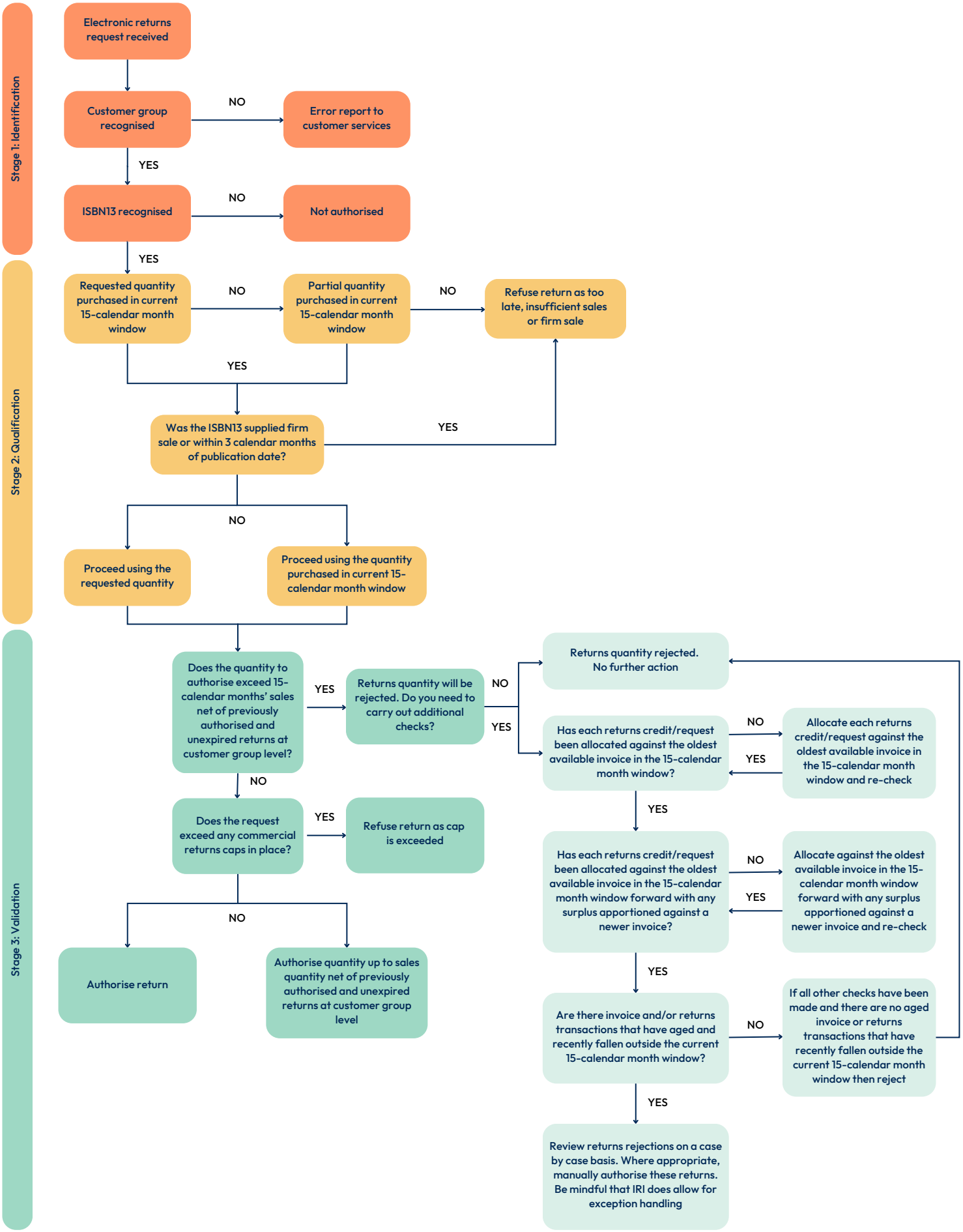
Stage 1: Identification
Stage 2: Qualification
Stage 3: Validation
Electronic returns request received
Customer group recognised
NO
Error report to customer services
YES
ISBN13 recognised
NO
Not authorised
YES
Requested quantity purchased in current 15-calendar month window
NO
Partial quantity purchased in current 15-calendar month window
NO
Refuse return as too late, insufficient sales or firm sale
YES
Was the ISBN13 supplied firm sale or within 3 calendar months of publication date?
YES
NO
Proceed using the requested quantity
Proceed using the quantity purchased in current 15-calendar month window
Does the quantity to authorise exceed 15-calendar months' sales net of previously authorised and unexpired returns at customer group level?
YES
Returns quantity will be rejected. Do you need to carry out additional checks?
NO
YES
Returns quantity rejected. No further action
Has each returns credit/request been allocated against the oldest available invoice in the 15-calendar month window?
NO
YES
Allocate each returns credit/request against the oldest available invoice in the 15-calendar month window and re-check
YES
Has each returns credit/request been allocated against the oldest available invoice in the 15-calendar month window forward with any surplus apportioned against a newer invoice?
NO
YES
Allocate against the oldest available invoice in the 15-calendar month window forward with any surplus apportioned against a newer invoice and re-check
YES
Are there invoice and/or returns transactions that have aged and recently fallen outside the current 15-calendar month window?
NO
If all other checks have been made and there are no aged invoice or returns transactions that have recently fallen outside the current 15-calendar month window then reject
YES
Review returns rejections on a case by case basis. Where appropriate, manually authorise these returns. Be mindful that IRI does allow for exception handling
NO
Does the request exceed any commercial returns caps in place?
YES
Refuse return as cap is exceeded
NO
Authorise return
Authorise quantity up to sales quantity net of previously authorised and unexpired returns at customer group level