

**BIC EDI Standards  
and  
Implementation Guidelines**

**RETURNS  
Adjustment or  
Confirmation**

**The RETINS message**

**July 2014**

## **R.5. USING THE RETINS MESSAGE FOR RETURNS ADJUSTMENT OR CONFIRMATION**

**June 2018 – Minor changes are shown in Green throughout this document.**

### **R.5.0 CHANGES SINCE JANUARY 2014 ISSUE**

Page R-5-4 Code added to BGM segment - 71F = instruction that box contains 'remaindered' items: use only for "green box" messages

### **R.5.1 PRINCIPLES**

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

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

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

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

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

#### ***Message header***

Message identifier (BGM): the unique "Returns Authorisation Number" (RAN) which was assigned in the supplier's authorisation message (Mandatory).

Message type, specifying "green" or "red", and for "red" the method of disposal (BGM) (Mandatory)

In the document/message name element (BGM), the word ADJUST (Mandatory)

Message date (DTM) (Mandatory)

A customer reference, if one was sent in the original RETANN message (RFF)

The Global Location Number (EAN number) of the sender (customer) and of the addressee (supplier) (NAD) (Mandatory)

The supplier's customer number (RFF, linked to NAD)

The SAN or GLN number of a bookshop branch if the sender identified in NAD is a chain (RFF, linked to NAD)

Where applicable, the location to which the returns consignment is being sent (NAD)

**Message line**

An EAN-13 (ISBN-13) number identifying an item for return (LIN) (Mandatory)

A short author/title description (IMD) (Optional, and not recommended: identification by product code is sufficient)

The quantity which the supplier has authorised for return or destruction (QTY) (Mandatory)

The quantity which the customer is sending for return or destruction (QTY), which must be less than the quantity authorised. If no copies of the listed item are to be returned, a “zero” quantity should be sent. (Mandatory)

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

**Message trailer**

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

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

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

**R.5.2 EXAMPLE OF A RETURNS CONFIRMATION TRANSMISSION**

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

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

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

UNA:+. ? '	Service string advice
UNB+UNOC:3+5013546062421:14+50135460286 94:14+000506:1625+1070663++RETINS'	Interchange header
UNH+20000506001+RETINS:D:99A:UN:EDIT01' BGM+71E::9:CONFIRM+00001234+9' DTM+137:20000506:102' NAD+BY+5013546062421::9' RFF+API:1568431' NAD+SU+5013546028694::9'	Message header RAN 00001234: return for stock confirmed Sent 6 May 2000 Sender (buyer) EAN number Branch SAN Addressee (supplier) EAN number
LIN+1++9780333456781:EN' QTY+61:4' QTY+12:2'	Line 1, EAN-13 / ISBN-13 Quantity authorised for return 4 Quantity despatched for return 2
CNT+2:1' UNT+11+20000506001'	Control total: 1 line item in message Message trailer: 11 segments in message
UNZ+1+1070663'	Interchange trailer: 1 message sent

### R.5.3 RETINS SPECIFICATION FOR BOOK TRADE RETURNS CONFIRMATION

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

**Example:**

UNH+ME001234+RETINS:D:99A:UN:EDIT01 ' Returns confirmation

**2 BGM BEGINNING OF MESSAGE**

**One mandatory occurrence per message**

	<b>C002</b>	<b>DOCUMENT/MESSAGE NAME</b>	M		
+	1001	Document/message code	M	an..3	71E = instruction for returns (EAN code): use for "green box" messages, for returns to stock 71F = instruction that box contains 'remaindered' items: use only for "green box" messages 71R = instruction to return for disposal (BIC/EDItEUR code): use for "red box" messages where the supplier requires items to be returned as a separate consignment for destruction 71S = instruction to destroy in store (BIC/EDItEUR code): use for "red box" messages authorising items to be destroyed by the customer in accordance with agreed protocols 71T = instruction to consign to "trusted third party" (BIC/EDItEUR code): use for "red box" messages authorising items to be consigned to a third party for destruction
:	1131	Code list qualifier	N		Not used in EANCOM
:	3055	Code list agency code	M	an..3	9 = EAN (when an EAN code is used in DE 1001) 28 = EDItEUR (when a BIC/EDItEUR code is used in DE 1001)
:	1000	Document/message name	M	an..35	Mandatory in this application: CONFIRM
	<b>C106</b>	<b>DOCUMENT/MESSAGE ID</b>	M		
+	1004	Document/message number	M	an..35	Instructions for return number assigned by document sender: mandatory: this number is the supplier's Returns Authorisation Number, in BIC standard format (ie an eight-digit serial number) which must be used as part of the label which identifies the returns consignment, or the consignment sent for destruction, as the case may be
:	1056	Version	N		Not used in this application
:	1060	Revision number	N		Not used in this application
+	<b>1225</b>	<b>Message function, coded</b>	M	an..3	Mandatory in EANCOM: 9 = original, 7 = duplicate (repeat transmission)
+	<b>4343</b>	<b>Response type, coded</b>	N		Not used in EANCOM

**Examples:**

BGM+71E::9:CONFIRM+00005481+9'  
BGM+71R::28:CONFIRM+00005482+9'

Return to stock confirmed  
Return for disposal confirmed

**3 DTM DATE/TIME/PERIOD**

**One mandatory occurrence per message, to give the message date**

	<b>C507</b>	<b>DATE/TIME/PERIOD</b>		M	
+	2005	Date/time/period qualifier	M	an..3	137 = message date (CCYYMMDD)
:	2380	Date/time/period	M	an..35	Date in prescribed format
:	2379	Date/time/period format code	M	an..3	102 = code for CCYYMMDD date format

**Example:**

DTM+137:20010301:102'

Message date 1 March 2001

**SG02 RFF-DTM**

**Only RFF segment 4 is used in this application**

**4 RFF REFERENCE**

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

	<b>C506</b>	<b>REFERENCE</b>		M	
+	1153	Reference qualifier	M	an..3	AGI = request number: use for the "request for returns authorisation" number which appeared in BGM DE 1004 in the RETANN message to which the RETINS message is responding CR = customer reference: use to return a reference which appeared in the RETANN message, RFF segment 4
:	1154	Reference number	M	an..35	
:	1156	Line number	N		Not used in this application
:	4000	Reference version number	N		Not used in this application
:	1060	Revision number	N		Not used in this application

**Example:**

RFF+CR:503172'

Customer reference 503172



**SG03 NAD-LOC-SG04-SG05**

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

**5 NAD NAME AND ADDRESS**

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

+	<b>3035</b>	<b>Party qualifier</b>	M	an..3	BY = buyer: addressee DP = delivery location: use for the address to which the returns are to be sent (which may be a supplier's warehouse or the location of a trusted third party) SU = supplier: sender
	<b>C082</b>	<b>PARTY IDENTIFICATION</b>	M		
+	3039	Party identification code	M	an..17	GLN or EAN location code - format n13
:	1131	Code list qualifier	N		Not used in EANCOM
:	3055	Code list responsible agency	M	an..3	9 = EAN
+	<b>C058</b>	<b>NAME AND ADDRESS</b>	N		Composite C058 is not used in EANCOM
+	<b>C080</b>	<b>PARTY NAME</b>	N		Composite C080 is not used in this application
+	<b>C059</b>	<b>STREET</b>	N		Composite C059 is not used in this application
+	<b>3164</b>	<b>City name</b>	N		Not used in this application
+	<b>3229</b>	<b>Country sub-entity ID</b>	N		Not used in this application
+	<b>3251</b>	<b>Postcode</b>	N		Not used in this application
+	<b>3207</b>	<b>Country, coded</b>	N		Not used in this application

**Example:**

NAD+BY+50135460622413:9'

Buyer: EAN location number



**6 RFF REFERENCE**

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

	<b>C506 REFERENCE</b>		M	
+	1153 Reference qualifier		M an..3	API = additional party identification (EAN code): use for branch SAN or GLN IT = internal customer number: use for the supplier's internal number for the customer
:	1154 Reference number		M an..35	
:	1156 Line number		N	Not used in EANCOM
:	4000 Reference version number		N	Not used in EANCOM
:	1060 Revision number		N	Not used in this application

**Example:**

RFF+IT:503172'

Customer number 503172

**SG11 LIN-PIA-IMD-MEA-...-SG20-SG21**

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

**7 LIN LINE ITEM**

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

+	<b>1082</b>	<b>Line item number</b>	M	n..6	Line sequence number, starting at one and incremented by one for each successive line
+	<b>1229</b>	<b>Action request/notification</b>	N		Not used in EANCOM
	<b>C212</b>	<b>ITEM NUMBER ID</b>	D		Only EAN article numbers are accepted in composite C212 in the LIN segment
+	7140	Item number	D	an..35	EAN-13 article number / ISBN-13 (fixed length, 13 digits)
:	7143	Item number type, coded	D	an..3	EN = EAN: mandatory
:	1131	Code list qualifier	N		Not used in EANCOM
:	3055	Code list agency code	N		Not used in this application
+	<b>C829</b>	<b>SUB-LINE INFORMATION</b>	N		Composite C829 is not used in this application
+	<b>1222</b>	<b>Configuration level</b>	N		Not used in EANCOM
+	<b>7083</b>	<b>Configuration, coded</b>	N		Not used in this application

**Examples:**

LIN+5+++9780333456781:EN'

Line no 5, EAN article number / ISBN-13

**8 PIA ADDITIONAL PRODUCT ID**

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

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

**Example:**

PIA+5+012345679X:IB'

ISBN-10 0123456789X

<b>9</b>	<b>IMD</b>	<b>ITEM DESCRIPTION</b>		<b>Optionally, one occurrence per line may be used to give a brief description of the item to be returned</b>
+	<b>7077</b>	<b>Item description type code</b>	M an..3	F = free-form
	<b>C272</b>	<b>ITEM CHARACTERISTIC</b>	M	
+	7081	Item characteristic code	M an..3	BST = short title description
:	1131	Code list qualifier	N	Not used in this application
:	3055	Code list agency code	N	Not used in this application
	<b>C273</b>	<b>ITEM DESCRIPTION</b>	M	
+	7009	Item description id	N	Not used in this application
:	1131	Code list qualifier	N	Not used in this application
:	3055	Code list agency code	N	Not used in this application
:	7008	Item description	M an..256	Description
:	7008	Item description	D an..256	Continuation line if required
+	<b>7383</b>	<b>Surface layer indicator code</b>	N	Not used in EANCOM

**Example:**

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

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

**Segment 10 (DTM) is not used in this application**

**11 QTY QUANTITY**

Two mandatory occurrences per line to give the quantity which was authorised for return or destruction, and the adjusted quantity which is being sent by the customer, which must be less than the quantity authorised. If no copies are being returned, the return quantity must be sent explicitly as "zero". If the quantity is specified as a number of packs, a second occurrence of segment 10 must be sent to state the quantity per pack.

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

	<b>C186 QUANTITY DETAILS</b>	M	
+	6063 Quantity qualifier	M an..3	12 = despatch quantity (the quantity confirmed as sent for return or destruction) 52 = quantity per pack 61 = return quantity (the quantity authorised for return or destruction)
:	6060 Quantity	M n..15	
:	6411 Measure unit qualifier	D an..3	PCK = pack, if the return and despatch quantities are specified as a number of packs

**Examples:**

QTY+61:2'	Quantity authorised for return = 2
QTY+12:1'	Quantity sent for return = 1
QTY+61:2'	Quantity authorised for return = 2
QTY+12:0'	Quantity sent for return = 0
QTY+61:2:PCK'	Quantity authorised for return = 2 packs
QTY+12:2:PCK'	Quantity sent for return = 2 packs
QTY+52:20'	Pack quantity = 20

**Segments 12 (LOC), 13 (MOA) and 14 (CDI) are not used in a RETINS message for returns adjustments**

**15 CNT CONTROL TOTAL**

**One mandatory occurrence per message, to give the total number of line items in the message**

	<b>C270 CONTROL</b>	M	
+	6069 Control qualifier	M	an..3
:	6066 Control value	M	n..18
:	6411 Measure unit qualifier	N	

1 = total value of the quantity segments at line level in the message  
 2 = number of line items in the message  
 Not used in this application

**Example:**

CNT+2:5'

Five line items in message

**16 UNT MESSAGE TRAILER**

**One mandatory occurrence per message**

+	<b>0074 No of segments in message</b>	M	n..6
+	<b>0062 Message reference number</b>	M	an..14

Count includes the UNH and UNT segments  
 The reference number given here must be the same as that specified in the UNH segment

**Example:**

UNT+48+ME001234'

48 segments in message reference ME001234