



Industry Returns Initiative Review

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

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Code	Description	Status	Group	Comment
R01	Returns quantity higher than quantity supplied.	Deprecated with immediate effect	Not applicable	See below (codes R15 and R16).
R02	Too early (outside IRI parameters).	Current code	Overstock	Differentiate backlist from new titles. New titles cannot be returned within 3-calendar months of their publication date (month), unless there is bilateral agreement to use another timeframe.
R03	Too late (outside IRI parameters).	Current code	Overstock	Anything invoiced more than 30-calendar months ago (counting back from the current calendar month).
R04	Supplied firm sale.	Current code	Overstock	
R05	Exceeds agreed trading cap.	Current code	Overstock	Caps should only be implemented on the instruction of the publisher, and always with bookseller agreement. They should not be set arbitrarily by the publisher or distributor.
R06	ISBN13/ EAN13 not known by us or not sent in the RETANN message.	Current code, with amended code description	Overstock	Note that this rejection code is now different to code R07. The rejected item's ISBN/ product code should be quoted as part of the rejection message for ease of identification.
R07	No longer supplied by us, refer to new supplier.	Current code, with amended code description	Overstock	Note that this is now different to code R06. Be mindful of the distribution changes currently happening. The rejected item's ISBN/ product code should be quoted as part of the rejection message for ease of identification.
R08	Invoice (or delivery note) number not supplied or invalid.	Current code	Non-conformance	Note that an invoice and/ or delivery note number are <i>not</i> required for overstock returns.

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Code	Description	Status	Group	Comment
R09	Distributor unable to authorise, apply direct to publisher.	Deprecated with immediate effect	Not applicable	See below (codes R17 and R18).
R10	Reference not supplied or invalid (used for publisher recall reference, promotion or event reference or pre-authorisation reference).	Deprecated with immediate effect	Not applicable	
R11	To enable booksellers to report shortages and other claims not involving physical returns.	Current code, with amended code description	Non-conformance	Used to acknowledge booksellers' reports of shortages and other claims not involving physical returns.
R12	Returns request outside supplier's terms and conditions.	Deprecated with immediate effect	Not applicable	
R13	Damage/ defect code not supplied or invalid.	Current code	Non-conformance	Only applicable where non-conformance returns are enabled by the publisher/ distributor.
R14	Claim rejected: records show claimed items were supplied as ordered.	Current code	Non-conformance	
R15	Rejection based on calculating allowable returns within the current 15-calendar month window.	New code	Overstock	Return permitted within 15-calendar months of the last (most recent) invoice, assuming that there have been sales of the ISBN in the current 15-calendar month sales window, net of returns in the same period.

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Code	Description	Status	Group	Comment
R16	Rejection based on calculating allowable returns using 15/30-calendar months sales and returns history.	New code	Overstock	Return permitted within 15-calendar months of the last (most recent) invoice, assuming that there have been sales of the ISBN in the current 15-calendar month sales window, net of returns in the same period. Where the ageing of invoice transactions (>15-calendar months) causes a rejection, publishers can, at their own discretion, consider older invoices up to a maximum of 30-calendar months.
R17	Non-IRI compliant publisher at compliant distributor.	New code	Overstock and non-conformance	Although the distributor to which stock should be returned is IRI compliant, their client publisher is <i>not</i> .
R18	Non-IRI compliant distributor.	New code	Overstock and non-conformance	The distributor to which stock should be returned is <i>not</i> IRI compliant.
R20	Correct discount.	Current code	Non-conformance	Requires manual intervention and/ or further investigation. There is potential for mistakes by the publisher, the bookseller or the distributor. Does not preclude further negotiation.
R21	Correct Price.	Current code	Non-conformance	Requires manual intervention and/ or further investigation. There is potential for mistakes by the publisher, the bookseller or the distributor. Does not preclude further negotiation.
R22	Not short supplied.	Deprecated with immediate effect	Not applicable	

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Code	Description	Status	Group	Comment
R23	Proof of delivery supplied.	Current code	Non-conformance	Requires manual intervention and/ or further investigation. There is potential for mistakes by the publisher, the bookseller or the distributor. Does not preclude further negotiation.
R24	Return not received.	Current code	Overstock	Requires manual intervention and/ or further investigation. There is potential for mistakes by the publisher, the bookseller or the distributor. Does not preclude further negotiation.
R30	Response to be handled offline.	Deprecated with immediate effect		
R90	To enable booksellers to report shortages and other claims not involving physical returns.	Deprecated with immediate effect		
R91	Automatic returns not allowed (export retailer).	Deprecated with immediate effect		Although IRI is a UK/ Ireland standard, there are international users. Use of the standard internationally should be encouraged.
R99	Request not supported electronically: please contact the supplier for separate authorisation.	Deprecated with immediate effect		