

BACK TO SCHOOL SUCCESS



Houghton Mifflin Harcourt® is committed to working with you and your teachers to have an excellent experience with our products and services for the upcoming 2017– 2018 school year. This guide is intended to review the important steps and necessary information for a smooth ordering process and receipt of your services, print and digital materials.

When you place your order, please ensure that specific information is provided on your Purchase Order (PO) and consideration is given to the key questions below for timely processing and successful delivery of your order:

IS BILLING INFORMATION COMPLETE AND CORRECT? IT IS ESSENTIAL FOR SMOOTH PROCESSING:

- Please include district/school name and address, the contact person for the order with phone number and email address, as well as the name and the email address for the Technical Contact.
- If you have special terms and conditions on the back side of your PO and are submitting via fax, please be sure to include it as a separate page with your order.
- POs can be faxed to 800.269.5232 or emailed to K12orders@hmhco.com.

DETAILED SHIPPING INFORMATION HELPS US DELIVER SUCCESSFULLY:

Please provide the delivery address, phone number, and shipping contact person's name and email address.

- Do you need delivery to multiple locations? Please ensure names, addresses, email addresses, phone numbers, and contact names are provided per location. Additionally, exact quantities for each level of the student and teacher materials are needed per location.
- Please include unique requirements, such as specific hours or days when deliveries are prohibited, if appointment is needed, and if a lift-gate truck or pallet jack is required, on the PO or on an addendum to the PO.
- Do you have specific dates needed? For a ship by or deliver before date, or if you would like to have us hold your order, please include the specific request on your PO.

PROVIDE THE HMH COST PROPOSAL TO HELP US GET THE RIGHT PRODUCTS TO YOU FOR THE RIGHT PRICE:

- If your Account Executive has provided you with an HMH[®] Cost Proposal, please attach it to your PO. This allows us to immediately process your order without delay and it also ensures accuracy of the right ISBNs and prices.
- If you do not attach an HMH Cost Proposal, please verify you have included accurate quantities, ordering information, ISBNs, and prices. Don't forget to include shipping charges and sales tax where applicable.

A SUCCESSFUL DIGITAL EXPERIENCE STARTS WITH THE CORRECT TECHNICAL CONTACT.

- Providing the name and email address of the current Technical Contact is the first step to activating and distributing your digital materials. Please include the Technical Contact on your PO, or work with your Account Executive to have it included on the HMH Cost Proposal.

- The Technical Contact will receive an email which will include a link for the initial set up of your digital products.

ARE PROFESSIONAL SERVICES BEING PURCHASED ON YOUR ORDER?

There are a few additional things you will want to think about and include with your PO:

- If Services and products are on the same PO, your products will be invoiced upon shipment; however, your services will be invoiced once the delivery of each service is confirmed.
- If your Services are purchased with specific funding, please include the expiration date.
- If there are any other special considerations, please include them on your PO.

WHEN WILL I RECEIVE MY ORDER?

Orders can be conveniently tracked online with the District/Customer Account Number, HMH Order Number, Invoice Number, or your PO Number at the Customer Care site: customercare.hmhco.com.

- You can also check order status, find back order information, or request packing lists and invoices.
- If you ordered digital materials, you will receive an Order Confirmation Email from hmhaccessnotifications@hmhco.com.
- For additional contact information, see the "Where to Go for Help" document.

We take customer satisfaction very seriously. Your success is truly our success. We hope this information is helpful to you as you prepare your order and have a successful implementation of the HMH products and services for the next school year.

Terms and Conditions can be found at www.hmhco.com/common/terms-conditions

Connect with us:



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