BULK BOOKSTORE REVOLUTIONIZES THEIR QUOTING PROCESS USING B2B NINJA



Bulk Bookstore services over 35,000 schools, businesses and non-profits who require a quote before they can make any large purchases. The time of the sales staff is limited, so being efficient is critical to making sales.

The Problem

Bulk Bookstore was losing too much time manually entering quotes that could be as long as 125 unique items. With quotes accounting for 25% of their business, something needed to change.

The Solution

Customers populate quote requests through B2B Ninja, which seamlessly integrates with BigCommerce. Sales staff can use the B2B Ninja dashboard to respond to requests with custom quotes which include a unique checkout link.

The Result

Bulk Bookstore saves significant time using B2B Ninja's seamless BigCommerce integration, removing the need for manual data entry. The included checkout links make it easy for customers to finalize their purchases.

"It's completely enhanced the way we run our business."

- Heather Bradley, Operations Manager at Bulk Bookstore

Managing customer quotes and custom pricing for your products can be an exhausting, chaotic and inefficient process. B2B Ninja will not only alleviate these pains but revolutionize your quoting process.

Customers Build their Quote

Customers build their own quote request directly from your BigCommerce storefront

Quickly Review, Edit, and Send Quotes

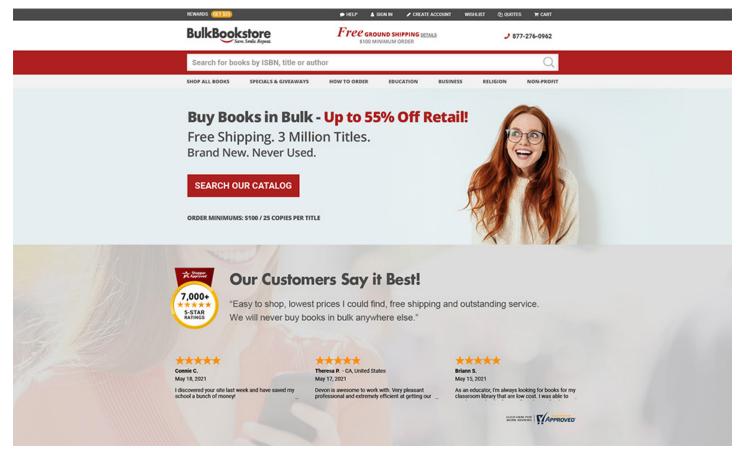
Team members can easily review, edit, and modify quotes from the B2B Ninja dashboard

Seamlessly Transition from Quote to Order

Quotes can include a checkout link so customers can complete their purchase from the cart

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The Bulk Bookstore Success Story

Bulk Bookstore makes it easy for over 35,000 businesses, K-12 schools, teachers and districts, non-profit organizations, religious groups, and government entities to purchase books in bulk.

With so many institutional buyers that require quotes for their approval process, Bulk Bookstore was spending countless hours manually creating and sending quotes. This created many problems: it required an immense amount of employee time, the manual quotes were difficult to track, quotes didn't look professional, and custom discounts couldn't be applied. In some cases, customers were forced to manually find the items and recreate carts multiple times. This made it difficult for customers to place orders and each step was laborious and error prone.

Then Bulk Bookstore found B2B Ninja. Today, Bulk Bookstore uses B2B Ninja to send over 640 quotes a month.

B2B Ninja helps Bulk Bookstore simplify their quoting process, cut down on manual data entry, and allows customers more autonomy to build their own quotes.



Simplifies the Quoting Process

Before moving to B2B Ninja, Bulk Bookstore's quoting process was time-consuming, outdated, and prone to human error. All they could do was send potential customers a link to their website. It was difficult for them to offer additional discounts to their customers.

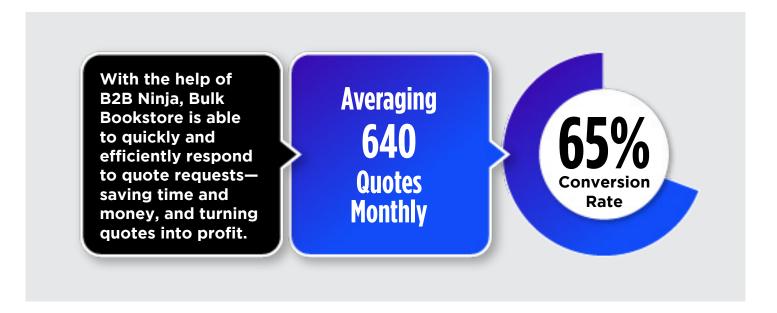
Their sales team spent their time sending emails back and forth with customers, entering and reentering information. It was far from the best use of their time.

That's one area where B2B Ninja has made a huge difference for Bulk Bookstore. "B2B Ninja simplified the process for us," says Heather. "It allowed the customer a lot more autonomy which freed up our sales team to jump into other things and really grow our sales."

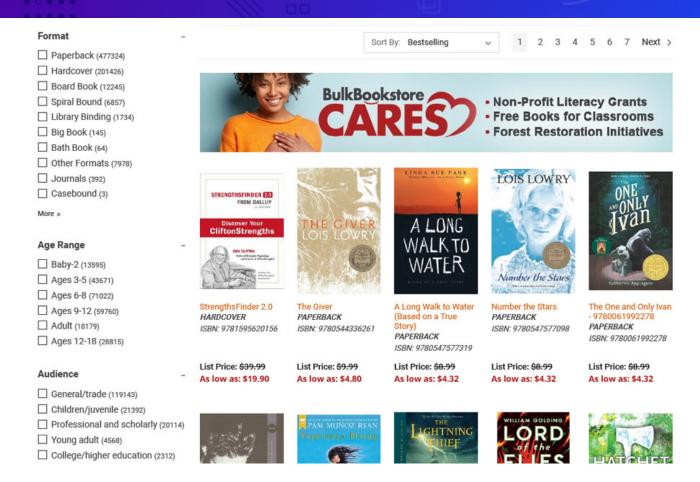
Bulk Bookstore's quotes look more professional, and now it's easy for customers to finalize their orders using the link they get from B2B Ninja. In an industry where being able to get a quote to a customer quickly creates an advantage over competitors, B2B Ninja has made a big difference for Bulk Bookstore. "It's completely enhanced the way we run our business."

With B2B Ninja, Bulk Bookstore can easily track quotes, orders, and discounts. It makes no difference whether customers request 25 items or 125 items, B2B Ninja handles it. Bulk Bookstore has been spared the expense of hiring extra people just to handle quoting.

"It's been amazing what B2B Ninja has helped us do," says Heather.







Easy to Use and Implement with Excellent Support

B2B Ninja was easy for Bulk Bookstore to introduce to their staff. Heather calls it, "one of the easiest solutions we use."

Bulk Bookstore had their entire staff up to speed on B2B Ninja in less than a month. Everyone in the company has used it and been impressed with how simple it is to learn.

This ease of use is backed up by B2B Ninja's attentive and robust support.

Bulk Bookstore needs B2B Ninja to talk to all the different systems they use, and the B2B Ninja team have been with them the whole time to make sure they get the most out of their experience. "It's really been a pleasure working with the B2B Ninja team," says Heather.

B2B Ninja's support has allowed Bulk Bookstore to find their ultimate quoting solution, saving them time and energy and allowing them to focus their sales team on reaching new customers.



LEARN MORE BY VISITING B2BNINJA.COM

B2B Ninja can help you manage quotes in a variety of ways

Ø	Fully integrated with BigCommerce	Product SKUs, descriptions, price, and more automatically update when modified in BigCommerce
	Easy for Customers	Customers can build their own quote directly from product and cart pages
Ø	Eliminate Manual Data Entry	Customers can fill out their own requests which show up in your B2B Ninja Dashboard
Ø	Seamless Checkout from Quote	When a quote is sent, it includes a custom checkout link which auto-populates the BigCommerce cart with all SKUs and discounts applied
Ø	Custom Quote Templates	Create fully custom quote templates that fit your branding perfectly
Ø	Quote Status Tracking	Track whether or not a quote has been opened, responded to, ordered, or delivered
Ø	Build Quotes from Scratch	Create your own quotes for customers easily selecting SKUs from your BigCommerce store
Ø	PDF Quote Creation	Easily send HTML quotes with a copy of the quote in .pdf format attached
Ø	Mobile Optimized	Send quotes on the go, no app necessary
Ø	World Class Support	Amazing support comes standard with all B2B Ninja plans