



Grow Your Collection on Us



Frequently Asked Questions

With the newly launched eBooks and Audiobooks on EBSCOhost®, EBSCO Publishing is excited to offer this special promotion to enable customers to receive 5% cash back (or credit) on all eBook purchases made between September 1, 2011 and March 31, 2012. Customers will have until June 30, 2012 to redeem their 5% cash back.

What is the EBSCO “Grow Your Collection on Us” promotion?

EBSCO’s “Grow Your Collection on Us” is a promotion that gives libraries 5% cash (or credit) back on all of all their eBook purchases made between September 1, 2011 and March 31, 2012.

How does the promotion work?

EBSCO will accumulate 5% cash back for any eBook purchase made directly to EBSCO between September 1, 2011 and March 31, 2012. EBSCO will issue checks (where available) or credits during the month of April 2012. Libraries can spend this accumulated money how they see fit, or if they choose a credit, they may apply their credit to an EBSCO Publishing purchase made by June 30, 2012.

How long does the promotion run for?

Libraries may accumulate cash (or credit) from their eBook purchases between September 1, 2011 and March 31, 2012. Libraries must claim (use) their cash (or credit) by June 30, 2012.

Do I need to sign up for this promotion?

Customers do not need to sign up. Instead, you automatically earn the cash/credit when you make an eBook or Audiobook purchase between September 1, 2011 and March 31, 2012.

How/when are customers notified of their cash back amount?

Customers will be notified via email shortly after conclusion of the accumulation period – prior to April 30, 2012. At that point customers will be asked to choose the method of rebate they desire (toward the purchase of an EBSCO resource, or in the form of a check).

How do customers get cash (rebate checks)?

All customers need to do is notify EP Sales that they wish to receive a check for the rebate amount. The check will be sent to the customer’s billing address unless otherwise specified. The check will be sent by June 30, 2012.

What currencies can I get my rebate check in?

EBSCO can issue rebate checks in the following currencies: USD, CAD (Canadian), GBP (British Pound), EUR (Euro), ZAR (South African Rand), NZD (New Zealand Dollar), AUD (Australian Dollar).

What if a customer resides in a country that does not use one of the currencies above?

The customer may request a check in one of the currencies above or may take a credit instead.

How do customers get their credit?

All customers need to do is notify EP Sales that they wish to receive a credit for the rebate amount. They will receive a statement in April indicating the amount they have available.

Can a customer request a check be cut at a certain date, or the credit be tallied and applied sooner?

No. Customers will be informed of their total rebate during the month of April 2012. The rebate can be applied anytime after receiving this confirmation, and before the end of June 2012. For customers requesting checks, these will be sent by EBSCO after the accumulation notification (April 2012), and prior to the end of June 30, 2012.

What can the credit be used for?

The credit may be used for the purchase of databases, eBooks, audiobooks, print journals or e-journals.

How does a customer receive a status of how much cash/rebate they have accumulated?

A status will be sent via e-mail in April 2012 at the conclusion of the promotion.

Do I have to use my credit all at once?

Yes. While a credit may be applied to more than a single resource, it should be used at all once (prior to the end of June 2012, when it may no longer be redeemable).

If customers purchase through a consortium do they earn 5% cash or credit back?

If customers are purchasing through a consortium/group that organizes the purchase in order that member sites receive a discount (i.e., sites choose to participate or not) and the site is billed directly, the individual site is entitled to a rebate.

If the consortium/group is centrally funded (sites do not have a choice on participation), then the consortium/group gets the rebate.

If customers purchase through a distributor do they earn 5% cash or credit back?

No. Unfortunately purchases made through a distributor are not eligible.

If customers contribute into a shared collection do they earn 5% cash or credit back?

No. Unfortunately money spent on shared collection purchases will not be used toward the total rebate accumulation.

Do customers receive 5% cash or credit back on PDA deposits?

The 5% cash/credit is earned upon purchase, not deposit. However, if purchases are made during the promotional period via the PDA model, the 5% rebate is indeed earned on these purchases.

Are audiobooks eligible for the 5% cash back?

Yes, audiobooks are eligible for the 5% cash back.

Is the money spent with EBSCO for ACS Adobe content server eligible for the 5% cash back?

Yes, spending associated with ACS is eligible for the 5% rebate.

Do customers earn rebates on eBook or audiobook "subscriptions" (as opposed to "purchases")?

Yes, all eBook and audiobook subscriptions initiated within the promotional period are eligible for the rebate.

Are database or print/e-journal purchases eligible for rebate?

No. Only eBook and audiobook related purchases/subscription are eligible.

How can customers use their cash back?

If customers opt for cash (as opposed to a credit), they will receive a check from EBSCO and can spend it anyway they choose.

How can customers use their credit?

If customers opt for the credit (as opposed to receiving a check) they may apply this credit to any EBSCO purchase (new or renewal database purchases, eBook or audiobook purchases, and print or e-journal purchases).

Can customers track and apply the rebate via EBSCO Collection Manager (ECM)?

No. ECM is not equipped to specifically track the rebate program. Instead, EBSCO will monitor this separately, and provide information on the rebate as outlined previously.