

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

#BICBreakfast

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THE BOOK INDUSTRY'S SUPPLY CHAIN ORGANISATION

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Libraries

Metadata

Physical Supply Chain

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BIC Breakfasts (monthly)

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

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A word from our sponsor







Colin James,

Penguin Random House









- Payments
- Returns
- Data Services
 - . . . for the book trade





Batch Returns







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





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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

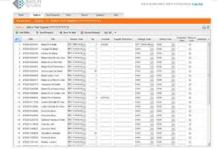
Substantial cost savings

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.

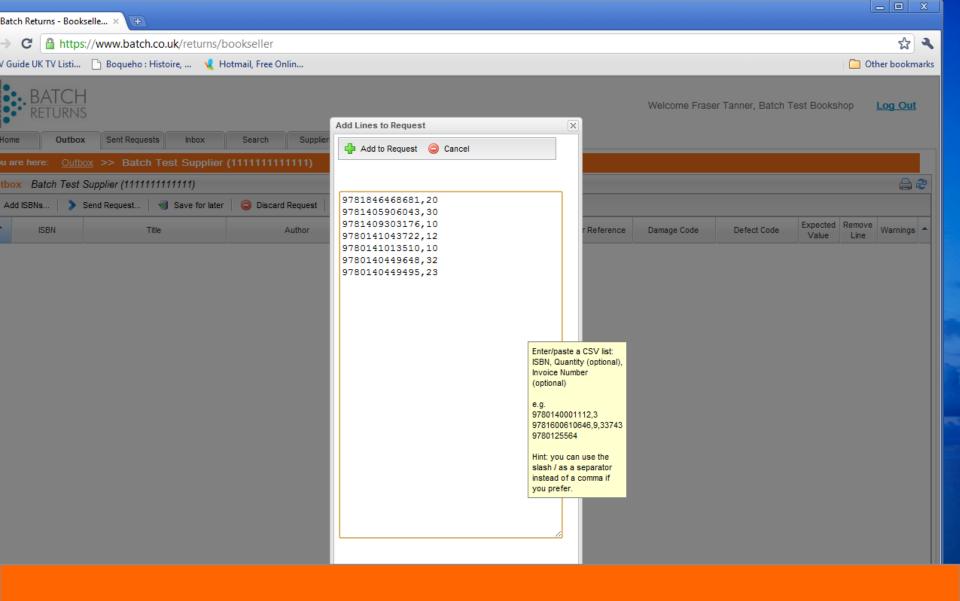
Register as a Bookseller Register as a Supplier



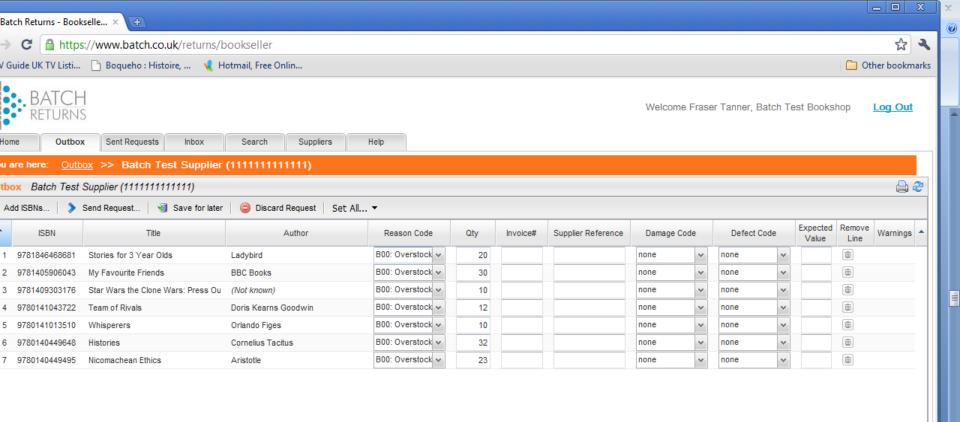
Build a Request (screenshot)



Cracta on Authorization Convenedate



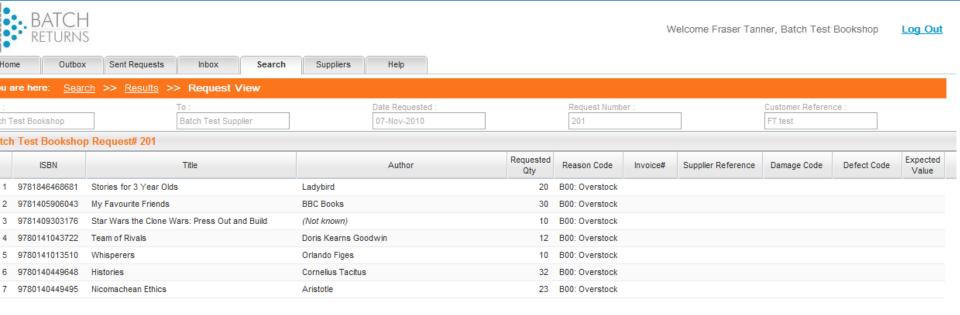
Retailers build a returns request with just an ISBN and a quantity.



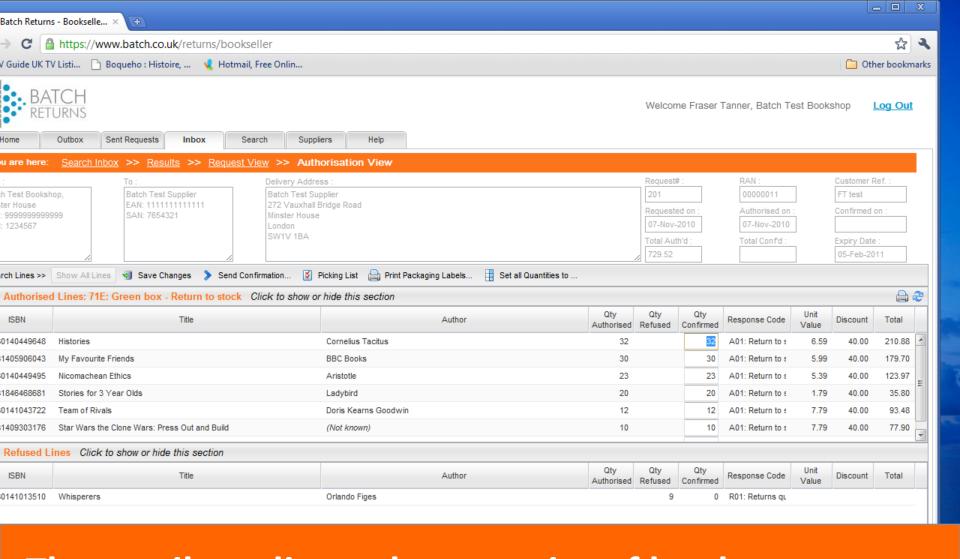
The title information is displayed on the system.

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.

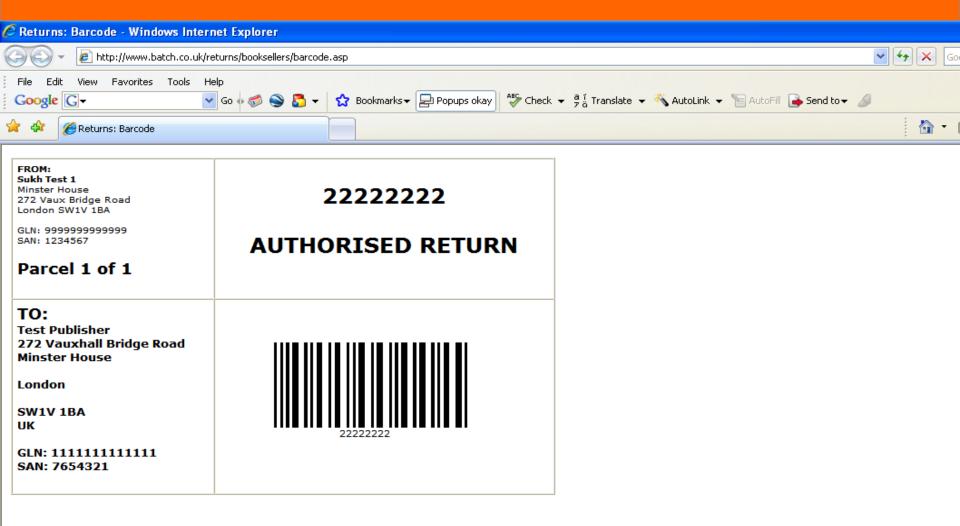


thorisations for this Request								
Message Code	RAN	#Lines		Total Qty Authorised	Date Confirmed	Total Qty Confirmed	Status	Status Date
: Green box - Return to stock	00000011	8	07-Nov-2010	137	07-Nov-2010	128	CONFIRMED	07-Nov-2010



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











Vincent Bull, Waterstones

&

Alex Milne White,







Thank you for attending September 2018's BIC Breakfast:

Think You Know about Book Industry Returns? Think Again.

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