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# **Industry Returns Initiative Text File Specification**

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# 1. INTRODUCTION

The EDI RETANN and RETINS messages have been developed to allow for the exchange of returns data between customers and suppliers. In addition, it is possible to use a set of text files to communicate the same data when EDI is not appropriate. This requires both the trading partners being able to support the text file format.

This document is only concerned with the technical specification of the text file format that conforms to the BIC Industry Returns Initiative.

The following conventions have been used throughout this document.

1. Numeric values defined in the format "N" mean whole number with a maximum of N numeric characters.
2. Character fields are strings of Alphabetic/Numeric characters with a maximum of N characters.
3. A Vertical Bar should delimit each field.

The definition for the field delimiter is:

Ordinal Number	Symbol	Meaning	Decimal Representation	Hex Representation
80		Vertical bar,	79	4F

4. Each file should begin with one \*HEADER record, which is then followed by the \*DETAIL records and end with an \*EOF record.
5. Each record should end with a Carriage Return (\*CR) and Line Feed (\*LF)
6. The ASCII character Set definitions for the Carriage Return and Line Feed are:

	Ctrl	Dec	Hex	Code
Line Feed	^J	10	0A	LF
Carriage Return	^M	13	0D	CR

# 2. PROCESSING FILES

All files will undergo a pre-process to validate their format. They will be checked for the following:

1. The first record on the file must be a header record. Only one header record in each file. All fields on the header record must be correct.
2. Detail lines must have all mandatory fields completed. The format of each detail line must be correct as per the definition.
3. The last record in the file must be a trailer record. Only one trailer record in each file.

If there are any errors in the format of the file, then the whole file will be rejected.

### 3. FILE FORMATS

Currently there is only one format permitted for Returns Requests, Returns Authorisations and Returns Confirmation messages:

ASCII Text File Format

**Returns request** (sent by the retailer to request permission to return product)

The file consists of a header record as follows:

```
*HEADER|RETANNV01|REQUEST-NO|CCYYMMDD-MESSAGE-DATE|CUSTOMER-GLN|  
CUSTOMER-SAN|CUSTOMERS NAME|CUSTOMERS REFERENCE|SUPPLIER
```

The detail row is as follows:

```
*DETAIL|ISBN BEING RETURNED|AUTHOR/TITLE|SPARE|REASON CODE FOR  
RETURN| QUANTITY FOR RETURN|INVOICE NUMBER|REFERENCE NUMBER|DAMAGE/DEFECT CODE|/|ISBN-13  
(EAN)
```

The file ends with an \*EOF trailer record:

```
*EOF
```

Return request file should use .RET as the file extension.

**Returns Authorisations** (sent by the supplier to authorise or reject the request)

The file consists of a header record as follows:

```
*HEADER|RETINSV01|CODE|RAN|REQUEST-NO|CCYYMMDD-MESSAGE-DATE|SUPPLIER-GLN|SUPPLIER-  
SAN|SUPPLIER-NAME|RETURN-ADDRESS|CUSTOMER-GLN|CUSTOMER-SAN|CUSTOMERS-NAME|CUSTOMER-  
REFERENCE
```

The detail row is as follows:

```
*DETAIL|ISBN REQUESTED FOR RETURN|AUTHOR/TITLE|QUANTITY|RESPONSE CODE|UNIT  
VALUE|DISCOUNT|ISBN-13 (EAN)
```

The file ends with an \*EOF trailer record:

```
*EOF
```

Returns authorisations should have a filename made up from RETURNS\_REQUEST-NO\_RAN and have .RAU as the file extension. i.e., RETURNS\_26\_123455678.RAU

**Returns Confirmations** (sent by the retailer to confirm the quantities being physically returned)

The file consists of a header record as follows:

```
*HEADER|RETINSV01|CONFIRM|RAN|REQUEST-NO|CCYYMMDD-MESSAGE-DATE|SUPPLIER-GLN|SUPPLIER-  
SAN|SUPPLIER-NAME|RETURN-ADDRESS|CUSTOMER-GLN|CUSTOMER-SAN|CUSTOMERS-NAME|CUSTOMER-  
REFERENCE
```

The detail row is as follows:

```
*DETAIL|ISBN REQUESTED FOR RETURN|AUTHOR/TITLE|QUANTITY|ISBN-13 (EAN)
```

The file ends with an \*EOF trailer record:

```
*EOF
```

Returns confirmations should have a filename of the RAN with .CON as the file extension. i.e., 123455678.CON

## 3.1 Returns Request

### 3.1.1 Header Record Format

This record can only occur once in a file, and it must be the first record of the file.

Field Column	Size	Format	Specify	Description
Record Type	7	Character	Mandatory	Identifies the header record. It must contain the text *HEADER
Message Version	9	Character	Mandatory	Identifies the message version. It must contain the text RETANNV01
Request Number	35	Numeric	Mandatory	This field identifies the message number and should ideally be one greater than the number used in the last return request.
Message Date	8	Numeric	Mandatory	This is the creation date of the file. It must be in the format CCYYMMDD
Customer GLN	13	Character	Mandatory	This is the GLN of the trading partner (e.g., bookshop). This field or the SAN field must be completed. If used this field must contain a valid 13-character GLN, any other value will be classed as an error.
Customer SAN	7	Character	Mandatory	This is the SAN of the trading partner (e.g., bookshop). This field or the GLN field must be completed. If used this field must contain a valid 7-character SAN, any other value will be classed as an error.
Customer Name	30	Character	Mandatory	The name of the customer (for tracing in the event of an error on the GLN or SAN)
Customer reference	35	Character	Optional	Reference to be quoted back on authorisation documents and subsequent credit note
Supplier	80	Character	Mandatory	Supplier name. This field is never processed. It is only included as means of identifying the supplier to whom it is being sent. Can be left blank

### 3.1.2 Detail Record Format

These lines can repeat as required.

Field Column	Size	Format	Specify	Description
Record Type	7	Character	Mandatory	Identifies this as a detail record. It must contain the text *DETAIL
ISBN-10 being returned	10	Character	Mandatory	The ISBN-10 is Mandatory until 1 January 2007. Thereafter, do not use.
Author/Title	40	Character	Optional	The Authors name and or the Title of the ISBN (For visual use only)
Spare	10	Character	Optional	No longer Used
Reason for return Code	3	Character	Mandatory	BIC 'Reason for Return' Code (See Appendix 1)
Quantity	6	Numeric	Mandatory	Quantity requested to be returned or amount of shortage
Invoice Number	10	Numeric	Optional	Invoice number, where applicable (Mandatory for certain types of return, but not used for overstocks)
Reference	25	Character	Optional	Only used where the return has already been specially authorised, and the intention to return is notified to ensure inclusion in a pre-registered shipment
Damage/Defect code	3	Character	Optional	Mandatory for return codes B30 or B31 to specify the nature of a manufacturing defect or damage found on receipt.
ISBN-13 (EAN) of title being returned	13	Character	Optional	Mandatory after 1 <sup>st</sup> January 2007

### 3.1.3 Trailer

This record can only occur once in a file, and it must be the last record of the file. This record will be copied to the output file returned by the affiliate.

Field Column	Size	Format	Specify	Description
Trailer	4	Character	Mandatory	Identifies a trailer record. It must contain the text *EOF

### 3.1.4 Example

```
*HEADER|RETANSV01|00010849|20011221|5013546027034||Bertrams|Ref 1234|Macmillan Distribution Ltd, Basingstoke  
*DETAIL|0330234234|Riotous Assembly||B00|1||contract 12345|9780330234238|  
*DETAIL|0333792475|Drugs Handbook 2001|0333745264|B03|4|123456789|9780333792476|  
*DETAIL|0330263064|Whip Hand||B00|101||9780330263061|  
*DETAIL|0330234471|Boncrack||B30|1|123456789|D01|9780330234474|  
*EOF
```

## 3.2 Returns Authorisations

### 3.2.1 Header Record Format

This record can only occur once in a file, and it must be the first record of the file.

Field Column	Size	Format	Specify	Description
Record Type	7	Character	Mandatory	Identifies the header record. It must contain the text *HEADER.
Message Version	9	Character	Mandatory	Identifies the message version. It must contain the text RETINSV01.
Message code	3	Character	Mandatory	71E = use for "green box" messages, for returns to stock. 71R = use for "red box" messages where the supplier requires items to be returned as a separate consignment for destruction. 71S = use for "red box" messages authorising items to be destroyed by the customer in accordance with agreed protocols. 71T = use for "red box" messages authorising items to be consigned to a third party for destruction
RAN	8	Character	Mandatory	The 'Returns Authorisation Number' to be quoted on every parcel to be returned.
Request Number	4	Numeric	Optional	This field identifies the message number from the returns request (mandatory if sent).
Message Date	8	Numeric	Mandatory	This is the creation date of the file. It must be in the format CCYYMMDD.
Supplier GLN	13	Character	Mandatory	This is the GLN of the supplier (e.g., distributor). This field or the Supplier SAN field must be completed. If used this field must contain a valid 13-character GLN, any other value will be classed as an error.
Supplier SAN	7	Character	Mandatory	This is the SAN of the supplier (e.g., distributor). This field or the Supplier GLN field must be completed. If used this field must contain a valid 7-character SAN, any other value will be classed as an error.
Supplier Name	30	Character	Mandatory	The name of the Supplier (for tracing in the event of an error on the GLN or SAN).
Return to Address	120	Character	Mandatory	The address to which the goods are to be returned.
Customer GLN	13	Character	Mandatory	This is the GLN of the trading partner (e.g., bookshop). This field or the SAN field must be completed. If used this field must contain a valid 13-character GLN (GLN), any other value will be classed as an error.
Customer SAN	7	Character	Mandatory	This is the SAN of the trading partner (e.g., bookshop). This field or the GLN field must be completed. If used this field must contain a valid 7-character SAN, any other value will be classed as an error.
Customer Name	30	Character	Mandatory	The name of the customer (for tracing in the event of an error on the GLN or SAN).
Customer reference	14	Character	Optional	Reference from Return Request (to be quoted back on subsequent credit note).

### 3.2.2 Detail Record Format

These lines can repeat as required.

Field Column	Size	Format	Specify	Description
Record Type	7	Character	Mandatory	Identifies this as a detail record. It must contain the text *DETAIL
ISBN-10 requested for return	10	Character	Mandatory <sup>1</sup>	The ISBN-10 is Mandatory until 1 January 2007. Thereafter, do not use.
Author/Title	40	Character	Optional	The Authors name and or the Title of the ISBN (For visual use only)
Quantity	6	Numeric	Mandatory	Quantity requested to be returned
Returns Response Code	3	Character	Mandatory	BIC 'Returns Response' Code
Unit Value	5.4	Numeric	Mandatory If authorised	The discounted unit value upon which the credit will be based, excluding VAT if applicable; this may be an actual or averaged value depending on the reason for credit. Not applicable if authorisation refused
Discount	2.3	Numeric	Mandatory If authorised	Discount percentage in the format NNNN.DDD, where NNNN is an integer and DDD represents up to 3 decimal places. Non-significant zeros are not sent. Not applicable if authorisation refused
ISBN-13 (EAN) of title being returned	13	Character	Optional	Mandatory after 1 <sup>st</sup> January 2007

### 3.2.3 Trailer

This record can only occur once in a file, and it must be the last record of the file.

Field Column	Size	Format	Specify	Description
Trailer	4	Character	Mandatory	Identifies a trailer record. It must contain the text *EOF

### 3.2.4 Example

```
*HEADER|RETINSV01|71E|999999999|00010849|20011221|5013546028693||Macmillan|Brunel Road, Houndmills,
Basingstoke, Hants, RG21 6XS|5013546027034||Bertrams|Ref 1234
*DETAIL|0330234234|Riotous Assembly|1|A01|5.95|44.998|9780330234238|
*DETAIL|0333792475|Drugs Handbook 2001|4|A01|16.99|40.000|9780333792476
*DETAIL|0330263064|Whip Hand|101|R01|9780330263061|
*DETAIL|0330234471|Bonecrack |1|A01|6.99|40.000|9780330234474
*EOF
```

In this example Riotous Assembly has the Quantity authorised for return of 1, a Unit value for credit of £5.95 and a Discount from current list price of 44.998%.

The request to return 4 copies of Drugs Handbook 2001 and credit in full at £16.99 less 40% has been authorised.

The request to return 101 copies of Whip Hand has been rejected with a code of R1 (Return quantity exceeds quantity supplied).

The request to return 1 copy of Bonecrack and credit in full at £6.99 less 40% has been authorised.



### 3.3 Returns Confirmations

#### 3.3.1 Header Record Format

This record can only occur once in a file, and it must be the first record of the file.

Field Column	Size	Format	Specify	Description
Record Type	7	Character	Mandatory	Identifies the header record. It must contain the text *HEADER.
Message Version	9	Numeric	Mandatory	Identifies the message version. It must contain the text RETINSV01.
Message code	7	Character	Mandatory	Must contain the text CONFIRM
RAN	8	Character	Mandatory	The 'Returns Authorisation Number' to be quoted on every parcel to be returned.
Request Number	4	Numeric	Optional	This field identifies the message number from the returns request (mandatory if sent). Has the same contents as the Returns authorisation record for the same RAN.
Message Date	8	Numeric	Mandatory	This is the creation date of the file. It must be in the format CCYYMMDD. Has the same contents as the Returns authorisation record for the same RAN.
Supplier GLN	13	Character	Mandatory	This is the GLN of the supplier (e.g., distributor). This field or the Supplier SAN field must be completed. If used this field must contain a valid 13-character GLN, any other value will be classed as an error. Has the same contents as the Returns authorisation record for the same RAN.
Supplier SAN	7	Character	Mandatory	This is the SAN of the supplier (e.g., distributor). This field or the Supplier GLN field must be completed. If used this field must contain a valid 7-character SAN, any other value will be classed as an error. Has the same contents as the Returns authorisation record for the same RAN.
Supplier Name	30	Character	Mandatory	The name of the Supplier (for tracing in the event of an error on the GLN or SAN). Has the same contents as the Returns authorisation record for the same RAN.
Return to Address	120	Character	Mandatory	The address to which the goods are to be returned. Has the same contents as the Returns authorisation record for the same RAN.
Customer GLN	13	Character	Mandatory	This is the GLN of the trading partner (e.g., bookshop). This field or the SAN field must be completed. If used this field must contain a valid 13-character GLN (GLN), any other value will be classed as an error. Has the same contents as the Returns authorisation record for the same RAN.
Customer SAN	7	Character	Mandatory	This is the SAN of the trading partner (e.g., bookshop). This field or the GLN field must be completed. If used this field must contain a valid 7-character SAN, any other value will be classed as an error. Has the same contents as the Returns authorisation record for the same RAN.
Customer Name	30	Character	Mandatory	The name of the customer (for tracing in the event of an error on the GLN or SAN). Has the same contents as the Returns authorisation record for the same RAN.
Customer reference	14	Character	Optional	Reference from Return Request (to be quoted back on subsequent credit note). Has the same contents as the Returns authorisation record for the same RAN.

### 3.3.2 Detail Record Format

These lines can repeat as required.

Field Column	Size	Format	Specify	Description
Record Type	7	Character	Mandatory	Identifies this as a detail record. It must contain the text *DETAIL
ISBN-10 requested for return	10	Character	Mandatory <sup>1</sup>	The ISBN is Mandatory until 1 January 2007. Thereafter, do not use.
Author/Title	40	Character	Optional	The Authors name and or the Title of the ISBN (For visual use only). Has the same contents as the Returns authorisation record for the same RAN.
Quantity Authorised	6	Numeric	Mandatory	Quantity authorised to be returned. Has the same contents as the Returns authorisation record for the same RAN.
Quantity sent for return	6	Numeric	Mandatory	Actual quantity being returned
ISBN-13 (EAN) of title being returned	13	Character	Optional	Mandatory after 1 <sup>st</sup> January 2007

### 3.3.3 Trailer

This record can only occur once in a file, and it must be the last record of the file.

Field Column	Size	Format	Specify	Description
Trailer	4	Character	Mandatory	Identifies a trailer record. It must contain the text *EOF

### 3.3.4 Example

```
*HEADER|RETINSV01|CONFIRM|999999999|00010849|20011221|5013546028693||Macmillan|Brunel Road, Houndmills,
Basingstoke, Hants, RG21 6XS|5013546027034||Bertrams|Ref 1234
*DETAIL|0330234234|Riotous Assembly|1|1|9780330234238
*DETAIL|0333792475|Drugs Handbook 2001|4|3|9780333792476
*DETAIL|0330234471|Bonecrack |1|1|9780330234474
*EOF
```

In this example Riotous Assembly had the Quantity authorised for return of 1 and 1 is to be returned whereas of the 4 copies of Drugs Handbook 2001 that were authorised, only 3 will be returned. One copy of Bonecrack has been returned.

The unauthorised request for 101 copies of Whip Hand has not been included.