

R.6 RETURNS CODE LISTS, revised March 2007

New codes and explanatory text in red.

R.6.1 “Reason for return” codes (used in RETANN, CDI segment 13, DE 7007)

Code	Reason for return	T&C	Reference(s) required in RFF segment 14	Basis of credit	Authorisation response	Rejection response
B00	Overstock: stock surplus to requirement		None	Credit at weighted average price	A01, A02	R01-R07 (or R09)
B10	Books supplied for a particular promotion or event, or preauthorised by supplier		Supplier's pre-authorisation reference; invoice number ¹ if known	Credit per invoice, or at weighted average price	A01	R10 (or R09)
B11	ISBN recalled by supplier		Supplier's reference; invoice number if known	Credit per invoice, or at latest price supplied, or at current price	A01	R10
B12	Order cancelled by customer or dued in error or due not cancelled prior to supply		Invoice number	Credit per invoice	A01, A02, A03 (or A04)	R08
B20	ISBN supplied and invoiced was not ordered (or ISBN ordered was supplied and invoiced twice)	Y ²	Invoice number	Credit per invoice: “keep” option may be offered. Respond using code A01, A02 or A03.	A01, A02 or A03	R08, R12 or R14
B30	ISBN supplied was received damaged ³	Y	Invoice number	Credit per invoice	A02, A04 or A05	R12 or R13
B31	ISBN supplied has a manufacturing defect ⁴		Invoice number if known	Credit per invoice, or at weighted average price	A02, A04 or A05	R13
B80	Incorrect discount given		Invoice number; additional discount expected	Credit per invoice and recharge with new discount	A04, A06 (or R11)	R99

¹ In all cases where an invoice number is expected, a delivery note number is an acceptable, though much less commonly used, alternative.

² Letter Y in column 3 means that the supplier's Terms & Conditions apply.

³ Damage code C01 or C02 is required

⁴ Defect code D01, D02 or D03 is required

Code	Reason for return	T&C	Reference(s) required in RFF segment 14	Basis of credit	Authorisation response	Rejection response
B81	Incorrect price on invoice		Invoice number; expected price	Credit per invoice and recharge with new price	A04, A06 (or R11)	R99
B90	Shortage: ordered quantity was invoiced but not supplied in full	Y	Invoice number	Report only. Subject to agreement by supplier, credit per invoice. Respond using code R11.	R11	R12 (or R11)
B91	ISBN supplied was not ordered and not invoiced, or too many copies were sent and not invoiced	Y	Invoice number	No credit required: "keep" option may be offered. Respond using code A01, A02 or A03.	A01, A02 or A03	R12

R.6.2 Damage codes (used in RETANN, CDI segment 13, DE 7007)

Code	Description
C01	Carton damage resulting in damage to contents
C02	Carton intact, damage to contents

R.6.3 Defect codes (used in RETANN, CDI segment 13, DE 7007)

Code	Description
D01	Binding errors: duplicated or missing pages
D02	Bad trimming: pages torn or creased
D03	Defective quality: out of register, uneven colour etc (use also for non-book products)

R.6.4 “Returns response” codes

Used in RETINS, CDI segment 14, DE 7007, in “green box” messages only

Code	Description
A01	Authorised: return to supplier in resaleable condition
A02	Authorised: return title page only to supplier
A03	Authorised: keep as complimentary copy, credit will be given in full
A04	Hold pending further investigation
A05	Authorised: return to supplier regardless of condition
A06	Claim authorised for credit (no goods to return)
R01	Returns quantity higher than quantity supplied
R02	Too early (outside parameters)
R03	Too late (outside parameters)
R04	Supplied firm
R05	Exceeds agreed trading cap
R06	ISBN/EAN number not known or not supplied by us, or not sent in the RETANN message
R07	No longer supplied by us, refer to new supplier
R08	Invoice (or delivery note) number not supplied or invalid
R09	Distributor unable to authorise – apply direct to publisher
R10	Reference not supplied or invalid – use for publisher recall reference, promotion or event reference, or pre-authorisation reference
R11	Acknowledgement of shortage report – no return involved
R12	Returns request outside supplier’s Terms & Conditions
R13	Damage/defect code not supplied or invalid
R14	Claim rejected: records show claimed items were supplied as ordered
R99	Request not supported electronically: please contact supplier for separate authorisation

The code value R99 has been added as a temporary measure, to be used by suppliers who wish to introduce automated processing of returns authorisation for overstocks, but are unable to handle some types of non-overstock returns or some types of products in the same way. It follows that in any trading relationship where this situation prevails, returns that are not processed electronically must be both authorised *and shipped* separately from those that are processed electronically.

The code R12 has been added as a consequence of the explicit classification of a number of “reasons for return” as being subject to the supplier’s Terms & Conditions.

These code lists may be updated from time to time without re-issuing the rest of the message documentation, and without changing the version number.