

Information on online book sales with home delivery 2017-2018 School term

Dear parents:

With the firm intention of providing a service of quality, punctuality and maximum comfort for you, we have designed a specific platform for the acquisition and purchase of book packages through an online system which offers the following benefits:

- Internet payment with any VISA or MasterCard credit and debit card. (except American Express)
- The online sales period will be held from Tuesday, June 20th to August 18th.
- 3 or 6 monthly fixed payments only with credit cards from the following banks *:

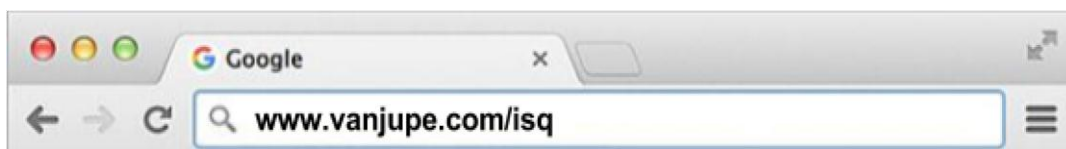


* The additional charge for the deferred payment service will be specified in your statement.

- Payment in Banorte counter.

Recommendations to place your order:

1. Open a new search in Google Chrome or Safari and directly in the address bar place the corresponding link of the school as the example shown in the image:



The link for your school is: www.vanjupe.com/isq

2. Once step one has been done, a welcome page of the school will open.
3. At the bottom of the page you can find the “start purchase” button.
4. We click on it and a request for the **student's enrollment number** is required. This number is provided by ISQ. If you do not have it, our Call Center team can provide this information. Once you enter the information you will be able to see the **student's name**, click on the “**grade**” and then click on “**add packages**”.
5. The next step is to enter the personal data of whom is generating the purchase.
6. It is important that if you require an invoice, you must click on the option in order to type the invoice information required. The invoice will be sent to the email you provide.
7. Payment in Banorte counter, with the payment reference generated at the end of the purchase. In this case the system will give you a single payment form for your order, **which you will have to print and present at the Banorte counter to make the payment.** (The form is valid only 2 days after the order has been generated in order to make the payment at the bank counter). If the payment is done with a personal check, you must extend the check to Grupo Vanjupe S.A. Of C.V.
8. You will receive your order within 5 business days once your payment is cleared in our system.

For personalized attention you can call our Call Center from Monday to Friday from 8:30 a.m. to 5:30 p.m. at (0155) 11131462 or send an mail to: atencionfamilias@vanjupe.com



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 **(0155) 1113 1462**

 **atencionfamilias@vanjupe.com**

Always with



Vanjupe