BIC

Breakfasts 2018

Welcome to September's BIC Breakfast: Think You Know about Book Industry Returns? Think Again.

#BICBreakfast

Kindly sponsored by

Batch

What is a BIC Breakfast?

BIC

THE BOOK INDUSTRY'S
SUPPLY CHAIN ORGANISATION

BIC Committees

Digital Supply Chain

Libraries

Metadata

Physical Supply Chain

Training, Events & Communications

Regular BIC Events

BIC Breakfasts (monthly)

BIC Networking Events including our annual BIC Bash (13th November 2018)

Building a Better Business Seminar at LBF (14th March 2019)

New Trends in Publishing Seminar (September 2019)

BIC on the web

Extensive Training Programme

Social Media:
@BIC1UK
@KarinaLuke
@BIC_LCF

Connect with us on Twitter, Facebook and LinkedIn.

Over to Fraser…

A word from our sponsor

Over to Colin…

Colin James,

Penguin
Random
House

BIC BOOK INDUSTRY COMMUNICATION LTD

Over to Jonathan...

Batch

- ▶ **Payments**
- ▶ **Returns**
- ▶ **Data Services**

. . . for the book trade

Supply Chain Excellence Award
2017
BIC ACCREDITED

Batch
Returns

A Booksellers Association Company

How does it work?

- Retailers submit online return requests to suppliers and receive authorisation within hours
- Build requests manually or take feeds directly from retailer's EPOS systems
- Retailers confirm quantity of books to be returned (3rd message)
- Print labels and arrange delivery

Supply Chain Excellence Award
2017
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Welcome to Batch Returns

The Returns Management Solution for the Book Industry

Features

- Requests, Authorisations and Confirmations fully supported
- Web, EDI and text file interfaces
- Automated email notifications

Key Benefits

- **_Industry standard_**
  Customers can use a single method for all returns

- **_Ease of use for customers and suppliers_**
  View all requests over the web and respond using the Internet

- **_Security_**
  Deal with all requests over a secure Internet connection

- **_Scaleability_**
  Supports EDI and other message formats

- **_Substantial cost savings_**
  A single point of entry for all returns requests and low entry cost for suppliers

Register Today

Fill in a short registration form and a member of our team will be in touch. It only takes a few days to set you up.

Register as a Bookseller   Register as a Supplier

Build a Request (screenshot)

Create an Authorisation (screenshot)

It's free for retailers to register for Batch Returns

Retailers build a returns request with just an ISBN and a quantity.

BATCH
RETURNS

Welcome Fraser Tanner, Batch Test Bookshop   **Log Out**

Home | **Outbox** | Sent Requests | Inbox | Search | Suppliers | Help

u are here: Outbox >> Batch Test Supplier (1111111111111)

tbox *Batch Test Supplier (1111111111111)*   🖨 🔄

Add ISBNs... ❯ Send Request... 📇 Save for later ⊘ Discard Request | Set All... ▾

	ISBN	Title	Author	Reason Code	Qty	Invoice#	Supplier Reference	Damage Code	Defect Code	Expected Value	Remove Line	Warnings
1	9781846468681	Stories for 3 Year Olds	Ladybird	B00: Overstock ▾	20			none ▾	none ▾		🗑	
2	9781405906043	My Favourite Friends	BBC Books	B00: Overstock ▾	30			none ▾	none ▾		🗑	
3	9781409303176	Star Wars the Clone Wars: Press Ou	(Not known)	B00: Overstock ▾	10			none ▾	none ▾		🗑	
4	9780141043722	Team of Rivals	Doris Kearns Goodwin	B00: Overstock ▾	12			none ▾	none ▾		🗑	
5	9780141013510	Whisperers	Orlando Figes	B00: Overstock ▾	10			none ▾	none ▾		🗑	
6	9780140449648	Histories	Cornelius Tacitus	B00: Overstock ▾	32			none ▾	none ▾		🗑	
7	9780140449495	Nicomachean Ethics	Aristotle	B00: Overstock ▾	23			none ▾	none ▾		🗑	

The title information is displayed on the system.

Once the returns request is complete, retailers send it to the supplier via Batch.

The supplier will respond, telling the retailer what they can and cannot return.

BATCH RETURNS

Welcome Fraser Tanner, Batch Test Bookshop   **Log Out**

| Home | Outbox | Sent Requests | Inbox | Search | Suppliers | Help |

You are here: Search >> Results >> **Request View**

	To :	Date Requested :	Request Number :	Customer Reference :
ch Test Bookshop	Batch Test Supplier	07-Nov-2010	201	FT test

tch Test Bookshop Request# 201

	ISBN	Title	Author	Requested Qty	Reason Code	Invoice#	Supplier Reference	Damage Code	Defect Code	Expected Value
1	9781846468681	Stories for 3 Year Olds	Ladybird	20	B00: Overstock					
2	9781405906043	My Favourite Friends	BBC Books	30	B00: Overstock					
3	9781409303176	Star Wars the Clone Wars: Press Out and Build	(Not known)	10	B00: Overstock					
4	9780141043722	Team of Rivals	Doris Kearns Goodwin	12	B00: Overstock					
5	9780141013510	Whisperers	Orlando Figes	10	B00: Overstock					
6	9780140449648	Histories	Cornelius Tacitus	32	B00: Overstock					
7	9780140449495	Nicomachean Ethics	Aristotle	23	B00: Overstock					

thorisations for this Request

	Message Code	RAN	#Lines	Date Authorised	Total Qty Authorised	Date Confirmed	Total Qty Confirmed	Status	Status Date
: Green box - Return to stock		00000011	8	07-Nov-2010	137	07-Nov-2010	128	CONFIRMED	07-Nov-2010

The retailer adjusts the quantity of books to return, confirm the final numbers in the 3rd message and sends this back to the supplier via Batch.

RAN labels are always available and can be printed any time.

Batch

▶ Returns

A Booksellers Association Company

Over to Vincent & Alex...

Vincent Bull,

Waterstones

&

Alex Milne White,

hungerford BOOKSHOP

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Any questions?

Thank you for attending September 2018's BIC Breakfast:

Think You Know about Book Industry Returns? Think Again.

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