



Business Message Standard (BMS) Claims Notification

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Common Library		0.2.14

Document Change History

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January 2, 2002	Issue 1.0.0	Coen Janssen	Publication of BMS release 3.0.0		n/a

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1. Business Domain View

1.1. Problem Statement / Business Need

Claims Notification is a message sent by the buyer to the seller or vice versa for negotiating the resolution of claims. It may be used to:

1. Communicate claims related to discrepancies that are first captured in the Advanced Remittance Notification,
2. Communicate any other type of claim related to the specific shipment covered by the Advanced Remittance Notification, or any other additional type of claim made by either party.

1.2. Objective

To supply the detail design of the Claims Notification business transaction needed to meet the requirements of the Collaborative Receipt Settlement BRAD(s).

1.3. Audience

Stakeholders are identified as retailer buying offices, logistics and financial services that interact with the Accounts Payable (A/P) process. Stakeholders identified for suppliers are sales, logistics and financial services that interact with the Accounts Receivable (A/R) process.

1.4. References

Reference Number	Reference Name	Description
[ref1]	Order	BMS
[ref2]	Despatch Advice	BMS
[ref3]	Reconciliation for Request for Payment	BMS
[ref4]	Advanced Ship Notice	BMS
[ref5]	Claims Debit Credit Advice	BMS
[ref6]	Receiving advice	BMS
[ref7]	Settlement	BMS
[ref8]	eCom domain common Library	
[ref9]	Shared Common Library	

1.5. Acknowledgements

1.5.1. Work Group

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1.5.2. Design Team Members

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Peer Reviewer	John Ryu / Eric Kauz	GS1 Global Office

2. Business Context

Context Category	Value(s)
Industry	All
Geopolitical	All
Product	All
Process	Pay
System Capabilities	GS1 System
Official Constraints	None

3. Additional Technical Requirements Analysis

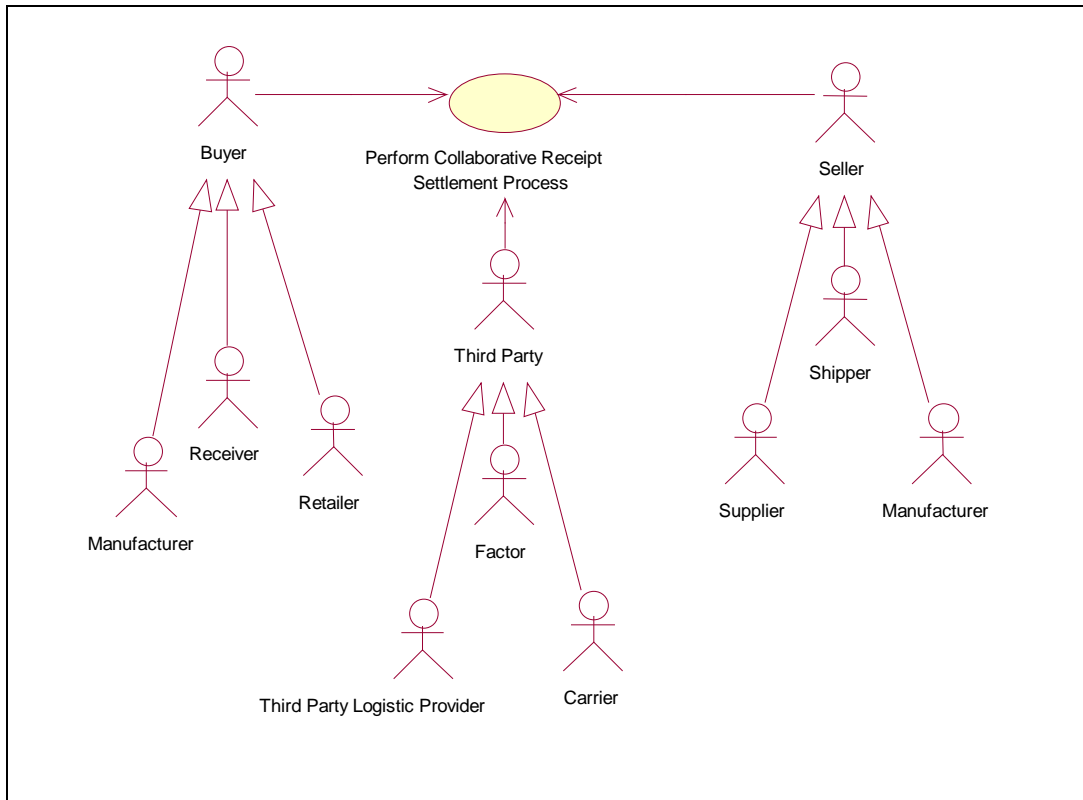
Not Applicable

3.1. Technical Requirements (optional)

Number	Statement	Rationale
	Not Applicable	

4. Business Transaction View

4.1. Business Transaction Use Case Diagram



4.2. Use Case Description

Use Case ID	UC-1
Use Case Name	Perform Collaborative Receipt Settlement Process
Use Case Description	Collaborative Receipt Settlement
Actors (Goal)	<p>Buyer (Retailer): The retailer is the party that orders, receives goods and makes payment for goods. The retailer is also the buyer in the GS1 Trade of Goods and Services Model. Within the Global Data Synchronization Network the retailer may be identified with the role of data recipient.</p> <p>Seller (Supplier): The supplier is the party that receives orders, delivers goods and receives payment for goods. The supplier is also the seller in the EAN.UCC Trade of Goods and Services Model. Within the Global Data Synchronization Network the supplier may be identified with the role of data source.</p> <p>Third Party (Factor): The factor is a financial institution that represents the supplier in matters related to receipt of payment and adjustments to payment. The factor is also a third party in the GS1 Trade of Goods and Services Model.</p>
Performance Goals	To perform and execute the Collaborative Receipt Settlement process.

Preconditions	Master Data alignment and item, party and price synchronization			
Post conditions	Buyer submits the final remittance to the seller or the third party.			
Scenario	Begins when purchase order is generated either by the buyer or seller. Continues with...			
	Step #	Actor	Activity Step	
	1	Seller	Sends Despatch Advice (DA) or Advanced Ship Notice (ASN) to the Buyer	
	2	Buyer	Receives the DA or ASN	
	3	Seller	Ships the product with the Bill of Lading (BoL)	
	4	Buyer	Receives the product with BoL	
	5	Buyer	Checks receipt of goods (quantity received) to the shipping document (ASN, DA, and/or BoL) to quantity received.	
	6	Buyer	Analyse if there are any discrepancies or if reconciliation is needed.	
	6A	Buyer	If discrepancy or reconciliation is needed, proceed to step 7	
	6B	Buyer	If there is no discrepancy or reconciliation needed, Sends ARN proceed to step 8	
	7	Buyer	Analyse if the reconciliation can be fulfilled in the ARN.	
	7A	Buyer	If reconciliation can be fulfilled in ARN, Send ARN proceed to step 8	
	7B	Buyer	If reconciliation cannot be fulfilled in the ARN, then Buyer sends ARN and CN and proceed to step 9.	
	8	Seller/ Third Party	Receives ARN	
	9	Seller/ Third Party	Receives ARN & CN.	
	10	Seller	Analyse if there are any discrepancies or if reconciliation is needed	
	10A	Seller	If discrepancy or reconciliation is needed, proceed to step 11	
	10B	Seller	If there is no discrepancy or reconciliation needed, proceed to End Scenario 1.	
	11	Seller	Sends CN	
	12	Buyer / Third Party	Receives CN	
	13	Buyer	Analyse if there are any outstanding discrepancies	
	13A	Buyer	If there are outstanding discrepancies, proceed to step 14	
	13B	Buyer	If there is no outstanding discrepancy, proceed to step 16	
	14	Buyer	Sends CN and initiates manual resolution process.	
	15	Seller / Third Party	Receives CN, and collaborates with Buyer to reach manual resolution on claim. End Scenario 3.	
	16	Buyer	Sends Payment/Remittance with reference to all previous ARN and CN	
	Ends when... Seller or Third Party receives Final Payment / Remittance End Scenario 2.			
	Alternative Scenario	The three ending scenarios are listed above in step 10B, 15, and Ends.		
		Step #	Actor	Activity Step
	Related Requirements	No related requirements		
		1		
Related Rules	No related rules.			

4.3. Business Transaction Activity Diagram(s)



<<End Scenario 1>>

5. Information Model (Including GDD Reports)

5.1. GDD Reports

5.1.1. GDD Report: Claims Notification

Content	Attribute / Role	Datatype /Secondary class	Multiplicity	Definition	Requirements
ClaimsNotification				Claims Notification is a message sent by the buyer to the seller or vice versa for negotiating the resolution of claims.	
Association	billOfLading	DocumentReference	0..1	A unique number that identifies the Bill of Lading to be used to synchronize / correlate to each trading partner's respective accounts receivable and accounts payable files.	
Association	despatchAdvice	DocumentReference	0..1	A unique number identifying the ship notice (Advanced Shipping Notice or Despatch Advice) to synchronize / correlate to each trading partner's accounts receivable and accounts payable.	
Association		ClaimsNotificationDiscrepancyInformation	0..*	Provides the discrepancy involved in the claims notification. If claims notification is an original or dispute then Discrepancy Information is mandatory.	
Association	claimsNotification	DocumentReference	0..*	A unique number identifying the Referenced Claims Notification to synchronize / correlate to each trading partner's accounts receivable and accounts payable. It is essential to provide the previous Claims Notification Identification when available for Dispute or Refused.	
Association	claimsNotificationIdentification	EntityIdentification	1..1	Provides the unique identification for the Claims Notification.	
Association	purchaseOrder	DocumentReference	1..1	A unique number identifying the purchase order number to be used to synchronize / correlate to each trading partner's respective accounts receivable and accounts payable files.	

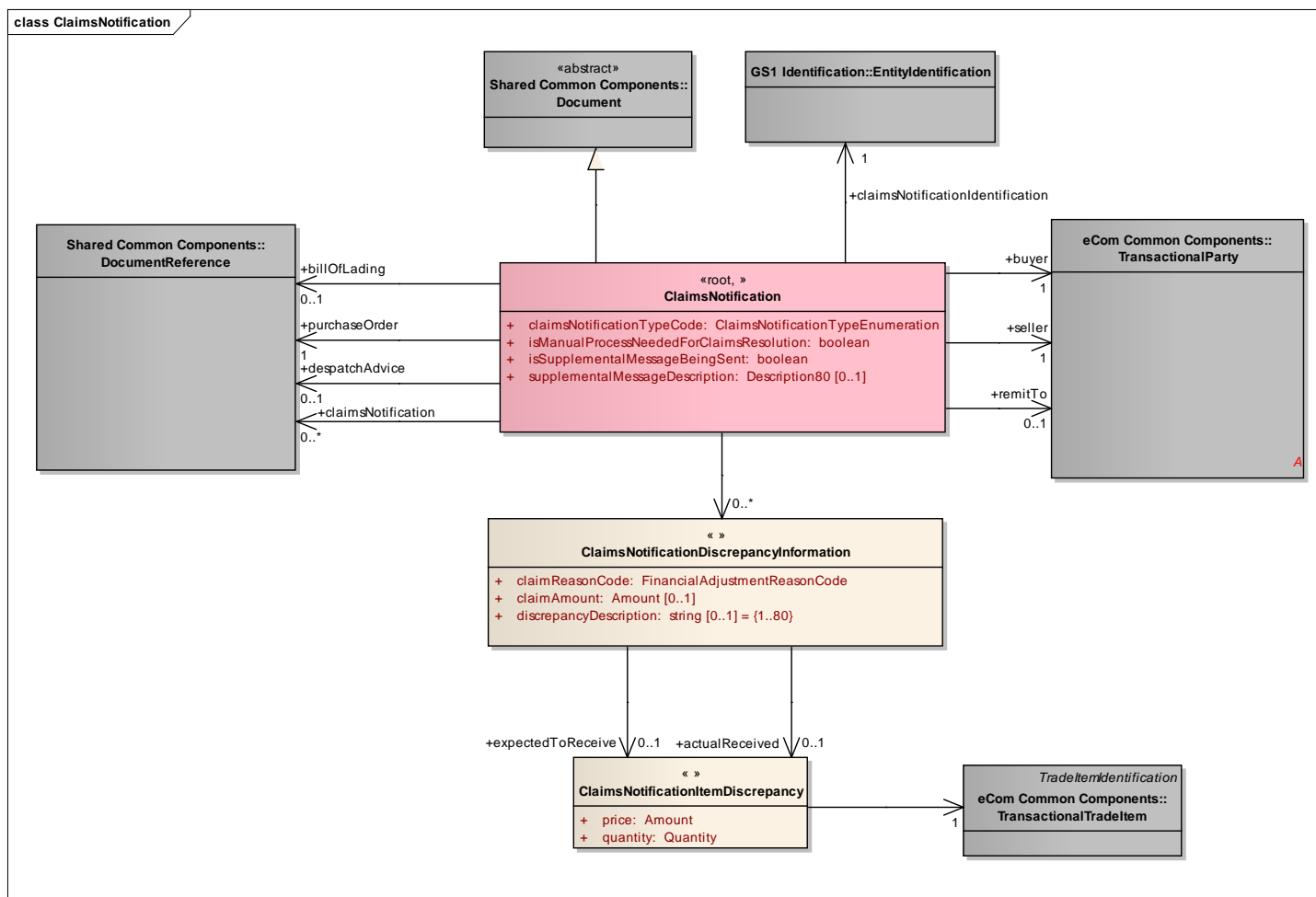
Content	Attribute / Role	Datatype /Secondary class	Multiplicity	Definition	Requirements
Association	buyer	TransactionalParty	1..1	Buying agent contact information which includes address, email, phone, web address, etc.	
Association	seller	TransactionalParty	1..1	Selling agent Contact Information which includes address, email, phone, web address, etc.	
Association	remitTo	TransactionalParty	0..1	The person and the person contact information which include address, email, phone, web address, etc. who the shipper could contact regarding payments that will not be made.	
Generalization		Document		Electronic document details of the Claims Notification.	
Attribute	claimsNotificationTypeCode	ClaimsNotificationTypeEnumeration	1..1	Provides the claims notification type, and the claims notification type can be New/Original, Dispute, or Refused.	
Attribute	isManualProcessNeededForClaimsResolution	boolean	1..1	A flag to indicate if manual processes are needed to reach claims resolution.	
Attribute	isSupplementalMessageBeingSent	boolean	1..1	A flag to indicate if there were any supplemental document(s), or message(s) sent with the Claims Notification. An example of a supplemental document is a Proof of Delivery.	
Attribute	supplementalMessageDescription	Description80	0..1	Provides which supplemental document or message was sent with the Claims Notification. An example of a supplemental document is a Proof of Delivery.	
ClaimsNotificationDiscrepancyInformation				Provides the discrepancy information in the claims notification.	
Association	expectedToReceive	ClaimsNotificationItemDiscrepancy	0..1	Provides the expected quantity or item to calculate the discrepancy.	
Association	actualReceived	ClaimsNotificationItemDiscrepancy	0..1	Provides the actual received quantity or item to calculate the discrepancy.	
Attribute	claimReasonCode	FinancialAdjustmentReasonCode	1..1	Provides the type of claim being made.	
Attribute	claimAmount	Amount	0..1	Provides the amount, which is in discrepancy.	

Content	Attribute / Role	Datatype /Secondary class	Multiplicity	Definition	Requirements
Attribute	discrepancyDescription	String{1..80}	0..1	Provides the discrepancy description for the discrepancy. This is in addition to the claimReasonCode.	
ClaimsNotificationItemDiscrepancy				Provides the expected quantity or item to calculate the discrepancy.	
Association		TransactionalTradeItem	1..1	Provides the trade item identification.	
Attribute	price	Amount	1..1	Provides the price of the item with its associated currency.	
Attribute	quantity	Quantity	1..1	Provides the number of items with an optional unit of measure.	

5.2. Class Diagram

5.2.1. Claims Notification

Figure 5-1 Class Diagram:



Note: Reference Shared Common Library Business Message (BMS) Release 3.0.0 and eCom Domain Common Library Business Message (BMS) Release 3.0.0 for all common information.

5.3. Code Lists & Enumerations

ClaimsNotificationTypeEnumeration

CodeValue	Description
DISPUTE	The claims notification is a dispute.
NEW_ORIGINAL	The claims notification is new.
REFUSED	The claims notification is refused and is the beginning of the manual resolution process.



Note: Reference Shared Common Library Business Message (BMS) Release 3.0.0 and eCom Domain Common Library Business Message (BMS) Release 3.0.0 for all Code Lists

Class	Codelist	Referenced in
DebitCreditAdviceLineItem	FinancialAdjustmentReasonCode	eCom Domain Common Library Business Message (BMS) Release 3.0.0

6. Business Document Example

ClaimsNotification	
- creationDateTime	2005-06-27T11:00:00
- documentStatusCode	ORIGINAL
- claimsNotificationTypeCode	NEW_ORIGINAL
- isManualProcessNeededForClaimsResolution	False
- isSupplementalMessageBeingSent	True
- supplementalMessageDescription	Proof of Delivery
EntityIdentification (+claimsNotificationIdentification)	
- entityIdentification	20051101
TransactionalParty (+contentOwner)	
- gln	8712345678913
DocumentReference (+purchaseOrder)	
- entityIdentification	PO1
- creationDateTime	2005-03-03T11:00:00
DocumentReference (+despatchAdvice)	
- entityIdentification	DA333
- creationDateTime	2005-03-23T11:00:00
TransactionalParty (+seller)	
gln	1234567890123
Contact	
- personName	Joe English
TransactionalParty(+buyer)	
gln	8712345678913
Contact	
- personName	Sara Espanol
ClaimsNotificationDiscrepancyInformation	
- claimReasonCode	57
ClaimsNotificationItemDiscrepancy (+expectedToReceive)	
- price	100 USD

- quantity	10 CARTON
<i>TransactionalTradeItem</i>	
- gtin	12345678901234
<i>ClaimsNotificationItemDiscrepancy(+actualReceived)</i>	
- price	333 USD
- quantity	10 CARTON
<i>TransactionalTradeItem</i>	
- gtin	12345678901234

7. Implementation Considerations

Not Applicable

8. Testing

Not Applicable

9. Appendices

Not Applicable

10. Adherence to Architectural Principles

#	AG Principle	BSD Adherence Statement	Does BSD Adhere?	Comment
2.1	The GS1 Architecture shall be fully aligned to GS1 Strategy, Vision, & Mission	The solution in the BSD is aligned with the business problem as defined in the CR and BCD.	<input checked="" type="checkbox"/>	
2.2	The GS1 Architecture shall leverage the use of GS1 Keys	The solution maintains the GS1 keys as the primary, mandatory identifiers.	<input checked="" type="checkbox"/>	
2.3	The GS1 Architecture shall leverage the common GS1 Global Data Dictionary (GDD)	The solution does not alter the formats of primary identifiers and complies with data elements as defined in the Global Data Dictionary.	<input checked="" type="checkbox"/>	
2.4	The GS1 Architecture shall be forward-looking, provide for migration strategies and backward compatibility, and support adaptable and flexible solutions	The solution is backwards compatible according to the stated scope in the document. The solution takes into consideration the potential impact of the standard, especially with respect to implementation and maintenance. Any potential known impact is documented.	<input checked="" type="checkbox"/>	
2.5	The GS1 Architecture shall support business processes tied to trading partner needs, relevant, and committed to demonstrable business value	All business requirements contained in the related BRAD come from trading partners or representatives with a genuine intention to implement the standards when developed. All requirements are driven by the business needs of the trading partners.	<input checked="" type="checkbox"/>	
2.6	The GS1 Architecture shall enable security where appropriate	Security solutions are included where appropriate.	<input checked="" type="checkbox"/>	
2.7	The GS1 Architecture shall be consistent	The solution does not violate consistency of the data architecture within each layer and between each layer of the GS1 System. For example, requirements do not alter a key used across GS1 standards or alter a reusable object without applying this change across related standards.	<input checked="" type="checkbox"/>	
2.8	The GS1 Architecture shall be royalty-free	The solution supports this principle where possible. The solution may include the use of other standards organizations that may not be royalty free.	<input checked="" type="checkbox"/>	

#	AG Principle	BSD Adherence Statement	Does BSD Adhere?	Comment
3.1	The GS1 Architecture should promote the achievement of the best overall value at the lowest total cost of ownership	The solution promotes the achievement of the best overall value at the lowest total cost of ownership.	<input checked="" type="checkbox"/>	
3.2	The GS1 Architecture should promote scalability	The solution takes into consideration the potential scalability of the standard. Any potential known impact to scalability is documented.	<input checked="" type="checkbox"/>	
3.3	The GS1 Architecture should promote seamless integration	The BSD promotes seamless integration with other GS1 Standards if in scope.	<input checked="" type="checkbox"/>	
3.4	The GS1 Architecture should promote interoperability and compliance	The solution takes into consideration data and process interoperability. For example, any shared objects between interoperable messages must remain consistent. Any potential known impact to interoperability is documented.	<input checked="" type="checkbox"/>	
3.5	The GS1 Architecture should promote simplicity and standard interfaces	The solution does not threaten the standardisation of the interfaces of the GS1 System. Interfaces are not limited to references to technology but also include such ideas as business interfaces and process interfaces.	<input checked="" type="checkbox"/>	
3.6	The GS1 Architecture should avoid duplication	The solution does not create duplications with existing GS1 components. If there are potential duplications, these are documented with a stated rationale for the duplication.	<input checked="" type="checkbox"/>	
3.7	The GS1 Architecture should promote technology independence and a layered approach	The solution does not impose implicit or explicit restrictions of any technology.	<input checked="" type="checkbox"/>	
3.8	The GS1 Architecture should promote global cross-sector definitions and leverage the best of global and the best of local	The solution takes into account a global perspective.	<input checked="" type="checkbox"/>	
3.9	The GS1 Architecture shall leverage a common strategy for extensibility	This solution uses consistent and common, extensibility approaches, methodologies and technology where available and applicable.	<input checked="" type="checkbox"/>	
4.1	In support of a common GS1 Architecture, GS1 shall leverage work of other standards bodies wherever possible.	This solution utilizes works of other standards bodies wherever possible.	<input checked="" type="checkbox"/>	

#	AG Principle	BSD Adherence Statement	Does BSD Adhere?	Comment
4.2	In support of a common GS1 Architecture, GS1 shall strive to eliminate exceptions and variances wherever possible	The solution strives to eliminate exceptions and variances wherever possible and does not create new variances.	<input checked="" type="checkbox"/>	

11. Summary of Changes

Change	BSD Version	Associated CR Number
Updated for Major Release 3.0, BMS version 3.0.0: Updated to reflect changes in modelling methodology.	3.0.0	N/A