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)

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.

7. Publisher Type *

○ Publisher who does their own distribution

○ Publisher who uses a 3rd party distributor

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

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

11. Supply of product weights data *

Do you supply weights information to publishers and distributors, if so please give details

12. Supply of dimensions data *

Do you supply dimensions data to publishers or distributors? If so please give details

13. Trimmed Page Size *

In the data you supply do you use Trimmed Page Size or Cover Size?

14. Weights and Dimensions Accuracy *

If you supply this data how do you ensure accuracy e.g. measurement, calculation, spot checking?

15. Packsize or Carton Size Data *

Do you supply pack size or carton size data to publishers or distributors and does your organisation decide what the pack size or carton size should be

16. Awareness of ONIX Guidelines *

Is your organisation aware of the ONIX Best Practice guidelines for the supply of weights and dimensions information

17. Trusted Partner Status *

Some printers are given trusted partner status so their data is trusted by publishers or distributors and not re-measured. If this applies to your organisation please give details (unless this is confidential)

18. Supply of weights and dimensions or other data to publishers or distributors - Method *

If you supply weights and dimensions or any other data to publishers or distributors how is this done e.g. ONIX, Printer Despatch Advice, Other methods? Please give details

19. What level of Product Data Excellence accreditation does your organisation hold? *

☐ None

☐ BIC Basic

☐ BIC Data Excellence

☐ BIC Data Excellence Plus

☐ ONIX Badge

☐ Other:

Please tick all that apply to your organisation

20. If you answered None to Q. 19 above, please give reasons

☐ We don't handle our own metadata

☐ Our systems prevent this

☐ We can't produce ONIX

☐ Cost and complexity

☐ Business size/specialist market

☐ Other:

Please describe why you do not hold BIC Data Excellence Accreditation

Systems Vendors and Service Providers are accredited by BIC for the ways in which their products or services support their book supply chain customers e.g. booksellers, distributors, wholesalers and publishers in their businesses. When answering specific questions aimed at these supply chain customers, systems vendors and service providers should answer in this context i.e. how their solutions assist their customers.

21. Metadata Systems or Software *

- ○ Excel and email

- ○ Onix Suite or similar

- ○ Firebrand or similar

- ○ Ingenta Advance or similar

- ○ Biblio 3 or similar

- ○ Other:

What systems or software do you use to output excellent product metadata to your trading partners?

22. Product Metadata Systems or software - more details *

Please give more details of the metadata systems you ticked in Q.21 above.

23. Product Metadata Systems *

Please give details of any metadata systems you supply (their primary functionality) and names or types of customers who use these systems

24. Customer Accreditations Held *

Please give details of any of your major customers or types of customers who hold BIC accreditations e.g. Product Data Excellence or Supply Chain Excellence and describe how your system or service contributed to this achievement

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 *

- ☐ None

- ☐ ONIX 2.1

- ☐ ONIX 3.0

- ☐ ONIX 3.0.1

- ☐ ONIX 3.0.2 to 3.0.5

- ☐ ONIX 3.0.6

- ☐ 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.

32. ONIX 3 Guidelines re Territorial Rights *

☐ Rights Type 01 (Exclusive)

☐ Rights Type 02 (Non-exclusive)

☐ Rights Type 03 (Not for sale)

☐ Express the rights for every country?

☐ Other:

Which of the above does your ONIX feed include?

33. ONIX 3 Guidelines re Prices *

☐ Country Codes

☐ Currency

☐ Price Type

☐ Price Type Qualifier

☐ Other:

Which of the above are included in your ONIX records?

- [ ] No subject code schemes

- [ ] We use our own

- [ ] BIC Subject Codes v1

- [ ] BIC Subject Codes v2

- [ ] Thema subject codes version 1.2

- [ ] Thema subject codes version 1.3

- [ ] Whatever is in use and supplied by our wholesaler system (e.g. Bertline or Gardlink)

- [ ] Whatever scheme is in use by Nielsen on their systems e.g. PubEasy and BDOL

- [ ] 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	[ ]	[ ]
ONIX Feed to Wholesalers	[ ]	[ ]
Nielsen Title Editor	[ ]	[ ]
Bowker (BowkerLink)	[ ]	[ ]
Nielsen BDOL (BookData Online)	[ ]	[ ]
PubEasy	[ ]	[ ]
Wholesaler Systems for Booksellers	[ ]	[ ]
BDSLive	[ ]	[ ]
Other Similar Services	[ ]	[ ]

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

36. Systems or Services to Supply or consume Metadata *

	Supply Data	Consume Data
ONIX Feed to Data Aggregators	☐	☐
ONIX Feed to Wholesalers	☐	☐
Nielsen Title Editor	☐	☐
Bowker (BowkerLink)	☐	☐
Nielsen BDOL	☐	☐
PubEasy	☐	☐
Wholesaler Systems for Booksellers	☐	☐
BDSLive	☐	☐

Please indicate if your system or service is compatible (capable of supplying or consuming data) with the above systems and services

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.

41. BIC Realtime APIs *

Please give details of any BIC Realtime APIs that you HOST. Please indicate if you plan to host any in future.

42. APIs Deployed - Hosted *

○ No APIs implemented

○ One or more non-standard APIs implemented

○ Some APIs implemented both BIC Realtime and non-standard

○ One or more BIC Realtime APIs

Please indicate whether you HOST any APIs

43. APIs - Details *

Please give details to support your answer in Q. 42 above. Please describe the main functionality of the API(s) deployed. Please indicate any future plans to HOST APIs.

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

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SECTION C - EDI - Electronic Trading

46. Transactions with Publishers/Distributors/Wholesalers *

- [ ] No EDI Used

- [ ] Unstructured Email

- [ ] Structured Email

- [ ] EDI Tradacoms

- [ ] EDI EDIFACT/AS2

- [ ] Full cycle EDI e.g. orders, acks, invoices

- [ ] Use of wholesaler shop system e.g. Bertline/Gardlink

- [ ] Other:

How does your organisation typically transact with publishers e.g. exchange orders and order acknowledgements for printed products. Please tick all that apply and if other, give details in the above box

47. Transactions with Publishers Details

Please supply details for the above types of transactions with publishers e.g. standards used, approximate volume percentages etc.

48. EDI Messages for Printers *

☐ I was previously unaware

☐ Aware but not in use

☐ In use

BIC has developed EDI messages for use between publishers and printers. Are you aware of these and if so to what extent do you use them?

49. EDI Messages for Printers - Details *

Please give any details re your use of Publisher - Printer EDI or your reasons for not using this standard

50. Use of Book Industry Services *

☐ No services used

☐ Ordering services e.g. TeleOrdering or wholesaler system e.g. Bertline or Gardlink

☐ Invoices via EDI, Batch or wholesaler systems e.g. Bertline or Gardlink

☐ Payment of invoices via Batch

☐ Returns requests and authorisations via Batch Returns

☐ Availability, ordering and dues management via PubEasy/wholesaler systems e.g. Bertline or Gardlink

☐ 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 *

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)

52. Any other information *

Please supply any other information in support of this section of your application and describe any other relevant ways you communicate with book supply chain organisations e.g. publishers

53. EDI percentages *

	0% - Not Implemented	Under 50%	51% - 70%	71% - 90%	91% - 100%
Order	☐	☐	☐	☐	☐
Order Acknowledgement	☐	☐	☐	☐	☐
Invoice	☐	☐	☐	☐	☐
Credit Note	☐	☐	☐	☐	☐
ASN/EDN (Delivery Note)	☐	☐	☐	☐	☐
SSCC/Licence plates	☐	☐	☐	☐	☐

What percentage of your business is done using EDI?

54. EDI messages supported by your system/service

	0% - Not Implemented	Under 50%	51% - 70%	71% - 90%	91% - 100%
Order	☐	☐	☐	☐	☐
Order Acknowledgement	☐	☐	☐	☐	☐
Invoice	☐	☐	☐	☐	☐
Credit Note	☐	☐	☐	☐	☐
ASN/EDN (Delivery Note)	☐	☐	☐	☐	☐
SSCC/Licence plates	☐	☐	☐	☐	☐

Approximately what percentage of your customers do 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.

62. Returns Processing - 30 months sales history used *

○ We were not aware of the 30 month requirement and we do not comply

○ We are aware of the 30 month requirement but we do not comply

○ We fully comply with 30 month requirement

○ Other:

Some distributors and wholesalers may be authorising returns based on only 15 months sales history, when for complete accuracy, 30 months should be used. Please indicate if you are aware of this issue and if your system complies.

63. Permission to do IRI given *

If you use a 3rd party distributor, do they undertake IRI compliant returns processing on your behalf and with your permission? Please give details and 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.

65. Distributor Systems *

☐ No stock control computer system

☐ Basic stock control computer

☐ ERP Stock control system

☐ Other:

Please indicate what systems are in use in your distribution operation

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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

69. Systems or services supporting Digital *

Please describe your systems or services which support a digital workflow or your customer's digital products or services

70. Digital Printing

Please describe any services you provide involving digital printing e.g. print on demand, ultra short run etc.

71. Additional Printer Services

Please describe any services you provide involving Automated Stock Replenishment, Data Warehousing for ebooks etc. Please give details

72. Direct Services

Do you supply books or digital products direct to booksellers or the end consumer. Please give details

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?

74. EDItX Sales and Inventory Report - Publishers

	Up to 20%	21 to 40%	41 to 60%	61 to 80%	81 to 100%
EDItX	○	○	○	○	○
Other XML	○	○	○	○	○
Excel spreadsheet/csv	○	○	○	○	○
Other	○	○	○	○	○

Please indicate the approximate percentage of your sales reported to you by your customers via each method

75. EDItX Sales and Inventory Report - Publishers - details

Please give more details

76. Unique ISBN per digital format

Please indicate to what extent you follow the recommended industry best practice of having a unique ISBN per digital format

77. Reasons for not applying unique ISBN

If you do not apply a unique ISBN per digital format please give reasons

78. Master record or common source

☐ Common Source

☐ Independent records with some shared fields

☐ Entirely independent records

Is your digital and print metadata generated from a master record or common source

79. Master record or common source - Details

Please give details

80. Audiobooks timeliness

○ Audiobook metadata delivered on same schedule as other formats

○ Audio data later

○ Other:

Do your audiobooks have timeliness requirements e.g. 16 weeks prior to publication date? Please give details

81. Audiobooks timeliness - Reasons

Do your audiobooks have timeliness requirements e.g. 16 weeks prior to publication date? Please give details

82. Audio Formats

☐ WAV

☐ FLAC

☐ M4A/AAC

☐ MP3

☐ M4A/ALAC

Indicate which file formats are used by your organisation

83. Audio Formats - Details

Give more details of the formats in use in your organisation, internally and those which you deliver to retail partners

Progress

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

84. Awareness of Acquisitions and Divestments

☐ My organisation is aware

☐ My organisation is compliant

Please check the boxes above if your organisation is aware of BIC's Acquisitions and Divestments Best Practice Document and indicate if your organisation is compliant

85. Supporting BIC's activities *

☐ No BIC Participation at all

☐ We are members of related organisations such as BA, PA, IPG

☐ My organisation is a member of BIC

☐ We promote BIC's work/objectives e.g. Standards and best practice in the industry

☐ We attend a BIC Committee, Seminars or take part in working groups

☐ Play a full role in BIC including Board level participation, attend BIC committees and sponsor events etc.

☐ Other:

Please indicate how you support BIC's activities

86. Supporting BIC's activities - Details *

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	○	○	○	○	○
WCAG A	○	○	○	○	○
EPub 1.0	○	○	○	○	○

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	○	○	○	○	○
WCAG A	○	○	○	○	○

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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