



MULTNOMAH
BOOKS

ORDERING PROCEDURES FOR WATERBROOK MULTNOMAH AUTHORS

*****PLEASE BE SURE TO PROVIDE THIS TO YOUR ASSISTANT WHO
ORDERS ON YOUR BEHALF*****



WATERBROOK
PRESS

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If you do not have an account with Random House, please contact me using the information above to set up your new author account.

WHEN PLACING AN ORDER:

If you are ordering one of your titles after the release date, please call Customer Service @ 800.733.3000. When asked what option you'd like to select, please select the second option for the first 2 questions. Be prepared to identify yourself and your needs to fulfill the following:

- Inform the CS Rep whether you are a WaterBrook or Multnomah author needing to place an order.
- Inform the Customer Service Rep if your order is for an author event.
 - If yes, please provide the shipping address, need by date, date of event and a contact name and phone # at the ship to location.
- If you have the ISBN available this will help speed up the ordering process.

If you are ordering a new book and need it to arrive prior to the on sale date, please plan to contact me a minimum of 3 months in advance. This will allow us to ship you the book from the initial print run.

- All orders are free freight.
- Orders can be rushed overnight or two day at a very reasonable price. Orders must be called in before 11:00 EST to ship the same day.
- Allow 10 business days for orders to reach coast to coast (our warehouse is in Westminster, Maryland).
- **Orders must be in case qty** per your contract. Please refer to the "Author Copies" section of your contract.

TAX POLICY REQUIREMENTS:

Resale tax certificates must be held for **ANY STATE** your orders are shipped to. In some states you can obtain a multi-jurisdictional form from your city or state dept. If you and/or your ministry are non-profit, you should have on file a Federal Tax Exemption certificate. These may be needed at the time of your order in the event one is not on file with Random House. In the interim of your obtaining one of these forms, tax will be billed. However, tax can be credited once your form is on file. This is very important if you sell your books in other states.

CREDIT CARD SECURITY CODE REQUIREMENTS:

If your account is setup as **PREPAY**, you will be asked for the CVV code and Card Holder's name. You will also be asked to verify your billing address for the credit card being used. If the credit card billing address in our system is different from the one you give the Customer Service Rep at the time of ordering, you will be asked to provide a reason why.

If you have any questions regarding the information above, please contact me. If I can be of help in any way, please do not hesitate to call me.