

CO-OP

MAY 2018

Co-op Summary



Co-op Portal: Ingram has developed a platform to allow you to manage end to end co-op claims & pass-through expenses in a single location.



Process: Publishers, retailers and Ingram associates will use portal to submit, review & manage co-op claims. Replaces manual, paper process!

Development Timeline

- **May:** QA and testing environment
- **July 1:** Official launch to publishers and retailers

Retailer Work Flow

- Review claims status and history
- Submit co-op requests to publishers
- Submit co-op claims for payment

1

Publisher Work Flow

- Designating approvers in iQ
- Dashboard
- Co-op review & approval process
- Notifications

2

Amazon Work Flow

- Incoming Amazon claims
- Processing
- Detail in Dashboard

3


National Accounts Work Flow

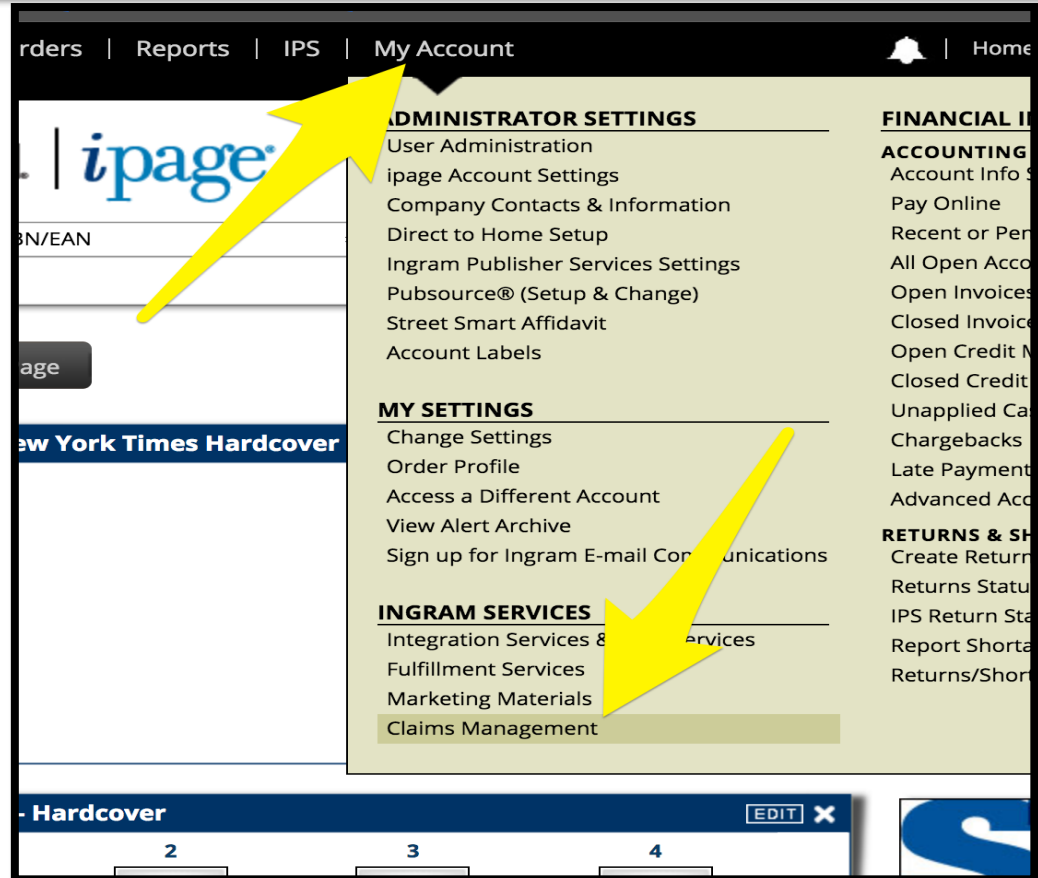
- New B&N request process
- Quick review

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CO-OP Portal Functions

1 Retailers CO-OP Access

- Simple & consistent login 
- My Account tab
- Under Ingram Services: Claims Mgmt.



Orders | Reports | IPS | My Account

ADMINISTRATOR SETTINGS

- User Administration
- ipage Account Settings
- Company Contacts & Information
- Direct to Home Setup
- Ingram Publisher Services Settings
- Pubsource® (Setup & Change)
- Street Smart Affidavit
- Account Labels

MY SETTINGS

- Change Settings
- Order Profile
- Access a Different Account
- View Alert Archive
- Sign up for Ingram E-mail Communications

INGRAM SERVICES

- Integration Services & Services
- Fulfillment Services
- Marketing Materials
- Claims Management

FINANCIAL INFORMATION

ACCOUNTING

- Account Information
- Pay Online
- Recent or Pending
- All Open Accounts
- Open Invoices
- Closed Invoices
- Open Credit Memos
- Closed Credit Memos
- Unapplied Charges
- Chargebacks
- Late Payments
- Advanced Accounts

RETURNS & SHORTAGES

- Create Returns
- Returns Status
- IPS Return Status
- Report Shortages
- Returns/Shortages

New York Times Hardcover

Hardcover EDIT X

2 3 4



Retailer CO-OP Dashboard

CLAIMS

+ New Claim

Pending Action For You ■ Claims submitted requiring your response

Filter Reset

CLAIM #	STORE NAME	PUBLISHER NAME	EVENT DATE	EVENT TYPE	STATUS	AMOUNT	CREATED BY	CREATED DATE	
<input type="text"/>	-- +	-- +	<input type="text"/> 📅	-- +	-- +	<input type="text"/>	-- +	<input type="text"/> 📅	<input type="text"/> 📅
A100-006	News Den	GRAPHIC ARTS BOOKS	04/12/2018	Newsletter	Pending Proof	\$480.75	Mary Jo	04/05/2018	

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Your Claims History ■ Historical data retained

Filter Reset

CLAIM #	STORE NAME	PUBLISHER NAME	EVENT DATE	EVENT TYPE	STATUS	AMOUNT	CREATED BY	CREATED DATE	
<input type="text"/>	-- +	-- +	<input type="text"/> 📅	-- +	-- +	<input type="text"/>	-- +	<input type="text"/> 📅	<input type="text"/> 📅
V100-1012	News Den	GRAPHIC ARTS BOOKS	04/20/2018	On-line	Pending Publisher Review	\$11.36	Mary Jo	04/10/2018	



Retailers CO-OP Claims Submission

Create a new Co-op request

Claim Details

Publisher

Claim number

12 character limit.

Store name

Contact's email address

Contact's first and last name

Contact's phone number

Optional.

Tell us about your event

Event type

Optional.

Event date

Optional.

Description

Optional.

Requested amount

Titles

EAN-13 Search

Optional. Add 13 digit EANs and press Enter to search. Example: 9780439139601 9781886910058

EAN-13	Title
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Upload Documents

Submit Request



Providing thorough information

Required fields

Simple steps



- Designating approvers
- Dashboard
 - Filter
 - Export
- Notifications: daily & weekly
- Initial claims submission review
 - Negotiation & questions
 - Decline
 - Approve
- Post Event Review
 - Proof of performance
- Co-op charges in client statements



Amazon Pass-Through Fees

- CO-OP submissions electronic
- Tens of thousands of rows of raw data monthly

1	Receive Date	Transaction Type	Quantity	Net Receipts	Net Receipts Currency	List Price	List Price Currency	Rebate	Rebate Currency
65459	2017-07-22	Distributor Shipment	2	19.38	USD	55.90	USD	0.87	USD
65460	2017-07-22	Distributor Shipment	6	64.74	USD	137.70	USD	2.91	USD
65461	2017-07-22	Distributor Shipment	3	43.71	USD	80.97	USD	1.97	USD
65462	2017-07-22	Distributor Shipment	1	9.40	USD	19.99	USD	0.42	USD
65463	2017-07-22	Distributor Shipment	32	600.96	USD	1,278.40	USD	27.04	USD
65464	2017-07-22	Distributor Shipment	1	48.43	USD	65.00	USD	2.18	USD
65465	2017-07-22	Distributor Shipment	1	27.92	USD	36.73	USD	1.26	USD
65466	2017-07-22	Distributor Shipment	45	315.45	USD	584.55	USD	14.20	USD
65467	2017-07-22	Distributor Shipment	2	17.22	USD	31.90	USD	0.77	USD
65468	2017-07-22	Distributor Shipment	2	15.12	USD	28.00	USD	0.68	USD
65469	2017-07-22	Distributor Shipment	2	16.20	USD	30.00	USD	0.73	USD
65470	2017-07-22	Distributor Shipment	1	7.69	USD	14.99	USD	0.35	USD
65471	2017-07-22	Distributor Shipment	2	13.18	USD	25.86	USD	0.59	USD
65472	2017-07-22	Distributor Shipment	1	8.53	USD	16.74	USD	0.38	USD
65473	2017-07-22	Distributor Shipment	2	14.06	USD	29.90	USD	0.63	USD
65474	2017-07-22	Distributor Shipment	1	7.62	USD	12.71	USD	0.34	USD
65475	2017-07-22	Distributor Shipment	10	91.50	USD	169.50	USD	4.12	USD
65476	2017-07-22	Distributor Shipment	1	7.97	USD	16.95	USD	0.36	USD
65477	2017-07-22	Distributor Shipment	1	8.69	USD	14.95	USD	0.39	USD
65478	2017-07-22	Distributor Shipment	1	5.90	USD	11.59	USD	0.27	USD
65479	2017-07-22	Distributor Shipment	1	8.44	USD	17.95	USD	0.38	USD
65480	2017-07-22	Distributor Shipment	1	14.09	USD	25.62	USD	0.63	USD
65481	2017-07-22	Distributor Shipment	1	14.27	USD	17.95	USD	0.64	USD
65482	2017-07-22	Distributor Shipment	4	36.60	USD	67.80	USD	1.65	USD
65483	2017-07-22	Distributor Shipment	3	49.20	USD	96.48	USD	2.21	USD
65484	2017-07-22	Distributor Shipment	3	24.30	USD	45.00	USD	1.09	USD
65485	2017-07-22	Distributor Shipment	2	16.16	USD	29.98	USD	0.73	USD
65486	2017-07-22	Distributor Shipment	1	10.77	USD	19.95	USD	0.48	USD
65487									
65488	Total		554365	5,343,870.67		10,666,295.43		215,058.11	



Amazon Processing & Validation

A	D	E	G	H	J	S	T	AE
Receive Date	Transaction Type	Quant	Net Receipts Current	List Price	Rebate	Category	Subcategory	Publisher
2017-09-24	Distributor Shipment	3	USD	59.97	0.28	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-13	Distributor Shipment	5	USD	99.95	0.47	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-19	Distributor Shipment	5	USD	99.95	0.47	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-29	Distributor Shipment	1	USD	29.95	0.14	Cooking, Food ar	Cooking, Food ar	GRAPHIC ARTS BOOKS
2017-09-06	Distributor Shipment	4	USD	79.96	0.38	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-06	Distributor Shipment	4	USD	79.96	0.38	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-28	Distributor Shipment	1	USD	19.99	0.09	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-29	Distributor Shipment	8	USD	159.92	0.75	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-06	Distributor Shipment	1	USD	24.99	0.12	Outdoors and Ne	Outdoors and Ne	GRAPHIC ARTS BOOKS
2017-09-02	Distributor Shipment	2	USD	49.98	0.24	Outdoors and Ne	Outdoors and Ne	GRAPHIC ARTS BOOKS
2017-09-20	Distributor Shipment	1	USD	28.99	0.14	Children's Books	Children's Books	GRAPHIC ARTS BOOKS
2017-09-13	Distributor Shipment	1	USD	15.99	0.08	Children's Books	Children's Books	GRAPHIC ARTS BOOKS
2017-09-06	Distributor Shipment	4	USD	63.96	0.30	Children's Books	Children's Books	GRAPHIC ARTS BOOKS
2017-09-29	Distributor Shipment	1	USD	19.95	0.09	Arts and Photogr	Arts and Photogr	GRAPHIC ARTS BOOKS
2017-09-06	Distributor Shipment	1	USD	19.95	0.09	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-06	Distributor Shipment	2	USD	39.98	0.19	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-06	Distributor Shipment	5	USD	99.95	0.47	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-28	Distributor Shipment	4	USD	79.96	0.38	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-29	Distributor Shipment	16	USD	319.84	1.50	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-24	Distributor Shipment	5	USD	99.95	0.47	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-19	Distributor Shipment	7	USD	139.93	0.66	Travel	Travel/United St	GRAPHIC ARTS BOOKS
2017-09-19	Distributor Shipment	5	USD	99.95	0.47	Travel	Travel/United St	GRAPHIC ARTS BOOKS

- Transactions sorted by publisher
- Titles checked to verify ownership
- Invalid titles rejected



Amazon Information in Dashboard



Visibility to transaction level detail

Title	↓	EAN	↑↓	Date	↑↓	Net Receipt	↑↓	List Price	↑↓	Rebate	↑↓
A is for Alaska: Written by Kids for Kids (See-My-State Alphabet)		9781941821411		10/10/2017		\$13.16		\$27.98		\$0.13	
Alaska Bear Tales		0679536402321		10/20/2017		\$8.93		\$18.99		\$0.09	
Alaska Bear Tales		0679536402321		10/03/2017		\$8.93		\$18.99		\$0.09	
Alaska Bear Tales		0679536402321		10/07/2017		\$17.86		\$37.98		\$0.18	
Alaska Bear Tales		0679536402321		10/28/2017		\$8.93		\$18.99		\$0.09	
Alaska Days with John Muir (The Literary Naturalist Series)		9780882409436		10/05/2017		\$7.99		\$16.99		\$0.08	
Alaska Homesteader's Handbook: Independent Living on the Last Frontier		9780882408118		10/20/2017		\$26.73		\$56.85		\$0.27	
Alaska Homesteader's Handbook: Independent Living on the Last Frontier		9780882408118		10/10/2017		\$8.91		\$18.95		\$0.09	
Alaska Sourdough		9780882400853		10/13/2017		\$21.09		\$44.85		\$0.21	
Alaska Sourdough		9780882400853		10/24/2017		\$8.07		\$14.95		\$0.08	

Showing 1 to 10 of 618 entries

4 National Accounts

- New process for B&N
- Represented by Ingram sales associate
- Contract requirement

Email Notifications

Retailer and Publisher will be notified about this claim unless changed below:

Ingram Associate will approve on behalf of Retailer

Retailer email flag *

Vincent.Gould@ingramcontent.com

Required. Please Select from dropdown.

Ingram Associate will approve on behalf of Publisher

[Submit Claim](#)

Co-op Approval Agreement

The authorization below constitutes an agreement between Ingram Book Company (Ingram) and the Publisher to pass through co-op billing for advertising and promotion for the customer account and those advertising and promotions identified below. Ingram and the Customer Account reserve the right to reschedule or cancel the advertising or promotions identified in the table below. The Publisher may cancel the advertisements or promotions by providing adequate advanced written notice to Ingram to enable Ingram to work with Customer Account to cancel the identified promotion or advertising.

Ingram shall pass through the co-op billing identified below to the Publisher and Publisher agrees that Ingram shall not be responsible for any co-op billing including disputed, delayed or denied claims.

Customer Information:
Customer Account: Barnes & Noble Account Manager:

Publisher Information:
Publisher: Graphic Arts Books Contact/Phone#:

Advertising/Promotion Information:

Title/EAN	Promotion	Run Date(s)	# Endcaps Placements	Bill Amount

UPCOMING TRAINING



Additional training & support will be available

- **May:** Ingram marketing will email training registration
- **June & July:** Ingram host training webinars
- **June:**
 - Recorded video tutorials
 - User guides
- **Post launch support:** coopadmin@ingramcontent.com