

ORDER PROCESSING AND ASSOCIATED PROCEDURES

A ORDERS FOR PUBLICATIONS

Definite Orders (not accompanied by payment)

A definite order may take the form of:

- clear request in a letter
- return of a UIA order form
- client's order form
- Sterling Area orders. These are discussed below.

Orders are treated as follows:

1. Invoice

An invoice is made out for the items detailed in the order. Several copies of the invoice are made, depending on the type of order.

- Invoice carries 7% fiscal stamp tax on paid amount (full amount less discount) for Belgian sales, except Embassies and indirect exportation.
- Airlines in other countries want Brussels invoice; avoid tax by sending c/o Brussels office.
- Bookseller sales must bear buyer's address when indicated.
- = Payment without invoice requires no tax stamp
- Special discounts for Yearbook: 35% I.P.S., 40% Stechert-Hafner, 35% O.I.L., 35% A.M.P.
- General discounts to booksellers: 25% for all libraries, 30% for more than 10 copies, 35% for more than 20 copies, 40% for more than 200 copies.

a) Top Copy (2 sheets of the UIA printed white invoice form)
These are sent to the client at the time the order is mailed. Copies are numbered, starting in 1959 at no. 3999; now at 24,500. A list of publications is always (except for indirect sales) sent in the same envelope as the top copies; these are never sent with the publications ordered. Orders of this type: 3000 - 4000 per year; 250-350 per month.

b) Yellow Copy (not pre-printed)
This is an exact duplicate of the typed data on the top copy. These bear the legally required fiscal stamp and are official documents which must be kept by the UIA. They bear the same number (typed) as the top copies.

Filing: Filed in invoice number (i.e. chronological) order.

Exhibit 10

c) Pink Copy (not pre-printed)

This serves as a general index to all correspondence and orders. Bears same invoice number as (a) and (b). Bears an additional number which is stamped on all associated papers and documents. Copy may subsequently bear a second added number to indicate the location of subsequent correspondence with regard to the order. Filed systematically every few weeks from 1965.

Filing

- Pink copies are divided into two groups:

- (i) Booksellers
- (ii) Direct Sales

These are filed separately, but are themselves divided into two groups:

- (i) First 6 months of year
- (ii) Last 6 months of year

- Within each of these four groups, pink copies are filed

- chronologically for the same client within
- alphabetical order of client within
- alphabetical order of town
- (- no division by country)

(A 'simile double rose' may be created on white paper in exceptional cases. These do not refer to invoices, but act as an index to correspondence about potential sales, claims or orders. Same type of sequential numbering is added to copy and correspondence, which are filed with and in the same order as the pink copies.)

d) White Copy (Dispatch Note) (not pre-printed)

These are only made out when the sale is for:

- Yearbook
- Publications produced under contract (L4, L15, Alkjaer, B57-59 etc.)

In the case of Yearbook invoices, this has been done for the 11th edition (January 1967); 4000 - 5000 per edition; 390 per month average. Bears dispatch number (now at 4500) and date of dispatch.

Filing

Dispatch order number within alphabetical order of town (no division by country)

In the case of contract publications, there is no dispatch number.

Filing

Chronological order within separate files for each publication.

2. Entry in Sales Journal

As each invoice is made out an entry is made in the Sales Journal so that payment reminders can be sent and accounts kept for publications sold; 3000 - 4000 per year; 250 - 350 per month. The entry bears the following indications: invoice no; amount; date.

3. Envelope for Invoice and Publicity

This is made out at the same time as the invoice. 3000 - 4000 per year; 250 - 350 per month; no publicity for indirect sales.

4. Label for Publication Package

Only made out for non-subscription orders, i.e. those not requiring addressograph plates. Labels are always made out at the same time as the invoice (sometimes 4/5 envelopes or labels per order).

5. Subscription Orders

If the order is for subscriptions, the addressograph plate creation procedure is initiated from the pink copy; the plate will (eventually) bear the invoice number. If a plate already exists, the invoice number is placed on the plate.

6. Standing Orders

These may be for the: Yearbook, in which case the addressograph plate creation procedure is initiated

Magazine, in which case a special indicator is supplied for the addressograph plate.

Monthly bibliography off-prints, in which case a special indicator is supplied for the addressograph plate.

Invoices for existing standing orders are made out annually when the subscription is to be renewed, or every two years when the Yearbook is produced and sent.

Orders requiring Correspondence (not accompanied by payment)

These are of the following types: client order forms bearing wrong prices, wrong titles, out of print publications, non-current editions, publications printed elsewhere, requests for prices. 10 - 25 per month.

Orders for Future Publications

These are orders for publications which are not yet available, such as future editions of the Yearbook, Yearbook of Proceedings, Directory of Periodicals.

These are treated using special stencilled reply forms to explain that the publication is being printed, and informing client that we will assume that this is a firm order unless he indicates otherwise.

When accompanied by payment, such letters bear a typed addition to indicate that payment has been made.

All such orders are filed in special files for each publication. (filed by name of town and by name of client).