

# AMBASSADOR

EDUCATION SOLUTIONS



Easier Course Materials  
Access for **Students**,  
Easier Management for **YOU**



# AMBASSADOR'S SOLUTIONS

From print and digital, to OER, devices and more, Ambassador knows how to efficiently and effectively manage and deliver course materials the right way, at the right price. We offer various service models to meet the objectives of every school we serve.

## ONLINE BOOKSTORE: customized and dedicated to your school



Ambassador's Online Bookstore solution, branded with your school's logo and colors, gives students access to order materials anywhere, anytime. The system was designed with a mobile-first, responsive layout. Students can easily login or leverage one of our Single Sign-On options 24/7/365 to view a list of required materials and place their order. In most cases the school's workload is reduced to providing a booklist and minimal student data to personalize the process. Ambassador handles the rest!

## AMBASSADOR ALL-IN: students get day-one access to their course materials



Ambassador powers Inclusive Access programs for digital materials and All-in Equitable Access programs for all course materials, including print, digital, scrubs, kits, devices and more. With Ambassador All-In and/or Inclusive Access with EZ Opt-Out, students automatically receive all materials in time for the first day of class. The only thing students need to do is enroll!

## HYBRID BOOKSTORE: an online site for course materials coupled with an on-campus hub for other items



Students can go to the school's online bookstore to access print, digital and all other course materials, while visiting the school's on-campus hub for ancillary items. Ambassador enables schools to keep a physical presence to connect with students, yet avoid inventory logistics, costs and associated bookstore challenges, while providing the broadest range of content available. Course materials can be shipped to a student's residence or to the school's on-campus hub.

## BULK FULFILLMENT: streamlined ordering and distribution process



Ambassador relieves schools of the laborious administrative burden associated with course materials, thus freeing time to focus on student achievement and outcomes. If the school prefers to handle distribution, Ambassador can aggregate all print course materials and deliver them in bulk, while digital materials are made available through the school's preferred electronic platform. Ambassador manages all purchase orders, invoices and payments, and provides the school with one consolidated invoice, saving the school time and money.

**“ Our account representatives at Ambassador are really an extension of our own team. They have an intimate understanding of our operations and our goals and they believe in open and regular communication. Ambassador is a stellar example of what it means to be a partner and not just another vendor. ”**

**–Ambassador Client**

# AMBASSADOR'S VALUE ADD



**Simple. Effective. Affordable.**

**That's course materials adoption, management, delivery and access with Ambassador.**

Unlike any other technology on the market, Ambassador's revolutionary Course Materials Platform, RODA, brings everything together – all through one flexible and easy-to-use platform, and all at no additional fee. RODA is everything students need to access course materials and everything schools and publishers need to manage the moving parts.

## ✓ **COMPLETE INTEGRATION MANAGEMENT**

Ambassador takes the burden off your IT team, managing and maintaining integrations between RODA and your school's on-campus enterprise systems (SIS, LMS and Financial). Our approach simplifies access for students and provides 360-degree visibility into transactions and data for schools.

## ✓ **LOWER COSTS AND CONTROLS TO AVOID OVERPAYMENT**

Ambassador's bottom-up pricing model offers lower pricing than our competitors and we hold prices steady for students throughout the distribution. We have the controls in place to verify usage and fees so students don't overpay, especially when using publisher direct content on an LMS or the same digital materials across multiple terms and courses. For schools that wish to generate revenue from course materials, we enable them to set their desired amount.

## ✓ **DEDICATED INVENTORY WITH RELIABLE DELIVERY OPTIONS**

Ambassador warehouses each school's physical inventory in its own dedicated space and manages all aspects of print and digital distribution so students get their materials at the right time and price. Our distribution center is located next to one of the largest UPS shipping centers in the United States, and we can process and ship orders the same day!

## ✓ **EXEMPLARY CUSTOMER SERVICE**

Team Ambassador is committed to the highest level of customer service and reliability. Our team handles booklist vetting, availability and publisher pricing, as well as administrative changes, last minute booklist changes, transaction reconciliation and reporting, and faculty and student inquiries.





# DIGITAL COURSE MATERIALS

Ambassador's experience in the delivery of digital products is unparalleled, driven by our focus and investment in technology to support access and affordability. We aggregate all digital content and applications through one easy-to-use platform.



## ACCESS KEY FULFILLMENT

Ambassador's experience implementing access key fulfillment processes uniquely enables us to address schools' concerns around student access codes. We support multiple digital content platforms and we have built in proven support methods that quickly and easily address the distribution of access codes. Our "My Account" page includes a digital tab where all access keys that a student has purchased are stored so students can easily retrieve them 24/7/365.



## LICENSE MANAGEMENT

Ambassador assists administration with planning the school's digital strategy as well as helping in the selection of the platform and content. We take the burden of license management off school IT and administrative staff, and we manage code redemption, cancellation and reconciliation.



## CONFIGURATION AND PAYMENT ACCURACY

Through direct integrations, Ambassador configures access for non-expiring, semester-based and census-based digital content and ensures schools and students only pay for the appropriate duration. We identify duplicate access of the same digital content by the same student when appropriate; we manage expiration dates; and we automatically handle returns and credits for dropped students according to publisher policies, all of which saves the school money.



## BENEFITS

- ✓ Standardized or customized workflows for purchasing print, digital, and all other course materials
- ✓ Automated fulfillment, eliminating the need for students to navigate multiple platforms and create multiple accounts
- ✓ Single Sign-On from the student portal and LMS so students can link directly to course materials
- ✓ Single point integrations with all publishers, relieving the burden on your IT team
- ✓ Robust analytics and reporting, providing insights into student outcomes

# WHY PARTNER WITH AMBASSADOR?

At Ambassador, we ease the entire course materials process, we support your faculty and students, and you save time and money. We view our client relationships as partnerships, and we understand and support every stakeholder's role in the course materials lifecycle.



**Students:** We offer affordable materials, flexible delivery options and dedicated support. Together we improve the learning experience.

**Faculty:** We help instructors find, evaluate and adopt the most relevant materials. Together we improve learning outcomes.

**Administrators:** We empower school leaders to stay in control and in compliance, including the necessary financial controls to save the school money. Together we improve accessibility, affordability and retention.

**IT Directors:** We manage and maintain integrations with the school's systems. Together we improve efficiencies and transparency.

**Publishers:** We provide visibility into transactions and ensure accountability and correct payments. Together we improve availability and accuracy.

## COLLABORATIVE

**600+**

school and  
campus  
networks

## IMMEDIATE

**100%**

materials received  
by day one of  
class through  
Ambassador All-In

## AFFORDABLE

**\$141M+**

three-year  
savings realized  
by schools  
and students

## ACCURATE

**99.96%**

right student,  
right materials  
at the  
right time

## STRATEGIC

**1,000+**

publisher  
and  
technology  
partners

# ABOUT AMBASSADOR EDUCATION SOLUTIONS

For nearly five decades, schools have turned to Ambassador to simplify the adoption, management, delivery and access of course materials and content integration programs. There is a reason why so many institutions partner with Ambassador. Our team knows what it takes. We do our own inventory management and fulfillment; our experienced, in-house technology experts ensure a seamless operation; and our responsive, knowledgeable client services group is there to support everyone, every step of the way.

Our experience runs deep and so do our insights. We've learned a lot over the years about operating course materials programs that are simple, effective and affordable. Our Course Materials Platform, RODA, introduces the right kind of change that benefits each stakeholder – making it easier for students, faculty, schools, publishers and vendors to work, learn and collaborate.

# AMBASSADOR

EDUCATION SOLUTIONS

## LET'S CONNECT!

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## The Ambassador Difference



**Simple**  
One Centralized  
Course Materials  
Platform



**Transparent**  
Verifiable Data,  
Accurate Payments



**Affordable**  
Flexible Pricing  
Models, Term Pricing  
Consistency



**Collaborative**  
Dedicated,  
Knowledgeable  
Client & IT Support



**Trusted**  
Decades of School  
& Publisher  
Partnerships