Book Industry Communication

BIC Realtime

Standards for Instant Business Message Exchange

Returns Authorisation Request and Response

Version 1.1, 23 February 2016

This document: http://www.bic.org.uk/files/pdfs/BICWSReturnsAuthorisation-V1.1.pdf
XML schema: http://www.bic.org.uk/files/xml/BICWSReturnsRequestResponse-V1.1.xsd
WSDL file: http://www.bic.org.uk/files/xml/BICWSReturnsRequestResponse-V1.1.wsdl
XML namespace: http://www.bic.org.uk/webservices/returnsRequest
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This document specifies in human-readable form the *BIC Realtime* Returns web services Returns Authorisation Request and Response formats.

Two separate formats are specified for Returns Authorisation Requests:

- an HTTP query format for use with implementations that use the basic HTTP protocol[1] and HTTP GET method – sometimes referred to as the REST approach

- an XML format for use with implementations that use either SOAP or the basic HTTP protocol and HTTP POST method.

The same Response format will apply to both basic HTTP and SOAP exchanges.

The complete specification of the *BIC Realtime* Returns Authorisation Request and Response web service includes two machine-readable resources that are to be used by implementers in conjunction with this document:

- a WSDL Definition for the SOAP protocol versions of each *BIC Realtime* web service

- an XML Schema for Request and Response payloads in each XML format.

It is strongly recommended that SOAP client implementations of this *BIC Realtime* web service be constructed using the BIC WSDL Definitions as a starting point, as this will promote interoperability between SOAP client and server implementations. In some development environments it may be easier to implement a SOAP server without using the BIC WSDL Definition, but in this case care must be taken to ensure that the WSDL Definition that describes the actual implementation is functionally equivalent to the BIC WSDL Definition.

These formats are closely based upon the EDItX Returns Authorization Request and Returns Response (version 1.0) formats developed by EDItEUR.

Business requirements

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[1] Throughout the term 'HTTP protocol' is to be interpreted as including secure internet protocols that are implemented either at the application layer (e.g. HTTPS) or are implemented at the transport layer (e.g. SSL/TLS).

This service will enable the use of *BIC Realtime* web services to request authorisation to return overstocks, faulty or incorrectly supplied products and raise claims for shortages or invoicing errors. This process mirrors that covered by the RETANN and RETINS EDIFACT messages, but with the usual web service gains of avoiding more complicated trading partner configuration and allowing for real time response where suppliers can support it. This allows non-conformance issues to be sent immediately during the goods receiving process. Even if suppliers are unable to send an immediate authorisation in response to a request, the functional acknowledgement returned allows the customer piece of mind knowing that their request has been received.

Correction to Version 1.0 made July 2012

Page 5   Request version attribute corrected.

Page 6   Request example: correction of XML errors.

Page 7   Response version attribute corrected.

Page 11   Response example: correction of XML errors.

Corrections and additions for Version 1.1 made February 2016

General   Version number updated from '1.0' to '1.1' in specification tables and examples.

Page 3   Introductory paragraph: Correction of page cross-reference.

               HTTP Request line 4: Value '01' added to code list and value '02' marked as deprecated, for consistency with ONIX Code List 44 from which the code list is derived.

Page 4   HTTP Request example: Value of request parameter 'AccountIDType' changed from '02' (value deprecated) to '01'.

Page 5   Request Header line 3: Value '01' added to code list and value '02' marked as deprecated, for consistency with ONIX Code List 44 from which the code list is derived.

               Request Header line 6: Element <ReferenceDateTime> added to <ReferenceCoded>, to enable more precision in recording the time associated with an order reference, and for consistency with the EDItX Trade Order format.

Page 7   Request Detail line 17: Element <ReferenceDateTime> added to <ReferenceCoded>, to enable more precision in recording the time associated with an order reference, and for consistency with the EDItX Trade Order format.

               Request example: Value of element <AccountIDType> changed from '02' (value deprecated) to '01'.

Page 8   Response Header line 4: Value '01' added to code list and value '02' marked as deprecated, for consistency with ONIX Code List 44 from which the code list is derived.

               Response Header line 5: Description of value '01' changed to indicate that it should be used if the Request Header contained <IssueDateTime> but no <RequestNumber>.

Page 9   Response Header line 6: Text added to description of value '03' and to description of element <ResponseTypeDescription> to indicate that a response of this kind should normally be accompanied by a reason in free text.

Page 10   Response Item Detail line 10: Value '01' added to code list and value '02' marked as deprecated, for consistency with ONIX Code List 44 from which the code list is derived.

               Response Item Detail line 10: Element <LocationIdentifier> specified to be repeatable.

Page 11   Response examples: Values of elements <SenderIDType> and <AccountIDType> changed from '02' (value deprecated) to '01'.

RETURNS AUTHORISATION REQUEST

When the supplier is unable to provide an immediate response to the returns request they should respond with code 23 in ResponseCoded.ResponseType (or code 20 in the case of bureaus – see pages 8–9). When the customer wants to check to see if the authorisation is now ready they should send a request that contains no line details, but includes their and, if supplied in the original response, the supplier's returns references (ReferenceCoded.ReferenceTypeCode values 20 and 23). If the authorisation is still not ready the supplier should respond again with code 23 (or 20) otherwise they should return the full authorisation message.

Requests using the HTTP protocol and the HTTP GET method

Requests using the HTTP protocol and the HTTP GET method should include a query string containing parameters as specified below.

Lines 10–25 are to be omitted in follow-up requests.

[2]	Parameter description	M[3]	Name	
1	A unique identifier for the sender of the Request. An alphanumeric string not containing spaces or punctuation. The form of the identifier used must be agreed between the parties to an exchange.	M	ClientID	
2	A password to further authenticate the sender of the request	M	ClientPassword	
3	Identification number of this request.	D	RequestNumber	
4	A code value from a BIC-controlled codelist for the scheme used for a customer account identifier. Permitted values are: *01* Proprietary *02* Proprietary *(DEPRECATED)* *06* EAN-UCC GLN *07* SAN *11* PubEasy PIN	D	AccountIDType	
5	Account identifier for this request, using the specified scheme.	D	AccountIDValue	
6	A date/time reference for this request	D	IssueDateTime	
7	Currency in which the requester would prefer credit value to be specified	D	CurrencyCode	
8	If and only if this parameter is supported by the *BIC Realtime* web service implementation, a third party supplier may be specified where the web service host is not the supplier to whom the goods would be returned, in which case this parameter and the next must be included. This parameter contains a code value from a BIC-controlled codelist for the type of identifier of the supplier - see ONIX codelist 92	D	SupplierIDType	
9	A unique supplier identifier of the specified type	D	SupplierIDValue	
10	Refund of shipping costs. If this parameter is omitted, the default interpretation is that refund of shipping costs is *not* requested. *01* Refund requested	D	ShippingCostsRequested	
11	EAN-13 product number (mandatory unless trading partners have agreed to use an alternative product identifier)	D	EAN13	
12	A code value from a BIC-controlled codelist for the type of an alternative identifier of the product (see ONIX codelist 5).	D	ProductIDType	
13	An alternative product identifier of the specified type. Only one alternative type of identifier may be carried in a Request using the HTTP GET method.	D	ProductIDValue	

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[2] The order of parameters in an HTTP GET Request is insignificant.
[3] In the column headed "M", "M" means mandatory, and "D" means dependent.

Requests using the HTTP protocol and the HTTP GET method *(continued)*

	Parameter description		Name	
14	Item description – title, author etc. in a single string	D	TitleDetail	
15	Quantity to be returned (mandatory unless the request is reporting a shortage or invoice error)	D	ReturnsQuantity	
16	Quantity short-shipped (mandatory if the request is reporting a shortage)	D	ShortageQuantity	
17	Quantity for which credit is claimed (where returned items were supplied on "batch bonus" terms: in this case both CreditQuantity and FreeQuantity must be sent, and their sum must equal the total ReturnsQuantity)	D	CreditQuantity	
18	Free quantity not qualifying for credit (where returned items were supplied on "batch bonus" terms)	D	FreeQuantity	
19	Invoiced quantity (mandatory if the request is reporting an invoice error)	D	InvoiceQuantity	
20	Reason code, BIC/EDItEUR standard list – see code list in Table 1. Mandatory in all requests other than follow-up requests.	D	ReturnsReasonCode	
21	Damage code *C01* Carton damage resulting in damage to content *C02* Carton intact, contents damaged	D	DamageCode	
22	Defect code *D01* Binding errors: duplicated or missing pages *D02* Bad trimming: pages torn or creased *D03* Defective quality: out of register, uneven colour etc (may also apply to non-book products, and may be further explained in DamageOrDefectNote)	D	DefectCode	
23	Damage/defect note: free text explanation	D	DamageOrDefectNote	
24	Delivery note reference	D	ASNReference	
25	Invoice reference	D	InvoiceReference	
26	Supplier's pre-authorisation or recall reference (issued prior to this authorisation request)	D	PreAuthorizationReference	
27	Supplier's returns reference pending authorisation. Mandatory if this is a follow-up request after an initial response of type 23 (authorisation under consideration) and if the response included a suppliers returns reference (reference type 22).	D	SuppliersReturnsReference	
28	Buyer's returns reference. Mandatory if this is a follow-up request after an initial response of type 23 (authorisation under consideration) and if the response did not include a supplier's returns reference (reference type 22), but did include a buyer's returns reference (reference type 20).	D	BuyersReturnsReference	

Example of a Returns Authorisation Request using the HTTP protocol and the HTTP GET method:

http://www.booksupplier.co.uk/ReturnsService?ClientID=12345&ClientPassword=x9a44Ysj
&AccountIDType=01&AccountIDValue=12345&RequestNumber=1012345
&IssueDateTime=20151120T152500&ProductIDType=03&ProductIDValue=9780123456789
&ReturnsQuantity=5&ReturnsReasonCode=B00

Requests using SOAP or non-SOAP protocols and using the HTTP POST method

Requests using the HTTP POST method should include a request document as the body of a request message.

Request document name and version

	Returns authorisation request Version 1.1		**<ReturnsRequest version="1.1">**	

Header

	Request header	**M**	**Header.**	**4**
1	A unique identifier for the sender of the request. An alphanumeric string not containing spaces or punctuation	M	ClientID	
2	A password to further authenticate the sender of the request	M	ClientPassword	
3	Account identifier for this request	D	AccountIdentifier.	

	A code value from a BIC-controlled codelist for the scheme used for the account identifier. Mandatory if including an account identifier. Permitted values are:
	    01 Proprietary
	    02 Proprietary *(DEPRECATED)*
	    06 EAN-UCC GLN
	    07 SAN
	    11 PubEasy PIN
		M	AccountIDType	

	Account identifier for this request, using the specified scheme	M	IDValue	
4	Identification number of this request.	D	RequestNumber	

5	Document date/time: the date/time when the request was generated. Permitted formats are:
	
	    YYYYMMDD
	
	    YYYYMMDDTHHMM
	
	    YYYYMMDDTHHMMZ (universal time)
	
	    YYYYMMDDTHHMM±HHMM (time zone)
	
	where "T" represents itself, ie letter T
		D	IssueDateTime	

6	Authorisation request references. If included, must contain a reference number or a reference date or both.	D	ReferenceCoded.	R
	Reference type *20* Buyer's returns reference *21* Supplier's pre-authorisation or recall reference (issued prior to this authorisation request) *22* Supplier's returns reference pending authorisation (issued previously in association with the same requested authorisation)	M	ReferenceTypeCode	
	Reference	D	ReferenceNumber	
	Reference date YYYYMMDD	D	ReferenceDate	
	Reference date-time (for format options see line 5)	D	ReferenceDateTime	
7	Supplier to whom this returns authorisation request should be forwarded, if it is not addressed to the *BIC Realtime* web service host (use only for requests sent to aggregators).	D	SupplierIdentifier.	
	Supplier ID type - see ONIX codelist 92	M	SupplierIDType	
	ID type name, only if ID type = proprietary	D	IDTypeName	
	Identifier	M	IDValue	
8	Currency in which the requester would prefer credit value to be specified.	D	CurrencyCode	
9	Refund of shipping costs. If this element is omitted, the default interpretation is that refund of shipping costs is not requested. 01 Refund requested	D	ShippingCostsRequested	

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[4] An 'R' in the right-most column means that the element is repeatable.

Request detail

	Item detail. Mandatory unless this is a follow-up request with reference to a previous response from the supplier with response type '20' or '23'.	D	ItemDetail.	R
1	Returns authorisation request line number	M	LineNumber	
2	EAN-13 product number (mandatory unless trading partners have agreed to use an alternative product identifier)	D	EAN13	

3	Alternative product identifier
	    Product ID type – use ONIX Code List 5
	    ID type name, only if ID type = '01' (proprietary)
	    Product number
		D
		M
		D
		M
			ProductIdentifier.
			    ProductIDType
			    IDTypeName
			    IDValue
				R

4	Item description – title, author etc. in a single string	D	ItemDescription.TitleDetail	
5	Quantity to be returned (mandatory unless the line item is reporting a shortage or invoice error)	D	ReturnsQuantity	
6	Quantity short-shipped (mandatory if the request is reporting a shortage)	D	ShortageQuantity	
7	Quantity for which credit is claimed (where returned items were supplied on "batch bonus" terms: in this case both CreditQuantity and FreeQuantity must be sent, and their sum must equal the total ReturnsQuantity)	D	CreditQuantity	
8	Free quantity not qualifying for credit (where returned items were supplied on "batch bonus" terms)	D	FreeQuantity	
9	Invoiced quantity (mandatory if the request is reporting an invoice error)	D	InvoicedQuantity	
10	Quantity pack detail: only if the make-up of the total quantity must be specified as a mix of packs and loose items	D	QuantityPackDetail.	
	Quantity in packs of a specified size: repeatable if the total quantity includes packs of more than one size	M	Packs.	R

	Pack
	        Number of packs
	    Number of loose items
		M
		M
		D
			PackQuantity
			        NumberOfPacks
			    LooseQuantity	

11	Reason code, BIC/EDItEUR standard list – see code list in Table 1. Mandatory in every line item.	M	ReturnsReasonCode	

12	Damage code
	    C01 Carton damage resulting in damage to content
	    C02 Carton intact, contents damaged
		D	DamageCode	

13	Defect code
	    D01 Binding errors: duplicated or missing pages
	    D02 Bad trimming: pages torn or creased
	    D03 Defective quality: out of register, uneven colour etc (may also apply to non-book products, and may be further explained in DamageOrDefectNote)
		D	DefectCode	

14	Damage/defect note: free text explanation	D	DamageOrDefectNote	
15	Expected unit price. Mandatory if reason code indicates an error in the invoice.	D	PricingDetail.Price.	
	Price amount	M	MonetaryAmount	
	Currency: ISO 4217 currency code	D	CurrencyCode	

	Price type
	        01 Suggested retail price including tax
	        02 Suggested retail price excluding tax
	        03 Net price (unit cost) including tax
	        04 Net price (unit cost) excluding tax
		M	PriceQualifierCode	

Request detail *(continued)*

	Item detail.	D	ItemDetail.	R
16	Expected terms – either a code or a percentage	D	PricingDetail.Allowance.	
	Discount code type 01 BIC discount group code	D	AllowanceCodeType	
	BIC discount group code value	D	AllowanceCode	
16	Total % discount expected to apply to this item – decimal number between 0 and 100	D	PricingDetail.DiscountPercentage	
17	Line item references (repeatable)	D	ReferenceCoded.	R
	Reference type	M	ReferenceTypeCode	
	14 Invoice reference			
	19 Delivery note reference			
	20 Buyer's returns reference. Must be included in a follow-up request if included in an earlier response of type 23.			
	21 Supplier's pre-authorisation or recall reference (issued prior to this authorisation request)			
	22 Supplier's returns reference. Must be included in a follow-up request if included in an earlier response of type 23.			
	Reference	D	ReferenceNumber	
	Reference date YYYYMMDD	D	ReferenceDate	
	Reference date-time *(for format options see Header line 5)*	D	ReferenceDateTime	

Example of a Returns Authorisation Request XML payload using either the SOAP or the HTTP protocol and the HTTP POST method:

```
<ReturnsRequest version="1.1"
      xmlns="http://www.bic.org.uk/webservices/returnsRequest">
  <Header>
    <ClientID>12345</ClientID>
    <ClientPassword>x9a44Ysj</ClientPassword>
    <AccountIdentifier>
      <AccountIDType>01</AccountIDType>
      <IDValue>12345</IDValue>
    </AccountIdentifier>
    <RequestNumber>001</RequestNumber>
    <IssueDateTime>20150428T120000</IssueDateTime>
  </Header>
  <ItemDetail>
    <LineNumber>1</LineNumber>
    <ProductIdentifier>
      <ProductIDType>03</ProductIDType>
      <IDValue>9780123456789</IDValue>
    </ProductIdentifier>
    <ReturnsQuantity>5</ReturnsQuantity>
    <ReturnsReasonCode>B00</ReturnsReasonCode>
  </ItemDetail>
</ReturnsRequest>
```

RETURNS AUTHORISATION RESPONSE

The Response will use the protocol corresponding to the Request. If the Request uses the basic HTTP protocol, the Response will be an XML document as specified below attached to a normal HTTP header. If the Request uses the SOAP protocol, the Response will contain a SOAP response message whose body will contain the XML document specified below.

Response document name and version

	Returns authorisation response Version 1.1		**<ReturnsResponse version="1.1">**	

Header

	Payload header	M	Header.	

1	Document date/time: the date/time when the report was generated. Permitted formats are:
	    YYYYMMDD
	    YYYYMMDDTHHMM
	    YYYYMMDDTHHMMZ (universal time)
	    YYYYMMDDTHHMM±HHMM (time zone)
	where "T" represents itself, ie letter T
		M	IssueDateTime	

2	Sender (*BIC Realtime* web service host)	M	SenderIdentifier.	
	Sender ID type - see ONIX codelist 92	M	SenderIDType	
	ID type name, only if ID type = proprietary	D	IDTypeName	
	Identifier	D	IDValue	
3	Identification number of this response	D	ResponseNumber	
4	Account identifier. Mandatory if included in request.	D	AccountIdentifier.	

	A code value from a BIC-controlled codelist for the scheme used for the account identifier. Must be specified if an account identifier is specified. Permitted schemes are:
	    01 Proprietary
	    02 Proprietary *(DEPRECATED)*
	    06 EAN-UCC GLN
	    07 SAN
	    11 PubEasy PIN
		M	AccountIDType	

	Account identifier for the request, using the specified scheme	M	IDValue	
5	References: the request number and/or date/time of request must be quoted if included in the request.	M	ReferenceCoded	R
	Reference type	M	ReferenceTypeCode	
	01 Request number or date/time of associated returns authorisation request			
	14 Invoice reference			
	19 Delivery note reference			
	20 Buyer's returns reference. If the response is of type 23, either a buyer's returns reference or a supplier's returns reference must be include in the response.			
	21 Supplier's pre-authorisation or recall reference (issued prior to this authorisation request)			
	22 Supplier's returns reference pending authorisation. If response is of type 23, either a buyer's returns reference or a supplier's returns reference must be include in the response.			
	Reference number / string	D	ReferenceNumber	
	Reference date or date and time. Mandatory if an IssueDateTime is included in the request.	D	ReferenceDateTime	

Response Header *(continued)*

	Payload header	M	Header.	
6	Response code, if there are exception conditions, in which case this composite terminates the response.	D	ResponseCoded.	R
	Response type code. Suggested code values: *01* Service unavailable *02* Invalid ClientID or ClientPassword *03* Server unable to process request – a reason should normally be given as a free text description – see below *16* Invalid or unknown account or supplier identifier *19* Server unable to process request – unable to contact supplier *20* Request acknowledged – awaiting response from supplier *23* Request acknowledged – authorisation under consideration	M	ResponseType	
	Free text description / reason for response	D	ResponseTypeDescription	
7	Currency in which credit values are sent Values: ISO 4217 currency codes	D	CurrencyCode	
8	Expiry date: YYYYMMDD. Mandatory unless there is an exception condition,	D	ExpiryDate	

Authorisation detail

Authorisation detail is mandatory, unless there are exception conditions indicated by a response code in the Header.

For those applying the UK BIC returns process authorisation detail may include one or more instances of the <GreenBox> composite, with or without one instance of the <RedBox> composite, separating those accepted items that are to be returned for resale from those that are to be destroyed.

	Element	D	ReturnsResponse.	
1	Accepted and refused items, "green box": repeatable if the supplier has more than one location, and goods for resale must be returned to different addresses	D	GreenBox.	R
	Returns authorisation number	M	ReturnsAuthorizationNumber	
	Deliver to	D	ShipToParty	
	Party identifier	D	PartyIdentifier	
	Party ID Type *02* Proprietary *06* EAN-UCC GLN *07* SAN	M	PartyIDType	
	Identifier string	M	IDValue	
	Party name	D	PartyName	
	Postal address	D	PostalAddress.	
	Address line	M	AddressLine	R
	Communication details	D	CommunicationDetails.	
	Communication type *01* 'Landline' phone *02* Mobile phone *03* Fax *04* Email *05* Web	M	CommunicationTypeCode	
	Communication locator string	M	CommunicationLocator	
	Contact details	D	ContactPerson	R
	Contact person's name	M	PersonName	
	Item detail – see expansion below	M	ItemDetail	R
2	Accepted items, "red box"	D	RedBox.	
	Returns authorisation number	M	ReturnsAuthorizationNumber	
	Deliver to	D	ShipToParty	
	Item detail – see expansion below	M	ItemDetail	R

Item detail

Elements shaded yellow occur only in ItemDetail for "accepted" lines. Elements shaded blue occur only in ItemDetail for "refused" lines. Where part of the requested quantity is accepted and part is refused, a single request line will have two response lines.

	Element	**M**	**ItemDetail.**	**R**
1	Line item number: a sequence number starting at 1 in each new section.	M	LineNumber	
2	EAN-13 product number (mandatory unless trading partners have agreed to use an alternative product identifier)	D	EAN13	
3	Alternative product identifier (may be repeated only if two or more identifiers of different types are sent)	D	ProductIdentifier.	R
	Product ID type – use ONIX Code List 5	M	ProductIDType	
	ID type name, only if ID type = '01' (proprietary)	D	IDTypeName	
	Product number	M	IDValue	
4	Item description	D	ItemDescription.	
	Author/title etc as a single element	M	TitleDetail	
5	Quantity accepted: total number of copies	D	QuantityAccepted	
6	Quantity refused: total number of copies	D	QuantityRefused	
7	Returns instruction code, EDItEUR standard list (either element 10 or 11, but not both, must be present in every line item that has a QuantityAccepted element) – see Table 2.	D	ReturnsInstructionCode	
8	Returns refusal code, EDItEUR standard list (either element 12 or 13, but not both, must be present in every line item that has a QuantityRefused element) – see Table 3.	D	ReturnsRefusalCode	
9	New supplier (only if the reason for refusal is "refer to new supplier)[5]	D	NewSupplierParty	
10	New supplier location (only if the reason for refusal is "refer to new supplier) – must include at least one identifier, a name, or both	D	NewSupplierLocation	
	Location identifier	D	LocationIdentifier	R
	Location ID type	M	LocationIDType	
	01 Proprietary			
	02 Proprietary *(DEPRECATED)*			
	06 EAN-UCC GLN			
	07 SAN			
	Proprietary ID type name	D	IDTypeName	
	Location ID value	M	IDValue	
	Location name	D	LocationName	
11	Credit unit value. Mandatory in all line items.	M	CreditUnitAmount	
12	Percentage discount from current RRP. Mandatory, as an indication of the relationship between the credit value and the current RRP.	M	DiscountPercentage	
13	Expiry date, if different from the date defined in the header: YYYYMMDD	D	ExpiryDate	

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[5] The "New supplier" element has the same structure as ShipToParty in line 1 of authorization detail.

Example of Returns Authorisation Response XML payloads

(a) Request acknowledged – under consideration

```xml
<ReturnsResponse version="1.1"
      xmlns="http://www.bic.org.uk/webservices/returnsRequest">
  <Header>
    <IssueDateTime>20150428T1205</IssueDateTime>
    <SenderIdentifier>
      <SenderIDType>01</SenderIDType>
      <IDValue>XYZ</IDValue>
    </SenderIdentifier>
    <AccountIdentifier>
      <AccountIDType>01</AccountIDType>
      <IDValue>12345</IDValue>
    </AccountIdentifier>
    <ReferenceCoded>
      <ReferenceTypeCode>01</ReferenceTypeCode>
      <ReferenceNumber>001</ReferenceNumber>
      <ReferenceDateTime>20150428T120000</ReferenceDateTime>
    </ReferenceCoded>
    <ResponseCoded>
      <ResponseType>23</ResponseType>
    </ResponseCoded>
  </Header>
</ReturnsResponse>
```

(b) Request accepted

```xml
<ReturnsResponse version="1.1"
      xmlns="http://www.bic.org.uk/webservices/returnsRequest">
  <Header>
    <IssueDateTime>20150428T1205</IssueDateTime>
    <SenderIdentifier>
      <SenderIDType>01</SenderIDType>
      <IDValue>XYZ</IDValue>
    </SenderIdentifier>
    <AccountIdentifier>
      <AccountIDType>01</AccountIDType>
      <IDValue>12345</IDValue>
    </AccountIdentifier>
    <ReferenceCoded>
      <ReferenceTypeCode>01</ReferenceTypeCode>
      <ReferenceNumber>001</ReferenceNumber>
      <ReferenceDateTime>20150428T120000</ReferenceDateTime>
    </ReferenceCoded>
    <ExpiryDate>20150528</ExpiryDate>
  </Header>
  <GreenBox>
    <ReturnsAuthorizationNumber>100999</ReturnsAuthorizationNumber>
    <ItemDetail>
      <LineNumber>1</LineNumber>
      <ProductIdentifier>
        <ProductIDType>03</ProductIDType>
        <IDValue>9780123456789</IDValue>
      </ProductIdentifier>
      <QuantityAccepted>5</QuantityAccepted>
      <ReturnsInstructionCode>A02</ReturnsInstructionCode>
      <CreditUnitAmount>7.00</CreditUnitAmount>
      <DiscountPercentage>30</DiscountPercentage>
    </ItemDetail>
  </GreenBox>
</ReturnsResponse>
```

Table 1: EDItEUR returns reason codes

Used in ReturnsReasonCode

No	Value	Description
1	*B00*	Overstock returns: no references required
2	*B10*	Books supplied for a particular promotion or event, or return otherwise pre-authorised by supplier: pre-authorisation number must be sent
3	*B11*	ISBN recalled by supplier: recall number must be sent as pre-authorisation
4	*B20*	ISBN supplied and invoiced was not ordered, or ISBN ordered was supplied and invoiced twice (*invoice number must be sent*)
5	*B21*	Wrong or old edition supplied
6	*B30*	Received damaged (*damage code should be sent if possible, invoice number must be sent*)
7	*B31*	Received with a manufacturing defect (*defect code should be sent if possible, invoice number should be sent if known*)
8	*B80*	Incorrect discount given
9	*B81*	Incorrect price on invoice
10	*B90*	Shortage: ordered quantity was invoiced but not supplied in full (may be reported as part of a returns notification)
11	*B91*	ISBN supplied was not ordered and not invoiced, or extra copies were sent and not invoiced

Table 2: EDItEUR returns instruction codes

Used in ReturnsInstructionCode

No	Value	Description
1	*A01*	Return to supplier in saleable condition
2	*A02*	Return title page only
3	*A03*	Keep as complimentary copy, credit will be given in full
4	*A10*	Return for destruction
5	*A11*	Destroy in store (authorises the customer to destroy in accordance with agreed protocols)

Table 3: EDItEUR returns refusal codes

Used in ReturnsRefusalCode

No	Value	Description
1	*R01*	Returns quantity higher than quantity supplied
2	*R02*	Too early (before first date for returns of this ISBN)
3	*R03*	Too late (after last date for returns of this ISBN)
4	*R04*	Supplied on firm sale
5	*R05*	Exceeds agreed trading cap
6	*R06*	ISBN/EAN number not known or not supplied by us, or not sent in the RETANN message
7	*R07*	No longer supplied by us, refer to new supplier
8	*R08*	Invoice (or delivery note) number not supplied or invalid
9	*R09*	Distributor unable to authorise – apply direct to publisher
10	*R10*	Reference not supplied or invalid – use for publisher recall reference, promotion or event reference, or pre-authorisation reference
11	*R11*	Acknowledgement of shortage report – no return involved
12	*R12*	Returns request outside supplier's Terms & Conditions
13	*R13*	Damage/defect code not supplied or invalid
14	*R99*	Request not supported electronically: please contact supplier for separate authorisation