

ipage[®]

Publisher User

GUIDE

2020

INGRAM[®]



INGRAM
PUBLISHER
SERVICES

Overview

Welcome to ipage, Ingram’s total online solution for your Direct Fulfillment and Inbound Shipment Notification needs. On ipage, you can manage your account by adding users and assigning roles for access. This manual will provide instructions on how to access, use and troubleshoot ipage. It will guide to you to additional resources.

Table of Contents

Accessing Your Account

- Login 3
- Login Troubleshooting 4

How To Navigate In ipage

- Search Toolbar 5
- Stock Check 7
- Title Page Review 8

Direct Fulfillment Orders

- Placing an Order 10
- Editing Your Cart 11
- Bulk Ordering Purchase Orders 14
- Order Status and Shipping 24

Inbound Shipping Notifications 26

Appendix

- Account Admin Features 32
- Account Address Book 34
- Shipping Descriptions and Tips 35
- Detail ipage Navigation Options 39

Accessing Your Account

Login

To login to ipage:

1. Go to *ipage.ingramcontent.com*.

Enter your User ID and password.

2. Click the Login button.

The screenshot shows a login form titled "LOGIN". It contains a text input field for the User ID (labeled A), a password input field labeled "Password (case sensitive)" (labeled B), a checkbox labeled "Remember my User ID & password" (labeled C), and a "Login" button. At the bottom of the form, there are three links: "Login Help" (labeled D), "Cancel Auto-Login", and "Forgot Your UserID or Password?" (labeled E).

- A** User ID field
- B** Password field (case sensitive)
- C** Remember my User ID and password box
- D** Cancel Auto-Login
- E** Forgot User ID or Password



Support Tip

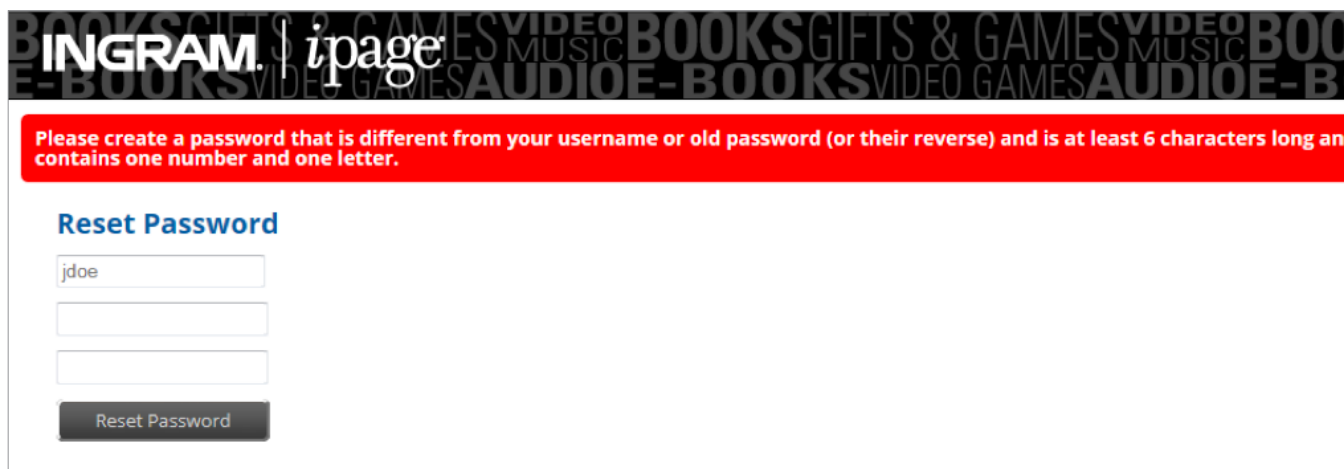
If you do not have a UserID, contact your organization's ipage account administrator to create an account.



Quick Tip

Your password is case-sensitive. Your password must be different from your User ID. It must be at least six characters long and contain one number and one letter.

Login Troubleshooting



INGRAM | iPage

Please create a password that is different from your username or old password (or their reverse) and is at least 6 characters long and contains one number and one letter.

Reset Password

jdoe

Reset Password



Quick Tip

When logging in to iPage for the first time, you will be prompted to accept the Terms & Conditions.

If you do not remember your UserID:

1. Click **Forgot Your User ID or Password** link.
2. Enter the email address associated with your iPage account.
3. You will receive an email with a link to click to view your UserID and/or to change your password.
 1. Click the link in the email. You will be taken to the **Reset Password** page.
 2. You will see your UserID in the top field.

Note: If you do not want to reset your password, close the Reset screen to return to the iPage Login page.

If you do not remember your password, in the **Reset Password** page:

1. Enter your new password into the Password field. Your password must be different from your User ID. It must be at least six characters long and contain one number and one letter.
2. Enter the new password into the **Confirm Password** field.
3. Click the **Reset** button to complete the password change.
4. You will be redirected to the iPage Login page.



Support Tip

If you have more than one User ID to login, please make sure that you do not select "remember my User ID." If you are having trouble logging into one of your accounts, check "Cancel Auto-Login" to start your login process with a new User ID.

How to Navigate in ipage

Search Toolbar

Use the Search Toolbar to look up individual titles or subject categories. These parameters can be customized by selecting from the menu or setting them as your default in your Account Management screen.



- A User ID field
- B Password field (case sensitive)
- C Remember my User ID and password box
- D Cancel Auto-Login

If you will be searching for products in addition to books, you can select more than one.



For best search result, change your second field (B) to “Keywords” and third field (C) to “Ingram Publisher Services.”

To Search, type in Keywords, you can enter Title, Author or EAN.
Click the search icon to see the results.

A **B**

Ingram Publisher Services » Book » [Search for 'applewood'](#)

[save search](#) | [list/order options](#)

Search Results 1 to 25 of 3127 Products

Next> Last>>
Page 1 of 126 [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) >>

Sorted by: Ingram Demand | Display: Simple View

Hide Product Images

Add	Image	Title	Author	EAN/ISBN	Binding	Publisher	Pub Date	SRP
<input type="checkbox"/>		Constitution of the United States (Little Books of Wisdom) - IPS	Founding Fathers	9781557091055 1557091056	Hardcover	Applewood Books	04/01/1995	\$9.95
<input type="checkbox"/>		George Washington's Rules of Civility and Decent Behaviour (Little Books of Wisdom) - IPS	Washington, George	9781557091031 155709103X	Hardcover	Applewood Books	08/01/1989	\$9.95
<input type="checkbox"/>		Gospel of Wealth (Little Books of Wisdom (Applewood)) - IPS	Carnegie, Andrew	9781557094711 1557094713	Hardcover	Applewood Books	05/01/1998	\$9.95
<input type="checkbox"/>		Universal Declaration of Human Rights - IPS	Roosevelt, Eleanor	9781557094551 1557094551	Hardcover	Applewood Books	05/01/2001	\$9.95
<input type="checkbox"/>		The American Flag: A Handbook of History & Etiquette (Little Books of Wisdom) - IPS	Applewood Books	9781557090713 1557090718	Hardcover	Applewood Books	02/26/2013	\$9.95
<input type="checkbox"/>		Davy Crockett: His Own Story: A Narrative of the Life of David Crockett - IPS	Crockett, David	9781557092182 1557092184	Paperback	Applewood Books	11/01/1993	\$14.95

A Search Filters

B Stock Check hover over

Using the left tool bar, you can filter your results.

To view a title's full details, click the cover image or title.

This will take you to title information page.



To see additional books distributed by IPS for an author, click on the author name link



The stock shown in this image is a masked quantity which is what is shown to retailers for true stock levels please utilize IQ reporting or the Title Information Page.

Stock Check

To check stock levels on titles from this screen you simply hover the mouse over the stock check button and a pop up will appear.

Add	Product Type	Image	Product Name
<input type="checkbox"/> STOCK CHECK	Book		Constitution of the United States (Books of American Wisdom) - IPS

Hide Compilations
 Hide Reproductions

REFINE YOUR RESULTS

Availability ^

My Warehouse(s) (432+)

[Update](#) [More...](#)


Available Currency ^



USD (893)
 AUD (112)
 GBP (233)

[Update](#) [More...](#)

Age Group ^

Hide Product Images

Add	Product Type	Image	Product Name	Cont
<input type="checkbox"/> STOCK CHECK	Book		Constitution of the United States (Books of American Wisdom) - IPS	Four

DC	On Hand	On Order
TN	183	0
PA-C	175	26 
CA	0	0
IN	0	0
OR	0	200 
PA-A	0	0

[Show Less](#) ^

Title Page


The Title Page displays the title's metadata provided by the publisher.

A
B

Product Detail (1 of 942)

[return to list](#) | [next product in list](#)

Constitution of the United States (Books of American Wisdom) - IPS
 Contributor(s): [Founding Fathers](#) (Created by)



ISBN: 1557091056 EAN: 0781557001025
 Publisher: [Applewood Books](#) ([View Publisher's Titles](#))
 US SRP: \$9.95 US
 Binding: Hardcover
 Pub Date: April 01, 1995
 Copyright Date:
 Annotation: The landmark legal document of the United States, in a handsome, hardcover gift edition.
 Formats:

Binding/Format	Price From
Paperback	\$5.08
Hardcover More Hardcover >	\$9.05

[View All Formats](#)

This item is Returnable

DC	On Hand	On Order
TN	182	0
PA-C	182	375

ENTIRE INVENTORY 2124 titles with bookstore

	IN STOCK	
CA	0	0
IN	0	0
OR	0	200
PA-A	0	0

[Show Less](#)

Additional Information

BISAC Categories:
[Political Science](#) | [Constitutions](#)
[Political Science](#) | [American Government](#)

LC Subjects:
[Constitutions](#) - [United States](#)

OCLC Number: OCLC#33023350
 Dewey: 342.73

Series:
[Books of American Wisdom](#) | [Little Books of Wisdom](#)

Features: Price on Product - Canadian, Price on Product
Physical Info: 0.53" H x 6.62" L x 4.52" W (0.22 lbs) 36 pages
Carton Quantity: 100

CoreSource
Available through [CoreSource](#)

IPS-Publisher Direct Discount Cart

PUBLISHER	On Hand	On Order
VA09291322	748	11,700

Applewood Books

INDIAN PUBLISHER SERVICES
by BOOKSMA

C

- A Title Data
- B Stock Availability
- C Publisher Warehouse Stock Availability (Jackson)

Direct Fulfillment Ordering

As a distribution client you have the ability to place orders on behalf of your customers and have Ingram fulfill those orders. You can use this method to ship your titles domestically, internationally, and to military locations. Direct Fulfillment shipments can be used to fill any of the following needs:

- A. Sample Copy - including desk or review copies
- B. Inventory Transfers - to home office, trade shows, etc
- C. Standard Transactions - publisher billed customer order



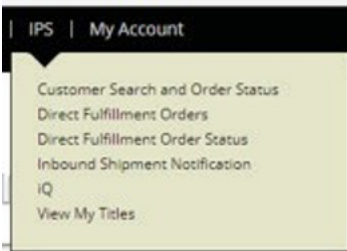
Support Tip

To start a Direct Fulfillment Order, you must assign a new role to the existing ipage users. The new role is called Ingram Publisher Services Direct Fulfillment. Users assigned to this role can place orders for their customers and check the status of those orders. The Administrator role will also have Direct Fulfillment ordering capabilities. Please see information about adding new users in this document on pg. 32.

Place Direct Fulfillment Orders

To start the Direct Fulfillment process, there are six steps:

1. Click **IPS** tab
2. After selecting the **Place Direct Fulfillment Orders** link you will arrive at the Direct Fulfillment Order Cart. Here you are provided with **four** options to add titles to the cart.



Add an individual title:

- Enter your EAN in the **Enter Product Code** field.
- Enter quantity if more than the default of 1.
- Click **Add**.
- The page will update to show your cart details and can be edited before continuing.



Support Tip

If this link is not present, contact your Publisher Administrator to add this option.

See pg. 32

How to Edit Your Cart

You can make edits to the quantity and remove titles while in the cart. This page can be accessed any time prior to submitting the order by hitting the back button.

- To update quantity, delete the current quantity and replace with the desired quantity.
- To remove a title from the cart, click the **check box** under the **Delete** column.
- Once you have made the changes click the **Update** button to lock them in.
- When the cart is filled to your satisfaction, click **Place Order**.

Direct Fulfillment Cart

Add Items to Cart - [title input options](#)

Input product code and quantity below. When you click Add, these items are saved until you order or delete them. They are not added to an image selection list. Once you've ordered the items in this cart, they are removed from the cart.

Enter Product Code: Qty:

Total Items in Cart:	3
Total Units in Cart:	9
Total Retail Value*:	\$89.55

Total amount shown is based on suggested retail prices. If any title displays an "N/A" in the price field, this means that a price is not available, and the amount is not reflected in your total.

Results 1 to 3 of 3 Products

Please be sure to click the Update Page button to save any changes made to the items in your cart prior to re-sorting, going to another page of cart items, or placing your order.

Page 1 of 1 Sorted by: Order Entered ▼ Display: Standard View ▼

Qty	FAN Product Code	Image	Product Name	Contributor	Format	Supplier	Pub Date	SRP	Delete
<input type="text" value="0001"/> <input type="button" value="CHECK"/>	9781557091031 9781557091031		George Washington's Rules of Civility and Decent Behaviour - IPS	Washington, George	Hardcover	Applewood Books	08/01/1989	\$9.95	<input type="checkbox"/>
<input type="text" value="0005"/> <input type="button" value="CHECK"/>	9781557091420 9781557091420		Strenuous Life - IPS	Roosevelt, Theodore	Hardcover	Applewood Books	10/23/1992	\$9.95	<input type="checkbox"/>
<input type="text" value="0003"/> <input type="button" value="CHECK"/>	9781557091055 9781557091055		Constitution of the United States - IPS	Founding Fathers	Hardcover	Applewood Books	04/01/1995	\$9.95	<input type="checkbox"/>



Selecting Place Order does not submit the order. This will simply progress you to the Order Details screen to continue the order submission process



Quick Tip

Only active titles can be ordered through ipage. All inactive titles (out of print, out of stock indefinitely) must be ordered through Business Operations Support.

A. Add multiple titles by list:

- Select the **Enter/Paste Product Codes** selection in the Title Input Options section.
- Paste or type a list of EANs into the **Enter/Paste Product Codes** box.
 - The list should be a single column, not commas or quantities.
 - The cart will populate with a default quantity of 1.
- Click **Add**.
- The page will update to show your cart details and can be edited before continuing.
- Click **Place Order** to continue to the order detail screen.

A B C

Direct Fulfillment Cart

Add Items to Cart - [title input options](#)

Input product code and quantity below. When you click Add, these items are saved until you order or delete them. They are not added to an ipage selection list. Once you've ordered the items in this cart, they are removed from the cart.

Enter Product Codes: Qty: 1

Total Items in Cart:	1
Total Units in Cart:	1
Total Retail Value*:	\$9.95

*Total amount shown is based on suggested retail prices. If any title displays an "N/A" in the price field, this means that a price is not available, and the amount is not reflected in your total.

Results 1 to 1 of 1 Products

Please be sure to click the Update Page button to save any changes made to the items in your cart prior to re-sorting, going to another page of cart items, or placing your order.

Sorted by: Order Entered Display: Standard View

Page 1 of 1

Qty	EAN Product Code	Image	Product Name	Contributor	Format	Supplier	Pub Date	SRP	Delete
0001	9781557091031		George Washington's Rules of Civility and Decent Behaviour - IPS	Washington, George	Hardcover	Applewood Books	08/01/1989	\$9.95	<input type="checkbox"/>

Page 1 of 1 Display: Standard View

Title Input Options

Enter/Paste Product Codes Upload File

Title Input Method:

You may enter product codes directly in this box or copy text containing product codes from another source and paste them into this box. Click Add to place your titles in the cart. A default quantity of "1" will be assigned to each valid title.

Enter/Paste Product Codes:

9781557091420
9781557091031
9781557090577

- A** Single Title Entry
- B** Multiple Title Entry
- C** Upload Multiple Title Entry

B. Add multiple titles and quantities by file upload for a single order:

- Select the **Upload File** selection in the Title Input Options section.
- Click **Choose File** and select the file from your computer.
 - The file should be separated into columns with the EAN's in the first column and quantity in the second.
 - File formats accepted include .txt, .csv, .xls and .xlsx

	A	B	C	D	E
1	9781557091420	5			
2	9781557091031	10			
3	9781557090577	11			
4	9780918222893	1			
5	9781557091741				
6	9781557094544	10			
7	9781557094179				
8					
9					
10					

- Click **Add**.
- The page will update to show your cart details and can be edited before continuing.
- Click **Place Order** to continue to the order detail screen.

Direct Fulfillment Cart

Add Items to Cart - [title input options](#)

Input product code and quantity below. When you click Add, these items are saved until you order or delete them. They are not added to an inpage selection list. Once you've ordered the items in this cart, they are removed from the cart.

Enter Product Code: Qty:

Total Items in Cart: 7
Total Units in Cart: 40
Total Retail Value*: \$401.00

Total amount shown is based on suggested retail prices. If any title displays an "N/A" in the price field, this means that a price is not available, and the amount is not reflected in your total.

Results 1 to 7 of 7 Products

Please be sure to click the Update Page button to save any changes made to the items in your cart prior to re-sorting, going to another page of cart items, or placing your order.

Sorted by: Order Entered Display: Standard View

Page 1 of 1

Qty	EAN Product Code	Image	Product Name	Contributor	Format	Supplier	Ev. Date	SRP	Delete
<input type="text" value="0005"/>	9781557091420 9781557091420		Scoundrel's Life - IPS	Rockwell, Theodore	Hardcover	Applewood Books	10/23/1992	\$9.95	<input type="checkbox"/>
<input type="text" value="0011"/>	9781557090577 9781557090577		Quotations of John F. Kennedy - IPS	Kennedy, John F.	Hardcover	Applewood Books	07/01/2008	\$9.95	<input type="checkbox"/>
<input type="text" value="0001"/>	9780918222893 9780918222893		Draine Traveller - IPS	Marcy, Randolph Barnes	Paperback	Applewood Books	10/01/1986	\$12.95	<input type="checkbox"/>
<input type="text" value="0001"/>	9781557091741 9781557091741		The Path of the Law - IPS	Holmes, Oliver Wendell, Jr.	Hardcover	Applewood Books	09/01/2006	\$9.95	<input type="checkbox"/>
<input type="text" value="0010"/>	9781557094544 9781557094544		George Washington's Farewell Address - IPS	Washington, George	Hardcover	Applewood Books	08/27/1999	\$9.95	<input type="checkbox"/>
<input type="text" value="0001"/>	9781557094179 9781557094179		Civil Disobedience - IPS	Thoreau, Henry	Hardcover	Applewood Books	09/01/2000	\$9.95	<input type="checkbox"/>
<input type="text" value="0011"/>	9781557091031 9781557091031		George Washington's Rules of Civility and Decent Behaviour - IPS	Washington, George	Hardcover	Applewood Books	08/01/1989	\$9.95	<input type="checkbox"/>

Page 1 of 1

Display: Standard View

C. Order by multiple purchase orders using the Bulk Order Upload option.

- Select the **Upload File** selection in the Title Input Options section.
- Check the **Bulk Order Upload** box.
- Click **Choose File** and select the file from your computer.
 - The file used must be the pre-formatted template provided with the required columns for PO and EAN completed.
 - File format accepted only includes .xls and .xlsx
- Click **Add**.
- The page will update to provide an Orders section.
 - Each PO will have a separate line which can be expanded to show the EANs associated with it.
 - Each PO will have to be submitted separately.

The direct fulfillment cart will continue to hold your additional PO lines until you submit or delete them.
- Click the **Place Order** icon on the PO line you first wish to continue. This will take you to the order detail screen.



Click Here will download a pre-formatted template to use for order submission.

The spreadsheet includes columns with both Red (required) and Black (optional) titled columns to indicate which fields are required.

For more information on spreadsheet ordering, see pg. 12.

Direct Fulfillment Cart

Add Items to Cart - [View Cart Options](#)

Input product codes and quantity below. When you click Add, these items are saved until you order or delete them. They are not added to an order selection box. Once you've ordered the items in this cart, they are removed from the cart.

Enter Product Codes: Qty:

Total Items in Cart: 2
Total Units in Cart: 14
Total Retail Value*: \$172.50

Price amount shown is based on suggested retail prices. If any title displays as "N/A" in the price field, this means that a price is not available, and the amount is not reflected in your total.

Results 1 to 2 of 2 Products

Please be sure to click the Update Page buttons to save any changes made to the items in your cart prior to re-ordering, going to another page of cart items, or placing your order.

Page 1 of 1

Qty	SKU	Product Code	Image	Product Name	Category	Brand	Supplier	Unit Price	Unit	Unit Price	Unit
1	00000	9781517044719		9781517044719	Hardcover	OpenRoads Books	OpenRoads Books	14.99	14	14.99	14
1	00111	9781517044719		9781517044719	Hardcover	OpenRoads Books	OpenRoads Books	59.95	1	59.95	1

Page 1 of 1

Title Input Options

Title Input Method: Create/Paste Product Codes Upload File

You may enter product codes directly in this box or copy and paste product codes from another source and paste them into this box. Click Add to place your items in the cart. A default quantity of "1" will be assigned to each valid title.

Create/Paste Product Codes:

Orders

Customer PO	Name
100101	<input type="button" value="Place Order"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>
100102	<input type="button" value="Place Order"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>
100103	<input type="button" value="Place Order"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>

4. Details Screen and Shipment Details

This section will determine how the order will ship and how the direct fulfillment fees will be charged.

- The Product Availability Snapshot will show the product code, product name, format, and quantity requested for every item in the cart.
- The Quantity by DC will display the true on-hand quantity in each warehouse for every item in the cart with the exception of Print-to-Order titles these will reflect a virtual stock number.

A
B

Step:	1 - Order Details	2 - Address Details	3 - Order Summary	4 - Order Submitted
--------------	--------------------------	---------------------	-------------------	---------------------

Brookings

Product Availability Snapshot

Product Code	Product Name	Format	Qty Requested	Qty by DC							
				CA	IN	OH	OR	PA-A	PA-C	TN	TN-J
9780815732938	The Future of Work: Robots, Ai, and Automation	Hardcover	100	0	35	0	3	0	0	0	0

Fields marked with * are required

Order Details

DF Ship-to Account:	BROOKINGS INSTITUTION PRESS (20V0837) ▼ *		
Destination Type:	▼ *		
Shipping Method:	Select Destination Type Above ▼		
Shipment Type:	▼ *		
Warehouse:	▼ *		
Backorder:	<table style="width: 100%;"> <tr> <td style="width: 30%;">▼ *</td> <td>Backorder Cancel Date: <input type="text"/> (MM/DD/YYYY)</td> </tr> </table> <p style="font-size: x-small;">If you choose backorder NO, any item not available will be cancelled from the order and the remaining items will be shipped immediately. If you choose backorder YES, items will be shipped as they become available until the order is 100% filled or at the backorder cancel date. Depending on your order, YES can result in multiple shipments and subsequent multiple shipment charges.</p>	▼ *	Backorder Cancel Date: <input type="text"/> (MM/DD/YYYY)
▼ *	Backorder Cancel Date: <input type="text"/> (MM/DD/YYYY)		

Shipment Details

Qty Ordered	Title	Author	Product Code	Binding	Discount	US SRP	Extended Consumer Price
100	The Future of Work: Robots, Ai, and Automation	West, Darrell M.	9780815732938	Hardcover	REG	21.99	2199.00
Total Fees:							<input type="text"/>

- A Product Availability Snapshot
- B Quantity by DC (warehouse)

Complete the required fields in the **Order Detail** section.

- **DF Ship-to account:** This is the direct fulfillment account that you want to submit the order on.
- **Destination Type:** You can choose Domestic, Military (APO/FPO) International, or International Using Freight Forwarder.

Order Details	
DF Ship-to Account:	APPLEWOOD BOOKS (20E6602) ▾
Destination Type:	Domestic ▾
Shipping Method:	Domestic Military (APO/FPO) Method for deliveries to Alaska, Hawaii, or Puerto Rico. International International Using Freight Forwarder
Shipment Type:	International Using Freight Forwarder
Warehouse:	CHAMBERSBURG, PA ▾
Backorder:	No ▾ Backorder Cancel Date: (MM/DD/YYYY)
<small>If you choose backorder NO, any item not available will be cancelled from the order and the remaining items will be shipped immediately. If you choose backorder YES, items will be shipped as they become available until the order is 100% filled or at the backorder cancel date. Depending on your order, YES can result in multiple shipments and subsequent multiple shipment charges.</small>	

- **Shipping Method:** The available shipping methods in the dropdown box will differ by destination type. Below is an overview of the available options. For detailed information about each shipping option, please see page 36.

Domestic Shipping

- Best Way
- Domestic 2nd Day Air
- Domestic 3 Day Select
- Domestic Ground
- Domestic Next Day Air
- Domestic Will Pick Up
- Economy Mail
- Expedited Mail
- Ground Freight Forwarder
- LTL freight forwarder
- Next Day Air Sat. Delivery
- USPS Priority InsuredX

Military Shipping only provides one method – USPS Priority Mail

International Shipping

- Courier Express
- Ground parcel to Canada
- International Mail
- Intl Will Pick up
- LTL to Canada



Support Tip

If you need to utilize a shipping method not provided, or the order requires special processing details – select Will Pick up and contact your Business Operations Specialist. See pg. 38 for more shipping tips.



Quick Tip

Best Way is the best traceable shipping method based upon weight and delivery location. This may not be the cheapest shipping method.

Shipment Type

The Shipment Type field allows you to select the type of Direct Fulfillment order. Options include Sample Copy, Inventory Transfer and Standard Transaction.

Shipping Method:	Domestic Will Pick Up <input type="button" value="v"/> By selecting this method your order will not begin processing until details are reviewed. If you have questions, please contact busopsips@ingramcontent.com Will Pick Up orders must be picked up at the warehouse chosen below.
Additional Order and Packing Instructions:	Examples: must arrive between, must deliver by, double boxing, special carton labeling, and non-carrier related instructions.
Delivery Details:	Examples: Carrier name, ship method (aka UPS Ground, next day air, freight priority), contact name at carrier, carrier phone number, lift gate and pallet jack required, delivery appointment required. *

- **Warehouse:** The Warehouse field allows you to choose which warehouse you would like your order shipped from. You may only select one warehouse per order.
- **Backorder:** The Backorder options are "Yes" or "No".
 - Selecting **No** means that any item not available will be cancelled from the order and the remaining items will be shipped immediately.
 - Selecting **Yes** means that items will be shipped as they become available until the order is 100% filled or the backorder cancelation date is reached. Selecting Yes may result in multiple shipments and multiple shipment charges.
 - Backorder Cancel Date is required if Yes is selected.

Shipment Details

The Shipment Details screen provides an overview of the items on the order. This section allows for adjustments to the Extended Consumer Price field dependent upon the Shipment Type selection and adding any additional shipping fees.

Shipment Details							
Qty Ordered	Title	Author	Product Code	Binding	Discount	US SRP	Extended Consumer Price
3	Civil Disobedience	Thoreau, Henry	9781557094179	Hardcover	REG	9.95	29.85
11	George Washington's Rules of Civility and Decent Behaviour	Washington, George	9781557091031	Hardcover	REG	9.95	109.45
Total Fees:							



Make sure the Extended Consumer Price is updated for every order. When shipping internationally, any order flagged by customs will be required to have proof of value provided before they will release shipment for delivery.

Inventory Transfers and Sample Copies

When placing an order to transfer inventory or send out sample copies, you will need update the shipment details to reflect the production value of the order.

There are two options to update pricing:

1. To apply a certain discount percentage to a title enter the percentage in the Discount field. The site will then auto-calculate the *Extended Consumer Price* based on the discount that was entered and the total number of units ordered for that tile.
2. To utilize net pricing simply clear out the Discount field and then enter the Total cost (net price multiplied by the number of units) of each Title in the Extended Consumer Price field.
 - Example if you want to reflect a production cost of \$5.00 per book and you have 3 in your cart-update the field to \$15.00

Shipment Details							
Qty Ordered	Title	Author	Product Code	Binding	Discount	US SRP	Extended Consumer Price
3	Civil Disobedience	Thoreau, Henry	9781557094179	Hardcover	<input type="text"/>	9.95	15.00
11	George Washington's Rules of Civility and Decent Behaviour	Washington, George	9781557091031	Hardcover	<input type="text"/>	9.95	55.00
Total Fees:							<input type="text"/>

You may add any additional fees such as shipping and handling in the *Total Fees* section if desired.

Standard Transactions

When placing a standard transaction order, you will need to update the shipment details to reflect the order value – the amount billed to the customer. If an order is submitted in which you will process the accounts receivable, the cost that will be charged to the purchaser should be entered in the *Extended Consumer Price* field.

There are two options to update pricing:

1. To apply a certain discount percentage to a title just enter the percentage in the Discount field. The site will then auto-calculate the Extended Consumer Price based on the discount that was entered and the total number of units ordered for that title.
2. To utilize net pricing simply clear out the Discount field and then enter the Total cost (net price multiplied by the number of units) of each Title in the Extended Consumer Price field.
 - a. Example if you want to charge \$5.00 per book and you have 3 in your cart-update the field to \$15.00

Address Details Screen

Customer PO Number

- Each order requires a unique purchase order number to be entered into the system. It will provide a warning message if the purchase order number has ever been utilized previously.

Recipient PO

- This is an optional field should you need to reference a separate purchase order number on behalf of your customer. This does not have to be unique.

Shipping Notification

- This field specifies whom will receive a shipping notification once the order ships. It will default to the user's email address ; however, to add additional users separate each with a comma.

Additional Order Details	
Customer PO Number:	<input type="text"/> * <small>Please use a new P.O. number for every order. If you reuse an old P.O. number, the order will be rejected.</small>
Recipient PO Number:	<input type="text"/>
Email for Shipping Notification:	<input type="text" value="publisher.care@ingrampu"/> *

Shipping Information

There are three options for completing the address fields

- Utilizing the ipage address book
- Manually entering in the information
- Auto populating address entry

Domestic Shipping Information	
	Select Address
Customer Name:	<input type="text"/> *
Company Name:	<input type="text"/>
Address 1:	<input type="text"/> * <small>Overnight and two-day deliveries require a street address.</small>
Address 2:	<input type="text"/>
Address 3:	<input type="text"/>
City:	<input type="text"/> *
State/Province:	<input type="text"/>
ZIP/Postal Code:	<input type="text"/>
Country:	UNITED STATES <input type="text"/> *
Phone Number:	<input type="text"/>

1. **ipage Address Book:** To utilize the ipage address book which contains previously shipped or pre-loaded addresses, click on Select Address. For information on how to pre-load addresses into the address book please see pg. 35 in additional features section.

Name	Address	City	State	Zip /Pin Code	Phone Number	Added By	Company Name	Select
Domestic Recipient	876 North Drive	Los Angeles	CALIFORNIA	90001	213-587-9876	ipsdemo		<input type="button" value="Select"/>
My Freight Forwarder	123 Main Street	Nashville	TENNESSEE	37203	615-793-5000	azbornik12		<input type="button" value="Select"/>

- To apply an address to the order, click on the select button to the right-hand side of the address.
- You will then be redirected to the Address detail screen and the address will be pre-filled with the address chosen.

2. **Manual address entry:** To manually enter an address, please ensure that all required fields marked with an asterisk are completed.

When an address is entered manually you will be prompted to save to your address book before proceeding to the Order Summary Page. If you wish to save the address for future use, click OK.

3. **Auto Populating:** When utilizing the bulk purchase order upload function, the spreadsheet includes address information fields. If the address is supplied in the spreadsheet, this section will auto populate with the address provided.



Quick Tip

A phone number is required for all orders and should be someone at the delivery location.

This is helpful should the carrier or customs need to reach out to the end customer regarding delivery.

Failure to provide a valid phone number could delay delivery.

If utilizing a freight forwarder to ship internationally, you will be required to complete two address sections.

- Freight Forwarder Shipping Information – this is the domestic address for your freight forwarder location.
- Final Destination shipping information – this is the final international address provided for delivery.

Freight Forwarder Shipping Information	
	Select Address
Customer Name:	<input type="text" value="My Freight Forwarder"/> *
Company Name:	<input type="text"/>
Address 1:	<input type="text" value="123 Main Street"/> * <small>Overnight and two-day deliveries require a street address.</small>
Address 2:	<input type="text"/>
Address 3:	<input type="text"/>
City:	<input type="text" value="Nashville"/> *
State/Province:	<input type="text" value="TENNESSEE"/> ▼
ZIP/Postal Code:	<input type="text" value="37203"/>
Country:	<input type="text" value="UNITED STATES"/> ▼ *
Phone Number:	<input type="text" value="615-793-5000"/>
<small>Fields marked with * are required</small>	
Final Destination Shipping Information	
	Select Address
Customer Name:	<input type="text" value="International Recipient"/> *
Company Name:	<input type="text"/>
Address 1:	<input type="text" value="111 South Houston Street"/> * <small>Overnight and two-day deliveries require a street address.</small>
Address 2:	<input type="text"/>
Address 3:	<input type="text"/>
City:	<input type="text" value="Athens"/> *
State/Province:	<input type="text"/> ▼
ZIP/Postal Code:	<input type="text" value="145 64"/>
Country:	<input type="text" value="GREECE"/> ▼ *
Phone Number:	<input type="text" value="0972236444"/>



You can add this message to all subsequent Direct Fulfillment orders by clicking the check box mark next to Save this message for use on future orders.

Additional Information

This section allows you to submit any additional details related to your order or request to omit the pricing information from the packing slip.

To create an optional customized marketing message on behalf of your organization, input up to 255 characters (including punctuation and spaces) in the Marketing Message box.

You can also choose to have a gift message printed on the packing slip.

Marketing Message on Packing Slip:	<input type="text" value="Thank you for your purchase. We appreciate your business!"/> <input type="checkbox"/> Save this message for use on future orders.
Gift Message on Packing Slip:	<input type="text"/>
Omit Price from Recipient's Packing Slip:	<input checked="" type="checkbox"/> Omit Price Information (Uncheck if you want price information to appear on the packing slip included with the shipment.)

If would like to omit pricing from appearing on the packing slip for samples or gift shipments

- Click the **Omit Price Information** box
- Click Continue to proceed to the Order Summary Page.

Order Status and Tracking

ipage can help you manage your submitted orders and locate tracking details.

- Click **IPS tab**
- Click **Direct Fulfillment Order Status** in the dropdown menu

This will direct to Direct Fulfillment Order Status Easy Clicks screen. You will see the Open Purchase Order Summary screen in addition to the Easy Clicks Menu. This section reflects any open orders that have not yet been invoiced.

Direct Fulfillment Order Status Easy Clicks						
All Open Items Open Purchase Order Summary		Backordered Items Recently Shipped Orders		Recently Shipped by PO ipage Order History		
Open Purchase Order Summary						
Page 1 of 1 Print Version						
Ship To	PO Number	Date Ordered	Total Units Open	Units In Process	Units Backordered	
APPLEWOOD BOOKS (2066602)	365930	03/20/2018		24	24	0
APPLEWOOD BOOKS (2066602)	365929	03/20/2018		156	156	0
APPLEWOOD BOOKS (2066602)	365928	03/20/2018		57	57	0
Page 1 of 1 Print Version						

To locate previously submitted order confirmation, click the ipage **Order History** link. The Order History screen provides an overview of an order's confirmation status.

- **Order Confirmed** indicates that all items shipped and the order was submitted successfully
- **Some Items confirmed** is an indication that some or no items shipped. When this status is listed, the confirmation should be reviewed to confirm there were no errors
- To view the full order **confirmation** in detail click confirmation next to the date and time and it will display the full the order details.

ipage Order History			
This information is passed for 13 months.			
Next > Last >>		Sorted by:	
Page 1 of 4 2 3 4		Order Date (Descending)	
Order Date	Confirmation Status	PO Number	Placed By
03/14/2018 04:19 PM - Confirmation	Order confirmed	km031418a Susan Locke	Kara Mannix
03/13/2018 06:02 PM - Confirmation	Order confirmed	db31318a Sergeant McGr	Dave Trendler
03/12/2018 01:54 PM - Confirmation	Order confirmed	db31218a Greg Amundson	Dave Trendler
03/09/2018 11:18 AM - Confirmation	Order confirmed	db3918a SMWW	Dave Trendler
03/08/2018 04:56 PM - Confirmation	Order confirmed	km030818b Andres Lomen	Kara Mannix
03/08/2018 02:38 PM - Confirmation	Order confirmed	km030818a Maja Gottlie	Kara Mannix
03/08/2018 09:56 AM - Confirmation	Order confirmed	VP03082018	Andy Bead
03/07/2018 06:07 PM - Confirmation	Order confirmed	db3718a Alicia DiFabio	Dave Trendler
03/07/2018 04:28 PM - Confirmation	Order confirmed	km030718a Peter Glassf	Kara Mannix
03/07/2018 11:56 AM - Confirmation	Order confirmed	cb_030718a	Reese Jardine
03/06/2018 02:30 PM - Confirmation	Some items not confirmed	km030618a Joe Friel	Kara Mannix



If you ever see an order status of **Problem with Input Data in the detailed Order Confirmation**, your order was rejected and you will need to review prior to resubmitting to determine the error.

If you are unable to determine the error, you can reach out to **Business Operations** for assistance.

To locate tracking and shipping details on a recently shipped purchase order select Recently Shipped by PO.

Applewood Books

INGRAM PUBLISHER SERVICES
an INGRAM brand

Direct Fulfillment Order Status Easy Clicks

- [All Open Items](#)
- [Open Purchase Order Summary](#)
- [Backordered Items](#)
- [Recently Shipped Orders](#)
- [Recently Shipped by PO](#)
- [Image Order History](#)

Open Purchase Order Summary

Page 1 of 1 Print Version

Ship-to	PO Number	Date Ordered	Total Units Open	Units In Process	Units Backordered
APPLEWOOD BOOKS (20E6602)	365930	03/20/2018		24	24
APPLEWOOD BOOKS (20E6602)	365929	03/20/2018		156	156
APPLEWOOD BOOKS (20E6602)	365928	03/20/2018		57	57

Page 1 of 1 Print Version

This page defaults to the last 14 days and the option to extend to 90 days is provided. Scroll down to view all the recent order submissions. To view more details, click the PO Number.

Utilizing the Purchase order search field, you can enter in a purchase order number into the **PO Number** field and press search. This field is case sensitive, so the purchase order number will need to be keyed exactly as it was entered.

Search within Recently Shipped Orders by PO

PO Number:

Recently Shipped Orders by PO - Last 14 Days [\(View last 90 days\)](#)

Next > Last >>
Page 1 of 4 [1](#) [2](#) [3](#) [4](#) Print Version

Ship-to	Date Shipped	Order Entry Number	Carton Number	Shipping Tracking Number
PO Number: 33673				
VELOPRESS (20P7052)	03/12/2018	C7SP16		1 9241996900535513289277
PO Number: 33927				
VELOPRESS (20P7052)	03/08/2018	C7QX5L		1 805681476
PO Number: 33949				
VELOPRESS (20P7052)	03/14/2018	C7IG31		1 9241996900535513297043

Inbound Shipment Notifications

Entering an Inbound Shipment Notification on ipage alerts of incoming shipments and allows them to confirm that the quantity shipped matches the quantity received at Ingram Warehouses. The delivery notification numbers (quantity shipped) appear as the on-order quantity in the Current Stock field on ipage and assures customers that a title is in route.

- Customers are more likely to place a backorder for a title if they see that a new shipment is on its way.
- The information populates IQ reporting
- Providing notifications controls the accuracy of the on-sale dates at national accounts
 - Baker & Taylor –Titles may appear as out of stock indefinitely and unavailable for ordering if the book misses its announced date
 - Baker & Taylor – Library accounts expect books two weeks before the on-sale date. If on-sale dates are inaccurate, orders are sometimes cancelled as money is allocated to books that are available
 - Amazon and BN.com – buy buttons may be removed if the book arrives later than announced
 - Barnes & Noble – late titles can mean the loss of a promotion slot if the book was in promotion



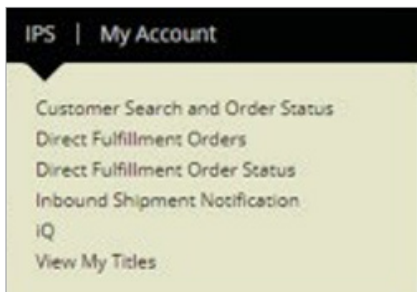
Support Tip

Account Manager privileges must be assigned for submitting inbound shipment notifications. If unable to enter a notification, please contact your ipage Administrator to provide permissions.

How to Enter an Inbound Shipment Notification:

ipage allows you to submit a shipment notification quickly and easily. There are two ways to submit an Inbound shipment notification – manually or by upload.

- Click the **IPS tab**
- Select **Inbound Shipment Notification**



- Enter a unique Purchase Order #, Order Date and Estimated Date of Arrival.
- Click Add to proceed to the title entry screen.

Inbound Shipment Notification	
Add Purchase Order	
<small>Whenever you schedule a delivery to Ingram, you should enter the delivery information about the order on this screen. Ingram will use this information to receive your inventory. If you need to edit already submitted information, please contact your Ingram Publisher Services representative.</small>	
Purchase Order #:	<input type="text"/> *
Purchase Order Date:	<input type="text"/> * (mm/dd/yyyy)
Estimated Date of Arrival:	<input type="text"/> * (mm/dd/yyyy)

To enter the titles manually:

- Enter the EAN in the Product Code field
- Enter the quantity being shipped in the anticipated Receipt Qty by DC Field.
 - This will default to your primary receiving DC, but if you have made other arrangements to ship to an alternate DC, click Show Other Warehouses to choose other locations.
- Click **Add Product Code** to continue your notification submission.

Purchase Order #: IPAGEGUIDE (06/29/2020)	
<small>You must enter each title in the purchase order individually. After entering information below for one title, select Add Product Code. You will then be given the opportunity to add information for another title. Keep selecting Add Product Code until all titles for this purchase order have been added. When finished, select Submit Purchase Order. If you have entered an incorrect purchase order number or date, select Cancel to start again.</small>	
Product Code (EAN/UPC only):	<input type="text"/> * Add Titles via Upload
Estimated Date of Arrival:	07/31/2020
Anticipated Receipt Qty by DC:	Jackson, Tennessee: <input type="text"/> 0* Show Other Warehouses Show International Warehouses

- Review your details and click **Submit Purchase Order** to finalize.

Fields marked with * are required.

Purchase Order #: WINTERLAKE JULY (07/27/2012)

You must enter each title in the purchase order individually. After entering information below for one title, select Add Product Code. You will then be given the opportunity to add information for another title. Keep selecting Add Product Code until all titles for this purchase order have been added. When finished, select Submit Purchase Order. If you have entered an incorrect purchase order number or date, select Cancel to start again.

Product Code (EAN/UPC only):	<input type="text"/> Add Titles via Upload
Anticipated Ship Date:	08/01/2012
Anticipated Receipt Qty by DC:	Chambersburg, Pennsylvania: <input type="text" value="0"/> Hide Other Warehouses
	Fort Wayne, Indiana: <input type="text" value="0"/>
	La Vergne, Tennessee: <input type="text" value="0"/>
	Roseburg, Oregon: <input type="text" value="0"/>

Product Codes for this Purchase Order (1 Total Products)

Product Code (Title, Binding)	Anticipated Receipt Qty by DC				Anticipated Ship Date	Edit/Delete
	Chambersburg, Pennsylvania	Fort Wayne, Indiana	La Vergne, Tennessee	Roseburg, Oregon		
9780882408903 (WINTERLAKE LODGE CKBK EXPANDED,)	0	0	0	1500	08/01/2012	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Warehouse Totals:	0	0	0	1500		

The final page will let you know that the information was submitted successfully. You may print the confirmation for your records.



The delivery notification is not accessible once submitted. If you realize changes need to be made, please notify your Business Operations Support Team for assistance.

INGRAM | ipage

Book | ISBN/EAN | Ingram Extended | Search

Turn Search Options OFF

Inbound Shipment Notification

Your information was successfully submitted. Please print this page for your records. You may also save the information on this page in a comma delimited for the Download button.

[Return](#)

Purchase Order #: SELDOVIA (11/21/2012) (1 Total Products)

Product Code (Title, Binding)	Anticipated Receipt Qty by DC		
	Chambersburg, Pennsylvania	Fort Wayne, Indiana	La Vergne, Tennessee
9780882405704(SELDOVIA SAM & THE VERY LOOSE, Paperback)	250	0	0
Warehouse Totals:	250	0	0

To enter the titles by File Upload:

- Create and save a file as a csv. or .txt file per the parameters below.
 - The .txt file must contain EANs or UPCs, a two-character warehouse code (where the product will be delivered - see chart below), and quantities. Please format the file so that each data element is separated by a comma and each item is on a separate line. The same product code delivered to more than one warehouse must be on separate lines. For example:

9789502851181,HH 2500
9789502851181,CI,1000
- Enter the quantity being shipped in the anticipated Receipt Qty by DC Field.
 - This will default to primary receiving DC Jackson, TN, but if you have made other arrangements to ship to an alternate DC, click Show Other Warehouses to choose other locations.
- Click **Add Product Code** to continue your notification submission.

To enter items via Upload

- Select add **Titles Via Upload** on the Title entry screen which update the page to allow file uploading.
- Click on **Choose File** and select to upload your file.
- Title will then populate to the entry screen
- Click Add Items to review your upload details and confirm its accuracy.

Add Titles via Upload ◀ Back ➤ Add Items

The .txt file must contain EANs or UPCs, a two-character warehouse code (where the product will be delivered - see chart below), and quantities. Please format the file so that each data element is separated by a comma and each item is on a separate line. The same product code delivered to more than one warehouse must be on separate lines. For example:
9789502851181,CI,2500
9789502851181,NV,1000

File Upload: No file chosen

Warehouse Codes	
Chambersburg, PA = CI	Fresno, CA = JJ
Breinigsville, PA = BB	Lavergne, TN = NV
Fairfield, OH = FF	Roseburg, OR = EE
Fort Wayne, IN = DD	

◀ Back ➤ Add Items

- Verify your information, if needed you can edit or delete by utilizing the boxes.
- Click Submit Purchase Order to complete.

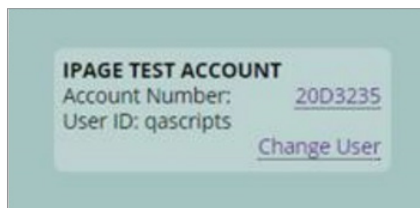
ipage[®]

Appendix

In addition to the instructions provided previously, You will find more details related to shipping options, updating your address book, adding users, etc...

Account Functions & Support Tools

Your Account Information



Near the top right of each page, you will see the name of your account, account number, and User ID. Additionally, there are some functions available here:

- Click on the **Account Number link** to switch to other accounts to which you have access. Access to multiple accounts is granted by your organization's ipage administrator.
- Clicking the **Change User link** will log you out of the current session and return you to the Login screen where you can log in as a different ipage user, as needed.

My Account

Use the My Account menu option to manage information about your account and submit inbound shipment notifications for you titles.

How to add users to your Account:

The Administrator for the account can add a new user by:

- Click **My Account** from the toolbar.
- Click **User Administration**.
- You will see the list of users set up on your ipage account. Input a new UserID of your choosing in the blank field and click **Add New User** button.
 - If ipage already has a user with the name you have entered - even if it belongs to another account - it will not accept the requested UserID. You will need to create a different UserID to continue.
- On the User Details screen you can you create the profile for the new user.
 - Type in the user's first and last names, phone number, and email address. The email address is critical, as the new ipage UserID and password will be emailed to that address.
- On the same page, elect what kind of information the user can see and what kind of activities allowed within the account. We call this 'assigning access rights.'
 - To see the description for each role, click the role name. A box with the description will appear. Close the box to return to the previous screen. If you would like to view the descriptions for all the roles at once, click the **View All Role Descriptions** link.

Assigning User Roles

To assign a role that allows the user to place direct fulfillment order click on the role name Ingram Publisher Services Direct Fulfillment. Users assigned to this role can place orders for your customers and check the status of those orders. The Administrator role will also have Direct Fulfillment ordering capabilities.

User Details

User Details Easy Clicks

[Assign Access Rights](#) [Account Access List](#)

Fields marked with * are required [Return to List](#)

kmannix [Delete User](#) [Submit](#)

First Name: Kara
Last Name: Mannix
Email: kmannix@pocketoutdoormi
Phone: 3032452104

First Login: 02/23/2017 **Last Login:** 03/14/2018 **Date Added:** 02/23/2017 **Added By:** dtrendler

[Back to top](#)

Assign Access Rights

Please select the level of security access you wish to give each new ipage user in your organization. These users will only have access to this information for the accounts you specify. To view the functions/tasks permitted for each role, click the role name below. **Please check all that apply.**

<input type="checkbox"/> Administrator	<input checked="" type="checkbox"/> Operations	<input checked="" type="checkbox"/> Ingram Publisher Services/ausource Content Manager
<input type="checkbox"/> Account Manager	<input checked="" type="checkbox"/> Product Manager	<input type="checkbox"/> Ingram Publisher Services/ausource Customer Orders
<input checked="" type="checkbox"/> Ingram Publisher Services Direct Fulfillment		

[Back to top](#)

Account Access List [Delete User](#) [Submit](#)

- Click the **Add User** button near the bottom of the screen to save our changes

User Roles

Administrator

Administrators can add, change, or delete users; see & edit account addresses; submit inbound shipment notifications. They can also search and review titles in our database. They can view existing product information for titles and imprints under their accounts. Ingram Publisher Services clients can place direct fulfillment orders for their customers and check the status of these orders.

Account Manager

Account Managers can see & edit account addresses; view general information about Ingram; submit inbound shipment notifications. They can also search and review titles in our database.

Ingram Publisher Services Direct Fulfillment

Users with the Ingram Publisher Services Direct Fulfillment role can place direct fulfillment orders for their customers and check the status of these orders.

Operations

Users are "read-only" users with permissions to obtain general information about Ingram. They can also search and review titles in our database.

Product Manager

Product Management contacts can view existing product information for titles and imprints under their accounts. Like all ipage users, they also can obtain general information about Ingram, and search & review titles in our database.

Ingram Publisher Services/pubsource Content Manager

Ingram Publisher Services/pubsource Content Managers can create or edit content for their pubsource Home Page (if they are a pubsource publisher) or their Ingram Publisher Services Marketing Page (if they are an IPS client).

Ingram Publisher Services/pubsource Customer Orders

Users with the Ingram Publisher Services/pubsource Customer Orders role can place orders on behalf of their customers. They can lookup Ingram customer account numbers and have visibility to a particular customer's open IPS orders if the orders contain titles belonging to that client.

How to Update the ipage Direct Fulfillment Address Books

- Click **My Account** from the toolbar.
- Click **Customer Address Info** located under the My Settings to proceed to the DIRECT FULLFILMENT (DF) Customer Address screen.

DIRECT FULLFILMENT (DF) Customer Address List				Search...
Customer Name	Customer Address	Customer City	Edit / Delete	
Applevood Books	1 River Road	Carlisle	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Barry Platt	5801 Nicholson Lane	Rockville	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Frederick Jones	1338 Hiawatha	Minot	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Gary Robinson	430 Raystown Road	Everett	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Gary Robinson	430 Raystown Rd	Everett	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
International Guy	123 World Street	Paris	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Joel R. Russell	5615 North Washington Blv	Indianapolis	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Maria Kwong, JANM	100 N. Central Avenue	Los Angeles	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Military Guy	123 Military Base	APO	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Paula Thompson	1930 Astor Street	Orange Park	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Paula Thompson	1930 Astor Street	Orange Park	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Peter Baldwin	13 Woodhill Drive	Bow	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Peter Baldwin	13 Woodhill Drive	Bow	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Rebecca Clay	761 E 1175 N	Ogden	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Test Address	123 Test Street	Nashville	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Todd Mitchell	59 Prato Park Drive	Missouri City	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

[Click here to download sample excel file.](#)
 No file chosen

You can add addresses to you Address books via two methods.

A. To add an address manually:

- Click the Add button in the lower right-hand side of the screen.
- Once the pop up appears enter the new address information.
- Click Save to add the new address to your address book.

B. To add multiple addresses via an upload:

- Access the provided template by selecting Click Here in the bottom left hand corner. Fields in Red are the minimum requirement to add.
- Complete fields as specified and Save to your computer.
- Click the Choose File button in the lower left-hand side of the screen.
- Once the pop up appears select the appropriate file.
- Click Submit to upload the file and add the new address to your address book.

DIRECT FULLFILMENT (DF) Customer Address	
Customer Name:	<input type="text"/>
Company Name:	<input type="text"/>
Customer Order Type:	<input checked="" type="radio"/> Standard <input type="radio"/> Military <input type="radio"/> International
Customer Address:	<input type="text"/>
	<input type="text"/>
Customer City:	<input type="text"/>
Country:	<input type="text"/>
State:	<input type="text"/>
Zip Code:	<input type="text"/>
Phone Number:	<input type="text"/>

- To Edit an existing address:
 - Click **edit** next to the desired address.
 - Once Pop Up appears make necessary changes
 - Click **Save** to Save the changes
- To Delete an existing address
 - Click **Delete** next to the address no longer needed.

Additional Shipping Details

Shipping Option Definitions

Domestic Shipping Methods	Description
Best Way	<ul style="list-style-type: none">• Allows Ingram to choose the most efficient, and traceable way to ship based upon the weight and delivery location.
Domestic 2nd Day Air	<ul style="list-style-type: none">• Delivery to most 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).• Shipments are traceable.• P.O. Boxes and Military Addresses cannot be used as a Ship To Address.
Domestic 3-Day Select	<ul style="list-style-type: none">• Delivery to most addresses in the 48 contiguous states in the U.S. within 3 days of shipment date.• Shipments are traceable.• P.O. Boxes and Military Addresses cannot be used as a Ship To Address.
Domestic Ground	<ul style="list-style-type: none">• Delivery to most 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.• Shipments are traceable.• P.O. Boxes and Military Addresses cannot be used as a Ship To Address.
Domestic Next Day Air	<ul style="list-style-type: none">• Delivery to most addresses in the 48 contiguous states in the U.S. and Puerto Rico by 10:30am the next business day, after shipment date.• Shipments are traceable.• P.O. Boxes and Military Addresses cannot be used as a Ship To Address.
Domestic Will Pick Up	<ul style="list-style-type: none">• The Will Pick Up method is recommended when the client is utilizing their own, or the final customer's, carrier account (i.e. UPS Collect/Third Party Billing). All account information for the carrier should be provided in the Delivery Details section.• Will Pick Up should also be selected if the client is planning on picking up at the chosen distribution center, contact information for pick up should be provided in Delivery Details.• Will Pick Up should be selected if the publisher is needing additional order or packing.

Economy Mail

- Delivery to all 50 states, Puerto Rico and the U.S. Virgin Islands in approximately 7 to 10 days of shipment date, based on the location of the Ship To address.
- Limited or no trackability.
- Not recommended for carton shipments.
- Shipment cannot be insured.
- Publisher assumes all risk of damage or loss.

Expedited Mail

- Delivery to all 50 states, Puerto Rico and the U.S. Virgin Islands in approximately 2 to 5 days of shipment date, based on the location of the Ship To address.
- Limited or no trackability.
- Not recommended for carton shipments.
- Shipment cannot be insured.
- Publisher assumes all risk of damage or loss.

USPS Priority Insured

- Delivery to all 50 states, Puerto Rico and the U.S. Virgin Islands in approximately 2 to 5 days of shipment date, based on the location of the Ship To address.
- Limited or no trackability.
- Not recommended for carton shipments.

UPS Next Day Air Saturday Delivery

- Delivery to most addresses in the 48 contiguous states in the U.S. and Puerto Rico by 10:30am the next business day, after shipment date.
- Shipments are traceable.
- P.O. Boxes and Military Addresses cannot be used as a
- Ship To Address.

Ground Freight Forwarder

- For orders where you or your final customer has a domestic entity that will handle the freight forwarding of the product received from Ingram. The Freight Forwarder would file all the necessary export documentation and handle shipment to the final destination.
- Ingram's responsibility ends once delivery is completed at the Freight Forwarder's location

LTL Freight Forwarder

- For Less than Truckload orders where you or your final customer has a domestic entity that will handle the freight forwarding of the product received from Ingram. The Freight Forwarder would file all the necessary export documentation and handle shipment to the final destination.
- Ingram's responsibility ends once delivery is completed at the Freight Forwarder's location.

International Shipping Methods	Description
Courier Express	<ul style="list-style-type: none"> • Delivery to most addresses within 1 to 3 days of shipment date, based on the location of the Ship To address. • Shipments are traceable. • P.O. Boxes cannot be used as a Ship To Address.
Ground Parcel to Canada	<ul style="list-style-type: none"> • Delivery to most addresses in the 10 provinces of Canada within 3 to 7 days of shipment date, based on the location of the Ship To address. • Shipments are traceable. • P.O. Boxes cannot be used as a Ship To Address.
International Mail	<ul style="list-style-type: none"> • Delivery to most countries and territories to the destination country's mail system. • Shipment times and reliability vary based on the destination country's mail system. • These shipments are not traceable. • 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. When you select this method of international shipment, you waive all liability against IPS, or the carrier, for damage or loss of the shipment.
International Will Pick Up	<ul style="list-style-type: none"> • The Will Pick Up method is recommended when the client is utilizing their own, or the final customer's, carrier account (i.e. UPS Collect/Third Party Billing). All account information for the carrier should be provided in the Delivery Details. • Will Pick Up should also be selected if the client is planning on picking up at the chosen distribution center, contact information should be included Delivery Details • When utilizing a Freight Forwarder in the U.S. for export you must enter the final destination's address in the Shipping Information section.
LTL Canada	<ul style="list-style-type: none"> • Less than Truckload shipments. This option is typically reserved for large/multi carton shipments.

Shipping Tips:

Domestic

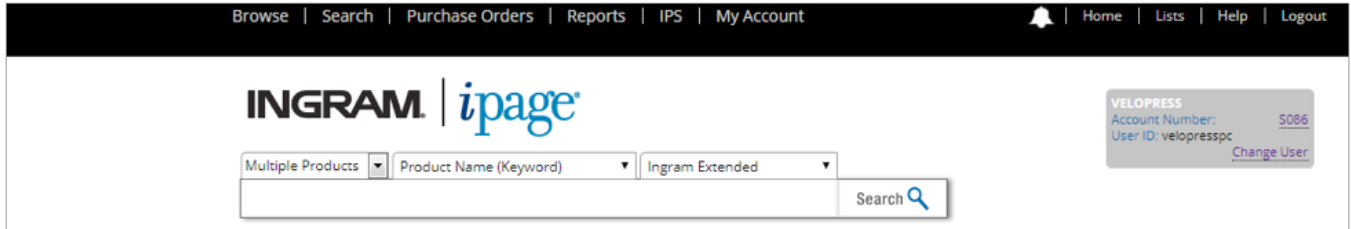
- When utilizing your own or final customer's UPS or Fed Ex Account select Domestic Will Pick Up or International Customer Pick up and the following information will need to be entered into the Delivery Details section.
 - Click **edit** next to the desired address.
 - Is this to be shipped Collect or Third-Party Billing?
 - If shipping collect for UPS please provide the UPS account number. If shipping Collect on Fed Ex please confirm that the customer has Fed Ex scannable placard at the end destination.
 - If shipping Third Party please provide the account number and the billing address for the UPS or Fed Ex account.
- When a customer wishes to have a product picked up by their preferred carrier please select Domestic Will Pick Up or International Customer Pick up and enter the a contact name, carrier name, phone number, and email address for the carrier into the Delivery Details section. Once the shipment is ready a member of our transportation team will contact the carrier to arrange a pick appointment.

If a carrier arrives to pick up a shipment without an appointment they may be turned away.

- When shipping large shipments that will not go via a parcel carrier such as UPS or Fed Ex and will need to be routed through a LTL (Less than Truckload carrier) please provide Business Operations Support with the following information regarding the delivery location
 - Is this a residential or business location?
 - Do you wish to go ship via Ingram Carrier or provide Name and contact of your own?
 - Is a loading dock available or will a lift gate or pallet jack be required to offload the freight?
 - If lift gate and pallet jack are required, does the customer have a doorway large enough for the pallet jack to fit through or will the product need to be left outside?
 - Is a delivery appointment required?
 - Hours available for deliver
 - Contact name, phone number and email of someone at the delivery location.

ipage Home Page Overview

The ipage Menu Bar appears at the top of each page. Each tab on the Menu Board has a pull-down menu with several options. However only a few of these are beneficial to distributed clients.



Menu Bar Pull Down Menus

The **Purchase Orders** and **Reports** tabs do not apply to IPS publishers. IPS publishers can access reports from the IQ platform at https://iq.ingramcontent.com/users/sign_in.

The **IPS** tab allows you to submit Inbound Shipping Notifications, track, and review order status on Direct Fulfillment orders, and locate an overview of Customers orders. You can also access a rep tool that enables you to place orders on behalf of your customers.

The **My Account** tab opens the menu for customizing and managing your ipage account and settings. Some of the items to note in this menu are:

Administrator Setting

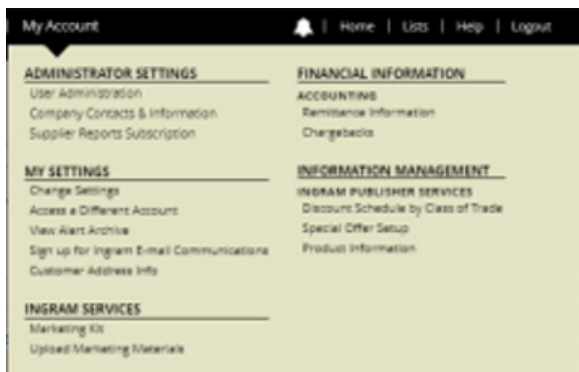
- User Administration- Add, Edit, and Delete Users

My Settings

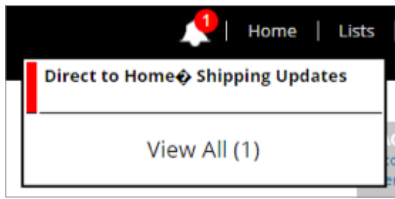
- Customer Address Info- Add, Edit, or Delete addresses from your Direct Fulfillment Address book

Information Management

- Special Offer Set up-see promotion codes that have been set up for title(s)

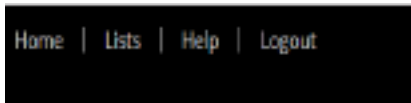


Alerts will provide any notices or shipping delays provided by our carriers.



Home will take you to the ipage Home screen.

Help provides additional resources links.



Clicking the **Logout** will end your ipage session.



Always log out of the site instead of closing the browser window.

INGRAM[®]
www.ingramcontent.com

