

MDL: Always one step ahead

Why do customers choose MDL?

➤ Specialists in book distribution

Macmillan Distribution (MDL) handle 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 were the first book distributor to be awarded the ISO9000 certification, the internationally recognised standard for quality systems. In 2009 MDL were reaccredited to the ISO 9001:2008 standard.

➤ Experienced distributors throughout the world

For over 20 years, MDL's customers have included bookshops and wholesalers 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.

➤ E4 Books Accredited

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.

➤ Schools Accounts

Every school now has its own account with own specific details. We are also exploring further avenues to make ordering as easy as possible for schools.

