

## S.4 USING THE ORDER STATUS ENQUIRY TO SEND CLAIMS

### S.4.0 CHANGES FROM VERSION 1.2

- Page S-4-2 A note on the availability of translation tables for the OSTENQ message has been added.
- Page S-4-3 A message structure table for the full EDIFACT OSTENQ message has been added.
- Page S-4-5 Errors in the UNH, BGM and PIA lines of the example have been corrected.  
A claim sequence number has been added to the claim references in the example.  
The example has been changed to be consistent with the IMD segment coding referred to below.
- Page S-4-14 IMD segment 12: the segment specification has been revised to be consistent with consolidated EDItEUR codes for DE 7081; up-to-date code values have been added.

### S.4.1 PRINCIPLES

This guideline covers the use of the Order Status Enquiry message to send claims for journal items from libraries to agents, or from agents to publishers (or, if a library trades direct with a publisher, from library to publisher).

An Order Status Enquiry message will typically carry a number of “claim lines”.

To facilitate end-to-end automation of the claiming and claim response process, it is strongly recommended that wherever possible the subject of a “claim line” should be a single specified deliverable, normally a journal issue. The message format also allows an open-ended claim line, eg for all issues since the last issue received. The message format does not, however, allow a closed range of issues - eg “Volume 24, numbers 5 to 8” - to be specified. Where the sender is able to identify the issues being claimed, each issue should be the subject of a separate claim line.

The recommended form of identifier for the deliverable is the issue SICI (Serial Issue and Contribution Identifier) as defined by ANSI Standard Z39.56, incorporating the journal ISSN. Provision has also been made in the message format for other identification numbers, such as a supplier’s title code.

It is also essential to identify completely and unambiguously the subscription to which the claimed deliverable belongs. To support efficient claims processing by EDI, **it is strongly recommended that each claim should be identified by the addressee’s unique subscription number**, ie a claim sent to an agent should carry the agent’s unique subscription number, and a claim sent to a publisher should carry the publisher’s unique subscription number. This approach is assumed in the present specification, though provision is also made for additional supporting detail where necessary.

Three broad types of claim are provided for in the present specification:

- (a) Claim for all issues since the start of a new subscription
- (b) Claim for all issues since a specified issue
- (c) Claim for a specified issue

Within each of these types, which is identified at the beginning of the claim line, a further level of coding indicates the reason for the claim. These codes can if necessary be supplemented by free text, but text is to be avoided in EDI communication wherever possible. The codes listed in the present version may not be comprehensive: additional codes can be registered as part of the EDItEUR standard at any time.

Additionally, the same message format can be used to cancel an outstanding claim.

While there is no reason why libraries should not communicate journal claims direct to those publishers with whom they have a direct supply relationship, it is expected that in practice it will be more usual for claims to be sent through subscription agents. In all cases (library to agent, agent to publisher, or library to publisher) the same message format can be used.

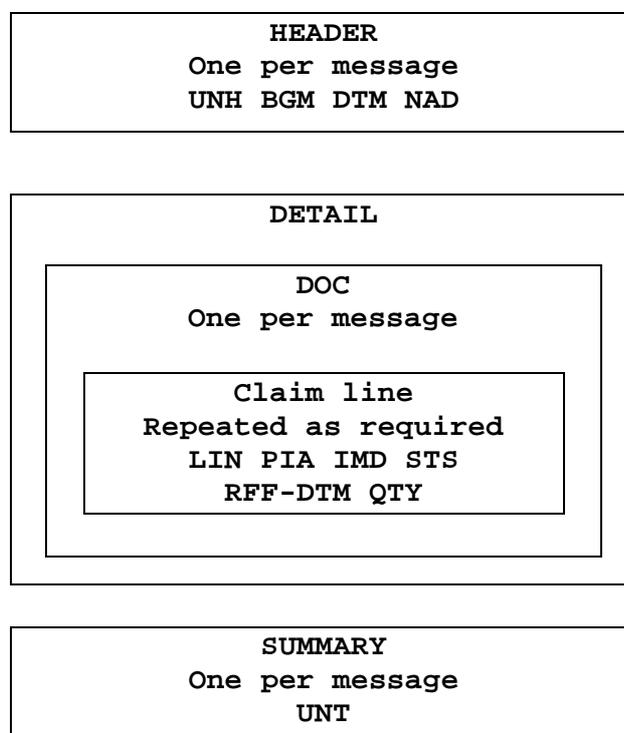
#### **S.4.2 EDIFACT DIRECTORY**

The version of the order status enquiry message adopted by EDItEUR is EANCOM OSTENQ Version 002, taken from the 1997 release of the EANCOM message set, based on EDIFACT Directory D.96A.

The OSTENQ message was at that time under development for EDIFACT by EAN International, and was not included in the EDIFACT Directory, though it is constructed entirely of segments which were part of D.96A. It has been added to subsequent EDIFACT releases. Consequently, users of third-party EDI software will need either to obtain the EANCOM 1997 OSTENQ translation tables for their software, or, if these are not available, to adapt the EDIFACT OSTENQ tables from a later release (D.99A is recommended, as it includes the STS segment).

### S.4.3 MESSAGE BLOCK DIAGRAM

The broad structure of the order status enquiry message as used for this application is depicted below:



The **header** section specifies the message type, gives the message a unique identification and date, and names the sender and addressee.

The **detail** section begins with a DOC (“document/message details”) segment. This relates to the conventional use of the order status enquiry message, when an enquiry is expected to request a progress report on an earlier transaction message such as an order. Journal claims are not organised in this way. However, the DOC segment introducing the detail section is a mandatory part of the message syntax, and in the present application there will be one occurrence in each message, carrying in effect a “dummy document reference.

The next group of seven segments together constitutes a single claim line. The LIN segment carries the line sequence number within the message. The PIA segment, which is repeatable within the group, identifies the journal or journal issue to which the claim refers. The IMD segment may optionally be used to carry the journal title in plain text, though users may find this unnecessary when a journal code is part of the identification in PIA. The STS segment is used for a coded and, if necessary, free text statement of the reason for the claim. The RFF segment gives those references which are essential to identify the subscription of which the claimed deliverable is part. The DTM segment gives dates which are relevant to the subscription and/or the claim history. The QTY segment shows the number of copies claimed.

The **summary** section carries a control total and repeats the unique identification of the message for purposes of integrity checking.

#### S.4.4 OSTENQ MESSAGE STRUCTURE

The table on the next two pages shows the complete EANCOM OSTENQ message structure. Shaded segments and segment groups are NOT used in the EDItEUR implementation for journal claims.

The first column identifies the segment or segment group. The second column shows the EANCOM segment number. The third column shows the status of the segment or segment group in EDIFACT terms (NOT specifically for the EDItEUR application). In this column, letter M means “mandatory if the segment group to which the segment belongs is used”. Letter C means “conditional”, or not mandatory. The fourth column shows the maximum number of occurrences of the segment in each occurrence of the segment group to which it belongs.

##### Header

	<i>Seg no</i>	<i>Status</i>	<i>Repeats</i>	<i>Description</i>
UNH	1	M	1	MESSAGE HEADER
BGM	2	M	1	Beginning of message
DTM	3	M	35	Date/time/period
FTX	4	C	5	Free text
SG01		M	20	NAD-SG02
NAD	9	M	1	Name and address
SG02		C	5	CTA-COM
CTA	6	M	1	Contact information
COM	7	C	5	Communication contact

##### Detail

SG03		C	1000	LIN-PIA-IMD-MEA-QTY-DTM-MOA-GIN-QVR-FTX-SG30-SG31-SG32-SG35-SG36-SG37-SG41-SG47
DOC	8	M	1	Document/message details
DTM	9	C	5	Date/time period
SG04		C	200000	LIN-PIA-IMD-SG05-SG06
LIN	10	M	1	Price details
PIA	11	C	25	Additional product id
IMD	12	C	10	Item description
STS	12A	C	10	Status
SG05		C	1000	RFF-DTM
RFF	13	M	1	Reference
DTM	14	C	5	Date/time/period
SG06		C	100	QTY-DTM-LOC
QTY	15	M	1	Quantity
DTM	16	C	5	Date/time/period
LOC	17	C	1	Place/location identification

**Summary**

UNT	83	M	1	MESSAGE TRAILER
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**S.4.5 EXAMPLE OF A JOURNAL CLAIMS MESSAGE**

The example below shows a message carrying two claim lines. To make it easier to read, each segment has been placed on a separate line, and blank lines have been left between the sections identified in the block diagram on the last page. Note, however, that when an EDIFACT message is transmitted it is sent as a continuous data string, without carriage returns between segments.

UNH+1759+OSTENQ:D:96A:UN:EAN002'	Message reference no 1759
BGM+92J::28+CL960220/02+9'	Order status enquiry number CL960220/02
DTM+137:19960220:102'	Message date 20 February 1996
NAD+BY+5056789012345::9'	From customer library
NAD+SR+5034567890123::9'	To agent
DOC+220+VARIOUS'	Claims relate to various purchase orders
LIN+1'	Line 1
PIA+5+1234-5679(19951215)12?:1;1-G:SI::28'	Journal issue identified by SICI
STS+UP1::9+CSD::9+55'	Single issue claim: item(s) not received
RFF+ACT:CL96020023::1'	Library's unique claim no, sequence no 1
RFF+SNA:USWR01567'	Agent's subscription ID
QTY+21:1'	1 copy ordered and claimed
LIN+2'	Line 2
PIA+5J+1256-7832:IS'	Journal identified by ISSN
IMD+L+050+:::J Irreproducible Results'	Journal title
STS+UP1::9+CSA::9+218'	Claim for all issues since subscription started: insufficient copies received
RFF+ACT:CL96020024::1'	Library's unique claim no, sequence no 1
RFF+SNA:USWR00898'	Agent's subscription ID
QTY+21:2'	2 copies ordered
QTY+46:1'	1 copy delivered
QTY+73:1'	1 copy claimed
UNT+22+1759'	22 segments: message reference no 1759

**S.4.6 ORDER STATUS ENQUIRY MESSAGE SUBSET FOR JOURNAL CLAIMS**

<b>1</b>	<b>UNH MESSAGE HEADER</b>		<b>One mandatory occurrence per message</b>
+ <b>0062</b>	<b>Message reference no</b>	M an..14	Sender's unique message reference number. By convention, incorporates a sequence number of the message within the interchange.
	<b>S009 MESSAGE IDENTIFIER</b>	M	
+ 0065	Message type identifier	M an..6	OSTENQ = Order status enquiry
: 0052	Message type version no	M an..3	D
: 0054	Message type release no	M an..3	96A = EDIFACT Directory D.96A
: 0051	Controlling agency	M an..2	UN = Agency responsible
: 0057	Association assigned code	M an..6	EAN002 = EAN version number
+ <b>0068</b>	<b>Common access reference</b>	N	Not used in EANCOM
+ <b>S010</b>	<b>Status of the transfer</b>	N	Not used in EANCOM

**Example:**

UNH+234+OSTENQ:D:96A:UN:EAN002'

**2 BGM BEGINNING OF MESSAGE**

**One mandatory occurrence per message**

<b>C002</b>	<b>DOC/MESSAGE NAME</b>	M	
+ 1001	Document/message code	M an..3	92J = journal claim (EDItEUR code)
: 1131	Code list qualifier	N	Not used in EANCOM
: 3055	Code list agency code	M	28 = EDItEUR: required to indicate that DE 1001 carries an EDItEUR code
: 1000	Document/message name	O an..35	Not recommended, since the message type is fully identified by the code in DE 1001
+ 1004	<b>Document/message number</b>	M an..35	Claim message number assigned by document sender
+ 1225	<b>Message function, coded</b>	M an..3	Mandatory in EANCOM: 9 = original transmission of a journal claim, 7 = retransmission
+ 4343	<b>Response type, coded</b>	N	Not used in EANCOM

**Example:**

BGM+92J::28+CL10654+9'

Journal claim message no CL10654

**3 DTM DATE/TIME/PERIOD**

**One mandatory occurrence per message, to give the message date**

<b>C507</b>	<b>DATE/TIME/PERIOD</b>	M	
+ 2005	Date/time/period qualifier	M an..3	137 = message date (CCYYMMDD)
: 2380	Date/time/period	M an..35	Date in prescribed form
: 2379	Date/time/period format code	M an..3	102 = code for CCYYMMDD date format

**Example:**

DTM+137:19960820:102'

**Segment 4 (FTX) is not used in this application**

<b>SG01</b>	<b>NAD-SG02</b>		<b>Each occurrence of SG01 identifies a party to the transaction and may give other linked information. In this application, only NAD segment 5 is used.</b>
<b>5</b>	<b>NAD NAME AND ADDRESS</b>		<b>Two mandatory occurrences per message, to show sender and recipient.</b>
<b>+ 3035</b>	<b>Party qualifier</b>	M an..3	BY = buyer: use for sender if the message is sent by a library SR = supplier's representative: use for sender if the message is sent by a subscription agent; or for recipient if the message is sent by a library to an agent SU = supplier: use for recipient if the message is sent to a publisher
	<b>C082 PARTY IDENTIFICATION</b>	D	The recommended practice is to use coded identification only, if available, preferably an EAN location code
<b>+ 3039</b>	Party identification code	M an..17	EAN location code - format n13; or other mutually agreed code
<b>: 1131</b>	Code list qualifier	N	Not used in EANCOM
<b>: 3055</b>	Code list responsible agency	M an..3	9 = EAN 22B = Börsenverein des Deutschen Buchhandels (for Verkehrsnummer) (EDItEUR code) 31B = US SBN Agency, for US book trade SANs (Standard Address Numbers) (EDItEUR code)
			91 = Assigned by supplier or supplier's agent 92 = Assigned by buyer
<b>+ C058</b>	<b>NAME AND ADDRESS</b>	N	Composite C058 is not used in EANCOM
	<b>C080 PARTY NAME</b>	D	Name and address are sent as structured text only if no ID code is used (DE 3039)
<b>+ 3036</b>	Party name	D an..35	Party name in clear text
<b>: 3036</b>	Party name	D an..35	Continuation lines if required
<b>: 3036</b>	Party name	D an..35	
<b>: 3036</b>	Party name	D an..35	
<b>: 3036</b>	Party name	D an..35	
<b>: 3045</b>	Name format, coded	N an..3	

/continued

**5 NAD NAME AND ADDRESS** *(continued)*

	<b>C059 STREET</b>	D	
+	3042 Street & number/P O Box	D an..35	Building name and/or number and street name, and/or P O Box number
:	3042 Street & number/P O Box	D an..35	Continuation lines if required
:	3042 Street & number/P O Box	D an..35	
+	<b>3164 City name</b>	D an..35	City or town name in clear text
+	<b>3229 Country sub-entity ID</b>	D an..9	County, state, province in clear text
+	<b>3251 Postcode</b>	D an..9	Postal code
+	<b>3207 Country, coded</b>	D an..3	ISO 3166 two-alpha code

**Examples:**

NAD+BY+5034567876543::9'	Library to subscription agent
NAD+SR+5098765432189::9'	
NAD+SR+5098765432189::9'	Subscription agent to publisher
NAD+SU+5012345678921::9'	

**Segments 6 (CTA) and 7 (COM) (SG02) are not used in this application**

**SG03 DOC-DTM-SG04** In conventional applications of the order status enquiry message, each occurrence of segment group SG03 represents enquiries relating to one prior transaction, typically an order, which is identified in DOC segment 8. In this application, SG03 occurs only once in each message, and the DOC segment carries a 'dummy' reference.

**8 DOC DOCUMENT/MESSAGE DETAILS** One mandatory occurrence per message, carrying a 'dummy' reference indicating that claims may relate to various orders and/or subscriptions.

<b>C002</b>	<b>DOC/MESSAGE NAME</b>	M	
+ 1001	Document/message code	M an..3	220 = order
: 1131	Code list qualifier	N	Not used in EANCOM
: 3055	Code list agency code	N	Not used in this application
: 1000	Document/message name	N an..35	Not used in EANCOM
<b>C503</b>	<b>DOC/MESSAGE DETAILS</b>	M	
+ 1004	Document/message number	M an..35	VARIOUS = claims may relate to various original order numbers
: 1373	Doc/message status code	N	Not used in EANCOM
: 1366	Document/message source	N	Not used in EANCOM
: 3453	Language, coded	N	Not used in EANCOM
+ 3153	Communication channel ID	N	Not used in EANCOM
+ 1220	No of copies of doc required	N	Not used in EANCOM
+ 1218	No of origs of doc required	N	Not used in EANCOM

**Example:**  
DOC+220+VARIOUS'

**Segment 9 (DTM) is not used in this application**

<b>SG04</b>	<b>LIN-PIA-IMD-SG05-SG06</b>			<b>Each repeat of segment group SG04 represents one claim line. There may be up to 200,000 repeats in one journal claims message.</b>
<b>10</b>	<b>LIN LINE ITEM</b>			<b>One occurrence in each claim line. In this application the LIN segment is used only to carry the line sequence number.</b>
+ <b>1082</b>	<b>Line item number</b>	M	n..6	Line sequence number, starting at one and incremented by one for each successive line
+ <b>1229</b>	<b>Action request code</b>	N		Not used in EANCOM
+ <b>C212</b>	<b>ITEM NUMBER ID</b>	N		Composite C212 is not used in this application
+ <b>C829</b>	<b>SUB-LINE INFORMATION</b>	N		Composite C829 is not used in this application
+ <b>1222</b>	<b>Configuration level</b>	N		Not used in EANCOM
+ <b>7083</b>	<b>Configuration, coded</b>	N		Not used in this application

**Example:**

LIN+12'

Line 12

<b>11</b>	<b>PIA ADDITIONAL PRODUCT ID</b>			<b>One mandatory occurrence per claim line, coded 5 in DE 4347, to identify the journal or issue to which the claim refers. Valid identification may consist of (a) an ISSN or supplier title code only, if the claim refers to a journal rather than an issue, (b) a full SICI, if the claim refers to an issue, or (c) a partial SICI, if the claim refers to an issue where the ISSN is not known (in this case the partial SICI must be accompanied by either a supplier title code in PIA or a plain text title in IMD segment 12).</b>
+ 4347	<b>Product id function code</b>	M an..3		5 = product identification
	<b>C212 ITEM NUMBER ID</b>	M		The first occurrence of composite C212 carries an ISSN or other title code (claim type CSA in STS DE 9011), or a SICI or partial SICI (claim type CSB, CSC, CSD in STS DE 9011)
+ 7140	Item number	M an..35		As specified in DE 7143
: 7143	Item number type, coded	M an..3		IS = ISSN MF = "manufacturer's" article number: use for a publisher's code for a journal title SA = supplier's article number: use for an agent's code for a journal title SI = SICI (EDItEUR code) SP = partial SICI (EDItEUR code) (formed by following the rules for the chronology and enumeration elements of the Z39.56 SICI, but omitting the ISSN and the check digit)
: 1131	Code list qualifier	N		Not used in EANCOM
: 3055	Code list agency code	D an..3		28 = EDItEUR: use only if DE 7143 carries an EDItEUR code
	<b>C212 ITEM NUMBER ID</b>	D		The second occurrence of composite C212 may carry a partial SICI if the first occurrence carries a supplier title code, or a SICI continuation if the first occurrence carries a SICI which exceeds 35 characters
+ 7140	Item number	D an..35		As specified in DE 7143
: 7143	Item number type, coded	D an..3		SP = partial SICI (EDItEUR code) CT = continuation (EDItEUR code)
: 1131	Code list qualifier	N		Not used in EANCOM
: 3055	Code list agency code	D an..3		28 = EDItEUR: use only if DE 7143 carries an EDItEUR code

*/continued*

**11 PIA ADDITIONAL PRODUCT ID** *(continued)*

	<b>C212</b>	<b>ITEM NUMBER ID</b>	D	The third occurrence of composite C212 may carry a SICI continuation if the second occurrence carries a SICI which exceeds 35 characters
+	7140	Item number	D an..35	As specified in DE 7143
:	7143	Item number type, coded	D an..3	CT = continuation (EDItEUR code)
:	1131	Code list qualifier	N	Not used in EANCOM
:	3055	Code list agency code	D an..3	28 = EDItEUR: use only if DE 7143 carries an EDItEUR code
+	<b>C212</b>	<b>ITEM NUMBER ID</b>	N	Further repeats of composite C212 are not used, since no additional or alternative
+	<b>C212</b>	<b>ITEM NUMBER ID</b>	N	identification are required in this application

**Examples:**

PIA+5+1234-5679(19960925)1?:2?:3;1-X:SI::28'      Line refers to a journal issue identified by SICI

PIA+5+1234-5679:IS'      Line refers to a journal identified by ISSN

Note that the first of these examples shows the use of the question mark, in the most widely-used EDIFACT character set convention, as a flag to indicate that the next character, in this case a colon (:), is to be interpreted as a text character and not as a delimiter. This flag would normally be inserted or removed by an EDI converter, and does not affect the maximum data element length. It is included here for strict accuracy, and for those who may be programming directly to an EDIFACT format. See the *EDItEUR Manual*, Section I.2.2.3

<b>12</b>	<b>IMD ITEM DESCRIPTION</b>		<p>One or more optional occurrences may be used to give the journal title, and/or a free text description of the journal issue and/or the media or component claimed. Free text in IMD should be used only when a SICI is inadequate. Where the required text exceeds 70 characters, further IMD segments with the same code in DE 7081 may be sent, up to an overall maximum of 10 per claim line.</p> <p>Where the text of a bibliographic data element exceeds 70 characters, additional repeats of the segment, carrying the same code in DE 7081, may be used as “continuation” segments.</p>
+ 7077	Item description type code	M an..3	<p><i>F</i> = free-form, EDItEUR alpha codes in DE 7081 (these codes will be withdrawn in a future general revision of EDItEUR standards: do not use in new implementations)  <i>L</i> = text, EDItEUR numeric codes in DE 7081 (EDItEUR code)</p>
+ 7081	Item characteristic code	M an..3	<p>050 = <i>JTI</i> = journal title          080 = <i>JVI</i> = free text identification of journal volume and/or issue: may carry structured text in a format proprietary to the subscription agent, if so agreed between trading partners          090 = <i>BTI</i> = book title: use for volume title description (volume in a monographic series)          181 = <i>JMC</i> = journal media/component description (<i>EDItEUR code</i>): free text description of the medium of a journal item claimed, or of the item itself when it is a component of a journal issue, not the complete issue</p>
	<b>C273 ITEM DESCRIPTION</b>	M	
+ 7009	Item description id	N	<p>Coded description is not used in this application</p> <p>Free text. With DE 7081 = 050 or <i>JTI</i>, use for journal title only. With DE 7081 = 181 or <i>JMC</i>, use for free text description of the medium of the item claimed (eg microfiche, if the journal is published in print and microfiche) or of a component of a journal issue (eg an enclosed diskette or CD-ROM) where the item claimed is not the whole issue. <b>Using free text in this segment will cause the EDI claim to be sidelined for manual checking, which may lead to a slower response.</b></p>
: 1131	Code list qualifier	N	
: 3055	Code list agency code	N	
: 7008	Item description	M an..35	

/continued

**12**      **IMD ITEM DESCRIPTION** *(continued)*

:	7008	Item description	D an..35	Continuation line if required
:	3453	Language, coded	N	Not used in this application
+	<b>7383</b>	<b>Surface layer indicator code</b>	N	Not used in EANCOM

**Example:**

IMD+L+050+:::Logique Mathematique'

IMD+L+181+:::CD-ROM accompanying Vol 12 Issue 3'      Item claimed is CD-ROM component

**12A STS STATUS**

**One mandatory occurrence per line to specify the claim type and the reason for the claim. This segment was not included in the EANCOM 1997 subset. Through EAN, agreement has been obtained for its inclusion in a future EDIFACT Directory, and EAN has confirmed that it is available for immediate use in EANCOM.**

	<b>C601 STATUS TYPE</b>	M	
+	9015 Status type code	M	an..3
:	1131 Code list qualifier	N	
:	3055 Code list agency code	M	an..3
	<b>C555 STATUS EVENT</b>	M	
+	9011 Status event code	M	an..3
:	1131 Code list qualifier	N	
:	3055 Code list agency code	M	an..3
:	9010 Status event	N	
	<b>C556 STATUS REASON</b>	M	
+	9013 Status reason, coded	M	an..3
:	1131 Code list qualifier	N	
:	3055 Code list agency code	D	an..3
:	9012 Status reason	D	an..35

Mandatory: UP1 = journal claim (EAN code)  
 Not used in EANCOM  
 Mandatory: 9 = EAN

Mandatory  
 Normal practice is that a claim line should refer to a single issue (code value CSD). Other code values should be used only by agreement between trading parties.  
 CSA = claim all issues since subscription start (EAN code)  
 CSB = claim all issues since issue specified in claim (EAN code)  
 CSC = claim all issues from and including issue specified in claim (EAN code)  
 CSD = claim specified issue only (EAN code)  
 CSE = claim cancelled (EAN code)

Not used in EANCOM  
 9 = EAN  
 Not used in this application

First occurrence of composite C556 is mandatory  
 55 = no copies received  
 56E = wrong items supplied (EAN Code)  
 58E = imperfect item(s) supplied (EAN Code)  
 59E = too many copies received (EAN Code)  
 208 = copies received damaged  
 218 = insufficient copies received  
 239 = other reason - see text in DE 9012

Not used in EANCOM  
 Use only if an EAN code is used in DE 9013: 9 = EAN  
 Free text: use only if DE 9013 = 239

/continued

**12A STS STATUS** (continued)

<b>C556</b>	<b>STATUS REASON</b>	D	Second and subsequent occurrences of composite C556 are used only if DE 9013 = 239 and free text exceeds 35 characters
+ 9013	Status reason, coded	D an..3	239 = other reason - see text in DE 9012
: 1131	Code list qualifier	N	Not used in EANCOM
: 3055	Code list agency code	N	Not used in further occurrences of composite C556
: 9012	Status reason	D an..35	Free text, continued
<b>C556</b>	<b>STATUS REASON</b>	D	
+ 9013	Status reason, coded	D an..3	239 = other reason - see text in DE 9012
: 1131	Code list qualifier	N	Not used in EANCOM
: 3055	Code list agency code	N	Not used in further occurrences of composite C556
: 9012	Status reason	D an..35	Free text, continued
<b>C556</b>	<b>STATUS REASON</b>	D	
+ 9013	Status reason, coded	D an..3	239 = other reason - see text in DE 9012
: 1131	Code list qualifier	N	Not used in EANCOM
: 3055	Code list agency code	N	Not used in further occurrences of composite C556
: 9012	Status reason	D an..35	Free text, continued
<b>C556</b>	<b>STATUS REASON</b>	D	
+ 9013	Status reason, coded	D an..3	239 = other reason - see text in DE 9012
: 1131	Code list qualifier	N	Not used in EANCOM
: 3055	Code list agency code	N	Not used in further occurrences of composite C556
: 9012	Status reason	D an..35	Free text, continued

**Examples:**

STS+UP1::9+CSD::9+55' Claim specified issue, no copies received

STS+UP1::9+CSD::9+239:::Text explaining the reason for this'

STS+UP1::9+CSD::9+239::: claim'

**SG05 RFF-DTM** Segment group SG05 carries a reference and, where required, one or more related dates. Successive repeats of SG05 are used in this application for (a) the sender's claim reference number (mandatory), (b) subscription reference numbers (at least one such number, which should be the addressee's unique subscription reference, is mandatory), and (c) invoice and payment references if required.

**13 RFF REFERENCE** One mandatory occurrence per repeat of SG05

<b>C506 REFERENCE</b>	M		
+ 1153 Reference qualifier	M	an..3	ACT = claim reference: use for sender's claim reference number (order status enquiry line number) CK = cheque number IV = invoice number PQ = payment reference number (eg EFT) SNA = agent's subscription reference number (EDItEUR code) SNL = library's subscription reference number (EDItEUR code) SNP = publisher's subscription reference number (EDItEUR code)
: 1154 Reference number	M	an..35	
: 1156 Line number	N		Not used in this application
: 4000 Reference version number	D	an..35	Should carry claim sequence number (1, 2, 3...) when DE 1153 = ACT

**Examples:**

RFF+ACT:CL960123::2 '  
RFF+SNA:A56083 '

Claim reference CL960123, second time of sending  
Agent's subscription reference number A56083

<b>14</b>	<b>DTM DATE/TIME/PERIOD (of reference)</b>		<b>One occurrence, if required, per repeat of SG05</b>
	<b>C507 DATE/TIME/PERIOD</b>	M	
+ 2005	Date/time/period qualifier	M an..3	171 = date of reference: may be used with RFF segment 13 coded CK, IV, PQ in DE 1153 to show the date of a cheque, invoice, or payment respectively (CCYYMMDD); or with RFF segment 13 coded ACT in DE 1153 to show the date when the claim was first sent (CCYYMMDD)
:	2380 Date/time/period	M an..35	Date in prescribed form
:	2379 Date/time/period format code	M an..3	102 = code for CCYYMMDD date format

**Example:**

DTM+171:19960820:102'

Date of reference 20 August 1996

**SG06 QTY-DTM-LOC Segment group SG06: only QTY segment 15 is used in this application**

**15 QTY QUANTITY One mandatory occurrence per claim line to give the quantity claimed or the excess quantity received. One or two further occurrences may be used to give the quantity in the subscription and/or the quantity received.**

<b>C186</b>	<b>QUANTITY DETAILS</b>	M	
+ 6063	Quantity qualifier	M an..3	21 = ordered quantity: the number of copies in the subscription 46 = quantity received: the number of copies received 73 = outstanding quantity: the number of copies claimed 121 = overshipped: the number of excess copies received
: 6060	Quantity	M n..15	
: 6411	Measure unit qualifier	N	Not used in this application

**Example:**

QTY+46:3'	Three copies received
QTY+73:1'	One copy claimed

**Segments 16 (DTM) and 17 (LOC) are not used in this application**

**18        UNT MESSAGE TRAILER**

**One mandatory occurrence per message**

- + **0074    No of segments in message**    M   n..6
- + **0062    Message reference number**    M   an..14

Count includes the UNH and UNT segments  
The reference number given here must be the same as that specified in the UNH segment

**Example:**

UNT+48+ME000234'

48 segments in message reference ME000234