

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.

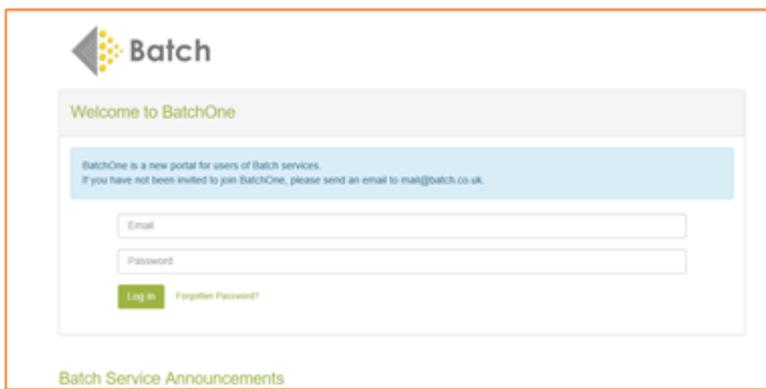
➤ GETTING STARTED WITH BATCH RETURNS

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



Go

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.

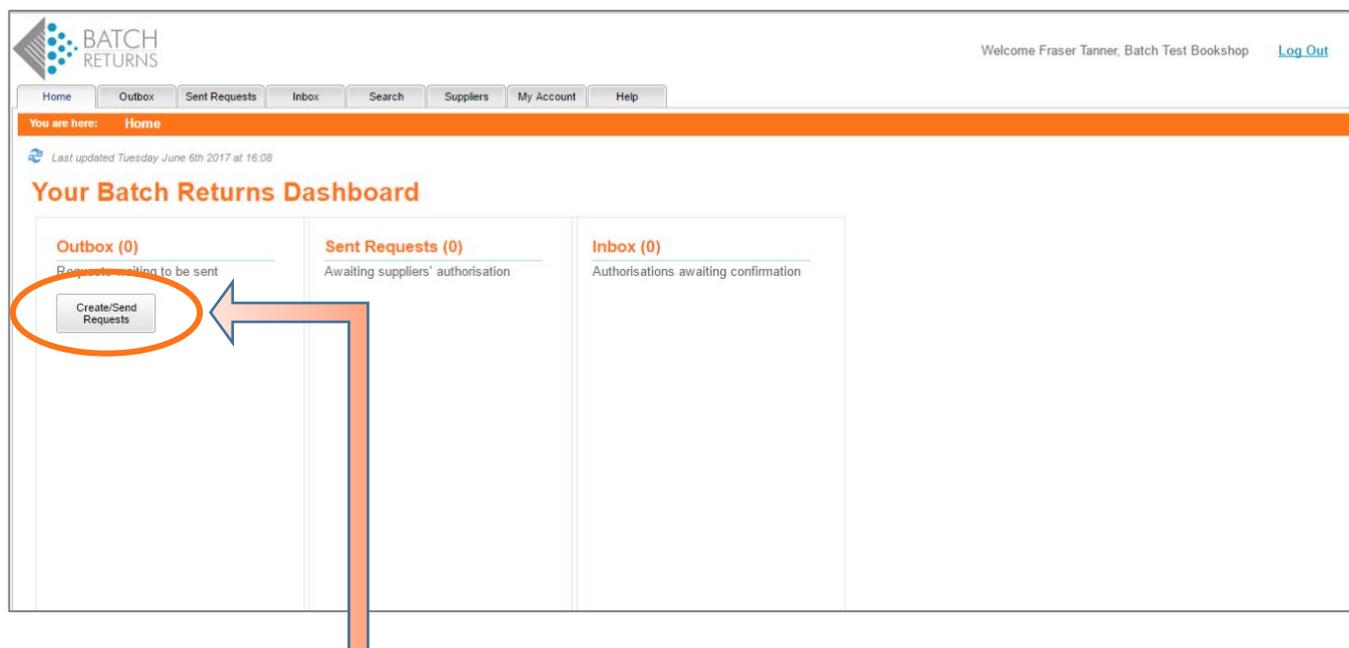


- - If you are a first-time user and have not yet set up your BatchOne access, please contact us at mail@batch.co.uk
 - If there are multiple users for your organisation, they can be set up to have access too. Let us know if you would like additional users to be added. They will need a different email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

➤ NAVIGATION

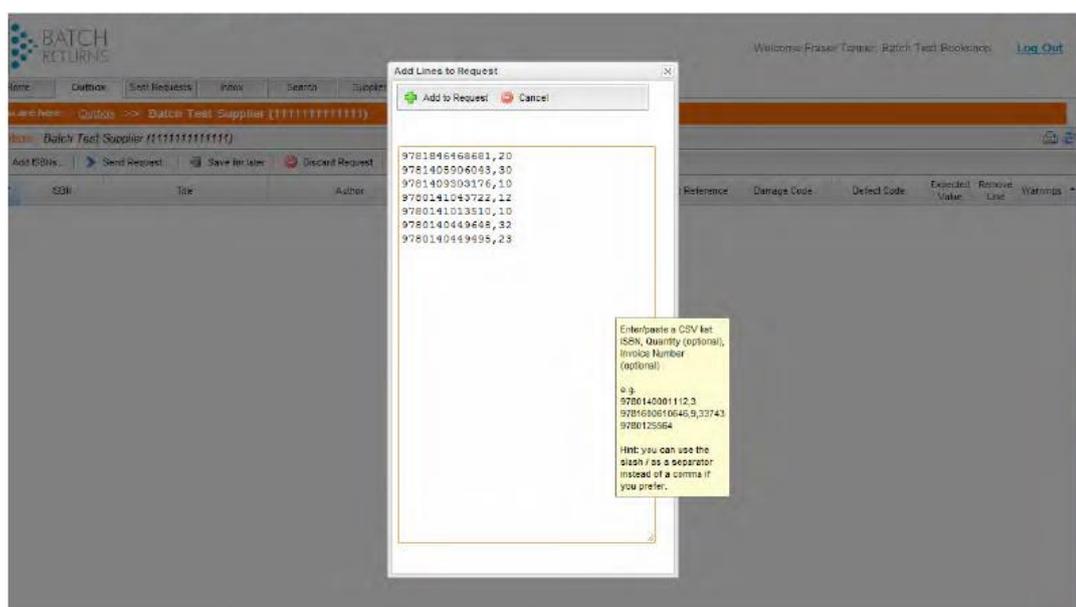
When navigating in Batch Returns, only use the orange navigation bar or click on the tabs – the browser Back button will log you out of the Batch system.

- 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.



➤ 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

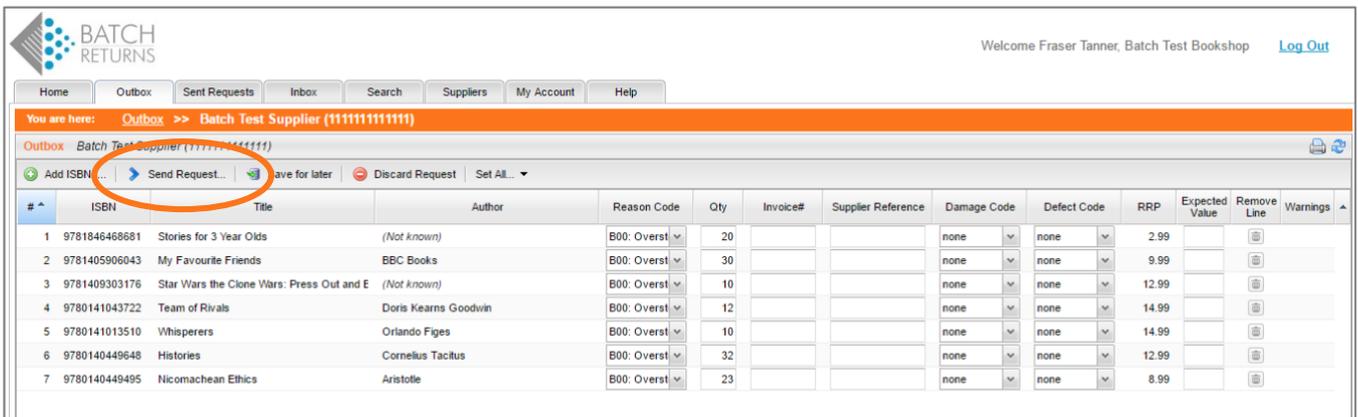


quantity and invoice number. Only enter a quantity if higher than 1.

- 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
Welcome Fraser Tanner, Batch Test Bookshop [Log Out](#)

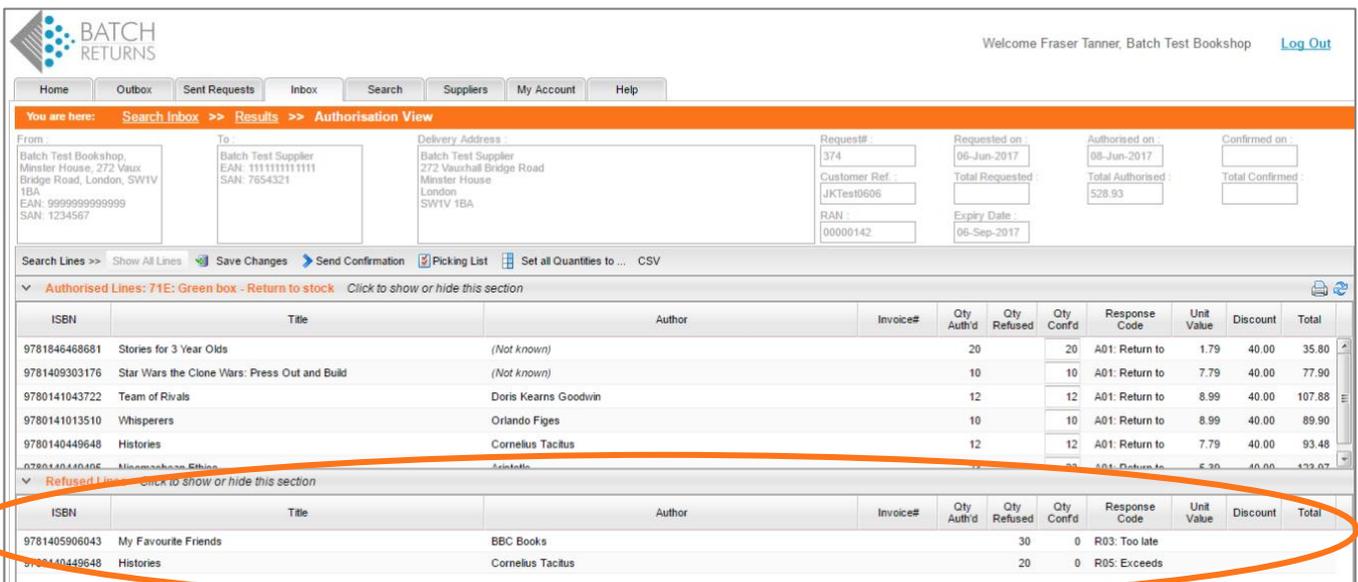
Home Outbox **Sent Requests** Inbox Search Suppliers My Account Help

You are here: **Outbox** >> Batch Test Supplier (111111111111)

Outbox Batch Test Supplier (111111111111)

#	ISBN	Title	Author	Reason Code	Qty	Invoice#	Supplier Reference	Damage Code	Defect Code	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.



Batch RETURNS
Welcome Fraser Tanner, Batch Test Bookshop [Log Out](#)

Home Outbox Sent Requests **Inbox** Search Suppliers My Account Help

You are here: **Search Inbox** >> Results >> Authorisation View

From: Batch Test Bookshop, Minster House, 272 Vaux Bridge Road, London, SW1V 1BA
To: Batch Test Supplier
Delivery Address: Batch Test Supplier, 272 Vauxhall Bridge Road, Minster House, London SW1V 1BA
Request#: 374
Requested on: 06-Jun-2017
Authorised on: 06-Jun-2017
Confirmed on:
Customer Ref.: JKTest0606
Total Requested:
Total Authorised: 528.93
Total Confirmed:
RAN: 00000142
Expiry Date: 06-Sep-2017

Picking List

CSV

Authorised Lines: 71E: Green box - Return to stock [Click to show or hide this section](#)

ISBN	Title	Author	Invoice#	Qty Auth'd	Qty Refused	Qty Conf'd	Response Code	Unit Value	Discount	Total
9781846468681	Stories for 3 Year Olds	(Not known)		20		20	A01: Return to	1.79	40.00	35.80
9781409303176	Star Wars the Clone Wars: Press Out and Build	(Not known)		10		10	A01: Return to	7.79	40.00	77.90
9780141043722	Team of Rivals	Doris Kearns Goodwin		12		12	A01: Return to	8.99	40.00	107.88
9780141013510	Whisperers	Orlando Figes		10		10	A01: Return to	8.99	40.00	89.90
9780140449648	Histories	Cornelius Tacitus		12		12	A01: Return to	7.79	40.00	93.48
9780140449495	Nicomachean Ethics	Aristotle		23		23	A01: Return to	8.99	40.00	133.07

Refused Lines: [Click to show or hide this section](#)

ISBN	Title	Author	Invoice#	Qty Auth'd	Qty Refused	Qty Conf'd	Response Code	Unit Value	Discount	Total
9781405906043	My Favourite Friends	BBC Books			30	0	R03: Too late			
9780140449648	Histories	Cornelius Tacitus			20	0	R05: Exceeds			

- The example above shows that two lines have been refused and the reasons why are given.

➤ **CONFIRMATION**

Important: The returns authorisation must be confirmed 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**.

➤ **LABELS**

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.

<p>FROM: Batch Test Bookshop Minster House 272 Vaux Bridge Road London SW1V 1BA</p> <p>GLN: 9999999999999 SAN: 1234567</p> <p>Parcel 1 of 4</p>	<p style="text-align: center;">00000142</p> <p style="text-align: center;">AUTHORISED RETURN</p>
<p>TO: Batch Test Supplier 272 Vauxhall Bridge Road Minster House London SW1V 1BA</p> <p>GLN: 1111111111111 SAN: 7654321</p>	 <p style="text-align: center;">00000142</p>

- 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**.

Batch Returns Picking List for Batch Test Supplier RAN 00000142

Retailer	From	Request #	Customer Ref	Date Requested
Batch Test Bookshop EAN: 9999999999999 SAN: 1234567	Batch Test Bookshop, Minster House, 272 Vaux Bridge Road, London, SW1V 1BA	374	JKTest0606	06-Jun-2017
Supplier	Deliver to	RAN	Date Authorised	Date Confirmed
Batch Test Supplier EAN: 1111111111111 SAN: 7654321	272 Vauxhall Bridge Road, Minster House, London. SW1V 1BA	00000142	08-Jun-2017	08-Jun-2017
		Total Value Authorised	Total Value Confirmed	
		528.93	528.93	

RETURN MESSAGE CODE: 71E: Green box - Return to stock

ISBN	Title	Author	Invoice#	Qty Auth'd	Qty Refused	Qty Conf'd	Response Code	Unit Value	Discount	Total
9781846468681	Stories for 3 Year Olds	(Not known)		20		20	A01: Return to supplier in resaleable condition	1.79	40.00	35.80
9781409303176	Star Wars the Clone Wars: Press Out and Build	(Not known)		10		10	A01: Return to supplier in resaleable condition	7.79	40.00	77.90
9780141043722	Team of Rivals	Doris Kearns Goodwin		12		12	A01: Return to supplier in resaleable condition	8.99	40.00	107.88
9780141013510	Whisperers	Orlando Figes		10		10	A01: Return to supplier in resaleable condition	8.99	40.00	89.90
9780140449648	Histories	Cornelius Tacitus		12		12	A01: Return to supplier in resaleable condition	7.79	40.00	93.48
9780140449495	Nicomachean Ethics	Aristotle		23		23	A01: Return to supplier in resaleable condition	5.39	40.00	123.97

REFUSED RETURNS

ISBN	Title	Author	Invoice#	Qty Auth'd	Qty Refused	Qty Conf'd	Response Code	Unit Value	Discount	Total
9781405906043	My Favourite Friends	BBC Books			30	0	R03: Too late			
9780140449648	Histories	Cornelius Tacitus			20	0	R05: Exceeds agreed trading cap			

IF THERE ARE ANY ISSUES, QUESTIONS OR QUERIES THEN PLEASE CONTACT THE BATCH SUPPORT TEAM 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. 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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