



WOODSLANE: THE ESSENTIAL CUSTOMER GUIDE

WHO ARE WOODSLANE?

Woodslane are a premier Australian distributor of non-fiction books

Woodslane are one of Australia's largest independent book distributors. We have books across a great many **category areas**, but focus particularly on computing & IT, business & personal finance, self-help, travel, sport & recreation, history and popular science. We also have a wide range of academic titles, with strengths in computing & technology, mathematics, engineering, philosophy, cinema studies, and management & logistics.

Our **publishers** include some of the largest in their category, and also some smaller operations. Many of them are based overseas, but we are rapidly increasing our stable of Australian publishers. We also have a small publishing operation here at Warriewood.

FINDING OUT WHAT BOOKS ARE DISTRIBUTED BY WOODSLANE

Information available from Woodslane:

- Our **website** lists all of our publishers and category areas (with sub-category areas). See the Woodslane Website area overleaf for more information on navigating the site. See back page for a listing of our larger publishers/categories.
- We produce a quarterly newsletter, **Essentials**, which details the highlight releases for the next 3 months.
- We do have **catalogues** available for many of our publishers.

For further info, contact our marketing administrator, Meryll, at meryllha@woodslane.com.au or on 02 9970 5111.

WOODSLANE TRADING CAPABILITIES & STANDARD PRACTICES*

What we will do as standard – and how we can modify our procedures regarding your account

You can request to have your account modified in various ways to your preference (for further information or to change your preferences please contact customer service at info@woodslane.com.au or on 02 9970 5111):

- As standard, book(s) will be despatched to your usual **delivery address** and be accompanied by the invoice; you can choose to have multiple ('drop-ship') addresses, and can also choose to have invoices sent separately to the books.
- A small order **freight surcharge** of \$10 applies if the net value of the order (ie after your discount is subtracted) is less than \$100 inc GST; this also applies to each part of a single order if that order is to multiple addresses; note that if an order is split up by us due to partial non-availability you will not then be charged for freight.
- As standard, we will **immediately fulfil** your order if it has a net value under \$100 and charge you freight; you can choose to have us hold on to your order(s) until such time as they come to over \$100 when freight will not be charged (up to a certain time limit which you decide).
- As standard, if a title is not immediately available we will record this as a **backorder** and forward the title to you – you can choose not to have backorders recorded, in which case the relevant line of the order will be immediately cancelled (note, you will *not* be notified of the cancellation).
- As standard, if a title has gone into a new edition it is the **new edition** that will be sent.
- If you have a **SOR** account, returned books must be received by us in mint, re-saleable condition, at your cost and in appropriate packaging. Please ask for returns permission prior to sending. **Out of print** titles must be returned within 60 days of their out-of-print date.
- Some of our non-stocked titles are supplied **indent** (ie firm sale to all customers). To check whether a title is indent either call us or check *TitlePage* – indent titles are labelled 'To order' in the detail section. You can also download the list of our indent titles in the Resources area on our website.
- Our **prices** are GST inclusive and subject to variation without notification; when a title is invoiced and despatched to you, you will be charged the current RRP (less the appropriate discount) applicable on that day, regardless of any previously published price. Our published price is the GST-inclusive **RRP**; whether you choose to vary that price up or down is entirely at your discretion.
- We are able to supply current **bibliographic** lists of titles in either **Excel**, **ONIX** or **BISAC** format files, and have a few ways of supplying **book jacket** and **description files**. For more information on information provision contact our marketing administrator, Meryll, at meryllha@woodslane.com.au or on 02 9970 5111.

* see also our standard current terms of trade for further details

ORDERING BOOKS FROM WOODSLANE

Price and availability

Almost all of our titles are listed on www.titlepage.com and we recommend registering with this service. Note, however, that this website is updated once a day only and reflects the previous day's stock situation. If a stock indication is very low or zero, click on the title for stock-in-transit information and check with us if the item is urgent. We are of course very happy to provide information over the phone – **02 9970 5111**.

Importance of ISBNs and ISBN-13

We strongly recommend and request that you quote the full ISBN for every book ordered. Not quoting the ISBN, or supplying a partial ISBN can lead to wrong titles being supplied and/or your order being delayed. If you do not know the ISBN please contact our customer service team for assistance. We can accept orders quoting either the 10-digit or 13-digit ISBN format.

Orders can be placed by either

- calling our Customer Service Department on **02 9970 5111**
- **faxing on 02 9970 5002**
- **emailing to info@woodslane.com.au**
- logging onto our website (www.woodslane.com.au), generating an **on-line order** by entering 10-digit ISBNs into the Advanced Search area of the website and choosing the 'Distributor Pricelist' option
- **EDI** (please talk to our Logistics Manager regarding this option, Helmut at logistics@woodslane.com.au)

If yours is a **cash-with-order** account:

- orders should be accompanied by credit card details or a cheque; or
- you may pre-pay in ad hoc instalments; or
- send in your order and ask for a pro-forma invoice – goods will then be despatched on receipt of payment

Urgent/customer orders

Note that many of our product lines are being brought in from overseas. We have regular sea-freight shipments and endeavour to keep all popular lines in stock at all times. In cases where we do run **out of stock** and we are aware of an urgent need we will bring in stock via airfreight. We recommend talking to one of our customer service staff in the instance that you urgently need a title but are aware we do not have immediate stock.

We want your customers to get their books as quickly as possible. By marking an order '**urgent – customer order**' we will endeavour to despatch the book(s) by the end of the following working day.

WOODSLANE ACCOUNT PAYMENTS & QUERIES

Account payments

Our preferred payment method is by **electronic transfer or direct deposit** to our bank account:

Woodslane Pty Ltd
Westpac Brookvale, NSW
BSB # 032 191
Account # 98 1564

If you are unable to pay direct to our bank account please forward **cheques** to:

Woodslane Pty Ltd
PO Box 935
Mona Vale
NSW 1660

Accounts may be paid by **credit card** however this will incur a service fee of 3.3% (including GST). Note that this surcharge is waived for prepayment.

Remittance details

So that your payment is allocated correctly against your account it is essential we receive advice of the invoices being paid. Our preferred method to receive this information is by email to info@woodslane.com.au. Alternatively please **fax to 02 9970 5002**, or **call 02 9970 5111** with details.

Query with your account?

If your accounts staff have any questions regarding your account with Woodslane please contact our Accounts Receivable Officer, Christine, or Customer Services staff, on 02 9970 5111, or info@woodslane.com.au.

HOW WOODSLANE CAN HELP YOU SELL MORE BOOKS

Help us to help you!

You won't be surprised to hear that we want you to sell more of our books! There are a number of ways in which you can help us to help you do just that:

- **By ensuring that you know what books we distribute:**
 - Take the time to look at our **website**, and familiarise yourself with our publishers, categories and bestselling backlist titles.
 - Tell us which of our publishers' **catalogues** you would like to regularly receive.
 - Tell us whether you would like our regular update, **Essentials**, or a specialist category update.
- **By putting our sales and marketing departments to work!**
 - Our **marketing** department will be happy to discuss promotional material, joint direct marketing campaigns and co-operative advertising wherever we can see a genuine opportunity to create extra sales.
 - If you would like to **promote one of our categories/publishers/authors/books** in your store or at an event, do talk to our sales team about whether we are able to temporarily amend our terms to help you fund this. **Bulk orders** – particularly firm sale – will attract extra discount.
 - If you are interested in seeing what **remainders/overstocks** we have, please do talk to our sales managers or to your usual Woodslane representative.

GETTING THE MOST OUT OF THE WOODSLANE WEBSITE

www.woodslane.com.au

Logging in

Most of the websites functions are available without logging in. However, to access lists of out-of-print and cancelled books, download image and description files, and place on-line orders, you will need to. To log-in click the **Resources** tab. This takes you directly to an area where bibliographic data can be downloaded in a variety of different ways – including out-of-prints, indents and a full listing. Use the tabs to return to Home, Search etc.

Searching for books

There are a variety of ways to search for books on the website:

- Use the **Fast Find** function to enter an ISBN (10- or 13-), key word or partial title
- On the Home page use a **Specialist Fast Find** shortcut – things brings up the top 25 in the category
- On the Home page use the **New Release** and **Backlist Bestseller**, and **Our Publishers** shortcuts
- On the Home page use the **category options** on the right hand side to search for a particular category if it isn't covered by Specialist Fast Find
- Go to the Search tab, and then **Advanced Search**:
 - either use the top category sections (in conjunction if necessary) to select by the various criteria – including by publisher, BIC category (4 levels), sales ('recommended stock') & release date -
 - or scroll right down to the bottom and enter a list of ISBNs (10-digit only at present)
- Once a list comes up you can **vary the extent** of that list by using the dropdowns on the left hand side: we recommend ensuring that the 'Pub. Date' dropdown simply shows 'Active'
- You can **vary the view** of that list by choosing an option below the dropdowns
 - 'Blurbs' expands the view of each title to **include description**
 - 'Retail pricelist' is the **simplest listing**
 - 'Distributor pricelist' is what to use to **place an online order**
 - 'Email with order form' allows you to **forward the selection** to a third party, **with an order form**
 - 'Get blurb and image files' allows you to opt to be sent **description & cover image files** – NB do not use this option if more than 100 titles have been selected
 - 'Email current format' allows you to **forward the selection** to a third party **in the viewed format**

Information available

When a title is displayed various pieces of **bibliographic data** are available, plus an indication of availability:

- 'Plenty of stock on hand' or '2-4 days' indicates that there are at least 10 copies of a title available
- 'Limited stock on hand' or '2-4 days: limited stock' indicates less than 10 copies available
- '2-5 weeks delivery' indicates none immediately available

** please do give us a call or drop us an email if you have any difficulties or require clarification*

WOODSLANE CORE CATEGORIES AND ASSOCIATED PUBLISHERS

The following does not include some of our smaller, niche, publishers. See our website for a full listing.

General non-fiction:

Fairfax (Aus – *cookery, general interest*)
 Globe Pequot (US – *equestrian, climbing, fishing, history, travel, general interest*)
 Infinite Ideas (UK – *52 Brilliant Ideas: guides to inspire*)
 Maran Graphics (US – *Colour how-to books*)
 News Custom (Aus – *sport, general interest*)
 Visible Ink (US – *reference, speciality: film guides*)
 Wilkinson (Aus – *sport, diet, finance, general interest*)

Business:

Berrett-Koehler (US)
 BPP/Woodslane (Aus – *guides for small business*)
 Harriman House (UK)
 J Ross Press (US – *logistics*)
 Kaplan (US)
 Kogan Page (UK)
 Lessons/Financial World (UK)
 Management Pocketbooks (UK)
 Richmond (Aus)
 Spiramus (UK)
 Thorogood (UK)

Computers / Technology:

Apress (US - *mostly developer*)
 Computer Step (UK - *colour, intro level – In Easy Steps*)
 Franklin Beedle (US)
 Hentzenwerke (US)
 J Ross (US)
 Manning (US)
 Maran Graphics (US)
 MC Press (US)
 Microsoft Press (US – *Step by Step*)
 Murach (US)
 No Starch (US)
 O'Reilly (US – *Missing Manuals*)
 PC Publishing (UK)
 Sitepoint (Aus/US)

History:

Arcadia/Australian Scholarly (Aus)
 History Press (UK)

Sport & Recreation:

See also General non-fiction
 Coaches Choice (US - *coaching*)
 Mountaineers Press (US – *climbing & outdoor*)
 Rolling Youth (Aus – *surfing*)
 Tiller (US – *boating*)
 Van der Plas (US – *cycling & outdoor*)
 Velo (US – *cycling & outdoor*)
 Whitehorse (US – *motorcycling*)
 Wilderness Press (US – *hiking & outdoor*)
 Wolfgang (US – *motorcycling*)

Travel:

AA Publishing (UK – *guides, road & street atlases; speciality: UK/Europe*)
 Boiling Billy (Aus – *speciality: Aus 4WD and camping*)
 Bradt (UK – *info rich guides; speciality: Asia/Africa*)
 Footprint (UK – *info rich guides; speciality: South America*)
 Globe Pequot (US – *speciality: regional US travel*)
 Green Volunteers (UK – *guides to voluntary work*)
 Thomas Cook (UK – *guides; speciality: UK/Europe*)
 Trailblazer (UK – *activity travel*)
 Vacation Work (UK – *working holiday guides*)
 Wizard (US – *speciality: Hawaii*)
 Woodslane (Aus – *local outdoor guides*)

Academic and other specialist:

AK Peters (US – *mathematics, computers*)
 Collectors Guides (US – *space exploration, rock music*)
 Copernicus (US – *popular science*)
 Infinity Press (US – *engineering & science*)
 Wallflower (UK – *film studies*)
 Where to Live (Aus – *property*)

SUGGESTIONS TO WOODSLANE FOR NEW PUBLISHERS/AUTHORS

If you know of a publisher – large or small - seeking exclusive distribution within Australian and New Zealand, please ask them to contact our Publishing & Marketing Manager, Andrew Guy, at andrewgu@woodslane.com.au or on 02 9970 5111. Andrew will also consider submissions from authors, but these will only generally be considered if the subject material falls into one of our key categories – we are particularly keen to hear from potential walking/outdoor guide authors. We will not consider fiction or children's at this point in time.

WHO'S WHO AT WOODSLANE

Woodslane Pty Ltd

7/5 Vuko Place
 Warriewood
 NSW 2102

T 02 9970 5111
 F 02 9970 5002
 E info@woodslane.com.au
 www.woodslane.com.au

Accounts	Christine	christinede@woodslane.com.au
Customer Service	Barbara/Wendy	info@woodslane.com.au
Logistics	Helmut	helmutwe@woodslane.com.au
Marketing Comm's	Annette	annettesc@woodslane.com.au
Marketing Technical	Antonia	antoniama@woodslane.com.au
Marketing Other	Siena	sienapa@woodslane.com.au
Marketing Admin	Meryll	meryllha@woodslane.com.au
Publishing	Andrew Guy	andrewgu@woodslane.com.au
Sales - retail	Steve	stephenod@woodslane.com.au
Sales – academic/tech	Derek	dereka@woodslane.com.au
Sales - other	Andrew Swaffer	andrewsw@woodslane.com.au