

**BIC EDI
Standards and
Implementation
Guidelines**

RETURNS

Code Lists

December 2022

Reason for Return Codes with Associated Authorisation and Rejection Codes

Code	Reason for Return	T&C	Reference(s) Required in RFF Segment 14	Basis of Credit	Authorisation Response	Rejection Response
B00	Overstock: surplus to requirement	N	None	Weighted average	A01, A02	R01 – R07 (or R09)
B01	Overstock: supplied on consignment	Y	None	No credit required	A01, A02	R01 – R07 (or R09)
B10	CODE UPDATE: Promotional or event stock, or preauthorised by supplier	N	Preauthorisation reference; invoice number if known. The publisher and distributor need to share the authorisation reference (and invoice number) with the bookseller. Both should be quoted. Distributors may need to manually intervene. Use B98 if B10 can't be complied with	Credit as per invoice or at weighted average	A01	R10 (or R09)
B11	ISBN recall	N	Supplier's reference; invoice number if known	Credit as per invoice, or at latest price supplied or a current price	A01	R10
B12	Order cancelled by customer or dued in error or due not cancelled prior to supply	N	Invoice number	Credit as per invoice	A01, A02, A03 (or A04)	R08

Code	Reason for Return	T&C	Reference(s) Required in RFF Segment 14	Basis of Credit	Authorisation Response	Rejection Response
B20	ISBN supplied and invoiced was not ordered (or ISBN ordered was supplied and invoiced twice)	Y	Invoice number	Credit as per invoice	A01, A02, A03	R08, R12, R14
B30	ISBN supplied was received damaged	Y	Invoice number and Damage Code (see separate table)	Credit as per invoice	A02, A04, A05	R12 or R13
B31	ISBN supplied has a manufacturing defect	N	Invoice number if known and Defect Code (see separate table)	Credit as per invoice or at weighted average when the invoice is no longer identifiable	A02, A04, A05	R13
B80	Incorrect discount given	N	Invoice number and expected discount	Credit as per invoice and recharge at the correct discount rate	A04, A06 (or R11)	R99
B81	Incorrect price on invoice	N	Invoice number and expected price	Credit as per invoice and recharge at the correct price	A04, A06 (or R11)	R99
B82	NEW CODE: Sundry charge claim	N	Invoice number	Credit as per invoice		
B90	Shortage: order quantity was invoiced but not supplied in full	Y	Invoice number	Report only. Subject to agreement with supplier. Credit as per invoice	R11	R12 (or R11)
B91	ISBN supplied was not ordered and not invoiced, or too many copies were sent and not invoiced	Y	Invoice number	No credit required	A01, A02 or A03	R12

Code	Reason for Return	T&C	Reference(s) Required in RFF Segment 14	Basis of Credit	Authorisation Response	Rejection Response
B98	CODE UPDATE: Exception handling	Y	Returns outside agreed date parameters	At weighted average		

Note: Books that have been supplied for a specific time-limited promotion can be returned outside the normal parameters for overstock returns provided that the order has been placed on those terms and a reference has been assigned to the promotion which can be quoted by the bookseller in the returns request. The returns reference will become invalid at the conclusion of the three-calendar month window and any remaining stock for return will be subject to the normal overstock parameters. See code B10.

In all cases where an invoice number is expected, a delivery note number is acceptable, though a much less commonly used, alternative.

Letter Y in column 3 means that the supplier's Terms & Conditions apply.

Booksellers requesting return of damaged or imperfect copies must supply details of the damage or imperfection using the codes allocated for that purpose. See overleaf.

[continued overleaf]

Reason for Damage Codes:

Code	Description
C01	Carton damage resulting in damage to contents
C02	Carton intact, but damage to contents

Reason for Defect Codes:

Code	Description
D01	Binding errors, including duplicate or missing pages
D02	Bad trimming: pages torn or creased
D03	Defective quality; out of register, uneven colour (use also for non-book product)

Response Codes Authorising the Requested Return or Claim for Credit:

Code	Description
A00	NEW CODE: Stock can be destroyed on site and a certificate of destruction issued
A01	Authorised: return to the supplier in resaleable condition
A02	Authorised: return title page only to the supplier
A03	Authorised: keep as a complimentary copy, credit will be given in full
A04	On hold pending further investigation
A05	Return to the supplier regardless of condition
A06	Claim authorised for credit

[continued overleaf]

Response Codes Rejecting or Acknowledging the Requested Return or Claim for Credit:

Code	Description
R01	Returns quantity higher than quantity supplied
R02	Too early (outside IRI parameters)
R03	Too late (outside IRI parameters)
R04	Supplied firm sale
R05	Exceeds agreed trading cap
R06	ISBN13/ EAN13 not known, or not supplied by us, or not sent in the RETANN message
R07	No longer supplied by us, refer to new supplier
R08	Invoice (or delivery note) number not supplied or invalid
R09	Distributor unable to authorise, apply direct to publisher
R10	Reference not supplied or invalid (used for publisher recall reference, promotion or event reference or pre-authorisation reference)
R11	Acknowledgement of claim – no return involved
R12	Returns request outside supplier's terms and conditions
R13	Damage/ defect code not supplied or invalid
R14	Claim rejected: record shows claimed items were supplied as ordered
R20	NEW CODE: Correct discount. Codes R20 – R30 all require manual intervention and/ or further investigation. There is potential for mistakes by the bookseller and the distributor. None of these specific codes precludes further negotiation.
R21	NEW CODE: Correct price
R22	NEW CODE: Not short supplied
R23	NEW CODE: Proof of delivery supplied
R24	NEW CODE: Return not received
R30	NEW CODE: Response to be handled offline

Code	Description
R90	NEW CODE: To enable booksellers to report shortages and other claims not involving physical returns. The automatic response may only be an acknowledgement. In the case of shortages, there will be no response and no automatic credit issued. Messages sent under this code will be referred to the distributor's appropriate department for action
R91	NEW CODE: Automatic returns not allowed (export retailer)
R99	Request not supported electronically: please contact the supplier for separate authorisation

The code value R99 can be used by suppliers who are unable to handle some types of non-overstock returns or some types of products in the same way. It follows that, in any trading relationship where this situation prevails, returns that are not processed electronically must be both authorised *and shipped* separately from those that are processed electronically.

The code R12 has been added because of the explicit classification of a number of "reasons for return" as being subject to the supplier's Terms & Conditions.

These code lists may be updated from time to time without reissuing the rest of the message documentation, and without changing the version number.