



the book industry's supply chain organisation

SCEA Supply Chain Excellence Award - Online Questionnaire

This online questionnaire will ask questions about your organisation and its activities in the book supply chain. Some questions can be answered with a Yes or No whilst others will require quite detailed information which you may have to request from other experts in your organisation. BIC is primarily interested in the extent to which your organisation has embraced beneficial technology, adopted industry standards and implemented best practice. The questions will also seek to establish recent progress and any evidence of innovation. Please note that your answers will be assessed by an independent panel of industry experts from across the supply chain.

This questionnaire is for all organisations involved in the supply chain for books, including publishers, distributors, wholesalers, printers, booksellers and systems and service providers. The focus of this accreditation is on the supply chain between publishers and booksellers (and library suppliers), via distributors and wholesalers, not on the supply of books direct to customers. Note that if a question does not relate to your business then please state "N/A" (Not Applicable) but also, if necessary, give a reason e.g. "this is outside our business model" etc. Many book industry organisations are involved in activities right across the supply chain and are no longer restricted to the traditional roles of supplier or bookseller, so please answer all questions which you feel are relevant to your business. Please note that questions marked with an asterix (*) are mandatory.

Confidentiality

Please note that the contents of this application form will be reviewed by the BIC Supply Chain Excellence Award accreditation panel, which is a group comprised of representation from various types of organisations throughout the UK's book industry supply chain, including publishers, retailers, distributors, wholesalers, data aggregators, systems vendors and service providers. **Each application is treated in confidence, but BIC reminds all applicant organisations not to disclose any information that should not be shared with the accreditation panel members and isn't already in the public domain.**

Please note that each page of this form will be validated e.g. so that mandatory questions are answered. This means that an error is shown in pink and must be corrected/filled in before proceeding. Validation happens when the "Next" button is pressed. If the Next button doesn't work, it may mean that there is an error still needing correction further up the page.

Section A. About you and your business

(Note that there is one point of contact representing your organisation but that additional users from other departments are able to login and contribute to this questionnaire - please see User Guide for more information)



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1. Your Name *

First Name

Last Name

2. Your job title *

3. Email *

4. Organisation Name *

5. Organisation Address *

Address Line 1

Address Line 2

City

County/Region

Postcode



6. How would you best describe your organisation? *

Bookseller

Distributor

Publisher

Wholesaler

Systems Vendor/Service Provider

Printer

Please choose only one type of organisation. (Please choose carefully as the questions which follow are designed to be relevant to the type of organisation you select) Note: If you answer "Publisher", a supplementary question will ask whether you are also a distributor or you use a 3rd party distributor.

8. Bookseller Type *

Independent Bookshop or small chain up to 4 stores

Chain Bookseller with 5 stores or more.

Please select one of the above to differentiate the type of bookseller. Note that this question is important as it affects the questions that follow.

9. Please give five products or services *

To help the panel better understand your business, please give details (e.g. the title and ISBN) of at least 5 products (e.g. books) or services, which your organisation supplies. Please lay out your answer as Name/Title, ISBN, Description of your organisation's role in this activity



10. Main types of Customers *

Please provide details of the main types of customers who use your products or services and the names of five example customers to illustrate this if appropriate

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SECTION B - Product Metadata

25. ISBN 10 - Usage *

Not at all

Up to 20%

21% to 40%

41% to 60%

61% to 80%

81% to 100%

Please indicate in the above check-boxes to what extent you use this standard

26. ISBN 10 Reasons *

Our systems don't support ISBN13

Our trading partners still require us to use ISBN10

Other:

Please indicate your reasons for using this standard and indicate its importance to your business



27. ISBN 13 - Usage *

Not at all

Up to 20%

21% to 40%

41% to 60%

61% to 80%

81% to 100%

Please indicate in the above check-boxes to what extent you use this standard

28. ISBN 13 - Importance *

Not important at all to our business

Quite important

Very important

How important to your organisation is this standard?

29. ISBN 13 - Importance Reasons *

Please give reasons for your answers in Q. 27 and Q. 28 above.



30. ONIX Compliance *

<input type="checkbox"/> None
<input type="checkbox"/> ONIX 2.1
<input type="checkbox"/> ONIX 3.0
<input type="checkbox"/> ONIX 3.0.1
<input type="checkbox"/> ONIX 3.0.2 to 3.0.5
<input type="checkbox"/> ONIX 3.0.6
<input type="checkbox"/> Other:

ONIX is now widely used in the book industry to communicate product metadata, if you use it, please indicate in the check boxes above which versions of ONIX you support

31. More details about ONIX usage *

Please use the above box to provide any additional information about your use (or not) of ONIX. If appropriate, please also give details of the latest ONIX Codelists you support.



34. Standards: Subject Codes *

<input type="checkbox"/> No subject code schemes
<input type="checkbox"/> We use our own
<input type="checkbox"/> BIC Subject Codes v1
<input type="checkbox"/> BIC Subject Codes v2
<input type="checkbox"/> Thema subject codes version 1.2
<input type="checkbox"/> Thema subject codes version 1.3
<input type="checkbox"/> Whatever is in use and supplied by our wholesaler system (e.g. Bertline or Gardlink)
<input type="checkbox"/> Whatever scheme is in use by Nielsen on their systems e.g. PubEasy and BDOL
<input type="checkbox"/> Other:

Please indicate with which of the above standards do you comply?

35. Systems or Services to Supply or consume Metadata *

	Supply Data	Consume Data
ONIX Feed to Data Aggregators	<input type="checkbox"/>	<input type="checkbox"/>
ONIX Feed to Wholesalers	<input type="checkbox"/>	<input type="checkbox"/>
Nielsen Title Editor	<input type="checkbox"/>	<input type="checkbox"/>
Bowker (BowkerLink)	<input type="checkbox"/>	<input type="checkbox"/>
Nielsen BDOL (BookData Online)	<input type="checkbox"/>	<input type="checkbox"/>
PubEasy	<input type="checkbox"/>	<input type="checkbox"/>
Wholesaler Systems for Booksellers	<input type="checkbox"/>	<input type="checkbox"/>
BDSLIVE	<input type="checkbox"/>	<input type="checkbox"/>
Other Similar Services	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate which systems or services you use to supply or consume metadata



37. Obtaining product metadata *

Main source of metadata is via paper

Main source of metadata is via a website

We receive an ONIX Feed (ONIX 2.1)

We receive an ONIX Feed (3.0 to 3.0.5)

We receive the latest versions of ONIX and codelists

We receive integrated metadata via our wholesaler system (Bertline or Gardlink)

Other:

If not already described, please list the main ways you obtain product metadata

38. Obtaining product metadata - Detail

Please give any explanatory details of the ways in which you receive product metadata (with regard to Q.37 above)

39. Metadata for Staff and Customers

If not already described in full, please indicate how you make product metadata available for staff and customers and via what media?



40. Additional Information

Please provide any other information to support the product metadata section of your application

BIC has developed a suite of Application Program Interfaces or APIs (also known as web services). These cover a wide range of business functions including Metadata supply, EDI, Returns, Financial messages and Consumer Direct Fulfillment. (One example of an API is a price and availability web service which enables users to access P&A data in real time by using BIC Realtime.) Rather than ask about each API in each area of this questionnaire, please use the following questions to provide information about your deployment, hosting and usage of APIs and any plans to deploy, host or use APIs in the future.

44. APIs Consumed *

No APIs used

One or more non-standard APIs used

Both BIC Realtime and non-standard APIs used

One or more BIC Realtime APIs used

We use only APIs provided as part of our EPOS/Stock Control system e.g. Bertline/Gardlink etc.

Please indicate whether you CONSUME any APIs

45. BIC Realtime APIs - Booksellers *

Please give details to support your answer in Q. 44. Please describe the main functionality of any APIs in use and please also indicate any future plans to use APIs



50. Use of Book Industry Services *

<input type="checkbox"/> No services used
<input type="checkbox"/> Ordering services e.g. TeleOrdering or wholesaler system e.g. Bertline or Gardlink
<input type="checkbox"/> Invoices via EDI, Batch or wholesaler systems e.g. Bertline or Gardlink
<input type="checkbox"/> Payment of invoices via Batch
<input type="checkbox"/> Returns requests and authorisations via Batch Returns
<input type="checkbox"/> Availability, ordering and dues management via PubEasy/wholesaler systems e.g. Bertline or Gardlink
<input type="checkbox"/> Other:

Please indicate if you use these services and give details of any other services used to exchange orders, order acknowledgements or invoices

51. Other systems or services- details *

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Please give details of your usage of the systems and services in Q. 50 (include orders and invoices but not returns messages which will be addressed later in this survey)



53. EDI percentages *

	0% - Not Implemented	Under 50%	51% - 70%	71% - 90%	91% - 100%
Order	<input type="checkbox"/>				
Order Acknowledgement	<input type="checkbox"/>				
Invoice	<input type="checkbox"/>				
Credit Note	<input type="checkbox"/>				
ASN/EDN (Delivery Note)	<input type="checkbox"/>				
SSCC/Licence plates	<input type="checkbox"/>				

What percentage of your business is done using EDI?

55. Non-standard EDI

Where the above messages are not exchanged by standard EDI, please give details (including volumes and percentages) of the systems and formats used

56. Use of EDI/electronic messages in Independent bookshops *

We send orders electronically

We receive order acknowledgements

We use electronic invoices for Goods-In receipting

We send electronic returns requests

We receive electronic returns authorisations

We send electronic returns confirmations

Other:

Please indicate which functions you use on your wholesaler or equivalent system e.g. Bertline/Gardlink



57. EDI/Electronic messages exchanged with wholesalers or publishers/distributors *

We exchange electronic messages like orders and invoices with wholesalers only

We exchange electronic messages with wholesalers and one or two publishers/distributors

We exchange electronic messages with wholesalers and many publishers/distributors

We exchange electronic messages with one or two publishers/distributors only

We exchange electronic messages with many publishers/distributors

Other:

Please indicate which type of organisations you exchange electronic messages e.g. orders and invoices

58. Batch Returns - Number of Suppliers *

If your organisation uses Batch Returns to request returns authorisations from suppliers, roughly how many suppliers? and what percentage of your returns uses Batch Returns?

59. Returns Processing *

Please indicate in detail your process for returns and give details of the systems/standards you use e.g. Batch Returns, EDI, APIs etc.



60. Returns Processing *

We use reps to manage returns

We use wholesaler websites to return books to wholesalers

We use Batch Returns but we DONT confirm returns requests (Don't send 3rd message)

We use Batch Returns and we always send the confirmation (3rd message).

Our system fully integrates with Batch Returns, we send confirmations and our stock levels are adjusted automatically

Other:

How would you describe your returns process?

61. Returns Processing - IRI Rules *

Please describe the extent to which you comply with the Book Industry Returns Initiative rules. If you do not comply please give reasons.



64. Bookshop Systems *

No stock control computer system

Basic stock control computer using Excel etc.

Wholesaler Stock control system, with EPOS such as Bertline/Gardlink

Other Bookshop systems such as Phoenix, BookSolve etc.

Other:

Please indicate what systems you use in your bookshop(s) do they undertake IRI compliant returns processing on your behalf and with your permission? Please give details.

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SECTION D - Digital Products and Services

66. Digital Offering *

Yes

No

Please indicate above if you provide a digital offering of any kind to your customers or trading partners

67. Your digital offering *

Ebooks

Downloadable Audio

Website subscriptions

Other:

Please indicate any digital products or services you provide

68. Your digital offering - more details *

Please describe your digital products or services in more detail



73. EDItX Sales and Inventory Report

Please indicate if you use this to report sales to publishers and if not and if relevant, how do you report this data?

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SECTION E: Additional Information (Innovation, Training and Accessibility)

85. Supporting BIC's activities *

<input type="checkbox"/> No BIC Participation at all
<input type="checkbox"/> We are members of related organisations such as BA, PA, IPG
<input type="checkbox"/> My organisation is a member of BIC
<input type="checkbox"/> We promote BIC's work/objectives e.g. Standards and best practice in the industry
<input type="checkbox"/> We attend a BIC Committee, Seminars or take part in working groups
<input type="checkbox"/> Play a full role in BIC including Board level participation, attend BIC committees and sponsor events etc.
<input type="checkbox"/> Other:

Please indicate how you support BIC's activities

86. Supporting BIC's activities - Details *

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Please give details of participation e.g. committees, working groups attended.



87. Keeping up to date with Technologies *

How do you ensure that you keep up to date with beneficial technologies and industry best practice?

88. Training *

No formal training

Internal training courses

Industry training courses

BIC Training courses

Other:

What training is provided to key staff to ensure that requisite skills are available in the future?

89. Training - Details *

Please give details of training given/attended



90. Accessibility - Ebooks

	up to 20%	21 to 40%	41 to 60%	61 to 80%	81 to 100%
WCAG AA	<input type="radio"/>				
WCAG A	<input type="radio"/>				
EPub 1.0	<input type="radio"/>				

Are your Ebooks compliant with WCAG accessibility standards? If so at what level?

91. Accessibility - Websites

	up to 20%	21 to 40%	41 to 60%	61 to 80%	81 to 100%
WCAG AA	<input type="radio"/>				
WCAG A	<input type="radio"/>				

Are your websites compliant with WCAG accessibility standards? If so at what level?

92. Online Shop *

Do you have an online shop selling books or ebooks direct to the end customer? Please give details

93. Innovation and/or significant improvement made

Please supply any additional information in support of your application. Include any significant innovations undertaken or major improvements made over the past year (Please note this information should already be in the public domain and not confidential)

Many thanks for taking the time to fill in this Supply Chain Excellence Award questionnaire

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