

PubEasy FAQs.

What is PubEasy?

PubEasy is a proven online service that empowers you to place orders, check title, price and availability data, and track the status of any orders, quicker than traditional methods.

Which Publishers/Distributors can I use PubEasy for?

There are 20 UK, 55 North American and 3 Canadian affiliates on PubEasy representing many hundreds of publishers and Imprints:

UK Affiliates:

- Airlift Book Company
- Ballistic Media (UK)
- Bertram Books
- Bookpoint
- Boydell & Brewer
- Cambridge University Press
- Gardners Books Ltd
- HarperCollins Publishers Ltd (UK)
- John Wiley & Sons Ltd
- Littlehampton Book Services
- Macmillan Distribution
- Marston Book Services Ltd
- NBN Plymbridge
- Orca Book Services
- Penguin (UK)
- SCM Canterbury Press
- TBS/ GBS/ Transworld
- The Wessex Astrologer
- Thomson Publishing Services
- Turpin

North American Affiliates:

- A2Z Publications
- Ai Ai Yo Books, LLC
- Allies for Freedom
- Alta Publishing, LLC
- Ballistic Media
- Boydell & Brewer
- Buttonweed Press
- Chronicle Books
- Circinus Business Press
- Cooper Hill Press
- FonoLibro
- Fossil Ridge Books
- Global Publishing Associates
- HarperCollins Publishers, Inc. (US)
- Holtzbrinck Publishers, LLC
- Hot Spot Productions, Inc.
- Imagination Arts
- Infinity Publishing
- Inner Life Foundation
- Jubildy Interests, Inc.
- Living Life Publishing Co.
- Mad Uke Publishing

- M & M Scrivener Press
- Magick Mirror Communications
- Marathon Int'l Book Company
- McGraw-Hill Education
- Medical Multimedia Learning Series
- Nineveh Press
- Nubian Images Publishing
- Objective Management Group, Inc.
- Off the Wall Publications
- Oleo Publishing
- OZZ Books
- Pace
- Partners/ West Book Distributing, Inc.
- Penguin Group (USA)
- Perseus Books Inc.
- Phifer Christian Ministries Publishing
- Pillar of Enoch Ministry Books
- Rainbow Priestess Creations, Inc.
- Random House, Inc.
- Sid Harta Publishers
- Silver Leaf Books, LLC
- Soaring Heights Publishing
- Square One, LLC
- Summa Publications
- Teddy Traveler
- The Empty Canoe
- The Wessex Astrologer
- Time Warner Book Group
- Today's Hollywood Publishing. Com
- Trafalgar Square Publishers
- Unique Print Services
- White Dove Publishing
- Wine Appreciation Guild

Canadian Affiliates

- GTK Press
- McGraw-Hill Ryerson
- Random House (Canada)

What can I use PubEasy for?

- Single or multi-line order placement, title availability checks or order status enquiries direct with Macmillan Distribution and all Affiliates, with rapid confirmation that your orders have been received and processed.
- Obtain order status for ALL of your orders, regardless of how they were placed, i.e. via PubEasy, EDI, email, fax, telephone, post etc.
- Order tracking includes seamless linking to shipper and carrier web sites (e.g. Activair, Securicor, Tytherleigh, Exel etc.).
- Accurate real-time information.
- Access to extensive bibliographic, jacket image, personal discount and appropriate market restriction information.
- Ability to create your own personal e-Catalogues and search **Macmillan Distribution** and other PubEasy Affiliate Publishers' e-Catalogues.
- Online data download options available for all transactional information.

Why should I use it?

- Substantial savings in cost and time with increased overall efficiency.
- Faster, more accurate processing of multiple enquiries and order lines, and quick order confirmation.

- Integration with your retail inventory management (POS) system.
- PubEasy offers a totally consistent interface to booksellers; you only need to learn one single system.
- Save time by moving seamlessly between Affiliate sites, rather than making potentially expensive and time consuming telephone calls to many individual suppliers.

How much does it cost?

The PubEasy service is absolutely free to all customers.

When is it available?

24 hours per day 7 days per week.

How do I register?

You need to logon to www.pubeasy.com and press 'Register' or click on <http://register.pubeasy.com/books/owa/register>, fill in the form and your PIN and password will be sent by email within 24 hours by PubEasy.

I only want to use PubEasy for Macmillan. Can MDL give me a PIN and Password?

No, MDL cannot give you a PIN and Password as PubEasy is an affiliation of a number of publishers and passwords are hidden from each other, you must register at www.pubeasy.com.

How do I access PubEasy?

Once you have received your PIN and password you can start using PubEasy. You can login directly to <http://www.macmillan-mdl.co.uk/> or click on Macmillan Distribution at <http://www.pubeasy.com/>

Do I need a different password to access each affiliate on PubEasy?

No, PubEasy offers you a single-password login to the entire Affiliate network of participating publisher, distributor and wholesaler PubEasy web sites, all using standardised screen layouts.

How can I be sure of the Price, Discount and availability before I order?

When you place orders, your existing trading terms are automatically applied. You can make a price and availability enquiry and click on the hyperlink in the 'Availability' column to see your personal prices, discounts and any market restrictions that may apply in your area.

How does PubEasy know my account number for each affiliate?

When your PIN and Password is sent to you a notice is sent to each affiliate asking them to add the correct account number that matches the name and address on your PubEasy registration. If the name and/or address differ from your account details the link to your account will not be made and you will not be able to order or track orders for that affiliate.

What if I do not have an account with each affiliate?

Where you do not have an account with an affiliate, or where the account number has not been identified and added to PubEasy, you will only have read access to their titles using the Price and Availability menu option. You will not be able to place orders or track orders for that affiliate.

If I have more than one account (e.g. Airfreight & Seafreight) can I see them both via PubEasy?

Yes, but you will need to register twice and obtain two PINs and Passwords. When registering, make it clear what the difference is between the registrations by putting (air) or (Sea) after the company name. In this way the publishers will know which accounts to assign to each registration.

I have lost my password where can I get one?

If you have lost your PIN or Password please contact the PubEasy User Support Team for assistance: email: help@pubeasy.com

How can I set up PubEasy for two users?

MDL cannot do this for you, as we have no access to your password?

To insert and amend users go to www.pubeasy.com

Click on User Registration Management (Bottom Left)

Amend the details of user one, enter the details of user two and press submit.

When using PubEasy thereafter you can enter a different user number to differentiate which email address order responses should be sent to.

When I order via PubEasy some titles are acknowledged with ' Please contact Customer Services', why?

This was caused because the title you ordered was one for a publisher for which no discount had been set up on your account. MDL are able to set up with minimum terms but you need to speak to the publisher's sales department to get proper details.

I want to place orders on PubEasy but I have to key them into my purchasing system and do not want to key them twice.

You can Copy and Paste into PubEasy a list of ISBNs, quantities and Order references if you can get your purchase order system to display the order details in the format 'ISBN,QUANTITY,ORDER REFERENCE, '

The order will be acknowledged by email as if it had been keyed in to PubEasy.

A number of our customers are using the PubEasy \Transact facility to transmit, orders and receive back formatted response files, which they load into their Purchase ordering systems.

Transact is designed to avoid you having to rekey your order into PubEasy when you have already produced it from your ordering system. If your ordering system can generate a Transact format text file you can send your order via PubEasy without rekeying.

PubEasy will respond with a structured 'Acknowledgement of Order' file, which can be fed back into your Purchase Order system to update the 'Status' of the ordered lines.

All orders, however placed, can be tracked by PubEasy using the 'Check Order Status' Enquiry facility.

The same rules apply to Transact orders as any other order. The order will be processed in exactly the same way as if it had been faxed and keyed by our Customer Services staff.

The advantages are in speed and Quality. Your order is transferred electronically to our computer system with no rekeying. This removes the possibility of keying errors, what you order is what you get.

Because it is not keyed there is no delay in processing your order, this could improve delivery times to you or your shipper by 24 hours depending on the time your order is received and the keying workload.

I am finding it difficult to understand some of the PubEasy features, how can I obtain help?

You can click on the 'Help' Icon displayed on every page to see a fuller explanation of the menu and field functions.

Further help can be obtained by email from help@pubeasy.com