



INGRAM PUBLISHER SERVICES

# Ordering from Ingram Publisher Services

## Orders by Phone, Fax, Mail, or E-mail

All customers may place orders by phone, fax, or email. Orders submitted electronically are subject to the same terms as phone or fax orders. Customers should provide the Ingram account number, EAN or product code, quantity, and indicate "IPS Order."

Telephone: (866) 400-5351  
ACCESS: (800) 961-8031  
Fax Orders: (800) 838-1149  
E-mail: [customer.service@ingrampublisherservices.com](mailto:customer.service@ingrampublisherservices.com)  
Mailing Address: Ingram Publisher Services  
Customer Service, Box 512  
One Ingram Blvd  
LaVergne, TN 37086

## Electronic Orders

Dial-up number for flashback<sup>®</sup>4: (800) 669-4149  
FTP Server in flashback4 format: <ftp.ingrampublisherservices.com>  
EO Password for flashback4 format: IPS  
SAN for Pubnet Orders: 6318630  
Internet Orders: [ipage.ingrambook.com](http://ipage.ingrambook.com)

*If you use a modem connection and flashback4 electronic ordering software you must establish a new vendor for Ingram Publisher Services. Please call (800) 669-4149 when placing these orders. We accept orders from most of the inventory management and POS systems.*

Orders placed by 11:00 AM local Distribution Center time will ship the same day. Direct Fulfillment orders entered by 10:00 AM CST will ship the same day. Fax orders may take 24-48 hours to process based on volume. Large retail distribution center, wholesale, and special handling orders may require additional time.

**Orders may be placed 24 hours a day, seven days a week.**