



# Order Information

## Trading Terms

All purchases are either cash or credit. The duration for credit purchases is 30 days from date of invoice, (eg. payment for goods bought on the 20<sup>th</sup> of the month is due on the 19<sup>th</sup> of the following month). Note the features of your invoice below.

- Date of Invoice
- Invoice Number
- Customer Number (this is how your bookshop is identified)
- Order Number
- Quantity Ordered
- Quantity Supplied
- Description of Goods – (book title & ISBN)
- Published Price (PP)
- Discount
- Extended Prices (Qty x PP Less Discount)
- Total at the bottom of the Invoice
- Name, Signature and Date. Please ensure that the Dispatcher signs your invoice.

### New Customers

New customers are required to trade for two years as cash customers before becoming eligible for credit. The credit facility is not automatic. Customers are required to make a request for credit in writing. Each customer will be required to complete a Credit Application Form supplied by Carlong. Conditions apply.

New customers are required to complete a Bookshop Data Form supplied by Carlong giving information on the name and address of the bookstore, telephone numbers, email address, type of goods sold in store, type of management present at store, (ie. full-time, part-time/absentee), credit references, etc.

### Publications

Carlong is the sole distributor of the following publications: Carlong, Hodder Education/Pearson and Penguin titles. We also stock some Ladybird titles.

### Discounts

Discounts ranging from twenty-five to thirty percent (25%-30%) are given on Carlong/Hodder Education/Pearson and Ladybird titles.

| <u>Minimum Quantity</u>     | <u>Discount allowed</u> |
|-----------------------------|-------------------------|
| 6 copies (of any one title) | 25% – 30%               |

Institutions such as schools, libraries and public sector organizations, groups and churches may be eligible for a 20% discount. Conditions apply.

### Order Processing

Contact us at any of the following.

Telephone: (876) 923-6505-7  
 Fax: (876) 923-7003  
 E-Mail: [sales.distrib@carlongpublishers.com](mailto:sales.distrib@carlongpublishers.com)

When orders are submitted to our Customer Service Department at 37 Second Street, Newport West, the order is placed into the system and the value of the order is determined. If the customer is a cash customer, a picking slip is generated at 38 First Street, Newport West and the order is processed accordingly.

However, if the customer is a credit customer the account status determines whether the order should be supplied. Your balance is checked to ascertain if you are within your credit limit or if you have exceeded same.

Carlong has a Committee that meets the first week of May each year to set the credit limits for the peak season (June – September) and the slow period (October – May).

### Credit Committee

- Carl Carby – Executive Chairman
- Racquel McLean – Distribution Logistics Manager
- Esther McDonald – Financial Controller
- Donna Gordon Francis – Chief Accountant
- Marvalyn Graham – General Ledger/Budget Accountant
- Delores Grant-Smith – Customer Service Administrator
- Tannishea Roache Hanson – Senior Customer Service Representative

A credit letter is sent to all credit customers informing them of their new limits for the upcoming season.

Below is the list of variables used to inform adjustments to credit limits.

- Largest invoice per month
- Highest balance per month
- Days to pay (this refers to customers who already have a credit facility and require an increase)
- Number of returned cheques
- Total sales for the prior year
- Expansion – This information is sent in by the customer. It represents additional store(s) or expansion of existing store or other forms of business expansions.



# Order Information

(cont'd)

## Trading Terms

Credit customers are informed if their account's limit has been exceeded (account is in arrears). Customers are then given the chance to settle the account. Below is an example of the details on a statement for an account which is in arrears.

| <u>Account Details</u>                  |                     |
|---|---------------------|
| Name of Bookshop<br>(Bookstore Limited) |                     |
| Credit Limit                            | \$500,000.00        |
| Amount due @ March 1                    | (\$350,000.00)      |
| Available credit                        | \$150,000.00        |
| Order value @ March 2                   | (\$250,000.00)      |
| <b>Overdraft</b>                        | <b>\$100,000.00</b> |

### Action

Bookstore Limited will be asked to rectify their account status by employing one of the following strategies.

- (1) Pay \$100,000.00 up front
- (2) Reduce their order to the available credit amount (\$150,000.00)

Kindly submit orders at least two (2) days in advance during the peak season (June to September) to minimize delays and errors. We do our best but we ask for your input as well.

### Deliveries

All deliveries are done at our Distribution Centre, 38 First Street, Newport West. In your best interest, we ask that you check your goods with our Dispatcher to ensure accuracy. Invoices bearing both signatures indicate that the entire order has been filled.

### Pre-packed Orders

Done at the customer's risk. Customers, especially those in rural areas, ask that their orders be packed and ready for pick-up. We try to accommodate these requests but Carlong is not responsible for any shortages experienced.

### Returns Policy

- No returns on firm sales.
- Books may be returned to the Inventory Clerk within sixty (60) days from date of invoice.
- The following criteria must be satisfied before credit can be approved.

- Book(s) must not be damaged or defaced.
  - All prices should be removed without defacing the book.
  - No residue, pencil or other marks of impression should be visible.
- A copy of the invoice or delivery note on which the books were originally supplied must be presented with the books being returned.
- Both the customer and the Inventory Clerk must check and agree on the books being returned.

### Damaged Returns

Damaged or faulty books may be replaced at no extra cost to the customers if the flaw falls under any of those described below.

- Books collated incorrectly
- Missing pages
- User returns a book that is faulty

These should be retrieved from the customer/user and returned to Carlong. If we are unable to replace returned books, a credit note will be issued to the bookseller.

### Statements

Statements are printed monthly and sent to each credit customer. The responsibility is the customer's to go through the statements and direct all queries to Customer Service or the Credit & Collections Accountant.

Payments should be made against specific invoices. So please quote the pertinent invoice number(s) when submitting payments.

Account statements indicate the age and categories under which each invoice falls. Below is the list of categories.

- Current - all invoices within the given month. (Not yet due)
- 30 days - invoices now due
- 31-60 days - invoices over 30 days. (Past due)
- Over 60 days - **Critical**