

ONLINE CUSTOMER SUPPORT

OCS FROM BAKER & TAYLOR

- Track order status by line item - backordered, in progress or shipped
- View & print invoices
- Email questions
- Search ISBN, PO number, order or invoice date range
- Get up-to-date information!

Online Customer Support (OCS) is Baker & Taylor's web-based account management system. Access the OCS system through your web browser 24 hours a day, 7 days a week to search and view account information, orders and invoices with Baker & Taylor.

OCS' sophisticated search options include the ability to query orders by Purchase Order, B&T Order Number, ISBN, Order Date Range and more. The OCS data is updated to reflect the latest order and invoice status, as well as up to six months of history.

You can also view detailed information on order and account status, warehouse location, quantities and prices, and shipping details. If a shipping carrier, such as UPS, has external tracking capabilities, a link in the OCS system will take you directly to the carrier's website where you can get additional information on your shipment's status. There's even an option that helps you print invoices and order details for your records.

Instant access, up to date information, and easy to use tools make Online Customer Support one more way we're making it easier for you to do business with Baker & Taylor.

WANT TO EXPERIENCE THE POWER FOR YOURSELF?

Simply go to www.btol.com. Click on the "Links" dropdown box in the upper right of the screen, and select Online Customer Support. For more information, contact your sales representative or call 1-800-775-1800.

OCS FROM BAKER & TAYLOR

1 Baker & Taylor Customer Support

SEARCH: Orders | Invoices | Accounts

Order Search

Welcome,

The BTOL Customer Support System allows you to view information concerning your account set-up and orders or invoices related to specific accounts. Please select the type of query you would like to perform against all accounts in the dropdown or a specific account number and click the Go Search button.

Select Account Number Name:

Select Search Criteria:

Search For:

OR

Date:

1. Find your orders using purchase order number, Baker & Taylor order number, a range of order dates or just ask to see all open orders. You can also look for orders that contain a specific title, author or ISBN for books, or artist, UPC or Baker & Taylor Product ID for music and video.

2. Send the search results to your printer or email with one click of your mouse. The printed report formats the data without the browser graphics for easy reference.

2 Order Search Results

Data last updated: Books - 11/27/2002 4:41:16 PM Entertainment - 11/27/2002 5:15:23 PM

Summary Display for: Order Date Range: From: 1/1/2002 To: 11/27/2002 **10 - 19 of 27**

| Order Date | PO Number | Order Number | Total Units Ordered | Total Open Units | Units in Process | Units in Reserve | Units Backordered | Units Cancelled | Units Shipped | Shipped Fill Rate To Date |
|------------|--------------|--------------|---------------------|------------------|------------------|------------------|-------------------|-----------------|---------------|---------------------------|
| 11/05/02 | 11 05 LYDIE | 08920747 | 103 | 0 | 0 | 0 | 0 | 12 | 91 | 100 % |
| 11/06/02 | 11 06 SPEC | 08928898 | 177 | 0 | 0 | 0 | 0 | 17 | 160 | 100 % |
| 11/1/2002 | 11 12 SPEC | 08938113 | 175 | 0 | 0 | 0 | 0 | 25 | 150 | 100 % |
| 11/13/02 | 11 13 SPEC | 08995063 | 195 | 0 | 0 | 0 | 0 | 19 | 176 | 100 % |
| 11/13/02 | 11 13 GOLD | 08995285 | 58 | 0 | 0 | 0 | 0 | 4 | 54 | 100 % |
| 11/14/02 | 11 14 SPEC | 09004306 | 55 | 0 | 0 | 0 | 0 | 5 | 50 | 100 % |
| 11/18/02 | 11 18 SPEC | 09037093 | 107 | 0 | 0 | 0 | 0 | 12 | 95 | 100 % |
| 11/18/02 | 11 18 MARLYD | 09037357 | 199 | 0 | 0 | 0 | 0 | 32 | 167 | 100 % |
| 11/18/02 | 11 18 CHRIS | 09037853 | 172 | 0 | 0 | 0 | 0 | 18 | 154 | 100 % |
| | | | | | | | | | 80 | 100 % |

Quicktips Flash: Clicking a PO Number link will launch a search for that PO Number. If there are multiple order numbers associated with that PO Number, you will be returned to this screen with a display of those results.

3. View the summary status list of all orders that matched your search criteria. Clicking on the order number will take you straight to the detail screen.

4 Order Detail Results

Data last updated: Books - 11/26/2002 7:14:50 PM Entertainment - 11/26/2002 6:49:32 PM

Detailed Order Display for: 08995285

Total Units Ordered: 58 Units Backordered: 0 Units in Process: 0
 Total Open Units: 0 Units Cancelled: 4 Units in Reserve: 0
 Units Shipped: 54 Invoiced \$ to Date: \$ 640.42

* Includes product price only - tax, shipping, etc. not included.

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| Order Date | Title | PO Number - Order | PO Number - Line | Order # - Warehouse/ Customer Item # | Status | Release Date | ISBN/ Product ID | Qty/ UPC Code | Unit Price/ Est. Net | Invoice #/ Shipment Tracking # |
|------------|--|-------------------|------------------|--------------------------------------|--------|--------------|--------------------------|---------------|----------------------|--------------------------------|
| 11/13/02 | 3 PLAYS THE SEA GULL 3 SISTERS AND THE C | 11 13 GOLD | 11 13 GOLD | 08995285 (SCM) | C | 2001-11 | 0679642358 0003716654 | 1 13.96 | 19.95 13.96 | |
| 11/13/02 | 3 STRIDES BEFORE THE DARK A | 11 13 GOLD | 11 13 GOLD | 08995285 (SCM) | S | 2002-11-13 | 078666723X 0003832947 | 1 17.45 | 24.95 17.45 | 3006247918 |
| 11/13/02 | AMAZING ADVENTURES OF KAVALIER AND CLAY | 11 13 GOLD | 11 13 GOLD | 08995285 (SCM) | S | 2002-11-13 | 0679450041 0003497250 | 1 18.86 | 26.95 18.86 | 3006247918 |
| 11/13/02 | ANNA KARENINA | 11 13 GOLD | 11 13 GOLD | 08995285 (MCM) | S | 2002-11-13 | 0192100351 0003339032 | 1 12.59 | 18.00 12.59 | 2010088272 |
| 11/13/02 | ANTON CHEKHOV EARLY SHORT STORIES 1883 1 | 11 13 GOLD | 11 13 GOLD | | | | | | | |

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4. The order header gives you a snapshot of all status details related to your selected order, including backorders, cancellations and shipments.

5. Move your pointer over the **I** to view additional title details.

6. Click on the invoice number to go straight to the detail screen for that invoice.

Select Criteria to filter on

Select All

- A / Inventory reserved awaiting meeting a shipping
- B / Backordered
- C / Cancelled
- I / Line being researched
- P / Released and in process in the warehouse
- R / Inventory reserved awaiting next shipment cycle
- S / Shipped
- U / Backordered

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7. You can control what lines are displayed on your order detail screen by using a variety of status filters. Choose to view only backordered items, cancellations or shipped titles among others. Select these filter criteria through an easy to use pop-up window.

8 Invoice Detail Results

Data last updated: Books - 11/26/2002 7:14:49 PM Entertainment - 11/26/2002 8:48:25 PM

Invoice Number: 3006247918 Date: 11/13/02 ATS Number: SOM5216850 Print Invoice

Shipment Tracking Number:

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| Title | PO Number - Order | Product ID/ Fund # | ISBN/ Customer Item # | Phys. Format | Qty. / UPC Code | Unit Price | Disc% | Net Price | Extended Price |
|--|-------------------|-------------------------|-----------------------|--------------|-----------------|------------|-------|-----------|----------------|
| 3 STRIDES BEFORE THE WIRE THE DARK A | 11 13 GOLD | 0003832947 71 CORNER | 078666723X | HRD | 1 | \$ 24.95 | 30 | \$ 17.47 | \$ 17.47 |
| AMAZING ADVENTURES OF KAVALIER AND CLAY | 11 13 GOLD | 0003497250 71 CORNER | 0679450041 | HRD | 1 | \$ 26.95 | 30 | \$ 19.17 | \$ 19.17 |
| ANTON CHEKHOV EARLY SHORT STORIES 1883 1 | 11 13 GOLD | 0003145010 71 CORNER | 0679603174 | HRD | 1 | \$ 22.95 | 30 | \$ 15.95 | \$ 15.95 |

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8. Invoices can be searched and selected just like orders. The invoice detail screen shows you all of the products that have been invoiced, including title detail and net price.

9. Need to track a shipment? Just select the tracking number for participating carriers and get automatic and immediate delivery status straight from the shipper's website.

10. Never wait for copies of your invoice again. Now one click on this button will immediately give you a printed invoice for any order shipped at least 24 hours ago.