

## Mohave/Follett Library Resources, Inc., Direct Order Program Overview

- Members will place orders directly with Follett Library Resources, Inc.
- Members will use the Follett Library Resources website, [www.titlewave.com](http://www.titlewave.com), to obtain contract information, pricing, preparation of electronic quotes, and place electronic orders.
- Members will set up an account with Follett Library Resources. Contact your Follett Account Manager or call (888) 511-5114, ext. 1164, to set up a member account.
- Members may place orders via the Follett Library Resources website, by email, by fax, or by mail. Instructions are provided for each method.
- Access Follett's on-line ordering system at [www.titlewave.com](http://www.titlewave.com) through the "Login to Search Titlewave" link at the upper right hand corner. Proceed as prompted by the system. A step-by-step tutorial is available for download on Mohave's website at [www.mesc.org/direct\\_order.html](http://www.mesc.org/direct_order.html).
- Follett Library Resources will ship orders directly to the member.
- Follett Library Resources will invoice the member direct.
- Member will make payment directly to Follett Library Resources, Inc.
- Mohave's 1% admin fee is included in contract prices. *For direct orders under the Follett Library Resources contract, the \$10 minimum admin fee is waived.*
- Follett Library Resources will remit member admin fees to Mohave on a monthly basis.
- Members will address order concerns (shortages, damages, returns) with Follett Library Resources Customer Service, (888) 511-5114. Press "7" for the next available representative.
- For questions pertaining to the Mohave Follett Library Resources direct order program, contact Ann Del Monaco at (928) 718-3206, or [ann@mesc.org](mailto:ann@mesc.org).
- For Follett Library Resources questions pertaining to the Mohave/Follett Library Resources direct order program, contact your Follett Account Manager.
- For questions pertaining to the Titlewave website, contact the online help desk at (888) 511-5114, ext.1164, or [lsc@flr.follett.com](mailto:lsc@flr.follett.com).
- Members may use the website to create a quote. Each quote is assigned a unique number. To expedite order processing, please reference that quote number on the member's purchase order. Instructions for creating a quote are provided.

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direct order program

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