IngramSpark

IngramSpark User Guide

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Table of Contents

1 Overview 1

2 Service Offerings 1

3 Account Information 2

4 Ingramspark Support Contact Information 3

5 Pricing Schedules 4

6 Product Specifications 4

7 Submitting Files 8

8 IngramSpark Book-Building Tool 12

9 Transferring a Book from One Account to Another 12

10 Quality Standards For Book Production 14

11 Publisher Direct Orders and Procedures 15

12 Distribution Channel Orders 19

13 Ebook Information 23

1 Overview

IngramSpark is an award-winning independent publishing platform, offering the same fully-integrated print and digital products and global distribution services enjoyed by big-time publishers—superb quality and industry connections backed by decades of experience—all made accessible to the indie-publishing community through a single platform. Once you finish and format your book, IngramSpark makes it possible to share it with the world. Focus on what you do best — create innovative content — while IngramSpark does the rest: prints, ships, and distributes.

The options are endless with IngramSpark's numerous formats, including dozens of trim sizes, premium color or crisp black and white, ebooks, hardbacks, paperbacks, and more.

Our print-on-demand capabilities enable you to print what you need and nothing more, so say goodbye to a garage full of inventory, and say hello to readers worldwide. Not only do we print and ship your books, but we also get them where readers expect to find them. Our global distribution network makes your book available to more than 40,000 retailers and libraries around the world, including Barnes & Noble and your local independent bookstore, and reaches major online channels including Amazon, Apple iBooks, Kobo, and more.

Additionally, IngramSpark offers excellent customer service and invests in helping you become a successful self-publisher with such resources as calculators, videos, guides, blog articles, and access to experts within the publishing community.

It's your content. We just help you do more with it.

IngramSpark User Guide

The IngramSpark User Guide details the policies and procedures of IngramSpark/Lightning Source for on-demand printing and distribution of books and resides on the IngramSpark website in the Help Center in the Most Frequently Searched section of publisher accounts. It is the responsibility of each publisher to ensure that IngramSpark has the publisher's current, valid email address in order for publisher to receive any communications regarding updates or contractual notifications.

TO DOWNLOAD THE LATEST USER GUIDE: 1) Visit www.ingramspark.com. 2) LOG IN using your secure username and password. 3) Select Help Center. 4) in the Most Frequently Searched section click on IngramSpark Online User Guide.

2 Service Offerings

IngramSpark combines Lightning Source's (LS) print-on-demand digital print services with Ingram's wholesale global distribution network to offer several order options to match the needs of each independent publisher.

Wholesale Distribution Channel Orders

Publishers may designate titles to be available for ordering by Ingram's distribution channel partners where orders are placed directly with IngramSpark/Lightning Source. For sales made through the global distribution network, publishers are paid the wholesale price of the book less the printing charge for each book sold. For titles a publisher makes available for sale in Ingram Wholesale Services, Lightning Source reserves the right to establish pricing criteria, including maximum and minimum pricing thresholds. Titles failing to meet this criteria will not be enabled for Wholesale Services.

Lightning Source is authorized to manufacture a Title from any worldwide location LS or its affiliates operates a facility, however sales shall be transacted in the territory applicable to the currency provided. For example, if USD pricing is provided for a Title, the sales transactions for such Titles shall occur in the United States; however, Lightning Source has the option to designate which facility ultimately prints the Title for distribution (typically, the location closest to the ultimate purchaser).

See **SECTION 12** (pg. 18) for more details of this offering.

Publisher Direct Ordering

Publishers may order books to be printed and shipped to themselves or their customers through their IngramSpark account to be printed at the US, UK, AU or UAE print facilities. The order is printed with confirmation of printing and shipped to the publisher or printed with confirmation of printing and shipped directly to an address designated by the publisher in the name of the publisher. Publishers are billed for printing, shipping, handling fees, and taxes (where applicable) for each book shipped. Orders may be placed through the IngramSpark website.

Lightning Source is authorized to manufacture a Title from any worldwide location LS or its affiliates has a facility.

See **SECTION 11** (pg. 15) for details of this offering.

3 Account Information

Publishers log into the IngramSpark website and arrive at their Dashboard. The Dashboard allows publishers to quickly access titles, reports, orders, and other important account information. All account setup tasks must be completed before setting up the first title.

To access or update account information, click the dropdown arrow in the top right corner of the IngramSpark account.

IngramSpark has added extra security for your account information!

Authors and publishers wanting to change their account information will now receive a 6-digit authentication code by mobile phone or email.

Information that can be updated easily are shipping and returns addresses, email addresses, and credit/debit card information.

- **Account Information:** Ship-to address, return address, mailing address for compensation, and your email preferences. (Name field is limited to 35 characters and spaces). When sensitive information (Bank Account Info, Email, Contact Info) is changed, we will send an email notifying the email address on file of the change.
- **Credit Cards:** Because all transactions require a valid credit card, publishers will need to provide this information within the account. Credit card transactions include fees related to revisions, manufacturing, marketing services, and distribution. For security, credit card information is encrypted and can only be entered and changed by the account owner.
- **Publisher Compensation:** Publishers will select the currency in which they would like to be paid, for sales of titles through our wholesale distribution channels. This information cannot be changed so make sure to select the correct currency.
- **Tax Information:** Update or upload additional tax forms (business accounts only**)**
- **Paperwork:** Allows publishers to quickly access important IngramSpark documents. Documents will include all IngramSpark agreements, addendums, and tax forms.
- **Messages:** Access IngramSpark messages and alerts, including updates from Help Request submissions.
- **Multiple Accounts:** Account holders should only maintain a single IngramSpark account. If multiple accounts are determined to be active in IngramSpark, Lightning Source may choose to cancel titles and/or close account(s) found to be in violation. In some circumstances, you may be asked to consolidate titles (via title transfer) into a single account, any additional accounts will be closed.

Please feel free to review our Terms of Use.

4 Ingramspark Support Contact Information

Your account will be assigned to work with one of our IngramSpark offices. The main contact information is provided below for each office.

Lavergne, Tennessee

CONTACT US

Email: US and Canada: ingramsparksupport@ingramcontent.com

HOLIDAY CLOSURES

New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Fourth of July, Labor Day, Thanksgiving Day, Christmas Day

MILTON KEYNES, UK

CONTACT US

Email: ingramsparkinternational@ingramcontent.com

HOLIDAY CLOSURES

New Year's Day, Good Friday, Easter Monday, May Bank Holiday, Spring Bank Holiday, Summer Bank Holiday, Christmas Day, Boxing Day

MELBOURNE, AU

CONTACT US

Email: IngramSparkAustralia@ingramcontent.com

HOLIDAY CLOSURES

New Year's Day, Australia Day, VIC Labour Day, Good Friday, Easter Monday, Anzac Day, Queen's Birthday, Pre Grand Final, Melbourne Cup, Christmas Day, Boxing Day

Sharjah, UAE

OPERATES MONDAY THROUGH SATURDAY

Customer Service provided by the ICGUK Office

CONTACT US

Email: ingramsparkinternational@ingramcontent.com

HOLIDAY CLOSURES

New Year's Day, Good Friday, Easter Monday, May Bank Holiday, Spring Bank Holiday, Summer Bank Holiday, Christmas Day, Boxing Day

5 Pricing Schedules

Product and services are outlined throughout the User Guide. Current pricing for each can be found in the IngramSpark Pricing and Services Guide document.

TO DOWNLOAD THE LATEST PRICING SCHEDULE:
1) LOG IN to www.ingramspark.com. 2) Select Tools & Resources through your IngramSpark account dashboard or visit: https://www.ingramspark.com/hubfs/downloads/pricing.pdf

Member-Only Promo Codes

PROMO CODE USAGE

Promotional codes are sometimes made available to IngramSpark account holders who are members of partner organizations or as an attendee of certain exclusive events. Use of any such promotional code is restricted to valid members of those partner organizations and event attendees, as applicable. Any use of such promotional codes by non-authorized users is strictly prohibited and constitutes a material violation of the IngramSpark Agreement. As a result of such violation, Lightning Source may immediately cancel titles and/or suspend or terminate the account associated with the violation. In the event of suspected violation, Lightning Source may require the publisher to provide verification of its current membership in the associated organization or proof of attendance of an exclusive event. Failure to provide the requested verification will be considered a violation of this section and may lead to immediate cancellation of titles and/or suspension/termination of the IngramSpark account.

Attempts to exceed the number of promotional codes allowed or to bypass the exclusivity of promotional codes may result in the cancellation of your titles and closure of your account.

6 Product Specifications

File Creation Guide

The File Creation Guide outlines the requirements for file submissions and expands on specific application settings.

TO DOWNLOAD THE LATEST FILE CREATION GUIDE: 1) Visit www.ingramspark.com. 2) Select Tools & Resources. 3) Select FILE CREATION GUIDE or visit https://www.ingramspark.com/hubfs/downloads/file-creation-guide.pdf

Lightning Source (LS) Paper Specifications

The IngramSpark/Lightning Source Paper Specifications document provides a list of all standard papers used in the printing of Lightning Source manufactured books. The specific papers used in the manufacturing process are determined by the trim size and/or bind type selected at the time of title setup and submission. LS papers are sourced globally from leading paper mills and there may be slight variations in shade and/or brightness based on the geographic mill location, species of timber used, or country of origin.

TO DOWNLOAD THE LATEST PAPER SPECIFICATIONS:
1) LOG IN to www.ingramspark.com. 2) Select Tools & Resources. 3) Select PAPER SPECIFICATION DOCUMENT or visit https://www.ingramspark.com/hubfs/downloads/Paper_Specs_Spark.pdf

Timber-Product Paper Sourcing Program

Lightning Source takes care to select paper that is high quality from sound suppliers primarily from SFI, FSC or PEFC certified mills for the books we manufacture. These programs are defined as:

- Forest Stewardship Council™ (FSC®)The FSC® Council is a non-profit organization, promoting the environmentally appropriate, socially beneficial and economically viable management of the world's forests.
- Sustainable Forestry Initiative® (SFI®)The Sustainable Forestry Initiative is an independent, internationally recognized non-profit organization responsible for the SFI certification standard, the world's largest single forest certification standard.
- Programme for the Endorsement of Forest Certification™ (PEFC®)The PEFC® Council is an independent, non-profit, non-governmental organization which promotes sustainability-managed forests through independent third-party certification.

More information about Lightning Source's paper sourcing program and the book types that are manufactured from certified sourced mills are available at: www.ingramcontent.com/publishers/resources/environmental-responsibility

Certification Logos

The right to affix the initial or any logo of FSC®, SFI®, or PEFC® to the book block or cover of any book manufactured by Lightning Source is prohibited. The placement of a logo, initial, or any claims of certification cannot be placed in or on a book by a publisher. If a logo, initial, or any claim of certification is included on the book block or cover from a prior printing it must be removed by the publisher before the book is submitted to IngramSpark/Lightning Source's digital library. If Lightning Source discovers a logo, initial, or claim of certification in or on a book, Lightning Source will remove the certification claim at the publisher's expense.

Cover Specifications

Covers will be printed on white stock as determined by the book type specifications, manufacturing location, and equipment used in the manufacturing process. All paper is acid free and meets all ANSI standards for archival quality paper.

Please refer to PAPER SPECIFICATIONS DOCUMENT for stock information.

PAPERBACK TYPES

PERFECT BOUND

Perfect bound books are paperback books with four color (CMYK) covers. Glue is used at the spine to apply the cover to the pages.

HARDCOVER TYPES

CASE LAMINATE

A case laminate uses a printed four-color laminated cover applied to chipboard material. Case laminates are available with Gloss Laminate, Matte Laminate, or Digital Cloth™ Cover (linen textured lamination with non-metallic gold-colored spine text with or without a jacket).

Note: *Linen textured lamination is not available in Australia (AU). Hardcover books are not available in Sharjah (UAE).*

DIGITAL CLOTH™ COVER SPINE TEXT (OPTIONAL)

Spine text will be in non-metallic gold-colored 18pt. Cheltenham Bold font to print the title, author, and/or other text the publisher designates onto the spine. Characters available include the 26 upper and lower-case letters, based on the Latin alphabet, numerals 0-9, space, period, comma, hyphen, quote, apostrophe, colon, semi-colon hash/pound sign, question mark, exclamation mark, dollar sign, ampersand, quotation marks, asterisk and the two parentheses. Text is positioned on the spine of the book as the publisher designates during the title setup process.

ENDSHEETS

Hardcover book blocks are bound with crème or white end sheets (leaves) that match the color of the interior paper and are glued into hardcover cases.

SIMPLEX OR DUPLEX COVERS

Perfect bound titles can be printed with either 4-color simplex (one-sided) or 4-color duplex (two-sided) covers, where the inside cover is printed. Duplex covers are available for perfect bound products in limited sizes. Please refer to the File Creation Guide for available duplex trim sizes.

Duplex covers have an additional charge per unit printed. Please refer to the latest I**ngramSpark Pricing and Services Guide** in the **Tools & Resources** section of your account for more information.

LAMINATION

Titles can be printed with either gloss or matte cover lamination, which is included in the cover price.

SPINE TEXT

Spine text is allowed for soft cover books with 48 pages or more, and hard cover books with 18 pages or more.

Binding and Trim Sizes

For a current list of binding and trim sizes, please refer to the Pricing and Services Guide document or the File Creation Guide.

CUSTOM TRIM SIZES

Custom trim sizes are available for Perfect Bound, Case Laminate and Dust Jacket books with the following size restrictions on the finished book:

PERFECT BOUND

White Paper	Crème & Groundwood Paper
Widths available from: 4" to 8.5" or 102mm to 216mm Lengths available from: 6" to 11" or 152mm to 280mm	Widths available from: 4" to 6.14" or 102mm to 156mm Lengths available from: 6" to 9.252" or 152mm to 235mm

CASE LAMINATE & DUST JACKET

White Paper	Crème & Groundwood Paper
Widths available from: 5" to 8.5" or 127mm to 216mm Lengths available from: 7" to 11" or 178mm to 280mm	Widths available from: 5" to 6.14" or 127mm to 156mm Lengths available from: 7" to 9.252" or 178mm to 235mm

Custom trim sizes larger than 6.14 x 9.252 inches are priced at the larger book print rate.
*Note that the dimensions of a Dust Jacket must not exceed the maximum size of: 6.14 x 9.252.

Barcode

All titles in the digital library must have a barcode on the back cover to ensure the product can be tracked throughout the Lightning Source production process and meet industry standards for consumers and booksellers (where applicable).

For digital files, the publisher should include the barcode and any pricing information in the cover file submission by using the Lightning Source Cover Template.

TO DOWNLOAD A COVER TEMPLATE: Visit
https://myaccount.ingramspark.com/Portal/Tools/CoverTemplateGenerator

If a barcode is not provided in the digital cover file, Lightning Source will place one of the following barcodes on the back cover of the book:

EAN BARCODES

For titles with an ISBN, the standard size of the EAN barcode is BwrP72 at 57.6 pt. size. A white box, or equivalent area, of 1.75" x 1.00" for barcode placement should be available on the cover while keeping all textual elements a desired distance from the barcode area. **See Image:** LS Standard Barcode. No price specification will result in a 90000 extension on the barcode.

OPTIONAL PRICING IN THE EAN BARCODE

Pricing extensions and human readable prices (up to two allowed) can be included in the barcode box as shown in Image: LS Pricing Barcode.

GENERIC BARCODES

If the title does not have an ISBN, a generic barcode will be added to the back cover of the book as shown in Image: LS SKU Barcode. A white box, or equivalent area, of 1.25" x 1.00" for barcode placement should be available on the cover while keeping all textual elements a desired distance from the barcode area.

Cover price revisions made after the initial set up of the book will result in revision charges to the publisher at the rate described in the Pricing & Services Guide document. The list price printed on the book or in the barcode or lack thereof is the publisher's responsibility to confirm.

Interior Specifications

Interiors will be printed on white or crème stock as determined by book type specifications, manufacturing location, and equipment used in the manufacturing process. Please refer to the **INGRAMSPARK PAPER SPECIFICATIONS** document for stock information.

PERFORATION

Perforation of interior pages is available for Color 50 perfect bound products in limited sizes. Within a publisher's designated title, the perforation line would be placed 0.5 inches (12.7 mm) from the bind edge, positioned parallel to the spine, and applied to all pages of an interior. Please refer to the File Creation Guide for available perforation trim sizes.

Perforation carries an additional charge per page printed. Please refer to the latest **Pricing & Services Guide** for information. Perforated product is not eligible for **WHOLESALE DISTRIBUTION**. Perforation is available on US orders only.

RIGHT-TO-LEFT BOOKS

A right-to-left, or reverse-bound, book has the spine on the right side of the book when it is closed looking at the front cover. This format is commonly used with books printed in Arabic, Hebrew, Chinese or Japanese languages. Right-to-left books read from right-to-left across the page. Interior pages should be set up using the same rules and requirements as other interior files. For more information about file requirements, please see the File Creation Guide.

MANUFACTURING INFORMATION

The last page will be blank for insertion of manufacturing information which is used during the cover and book block matching process when the book is bound. The following will be printed on the last page of the book block: (1) the book's EAN bar code to ensure the correct cover is applied to the book block during production, (2) a unique production tracking number, and (3) any imprint or printer information required to comply with local or national statutory or regulatory law.

PRINT SIGNATURES

Print signatures are the number of pages that are printed at one time on a sheet of paper. The size of the book, the paper used, and the printing equipment used in manufacturing determine the necessary signature required. Any order manufactured by Global Connect or printer partners will be subject to signatures based on the equipment used at that location.

FILE CREATION AND DIGITAL LIBRARY

When submitting digital files, a publisher should end the text of their book without padding blank pages (unless required to meet the page minimum for spine text). All text files will be processed and stored in our digital library with a page count that is divisible by two. The last page will be blank for insertion of Lightning Source's manufacturing information. Books that are 6.14" x 9.252" (234mm x 156mm) and smaller will be printed in either six-page (three front/three back) or 4 page (two front/two back) single sheet signatures. Books that are larger than 6.14" x 9.252" (234mm x 156mm) will be printed in four-page (two front/two back) single sheet signatures. Lightning Source will automatically add additional pages to achieve appropriate page counts. Please refer to the File Creation Guide for further information on creating files.

LIGHTNING SOURCE MANUFACTURING

Books are printed in multiple signatures that can result in additional sheets at the back of the book; however, IngramSpark will not charge for the additional sheets that exceed the number stored in the digital library.

7 Submitting Files

Titles are submitted to IngramSpark via the IngramSpark website. Files will have a first level validation during the submission process and feedback provided through the publisher's IngramSpark account, if files do not meet specifications. Publishers should review the additional information at the following links for more help:

Title Setup Instructions and Information for Print Books and ebooks

Manufacturing and File Setup Tips

File, Print, and Manufacturing Variations in Print Books

Title Status Definitions

Once the publisher's files have passed the initial validation, IngramSpark will prompt the publisher to pay the upload fees for the title. The upload is then finished, and the book has been transmitted to Lightning Source's file review team, who will review the files for the second validation process and prepare them for printing and binding. When processing is complete, publishers are notified by email to review an eproof of the book. After approving the eproof, the status of the title will change to "Available for printing/download" on the publisher's account Dashboard. We recommend the publisher order a print copy of the title to ensure it prints as expected, before placing publisher direct orders for the title and/or before adding distribution services to the title.

Note about eproofs:

- A link to the eproof will be available through your IngramSpark account for 30 days until title is approved.
- Provided as a rasterized pdf
- eproof file sizes are limited to 2GB. When a file is close to this limit, pages are removed from the middle of the content to reduce the file size. A watermark will appear at the bottom of each interior page confirming that pages have been removed. Note: This is displayed only in the eproof file and does not appear when the book is printed.
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Note about File Processing Turnaround Time:

- The turnaround time for processing print ready digital files that are uploaded through the publisher's IngramSpark account, which meet Lightning Source's file requirements as designated in the File Creation Guide, until an eproof is available for review is 3 business days.

File Storage and Security

Electronic files are stored in a secure, password-protected database. Access to the files is limited to authorized Lightning Source personnel. Lightning Source implements daily, weekly, and monthly backups of the document library in industry-accessible formats. Backup files are stored in an off-site secure environment in the USA.

Content/Digital File Retention and Deletion

Lightning Source will retain digital content as noted below:

- LS POD retention: Content files for each book will be retained by LS for one-hundred-eighty (180) days from the date a book is cancelled, or one-hundred-eighty (180) days from the date your account is closed, whichever occurs first. Earlier deletion is upon request only. Metadata is not deleted.

Titles Not Accepted

Information regarding content guidelines can be found at: https://www.ingramspark.com/content-guidelines

Title and Content Submission

Titles are submitted through your IngramSpark account. To add a new title, log in to your IngramSpark account and from the dashboard, in the "Upload a Title" section select an option (Print & ebook, Print Book Only or ebook Only), or from the side bar click on Titles and Add Title. For more information on how to setup a title, please refer to the Title Setup Instructions in the Help Center in your IngramSpark account. For certain business models, we may occasionally ask you to opt into an industry standard pricing or metadata mechanism. This will be presented as an optional/voluntary choice and is normally aimed at increasing your title's availability or reach. When opting into this mechanism, you acknowledge this may impact and/or change the original metadata you initially setup for your title.

PRICING OF TITLES

Your title(s) must be listed with an appropriate list price, taking into account the nature and type of content. The list price for any title cannot exceed $124.99 (USD, GBP, AUD). We reserve the right to immediately remove a title(s) from availability from any market(s) or all market(s) for any violation of these price rules. If you believe your book is appropriately priced and exceeds $124.99 (USD, GBP, AUD) you will need to contact IngramSpark Support to determine if your title will be made available through our distribution channels.

TITLE INFORMATION

The following information will be required during the title setup process:

- Title
- Language
- Full Description
- Contributor(s) name and role
- Imprint
- Subject(s)
- Audience
- Trim Size*
- Page Count
- Print ISBN and/or ebook ISBN
- Pricing Information
- Publication Date

** Trim size selection includes interior color, trim size, bind type, paper type, and lamination.*

ANNOTATIONS MISUSE

When entering information into the title description field, Publisher may not include any reference to price or discount.

Violations of this guideline may result in the cancellation of your titles.

Visit the www.Ingramspark.com for helpful information about planning your book, costs, distribution and much more!

FILE SIZE

A file size should not exceed 1.6 GB. If a file exceeds this recommendation, IngramSpark/Lightning Source reserves the right to reject the book block submission. This is only done as a last resort.

MULTIPLE EDITIONS OF TITLES

The same digital file for the interior of a book may be submitted for both paperback and hardcover formats of the same book provided the trim size is the same; however; however, the copyright page in the file must have the correct ISBN(s) listed to match the title. A unique ISBN is required by the book industry for each format. Due to paperback and casebound covers requiring different layouts, separate cover files built to the correct dimensions are required.

HIGH DENSITY TITLES

The color density in a file should not exceed 240 percent CMYK total value. If a file encounters issues during processing or printing, IngramSpark will require a corrected file from the customer in order to continue processing or printing any current or future orders.

REVISIONS OR RESUBMISSIONS

Once the initial setup of a title has been completed and paid for, subsequent work or revisions requested by the publisher on the same title is considered a revision or resubmission. However, you can upload as many revisions as you need at no cost, until you approve the eproof.

See the IngramSpark Pricing & Services Guide for pricing information, located under the Tools & Resources tab once you've logged in to your IngramSpark account. Standard title setup turnaround times apply.

PLEASE NOTE: Revisions to metadata or resubmissions of the title will not be updated until completion of all pending orders. This includes distribution orders we receive from global Sellers.

> **OPEN ORDERS:** If a title has one or more open orders placed against it, revisions or resubmissions will be processed upon the completion of all outstanding orders. There is no guarantee as to how quickly production orders will be fulfilled so the revision or resubmission can be completed. Therefore, revisions will not impact orders in process, but revisions will not be processed until all orders sent to the print floor are complete.

PERSONALIZE IT!

Personalize It! is the ability to personalize the first page on the book's interior of a publisher's title at the time of printing. To identify this order, the ISBN barcode on the back cover and the last page of the book will be automatically replaced with a 2D (two-dimensional) barcode along with a unique identifier. Please note: in order to apply the 2D barcode, a white box will be placed over the original ISBN barcode. Any design elements in this area may be partially obscured. Only book(s) in this order will receive this change, and the personalized version of the book will not be stored. All other orders for the title will remain unchanged unless a personalization request is submitted on a new order. Due to the personalization, these books are non- returnable and are not available for sale in the Wholesale Distribution channel.

MANUFACTURING DECLARATIONS

Titles are manufactured by Lightning Source in the US, UK, AU and UAE. Titles should not have inaccurate declarations or country of manufacture (titles claiming to be produced on recyclable paper or manufactured in specific countries). IngramSpark/Lightning Source reserves the right to update or remove such statements identified during any review processes. By submitting titles to IngramSpark, the publisher agrees to these edits and further agrees IngramSpark/Lightning Source is not obligated to communicate these edits to the publisher.

FILE COPIES

An electronic copy of the Lightning Source print ready file(s), where available, may be provided upon request by the publisher. Limited to 5 ISBNs or SKUs annually. Please refer to the latest Pricing and Services Guide for more information.

MARKETING & PROMOTING BOOKS

CONSUMER MARKETING with Ingram iD

Reach millions of Verified Readers on Facebook, Google, and Amazon through Ingram's Advertising Platform. Our Consumer Marketing Services provide you with direct access to customized consumer and reader audience data that can only be found through Ingram. Ingram iD is a self-serve and easy-to-use tool for you to advertise to our proprietary database of unique, segmented Verified Readers on platforms like Google, Facebook, and Amazon.

- Access Verified Readers by targeting audiences of readers actively looking for books in over 40 specific categories.
- Market your titles across social and retail websites from one integrated platform offered exclusively by Ingram.
- Own the process by setting your own budget and calendar with no contract, no invoicing, and no set spends.
- Get real-time reporting on your advertising spends. (Amazon reports daily.)
- Ingram iD is free to set up; campaigns require a U.S. credit card. To learn more, visit our Help Center.

IPAGE LISTING - INGRAM'S ONLINE CATALOG BOOKSELLERS ORDER FROM

As you become more focused on marketing efforts, you can rely on Ingram to serve as your connection to the book trade market. Our relationship with booksellers and librarians, as well as expertise in physical and digital marketing, make Ingram a unique partner in helping you get the word out globally and promote your titles effectively.

Advertise your book where thousands of bookstores and libraries order directly from Ingram Content Group—one of the industry's largest book distributors.

With more than 150,000 monthly views and 70,000 registered users, Ingram's online ordering platform–ipage–makes it easy for bookstores and libraries to search, discover and order books just like yours.

To learn more, visit our Help Center.

8 IngramSpark Book-Building Tool

Publishers can also use the IngramSpark book-building tool to create the digital files needed for printing.

Design your own book cover and interior using IngramSpark's FREE book-building tool. Type your manuscript directly into the tool or upload and edit your existing manuscript in a Word document. If you have your cover file created in a JPG file or PDF you can upload it into the book-building tool. You can also choose design layouts for your cover and interior and export files pre-formatted to meet IngramSpark's file requirements.

When uploading a new title into your IngramSpark account, select your format, and when asked "Do you have files ready to upload," select "No, I need to create my files." This will provide the option to "Use IngramSpark's book-building tool." Click the button and agree to the terms of use to use the tool to create your files.

9 Transferring a Book from One Account to Another

If you need to transfer the files and information for a book from one Lightning Source or IngramSpark account to another or from a publisher account to your IngramSpark account, please review the information below.

How to Transfer a Book From One Account To Another Account

If you would like to transfer or move book files and information from a publisher, KDP, or other author service accounts to your IngramSpark account you'll need to provide the required information in the form located HERE to start the transfer process.

CreateSpace and KDP Transfers

You can have your book in your own IngramSpark account and available for sale through Ingram's global distribution network AND have it in your Amazon Kindle Publishing (KDP) account, as long as you do not use their Expanded Distribution option.

- *If CreateSpace or KDP owns the ISBN or if it is CreateSpace or KDP exclusive, it cannot be transferred.*
- If the author or publisher owns the ISBN, the files and ISBN can be transferred to the author or publisher's account once Expanded Distribution is removed and CreateSpace or KDP confirms with IngramSpark support the transfer can be completed.
- If the title has never been in Expanded Distribution, it can be set up as a new title on the IngramSpark account without having to go through the title transfer process.
- The account receiving the transfer of the title, ISBN and files must be fully active, i.e., all account set up tasks listed on the Dashboard must be completed.
- Ebooks can not be transferred from KDP to IngramSpark.

Things to consider if using a free ISBN provided by IngramSpark:

- The imprint will be listed as Indy Pub which may appear as the publisher name on websites.
- A free ISBN cannot be transferred to another account in the future.
- A free ISBN cannot be used on any other publishing platforms (e.g., KDP, Blurb, Bookbaby, etc.)
- Any title with a free ISBN must be placed in our wholesale distribution program.
- Pricing for at least one market is required and the book will be available for sale through each market pricing is provided for.
- If you use a free ISBN and later decide you want to own the ISBN, you will have to set up the book as a new or revised title and purchase a different ISBN for the book.

Transfer Information

Transfer requests and the completed Title Transfer Addendum can be sent to ingramsparksupport@ingramcontent.com. Email the support team to request the Title Transfer Addendum.

Title transfers can take up to 30 days to complete.

Once a title is transferred to the author's or publisher's IngramSpark account, that author/publisher will be responsible for the title moving forward. This includes invoices, returns, and compensation payments for sales through Ingram's global distribution network of retailers.

The author/publisher of the transferred title will have the ability to update metadata, submit new files, and make changes to the files for the title.

IMPORTANT: If the same ISBN will be used and transferred, all the title's history moves with it, including returns, if the book was returnable with the previous publisher. If the book was listed as returnable when transferred and the same ISBN is used, the new owner/publisher will receive returns, if there are any. If the return status is changed from returnable to non-returnable, returns will be allowed and accepted for 180 days. To avoid returns for a book that was listed as returnable with a prior publisher, it is best to obtain a new ISBN.

10 Quality Standards For Book Production

IngramSpark books (those printed within Lightning Source facilities) are printed using digital printing equipment. IngramSpark recommends that publishers review an eproof copy and a print copy of all books submitted to IngramSpark to ensure print expectations are met, before ordering a large quantity of books and before adding distribution services.

Printed Book Quality Standards

Lightning Source performs quality checks throughout the production process. IngramSpark books are checked to ensure the following:

- All pages are included in the book, in accordance with supplied materials
- Cover is applied with correct vertical, horizontal, and angular alignment within 1/16 inch (0.0625 in.) or 2mm variance
- Binding is applied firmly and squared to the book block. No excess adhesive is visible after trimming.
- Book is cut square within 1/16 inch (0.0625 in. or 2 mm) variance
- Cover and Book Block match
- Print positioning is subject to +/- 1/16 inch (0.0625 in. or 2 mm) variance

Due to the volume of pages printed at the Lightning Source operation, it is not feasible to review each individual book to ensure quality. Considering this, Lightning Source spot checks a sample of books to ensure print quality is of a consistent high quality.

Please note: There may be variations between orders, including proof orders. These variations occur due to differences in location and equipment used to produce separate orders.

Quality or Manufacturing Defects

Units with verified defects due to manufacturing or quality errors exceeding the tolerances stated in this section are only eligible for review if a claim is submitted within 90 days from the date the book is manufactured.

Ink Voids (Jet Outs)

Due to the nature of inkjet technology, voids –white lines 1/600 of an inch in width– will occur from time to time. These voids should not exceed one or more of the following criteria: a void consisting of two adjacent lines that result in a void of 1/300 of an inch or greater, or more than three voids on any given page.

Color Considerations

The primary colors used in our printing technology are Cyan, Magenta, Yellow, and Black (CMYK). Information to remember regarding differing color models:

- CMYK color printing differs from offset printing processes that use traditional offset inks.
- CMYK color printing also differs from monitors that display Red, Green & Blue (RGB). A color defined and displayed in the RGB color space (i.e. your computer monitor) will look slightly different than one defined and displayed in the CMYK color space.
- If you have selected a Pantone Matching System (PMS) color in your application file, the actual color will look different on your computer screen than on the printed piece you receive. It is best to convert spot colors to CMYK before finalizing files.

Please note: There will likely be color variations across cover types (Perfect, Case Laminate, and Jacket) between orders. These variations occur due to differences in printing location and equipment used to produce separate orders.

The best way to check and review color from our printing processes is to view a printed copy of your book. Due to our demand-driven manufacturing process, Lightning Source cannot manipulate any color settings on files that have been submitted.

Lightning Source papers for books printed with a color interior are sourced globally from leading paper mills and there may be slight variations in color and/or brightness based on the geographic mill location, species of timber used, or country of origin.

High Ink Density Titles

High density ink titles are those titles where a single or double-sided page(s) within the interior of a book contains a high level and/or area of Black or CMYK ink saturation, which, when printed on Lightning Source printing equipment, ultimately causes curling of pages. Lightning Source may be unable to fulfill a B&W or Color print order due to areas of high ink density coverage within these titles. Where we identify a title with high density ink coverage we may, in our discretion, move the title to Ultra Premium Color at no additional charge to the publisher for a period of 30-days. After 30 days, the publisher can elect to either; (i) cancel the title or (ii) agree to a new print cost per unit and continue to print orders as Ultra Premium Color. Print cost per unit to be agreed on a title-by-title basis, as titles are identified, due to the increased manufacturing costs associated with these titles.

11 Publisher Direct Orders and Procedures

A publisher may order books directly from their IngramSpark account. These orders are referred to as Publisher Direct orders, short run orders, or Web Orders.

Web Orders

Orders may be placed by the publisher on the IngramSpark website. Orders will have different print turnaround times based on the print service level chosen when the order is placed and is sometimes affected by increased print volume. The publisher may elect to expedite the printing time by indicating this in the appropriate order field on the IngramSpark website. Express and Rush Orders are given higher printing priority. An additional surcharge is billed for these services. Express and Rush orders are sometimes not available due to an increased print volume Lightning Source may experience at the time the order is placed. The print service level does not ensure priority shipping; shipping methods must be determined separately when submitting the order.

Global Publisher Drop Ship Orders

You may place orders through your account on the IngramSpark website and ship directly to yourself and your customers. You can use this method to ship your titles domestically and internationally. You may have the option to submit print orders to other IngramSpark operating units located in the US, UK, AU, or UAE (when applicable) to speed delivery of orders to your customers in other parts of the world, and to save on freight and logistic costs.

Quantity Validation

IngramSpark recommends that the publisher review details of all orders and contents of titles before authorizing printing. IngramSpark will require an additional acknowledgment on orders of 500 or more units, at the time the order is placed, regardless of order submission type, service level, or shipping designation. An email address and acceptance of the order review statement is required at the time of order submission.

Order Cancellation

IngramSpark provides customers with the option to cancel their order up to 30 minutes from the time the order has been submitted. Under the ORDERS tab in your IngramSpark account, click on the link for Submitted Orders. Next, click on the order number, which takes you to the order detail page. To the far right there is a cancel button you can select to cancel the order.

Turnaround Times (TAT) for Order Fulfillment

TAT is defined as beginning on the next business day after the order is submitted and ending on the day the order is ready for shipment. Once an order is submitted for printing, the print turnaround time starts on the following business day, if the order is submitted by 3:00 PM CST for the US, AEST for AU, and BST/DST for UK. Example: If you submit an order by 3:00 PM on Tuesday, it will be routed to the print facility on Wednesday to begin printing. If an order is placed after 3:00 PM it is considered the next day's order and will begin printing two business days later.

Publishers should refer to print TAT information on the order page of their account, during the order submission process.

Service Level

From time to time, large variations in order volume, equipment failure, order transmission problems, non-supported product formats or the handling of operational issues may either cause the delay of an order, or result in the order being fulfilled from a Lightning Source print facility that is not nearest geographically to the order's 'ship to' address. The publisher should consider the possibility of delays in setting expectations and commitments with customers. Current service level times for the bind type(s) ordered and printing location (country) will be provided during web order submissions. For additional information, please contact Customer Support.

Extended Service

This service is only available in the US. The extended service level may be designated during order submission through the Web when minimum quantities are met for available product types

- 750 units or more
- Black and White or Color products only

This service offers deeper discounts in exchange for longer printing times. Product specifications must match the standard IngramSpark product specifications just like any other order. When designating this service level, IngramSpark will print either using its own digital printing (within Lightning Source facilities) or an outsource print vendor depending on the product ordered or current capacity. Digital Cloth™ Cover book types ordered for Extended Service may be bound as traditional linen cloth.

Lightning Source subcontractors will manufacture books using similar techniques or specifications as Lightning Source. Due to these variances, subcontracted printings of a title will be slightly different from those digital printings of the same title printed by Lightning Source. These variations can include, but are not limited to, print quality and halftone/image quality. Outsource print vendors may utilize different, but comparable, paper when printing an order, shipping/packing materials, or carton quantities when fulfilling orders.

Subcontracted printers minimum page counts and available trim sizes may differ from Lightning Source. Please check with IngramSpark Support if you have questions.

Note: When placing an EXTENDED print service order, the publisher agrees to accept possible variations in the books produced by the outsource print vendors.

Shipping

SHIPPABLE ORDER

A Shippable Order is an order pending production and shipment by virtue of the fact that:

- A digital image of the ordered book has been established and is in production with Lightning Source.
- Publisher has authorized the release of the Order Shipment, by submitting the order for printing.
- The order has been received in the IngramSpark order management system.
- All required order and shipping information, necessary to process and fulfill the order to exact specifications and instructions, has been provided to IngramSpark.

PACKING

IngramSpark/Lightning Source prepares a packing list for each outbound shipment that contains the publisher's name and return address and the contents of the box. No pricing information is listed. A publisher's order will not be consolidated and packed with orders of any other IngramSpark publisher.

Packaging

Publisher orders are shipped in unbranded, brown, Kraft, single–walled corrugated cartons having a minimum corrugating test weight of 275 pounds (125 kilograms). All cartons and boxes are unbranded.

- Carton size and shape is closely matched with each order to minimize packaging materials usage and ensure sturdy packaging, thereby minimizing transit damage.
- IngramSpark determines the size-specific carton by the number of books in the shipment and the size of the individual books.
- IngramSpark limits the maximum out-bound carton weight to approximately 50 pounds.

Labeling

Each order shipped by IngramSpark/Lightning Source is labeled with standard carrier pre-approved formats. The label includes the publisher's name and return address. The label format has been developed in conjunction with major carriers to optimize the flow of packages into their delivery and tracking systems.

- Labels will include the shipment number, purchase order number, routing and delivery service, and carton tracking information.
- Multiple carton shipment labels also sequentially specify each carton within the total number of cartons contained in the shipment.

Shipping Information

Customer Pick-Up is not an available shipping option, due to safety reasons.

IngramSpark offers many choices of delivery service, while ensuring that each choice offered is both dependable and economical in relation to the service level. IngramSpark will arrange for freight directly with the carrier on a prepaid basis and publisher will be charged for the cost of freight.

Learn more about when an order will ship through your IngramSpark account.

CARRIER CONSIDERATIONS

Tracking of packages is available through the publisher's account via the IngramSpark website. Tracing and proof of delivery is only available with certain carriers and service levels. If a publisher's customer does not receive their package, the customer should contact the publisher to initiate tracing procedures. The publisher is responsible for all replacement orders, and the order must be resubmitted through their IngramSpark account with a new PO number. The publisher should contact IngramSpark Support to initiate any POD (Proof of Delivery) or tracing requests. IngramSpark must be notified of non-receipt or damaged product within 90 days of shipping.

RETURN SHIPMENT PROCESSING

IngramSpark/Lightning Source will process only returned shipments of books delivered to its facilities, where the original shipment was undeliverable as addressed, or the customer refused delivery. It is the publisher's responsibility to confirm delivery, return, or refusal. In the event a package is routed back to Lightning Source due to an incorrect address or refusal, Lightning Source will hold the package for five (5) scheduled business days for publisher to provide disposition. Lightning Source is not responsible for packages remaining at our facility after 5 business days, except where the publisher has provided Lightning Source with disposition of such packages during this five-day period. Books returned by the publisher's customer, that were originally delivered and received by the customer, must be returned directly to the publisher. Lightning Source assesses actual shipping fees per returned shipment. The publisher should submit a claim form, if needed, and provide their customer's address for the replacement book, if requested.

If a consumer ordered a book online or purchased the book from a bookstore and found the book defective or needing to be returned for some reason, the book should be returned to the retailer where it was purchased.

Manufacturing Defects, Damages, and Order Errors

It doesn't happen often but, minor manufacturing defects can occur from time to time. Below is a list including, but not limited to, defects that when minor, are not considered to make a product unsaleable:

- Cover scratches
- Smudges in the lamination (Usually this is the glue which can be wiped off with a damp cloth)
- Dents
- Ink spots
- Folded pages
- Lamination creases or scored hinges
- Gutter read marks

If publishers believe there is a problem with a print order, such as defective or damaged product, please let the Support team know as quickly as possible. All claims should be reported within 90 of receipt.

SUBMITTING A CLAIM

To report a claim through your IngramSpark account, click on the link for ORDERS and then click on the link for SUBMITTED. This will take you to a list of the orders you have submitted for printing. Locate the order number and click on the REPORT AN ISSUE button located to the far right of the order number. The Report an Issue button is available for 90 days after an order has shipped. Additional details and instructions for submitting a claim are available here.

12 Distribution Channel Orders

IngramSpark utilizes Ingram's global distribution network to make titles available for ordering to over 40,000 independent bookstores, online stores, chain stores, libraries, schools, universities and ebook retailers, (referred to as "sellers"). This also includes distribution through Ingram International. Ingram International sells books on an export basis to customers in over 200 countries around the world; thereby, giving titles world-wide distribution.

Global Connect

With the Global Connect Program (GCP), Ingram/Lightning Source (LS) entered into an agreement with trusted and vetted printers in certain markets, not currently served directly by Ingram/LS, to provide print and distribution capabilities in those markets. Bookstores in those markets can purchase your book from the trusted printer in their country, saving the bookstores overseas shipping fees and providing a quicker turnaround time for them to receive the product. No inventory, shipping, currency headaches, or import/export issues to be concerned about. All sales are non-returnable through Global Connect.

By entering a U.S. retail price and wholesale discount for each title, in the Global Connect pricing section, Ingram will make your titles available in each current GCP Market and any additional GCP Markets as they become available. Participation in any given GCP Market will serve as your permission to distribute the title in that market through the GCP.

Drop ship orders are not available through these printers. They only fulfill bookstore and retail orders in their market.

Click here for a list of current Global Connect Markets.

Distribution Through IngramSpark

When you successfully set up a title through your IngramSpark account, you have the option to add/enable distribution services for that title. We send title information catalog feeds to retailers, distributors, and wholesalers, (referred to as "Sellers") within the Ingram global distribution network, which includes all the information you provide for your book during the title setup process, including the cover image and pricing for each market selected. These Sellers will pick up these feeds, as they determine best for their business, and books may be listed as available for sale on their websites, at their discretion. In the US, these Sellers include, but are not limited to, Ingram Book Group, Barnes & Noble, and Amazon. You can view a complete list of our global POD print and ebook Sellers here and review more information about title availability here.

Orders received by Sellers are placed directly with IngramSpark/Lightning Source for both print and ebook titles. When the book is delivered to our Sellers, we will register the sale of the book on the Publisher Compensation report (generally within 24-48 hours of delivery), located in the REPORT section of the publisher's IngramSpark account. Publishers are paid for those sales approximately 90 days after the end of the month in which the sale was made. Publishers are paid the wholesale price of the book, less print charges for each book sold.

Once a title is set up under the IngramSpark account, there are no additional fees or charges required to make the title available for sale in additional markets. Publishers give permission for IngramSpark to sell a title in all global markets or specific ones, by adding pricing for each market, approving the eproof (available for print only) and enabling distribution for the title. Each print facility will use the same print-ready PDF file for the physical book and the same ebook file. Print files and ebook files, and changes to these files, are continuously synchronized across print facilities, so the same version of the book is available to all global markets.

Publishers determine the suggested retail list price on all titles in all markets. **If pricing is not submitted, the title will be unavailable for sale in that market.**

For titles a publisher makes available for sale in Ingram Wholesale Services, Lightning Source reserves the right to establish pricing criteria, including maximum and minimum pricing thresholds. Titles failing to meet this criteria will not be enabled for Wholesale Services.

Lightning Source is authorized to manufacture a Title from any worldwide location LS or its affiliates operates a facility, however sales shall be transacted in the territory or market applicable to the currency provided. For example, if USD pricing is provided for a Title, the sales transactions for such Titles shall occur in the United States; however, Lightning Source has the option to designate which facility ultimately prints the Title for distribution (typically, the location closest to the ultimate purchaser).

Publisher Compensation

IngramSpark will provide a monthly Sales Report to the publisher via email. At a minimum, IngramSpark monthly reports include book title, ISBN, Quantity Shipped, Wholesale Price of books sold, Cost of Printing, Returns, and Net Compensation per title. Reports will be emailed within five (5) business days at the end of the month and will include sales for the current month.

Publisher may select from the payment methods listed below:

- USD ACH direct deposit (must be US based bank) - No minimum
- USD PayPal - $30.00 minimum
- CAD ACH direct deposit (must be Canada based bank) - $25.00 minimum
- GBP BACS direct deposit (must be UK based bank) - No minimum
- EUR BACS direct deposit (must be EUROZONE based bank) – €25.00 minimum
- AUD BACS direct deposit (must be AU based bank, NO NZL banks) - $25.00 minimum

The ability to change payment currencies is provided for business reasons, cannot occur more frequently than once in a 180 day period, and should not be used to attempt to make foreign exchange gains. If foreign exchange gain use is suspected the facility may be suspended without warning.

Payments are made to the publisher, via selected payment method*, 90 days from the end of the month in which the sales are reported.

***PLEASE NOTE:** Certain payment methods require minimum compensation thresholds be met prior to payments being issued. If publisher's compensation is less than the minimum thresholds for the selected payment method in a month, publisher compensation will be paid in the next month that cumulative compensation is over the applicable threshold. Regardless of chosen payment method or currency, Lightning Source may issue payments by check in USD in its sole discretion.

IngramSpark pays the publisher the wholesale price less the cost of printing for each book sold through the global distribution network. The wholesale price is calculated from the list price and wholesale discount provided by the publisher. While IngramSpark accepts a range of wholesale discounts, the then-current minimum wholesale discount can be found on the title setup page within your IngramSpark account. Minimum allowed wholesale discounts can vary from time to time and are set by IngramSpark in its sole discretion. As the publisher, you are solely responsible for ensuring your pricing is appropriate for the wholesale discount you set.

A wholesale discount of 53% to 55%, with a 'returnable' status, generally allows for the widest availability through most retailers and bookstores, as it allows these retailers and bookstores to receive their standard trade discount when purchasing books from the wholesalers and resellers who are part of IngramSpark's global distribution network. There is no guarantee that any given wholesaler, reseller, or retailer will purchase or make any book available for sale, no matter the wholesale discount.

Below is an example of how publisher compensation is calculated with US pricing:

$20.00	US List Price
-53%	Wholesale Discount (this is the discount US distribution partners receive)
$9.40	Wholesale Price
-$3.66	Print Cost
$5.74	Compensation earned and paid

Publishers can use the Publisher Compensation Calculator to determine how much they will earn in compensation for books sold through IngramSpark's global distribution channel network.

Publishers may elect to have sales paid in any of the following currencies: USD, AUD, GBP, and EUR; however, it will not change the reporting currency. Sales reports and the publisher compensation report will reflect a specific market's currency.

Negative publisher compensation will report through accounts payable with immediate terms and will be reflected in the next month's report publisher facing report. Negative publisher compensation can occur where the combination of retail price and discount don't result in enough publisher compensation to cover the cost of printing the book. Use our publisher compensation calculator to ensure your pricing is setup correctly.

Distribution Channel Wholesale Returns

IngramSpark grants booksellers the right to return unwanted and/or overstocked copies of publishers' books. These books are considered "returnable". As books are returned, booksellers charge publishers (or the entity they have a purchasing relationship with such as Ingram or IngramSpark for example) for the cost (i.e. their purchase price) of any books returned and expect to be reimbursed. Through IngramSpark, publishers are charged back the wholesale price of the book (list price minus wholesale discount). When returns are received and processed by Ingram, the number of books returned will appear as a negative amount on the online Publisher Compensation Report. The wholesale cost of returned books is also listed, and the amount is deducted from or netted out against the compensation to be paid to the publisher, for book sales of the returned title.

Some booksellers will only purchase books on a returnable basis; therefore, sales may be reduced if a title is designated as non-returnable. Publishers must weigh the risk of returns against the potential for increased sales and be prepared to reimburse booksellers for the cost of returns as they occur. Publishers who make their titles returnable typically place a designated percentage of proceeds from their sales into a fund (or reserve account) that is used exclusively to pay for the cost of future returns.

Books can be returned at any time and for any reason. **Please Note:** All titles are printed non-returnable in UAE.

INGRAMSPARK RETURNS OPTIONS

IngramSpark supports standard industry conventions by allowing publishers to designate if their titles can be returned. The publisher can make this designation at the time of initial title setup or anytime thereafter.

- **No or Non-Returnable**: This option is available in all markets

Select this designation if publishers do not want to allow titles to be sold on a returnable basis. IngramSpark will not accept returns from booksellers for any title so designated. Returns can be very costly and if publishers are not financially prepared for returns, this may be the best option.

- **Yes-Deliver**: Available in the U.S. Market only

Select this return status if publishers want to allow the book to be sold as returnable and the publisher would like a copy of the title shipped back to the publisher. IngramSpark does not guarantee the condition of the book being returned. (This return option is only available for books sold in the United States or Canada.)

Returns to US addresses: If this option is selected, the publisher will be charged for the current wholesale cost of each book returned, plus a $3.00 per book shipping and handling charge.

Returns to non-US/international addresses: If this option is selected, the publisher will be charged for the current wholesale cost of each book returned, plus a $20.00 per book shipping and handling charge.

- **Yes-Destroy**: Available in all markets EXCEPT Global Connect

Publishers should select this option if they want to allow the book to be sold as returnable and the publisher does not want to receive a physical copy of the returned book. If this option is selected, the publisher will be charged only for the current wholesale cost of each book returned. No shipping and handling fees will apply. IngramSpark/Lightning Source will destroy and pulp any returned books received if this option is selected.

CHANGING YOUR RETURNS OPTIONS

Publishers can submit updates to a book's list price, discount and/or returns option, through their IngramSpark account no later than **11:59 PM US Central Time each Thursday**, to have it applied in the Lightning Source system the next day, **Friday at 12:01 AM US Central Time**. The updates are then sent to all of Ingram's global distribution network.

To help with converting this cut off time to your local time zone you can find a time zone conversion tool here.

NOTE: *Due to Daylight Savings time changes happening at different times throughout the world, please always check the time for Nashville, TN, to ensure you don't miss the cut-off time of 11:59 PM US Central Time each Thursday.*

Compensation and returns are based on the pricing we have in our system at the time of the sale or return.

Returns can be very costly, and publishers should be prepared for this expense when making a book returnable. If a publisher is not sure which return option to offer, consider starting with non-returnable. Publishers can always change the return option later if needed.

If publishers decide to change the returns status for a title from either "Yes-Deliver" or "Yes-Destroy" to "No," Ingram must provide notice of the change in terms to all Sellers that purchase books from Ingram. Booksellers will have the right to return books to Ingram for a period of 180 days from the date notice is provided to the Sellers, and the publisher will continue to have the obligation to reimburse Ingram for the wholesale cost of the books being returned, plus any applicable shipping and handling charges.

If the return status of a title is changed from "Yes-Deliver" to "No," please be aware that any books returned during the 180-day period will be handled pursuant to the "Yes-Destroy" designation.

If the return status of a title is changed from "No" returns to "Yes-Deliver" or "Yes-Destroy," Sellers can return titles immediately from the date notice is provided to the bookseller. The publisher should be aware that booksellers may return unwanted or overstocked books from the effective date of the change, regardless of when the books were originally purchased. Therefore, publishers should be prepared for the financial consequences of changing historically non-returnable books into returnable books.

Vendor of Record

If a publisher decides to change the terms of a title from returnable to non-returnable simultaneously with submission of the title to IngramSpark's print on demand distribution program, retailers may treat Ingram as the Vendor of Record. At that point the retailer can return already existing stock to Ingram for a period of 180 days following submission as a non-returnable title to Ingram and the publisher agrees to reimburse IngramSpark for the cost of said returns in accordance with this returns policy.

Reporting and Financial Settlement of Returns Activity

IngramSpark will charge the publisher for the wholesale cost of returns at the wholesale price that is active in our system on the date that the return is processed, plus any shipping and handling fees. This will be deducted from the publisher's compensation for sales in the month that the returns are received from the retailer (in the case of "Yes-Destroy" titles) or the month that the return is shipped to the publisher (in the case of "Yes-Deliver" titles).

At the end of each fiscal month, IngramSpark will post the net amount earned by the publisher (publisher compensation earned, as defined above, less the cost of returns) in that month to our accounts payable system and will be reflected in the publisher's online print compensation report and the monthly email sales report. Said net amount earned will be paid in accordance with the payment terms contained in our print on demand agreement. For books with the "Yes-Deliver" return status, IngramSpark or Ingram may choose to hold returns, and not charge the publisher for said returns, until an economical shipping quantity of total returns is received for all the publisher's returnable titles.

If returns received in a given month exceed sales by an amount that causes IngramSpark's payables balance to the publisher to become negative, we reserve the right to send the publisher an invoice for the balance due to IngramSpark and the publisher has an obligation to pay IngramSpark for the amount invoiced with immediate terms.

13 Ebook Information

Ebook Distribution

Self-publishing your ebook with IngramSpark gives you unprecedented access to one of the world's largest online distribution networks. Any of Ingram's online retail partners would have access to listing your ebook on their website for customers to purchase. A complete list of ebook retail partners can be found here.

*If you have provided any ebooks to Amazon for the Kindle in the past 12 months, we will not be able to provide service to Kindle through the IngramSpark program.

*If you currently have ebook content available on Apple, you will need to remove those ebooks from the iBook store prior to uploading those same titles into IngramSpark. Also, note that any reviews or ratings of that content will not transfer when your titles reappear in the iBook store.

***Fixed layout epubs are not reflowable and will only be available on Apple, Kobo, Libreka, eBooks.com, Baker & Taylor Blio, Bibliotheca, Bolinda, Hoopla, Mackin Education, Odilo, OverDrive, and Scribd. Barnes and Noble will accept fixed-layout epubs for children's books only.**

EPUB Guidelines

In order to ensure that customers will be able to download and read an ebook, EPUB files need to meet certain criteria. We provide guidelines that should answer any questions publishers may have regarding our EPUB recommendations and specifications.

IngramSpark requires an EPUB file for the ebooks interior and a high-resolution JPG cover image. This needs to be the front image of the cover as it will be used for display on retailer websites.

An EPUB file for the interior and a JPEG image of the cover are required for the ebook.

We recommend running the EPUB file through https://www.pagina.gmbh/produkte/epub-checker/ Publishers will have to download the app, but it is supported by PC, Mac, and Linux.

Ebook File Creation Requirements

COVER (High-res JPG) File Requirements

- **Format:** Must be a JPG file
- **Size:** 1873 pixels on the longest side, 1600 pixels on the shortest side (350 dpi)
- **Color:** All front covers must be RGB
- The file must contain front cover only
- The content of the cover image must not infringe another publisher's or artist's copyright on the same cover

INTERIOR (EPUB) File Requirements

- **Format:** Must be EPUB 3.0.0 compliant.
- **Size:** 100MB or less. Please note, while IngramSpark and retail sites can accept 100MB files, the IDPF Validator cannot check files over 10MB due to the amount of time it would take.
- No single image inside an EPUB can be greater than 5.6 million pixels. (Total pixels = length in pixels X width in pixels).
- Include an internal cover image. This should be formatted the same size as, and as part of your interior. (For use within the book content.)

Be sure the metadata entered in IngramSpark matches the information on your cover. For example, if the cover art and the book asset are for a book titled Paradiso, but the metadata is for Purgatorio, then the items do not match.

There should not be any reference to page numbers in the ebook. This includes the Table of Contents. Your ebook will never look just like your print book. E-readers are limited in the way they display content and your book will appear different from device to device.

Fixed Layout EPUBs

A Fixed Layout epub is a representation of the page as it was intended by the designer, reflecting the look of the original print book. This format is great for children's books, some cookbooks, and for any book where the integrity of the design of the print version must be maintained. This format has limited distribution and is not accepted by all retailers.

Fixed layout EPUBs are not reflowable and will only be available on Apple, Kobo, Libreka, eBooks.com, Baker & Taylor Blio, Bibliotheca, Bolinda, Hoopla, Mackin Education, Odilo, OverDrive, and Scribd. Barnes and Noble will accept fixed layout EPUBs for children's books only.

Reflowable EPUBs

Reflowable ebooks have the widest distribution opportunity in the marketplace.

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Ebook Sales Reporting and Compensation

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Ebook retailers have 25 days after month end to report ebook sales to Ingram. For this reason, the sales report publishers receive will be for sales 60 days prior. *See Compensation Payment Schedule*.

A separate report is generated for Apple (Agency) ebook sales. If the ebook sold at Apple and any other ebook retailer, publishers will receive two separate reports.

If there were no ebook sales, publishers will not receive a compensation report email.

Monthly sales reports will be emailed within five (5) business days of our accounting month end. Payments are made to the publisher, via selected payment method*, 90 days from the end of the month in which the sales are reported to IngramSpark.

***PLEASE NOTE**: Certain payment methods require minimum compensation thresholds be met prior to payments being issued. If publisher's compensation is less than the minimum thresholds for the selected payment method in a month, publisher compensation will be paid in the next month that cumulative compensation is over the applicable threshold. Regardless of chosen payment method or currency, Lightning Source may issue payments by check in USD in its sole discretion.

Ebook Compensation Payment Schedule

Month Ebook Sold from Retailer	Retailer Reports Sale to Ingram	Ingram Reporting Month	Ingram Emails reports to Customer	Payment Sent from Ingram
January	February	February	First week of March	First week of June
February	March	March	First week of April	First week of July
March	April	April	First week of May	First week of August
April	May	May	First week of June	First week of September
May	June	June	First week of July	First week of October
June	July	July	First week of August	First week of November
July	August	August	First week of September	First week of December
August	September	September	First week of October	First week of January
September	October	October	First week of November	First week of February
October	November	November	First week of December	First week of March
November	December	December	First week of January	First week of April
December	January	January	First week of February	First week of May

More information about ebooks can be found here.

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