

# BATCH RETURNS FOR BOOKSELLERS

## WHAT BATCH RETURNS DOES

Batch Returns has been designed to be easier than writing out a request, creating an email or waiting for a representative to call. The system operates 24 hours a day, 365 days of the year and provides an electronic record of all transactions. Batch Returns can be used via the web or by using EDI and can be linked to a shop's stock control system. Decisions are made by the supplier not by Batch and – best of all – the service is FREE to booksellers.

## > <u>GETTING STARTED WITH BATCH RETURNS</u>

Go to www.batch.co.uk then click on 'BatchOne Login'.



On the login page, enter the email address you used to register, followed by your password. You can then access the main **Batch Returns** website.

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Web	xome to BatchOne
Balo If yo	Cine is a new portal for users of Batch services. I have not been invited to join BatchCine, please send an email to mail@batch.co.uk.
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Batch	Service Announcements

- If you are a first-time user and have not yet set up your BatchOne access, please contact us at mail@batch.co.uk
- If there are multiple users for your organisation, they can be set up to have access too. Let us know if you would like additional users to be added. They will need a different email address to the one you are set up with.



## > <u>NAVIGATION</u>

When navigating in Batch Returns, only use the orange navigation bar or click on the tabs – the browser Back button will log you out of the Batch system.

 Once logged on, the Batch Returns Dashboard will be shown, and any service issues will be displayed. This is where to create a new request and see recent sent requests. Authorisations awaiting confirmations can be seen in the Inbox.

			Welcome Fraser Tanner, Batch Test Bookshop
Home Outbox Sent Requests You are here: Home	Inbox Search Suppliers My Acco	ount Help	
nter the state of the start of			
Your Batch Returns	Dashboard		
Outbox (0)	Sent Requests (0)	Inbox (0)	
Create/Send Requests	Awaiting suppliers' authorisation	Authorisations awaiting confirmation	

#### CREATE A REQUEST

Click on the Create/Send Requests button (on the Home Tab) or on the Outbox Tab and choose the Supplier Name by scrolling down the list. Select a supplier by clicking on the Supplier Name. Then click on the Add ISBNs... button and enter the ISBN (book code). Enter one record per line plus the quantity of books to add lines to the request. A comma or / (slash) can be used to separate the ISBN from the



quantity and invoice number. Only enter a quantity if higher than 1.



Once the list of products is complete, click Add to Request to add lines to the request. The system will then display the titles you wish to return. The default Reason Code is Overstock, but the other reason codes listed below can be selected.

B00: Overstock: stock surplus to requirement
B10: Promotion or event, or preauthorized by supplier
B11: ISBN recalled by supplier
B20: ISBN supplied and invoiced not ordered
B91: ISBN supplied not ordered nor invoiced
B12: Order cancelled by customer
B80: Incorrect discount given
B30: ISBN received damaged
B81: Incorrect price on invoice
B90: Shortage - quantity invoiced not supplied in full
B31: ISBN has a manufacturing defect
B01: Consignment stock: Only use if you hold a Consignment Acc

When the request is completed and is correct, click on **Send Request**.

BATCH RETURNS						W	elcom	ne Fraser T	anner	, Batch Te	st Books	hop	<u>Log Out</u>
Home Outbox Sent Requests Inbox S	earch Suppliers My Account	Help											
You are here: <u>Outbox</u> >> Batch Test Supplier (1111111	11111)												
Outbox Batch Test Coppiler (1111111111)													🔄 🖨
Add ISBN > Send Request    ave for later	Discard Request Set All 🔻												
# A ISBN Title	Author	Reason Code	Qty	Invoice#	Supplier Reference	Damage (	Code	Defect C	ode	RRP	Expected Value	Remove Line	Warnings 🔺
1 9781846468681 Stories for 3 Year Olds	(Not known)	B00: Overst 🛩	20			none	~	none	~	2.99			
2 9781405906043 My Favourite Friends	BBC Books	B00: Overst 🛩	30			none	~	none	~	9.99			
3 9781409303176 Star Wars the Clone Wars: Press Out and E	(Not known)	B00: Overst 🛩	10			none	*	none	~	12.99			
4 9780141043722 Team of Rivals	Doris Kearns Goodwin	B00: Overst 🛩	12			none	~	none	~	14.99			
5 9780141013510 Whisperers	Orlando Figes	B00: Overst 🛩	10			none	~	none	~	14.99			
6 9780140449648 Histories	Cornelius Tacitus	B00: Overst 🛩	32			none	*	none	~	12.99			
7 9780140449495 Nicomachean Ethics	Aristotle	B00: Overst 🛩	23			none	*	none	~	8.99			

• An email will be sent saying there is a response from the supplier. The supplier will tell you what can and cannot be sent back. A printable picking list can now be downloaded and the books prepared for return.

Home	Outbox Sent Requ	ests Inbox	Search	Suppliers	My Account	Help									
You are here:	Search Inbox >>	Results >> Auth	orisation View	W			Deques	1/7 ·	Remu	eted on :		Authorised on :	_	Confirmed or	
Batch Test Booksh	hop, Ba	ch Test Supplier	B	Batch Test Supplier			374	407 .	06-Ju	n-2017		08-Jun-2017		Sommittee of	1
Minster House, 27 Bridge Road, Lond	2 Vaux EA don, SW1V SA	N: 1111111111111 N: 7654321	2 N	272 Vauxhall Bridge Minster House	Road		Custom	er Ref. ;	Total F	Requested :		Total Authorised :		Total Confirm	ned
1BA EAN: 999999999999	999		L	ondon SW1V 1BA			JKTest	0606				528.93			
SAN: 1234567							RAN :	42	Expiry 06-Se	Date :					
Search Lines >>	Show All Lines 🔞 Sav	e Changes > Send	Confirmation	Picking List	Set all Quantitie	s to CSV									
ISBN		Title				Author		Invoice#	Qty Auth'd	Qty Refused	Qty Confd	Response Code	Unit Value	Discount	1
9781846468681	Stories for 3 Year Olds			(Not)	known)				20		20	A01: Return to	1.79	40.00	
	Star Wars the Clone Wa	rs: Press Out and Buik	d	(Not)	known)				10		10	A01: Return to	7.79	40.00	
9781409303176				Doris	Kearns Goodwi	i			12		12	A01: Return to	8.99	40.00	1
9781409303176 9780141043722	Team of Rivals										10	A01: Return to	8 99	40.00	
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• The example above shows that two lines have been refused and the reasons why are given.



## > <u>CONFIRMATION</u>

**Important:** The returns authorisation <u>must be confirmed</u> before the books are sent back to the supplier. Insert the exact quantities that are going to be returned: if there are fewer books to be returned than requested, reduce the quantities. If there are more books to return than you have been given permission for, you must create a further request for the number of books greater than the original request. Save the changes and click on **Send confirmation**.

#### ▶ <u>LABELS</u>

The system will then ask you how many returns labels are required. These labels will contain the address that the supplier wants the books to be sent to as well as the Returns Authorisation Number (RAN) contained in the barcode so the supplier can identify the returns and issue a credit.



Print out the labels and arrange carriage in the usual way. If the return consignment contains multiple RANs, please pack books for the same RAN together and include a picking list with each box. (See sample picking list on the next page.) This will ensure any returns' credit is processed accurately. If a different number of labels is required or they need to be reprinted for any reason, this can easily be done by clicking on the Print Packaging Labels from the drop-down menu Labels and Documents.



etailer	From			Request	# Customer	r Ref	Date Ree	quested				
Batch Test Books EAN: 9999999999 SAN: 1234567	shop 9999 Batch Test Bookshop, Minster House, 272	Vaux Bridge Road, Lon	idon, SW1V	1BA 374	JKTest060	06	06-Jun-2	017				
Supplier	Deliver to			RAN	Date Auth	horised	Date Co	nfirmed				
Batch Test Suppl EAN: 1111111111 SAN: 7654321	ier 111 272 Vauxhall Bridge Road, Minster House	, London, SW1V 1BA		0000014	08-Jun-201	)17	08-Jun-2	017				
					Total Valu	ue Authoris	ed Total Va	lue Confirmed				
						528.	93	528.93				
RETURN MESS	SAGE CODE: 71E: Green box - Return to s	Author	Invoice# (	Qty Auth'd Qty	Refused Qt	ty Conf'd	Response Co	ode		Unit Value	Discount	Total
RETURN MESS	AGE CODE: 71E: Green box - Return to s Title	Author	Invoice# (	Qty Auth'd Qty	Refused Q	ty Conf'd	Response Co	ode	lashla canditian	Unit Value	Discount	Total
RETURN MESS ISBN 9781846468681 9781409303176	AGE CODE: 71E: Green box - Return to s Title Stories for 3 Year Olds Star Ware the Clone Ware Press Out and Build	Author (Not known)	Invoice# (	Qty Auth'd Qty 20	Refused Q	aty Confd I	Response Co A01: Return t	ode o supplier in resa	leable condition	Unit Value 1.79 7.79	Discount 40.00	Total 35.80
RETURN MESS ISBN 9781846468681 9781409303176 9780141043722	AGE CODE: 71E: Green box - Return to s Title Stories for 3 Year Olds Star Wars the Clone Wars: Press Out and Build Team of Rivals	Author (Not known) (Not known) Daris Keams Goodwin	Invoice# (	Qty Auth'd Qty 20	Refused Q1 20 10	Aty Conf'd         I           10         4           0         4           2         4	Response Co A01: Return t A01: Return t A01: Return t	ode o supplier in resa o supplier in resa o supplier in resa	leable condition leable condition	Unit Value 1.79 7.79 8.99	Discount 40.00 40.00	Total 35.80 77.90 107.88
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IF THERE ARE ANY ISSUES, QUESTIONS OR QUERIES THEN PLEASE CONTACT THE BATCH SUPPORT TEAM BY EMAILING <u>mail@batch.co.uk</u> 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. YOU CAN ALSO SEND SCREENSHOTS OF ANY ERROR MESSAGES, WHICH WILL HELP US TO RESOLVE THE MATTER QUICKLY

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## BATCH AND THE INDUSTRY RETURNS INITIATIVE (IRI)

Batch Returns supports the Industry Returns Initiative, a set of standards and rules that have been agreed between booksellers and their suppliers. The key features are that any book can be returned three months after the publication date and if the book has been invoiced within the last 15 months. There is no need to supply invoice numbers as the supplier will calculate the average price paid for the book over the last 15 months and will credit the retailer with that price.

The full rules are set out on the Book Industry Communications website:

https://www.bic.org.uk/14/EDI-Implementation-Guidelines/#3

PLEASE NOTE: BATCH IS NOT RESPONSIBLE FOR ANY DECISIONS REGARDING REASONS FOR RETURNS' REFUSALS OR OTHER COMMERCIAL ARRANGEMENT BETWEEN THE SUPPLIER AND THE RETAILER.

Batch is a wholly owned subsidiary of the Booksellers Association of the United Kingdom & Ireland.

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Close Picking List