

Penguin Group (USA) and DK Publishing B-to-B Advantage - Procedures

- Sales provides the customer with the enrollment form and explains the terms and conditions.
- The completed enrollment form, initial order, and retailer's resale certificate if there is no existing retail account yet, are sent to Customer Maintenance.
- Customer Maintenance will set up a B to B account, send the appropriate documents to New Accounts, and forward the order to Data Entry.
- If the customer does not have an existing retail account, CM will also set up a standard retail account. A resale certificate from the retailer must be received to make the retail and B to B accounts tax exempt.
- B to B accounts have "B to B" included in the name to distinguish them from the retail accounts. They get set up like retail accounts but industry code 1 = BTB, they are non-returnable, backorders default to 90 days, priced packing list = no, combine yes, taxable if there was no existing retail account and no certificate has been received.
- A new price group (discount code) is being established for the 3-tiered discount. Order Processing will continue to override discounts manually until this has been completed.
- If the customer already has a B2B account sales sends the order to Order Processing.
- If the drop ship address is in the same state as the sold to, no tax certificate is needed for this order.
- If the ship to state is not the same as the sold to state, and the ship to state is CA, CT, FL, LA, MA, MD, or MI, a copy of the end customer's resale or exempt certificate or a letter is required stating that the end customer will pay the sales tax. If not received PGI will charge tax on this order based on the ship to tax.
- If the ship to is in any of the other states no certificate or letter is required from the end customer, no tax is charged on the order.
- Data Entry processes the orders. Since discounting is by order total we can only process one title per order.
- If a customer is ordering multiple titles all orders must be received together at the same time. For drop ship orders Data Entry will process the orders separately and send an email to the warehouse with the delivery numbers and advise them to ship them consolidated. Orders shipping to the sold to/ship to (no drop shipping) will combine on one delivery.
- Sales will provide a cancel date if the order contains NYP titles to cancel backorders for NP titles. Without the cancel date NP titles will backorder and ship with the release. The cancel date will cancel all backorders on that date.
- If it is determined by order processing that the order cannot be delivered by the "need by" date, the sales rep submitting the order will be notified via e-mail to re-write the order with the B2B customer.