

BookNet for Booksellers

Linking the supply chain

Our BookNet transaction services provide a one-stop solution for retailers who want one source of search, selection and ordering

Key features for a one-stop service:

- Search the BookData Online database of over 12 million titles
- Rank by BookScan sales position
- Order from over 60,000 suppliers via TeleOrdering (only one order file required for multiple suppliers)
- Real time supplier information available from participating distributors
- Receive order acknowledgements from 22,000 suppliers
- Receive electronic business messages from participating distributors
- Track orders sent to distributors
- Review 6 months' order history online

Our service allows both buyers and suppliers to process orders quickly and efficiently – no need for time consuming and expensive 'hotlines'

Key business benefits

- **Simple:** Easy to use and fully interactive
- **Efficient:** Reduce telephone calls, faxes and emails
- **Accurate:** Reduce manual re-keying and potential errors
- **Consolidate:** Order everything in one place
- **Speed:** Orders available to suppliers within minutes of being received by BookNet TeleOrdering
- **International:** Global access 24 hours a day, 7 days a week

"We are working closely with Nielsen Book to encourage more customers to trade electronically. Having attained the commended status in the e4Books accreditation process this year, it is important for us not to lose impetus and to continue to build on our success. We believe Nielsen Book and the new BookData Online service, combining search and selection with ordering functionality, will be key to our future growth in this area. There is now no excuse for anyone within the publishing industry not to embrace the e-commerce agenda with this complete and cost effective service."

Maxine Hastings
Operations Manager, Sales
Academic & Professional Books
Cambridge University Press, Europe

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Distributors and Wholesalers prefer to receive your orders electronically.

"With the electronic facilities now available via the Internet there is no reason for any bookseller to continue to send orders in any other way. BookNet TeleOrdering is a unique order routing facility which enables booksellers to consolidate all of their orders in one file, resulting in huge savings for customers."

Ray Webb, Head of Customer Services, Bookpoint

Do I need extra software?

Setting up the BookNet service could not be easier – all you need is an Internet connection. Our BookNet service can also integrate with your existing EPOS system, bringing further savings in time and cost.

Do you know..?

Sending orders manually to multiple suppliers is inefficient and costly. BookNet TeleOrdering allows us to route orders directly to over 60,000 suppliers worldwide.

The key benefits of using our service are: the ability to trade with partners anywhere regardless of time zone or language barriers; reducing the time spent on un-profitable tasks and cost; improving your customer service, stock turn and cash flow.

BookNet EDI

Our BookNet EDI service has been the market leader for 20 years.

- EDI enables the exchange of data direct from computer to computer with little or no human intervention.
- EDI is the accepted way of communicating routine commercial messages from business to business in standard formats.
- Send and receive quote, order, order response, order fulfillment, order acknowledgement, invoice, delivery note, credit note and returns note messages across our secure network.

Integration:

If you run a back-office or EPOS system, advanced software tools integrate directly with your system and you can import a structured order file directly into our service.

Technical Support:

Help Desk based in the UK and available during normal office hours

Help Desk

e: help.book@nielsen.com t: +44 (0)1483 712 260

Buyer

places order electronically through BookNet services

BookNet TeleOrdering

receives order, routes electronically to correct supplier

Supplier

receives order via BookNet services, acknowledges order, sends books to buyer



"Two years on from e4books day it is essential that we encourage the minority of customers not taking the benefit of trading electronically to join their peers and competitors. We believe there are cost savings and efficiencies to be gained by these customers from systems such as Nielsen BookNet, and through their increased and consistent use, that there are other areas in which we might then be able to further concentrate on improvements to the supply chain."

Matthew Hogg, Head of Customer & Client Services
Macmillan Distribution (MDL)

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