

MDL: Always one step ahead

8 reasons why publishers choose MDL

➤ Specialists in book distribution

Macmillan Distribution (MDL) handles over forty publishers, from the smallest to the largest, who specialise in a wide variety of publishing including trade, EFL, academic, schools, and children's books.

➤ Reliable & consistent service

MDL was the first book distributor to be awarded the ISO9000 certification, the internationally recognised standard for quality systems. In 2009 MDL was reaccredited to the ISO 9001:2008 standard.

➤ Experienced distributors throughout the world

For over 20 years, MDL's customers have included bookshops, wholesalers and members of the public in the UK and the rest of the world. MDL has a wealth of exporting experience. Each country has a dedicated Customer Services administrator and MDL routinely ships 40% of its publishers' books overseas.

➤ Sophisticated picking & packing equipment

The most up to date equipment, including a bespoke PEEM conveyor and a Swisslog warehouse management system, ensures a seamless order fulfilment process. Each carton contains a unique packing list and is weight checked for accuracy.

➤ Full track and trace facilities

An EDI link with DPD and UPS allows MDL to do a variety of reporting and service level monitoring over and above that done by the carrier. Proof of delivery is accessible on-line by customers.

➤ Print on Demand & automated short run reprints

MDL operates a fully integrated print on demand service in partnership with Antony Rowe (a leading book manufacturer in the UK) Lightning Source (who specialise in print on demand books) as well as Martins the Printers. Publishers can also use UK stock "down-to-levels" to trigger automatic reprints.

➤ E4 Books & Supply Chain Excellence

MDL was in the first batch of companies accredited under the E4books scheme and it achieved Commended status in 2007. It has been accredited under BIC's supply chain excellence scheme from 2011.

➤ Automatic UK overstock returns

Requests are handled in accordance with the Industry Returns Initiative code of practice, which was largely based on MDL's original automatic returns process.

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7 more reasons to choose MDL in 2012

➤ In house printing & mailing

MDL offers a range of printing and mailing services including a wide variety of publisher material including AIs in black and white as well as colour. For instance, this leaflet was printed in-house.

➤ Bespoke sales data warehouse

Otherwise known as the Macmillan Information Delivery and Analysis System, MIDAS is accessible over the internet. MIDAS allows our publishers immediate and independent access to their sales, stock and debtor information and the ability to analyse the data in a huge variety of ways. MDL was shortlisted for the *Innovation in the Publishing Supply Chain* award in 2010 for the MDL MIDAS system.

➤ Debtor Information

Debtor information is now available in MIDAS, providing a full overview of sales ledger by due and overdue invoices, bad debt reporting, accounts on stop or in debt collection, and credit limit information.

➤ Extended capacity

Over the past years Macmillan has invested heavily in MDL's physical infrastructure. More than £10million has been spend in the course of providing a sophisticated order-forwarding conveyor system for the 44,000 current titles in stock at any one time, 35,000 full pallet equivalents in a hi-bay environment and a new goods-in /goods-out marshalling area.

➤ Total fulfilment package for books & journals publishing

MDL are able to work in partnership with MPS to offer a total fulfillment package. MPS www.macmillanpublishingsolutions.com offer the full range of back office services to journal publishers. Services include fulfillment of print and on-line subscriptions, COUNTER compliant usage statistical analysis, manuscript submission/management as well as an advanced content hosting and delivery system with an integrated access control system to support a variety of existing and emerging business models.

➤ Orders processed directly from publishers' websites

MDL offers the facility to take orders directly from our publishers' websites, thus allowing greater accessibility to the buying public.

➤ Schools Accounts

Every school now has its own account with its own specific details.

If you would like to know more about Macmillan Distribution then contact us on 01256 302985 or visit our website at www.macmillandistribution.co.uk.

