

BACK TO SCHOOL SUCCESS

INTERVENTION SOLUTIONS



Houghton Mifflin Harcourt® is committed to working with you and your teachers to have an excellent experience with our intervention 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 Request (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 remember to make your Purchase Orders out to HMH®.
- 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.
 - The Technical Contact will receive an email that includes information for getting your digital subscriptions started.
- 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.

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 work with your Account Executive to ensure proper shipping distribution of materials. Ensure names, addresses, email addresses, contact names, and quantities are provided per location.
- Please include unique requirements (e.g., specific hours or days when deliveries are prohibited, etc.) 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 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 purchases. Please include the Technical Contact on your Purchase Order, or work with your Account Executive to have it included on the HMH Cost Proposal.
- If you do not want your digital product subscription to start when the PO is processed, please indicate the desired start date on your PO.

ARE PROFESSIONAL SERVICES BEING PURCHASED ON YOUR ORDER?

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

- Please attach the HMH services Cost Proposal with your PO in addition to your Service Agreement or contract if you have one.
- Typically, you will be billed for your Intervention products and Services after we process your PO; however, if you have specific invoicing requirements for your Services based on your funding source, please work with your Account Executive to include that request on your HMH Cost Proposal.
- 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.

TO SUBMIT ORDERS:

Email InterventionSolutionsOrders@hmhco.com or fax to 800.724.4716

For Order Tracking, Account Statements, or Claims please email us at InterventionSolutionsInquiries@hmhco.com or contact us at 877.234.7323 between 8:00 AM and 7:00 PM EDT Monday–Friday.

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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