

BATCH PAYMENTS: A GUIDE FOR SUPPLIERS

➤ **INTRODUCTION**

Batch is wholly owned by the Bookseller's Association of the UK and Ireland. The 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.

➤ **THE FUNCTION OF BATCH PAYMENTS**

Batch provides a single payment solution for booksellers and suppliers. Booksellers make a single payment that covers payments to all their suppliers. Suppliers receive a single payment for all authorised invoices from all their customers using the system.

➤ **THE PROCESS**

Batch receives invoice and credit information from suppliers on a daily basis for all their booksellers flagged for Batch. This information is either sent electronically to Batch or invoices are created by suppliers on the Batch Payments website.

Once an invoice or credit is available on the Batch system, it can be accessed by the bookseller. Booksellers authorise which invoices they wish to pay. Suppliers can see which invoices have been authorised for payment on the Batch website.

➤ **CLAIMS**

Booksellers can make a claim within Batch for a variety of reasons. Claims are raised by the retailer and sent to the supplier via Batch. An email is sent to the supplier's contact informing them that a claim has been made and needs to be dealt with.

➤ **REMITTANCE AND PAYMENT**

A supplier's remittances are provided three working days before the payment date. The remittance advice details each invoice with its payment listed by retailer. The remittance advice spreadsheet is emailed to the supplier's contact for allocation into their system at month end. The payment is made on the last working day of each month and will provide cleared funds, paid directly into the supplier's bank account.

➤ **SANs AND GLNs**

It is important to note that Batch uses SANs (Standard Address Numbers) and GLNs (Global Location Numbers) to operate and to identify both suppliers and retailers within the system and for accurate EDI (Electronic Data Interchange) communications. The SAN Agency has been appointed to issue SANs/GLNs on behalf of Book Industry Communication (BIC).

The Global Location Number (GLN) is an international cross industry system administered by GS1 and EAN International and the SAN systems are likely to migrate to GLNs/EANs over the next few years.

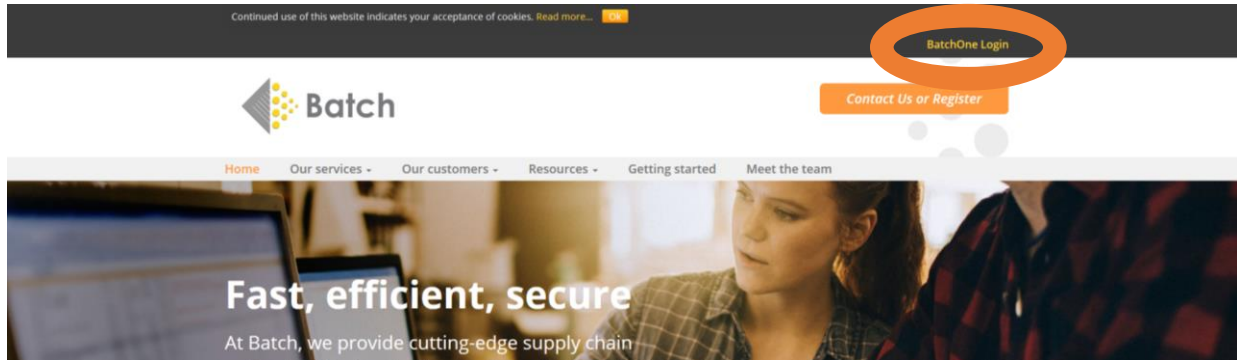
Standard Address Numbers (SANs) and Global Location Numbers (GLNs – also known as EANs) are unique identifiers that can be assigned to the addresses of organisations involved in the bookselling or publishing industries. Both schemes are recognised throughout these industries and enable commercial transactions to be made more efficiently and accurately. For example, SANs are used by publishers and distributors to identify booksellers and link to their order processing systems.

SANs and GLNs identify specific geographical locations. It is also important to note that if your organisation relocates (even if only by a few doors along the same street) a new SAN and GLN will be required to ensure that orders, deliveries, invoices and credit notes are still delivered correctly.

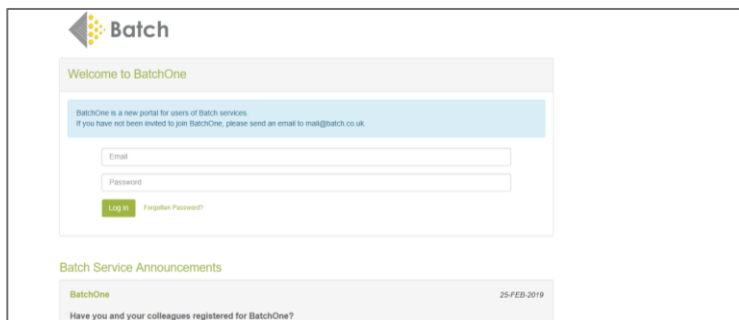
➤ **GETTING STARTED.**

From the Batch website www.batch.co.uk

Click on 'BatchOne Login'



The login page looks like this:



Enter your email address. Enter your password.

➤ **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**

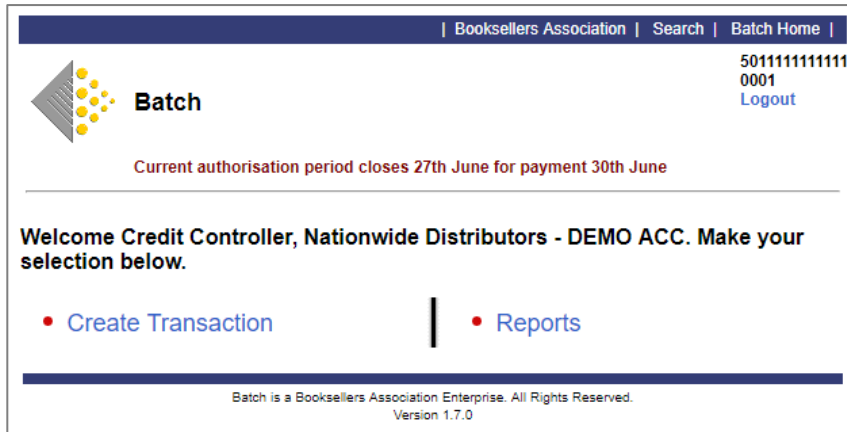
Once logged on you will need to 'Add Site' which is your Payments or Returns account details. Once confirmed this will give direct access to these sites by only having to log on to BatchOne.

➤ **VIEWING INFORMATION**


After you have logged on to the system you will see a simple menu screen. Depending on what level of permission you have to use this site, you will see either one or two menu choices. These choices are Reports and Transaction Processing.

- Anything in **blue** contains a link to a further screen with more detailed information.

➤ MAIN MENU SCREEN



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Current authorisation period closes 27th June for payment 30th June

Welcome Credit Controller, Nationwide Distributors - DEMO ACC. Make your selection below.

• [Create Transaction](#) | • [Reports](#)

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➤ MENU OPTIONS

- **1 Create Transaction** This option takes the user into the invoice and credit creation area of the site. This area is used to manually create invoices and credit notes on the system.
- **2 Reports** This menu option takes you to the area where you will view information on the status of invoices and credits detailing whether they have been set for payment or not.

➤ 1 CREATE TRANSACTION

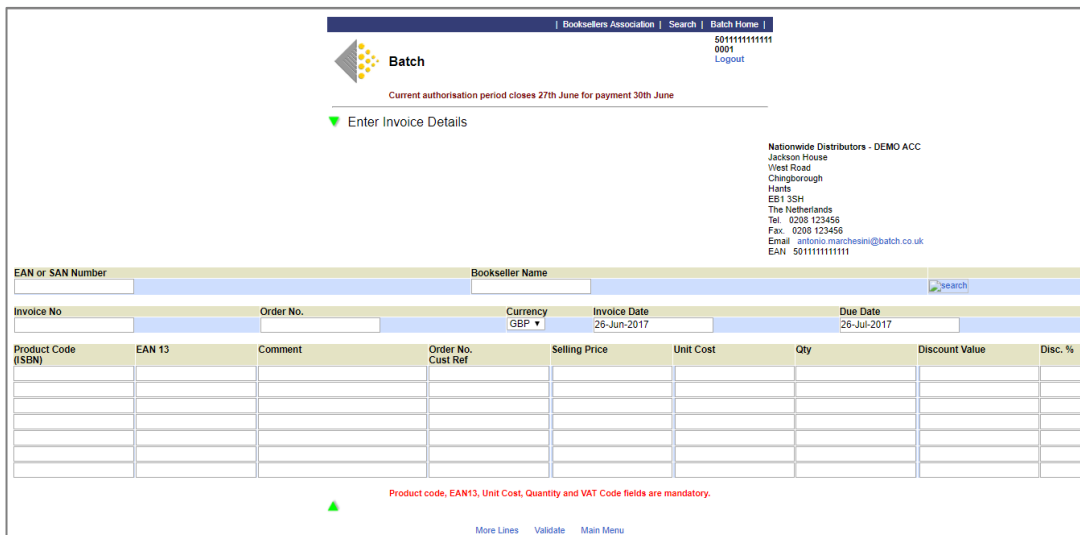
Batch allows invoices and credits to be created manually and entered directly onto the system. Once created the invoices can be printed off and placed in the box with the goods. Many booksellers like to deal with invoices as the delivery arrives, so it is important that invoices be created promptly on the system. If the invoice does not appear on Batch, it could result in a late or missed payment or queries from the booksellers asking where the invoice or credit is.

Note: If there's a need to enter a document manually, this implies that it was not sent through the usual method, otherwise it would be shown on the system. Batch receives all documents electronically, therefore any missing documents should be investigated, and a document only added manually as a last resort.


➤ HOW TO CREATE INVOICES AND CREDITS MANUALLY

Click on **Create Transaction** to create an invoice or credit note.

➤ **INVOICES** – Select **Enter Invoice** and you will see the following screen:



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Current authorisation period closes 27th June for payment 30th June

▼ Enter Invoice Details

Nationwide Distributors - DEMO ACC
Jackson House
West Road
Chingborough
Hants
EB1 3SH
The Netherlands
Tel. 0208 123456
Fax. 0208 123456
Email antonio.marchesini@batch.co.uk
EAN 5011111111111

EAN or SAN Number Bookseller Name [search](#)

Invoice No Order No. Currency (GBP ▼) Invoice Date 26-Jun-2017 Due Date 26-Jul-2017

Product Code (ISBN)	EAN 13	Comment	Order No. Cust Ref	Selling Price	Unit Cost	Qty	Discount Value	Disc. %

Product code, EAN13, Unit Cost, Quantity and VAT Code fields are mandatory.

[More Lines](#) [Validate](#) [Main Menu](#)

- Enter the bookseller's details by entering their SAN number or part of their name. There are two boxes in which to enter the details. These are clearly labelled **EAN or SAN number** or **Bookseller Name**. Once you have entered the details, you should click on the **Search** icon on the right-hand side of the

EAN or SAN Number	Bookseller Name	Search
<input type="text"/>	<input type="text"/>	

screen. A new window appears with the search results and details of the booksellers found and you can click on the Bookseller's Name to enter the details. As the EAN or SAN numbers are unique, the bookseller's details will appear in the Search window when you enter these numbers. Click on the bookseller's name and their details will be entered on the page.

- Next, enter your invoice number, customer's order number and currency in the boxes that are clearly labelled alongside the date boxes.

Invoice No.	Order No.	Currency	Invoice Date	Due Date
<input type="text"/>	<input type="text"/>	GBP ▾	27-Jun-2017	27-Jul-2017

The invoice date is automatically loaded, and the due date is entered as 30 days from invoice date by default. Both dates can be changed if required.

- Now you need to enter the product details on the lines below the date and invoice number.

Product Code (ISBN)	EAN 13	Comment	Order No. Cust Ref	Selling Price	Unit Cost	Qty	Discount Value	Disc. %	VAT Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Product code, EAN13, Unit Cost, Quantity and VAT Code fields are mandatory.

More Lines Validate Main Menu

You must enter a product code (the ISBN) and also copy this into the EAN 13 box. This box, along with the Unit Cost, Quantity and VAT Code must be completed and cannot be left blank. The title description is optional but recommended and should be added in the Comment section and is limited to 30 characters. The Order No./Cust. Ref. box is also optional but can be used if you want to include multiple orders in a single invoice. The optional Selling Price box can be used when a special selling price differs from the Unit Cost. The Unit Cost box is the price that the discount and quantity figures will be applied to. Then you need to enter the quantity of products to be invoiced. There are two discount boxes and only one box should be used and the other must be left blank; one is a percentage discount figure that is calculated on the unit cost; the other is a discount value that is deducted from the unit cost. The final column is a drop-down box where you select the relevant VAT code for the product.

➤ VAT CODE

Finally, the relevant VAT code must be selected from the drop-down box.

- **Zero** – inputs VAT at 0%.
- **Standard** – when the invoice is validated it adds a calculation for VAT at 20%. (Standard rate in the UK.)
- **Exempt** – adds 'Exempt' to the VAT code box. No VAT value will be added to the invoice.

Enter as many lines as required. If you need more, click on the **Add Lines** link at the bottom of the page.

Once you have completed the invoice, click on the **Validate** link at the bottom of the page. This produces the finished invoice for you to confirm. If you are happy with the invoice you have created click on the **Confirm** link at the bottom of the page. If there is anything you wish to change, use the back

button on your browser. If you wish to create another invoice, start the process again by clicking on **Enter Invoice** from the **Main Menu**.

○ **Error Messages**

If you made any errors whilst creating the document, a red cross will appear next to them so you can see what needs to be corrected.

➤ **CREDITS**

- The process is similar to the **Enter Invoice** instructions above. Select **Enter Credit Note** from the **Main Menu**. Enter the bookseller's details and load them onto the document as described in the Invoice section above. Enter the Credit Note number in the box just below the EAN/SAN box.

Select the reason for the credit from the drop-down list provided.

○ **CREDIT NOTE REASONS:**

- Order duplicated
- Product ordered in error
- Substitute product not accepted
- Damage in transit
- Loss in transit
- Trade discount error
- Trade price error
- Surplus to requirements
- Sale or return
- Promotion allowance
- Retrospective discount
- Coupon redemption
- Returnable containers
- Free goods charged in error
- Short delivery
- Incorrect product delivered
- Non-delivery
- Order cancellation
- Postage/packing wrongly charged
- Defect in product manufacture


A credit cannot be created without a reason being selected from the list!

Enter the Credit Note/Claim Number, if there is one, in the next box. Then, enter the Invoice number in the next box. This will provide a link to the invoice that the credit refers to, provided that the invoice is on Batch. It is important to make sure that the invoice number matches exactly. Enter the product details as described in the invoice section above. Although at least one product line is required to calculate the value of the credit note many suppliers will simply place a single character, a full stop for example, in the product code box and put some general description in the next box rather than entering all the individual products that the credit refers to.

Once completed click on the **Validate** link at the bottom of the page. Review the credit note and click on the **Confirm** link or use the back button on your browser to make any changes. To enter another credit note, click on **Main Menu** then **Enter Credit Note** again.

➤ 2 REPORTS

Booksellers Association | Search | Batch Home



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Current authorisation period closes 27th June for payment 30th June

Welcome Credit Controller, Nationwide Distributors - DEMO ACC. Make your selection below.

- [Current Period Summary](#)
- [Publisher Status](#)
- [Statement Download](#)

- [Bookseller Status](#)
- [Report History](#)
- [Main Menu](#)


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Once you have clicked on Reports you will see another menu. The choices here are:

- **Current Period Summary** – Shows the period summary by retailer. Select Past (previous months can be selected from drop down box), Current or Future periods.
- **Publisher Status** - Clicking on this link takes you to a page showing a summary of the status of your invoices to all your customers in EUR, GBP and USD.
- **Bookseller Status** - Booksellers can be searched by name or SAN. Once the retailer has been selected, the screen shows the Outstanding Balances by currency and by period.
- **Report History** – Shows a list of Reports, which can be opened or downloaded.
- **Statement Download** – Creates a downloadable, comma separated .csv file containing details of all transactions at line level that can be opened in Excel.
- and **Main Menu** takes you back to the start. Clicking the Batch logo also takes you back to the Main Menu.

➤ CURRENT PERIOD SUMMARY

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Current authorisation period closes 27th June for payment 30th June

▼ Period Summary for Nationwide Distributors - DEMO ACC
Invoices Due By 30-Jun-2017


Show Period:

 **Currency : EUR**

Company Name	Open Transactions	Outstanding Transactions	Outstanding	Verified Transactions	Authorised Transactions	Amount to be paid to Batch
Hillside Books - DEMO ACC (xyxyxyx)	123	123	28,278.61	0	0	0.00
Totals	123	123	28,278.61	0	0	0.00

 **Currency : GBP**


Company Name	Open Transactions	Outstanding Transactions	Outstanding	Verified Transactions	Authorised Transactions	Amount to be paid to Batch
Hillside Books - DEMO ACC (xyxyxyx)	167	168	55,252.81	1	0	0.00
W H Smith Ltd (Head Office) - 8742 (0874205)	1	1	64,935.00	0	0	0.00
Totals	168	169	120,187.81	1	0	0.00

 **Currency : USD**

Company Name	Open Transactions	Outstanding Transactions	Outstanding	Verified Transactions	Authorised Transactions	Amount to be paid to Batch
Hillside Books - DEMO ACC (xyxyxyx)	51	52	4,459.34	1	0	0.00
Totals	51	52	4,459.34	1	0	0.00

This screen is an overview of all the payments due to be received during the Current Period. By clicking the drop-down box in the centre of the page and selecting **Past**, you can view Past Periods by selecting the relevant month from the drop down box. Likewise, clicking **Future** will display payments due by future periods.

➤ PUBLISHER STATUS

 Currency : GBP

Outstanding Balances for Period Ending 30-Jun-2017						
	Open		Verified		Authorised	
	Qty	Value	Qty	Value	Qty	Value
Credit Notes	29	-4,716.21	0	0.00	0	0.00
Claims	1	120.00	0	0.00	0	0.00
Invoices	138	124,749.02	1	35.00	0	0.00
Balance	168	120,152.81	1	35.00	0	0.00

Outstanding Balances By Due Periods						
Due Ending	Open		Verified		Authorised	
	Qty	Value	Qty	Value	Qty	Value
31-Dec-2016	2	138.32	0	0.00	0	0.00
30-Nov-2016	1	-55.96	0	0.00	0	0.00
30-Sep-2014	1	-120.00	0	0.00	0	0.00
28-Feb-2014	6	268.02	0	0.00	0	0.00
31-Oct-2013	4	-325.34	0	0.00	0	0.00
28-Feb-2013	2	10,574.67	0	0.00	0	0.00
31-Jan-2013	15	4,545.98	0	0.00	0	0.00
31-Dec-2012	23	10,460.15	0	0.00	0	0.00
30-Nov-2012	2	2,333.38	0	0.00	0	0.00
30-Apr-2012	111	27,398.59	1	35.00	0	0.00
30-Jun-2006	1	64,935.00	0	0.00	0	0.00

Account Activity by Period			
Period Ending	Publisher Payments		
	Transaction Qty	Value	
31-Oct-2011		1	344.16
30-Nov-2008		16	1,262.32
30-Sep-2004		0	

This screen shows the **Outstanding Balances by Period** for the three main currencies that Batch can operate with: GBP, USD and EUR.

The page is in three sections: the top section shows the current period, ie. the transactions that make up the payment that will be made to you on the last working day of the current month. On the left of the screen the different transaction types are listed. These are: Credit Notes, Claims and Invoices.

At the bottom of this section is the balance: the total value once the credit note value has been deducted and any outstanding claim amounts have been added to the invoice value.


Across the top of the page are three columns. These columns show the number and value of each transaction type and their status on the system. There are three states that a transaction can be in, which are: **Open**, **Verified** and **Authorised**.

- **Open** - This status means that no action has been taken on this invoice, so any transaction in an open state will not be included in the payment.
- **Verified** - The verified status means that some action has been performed on the transaction.
 - A transaction can be set directly to the state of verified. Some booksellers will have staff who do not have the authority to set an invoice to be paid, but can use the verified state to acknowledge that the goods have been delivered, then another person can authorise the invoice for payment.
- **Authorised** - The authorised status means that the transaction will be included in the payment run once the due date has been reached. The due date is supplied by the supplier when Batch receives the invoice information. It is not possible for an invoice to be paid early; an invoice can only be paid on or after the due date. However, a due date can be brought forward.

➤ OUTSTANDING BALANCES BY DUE PERIODS

In the middle section of the status page there is a list of dates on the left of the screen, each of which refers to a payment period. Clicking on these dates will show details of transactions that make up the figures shown. The details displayed will be all transactions prior to the date displayed.

- The default transaction status filter is **All including Cleared**. Clicking on the drop down box you can select other options: **Adjusted**, **Authorised**, **Not Paying**, **Open**, **Verified** and **Open, Verified and Not Paying** combined as a selection.
- Clicking through brings up a list showing invoices, claims and credits that can be clicked and viewed to see the line detail.



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Current authorisation period closes 27th June for payment 30th June

▼ Show Transactions For (All)
Nationwide Distributors - DEMO ACC Only

Filter transactions by branch: ▼

Filter transactions by status: All including Cleared ▼

Showing transactions due between 01-Dec-2016 and 31-Dec-2016. Page 1

Trans Date	Type	View PDF	Invoice No	CN, Claim or Inv Ref#	Due Date	Status	Claim View	Date Authorised	Currency	Value	Outstanding
Hillside Books - DEMO ACC											
02-Nov-2016	Inv		3492300		02-Dec-2016	Open			GBP	52.96	52.96
02-Nov-2016	Inv		697502		02-Dec-2016	Open			GBP	85.36	85.36

▲

[New Search](#) [Current Period Summary](#) [Main Menu](#)

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Once you have selected the period you want to see, click on the date. Invoices will appear on the page ordered by date with the oldest transaction shown first. The information displayed consists of **Transaction Date**, **Type** (Invoice, Credit Note or Claim), **Invoice Number**, **CN or DN number (Credit Note or Claim Number)**.

- **Due Date** – This is taken from the supplier’s EDI feed. Batch has a single payment date, which is the last working day of the month. The invoice will be paid on the next payment date following the supplier’s Due Date.
- **Status** –
 - **Open** – No action has been taken with a transaction with an open status.
 - **Verified** – Some booksellers set an invoice as verified. This can mean that someone at goods-in acknowledges receipt and the invoice may be authorised at a later time. A transaction will also be set to a status of verified if it has previously been authorised and then un-authorised.
 - **Authorised** – The transaction will be included in the next payment run.
 - **Cleared** – The transaction has been included in a previous payment.
 - **Manually Adj.** – Stands for ‘Manually Adjusted’, which might mean a payment has been made to a supplier outside the Batch system. The transaction is usually an invoice or credit. Because of the complex cross referencing on the Batch system, transactions are not deleted but set to a status of Manually Adj., so they won’t appear in the list of invoices when authorisations are being made. No transactions are ever removed from Batch so they can be found by searching the transaction number, or changing the filter transaction by status to Manually Adjusted on the main menu. This operation can only be performed by Batch – simply request us to do it for you. If a transaction has been adjusted incorrectly it can be returned to a status of verified. Bookshops have the ability to do this.
 - **Value** – The original value of the invoice.
 - **Outstanding** – The outstanding value of the invoice. This may change if, for example, a claim has been raised against it.

- **VIEWING THE INVOICE** - Each invoice number is a link to the full invoice. To view the details, simply click on the invoice number.
- **VIEWING CREDIT AND CLAIM DETAILS** - To view the credit note or claim, click on the number. Make sure you click on the correct number and not the invoice number. Credit notes and claims show a link to the invoice number that they relate to.
- **SORTING ASCENDING/DESCENDING** - Transactions can be sorted in two ways: by transaction date and invoice number. To sort the transactions, click on the column heading. A small green arrow will appear next to the heading to indicate how the transactions are sorted and whether they are listed ascending or descending.
- **MOVING BETWEEN PAGES** - There are green arrows at the top and bottom of each page that take you to the top or bottom of the page, depending on whether they point up or down. If the number of transactions displayed is too great, then a blue arrow appears at the bottom of the list of transactions. An arrow pointing to the right will take you to the next page. An arrow pointing to the left will take you to the previous page.

➤ BOOKSELLER STATUS

This option is accessed from the **Main Menu** and shows similar financial information and follows the same layout as the Publisher Status option but with the ability to search and view information for a specific retailer.

Booksellers Association Search Batch Home							
		Batch		5011111111111 0001 Logout			
Current authorisation period closes 27th June for payment 30th June							
▼ Bookseller Balances							
Hillside Books - DEMO ACC							
🇪🇺 Currency : EUR							
Outstanding Balances for Period Ending 30-Jun-2017							
	Open		Verified		Authorised		
	Qty	Value	Qty	Value	Qty	Value	
Claims	19	473.73	0	0.00	0	0.00	0.00
Invoices	105	27,804.88	0	0.00	0	0.00	0.00
Balance	124	28,278.61	0	0.00	0	0.00	0.00
Outstanding Balances by Due Periods							
Due Ending	Open		Verified		Authorised		
	Qty	Value	Qty	Value	Qty	Value	
30-Jun-2017	1	0.01	0	0.00	0	0.00	0.00
30-Apr-2012	123	28,278.60	0	0.00	0	0.00	0.00
🇬🇧 Currency : GBP							
Outstanding Balances for Period Ending 30-Jun-2017							
	Open		Verified		Authorised		

➤ SEARCHING

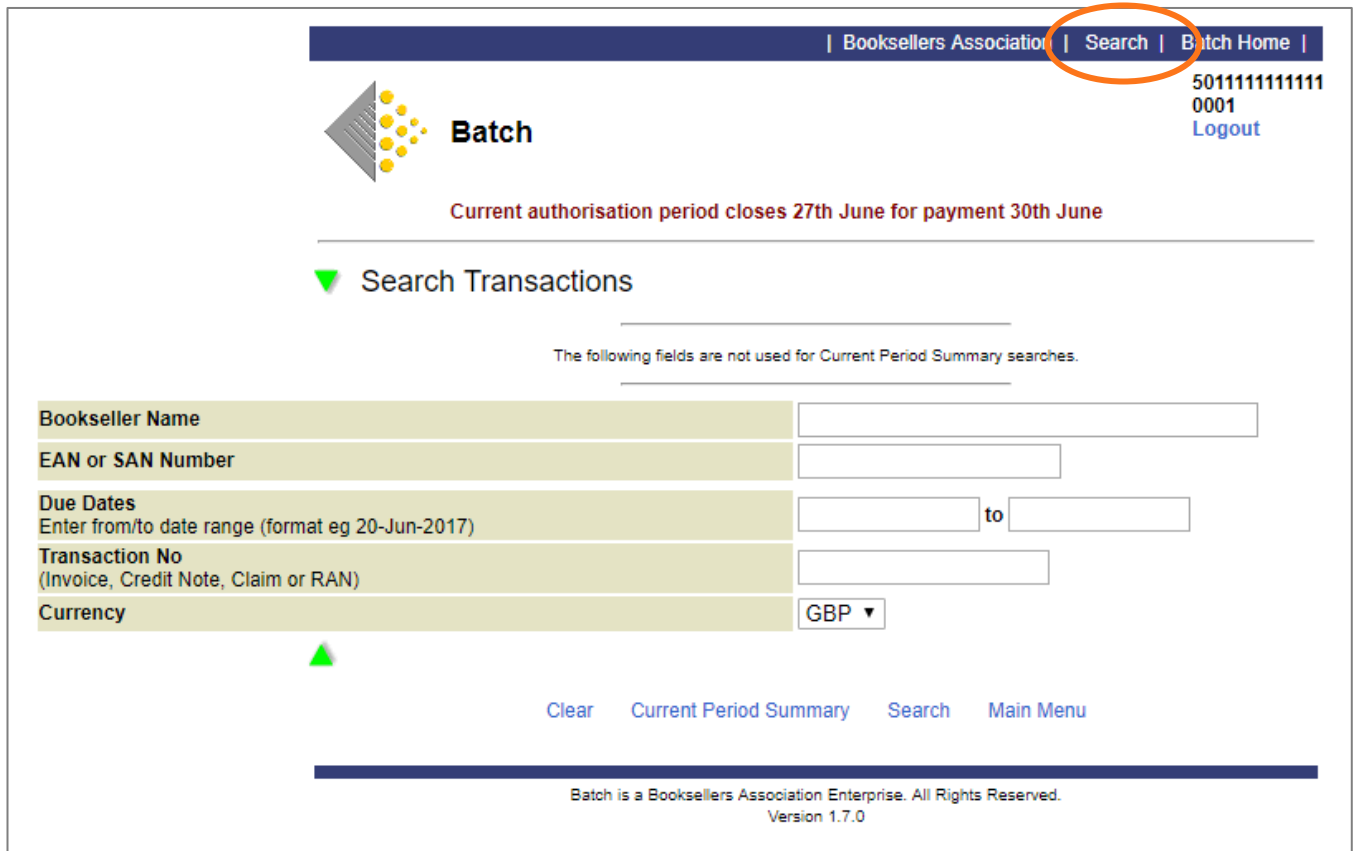
After clicking on Bookseller Status, you can enter details of the bookseller you require. Either enter the name of the bookseller or their SAN. If the details, you have entered are unique then you will go straight to the Bookseller Status page. If there is more than one bookseller returned by the search criteria entered, you will be shown a list of potential booksellers. Each name on the list is a link, just click on the name you want, and you will be taken to the Bookseller Status page for that bookseller. If the list does not contain the name you wish, use the back button on your browser to try and enter more specific details. There is a wildcard character that

can be used during searches, this character is the % character. Once the Retailer has been located the screen will show the Claims and Invoices by period and by currency for that retailer.

Clicking on any due month will take you to a summary screen with the options to view the balances and then drill down to invoice line level as with navigating in the Publisher Status area.

- **SEARCHING FOR A SPECIFIC INVOICE**

There is a blue bar at the top of each page. This bar contains links as well as the word **SEARCH**. If you want to search for a specific invoice, then you can click on the search link.



Booksellers Association | **Search** | Batch Home

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Current authorisation period closes 27th June for payment 30th June

▼ Search Transactions

The following fields are not used for Current Period Summary searches.

Bookseller Name

EAN or SAN Number

Due Dates
Enter from/to date range (format eg 20-Jun-2017) to

Transaction No
(Invoice, Credit Note, Claim or RAN)

Currency

Clear Current Period Summary Search Main Menu

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- You need to enter either the bookseller's name or their EAN or SAN number. If there is more than one account corresponding to the search criteria you have entered, a list of accounts will appear. Click on the name of the account whose invoice you wish to see.
- The invoice details will appear showing its status on the system.
- To see the full details of the invoice, click on the invoice number.

16/07/2019

➤ **BATCH CLAIMS**

Should there be an issue with an invoice or one or more lines of an invoice, a bookseller can submit a claim for a variety of standard reasons. Submitting a claim removes the disputed line(s) from the invoice and allows for the rest of the invoice to be paid in the normal way.

An email is sent to the relevant Batch contact to inform him or her that there is a claim to be addressed. If the claim is accepted, you as the supplier will raise a credit for the claim and this will be sent to Batch in the regular EDI feed to ensure that the outstanding balance is correct. If the claim is disputed, you will need to contact the bookseller to resolve the issue and either raise another invoice or credit note depending on the outcome of the negotiations.

- **CLAIMS PROCEDURE**

Any claim submitted will always have a reason selected from the list below.

13/05/2019

REASONS FOR A CLAIM:

- | | |
|--------------------------------|-----------------------------------|
| • Order duplicated | • Coupon redemption |
| • Defect in product service | • Returnable containers |
| • Substitute product not accep | • Free goods charged in error |
| • Damage in transit | • Short delivery |
| • Loss in transit | • Incorrect product delivered |
| • Trade discount error | • Non-delivery |
| • Trade price error | • Order cancellation |
| • Surplus to requirements | • Postage/packing wrongly charged |
| • Sale or return | • Defect in product manufacture |
| • Promotion allowance | |
| • Retrospective discount | |

- A claim is created by the bookseller.
- Batch stores the claim on the system and generates an email that is sent to you with an attachment of the web page containing the details of the claim.
- The bookseller should authorise the remaining invoice amount for payment on the due date.
- You should send an email acknowledgement to the bookseller stating that the claim has been received and is being dealt with.
- If the claim is accepted and a credit note produced, then the credit note should reference the original invoice to which the claim referred and the claim number.
- The credit note will appear on Batch following the next EDI feed.
- The bookseller will accept the credit note and should authorise the claim for payment on the due date.
- If the claim is rejected then simply inform the bookseller and, if they agree, they can authorise the claim to be paid. If they disagree then you are in dispute with the customer.

- **VIEWING CLAIMS**

- Existing claims can be viewed in **Report History** from the Main Menu.
- New claims will be sent to the relevant Batch contact for review.

➤ **TRADE DISCOUNT ERRORS**

- If a bookseller claims for **Trade Discount Error**, they will only be claiming the extra discount that they believe they are owed. For example, if their standard discount is 40% and they were offered an extra 5% on an order but this was not invoiced correctly, they will submit a claim for the extra 5%, not for 45%. It is up to you to decide whether this is a valid claim and make the adjustment accordingly.

Please note that Batch is not responsible for any commercial decisions – we simply display the information that we have been given.

➤ **MONTHLY REMITTANCE AND PAYMENT**

The Batch remittance is produced after the cut-off date each month. The cut-off date is four working days before the last working day of the month (this date is shown on all Batch screens). The cut-off date and the last working day of the month are displayed on every page on the website.

- **VIA EDI** - The EDI remittance file is transmitted on the day following the cut-off date. The remittance file can be transmitted either as an EDI message or as a simple delimited text file attached to an email. It can also be accessed in **Reports/Report History**.
- **PAYMENT**
Suppliers receive cleared funds in their accounts on the last working day of each month. This payment is made by the BACS system.
 - **PAYMENT DATE**
The payment date is set by Batch and will be the last working day of each month. The website shows the date of the next payment on the top of each page.

➤ **FAILED DIRECT DEBITS AND FAILED OVERSEAS PAYMENTS.**

The procedure followed if a Direct Debit from a UK bookseller fails is as follows:

- If a Direct Debit fails, Batch will try to get the money from the shop.
- Batch will only inform the supplier if the shop does not respond or if there is a reason to think they may have a problem in paying.
- Batch will let the supplier know as soon as there is a problem, to ensure that the supplier does not count these funds as cleared. Batch will always keep suppliers updated via email or telephone, either informing them that the money paid by Batch needs to be refunded back to Batch or that funds have been received.
- Batch will know about failed Direct Debits by 1st of the month.
- If there is a problem with any non-receipt of payment from booksellers, Batch will send a warning email to the supplier saying the funds may be recalled from the supplier within 5 days, if payment is not received.

For overseas booksellers:

- Batch will send out daily reminder emails to booksellers, starting seven days before the Authorisation Date, if no payment has been made and until funds are received.
- As above Batch will inform the Suppliers of any problems and follow the above procedure to get a refund back from the Supplier for any non-payments.

➤ **SUPPLYING DATA ELECTRONICALLY**

We are able to receive and work with many different electronic file formats, so please contact us at mail@batch.co.uk to set up the necessary feeds to test and automate the process of file delivery.

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 THAT WILL HELP US TO IDENTIFY AND RESOLVE THE PROBLEM

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