



OSM and Discover Books:

A Collaboration Based on Agility and Reliability

Overview of Discover Books

Discover Books was founded with the goal of diverting the increasing number of printed books from landfills and selling them to readers at affordable prices — the first book company to offer what they call a “self-funded cycle of sustainability” that “lets the stories live on.” The organization collects books from thrift stores, libraries, and retail bins. Books that cannot be sold are donated to charitable causes or then recycled to create organic fiber for home insulation. Discover Books also sells through 30 different online retail platforms. They offer some of the most affordable books on the internet while maintaining a personal touch reminiscent of a corner bookstore.

A Spirit of Partnership and Open Communication

Discover Books’ partnership with OSM began in 2018 when their previous shipping provider abruptly discontinued their services due to financial troubles. At that moment, Discover Books had thousands of packages scattered in various sorting centers across the country. Among the shipping partners they considered, OSM was a good fit — and able to jump on the immediate problems by quickly onboarding Discover Books’ business, establishing credit and managing the backlog of books the previous carrier had left behind. Their prompt action saved Discover Books from potential customer complaints and helped them avoid a costly and time-consuming correction. Discover Books and OSM have since built a strong partnership based on open communication and collaborative problem-solving.



OSM’s cost optimization effectively lowers shipping costs.

Minimizing expenses is essential in maintaining book affordability.

“OSM literally saved the day, there’s no question about it. They’ve been a great partner since the beginning.”

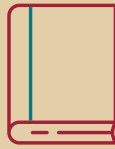
– Gary Broache, CEO, Discover Books

Minimizing Costs to Maintain Competitive Pricing

“The strategic utilization of bulk shipping bins is a testament to our partnership,” says Tom Waugh, Manager of Operations for Discover Books. “The bins come at a cost, so it’s important to be mindful of expenses. Through a mutually beneficial agreement with OSM, they graciously accept the bins dispatched to them and temporarily store them for up to two weeks until a full truckload is amassed. OSM then returns the bulk bins to us for reutilization.” OSM’s ability to optimize processes and reduce costs proves to be invaluable in keeping shipping expenses affordable for used books, aligning with Discover Books’ mission.

Efficient Processing and Distribution

Discover Books takes advantage of the domestic shipping rates OSM has negotiated with USPS for shipping bound printed matter (BPM). Discover Books ships millions of packages annually, with historical volumes reaching up to 10-12 million packages.



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Discover Books
shipped annually

Books that can't be sold or donated are recycled into home insulation, which keeps them out of landfills.

As a [result of the partnership with OSM](#), Discover Books has been able to stabilize its shipping operations and handle the seasonality of its business effectively. The expansion of OSM’s facilities has further supported Discover Books’ growth and success.

OSM’s network of processing facilities has played a crucial role in [streamlining Discover Books’ shipping operations](#). By sorting packages into separate bulk bins, OSM optimizes the use of their line-haul network to reduce processing time and transportation delays. This helps complement Discover Books’ mission of sustainability and helps them deliver books faster while minimizing costs.

Driving Sustainability with Collaboration and Streamlined Shipping

OSM’s expertise in logistics and postal services allows them to offer valuable guidance on optimizing shipping costs. By discussing strategies such as material choices and shipment scheduling, OSM helps Discover Books save money while maintaining a high level of customer service. With OSM acting as a logistics consultant to Discover Books, they have established a [comprehensive partnership](#).

Through dependable delivery, streamlined shipping costs and invaluable expertise, OSM empowers Discover Books to fulfill their dedication to providing affordable reading options and environmental sustainability.

“It’s very important that our clients receive their books in a timely manner. That’s one of the things we were not getting a lot of from other providers. OSM provides consistent and reliable transit times.”

– Tom Waugh, Manager of Operations, Discover Books



Reliable delivery | Exceptional service | Economical rates

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