



EDI Implementation Guidelines for Serials

Issue 1, Version 1.3

**DESPATCH, CLAIMS and
INVOICES**

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EDItEUR EDI Implementation Guidelines for Serials DESPATCH, CLAIMS and INVOICES: Version 1.3

This part of the *EDItEUR EDI Implementation Guidelines for Serials* covers the use of EDI messaging to notify actual or revised issue dates or other changes affecting the pattern of output of journal issues, to handle claims and claim responses, and to send invoices and credit notes. The contents are as follows:

- S.1 Overview (Despatch and Claims)**
- S.2 Structure of an EDIFACT transmission**
- S.3 Using the Despatch Advice for journal issue notifications or despatch advices**
- S.4 Using the Order Status Enquiry to send claims**
- S.5 Using the Purchase Order Response to respond to claims**
- S.6 Using the Invoice for subscription billing and renewals**
- S.7 Mapping from SISAC X12 to EDIFACT**

EDItEUR acknowledges the assistance provided by SISAC and ICEDIS, and by a number of individual organisations involved in serials trading, in the development of these *Guidelines*, which are substantially based on, and aim to provide at least the same functionality, as the equivalent ANSI X12 messages published in the *SISAC X12 Implementation Guidelines for Electronic Data Interchange*. EDItEUR also acknowledges the assistance of EAN International. “EANCOM” is a trademark of EAN International. Part of the work involved in developing and maintaining these *Guidelines* was funded by the Commission of the European Union under the EDILIBE and IMPRESS projects.

ISSUE AND VERSION NUMBERING

Each time Issue 1 of the *EDItEUR EDI Implementation Guidelines for Serials, S1: Despatch & Claims*, is updated, it is given a new version number, eg 1.1, 1.2 etc. A new Issue will occur only when there is a major general revision.

CHANGES SINCE THE LAST VERSION

The following is a list of changes from Version 1.2 dated April 1999.

- Section S1 No substantive change.
- Section S2 Expanded to cover all aspects of EDIFACT syntax, including transmission headers and trailers.
- Sections S3 to S6 The first page of each section has a list of changes.
- Section S7 No substantive change.

COMMENTS, QUERIES AND CHANGE REQUESTS

Comments, queries or requests for changes or additions to these *Guidelines* will be welcomed. They may be sent to the EDItEUR Secretariat: info@editeur.org

S.1 OVERVIEW (DESPATCH AND CLAIMS)

There are three main reasons for using EDI in connection with journal issue dates and claims handling:

- (a) Where an agent provides a consolidated delivery service, to simplify library check-in and reduce unnecessary claims by providing an electronic despatch advice to reach the library ahead of the arrival of a shipment.
- (b) Where delivery is direct from the publisher, to reduce the number of unnecessary claims by sending information on actual despatch dates and advance notice of issue schedule changes as they occur.
- (c) To enable claims generated by automated systems in libraries or at subscription agents to be sent and answered electronically, with savings in time and staff effort for all the parties concerned.

EDI notification of the detailed content of an agent's consolidated shipments is a quite straightforward application of the EANCOM despatch advice message, DESADV. In these *Guidelines*, the term "*journal despatch advice*" is used for this application. The same message may, of course, be applied in a very similar way to shipments sent from publishers to agents.

Advance notification of issue dates and schedule changes is achieved by a more specialised use of the same DESADV message. The term "*journal issue notification*" is used for this application.

Claims for missing issues or other deficiencies in delivery of a journal subscription are sent as EANCOM order status enquiry messages (OSTENQ). For responding to claims, EDItEUR has evaluated the order status report message (OSTRPT), but has determined that the purchase order response message (ORDRSP) is better adapted to carrying the information required for journal claims handling. This is also consistent with the use of the order response for reports on outstanding orders in book trade distribution and library supply.

In a fully developed EDI trading environment, publishers will send journal issue notifications on an agreed regular basis to subscription agents and, possibly, to large libraries with which they have a direct trading relationship. Subscription agents will update their files with this information, thus equipping them both to respond to a large proportion of claims and other enquiries without referring them back to the publishers, and to forward issue despatch information to their library clients.

It is this last step in the chain which will have the greatest benefit in enabling unnecessary claims to be eliminated at source; but it depends on library system suppliers to make it possible for issue despatch information to be used to update the check-in files in a library's journal accessions system.

Those claims which still have to be made, whether for non-receipt or for other deficiencies such as damaged or defective copies, may similarly be routed either through subscription agents (which is expected to be the norm) or direct from libraries to publishers. Again, for maximum effectiveness, library systems will need the capability not only to generate claims as standard EDI messages, but also to receive EDI claim responses and use them to update the accessions database and to produce reports to library staff.

The next section of this implementation guide provides an outline of the structure of an EDIFACT transmission and other important conventions which apply across all EDItEUR applications. The following three sections take each of the three EDI messages which are to be used for journal issue notifications and claims, and provide complete specifications of the subset which is relevant to this application. There should be no need to cross-refer to the specifications of the full EANCOM messages or to the complete code lists: every effort has been made to make this document a one-stop guide to this particular application.