



Claims Notification

Business Message Standard (BMS)

Release 3.1

1-May-2013, Issue 1

Document Summary

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Document Title	Claims Notification - Business Message Standard (BMS)
BMS Release	3.1
Document Version	Issue 1, 1-May-2013
Work Group Name	eCom SMG
BMS Template Version	2.3

Change Request Reference

Date of CR Submission to GSMP:	CR Submitter(s):	Refer to Change Request (CR) Number(s):
10 Aug 2005	Tom Heist	05-000251

Business Requirements Document (BRAD) Reference

BRAD Title:	BRAD Date:	BRAD Version
Collaborative Receipt Settlement	17 Jun 2005	0.0.14

Document Change History

Date of Change	Version	Changed By	Reason for Change	Summary of Change
2-Jan-2012	BMS 3.0 Issue 1.0.0	Coen Janssen	Publication of BMS release 3.0	
1-May-2013	BMS 3.1 issue 1	Coen Janssen	Update to 3.1	Noted in Summary of Changes

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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

This standard defines the transaction model and data model for the following business message:

- Claims Notification

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
[ref1]	Order
[ref2]	Despatch Advice
[ref3]	Reconciliation for Request for Payment
[ref4]	Advanced Ship Notice
[ref5]	Claims Debit Credit Advice
[ref6]	Receiving advice
[ref7]	Settlement
[ref8]	eCom domain common Library 3.1
[ref9]	Shared Common Library 3.1

1.5. Acknowledgements

1.5.1. Work Group

Function	Name	Company / organisation
Co-chair	Rossner (Pottier), Natascha	GS1 France
Co-chair	Schmidt, Tom Eric	August Storck KG
Member	Bemrose, Jonathan	R&R Ice Cream
Member	Bodemer, Petra	dm-drogerie markt GmbH + Co. KG
Member	Boikanyo, Rebone	GS1 South Africa / Consumer Goods Council of South Africa
Member	Canada, ON	M3B 3L1
Member	Carlson, Jim	General Mills, Inc.
Member	Chresta, Richard	GS1 Switzerland
Member	Cook, Don	Wal-Mart Stores, Inc.
Member	Cox, Marc	Philips Electronics N.V.
Member	Darnell, David	Systrends
Member	De Flou, Nele	GS1 Belgium & Luxembourg
Member	Dicks, Arne	GS1 Germany
Member	Duvinger, Karina	GS1 Sweden
Member	Foerderer, Klaus	GS1 Germany
Member	Gathmann, Stefan	GS1 Ireland
Member	Grangard, Anders	GS1 Global Office
Member	Harpell, Eileen	GS1 Community Room Staff
Member	Herregodts, Kurt	GS1 Belgium & Luxembourg
Member	Kempkes, Fred	Unilever N.V.
Member	Kernan, Brendan	GS1 Ireland
Member	Kidd, Robin	Nestle
Member	Krid, Anne-Claire	GS1 France
Member	Lanoue, Tom	General Mills, Inc.
Member	Laur, Rita	GS1 Canada
Member	Lenman, Mia	GS1 Sweden
Member	Lerch, Hanjoerg	METRO Group
Member	Moberg, Dale	Axway
Member	Montes de Oca, Alejandra	GS1 Mexico
Member	Ng, Ella	GS1 Australia
Member	Peelen, Esther	GS1 Netherlands
Member	Pelekies, Andreas	GS1 Germany
Member	Perrier, Patricia	GS1 France

Function	Name	Company / organisation
Member	Przybilla, Christian	GS1 Germany
Member	Pujol, Xavier	GS1 Spain
Member	Racek, Greg	Wal-Mart Stores, Inc.
Member	Repetto, Mirko	GS1 Italy
Member	Robba, Steven	1WorldSync Holdings, Inc.
Member	Rosell, Pere	GS1 Spain
Member	Rosenberg, Steven	GS1 US
Member	Schmid, Sue	GS1 Australia
Member	Schneider, Christian	GS1 Switzerland
Member	Sehorz, Eugen	GS1 Austria
Member	Sharma, Vishal	General Mills, Inc.
Member	Shimazaki, Ayako	GS1 Japan
Member	Sion, Emilie	GS1 France
Member	Souza, Nadia	GS1 Brasil
Member	Strand, Roman	GS1 Germany
Member	Tan, Milton	GS1 Malaysia
Member	Tompsett, Simon	Waitrose
Member	Trelle, Ute	1WorldSync Holdings, Inc.
Member	Tse, Steve	GS1 Hong Kong
Member	Tyson, Betty	Knouse Foods Cooperative, Inc
Member	Van den Bergh, Senne	GS1 Belgium & Luxembourg
Member	Van der Eijk, Pim	OASIS - Sonnenglanz Consulting BV
Member	Veldhuis, Saskia	Procter & Gamble Co.
Member	Welch, Shan	GS1 UK
Member	Westerkamp, Jan	GS1 Netherlands
Member	Wilson, Mary	GS1 US
Member	Windsperger, Bekki	Best Buy Co., Inc.
Member	Yang, Shaopeng	GS1 China
Member	Yusdiar, Dani	GS1 Indonesia
Member	Zwanziger, Greg	SUPERVALU

1.5.2. Development Team Members

Function	Name	Organisation
GSMP Process Lead	Jean-Luc Champion	GS1 Global Office
Standards Content Lead	Coen Janssen	GS1 Global Office
Technical Development Lead	Ewa Iwicka	GS1 Global Office
Peer Review	Eric Kauz	GS1 Global Office

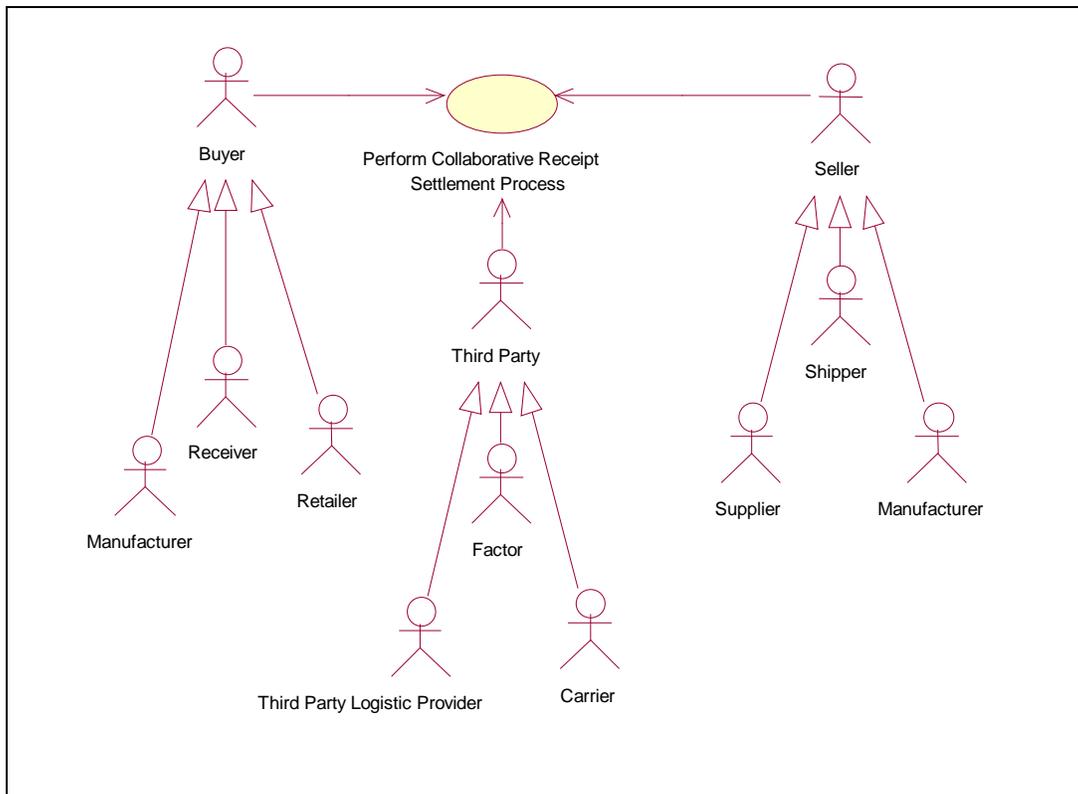
2. Business Context

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

3. Business Transaction View

3.1. Business Process – Perform Collaborative Receipt Settlement

Use Case Diagram



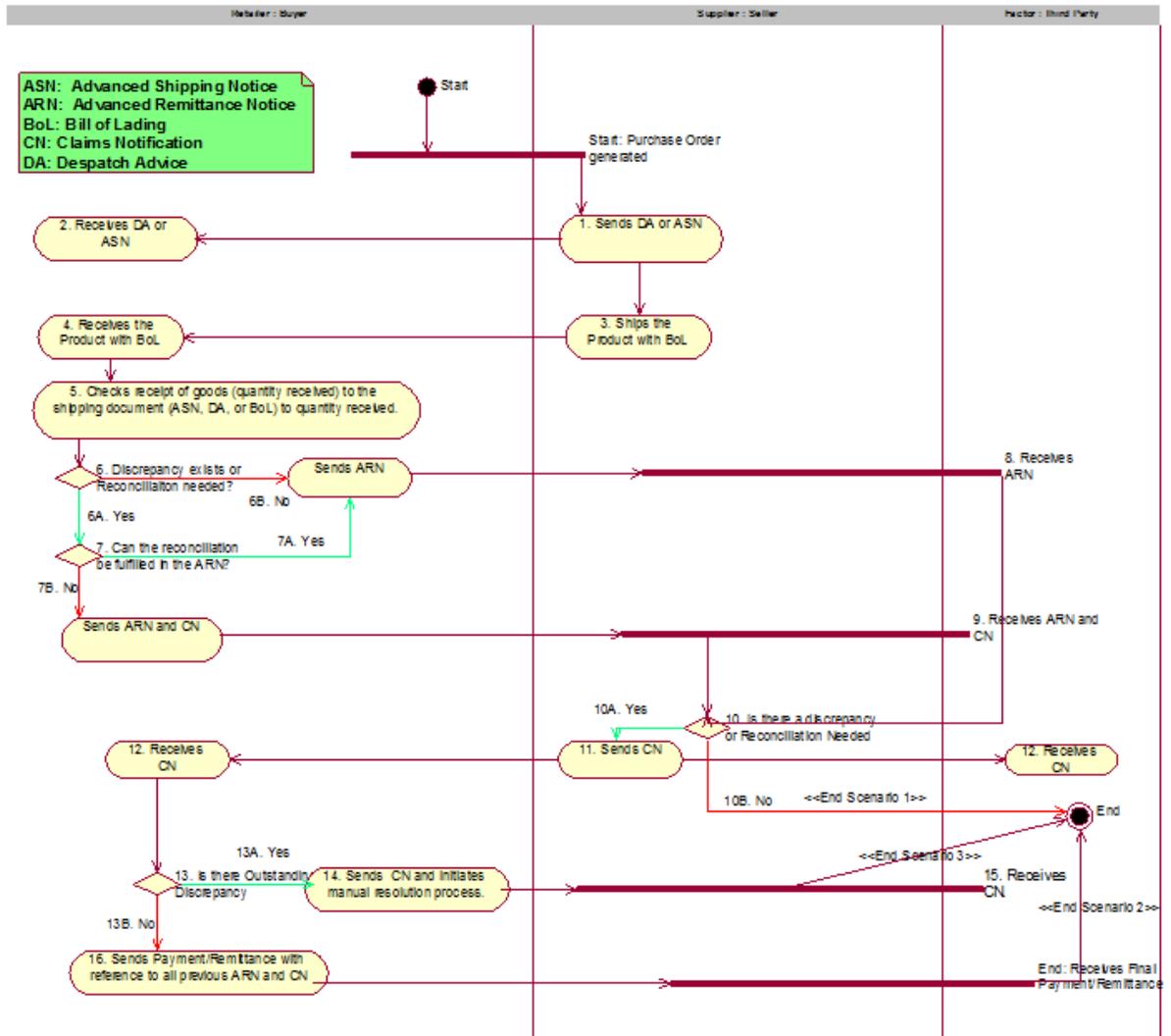
Use Case Description

Use Case ID	UC-1
Use Case Name	Perform Collaborative Receipt Settlement

Use Case Description																																														
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	<p>Begins when purchase order is generated either by the buyer or seller. Continues with...</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Step #</th> <th style="width: 15%;">Actor</th> <th style="width: 85%;">Activity Step</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Seller</td> <td>Sends Despatch Advice (DA) or Advanced Ship Notice (ASN) to the Buyer</td> </tr> <tr> <td>2</td> <td>Buyer</td> <td>Receives the DA or ASN</td> </tr> <tr> <td>3</td> <td>Seller</td> <td>Ships the product with the Bill of Lading (BoL)</td> </tr> <tr> <td>4</td> <td>Buyer</td> <td>Receives the product with BoL</td> </tr> <tr> <td>5</td> <td>Buyer</td> <td>Checks receipt of goods (quantity received) to the shipping document (ASN, DA, and/or BoL) to quantity received.</td> </tr> <tr> <td>6</td> <td>Buyer</td> <td>Analyse if there are any discrepancies or if reconciliation is needed.</td> </tr> <tr> <td>6A</td> <td>Buyer</td> <td>If discrepancy or reconciliation is needed, proceed to step 7</td> </tr> <tr> <td>6B</td> <td>Buyer</td> <td>If there is no discrepancy or reconciliation needed, Sends ARN proceed to step 8</td> </tr> <tr> <td>7</td> <td>Buyer</td> <td>Analyse if the reconciliation can be fulfilled in the ARN.</td> </tr> <tr> <td>7A</td> <td>Buyer</td> <td>If reconciliation can be fulfilled in ARN, Send ARN proceed to step 8</td> </tr> <tr> <td>7B</td> <td>Buyer</td> <td>If reconciliation cannot be fulfilled in the ARN, then Buyer sends ARN and CN and proceed to step 9.</td> </tr> <tr> <td>8</td> <td>Seller/ Third Party</td> <td>Receives ARN</td> </tr> <tr> <td>9</td> <td>Seller/ Third Party</td> <td>Receives ARN & CN.</td> </tr> <tr> <td>10</td> <td>Seller</td> <td>Analyse if there are any discrepancies or if reconciliation is</td> </tr> </tbody> </table>	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
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		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.	
Related Requirements	No related requirement	
Related Rules	No related rules.	

Activity Diagram(s)



Sequence Diagram(s)

Not Applicable

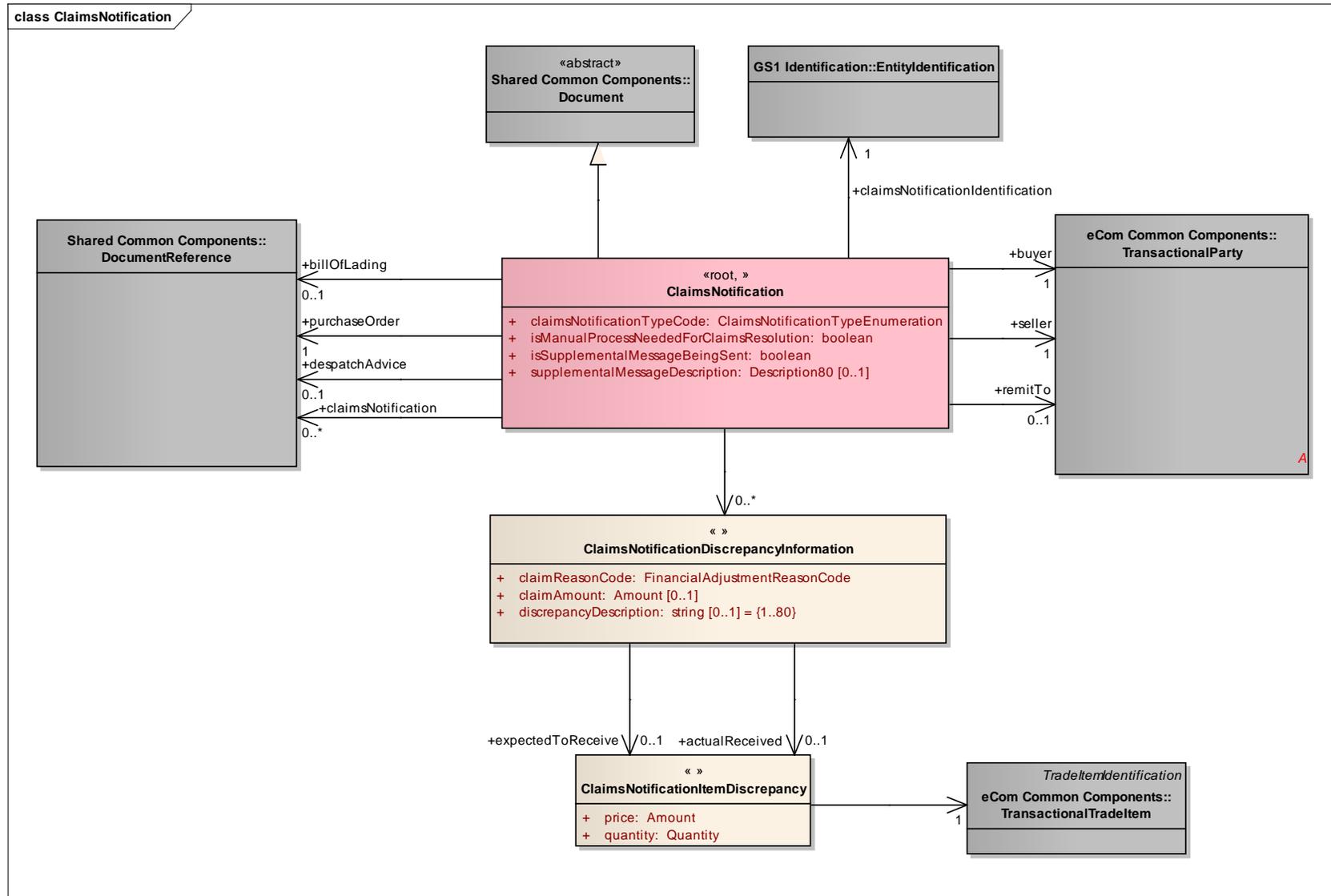
4. Business Information View



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.

4.1. Claims Notification

Class Diagram



GDD Report

Content	Attribute / Role	Datatype /Secondary class	Multiplcity	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.	
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.	



Content	Attribute / Role	Datatype /Secondary class	Multiplcity	Definition	Requirements
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.	
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.	

4.2. Code Lists & Enumerations

4.2.1. Referenced Code Lists

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

4.2.2. 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.

5. Business Message 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
TransactionalTradeItem	
- gtin	12345678901234
ClaimsNotificationItemDiscrepancy(+actualReceived)	
- price	333 USD
- quantity	10 CARTON
TransactionalTradeItem	
- gtin	12345678901234

6. Implementation Considerations

Not Applicable

7. Appendices

Not Applicable

8. Summary of Changes

8.1. BMS Release 3.0

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	N/A

8.2. BMS Release 3.1

No work requests. Indirect changes due to upgrade to new Shared and eCom Common libraries.