



# **BIC ORDERING BEST PRACTICE**

## **Acknowledgements & Reacknowledgements**

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*The Book Industry's Supply Chain Organisation*

## Purpose

This document is intended for both booksellers and distributors involved in the ordering and fulfilment of book orders. Whilst the acknowledgement codes are TRADACOMS specific, the overall best practice should apply regardless of which EDI standard or bespoke format applies.

## What is an order acknowledgement?

An order acknowledgement is a message that is sent by the book distributor, self-distributed publisher or wholesaler on receipt of an order for a title in its inventory. The order acknowledgement and the concomitant order action code are sent to the organisation that originally placed the order. They not only confirm receipt of the order but also the status of the ISBN13, helping businesses make informed order management decisions.

## Changes to Availability Status

If the availability status of an ISBN13 changes after the initial order acknowledgement and action code are sent, then a reacknowledgement and new order action code are required, where the change is 'significant'.

The following order acknowledgment scenarios constitute a 'significant change' and require a reacknowledgement:

CS	Status uncertain. Check with customer service
NP	Not yet published. Publication date changes
NQ	Not stocked. Will try to fulfil as a special order
OA	On order from abroad. Availability date changes
OB	Temporarily out of stock. Restocking is delayed
OF	This format out of print, other manifestation available. Availability changes
OO	On order from publisher. Delayed
OP	Out of print. Product changes to OP status after initial acknowledgment
OR	This manifestation out of print, other manifestation pending. Availability changes
RF	Refer to other publisher or distributor. Supplier of product on backorder changes
RP	Reprinting. Availability date changes
TO	Only available to order. Lead time is further extended
TU	Temporarily unavailable. Lead time is extended
UC	Unavailable. Uncertainty is clarified or prolonged
32	Item substituted – out of stock. Availability changes

The assumption is that the order acknowledgment status code has changed to one of the above codes, or that the code remains the same but important information, such as the publication or availability date originally quoted, has changed.



This reacknowledgement process should be repeated as often as is needed to reflect the changing status of the ISBN13 until the order line is fulfilled or cancelled.

BIC welcomes feedback from users of TRADACOMS order acknowledgments. It regularly reviews order status and 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](mailto:info@bic.org.uk) or telephone: +44 (0) 20 4558 1506.

