

BIC EDI Standards & Implementation Guidelines

**TRADACOMS Code List 55
Version 11**

Order Action Codes

Current as of June 2022

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The Book Industry's Supply Chain Organisation

Code List 55 – Order Action Codes

Order action codes are fixed length (two digit) codes. They are used in conjunction with order acknowledgement codes (see TRADACOMS Code List 54) by distributors, self-distributed publishers, wholesalers and library suppliers to inform their trading partners (booksellers, e-tailers, libraries) of the current status of individual order lines.

Although the current list is extensive, the original list (unshaded lines on pages 4 – 8) was relatively short and reflected those codes published in pre - 1999 versions of the code list, which are part of ANA published lists.

Since 1999 the list has incorporated additional codes, included to offer consistency with EDItEUR Order Action Codes (EDItEUR Book Trade List 12b: Order Action/ Status Code). These codes are easily identified by shading in the table on pages 4 – 8. The additional codes are primarily intended for wholesaler and library supplier use rather than the general trade.

We have separated out these codes into separate lists on pages 9 - 14 for ease of reference and expanded the information on code application and interpretation to reflect the style and conventions used in Code List 54. This is a work in progress. The two code lists go hand in hand.

In the interests of promoting a more proactive approach to order management, Code Lists 54 and 55 are also available in one document for ease of reference.

Code 10 (Order line not on backorder file) is newly deprecated in favour of two more relevant codes – Code 08 (Order line already despatched or in process) and Code 09 (Cannot trace order line).

Code 70 has been added to signify a 'soft reject'. This indicates that the supplier will not supply the line, but that the retailer may reorder in the future.

Reason code (02) is updated to give a more precise definition of a 'hard reject', meaning 'Order line not accepted – do not try to reorder'. This is typically used for out of print or divested products.



The order acknowledgement (Code List 54) and the concomitant order action code (Code List 55) are sent to the organisation that originally placed the order. They not only confirm receipt of the order but also the status of the ISBN, helping businesses make informed order management decisions. The order action code enhances the power of the order acknowledgement by providing further information to help determine the next step in the order management process. For example:

An order acknowledgement code 'OF' ('This format out of print, other manifestation available') will on its own require bookseller intervention to inform next steps.

However, including an appropriate order action code will mean that the next step is actioned in a more efficient and timely manner. In the case of 'OF', several possible responses are available:

'04' will mean a substitute product will be supplied

'05' requires confirmation that the substitute product will be accepted

'02' where substitutions are not accepted, the order line will be cancelled

Note that there will be very few instances where an order acknowledgement code should not be accompanied by an order response code.

BIC welcomes feedback from users of TRADACOMS Code List 55. It regularly reviews order action codes to ensure they remain fit for purpose and evolve to meet the changing needs of the industry. Please contact BIC via email: info@bic.org.uk or telephone: +44 (0) 20 4558 1506.



Code	Description	Notes on Application	Consider Also	Recipient's Interpretation	Scenario
01	Order line accepted.				Response to new order
02	Order line not accepted.	Clarified. Hard reject		Clarified. Supplier will not supply the line. Retailer may not reorder in the future.	Response to new order
03	Order line passed to new supplier. Must be accompanied by the new supplier's EAN location code in RTEX code 071.				Response to new order
04	Order line accepted; substitute product will be supplied. Must be accompanied by an alternative ISBN13.				Response to new order
05	Order line not accepted; substitute product is offered. Must be accompanied by an alternative ISBN13.				Response to new order
06	Order out of time: outstanding order line cancelled, past expiry date; or new order line not accepted, promotion expired.				Response to new order, report on outstanding order line
07	Outstanding order line cancelled by customer request.				Response to order cancellation, report on outstanding order line
08	Order line already dispatched or in process.				Response to order chaser or cancellation
09	Cannot trace order line.				Response to order chaser or cancellation



Code	Description	Notes on Application	Consider Also	Recipient's Interpretation	Scenario
10	Order line not on backorder file. Note: Where possible, the more informative responses provided by codes 08 and 09 are to be preferred.	Do not use. Newly deprecated.	08 or 09	Do not use. Newly deprecated.	Response to order chaser or cancellation, for suppliers whose systems check chasers or cancellations only against a backorder file
11	Price query: order line will be held awaiting customer response.				Response to new order
12	Discount query: order line will be held awaiting customer response. Note: If both price and discount are queried, use code 11.				Response to new order
13	Minimum order value not reached: order line will be held until required value is reached.				Response to new order
14	Firm order required: order line will be held awaiting customer response.				Response to new order
15	Promotion or special deal query: order line will be held awaiting customer response.				Response to new order
16	Account stopped: order line will be held awaiting customer action.				Response to new order, or report on outstanding order line
21	Price query: order line not accepted.				Response to new order



Code	Description	Notes on Application	Consider Also	Recipient's Interpretation	Scenario
22	Discount query: order line not accepted. Note: If both price and discount are queried, use code 21.				Response to new order
23	Minimum order value not reached: order line not accepted.				Response to new order
24	Outstanding order line cancelled - unable to supply.				Report on outstanding orderline
25	Order line not accepted: query duplicate order.				Response to new order
26	Zero or short pick on a line where a customer has specified not to record dues.				Response to new order
31	Order line passed to secondhand department.				Response to new order
40	Backordered - awaiting supply.				Report on outstanding orderline
41	On order from our supplier.				Report on outstanding orderline
42	On order from abroad.				Report on outstanding orderline
43	Backordered, waiting to reach minimum order value.				Report on outstanding orderline
44	Dispatched from our supplier, awaiting delivery.				Report on outstanding orderline



Code	Description	Notes on Application	Consider Also	Recipient's Interpretation	Scenario
45	Our supplier sent wrong item(s), re-ordered.				Report on outstanding orderline
46	Our supplier sent short, re-ordered.				Report on outstanding orderline
47	Our supplier sent damaged item(s), re-ordered.				Report on outstanding orderline
48	Our supplier sent imperfect item(s), re-ordered.				Report on outstanding orderline
49	Our supplier cannot trace order, re-ordered.				Report on outstanding orderline
50	Ordered item(s) being processed by bookseller.				Report on outstanding orderline
51	Ordered item(s) being processed by bookseller, awaiting customer action.				Report on outstanding orderline
52	Order line held awaiting customer instruction.				Report on outstanding orderline
53	Order line held; has been chased to our suppliers.				Report on outstanding orderline
55	Order line not accepted: query duplicate order.				Response to new order
70	New addition. Order line not accepted	New addition. Soft reject		New addition. Supplier will not supply the line. Retailer may reorder in the future.	Response to new order



Code	Description	Notes on Application	Consider Also	Recipient's Interpretation	Scenario
91	Order line held: note title change. Note: Multiple occurrences of order action codes 91 to 93 can be used to indicate two or more simultaneous changes.				Report on outstanding orderline
92	Order line held: note pub date or availability date delay. Must be accompanied by an availability date. Note: Multiple occurrences of order action codes 91 to 93 can be used to indicate two or more simultaneous changes.				Report on outstanding orderline
93	Order line held: note price change. Note: Multiple occurrences of order action codes 91 to 93 can be used to indicate two or more simultaneous changes.				Report on outstanding orderline
99	Temporary hold: order action not yet determined				Response to new order



Original Codes Relevant to the Trade

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03	Order line passed to new supplier. Must be accompanied by the new supplier's EAN location code in RTEX code 071.				Response to new order
04	Order line accepted; substitute product will be supplied. Must be accompanied by an alternative ISBN13.				Response to new order
05	Order line not accepted; substitute product is offered. Must be accompanied by an alternative ISBN13.				Response to new order
06	Order out of time: outstanding order line cancelled, past expiry date; or new order line not accepted, promotion expired.				Response to new order, report on outstanding order line
07	Outstanding order line cancelled by customer request.				Response to order cancellation, report on outstanding order line
08	Order line already dispatched or in process.				Response to order chaser or cancellation
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Specialist Codes

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11	Price query: order line will be held awaiting customer response.				Response to new order
12	Discount query: order line will be held awaiting customer response. Note: If both price and discount are queried, use code 11.				Response to new order
13	Minimum order value not reached: order line will be held until required value is reached.				Response to new order
14	Firm order required: order line will be held awaiting customer response.				Response to new order
15	Promotion or special deal query: order line will be held awaiting customer response.				Response to new order
21	Price query: order line not accepted.				Response to new order
22	Discount query: order line not accepted. Note: If both price and discount are queried, use code 21.				Response to new order
23	Minimum order value not reached: order line not accepted.				Response to new order
24	Outstanding order line cancelled - unable to supply.				Report on outstanding orderline



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31	Order line passed to secondhand department.				Response to new order
40	Backordered - awaiting supply.				Report on outstanding orderline
41	On order from our supplier.				Report on outstanding orderline
42	On order from abroad.				Report on outstanding orderline
43	Backordered, waiting to reach minimum order value.				Report on outstanding orderline
44	Dispatched from our supplier, awaiting delivery.				Report on outstanding orderline
45	Our supplier sent wrong item(s), re-ordered.				Report on outstanding orderline
46	Our supplier sent short, re-ordered.				Report on outstanding orderline
47	Our supplier sent damaged item(s), re-ordered.				Report on outstanding orderline
48	Our supplier sent imperfect item(s), re-ordered.				Report on outstanding orderline



Code	Description	Notes on Application	Consider Also	Recipient's Interpretation	Scenario
49	Our supplier cannot trace order, re-ordered.				Report on outstanding orderline
50	Ordered item(s) being processed by bookseller.				Report on outstanding orderline
51	Ordered item(s) being processed by bookseller, awaiting customer action.				Report on outstanding orderline
52	Order line held awaiting customer instruction.				Report on outstanding orderline
53	Order line held; has been chased to our suppliers.				Report on outstanding orderline
99	Temporary hold: order action not yet determined				Response to new order

