



papiNet

**Global Transaction Standards
for the Paper Supply Chain**

Complaint Response Message

Papinet Standard - Version 2.10

April 2003

Complaint Response Documentation - papiNet Standard - Version 2.10

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Complaint Response Documentation - papiNet Standard - Version 2.10

Table of Contents

Copyright	2
Use of Documents in papiNet Implementations	2
Additional Copyright Information	2
Message Documentation	5
Complaint Response	5
An Overview of the Complaint Message.....	5
The Scope of the Complaint Response	5
ComplaintResponse Types	5
Business Rules for Complaint Response	6
General Business Rules.....	6
General Complaint Response structure Rules	6
Processing the Complaint Response.....	7
High-level UML Diagram of ComplaintResponse.....	9
Overview of the Complaint Response Schema Structure	10
Graphical Representation of ComplaintResponse	11
ComplaintResponse – Structure and Processing Logic	12
ComplaintResponse Root	12
ComplaintResponseHeader	13
ComplaintResponseLineItem	14
ComplaintResponseSummary	15
Common Definition References - Elements	16
AdditionalText.....	16
BillToParty	16
BuyerParty	16
ComplaintInformation	17
ComplaintLineItemNumber.....	17
ComplaintResponseIssueDate.....	17
ComplaintResponseLineItemDetail	18
ComplaintResponseLineItemNumber	19
ComplaintResponseLineNetChargeAmount.....	19
ComplaintResponseNumber.....	19
ComplaintResponseReason.....	19
ComplaintResponseReference	19
ComplaintResponseSpecification	20
ConsumptionProcess	20
CorrectiveAction	20
e-Attachment.....	20
EndUserParty	21
InformationalQuantity	21
MailAttachment	21
NumberOfComplaintResponseLineItemDetail	21
OtherParty.....	22
Quantity.....	22
ReceiverParty.....	23

Complaint Response Documentation - papiNet Standard - Version 2.10

RemitToParty	23
RequestedAction.....	23
RespondToParty	24
SenderParty.....	24
ShipToCharacteristics	24
SupplierParty	25
TermsAndDisclaimers	25
TotalInformationalAmount	25
TotalInformationalQuantity	26
TotalNetAmount	26
TotalNumberOfLineItems	26
TotalQuantity	27
TransportInformation	27
Common Definition References - Attributes	28
ComplaintResponseHeaderStatusType	28
ComplaintResponseLineStatusType	28
ComplaintResponseReferenceType	28
ComplaintResponseType, ComplaintType	29
Language	29
Reissued	30
referenceType	30
statusType.....	35

Complaint Response Documentation - papiNet Standard - Version 2.10

Message Documentation

Complaint Response

An Overview of the ComplaintResponse Message

Typically, a Complaint Response message is sent from the supplier or sender parties to the party who has originated the Complaint or possibly to the RespondToParty. The message is sent to communicate the acceptance, partial acceptance or rejection, of the proceeding complaint(s) with supporting information. Whatever the decision, this message must specify how the complaint will be processed.

The Scope of the Complaint Response

The Complaint Response must include:

- ComplaintResponse-HeaderStatusType
- ComplaintResponse-LineStatusType
- ComplaintResponseNumber
- ComplaintResponse-IssueDate
- ComplaintInformation
- The CorrectiveAction
- SenderParty
- RespondToParty
- SupplierParty
- ComplaintResponse-LineItemNumber
- ComplaintLineItemNumber
- ComplaintResponseReason

The Complaint Response may include:

- BuyerParty
- ShipToParty/Printer
- EndUser
- RemitToParty
- OtherParty of any PartyType
- Either specifies the physical items for which the claimed value has been accepted or rejected (i.e. Reel ID) and/or the Product
- The claimed value accepted or rejected (monetary and/or weight)
- PurchaseOrderInformation

ComplaintResponse Types

There are two types of ComplaintResponse:

- Claim
- Feedback

A "Claim" Complaint Response Type is used when there is a customer reaction that includes a financial compensation.

A "Feedback" Complaint Response Type is used when there is a customer reaction that doesn't include any financial compensation.

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A "Feedback" Complaint Response Type is used when there is a customer reaction that doesn't include any financial compensation.

Business Rules for Complaint Response

General Business Rules

The following tables list the business rules that apply to a Complaint Response

Reference	Rule
CR001	A ComplaintResponse can only refer to one Complaint.
CR002	A ComplaintResponse is originated by the supplier or sender party.
CR003	A ComplaintResponse message must contain a status type at the header and line item levels.
CR004	The ComplaintResponseHeaderStatusType can be Accepted, PartiallyAccepted, or Rejected.
CR005	A ComplaintResponse must contain a status type for each line item.
CR006	A ComplaintResponse must contain a CorrectiveAction at the header and optionally at the line item level. If the line item level CorrectiveAction differs from header the line item one will override the header. (The header always acts as a default until overridden.)
CR007	A ComplaintResponse can optionally contain a single CorrectiveAction per line item.
CR008	A ComplaintResponse must contain a reason for the response at the line level.
CR009	A ComplaintResponse can contain reasons at the line item detail level. If line item detail reasons exist then they override the line item level.
CR010	A ComplaintResponse can contain the accepted monetary amount and/or quantity.
CR011	In a ComplaintResponse message the information in the Charge element is based on previous agreements or contracts that have been agreed-to, outside this message dialogue.

General Complaint Response structure Rules

Reference	Rule
CR012	A ComplaintResponse can have multiple line items.
CR013	A ComplaintResponse can have multiple line item details.
CR014	A ComplaintResponse may contain the claimed monetary amount and/or quantity.

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Reference	Rule
CR015	A ComplaintResponse can contain one of the three different ComplaintResponseReasonType(s) at line or ItemType level.

Processing the Complaint Response

A Complaint Response may refer to one of three ComplaintResponseReasonType(s).

- Commercial
- Logistical
- Technical

A ComplaintResponse has two status field values.

Level	Attribute	Value
Message	Reissued	<p>No - Indicates that this is the first transmission of the message.</p> <p>Yes - is sent by the issuing party based upon a request from the originally intended receiver of the message.</p> <p>If the original ComplaintResponse is located after the issuing party sends a copy, the receiver can decide whether to process the original or the copy message. In addition it indicates that the ComplaintResponse was sent previously.</p>

No amendment of the ComplaintResponse is permitted. All changes must be performed by issuing a new ComplaintResponse.

Status Values Used When Processing the ComplaintResponse message:

Level	Attribute	Value
Message	ComplaintResponse-HeaderStatusType	<p>Accepted - Indicates that the complaint has been entirely accepted under the conditions included in the message.</p> <p>PartiallyAccepted - Indicates that the complaint has been partially accepted under the conditions included in the message.</p> <p>Rejected - Indicates that the complaint has been rejected under the conditions included in the message.</p>

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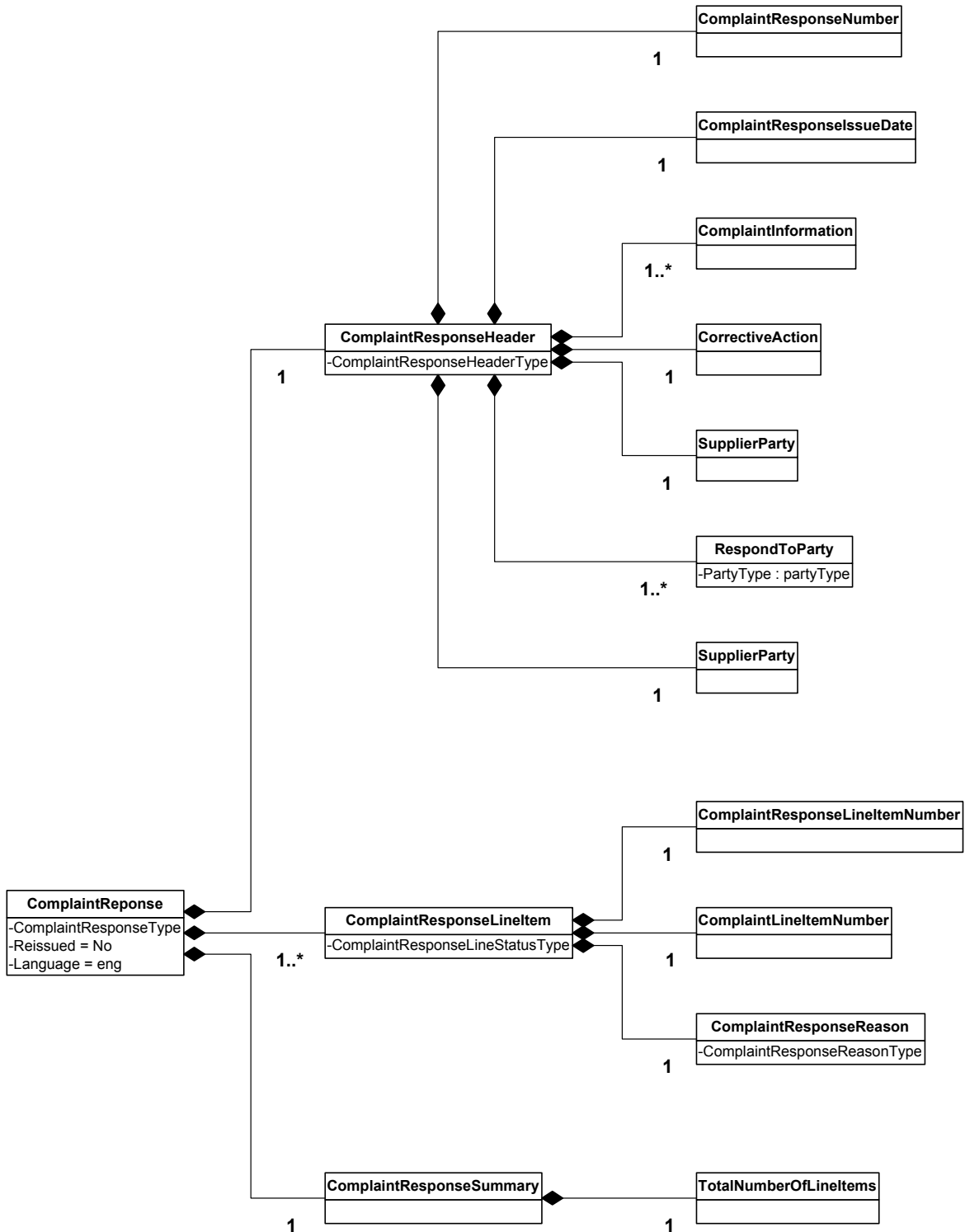
The following table illustrates the allowed combinations of ***ComplaintResponseHeaderStatusType*** and ***ComplaintResponseLineStatusType***

ComplaintResponse-HeaderStatusType	ComplaintResponse-LineStatusType
Accepted	Accepted
PartiallyAccepted	Accepted Rejected
Rejected	Rejected

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High-level UML Diagram of ComplaintResponse

This graphic displays the required high-level elements of the ComplaintResponse message.



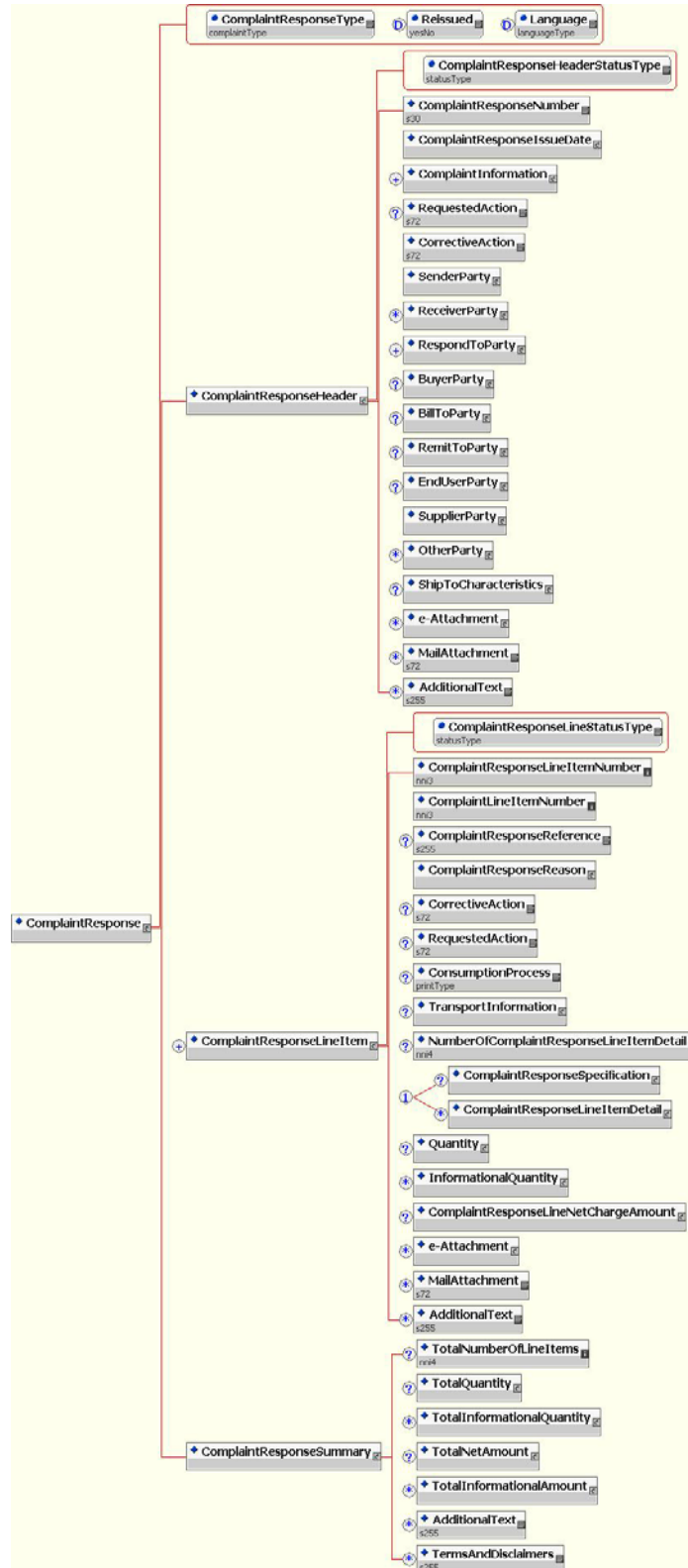
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Overview of the Complaint Response Schema Structure

	Type	Required	Occurrence
ComplaintResponse	Root	Required	Single
@ComplaintResponseType	Attribute	Required	Single
@Reissued	Attribute	Optional	Single
@Language	Attribute	Optional	Single
ComplaintResponseHeader	Element	Required	Single
@ComplaintResponseHeaderStatusType	Attribute	Required	Single
ComplaintResponseNumber	Element	Required	Single
ComplaintResponseIssueDate	Element	Required	Single
ComplaintInformation	Element	Required	Multiple
RequestedAction	Element	Optional	Single
CorrectiveAction	Element	Required	Single
SenderParty	Element	Required	Single
ReceiverParty	Element	Optional	Multiple
RespondToParty	Element	Required	Multiple
BuyerParty	Element	Optional	Single
BillToParty	Element	Optional	Single
RemitToParty	Element	Optional	Single
EndUserParty	Element	Optional	Single
SupplierParty	Element	Required	Single
OtherParty	Element	Optional	Multiple
ShipToCharacteristics	Element	Optional	Single
e-Attachment	Element	Optional	Multiple
MailAttachment	Element	Optional	Multiple
AdditionalText	Element	Optional	Multiple
ComplaintResponseLineItem	Element	Required	Multiple
@ComplaintResponseLineStatusType	Attribute	Required	Single
ComplaintResponseLineItemNumber	Element	Required	Single
ComplaintLineItemNumber	Element	Required	Single
ComplaintResponseReference	Element	Optional	Single
ComplaintResponseReason	Element	Required	Single
CorrectiveAction	Element	Optional	Single
RequestedAction	Element	Optional	Single
ConsumptionProcess	Element	Optional	Single
TransportInformation	Element	Optional	Single
NumberOfComplaintResponseLineItemDetail	Element	Optional	Single
OR			
ComplaintResponseSpecification	Element	Optional	Single
ComplaintResponseLineItemDetail	Element	Optional	Multiple
Quantity	Element	Optional	Single
InformationalQuantity	Element	Optional	Multiple
ComplaintResponseLineNetChargeAmount	Element	Optional	Single
e-Attachment	Element	Optional	Multiple
MailAttachment	Element	Optional	Multiple
AdditionalText	Element	Optional	Multiple
ComplaintResponseSummary	Element	Required	Single
TotalNumberOfLineItems	Element	Optional	Single
TotalQuantity	Element	Optional	Single
TotalInformationalQuantity	Element	Optional	Multiple
TotalNetAmount	Element	Optional	Single
TotalInformationalAmount	Element	Optional	Multiple
AdditionalText	Element	Optional	Multiple
TermsAndDisclaimers	Element	Optional	Multiple

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Graphical Representation of ComplaintResponse



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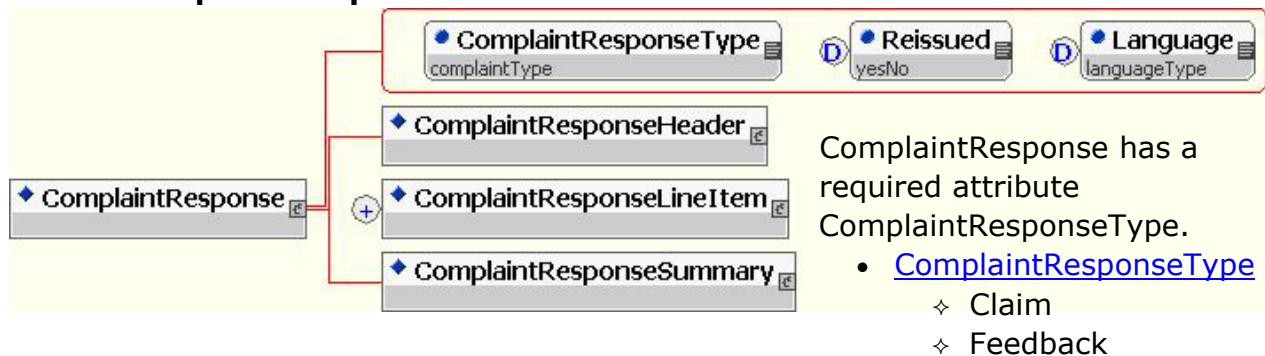
ComplaintResponse – Structure and Processing Logic

This section provides a detailed graphical view of the ComplaintResponse Schema structure; the ComplaintResponse root element, the ComplaintResponseHeader, the ComplaintResponseLineItem, and the ComplaintResponseSummary. Discussions of the children to these ComplaintResponse elements can be found in the Glossary. A review of the Data-types can be found in the Data Dictionary document (available at www.papiNet.org). This section also contains a review of the processing logic that is special to the ComplaintResponse.

The graphical display of the Schema contains occurrence indicators and data type information. These indicators appear to the left of the boxes in the schema graphic and they have the following meanings:

- • (Blank) Required, single instance
- • (+) Required, multiple instances
- • (?) Optional, single instance
- • (*) Optional, multiple instances

ComplaintResponse Root



ComplaintResponse has an optional attribute that indicates whether the document is an original or a copy. The default is No – the document is not a copy, it is an original.

- [Reissued](#)
 - ◇ Yes
 - ◇ No

ComplaintResponse has an optional attribute to communicate the Language

- [Language](#), optional defaults to “eng” (English)
 - ◇ Indicates the language for the content of the message.

Elements

- [ComplaintResponseHeader](#)
- [ComplaintResponseLineItem](#)
- [ComplaintResponseSummary](#)
- ComplaintResponseSummary

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ComplaintResponseHeader

The ComplaintResponse-Header is required and contains information common to the ComplaintResponse.

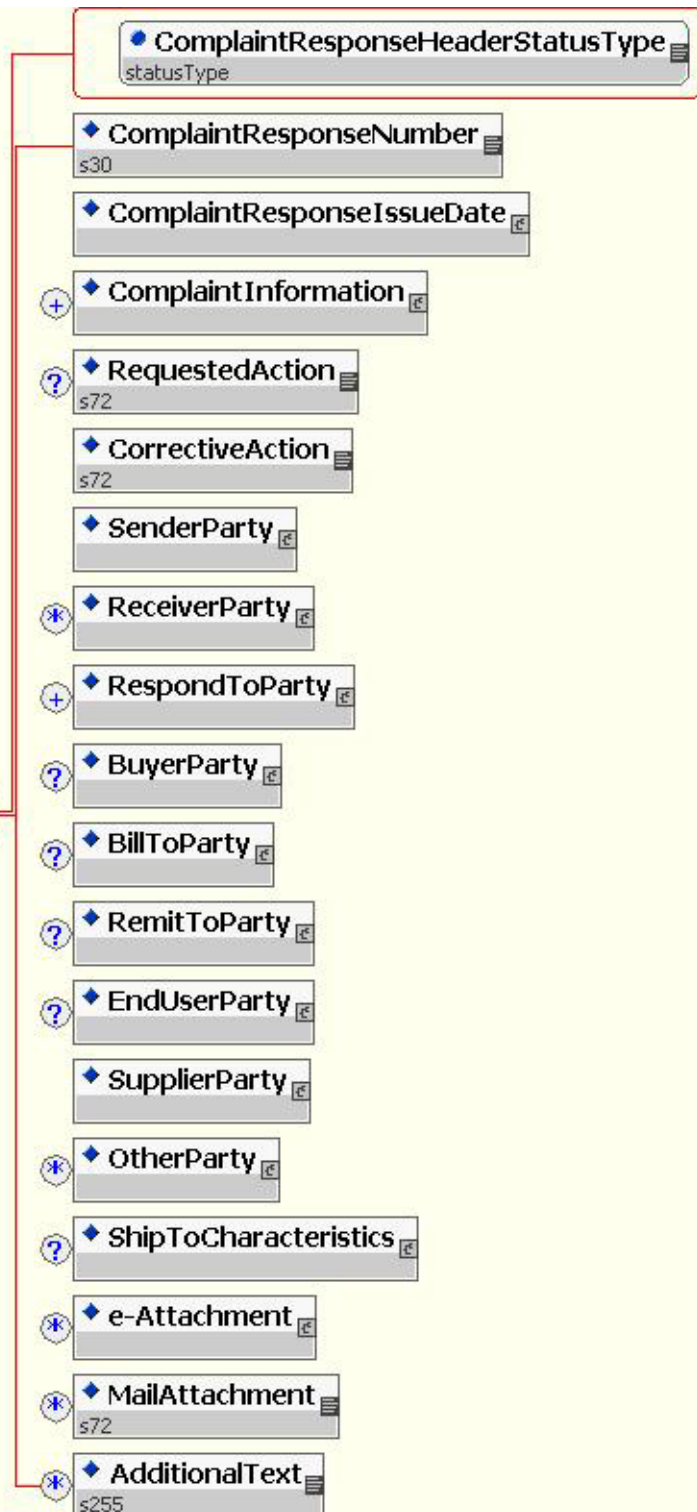
[ComplaintResponse-HeaderStatusType](#)

- ✧ Accepted
- ✧ PartiallyAccepted
- ✧ Rejected

- [ComplaintResponse-Number](#)
- [ComplaintResponse-IssueDate](#)
- [ComplaintInformation](#)
- [RequestedAction](#)
- [CorrectiveAction](#)
- [SenderParty](#)
- [ReceiverParty](#)

◆ ComplaintResponseHeader

- [RespondToParty](#)
- [BuyerParty](#)
- [BillToParty](#)
- [RemitToParty](#)
- [EndUserParty](#)
- [SupplierParty](#)
- [OtherParty](#)
- [ShipToCharacteristics](#)
- [e-Attachment](#)
- [MailAttachment](#)
- [AdditionalText](#)



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ComplaintResponseLineItem

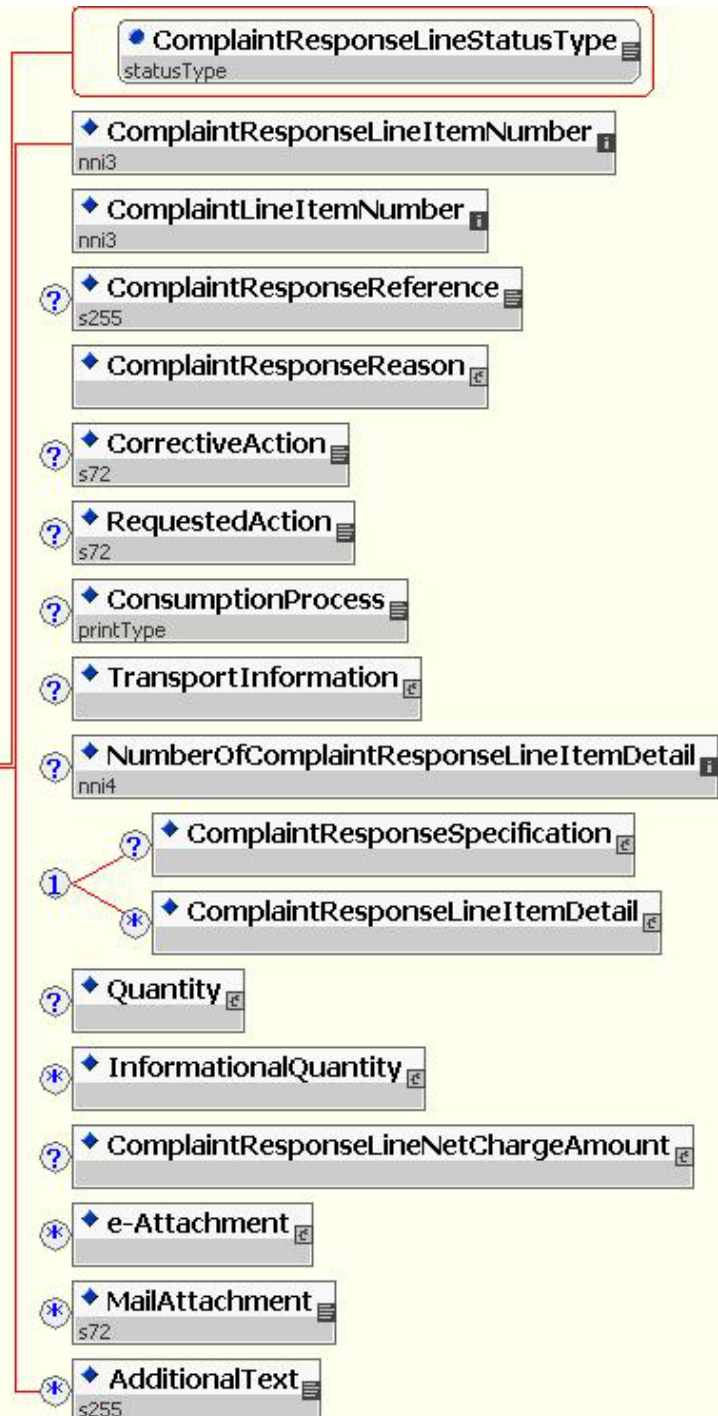
Multiple

ComplaintResponse-LineItem instances are allowed; at least one is required.

- [ComplaintResponse-LineStatusType](#)
 - ✧ Accepted
 - ✧ PartiallyAccepted
 - ✧ Rejected
- [ComplaintResponse-LineItemNumber](#)
- [Complaint-LineItemNumber](#)
- [ComplaintResponse-Reference](#)
- [ComplaintResponse-Reason](#)

ComplaintResponseLineItem

- [CorrectiveAction](#)
- [RequestedAction](#)
- [ConsumptionProcess](#)
- [TransportInformation](#)
- [NumberOf-ComplaintResponse-LineItemDetail](#)
- [ComplaintResponse-Specification](#)
- [ComplaintResponse-LineItemDetail](#)
- [Quantity](#)
- [InformationalQuantity](#)
- [ComplaintResponse-LineNetChargeAmount](#)
- [e-Attachment](#)
- [MailAttachment](#)
- [AdditionalText](#)



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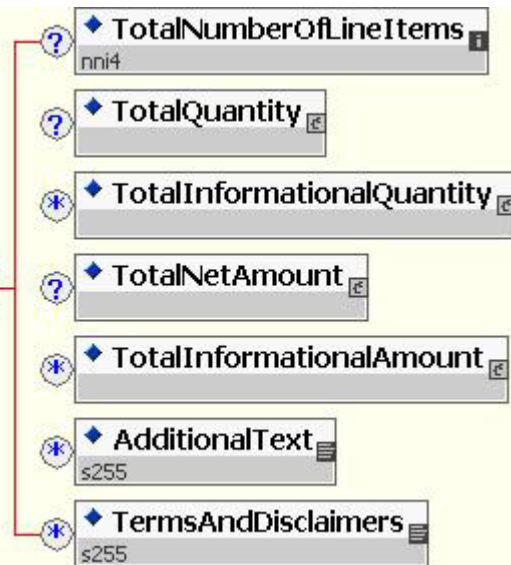
ComplaintResponseSummary

ComplaintResponseSummary contains the following elements.

- [TotalNumberOfLineItems](#)
- [TotalQuantity](#)
- [TotalInformationalQuantity](#)
- [TotalNetAmount](#)

◆ ComplaintResponseSummary [E]

- [TotalInformationalAmount](#)
- [AdditionalText](#)
- [TermsAndDisclaimers](#)



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Common Definition References - Elements

AdditionalText

A text field that is used to communicate information not previously defined or for special instructions. To be used only for circumstances not covered by specific elements. This element is repeatable and limited to the number of characters that would normally fit across a page.

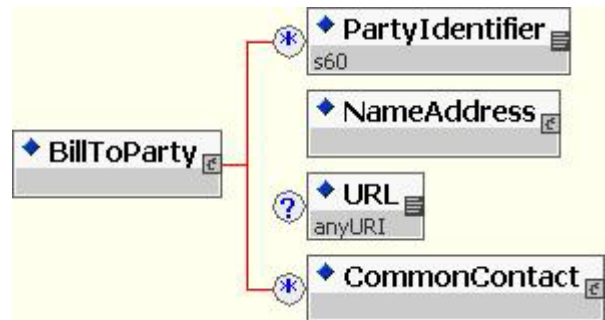


BillToParty

The organisation or legal entity to which the invoice is to be sent. See [Party](#) for structure.

BuyerParty contains the following elements:

- [PartyIdentifier](#)
- [NameAddress](#)
- [URL](#)
- [CommonContact](#)



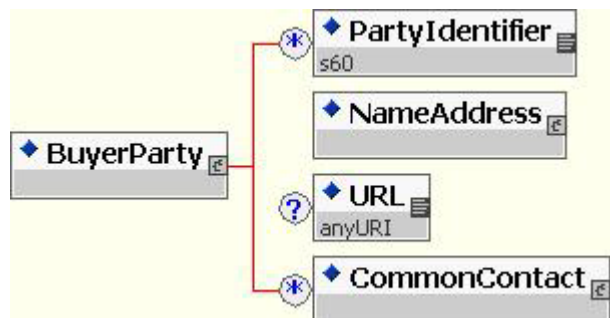
Refer to [Party](#) for additional information

BuyerParty

The organisation or legal entity authorised to issue the purchase order. See [Party](#) for structure.

BuyerParty contains the following elements:

- [PartyIdentifier](#)
- [NameAddress](#)
- [URL](#)
- [CommonContact](#)



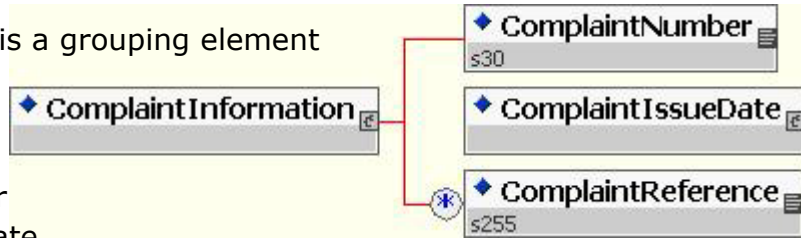
Refer to [Party](#) for additional information

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ComplaintInformation

ComplaintInformation is a grouping element that contains general information about the Complaint:

- ComplaintNumber
- ComplaintIssueDate
- ComplaintReference



ComplaintLineItemNumber

The number used to identify the Complaint line item



ComplaintResponseIssueDate

The date on which the ComplaintResponse was issued within the sender's system. Contains the Date and Time elements.



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ComplaintResponseLineItemDetail

A group item containing information necessary to identify the type of article being complained.

ComplaintResponse-LineItemDetail contains the following attribute:

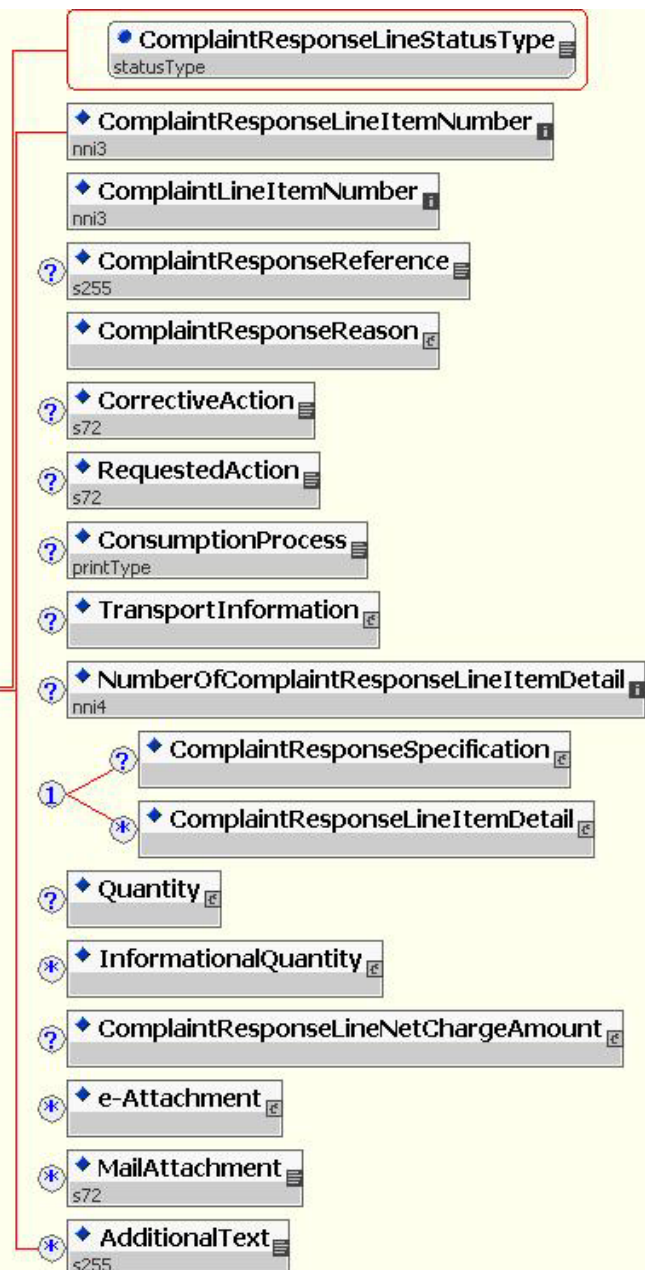
- ComplaintResponse-LineStatusType

ComplaintResponse-LineItemDetail contains the following elements:

- ComplaintResponse-LineItemNumber
- ComplaintLineItemNumber



- ComplaintResponse-Reference
- ComplaintResponseReason
- CorrectiveAction
- RequestedAction
- ConsumptionProcess
- TransportInformation
- NumberOfComplaint-ResponseLineItemDetail
- ComplaintResponse-Specification
or
ComplaintResponse-LineItemDetail
- Quantity
- InformationalQuantity
- ComplaintResponseLineNetChargeAmount
- e-Attachment
- MailAttachment
- AdditionalText



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ComplaintResponseLineItemNumber

The number used to identify the ComplaintResponse line item



ComplaintResponseLineNetChargeAmount

The net
Compla



intResponse amount per line (excludes adjustments and tax). Encapsulates the CurrencyValue element.

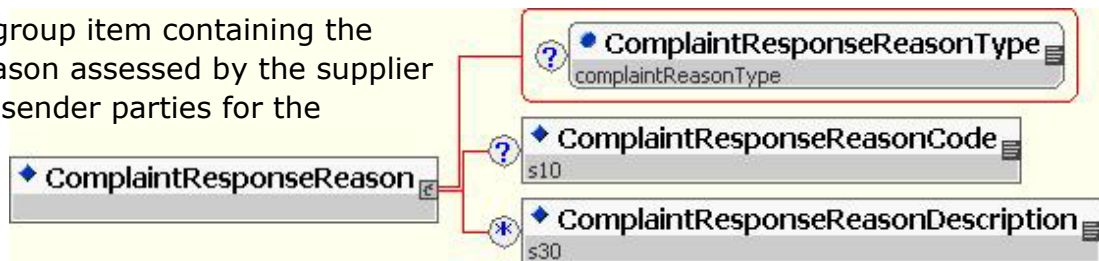
ComplaintResponseNumber

A unique identification number of the ComplaintResponse, generated by the issuer of the complaint response.



ComplaintResponseReason

A group item containing the reason assessed by the supplier or sender parties for the



ComplaintResponse

ComplaintResponseReason contains the following attribute:

- ComplaintResponseReasonType

ComplaintResponseReason contains the following elements:

- ComplaintResponseReasonCode
- ComplaintResponseReasonDescription

ComplaintResponseReference



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ComplaintResponseSpecification

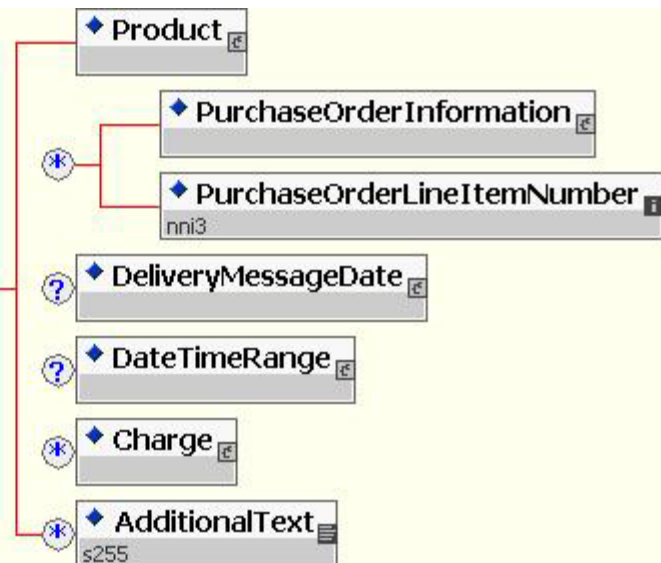
A group item containing information necessary to identify the physical item.

ComplaintResponse-Specification contains the

ComplaintResponseSpecification

following elements:

- Product
- PurchaseOrderInformation
- PurchaseOrder-LineItemNumber
- DeliveryMessageDate
- DateTimeRange
- Charge
- AdditionalText



ConsumptionProcess

Describes during which process the problem occurred.



CorrectiveAction

This element enables the party issuing the ComplaintResponse (i.e. SupplierParty) to specify what is the corrective action they will take in order to close the Complaint (send a credit, send disposition instructions, etc.)

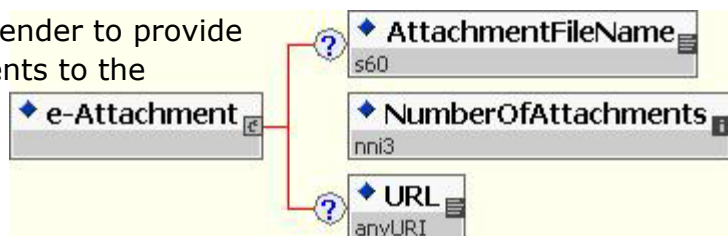


e-Attachment

e-Attachment enables the sender to provide information about attachments to the message.

e-Attachment contains the following elements

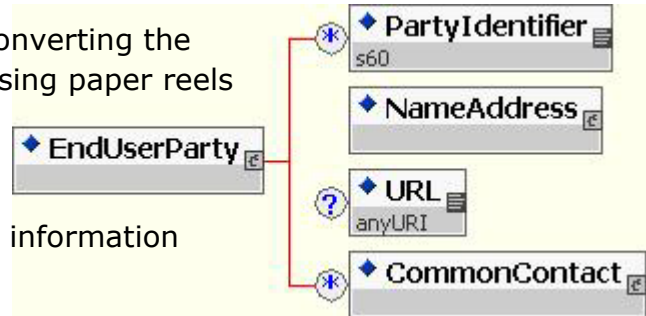
- AttachmentFileName
- NumberOfAttachments
- URL



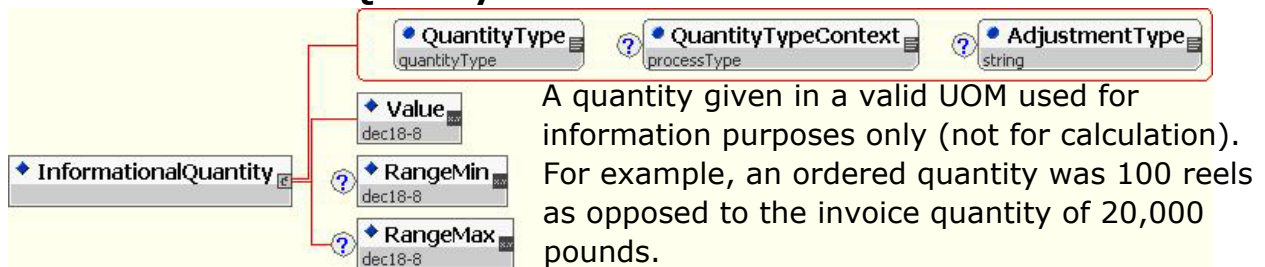
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EndUserParty

The party using, consuming, or converting the product. For example, a printer using paper reels for a print job for a publisher. The final ShipTo destination for a product is normally to the end user's facilities. Refer to [Party](#) for information about the structure.



InformationalQuantity



InformationalQuantity contains the following attributes:

- [QuantityType](#)
- [QuantityTypeContext](#)
- [AdjustmentType](#)

And the following elements:

- [Value](#)
- [RangeMin](#)
- [RangeMax](#)

MailAttachment

MailAttachment enables the complainer to indicate that they are providing by mail (express courier, snail mail etc.) proof of the Complaint.



NumberOfComplaintResponseLineItemDetail

The number of ComplaintResponseLineItem Detail elements for a given ComplaintLineItem

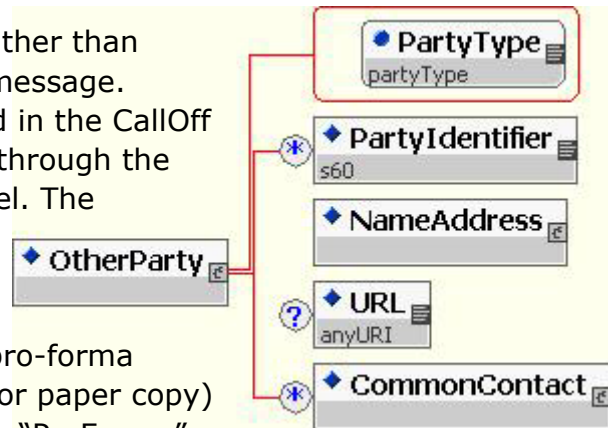


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OtherParty

An organisation or business entity other than those specifically detailed within a message.

- CallOff - If a carrier is specified in the CallOff message, this should be done through the CarrierParty on the header level. The PartyType "Carrier" should not be used.
- Invoice - The seller may generate multiple copies of a pro-forma invoice and a copy (electronic or paper copy) sent to the OtherParty that has "ProForma" assigned to the PartyType attribute.

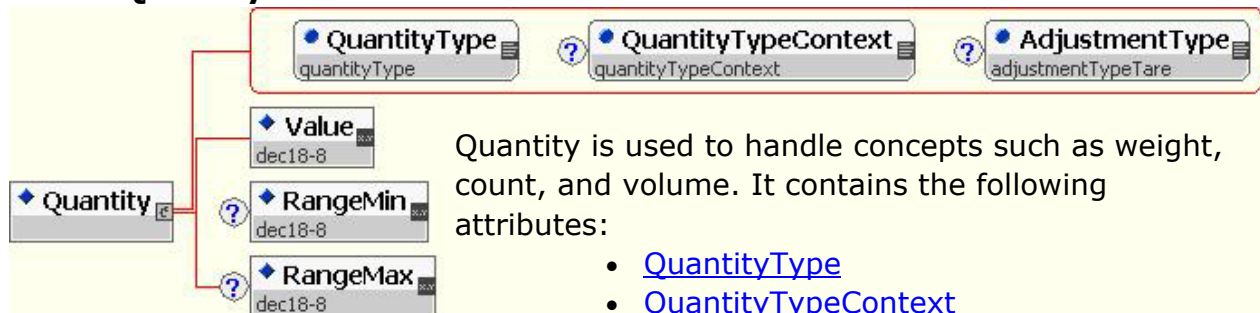


OtherParty contains the [PartyType](#) attribute.

OtherParty contains the following elements:

- [PartyIdentifier](#)
- [NameAddress](#)
- [URL](#)
- [CommonContact](#)
 - ✦ Refer to [Party](#) for additional information

Quantity



Quantity is used to handle concepts such as weight, count, and volume. It contains the following attributes:

- [QuantityType](#)
- [QuantityTypeContext](#)
- [AdjustmentType](#)

Quantity uses the [Measurement](#) group and has the following elements:

- [Value](#)
- [RangeMin](#)
- [RangeMax](#)

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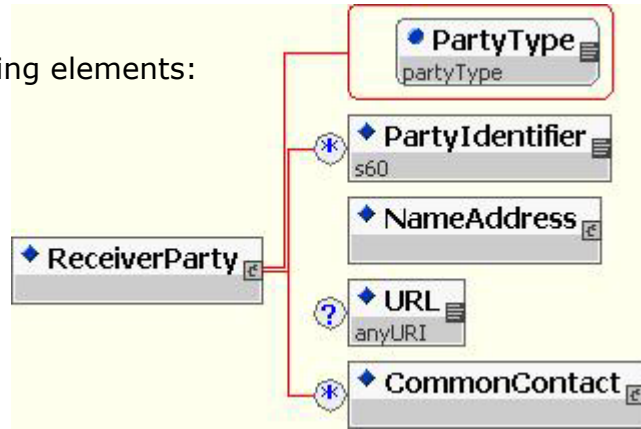
ReceiverParty

The party for whom the information (message) is intended, typed by the attribute [PartyType](#).

ReceiverParty contains the following elements:

- [PartyIdentifier](#)
- [NameAddress](#)
- [URL](#)
- [CommonContact](#)

Refer to [Party](#) (in the Glossary) for additional information.



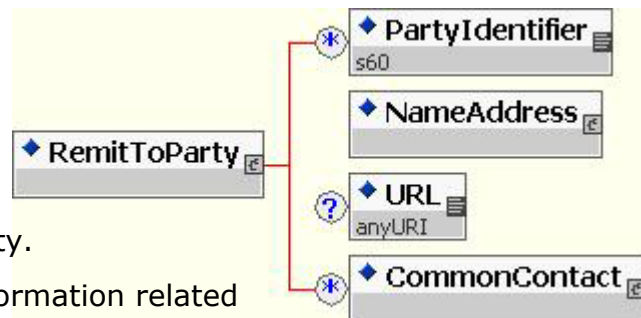
RemitToParty

A group item containing details of the party to whom payment will be made. When RemitToParty is optional and then omitted, the SupplierParty is assumed to be the RemitToParty.

The RemitToParty contains all information related to remittance except for the seller's bank information that is contained in SupplierParty.

RemitToParty contains the following elements:

- [PartyIdentifier](#)
- [NameAddress](#)
- [URL](#)
- [CommonContact](#)



RequestedAction

The element that enables the party making the complaint (i.e. SenderParty) to specify what they want done regarding the Complaint (send a credit, send disposition instructions, etc.)



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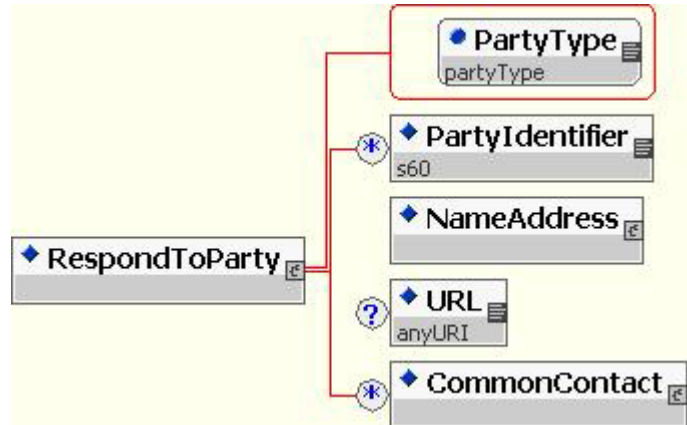
RespondToParty

The party the message should be sent to ("responded to"). Refer to [Party](#) for a discussion of party use.

RespondToParty contains the [PartyType](#) attribute.

RespondToParty contains the following elements:

- [PartyIdentifier](#)
- [NameAddress](#)
- [URL](#)
- [CommonContact](#)



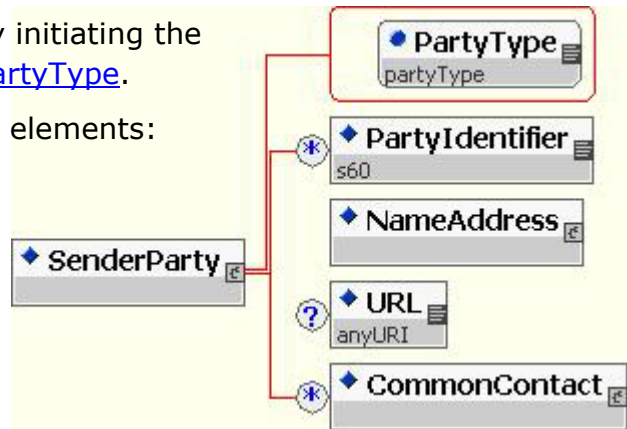
SenderParty

The organisation or business entity initiating the message, typed by the attribute [PartyType](#).

SenderParty contains the following elements:

- [PartyIdentifier](#)
- [NameAddress](#)
- [URL](#)
- [CommonContact](#)

Refer to [Party](#) (in the Glossary) for additional information.



ShipToCharacteristics

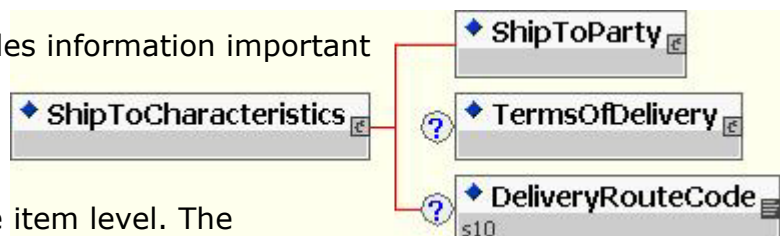
A group item that provides information important for the Ship-To Party.

ShipToCharacteristics may be referenced at

both the header and line item level. The reference at the header is required and acts as a default for the value at the line level, unless overridden at the line level.

ShipToCharacteristics contains the following elements:

- [ShipToParty](#)
- [TermsOfDelivery](#)
- [DeliveryRouteCode](#)



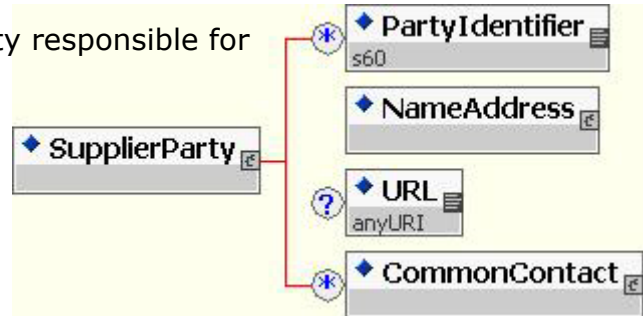
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SupplierParty

The organisation or business entity responsible for providing the product.

SupplierParty contains the following elements:

- [PartyIdentifier](#)
- [NameAddress](#)
- [URL](#)
- [CommonContact](#)



Refer to [Party](#) for additional information

TermsAndDisclaimers

A repeatable element that contains legal information with an indication of what the [Language](#) is.



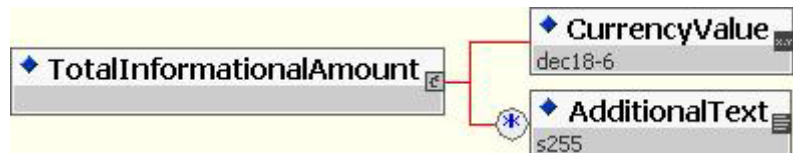
TotalInformationalAmount

A monetary amount used for information purposes only (not for calculation). For

example, the invoice price adjustment subtotal is expressed in sterling pounds, and the buyer wants this information expressed in U.S. dollars.

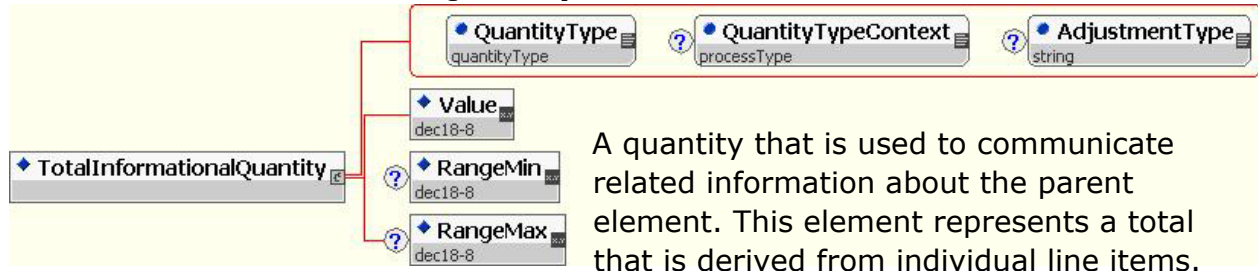
InformationalAmount contains the elements:

- [CurrencyValue](#)
- [AdditionalText](#)



Complaint Response Documentation - papiNet Standard - Version 2.10

TotalInformationalQuantity



TotalInformationalQuantity contains the following attributes:

- [QuantityType](#)
- [QuantityTypeContext](#)
- [AdjustmentType](#)

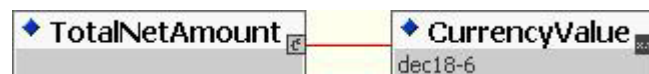
TotalInformationalQuantity contains the following elements:

- [Value](#)
- [RangeMin](#)
- [RangeMax](#)

TotalNetAmount

A field containing total amount excluding tax. In the Invoice

TotalNetAmount is equal to the sum of [LineItemSubTotal](#) plus [TotalAdjustments](#). TotalNetAmount encapsulates [CurrencyValue](#).



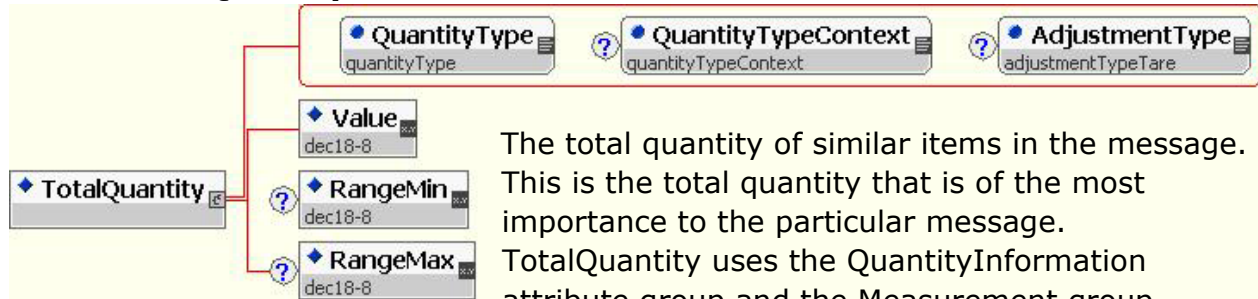
TotalNumberOfLineItems

The total number of individual line items in the message.



Complaint Response Documentation - papiNet Standard - Version 2.10

TotalQuantity



The total quantity of similar items in the message. This is the total quantity that is of the most importance to the particular message. TotalQuantity uses the QuantityInformation attribute group and the Measurement group

(element grouping).

TotalQuantity uses the following attributes:

- [QuantityType](#)
- [QuantityTypeContext](#)
- [AdjustmentType](#)

TotalQuantity uses the following elements:

- [Value](#)
- [RangeMin](#)
- [RangeMax](#)

TransportInformation

TransportInformation groups together the various transport components.

- TransportModeCharacteristics



- TransportVehicleCharacteristics
- TransportUnitCharacteristics
- TransportLoadingCharacteristics
- TransportOtherInstructions



Complaint Response Documentation - papiNet Standard - Version 2.10

Common Definition References - Attributes

ComplaintResponseHeaderStatusType

Used in:

- ComplaintResponseHeader

Choices:

- Accepted
- PartiallyAccepted
- Rejected

ComplaintResponseLineStatusType

Used in:

- ComplaintResponseLineItem

Choices:

- Accepted
- PartiallyAccepted
- Rejected

ComplaintResponseReferenceType

Used in:

- ComplaintResponseReference

Choices:

- BillOfLadingNumber
- CallOffNumber
- CIMNumber
- CMRNumber
- ContractLineNumber
- ContractNumber
- CustomerReference-
Number
- DeliveryBooking-
Number
- DespatchInstruction-
Number
- IndentOrderNumber
- InitialShipmentAdvice-
Number
- IntraStatNumber
- ISODocument-
Reference
- LotIdentifier
- MasterBillOfLading
- MillOrderNumber
- OriginalDelivery-
Number
- OriginalInvoiceNumber
- RunNumber
- StockOrderNumber
- SupplierCallOffNumber
- SupplierReference-
Number
- SupplierVoyageNumber
- WarehouseDelivery-
Number

Complaint Response Documentation - papiNet Standard - Version 2.10

ComplaintResponseType, ComplaintType

Defines the type of Complaint issued by the complainer

Used in:

- Complaint
- ComplaintResponse

Choices:

- **Claim**
- **Feedback**

Language

XML has embraced 2 and 3 digit language codes through the application of an addendum to the standard. The various references are provided below.

papiNet has set the default value for Language to "eng". RFC3066 would indicate that it should be set to "en" however, we feel that it is more appropriate to use the content-rich 3-digit codes whenever possible.

Used in:

- Availability
- BusinessAcknowledgement
- CallOff
- Complaint
- ComplaintResponse
- CreditDebitNote
- DeliveryMessage
- DeliveryMessageBook
- EndUses
- GoodsReceipt
- InfoRequest
- InventoryChange
- InventoryStatus
- Invoice
- OrderConfirmation
- OrderStatus
- PackagingDescription
- ProductDescription
- ProductQuality
- PurchaseOrder
- RFQ
- RFQResponse
- ShippingInstructions
- SenderProduct-AttributesDescription
- TermsAndDisclaimers
- Usage

Choices:

- <http://www.loc.gov/standards/iso639-2/>
This is the official site of the ISO 639-2 Registration Authority.
- <http://www.w3.org/International/O-HTML-tags.html>
Provides an explanation of the errata updating XML.
- <http://www.ietf.org/rfc/rfc3066.txt>
is the key document that is referenced in the above errata.

Complaint Response Documentation - papiNet Standard - Version 2.10

Reissued

Reissued is an optional attribute that indicates whether the document is an original or a copy. When this attribute is omitted the document is not a copy – it is an original. This is because No is the default.

Used in:

- CallOff
- Complaint
- ComplaintResponse
- CreditDebitNote
- DeliveryMessage
- DeliveryMessageBook
- GoodsReceipt
- InventoryChange
- InventoryStatus
- Invoice
- OrderConfirmation
- ProductPerformance
- PurchaseOrder
- ShippingInstructions
- Usage

Choices:

- **Yes** – The document has been reissued.
- **No** – The document is the original.

referenceType

Provides a contextual explanation of the specific reference identifier

- **AccountNumber** - The unique reference number given to a financial account of the party involved in the transaction.
- **Author** - Name of the author of the product or book.
- **AudioVideoSelectionNumber** – Unique number given to every audio master. Used by duplicators and replicators.
- **BillOfLadingNumber** - The unique reference number given to a bill of lading document given to the carrier transporting the product; the bill of lading is a legal document that lists all the products that are being transported.
- **BookLanguage** – Language of the text of the book.
- **BuyerBudgetCenter** – Buyers internal cost-centre identifier.
- **BuyerClaimNumber** – A number assigned by the buyer to track their claim.
- **BuyerDivisionIdentifier** – Buyer’s internal division identifier.
- **BuyerImprint** – Identifies which publisher’s imprint to which this product belongs.
- **BuyerRetailPrice** – Cover price of the finished product.
- **CallOffLineItemNumber** – The specific line item number for the Call-Off.
- **CallOffNumber** - The unique reference number given to a call-off message. The call-off number of a previously sent call-off message can

Complaint Response Documentation - papiNet Standard - Version 2.10

be referenced. For example, a seller can refer to a call-off number in a delivery message.

- **CIMNumber** - The unique reference number given to an international freight document for rail transport.
- **CMRNumber** - The unique reference number given to an international freight document for road transport.
- **ComplaintNumber** - The reference number associated with a complaint.
- **ComplaintResponseNumber** - The reference number associated with a complaint response.
- **ContractLineNumber** - A particular line number of a contract. Note: To reference a contract line number, the seller or buyer must include a clear reference to the corresponding contract elsewhere in the message.
- **ContractNumber** - The unique reference number given to a mutual commercial/trading agreement between a buyer and a seller. The agreement can cover a quote, a bid, a contract, pricing, invoicing, and/or payment terms.
- **ConvertingReportNumber** - An identifier used to communicate which converting report is being referred to.
- **Copyright** - The year of publication copyright.
- **CreditDebitNoteNumber** - The number of the referenced Credit or Debit Note.
- **CustomerBookingNumber** - The customer's number for the transit booking used to reference lines to be co-loaded on the same transport.
- **CustomerJobNumber** - an identifier for a specific job or task to which the forecast data is to apply, along with location and item.
- **CustomerJobTitle** - a name of a specific job or task to which the forecast data is to apply, along with location and item.
- **CustomerReferenceNumber** - A unique informational reference number passed on from the buyer to the seller. This number is meaningful only to the buyer.
- **DeliveryBookingNumber** - A number issued by the customer to schedule deliveries at their site.
- **DeliveryLocation** - The location to which product is to be delivered.
- **DespatchInformationNumber** -
- **DespatchInstructionNumber** - The unique reference number of the despatch instruction document. For example the despatch instructions sent from the mill to the warehouse.
- **Edition** - Buyer's description of the version of the product edition. For example in book manufacturing values might be 2nd, Texas, Revised.
- **EndCallOffDate** - The last date that a call-off can be placed.

Complaint Response Documentation - papiNet Standard - Version 2.10

- **FormType** – type of printed signature. For book manufacturing, could be web, sheet, folded and gathered sig.
- **FromPurchaseOrderNumber** – The purchase order that is used as the source of information.
- **GoodsReceiptNumber** – The number of the goods receipt transaction that is being referred to.
- **IndentOrderNumber** - A unique reference number given to an order, which is to be delivered directly to the buyer's own customer (typically a paper merchant). The reference value is passed from the buyer to the seller and the information content is meaningful only to the buyer.
- **InitialShipmentAdviceNumber** - The unique reference number given to an initial shipment advice message. The number of a previously sent initial shipment advice message can be referenced. For example, a seller can refer to an initial shipment advice number in a delivery message.
- **IntraStatNumber** The unique reference number given to product groups by the international authority Intrastat for statistical purposes. This number must be on the invoice when importing or exporting goods.
- **ISBN10** – 10 digit ISBN code without dashes
- **ISBN10Dash** – 10 digit ISBN code with dashes
- **ISBN13** – 13 digit ISBN code.
- **ISODocumentReference** -- A unique ISO 9002 / 9001 document identifier.
- **IssueEvent** – A task, or other type of event, related to the creation of an issue of a publication.
- **JobNumber** – An identifier for a step in the production, publication, or manufacturing process. Usually a job has as its scope the amount of work performed by a defined resource (person or equipment).
- **LotIdentifier** – A unique code used to identify a grouping of product with one set of quality statistics common to all members of that group.
- **MarketplaceReferenceNumber** – A number used by the marketplace to identify the information.
- **MasterBillOfLading** - The unique reference number given to a master bill of lading document, which contains multiple bills of lading. This is a legal document given to the carrier that transports the goods to multiple customers, each of which then receive a unique bill of lading document.
- **MasterContractNumber** – Contract number that is broader in terms of doing business between partners which for the book industry may, or may not include pricing.
- **MillOrderLineItemNumber** – The line number associated with the Mill Order Number.

Complaint Response Documentation - papiNet Standard - Version 2.10

- **MillOrderNumber** - The unique reference number created by the mill to identify a specific lot of paper with the same paper characteristics. This number may be used to identify a mill's internal order number, corresponding to all, or part of a buyer's purchase order.
- **MillSalesOfficeNumber** - The number used to identify the Mill's sales office.
- **OrderPartyReferenceNumber** - Reference number of the original order party.
- **OriginalComplaintResponseNumber** - Reference number of the original ComplaintResponse.
- **OriginalDeliveryNumber** - The unique reference number given to a delivery message number sent previously that has been replaced in the meantime.
- **OriginalGoodsReceiptNumber** - The original unique identifier of the GoodsReceipt that is to be replaced.
- **OriginalInvoiceNumber** - The unique reference number given to an invoice message number sent previously that has been replaced in the meantime.
- **OriginalPurchaseOrderNumber** - The unique reference number given to a purchase order message number sent previously that has been replaced (through amendment or cancellation) in the meantime.
- **OriginalUsageNumber** - The unique reference number given to a usage message previously sent that has been replaced (through amendment or cancellation) in the meantime.
- **Other** - Used for any other reference that is not covered by this attribute list.
- **PackageNumber** - The unique reference number given to a manufacturer's product packaging designation.
- **PriceContractNumber** - Contract number that is specific to pricing.
- **PriceList** - The number used to identify the price list.
- **PrintingNumber** - Buyer's reference to the sequential print run number.
- **PubName** - The publication name.
- **PubNumber** - The publication number.
- **PupilsTeachers** - Description of the pupils/teachers edition specific to educational book products.
- **PurchaseOrderLineItemNumber** - a sequential number that uniquely identifies the purchase order line item.
- **PurchaseOrderNumber** - The unique reference number given to a purchase order message. The purchase order number of a previously sent order can be referenced. For example, a seller can refer to a purchase order number in an invoice message.

Complaint Response Documentation - papiNet Standard - Version 2.10

- **ReleaseNumber** - The unique sequential number given to the release of a reservation order, a contract, or a blanket order. Note: To reference a release number, the buyer or seller must have clearly referenced the corresponding purchase order elsewhere in the message.
- **RFQLineItemNumber** - The number used to identify the RFQ line item.
- **RFQNumber** - The identifier of the RFQ. Usually provided when opening a purchase order that is derived from a request for quote (RFQ).
- **RunNumber** - The unique reference number given to a paper-manufacturing slot on the mill production line (for example, paper machine or sheet cutter). Paper for several orders is manufactured in one run before resetting the machines for new manufacturing results.
- **SchoolGrade** - Grade level indicator of the book product, specific to educational text books such as grade 3. (K=Kindergarten, 1 through 12, CO=College)
- **SchoolGradeLevel** - Further definition of the Grade level of the book product, specific to educational text books such as grade 3 level A.
- **ShippingInstructionsLineItemNumber** - Line number reference of the shipping instruction for book shipments.
- **ShippingInstructionsNumber** - Sequential message number of the shipping instruction.
- **SpecificationReferenceNumber** - Buyer's version number of the book specification.
- **StockOrderNumber** - The unique reference number given to an order, which is to be delivered to the buyer's designated stock location (typically a paper merchant). The reference value is passed from the buyer to the supplier and the information content is meaningful only to the buyer.
- **SupplierCallOffNumber** - A number assigned by the supplier to the call-off created by the customer.
- **SupplierClaimNumber** - The number assigned by the supplier to identify a claim.
- **SupplierReferenceNumber** - The unique reference number created by the seller in response to a purchase order. This number, sent in the seller's order confirmation message, can correspond to all or part of a mill order number versus a run number.
- **SupplierVoyageNumber** - The unique seller's reference number (own internal code) given to a voyage, not the port authority's number.
- **Title** - Proper title of a book product.
- **TitleAlias** - Buyer supplied title description for book products, usually used for security purposes.

Complaint Response Documentation - papiNet Standard - Version 2.10

- **ToPurchaseOrderNumber** – The destination of purchase order information.
- **UniversalProductIdentifier** – Unique identifier for the book, component of a book product, and many other products.
- **UsageNumber** – The number used to identify the Usage activity being referred to.
- **VendorReferenceNumber** – A unique number created by the Vendor for the information.
- **WarehouseDeliveryNumber** – Alternate delivery number when the warehouse uses secondary documents to manage despatch, e.g. Third Party managed warehouse with their own system.

statusType

Acts as a flag indicating what processing may be required.

- **Accepted** - Either the seller or the buyer accepts the header information.
- **Amended** - Either the seller or the buyer has changed the header information.
- **Cancelled**- The buyer has cancelled a line item that was sent in a previous message. Lines that have been cancelled are not included in Totals on the Summary levels of the message.
- **Counterproposal** - The sender is presenting a different proposal.
- **New** – This is the first time the message has been sent.
- **NoAction** – This call-off header has not been amended and thereby requires no action.
- **Original** - The message information is the first version of that information.
- **Pending** - The seller will update the call-off line item at a later time.
- **Rejected** - The header information is rejected.
- **Replaced** - The entire message referred to has been replaced and the receiver should revalidate the information in their system based upon the entire message contents received.

-

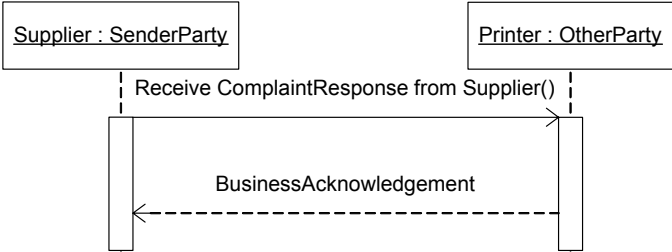
Listing of Business Scenarios

Listing of Business Scenarios

<u>Scenario A</u>	A supplier accepts the claim (paper break) and sends a ComplaintResponse to the converter/printer.
<u>Scenario B</u>	A supplier generates a ComplaintResponse to confirm the wrong price listed on an invoice and informs about the corrective action.
<u>Scenario C</u>	A supplier generates a ComplaintResponse and accepts the claim for poor performing product.
<u>Scenario D</u>	A supplier generates a ComplaintResponse and admits its error in shipping the incorrect reels to the converter/printer.
<u>Scenario E</u>	Shipment has arrived late for production. Supplier accepts the feedback and sends a ComplaintResponse to the converter/printer
<u>Scenario F</u>	Supplier generates a ComplaintResponse accepting responsibility for transit damage for 1 reel. The paper was purchased through a broker. Credit will be made to the broker.
<u>Scenario G</u>	A supplier rejects the claim (demurrage charges) and generates a ComplaintResponse.
<u>Scenario H</u>	A supplier generates a ComplaintResponse and accepts the total claim due to calendar cuts.

Listing of Business Scenarios

Scenario A

Type	Claim - Technical
Business Scenario	<p>A supplier accepts a claim (paper break) and sends a ComplaintResponse to the converter/printer.</p>  <pre> sequenceDiagram participant Supplier as Supplier : SenderParty participant Printer as Printer : OtherParty Supplier->>Printer: Receive ComplaintResponse from Supplier() Printer-->>Supplier: BusinessAcknowledgement </pre>
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Converter/Printer's system.
Initiator	Supplier
Receiver	Printer
Trigger	A previously received Complaint.
Step 1	<p>Supplier records a ComplaintResponse into their system then sends it to the Converter/Printer. All required elements and additional information are sent.</p> <ul style="list-style-type: none"> • The supplier admits its responsibility for the badly made joint that has caused the paper break. <ul style="list-style-type: none"> ✦ Product – Medium, 150 g/m², 2500 mm ✦ Item Type – ReelItem ✦ Identifier - 1234567890YYZZ ✦ DeliveryMessageNumber – 105104 ✦ ComplaintNumber - 123 ✦ ComplaintResponseLineChargeAmount - €150 ✦ CorrectiveAction - CreditNote
	<pre> <ComplaintResponseLineItem ComplaintResponseLineStatusType = "Accepted"> <ComplaintResponseLineItemNumber>1</ComplaintResponseLineItemNumber> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintResponseReason ComplaintResponseReasonType = "Technical"> <ComplaintResponseReasonDescription>paper breaks that cause 2 machine stops for a total of 10 minutes of down time</ComplaintResponseReasonDescription> </ComplaintResponseReason> <RequestedAction>credit</RequestedAction> <CorrectiveAction>Credit Note</CorrectiveAction> <ComplaintResponseLineItemDetail ItemType = "ReelItem"> <ComplaintResponseLineItemDetailNumber>1 </ComplaintResponseLineItemDetailNumber> </pre>

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Listing of Business Scenarios

	<pre><Identifier IdentifierCodeType = "Supplier" IdentifierType = "Primary">1234567890YYZZ</Identifier> <Product> <ProductIdentifier Agency = "Supplier" ProductIdentifierType = "BrandName">Paper ABC</ProductIdentifier> </Product> </ComplaintResponseLineItemDetail> <ComplaintResponseLineNetChargeAmount> <CurrencyValue CurrencyType = "EUR">150</CurrencyValue> </ComplaintResponseLineNetChargeAmount> </ComplaintResponseLineItem></pre>
Results	The converter/printer receives the ComplaintResponse message and agrees with its content. The complaint is closed.

Listing of Business Scenarios

Scenario B

Message	ComplaintResponse
Type	Claim - Commercial
Business Scenario	<p>A supplier generates a ComplaintResponse to confirm the wrong price listed on an invoice and informs about the corrective action.</p> <pre> sequenceDiagram participant Supplier as Supplier : SenderParty participant Buyer as : BuyerParty participant Printer as Printer : OtherParty Supplier->>Buyer: BusinessAcknowledgement Buyer->>Printer: Receive ComplaintResponse from Supplier() Printer->>Supplier: BusinessAcknowledgement </pre>
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Buyer's system.
Initiator	Supplier
Receiver	Buyer
Trigger	A previously received Complaint.
Step 1	<p>Supplier records a ComplaintResponse into their system then sends it to the Buyer. All required elements and additional information are sent.</p> <ul style="list-style-type: none"> Supplier agrees and issues a credit note as corrective action.
	<pre> <ComplaintResponseLineItem ComplaintResponseLineStatusType = "Accepted"> <ComplaintResponseLineItemNumber>1</ComplaintResponseLineItemNumber> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintResponseReason ComplaintResponseReasonType = "Commercial"> <ComplaintResponseReasonDescription>wrong amount invoiced</ComplaintResponseReasonDescription> </ComplaintResponseReason> <RequestedAction>Credit</RequestedAction> <CorrectiveAction>Credit</CorrectiveAction> <ComplaintResponseLineItemDetail> <ComplaintResponseLineItemDetailNumber>1 </ComplaintResponseLineItemDetailNumber> <Charge> <NetChargeAmount> <CurrencyValue CurrencyType = "EUR">200.00</CurrencyValue> </NetChargeAmount> </Charge> </ComplaintResponseLineItemDetail> </ComplaintResponseLineItem> </pre>

Listing of Business Scenarios

	<pre></ComplaintResponseLineItemDetail> <ComplaintResponseLineNetChargeAmount> <CurrencyValue CurrencyType = "EUR">200.00</CurrencyValue> </ComplaintResponseLineNetChargeAmount> </ComplaintResponseLineItem></pre>
Results	The Supplier recognizes the claim and responds with a ComplaintResponse message whose corrective action is a credit note.

Listing of Business Scenarios

Scenario C

Message	Complaint Response
Type	Claim - Technical
Business Scenario	<p>A supplier generates a ComplaintResponse and accepts the claim for poor performing product.</p> <pre> sequenceDiagram participant Supplier as Supplier : SenderParty participant Broker as Broker : OtherParty participant RemitToParty as : RemitToParty Supplier->>Supplier: Receive ComplaintResponse from Supplier() Supplier->>Broker: BusinessAcknowledgement Broker-->>Supplier: Receive CreditMemo from Supplier() Supplier->>RemitToParty: BusinessAcknowledgement RemitToParty-->>Supplier: Receive CreditMemo from Supplier() </pre>
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Converter/Printer's system.
Initiator	Supplier
Receiver	Converter/Printer
Trigger	None
Step 1	<p>Supplier records a ComplaintResponse into their system then sends it to the Converter/Printer. All required elements and additional information are sent.</p> <ul style="list-style-type: none"> • Supplier agrees with the converter/printer quality issue and accepts the request for reimbursement. The supplier issues a credit note as corrective action. <ul style="list-style-type: none"> ✧ Total rolls run - 224 ✧ Total linear foot - 6,303,471 ✧ Total known breaks (paper caused) - 41 ✧ Known breakage down time - 23.23 hours ✧ Total unknown breaks - 11 ✧ Unknown breakage down time - 7 hours ✧ Total hours downtime - 26.15 ✧ Total downtime claim - \$14,382.50 ✧ Additional waste charge - \$778.78
	<pre> <ComplaintResponseLineItem ComplaintResponseStatus = "Accepted"> <ComplaintResponseLineItemNumber>1</ComplaintResponseLineItemNumber> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintResponseReason ComplaintResponseReasonType = "Technical"> <ComplaintResponseReasonDescription>excessive delay time and product over consumption</ComplaintResponseReasonDescription> </pre>

Listing of Business Scenarios

```
</ComplaintResponseReason>
<RequestedAction>reimbursement</RequestedAction>
<CorrectiveAction>Credit Note</CorrectiveAction>
<ComplaintResponseSpecification>
<Product>
  <ProductIdentifier Agency = "Supplier"
  ProductIdentifierType = "BrandName">Paper ABC</ProductIdentifier>
  <Paper>
    <PaperCharacteristics>
      <BasisWeight>
        <DetailValue UOM = "Pound">38</DetailValue>
      </BasisWeight>
    </PaperCharacteristics>
    <Reel>
      <ReelConversionCharacteristics>
        <ReelWidth>
          <Value UOM = "Inch">50.25</Value>
        </ReelWidth>
      </ReelConversionCharacteristics>
    </Reel>
  </Paper>
</Product>
<PurchaseOrderInformation>
  <PurchaseOrderNumber>1063522</PurchaseOrderNumber>
</PurchaseOrderInformation>
<PurchaseOrderLineItemNumber>1</PurchaseOrderLineItemNumber>
<Charge ChargeType = "KnownProductionDowntime">
  <Quantity QuantityType = "Count">
    <Value UOM = "KnownBreaks">41</Value>
  </Quantity>
  <InformationalQuantity QuantityType = "Time">
    <Value UOM = "Hour">23.23</Value>
  </InformationalQuantity>
  <AdditionalText>Known breakage down time paper caused</AdditionalText>
</Charge>
<Charge ChargeType = "UnknownProductionDowntime">
  <Quantity QuantityType = "Count">
    <Value UOM = "UnknownBreaks">11</Value>
  </Quantity>
  <InformationalQuantity QuantityType = "Time">
    <Value UOM = "Hour">7</Value>
  </InformationalQuantity>
  <AdditionalText>Unknown breakage down time</AdditionalText>
</Charge>
```

Listing of Business Scenarios

	<pre> <Charge ChargeType = "ProductionDowntime"> <Quantity QuantityType = "Time"> <Value UOM = "Hour">26.15</Value> </Quantity> <NetChargeAmount> <CurrencyValue CurrencyType = "USD">14382.50</CurrencyValue> </NetChargeAmount> </Charge> <Charge ChargeType = "WasteToScrap"> <NetChargeAmount> <CurrencyValue CurrencyType = "USD">778.78</CurrencyValue> </NetChargeAmount> </Charge> </ComplaintResponseSpecification> <ComplaintResponseLineNetChargeAmount> <CurrencyValue CurrencyType = "USD">15161.28</CurrencyValue> </ComplaintResponseLineNetChargeAmount> <InformationalQuantity QuantityType = "Count"> <Value UOM = "Reel">224</Value> </InformationalQuantity> <InformationalQuantity QuantityType = "Length"> <Value UOM = "LinearFoot">6303471</Value> </InformationalQuantity> </ComplaintResponseLineItem> </pre>
Results	<p>The Supplier recognizes the claim and responds with a ComplaintResponse message whose corrective action is a credit note.</p>

Listing of Business Scenarios

Scenario D

Message	ComplaintResponse
Type	Claim - Technical
Business Scenario	<p>A supplier generates a ComplaintResponse and admits its fault to have shipped the incorrect reels to the converter/printer.</p> <pre> sequenceDiagram participant Supplier as Supplier : SenderParty participant Buyer as : BuyerParty participant Printer as Printer : OtherParty Supplier->>Supplier: Receive ComplaintResponse from Supplier Supplier->>Buyer: BusinessAcknowledgement Buyer-->>Supplier: Receive ComplaintResponse from Supplier() Supplier->>Printer: BusinessAcknowledgement Printer-->>Supplier: Receive ComplaintResponse from Supplier() </pre>
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Buyer's system.
Initiator	Supplier
Receiver	Buyer
Trigger	A previously received Complaint.
Step 1	<p>Supplier records a ComplaintResponse into their system then sends it to the Buyer. All required elements and additional information are sent.</p> <ul style="list-style-type: none"> The supplier generates a ComplaintResponse for 20 reels of product that are the incorrect grammage. The supplier informs that he will replace the product. Additionally, the supplier leaves the disposal of the incorrect reels to the converter/printer who sells them to a broker. The supplier grants a flat dollar amount for the administrative charges associated with reselling the reels.
	<pre> <ComplaintResponseLineItem ComplaintResponseLineStatusType = "Accepted"> <ComplaintResponseLineItemNumber>1</ComplaintResponseLineItemNumber> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintResponseReason ComplaintResponseReasonType = "Technical"> <ComplaintResponseReasonDescription>incorrect grammage, delivers 60g instead of 65g</ComplaintResponseReasonDescription> </ComplaintResponseReason> <RequestedAction>reimbursement due to excessive delay time and product over consumption</RequestedAction> <CorrectiveAction>Credit Note and Administrative cost reimbursement</CorrectiveAction> </pre>

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Listing of Business Scenarios

	<pre> <ComplaintResponseSpecification> <Product> <ProductIdentifier Agency = "Supplier" ProductIdentifierType = "BrandName">Paper ABC</ProductIdentifier> <Paper> <PaperCharacteristics> <BasisWeight> <DetailValue UOM = "GramsPerSquareMeter">65</DetailValue> </BasisWeight> </PaperCharacteristics> </Paper> </Product> <Charge ChargeType = "WasteToSell"> <InformationalQuantity QuantityType = "Count"> <Value UOM = "Reel">20</Value> </InformationalQuantity> <AdditionalText>AdministrativeCosts</AdditionalText> <NetChargeAmount> <CurrencyValue CurrencyType = "USD">123</CurrencyValue> </NetChargeAmount> </Charge> <PurchaseOrderInformation> <PurchaseOrderNumber>1063544</PurchaseOrderNumber> </PurchaseOrderInformation> <PurchaseOrderLineItemNumber>3</PurchaseOrderLineItemNumber> </ComplaintResponseSpecification> </ComplaintResponseLineItem> </pre>
Results	<p>The Supplier responds with a ComplaintResponse message after the complaint has been resolved. (Resolution occurs outside of the papiNet message.)</p>

Listing of Business Scenarios

Scenario E

Message	ComplaintResponse
Type	Feedback - Logistic
Business Scenario	<p>Shipment arrived late for production. Supplier gets the feedback and sends a ComplaintResponse to the converter/printer.</p> <pre> sequenceDiagram participant Supplier as Supplier : SenderParty participant Printer as Printer : OtherParty Supplier->>Printer: Receive ComplaintResponse from Supplier() Printer-->>Supplier: BusinessAcknowledgement </pre>
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Buyer's system.
Initiator	Supplier
Receiver	Buyer
Trigger	A previously sent Complaint.
Step 1	<p>Supplier records a ComplaintResponse into their system then sends it to the Buyer. All required elements and additional information are sent.</p> <ul style="list-style-type: none"> • A supplier generates a ComplaintResponse. • The feedback is accepted and a reply to the printer/converter supplying a CorrectiveAction is sent. <ul style="list-style-type: none"> ✧ PurchaseOrderNumber ✧ TransportInformation ✧ ChargePerUnit ✧ ChargeAmount ✧ DeliveryMessageNumber ✧ AdditionalText - How claim was calculated ✧ ComplaintResponseType = "Feedback">
	<pre> <ComplaintResponseHeader ComplaintResponseHeaderStatusType = "Accepted"> <ComplaintResponseNumber>2319</ComplaintResponseNumber> <ComplaintResponseIssueDate> <Date> <Year>2002</Year> <Month>09</Month> <Day>12</Day> </Date> </ComplaintResponseIssueDate> <ComplaintInformation> </pre>

Listing of Business Scenarios

	<pre> <ComplaintNumber>12345-9</ComplaintNumber> <ComplaintIssueDate> <Date> <Year>2002</Year> <Month>09</Month> <Day>10</Day> </Date> </ComplaintIssueDate> </ComplaintInformation> <CorrectiveAction>We talked with the trucking company and were told a mechanical problem on the tractor caused the delay. We told them that they must phone you if there will be any delay.</CorrectiveAction> <SenderParty PartyType = "Supplier"> <NameAddress> <Name1>Supplier I</Name1> </NameAddress> </SenderParty> <RespondToParty PartyType = "PrinterFacility"> <NameAddress> <Name1>Printer I</Name1> </NameAddress> </RespondToParty> <SupplierParty> <NameAddress> <Name1>Supplier I</Name1> </NameAddress> </SupplierParty> </ComplaintResponseHeader> <ComplaintResponseLineItem ComplaintResponseLineStyleType = "Accepted"> <ComplaintResponseLineItemNumber>1</ComplaintResponseLineItemNumber> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintResponseReference ComplaintResponseReferenceType = "OriginalDeliveryNumber">1063999</ComplaintResponseReference> <ComplaintResponseReason ComplaintResponseReasonType = "Logistical"/> <TransportInformation> <TransportModeCharacteristics TransportModeType = "Road"/> <TransportVehicleCharacteristics TransportVehicleType = "TruckTrailer"> <TransportVehicleIdentifier>GU-4426H</TransportVehicleIdentifier> </TransportVehicleCharacteristics> </TransportInformation> </ComplaintResponseLineItem> </pre>
Results	<p>The Supplier responds with a ComplaintResponse message after the complaint has been resolved. (Resolution occurs outside of the papiNet message)</p>

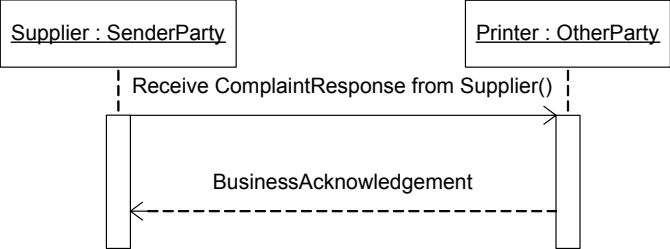
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Listing of Business Scenarios

	<pre></Quantity> <NetChargeAmount> <CurrencyValue CurrencyType = "USD">900</CurrencyValue> </NetChargeAmount> </Charge> </ComplaintResponseLineItemDetail> <ComplaintResponseLineNetChargeAmount> <CurrencyValue CurrencyType = "USD">900</CurrencyValue> </ComplaintResponseLineNetChargeAmount> </ComplaintResponseLineItem></pre>
Results	The Supplier responds with a ComplaintResponse message to the Broker after the complaint has been resolved. (Resolution occurs outside of the papiNet message)

Listing of Business Scenarios

Scenario G

Message	ComplaintResponse
Type	Claim - Logistic
Business Scenario	<p>A supplier rejects the claim (demurrage charges) and generates a ComplaintResponse.</p>  <pre> sequenceDiagram participant S as Supplier : SenderParty participant P as Printer : OtherParty S->>P: BusinessAcknowledgement </pre>
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Converter/Printer's system.
Initiator	Supplier
Receiver	Converter/Printer
Trigger	A previously received Complaint.
Step 1	<p>Supplier records a ComplaintResponse into their system then sends it to the Converter/Printer.</p> <ul style="list-style-type: none"> Supplier generates a ComplaintResponse for demurrage charges Supplier rejects the claim and won't pay the demurrage charges. The supplier attaches a document issued by the port authority that frees him from all blame. <ul style="list-style-type: none"> ComplaintResponseType = "Claim"
	<pre> <ComplaintResponseHeader ComplaintResponseHeaderStatusType = "Rejected"> <ComplaintResponseNumber>2323</ComplaintResponseNumber> <ComplaintResponseIssueDate> <Date> <Year>2002</Year> <Month>09</Month> <Day>12</Day> </Date> </ComplaintResponseIssueDate> <ComplaintInformation> <ComplaintNumber>12345-12</ComplaintNumber> <ComplaintIssueDate> <Date> <Year>2002</Year> <Month>09</Month> </Date> </ComplaintIssueDate> </ComplaintInformation> </ComplaintResponseHeader> </pre>

Listing of Business Scenarios

	<pre> <Day>10</Day> </Date> </ComplaintIssueDate> </ComplaintInformation> <RequestedAction>demurrage charges</RequestedAction> <CorrectiveAction>Claim rejected. See enclosed document </CorrectiveAction> <SenderParty PartyType = "Supplier"> <NameAddress> <Name1>Supplier K</Name1> </NameAddress> </SenderParty> <RespondToParty PartyType = "PrinterFacility"> <NameAddress> <Name1>Printer K</Name1> </NameAddress> </RespondToParty> <SupplierParty> <NameAddress> <Name1>Supplier K</Name1> </NameAddress> </SupplierParty> </ComplaintResponseHeader> <ComplaintResponseLineItem ComplaintResponseStatusType = "Rejected"> <ComplaintResponseLineItemNumber>1</ComplaintResponseLineItemNumber> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintResponseReference ComplaintResponseReferenceType = "BillOfLadingNumber">6764788</ComplaintResponseReference> <ComplaintResponseReason ComplaintResponseReasonType = "Logistical"> <ComplaintResponseReasonDescription>demurrage charges</ComplaintResponseReasonDescription> </ComplaintResponseReason> <RequestedAction>Credit</RequestedAction> <CorrectiveAction>Rejected. See attached Port Authority document.</CorrectiveAction> <ComplaintResponseLineNetChargeAmount> <CurrencyValue CurrencyType = "USD">75</CurrencyValue> </ComplaintResponseLineNetChargeAmount> <e-Attachment> <NumberOfAttachments>1</NumberOfAttachments> <URL>www.companyname.com/location-of-document.html</URL> </e-Attachment> </ComplaintResponseLineItem> </pre>
Results	Supplier responds with ComplaintResponse after complaint has

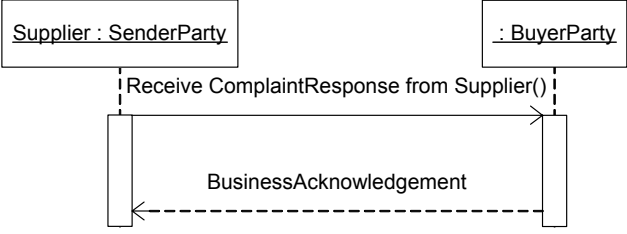
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Listing of Business Scenarios

	been resolved. Resolution occurs outside of the papiNet message.
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Listing of Business Scenarios

Scenario H

Message	Complaint
Type	Claim - Technical
Business Scenario	<p>A supplier generates a ComplaintResponse and accepts the total claim due to calendar cuts.</p>  <pre> sequenceDiagram participant S as Supplier : SenderParty participant B as : BuyerParty S->>B: Receive ComplaintResponse from Supplier() B-->S: BusinessAcknowledgement </pre>
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Buyer's system.
Initiator	Supplier
Receiver	Buyer
Trigger	None
Step 1	<p>Supplier records a ComplaintResponse into their system then sends it to the Buyer. All required elements and additional information are sent.</p> <ul style="list-style-type: none"> Supplier agrees and issues a credit note as corrective action.
	<pre> <ComplaintResponseLineItem ComplaintResponseLineStatusType="Accepted"> <ComplaintResponseLineItemNumber>1</ComplaintResponseLineItemNumber> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintResponseReason> <ComplaintResponseReasonDescription>Calendar cuts causing web breaks</ComplaintResponseReasonDescription> </ComplaintResponseReason> <CorrectiveAction>Credit Note for waste & downtime</CorrectiveAction> <ConsumptionProcess>HeatSetOffset</ConsumptionProcess> <ComplaintResponseLineItemDetail ItemType="ReelItem"> <ComplaintResponseReference ComplaintResponseReferenceType="MillOrderNumber"> 80633</ComplaintResponseReference> <ComplaintResponseLineItemDetailNumber> 1</ComplaintResponseLineItemDetailNumber> <ComplaintResponseReason> <ComplaintResponseReasonDescription>Calendar cuts causing web breaks, downtime & rejected reel</ComplaintResponseReasonDescription> </ComplaintResponseReason> <Identifier IdentifierCodeType="Supplier" </pre>

Listing of Business Scenarios

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IdentifierType="Primary">14662048</Identifier>
<Product>
  <ProductIdentifier Agency="Supplier"
    ProductIdentifierType="BrandName">Paper ABC</ProductIdentifier>
</Product>
<Charge ChargeType="RejectedReel">
  <Quantity QuantityType="GrossWeight"
    QuantityTypeContext="AgreedToClaimValue">
    <Value UOM="Kilogram">728</Value>
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  <ChargePerUnit>
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  </ChargePerUnit>
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  </NetChargeAmount>
</Charge>
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  <Quantity QuantityType="GrossWeight"
    QuantityTypeContext="AgreedToClaimValue">
    <Value UOM="Kilogram">116</Value>
  </Quantity>
  <ChargePerUnit>
    <CurrencyValue CurrencyType="GBP">500</CurrencyValue>
    <Value UOM="Ton">1</Value>
  </ChargePerUnit>
  <NetChargeAmount>
    <CurrencyValue CurrencyType="GBP">58</CurrencyValue>
  </NetChargeAmount>
  <AdditionalText>2000 cut-off</AdditionalText>
</Charge>
<Charge ChargeType="ProductionDowntime">
  <Quantity QuantityType="Time"
    QuantityTypeContext="AgreedToClaimValue">
    <Value UOM="Minute">60</Value>
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    <Value UOM="Hour">1</Value>
  </ChargePerUnit>
  <NetChargeAmount>
    <CurrencyValue CurrencyType="GBP">300</CurrencyValue>
  </NetChargeAmount>
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Listing of Business Scenarios

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<AdditionalText>Heidelberg 32pp</AdditionalText>
</Charge>
<PurchaseOrderInformation>
  <PurchaseOrderNumber>7587/7596</PurchaseOrderNumber>
</PurchaseOrderInformation>
  </ComplaintResponseLineItemDetail>
  <ComplaintResponseLineItemDetail ItemType="ReelItem">
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ComplaintResponseReferenceType="MillOrderNumber">
80633</ComplaintResponseReference>
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2</ComplaintResponseLineItemDetailNumber>
<ComplaintResponseReason>
<ComplaintResponseReasonDescription>Calendar cuts causing web breaks,
downtime & rejected reel</ComplaintResponseReasonDescription>
  </ComplaintResponseReason>
  <Identifier IdentifierCodeType="Supplier"
IdentifierType="Primary">14662047</Identifier>
<Product>
  <ProductIdentifier Agency="Supplier"
ProductIdentifierType="BrandName">Paper ABC</ProductIdentifier>
</Product>
<Charge ChargeType="RejectedReel">
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QuantityTypeContext="AgreedToClaimValue">
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  <ChargePerUnit>
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</Charge>
<Charge ChargeType="AgreedWasteToScrap">
  <Quantity QuantityType="GrossWeight"
QuantityTypeContext="AgreedToClaimValue">
    <Value UOM="Kilogram">116</Value>
  </Quantity>
  <ChargePerUnit>
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  <NetChargeAmount>
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Listing of Business Scenarios

	<pre> <CurrencyValue CurrencyType="GBP">58</CurrencyValue> </NetChargeAmount> <AdditionalText>2000 cut-off</AdditionalText> </Charge> <Charge ChargeType="ProductionDowntime"> <Quantity QuantityType="Time" QuantityTypeContext="AgreedToClaimValue"> <Value UOM="Minute">60</Value> </Quantity> <ChargePerUnit> <CurrencyValue CurrencyType="GBP">300</CurrencyValue> <Value UOM="Hour">1</Value> </ChargePerUnit> <NetChargeAmount> <CurrencyValue CurrencyType="GBP">300</CurrencyValue> </NetChargeAmount> <AdditionalText>Heidelberg 32pp</AdditionalText> </Charge> <PurchaseOrderInformation> <PurchaseOrderNumber>7587/7596</PurchaseOrderNumber> </PurchaseOrderInformation> </ComplaintResponseLineItemDetail> <ComplaintResponseLineNetChargeAmount> <CurrencyValue CurrencyType="GBP">1446.50</CurrencyValue> </ComplaintResponseLineNetChargeAmount> <NumberOfComplaintResponseLineItemDetail> 2</NumberOfComplaintResponseLineItemDetail> </ComplaintResponseLineItem> <ComplaintResponseSummary> <TotalNumberOfLineItems>1</TotalNumberOfLineItems> <TotalNetAmount> <CurrencyValue CurrencyType="GBP">1446.50</CurrencyValue> </TotalNetAmount> </ComplaintResponseSummary> </ComplaintResponse> </pre>
Results	<p>The Supplier has recognized the claim. He responds with a ComplaintResponse message whose corrective action is a credit note.</p>