

Bertrams

Bertline 10
Quick Start Guide

Bertline Support
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Bertrams Warehouse

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Searching

1. Title Search

- 1.1. For title search click on Title Search icon from the left hand side bar (under Front Office)
- 1.2. From the Title Search Screen right click on mouse and *select BookData Online or Premier Online (TIP- PRESS SPACE BAR or Ctrl + I)*
- 1.3. Enter information in appropriate field(s) using key words and press return or click on **Search**. **NB.** Author should be entered surname followed by Christian name (*TIP On 'Availability' drop down Select 'Show All' at bottom of search page to include OP Titles etc*)
- 1.4. Search Results are now displayed on a grid
- 1.5. Highlight correct item and right click on mouse to *select* your next option
- 1.6. For a new search right click on mouse and *select BookData Online or Premier Online (TIP- PRESS SPACE BAR or Ctrl + I)*
- 1.7. Searching **TIP Previous Searches** at the bottom of the search screen will bring back the last 100 searches that have been performed.
- 1.8. Searching **TIP Searching for title with single word title (eg. It)** enter the pipe symbol at either end of the word - |it| this will only return titles called It.
- 1.9. Searching **TIP Unsure of title or spelling** use the wild card * at the end of information or spelling e.g. Dost* if you are not sure how to spell Dostoevsky.

2. Customer Order

- 2.1. From Bertline Title Search Result Grid highlight book (see no.1.4 of Bertline Quick Start Guide)
- 2.2. Right click on mouse and *select Customer Order (TIP- PRESS RETURN or Ctrl + O)*
- 2.3. For existing customer type the surname into the 'Blue' Surname field, alternatively click on the down arrow at end of surname field and scroll through customer list to locate correct customer. Left click on customer to select.
- 2.4. For new customer right click on mouse and *select new customer (TIP Ctrl + N)*
- 2.5. Enter customer details using the tab key to move round the screen
- 2.6. Right Click on mouse and *select save (TIP Ctrl + S)*
- 2.7. Quantity will default to 1
 - 2.7.1. Edit quantity if required
- 2.8. **Select Category** if necessary, click on down arrow at the end of Category field to display available Categories. Use cursor key to highlight required Category. To create new category click on Shop Category (blue text) this will open a link.
- 2.9. To place order immediately and reserve the title at Bertrams (not available with any other supplier) right click on mouse and *select Order Immediately (TIP Ctrl + I)*. An acknowledgement of the order will appear on the screen.
- 2.10. To place on to an existing order, first check that the correct purchase order and supplier is selected right click on mouse and *select Add to Order (TIP PRESS RETURN or Ctrl +O)*
- 2.11. To Change selected Purchase Order
 - 2.11.1. Click on down arrow at end of Purchase Order field to display available orders
 - 2.11.2. To create a new Purchase Order right click on mouse and *select New Order(TIP Ctrl + H)* or click on Purchase Order (blue text) this will open a link.
- 2.12. When order has been placed the screen will return to the Title Search grid, order can be viewed in Orders – Awaiting Despatch.

3. **Multiple Title ordering for customer or stock (New Bertline 10)**

- 3.1. From Bertline Title Search Result Grid (See No. 1.4 Bertline Quick Start Guide)
- 3.2. To select titles to be ordered from a list on Title Search result grid, highlight a line and right click and *select Tag/Untag (TIP F12)*
- 3.3. Tagged lines will remain highlighted these can then be ordered for stock or customer, the lines can be added to an existing order or ordered immediately.

4. **Reserve Item for Customer from Shop Stock (New Bertline 10)**

- 4.1. From Bertline Title Search Result Grid Highlight book (See No. 1.4 Bertline Quick Start Guide)
- 4.2. Right click on mouse and *select Reserve (TIP Ctrl+E)*
- 4.3. Select customer or create new customer. You can at this stage print a customer slip for this item so the title can be sold by scanning the slip, select the print option of your choice and right click and *select Reserve Item (TIP Ctrl+O)* **NB. If you choose not to print and scan the slip when the book is sold it will be a stock sale and the reserve item will remain on the customer account.**
- 4.4. To sell the book to the customer if there is no customer slip, do not scan the book when selling, but click on Customers icon on the left hand side bar (Front Office).
- 4.5. Select the customer
- 4.6. Right click and *select Orders* highlight the line which will be showing under Items On Loan/Reserved, right click and *select Cash Collect*
- 4.7. Pop up box appears 'Collect highlighted items only' Click on OK
- 4.8. Cash Collect window appears right click and *select Process Collection*
- 4.9. A record of the sale will appear on your sales list.

5. **Stock Order**

- 5.1. From Bertline Title Search Result Grid Highlight book (See No. 1.4 Bertline Quick Start Guide)
- 5.2. Right click on mouse and *select Stock Order (TIP Ctrl + T)*
- 5.3. Quantity will default to 1, edit if more required
- 5.4. *Select Category* – Click on down arrow at end of Shop Category field to display available Categories. Use cursor key to highlight required Category. To create new category click on Shop Category (blue text) this will open a link.
- 5.5. To place order immediately and reserve the title at Bertrams (not available with any other supplier) right click on mouse and *select Order Immediately (TIP Ctrl + I)*. An acknowledgement of the order will appear on the screen.
- 5.6. To place on to existing order, first check that the correct purchase order and supplier is selected right click on mouse and *select Add to Order (TIP PRESS RETURN or Ctrl +O)*
- 5.7. To Change selected Purchase Order
 - 5.7.1. Click on down arrow at end of Purchase Order field to display available orders
 - 5.7.2. To create a new Purchase Order right click on mouse and *select New Order(TIP Ctrl + H)* or click on Purchase Order (blue text) this will open a link.
- 5.8. When order has been placed the screen will return to the Title Search grid, the order can be viewed in Orders – Awaiting Despatch.

Re-Ordering From Sales

1. Creating an Order From Sales

- 1.1. To view your sales click on Sales icon from the left hand side bar (under Front Office)
- 1.2. The Reorder from Sales Grid shows all titles which have been sold and need to be ordered or deleted from the reordering process.
- 1.3. NB. Titles are only deleted from the reorder from sales grid not from the Sales History.
- 1.4. It is possible to use the mouse on this grid but the fastest method is using the keyboard:
- 1.5. Main function keys:
- 1.6. Use arrow keys to move up and down the grid
- 1.7. Order pressing the Return Key
- 1.8. Remove title pressing the Delete Key

2. Ordering

- 2.1. *Select* supplier using drop down box at top of screen.
- 2.2. Use mouse to click on first title to be ordered
- 2.3. To order a single copy press the return key the line will change to green, a quantity of 1 will appear in the QTO column, the supplier name will appear in the Supplier column and the next line will be highlighted
- 2.4. For multiple copies highlight selected line and enter quantity and press return.
- 2.5. Work through the list selecting lines to order remembering to change the supplier where necessary.

3. Deleting

- 3.1. To delete, highlight title to be removed and press the delete key the line will change to red and the next line will be highlighted. The line is removed on exiting reorder from sales screen.

4. Compiling Sales into an order

- 4.1. To compile Re-order from Sales into an order right click and *select Exit (TIP Alt + X)*
- 4.2. Confirmation box 'Do you wish to compile the selected items into Orders at this time' *select Yes*
- 4.3. Reorder Transactions Awaiting Compilation window opens listing by supplier the number of titles selected for re-order.
- 4.4. Right click on mouse
- 4.5. Option to add lines to existing order already open for a supplier or start a new order.
- 4.6. Highlight supplier and *select New Order (TIP Ctrl + N)* all lines will be added to new order, or *select Existing Order (TIP Ctrl + E)* all lines will be added to an existing order.
- 4.7. Repeat this with each supplier until the Reorder Transactions Awaiting Compilation grid is empty
- 4.8. Orders can be viewed in Orders – Awaiting Despatch

5. Creating an Order Using Bertrams Buyers Notes

- 5.1. To view the Buyers Notes click on the Buyers Notes icon from the left hand side bar (back office)

- 5.2. Right click on mouse and *select Selection Criteria (TIP Ctrl + S)*
- 5.3. *Select* month of Buyer's Notes from drop down box
- 5.4. *Select* Bertrams Buyer's Notes star rating and BN Category if required
- 5.5. When selection is entered Right Click on mouse and *select Load Buyers Notes(TIP Ctrl + L)*
- 5.6. Titles are displayed on Buyer's Notes Summary Grid (tabs at top of screen)
- 5.7. Titles are loaded in Buyer's Notes number order, scroll through to find required titles or enter number in **Find Number** box at top of screen, title will then be highlighted.
- 5.8. To order title highlight line right click on mouse and *select Order (TIP - PRESS RETURN or Ctrl + O)* will default to a quantity of 1. To order multiple copies edit quantity to order field at top of screen..
- 5.9. *Select* Category – Commence typing category name and list of categories will be displayed, click on required category.
- 5.10. Right Click on mouse and *select Order Items (TIP - PRESS RETURN or Ctrl + O)* to place title on order.
- 5.11. To Review Order click on Buyer's Notes Order tab at top of screen (Right Click and *select Edit* to change quantity)
- 5.12. Click on Buyer's Notes tab at top of screen to browse the titles with Synopsis and Dust jackets.
- 5.13. When order is complete right click and *select Exit (TIP - AltX)*
- 5.14. Confirm message 'Do you wish to Compile the Buyers Notes order now?'
- 5.15. Click on Yes Buyers Notes Order Transactions Awaiting Despatch screen appears
- 5.16. Right Click and either *select New Order(TIP Ctrl + N)* creates new order to Bertrams containing just the Buyer's Notes titles selected on this order or *select Existing Order (TIP Ctrl + E)* adds titles to existing Buyer's Notes order of the same month to Bertrams.
- 5.17. Orders can be viewed in Orders – Awaiting Despatch. Buyers Notes order lines are always kept separate from stock and customer orders and will have a Promo ID entered automatically.

Communications

1. *Sending Orders Electronically to Bertrams, Gardners and Teleordering*

- 1.1. Click on Orders from the left hand side bar (front office)
- 1.2. Orders will always open on the Awaiting Despatch screen
- 1.3. Highlight order to be despatched
- 1.4. To check order before sending Right Click on mouse and *select Details (TIP Ctrl + D)*
- 1.5. (If errors are found these can be edited at this stage) right click on mouse and *select Details (TIP Ctrl + I)* right click on mouse and *select Edit* to save changes right click on mouse and *select Save*. Exit Order Awaiting Despatch Detail
- 1.6. To send Order Right Click on mouse *select Transmit (TIP- PRESS RETURN or Ctrl + T)*
- 1.7. Order Transmission Window appears
- 1.8. Right Click on mouse *select Transmit (TIP- PRESS RETURN or Ctrl + T)*
- 1.9. Order progress will be displayed on the screen
- 1.10. On completion acknowledgements will be displayed - print copy if required.

NB. Acknowledgements may not be retrieved immediately from Gardners

1.11. Where this occurs exit the Order Transmission window and transmit again for acknowledgements later (See No.2 below of Bertline Quick Start Guide)

NB. There are no acknowledgements received from Teleordering

2. Retrieving Acknowledgements from Gardners

- 2.1. Click on Orders from the left hand side bar (front office)
- 2.2. Orders will always open on the Awaiting Despatch screen
- 2.3. Orders awaiting acknowledgements will be flagged with an 'A' in the column headed 'Ack'
- 2.4. Highlight Gardners order line flagged with 'A'
- 2.5. Right Click on mouse *Select Transmit (TIP – PRESS RETURN or Ctrl + T)*
- 2.6. Order Transmission Window appears
- 2.7. Right Click on mouse *Select Transmit (TIP- PRESS RETURN or Ctrl + T)*
- 2.8. Acknowledgement retrieval progress will be displayed on the screen
- 2.9. On completion acknowledgements will be displayed - print copy if required.

Goods In

1. Order Synchronisation of orders to Bertrams (New Bertline 10)

1.1. It is possible to create outstanding customer and stock orders in Bertline for order lines which have been placed with Bertrams, but not electronically through Bertline webservice. **Nb.** If you choose not to use this facility it can be disabled – Click on Maintenance from the left hand side bar (back office) right click and *select Suppliers (TIP Ctrl + S)*, click on the Webservices tab and right click and *select Edit Webservice (TIP Ctrl + W)* click in the disable tick box and right click and *select Save (TIP Ctrl + S)*

- 1.2. Next time an electronic invoice is collected if there are any orders with Bertrams to be synchronised a 'Bertrams Order Synchronisation' box will appear during the invoice collection procedure.
- 1.3. If in doubt whether there is a corresponding order in Bertline check on the stock record, right click and *select Stock Record* right click and *select Orders*
- 1.4. There are then four options:
- 1.5. Highlight the relevant order line right click and *select Customer Order* to create a customer order.
- 1.6. Highlight the relevant order line and right click and *select Delete* if there is already an outstanding order line on Bertline and there is no need to create another order.
- 1.7. Highlight the relevant order line and right click and *select Create Order* if there is no existing order.
- 1.8. If there are no lines in the grid requiring an order right click and *select Don't Create.*

2. Scanning Goods In (Any Supplier)

- 2.1. Click on Goods In icon from the left hand side bar (front office)
- 2.2. To scan books against the electronic invoice to check for discrepancies, first collect the electronic copy of the invoice right click and *select Collect (TIP Ctrl +E)*
- 2.3. Click on **Check now** to collect an electronic copy of the paper invoice from Bertrams. For other suppliers select Batch on the drop down box and click on Check now
- 2.4. Invoice retrieval progress will be displayed on the screen

- 2.5. On completion INVOICE REQUEST OK
- 2.6. Click on Close to exit screen. Then right click on mouse and ***select Scan Goods In (TIP Ctrl + G)***
- 2.7. This will bring up the screen – Goods In – Invoice Header Details
- 2.8. Select Supplier and if an invoice has been collected for this supplier an invoice number will appear in the Electronic Invoice field, to check books against the invoice select radio button against electronic invoice (black dot in white circle). ***Click OK*** To book in a delivery with no electronic invoice select radio button next to Invoice Number and type in the invoice no.
- 2.9. Scanned Goods In – Scanned items screen will appear, scan the barcodes into the blank field at the top of the screen using barcode scanner or enter ISBNs. Each item scanned will appear on the grid.
- 2.10. When all books are scanned right click and ***select Process*** the books are then put into stock.
- 2.11. Print Reports, any reports that are ticked will be printed on the command of print, it is possible to preview the reports without printing, but customer slips should always be printed. NB. Customer slips should be deleted after a successful print or the same slips will be printed again after the next delivery.

3. ***Scanning Goods In Multiple Copies***

- 3.1. From Scanned Goods In – Scanned items screen, before scanning title use drop down box and select ‘Multiple Copy’ scan book enter number of copies and hit the enter key this will save scanning each book.

4. ***Titles not found when Scanned in***

- 4.1. If titles are not found a message screen will appear ‘How do you wish to book this item in?’ **ISBN change or No PO** (no Purchase Order on file). Most titles will need to be booked in as **No PO**, click on No PO and enter any details required and right click on the mouse and ***select Update (TIP Ctrl + U)***
- 4.2. To book in titles with an **ISBN change** click on ISBN change, type in the old ISBN and click OK, this will bring up the original order under the old ISBN edit the details and book in.

5. ***Transferring damages to Returns and Reordering (New Bertline 10)***

- 5.1. If a damaged book is discovered during the goods in process it is possible to mark the item as damaged, click in the Damaged? Tick box at the top of the screen before scanning in the damaged item, when the item is scanned in it will appear on the grid highlighted in red..
- 5.2. **TIP** – We would recommend that any damaged titles are put to one side and scanned in last, it is easier to scan any damages together, also if there are stock and customer orders for the same title, the customer will always receive the copy which is not damaged as customer orders are always fulfilled first.
- 5.3. When all items have been scanned right click and ***select Process***
- 5.4. ‘Damages Returns Awaiting Compilation’ box appears right click and choose an existing Return for that supplier or create a New Return. The damaged items can now be found in Returns. Close the window
- 5.5. ‘Damages Reorders Awaiting Compilation’ box appears right click and choose an existing Order for that supplier or create a New Order. The order lines can now be found in Orders awaiting Despatch. Close the window.
- 5.6. ‘Print Reports’ box will now appear this completes the goods in process.

6. **Price change on scanned in item**

- 6.1. When the price of an item is changed a message will appear asking if you wish to update the price in the stock record and the price on the customer order. Click yes and the new price will be printed on the customer slip.

7. **Editing Scanned Goods In Item**

- 7.1. To amend an item, highlight the relevant line right click and *select Stock Record (TIP Press the space bar on the keyboard)*, the stock record will open in edit mode, make your changes and right click and *select Save (TIP Ctrl + S)*

8. **Goods in (automatic process no scanning required, Bertrams Orders)**

- 8.1. If all items in the box have been checked against the paper invoice and everything is OK books can be booked in by an automatic process.
- 8.2. Click on Goods In icon from the left hand side bar (front office)
- 8.3. To collect a copy of the electronic invoice right click on mouse and *select Collect (TIP Ctrl + E)*
- 8.4. With BERT selected click on check now to collect an electronic copy of the invoice being processed
- 8.5. Invoice retrieval will be displayed on the screen
- 8.6. On completion INVOICE REQUEST OK message will appear
- 8.7. Click on close button
- 8.8. Right click on mouse and *select Process Invoices (TIP Ctrl + I)*
- 8.9. All Bertram invoices to be booked in are displayed on the grid showing the invoice numbers.
- 8.10. Highlight the relevant invoice line and book all items into stock right click on the mouse and *select Process Invoice (TIP Ctrl +I)*
- 8.11. On completion of the process a mismatch report will be produced showing any titles not booked in, these will be titles that appear on the invoice and have been supplied, but do not have an outstanding order in Bertline. Any supplied lines will have to be booked in through the Scan Goods In method.

9. **Goods In Reports**

There are several reports available within the Scanned Goods In module and the reports shown below in **bold** are the reports which should be previewed and can be printed if required.

Invoice Detail Report – lists everything that has been booked in

Cancellation/Change – the following pages contain:-

No PO – Details of items booked in with No PO

Non Deliveries – Items that were acknowledged as available but were not booked in

Cancellations – Items that are listed as cancellations on a Bertrams invoice

NB Cancelled items are not deleted from the goods on order file, this must be done manually

Price Changes – all orders for books which have a new price

Electronic Invoice Discrepancy – Bertrams orders only. This report lists any books scanned which are not on the invoice or books which are shown on the invoice and have not been scanned. Report only appears if there is a discrepancy.

Barcode Labels – Stock records can be marked as needing barcodes printed (you can select print barcodes from stock details). The correct number of labels to the number of items booked in will be printed. NB This is only for items with proper ISBN's.

Stock Replenish – Useful for the larger bookshop. Lists the category (shown on stock record) to enable staff to place the books into the correct area.

Customer Slips – There are several methods of customer notification

Slips – to place in customer book orders

Labels – prints pairs of labels for customers who are notified by postcard (Avery L7173 Labels)

Letters – prints standard letters for customers who are notified by post

Phone List – a list of customers who are to be notified by phone. Gives details of items booked in and lists home and business numbers.

E-mail List – a list of customers whose notification method is 'other' and have an e-mail address on their account details.

Contact List – a combination of other above 3 reports. Listing all the customer orders which have been booked in and the notification method from their account details.

Customer Collections and Invoicing

1. *To sell customer orders if your sales scanner is not working*

NB. Customer Orders should not be sold by scanning the book.

All customer orders should be sold by scanning the barcode on the customer slip and this will register the customer sale within the Customer Account and not remove the quantity from stock.

- 1.1. Click on Customers icon from the left hand side bar (Front Office)
- 1.2. **Select** the correct customer from drop down box
- 1.3. Click on OK
- 1.4. Right Click on mouse and ***select Orders (TIP Ctrl +R)***
- 1.5. Top Grid lists all titles on order with Suppliers for this customer
- 1.6. Highlight title to be collected (Must have a quantity in the QRC field)
- 1.7. Right Click on mouse and ***select Cash Collect (TIP Ctrl+3)***
- 1.8. Collection Details window select highlighted item or all items and Click OK
- 1.9. Cash Collect screen will show details of items to be collected
- 1.10. To complete cash collection Right Click on mouse and ***select Process Collection (TIP Ctrl+P)***

2. **Customer Collection (Invoice)**

NB. Customer Orders should not be sold by scanning the book

- 2.1. Click on Customers icon from the left hand side bar (Front Office)
- 2.2. **Select** the correct customer from drop down box
- 2.3. Click on OK
- 2.4. Right Click on mouse and ***select Orders (TIP Ctrl +R)***
- 2.5. Top Grid lists all titles on order with Suppliers for this customer

- 2.6. Highlight title to be collected (Must have a quantity in the QRC field)
- 2.7. Right Click on mouse and *select Invoice Collect (TIP Ctrl +I)*
- 2.8. Collection Details window select highlighted item or all items and Click OK
- 2.9. Invoice Collect screen will show details of items to be collected
- 2.10. To complete invoice collection Right Click on mouse and *select Process Collection (TIP Ctrl + P)*
- 2.11. Invoice Close and Print Window
- 2.12. *Select* Yes to print the invoice immediately
- 2.13. *Select* No (to leave an open invoice which can be edited later)

Returns

1. **Creating an Electronic Returns request to Bertrams or Batch**

- 1.1. Click on Returns icon from the left hand side bar (Back Office)
- 1.2. Screen will always default on the Open Return Screen
- 1.3. Right Click and *select New (TIP Ctrl + N)*
- 1.4. Header will default to BERT, Webservice and Overstock use this for Overstock returns to Bertrams. Select BATCH and Electronic via batch if your supplier supports electronic returns.
- 1.5. Right click and *select Save (TIP Ctrl + S)*
- 1.6. Highlight new header right click and *select Details (TIP Ctrl +D)*
- 1.7. Scan titles to be returned into field at top of screen, items will appear on the grid
- 1.8. When all items have been entered right click and *select Exit (TIP Alt +X)*
- 1.9. Highlight Return Header and right click and *select Send via Web(TIP Ctrl +R)*
- 1.10. This will send a returns request to Bertrams when transmission is finished you can exit the screen, right click and *select Exit (TIP Alt+X)*

NB. Items are not removed from stock at this time.

2. **Collect Authorisation via Webservice to Bertrams**

NB. Allow at least 15 minutes after sending the request before collecting authorisation

- 2.1. Click on Returns icon from the left hand side bar (Back Office)
- 2.2. Select **Request Sent** tab at top of screen to list all outstanding requests
- 2.3. Highlight relevant Returns Header right click and *select Authorise (TIP Ctrl + R)* When the return authorisation is available the Returns Acknowledgement will be displayed on the screen. Any rejected items will be cascaded into a new return ready to be sent to another supplier in a new header marked supplier U/A.

3. **Edit an Authorised Return**

- 3.1. Click on Returns icon from the left hand side bar (Back Office)
- 3.2. Select **Authorised** tab at top of screen this will list any authorised returns
- 3.3. Highlight relevant return and right click *select Details (TIP Ctrl +D)*
- 3.4. Highlight item to edit and right click and *select Edit (TIP Ctrl+E)*
- 3.5. At bottom of screen edit Returning Quantity this can be zero
- 3.6. Right click and *select Save (TIP Ctrl +S)*

4. **Send Confirmation of Returns Despatched**

When your authorised return list is ready you will need to send a confirmation to Bertrams of your actual returns list.

- 4.1. Click on Returns icon from the left hand side bar (Back Office)
- 4.2. Select **Authorised** tab at top of screen this will list any authorised returns
- 4.3. Highlight the relevant return right click and *select Confirm Despatch (TIP Ctrl +R)* **NB. Stock is removed from Bertline at this point.**
- 4.4. This will go through a communication process to Bertrams. When it has finished you can exit, right click and *select Exit (TIP Ctrl +X)*.

5. **Print Returns Labels**

Box up your Returns first in order to establish how many boxes you need to return

- 5.1. Click on Returns icon from the left hand side bar (Back Office)
- 5.2. Select **Books Sent** tab at top of screen this will list any authorised returns waiting to be sent
- 5.3. When you have boxed up your returns and are ready to ship them right click and *select Print Labels (TIP Ctrl +R)*
- 5.4. Enter number of boxes to be returned and click ok

6. **Credits**

Credits can be viewed using www.bertrams.com to track your returns, once in your account **select eReturns** it is then possible to find details of credits. To manually mark a return as credited

- 6.1. Click on Returns icon from the left hand side bar (Back Office)
- 6.2. Select **Books Sent** tab at top of screen this will list any returns waiting to be credited, Once you have the credit details:
- 6.3. Right click and *select Mark as credited (TIP Ctrl + R)*
- 6.4. Enter credit number and click OK
- 6.5. Return header will then disappear and can be viewed on **Credited** tab at the top of the screen.

7. **Printing returns requests**

- 7.1. Click on Returns icon from the left hand side bar (Back Office)
- 7.2. **Open** tab at top of the screen will already be selected
- 7.3. Right Click and *select New (TIP Ctrl + N)*
- 7.4. Select Supplier and Transmission Method of Printed and select reason for Return
- 7.5. Right click and *select Save (TIP Ctrl +S)*
- 7.6. Right click and *select Details (TIP Ctrl +D)*
- 7.7. Scan titles to be returned into field at top of screen, items will appear on the grid
- 7.8. When all items have been entered right click and *select Exit (TIP Alt +X)*
- 7.9. Highlight Return Header and right click and *select Send to Printer(TIP Ctrl +R)* it is not necessary to print at each point of the procedure you can click on cancel at any time and the return will move to the next tab.

- 7.10. Returns header can then be found in the **Request Sent** tab at the top of screen
- 7.11. If you have authorisation for the titles on the printed list right click *and select Authorise (TIP Ctrl+R)*. A pop up will appear, enter your authorisation code from your supplier and click OK
- 7.12. Returns header can then be found in the **Authorised** tab at the top of screen right click and *select Confirm Despatch(TIP Ctrl+R)*
- 7.13. Returns header can then be found in Books Sent tab at the top of screen, right click and right click and *select Print Labels (TIP Ctrl +P)* if required
- 7.14. When credit number is known select the **Books Sent** tab at the top of screen right click and *select Mark as Credited (TIP Ctrl+ R)*
- 7.15. Enter credit number and click OK
- 7.16. Return header will then disappear and can be viewed on **Credited** tab at the top of the screen.

ISBN Lists for moving blocks of titles around Bertline

NB. Some processes use the same list more than once, so lists remain until deleted by the user

1. **Create list of sales using ISBN List (New Bertline 10)**

- 1.1. Click on the ISBN list icon from the left hand side bar (front office)
- 1.2. Right Click and *select New List (TIP Ctrl+ N)*
- 1.3. Enter a description for the title of the list e.g Sales off Stock right click and *select Save(TIP Ctrl+S)*
- 1.4. Right click and *select List Details (TIP Ctrl + D)*
- 1.5. Scan titles into the ISBN/EAN field and the title will appear in the grid if necessary a line reference can be added, this will produce a list.
- 1.6. Right click and highlight 'Send To' – Sales/Return to Stock
- 1.7. 'Sell Items from shop stock' should be the selection click on **Finish**
- 1.8. Titles are automatically sold from stock, to see a list of the sales click on the Sales icon of the left hand side bar (front office).

Delete list if no longer required

2. **Create list of titles to be taken off stock ISBN List (New Bertline 10)**

- 2.1. Click on the ISBN list icon from the left hand side bar (front office)
- 2.2. Right click and *select New List (TIP Ctrl + N)*
- 2.3. Enter a description for the title of the list e.g. Book Sale *select Save(TIP Ctrl+S)*
- 2.4. Right click and *select List Details (TIP Ctrl + D)*
- 2.5. Scan titles into the ISBN/EAN field and the title will appear in the grid if necessary a line reference can be added, this will produce a list which will be taken off stock and shown as a loan whilst the books are out of the shop.
- 2.6. Right click and *select Send to* and then click on **Loan/Reservation**
- 2.7. 'Send to Loans/Reservations Wizard screen opens it will be necessary to send the list to a customer account so select existing customer or create new customer (Perhaps create a customer 'A Booksale') then click on Next.
- 2.8. Select 'Add to loan' (the customer has the books)

2.9. The books have now been taken off the stock figures and are shown as On Loan within the customer account, the titles can also be seen as on loan on the Stock Record Loans/Reservations.

Do not delete this list yet it will be required when the books are returned from the sale.

3. **Return list of titles to stock using ISBN List (New Bertline 10)**

- 3.1. When books which have been on loan from stock need to be returned to stock, return to your original ISBN list. Click on the ISBN list icon from the left hand side bar (Front Office).
- 3.2. Highlight the relevant list right click and *select List Details (TIP Ctrl+D)*
- 3.3. Right click and *select Send to* and then click on *Loan/Reservation*
- 3.4. Send to Wizard screen opens select the relevant customer account then click on Next.
- 3.5. Select 'Remove from loan/reservation' Click on 'Finish' titles will then be returned to stock.

4. **Add titles to a Customer Invoice using ISBN List (New Bertline 10)**

- 4.1. Click on the ISBN list icon from the left hand side bar (Front Office)
- 4.2. Right click and *select New List (TIP Ctrl + N)*
- 4.3. Enter a description for the title of the list e.g. Invoice Customer *select Save(TIP Ctrl+S)*
- 4.4. Highlight the relevant list right click and *select List Details (TIP Ctrl +D)*
- 4.5. Enter ISBNs to be added to the invoice
- 4.6. When list is complete right click and *select Send to* and then click on *Customer Invoice*
- 4.7. Send to Customer Invoice Wizard screen opens select an existing customer or create a new customer then click on Next.
- 4.8. Either select existing Invoice from drop down box or select New Invoice if /New Invoice is selected fill in the relevant details right click and *select Save (TIP /ctrl+S)*
- 4.9. On the next screen select whether to sell the item to invoice (removing titles from stock) or add to the invoice (does not remove the items from stock), then click on Finish.
- 4.10. To review the invoice click on the Invoicing Icon from the left hand side bar (Back Office). Right click and *select View all Invoices (TIP Ctrl + I)*
- 4.11. Highlight the invoice and *select Details (TIP Ctrl + D)* to view the contents of the invoice.

5. **Create list of titles for a stocktake using ISBN List (New Bertline 10)**

- 5.1. **MAKE SURE A BACKUP IS TAKEN BEFORE CONTINUING**
- 5.2. Click on the ISBN list icon from the left hand side bar (Front Office)
- 5.3. Right click and *select New List*
- 5.4. Enter a description for the title of the list e.g. Stocktake *select Save (TIP Ctrl+S)*
- 5.5. Highlight the relevant list right click and *select List Details (TIP Ctrl+D)*
- 5.6. Enter ISBNs for the stocktake
- 5.7. When list is complete right click and *select Send to* and then click on *Stocktake. NB Although it is possible to do partial stocktakes and add items to existing stock we recommend that an entire category is added to the list before any processing takes place The following instructions deal with processing a complete category. THE SELECTED*

***CATEGORY WILL BE OVERWRITTEN BY THE CONTENTS OF THE LIST.
PLEASE ENSURE THIS IS WHAT YOU WANT TO DO.***

- 5.8. The 'Send to Stock Take' Wizard will appear.
- 5.9. Click on 'Yes. Clear the stock take data as I am starting a new stock take' Then press next.
- 5.10. A drop down box will appear. Select the category to which the list is to be applied. Click next
- 5.11. The next screen asks for a location to be selected. In most cases Bertline shops do not use locations so leave as undefined.
- 5.12. Select 'Yes- process now' and then click on 'Finish'
- 5.13. On the next screen click on 'Category Stocktake'. Then 'Update Stock'. You may be presented with a screen warning about large differences between current stock and the new stock levels. If you are sure you want to continue press 'Yes' otherwise 'Cancel'.
- 5.14. ***THE IN STOCK CATEGORY WILL BE REPLACED BY THE CONTENTS OF THE LIST***

6. Create an order using ISBN List (New Bertline 10)

- 6.1. Click on the ISBN list icon from the left hand side bar (Front Office)
- 6.2. Right click and *select New List (TIP Ctrl+ N)* Enter a description for the title of the list e.g Order Bertrams *select Save (TIP Ctrl+S)*
- 6.3. Highlight the relevant list right click and *select List Details (TIP Ctrl+D)*
- 6.4. Enter ISBNs for the order
- 6.5. When list is complete right click and *select Send to* and then click on *Order*
- 6.6. On the next screen select whether the order is for stock or customer, if customer select the correct customer or create a New Customer, then click on *Next*
- 6.7. On the next screen select an order or create a new one then click on *Next*
- 6.8. On the next screen select whether dues are to be recorded on the order and click on *Finish*
- 6.9. Click on the Orders icon from the left hand side bar (Front Office) to see the order ready to despatch.

7. Create a Supplier return using the ISBN List (New Bertline 10)

- 7.1. Click on the ISBN list icon from the left hand side bar (Front Office)
- 7.2. Right click and *select New List*
- 7.3. Enter a description for the title of the list e.g Overstocks Bertrams *select Save (TIP Ctrl+S)*
- 7.4. Highlight the relevant list right click and *select List Details (TIP Ctrl+D)*
- 7.5. Enter ISBNs for the return
- 7.6. When list is complete right click and *select Send to* and then click on *Supplier Return*
- 7.7. '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 and click on *Next*.
- 7.8. On the next screen select the reason for the return using the drop down arrow to view all options and click on *Finish*.

Customer Invoicing (possible to have more than one invoice open per customer)

1. Allocate default discount to a customer account (New Bertline 10)

- 1.1. Click on the Customers icon from the left hand side bar (Front Office), find your customer, right click and *select Edit (TIP Ctrl + E)* enter the default discount in the appropriate field right click and *select Save (TIP Ctrl + S)*. This discount will then be loaded on to each line of every invoice created for this customer.

2. Create and print a customer invoice

- 2.1. Click on the Invoicing icon from the left hand side bar (Back Office)
- 2.2. Right click and *select customer (TIP Ctrl + A)*
- 2.3. Select your customer or create a new customer and right click and *select Accept (TIP PRESS RETURN)*
- 2.4. Right click and *select New (TIP Ctrl +N)* to create new invoice
- 2.5. When all relevant fields have been completed right click and *select Save (TIP Ctrl + S)*
- 2.6. Highlight relevant invoice header (NB. It is possible to have several invoices open for one customer). Right click and *select Details (TIP Ctrl + D)*
- 2.7. **To sell items on to the invoice this will remove the items from stock** click in the 'Sell to Invoice' box at the top of the screen, then enter the ISBNs or the quickest method use a USB scanner all lines will appear in the grid showing the default line discount if applied.
- 2.8. **To add items on the invoice this will NOT remove the items from stock**, make sure there is no tick in the sell to invoice box at the top of the screen, then enter the ISBNs or the quickest method use a USB scanner all lines will appear in the grid showing the default line discount if applied.
- 2.9. If there is a different discount or line reference etc. on any item, highlight the relevant line and right click and *select Edit (TIP Ctrl + E)* make the change and right click and *select Save (TIP Ctrl + S)*.
- 2.10. When all items have been added to the invoice right click and *select Preview (TIP Ctrl + R)*, here you will see options for the display of the invoice.
- 2.11. When the invoice is correct, complete and print the invoice, right click and *select Print (TIP Ctrl + P)* Select the layout of the invoice and how many copies are required and print and close the invoice. This invoice will then be closed and will move to the 'Unpaid Invoices' list.

