



# Buyback & Rental Return Fundamentals

What You Need to Know About Buyback & Rental Returns



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## Welcome New Buyers!

Welcome to buying for MBS! Whether you're an in-house or hired buyer, we request you read this manual in advance of working at your first buyback. This manual will help you maximize your buyback success. You'll receive an overview of what occurs at buyback—tasks, procedures, policies, and general expectations. While buyback can be a lot of work, it can be fun as well. We hope you have a great experience at your first buyback!

In addition to this manual, you have another resource available. MBS created a website just for its hired buyers. You may visit this website any time for additional information and resources about buyback: **[buyers.mbsbooks.com](http://buyers.mbsbooks.com)**





# All Buyers

This section of the manual covers material all buyers—new, support, and leads, should know about buyback.

## The MBS Philosophy

To provide excellent service in order to keep the textbook cycle going for MBS and its partner bookstores.

## Our Mission

We process resalable quality college textbooks from students. Sometimes we buy them for the bookstore or MBS. Other times they are rentals we are evaluating to accept back. In both cases, we aim for consistency, courtesy, knowledgeability, and efficiency. When buying books, we want to fill the store's list first (retail books), and then buy as many textbooks as possible for MBS to resell to the college store industry (wholesale books). Often, buyers will conduct more rental return transactions than buyback ones. Rentals are extremely popular with students as cost-savers currently.

## Ultimate Goal

Our ultimate goal is to be asked to return for the next round of buyback and rental return. Everything in this document is focused on this goal.

## Courtesy

Your success as an MBS buyer will depend on your ability to communicate and perform the above mission courteously to hundreds of college students, many of whom are first-time sellers or renters. Basic customer service principles define a good book buyer: treat people as you wish to be treated; be sure to have a smile on your face and in your voice; know your business; think on your feet; exercise common sense; and anticipate! You're giving great customer service in order to acquire product and to encourage students to patronize their campus stores.

## Dress Code

The Territory Manager will inform you of the appropriate dress code. Some locations have specific dress codes. In general, business casual is the required dress. While the term can be ambiguous, the expectation is for buyers to maintain a neat appearance comprised of a put-together-look and good grooming. Appropriate wear includes neatly pressed pants, slacks, khakis, workplace-length skirts, button down shirts, polo shirts, blouses, sweaters, and presentable-yet-comfortable shoes. Some locations do not allow neat jeans. Some may not allow visible tattoos or visible body piercings, excluding earrings. Open-toed shoes or sandals are discouraged as potential safety hazards.

## Cell Phones

Buyback area cell phone usage should be kept to a minimum. Calling, texting, watching videos, listening to music, and posting on social media look unprofessional to both students and MBS's partner bookstores. They're distracting activities and make you unaware of your surroundings. They can lead to customer service issues (Did you accidentally ignore students or make them wait for service?), and they can lead to safety and security risks. Ideally, cell phones should be used to call your Territory Manager, Lead Buyer, or MBS Inventory Management. In cases of emergency, please seek buyback counter coverage and step away from the area to make your call if possible.

## Buyback & Rental Return Terms

Every industry has its own jargon. The college retail industry is not immune to that fact. Below you will find a listing of common buyback and rental return terms every buyer should be aware of.

### Territory Manager

This is the MBS employee in the field who works with college stores directly. The representative is responsible for selling books to and purchasing books from bookstores. She or he organizes buybacks and contracts hired buyers to work at them.

### Buyback aka Textbook Sell Back

Where and when students sell their books back. Typically buybacks occur at the beginning and ending of school terms. Buybacks are a major source of acquiring textbooks for resale for MBS.

### Virtual Bookstore Buyback

This is a buyback that occurs on campuses that use the virtual bookstore for distribution. Some schools utilizing the Barnes & Noble College or BNC K-12 virtual bookstore request that MBS provide buyback services on their campuses for their students.

### Kelly Services

Kelly Services is a global leader in workforce management solutions offering staffing services to top companies across a variety of industries, including MBS. All hired buyers are Kelly Services' employees on assignment with MBS.

### Support Buyers

Support Buyers are members of the buyback team. They buy books and process rental returns. They report to Lead Buyers.

## Lead Buyers

Lead Buyers manage buybacks. Sometimes they work on their own, and other times they supervise a team of buyers. They make sure the accounts are happy with how buyback and rental returns are running, and they make sure that MBS procedures and policies are being followed at worksites. A Lead Buyer may be a Territory Manager, another type of MBS employee, or a hired buyer.

## Buyer's Letter

A buyer's letter tells each buyer the details of the job they have been contracted for. It is included in a buyer's packet, which contains all necessary documents for the work assignment and receiving payment.

## Campus Bookstore or Campus Store or College Store

These retail establishments are usually on campuses. Mostly they are school-owned and operated, but there are student associations that own and run campus bookstores. The stores are customers of MBS, so maintaining good relations with them is very important.

## The Book Cycle

In order to make money initially on a book, it must be sold or rented. Students selling books or returning rentals at buyback means their textbooks will enter the book cycle. Bought or accepted books will be processed and later resold or re-rented to other customers. The cycle can repeat for as long as books are needed locally (the bookstore) or nationally (MBS).

## Retail Buyback Value

Refers to the amount the bookstore pays the student for titles being used again on their particular campus. Retail payout percentage is determined by campus stores, and it varies. On newer editions, stores may pay up to 50% of the new or used shelf price. Payment percentage drops as a book gets older and becomes more commonplace on the resale market.

## Spec or Spec Price or Spec Book

Spec is short for speculation. There are times when the bookstore staff know they'll likely need a book for next term, but they don't have a firm order for it yet. They may put a spec price on such a book. The price will be lower than retail buyback value because buying the book is a risk for the bookstore.

## Wholesale Buyback Value

Refers to the amount offered by MBS for titles the store doesn't need but which have national demand. Prices are determined by the market place. The more in demand a title is, the higher the payout is from MBS. At the same time, the wholesale buyback value must allow for a mark-up for the book to be resold. These books are shipped to MBS and resold to bookstores across the country.

## Trade Books

These are books that could be found at general bookstores, but have been adopted for use on campuses. Many times they are novels. They are smaller than traditional textbooks and tend to be paperbacks. On larger-sized trade paperbacks, scan the barcodes on the back covers. On mass markets or the pocket-sized trade books, scan the barcodes located inside the front covers. If a hardcover trade book doesn't have a barcode, its ISBN can be found on its copyright page, the page behind the title page.

If a trade book comes up as "unlisted", type XXXXXXXX in the ISBN field. This will provide a buyback value for unlisted, pre-priced trade titles only. This does not apply to a pre-priced trade title that we have already given no value. We only want to buy recently released trade books this way.

## ISBN

The ISBN (International Standard Book Number) is a unique book-identifying barcode with 13 digits located either on the back cover or on the copyright page.

## ATKey or Author/Title Key

If you cannot locate the ISBN, you can search for the title by using ATKey. That's when you search for a book using an abbreviation of the author's name and book's title. You use the first 4 letters of the author's last name and the first 3 letters of the book's title. For example, you would search for Sullivan's Calculus by typing on the SULLCAL on the ISBN search line and hitting enter. This will bring up a list of titles matching your search parameters. Please read very carefully to make sure you are selecting the right edition of the book.

## Edition

An edition is a particular printing of a book. Pay close attention to the edition. Make sure the book you are quoting is the correct edition. Publishers may have multiple editions of the same title available. Old editions can have covers that look like current editions. Internet resellers may put current edition barcodes on old edition books and sell them as current editions to unsuspecting students.

## Grading

Grading is a way of saying "evaluating a book's condition". As a buyer, you will be examining the textbooks students hand you to see if their condition warrants buying them or accepting them as rental returns. Sometimes you will have to turn away books for being in poor condition that have a listed value but due to their condition are unsalable.

## Damaged Books

Books in poor condition or that have physical imperfections making them impossible to resell. Do not buy or accept as rental returns any books that are water or coffee damaged, have missing pages, or are missing the front/back covers. Workbooks or study guides with five or more pages written on are not to be purchased.

## Rental Books

Rental books are books that are rented to students for a fee in lieu of purchasing the books. Students like to rent books because renting is more affordable short-term than buying books. Students usually return rentals at the same time in the same location as the books being purchased through buyback. Wholesale buyback and rental return grading standards are the same.

## Consignment or Publisher Rentals

When at buyback, you may hear the phrases “consignment rentals” or “publisher rentals” from store staff, and while much less likely, from students, too. MBS partners with publishers to support their consignment rental programs. MBS provides book distribution and reporting services for these programs. These programs differ from store owned inventory rental programs in that the publishers own the rental book assets and will either recommend or dictate rental fees and will set the terms and conditions. A publisher consignment rental check in will be processed using the same methods as other rental check ins. Books must be returned in reusable condition. Partner with your Territory Manager and store contacts prior to the start of the buyback/rental check in for instructions on the processing/handling of publisher consignment rentals.

## Late Fee

Some campus stores will charge students a late fee for not returning their rentals on time during buyback.

## Replacement Cost

If students do not return their rentals at all, many college stores will charge their credit cards or student accounts the cost to replace their unreturned books.

## BOL or Bill of Lading

The bill of lading, abbreviated as BOL, is the freight form Lead Buyers fill out when shipping 6 or more cartons of books to MBS.

## CCS or Cash Control Sheet

The Lead Buyer fills out this form at the end of buyback. The form summarizes the buyback’s figures and activity. Two signatures are required for buyback close-out—a bookstore staff member’s and the Lead Buyer’s. The signatures mean both parties agree the figures are accurate and true.

**Reminder:** You have additional information and resources about buyback and rental returns accessible at a website MBS created for you! Feel free to visit this site at any time:

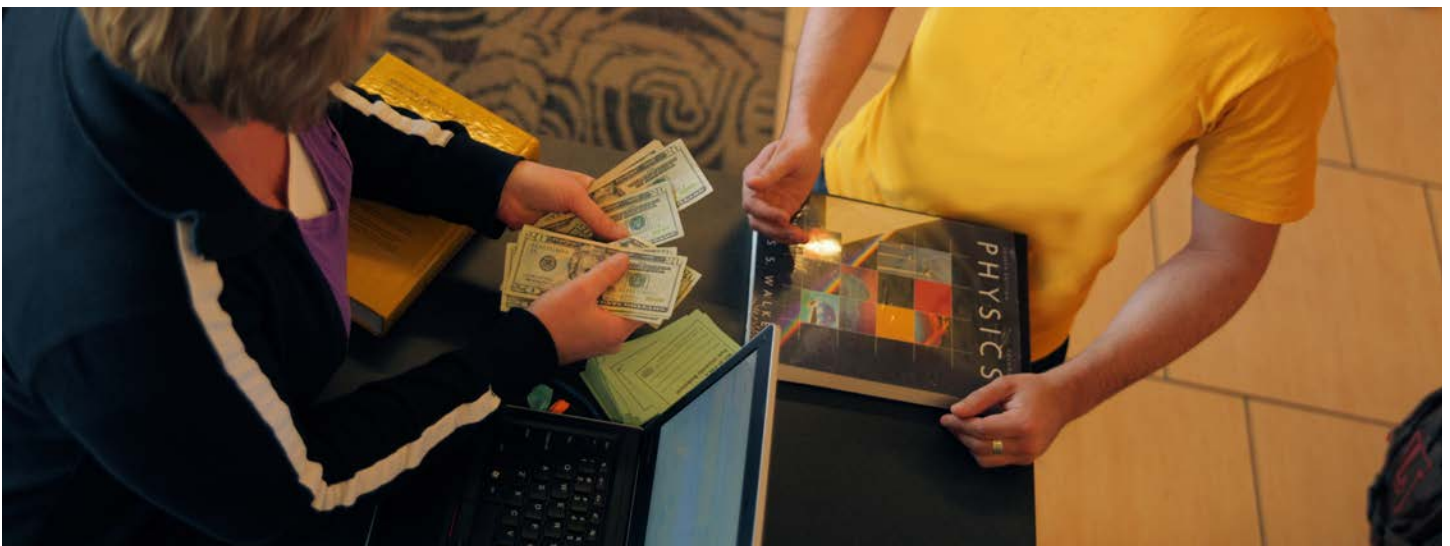
***buyers.mbsbooks.com***



## A Word About Buyback Prices

One of the universal questions heard at all buybacks is “Who decides the price being paid for my book?” This is a valid question and can be answered honestly and directly. The price being paid has a few variables, and they are:

- 1. Is the book being used again on this campus the following term?** Professors or departments decide if a book is to be used again. If it is to be used again for the immediate term, the bookstore will decide to purchase that book for their own use at a price they set based on the age of the book. They may pay up to 50% of the used or new retail shelf price for newer editions.
- 2. Who determines the selling price of that book?** The selling price of a new condition copy is influenced by the book’s publisher. The publisher suggests a retail price based on its selling price of the book to the bookstore. The selling price of a used condition copy is determined by the store. They base their pricing on their purchase cost of the book and the margin they need to make. Traditionally used retail prices were set at 75% of the price of a new condition copy. Dynamic or market determined retail buyback prices allow for lower shelf prices to the next student buying that book.
- 3. Who determines the wholesale amount paid for a book?** MBS does business in all 50 states and Canada. MBS’s inventory system tracks the statistics of books we buy and sell. These statistics include the demand for a title by our customers (i.e. how many different customers ordered the book as well as how many copies were ordered), our current inventory, the history of the book (i.e. is there a pattern to new edition activity; how often do new editions come out; and is a new edition likely soon?). From all of this data, MBS compiles a profile of each book and decides how much we can offer for each. MBS wholesale prices range from nothing for high risk books that aren’t likely to resell to as much as 35% of the new selling price for books in maximum demand. In turn, we sell books to bookstores up to 50% of the new selling price.



# Buying Psychology

Like in sales, you can employ psychology for success at textbook buyback! Buying psychology goes beyond great customer service. There are actions you can take and words you can say to make your buyback transaction run smoothly, positively, and give you the greater chance of buying back books from students.

- 1. Greet students.** There's nothing worse than making a student feel like she or he is another faceless number in another campus line. Greet students in a manner that is natural to you to make them feel welcome. That might be a smile, a hello, or a head nod. You start a transaction off well when the student on the other side of the counter feels like a well-treated human being.
- 2. Periodically look at each student during your transactions.** Some buyers get lost in the mechanics of buying and don't look at students during transactions, but if you can make a momentary connection by again acknowledging them, then they will less likely be made to feel unimportant. We want bookstores' customers to feel valued.
- 3. Be aware of your body language.** Smile at students. Stand there confidently. You don't want to seem like you're nervously shrinking away from them. That could be misinterpreted.
- 4. Be positive and price neutral.** Pleasantly say each buyback value like it's a fact—because it is. Don't use words or phrases like "only" or "just." Then students may get discouraged from selling back textbooks, especially wholesale ones. Don't say "I can give you" or say each price like it's a question. Then students will think purchase price is negotiable, or if they were on the fence about selling books you may have pushed them into no.
- 5. Keep the message simple and avoid jargon.** Most students aren't aware of what the terms retail, wholesale, NEP, or OE mean. They only want to know do their books have value and how much.
- 6. The word sorry goes a long way.** There will be students who are disappointed even with high retail prices. A well-placed or well-said sorry can smooth over negative feelings. Acknowledgement of and sympathy to disappointment can lead to selling books anyway.
- 7. Never argue with students.** If none of your customer services skills can smooth over a situation, it may be time to get the Lead Buyer or a Store Manager. Sometimes unhappy customers feel better after talking to management because they feel heard.
- 8. Don't discourage students from selling books.** We all feel for students. Going to school is expensive. Sometimes newer buyers will want to help students disappointed in wholesale prices by telling them to try their books next term, even before students ask if that is an option. Let students make up their minds whether or not to sell back their textbooks.
- 9. If a student asks you questions about buyback prices, be as concise, yet helpful as possible.** We want the process to be fairly transparent and for students not to feel tricked, but we do not want to slow down buyback lines.

**10. Price presentation is very important.** Always buy the most expensive retail books first. Then students will begin their transactions with positive feelings and be more likely to sell their wholesale books. Processing no to low value books first leads students to distrust transactions and to be less likely to sell any of their books back. Discouraged, students might want to leave before you get to their higher value books.

## Buyback System

Every bookstore has a system to manage its inventory and conduct sales. MBS is the top provider of college store systems. If you are working at a campus store for MBS, it is very likely that store is on the MBS system. Even if it is not, the Territory Manager will make sure you know what system you are working on and how to conduct buyback and/or rental returns on it. Many times your training as a new buyer or on a new-to-you system will be conducted onsite at a buyback.

## Title & Buyback Notes

**Whatever system you are working on please pay attention to the “Title” and “Notes” fields on the screen.**

The “Title” field often lists more than the name of the book. It can contain information about ancillary materials. You may scan a book and see the title line says W/DVD, W/CD DVD or CD ROM. Then the book must have that item in order to be bought or returned for MBS. The title line may say with Access Code or even list the name of a specific access code. If it doesn’t have the code, then you cannot buy the textbook back for MBS under that listing. You will have to see if the textbook has a value by itself under the “Text only” or “-Text” listing. Some bookstores will accept textbooks back without their supplemental materials for **retail buyback** or **rental return**. Check with your Territory Manager, Lead Buyer, or Textbook Manager to see if that is the case.

The “Notes” field provides pertinent information about the book. This field will contain NEP (new edition pending) information on the title and any notations that are needed for purchasing decisions. For example, if “CLN+COMP” is listed in the “Notes” field, make sure no more than 5 pages have writing, and that all pages are intact on workbooks (especially on workbooks with perforated pages). There will also be information about any inserts or ancillary materials that will accompany the textbook.

3rd 9/20 = new edition pending September 2020

Due 9/20 = expected publication date September 2020

CLN (C+C or CLN+COMP) =free of cribbing (and all pages intact)

HS = high school level

LLA68, Moses= additional identifying information

SEE JONES = this is a “see reference” directing you to another author

TRD = trade discount

GOP, OP = (going) out-of-print

+CL cloth version is also acceptable

OV temporarily overstocked

W/DVD, W/CD DVD or CD ROM must accompany book

## Quantities

Limits for wholesale quantities exist. They change monthly with each guide revision and apply per store. The wholesale price is guaranteed for 100 copies per title, unless a lower limit is indicated.

To help you identify the limited titles, MBS has a letter code or numeric rating at the end of each title line correlating to the number of copies we will purchase.

<b>Letter Code "B"</b>	<b>MBS will purchase up to 10 copies.</b>
<b>Letter Code "E"</b>	<b>MBS will purchase up to 25 copies.</b>
<b>Letter Code "J"</b>	<b>MBS will purchase up to 50 copies.</b>
<b>Letter Code "T"</b>	<b>MBS will purchase up to 100 copies.</b>
<b>Numeric Rating 0-9</b>	<b>MBS will purchase up to 100 copies.</b>

Quantities exceeding stated limits will be purchased at the stated wholesale price only with prior approval. To get approval, please call MBS Inventory Management at 800-325-0929, option 3.

## Books Likely to Have Grading Issues

The following types of books are the ones most likely to pose problems at buyback and rental return. They require closer examination in order to buy or accept back.

### Laboratory Manuals, Study Guides, Spiral-Bound Texts, Workbooks

Primarily consisting of fill-in exercises, experiments and tear-out pages, these books are acceptable only if 5 pages or less are written on, and only if ALL perforated pages are intact. If a page is 'loose' it may not survive the transport to MBS and should probably be turned away.

### Foreign Language and Law Textbooks

Acceptable only if 50% or less of the book is cribbed (i.e. has notes).

### Damaged Books

Severely damaged books are unacceptable. They include books with lost or illegible covers, pages missing or contents separated from covers. Unacceptable water damage includes mildew, pages stuck together, discoloration, or more than one-fourth of the pages rippled. Trade books (paperbacks) with damage of any kind including missing covers, any water damage, or oxidation due to age cannot be accepted.

### Custom Buyback

Custom buyback is when MBS Inventory Management places a value on a few select titles which have no wholesale value in our current Buying Guide. These special prices are for the current buy only and only for that specific campus.

## Instructor's Complimentary Copies

MBS will not buy back instructor's complimentary copies. These are books the publishers send to instructors for free review to encourage future orders. Such books may be marked outside or inside the cover with the words "Instructor's Copy" or "Free".

## International Editions

MBS will not buy back International editions of US textbooks. International editions may state "Not for sale in the USA" or "International Edition" on the outside cover.

## Custom Published Titles

Custom titles can be very similar to the standard textbook. MBS will not purchase custom published titles bought in error. If the custom title's barcode does not scan and show a wholesale price, do not assume that it is the same as the standard textbook. If there is any doubt as to the value of a custom published title, call the Database Management Department (800-325-9017) or the MBS Inventory Management Department (800-325-0929, option 3) for clarification. Please note with whom you spoke and make sure the Territory Manager is notified of titles you questioned but were approved by the MBS home office.

## Packages

Watch for titles that must be purchased with DVDs, CDs, or other types of ancillary materials. A description of the parts needed to be acceptable for purchase will be described in the title, so please read title information carefully. MBS will not pay for books missing items. We will often have wholesale prices on the text by itself, but it must be listed in the MBS Database to have wholesale value.

## Titles Sold with Access Codes

If the textbook's title includes "With access code" in the title, a valid code with the textbook must be included to resell the book.

The "New Only" buyback warning means:

1. It must be in the original shrink wrap from the publisher. Buying on the MBS buyback database, the buyer will get a buyback warning that the title must be "New Only".
2. If "New Only" is not specified, the password must either be sealed, or if it is a "scratch off" password, its covering must be intact. Verify the access card is not easily openable or resealable.
3. If "New Only" is specified and if the password is missing or may have been used, check the MBS database for the same title without a password to see if there is wholesale value. This is called a "Text only" listing.



## Unlisted Titles

If you have quantities of a title not listed in the MBS Database, please call the **MBS Inventory Control Department at 1-800-325-0929, option 3** for a possible price quote. New trade paperback titles not yet in our database with a pre-priced value can be bought using 7 X's in ATKey field. Select the correct entry based on the retail price of the book.

## Loose Leaf and 3-Ring Binder Textbooks

Unbound textbooks must have a front and back cover with a legible barcode to be acceptable. The barcode may be printed on the front or back cover. The original custom retail barcode and price from the publisher that was on the outside shrink wrap may now be gone.

Confirm the barcode being used is the LL / Loose leaf barcode NOT the bound text barcode. If an unbound (loose leaf) is purchased as the "Text" entry, this will result in a shipment excess. Always check for correct binding.

Buyers should verify that the book is not missing pages. If a copy appears noticeably thinner than other copies purchased, do not buy.

Books that are bought in a 3-ring binder should be left in the binder when packing. Pack these separately taking care to not bend the covers or pages.

**Do not** buy loose leaf books that have been rebound.

Unbound textbooks without binders can be bought back. The pages must be secured. Rubber band the loose textbook pages and pack them carefully. Do not pack loose pages in your cartons.

If the pages are severely bent, folded, water damaged or in generally poor shape, do not buy the book back.

## Special Exception: Rental Returns and Access Codes

On the previous pages, you've been instructed that all wholesale buyback books listed as having access codes must have them intact and unused for the book to be bought back. That is correct.

There is one special exception to access codes being required—rental returns. You can accept rental returns missing their access codes, even if the codes are noted on titles' listings.

This policy allows MBS to be very competitive in the rental market. MBS can issue more rental rebates for more titles because access codes accompanying textbooks have become almost standard practice.

Having two grading standards about access codes (wholesale versus rental), may seem confusing at first, but it soon becomes habit in the field.

### Missing Access Codes

- May not have the "New" notation in the title but could have the notation in the comments area. Check for "Text Only" price! Some titles may not have the "New" notation in the title but could have that notation in the comments area.

## Grading Guidelines:

To assure that our customers receive high-quality used books, we follow certain guidelines when checking in buyback and guide shipments. The information below will help you understand MBS' grading policies which in turn allows you to buy resalable books at the buyback counter. The following categories need to be inspected carefully. These problem books will be thrown away if the grading guidelines are not followed.

CATEGORY	UNACCEPTABLE IF:	BUYER PROCESS:
<b>PHYSICAL CHARACTERISTICS</b>	<ul style="list-style-type: none"><li>• Missing or torn covers</li><li>• Cover/binding is split or separated from book contents; loose pages</li><li>• Missing pages</li></ul>	
<b>ACCESS CODES</b>	<ul style="list-style-type: none"><li>• Code is open or exposed</li></ul>	
<b>PACKAGES</b>	<ul style="list-style-type: none"><li>• A component, such as an access code or CD, is missing</li></ul>	
<b>LOOSE LEAF PUBLICATIONS</b>	<ul style="list-style-type: none"><li>• The front or back cover or copyright page is missing</li><li>• The publisher's barcode is missing</li><li>• Missing pages</li><li>• Contains photocopied or blank page inserts</li></ul>	<ul style="list-style-type: none"><li>• Fan slowly to determine if complete</li><li>• Double band with # 64 rubber bands. Pack loose leaf's in separate boxes and mark boxes with "LL" on all sides</li></ul>
<b>PERFORATED BOOKS</b>	<ul style="list-style-type: none"><li>• Missing pages</li></ul>	<ul style="list-style-type: none"><li>• Squeeze book at top of the binding to look for missing pages</li><li>• Fan book to look for missing pages</li></ul>

<b>CATEGORY</b>	<b>UNACCEPTABLE IF:</b>	<b>BUYER PROCESS:</b>
<b>REBOUND BOOKS</b>	<ul style="list-style-type: none"> <li>• Original publisher cover has been replaced</li> <li>• Loose leaf has been bound</li> </ul>	
<b>WATER DAMAGE</b>	<ul style="list-style-type: none"> <li>• Mold, mildew or dark stains present</li> <li>• Pages stick together</li> <li>• More than 25% of the book is rippled or stained</li> </ul>	
<b>LAW BOOKS</b>	<ul style="list-style-type: none"> <li>• More than 50% of the book has been cribbed or underlined</li> <li>• Contains highlighting which obscures the text</li> </ul>	
<b>STUDY GUIDE, WORKBOOKS OR WORK TEXTS</b>	<ul style="list-style-type: none"> <li>• More than 5 pages have writing</li> <li>• Missing pages</li> </ul>	
<b>COMPLIMENTARY COPIES</b>	<ul style="list-style-type: none"> <li>• Publisher marked, stickered or otherwise identified as a professional review, free or complimentary copy</li> </ul>	
<b>INTERNATIONAL STUDENT EDITIONS</b>	<ul style="list-style-type: none"> <li>• Book is an international student edition (ISE) and has an ISBN that varies from a North American student edition</li> </ul>	
<b>PUBLISHER CONSIGNMENT (RENTAL) BOOKS</b>	<ul style="list-style-type: none"> <li>• Book is not in a reusable condition</li> <li>• Normal wear and tear is acceptable</li> </ul>	

# Pre-Buyback Checklist for All Buyers

Talk to the Territory Manager at least two weeks prior to the scheduled buyback to discuss details 1-13 below.

- 1.** Confirm buyback dates, times, location(s) and the expectations of the Territory Manager for the buyback.
- 2.** Assemble travel arrangements
  - a.** How do I fund the expenses of the buyback? Personal credit card? Travel Advance?
  - b.** Lodging
    1. Check with the Territory Manager about appropriate lodging.
    2. If Territory Manager has made arrangements, be sure to get the confirmation numbers.
  - c.** Confirm buyback number
  - d.** Confirm attire and vehicle arrangements for each leg of travel for the buyback.
  - e.** Where do I park on the campus? Do I need a pass? What time should I arrive on the first day?
  - f.** What is the Store Manager's office and mobile phone number in case I encounter travel delays?
- 3.** What are my responsibilities? Where do they start/stop?
- 4.** Paperwork/materials to take with you
  - a.** Buyer's Letter
  - b.** Expense Report Instructions
  - c.** Parking Permits (if mailed in advance)
- 5.** What computer system will I be buying on?
  - a.** How do I get trained on that particular system?
  - b.** Will the computers already be set up?
  - c.** Will the system be initialized?
- 6.** Any campus or store peculiarities that I should be aware of?
- 7.** What security issues do I need to be aware of?
  - a.** Where are wholesale books to be stored? Whose responsibility?
  - b.** Any peculiar or particular cash handling procedures?
  - c.** How do I handle stolen books?
- 8.** Remote locations? Am I at one?
- 9.** What is the history of problems for this buy?
  - a.** What do I need to be careful of?
  - b.** What are some of the problem titles and sets?
- 10.** How can the Territory Manager reach me if needed? Cell phone number?
- 11.** Do I know how to reach the Territory Manager or Lead Buyer? Cell phone number(s)?
- 12.** Are there any personalities at the bookstore that I should be aware of in advance of the buy that will help me perform my job well?
- 13.** Do I have questions about anything else in advance of arriving at the buyback?

# On-site Buyback Best Practices for All Buyers

1. Keep the retail, wholesale, and rental books separate from each other during each transaction. It's best to make stacks of each type of book. Be aware of which stack you put each book in. This is critical and can only be done by paying attention.
2. Before you complete each transaction verify that the number of books in each stack matches what the screen says. This will help you catch sorting mistakes.
3. Secure all books purchased as if they were money.
4. Recognize workbooks, lab manuals, perforated page/tear-out books as potential "bad buys" and quickly grade each. Be extra cautious with this type of book.
5. Know how to read every screen and understand what the codes mean.
6. Water damaged books are MBS' single biggest nemesis at buyback. They have absolutely no value for MBS. Most campus stores will reject water damaged books as retail books and rental returns.
7. Double count payout cash. Count it once as you take it out of the drawer to pay a student and count it a second time to the student as you pay her or him. This is a great way to catch counting errors!
8. Be sure to end every transaction. If this isn't done, the next purchase will include the previous one you did not complete, and you will pay twice for the same book(s). Your cash will come up short.
9. Never leave cash unattended or on the buyback counter!
10. The bookstore people are your "professors." They will be giving you a grade. Keep them happy. If they request you back, you have done your job well.

## ID Policy

All MBS staffed buybacks are to require a valid campus ID (Student / Faculty / Administration) for anyone selling a book at a buyback counter. **Individuals without a valid ID will be directed to the Bookstore management.**

If the Bookstore management validates the individual as a student, faculty, or administrative employee, then MBS will purchase the book

**NOTE:** This does not mean the ID must be entered into the buyback system. Obviously with the advent of rental, ID entry is commonplace at most buybacks today, but in the event ID entry is not being done—that is fine—if a valid ID has been presented to the buyer.

## Have Fun with It!

There's a lot to remember and do physically at buyback. There's a definite learning period. Once you've got the concepts and mechanics down, buyback becomes easier and fun. You'll be surrounded by young people all day. Their energy and enthusiasm are contagious. You'll be around MBS's customers who work very hard to serve their customers and reduce the cost of course materials. They're a great group of individuals. If you like people, like to travel, enjoy working in retail environments, and have an entrepreneurial spirit, you'll thrive at buyback, and you might even make some good friends.



# Lead Buyers

Thank you for taking on the responsibilities associated with being a Lead Buyer! Your presence at buybacks allow Territory Managers to effectively manage their territories and be where needed during this busy time. They are confident in your abilities since they have contracted you.

The following section of the manual covers material Lead Buyers should know about buyback and help you successfully perform your duties. Some of the information will be reminders, and some has been updated. Please review all material carefully and contact your Territory Manager if you have questions!

## Lead Buyers' Responsibilities

### Pre-buy

- Establish responsibility for all assets on all sites.
- Be familiar with the buyback system. Use tutorials or refreshers, if necessary and available.
- Confirm all details with Territory Manager.

### First Day of Buy

- Each "local" Lead Buyer physically verifies and counts the starting cash.
- Discern access codes and packages, retail, wholesale, and rental.
- Designate one person to call MBS Inventory Control for quotes on titles.
- If buying on a foreign system (non-MBS), your Territory Manager may entrust you with an MBS laptop with MBS Buyback loaded. This will allow you greater access to book notes other systems don't offer.
- Establish ASAP how/who discerns notes on MBS Buyback during the course of your buyback.
- Give daily cash verification worksheets to every buyer.
- Understand how books will be processed at this specific buyback.
- Make sure you receive the correctly color-coded buyback labels for your cartons. Number each of your buyback labels sequentially (1,2,3, and on) to help keep carton count.
- Confirm the buyback number on the MBS issued labels match your paperwork.
- Check if the store has put up and out all its buyback promotional materials. If you need to post these materials for them, be mindful of areas posters can be hung.

## During the Buy

- **Ensure buyers close transactions**—complete transactions after giving out \$ not before.
- Verify funds daily, including at remote or satellite locations.
- If there is a shortage or overage, immediately work to identify and resolve the problem.
- Be sufficiently strict when grading titles (**NOTE GRADING POLICY**).
- Read notes on each title and differentiate between MBS notes and customer notes.
- Call MBS Inventory Management for any titles that have notes you have questions about.
- Verify that the title information, barcode, and ISBN match.
- Verify retail and wholesale prices for each title when completing transactions.
- **Employ buying psychology**. (Reference “Buying Psychology” on **page 10**)
- Call MBS Inventory Management for quotes on promising titles (**800-325-0929, option 3**)
- Count and balance drawers for main and/or remotes each day.
- If buying on a “foreign system” (non-MBS) obtain access to daily buy figures from the school’s staff.
- Verify books/cartons coming back from remote/satellite locations.
- Notify your Territory Manager of any issues during the buy within 24 hours.
- Notify your Territory Manager **ASAP** if you look likely to run out of funds before the buyback ends. For example, if you spend more than half your cash in the first day of a multiple day buyback, you likely will need more funds.
- Box your wholesale daily if the account does not assist with boxing.
- Maintain a daily carton count to ensure no cartons are lost between buyback days.

## End of Buy

- Physically count your total cartons—wholesale, rental (if possible), and virtual bookstore retail (if applicable).
- Get printed lists of wholesale and retail books purchased or email copies to your Territory Manager.
- For multi-unit stores, get a printed list of books purchased for each unit or email copies to your Territory Manager.
- Get a print-out of the daily cash analysis and/or email a copy to your Territory Manager.
- Lead Buyer verifies remaining funds.
- Fill out the MBS buyback Cash Control Sheet (CCS).
- Uncashed buyback checks should be entered in parentheses under the cash additions section not in the remaining cash section. In the check number area, enter the check number of the check that they did not use. In the amount area, enter the amount of the check as a negative number.
- Buyback funds must be returned to MBS within 10 days of the buyback ending.

- If returning funds via the bank, be sure to have a safe mode of transportation planned. Larger deposits are typically returned via armored car service. Smaller deposits may be the responsibility of the Lead Buyer. Before the buyback starts, verify with your Territory Manager the deposit method.
- When preparing a deposit of any kind, MBS's deposit bank account information will be needed and will be provided by the Territory Manager.
- A deposit should be for one buyback only. Buyback deposits are not to be combined.
- Know who is to return leftover, voided checks to MBS--you, your Territory Manager, or the college store's management.
- If you are to return the voided checks to MBS directly, and the leftover amount is less than \$10,000, please use the postage paid Green Buyback Paperwork envelope.
- If returning funds via check to MBS and the amount is over \$10,000, the check needs to be sent via a trackable method. This can be USPS priority mail, UPS, or Fed-Ex ground. It does not need to be sent next day or second day. If a fee is incurred, obtain a receipt and submit it with your expense report.
- Ensure the Text Manager, Store Manager, or other appropriate store personnel signs the MBS CCS and receives a copy. Take a photo with your phone to text to the Territory Manager.
- Call for freight pick up on 6 cartons or more. Buys of 5 cartons or less need to be shipped UPS using the ARS labels. The carrier will need to know the number of cartons and how much they weigh (approximately 50 lbs. each). Any additional information you can supply, such as store hours and location of loading dock will help the process. Even if the store assumes responsibility for freight pick up, go ahead and complete the Bill of Lading.
- If you are arranging the rental carton shipment, these cartons must be shipped back MBS in one of two ways. Use a Bill of Lading for 6 cartons or more. If 5 cartons or less, ship the cartons as a third party billing using MBS UPS Account #671215. **Never** use UPS ARS labels for rental cartons.
- Box any MBS equipment. Call the MBS Hardware Department via voice mail (800-325-6375, ext. 5236) to request call tags for equipment pick-up. Always ship separately using UPS. Do not ship with books!
- Clean the buyback area.
- Always remember to thank the customer for their business.

## Post Buy

- Report to your Territory Manager buyback figures within 24 hours via her or his preferred method. Typically, you will be asked to text, email, or fax the Territory Manager copies of the Cash Control Sheet, daily analysis, book lists, and BOL. Some representatives may have you report figures via online Cash Control Sheet entry. If so, they will train you how to.
- Verify with you Territory Manager where you are to mail the original signed Cash Control Sheet, daily cash verification report, BOL and printed buy reports, deposit slips and uncashed checks. Some representatives will have you mail them directly to MBS in the green postage paid envelope. Others will want you to mail the paperwork to them first.

**Your expediency in reporting and mailing paperwork is encouraged and appreciated! Territory Managers are under tight deadlines to report buyback figures and turn in paperwork.**

## Cash & Product Security

Even small buybacks require handling a substantial amount of cash. MBS cannot provide instructions that apply to every situation. The following are some guidelines for proper cash handling and product security.

1. The Lead Buyer is responsible for all MBS funds and will need to make a single bookstore person responsible for the "Vault Cash."
2. If you are buying alone, make arrangements with the Store Manager in advance to take care of the cash during your absence.
3. Buyback funds should never be commingled with bookstore or personal funds.
4. Never leave MBS cash unsecured with someone other than an MBS employee or the Store Manager.
5. Always verify cash upon receipt from the bookstore personnel or from our Accounting office.
6. A minimum amount of cash should be kept at the buyback station(s). The Lead Buyer will consider the size of the buy and the accessibility of secure storage in determining a limit.
7. Individual buyers are responsible for their cash drawers.
8. Ideally remote locations should be attended by at least two people.
9. Cash in excess of that kept at buyback station(s) should be left in a locked money bag and placed in an area of limited access (store's safe or accounting office).
10. Only MBS employees, hired buyers, and appropriate bookstore personnel should handle the cash during buyback.
11. At the end of each transaction, count the total for the transaction to yourself as you take it from the drawer and then again aloud to the students as you pay them.





12. Always check with the Store Manager or MBS Lead Buyer when handling stolen books that come through buyback. Never accuse the seller and make sure you and/or the bookstore staff have sufficient information before approaching the customer.
13. Cash should be verified daily. Complete the Daily Cash Verification Worksheet.
14. Cash should always be counted in “dual control” (i.e., two people must agree on a “cash count” before transfer of responsibility).
15. When counting money, it is not necessary to open every bundle. Do check the total amount.
16. If any bundles appear light or their straps are loose, then open and verify those individual bundles.
17. Always verify money in private!
18. Cash must be transported in a locked money bag and the bag should be placed in a briefcase or box for additional security.
19. You are responsible for the cash. Others may be aware of this, so take the necessary precautions and stay alert.
20. Textbooks are a valuable commodity and should be treated as such.
21. Be sure to put away purchased books promptly. Don't leave them sitting on countertops.
22. Make sure cartons to be shipped are sealed as soon as they are packed full.
23. Make sure a responsible person is in charge of carton security and double-checks the carton count daily.
24. **NEVER put yourself at undue risk. Make sure your location is secure, and remember your safety always comes first.**





## MBS Inventory Management | 800-325-0929, option 3

If a title keeps appearing at buyback, but has no retail or MBS value, there is a chance MBS Inventory Management might allow a certain number of copies to be purchased. Use the guidelines below when you scan a title and it comes up \$0 in our database to determine when to call MBS Inventory Control.

If your call allows you to purchase a limited quantity for a certain value, be sure to immediately enter the quote into the buyback system. (See the following section on editing wholesale prices.)

**Note: If you scan a book and you get a “record not found” message, manually enter the ISBN to ensure the barcode is not defective. If you still get the “record not found” message, it means the book is not listed on our database. Do not call these books in for quotes.**

### Guidelines

First verify book status.

Look at “Type/Notes” field in the MBS System or MBS Buyback.

Do you call MBS Inventory Management?

#### **NE (New Edition Pending)**

(edition) mm/yy)

(ie. 7th 09/20) indicates the 7th edition is due September 2020

**Yes!**

#### **Current Edition**

\$0.00 wholesale price (overstocked at MBS)

**Yes!**

#### **OE (Old Edition)**

“OE” next to the edition

Is it a very old edition? If so, **no!**

Is it a recently turned old edition you see at a lot of campuses still? If so, **yes!**

#### **Record not found**

(Be sure to double check your work.)

Book is not listed in our database.

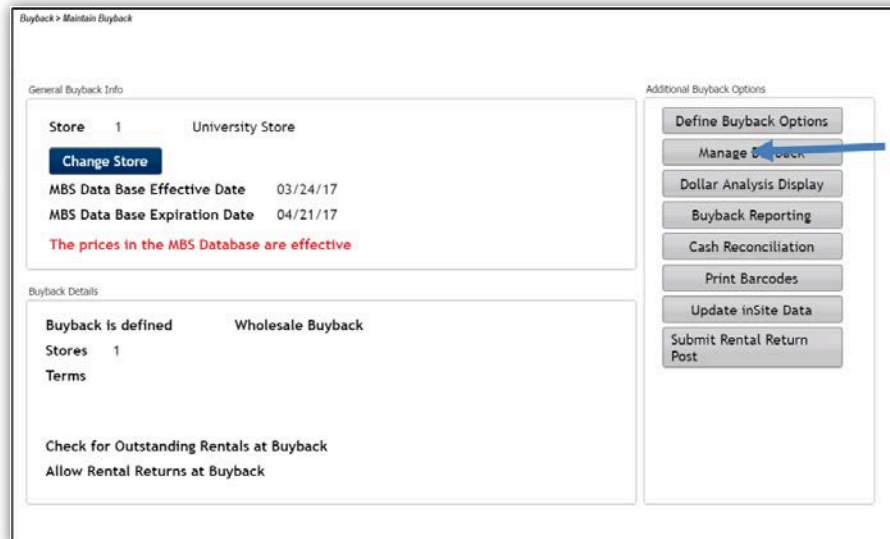
**No!**

# How to Edit Wholesale Prices

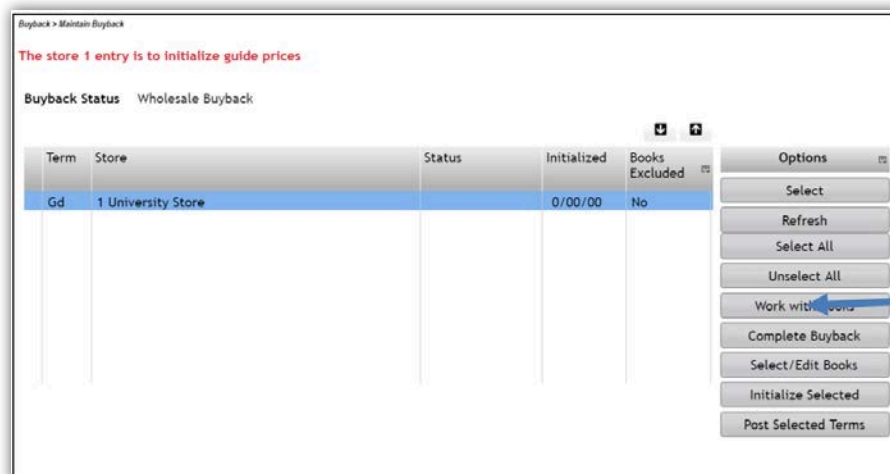
If you've successfully acquired Inventory Management quotes on titles unpriced on the current MBS guide, the following pages will show you how to edit wholesale prices in MBS Buyback, TA<sup>2</sup> Online, and TA Online.

## Editing Wholesale Prices in ARC

1. In the **Buyback** menu, go to **Maintain Buyback**. The Maintain Buyback screen displays in the following screen.



2. Navigate to the **Additional Buyback Options** and select **Manage Buyback**. A table displays verifying the buyback is open and if any terms are initialized for retail.




Term	Store	Status	Initialized	Books Excluded
Gd	1 University Store		0/00/00	No



**Note:** that in the above example, no terms are set up for retail. If they were, the retail term will display. Regardless, the steps for adding a wholesale title do not change if a retail term is active for buying.

3. Click **Work With Books** from the **Options** list. Nothing needs to be selected to use this option.

Search By ISBN/ATKey



Author	Title	Edition	ISBN
ABRAMS	SPEAKING FREELY	05	978-0-14-303675-3
GAINOR	NORTON ANTHOLOGY OF DRAMA, V.ONE	2ND 14	978-0-393-92341-4
STEWART	CALCULUS -TEXT	8TH 16	978-1-2857406-2-1
STEWART	CALCULUS,EARLY TRANSCENDENTALS	8TH 16	978-1-2857415-5-0
WARREN	ACCOUNTING (LOOSELEAF)	26TH 16	978-1-3050884-0-5
WARREN	ACCOUNTING	26TH 16	978-1-2857436-1-5

**Options**

Edit Guide Price

Display Guide Price History

Notes

Missing Books Info

Current Buy Amounts




4. A list of books displays. Click **Add** to create an entry for a title to buy wholesale. A search screen will appear to search for the title. Enter the ISBN or other search information and click Save.

Search for Buyback Book

ATKEY, ISBN, or bar code

Title

Quick Access Key

5. The buyback book entry screen appears as follows.

Buyback > Maintain Buyback

Enter price override information or press Enter to keep current price

Book Information

Author	WARREN	Edition	26TH 16	OE
Title	ACCOUNTING			
ISBN	978-1-2857436-1-5			

Current Buyback Price

Source	MBS Data Base
Guide Price	0.00

Override Guide Price

New Guide Price	<input type="text" value="00"/>
Expiration Date	<input type="text" value="0/00/00"/>
Limit Quantity	<input type="text" value="0"/>
Use Price on Guide Shipment	<input checked="" type="radio"/> Yes <input type="radio"/> No
Price Application Choice	
<input type="radio"/> Apply only to this buyback	
<input type="radio"/> Apply to all currently open buybacks	
<input checked="" type="radio"/> Apply to all buybacks until expired	

Current Guide Prices

MBS Data Base Price	0.00
Guide Shipment Price	0.00
Expiration Date	4/21/17
Limit Quantity	500

Complete the information as follows:

- **New Guide Price** – Enter the price that MBS will pay for the title as confirmed by Inventory Control.
- **Expiration Date** – Enter the date that the title will no longer receive the entered Guide Price.
- **Limit Quantity** – Enter the approved number of units for the title that can be purchased as confirmed by Inventory Control.
- **Use Price on Guide Shipment?** – Yes will ensure the price provided by Inventory Control does display on guide shipments.
- **Price Application Choice:**
  - **Apply only to this Buyback** – Only allows the title to be purchased at the entered price for the store buyback
  - **Apply to all currently open buybacks** – Applies the price to all stores within the company that are open for buyback, so the book can be bought at other store locations (multi-store companies).
  - **Apply to all buybacks until expired** – Applies the price to all stores with an open buyback until the entered expiration date.

6. Verify the entry and selections and click Save. The screen will display with a confirm message to ensure the entered price is correct. Edit or click Save.

Buyback > Maintain Buyback

**Confirm price change to 20.00 to expire on 04/15/17**

Book Information

Author	WARREN	Edition	26TH 16	OE
Title	ACCOUNTING			
ISBN	978-1-2857436-1-5			

Current Buyback Price

Source	MBS Data Base
Guide Price	0.00

Override Guide Price

New Guide Price	2000
Expiration Date	04/15/17
Limit Quantity	25

Use Price on Guide Shipment ☒ Yes ☐ No

Price Application Choice

- ☒ Apply only to this buyback
- ☐ Apply to all currently open buybacks
- ☐ Apply to all buybacks until expired

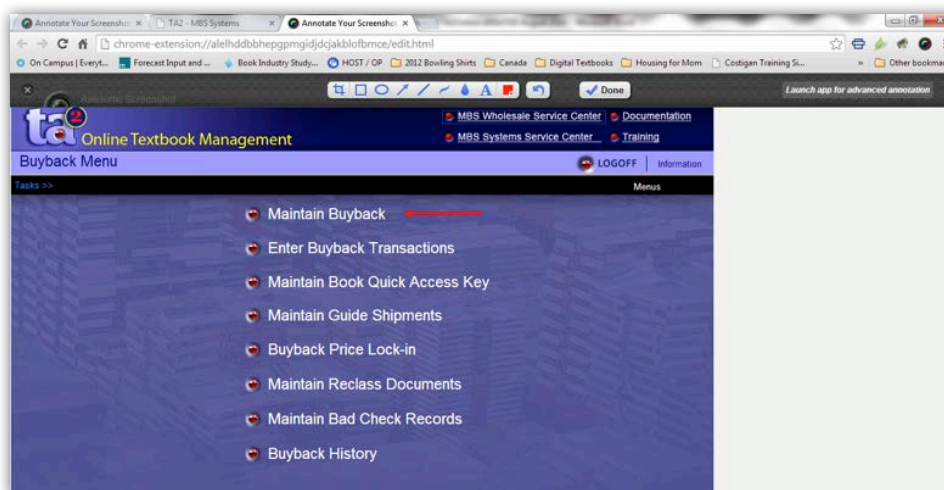
Current Guide Prices

MBS Data Base Price	0.00
Guide Shipment Price	0.00
Expiration Date	4/21/17
Limit Quantity	500

7. Continuing adding additional units as confirmed by Inventory Management. Once all units are entered, the books will display as available to purchase wholesale when entered on a buyback transaction.

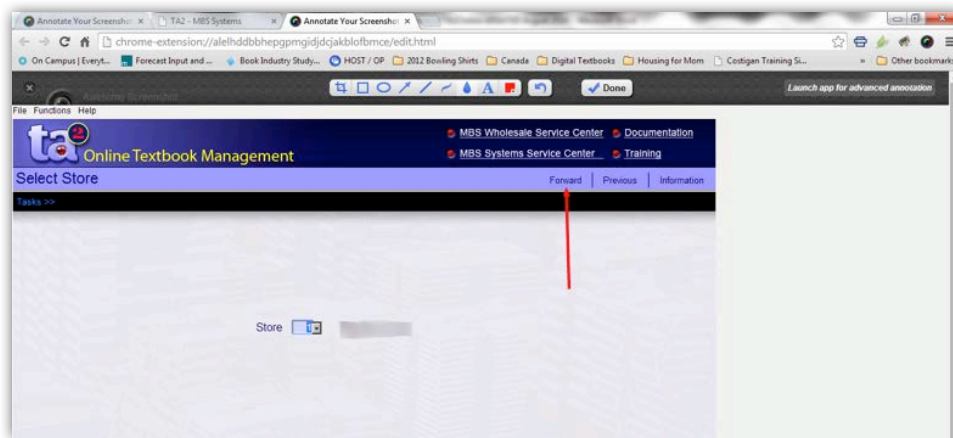
## Editing Wholesale Prices in TA<sup>2</sup> Online

1. In the **Buyback** menu, go to **Maintain Buyback**.

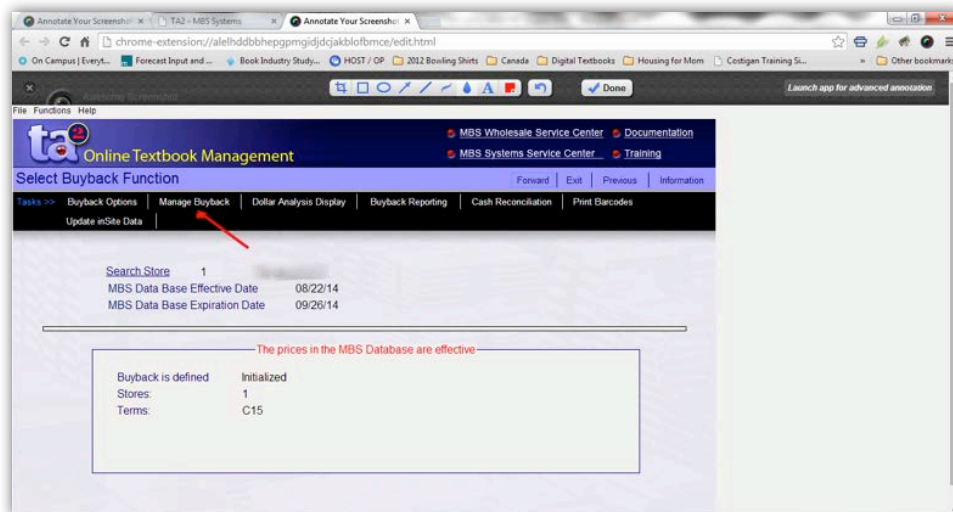




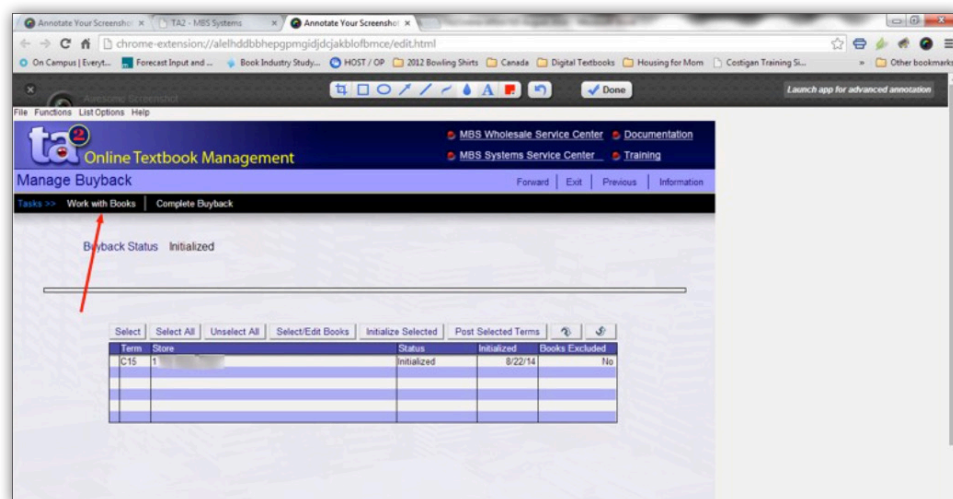
2. Select Store if there is more than one store and Forward or skip and Forward.



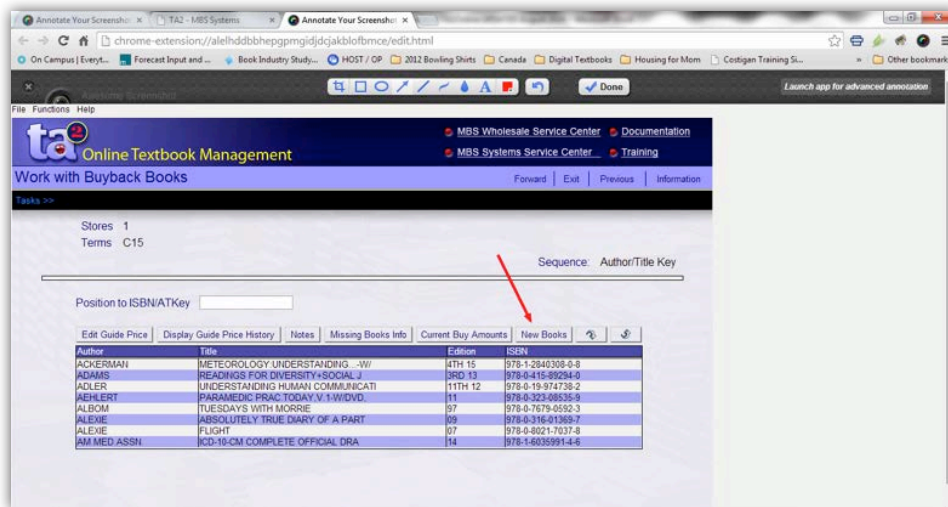
3. Click on Manage Buyback.



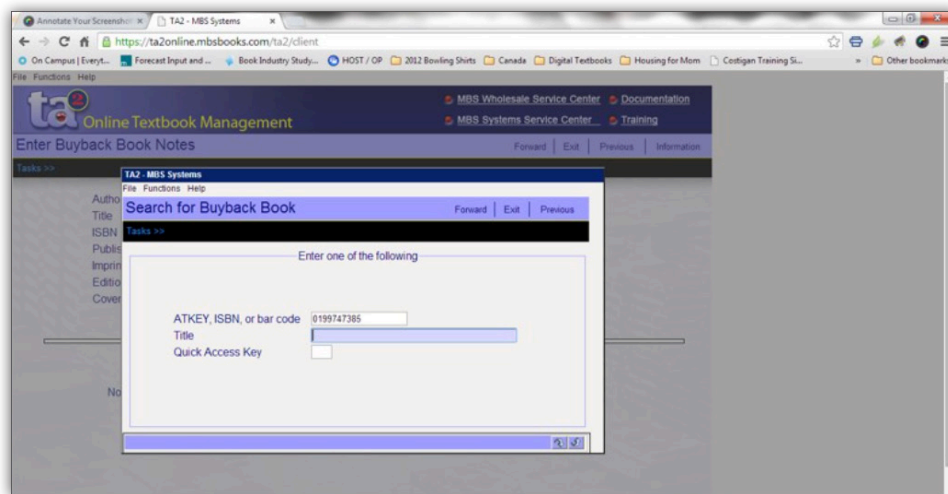
4. Click on the buyback you want to highlight it, press **Select**, and then click on Work with Books.



## 5. Select **New Books**.



## 6. Enter the ISBN/EAN then hit **Forward**.



7. Highlight the correct book from list (if it doesn't automatically pop up) and click **Edit Guide Price.**

The screenshot shows the 'Enter Buyback Custom Quotation' screen in the TAA Online Textbook Management system. The book details are: Author: WARREN, Title: ACCOUNTING, Edition: 23RD 09, OE. The current guide price is 0.00. The screen offers two options: 'Keep Current Buyback Price' or 'OR Override with new price, as follows:'. The override option includes fields for 'New Guide Price' (set to 00), 'Expiration Date' (set to 0/00/00), and 'Limit Quantity' (set to 0). There are checkboxes for 'Use Price on Guide Shipment' (Yes/No) and 'Price Application Choice' (Apply only to this buyback, Apply to all currently open buybacks, or Apply to all buybacks until expired).

8. Enter Price quoted from Inventory Management. Do not use decimals. For example, enter \$2.00 as 200.
9. Enter an Expiration Date for the day after the buyback ends.
10. Set Use Price on this shipment should be set to Yes.
11. Limit Quantity is how many copies MBS Inventory Management told you was your limit to buy. Enter that amount.
12. On the right side of the screen, select Apply Only To This Buyback.
13. Hit Forward.
14. Hit Forward again to confirm
15. You will be brought to a Notes page, where you hit Forward again.
16. Then Exit to go back to Main Menu.

## Editing Wholesale Prices in TA Online

1. From the **Buyback** Main Menu, click on **Edit Book Prices – Stolen Books**.
2. Type in the ISBN/EAN.
3. Enter Wholesale Price.
4. You can no longer enter a quantity limit. Instead write your limit in the notes field.
5. Hit **Forward** and then **Exit**.

The screenshot shows the TAonline web application interface. At the top, there is a header with the 'ta' logo and 'ONLINE explore your store'. To the right of the logo, there are three links: 'mbsbooks.com', 'mbs service center', and 'faculty center network'. Below the header, the main title of the page is 'Edit Bk Prices-Stolen Books'. To the right of this title are three links: 'Information', 'Documentation', and 'Training'. The main content area displays book information in two columns. The left column contains: 'Author: MCCONNELL', 'Edition: 18TH 09 NE', 'Pub. Price: 171.25', and 'Discount: NET TEXT'. The right column contains: 'Title: ECONOMICS-W/ACCESS', 'Cover: Pub.: MCG', 'ISBN: 978-0-07-807171-3', 'Sub Pub: IRWIN', 'Book Notes: 19TH 1/11,NEW', and 'Guide Price: 50.00'. Below the book information, there is a 'Special Notes' field. At the bottom, there is a section titled 'PRICES' which contains two input fields: 'SHELF PRICE' with the value '24475' and 'WHOLESALE PRICE' with the value '5000'.

PRICES	
SHELF PRICE	24475
WHOLESALE PRICE	5000

# Pack with Care

Careful packing of cartons is critical to avoid being damaged in transit. Books received damaged are checked in at no value. By observing the following basic principles when packing books for shipments, you will maximize your check-in dollars.

## Cartons

- Fold the two short flaps in first, followed by the longer flaps.
- Secure with at least 2" wide mylar plastic tape.
- Remove or cross out old labels and other previous address markings.

## Packing Books

- Lay the books flat or place them in with the bindings down.
- Never force a book into a carton.
- Soft cover books should never be bent or curved in the carton
- **Always have wholesale and rental return pallets wrapped in plastic**, which can prevent costly water damage during delivery

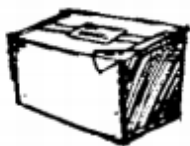
## Packing Materials

- Use packing material (no newsprint) in cartons whenever possible.

## Labels

- Place shipping label on the **ends** of the cartons.
- Remove or cross out any old address labels or markings on carton.
- Number cartons accordingly (e.g., 1 of 14, 2 of 14, 3 of 14, etc.). This serves as a double-check.
- Use the MBS supplied pink buyback label on buyback cartons for MBS buybacks.
- Use the MBS supplied green buyback label on buyback cartons for Barnes & Noble College or BNC K-12 virtual bookstore buybacks.
- Buyback shipments should not be combined with blue labeled rental shipments.

## Things to Avoid



Wrong Label



Loose Items



Cellophane Tape



Multi-labels



Damaged Boxes



# Shipping Labels

These are the common shipping labels you will see and use. One of the labels is used to pay for and track the shipment of cartons. The others are used by MBS Receiving to identify what kind of cartons are arriving at MBS and how they should be processed.

## UPS ARS Label

Use these to ship 5 cartons or less of MBS buyback cartons. This label is used to ship cartons at ground rate via UPS. **They are NOT to be used for rental cartons.**

Please limit UPS small package shipments on MBS' account to 50 pounds per carton. Cartons sent on skids via freight will continue to have no weight limit. Please send shipments that exceed five cartons or 400 pounds via freight.



UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

**ARS.**

FROM: Name: \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

SHIP TO: MBS TEXTBOOK/45  
2711 W ASH ST  
COLUMBIA MO 65203 6105

**MO 652 9-03**

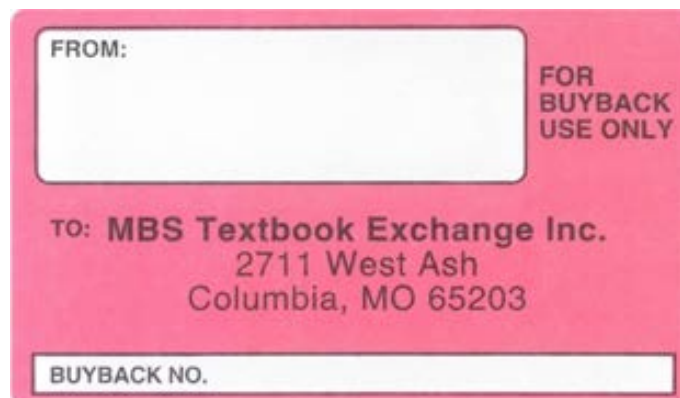
**UPS GROUND**  
TRACKING #: 1Z 182 750 06 0749 0899

UPS Authorized Return Service\*

REF # \_\_\_\_\_  
GROUND A.R.S. TRACKING NUMBER 1Z 182 750 06 0749 0899 REF #/ DATE

## Pink Buyback Label

Whatever shipping method you use (ground or freight), one of these must be numbered and placed on each wholesale buyback carton. This label identifies what kind of shipment is being received at MBS.



FROM: \_\_\_\_\_

**FOR BUYBACK USE ONLY**

TO: **MBS Textbook Exchange Inc.**  
2711 West Ash  
Columbia, MO 65203

BUYBACK NO. \_\_\_\_\_

## Green Virtual Bookstore Buyback Label

Whatever shipping method you use (ground or freight), one of these must be numbered and placed on each Direct buyback carton.



From: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Ship To:

**MBS**  
Service Company, Inc.  
2711 West Ash Street  
Columbia, MO 65203

PO#:

CTN: No. \_\_\_\_\_ of \_\_\_\_\_ CTNS.

## Rental Label

Whatever shipping method you use (ground or freight), one of these must be numbered and placed on each Rental buyback carton. Specific buybacks have hired buyers box and ship rentals.



FROM \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_  
STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

Ship To

**MBS Rental**  
2711 W. ASH STREET  
COLUMBIA, MO 65203

CTR. NO. \_\_\_\_\_ OF \_\_\_\_\_ CTNS.  
IN TOTAL SHIPMENT

## Hardware Label

Whatever shipping method you use (call tag, ground, or expedited) to send buyback equipment back to MBS, one of these must be placed on each hardware carton.



# Sample Cash Control Sheet | United States

To be filled out by Lead Buyer

## STUDENT BUYBACK CASH CONTROL REPORT (Print 3 Copies)



THIS FORM MUST BE RETURNED TO MBS  
ACCOUNTING WITHIN 10 DAYS OF BUYBACK

NOTE: All figures are subject to audit

**Please enter a value into all grey boxes**

**MBS Textbook Exchange, LLC**  
2711 West Ash Street  
Columbia, MO 65203  
800.325.3216

MBS Buying Guide Date 4/22/2019 Canadian Buy? No

### PURCHASED FROM

Store Name Sample Bookstore #111111  
Address 123 Main St  
City/State/Zip Columbia, MO 65203  
Customer # 77

BUYBACK # 542857  
BUYBACK DATES 5/20/2019 TO 5/24/2019  
WHOLESALE/DIRECT? WHL: COMPLETE  
REP: Monsoon

### EXPENDITURES

A. Retail books purchased for Bookstore \$ 15,098.50  
(Payable to MBS within 14 days from end of the buy)  
B. Wholesale books purchased for MBS \$ 12,455.25  
C. Commission Formula [ B x 20.00% ] \$ 2,491.05  
Rate of Commission  
C.1 How will this commission be paid? Check to be sent from MBS

### D. Miscellaneous Expenses paid with buyback funds

Explain Misc.: N/A

**ALL Miscellaneous  
Expenditures require  
prior approval**

D.1 Misc. (uncommon) N/A

D.2 Total \$ 0.00

E. Total Expenditures [ A + B + D.2 ]

E. \$ 27,553.75

### CASH SPENT

F. Beginning Cash

F. \$ 35,000.00

G. Cash Additions

Date	Tender		Amount
G.1 N/A	(Select)	N/A	\$ 0.00
G.2 N/A	(Select)	N/A	\$ 0.00
G.3 N/A	(Select)	N/A	\$ 0.00

G.4 Total \$ 0.00

H. Remaining cash

H. \$ 7,447.25

H.1 How to return the remaining amount?

Bank of America

I. Total Cash Spent [ F + G.4 - H ]

I. \$ 27,552.75

I.1 CASH Long (+) or Short (-) [ E - I ]

I.1 \$ 1.00

*Patricia Stone* 5/24/2019  
Manager's Signature Date

*Saffron Johnson* 5/24/2019  
Buyer's Signature Date

UPS Freight

5/27/2019

Multiple shipments?

NO

Freight Company Used

Date

Carton Count: 50  
Wholesale

0  
Retail

0  
Rental

50  
TOTAL

V4.10/16/15.atd



# Sample Cash Control Sheet | Canada

To be filled out by Lead Buyer

## STUDENT BUYBACK CASH CONTROL REPORT (Print 3 Copies)



THIS FORM MUST BE RETURNED TO MBS  
ACCOUNTING WITHIN 10 DAYS OF BUYBACK

NOTE: All figures are subject to audit

Please enter a value into all grey boxes

MBS Textbook Exchange, LLC  
2711 West Ash Street  
Columbia, MO 65203  
800.325.3216

MBS Buying Guide Date 4/22/2019

Canadian Buy? ☐

1 US DOLLAR = 1.33000 YES

Enter Exchange Rate for  
Day 1 of the Buy

CAN. DOLLARS

### PURCHASED FROM

Store Name College Store of Canada #49  
Address 850 Ouellette Ave  
City/Province/PC Windsor, ON N9A 4M9, Canada  
Customer # 7749

BUYBACK # 542888

BUYBACK DATES 5/13/2019 TO 5/17/2019

WHOLESALE/DIRECT? WHL: COMPLETE

REP: Shellistrop

### EXPENDITURES

- A. Retail books purchased for Bookstore  
*(Payable to MBS within 14 days from end of the buy)*
- B. Wholesale books purchased for MBS
- C. Commission Formula [ B x 20.00% ]  
Rate of Commission

A. \$ 15,098.50

B. \$ 12,455.25

C. \$ 2,491.05

C.1 How will this commission be paid?

Commission Paid with Buyback Funds

### D. Miscellaneous Expenses paid with buyback funds

Explain Misc.:

D.1 Commission \$ 2,491.05  
D.2 Buyers' expenses \$ 1,200.00  
D.3 Promotions \$ 0.00  
D.4 Bank fees \$ 0.00  
D.5 Store Expenses \$ 0.00  
D.6 Misc. (uncommon) N/A

D.7 Total \$ 3,691.05

E. Total Expenditures [ A + B + D.7 ]

E. \$ 31,244.80

### CASH SPENT

F. Beginning Cash

F. \$ 35,000.00

G. Cash Additions

Date	Tender	Amount
G.1 N/A	(Select)	N/A
G.2 N/A	(Select)	N/A
G.3 N/A	(Select)	N/A

G.4 Total \$ 0.00

H. Remaining cash

H. \$ 3,755.20

H.1 How to return the remaining amount?

By Store

I. Total Cash Spent [ F + G.4 - H ]

I. \$ 31,244.80

I.1 CASH Long (+) or Short (-) [ E - I ]

I.1 \$ 0.00

[Signature] 5/17/2019  
Manager's Signature Date

Chidi Anagonye 5/17/2019  
Buyer's Signature Date

UPS Freight

5/20/2019  
Date

Multiple shipments?

NO

Freight Company Used

Carton Count: 50  
Wholesale

0  
Retail

0  
Rental

50  
TOTAL

V4.10/16/15.atd



# Sample Daily Cash Verification

To be filled out by Lead Buyer or as instructed by Lead Buyer:

Complete this form on the computer,  
OR - Print this form for manual entry.  
Enter Your Data in the Blue Boxes.

BUYBACK #: 123123123

CUSTOMER: CAMPUS BOOK STORE  
DENTON, TX

MBS Textbook Exchange, Inc.  
2711 West Ash  
Columbia, MO 65203  
573 445-2243 OR 800 325-0530

DAILY BUYBACK CASH VERIFICATION

LOCATION: MAIN

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	TOTALS
RETAIL PURCHASES (optional)	\$ 8114.50	\$ 7695.00	\$ 6814.25	\$ 9416.25	\$ 6185.50	\$ 38,225.50
+ WHOLESALE PURCHASES (optional)	\$ 2610.75	\$ 1831.00	\$ 3108.75	\$ 1312.75	\$ 11018.75	\$ 25,888.00
= TOTAL BOOKS PURCHASED TODAY	\$ 10,725.25	\$ 9526.00	\$ 9923.00	\$ 16,729.00	\$ 17,204.25	\$ 64,113.50
= TOTAL CASH SPENT TODAY						
ALWAYS CONFIRM CASH FROM BANK						
BEGINNING CASH EACH DAY	-----	\$ 4273.75	\$ 6647.75	\$ 6883.00	\$ 5336.75	23,141.25
+ CASH ADDITIONS	\$ 15,000.00	\$ 12,000.00	\$ 10,000.00	\$ 15,180.00	\$ 18,460.00	\$ 70,640.00
- REMAINING CASH (worksheet below)	\$ 4273.75	\$ 6647.75	\$ 6883.00	\$ 5336.75	\$ 6594.25	\$ 29,735.50
= TOTAL CASH SPENT	\$ 10,726.25	\$ 9626.00	\$ 9764.75	\$ 16,726.25	\$ 17,202.50	\$ 64,045.75
TODAY'S CASH LONG/(SHORT)	\$ (1.00)	\$ (94.00)	\$ 158.25	\$ 2.75	\$ 1.75	\$
PREVIOUS DAY'S CASH LONG/(SHORT)	-----	\$ (1.00)	\$ (95.00)	\$ 63.25	\$ 66.00	... 67.75
TOTAL CASH LONG/(SHORT) TO DATE	-----	\$ (95.00)	\$ 63.25	\$ 66.00	\$ 67.75	\$ 64,113.50

RECHECK ANY EXCESS OVER \$100

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
\$100's					
\$50's					
\$20's	\$ 2620.00	\$ 3960.00	\$ 4220.00	\$ 2480.00	\$ 3020.00
\$10's	\$ 1300.00	\$ 1060.00	\$ 1450.00	\$ 1810.00	\$ 2410.00
\$5's	\$ 195.00	\$ 970.00	\$ 555.00	\$ 915.00	\$ 1105.00
\$1's	\$ 126.00	\$ 739.00	\$ 626.00	\$ 99.00	\$ 51.00
Quarters	\$ 32.75	\$ 18.75	\$ 32.00	\$ 32.75	\$ 8.25
DAILY TOTAL CASH REMAINING:	\$ 4273.75	\$ 6647.75	\$ 6883.00	\$ 5336.75	\$ 6594.25

Enter on Printed Form --->

BUYERS INITIALS dba

DATE 5/4

Enter on Printed Form --->

BUYERS INITIALS dba

DATE 5/5

Enter on Printed Form --->

BUYERS INITIALS dba

DATE 5/6

Enter on Printed Form --->

BUYERS INITIALS dba

DATE 5/7

Enter on Printed Form --->

BUYERS INITIALS dba

DATE 5/8

Enter on Printed Form --->

BUYERS INITIALS dba

DATE 5/8

# Sample Dayton Freight Bill of Lading

To be filled out by Lead Buyer

This is to certify that the below-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation



Shipper No: \_\_\_\_\_  
Carrier No: \_\_\_\_\_  
Date: \_\_\_\_\_

STRAIGHT BILL OF LADING ORIGINAL - NOT NEGOTIABLE

TO Consignee	MBS Textbook Exchange	FROM Shipper	
Street	2711 West Ash St	Street	
City/ST/Zip	Columbia, MO, 65203	City/ST/Zip	
Contact Name/Phone	573-445-2243	Contact Name/Phone	

<b>PO No.</b>		<b>BL No.</b>	
---------------	--	---------------	--

BILL TO Third Party	MBS Textbook Exchange	FREIGHT CHARGES Unless indicated charges are to be prepaid.  Prepaid <input type="checkbox"/> Collect <input checked="" type="checkbox"/>
Street	2711 West Ash St	
City/ST/Zip	Columbia, MO, 65203	
Contact Name/Phone	573-445-2243	

# OF SHIPPING UNITS	*HAZ MAT	DESCRIPTION OF ARTICLES	NMFC #	CLASS	WEIGHT
	<input type="checkbox"/>	Used Textbooks	16156000	65	
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				
	<input type="checkbox"/>				

Comments:

Emergency Contact Name:	Emergency Contact Phone:
-------------------------	--------------------------

C.O.D. Amount \$ \_\_\_\_\_

Remit To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Company Check Acceptable: Yes ☐ No ☐

C.O.D. Fee Prepaid ☐ Collect ☒

**PLACE  
BAR CODED  
PRO STICKER  
HERE**

NOTE - where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property. The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding.

PER LB.

SUBJECT TO SECTION 7

If the shipment is to be delivered to the consignee without recourse on the consignor, the consignor shall sign following statement. The carrier shall not make delivery of the shipment without payment of freight and all other lawful charges.

PER \_\_\_\_\_

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this Bill of Lading, the property described above in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated above with said carrier (the word carrier being understood throughout this contract and meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to the said destination. It is mutually agreed as to each carrier of all or any of, said property overall or any portion of said route to destination and as to each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all the bill of lading terms and conditions in the governing classification of the date of the shipment.

Shipper hereby certifies that he is familiar with all the bill of lading terms and conditions in the governing classification and the said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns.


Shipper	Carrier	Dayton Freight Lines, Inc. / DAFG	Handling Units
Per	Per		Date

<http://www.daytonfreight.com>

# Sample Old Dominion Bill of Lading

To be filled out by Lead Buyer

**Clear Form**



OLD DOMINION FREIGHT LINE, INC.  
PHONE: 800-432-6335 WEB: www.odfl.com  
INTERNET STRAIGHT BILL OF LADING  
ORIGINAL - NOT NEGOTIABLE

Page 1 of 1

**Freight Charges:**  
Collect

**Date:**

THANK YOU FOR CHOOSING  
OLD DOMINION FREIGHT LINE  
PLACE PRO LABEL HERE

**B/L# -**

**PO#:**

SHIPPER

TIP: Address areas hold up to 5 lines. Text becomes smaller as lines are added.

CONSIGNEE

MBS Textbook Exchange  
2711 West Ash  
Columbia, MO 65203

**Amount:**  
Shipper required to note in special instructions if personal/company check not acceptable.

**COD Fee: Choose Method**

Subject to sec. 7 of the Uniform BOL conditions, if this shipment is to be delivered to the consignee without recourse on the consignor, the consignor shall sign the following statement: The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges.

(Signature of Consignor)

**BILL CHARGES TO:**  
MBS Textbook Exchange  
2711 West Ash St  
Columbia, MO 65203

**REMIT TO (COD):**

Pieces	HM	Description <small>Limit 75 characters per line. Use multiple lines for longer descriptions, up to 200 characters including spaces and punctuation.</small>	Type	NMFC No.	Class	Weight (lbs)
	<input type="checkbox"/>	Used Textbooks		161560	50	
	<input type="checkbox"/>					
	<input type="checkbox"/>					
	<input type="checkbox"/>					
	<input type="checkbox"/>					
	<input type="checkbox"/>					
	<input type="checkbox"/>					
	<input type="checkbox"/>					
	<input type="checkbox"/>					
	<input type="checkbox"/>					

**SPECIAL INSTRUCTIONS**

**RATE REFERENCE#**

**HAZARDOUS MATERIALS EMERGENCY CONTACT:**

**FREEZABLE - NO**

**Total Weight:**

**Total Shipping Units:**

RECEIVED and mutually agreed by the Shipper, his assigns and any additional party with an interest to any of said property hereto and by the Carrier of all or any of said property over all or any portion of said route to destination, that every service to be performed hereunder shall be subject to the National Motor Freight classifications (NMFC 100 Series) including the Rules, packaging, the Uniform Bill of Lading Terms and Conditions, applicable regulations of the US Department of Transportation (DOT), ATA Hazardous Materials Rules Guide Book, Household Goods Mileage Guides, Carrier's tariffs (including OD Rules 100), Carrier's pricing schedules, terms, conditions and rules maintained at Carrier's general offices all of which are in effect as of the date this Bill of Lading is tendered to Carrier. Shipper certifies that the consigned merchandise is properly weighed, classified, described, packaged, marked, labeled, destined as indicated, in apparent good order except as noted (contents and conditions of contents of packages unknown), and in proper condition for transportation according to the DOT and the NMFC 100 Series. Carrier (Carrier defined throughout this contract as meaning any person or corporation in possession of the property under this contract) agrees to carry to said destination if on its route, otherwise to deliver to another carrier on the route to said destination. Carrier shall in no event be liable for loss of profit, income, interest, attorney fees, or any special, incidental or consequential damages.

NOTE: Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property. Noting a value is not a request for Addl Cargo Liab. The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding \$\_\_\_\_\_ per \_\_\_\_\_.

**ACCESSORIAL SERVICES REQUESTED**

☐ ARN

☐ CA

☐ HYD

☐ IDC

☐ OV1

☐ OV3

☐ OV6

☐ RDC

☐ IND

☐ TRS

Hover over for full description

**Addl Cargo Liability Amt**

Shipper 1) warrants it has read all applicable contract(s) or Carrier's applicable tariff(s), including but not limited to OD Rules 100, and the limitation of liability provisions set forth therein; and 2) has actual knowledge of and accepts the contract or tariff terms, including the limits on carrier liability.

**SHIPPER:**

**AUTHORIZED SIGNATURE: (Shipper)**

**DATE:**

**H/U RECEIVED:**

**TRAILER NO.:**

**CARRIER: OLD DOMINION FREIGHT LINE, INC.**

**AUTHORIZED SIGNATURE: (Driver)**

# Expenses

## Buyback Travel & Commuting

You are ultimately responsible for verifying the accuracy of your travel arrangements and following your itinerary.

A number of decisions regarding travel plans are made as a matter of policy.

Any buyers having special travel requests or needs, please speak with your Territory Manager in advance of travel. The Territory Manager must approve unusual arrangements in advance. Otherwise you risk making a non-reimbursable expense.

If you will be staying away from home, typically MBS asks you to arrive as early as possible the day before the buyback begins. Try not to take the last flight out of the day. This allows you buffer time in case of travels delays like late planes and inclement weather. For personal safety, it's advisable to arrive at your lodging before dark.

## Travel & Commuting Expenses

When traveling or commuting for buyback, please keep expenses reasonable and verify in advance what expenses are allowable within what amounts. The Receipt Help Information section of this manual covers all possible expenses. Your length and time of shift and whether you are commuting each day or staying away from home determine what expenses are acceptable.

## Company Cars

Depending on the availability and scheduling of MBS company cars, Territory Managers may be asked to furnish personal cars for travel. If this occurs, you will be reimbursed at the current mileage rate which will cover your gas expense and use of your automobile.

## Personal Cars

It is the expectation that hired buyers not flying to a buyback location will use their personal car for buyback travels or commuting. You will be reimbursed at the current mileage rate which will cover your gas expense and use of your automobile. It would be highly unusual for hired buyers working within their immediate home area or even home region to rent cars.

## Rental Cars

Rental cars are sometimes a necessary but expensive part of buyback. MBS encourages you to explore other options such as a shuttle, taxi, Uber, Lyft, or closer hotel accommodations.

If you are younger than 25 and need a rental car, contact your Territory Manager so special arrangements can be made. Otherwise a young driver fee may be incurred by your rental.

When renting a car for company business, MBS employees that are not covered for collision with their personal policy or credit card **should take the Collision Damage Waiver (CDW) option.**

**Hired buyers who do not have their own car insurance coverage are strongly recommended to obtain daily insurance as you are not covered by MBS's company insurance policy.**

**Territory Managers are not allowed to use their credit or debit cards to charge rental cars and cover the security deposit for hired buyers.** Hired buyers must use their own credit or debit cards at the rental car counter.

## Long-Term Airport Parking for Hired Buyers

Speak with your Territory Manager about airport parking preferences. Often off-airport parking offers competitive rates to airport facilities or economy airport lots are preferred due to their lower rates.

## Lodging

Comfort, convenience, and cost are the deciding factors in making lodging arrangements. Always check with the Territory Manager in advance of making or prepaying for reservations.

A certain location may be preferred due to a special negotiated rate or its basic rate being competitive. In high traffic areas, some lodging is better situated for getting to campuses within a reasonable amount of time. Safety is another consideration in selecting lodging. Some areas may be less desirable to stay in due to crime rates.

You may prefer to stay with a friend or relative in the area. If so, it is acceptable to either take them to dinner one evening or present them with a token gift at company expense. This gift or dinner should be prearranged and approved by the Territory Manager or Regional Manager.



## Planning for & Affording Travel Costs

Territory Managers and sometimes Lead Buyers will assume financial responsibility for the buyback team (e.g. airplane tickets, hotel rooms, and meals). However, it is always a good idea for every buyer to carry some cash and a personal credit card when going out of town.

Any buyer can make the payment for your travel expenses more convenient by using a personal credit card. This makes for a more complete accounting as a receipt is always given, and if you lose a receipt, you have a record of your charge on your credit card statement. Great care should be taken when charging on your personal credit card so as NOT to exceed your credit limit.

## Credit Card Safety

If you have used your personal credit card for travel, check your credit card activity. Up to several months later, late charges could post to your credit card. You may have forgotten to submit the charge if you lost your receipt, and it is wise to check for fraudulent charges, the bane of frequent travelers.

## Expense Report Submission

Expense report submission occurs through Kelly Services' MBS Peoplenet Expenses portal. Please report incurred expenses accurately and within 60 days along with all necessary documentation. Near the end of MBS's fiscal year in April, we will give you special instructions and timelines for submitting your expense reports. For instructions on how to submit your expense reports to Kelly Services, go to the following website: **<http://learn.peoplenet.com/help/en-us/wte/kell/>**

# Receipt Help Information

## Air & Train Fare

This would include airfare, train fare and baggage fee

- Note tips under T&E Miscellaneous
- Tip guideline - \$2.00 per bag
- Requires an explanation - note baggage fee, travel dates and starting & ending destination

## Buyback Advertising - Prior Approval Required

This would include candy and promotional items for buyback giveaways

- Requires an explanation and a receipt

## Car Rental - Prior Approval Required

This would include car rental charges

- Enter the total amount under the check-in date or the purchase date if prior to travel
- Requires an explanation - note car rental dates
- Do not prepay for gas. The per gallon rate looks reasonable until taxes are added. Instead refill your tank near the airport.
- Hired buyers without their own car insurance coverage are strongly recommended to obtain daily insurance.
- MBS employees that are not covered for collision with their personal policy or credit card should take the Collision Damage Waiver (CDW) option--unless renting from National Car Rental under the Barnes & Noble corporate rate, which includes collision coverage automatically.
- Additional options like renting a GPS are not reimbursable.

## Computer Supplies - Prior Approval Required

This would include a CD, print cartridge, printer, printer cable, scanner, USB flash drive, etc.

- Requires an explanation

## Customer Meals & Entertainment - Prior Approval Required

This would include meals and entertainment with a customer/bookstore staff

- Tip guideline - 15%
- Requires an explanation - note customer information

## Customer Promotions - Prior Approval Required

This would include a gift purchased for a customer

- Requires an explanation - note reason for purchase and customer information

## Gas

This would include gas purchased for your company or personal vehicle

- You can expense either gas OR mileage for your personal vehicle, not both.

## Gas for Car Rental

This would include gas purchased for your car rental

## Internet - Prior Approval Required

This would include Internet charges from lodging

- Requires an explanation

## Lodging (Individual)

This would include lodging for an individual

- Include only corresponding taxes and maid tip
- Enter the total amount under the check out or the purchase date if prior to travel
- Tip guideline - \$1.00 per day
- Requires an explanation - note lodging check in/check out dates

## Lodging (Group)

This would include lodging for yourself and another MBS employee/buyer

- Include only corresponding taxes and maid tip
- Enter the total amount under the check out or the purchase date if prior to travel
- Tip guideline - \$1.00 per day
- Requires an explanation - note lodging check in/check out dates and name of employee/buyer

## Meals - Breakfast, Lunch, & Dinner (Individual)

This would include meals for an individual

- Add the tip to the total amount and note the amount on the receipt
- Enter the receipt under the time period indicated on the receipt
- If you have two receipts, one for your meal and then an additional drink for breakfast or lunch, total the two receipts and enter the total amount
- Enter meal receipts using the following time period guideline:

**Breakfast - Before 11:00 am**

**Lunch - 11:00-5:00 pm**

**Dinner - 5:00 pm & after**

- Meal guideline: Breakfast \$10.00/Lunch \$15.00/Dinner \$25.00
- Dinner guideline increased to \$35.00 for Alaska, Canada & Hawaii
- Tip guideline - 15%
- MBS does not reimburse for meals purchased in Columbia if you reside in Columbia, Missouri

## Meals - Breakfast, Lunch, & Dinner (Group)

This would include another MBS employee/buyer

- Add the tip to the total amount and note the amount on the receipt
- Enter the receipt under the time period indicated on the receipt
- Enter meal receipts using the following time period guideline:

**Breakfast - Before 11:00 am**

**Lunch - 11:00-5:00 pm**

**Dinner - 5:00 pm & after**

- Meal guideline per person: Breakfast \$10.00/Lunch \$15.00/Dinner \$25.00
- Dinner guideline increased to \$35.00 for Alaska, Canada & Hawaii
- Tip guideline - 15%
- MBS does not reimburse for meals purchased in Columbia if you reside in Columbia
- Requires an explanation - note name of employee/buyer

## Mileage

This would include the use of your personal vehicle for business travel

- Requires an explanation - note total mileage and starting & ending destination

## Miscellaneous - Prior Approval Required

This would include bagels, coffee, cookies, donuts, etc. purchased for a customer/bookstore staff

- Requires an explanation - note customer information

This would include drinks and snacks purchased for buyers by the Lead Buyer during buyback

- Requires an explanation

This would include flowers purchased for a customer

- Requires an explanation - note reason for purchase and customer information

## Office Supplies

This would include batteries, pens, printer paper, rubber bands, stapler, tape, etc.

- Requires an explanation

## Other Supplies - Prior Approval Required

This would include backpack for money, Band-Aids, boxes, cash drawer, disinfecting wipes, extension cord, fan, hand sanitizer, hand truck, heater, money bag, packaging material, padlock, portable on demand storage, power strip/surge protector, safe, table, tape gun, tent, etc.

- Requires an explanation

## Parking

Each receipt is an entry unless the date and the amounts are the same

- Requires an explanation - note parking dates for airport and lodging

## Postage

This would include postage stamps or any other form of postage/shipping

- Requires an explanation

## Travel Expenses—Miscellaneous

This would include:

- Airport luggage cart
- Armored car delivery charge - prior approval required
- Bank fee for money strap charge
- Cashier check fee for leftover buyback funds
- Copies/print job
- Laundry - Permissible only if you are there over a complete weekend and not intended for someone who chooses to remain at a location over a weekend for personal reasons
- Tips for baggage, shuttle, Uber, and taxi
- Tip guideline - \$2.00 per bag/10% for shuttle and taxi
- Wire transfer fee
- Requires an explanation

## Uber/Shuttle/Subway/ Taxi

Note tips for taxi and shuttle under T&E Miscellaneous

- Tip guideline - 10%

## Telephone/Fax

This would include:

- Fax charges
- Telephone charges from lodging
- Requires an explanation

## Toll Charges

Each receipt is an entry unless the date and the amounts are the same





## Resources

### MBS Corporate Headquarters Phone Numbers and email addresses

<b>Main Office</b>	800-325-0530   573-445-2243
<b>Accounting</b> <i>buybackacctg@mbsbooks.com</i>	800-325-3216
<b>Buyback</b> <i>buyback@mbsbooks.com</i>	800-325-3248
<b>Customer Service</b> <i>cserv@mbsbooks.com</i>	800-325-0530
<b>Database Management</b> <i>dbmgmt@mbsbooks.com</i>	800-325-9017
<b>Front Office Department</b> <i>frontoffice@mbsbooks.com</i>	866-711-5415
<b>MBS Inventory Management</b> <i>inventory@mbsbooks.com</i>	800-325-0929, option 3
<b>Order Processing</b>	800-325-0577
<b>Receiving Administration</b> <i>recadmin@mbsbooks.com</i>	800-325-3217
<b>Returns</b> <i>returns@mbsbooks.com</i>	800-325-3208
<b>Systems Sales</b> <i>systems@mbsbooks.com</i>	800-325-4138
<b>POS Support</b> <i>pos@mbsbooks.com</i>	800-325-0824   After Hours: 573-268-5441
<b>Client Services Support</b>	866-638-5948   After Hours: 573-777-0872
<b>Hardware Support</b> <i>hdw@mbsbooks.com</i>	800-325-6375, Opt. 4

# MBS Buyback Laptop Set-up

## Date, Time, & Time Zone

Please verify that the date, time, and time zone are accurate on the laptop. Often MBS laptops are set to Central Time, and this can lead to transaction saving errors in other time zones.

### Change the Time Zone (Windows 10)

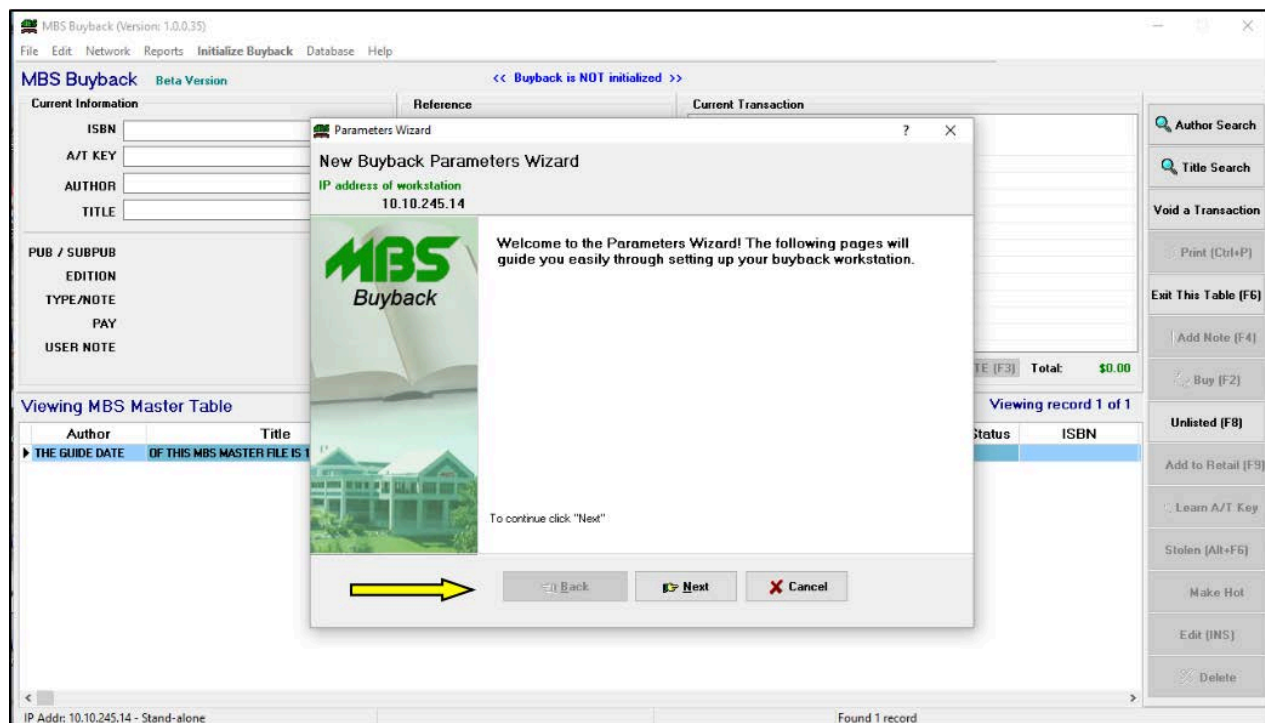
1. Move the cursor to the bottom right screen and right click on the time.
2. Select adjust date/time and a window will pop open.
3. Set the time zone first.
4. Scroll to the middle of the pop-up window.
5. On the right, you will see the time zone setting.
6. Find and select the correct time zone on the scroll bar. The time zone and computer clock will update immediately.
7. Close the pop-up window if both the time and date are now correct.

### Change the Date or Time (Windows 10)

1. If the time zone is correct, but the date or time is wrong, follow these steps.
2. Move the cursor to the bottom right screen and right click on the time.
3. Select adjust date/time and a window will pop open.
4. Find in the upper, far right menu the "Additional date, time, & regional settings" link and click it.
5. A second window will pop open.
6. Click the menu option "Set the time and date".
7. A third window will pop open.
8. Click the "Change date and time" button.
9. Change the date or time as needed and select the ok button to apply changes and close the window.
10. Click okay to close the second window.
11. Close the first and now final open window.

# Setting up MBS Buyback

## Initialization Steps Summary



FIELD NAMES & DESCRIPTIONS	ACTION TO TAKE
<b>1. Initialize Buyback</b> The Initialize Buyback tab displays in the top-left of the screen. The other tabs are not active. A message at the top of the screen shows "Buyback is NOT" initialized.	Click the Initialize Buyback tab
<b>2. Welcome Screen</b> The first Buyback Parameters Wizard screen displays and contains the greeting "Welcome to the Parameters Wizard."	Click the Next button.
<b>3. Customize Buyback screen</b> Select the customized buyback options screen displays.	<p><b>Autobuy.</b> Click this checkbox to allow the program to automatically buy one copy of the selected title.</p> <p><b>Learn A/T Keys.</b> Click this checkbox to create a letter or code so that the most recently purchased is listed first when title is called-up by the A/T Key.</p> <p><b>New or Used dropdown.</b> Select New or Used price. This price will be used to calculate Buyback pricing.</p> <p><b>Payment dropdown.</b> Select the method of payment. Click the <b>Next</b> button.</p>

<p><b>4. General Buyback Questions</b></p> <p>The options on this screen help to further define your Buyback.</p>	<p>This screen includes the key fields: entering the Buyback number, choosing if an ID, Name or both will be required on each transaction. You also make selections to print a receipt or to have messages display on receipts. Click the <b>Next</b> button</p>
<p><b>5. Wholesale Buyback Questions</b></p> <p>On this screen enter the Wholesale Copy Limit and the bookstore's commission. Select an option from the dropdown to determine how the commission will be paid.</p>	<p>Make selections and click the <b>Next</b> button.</p>
<p><b>6. Buyback Transaction Currency</b></p> <p>This screen features options related to acceptance of foreign currency.</p>	<p>Click the <b>Next</b> button when finished with the three foreign currency settings</p>
<p><b>7. Margin Questions</b></p> <p>This screen contains the options to determine Net, Retail New, Retail Used and Used Shelf price. There also is an option to select rounding and to provide a dollar discount for damaged books.</p>	<p>Click <b>Next</b> when finished.</p>
<p><b>8. Bookstore Information</b></p> <p>Fields on this screen include MBS Account Number, Bookstore Name, Address, and Zip Code.</p>	<p>Click the <b>Finish</b> button.</p>
<p><b>9. Network connection prompt</b></p> <p>The prompt asks if you would like to connect to a network.</p>	<p>Respond Yes or No. Click the <b>Finish</b> button.</p>

After completing the wizard set-up steps, the main MBS Buyback screen displays.

MBS Buyback (Version: 1.0.0.35)

File Edit Network Reports Database Help

**MBS Buyback** Beta Version

**Current Information**

ISBN

A/T KEY

AUTHOR

TITLE

PUB / SUBPUB

EDITION

TYPE/NOTE

PAY

USER NOTE

**Reference**

**Current Transaction**

Qty	Status	Price	Author	Title

Remove Discount Edit Cancel COMPLETE (F3) Total: \$0.00

**Viewing MBS Master Table** Viewing record 1 of 1

Author	Title	Edition	Type	Publisher	Notes	Buy Price	Status	ISBN
THE GUIDE DATE	OF THIS MBS MASTER FILE IS 10/20/2017				11/24/2017	0.00		

IP Addr: 10.10.245.14 - Stand-alone Found 1 record

Text at the bottom, right corner of the screen confirms that the system "Found 1 record." In addition, the "Stand-alone" status is shown.

## MBS Buyback Cheat Sheet

MBS Buyback (Version: 1.0.0.35)

File Edit Network Reports Database Help

**MBS Buyback** Beta Version

**Current Information**

ISBN 9781259723223

A/T KEY MCCDECO

AUTHOR MCCONNELL

TITLE ECONOMICS

PUB / SUBPUB MCG / MCG

EDITION 21ST 18

TYPE/NOTE 6

PAY \$66.00 Wholesale

USER NOTE

**Reference**

9781259450242

MCCDECO

MCCONNELL

ECONOMICS-TEXT

MCG IRWIN

20TH 15

\$261.75 (list) / (guide) \$0.00

**Current Transaction**

Qty	Status	Price	Author	Title

Remove Discount Edit Cancel COMPLETE (F3) Total: \$0.00

**Viewing Search Results** Viewing record 11 of 67

Author	Title	Edition	Type	Publisher	Notes	Buy Price	Status	ISBN
MCCONNELL	ECONOMICS-CONNECT ACCESS	21ST 18	MCG	NEW		18.00		9781259915567
MCCONNELL	ECONOMICS BRIEF ED.-ACCESS	2ND 13	MCG	NEW		18.00		9780077416188
MCCONNELL	ECONOMICS (LOOSELEAF)	21ST 18	PB	MCG		30.00		9781260152708
MCCONNELL	ECONOMICS BRIEF EDITION (LOOSELEAF)	2ND 13	PB	MCG		0.00		9780077416195
MCCONNELL	ECONOMICS BRIEF EDITION (LOOSELEAF) W/ACCESS	2ND 13	PB	MCG		0.00		9780077924775
MCCONNELL	ECONOMICS BRIEF ED.-W/ACCESS	2ND 13	MCG			0.00		9780077924768
MCCONNELL	ECONOMICS BRIEF ED.	2ND 13	MCG			0.00		9780073511467
MCCONNELL	ECONOMICS W/STUDY GUIDE >CUSTOM<	19TH 12	PB	MCG CUSTOM	2 BOOKS	0.00		9780077530211
MCCONNELL	ECONOMICS-STD. GDE.	20TH 15	PB	MCG	C+C	0.00		9780077660611
MCCONNELL	ECONOMICS-ADVANCED PLACEMENT ED.	19TH 12	MCG	HS.NASTA		0.00		9780076601783
MCCONNELL	ECONOMICS	21ST 18	MCG			66.00		9781259723223
MCCONNELL	ECONOMICS-W/CD	15TH 02	MCG			0.00	OE	9780072498950
MCCONNELL	ECONOMICS-W/DVD+CD	15TH 02	MCG			0.00	OE	9780072882513

IP Addr: 10.10.245.14 - Stand-alone 67 records found

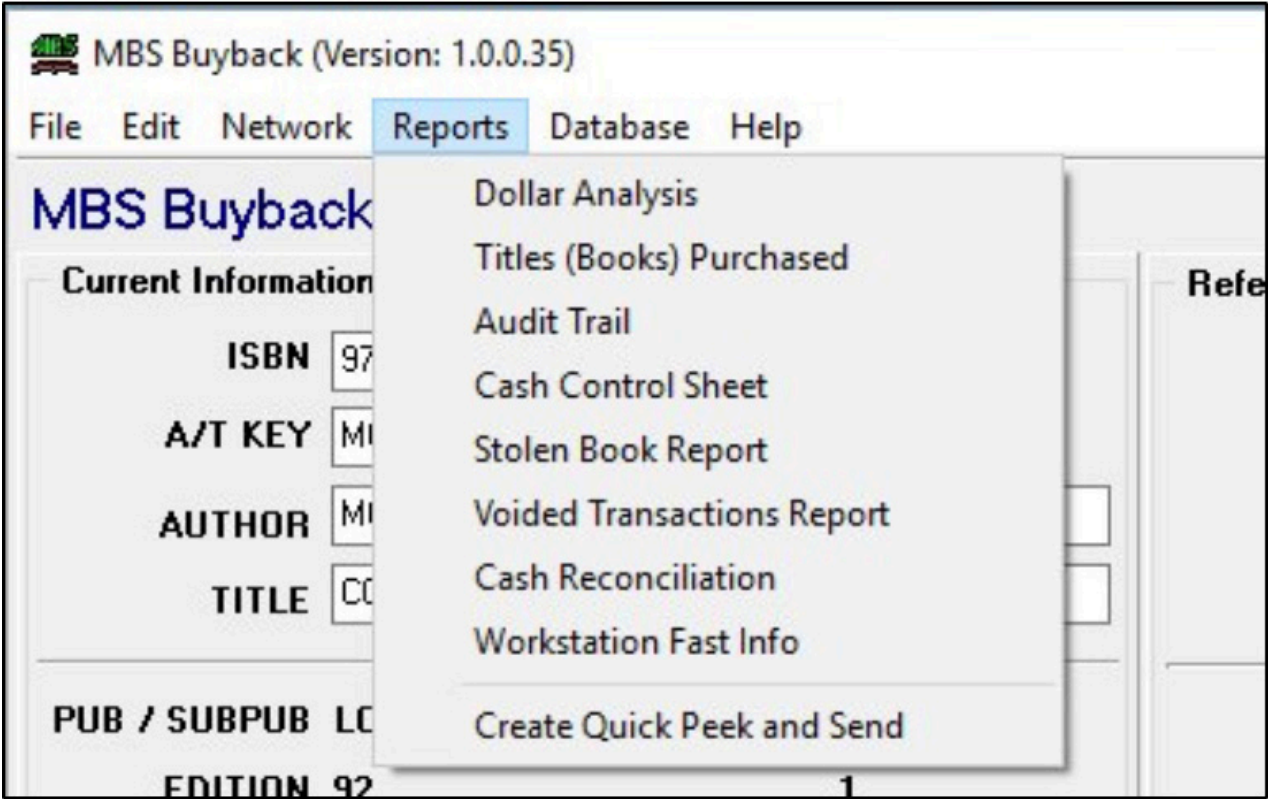
FIELD NAMES & DESCRIPTIONS	ACTION TO TAKE
<b>Author Search</b> Click the Author Search button to locate a title by a specific author. After clicking the button, the cursor moves to the AUTHOR field on the left-side of the screen.	Type the Author's last name in the search box and click Enter. The Current Information heading now displays the title's ISBN, A/T Key, Author, Title and Edition and Pricing Information.
<b>Title Search</b> Click the Title Search button to locate a title by a specific title. After clicking the button, the cursor moves to the TITLE field on the left-side of the screen.	Type the Title in search box and click Enter. The Current Information heading now displays the title's ISBN, A/T Key, Author, Title, Edition, and Pricing Information.
<b>Void a Transaction</b> Click the Void a Transaction button and a pop-up screen displays.	Select one of the four transaction types: Previous Transaction, Transaction Number, Student ID Number, or Student Name. Enter the corresponding Transaction Number, Student ID Number, or Student Name. The search box does not display when Previous Transaction is the selection.
<b>Print</b> Click the Print button to print all or part of the Wholesale list.	Click the Print button to print the Wholesale list. A print preview pane displays. Select Control
<b>Exit This Table</b> Click this button and a new screen displays.	You may also click the (F7) function key to display a new screen.
<b>Add Note</b> Click to include a note with the selected title. Enter up to 30 characters.	You may also click the (F4) function key to display a new screen.
<b>Buy</b> Click the Buy button to purchase the selected title.	You may also click the (F2) function key to buy a title.
<b>Unlisted</b> Click the Unlisted button to add an unlisted title to Buyback. A pop-up screen displays. Enter the unlisted title's information. The results populate the book information fields on the right-side of the screen.	You may also click the (F8) function key to buy a title.
<b>Learn A/T Key</b> Click this button to create a letter or code assignment for a title that may not normally scan.	A message displays in the left-corner of the screen that shows the "A/TKey Learned."



FIELD NAMES & DESCRIPTIONS	ACTION TO TAKE
<b>Stolen</b> Click the Stolen button and a pop-up screen displays. Enter the stolen book information.	You may also click the (Alt + F6) function keys to buy a title. A message displays in the left-corner of the screen that the "Stolen book added to list."
<b>Make Hot</b> Click this button and a pop-up screen displays. Enter the HotKey information. After assigning a Hotkey, you may press the key to automatically "pull-up" the book assigned to this key.	A message displays at the bottom of the screen that "Hotkey Added Successfully."
<b>Edit</b> Click this button and a pop-up screen displays. You may edit the Guide, Shelf, and Buyback prices.	A message displays in the left-corner of the screen that "Selected Title successfully updated!"
<b>Delete</b> The Delete button is not active on this screen.	Use this key to delete a book that was manually added to the list.

# Closing Out MBS Buyback

## Report Summaries



Select any of the following reports by clicking the Reports tab at the top of the MBS Buyback main screen. The reports are reviewed from top to bottom starting with the Dollar Analysis Report.

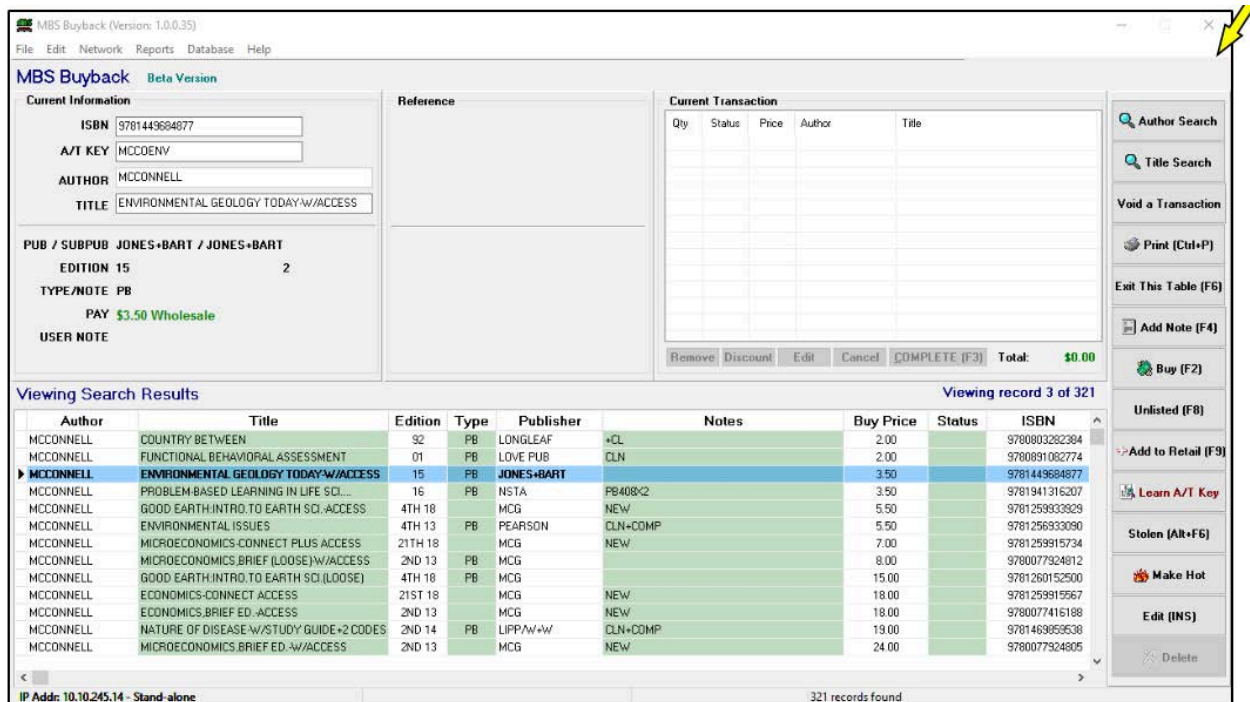
Dollar Analysis Report	This report displays and includes key information specific to an employee’s workstation. This includes number of retail copies, retail dollars, wholesale copies, wholesale dollars, cash adds, adjusted dollar, ending dollar and long/short amount.
Titles (Books) Purchased	Select a date range using a calendar icon to report a single day, a range of days, or to report all titles purchased. You may select all or one of the following title types: Wholesale, Retail, or Summary. Click <b>Accept Information</b> when finished.
Audit Trail Report	A pop-up box displays to organize the report by student ID, Student Name, or both options. Make selections and click the <b>OK button</b> .

<b>Buyback Cash Control Sheet</b>	Select this report from the dropdown for a detailed listing of Expenditures and Cash Spent.
<b>Stolen Book Report</b>	The number of total books reported stolen display in this report along with contact information, and the title's ATKEY, Author, and Title.
<b>Voided Transaction Report</b>	This report lists transactions that have been voided. The report shows Author, title, edition, quantity voided, price and book status.
<b>Cash Reconciliation Report</b>	Enter the information for the fields that display on the pop-up screen. These fields include total cash, cash additions, adjustments, remaining cash and long/short amount. Click <b>Accept Information</b> when finished.
<b>Workstation Fast Information</b>	Amounts for last transaction, wholesale copies purchased, whole dollar total, retail copies purchased, retail dollar total, and dollar total. Click the <b>Finish</b> button to close the report.
<b>Create Quick Peek and Send</b>	Enter information on the pop-up screen and click the Send button that will deliver a Quick Peek report to a designated folder on a remote server. Click <b>Send</b> when finished.

# Closing out the Buyback in Four Steps

To close the Buyback at the end of each day:

1. Reconcile cash for the day.
2. Secure Retail and Wholesale books purchased.
3. Print any needed reports.
4. Close MBS Buyback by clicking the X in the upper, right-hand corner of the MBS Buyback for Windows screen as shown below as indicated by the arrow. All information entered in MBS Buyback will be retained for the continuation of the next day's Buyback.



## New and Used Barcodes

Use these sample new and used book bar codes to test your scanner and practice scanning and buying books.

ECONOMICS-TEXT

MCCONNELL

0-07-281935-9



9780072819359



90000

110

FUND. ACCT. PRIN.

LARSON

0-07-251243-1



2900072512433



99990

USED 120

HARBRACE COLLEGE HANDBOOK

:BRIEF MLA UPD  
HORNER

SP

0-15-507285-4



9780155072855



90000

110

FUND. ACCT. PRIN.

LARSON

0-07-251243-1



9780072512434



90000

110

ECONOMICS-TEXT

MCCONNELL

0-07-281935-9



2900072819358



99990

USED 120

AMERICAN REVOLUTION

COUNTRYMAN

PB

0-8090-2562-0



2900809025625



99990

USED 120

CHEMISTRY

CHANG

0-07-293027-6



2900072930275



99990

USED 120

AMERICAN REVOLUTION

COUNTRYMAN

PB

0-8090-2562-0



9780809025626



90000

110

CHEMISTRY

CHANG

0-07-293027-6



9780072930276



90000

110

ELEMENTS OF STYLE

STRUNK

PB

0-205-30902-X



2900205309022



99990

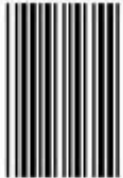
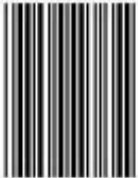
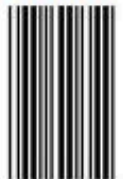
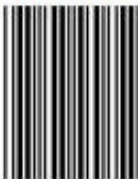
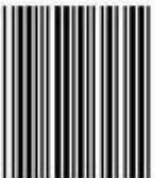
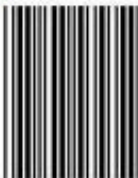
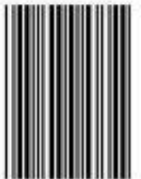
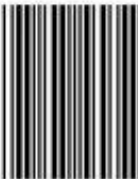
USED 120



## Buyback Scan Sheet with Rentals


This scan sheet works for any text buyback application using Graphical screens.

If a buyback is an In Store installation that is NOT using Graphical screens but using green screen for Buyback, this sheet will only work on Windows 7 PCs.

<b>Buy 1</b> 	<b>Print Receipt</b> 
<b>Do Not Buy</b> 	<b>No Receipt</b> 
<b>End Transaction</b> 	<b>Buy More Books</b> 
<b>Rental Return</b> 	<b>Do Not Return Rental</b> 


















# Scanner Setup Sheets

The following scanner sheets are for your use in case you have trouble with the scanner. Hardware Support asks you call them at 800-325-6375, Opt. 4 BEFORE using the sheets. They will guide you through the proper procedure when you call.


**IMAGETEAM™ 3800**

Version 032802

## MBS Systems Hardware Programming Sheet

<b>STEP 1</b>	 Terminal ID		
<b>STEP 2 (Option A)</b>	<b>AS/400 Dumb Terminal</b>   0   4   6	<b>STEP 4</b>  If you are using TA400 or TA2. Your Programming is complete when you finish Step 4.  PC Text-Aid user finish with Step 5.	 Add CR Suffix
	 ISBN Enable   5 Digit Addenda Off		
<b>STEP 2 (Option B)</b>	<b>IBM PC or PC Clone</b>   0   0   3		
<b>STEP 2 (Option C)</b>	<b>USB PC Keyboard</b>   1   2   4	<b>STEP 5</b> <b>PC Text-Aid ONLY</b>   Check Digit Off (PC Text-Aid)  <b>When scanning books, use the "BARCODE" field in the Text-Aid Buyback Program.</b>	
<b>STEP 3</b>	 Save	This one barcode is all that is needed to set your cable type when using a Laptop Cable.  Scan this barcode, then move to "STEP 4" above.	<b>Laptop Cable</b>   Laptop Direct Connect
<b>RESET</b>  Factory Default Settings			

# Scanner Setup Sheets

## IMAGETEAM™ 3800 Scanner

### MBS Systems Hardware Programming Sheet

Connected to a PC/Laptop using a USB cable using a Windows Buyback Program

- 1) Power the PC/Laptop down.
- 2) Connect the scanner to the USB port.
- 3) Power the PC/Laptop up. In order, scan "Product Default Settings", "Terminal ID", "1", "2", "4", "Save", "Add CR Suffix", "5 Digit Addenda Off", and "Check Digit On".



Product Default Settings



Terminal ID



1



2



4



Save



Add CR Suffix



5 Digit Addenda Off  
(EAN/JAN 13)



Check Digit On  
(EAN/JAN 13)

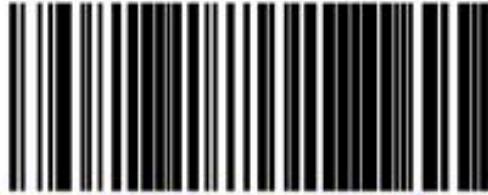
- 4) Disconnect the scanner from the USB port and wait 10 seconds.
- 5) Connect the scanner to the USB port.
- 6) At this point, you should be able to scan book barcodes.
- 7) If there is still a problem with the scanner reading barcodes, power the PC/Laptop down, and then power the PC/Laptop back up.
- 8) If the scanner is still not working properly, call MBS Hardware Support at 1-800-325-6375.

I. PC/Laptop (USB, Windows Buyback)

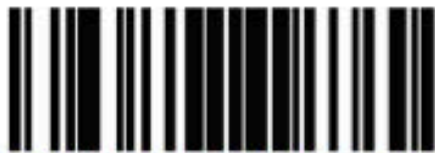
Rev. No. 2 (04/25/07)

## Scanner Setup Sheets

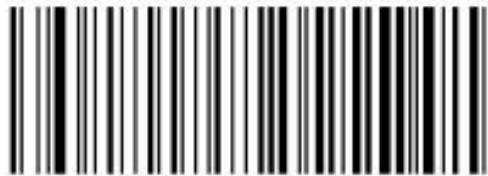
### Pi Scan Sheet Datalogic



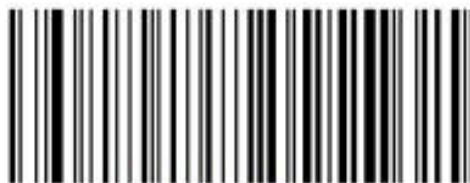
Restore USA Factory Configuration



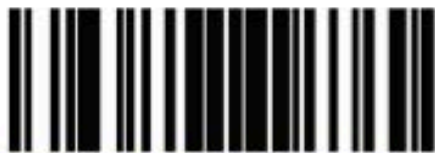
ENTER/EXIT PROGRAMMING MODE



UPC-A Check Digit Off



UPC-E Check Digit Off



ENTER/EXIT PROGRAMMING MODE

## Scanner Setup Sheets

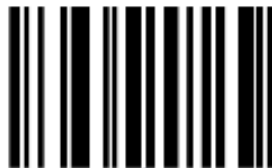
### Datalogic Gryphon Buy/Don't Buy Programming Addendum



ENTER/EXIT PROGRAMMING MODE



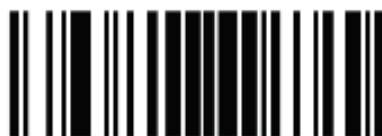
Select Code 39 Set Length 1 Setting



0



1



ENTER/EXIT PROGRAMMING MODE