

BATCH RETURNS GUIDE: HOW TO VIEW AND AUTHORISE RETURNS REQUESTS

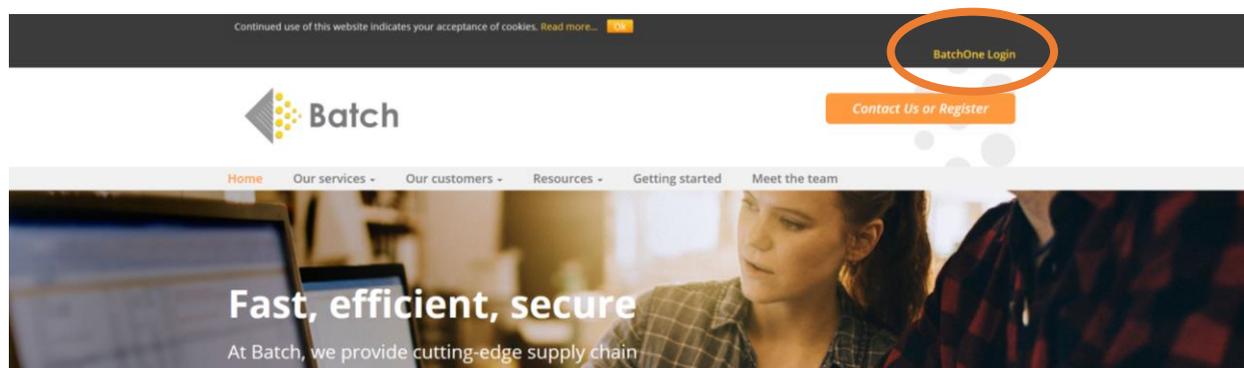
➤ **INTRODUCTION**

Batch is wholly owned by the Bookseller's Association of the UK and Ireland. The Batch Returns system has been designed to help the book trade reduce overheads in the supply chain by improving communication between suppliers and their customers and allowing organisations of all sizes to enjoy the advantages of trading electronically.

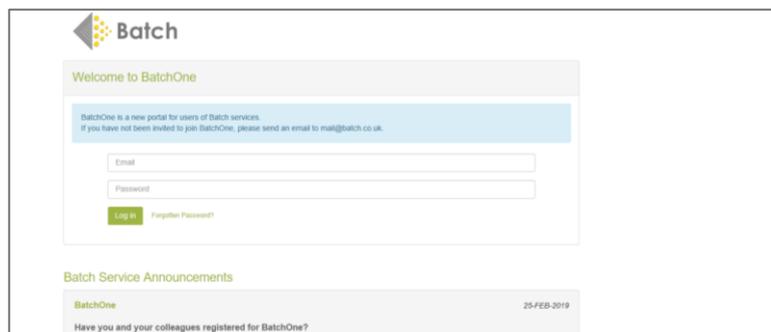
➤ **GETTING STARTED.**

From the Batch website www.batch.co.uk

Click on 'BatchOne Login'



The login page looks like this:



➤ **LOGON USERNAME & PASSWORD**

Once registered, log on using the Username and Password created at registration. For new users, please email mail@batch.co.uk to request an invitation for a BatchOne login.

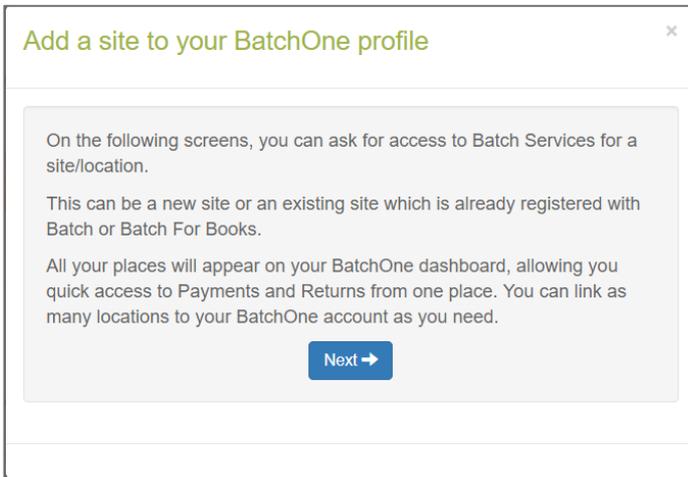
➤ **PASSWORDS**

Passwords must be secure and at least eight characters long, with a mix of lowercase and uppercase letters, numbers and special characters. Batch does not store passwords and you will be asked to reset your password to continue accessing the website.

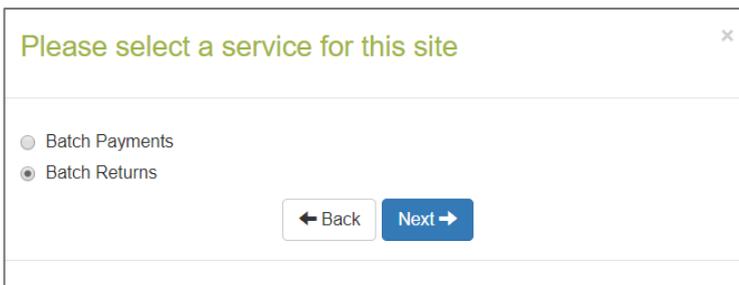
If you have forgotten your password, there is a forgotten password option below. Click on this and this will send out an email for set a new password.

➤ **ADDING SITES**

Once logged on to BatchOne, clicking on the 'Add Site' button at the bottom left hand corner of the page instructs you how to add Returns to your profile:



Once logged on to BatchOne you must add the sites that you wish to use. In this instance, you will need to add 'Returns' to your dashboard.



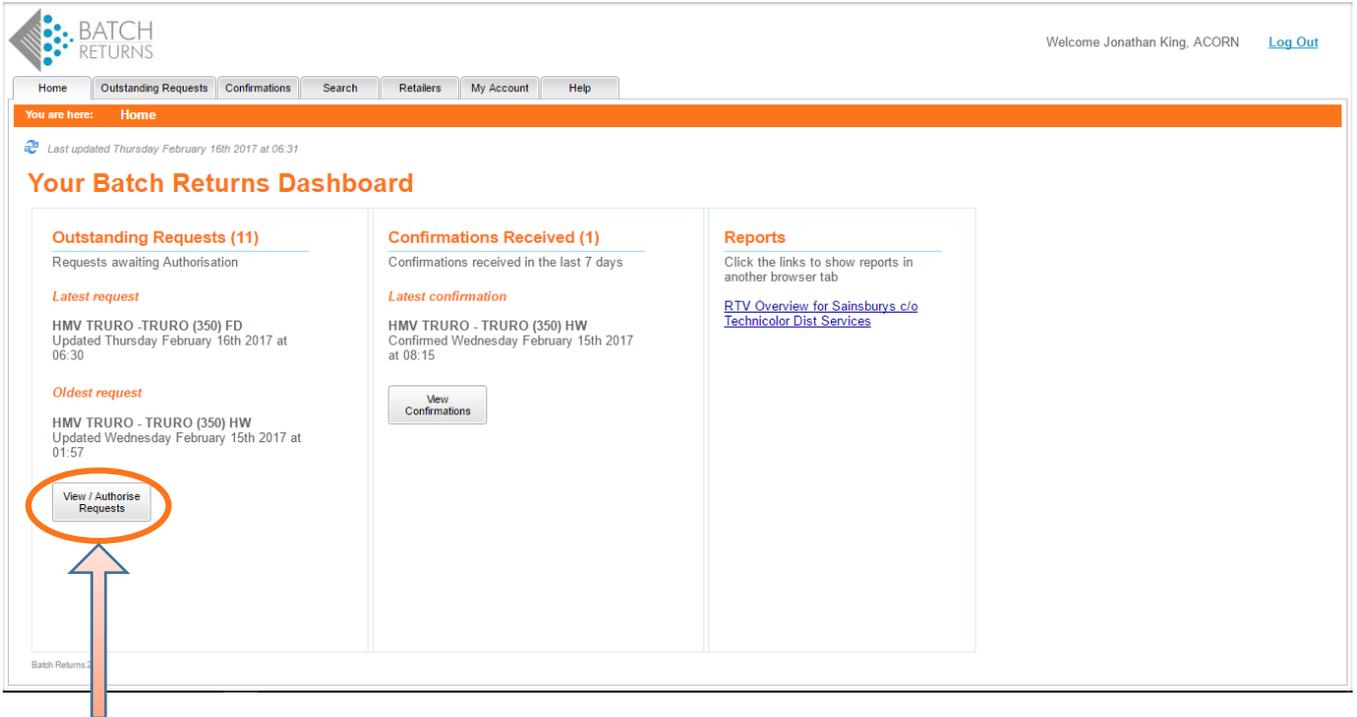
You will be then asked to complete a simple registration form giving us details of the company, including a SAN/GLN and this is submitted to the Batch Admin team for approval. Once approved you will receive a confirmation email and you can then log on to BatchOne and access the Batch Returns site.

➤ **NAVIGATION**

When navigating in Batch Returns only use orange navigation and not the browser Back button as this will log you out of the Batch System.

➤ **BATCH RETURNS**

Once the registration process has been completed Batch Returns will be available on your BatchOne profile. Clicking on 'Launch Returns' will open the Returns Homepage which shows the Returns Dashboard which displays information regarding any service issues and where to view/authorise requests; view confirmations and any returns reports that are available.



BATCH RETURNS Welcome Jonathan King, ACORN [Log Out](#)

Home Outstanding Requests Confirmations Search Retailers My Account Help

You are here: **Home**

Last updated Thursday February 16th 2017 at 06:31

Your Batch Returns Dashboard

Outstanding Requests (11)
Requests awaiting Authorisation

Latest request

HMV TRURO - TRURO (350) FD
Updated Thursday February 16th 2017 at 06:30

Oldest request

HMV TRURO - TRURO (350) HW
Updated Wednesday February 15th 2017 at 01:57

[View / Authorise Requests](#)

Confirmations Received (1)
Confirmations received in the last 7 days

Latest confirmation

HMV TRURO - TRURO (350) HW
Confirmed Wednesday February 15th 2017 at 08:15

[View Confirmations](#)

Reports

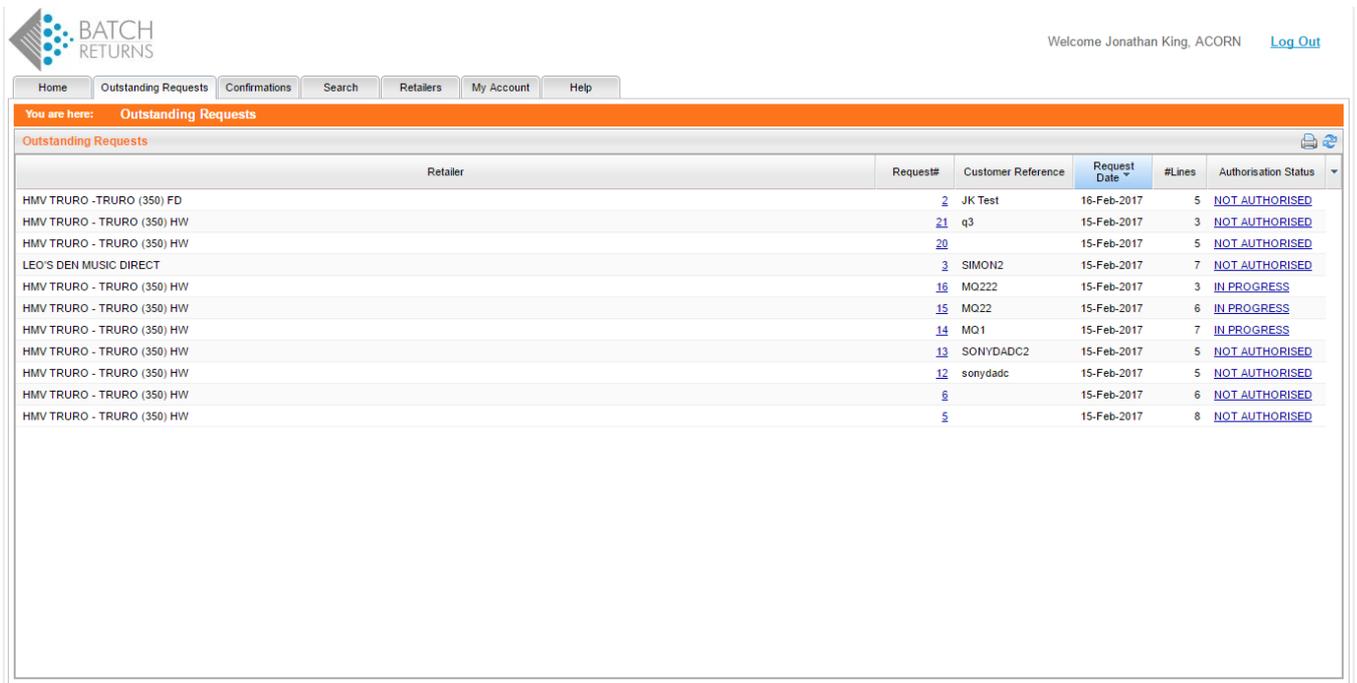
Click the links to show reports in another browser tab

[RTV Overview for Sainsburys c/o Technicolor Dist Services](#)

➤ VIEWING AND AUTHORISING REQUESTS

When a request(s) has been sent by the retailer for authorisation the supplier will receive an email from the Batch Returns system informing that Retailer X has sent a return request for review and authorisation.

- Click on the **View/Authorise Requests** button (on the Home Tab) or on the Outstanding Requests Tab to see a list of all requests waiting to be Authorised.



BATCH RETURNS Welcome Jonathan King, ACORN [Log Out](#)

Home Outstanding Requests Confirmations Search Retailers My Account Help

You are here: **Outstanding Requests**

Outstanding Requests

| Retailer | Request# | Customer Reference | Request Date | #Lines | Authorisation Status |
|----------------------------|----------|--------------------|--------------|--------|----------------------|
| HMV TRURO - TRURO (350) FD | 2 | JK Test | 16-Feb-2017 | 5 | NOT AUTHORISED |
| HMV TRURO - TRURO (350) HW | 21 | q3 | 15-Feb-2017 | 3 | NOT AUTHORISED |
| HMV TRURO - TRURO (350) HW | 20 | | 15-Feb-2017 | 5 | NOT AUTHORISED |
| LEO'S DEN MUSIC DIRECT | 3 | SIMON2 | 15-Feb-2017 | 7 | NOT AUTHORISED |
| HMV TRURO - TRURO (350) HW | 18 | MQ222 | 15-Feb-2017 | 3 | IN PROGRESS |
| HMV TRURO - TRURO (350) HW | 15 | MQ22 | 15-Feb-2017 | 6 | IN PROGRESS |
| HMV TRURO - TRURO (350) HW | 14 | MQ1 | 15-Feb-2017 | 7 | IN PROGRESS |
| HMV TRURO - TRURO (350) HW | 13 | SONYDADC2 | 15-Feb-2017 | 5 | NOT AUTHORISED |
| HMV TRURO - TRURO (350) HW | 12 | sonydadc | 15-Feb-2017 | 5 | NOT AUTHORISED |
| HMV TRURO - TRURO (350) HW | 8 | | 15-Feb-2017 | 6 | NOT AUTHORISED |
| HMV TRURO - TRURO (350) HW | 5 | | 15-Feb-2017 | 8 | NOT AUTHORISED |



Batch

➤ The Authorisation Status will show one of the following:

| | |
|-----------------|---|
| NOT AUTHORISED | Requests for authorisations to be worked on. |
| IN PROGRESS | Authorisations that have started to be worked on but have not been sent. |
| PART AUTHORISED | One or more authorisations against this request has been sent but there are still lines left to be authorised |

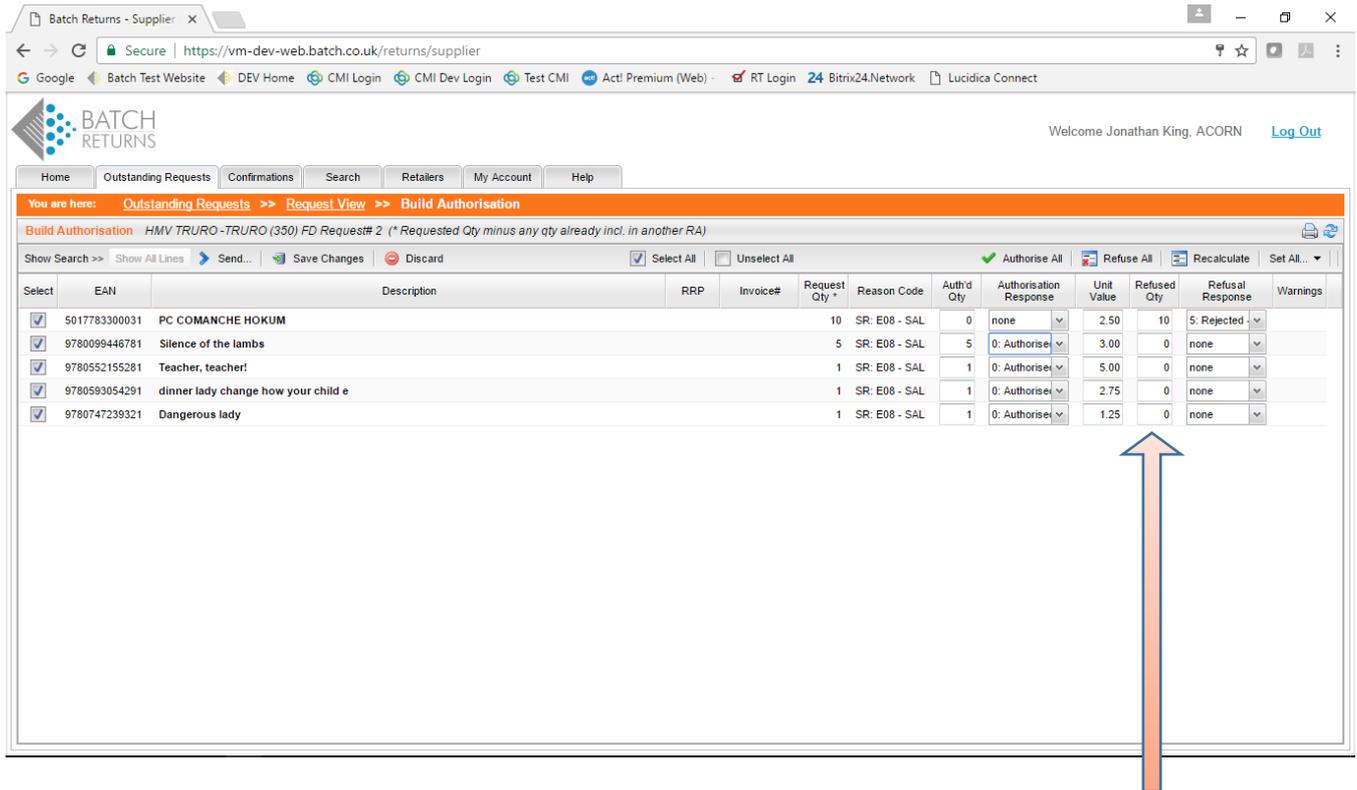
➤ **AUTHORISING OR REFUSING A REQUEST**

Click on the Authorisation Status to authorise the request which brings up the return request detail.

The screenshot shows the 'Build Authorisation' screen in the BATCH RETURNS system. The breadcrumb trail is 'Home > Outstanding Requests > Confirmations > Search > Retailers > My Account > Help > Outstanding Requests >> Build Authorisation'. The main title is 'Build Authorisation HMV TRURO - TRURO (350) FD Request# 2 (* Requested Qty minus any qty already incl. in another RA)'. Below the title are buttons for 'Show Search >>', 'Show All Lines', 'Send...', 'Save Changes', 'Discard', 'Select All', 'Unselect All', 'Authorise All', 'Refuse All', 'Recalculate', and 'Set All...'. The table below has the following data:

| Select | EAN | Description | RRP | Invoice# | Request Qty * | Reason Code | Auth'd Qty | Authorisation Response | Unit Value | Refused Qty | Refusal Response | Warnings |
|-------------------------------------|---------------|-------------------------------------|-----|----------|---------------|---------------|------------|------------------------|------------|-------------|------------------|----------|
| <input checked="" type="checkbox"/> | 5017783300031 | PC COMANCHE HOKUM | | | 10 | SR: E08 - SAL | 10 | 0: Authorise | | 0 | none | |
| <input checked="" type="checkbox"/> | 9780099446781 | Silence of the lambs | | | 5 | SR: E08 - SAL | 5 | 0: Authorise | | 0 | none | |
| <input checked="" type="checkbox"/> | 9780552155281 | Teacher, teacher! | | | 1 | SR: E08 - SAL | 1 | 0: Authorise | | 0 | none | |
| <input checked="" type="checkbox"/> | 9780593054291 | dinner lady change how your child e | | | 1 | SR: E08 - SAL | 1 | 0: Authorise | | 0 | none | |
| <input checked="" type="checkbox"/> | 9780747239321 | Dangerous lady | | | 1 | SR: E08 - SAL | 1 | 0: Authorise | | 0 | none | |

- Any warnings regarding information that needs attention will be shown on the right hand side of the screen. Hovering the mouse over the warning sign will show what is wrong.
- If the whole request is to be authorised, the simply click the **Send...** button.
- If the whole request is being refused, click on the **Refuse All** button and then on the **Send ...** button.
- Alternatively, if individual lines need to be authorised, use the checkboxes to select those lines required (the **Select All...** and **Unselect All...** can be used to help with this).
- All lines which are being authorised must have a Unit Value and can be adjusted manually.



Build Authorisation HMV TRURO - TRURO (350) FD Request# 2 (* Requested Qty minus any qty already incl. in another RA)

Show Search >> Show All Lines Send... Save Changes Discard Select All Unselect All Authorise All Refuse All Recalculate Set All...

| Select | EAN | Description | RRP | Invoice# | Request Qty * | Reason Code | Auth'd Qty | Authorisation Response | Unit Value | Refused Qty | Refusal Response | Warnings |
|-------------------------------------|---------------|-------------------------------------|-----|----------|---------------|---------------|------------|------------------------|------------|-------------|------------------|----------|
| <input checked="" type="checkbox"/> | 5017783300031 | PC COMANCHE HOKUM | | | 10 | SR: E08 - SAL | 0 | none | 2.50 | 10 | 5 Rejected | |
| <input checked="" type="checkbox"/> | 9780099446781 | Silence of the lambs | | | 5 | SR: E08 - SAL | 5 | 0: Authorise | 3.00 | 0 | none | |
| <input checked="" type="checkbox"/> | 9780552155281 | Teacher, teacher! | | | 1 | SR: E08 - SAL | 1 | 0: Authorise | 5.00 | 0 | none | |
| <input checked="" type="checkbox"/> | 9780593054291 | dinner lady change how your child e | | | 1 | SR: E08 - SAL | 1 | 0: Authorise | 2.75 | 0 | none | |
| <input checked="" type="checkbox"/> | 9780747239321 | Dangerous lady | | | 1 | SR: E08 - SAL | 1 | 0: Authorise | 1.25 | 0 | none | |

- Individual lines can be rejected by inputting the refused quantity in the **Refused Qty** box setting the **Auth'd Qty** box to the amount of product that is to be accepted or to zero if the whole line is to be refused. Click the **Recalculate** button to update the Authorisation.
- If a line(s) are rejected, then a reason code must be selected from the drop-down box.

Reason codes:

| |
|--|
| R01: Returns quantity higher than quantity supplied |
| R02: Too early |
| R03: Too late |
| R04: Supplied firm |
| R05: Exceeds agreed trading cap |
| R06: ISBN/EAN number not known or not supplied by us |
| R07: No longer supplied by us, refer to new supplier |
| R08: Invoice number not supplied |
| R09: Distributor unable to authorise |
| R10: Reference not supplied or invalid |
| R11: Acknowledgement of shortage report |
| R12: Returns request outside suppliers Terms & Conditions |
| R99: Request not supported electronically, please contact supplier |
| R13: Damage/defect code not supplied or invalid |
| R14: Distributor unable to authorise; goods not duplicated or ordered electronically |
| none |

- When all is completed the authorisation can be approved by clicking the **Send ...** button.
- To save the work and continue later, click on the **Save Changes** button. This sets the Authorisation Status to IN PROGRESS.



The screenshot shows the 'Build Authorisation' screen in the Batch Returns system. The top navigation bar includes 'Home', 'Outstanding Requests', 'Confirmations', 'Search', 'Retailers', 'My Account', and 'Help'. The main content area is titled 'Build Authorisation' and shows a list of items with columns for 'Select', 'EAN', and 'Description'. The items listed are:

| Select | EAN | Description |
|-------------------------------------|---------------|-------------------------------------|
| <input checked="" type="checkbox"/> | 5017783300031 | PC COMANCHE HOKUM |
| <input checked="" type="checkbox"/> | 9780099446781 | Silence of the lambs |
| <input checked="" type="checkbox"/> | 9780552155281 | Teacher, teacher! |
| <input checked="" type="checkbox"/> | 9780593054291 | dinner lady change how your child e |
| <input checked="" type="checkbox"/> | 9780747239321 | Dangerous lady |

The 'Send Authorisation' dialog box is open, showing the following fields:

- RA: 00000004
- Delivery Address: 55 Drury Lane, London, WC2B 5SQ
- Message Code: 71E: Green box - Return to stock

The dialog box also has a 'Send' button and a 'Cancel' button. The main screen also features a table of authorisation details with columns for 'Reason Code', 'Auth'd Qty', 'Authorisation Response', 'Unit Value', 'Refused Qty', 'Refusal Response', and 'Warnings'.

| Reason Code | Auth'd Qty | Authorisation Response | Unit Value | Refused Qty | Refusal Response | Warnings |
|---------------|------------|------------------------|------------|-------------|------------------|----------|
| SR: E08 - SAL | 0 | none | 2.50 | 10 | 5: Rejected | |
| SR: E08 - SAL | 5 | 0: Authorise | 3.00 | 0 | none | |
| SR: E08 - SAL | 1 | 0: Authorise | 5.00 | 0 | none | |
| SR: E08 - SAL | 1 | 0: Authorise | 2.75 | 0 | none | |
| SR: E08 - SAL | 1 | 0: Authorise | 1.25 | 0 | none | |

- A Message Code is now required from the following details required; RA number; Delivery address (defaults to address set at Registration); Message Code to instruct the retailer as to what is required of the physical returns (**71E: Green Box – Return to Stock** is the default option and needs to be entered)
 - Other codes exist as shown and this will inform the retailer what action is required for the authorised product.
 - **71F: Green Box – Supplier to remainder**
 - **71S: Red Box – Customer to destroy**
 - **71R: Red Box – Supplier to destroy**
 - **71T: Red Box – Third party to destroy**
- When all is completed the authorisation can be sent by clicking the **Send ...** button. This sends the authorisation electronically to the retailer within the Batch system.
- The system generates a RAN (Returns Authorisation Number) that should be quoted in any credit raised for the returns authorisation.
- The retailer also has to provide a Confirmation Message back to you once the Authorisation has been giving detailing exactly the quantities that they are going to be returning. Retailers also can print Picking Lists and barcoded labels which contain the RAN and can be used by Goods In to scan and access the detail of what is in the parcel via the Batch Returns system.
- There is a Help Tab which contains Supplier's FAQs which should also help to answer any questions.

IF THERE ARE ANY ISSUES, QUESTIONS OR QUERIES THEN PLEASE CONTACT THE BATCH SUPPORT LINE BY EMAILING mail@batch.co.uk QUOTING THE REASON FOR THE QUERY AND ANY ADDITIONAL INFORMATION TO HELP RESOLVE THE PROBLEM I.E. RETURNS AUTHORISATION NUMBER, DATE OF REQUEST OR ANY OTHER RELEVANT INFORMATION.