

BookWorks

- Book & Product Fulfillment
- Order Entry & Fulfillment
- Reporting & Analysis
- Job Costing
- Customer Service
- Royalties & Subsidiary Rights
- Marketing & Campaign Management
- A/R & Credit Control
- e commerce
- Sales Prospector
- Publishing Accounting Systems

The Media Services Group, Ltd.

BookWorks Customer Service Module

In today's market, the relationship you have with your customers is critical to continued business growth. Most important in serving your customers is to have instant access to information to provide answers in a timely manner. The BookWorks customer service interface was designed to be intuitive and comprehensive.

Information is available at your fingertips:

- Order status
- Transaction history
- Accounts receivable
- Contact information
- Unlimited notes
- Letters and emails sent

...plus much more!

Important features include:

- Drill down to original order
- Get a detailed payment information
- Place an order
- Send a letter
- Schedule a callback
- Review sales history
- Maintain customer information

...plus much more!

Customer Service

Prods: OrdId Inw Inq Sched Prices Send Form Disp Frm A/R Sales

Customer: 00100477 Addr: 0000 Contact: _____
Company: KAREN JONES Phone: _____ Ext: _____
Address: 8th Floor, 9800 LA CIENDEGA BLVD INGLEWOOD CA 903014417
Class: REGULAR CUS Last Invoice: 11/21/2000 Attn: _____

Sub Orders

Sub Id	Pub	Start	Term	Expiry	Type	Sub Amt	Edition	Category	Status
101809	EP	20001	12	200110	P	45.00	NAT	REG	Not Started
101776	YHT	0104			F		NAT	REG	Active
101765	EP	19991	12	200010	P	45.00	NAT	REG	Active

Open Book Orders

Order Nbr	P.O. Nbr	16	Orders	Date	Tot Qty	Order Amt	Status	Type
330				10/29/2001	1	45.00	CiHold	REG
313				10/02/2001	37	1273.17	Partial	R
307				09/21/2001	0	0.00	CiHold	REG

Date: 11/02/2001 Time: User: Contact: Customer Svc Notes: Notes: ?

10/29/2001 11:14 AMM SHE CALLED AGAIN FOR REPLACEMENT OF

OK Book Ords Sub Ords Notes Cust Dtl Calls

