

Distributors

1. Distributors are appointed by publishers to distribute their books and hold stock on their behalf. The distributors' role will include: physical warehousing of stock, picking, packing and dispatching orders generated by the publisher's customers; creating invoices; and payment collection on the basis of terms that it will have agreed with the customer. While initially appointed by its parent publisher, the major distributors also enter into contracts to act for some other publishers.

2. The imprints handled by the various distributors are shown below.

<i>Distributor</i>	<i>Associated imprints</i>
Bookpoint (owned by Hachette)	Frances Lincoln, Headline, Hodder, Hodder Educational, John Murray, Plexus, Watts, Souvenir Press, Pedigree Group, Ashgate Publishing, Greenhill Books, Facet Publishing, Plexus Publishing
Harper Collins Distribution	Carlton, Egmont, Harper Collins, Harper Collins Educational, Leckie & Leckie, Letts, Simon & Schuster, Usborne, Anova, Usbourne, Fulton
Littlehampton Book Service (also owned by Hachette)	Andrews McMeel, Atlantic, Aurum, Barefoot, Blake, Cadogan, Guides, Canongate, Cassell, Conran Octopus, Hamlyn, Infinite Ideas, Kogan Page, Mitchell Beazley, Orion, Philips, Running Press, Serpent's Tail, Summersdale, Grub Street, Kyle Cathie, Michael O'Mara, Snowbooks, Taschen
Macmillan Distribution	A&C Black—General & Education, Bloomsbury—Adult & Children, Foulsham, Granta, Kingfisher/Chambers, Macmillan, Magi/Little Tiger, Quadrille, Sanctuary, Walker, Palgrave, Murdoch, V&A, Nautical Data, Accent Press, Arcturus, Barrington Stoke, Birdcage, Bookhouse, Boxtree, Bsmall, Catnip, Cico Books, Class Publishing, Earthscan, Egon Ronay, First Second Editions, Guinness, Haldane Mason, Hayden, Imagineire, Innovatine Kids, Jane Nissen, Jones & Bartlett, Little Hare, Merrymakers, Methuen Drama, Miles Kelly, Myroy Books, Nature Publishing, ONS, O, O'Brien, Panini, Picador, Pinwheel, Priddy Books, Ptarmigan, Pupfish, Red Kite, Red Robin, Rising Stars, Rodale, Ryland, Peters & Small, Sinauer, Sidan, Spy, TAG, Templar, TFP, Think Books, Tokyopop, Treehouse, WH Freeman, Wisden
Penguin	Dorling Kindersley, Pearson, Penguin, BBC children's

*Distributor**Associated imprints*

The Book Service (TBS) (owned by Random House)	AA, Andersen Press, Constable & Robinson, Faber, High Marketing, Icon Books, Private Eye, Profile, Random House, Time Warner, Virgin, Insight, Berlitz, Mainstream, Methuen, Parragon, Politico, Short Books, White Ladder, Taschen, Transworld, New Holland, Zondervan Nicholas Brealey, Mainstream, BBC
Grantham Book Services (also owned by Random House)	Alma Books, Anness, Apple Press, Carroll & Brown, Crowood Press, Crown House, Design Eye, Duckworth, Everyman, Fairwinds, Footprint, GeoCentre, Hay House, Hesperus, Hi Marketing, How To Books, Landmark, La Martiniere, Lonley Planet, Manning Partnership, Marshall, Melia, National Portrait Gallery, Nick Hern, Osprey, Piatkus, Oval Books, Piccadilly Press, QED, Quiller, Reaktion Books, Severn House, Rockport, Rotovision, Sound Entertainment, teNeues, Timber Press, Titan

3. Distributors are paid on a commission basis by publishers. While distributors will negotiate payment terms with the customers, most terms and conditions, including the discount for which the customer is eligible, will be negotiated with the publisher.
4. Nielsen Books, a provider of market information, audience measurement, and business media products and services, told us that the large publishing distributors, such as TBS, Macmillan Distribution and Harper Collins were speeding up order-picking and delivery times and improving batching arrangements. TBS confirmed that, for many years, it has offered a hotline service throughout the year. For the past three or four years, any order exceeding £200 value can be delivered the next day. Qualifying orders now have to be placed by 2pm.¹
5. TBS's sister company, Grantham Book Services, advertises a similar service though its minimum order value is £100. Penguin told us that its warehouse worked to a three-day turnaround schedule. For small orders Penguin operated a £50/five-day policy, which means that any orders under £50 from one customer will only be sent five days after receipt of order, unless it can be combined with another from the same

¹http://www.thebookservice.co.uk/book_ordering.html

customer which results in a combined order value of £50 or above. Macmillan Distribution offers a similar system. Small orders are held on its systems for up to 3 days before release or the accumulated order value reaches £100. In addition it offers its 'fastrak' service whereby retailers who call before 12.00 noon and who elect to pay a carriage charge of £4.00 may have orders of less than £100 processed immediately.² Harper Collins states that it processes all orders on receipt and despatches within 48 hours.³

² <http://www.macmillandistribution.co.uk/SMOLT.htm>

³ <http://b2b.harpercollins.co.uk/C1/About-hc/default.aspx#telesales>