



A BOOKSELLER’S GUIDE TO MAKING CLAIMS

Batch Ltd is owned by The Booksellers Association of the UK and Ireland (BA). The system has been designed to help the book trade reduce overheads in the supply chain by improving communication between suppliers and their customers, therefore allowing organisations of all sizes to enjoy the advantages of trading electronically.

To receive the complete guide to using **Batch Payments**, please send an email to mail@batch.co.uk.

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How to make a claim

Making claims via your Batch Payments account is an efficient way to inform suppliers of a problem with an invoice or delivery. Because claims are sent electronically, there is no need to phone or fax, and a permanent record is kept. Later, if a credit controller wants to know why part of an invoice was unpaid, he or she can check on Batch and does not need to call you. Using this function allows you to withhold payment on a line level but pay for everything else, which can avoid the supplier putting your account on stop. You can make a claim on any open invoice in the Current or Future periods.

From your list of open transactions, find the transaction against which you need to raise a claim then click on **Claim** in the right-hand column.

TYPE	INVOICE NO	CN. CLAIM OR INV REF#	DUE DATE	VALUE	OUTSTANDING	STATUS	DATE AUTHORISED	CLAIM VIEW	PDF	OPTIONS
Claim	7985853Q	32699	16-OCT-2004	17.56	17.56	Open		Sent to Supplier		
Claim	7985853Q	32680	16-OCT-2004	17.56	17.56	Open		Sent to Supplier		
Claim	7985853Q	32655	16-OCT-2004	35.12	35.12	Open		Sent to Supplier		
Claim	7985853Q	10813	16-OCT-2004	175.62	175.62	Open		Sent to Supplier		
Claim	7985853Q	10812	16-OCT-2004	175.62	175.62	Open		Sent to Supplier		
Inv	46472711		30-APR-2020	16.49	0.39	Open				Claim
Inv	46458719		30-APR-2020	3,270.72	3,118.17	Open				Claim
Inv	4645635X		30-APR-2020	66.50	66.50	Open				Claim
Inv	46459693		30-APR-2020	31.94	15.47	Open				Claim
Inv	46459642		30-APR-2020	94.22	94.22	Open				Claim
Inv	46459650		30-APR-2020	48.29	35.57	Open				Claim
Inv	46458808		30-APR-2020	44.38	29.79	Open				Claim



You have the option to set a reason for all the lines or individually select reasons for the lines that require a claim. You would use the **Set all** option if there was a problem with the entire invoice, for example if an entire delivery never arrived.

INVOICE NO	ORDER NO	CURRENCY	INVOICE DATE	DUE DATE	VAT NUMBER	EXISTING CLAIMS ON THIS INVOICE
039001745894	Kew54105	GBP	31-AUG-2022	01-SEP-2022	555 5555 55	None

#	ISBN	TITLE	ORDER NO	VAT CODE	NET VALUE	REASON	UNIT COST	QTY	DISCOUNT VALUE	DISCOUNT %
1	9781399705417	Stephen King Fairy Tale	Kew54105	Zero	12.10	Select a reason	2.00	1		45.00
2	9781529409482	Suzanne Fagence Cooper How We Might Live	Kew54105	Zero	16.50	Overstock: stock surplus to requirement	0.00	1		45.00
3	9780711276260	David Fathers London Thames Path	Kew54105	Zero	5.82	Promotion or event stock, or pre-authorized by supplier	0.99	1		47.00
4	9781800076402	Dan Bridges It's Coming Home	Kew54105	Zero	7.69	Supplied item received damaged	0.99	2		45.00
5	9781529369049	Jonathan Freedland The Escape Artist	Kew54105	Zero	22.00	Item supplied and invoiced not ordered	0.00	2		45.00
6	9781780229270	Anna Reid Borderland	Kew54105	Zero	6.04	Order cancelled by customer	0.99	1		45.00
7	9780711254534	Susie Hodge Artistic Places	Kew54105	Zero	7.94	Incorrect price on invoice	4.99	1		47.00

For most of the claim reasons listed, the amounts and details – other than the quantity – will not require any changes. However, making a claim for incorrect discount is slightly different.

Create a claim for a trade discount

Find the transaction then click on **Claim** to be taken to the claim's entry page. At the top you will see a summary of any claims that have already been made on this invoice:

INVOICE NO	ORDER NO	CURRENCY	INVOICE DATE	DUE DATE	VAT NUMBER	EXISTING CLAIMS ON THIS INVOICE												
46472711	10 04 12	EUR	10-MAR-2020	30-APR-2020	555 5555 55	<table border="1"> <thead> <tr> <th>Claim Date</th> <th>Claim #</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>21-NOV-2020 13:22 GMT</td> <td>121322</td> <td>7.9</td> </tr> <tr> <td>21-NOV-2020 13:04 GMT</td> <td>123321</td> <td>7.9</td> </tr> <tr> <td>10-OCT-2020 14:39 BST</td> <td>81717</td> <td>1.1</td> </tr> </tbody> </table>	Claim Date	Claim #	Value	21-NOV-2020 13:22 GMT	121322	7.9	21-NOV-2020 13:04 GMT	123321	7.9	10-OCT-2020 14:39 BST	81717	1.1
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10-OCT-2020 14:39 BST	81717	1.1																

You can review this before making a claim to avoid a claim being duplicated. You can see the claim numbers are in blue. By clicking on these you will be able to see the reasons for each claim. If no claim has been made on this invoice yet or the claim is for a different line, you can proceed to make a claim.

In the example below, we can see the first line has a discount of £33.50%. However, the agreed discount is meant to be 35%.

#	ISBN	TITLE	ORDER NO	VAT CODE	NET VALUE	REASON	UNIT COST	QTY	DISCOUNT VALUE	DISCOUNT %
1	9780021128209	Louise Hashemi IELTS Trainer Six Practice Tests with Answers and Audio CDs (3)	1413459000	Zero	131.01	Select a reason	19.70	10	33.50	33.50
2	9780521132350	Karen Saxby KET for Schools Trainer Six Practice Tests without Answers	1413459000	Zero	40.43	Select a reason	15.20	4	33.50	33.50
3	9780521132381	Karen Saxby KET for Schools Trainer Six Practice Tests with Answers, Teacher's Notes	1413459000	Zero	39.30	Select a reason	19.70	3	33.50	33.50

Select **Incorrect discount given** from the drop-down list and replace the 33.50 with 1.50. You need to claim the difference to ensure that the correct discount is issued. In this example you want to claim 35 minus 33.50 = 1.50.

Note: do bear in mind that some figures will have a rounding. For example, a value of £1.99 is not a round number, so when a % is applied the value will be rounded up or down based on the data that was sent to us by the supplier.

The screenshot shows a web interface for creating a claim. A dropdown menu is open, listing reasons for a claim. The selected reason is 'Incorrect discount given'. Below the dropdown is a 'Claim Totals' table and a 'Claim Details' table.

Claim Totals				
VAT VALUE	DISCOUNT VALUE	VAT VALUE	VALUE	
16.79	0.00	7.20	0.00	16.79

Claim Details					
(Only applied if a reason is selected)					
REASON	UNIT COST	QTY	DISCOUNT VALUE	DISCOUNT %	
Incorrect discount given	19.70	10		1.50	
Select a reason	15.20	4		33.50	

Click on the green **Validate** button (at the top and bottom of the page) to be taken to another page where you can check the details before submitting the claim:

The screenshot shows a validation page for a claim. It includes an invoice summary table, a claim details table, and a VAT breakdown table.

INVOICE NO	ORDER NO	CURRENCY	INVOICE DATE	DUE DATE	VAT NUMBER	EXISTING CLAIMS ON THIS INVOICE												
46458719	1413459000	EUR	10-MAR-2020	30-APR-2020	555 5555 55	<table border="1"> <thead> <tr> <th>Claim Date</th> <th>Claim #</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>20-MAR-2021 11:22 GMT</td> <td>88143</td> <td>9.85</td> </tr> <tr> <td>11-SEP-2023 13:51 GMT</td> <td>109630</td> <td>11.7</td> </tr> <tr> <td>06-JUN-2021 11:28 GMT</td> <td>88538</td> <td>131</td> </tr> </tbody> </table>	Claim Date	Claim #	Value	20-MAR-2021 11:22 GMT	88143	9.85	11-SEP-2023 13:51 GMT	109630	11.7	06-JUN-2021 11:28 GMT	88538	131
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Invoice Details										
#	ISBN	TITLE	ORDER NO	VAT CODE	NET VALUE	REASON	UNIT COST	QTY	DISCOUNT VALUE	DISCOUNT %
1	9780521128209	Louise Hashemi IELTS Trainer Six Practice Tests with Answers and Audio CDs (3)	1413459000	Zero	2.95	Incorrect discount given	19.70	10	0.00	1.50

VAT Breakdown				Invoice Totals		
VAT CODE	VAT RATE	NET VALUE	VAT VALUE	DISCOUNT VALUE	VAT VALUE	VALUE
Zero	0.00	2.95	0.00	194.05		2.95

Create a claim for the incorrect price on an Invoice

Select this reason if the selling price on the book is less than that shown on the invoice.

For example:

The Selling Price for this ISBN is shown as £8.99 but the price is given as £7.99 on the book. You would therefore need to claim for the difference, which is £1.00.

INVOICE	ORDER NO	CURRENCY	INVOICE DATE	DUE DATE	DELIVERY NOTE NO	VAT NUMBER
039001612278	SFL 3105	GBP	07-JUN-2022	31-JUL-2022	8001231117	555 5555 55

LINE	PRODUCT CODE	ISBN	TITLE	COMMENT	ORDER NO	CUST REF	SELLING PRICE	UNIT COST	QTY	DISCOUNT VALUE	DISCOUNT %	NET VALUE	VAT CODE
1		9781913183264	How to Fix Modern Football Chris Sutton		SHEEN64091	RS220-422074	8.99	4.94	1	4.05	45.00	4.94	Zero

To claim the difference in the Selling Price, click on the Claim button and select the reason from the menu **Incorrect price on invoice**. Enter the amount you are claiming in the Unit Cost box. In example shown below, you would replace 8.99 with 1.00, as this what you are claiming for.

INVOICE NO	ORDER NO	CURRENCY	INVOICE DATE	DUE DATE	VAT NUMBER	EXISTING CLAIMS ON THIS INVOICE
039001612278	SFL 3105	GBP	07-JUN-2022	31-JUL-2022	555 5555 55	None

Set all lines to the same reason

Invoice Details							Claim Details (Only applied if a reason is selected)			
#	ISBN	TITLE	ORDER NO	VAT CODE	NET VALUE	REASON	UNIT COST	QTY	DISCOUNT VALUE	DISCOUNT %
1	9781913183264	Chris Sutton How to Fix Modern Football	SHEEN64091	Zero	4.94	Incorrect price on invoice	1.00	1		45.00

The system will consider the original discount. In this example, the bookseller's discount is 45%. Therefore, claiming the price difference on the invoice of £1.00 will generate a claim value of 0.55.

INVOICE NO	ORDER NO	CURRENCY	INVOICE DATE	DUE DATE	VAT NUMBER	EXISTING CLAIMS ON THIS INVOICE
039001612278	SFL 3105	GBP	07-JUN-2022	31-JUL-2022	555 5555 55	None

Invoice Details							Claim Details (Only applied if a reason is selected)			
#	ISBN	TITLE	ORDER NO	VAT CODE	NET VALUE	REASON	UNIT COST	QTY	DISCOUNT VALUE	DISCOUNT %
1	9781913183264	Chris Sutton How to Fix Modern Football	SHEEN64091	Zero	0.55	Incorrect price on invoice	1.00	1	0.00	45.00

VAT Breakdown				Claim Totals		
VAT CODE	VAT RATE	NET VALUE	VAT VALUE	DISCOUNT VALUE	VAT VALUE	VALUE
Zero		0.00	0.55	0.45	0.55	
Standard		0.00	0.00			

Create Claim (applies to all Claim reasons)

- Review the details. If everything is correct, proceed by clicking on the green **Create Claim** button. If anything needs to be corrected, click on **Edit**.
- Once you have clicked on **Create Claim** a notification will be sent to the supplier to inform them of the issue. They will review this and act accordingly.
- The claim will now appear on your list of transactions with the value of the claim. The original invoice balance will show the total minus the value of the claim as its outstanding balance.
- If you are happy with the remaining invoice, you can authorise this and pay the outstanding balance while the claim balance is being processed by the supplier.
- If you would like to see all the claims raised against the invoice, you can do this by using the **Search** box on the period summary page and entering the invoice number. This will then list all the claims that have been raised against the invoice.