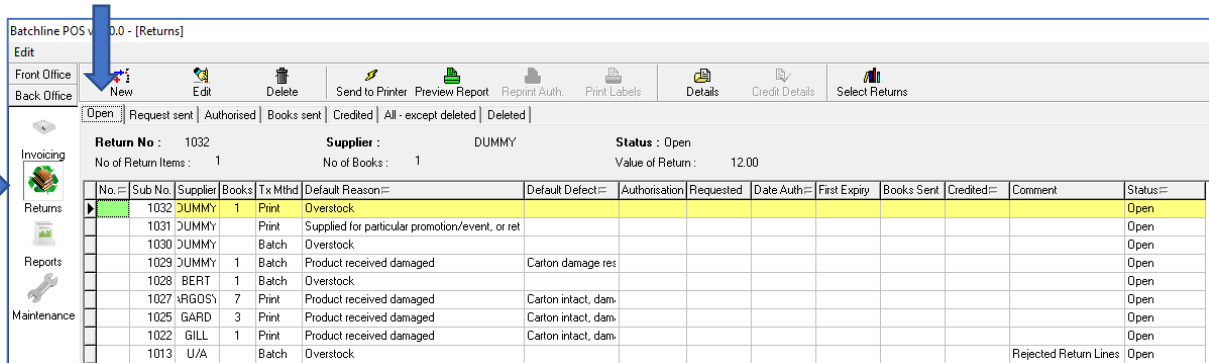


Quick Start Guide to Running Your Bookshop with BatchLine

2 Creating Returns on BatchLine

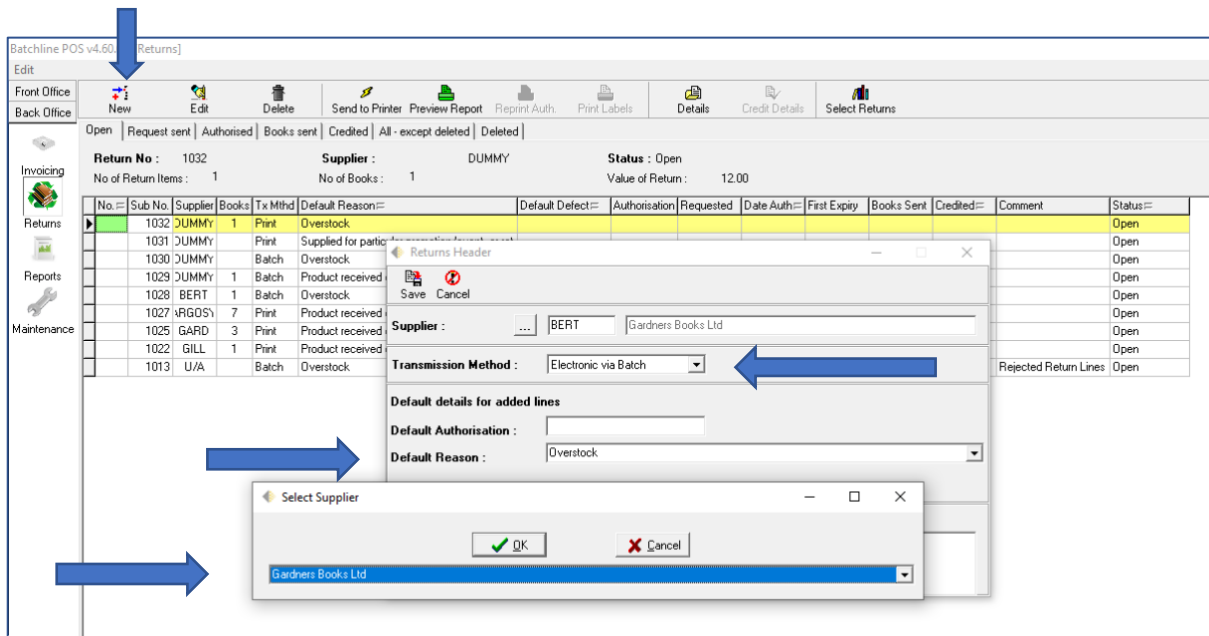
1. Creating an Electronic Returns request to Batch

1. Go to Back Office and click on the Returns icon on the left-hand menu. The screen will always default to the Open returns screen.



No. =	Sub No.	Supplier	Books	Tx Mthd	Default Reason =	Default Defect =	Authorisation	Requested	Date Auth =	First Expiry	Books Sent	Credited =	Comment	Status =
1032	DUMMY	DUMMY	1	Print	Overstock									Open
1031	DUMMY	DUMMY	1	Print	Supplied for particular promotion/event, or ret									Open
1030	DUMMY	DUMMY	1	Batch	Overstock									Open
1029	DUMMY	DUMMY	1	Batch	Product received damaged	Carton damage res								Open
1028	BERT	DUMMY	1	Batch	Overstock									Open
1027	VRGOS	DUMMY	7	Print	Product received damaged	Carton intact, dam								Open
1025	GARD	DUMMY	3	Print	Product received damaged	Carton intact, dam								Open
1022	GILL	DUMMY	1	Print	Product received damaged	Carton intact, dam								Open
1013	U/A	DUMMY	1	Batch	Overstock									Open

2. Select New from the top of the screen. The Supplier will default to BERT, the Transmission Method will be Electronic via Batch and the Default Reason is Overstock. If you need to change the supplier or the reason, choose from the drop-down menus then Save.

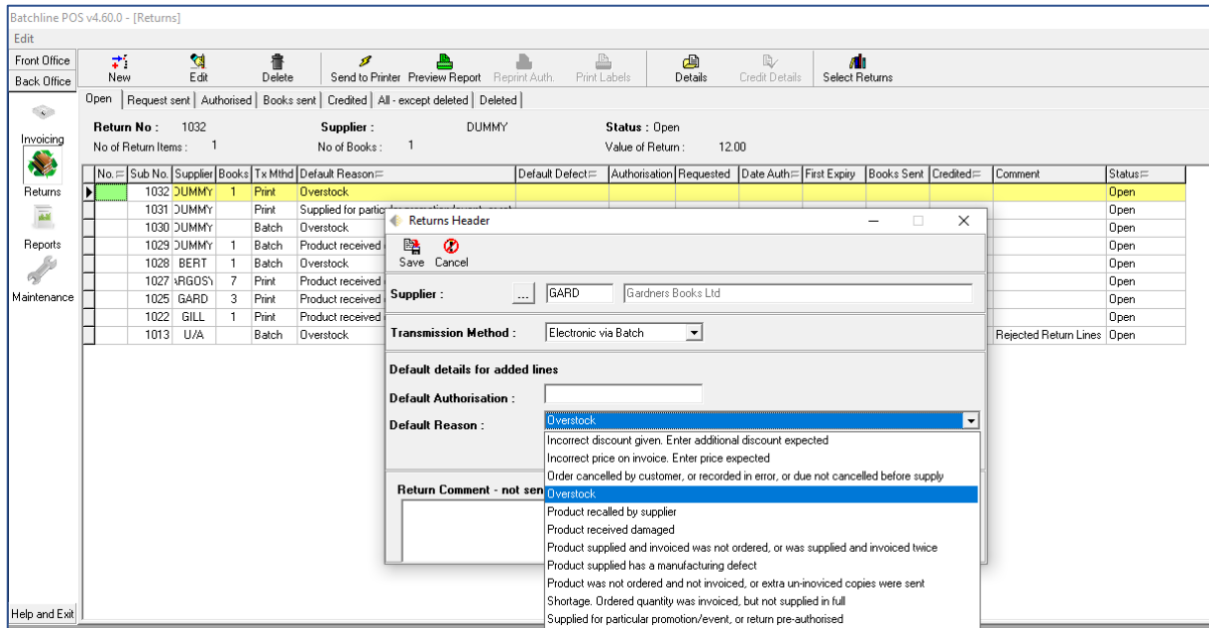


Supplier: BERT | Gardners Books Ltd

Transmission Method: Electronic via Batch

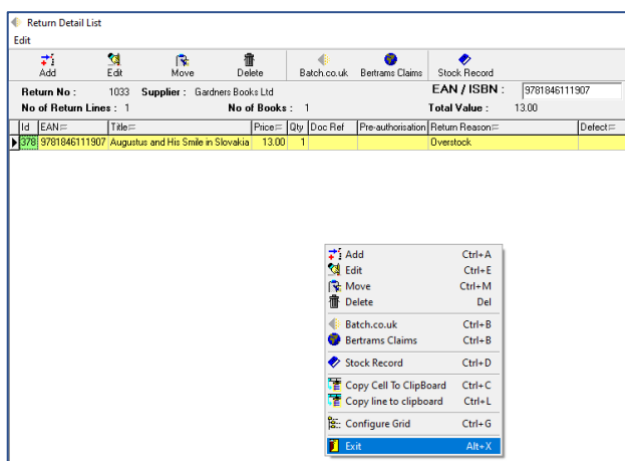
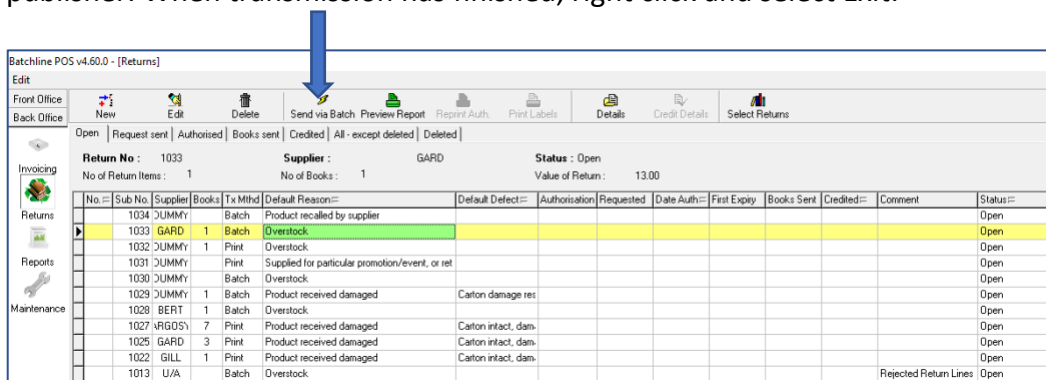
Default Reason: Overstock

Select Supplier: Gardners Books Ltd



3. Highlight the new header and select Details. Scan the titles to be returned or key the ISBNs into the EAN/ISBN field at the top of the screen and the items will appear on the grid. When all the items have been entered, right click to select Exit.

4. Highlight the Return Header and select Send via Batch to send the returns request to the publisher. When transmission has finished, right click and select Exit.



Note: Items are *not* removed from stock at this time.

Collect Authorisation

We advise waiting until the day after sending the request to collect the authorisation.

1. Go to Back Office and click on the Returns icon. Select the Request Sent tab to view all outstanding requests.
2. Highlight the relevant line and select Authorise. When the return authorisation is available, the Returns Acknowledgement will be displayed on the screen. Any rejected items will be 'cascaded' (ie. bounced back) into a new return ready to be sent to another supplier in a new header marked supplier U/A ('unallocated'). When authorising one return the process will pull back all available returns authorisations, not just the line being authorised.

Batchline POS v4.60.0 - [Returns]

Edit

Front Office: New, Edit, Delete, Authorise, Preview Report, Reprint Auth, Print Labels, Details, Credit Details, Select Returns

Back Office: Open, Request sent, Authorised, Books sent, Credited, All - except deleted, Deleted

Help and Exit

Return No: 1023, Supplier: GBS, Status: Request Sent
 No of Return Items: 54, No of Books: 71, Value of Return: 775.48

No.≡	Sub No.	Supplier	Books	Tx Mthd	Default Reason≡	Default Defect≡	Authorisation	Requested	Date Auth≡	First Expiry	Books Sent	Credited≡	Comment	Status≡
1023	GBS	71	Batch	Overstock				07/11/2020						Request Sent
1016	GARD	2	Print	Product received damaged	Carton intact. dam.			19/05/2020						Request Sent
1015	GARD	1	Print	Product received damaged	Carton intact. dam.			16/05/2020						Request Sent
1014	GARD	1	Print	Product received damaged	Carton intact. dam.			16/05/2020						Request Sent
1003	GARD	1	Print	Product received damaged	Carton intact. dam.			29/01/2020						Request Sent

Edit an Authorised Return

1. Go to Back Office and click on the Returns icon. Select the Authorised tab at the top of the screen to see any authorised returns.
2. To edit, highlight the relevant return, select Details, make your changes then select Edit. The Returning Quantity can be changed to zero at the bottom of the screen. Select Save to send Confirmation of Returns Despatched. Right click and select Exit.

Batchline POS v4.60.0 - [Returns]

Edit

Front Office: New, Delete, Confirm Despatch, Preview Report, Reprint Auth, Print Labels, Details, Credit Details, Select Returns

Back Office: Open, Request sent, Authorised, Books sent, Credited, All - except deleted, Deleted

Return No: 1037, Supplier: DUMMY, Status: Authorised
 No of Return Items: 1, No of Books: 1, Value of Return: 13.00

No.≡	Sub No.	Supplier	Books	Tx Mthd	Default Reason≡	Default Defect≡	Authorisation	Requested	Date Auth≡	First Expiry	Books Sent	Credited≡	Comment	Status≡
1037	DUMMY	1	Print	Supplied for particular promotion/event, or net			010203	16/02/2022	16/02/2022					Authorised

Return Item

Supplier: Dummy Supplier, Supplier Ref: DUMMY

Request Information Fields marked (*) are required

Quantity to Return (*): Authorisation Code:

Reason for Return (*):

Supplier Response

Quantity Authorized (*): Return By:

Credit value per unit: Effective Discount:

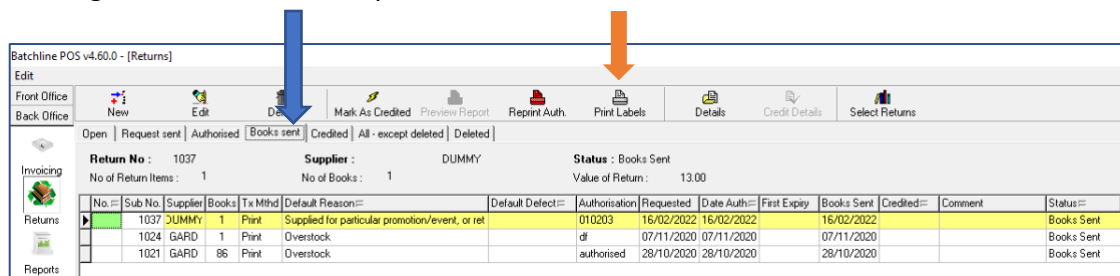
Response:

Returning

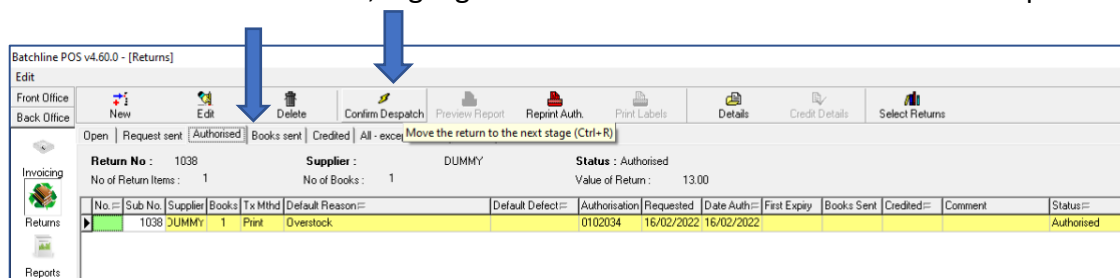
Quantity to Return (*):

Return Item Comment - Not Sent to Supplier

3. To notify the supplier of the lines being sent, click on 'Confirm Despatch'. This will transmit the authorised return and also move the item to Books Sent. The process of moving to Books Sent is the point at which the books are removed from stock.



4. Select the Authorised tab, highlight the relevant line and select Confirm Despatch.



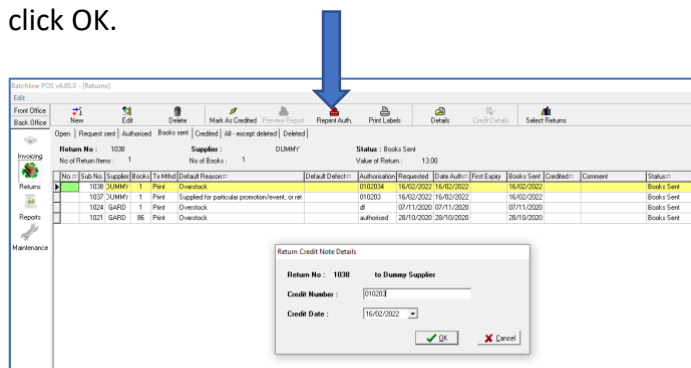
Print Returns Labels (labels can also be printed from your [Batch Returns](#) account)

1. Box up your books first in order to establish how many boxes you need to return. When you are ready to ship them, select Print Labels under Returns/Books Sent. (See Step 3 above.)
2. Enter the number of boxes to be returned and click OK.

Credits

Credits are automatically downloaded via the Invoice Collect process (not the returns process) and are matched against the relevant return. If, for any reason, you wish to mark a return as credited manually:

1. Go to Back Office and click on the Returns icon. Selecting the Books Sent tab will list any returns waiting to be credited.
2. Once you have the credit details, select Mark as Credited, enter the credit number and click OK.

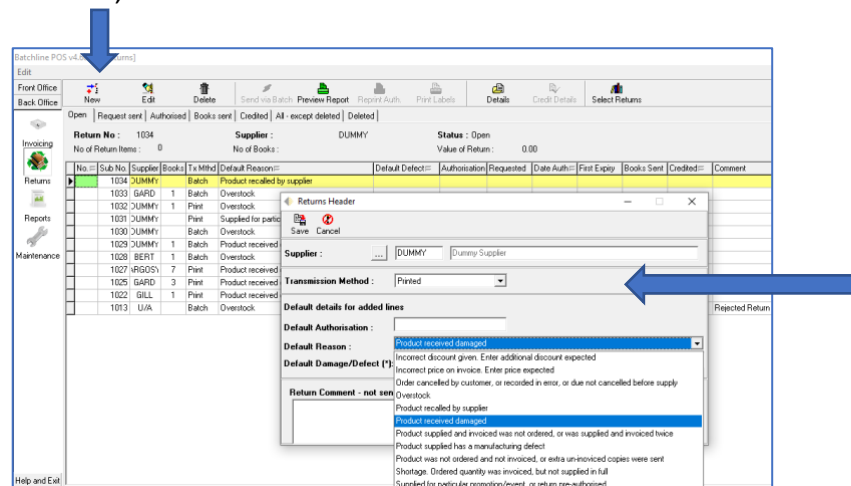


3. The Return Header will then disappear and can be viewed under the Credited tab at the top of the screen.

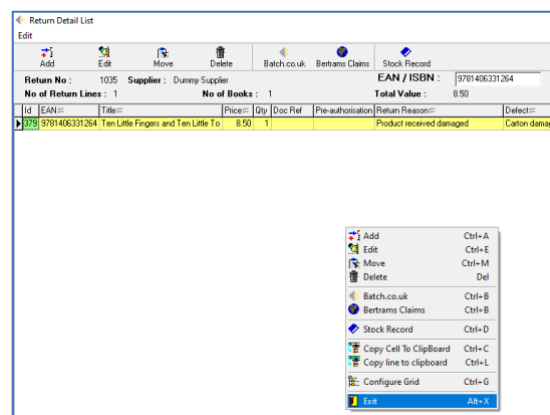
2. Printing returns requests

1. Go to Back Office and click on the Returns icon to be taken to the Open screen. Select New.

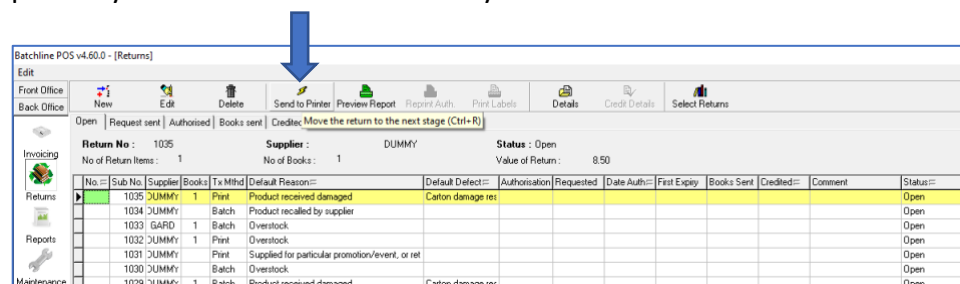
2. Select your Supplier from the drop-down list, choose Printed from the Transmission Method, and select the reason. Save.



3. Select Details then scan the titles to be returned or enter the ISBNs into the EAN/ISBN field at top of screen. The items will appear on the grid. When all items have been entered right click and select Exit.



4. Highlight the Return Header and select Send to Printer. There's no need to print at each point – you can click on Cancel at any time and the return will move to the next tab.



5. The Returns Header will then be found in the Request Sent tab at the top of screen.



Batchline POS v4.60.0 - [Returns]

Edit

Front Office Back Office

New Edit Delete Authorize Preview Report Reprint Auth. Print Labels Details Credit Details Select Returns

Open Request sent Authorized Books sent Credited All - except deleted Deleted

Return No : 1035 Supplier : DUMMY Status : Request Sent
 No of Return Items : 1 No of Books : 1 Value of Return : 8.50

No.	Sub No.	Supplier	Books	Tx Mthd	Default Reason	Default Defect	Authorisation	Requested	Date Auth	First Expiry	Books Sent	Credited	Comment	Status
1035	DUMMY	1	Print	Product received damaged	Carton damage res	18/01/2022								Request Sent
1023	GBS	71	Batch	Overstock		07/11/2020								Request Sent
1016	GARD	2	Print	Product received damaged	Carton intact, dam.	19/05/2020								Request Sent
1015	GARD	1	Print	Product received damaged	Carton intact, dam.	16/05/2020								Request Sent
1014	GARD	1	Print	Product received damaged	Carton intact, dam.	16/05/2020								Request Sent
1003	GARD	1	Print	Product received damaged	Carton intact, dam.	29/01/2020								Request Sent

6. If you have authorisation for the titles on the printed list, select Authorize and enter the authorisation code from the supplier in the pop-up box then click OK.

Batchline POS v4.60.0 - [Returns]

Edit

Front Office Back Office

New Edit Delete Authorize Preview Report Reprint Auth. Print Labels Details Credit Details Select Returns

Open Request sent Authorized Books sent Credited All - except deleted Deleted

Return No : 1035 Supplier : DUMMY Status : Request Sent
 No of Return Items : 1 No of Books : 1 Value of Return : 8.50

No.	Sub No.	Supplier	Books	Tx Mthd	Default Reason	Default Defect	Authorisation	Requested	Date Auth	First Expiry	Books Sent	Credited	Comment	Status
1035	DUMMY	1	Print	Product received damaged	Carton damage res	18/01/2022								Request Sent
1023	GBS	71	Batch	Overstock		07/11/2020								Request Sent
1016	GARD	2	Print	Product received damaged	Carton intact, dam.	19/05/2020								Request Sent
1015	GARD	1	Print	Product received damaged	Carton intact, dam.	16/05/2020								Request Sent
1014	GARD	1	Print	Product received damaged	Carton intact, dam.	16/05/2020								Request Sent
1003	GARD	1	Print	Product received damaged	Carton intact, dam.	29/01/2020								Request Sent

Return Authorisation

Return No : 1035 to Dummy Supplier

Authorisation Code : [010202]

Authorisation Date : [18/01/2022]

Deliver To Company : [Dummy Supplier]

Deliver To Address : []

Deliver To Postcode : []

OK Cancel

7. The Returns Header will then be found under the Authorized tab.

Batchline POS v4.60.0 - [Returns]

Edit

Front Office Back Office

New Edit Delete Confirm Despatch Preview Report Reprint Auth. Print Labels Details Credit Details Select Returns

Open Request sent Authorized Books sent Credited All - except deleted Deleted

Return No : 1035 Supplier : DUMMY Status : Authorized
 No of Return Items : 1 No of Books : 1 Value of Return : 8.50

No.	Sub No.	Supplier	Books	Tx Mthd	Default Reason	Default Defect	Authorisation	Requested	Date Auth	First Expiry	Books Sent	Credited	Comment	Status
1035	DUMMY	1	Print	Product received damaged	Carton damage res	010202	18/01/2022	18/01/2022	18/01/2022					Authorised

8. Select Confirm Despatch and the item will move to the Books Sent tab. Select Print Labels, if required.

Batchline POS v4.60.0 - [Returns]

Edit

Front Office Back Office

New Edit Delete Mark As Credited Preview Report Reprint Auth. Print Labels Details Credit Details Select Returns

Open Request sent Authorized Books sent Credited All - except deleted Deleted

Return No : 1035 Supplier : DUMMY Status : Books Sent
 No of Return Items : 1 No of Books : 1 Value of Return : 8.50

No.	Sub No.	Supplier	Books	Tx Mthd	Default Reason	Default Defect	Authorisation	Requested	Date Auth	First Expiry	Books Sent	Credited	Comment	Status
1035	DUMMY	1	Print	Product received damaged	Carton damage res	010202	18/01/2022	18/01/2022	18/01/2022		18/01/2022			Books Sent
1024	GARD	1	Print	Overstock		df	07/11/2020	07/11/2020	07/11/2020		07/11/2020			Books Sent
1021	GARD	86	Print	Overstock		authorised	28/10/2020	28/10/2020	28/10/2020		28/10/2020			Books Sent

9. When the credit number is known, select the Books Sent tab, right click and select Mark as Credited. Enter credit number and click OK. The item will then disappear and can be viewed under the Credited tab at the top of the screen.

Batchline POS v4.60.0 - [Returns]

Front Office: New, Edit, Delete, Process Return, Preview Report, Reprint Auth, Print Labels, Details, Credit Details, Select Returns

Back Office: Open, Request sent, Authorised, Books sent, Credited, All - except deleted, Deleted

Return No: 1035 Supplier: DUMMY Status: Credit Recei
 No of Return Items: 1 No of Books: 1 Value of Return: 8.50

No.	Sub No.	Supplier	Books	Tx Mthd	Default Reason	Default Defect	Authorisation	Requested	Date Auth	First Expiry	Books Sent	Credited	Comment	Status
	1035	DUMMY	1	Print	Product received damaged	Carton damage res	010202	18/01/2022	18/01/2022	18/01/2022	18/01/2022	18/01/2022		Credit Recei
	1020	ARGOS	37	Print - Ax	Overstock		00313575	18/08/2020	18/08/2020		21/08/2020	28/08/2020		Credit Recei
	1011	1012 BERT	144	Webser	Overstock		121733	21/02/2020	28/02/2020	21/04/2020	20/04/2020	11/01/2022		Credit Recei
	1009	1010 BERT	11	Webser	Overstock		121027	31/01/2020	31/01/2020	31/03/2020	05/02/2020	21/02/2020		Credit Recei
	1007	GILL	35	Print	Overstock		00943694	25/01/2020	25/01/2020		19/02/2020	17/02/2020		Credit Recei

3. Create a Supplier return using the ISBN List

1. Go to Front Office and click on the ISBN List icon then select New List. Enter a description for the title of the list eg. 'Overstocks Gardners' then select the red Save icon.

Batchline POS v4.60.0 - [ISBN Lists]

Send To: Remove From

Front Office: List Details, New List, Edit List, Delete List

List No	Created On	Description	Lines	Items	In Stk	Take	In use by
45	12/01/2022	Demo list	1	1	N		
38	29/10/2020	Christmas	31	31			
37	28/10/2020	Exclude from Export	6	6			
36	28/10/2020	Include in Export	0	0			
35	19/10/2020	Caroline Henry wishlist	2	2			
34	17/10/2020	Wish list Louise Nelson	3	3			
32	14/10/2020	Wish List Susan Hennessy	4	4			
29	08/10/2020	Wish List Kiera Colton	3	3			
28	08/10/2020	Cards	1	1			
27	08/10/2020	Toys & Gifts	19	19			
25	02/07/2020	Jigsaws and Games	26	4			
24	30/06/2020	Featured	13	1			
23	28/06/2020	Pre-orders					
21	23/06/2020	School Novels and Plays	10				
20	23/06/2020	Gift Books	52	6			
18	23/06/2020	Bestsellers	194	19			
16	23/06/2020	Activity	26	2			
15	23/06/2020	Guidance	45	4			
14	23/06/2020	Irish Language	20	2			
13	23/06/2020	Reference	37	3			
12	20/06/2020	Baby and Toddler	34	3			
11	13/06/2020	Picture Books	70	70			

ISBN List dialog box:
 Description: Date Created: 18/01/2022
 Sample list

3. Highlight the relevant list then click on List Details and enter the ISBNs of the books you wish to return.

4. When the list is complete, click on the Send To button at the top of the screen, then select Supplier Return from the drop-down menu.

Batchline POS v4.60.0 - [ISBN Lists]

Send To: Remove From

Front Office: List Details, New List, Edit List, Delete List

ISBN List dialog box: Send To menu

- Sales/Return to Stock
- Customer Invoice
- Stock Take
- Order
- Supplier Return**
- Loan/Reservation
- Loyalty Card Exceptions
- Core Stock
- Copy Lines
- Move Lines
- Copy All Lines
- Move All Lines

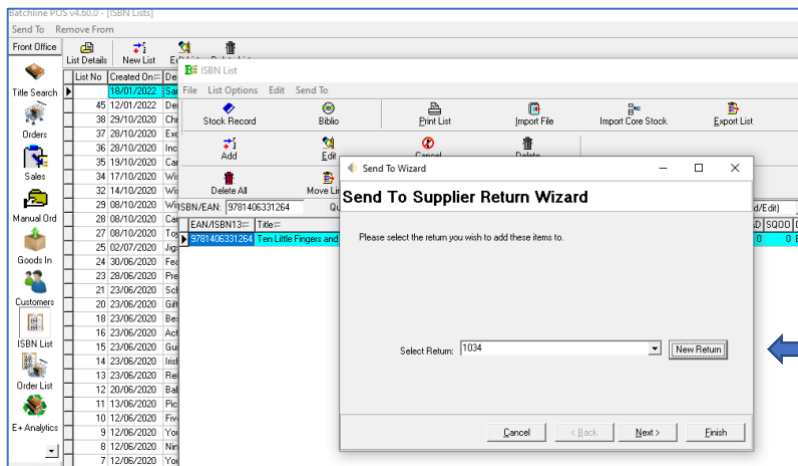
ISBN List details table:

ISBN/EAN	Title	Lines	Remove from Core Stock
9781406331264	Ten Lines	1	

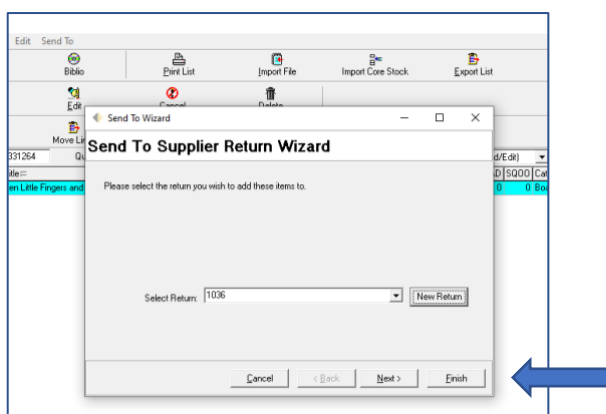
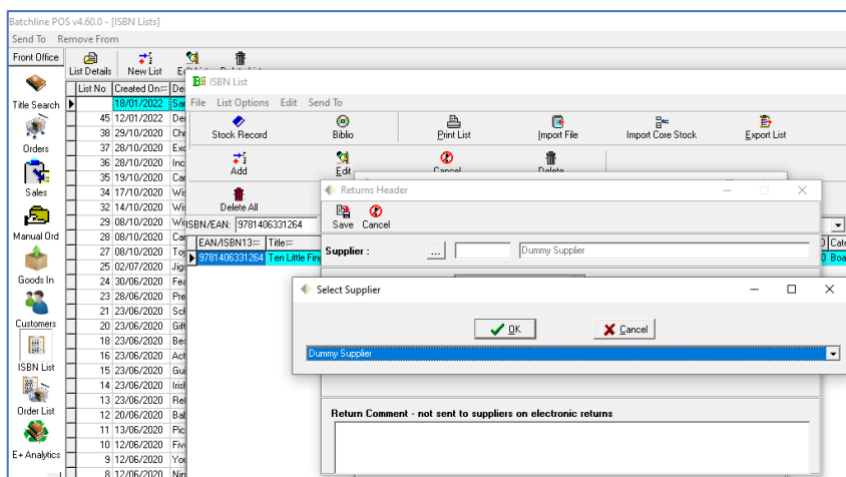
Summary table:

Dues	FRP	Core	Qty	Gard	Gard Desc	Line Ref	SQ0H	SQAD	SQ00	Category
8.50	N	1				LS220118	5	0	0	Board

5. When the 'Send to Supplier Return Wizard' screen opens, select whether the list is to be added to an existing return or if a new return should be created.



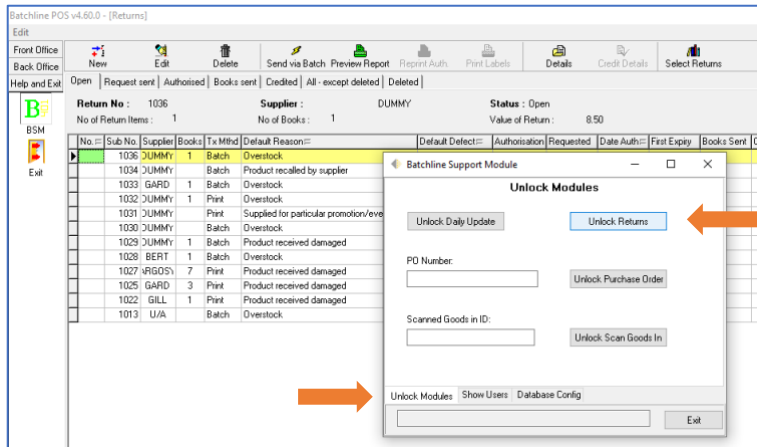
6. On the next screen, select your supplier and the reason for the return using the drop-down arrow to view all options. (The default is Overstock.) Save then click on Finish.



7. To see the new return, go to Back Office/Returns/Open.

Tip: Access Denied notice

Occasionally a notice may flash up that says 'Another user is working on Returns Processing'. To clear this and unlock returns, open the BSM module from Help & Exit in the left-hand menu. Bottom left of the form there is an 'Unlock Module' tab. Click on that then click on Unlock Returns.



For support or to request further guides, contact mail@batch.co.uk

www.batch.co.uk

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