

# Matthews Book Company Services

## Welcome to Matthews!

Founded in 1889 as a retailer of health science books, Matthews understands the needs of health science bookstores. We have grown by finding ways to help our customers become more informed and more efficient, and by making their everyday work lives easier. Today, Matthews supplies health science bookstores, libraries and vocational schools throughout North America with the health science books, multimedia products, medical instruments, and information they need to succeed.

Because Matthews is an employee-owned company, everyone at Matthews has a stake in the business. Rights, Responsibilities, Risks, and Rewards are important ingredients of the Ownership mentality. At Matthews, taking risks is celebrated and rewards are shared, acknowledging team efforts. Every employee-owner has the right and responsibility to do what is in the best interests of the customer, and our services are designed to reflect that commitment to you.



### Matthews Book Company

10 Old Bloomfield Avenue • Pine Brook, NJ 07058  
11559 Rock Island Court • Maryland Heights, MO 63043  
(314) 432-1400 • fax (314) 432-7044  
1-800-MED-BOOK (633-2665)  
fax (800) 421-8816



ESOP<sup>SM</sup>  
Employee Owned  
for Better Service

[www.matthewsbooks.com](http://www.matthewsbooks.com)



## Fulfillment Options

Matthews maintains an inventory of medicine, nursing, allied health, veterinary, dental, and bioscience titles from over 350 publishers. We have more than 100,000 titles in our database, and acquire books for customers from over 3,500 publishers. In fact, our St. Louis, Missouri distribution facility houses the largest selection of health science information under one roof. With two distribution facilities in New Jersey and St. Louis, we proudly boast a 99.5+% error-free accuracy rate on fulfillment from both facilities.

### Ordering –

Place your order 24 hours a day, seven days a week via the Internet ([www.matthewsbooks.com](http://www.matthewsbooks.com)), Electronic Data Interchange (EDI), PUBNET, email and fax. Or, call your personal customer service representative toll free between 7:30am and 6:00pm CST, Monday-Friday. In addition, PO confirmation and immediate notification of backorders via fax, email, PUBNET or EDI are available.

### Discount –

Matthews offers standard discounts on all books supplied from our publisher list. Special discounts are offered periodically.

### Shipping –

Orders received by 2:00pm CST are shipped the same day upon request—or we can accumulate your order and defer shipping according to your specifications.



## Technology

At Matthews, we are creating innovative new services. Through a combination of technological product development and technology support, we continue to set ourselves apart in the industry.

### Matthews' Web Site –

The Matthews Web Site at [www.matthewsbooks.com](http://www.matthewsbooks.com) allows bookstores to place orders via the Internet seven days a week, twenty-four hours a day. Bookstores have immediate and convenient access to recall notices, forthcoming titles, other crucial product information and you can edit your standing order online. A powerful search tool provides access to the Matthews product database right from your web browser.

### Website Partner Program –

Matthews' partner program offers bookstores a website that is customized with your name and logo. Boasting comprehensive e-commerce capabilities, this website will meet all of your bookstore needs.

### Electronic Ordering –

Matthews supports electronic ordering via the Internet, EDI, and PUBNET. In addition, you can receive immediate PO confirmation and notification of backorders by fax or email.

## Marketing

### Market Analysis –

By understanding the depth of your market, you have the opportunity to focus your business effectively and profitably. Matthews can compile the information you need to guide your product selections and target your promotions.

### Marketing Plans –

A Matthews representative will work with you to develop a yearly marketing plan for your business. We will then assist you in turning your plan into reality.

### Advertising & Promotional Materials –

Flyers, advertisements, brochures, catalogs, store design and layout, merchandising and sales campaigns, press releases, mailing lists... The Matthews Marketing Department will work as your own private agency to develop, design, and help you implement your promotional strategies.

# Inventory Management Services

Matthews puts a variety of powerful tools at your fingertips—both in print and online on the Internet.

## Labels –

Barcoded pricing labels can be sent with each book, complete with all relevant book information and reflecting your store's pricing scheme.

## Booklists –

Matthews assists you in your product selection and inventory management with basic stock recommendations and bestseller reports. We also provide regular forthcoming information, featuring hot titles, new editions, new publishers, publisher information, and specials.

Customized product lists can be created for your special events, or simply to help develop a section in your store. Special lists and product information pieces, such as recommended review titles, are produced periodically.

## Standing Order Program –

Matthews' Standing Order Program is an easy, effective way for you to maintain a strong reference section, tailored to your specific marketplace. Our product specialist will create a weekly, bi-weekly, or monthly suggested order of new titles and new editions based on your choice of subject categories and publishers, your sales history, and our in-depth analysis of your market. You always retain control over the final ordering decision, and your standing order is cross-checked against your regular orders to avoid duplication.

## Agency Plans –

Matthews fully supports most publisher agency plans, including Academic Press, F.A. Davis, Jones and Bartlett, Lippincott Williams & Wilkins and Prentice Hall Health. Ask your Matthews Sales Representative for an up-to-date selection of available agency plans.

## Returns –

Matthews provides timely notification of recalls, including a copy of your store's purchase history of recalled books. New editions of top-selling titles are highlighted. 100% return privileges are granted for books in their current edition and in resalable condition. Books returned with Matthews labels require no further invoice information for credit to be issued. (Publisher return policies on selected titles may create an exception.)



Matthews is dedicated to developing  
a wide range of services  
for our customers!



## [www.mccoymedical.com](http://www.mccoymedical.com)

McCoy distributes an extensive selection of the latest medical equipment, representing over 50 manufacturers with over 5,000+ products.

McCoy provides the same flexible ordering, shipping, and billing options as Matthews. In addition, McCoy offers:

- Basic Stock Lists
- Best Seller Lists
- Class sale support
- Consulting services
- Custom dissecting and nursing kits, configured to meet your specific requirements
- Custom labeling and pricing, according to your pricing formula
- Embroidery available on lab coats
- Engraving available on medical bags
- Marketing services
- McCoy on Display
- Retail packaging
- Sales analysis and purchase history reports
- Specialized web-based services
- Specials at key times during the year
- UPC labels



# We Offer a Full-Service Ordering Experience.

**We accept orders via Pubnet (#1464655), phone (800-633-2665), e-mail (orders@mattmccoy.com), and fax.**

*Save time and money through consolidation of orders by using Matthews for your book needs.*



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Matthews SANS #1464655

### **Matthews also accepts your textbook want lists sent by:**

- eWantlisting: Textbookbin.com
- Easylink: #62827478
- Fax: (800) 421-8816
- Email: orders@mattmccoy.com
- Mail: 11559 Rock Island Court; Maryland Heights, MO 63043

### **Be sure to use Matthews' user friendly website - [www.matthewsbooks.com](http://www.matthewsbooks.com)**

- Easy to use searching
- Links to new editions
- Place orders online
  - Fast Order Entry – ISBN specific
  - Express Order Entry – cut and paste your ISBN lists
- Export your order to Excel for data input later

### **Can't find the ISBN for your publisher package on our site?**

Just e-mail us the ISBN and we can put your package together for you!

Matthews Account #: \_\_\_\_\_

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