

**INGRAM LIBRARY SERVICES INC.**  
**Offers the following discounts and terms to the**  
**Members of TENN-SHARE**  
**Contract dates: July 1, 2009 through June 30, 2011**

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**Discounts and Processing Prices:** Contact your Account Services or School Sales Representative under Ingram Contact Listing.

**Continuations Program:** With Ingram, these special discounts also apply to our Continuations Program. Please visit our website at [www.ingramlibrary.com](http://www.ingramlibrary.com)

**Freight Terms:** Orders will ship FOB Destination

**Payment Terms:** Payment terms under this offer shall be 1% 10 Days/Net 30 Days

**Ordering:** Ingram can accept orders by toll-free phone, toll-free fax, mail, electronically, (email and/or EDI – Electronic Data Interchange), through FlashBack™, or through ipage. All orders receive immediate online order entry, phone and electronic orders receive title and stock verification. We recommend that your orders include either ISBN's or Ingram title codes.

**Special Notice:** Ingram does not automatically set up members of TENN-SHARE under this special offer. It is the responsibility of each library to contact Ingram's Account Services before placing their first order to ensure their accounts have been set to receive the terms of this special offer. Ingram cannot issue credit for accounts not following the proper set-up procedures. Any item ordered prior to the start date of this special offer is not eligible to receive the discounts and terms offered herein. This applies to all backorders, standing orders, and firm orders placed prior to the enactment of this offer. Should the library receive a previously ordered item after these special discounts are in effect, previous discounts will apply. Contact Account Services at (800) 937-5300 to set up new accounts or to set up existing accounts to receive these discounts. This offer is extended to the members of TENN-SHARE only. The terms and conditions of this offer do not apply to staff accounts.

**Ingram Contact List:** The members of TENN-SHARE have toll-free telephone access to any Ingram point of contact at **(800) 937-5300**.

- **Daisy Gray, Account Manager** .....Ext. 35797  
Email: [daisy.gray@ingrambook.com](mailto:daisy.gray@ingrambook.com)
- Customer Care .....Press Option 1, then 1  
Email: [ILSCustomer.service@ingrambook.com](mailto:ILSCustomer.service@ingrambook.com)  
*To discuss concerns or issues regarding your account*
- To Place an Order .....Press Option 1, then 2
- **Account Services** .....Press Option 1, then 3  
*To Set Up / Update an Account or for Information on Programs and Services*
- **Brandy Perryman, School Sales Representative** .....Ext. 35762  
Email: [janeesa.isbell@ingrambook.com](mailto:janeesa.isbell@ingrambook.com)
- *For Information on Programs and Services for K-12 Schools*
- To Check Stock Status .....Press Option 1, then 4
- Toll-Free FAX Ordering .....800-677-5116
- Credit Department .....800-937-8100
- Technical Support .....800-937-7978

For information on how to become eligible to receive the terms of the TENN-SHARE agreement, contact the TENN-SHARE executive director at the following address:

Penny Frere, Executive Director  
TENN-SHARE [www.tenn-share.org](http://www.tenn-share.org)  
P. O. Box 121924  
Nashville, TN 37212-1924  
Phone/Fax: 615-297-8393  
[pfrere@hotmail.com](mailto:pfrere@hotmail.com) or [PennyFrere@bellsouth.net](mailto:PennyFrere@bellsouth.net)

After membership dues are paid to TENN-SHARE, Ingram receives notification from the designated TENN-SHARE membership chairman to add the new member to Ingram's eligibility list. It is then the responsibility of each ordering agency to inform Ingram's Inside Sales Department that they wish to set up a new account or maintenance an existing account under the terms of the TENN-SHARE agreement.

**Account Set-up Requirement:** New members must complete an application, Terms of Sale and provide a tax exempt certificate in order to establish an account.