

THE COMMERCIAL DISPUTE

THE COMMERCIAL DISPUTE MESSAGE**1. Introduction***** Status**

MESSAGE TYPE : COMDIS
REFERENCE DIRECTORY : D.96A
EANCOM SUBSET VERSION : 001

*** Definition**

A notice of commercial dispute against one or more INVOIC messages (e.g. commercial invoice, credit note, etc.) which is usually raised by the buyer to notify the supplier that something was found wrong with an INVOIC message which detailed goods delivered or the services rendered (incorrect price, incorrect product identification, no proof of delivery, etc.).

*** Principles**

The buyer may use the message to supply the following information:

- . Non-acceptance of the INVOIC message, with a mandatory indication of error(s) providing the reason for non-acceptance and an indication of the corrections to be made.
- . Acceptance of the INVOIC message and, if necessary, an indication of error(s) and an indication of the corrections to be made.

If the INVOIC message has not been accepted by the buyer, the supplier may agree and submit an INVOIC message to cancel the first one followed by an INVOIC message.

The way in which companies agree to deal with errors on INVOIC messages may be documented in an Interchange Agreement and may be subject to local tax regulations.

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2. Message Structure Chart**Commercial Dispute Heading Section**

UNH	1	M	1	MESSAGE HEADER
BGM	2	M	1	Beginning of message
RFF	3	C	9	Reference
DTM	4	C	9	Date/time/period
SG1		C	99	NAD-CTA-COM
NAD	5	M	1	Name and address
CTA	6	C	1	Contact information
COM	7	C	5	Communication contact

Commercial Dispute Detail Section

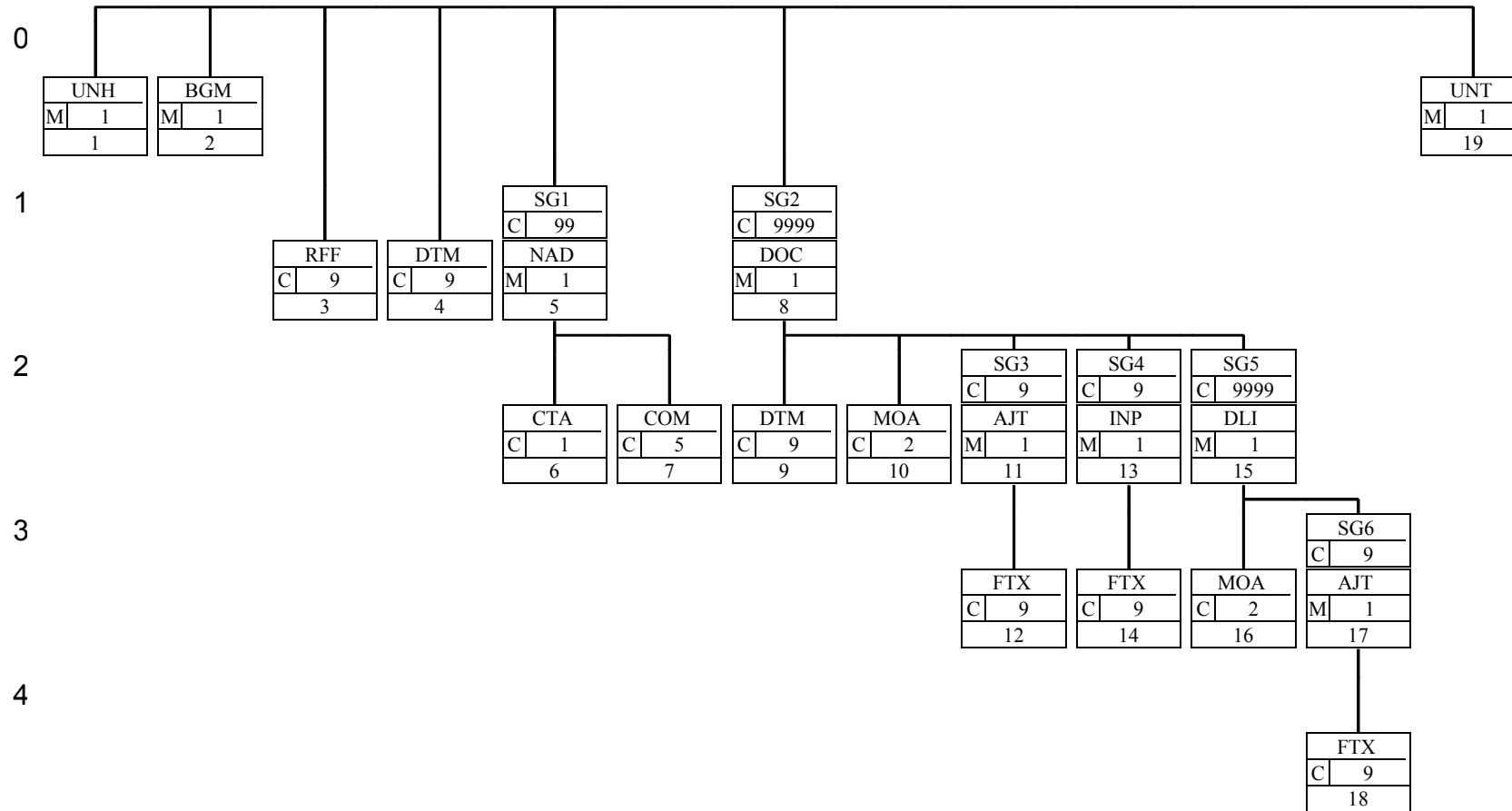
SG2		C	9999	DOC-DTM-MOA-SG3-SG4-SG5
DOC	8	M	1	Document/message details
DTM	9	C	9	Date/time/period
MOA	10	C	2	Monetary amount
SG3		C	9	AJT-FTX
AJT	11	M	1	Adjustment details
FTX	12	C	9	Free text
SG4		C	9	INP-FTX
INP	13	M	1	Parties to instruction
FTX	14	C	9	Free text
SG5		C	9999	DLI-MOA-SG6
DLI	15	M	1	Document line identification
MOA	16	C	2	Monetary amount
SG6		C	9	AJT-FTX
AJT	17	M	1	Adjustment details
FTX	18	C	9	Free text

Commercial Dispute Summary Section

UNT	19	M	1	MESSAGE TRAILER
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3. Branching Diagram:



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This segment is used to head, identify and specify a message.

BGM - M 1 - Beginning of message

This segment is used to indicate the type and function of a message and to transmit the identifying number.

RFF - C 9 - Reference

This segment is used only to refer to a previously sent Commercial Dispute message when code value 5 is used in data element 1225 of the BGM segment.

DTM - C 9 - Date/time/period

This segment is used to specify the date of the commercial dispute.

SG1 - C 99 - NAD-CTA-COM

A group of segments identifying the name and address of the parties involved in the transaction and their contacts.

NAD - M 1 - Name and address

This segment is used to identify the parties exchanging the commercial dispute message. Identification of the buyer and supplier, payer and payee if different from the buyer and supplier, is recommended in the message. If the payer is different to the buyer, and the payee is different to the supplier, then these parties should also be identified.

CTA - C 1 - Contact information

This segment is used to identify contact names within the party specified in the NAD segment.

COM - C 5 - Communication contact

This segment is used to identify the communications number and method of communications, for the party identified in the NAD segment.

Commercial Dispute Detail Section**SG2 - C 9999 - DOC-DTM-MOA-SG3-SG4-SG5**

A segment group providing details of all documents, e.g. invoices, payment orders, etc. to which the commercial dispute refers. It includes information on the monetary amounts for each document and on any adjustments (with an indication of the reason for adjustments) and on actions (to be) taken by the parties who are involved.

DOC - M 1 - Document/message details

This segment is used to identify the document which is the subject of the commercial dispute. The detail section of the Commercial Dispute is formed by a repeating groups of DOC segments.

DTM - C 9 - Date/time/period

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This segment is used to indicate the date of the document identified in the DOC segment.

MOA - C 2 - Monetary amount

This segment is used to provide monetary values related to the document specified in the DOC segment.

SG3 - C 9 - AJT-FTX

A group of segments to indicate the reasons of the dispute, with coded and free text information, related to the reference document.

AJT - M 1 - Adjustment details

This segment is used to indicate the reason for an adjustment to the current document.

FTX - C 9 - Free text

This segment is used to provide any free text information related to the adjustment detailed in the AJT segment.

SG4 - C 9 - INP-FTX

A group of segments indicating the actions to be taken and the actions taken.

INP - M 1 - Parties to instruction

This segment is used to identify the party who must carry out an instruction from the message sender.

FTX - C 9 - Free text

This segment is used to provide any free text instructions which must be carried out by the party receiving the message.

SG5 - C 9999 - DLI-MOA-SG6

A group of segments which may be used when required to provide details of individual line items in the reference document.

DLI - M 1 - Document line identification

This segment is used to identify individual line items within the document identified in the DOC segment.

MOA - C 2 - Monetary amount

This segment is used to indicate the amounts which are relevant to the line item identified in the DLI segment.

SG6 - C 9 - AJT-FTX

A group of segments to indicate the reasons of the dispute, with coded and free text information, related to the reference line item.

AJT - M 1 - Adjustment details

This segment is used to indicate the reason for an adjustment to the line identified in the DLI segment. The line number of the line for which adjustments are being detailed was provided in

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DE 1082 of the DLI segment.

FTX - C 9 - Free text

This segment is used to provide any free text information related to the adjustment detailed in the AJT segment.

Commercial Dispute Summary Section

UNT - M 1 - MESSAGE TRAILER

This segment is a mandatory UN/EDIFACT segment. It must always be the last segment in the message.

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5. Segments Layout

This section describes each segment used in the EANCOM Commercial Dispute message. The original EDIFACT segment layout is listed. The appropriate comments relevant to the EANCOM subset are indicated.

Notes:

1. The segments are presented in the sequence in which they appear in the message. The segment or segment group tag is followed by the (M)andatory / (C)onditional indicator, the maximum number of occurrences and the segment description.
2. Reading from left to right, in column one, the data element tags and descriptions are shown, followed by in the second column the EDIFACT status (M or C), the field format, and the picture of the data elements. These first pieces of information constitute the original EDIFACT segment layout.

Following the EDIFACT information, EANCOM specific information is provided in the third, fourth, and fifth columns. In the third column a status indicator for the use of (C)onditional EDIFACT data elements (see 2.1 through 2.3 below), in the fourth column the restricted indicator (see point 3 on the following page), and in the fifth column notes and code values used for specific data elements in the message.

- 2.1 (M)andatory data elements in EDIFACT segments retain their status in EANCOM.
- 2.2 Additionally, there are five types of status for data elements with a (C)onditional EDIFACT status, whether for simple, component or composite data elements. These are listed below and can be identified when relevant by the following abbreviations:

-	REQUIRED	R	Indicates that the entity is required and must be sent.
-	ADVISED	A	Indicates that the entity is advised or recommended.
-	DEPENDENT	D	Indicates that the entity must be sent in certain conditions, as defined by the relevant explanatory note.
-	OPTIONAL	O	Indicates that the entity is optional and may be sent at the discretion of the user.
-	NOT USED	N	Indicates that the entity is not used and should be omitted.

- 2.3 If a composite is flagged as **N, NOT USED**, all data elements within that composite will have blank status indicators assigned to them.
3. Status indicators detailed in the fourth column which directly relate to the code values detailed in the first column may have two values;

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- RESTRICTED * A data element marked with an asterisk (*) in the fourth column is (are) the only codes available for use with this data element, in this segment, in this message.

- OPEN All data elements where coded representation of data is possible and a restricted set of code values is not indicated are open (no asterisk in fourth column). The available codes are listed in the EANCOM Data Elements and Code Sets Directory. Code values may be given as examples or there may be a note on the format or type of code to be used.

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UNH - M 1 - MESSAGE HEADER				
Function : To head, identify and specify a message.				
Segment number : 1				
	EDIFACT	EAN	*	Description
0062 Message reference number	M an..14	M		Senders unique message reference. Sequence number of the messages in the interchange. DE 0062 in the UNT will be exactly the same. Sender generated.
S009 MESSAGE IDENTIFIER	M	M		
0065 Message type identifier	M an..6	M	*	COMDIS = Commercial dispute message
0052 Message type version number	M an..3	M	*	D = Draft directory
0054 Message type release number	M an..3	M	*	96A = Version 96A
0051 Controlling agency	M an..2	M	*	UN = UN/ECE/TRADE/WP.4, United Nations Standard Messages (UNSM)
0057 Association assigned code	C an..6	R	*	EAN001 = EAN Version control number.
0068 Common access reference	C an..35	N		
S010 STATUS OF THE TRANSFER	C	N		
0070 Sequence message transfer number	M n..2			
0073 First/last sequence message transfer indication	C a1			
<u>Segment Notes.</u>				
This segment is used to head, identify and specify a message.				
DE's 0065, 0052, 0054, and 0051: Indicate that the message is a UNSM Commercial Dispute based on the D.96A directory under the control of the United Nations.				
DE 0057: Indicates that the message is the EANCOM version 001 of the Commercial Dispute.				
Example :				
UNH+ME000001+COMDIS:D:96A:UN:EAN001'				

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BGM - M 1 - Beginning of message				
Function : To indicate the type and function of a message and to transmit the identifying number.				
Segment number : 2				
	EDIFACT	EAN	*	Description
C002 DOCUMENT/MESSAGE NAME	C	R		
1001 Document/message name, coded	C an..3	R	*	67 = Commercial dispute
1131 Code list qualifier	C an..3	N		
3055 Code list responsible agency, coded	C an..3	N		
1000 Document/message name	C an..35	O		
1004 Document/message number	C an..35	R		Commercial dispute number assigned by the message sender.
1225 Message function, coded	C an..3	R	*	1 = Cancellation 5 = Replace 6 = Confirmation 9 = Original
4343 Response type, coded	C an..3	N		
<u>Segment Notes.</u>				
This segment is used to indicate the type and function of a message and to transmit the identifying number.				
All references other than the document number DE 1004 are specified in the RFF segment.				
DE 1004: It is recommended that the length of document number be restricted to a maximum of 17 characters.				
DE 1225: The message function, coded is a critical data element in this segment. It applies to all data indicated in the message. The following definitions apply for the restricted codes:				
1 = Cancellation - This code is used to cancel a previously sent commercial dispute message identified in the RFF segment number 3. Only the mandatory segments in the message need to be re-transmitted and at least two repetitions of the NAD segment identifying the sender and receiver of the message. A new commercial dispute number and date of generation must be assigned to this message.				
5 = Replace - This code is used to cancel and replace a previously sent commercial dispute with data transmitted in the current message. The commercial dispute number in this segment will provide a new reference for the forecast replacing a previously transmission. The identification of the message being replaced is carried out in the RFF segment (number 3).				
6 = Confirmation - This code is used to re-submit or re-send a copy of a previously sent commercial dispute, for confirmation purposes. The commercial dispute number and date will be the same as those used for the previous message being confirmed (DE 0062 in the UNH segment can be used to identify the last valid version of the message).				
9 = Original - An original transmission of a commercial dispute.				
Example :				
BGM+67+CD78305+9'				

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RFF - C 9 - Reference				
Function : To specify a reference.				
Segment number : 3				
	EDIFACT	EAN	*	Description
C506 REFERENCE	M	M		
1153 Reference qualifier	M an..3	M	*	CDN = Commercial dispute reference number (EAN Code)
1154 Reference number	C an..35	R		
1156 Line number	C an..6	N		
4000 Reference version number	C an..35	N		
<u>Segment Notes.</u>				
This segment is used only to refer to a previously sent Commercial Dispute message when code value 5 is used in data element 1225 of the BGM segment.				
Example:				
RFF+CDN:AX0216'				

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DTM - C 9 - Date/time/period				
Function : To specify date, and/or time, or period.				
Segment number : 4				
	EDIFACT	EAN	*	Description
C507 DATE/TIME/PERIOD	M	M		
2005 Date/time/period qualifier	M an..3	M	*	137 = Document/message date/time 171 = Reference date/time
2380 Date/time/period	C an..35	R		
2379 Date/time/period format qualifier	C an..3	R		102 = CCYYMMDD 203 = CCYYMMDDHHMM
<u>Segment Notes.</u>				
This segment is used to specify the date of the commercial dispute.				
DE 2005: Identification of the 'Document/message date/time' (code value 137) is mandatory in the commercial dispute message. Code value 171 is used to relate to the previous RFF segment.				
Example :				
DTM+137:19970110:102'				

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SG1 - C 99 - NAD-CTA-COM				
NAD - M 1 - Name and address				
Function : To specify the name/address and their related function, either by CO82 only and/or structured by CO80 thru 3207.				
Segment number : 5				
	EDIFACT	EAN	*	Description
3035 Party qualifier	M an..3	M		BY = Buyer PE = Payee PR = Payer SU = Supplier
C082 PARTY IDENTIFICATION DETAILS	C	A		
3039 Party id. identification	M an..35	M		EAN Location Number - Format n13
1131 Code list qualifier	C an..3	N		
3055 Code list responsible agency, coded	C an..3	R	*	9 = EAN (International Article Numbering association)
C058 NAME AND ADDRESS	C	N		
3124 Name and address line	M an..35			
3124 Name and address line	C an..35			
3124 Name and address line	C an..35			
3124 Name and address line	C an..35			
3124 Name and address line	C an..35			
C080 PARTY NAME	C	D		
3036 Party name	M an..35	M		Party Name in clear text.
3036 Party name	C an..35	O		
3036 Party name	C an..35	O		
3036 Party name	C an..35	O		
3036 Party name	C an..35	O		
3045 Party name format, coded	C an..3	O		
C059 STREET	C	D		
3042 Street and number/p.o. box	M an..35	M		Building Name/Number and Street
3042 Street and number/p.o. box	C an..35	O		Name and/or P.O. Box.
3042 Street and number/p.o. box	C an..35	O		
3042 Street and number/p.o. box	C an..35	O		
3164 City name	C an..35	D		City/Town name, clear text
3229 Country sub-entity identification	C an..9	D		County/State, clear text
3251 Postcode identification	C an..9	D		Postal Code
3207 Country, coded	C an..3	D		ISO 3166 two alpha code
<u>Segment Notes.</u>				

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SG1 - C	99 - NAD-CTA-COM
NAD - M	1 - Name and address
Function :	To specify the name/address and their related function, either by CO82 only and/or structured by CO80 thru 3207.
Segment number :	5
<p>This segment is used to identify the parties exchanging the commercial dispute message. Identification of the buyer and supplier, payer and payee if different from the buyer and supplier, is recommended in the message. If the payer is different to the buyer, and the payee is different to the supplier, then these parties should also be identified.</p> <p>DE C082: For identification of parties it is recommended to use EAN location numbers.</p> <p>If coded address information can not be used it is recommended to use a structured address (C080 through 3207).</p> <p>Example :</p> <p>NAD+BY+5456789000017::9' NAD+SU+3323456007896::9'</p> <p>Dependency Notes:</p> <p>The following composites and data elements are only used when a coded name and address can not be used. The affected composites and data elements are as follows:</p> <p>C080 - C059 - 3164 - 3229 - 3251 - 3207</p>	

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SG1 - C 99 - NAD-CTA-COM				
CTA - C 1 - Contact information				
Function : To identify a person or a department to whom communication should be directed.				
Segment number : 6				
	EDIFACT	EAN	*	Description
3139 Contact function, coded	C an..3	R		AD = Accounting contact AP = Accounts payable contact AR = Accounts receivable contact
C056 DEPARTMENT OR EMPLOYEE DETAILS	C	O		
3413 Department or employee identification	C an..17	O		
3412 Department or employee	C an..35	O		
<u>Segment Notes.</u>				
This segment is used to identify contact names within the party specified in the NAD segment.				
Example:				
CTA+AD+:Y TEALL'				

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SG1 - C 99 - NAD-CTA-COM				
COM - C 5 - Communication contact				
Function : To identify a communication number of a department or a person to whom communication should be directed.				
Segment number : 7				
	EDIFACT	EAN	*	Description
C076 COMMUNICATION CONTACT	M	M		
3148 Communication number	M an..512	M		
3155 Communication channel qualifier	M an..3	M		EM = Electronic mail FX = Fax TE = Telephone TL = Telex XF = X.400
<u>Segment Notes.</u>				
This segment is used to identify the communications number and method of communications, for the party identified in the NAD segment.				
Example :				
COM+0032025142663:FX'				

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SG2 - C 9999 - DOC-DTM-MOA-SG3-SG4-SG5				
DOC - M 1 - Document/message details				
Function : To identify documents, either printed, electronically transferred, or referenced as specified in message description, including, where relevant, the identification of the type of transaction that will result from this message.				
Segment number : 8				
	EDIFACT	EAN	*	Description
C002 DOCUMENT/MESSAGE NAME	M	M		
1001 Document/message name, coded	C an..3	R	*	82 = Metered services invoice 83 = Credit note related to financial adjustments 84 = Debit note related to financial adjustments 380 = Commercial invoice 381 = Credit note - goods and services 383 = Debit note - goods and services
1131 Code list qualifier	C an..3	N		
3055 Code list responsible agency, coded	C an..3	N		
1000 Document/message name	C an..35	O		
C503 DOCUMENT/MESSAGE DETAILS	C	R		
1004 Document/message number	C an..35	R		Disputed document number
1373 Document/message status, coded	C an..3	O		1 = Accepted 3 = Conditionally accepted 8 = Rejected
1366 Document/message source	C an..35	N		
3453 Language, coded	C an..3	N		
3153 Communication channel identifier, coded	C an..3	N		
1220 Number of copies of document required	C n..2	N		
1218 Number of originals of document required	C n..2	N		
<u>Segment Notes.</u>				
This segment is used to identify the document which is the subject of the commercial dispute. The detail section of the Commercial Dispute is formed by a repeating groups of DOC segments.				
The DOC segment provides details of the documents, e.g., a group of invoices, to which the Commercial Dispute refers. Individual document line item information is provided in the DLI segment.				
Example :				
DOC+380+458011'				

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SG2 - C 9999 - DOC-DTM-MOA-SG3-SG4-SG5				
DTM - C 9 - Date/time/period				
Function : To specify date, and/or time, or period.				
Segment number : 9				
	EDIFACT	EAN	*	Description
C507 DATE/TIME/PERIOD	M	M		
2005 Date/time/period qualifier	M an..3	M	*	137 = Document/message date/time
2380 Date/time/period	C an..35	R		
2379 Date/time/period format qualifier	C an..3	R		102 = CCYYMMDD 203 = CCYYMMDDHHMM
<u>Segment Notes.</u>				
This segment is used to indicate the date of the document identified in the DOC segment.				
Example:				
DTM+137:19971215:102'				

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SG2 - C 9999 - DOC-DTM-MOA-SG3-SG4-SG5				
MOA - C 2 - Monetary amount				
Function : To specify a monetary amount.				
Segment number : 10				
	EDIFACT	EAN	*	Description
C516 MONETARY AMOUNT	M	M		
5025 Monetary amount type qualifier	M an..3	M		5 = Adjusted amount 9 = Amount due/amount payable 23 = Charge amount 124 = Tax amount 257 = Amount subject to dispute
5004 Monetary amount	C n..18	R		
6345 Currency, coded	C an..3	O		ISO 4217 three alpha code
6343 Currency qualifier	C an..3	N		
4405 Status, coded	C an..3	N		
<u>Segment Notes.</u>				
This segment is used to provide monetary values related to the document specified in the DOC segment.				
Specification of the amount due for the document identified in the DOC segment is mandatory.				
DE 5025: Code value '9' is to be used to indicate the total amount due for the current document and does not include any deductions related to disputed amounts. Code '257' is to be used to indicate an amount which is being disputed in the total amount due for the current document.				
Example :				
MOA+9:75000'				

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SG2 - C	9999 -	DOC-DTM-MOA-SG3-SG4-SG5		
SG3 - C	9 -	AJT-FTX		
AJT - M	1 -	Adjustment details		
Function	:	To identify the reason for an adjustment.		
Segment number	:	11		
		EDIFACT	EAN	* Description
4465	Adjustment reason, coded	M an..3	M	2 = Below specification goods 3 = Damaged goods 4 = Short delivery 5 = Price query 14 = Wrong delivery 17 = Transport damage 26 = Taxes 32 = Goods not delivered 35 = Goods returned 56 = Incorrect discount 64 = Expecting new terms 10E = Incorrect references (EAN Code) 11E = Incorrect charge (EAN Code) 12E = Incorrect identification of the buyer (EAN Code) 13E = Incorrect product identification (EAN Code) ZZZ = Mutually defined
1082	Line item number	C n..6	N	
<u>Segment Notes.</u>				
This segment is used to indicate the reason for an adjustment to the current document.				
Adjustments can be given for the complete document identified in the DOC segment and additionally, can be given per line item in the AJT segment in the DLI segment group following.				
DE 1082: If specific references or information related to a line item number in a document are required, then the line item number is given in the DLI segment (group 5) and the adjustment given in the ADJ segment (group 6).				
Example :				
AJT+5'				

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SG2 - C	9999 -	DOC-DTM-MOA-SG3-SG4-SG5		
SG3 - C	9 -	AJT-FTX		
FTX - C	9 -	Free text		
Function	:	To provide free form or coded text information.		
Segment number	:	12		
		EDIFACT	EAN	* Description
4451 Text subject qualifier		M an..3	M	ACE = Dispute ZZZ = Mutually defined
4453 Text function, coded		C an..3	O	3 = Text for immediate use
C107 TEXT REFERENCE		C	D	
4441 Free text, coded		M an..3	M	001 = Standard text between trading partners.
1131 Code list qualifier		C an..3	N	
3055 Code list responsible agency, coded		C an..3	O	91 = Assigned by supplier or supplier's agent 92 = Assigned by buyer or buyer's agent
C108 TEXT LITERAL		C	D	
4440 Free text		M an..70	M	
4440 Free text		C an..70	O	
4440 Free text		C an..70	O	
4440 Free text		C an..70	O	
4440 Free text		C an..70	O	
3453 Language, coded		C an..3	D	ISO 639 two alpha code
<u>Segment Notes.</u>				
This segment is used to provide any free text information related to the adjustment detailed in the AJT segment.				
Use of this segment in free form is not recommended since it may inhibit automatic processing of the Commercial Dispute. Coded references to standard texts is an available functionality which enables automatic processing and reduces transmission and processing overheads. Standard texts should be mutually defined among trading partners and can be used to cover legal or other requirements.				
DE 4441: Code 001 is allocated by the supplier and agreed for use on a bilateral basis with the supplier's trading partners.				
Example:				
FTX+ACE+3+001:91'				
FTX+ACE+++SEE PRICE REDUCTION 4.1.96:CATALOGUE AX-461'				
Dependency Notes:				
DE C107: This composite is only used when trading partners have agreed to use mutually defined code values.				
DE C108: This composite is only used if coded text can not be used.				

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SG3 - C	9 - AJT-FTX
FTX - C	9 - Free text
Function :	To provide free form or coded text information.
Segment number :	12
DE 3453: This data element is only used when non coded free text has been provided in data element C108.	

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SG2 - C 9999 - DOC-DTM-MOA-SG3-SG4-SG5				
SG4 - C 9 - INP-FTX				
INP - M 1 - Parties to instruction				
Function : To specify parties to an instruction and where relevant, the instruction.				
Segment number : 13				
	EDIFACT	EAN	*	Description
C849 PARTIES TO INSTRUCTION	C	M		
3301 Party enacting instruction identification	M an..17	M		4 = Buyer 5 = Seller
3285 Recipient of the instruction identification	C an..17	N		
C522 INSTRUCTION	C	M		
4403 Instruction qualifier	M an..3	M		1 = Action required
4401 Instruction, coded	C an..3	O	*	AA = Send credit note AAE = Send debit note (EAN Code) AD = Advise AG = Send replacement
1131 Code list qualifier	C an..3	N		
3055 Code list responsible agency, coded	C an..3	N		
4400 Instruction	C an..35	N		
C850 STATUS OF INSTRUCTION	C	N		
4405 Status, coded	M an..3			
3036 Party name	C an..35			
1229 Action request/notification, coded	C an..3	N		
<u>Segment Notes.</u>				
This segment is used to identify the party who must carry out an instruction from the message sender.				
Example:				
INP+5+1:AA'				

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SG2 - C	9999 - DOC-DTM-MOA-SG3-SG4-SG5			
SG4 - C	9 - INP-FTX			
FTX - C	9 - Free text			
Function :	To provide free form or coded text information.			
Segment number :	14			
	EDIFACT	EAN	*	Description
4451 Text subject qualifier	M an..3	M		AAG = Party instructions
4453 Text function, coded	C an..3	O		3 = Text for immediate use
C107 TEXT REFERENCE	C	D		
4441 Free text, coded	M an..3	M		001 = Standard text between trading partners.
1131 Code list qualifier	C an..3	N		
3055 Code list responsible agency, coded	C an..3	O		91 = Assigned by supplier or supplier's agent 92 = Assigned by buyer or buyer's agent
C108 TEXT LITERAL	C	D		
4440 Free text	M an..70	M		
4440 Free text	C an..70	O		
4440 Free text	C an..70	O		
4440 Free text	C an..70	O		
4440 Free text	C an..70	O		
3453 Language, coded	C an..3	D		ISO 639 two alpha code
<u>Segment Notes.</u>				
This segment is used to provide any free text instructions which must be carried out by the party receiving the message.				
Use of this segment in free form is not recommended since it may inhibit automatic processing of the Commercial Dispute. Coded references to standard texts is an available functionality which enables automatic processing and reduces transmission and processing overheads. Standard texts should be mutually defined among trading partners and can be used to cover legal or other requirements.				
Example:				
FTX+AAG++20::92'				
Instruction code 20 = Process correction within seven working days to ensure payment to terms.				
Dependency Notes:				
DE C107: This composite is only used when trading partners have agreed to use mutually defined code values.				
DE C108: This composite is only used if coded text can not be used.				
DE 3453: This data element is only used when non coded free text has been provided in data element C108.				

THE COMMERCIAL DISPUTE

SG2 - C 9999 - DOC-DTM-MOA-SG3-SG4-SG5				
SG5 - C 9999 - DLI-MOA-SG6				
DLI - M 1 - Document line identification				
Function : To specify the processing mode of a specific line within a referenced document.				
Segment number : 15				
	EDIFACT	EAN	*	Description
1073 Document line indicator, coded	M an..3	M	*	1 = Included in document/transaction
1082 Line item number	M n..6	M		
<u>Segment Notes.</u>				
This segment is used to identify individual line items within the document identified in the DOC segment.				
Example :				
DLI+1+7'				

THE COMMERCIAL DISPUTE

SG2 - C 9999 - DOC-DTM-MOA-SG3-SG4-SG5				
SG5 - C 9999 - DLI-MOA-SG6				
MOA - C 2 - Monetary amount				
Function : To specify a monetary amount.				
Segment number : 16				
	EDIFACT	EAN	*	Description
C516 MONETARY AMOUNT	M	M		
5025 Monetary amount type qualifier	M an..3	M		5 = Adjusted amount 9 = Amount due/amount payable 23 = Charge amount 52 = Discount amount 124 = Tax amount 257 = Amount subject to dispute
5004 Monetary amount	C n..18	R		
6345 Currency, coded	C an..3	N		
6343 Currency qualifier	C an..3	N		
4405 Status, coded	C an..3	N		
<u>Segment Notes.</u>				
This segment is used to indicate the amounts which are relevant to the line item identified in the DLI segment.				
DE 5025: Code Value '9' is used to indicate the total amount due for the current document line and does not include any deductions related to disputed amounts. Code value '257' is used to indicate an amount which is being disputed in the total amount due for the current document line.				
Example :				
MOA+9:45000'				

THE COMMERCIAL DISPUTE

SG2 - C	9999 - DOC-DTM-MOA-SG3-SG4-SG5			
SG5 - C	9999 - DLI-MOA-SG6			
SG6 - C	9 - AJT-FTX			
AJT - M	1 - Adjustment details			
Function :	To identify the reason for an adjustment.			
Segment number :	17			
	EDIFACT	EAN	*	Description
4465 Adjustment reason, coded	M an..3	M		2 = Below specification goods 3 = Damaged goods 4 = Short delivery 5 = Price query 14 = Wrong delivery 17 = Transport damage 26 = Taxes 32 = Goods not delivered 35 = Goods returned 56 = Incorrect discount 64 = Expecting new terms 10E = Incorrect references (EAN Code) 11E = Incorrect charge (EAN Code) 12E = Incorrect identification of the buyer (EAN Code) 13E = Incorrect product identification (EAN Code) ZZZ = Mutually defined
1082 Line item number	C n..6	N		
<u>Segment Notes.</u>				
This segment is used to indicate the reason for an adjustment to the line identified in the DLI segment. The line number of the line for which adjustments are being detailed was provided in DE 1082 of the DLI segment.				
Example:				
AJT+5'				

THE COMMERCIAL DISPUTE

SG2 - C	9999 - DOC-DTM-MOA-SG3-SG4-SG5			
SG5 - C	9999 - DLI-MOA-SG6			
SG6 - C	9 - AJT-FTX			
FTX - C	9 - Free text			
Function :	To provide free form or coded text information.			
Segment number :	18			
	EDIFACT	EAN	*	Description
4451 Text subject qualifier	M an..3	M		ACE = Dispute ZZZ = Mutually defined
4453 Text function, coded	C an..3	O		3 = Text for immediate use
C107 TEXT REFERENCE	C	D		
4441 Free text, coded	M an..3	M		001 = Standard text between trading partners
1131 Code list qualifier	C an..3	N		
3055 Code list responsible agency, coded	C an..3	O		91 = Assigned by supplier or supplier's agent 92 = Assigned by buyer or buyer's agent
C108 TEXT LITERAL	C	D		
4440 Free text	M an..70	M		
4440 Free text	C an..70	O		
4440 Free text	C an..70	O		
4440 Free text	C an..70	O		
4440 Free text	C an..70	O		
3453 Language, coded	C an..3	D		ISO 639 two alpha codes
<u>Segment Notes.</u>				
This segment is used to provide any free text information related to the adjustment detailed in the AJT segment.				
Use of this segment in free form is not recommended since in most cases it inhibits automatic processing of the extended commercial dispute. Coded references to standard texts is an available functionality which enables automatic processing and reduces transmission and processing overhead. Standard texts should be mutually defined among trading partners and can be used to cover legal and other requirements.				
DE 4441: Code 001 is allocated by the supplier and agreed for use on a bilateral basis with the supplier's trading partners.				
Example:				
FTX+ACE+++PLEASE CORRECT:THIRD WEEK WITH ERROR'				
Dependency Notes:				
DE C107: This composite is only used when trading partners have agreed to use mutually defined code values.				
DE C108: This composite is only used if coded text can not be used.				

THE COMMERCIAL DISPUTE

SG6 - C	9 - AJT-FTX
FTX - C	9 - Free text
Function :	To provide free form or coded text information.
Segment number :	18
DE 3453: This data element is only used when non coded free text has been provided in data element C108.	

THE COMMERCIAL DISPUTE

UNT - M 1 - MESSAGE TRAILER				
Function : To end and check the completeness of a message.				
Segment number : 19				
	EDIFACT	EAN	*	Description
0074 Number of segments in a message	M n..6	M		The total number of segments in the message is detailed in here.
0062 Message reference number	M an..14	M		The message reference numbered detailed here should equal the one specified in the UNH segment.
<u>Segment Notes.</u>				
This segment is a mandatory UN/EDIFACT segment. It must always be the last segment in the message.				
Example :				
UNT+31+ME000001'				

* * *

THE COMMERCIAL DISPUTE

Example of a Commercial Dispute message.

The following is an example of a commercial dispute message between a buyer identified by the EAN location number 5412345111115 and a supplier identified by the EAN location number 5411111123451. The message sent on the 1st of July 1997.

The document disputed is a commercial invoice for a total amount of 75.000 BF. However the problem was found in the product supplied that was in the line 1 for an amount of 45.000 BF of the invoice. The reasons for the dispute is that the discount was not made according to the initial agreement and that an instruction for a credit note should be issued on the favour of the buyer.

UNH+ME000001+COMDIS:D:96A:UN:EAN001'	Message header
BGM+67+CD5422+9'	Commercial dispute number CD5422
DTM+137:19970701:102'	Message date 1st July 1997
NAD+BY+5412345111115::9'	Buyer identified by EAN location number 5412345111115
NAD+SU+5411111123451::9'	Supplier identified by EAN location number 5411111123451
DOC+380+450811:8'	Commercial invoice document in dispute No450811 was rejected
DTM+137:19961215:102'	Date of document in dispute 15th December 1996
MOA+9:75000'	Amount due for the disputed document 75.000
AJT+56'	The reason for the dispute is an incorrect discount
INP+4+1:AA'	The buyer instructs the seller that a credit note is required
DLI+1+1'	Identify the line item disputed in the document
MOA+257:45000'	The amount disputed is 45.000
AJT+56'	The reason for the dispute is an incorrect discount
UNT+14+ME000001'	Message trailer

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