

Summary

Name **Respond to Questions**

Vendor **School Specialty, SSL**

Status **Submitted**

Response

Information About the Organization

1. Please provide the name, address, phone number, and email address for the authorized agent submitting the proposal.

Sarah Peterson Assistant Secretary

W6316 Design Dr. Greenville, WI 54942

888-388-3224 bidnotices@schoolspecialty.com

2. Description of organization including: a) Company size/history, b) US Market Share for solutions related to this solicitation, c) Scope of clients serviced, d) Annual dollar amount of current contracts negotiated, e) Industry longevity related to scope of this solicitation, f) Head Quarter's physical address.

a) Company size/history,

School Specialty, LLC is a leading PreK–12, curriculum-based publisher and distributor of both proprietary and non-proprietary educational products and services. We are proud to support educators and institutions at all levels with a comprehensive portfolio tailored to enhance the learning environment and student outcomes.

As the foremost distributor in the education market, we offer the broadest and deepest assortment of general supplies, consumables, supplemental learning products, and classroom equipment. Our extensive catalog includes approximately 150,000 SKUs, covering everything from office and basic school supplies to instructional materials, early childhood resources, reading and literacy tools, educational and fine arts, science, career and technology, special needs products, physical education and health items, student planning and development, curriculum-based solutions, as well as classroom and administrative furniture and equipment.

Our strength lies not only in the diversity and quality of our product offerings but also in our robust nationwide distribution network and longstanding relationships with schools, districts, and key education decision-makers. This capability is further enhanced by our experienced sales force, dedicated customer care teams, and deep category expertise across all education segments.

At School Specialty, we take pride in delivering unmatched value and service to our customers, ensuring that educators have the tools and support they need to help students succeed.

b) US Market Share for solutions related to this solicitation,

As a leading provider of educational products and services for the PreK–12 market, School Specialty, LLC holds a significant share of the U.S. education market. While exact market share figures can vary by product category and region, School Specialty is widely recognized as one of the largest distributors of educational supplies, supplemental curriculum materials, and classroom equipment nationwide.

With a robust product assortment and long-standing relationships with school districts across the country, we support thousands of schools annually through both national and regional contracts.

c) Scope of clients serviced, 563,111 entities

d) Annual dollar amount of current contracts negotiated, \$1-\$30 million

e) Industry longevity related to scope of this solicitation,

With a 60-year legacy, School Specialty is a leading provider of comprehensive learning environments for the preK-12 education marketplace in the U.S. and Canada. This includes essential classroom supplies, furniture and design services, educational technology, science curriculum, supplemental learning resources, professional development, funding assistance and more. School Specialty believes every student can flourish in an environment where they are engaged and inspired to learn and grow. In support of this vision to transform more than classrooms by improving learning outcomes and district performance, the company applies its unmatched team of subject-matter experts and designs, manufactures and distributes a broad assortment of name brand and proprietary products to deliver upon its unique value proposition.

f) Head Quarter's physical address. School Specialty, LLC W6316 Design Dr. Greenville, WI 54942

3. Please provide information demonstrating your organization's capacity to provide products/services to all participating entities in the United States including the following: a) Sales team, b) Distribution system, c) Customer service team d) Number and location of support centers in USA, e) Any areas in the United States where your organization's products/services cannot be offered.

a. Sales team,

School Specialty, LLC maintains a nationwide sales team consisting of highly trained, regionally assigned education consultants who specialize in the unique needs of PreK–12 institutions. Our sales professionals build long-standing relationships with schools and districts, serving as strategic partners to administrators, teachers, and procurement teams. Each account manager provides personalized support, product expertise, and solution-based guidance to ensure the right mix of products and services for each customer. Our category specialists further support this team with in-depth knowledge across areas such as curriculum, special needs, early childhood, and furniture solutions.

b. Distribution system,

We operate strategically located distribution network across the United States, allowing us to efficiently fulfill orders to all participating entities, regardless of size or geographic location. Our facilities are equipped with advanced inventory and logistics systems to ensure high order accuracy, fast processing times, and on-time deliveries. Our national footprint enables us to scale quickly in response to peak seasonal demand and emergency needs. We also offer consolidated shipments, scheduled deliveries, and white-glove services for furniture and large equipment installations.

c. Customer service team

At School Specialty, customer satisfaction is a top priority. Our dedicated customer care team offers responsive, U.S.-based support to educators and administrators nationwide. Support channels include phone, email, and online chat, with extended service hours during peak back-to-school seasons. Our representatives are trained to provide fast, informed assistance with product selection, order tracking, returns, and issue resolution. We also provide self-service tools through our e-commerce platform, enabling users to manage orders, quotes, and account information with ease.

d) Number and location of support centers in USA,

Greenville WI

Mansfield, OH

Lancaster, PA

e) Any areas in the United States where your organization's products/services cannot be offered.

None

4. Please provide information regarding required licenses and certifications held by your organization.

School Specialty, LLC achieved Platinum status with the Green Business Bureau.

The company joined the GBB in 2019 and has leveraged the platform and apps to manage their sustainability initiatives and track their progress. School Specialty, LLC completed enough initiatives to reach 400 EcoPoints™ to earn the GBB Platinum Seal. The company is committed to protecting the environment, engaging employees and customers in their sustainability efforts, and saving money through more efficient operations. They continue to utilize the GBB framework and online tools to become greener and meet their sustainability goals.

School Specialty was looking for an opportunity to take small steps towards becoming a more environmentally friendly organization for both customers and employees. As a distributor of highly consumable products, it was important for them to look internally at what they could, and should, be doing to reduce their large footprint.

Some of the activities which helped School Specialty achieve Platinum status toward green certification was the creation Green Teams throughout the company which served as the initial supporters of greening the business, enlisting and informing all employees of key activities, assessing where the organization was at in terms of green efforts and creating programs where employees can engage in green activities.

Low Effort, High Impact Green Initiatives

Like many organizations, School Specialty and their Project Green Teams initially focused on low-hanging fruit when the program first started. Putting focus on changes that include recycling of paper, adding low water flow sensors, changing out paper cups in the cafeterias to ceramic, ensuring that all cleaning supplies are green. After a bit of time the teams have started to tackle some of the long-term goals that include:

Implementing virtual office spaces

Utilizing productivity tools like Microsoft Teams for meetings to reduce travel and the carbon footprint

Replacing employee water coolers with zero bottle coolers

Upgrading office lighting to LED

Working to make office and distribution spaces Zero Waste

We are proud of accomplishing Platinum status with the Green Business Bureau and continue our commitment to create a more sustainable environment for both our employees and customers. The elevated Platinum status with the GBB aligns well with our vision of Transforming More than Classrooms, and we are excited to have GBB as a valued partner with us on this journey.

5. Please list any state, GSA, or cooperative purchasing contract your organization holds as well as its current expiration date.

Omnia- Educational School Supplies R230305 12-31-2028.

AEPA- School and Instruction Supplies IFB-023-D 3-31-2027

6. What differentiates your organization from your competitors in the K12 school market?

School Specialty reorganized in 2020 and has continued its trajectory of financial stability and growth.

From a growth perspective, School Specialty has recently added several product lines to increase its footprint. In late 2022, Schoolkidz was acquired to expand School Specialty's capabilities in the pre-assembled school supply kit arena. Also, in early 2023, Flaghouse was added to School Specialty's portfolio to expand the Physical Education line already carried.

Regarding industry reputation, School Specialty is the national leader in supplying schools with the supplies and furniture needed to effectively operate a school. Experienced consultants and designers are available to assist school administrators select the best items for their systems and furniture that matches their needs. The broad range of products School Specialty offers identifies it as the only nation-wide educational supply distributor with that breadth of product lines.

From a management perspective, School Specialty's Executive leadership has committed to attracting and retaining the talent necessary to initiate and support the continued growth of the Company. A culture of cooperation is built upon mutual respect across all levels and areas of the company to foster a successful and profitable operation well into the future.

7. Please list at least 3 school districts that can be contacted as references. Include the following information: Organization Name, Address, Contact Name, Contact Email, Contact Phone Number.

Carmel Clay Schools

5201 E Main St.

Carmel IN, 46033

317-844-9961

Shelly Howse

showse@ccs.k12.in.us

Warren Township

975 N Post Rd

Indianapolis, IN 46219

317-869-4300

Ruth Nelson

rnelson@warren.k12.in.us

Northwest Allen County Schools

12913 Coldwater Rd

Fort Wayne, IN 46845

260-637-3155

Patty Hauser

patty.hauser@nacs.k12.in.us

Products & Services/Pricing

1. Please provide a description of the products, equipment and services included in your proposal.

School Specialty, LLC is proud to offer a comprehensive portfolio of products, equipment, and services that support the full spectrum of educational needs—from early childhood through high school. Our proposal includes access to over 150,000 high-quality, purpose-built items designed to foster engaging, inclusive, and effective learning environments.

Our offerings span across the following categories:

- Classroom & Office Supplies: Everyday essentials to keep learning environments organized and fully operational.
- Furniture & Equipment: Ergonomic, flexible, and durable furnishings for classrooms, libraries, labs, and administrative spaces.
- Physical Education & Recreation: Equipment and resources that promote physical development, wellness, and active play.
- Special Needs: Specialized tools and adaptive materials that support diverse learning styles and inclusive education.
- Early Childhood: Developmentally appropriate resources that support early learning through exploration and play.
- Art Education: Supplies and tools that nurture creativity and support arts integration across curricula.
- Science & STEM: Hands-on materials and lab equipment to encourage inquiry-based learning and scientific discovery.
- Instruction & Intervention: Targeted resources to support differentiated instruction and academic intervention strategies.

-Curriculum Solutions: Standards-aligned instructional materials across core subjects to improve student outcomes.

-Safety & Security: Products and systems to support school safety, emergency preparedness, and facility protection.

Our mission is to transform more than classrooms—we aim to transform learning itself. By offering interconnected solutions across educational disciplines, we help educators create environments where students thrive academically, socially, and emotionally.

2. Please specify any products, equipment, and services that are excluded from your proposal.

All catalogs may contain a limited number of items that are listed as “Net Price” and not eligible for any discounts. These items are indicated by an “N” or “LN” prefix in the item number. Also excluded is any catalog or item(s) that bears notation “no other discounts apply” or customized products. Live specimens (prefix L) and hazardous materials (prefix H) may incur additional charges.

3. Please provide information regarding your organization's pricing proposal including: a) Discounts on products, b) Discounts on services/installation, c) How the proposed discount/pricing structure compares to other cooperative purchasing contract your organization currently holds, d) Additional volume discounts or rebate programs offered.

a) Discounts on products

34% off list for Supply items, 14% off list for Furniture & Equipment items.

b) Discounts on services/installation

Installation and any additional services are considered separate from the product purchase and are therefore non-discountable. These services are priced independently and will be charged accordingly.

c) How the proposed discount/pricing structure compares to other cooperative purchasing contract your organization currently holds.

School Specialty's offering under this solicitation encompasses a strong, tailored discount structure that is both competitive and value-driven. Additionally, we are proud to include a list of 500 key purchased items—carefully selected high-volume, high-need products—offered at aggressive, fixed pricing to ensure consistent value and budget predictability for all participating entities. When compared to other cooperative contracts we currently support, this pricing structure is fully aligned with our best-in-class offerings. We have specifically tailored this proposal to meet the unique needs of this program.

a. Additional volume discounts or rebate programs offered.

None

4. Will this pricing structure be guaranteed for the term of the contract?

Pricing is guaranteed for the term of the agreement, ensuring cost stability throughout the contract period. However, items categorized under the *Market Basket Enhanced* will be subject to an annual review and pricing updates. This process allows us to align with current market conditions and maintain the best value and service for your institution.

5. Please identify any additional fees that are not included in your proposed pricing and how those fees are determined.

Live specimens (prefix L) and hazardous materials (prefix H) may incur additional charges.

Additional Shipping Charges for Live Items:

1-3 Items - \$12.50

4-5 Items - \$22.00

6 or More Items - \$30.00

Additional Shipping Charges for Hazardous Materials:

1-3 Items - \$25.00

4-5 Items - \$75.00

7. Please provide any information related to products/services your organization proposes to enhance and add value to the contract. Include all fees associated with value add items/services.

Please see value add Market Basket Enhanced list.

6. Please outline any shipping, delivery, and freight charges associated with delivery to participating entities.

All shipping, delivery, and standard freight charges are included at no additional cost to participating entities. School Specialty, LLC provides free delivery on all standard orders delivered within the continental United States.

This includes:

- Standard ground shipping
- Inside delivery (if applicable)
- Orders shipped directly to participating entity locations

There are no hidden fees or surcharges for regular deliveries. Any exceptions—such as expedited shipping requests, special handling, or deliveries outside of standard delivery zones—will be clearly communicated and quoted separately, only upon customer request and approval.

8. Provide any additional information relevant to this section.

None

Contract Implementation

1. Describe your organization's marketing strategy to promote this contract to eligible entities across the United States including: a) How will your organization differentiate this contract from other contracts held with other cooperative purchasing agencies, b) How your sales team will incorporate this contract as part of their sales process.

The School Specialty Contracts Team will be responsible for managing the national program throughout the term of the contract. They will be responsible for working with School Specialty Sales Leadership to further foster partnerships and drive sales within the contract. They will work with SSL Sales Leadership to ensure that their sales teams are proactively promoting the contract through various marketing strategies, daily transactions, and major project opportunities. Examples of these marketing strategies include: Co-branded Contract sell sheet, Co-branded contract announcement, dedicated contract landing page and co-branded email templates for sales personnel usage.

a. How will your organization differentiate this contract from other contracts held with other cooperative purchasing agencies.

As part of our award launch, School Specialty sales personnel will be trained on the differentiating characteristics of this new contract. New supporting co-branded sales collateral will also be created to assist in highlighting the features and benefits of this new contract.

b. How your sales team will incorporate this contract as part of their sales process.

School Specialty sales personnel are trained on new contract features and benefits and are well versed in discussing contract utilization. They are also trained in listening to their customers' needs and crafting the best solution for the customer. This includes contracts.

2. Please outline how the current CIESC accounts would be transitioned onto this new contract. What will the user experience be in the transition?

Transition to this new contract would be seamless to the customer. All School Specialty accounts that are currently utilizing CIESC would be moved over internally to this new contract and there would be no disruption of service to the customer.

3. Describe your organization's ability to integrate with an e-procurement system for participating entities to utilize if they choose.

eProcurement Punchout Integration — An organization's procurement system can be integrated with

School Specialty's Punchout solution. This provides the organization with real-time product and price information and electronic delivery of purchase transactions through Punchout. Benefits include:

- Streamline the purchasing processes and make buying easier for users by taking advantage of the many integrations between commonly used procurement tools and School Specialty.
- Our skilled team is available to provide expertise in integrating with your procurement processes, so you can focus on your core competencies
- Easy and secure access to approved School Specialty items
- The organization's system controls approval and budgetary limits
- Increased speed and accuracy with the submission of electronic purchase orders, order acknowledgments, and invoices throughout the procure-to-pay process
- Full integration with many major procurement finance systems
- Eliminates redundant entry between systems

eProcurement Punchout Process Overview

The system integration assumes that your organization's system initiates and controls the transaction throughout the process. The general flow would include the following steps

- The user logs in and is authenticated in your organization's procurement system. This generally includes username and password validation and review of the user's assigned capabilities or permissions.
- The user requests the creation of a new requisition or the continuation of an existing (composing) requisition in your organization's procurement system.
- The School Specialty website provides a shopping cart to add items after browsing.
- The School Specialty website transfers shopping cart information (item number, description, unit of measure, & net price) to the organization's procurement system.
- The requisition is completed by the user and is submitted for internal approval.
- The requisition flows through your organization's approval workflow. This generally includes spending authority, budget review, and product purchase authority.
- When all workflow rules are passed, a purchase order is created for the requisition. This includes

assignment of the purchase order number and encumbering of funds for appropriate budget codes.

-The purchase order is sent electronically to the School Specialty systems.

-Order receipts and shipping acknowledgments are sent to the customer's designated e-mail address.

-Order is processed and shipped

School Specialty integrations with multiple accounting and purchasing software programs. Our skilled enablement team is available to provide expertise in integrating with your procurement processes at no charge to you.

School Specialty Integrates with:

Aptafund

Ariba / SAP Network

CommBuys Massachusetts

CoreXpand

Coupa

CSIU-FIS

EqualLevel

Escape

ESM Solutions

Frontline Education

Jaggaer

Keystone

Lawson Infor

LINQ ERP / Alio

nVision by Finance Manager

Oracle

Oracle Fusion

Peoplesoft

PowerSchool Business Plus

PowerSchool eFinance Plus

SAP

SCView / Strategic Solutions

Skyward/ Qmlativ

Smart Finance

Spendbridge

Tyler Infinite Visions / ERP Pro

Tyler Munis

Varis / Buyer Quest

Wincap

Wilson

Workday

4. Describe how additional products and services will be added and priced to align with this contract.

As new products and services are added over the life of the contract, they will automatically receive the fixed discount structure established at the outset of the agreement. Additionally, our Market Basket Enhanced will be reviewed annually, with updates made to reflect current market demand and customer needs. A refreshed and validated list will be provided each year prior to the start of the contract anniversary date in September, year-over-year.

5. What is your organization's frequency of pricing structure updates?

Our standard discount structure remains fixed for the duration of the contract to ensure stable, predictable pricing. However, pricing on individual items may be reviewed and updated on an as-needed basis, typically due to manufacturer cost changes, supply chain factors, or product discontinuation. These adjustments are managed carefully to minimize disruption and are communicated in advance when applicable.

6. Describe how your organization will ensure participating entities receive contract pricing and that sales made through this contract will be reported to Edge Public as requested.

Eligible customers are flagged within our ordering systems to automatically apply the correct contract pricing structure at the time of order—whether ordering online, through customer service, or via a sales representative. Our e-commerce platform allows registered users to shop directly under the contract, displaying real-time contract pricing.

Sales made through this contract are coded and segmented at the time of order, ensuring accurate data capture. Reports can be generated on a monthly, quarterly, or annual basis, depending on contract requirements. We will provide sales reports to the contracting agency, including purchase activity by entity, itemized spend, and other data as requested.

Logistics

1. Describe how participating entities will place orders for products and services with your organization, including the role of your website, and/or local distributors if applicable.

With a 60-year legacy, School Specialty is a leading provider of comprehensive learning environments for the PreK–12 education marketplace in the U.S. and Canada. This includes essential classroom supplies, furniture and design services, educational technology, science curriculum, supplemental learning resources, professional development, funding assistance and more. School Specialty believes every student can flourish in an environment where they are engaged and inspired to learn and grow. In support of this vision to transform more than classrooms by improving learning outcomes and district performance, the company applies its unmatched team of subject-matter experts and designs, manufactures and distributes a broad assortment of name brand and proprietary products to deliver upon its unique value proposition. In supplement to these endeavors, School Specialty provides industry leading Ecommerce Enablement & Procurement services in the hopes of helping procurement managers maximize their resources. Our company has a comprehensive suite of Procurement offerings that fit the needs of all school districts, regardless of size or procurement paradigm. Our Ecommerce Enablement & Procurement team provides the implementation, back office and ongoing technical support necessary to deploy and manage procurement operations. Our solutions use industry standard technologies and are specifically designed for the educational market, so educators find our tools intuitive, reliable and feature rich. These tool sets include:

- Online Ordering — This option allows educators and businesses to enjoy flexible and secure online ordering.

Benefits include:

- * Customized design and control of the workflow approval process and budgetary limits,

user access and status reporting

- * Add users, manage permissions, and create buying groups for business-level account

control even when using existing eProcurement systems

- * Pricing shows all users the correct pricing for the organization; for accurate budgeting and

invoice reconciliation

- * Payment options include purchase order with or without spending limitations, procurement card,

or personal credit card

- * Customized workflows that readily map to the organization's policies and procedures

- * Reporting capabilities help administrators monitor and manage spending behavior

- eProcurement Punchout Integration — An organization's procurement system can be integrated with

School Specialty's Punchout solution. This provides the organization with real-time product and price information and electronic delivery of purchase transactions through Punchout. Benefits include:

- * Streamline the purchasing processes and make buying easier for users by taking advantage of the many integrations between commonly used procurement tools and School Specialty.

Our skilled team is available to provide expertise integrating with your procurement processes, so you can focus on your core competencies

- * Easy and secure access to approved School Specialty items
- * The organization's system controls approval and budgetary limits
- * Increased speed and accuracy with the submission of electronic purchase orders, order acknowledgments and invoices throughout the procure to pay process
- * Full integration with many major procurement finance systems
- * Eliminates redundant entry between systems

2. Is your organization able to create custom market baskets or shopping lists for participating entities?

Electronic Catalog Files — Organizations can request electronic catalog files of School Specialty's products and brands. This allows organizations to add price and product information to their purchasing system. Benefits include:

- * Improved accuracy with full description and price for elimination of manual data entry errors
- * Save time in creating requisitions by entering an item number versus typing entire descriptions
- * Multiple formats available for importing data into multiple software systems
- * Organization's purchasing system controls the procurement process

3. Explain your organization's shipping structure/pricing including if there is a minimum order amount.

The item numbers and legend information in our catalogs can be used to determine the method of shipment. Items that begin with a 6 ship via freight. Items that begin with a 5 or 9 ship via

parcel. In addition, some items include alpha code legends that indicate special shipping & handling requirements. Orders containing a mixture of items will be subject to applicable shipping and handling charges.

We reserve the right to determine the method used to fulfill your order and special orders may incur additional shipping and handling fees. Special orders include, but are not limited to, "hazardous material delivery and Live Materials" Shipping fees are waived for this contract with the exceptions defined previously.

4. What are your organization's current order fill rates?

Fill Rate – 94.4%

5. What is your organization's average lead time and on time delivery rates?

On time – 86.0%

6. Describe your organization's customer service/problem resolution process, including hours of operation.

The Customer Care team associates are available Monday through Friday 7AM - 5PM Central Standard Time. They may be reached at 1-888-388-3224. Our team is located in Greenville, WI, Mansfield, OH, and Lombard, IL.

7. What is your organization's policy on product returns? Please include any fees associated with this process.

At School Specialty, we are committed to delivering only the highest quality merchandise ON TIME and ACCURATELY.

If you are not completely satisfied with an item on your order, receive a duplicate order, or receive an incorrect item, use our convenient web option to Request A Return. Our helpful web feature allows you to select the item(s) from the order you wish to return. Select a reason for the return request and let us know if you would prefer credit to your account or a replacement. We'll take care of the rest.

Customers may return unused merchandise in resalable condition within 30 days of receipt for a full refund, provided the items are returned in their original or equivalent packaging and meet satisfaction standards. Returns requested beyond 30 days from receipt, or those resulting from customer ordering errors, may be subject to a 15% restocking fee. Please note that manufacturer-direct (MFG) items are subject to the manufacturer's return policies and applicable restocking fees.

8. Describe the warranties offered by your organization including: a) Products/parts covered, b) Length of warranty, c) Cost of warranty, d) Warranty repair lead time.

At School Specialty, we strive to provide you with as much product information as possible to aid you in your purchasing decisions. Many of the products we carry do offer product warranties. To obtain the most current warranty information for a specific brand of products, please go to www.schoolspecialty.com click on Customer Care Service Center at the bottom of the page. Another window will open. Click on Warranties in left column and follow instructions.

9. Describe in detail your organization's method for tracking: a) Orders, b) Deliveries, c) Invoices.

a) Orders,

- If your order was submitted via your online account, the easiest way to check the status of the order is by logging into your online account.
 - School or Business Users with the Administrator role will have additional access to view all order and invoice activity from their organization. This even includes activity from orders not placed online.
- 2. Your order(s) will display the order number, order creator, payment, PO number, shipping location, ship date, and status.
- Use the available Filters or Search by to narrow down your results.
 - Filters will allow you to apply filters by Date, Full or partial PO #, and/or the Ship To.
 - Search by will allow you to locate your order by Order # or Invoice #.
- Click on an **order number** to view order details and options.

In the Order:

- Items from the order will be listed as shipped with their tracking number or indicate they are awaiting shipment.
- Select the tracking number to open the carrier website to view delivery dates and signatures or obtain proof of delivery.

b) Deliveries,

- Once you have located the order, tracking the shipment is fast and simple by clicking on the "Track" link.
- If you are unable to locate your order, check the Zip Code/Postal Code entered - you may need to enter the Zip Code/Postal code associated with the Billing Address instead of the Shipping Address.

c) Invoices.

Your invoices can be easily located, balances viewed, and downloaded individually or by multiples up to 20.

- To learn more about how to view your orders and invoices see the information below.
- A downloadable/printable PDF with this information can be found at the top of this article for School and Business users.

Accessing Orders or Invoices as a School or Business User

Click My Dashboard, to be able to select:

Orders to view order history, track your orders, and more.

Invoices to easily locate invoices, view balances, and download your invoices.

In the Order:

- Items from the order will be listed as shipped with their tracking number or indicate they are awaiting shipment.
- Click **ACTIONS** to Reorder in a separate cart, Copy items into your Current Cart or Save items to a Shopping List.
- Click the tracking number to view delivery dates, and signatures, or obtain Proof of Delivery.
- Click **View History** to view dates and users who submitted, reviewed, and modified the cart before submitting as an order.
- Select **Print** to print a copy of the order.
- Select **Download Invoices** to view and print a PDF of all invoices related to the order.

Accessing Invoices

- From selecting **Invoices** on **My Dashboard**, your invoice(s) will display showing an option to select the line or "All" line from the current page, the Invoice #, Invoice Date, Invoice Amount, Open Balance, Order #, and PO #.
- Use **Filters** to search by Date, the Invoice Amount, or PO Number. Alternatively, use Search by to locate by just the Invoice # or Order #. Searches with the PO Number can be by the full number or partial numbers.
- To download an invoice select the invoice number. To download multiple invoices, check up to 20 lines, select **ACTIONS**, and then **Download Invoices**. A PDF document of your selected invoices will download for printing.
- To download an Excel spreadsheet copy of your filtered list, click **ACTIONS** then **Download Filtered Invoice List**.

To see the order details page, select the **Order #**.

10. Describe your organization's payment terms as well as the different types of payment accepted including, but not limited to: a) Purchase orders, b) Procurement card, c) Credit card/Debit card.

School Specialty honors purchase orders from any qualified institution.

School Specialty Payment Methods: P-Cards

- School Specialty accepts major credit cards, Visa, Mastercard, American Express and Discover for individual accounts along with school and business accounts
- School Specialty accepts P-Cards with school and business accounts
- Public schools & municipalities qualify for instant NET 30 Payment Terms.
- Some additional Business and Organizational Accounts, like private schools, daycare, etc., are eligible to apply for NET 30 Payment Terms. A completed Credit Application Form is required to apply.

In addition to Level I credit card processing, School Specialty supports Level II and Level III credit card processing for Visa and Mastercard.

11. Does your organization have any additional charges for customers for using different types of payment forms (i.e., credit card fees)?

There are no additional charges.

