

Discover BookManager



WINTER INSTITUTE 2014 SPECIAL

- * \$250 setup fee waived
- * Save \$25 / month for your first year

**TOTAL SAVINGS OF
\$550!**

Integrated research, frontlist, backlist, special ordering, point-of-sale, inventory control, electronic ordering and receiving, bookkeeping, and a web presence, all for **\$190 per month***

(*reg. \$215 US per month plus \$250 US setup on a 2-workstation system)

In today's complex marketplace, bookselling requires many tools to make your store run more efficiently, help you better serve customers, and ultimately be more profitable. BookManager's approach will help you do just that, for a lower cost than you might expect!



BookManager



Our History

Our computing roots go back to the mid 80's, and we have seen the industry evolve dramatically over the years. During that time, generations of booksellers and their customers have changed, and we have made sure to change along with them. **We never stop innovating.**

Our customer base consists of over 300 *independent* bookstores of varying types and sizes. Testimonials from different facets of the industry allow us to incorporate ideas from those who actually work in, and understand the needs of bookselling. Further complementing our experience is that we also own [Mosaic Books](#), an 8,000 square foot bookstore that is in its 45th year. BookManager is used successfully in large independent stores and extensively in the small and medium sized shops.

"I love BookManager. It's remarkably easy to use, easy to teach, and forgiving in the extreme. Lynn asked me on New Year's Day if I had to go into work to do any year-end stuff, and I said 'No, that was only in the bad old days before BookManager.'"

- Ben McNally, **Ben McNally Books** (Toronto, ON)



The Scoop

BookManager is actually two systems; one is our in-store software that runs on one or many networked computers, and the other is web-based and offers capabilities that take advantage of the huge information network we maintain between booksellers and publishers. The two systems integrate seamlessly to give you the information you need and help connect *your* store with *your* customers.

BookManager is unique in that a significant part of our role also involves working with your suppliers so the complete and current information is seamlessly integrated. Most booksellers are therefore able to do research, buy frontlist and backlist, and place orders without leaving BookManager. This integration reduces your costs and simplifies the technical aspect of bookselling. It also gives your staff and online customers the ability find and order anything you have in stock or can obtain.

Because of this integration between our web services, the data we collect from publishers and the activity booksellers generate within their in-store software, BookManager can give you the best bookselling experience possible. Here is a bit of what you can do with BookManager:

- Search and order using our integrated database of 17 million titles and images ([TitleLink](#)), eliminating virtually all manual entry of bibliographic information.
- Access to current and instant stock availability and prices from over 130 publishers, wholesalers, distributors and remainder companies ([PubStock](#)).
- Make ordering/returns decisions in a snap with our unique inventory screen.
- Take special orders on the spot; within seconds.
- Keep extensive history of your [sales](#), [orders](#), [returns](#) & [customer activity](#), as well as integrate it all with [accounts payable](#), accounts receivable, and [general ledger](#) modules.

“Excellent product, easy to use, constantly striving to improve. The technical support is fantastic! Instant access to publisher and distributor inventory volumes. Full accounting integration between all areas of BookManager makes accounting tasks easy.”

- John Marshall, **Episcopal Bookstore** (Seattle, WA)

- Make better buying/returning decisions, as well as informed business decisions on the whole, with access to a completed & detailed History in **all** areas.
- Use BookManager's **StockChecker**, a web browser-based plug-in extension that is used to instantly view inventory/sales stats and order titles found on any website (e.g. Amazon, Good Reads, Edelweiss; any site containing an ISBN).
- Order electronically directly from your system with most wholesalers, distributors and publishers (FTP & Pubnet).
- Make [receiving](#) a breeze with electronic invoices. Accurately reconcile shipments, fill special orders, and record problems.
- Use removable thermal price labels to standardize your regular or sale prices, brand your name, eliminate receiving errors, categorize books, identify sources and provide date codes for returns.
- Manage new, remainder, signed and used books separately.
- Discover and order new and remainder books using our extensive array of browser-based tools and publisher catalogs that transfer directly into your system or import catalog orders from Edelweiss.
- Sell non-book product, magazines, tickets, consignments or run your coffee bar.

- Clearly differentiate stock as either being reserved for customers, overstock returns, or held in the backroom.
- Use our remote point-of-sale module for offsite sales.
- Integrate your credit/debit card terminal processing at the point-of-sale. Save credit card information in a secure, encrypted manner.
- Sell/redeem your own reusable [gift cards](#) and track their activity.
- Email virtually any document to customers and suppliers instantly, without exporting it to an email program.
- Enable and customize a powerful built-in [WebStore](#) for your customers to discover you online and find/order/reserve books.
- Collaborate with other independents to find more books and make informed ordering/returns decisions.
- Enable multi-store features to share/exchange information between multiple retail locations.
- Schedule automated uploads of your stock to affiliated online retailers (ABE Books, Alibiris, etc.).
- Store backups offsite (our motto... 'no backup, no job!')
- Receive unlimited telephone support with the aid of our helpful one-on-one remote connection.
- Continuously learn more about BookManager through our weekly news and tips email.



Converting From Another System

Already working with another system? Not to worry. Using BookManager doesn't mean you have to lose all of your previous work. We have extensive experience converting data from other systems. With a remote connection it's easy for us to have a look at your data and see just how much of your current information can be transferred into BookManager.

"We had a fabulous 2013 and that is because of BookManager and its fantastic team. Changing our computer system and choosing BookManager has allowed us to perform so much better. This means our clients are happier than ever which of course means we are happy too!"

- Anita Tarquino, **Librairie Bertrand** (Montreal, QC)



The Next Step

BookManager's software and online capabilities are comprehensive. Stores use anywhere from a little to a lot of what we offer. Your present system is familiar to your staff, and so a changeover may seem daunting or risky. You might ask yourself "How can I take the steps needed to evaluate and gain confidence before choosing BookManager?", or "Can there be a gradual implementation?" Our support will help you answer those questions and guide you through the best strategy.

"When my husband & I purchased the store in 1995, we inherited the system. It has turned out to be a great gift. As a small independent bookstore, I'm happy to work with an independent company for the services that BookManager provides. Like us, they value customer service, listen to the customer, and respond quickly. They understand the business of bookselling as well.

The software is efficient and easy to use. Everything entered in one part of the system is accounted for throughout—ie, sales, receiving, accounts payable, ordering, etc. The following are a few features I find particularly helpful.

- **TitleLink and PubStock**
- Electronic ordering and receiving with both publishers and distributors
- The **WebStore**, not only for e-commerce but also to access the store's inventory from anywhere that has internet access.
- Remote connections to our computer for help with any task (procedural or technical).
- Off-site backups to their office so we never worry about losing data.
- A wide variety of reports on inventory, sales, returns, and other specialty areas.

BookManager allows us to do what we do best—sell books. I am not interested in becoming a computer expert and appreciate BookManager's help with this. Having someone at the other end of the phone who can assist me with any problems is important to me. Feeling confident that they are working to keep our system up to date with industry changes also relieves me of much worry."

- Rona Brinlee, **The Book Mark** (Neptune Beach, FL)



Evaluating The Differences

The most successful stores have taken the time to give us a call so we can go over their present environment. We need to be certain that a change will not disrupt business or leave you without features critical to your way of doing business. We are successful because we have been honest and frank with our abilities. Our 45-year-old Mosaic Books is located downstairs from our offices, and as such, BookManager staff have current and considerable retail experience. A complete discussion and evaluation will likely take several calls. We provide support when you need it.

"We have been using BookManager for almost 20 years now and have been extremely pleased with both the product and the service. The service group responds in a rapid, professional and pleasant manner, always wanting to answer our questions immediately or finding out the answer in short order.

The program itself is very intuitive and changes are constantly being made to improve both the performance and the visual. We recently opened two new stores (for a total of 5) and Michael and the team were extremely helpful with the transfer of data to the new stores. Any challenges we encountered were addressed, with solutions put in motion. We were very happy.

You should certainly consider BookManager. They have a solid team, a good history, and as they also have a book store, they are totally sensitive to the needs of the industry."

- Rod Fowler, **Librairie CLC** (Montreal, QC)

With BookManager's remote support tool, we can connect to your computer so that you can demonstrate your existing procedures or system to us. We then work with you on the BookManager system you have installed to create similar procedures and demonstrate different approaches.

"If you think support is something you always seem to pay for but you never really get, you haven't dealt with BookManager. At BookManager, there is no D-I-Y support where they give you a set of tech-speak instructions and a pat-on-the-head good-bye. BookManager's support people walk you through the solution; providing friendly, timely and knowledgeable help. You also get the benefit of having an indie bookseller designing and adapting your IT to suit the ever-changing needs of our industry. In other words, BookManager is by an indie bookseller, for indie booksellers."

"I've used BM since 1990, and I can't tell you who or what other choices are available for bookstore inventory systems because it's been 20-plus years since I felt the need to look at anyone other than BookManager."

- Mike Harling, **Western Campus Resources** (North Vancouver, BC)

No financial commitment is made until we are both confident it is the right move for you.

If we are doing a conversion of data from your existing software, a plan is developed to port over the data. You will then know very quickly if it was the right move. Abandoning the project is unlikely, but it is definitely still your decision.

At BookManager, we enjoy what we do. Our customers speak fondly of us and we have retained nearly 100% loyalty over 28 years of book industry service. We would rather be successful by making and helping happy customers. This is, after all, the book industry where friends and interesting days are just as important as selling products and services!



- Michael and the gang at BookManager



Carley, Kristi, Mike, Michael, Diana, Kellynda and Eric

Screen shot of "Daring Greatly" in your BookManager online (WebStore)



Daring Greatly: How the Courage to Be Vulnerable Transforms the Way We Live, Love, Parent, and Lead
 Hardcover
Brene Brown
 Gotham
 Self-Help / Personal Growth - Self-Esteem / Personal Growth / Health & Fitness
 Ages 18+
 Published Sep 11, 2012 | Sales ■■■■■ (#255)

\$9.99 bargain - 1 in store now
\$27.50 new - 1 in store now

more...
 9781692407330

1 3 PubStock
 Carley Bortolin's list
 Staff Picks

PSYCHOLO- ted.com speaker

Ttl	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Wk	
Adj																2 Held
Retn																OH OO
Rcvd	31	5	2	2	1		2		2	4		6	2			1 3
Sold	28	4	3	1		1	1	1	2	1	1	3	2	3	1	1 3
Peer		38	30	18	41	41	53	54	55	53	70	03	107	07	31	14 116 57 15 10

bargain PROMO- \$9.99 //O27.50

Ttl	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Wk	
Adj																
Retn																OH OO
Rcvd	7						1			2	1	3				1 3
Sold	6							1		1	1		2	1	1	1 3

Source	O/H	O/O	Price*	%	As Of
BAKGA	35	100	\$26.00	RG	13 hrs ago
BAKIL	196	37	\$26.00	RG	13 hrs ago
BAKNJ	31	214	\$26.00	RG	13 hrs ago
BAKNV	143	18	\$26.00	RG	13 hrs ago
IBCIN	409		\$26.00	RG	8 hrs ago
IBCOR	279	300	\$26.00	RG	8 hrs ago
IBCPA	392	60	\$26.00	RG	8 hrs ago
IBCTN	146		\$26.00	RG	8 hrs ago
PWD	200		\$26.00	RG	14 hrs ago

Screen shot of the same ISBN in your BookManager in-store

Mosaic Books Online: 3 wo

2) Inventory Tue Jan 14 2014 1:11p #18

#493493/732220 Jun27-12

ISBN 978-1-59240-733-0 27.50 PC4401540 Rcv Sep11-12

Titl Daring Greatly: How the Courage to Be Vu 9781592407330 Total OH 3

Auth Brown, Brene Ed HC Pub Sep11-12 O/S Stat Min. OH

Supl PBC IBC Publ GOTHA Weight Backroom

Clas PSYCHOLO- Self-Help / Personal Growt Rtnbl Ttl PendRtns

Note ted.com speaker Held POS 2

Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Ttl	S/O	OO
Rcv	5	2	2	1		2		2	4		6	2		31	P	OO 3
Std	4	3	1		1	1	2	1	1	3	2	3	1	28	Avail	OH 1

97) 32 18 41 41 55 55 53 53 71 93 107 98 31 14

Orders	Order	Date	Stat	Cnc	Note/Inv#	Customer	CustPO	PC%	InvPr
3	PBC	49026	Jan10-14	OShp	85 66229448			4444	2750
2	PBC	48843	Dec23-13	Rcvd	66116481			4444	2750
2	PBC	48567	Nov28-13	Rcvd	65987012			4444	2750

Sales	Typ	Clerk	Date	Inv#	Customer	CustPO	PC%	Sell
2	Held	S	Jan13-14	H90718	Mandarino, Mary		44	0 2750
1	Sale	O	Jan 3-14	830532	Messer, Brendan		44	0 2750
1	Sale	P	Dec15-13	824049	Mills, Kathy		43	0 2750
1	Sale	P	Dec15-13	824049	Mills, Kathy		43	0 2750
1	Sale	B	Dec 5-13	821105			43	0 275P

Adj Cpy Del Edt Hst Indx Lbl Msg New Ord QsIs Rsv Srch Trf View Web Xtra Zrtn

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