your customers. <https://myaccount.ingramspark.com/Portal/Tools/ShippingCalculator>

The screenshot shows the 'Print and Shipping Calculator' interface. It has the same sidebar as the first form. The main area has a title bar and a description: 'Use this tool to determine how much you will pay to print and ship orders directly to yourself or to your customers. Please note, sales tax is not displayed. If applicable, sales taxes will be applied at the time an order is placed on your account.' Below this are input fields: ISBN (text), Trim Size (dropdown), Interior Color and Paper (radio buttons for Black & White and Color), Binding Type (radio buttons for Paperback and Hardback), Laminate Type (radio buttons for Cloth(None), Gloss, and Matte), Page Count (text), Quantity (text), Ship To Country (dropdown), Ship To Province (text), Ship To Postal Code (text), and Printing Location (dropdown set to LS US - US Dollars). A yellow 'Calculate' button is at the bottom.

## File Creation Tools

Click on the blue link to access information to help with file creation.

**File Creation Tools:**

**Print Book**

- **File Creation Guide** - Comprehensive instructions on how to set up print files can be found here.
- **PDF File Checklist** - An at-a-glance guide to help you avoid the most common causes of print file rejection and delays.
- **Paper Specifications** - A quick guide to the paper types used by Lightning Source in the Print on Demand manufacturing process.
- **Cover Template Generator** - Ensure your cover is correct with our handy template.
- **Weight and Spine Width Calculator** - Determine the weight and spine width of your print titles.

**File Creation Guide:** Use [this guide](#) to ensure your files are set up properly and meet our print requirements.

**PDF File Checklist:** [This checklist](#) contains basic guidelines to help you avoid what we've found to be the most common causes of file rejection and delays.

**Paper Specifications:** [This document](#) provides a list of all standard papers/materials used in the manufacturing of Lightning Source printed books. The specific papers/materials used in the manufacturing process are determined by the trim size and/or bind type selected at the time of title setup and submission.

**Cover Template Generator:** We recommend using [the template](#) for all cover submissions. Once you complete and submit the form online, shown below, IngramSpark will email you a template to be used to build your cover. The email will include instructions for template use, including how to create an appropriate PostScript file and distilling a PDF to our specifications. See the [File Creation Guide](#) for further information on the [Cover Template Generator](#).

[Help](#)  
[Tools](#)  
[Contact Us](#)  
[User Guide](#)  
[Self Publishing Experts](#)

### Cover Template Generator

Once you complete and submit the data below, we will email you back a template and support files to be used to build your cover. Included in the email will be instructions for using the template, creating an appropriate PostScript file and distilling a PDF to our specifications.

✱ 13 Digit ISBN

Publisher Reference Number

✱ Trim Size

Interior Color and Paper ?

☐ Black & White  
☐ Color

Binding Type ?

☐ Paperback  
☐ Hardback

Laminate Type ?

☐ Gloss  
☐ Matte

✱ Page Count

✱ File Type

InDesign CS3 and newer

✱ Email Address

✱ Confirm Email Address

Optional Information

Price

Currency

US Dollars

Price in Bar Code

No

Submit

This is an optional field which may be used to identify this title. For example, your internal tracking ID, project number, etc. may be placed in this field.

**Weight and Spine Width Calculator:** Use this tool to determine the weight and spine width of your print files. See the File Creation Guide for more information on the Spine Safety area.

<https://myaccount.ingramspark.com/Tools/SpineCalculator>

The screenshot shows the 'Weight and Spine Width Calculator' interface. On the left is a sidebar with links: Help, Tools, Contact Us, User Guide, and Self Publishing Experts. The main area has a title bar and a subtitle: 'Use this tool to determine the weight and spine width of your print titles.' Below this are input fields for ISBN, Trim Size (with a dropdown arrow), Interior Color and Paper (radio buttons for Black & White and Color), Binding Type (radio buttons for Paperback and Hardback), Laminate Type (radio buttons for Cloth(None), Gloss, and Matte), and Page Count. A yellow 'Calculate' button is at the bottom.

**Ebook Guidelines:** Find more information about our guidelines and requirements for submitting EPUB files by clicking on the EPUB Guidelines link.

**E-Book**

- [EPUB Guidelines](#) - Frequently asked questions about the EBook process and specifications required to create a successful EPUB file.

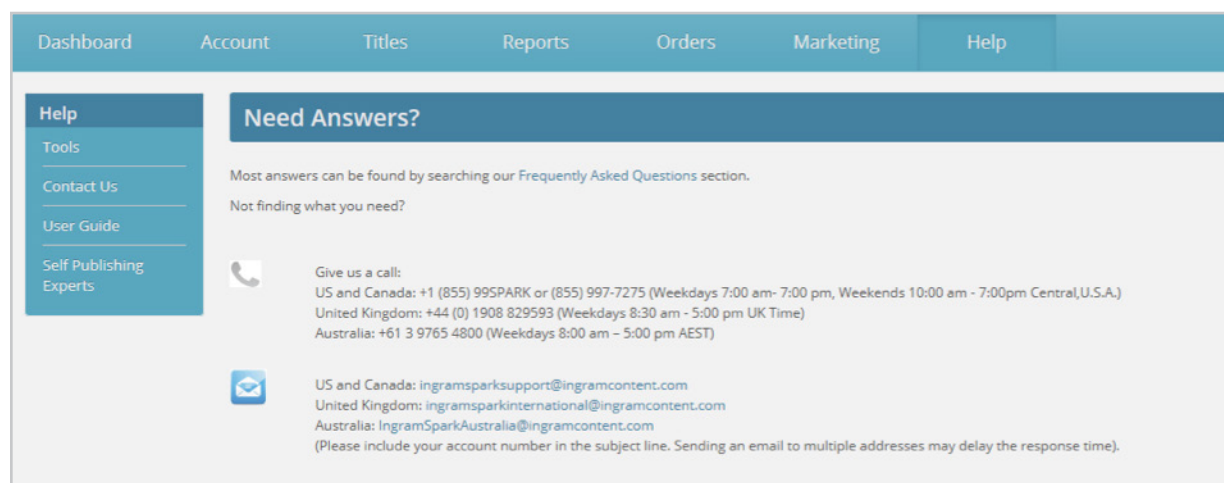
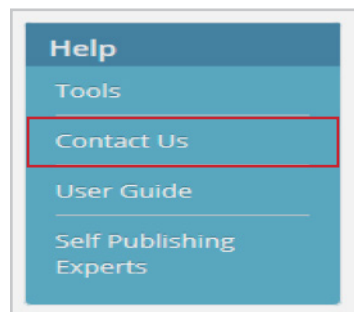
**Video Learning Series:** Check out these helpful videos to learn more:

**Video Learning Series**

- [Print Book Basics \(3m 0s\)](#) - An intro to the basics of setting up your print book files.
- [Interior Bleed \(1m 47s\)](#) - Learn more about setting up interior bleeds for your print book files before upload.
- [Learning the value of the ISBN and Metadata \(32m 48s\)](#) - You'll hear what metadata is and why it matters. How the metadata you choose dictates who, when, and how your work is discovered. The value of attaching a unique ISBN to each of your formats and what you should be monitoring in your data system.

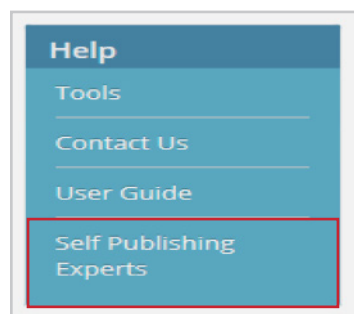
## Contact Us

The contact information and hours of operation for the IngramSpark Support team can be found under the HELP tab. Click on **CONTACT US** to access the following page.



## Self-Publishing Experts

Need help with copyrights, editing, interior book design, cover design and illustrations, full service publishing, crowdfunding, marketing and advertising, reviews, or audio creation? One of these experts may be able to help. Click on the link to access the list of Experts. Click on the link for each expert to learn more about the services they offer.



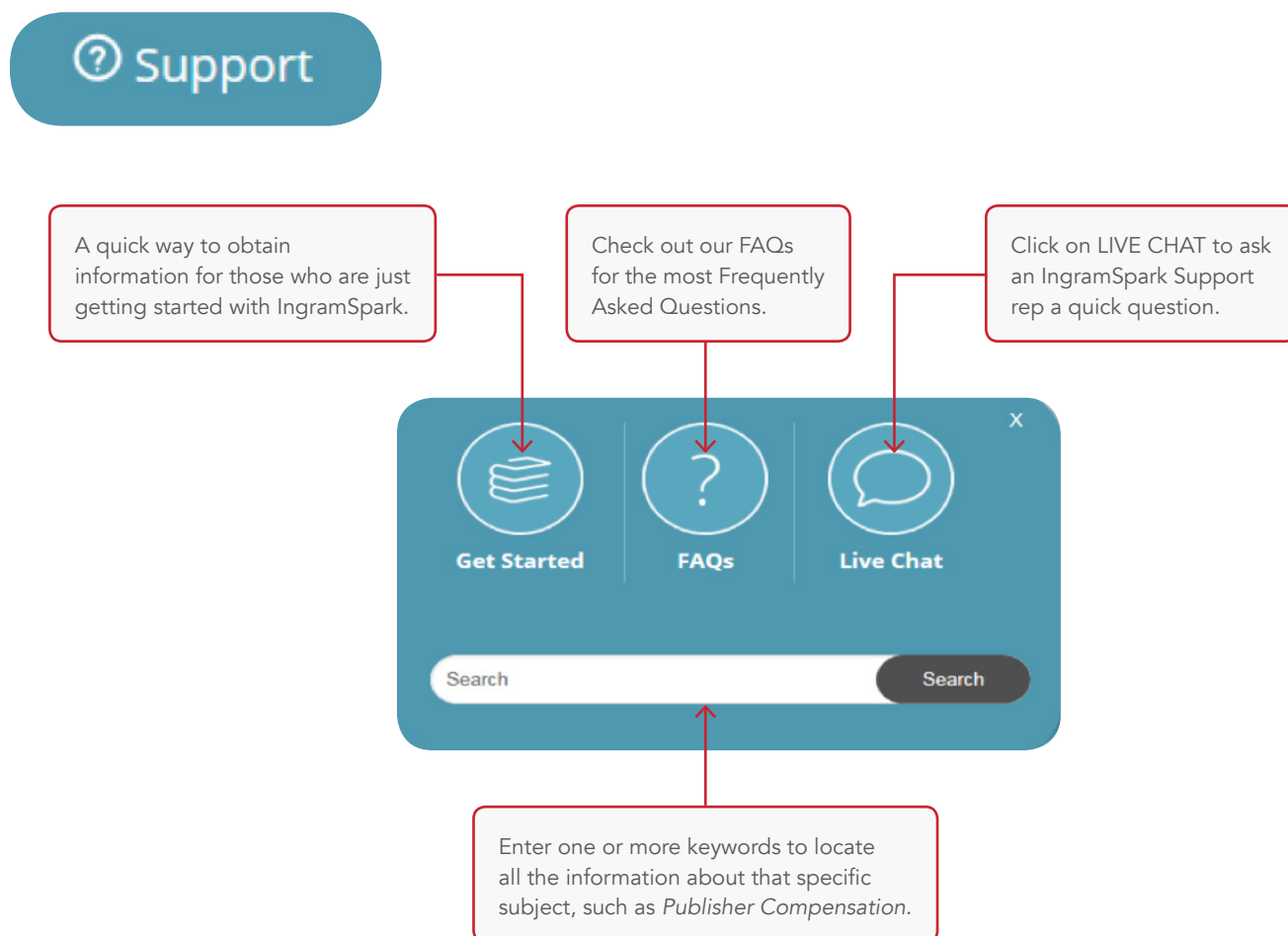
### IngramSpark Self-Publishing Friends

For those self-publishers who want to polish and refine their work, we have some friends who would love to make your acquaintance. We pride ourselves on the fact that everything you need to self-publish your book can be found here, but sometimes you may want a little something extra. And that's OK.

From book design to book reviews, these fine folks will take your book to the next level of professional quality.

## Support - We are here to help!

On every page throughout your IngramSpark account you can obtain information and/or help in several ways. Answers to virtually all your IngramSpark questions are just a click away. Click on the SUPPORT button and you have four choices to choose from, shown below.



Most answers can be found by searching our Frequently Asked Questions section.

### Not finding what you need? Give us a call:

U.S. and Canada: +1 (855) 99SPARK or (855) 997-7275 (Weekdays 7:00 am- 7:00 pm, Weekends 10:00 am - 7:00pm CST, U.S.A.)

United Kingdom: +44 808 164 8277 (Weekdays 8:30 am - 5:00 pm UK Time)

Australia: +61 3 9765 4800 (Weekdays 8:00 am – 5:00 pm AEST)

U.S. and Canada: [ingramsparksupport@ingramcontent.com](mailto:ingramsparksupport@ingramcontent.com)

United Kingdom: [ingramsparkinternational@ingramcontent.com](mailto:ingramsparkinternational@ingramcontent.com)

Australia: [ingramsparkaustralia@ingramcontent.com](mailto:ingramsparkaustralia@ingramcontent.com)

(Please include your account number in the subject line. Sending an email to multiple addresses may delay the response time).

## 10.0 File Storage & Security

Electronic files are stored in a secure, password-protected database. Access to the files is limited to authorized IngramSpark personnel. IngramSpark implements daily, weekly, and monthly backups of the document library in industry-accessible formats. Backup files are stored in an off-site secure environment in the U.S.

## 11.0 Returns POD Wholesale Distribution Orders

Grants booksellers the right to return unwanted and/or overstocked copies of publishers' books. These books are considered "returnable". As books are returned, booksellers charge publishers (or the entity they have a purchasing relationship with such as Ingram or IngramSpark for example) for the cost (i.e. their purchase price) of any books returned and expect to be reimbursed. Through IngramSpark, publishers are charged back the wholesale price of the book (list price minus wholesale discount). The cost of returned books is either deducted or netted against the proceeds of book sales of the publishers' titles in the month returns are shipped to the publisher and are visible on the online print compensation reporting.

Some booksellers will only purchase books on a returnable basis; therefore, sales may be reduced if a title is designated as non-returnable. Publishers must weigh the risk of returns against the potential for increased sales and be prepared to reimburse booksellers for the cost of returns as they occur. Publishers who make their titles returnable typically place a designated percentage of proceeds from their sales into a fund (or reserve account) that is used to exclusively pay for the cost of future returns and are visible on the online publisher compensation reporting.

Books can be returned at any time and for any reason.

### IngramSpark Returns Options

IngramSpark supports standard industry conventions by allowing publishers to designate whether or not their titles can be returned. The publisher can make this designation at the time of initial title setup or anytime thereafter.

IngramSpark currently offers publishers three title-level returns options, as follows:

| Returns Designation                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No or Non-Returnable                            | Select this designation if you do not want to allow your titles to be sold on a returnable basis. Ingram will not accept returns from booksellers for any title so designated.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Yes-Deliver<br>(Available for U.S. market only) | Select this designation if you want to allow your titles to be sold on a returnable basis and you would like to receive a <b>physical copy of the book</b> returned. Ingram does not guarantee the condition of the book being returned.<br><br>Returns to <b>U.S. addresses</b> : If you select this option, you will be charged for the <u>current</u> wholesale cost of each book returned, plus a \$2.00 per book shipping and handling charge.<br><br>Returns to <b>non-U.S./international addresses</b> : If you select this option, you will be charged for the <u>current</u> wholesale cost of each book returned, plus a <b>\$20.00</b> per book shipping and handling charge. |
| Yes-Destroy                                     | Select this designation if you want to allow your titles to be sold on a returnable basis and you would <u>not</u> like to receive a physical copy of the book upon its return. If you select this option, you will be charged <u>only</u> for the <u>current</u> wholesale cost of each book returned. No shipping and handling fees will apply. Ingram will destroy any returned books that it receives if this option is selected.                                                                                                                                                                                                                                                    |

## Changing Your Returns Options

Publishers can change their returns option at any time through their IngramSpark account. Changes should be made by the 20th of the month to be effective in the IngramSpark system on the 1st of the following month. These changes will be sent in a data feed to our Sellers after the 1st of the month.

Returns can be very costly and publishers should be prepared for this expense when making a book returnable. If a publisher is not sure which returns option to offer, consider starting with non-returnable. Publishers can always change the returns option later if needed.

### To change the returns option

- Log into your IngramSpark account and click on the title.
- This will take you to the title detail page.
- Scroll down to Market Pricing and click on the blue edit button.
- This takes you to the Request Price Change page.
- Change the returns option for each market you want changed and click the SUBMIT button.

If you decide to change a title from either “Yes-Deliver” or “Yes-Destroy” to “No,” then Ingram will provide notice of the change in terms to all Sellers that purchase books from Ingram. Booksellers will have the right to return books to Ingram for a period of 180 days from the date notice is provided to the Sellers, and the publisher will continue to have the obligation to reimburse Ingram for the wholesale cost of the books being returned, plus any applicable shipping and handling charges. If a publisher decides to change the status of a title from “Yes-Deliver” to “No,” please be aware that any books returned during the 180-day period will be handled pursuant to the “Yes-Destroy” designation.

If you decide to change a title from “No” returns to “Yes-Deliver” or “Yes-Destroy,” Sellers can return titles immediately from the date notice is provided to the bookseller. The publisher should be aware that booksellers may return unwanted or overstocked books from the effective date of the change, regardless of when the books were originally purchased. Therefore, publishers should be prepared for the financial consequences of changing historically non-returnable books into returnable books.

## Vendor of Record

If a publisher decides to change the terms of a title from returnable to non-returnable simultaneously with submission of the title to IngramSpark’s print on demand, retailers may treat Ingram as the Vendor of Record. At that point the retailer can return already existing stock to Ingram for a period of 180 days following submission as a non-returnable title to Ingram and the publisher agrees to reimburse IngramSpark for the cost of said returns in accordance with this returns policy.

## Reporting and Financial Settlement of Returns Activity

IngramSpark will charge the publisher for the wholesale cost of returns at the wholesale price that is active in our system on the date that the return is processed, plus any shipping and handling fees. This will be deducted from the publisher's compensation for sales in the month that the returns are received from the retailer (in the case of "Yes-Destroy" titles) or the month that the return is shipped to the publisher (in the case of "Yes-Deliver" titles).

At the end of each fiscal month, IngramSpark will post the net amount earned by the publisher (publisher compensation earned, as defined above, less the cost of returns) in that month to our accounts payable system and will be reflected in the publisher's online print compensation report and the monthly email sales report. Said net amount earned will be paid in accordance with the payment terms contained in our print on demand agreement. For "Yes-Deliver" titles, IngramSpark or Ingram may choose to hold returns, and not charge the publisher for said returns, until an economical shipping quantity of total returns is received for all of the publisher's returnable titles.

If returns received in a given month exceed sales by an amount that causes IngramSpark's payables balance to the publisher to become negative, we reserve the right to send the publisher an invoice for the balance due to IngramSpark and the publisher has an obligation to pay IngramSpark for the amount invoiced.

## 12.0 Publisher Compensation Terms

We will provide a monthly Sales Report to the publisher via email. At a minimum, IngramSpark monthly reports include: book title, ISBN, Quantity Shipped, Wholesale Price of books sold, Cost of Printing, Returns, and Net Compensation per title. Reports will be emailed within five (5) business days at the end of the month, and will include sales for the current month. Payments are made to the publisher, via direct deposit, 90 days from the end of the month in which the sales are reported.

## 13.0 Print Order Fulfillment for POD Distribution Orders

Print Turnaround Times shown are an estimate and can vary depending on the season and increased print volume.

| Turnaround Times (TAT) For POD Distribution Orders                                                | Paperback       | Hardcover       |
|---------------------------------------------------------------------------------------------------|-----------------|-----------------|
| From receipt and acceptance of the order to the shipment of the order to the distribution partner | 2 business days | 5 business days |

## 13.1 Print Order Fulfillment for Publisher Drop Ship Orders

### Print Turnaround Times (TAT) For Publisher Drop Ship Orders U.S., UK, and Australia

Print Turnaround Times and Service Levels shown below are estimates and can vary depending on the season and print volume. Updates to these service levels will be published on the website as they affect your ability to place and review orders.

| Print Service Level                                              | Paperback                         | Hardcover                           | Additional Cost                                                                                    |
|------------------------------------------------------------------|-----------------------------------|-------------------------------------|----------------------------------------------------------------------------------------------------|
| Economy Service                                                  | Usually ships in 5 business days  | Usually ships in 7-10 business days |                                                                                                    |
| Express Service<br>(Available in U.S. and UK only)               | Usually ships in 2 business days  | Usually ships in 4 business days    | 10% surcharge to Economy pricing                                                                   |
| Rush Service                                                     | Usually ships in 1 business day   | Usually ships in 2 business day     | 30% surcharge to Economy pricing U.S. & UK only<br>20% surcharge to Economy pricing Australia only |
| Volume Service - Orders of 2000+ Copies (Available in U.S. ONLY) | Usually ships in 10 business days | Usually ships in 15 business days   | Best Print Discount with longer print TAT                                                          |

If you select the print service levels of either EXPRESS or RUSH for a time-sensitive order, please also consider using expedited shipping for the order, such as next day air or second day air. In the U.S. we have four print facilities and we cannot guarantee the books will be printed at the facility closest to the shipping destination.

### Service Level

IngramSpark shall make commercially reasonable efforts to print, ship, and fulfill books in a timely manner. From time to time, large variations in order volume, equipment failure, order transmission problems, or the handling of operational issues may cause the delay of a shipment. You should consider the possibility of delays in setting expectations and commitments with customers.

### Shippable Order

A Shippable Order is an order pending production and shipment by virtue of the fact that:

- A digital image of the ordered book has been established and is in production with IngramSpark.
- Publisher has authorized the release of the Order Shipment.
- The order has been received in the IngramSpark order management system.
- All required order and shipping information, necessary to process and fulfill the order to exact specifications and instructions, has been provided to IngramSpark.

IngramSpark provides customers with the option to cancel their order up to 30 minutes from the time the order has been submitted. Under the ORDERS tab, click on the link for Submitted Orders. Next, click on the order number, which takes you to the order detail page. To the far right there is a cancel button you click on to cancel the order.

## Packing

IngramSpark prepares a packing list for each outbound shipment that contains the publisher's name and return address and the contents of the box. No pricing information is listed. A publisher's order will not be consolidated and packed with orders of any other IngramSpark publisher.

## Packaging

Publisher orders are shipped in unbranded, brown, Kraft, single-walled corrugated cartons having a minimum corrugating test weight of 275 pounds. All cartons and boxes are unbranded.

- Carton size and shape is closely matched with each order to minimize packaging materials usage and ensure sturdy packaging, thereby minimizing transit damage.
- IngramSpark determines the size-specific carton by the number of books in the shipment and the size of the individual books.
- IngramSpark limits the maximum out-bound carton weight to approximately 50 pounds.

## Labeling

Each order shipped by IngramSpark is labeled with standard carrier pre-approved formats. The label includes the publisher's name and return address. The label format has been developed in conjunction with major carriers to optimize the flow of packages into their delivery and tracking systems.

- Labels will include the shipment number, purchase order number, routing and delivery service, and carton tracking information.
- Multiple carton shipment labels also sequentially specify each carton within the total number of cartons contained in the shipment.

## Shipping Information

Customer Pick-Up is not an available shipping option, due to safety reasons.

IngramSpark offers many choices of delivery service, while ensuring that each choice offered is both dependable and economical in relation to the service level. IngramSpark will arrange for freight directly with the carrier on a prepaid basis and publisher will be charged for the cost of freight at carrier published rates.

Learn more about [placing drop ship orders](#) through your IngramSpark account.

# Shipping Options for Publisher Drop Ship Orders Shipped From The U.S., UK, and Australia

You can access the following information when using the Print and Shipping Calculator or when placing an order by clicking on the link for SHIPPING METHODS.

We currently offer the following Shipping Methods for orders printed in the U.S.:

| Domestic Shipping Methods      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Commercial Ground              | <ul style="list-style-type: none"> <li>Delivery to most <i>commercial</i> addresses in the 48 contiguous states in the U.S. within 1 to 6 days of shipment date, based on the location of the Ship To address.</li> <li>Shipments are traceable. P.O. Boxes and Military Addresses <u>cannot</u> be used as a Ship To Address.</li> </ul>                                                                                                                                                                                                                                                                                                            |
| Basic Shipping                 | <ul style="list-style-type: none"> <li>Delivery to all 50 states, Puerto Rico and the U.S. Virgin Islands in approximately 7 to 10 days of shipment date.</li> <li>Limited or no trackability. <b>Not recommended for carton shipments.</b></li> <li>Shipment cannot be insured.</li> <li>Publisher assumes all risk of damage or loss.</li> <li>Only available for orders of 25 units or less.</li> </ul>                                                                                                                                                                                                                                           |
| Commercial Next Day            | <ul style="list-style-type: none"> <li>Delivery to most commercial addresses in the 48 contiguous states in the U.S. and Puerto Rico by 10:30am the next business day, after shipment date.</li> <li>Shipments are traceable. P.O. Boxes and Military Addresses <u>cannot</u> be used as a Ship To Address.</li> </ul>                                                                                                                                                                                                                                                                                                                               |
| Commercial 2 <sup>nd</sup> Day | <ul style="list-style-type: none"> <li>Delivery to most commercial addresses in all 50 states in the U.S. and Puerto Rico by the end of the second business day after shipment date (shipments to certain locations in Alaska and Hawaii require additional time in transit).</li> <li>Shipments are traceable. P.O. Boxes and Military Addresses <u>cannot</u> be used as a Ship To Address.</li> </ul>                                                                                                                                                                                                                                             |
| International Shipping Methods | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Canada Ground                  | <ul style="list-style-type: none"> <li>Delivery to most commercial addresses in the 10 provinces of Canada within 3 to 7 days of shipment date, based on the location of the Ship To address.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                | <ul style="list-style-type: none"> <li><b>IngramSpark quoted freight rates exclude import duties, taxes, brokerage fees, custom fees and document preparation fees.</b></li> <li><b>The recipient of the package will be responsible for paying these additional fees.</b></li> <li>Shipments are traceable. Packages are picked up on Tuesdays and Fridays. P.O. Boxes cannot be used as a Ship To Address.</li> </ul>                                                                                                                                                                                                                              |
| International Economy          | <ul style="list-style-type: none"> <li>Delivery to most countries and territories to the destination country's mail system.</li> <li>Shipment times and reliability vary based on the destination country's mail system.</li> <li><b>These shipments are not traceable.</b> P.O. Boxes cannot be used as a Ship To Address. (This shipping method, in exchange for lower shipping cost, does not offer damage insurance or shipment tracking to the ultimate recipient.</li> <li>When you select this method of international shipment, you waive all liability against IngramSpark, or the carrier, for damage or loss of the shipment).</li> </ul> |
| International Premium          | <ul style="list-style-type: none"> <li>Delivery to more than 200 countries and territories by 10:30 am the second business day, after shipment date, and delivery to most other areas by the end of the second business day.</li> <li><b>Quoted freight rates exclude import duties, taxes, brokerage fees, custom fees and document preparation fees.</b></li> <li>The recipient of the package will be responsible for paying these additional fees.</li> <li>Shipments are traceable. P.O. Boxes cannot be used as a Ship To Address.</li> </ul>                                                                                                  |

## We currently offer the following Shipping Methods for orders printed in the UK:



UK Based Shipping Methods offered on [www.ingramspark.com](http://www.ingramspark.com)

### LS UK Shipping Methods

- We offer up to five service level options for delivery, depending on destination.
- Our Premium and Rush options are trackable courier services and are normally available for any parcel size.
- Our Economy and Standard services are not trackable or insurable and subject to maximum weight limits of 2 Kilograms within the UK and 5 Kilograms throughout Europe.
- Economy heavyweight is available for orders over 150kg. Please contact [ingramsparkinternational@ingramcontent.com](mailto:ingramsparkinternational@ingramcontent.com) for a quote.

| Destination      | Shipping Methods/Service Levels                                                                                                      |                                                                                                                                                                    |                                                                                                                                                                                                              |                                                                                                                                                                                   |                                                                                         |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
|                  | Economy                                                                                                                              | Standard                                                                                                                                                           | Premium <sup>11</sup>                                                                                                                                                                                        | Rush                                                                                                                                                                              | Heavy Weight                                                                            |
| UK               | Suitable for small parcels (typically 2 books). Delivery to most addresses in the U.K. By the third business day following dispatch. | Suitable for small parcels up to a maximum of 2 kilograms (typically 2 books). Delivery to most addresses in the U.K. by the next business day following dispatch. | Suitable for all parcel sizes. Trackable delivery to most addresses in the U.K. by the next business day (add one extra business day for deliveries to Northern Ireland and Scottish highlands and islands). | Suitable for all parcel sizes. Delivery to most addresses in England and Wales for guaranteed timed next business day delivery before 10:00 am. Shipments are <u>guaranteed</u> . | Not available <sup>*</sup>                                                              |
| EU <sup>12</sup> | Suitable for small parcels (typically 2 books). Delivery to most addresses in the EU within 7 to 10 business days                    | Suitable for small parcels. Delivery to most addresses in the EU within 4 - 7 business days.                                                                       | Suitable for all parcel sizes. Trackable delivery to most EU destinations within 2 - 7 business days. Please refer to EU Country List.                                                                       | Suitable for all parcel sizes. Delivery to most EU destinations within 2 business days.                                                                                           | Not available <sup>*</sup>                                                              |
| ROW              | Not available <sup>*</sup>                                                                                                           | Suitable for small parcels up to a maximum of 5kg. Delivery to most destinations in 6 - 10 business days.                                                          | Suitable for all parcel sizes. Trackable delivery to nearly 200 countries within 2 to 3 business days.                                                                                                       | Not available <sup>*</sup>                                                                                                                                                        | Applies to orders 150kgs or greater. Delivery to most addresses in 5 - 7 business days. |

<sup>\*</sup> Where a particular service level is "not available", this is because we are unable to offer an acceptable combination of service delivery time and price.

### <sup>11</sup>These carrier delivery times are all business days and apply to Premium, trackable shipping only:

|          |                                                                       |
|----------|-----------------------------------------------------------------------|
| 2 days   | Ireland, Belgium, Channel Islands, Luxembourg, Netherlands            |
| 2-3 days | France, Germany                                                       |
| 3 days   | Austria, Denmark, Switzerland                                         |
| 3-4 days | Spain, Spanish Islands                                                |
| 3-5 days | Italy, Latvia                                                         |
| 4 days   | Portugal, Rumania                                                     |
| 4-5 days | Sweden                                                                |
| 5 days   | Finland                                                               |
| 5-6 days | Bulgaria, Czech Republic, Hungary, Norway, Poland, Slovakia, Slovenia |
| 6 days   | Estonia, Lithuania, Turkey                                            |
| 6-7 days | Russian Federation                                                    |

All other European destinations are treated as Rest of World.

Remote Area Surcharges apply to premium services based on surcharges levied by our carriers. Where applicable, these surcharges are included in the rates displayed on the IngramSpark order page.

For a comprehensive list of surcharge areas please contact your customer service representative.

## **We currently offer the following Shipping Methods for orders printed in Australia:**

- Ingram Spark offers four service level options for delivery, depending on destination.
- Our standard, premium, and rush options are trackable and are available for any parcel size.

## **Shipments within Australia:**

### **ECONOMY**

Suitable for all parcels/cartons up to 20 kgs. Trackable service with delivery to addresses in Australia may range anywhere from 2 - 4 business days for VIC and NSW metropolitan areas up to 10 business days for remote areas of WA, NT & QLD following dispatch. This service is not guaranteed. This service can deliver to P. O. Boxes and private residences.

### **STANDARD**

Suitable for all parcels/cartons up to 30 kgs. Trackable service with delivery to addresses in Australia that range anywhere from 1 – 3 business days for VIC and NSW metropolitan areas up to 10 business days for remote areas of WA, NT & QLD following dispatch. This service is not guaranteed. This standard offering cannot deliver to P. O. Boxes or private residences.

### **PREMIUM**

Suitable for all parcels/cartons up to 30 kgs. Delivery to addresses in Australia is up to 48 hours based on distance to destination following dispatch. This service is trackable, and guaranteed for freight charges only. This service cannot deliver to P. O. boxes and private residences.

### **RUSH**

Suitable for all parcels/cartons up to 30 kgs. Delivery to addresses in Australia is primarily overnight with some exceptions being the following day based on distance and location following dispatch. This service is trackable, and guaranteed for freight charges only. This service cannot deliver to P. O. Boxes and private residences.

## **Shipments to New Zealand:**

### **ECONOMY**

Suitable for all parcels/cartons up to 20 kgs. Time in transit to New Zealand is approximately 4 – 10 business days based on date of pickup, distance and destination location. Limited track and trace functionality is offered. This service is not guaranteed. This service can deliver to P.O. Boxes and private residences.

### **PREMIUM**

Suitable for all parcels/cartons up to 30 kgs. Delivery to addresses in New Zealand are approximately 2 to 3 business days based on distance and destination location following dispatch. This service is trackable. This service cannot deliver to P. O. Boxes.

## Shipments to Other International Locations:

Available at a later date. All other locations are shipped from either the UK or the U.S.

## Tracking & Proof of Delivery

Tracking of packages is available via the IngramSpark website. Tracing and proof of delivery is only available with certain carriers and service levels. In the event that your customer does not receive the package, the customer should contact the publisher to initiate tracing procedures. The publisher may feel that in the customer's best interest, a replacement order is sent. The publisher is responsible for all replacement orders, and the order must be resubmitted electronically with a new PO number. The publisher should submit a Help Request to initiate any POD (Proof of Delivery) or tracing requests.

IngramSpark must be notified of non-receipt or damaged product within 60 days of shipping.

## Return Shipment Processing For Publisher Drop Ship Orders

IngramSpark only accepts and processes returned shipments of books delivered to its facilities, where the original shipment was undeliverable as addressed, or the customer refused delivery. IngramSpark will process all returned shipments within five (5) scheduled business days of the date the returned shipment was delivered to the IngramSpark facilities. Books returned by the publisher's customer, that were originally delivered and received by the customer, must be returned directly to the publisher. IngramSpark will not accept the books unless the shipment was undeliverable as addressed or where the customer refused delivery. IngramSpark will return the shipment to the publisher's return address and the publisher will be charged shipping fees.