

# FLEXIBLE LITERATURE MANAGEMENT



**media 1off®**

Turn your manual publication cost center into a revenue generator with **media 1off®**, an innovative fulfillment solution.

**media 1off®** is our ability to print or burn ONE document, CD or DVD at a time, all at the time of order. It fully automates print-on-demand and burn-on-demand processes so your order contains the most current, up-to-date product information.

No more print forecasting errors, overruns, shortages or inventory scrappage. With **media 1off®**, you can completely eliminate your inventory of pre-printed manuals, improve your cash flow, reduce costs and waste from obsolete or over-stocked publications, increase customer service and aftermarket support, and provide 24/7 access to current product information.

We'll create and host an electronic library to store all of your product literature files, such as owner's manuals, service manuals and parts catalogs. Whenever a new manual is created, or an existing one revised, **media 1off®** automatically retrieves the most current file and places it within the library so only the most current product information is available.

This full-circle fulfillment solution combines e-commerce with on-demand technology to provide just-in-time literature to distributors, dealers, consumers and internal staff. Most importantly, you'll get revenue from the sale of a publication before incurring any costs to print it.

Ease the burden of literature fulfillment with complete literature management services from Ken Cook Co. We can integrate seamlessly with your current business system, as well as incorporate custom elements that aren't available with off-the-shelf packages.

We provide the resources to handle requests, fill orders and ship to your customers, using our call center, order processing, warehousing and shipping services.

All of these services are fully automated with **media 1off®**, the Ken Cook Co. printing and fulfillment solution.

Let us manage your entire product support literature fulfillment while you concentrate on what you do best.



**Ken Cook Co.**

[www.kencook.com](http://www.kencook.com)

## SHIPPING

Ken Cook Co. ships worldwide using carriers that offer the best price and delivery records. We use a local customs broker for clearing international shipments, assuring fast-track processing and delivery.

We developed a custom software package that integrates our two facilities and vendor-supplied materials. The system provides online pricing, custom control of carrier choice, and integration with customer delivery requirements and pricing schedules. It features live tracking and full reporting capabilities.



## WAREHOUSE

Our 19,000 sq/ft warehouse facility contains six bays, each flanked by a passenger door, a dock door (8'W x 9'H) and a drive-through overhead door (12'W x 12'H). Pallet racks line five bays of the warehouse and can be stacked to the 19'3" ceiling. Adjoining the warehouse is a separate 4,000 sq/ft bay where large over-the-road vehicles can drive in and unload.

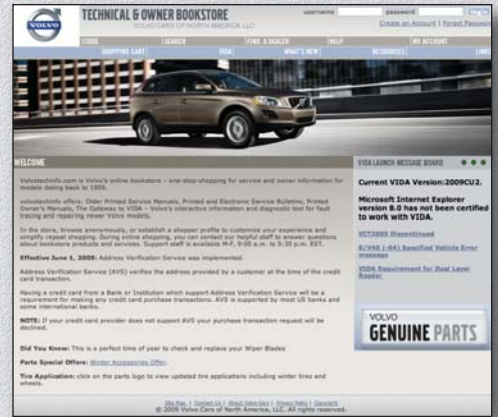
# Ken Cook Co.

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## E-COMMERCE

Orders can be received via phone, fax, email or a customized e-commerce site with secure online ordering. Your product support literature, technical publications and training programs are stored in our warehouse and can be picked, packed and shipped to any destination worldwide.

A flexible literature fulfillment program can be customized to your needs:

- Full-service call center support
- Customized web bookstore
- Secure e-commerce and online order processing
- Warehousing and storage
- **media1off**® printing for frequently updated or infrequently ordered publications
- Short or long print runs
- Large-format printing for engineering drawings, wall charts and posters
- Electronic subscriptions, distributions and downloads
- Various activity and usage reports
- Same-day shipping (Monday through Friday)
- Automated carrier selection for lowest cost shipping
- Automated email confirmations and shipment tracking links