ComplaintResponse

papiNet Standard - Version 2.31

Documentation

Global Standard for the Paper and Forest Products Supply Chain

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ComplaintResponse
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ComplaintResponse Documentation

ComplaintResponse e-Document Overview

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

The Scope of the ComplaintResponse

The ComplaintResponse must include:
- ComplaintResponseHeaderStatusType
- ComplaintResponseLineStatusType
- ComplaintResponseNumber
- ComplaintResponseIssueDate
- ComplaintInformation
- The CorrectiveAction
- SenderParty
- RespondToParty
- SupplierParty
- ComplaintResponseLineItemNumber
- ComplaintLineItemNumber
- ComplaintResponseReason

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

ComplaintResponseType [attribute]

Indicates if the e-Document represents a Complaint by the sender or Feedback from the sender.

This item is restricted to the following list.

Claim

Feedback

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Business Rules for ComplaintResponse

The following tables list the business rules that apply to a ComplaintResponse.

General Business Rules

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

General ComplaintResponse Structure Rules

Identifier	Business Rule
CR012	A ComplaintResponse can have multiple line items.

CR013	A ComplaintResponse can have multiple line item details.
CR014	A ComplaintResponse may contain the claimed monetary amount and/or quantity.
CR015	A ComplaintResponse can contain one of the three different ComplaintResponseReasonType(s) at line or ItemType level.

Processing the ComplaintResponse

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

- Commercial
- Logistical
- Technical

A ComplaintResponse has a status attribute with two values.

- No - Indicates that this is the first transmission of the e-Document.
- Yes - is sent by the issuing party based upon a request from the originally intended receiver of the e-Document. If the original ComplaintResponse is located after the issuing party sends a copy, the receiver can decide whether to process the original or the copy e-Document. In addition it indicates that the ComplaintResponse was sent previously.

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

The ComplaintResponseHeader has a status attribute with two values that is used when processing the ComplaintResponse e-Document:

- Accepted - Indicates that the complaint has been entirely accepted under the conditions included in the e-Document.
- PartiallyAccepted - Indicates that the complaint has been partially accepted under the conditions included in the e-Document.
- Rejected - Indicates that the complaint has been rejected under the conditions included in the e-Document.

The following table illustrates the allowed combinations of ComplaintResponseHeaderStatusType and ComplaintResponseLineStatusType

ComplaintResponse HeaderStatusType	ComplaintResponse LineStatusType
Accepted	Accepted
PartiallyAccepted	Accepted Rejected
Rejected	Rejected

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.

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 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.

ComplaintResponse Root Element

ComplaintResponse

The ComplaintResponse element is the root element for the ComplaintResponse e-Document.

Typically, a ComplaintResponse e-Document is sent from the supplier or sender parties to the party who has originated the Complaint, or possibly to the RespondToParty. The e-Document is sent to communicate the acceptance, partial acceptance, or rejection, of the preceding complaint(s) with supporting information. Whatever the decision, this e-Document must specify how the complaint will be processed.
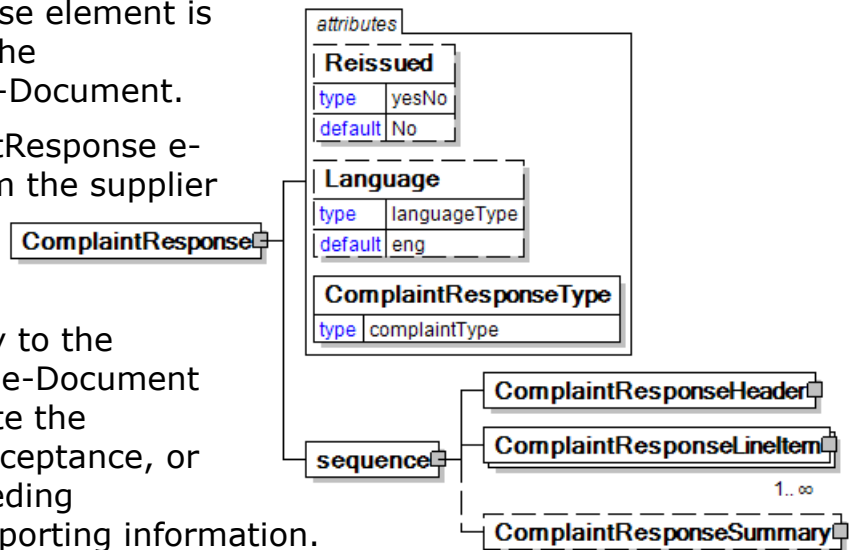
Reissued [attribute]

Reissued is optional. A single instance might exist.

Either "Yes" or "No".

This item is restricted to the following list.

Yes

No

Language [attribute]

Language is optional. A single instance might exist.

The valid Alpha 2- and Alpha 3-character list of language codes in the ISO 639-1 and 639-2 international standards.

Information on the content of this attribute is available at: https://www.loc.gov/standards/iso639-2/php/code_list.php

ComplaintResponseType [attribute]

ComplaintResponseType is mandatory. A single instance is required.

Indicates if the e-Document represents a Complaint by the sender or Feedback from the sender.

This item is restricted to the following list.

Claim

Feedback

(sequence)

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

ComplaintResponseHeader

ComplaintResponseHeader is mandatory. A single instance is required.

The ComplaintResponseHeader is required and contains information common to the ComplaintResponse.

ComplaintResponseLineItem

ComplaintResponseLineItem is mandatory. One instance is required, multiple instances might exist.

The detail information about the response for a particular complaint.
- Note: In version V2R30 the multiplicity of e-Attachment was changed from optional, repeatable to optional, single. It is recognized that this is not backwardly compatible. We apologize for any issues this causes.

ComplaintResponseSummary

ComplaintResponseSummary is optional. A single instance might exist.

Summary information that applies to the entire ComplaintResponse e-Document.

Primary Elements

ComplaintResponseHeader

The ComplaintResponseHeader is required and contains information common to the ComplaintResponse.
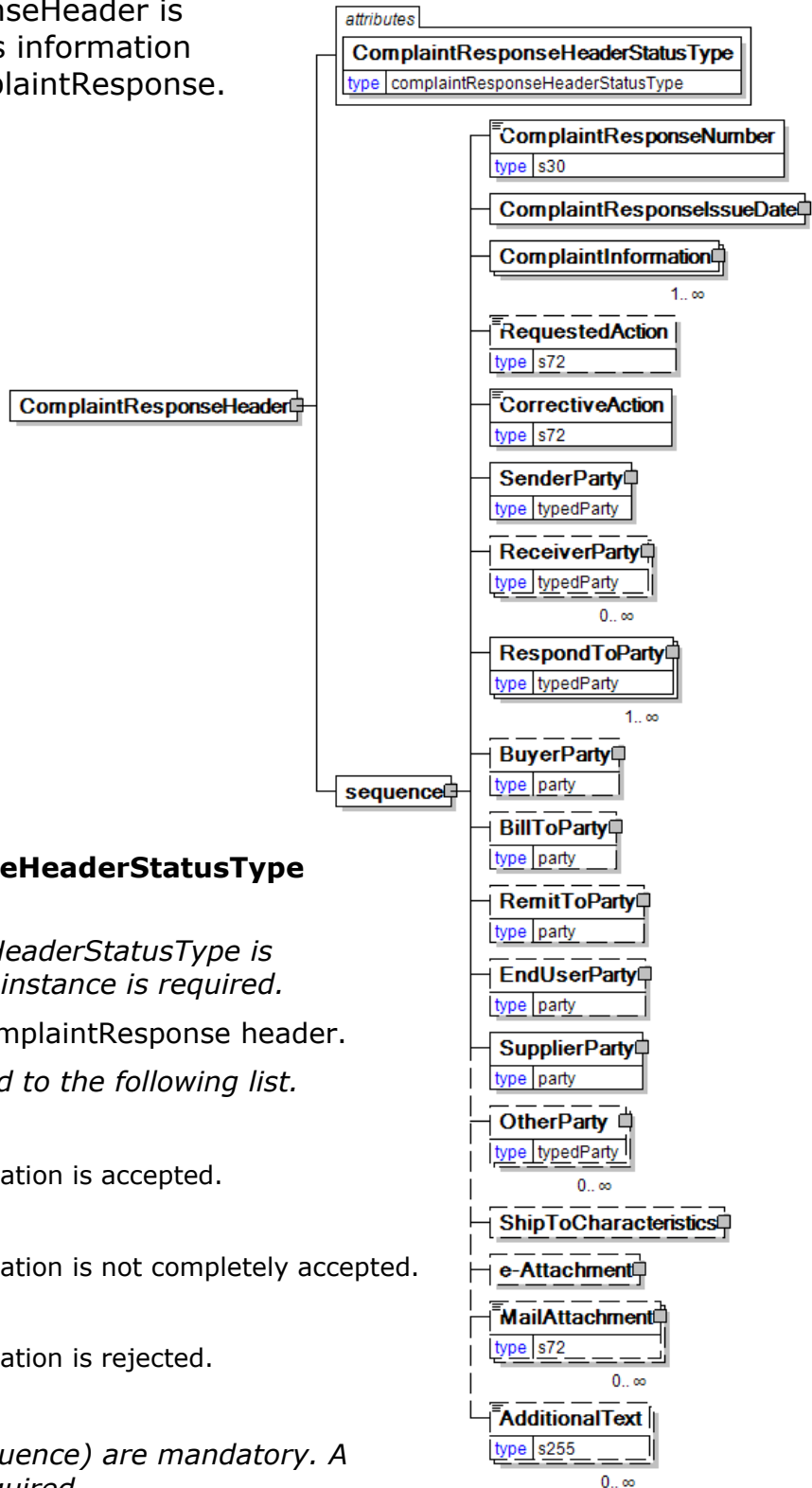
ComplaintResponseHeaderStatusType [attribute]

ComplaintResponseHeaderStatusType is mandatory. A single instance is required.

The status of the ComplaintResponse header.

This item is restricted to the following list.

Accepted

The supplied information is accepted.

PartiallyAccepted

The supplied information is not completely accepted.

Rejected

The supplied information is rejected.

(sequence)

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

ComplaintResponseNumber

ComplaintResponseNumber is mandatory. A single instance is required.

A unique identification number of the ComplaintResponse, generated by the issuer

of the ComplaintResponse.

ComplaintResponseIssueDate

ComplaintResponseIssueDate is mandatory. A single instance is required.

The date on which the ComplaintResponse was issued within the sender's system.

ComplaintInformation

ComplaintInformation is mandatory. One instance is required, multiple instances might exist.

ComplaintInformation is a grouping element that contains general information about 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.)

CorrectiveAction

CorrectiveAction is mandatory. A single instance is required.

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

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 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. Multiple instances 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.

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.
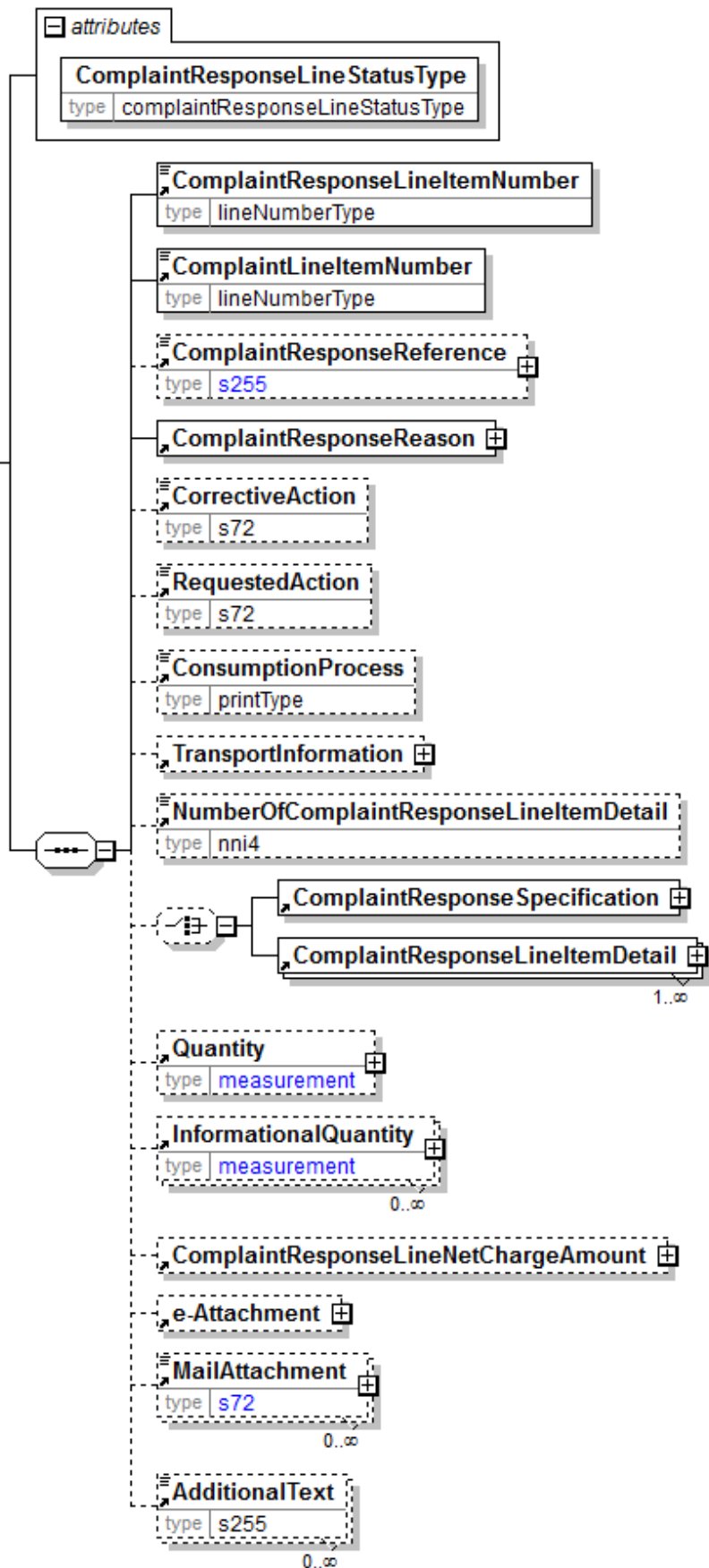
ComplaintResponseLineItem

The detail information about the response for a particular complaint.

- Note: In version V2R30 the multiplicity of e-Attachment was changed from optional, repeatable to optional, single.

It is recognized that this is not backwardly compatible. We apologize for any issues this causes.

ComplaintResponseLineStatusType [attribute]

ComplaintResponseLineStatusType is mandatory. A single instance is required.

The status of the ComplaintResponse line.

This item is restricted to the following list.

Accepted

The supplied information is accepted.

PartiallyAccepted

The supplied information is not completely accepted.

Rejected

The supplied information is rejected.

(sequence)

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

ComplaintResponseLineItemNumber

ComplaintResponseLineItemNumber is mandatory. A single instance is required.

The number used to identify the ComplaintResponse line item

ComplaintLineItemNumber

ComplaintLineItemNumber is mandatory. A single instance is required.

The number used to identify the Complaint line item

ComplaintResponseReference

ComplaintResponseReference is optional. A single instance might exist.

A group item detailing relevant references pertaining to the ComplaintResponse

ComplaintResponseReason

ComplaintResponseReason is mandatory. A single instance is required.

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

CorrectiveAction

CorrectiveAction is optional. A single instance might exist.

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

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.

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.

NumberOfComplaintResponseLineItemDetail

NumberOfComplaintResponseLineItemDetail is optional. A single instance might exist.

The number of ComplaintResponseLineItemDetail elements for a given ComplaintResponseLineItem

(choice)

[choice] is optional. A single instance might exist.

ComplaintResponseSpecification

ComplaintResponseSpecification is mandatory. A single instance is required.

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

ComplaintResponseLineItemDetail

ComplaintResponseLineItemDetail is mandatory. One instance is required, multiple instances might exist.

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

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.

ComplaintResponseLineNetChargeAmount

ComplaintResponseLineNetChargeAmount is optional. A single instance might exist.

The net ComplaintResponse amount per line (excludes adjustments and tax).

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.

ComplaintResponseSummary

Summary information that applies to the entire ComplaintResponse e-Document.

(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
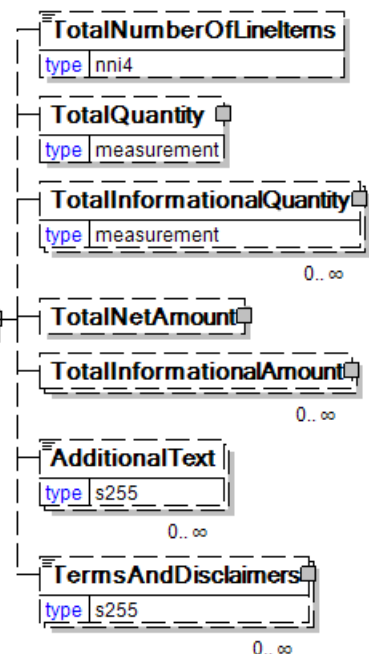
the buyer wants this information expressed in U.S. dollars.

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.

ComplaintResponse Business Scenarios

ComplaintResponse Scenario Listing

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

Scenario A

e-Document	ComplaintResponse
Type	Claim - Technical
Scenario	A supplier accepts a claim (paper break) and sends a ComplaintResponse to the converter/printer.
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Converter/Printer's system.
Initiator	Supplier
Receiver	Printer
XML File	ComplaintResponse_ScenarioA.xml

Trigger	A previously received Complaint.
Step 1.	Supplier records a ComplaintResponse into their system then sends it to the Converter/Printer. All required elements and additional information are sent.
	The supplier admits its responsibility for the badly made joint that has caused the paper break. • Product - Medium, 150 g/m², 2500 mm • Item Type - ReelItem • Identifier - 1234567890YYZZ • DeliveryMessageNumber - 105104 • ComplaintNumber - 123 • ComplaintResponseLineChargeAmount - €150 • CorrectiveAction - CreditNote
Results	The converter/printer receives the ComplaintResponse e-Document and agrees with its content. The complaint is closed.

Scenario B

e-Document	ComplaintResponse
Type	Claim - Commercial
Scenario	A supplier generates a ComplaintResponse to confirm the wrong price listed on an invoice and informs about the corrective action.
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Buyer's system.
Initiator	Supplier
Receiver	Buyer
XML File	ComplaintResponse_ScenarioB.xml
Trigger	A previously received Complaint.
Step 1.	Supplier records a ComplaintResponse into their system then sends it to the Buyer. All required elements and additional information are sent. • Supplier agrees and issues a credit note as corrective action.
Results	The Supplier recognizes the claim and responds with a ComplaintResponse e-Document whose

	corrective action is a credit note.

Scenario C

e-Document	ComplaintResponse
Type	Claim - Technical
Scenario	A supplier generates a ComplaintResponse and accepts the claim for poor performing product.
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Converter/Printer's system.
Initiator	Supplier
Receiver	Converter/Printer
XML File	ComplaintResponse_ScenarioC.xml
Trigger	None
Step 1.	Supplier records a ComplaintResponse into their system then sends it to the Converter/Printer. All required elements and additional information are sent. Supplier agrees with the converter/printer quality issue and accepts the request for reimbursement. The supplier issues a credit note as corrective action. • Total rolls run - 224 • Total linear foot - 6,303,471 • Total known breaks (paper caused) - 41 • Known breakage down time - 23.23 hours • Total unknown breaks - 11 • Unknown breakage down time - 7 hours • Total hours downtime - 26.15 • Total downtime claim - $14,382.50 • Additional waste charge - $778.78
Results	The Supplier recognizes the claim and responds with a ComplaintResponse e-Document whose corrective action is a credit note.

Scenario D

e-Document	ComplaintResponse

Type	Claim - Technical
Scenario	A supplier generates a ComplaintResponse and admits its fault to have shipped the incorrect reels to the converter/printer.
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Buyer's system.
Initiator	Supplier
Receiver	Buyer
XML File	ComplaintResponse_ScenarioD.xml
Trigger	A previously received Complaint.
Step 1.	Supplier records a ComplaintResponse into their system then sends it to the Buyer. All required elements and additional information are sent. The supplier generates a ComplaintResponse for 20 reels of product that are the incorrect grammage. The supplier informs that he will replace the product. Additionally, the supplier leaves the disposal of the incorrect reels to the converter/printer who sells them to a broker. The supplier grants a flat dollar amount for the administrative charges associated with reselling the reels.
Results	The Supplier responds with a ComplaintResponse e-Document after the complaint has been resolved. (Resolution occurs outside of the papiNet e-Document.)

Scenario E

e-Document	ComplaintResponse
Type	Feedback - Logistic
Scenario	Shipment arrived late for production. Supplier gets the feedback and sends a ComplaintResponse to the converter/printer.
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Buyer's system.
Initiator	Supplier

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Receiver	Buyer
XML File	ComplaintResponse_ScenarioE.xml
Trigger	A previously sent Complaint.
Step 1.	Supplier records a ComplaintResponse into their system then sends it to the Buyer. All required elements and additional information are sent. A supplier generates a ComplaintResponse. The feedback is accepted and a reply to the printer/converter supplying a CorrectiveAction is sent. • PurchaseOrderNumber • TransportInformation • ChargePerUnit • ChargeAmount • DeliveryMessageNumber • AdditionalText - How claim was calculated • ComplaintResponseType = "Feedback"
Results	The Supplier responds with a ComplaintResponse e-Document after the complaint has been resolved. (Resolution occurs outside of the papiNet e-Document)

Scenario F

e-Document	ComplaintResponse
Type	Claim - Logistic
Scenario	The Broker requested credit for transit damage to 1 reel. The supplier accepts the claim and generates a ComplaintResponse to send to the Broker.
Outcome	A ComplaintResponse is generated by the Supplier's system and received into the Broker's system.
Initiator	Supplier
Receiver	Broker
XML File	ComplaintResponse_ScenarioF.xml
Trigger	A previously received Complaint.
Step 1.	Supplier records a ComplaintResponse into their system then sends it to the Broker. All required elements and additional information are sent.

	Supplier agrees and issues a credit note as corrective action.
Results	The Supplier responds with a ComplaintResponse e-Document to the Broker after the complaint has been resolved. (Resolution occurs outside of the papiNet e-Document)