



BOOK INDUSTRY COMMUNICATION LTD

BIC Supply Chain Excellence Award (SCEA) Revised Accreditation Scheme

Glossary Version 1.0 November 2019

© Copyright Book Industry Communication 2019
All Rights Reserved

7 RIDGMOUNT STREET, LONDON WC1E 7AE | +44 (0)20 7255 0516/3
WWW.BIC.ORG.UK | INFO@BIC.ORG.UK | @BIC1UK

Glossary of Terms

30-Month Sales History, Authorise / Credit oldest invoiced stock up to 15 months old

In order not to refuse valid returns requests, returns processing systems must be able to look back into 30 months of sales history and returns history in order to be able to give an accurate returns decision. Only 15 months of history will in some cases not identify a valid returns request.

Accessibility

Accessibility covers the ability of all to access websites or published products. Some aspects of the subject were addressed by the BIC Building a Better Business Seminar in 2017:

www.bic.org.uk/files/pdfs/BIC%20BBB%20Seminar%202017%20-%20Accessible%20Publishing%20presentation%20by%20AW.pdf

Acquisitions and Divestments

BIC has published a policy document on how industry organisations should manage the acquisition and divestment of suppliers (publishers and imprints) in an efficient way to minimise supply chain disruption.

Digital: www.bic.org.uk/189/Acquisitions-and-Divestments-for-Digital-Products/

Physical: www.bic.org.uk/209/Acquisitions-and-Divestments-for-Physical-Products/

API (Application Program Interface)

Also known as a web services, APIs are essentially a method of real-time communication between computers, with one trading partner hosting data and their trading partners consuming this data. BIC has developed two suites of APIs, *BIC Realtime* and *BIC Realtime for Libraries*.

AS2

AS2 is a specification about how to transport structured business-to-business data securely and reliably over the Internet. Security is achieved by using digital certificates and encryption.

ASN

Advanced Shipping Notice – an EDI document supplied ahead of a delivery so that receipting and goods-in processes are made more efficient. (Similar to an EDN, electronic delivery note).

BA (The Booksellers Association)

The trade association for the book industry with booksellers, independents and chains in membership. The BA provides many useful services for booksellers including National Book Tokens, Batch and Batch Returns.

Batch

This is the BA's invoicing and payments system which enables booksellers to authorise all their main invoices in a single process and it enables suppliers to obtain remittance data and upload it into their systems.

Batch Returns

A returns request and authorisation service from the BA. It was designed to enable bookshops to communicate with suppliers using IRI Rules.

BDOL (Book Data Online)

A product metadata search service offered by Nielsen. It also provides the industry metadata database used by Bertline (the bookshop system offered by Bertram's).



THE BOOK INDUSTRY'S SUPPLY CHAIN ORGANISATION

BDSLIVE

An online product metadata search service offered by Bibliographic Data Services (BDS) Ltd.

Bertline

Bertram's stock control and EPOS system for bookshops.

BIC Basic

A very basic level of product metadata provision, now superseded.

BIC Product Data Excellence Award (PDEA)

One of BIC's accreditation schemes designed to reward excellence in the provision of product metadata in the book supply chain. The scheme is managed with the help of Nielsen Book which acts as assessor. www.bic.org.uk/90/Product-Data-Excellence-Awards/

BIC Realtime

A suite of APIs also known as web services developed for the book industry by BIC and based on the EDItX standard. These APIs enable holders of data, such as Price and Availability information at a Wholesaler or Distributor, to host a web service to enable their customers to send an electronic request for information and receive an immediate or real-time answer. www.bic.org.uk/152/BIC-Realtime/

BIC Subject Codes

A subject classification scheme developed by BIC and partners such as Nielsen Book, to provide a standard for the UK. This scheme was adapted for international use and developed into the *Thema* international subject classification scheme.

Booksolve

Bookshop stock control and EPOS system.

BowkerLink

An online service provided by Bowker to enable publishers to register their product metadata on Bowker's books in print database.

Common Source

In book production, books and eBooks can be produced in many formats and it may be optimal for these formats to be produced from common source files. This enables a streamlined publishing workflow instead of separate workflows for different formats.

Consumer Direct Fulfilment (CDF)

A method of supplying the end customer with books ordered online. A consumer orders a book online at a retailer, the order is supplied direct to the consumer by a wholesaler. Various electronic messages are needed to communicate the order, check the payment, and prompt the sending of the book. The system has to cope with a change in delivery address or a cancellation by the consumer.

Country Codes

In EDI and ONIX, code lists contain all the variables to enable communication. One of these codes denotes a country. This is useful when indicating territorial rights, i.e. where a product may be sold.

Currency

In EDI and ONIX, code lists contain all the variables to enable communication. One of these codes



denotes the currency used in a transaction. It is important in publishing to communicate prices accurately and currency is an important field to enable international trading of books.

Digital Printing

Printing has moved from 'hot metal' to embrace digital technology. In publishing, digital printing is widely used from large volume printing down to ultra-short run or Print on Demand (POD).

Downloadable Audiobooks

A digital product consisting of an audio file that contains an audiobook. These audiobooks can be purchased online and then immediately downloaded and played on a variety of devices.

eBooks

Book content in digital form, consumed on an e-reader or other electronic devices.

EDI (Electronic Data Interchange)

The exchange of electronic business messages, such as purchase orders or invoices, between supply chain trading partners (from computer to computer) to industry standards and without human intervention.

EDI Messages for Publishers and Printers

A suite of EDI messages developed by BIC to enable Publishers and Printers to improve their part of the supply chain, i.e. print orders and deliveries.

EDIFACT (Electronic Data Interchange for Administration, Commerce and Transport)

An international EDI standard developed in the 1980s and in widespread use in the book trade (in the UK, this is alongside Tradacoms). Use of the standard in the book trade is managed by EDItEUR.

EDItX

An XML format used in the transmission of EDI messages between trading partners.

EDN (Electronic Delivery Note)

An electronic document detailing books in a delivery.

EPOS v Stock Control System

Bookshop management can be improved by deploying appropriate technology to control stock, record sales and manage returns, etc. A basic system might just control stock but a more advanced system may have an EPOS module (Electronic Point of Sale) which would combine a till function (recording sales) with stock control (ordering replenishment stock).

ERP (Enterprise Resource Planning) System

A term used to describe a type of computer system used by larger businesses to manage all aspects of their financials, supply chain, operations, reporting, manufacturing, and human resource activities.

Full Cycle EDI

BIC suggests that book trade organisations investing in EDI should use all the main messages (full cycle), i.e. orders, acknowledgements, delivery notes, invoices, credit notes and returns. Some organisations invest in EDI and then just do orders, but the full cycle of EDI messages provides the maximum benefit and return on investment.

Gardlink

The stock control and EPOS system that Gardners provides for booksellers.



Hosting and Consuming

APIs are either hosted or consumed, i.e. a message is sent by the consumer of the data and a reply is returned in real-time by the host of the data.

IPG (Independent Publishers Guild)

The IPG is a trade association for Independent Publishers.

IRI (Book Industry Returns Initiative)

An agreement between Booksellers and Publishers / Distributors on improving and automating returns processes in the book industry. IRI has been responsible for significant improvements in returns processing, it has enabled automation and rapid answers to returns requests and has improved industry relationships by virtually eliminating serious disagreements over returns.

IRI Permission

Publishers benefit from enabling their Distributors to handle automated returns on their behalf. This permission authorises distributor systems to make automated returns decisions for Publishers (based on IRI rules and sales history, etc.) so that Publishers don't have to make these decisions.

IRI Rules

These rules were established by the BA and the PA on behalf of the book industry and they include the returnability windows ('not within 3 months of publication date', 'not after 15 months after last invoice date', etc.).

ISBN per digital format

BIC recommends that each digital format of a book should have its own ISBN. This enables efficient ordering, sales tracking, sales reporting and royalty management.

Merlio

Bookshop stock control and EPOS system.

Nielsen Title Editor

This online service enables publishers to submit their data to Nielsen Book.

ONIX

Online Information Exchange (ONIX) is a well-established book trade standard for communicating book metadata in XML between trading partners.

ONIX 2.1

An early version of ONIX which has now been superseded.

ONIX 3.0

The current version of ONIX (the latest release, as of November 2019, is 3.0.7). The specification and various best practices documentation is available from EDItEUR.

PA (The Publishers Association)

The trade body for publishers. The PA exists to lobby for publishers and is active in several areas including fighting book publishing piracy and protecting copyright.

Phoenix

Waterstone's bookshop stock control and EPOS system.



Price Type

A field in ONIX used to describe different types of prices, e.g. RRP excluding tax, RRP including tax, etc.

Price Type Qualifier

A field in ONIX used to further differentiate different type of prices, e.g. reduced, export, corporate, promotional, school, etc.

PubEasy

An online book search and ordering service provided by Nielsen Book.

Publishers who do their Own Distribution

This includes small Publishers who do their own distribution and industry giants such as HarperCollins who are both Publishers and Distributors. Note that by 'Distributors' we mean 3rd party Distributors who distribute books for one of more client publishers, e.g. MDL, NBNi, etc.

Publishers who use a 3rd Party Distributor

These are publishers who do not own their distributor. Two examples of publishers using a 3rd party distributor would be Emerald Publishing and Pan Macmillan. Penguin Random House on the other hand would be an example of a publisher that uses their own distributor.

Returns Authorisation

The message sent from suppliers to Booksellers and Wholesalers who have requested authorisation to return books under IRI rules. This message should contain a RAN or authorisation number.

Returns Confirmation (3rd Message)

The confirmation message is sent by Booksellers (and Wholesalers) to Suppliers to confirm the books and quantities being returned and to show any discrepancies between what is actually sent back and what was authorised. The quantity sent back should be the same or less than the quantity authorised.

Returns Request

An electronic message sent from a Bookseller or Wholesaler to a supplier to request authorisation to return books under IRI rules.

Sales and Inventory Report

This report is used by intermediaries who sell digital products such as eBooks, to report sales to Publishers. Where an intermediary holds a digital product in their data warehouse, they can sell multiple copies of this product to customers but must report sales in order for publishers to generate invoices.

SCEA (Supply Chain Excellence Award)

An accreditation scheme developed by BIC to encourage and reward engagement with BIC's programme of work in the book supply chain. This work focusses on the development of industry standards and best practice and the deployment of beneficial technologies to improve supply chain processes and reduce costs.

SSCC (Serial Shipping Contained Code) / Licence Plate

A SSCC is used to identify and track a shipment of books. This can be done at any level, e.g. a carton, a case, a pallet, etc. It is also known as a license plate, a series of numbers which can be identified or read while moving within a distribution environment.



Systems Vendor and Service Provider

The SCEA application form includes a question which enables it to provide relevant questions to different organisation types. One of these organisation types is 'Systems Vendor and Service Provider'. This is a catchall type for organisations involved in the book supply chain which are not Booksellers, Distributors, Publishers, Wholesalers or Printers but which play a role in the industry or provide systems or services to the above organisations. This organisation type would include Data Aggregators such as Nielsen Book, Systems Vendors such as Virtusales Publishing Solutions or Ingenta, and a payment/returns System Provider such as Batch.

TeleOrdering

A booktrade service provided by Nielsen. Orders are transmitted electronically to Nielsen and automatically routed against Nielsen's book database and sent on to the correct UK Distributor.

Territorial Rights

The right to sell a book in a market is decided by the rights owner for that market. This is communicated through the book supply chain within product metadata. This information is called territorial rights and it enables trading organisations to buy and sell legally.

Thema

The international book subject classification scheme originally developed by BIC and managed by EDItEUR, Nielsen Book and international partners.

TRADACOMS

An EDI standard developed in the 1970s for the UK retail sector which is still in use in some parts of the book industry for some messages including orders, order acknowledgements and invoices.

Trimmed Page Size

The page height and page width of the book block before binding. Note that for most paperbacks, the trimmed page size is also the overall size of the product. In contrast, hardback boards project a few millimetres beyond the book block, so the overall size of a hardback is larger than the trimmed page size. It is critical to avoid confusion between the trimmed and overall sizes.

Trusted Partner Status

Some printers are accorded Trusted Partner Status which means that their metadata, e.g. weights and dimensions data, is correct and can be loaded into Publisher and Distributor systems without being checked.

WCAG A and WCAG AA

W3C's Web Content Accessibility Guidelines (WCAG) define standard practices for ensuring company websites, applications and other content such as e-books built using web technologies are equally usable by people with low or no vision, deafness or physical disabilities. WCAG AA is the higher level of this accessibility standard.

Website Subscriptions

Subscription services offered over the internet.

Weights and Dimensions

Weights and dimensions of books are measured several times through the supply chain because this data has not always been accurate in the past. BIC recommends that printers should provide accurate weights and dimensions at the start of the value chain and this should then flow through without alteration.