BIC EDI Standards
and
Implementation Guidelines

RETURNS
Adjustment or
Confirmation

The RETINS message

July 2014
R.5. USING THE RETINS MESSAGE FOR RETURNS ADJUSTMENT OR CONFIRMATION

R.5.0 CHANGES SINCE JANUARY 2014 ISSUE
Page R-5-4 Code added to BGM segment - 71F = instruction that box contains ‘remaindered’ items: use only for “green box” messages

R.5.1 PRINCIPLES
A RETINS message for returns adjustment or confirmation is sent from a customer to a supplier, as a mandatory response to a RETINS message for returns authorisation from the supplier.

A supplier’s RETINS message authorising returns must be answered by one, and only one, RETINS message from the customer, referring to the unique RAN number specified in the authorisation message. If a customer system sends two or more RETINS messages citing the same RAN, the supplier’s system will treat all such messages apart from the first as invalid.

Notes: Each RETINS message for returns adjustment or confirmation can be sent separately, as appropriate action is taken by the customer. There is no requirement that the adjustment or confirmation messages derived ultimately from a single RETANN message should be packaged as a single transmission.

This message should NOT be used to confirm rejected items i.e. for a customer to confirm that they are returning zero copies of a book that the supplier has informed them previously cannot be returned.

The contents of the RETINS message for returns adjustment or confirmation are outlined below.

Message header
- Message identifier (BGM): the unique “Returns Authorisation Number” (RAN) which was assigned in the supplier’s authorisation message (Mandatory).
- Message type, specifying “green” or “red”, and for “red” the method of disposal (BGM) (Mandatory)
- In the document/message name element (BGM), the word ADJUST (Mandatory)
- Message date (DTM) (Mandatory)
- A customer reference, if one was sent in the original RETANN message (RFF)
- The Global Location Number (EAN number) of the sender (customer) and of the addressee (supplier) (NAD) (Mandatory)
- The supplier’s customer number (RFF, linked to NAD)
- The SAN number of a bookshop branch if the sender identified in NAD is a chain (RFF, linked to NAD)
- Where applicable, the location to which the returns consignment is being sent (NAD)
Message line

An EAN-13 (ISBN-13) number identifying an item for return (LIN) (Mandatory)
A short author/title description (IMD) (Optional, and not recommended: identification by product code is sufficient)
The quantity which the supplier has authorised for return or destruction (QTY) (Mandatory)
The quantity which the customer is sending for return or destruction (QTY), which must be less than the quantity authorised. If no copies of the listed item are to be returned, a “zero” quantity should be sent. (Mandatory)

Where the customer is returning stock partly as unopened packs and partly as loose copies, separate RETINS lines must be sent, corresponding to the separate lines in the RETINS message(s) which authorised the return. For unopened packs, two QTY segments are required, one stating the number of packs and the other the quantity per pack – see example on page R-5-12. For loose copies, only one QTY segment is sent, stating the number of copies.

Message trailer

A control total of the number of lines in the message (CNT)
A control total of the number of segments in the message (UNT)

For additional detail of the RETINS message structure, see Section R.4.

R.5.2 EXAMPLE OF A RETURNS CONFIRMATION TRANSMISSION

To make the example easier to read, each segment has been placed on a separate line, and blank lines have been left between the sections. Note, however, that when an EDIFACT message is transmitted it is sent as a continuous data string, without carriage returns between segments.

The example shows a response to the “green box” example in the RETINS message specification for returns authorisation, section R.4.4.

The return quantity is not in accordance with the authorisation message. Only two copies, out of four which were authorised, are actually being returned.

UNA:+.? ’ Service string advice
UNB+UNOC:3+5013546062421:14+5013546028694:14+000506:1625+1070663++RETINS’ Interchange header
UNH+20000506001+RETINS:D:99A:UN:EDIT01’ Message header
BGM+71E::9:CONFIRM+00001234+9’ RAN 00001234: return for stock confirmed
DTM+137:20000506:102’ Sent 6 May 2000
NAD+BY+5013546062421::9’ Sender (buyer) EAN number
RFF+API:156843’ Branch SAN
NAD+SU+5013546028694:9’ Addressee (supplier) EAN number
QTY+61:4’ Quantity authorised for return 4
QTY+12:2’ Quantity despatched for return 2
CNT+2:1’ Control total: 1 line item in message
UNT+11+20000506001’ Message trailer: 11 segments in message
UNZ+1+1070663’ Interchange trailer: 1 message sent
### R.5.3 RETINS SPECIFICATION FOR BOOK TRADE RETURNS CONFIRMATION

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td><strong>UNH</strong></td>
<td><strong>MESSAGE HEADER</strong></td>
<td>One mandatory occurrence per message</td>
</tr>
<tr>
<td>+</td>
<td>0062</td>
<td>Message reference no</td>
<td>M an..14 Sender’s unique message reference. By convention, incorporates a sequence number of the message within the interchange.</td>
</tr>
<tr>
<td>+</td>
<td>S009</td>
<td>MESSAGE IDENTIFIER</td>
<td>M</td>
</tr>
<tr>
<td>+</td>
<td>0065</td>
<td>Message type identifier</td>
<td>M an..6 RETINS = instruction for returns (used here for returns confirmation)</td>
</tr>
<tr>
<td>:</td>
<td>0052</td>
<td>Message type version no</td>
<td>M an..3 D</td>
</tr>
<tr>
<td>:</td>
<td>0054</td>
<td>Message type release no</td>
<td>M an..3 99A = EDIFACT Directory D.99A</td>
</tr>
<tr>
<td>:</td>
<td>0051</td>
<td>Controlling agency</td>
<td>M an..2 UN = agency responsible</td>
</tr>
<tr>
<td>:</td>
<td>0057</td>
<td>Association-assigned code</td>
<td>M an..6 EDIT01 = EDITEUR version number</td>
</tr>
<tr>
<td>+</td>
<td>0068</td>
<td>Common access reference</td>
<td>N Not used in EANCOM</td>
</tr>
<tr>
<td>+</td>
<td>S010</td>
<td>STATUS OF THE TRANSFER</td>
<td>N Not used in EANCOM</td>
</tr>
</tbody>
</table>

**Example:**

```
UNH+ME001234+RETINS:D:99A:UN:EDIT01 Returns confirmation
```
2  BGM  BEGINNING OF MESSAGE

C002  DOCUMENT/MESSAGE NAME  M

  +  1001  Document/message code  M an..3

   71E = instruction for returns (EAN code): use for “green box” messages, for returns to stock
   71F = instruction that box contains ‘remaineded’ items: use only for “green box” messages
   71R = instruction to return for disposal (BIC/EDiTEUR code): use for “red box” messages where
   the supplier requires items to be returned as a separate consignment for destruction
   71S = instruction to destroy in store (BIC/EDiTEUR code): use for “red box” messages authorising
   items to be destroyed by the customer in accordance with agreed protocols
   71T = instruction to consign to “trusted third party” (BIC/EDiTEUR code): use for “red box”
   messages authorising items to be consigned to a third party for destruction

:  1131  Code list qualifier  N
   :  3055  Code list agency code  M an..3

   9 = EAN (when an EAN code is used in DE 1001)
   28 = EDiTEUR (when a BIC/EDiTEUR code is used in DE 1001)

:  1000  Document/message name  M an..35

   Mandatory in this application: CONFIRM

C106  DOCUMENT/MESSAGE ID  M

  +  1004  Document/message number  M an..35

Instructions for return number assigned by document sender: mandatory: this number is the
supplier’s Returns Authorisation Number, in BIC standard format (ie an eight-digit serial number)
which must be used as part of the label which identifies the returns consignment, or the
consignment sent for destruction, as the case may be

:  1056  Version  N
   :  1060  Revision number  N
   +  1225  Message function, coded  M an..3

   Mandatory in EANCOM: 9 = original, 7 = duplicate (repeat transmission)

   +  4343  Response type, coded  N

   Not used in EANCOM

Examples:

BGM+71E::9:CONFIRM+00005481+9'
Return to stock confirmed

BGM+71R::28:CONFIRM+00005482+9'
Return for disposal confirmed
3 DTM DATE/TIME/PERIOD

One mandatory occurrence per message, to give the message date

<table>
<thead>
<tr>
<th>C507</th>
<th>DATE/TIME/PERIOD</th>
<th>M</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ 2005</td>
<td>Date/time/period qualifier</td>
<td>M an..3</td>
</tr>
<tr>
<td>: 2380</td>
<td>Date/time/period</td>
<td>M an..35</td>
</tr>
<tr>
<td>: 2379</td>
<td>Date/time/period format code</td>
<td>M an..3</td>
</tr>
</tbody>
</table>

137 = message date (CCYYMMDD)
Date in prescribed format
102 = code for CCYYMMDD date format

Example:
DTM+137:20010301:102'  Message date 1 March 2001

SG02 RFF-DTM

Only RFF segment 4 is used in this application

4 RFF REFERENCE

One mandatory occurrence if and only if the RETANN message carried a customer reference. Additionally, an optional occurrence, where required, to identify the RETANN message to which a response is being sent

<table>
<thead>
<tr>
<th>C506</th>
<th>REFERENCE</th>
<th>M</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ 1153</td>
<td>Reference qualifier</td>
<td>M an..3</td>
</tr>
<tr>
<td>: 1154</td>
<td>Reference number</td>
<td>M an..35</td>
</tr>
<tr>
<td>: 1156</td>
<td>Line number</td>
<td>N</td>
</tr>
<tr>
<td>: 4000</td>
<td>Reference version number</td>
<td>N</td>
</tr>
<tr>
<td>: 1060</td>
<td>Revision number</td>
<td>N</td>
</tr>
</tbody>
</table>

AGI = request number: use for the “request for returns authorisation” number which appeared in BGM DE 1004 in the RETANN message to which the RETINS message is responding
CR = customer reference: use to return a reference which appeared in the RETANN message, RFF segment 4

Example:
RFF+CR:503172'  Customer reference 503172
SG03 NAD-LOC-SG04-SG05

Only NAD segment 5 and RFF segment 6 are used in this application. Note that EDIFACT does not require multiple NAD-RFF segment groups to be sent in a specified sequence.

5 NAD NAME AND ADDRESS

Two mandatory occurrences per message, to show sender and addressee, and one optional occurrence, where required, to identify the address to which returns are to be sent.

+ 3035 Party qualifier M an..3
  BY = buyer: addressee
  DP = delivery location: use for the address to which the returns are to be sent (which may be a supplier’s warehouse or the location of a trusted third party)
  SU = supplier: sender

C082 PARTY IDENTIFICATION M
  + 3039 Party identification code M an..17
    GLN or EAN location code - format n13
  : 1131 Code list qualifier N
    Not used in EANCOM
  : 3055 Code list responsible agency M an..3
    9 = EAN
  + C058 NAME AND ADDRESS N
    Composite C058 is not used in EANCOM
  + C080 PARTY NAME N
    Composite C080 is not used in this application
  + C059 STREET N
    Composite C059 is not used in this application
  + 3164 City name N
    Not used in this application
  + 3229 Country sub-entity ID N
    Not used in this application
  + 3251 Postcode N
    Not used in this application
  + 3207 Country, coded N
    Not used in this application

Example:

NAD+BY+50135460622413:9' Buyer: EAN location number
6 RFF REFERENCE

One or two occurrences per message, linked to the NAD segment identifying the customer, may be used to give (a) the customer number by which the customer is identified in the supplier's internal systems, to be included on the returns consignment label, and/or (b) the SAN. Note that this RFF segment must immediately follow the NAD segment which is coded BY in DE 3035.

<table>
<thead>
<tr>
<th>C506</th>
<th>REFERENCE</th>
<th>M</th>
<th>API = additional party identification (EAN code): use for branch SAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>+</td>
<td>1153</td>
<td>M an..3</td>
<td>IT = internal customer number: use for the supplier's internal number for the customer</td>
</tr>
<tr>
<td>:</td>
<td>1154</td>
<td>M an..35</td>
<td></td>
</tr>
<tr>
<td>:</td>
<td>1156</td>
<td>N</td>
<td>Not used in EANCOM</td>
</tr>
<tr>
<td>:</td>
<td>4000</td>
<td>N</td>
<td>Not used in EANCOM</td>
</tr>
<tr>
<td>:</td>
<td>1060</td>
<td>N</td>
<td>Not used in this application</td>
</tr>
</tbody>
</table>

Example:

```
RFF+IT:503172'
```

Customer number 503172
Each occurrence of segment group SG11, up to a maximum of 9,999 per message, represents a line item.

### 7 LIN LINE ITEM

One mandatory occurrence per line item to give the line item number, and an EAN article number / ISBN-13

<table>
<thead>
<tr>
<th>Segment</th>
<th>Description</th>
<th>MANDATORY</th>
<th>USAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIN</td>
<td>Line item number</td>
<td>M n..6</td>
<td>Line sequence number, starting at one and incremented by one for each successive line</td>
</tr>
<tr>
<td>C212</td>
<td>Action request/notification</td>
<td>D</td>
<td>Only EAN article numbers are accepted in composite C212 in the LIN segment</td>
</tr>
<tr>
<td>7143</td>
<td>Item number type, coded</td>
<td>D an..35</td>
<td>EAN = EAN: mandatory</td>
</tr>
<tr>
<td>1131</td>
<td>Code list qualifier</td>
<td>N</td>
<td>Not used in EANCOM</td>
</tr>
<tr>
<td>3055</td>
<td>Code list agency code</td>
<td>N</td>
<td>Not used in this application</td>
</tr>
<tr>
<td>C829</td>
<td>SUB-LINE INFORMATION</td>
<td>N</td>
<td>Composite C829 is not used in this application</td>
</tr>
<tr>
<td>1222</td>
<td>Configuration level</td>
<td>N</td>
<td>Not used in EANCOM</td>
</tr>
<tr>
<td>7083</td>
<td>Configuration, coded</td>
<td>N</td>
<td>Not used in this application</td>
</tr>
</tbody>
</table>

Examples:

```
LIN+5++9780333456781:EN'
```

Line no 5, EAN article number / ISBN-13
8 PIA ADDITIONAL PRODUCT ID

Prior to 1 January 2007, the PIA segment was used to carry an ISBN-10. From 2007, the PIA segment should no longer be used, and all products for return should be identified in the LIN segment. However, for reference, the segment specification is retained here.

+ 4347 Product id function code M an..3 5 = product identification: use for the ISBN-10 of the item to be returned
+C212 ITEM NUMBER ID M
+ 7140 Item number M an..35 Product number (ISBN-10)
: 7143 Item number type, coded M an..3 IB = ISBN-10
: 1131 Code list qualifier N Not used in EANCOM
: 3055 Code list agency code N Not used in this application
+C212 ITEM NUMBER ID N Further repeats of Composite C212 are not used in this application
+C212 ITEM NUMBER ID N
+C212 ITEM NUMBER ID N
+C212 ITEM NUMBER ID N

Example:

PIA+5+012345679X:IB'

ISBN-10 0123456789X
### IMD ITEM DESCRIPTION

Optionally, one occurrence per line may be used to give a brief description of the item to be returned.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Character</th>
<th>Description ID</th>
<th>Character</th>
</tr>
</thead>
<tbody>
<tr>
<td>7077</td>
<td>Item description type code</td>
<td>M an..3</td>
<td></td>
<td>F = free-form</td>
</tr>
<tr>
<td>C272</td>
<td>ITEM CHARACTERISTIC</td>
<td>M</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7081</td>
<td>Item characteristic code</td>
<td>M an..3</td>
<td></td>
<td>BST = short title description</td>
</tr>
<tr>
<td>1131</td>
<td>Code list qualifier</td>
<td>N</td>
<td></td>
<td>Not used in this application</td>
</tr>
<tr>
<td>3055</td>
<td>Code list agency code</td>
<td>N</td>
<td></td>
<td>Not used in this application</td>
</tr>
<tr>
<td>C273</td>
<td>ITEM DESCRIPTION</td>
<td>M</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7009</td>
<td>Item description id</td>
<td>N</td>
<td></td>
<td>Not used in this application</td>
</tr>
<tr>
<td>1131</td>
<td>Code list qualifier</td>
<td>N</td>
<td></td>
<td>Not used in this application</td>
</tr>
<tr>
<td>3055</td>
<td>Code list agency code</td>
<td>N</td>
<td></td>
<td>Not used in this application</td>
</tr>
<tr>
<td>7008</td>
<td>Item description</td>
<td>M an..256</td>
<td></td>
<td>Description</td>
</tr>
<tr>
<td>7008</td>
<td>Item description</td>
<td>D an..256</td>
<td></td>
<td>Continuation line if required</td>
</tr>
<tr>
<td>7383</td>
<td>Surface layer indicator code</td>
<td>N</td>
<td></td>
<td>Not used in EANCOM</td>
</tr>
</tbody>
</table>

**Example:**

```
IMD+F+BST+:::Rubin/Picasso and portraiture?:The early years'
```

(This example illustrates the use in EDIFACT of the `?` as a release character which indicates that the following character is to be interpreted as part of the text and not as a control character.)

**Segment 10 (DTM) is not used in this application**
Two mandatory occurrences per line to give the quantity which was authorised for return or destruction, and the adjusted quantity which is being sent by the customer, which must be less than the quantity authorised. If no copies are being returned, the return quantity must be sent explicitly as “zero”. If the quantity is specified as a number of packs, a second occurrence of segment 10 must be sent to state the quantity per pack.

Note: This message should NOT be used to confirm rejected items i.e. for a customer to confirm that they are returning zero copies of a book that the supplier has informed them previously cannot be returned.

### Examples:

- QTY+61:2'
- QTY+12:1'
- QTY+61:2'
- QTY+12:0'
- QTY+61:2:PCK'
- QTY+12:2:PCK'
- QTY+52:20'

Segments 12 (LOC), 13 (MOA) and 14 (CDI) are not used in a RETINS message for returns adjustments.
### 15 CNT CONTROL TOTAL

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Type</th>
<th>Length</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>C270</td>
<td>CONTROL</td>
<td>M</td>
<td></td>
<td></td>
</tr>
<tr>
<td>+</td>
<td>6069 Control qualifier</td>
<td>M</td>
<td>an..3</td>
<td>1 = total value of the quantity segments at line level in the message</td>
</tr>
<tr>
<td>:</td>
<td>6066 Control value</td>
<td>M</td>
<td>n..18</td>
<td>2 = number of line items in the message</td>
</tr>
<tr>
<td>:</td>
<td>6411 Measure unit qualifier</td>
<td>N</td>
<td></td>
<td>Not used in this application</td>
</tr>
</tbody>
</table>

**Example:**

CNT+2:5'

Five line items in message

### 16 UNT MESSAGE TRAILER

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Type</th>
<th>Length</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>+</td>
<td>0074 No of segments in message</td>
<td>M</td>
<td>n..6</td>
<td>Count includes the UNH and UNT segments</td>
</tr>
<tr>
<td>+</td>
<td>0062 Message reference number</td>
<td>M</td>
<td>an..14</td>
<td>The reference number given here must be the same as that specified in the UNH segment</td>
</tr>
</tbody>
</table>

**Example:**

UNT+48+ME001234'

48 segments in message reference ME001234