

# Service Requests

- [Stock Request](#)
- [Author Copy Request](#)
- [Book Shop Request](#)
- [Subscription Cancellation](#)
- [Payment Method Change](#)
- [Book Production Query](#)
- [Post-Publication Erratum Request](#)
- [Blurb Correction Request](#)
- [Usage Figures Request](#)
- [High-Resolution Cover Request](#)
- [Translation Request](#)

# Stock Request

## Overview

<b>Customer Type</b>	<a href="#">Distributor</a>
<b>Communication Channel</b>	<a href="#">Email</a>
<b>Purpose</b>	The purpose of this procedure is to respond to a distributor request for restocking.

## Steps: Asterism Books

### Ordering

- Our US distributor [Asterism Books](#) periodically sends out new stock requests to our email address [info@punctumbooks.com](mailto:info@punctumbooks.com) with the title "New Stock Request from Asterism."
- The email contains a URL to the Stock Request on their platform listing the publications titles and amounts.

Issued to punctum books on September 22, 2025 9:28 PM | Last updated: September 30, 2025 8:40 PM Send Nudge

### Stock Request ASR-0925-4SDDPC

**Hi publisher! Here's what we need from you:** If any item issued should be marked as out of print, has an extended lead time, or won't be sent in the quantity we requested, etc., let us know using the **Publisher Notes** field below. You can also mark products as Out of Print yourself by editing your product pages. When you have shipping information, please add a ship date and tracking to the **Shipments** section.

#### Stock Request Items

ID	Title	Requested	Received	Damaged	Net Rec.	Status
9781685712761	The Poet as Experiencer	20	0	0	0	Open
9781685712280	The Mediterranean Question	10	10	0	10	Received

#### ASTERISM NOTES

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#### PUBLISHER NOTES

Let us know if any items are out of stock, will be shipped later, etc.

sent!

#### Shipments

SHIPPING TO Asterism Books ATTN: New Inventory 568 1st Avenue S, Ste 120 Seattle, WA 98104 (206) 485-4829	SHIP DATE 09 / 22 / 2025	TRACKING	ITEMS	Delete Shipment
			The Poet as Experiencer x 20 <span>Remove</span> The Mediterranean Question x 10 <span>Remove</span>	

Add Shipment

- Go into the backend of [Amazon Kindle Direct Publishing](#) and send out the requested [author copies](#) to Asterism, using the mailing address provided in the Stock Request.
- Mark the shipment date on the Stock Request.

## Steps: YBP

### Ordering

- Our academic library distributor YBP periodically sends out new stock requests to our email address [info@punctumbooks.com](mailto:info@punctumbooks.com) with the title "YBP Book Order."
- The emails contains a PDF with the Purchase Order.
- Go into the backend of [Amazon Kindle Direct Publishing](#) and send out the requested [author copies](#) to YBP, using the mailing address provided in the Purchase Order.

Make sure the PO number is added to shipping address by editing the existing entry in the KDP address book.

### Invoicing

- Create an invoice to YBP with the Purchase Order number and 40% discount.
- Send the invoice URL to [ap@ybp.com](mailto:ap@ybp.com) with the Purchase Order number in the subject.

## Additional Information

### Document Control

<b>Document ID</b>	ISRM-SR-001
<b>Document Owner</b>	Vincent
<b>Version</b>	1.1
<b>Last Date of Change</b>	October 2, 2025
<b>Next Review Due Date</b>	
<b>Version &amp; Change Tracking</b>	1.0: Document creation 1.1: Added section Steps: YBP

# Author Copy Request

## Overview

<b>Customer Type</b>	<a href="#">Author</a>
<b>Communication Channel</b>	<a href="#">Email</a>
<b>Purpose</b>	The purpose of this procedure is to respond to an author requesting author copies.

## Steps

### Ordering

- Log in to the KDP backend: [https://kdp.amazon.com/en\\_US/bookshelf](https://kdp.amazon.com/en_US/bookshelf)
- Select the correct title
- Click **Order author copies**
- Select amount and marketplace (see below)
- You can add multiple titles to the same order
- Follow the address/shipping/payment instructions. Never choose Prime.

### Invoicing

- Apart from gratis author copies that are provided upon release (details for each book in the author email sent out upon release), authors get 50% discount.
- Standard due date 30 days from invoice date.
- Send out the [invoice](#) via email.

## Additional Information

### Amazon Marketplaces

- Amazon.com.au: Australia
- Amazon.ca: Canada
- Amazon.fr: France; sometimes other EU countries
- Amazon.de: Germany; sometimes other EU countries
- Amazon.es: Spain
- Amazon.it: Italy
- Amazon.co.uk: UK; sometimes other European countries
- Amazon.com: Any other country

- For Brazil, request an ID number from the one who receives the order. You'll need to supply to complete the order.

We don't ship to Switzerland

## Document Control

<b>Document ID</b>	ISRM-SR-002
<b>Document Owner</b>	Vincent
<b>Version</b>	1.0
<b>Last Date of Change</b>	October 2, 2025
<b>Next Review Due Date</b>	
<b>Version &amp; Change Tracking</b>	1.0: Document creation

# Book Shop Request

## Overview

<b>Customer Type</b>	<a href="#">Book Shop</a>
<b>Communication Channel</b>	<a href="#">Email</a>
<b>Purpose</b>	The purpose of this procedure is to respond to a book shop requesting copies.

## Steps

### Ordering

- Log in to the KDP backend: [https://kdp.amazon.com/en\\_US/bookshelf](https://kdp.amazon.com/en_US/bookshelf)
- Select the correct title
- Click **Order author copies**
- Select amount and marketplace (see below)
- You can add multiple titles to the same order
- Follow the address/shipping/payment instructions. Never choose Prime.

### Invoicing

- Book shops get 40% discount.
- Standard due date 30 days from invoice date.
- Send out the [invoice](#) via email.

## Additional Information

### Amazon Marketplaces

- Amazon.com.au: Australia
- Amazon.ca: Canada
- Amazon.fr: France; sometimes other EU countries
- Amazon.de: Germany; sometimes other EU countries
- Amazon.es: Spain
- Amazon.it: Italy
- Amazon.co.uk: UK; sometimes other European countries
- Amazon.com: Any other country

- For Brazil, request an ID number from the one who receives the order. You'll need to supply to complete the order.

We don't ship to Switzerland

## Document Control

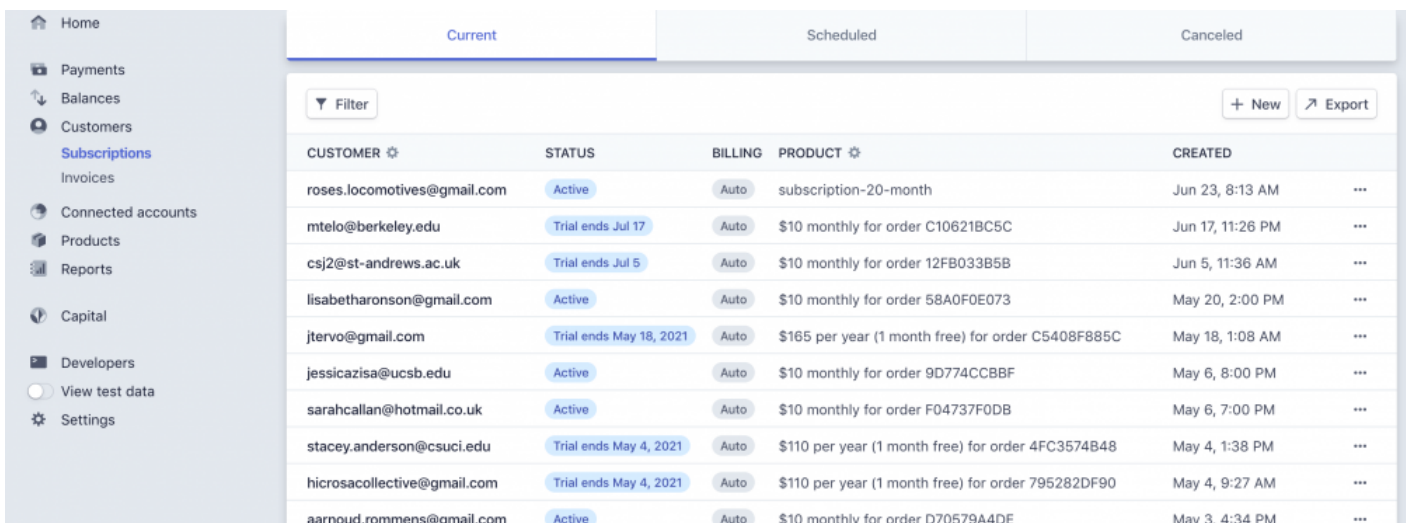
<b>Document ID</b>	ISRM-SR-002
<b>Document Owner</b>	Vincent
<b>Version</b>	1.0
<b>Last Date of Change</b>	October 2, 2025
<b>Next Review Due Date</b>	
<b>Version &amp; Change Tracking</b>	1.0: Document creation

# Subscription Cancellation

The donations and membership from the [Support](#) page directly link to Stripe and Paypal, and data are no longer stored locally on our website. As a result, these subscriptions are managed directly in the Stripe and Paypal backends.

## Cancellation in Stripe

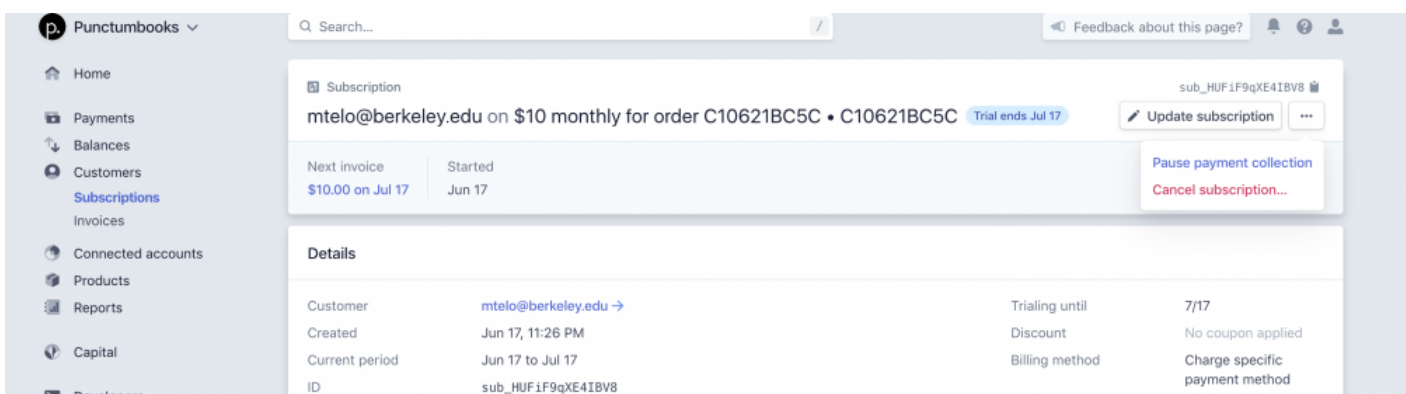
Memberships can be found in the leftside menu under Costumers > Subscriptions.



The screenshot shows the Stripe Subscriptions page with a sidebar menu on the left and a table of subscriptions. The sidebar menu includes: Home, Payments, Balances, Customers, Subscriptions (highlighted), Invoices, Connected accounts, Products, Reports, Capital, Developers, View test data, and Settings. The table has columns for CUSTOMER, STATUS, BILLING, PRODUCT, and CREATED. The subscriptions listed are:

CUSTOMER	STATUS	BILLING	PRODUCT	CREATED
roses.locomotives@gmail.com	Active	Auto	subscription-20-month	Jun 23, 8:13 AM
mtelo@berkeley.edu	Trial ends Jul 17	Auto	\$10 monthly for order C10621BC5C	Jun 17, 11:26 PM
csj2@st-andrews.ac.uk	Trial ends Jul 5	Auto	\$10 monthly for order 12FB033B5B	Jun 5, 11:36 AM
lisabetharonson@gmail.com	Active	Auto	\$10 monthly for order 58A0F0E073	May 20, 2:00 PM
jtervo@gmail.com	Trial ends May 18, 2021	Auto	\$165 per year (1 month free) for order C5408F885C	May 18, 1:08 AM
jessicazisa@ucsb.edu	Active	Auto	\$10 monthly for order 9D774CCBBF	May 6, 8:00 PM
sarahcallan@hotmail.co.uk	Active	Auto	\$10 monthly for order F04737F0DB	May 6, 7:00 PM
stacey.anderson@csuci.edu	Trial ends May 4, 2021	Auto	\$110 per year (1 month free) for order 4FC3574B48	May 4, 1:38 PM
hicosacollective@gmail.com	Trial ends May 4, 2021	Auto	\$110 per year (1 month free) for order 795282DF90	May 4, 9:27 AM
aarnoud.rommens@gmail.com	Active	Auto	\$10 monthlv for order D70579A4DE	Mav 3. 4:34 PM

In this list you can both the legacy subscriptions (identified with a hex code), and the new ones through Easy Digital Downloads. To cancel a subscription, click on the pertinent email address and select Cancel Subscription under the ellipsis menu in the upper right corner.



The screenshot shows the Stripe Subscriptions page with a sidebar menu on the left and a detailed view of a subscription. The sidebar menu includes: Home, Payments, Balances, Customers, Subscriptions (highlighted), Invoices, Connected accounts, Products, Reports, Capital, Developers, View test data, and Settings. The detailed view shows the following information:

- Subscription: mtelo@berkeley.edu on \$10 monthly for order C10621BC5C • C10621BC5C (Trial ends Jul 17)
- Next invoice: \$10.00 on Jul 17
- Started: Jun 17
- Details: Customer (mtelo@berkeley.edu), Created (Jun 17, 11:26 PM), Current period (Jun 17 to Jul 17), ID (sub\_HUFiF9qXE4IBV8), Trialing until (7/17), Discount (No coupon applied), Billing method (Charge specific payment method)

## Cancellation in Paypal

Cancellation through Paypal is not possible from our end. The customer should enter their own Paypal account and cancel the subscription from there.

# Paid Memberships Pro

Paid Membership Pro subscriptions run through both [Paypal](#) and [Stripe](#), and are managed through the punctum books backend. Because Paid Membership Pro stores customer details on the Wordpress site, this is no longer a secure way to manage subscriptions. These are to be slowly phased out.

ID	Username	First Name	Last Name	Display Name	Email	Billing Address	Level	Level ID	Fee	Registered	Start Date
89266	csj2	—	—	csj2	csj2@st-andrews.ac.uk		\$10 monthly	1	\$10.00 + \$10.00 per Month	June 5, 2020	June 5, 2020
89265	Lisa Aronson	—	—	Lisa Aronson	lisabetharonson@gmail.com		\$10 monthly	1	\$10.00 + \$10.00 per Month	May 20, 2020	May 20, 2020
89264	mariotelo	—	—	mariotelo	mtelo@berkeley.edu		\$10 monthly	1	\$10.00 + \$10.00 per Month	May 18, 2020	May 18, 2020
89263	jzisa	—	—	jzisa	jeslicazisa@ucsb.edu		\$10 monthly	1	\$10.00 + \$10.00 per Month	May 7, 2020	May 7, 2020
89262	sarahallan	—	—	sarahallan	sarahcallan@hotmail.co.uk		\$10 monthly	1	\$10.00 + \$10.00 per Month	May 7, 2020	May 7, 2020
89261	doctordaisy	—	—	doctordaisy	stacey.anderson@csucl.edu		\$110 per year (1 month free)	4	\$110.00 + \$110.00 per Year	May 4, 2020	May 4, 2020
89260	hic rosa	—	—	hic rosa	hicrosacollective@gmail.com		\$110 per year (1 month free)	4	\$110.00 + \$110.00 per Year	May 4, 2020	May 4, 2020

## Cancellation

Membership can be edited and canceled by clicking on the pertinent account. To cancel, change Membership Level to -- None --.

**Wordfence Login Security**

**2FA Status** Disabled: Two-factor authentication is not currently enabled for this account. [Manage 2FA Settings](#)

**Membership Level**

Current Level: **-- None --** \$10.00 per Month.

**Subscription Updates**

Subscription updates, allow you to change the member's subscription values at predefined times. Be sure to click **Update** [+ New Update](#)

**Opt-in Mailchimp Audiences**

# Document Control

<b>Document ID</b>	ISRM-SR-003
<b>Document Owner</b>	Vincent
<b>Version</b>	1.0
<b>Last Date of Change</b>	November 28, 2025
<b>Next Review Due Date</b>	
<b>Version &amp; Change Tracking</b>	1.0: Document creation

# Payment Method Change

When a subscriber wants to change their payment method

## Document Control

<b>Document ID</b>	ISRM-SR-004
<b>Document Owner</b>	Vincent
<b>Version</b>	1.0
<b>Last Date of Change</b>	November 28, 2025
<b>Next Review Due Date</b>	
<b>Version &amp; Change Tracking</b>	1.0: Document creation

# Book Production Query

When an author wants to know something about the production process.

[search FAQ](#)

[add to FAQ](#)

## Document Control

<b>Document ID</b>	ISRM-SR-005
<b>Document Owner</b>	Vincent
<b>Version</b>	1.0
<b>Last Date of Change</b>	November 28, 2025
<b>Next Review Due Date</b>	
<b>Version &amp; Change Tracking</b>	1.0: Document creation

# Post-Publication Erratum Request

When an author wants to change something post-publication

## Document Control

<b>Document ID</b>	ISRM-SR-006
<b>Document Owner</b>	Vincent
<b>Version</b>	1.0
<b>Last Date of Change</b>	November 28, 2025
<b>Next Review Due Date</b>	
<b>Version &amp; Change Tracking</b>	1.0: Document creation

# Blurb Correction Request

when it is requested the blurb is changed after Eileen reviewed it > to be approved by Eileen

## Document Control

<b>Document ID</b>	ISRM-SR-007
<b>Document Owner</b>	Vincent
<b>Version</b>	1.0
<b>Last Date of Change</b>	November 28, 2025
<b>Next Review Due Date</b>	
<b>Version &amp; Change Tracking</b>	1.0: Document creation

# Usage Figures Request

When an author asks for usage stats, either sales figures or downloads.

## Document Control

<b>Document ID</b>	ISRM-SR-008
<b>Document Owner</b>	Vincent
<b>Version</b>	1.0
<b>Last Date of Change</b>	November 28, 2025
<b>Next Review Due Date</b>	
<b>Version &amp; Change Tracking</b>	1.0: Document creation

# High-Resolution Cover Request

When an author or publicity outlet request a high-/print-resolution cover.

## Document Control

<b>Document ID</b>	ISRM-SR-009
<b>Document Owner</b>	Vincent
<b>Version</b>	1.0
<b>Last Date of Change</b>	November 28, 2025
<b>Next Review Due Date</b>	
<b>Version &amp; Change Tracking</b>	1.0: Document creation

# Translation Request

## Overview

<b>Customer Type</b>	Publisher
<b>Communication Channel</b>	<a href="#">Email</a>
<b>Purpose</b>	The purpose of this procedure is to respond to a publisher requesting to publish a translation of one of our titles.

## Steps

- Check the license of the original publication
- If the publisher wants to publish under a similar (open) license:
  - No fees
  - Set up contract (template in Punctum Accounting > Contracts > Downstream Rights Contracts)
  - Inform author
- If the publisher does not want to publish under an open license:
  - Negotiate royalties
  - Set up contract (template in Punctum Accounting > Contracts > Downstream Rights Contracts)
  - Inform author
  - Ask author to invoice 50% of the royalties

## Additional Information

## Document Control

<b>Document ID</b>	ISRM-SR-010
<b>Document Owner</b>	Vincent
<b>Version</b>	1.0
<b>Last Date of Change</b>	November 28, 2025
<b>Next Review Due Date</b>	
<b>Version &amp; Change Tracking</b>	1.0: Document creation