World of Books
Sell Your Books Pro

User Guide

Getting started with
Sell Your Books Pro
(previously Shopiago Trade-in)

Version 2.0

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Overview

World of Books all began with a bag of books, rescued by book-loving entrepreneurs from a charity shop bin destined for landfill. Our founders recognised an opportunity to save books from waste by reselling and rehoming surplus stock that charity shops are unable to sell.

The idea behind Sell Your Books Pro (previously Shopiago Trade-in) is to give power to the charity shops themselves - so they can trade in old books, CDs, DVDs, and games directly with us and turn all that overstock into cash.

User Roles

Account Owner/Admin
This user is typically a senior role who would be responsible for the use of Sell Your Books Pro across their charity and shop locations. The Account Owner or Admin can manage all users and have access to management information (MI) from any shop or users. With such functions, the Account Owner/Admin would need to keep the company bank account and other information up to date. This user can reach trades status and generate reports for every shop in the company. Account Owner can scan and submit a trade, but Admins cannot.

Area Managers
This user is solely responsible for reporting. The Area Manager is primarily designed to be able to see multiple Shops' reports within the same area code. This user can generate reports and monitor user performance, but cannot scan or trade.

Shop Manager
This user is typically an individual working in a shop who has responsibility for other users who scan items. A Shop Manager user can generate reports, access the status of trades, and monitor user performance within their own shops. This user can also scan items if necessary.

Shop Assistant / Shop Lister
A person who is responsible for scanning items, packing them, and arranging collections. This user does not have access to any management information (MI) but is able to see offered prices.

Volunteer
This user's responsibility is to scan and trade items. A shop volunteer does not have access to any management information (MI), reports, or prices offered.

Getting Started

This user guide will help you to get started with Sell Your Books Pro. The process begins with our Admin team at World of Books. They will help you by inputting the initial information for:

- The primary location and contact details of the charity.
- The details of the Admin role.

Once this process is complete, an automated email is sent to the Admin, with a link which they can use to register their account.

Once registered, the Admin will then be able to invite Shop Managers and Shop Users, who will also receive welcome emails with a link to register their accounts.

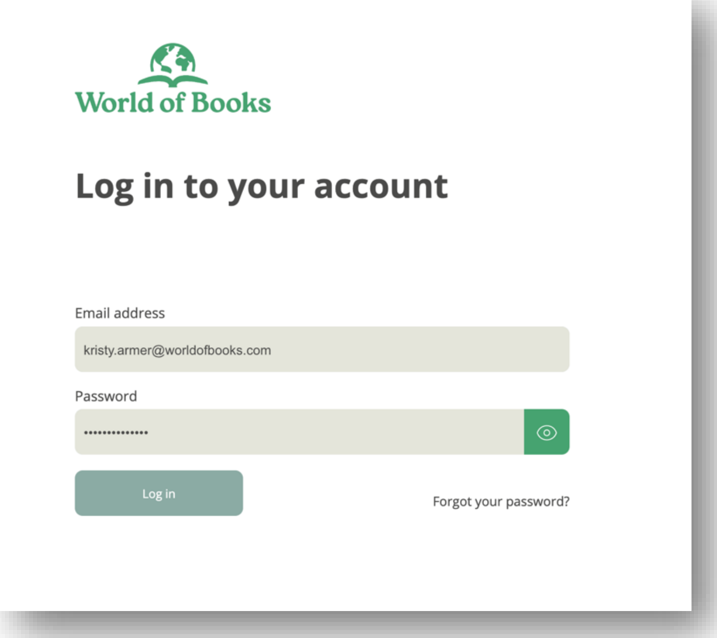
Please note: The invitation to register is an automated service, so please check all spam and junk folders if you cannot see the email.

Once you click on the registration link in the welcome email, you will be redirected to an online form where you will enter your name and a new password for your account.

After the registration is complete, your account is now set up and you are ready to start scanning!

The Login Screen

To log in, you will need to enter your registered email address into the "Email Address" field and your password into the "Password" field. Once that is done, click the green 'Log in' button.



Logging in

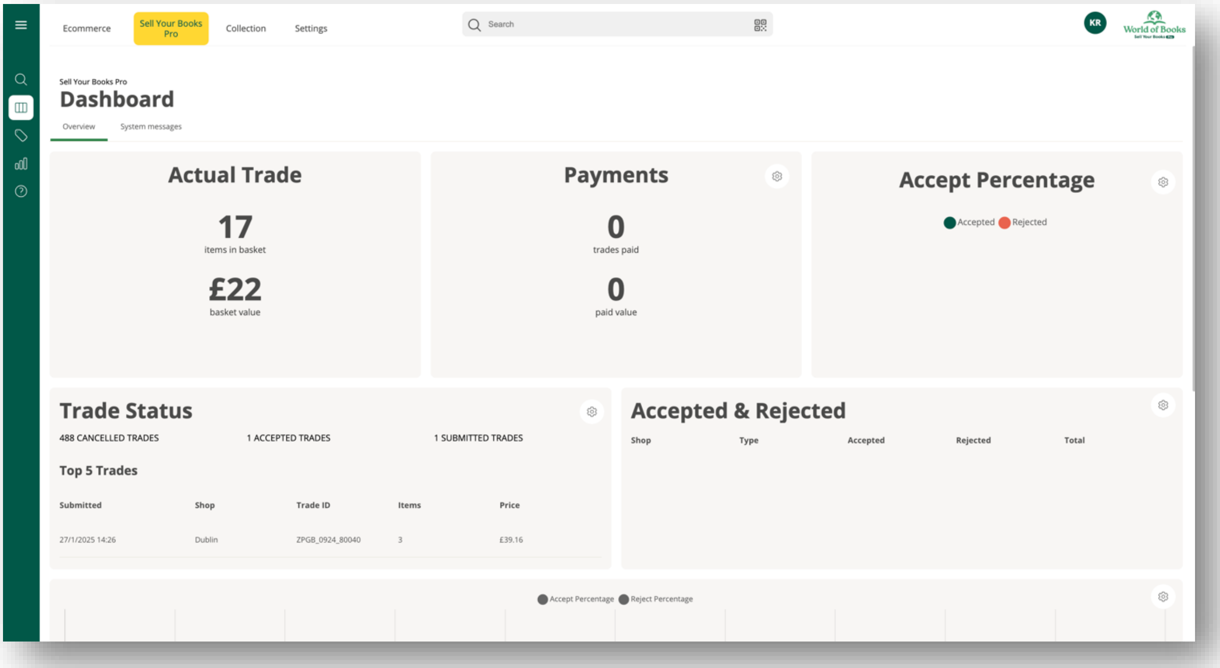
If you are having problems signing in to your account, here are a few tips that may help you:

1. Make sure you are using Google Chrome or Firefox as your browser.
2. Check that your username and password are correctly entered.
3. Try clearing your browser history and cache.
4. Try using Incognito mode (Ctrl+Shift+N).

If you have tried the above and you are still having problems, try resetting your password by clicking on the "Forgot your password" link and enter a new password.

The Dashboard

Once successfully logged in, you will land on the Dashboard. On the left-hand side of the screen are the menu icons, which allow you to navigate around the platform. It will look like this:



The Dashboard contd.

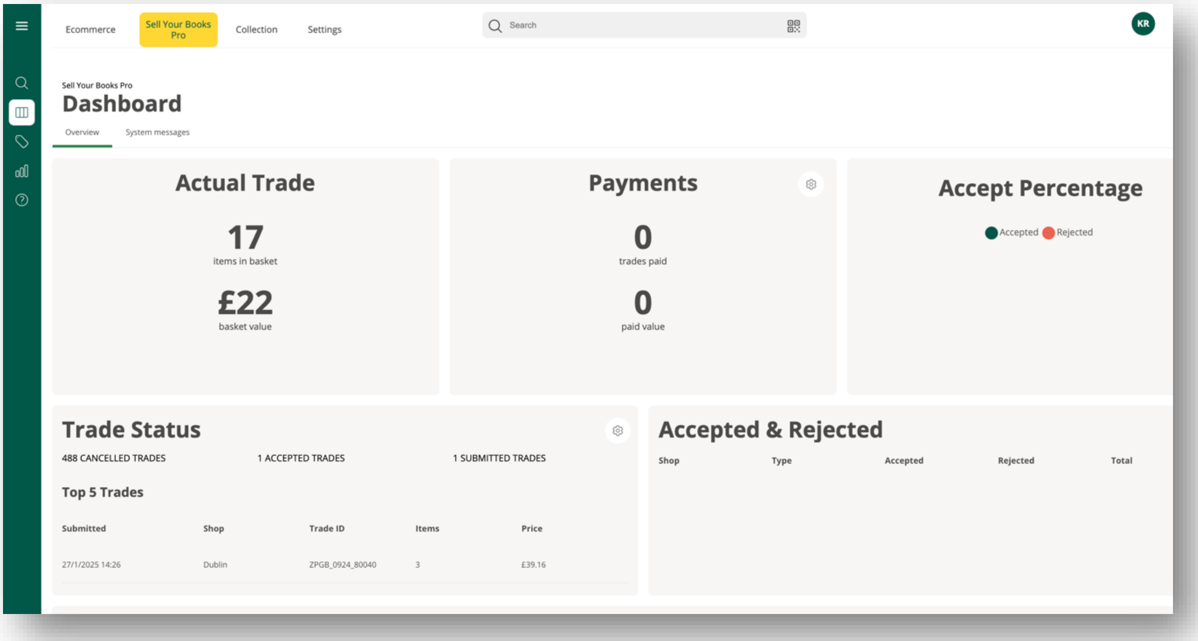
We'll now go through each of these menu icons and discover what you can do.

You will be presented with the Sell Your Books Pro Dashboard when you first log in.

You will be able to see:

- The user's name icon at the top right corner, displays your name, role(s), and a logout tab.
- The payment section displays the total number and value of trade payments received by your shop.
- Trade status displays the number of all cancelled, active baskets, and submitted trades, as well as the top trade by shop.
- The number of items accepted or rejected once you've sent your items to us. This shows the quality checks presented in a pie chart.
- Individual shop user performance.

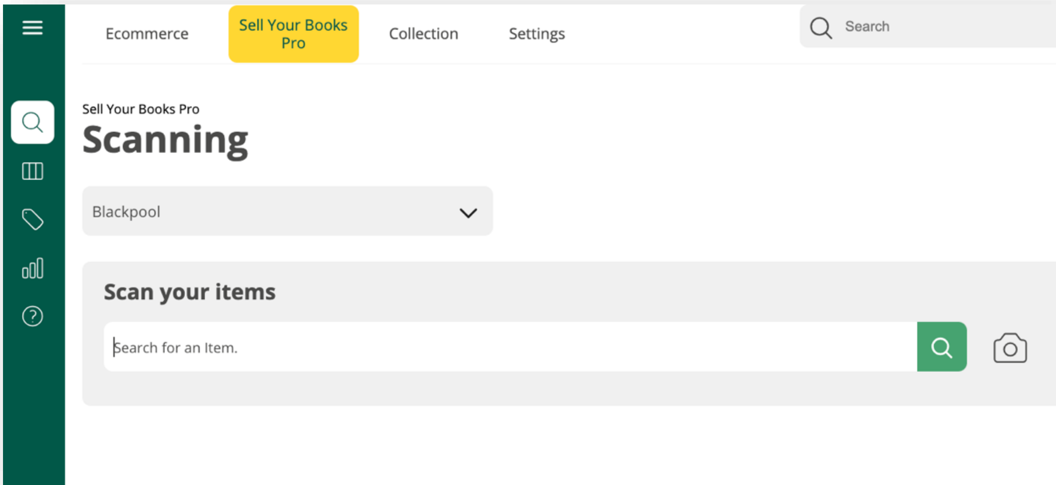
There is also a "settings cog" icon at the top right of each section of the Dashboard, which allows you to filter relevant data by months, year, weeks, and shops.



Scanning items

The "Scan Product Now" magnifying glass icon on the Dashboard menu will lead you to the scanning page where you can scan your items to trade.

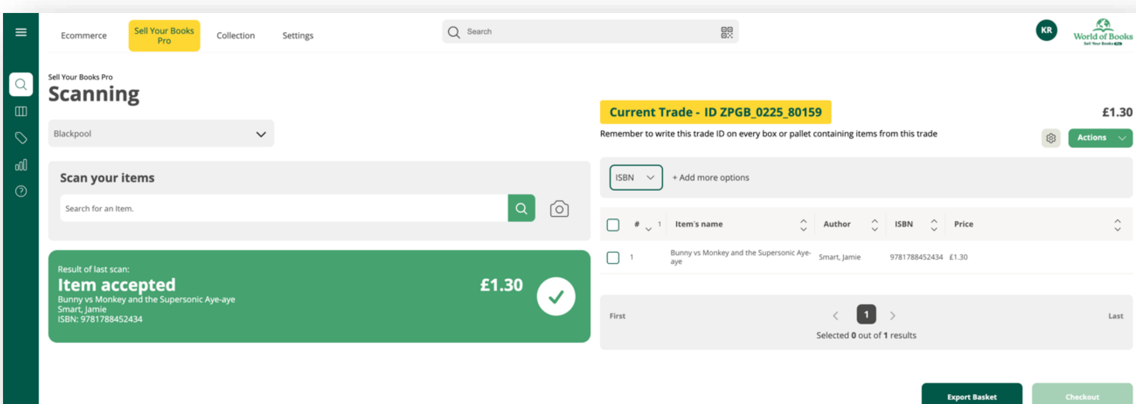
You can also enter the item ISBN/EAN into the search box



The scanning page is divided into two sections:

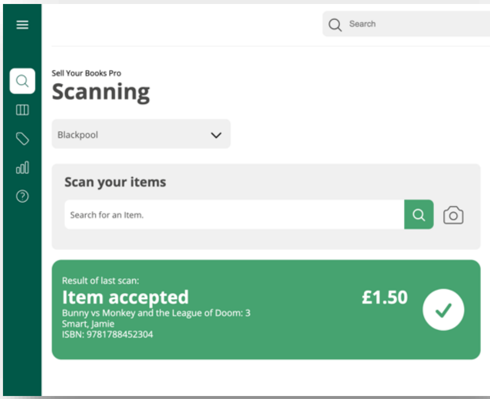
The "Start Scanning" section is where you can manually type item barcodes or use a hand-held scanner to scan items into your trade.

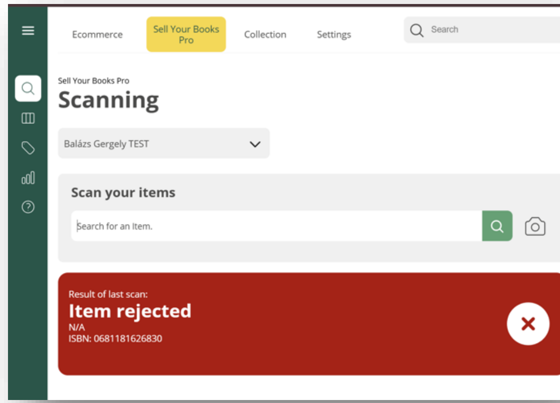
The "Current Trade" section populates a list of all accepted scanned items, as well as a checkout option once scanned items have reached a minimum of £20.



Start scanning

The start scanning section is the main area where all items will be scanned into a trade, with the scan result displayed.





To scan items with a hand-held scanner, you need to connect the scanner to your PC, making sure you have installed all the necessary drivers so your PC can recognise it as an input method. Then you are ready to start scanning.

You can add barcodes in the following ways:

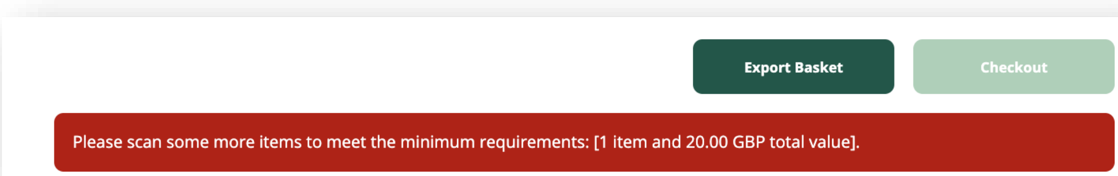
- Using a handheld scanner (recommended)
- Using the camera function from a mobile or tablet device
- Manually typing the ISBN / EAN into the barcode field

Once your ISBN / EAN is entered into the barcode field, click on the ‘Search your item’ button (the green button) or press “Enter” on your keyboard to add the item to the current trade once accepted.

If your item is accepted, a green tick will appear at the bottom of the scanning section, showing ‘item accepted’ along with the offered price.

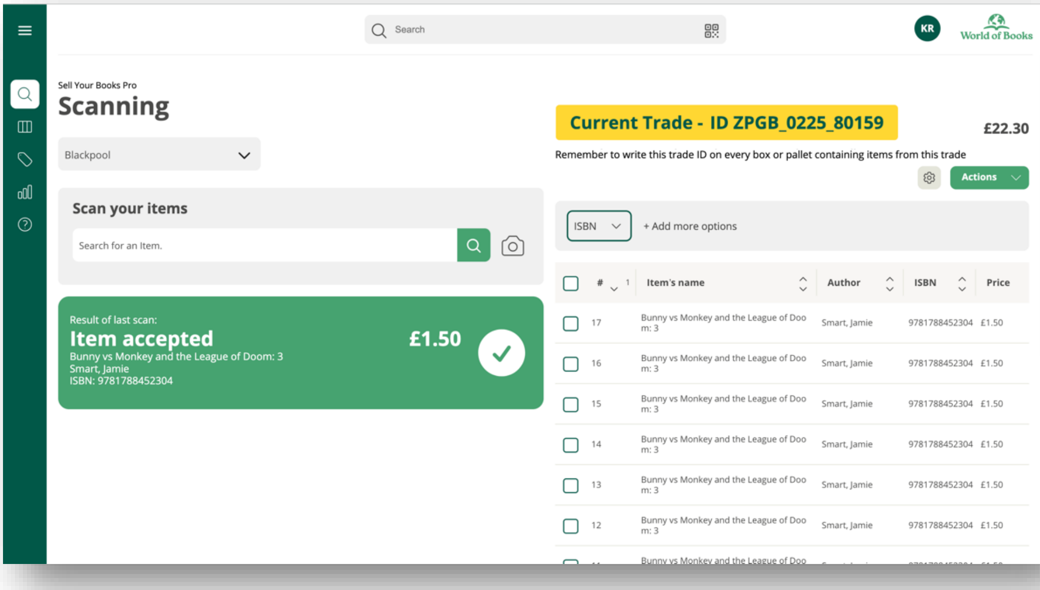
If your item is rejected, a red cross will appear at the bottom of the scanning section, showing ‘item rejected’. See images above.

After all your items have been added to your current trade, scroll down to the bottom of the page and click on the green “Checkout” button to go to the next step of the trade. You can only checkout if your basket is above £20. A yellow message will appear to remind you of this.



Current Trade

This is where all scanned items will appear in a list view. The most recently scanned item will appear at the top of the list.



The arrows next to the header of each column will allow you to sort the items in your trade. The arrows for the "Items" column will sort the current trade alphabetically and the arrows for the "EAN" list will sort the current trade numerically.

To remove item(s) from your current trade, simply select the item(s) and scroll down to the bottom of the current trade section and click the ''Remove" button.

Once you have added all the items that you want to trade and have reached a minimum of £20, you can click on the "Checkout" button, which is found at the bottom of the current trade section.

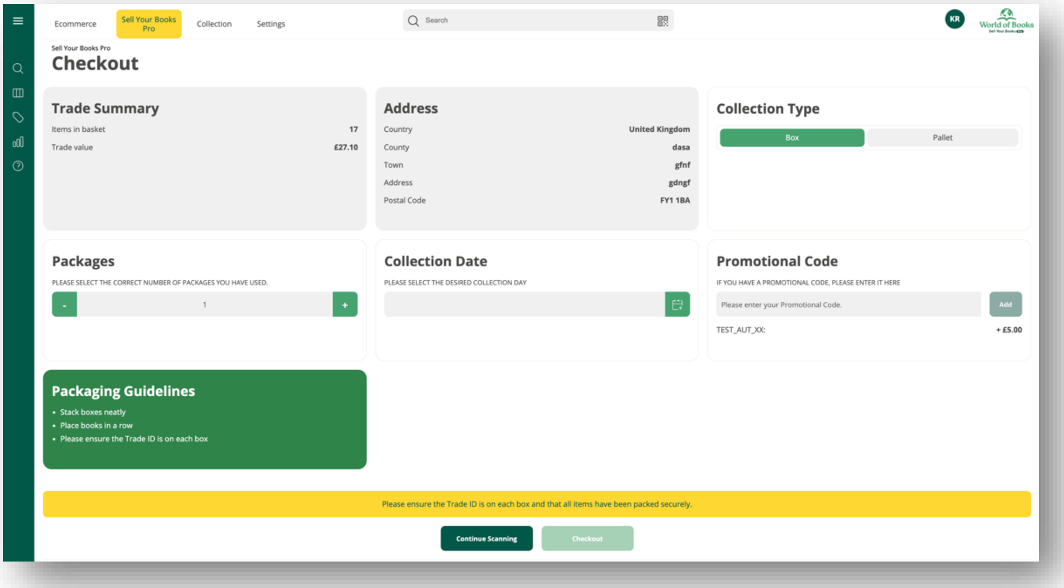
PLEASE NOTE: If you see an error message after clicking on the "Checkout" button which reads: "Trade Create Failed! – DPD Contact Not Set" this means DPD contact details are not set for the shop. The account owner or administrator has to enter DPD contact details for all locations.

To enter DPD contact details, please navigate to:
Settings > Locations > Select a shop from all locations >
Click the Actions button at the top-right of the page >
click on Edit DPD contact > Add required information >
and then, save the changes.

Once you return to the "Current - trade" page, you should now be able to checkout. This will only need to be done once, not every time you complete a trade. These details can also be changed at any time.

Checkout

Once you have clicked on the ''Checkout" button, you should see a screen like this:



The top left side of the screen is the "Trade Summary" - this displays a summary of the total number of items in the trade and the total trade value (The item value will only appear depending on the user privileges).

The Address section on the top centre of the page displays the ''collection address'' - this is set as default and cannot be modified during checkout. If the address is incorrect, please contact the account owner or administrator for any adjustments.

The right-hand side is the "Collection Type" and "Promotional Code" area.

In "Collection Type" you can choose between Box and Pallet. Enter the correct number of Boxes or Pallets you are sending. Please keep in mind that this is the total number of package(s)/box(es) that the courier will be expecting to collect, not the number of individual items in the trade.

In "Promotional Code" you can enter a promotional code you may have received from us in emails or as part of our games and competitions.

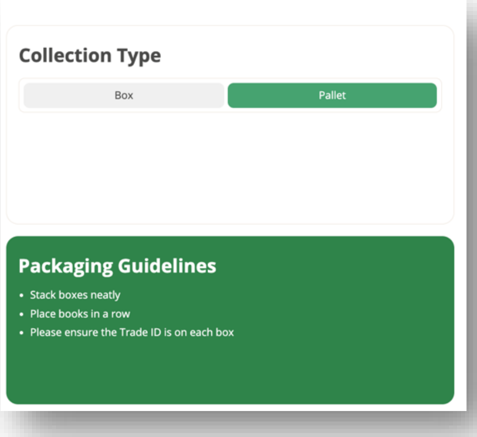
When you click on the promotional code field, enter the code and click on the "Add" button to apply the code.

Enter the Collection Date. You are required to set the actual date you intend to handoff the package(s) to the courier by using the date selector.

Be sure to pack boxes securely and have the trade ID clearly written and attached to each box.

Checkout contd.

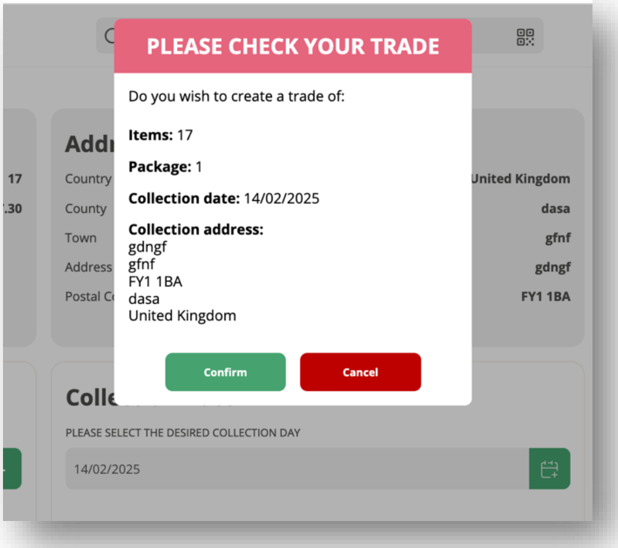
If you are sending Pallets, remember to select the Pallet option:



For customers based in the Republic of Ireland, the "Pallet collection" option will be turned on automatically. You will need to set the correct number of pallet(s) that are being booked for collection by using the arrow or by entering the correct number into the pallets field. (Please note: this is the total number of pallet(s) the courier is expected to collect, and not the number of individual items in the trade).

Also, ensure that the items are placed in a row and have the trade ID clearly written and attached to each box.

Once everything is done, a pop-up screen will appear asking you to check and confirm the trade.



Checkout contd.

By finalising the trade, a PDF manifest will automatically be downloaded to your PC for your reference, containing the trade information. You will then be redirected to the trade details page.

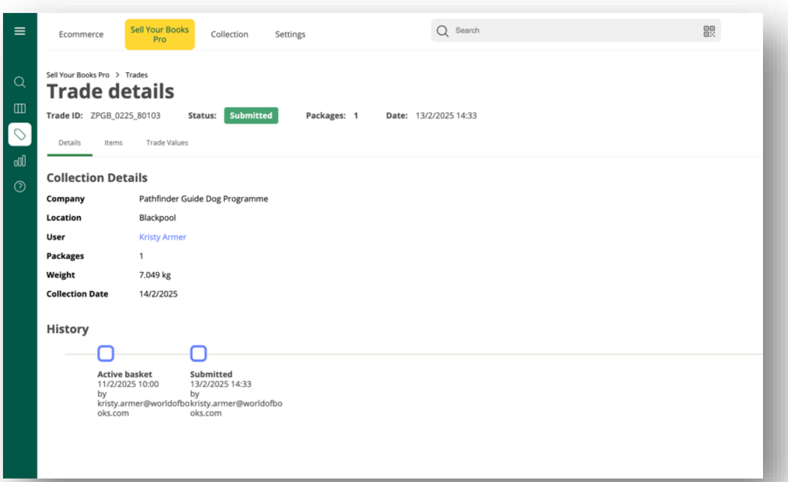
If you have a printer, you can print the manifest and place it in the box if you wish, but this is not essential, as DPD will produce the labels needed for collection.

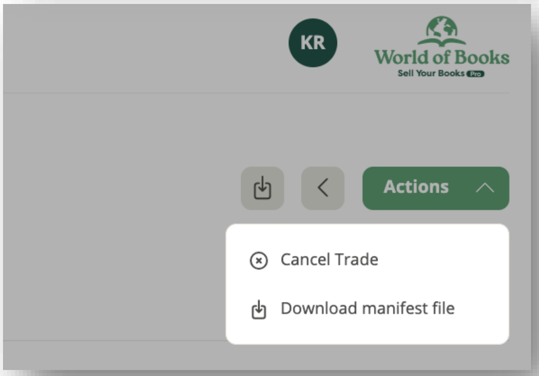
Alternatively, clearly writing the trade ID on a piece of paper and attaching it to the outside of every box will be sufficient.

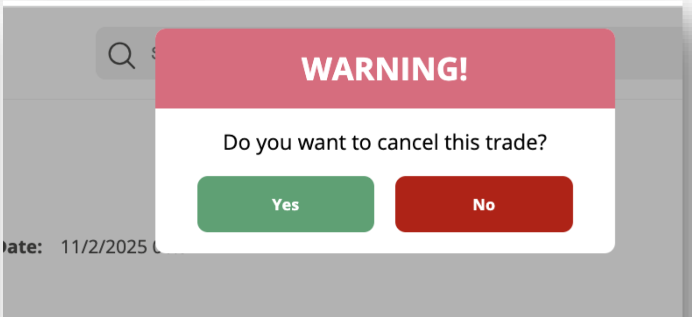
Trade details page

Once the trade is submitted, you will be redirected to the trade details page where you will see all the information relating to the trade. For example, the submission date, trade status, trade total values, etc.

On this page, you can “cancel” a trade by clicking the "Actions’’ button at the top-right corner of the page and then select “Cancel trade’’. Please be aware that this cancels the entire trade and you would have to re-scan all your items. This does not cancel the DPD collection. You can also re- download the manifest file by clicking the ‘Download manifest file’.







Trades

The Trades page allows you to view all trade activities on the account. You can use the filter options above the trade table to widen or narrow the information that you want to see. The trade table columns can be filtered by:

- Shop from which the trade came from
- Trade ID
- Trade status
- Submitted date
- Paid date
- User who created the trade

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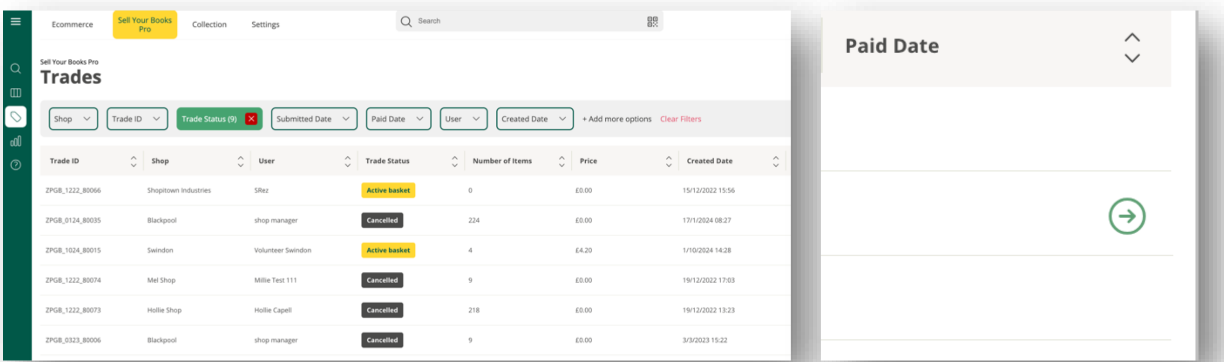


You can also enhance your information search by using the add more options.

Once you have found the data or trade you are looking for, you can sort it with the arrows that appear on each side of the column headers, then click on the 'Action' button at the top right of the page to "Export Report" as a CSV file.

To see other information on the trade table, use the page scroller at the bottom of the trade table and scroll right. You should now be able to see:

- The trade status
- The number of items
- The trade price for those items
- The total number of book/media items in the trade
- The date the trade was created|
- The submitted and paid dates

If you want to cancel the trade, hover your mouse around the item, then move your mouse pointer to the right and click on the green arrow. On the next screen, click on the 'Actions' button (top-right) and select 'Cancel Trade' from the pop-up screen.

Reports

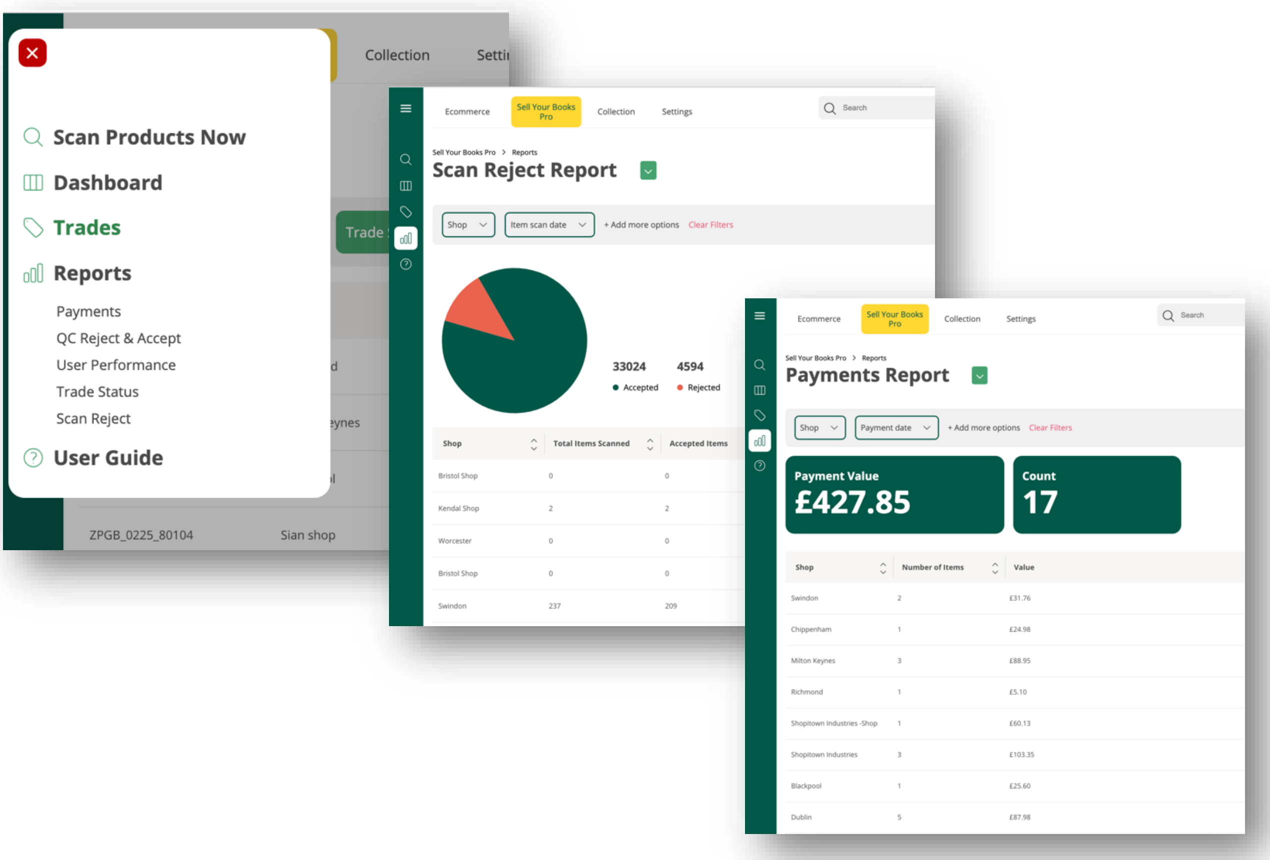
The Trade Reports provide various features that can be used for analysing user performance, payments, trade status etc. The report tool also provides a visual representation to help you identify current data and monitor trade progress across all shops.

The report features will only appear depending on the user privileges. Once you click on the ‘Reports’ icon on the Dashboard left-hand menu, it will open a pop-up menu where you can select the type of report you are looking for.

The reports available are designed to be easy to use. However, it is important to note the distinction between the QC Reject & Accept report (The number of items accepted into a trade but failed quality control checks when received into the Warehouse) and the Scan Reject report (the number of items which are rejected from being added to a trade).

The pie chart presented in the scan reject and trade status report areas displays visual data as a percentage in each category along with the total counts of trade activities across all shops on the account.

Each of the reports can be filtered by shop and by date range. They can all also be exported for reconciliation purposes.



Account Settings

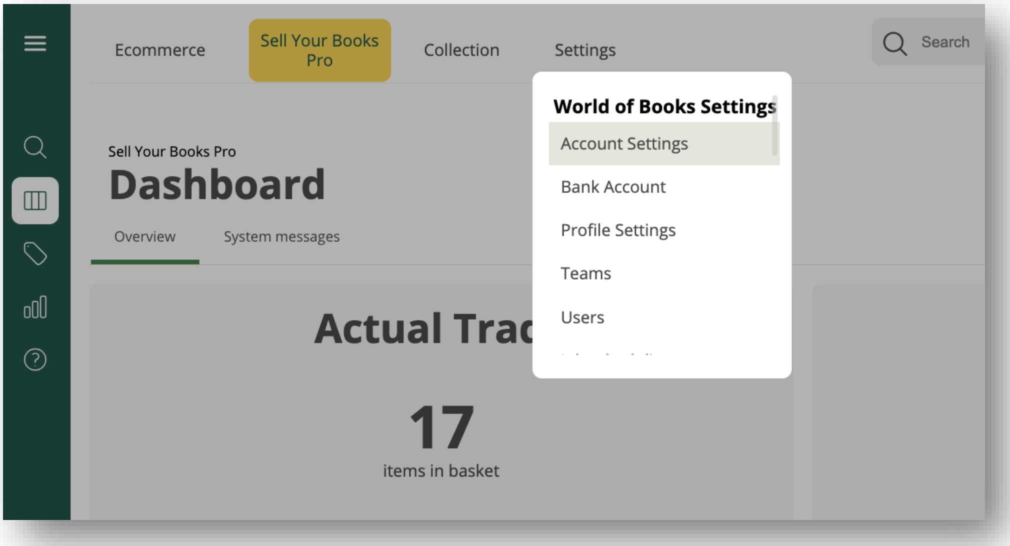
The settings button found at the top of the Dashboard can be used to add, update and manage the account information.

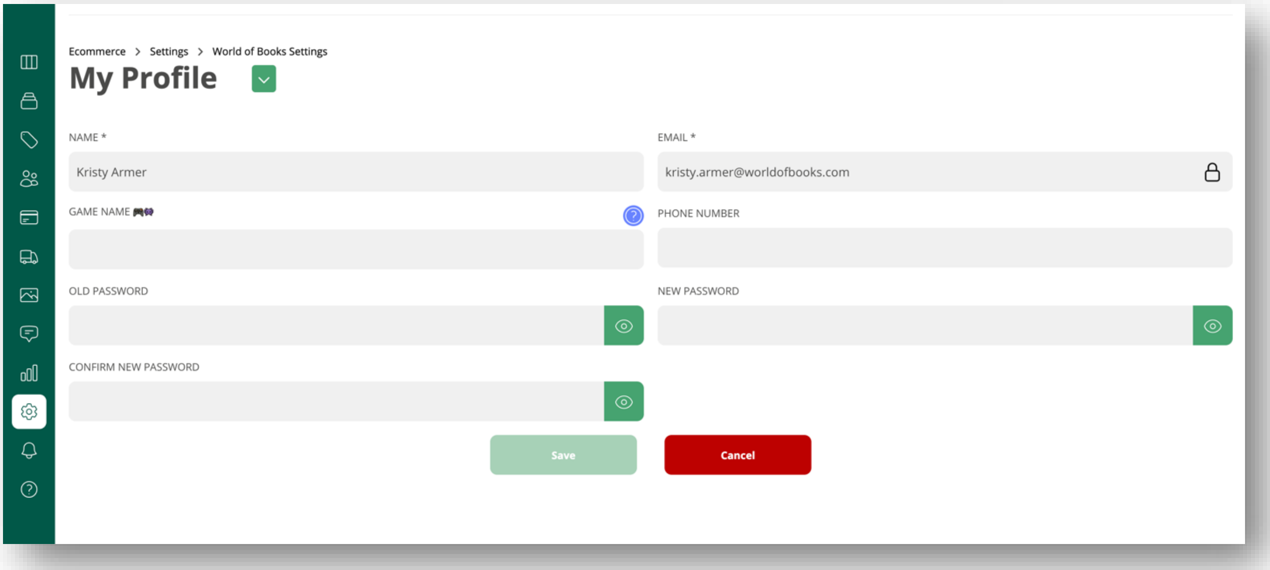
However, the features that appear within the settings menu will depend on the user's privileges.

To edit your account settings, click on the ‘Settings’ button. You will now have access to edit your "Profile Settings”, where you can edit your personal details like your name, email address, and phone number.

Remember to click the “Save” button once changes are made.

You can also access “Account Settings,” “Bank Account,” ‘’Location,’’ “Users,” etc.



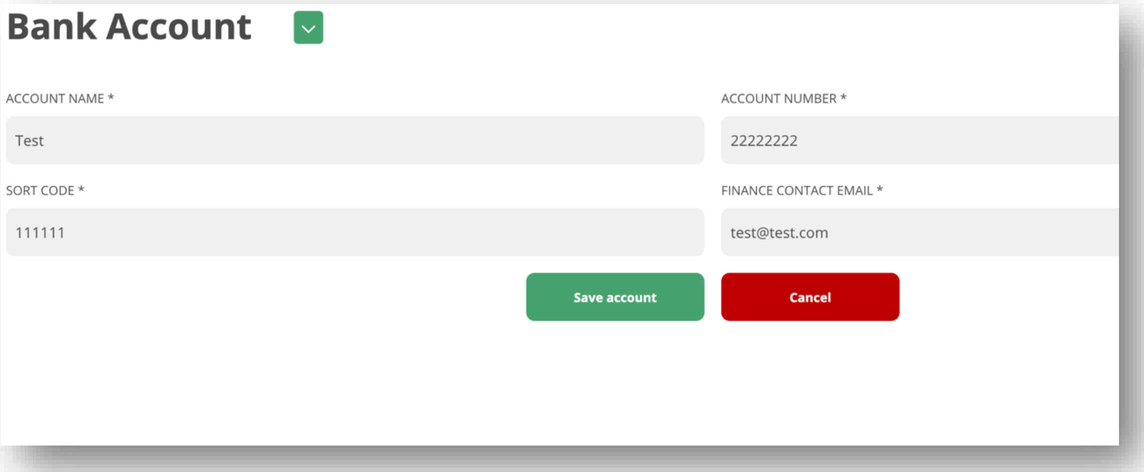


Bank Account

Only the Account owner or Admin user can add or update the bank account information.

You can only use one bank account for the entirety of your charity/organisation, so it is important that these details are correctly entered.

To add or update the bank details, click on the ‘Bank Account’ in the settings dropdown menu, then add or update the bank details, and click ‘Save’ on the next screen.

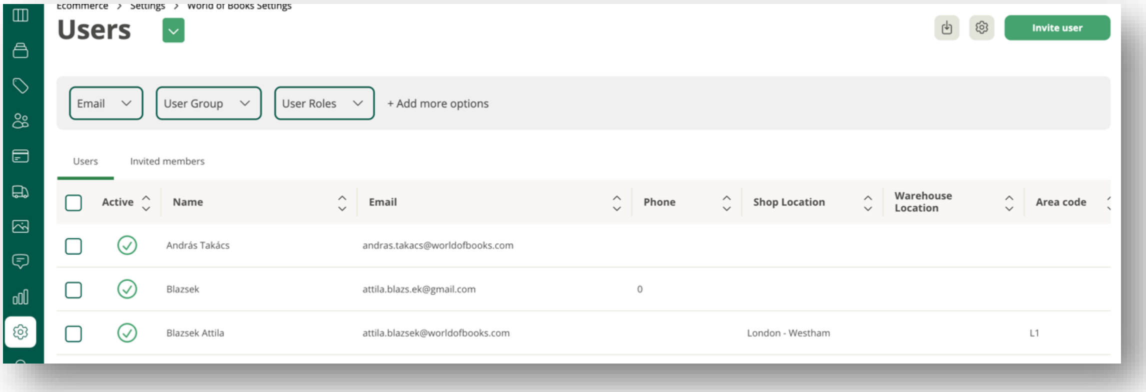


Users

You can use the “Users” tab on the settings menu to:

- Add new users to the account
- Modify user details.
- Manage existing users’ role and privileges.
- Inactivate the user (without deleting the user).
- Delete the user from the account.

A full table of permissions is also included on the “Users” page



Locations

Adding a location is an important step once your account is created. For collections to happen, you must tell us where to collect from. Only the Account Owner or Administrator has the ability to add locations to the account.

You can have one or more location depending on your operations.

From the Settings menu, scroll down to find "Locations".

Here you can:

- Add new shop locations.
- Update details of existing shops.
- Enable e-commerce module.
- Disable shops (without deleting them).
- Set DPD contact details.

Please note: The "Add New Location" and ''Grid Settings" icons will be visible on the page. The "Actions'' button will only appear once you've selected one or more shop's location on the locations page.

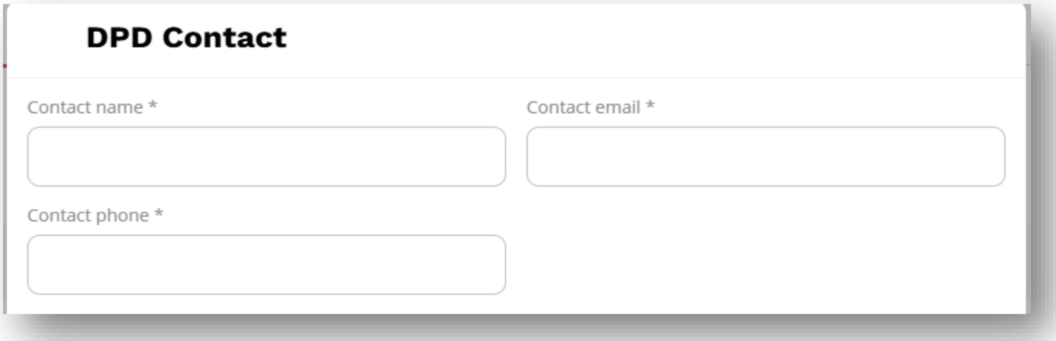
DPD contact information is required before starting to scan items to trade. If you have multiple locations, then you will have to add DPD contact information for each shop location, otherwise checkout after scanning will not be possible.

A contact name and email address are a requirement in order to submit a trade.

Once you have selected a shop location, click on the 'Actions' button in the upper right-hand corner of the page.

Click on 'Edit DPD contact' and enter the required contact information on the next screen.

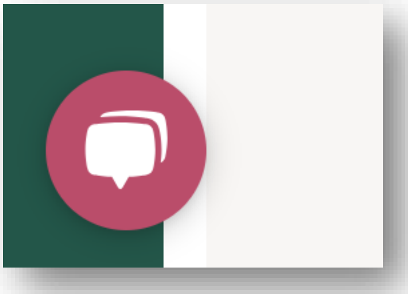
Now click on the 'Save contact' button. Always remember to keep the DPD contact details up to date, to avoid the possibility of failed collections.



Where to go for help

If you need any further support, please contact our team by:

- Accessing live chat whilst logged in to Sell Your Books Pro



- Emailing pro@worldofbooks.com

- For system related concerns and to report bugs or faults, please raise a ticket using our Service Desk: https://worldofbuzz.atlassian.net/servicedesk/customer/portal/2