

ED PUBS



One-stop shopping at the U.S. Department of Education's Education Publications Center (ED Pubs)

Delivers exceptional customer service, quality assurance, and a performance-based operation.

Award Winning Project



- ⌘ May 26, 1998, the Department of ED and Aspen Systems Corporation established ED Pubs.
- ⌘ Centralizing customer service, mailing list maintenance, storage and dissemination of information products for 18 ED principal offices, NIFL, and NAGB.

Customer Service Initiatives



- ⌘ Centralized Call Center Representatives answer 5 toll-free telephone numbers Monday-Friday, 9:00 a.m. to 6:00 p.m. for ordering products and referrals to appropriate ED offices.
- ⌘ After-hours and fax-back ordering available.
- ⌘ On-line Ordering System lists ED informational products.
- ⌘ Web users may order up to 5 product titles or customers may link to full-text electronic copies saving printing and shipping costs.

Customer Service Initiatives, cont.



⌘ Bulk Publication Ordering System (BPOS) allows schools, colleges, and other organizations to order student financial aid materials.

- ⌘ Customers are automatically notified via e-mail when their orders are placed, shipped, and received.
- ⌘ Orders are shipped within 1-3 business days.

Customer Service Initiatives, cont.



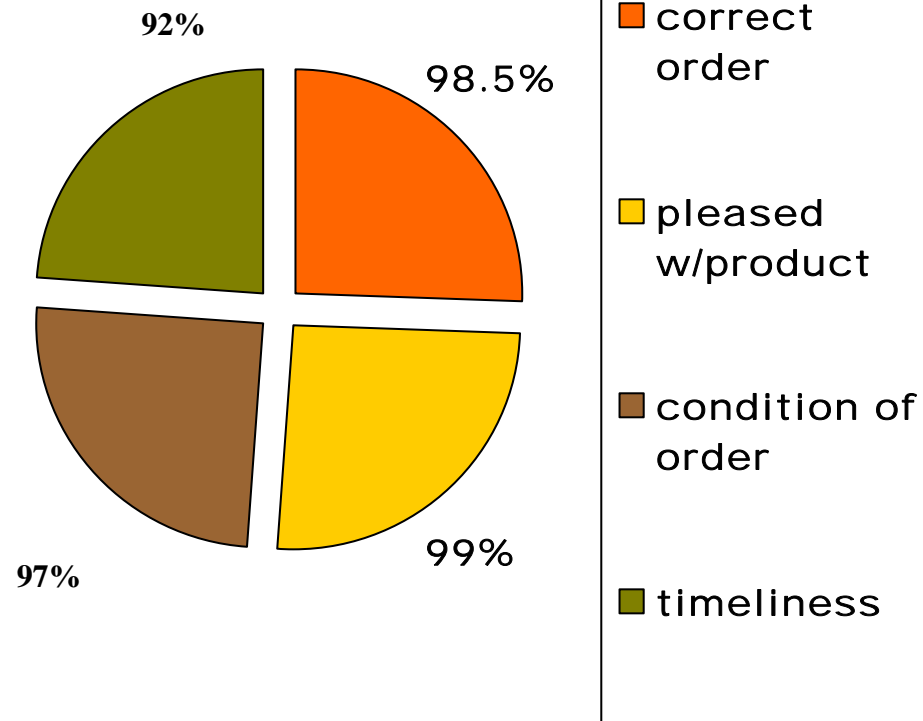
⌘ Centralized Inventory Management System with tracking and barcode technology creates seamless shipping system.

⌘ Processes over 450 expedited orders monthly to agency-wide usage for seminars and conferences.

⌘ These orders are shipped same or next day.

More Customer Service Initiatives - Surveys

- ⌘ Measures customer satisfaction.
- ⌘ Enclosed with 10/% of orders, selected at random and tracked for delivery.
- ⌘ Feedback is used to improve customer service and satisfaction.



More Customer Service



- ⌘ ED Pubs Call & Order Transaction System maintains a database of more than 713,000 customer profiles from 17 different databases.
- ⌘ Saves shipping time, analyzes customer base and product needs.
- ⌘ Spanish speaking operators.
- ⌘ TTY/TTD to order materials in Braille and audiotape formats.
- ⌘ Provides outreach.
- ⌘ Centralized mailing list database prevents duplicate mailings.

Cost Control Initiatives



- ⌘ Produces monthly computer-generated reports used for tracking publication distribution among POCs.

- ⌘ Allows planning future publication needs.

- ⌘ Conducts multi-level cost comparisons for mailing and shipping.

- ⌘ A cost savings of \$1,293,281.55 for mailing and shipping has been realized since May 1998 through February 2000.

Inventory Management Initiatives



- ⌘ Department-wide centralized inventory maintenance system.
- ⌘ Reliable inventory distribution statistics for each POC, NIFL, and NAGB.
- ⌘ Credit for recycling products.
- ⌘ Monthly computer-generated reports reflecting accurate product inventory.
- ⌘ Barcode technology to identify all products.
- ⌘ Threshold Reports automatically generated.

Exemplified Performance



- ⌘ Received Vice President Gore's Hammer Award for putting customers first.
- ⌘ Reputation as model site for federal government.

- ⌘ President's Management Council rated ED Pubs 7 points above private sector companies such as Coca Cola and FedEx in customer satisfaction.

Transportation and Distribution Award



- ⌘ Aspen was awarded the Excellence in Logistics Award by the Transportation & Distribution magazine for work on ED Pubs.
- ⌘ Recognized for outstanding logistics practices resulting in significant improvements in customer service, supplier relationships and cost reduction.