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EBSCO BOOK SERVICES

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FREE SHIPPING!

EBSCO Book Services is a Web-based service that allows all types of libraries, institutions and organizations to provide quick, easy book ordering capabilities to their staff, faculty and users. It allows end users to search for books, then place and confirm orders directly from their desktops or from a workstation at the library, all within a secure online environment. In addition to offering a large selection of **competitively priced books**, the service provides the benefit of being able to track, analyze and control purchasing activities from an organizational standpoint.

END USER BENEFITS INCLUDE:

- competitive pricing
- millions of items to choose from, including 120,000+ scientific, technical and medical books, and popular books
- bulk order support when ordering 25 or more copies of the same title
- information on products including reviews, notes, annotations, images, track information and additional details that allow users to make educated purchasing decisions
- distribution centers located throughout the continental U.S. for next-day delivery in most locations
- multiple payment options including VISA®, MasterCard®, American Express®, corporate purchasing cards, purchase orders and invoicing
- secure online-ordering environment
- multiple ship-to options
- simple and efficient ordering process
- search by title, subject or author
- also search by ISBN, publisher or publication date
- backordering with the option to either cancel the item ordered or proceed with processing
- shopping cart function with a "save for later" option (allows customers to save a selected item and purchase later rather than with the current order)
- personal account option for business/institutional accounts
- gift-wrapping available for most items
- international shipping available for most countries
- free shipping to customers who purchase four or more items and have their order shipped to a single U.S. address via the USPS.



Millions of items are available through ebscobooks.com, including more than 120,000 scientific, technical and medical titles. The simple interface displays book covers for many titles, along with title details, pricing and availability information. Users can choose from a number of subject categories and then view subcategories that help them "drill down" to the book they need, or they can quickly keyword-search the book title, subject or author.

ACCOUNT SETUP & MANAGEMENT

Once an organization's account is established with EBSCO, end users can create their own personal accounts and access EBSCO Book Services through their customer code, user name and customized password. They can also select the billing location for orders. All data can be encrypted using Secure Sockets Layer protocol. Support for IP address and HTTP Referrer authentication is available for those customers wishing to link from their intranets.

DELIVERY OPTIONS

EBSCO uses established fulfillment and delivery processes to ensure cost-efficient service.

Distribution centers are located throughout the continental United States. Next-day delivery is available, and most orders are shipped within 48 hours. Several delivery options assist in making the best "bottom line" decision for delivery, based on urgency of need. The **split shipment** feature gives customers the option of receiving all ordered items in one shipment, or having all available items shipped and the remaining ones sent when they become available. This option can incur higher shipping charges because of possible multiple shipments. However, customers are not charged for an item until the order for that item is fulfilled. Another popular option allows customers purchasing four or more items at one time to have their entire order shipped at no cost. To qualify for the **free shipping** option, all items must be shipped to a single U.S. address via the United States Postal Service (USPS). Estimated delivery time after the order is placed is seven to ten business days. (The Split Shipment option cannot be used with Free Shipping.)

PAYMENT OPTIONS

EBSCO Book Services offers **multiple payment options** for individuals and organizations that wish to manage their purchases more efficiently. End users can order by credit card over a secure server, providing flexibility for users who may not order regularly or for institutions that prefer credit cards to invoices or purchase orders. Credit

cards accepted include VISA®, MasterCard® and American Express®. EBSCO Book Services is Level II compliant, providing advanced data capture for corporate purchasing card programs.

Organizations can benefit from **flexible invoicing options** when ordering through EBSCO Book Services. Invoices are sent to the appropriate department as selected in an end user's account setup. Invoices can also include cost center, HEGIS and ILS codes if desired. For customer convenience, our consolidated invoicing system provides one monthly invoice for orders processed during that time period. **Multiple ship-to addresses** can be arranged for every account, enabling end users to receive their order at any location.

SEARCHING

Searching can be performed by title, subject or author. Additional options enable searching by International Standard Book Number (ISBN), publisher or publication date. End users can also search available titles by:

- selecting advanced "Book Search" from the navigation bar
- reviewing the "Featured Titles" on the homepage
- entering words in the "Quick Search" field and clicking "Go."

ORDERING/SHOPPING CART

When a customer selects an item, it can be added to the shopping cart. Additional selections can be added to the cart or the customer can click "View Cart" to view the contents of the shopping cart. If a customer chooses not to order one of the items, it can be deleted from the list. Orders can be submitted immediately for processing, remain in the shopping cart or be placed in a "Save for Later" bin. The "Save for Later" option allows the user to place item(s) back into the shopping cart for purchase at a later date.

ADMINISTRATIVE FEATURES INCLUDE*:

- new user approval
- designate account settings and user approval authorities
- ability to approve, deny or hold an end user's order
- customer and user profiling – allows administrator to set limits on allowable purchases without approval; payment and authenticating options; and select products available to the end user
- Level II authorization for corporate purchasing cards
- invoicing and reports available via FTP, EDI or e-mail
- compatible with Ariba® and SAP
- EDIFACT and X12-format invoices for loading into compatible ILS systems.

EBSCO Book Services gives the organization full control over its purchasing activities through the selection of an onsite account administrator. Administrators can set up both user and supervisor accounts and designate options and approval authority settings for all accounts.

When an end user account is created, the administrator or supervisor will be notified via e-mail that an account is awaiting approval. The e-mail will contain a link to the administrative portion of EBSCO Book Services' Web site, where the approval authority can approve the end user and assign account settings, including whether their orders require approval, who the approval authority will be and whether the end user can serve as an approval authority for other accounts. The approval authority can approve, deny or hold a user's entire order or individual line items.

Invoices and usage reports can be provided via FTP, EDI or e-mail.

EBSCO Book Services has developed both EDIFACT and X12-format invoices for loading into compatible ILS systems. To date, book invoice interfaces have been established for the DRA Classic, Voyager, ALEPH and Innovative Millennium library systems. Other interfaces are in progress.

**EBSCO Book Services is extremely flexible. Organizations can choose to take advantage of all or part of the service's administrative features, or use the system without its administrative components.*

	Approval Authority	Approves Required	Others	Allow Invoice	Approve
Edgar Allan	John Doe (BookDemoBillingLocation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Shawn Jones	Dilbert Mack (BookDemoBillingLocation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Brett Kersey	John Doe (BookDemoBillingLocation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jarrott Lee	John Doe (BookDemoBillingLocation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Janet Lurch	John Doe (BookDemoBillingLocation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maxwell Vicki	John Doe (BookDemoBillingLocation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tom Paolucci	John Doe (BookDemoBillingLocation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kate Rehkopf	John Doe (BookDemoBillingLocation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jill Smith	John Doe (BookDemoBillingLocation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
John Smith	John Doe (BookDemoBillingLocation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



WHY USE EBSCO BOOK SERVICES?

- competitively priced items
- bulk order support
- delivery to U.S. customers within 2-3 days using the standard ground shipping option
- custom branding at no additional charge including 16 pre-defined color options
- great customer service - real people waiting to help you
- unique time-saving services including: EDIFACT and X12 format invoices for loading into compatible ILS systems; and invoicing and usage reports available via FTP, EDI or e-mail
- compatible with Ariba® and SAP
- offers monthly consolidated invoicing and purchase orders as alternatives to purchasing by credit card.

CUSTOMER SERVICE

In this day of digital communication and Web-based services, EBSCO has not lost sight of the need for efficient, effective customer service. Customer service is available directly from our Web site via an e-mail link, or customers can talk to one of our customer service representatives by telephone.

TO USE EBSCO BOOK SERVICES

It's easy to begin using EBSCO Book Services for your organization's book and media purchases. Current EBSCO customers can simply contact the EBSCO Regional Office serving them.

Others can contact EBSCO Book Services at (800) 815-9627 between the hours of 7 a.m. and 4:30 p.m. CST/CDT or by e-mail at EBSfeedback@ebsco.com.

OUR BACKGROUND

EBSCO Information Services, the provider of EBSCO Book Services, brings customers more than 60 years of experience in assisting organizations, libraries and others with information acquisition and management.

The EBSCO Information Services group includes EBSCO Subscription Services, EBSCO Publishing and EBSCO Book Services. In addition to the Web-based services outlined here, the group provides integrated serials solutions through print and electronic journal subscription services, research database development and production and online access to more than 150 databases and thousands of e-journals. For more information, visit the EBSCO Web site at www.ebsco.com.

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