

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's 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.

Intant 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? CONTACT YOUR
LOCAL SALES CONSULTANT OR CALL
800.775.1800.**



OCS FROM BAKER & TAYLOR

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1. Search for orders in up to 30 unique accounts simultaneously!

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.

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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.

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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 to view additional title details.

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

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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.

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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.