



## PRESS RELEASE

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### OECD chooses Turpin as its fulfilment and distribution partner

The Organisation for Economic Co-operation and Development (OECD) has chosen Turpin Distribution Services Ltd., to be its new global fulfilment and distribution partner with effect from July 1<sup>st</sup> 2001. Turpin will begin work immediately to handle all aspects of order processing, customer service and delivery for the OECD's printed, CD-Rom and online publications.

"The past months have been very difficult for customers who have had to put up with a skeleton service while we looked for a new fulfilment and logistics partner," commented Patrice Maubourguet, OECD's Publisher, "but our customers can now look forward to a rapid improvement in service. We are very pleased to have found a professional fulfilment partner with extensive experience in this specialised field."

Helmut Bruggemann, OECD's Head of Sales & Logistics commented, "Turpin has opened a US warehouse and customer services department to cater for the OECD's requirements to serve customers in North America. They have also increased their ability to work in the major European languages, another key requirement for the OECD, and will be issuing documentation and dealing with enquiries in French, Spanish and German as well as English. These are important elements in a professional, global sales operation."

Turpin will be responsible for order processing, order and claims management and delivery for all OECD periodicals, books, CD-Roms, diskettes and SourceOECD (online) products. The OECD's own network of Centres will continue to provide customer service support to key clients, especially for the OECD's new online service, SourceOECD. "In common with other vendors of large online services, we are learning that the launch of SourceOECD means we need to devote more time listening to client needs," said Toby Green, OECD's Head of Marketing. "With Turpin taking over the day-to-day administration of order processing, claims etc, my colleagues in the OECD Centres will be able to spend more time with key clients helping them get the most from SourceOECD."

Commenting on the agreement, Lorna Summers, Managing Director of Turpin, said: "We are delighted to have been selected by OECD as their global partner. OECD is a prestigious international organisation with a major publishing programme and my staff and I look forward to playing a key role in helping them meet their customer needs".

Albert Prior, Director of Swets Publisher Services, stated: " We have recently established a new division at Swets to provide a growing range of services to publishers and Turpin is at the heart of this development. The decision by OECD - which is a leading global publisher with demanding distribution and fulfilment requirements - to work with Turpin for their publication needs, is highly valued."

OECD is a major intergovernmental organisation, comprising 30 member countries, dedicated to helping governments identify good practice in managing their economies in the widest sense. The research undertaken by the Organisation is made available via its extensive publishing programme, which comprises some 19 periodicals (including the *OECD Economic Outlook* and

OECD Economic Surveys) and about 150 annuals and monographs a year. OECD is famous for its statistics, such as *Main Economic Indicators*, published in print, CD-Rom and online form. Most recently, OECD launched SourceOECD, its innovative online portal that includes all of its periodicals, books and statistical databases.

Turpin Distribution Services Ltd. is part of Swets' Publisher Services Division, which has recently been set up to offer a range of distribution, marketing and electronic services to publishers. It is a global information services company that distributes internationally for over 40 specialist and academic publishers, and is one of Europe's largest independent distributors of specialist publications, CD-Roms, software and allied products and handles over two million despatches annually.

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