

MyBooksAndMore.com

MyBooksAndMore.com (MBM) is a new web hosting service which allows you to set up an online bookstore almost immediately, even if you don't have the time and technical resources. MBM will create an e-commerce site for your store, handling all web functionality, credit card transactions, pick/pack/ship functions, returns and customer service on your behalf. Our OneBox solution allows us to consolidate any combination of products – Medical Books, Trade Books, DVDs, and CDs – into a single shipment. The packing slip sent to your customer with each order will have your name and store address on it, reinforcing your store's brand to your customer.

This service increases your store's available inventory to over 1 million books via your virtual store. MyBooksAndMore.com also allows you to offer Trade Books, DVDs and CDs without making any additional inventory commitment. MBM maintains the site for you and updates product files, featured titles and bestseller lists – you get state-of-the-art web functionality, site maintenance and professional graphics.

You will gain an additional revenue stream for your business at a fraction of the cost of designing, licensing and maintaining your own site.

Contact (800) 321-3883 / service@nacscorp.com to sign up or to inquire about this service.

My Account

Do I need a separate account for MBM website orders?

Yes, you will need to open a MBM account. Please contact NACSCORP Customer Service for more details.

Will I need an additional line of credit?

No, if your other Majors accounts are in good standing, you will not need a separate line of credit for your MBM account. If you are a new customer, you will need to complete a standard credit application.

Are there set-up fees to establish an account for this new service?

Please discuss with a NACSCORP Customer Service rep.

How do I sign up for this service?

Simply contact your NACSCORP Customer Service rep for a walk-through of the set-up of your account and to answer any questions along the way. You will be asked to sign a Branded Website and Fulfillment Distribution Agreement. Then you will be assigned a MBM Account Manager who will facilitate the setting up of your website and packing slip.

What are the technical requirements necessary to utilize this service?

In order to utilize this service, you will only need a website/webpage for your store – your website can be as simple as a one-page URL with store hours, address and store logo. You will need to create a link on your website that will direct customers to your e-commerce MBM site. We can provide you with a "Shop Now" JPEG image that can be added to your website to direct traffic from your website to your MBM site.

What will I need to provide for the setup of my branded e-commerce website?

MBM creates a personalized version of MyBooksAndMore.com, branded just for your store. Contact NACSCORP Customer Service to work with you to set up your personalized shopping module. For this, you will need to provide the following:

- The URL to your store website home page
- Store logo in electronic format [72 dpi JPEG; 151 pixels (width) x 50 pixels (height)] – This logo will appear in the top left corner on all pages of your branded website.
- Marketing Message(s) – A customized marketing message can be displayed on every page of your MBM site. Your message(s) can be used to promote the site as well as to provide information to the consumer. The maximum length of the message is 120 characters.
- Site color preference Background and foreground colors may be selected.
- Email address for copies of all orders and shipping notifications
- Email address of your technical contact person
- If you choose to offer a discount on products offered for sale on your website, you will need to specify the discount percentage, by price key (see **Pricing and Fees**).

Your MBM Account Manager will facilitate setup of your branded website and can answer any questions you may have regarding technical requirements, logos and messaging.

What will I need to provide for the setup of my personalized packing slip?

Your store name and a customized marketing message (if you wish to provide one) will appear on the packing slip your customers receive with each purchase.

For these shipping documents, you can provide the following:

- Your store name as you would like it to appear on the MBM packing slip [35 characters maximum]
- Company name and address
- Marketing message or greeting [240 characters maximum].

What are the backorder profile options for MBM? Which profile is recommended?

You must choose a backorder profile when you set up your MBM account. There are three options:

- Allow customers to pre-order Not-Yet-Published titles only
- Allow backorders for published titles not in stock, as well as NYPs
- No Backorder – If a product is not in stock at MBM the customer will not be able to place the item[s] into a shopping cart. (No “Add to cart” button is displayed).

If you choose to allow backorders/pre-orders, we require a minimum backorder period of 30 days. We encourage you to establish a minimum backorder/pre-order period of 90 days. Because this is a separate account, you may specify a different backorder profile than your standard B&T book and/or entertainment account(s).

Orders

What types of products can my customers purchase in my branded website?

We offer shopping tabs for Medical Books, Trade Books, DVDs, and Music CDs in MyBooksAndMore.com and our OneBox solution allows us to consolidate any combination of in-stock products into a single shipment to your customer.

How will customers place orders?

Your customers will browse or search for Books, DVDs, or CDs in your branded MBM website. When they wish to order, they simply place an item(s) into a shopping cart and when they have finished shopping they will enter their credit card and shipping information. Your customers will be ensured a secure online shopping environment with SSL credit card and data encryption.

What are the methods of payment?

MBM handles the entire transaction from credit card authorization through packaging and shipping directly to your customer. We accept Visa, MasterCard, American Express and Discover. Sorry, we do not accept phone orders or checks by mail or through payment sites such as PayPal.

What is the order minimum for customer purchases in MyBooksAndMore.com?

There is no order minimum. Your customers can order as few as one item at a time. Your MBM account is totally separate from your standard Majors book account(s).

Can customers pre-order not-yet published titles (NYPs)?

Yes, your customers can pre-order any NYP title (book, music and/or DVD) for delivery on or shortly after the actual street date. If your customer orders other titles in the same shipment, however, the available titles will be shipped separately from the NYPs. Shipping charges apply to each individual shipment. Your backorder profile for your MBM account must be set up to accept NYP backorders.

How long does it take for MBM to ship once an order is placed?

Usually orders that are in our warehouse by noon local warehouse time will ship out the same day. All orders will ship within one business day of order placement (except pre-orders and backorders). The customer will receive an order confirmation email when an order is placed and a shipment confirmation email once the order has shipped.

Can my customers track their orders?

The shipment confirmation email to the customer will include a tracking number (when provided by the carrier) so that the customer will have access to the carrier's available tracking information.

Can my customers cancel an order?

It is our goal to ship in-stock items to your customers almost immediately. Once an order has been shipped, it cannot be canceled. If your customer wishes to inquire if their order can be canceled, they can send an email to customerhelp@MyBooksAndMore.com and we will notify them if we are able to cancel it.

Can my customer return an item?

MBM will handle your customer returns on your behalf. The packing slip included with each MBM shipment will include the applicable returns policy and will outline the Returns procedure for the customer. A return shipping label with a designated MBM returns center address that the customer will affix to any returned packages is a part of the packing slip. See the **Returns** section of this document for specifics.

What if my customer receives a product that is defective or damaged in shipment?

If your customer receives an item that is defective or damaged in shipment, they may return it as specified in the **Returns** section of this document. The packing slip included with each MBM shipment will outline the Returns procedure for the customer, and will include a Returns shipping label the customer will affix to any returned packages.

What type of customer service will be provided to my customers by MBM on my behalf?

On your MBM website, there will be a "Site Help" section to answer any questions they may have. If the Site Help fails to answer their question, they may "Contact Us" by clicking on the email link provided.

MBM will provide support to customers exclusively via email between the hours of 8:00 a.m. and 5:00 p.m. Central Standard Time Monday through Friday (excluding holidays). Customers sending email inquiries to the designated customer support email address will receive an automated confirmation email within one hour of receipt of such email. MBM will review and respond to customer service inquiry emails within two business days of receipt. The email address you provide on your Account Set-up Form will be used to refer back to your store any customer inquiries that do not pertain to the MBM website.

Shipping & Delivery

What are the shipping fees and how are they charged?

MBM will charge your customer for freight according to a schedule of competitive shipping charges, based on the mode of delivery. Your customer will be asked to select a mode of shipping when placing each order. MBM charges the customer a standard shipping charge for each item at the time they place their order. This charge is based on a cost for the first item and additional per item costs for each additional item ordered, regardless of when and from where the items ship.

Please contact NACSCORP Customer Service for a chart of shipping charges for orders placed through MBM.

Who are MBM's preferred freight carriers for MBM orders?

We currently use the services of UPS.

What is the standard packaging for orders placed in MyBooksAndMore.com?

Orders will be packaged in plain brown boxes with no Majors messaging on the box or packing slip. As part of your initial MBM account set-up, you will provide a marketing message specific to your store which will be printed on all packing slips along with your store address and logo.

Is delivery to military personnel available? What about international delivery?

Delivery is available to all U.S. ZIP codes via UPS.

No international delivery is available for orders placed in MyBooksAndMore.com.

Can my customer request shipments to multiple addresses within one order?

No, this service does not allow for split shipments – all orders will be shipped to a single address per order. If your customer wishes to have items sent to multiple addresses, they will need to place separate orders for each ship-to address.

From where will orders placed on my website ship?

Regardless of the warehouses designated as primary/secondary service centers for your Majors orders, orders placed by your customers in MBM will ship from the nearest of our five warehouses to the destination ZIP code, based on availability of titles. This will ensure the fastest delivery possible.

For instance, if your bookstore is in Atlanta, then your primary service center is our Commerce, GA location. However, should your customer place an order for shipment to San Francisco, CA, we will first check our Reno, NV warehouse for availability and if the product is in stock, we will ship from Reno to San Francisco, to shorten the delivery time.

Returns

What is MBM's Returns Policy for MBM orders?

MBM will handle your customers' returns on your behalf. The MBM standard return policy allows the return of any book, DVD or CD purchase from your branded website, in its original, unmarked and unused condition, within twenty (20) days of the shipment date. A full refund, less shipping charges, will be promptly issued to your customer's credit card for all eligible returns. A copy of the packing slip, which is included with the purchase, must accompany all returns.

For your customer's convenience, a Returns shipping label will be included in each shipment. If a customer must return an item, the customer will be instructed to send the package via UPS, USPS Insured or any other shipping method that provides insurance and/or tracking. Customer will be instructed to send all returns to:

[Your Bookstore's name]
Dept. RM
5055 W. 79th St.
Indianapolis, IN 46268

We will issue you credit for eligible returns received by MBM within twenty days of shipment in saleable condition (including original manufacturer's shrinkwrap intact, if applicable, for all returns other than damaged/defective product). On your monthly statement from MBM, returns will be calculated as a credit against your revenue. A Returns Processing fee of 7.5% of the purchase price will be assessed to your store on all returns. This will be waived for the first 12 months. You will also be charged a second credit card transaction fee, as MBM is assessed this fee by credit card companies to process the refund to the consumer; see Table of Processing Fees, page 6. Not all fees are credited back to you when a consumer chooses to return an item. Credit card fees and fulfillment fees will not be credited to your account.

Pricing and Fees

What pricing discounts apply to this service?

Please contact NACSCORP Customer Service for details.

Can I offer discounts to my customers on the products offered for sale on my MBM site?

Yes, as part of your initial account setup, you will complete a **Consumer Discount Schedule**, wherein you can specify discount percentages based on product price keys. You cannot elect to offer a discount to your customers that results in a price that is less than the price you pay MBM for the product.

If you choose to pass a product discount on to your customers, that amount will be deducted from the revenue you earn on the sale.

How are sales from my MBM site reported to me?

MBM will provide daily, weekly and monthly reporting of all sales to you via email.

How do I get paid for sales made on my MBM site?

We will collect payments from consumers for purchases made on the Branded Website. We will deduct out your purchase price for the products ordered and all applicable fees and charges and issue you a check for the proceeds within twenty (20) days after the month in which the transactions are completed.

Does MBM apply any handling fees to MBM orders?

A standard handling fee per unit is assessed by MBM to you for each unit shipped. You will be assessed standard credit card fees, as well as a Returns Processing fee for returned items. Please contact NACSCORP Customer Service for details.

How is sales tax collected, reported and paid?

You, the retailer, are responsible for remitting all taxes due in connection with any sale via your Branded Website. In the agreement you sign for the MBM service, you will be asked to indicate those states in which you want MBM to include sales tax on the transactions processed. MBM will include taxes paid by customers in connection with their transactions to you in the monthly proceeds you receive, and you will remit the taxes to the applicable state taxing.