



papiNet

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

Complaint Documentation

Papinet Standard - Version 2.10

April 2003

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Message Documentation

Complaint Message

An Overview of the Complaint Message

Typically, a Complaint is sent from the customer or end user to the supplier to communicate information regarding products or services. A response from the supplier is desired and corrective actions, if required.

This message must specify all the necessary details that will enable the supplier to trigger an internal process to verify whether the complaint reason corresponds to the supplier-assessed reason.

The result of this process will generate a separate Complaint Response message.

The Scope of the Complaint Message

The Complaint message must include:

- ComplaintType
- ComplaintNumber
- ComplaintIssueDate
- SenderParty
- RespondToParty
- SupplierParty
- ComplaintReason
 - ◇ Either specifies the Reel ID or the Product and ComplaintReference

The Complaint may include:

- DeliveryMessageDate
- BuyerParty
- ShipToParty/Converter/Printer
- EndUserParty
- RemitToParty
- Any OtherParty
- The claimed value (monetary and/or weight)
- ComplaintReasonType
- PurchaseOrderInformation
- Photos or any relevant document for investigation

This information may trigger the supplier's internal process to verify the reason of the problem, possible corrective actions to avoid its occurrence in the future and a determination that the complaint reason is correct or not. The same process will also evaluate whether the possible claimed value is acceptable.

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The message receiver might:

- Respond with either a ComplaintResponse or a ComplaintResponse and a CreditDebitNote
- Generate a Complaint to another party.

Complaint Types

There are two types of complaint:

- Claim
- Feedback

A "Claim" type is used when there is a customer reaction that includes a financial compensation.

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

Business Rules for Complaint

General Business Rules

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

Reference	Rule
C001	A Complaint must contain a reason at the line-item level.
C002	If the reason at the line-item detail level differs from the line, the reason at the line-item level overrides the line.
C003	A Complaint is always generated by the SenderParty. The PartyType attribute associated with the SenderParty identifies their relationship to the complaint.
C004	A Complaint must contain either: <ul style="list-style-type: none">• the Product information OR <ul style="list-style-type: none">• The ComplaintLineItemDetail (physical items)• ComplaintReferenceType (i.e. OriginalDeliveryNumber) that can optionally be supported by:<ul style="list-style-type: none">◇ the PurchaseOrderInformation and/or◇ the DeliveryMessageDate and/or◇ the DateTimeRange
C005	When sending the PurchaseOrderNumber, it is mandatory to include the BuyerParty.

General Complaint Structure Rules

Reference	Rule
C006	A Complaint can have multiple ComplaintLineNumber(s).
C007	A Complaint can have multiple ComplaintLineItemDetail(s).

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Reference	Rule
C008	A Complaint can contain the claimed monetary amount and/or quantity.
C009	A Complaint can contain one of the three different ComplaintReasonType at line or ItemType level.

Processing the Complaint

The Complaint Reason may be classified by the sender using the ComplaintReasonType into the following categories:

- Commercial
- Logistical
- Technical

A Complaint has two status field values.

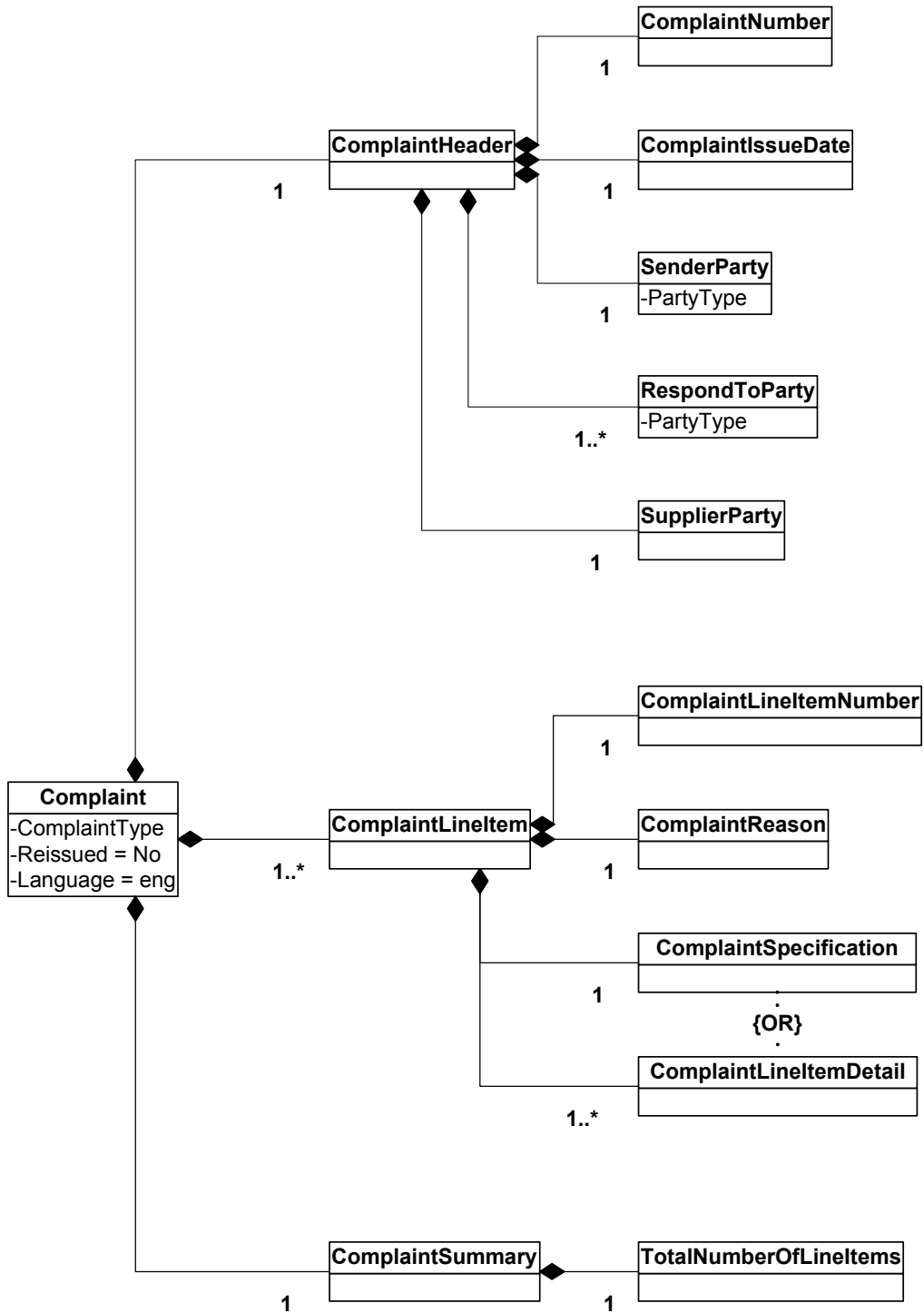
Level	Attribute	Value
Message	Reissued	No – Indicates that this is the first transmission of the message. Yes – is sent by the issuing party based upon a request from the originally intended receiver of the message. If the original Complaint is located after the issuing party sends a copy, the receiver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

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

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High-level UML Diagram of Complaint

This graphic displays the high-level elements that are required in the Complaint message.



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Overview of the Complaint DTD Structure

		Type	Required	Occurrence
Complaint		Root	Required	Single
@ComplaintType		Attribute	Required	Single
@Reissued		Attribute	Optional	Single
@Language		Attribute	Optional	Single
ComplaintHeader		Element	Required	Single
	ComplaintNumber	Element	Required	Single
	ComplaintIssueDate	Element	Required	Single
	ComplaintReference	Element	Optional	Multiple
	RequestedAction	Element	Optional	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
ComplaintLineItem		Element	Required	Multiple
OR	ComplaintLineNumber	Element	Required	Single
	ComplaintReason	Element	Required	Single
	RequestedAction	Element	Optional	Single
	ConsumptionProcess	Element	Optional	Single
	TransportInformation	Element	Optional	Single
	NumberOfComplaintLineItemDetail	Element	Optional	Single
	ComplaintSpecification	Element	Required	Single
	ComplaintLineItemDetail	Element	Required	Multiple
	Quantity	Element	Optional	Single
	InformationalQuantity	Element	Optional	Multiple
	ComplaintLineNetChargeAmount	Element	Optional	Single
	e-Attachment	Element	Optional	Multiple
	MailAttachment	Element	Optional	Multiple
	AdditionalText	Element	Optional	Multiple
	ComplaintSummary		Element	Required
	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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Overview of the Complaint choice elements

While there are many possible combinations associated with ComplaintSpecification and ComplaintLineItemDetail the following combinations will effectively communicate your requirements. Refer to Business Rules C004.

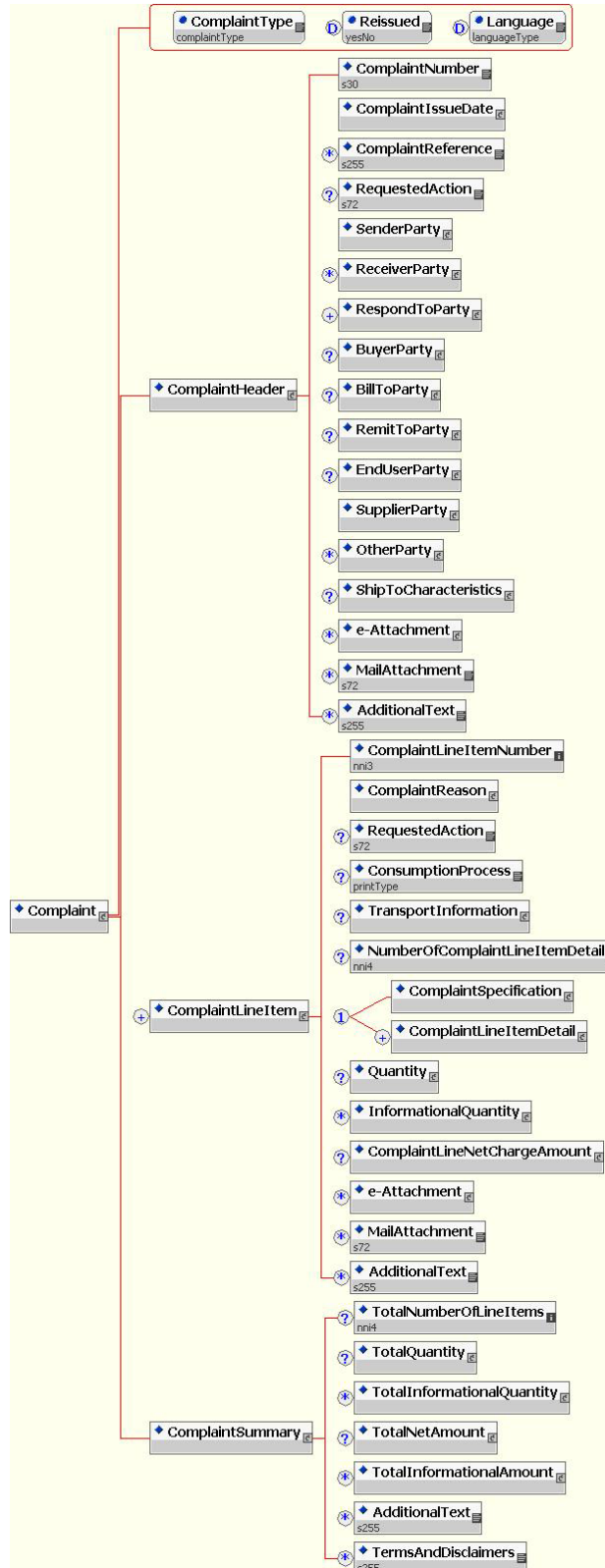
Product	Yes	ComplaintSpecification
LineItemDetail	No	

Product	Yes	ComplaintLineItemDetail
LineItemDetail	Yes	

Product	No	ComplaintLineItemDetail
LineItemDetail	Yes	

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Graphical Representation of Complaint



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Complaint – Structure and Processing Logic

This section provides a detailed graphical view of the Complaint Schema structure:

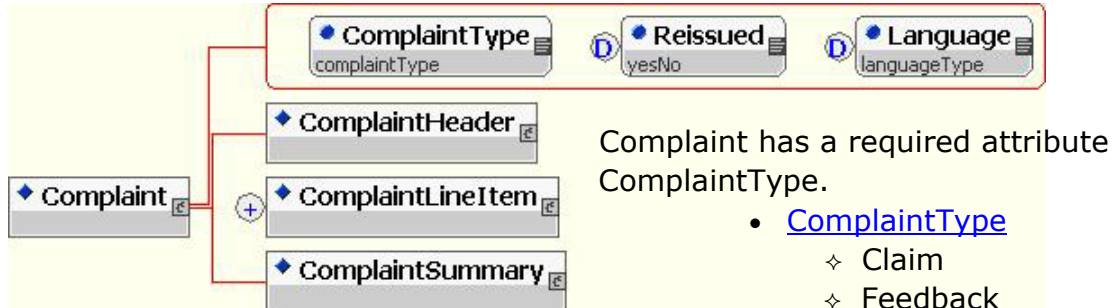
- the Complaint root element
- the ComplaintHeader
- the ComplaintLineItem
- the ComplaintSummary

Information about the subordinates to these Complaint elements can be found in the Glossary document and a review of the Data-types can be found in the Design document (available at www.papiNet.org). This section also contains a review of the processing logic that is special to the Complaint.

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

Complaint Root



Complaint 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

An attribute to communicate the Language

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

Elements

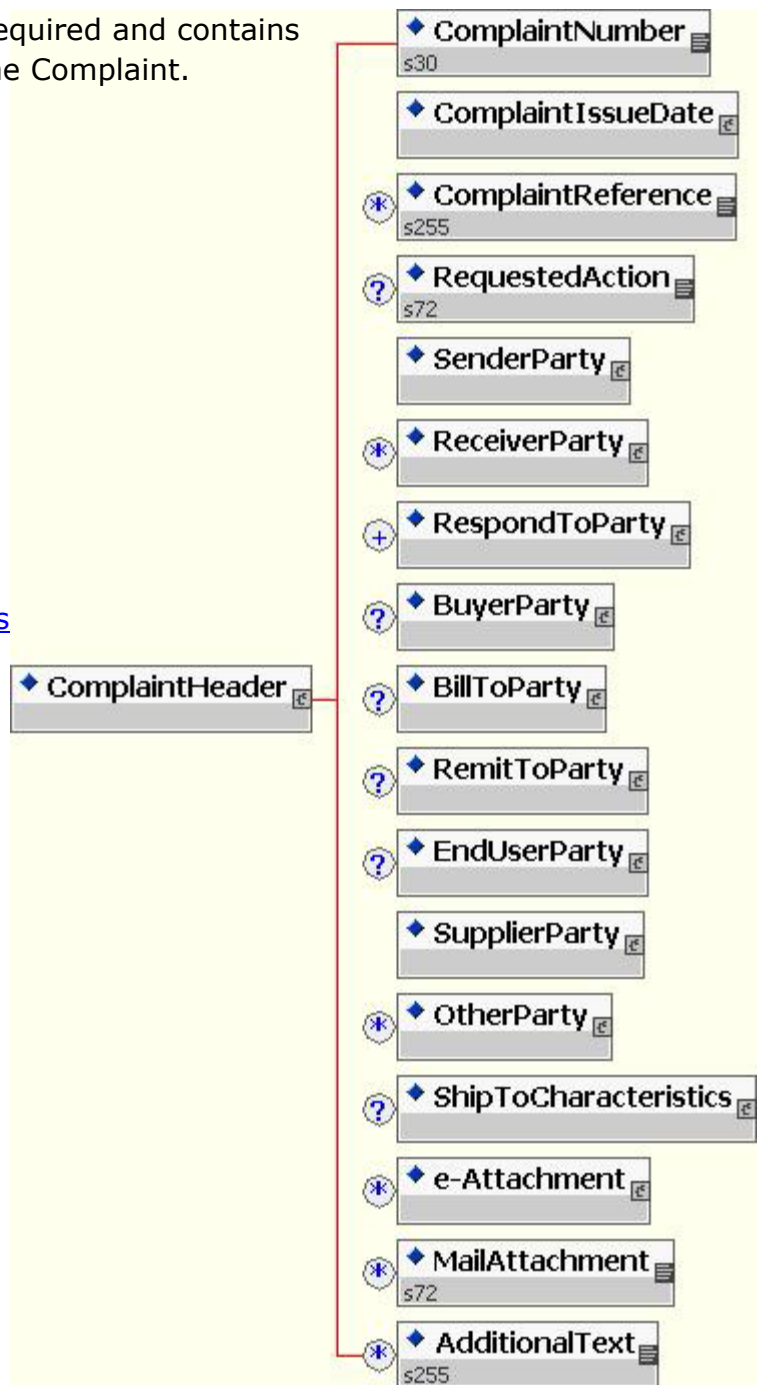
- [ComplaintHeader](#)
- [ComplaintLineItem](#)
- [ComplaintSummary](#)

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ComplaintHeader

The ComplaintHeader is required and contains information common to the Complaint.

- [ComplaintNumber](#)
- [ComplaintIssueDate](#)
- [ComplaintReference](#)
- [RequestedAction](#)
- [SenderParty](#)
- [ReceiverParty](#)
- [RespondToParty](#)
- [BuyerParty](#)
- [BillToParty](#)
- [RemitToParty](#)
- [EndUserParty](#)
- [SupplierParty](#)
- [OtherParty](#)
- [ShipToCharacteristics](#)
- [e-Attachment](#)
- [MailAttachment](#)
- [AdditionalText](#)



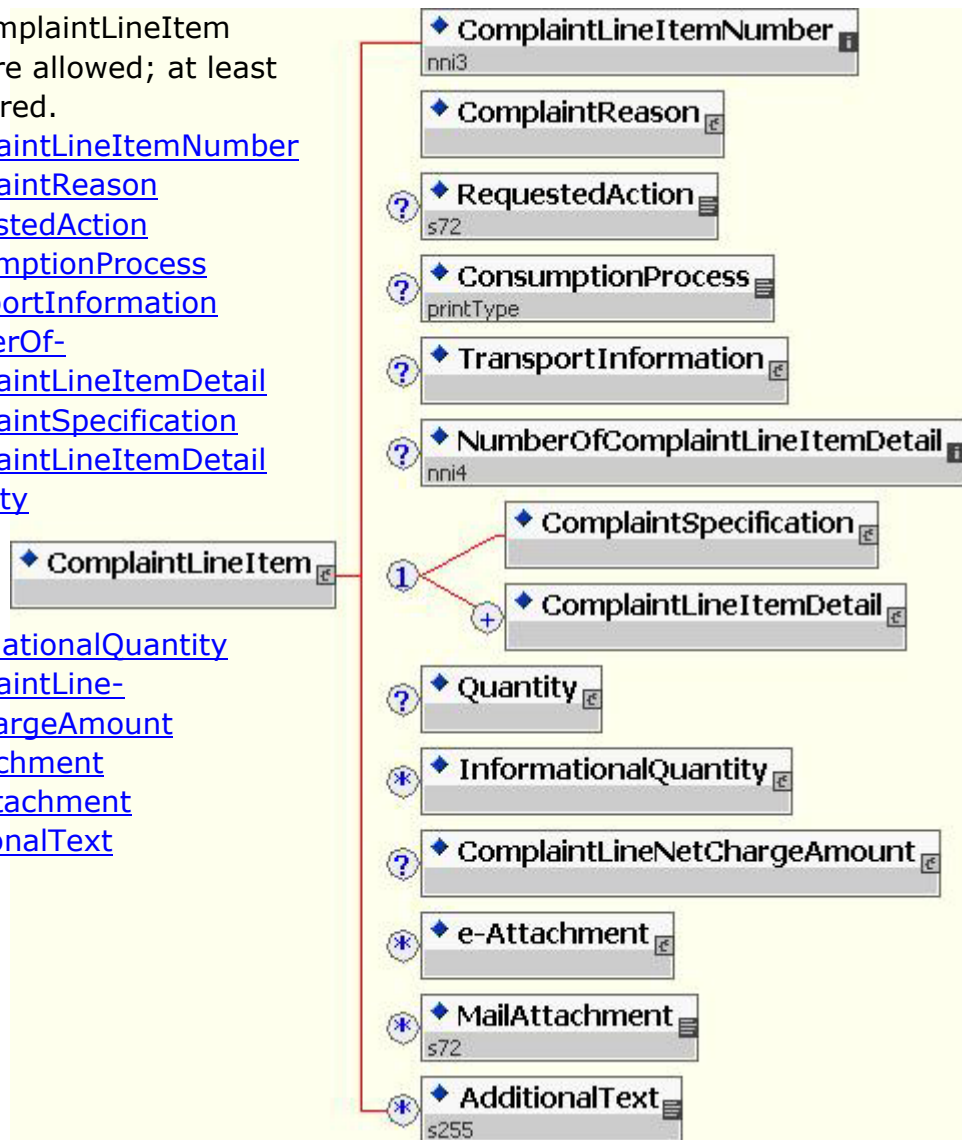
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ComplaintLineItem

Multiple ComplaintLineItem instances are allowed; at least one is required.

- [ComplaintLineNumber](#)
- [ComplaintReason](#)
- [RequestedAction](#)
- [ConsumptionProcess](#)
- [TransportInformation](#)
- [NumberOf-ComplaintLineItemDetail](#)
- [ComplaintSpecification](#)
- [ComplaintLineItemDetail](#)
- [Quantity](#)

- [InformationalQuantity](#)
- [ComplaintLine-NetChargeAmount](#)
- [e-Attachment](#)
- [MailAttachment](#)
- [AdditionalText](#)

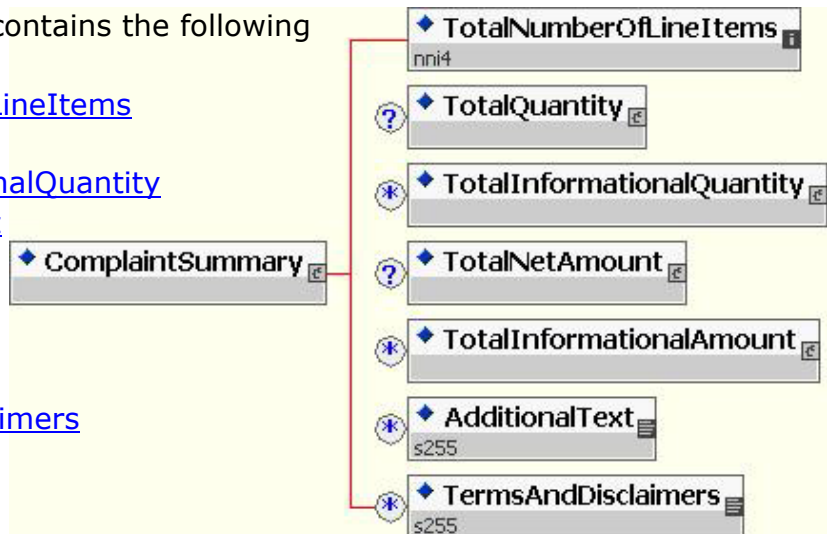


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ComplaintSummary

ComplaintSummary contains the following elements.

- [TotalNumberOfLineItems](#)
- [TotalQuantity](#)
- [TotalInformationalQuantity](#)
- [TotalNetAmount](#)
- [Total-
Informational-
Amount](#)
- [AdditionalText](#)
- [TermsAndDisclaimers](#)



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Common Definition Reference - 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.

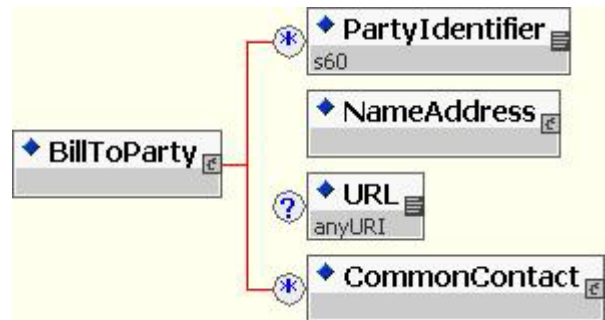


BillToParty

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](#)



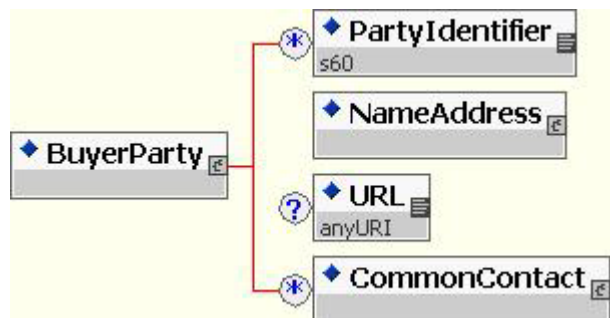
Refer to [Party](#) for additional information

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

ComplaintIssueDate

The date on which the Complaint was issued by the complainer. Contains:

- Date
- Time



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ComplaintLineItemDetail

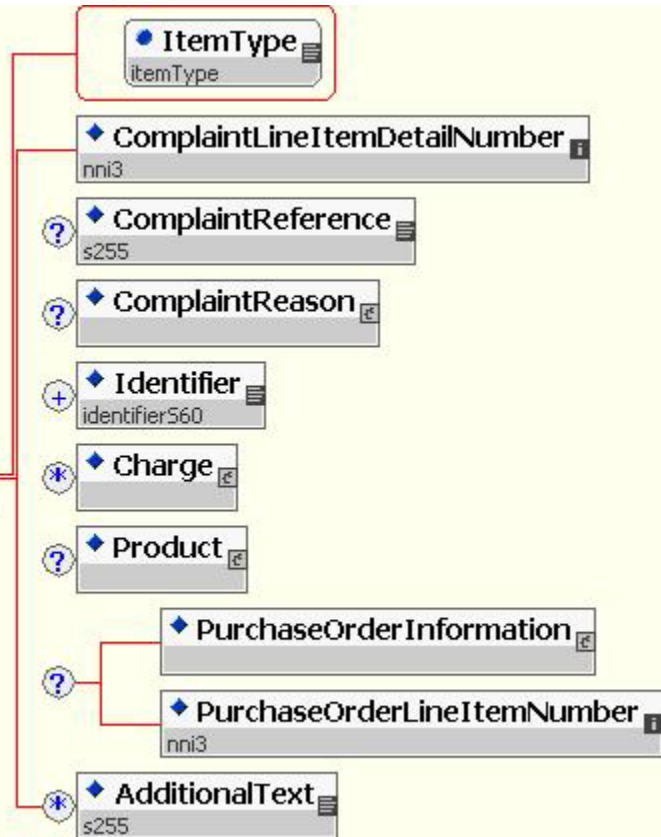
A group item containing information necessary to identify the type of article being complained (example: pallet, reel etc.)

Contains the following attribute:

- ItemType

Contains the following elements:

- ComplaintLineItemDetail
- ComplaintLineItemDetailNumber
- ComplaintReference
- Identifier
- Charge
- Product
- PurchaseOrderInformation
- PurchaseOrderLineItemNumber
- AdditionalText



ComplaintLineItemNumber

The number used to identify the Complaint line item



ComplaintLineNetChargeAmount

The total complained amount per line.



ComplaintNumber

A unique identification number of the Complaint, generated by the complainer.



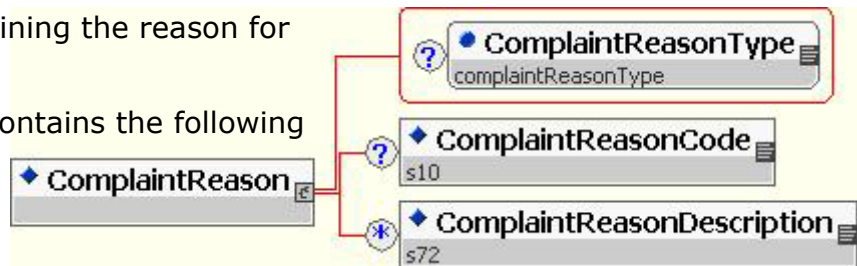
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ComplaintReason

A group item containing the reason for the Complaint,

ComplaintReason contains the following attribute:

- Complaint-ReasonType

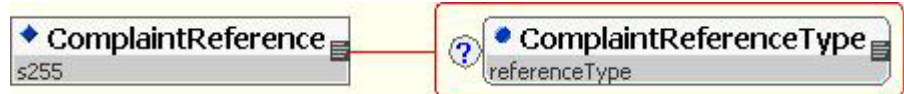


ComplaintReason contains the following elements:

- ComplaintReasonCode
- ComplaintReasonDescription

ComplaintReference

A group item detailing relevant



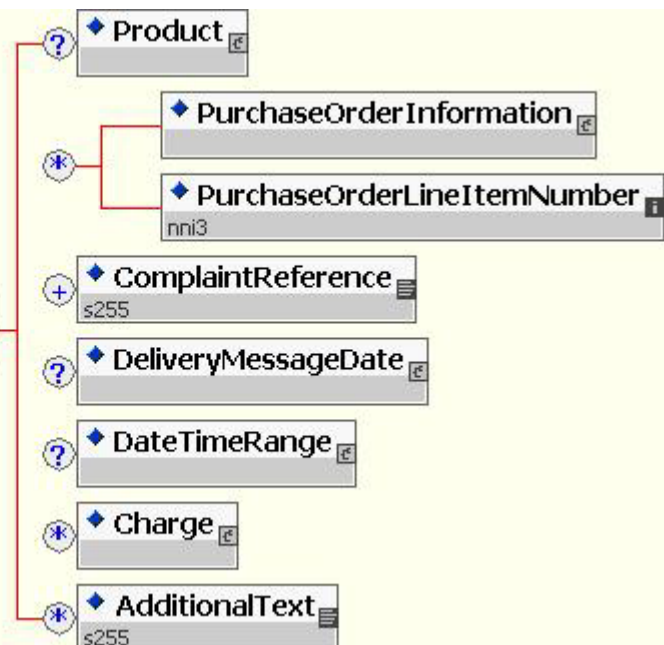
references pertaining to the Complaint. ComplaintReference contains the attribute ComplaintReferenceType.

ComplaintSpecification

A group item containing information necessary to identify the physical item

ComplaintSpecification contains the following elements:

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



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ConsumptionProcess

Describes during which process the problem occurred.

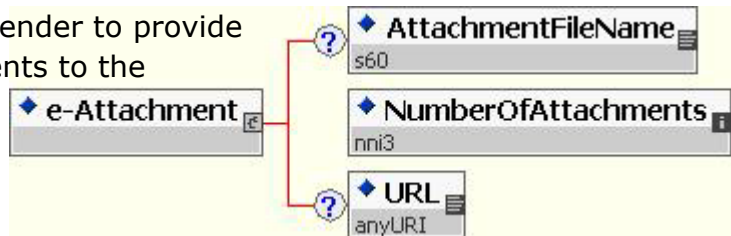


e-Attachment

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

e-Attachment contains the following elements

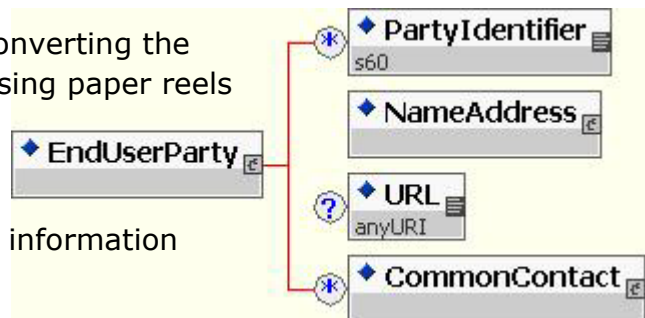
- AttachmentFileName
- NumberOfAttachments
- URL



EndUserParty

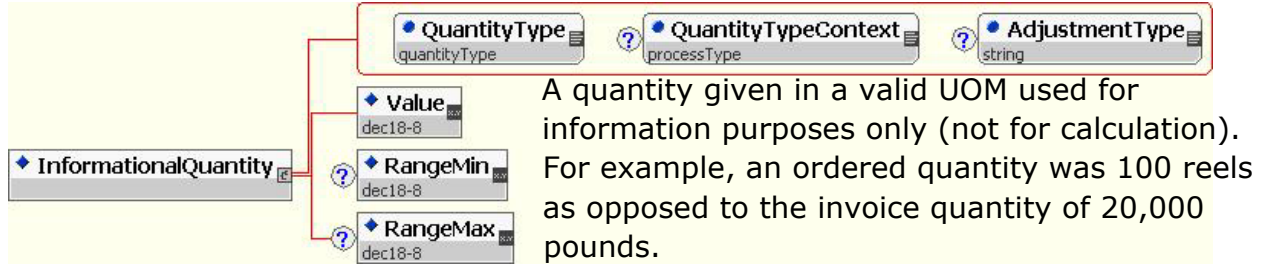
The party using, consuming, or converting the product. For example, a printer using paper reels for a print job for a publisher.

The final ShipTo destination for a product is normally to the end user's facilities. Refer to [Party](#) for information about the structure.



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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.



NumberOfComplaintLineItemDetail

The number of ComplaintLineItemDetail elements for a given ComplaintLineItem (Example: the number of reels in a ComplaintLineItem)

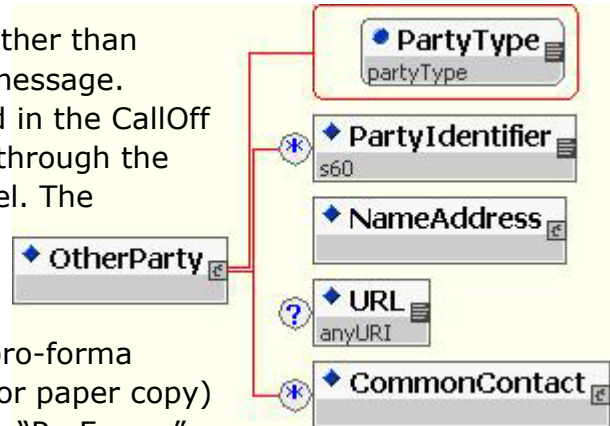


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OtherParty

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.

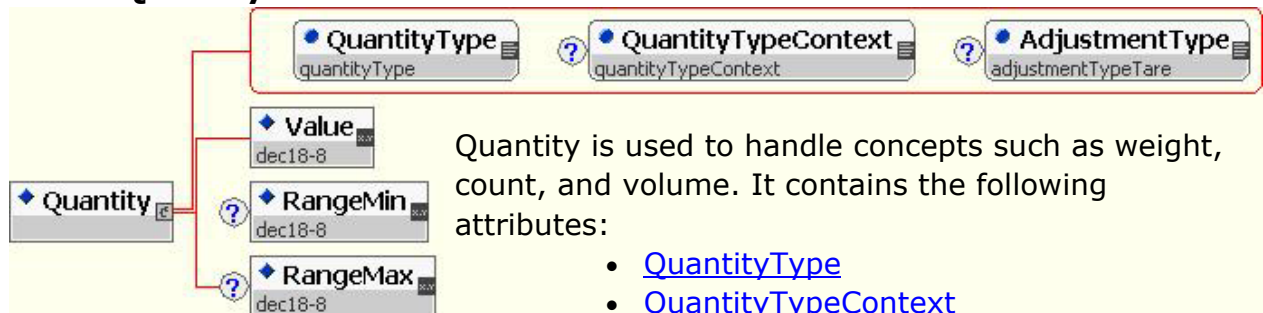


OtherParty contains the [PartyType](#) attribute.

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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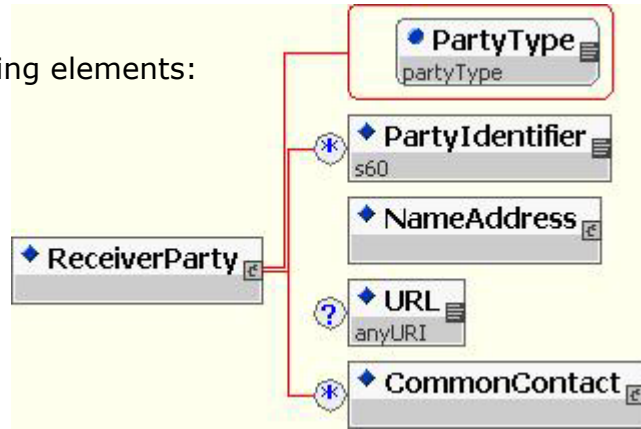
ReceiverParty

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.



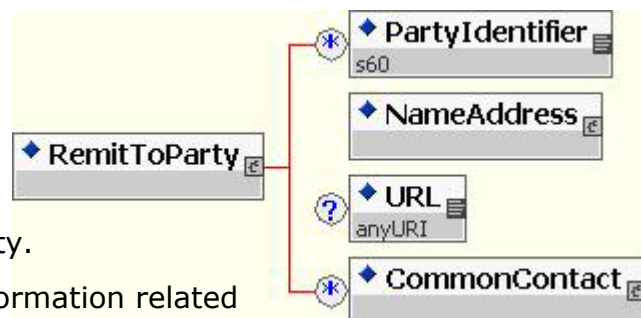
RemitToParty

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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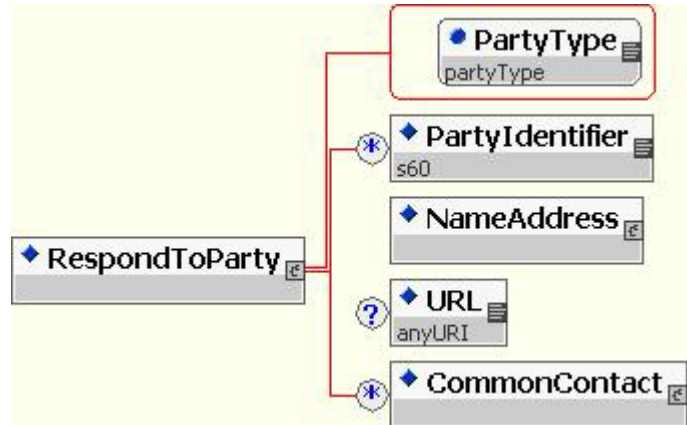
RespondToParty

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](#)



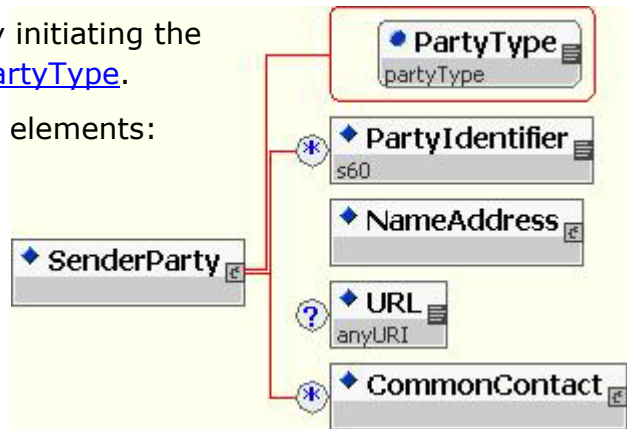
SenderParty

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

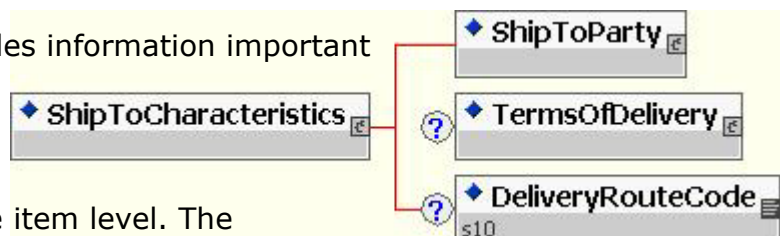
A group item that provides information important for the Ship-To Party.

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](#)



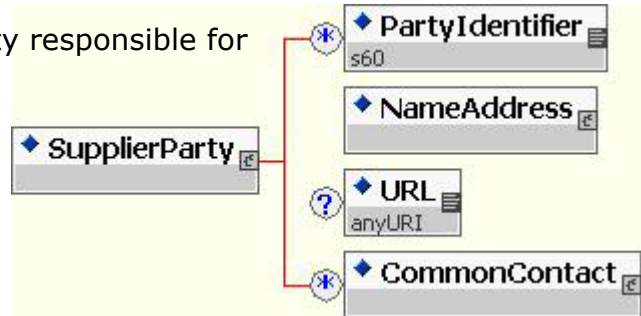
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SupplierParty

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.

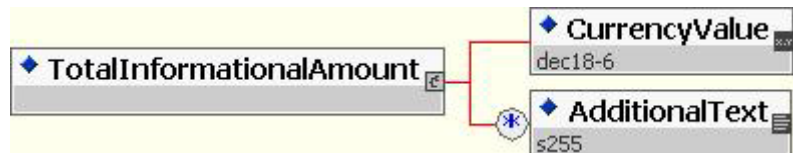


TotalInformationalAmount

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.

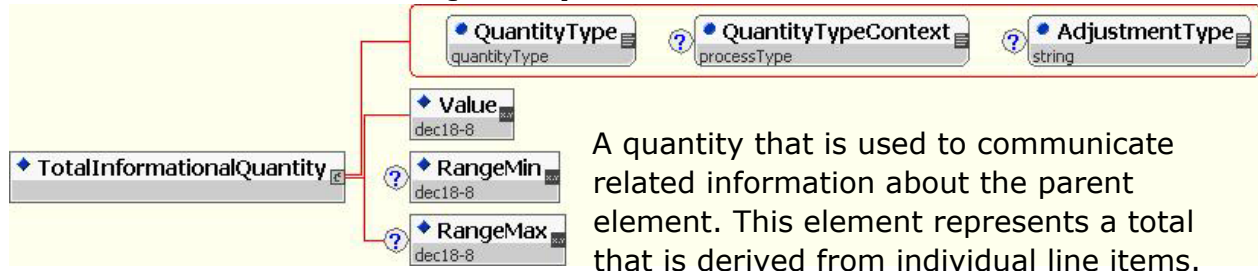
InformationalAmount contains the elements:

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



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TotalInformationalQuantity



TotalInformationalQuantity contains the following attributes:

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

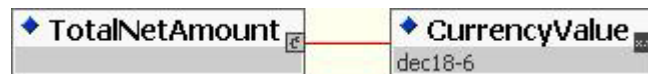
TotalInformationalQuantity contains the following elements:

- [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](#).



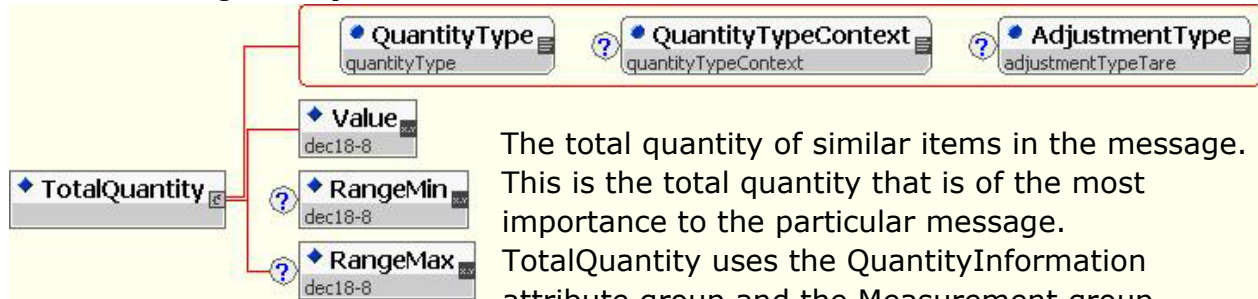
TotalNumberOfLineItems

The total number of individual line items in the message.



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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](#)

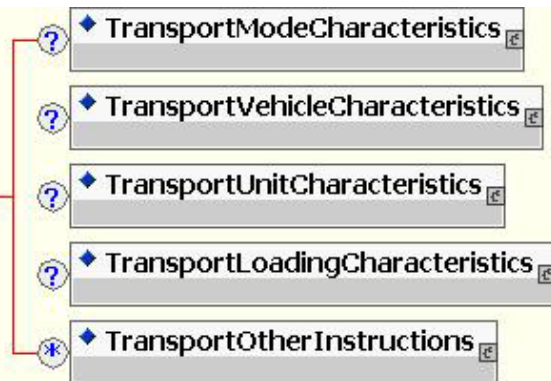
TransportInformation

TransportInformation groups together the various transport components.

- TransportModeCharacteristics



- TransportVehicleCharacteristics
- TransportUnitCharacteristics
- TransportLoadingCharacteristics
- TransportOtherInstructions



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Common Definition References – Attributes

ComplaintReasonType

Used in:

- ComplaintReason

Choices:

- **Commercial**
- **Logistical**
- **Technical**

ComplaintReferenceType

Used in:

- ComplaintReference

Choices:

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

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ComplaintType

Defines the type of Complaint issued by the complainer

Used in:

- Complaint

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.

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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 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.

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- **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.
- **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.

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- **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.
- **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.

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- **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.
- **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.

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- **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.
- **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.

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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.

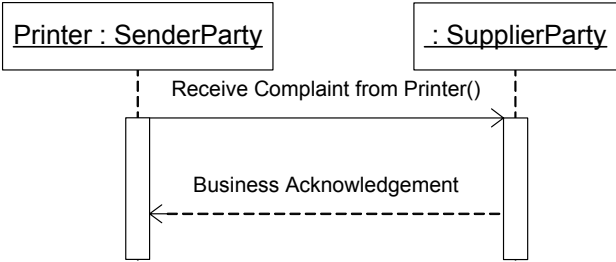
Listing of Business Scenarios

Listing of Business Scenarios

<u>Scenario A</u>	A converter/printer reports a paper break, to a supplier, that resulted in production downtime.
<u>Scenario B</u>	Buyer generates a Complaint for the wrong price listed on an invoice.
<u>Scenario C</u>	A converter/printer generates a complaint for poor performing product.
<u>Scenario D</u>	A converter/printer generates a complaint for wrong product received.
<u>Scenario E</u>	A converter/printer generates a feedback in order to inform his Supplier that a shipment arrived late for production.
<u>Scenario F</u>	Printer generates a complaint on behalf of the paper owner to request a credit for transit damage for 1 reel. The paper was purchased through a broker. Credit should be made to the broker.
<u>Scenario G</u>	A converter/printer generates a complaint for demurrage charges.
<u>Scenario H</u>	A converter/printer generates a complaint for an incorrect core type.
<u>Scenario I</u>	A converter/printer generates a complaint for calendar cuts that resulted in web breaks, production downtime and rejected reels.

Listing of Business Scenarios

Scenario A

Message	Complaint
Type	Claim - Technical
Business Scenario	<p>A converter/printer reports a paper break to a supplier.</p>  <pre> sequenceDiagram participant Printer as Printer : SenderParty participant Supplier as : SupplierParty Printer->>Supplier: Receive Complaint from Printer() Supplier-->>Printer: Business Acknowledgement </pre>
Outcome	A Complaint is generated by the Converter/Printer's system and received into the Supplier's system.
Initiator	Converter/Printer
Receiver	Supplier
Trigger	None
Step 1	<p>Converter/Printer records a Complaint into their system then sends it to the Supplier. At a minimum, all required elements and corresponding attributes are recorded.</p> <p>The converter/printer reports paper breaks that caused 2 machine stops for a total of 10 minutes of down time. Converter/printer is requesting a €150 credit.</p> <ul style="list-style-type: none"> ✧ PackageType - Reel ✧ Identifier - 1234567890YYZZ ✧ Identifier - 0987654321YYZZ ✧ Product - Paper ABC, 175 g/m², 250 cm ✧ Product - Paper DEF, 175 g/m², 250 cm ✧ OriginalDeliveryNumber - 105104 ✧ ComplaintLineNetChargeAmount - €150
	<pre> <ComplaintLineItem> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintReason ComplaintReasonType="Technical"> <ComplaintReasonDescription>Paper breaks that cause 2 machine stops</ComplaintReasonDescription> </ComplaintReason> <RequestedAction>credit</RequestedAction> <ComplaintLineItemDetail ItemType="ReelItem"> <ComplaintLineItemDetailNumber>1</ComplaintLineItemDetailNumber> </ComplaintLineItemDetail> </ComplaintLineItem> </pre>

Listing of Business Scenarios

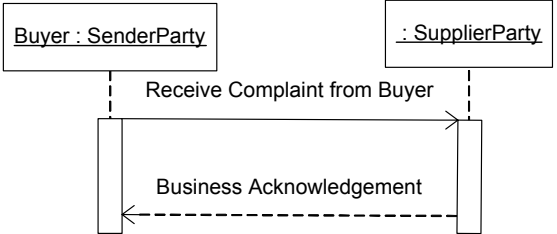
```
<Identifier IdentifierCodeType="Supplier"
IdentifierType="Primary">1234567890YYZZ</Identifier>
<Charge ChargeType="ProductionDowntime">
  <ChargePerUnit>
    <CurrencyValue CurrencyType="EUR">30</CurrencyValue>
    <Value UOM="Minute">1</Value>
  </ChargePerUnit>
  <NetChargeAmount>
    <CurrencyValue CurrencyType="EUR">300</CurrencyValue>
  </NetChargeAmount>
  <Quantity QuantityType="Time" QuantityTypeContext="ValueClaimed">
    <Value UOM="Minute">10</Value>
  </Quantity>
</Charge>
<Product>
  <ProductIdentifier Agency="Supplier"
ProductIdentifierType="BrandName">Paper ABC</ProductIdentifier>
  <Paper>
    <PaperCharacteristics>
      <BasisWeight>
        <DetailValue UOM="GramsPerSquareMeter">175</DetailValue>
      </BasisWeight>
    </PaperCharacteristics>
    <Reel>
      <ReelConversionCharacteristics>
        <ReelWidth>
          <Value UOM="Centimeter">250</Value>
        </ReelWidth>
      </ReelConversionCharacteristics>
    </Reel>
  </Paper>
</Product>
</ComplaintLineItemDetail>
<ComplaintLineItemDetail ItemType="ReelItem">
  <ComplaintLineItemDetailNumber>1</ComplaintLineItemDetailNumber>
  <Identifier IdentifierCodeType="Supplier"
IdentifierType="Primary">0987654321YYZZ</Identifier>
  <Charge ChargeType="ProductionDowntime">
    <ChargePerUnit>
      <CurrencyValue CurrencyType="EUR">30</CurrencyValue>
      <Value UOM="Minute">1</Value>
    </ChargePerUnit>
    <NetChargeAmount>
      <CurrencyValue CurrencyType="EUR">150</CurrencyValue>
```

Listing of Business Scenarios

	<pre> </NetChargeAmount> <Quantity QuantityType="Time" QuantityTypeContext="ValueClaimed"> <Value UOM="Minute">5</Value> </Quantity> </Charge> <Product> <ProductIdentifier Agency="Supplier" ProductIdentifierType="BrandName">Paper DEF</ProductIdentifier> <Paper> <PaperCharacteristics> <BasisWeight> <DetailValue UOM="GramsPerSquareMeter">175</DetailValue> </BasisWeight> </PaperCharacteristics> <Reel> <ReelConversionCharacteristics> <ReelWidth> <Value UOM="Centimeter">250</Value> </ReelWidth> </ReelConversionCharacteristics> </Reel> </Paper> </Product> </ComplaintLineItemDetail> <ComplaintLineNetChargeAmount> <CurrencyValue CurrencyType="EUR">450</CurrencyValue> </ComplaintLineNetChargeAmount> <NumberOfComplaintLineItemDetail>2</NumberOfComplaintLineItemDetail> </ComplaintLineItem> <ComplaintSummary> <TotalNumberOfLineItems>1</TotalNumberOfLineItems> <TotalNetAmount> <CurrencyValue CurrencyType="EUR">450</CurrencyValue> </TotalNetAmount> </ComplaintSummary> </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 B

Message	Complaint
Type	Claim - Commercial
Business Scenario	<p>Buyer generates a Complaint for the wrong price listed on an invoice.</p>  <pre> sequenceDiagram participant Buyer as Buyer : SenderParty participant Supplier as : SupplierParty Buyer->>Supplier: Receive Complaint from Buyer Supplier-->>Buyer: Business Acknowledgement </pre>
Outcome	A Complaint is generated by the Buyer's system and received into the Supplier's system.
Initiator	Converter/Printer
Receiver	Supplier
Trigger	None
Step 1	<p>Printer records a Complaint into their system then sends it to the Supplier. At a minimum, all required elements and corresponding attributes are recorded.</p> <p>Buyer claims a credit for the wrong amount invoiced.</p>
	<pre> <ComplaintLineItem> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintReason ComplaintReasonType="Commercial"> <ComplaintReasonDescription>Wrong amount invoiced</ComplaintReasonDescription> </ComplaintReason> <RequestedAction>Credit</RequestedAction> <ComplaintSpecification> <Product> <ProductIdentifier Agency="Supplier" ProductIdentifierType="BrandName">Paper ABC</ProductIdentifier> </Product> <ComplaintReference ComplaintReferenceType="OriginalInvoiceNumber">200269</ComplaintReference > <Charge ChargeType="Price Difference"> <Quantity QuantityType="GrossWeight" QuantityTypeContext="ValueClaimed"> <Value UOM="Ton">20</Value> </Quantity> <ChargePerUnit> </pre>

Listing of Business Scenarios

	<pre> <CurrencyValue CurrencyType="EUR">10</CurrencyValue> <Value UOM="Ton">1</Value> </ChargePerUnit> <NetChargeAmount> <CurrencyValue CurrencyType="EUR">200</CurrencyValue> </NetChargeAmount> </Charge> </ComplaintSpecification> <ComplaintLineNetChargeAmount> <CurrencyValue CurrencyType="EUR">200</CurrencyValue> </ComplaintLineNetChargeAmount> <NumberOfComplaintLineItemDetail>1</NumberOfComplaintLineItemDetail> </ComplaintLineItem> <ComplaintSummary> <TotalNumberOfLineItems>1</TotalNumberOfLineItems> <TotalNetAmount> <CurrencyValue CurrencyType="EUR">200</CurrencyValue> </TotalNetAmount> </ComplaintSummary> </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 C

Message	Complaint
Type	Claim - Technical
Business Scenario	<p>A converter/printer generates a complaint for poor performing product.</p> <pre> sequenceDiagram participant Printer as Printer : SenderParty participant Supplier as : SupplierParty Printer->>Supplier: Receive Complaint from Printer() Supplier-->>Printer: Business Acknowledgement </pre>
Outcome	A Complaint is generated by the Printer's system and received into the Supplier's system.
Initiator	Converter/Printer
Receiver	Supplier
Trigger	None
Step 1	<p>Printer records a Complaint into their system then sends it to the Supplier. At a minimum, all required elements and corresponding attributes are recorded.</p> <p>A converter/printer, who is the owner of the paper, reports a quality problem. The converter/printer is asking for reimbursement due to excessive delay time and product over consumption. There is a flat dollar amount requested in the header for each reel with a quality issue listed in the line level detail.</p> <ul style="list-style-type: none"> ✧ Total rolls run - 224 ✧ Total linear feet - 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> <ComplaintLineItem> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintReason ComplaintReasonType = "Technical"> <ComplaintReasonDescription>Excessive delay time and product over consumption</ComplaintReasonDescription> </ComplaintReason> </pre>

Listing of Business Scenarios

```
<RequestedAction>Reimbursement</RequestedAction>
<ComplaintSpecification>
  <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>
  <ComplaintReference ComplaintReferenceType =
    "PurchaseOrderNumber">2002556</ComplaintReference>
  <Charge ChargeType = "KnownProductionDowntime">
    <Quantity QuantityType = "Time" QuantityTypeContext="ValueClaimed">
      <Value UOM = "Hour">22.23</Value>
    </Quantity>
    <InformationalQuantity QuantityType = "Count">
      <Value UOM = "KnownBreaks">41</Value>
    </InformationalQuantity>
    <AdditionalText>Known breakage down time paper caused</AdditionalText>
  </Charge>
  <Charge ChargeType = "UnknownProductionDowntime">
    <Quantity QuantityType = "Count">
      <Value UOM = "UnknownBreaks">11</Value>
    </Quantity>
    <AdditionalText>Unknown breakage down time </AdditionalText>
  </Charge>
  <Charge ChargeType = "ProductionDowntime">
    <Quantity QuantityType = "Time" QuantityTypeContext="ValueClaimed">
      <Value UOM = "Hour">26.15</Value>
```

Listing of Business Scenarios

	<pre> </Quantity> <NetChargeAmount> <CurrencyValue CurrencyType = "USD">14382.50</CurrencyValue> </NetChargeAmount> </Charge> <Charge ChargeType = "WasteToScrap"> <NetChargeAmount> <CurrencyValue CurrencyType = "USD">778.78</CurrencyValue> </NetChargeAmount> </Charge> </ComplaintSpecification> <InformationalQuantity QuantityType = "Count"> <Value UOM = "Reel">224</Value> </InformationalQuantity> <InformationalQuantity QuantityType = "Length"> <Value UOM = "LinearFoot">6303471</Value> </InformationalQuantity> <ComplaintLineNetChargeAmount> <CurrencyValue CurrencyType = "USD">15161.28</CurrencyValue> </ComplaintLineNetChargeAmount> <NumberOfComplaintLineItemDetail>1</NumberOfComplaintLineItemDetail> </ComplaintLineItem> </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 D

Message	Complaint
Type	Claim - Technical
Business Scenario	<p>A converter/printer generates a complaint for wrong product received.</p> <div style="text-align: center; border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <pre> sequenceDiagram participant Printer as Printer : SenderParty participant Supplier as : SupplierParty Printer->>Supplier: Receive Complaint from Printer() Supplier-->>Printer: Business Acknowledgement </pre> </div>
Outcome	A Complaint is generated by the Converter/Printer's system and received into the Supplier's system.
Initiator	Converter/Printer
Receiver	Supplier
Trigger	None
Step 1	<p>Converter/Printer records a Complaint into their system then sends it to the Supplier. At a minimum, all required elements and corresponding attributes are recorded.</p> <ul style="list-style-type: none"> A converter/printer generates a Complaint for 20 reels of product that are the incorrect grammage. The converter/printer is requesting replacement product. Additionally, the converter/printer disposes of the paper by selling the reels to a broker. The converter/printer requests a flat dollar amount for the administrative charges associated with reselling the reel.
	<pre> <ComplaintLineItem> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintReason ComplaintReasonType = "Technical"> <ComplaintReasonDescription>incorrect grammage, delivers 60g instead of 65g</ComplaintReasonDescription> </ComplaintReason> <RequestedAction>replacement product</RequestedAction> <ComplaintSpecification> <Product> <ProductIdentifier Agency = "Supplier" ProductIdentifierType = "BrandName">Paper ABC</ProductIdentifier> <Paper> <PaperCharacteristics> <BasisWeight> </pre>

Listing of Business Scenarios

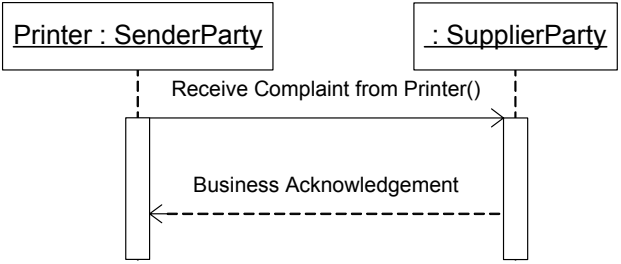
```
<DetailValue UOM = "GramsPerSquareMeter">65</DetailValue>
</BasisWeight>
</PaperCharacteristics>
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</Product>
<ComplaintReference ComplaintReferenceType =
"PurchaseOrderNumber">1063544-3</ComplaintReference>
<Charge ChargeType = "WasteToSell">
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<CurrencyValue CurrencyType = "USD">300</CurrencyValue>
<Value UOM="Ton">1</Value>
</ChargePerUnit>
<NetChargeAmount>
<CurrencyValue CurrencyType="USD">5400</CurrencyValue>
</NetChargeAmount>
<Quantity QuantityType="GrossWeight">
<Value UOM="Reel">18</Value>
</Quantity>
</Charge>
<Charge ChargeType="AdministrativeCosts">
<InformationalQuantity QuantityType="Count" QuantityTypeContext-
"Delivered">
<Value UOM="Reel">20</Value>
</InformationalQuantity>
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</NetChargeAmount>
</Charge>
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<Value UOM="Ton">18</Value>
</Quantity>
<ChargePerUnit>
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</ChargePerUnit>
</Charge>
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</ComplaintLineNetChargeAmount>
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Listing of Business Scenarios

	</ComplaintLineItem>
Results	The Supplier responds with a ComplaintResponse message after the complaint has been resolved. (Resolution occurs outside of the papiNet message)

Listing of Business Scenarios

Scenario E

Message	Complaint
Type	Feedback - Logistic
Business Scenario	<p>Shipment arrives late for production.</p>  <pre> sequenceDiagram participant Printer as Printer : SenderParty participant Supplier as : SupplierParty Printer->>Supplier: Receive Complaint from Printer() Supplier-->>Printer: Business Acknowledgement </pre>
Outcome	A Complaint Feedback is generated by the Converter/Printer's system and received into the Supplier's system.
Initiator	Converter/Printer
Receiver	Supplier
Trigger	None
Step 1	<p>Converter/Printer records a Feedback into their system then sends it to the Supplier. At a minimum, all required elements and corresponding attributes are recorded.</p> <ul style="list-style-type: none"> • A converter/printer generates a Complaint Feedback due to a shipment arriving late. <ul style="list-style-type: none"> ✧ Order number ✧ Truck Details ✧ Transport Details ✧ Delivery details
	<pre> <ComplaintLineItem> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintReason ComplaintReasonType="Logistical"> <ComplaintReasonDescription>shipment arriving late 3 hours</ComplaintReasonDescription> </ComplaintReason> <RequestedAction>none</RequestedAction> <TransportInformation> <TransportModeCharacteristics TransportModeType="Road" /> <TransportVehicleCharacteristics TransportVehicleType="TruckTrailer"> <TransportVehicleIdentifier>GU4426H</TransportVehicleIdentifier> </TransportVehicleCharacteristics> </TransportInformation> <ComplaintSpecification> <ComplaintReference ComplaintReferenceType="OriginalDeliveryNumber">1063999</ComplaintReferen </pre>

Listing of Business Scenarios

	<pre>ce> </ComplaintSpecification> </ComplaintLineItem></pre>
Results	The Supplier responds with a ComplaintResponse message

Listing of Business Scenarios

Scenario F

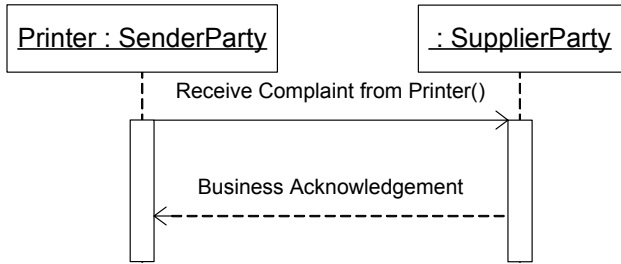
Message	Complaint
Type	Claim - Logistic
Business Scenario	<p>Printer generates a complaint on behalf of the paper owner to request a credit for transit damage for 1 reel. Credit should be made to the buyer.</p> <pre> sequenceDiagram participant Printer as Printer : SenderParty participant Supplier as : SupplierParty participant Buyer as : BuyerParty Printer->>Supplier: Receive Complaint from Printer() Supplier-->>Printer: BusinessAcknowledgement Printer->>Buyer: Receive copy of Complaint from Printer() Buyer-->>Printer: BusinessAcknowledgement </pre>
Outcome	A Complaint is generated by the Printer's system. A copy is sent to the Buyer's System. The message is received into the Supplier's system.
Initiator	Converter/Printer
Receiver	Supplier/Buyer
Trigger	None
Step 1	<p>Printer records a Complaint into their system then sends it to the Supplier. At a minimum, all required elements and corresponding attributes are recorded.</p> <ul style="list-style-type: none"> Printer generates a complaint on behalf of the paper owner to request a credit for transit damage for 1 reel.
	<pre> <ComplaintLineItem> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintReason ComplaintReasonType = "Logistical"> <ComplaintReasonDescription>Water transport damage </ComplaintReasonDescription> </ComplaintReason> <RequestedAction>credit</RequestedAction> <ComplaintLineItemDetail ItemType = "ReelItem"> <ComplaintLineItemDetailNumber>1</ComplaintLineItemDetailNumber> <Identifier IdentifierCodeType = "Supplier" IdentifierType = "Primary">932J090</Identifier> <Charge ChargeType = "WasteToScrap" ChargeContext="Logistical"> <Quantity QuantityType = "GrossWeight" QuantityTypeContext="ValueClaimed"> <Value UOM = "Kilogram">1300</Value> </Quantity> </Charge> </ComplaintLineItemDetail> </ComplaintLineItem> </pre>

Listing of Business Scenarios

	<pre></Quantity> </Charge> </ComplaintLineItemDetail> <NumberOfComplaintLineItemDetail>1</ NumberOfComplaintLineItemDetail> <CurrencyValue CurrencyType = "USD">900</CurrencyValue> </ComplaintLineNetChargeAmount> <NumberOfComplaintLineItemDetail>1</NumberOfComplaintLineItemDetail> </ComplaintLineItem></pre>
Results	The Supplier responds with a ComplaintResponse message to both the Buyer and Printer after the complaint has been resolved. (Resolution occurs outside of the papiNet message)

Listing of Business Scenarios

Scenario G

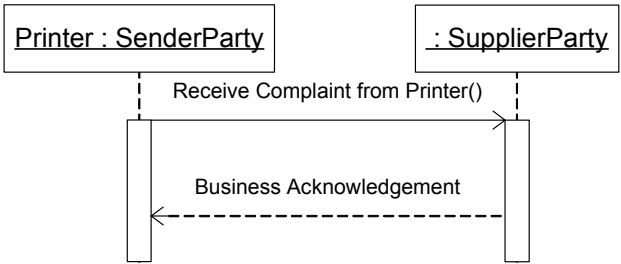
Message	Complaint
Type	Claim - Logistic
Business Scenario	<p>A converter/printer generates a complaint for demurrage charges.</p>  <pre> sequenceDiagram participant Printer as Printer : SenderParty participant Supplier as : SupplierParty Printer->>Supplier: Receive Complaint from Printer() Supplier-->>Printer: Business Acknowledgement </pre>
Outcome	A Complaint is generated by the Printer's system and received into the Supplier's system.
Initiator	Converter/Printer
Receiver	Supplier
Trigger	None
Step 1	<p>Printer records a Complaint into their system then sends it to the Supplier. At a minimum, all required elements and corresponding attributes are recorded.</p> <ul style="list-style-type: none"> A converter/printer generates a Complaint for demurrage charges associated with a shipment. The converter/printer must pay the demurrage and is claiming retribution from the supplier. The converter/printer includes the invoice issued by the port authority as an attachment.
	<pre> <ComplaintLineItem> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintReason ComplaintReasonType = "Logistical"> <ComplaintReasonDescription>Demurrage charges</ComplaintReasonDescription> </ComplaintReason> <RequestedAction>Credit</RequestedAction> <ComplaintSpecification> <ComplaintReference ComplaintReferenceType = "BillOfLadingNumber">6764788</ComplaintReference> <Charge ChargeType = "AdministrativeCosts" ChargeContext="Storage"> <Quantity QuantityType="Count" QuantityTypeContext="ValueClaimed"> <Value UOM="Day">2</Value> </Quantity> <ChargePerUnit> <CurrencyValue CurrencyType = "USD">75</CurrencyValue> </ChargePerUnit> </Charge> </ComplaintSpecification> </ComplaintLineItem> </pre>

Listing of Business Scenarios

	<pre> <Value UOM = "Day">1</Value> <NetChargeAmount> <CurrencyValue CurrencyType="USD">150</CurrencyValue> </NetChargeAmount> </ChargePerUnit> </Charge> </ComplaintSpecification> <ComplaintLineNetChargeAmount> <CurrencyValue CurrencyType="">150</CurrencyValue> </ComplaintLineNetChargeAmount> <e-Attachment> <NumberOfAttachments>1</NumberOfAttachments> <URL>www.customerinternetaddress.com</URL> </e-Attachment> </ComplaintLineItem> </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 H

Message	Complaint
Type	Claim Technical
Business Scenario	<p>A converter/printer generates a complaint for calendar cuts that resulted in web breaks, production downtime and rejected reels.</p>  <pre> sequenceDiagram participant Printer as Printer : SenderParty participant Supplier as : SupplierParty Printer->>Supplier: Receive Complaint from Printer() Supplier-->>Printer: Business Acknowledgement </pre>
Outcome	A Complaint is generated by the Converter/Printer's system and received into the Supplier's system.
Initiator	Converter/Printer
Receiver	Supplier
Trigger	None
Step 1	<p>Converter/Printer records a Complaint into their system then sends it to the Supplier. At a minimum, all required elements and corresponding attributes are recorded.</p> <ul style="list-style-type: none"> A converter/printer generates a complaint for calendar cuts that resulted in web breaks, production downtime and rejected reels. The converter/printer sends a sample as a mail attachment.
	<pre> <ComplaintLineItem> <ComplaintLineItemNumber>1</ComplaintLineItemNumber> <ComplaintReason> <ComplaintReasonDescription>Calendar cuts causing web breaks</ComplaintReasonDescription> </ComplaintReason> <RequestedAction>Credit Note for waste & downtime</RequestedAction> <ConsumptionProcess>HeatSetOffset</ConsumptionProcess> <ComplaintLineItemDetail ItemType="ReelItem"> <ComplaintLineItemDetailNumber>1</ComplaintLineItemDetailNumber> <ComplaintReason> <ComplaintReasonDescription>Calendar cuts causing web breaks, downtime & rejected reel</ComplaintReasonDescription> </ComplaintReason> <Identifier IdentifierCodeType="Supplier" IdentifierType="Primary">14662048</Identifier> <Charge ChargeType="RejectedReel"> </pre>

Listing of Business Scenarios

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QuantityTypeContext="ValueClaimed">
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QuantityTypeContext="ValueClaimed">
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Listing of Business Scenarios

	<pre><ComplaintLineItemDetailNumber>2</ComplaintLineItemDetailNumber> <ComplaintReason> <ComplaintReasonDescription>Calendar cuts causing web breaks, downtime & rejected reel</ComplaintReasonDescription> </ComplaintReason> <Identifier IdentifierCodeType="Supplier" IdentifierType="Primary">14662047</Identifier> <Charge ChargeType="RejectedReel"> <Quantity QuantityType="GrossWeight" QuantityTypeContext="ValueClaimed"> <Value UOM="Kilogram">733</Value> </Quantity> <ChargePerUnit> <CurrencyValue CurrencyType="GBP">500</CurrencyValue> <Value UOM="Ton">1</Value> </ChargePerUnit> <NetChargeAmount> <CurrencyValue CurrencyType="GBP">366.50</CurrencyValue> </NetChargeAmount> </Charge> <Charge ChargeType="WasteToScrap"> <Quantity QuantityType="GrossWeight" QuantityTypeContext="ValueClaimed"> <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="ValueClaimed"> <Value UOM="Minute">60</Value> </Quantity> <ChargePerUnit> <CurrencyValue CurrencyType="GBP">300</CurrencyValue> <Value UOM="Hour">1</Value> </ChargePerUnit> <NetChargeAmount> <CurrencyValue CurrencyType="GBP">300</CurrencyValue></pre>
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Listing of Business Scenarios

	<pre> </NetChargeAmount> <AdditionalText>Heidelberg 32pp</AdditionalText> </Charge> <PurchaseOrderInformation> <PurchaseOrderNumber>75877596</PurchaseOrderNumber> </PurchaseOrderInformation> </ComplaintLineItemDetail> <ComplaintLineNetChargeAmount> <CurrencyValue CurrencyType="GBP">1446.50</CurrencyValue> </ComplaintLineNetChargeAmount> <NumberOfComplaintLineItemDetail>2</NumberOfComplaintLineItemDetail> <MailAttachment MailAttachmentType="Sample" /> </ComplaintLineItem> <ComplaintSummary> <TotalNumberOfLineItems>1</TotalNumberOfLineItems> <TotalNetAmount> <CurrencyValue CurrencyType="GBP">1446.50</CurrencyValue> </TotalNetAmount> </ComplaintSummary> </Complaint> </pre>
Results	<p>The Supplier responds with a ComplaintResponse message after the complaint has been resolved. (Resolution occurs outside of the papiNet message)</p>