



Solicitation

1. Solicitation #: SW16012

2. Solicitation Issue Date: June 7, 2016

3. Brief Description of Requirement:

Solicitation for Statewide Contract for Books.

4. Response Due Date¹: July 5th, 2016

Time: 3:00PM CST/CDT

5. Issued By and **RETURN SEALED BID TO**²:

Personal, U.S. Postal or Common Carrier Delivery:

Office of Management and Enterprise Services
Central Purchasing
5005 N. Lincoln Blvd., Suite 300
Oklahoma City, OK 73105

6. Solicitation Type (type "X" at one below):

- Invitation to Bid
 Request for Proposal
 Request for Quote

7. Requesting Agency: OMES Central Purchasing

8. Contracting Officer:

Name: Gerald Elrod
Phone: 405/522-1037
Email: Gerald.Elrod@omes.ok.gov

¹ Amendments to solicitation may change the Response Due Date (read GENERAL PROVISIONS, section 3, "Solicitation Amendments")
² If "U.S. Postal Delivery" differs from "Carrier Delivery, use "Carrier Delivery" for courier or personal deliveries



Responding Bidder Information

"Certification for Competitive Bid and Contract" MUST be submitted along with the response to the Solicitation.

1. RE: Solicitation # SW16012

2. Bidder General Information:

FEI / SSN : 56-1352557

VEN ID: 0000071468

Company Name: WT Cox Information Services

3. Bidder Contact Information:

Address: 201 Village Road

City: Shalotte State: NC Zip Code: 28470

Contact Name: Debra M. Knox

Contact Title: Director of Contract Administration

Phone #: 800-571-9554 X215

FAX#: 877-755-6274

Email: dknox@wtcox.com Website: http://www.wtcox.com

4. Oklahoma Sales Tax Permit¹:

YES – Permit #: _____

NO – Exempt pursuant to Oklahoma Laws or Rules

5. Registration with the Oklahoma Secretary of State:

YES - Filing Number: _____

NO - Prior to the contract award, the successful bidder will be required to register with the Secretary of State or must attach a signed statement that provides specific details supporting the exemption the supplier is claiming (www.sos.ok.gov or 405-521-3911).

6. Workers' Compensation Insurance Coverage:

Bidder is required to provide with the bid a certificate of insurance showing proof of compliance with the Oklahoma Workers' Compensation Act.

YES – include a certificate of insurance with the bid

NO - attach a signed statement that provides specific details supporting the exemption you are claiming from the Workers' Compensation Act (Note: Pursuant to Attorney General Opinion #07-8, the exemption from 85 O.S. 2011, § 311 applies only to employers who are natural persons, such as sole proprietors, and does not apply to employers who are entities created by law, including but not limited to corporations, partnerships and limited liability companies.)²

Debra M. Knox
Authorized Signature

July 15, 2016
Date

Debra M. Knox
Printed Name

Director of Contract Administration
Title

¹ For frequently asked questions concerning Oklahoma Sales Tax Permit, see <http://www.tax.ok.gov/fag/fagbussales.html>
² For frequently asked questions concerning workers' compensation insurance, see <http://www.ok.gov/oid/faqs.html#c221>



NOTE: A certification shall be included with any competitive bid and/or contract exceeding \$5,000.00 submitted to the State for goods or services.

Agency Name: _____ Agency Number: _____

Solicitation or Purchase Order #: SW16012

Supplier Legal Name: Cox Subscriptions, Inc. DBA WT Cox Information Services

SECTION I [74 O.S. § 85.22]:

A. For purposes of competitive bid,

- 1. I am the duly authorized agent of the above named bidder submitting the competitive bid herewith, for the purpose of certifying the facts pertaining to the existence of collusion among bidders and between bidders and state officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to said bid;
2. I am fully aware of the facts and circumstances surrounding the making of the bid to which this statement is attached and have been personally and directly involved in the proceedings leading to the submission of such bid; and
3. Neither the bidder nor anyone subject to the bidder's direction or control has been a party:
a. to any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding,
b. to any collusion with any state official or employee as to quantity, quality or price in the prospective contract, or as to any other terms of such prospective contract, nor
c. in any discussions between bidders and any state official concerning exchange of money or other thing of value for special consideration in the letting of a contract, nor
d. to any collusion with any state agency or political subdivision official or employee as to create a sole-source acquisition in contradiction to Section 85.45j. 1. of this title.

B. I certify, if awarded the contract, whether competitively bid or not, neither the contractor nor anyone subject to the contractor's direction or control has paid, given or donated or agreed to pay, give or donate to any officer or employee of the State of Oklahoma any money or other thing of value, either directly or indirectly, in procuring this contract herein.

SECTION II [74 O.S. § 85.42]:

For the purpose of a contract for services, the supplier also certifies that no person who has been involved in any manner in the development of this contract while employed by the State of Oklahoma shall be employed by the supplier to fulfill any of the services provided for under said contract.

The undersigned, duly authorized agent for the above named supplier, by signing below acknowledges this certification statement is executed for the purposes of:

[x] the competitive bid attached herewith and contract, if awarded to said supplier;

OR

[] the contract attached herewith, which was not competitively bid and awarded by the agency pursuant to applicable Oklahoma statutes.

Debra M. Knox
Supplier Authorized Signature

July 14, 2016
Certified This Date

Debra M. Knox
Printed Name

Director of Contract Administration
Title

800-571-9554 Ext. 215
Phone Number

dknox@wtcox.com
Email

877-755-6274
Fax Number

ATTACHMENT C - BID SHEET

Vendor Name:

WT Cox Information Services

BOOKS CATEGORIES	Responding (Yes/No)	% Discount off List	Additional Comments/Bulk Discounts/Prompt Payment Discounts
GENERAL, DOMESTIC	NO		
ENCYCLOPEDIA, DOMESTIC	NO		
LEGAL PUBLICATIONS, LAW BOOKS, DOMESTIC	NO		
MEDICAL BOOKS, DOMESTIC	NO		
MULTI-MEDIA PRODUCTS, RECORDED PUBLICATION MATERIALS	NO		
PERIODICAL AND OTHER SERIAL SUBSCRIPTIONS, DOMESTIC	YES	ZERO	Free web-based customer interface and collection management service
REFERENCE, DOMESTIC	NO		
SCIENTIFIC, DOMESTIC	NO		
TECHNICAL, DOMESTIC	NO		
TEXTBOOKS, DOMESTIC	NO		
TRADE BOOKS, DOMESTIC	NO		



Date of Issuance: 06/08/2016

Solicitation No. SW16012

Requisition No. _____

Amendment No. 1

Hour and date specified for receipt of offers is changed: No Yes, to: _____ CST

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

ISSUED BY and RETURN TO:

U.S. Postal Delivery:

Gerald Elrod
Contracting Officer

405 - 522 - 1037
Phone Number

Gerald.Elrod@omes.ok.gov
E-Mail Address

_____, OK -
or

Personal or Common Carrier Delivery:

_____, OK -

Description of Amendment:

a. This is to incorporate the following:

The contract has been revised as follows:

Section 4 of Page 1 of the cover page has been revised to read "July 5th, 2016".

Section D.2.1 of the RFP has been revised to read "D.2.1. The State intends to award to multiple Suppliers as a result of this Request for Proposal (RFP). Said contract will be awarded to the responsible Supplier(s) whose response, conforming to the RFP, is deemed best value."

Attachment C has been revised to read "Attachment C" in the title of the document.

Revised copies of affected documents have been posted.

b. All other terms and conditions remain unchanged.

WT Cox Information Services

Supplier Company Name (PRINT) _____

July 14, 2016
Date

Debra M. Knox
Authorized Representative Name (PRINT) _____
Director of Contract Admin
Title

Debra M. Knox
Authorized Representative Signature



Amendment of Solicitation

Date of Issuance: 6/28/2016
Requisition No. SW012

Solicitation No. SW012
Amendment No. 2

Hour and date specified for receipt of offers is changed: No Yes, to: 7/19/2016 3:00 PM CST/CDT

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the Solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

ISSUED BY and RETURN TO:
U.S. Postal Delivery or Personal or Common Carrier Delivery:

Office of Management and Enterprise Services
Central Purchasing
5005 N. Lincoln Blvd., Ste. 300
Oklahoma City, OK 73105

Gerald Elrod
Contracting Officer
405 - 522 - 1037
Phone Number
Gerald.elrod@omes.ok.gov
E-Mail Address

Description of Amendment:

a. This is to incorporate the following:

The closing date has been Extended a couple weeks to July 19, 2016

b. All other terms and conditions remain unchanged.

WT Cox Information Services

Supplier Company Name (PRINT) _____

July 14, 2016
Date _____

Debra M. Knox
Authorized Representative Name (PRINT) _____
Director, Contract Admin
Title _____

Debra M. Knox
Authorized Representative Signature _____



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
07/15/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Northeast, Inc. New York NY Office 199 Water Street New York, NY 10038-3551	CONTACT NAME: Risk Management Department	
	PHONE (A/C, No, Ext): (866) 443-8489	FAX (A/C, No): (800) 889-0021
E-MAIL ADDRESS: work.comp@trinet.com		
INSURED TriNet HR Corporation and all its affiliates and subsidiaries* COX Subscriptions, INC (Endorsed as alternate employer) DBA WT COX Information Services 9000 Town Center Parkway Bradenton, FL 34202	INSURER(S) AFFORDING COVERAGE	
	INSURER A: Commerce & Industry Inc Co	
	INSURER B: Illinois National Ins Co	
	INSURER C: Ins Co State of Penn	
	INSURER D: Nat'l Union Fire Ins Co of Pittsburgh, PA	
	INSURER E: New Hampshire Ins Co	
INSURER F:		NAIC # 19410 23817 19429 19445 23841

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input type="checkbox"/> OCCUR <input type="checkbox"/> PRODUCTS/COMPLETED OPS GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS-COMPI/OP AGG \$	
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Each accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$	
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED \$ RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$	
A D E E E	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N		064568312 (FL) 064568309 (VT) 064568288 (CO) 064568292 (GA) 064568308 (TX)	07/01/2016 07/01/2016 07/01/2016 07/01/2016 07/01/2016	07/01/2017 07/01/2017 07/01/2017 07/01/2017 07/01/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$2,000,000 E.L. DISEASE-EA EMPLOYEE \$2,000,000 E.L. DISEASE-POLICY LIMIT \$2,000,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required): 9DLU / JFI

* TriNet HR II, Inc. and TriNet HR V, Inc.

CERTIFICATE HOLDER**CANCELLATION**

Office of Management and Enterprise Services Central Purchasing 5005 N Lincoln Blvd Suite 300 Oklahoma City, OK 73105	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Aon Risk Services Northeast, Inc.
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REFERENCE LISTING

Code	FIRST NAME	LAST NAME	PHONE	FAX	COMPANY	CITY	STATE	DURATION
101	Kathleen	Dunning Torbett	760-725-1229		Naval Hospital	Camp Pendleton	CA	Ongoing
102	Melissa	Barr	216-749-9516		Cuyahoga County	Parma	OH	Ongoing
103	Micah	Wulfers	918-549-7338		Tulsa City County	Tulsa	OK	Ongoing
104	Carolyn	Murphy	217-785-4127		Illinois State Lib	Springfield	IL	Ongoing
105	Cindy	Schofield	203-392-5778		SoCT University	New Haven	CT	Ongoing
106	Peggy	Murphy	213-228-7191		LA Pub Lib Sys	Los Angeles	CA	Ongoing
107	Melanie	Quinn	703-222-3140		Fairfax Co Lib	Chantilly	VA	Ongoing
108	Wen	Chin-chen	415-557-4326		SF Pub Lib	San Francisco	CA	Ongoing
109								
110								
111								
112								
113								
114								
115								

All customers have been petitioned for survey. Due to short turnaround time surveys may not be provided in time. Those that have responded have been included. You are encouraged to contact our references to verify our commitment to excellence of service. All customers have been with us a minimum of 2 years

Survey Questionnaire – State of Oklahoma

To: PEGGY MURPHY
(Name of person completing survey)

Phone: 213 228-7191 Fax: _____

Subject: Past Performance Survey of: WT Cox Information Services
(Name of Vendor)

The State of Oklahoma is implementing a process that collects past performance information on firms and their key personnel. The information will be used to assist the State in the selection of firms to perform various services. The firm/individual listed above has listed you as a client for which they have previously performed work for. We would appreciate your taking the time to complete this survey.

Rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the firm/individual again) and 1 representing that you were very unsatisfied (and would never hire the firm/individual again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, leave it blank.

Client Name: Los Angeles Public Library System

Project Name: RFP 12201047

Completion
Date: Ongoing

Past Performance Survey of:

WT Cox Information Services

(Name of Vendor)

NO	CRITERIA	Scale	Score
1	Ability to provide a wide selection of products.	(1-10)	10
2	Ability to maintain schedule (delivery as scheduled, or quoted)	(1-10)	10
3	Quality of products offered.	(1-10)	10
4	Professionalism and ability to manage (includes customer service, response time, returns phone calls, emails)	(1-10)	10
5	Accounts Receivable/ Invoice Operations	(1-10)	10
6	Communication, (includes explanation of products available, offers suggestions, cross reference abilities)	(1-10)	10
7	Return Policies	(1-10)	10
8	Overall customer satisfaction and comfort level in hiring vendor again	(1-10)	10

<i>Peggy Murphy</i>	<i>Peggy Murphy</i>
Printed Name (of Evaluator)	Signature (of Evaluator)

Thank you for your time and effort in assisting the State of Oklahoma in this important endeavor.

Please list any additional comments you may have in the space provided below.

WT Cox is very responsive and has excellent customer service

A. GENERAL PROVISIONS

A.1. Definitions

As used herein, the following terms shall have the following meaning unless the context clearly indicates otherwise:

- A.1.1. "Acquisition" means items, products, materials, supplies, services, and equipment a state agency acquires by purchase, lease purchase, lease with option to purchase, or rental pursuant to the Oklahoma Central Purchasing Act;
- A.1.2. "Bid" means an offer in the form of a bid, proposal, or quote a bidder submits in response to a solicitation;
- A.1.3. "Bidder" means an individual or business entity that submits a bid in response to a solicitation;
- A.1.4. "Solicitation" means a request or invitation by the State Purchasing Director or a state agency for a supplier to submit a priced offer to sell acquisitions to the state. A solicitation may be an invitation to bid, request for proposal, or a request for quotation; and
- A.1.5. "Supplier" or "vendor" means an individual or business entity that sells or desires to sell acquisitions to state agencies.

A.2. Bid Submission

- A.2.1. Submitted bids shall be in strict conformity with the instructions to bidders and shall be submitted with a completed Responding Bidder Information, OMES-FORM-CP-076, and any other forms required by the solicitation.
- A.2.2. Bids shall be submitted to the Central Purchasing Division in a single envelope, package, or container and shall be sealed, unless otherwise detailed in the solicitation. The name and address of the bidder shall be inserted in the upper left corner of the single envelope, package, or container. SOLICITATION NUMBER AND SOLICITATION RESPONSE DUE DATE AND TIME MUST APPEAR ON THE FACE OF THE SINGLE ENVELOPE, PACKAGE, OR CONTAINER.
- A.2.3. The required certification statement, "Certification for Competitive Bid and/or Contract (Non-Collusion Certification)", OMES-FORM-CP-004, must be made out in the name of the bidder and must be properly executed by an authorized person, with full knowledge and acceptance of all its provisions.
- A.2.4. All bids shall be legible and completed in ink or with electronic printer or other similar office equipment. Any corrections to bids shall be identified and initialed in ink by the bidder. Penciled bids and penciled corrections shall NOT be accepted and will be rejected as non-responsive. In addition to a hard copy submittal, the bidder will also be required to submit an electronic copy. Electronic responses must be submitted in the identical format contained in the solicitation (for example Microsoft Word, Microsoft Excel, but not Adobe PDF). In the event the hard copy of the price worksheets and electronic copy of the price worksheets do not agree, the electronic copy will prevail.
- A.2.5. All bids submitted shall be subject to the Oklahoma Central Purchasing Act, Central Purchasing Rules, and other statutory regulations as applicable, these General Provisions, any Special Provisions, solicitation specifications, required certification statement, and all other terms and conditions listed or attached herein—all of which are made part of this solicitation.

A.3. Solicitation Amendments

- A.3.1. If an "Amendment of Solicitation", OMES-FORM-CP-011, is issued, the bidder shall acknowledge receipt of any/all amendment(s) to solicitations by signing and returning the solicitation amendment(s). Amendment acknowledgement(s) may be submitted with the bid or may be forwarded separately. If forwarded separately, amendment acknowledgement(s) must contain the solicitation number and response due date and time on the front of the envelope. The Central Purchasing Division must receive the amendment acknowledgement(s) by the response due date and time specified for receipt of bids for the bid to be deemed responsive. Failure to acknowledge solicitation amendments may be grounds for rejection.
- A.3.2. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the solicitation. All amendments to the solicitation shall be made in writing by the Central Purchasing Division.
- A.3.3. It is the Bidder's responsibility to check the OMES/Central Purchasing Division website frequently for any possible amendments that may be issued. The Central Purchasing Division is not responsible for a bidder's failure to download any amendment documents required to complete a solicitation.

A.4. Bid Change

If the bidder needs to change a bid prior to the solicitation response due date, a new bid shall be submitted to the Central Purchasing Division with the following statement "This bid supersedes the bid previously submitted" in a single envelope, package, or container and shall be sealed, unless otherwise detailed in the solicitation. The name and address of the bidder shall be inserted in the upper left corner of the single envelope, package, or container. SOLICITATION NUMBER AND SOLICITATION RESPONSE DUE DATE AND TIME MUST APPEAR ON THE FACE OF THE SINGLE ENVELOPE, PACKAGE, OR CONTAINER.

A.5. Certification Regarding Debarment, Suspension, and Other Responsibility Matters

By submitting a response to this solicitation:

- A.5.1. The prospective primary participant and any subcontractor certifies to the best of their knowledge and belief, that they and their principals or participants:
 - A.5.1.1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal, State or local department or agency;
 - A.5.1.2. Have not within a three-year period preceding this proposal been convicted of or pled guilty or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) contract; or for violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - A.5.1.3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph A.5.1.2. of this certification; and
 - A.5.1.4. Have not within a three-year period preceding this application/proposal had one or more public (Federal, State, or local) contracts terminated for cause or default.
- A.5.2. Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to its solicitation response.

A.6. Bid Opening

Sealed bids shall be opened by the Central Purchasing Division at 5005 N. Lincoln Blvd. Suite 300, Oklahoma City, Oklahoma, 73105 at the time and date specified in the solicitation as Response Due Date and Time.

A.7. Open Bid / Open Record

Pursuant to the Oklahoma Public Open Records Act, a public bid opening does not make the bid(s) immediately accessible to the public. The procurement or contracting agency shall keep the bid(s) confidential, and provide prompt and reasonable access to the records only after a contract is awarded or the solicitation is cancelled. This practice protects the integrity of the competitive bid process and prevents excessive disruption to the procurement process. The interest of achieving the best value for the State of Oklahoma outweighs the interest of vendors immediately knowing the contents of competitor's bids. [51 O.S. § 24A.5(5)]

Additionally, financial or proprietary information submitted by a bidder may be designated by the Purchasing Director as confidential and the procurement entity may reject all requests to disclose information designated as confidential pursuant to 62 O.S. (2012) § 34.11.1(H)(2) and 74 O.S. (2011) § 85.10. Bidders claiming any portion of their bid as proprietary or confidential must specifically identify what documents or portions of documents they consider confidential and identify applicable law supporting their claim of confidentiality. The State Purchasing Director shall make the final decision as to whether the documentation or information is confidential pursuant to 74 O.S. § 85.10. Otherwise, documents and information a bidder submits as part of or in connection with a bid are public records and subject to disclosure after contract award or the solicitation is cancelled.

A.8. Late Bids

Bids received by the Central Purchasing Division after the response due date and time shall be deemed non-responsive and shall NOT be considered for any resultant award.

A.9. Legal Contract

- A.9.1. Submitted bids are rendered as a legal offer and any bid, when accepted by the Central Purchasing Division, shall constitute a contract.
- A.9.2. The Contract resulting from this solicitation may consist of the following documents in order of preference:
 - A.9.2.1. Purchase order, as amended by Change Order (if applicable);
 - A.9.2.2. Solicitation, as amended (if applicable); and

A.9.2.3. Successful bid (including required certifications), to the extent the bid does not conflict with the requirements of the solicitation or applicable law.

A.9.3. Any contract(s) awarded pursuant to the solicitation shall be legibly written or typed.

A.10. Pricing

A.10.1. Bids shall remain firm for a minimum of sixty (60) days from the solicitation closing date.

A.10.2. Bidders guarantee unit prices to be correct.

A.10.3. In accordance with 74 O.S. §85.40, ALL travel expenses to be incurred by the supplier in performance of the Contract shall be included in the total bid price/contract amount.

A.11. Manufacturers' Name and Approved Equivalent

Unless otherwise specified in the solicitation, manufacturers' names, brand names, information and/or catalog numbers listed in a specification are for information and not intended to limit competition. Bidder may offer any brand for which they are an authorized representative, and which meets or exceeds the specification for any item(s). However, if bids are based on equivalent products, indicate on the bid form the manufacturer's name and number. Bidder shall submit sketches, descriptive literature, and/or complete specifications with their bid. Reference to literature submitted with a previous bid will not satisfy this provision. The bidder shall also explain in detail the reason(s) why the proposed equivalent will meet the specifications and not be considered an exception thereto. Bids that do not comply with these requirements are subject to rejection.

A.12. Clarification of Solicitation

A.12.1. Clarification pertaining to the contents of this solicitation shall be directed in writing to the Central Purchasing Contracting Officer specified in the solicitation, and must be prior to the closing date of the solicitation.

A.12.2. If a bidder fails to notify the State of an error, ambiguity, conflict, discrepancy, omission or other error in the SOLICITATION, known to the bidder, or that reasonably should have been known by the bidder, the bidder shall submit a bid at its own risk; and if awarded the contract, the bidder shall not be entitled to additional compensation, relief, or time, by reason of the error or its later correction. If a bidder takes exception to any requirement or specification contained in the SOLICITATION, these exceptions must be clearly and prominently stated in their response.

A.12.3. Bidders who believe proposal requirements or specifications are unnecessarily restrictive or limit competition may submit a written request for administrative review to the contracting officer listed on the solicitation. This request must be made prior to the closing date of the solicitation.

A.13 Negotiations

A.13.1. In accordance with Title 74 §85.5, the State of Oklahoma reserves the right to negotiate with one, selected, all or none of the vendors responding to this solicitation to obtain the best value for the State. Negotiations could entail discussions on products, services, pricing, contract terminology or any other issue that may mitigate the State's risks. The State shall consider all issues negotiable and not artificially constrained by internal corporate policies. Negotiation may be with one or more vendors, for any and all items in the vendor's offer.

A.13.2. Firms that contend that they lack flexibility because of their corporate policy on a particular negotiation item shall face a significant disadvantage and may not be considered. If such negotiations are conducted, the following conditions shall apply:

A.13.3. Negotiations may be conducted in person, in writing, or by telephone.

A.13.4. Negotiations shall only be conducted with potentially acceptable offers. The State reserves the right to limit negotiations to those offers that received the highest rankings during the initial evaluation phase.

A.13.5. Terms, conditions, prices, methodology, or other features of the bidders offer may be subject to negotiations and subsequent revision. As part of the negotiations, the bidder may be required to submit supporting financial, pricing, and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the offer.

A.13.6. The requirements of the Request for Proposal shall not be negotiable and shall remain unchanged unless the State determines that a change in such requirements is in the best interest of the State Of Oklahoma.

A.14. Rejection of Bid

The State reserves the right to reject any bids that do not comply with the requirements and specifications of the solicitation. A bid may be rejected when the bidder imposes terms or conditions that would modify requirements of the solicitation or limit the bidder's liability to the State. Other possible reasons for rejection of bids are listed in OAC 260:115-7-32.

A.15. Award of Contract

- A.15.1. The State Purchasing Director may award the Contract to more than one bidder by awarding the Contract(s) by item or groups of items, or may award the Contract on an ALL OR NONE basis, whichever is deemed by the State Purchasing Director to be in the best interest of the State of Oklahoma.
- A.15.2. Contract awards will be made to the lowest and best bidder(s) unless the solicitation specifies that best value criteria is being used.
- A.15.3. In order to receive an award or payments from the State of Oklahoma, suppliers must be registered. The vendor registration process can be completed electronically through the OMES website at the following link: <https://www.ok.gov/dcs/vendors/index.php>.

A.16. Contract Modification

- A.16.1. The Contract is issued under the authority of the State Purchasing Director who signs the Contract. The Contract may be modified only through a written Contract Modification, signed by the State Purchasing Director.
- A.16.2. Any change to the Contract, including but not limited to the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by a person who is not specifically authorized by the Central Purchasing Division in writing, or made unilaterally by the supplier, is a breach of the Contract. Unless otherwise specified by applicable law or rules, such changes, including unauthorized written Contract Modifications, shall be void and without effect, and the supplier shall not be entitled to any claim under this Contract based on those changes. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the resultant Contract.

A.17. Delivery, Inspection and Acceptance

- A.17.1. Unless otherwise specified in the solicitation or awarding documents, all deliveries shall be F.O.B. Destination. The bidder(s) awarded the Contract shall prepay all packaging, handling, shipping and delivery charges and firm prices quoted in the bid shall include all such charges. All products and/or services to be delivered pursuant to the Contract shall be subject to final inspection and acceptance by the State at destination. "Destination" shall mean delivered to the receiving dock or other point specified in the purchase order. The State assumes no responsibility for goods until accepted by the State at the receiving point in good condition. Title and risk of loss or damage to all items shall be the responsibility of the supplier until accepted by the receiving agency. The supplier(s) awarded the Contract shall be responsible for filing, processing, and collecting any and all damage claims accruing prior to acceptance.
- A.17.2. Supplier(s) awarded the Contract shall be required to deliver products and services as bid on or before the required date. Deviations, substitutions or changes in products and services shall not be made unless expressly authorized in writing by the Central Purchasing Division.

A.18. Invoicing and Payment

- A.18.1. Pursuant to 74 O.S. §85.44(B), invoices will be paid in arrears after products have been delivered or services provided.
- A.18.2. Interest on late payments made by the State of Oklahoma is governed by 62 O.S. §34.71 and 62 O.S. §34.72.

A.19. Tax Exemption

State agency acquisitions are exempt from sales taxes and federal excise taxes. Bidders shall not include these taxes in price quotes.

A.20. Audit and Records Clause

- A.20.1. As used in this clause, "records" includes books, documents, accounting procedures and practices, and other data, regardless of type and regardless of whether such items are in written form, in the form of computer data, or in any other form. In accepting any Contract with the State, the successful bidder(s) agree any pertinent State or Federal agency will have the right to examine and audit all records relevant to execution and performance of the resultant Contract.
- A.20.2. The successful bidder(s) awarded the Contract(s) is required to retain records relative to the Contract for the duration of the Contract and for a period of seven (7) years following completion and/or termination of the Contract. If an audit, litigation, or other action involving such records is started before the end of the seven (7) year period, the records are required to be maintained for two (2) years from the date that all issues arising out of the action are resolved, or until the end of the seven (7) year retention period, whichever is later.

A.21. Non-Appropriation Clause

The terms of any Contract resulting from the solicitation and any Purchase Order issued for multiple years under the Contract are contingent upon sufficient appropriations being made by the Legislature or other appropriate government entity. Notwithstanding any

language to the contrary in the solicitation, purchase order, or any other Contract document, the procuring agency may terminate its obligations under the Contract if sufficient appropriations are not made by the Legislature or other appropriate governing entity to pay amounts due for multiple year agreements. The Requesting (procuring) Agency's decisions as to whether sufficient appropriations are available shall be accepted by the supplier and shall be final and binding.

A.22. Choice of Law

Any claims, disputes, or litigation relating to the solicitation, or the execution, interpretation, performance, or enforcement of the Contract shall be governed by the laws of the State of Oklahoma.

A.23. Choice of Venue

Venue for any action, claim, dispute or litigation relating in any way to the Contract shall be in Oklahoma County, Oklahoma.

A.24. Termination for Cause

- A.24.1. The supplier may terminate the Contract for default or other just cause with a 30-day written request and upon written approval from the Central Purchasing Division. The State may terminate the Contract for default or any other just cause upon a 30-day written notification to the supplier.
- A.24.2. The State may terminate the Contract immediately, without a 30-day written notice to the supplier, when violations are found to be an impediment to the function of an agency and detrimental to its cause, when conditions preclude the 30-day notice, or when the State Purchasing Director determines that an administrative error occurred prior to Contract performance.
- A.24.3. If the Contract is terminated, the State shall be liable only for payment for products and/or services delivered and accepted.

A.25. Termination for Convenience

- A.25.1. The State may terminate the Contract, in whole or in part, for convenience if the State Purchasing Director determines that termination is in the State's best interest. The State Purchasing Director shall terminate the Contract by delivering to the supplier a Notice of Termination for Convenience specifying the terms and effective date of Contract termination. The Contract termination date shall be a minimum of 60 days from the date the Notice of Termination for Convenience is issued by the State Purchasing Director.
- A.25.2. If the Contract is terminated, the State shall be liable only for products and/or services delivered and accepted, and for costs and expenses (exclusive of profit) reasonably incurred prior to the date upon which the Notice of Termination for Convenience was received by the supplier.

A.26. Insurance

The successful bidder(s) awarded the Contract shall obtain and retain insurance, including workers' compensation, automobile insurance, medical malpractice, and general liability, as applicable, or as required by State or Federal law, prior to commencement of any work in connection with the Contract. The supplier awarded the Contract shall timely renew the policies to be carried pursuant to this section throughout the term of the Contract and shall provide the Central Purchasing Division and the procuring agency with evidence of such insurance and renewals.

A.27. Employment Relationship

The Contract does not create an employment relationship. Individuals performing services required by this Contract are not employees of the State of Oklahoma or the procuring agency. The supplier's employees shall not be considered employees of the State of Oklahoma nor of the procuring agency for any purpose, and accordingly shall not be eligible for rights or benefits accruing to state employees.

A.28. Compliance with the Oklahoma Taxpayer and Citizen Protection Act of 2007

By submitting a bid for services, the bidder certifies that they, and any proposed subcontractors, are in compliance with 25 O.S. §1313 and participate in the Status Verification System. The Status Verification System is defined in 25 O.S. §1312 and includes but is not limited to the free Employment Verification Program (E-Verify) through the Department of Homeland Security and available at www.dhs.gov/E-Verify.

A.29. Compliance with Applicable Laws

The products and services supplied under the Contract shall comply with all applicable Federal, State, and local laws, and the supplier shall maintain all applicable licenses and permit requirements.

A.30. Special Provisions

Special Provisions set forth in SECTION B apply with the same force and effect as these General Provisions. However, conflicts or inconsistencies shall be resolved in favor of the Special Provisions.

B. SPECIAL PROVISIONS

B.1. Contract Period

B.1.1. The Contract Period is the Date of Award through one year (or enter contract period) with the option to renew for up to four (4) additional one year periods. A written request for renewal will be sent to the Supplier(s) 30 days prior to contract expiration. Suppliers shall express their intention to renew the contract by completing, signing and returning the renewal request to the contract officer.

B.2. Type of Contract.

B.2.1. This is a firm fixed price contract for indefinite delivery and indefinite quantity for the supplies/services specified.

B.3. Contract Preference

B.3.1. This contract is mandatory for State of Oklahoma agencies

B.4. Authorized Users.

B.4.1. This Contract shall be made available to all State Departments, Boards, Commissions, Agencies and Institutions. The Oklahoma Statutes state that Counties, School Districts and Municipalities may avail themselves of the contract subject to the approval of the successful supplier(s). If a supplier wishes to prohibit counties, school districts and municipalities from utilizing this contract, the decision to opt out should be clearly stated in the solicitation response.

B.5. Extension of Contract.

B.5.1. The State may extend the term of this contract for up to 90 day intervals if mutually agreed upon by both parties in writing.

B.6. Ordering.

B.6.1. Any supplies and/or services to be furnished under this contract shall be ordered by issuance of written purchase orders, or with the State purchase card, by state agencies and authorized entities. There is no limit on the number that may be issued. Delivery to multiple destinations may be required. All orders are subject to the terms and conditions of this contract. Any order dated prior to expiration of this contract shall be performed.

B.7. Gratuities.

B.7.1. The right of the successful supplier to perform under this contract may be terminated by written notice if the Contracting Officer determines that the successful supplier, or its agent or another representative offered or gave a gratuity (e.g., an entertainment or gift) to an officer, official or employee of Central Purchasing.

B.8. Proposal Conformity

B.8.1. By submitting a response to this solicitation, the supplier attests that the supplies or services conform to specified contract requirements.

B.9. Contract Usage Reporting Requirements

B.9.1. Reports shall provide the total dollar amounts sold to all political entities that include but are not limited to State Agencies, Counties, Cities, Schools, hospitals and Municipalities.

B.9.2. Reports shall be submitted quarterly regardless of quantity. Failure to report sales may be cause for termination of contract.

B.9.3. Usage Reports shall be delivered to Central Purchasing within 45 calendar days upon completion of performance quarter period cited in paragraph "d" of this contract provision. Usage Reports must be delivered to Central Purchasing Strategic Sourcing group at strategic.sourcing@omes.ok.gov.

B.9.4. Contract quarterly reporting periods shall be:

B.9.4.1. January 1 through March 31

B.9.4.2. April 1 through June 30

B.9.4.3. July 1 through September 30

B.9.4.4. October 1 through December 31

B.9.5. Failure to provide usage reports shall result in cancellation or suspension of contract.

B.9.6. Usage Reports shall be submitted in the Excel form listed as Attachment "A"

B.10. Contract Management Fee

- B.10.1.** As provided by Oklahoma State Statute 74 O.S. §85.33A, the Office of Management and Enterprise Services assesses a Contract Management Fee in the sum of 1 % on all sales transacted by any entity under this contract.
- B.10.2.** Supplier agrees to annotate the resultant amount on the quarterly "Contract Usage Report" as listed in Section B11.6 and make payment by company check to OMES – Central Purchasing Division within forty five (45) calendar days from the completion of the quarterly reporting period as listed in Section B11.4. To ensure the payment is credited properly, the supplier must identify the check as a "Contract Management Fee" and include the following information with the payment: LIST SW# and Contract Title, the report amount and the reporting period covered. The Contract Management Fee shall be mailed to:

OMES – Central Accounting and Reporting
5005 N. Lincoln, Suite 200
Oklahoma City, OK 73105
- B.10.3.** Failure to remit the fee quarterly may result in the cancellation of the contract. The State Contract Management Fee is non-refundable when an item is rejected, returned or declined due to the Supplier's failure to perform or comply with specifications or requirements of the contract.

B.11. Clarification of Solicitation

- B.11.1.** Clarification pertaining to the contents of this solicitation shall be directed in writing to the Central Purchasing
- B.11.2.** Contracting Officer specified in the solicitation and must be prior to the closing date of the solicitation.
- B.11.3.** If a bidder fails to notify the State of an error, ambiguity, conflict, discrepancy, omission or other error in the SOLICITATION, known to the bidder, or an error that reasonably should have been known by the bidder, the bidder shall submit a bid at its own risk; and if awarded the contract, the bidder shall not be entitled to additional compensation, relief, or time, by reason of the error or its later correction. If a bidder takes exception to any requirement or specification contained in the SOLICITATION, these exceptions must be clearly and prominently stated in their response.
- B.11.4.** Bidders who believe proposal requirements or specifications are unnecessarily restrictive or limit competition may submit a request for administrative review, in writing, to the Central Purchasing Contracting Officer listed on the solicitation. This request must be made prior to the closing date of the solicitation.

B.12. Minor Deficiencies or Minor Informalities

- B.12.1.** "Minor deficiency" or "minor informality" means an immaterial defect in a bid or variation in a bid from the exact requirements of a solicitation that may be corrected or waived without prejudice to other bidders. A minor deficiency or informality does not affect the price, quantity, quality, delivery or conformance to specifications and is negligible in comparison to the total cost or scope of the acquisition.
- B.12.2.** The State Purchasing Director may waive minor deficiencies or informalities in a bid if the State Purchasing Director determines the deficiencies or informalities do not prejudice the rights of other bidders, or are not a cause for bid rejection.

B.13. Electronic Submission

All submissions should be submitted to Central Purchasing on electronic media in accordance with Section E.3 of the RFP. Submissions will not be accepted via email or hard copy. This term overrides any terms in Section A requiring submission of hard-copy.

C. SOLICITATION SPECIFICATIONS

WT Cox Information Services shall meet or exceed all specifications detailed.

C.1. Introduction

- C.1.1. This solicitation constitutes a competitive request for proposal (RFP) to establish a statewide contract for books, periodicals, multi-media and other publications which all State agencies, cities, counties, and other municipalities may utilize. The approximate usage of SW012 in FY15 was \$7,100,000.00.
- C.1.2. The State intends to establish one or more contracts to satisfy the requirements of products listed. The State may opt to award to one or more respondent(s), or it may award all to one respondent. Respondents are strongly encouraged to submit pricing/proposals on as many products as possible.

C.2. Categories

OFFER IS BEING MADE ON C.2.6 Periodical and other Serial Subscriptions ONLY

C.2.1. General

- C.2.1.1. Fiction and nonfiction materials not otherwise covered in the categories listed below.

C.2.2. Encyclopedias

- C.2.2.1. Reference materials, typically arranged alphabetically, giving information on a broad range of subjects.

C.2.3. Legal Publications and Law Books

- C.2.3.1. Reference materials of a legal nature including law manuals, code books and statutes, updates and revisions.

C.2.4. Medical Books

- C.2.4.1. Medical guides, diagnostic manuals and other medical reference material.

C.2.5. Multi-Media Products and Recorded Publication Materials

- C.2.5.1. Audio and video materials including informational videos and audiobooks

C.2.6. Periodical and other Serial Subscriptions

- C.2.6.1. Journals, magazines, periodicals and other subscription materials

C.2.7. Reference

- C.2.7.1. Reference books not otherwise categorized including dictionaries and general reference materials

C.2.8. Scientific

- C.2.8.1. Scientific reference guides, studies and publications

C.2.9. Technical

- C.2.9.1. Technical manuals and guides

C.2.10. Textbooks

- C.2.10.1. Books for use in classroom settings

C.2.11. Trade Books

- C.2.11.1. Trade guides and publications including trade reference guides, professional code manuals and other similar materials.

C.3. Account Management

- C.3.1. The respondent must include the name and contact information of the individual who will be the Account Manager for the term of the Contract. The Account Manager will be responsible for operation and administration of the Contract by the Contractor. The Account Manager must respond in a timely manner and in writing unless instructed otherwise, to all information requests from the Contracting Officer.

The contract manager assigned to this account is Debra M. Knox, our Director of Contract Administration. Ms. Knox shall be responsible for operation and administration of the contract. The customer service representative that is responsible for the day to day activities of servicing the account is Tara Callison.

- C.3.2.** The Account Manager shall, upon request attend meetings at Central Purchasing or at other sites, as requested and determined by the Contracting Officer. The Account Manager will be responsible for reports required by the contract and to serve as liaison between the Contractor and Central Purchasing and any other eligible participant. The Contracting Officer may require the Contractor to relieve the Account Manager from work on this contract, if in its opinion, it is apparent that the Account Manager does not deliver work that conforms to performance standards outlined in this RFP.

Acknowledged and accepted.

- C.3.3.** This named Account Manager must be among those present for all scheduled pre-award meetings.

Acknowledged and accepted.

C.4. Purchasing Process and Pricing

- C.4.1.** Authorized Users will place their own orders with the Contractor. After Contract award, Contractor will interact with Authorized Users on a day-to-day basis for specific issues relating to delivery timeliness, product quality, returns, and similar concerns. The Contracting Officer listed will be responsible for overall contract management, including addendums and Contract performance.

- C.4.2.** Respondents are requested to provide a discount off of the list price for the categories listed. This discount will be applied to the list price to come up with the Contract Pricing (inclusive of Standard delivery) for products.

Acknowledged and accepted.

C.5. Service Level Requirements and Expectations

Section C.5.1 lists the State's Mandatory Service Level Requirements. Respondents must indicate whether they are able to meet these service level requirements. Respondents that are unable to meet any of these service level requirements shall be eliminated from consideration for an award.

Section C.5.2 lists the State's Desired Service Level Expectations. These expectations are desired by the State and the State will evaluate these responses as part of the technical/qualitative evaluation. Respondents must indicate whether they are able to meet these service level expectations.

Mandatory Service Level Requirements and Desired Service Level Expectations shall be met at no additional cost to the State.

C.5.1. Mandatory Service Level Requirements

This section of the document contains Mandatory Service Level Requirements that the successful respondent is required to meet at NO extra charge. Respondents who cannot meet Requirements C.5.1.1 through C.5.1.4 shall be qualified on the grounds of non-responsiveness.

- C.5.1.1.** A supplier must have been in business for a minimum of 24 months to be eligible for a contract award.

MEET. WT Cox Information Services has been in business with legal name of Cox Subscriptions, Inc. since 1974.

- C.5.1.2.** For all products sold, Contractor must be an original manufacturer, authorized distributor, or dealer authorized by manufacturer. If requested, Respondent must be able to identify an account number with manufacturers represented. **CAN MEET**

- C.5.1.3.** Each product sold will have a minimum of manufacturer's standard warranty. **We warranty "in new condition" for periodicals.**

- C.5.1.4.** If any prices fluctuate between the time of order and delivery, Contractor shall charge the prices in effect as of the order date. **MEET.**

- C.5.1.5.** The Contractor will not invoice service fees or additional costs to the Authorized Users during the term of the contract. For instance, there will be no small order, minimum order, special order, shipping (except Rush delivery as specified in the Cost Proposal), hazardous materials, pallet, or fuel charges or surcharges. **MEET**

C.5.2. Desirable Service Level Expectations

This section of the document contains Desirable Service Level Expectations that the Contractor is expected to perform at NO extra charge. All Mandatory Requirements listed in Section C.5.1 supersede the Desirable Service Level Expectations listed below. Respondents are required to indicate any inability to provide the Desirable Service Level Expectation. In addition, respondents are required to propose alternatives to Desirable Service Level Expectations that cannot be met.

C.5.2.1. Response Time

The Contractor should respond to all communications no later than one business day. **Phone calls are answered in one business day. Emails are answered in 48-72 hours.**

C.5.2.2. Fill Rate

The Contractor should maintain a Fill Rate of 98%. The fill rate will be calculated by each Facility, by dividing the number of line items delivered on time by the number of line items ordered for delivery during that month and multiplying the result by 100 to arrive at the percent (%) fill rate. **MEET**

C.5.2.3. Invoice Accuracy

The Contractor should strive to achieve invoice accuracy of 100% as measured by SKUs ordered. **MEET**

C.5.2.4. Delivery Standards

Respondent should make deliveries on dates and times acceptable to Authorized Users. If a regular delivery day falls on a State holiday, Authorized Users and Contractor may determine an alternate date. **Periodicals arrive via U.S. Mail on regular delivery days and based on publisher schedule.**

The Contractor should deliver the Products by the delivery date specified in any executed Attachment, Appendix, or Order referencing the Agreement. The Contractor should ensure Delivery Date standards are met 97% of the time. **Periodicals arrive via U.S. Mail on regular delivery days and based on publisher schedule.**

C.5.2.5. Non-Delivery

After notification of impending short or out-of-stock items, Authorized User may cancel balance of incomplete deliveries without penalty. Authorized User may purchase shorted items that cannot be supplied by the Contractor by date required elsewhere. **NA for periodicals**

C.5.2.6. Overall Customer Satisfaction

Contractor should develop a plan to conduct a quarterly survey of end-users to determine the level of customer service satisfaction experienced by Authorized Users, and should conduct such a survey upon request from the Contracting Officer. Both the raw and analyzed survey results should be provided to the Contracting Officer. The following includes some of the areas to be measured on the survey: Responsiveness, Communication, Courtesy, Competence, Effectiveness, and Overall Satisfaction. **WILL COMPLY**

C.5.2.7. Ordering Methods

Contractors should have a local Oklahoma telephone number or a toll free (800) number. Each Authorized User will be responsible for placing its own orders, which may be accomplished by written purchase order, telephone, fax or computer on-line systems. The State encourages Contractors to have online ordering capabilities, such as a dedicated State website, to facilitate online orders. In the response, please include screenshots of the relevant web interface. **WT Cox Information Services provides a web-based customer interface which is available 24/7. System is detailed at end of this Response. We provide a toll-free phone and fax. Orders are accepted in any method desired.**

C.5.2.8. Payment Options

Authorized Users will pay the Contractor by check, electronic funds transfer, or with the State's authorized P-card (credit card). **WT Cox Information Services accepts all methods of payment. Additional fees may be incurred when using P-card.**

C.5.2.9. Freight Policy

All shipments should be F.O.B. Destination to the specified location, with inside delivery if requested. Contractor is responsible for filing and expediting all freight claims with the carrier. The Contractor should pay title and risk of loss or damage charges. **All periodicals are delivered FOB by U.S. Mail.**

C.5.2.10. Rush Delivery

Respondents should be able to provide Rush Delivery to Authorized Users within a 24 hour window. Explain your rush delivery capabilities in your response.

Rush orders are accepted via any method. Rush orders are placed immediately with careful attention to expiration dates if order currently exists. New orders are accepted. Orders are placed electronically where permissible to reduce the time necessary to process at publisher point of order. Payment is provided via credit card with order to guarantee delivery. WT Cox Information Services will cause orders to begin at expiration of current subscription periods to ensure that your library pays for entitlement only once. In the event that the rush order is not available, staff shall be notified within 24 hours.

Emergency/rush delivery requiring special shipping and handling will be at Authorized Users' expense (with prior approval from the Authorized User). Rush delivery that occurs as a result of the Contractor's error will be free of charge. **Generally NA for periodicals**

C.5.2.11. Shipping

The State is committed to recycling and reuse of packaging materials. Some Authorized Users may also require shrink wrapping. Authorized Users will inform Contractor of any such requirements. **Generally NA for periodicals**

All hazardous materials should be shipped per all Federal and State regulations. **NA for periodicals**

All products should be shipped in a manner which will enable the receiving person(s) to easily check the shipment with the invoice. **Generally NA for periodicals**

C.5.2.12. Return of Product

Authorized Users may return to the Contractor at the Contractor's expense any materials delivered in poor condition, in excess of the amount authorized by the requisition form or not included on the requisition form or purchase order within 30 days of delivery. Credit for returned goods shall be made immediately once the Contractor receives the returned goods. **Generally NA for periodicals**

If any product is returned to a Contractor for failure of performance, the Contractor will, at the State's discretion, refund all amounts paid to the Contractor for such product or replace the product, and the following shall apply: **Generally NA for periodicals**

Within twenty (20) days of written notification by the Authorized User, the Contractor should make arrangements for the return of the product. **Generally NA for periodicals**

The Contractor should bear all shipping and insurance costs. **Generally NA for periodicals**

Contractor should be liable for damages to the product, unless caused by fault or negligence of the Authorized User that occur during the return process. **Generally NA for periodicals**

Please describe your return policy in detail.

CANCELLATION/RETURN POLICY

Due to the nature of subscriptions provision, our return policy is a cancellation policy.

Our cancellation policy is as follows:

WT Cox Information Services will process cancellations up to six (6) months of the start date with publisher approval. Cancellation notifications should be made as soon as possible. After six months from the start date, cancellations will not be accepted or will be cancelled without credit in accordance with the publisher's guidelines. Publishers who do not allow cancellations or assess a cancellation fee will be so indicated on your invoice.

Written cancellation notices shall be sent to publishers, with an acknowledgment sent to the Libraries.

WT Cox Information Services will credit your account with the amount equal to the return of monies by the publisher less the cancellation processing fee. The cancellation fee is 10% of the amount paid with a minimum of \$10. Credits can be applied to outstanding invoices or refunded when the invoice is paid in full. You would make your request directly to your customer service representative. Credits expire one year from date of issue.

Refunds of any unexpired portions of orders shall be requested for all timely (i.e., as specified by the publisher) cancellations, and refund credits for the full amounts refunded by the publishers shall be processed for the Libraries.

Canceled titles shall automatically be deleted from the next main renewal invoice list.

Refunds shall be requested from publisher for any unused portions of subscription based on timely cancellations. Refunds will be paid in full to Library and are based on refunds afforded by publisher. Customer service team will exhaust all administrative remedies to secure refund for cancellation. Billing errors and inaccurate orders become the sole responsibility of WT Cox Information Services.

C.5.2.13. Returns Due to User Error

Contractor should provide for return of unopened items ordered in error for up to 30 calendar days from delivery. For all returns of unopened items or returns due to user error, returns should be provided free-of-charge as long as they occur at a regularly-scheduled delivery time. Otherwise, Authorized Users should be responsible for all costs associated with the preparation of the product for shipping, and all shipping costs to the Contractor's nearest service location for such returns; no additional charges are allowed, including restocking fees. **Generally NA for periodicals.**

Respondent should issue a credit to Authorized User's account as soon as items have been received by the Contractor. **SEE Cancellation Policy above.**

C.5.2.14. Post-Order Customer Service

The Contractor should provide to all Authorized Users a single point of contact (and a backup) to handle questions and resolve problems that arise. At least one Customer Service Representative should be available during standard business hours in the Central time zone, regardless of the time zone where Contractor is located. All service representatives should have access to information to provide immediate response to inquiries concerning the status of orders (shipped or pending), delivery information, back-order information, statewide contract pricing, contracted product offerings/exclusions, contract compliance requirements, and general product information. Representatives should be available by email, fax, or phone (local or 800 number). **The customer service representative that will be assigned to your account is Tara Callison. Here is a short bio about her experience:**

Tara Callison, Customer Service Specialist. Tara will be the point of contact for all issues pertaining to start-up, support, claiming and problem resolution. She will provide transition assistance at the onset of the awarded contract and will continue as the primary contact. Tara attended El Camino Community College in California. In 2007 Tara brought her twenty plus years of customer service knowledge and service expertise to WT Cox Information Services. In 2015 Tara was promoted to Assistant Manager of Customer Service here at WT Cox. In addition to her managerial duties, Tara currently assists Public Libraries, Theological Seminaries, Academic Institutions, and University Institutions in the role of Customer Service Specialist. Tara will provide support as the account manager to you and is fully supported by a well trained staff of clerical personnel. She and her team are dedicated to providing the very best Customer Service in the industry.

C.5.2.15. Price Verification

The Contractor should be able to provide manufacturer price lists and its own list price lists at the State's request in order for the State to verify pricing. The Contractor should have its own auditing system to verify that correct pricing is being offered to the State. In addition, the State reserves the right to audit Contractor records in order to identify discrepancies. If discrepancies are found, at a minimum, the Contractor will refund the State the difference and may be subject to other legal remedies. **Acknowledged, understood and agreed.**

C.5.2.16. Respondents should offer all rebates and special offers (including commercial and consumer offers) made available by the manufacturer, in addition to contracted pricing. Generally NA for periodicals.

C.5.2.17. Quality Assurance and Warranty Guarantee

The Contractor should guarantee its products to be free from defects in materials and workmanship, given normal use and care, over a minimum of the manufacturer's warranty period. The Contractor should agree to repair and/or immediately replace without charge (including freight both ways) to Authorized Users any product or part thereof that proves to be defective or fails within the warranty period as specified. **WT Cox Information Services shall provide replacements or credits for missing, defective and damaged periodicals.**

C.5.2.18. Notification of Back Orders

Please describe in detail your back order notification procedures. **Generally NA for periodicals however, our web-based customer interface issues a titles notification report that will identify any periodicals that are behind schedule in your collection.**

C.5.2.19. Receiving Procedures and Order Inspection

State personnel may inspect and verify deliveries. Products may be matched against the packing slip and order specifications. Authorized Users may identify and reconcile delivery discrepancies of quantity or quality after delivery. Product delivered will also be inspected at time of use and is subject to refusal/return for issues of quality. **Acknowledged. Our web-based customer interface provides a check-in module for your convenience.**

Any cases damaged during loading or delivery will be rejected. Contractor should replace with like or acceptable product at no charge within two business days of notice. **Generally NA for periodicals.**

When receiving deliveries, Authorized Users may:

Inspect each item at the time of receipt

Note any count discrepancies and visible damage on the Contractor's packing slip. Discrepancies or damages noted should be initialed by the Contractor's delivery agent

If, upon inspection at the time of receipt, products are found to be in unacceptable condition, Authorized User may refuse delivery and note reason on delivery receipt. Contractor's delivery agent shall initial any such notes

When satisfied that the shipment is in proper order and/or all discrepancies have been properly noted and initialed, the receiving person shall sign the Contractor's packing slip and retain a copy for their records

Authorized Users reserve the right to reject all or part of a delivery

Contractor should allow ample time for these procedures at each delivery location.

The requirements noted above are generally not applicable to periodicals.

C.5.2.20. Invoice Requirements

All invoices should reflect the prices and discounts established for the items on this contract for all orders placed by Authorized Users. **Acknowledged and agreed.**

Before payment is made, the State will verify that all invoiced charges are correct as per the Contract(s). Only properly submitted invoices will be officially processed for payment. Prompt payment requires that your invoices be accurate, clear and complete in conformity with the instructions below. All invoices must be itemized showing:

- Contractor name
- Remit to address
- Purchase order number (or purchase method and user name, if there is no purchase order)
- Invoice Number
- Date of order/ release
- Item manufacturer's name or abbreviation (if applicable)
- Complete item description
- Unit of measure
- Quantity per UOM
- Manufacturer's product number
- Contractor's catalog and/or stock numbers
- Contract price
- Quantity shipped
- Extended prices
- Shipping charges (if applicable)
- Discounts
- Agency Name
- Purchaser name
- Account number
- Invoice total

Respondent should provide original invoice and requested number of copies to the designated accounts payable representative(s) or addresses for each Authorized User.

Each invoice should contain only those products covered by the purchase order or other purchase method designated on that invoice. Invoices that have pricing other than approved contract pricing will not be considered valid invoices.

Our invoice shall be the bill or written request for payment under the delivery order for supplies delivered or services performed. Invoices shall be submitted in a timely fashion for review and approval.

WT Cox Information Services shall invoice only for the amount of supplies delivered or services performed as authorized by proper delivery order.

Fiscal Year of the Invoice. WT Cox Information Services shall generate an invoice reflecting individual items/services ordered by the customer in accordance with an authorized delivery order. The fiscal year to which an invoice must be charged is governed by the delivery order number, not by the vendor's invoice date. Thus, items ordered on September 30th against a current delivery order will be charged to the current fiscal year, even though they may not be delivered and invoiced until after the next fiscal year has begun. We understand that it is therefore extremely important that the delivery order number and order date be clearly identified on the invoice and that it correctly reflect the fiscal year with which the particular item orders are associated. Invoices for subscriptions shall be clearly distinguishable from reports of usage under the subscription (for which no additional payment is due.) WT Cox Information Services shall not combine charges from separate fiscal years on a single invoice. Invoices for electronic subscriptions shall be clearly distinguishable from usage reports.

Individual invoices shall have unique numbers. No invoice (including credit invoices) shall have a number which duplicates another invoice's number.

WT Cox Information Services shall maintain complete records of all transactions between State of Oklahoma and WT Cox Information Services for the contract in its entirety and for a minimum of three years after contract closure. WT Cox Information Services retains all records of orders, renewals, historical pricing and details of customer relationships for a minimum of seven years. Any and all records are available to customer when requested.

WT Cox Information Services shall be responsible for order completion and invoices issued and paid within the prescribed three years of each fiscal year. Three year period shall follow fiscal year of order placement. Records are archived online indefinitely.

All invoices shall contain, at a minimum:

**Contractor's name;
Unique invoice number;
Date; remittance address;
Purchase order/delivery order number
Contract number;
Federal tax ID number; and
Name, title, phone number of official authorized to submit invoice.**

WT Cox shall bill each subscription title as a single line item. Each line item shall state:

**Order number,
Serial title,
ISSN (if available),
Quantity of copies
Subscription term/period and the volume and issue or edition covered by the charge
Price in U.S. dollars.**

C.5.2.21. Complaint Resolution Procedure

The Contractor should have a robust complaint resolution procedure. Please describe in detail.

COMMUNICATION PLAN – CUSTOMER SERVICE

WT Cox assigns a senior customer service team leader to each Library to coordinate transfer of subscriptions and management of day-to-day collection management needs. Each team leader is fully supported by clerical staff working in the background for start-up assistance and problem resolution.

WT Cox Information Services representatives act as your one point of contact liaison with publishers on behalf of your library. Each library is assigned a senior customer service representative fully supported by a team of clerical administrative assistants. Your assigned representative and supporting clerical team will provide accurate and timely responses to you. Customer service representatives work directly with publisher to resolve start up, claim and problems as they occur.

Upon contract award the Library will be contacted with information regarding your account including all contact information for customer service, sales directors and associated personnel important to our relationship with you. You will become familiar with your account representatives during the transition phase of our relationship.

Our representatives are available from 8:00 am to 6:00 pm Monday through Friday. Additionally, our web-based customer interface is available to staff 24/7 and is provided as part of your basic service.

WT Cox Information Services representatives act as your one point of contact liaison with publishers on behalf of your library. Your assigned representative and supporting clerical team will provide accurate and timely responses to you. Customer service representatives work directly with publisher to resolve start up, claim and problems as they occur. Your customer service representative will be your source of information for everything relating to your library collection.

Library shall be contacted with information regarding your account including all contact information for customer service, sales directors and associated personnel important to our relationship with you. You will become familiar with your account representatives during the transition phase of our new relationship.

Customer service representatives communicate with the publisher in a variety of ways. Customer service representatives work directly with publisher to resolve start up, claim and problems as they occur. Primarily, claims are filed electronically as they are received. Online access issues and newspaper delivery issues are responded to immediately and by phone. Routine claims that cannot be accepted electronically based on publisher restrictions are transmitted daily by mail.

WT Cox Information Services works closely with personnel to form solid working relationships to ensure a successful partnership. Communication is the main key to the most efficient management of library collections. We work as a team with library staff. Free and open communication and information needed willingly provided in a timely fashion will enhance our

most effective relationship.

Online access issues are given top priority and are considered emergency issues. Customer service personnel will place a phone call to publisher service center and take immediate action to regain access for online journals.

In the event that electronic access is ever interrupted, WT Cox Information Services will work closely with publisher to determine compensation for loss of electronic access. In general, either a credit will be issued or terms of access will be extended. Our goal is meet the needs and specifications of the Library for remedies and solutions. Publishers notify our title information department so records can be updated. Records are available in CoxNet in real time.

WT Cox Information Services has a “rush” procedure in place for online access issues. Online access issues are resolved on the same day whenever possible and based on publisher responsiveness. Electronic access issues are given a high priority. Swift and decisive action is taken. Our customer service representatives and there clerical support teams have authority to take definitive action with publishers on your behalf.

Claims are issued on a daily basis electronically where permissible by publisher. Claims are processed daily. The publishers receive concise and accurate information in a standardized format for expedited resolution.

If after eight weeks, your claim remains unresolved, we encourage you to resubmit. Our online system provides a reclaim mechanism for your convenience. Escalation procedures are put in place if no resolution has occurred.

If possible, we ask that you utilize our online system CoxNet for claims for quickest handling. If the claim is urgent, please contact your Customer Service Representative so she can call the publisher immediately.

One of the most common publisher responses when filing claims is that they cannot locate the order. To reduce the possibility of this occurrence, we provide the check number, date of check and cash date. If this information is not sufficient, we will immediately provide proof of payment.

If second or third claims become necessary, they are treated aggressively. Our representatives are empowered to contact the publisher again and again until a claim is resolved to your satisfaction.

Customer service final plan is contingent on nature of problem and reasoning for lack of response by publisher. Customer service management will escalate communication up the publisher’s management chain for responses. Every administrative remedy will be exhausted in the pursuit of a suitable resolution.

WT Cox Information Services shall supply missing issues at no charge when claims have been filed within publisher’ stated time limits.

A report of claims filed is available at any time via CoxNet. Printed reports shall be available on demand.

An annual report summarizing claims and history of resolution or lack thereof shall be provided and is available on demand.

We provide service to obtain replacement copies for defective, mutilated, or lost in transit issues. We have many fulfillment agencies available to assist in obtaining replacements. We also maintain an in-house Replacement Issue Library. This library is available to customers as part of basic service. Customer service representatives will exhaust all available remedies to secure missing issues for the library from outside sources to include publishers and distributors specializing in acquisition of back issue collections.

Customer service representatives are available 8:00 am to 6:00 pm Eastern Standard Time. Your Regional Director of Sales is available to visit and will visit at least twice annually and/or as needed.

WT Cox Information Services shall be responsible for furnishing all material, labor, facilities, equipment and supplies necessary to perform the tasks detailed herein.

C.5.2.22. Catalogs

Contractor should have web based catalog(s) and deliver hard copies, CD-ROM, or electronic media copies of the most current catalog to each Authorized User upon request. Contractor should provide Contracting Officer with an electronic copy of its most recent catalog within five (5) business days of publication. The most recent catalog must be included with a Supplier's response to the RFP.

WT Cox Information Services provides, as part of basic service our web-based customer interface CoxNet (detailed below) which includes an electronic catalog that displays all of our titles easily searchable by a variety of parameters. We encourage you to request a demonstration of this system during the evaluation process. Please contact Mike Perrine, the Vice President of Sales and Marketing to schedule a demonstration. He can be reached at mperrine@wtcox.com



COXNET....OUR SERIALS MANAGEMENT SYSTEM

WT Cox Information Services provides, as part of your basic service, our exclusive interactive web-based system. CoxNet is a "real time" system that allows customers to review their most current account information. Database access is available 24 hours a day, 7 days a week.

Our system gives all customers the ability to administer and manage their account via the Internet. This innovative program allows customers to order (with administrative approval capabilities), file claims, review and alter renewals and retrieve various details of their accounts.

This "real time" system allows the user to see up to the minute information on orders, renewals, invoices, titles, claims, changes and a variety of reports. Systems are updated continuously in real time.

All modules of CoxNet are interactive and web based. The online system includes the following modules:

Subscription Module that includes A-Z title listing, media type and package information, order, bibliographic and account details, publisher policies, claim/change/edit link on main screen, keyword search, title and title access links.

Claim Details Module includes claim details, message forum and resolve/resubmit functions.

Orders Module includes details on order groups, capability to download order list into CSV or excel format, order, bibliographic and account details

Renewals Module allows online renewal function, 24/7 access and downloadable list to PDF or excel. Includes a feature that calculates costs as you move through renewal process to assist with budgetary concerns

Reports Module includes one stop location for reports, multi-file options, customized reports are also available. 24/7 access

Title Module includes online access to catalog, search by feature, media types, language search, bibliographic information and is available in real time. Online catalog includes all titles available.

Title Notification includes up to date key title changes which relate specifically to your order including price increase notifications set to your specific percentage ceiling.

Online Subscriptions includes titles with an online component in your collection. Individual title detail pages allow you to track the progress for license, registration, activation and confirmation of access. Note fields are available as you track progress.

Check In Module includes capability to check in subscriptions, add titles that are not ordered through WT Cox Information Services and also acts as another claim portal.

Our featured enhancements to our proprietary system include:

Notifications has been designed to keep you up to date with key title changes which relate specifically to your orders. This feature has been designed to allow you to view all changes or specify the start date range for the orders you wish to review.

The results will be viewable as a web page rather than a series of reports that will be out of date as soon as they are produced.

Types of changes that will be reported are:

- Delays
- Frequency
- ISSN
- Issues
- Media Type
- Name
- New Title
- Publication Resumed
- Publisher

You will be able to view the previous value and the new value of any change as well as the effective date/volume that this change took place.

You will be able to search for any of the types of changes above or return all changes and then use the sort arrow on the search results page to sequence a particular column.

All results can be exported to excel. No need to store multiple reports of notifications or emails advising of individual changes. In summary, it is your view of your changes when you want it

A customer filter enhancement enables multi-customer organizations to more easily management subscription activity by specific locations within the organization.

RSS Feeds For Notifications

A feature provided to CoxNet allows a user to receive their Notifications via an RSS Feed. The Notifications will still be sent to CoxNet even if you select the RSS feed option.

Selecting the link will allow you to specify the method you wish to subscribe to this feed. (This will vary with your browser of choice). Most browsers do allow you to send the feed to your email account/client.

Online Subscriptions allows you to view any title that has an online component. This will show all online titles and by selecting an individual title, a detail page will be displayed to allow you to track the progress for registration and activation of that title.

There are three steps that you can record your progress in setting up access:

1. License
2. Registration
3. Confirmation of Access

Notes can be entered for each of these steps. An excel option is available to export the summary of the status for each title.

Additional enhancements include:

- Customized view of subscriptions
- Direct access to Library of Congress records
- Ability to search by Dewey Decimal Classification (DDC)
- Ability to search by LC subject classification codes
- Ability to search/filter subscriptions by Invoice Number in Subscriptions Tab
- Simplified License Detail View
- Volume/Issue information available in subscription detail screen

Each of these enhancements has been added as a part of continuing development based on customer feedback. Enhancements are ongoing at all times.

CoxNet also provides a user management module or “administrator” console to control user access. In general, an organizational account will be set up with administrative capabilities. All subaccounts will be viewable via one “Master” account and also viewable as individual subaccounts. Subaccounts and any special packages necessary are assigned a unique identifying number and may be further identified by ship to addresses, billing addresses, funding codes and a variety of other parameters. Subaccounts will be identified to your specifications. Administrative capabilities can be provided or restricted as dictated by your library’s approval processes. Librarians can be given the capability to renew, order and claim (or any combination) or can be restricted from doing so. All orders from the Library will fall under the administrative account. One master administrator should be identified. Subaccounts can be separated by ship-to, HEGIS, cost codes or internal reference codes. Reports can be generated by any common denominator.

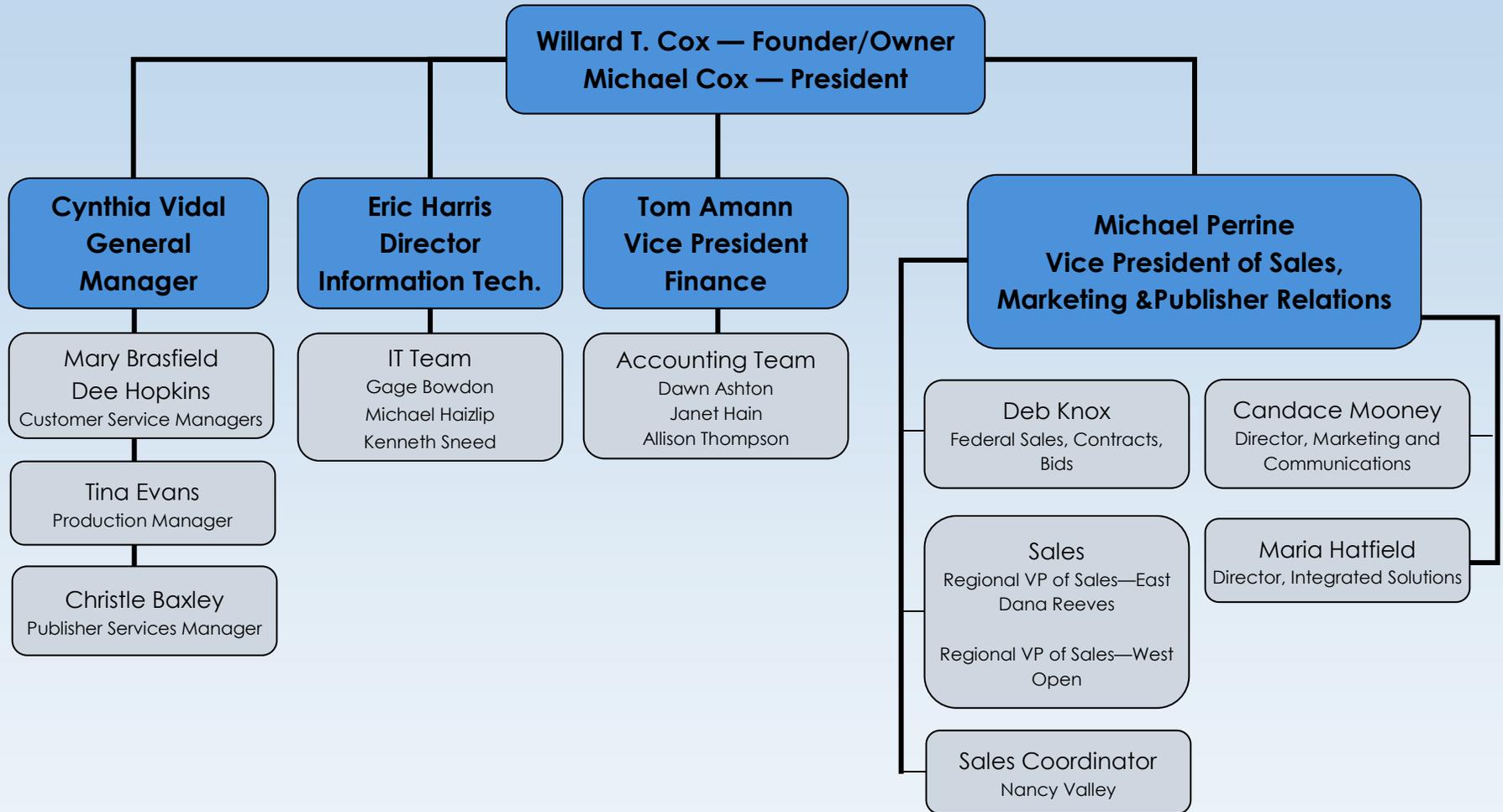
Database records available include title, publisher, ISSN, available formats and also includes a separate title information database which is searchable in a variety of formats. Within the title database, memberships, membership titles and packages are clearly identified. The internal title information within your collection can be customized with publisher ID numbers, account numbers, invoicing information and any number of information the Library deems necessary.

Online titles include registration and access information. Additionally, a customized online access report is available to Library as part of basic service.

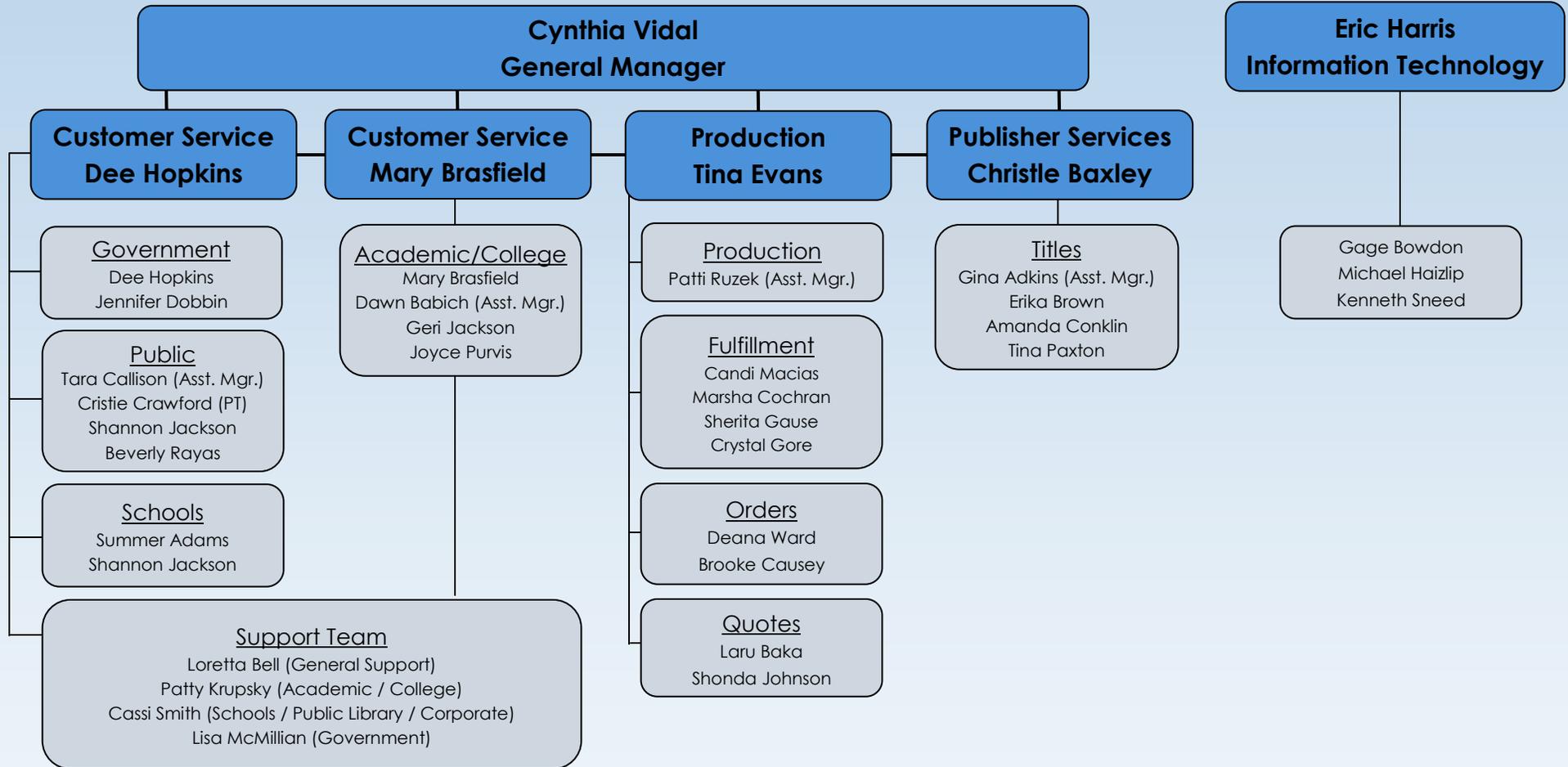
CoxNet records are updated daily in real time. Enhancements to the system are incorporated automatically as they occur.

Screenshots follow.

WT COX INFORMATION SERVICES ORGANIZATIONAL FLOW CHART

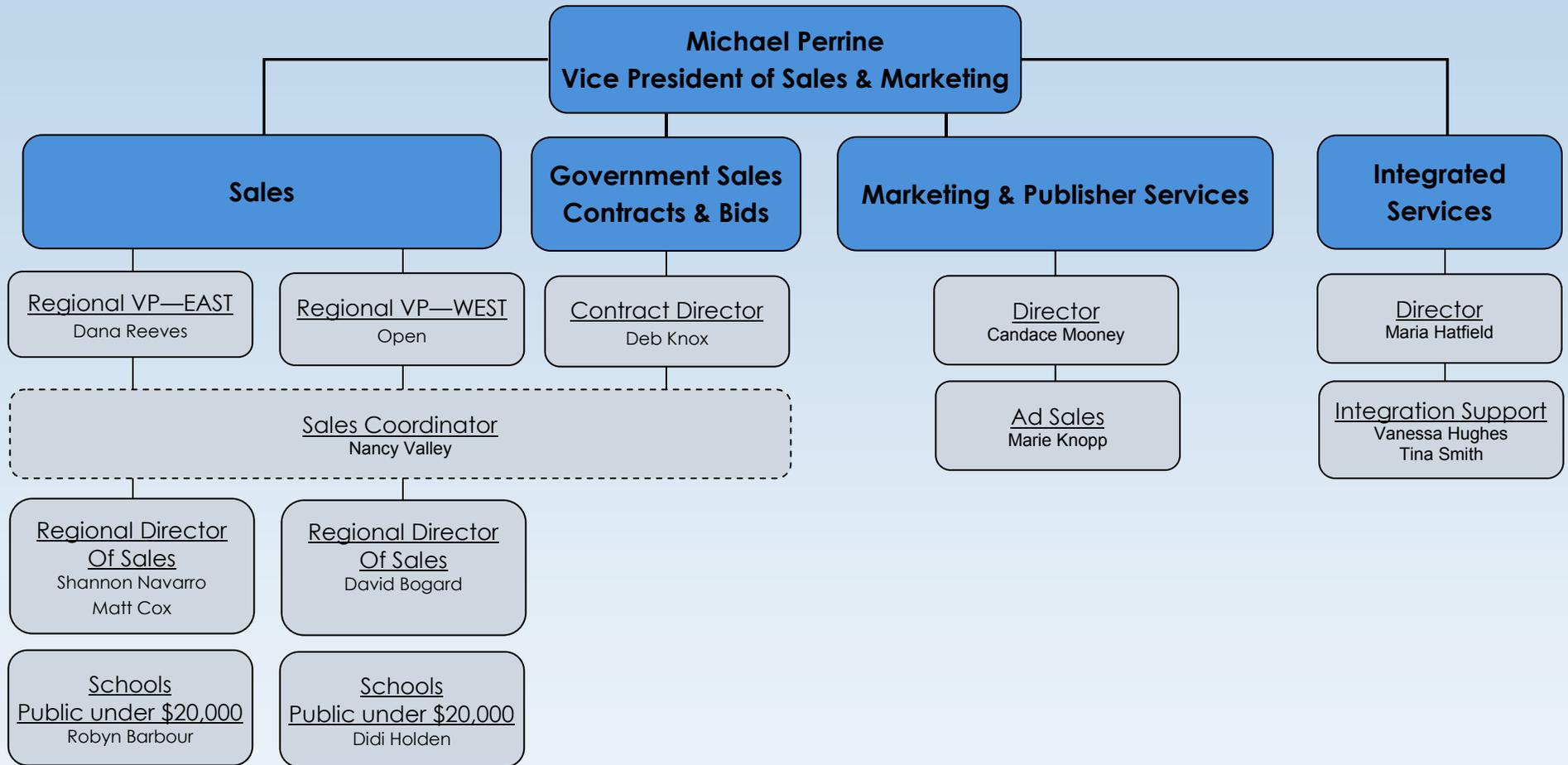


WT COX INFORMATION SERVICES ORGANIZATIONAL FLOW CHART—OPERATIONS



Customer Service: 14
 Production: 10
 Titles: 5
 Information Technology: 3
 General Management: 1
TOTAL: 33

WT COX INFORMATION SERVICES ORGANIZATIONAL FLOW CHART—SALES & MARKETING



Sales / Support: 9
 Government / Bids: 1
 Marketing: 2
 Publisher Services: 1
 Integrated Services: 3
 Management: 1
TOTAL: 17



SAMPLE REPORTS and SCREEN SHOTS

Return Save

Title Detail

Title ABC Package: Journal of Business Communication ILS Number
 Quantity 1 Price -403.00
 Source WT Cox Information Services Location
 Frequency Received Quarterly Issues Per Year 8
 Start Date 01/01/10 Media Type Print

Comments

CardNet Rev 743B
 WT Cox Information Services 1-800-871-3654

CoxNet – Check In Detail

INVOICE 3009385



201 Village Road
 Shallotte, NC 28470
 Phone: 1-800-571-9554
 Fax: 910-755-6274
 Email: dbabich@wtcox.com
 FED ID: 56-1352557
 DUNS: 084174804

Account Number
2083188
Date
02/26/2016

BILL TO:
ACADEMIC LIBRARY
ACQUISITIONS
123 MAIN STREET
NEW YORK NY 10025
UNITED STATES

SHIP TO:
ACADEMIC UNIVERSITY
MAIN CAMPUS LIBRARY
435 STATE STREET
NEW YORK NY 10025
UNITED STATES

<i>Title</i>	<i>Start Date</i>	<i>Expire Date</i>	<i>List</i>	<i>Service Charge</i>	<i>Qty</i>	<i>Total Due</i>
Education & Urban Society (Online + Premium)	01/01/2016	12/31/2016	\$ 1,374.00	\$ 54.96	1	\$ 1,428.96
SAGE Publications Inc ISSN: 0013-1245 1 Year Issues: 9 Renew Cox Ref Number: 85729029 ILS Number: PE2908 Title Volume: 48 (2016) Coverage Statement: Print-Only subscribers will receive complimentary temporary online access to the issues within their current order and for the previous 12 months. Print + Online and Online subscribers will receive temporary electronic access beginning in 1999. Print + Online Premium & Online + Premium subscribers will receive temporary electronic access to the journal backfile back to Volume One, Issue One. Ordering: No more or less than one year Start: Will backstart Claiming: Claims within six months Available Authentication Methods: IP,Password,Single Sign On						
Educational & Psychological Measurement (Online + Premium)	01/01/2016	12/31/2016	\$ 1,316.00	\$ 52.64	1	\$ 1,368.64
SAGE Publications Inc ISSN: 0013-1644 1 Year Issues: 6 Renew Cox Ref Number: 85729031 ILS Number: PE2912 Title Volume: 76 (2016) Coverage Statement: Print-Only subscribers will receive complimentary temporary online access to the issues within their current order and for the previous 12 months. Print + Online and Online subscribers will receive temporary electronic access beginning in 1999. Print + Online Premium & Online + Premium subscribers will receive temporary electronic access to the journal backfile back to Volume One, Issue One. Ordering: No more or less than one year Start: Will backstart Claiming: Claims within six months Available Authentication Methods: IP,Password,Single Sign On						

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 FAX: 910-755-6274
 EMAIL: dbabich@wtcox.com
 FED ID: 56-1352557
 DUNS: 084174804

Account Number 2083188
Date 02/26/2016

<i>Title</i>	<i>Start Date</i>	<i>Expire Date</i>	<i>List</i>	<i>Service Charge</i>	<i>Qty</i>	<i>Total Due</i>
Educational Administration Quarterly (Online + Premium) SAGE Publications Inc ISSN: 0013-161X 1 Year Issues: 5 Renew Cox Ref Number: 85729030 ILS Number: PE2911 Title Volume: 52 (2016) Coverage Statement: Print-Only subscribers will receive complimentary temporary online access to the issues within their current order and for the previous 12 months. Print + Online and Online subscribers will receive temporary electronic access beginning in 1999. Print + Online Premium & Online + Premium subscribers will receive temporary electronic access to the journal backfile back to Volume One, Issue One. Ordering: No more or less than one year Start: Will backstart Claiming: Claims within six months Available Authentication Methods: IP,Password,Single Sign On	01/01/2016	12/31/2016	\$ 1,013.00	\$ 40.52	1	\$ 1,053.52

Educational Researcher (Online + Premium) SAGE Publications Inc ISSN: 0013-189X 1 Year Issues: 9 Renew Cox Ref Number: 85729032 ILS Number: PE2915 Title Volume: 45 (2016) Coverage Statement: Print-Only subscribers will receive complimentary temporary online access to the issues within their current order and for the previous 12 months. Print + Online and Online subscribers will receive temporary electronic access beginning in 1999. Print + Online Premium & Online + Premium subscribers will receive temporary electronic access to the journal backfile back to Volume One, Issue One. Ordering: No more or less than one year Start: Will backstart Claiming: Claims within six months Available Authentication Methods: IP,Password,Single Sign On	01/01/2016	12/31/2016	\$ 554.00	\$ 22.16	1	\$ 576.16
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Account Number 2083188
Date 02/26/2016

<i>Title</i>	<i>Start Date</i>	<i>Expire Date</i>	<i>List</i>	<i>Service Charge</i>	<i>Qty</i>	<i>Total Due</i>
Journal of Cognitive Engineering & Decision Making (Online) SAGE Publications Inc ISSN: 1555-3434 1 Calendar Year Issues: 4 Renew Cox Ref Number: 85729033 ILS Number: PE2919 Title Volume: 10 (2016) Coverage Statement: Print-Only subscribers will receive complimentary temporary online access to the issues within their current order and for the previous 12 months. Print + Online and Online subscribers will receive temporary electronic access beginning in 1999. Print + Online Premium & Online + Premium subscribers will receive temporary electronic access to the journal backfile back to Volume One, Issue One. JAN Ordering: No more or less than one year Start: Will backstart Claiming: Claims within six months Cancellation: No refund on cancellations after 1st issue is mailed or published online Available Authentication Methods: IP,Password,Single Sign On	01/01/2016	12/31/2016	\$ 475.00	\$ 19.00	1	\$ 494.00

Qualitative Inquiry (Online + Premium) SAGE Publications Inc ISSN: 1077-8004 1 Year Issues: 10 Renew Cox Ref Number: 85729034 ILS Number: PE2916 Title Volume: 22 (2016) Coverage Statement: Print-Only subscribers will receive complimentary temporary online access to the issues within their current order and for the previous 12 months. Print + Online and Online subscribers will receive temporary electronic access beginning in 1999. Print + Online Premium & Online + Premium subscribers will receive temporary electronic access to the journal backfile back to Volume One, Issue One. Ordering: No more or less than one year Start: Will backstart Claiming: Claims within six months Cancellation: No refund on cancellations after 1st issue is mailed or published online Available Authentication Methods: IP,Password,Single Sign On	01/01/2016	12/31/2016	\$ 1,759.00	\$ 70.36	1	\$ 1,829.36
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Account Number 2083188
Date 02/26/2016

<i>Title</i>	<i>Start Date</i>	<i>Expire Date</i>	<i>List</i>	<i>Service Charge</i>	<i>Qty</i>	<i>Total Due</i>
Qualitative Research (Online)	01/01/2016	12/31/2016	\$ 1,191.00	\$ 47.64	1	\$ 1,238.64

SAGE Publications Inc
 ISSN: 1468-7941 1 Year Issues: 6 Renew
 Cox Ref Number: 85729036 ILS Number: PE2917
 Title Volume: 16 (2016)
 Coverage Statement: Print-Only subscribers will receive complimentary temporary online access to the issues within their current order and for the previous 12 months. Print + Online and Online subscribers will receive temporary electronic access beginning in 1999. Print + Online Premium & Online + Premium subscribers will receive temporary electronic access to the journal backfile back to Volume One, Issue One.
 BASIC
 Ordering: No more or less than one year
 Start: Will backstart
 Claiming: Claims within six months
 Cancellation: No refund on cancellations after 1st issue is mailed or published online
 Available Authentication Methods: IP,Password,Single Sign On

Transcultural Psychiatry (Online + Premium)	01/01/2016	12/31/2016	\$ 1,310.00	\$ 52.40	1	\$ 1,362.40
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SAGE Publications Inc
 ISSN: 1363-4615 1 Year Issues: 6 Renew
 Cox Ref Number: 85729035 ILS Number: PE2918
 Title Volume: 53 (2016)
 Coverage Statement: Print-Only subscribers will receive complimentary temporary online access to the issues within their current order and for the previous 12 months. Print + Online and Online subscribers will receive temporary electronic access beginning in 1999. Print + Online Premium & Online + Premium subscribers will receive temporary electronic access to the journal backfile back to Volume One, Issue One.
 Ordering: No more or less than one year
 Start: Will backstart
 Claiming: Claims within six months
 Cancellation: No refund on cancellations after 1st issue is mailed or published online
 Available Authentication Methods: IP,Password,Single Sign On

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EMAIL: dbabich@wtcox.com
FED ID: 56-1352557
DUNS: 084174804

Account Number
2083188
Date
02/26/2016

INVOICES ARE DUE UPON RECEIPT

Your service charge of **4.00%** has been applied to the items above.

TAX EXEMPTION ID	013-352-687
TOTAL LIST	\$ 8,992.00
TOTAL SERVICE	\$ 359.68
TOTAL AMOUNT	\$ 9,351.68
TOTAL DUE	\$ 9,351.68

Rates Are Calculated From Current Publisher List Price

Outstanding balances over 30 days will be subject to a 1% monthly finance charge. Payment by check or wire transfer is the preferred method of payment. Credit card payments are subject to a 2.75% convenience fee.

View Invoices or Credits: Invoices

Invoice No	Date	Purchase Order	Customer Name	Customer ID	Amount	Paid	Outstanding	Export
2944886	11/29/12	133-4130	WT Cox Demo Library	2054021	\$32,552.94	\$32,552.94	50.00	XLS / PDF
2921179	11/04/11		WT Cox Demo Library	2054021	\$42,938.60	\$42,938.60	50.00	XLS / PDF
2906677	12/10/10		WT Cox Demo Library	2054021	\$46.80	\$46.80	50.00	XLS / PDF
2903845	11/11/10		WT Cox Demo Library	2054021	\$60,961.61	\$60,961.61	50.00	XLS / PDF
2892723	07/21/10		WT Cox Demo Library	2054021	\$119.76	\$119.76	50.00	XLS / PDF
2884106	02/17/10	Email	WT Cox Demo Library	2054021	\$734.74	\$734.74	50.00	XLS / PDF

CoxNet v7.436
WT Cox Information Services 1-800-871-0884

CoxNet – Invoice / Credits Tab

UCONN SampleEDI3009385
SAMPLE EDI INVOICE

UNA:+.? '
UNB+UNOC:3+1791486:31B+TCCD:ZZ+160226:1350
+0001 '
UNH+3009385+INVOIC:D:96A:UN:EAN008 '
BGM+380:::JINV+3009385+43 '
DTM+137:20160226:102 '
CUX+2:USD:4 '
LIN+1 '
PIA+5+0013-1245:IS '
IMD+L+050+:::Education & Urban Society '
QTY+47:1 '
DTM+194:20160101:610 '
DTM+206:20161231:610 '
MOA+203:1428.96 '
PRI+AAB:1374.0 '
RFF+SNA:85729029 '
RFF+LI:PE2908 '
LIN+2 '
PIA+5+0013-1644:IS '
IMD+L+050+:::Educational & Psychological
Measurement '
QTY+47:1 '
DTM+194:20160101:610 '
DTM+206:20161231:610 '
MOA+203:1368.64 '
PRI+AAB:1316.0 '
RFF+SNA:85729031 '

UCONN SampleEDI3009385

RFF+LI:PE2912'

LIN+3'

PIA+5+0013-161X:IS'

IMD+L+050+:::Educational Administration
Quarterly'

QTY+47:1'

DTM+194:20160101:610'

DTM+206:20161231:610'

MOA+203:1053.52'

PRI+AAB:1013.0'

RFF+SNA:85729030'

RFF+LI:PE2911'

LIN+4'

PIA+5+0013-189X:IS'

IMD+L+050+:::Educational Researcher'

QTY+47:1'

DTM+194:20160101:610'

DTM+206:20161231:610'

MOA+203:576.16'

PRI+AAB:554.0'

RFF+SNA:85729032'

RFF+LI:PE2915'

LIN+5'

PIA+5+1555-3434:IS'

IMD+L+050+:::Journal of Cognitive
Engineering & Decision Making'

QTY+47:1'

DTM+194:20160101:610'

DTM+206:20161231:610'

MOA+203:494.0'

UCONN SampleEDI3009385

PRI+AAB:475.0'

RFF+SNA:85729033'

RFF+LI:PE2919'

LIN+6'

PIA+5+1077-8004:IS'

IMD+L+050+:::Qualitative Inquiry'

QTY+47:1'

DTM+194:20160101:610'

DTM+206:20161231:610'

MOA+203:1829.36'

PRI+AAB:1759.0'

RFF+SNA:85729034'

RFF+LI:PE2916'

LIN+7'

PIA+5+1468-7941:IS'

IMD+L+050+:::Qualitative Research'

QTY+47:1'

DTM+194:20160101:610'

DTM+206:20161231:610'

MOA+203:1238.64'

PRI+AAB:1191.0'

RFF+SNA:85729036'

RFF+LI:PE2917'

LIN+8'

PIA+5+1363-4615:IS'

IMD+L+050+:::Transcultural Psychiatry'

QTY+47:1'

DTM+194:20160101:610'

DTM+206:20161231:610'

MOA+203:1362.4'

UCONN SampleEDI3009385

PRI+AAB:1310.0'
RFF+SNA:85729035'
RFF+LI:PE2918'
UNS+S'
CNT+2:9'
MOA+79:9351.68'
MOA+9:9351.68'
UNT+3:00,091+3009385'
UNZ+3+0008

[Return](#)
[Print Invoice](#)
[Export Items To Excel](#)

Details For Invoice 2944886

Invoice 2944886
Purchase Order Number 133-4130
Customer WT Cox Demo Library
Customer ID 2054021
Invoice Date Nov 28, 2012
Amount \$32,552.94
Paid \$32,552.94
Outstanding \$0.00

Payments

Payment	Payment Type	Amount	Payment Date
Check 367315	CHECK	532,552.94	Dec 27, 2012

Order Items

CoxNet – Invoice Detail



Order	Title	Media	ISSN
2323232	American Journal of Psychiatry	Online	0002-953X
2323232	Anesthesiology	Online	1528-1175
2323232	Annals of Oncology	Print + Online	0923-7534
2323232	Annals of the American Academy of Political & Social Science	Online	0002-7162
2323232	Children's Literature in Education	Online	0045-6713
2323232	Environmental Engineering Science	Online	1092-8758
2323232	Human Resource Management	Online	0090-4848
2323232	Journal of Policy History	Online	0898-0306
2323232	Molecular and Cellular Biology	Online	0270-7306
2323232	Nature	Online	0028-0836



Sample Cost Per Use Report

Publisher	Frequency	Issues	Start Date	Expire Date	Term
American Psychiatric Publishing	Monthly	12	01/01/15	12/31/15	1 Year
Lippincott Williams & Wilkins	Monthly	12	01/01/15	12/31/15	1 Calendar Year
Oxford University Press	Monthly	12	01/01/15	12/31/15	1 Calendar Year
SAGE Publications Inc	Bi-Monthly	6	01/01/15	12/31/15	1 Year
Springer New York	Quarterly	4	01/01/15	12/31/15	1 Calendar Year
Mary Ann Liebert	Monthly	12	01/01/15	12/31/15	1 Calendar Year
John Wiley & Sons Inc	Bi-Monthly	6	01/01/15	12/31/15	1 Calendar Year
Cambridge University Press	Quarterly	4	01/01/15	12/31/15	1 Calendar Year
American Society for Microbiology	Quarterly	4	01/01/15	12/31/15	1 Calendar Year
Nature Publishing Group	Semi-Monthly	24	01/01/15	12/31/15	1 Calendar Year

Ship To	ILS Number	Cox Ref Number	Fund Code	QTY	Price	Total	Usage Year
DEMO LIBRARY	o16238916	1010101	Sample	1	\$1,132.00	\$1,132.00	2015
DEMO LIBRARY	o16239519	1010104	Demo	1	\$3,117.52	\$3,117.52	2015
DEMO LIBRARY	o16246238	1010109	Test	1	\$3,915.46	\$3,915.46	2015
DEMO LIBRARY	o16239362	1010102	Test	1	\$1,081.00	\$1,081.00	2015
DEMO LIBRARY	o1623960x	1010106	Test	1	\$797.00	\$797.00	2015
DEMO LIBRARY	o16246196	1010108	Demo	1	\$2,400.00	\$2,400.00	2015
DEMO LIBRARY	o16246433	1010111	Demo	1	\$1,216.00	\$1,216.00	2015
DEMO LIBRARY	o16239568	1010105	Sample	1	\$200.00	\$200.00	2015
DEMO LIBRARY	o1624025x	1010107	Sample	1	\$2,379.00	\$2,379.00	2015
DEMO LIBRARY	o16418803	1010110	Demo	1	\$11,479.00	\$11,479.00	2015

Total Usage	Cost Per U	Status	Note
1228	\$0.92	Fulfilled	
111	\$28.09	Fulfilled	
38	\$103.04	Fulfilled	
0	\$1,081.00	Fulfilled	
0	\$797.00	Fulfilled	
2	\$1,200.00	Fulfilled	
4	\$304.00	Fulfilled	
1	\$200.00	Fulfilled	
1280	\$1.86	Fulfilled	
20159	\$0.57	Fulfilled	

INVOICE 2989960



Account Number 2082867
Date 12/17/2014

PO: PO to follow

201 Village Road
 Shallotte, NC 28470
 Phone: 1-800-571-9554
 Fax: 910-755-6274
 Email: mbrasfield@wtcox.com
 FED ID: 56-1352557
 DUNS: 084174804

BILL TO:
WT Cox Demo University
201 Village Road
Shallotte NC 28470
UNITED STATES

SHIP TO:
WT Cox Demo University
201 Village Road
Shallotte NC 28470
UNITED STATES

<i>Title</i>	<i>Start Date</i>	<i>Expire Date</i>	<i>Rate</i>	<i>Qty</i>	<i>Total Due</i>
Journal of Biological Education(Online) ISSN: 0021-9266 1 Year Issues: 4 Cox Ref Number: 85269537 ILS Number: E33822	01/01/2015	12/31/2015	\$ 247.45	1	\$ 247.45
	Renew	Fund: edu-s			
Human Service Organizations: Management, Leadership & Governance(Online) ISSN: 2330-3131 1 Calendar Year Issues: 5 Cox Ref Number: 85269902 ILS Number: E18779 Previously : Administration in Social Work	01/01/2015	12/31/2015	\$ 1,044.34	1	\$ 1,044.34
	Renew	Fund: soc-s			
Administrative Science Quarterly(Online) ISSN: 0001-8392 1 Year Issues: 4 Cox Ref Number: 85269649 ILS Number: E27086	01/01/2015	12/31/2015	\$ 271.69	1	\$ 271.69
	Renew	Fund: mgt-s			
Adult Education Quarterly(Online) ISSN: 0741-7136 1 Year Issues: 4 Cox Ref Number: 85269516 ILS Number: E27087	01/01/2015	12/31/2015	\$ 405.01	1	\$ 405.01
	Renew	Fund: edu-s			
Affilia: Journal of Women & Social Work(Online) ISSN: 0886-1099 1 Year Issues: 4 Cox Ref Number: 85269921 ILS Number: E37797	01/01/2015	12/31/2015	\$ 723.16	1	\$ 723.16
	Renew	Fund: ssc-s			
African Affairs(Online) ISSN: 0001-9909 1 Calendar Year Issues: 4 Cox Ref Number: 85269624 ILS Number: E13484	01/01/2015	12/31/2015	\$ 568.63	1	\$ 568.63
	Renew	Fund: hum-s			
African Geographical Review(Online) ISSN: 1937-6812 1 Calendar Year Issues: 2 Cox Ref Number: 85269603 ILS Number: P30728	01/01/2015	12/31/2015	\$ 219.17	1	\$ 219.17
	Renew	Fund: geo-s			



Report: Number of Successful Full-Text Article Requests by Month, Journal and Platform

Reporting Month: Nov-15

Institution: Technical University(Sample Report)

Institution	Publisher	Platform	Platform C	Collection I	COUNTER C	Report Me	Journal Title	Journal DO
42	American P	American P	app	American F	yes	Full-Text R	American Journ	10.1176/a
42	Lippincott \	Ovid	ovsp	OvidSP	yes	Full-Text R	Anesthesiology	no data
42	Oxford Uni	Ovid	ovsp	OvidSP	yes	Full-Text R	Annals of Oncol	no data
42	SAGE Publi	HighWire P	high	HighWire P	yes	Full-Text R	Annals of the Ar	no data
42	Springer	SpringerLin	spr	SpringerLin	yes	Full-Text R	Children's Litera	10.1007/1
42	Mary Ann I	Mary Ann I	mal	Mary Ann I	yes	Full-Text R	Environmental E	10.1089/e
42	John Wiley	Wiley Onlir	wil	Wiley Inter	yes	Full-Text R	Human Resourc	10.1002/(I
42	Cambridge	CJO	cup	Cambridge	yes	Full-Text R	Journal of Policy	no data
42	American S	HighWire P	high	HighWire P	yes	Full-Text R	Molecular and C	10.1128/ei
42	Nature Pub	nature.com	npg	Nature Pub	yes	Full-Text R	Nature	10.1038/n

Proprietary	Print ISSN	Online ISSN	YTD-15	YTD-HTML	YTD-PDF	Jan-15	Feb-15	Mar-15
ajp	"0002-953	"1535-722	1228	406	822	84	107	135
no data	"0003-302	"1528-117	111	50	61	18	8	10
no data	"0923-753	"1569-804	38	17	21	8	0	2
Subscriber	"0002-716	"1552-334	0	0	0	0	0	0
10583	"0045-671	"1573-169	0	0	0	0	0	0
ees	"1092-875	"1557-901	2	1	1	0	0	2
HRM	"0090-484	"1099-050	4	0	4	0	0	1
no data	"0898-030	"1528-419	1	0	1	0	0	0
Subscriber	0270-7306	1098-5549	1280	650	630	161	129	85
NATURE	"0028-083	"1476-468	20159	13246	6913	2283	2455	1993

Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
136	128	112	114	86	109	96	121
11	6	14	4	11	19	7	3
2	6	9	2	2	5	1	1
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0
1	1	0	1	0	0	0	0
0	0	0	0	0	0	1	0
136	124	125	116	113	101	91	99
2364	1722	1722	1953	2006	1886	1775	0



SAMPLE USAGE REPORT

Order	Title	Media	ISSN
2323232	American Journal of Psychiatry	Online	0002-953X
2323232	Anesthesiology	Online	1528-1175
2323232	Annals of Oncology	Print + Online	0923-7534
2323232	Annals of the American Academy of Political & Social Science	Online	0002-7162
2323232	Children's Literature in Education	Online	0045-6713
2323232	Environmental Engineering Science	Online	1092-8758
2323232	Human Resource Management	Online	0090-4848
2323232	Journal of Policy History	Online	0898-0306
2323232	Molecular and Cellular Biology	Online	0270-7306
2323232	Nature	Online	0028-0836

Publisher	Frequency	Issues	Start Date	Expire Date	Term
American Psychiatric Publishing	Monthly	12	01/01/15	12/31/15	1 Year
Lippincott Williams & Wilkins	Monthly	12	01/01/15	12/31/15	1 Calendar Year
Oxford University Press	Monthly	12	01/01/15	12/31/15	1 Calendar Year
SAGE Publications Inc	Bi-Monthly	6	01/01/15	12/31/15	1 Year
Springer New York	Quarterly	4	01/01/15	12/31/15	1 Calendar Year
Mary Ann Liebert	Monthly	12	01/01/15	12/31/15	1 Calendar Year
John Wiley & Sons Inc	Bi-Monthly	6	01/01/15	12/31/15	1 Calendar Year
Cambridge University Press	Quarterly	4	01/01/15	12/31/15	1 Calendar Year
American Society for Microbiology	Quarterly	4	01/01/15	12/31/15	1 Calendar Year
Nature Publishing Group	Semi-Monthly	24	01/01/15	12/31/15	1 Calendar Year

Ship To	ILS Number	Cox Ref Number	Fund Code	QTY	Price	Total	Jan-15
DEMO LIBRARY	o16238916	1010101	Sample	1	\$1,132.00	\$1,132.00	84
DEMO LIBRARY	o16239519	1010104	Demo	1	\$3,117.52	\$3,117.52	18
DEMO LIBRARY	o16246238	1010109	Test	1	\$3,915.46	\$3,915.46	8
DEMO LIBRARY	o16239362	1010102	Test	1	\$1,081.00	\$1,081.00	0
DEMO LIBRARY	o1623960x	1010106	Test	1	\$797.00	\$797.00	0
DEMO LIBRARY	o16246196	1010108	Demo	1	\$2,400.00	\$2,400.00	0
DEMO LIBRARY	o16246433	1010111	Demo	1	\$1,216.00	\$1,216.00	0
DEMO LIBRARY	o16239568	1010105	Sample	1	\$200.00	\$200.00	0
DEMO LIBRARY	o1624025x	1010107	Sample	1	\$2,379.00	\$2,379.00	161
DEMO LIBRARY	o16418803	1010110	Demo	1	\$11,479.00	\$11,479.00	2283

Feb-15	Mar-15	YTD total	Status	Note
107	135	326	Fulfilled	
8	10	36	Fulfilled	
0	2	10	Fulfilled	
0	0	0	Fulfilled	
0	0	0	Fulfilled	
0	2	2	Fulfilled	
0	1	1	Fulfilled	
0	0	0	Fulfilled	
129	85	375	Fulfilled	
2455	1993	6731	Fulfilled	

INVOICE 2989960

PO: PO to follow



201 Village Road
 Shallotte, NC 28470
 PHONE: 1-800-571-9554
 FAX: 910-755-6274
 EMAIL: mbrasfield@wtcox.com
 FED ID: 56-1352557
 DUNS: 084174804

Account Number 2082867
Date 12/17/2014

<u>Title</u>	<u>Start Date</u>	<u>Expire Date</u>	<u>Rate</u>	<u>Qty</u>	<u>Total Due</u>
Ageing & Society(Online) ISSN: 0144-686X 1 Calendar Year Issues: 10 Cox Ref Number: 85269922 ILS Number: E27090	01/01/2015	12/31/2015	\$ 676.70	1	\$ 676.70
	Renew	Fund: ssc-s			
AHFS Drug Information(Online) ISSN: 1063-8792 1 Year Issues: 1 Cox Ref Number: 85269699 ILS Number: E37761	01/01/2015	12/31/2015	Must Order Direct	1	\$ 0.00
	Renew	Fund: nsg-s			
Alcoholism Treatment Quarterly(Online) ISSN: 0734-7324 1 Calendar Year Issues: 4 Cox Ref Number: 85269923 ILS Number: E37798	01/01/2015	12/31/2015	\$ 925.16	1	\$ 925.16
	Renew	Fund: ssc-s			
Amerasia Journal(Online) ISSN: 0044-7471 1 Year Issues: 3 Cox Ref Number: 85269924 ILS Number: E37725	01/01/2015	12/31/2015	\$ 313.10	1	\$ 313.10
	Renew	Fund: ssc-s			
American Behavioral Scientist(Online) ISSN: 0002-7642 1 Year Issues: 12 Cox Ref Number: 85269925 ILS Number: E27091	01/01/2015	12/31/2015	\$ 2,323.00	1	\$ 2,323.00
	Renew	Fund: ssc-s			
American Catholic Philosophical Association Membership (Online) 1 Year Cox Ref Number: 85284458 ILS Number: Po1070320 Includes: American Catholic Philosophical Quarterly New Scholasticism Proceedings of the American Catholic Philosophical Association	01/01/2015	12/31/2015	\$ 200.99	1	\$ 200.99
	Renew	Fund: phl-s			
American Educational Research Journal(Online) ISSN: 0002-8312 1 Year Issues: 6 Cox Ref Number: 85269518 ILS Number: E27092	01/01/2015	12/31/2015	\$ 897.89	1	\$ 897.89
	Renew	Fund: edu-s			
American Historical Review(Online) ISSN: 0002-8762 1 Year Issues: 5 Cox Ref Number: 85269608 ILS Number: E37992	01/01/2015	12/31/2015	\$ 482.78	1	\$ 482.78
	Renew	Fund: hst			
American Journal of Clinical Nutrition(Online) ISSN: 0002-9165 1 Calendar Year Issues: 12 Cox Ref Number: 85269700 ILS Number: E27095 Cancellations accepted only before subscription begins serving	01/01/2015	12/31/2015	\$ 611.05	1	\$ 611.05
	Renew	Fund: nsg-s			

INVOICE 2989960

PO: PO to follow



201 Village Road
 Shalotte, NC 28470
 PHONE: 1-800-571-9554
 FAX: 910-755-6274
 EMAIL: mbrasfield@wtcox.com
 FED ID: 58-1352557
 DUNS: 084174804

Account Number 2082867
Date 12/17/2014

Title	Start Date	Expire Date	Rate	Qty	Total Due
Eastern Communication Association Journals(Online) ISSN: 9999-9994 1 Calendar Year Issues: 10 Cox Ref Number: 85269450 ILS Number: E1029836 Includes: Communication Quarterly Communication Research Reports Qualitative Research Reports in Communication	01/01/2015	12/31/2015	\$ 352.49	1	\$ 352.49
Ecological Society of America (All Journals)(Online) 1 Calendar Year Cox Ref Number: 85269413 ILS Number: E30757 Includes: Ecological Applications Ecological Monographs Ecology (Ecological Society of America) Frontiers in Ecology & the Environment	01/01/2015	12/31/2015	\$ 1,622.06	1	\$ 1,622.06
Ecology of Food & Nutrition(Online) ISSN: 0367-0244 1 Calendar Year Issues: 6 Cox Ref Number: 85269589 ILS Number: E38568	01/01/2015	12/31/2015	\$ 1,390.77	1	\$ 1,390.77
Economists Voice, The(Online) ISSN: 2194-6167 1 Year Issues: 1 Cox Ref Number: 85269501 ILS Number: E25023 No cancellations	01/01/2015	12/31/2015	\$ 365.62	1	\$ 365.62
Economy & Society(Online) ISSN: 0308-5147 1 Calendar Year Issues: 4 Cox Ref Number: 85269502 ILS Number: E28294	01/01/2015	12/31/2015	\$ 631.25	1	\$ 631.25
EDPACS: The EDP Audit, Control, and Security Newsletter (Online) ISSN: 0736-6981 1 Calendar Year Issues: 12 Cox Ref Number: 85269398 ILS Number: E27217	01/01/2015	12/31/2015	\$ 359.56	1	\$ 359.56
Education & Urban Society(Online) ISSN: 0013-1245 1 Year Issues: 6 Cox Ref Number: 85269525 ILS Number: E27218	01/01/2015	12/31/2015	\$ 1,086.76	1	\$ 1,086.76
Educational & Psychological Measurement(Online) ISSN: 0013-1644 1 Year Issues: 6 Cox Ref Number: 85269527 ILS Number: E27220	01/01/2015	12/31/2015	\$ 1,123.12	1	\$ 1,123.12

INVOICE 2989960

PO: PO to follow



201 Village Road
Shallotte, NC 28470
PHONE: 1-800-571-9554
FAX: 910-755-6274
EMAIL: mbrasfield@wtcox.com
FED ID: 56-1352557
DUNS: 084174804

Account Number
2082867
Date
12/17/2014

<i>Title</i>	<i>Start Date</i>	<i>Expire Date</i>	<i>Rate</i>	<i>Qty</i>	<i>Total Due</i>
--------------	-------------------	--------------------	-------------	------------	------------------

INVOICES ARE DUE UPON RECEIPT

Your service charge of 1.00% has been applied to the items above.

TAX EXEMPTION ID E-9990-9022-07
TOTAL AMOUNT \$ 551,410.23
TOTAL DUE \$ 551,410.23
CREDITED/PAID (\$ 551,410.23)
REMAINING BALANCE \$ 0.00

Rates Are Calculated From Current Publisher List Price

Outstanding balances over 30 days will be subject to a 1% monthly finance charge. Payment by check or wire transfer is the preferred method of payment.

DEPT OF VETERANS AFFAIRS
 FMS
 PO BOX 149971
 AUSTIN TX 78714-9971

CREDIT SUMMARY
 01/01/2013 thru 02/19/2014



Issue Date	Credit Memo No	Customer Name	ID	Title	Reason	Amount	Balance
04/10/2013	1557132	DEPT OF VETERANS AFFAIRS	2077968	Clin-Alert	Cancelled Title	\$994.69	\$160.82
04/19/2013	1557342	DEPT OF VETERANS AFFAIRS	2079639	Coping with Cancer	Incorrect Rate Used	\$465.00	\$375.00
05/06/2013	1556039	DEPT OF VETERANS AFFAIRS	2055863	US Identification Manual with Updates	Cancelled Title	\$226.00	\$136.50
05/07/2013	1558244	DEPT OF VETERANS AFFAIRS	2077244	American Heritage	Cancelled Title	\$24.00	\$24.00
05/10/2013	1558456	DEPT OF VETERANS AFFAIRS	2079427	New York Times National Edition Mon-Fri (Carrier)	Cancelled Title	\$422.65	\$422.65
05/22/2013	1558886	DEPT OF VETERANS AFFAIRS	2055854	AAACR Journal Suite (Single User)	Cancelled Title	\$2413.42	\$2413.42
01/06/2014	1575528	DEPT OF VETERANS AFFAIRS	2055073	Journal of Nutritional Biochemistry	Cancelled Title	\$2403.71	\$116.71

Total of all available credit balances as of 02/19/2014 = **\$3652.40**

Please note - Credits must be used within 1 year of issue date. Please make use of older credits first, when possible. Thank You.

CREDIT MEMO

1568311



201 Village Road
Shallotte, NC 28470
1-800-571-9554
FED ID: 56-1352557

Account Number 2054021
Date 05/07/2013

WT Cox Demo Library
WT Cox Demo Library
Demo Library
Shallotte NC 28412
UNITED STATES

Reason: Cancelled Title
Title: American Heritage (Print Edition)
Invoice: 2944886
PO Num: RenewalAuthorization
Credited Amount: \$ 23.40
Credited Tax: \$ 0.00
Amount: \$ 23.40

Invoice	PO Num	Amount Used
---------	--------	-------------

Total Used	\$ 0.00
Total Remaining	\$ 23.40

Credits can be applied to outstanding invoices or refunded when the account is current. If applying, please be sure to clearly indicate which invoice number(s) you wish to apply the credit to. Refunds may be requested by returning a signed copy of the credit.

*** Credits must be used within 1 year of issue date ***

Apply Credit To Invoice No.

Signature/Date

Payment #	Dep Date	Type	Reference	Customer #	Customer *	Org #	Parent Org *	CSR *	State *	Credited To *	Reason *	Entered By *	Comment *	Amount *	Remain *
1569166	5/2/13	WIRE_TRANSFER	101036159006170		DEPT OF VETERANS AFFAIRS	1814525	1814525	dhoplans	dhoplans			Jan@wtcox.com		\$29,159.92	\$0.00
1569006	5/30/13	CREDIT_CARD		2077068	VA Northern California Health Care System	1814525	1814525	dhoplans	CA			Jan@wtcox.com	pp	\$229.05	\$229.05
1568999	5/28/13	WIRE_TRANSFER	101036159034135		DEPT OF VETERANS AFFAIRS	1814525	1814525	dhoplans				Jan@wtcox.com		\$13,905.45	\$0.00
1569006	5/22/13	CREDIT_MEMO	1569066	2055954	VA SALT LAKE CITY HEALTH CARE SYSTEM	1814525	1814525	dhoplans	UT	AACR Journal Site (Print - Online/Single User)	Cancelled Title	Jan@wtcox.com		\$2,413.42	\$2,413.42
1569328	5/21/13	WIRE_TRANSFER	101036159463061		DEPT OF VETERANS AFFAIRS	1814525	1814525	dhoplans				Jan@wtcox.com		\$42,465.31	\$547.09
1568956	5/17/13	WIRE_TRANSFER	101036159412162	2067307	El Paso VA Health Care System	1814525	1814525	dhoplans	TX			Jan@wtcox.com		\$13,600.83	\$0.00

PAYMENT STATEMENT

Title Changes Effective From Apr 1, 2011
 Include All Orders From To Change Type

[Update](#) [Export](#)

all	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z
About Time (Print Edition) Advertising Age's B To B (Print + Online) Advertising Annual (Print Edition) Advocates (Print + Online) Advocate (Print + Online) AHMA Advantage AHMA Advantage AHMA Advantage Air & Space (Print Edition) Air & Space (Print Edition) AJJ Career Guide (Print Edition) American Artist (Print Edition) American Heritage (Print Edition)	Print Print + Online Print Print + Online Print + Online Digital Digital Digital Print Print Print Print Print Print	Change Type Status Name Name Issues Frequency Frequency Issues Media Type Frequency Issues Name Status Status	active Advertising Age's B To B (Print + Online) Advertising Annual 12 Monthly Monthly 12 Print Bi-Monthly 6 AJJ Career Guide (Print Edition) active active	Previous Value active Advertising Age's B To B (Print + Online) Advertising Annual 12 Monthly Monthly 12 Print Bi-Monthly 6 AJJ Career Guide (Print Edition) active active	New Value suspended B to B Magazine (Print + Online) Advertising Annual (Print Edition) 6 Bi-Monthly Bi-Monthly 6 Digital Irregular 7 Nursing Career Directory (Print Edition) ceased suspended	Effective Date 01/25/13 12/20/11 03/05/12 12/05/12 12/05/12 03/22/13 03/22/13 03/22/13 10/03/12 10/03/12 02/27/12 10/10/12 03/20/13	Title Volume 81070044 01070049 81070050 01070051 01070051 83234129 83234129 83234129 83817688 83817688 81070054 81070055 81070056	Cox Ref Number 81070044 01070049 81070050 01070051 01070051 83234129 83234129 83234129 83817688 83817688 81070054 81070055 81070056																		

CoxNet - Title Notifications Tab

Online Activation Details

Title: Academy of Management Journal
Media: Online
License Details: Create License Information >>

Online Activation Status

Activation Status: Pending Approval
Licensing Status: Not Completed
Registration Status: Not Completed
Confirmation Status: Not Completed

Online Activation

Licensing Notes:

Have the licensing terms been agreed to?
 Yes Save Notes

Access Instructions

Access Instructions: Online access requires first-time online subscribers to register at <http://www.bvpublications.com/cgi/activate/basic>. Subscriber will need to provide their account number from the confirmation letter mailed to them by the publisher, contact information, and IP address or range. An administrator username and password will need to be created. Renewal subscribers do not need to reactivate their journal subscription, online access will continue uninterrupted. Online access includes current year and one year of rolling archives. Online access support is available emailing tenalpa@circdata.com or by calling 011-44 1635 879361.

Title Access/Host: <http://www.aomn.pace.edu/amjnew>
Title URL: <http://www.aomonline.org/>
Publisher URL:

IP Addresses

TITLE DETAIL

WT Cox Demo Library(2068263)

Title Details

Title: Academy of Management Journal
Media: Online
Status: Active
Alternative Media: Print + Online
ISSN: 0001-4273
ISSN-E:
Language: English

Additional Title Info: Not available with membership to insitutions
Title Description: Articles and research notes of an empirical nature from original research. February, April, June, August, October, and Decembe
Publication Notes

Subject And Classification

LCC: Microfilm 06020
LCC Subject: Music
LCCN: 5c 83007019 (Link)
OCLC: ocm01460711 (Link)

Publisher: Academy of Management
Open Access: No
Back Issues Available: No
Standing Order: No
Automatic Renewal: No

[Contact Customer Service](#)

Media
 Status: Active
 ISSN: 0006-4971
 ISSN-E: 1528-0020
 Frequency: Weekly
 Language: English
 Subject:
 Current Volume: 52
 Number of Issues:

LCCN: 00211046 (Link)
 NLM: 1468698-3 (Link)
 LCC: QP91
 UDC:
 DDC:

Available Rates

Term	Package	Description	List Price
1 Calendar Year	No	Call for Pricing	\$0.00

Taxes and service charges are NDT included in the rates quoted above

Access Instructions and URL's

Access Instructions
 Online access requires first-time subscribers to activate their online subscription at <http://hematologylibrary.org/coll/activate/basic>. Subscriber will need to provide their contact name, title, phone number, fax number, email address, IP address or range, and customer number located on the verification letter located on the journal mailing label. Renewal subscribers do not need to reactivate their journal subscription, online access will continue uninterrupted. Online access assistance is available by emailing ash@hematology.org or by calling 202-776-0644.
<http://www.hematologylibrary.org>

Title URL
Publisher URL

Title search display of online access information, title URL and publisher URL if applicable. Online access reports for your entire collection are available in lieu of individual title search

WT Cox Information Service... | Suggested Sites | WT Cox Demo Library (2054021) | WT Cox Demo Library (2054021)

Subscriptions | Title Notifications | Claims | Orders | Quotes | Renewals | Financial Documents | Reports | Title | Check In | Featured Titles | New Titles | Notifications (1) | Documents | accident1@demo.com

Active Claims | Search | Results Per Page 20 | Contact Customer Service

Title	Media	Language	Volume	Issue	Publication Date	Times Issue Claimed	Reason	Entered	Ship To	Status	Resolve Claim	Notes
About Time	Print	English		11/08/12	1	Missing Items	11/08/12	WT Cox Demo Library	Reviewed	Resolved		They only published one issue for 2012 which she is resending to you. Then the publication went digital. Thanks, Mary
About Time	Print	English			1	Service Not Started	11/13/12	WT Cox Demo Library	Reviewed	Resolved		The publisher has had printing difficulties and just finished their first issue for 2012. She is going to email you a PDF until she can provide a hard copy. Thanks, Mary
America (National Catholic Weekly)	Print - Online	English		12/10/12	1	Duplicates Received	12/12/12	WT Cox Demo Library	Reviewed	Resolved		The publisher has combined and extended. The new expiration date is Dec 2014. Thank you, pc
American Family Physician (Limited Access)	Print - Online	English		05-03/13	1	Damaged Issue	05-03/13	WT Cox Demo Library	Reviewed	Resolved		The publisher is resending the May 1st issue. Thanks, Mary

WT Cox Demo Library (2054021) | 9:24 AM | 2/19/2014

CLAIM DETAIL

Internet Explorer - WT Cox Demo Library(2068263)

WT Cox Information Service... WT Cox Demo Library(2068263)

Go to: Search Share More Sign In

COXINGE WT Cox Demo Library(2068263) Notifications(154) Documents academic@demo.com

Filter By Status: All Filter By Type:

Return Select All Unselect All Mark Selected Read Mark Selected Unread Remove Selected

Select	Subject	From	Time Sent	Type
<input type="checkbox"/>	Price Updates		03/01/15 05:00:54 AM	User Price Updates
<input type="checkbox"/>	New Renewal: 207670		02/19/15 09:00:00 AM	Renewal Generated
<input type="checkbox"/>	Claim Response for: Educational Leadership(Print + Online + Archive)		02/05/15 10:02:42 AM	Claim Response
<input type="checkbox"/>	New Title Notification: Biotechnology & Histochemistry (Single Size)(Online)		02/02/15 11:08:50 AM	Customer Title Notification
<input type="checkbox"/>	Price Updates		02/01/15 05:00:42 AM	User Price Update
<input type="checkbox"/>	Claim Response for: Smithsonian Magazine(Print)		01/29/15 10:51:18 AM	Claim Response
<input type="checkbox"/>	Claim Response for: Educational Leadership(Print + Online + Archive)		01/28/15 04:33:53 PM	Claim Response
<input type="checkbox"/>	New Title Notification: Ebony(Print)		01/26/15 01:19:59 PM	Customer Title Notification
<input type="checkbox"/>	New Title Notification: Ebony(Print)		01/26/15 01:19:59 PM	Customer Title Notification
<input type="checkbox"/>	New Title Notification: Ebony(Print)		01/26/15 01:19:59 PM	Customer Title Notification
<input type="checkbox"/>	New Title Notification: New York Magazine(Print)		01/26/15 11:05:10 AM	Customer Title Notification
<input type="checkbox"/>	Claim Response for: Professional Artist(Print)		01/18/15 04:07:09 PM	Claim Response

Links 1/21/2015

TITLE NOTIFICATION Module

Results Per Page: **20**
[\[Customize View\]](#)
[Contact Customer Service](#)

Include Items with Future Start Dates:
 Search By:

[Export](#)

Title *	Media *	Customer *	Customer ID *	Publisher *	Cox Ref Number *	Start *	Expire *	Activation Status *	Last Updated *	Online Access URL *	Package *
Child Development Package	Online	WT Cox Demo Library	2068263	John Wiley & Sons Inc	63923426	01/01/15	12/31/15	Pending Registration			Child Development Package
Communication Culture Package	Online	WT Cox Demo Library	2068263	John Wiley & Sons Inc	63923456	01/01/15	12/31/15	Pending Registration			Communication Culture Package
Criminology Package	Online	WT Cox Demo Library	2068263	John Wiley & Sons Inc	63923463	01/01/15	12/31/15	Pending Registration			Criminology Package
Family Package	Online	WT Cox Demo Library	2068263	John Wiley & Sons Inc	63921211	01/01/15	12/31/15	Pending Registration			Family Package

[RSS For Notifications](#)
 Number: 11856
 WT Cox Information Service *6892-3714-4214

SCREENSHOT PACKAGE VIEW ONE

Return

Online Activation Details

Title: Communication Culture Package
Media: Online
Licence Type: Site Terms And Conditions
Policies URL: <http://onlinelibrary.wiley.com/licenseAgreement>
Term of Use URL: <http://onlinelibrary.wiley.com/termsAndConditions>
License Details: [Click Here For More Information >>](#)

Online Activation Status

Activation Status: Pending Approval
Licensing Status: Not Completed
Registration Status: Not Completed
Confirmation Status: Not Completed

Online Activation

Licensing Notes:

Have the licensing terms been agreed to?
Yes Save Notes

<https://demo.wtcox.com/Conflet2/online/subscriptions/home-search?actionOutcome=myNotification&id=179>

SCREENSHOT PACKAGE VIEW TWO

Item	Date	Category
New Title Notifications: Ebony(Print)	01/26/15 01:10:50 PM	Customer Title Notification
New Title Notifications: Ebony(Print)	01/26/15 01:10:59 PM	Customer Title Notification
New Title Notifications: Ebony(Print)	01/26/15 01:10:59 PM	Customer Title Notification
New Title Notifications: New York Magazine(Print)	01/26/15 11:55:10 AM	Customer Title Notification
Claim Response for: Professional Artist(Print)	01/16/15 04:07:09 PM	Claim Response
Claim Response for: Harvard Business Review(Print) - Online Premium Access)	01/26/15 09:43:42 AM	Claim Response
Claim Responses for: Professional Artist(Print)	01/26/15 10:35:08 AM	Claim Response
New Title Notifications: Journal on Excellence in College Teaching (Site License)(Online)	01/22/15 04:16:45 PM	Customer Title Notification
New Title Notifications: Ebony(Print)	01/22/15 12:30:04 PM	Customer Title Notification
Claim Response for: Educational Leadership(Print) - Online - Archive)	12/20/14 12:33:17 PM	Claim Response
New Title Notifications: International Journal of Aging & Human Development(Online)	12/22/14 03:14:59 PM	Customer Title Notification
New Title Notifications: Events in Academe(Print)	12/21/14 11:27:07 AM	Customer Title Notification
New Invoice# 2939543	12/16/14 05:00:03 AM	New Customer Invoice

RSS FEED ACCESS

VOID AFTER 60 DAYS 05-11/2011

No. 1036043

AMOUNT \$ 44.85

COX SUBSCRIPTIONS

201 VILLAGE ROAD
SHALLOTTE, NORTH CAROLINA 28470
PHONE: 800-571-9554 FAX: 910-754-3145

11/05/2010

889.85

BBAT
4507 H. Mark Simon
Shalotte, NC 28470

Camping Magazine (Print Edition)

American Camp Association
5000 State Road 67 North

Martinsville IN 46151-7902
USA

COX SUBSCRIPTIONS

NON-NEGOTIABLE

AUTHORIZED SIGNATURE

1036043 10531017100005196181785

WT COX SUBSCRIPTIONS

201 Village Road • Shalotte, NC 28470
PHONE: 910-754-3145

-2065909-37523-1683073-BASIC-

DATE OF ORDER	TERM	NO OF ISSUES
11/05/2010	1 YR	1

PUBLICATION NAME			
Camping Magazine (Print + Digital)			
RENEWAL	START DATE	EXPIRE DATE	POSTAGE PERMIT
X	01/01/2011	01/01/2012	29.95
		0.00	

If your start date does not agree, Please notify W. I. Cox

SHIP TO

CLARK COUNTY LIBRARY
1401 E FLAMINGO RD

LAS VEGAS NV 89119 USA

Return [Re-Submit Claim](#)

Title	Claim ID	Item ID	User	Received	Reason
About Time (Print Edition)	5950523	84389639		Tue, Nov 13 2012 at 03:23:43 PM EST	Service Not Started (Please provide last issue received)

Description

Dialog

Message: Tue, Nov 13 2012 at 03:27:15 PM EST

from: mbrasfield@wtcox.com

The publisher has had printing difficulties and just finished their first issue for 2012. She is going to email you a PDF until she can provide a hard copy. Thanks, Mary

[Publisher Policies](#)

CoxNet – Claim Detail

Results Per Page 20 Contact Customer Service

Search

Expert

a b c d e f g h i j k l m n o p q r s t u v w x y z

Title	Media	Languages	Volumes	Issues	Publication Date	Times Issue Claimed	Reason	Entered	Ship To	Status	Resolve Claim	Notes
About Time	Print	English		11/09/12	1	Missing Items	11/09/12	WT Cox Demo Library	Reviewed	Resolve Claim		They only published one issue for 2012 which she is resending to you. Then the publication went digital. Thanks, Mary
About Time	Print	English		11/13/12	1	Service Not Started	11/13/12	WT Cox Demo Library	Reviewed	Resolve Claim		The publisher has had printing difficulties and just finished their first issue for 2012. She is going to email you a PDF until she can provide a hard copy. Thanks, Mary
America (National Catholic Weekly)	Print - Online	English		12/10/12	1	Duplicates Received	12/12/12	WT Cox Demo Library	Reviewed	Resolve Claim		The publisher has combined and extended. The new expiration date is Dec 2014. Thank you, pc
American Family Physician (Limited Access)	Print - Online	English		05/03/13	1	Damaged Issue	05/03/13	WT Cox Demo Library	Reviewed	Resolve Claim		The publisher is resending the May 1st issue. Thanks, Mary

CLAIM DETAIL



Historical Price Analysis

Title	2011	2012	2013
ASCE Journals Package (All 33 Journals) (Online Edition)	\$11,777.00	\$12,228.00	\$12,764.00
Better Homes & Gardens (Print Edition)	\$22.00	\$22.00	\$22.00
Booklist (Print + Online/Password)	\$147.50	\$147.50	\$147.50
Booklist (Print Edition)	\$147.50	\$147.50	\$147.50
Boys Life (Print Edition)	\$24.00	\$24.00	\$24.00
Choice Magazine (Current Reviews for Academic Libraries) (Print Edition)	\$370.00	\$370.00	\$390.00
Cobblestone (Discover American History) (Print Edition)	\$33.95	\$33.95	\$33.95
Consumer Reports (With Buying Guide) (Print Edition)	\$29.00	\$29.00	\$29.00
CQ Weekly Full Service (Print Edition)	\$2,097.50	\$2,099.00	\$2,499.00
Discover (Print Edition)	\$34.95	\$29.95	\$29.95
ESPN Magazine (Print Edition)	\$29.97	\$29.97	\$29.97
Forbes (Print + Online)	\$59.95	\$59.95	\$59.95
International Journal of Remote Sensing (Print + Online)	\$9,999.00	\$10,998.00	\$11,988.00
JAMA (Journal of the American Medical Association) (Print Edition)	\$700.00	\$840.00	\$966.00
Kids Discover (Print Edition)	\$26.95	\$26.95	\$26.95
Library Media Connection (Print Edition)	\$69.00	\$69.00	\$69.00
Library Sparks (Print Edition)	\$59.95	\$59.95	\$59.95
Marine Ecology Progress Series (Print + Online)	\$6,991.10	\$4,577.00	\$4,975.00
Morningstar Mutual Funds (Print + Online)	\$925.00	\$925.00	\$925.00
Nation, The (Print Edition)	\$90.00	\$90.00	\$90.00
Nature (Print Edition)	\$3,575.00	\$3,790.00	\$4,055.00
New England Journal of Medicine (Print Edition)	\$775.00	\$810.00	\$975.00
New Yorker, The (Print Edition)	\$49.95	\$61.95	\$69.95
Popular Science (Print Edition)	\$19.97	\$19.97	\$19.97
Psychological Science Package (Online Edition)	\$3,912.00	\$5,086.00	\$5,594.00
Publishers Weekly (Print + Online)	\$249.99	\$249.99	\$249.99

Ranger Rick (Print Edition)	\$24.00	\$24.00	\$24.00
Readers Digest (Print Edition)	\$24.98	\$24.98	\$24.98
Royal Society of Chemistry: Core Chemistry Collection (Online Edition)	\$26,532.00	\$28,124.00	\$28,124.00
School Library Monthly (Print Edition)	\$55.00	\$55.00	\$55.00
Smithsonian Magazine (Print Edition)	\$38.00	\$38.00	\$38.00
Time Magazine (Print + Online)	\$76.13	\$76.13	\$76.13
US Weekly	\$125.00	\$125.00	\$125.00
Voice of Youth Advocates (VOYA)	\$57.00	\$57.00	\$62.00
Wall Street Journal (Mail) (Print Edition)	\$395.00	\$395.00	\$413.40
Zoobooks (Print Edition)	\$25.95	\$25.95	\$25.95

Title	Received	Issue	Claim	Reason
American Family Physician (Limited Access)	05/03/13	05/03/13	5897157	Damaged Issue (Please Replace)
Deaf Life	04/09/13	04/09/13	5890561	Duplicates Received
Futurist	02/27/14	03/01/14	5969439	Missing Items
Horn Book Magazine	04/23/13	05/01/13	5894653	Duplicates Received
MIT Technology Review	05/02/13	03/01/13	5896978	Duplicates Received
New York Folklore Society Membership	03/01/13	03/01/13	5879392	Missing Items
Nutrition Today	05/07/13	05/07/13	5898328	Duplicates Received
People Weekly (Time Inc)	03/26/13	03/26/13	5886828	Missing Items
	08/08/13	03/26/13	5923199	Incorrect Quantity
Poetry	04/15/13	04/15/13	5892112	Duplicates Received
Reason Magazine	04/29/13	06/03/13	5895957	Duplicates Received
Sight & Sound: The International Film Monthly	04/15/13	04/15/13	5892120	Duplicates Received
	05/07/13	04/01/13	5898201	Duplicates Received
	05/17/13	05/17/13	5900594	Duplicates Received
This Week From Indian Country Today	07/17/13		5916423	Cancellation
Wall Street Journal	03/26/13	03/26/13	5886848	Other
	03/26/13	03/26/13	5886851	Other
	04/18/13	03/26/13	5893857	Other

Outstanding 18

Titles Claimed 13

02/27/14

Title ID	Title Name	ISSN	Publisher Name	Title URL	Access Point	Online Access Instructions
1734322	Library Journal (Print + Online + Email)	0305-0277	Media Source Inc	http://www.libraryjournal.com/	http://www.libraryjournal.com/csp/comazines/LJ_LJI_Pricel/Active/index.asp	Online access requires list-time online subscribers to register at http://www.libraryjournal.com/ . Click on "Register" and then click on "Current Magazine Subscriber?". Subscriber will need to provide the subscription number located on the magazine mailing label, zip code, and email address. A username and password will need to be created. Renewal subscribers do not need to reauthorize their journal subscription, online access will continue uninterrupted. Online access assistance is available by calling Customer Service at 800-588-1038.
1744083	School Library Journal (Print + Online)	0362-8930	Media Source Inc	http://www.schoollibraryjournal.com/	http://www.schoollibraryjournal.com/derivative/	Online access requires list-time online subscribers to register at http://www.schoollibraryjournal.com/ by clicking on "Register" and then on "Current Magazine Subscriber?". Subscriber will need to provide their account number located on the magazine mailing label, email address, and zip code. A username and password will need to be created. Renewal subscribers do not need to reauthorize their journal subscription, online access will continue uninterrupted. Online access assistance is available by calling 800-595-1068 or by emailing sljcustserv@cds-global.com .



SAMPLE TITLE CHANGE REPORT

INDICATES TITLES IN YOUR COLLECTION THAT
HAVE RECENTLY CHANGED

Title	Media	Change Type	Previous Value	New Value	Effective Date
American Cheerleader	Print	Frequency	Quarterly	Bi-Monthly	10/22/2013
Wall Street Journal (Weekend Edition)	Print	Status	Must Order Direct	Active	10/22/2013
Wall Street Journal (Weekend Edition)	Print	Status	Active	Must Order Direct	10/21/2013
Turtle Magazine for Preschool Kids	Print	Status	Active	Merged	10/18/2013
Turtle Magazine for Preschool Kids	Print	Name	Turtle Magazine For Preschool Kids	Humpty Dumpty's Magazine	10/18/2013
American Cheerleader	Print	Frequency	Bi-Monthly	Quarterly	10/14/2013
American Cheerleader	Print	Issues	6	4	10/14/2013
Adoptive Families Magazine	Print + Digital	Frequency	Bi-Monthly	Quarterly	10/9/2013
Adoptive Families Magazine	Print + Digital	Issues	6	4	10/9/2013
Creating Keepsakes: Scrapbook Magazine	Print	Status	Active	Ceased	10/9/2013
Preservation Magazine	Print + Online	Frequency	Bi-Monthly	Quarterly	10/4/2013
Preservation Magazine	Print + Online	Issues	6	4	10/4/2013
Skipping Stones	Print	Frequency	Irregular	Quarterly	10/3/2013
Skipping Stones	Print	Issues	5	4	10/3/2013
Fantastic Four	Print	Status	Ceased	Active	10/2/2013
MIT Technology Review	Print + Online	Status	Inactive	No Longer Available In This Media	9/26/2013
Sound & Vision	Print	Issues	8	10	9/18/2013
Advertising Age's Point	Print	Status	Active	Discontinued	9/5/2013
Vlife	Print	Name	Vlife	Vlife	9/4/2013
Vlife	Print	Status	Active	Discontinued	9/4/2013
Black Enterprise	Print	Frequency	Monthly	Irregular	8/15/2013
Black Enterprise	Print	Issues	12	10	8/15/2013
Visit Detroit	Print	Frequency	Semi-Annually	Irregular	8/8/2013
Visit Detroit	Print	Issues	2	3	8/8/2013
Aerospace Source Book	Print	Name	Aerospace Source Book	Aerospace & Defense (Year)	7/29/2013
Aerospace & Defense (Year)	Print	New Title		Aerospace & Defense (Year)	7/29/2013
Forbes Annual Directory	Print	Status	Active	Discontinued	7/26/2013

Supplement	Print	Status	Active	Discontinued	7/25/2013
Supplement	Print	Publisher	CURTCOVA LLC	Art & Antiques World Wide Media	7/25/2013
Home Theater	Print	Name	Home Theater	Sound & Vision	7/24/2013
PC World	Print	Status	Must Order Direct	Ceased	7/22/2013
Jet	Print	Issues	26	20	7/17/2013
MacLife (Mac Life) (Non-Disc Version)	Print	Status	Must Order Direct	Active	7/15/2013
PC Gamer (Non-Disc Version)	Print	Status	Must Order Direct	Active	7/15/2013
New Car Buying Guide (Consumer Reports)	Print	Status	Active	Discontinued	7/15/2013
Home Theater	Print	Status	Active	Must Order Direct	7/11/2013
Snowboarder Magazine	Print	Frequency	Irregular	Bi-Monthly	7/2/2013
Snowboarder Magazine	Print	Issues	7	6	7/2/2013
Critcut	Print	Status	Active	Discontinued	7/2/2013
UN Chronicle (English Edition)	Print	Delayed		Discontinued	6/27/2013
Autism File	Print	Status	Active	Discontinued	6/11/2013
Occupational Outlook Quarterly	Print + Online	Status	Active	Discontinued	6/3/2013
Wall Street Journal	Print	Name	Wall Street Journal	Discontinued	5/29/2013
Christianity Today	Print + Digital	Issues		Wall Street Journal	5/24/2013
Parenting Magazine	Print	Status	Active	Ceased	5/21/2013
Parenting School Years	Print	Status	Active	Ceased	5/15/2013
Business	Print	Status	Active	Discontinued	5/15/2013
Adoptive Families Magazine	Print + Digital	Media Type	Print	Print + Digital	5/14/2013
ADDitude Magazine	Print + Digital	Media Type	Print	Print + Digital	5/8/2013
Worth	Print	Status	Must Order Direct	Active	5/7/2013
Art & Antiques	Print + Online	Name	Art & Antiques (Print Edition)	Art & Antiques (Print + Online)	5/1/2013
Art & Antiques	Print + Online	Media Type	Print	Print + Online	4/26/2013
Readers Digest	Print	Other			4/26/2013
Soccer 360	Print	Name	Soccer Three-Sixty (Print Edition)	Soccer 360 (Print Edition)	4/17/2013
Black Belt	Print	Frequency	Monthly	Bi-Monthly	4/11/2013
MIT Technology Review	Print	Status	Active	Awaiting Pub Response	4/9/2013
MIT Technology Review	Print	Status	Awaiting Pub Response	Active	4/9/2013
Preservation)	Print	Status	Active	Discontinued	4/9/2013
Forum Journal	Digital	New Title		Forum Journal (Digital)	4/4/2013
New Republic	Print + Online	Frequency	Irregular	Bi-Weekly	4/4/2013
New Republic	Print + Online	Issues	20	23	4/3/2013
Baltimore L'I Goltham	Print	New Title		Baltimore L'I Goltham (Print Edition)	4/3/2013
Ladies Home Journal	Print	Issues	12	10	4/1/2013
American Legacy	Print	Issues	11	10	3/26/2013
American Legacy	Print	Delayed			3/21/2013

PC World	Print	Status	Active	Must Order Direct	3/20/2013
American Heritage	Print	Status	Active	Suspended	3/20/2013
Current Science (Teacher Edition)	Print	Status	Active	Must Order Direct	3/18/2013
Upscale: Successful Black Magazine	Print	Status	Suspended	Active	3/12/2013
Harvard Business Review	Premium Access	Issues	10	12	3/8/2013
Sheet Music Magazine	Print	Status	Suspended	Ceased	3/6/2013
Parenting Early Years	Print	Name	Parenting Early Years (Print Edition)	Parenting Magazine (Print Edition)	3/4/2013
Industry Week	Print + Online	Status	Active	Discontinued	3/1/2013
for Real People	Online	Name	People (Print Edition)	(Online Edition)	2/22/2013
for Real People	Online	Media Type	Print	Online	2/22/2013
Critcut	Print	Frequency	Bi-Monthly	Monthly	2/12/2013
Critcut	Print	Issues	6	12	2/12/2013
Creative Steps	Print + Online	Name	Creative Steps (Print + Online)	Creative Steps (Print Edition)	2/12/2013
Creative Steps	Print	New Title		Creative Steps (Print Edition)	2/12/2013
Garden Design	Print	Status	Active	Ceased	2/12/2013
Crafts n Things	Print	Frequency	Bi-Monthly	Quarterly	2/8/2013
Crafts n Things	Print	Issues	6	4	2/8/2013
American Heritage	Print	Delayed			2/7/2013
Black Belt	Print	Issues	10	6	2/6/2013
Lifestyle	Print + Digital	Media Type	Print	Print + Digital	2/6/2013
Harvard Business Review	Print	Status	Discontinued	Inactive	1/29/2013
Ms Magazine	Print	Issues			1/28/2013
EQUUS Magazine	Print	Publisher	Source Interlink Media	Active Interest Media	1/25/2013
Superman	Print	Name	Superman (Print Edition)	Superman (The New 52)	1/9/2013
Harvard Business Review	Premium Access	Status	Inactive	Active	12/27/2012
Current Science (Weekly Reader)	Print + Online	Status	Active	Must Order Direct	12/19/2012
Preschool Friends	Print	Frequency	Irregular	Bi-Monthly	12/14/2012
Preschool Friends	Print	Issues	8	6	12/14/2012
Review, The	Print	Delayed			12/14/2012
Everyday Food (Martha Stewart)	Print	Status	Active	Discontinued	12/10/2012
Whole Living Magazine	Print	Status	Active	Ceased	12/10/2012
Forbes	Print + Online	Frequency	Bi-Weekly	Bi-Monthly	12/7/2012
Forbes	Print + Online	Issues	26	24	12/7/2012
Advocate	Print + Online	Frequency	Monthly	Bi-Monthly	12/6/2012
Advocate	Print + Online	Issues	12	6	12/6/2012

Statement of Account



Information Services

201 Village Road
 Shallotte, NC 28470
 Phone: 1-800-571-9554
 Fax: 910-755-6274
 Email: jpurvis@wtcox.com
 FED ID: 56-1352557
 DUNS: 084174804

Organization 1618939
Statement Date 01/31/13

All unpaid invoices dated up to and including January 31, 2013 have been listed on this statement. Payments made after this date will be applied on subsequent statements.

Account 2066202 Rice University

Date	Invoice	PO	Payment Reference	Inv Amount	Applied	Balance Due
12/24/11	2923588	NON DEPOSIT 2012/HIS-		\$ 340.06	\$ 0.00	\$ 340.06
12/24/11	2923587	NON DEPOSIT 2012/HIS-		\$ 602.09	\$ 0.00	\$ 602.09
12/24/11	2923594	NON DEPOSIT 2012/PHY-		\$ 220.50	\$ 0.00	\$ 220.50
12/24/11	2923592	NON DEPOSIT 2012/PHI-		\$ 229.27	\$ 0.00	\$ 229.27
12/24/11	2923595	NON DEPOSIT 2012/REL-		\$ 294.98	\$ 0.00	\$ 294.98
12/29/11	2923789	NON DEPOSIT 2012/BCH-		\$ 144.06	\$ 0.00	\$ 144.06
12/29/11	2923791	NON DEPOSIT 2012/MAT-		\$ 403.71	\$ 0.00	\$ 403.71
02/14/12	2925004	NON DEPOSIT 2012/FRE-		\$ 203.58	\$ 0.00	\$ 203.58
12/18/12	2945675	NON DEPOSIT		\$ 900.89	\$ 0.00	\$ 900.89
12/31/12	2946209	Wiley Deposit (A-Jrnl of M)		\$ 259,502.76	\$ 153,739.67	\$ 105,763.09
01/07/13			Check 1035867		\$ 153,739.67	

Current	30 - 60 Days	61 - 90 Days	Over 90 Days	Total Balance Due
\$ 0.00	\$ 106,663.98	\$ 0.00	\$ 2,438.25	\$ 109,102.23

Outstanding balances over 30 days will be subject to a 1% finance charge. Please pay promptly to avoid such charges.

Invoices from Jan 2010 can be viewed in our web based system CoxNet

PREPARED FOR:

MEMBERSHIPS with TITLES

Title	Media	Language	Frequency	Title ID	Status	ISSN	ISSN-E	Publisher
American Alliance for Health Physical Education Recreation & Dance Membership Update (AAHPERD)	Membership	English	Annual	1669762	Active			AAHPERD
Children's Literature Council of Southern California	Print	English	Bi-Monthly	1777093	Active	0273-8023		AAHPERD
Children's Literature Council of Southern California	Membership	English	Annual	2073866	Active			Children's Literature Council of Southern California
Children's Literature Council of Southern California	Print	English	Irregular	2073865	Active			Children's Literature Council of Southern California
Eastern States Archaeological Federation Membership	Membership	English	Annual	1690058	Active			ESAF
Eastern States Archaeological Federation Membership	Print	English	Annual	1672333	Active	0360-1021		ESAF
Eastern States Archaeological Federation Membership	Print	English	Annual	1690057	Active			ESAF
Eastern States Archaeological Federation Bulletin	Membership	English	Annual	1706894	Active			Friends of the National Zoo
Friends of the National Zoo National Membership	Print	English	Bi-Monthly	1751924	Active	0183-416X		Friends of the National Zoo
Friends of the National Zoo	Print	English	Bi-Monthly	1753998	Active			Friends of the National Zoo
Fullton County Genealogical Society Membership	Membership	English	Annual	1707201	Active			Fullton County Genealogical Society
Fullton County Genealogical Journal	Print	English	Annual	1707201	Active			Fullton County Genealogical Society
Furniture History Society Membership	Membership	English	Annual	1707337	Active	1085-0764		Fullton County Genealogical Society
Furniture History Society	Print	English	Annual	1707337	Active			Furniture History Society
Furniture History Society	Print	English	Annual	1707335	Active	0016-3058		Furniture History Society
Hart County Historical Society Membership	Membership	English	Annual	1711248	Active			Hart County Historical Society
Hart County Historical Society Quarterly	Print	English	Quarterly	1711247	Active			Hart County Historical Society
Hereditary Society Membership with Coat of Arms	Membership	English	Annual	2074256	Active			HERALDRY SOCIETY
Coat of Arms	Print	English	Semi-Annually	1668271	Active	0010-003X		HERALDRY SOCIETY
Heraldry Gazette	Print	English	Quarterly	2074257	Active			HERALDRY SOCIETY
Huntington Library, Art Collections, and Botanical Gardens Membership	Membership	English	Annual	2073650	Active			Huntington Library, Art Collections, and Botanical Gardens
Calendar: Huntington Library, Art Collections, and Botanical Gardens	Print	English	Annual	2073634	Active			Huntington Library, Art Collections, and Botanical Gardens
Huntington Frontiers	Print	English	Bi-Monthly	2073655	Active			Huntington Library, Art Collections, and Botanical Gardens
Huntington Library, Art Collections, and Botanical Gardens Newsletter	Print	English	Bi-Monthly	2073654	Active			Huntington Library, Art Collections, and Botanical Gardens
Huntington News	Email	English	Monthly	2073657	Active			Huntington Library, Art Collections, and Botanical Gardens
International Municipal Lawyers Association	Membership	English	Annual	1718919	Active			IMLA
IMLA Model Ordinance Service	Print	English	Irregular	1715702	Active			IMLA
Municipal Lawyer Magazine	Print	English	Bi-Monthly	1742477	Active			IMLA
Journal of Medical Internal Research Institutional Membership	Membership	English	Annual	1726577	Active			JMIR Publications Inc.
Journal of Medical Internal Research	Online	English	Annual	1726578	Active	1438-8871		JMIR Publications Inc.
Malone Society Membership	Membership	English	Annual	1736443	Active			Malone Society
Annual Report: Malone Society	Print	English	Annual	1871254	Active			Malone Society
Annual Volume: Malone Society	Print	English	Annual	1671440	Active			Malone Society
Percussive Arts Society Membership	Membership	English	Annual	1752551	Active			Percussive Arts Society
Annual Report: Percussive Arts Society	Print	English	Annual	1534-9764	Active			Percussive Arts Society
Percussive Arts Society	Print	English	Bi-Monthly	1752552	Active	0553-6502		Percussive Arts Society
Percussive Arts Society	Print	English	Bi-Monthly	1752553	Active			Percussive Arts Society
SEAMUS Institutional Membership	Membership	English	Annual	2068088	Active			Society for Electro-Acoustic Music in the United States (SEAMUS)
Journal SEAMUS	Print	English	Annual	2068088	Active	0887-6473		Society for Electro-Acoustic Music in the United States (SEAMUS)
SEAMUS Newsletter	Print	English	Semi-Annually	2068071	Active			Society for Electro-Acoustic Music in the United States (SEAMUS)
SEAMUS CD Series	Print	English	Irregular	2068071	Active			Society for Electro-Acoustic Music in the United States (SEAMUS)
Wallo Pack Membership	CD-Rom	English	Annual	2067037	Active			Society for Electro-Acoustic Music in the United States (SEAMUS)
Wallo Pack Gazette	Print	English	Semi-Annually	1761787	Active			Wallo Pack



TITLE and SUBJECT LIST

TITLE_ID	NAME	SUBJECT
1667608	Air & Space (Print Edition)	Aeronautics & Aviation
1665465	Acres USA (Print Edition)	Agriculture & Horticulture
1665074	Acadiana Profile (Print Edition)	American Scene/Regional
1669993	American Quarter Horse Journal (Print Edition)	Animals & Pets
1668365	Ally the Science Sleuth Investigates Paleontology: Dinosaurs, Fossils & the Ice Age! (Paperback)	Anthropology & Archaeology
1671600	Antique Trader (Print Edition)	Antiques & Collectibles
1664897	Abitare (Print Edition)	Architecture, Building & Construction
1666921	African American Career World (Print Edition)	Area Studies
1667649	Air Force Times (Print + Online)	Armed Forces
2057332	3D Artist (Print Edition)	Art
1674336	Astronomy Magazine (Print Edition)	Astronomy
1664469	4 Wheel & Off-Road (Print Edition)	Automobile & Motorcross
1664803	ABA Banking Journal (Print Edition)	Business, Labor & Economics
1685889	Chief: Civil Service Leader, The (Print Edition)	Career Resources
2066706	Adventure Box (Print + CD-Rom)	Child Growth & Development
1665869	Action Comics (Print Edition)	Comics
1666025	Adbusters: Journal of the Mental Environment (Print Edition)	Communications, Journalism & Writing
1664315	Net (Print Edition)	Computers & Computer Science
1690834	Consumer Reports (With Buying Guide) (Print Edition)	Consumer Education
1668247	All About Beer (Print Edition)	Cuisine & Food
2058220	Alma Magazine (Print Edition)	Current Events
1688170	CMYK Magazine (Print Edition)	Design
1669068	American Craft (Print Edition)	Drama, Theatre & Performing Arts
1676489	Bay Nature (Print Edition)	Ecology & Environment
1665006	Academe: Bulletin of the AAUP (Print Edition)	Education

1699507	Electronic Design (Print Edition)	Electronics
1673694	ASHRAE Journal (Print Edition)	Engineering
1667829	Akhbar e Jehan (Print Edition)	Entertainment
1678859	Black Scholar, The (Print Edition)	Ethics
1678764	Black College Today (Print Edition)	Ethnic
1666192	Adoptive Families Magazine (Print Edition)	Family Life
1668363	Allure (Print Edition)	Fashion, Style and Grooming
1669014	American Cinematographer (Print + Digital)	Film & Television
1667412	Ahora (Teacher Edition) (Scholastic) (Print Edition)	Foreign Language
1666092	Adirondack Life (Print Edition)	Gardens
1664354	15 a 20 (Print Edition)	General Interest
2056304	AFAR Magazine (Print Edition)	Geography & Travel
2055768	.de (German Edition) (Print Edition)	Government Political Science
1669901	American Patchwork & Quilting (Print Edition)	Handicrafts
1665494	ACSMS Health & Fitness Journal (Print Edition)	Health
1763034	Safety & Health (Print Edition)	Health & Safety
1664927	About Time (Print Edition)	History
1670266	American Woodworker (Print Edition)	Hobbies
1674481	Atlanta Homes & Lifestyles (Print Edition)	House & Home
1696006	Diesel Progress North American Edition (Print Edition)	Industrial & Mechanical Arts
1664810	ABA Journal (American Bar Association) (Print Edition)	Law & Legal Matters
1666334	Advanced Technology Libraries (Print Edition)	Library Aids
1664943	Abridged Readers Guide to Periodical Literature (HW Wilson) (Print Edition)	Literature
1664678	AACN Advanced Critical Care (Print Edition)	Medical
1664952	Absolute Sound, The (Print Edition)	Music
1742931	Mystery Scene (Print Edition)	Mysteries
1673803	Asian Affairs: An American Review (Print + Online)	National & World Affairs
1666088	Adirondack Explorer (Print Edition)	Nature & Outdoor Life
1667060	Afro American (Baltimore Edition) (Print Edition)	Newspaper
1666312	Advanced Photoshop (Print + CD-ROM)	Photography
1694582	Deaf Life (Print Edition)	Physically Impaired
1666055	ADDitude Magazine (Print Edition)	Psychology
1667909	Al Jumuah (Print + Digital)	Religion
2058512	Math & Science Word Puzzles (Print Edition)	School Activities
1668916	American Biology Teacher (Print + Online)	Science
1670466	Analog Science Fiction & Fact (Print Edition)	Science Fiction
2060066	American Sociological Review (Print Edition)	Social Issues

1665965	Ad Astra (Print + Online)	Space
1668428	Alpinist Magazine (Print Edition)	Sports & Recreation
1676949	Bell Labs Technical Journal (Print Edition)	Technology
1668014	ALAN Review (Print Edition)	Teen
1669969	American Printer (Print + Online)	Vocational Education
1675626	Azizah (Print Edition)	Women
1666562	Adventure Box (Print Edition)	Youth