



## What helps you provide a better service to your customers?

### BookNet Online Order Collection – a unique service for self distributing publishers

We have developed a unique service for self distributing publishers which allows you to receive your orders, sent via our TeleOrdering service, electronically. BookNet Online Order Collection is a fast and environmentally friendly way to fulfil your orders and it also allows you to provide order availability information to the buyer – improving your customer service and theirs.

#### What do publishers think of the service?



**Ian Morris of Crossover**

**Communications Ltd said:**

*"The whole project is a most welcome improvement on the previous paper notification - the email link into the website is convenient, the design is easy on the eye and acknowledging and printing orders is a doddle!"*

**Philip Gray, Fineleaf Editions, had this to say about the service:**

*"Always works perfectly and is a tremendous improvement on the old postal system - many thanks for an excellent service".*

#### What are the benefits?

- No need to wait for the post!
- You will receive an email to let you know when book orders are ready for collection
- User-friendly screens display order details
- Orders can be processed quickly
- Acknowledge the status of the book orders directly to the bookseller (regardless of location)
- Buyers will have the latest availability information
- Review 6 months' order history online (orders received, collected and acknowledged)
- Option to download your orders in CSV format for upload to your internal order system
- Less time is spent on paperwork and customer queries
- Service is available 24/7.

By using this service you will enable booksellers in the UK and overseas to order from you electronically and receive status up-dates and order acknowledgements; allowing them to provide greater levels of service to their customers.

We are confident you will achieve real business benefits from using this service

If you have any questions about the service please contact:

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