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Date: Wed, 23 Jan 2008 12:29:15 -0500
From: "PublishAmerica Author Support Team" <support@publishamerica.com>
To:
Subject: Royalties, And Then More Royalties

Dear Author,

February is royalty month.

As always, at the end of next week, January 31, all sales in the previous six months that PublishAmerica has received payment for will be calculated, royalty percentages will be applied, roughly 25,000 statements and checks will be printed, and **on the last day of February all checks and statements will be put in the mail.** They will go to the addresses that we have on file by the end of January.

This is always a major operation, which requires all hands on deck here. Unlike many other traditional publishers, PublishAmerica has never missed a royalty payment deadline, and **accuracy is our number one priority.** Not only is this what every author would expect from us anyway, but it is also in our own interest: we want to keep the number of queries and questions as low as possible, as a simple matter of efficiency. It appears that we are doing a solid job. Typically **98 percent of our authors are immediately satisfied with their royalty statements,** and only two percent ask any questions at all.

It is our policy to research and answer all royalty questions within seven business days, the results of which generally satisfies ninety percent of the questioners. What remains is roughly 50 royalty questions, or **two-tenth of one percent** out of 25,000 royalty statements, that keep us busy a little longer. Not too bad of a track record, and we are working very hard to keep it that way!

On that note, we will do what we often do when your royalty check looms: authors who want to have copies of their book on hand will receive special discounts, plus **we will pay royalties on those purchases!** These royalties will be included in next month's check.

- * To those who order between **5 - 50 copies:** we offer **40 pct discount, plus we pay royalties;**
- * **51 - 100 copies: 45 pct discount, plus we pay royalties;**
- * **101 or more copies: 50 pct discount, plus we pay royalties.**

Phone orders only, at **301 695-1707**, between **9am - 8pm EST.** Offer expires January 30. Sorry, hardcover books excluded, but **fullcolor books are included this time!**

Thank you.

PublishAmerica Author Support Team