



# *Book Industry Communication*

## **BIC Realtime**

*Standards for Instant Business Message Exchange*

### **Returns Authorisation Request and Response**

Version 2.0, 3 April 2020

**This document:** <https://www.bic.org.uk/files/pdfs/API/Trade/BICWSReturnsAuthorisation-V2.0.pdf>

**XML schema:** [https://www.bic.org.uk/files/xml/BICWSReturnsRequestResponse\\_V2.0.xsd](https://www.bic.org.uk/files/xml/BICWSReturnsRequestResponse_V2.0.xsd)

**WSDL file:** [https://www.bic.org.uk/files/xml/BICWSReturnsRequestResponse\\_V2.0.wsdl](https://www.bic.org.uk/files/xml/BICWSReturnsRequestResponse_V2.0.wsdl)

**XML namespace:** <https://www.bic.org.uk/webservices/returnsRequest>

**Next review date:** 26 February 2021

This document specifies in human-readable form the *BIC Realtime* Returns web services Returns Authorisation Request and Response formats.

Three alternative formats are specified for Requests:

- an HTTPS query format for use with implementations that use the basic HTTPS protocol<sup>1</sup> and GET method – sometimes referred to as the REST approach
- an XML format for use with both implementations that use either SOAP or the basic HTTPS protocol and POST method.
- a JSON format for use with implementations that use the basic HTTPS protocol and POST method.

The Response payload format options (payload in XML or JSON) will both apply to basic HTTPS exchanges using the POST method, but XML is the only Response payload format supported for HTTPS requests using the GET method. A Request using the HTTPS GET method may be more limited than a Request using the HTTPS POST method, so the Response payload may use only a correspondingly limited subset of the content defined here. SOAP only supports XML as a Request or Response payload format.

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.

---

<sup>1</sup> Throughout the term 'HTTPS 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).

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

### Business requirements

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 and additions for Version 2.0 made January 2020

- General      Version number updated from '1.1' to '2.0' in specification tables and examples.
- Support for JSON implementation added to specification tables and examples.
- Text corrected in various places to make it clear that the SOAP protocol only supports XML payloads and not JSON payloads.
- Deprecated elements and code values removed.
- Page 3        HTTPS Request lines 1 and 2: Parameters ClientID and ClientPassword made non-mandatory. It is recommended that HTTPS header-based authentication be used where possible.
- Page 4        HTTPS Request line 29: Parameter DescriptionLanguageCode added to enable preferred language of descriptions to be specified. The value must be a three-letter language code from ONIX code list 74.
- Page 5        Request header lines 1 and 2: Elements ClientID and ClientPassword made non-mandatory. It is recommended that HTTPS header-based authentication be used where possible.
- Page 6        Request header line 9: Element DescriptionLanguageCode added to enable preferred language of descriptions to be specified. The value must be a three-letter language code from ONIX code list 74.
- Page 7        Request detail lines 15–17: Element PricingDetail replaced with Price for consistency with other APIs.
- Request detail line 18: Element ReferenceDate removed, for consistency with other APIs. The element ReferenceDateTime should be used instead.
- Page 10      Response header line 6: Element DescriptionLanguageCode added to enable language of description to be specified. The value must be a three-letter language code from ONIX code list 74.

## 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 bureaux – 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 HTTPS protocol and the GET method

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

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

<sup>2</sup>	Parameter description	M <sup>3</sup>	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 <sup>4</sup> .	D	ClientID	
2	A password to further authenticate the sender of the request <sup>4</sup> .	D	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 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 <i>BIC Realtime</i> 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 <i>not</i> 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	D	ProductIDValue	

<sup>2</sup> The order of parameters in an HTTPS GET Request is insignificant.

<sup>3</sup> In the column headed "M", "M" means mandatory, and "D" means dependent.

<sup>4</sup> It is recommended that HTTPS header-based authentication be used where possible.

	in a Request using the HTTPS GET method.		
--	--	--	--

### Requests using the HTTPS protocol and the 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
29	Language in which the requester would prefer free-text descriptions to be expressed – use ONIX code list 74.	D	DescriptionLanguageCode

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

<http://www.booksupplier.co.uk>ReturnsService?AccountIDType=01&AccountIDValue=12345&RequestNumber=1012345&IssueDateTime=20191120T152500&ProductIDType=03&ProductIDValue=9780123456789&ReturnsQuantity=5&ReturnsReasonCode=B00>

## Requests using the SOAP or basic HTTPS protocol and the POST method

Requests using the HTTPS POST method should include an XML or JSON request document as the body of a request message. Requests using the SOAP protocol must include an XML document.

### Request document name and version

	<b>Returns authorisation request Version 2.0</b>		<ReturnsRequest version="2.0"> { "ReturnsRequest": { "version": ...	
--	--	--	---	--

### Header

	Request header	M	Header.	5
1	A unique identifier for the sender of the request. An alphanumeric string not containing spaces or punctuation	D	ClientID	
2	A password to further authenticate the sender of the request	D	ClientPassword	
3	Account identifier for this request 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 06 EAN-UCC GLN 07 SAN 11 PubEasy PIN Account identifier for this request, using the specified scheme	D M M	AccountIdentifier. AccountIDType  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, i.e. letter T	D	IssueDateTime	
6	Authorisation request references. If included, must contain a reference number or a reference date or both. 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) Reference Reference date YYYYMMDD Reference date-time (for format options see line 5)	D M D D D	ReferenceCoded.  ReferenceTypeCode  ReferenceNumber ReferenceDate ReferenceDateTime	R
7	Supplier to whom this returns authorisation request should be forwarded, if it is not addressed to the <i>BIC Realtime</i> web service host (use only for requests sent to aggregators). Supplier ID type - see ONIX codelist 92 ID type name, only if ID type = proprietary Identifier	D M D M	SupplierIdentifier.  SupplierIDType IDTypeName IDValue	
8	Currency in which the requester would prefer credit value to be specified.	D	CurrencyCode	

<sup>5</sup> An 'R' in the right-most column means that the element is repeatable. If implementing this API using the JSON format option, all repeatable elements must be represented by JSON array objects.

## Header (continued)

	Request header	M	Header.	6
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	
10	Language in which the requester would prefer free-text descriptions to be expressed – use ONIX code list 74.	D	DescriptionLanguageCode	

## 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 Quantity in packs of a specified size: repeatable if the total quantity includes packs of more than one size Pack Number of packs Number of loose items	D M M M D	QuantityPackDetail.  Packs.  PackQuantity NumberOfPacks LooseQuantity	R
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	

<sup>6</sup> An 'R' in the right-most column means that the element is repeatable.

## Request detail (continued)

	Item detail.	D	ItemDetail.	R
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. Price amount Currency: ISO 4217 currency code 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	D M D M	Price.PriceAmount.  MonetaryAmount CurrencyCode PriceType	
16	Discount code from a specified scheme Discount code scheme – see ONIX code list 100 Scheme name, only if scheme is proprietary Discount code value from the specified scheme	D M D M	Price.DiscountCoded. DiscountCodeType DiscountCodeTypeName DiscountCode	
17	Total % discount expected to apply to this item – decimal number between 0 and 100	D	Price.DiscountPercent	
18	Line item references (repeatable) Reference type 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 Reference date-time (for format options see Header line 5)	D M      D D	ReferenceCoded. ReferenceTypeCode      ReferenceNumber ReferenceDateTime	R

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

```
<ReturnsRequest version="2.0"
  xmlns="http://www.bic.org.uk/webservices/returnsRequest">
  <Header>
    <AccountIdentifier>
      <AccountIDType>01</AccountIDType>
      <IDValue>12345</IDValue>
    </AccountIdentifier>
    <RequestNumber>001</RequestNumber>
    <IssueDateTime>20190428T120000</IssueDateTime>
  </Header>
  <ItemDetail>
    <LineNumber>1</LineNumber>
    <ProductIdentifier>
      <ProductIDType>03</ProductIDType>
      <IDValue>9780123456789</IDValue>
    </ProductIdentifier>
    <ReturnsQuantity>5</ReturnsQuantity>
    <ReturnsReasonCode>B00</ReturnsReasonCode>
  </ItemDetail>
</ReturnsRequest>
```

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

```
{
  "ReturnsRequest": {
    "version": "2.0",
    "xmlns": "http://www.bic.org.uk/webservices/returnsRequest",
    "Header": {
      "AccountIdentifier": {
        "AccountIDType": "01",
        "IDValue": "12345"
      },
      "RequestNumber": "001",
      "IssueDateTime": "20190428T120000"
    },
    "ItemDetail": [
      {
        "LineNumber": 1,
        "ProductIdentifier": [
          {
            "ProductIDType": "03",
            "IDValue": "9780123456789"
          }
        ],
        "ReturnsQuantity": 5,
        "ReturnsReasonCode": "B00"
      }
    ]
  }
}
```



## RETURNS AUTHORISATION RESPONSE

The Response will use the protocol corresponding to the Request. If the Request uses the basic HTTPS protocol, the Response will be an XML or JSON document as specified below attached to a normal HTTPS 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

	<b>Returns authorisation response Version 2.0</b>		<b>&lt;ReturnsResponse version="2.0"&gt;</b> <b>{ "ReturnsResponse": {</b> <b>"version": ...</b>	
--	---	--	--	--

### Header

	<b>Payload header</b>	<b>M</b>	<b>Header.</b>	
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, i.e. letter T	M	IssueDateTime	
2	Sender ( <i>BIC Realtime</i> web service host) Sender ID type - see ONIX codelist 92 ID type name, only if ID type = proprietary Identifier	M M D D	SenderIdentifier. SenderIDType IDTypeName IDValue	
3	Identification number of this response	D	ResponseNumber	
4	Account identifier. Mandatory if included in request. 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 06 EAN-UCC GLN 07 SAN 11 PubEasy PIN Account identifier for the request, using the specified scheme	D M M	AccountIdentifier. AccountIDType  IDValue	
5	References: the request number and/or date/time of request must be quoted if included in the request. Reference type 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 Reference date or date and time. Mandatory if an IssueDateTime is included in the request.	M M D D	ReferenceCoded  ReferenceTypeCode  ReferenceNumber ReferenceDateTime	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.

	<b>Element</b>	<b>M</b>	<b>ItemDetail.</b>	<b>R</b>
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) 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 Author/title etc as a single element	D M	ItemDescription. 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” <sup>7</sup> )	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 Location identifier Location ID type 01 Proprietary 06 EAN-UCC GLN 07 SAN Proprietary ID type name Location ID value Location name	D D M  D M D	NewSupplierLocation  LocationIdentifier LocationIDType  IDTypeName IDValue LocationName	R
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	

<sup>7</sup> The “New supplier” element has the same structure as ShipToParty in line 1 of authorization detail.

**Example of Returns Authorisation Response XML and JSON payloads****(a) Request acknowledged – under consideration****XML payload:**

```

<ReturnsResponse version="2.0"
  xmlns="http://www.bic.org.uk/webservices/returnsRequest">
  <Header>
    <IssueDateTime>20190428T1205</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>20190428T120000</ReferenceDateTime>
    </ReferenceCoded>
    <ResponseCoded>
      <ResponseType>23</ResponseType>
    </ResponseCoded>
  </Header>
</ReturnsResponse>

```

**JSON payload:**

```

{
  "ReturnsResponse": {
    "version": "2.0",
    "xmlns": "http://www.bic.org.uk/webservices/returnsRequest",
    "Header": {
      "IssueDateTime": "20190428T1205",
      "SenderIdentifier": {
        "SenderIDType": "01",
        "IDValue": "XYZ"
      },
      "AccountIdentifier": {
        "AccountIDType": "01",
        "IDValue": "12345"
      },
      "ReferenceCoded": [
        {
          "ReferenceTypeCode": "01",
          "ReferenceNumber": "001",
          "ReferenceDateTime": "20190428T120000"
        }
      ],
      "ResponseCoded": [ {"ResponseType": "23"} ]
    }
  }
}

```

**(b) Request accepted****XML payload:**

```
<ReturnsResponse version="2.0"
  xmlns="http://www.bic.org.uk/webservices/returnsRequest">
  <Header>
    <IssueDateTime>20190428T1205</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>20190428T120000</ReferenceDateTime>
    </ReferenceCoded>
    <ExpiryDate>20190528</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>
```

## JSON payload:

```

{
  "ReturnsResponse": {
    "version": "2.0",
    "xmlns": "http://www.bic.org.uk/webservices/returnsRequest",
    "Header": {
      "IssueDateTime": "20190428T1205",
      "SenderIdIdentifier": {
        "SenderIdType": "01",
        "IDValue": "XYZ"
      },
      "AccountIdentifier": {
        "AccountIDType": "01",
        "IDValue": "12345"
      },
      "ReferenceCoded": [
        {
          "ReferenceTypeCode": "01",
          "ReferenceNumber": "001",
          "ReferenceDateTime": "20190428T120000"
        }
      ],
      "ExpiryDate": "20190528"
    },
    "GreenBox": [
      {
        "ReturnsAuthorizationNumber": "100999",
        "ItemDetail": [
          {
            "LineNumber": 1,
            "ProductIdentifier": [
              {
                "ProductIDType": "03",
                "IDValue": "9780123456789"
              }
            ],
            "QuantityAccepted": 5,
            "ReturnsInstructionCode": "A02",
            "CreditUnitAmount": 7.00,
            "DiscountPercentage": 30
          }
        ]
      }
    ]
  }
}

```

**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-authorized by supplier: pre-authorization number must be sent
3	B11	ISBN recalled by supplier: recall number must be sent as pre-authorization
4	B20	ISBN supplied and invoiced was not ordered, or ISBN ordered was supplied and invoiced twice ( <i>invoice number must be sent</i> )
5	B21	Wrong or old edition supplied
6	B30	Received damaged ( <i>damage code should be sent if possible, invoice number must be sent</i> )
7	B31	Received with a manufacturing defect ( <i>defect code should be sent if possible, invoice number should be sent if known</i> )
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-authorization 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