## **Macmillan Contact Information**

**March 2024**

Please visit the [Bookseller Services](https://us.macmillan.com/bookseller-services) section of [Macmillan’s website](https://us.macmillan.com/) for retail discount schedules, coop policies, a link to the MOST Order Tracking Tool, etc…

<https://us.macmillan.com/bookseller-services>

**Opening a Macmillan account**

Contact: [customerservice@mpsvirginia.com](mailto:customerservice@mpsvirginia.com) OR [acctinfo@macmillan.com](mailto:acctinfo@macmillan.com)

Either of the above email addresses will connect you to someone who will give you a standard account application. Our account application can also be found on the Macmillan website in the [Bookseller Services section](https://us.macmillan.com/bookseller-services/terms-coop-policies).

**Connecting with a Macmillan sales representative**

Email [fieldsales@macmillan.com](mailto:fieldsales@macmillan.com) with your store number, account number (if applicable), and state.

**Reporting Damages**

Contact [customerservice@mpsvirginia.com](mailto:customerservice@mpsvirginia.com) or (888)330-8477.

Include title, ISBN, invoice number, quantity damaged, and account number. If possible, have pictures of the damages as they help us understand where, how, and why damages occurred.

Customer service will credit your account back for the damaged copies or send no charge replacements (pending available stock). For most titles, Macmillan does not have extra jackets on hand.

Contact [customerservice@mpsvirginia.com](mailto:customerservice@mpsvirginia.com) or (888) 330-8477.

**Applying for Coop**

Macmillan’s coop policy can be found [here](https://us.macmillan.com/bookseller-services/terms-coop-policies).

Questions regarding coop should be sent to [coop@macmillan.com](mailto:coop@macmillan.com) or your Macmillan sales rep.

**Event Orders**

Author event orders should be sent to [authorevents@macmillan.com](mailto:authorevents@macmillan.com).

Non-author event orders (festivals, book clubs, anything where the author is not present) can be placed through your normal ordering channels.

We recommend placing event orders a minimum of 2 weeks before your need by date. Orders placed with less time could require additional shipping charges at the account’s expense.

**Laydown Violations**

Laydown violations can be reported to [fieldsales@macmillan.com](mailto:fieldsales@macmillan.com).

Violations seen on social media should include identifying info such as account name, etc… and a link so we can find the post. In-person violations should include at least the account name, city, and state. We do not need you to buy the book, send us a receipt, etc…

**Please note that you may not receive a response to your violation report but that it will be passed on to the appropriate publishing division.**

**Other issues or questions (stock, availability, shipping, etc…)**

Many issues can be solved by first contacting Macmillan customer service at [customerservice@mpsvirginia.com](mailto:customerservice@mpsvirginia.com) or (888) 330-8477.

Order info can be found through our [MOST Order Tracking Tool](http://tracking.mpsvirginia.com/Login.aspx).

If you have further questions or need additional information, please contact your Macmillan sales representative.

Macmillan updates Edelweiss regularly. It is always a great resource for title information and assets.