



Scholastic Partnership Welcome Kit

Version 2.0, Fall 2009

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Getting Started

New customer setup

- Your sales representative will set up your new customer account with Scholastic International Customer Service. (See Page 12 for New Customer Account form)
- Send a credit application form to your sales representative, who will submit it to Scholastic Credit and Collections. (See Page 15 for Credit Application form)
- After your credit application has been processed, your sales representative will contact you with your credit terms

Placing an order

- Submit your order on the International Order Form to your sales representative, Scholastic Order Processing or International Customer Service
- The level of discount you receive will be dependent upon the order size and type

Shipping and receiving

- It is recommended you use a US based freight forwarder
- If you opt to use DHL you will be charged 25% of the total order value (after discount)
- International shipping times vary depending on destination and shipping method, so plan your order time accordingly

Contact Information

Sales Representative

Your sales representative is your primary contact for any question. Please include him or her on any correspondence with Customer Service or Order Processing.

International Order Processing

Tel: +91-124-433-7300

Fax: +91-124-433-7301

Email: export-distributor@scholastic.com

- Place an order by email
- You may use the International Order Form and/or a MS Excel spreadsheet to place your order

International Customer Service

Tel: +91-124-433-7300

Fax: +91-124-433-7301

Email: marketsupport@scholastic.com

Please provide your customer name, account number and invoice number to:

- Check on order status
- Obtain tracking information
- Investigate missing items
- Look-up ISBNs, costs and availability

Frequently Asked Questions: Credit

- **I am a new customer. Do I need to submit a credit application?**

Yes, you should submit a credit application to your sales representative. (See Page 15 for Credit Application Form)

- **What kind of references should I provide on the credit application?**

You will need to submit 3 references for other publishing companies.

- **What can I do to make sure that I am submitting a completed and thorough credit application?**

In order to expedite the credit check, be sure that you are submitting a complete and accurate credit application. List the email address, a contact person, and a full address. You should confirm that the references you are providing do furnish credit references.

- **How long does it take to run a credit check?**

Typically it takes **3-5 business days** to run a credit check. It can take longer if your references do not respond promptly.

- **What can I do if I don't have time to wait for the credit check?**

If you need to place an order right away, you are welcome to prepay the order. You should still submit the credit application so that the processing can begin, and you will be set up with a credit limit and ready for the next order.

- **How will I find out my credit limit?**

Your sales representative will contact you to let you know what your credit limit will be. We offer up to 90-day settlement terms with an agreed credit limit, dependent on credit history and trade references.

- **What if the credit limit is not enough for my order?**

If you want to place an order that exceeds your credit limit you can prepay the balance of the order by credit card or wire transfer.*

***Note:** *Wire transfers are the only forms of payment accepted from customers in Nigeria.*

Frequently Asked Questions: Orders

▪ How do I place an order?

Complete the International Order Form and either submit it to your sales representative or to Scholastic Order Processing. **All orders must use the International Order Form.** (See Page 16 for International Order Form)

If you are emailing your order directly to Order Processing, please include your sales representative on your correspondence.

▪ What are the shipping and handling charges?

If you have requested your order to be sent by ship, please add 20% shipping and handling, with a minimum postage of \$20 and a minimum order amount of \$100. If you are requesting your shipment by air, please add 25% shipping and handling, with a minimum postage of \$25 and a minimum order amount of \$100.

***Note:** If you are using a freight forwarder, we will ship product to its U.S. location free of charge!*

▪ My order is too large to fit on the International Order Form. How should I submit it?

You may list your order items on a separate page or MS Excel sheet, but it must be attached to a completed International Order Form. In the MS Excel sheet, please be sure to include:

- ISBN
- Quantity
- Title
- Net price per unit (if applicable)

▪ How long will it take for my order to arrive?

The arrival date will vary depending on the shipping method you use. As with any other type of international shipment, weather, Customs or other factors beyond our control may affect how long it takes for you to receive your order.

As a general rule:

- Allow **11 business days** for a DHL Express/DHL Global Forwarding shipment
- Allow **10-13 business days** to reach a domestic freight forwarder

Note: Remember to add an additional **2-3 business days** for a prepayment via wire.

▪ **What if my order needs to reach me by a particular date?**

- If you need to receive your order by a particular date, be sure to complete the **deliver by date** section in the order form.
- Customer Service will do their best to ensure that the order arrives by that date at your freight forwarder (if you are using a freight forwarder) or at the final destination if no freight forwarder is indicated
- When shipping to a freight forwarder, the deliver by date is assumed to be the date the order is required at the forwarder

Note: Again, because of the nature of international shipping, we cannot absolutely guarantee an exact arrival date.

▪ **What if I have a complex order with special requests?**

Contact your sales representative for assistance if your order is unusually large or complex.

▪ **An item in my order has been cancelled. When will I receive it?**

Customer Service does not wait for all available items to ship an order. If some items have cancelled off your order due to inventory unavailability, the items will be shipped separately when available.

▪ **How can I check inventory status prior to placing an order?**

If you have a question about the inventory status of a specific title, contact your sales representative, who will be able to check inventory status.

Frequently Asked Questions: Proforma Requests

- **What is a Proforma?**

A Proforma is a quote that reflects the cost of products. It does not indicate product availability nor does it indicate availability for purchase.

- **How do I request a Proforma?**

Complete the International Order Form and check off the Proforma box at the top of the form. Be sure to indicate if you want the Proforma to include shipping costs. Email the completed form to your sales representative. (See Page 16 for International Order Form)

- **How long does it take to process a Proforma?**

It typically takes **48 hours** to process a Proforma.

- **How can I tell if I am looking at an invoice for a Proforma or an actual order?**

On the **top right** of the invoice of a Proforma it will say in bolded letters “Proforma invoice” and an actual order invoice will say “Regular order”.

- **How do I turn my Proforma into a live order?**

If you are not prepaying with a wire payment, you can turn your Proforma into a live order by contacting your sales representative.

- **What do I need to know about wire payments?**

Contact your sales representative for details on how to pay by wire.

Frequently Asked Questions: Marketing Support

- **Does Scholastic offer product training and promotional materials?**

We offer product training, online Webinars and promotional materials for many products. Contact your sales representative to discuss your specific training and promotional needs.

- **How do I order catalogs?**

Your sales representative will assist you with selecting the type and quantity of catalogs to order.

- **Are there other ways I can work with Scholastic as a marketing partner?**

Yes, depending on your particular needs and interests. Please contact your sales representative to discuss further.

If your organization is exempt from paying state sales tax please enclose a copy of the tax exempt certificate.

Customer Type Code	Description
CD	International School A foreign public school (some religious, private, DOD) reporting to the respective International District (Ministry of Education). A generic term for local (native indigenous) schools reporting to International Districts (Ministry of Education). These schools are similar to public schools in the US many are funded by the governments and are part of the local education organizations and include DOD schools. These schools support any grade range. NOTE: Unlike the US, some countries have private and religious schools reporting to the International district (Ministry of Education).
DA	International Trade Distributor These are the names and addresses of overseas customers that act as trade distributors of our product to their local regions. International Trade Distributor does not include school / educational organizations. Their primary customers are the international book stores and retail outlets.
ID	International District / Ministry of Education / DESPO This is the equivalent of the Department of Education in the US, but for foreign countries. It is usually the Board that directs the public school system within a foreign country. Usually, each foreign country will have one Ministry of Education. It is the umbrella organization with administrative offices and Directors of different school concerns such as the Library Services, Primary Education, Secondary Education, ESL, Remedial School Programs, Grant Programs, etc. The Ministry of Education will have local (native indigenous) schools reporting to them. It includes DESPO accounts for the department of defense purchasing organizations. These schools are similar to public schools in the US and funded by the governments. The majority of these customer records will have a public / private code of private or federal (DESPO will be DODDS).
IDS	International Department of State / Embassy These will include US Consulates or Embassy customers. This will include the known 180 Embassy schools. The Addresses may be APO / FPO and include zip codes abroad. These records should have a public private code of Federal.
IED	International Education Distributor These are the names and addresses of overseas customers that act as education distributors of our product to their local regions. These include distribution organizations that specialize in distribution to school / educational organizations.
ISS	International Select School An International Select School is Independent from local Educational organizations, instruction is in English, and students must apply for admission as well as pay tuition. These schools are similar to private school education in the United States. Most International Schools have been accredited by one of several parent organizations such as ECIS (European Council of International Schools) or CIS (Council of International Schools). There are approximately 4000 Select International Schools with dozens more opening annually. The majority of these customer records will have a public / private code of private.
NGO	Non Government Organization / Program

These customers will include international “not for profit” organizations that purchase material for specific international projects (e.g. Room to Read, Gates Foundation). These organizations may have bill-to domestic and ship-to domestic addresses, bill-to international and ship-to international addresses, bill-to domestic and ship-to international addresses or bill-to international and ship-to domestic addresses. They could be based domestically or abroad.

AP

APO/FPO

Although “APO / FPO” is usually used to identify the transportation method. This customer type should ONLY be used if the customer does NOT fall into any of the above customer types (i.e. CD (DODS) or IDS (Embassy)). The following may also be found: Fleet Oversees School, US Addresses oversees with zip code and state code of American Pacific (AP, American Europe (AE), and Address America (AA). These records should have a public private code of Federal and International Domestic/Revenue Code of APO/FPO.

Public / Private Code

Public - Organization funded by local/national government opened to the general public

Private - Organization funded privately through tuition, grants etc...

Department of Defense – American military abroad

Federal – Used for Consulates and Embassy records

Revenue Code

APO/FPO

US Territory (Puerto Rico, Guam, Virgin Islands)

International within US Boundaries (freight forwarder)

Direct Foreign

Credit Application

Company Information

Business Name and Address:

Name _____
 Address 1 _____
 Address 2 _____
 City State Zip _____
 Country/Mail Code _____
 () () _____
 Phone Fax _____
 Email Address _____

Type of Business:

- Corporation
 Sole Proprietor
 Partnership
 Limited Partnership

Number of Years in Business: _____

Names and Titles of Principals:

Background Information

D & B # _____

Federal ID # _____

Accounts Payable
 Contact Name and Number

Resale or Tax Exemption Number: _____

(Copy of Certificate Required)

Banking Information

Name of Bank _____

Account Number _____

Name as Listed on Account _____

Address _____

City State Zip _____

Country/Mail Code _____

() () _____

Phone Fax _____

Signature of Owners, Partners or Officers:

Credit References

Please list Names, Addresses, and Telephone Numbers of Three (3) Major Suppliers:

Name _____

Address _____

City State Zip _____

Country/Mail Code _____

() () _____

Phone Fax _____

Email Address _____

Name _____

Address _____

City State Zip _____

Country/Mail Code _____

() () _____

Phone Fax _____

Email Address _____

Name _____

Address _____

City State Zip _____

Country/Mail Code _____

() () _____

Phone Fax _____

Email Address _____

Mail To: Scholastic Inc.
 Attn: Credit and Collection Department
 2931 East McCarty Street
 Jefferson City, Mo 65101
 Fax (573)632-1885



International Order Form

Select One:

- Proforma
- Regular Order
- Bill Only

Date:

Order Form Total Page Count:

Requested Delivery Date:

(Not guaranteed) Standard Processing time is 8 business days until shipment leaves warehouse.

Sales Rep:

Customer PO Number (if applicable):

Customer Account # (if known):

(Check if new information)

Customer Ship To Name (Max 30 characters)

Customer Ship To Address (final destination)

Limit 30 characters per line, 4 lines. Note: Anything beyond 30 characters and 4 lines will NOT be printed on label.

Customer Bill To Address check if same as ship to

Limit 30 characters per line, 4 lines. Note: Anything beyond 30 characters and 4 lines will NOT be printed on label.

Payment Information (select one):

- Bill Me
- Prepay via wire transfer
- Prepay via credit card

Credit card info (if applicable):

Card information will not be kept on file

Card Type:

Card Number:

Name on Card:

Expiration Date:

Security Code:

Please continue to page 2

