

## L.7 USING THE ORDER STATUS ENQUIRY FOR BOOK ORDER CHASERS OR CLAIMS

### L.7.0 CHANGES FROM VERSION 1.1

- Page L-7-2 The suggested use of a reference to a quoted bibliographic source as a means of identifying an ordered item has been deleted.
- Page L-7-4 A message structure table for the full EDIFACT OSTENQ message has been added.
- Page L-7-5 The UNH segment in the example has been corrected to show the controlling agency as “UN”, not “EN”.
- Page L-7-12 PIA segment 40, DE 4347: code values 1S and 5V have been added.  
PIA segment 40, DE 7143: code value EN has been added.
- Page L-7-13 PIA segment 40, repeats of Composite C212: notes have been amended to cover the full set of values for DE 4347.
- Page L-7-14 IMD segment 12: the segment specification has been revised to be consistent with consolidated EDItEUR codes for DE 7081; up-to-date code lists have been added; references to the EDItEUR format code have been removed since it does not form part of the subset for brief description.

### L.7.1 PRINCIPLES

The order status enquiry message (OSTENQ) may be used to request latest status information on an outstanding order or orders (in other words, as an order chaser or claim). The supplier is expected to respond to an order status enquiry message by sending an order response message (ORDRSP) detailing the status of the outstanding item(s).

EDItEUR recommended practice is that suppliers should send updated status reports on outstanding orders, either on a regular periodic basis agreed with the customer or, preferably, whenever changes occur which affect the date or terms of supply. In these circumstances, book order chasers may be regarded as unnecessary.

EDI order chasers or claims may also be sent in connection with continuation orders.

### L.7.2 CONTENT

The key elements of content in an OSTENQ message used as an order chaser in library book supply are:

- (a) A unique identification of the order line, or the continuation order, for which a chaser or claim is being sent.
- (b) A unique identification of the ordered title, or of the continuation order item which is being claimed.
- (c) In certain defined circumstances only, a bibliographic description of the title claimed.
- (d) The quantity ordered.
- (e) References.

**L.7.2.1 Identification of the order line**

The order line must be identified by the customer-assigned reference which was sent in the ORDERS message in RFF segment 51, DE 1154, code LI (“buyer’s order line number”) or, for an item claimed under a continuation order, LCO (“continuation order number”).

**L.7.2.2 Identification of the ordered title**

The ordered title should be uniquely identified by one or more of the following:

- (a) An EAN article number in LIN segment 10, DE 7140, with code EN in DE 7143.
- (b) An ISBN in PIA segment 11, DE 7140, with code IB in DE 7143, or for non-book items an industry standard identifier appropriate to the type of material.
- (c) A product number assigned by the supplier (which may have been communicated in a QUOTES or ORDRSP message), in PIA segment 11, DE 7140, with code SA in DE 7143.

Failing all the above, the ordered title may be identified by a brief description using IMD segment 12.

**L.7.2.3 Bibliographic description**

The only circumstances in which bibliographic description should be sent as part of an OSTENQ message is in the event that no product code is available and the item was ordered by description; or when the item is claimed under a continuation order, and has not therefore been the subject of a specific order line. In OSTENQ there are only 10 repeats of IMD segment 12. Consequently only a brief description can be sent.

**L.7.2.4 Quantity ordered**

The quantity ordered is given in QTY segment 15, DE 6060, with the code 21 in DE 6063.

**L.7.2.5 References in OSTENQ**

The following references may be sent as part of an OSTENQ message line:

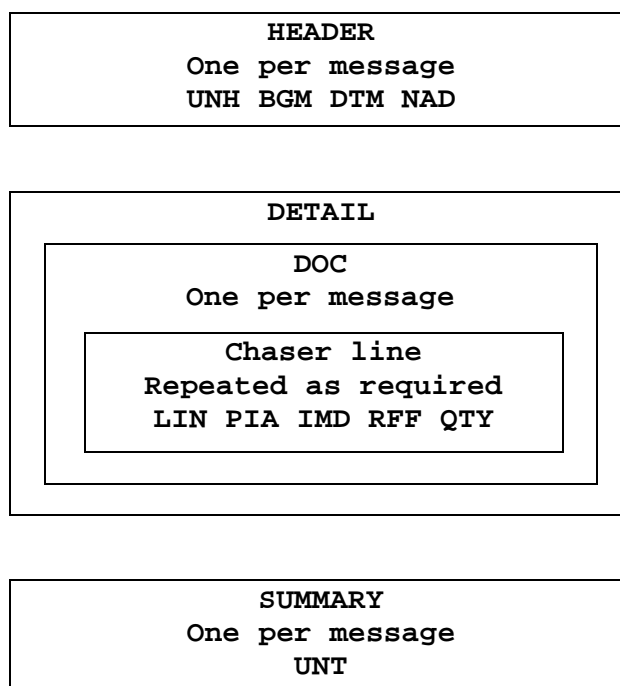
- (a) The buyer’s unique order line reference, which is mandatory (as already noted in section L.7.2.1).
- (b) The seller’s unique order line reference (if any).
- (c) A unique reference for the OSTENQ message line, which can be regarded as the buyer’s “claim number”.

**L.7.3 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.

## L.7.4 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 segment which may identify an original Purchase Order message from which one or more items are being chased. In a typical library book supply situation, however, the chaser will refer to items from several original orders, identified by their unique references at line level. In this case the DOC segment carries a dummy order number, since the message syntax requires that it must be present.

The next group of six segments together constitutes a single chaser line. The LIN segment carries the line sequence number within the message, and may carry an EAN-13 article number identifying the product ordered. If, as is more usual, the product is identified by an ISBN, the PIA segment is used to carry the number. The IMD segment may be used to carry product description in plain text, only if there is no recognised product code for the ordered item. The RFF segment gives references to the order line. The QTY segment may be used to give the quantity ordered and/or outstanding.

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

### L.7.5 OSTENQ MESSAGE STRUCTURE

The table on this page shows the complete EANCOM OSTENQ message structure. Shaded segments and segment groups are NOT used in the EDItEUR implementation for library book supply.

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	Line item
PIA	11	C	25	Additional product id
IMD	12	C	10	Item description
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
-----	----	---	---	-----------------

**L.7.6 EXAMPLE OF A BOOK ORDER CHASER OR CLAIM MESSAGE**

The example below shows a message chasing two order 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. In practice, an EDIFACT message is sent as a continuous data string, without carriage returns between segments.

UNH+1759+OSTENQ:D:96A:UN:EAN002'	Message reference no 1759
BGM+92E::9+CH10654+9'	Chaser message number CH10654
DTM+137:19970820:102'	Message date 20 August 1997
NAD+BY+5056789012345::9'	Buyer
NAD+SU+5034567890123::9'	Supplier
DOC+220+VARIOUS'	'Dummy' order number
LIN+1'	Line 1
PIA+5+0224027646:IB'	ISBN
RFF+LI:97020023'	Buyer's unique order line reference
QTY+21:1'	1 copy ordered
LIN+2'	Line 1
PIA+5+0140132449:IB'	ISBN
RFF+LI:96020174'	Buyer's unique order line reference
QTY+21:1'	1 copy ordered
UNT+15+1759'	15 segments: message reference no 1759

**L.7.7 ORDER STATUS ENQUIRY SUBSET FOR BOOK ORDER CHASERS OR 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+ME000867+OSTENQ:D:96A:UN:EAN002'

**2 BGM BEGINNING OF MESSAGE**

**One mandatory occurrence per message**

<b>C002</b>	<b>DOCUMENT/MESSAGE NAME</b>	M			
+ 1001	Document/message code	M	an..3	92E = order status enquiry (EAN code)	
: 1131	Code list qualifier	N		Not used in EANCOM	
: 3055	Code list agency code	M		9 = EAN: required to indicate that DE 1001 carries an EAN code	
: 1000	Document/message name	O	an..35	Optional since the message type is fully identified by the code in DE 1001	
+ <b>1004</b>	<b>Document/message number</b>	M	an..35	Order chaser message number assigned by sender, mandatory in EANCOM	
+ <b>1225</b>	<b>Message function, coded</b>	M	an..3	Mandatory in EANCOM: 9 = original, 7 = duplicate (retransmission)	
+ <b>4343</b>	<b>Response type, coded</b>	N		Not used in EANCOM	

**Example:**

BGM+92E: :9+Q10654+9'

Order chaser message no Q10654

**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'

Message date 20 August 1996

**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>
+ 3035	<b>Party qualifier</b>	M	an..3	BY = buyer (sender) SU = supplier (recipient)
	<b>C082 PARTY IDENTIFICATION</b>	D		If possible, use coded identification in composite C082, preferably an EAN code
+ 3039	Party identification code	D	an..17	Mandatory if composite C082 is used: EAN location code (format n13), or other mutually agreed code
: 1131	Code list qualifier	N		Not used in EANCOM
: 3055	Code list responsible agency	D	an..3	Mandatory if composite C082 is used 9 = EAN 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		It is recommended that name and address are sent as structured text only if no ID code is used (DE 3039). Where text is used, a consistent form of each name and address should be adopted across all messages in which it appears.
+ 3036	Party name	D	an..35	Party name in clear text. Organisation names should be entered 'top down', ie with the name of the whole organisation first, followed by divisions or departments.
: 3036	Party name	D	an..35	
: 3036	Party name	D	an..35	
: 3036	Party name	D	an..35	
: 3036	Party name	D	an..35	
: 3045	Name format, coded	N		
	<b>C059 STREET</b>	D		Not used in this application See composite C080
+ 3042	Street & number/PO Box	D	an..35	Building name and/or number and street name, and/or PO Box number
: 3042	Street & number/PO Box	D	an..35	
: 3042	Street & number/PO Box	D	an..35	

/continued



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

+ 3164	City name	D	an..35	City or town name in clear text
+ 3229	Country sub-entity ID	D	an..9	County, state, province in clear text
+ 3251	Postcode	D	an..9	Postal code
+ 3207	Country, coded	D	an..3	ISO 3166 two-alpha code

**Examples:**

NAD+BY+5034567876543::9' Buyer and supplier identified by EAN location numbers  
 NAD+SU+5098765432189::9'

NAD+BY+++Stadt- und Universitätsbibliothek Buyer identified by structured text  
 :FfM:Erwerbungsabteil+Bockenheimer Landst  
 rasse 134:PO Box 1006+FRANKFURT++60325+DE'

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

**SG03 DOC-DTM-SG04**

Segment group SG03: only DOC segment 8 is used in this application, since it is mandatory within the message syntax. In principle, each occurrence of segment group SG03 represents enquiries relating to one original purchase order, whose number is carried in DOC segment 8. In library practice, however, an order chaser message is expected to refer to line items from various original orders, which are fully identified at line level. A library order chaser message therefore has only one occurrence of SG03, with a 'dummy' order number in DOC segment 8.

**8 DOC DOCUMENT/MESSAGE DETAILS**

One mandatory occurrence per repeat of SG03

<b>C002</b>	<b>DOCUMENT/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		Not used in EANCOM
<b>C503</b>	<b>DOC/MESSAGE DETAILS</b>	M		Mandatory in EANCOM
+ <b>1004</b>	<b>Document/message number</b>	M	an..35	Order message number, mandatory in EANCOM: use dummy order no 'VARIOUS' for library order chasers which refer to outstanding order lines from a number of orders
: 1373	Document/message status	N		Not used in EANCOM
: 1366	Document/message source	N		Not used in EANCOM
: 3453	Language code	N		Not used in EANCOM
+ <b>3152</b>	<b>Communication channel ID</b>	N		Not used in EANCOM
+ <b>1220</b>	<b>No of copies of doc required</b>	N		Not used in EANCOM
+ <b>1218</b>	<b>No of originals of doc reqd</b>	N		Not used in EANCOM

**Example:**

DOC+220+VARIOUS'

Dummy order number

Segment 9 (DTM) is not used in this application

<b>SG04</b>	<b>LIN-PIA-IMD-SG05-SG06</b>			Each repeat of segment group SG04, up to a maximum of 200,000, represents one order chaser line.
<b>10</b>	<b>LIN LINE ITEM</b>			<b>One mandatory occurrence in each chaser line. In this application the LIN segment is used to carry only the line sequence number and an EAN-13 article number, if used.</b>
+	<b>1082 Line item number</b>	M	n..6	Line sequence number, starting at one and incremented by one for each successive line
+	<b>1229 Action request/notification</b>	N		Not used in this application
	<b>C212 ITEM NUMBER ID</b>	D		Only EAN article numbers are accepted in composite C212 in the LIN segment
+	7140 Item number	D		EAN-13 article number
:	7143 Item number type, coded	D		EN = EAN: mandatory if an EAN-13 article number is used
:	1131 Code list qualifier	N		Not used in EANCOM
:	3055 Code list agency code	N		Not used in this application
+	<b>C829 Sub-line information</b>	N		Composite C829 is not used in this application
+	<b>1222 Configuration level</b>	N		Not used in EANCOM
+	<b>7083 Configuration, coded</b>	N		Not used in this application

**Examples:**

LIN+5'

Line no 5

LIN+12++9780571166244:EN'

Line no 12, EAN article no 9780571166244

**11 PIA ADDITIONAL PRODUCT ID**

One or two occurrences are used in this application to send an ISBN and/or a supplier's own product code, either as the main product identifier (where no EAN number was given in LIN segment 10, or as an additional identifier. If no product code is available, the PIA segment is omitted, and the product must be identified by description in IMD segment 11. An additional occurrence may be used to identify an acceptable substitute for the product ordered.

**When the item claimed is part of a continuation order, the ISBN should if possible be given as the main identification and the series ISSN as additional identification.**

+ 4347 Product id function code M an..3

1 = additional identification: use when the PIA segment carries an identifier which is additional to the main product identifier (eg a supplier's own code sent in addition to the ISBN or EAN number)  
 1S = additional identification: an identification number for a multi-volume or multi-part set to which the product belongs  
 2 = identification of an acceptable substitute  
 5 = main product identification: use when the PIA segment carries the main product code (normally the ISBN)  
 5V = 'set or series including' product number (EDItEUR code): use when the order refers to a set or series for which the only ISBN or other product number available at time of ordering is that of one or more volumes or parts (see section L.1.6)

**C212 ITEM NUMBER ID M**

+ 7140 Item number M an..35

: 7143 Item number type, coded M an..3

Product code  
 EN = EAN-13 article number  
 IB = ISBN (International Standard Book Number)  
 IM = ISMN (International Standard Music Number)  
 IS = ISSN (International Standard Serial Number): use to identify the series when the item claimed is part of a continuation order  
 MF = manufacturer's article number  
 SA = supplier's article number  
 Not used in EANCOM  
 Not used in this application

: 1131 Code list qualifier N

: 3055 Code list agency code N

/continued

11 PIA ADDITIONAL PRODUCT ID (continued)

<b>C212</b>	<b>ITEM NUMBER ID</b>	D		Further repeats of Composite C212 may be used where DE 4347 = 1, 1S or 2 if there is more than one additional identification number or more than one acceptable substitute. Where DE 4347 = 5 or 5V, only one product number should be given.
+ 7140	Item number	D	an..35	Product code
: 7143	Item number type, coded	D	an..3	As in the first occurrence of composite C212
: 1131	Code list qualifier	N		Not used in EANCOM
: 3055	Code list agency code	N		Not used in this application
<b>C212</b>	<b>ITEM NUMBER ID</b>	D		
+ 7140	Item number	D	an..35	Product code
: 7143	Item number type, coded	D	an..3	As in the first occurrence of composite C212
: 1131	Code list qualifier	N		Not used in EANCOM
: 3055	Code list agency code	N		Not used in this application
<b>C212</b>	<b>ITEM NUMBER ID</b>	D		
+ 7140	Item number	D	an..35	Product code
: 7143	Item number type, coded	D	an..3	As in the first occurrence of composite C212
: 1131	Code list qualifier	N		Not used in EANCOM
: 3055	Code list agency code	N		Not used in this application
<b>C212</b>	<b>ITEM NUMBER ID</b>	D		
+ 7140	Item number	D	an..35	Product code
: 7143	Item number type, coded	D	an..3	As in the first occurrence of composite C212
: 1131	Code list qualifier	N		Not used in EANCOM
: 3055	Code list agency code	N		Not used in this application

Examples:

PIA+5+0856674427:IB'	ISBN as main product identification
PIA+2+0870701428:IB'	ISBN of acceptable alternative
PIA+1+25075679:SA'	Supplier's article number as alternative identification

**12        IMD   ITEM DESCRIPTION**

Description is not sent in an order chaser line, except when the item was ordered by description only. In this case, up to 10 repeats of IMD segment 12 may be used to give limited bibliographic details of the item to which the order line refers.

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.

+ <b>7077</b>	<b>Item description type code</b>	M	an..3	<i>F = 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>
+ <b>7081</b>	<b>Item characteristic code</b>	M	an..3	<i>L = text, EDItEUR numeric codes in DE 7081 (EDItEUR code)</i>
	<b>C273   ITEM DESCRIPTION</b>	M		See next page for a table of recommended EDItEUR code values
+ 7009	Item description id	N		Not used in this application
: 1131	Code list qualifier	N		Not used in this application
: 3055	Code list agency code	N		Not used in this application
: 7008	Item description	M	an..35	Descriptive data as free text
: 7008	Item description	M	an..35	Continuation line if required
+ <b>7383</b>	<b>Surface layer indicator code</b>	N		Not used in EANCOM

**Examples:**

IMD+L+010+:::Harris'

Author surname

Code table for IMD DE 7081: EDItEUR numeric codes, DE 7077 = L

**Recommended subset for brief description**

001	Short author/title description, eg <i>PRESTON/FRANCO: A BIOGRAPHY, 2<sup>ND</sup> ED</i>
009	Name of book author, editor or other contributor (unstructured), eg <i>Paul Preston</i>
010	Name of first author, editor etc (surname or entry element), eg <i>Preston</i>
050	Title, eg <i>Franco: a biography</i>
080	Volume or part number, eg <i>Volume 2</i>
100	Edition statement, eg <i>2<sup>nd</sup> ed</i>
109	Publisher, unstructured, eg <i>HarperCollins</i>
110	Place of publisher, eg <i>London</i>
170	Date of publication, eg <i>1997</i>
220	Binding, eg <i>paperback</i>

**Code table for IMD DE 7081: EDItEUR alpha codes, DE 7077 = F**

*These codes will be deleted in a future general revision of EDItEUR standards: do not use in new implementations. The right hand column shows the preferred numeric code which corresponds to the alpha code.*

BAU	Name of book author, editor or other contributor (unstructured), eg <i>Paul Preston</i>	009
BBD	Binding, eg <i>paperback</i>	220
BEN	Edition statement, eg <i>2<sup>nd</sup> ed</i>	100
BPD	Date of publication, eg <i>1997</i>	170
BPU	Publisher, unstructured, eg <i>HarperCollins</i>	109
BST	Short author/title description, eg <i>PRESTON/FRANCO: A BIOGRAPHY, 2<sup>ND</sup> ED</i>	001
BTI	Title, eg <i>Franco: a biography</i>	050
BVP	Volume or part number, eg <i>Volume 2</i>	080



**SG05 RFF-DTM**

Repeats of segment group SG05 (up to a theoretical maximum of 1000 per line) may be used to give references and associated dates required to identify the line item. Only RFF segment 13 is used in this application.

**13 RFF REFERENCE**

One mandatory occurrence per repeat of SG05 to give the buyer's order line reference or continuation order number. Further occurrences may be used for other references.

<b>C506 REFERENCE</b>	M	
+ 1153 Reference qualifier	M	an..3
: 1154 Reference number	M	an..35
: 1156 Line number	N	
: 4000 Reference version number	N	

ACT = claim reference: use for sender's claim reference number (order status enquiry line number)  
 LCO = library's continuation order number (EDItEUR code)  
 LI = buyer's order line reference (from RFF segment 33 in purchase order message)  
 SCO = supplier's continuation order number (EDItEUR code)  
 SLI = supplier's order line reference number (EDItEUR code)

Not used in this application  
 Not used in EANCOM

**Example:**

RFF+LI:96056789'

Buyer's order line reference 96056789

**Segment 14 (DTM) is not used in this application**

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

**15 QTY QUANTITY** Optional: one occurrence per chaser line may be used to give the quantity ordered. Where part of the order has been delivered, two further occurrences may be used to give the quantity received and the outstanding quantity which is being chased.

<b>C186</b>	<b>QUANTITY DETAILS</b>	M		
+ 6063	Quantity qualifier	M	an..3	21 = ordered quantity 46 = quantity delivered 73 = outstanding quantity
: 6060	Quantity	M	n..15	Number of copies, sent as an integer without leading zeros or decimal point
: 6411	Measure unit qualifier	N		Not used in this application

**Example:**

QTY+21:1' One copy ordered

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	Count includes the UNH and UNT segments
+ 0062	Message reference number	M	an..14	The reference number given here must be the same as that given in the UNH segment

**Example:**

UNT+48+ME000867' 48 segments in message reference ME000867