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Coutts Information Services celebrates E-Day with new accreditation status

RINGWOOD, UK – May 1 will be **E-Day**, an important milestone for the world's content suppliers and consumers, and for **Coutts Information Services**, which obtained BIC's e4books accreditation four months ahead of schedule.

"At Coutts we strive to be the most forward-thinking provider of information content to information organizations, for the benefit of information users," said **Skip Prichard**, President and CEO of **Ingram Book Group**.

"E-Day will be a significant event throughout our industry, worldwide," he said.

E-Day is part of the E4Books project. Launched by the BIC (Book Industry Communication) in early 2004, the E4Books initiative aims to encourage and increase the use of e-commerce in the book industry supply chain. Candidates for the accreditation were to focus on several criteria considered paramount to efficient e-processes, including easy online access to timely information, web-based ordering tools, processing of order acknowledgements and delivery notes, electronic invoicing and returns management. The project recommended that businesses throughout the book industry work towards May 2008 as its "E-day" – the date by which all trading partners should be capable of exchanging basic electronic messages with their trading partners.

Coutts obtained its E4Books accreditation in January 2008 – four months ahead of the E-Day benchmark. Coutts' customers and suppliers alike benefit from the increased accuracy and speed of reaction resulting from the company's dedication to innovation.

"From our customer's perspective, we provide technical and technological support to EDI and e-mail ordering, as well as web based procurement via our online application, OASIS. Reactions to orders via either method are near instant," said **Mark Edmondson**, European Managing Director of Coutts.

Jason Beech, Sales and Marketing Director for Coutts UK and Ireland, highlighted that the benefits of the Coutts commitment to e-commerce and innovation was clearly reflected in a recent customer satisfaction survey, where 92% of customers rated Coutts' print and e-book services as good or excellent.

About Coutts Information Services

Coutts Information Services is part of Ingram Book Group Inc, and Ingram Content company. Coutts is an international company with offices in the US, UK, Canada, and The Netherlands, Coutts specializes in book and electronic content supply to the academic, government, corporate, public and institutional library and information sectors. Coutts' services include the supply and full shelf-ready processing and cataloguing of print monographs, the provision of standing order and approval plan services along with full seamless ILS integration covering both print and electronic content. Coutts is at the forefront of eBook provision to academic libraries. For more information, visit the website www.couttsinfo.com

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