



**papiNet**

**Complaint**

**papiNet Standard - Version 2.31**

**Documentation**

**Global Standard for the Paper and Forest  
Products Supply Chain**

**Build V2R31\_20101115**

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# **Complaint**

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### Complaint Documentaton

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#### 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.

The message receiver might:

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

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### ComplaintType [attribute]

Indicates if the message represents a Complaint by the sender or Feedback from the sender.

*This item is restricted to the following list.*



#### Claim

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

#### Feedback

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

### Business Rules for Complaint

The following tables list the business rules that apply to a Complaint e-business document.

#### General Business Rules

| Identifier | Business Rule   |
|------------|---|
| Cplt_001   | A Complaint must contain a reason at the line-item level.   |
| Cplt_002   | If the reason at the line-item detail level differs from the line, the reason at the line-item level overrides the line.  |
| Cplt_003   | A Complaint is always generated by the SenderParty. The PartyType attribute associated with the SenderParty identifies their relationship to the complaint.   |
| Cplt_004   | A Complaint must contain either:<br>Product information<br>OR<br>The ComplaintLineItemDetail (physical items)<br>ComplaintReferenceType (i.e. OriginalDeliveryNumber) that can optionally be supported by: <ul style="list-style-type: none"><li>the PurchaseOrderInformation and/or</li><li>the DeliveryMessageDate and/or</li><li>the DateTimeRange</li></ul> |
| Cplt_005   | When sending the PurchaseOrderNumber, it is mandatory to include the BuyerParty.  |
| Identifier | Business Rule   |

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|                 |   |
|-----------------|---|
| <b>Cplt_006</b> | A Complaint can have multiple ComplaintLineItemNumber(s).   |
| <b>Cplt_007</b> | A Complaint can have multiple ComplaintLineItemDetail(s).   |
| <b>Cplt_008</b> | A Complaint can contain the claimed monetary amount and/or quantity.                              |
| <b>Cplt_009</b> | 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 a status attribute with two values:

- No

Indicates that this is the first transmission of the message.

- Yes

Sent by the issuing party based upon a request from the originally intended receiver of the message.

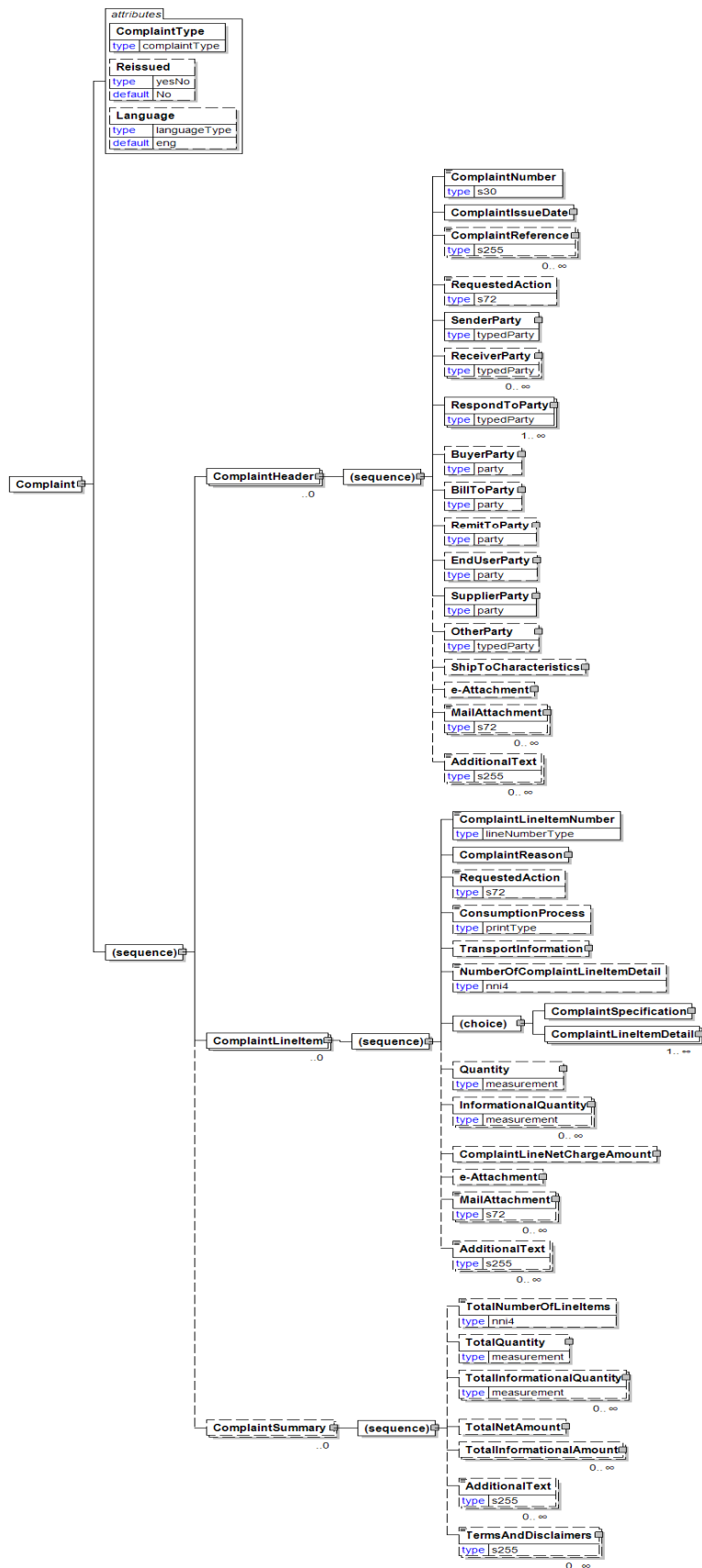
If the original Complaint is located after the issuing party sends a copy, the receiver can decide whether to process the original or the copy message. In addition it indicates that the Complaint was sent previously.

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

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### Complaint Structure



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### Understanding the Diagrams and Content

This section provides a graphical view of the schema structures, a discussion of the item's children. You can find additional information about papiNet and the standard at [www.papiNet.org](http://www.papiNet.org).

The graphics contain content model indicators, cardinality indicators, and data type information.

Associated with each graphic are the definitions for the parent item and any associated child items. All attributes are listed first, followed by the elements.

The following information should help you interpret and understand this standard. Please note the following:

- Content Model and Cardinality operate together to determine if the element or attribute are required in the instance document.
- The same attribute can never appear multiple times in the same element so, you will never see a multiple cardinality indicator.

#### Content model indicators:

There are three possible types of content: "sequence", "choice", and "all". The papiNet standard currently does not use the "all" construct.

- (sequence)

The sequence of the items to the right of the graphic (or below the text) is required.

- (choice)

A choice of the items to the right of the graphic (or below the text) is permitted.

- (all)

All the items to the right of the graphic are required.

#### Cardinality indicators:

- Dotted line around element or attribute.

A single instance of the item can optionally exist.

- Dotted line around item with range indicated below.

Multiple instances of the item can optionally exist.

- Solid line around item.

A single instance of the item must exist.

- Solid line around item with range indicated below

At least one instance must exist; multiple instances can optionally exist.

#### Datatype indication:

When a data type is assigned to an element (either a simple type or complex type) the name of the data type is presented beneath the item name in the graphic.

- In some cases additional information about the data type is presented (the default value).

Elements can either have content that is textual/numeric in nature or content that is made up of additional elements and/or attributes.

- When the content is textual/numeric in nature "three straight horizontal lines" will appear in the upper left-hand corner of the graphic. Pay



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attention to these elements because they are where you will be entering your information.

- When the content is made up of additional elements and/or attributes a “gray-box” will appear on the right-hand side of the graphic.
- If the graphic shows both the horizontal lines and the gray-box then, in the papiNet standard, the content below the element are attributes.

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**Complaint Root Element**

# Complaint

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### Complaint

The root element of the Complaint message.

#### Language [attribute]

*Language is optional. A single instance might exist.*

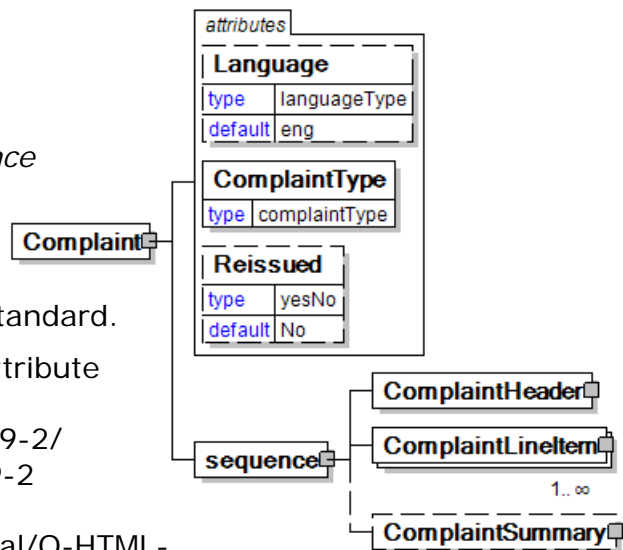
XML has embraced 2 and 3 digit language codes through the application of an addendum to the standard.

Information on the content of this attribute is available at

<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.



#### ComplaintType [attribute]

*ComplaintType is mandatory. A single instance is required.*

Indicates if the message represents a Complaint by the sender or Feedback from the sender.

*This item is restricted to the following list.*

#### Claim

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

#### Feedback

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

#### Reissued [attribute]

*Reissued is optional. A single instance might exist.*

Either "Yes" or "No".

*This item is restricted to the following list.*

Yes

No

#### (sequence)

*The contents of (sequence) are mandatory. A single instance is required.*

#### ComplaintHeader

*ComplaintHeader is mandatory. A single instance is required.*

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

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### **ComplaintLineItem**

*ComplaintLineItem is mandatory. One instance is required, multiple instances might exist.*

The detail information of one of the items on the complaint.

### **ComplaintSummary**

*ComplaintSummary is optional. A single instance might exist.*

Summary information that applies to the entire complaint message.

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**Primary Elements**

# Complaint

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### ComplaintHeader

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

#### (sequence)

*The contents of (sequence) are mandatory. A single instance is required.*

#### ComplaintNumber

*ComplaintNumber is mandatory. A single instance is required.*

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

#### ComplaintIssueDate

*ComplaintIssueDate is mandatory. A single instance is required.*

The date on which the Complaint was issued by the complainer

#### ComplaintReference

*ComplaintReference is optional. Multiple instances might exist.*

A group item detailing relevant references pertaining to the Complaint. ComplaintReference contains the attribute ComplaintReferenceType.

#### RequestedAction

*RequestedAction is optional. A single instance might exist.*

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.)

#### SenderParty

*SenderParty is mandatory. A single instance is required.*

The business entity issuing the business document, the source of the document.

- This is the same entity as the "From" party in the ebXML message service envelope. The entity responsible for the content. If the sender party has out sourced the transmission function to a third party the sender party is the original party not the party performing the transmission service.

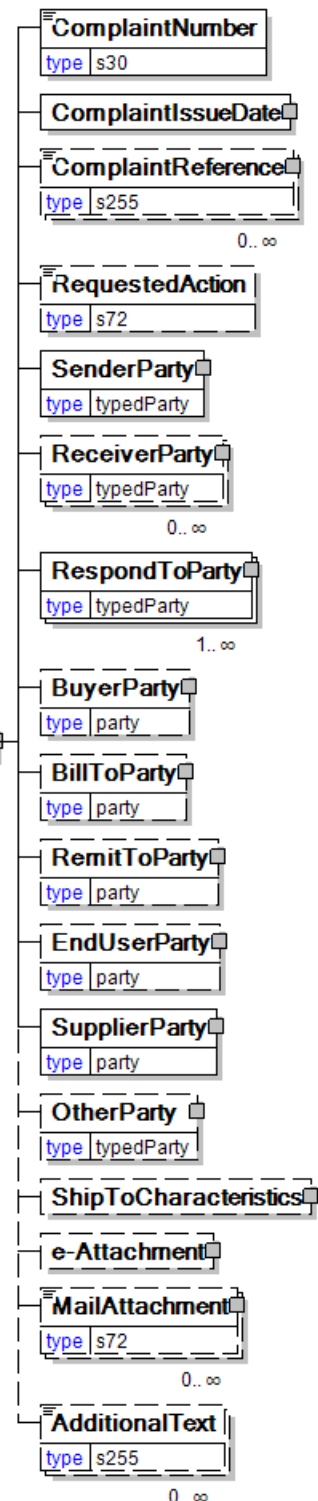
#### ReceiverParty

*ReceiverParty is optional. Multiple instances might exist.*

The business entity for whom the business document is intended, the destination of the document.

- This is the same entity as the "To" party in the ebXML message service envelop. The entity interested in the content. If the receiver party has

ComplaintHeader sequence



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outsourced the message receipt function to a third party the receiver party is the intended party not the party performing the receiving process.

### **RespondToParty**

*RespondToParty is mandatory. One instance is required, multiple instances might exist.*

The party the document should be responded to.

### **BuyerParty**

*BuyerParty is optional. A single instance might exist.*

The legal entity to which the product is sold. Also commonly referred to as the sold-to party or customer. If no OtherParty is defined as the Payer, the Buyer is the Payer.

### **BillToParty**

*BillToParty is optional. A single instance might exist.*

The address where the invoice is to be sent.

### **RemitToParty**

*RemitToParty is optional. A single instance might exist.*

A group item containing details of the party to whom payment will be made. The RemitToParty contains all information related to remittance.

### **EndUserParty**

*EndUserParty is optional. A single instance might exist.*

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.

### **SupplierParty**

*SupplierParty is mandatory. A single instance is required.*

The organisation or business entity responsible for providing the product. SupplierParty is also the seller of the product, if Seller is not specified as OtherParty = Seller.

### **OtherParty**

*OtherParty is optional. A single instance might exist.*

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

### **ShipToCharacteristics**

*ShipToCharacteristics is optional. A single instance might exist.*

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

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.

### **e-Attachment**

*e-Attachment is optional. A single instance might exist.*

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

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### **MailAttachment**

*MailAttachment is optional. Multiple instances might exist.*

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

### **AdditionalText**

*AdditionalText is optional. Multiple instances might exist.*

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.



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### ComplaintLineItem

The detail information of one of the items on the complaint.

(sequence)

*The contents of (sequence) are mandatory. A single instance is required.*

#### ComplaintLineItemNumber

*ComplaintLineItemNumber is mandatory. A single instance is required.*

The number used to identify the Complaint line item

#### ComplaintReason

*ComplaintReason is mandatory. A single instance is required.*

A group item

containing the reason for the Complaint.

#### RequestedAction

*RequestedAction is optional. A single instance might exist.*

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.)

#### ConsumptionProcess

*ConsumptionProcess is optional. A single instance might exist.*

Identifies the process relevant to the situation being described.

*This item is restricted to the following list.*

#### ColdsetOffset

An offset printing method suitable for newspapers, in other words, ink dries by penetration into the paper.

#### ContinuousForms

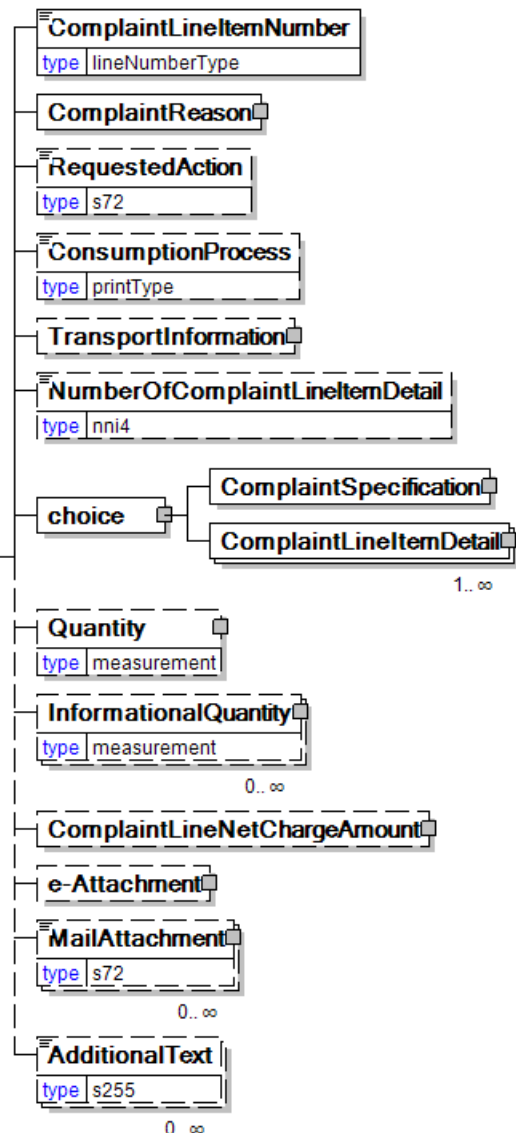
An offset printing method, generally without a hot drying section and suitable for reels.

#### Digital

An electrostatic printing method, typically a large black-and-white or multicolour printer/copier.

#### Flexography

A special printing method, which is a follow-up of letter print with advanced print cylinder surface. Suitable for sheets.



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### **FoilPrint**

A special printing/finishing method suitable for foils through embossed print plate/cylinder; flat/flat, or circle/flat (form to sheet).

### **Forms**

An offset printing method, generally without a hot drying section and suitable for sheets.

### **Gravure**

A standard printing method with embossed print cylinders. Suitable for sheets.

### **HeatsetOffset**

An offset printing method.

### **InkJet**

An inkjet printing method, typically a large black-and-white or multicolour printer.

### **InstantOffset**

A standard flat printing method (for example, wet offset, or waterless offset) suitable for small print orders and small sheet sizes (for example, max. DIN A3).

### **Laser**

A laser-based printing method, typically a large black-and-white or multicolour printer/copier.

### **Letterpress**

A special printing method suitable for books or newspapers (old style) with advanced letters. Suitable for sheets.

### **LightPrint**

- A printing method similar to a facsimile print, a photo-like print with a specific prepared cylinder surface on photo basis or an artificial print.

### **MiniWeb**

A digital printing method suitable for reels less than 20 inch wide.

### **RotoFlexography**

### **RotoGravure**

### **RotoLetterpress**

### **RotoSilkScreen**

### **SheetfedOffset**

### **SilkScreen**

### **WebOffset**

### **TransportInformation**

*TransportInformation is optional. A single instance might exist.*

A grouping element for transport information.

### **NumberOfComplaintLineItemDetail**

*NumberOfComplaintLineItemDetail is optional. A single instance might exist.*

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

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### **(choice)**

*The contents of (choice) are mandatory. A single instance is required.*

#### **ComplaintSpecification**

*ComplaintSpecification is mandatory. A single instance is required.*

A group item containing information necessary to identify the physical item

#### **ComplaintLineItemDetail**

*ComplaintLineItemDetail is mandatory. One instance is required, multiple instances might exist.*

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

### **Quantity**

*Quantity is optional. A single instance might exist.*

The Quantity element contains attributes that provide information about the type of quantity that is being communicated, the context in which the particular quantity is to be viewed, and (if the quantity represents an adjustment) an adjustment type.

The Quantity element contains three child elements that enable you to communicate a range of values for the quantity and a target or actual value. It is at this level (Value, RangeMin, and RangeMax) that the unit of measure is specified. This permits the range to be specified in a different unit of measure than the target.

#### **InformationalQuantity**

*InformationalQuantity is optional. Multiple instances might exist.*

A quantity given in a valid UOM used for information purposes only (not for calculation). For example, an ordered quantity was 100 reels as opposed to the invoice quantity of 20,000 pounds.

#### **ComplaintLineNetChargeAmount**

*ComplaintLineNetChargeAmount is optional. A single instance might exist.*

The total complained amount per line.

### **e-Attachment**

*e-Attachment is optional. A single instance might exist.*

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

#### **MailAttachment**

*MailAttachment is optional. Multiple instances might exist.*

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

### **AdditionalText**

*AdditionalText is optional. Multiple instances might exist.*

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.

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### ComplaintSummary

Summary information that applies to the entire complaint message.

#### (sequence)

*The contents of (sequence) are mandatory. A single instance is required.*

#### TotalNumberOfLineItems

*TotalNumberOfLineItems is optional. A single instance might exist.*

The total number of individual line items in the document, regardless of the status or type.

#### TotalQuantity

*TotalQuantity is optional. A single instance might exist.*

The total quantity of similar items in the business document. TotalQuantity is primarily used in the summary section of documents where it is repeatable to permit totaling for different units of measure.

#### TotalInformationalQuantity

*TotalInformationalQuantity is optional. Multiple instances might exist.*

A quantity that is used to communicate related information about the parent element. This element represents a total that is derived from individual line items.

#### TotalNetAmount

*TotalNetAmount is optional. A single instance might exist.*

A field containing total amount excluding tax. For example, in the Invoice TotalNetAmount is equal to the sum of LineItemSubTotal plus TotalAdjustments. TotalNetAmount encapsulates CurrencyValue.

#### TotalInformationalAmount

*TotalInformationalAmount is optional. Multiple instances might exist.*

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.

#### AdditionalText

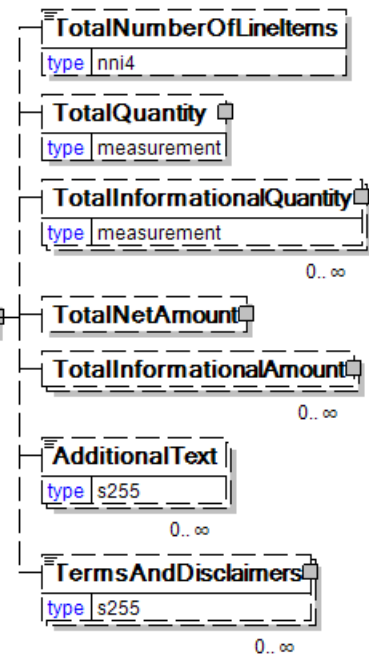
*AdditionalText is optional. Multiple instances might exist.*

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.

#### TermsAndDisclaimers

*TermsAndDisclaimers is optional. Multiple instances might exist.*

An element that contains legal information with an indication of what the Language is.



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#### Additional Elements of Interest

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##### **Processing the ComplaintLineItem**

The ComplaintLineItem presents you with the choice of defining the ComplaintLineItem using either the ComplaintSpecification element or the ComplaintLineItemDetail element. Business Rule Cplt\_004 provides some additional information related to desired content. Achieving the content is actually quite simple.

You always have the option of including Product information whether you use the ComplaintSpecification or the ComplaintLineItemDetail. However, if you choose not to include Product information you must use the ComplaintLineItemDetail.

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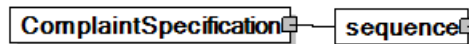
### ComplaintSpecification

A group item containing information necessary to identify the physical item

#### (sequence)

*The contents of (sequence) are mandatory. A single instance is required.*

#### Product



*Product is optional. A single instance might exist.*

Product is a group item defining the article and its characteristics. Product is used to specify product characteristics organized by ProductIdentifier, ProductDescription, and Classification. Book Manufacturing, Label Stock, Paper, Pulp, Recovered Paper, Wood Products, and Virgin Fibre market segments have defined their product characteristics and conversion features for implementation in papiNet.

#### (sequence)

*The contents of (sequence) are optional. Multiple instances might exist.*

#### PurchaseOrderInformation

*PurchaseOrderInformation is mandatory. A single instance is required.*

A group item containing information unique to this purchase order, which is provided by the buyer. PurchaseOrderInformation can be optional in the supply chain. Invoices are created without having a Purchase Order in Vendor Managed Inventory. Freight invoices also will not have a Purchase Order number.

#### PurchaseOrderLineItemNumber

*PurchaseOrderLineItemNumber is mandatory. A single instance is required.*

The sequential number that uniquely identifies the purchase order line item.

#### ComplaintReference

*ComplaintReference is mandatory. One instance is required, multiple instances might exist.*

A group item detailing relevant references pertaining to the Complaint. ComplaintReference contains the attribute ComplaintReferenceType.

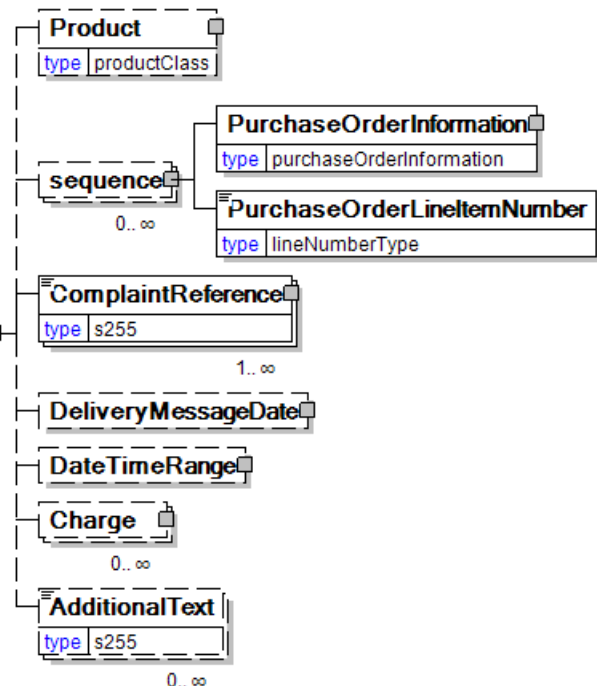
#### DeliveryMessageDate

*DeliveryMessageDate is optional. A single instance might exist.*

The Date and Time when the DeliveryMessage was issued.

#### DateTimeRange

*DateTimeRange is optional. A single instance might exist.*



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The delivery date and/or time range.

#### **Charge**

*Charge is optional. Multiple instances might exist.*

Charge is a group element that contains elements that describe a charge.

#### **AdditionalText**

*AdditionalText is optional. Multiple instances might exist.*

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.

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### ComplaintLineItemDetail

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

#### ItemType [attribute]

*ItemType is mandatory. A single instance is required.*

Indicates the form of the item being reported as being used. Many of the ItemType(s) indicated here have a corresponding named element equivalent, which is referenced here for definition purposes.

*This item is restricted to the following list.*

**BaleItem**

**Box**

**BoxItem**

**CalibrationCheckItem**

An item used for calibration checks of measuring equipments.

**Log**

**A cut portion of a stem.**

**LogBundle**

A bundle of logs (a virtual type of item).

**LogPile**

A pile of logs (a virtual type of package).

**LooseVolumeItem**

A unit containing loose volume products (during transports) (a type of virtual package).

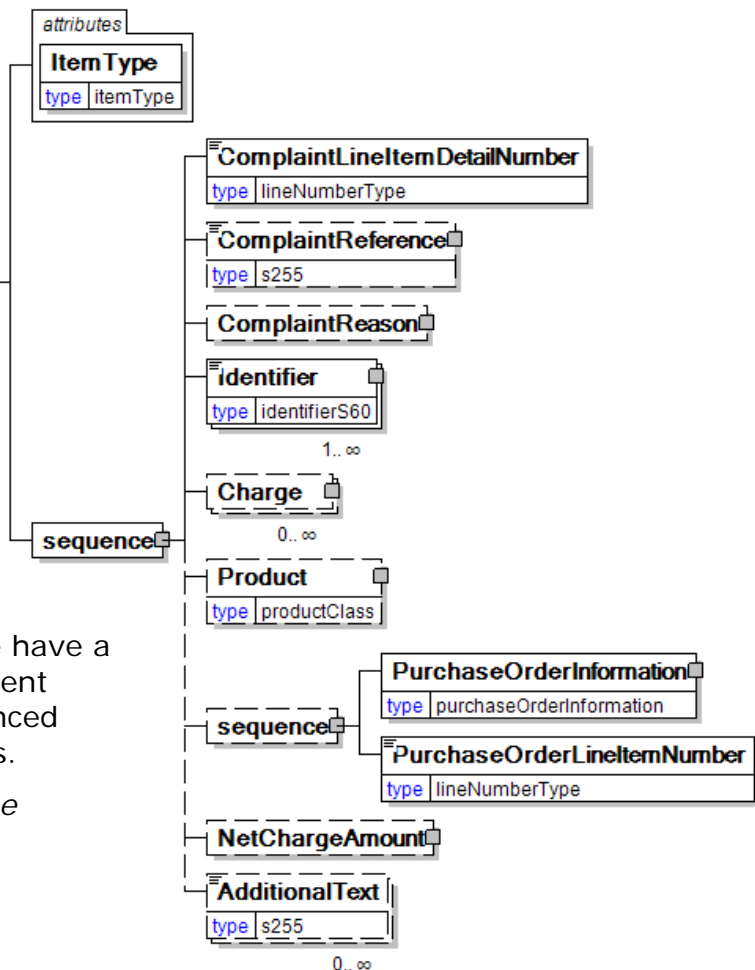
**Pallet**

**PulpUnit**

**ReamItem**

**ReelItem**

**ReelPackage**





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### **Stem**

A tree without branches.

### **Tambour**

#### **(sequence)**

*The contents of (sequence) are mandatory. A single instance is required.*

### **ComplaintLineItemDetailNumber**

*ComplaintLineItemDetailNumber is mandatory. A single instance is required.*

The sequential number of an item assigned by the party making the Complaint within ComplaintLineItemDetail

### **ComplaintReference**

*ComplaintReference is optional. A single instance might exist.*

A group item detailing relevant references pertaining to the Complaint. ComplaintReference contains the attribute ComplaintReferenceType.

### **ComplaintReason**

*ComplaintReason is optional. A single instance might exist.*

A group item containing the reason for the Complaint.

### **Identifier**

*Identifier is mandatory. One instance is required, multiple instances might exist.*

An Identifier is required for packages and items (pallets, reel packages, boxes, ream items, reel items, etc). The Identifier element contains the actual item identifier code. Identifier is repeatable so more than one identifier can be communicated. For example, the printed identifier on a label may be different from the barcode printed on the label.

### **Charge**

*Charge is optional. Multiple instances might exist.*

Charge is a group element that contains elements that describe a charge.

### **Product**

*Product is optional. A single instance might exist.*

Product is a group item defining the article and its characteristics. Product is used to specify product characteristics organized by ProductIdentifier, ProductDescription, and Classification. Book Manufacturing, Label Stock, Paper, Pulp, Recovered Paper, Wood Products, and Virgin Fibre market segments have defined their product characteristics and conversion features for implementation in papiNet.

#### **(sequence)**

*The contents of (sequence) are optional. A single instance might exist.*

### **PurchaseOrderInformation**

*PurchaseOrderInformation is mandatory. A single instance is required.*

A group item containing information unique to this purchase order, which is provided by the buyer. PurchaseOrderInformation can be optional in the supply chain. Invoices are created without having a Purchase Order in Vendor Managed Inventory. Freight invoices also will not have a Purchase Order number.

### **PurchaseOrderLineItemNumber**

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*PurchaseOrderLineItemNumber is mandatory. A single instance is required.*

The sequential number that uniquely identifies the purchase order line item.

#### **NetChargeAmount**

*NetChargeAmount is optional. A single instance might exist.*

A field containing the sum of all instances of the Complaint charges.

#### **AdditionalText**

*AdditionalText is optional. Multiple instances might exist.*

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.

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### Complaint Business Scenarios

#### Complaint Scenario Listing

|                   |  |
|-------------------|--|
| <b>Scenario A</b> | A converter/printer reports a paper break, to a supplier, that resulted in production downtime.  |
| <b>Scenario B</b> | Buyer generates a Complaint for the wrong price listed on an invoice.  |
| <b>Scenario C</b> | A converter/printer generates a complaint for poor performing product.   |
| <b>Scenario D</b> | A converter/printer generates a complaint for wrong product received.  |
| <b>Scenario E</b> | A converter/printer generates a feedback in order to inform his Supplier that a shipment arrived late for production.  |
| <b>Scenario F</b> | 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. |
| <b>Scenario G</b> | A converter/printer generates a complaint for demurrage charges.   |
| <b>Scenario H</b> | A converter/printer generates a complaint for an incorrect core type.  |

#### Scenario A

|                  |  |
|------------------|--|
| <b>Message</b>   | Complaint  |
| <b>Type</b>      | Claim - Technical  |
| <b>Scenario</b>  | A converter/printer reports a paper break to a supplier.   |
| <b>Outcome</b>   | A Complaint is generated by the Converter/Printer's system and received into the Supplier's system.  |
| <b>Initiator</b> | Converter/Printer  |
| <b>Receiver</b>  | Supplier   |
| <b>XML File</b>  | Complaint_ScenarioA.xml  |
| <b>Trigger</b>   | None   |
| <b>Step 1.</b>   | Converter/Printer records a Complaint into their system then sends it to the Supplier. At a minimum, all required elements and corresponding |

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|                |   |
|----------------|---|
|                | <p>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"> <li>• PackageType - Reel</li> <li>• Identifier - 1234567890YYZZ</li> <li>• Identifier - 0987654321YYZZ</li> <li>• Product - Paper ABC, 175 g/m<sup>2</sup>, 250 cm</li> <li>• Product - Paper DEF, 175 g/m<sup>2</sup>, 250 cm</li> <li>• OriginalDeliveryNumber - 105104</li> <li>• ComplaintLineNetChargeAmount - €150</li> </ul> |
| <b>Results</b> | <p>The Supplier responds with a ComplaintResponse message after the complaint has been resolved. (Resolution occurs outside of the papiNet message)</p>   |

#### Scenario B

|                  |   |
|------------------|---|
| <b>Message</b>   | Complaint   |
| <b>Type</b>      | Claim - Commercial  |
| <b>Scenario</b>  | Buyer generates a Complaint for the wrong price listed on an invoice.   |
| <b>Outcome</b>   | A Complaint is generated by the Buyer's system and received into the Supplier's system.   |
| <b>Initiator</b> | Converter/Printer   |
| <b>Receiver</b>  | Supplier  |
| <b>XML File</b>  | Complaint_ScenarioB.xml   |
| <b>Trigger</b>   | None  |
| <b>Step 1.</b>   | <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"> <li>• Buyer claims a credit for the wrong amount invoiced.</li> </ul> |
| <b>Result</b>    | <p>The Supplier responds with a ComplaintResponse message after the complaint has been resolved. (Resolution occurs outside of the papiNet message)</p>   |

#### Scenario C

|                |           |
|----------------|-----------|
| <b>Message</b> | Complaint |
|----------------|-----------|

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|                  |  |
|------------------|--|
| <b>Type</b>      | Claim - Technical  |
| <b>Scenario</b>  | A converter/printer generates a complaint for poor performing product.   |
| <b>Outcome</b>   | A Complaint is generated by the Printer's system and received into the Supplier's system.  |
| <b>Initiator</b> | Converter/Printer  |
| <b>Receiver</b>  | Supplier   |
| <b>XML File</b>  | Complaint_ScenarioC.xml  |
| <b>Trigger</b>   | None   |
| <b>Step 1.</b>   | <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"> <li>• Total rolls run - 224</li> <li>• Total linear feet - 6,303,471</li> <li>• Total known breaks (paper caused) - 41</li> <li>• Known breakage down time - 23.23 hours</li> <li>• Total unknown breaks - 11</li> <li>• Unknown breakage down time - 7 hours</li> <li>• Total hours downtime - 26.15</li> <li>• Total downtime claim - \$14,382.50</li> <li>• Additional waste charge - \$778.78</li> </ul> |
| <b>Results</b>   | The Supplier responds with a ComplaintResponse message after the complaint has been resolved. (Resolution occurs outside of the papiNet message)   |

#### Scenario D

|                 |   |
|-----------------|---|
| <b>Message</b>  | Complaint   |
| <b>Type</b>     | Claim - Technical   |
| <b>Scenario</b> | A converter/printer generates a complaint for wrong product received. |
| <b>Outcome</b>  | A Complaint is generated by the Converter/Printer's                   |

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|                  |  |
|------------------|--|
|                  | system and received into the Supplier's system.  |
| <b>Initiator</b> | Converter/Printer  |
| <b>Receiver</b>  | Supplier   |
| <b>XML File</b>  | Complaint_ScenarioD.xml  |
| <b>Trigger</b>   | None   |
| <b>Step 1.</b>   | <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>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.</p> |
| <b>Results</b>   | The Supplier responds with a ComplaintResponse message after the complaint has been resolved. (Resolution occurs outside of the papiNet message)   |

#### Scenario E

|                  |   |
|------------------|---|
| <b>Message</b>   | Complaint   |
| <b>Type</b>      | Feedback - Logistic   |
| <b>Scenario</b>  | Shipment arrives late for production.   |
| <b>Outcome</b>   | A Complaint Feedback is generated by the Converter/Printer's system and received into the Supplier's system.  |
| <b>Initiator</b> | Converter/Printer   |
| <b>Receiver</b>  | Supplier  |
| <b>XML File</b>  | Complaint_ScenarioE.xml   |
| <b>Trigger</b>   | None  |
| <b>Step 1.</b>   | <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> <p>A converter/printer generates a Complaint Feedback</p> |

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|                |  |
|----------------|--|
|                | <p>due to a shipment arriving late.</p> <ul style="list-style-type: none"> <li>• Order number</li> <li>• Truck Details</li> <li>• Transport Details</li> <li>• Delivery details</li> </ul> |
| <b>Results</b> | The Supplier responds with a ComplaintResponse message   |

#### Scenario D

|                  |   |
|------------------|---|
| <b>Message</b>   | Complaint   |
| <b>Type</b>      | Claim - Logistic  |
| <b>Scenario</b>  | 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.   |
| <b>Outcome</b>   | 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.   |
| <b>Initiator</b> | Converter/Printer   |
| <b>Receiver</b>  | Supplier/Buyer  |
| <b>XML File</b>  | Complaint_ScenarioF.xml   |
| <b>Trigger</b>   | None  |
| <b>Step 1.</b>   | <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>Printer generates a complaint on behalf of the paper owner to request a credit for transit damage for 1 reel.</p> |
| <b>Results</b>   | 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)  |

#### Scenario G

|                 |  |
|-----------------|--|
| <b>Message</b>  | Complaint  |
| <b>Type</b>     | Claim - Logistic   |
| <b>Scenario</b> | A converter/printer generates a complaint for demurrage charges. |

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|                  |   |
|------------------|---|
| <b>Outcome</b>   | A Complaint is generated by the Printer's system and received into the Supplier's system.   |
| <b>Initiator</b> | Converter/Printer   |
| <b>Receiver</b>  | Supplier  |
| <b>XML File</b>  | Complaint_ScenarioG.xml   |
| <b>Trigger</b>   | None  |
| <b>Step 1.</b>   | <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 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.</p> |
| <b>Results</b>   | <p>The Supplier responds with a ComplaintResponse message after the complaint has been resolved.</p> <p>(Resolution occurs outside of the papiNet message)</p>  |