

**BIC EDI Standards
and
Implementation Guidelines**

**RETURNS
Returns Request**

The RETANN message

October 2012

R.3. USING THE RETANN MESSAGE FOR RETURNS REQUESTS

June 2018 – Changes are shown in Green throughout this document

R.3.0 CHANGES since June 2007 edition

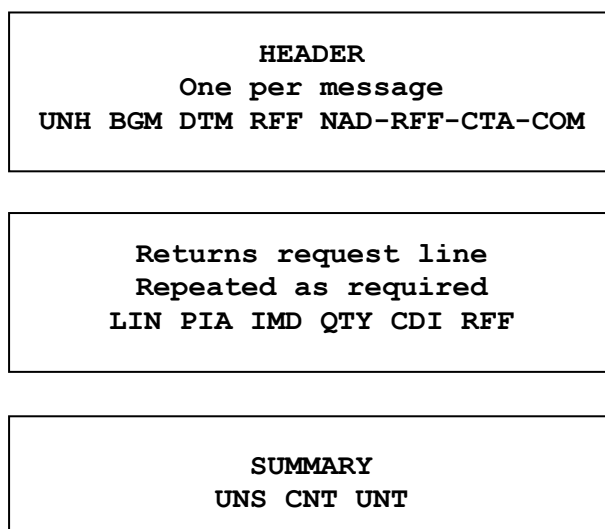
In NAD segment. Wording in Note changed to: NAD/BY (Mandatory) will contain the sender's (buyer's) GLN (EAN Location Code) which may either denote a chain's Head Office or a Branch. If a chain required to specify a Head Office Account using a GLN AND a branch account using a SAN or a GLN, then this may be achieved by using the NAD/BY for the Head Office account GLN and the RFF/API to denote the branch's Book Trade SAN or branch GLN, Note that the use of the SAN is discretionary not mandatory. Note that GLNs are 13 characters while SANs are 8 characters and not 6 as shown in some of the returns message guidelines.

R.3.1 PRINCIPLES

The RETANN message is sent from a customer to a supplier, to notify an intention to return books to the supplier and to request authorisation where needed. Overstock returns and returns due to discrepancies or defects in delivered items are all handled as part of a single process and may be listed in a single message. The message also allows a customer to notify a delivery shortage or an invoiced price or discount discrepancy, though this does not of course lead to a return – it simply alerts the supplier to take appropriate action.

Like all EDIFACT transaction messages, RETANN has a header, a variable number of message lines (up to a maximum of 9,999 in a single message), and a trailer.

Schematically, the message structure looks like this:



Message header

The header of the RETANN message carries:

Message identifier – the customer's returns request number (BGM) (Mandatory). This number should be assigned so that it uniquely and permanently identifies a returns request within the customer's application system. The supplier may check for, and sideline, any duplication of this identifier.

Message date (DTM) (Mandatory)

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

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

A return e-mail address for labels (CTA-COM: note that the syntax of the EDIFACT message requires a CTA segment in order to enable the COM segment to be used)

Message line

Each line in the body of a RETANN message carries:

An ISBN and/or EAN-13 number identifying an item for return (LIN, PIA) (Mandatory)

A short author/title description (IMD) (Optional, and not recommended: identification will be based on the product code)

The quantity which the customer wishes to return (QTY) (Mandatory, except when reporting a shortage)

Where applicable, the quantity by which a delivery is short (QTY)

A coded "reason for return" (CDI) (Mandatory)

A damage or defect code (CDI) (Required if the reason for return is that goods were received damaged or defective)

An invoice number, where applicable (RFF) (Mandatory for certain types of return, but not used for overstocks) Alternatively, a delivery note number may be sent.

A publisher reference, where the return has already been specially authorised, and the intention to return is notified to ensure inclusion in a pre-registered shipment; or where the return is under the terms of a special deal (RFF)

[Provision has also been made for handling unopened packs, along the following lines, but this is not expected to be implemented until further notice.] Where the sender wishes to return stock which is held partly as unopened packs and partly as loose copies, these two quantities must be sent as separate lines in the RETANN message. For unopened packs, two QTY segments are required, one stating the number of packs and the other the quantity per pack – see examples on pages R-3-17 and R-3-18. For loose copies, only one QTY segment is sent, stating the number of copies. Unless unopened packs are explicitly specified in this way, all RETANN lines will be treated as representing loose copies.

Message trailer

The trailer of the RETANN message carries:

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

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

R.3.2 EDIFACT DIRECTORY

The version of the RETANN message adopted by BIC is taken from EDIFACT Directory D.99A.

R.3.3 RETANN MESSAGE STRUCTURE

The table on the next three pages shows the complete EDIFACT D.99A RETANN message structure. Shaded segments and segment groups are NOT used in the BIC implementation for book trade returns.

The first column identifies the segment or segment group. The second column shows the segment number within the BIC/EDItEUR subset. The third column shows the status of the segment or segment group in EDIFACT terms (NOT specifically for the BIC application). In this column, letter M means “mandatory if the segment group to which the segment belongs is used”. Letter C means “conditional”, or not mandatory. The fourth column shows the maximum number of occurrences of the segment in each occurrence of the segment group to which it belongs.

Header

	<i>Seg no</i>	<i>Status</i>	<i>Repeats</i>	<i>Description</i>	
	UNH	1	M	1	MESSAGE HEADER
	BGM	2	M	1	Beginning of message
	DTM	3	C	9	Date/time/period
	FTX		C	9	Free text
	SG01		C	9	DOC-DTM
	DOC		M	1	Document/message details
	DTM		C	9	Date/time/period
	SG02		C	9	RFF-DTM
	RFF	4	M	1	Reference
	DTM		C	9	Date/time/period
	SG03		C	9	NAD-LOC-SG04-SG05
	NAD	5	M	1	Name and address
	LOC		C	999	Place/location identification
	SG04		C	9	RFF-DTM
	RFF	6	M	1	Reference
	DTM		C	9	Date/time/period
	SG05		C	9	CTA-COM
	CTA	7	M	1	Contact information
	COM	8	C	9	Communication contact
	SG07		C	9	TDT-LOC-DTM
	TDT		M	1	Details of transport
	LOC		C	9	Place/location identification
	DTM		C	9	Date/time/period
	SG08		C	9	EQD-MEA-FTX
	EQD		M	1	Equipment details
	MEA		C	9	Measurements
	FTX		C	9	Free text

	SG09		C	9	ALC-ALI-DTM-MOA
	ALC		M	1	Allowance or charge
	ALI		C	9	Additional information
	DTM		C	9	Date/time/period
	MOA		C	9	Monetary amount
	SG10		C	9	TAX-MOA
	TAX		M	1	Duty/tax/fee details
	MOA		C	9	Monetary amount

Detail

	SG11		C	9999	LIN-PIA-IMD-MEA-DTM-PRI-FTX-LOC-MOA-SG12-SG13-SG14-SG15-...-SG18-SG20-SG21-SG22
	LIN	9	M	1	Line item
	PIA	10	C	9	Additional product id
	IMD	11	C	9	Item description
	MEA		C	9	Measurements
	DTM		C	9	Date/time/period
	PRI		C	9	Price details
	FTX		C	9	Free text
	LOC		C	9	Place/location identification
	MOA		C	9	Monetary amount
	SG12		C	9	TAX-MOA
	TAX		M	1	Duty/tax/fee details
	MOA		C	9	Monetary amount
	SG13		C	9	QTY-CDI
	QTY	12	M	1	Quantity
	CDI	13	C	9	Physical or logical state
	SG14		C	9	DOC-DTM
	DOC		M	1	Document/message details
	DTM		C	9	Date/time/period
	SG15		C	9	RFF-DTM
	RFF	14	M	1	Reference
	DTM		C	9	Date/time/period
	SG16		C	9	DGS-QTY-FTX
	DGS		M	1	Dangerous goods
	QTY		C	9	Quantity
	FTX		C	9	Free text
	SG17		C	9	HAN-FTX
	HAN		M	1	Handling instructions
	FTX		C	9	Free text
	SG18		C	9	PAC-SG19
	PAC		M	1	Package

	SG19		C	9	PCI-DTM-GIN
	PCI		M	1	Package identification
	DTM		C	9	Date/time/period
	GIN		C	9	Goods identity number
	SG20		C	9	TDT-LOC-DTM
	TDT		M	1	Details of transport
	LOC		C	9	Place/location identification
	DTM		C	9	Date/time/period
	SG21		C	9	EQD-MEA-FTX
	EQD		M	1	Equipment details
	MEA		C	9	Measurements
	FTX		C	9	Free text
	SG22		C	9	ALC-ALI-DTM-MOA-SG23
	ALC		M	1	Allowance or charge
	ALI		C	9	Additional information
	DTM		C	9	Date/time/period
	MOA		C	9	Monetary amount
	SG23		C	9	TAX-MOA
	TAX		M	1	Duty/tax/fee details
	MOA		C	9	Monetary amount

Summary

	UNS	15	M	1	SECTION CONTROL
	CNT	16	C	9	Control total
	MOA		C	9	Monetary amount
	SG24		C	9	TAX-MOA
	TAX		M	1	Duty/tax/fee details
	MOA		C	9	Monetary amount
	UNT	17	M	1	MESSAGE TRAILER

R.3.4 EXAMPLE OF A RETURNS REQUEST TRANSMISSION

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

UNA:+. ? '	Service string advice (NB space before ')
UNB+UNOC:3+5013546062421:14+50135460286 94:14+000430:1402+73529++RETANN '	Interchange header
UNH+20000430001+RETANN:D:99A:UN:EDIT01 '	Message header
BGM+70E::9+703011+9 '	Returns request number 703011
DTM+137:20000430:102 '	Sent 30 April 2000
NAD+BY+5013546062421::9 '	Sender (buyer) EAN number
RFF+API:156843 '	Branch SAN
CTA+NT '	Email notification contact
COM+kingston@bookshopchain.co.uk:EM '	Email address
NAD+SU+5013546028694::9 '	Addressee (supplier) EAN number
LIN+1+++9780333456781:EN '	Line 1, EAN-13 product number
QTY+61:5 '	Return quantity 5
CDI+3E+B00::28 '	Reason for return: overstock
LIN+2 '	Line 2
PIA+5+012345679X:IB '	ISBN
QTY+61:1 '	Return quantity 1
CDI+3E+B30::28 '	Received damaged
CDI+3E+C01::28 '	Carton damage with damage to contents
RFF+IV:098462 '	Invoice number
UNS+S '	Section control
CNT+2:2 '	Control total: 2 line items in message
UNT+20+20000430001 '	Message trailer: 20 segments in message
UNZ+1+73529 '	Interchange trailer: 1 message sent

R.3.5 RETANN SPECIFICATION FOR BOOK TRADE RETURNS REQUESTS

1	UNH	MESSAGE HEADER		One mandatory occurrence per message
+	0062	Message reference no	M an..14	Sender's unique message reference. By convention, incorporates a sequence number of the message within the interchange.
	S009	MESSAGE IDENTIFIER	M	
+	0065	Message type identifier	M an..6	RETANN = announcement for returns (returns request)
:	0052	Message type version no	M an..3	D
:	0054	Message type release no	M an..3	99A = EDIFACT Directory D.96A
:	0051	Controlling agency	M an..2	UN = agency responsible
:	0057	Association-assigned code	M an..6	EDIT01 = EDItEUR version number
+	0068	Common access reference	N	Not used in this application
+	S010	STATUS OF THE TRANSFER	N	Not used in this application

Example:

UNH+19970301001+RETANN:D:99A:UN:EDIT01 ' Returns request

2 BGM BEGINNING OF MESSAGE

One mandatory occurrence per message

	C002	DOCUMENT/MESSAGE NAME	M		
+	1001	Document/message code	M	an..3	70E = announcement for returns (EAN code)
:	1131	Code list qualifier	N		Not used in this application
:	3055	Code list agency code	M	an..3	9 = EAN
:	1000	Document/message name	N		Not used in this application
	C106	DOCUMENT/MESSAGE ID	M		
+	1004	Document/message number	M	an..35	Returns request message number assigned by document sender: mandatory. This number should be assigned so that it represents a reference that uniquely identifies a returns request within the sender's application system.
:	1056	Version	N		Not used in this application
:	1060	Revision number	N		Not used in this application
+	1225	Message function, coded	M	an..3	Mandatory: 9 = original, 7 = duplicate (repeat transmission)
+	4343	Response type, coded	N		Not used in this application

Example:

BGM+70E::9+703011+9'

Message number 703011, original

3 DTM DATE/TIME/PERIOD

One mandatory occurrence per message, to give the message date

	C507	DATE/TIME/PERIOD	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

Segment group SG02: only RFF segment 4 is used in this application

4 RFF REFERENCE

One optional occurrence if the sender wishes to quote a customer reference associated with the order. If sent, the reference must be quoted back on the corresponding RETINS message(s).

	C506 REFERENCE		M	
+	1153 Reference qualifier		M an..3	CR = customer reference
:	1154 Reference number		M an..35	Reference
:	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:456789'

Customer reference 456789

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 identify the sender and addressee by their respective EAN location codes. NAD/BY will contain either (a) the GLN of the Head Office (the branch may be identified by its book trade SAN or GLN in the linked RFF/API segment if required) or (b) the GLN of the branch (the book trade SAN for the branch may be input in the linked RFF/API segment if required)

+	3035	Party qualifier	M	an..3	BY = buyer: sender SU = supplier: addressee
		C082 PARTY IDENTIFICATION	M		
+	3039	Party identification code	M	an..17	EAN location code - format n13; or other mutually agreed code
:	1131	Code list qualifier	N		Not used in this application
:	3055	Code list responsible agency	M	an..3	9 = EAN
+	C058	NAME AND ADDRESS	N		Composite C058 is not used in this application
+	C080	PARTY NAME	N		Composite C080 is not used in this application
+	C059	STREET	N		Composite C059 is not used in this application
+	3164	City name	N		Not used in this application
+	3229	Country sub-entity ID	N		Not used in this application
+	3251	Postcode	N		Not used in this application
+	3207	Country, coded	N		Not used in this application

Example:

NAD+BY+50135460622413::9'

Buyer: EAN location number

SG04 RFF

Segment group SG04: only RFF segment 6 is used in this application

6 RFF REFERENCE

One occurrence linked to the NAD segment which identifies the buyer may be used to carry a book trade SAN or GLN to identify the branch.

	C506 REFERENCE	D
+	1153 Reference qualifier	D an..3
:	1154 Reference number	D an..35
:	1156 Line number	N
:	4000 Reference version number	N
:	1060 Revision number	N

API = additional party identification (EAN code): use for branch SAN or GLN

Book trade SAN or GLN

Not used in this application

Not used in this application

Not used in this application

Example:

RFF+API:1234567'

SAN number 1234567 (7chars).

Example 2: showing branch GLN:

RFF+API: 5030671234567'

GLN number (13 chars).

SG05 CTA-COM

One occurrence of segment group SG05, linked to the NAD segment identifying the sender of the RETANN message, may be used to send an email address to which label images for returns consignments should be sent.

7 CTA CONTACT INFORMATION

The syntax of the EDIFACT message requires a CTA segment to precede the COM segment carrying the email address.

- + 3139 Contact function, coded M an..3
- + C056 DEPT OR EMPLOYEE DETAIL N

NT = notification contact
Composite C056 is not used in this application

Example

CTA+NT'

Contact for email supply of return labels

8 COM COMMUNICATION CONTACT

One occurrence may be used to carry an email address.

- 76 COMMUNICATION CONTACT M
- + 3148 Communication number M an..512
- : 3155 Communication channel code M an..3

Email address
EM = electronic mail

Example

COM+returns@anybookshop.co.uk:EM'

Email address

SG11 LIN-PIA-IMD-MEA-...-SG22-SG24

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

9 LIN LINE ITEM

One mandatory occurrence per line item to give the line item number, and an EAN article number if used

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

Examples:

LIN+5 '

Line no 5, product identified by ISBN in PIA segment 10

LIN+5++5012345008791:EN'

Line no 5, EAN article number

10 PIA ADDITIONAL PRODUCT ID

If an EAN article number is not given in LIN segment 9, there must be one mandatory occurrence of the PIA segment per line item, coded 5 in DE 4347, to give the main product identification of the item which is to be returned, as an ISBN.

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

PIA+5+012345679X:IB'

Item to be returned is ISBN 0123456789X

11 IMD ITEM DESCRIPTION

Optionally, one occurrence per line may be used to give a brief description of the item to be returned. Two or more IMD segments carrying the same code in DE 7081 may be used if a data element exceeds 70 characters.

+	7077	Item description type code	M	an..3	F = free-form
	C272	ITEM CHARACTERISTIC	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
	C273	ITEM DESCRIPTION	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
+	7383	Surface layer indicator code	N		Not used in this application

Example:

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

SG13 QTY-CDI

One mandatory occurrence of segment group SG13 is used to specify the quantity which is to be returned (or, if the line is reporting a short delivery, the amount of the shortage) and the coded reason for return. If the return quantity is specified as a number of packs, a second occurrence of SG13 containing only QTY segment 12 must be sent to state the quantity per pack.

12 QTY QUANTITY

One mandatory occurrence per SG13 to specify the return quantity or the quantity per pack

	C186	QUANTITY DETAILS	M
+	6063	Quantity qualifier	M an..3
:	6060	Quantity	M n..15
:	6411	Measure unit qualifier	D an..3

47 = quantity invoiced: use only if the reason code in CDI DE 7007 = B80 (incorrect discount given) or B81 (incorrect price on invoice)
 52 = quantity per pack
 61 = return quantity
 119 = short shipped quantity: use for the difference between the quantity invoiced and the quantity actually delivered, when reporting a shortage, ie if the reason code in CDI DE 7007 = B90

PCK = pack, if DE 6063 = 61, and the return quantity is specified as a number of packs

Examples:

QTY+61:2'

Return quantity = 2 copies

QTY+61:2:PCK'

Return quantity = 2 packs

QTY+52:20'

Pack quantity = 20

QTY+47:5'

Quantity invoiced = 5 copies

13 CDI PHYSICAL OR LOGICAL STATE

One mandatory occurrence per line to give the reason for the return request. A second occurrence is required if the reason for the return request is that the goods are damaged or defective, to specify the nature of the damage or defect.

<p>+ 7001 Physical/logical state qualifier M an..3 C564 PHYS/LOGICAL STATE INFO M + 7007 Physical/logical state code M an..3 : 1131 Code list qualifier N : 3055 Code list agency code M an..3 : 7006 Phys/logical state description D an..35</p>	<p>3E = upon return See code list in Section R.6 Not used in this application 28 = EDItEUR Required when DE 7007 = B80 (incorrect discount given) or B81 (incorrect price on invoice). If DE 7007 = B80, DE 7006 carries the discount percentage expected by the customer as a variable length decimal number, eg 42.5 If DE 7007 = B81, DE 7006 carries the unit RRP expected by the customer, excluding VAT if any, as a variable length decimal number, eg 42.5</p>
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EXAMPLES OF THE USE OF SEGMENT GROUP SG13

Example 1: overstock return

QTY+61:3'	Return quantity = 3 copies
CDI+3E+B00::28'	Overstock

Example 2: return requested because of defect in goods: two occurrences of CDI

QTY+61:1'	Return quantity = 1 copy
CDI+3E+B31::28'	Item supplied has a manufacturing defect
CDI+3E+D01::28'	Binding errors: duplicated or missing pages

Example 3: incorrect price on invoice, customer expected RRP £16.99, VAT zero-rated

QTY+47:2'	Invoiced quantity = 2 copies
CDI+3E+B81::28:16.99'	Query price invoiced: expected RRP is £16.99

SG15 RFF-DTM

Segment group SG15: only RFF segment 14 is used in this application

14 RFF REFERENCE

One occurrence per line is mandatory if the reason for return coded in CDI DE 7007 requires an invoice number to be quoted. One occurrence per line, carrying an authorisation reference number, may be sent if the reason for return is “recalled by supplier”, and must be sent if the return has been pre-authorized by the supplier. Do not use this segment for overstocks (ie with CDI DE 7007 = B00).

	C506 REFERENCE		M	
+	1153 Reference qualifier		M	an..3
:	1154 Reference number		M	an..35
:	1156 Line number		N	
:	4000 Reference version number		N	
:	1060 Revision number		N	

ATZ = authorisation/reference number (EAN code): mandatory with certain returns reason codes in CDI DE 7007 – see Section R.6
 DQ = delivery note number: may be used as an alternative to invoice number
 IV = invoice number: either invoice number or, less commonly, delivery note number is mandatory with certain returns reason codes in CDI DE 7007 – see Section R.6

Not used in this application
 Not used in this application
 Not used in this application

Example:

RFF+IV:503172 '

Invoice number 503172

15 UNS SECTION CONTROL

One mandatory occurrence per message

+	0081 Section identification		M	a1
---	------------------------------------	--	---	----

S = detail/summary section separation

Example:

UNS+S '

Summary section start

16 CNT CONTROL TOTAL

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

	C270 CONTROL	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

17 UNT MESSAGE TRAILER

One mandatory occurrence per message

+	0074 No of segments in message	M	n..6
+	0062 Message reference number	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