



## S&S Worldwide New Customer Setup

We are excited to announce that S&S Worldwide is now our official materials supplier. As part of this transition, S&S Worldwide will need to get you set up as a new customer in their system. This process involves getting some basic information that will allow S&S to fulfill orders, extend payment terms and support the success of your HIPPY program.

To begin the setup process, please reach out to your dedicated HIPPY Customer Support Representative:

Christine Taranto at 1-800-243-9232 ext:2273

or

Dedicated HIPPY Customer email: [HIPPY@SSWW.com](mailto:HIPPY@SSWW.com).

Once your account is set up, you will easily be able to request quotes, place orders or check the status of existing orders.

This change is an important step in ensuring that the HIPPY program remains affordable and can continue to have a positive impact on children and their families. We understand that there may have been some initial challenges, and we truly appreciate your patience and understanding. To help address any questions or concerns you might have, we've included a comprehensive FAQ with this message.

We are confident that this partnership with S&S Worldwide will bring tremendous value to your HIPPY program, ensuring that you have the resources and support needed to thrive. As we move forward together, please know that our team is here to assist you in any way we can. We look forward to working closely with you and thank you for your continued dedication to this important work.

### Included Documents:

New Customer Setup Form(s) and Information

Payment Options & Extended Payment Terms

FAQs



## Ordering and Payment options:

Authorized Purchase Order, Credit Card, check, money order or ACH.

### **Purchase orders (Net 30):**

#### Local, State and Federal Government Schools, Hospitals, Municipalities:

Credit terms are automatically granted to local, state and federal government institutions ordering on a signed and approved official purchase order. Terms are net 30 days.

#### Private organizations, Non-profits and Businesses

Orders for any privately held institution, non-profit or similar account will need to fill out an S&S Extended Payment Term questionnaire. To establish extended payment terms please submit the application form attached.

Once processed and approved by S&S, you will be able to order against your account with net 30 terms. You must be an established business, institution or organization to be eligible for credit terms.

### **PREPAYMENT:**

Prepayment is only required for customers who have either not completed the Extended Payment Term Application or who do not qualify as a Local, State or Federal Government recognized institution. We accept major credit cards, check and money orders in US FUNDS Drawn on US Banks and ACH.

#### *Terms of Sale:*

*Net 30 days: All prices are net and payable within 30 days. (on open accounts only from the date of invoice). S&S Worldwide reserves the right to cancel, withhold or decline orders on accounts that are past due or exceed their credit limit. Past due balances may be charged interest. Customers will be responsible for payment of all collection fees incurred by the company in collections of past due balances. NO COD orders.*



## FAQ (Frequently Asked Questions)

**When are backorders for items in Weeks 1-10 expected to ship?** We expect to ship any backordered inventory for weeks 1-5 by early September.

**Why were items on Backorder?** Although the transition began many months ago, the ability for HIPPY and S&S Worldwide to move forward in a way that would ensure long-term stability in pricing and quality involved significant efforts with variables outside of our control. Thankfully, with the support and depth of knowledge of S&S Worldwide, we have been able to overcome these short-term obstacles. The outcome is our ability to maintain pricing for 2024 on all items. This includes several books where pricing is offered at 20% off or more from the current retail pricing\*. The pricing on all our Activity Packets will also be held despite the impacts of global inflation on paper and printing costs. \*We will continue to work with S&S Worldwide to avoid any of these large-scale increases for materials from Publishers and communicate with sufficient notice in the event a change may be required.

**Do you expect Backorders to be an issue in the future:** No, we believe this to be a One-time event associated with the transition. Additionally, we expect the new partnership will allow us to increase all of our inventory so we can have substantially higher fulfillment rates of the entire program at a single time starting as soon as 2025.

**How much is Shipping and Handling?** 10% of the order subtotal.

**Why was Shipping and Handling 15% originally?** At the beginning of 2024, UPS and FedEx both increased their domestic shipping rates by over 5% which had an impact across all industries. While these increases were slated to impact HIPPY Programs, through the transition efforts and support of S&S Worldwide, the 2023 rate of 10% will now be held. All sites who were previously charged a higher rate have received or will be receiving a credit memo for the 5% adjustment.

**Will there be any changes to the materials?** Efforts are being made to improve the product offering by making it more sustainable without sacrificing quality. Over the course of this year and next we anticipate making minor modifications to reduce our impact on the environment. Additionally, these changes will allow us to maintain price stability and keep the program affordable despite the global impact of inflation. As these changes begin to roll-out, we will seek constant feedback to ensure we quality is maintained.

**Will additional products and solutions be available?** Yes, over the coming year we are working with S&S Worldwide to source and supply product kits and supplemental materials to support the HIPPY program. This new partnership will allow us to greatly expand into new areas while also allowing us to enhance our existing core offering without any cost increases.



Email Extended Payment Application to:  
credit@ssww.com

## Customer Profile for Extended Payment Terms

(required for purchases by PO with Net 30 terms. Not required for Credit Card or Advance payment purchases)

### Industry Category (Check only one)

Education       Government       Health       Marketplace  
 Recreation       Religious       Wholesale       Other

### ACCOUNT INFORMATION

\_\_\_\_\_ **Customer Number** \_\_\_\_\_ **Date**

\_\_\_\_\_ **Organization's Name**

\_\_\_\_\_ **Billing Address** \_\_\_\_\_ **City** \_\_\_\_\_ **State** \_\_\_\_\_ **ZIP**

\_\_\_\_\_ **Telephone**

\_\_\_\_\_ **Federal ID#** \_\_\_\_\_ **State ID#** (if applicable)

**Sales Tax exempt?**  **YES** (please attach state tax exempt certificate for each state you are exempt in)  **NO**

**S&S Worldwide Vendor Number** (if applicable) \_\_\_\_\_

**Fiscal Year End** \_\_\_\_\_ **Does your organization use a Portal?**  **YES** (please attach information)  **NO**

### INVOICE COMMUNICATION PREFERENCE

**E-mailed**

**Print & Mailed** (USPS)

**Other:** \_\_\_\_\_

(continued on next page)

ACCOUNTS PAYABLE CONTACT

<b>Name</b>	<b>Title</b>
<b>Email</b>	<b>Telephone</b>

ACCOUNTS PAYABLE SUPERVISOR

<b>Name</b>	<b>Title</b>
<b>Email</b>	<b>Telephone</b>

PURCHASE ORDERS AND VOUCHERS

**Does your organization require Purchase Orders?**  YES  NO

**Does your organization use Vouchers?**  YES  NO

**If Yes, are there any special instructions?**

**PO Hardcopy Required**       **PO Price Matching Required**       **No Substitutions**

**PO Completion**       **Ship Complete**       **No Back orders**

**Other:** \_\_\_\_\_

**How should the Vouchers be returned?**  **Mail**  **Email**

**Email Address:** \_\_\_\_\_

CONTACT INFORMATION FOR VOUCHERS AND PURCHASE ORDER INQUIRIES IF NOT THE AP

<b>Name</b>	<b>Title</b>
<b>Email</b>	<b>Telephone</b>

Customer Authorization:

I hereby authorize the setup of this account with S&S Worldwide. The information provided above is accurate and complete to the best of my knowledge.

**Authorized Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Please return the completed form to:  
Christine Taranto Phone: 1-800-243-9232 ext: 2273

**Credit Department**  
1-800-243-9232 ext. 3170 | credit@ssww.com