

Troubleshooting Buyback in Booklog

This Reference Card gathers together common questions about Buyback. If you don't find the answer to your question in the responses below, or if you need additional help, please contact Booklog's technical support department.

The Buyback List

How does the list calculate the BB Limit numbers?

Each time you run the list, it looks at each book in each of the terms that you selected. It's a three part process, and each step overrides the next.

1. The Open to Buy Value.
2. The Limit field.

If the Limit field has a value greater than 0, it will override the Open to Buy value. The limit field is found in the Maintain Courses and Adoptions window and in the Buyback Info tab of the item record.

3. Previous edits to the BBLimit field.

If you are re-running the list, the list will check to see if you edited the BBLimit field. If so, the edits will override the Limit field.

For example, ISBN 9780679729525 is adopted to an upcoming term. When I run the list for that term, the system looks at the following questions:

1. What is the open to buy value?

Answer: The Open to Buy value is 15.

What does Booklog do? Temporarily place 15 on the list.

2. Is there a value in the Limit field?

Answer: Yes. The Limit is set to 12.

What does Booklog do? Remove the 15 from the list and temporarily replace it with 12.

3. Did you edit the BBLimit field?

Answer: Yes.

What does Booklog do? The BBLimit is set to 19. Remove the 12 from the list and replace it with 19.

What happens when I re-run the list?

When you re-run the list, Booklog recalculates all three of the steps above. The Open to Buy value will be recalculated and freshly adopted items will be added to the list.

Keep in mind that the full limit will be added back into the list, even if you have already purchased some copies of the item. For example, you set a Limit of 4, then purchased 4 copies. A few days later, you re-run the list. The list will again pick up the limit of 4, placing the full value on the list.

What is the difference between Limit and BBLimit?

The fields "Limit" and "BBLimit" can be confusing, because their names are so similar.

Limit is set before you run your list, and is assigned to the schedule. It is found on the Item Info tab of the Maintain Courses and Adoptions window.

Description	End Date	Est BB	Limit
December	12/12/2015	5	4
Totals		5	4

Exclude from Buyback

It's also found on the Buyback Info tab of the Item record window.

ID	Description	Date Starting	Date Ending	Est BB	Limit
65582	December	12/01/2015	12/12/2015	5	4

BBLimit is found on the Buyback List. It is the number of copies that you need to buy.

ISBN	Author	Description	BBLimit	New	Used	Special Price	TD
9781602671332	RALPH	SPINACE & MILCREE MURKING CHICKEN...	24	24.00	0		0 24
9780396742554	FREEDMAN	BARTHA GRAHAM	6	19.00	0		0 6

These two fields do not communicate directly; adding a value in the Limit field will not immediately update the buyback list, nor will changing the BBLimit alter the Limit field.

How do I add items to the list?

To add items to the list, press the insert button on your keyboard. A new line will appear at the bottom of the list. Type or scan the ISBN of the item you want to add into the ISBN field.

If you receive the "Item already added to buyback list" message, look for the item on the list. You may need to click the "Show Negative Limits" button at the bottom of the window. This will show items that are adopted to the term, but do not have an open to buy value.

How do I edit the prices?

Edit your retail buyback prices by typing into the Special Price New and Special Price Used fields on the Buyback List. Changes to the Special Price fields will not be overwritten if you re-run the buyback list.

How do I increase or decrease the number of copies I want to buy?

Edit the BBLimit field to increase or decrease the number of copies of a book that you will buy at the retail price. If you edit the field, the number in the BBLimit field will be in **bold** text.

My buyback numbers don't look right. What should I check?

Since the buyback list is influenced by so many different factors, there are a lot of places to check if the number of copies that you expect to buy doesn't look right.

Are you using the correct terms?

Check the values for term1, term2, term3, and term4 on the buyback list.

Has the term's Buyback Cutoff passed?

Go to Maintenance | Academic Terms. Open your term. Make sure that the Buyback Cutoff date is equal to or greater than the last day of your Buyback Schedule.

Is Booklog using the Frozen Quantity for Open to Buy?

Go to Utilities | Physical Inventory. The Physical Inventory window will open. Look at the top section of the window, called "Inventory Freeze", and make sure that the "Use Frozen Qty for OTB" box is not checked.

Do the items have a value greater than 0 in the Limit field?

Open the Item record for some of the items that have unexpected values. Go to the Buyback Info tab, and check to see if there is a value in the Limit field for the current schedule. The Limit field also appears on the Item Info tab of the Maintain Courses and Adoptions window.

Are some items excluded from the Buyback?

Open the Item record for some of the items that don't appear on the list. Go to the Buyback Info tab, and check to see if the "Exclude from Buyback" box is checked. You can also see "Exclude from Buyback" in the Item Info tab of the Maintain Courses and Adoptions window.

Did you edit the BBLimit?

Look at the BBLimit field on the list. If it was edited after the list was run, the number will be in bold text.

What is the item's Open To Buy value?

Open the Maintain Courses and Adoptions window, and find an item that you would like to research. Click on the Store Group Totals tab. The Open to Buy values for the current term and for all terms will appear on the tab.

The Buyback Register

The Register says that the Buy Limit has been reached, even though I haven't bought enough copies yet.

First of all, check your Buyback List. If the item is on the list and the BBLimit field is insufficient, you can edit the BBLimit.

If the BBLimit field is correct, the issue is most likely to be an incorrect setting in your Buyback Site percentages. Go to Buyback | Prepare | Buyback Sites. Make sure that your offline site and online site percentages are set correctly. Make sure that the Store Group Totals are equal to 100%.

If you are using multiple online sites with Booklog version 12, check that your workstation is set to the correct online site. Go to Maintenance | Workstations and open your workstation. Look for the value in the Buyback Site field.

NOTE: Most of the time you will be using an online site. Only use offline sites if you are going to export data to a non-networked computer.

My prices don't look right. What should I check?

Are the Store Group Settings correct?

Go to Maintenance | Store Group, and open the Buyback Pricing tab.

If you want to price books according to both new and used price, make sure that the Retail Price Options are set to "Base on New and Used Price". Also, make sure that you have this setting if you want to add a Special Price for a used book.

Check the Primary and Alternate factors, R1, R2, R3, and R4. Each of these numbers should be set to something greater than 1.00%. Generally, stores set R1 and R3 to 100%, and R2 and R4 to 50%.

Did you set a Special Price in the list?

Go to Buyback | Prepare | Buyback List, and open your list. Check to see if anyone has entered a value in the Special Price fields.

Why won't the rental item be returned?

Sometimes, you know that a student rented a particular title from the store, but when you scan the title in the Buyback Register, it doesn't show as a rental. First, check to make sure that you have the right student record. Sometimes there are duplicate records in the system, and the book might have been rented under the other record.

Finally, check to make sure that the item record still uses the same ISBN that it was rented under. If the ISBN was changed, even from a 10-digit ISBN to a 13-digit, the Buyback register will not accept it. You will need to return the rental through the regular cash register window.

Rental items that were returned through Buyback are still showing as rented in Booklog. Why?

Rental items will not be updated in Booklog until you run the Inventory Update.

More Help

Call Booklog if you need more help! Our regular telephone hours are 8:00 AM to 8:00 PM, Monday through Friday.

- (800) 320-5834 x 260

Send us an email for help with less urgent questions. We check email from 8:00 AM to 5:00 PM, Monday through Friday.

- tech@booklog.com