

## FAQs

### **Bloomsbury distribution change from MDL to HUKD**

#### **When can I start placing orders with HUKD?**

*Your last order with MDL can be placed on 31st March and your first order with HUKD can be placed from 1st April onwards.*

#### **Will the returns process for returning stock be affected by the change?**

*Yes. Any returns already authorised by MDL, should be returned to MDL within 90 days. From 1<sup>st</sup> April, any returns requests should be directed to HUKD.*

#### **Can I still contact MDL after the 1<sup>st</sup> April?**

*For MDL related activities (orders placed before 1<sup>st</sup> April, returns authorised by MDL before 1<sup>st</sup> April, payments and queries on MDL invoices etc) please continue to talk to your usual contact.*

#### **Will my Bloomsbury account number change?**

*Yes, you will be automatically assigned a new account number for use with Hachette UK Distribution (HUKD). You will be informed of this ahead of the change in distribution. In most cases, for customers already ordering for other publishers via HUKD, the account number will be the same.*

#### **I am a Bloomsbury account holder that has different delivery and invoice addresses. Will I receive a new account number for each invoice and delivery address?**

*Yes, you will receive a new HUKD account number for each delivery address that is held on your MDL account and separate invoices for each account you have with HUKD.*

#### **Will the contact information for Customer Services change?**

*Yes, the HUKD Customer Services details are:*

##### **Trade**

UK	<a href="mailto:hukdcustomerservices@hachette.co.uk">hukdcustomerservices@hachette.co.uk</a>	01235 759555
Export (Ireland)	<a href="mailto:ireland@hachette.co.uk">ireland@hachette.co.uk</a>	01235 759532
Export (Europe)	<a href="mailto:europe@hachette.co.uk">europe@hachette.co.uk</a>	01235 759532
Export (Middle East)	<a href="mailto:middleeast@hachette.co.uk">middleeast@hachette.co.uk</a>	01235 759532
Export (Americas)	<a href="mailto:americas@hachette.co.uk">americas@hachette.co.uk</a>	01235 759532
Export (Africa)	<a href="mailto:africa@hachette.co.uk">africa@hachette.co.uk</a>	01235 759532
Export (Asia)	<a href="mailto:asia@hachette.co.uk">asia@hachette.co.uk</a>	01235 759532
Export (Australia)	<a href="mailto:australia@hachette.co.uk">australia@hachette.co.uk</a>	01235 759532

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#### **Academic & Professional**

Primary Schools UK	<a href="mailto:primary@hachette.co.uk">primary@hachette.co.uk</a>	01235 400555
Secondary Schools UK	<a href="mailto:education@hachette.co.uk">education@hachette.co.uk</a>	01235 827720
International Schools	<a href="mailto:schools.export@hachette.co.uk">schools.export@hachette.co.uk</a>	01235 827720
Further/Higher Education & Professional	<a href="mailto:academic@hachette.co.uk">academic@hachette.co.uk</a>	TBC

Customer services operation times: 9.00am – 5.00pm

#### **I am a Bloomsbury account holder that uses PubEasy to order books. How will the service be affected and what actions do I need to take?**

*On the weekend of “go live” PubEasy ordering will be suspended, and customer accounts will be switched over to HUKD. We expect PubEasy’s service to resume at mid-morning on the 1<sup>st</sup> April. On this date, Bloomsbury titles will appear in the Hachette UK area of PubEasy or ISBNs can be found via the search menu.*

#### **I am a Bloomsbury account holder that order books by EDI. How will the service be affected and what actions do I need to take?**

*Existing HUKD EDI customers, you will need to cease sending EDI orders for Bloomsbury titles to MDL on 31<sup>st</sup> March and redirect your EDI ordering for these titles to HUKD on 1<sup>st</sup> April. Customers who send orders via EDI to MDL but do not use this method with HUKD, will need to contact HUKD to be set up. Contact details are: [hukdcustomerservices@hachette.co.uk](mailto:hukdcustomerservices@hachette.co.uk)*

#### **I am a Bloomsbury account holder that uses Batch.co.uk to manage payments and returns. How will the service be affected and what actions do I need to take?**

*Existing HUKD customers do not need to take any action, Bloomsbury products will appear on invoices automatically for any despatches after 1<sup>st</sup> April from HUKD. New customers, who trade with MDL via Batch.co.uk and do not currently trade with HUKD, will need to contact HUKD to be set up. Contact details are: [hukdcustomerservices@hachette.co.uk](mailto:hukdcustomerservices@hachette.co.uk)*

#### **Will my existing dues/ backorders be transferred automatically when the change in distribution from MDL to HUKD takes place?**

*If you allow for dues/backorders to be transferred, then all existing dues/ backorders will be assigned to your HUKD account automatically. If not, these will be cancelled and you will need to re-order with HUKD directly. Please contact [hukdcustomerservices@hachette.co.uk](mailto:hukdcustomerservices@hachette.co.uk) if you do not wish for your dues to be transferred.*

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**A lot of my Bloomsbury orders are supplied via POD suppliers. What changes (if any) will take place following the distribution change?**

*Hachette will process orders for POD titles alongside titles that are in stock. Stock orders would despatch immediately and the POD title would be sent to print and deliver to HUKD, and would be combined with any open stock orders being picked for that customer. If no stock orders were being picked the POD titles would despatch on their own.*

**My company currently receives a product feed from MDL. How will this service be affected?**

*Existing customers who take a P&A feed from HUKD, will see Bloomsbury products included. If you do not take a P&A feed from HUKD and would like to, please contact customer services, contact details are: [hukdcustomerservices@hachette.co.uk](mailto:hukdcustomerservices@hachette.co.uk)*

**Will a paper invoice be sent with shipments of books?**

*No. Invoices are generated after the books are packed, so cannot be included in the cartons. All invoices will be sent by email as soon as they the order is despatched. However, a packing list will be included in the box to support customer's good receiving processes.*

**What email address will invoices come from?**

*HUKD invoices will come from [no-reply@hachette.co.uk](mailto:no-reply@hachette.co.uk), please add this to your email contacts to ensure invoices do not end up in junk/spam.*

**How do I know whether to pay MDL or HUKD?**

*Please pay whomever the invoice is from.*

**Will the lack of paper documentation cause problems and delays at customs?**

*No. All documentation will be provided electronically for customs which should reduce delays.*

**When a book arrives how can it be matched with the corresponding invoice?**

*Each shipment will be identified by a 10-digit ASN number (which begins 8000xxxxxx) which is provided on the label on the outside of the carton and on the invoice itself. An ASN will always apply to a single invoice and be quoted on the invoice – so it is straight-forward to match an ASN to an invoice.*

*ASN = Advance Shipping Notification*

**How will I identify cartons from HUKD?**

*Boxes and book-wraps from HUKD will be branded Hachette UK Distribution*

**Where can I find further information?**

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*Further information can be found on the Hachette UK Distribution website:*

*<https://www.hachetteukdistribution.co.uk/> and the Bloomsbury website: [Move to Hachette Distribution UK](#)*

*Or please talk to your Bloomsbury representative or contact HUKD customer services.*