

Post Pick Depression

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Batch Ltd.



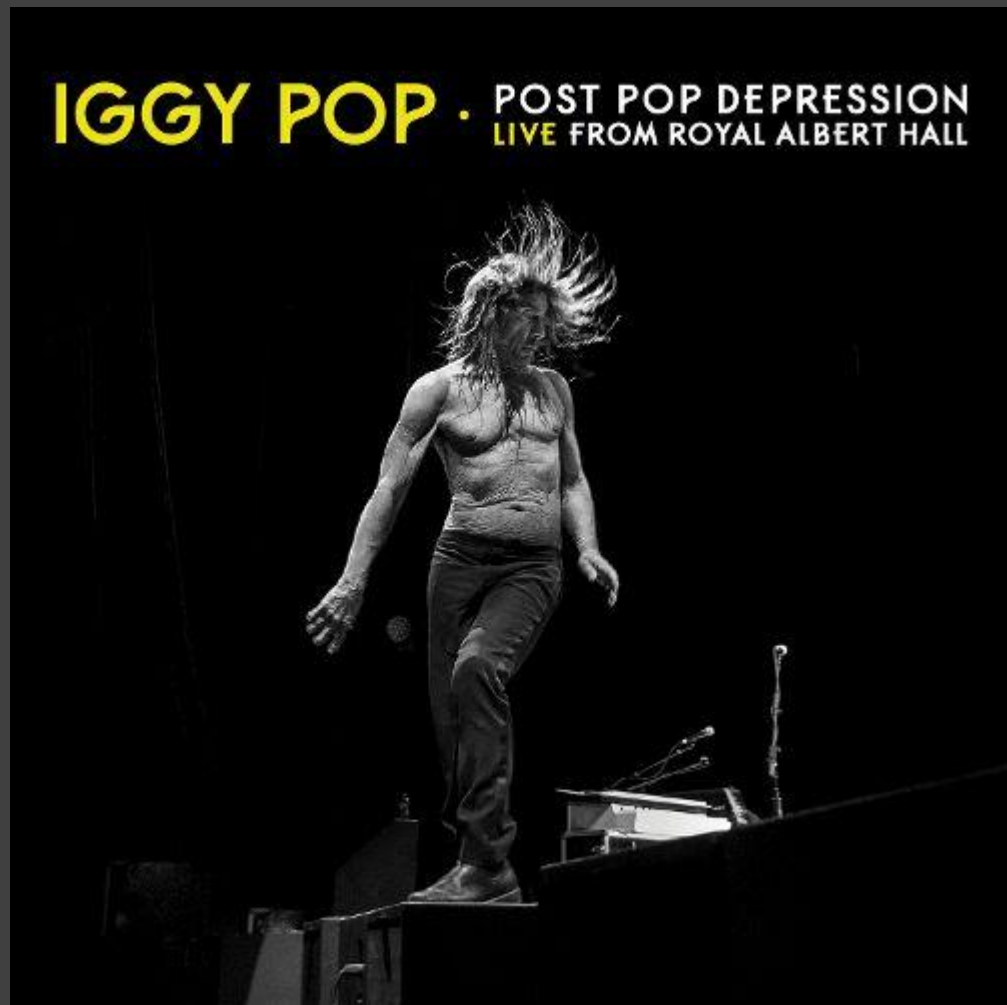
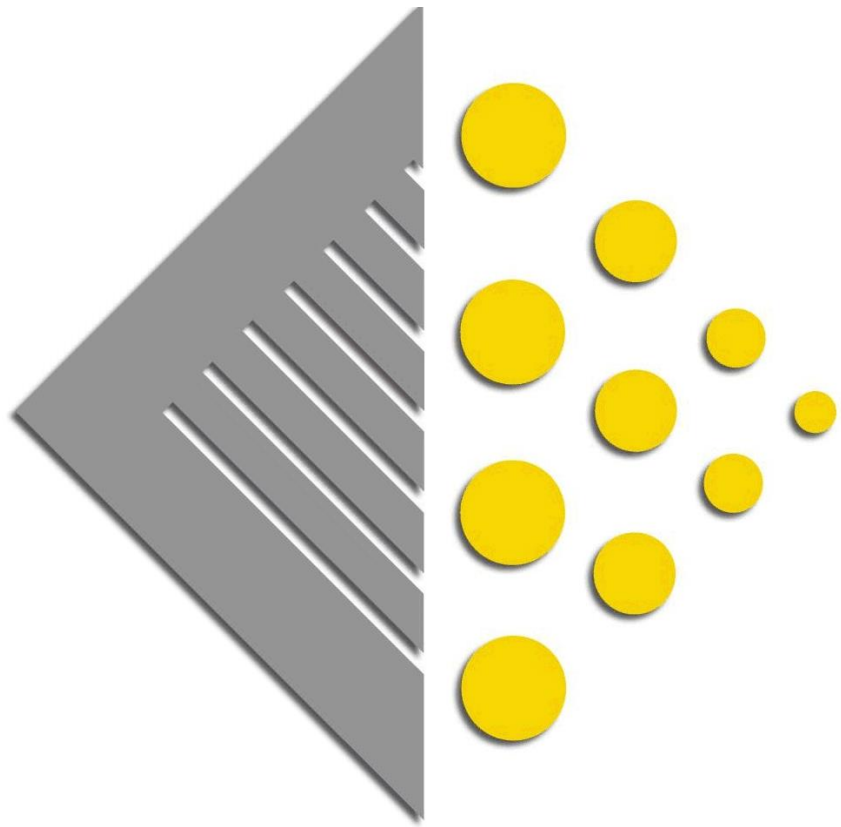
Introduction

- Recently HarperCollins introduced a new system
- Booksellers raised concerns because invoices were not being included in the boxes
- The BA contacted HarperCollins in support of the booksellers
- Post Pick invoices, for years, were touted as the saviour of the book trade
- Meetings were arranged with, Booksellers, HC and Hachette, who were in the process of setting up a new system.



Introduction

- I was not at these meetings but became involved as part of the solution
- I am going to tell you about the issues and solutions.
- For those of you that like to know the derivation of titles
 - The title came first
- And for the music lovers who may already know ...





Background

- Invoices produced before picking process
- Short picks
- Out of stock
- Lost parcel with the invoice in
- Lots of claims
- Lots of credits
- Accounting issues



Background

- Suppliers need new systems
- Post Pick – Increased Accuracy on Invoices
- Delivery notes in boxes
- Fewer claims and credits



Background

- Booksellers could not match the delivery to the invoice when paying from statement
- Invoices were emailed as PDFs but were difficult to find
- Access to email was not available to all booksellers at the point of goods in.



Solution

- Suppliers to include delivery note details in the EDI invoice
- Batch to add search by delivery note reference, order number, customer reference
- Harper Collins had additional Delivery Group Number
- Batch also stored the HC Group Number and informed BIC that this was being sent in the ODD segment 'Supplier's order number'

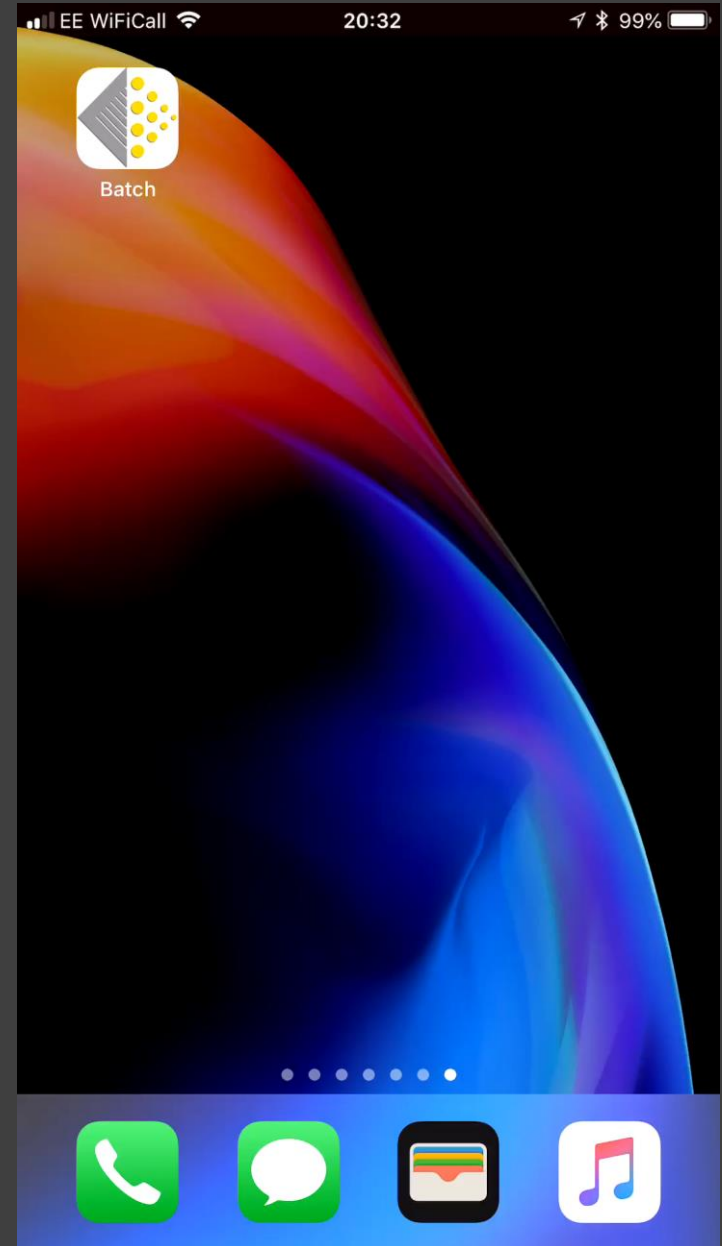


Solution

- Batch have introduced an App
- Initially the app deals with helping the bookseller to book goods in
- Search by:
 - Delivery Note Number
 - ISBN
 - Order Number
 - Customer Reference



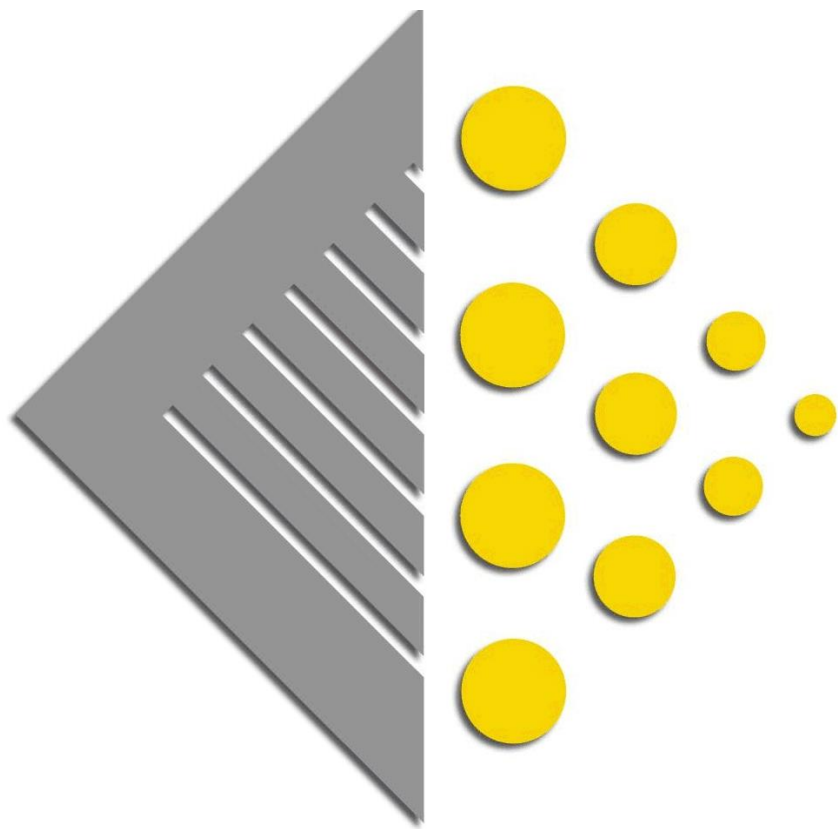
Batch App





Conclusion

- Booksellers are happy with search functionality on Batch
- They would like further enhancements to searches
- Emails of invoices from suppliers are also being used
- Including the ASN numbers in the subject line of emails would help to find invoices quickly



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