

# How to Set up a New Account with Hachette



Every account needs new account paperwork sent to [newaccounts@hbgusa.com](mailto:newaccounts@hbgusa.com) before the order can be processed. Include Jean Vargas on all new account set up.



## New account check list:

New Account Application filled out:

- Account Name that matches their tax and payment forms
- Billing and Shipping Address(es)
- Tax exemption form\*. Accounts need the state tax exemption form for EVERY state they will be shipping to
- Contact information
  - Name(s)
  - Phone number(s)
  - Email address(es)
- How they intend to pay. The options are:
  - Terms: One banking and three trade references are required to establish NET 30 day terms.
  - Credit Card: VISA, MasterCard, and American Express are accepted with a \$6,000 per month maximum
  - Bank check or wire transfer



\*Exceptions for tax exemption are accounts shipping ONLY to Delaware, Alaska, Montana, New Hampshire and Oregon

## Register for Retailer Portal to make HBG Customer Service easier!

HBG's Retailer Portal Self-Service site offers a fast, reliable, and easy way to track shipments, check stock and place claims 24/7.

Accounts cannot place orders on retailer portal.

 **hachette**  
RETAILER PORTAL

