

Quick Start Guide to Running Your Bookshop with BatchLine

2 Creating Returns on BatchLine

1. Creating an Electronic Returns request to Batch

1. Go to Back Office and click on the Returns icon on the left-hand menu. The screen will always default to the Open returns screen.

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-	0	pen	Request	sent Au	horised	Books	sent Credited All - except deleted Deleted	1]								
Return No : 1032 Supplier : DUMMY Status : Open																
Invoicing No of Return No : 1032 Suppert : DUMMT Status : Open No of Return Items : 1 No of Books : 1 Value of Return : 12.00																
		No.⊨	Sub No.	Supplier	Books	Tx Mthd	Default Reason≔	Default Defect≔	Authorisation	Requested	Date Auth⊏	First Expiry	Books Sent	Credited≔	Comment	Status≔
Returns			1032	DUMMY	1	Print	Overstock									Open
-			1031	DUMMY		Print	Supplied for particular promotion/event, or ret									Open
-			1030	DUMMY		Batch	Overstock									Open
Reports			1029	DUMMY	1	Batch	Product received damaged	Carton damage res								Open
25			1028	BERT	1	Batch	Overstock									Open
28			1027	\RGOS	7	Print	Product received damaged	Carton intact, dam-								Open
Maintenance	e 🗌		1025	GARD	3	Print	Product received damaged	Carton intact, dam-								Open
			1022	GILL	1	Print	Product received damaged	Carton intact, dam-								Open
			1013	U/A		Batch	Overstock								Rejected Return Lines	Onen

2. Select New from the top of the screen. The Supplier will default to BERT, the Transmission Method will be Electronic via Batch and the Default Reason is Overstock. If you need to change the supplier or the reason, choose from the drop-down menus then Save.

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Batchline POS	5 v4.60.	Return	s]													
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-	Open	Request :	ent Aut	horised	d Books	sent Credited A	II - except deleted Deleted	1								
-	Return	No	1032			Supplier :	DUMMY		Status : Ope	n						
			ns: 1			No of Books :			Value of Retur		00					
- *	No.⊨	Sub No.	Supplier	Books	Tx Mthd	Default Reason≔		Default Defect⊏	Authorisation	Requested	Date Auth⊏	First Expiry	Books Sent	Credited⊨	Comment	Status⊏
Returns	Þ		DUMMY	1	Print	Overstock										Open
			DUMMY		Print		Returns Header						-	×		Open
			DUMMY		Batch	Overstock	•						_			Open
Reports			DUMMY	1	Batch	Product received										Open
3	H		BERT	1	Batch	Overstock	Save Cancel								_	Open
97 Maintenance	H		\RGOS'\	7	Print	Product received	C F	BERT	Gardners	Books Ltd						Open
Maintenance	H - 1		GARD		Print	Product received			Jaranoro	DODITO Eta						Open
	H	1022	GILL U/A	1	Print Batch	Product received Overstock	Transmission Method :	Electronic	ia Batch	-					Rejected Return Lines	Open
	μ	1013	U/A		Batch	UVerstock	Transmission method .	Liectonic	na balon	<					Rejected Return Lines	Upen
							Default details for add	ed lines								
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							Default Reason :	Overstock						•		
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Front Office		7 5		2		#	\$		A	1	b.	<u>h.</u>		R/	1					
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Invoicing			No :	1032			Supplier :	1	DUMM	Y		Status : Ope								
	N	o of Re	eturn Iter	ns :			No of Books :					Value of Retur	n: 12.0	00						
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Returns			1032	DUMMY	1	Print	Overstock												0	pen
-				DUMMY		Print	Supplied for partic	d P	turns Header							_ 0	×	1	0	pen
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Reports				DUMMY	1	Batch	Product received													pen
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aintenance	4			GARD	3	Print	Product received	Subb		-	JUAND	Juaruners	DOOKS LILL							pen
	4			GILL	1	Print	Product received	-			Et a i									pen
	Ц.		1013	U/A		Batch	Overstock	Irans	mission Metho)d :	Electronic v	na Batch	•					Rejected Re	sturn Lines 0	pen
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								Delau		uue										
								Defau	ult Authorisatio	n:										
								Defa	ult Reason :		Overstock						•			
								Delau	at neason.		Incorrect dis	count given. E	nter additiona	l discount exp	ected					
												ce on invoice.								
										-	Order cance	elled by custom	er, or recorded	d in error, or d	ue not cance	led before su	pply	e la		
								Reta	urn Comment -	not	sen Overstock									
											Product rec	alled by supplie	r							
											Product rec	eived damaged								
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										_	Product sup	plied has a ma	nufacturing de	fect			ł			
											Product was	s not ordered a	nd not invoice	d, or extra un-	inoviced cop	ies were sent				
											Shortage. D	rdered quantity	was invoiced	l, but not supp	lied in full					
elp and Exit		_								_	Supplied for	particular prom	otion/event, (or return pre-a	uthorised					

3. Highlight the new header and select Details. Scan the titles to be returned or key the ISBNs into the EAN/ISBN field at the top of the screen and the items will appear on the grid. When all the items have been entered, right click to select Exit.

4. Highlight the Return Header and select Send via Batch to send the returns request to the publisher. When transmission has finished, right click and select Exit.

Batchline PO	S v4.60	.0 - [Retur	ns]												
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Front Office		7 1	₹3		畬				<u>a</u>	B/	1				
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0	Oper	Request	sent Au	thorised	d Books	sent Credited All - except deleted Delete	d								
	Re	urn No :	1033			Supplier : GARD		Status : Ope	n						
Invoicing	No	of Return Ite	ms: 1			No of Books : 1	,	/alue of Retur	n: 13.	00					
*		1	1			1	1					10	10 11 1	1.	
	No			Books		Default Reason≔	Default Defect≔	Authorisation	Requested	Date Auth⊏	First Expiry	Books Sent	Credited⊨	Comment	Status≔
Returns		1034	DUMMY		Batch	Product recalled by supplier									Open
-		1033	GARD	1	Batch	Overstock									Open
		1032	2 DUMMY	1	Print	Overstock									Open
Reports		1031	DUMMY		Print	Supplied for particular promotion/event, or rel									Open
		1030	DUMMY		Batch	Overstock									Open
So		1029	DUMMY	1	Batch	Product received damaged	Carton damage res								Open
25	П														Open
	-	102	BERT	1	Batch	Overstock									
	-	1028	BERT	1 7	Batch Print	Uverstock Product received damaged	Carton intact, dam-								Open
		1028	RGOS	1 7 3			Carton intact, dam- Carton intact, dam-								Open Open
Maintenance	-	1028	ARGOS'I GARD	1 7 3	Print	Product received damaged									

≓i Add	S Edit	Move	1 Delete	Batch.co.u	😚 ik Bertrams Claims	Stock Record	
Return No :	1033 Su	upplier : Gard	Iners Books Ltd			EAN / ISBN :	9781846111907
No of Return	Lines: 1		No of Books	:: 1	1	fotal Value : 13	.00
ld EAN≔	Title≔			Qty Doc Re			Defect≔
378 978184611	1907 Augustus	and His Smile in	Slovakia 13.00	1		Overstock	
				24	Add Edit	Ctrl+A Ctrl+E	
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Note: Items are *not* removed from stock at this time.

Collect Authorisation

We advise waiting until the day after sending the request to collect the authorisation.

1. Go to Back Office and click on the Returns icon. Select the Request Sent tab to view all outstanding requests.

2. Highlight the relevant line and select Authorise. When the return authorisation is available, the Returns Acknowledgement will be displayed on the screen. Any rejected items will be 'cascaded' (ie. bounced back) into a new return ready to be sent to another supplier in a new header marked supplier U/A ('unallocated'). When authorising one return the process will pull back all available returns authorisations, not just the line being authorised.



Edit an Authorised Return

1. Go to Back Office and click on the Returns icon. Select the Authorised tab at the top of the screen to see any authorised returns.

2. To edit, highlight the relevant return, select Details, make your changes then select Edit. The Returning Quantity can be changed to zero at the bottom of the screen. Select Save to send Confirmation of Returns Despatched. Right click and select Exit.

Batchline P	OS v4.60.0 - [Returns]								
Edit									
Front Office Back Office		Delete	Confirm Despatch Preview Re	eport Reprint Au	uth. Print Labels	Details	Credit Details	All Select Returns	
-	Open Request sent Author	ised Books sent Credi	ed All - except deleted Delete	d					
Invoicing	Return No: 1037 No of Return Items: 1	Suppl No of B	ier: DUMMY ooks: 1		Status: Authorised Value of Return :	13.00			
	No. = Sub No. Supplier Bo	oks Tx Mthd Default Rea	ason≓	Default Defect⊏	Authorisation Reques	ted Date Auth⊏ Firs	t Expiry Books Se	nt Credited≔ Comment	Status⊏
Returns	► 1037 DUMMY	1 Print Supplied fo	r particular promotion/event, or re	1	010203 16/02/2	2022 16/02/2022			Authorised
-									
Bate	• •								
baic 🌗 F	Return Item			× –					
(s: 1	Save Cancel Changes Stock	➢ Details							
Req Qt S	upplier : Dummy Supplier		Supplier Ref : DUM	(Y II					
	0201040111002	Title : Augustus and His Sr	de in Claushing and Franksh	¢					
	AN / ISBN : 9781846111907			0.00					
			. 13.00 VAT Portion :	0.00					
R	equest Information Fields	marked (*) are required							
Qu	uantity to Return (*):	Authorisation Co	de:						
	eason for Return (*): Overstock			-					
He	bason for Return (*):								
S	upplier Response								
Qu	uantity Authorised (*):	Return By :	16/02/2022 -						
Cri	edit value per unit : 0.00	Effective Disc	ount : 0.00						
Re	Acknowledger	ment of shortage report - no retu	rn involved	-					
	eturning Jantity to Return (*):								
F	Return Item Comment - Not Sent to	Supplier							

3. To notify the supplier of the lines being sent, click on 'Confirm Despatch'. This will transmit the authorised return and also move the item to Books Sent. The process of moving to Books Sent is the point at which the books are removed from stock.

Batchline POS	S v4.60.0 ·	- [Return	ıs]													
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Front Office	7		S Ed		1	\$	- h	b	4		<u>a</u>	R⁄		/1 0		
Back Office	Ne	w	Ed	lt	De	Mark As Credited	Preview Repo	t Reprint Auth.	Print Labe	sis I	Details	Credit Detail:	Selec	t Returns		
-	Open	Request	sent Au	thorised	Bookss	ent Credited All - except of	leleted Delete	d]								
	Return	n No :	1037			Supplier :	DUMMY		Status : Boo	ks Sent						
Invoicing	No of F	teturn Ite	ms :	1		No of Books : 1			Value of Retur	n: 13.0	00					
*	No.⊨	Sub No.	Supplier	Books	Tx Mthd	Default Reason≔		Default Defect≔	Authorisation	Requested	Date Auth⊏	First Expiry	Books Sent	Credited≔	Comment	Status≔
Returns		1037	DUMMY	1	Print	Supplied for particular promot	on/event, or ret		010203	16/02/2022	16/02/2022		16/02/2022			Books Sent
		1024	GARD	1	Print	Dverstock			df	07/11/2020	07/11/2020		07/11/2020			Books Sent
100		1021	GARD	86	Print	D verstock			authorised	28/10/2020	28/10/2020		28/10/2020			Books Sent
Reports	-															

4. Select the Authorised tab, highlight the relevant line and select Confirm Despatch.

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Edit						$\overline{}$											
Front Office Back Office	≓ 1 New	Salari Edit			Confirm	ø Despatch			arint Auth.	Print L	abels	👜 Details	E Credit		ndi Select Return	15	
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	No of Return Iten			No of E		1				lue of Retur							
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Returns	1038	DUMMY 1	Print 0	verstock					0	102034	16/02/2022	16/02/2022					Authorised
-																	
Reports																	

Print Returns Labels (labels can also be printed from your Batch Returns account)

1. Box up your books first in order to establish how many boxes you need to return. When you are ready to ship them, select Print Labels under Returns/Books Sent. (See Step 3 above.)

2. Enter the number of boxes to be returned and click OK.

Credits

Credits are automatically downloaded via the Invoice Collect process (not the returns process) and are matched against the relevant return. If, for any reason, you wish to mark a return as credited manually:

1. Go to Back Office and click on the Returns icon. Selecting the Books Sent tab will list any returns waiting to be credited.

2. Once you have the credit details, select Mark as Credited, enter the credit number and click OK.



3. The Return Header will then disappear and can be viewed under the Credited tab at the top of the screen.

2. Printing returns requests

1. Go to Back Office and click on the Returns icon to be taken to the Open screen. Select New.

2. Select your Supplier from the drop-down list, choose Printed from the Transmission Method, and select the reason. Save.



3. Select Details then scan the titles to be returned or enter the ISBNs into the EAN/ISBN field at top of screen. The items will appear on the grid. When all items have been entered right click and select Exit.

		Sal Edit	Move	査 Delete	- Batch.co.uk	Bertrams Claims	Stock Record		
Re	turn No :	1035 S	upplier: Dum	w Supplier			EAN / ISBN :	978140633	1264
N	o of Return Line	s: 1		No of Books	i: 1		Total Value :	8.50	
ld	EAN≔	Title≔		Price≔	Qty Doc Ref	Pre-authorisation	Return Reason=		Defect≔
37	9781406331264	Ten Little	Fingers and Ten I	Little To 8.50	1		Product received dar	naged	Carton dama
						₹ Ac		Ctrl+A	ì
						ざ Ac 気 Ed 除 M 者 De	it ove	Ctrl+A Ctrl+E Ctrl+M Del	
						Si Ed Si M 值 De	it ove	Ctrl+E Ctrl+M	
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						SA Ed 除 M 値 De ④ Ba ● Be	it ove lete tch.co.uk	Ctrl+E Ctrl+M Del Ctrl+B	
						Set Ed Set M 會 De ● Ba ● Be ◆ Str	it ove Jete tch.co.uk rtrams Claims	Ctrl+E Ctrl+M Del Ctrl+B Ctrl+B Ctrl+B	
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4. Highlight the Return Header and select Send to Printer. There's no need to print at each point – you can click on Cancel at any time and the return will move to the next tab.

Batchline PO	S v4.6	0.0 - [Return	ns]												
Edit															
Front Office		‡ í	2		書	🦻 👗			A	B/					
Back Office		New	Edit		Delete	Send to Printer Preview Report Rep	rint Auth. Print L	abels	Details	Credit Details	Select R	eturns			
Open Request serk Authorised Books serk Deddec Move the return to the next stage (Ctrl+R)															
Beturn No : 1035 Supplier : DUMMY Status : Open															
Invoicing		of Return Ite		1		No of Books : 1	`	√alue of Retur	m: 8.	50					
1	N	o. ≔ Sub No.	Supplier	Books	Tx Mthd	Default Reason≔	Default Defect≔	Authorisation	Requested	Date Auth≔	First Expiry	Books Sent	Credited≔	Comment	Status≔
Returns		1035	DUMMY	1	Print	Product received damaged	Carton damage res								Open
-	П	1034	DUMMY		Batch	Product recalled by supplier									Open
	П	1033	GARD	1	Batch	0 verstock									Open
Reports	П	1032	200 YMMUC	1	Print	0 verstock									Open
	H	1031	DUMMY		Print	Supplied for particular promotion/event, or ret									Open
Su															
2 Se	H	1030	DUMM'Y		Batch	Overstock									Open

5. The Returns Header will then be found in the Request Sent tab at the top of screen.

Batchline PO)S v	4.60.0	- [Return	is]														
Edit																		
Front Office		7	1	2		勮	8	<u>.</u>		D.		<u>a</u>	R/	/1	0			
Back Office		Ne	W	Edit		Delete	Authorise	Preview Report	Reprint Auth.	Print Lab	pels	Details	Credit Details	Select F	leturns			
Open Request sent Authorised Books sent Credited All - except deleted Deleted																		
Invoicing							Supplier :		MMT									
		No of	Return Iter	ms :	1		No of Books :	1		Va	alue of Retur	n: 8.5	50					
٠	Г	No.⊨	Sub No.	Supplier	Books	Tx Mthd	Default Reason≔		Default De	efect⊏ A	Authorisation	Requested	Date Auth≔	First Expiry	Books Sent	Credited≔	Comment	Status≔
Returns	Þ		1035	DUMMN	1	Print	Product received da	naged	Carton da	mage res		18/01/2022						Request Sent
-		1	1023	GBS	71	Batch	Overstock					07/11/2020						Request Sent
		1	1016	GARD	2	Print	Product received da	naged	Carton inte	act, dam		19/05/2020						Request Sent
Reports			1015	GARD	1	Print	Product received da	naged	Carton inte	act, dam		16/05/2020						Request Sent
S			1014	GARD	1	Print	Product received da	naged	Carton inte	act, dam		16/05/2020						Request Sent
2			1003	GARD	1	Print	Product received da	and	Carton inte	act dam		29/01/2020						Request Sent

6. If you have authorisation for the titles on the printed list, select Authorise and enter the authorisation code from the supplier in the pop-up box then click OK.

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Edit																		
Front Office	7	4	2		ŧ	\$			h .	Ŀ.		æ	R/		•			
Back Office	Ne		Edit		Delete	Authorise	Preview P	Report Rep	print Auth. P	rint Labe	els	Details	Credit Detai					
	Open	Request	sent Au	thorised	Books	sent Credited Al	· except dele	ted Delete	d									
-	Potu	rn No :	1035			Supplier :		DUMMY		C 1-	atus : Reg	und Cant						
Invoicing		Return Iter				No of Books :	1	DOMM			lue of Retur		50					
٠				·			· .								_			
						Default Reason ≔			Default Defec					First Expiry	Books Sen	t Credited≔	Comment	Status≔
Returns	Þ		VMMUC			Product received da	amaged		Carton damag	ge res		18/01/2022						Request Sent
-	н	1023	GBS GARD			Overstock		Return A	Authorisation						_			Request Sent
Reports	Η		GARD			Product received da Product received da		-										Request Sent Request Sent
	Η_		GARD			Product received di		Betu	arn No: 103	35	to Dum	my Supplie	ar .					Request Sent
20	н.		GARD			Product received di												Request Sent
Maintenance	۳.						anagea	Auth	orisation Cod	ie: 🛛	010202							riequest bern
	I																	
	I							Auth	orisation Dat	te:	18/01/202	2 💌						
	I							Delin	ver To Compa	any: 🛙	Dummy Sup	plier			_			
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7. The Returns Header will then be found under the Authorised tab.

Batchline PO	S v4.60.0 - [Returns]													
Edit				-										
Front Office	71 .		a	8	- -		L.		ط	E.		<i>7</i> 00		
Back Office	New	E.	Delete	Confirm Despatch	Preview Report	Reprint Auth	. Print L	abels	Details	Credit D) etails	Select Return	S	
-	Open Request sent	Authorised Bo	ioks sent Credite	d All - except dele	ted Deleted									
	Return No : 1035	i	Supplie	ar :	DUMMY	9	itatus : Auth	orised						
	No of Return Items :	1	No of Bo	oks: 1		\	alue of Return	: 8.5	50					
	No. = Sub No. Suppli	er Books Tx №	1thd Default Reas	on⊏	Del	ault Defect≔	Authorisation	Requested	Date Auth≔	First Expiry	Books Sent	Credited≔	Comment	Status≔
Returns	1035 DUMN	lY 1 Print	Product recei	ived damaged	Car	ton damage res	010202	18/01/2022	18/01/2022					Authorised

8. Select Confirm Despatch and the item will move to the Books Sent tab. Select Print Labels, if required.

-																		
Batchline PO	S v4	.60.0	- [Ret	urns]				7									
Edit								· · · · ·										
Front Office			1		2					.	A			E/		1		
Back Office		N	BW		Ed	ıt	Da				Print Labe	sls	Details	Credit Detail	s Select	Returns		
-					ent Au	thorised	Books:	ent Credited All - ex										
In contrainer	1	Retu	n No	:	1035			Supplier :	DUMMY		Status : Bool	ks Sent						
Invoicing			Return					No of Books :	1		Value of Retur	n: 8.9	50					
1		No.⊨	Sub 1	۹o. (۹	Supplier	Books	Tx Mthd	Default Reason≔		Default Defect≔	Authorisation	Requested	Date Auth≔	First Expiry	Books Sent	Credited≔	Comment	Status≔
Returns	Þ		10	135	UMMY	1	Print	Product received dama	ged	Carton damage res	010202	18/01/2022	18/01/2022		18/01/2022			Books Sent
			10	124	GARD	1	Print	Overstock			df	07/11/2020	07/11/2020		07/11/2020			Books Sent
-			10	121	GARD	86	Print	Overstock			authorised	28/10/2020	28/10/2020		28/10/2020			Books Sent

9. When the credit number is known, select the Books Sent tab, right click and select Mark as Credited. Enter credit number and click OK. The item will then disappear and can be viewed under the Credited tab at the top of the screen.

Batchline PO	S v4	4.60.0 -	[Return	s]																	
Edit																					
Front Office		7		2		畲		ø			b	ß		<u>i</u>	₿⁄	/1	1				
Back Office		New		Edit		Delete	Proces	s Return P	eview Report	Repri	nt Auth. P	rint La	bels	Details	Credit Details	Select R	eturns				
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•	1	Return	No :	1035			Supplie	er :	DUI	имү		S	tatus : Crec	lit Recei							
Invoicing	1	No of R	eturn Iter	ms: 1	I		No of Bo	oks: 1				۷	alue of Retur	n: 8.9	50						
	Π	No.≔	Sub No.	Supplier	Books	Tx Mthd	Default Reas	on⊏			Default Defec	st≔	Authorisation	Requested	Date Auth≔	First Expiry	Books Sent	Credited≔	Comment	S	tatus≔
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S			1007	GILL	35	Print	Overstock						00943594	29/01/2020	29/01/2020		19/02/2020	17/02/2020		C	redit Recei

3. Create a Supplier return using the ISBN List

1. Go to Front Office and click on the ISBN List icon then select New List. Enter a description for the title of the list eg. 'Overstocks Gardners' then select the red Save icon.

Send To R	emove F	rom								
Front Office	/ 🗐 List Deta	ails New List	💁 👘 Edit List Delete List							
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-		38 29/10/2020	Christmas	31	31					
Ŵ	: :	37 28/10/2020	Exclude from Export	6	6					
Orders	:	36 28/10/2020	Include in Export	0	0					
1	:	35 19/10/2020	Caroline Henry wishlist	2	2					
1		34 17/10/2020	Wish list Louise Nelson	3	3					
Sales		32 14/10/2020	Wish List Susan Hennessy	4	4					
2		29 08/10/2020	Wish List Kiera Cotton	3	3					
2-1		28 08/10/2020	Cards	1	1					
Manual Ord		27 08/10/2020	Toys & Gifts	19	19					
-		25 02/07/2020	Jigsaws and Games	26	4	BE ISBN List	•	_		X
		24 30/06/2020	Featured	13	1					
Goods In		23 28/06/2020	Pre-orders			🕦 🖉 🔛				
27		21 23/06/2020	School Novels and Plays	10						
		20 23/06/2020		52		Description:		Date Cr	eated: 18.	/01/2022
Customers		18 23/06/2020	Bestsellers	194	19	Sample list				
1		16 23/06/2020	Activity	26						
		15 23/06/2020	Guidance	45						
ISBN List		14 23/06/2020	Irish Language	20	2					
		13 23/06/2020	Reference	37	3					
		12 20/06/2020	Baby and Toddler	34	3					
Order List		11 13/06/2020	Picture Books	70	70					

3. Highlight the relevant list then click on List Details and enter the ISBNs of the books you wish to return.

4. When the list is complete, click on the Send To button at the top of the screen, then select Supplier Return from the drop-down menu.

Batchline POS v	v4.60.0 - [ISBN Lists]							
Send To Rem	nove From							
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_	List No Created On=		Send To				- 0	×
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Orders	37 28/10/2020 36 28/10/2020 35 19/10/2020	Inc Ti	Stock Take Order	el Dele	te			
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		Sci	Move All Lines					
Customers	20 23/06/2020 18 23/06/2020	Be		_				
ISBN List	16 23/06/2020							

5. When the 'Send to Supplier Return Wizard' screen opens, select whether the list is to be added to an existing return or if a new return should be created.

Batchline PC	IS v4	1.60.0 - 1	SBN Lists									
Send To F												
Front Office		d t Details	⊋1 New List	E	Bi ISBN List							
Title Search			Created On = 18/01/2022		File List Options Edit	Send To						
	ŕ	45 38	12/01/2022 29/10/2020	De Chr	Stock Record	() Biblio		Print List	Import File	Import Core Stock	Expo	
Orders	Η	36	28/10/2020 28/10/2020	Inc	₹ 1 Add	Si Edit		Capcal	· Balata			
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Goods In	Ħ	24	30/06/2020 28/06/2020	Fea								
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E+ Analytics	F		12/06/2020 12/06/2020						<u>Cancel</u>	Back Next>	Einish	
<u>.</u>	П		12/06/2020			_						

6. On the next screen, select your supplier and the reason for the return using the drop-down arrow to view all options. (The default is Overstock.) Save then click on Finish.

Batchline POS v	4.60.0 - [ISBN	l Lists]							
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🔊 -	32 14/1 29 08/1			B 🖉					
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166 - 166 -		6/2020 Be		Dummy Supplier					•
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ite≕ en Litte Fingers ar	nd Please :	select the retur	m you wish to add these items	to.	D	[SQOD]Cat 0 Box			
		Select Retu	unx 1036		New Return				
			Cancel	< Back Next 1	<u> </u>		1		

7. To see the new return, go to Back Office/Returns/Open.

Tip: Access Denied notice

Occasionally a notice may flash up that says 'Another user is working on Returns Processing'. To clear this and unlock returns, open the BSM module from Help & Exit in the left-hand menu. Bottom left of the form there is an 'Unlock Module' tab. Click on that then click on Unlock Returns.

ont Office		Ti New	Si Edit		音 Delete	Send via Batch Preview Repo	d Reprint Auth	Print Labels	Detais	R∕ Credit Details	Select Returns	
ack Office									Dordes		Select Hetams	
slp and Exit	oper	Hequest	sent Au	monsed	BOOKS	sent Credited All - except deleted	Deleted					
B₽	Re	turn No :	1036			Supplier : D	UMMY	Statu	s:Open			
	No	of Return Ite	ms :	1		No of Books : 1		Value	of Return :	8.50		
BSM		Sub No	Supplier	Books	Ty Mtbd	Defauit Reason≔	Default De	efect⊏ låutho	visation Reque	sted Date Auth≔ F	itet Evpire Booke S	ient Co
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Exit	H-		DUMMY			Product recalled by supplier	🚸 Batchline Su	pport Module	2	-		
L AN	H	1033	GARD	1	Batch	Overstock		1	Inlock Mod	luloc		
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For support or to request further guides, contact mail@batch.co.uk

www.batch.co.uk

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