Receiving Books

This guide first covers universal procedures, and then moved on to the specific procedures for the different types of book orders you will encounter.

Book orders can be classified using three factors:

- Text or Trade
- Shelving Location
- New or Used (Text only).

Remember to always keep in mind what type of order you are working on!

PO	Text or Trade	Shelving Location	New or Used
CTX	Text	Text Floor	Both
MED, LAK	Text	Med Store	Both
LAW	Text	Law Store (west bank)	Both
LBR	Trade	Med Store	New
NEW, BKL, EVT, TMU	Trade	General Books	New
LWT	Trade	Law Store (west bank)	New

Basic Receiving Procedure

1. Pick and assemble an order.
2. Unbox the books and find the packing slip/invoice.
3. Check in the books.
4. Make a log number.
5. Enter quantity and pricing information into RATEX.
6. Save, print, hand in paperwork.
7. Tagging and final prep.
8. Move received orders out to floor for shelving.

Step 1: Pick and assemble an order

When picking an order to work on, make sure:

- You have enough time left in your shift to complete the order.
- The entire shipment is present (shipments with missing boxes are called **partials** – only work on partials if instructed by your supervisor).
- You have the resources to complete the order (carts, space to work, a team for larger orders).
- The PO's and vendors of the boxes in your order match!
- To check for multiple labels. Some companies have their own labels with case counts, and other information that are not included on the UPS label, or are incorrect.

Step 2: Unbox the books and find the packing slip / invoice

Opening Boxes

Cut the packing tape on the sides first, then left the top flaps slightly and cut the tape down the middle to ensure your blade does not contact the books inside.

Dealing with Packing Material

We recycle some packing material for use with shipping. Trash barrels for recycling use are clearly labeled.

Recycle:	Throw Away:
• Packing paper • Air packs • Bubble Wrap	• Newspaper • Packing Foam • Packing peanuts • All other material

Unboxing Books

Stack books neatly on the belt, a cart, or other surface. Stack the books in a way that will allow you to count, check, and tag them later.

Empty boxes need to be broken down so they are flat. Boxes in good condition can be reused for outgoing shipments – place them neatly in the area under the shipping belt. When boxes are in poor condition, or the area under the belt is full, throw the boxes in the grey recycle bin (wait until you are done with your order before throwing your boxes away.

If you are working on a LAW or LAW Trade (LWT) order, do not throw the boxes away!! You need them to send the books to the Law Bookstore.

Special Note for Freight Shipments:
For large freight shipments consisting of large quantities (over 100) of just a few titles, check with your supervisor or the text floor manager before unboxing.

While Unboxing:

- Be on the lookout for damage, especially anything that would make the book "unsaleable" (**think: would I pay full price for this book?).**

ONCE YOU HAVE UNBOXED AN ORDER, KEEP TRACK OF YOUR BOOKS UNTIL THEY ARE RECEIVED AND READY TO BE TAKEN OUT TO THE SALES FLOOR!

Packing Lists/Invoices (Paperwork)

While unboxing an order, be on the lookout for any paperwork. You will need it to "check in" the order. Once you find it, set it aside in a safe place until you are done unboxing the order.

You will need paperwork that includes prices/discounts.

Paperwork Tips:

- The box with the main packing list or invoice will usually be labeled.
- Some shipments have "carton packing lists" for each box, and then a master packing list for the entire order. Use the master packing list, and throw away the carton packing lists.
- Some vendors will send a packing list AND an invoice with the shipment. Do not throw either piece of paperwork away. Keep the paperwork together.
- **Never throw away extra copies of invoices!!!** (i.e. anything with discounts or totals). Our accounting department needs more than one copy of an invoice.
- There will sometimes be multiple orders/invoices contained in one box.

If you can't find paperwork:

- Check to see if the order is actually a partial. The box with the paperwork may be missing.
- Check to see if the packing list/invoice is contained on the outside of the box in a small pouch.
- The packing list/invoice may be hidden inside one of the books.
- The paperwork may have become entangled in the packing material, or may have been accidentally thrown away.

If you still can't find paperwork, check with your supervisor.

Step 3: Check in the books.

After you have unboxed an order and found the packing list/invoice, the next step is to check in the order. Although this step is very simple, it is vital that this be done accurately.

A Special Note About Packing Slips / Invoices:

If there are multiple pieces of paperwork included with the shipment (i.e., a packing list and multiple invoice copies), use the following order to decide which to use while checking in:

1. Packing List
2. Duplicate (or photocopy) Invoice
3. Original Invoice

It is preferred that at least one copy of the invoice remain "clean" for use in accounting. If the only paperwork you have is an original invoice, you can go ahead and use it.

Procedure:

For each item on the packing list:
1. Find the book listed.

2. Compare the ISBN on the back of the book with the ISBN on the packing list to make sure it matches. If there are no ISBN's on the list, write the book's ISBN down.
- If the ISBN's match: GOOD!
- If the ISBN's don't match: It could be a different edition. Mark the line in some way, write down the ISBN shipped (and title if different), and inform your supervisor when you are done checking in the rest of the order.

3. Count the books.

4. Compare your count with the quantity on the packing list:
- **If they match:** circle the number on the packing list.
- **If your count is less:** you have a **shortage**. Write down the quantity you actually have and circle it. Inform your supervisor when you are done checking in the rest of the order.
- **If your count is greater:** you have an **overage**. Write down the quantity you actually have and circle it. Inform your supervisor when you are done checking in the rest of the order.

5. Note any damage. Write the damaged quantity on the packing slip. Inform your supervisor when you are done checking in the rest of the order.

6. Note any extra items not on the packing list. Write down the title and ISBN, and inform your supervisor when you are done checking in the order.

Checking-In Tips:

- If you get a shortage or an overage, it is always wise to double-check your count. This is especially important with large quantities, or with small books that are difficult to count.
- Checking the ISBN's on the books, not just titles, is a good habit to get into. Some titles may appear correct when compared, but there can be subtle differences, especially with large textbook packages. It is usually sufficient to just check the last few digits of the ISBN between the packing list and the book.

Step 4: Making and Writing Down a Log Number

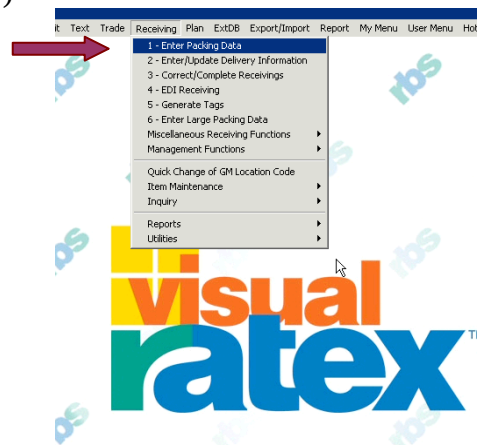
Next, you need to create a delivery log, which will represent the shipment in RATEX.

1: Write Down The Shipping Information (The “Crosshatch”)

Draw ”the crosshatch”: two horizontal lines and one vertical line on the packing list. Then record the shipping information using the example below.

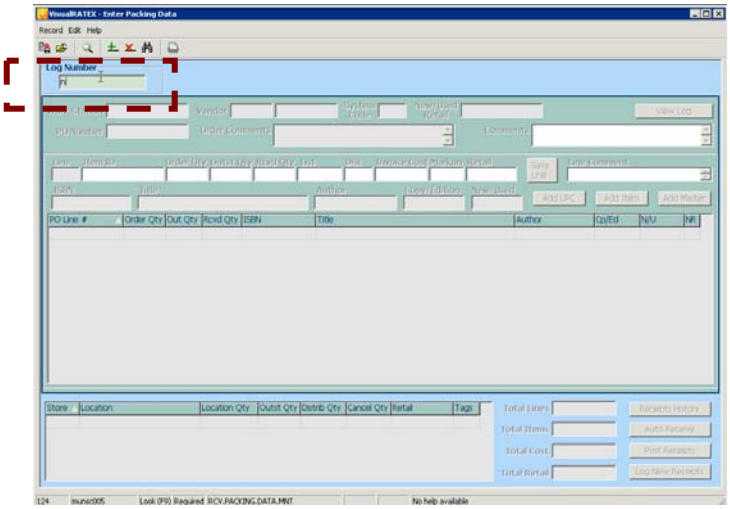
Date	Log Number
Carrier	Number of Cartons
(Blank)	Initials

2: Click on the “Receiving” pull down menu and select the first option, “1-Enter Packing Data” (see figure below)



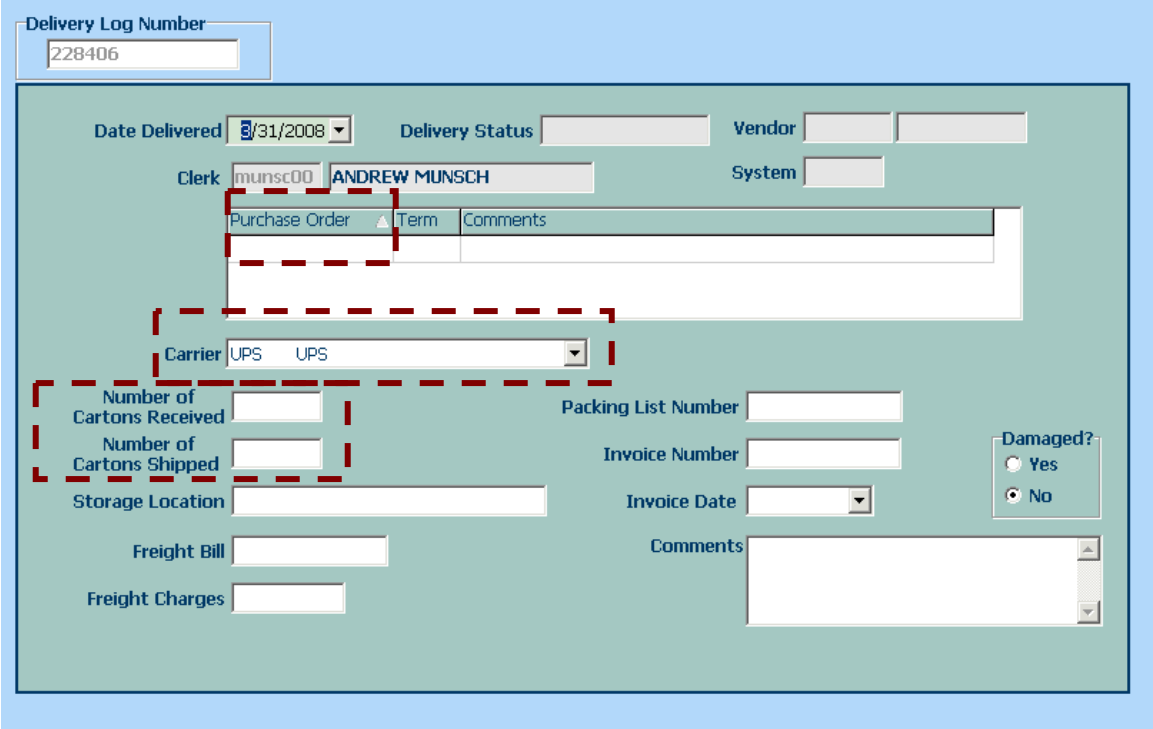
This will bring up the main receiving screen.

3: In the “Log Number” field, enter “N” (for new) to create a new log (see figure below).



This will bring up the “Delivery Log Maintenance Screen”. Notice how a log number is already present in the upper left, and the date and your name have already been entered. Also, notice that the carrier is set to UPS by default. You need to fill in the fields highlighted by dashed boxes. **DO NOT FILL ANYTHING ELSE IN!**

Hit ENTER to progress through the fields.
Hit SHIFT-TAB to go backwards.

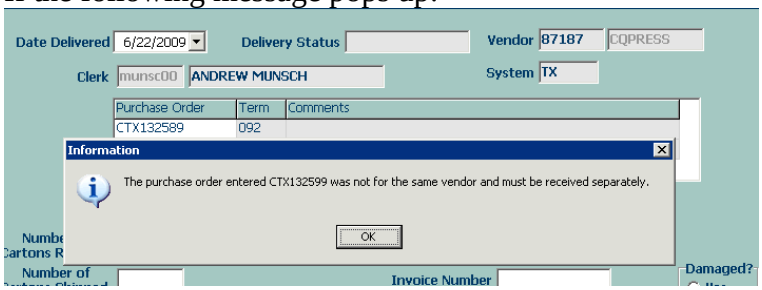


4: Enter the PO number.
Enter the PO from the packing list.

<u>Multiple PO’s on a Packing List:</u>
If there are multiple PO’s on the packing list, you can attempt to put them on one log.

- After you enter the first PO, **hit ‘F4”.** This will add an available line to the PO list.
- Enter the next PO.
  Repeat the above procedure until all of the PO’s on the packing list are entered.
- When you are done, hit enter.

If the following message pops up:



It means that the two PO's can't be combined on the same log. You will need to receive that PO on its own log.

- Text and Trade PO's **can't** be on the same log.
- Only combine PO's listed on the same packing list. **DO NOT COMBINE PACKING LISTS ONTO ONE LOG, EVEN IF THEIR PO's ARE THE SAME!!**

5: Enter the Carrier
If the carrier was UPS, just hit enter (RATEX already has UPS entered as the default). Otherwise, choose the correct carrier from the dropdown list. **HINT:** Try typing the first letter of the name of the carrier to quickly move around the list. After you find the correct carrier, hit "Enter".

Special Carriers:

- **"Dept"** : Used for course packets (stands for "Department Delivery")
- **"Catch" :** Used when the carrier is not listed (stands for "catch all").

6: Enter the number of cartons Received/Shipped. These numbers will be the same if the shipment is complete. They are only different if you are receiving a partial (remember to only receive partials if instructed by your supervisor).

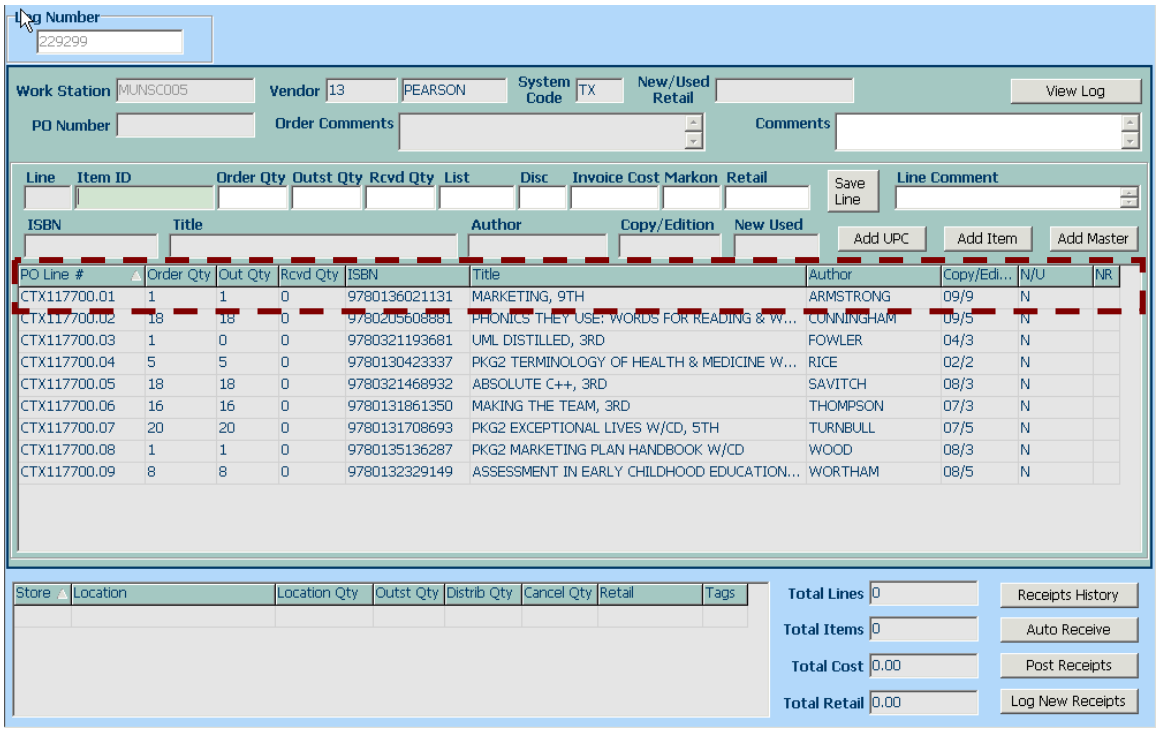
7: Hit F10 to Save your log. You will then automatically be returned to the "Enter Packing Data" screen.

8. Write down your log number in the "crosshatch".
STOP!! DO NOT GO ANY FURTHER UNTIL YOU HAVE WRITTEN YOUR LOG NUMBER DOWN!!!
Remember, once created, log numbers do not go away!

Step 5: Enter Quantity and Pricing Information

This step is the most complicated part of the receiving process. You will need to enter quantity and pricing information for each book on the packing list/invoice that you checked in. The data you enter ends up going into our stock ledger, **so please take this step seriously**!

After you hit F10 to save the log you created, you will automatically be returned to the "Enter Packing Data" screen. This time, however, the information for the PO you created a log for will be displayed (see figure below).



Fields Explained:

- **PO Line#**: Shows the line of the PO of the book. For example, CTX117700.01 means the book is on line 1.
- **Order Qty**: The number of a title ordered.
- **Out Qty**: The number of a title "outstanding", or still on order.
- **Rcvd Qty**: The number of book you have entered into RATEX on this log.
- **ISBN**: 13 digit number representing the book.
- **Title / Author**: Self explanatory.
- **Cp/Ed**: Copyright year and edition number.
- **N/U**: New or Used (only on text orders).
- **NR**: New receiving. 'N' appears here after you enter data for that title.

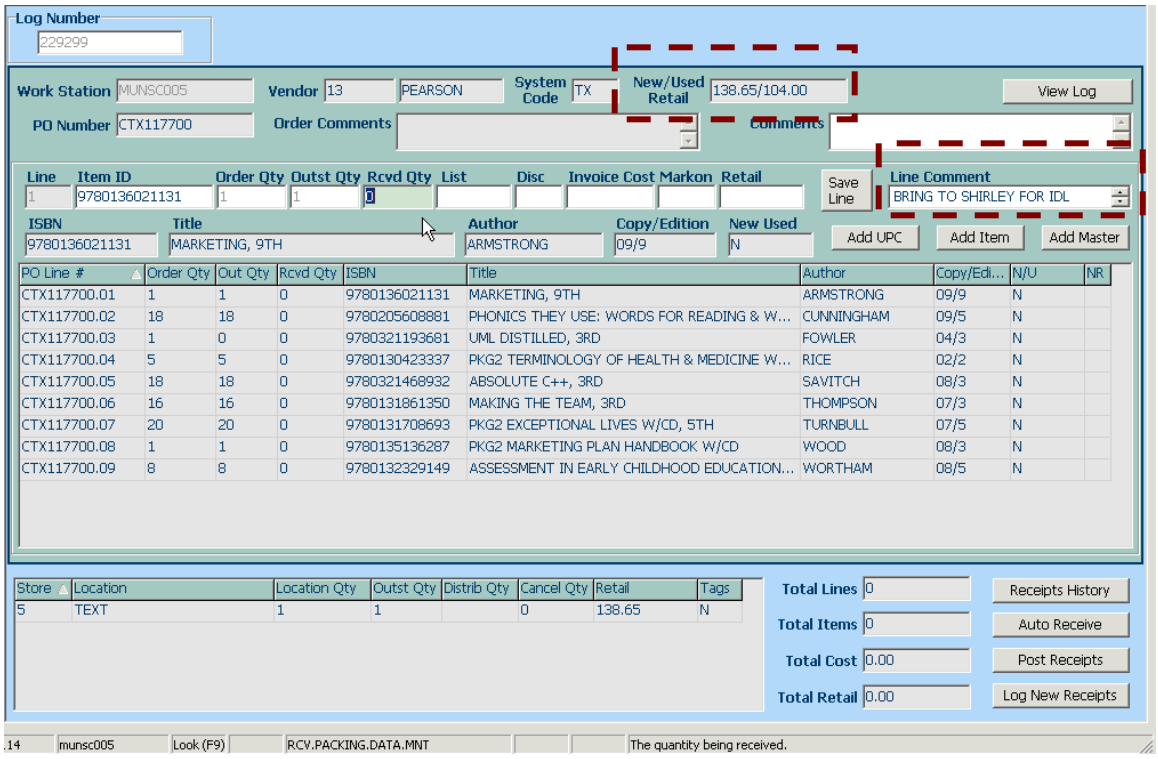
Enter titles in the order they are listed on the packing list/invoice, starting at the top and working your way down.

If you run into a problem while entering a line:

- Place a mark by that title on the packing list.
- Click on the **"Item ID"** field and hit **"Shift-F4".** This will get you out of the line without saving.
- Continue entering books, marking all titles with problems.
- Bring all issues with the order to your supervisor when you have completed the rest of the receiving process for the non-problem titles.

1: Enter the ISBN of the Book to Be Received

To start, type the first book on the packing list's ISBN into the "Item ID" field. RATEX will search through the lines of the PO and pull up that book's information (see figure below for an example). If there is no ISBN on the packing list, enter the number from the back of the book.



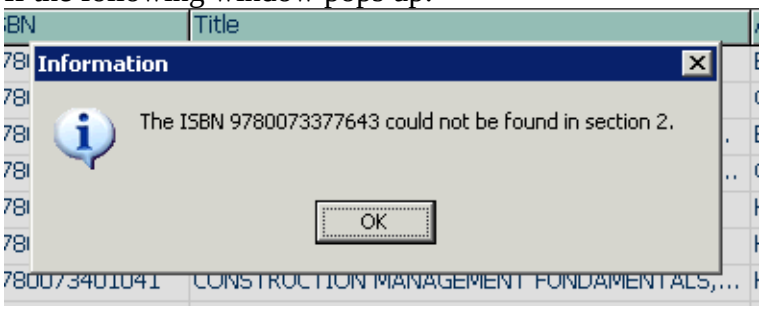
Notice how the book's new and used retails are displayed near the top-right of the screen. Also note the information in the "Line Comment" field on the right side of the screen. Make sure to read any comments and follow any instructions. In this case, Shirley (the textbook manager) wants this book brought to her instead of being sent to the textbook floor. Shirley will also leave any special comments about pricing here. Use the arrow buttons to scroll through the comment.

Entering ISBN's: TIPS TO REMEMBER

- **ALWAYS** enter the ISBN from the packing list or the back of the book! This double-checks the order to make sure we got the edition of the book we wanted.
- **ALWAYS** enter the books in the order they are in on the packing list/invoice. This is important for your supervisor, who needs to review the receiving. If you have to skip a line for some reason, mark it on the paperwork (this will help you to remember as well).
- The publishing industry recently switched to a 13-digit ISBN standard, replacing the old 10-digit standard. Either standard will work with RATEX. RATEX automatically translates 10-digit ISBN's to the 13-digit ISBN's displayed on the PO. 13-digit ISBN's typically begin with the "978" prefix.

ISBN Not Found

If the following window pops up:



it means that RATEX could not find the book you entered on the PO. First, try typing the number again to make sure you didn't misenter the number. If the window pops up again, mark the line and move on to the next title. Inform your supervisor at the end of the data entry process.

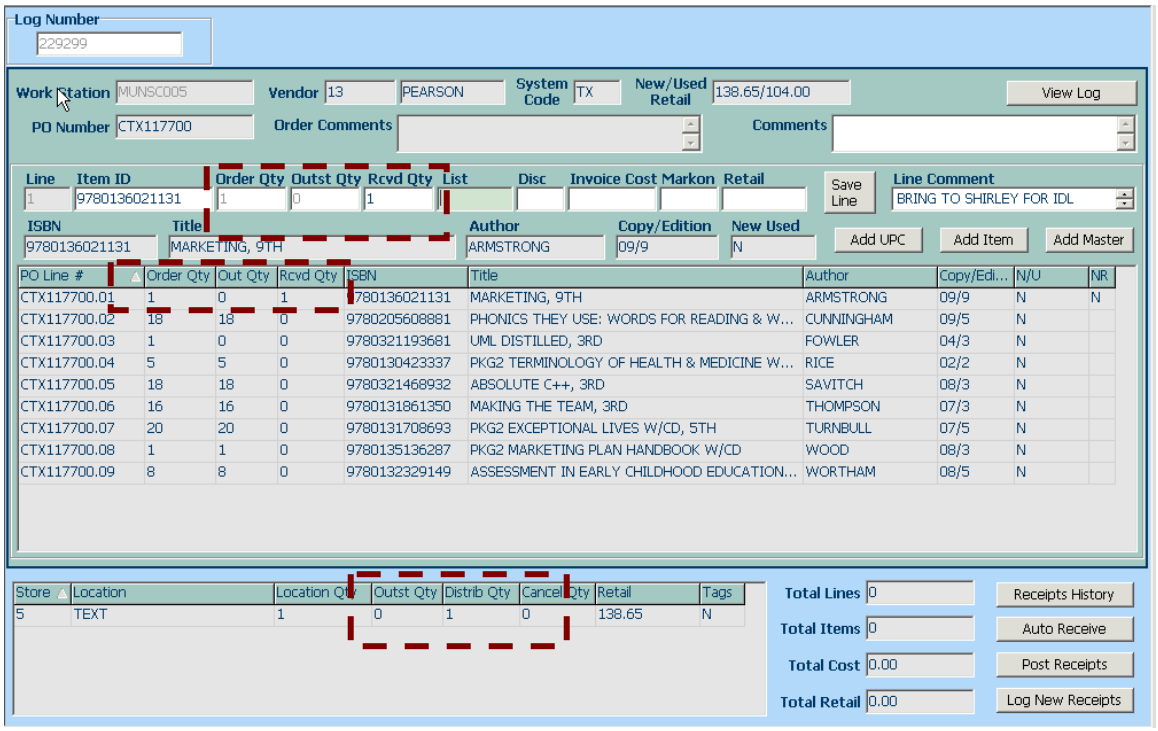
Bogus ISBN's.

"Bogus" ISBN's are numbers we create to represent certain textbooks in RATEX that do not have a real ISBN number. They always end with 'B'. If a book does not appear to have an ISBN, look through the PO list and see if you can spot the title and see if it has a bogus ISBN. You can then enter the **line number** to continue receiving.

Example: 281000005643B

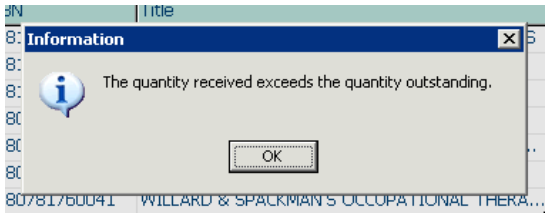
Step 2: Enter the Quantity

Next, enter the quantity received. Make sure you enter the quantity of books you actually got, instead of the number on order. It is quite common for a vendor to only ship part of an order, and put the remainder of the books on "backorder". See the figure below.



In this case, there was only one copy of "Marketing, 9th Edition" shipped. Notice how after the qty has been entered several other fields on the screen change to reflect the number you entered (marked by boxes above). The field on the bottom of the screen is the distribution area. You normally do not have to do anything with it. It reflects where the books will be shelved.

If you get the following message:



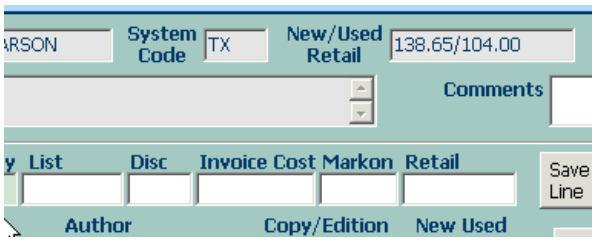
get out of the line, mark the title on your packing list, and move on to the next title. Inform your supervisor at the end of the entry process.

Step 3: Enter Pricing Information

This is the most complex part of the receiving process. You will need to fill in the next five fields, “List”, “Disc”, “Invoice Cost”, “Markon”, and “Retail”.

STOP: If you do not have paperwork with prices and discounts, DO NOT ATTEMPT to enter pricing information. You will need to get paperwork with this information from your supervisor or from the buyers.

First, a quick run-down of what these fields mean (see figure below for reference).



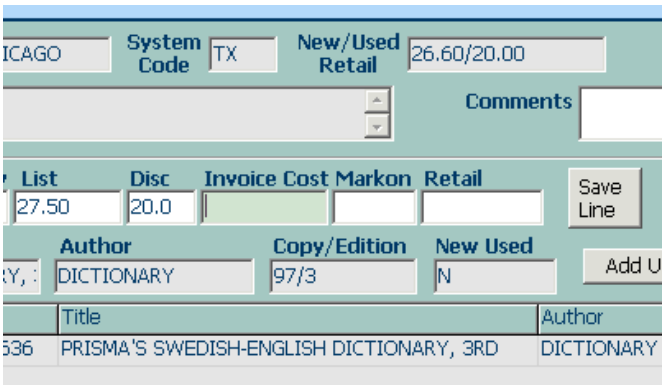
- **“List” = List Price:** The suggested retail of the book, per a publisher’s price list (not all books have a list price, more on this later).
- **“Disc” = Discount:** If the book has a list price, the publisher will almost always give us a discount off of the suggested retail.
- **“Invoice Cost”:** The actual amount we pay the publisher for the book. This amount is calculated using the “List” and “Disc” amounts. Publishers will alternately call this amount a **“NET”** price, or a **“Unit Cost”**.
- **“Markon”:** A form of markup or margin.
- **“Retail”:** The amount we actually sell the book for.

The fields you fill out depend on the information given on your packing list/ invoice. You need to fill out at least two fields - RATEX automatically fills in the rest for you.

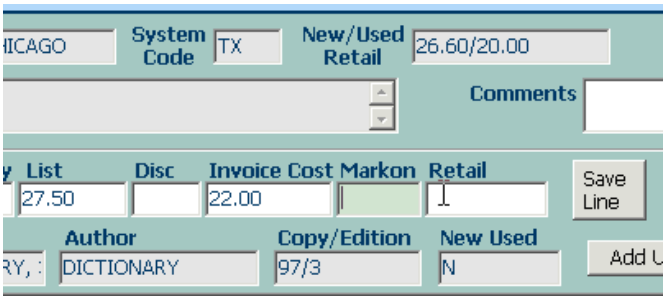
Procedure:

- Enter information into two of the fields using information from your packing list. Hit **enter** to progress through the entry fields. Use **"Shift-tab"** go backwards. See below for examples.

List Price and Discount

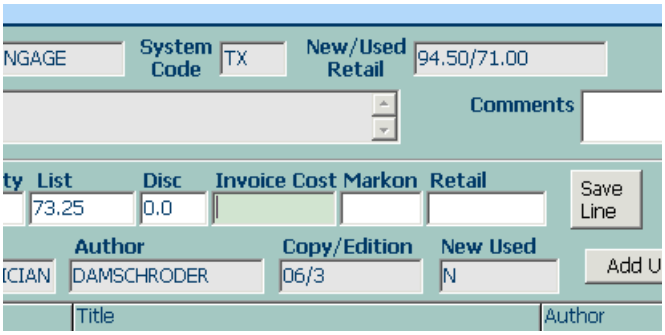


List Price and Net Price/Unit Cost

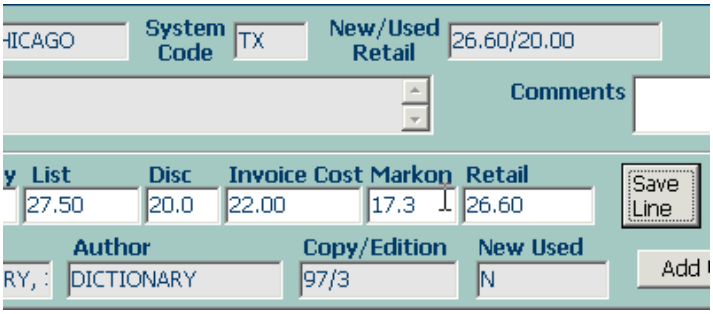


Net Price/Unit Cost Only

A "net" price is seen as a 0% discount by RATEX. Enter the net/unit cost amount in the "List" field, and enter a "0" in the "Disc" field.



- After entering the price info, hit **enter** until the **"Save Line"** button is highlighted. RATEX will fill in the rest of the fields for you (see below for an example).



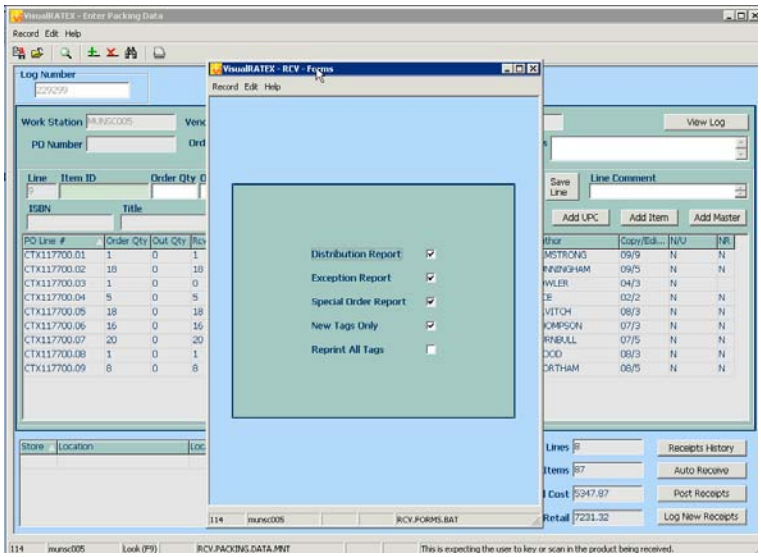
- Take a quick look at the number in the "Markon" field. If this number is very low (usually under 15%), negative, or strangely high (over 60%), the retail in the system is probably wrong, and needs to be changed. Mark these books somehow on the packing slip, and bring these changes to your supervisor before the books go out to the floor.

- After you check the "Markon" amount, hit enter one more time. This will save your line, and place your cursor back in the "Item ID" field.

- Continue with the next book, repeat as needed.

Step 6: Save, Print, and Hand In Paperwork

- When you are done with data entry: Hit **F10**. This will bring up the print window (see figure below).



- To Print, hit **F10** again.

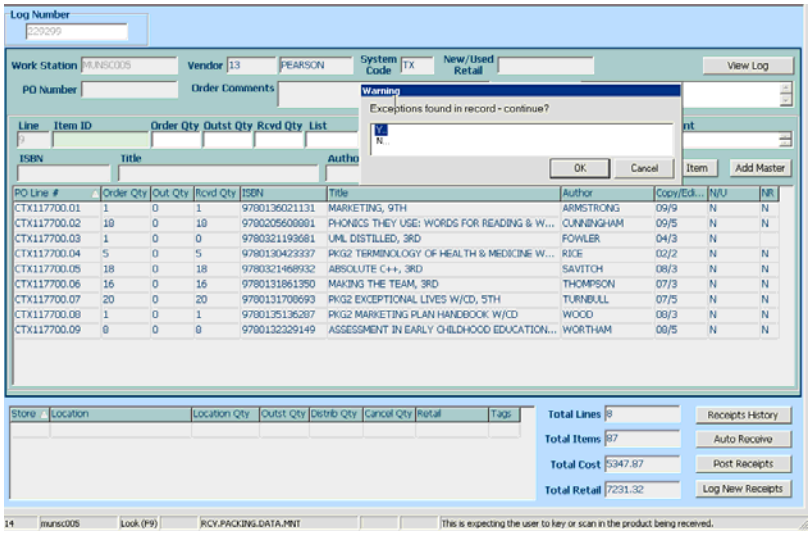
Hint: If you are saving mid-way through entering an order, and you don't want to print, you can hit **escape** at this point to save without printing anything.

- Place your completed paperwork in the tray provided at the supervisor's desk.

- Pick up any documents / tags that automatically printed. There will always be a Distribution Report in the printer. If you are working on a trade order, tags will automatically be printed.

Dealing with Exceptions:

At times a small window will pop up after you hit F10 for the second time, telling you that exceptions have been found in the record (see below.)



When this occurs, go ahead and hit enter and check the printer as usual. An exception report will print instead of a DR. Give the report to your supervisor, who will clear it and print the DR/tags for you.

Step 7: Tagging / Final Prep

The final step is to prepare the books for sale on the floor. Different order types have different requirements for this step (covered later).

Security Tagging

All books with a retail of $75 or more need to have security tags. Check your DR to find these titles.

Security Tag Types:

We use two types of security tags for books, depending on if the books are shrink-wrapped or not.

Sticky Tags: For shrink-wrapped books. These tags come on a roll. Place the security tag on the bottom of the back cover of the book.

- -DO NOT COVER THE BARCODE!
- -BE NEAT! Try to make the tags even.
- -DO NOT USE THE TAGS WITH RED DOTS! These tags have been marked as defective at the factory.

Loose Tags: For normal loose books. These tags are available in small boxes or buckets scattered around the receiving room. Simply pick a page in the middle of the book, and place the tag towards the spine so the pages will hold it in place.

Books that don't require security tags:

- Follett
- LAW or LWT orders
- Spiral Bound Books
- Course Packets

Barcode Tags

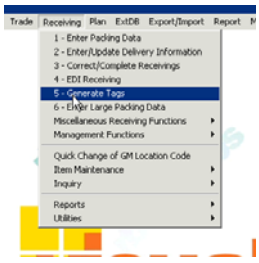
Barcodes need to be printed for:

- All trade books (printed automatically when you save a log).
- Textbooks with no barcodes.
- Books with "bogus" ISBNs in the system, ending with a "B" (ex: 281000005456B).

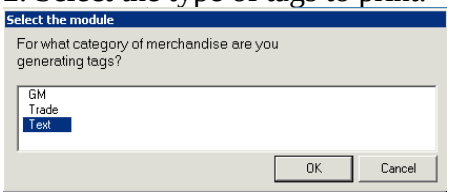
All non-trade tags need to be printed manually (trade tags can also be printed manually if need-be).

How to Print Tags:

1. Select the “5-Generate Tags” option from the receiving pull-down menu.



2. Select the type of tags to print.

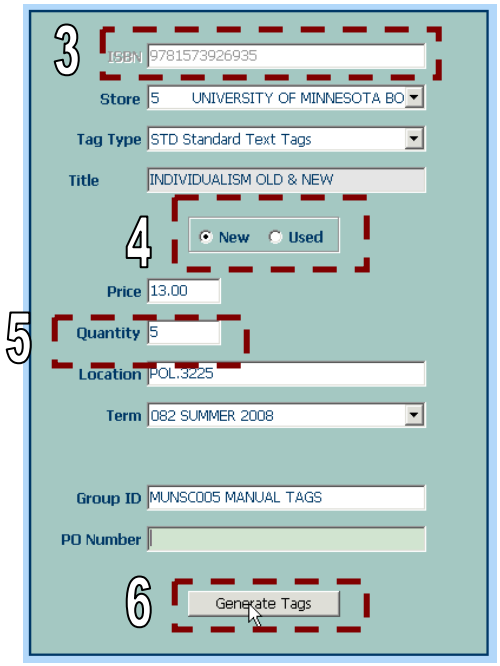


3. The “Manual Tag Maintenance” dialog will pop up. Enter the ISBN of the book you need to print tags for and hit enter (see figure below).

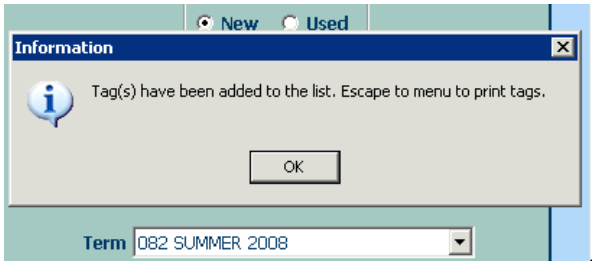
4. If printing text tags, make sure the appropriate stereo button is selected for “New” or “Used”.

5. Enter the “Quantity” of tags required.

6. Enter through or click on “Generate Tags”.



7. When you hit the "Generate Tags" button, a small window will pop up telling you that your tags have been "added to the list" and to escape to print. Hit enter again. This will bring you back to a blank "Manual Tag Maintenance" screen. You can now repeat the entry process for additional titles if required. When you are ready to print, simply hit **"Esc".** This will print your tags and return you to the main RATEX screen.



Applying Tags

- Cover the existing bar code with the tag.
- Be neat!
- If the book has no existing bar code, place the tag in the lower right corner on the reverse side.

Other Types of Required Tags

- Yellow "Used" Tags – For used orders.
- "Return By" stickers – For course packets (only used at certain times of the year).

Step 8: Pushing Out Your Orders and Clean-Up

Placing Books On Carts

As you finish your orders, stack them neatly on one of the provided carts, and place the DR with them. Fold the DR in half and place between two books at the top of a stack.

Tips:

- Keep each order together on the same cart!
- Try to stack the books neatly, yet efficiently (i.e. don't waste space)
- Make sure the DR is visible.
- Try not to overload the carts with heavy books if possible!
- Don't mix orders together.

Large Text Orders

For multi-cart orders: Tape a scratch piece of paper with the vendor name and PO to each cart - this allows the text shelvers to keep track of the orders on the text floor.

Pushing Out Carts

Once your cart is full, it needs to be pushed out to the textbook floor. Make sure you are able to control the cart. If it is too heavy, get someone to help you!

The shelvers on the text floor will generally have an area they want you to leave the carts. Ask if you are not sure.

Always make sure you push out your carts before you leave for the day (or find someone who will after you leave)!!

Clean-Up

Before you leave for the day, make sure your work area is clean:

- Break down your boxes and place them in the grey recycle bin. If the box is in good condition, consider placing it under the shipping belt for reuse.
- Dispose of any loose packing materials/paper/etc.
- Return any box cutters to the desks or belts. Make sure the blades are retracted.

Special Procedures

Getting Prices for New (CTX, MED) Textbook Orders

If there is no pricing information (i.e. a way to calculate the "Unit Cost") on your packing list, you will need to get the information from the purchase order in the textbook office. The PO's are kept in open-top filing cabinets in the center of the office.

- Find the required PO and pull it from the file. If you can't find the PO, ask one of the text buyers to assist you.
- Make a photocopy.
- Return the original PO to the file, making sure to put it back in order.

There is no information in the textbook office for <u>USED</u> orders or <u>COURSE PACKETS</u>. If there is no paperwork for these types of orders, see your supervisor.

Med Books: The PO's for MED orders are kept behind the Health Sciences store counter, and are NOT in the textbook office! Ask one of the supervisors for assistance.

Receiving Used Textbooks

Primary Used Vendors:

Vendor	Shelf Ready?
Follett	Yes
Nebraska	No
MBS (Missouri)	No
Budgettext	No

Shelf Ready = All books already include correct bar codes, yellow used stickers, and security tags.

"290" Bar-Codes

All used books must have bar codes with UPCs starting in "290" (New textbooks have codes starting with "978"). All used books should come with these bar-codes. In the rare case you find one without, you will need to manually them.

Yellow Used Stickers

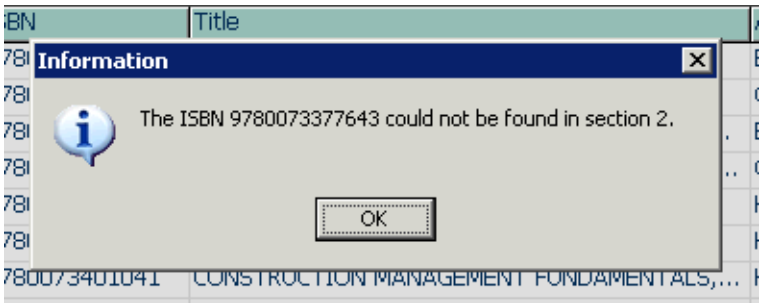
- All used books must have yellow used stickers on the lower spine.
- When unboxing, face all the spines the same way to identify which books to tag.

Case-counts

Follett and MBS do not include case counts on their shipments. This info is on the packing list. Check the packing list to make sure you have all of the cartons before receiving.

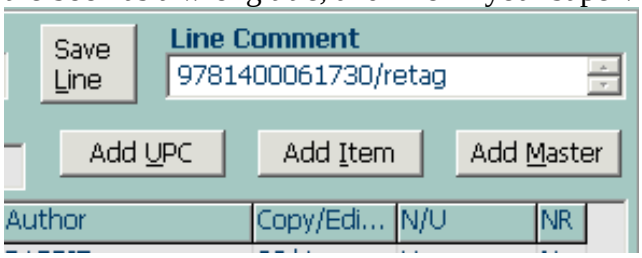
Retags

It is common for us to order used books that have a different ISBN than the new books in the system. When this occurs, you will get the following message after entering the ISBN:



If this occurs:

- Scroll through the PO and look for a book with the same title/author.
- Enter the line number in the “ISBN” field.
- Check the comment field for info on retagging. The comment should give the ISBN that is on the packing list (see figure below). If there is no comment, treat the book as a wrong title, and inform your supervisor.



- Write the ISBN down on your packing list.
- Manually print bar codes for the books after you have completed data entry.

Used books in new condition.

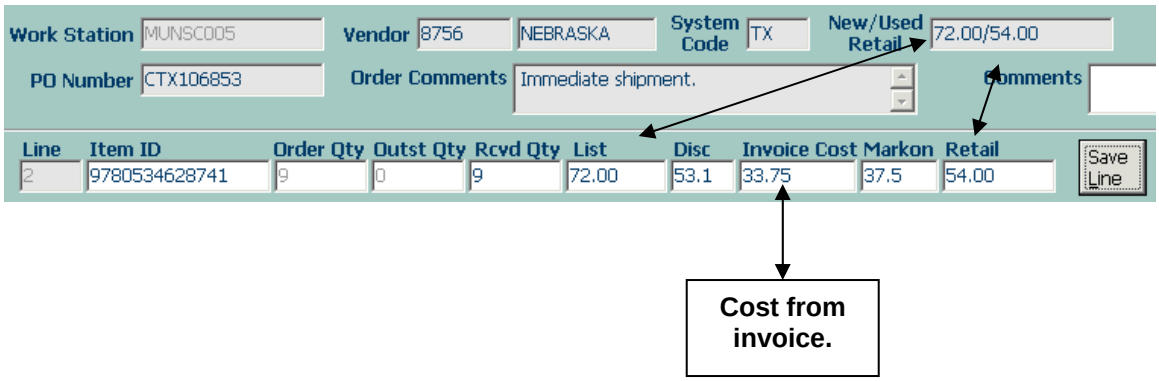
Vendors will sometimes sell us new books at the same price as used books. We sell these as used books, so:

- Print used bar-codes
- Apply yellow “used” stickers.

Used Book Data Entry

DO NOT USE THE DISCOUNTS ON THE PACKING LIST!

- In the “List” field, enter the new retail price (on the left side of the slash at the top of the screen).
- Enter through to the “Invoice Cost” field. Enter the unit cost from the packing list/invoice.
- Enter through to the “Save Line” button. RATEX will automatically place the existing used retail into the “Retail” field (the number to the right of the slash at the top of the screen). See below for a correctly entered used book, with arrows showing where the pricing information comes from.



Receiving Course Packets

Course packets are custom printed by the various copy centers on campus. The retails and net prices are set before delivery depending on copyright permission costs.

Packing Lists

Course packets do not come with normal packing lists. There will be labels taped to the outside of the box – cut these off after unboxing the packets.

Purchase Orders

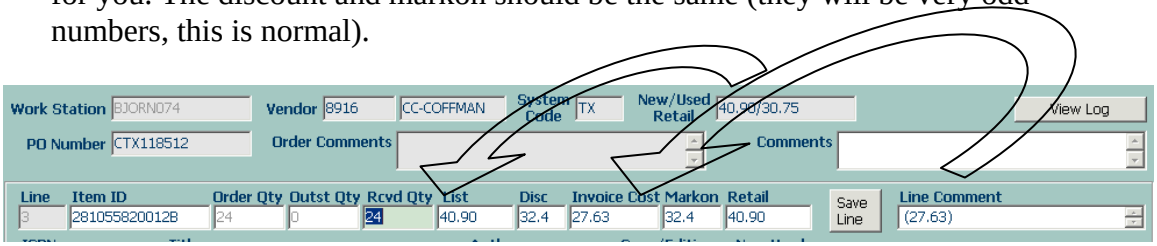
You will usually need to look up the PO for the packets using the Text-->Inquiry-->Book screen (see page * for how to do this). Also note that course packets use "Bogus" ISBN's, but have barcodes printed on the covers (you do not need to print bar-codes).

Carrier

When creating a log, use "Dept" as the carrier.

Price Data Entry

- In the "List" field, enter the new retail price (on the left side of the slash at the top of the screen). This price will also be printed on the packets themselves, and usually on the packing lists. If the prices don't match, inform your supervisor.
- Enter through to the "Invoice Cost" field. Enter the net price provided either on the packing list, or in the comment field (these should match, inform your supervisor if they don't!!)
- Enter through to the "Save Line" button. RATEX will fill in the rest of the fields for you. The discount and markon should be the same (they will be very odd numbers, this is normal).



Above, a correctly entered course packet. Notice how the list and retail are the same, as well as the discount and markon (which are odd numbers). Also note that the invoice cost is also in the "Line Comment" field.

Receiving Foreign Orders

If your packing list/invoice has its prices in a currency other than US dollars, you will first need to get the textbook office to do price conversions (take the invoice to the office and give it to Shirley Hellem). Once you get the invoice back, it should have a retail and cost written on it for each book.

Entry Procedure:

- Enter the ISBN and quantity as usual.
- In the "List" field, enter the new retail price as written on the paperwork.
- Enter through to the "Invoice Cost" field. Enter the net price provided.
- Enter through to the "Save Line" button. RATEX will fill in the rest of the fields for you. The discount and markon should be the same (they will be very odd numbers, this is normal).

Receiving Law Orders

For orders with a LAW PO:

- Do not break down the boxes while checking in.
- Receive as usual.
- DO NOT security tag the books.
- After receiving, place the books back in the box with the DR.
- Seal the box with tape, and mark the outside with LAW with a marker.
- Place the box(es) on the rounds shelf.

Receiving Trade Books – General Procedures (for Medical Reference, General Books, and Law Trade)

Tagging

Bar codes will print automatically for trade orders. All trade books must have a printed bar code to ensure they don't ring up as textbooks.

Distribution Reports

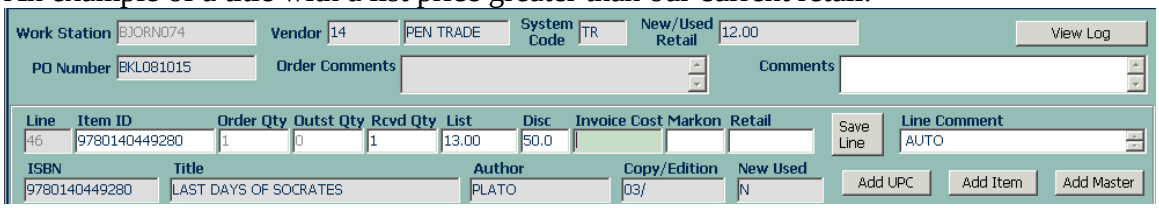
- Trade orders to be shelved at Coffman do not require a DR (one will print, but will not need to go out with the books).
- LWT (Law Trade) orders **DO** need a DR to be included in the box.

Pricing

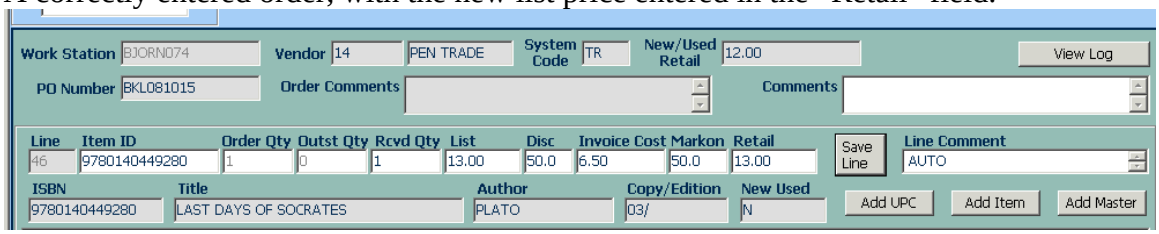
Data entry for trade books requires you to pay attention to the retail in the system. Our retail should match the "List" price on the packing list/invoice. If the prices differ, you need to manually override the price by entering the new list in the "Retail" field. The "Disc" and "Markon" fields should match.

NOTE: This only applies if we get a good discount on the books. Books with discounts less than 20% require a different procedure (covered later).

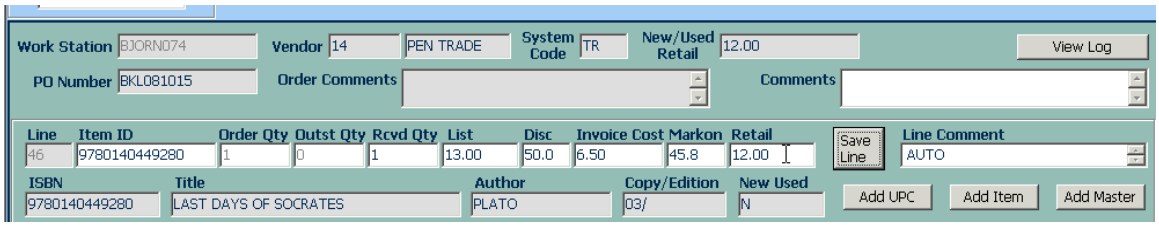
An example of a title with a list price greater than our current retail.



A correctly entered order, with the new list price entered in the "Retail" field.



An incorrectly entered order, with the old retail in the "Retail" field. Notice how the discount and markon don't match.



Short Discounts (discount less than 20%)

Short discounts with trade books are very rare, and usually need to be checked by a supervisor (the vendor may have made a mistake). Don't override the price until approved by a supervisor!

Packing Slips with No Cost Information.

In contrast to text, if there is no cost price information for a trade order it can't be received. Keep the books in the box, and place them in on the shelf in back of the rollers. Your supervisor will periodically place invoices with these orders so they can be received.

Several vendors regularly do not include this information (knowing this will save you the hassle of unboxing and reboxing the order).

- Springer
- Dover
- AMACOM
- Wiley
- McGraw (small orders only)
- FW
- Quayside/Creative
- Langenscheidt.

Carts

Trade books are generally brought to the floor on v-carts. Try to avoid using the large text carts.

Medical Reference (LBR, HSO, RSO)

Supervisor
Lee Borgen is the current medical reference buyer. Bring any issues with LBR orders to him for resolution.

Vendors
LBR orders generally come from four primary vendors:

- Elsevier
- JA Majors
- Matthews
- Rittenhouse.

Short Discounts
If any books have discounts less than 20%, bring the packing slip to Lee for approval (keep the book's retail at list).

Multiple Volume Sets
These are quite common on LBR orders. Place the bar code tag on the last volume in the set, and make sure the books stay together.

Damaged Books
Note any damage to books on the packing slip. Make a copy of the packing slip and send it out with the damaged book (receive the books as usual).

General Books

PO Priority

Try to receive general books in the following order (it helps to organize the books before starting).

1. LWT (Law Trade)
2. TMU (Special Orders)
3. EVT (Event Books)
4. NEW (New Books)
5. BKL (Backlist Books)

Shrink Wrap

If you get multiple copies of a book that is shrink wrapped, unwrap **ONE** of the books.

Law Trade (LWT)

- Receive before rounds leaves (before 12:00)!
- Do not break down the boxes while checking in.
- Receive as usual.
- DO NOT security tag the books.
- After receiving, place the books back in the box with the DR.
- Seal the box with tape, and mark the outside with LAW TR with a marker.
- Place the box(es) on the rounds shelf.

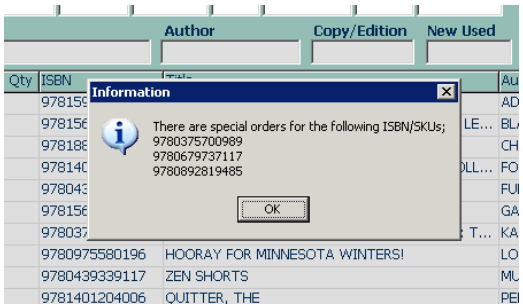
Special Orders (TMU)

Special orders are usually in TMU orders. However, they can show up with any kind of PO.

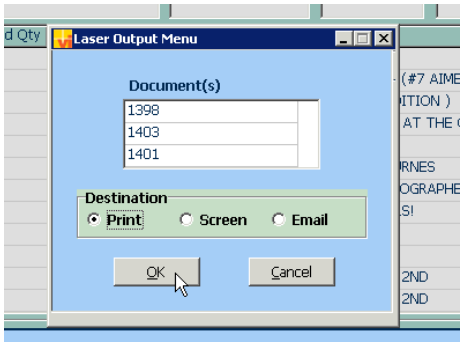
When entering the order, RATEX will pop up windows informing you when the book has a special order associated with it. Just hit OK when this happens.

<u>When you save (F10):</u>

An info box will pop summarizing the special orders. Go ahead and hit OK.



Both a normal print window, and the following window will then pop up.



- Click on “OK” once. (This window will not close automatically. Close the window manually.)
- Special Order reports will print from the same printer as the DR’s.
- Retrieve the reports and place them in the appropriate books.
- Note: There may be more books on the report than were in the shipment. This is normal.

DO NOT OVERRIDE RETAILS ON SPECIAL ORDERS WITH <u>SHORT DISCOUNTS</u> WITHOUT PERMISSION. Use the price that is already in the system. If the markon is less than 20%, inform your supervisor.

Event Books (EVT)

When receiving an EVT order:

- First find the packing slip.
- Show the packing slip to a supervisor at the trade desk – they will determine how many of the books need to be tagged or brought out to the floor.
- Receive as usual. If the books come in labeled boxes with case-counts, you can use that information to count the books instead of unboxing all of them.
- Tag the requested number of books.
- The extra books and tags are to be left under the trade belt.

New Releases (NEW)

Many trade books have set release dates. This information is found:

- On the packing slip.
- On the outside of the boxes.

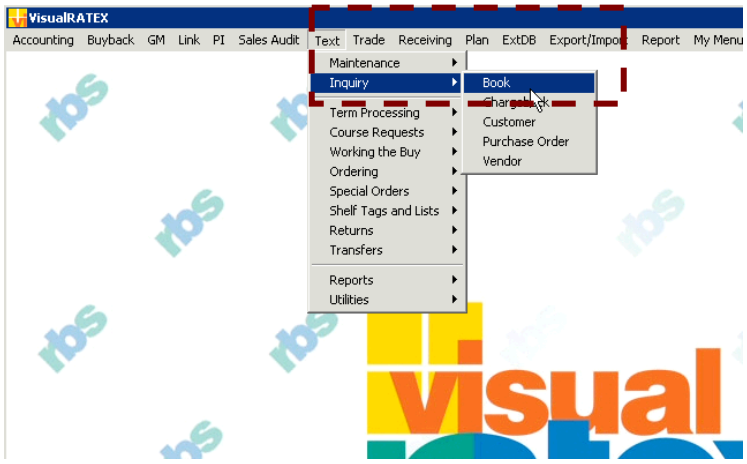
- Place any new releases on a separate V-cart, with a piece of scratch paper with the release date printed on it.
- Keep the V-carts in the back room.
- Tuesdays are the normal release day – if you are here on Tuesday mornings, look for any carts to bring out ASAP.
- If you see any boxes with “DO NOT OPEN UNTIL ___” , follow the instructions.

Using Book/Purchase Order Inquiry

The inquiry screens can be used to do research on books to find:

- PO's
- Log Numbers
- Book history for problem solving.

There are separate inquiry screens under both the "Text' and "Trade" pull down menus on the main RATEX screen (see below for an example).



In Book Inquiry:
You can enter any of the following in the "ISBN" field to search the book database.

- ISBN
- Title (any words from).
- Author (Last name or first).

Most of the information you are looking for will be under the "Purchase Orders" tab at the bottom of the screen.