

## CCH Offers Follow-up to Reverse Site Visits

by Betty Roeske

The following represents a list of the concerns raised by the library participants during the reverse site visits by CCH and responses from CCH and the libraries.

*Issues raised by D'Angelo Law Library on October 30, 2000*

Issue 1: How can the library obtain replacements for old transfer binders from the 1960s?

CCH: Generally, this type of request represents a special order and requires special attention at CCH. The request can be made through Customer Service. CCH provided new transfer binders to D'Angelo Law Library.

Issue 2: How does the library get purchase order numbers added to invoices and renewal certificates?

CCH: To have a purchase order number appear on invoices, the customer must provide this number at the time of placing the order. If it is a requirement, the account will be eliminated from our Order Based Renewal process and be issued Renewal Certificates that must be signed and returned with the PO information. The PO information will be keyed at order entry and will appear on the invoice covering the order. If the PO numbers are issued after the order has been renewed and invoiced, the customer should call Customer Service at 800/449-6439 and give the customer-service representative the PO information. We will then issue a revised invoice with the PO number appearing.

Issue 3: Could CCH improve the "marketing" of new or improved customer services to law librarians?

CCH: We are now in the process of launching initiatives in this area. We will be enhancing our Customer Service Web site, which will help us communicate our services to law librarians more effectively. We will also be reissuing the *Doing Business with CCH* booklet at the AALL Annual Meeting, where new services will be featured. At the annual conference, we will have customer-service staff at our booth and in the Tech Center to talk about our new and improved services.

*Issues raised by Katten Muchin Zavis on November 2, 2000*

Issue 4: Can CCH's Web site claiming/ordering be streamlined to reduce typing — e.g., use drop-down menus instead?

CCH: This is on our list of enhancements and part of our current site improvements project, but it will likely not happen in the short term.

Issue 5: Can CCH send separate NILS releases in envelopes?

CCH: This issue has been addressed as part of the transition of NILS Customer Service to CCH Chicago.

Issue 6: Can CCH improve Interactive Voice Response prompts to reflect all available options?

CCH: We are considering improvements here to make the system more comprehensive without providing users with unnecessary information, which would have the effect of slowing the process down.

Issue 7: Labor case volumes were slow to be produced.

CCH: The solution to this problem was already under way in the editorial group when it was reported by KMZ to the CCH site visitors. They are now being produced in a more timely fashion so current volumes are no longer too full.

Issue 8: Labels for *Standard Federal Tax Reporter* would not stick.

CCH/Library: CCH is using a new adhesive. KMZ believes this problem has been resolved.

Issue 9: There was difficulty in determining the last release for the *Standard Federal Tax Reporter*.

CCH: We are working to include this as an enhancement to our Customer-Service site later this year, where we hope to post a Current Mail calendar and address this issue.

*Issues raised by Allstate Insurance personnel on November 6, 2000*

Issue 10: Prices for customers who purchase both Internet and print subscriptions should be more reasonable.

CCH: Pricing issues are outside of the purview of Customer Service, which conducted the site visits. Customers with specific questions in this area should contact their sales representatives.

Issue 11: The library needs bound volumes to complete the printed set and also needs the printed summary sheets to route.

Library: The printed summary sheets are not available for all products. Business and finance reports are available only on the Internet. As to bound volumes, the library is able to keep *Employment Practices Decisions*, *Labor Cases* and *NLRB Decisions* updated by purchasing bound volumes at a cost of approximately \$17 each. Allstate personnel feel that this is a reasonable charge for each volume even if the bound volumes are free with the print subscription.

Issue 12: Can CCH make more titles available through standing order?

CCH: Not all titles are made available through standing orders.

Issue 12: CCH needs to send additional binders automatically.

Library: The library transferred most of our subscriptions to the Internet, so binders are no longer a problem.

Issue 13: Can CCH's tax identification number be clearly printed on each invoice and the sales tax be clearly identified for each title?

CCH: The tax ID number appears on the face of each invoice (at the top — under remittance address). The number is identified as Federal ID #13-3504158.

Each invoice that covers taxable materials indicates tax amounts for each line of the invoice. In some locations different media types — print vs. electronic vs. software — have different tax statuses or rates. Each invoice a particular customer receives will show taxes as appropriate for the product and the shipping location.

Issue 14: NILS sends invoices out with its product, while CCH sends out invoices separately. Sales tax is now being applied.

CCH: CCH will send an annual bill for insurance law updates, which will save the time and expense of matching packing slips to invoices and cutting separate checks. Some NILS customers will note that sales tax has been applied to their orders. As a result of the integration of NILS into the CCH business, the number of jurisdictions in which CCH is required to assess sales tax has increased.

Issue 15: CCH is planning Web page enhancements for claiming and ordering.

Library: The library personnel have started to use the CCH Web page for ordering missing reports and missing pages. The e-mail response feature is popular.

It has been difficult obtaining missing NILS pages during the transition. It is hoped that requesting missing pages will not be a problem in the future.

CCH: You will be able to order missing NILS pages and reports on the CCH Web site.

Additional questions and answers from CCH's site visit can be found at <http://www.aallnet.org/committee/criv/news/sitevisit/index.htm>.

**Betty Roeske** ([betty.roeske@kmz.com](mailto:betty.roeske@kmz.com)) is technical services librarian at Katten Muchin Zavis in Chicago.