BIC EDI Standards
and
Implementation Guidelines

Library Supply

TRADACOMS
File format specifications

The Acknowledgement
of Order File

August 2008

ACKNOWLEDGEMENTS

Using the Acknowledgement message

Changes since March 2008 issue

June 2008:

1. DNB segment – correction in note to RTEX code list

2. DNB segment – add code 074 (Producer's recommended selling price) to RTEX code list

ACKMNT format for library supply acknowledgements

1 The Acknowledgement message

The Acknowledgement message is ANA TRADACOMS File Format 18, Version 4.

The structure of the Acknowledgement message is outlined in the table below.

Message	Consisting of Segments			Repeat as shown below
ACKHDR File header	MHD	=	Message Header	One occurrence only, at the start of the file
	TYP	=	Transaction Type	
	SDT	=	Supplier Details	
	CDT	=	Customer Details	
	DNA	=	Data Narrative	Repeat as necessary at header level
	FIL	=	File Details	
	MTR	=	Message Trailer	
ACKMNT Acknowledge-ement detail	MHD	=	Message Header	Repeat for each acknowledgement ref.
	CLO	=	Customer's Location	
	AOR	=	Acknowledgement References	
	DNA	=	Data Narrative	Repeat as necessary at message level
	ALD	=	Acknowledgement Line Details	Repeat for each acknowledgement line
	AGD	=	Advice of Goods despatched	Repeat for each despatch (in book trade usage, one occurrence only)
	AQD	=	Expected Delivery details	Not used in book trade
	DNB	=	Data Narrative	Repeat as necessary at line level
	KTR	=	Acknowledgement Trailer	
	MTR	=	Message Trailer	
ACKTLR File trailer	MHD	=	Message Header	One occurrence only, at the end of the file
	KFT	=	Acknowledgement File Totals	
	MTR	=	Message Trailer	

2 Acknowledgement message version number

The BIC Book Acknowledgement message version number for implementations which comply
with this issue is L01. This version number should be sent as DNAC code 206 in the DNA
segment in the message file header (ACKHDR). See section 7 below.

3 Functions of the Acknowledgement message

The functions of the Acknowledgment message are to enable a supplier:

(a)   To respond to new purchase order messages from a customer

(b)   To report the status of outstanding orders, either whenever there is a significant change in status, or at regular intervals as agreed between trading partners

(c)   To respond to purchase order messages sent as order chasers

(d)   To respond to purchase order messages sent to cancel outstanding orders

(e)   To notify the customer of a problem with the account, affecting an entire 'New orders' message. In this case the order may be cancelled or it may be held pending action by the customer to resolve the problem

The way the file is being used is determined by the Transaction Code in TYP/TCDE in the Acknowledgement header (ACKHDR).

4 Use of the Acknowledgement message

4.1 Using the Acknowledgement of Order to reply to an order

BIC recommended practice for responding to EDI orders has generally been that order lines should be acknowledged on an exception basis only, ie that:

(a)   No acknowledgement should be sent in respect of order lines which can be supplied in full within a normal delivery cycle and on terms consistent with the customer's order and the partners' trading agreement. These lines will appear in an Invoice message.

(b)   As soon as possible after receipt of an Order message, and in any event within the normal delivery cycle, an acknowledgement should be sent for all order lines which cannot be supplied in full on terms consistent with the customer's order and the parties' trading agreement. This includes but is not necessarily limited to:

- Lines which cannot be supplied at all

- Lines which can only be supplied in part

- Lines where another ISBN has been substituted, or is offered as a substitute

- Lines where the price stated in the order is incorrect (even though the correct price is within agreed tolerances for supply)

- Lines where the terms expected by the customer are not accepted

- Lines logged wholly or partly as dues

For items in any of these categories, the response should be immediate. For items on which there is a query at the supplier's end (eg on terms), the response may be delayed since the query may be resolved in time for the items to be supplied within the normal delivery cycle. If the query remains unresolved by the time that other items from the Order message are being despatched, an acknowledgement should be sent using the availability status code TH ("temporary hold"). The effect of this is that at time of despatch all order lines will have been accounted for to the customer, as despatched, unavailable, or on temporary hold.

However, it is increasingly the case that some customers require *all* order lines to be acknowledged.   Consequently BIC no longer recommends one approach rather than the other. Trading partners must agree whether they will work on an exception basis (using transaction code 3150 in ACKHDR TYP/TCDE).

Where an entire Order message cannot be processed because of unrecognisable or incorrect data content, no EDI response is possible, and the problem must be taken up by person-to-

person contact.

Note that it is a matter for agreement between trading partners as to whether "print on demand" items should be treated as if they were "in print and in stock", or whether a due should be recorded while the item is manufactured. The recommended default is that dues should *not* be recorded.

4.2 Using the Acknowledgement of Order for status reports on dues

While an order line remains outstanding, further reports may be sent to the customer as Acknowledgement of Order messages if there has been a change in availability status, expected availability date, or price, which may either cause the supplier to cancel the order line in accordance with his trading agreement, or affect the customer's desire to keep the order on record as a due. By trading partner agreement, such reports may be sent periodically, listing all dues, or whenever there is a material change in the status of an outstanding order line (eg a postponement of the publication date or a price change). In either case transaction code 3150 is used.

4.3 Using the Acknowledgement of Order to respond to an order chaser

Transaction code 3150 is again used to respond to an order chaser. At line level three cases may arise:

(a)   Order line still outstanding: send report with the appropriate order action code from List 55.

(b)   Order line already despatched: send report with order action code 08 "already despatched".

(c)   Order line cannot be traced: send report with order action code 09 "cannot trace".

In the latter two cases, the order action code 10 "order line not on backorder file" is also acceptable when the supplier's system cannot determine the precise status.

4.4 Using the Acknowledgement of Order to respond to an order cancellation

 Transaction code 3170 is used to respond to an order cancellation. At line level three cases may arise:

(a)   Order line is cancelled: send report with order action code 07 "cancelled by customer request".

(b)   Order line already despatched: send report with order action code 08 "already despatched".

(c)   Order line cannot be traced: send report with order action code 09 "cannot trace".

In the latter two cases, the order action code 10 "order line not on backorder file" is also acceptable when the supplier's system cannot determine the precise status.

4.5 Using the Acknowledgement of Order when the customer's account is stopped

There are two ways of handling an order from a customer whose account is stopped:

(a)   The entire Order message can be rejected by sending an Acknowledgement message which responds only at message level, and which does not carry any line detail. Transaction code 3145 is used.

(b)   The order can be accepted and placed on hold until the account has been cleared. Transaction code 3150 is used. Order lines that will be held should carry the order action code 16 "account stopped: order line will be held awaiting customer action". Order lines for items that are out-of-print or cannot be supplied should be cancelled. When the account has been cleared, a further Acknowledgement should be sent confirming the lines that will now be supplied.

5 Additional Notes

5.1 Absence of data

For a mandatory composite data element for which there is no available data, for example ALD/SPRO where neither an EAN-13 nor ISBN-13 can be given, it is customary to place one zero (0) in the first variable length sub-element, thus:

```
ALD=1+:0+...
```

The same principle applies for simple mandatory data elements (either alphanumeric or numeric).

The receiver of the file should be notified of data elements where this may occur in order that exception processing can take place.

This is not, however, regarded as good EDI practice, and such cases should be the exception rather than the rule.

5.2 Acknowledgement File Header (ACKHDR)

As there is distinction made in the Acknowledgement of Order File Header (in TYP/TCDE) between the different types of order defined by the Transaction Code in the Order File Header, one Acknowledgement of Order File can carry messages responding to orders of a single type only.

5.3 Acknowledgement File Details (ACKMNT)

Each Acknowledgement of Order message must match an Order message, identified by AOR/ORNO. With any Transaction Code, line detail must be sent.

Care is needed in interpreting ALD/OUCT (ordering unit cost). In library supply it is used to send the RRP or publisher's list price, which may include VAT if applicable. The price actually charged to the library will depend on any discounts applied by the supplier. DNA and DNB segments can be used with appropriate DNAC or RTEX coding to confirm acceptance of particular order requirements, at order or order line level respectively.

More particularly, in book trade practice the DNB segment linked to ALD is used to carry coded details of the reason why an item cannot be supplied. For this purpose, the Availability Status and Order Action Codes in BIC/ANA Code Lists 54 and 55 should be used.

5.4 Order and Order Line numbering

The order referred to in an acknowledgement of order message should be identified by citing the original Customer Order Number in AOR/ORNO.

The line sequence number given in ALD/SEQA is internal to the acknowledgement message. Where the acknowledgement includes only <u>some</u> of the lines from the order, it is essential to match the original order lines to acknowledgement lines in one of the following three ways:

(a)   If the original order included a Customer Order Line Number, by showing that number under RTEX code 082.

(b)   By carrying the original order line sequence number as an RTEX element (RTEX code 043).

(c)   By matching on the ISBN or other product code.

5.5 Acknowledgement of Order when a different product is substituted

When a supplier substitutes a different product (eg a new edition) in place of the item which the customer ordered, an Acknowledgement must always be sent, even though the substitute item is available for immediate despatch. The Acknowledgement line notifies to the customer the product code for the original title (in ALD/SPRO) and the substitute title (in ALD/SPRS), and indicates either that the supplier is proceeding with the order by supplying the substitute item (order action code 04) or that he has cancelled the present order and awaits a separate order from the customer for the substitute title (order action code 05).

Assuming that the supplier is proceeding with the order, two cases then arise. If the ordered quantity of the substitute title is immediately available, it will be despatched and invoiced under its own product code but citing the original customer's order number, and no outstanding balance will be shown in the Acknowledgement of Order line. There will be no availability status shown in DNB/DNAC. If the ordered quantity is not available, the outstanding balance of the substitute product will be shown, and the availability status of the outstanding balance will be given using Code List 54 in DNB/DNAC.

In either of these cases, the reason for the substitution can be shown by including the availability status of the title originally ordered as DNB/RTEX code 276, using a code selected from Code List 54.

From this point on, all further exchanges relating to the order line should use the product code for the substitute title, while continuing to provide the fullest possible reference back to the customer's order.

Examples showing Acknowledgement of Order 'line level' segments for a substitution follow section 9.

5.6 Acknowledgement of Order when a title is replaced by a new edition

When an ordered title is no longer available, but the title has been or will be replaced by a new edition, the order acknowledgement line should be set up as follows:

(a)   Availability status code "OR" should be used, *not* code "OP".

(b)   The ISBN of the new edition, if known, should be sent in ALD/SPRS, though this cannot be mandatory since there may be circumstances in which it is not yet assigned.

(c)   The order action code should be in accordance with the trading partner agreement. Some customers may wish to accept automatic substitution. Others may require that the order line is cancelled, allowing them to place a separate order for the new edition if they so wish.

5.7 Acknowledgement of Order when a title is referred to a new supplier

When an ordered title is no longer available from the supplier responding to the order, but the title has been transferred to another distributor, the order acknowledgement line should be set up as follows:

(a)   Availability status code "RF" should be used.

(b)   The EAN-13 location number (GLN) for the new supplier, if known, should be sent, though this cannot be mandatory since there may be circumstances in which it is not known.

(c)   The new supplier's EAN-13 location number (GLN) should be sent as RTEX 071 in a DNB segment following the ALD for the acknowledgement line.

5.8 Acknowledgement of Order containing line items which are part supplied, and part cancelled or backordered

When an order line is part supplied, and the balance is backordered, the order acknowledgement line should show the following quantities and status codes:

ALD/OQTY = quantity ordered
ALD/OUBA = quantity backordered
AGD/DELQ = quantity to be delivered now (DELQ + OUBA = OQTY)
DNC/DNAC 55 (order action code) = 01 (order line accepted)
DNC/DNAC 54 (availability status) = present availability status of the backordered quantity

When an order line is part supplied, and the balance is cancelled, the order acknowledgement line should show the following quantities and status codes:

ALD/OQTY = quantity ordered
ALD/OUBA = zero
AGD/DELQ = quantity to be delivered now
DNC/DNAC code 55 (order action code) = 01 (order line accepted)
DNC/DNAC 54 (availability status) = present availability status of the cancelled quantity

5.9 Format of the 'Day' element in Status Report Dates

Any status report date in the format YYMMDD must include a valid day in DD. A day of '00' is not acceptable.

6 Example of Acknowledgement transmission

Note that for clarity each TRADACOMS segment in the example below is shown as starting a new line. In reality, there are *no* carriage returns or line feeds within or at the end of a segment. Blocking of TRADACOMS messages depends on the carrier medium and protocols adopted between trading partners.

The example shows the use of the TRADACOMS Reconciliation Message to ensure the integrity of a transmission.

This example shows an **Acknowledgement: Book supplier to library**.

`STX=ANAA:1+5023456789541:XYZ BOOK SUPPLIER+5098765432156:ABC LIBRARY+070430:103045+28613++ACK MNT4'`	Start of transmission
`MHD=1+ACKHDR:4'`	Message 1: Acknowledgement file header
`TYP=3150'`	Transaction code 'reply to new message, listing only lines that cannot be supplied immediately'
`SDT=5023456789541'`	Book supplier's EAN/GLN (Global Location Number)
`CDT=5098765432156'`	Library's EAN/GLN
`DNA=1+206:L01'`	BIC message version number L01
`DNA=2+207:008'`	BIC Code version number 008
`FIL=1+1+070430'`	File generation 1, file version 1, 30 April 2007
`MTR=8'`	End of message 1: 8 segments
`MHD=2+ACKMNT:4'`	Message 2: Acknowledgement message
`CLO=:BB'`	Delivery location, library branch code BB
`AOR=JX93/1347::070430'`	Order number + date of order (not required if order number is present)
`ALD=1+978086287321X+++1+4+4000+1099 00'`	Acknowledgement line 1: identified by ISBN-13; 4 copies, all recorded as dues; RRP £10.99 Note: ISBN-10 should no longer be transmitted. However, trading partners should be prepared to accept it on incoming messages
`DNB=1+1+54:TU+082:06GH1473:092:0711 '`	Availability status 'temporarily unavailable', customer order line reference 06GH1473, expected November 2007
`DNB=1+2+55:01'`	Order accepted and recorded as due
`KTR=1'`	Acknowledgement trailer: 1 line in acknowledgement message
`MTR=8'`	End of message 2: 8 segments
`MHD=3+ACKTLR:4'`	Message 3: acknowledgement file trailer
`KFT=1'`	One acknowledgement message in file
`MTR=3'`	End of message 3: 3 segments
`MHD=4+RSGRSG:2'`	Message 4: reconciliation message
`RSG=28613+5098765432156'`	
`MTR=3'`	End of message 4: 3 segments
`END=4'`	End of transmission: 4 messages

PLEASE NOTE: the final column in the table in this version of the format contains an amalgamation of BIC 'comments' and TRADACOMS 'remarks'.

7 Acknowledgement file header

Each Acknowledgement file begins with a file header ACKHDR. The expected content of the Acknowledgement file header is as follows:

	MHD	MESSAGE HEADER	M			One mandatory occurrence per acknowledgement file header
=	MSRF	Message reference	M	V	9(12)	Consecutive count of messages within the transmission: start at 1 and increment by 1 for each new message header.
	TYPE	Type of message	M			
+		Type	M	F	(X)6	Always 'ACKHDR'
:		Version no	M	F	9(1)	Always '4' for this version

Example:

```
MHD=1+ACKHDR:4'
```
                                 Message number 1 in this transmission

	TYP	TRANSACTION TYPE DETAILS	M			One mandatory occurrence per acknowledgement file header, to specify the type of acknowledgement. Acknowledgement types must not be mixed within a single acknowledgement file.
=	TCDE	Transaction code	M	F	9(4)	Code List 2: BIC authorised values are: 3145 Message rejecting an order when customer's account is stopped 3150 Message replying to an order and listing only those lines that cannot be supplied immediately, or replying to an order chaser, or otherwise reporting on outstanding order lines 3170 Message replying to an order cancellation
+	TTYP	Transaction type	C	V	X(12)	Do not use: this field is redundant.

Example:

```
TYP=3170'
```
                                 Message replying to an order cancellation

		SDT	SUPPLIER DETAILS	M			**One mandatory occurrence per acknowledgement file header, to identify the supplier who is the sender of the acknowledgement file.**
		SIDN	Supplier's identity	M			One mandatory occurrence per SDT segment, to give the coded identity of the supplier, preferably as an EAN location number (GLN). Either a GLN or an alternative supplier code (or both) must be sent.
=			Supplier's EAN location number	C	F	9(13)	EAN location number (GLN) identifying the supplier.
:			Supplier's identity allocated by customer	C	V	X(17)	An alternative supplier code as agreed between the trading partners if an EAN location number cannot be used.
+	SNAM		Supplier's name	C	V	X(40)	Supplier's legal name as printed on invoices. The SNAM element is *not recommended* – the coded ID in SIDN is sufficient.
	SADD		Supplier's address	C			A maximum of five lines to give the supplier's address. The SADD element is *not recommended* – the coded ID in SIDN is sufficient.
+			Supplier's address line 1	C	V	X(35)	
:			Supplier's address line 2	C	V	X(35)	
:			Supplier's address line 3	C	V	X(35)	
:			Supplier's address line 4	C	V	X(35)	
:			Supplier's post code	C	V	X(8)	
	VATN		Supplier's VAT registration no	C			The VATN element is *not recommended*. The coded ID in SIDN is sufficient.
+			VAT number – numeric	C	F	9(9)	Trader's VAT number allocated by HM Revenue & Customs.
:			VAT number – alphanumeric	C	V	X(17)	Government department or non-UK VAT number.

Example:

```
SDT=5012345678907'
```
                                                      EAN/GLN location number only

	CDT	**CUSTOMER DETAILS**	M			**One mandatory occurrence per acknowledgement file header, to identify the customer to whom the acknowledgement file is addressed.**
	CIDN	Customer's identity	M			
=		Customer's EAN location no	C	F	9(13)	EAN location number (GLN) identifying the customer. Use of the EAN number is strongly recommended.
:		Customer's identity allocated by supplier	C	V	X(17)	An alternative customer code as agreed between the trading partners if an EAN location number cannot be used.
+	CNAM	Customer's name	C	V	X(40)	Customer's registered legal name. The CNAM element is *not recommended* – the coded ID in CIDN is sufficient.
	CADD	Customer's address	C			A maximum of five lines to give the customer's address. The CADD element is *not recommended* – the coded ID in CIDN is sufficient.
+		Customer's address line 1	C	V	X(35)	
:		Customer's address line 2	C	V	X(35)	
:		Customer's address line 3	C	V	X(35)	
:		Customer's address line 4	C	V	X(35)	
:		Customer's post code	C	V	X(8)	
	VATR	Customer's VAT registration no	C			The VATR element is *not recommended* – the coded ID in CIDN is sufficient.
+		VAT registration no – numeric	C	F	9(9)	UK VAT number allocated by HM Revenue & Customs.
:		VAT registration no – alphanumeric	C	V	X(17)	Government department or non-UK VAT number.

Example:

```
CDT=5012345678907'                                    EAN/GLN location number only
```

	DNA	DATA NARRATIVE	C			**Two occurrences are recommended, but not mandatory, to show the BIC message and code list versions used in the acknowledgement file. May also be used to specify a currency code as indicated.**
=	SEQA	First level sequence number	M	V	9(10)	Starts at 1 and incremented by 1 for each repeat of this segment in this message.
	DNAC	Data narrative code	C			Use only for BIC message and code list version number.
+		Code table number	C	V	9(4)	Number of relevant code list: 206 BIC message version number: L01 for this issue 207 BIC code list version number
:		Code value	C	V	X(3)	Code value from code list
	RTEX	Registered text	C			
+		1st registered application code	C	V	X(3)	The only RTEX code which may be used in this segment is:
:		Application text	C	V	X(40)	
:		2nd registered application code	C	V	X(3)	073 Currency code, format X(3) (see ANA list 31). Used here to specify a default
:		Application text	C	V	X(40)	Currency for the message, mandatory when the currency is not £ sterling
:		3rd registered application code	C	V	X(3)	
:		Application text	C	V	X(40)	
:		4th registered application code	C	V	X(3)	
:		Application text	C	V	X(40)	
	GNAR	General narrative	C			Do not use
+		General narrative line 1	C	V	X(40)	
:		General narrative line 2	C	V	X(40)	
:		General narrative line 3	C	V	X(40)	
:		General narrative line 4	C	V	X(40)	

Example:

```
DNA=1+206:L01'                          ACKMNT  version L01
DNA=2+207:008'                          BIC code lists issue 008
```

	FIL	FILE DETAILS	M			One occurrence is mandatory in each acknowledgement file header to specify the file sequence number, version number and date
=	FLGN	File generation number	M	V	9(4)	This number must be sequential for each successive Acknowledgement file exchanged between trading partners, regardless of the route by which it is sent, to enable the receiver to check if a file has been missed.
+	FLVN	File version number	M	V	9(4)	Indicates when more than one attempt has been made to send the same file: for each retransmission, FLVN is increased by 1, while FLGN remains the same; the original transmission is always '1'.
+	FLDT	File creation date	M	F	9(6)	Date the file is created. Format: YYMMDD
+	FLID	File (reel) identification	C	V	X(6)	Reference on the outside of the reel containing the file: do not use. This field is applicable only if TRADACOMS files are exchanged on optical or magnetic media.

Example:

```
FIL=1207+1+070302'
```
File sequence number 1207, original transmission, created 2 March 2007

	MTR	MESSAGE TRAILER	M			One mandatory occurrence per acknowledgement file header
=	NOSG	Number of segments in message	M	V	9(10)	Control count of the number of segments comprising the ACKHDR acknowledgement file header. The count includes the MHD and MTR segments surrounding the header.

Example:

```
MTR=8'
```
Eight segments, including two occurrences of DNA

Example of a complete Acknowledgement file header:

```
MHD=1+ACKHDR:4'
```
Message header

```
TYP=3150'
```
Transaction code: response detailing availability/action on order lines which cannot be supplied in full within normal despatch cycle

```
SDT=5012345678987'
```
Supplier EAN location code

```
CDT=5098765432123'
```
Customer EAN location code

```
DNA=1+206:L01'
```
BIC message version number L01

```
DNA=2+207:008'
```
BIC code list version number 008

```
FIL=4125+1+070302'
```
File sequence number 4125, original transmission, 2 March 2007

```
MTR=8'
```
Message trailer: eight segments

8 Acknowledgement "message level" content

An Acknowledgement file must carry one or more acknowledgement messages, identified as "ACKMNT". Each acknowledgement message begins with a group of "message level" segments MHD to DNA, whose content is as follows:

	MHD	MESSAGE HEADER	M			One mandatory occurrence per acknowledgement message
=	MSRF	Message reference	M	V	9(12)	Consecutive count of messages within the transmission
	TYPE	Type of message	M			
+		Type	M	F	X(6)	Always 'ACKMNT'
:		Version number	M	F	9(1)	Always '4' for this version

Example:

`MHD=2+ACKMNT:4'`   Message number 2 in this transmission

	CLO	CUSTOMER'S LOCATION	M			One occurrence is mandatory in each acknowledgement message to identify the delivery location for the order, preferably expressed as an EAN location number (GLN) or as an alternative agreed code. Must be included even if it is the same as CDT in the file header.
	CLOC	Customer's location	M			One of the following three customer references must be present:
=		Customer's EAN location number	C	F	9(13)	EAN location number (GLN) identifying the customer's location.
:		Customer's own location code	C	V	X(17)	Customer's own identity for the location: eg branch or department code.
:		Supplier's identification of customer's location	C	V	X(17)	Supplier's reference for the customer's location: SAN of customer's delivery location.
+	CNAM	Customer's name	C	V	X(40)	Customer's registered legal name. The CNAM element is *not recommended* – the coded ID in CLOC is sufficient.
	CADD	Customer's address	C			A maximum of five lines to give the customer's address. The CADD element is *not recommended* – the coded ID in CLOC is sufficient.
+		Customer's address line 1	C	V	X(35)	
:		Customer's address line 2	C	V	X(35)	
:		Customer's address line 3	C	V	X(35)	
:		Customer's address line 4	C	V	X(35)	
:		Customer's post code	C	V	X(8)	

Example:

```
CLO=5012345678907'                                    EAN/GLN location number only
```

	AOR	**ACKNOWLEDGEMENT OF ORDER REFERENCES**	M			**One occurrence is mandatory in each acknowledgement message to carry a unique identification of the order.**
	ORNO	Order number and date	M			
=		Customer's order number	C	V	X(17)	As allocated by the customer to identify the order. If the customer identified the Order message with an order number, this number must be quoted in AOR/ORNO. If the customer identified the Order message only with an order date, that date should preferably be returned in AOR/ORNO as the date when the customer placed the order. Alternatively, it is sufficient to return the date when the order was received by the supplier.
:		Supplier's order number	C	V	X(17)	As allocated by the supplier to identify the order.
:		Date order placed by customer	C	F	9(6)	Format: YYMMDD
:		Date order received by supplier	C	F	9(6)	Format YYMMDD
+	TCDE	Transaction Code	C	F	9(4)	Do not use.

Example:

```
AOR=135972::070302'
```
Order number 135972, 2 March 2007

	DNA	DATA NARRATIVE	C			One or more occurrences are optional to carry coded or free text elements as specified below.
=	SEQA	First level sequence number	M	V	9(10)	Starts at 1 and incremented by 1 for each first level repeat
	DNAC	Data narrative code	C			Coded data identified by a code list number
+		Code table number	C	V	9(4)	The identifying number of the relevant code list. Code lists that may be used in this context are: 201 Order priority codes, included only to feed back full detail of the customer's order. 203 Order qualifier, included only to feed back full detail of the customer's order.
:		Code value	C	V	X(3)	A value from the specified code list
	RTEX	Registered text	C			Data elements identified by RTEX codes from Code List 24. These codes may be used either when confirming terms requested in the customer's order, or to indicate terms offered by the supplier.
+		1st registered application code	C	V	X(3)	
:		Application text	C	V	X(40)	
:		2nd registered application code	C	V	X(3)	The same RTEX element may be repeated up to four times, or up to four different RTEX elements may be sent in one Data Narrative segment. Valid RTEX codes in this context are as follows:
:		Application text	C	V	X(40)	
:		3rd registered application code	C	V	X(3)	
:		Application text	C	V	X(40)	069 Budget allocation code or fund number
:		4th registered application code	C	V	X(3)	070 Stock category
:		Application text	C	V	X(40)	230 Special order priority request which cannot be coded in using DNAC list 201 231 Special processing instruction RTEX codes 069, 070, 230, 231 are included only to feed back full detail of the customer's order

(continued)

	DNA	**DATA NARRATIVE** *(continued)*				
	GNAR	General narrative	C			May be used for free text explaining the reason for querying an entire Order message in an Acknowledgement of Order with transaction code 3145, and indicating whether the order is cancelled or held pending resolution of the query. Do not use for any other purpose.
+		General narrative line 1	C	V	X(40)	
:		General narrative line 2	C	V	X(40)	
:		General narrative line 3	C	V	X(40)	
:		General narrative line 4	C	V	X(40)	

Example:

```
DNA=1+203:PTN+069:G24'
```
Part orders not acceptable; fund number G24

Example showing Acknowledgement "message level" segments MHD to DNA:

```
MHD=2+ACKMNT:4'
CLO=5098765432234'
AOR=95TD0137'
DNA=1+203:PTN'
```
Message header
Delivery location: EAN/GLN number
Order number 95TD0137
Part orders not acceptable

9 Acknowledgement "line level" content

An Acknowledgement message may carry one or more acknowledgement lines. Each acknowledgement line consists of a group of "line level" segments ALD to DNB, whose content is as follows:

	ALD	ACKNOWLEDGEMENT LINE DETAILS	M			One occurrence is mandatory in each acknowledgement line
=	SEQA	First level sequence number	M	V	9(10)	Starts at 1 and is incremented by 1 for each segment of this type in the message.
	SPRO	Supplier's product number	M			Must be identical to OLD/SPRO in the corresponding Order line except where the Order line carried a zero as the Supplier's Code, and the item was ordered by description in BIB, MUL and PUB. Having identified the item by manual processing, the supplier should include the correct product code(s) in ALD/SPRO so that subsequent messages can be processed without manual intervention. Where possible the EAN-13 article number should be included.
+		EAN-13 article number for the traded unit	C	F	9(13)	"Bookland" EAN-13 article number or ISBN-13.
:		Supplier's code for the traded unit	C	V	X(30)	ISBN-10, without hyphens or spaces. If no EAN-13, ISBN-13 or ISBN-10 is available, insert a single zero in this subfield and send description in TDES segment Note: from January 2007 an ISBN-10 should no longer be transmitted. However, trading partners should be prepared to accept them in incoming messages.
:		DUN-14 code for the traded unit	C	F	9(14)	Do not use
+	SACU	Supplier's EAN Code for the designated consumer unit	C	F	9(13)	Do not use
	CPRO	Customer's product number	C			Do not use: any code sent in this field will be ignored by the receiver unless specifically agreed otherwise.
+		Customer's own brand EAN number	C	F	9(15)	
:		Customer's item code	C	V	X(30)	

(continued)

	ALD	ACKNOWLEDGEMENT LINE DETAILS *(continued)*				
	UNOR	Unit of ordering	M			
+		Consumer units in traded unit	C	V	9(15)	Number of consumer units making up the supplier's traded unit. .Mandatory: always 1 in book supply.
:		Ordering measure	C	V	9(10)V9(3)	Do not use
:		Measure indicator	C	V	X(6)	Do not use
	OQTY	Quantity ordered	M			
+		Number of traded units ordered	C	V	9(15)	Mandatory: number of copies ordered. The number must be the ordered quantity as given in the corresponding Order line, OLD/OQTY.
:		Total measure ordered	C	V	9(10)V9(3)	Do not use
:		Measure indicator	C	V	X(6)	Do not use
	OUBA	Outstanding balance	C			If no dues have been recorded, OUBA can be omitted. It the whole order has been recorded as due, OUBA should equal OQTY. If part of the order is to be supplied immediately, OUBA should show the number of units which are not being supplied.
+		Outstanding balance	C	V	9(10)V9(3)	The number of units ordered which have been recorded as dues. Note: OUBA requires 3 decimal places. ie: 3000 = 3 copies
:		Balance date	C	F	9(6)	Do not use
	AUCT	Acknowledged unit cost price	C			In library supply, used to send the RRP or publisher's list price, which may include VAT if applicable. The price actually charged to the library will depend on any discounts applied by the supplier.
+		Cost price	C	V	9(10)V9(4)	The RRP or publisher's list price in £ with four places of decimals, eg £15.99 is sent as 159900
:		Measure indicator	C	V	X(6)	Do not use
	TDES	Traded unit description	C			It is recommended that author/title detail (for the substitute title) should be given in TDES when the Acknowledgement is notifying a substitution, to aid in identification of the substitute item, or (for the title originally ordered) when the original order line had no product code (ie. no product code in ORD/SPRO) and the item was ordered by description. In all other cases TDES need not, and preferably should not, be sent.
+		Traded unit description line 1	C	V	X(40)	
:		Traded unit description line 2	C	V	X(40)	

(continued)

	ALD	**ACKNOWLEDGEMENT LINE DETAILS** *(continued)*				
	SPRS	Supplier's substituted product number	C			SPRS is only sent when a substitute product will be, or has been, supplied. The element must carry an EAN-13 article number or ISBN-13. By special agreement between trading partners, a non-book item may be identified by a Supplier's code which is not an ISBN-13 or EAN-13. Note: Trading partners should be able to accept ISBN-10 in an incoming message.
+		EAN-13 Article number for the traded unit	C	F	9(13)	EAN-13 number or ISBN-13 of substitute item.
:		Supplier's code for the traded unit	C	V	X(30)	Supplier's code of substitute item. May contain ISBN-10 – in *incoming* messages only (see above Note)
:		Dun-14 Code for the traded unit	C	F	9(14)	Do not use

Example:

```
ALD=1+978012345678X+++1+5+3000'
```
5 copies of EAN-13 978012345678X ordered
3 copies still outstanding (OUBA requires 3 decimal places)

	AGD	**ADVICE OF GOODS DESPATCHED**	**C**			**The sub-element Number of order units in delivery should show the quantity of the ordered item which will be delivered immediately (in the case of a first Acknowledgement message responding to an Order) or which have been delivered (in the case of an Acknowledgement message reporting on an outstanding part order).** **Do not use any other sub-elements.** **This segment is to be omitted if the order line is cancelled or if the whole order is recorded as dues.**
=	SEQA	First level sequence number	M	V	9(10)	Takes value of SEQA from ALD segment.
+	SEQB	Second level sequence number	M	V	9(10)	In book trade practice the AGD segment occurs only once per line.
	DELQ	Delivery quantity	C			
+		Number of order units in delivery	C	V	9(15)	Number of copies to be delivered immediately (if responding to an Order) or which have been delivered (if responding on an incomplete order)

(continued)

	AGD	**ADVICE OF GOODS DESPATCHED** *(continued)*				
:		Total measure of delivery	C	V	9(10)V9(3)	Do not use
:		Measure indicator	C	V	X(6)	Do not use
	DELN	Delivery note details	C			Do not use
+		Delivery note number	C	V	X(17)	
:		Date of document	C	F	9(6)	

Example:

```
        AGD=1+1+2'                                              2 units to be despatched now
```

	AQD	**EXPECTED DELIVERY DETAILS**	C			Do not use

	DNB	**DATA NARRATIVE**	M			**This segment is mandatory to carry information which qualifies the Acknowledgement line.**
=	SEQA	First level sequence number	M	V	9(10)	Must match ALD/SEQA in the line to which the DNB segment belongs.
+	SEQB	Second level sequence number	M	V	9(10)	Starts at 1 and incremented by 1 for each repeat of this segment in the acknowledgement line.
	DNAC	Data narrative code	C			Coded data identified by a code list number. Where more than one DNAC code applies, each must be sent in a separate repeat of the Data Narrative segment.

(continued)

	DNB	**DATA NARRATIVE** *(continued)*				
+		Code table number	C	V	9(4)	The identifying number of the relevant code list. Code lists that may be used in this context are: ANA list 54 Availability status code: required in all Acknowledgement of order lines, except where the Order action code is 06 or 07 ANA list 55 Order action code: required in all Acknowledgement of Order lines. BIC list 201 Order priority codes, included only to feed back full detail of the customer's order BIC list 203 Order qualifier, included only to feed back full detail of the customer's order
:		Code value	C	V	X(3)	A value from the specified code list
	RTEX	Registered text	C			Data elements identified by RTEX codes from Code List 24. The same RTEX element may be repeated up to four times, or up to four different RTEX elements may be sent in one Data Narrative segment. Valid RTEX codes in this context are as follows: 043 Original order line sequence number: may be included for identification of order lines. Requires the original order message number also to be included. 068 Classification number 069 Budget account or fund number 071 Supplier's GLN (global location number): use when the availability status and order action codes in DNB DNAC indicate 'refer to another supplier'. 074 Producer's recommended selling price 082 Order line reference (buyer's unique order line number, or customer reference number): must be included if it was given in the Order message. 092 Availability date: expected pubdate, reprint date etc. Should be included with those DNB/DNAC codes which are flagged as requiring an accompanying date. 276 Availability status of the item originally ordered, when it has been replaced by a substitute item whose availability is given in DNB/DNAC. Use code values from ANA List 54. This RTEX code allows a single Acknowledgement line to show both the reason for the unavailability of the ordered item, and the availability of the substitute.
+		1st registered application code	C	V	X(3)	
:		Application text	C	V	X(40)	
:		2nd registered application code	C	V	X(3)	
:		Application text	C	V	X(40)	
:		3rd registered application code	C	V	X(3)	
:		Application text	C	V	X(40)	
:		4th registered application code	C	V	X(3)	
:		Application text	C	V	(X40)	

(continued)

	DNB	**DATA NARRATIVE** *(continued)*				
	GNAR	General narrative	C			Do not use
+		General narrative line 1	C	V	X(40)	
:		General narrative line 2	C	V	X(40)	
:		General narrative line 3	C	V	X(40)	
:		General narrative line 4	C	V	X(40)	

Example:

`DNB=1+1++082:06GH1473'`	Segment 1.1. Customer order line reference 06GH1473
`DNB=1+2+54:TU+92:071101'`	Segment 1.2. Temporarily unavailable, expected 1st November 2007
`DNB=1+3+55:01'`	Segment 1.3. Order accepted and recorded as a due

Example showing Acknowledgement of Order segments ALD to DNB

`ALD=1+978012345678X+++1+3000'`	Line 1
	5 copies of ISBN-13 978012345678X ordered
	3 copies still outstanding (OUBA requires 3 decimal places)
`AGD=1+1+2'`	2 units to be despatched now
`DNB=1+1++082:06GH1473'`	Segment 1.1. Customer order line reference 06GH1473
`DNB=1+2+54:TU+92:071101'`	Segment 1.2. Temporarily unavailable, expected 1st November 2007
`DNB=1+3+55:01'`	Segment 1.3. Order accepted and recorded as a due

Examples showing Acknowledgement of Order segments ALD to DNB for a substitution

Substitute available for immediate supply

`ALD=2+9780123454351+++1+1++++978012345964'`

Line 2
1 copy of ISBN-13 9780123454351 ordered
Substitute ISBN-13 9780123459644

`DNB=2+1+55:04+074:1295:082:06GH1477'`

Segment 2.1. Order action: substitute will be supplied, unit retail price £12.95, customer order line reference 06GH1477

Substitute temporarily unavailable

`ALD=2+9780123454351+++1+1+1000+++978012345
9644'`

Line 2
1 copy of ISBN-13 9780123454351 ordered
Substitute ISBN-13 9780123459644

`DNB=2+1+54:TU+074:1295:082:06GH1477'`

Segment 2.1. Substitute temporarily unavailable, unit retail price £12.95, customer order line reference 06GH1477

`DNB=2+2+55:04'`

Segment 2.2. Order action: substitute will be supplied

10 Acknowledgement message trailer

	KTR	ACKNOWLEDGEMENT TRAILER	M			One occurrence is mandatory at the end of each acknowledgement message
=	LACK	Lines Acknowledged	M	V	9(10)	Number of acknowledgement detail lines in the acknowledgement message

Example:

```
KTR=14'
```
    14 acknowledgement lines in this acknowledgement message

	MTR	MESSAGE TRAILER	M			One occurrence is mandatory at the end of each acknowledgement message
=	NOSG	Number of segments in message	M	V	9(10)	Control count of the number of segments comprising message. The count includes the MHD and MTR segments surrounding the message

Example:

```
MTR=54'
```
    54 segments in this acknowledgement message

11 Acknowledgement file trailer

	MHD	MESSAGE HEADER	M			One occurrence is mandatory at the end of each acknowledgement file
=	MSRF	Message reference	M	V	9(12)	Consecutive count of messages within the transmission
	TYPE	Type of message	M			
+		Type	M	F	X(6)	Always 'ACKTLR'
:		Version number	M	F	9(1)	Always '4' for this version

Example:

`MHD=5+ACKTLR:4'`   Message number 5 in this transmission

	KFT	ACKNOWLEDGEMENT FILE TOTALS	M			One occurrence is mandatory at the end of each acknowledgement file
=	FTAK	File total number of acknowledgements	M	V	9(10)	Total number of acknowledgement messages in the file

Example:

`KFT=3'`   Three acknowledgement messages in this file

	MTR	MESSAGE TRAILER	M			One occurrence is mandatory at the end of each acknowledgement file
=	NOSG	Number of segments in message	M	V	9(10)	Control count of the number of segments comprising message. Includes the MHD and MTR segments

Example:

`MTR=3'`   Three segments in acknowledgement file trailer