

Bookmine Basics

Returns Claims – Overview

Goods are ordered from suppliers and received into the system using the delivery module. At the instant of receiving a returns window (earliest and latest dates) is recorded against each item based on the item supply conditions recorded for that item. These conditions can be overridden at the time of receiving. Sometime later you may want to return some of these goods to the supplier. This is processed using the Returns interface. The process involves:

1. Raising a return claim and sending it to the supplier.
2. The supplier responds letting you know what they are willing to approve for return.
3. You send the physical items approved back to the supplier.
4. The supplier responds by issuing credits for the items returned.

Bookmine will help you to track each of these stages.

As goods are received into Bookmine a returns window, based on the **supply conditions** for the item from the supplier being received against, is recorded against the delivery record (this can be changed at receiving time on an item by item basis if the defaults do not apply). Typically returns are based around the suppliers' **invoice date**, a minimum and maximum days to return being recorded that specifies when returns are allowed. This window is typically 90 and 365 days (3 and 12 months). For **firm sale** these values are both set to 0. Some suppliers base returns around the **publication date**. Note: This requires the publication date for each item be known and recorded in the **item's supply conditions**. If the publication date is not known or not set Bookmine automatically defaults to the supplier's invoice date.

For an item to be placed in a return claim it must have already been received into Bookmine. It is very important that, before goods are received, the supplier's returns conditions are set as accurately as possible so that candidates for return can be accurately identified and processed. Remember that some suppliers accept returns based on **invoice date** while others base their return window on the **publication date**. The importance of making sure that both the "**supplier's default conditions**" and the individual "**item supply conditions**" are correctly set and maintained cannot be overstated as this will save you time (and money) over the long term.

It is also important to keep track of returns claims after they have been sent. Has the supplier received the claim and sent back authorisation? Has the correct dollar figure been credited? Etc, etc. . . When first using the returns area it is very useful to have the tooltips option of Bookmine turned on (this function can be turned on in the user options area). The useful functions for keeping track of the returns claims can easily be identified by hovering your mouse over the buttons in the lower section of the screen.

Starting a new claim or continuing an existing Returns Claim – By Supplier (Ideal for regular periodic returns)

1. From the **Main SWBD**, click F7 – then click the **Returns** button (there are numerous other valid ways to get to this point). The **Return Claim Summaries** screen will be displayed (see figure). **Pending** claims are claims that have not been lodged yet, i.e. the Date Lodged is blank. The screen is colour code Green to indicate it is **ACTIVE**, i.e. modifications can be made to it. Locked Claims are coded RED. Modification cannot be made to them except to enter quantities approved and credited

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Return Claim Summaries

Return Claim summaries Go ID

Return Claim ID	Supplier	Date Claim was Raised	Date Claim was Lodged	Date Completed	Amount claimed	Amount Credited
Details 1	BRUMBY BOOKS & MUSIC	27/Mar/2007			81.88	0.00
Details 2	LADY OF LIGHT BOOKS	27/Mar/2007			12.48	0.00

Limit returns orders displayed
 Any (last 3 months) Not Shipped Not Completed Not Fully Credited Not Credited

Return by Supplier... Return by Stock Item... Returns Due... A Suppliers Claims... Unshipped Unresolved Print Preview Print

Main SwBd PO SwBD PO Summaries Contacts Stock Date Range... With Stock Item Email Claim To Excel

Record: 1 of 2

- From here you can Start a new return claim or **continue** working on an existing pending claim. Click on **Return by Supplier** button in the bottom left section of the Return Claim Summaries screen.
- The standard **Contact Search** screen will be displayed. **Enter criteria to locate the supplier and click Start Search/F3** (or Alt S) (Eg “Allen &” in the last name field will find “Allen & Unwin”). A list of candidates matching the criteria you entered will be displayed. Select the supplier.

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Return Claim

Return ID Go to ID

Raised:

Locked/Sent: Date Completed

Text to include with this Return Order

Supplier/Contact Information

Supplier BRUMBY BOOKS & MUSI ID 55895

Account No ADR SYD Std Discount(%) 45.00

In claim Supplier's currency Current Exchange rate 1

show Orig Qty Default Max days to return items (0 for none) 365

Delivered Default Min days before return allowed (0 for none) 90

Our Stockid:	Title	Product Code	Suppliers Delivery Invoice	Qty. Claimed	Approved To Date	New Val	Claim Status
357376	How to Get Everything Y	9781567181197	00405703	1	0		Pending <input type="button" value="Delivery.."/>
Return by	11/Sep/2007	Disc Price supplied	13.98	Unit claimed	13.98	Claimed	13.98 Approved 0.00
Comment			Qty Credited	0	Unit Credit	0.00	
327161	POWER OF MANTRAS		403303	3	0		Pending <input type="button" value="Delivery.."/>
Return by	1/Sep/2007	Disc Price supplied	14.98	Unit claimed	14.98	Claimed	44.94 Approved 0.00
Comment			Qty Credited	0	Unit Credit	0.00	
346477	Practical Guide to Physic	9780875421919	392741	1	0		Pending <input type="button" value="Delivery.."/>
Return by	8/Jul/2007	Disc Price supplied	8.98	Unit claimed	8.98	Claimed	8.98 Approved 0.00
Total entries	4	Total Units	6	Tot Claimed	81.88	Approved	0.00 Total Credited 0.00

- If there is an **existing** a **pending** returns claim for the supplier selected the operator is prompted to continue adding to it. Else a new claim is created and displayed on the **Returns Claim** screen (see Fig

below). You can now add items to the claim using the array of command buttons at the foot of the screen. For example:

- **Add Interactively** – This displays all candidates for returning from this supplier. You can limit the candidates to those within X days of being returnable, eg only show goods that are within say, 30 days of becoming unreturnable. (See below for details).
- **Add by Stock Item.** Scan stock items in a loop and add to the current claim. Only goods delivered against that supplier can be added to a returns claim.

5. When finished adding, using any combination of the methods available, the pending claim should be locked. If you are intending to either **print or email the claim** you are prompted to **lock/deactivate** this claim now. This prevents changes being made to it. It is strongly recommended that the claim be locked to prevent changes to it after it is sent to the supplier. On printing or emailing the claims return procedure is finished until you hear back from the supplier.

**Please note: useful features such as “Print a Pick list” (to help when finding books on the shelf to be returned) are available along the lower section of the screen.

Add Interactively to a Returns Claim (Recommended)

When invoked a listing like the one below is displayed of all candidates for returning to the supplier (refer to figure). This is the recommended way of processing returns on a regular basis, say once per month. From this screen you can limit the candidates to only those that are within X days of going outside the returnable date, e.g. only show goods that are within say, 30 days of going outside the return limits

Sort listing by any column
Ascending or descending

Limit to a specific supplier only.

Show goods whose return period is about to expire within the specified number of days

Sort Entries By: No sort, Title, Supplier, EAN, Delivery Date, Latest Return Date

Supplier	Title	Suppliers Invoice	Delivery Date	Ordered	Delivered	Qty Supplied/Invoice
BRUMBY BOOKS & MUSIC	10-minute Feng Shui Room by R...	00382661	29-May-2006	1	1	
BRUMBY BOOKS & MUSIC	10-minute Feng Shui Room by R...	00382661	29-May-2006	1	1	
BRUMBY BOOKS & MUSIC	A Course in Miracles	00382661	29-May-2006	1	1	
BRUMBY BOOKS & MUSIC	A Course in Miracles	00382662	29-May-2006	1	1	

Record: 1 of 165

Buttons: Cancel/Continue, Print Summary report, Report to Excel

Display the full delivery history including access to all sales etc for this item. Drill down to see full bibliographic information

Add this item to the pending claim for this supplier

Add from Returnables

A list of all goods in the returnable period are listed.

How to Compose a Returns Claim – By Stock Item (Ideal for Events Returns or Other Returns with only 1 or 2 books)

From the main switchboard of Bookmine enter the Returns area by the following steps:

1. From the main switchboard of Bookmine click Supply and Purchase Orders Button/F7. This will take you to the **Purchase Ordering/Supply Chain Switchboard** on which you should click on the **Returns button (Alt T)**
2. The **Return Claims Summaries form** will then be shown. At the foot of this screen there are a number of options to choose from for example Return by Supplier or Return by Stock Item. Choose whichever suits you best for the current circumstance. For instance if returning books after an event it is likely you will have only one or two titles to return in which case choosing **Return by Stock Item** would most likely be the best choice. However if doing the regular periodic returns most people choose **Return by Supplier** as you are then shown the candidate goods which are within the returns window if you have set up the title's supply conditions correctly.
3. **Return by Stock item:** If returning only one or two titles return by stock item is the ideal function to use. Click on this button you will then be asked to enter the details of the item you wish to return. Scan or enter these details and press Okay/F3.
4. The **Inventory/Services** will display showing the candidate goods for returning which match the criteria or details you entered. Choose the item you wish to include in the returns claim by clicking the **Select button** on the left hand side of the screen. (Use the arrow keys to navigate up/down to the line item and then click Alt S). The item will then be placed in the returns claim.
5. If the return dates are not within the supplier's allowable returns period you are advised that the item is not returnable based on conditions set at the time the book was delivered into the system. You have the ability to over ride this at this time if you wish to (for instance a book for an event may not have had it's conditions changed when it was delivered into the system but as it is Event Stock it is returnable before the default minimum days set for the supplier). Answering yes will put the item in a return claim.
You are prompted to continue adding. Repeat the steps above to add to the claim as required.
6. When you have finished adding to the pending returns claim you should **lock** it. If you are intending to either **print or email the claim** you will be asked if you wish to **lock/deactivate** this claim now. It is strongly recommended that the claim be locked so that it reflects accurately what was sent to the supplier. Print or email the claim as require. This completes the process until you hear back from the supplier.

**Please note useful features such as print a pick list (to help when finding books on the shelf to be returned) are available along the lower section of the screen. There is also a section for comments that can be used if desired – notes such as claim disallowed due to book being damaged can be useful to enter here if appropriate.

Making changes to a claim after it has been locked.

Sometimes it is necessary to unlock a claim to make small changes to it. With the locked claim displayed use the **Deactivate** command button.

Reply to Returns Claim Received – What do I do next?

After the supplier has replied to your returns claim you will need to record the information whether it is positive or negative in Bookmine.

Authorisation for All goods in the Claim Has Been Granted

Go to the return claim that you wish to update. If all goods in the returns claim have been approved it is quickest and easiest to use the **Bulk Resolve** button when viewing the Return Claim. This will set the number approved for all items in the returns claim equal to the number claimed. For example if you sent a returns claim to Alliance for 3 copies of *Ant Egg Soup*; 2 copies of *The Great Game* and 5 copies of *Encounters* and on receipt of their authorisation clicked **Bulk Resolve** these individual titles would be resolved at 3, 2, and 5 respectively.

Authorisation For Only Some of the Items in the Claim Has Been Granted

Display the return claim that you wish to update. If only some of the items in the claim have been approved enter the number for each title in the NEW field. Enter the allowed number, or zero if the claim has not been approved, into the blank box headed **Approved New Value** (this is on the same line as the title but towards the right hand side of the screen). You can also use the comment fields to annotate the reasons given for a claim being refused.

** If working through a large claim it is useful to use the **Hide Resolved** button periodically to save you losing track of where you are in the claim. This button can be found in the lower section of the screen. To return to seeing all items in the claim click on the **Show All** button which will replace the Hide Resolved button when only the unresolved are showing.

When all items have been resolved it is useful to print a copy of the claim to accompany the goods back to the supplier. This copy of the claim will now show the expected dollar value of the claim. This is very useful if your discount has recently changed in making sure the supplier credits you with the correct amount.

You will notice that the **status of the claim has changed from Pending to Resolved** by the action you have taken of recording the number of items allowed against the titles in the claims.

Please note the button to **print a pick list is available along the lower section of the screen.

Keeping Track of Credits Received (or Missing!)

This is an advisory/reporting function only and is not linked to any accounts area in Bookmine. However it is very useful for making sure that goods returned have been correctly credited by the supplier.

Returns Claim items must be resolved before rd credits can be recorded against them. To resolve the claim, if you have not already done so, follow the steps outlined above under the **Authorisation** of claims.

1. When the credit note/adjustment for the items returned arrives display the corresponding returns claim for these items.
2. Choose Bulk Credit if all of the items originally claimed have been returned and credited in full.

3. If only some of the items in the original Returns Claim have been credited you will have to individually record the number credited against each of the items. A value of 0 means the supplier is not crediting you with any. Empty means the credit has not been processed yet.

Useful Functions on the Return Claim Summaries screen

The lower section of the Return Claim Summaries screen contains numerous command buttons that enable you to view and browse different views of return claims. The radio buttons directly under the summaries of return claims enable you to limit the display to only return claims made in a particular period; return claims that have not been shipped or sent; have not been credited at all or have only been partially credited.

There are also command buttons for to start or continue a claim, leave the returns area to return to contacts, stock or the main switchboard, further options for limiting the return claims displayed in summary form in the upper section of the screen and also a number of output functions including printing or emailing a claim or exporting the view of claims above to Excel for further analysis.

The Importance of Following the Return Claim through the 3 Steps to Credit

The importance of recording information accurately at each of the three stages of the returns claim can not be overstated. If information is recorded correctly it will enable the returns officer to know at the click of a button which claims are pending (ie haven't been sent yet); which claims have not yet been authorised by the supplier (have they been lost by the supplier?); which books have been returned but not credit or adjustment notice has been received (avoiding financial loss).

When first using Bookmine's returns area it is advisable to make sure that the tooltips button is on (an option which can be set under the User Options section found on the Main Switchboard) as this will help you to make use of all of the features available.

Also use the comments field in the claim and claim items to annotate as you go along.