



IBID/ie Version 1.11 Highlights

Introduction

IRT is pleased to introduce Version 1.11 of IBID/ie. This release includes the following:

- **Special Orders**
 - New redesigned module with new look and features.
- **Point of Sale**
 - Added feature to sell and redeem Gift Cards – **gcXpress** or **Givex**
 - Added option to accept multiple credit card Tenders on single transaction.
 - Added feature to Pre-load Special Order Items.
 - Added ability to sell and activate Symtio product cards through IBID/ie Point of Sale.
- **Internet Credit Card Processing**
 - New option available to use ICVERIFY® for Windows® for payment processing.
- **BookScan**
 - Added option to transfer sales data to Nielsen BookScan USA.
- **Above the Treeline**
 - Added option to transfer sales data to ATL.
- **PubTrack**
 - Added option to transfer sales data to PubTrack.
- **BookSense**
 - Added ability to generate an inventory file to send to BookSense.
- **Books In Print**
 - Added ability to use Books In Print on-line database for subscribers.
- **Inventory**
 - Added ability to initiate Keyword Search from additional biblio fields.
 - Reference Database now available from Globe icon on the IBID/ie Titlebar.
 - Reference Database has new column displaying Quantity on Hand in your database.
 - Modifications to Inventory additions from reference database.
 - Correct lookups to follow mode selected by user.
- **Ordering**
 - Added Purchase Order Report.
 - Stock Replenishment – modification to include items sold during the sales period specified that have not been updated by the register close procedure.

- **Receiving**
 - Item Receiving - Added Label print button.
 - Gift Labels – Correction to label format and quantity printed.
- **Returns**
 - Update Returns Menu to include only latest Returns release and remove original Returns programs from Menu.
 - Added new Returns Report.
- **Single Title Special Order (STSO)**
 - Single Title Special Order feature to special order an available title instantly with Ingram has been integrated with the newly designed IBID/ie Special Orders module.
- **Customer Record**
 - Added three customizable date fields to the Customer record.
- **Utilities**
 - Customer Utilities – New Menu Added
 - Added Utility to process global changes in Customer Profile.
 - Added Utility to edit Book Club Units and Book Club Amount.
 - Yearly Update – Various processing changes.
 - Customer Analysis – New Menu Added
 - Recency, Frequency, Money (RFM) Analysis.
 - Customer List – Mark customer records.

Upgrade Instructions

The Special Orders module received the most dramatic changes; to print a complete copy of the Special Orders documentation, please go to IRT's website: www.irtnet.com. In preparation for this new release, we suggest that you review your current special orders file and purge orders that have been completely filled. This clean-up endeavor will speed up the process when converting your current file to the new format. **Note:** If you have open special orders that have not been received prior to the upgrade, please be aware that a Special Order Pick report may not print for these orders during the receiving process. Please review purchase orders being received to identify any items denoted with an asterisk to fill open special orders.


Your primary IRT/IBID customer service representative will be contacting you to schedule upgrading your IBID/ie software to the new release.

New Features and Enhancements in Release of Version 1.11

SPECIAL ORDERS

In Version 1.11, the most significant changes have been made to the Special Orders module. Special Orders was redesigned and now has a new look with enhanced features and flexibility. As part of the upgrade process, your existing special order file will

simply be converted to the new format, and the previous version of Special Orders will be uninstalled from your system. A summary of the new Special Orders follows:

- A new Special Order cart icon  has been added to the IBID/ie titlebar replacing the Special Order Entry screen. The Special Order cart contains three tabs: Customer tab, Current Items tab, and Search tab where you can quickly create new orders, inquire on existing orders, and report on your Special Orders.
- Add Items to the cart – Items may be added to the cart from your inventory database or from your reference database (Companion or Books In Print). Items added to the cart from your reference database that do not currently exist in your store's inventory database will be automatically added into your database when adding them to the cart.
- The Current Items tab displays the Special Order items that have been added to the cart. From this tab, you may remove or edit items currently in the cart, as needed. The edit button provides an opportunity to edit the special order quantity requested or the vendor you wish to use as the TBO vendor.
- The Customer tab is used to attach a customer to the Special Order. From this tab, you can initiate a search of your existing customer database to locate a customer's record to attach to the Special Order. If the customer requesting the special order is not included in your customer database, you may simply enter their name, address, phone, and email address to be used solely on the particular special order. Entering the customer's information in the Customer tab does not add a permanent record into your Customer database.
- To create the Special Order after adding the requested items to the cart and selecting a customer, click the <Create SPO> button on the Customer tab. Items included in the Special Order cart will be automatically added to the appropriate TBO list, and the Special Order cart will be cleared. A Special Order Request will display in a window on your screen with an option to <Print a Copy> if you choose.
- From the Search tab, you will find a variety of helpful options available to locate and review a particular special order to answer a customer's inquiry regarding the status of their order. You may also request a list of all special orders on file, or all special orders for a particular book, or for a specific customer, or those with a certain status code. You may want to see at a glance all of your special orders with a received status or perhaps those orders entered today, or the past 30, 60 or 90 days, or for a particular date range. There is also an option to <Print> the results of your search in a report format.
- If it becomes necessary to cancel an item on a particular special order or perhaps there is a need to cancel the entire special order, you may do so from the Search Tab.
- When receiving a purchase order containing special order items, you will have an opportunity to print a Special Order Picking Report identifying the items to fill

- special orders. Special Order Inserts may also be printed for each special order item received specifying the hold date and customer contact information.
- Special Order Deposits may be entered at the Cash Register after entering the customer's special order. The balance of the deposit will be maintained by IBID/ie.
 - Selling a Special Order at Point of Sale begins with entering the SPO number manually or scanning the special order number barcode printed on the Insert. The lookup icon beside the SPO number field may also be used to locate and select the SPO number. Next, you will see a new feature, "Preload SPO?" giving you the option to preload special ordered items which are ready for pickup into your cash register screen. Selecting 'Y'es will automatically preload the items that have arrived for the special order. After preloading, you may edit the sales screen as needed. If you prefer to add the items manually, you may choose 'N'o to the preload option. If it is your store's policy to accept special order deposits, the amount of deposit on file will be displayed in the Deposit field at the top of the Cash Register screen alerting the sales associate of a Deposit which may be applied to the transaction.
 - The process of purging Special Orders has not changed and is handled in the same manner as the previous version. Special Orders are not deleted automatically when the special ordered items are sold or canceled. Special Orders may be deleted individually or as a batch based on the selection criteria used in the Purge option located on the Special Orders Menu.
 - A new Report feature has been added to the Special Orders menu. There are four report options available from the Format drop-down list: Open Special Orders, Special Order Allocation, Special Order Status or Open Special Orders by Item. The Special Orders Report prompts for Account, Department, Category, Start Date, End Date, Line Status, Format and Totals Only. The asterisk in the Account and Category fields indicates that all records will be selected if no other selection criteria are specified. Entering search criteria in one or more of the prompted fields provides an opportunity to narrow the list selected. To Report only the Totals for the specified selection, you may do so by clicking the Totals Only checkbox.

Point of Sale

- **Gift Cards (gcXpress)** - Added enhancement to sell and redeem Gift Cards through your IBID/ie Cash Register. IRT/IBID offers **gcXpress**, a Gift Card Processing service, which integrates into your IBID/ie Point of Sale software. When a customer purchases a Gift Card, the value of the purchase and Gift Card number are electronically recorded on the IRT/IBID host database. When a Gift Card is redeemed by presenting it for full or partial payment of a purchase, the stored value of the card is reduced on the host database. At any time, you may access your account on the password protected website to inquire on a card balance, request card activity information, void cards, and print activity reports. If you would like further information regarding implementing Gift Card

- Processing, please contact your primary IRT/IBID customer service representative.
- **Gift Cards (Givex)** – The ability to sell and redeem **Givex** Gift Cards has been integrated into the IBID/ie Point of Sale. When a Gift Card is sold, the value of the purchase and Gift Card number are electronically recorded on the host database. When redeeming a Gift card for full or partial payment of a purchase, the stored value of the card is reduced on the host database. If your store participates in the Givex Gift Card Program, please provide your assigned login and password to your IRT/IBID customer service representative for assistance in configuring your system for Gift Card Processing.
 - **Multiple Credit Card Tenders** - Added ability to accept multiple credit card tenders on a single transaction. If a customer wishes to use more than one credit card to pay for their purchase, IBID/ie will authorize more than one credit card on a single transaction.
 - **Special Order Preload** – New feature added to the Cash Register to automatically enter all items on the designated special order on the Cash Register screen. Please see Special Orders section for further information.
 - **Zondervan – Symtio** – Enhancement added to sell and activate Symtio digital products through your IBID/ie Point of Sale. We recommend that a separate Vendor, Publisher, Department and Category be used when entering these items into your inventory database. This will be beneficial when reconciling your sales and billings from Zondervan. When completing a sales transaction including Symtio digital products, the receipt will include the Activation number of the Symtio Cards purchased. Once the transaction has been completed, a transaction including the sale of a Symtio card *can not be voided*, nor may a customer return a card for a refund (they are non-returnable). However, if the sale of the card is canceled prior to completing the transaction, the card number will be automatically deactivated.

Your system will require initial setup in order to enable the activation when selling the Symtio product cards. Please provide your Zondervan password to your IRT/IBID customer service representative, and they will assist you with the system setup.

Internet Credit Card Processing

By popular demand, we are pleased to announce that you have the option to do your credit card payment processing and batch settlement via the Internet from your IBID/ie system. With this software release, your IBID/ie system can be integrated with ICVERIFY® for Windows® to capture the credit card payment processing speed of the internet. As credit card sales transactions are entered through your Cash Registers, they will be quickly routed through the processing software for authorization. Batch settlement is very easy and will be handled directly from the payment processing software installed on your server. When you are ready to settle the daily credit card batch, you will log into the ICVERIFY® software and select Settlement/End of Day from the Functions menu. There is an option to preview the settlement report before executing

the settlement to review it before initiating the settlement. If you would like to enroll in the program to use ICVERIFY® for Windows®, we will put you in contact with a representative from ICVERIFY® to establish an account. Please contact your IRT/IBID customer service representative, if you would like further information on this option.

BookScan

A new feature has been added to IBID/ie giving you the opportunity to send sales data to Nielsen's BookScan USA, if you wish to be a participant. When registering with Nielsen BookScan, they will provide you with login information which will be used to configure your IBID/ie system to electronically transmit your sales information to them. Please provide the login information to your IRT/IBID customer service representative, and they will set up your system for transfer.

Above the Treeline

Sales data may be transmitted to Above the Treeline from your IBID/ie system. If you choose to be a participant, Above the Treeline will provide you with an assigned login and password for your store. Once the IBID/ie system setup has been completed, your sales data will be sent automatically at the time specified in the setup record. Please contact your IRT/IBID customer service representative, and they will set up your system for transfer.

PubTrack

Your IBID/ie system may be set up to transmit sales data to PubTrack, if you wish to be a participating retailer. Please contact your IRT/IBID customer service representative, and they will set up your system for transfer.

BookSense


Included in Version 1.11 of IBID/ie is a program to generate a snapshot of your inventory file according to BookSense requirements. Your system can be configured to create an inventory text file daily and place the file into an outbound directory. The file will not be transmitted automatically, instead the file must be sent manually according to instructions provided by BookSense. Please contact your IRT/IBID customer service representative, if you would like your system set up to generate the inventory file.

Books in Print

A new Search Engine option has been added where you may choose to subscribe to Books In Print and use it as your reference database. Currently, you may choose to use either the Companion database or Books In Print. If you are a subscriber of both, you can adjust the Search Engine settings to use the database of your choice.

Inventory

- **Keyword Search** - In Version 1.11, additional bibliographic fields on the Inventory screen have been added to the Keyword search options. The fields with Keyword search capability are marked with the letter 'k' to the left of the input box. The fields marked include Item Code, Title, Author, Vendor, Publisher, Category-1, Category-2, Misc.-1, and Misc.-2. All of the Keyword search fields

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- will allow generating a search using up to three words. For example, if you would like to display records in your Inventory by Category, type the Category in either Category-1 or the Category-2 fields, select <F11> Keyword. You can then scroll through the records one-by-one by pressing <F6> Next or <F5> Prior.
- **Reference Database now Available from IBID/ie Titlebar** – A new selection has been added to the Globe  icon on your IBID/ie Titlebar to access your Reference Database (Companion or Books In Print). The Globe icon is accessible throughout IBID/ie from all screens. This new feature will allow you to quickly pop out to your Reference Database from any screen to look up a title for a customer or add an item to the Special Order cart.
 - **New Column added to the Reference Database Display** – A new column titled 'OH' (Quantity on Hand) has been added to the Reference Database grid. If you have the item in your inventory database, your current Quantity on Hand will be provided in the 'OH' column. If you have the item in your database but do not have any on hand, you will see a zero in the 'OH' column.
 - **Modifications to Inventory Additions from Reference Database** – When adding an item to your inventory database from your reference database (Companion or Books In Print), a change has been made to use the Vendor, Department and Category from the defaults set up in your configuration screens. The Publisher field will be populated with the Vendor default, and the Misc.-2 field, which is a keyword search field, will be filled with the word AUTO. The Notes field on each of the new records will display the Publisher and Category, which the reference database provider supplies. This principle applies to items added via your reference database from Inventory or when adding items to the SO cart from the reference database that do not currently reside in your inventory database.
- To identify and review items added from the reference database, you can use the new Keyword Search option on the Inventory screen by typing the word AUTO in the Misc.-2 field and pressing <F11> Keyword. Using the information supplied in the Notes field, you may wish to edit the bibliographic information in the record added to reflect the item more accurately. If there are multiple records containing the word AUTO in the Misc.-2 field, you can simply use the <F6> Next button to move to the following record. After reviewing each of the record(s) added, it is advisable to remove the word AUTO from the Misc.-2 field to prevent the item from displaying again when editing newly added records. If you prefer, you may also identify items added from the reference database by running a report searching for items containing the word AUTO in the Misc.-2 field.
- **Inventory Lookup modification** - When selecting one of the lookup icons on the Inventory screen to access the Inventory Display screen, you will be directed to the lookup mode selected.

Ordering

- **PO Reports** – New report option added to the Ordering Menu <F9> Menu. There are four report options available from the Format drop-down list: Open Purchase Orders, Open Purchase Orders-Vendor, Open Purchase Orders-Dept., and Open Purchase Orders-Category. The Open Purchase Order Report prompts for Vendor, Department, Category, Start Date, End Date, Format, and Totals Only. The asterisk in the Vendor and Category fields indicates that all records will be selected if no other selection criteria are entered. Entering search criteria in one or more of the prompted fields provides an opportunity to narrow the list selected. To Report only the Totals for the specified selection, you may do so by clicking the Totals Only checkbox.
- **Stock Replenishment** – modification made to include items sold during the sales period specified even if the transaction has not been updated by the register close (Z-Tape).

Receiving

- A Label Print button <F8> has been added to the Item Receiving toolbar.
- Gift Labels – modification made to print correct format and quantity.


Returns

- **Returns Menu** - The Returns Menu has been modified to include only the latest version of the Returns module. Your Returns Menu may currently include two different To Be Returned Entry and Returns Invoice screens. If so, the original programs will be removed from the Menu updating Returns to include only the latest version of Returns.
- **Inventory Returns Report** – New report added to the Returns Menu <F5> that will provide a report of items that are currently on a vendor's To Be Returned list or those items that have been returned since adding them into your inventory database. The Returns Report prompts for Vendor, Department, Binding Code, and Category. The asterisk in the Vendor, Binding Code and Category fields indicates that all records will be selected if no other selection criteria are specified. Entering search criteria in one or more of these fields gives you the opportunity to narrow the list. For example, you may want a report showing all items returned to a particular Vendor, type the Vendor Code in the input box beside Vendor and press <F11> Report. The report will display on your screen with options to print or save the file.

Single Title Special Order (STSO)

The Single Title Special Order (STSO) function to special order a title instantly with Ingram has been integrated with the newly designed Special Orders module. This feature provides an opportunity to check the stock status of an item at Ingram and put a copy aside to be shipped to your store. Creating a Single Title Special Order will assign a special order number, generate a purchase order, and transmit the purchase order electronically.

This feature is accessible from the reference database (Companion or Books in Print). In order to use Single Title Special Orders, you must have a Reference Database loaded on your system, and it also requires that your system be set up to electronically order with Ingram. Please contact your primary IRT/IBID customer service representative for details on configuring your system for STSO processing. A summary of the Single Title Special Orders process follows:

- Begin by verifying that the Special Order cart is empty.
- Access the reference database (Companion or Books in Print) from one of the following locations:
 - Inventory screen – select <F8> Companion.
 - TBO screen – click on the Item Code Lookup icon, select <F7> Companion.
 - Globe icon  located on the title bar – select Companion.
- Lookup the desired item in the reference database. Place your cursor on the line which displays the item you wish to work with, and press <F8> Detail. The Details/STSO screen will provide a grid format in the bottom left corner displaying Ingram stock status information.
- Inventory Info - If the item exists in your inventory database, the category, price, and on hand quantity will display to the right of the grid. If the item does not currently exist in your inventory, the Inventory Info section will be blank.
- Ordering Info -
 - The Order quantity will default to 1. You may change the quantity if you wish to order more than one.
 - DC: Select the distribution center from which you wish to order from the drop-down selections.
 - Order Type - Choose one of the following from the drop-down selections:
 - CE – asks Ingram to hold the order until a regular order is placed, then combine and ship with this order.
 - CH – asks Ingram to release STSOs once daily. These orders will combine only with themselves and with no other orders.
 - Backorder: Place a checkmark in the box if you wish to Backorder.
 - Greenlight: Place a checkmark in the box if you would like Ingram to fill an order from their Greenlight Distribution Center.
- After completing the Ordering Info, select <F1> Order to move to the Customer Tab of the Special Order Cart.
- Select an existing customer or add a new customer following the standard special orders procedure. Choose one of the Notification options from the drop-down list and add any notes or instructions in the Notes/Instruction field.
- To create the Special Order, click the green <Create/Send SPO> button. The Special Order number created will display on the screen. Click <OK> to send the purchase order created automatically to Ingram.

- After the transmission has completed, the Special Order Request box will display. You may review it on the screen or print a copy by choosing <Print a Copy>.

Note: If the item does not currently exist in your store's inventory database, when creating the STSO via the reference database, an inventory record will be created automatically. The Vendor, Department and Category set up as defaults in your system configuration screens will be used on the records added. The Misc.-2 field in the inventory record will be filled with the word AUTO. This will enable you to review on screen or run a report of all items that were added from the reference database. The Notes field on the new record will display the Publisher and Category, which the database provider supplies. This additional information will be helpful when editing the inventory record which was automatically created using defaults to values which more accurately reflect the item.

Customer Record

- Three miscellaneous date fields have been added to the Customer record. These date fields are customizable by you and can be named according to your preference. You may wish to use these fields to record specific dates such as birthday or book club renewal dates, etc. in your customer records. To add field labels to these date fields, from the Configuration menu, choose <F1> Computer Setup. From the Page drop-down list, select <Customer Settings>. Type the desired field label that you would like displayed in the Customer record beside each of the three date fields: Misc Date 1 Label, Misc Date 2 Label and Misc Date 3 Label.
- You may select customers based on the dates recorded by using the Customer Report <F3> program on the Reports menu. The three miscellaneous date fields in the Customer record have been added to the selection list of data fields so that you may run sales reports or print customer mailing labels using this information.

Utilities

- **Customer Replace Utility** - New Customer Utilities Menu <F10> was added to the main Utilities Menu. The new Customer Utilities Menu includes a Customer Replace Utility program, which allows you to make "global" changes to the information in certain data fields in customer records. The data fields on the Customer Replace Utility are arranged in two columns. The data fields on the left side of the screen under the heading *Selection Criteria* allows you to identify the records you want to change by specifying the information in the Customer records as it currently exists. The data fields on the right under the heading *Replacement Criteria* is where you will enter the changes you wish to make to the Customer records.

Prior to processing a change, you have the option to display the list of records that will be selected for change after entering your Selection Criteria on the left side of the screen by pressing the <F9> Print button. Selecting the <Print> option after entering the changes in the Replacement Criteria column will provide a report of the changes that will be made to the selected records if you choose to continue

with the update. After initiating the update by selecting <F11> Process, the specified criteria will remain on the screen and allow running a report by selecting <F9> Print. The <F12> Clear button will remove the information from the data fields on the screen.

Note: Please use caution when using this utility due to its broad capabilities. We recommend setting access restrictions to this program in Security per your discretion.

- **Book Club Utility** - The New Customer Utilities Menu also includes a Book Club Utility program where you may edit a customer's Book Club Units or Book Club Amount on their individual Customer record. This program will provide a quick easy way to enter beginning balances or edit Book Club values.

To select a customer's record to edit, click on the appropriate line displayed in the grid. The customer's record will display below the grid where you may edit their BC Units or BC Amount. The <F12> Clear button will remove the customer's record from the edit line. After entering the desired change, select <F2> Update to initiate the change.

Note: Please use caution when using this utility due to its broad capabilities. We recommend setting access restrictions to this program in Security per your discretion.

- **Yearly Update** – Various processing changes were made.

Recency, Frequency, Money (RFM) Analysis

Increase response rates to your store promotions by using the RFM Analysis feature included in this software upgrade. This new analysis function is accessible from the Utilities Menu under the new <F4> Customer Analysis sub menu. The RFM Analysis feature will give you the opportunity to analyze your customers previous behavior in order to determine how likely they will be to respond to a future new offer or store event.

To use this analysis feature, you must track customer purchases at the Point of Sale, which builds a customer sales history file on IBID/ie. The RFM sorting will be done by transmitting your customer sales history file to the IRT/IBID Hub. Once the processing is complete, you will initiate pulling the file back to your IBID/ie system where each customer's record will be updated with their RFM score. An overview of the sorting process follows:

The customer sales history file includes each customer's purchasing dates, number of transactions and dollars spent. The sales history will first be sorted by purchase date and those with the most recent purchase date will be given a code of '5' for **Recency**. The next group would receive a 4, etc. Every customer in the database will have a score of 5, 4, 3, 2 or 1 for Recency. Frequency ranks each customer on the number of transactions they have accumulated. Next, they will be ranked from the most to the least **Frequent**, coding the top group as 5 and less frequent as 4, 3, 2 or 1. The third ranking is based on their total sales dollar. Those spending the most money will receive a 5 ranking for **Money**, and the others 4, 3, 2 or 1.

When the processing is completed, each customer in your database will have a three digit RFM score, which will be recorded in a new field (RFM #) in their Customer record. The date parameters from the Recency calculation will also be included on each Customer record.

The RFM analysis procedure requires an initial system configuration setup. Please contact your primary IRT/IBID customer service representative for assistance if you wish to use this analysis.

After your system is setup for RFM processing, there are two steps to the RFM analysis:

- **Transmit File for Sorting** – From the Utilities Menu, select <F4> Customer Analysis, then select <F3> RFM Sort. Choose Transmit <F7> to send your customer sales history file to the IRT/IBID Hub server for processing. Depending on the size of your file, it may take a while to complete the sort.
- **Receive File and Update Customer Records** – To receive the file and update your customer records with their RFM ranking, select Receive <F8>.

You may select customers based on their RFM score by using the Customer Report program on the Reports menu. The RFM field in the Customer record has been added to the selection list of data fields so that you may run sales reports or print customer mailing labels using this valuable information.

Customer List

A new program designed to Mark customer records has been added to the Utilities Menu under the new <F4> Customer Analysis sub menu called Customer List <F2>. The Customer List function is used to combine groups of customers who may not otherwise have anything else in common in order to select them for reporting or printing mailing labels. The Customer List program will enable you to review your tracked sales history and Mark each customer record who meets the criteria you specify in the Selection Criteria section. In other words, you may want to mark customers who purchased a particular item or a specific author to print mailing labels or run reports. A summary of the procedure follows:

- From the Utilities Menu, select <F4> Customer Analysis, then select <F2> Customer List.
- Enter desired Selection Criteria.
- Enter a Starting and Ending date range to review.
- Choose one of the ten available marking fields in the Customer record and add a List Name to the field you wish to mark. The List Name you enter will appear on the Customer record screen. Any previous marking in the field selected will be cleared.
- When you are ready to transmit your instructional file to the IRT/IBID Hub for processing, select <F11> Process. Depending on the size of your file, it may take a while to complete the processing.
- To retrieve your processed file from the Hub, choose <F8> Receive. The file received from the Hub will include the Customer numbers that were selected, the List Name and the Mark position. IBID/ie will then update the customer file

accordingly. The customers who met the criteria specified will have an 'X' marking in their customer record beside the List Name field specified.

You may select customers based on the Marking by using the Customer Report program on the Reports menu. The Marking field(s) in the Customer record have been added to the selection list of data fields so that you may run sales reports or print customer mailing labels using this information.