

A customer says they want a book...

WHAT DO I DO?

If a customer asks you for a book, they probably want you to print it from paperight.com. Here's how it works.

- 1) **Make sure your paperight.com account is topped up with Paperight credits.** You need credits to buy licences to print books. (You'll pass on the cost of the credits when you charge your customer.)
- 2) **Log in to paperight.com.** Make sure you always have your login details on hand. If you don't know them, ask your manager for them. Your manager should create a personal paperight.com login for you on your shop's account.
- 3) **Search for the book's title in the search bar.** You can also search by genre by clicking the "browse" button. Confirm that the book you've found is what the customer wants. Download a free preview to double-check if necessary.
- 4) **Calculate the amount that you will charge the customer** by using the price calculator on the right of the screen. Paperight.com will estimate how much you should charge for printing. Adjust this amount yourself to add binding or other costs. The total you should then charge to cover your licence fee is shown in big black numbers.
- 5) **Put in the customer's name and phone number** in the "Customer details" boxes. You can then click "buy now" to buy a licence to print the book. The Paperight website will automatically prepare a PDF for download.
- 6) Scroll down on the product page to find the "Licences" section. Once your customer has paid you, **click the "Download" button to download the file to your computer.**
- 7) Once the book has been printed, **immediately delete the book's file from your computer.** And you're done!

Questions? Call 021 671 1278
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