A SUPPLIER'S GUIDE TO USING BATCH PAYMENTS

Batch Payments helps the book trade to reduce overheads in the supply chain by improving communication between suppliers and their customers. It enables organisations of all sizes to benefit from the efficiencies of electronic trading. Batch Ltd is a wholly owned subsidiary of The Booksellers Association of the UK and Ireland (BA).

How it works

Booksellers make a single direct debit or bank transfer that covers invoices from all their suppliers. In turn, suppliers receive one consolidated payment for all authorised invoices from Batch customers worldwide.

The service allows booksellers to view all invoices and credit notes as they are raised, which is typically before goods are delivered. This enables staff checking deliveries to verify the relevant invoice and owners to authorise only those they wish to pay via Batch. Suppliers can see which invoices have been authorised for payment through the Batch website, providing full visibility and transparency.

Booksellers and suppliers access the system through our secure online portal, **BatchOne**. If you have not yet been invited to join BatchOne, please email **mail@batch.co.uk**.

SANs and GLNs

Batch uses SANs (Standard Address Numbers) and GLNs (Global Location Numbers) to identify both suppliers and retailers within the system and to enable accurate EDI (Electronic Data Interchange) communications. The SAN Agency has been appointed to issue SANs and GLNs on behalf of Book Industry Communication (BIC). The GLN is an internationally recognised identification system administered by GS1. Over time, the SAN system is expected to migrate fully to GLNs or EANs (European Article Numbers). These unique identifiers are assigned to the physical addresses of organisations within the bookselling and publishing industries, enabling publishers and distributors to identify customers and link them to their order-processing systems.
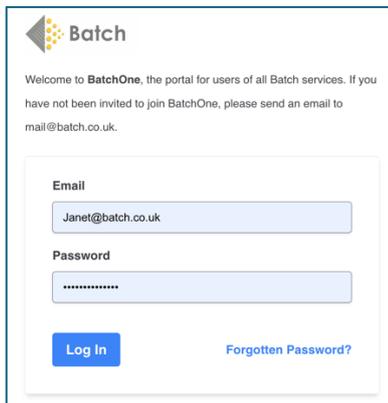
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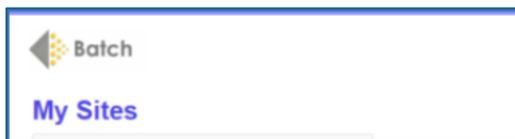# Contents

1. **Getting Started**

Go to www.batch.co.uk and click on BatchOne Login.

On the login page, enter the email address you used to register for BatchOne followed by your password to be taken to the Batch Payments website.

The dashboard page will have your company listed under the My Sites tab.


Selecting **Launch Payments (NEW)** will take you to your landing page. The first time you log into Payments, you will have the option to select which page to set as your default start page. To do this, tick the box by 'Make the chosen page my default page' line, then select from the three options below it. If you don't select a different page, the Navigate page will remain the default.
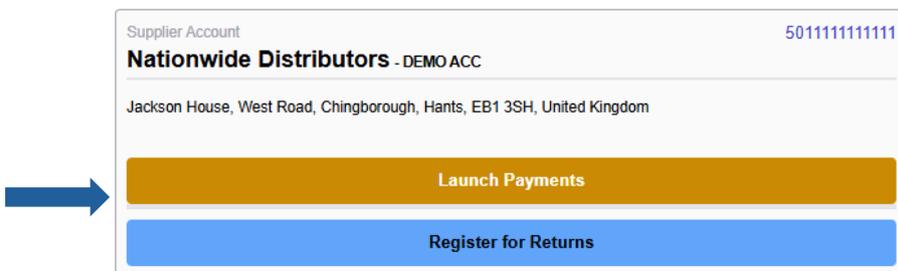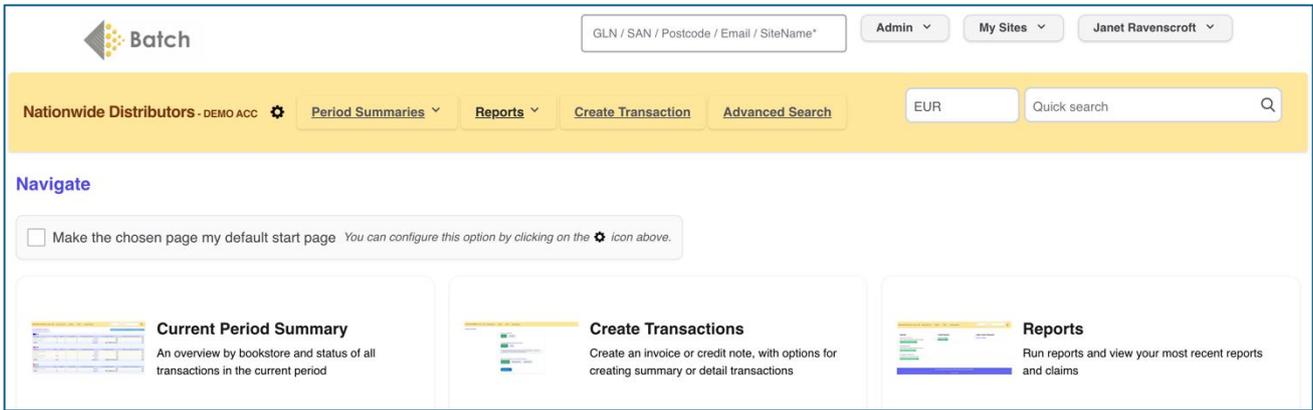
— How to change the default page

Click on the settings icon next to the company name to go back to the **Navigate** page and select your preferred default page.
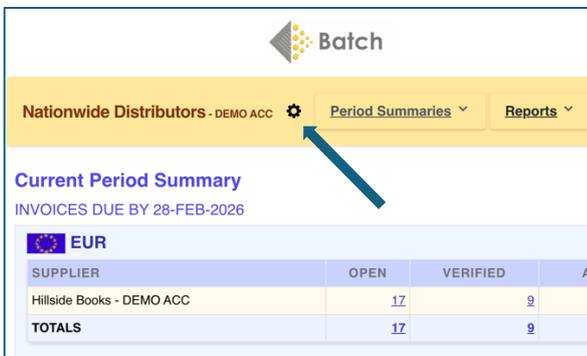
2. Period summaries

Batch breaks down the information on your portal into various summary tables to provide easily digestible overviews, all of which can be found under the **Period Summaries** dropdown in the yellow menu bar.

- **Past Remittances –** Payments remitted through Batch broken down by remittance date.
- **Current –** Overview of outstanding invoices due *before* the end of the current month, plus outstanding credits.
- **Future –** Overview of outstanding invoices due *after* the end of the current month.

— Past Periods

Select **Past Remittances** to see the dates of the past periods. Choosing a date will take you to a page with a list of bookshops that have made payments in that period.

To see a breakdown of the invoices paid and credit notes issued for a particular bookseller that month, click on the numbers in blue under the **Collected Transactions** or **Collected Value** headings. Click on the grey **Download Remittance** button to save the data.

— Future period summaries
Selecting **Future** displays invoices due after the current period.

3. Current period and processing authorisations

The **Current Period Summary** shows the current processing month. At the end of the month, booksellers review and approve invoices and credits for payment. The authorisation deadline and payment dates are displayed at the top of the page for both suppliers and booksellers.

The example below shows the December payment period. 'Current authorisation period closes **28th Dec 2025**' refers to the last day for booksellers to authorise all the transactions they wish to pay at the end of the current month through Batch. Invoices authorised on or after 29th December will not be included in the December payment run; instead, they will roll over to the next period and be paid at the end of the following month.

AUTHORISED VALUE	AMOUNT TO BE PAID TO BATCH
0.00	0.00
REMITTANCE TOTAL EUR:	0.00

— Glossary of different statuses

Open – Default status for all invoices and credit notes transmitted to Batch.

Verified – Transactions that have been checked to ensure that the goods have been received and the invoice details are accurate.

Authorised/Authorised Value – Transactions that have been authorised for payment in the current period. Authorised (on the left) is the number of transactions; Authorised Value (on the right) is the total value that has been authorised.

Outstanding Amount – Total value of Open, Verified and Authorised transactions.

Amount to be paid to Batch – Total value for all the booksellers that has been authorised and what the bookseller is expected to pay broken down by currency: GBP, Euro and/or USD bank accounts. Payments and the remittance advice are sent to publishers on the last working date of the month.

Publishers see a breakdown of transactions at each status. As booksellers verify or authorise, the status summary is displayed.

As booksellers authorise transactions, the total due at the end of the month will be updated.

4. Reports

Click on **Reports** to see all the options on the screen,including a section for Latest Claims Received:

— Bookseller Status

The **Bookseller Status** report shows the overall financial breakdown by Current Period (top section) and by month (middle section) for all your booksellers on Batch, and a list of payments made through Batch (third section). Clicking the dates on the left in blue will open up a further breakdown of information. For example, clicking on 31-JAN-2026 will bring up a list of booksellers and the invoices due in January.

Bookseller Status
🇬🇧 GBP

Bookseller [All Booksellers] [Run Report]

OUTSTANDING BALANCES FOR PERIOD ENDING 31-MAR-2026

	OPEN		VERIFIED		AUTHORISED	
	QTY	VALUE	QTY	VALUE	QTY	VALUE
Invoices	13	2,781.47	0	0.00	242	22,189.48
Balance	13	2,781.47	0	0.00	242	22,189.48

OUTSTANDING BALANCES BY DUE DATE

	OPEN		VERIFIED		AUTHORISED	
DUE DATE	QTY	VALUE	QTY	VALUE	QTY	VALUE
31-DEC-2026	0	0.00	0	0.00	4	120.00
30-NOV-2026	0	0.00	0	0.00	4	120.00
31-OCT-2026	0	0.00	0	0.00	4	120.00
30-SEP-2026	0	0.00	0	0.00	4	120.00
31-AUG-2026	0	0.00	0	0.00	4	120.00
31-JUL-2026	0	0.00	0	0.00	4	120.00
30-JUN-2026	0	0.00	0	0.00	4	120.00
31-MAY-2026	0	0.00	0	0.00	4	120.00
30-APR-2026	0	0.00	0	0.00	4	120.00
31-MAR-2026	10	608.47	0	0.00	241	22,130.65
28-FEB-2026	1	70.60	0	0.00	1	58.83
31-JAN-2026	2	2,102.40	0	0.00	0	0.00

ACCOUNT ACTIVITY BY PERIOD

	SUPPLIER PAYMENTS	
PERIOD ENDING	TRANSACTION QTY	VALUE
28-FEB-2026	286	43,502.67
31-JAN-2026	350	79,894.71
31-DEC-2025	241	19,295.34
30-NOV-2025	232	18,894.30
31-OCT-2025	229	18,626.64
30-SEP-2025	232	19,401.37
31-AUG-2025	221	18,918.87

Use the search field at the top right-hand side of the screen to view the monthly information for a particular bookseller.
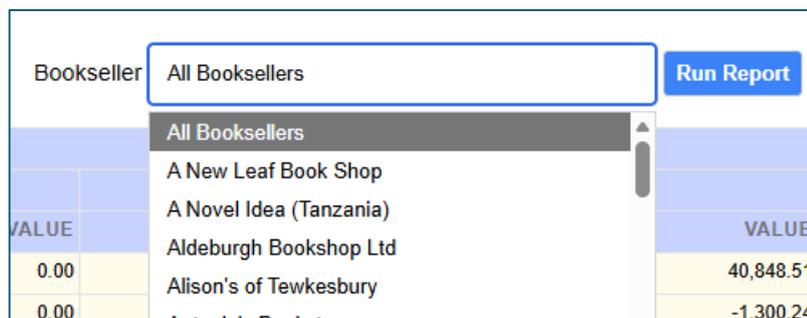
— **Recent Remittances**

This menu item will bring up a list of the five most recent remittances. This information can also be accessed via Past Remittances under the Period Summaries drop-down menu.
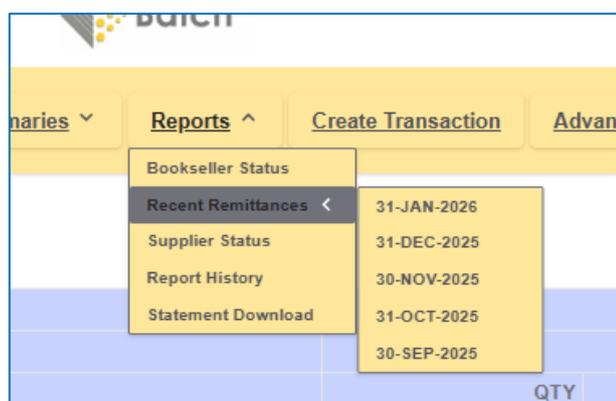
— **Supplier Status**

This is a summary page of your invoices by month and currency. It provides an overview by month of the total that has been paid and what is outstanding. The sections of the Supplier Status report are the same sections that are included in the Bookstore Status report, only broken down by currency: Current Period (first section) and by Month (second section) for all your booksellers on Batch, and a list of payments made through Batch (third section). All outstanding transactions can be viewed by clicking on the month (highlighted in blue) which, like the Current Period screen, will provide a breakdown of outstanding transactions by status.

Supplier Status
🇬🇧 GBP

	OPEN		VERIFIED		AUTHORISED	
SUPPLIER STATUS FOR PERIOD ENDING 28-FEB-2026						
	QTY	VALUE	QTY	VALUE	QTY	VALUE
Credit Notes	0	0.00	0	0.00	2	-453.04
Invoices	24	11,018.36	0	0.00	248	36,144.51
Balance	24	11,018.36	0	0.00	250	35,691.47
SUPPLIER STATUS BALANCES BY DUE DATE						
	OPEN		VERIFIED		AUTHORISED	
DUE DATE	QTY	VALUE	QTY	VALUE	QTY	VALUE
31-DEC-2026	0	0.00	0	0.00	4	120.00
30-NOV-2026	0	0.00	0	0.00	4	120.00
31-OCT-2026	0	0.00	0	0.00	4	120.00
30-SEP-2026	0	0.00	0	0.00	4	120.00
31-AUG-2026	0	0.00	0	0.00	4	120.00
31-JUL-2026	0	0.00	0	0.00	4	120.00
30-JUN-2026	0	0.00	0	0.00	4	120.00
31-MAY-2026	0	0.00	0	0.00	4	120.00
30-APR-2026	0	0.00	0	0.00	4	120.00
31-MAR-2026	0	0.00	0	0.00	4	120.00
28-FEB-2026	12	813.96	0	0.00	231	20,933.97
31-JAN-2026	10	10,078.40	0	0.00	18	14,890.00
31-DEC-2025	1	63.00	0	0.00	0	0.00
30-NOV-2025	1	63.00	0	0.00	0	0.00
31-JAN-2025	0	0.00	0	0.00	1	-132.50
ACCOUNT ACTIVITY BY PERIOD						
PERIOD ENDING			SUPPLIER PAYMENTS			
				TRANSACTION QTY		VALUE
31-JAN-2026				350		79,894.71
31-DEC-2025				241		19,295.34
30-NOV-2025				232		18,894.30

— Report History/Latest Reports

This section shows all reports that can be downloaded. (Note: The reports only go back 12 months.)
Reports can be filtered by time period and by type:

- Remittance – PDF of the remittance.
- Remittance – EDI of the remittance.
- Claims – any claims raised by a bookseller.

— Statement downloads

These create a downloadable CSV file containing line-level detail of all transactions. (CSV files can be opened in Excel.)

— Booksellers flagged on Batch

This option will download a CSV file of all the bookseller that have set up an account with you on Batch.


If you wish to receive a full list of Batch-registered retailers, please contact Batch at mail@batch.co.uk.

5. Creating transactions

Booksellers like to deal with invoices as the delivery arrives, so it is important that invoices be created promptly on the system. If the invoice does not appear on Batch, it could result in a late or missed payment or queries from the customer.

Note: Publishers can manually create invoices and credits to be loaded directly onto the system, but this should only be done as a last resort because this implies that the document was not sent via the usual method. Batch receives all documents electronically; therefore, any missing documents should be promptly investigated.

To create an invoice or credit note click on the **Create Transaction** tab on the menu bar then select the type of transaction you want to create and the level of information to be included in the document: Detail or Summary.
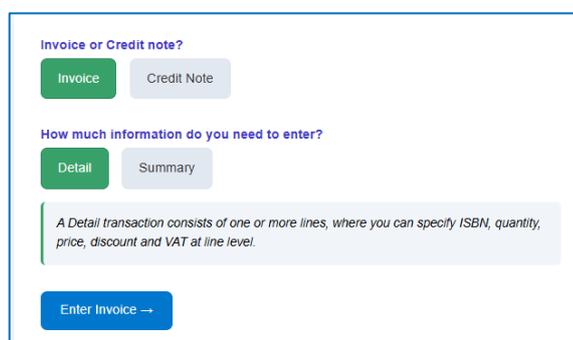
— Detailed transactions

A **detailed** transaction will include line-level detail where you can specify ISBN, quantity, price and discount for each title, while a **summary** transaction (page 12) will consist of only a single-line item with the total amount. The example below demonstrates creating an invoice with details.

On the template, select the Currency then complete the fields: Invoice Number, Invoice Date and Due Date. An order number can be added, but it is not a required field.
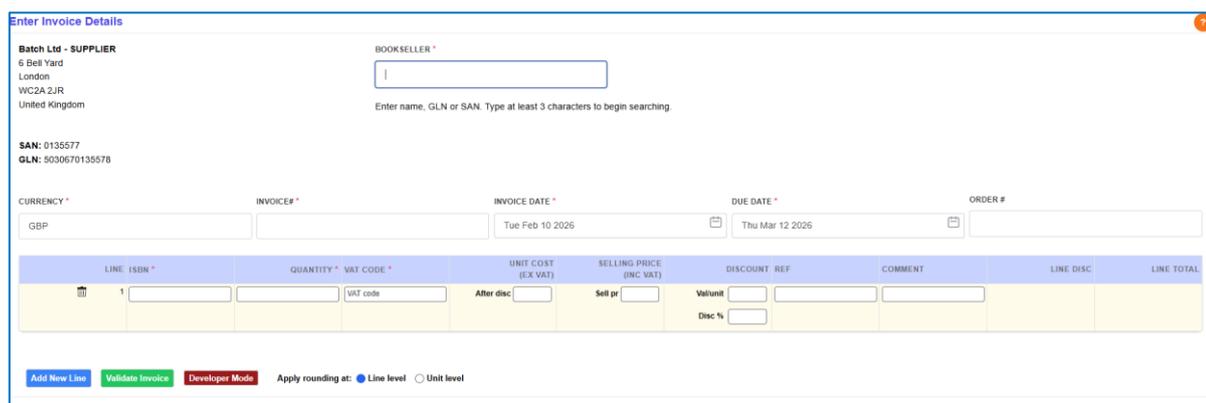
In the Bookseller field, start typing the bookseller's name and options will appear for you to select. Alternatively, enter the SAN or GLN, if you have that information.

BOOKSELLER *

hill

Bailey Hill Bookshop [5030670054848, 0054844]
Books On The Hill [5030670186907, 0186902]
Books on the Hill [5030670171606, 0171603]
Bookseller Crow on the Hill, The [5030670191086, 0191086]
Children's Bookshop (Muswell Hill) [5030670421985, 0421987]
G Heywood Hill Ltd [5030670123483, 012348X]

Too many matches (13). Please keep typing to narrow down.

Complete the line-level detail for the first item. ISBN, Quantity and VAT Code are required fields and cannot be left blank. You must also enter a Selling Price or Unit Cost. It is recommended to put the title in the Comment field.

The relevant VAT code must be selected from the drop-down box.
• Zero – inputs VAT at 0%.
• Standard – when the invoice is validated, it adds a calculation for VAT at 20%. (Standard rate in the UK.)
• Mixed Rate – when part of the product has VAT, fill out the how much will be applied for this line.
• Exempt – adds 'Exempt' to the VAT code box. No VAT value will be added to the invoice.

There are two Discount boxes: Value/unit and Disc %. One of these fields should be used and the other left blank. Value/unit is a discount value that is deducted from the unit cost; Disc % is a percentage discount figure that is calculated on the selling price. Once the discount has been added, the system will automatically work out the value of the field you did not enter.

Click on the Add New Line link at the bottom of the page to add additional lines to the invoice. Some publishers round the unit cost prior to multiplying by the quantity (Unit Level) and other publishers round after multiplying by quantity (Line Level). Choose where to apply the rounding to ensure the line-item net values are accurately calculated once discount or VAT is applied.

Once you have completed the invoice, click the green Validate Invoice button. Review the invoice details, checking that the total value is correct, then click on the Confirm link at the bottom of the page to create your invoice. If there is anything you wish to change prior to confirming, click the Edit button to return to the invoice template to make changes.

— Error messages
If you made any errors whilst creating the document, a red dot will appear next to them so you can see what needs to be corrected. There will also be a message indicating the nature of the error.

— Credit notes
The process for creating a credit note is the same as creating an invoice, but will require a reason code:

- Order duplicated
- Product ordered in error
- Substitute product not accepted
- Damage in transit
- Loss in transit
- Trade discount error
- Trade price error
- Surplus to requirements
- Sale or return
- Promotion allowance
- Retrospective discount
- Coupon redemption
- Returnable containers
- Free goods charged in error
- Short delivery
- Incorrect product delivered
- Non-delivery
- Order cancellation
- Postage/packing wrongly charged
- Defect in product manufacture

Note: Entering an invoice number that the credit note relates to will help the bookseller reconcile their transactions when authorising them for payment through Batch.

— Summary transactions

Use this option to upload an invoice or credit note as a total without the individual lines. Select Summary and enter the total value for that transaction:

On the next screen, enter the bookshop's name, SAN or GLN then select the Bookseller for whom you are raising the invoice or credit note. Select the Currency, enter the Invoice or Credit Note number, Invoice Date, Due Date and Order number (optional). You will also be required to enter a Reason Code for credit notes. A single-line item will be displayed with all the sections have pre-filled. If you are happy with these details, click on the green Validate button then Confirm or Edit.

Your summary line appears below. Please complete header information and ensure a reason has been selected before submitting.

Enter Invoice Details   ?

Nationwide Distributors - DEMO ACC   **BOOKSELLER** *
Jackson House
West Road   [sandoe]
Chingborough
Hants   John Sandoe (Books) Ltd [5030670135622, 0135623]
EB1 3SH
United Kingdom   Found 1 match.

GLN: 5011111111111
Phone: 0208 123456

CURRENCY *	INVOICE# *	INVOICE DATE *	DUE DATE *	ORDER #
GBP		Thu Feb 26 2026	Sat Mar 28 2026	

LINE	ISBN *	QUANTITY *	VAT CODE *	UNIT COST (EX VAT)	SELLING PRICE (INC VAT)	DISCOUNT	REF	COMMENT	LINE DISC	LINE TOTAL
1	SUMMARY LINE	1	Z	After disc 100.0	Sell pr 100.0	Val/unit 0.00			0.00	100.00
						Disc % 0				

[Validate Invoice]   Apply rounding at: ● Line level ○ Unit level

6. Searches

— Quick search
If you know the currency and invoice or credit note number, use the Quick search option at the top right-hand side of the menu bar.

— Advanced search
Select the Advanced Search tab to see a form with more options. If you know the bookseller's account details, choose the bookshop then add the additional search criteria. If no shop is selected, any transactions that meet the criteria will be generated from the search and you can then click on the shop required. There is also the option to search by ISBN, Transaction Type, Status and date range. Click on the invoice number, for example, to be taken to a screen displaying the full details.

7. CLAIMS

Should there be an issue with an invoice or one or more lines of an invoice, a bookseller can submit a claim for a variety of standard reasons. Submitting a claim removes the disputed line(s) from the invoice and allows for the rest of the invoice to be paid in the normal way. An email is sent to the relevant Batch contact to inform him or her that there is a claim to be addressed. If the claim is accepted, you as the supplier will raise a credit for the claim and this will be sent to Batch in the regular EDI feed to ensure that the outstanding balance is correct. If the claim is disputed, you will need to contact the bookseller to resolve the issue and either raise another invoice or credit note depending on the outcome of the negotiations.

— **Claims process**
   - A claim is created by the bookseller.
   - Batch stores the claim on the system and generates an email that is sent to the supplier with an attachment of the web page containing the details of the claim.
   - The bookseller should authorise the remaining invoice amount for payment on the due date.
   - You should send an email acknowledgement to the bookseller stating that the claim has been received and is being dealt with.
   - If the claim is accepted and a credit note produced, then the credit note should reference the original invoice to which the claim referred and the claim number.
   - The credit note will appear on Batch following the next EDI feed.
   - The bookseller will accept the credit note and should authorise the claim for payment on the due date.
   - If the claim is rejected inform the bookseller and, if they agree, they can authorise the claim to be paid. If they disagree then you are in dispute with the customer.

Any claim submitted will always have a reason selected from the standard list below:
• Order duplicated
• Defect in product service

- Substitute product not accepted
- Damage in transit
- Loss in transit
- Trade discount error
- Trade price error
- Surplus to requirements
- Sale or return
- Promotion allowance
- Retrospective discount
- Coupon redemption
- Returnable containers
- Free goods charged in error
- Short delivery
- Incorrect product delivered
- Non-delivery
- Order cancellation
- Postage/packing wrongly charged
- Defect in product manufacture

— Viewing claims

Existing claims can be viewed in Report History. New claims will be sent to the relevant Batch contact for review and will also be available in the Reports section.
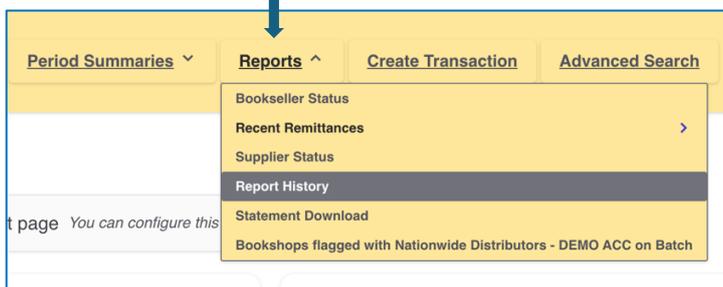
— Trade discount errors

If a bookseller claims for Trade Discount Error, they will only be claiming the extra discount that they believe they are owed. For example, if their standard discount is 40% and they were offered an extra 5% on an order that was not invoiced correctly, they will submit a claim for the missing 5%, not for 45%. It is up to you to decide whether this is a valid claim and make the adjustment accordingly.

Note: Batch is not responsible for any commercial decisions – we simply display the information that we have been given.

8. Additional Information

— Monthly remittance files

The Batch remittance is produced after the cut-off date each month. The cut-off date is four working days before the last working day of the month. Both the cut-off date and the last working day of the month are displayed on every page on the website.

— EDI remittance

The EDI remittance file is transmitted on the day following the cut-off date. The remittance file can be transmitted either as an EDI message or as a simple delimited text file attached to an email. It can also be accessed in Reports/Report History.

— When to expect payment

Suppliers receive cleared funds in their accounts on the last working day of each month. This payment is made by the BACS system.
 The payment date is set by Batch and will be the last working day of each month. The website shows the date of the next payment on the top of each page.

— Failed direct debits (UK booksellers)

If a direct debit fails, Batch will try to get the money from the shop and will inform the supplier only if the shop does not respond or if there is a reason to think they may have a problem in paying. If there is a problem, Batch will let the supplier know as soon as possible, to ensure that these funds are not counted as cleared. Batch will always keep suppliers updated via email or telephone, either informing them that the money paid by Batch needs to be refunded to Batch or that funds have been received.

Batch will know about failed direct debits by the first working day of the month after a remittance has processed. If there is a problem with non-receipt of payment from booksellers, Batch will send a warning email to the supplier explaining that the funds may be recalled from the supplier within five days, if payment is not received.

— Failed payments from non-direct debit customers (overseas booksellers)

If no payment has been made by a bookseller, Batch will send out daily reminder emails to that bookseller, starting seven days before the Authorisation Date and until funds are received. The system will unauthorise transactions for an overseas bookseller if no correspondence or payment has been received by the Authorisation Date itself.

In the exceptional circumstances where a payment has been sent to a supplier and Batch has not had the funds cleared, as above Batch will inform the suppliers of any problems and follow the above procedure to get a refund from the supplier for any non-payments.

— Supplying data electronically

We are able to receive and work with many different electronic file formats, so please contact us at mail@batch.co.uk to set up the necessary feeds to test and automate the process of file delivery.

— Adding new users

If you have new customers who need access to the Batch system, please send the name of that person and their email address to mail@batch.co.uk. We will require this request to be sent to us by the key contact held on file. If the request is received from anyone else, we will need to reconfirm all details with the key contact on our records before we can set this up, which may cause delay.

— Removing leavers

If you have team members leaving the business, please let us know and we will deactivate their access to the system to ensure security.

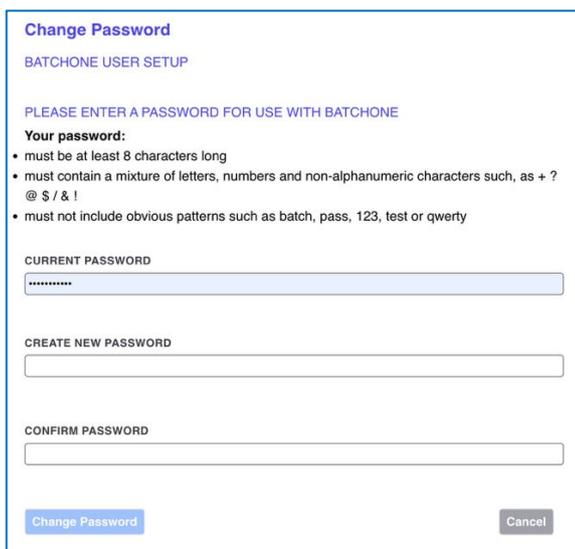# 9. Updating personal details and logging off

— Updating details
Click on your name and select Edit profile to update your email address and phone number. If you change your email address, a message will be sent by Batch to your new address to verify it as a standard security precaution.
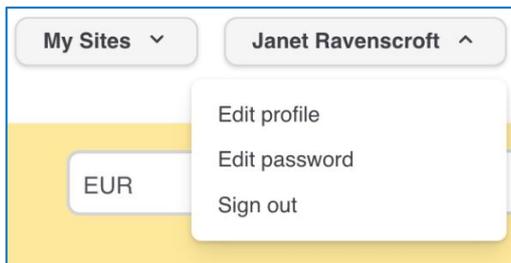
—Changing the password
To change your password, select Edit password to be taken to a new page. Once you have clicked on Change Password, your new password will be set.

— Logging off
Once you have finished using Batch Payments, log off by clicking on your name in the top right-hand corner and selecting Sign out.

Version 1