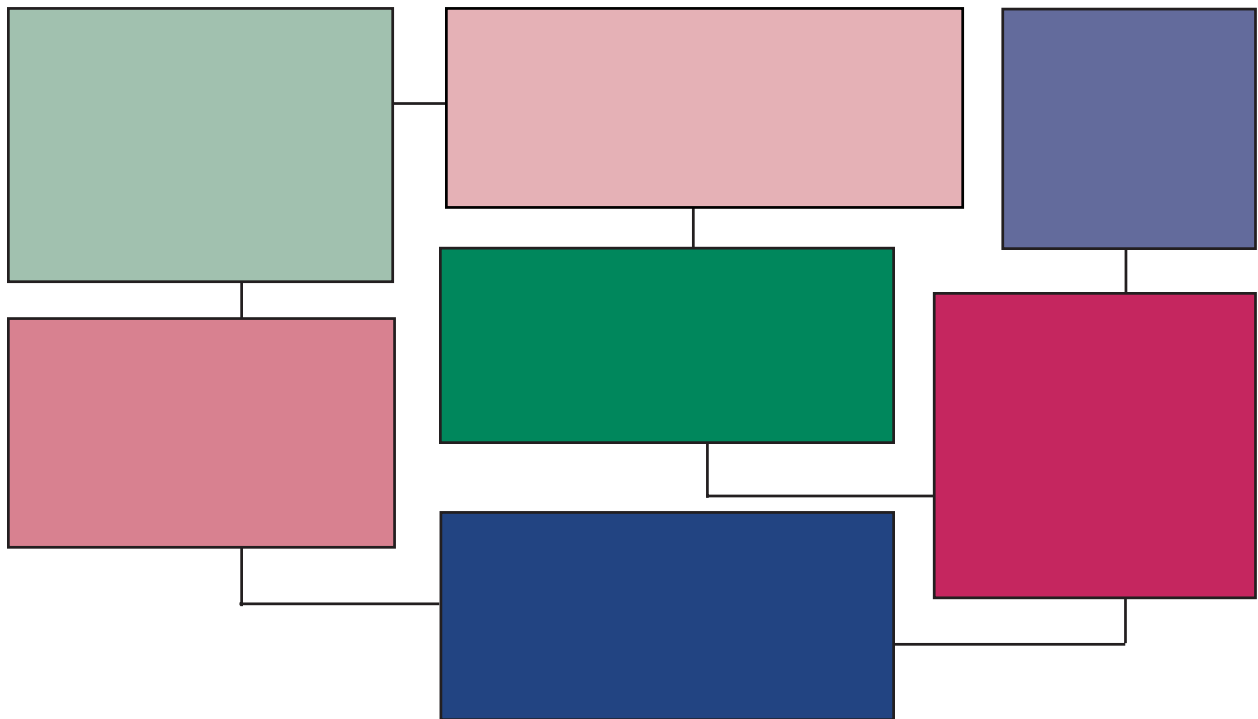


# IMPROVING DATA COMMUNICATION

among retailers, wholesalers, and manufacturers  
via standard business forms and computer-to-  
computer telecommunications



Standards recommended by the:

***National Association of Recording Merchandisers***

9 Eves Dr., Suite 120, Marlton, NJ 08053

Phone: 856.596.2221

Fax: 856.596.3268

[www.narm.com](http://www.narm.com)

***Video Software Dealers Association***

16530 Ventura Blvd., Suite 400, Encino, CA 91436-4551

Phone: 818.385.1500

Fax: 818.385.0567

[www.vstda.org](http://www.vstda.org)

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# BUSINESS-TO-BUSINESS COMMUNICATIONS ALTERNATIVES

- **Paper.** Use the standard form guidelines in this manual.
- **NARM proprietary computer formats.** Use computer format guidelines in this manual. These guidelines will not be updated with future changes.
- **EDI (Electronic Data Interchange) X12 – ANSI X12 standards published by the UCC.** This is the preferred method of communications. The standards are continually updated to meet the changing needs of the business community and are not industry specific.
- **XML (eXtensible Markup Language).** Global standards currently being implemented in some industries.

# INTRODUCTION

For several years, the National Association of Recording Merchandisers (NARM) and the Video Software Dealers Association (VSDA) have sponsored activities aimed at enhancing communication between their members — between retailers, wholesalers and manufacturers. Because of today's escalating costs, businesses are all seeking to improve supply chain efficiencies. More effective communication can provide meaningful savings. If misunderstandings in merchandiser orders by manufacturer's order processing departments can be prevented, if merchandise packed for return but not authorized can be more easily located, if a packing slip can be matched more readily to the corresponding invoice, valuable and substantial time and cost savings will be realized.

To accomplish the objective of enhancing communication and representing the common operational concerns of both NARM and VSDA, the Operations Committee was established. Its charter was "... to research, develop, oversee, and promote techniques, technologies and standards facilitating more effective operational efficiencies in the home entertainment industry by creating partnerships and forums for dialog within those industries." The first step in the overall communication enhancement plan developed standardized forms. Step two accomplished standardized computer-to-computer formats, designed to produce further economies. The entire process has produced efficiencies in the time it takes for orders to reach manufacturers, and reduce the cost of inputting those orders to computer systems. In addition, other methods are being sought that will assure better written and telephone communication between merchandisers and their manufacturer counterparts.

The recommendations found in the following pages represent the culmination of the first step in this endeavor for the video industry. The standardized forms included herein were developed jointly by the NARM/VSDA Operations Committee and the VSDA Manufacturers Operations Committee.

Also included are standard forms and standard computer formats for the audio industry. The NARM/VSDA office will be administering the assignment of customer/vendor numbers. Just contact the NARM/VSDA office for your number when you are ready to use the computer formats for telecommunicating.

It is vital to the ultimate success of the effort that manufacturers be encouraged to implement the use of the standardized forms as soon as possible. Retailers, rack jobbers, distributors and one stops can be extremely influential in this effort by adopting the standardized forms in their own operations as soon as possible; and by communicating to manufacturers' marketing executives, data processing staffs and other manufacturer operations personnel, the benefits to every segment of the industry. It is not necessary to be a VSDA or NARM member to use the business forms and computer formats. Anyone can use these programs and obtain their benefits.

Some of the benefits you can expect include:

- The ability to locate the same item in the same place on every company's business forms.
- The ability to locate, in the returns process, each physical piece of merchandise referred to, at every stage of the process.
- The ability to provide item-by-item invoice verification.
- The ability to speed product from manufacturer to the selling floor and into the consumers hands as expeditiously as possible, and improving supply chain efficiencies.
- The ability to effect savings in labor costs.

**You can benefit, too! We need your help to make this program a success!**

# GUIDELINES

The following guidelines advocate, for the use of the *standardized* business forms, a *standardized* set of elements arranged in a *standardized* format for each transaction commonly encountered in the buying, selling, and return of merchandise. It is suggested that those in the industry incorporate the elements on the forms in the order in which they appear. If individual company requirements demand slightly different displays of the information, to the extent possible, that information should appear at the bottom of the form or under block-outs on the customer copy(ies), rather than in the body of the form.

Questions relative to the guidelines and forms, and constructive comments on their use, are welcome.

## INSTRUCTIONS

1. Elements should appear in the sequence in the sample, although design of forms remains an individual company decision.
2. The preferred size of all forms is 8 1/2 x 11 inches, with the words running vertically on the page. If the form is run horizontally, the elements should still appear in the *sequence* shown on the attached.
3. It is suggested that forms be designed to fit into window envelopes, based on current postal requirements.
4. Each form should indicate at the top the form title – i.e., invoice, credit memo, packing slip, etc.
5. Forms should be assigned page numbers – i.e., Page 1 of 10, Page 2 of 10 – if possible. Computer generated pages should each carry a page number and, if the final page is unknown before it is created, the last page of the form should carry the indication “End of” followed by the form name (i.e. End of Invoice; End of Credit Memo).
6. When possible, quantities should be subtotaled at the bottom of each page of a multi-page form.
7. In creating paperwork related to returns processing, it is most important that the line number and carton number shown on the Request for Return Authorization be shown on the Return Authorization, that one Authorization and Credit Memo be issued per request, or that instructions on the forms “Definitions and Instructions” are followed.
8. The packing slip should be contained in a packing slip pouch and placed in top of the lead carton. The lead carton should be clearly marked as such.
9. Carriers should be asked to show the packing slip number on bills they send to merchandisers. If they are delivering a drop shipment, the carrier bill should always include the name of the manufacturer or distributor.
10. The maximum number of characters per field is indicated by the encircled numbers that appear on each form (10 characters per inch standard).

# UPC FORMAT FOR AUDIO AND VIDEO PRODUCTS

## Number Assignments

Manufacturer Designation – assigned by the Uniform Code Council:

**UNIFORM CODE COUNCIL, INC.**  
7887 Washington Village Drive, Suite 300  
Dayton, OH 45459  
Phone: 937.435.3870  
Fax: 937.435.7317  
info@uc-council.org  
Office hours: M – F 8 A.M. – 6 P.M. EST

**[Click here to view the Uniform Code Council Web Site:](http://www.uc-council.org/)** <http://www.uc-council.org/>

## Video Recommended Standard Placement

Upper right corner, back face on both cassettes and laser discs.

## 2005 Sunrise

### What does it mean to be 2005 Sunrise compliant?

- Ensuring systems and applications are able to scan and process EAN-8 and EAN-13 symbols in addition to the 12-digit U.P.C. at point-of-sale.
- As a best practice, the UCC has always recommended that the product identification numbers scanned from EAN-8, U.P.C., and EAN-13 symbols be processed and stored in their entirety. Note: these product identification numbers are properly referred to as Global Trade Item Numbers (GTINs). This is important because companies that parse or change the GTIN risk storing and sharing bad information with their trading partners. Erroneous practices include dropping check digits and extracting the UCC Company Prefix to identify the supplier. Companies who parse or change GTINs must discontinue this practice.
- Companies that erroneously assign numbers in their internal applications using lead digits of 1, 8, or 9 must discontinue this practice.

### What does it mean to be GTIN compliant?

- GTIN is an umbrella used to describe the entire family of data structures that identify trade items (products and services). GTINs consist of four data structures that are 8, 12, 13 and 14 digits in length. For example, the EAN-8, EAN-13, U.P.C., and RSS symbols on products all encode GTINs.
- To be GTIN compliant, a company must be 2005 Sunrise compliant, plus be able to process and store 14-digit GTINs. Therefore, a GTIN compliant company will be able to process, store, and communicate with trading partners using all GTINs, whether 8, 12, 13 or 14 digits. The UCC recommends that GTINs are stored as 14-digit numbers by right justifying and zero-filling left, as appropriate.
- GTIN compliance does not assume the ability to scan RSS symbols.

## Recommendations

- A company that must upgrade its systems to become 2005 Sunrise compliant should plan to become GTIN compliant. For little or no incremental cost over becoming 2005 Sunrise compliant, a company can be ready to use RSS symbols and/or data synchronization.
- A company that is 2005 Sunrise compliant but not GTIN compliant needs to make a business decision whether to become GTIN compliant. Remember that GTIN compliance is required to use RSS symbols and/or to pursue data synchronization.

## **AUDIO AND VIDEO MANUFACTURER PRIMARY CONTACTS**

**Consult the NARM Web site for an up-to-date list of contacts.**

**Click here:** [http://distributor.narm.com/edi\\_contact.htm](http://distributor.narm.com/edi_contact.htm)

# **STANDARD FORMS**



# PACKING SLIP

## DEFINITIONS AND INSTRUCTIONS

**PACKING SLIP** – The document sent with a shipment itemizing the contents of that shipment.

**HEADING** – Generalized information required to locate the documents needed to check in the merchandise.

1. *Purchase orders (P.O.) number and date* – the number and date assigned to a purchase order by the issuer for control purposes. If a single P.O. is covered by this packing slip, the heading should be blank or contain the word “multiple.”
2. *Packing slip number* – the unique number assigned to the packing slip by the manufacturer.
3. *Manufacturer name* – this is particularly important if the merchandise is shipped from a pressing plant.
4. *Shipping address* – point from which the merchandise was shipped; FOB point.
5. *Telephone number* – the area code and number to be called with inquiries related to merchandise in the shipment information on the packing slip itself.
6. *Bill-to-address* – optional.
7. *Ship-to-customer identification* – name and address of the party to whom the material is being shipped, and the unique number used by the manufacturer to identify either that customer's specific ship-to-address or a customer's single bill-to-and ship-to address.

**LINE ITEMS** – A listing of each unique item on a packing slip (or any other document).

1. *Product identification* – Uniform Product Code (UPC) number.
2. *Multiple purchase order number and dates* – if multiple P.O.s are being shipped on a single packing slip, with the items related to it in that sub-section.
3. *Suggested list price* – the manufacturer's suggested retail selling price of the merchandise, or other price-related identification.
4. *Quantity ordered* – on the purchase order, including free goods.
5. *Designated back orders, where applicable* – the quantity of an item ordered that is currently available and that is held by the manufacturer for shipment when it becomes available.
6. *Quantity shipped* – with the packing slip, including free goods.

**TRAILER** – The area providing totals of the items on the packing slip (or any other document).

1. Bill of lading number – if possible.
2. Weight – of the entire shipment, in pounds, if possible.
3. Carrier – method of shipment including name of common carrier, if appropriate.
4. Date shipped – self-explanatory.
5. Quantity shipped –
  - a. subtotals within configuration, **and**
  - b. one grand total of all merchandise on the packing slip.
6. Number of cartons –
  - a. subtotals by configuration, **and**
  - b. one grand total for the shipment

# PACKING SLIP

## XYZ CORPORATION

DUNS No. (10)

INQUIRY PHONE (14)

SHIPPING ADDRESS

PURCHASE ORDER		PACKING SLIP	
No. (13)	Date (8)	No. (12)	

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(30)

S  
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O

(30)

PRODUCT IDENTIFICATION	MULTIPLE P.O. NUMBER & DATE	SUGG. LIST	QUANTITY ORDERED	QUANTITY SHIPPED	BACK ORDERS
(12)	(13) (8)	(6)	(6)	(6)	(6)

BILL OF LADING NO.	WEIGHT-LBS.	CARRIER	DATE SHIPPED	CONFIG.	QTY. SHIPPED	NO. CARTONS
(13)	(6)	(12)	(8)	(6)	(6)	(6)

**ADDITIONAL INFORMATION**

TOTAL		

# INVOICE

## DEFINITIONS AND INSTRUCTIONS

**INVOICE – A detailed account of the commodities shipped or services rendered, including all charges for which the customer normally makes payment.**

**HEADING – Generalized information required to locate proof of delivery and allow payment.**

1. *Purchase order (P.O.) number and date* – (See packing slip for definition). If a single P.O. is covered by this invoice, the number should appear in the heading.
2. *Packing slip number* – (See Packing Slip for definition). The number should only appear in the heading if the invoice covers one packing slip. If multiple packing slips are invoiced, each should appear as a separate sub-section in the body of the form, with the line items related to each shown in that sub-section.
3. *Invoice number and date* – the unique number assigned to each invoice by the manufacturer and the date it is issued.
4. *Manufacturer's name and number* – until there are standardized numbers for all manufacturers, it is suggested that the DUNS number should appear as the unique indicator for manufacturers.
5. *Manufacturer's address* – this item is optional, on the basis that a telephone number for inquiries and an address to which the check is to be sent are provided on the form.
6. *Remit-to-address* – the address to which payments should be sent.
7. *Telephone number* – area code and number to be called with inquiries related to the information contained on the invoice.
8. *Sold-to-customer identification* – optional; assumes that the invoice reached the correct address.
9. *Ship-to-customer identification* – customer name and number; address is optional.
10. *Terms* – the date the invoice is due and any discounts provided for early payment, stated in common business language.
11. *Special instructions* – self-explanatory.

**LINE ITEMS – A listing of each unique item on the invoice (or any other document).**

1. *Product identification* – Uniform Product Code (UPC) number.
2. *Suggested list price* and the manufacturer's suggested retail selling price of the merchandise or other price-related identification.
3. *Gross unit cost* – the cost, per item, before any discounts.
4. *Free goods* – additional units of the specific item shipped free of charge.
5. *Discount* – % discount base on purchase of specific merchandise.
6. *Quantity shipped* – quantity shipped of that item, **excluding** free goods.
7. *Net effective unit cost* – the unit cost after the addition of free goods.
8. *Extended amount* – quantity shipped multiplied by net effective unit cost.

**TRAILER – The area providing totals of the items on the invoice and the amount to be paid.**

1. *Quantity invoiced* – total quantity covered by the invoice.
2. *Dollar amounts for:*
  - a. Merchandise – including free goods
  - b. Discounts – other than those related to one selection or to prompt payment.
  - c. State tax or other appropriate taxes, if any.
  - d. Service charges – general service charges such as pick and pack
  - e. Other – any other charges and/or credits, including complete explanation and related merchandiser reference number, if any.
  - f. Shipping charges – i.e. drop shipping charges.
  - g. Net amount – the total amount owed, including merchandise discounts and other charges.
3. *Shipping Information*
  - a. Number of cartons – being invoiced.
  - b. Carrier – method of shipment including name of common carrier, if appropriate.
  - c. Date shipped – self-explanatory.
  - d. Bill of lading number – if possible.

# INVOICE

Page **2** of **14**

## XYZ CORPORATION

DUNS No. **10**

REMIT TO: ADDRESS

PHONE **14**

PURCHASE ORDER		PACKING SLIP	
No. <b>13</b>	Date <b>8</b>	No. <b>12</b>	
INVOICE			
No. <b>13</b>	Date <b>8</b>		

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**30**

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**30**

**TERMS**

**20**

**SPECIAL INSTRUCTIONS**

**34**

PRODUCT IDENTIFICATION	MULTIPLE P.O. NUMBER & DATE	SUGG. LIST	GROSS UNIT COST	FREE GOODS	DISC	QUANTITY SHIPPED	NET UNIT COST	EXTENDED AMOUNT
<b>12</b>	<b>13</b> <b>6</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>11</b>

TOTAL QUANTITY

NO. CARTONS	CARRIER	DATE SHIPPED	BILL OF LADING
<b>6</b>	<b>12</b>	<b>8</b>	<b>13</b>

ADDITIONAL INFORMATION

MERCHANDISE	<b>11</b>
DISCOUNTS	<b>11</b>
STATE TAX	<b>11</b>
SERVICE CHRGES	<b>11</b>
OTHER	<b>11</b>
SHIPPING CHARGES	<b>11</b>
PLEASE PAY NET AMOUNT	<b>11</b>

# RETURN AUTHORIZATION REQUEST AND PACKING LIST

## DEFINITIONS AND INSTRUCTIONS

**REQUEST FOR RETURN AUTHORIZATION AND PACKING SLIP** – The document prepared by a merchandiser requesting the approval to return specific items to a manufacturer. The form is also used as a packing list, after the authorization to return is granted.

**HEADING** – Generalized information about the requestor and return requested.

1. *Page number* – self-explanatory.
2. *Return request number* – assigned by the merchandiser for control purposes.
3. *Date of request* – self-explanatory
4. *Reason for return* – i.e., deletion, defective, shipped in error, overstock, etc.
5. *Requestor name, address and telephone number* – the name and address to which the authorization is to be sent; the telephone number to be called for questions relating to the document.
6. *Manufacturer name and address* – the appropriate address for submission of this form. Form will be reprinted if shipping address is different than approval address.

**LINE ITEMS** – A listing of each item for which authorization is requested.

1. *Line number* – assigned sequentially as form is prepared. This field will not be used when the form is summarized by item.
2. *Carton number* – the number of the carton in which the merchandise is packed. This field will not be used when the form is summarized by item.
3. *Product identification* – Uniform Product Code (UPC) number.
4. *Title/description* – product title and/or descriptive text.
5. *Quantity requested* – the number of units for which authorization is requested or the number of units enclosed in the shipment.

**TRAILER** – The area providing totals.

1. *Configuration* – name of configuration (i.e., CD, Cassette, Video, etc.) totaled on this line.
2. *Total items* –
  - a. By configuration
  - b. Grand total for the request/shipment.
3. *Total cartons* –
  - a. By configuration
  - b. Grand total for the request/shipment.
4. *Shipper* – name of person shipping approved return. To be completed by merchandiser.
5. *Date Shipped* – date approved return was shipped by merchandiser. To be completed by merchandiser.
6. *Carrier name* – name of carrier on which approved return was shipped. To be completed by merchandisers.
7. *Bill of lading number* – bill of lading number used to ship approved return. To be completed by merchandiser.
8. *Distributor Authorization number* – return authorization number assigned by the distributor.

**NOTE:** If no changes (pulls) are requested by the vendor, fields 15-18 will be hand-written to eliminate the reprinting of the form.

# RETURN AUTHORIZATION REQUEST/PACKING LIST

## ABC CORPORATION

ADDRESS

PHONE (5)

REQUEST FOR R.A.	
No. (2)	Date (3)
REASON FOR RETURN	
(4)	

M  
F  
R

(6)

LINE NO.	CARTON NO.	PRODUCT IDENTIFICATION	TITLE/DESCRIPTION	QTY. REQ.
(7)	(8)	(12)	(10)	(11)

CONFIG.	TOTAL ITEMS REQUESTED	TOTAL NO. OF CARTONS	SHIPPER	DISTRIBUTOR AUTH. NO.	
(12)	(13)	(14)	(15)	(19)	
			DATE SHIPPED	CARRIER NAME	B/L NO.
TOTAL			(16)	(17)	(18)

# RETURN AUTHORIZATION

## DEFINITIONS AND INSTRUCTIONS

**RETURN AUTHORIZATION** – The document authorizing the return of merchandise itemized therein.

**HEADING** – Generalized information about the return.

1. *Return authorization number and date* – self-explanatory.
2. *Return request number* – that number shown on the corresponding Request for Return Authorization.
3. *Void after* – the date after which the authorization is void. This field is optional.
4. *Ship: Pre-paid or collect* – indication of how the shipment should be sent, based on the reason for return.
5. *Customer name and address* – the same customer name and address as appear in the corresponding Request for Return Authorization.
6. *Ship return to* – the name and address to which the authorized merchandise should be shipped.

**LINE ITEMS** – A listing of each item authorized for return.

1. *Line number* – the same line number as appeared for this item on the Request for Return Authorization.
2. *Carton number* – the same carton number as appeared for this item on the Request for Return Authorization.
3. *Product identification* – Uniform Product Code (UPC) number.
4. *Quantity requested* – the quantity shown on the corresponding Request.
5. *Quantity authorized* – this column should only show those quantities that differ from the quantity requested.
6. *Reason code* – the reason code indicating the difference between a requested and authorized quantity. Legend to the codes should appear on the Return Authorization at the bottom of the face or back of the form.
7. *Quantity shipped* – the column should only show those quantities that differ from the quantity authorized (or requested, if the same). (To be complete by merchandiser.)
8. *Unit cost* – the unit cost after consideration of discounts.
9. *Extended amount* – quantity shipped multiplied by net unit cost.

**TRAILER** – The area providing totals.

1. *Total units* –
  - a. By configuration.
  - b. Grand total for the return.
2. *Total number of cartons* – self-explanatory.
3. *Date shipped* – self-explanatory; to be completed by merchandiser.
4. *Carrier name* – self-explanatory; to be completed by merchandiser.
5. *Bill of lading number* – to be completed by merchandiser.

# RETURN AUTHORIZATION

## XYZ CORPORATION

ADDRESS

PHONE 14

RETURN AUTHORIZATION	
No. <u>9</u>	Date <u>8</u>
RETURN REQUEST NO. <u>9</u>	VOID AFTER: <u>8</u>
SHIPPING TERMS	

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LINE NO.	CTN NO.	PRODUCT IDENTIFICATION	QUANTITY ORDERED	QUANTITY AUTHOR.	REAS. CODE	QUANTITY SHIPPED (if diff.)
<u>3</u>	<u>3</u>	<u>12</u>	<u>6</u>	<u>6</u>	<u>3</u>	<u>6</u>

CONFIG.	TOTAL UNITS
<u>6</u>	<u>6</u>

TOTAL	<u>6</u>	TOTAL NO. CARTONS	<u>3</u>	DATE SHIPPED	<u>8</u>	CARRIER NAME	<u>12</u>	BILL OF LADING NO.	<u>10</u>
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# CREDIT MEMO

## DEFINITIONS AND INSTRUCTIONS

**CREDIT MEMO** – The document indicating credits due a customer and the source of those credits.

**HEADING** – Generalized information about the credit.

1. *Credit Memo number and date* – self-explanatory
2. *Return Authorization number and date* – number and date of the authorization covered by the credit memo. (If more than one authorization is covered by one Credit Memo, the items credited should appear in the body of the Credit Memo listed under the Authorization Number appropriate to them.)
3. *Return Request number* – if more than one return request appears on the Credit Memo, it should be shown, along with the Authorization Number, in the body of the Credit Memo and this area should be left blank.
4. *Vendor's name and address* – the address responsible for this transaction.
5. *Vendor telephone number* – the telephone number to be called with inquiries about this Credit Memo.
6. *Customer name and address* – the customer name and address of the account to which the credit has been applied by the vendor.

**LINE ITEMS** – A listing of each line item for which credit is issued. For each separate return (Return Request and Return Authorization number) the following information should appear:

1. *Carton number* – the number of the carton in which the merchandise was shipped (i.e. the number shown on the Request for Return Authorization and Return Authorization should be used).
2. *Product identification* – Uniform Product Code (UPC) number.
3. *Quantity* – the quantity of that item for which credit is given.
4. *Net unit cost* – the unit cost of the item, net of all discounts.
5. *Extended amount* – quantity credited multiplied by net unit cost.

**TRAILER** – the area providing totals.

1. *Total units* –
  - a. By configuration.
  - b. Grand total for the credit.
2. *Total dollars* –
  - a. By configuration.
  - b. Grand total for the credit.
3. *Handling charge (if any)* – self-explanatory.
4. *Dollars credited* – total dollars from merchandise net of handling charge.
5. *Total number of cartons* – for which credit appears in this Credit Memo.

# CREDIT MEMO

## XYZ CORPORATION

ADDRESS

PHONE **14**

<b>CREDIT MEMO</b>	
No. <b>9</b>	Date <b>8</b>
<b>RETURN REQUEST</b>	<b>RETURN AUTHORIZATION</b>
No. <b>9</b>	Date <b>8</b>

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R

6

CARTON NO.	PRODUCT IDENTIFICATION	QUANTITY	NET UNIT COST	EXTENDED AMOUNT
<b>3</b>	<b>12</b>	<b>6</b>	<b>7</b>	<b>11</b>

CONFIG.	TOTAL UNITS	TOTAL DOLLARS
<b>6</b>	<b>6</b>	<b>11</b>
TOTAL		

<b>TOTAL</b>	<b>11</b>
<b>HANDLING</b>	<b>11</b>
<b>CREDIT</b>	<b>11</b>

TOTAL NO. CARTONS	<b>3</b>
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# PURCHASE ORDER

## DEFINITIONS AND INSTRUCTIONS

**PURCHASE ORDER – A request for the purchase of merchandise, describing the merchandise, shipping instruction and other condition of sale.**

**HEADING – Generalized information required to determine buyer, seller and terms**

1. *Purchase order (P.O.) number and date* – the number assigned by the purchaser and the date the P.O. is created.
2. *Purchaser name* – self-explanatory.
3. *Vendor* – name and address.
4. *Ship To* – the name and address to which the merchandise is to be shipped.
5. *Bill To* – the name and address to be billed for the shipment.
6. *Terms* – the terms and conditions under which the purchase is made.
7. *Shipping instructions* – self-explanatory.

**LINE ITEMS – A listing of each unique item on the P.O. (or any other document.)**

1. *Product identification* – Uniform Product Code (UPC) number.
2. *Artist/Description* – this field is optional.
3. *Quantity ordered* – quantity ordered, excluding free goods.
4. *Net unit cost* – the unit cost after the deduction of deals and discounts offered by the vendor.
5. *Extended amount* – quantity ordered multiplied by the net unit cost.

**TRAILER – The area providing totals of the items ordered and cost of those items.**

1. *Quantity* –
  - a. By configuration.
  - b. Total for the order.
2. *Special instructions* – self-explanatory.

# PURCHASE ORDER

ABC CORPORATION

V  
E  
N  
D  
O  
R

30

S  
H  
I  
P  
T  
O

30

B  
I  
L  
L  
T  
O

30

PURCHASE ORDER	
No. <span style="font-size: 24px;">13</span>	Date <span style="font-size: 24px;">8</span>
TERMS	
<span style="font-size: 24px;">20</span>	
SHIPPING INSTRUCTIONS	
<span style="font-size: 24px;">35</span>	

PRODUCT IDENTIFICATION	ARTIST/DESCRIPTION	QUANTITY ORDERED	NET UNIT COST	EXTENDED AMOUNT
<span style="font-size: 24px;">12</span>	<span style="font-size: 24px;">33</span>	<span style="font-size: 24px;">6</span>	<span style="font-size: 24px;">7</span>	<span style="font-size: 24px;">11</span>

**TOTAL** 11

**SPECIAL INSTRUCTIONS:**

35

CONFIG.	TOTAL QTY.
<span style="font-size: 24px;">6</span>	<span style="font-size: 24px;">6</span>
TOTAL	

# CASH/STANDARD REMITTANCE

## DEFINITIONS AND INSTRUCTIONS

The Cash/Standard Remittance should be included with all cash remittances. It is intended to expedite application and processing of payments/credits.

Most fields are self-explanatory and should be completed by the remitting party and included with the payment. The following descriptions are provided:

Field	Description
Studio Reference No. ....	The Studio's document reference number for an invoice, debit, or credit memo as indicated by the type: I – Invoice C – Credit Memo D – Debit Memo O – Other (such as cash on account)
Customer Reference No. ....	The customer's document reference number; i.e., the studio's invoice number would reference the customer's PO number, a debit memo for a shipping overage would reference a customer charge-back number, an unauthorized deduction would reference a studio debit memo and the customer's charge-back number.
Description .....	The description for the line item; i.e., sales adjustment unauthorized deduction, billing error, etc.

# XYZ CORPORATION

## CASH/STANDARD REMITTANCE

VENDOR NAME XXXXXXXXXXXXXXXXXXXXXXXX  
 ADDRESS XXXXXXXXXXXXXXXXXXXXXXXX  
 XXXXXXXXXXXXXXXXXXXXXXXX  
 XXXXXXXXXXXXXXXXXXXXXXXX  
 XXXXXXXXXXXXXXXXXXXXXXXX

CHECK NO. 999999999  
 DATE 99/99/99

VENDOR CONTACT XXXXXXXXXXXXXXXXXXXXXXXX PHONE (999)999-9999 TOTAL AMOUNT 999999999.99

DOCUMENT DATE	LINE NO.	STUDIO REFERENCE NO.	CUSTOMER REFERENCE NO.	AMOUNT	DESCRIPTION
99/99/99	X	999999999999	99999999999	9999999999.99	XXXXXXXXXXXXXXXXXXXXX
8	1	12	12	14	22
TYPE: I - INVOICE    D - DEBIT MEMO C - CREDIT MEMO    O - OTHER			TOTAL		THE ATTACHED CHECK IS IN PAYMENT FOR THE ITEMS DESCRIBED ABOVE

\* Please include description

NOTES:

# SHIPPING LABEL

## DEFINITIONS AND INSTRUCTIONS

The label should be at least 4.5 inches wide and have good print quality of information as shown below.

### Required Information

### Minimum Type Size

Manufacturer's 3-Alpha  
character I.D.

1/2" high, 1/3" wide

Originator Name/Address  
(duplicator, distribution  
center, etc.)

Order No. (Customer PO Number)

Sales Order/Shipping Number

Customer Name/Address

Example: (not shown actual size)

<b>XYZ</b>	<b>ORIGINATOR NAME</b>
	<b>ORIGINATOR ADDRESS</b>
	<b>CITY, STATE ZIP CODE</b>
<b>PO No. 9999999999</b>	<b>SO No. 9999999999</b>
<b>TO:</b> <b>CUSTOMER'S NAME</b> <b>CUSTOMER ADDRESS</b>  <b>CITY, STATE ZIP CODE</b>	

# CARTON CONTENT LABEL

## DEFINITIONS AND INSTRUCTIONS

The label should be at least 4.5 inches wide and have good print quality of information as shown below.

### Required Information

### Minimum Type Size

Manufacturer's 3-Alpha character I.D.

1/2" high, 1/3" wide

UPC Symbol/UPC Number

100% standard, 12 digits

S.K.U. Quantity in the carton

1/2" high, 1/3" wide


Manufacturer Stock Number

1/2" high, 1/3" wide

### Optional Information

Title  
Artist

Example: (not shown actual size)

<b>XYZ</b>	<b>QTY</b> <b>50</b>	 <b>1234-56789-0</b> <b>0</b> <b>9</b>
<b>Title</b> <b>Beranguer Boogie</b>	<b>Artist</b> <b>Beranguer, Juan</b>	
<b>Manufacturer Stock No.</b>		



# **COMPUTER FORMATS**

# INVOICE/CREDIT FORMAT

## Recommended NARM Standard Format for Transmitting Invoices/Credits

**NOTE: All records are 80 bytes in length. All fields are required unless designated. The attached glossary includes definitions of each of the records and fields.**

	No. of Characters	Position
<b>TRANSMISSION HEADER RECORD</b>		
Record Number 51	2	1 – 2
Customer Bill-to Number	5	3 – 7
# Manufacturer Number (UPC Prefix)	6	8 – 13
Date (YYMMDD)	6	14 – 19
# Version Number (03)	2	20 – 21
Manufacturer Bill-to Number	10	22 – 31
# Sequence Number	2	32 – 33
Filler (Blank-Filled)	47	34 – 80
<b>SPECIFIC INVOICE/CREDIT HEADER RECORD</b>		
Record number 52	2	1 – 2
Customer Ship-to Number	9	3 – 11
Packing Slip Number (if appropriate)	12	12 – 23
Invoice/Credit Number	8	24 – 31
Invoice/Credit Date (YYMMDD)	6	32 – 37
Manufacturer Ship-to Number (optional)	10	38 – 47
Invoice/Credit Code	2	48 – 49
Drop ship Code (optional)	1	50
Order Date (YYMMDD-optional)	6	51 – 56
Ship Date	6	57 – 62
Manufacturer Ship-from Identifier (optional)	8	73 – 80
<b>SPECIAL MESSAGE RECORD</b>		
Record Number 53	2	1 – 2
Free Form Message – 1	35	3 – 37
Free Form Message – 2	35	38 – 72
Filler (Blank-Filled)	8	73 – 80
<b>SPECIFIC INVOICE/CREDIT DETAIL RECORD</b>		
Record Number 54	2	1 – 2
# UPC Number of the Selection	12	3 – 14
Manufacturer's Prefix	5	15 – 19
Quantity Shipped*	6	20 – 25
Purchase Order Number	12	26 – 37
# Number of Free Units*	9	38 – 46
# Base Unit Price	7	47 – 53
Customer Inventory Basis	7	54 – 60
Extension*	11	61 – 71
Back Order Code	1	72
Program Code	5	73 – 77
# Percent Free with Program*	3	78 – 80

	No. of Characters	Position
<b>SPECIFIC INVOICE/CREDIT INFORMATION RECORD</b>		
Record Number 55	2	1 – 2
Invoice/Credit Number	8	3 – 10
# Terms**	45	11 – 55
Special Discount (if applicable)	4	56 – 59
Return Authorization Request No.	9	60 – 68
Return Authorization Number	9	69 – 77
# Terms Format Code	1	78
Filler (Blank-Filled)	2	79 – 80
<b>SPECIFIC INVOICE/CREDIT TRAILER RECORD</b>		
Record Number 58	2	1 – 2
Total Number Units Invoiced/Credited*	9	3 – 11
Total Number of Line Items Invoiced/Credited	9	12 – 20
Merchandise Dollars Due*	11	21 – 31
Other Charge Code (codes to be developed by each manufacturer)	2	32 – 33
Other Charge Account	11	34 – 44
Total Amount Due*	11	45 – 55
Return Allowance (optional)*	11	56 – 66
Advertising Allowance (optional)*	11	67 – 77
Filler (Blank-Filled)	3	78 – 80
<b>TRANSMISSION TRAILER RECORD</b>		
Record Number 59	2	1 – 2
Total Number of Invoices and Credits Transmitted	4	3 – 6
Total Number of Units Transmitted*	7	7 – 13
Total Dollars Due*	12	14 – 25
Total Number of Computer Records Transmitted (including Transmission Header and Trailer Records)	6	26 – 31
Filler (Blank-Filled)	49	32 – 80

\* **Numeric signed fields in which the sign is retained in the first four bits of the least significant (right-most) digit.**

\*\* **This revised information record allows multiple options for terms formats. The terms code identifies which format will be used. The codes and associated formats are listed in the glossary.**

# **Indicates fields that have changed from previous version.**

**NOTE: All fields are right-justified, zero-filled when they contain data, or blank-filled if they contain no data (e.g., charge code and amount); dollar fields are decimal implied.**

# INVOICE/CREDIT GLOSSARY

Adjustment Amount	An 11-digit signed numeric field reporting the amount of the adjustment.
Adjustment Explanation	A 34-character free-form field the vendor may use to explain the reason for the adjustment.
Adjustment Reference Number	A 10-digit number that references documentation relative to this adjustment. If additional charges are being added to an invoice, the invoice number (with leading zeroes) is entered into the field.
Advertising Allowance	An optional 11-digit signed numeric field that specifies the percent and dollar amount of advertising expenditures that are allowed as a result of this invoice/credit. The format of the field is PPPPDDDDDDDD where: PPPP is the percent of the total amount that may be used for advertising (one decimal place is implied); and DDDDDDDD is the value of the advertising that is allowed (two decimal places are implied).
Back Order Code	A single-digit numeric code that designates the status of the item. 0= The quantity ordered was shipped. 1= A portion of the order was shipped and the remainder of the order was placed on back order. 2= A portion of the order was shipped and the remainder of the order was cancelled.
Base Unit Price	A seven-digit numeric field that is the manufacturer's stated unit cost (Catalog price) for the item. Three decimal places are implied.
Customer Bill-to Number	A five-digit numeric code assigned by NARM that identifies the billing address of the customer to whom the invoice is being transmitted.
Customer Inventory Basis	A seven-digit numeric field that is the negotiated price of a single unit, less any deals or discounts (excluding any returns allowances) offered by the manufacturer. Three decimal places are implied.
Customer Ship-to Number	A nine-digit numeric code that identifies the receiving location of the customer to whom the invoice is being transmitted. The first four digits are the Customer Bill-to Number and are assigned by NARM. The last five digits are assigned by the customer to identify the customer's store or warehouse location.

Date	<p>A six-digit numeric date in the following format:</p> <ul style="list-style-type: none"> <li>The last two-digits of the year (e.g. 84, 85, etc.);</li> <li>A two-digit number corresponding to the month (e.g. 01=Jan., 02=Feb., etc.); and</li> <li>The two-digit number corresponding to the day of the calendar month.</li> </ul>
Dropship Code	<p>A single-digit numeric code that specifies if the invoice/credit relates to a drop shipment.</p> <ul style="list-style-type: none"> <li>0= The merchandise was not drop-shipped.</li> <li>1= The merchandise was drop-shipped and special charges may be added to the invoice/credit.</li> </ul>
Extension	<p>An 11-digit signed numeric field reporting the total cost of the item. The extended cost is calculated by multiplying the Quantity Shipped by the Customer Inventory Basis (Net of all discounts and returns allowances). Two decimal places are implied.</p>
Filler	<p>Unused are in each record that is reserved for additional data that may be added in the future.</p>
Free Form Messages	<p>35-character field that is used to explain special charges and credits, or communicate information on an Invoice/Credit. A Free Form Message-1 field must be used to explain the reason for the Debit/Credit in the Special Message Record that immediately follows in the Specific Message Record in which the Invoice/Credit code is 99.</p>
Invoice/Credit Code	<p>A two-digit numeric field that corresponds to the type of transaction.</p> <ul style="list-style-type: none"> <li>01= Merchandise Invoice</li> <li>02= Non-Merchandise Invoice</li> <li>03= Merchandise Credit</li> <li>04= Non-Merchandise</li> <li>05= Invoice Correction</li> <li>06= Unapplied Cash</li> <li>07= Return Check</li> <li>08= Discount Adjustment</li> <li>09= Over/Under Payment</li> <li>10= Proof of Delivery Request</li> <li>11= Proof of Delivery Submitted</li> <li>12= Shortage Deduction</li> <li>13= Return Authorization Deduction</li> <li>14= Advertising Deduction</li> <li>15= Balance Due</li> <li>99= Other Debits/Credits (see Invoice/Credit Explanation)</li> </ul>

Invoice/Credit Date	<p>A six-digit numeric field that reports the date the invoice was produced. The format of the date is:</p> <p>The last two-digits of the year (e.g. 84, 85, etc.).</p> <p>A two-digit number corresponding to the month (e.g. 01=Jan., 02=Feb., etc.)</p> <p>The two-digit number corresponding to the day of the calendar month.</p>
Invoice/Credit Explanation	A 16-character free-form field used to explain a debit/credit when the Invoice/Credit code 99 is used.
Invoice/Credit Number	An eight-digit numeric field showing the number assigned by the manufacturer to the Invoice/Credit. This number must be used for all documentation that pertains to this invoice/credit.
Manufacturer Bill-to Number	An optional 10 digit numeric code that identifies the billing location for the invoice being transmitted. The code is assigned by the manufacturer.
Manufacturer Number	The six-digit UPC prefix that has been assigned to the manufacturer who is transmitting the invoice. When a manufacturer has more than one prefix assigned, the manufacturer number may be any one of the prefixes, all of which uniquely identify the manufacturer.
Manufacturer Ship-to Number	An optional 10-digit numeric code that identifies the location to which the product is shipped, the code is assigned by the manufacturer.
Manufacturer's Prefix Code	A six-character alphanumeric field that defines the prefix code the manufacturer has assigned to the product.
Manufacturer's Ship from Identifier	An optional 10-digit numeric code that identifies the manufacturer's location that shipped the product.
Merchandise Dollars Due	An 11-digit signed numeric field that shows the sum of the amounts due for all items on the invoice. The value of the field is computed by summing the extension fields for all items. Two decimal places are implied.
Number of Free Units	A nine-digit signed numeric field that identifies the number of free units that are included in the quantity shipped. The number of free units is based on the quantity shipped. Three decimal places are implied.
Order Date	<p>A six-digit numeric field that reports the date the order was placed. The format of the date is:</p> <p>The last two-digits of the year (e.g. 84, 85, etc.);</p> <p>A two-digit number corresponding to the month (e.g. 01=Jan., 02=Feb., etc.); and</p> <p>The two-digit number corresponding to the day of the calendar month.</p>

Other Charge Code	A two-digit numeric code that identifies the non-merchandise charges that are included in the total amount due for the invoice. Each manufacturer is responsible for developing a list of the codes that may be used, and for communicating the meanings of each code to customers.
Other Charge Amount	An 11-digit numeric field that reports the amount of the non-merchandise charges included in the total amount due for the invoice. Two decimal places are implied.
Packing Slip Number	A 12-digit numeric field identifying the number the manufacturer printed on the packing list that corresponds to this invoice. A packing slip number may not be appropriate for some types of credits, and should be zero filled in these cases.
Percent Free With Program	A three-digit signed numeric field that specifies the percentage of units that are free as the result of a sales program. One decimal place is implied.
Program Code	A five-digit numeric code that identifies the sales program which applies to the item. If no program is in effect, the field is filled with zeros.
Purchase Order Number	A 12-digit numeric field assigned by the customer to the purchase order on which the item was ordered.
Quantity Shipped	A six-digit signed numeric field that shows the number of units of the item shipped by the manufacturer.
Return Number	A two-digit prefix to each transmitted record that identifies the format of the record and the data that is included in the record.
Return Allowance	An optional 11-digit signed numeric field that specifies the percent and dollar amount of returns that are allowed as a result PPPDDDDDD where: PPP is the percent of the total amount that may be used for advertising (one decimal place is implied); and DDDDDD is the value of the advertising that is allowed (two decimal placed are implied).
Return Authorization Number	A nine-digit numeric field that identifies the number assigned to the RA for which the customer is being credited.
Sequence Number	A two-digit field that is used to denote the sequence of each transmission. Should contain 00-99 incremented by one for each successive transmission.
Ship Date	A six-digit numeric field that reports the date the order was shipped. The format of the date is: The last two-digits of the year (e.g. 84, 85, etc.); The two-digit number corresponding to the month (e.g. 01=Jan., 02=Feb., etc.); and The two-digit number corresponding to the day of the calendar month.

Special Discount	A four-digit numeric field that identifies a special percentage discount that applies to all items on the invoice. One decimal place is implied.
Special Message Record	Optional records that may be included to explain special charges and credits, or communicate information on an Invoice/Credit. A special message record must immediately follow a Specific Invoice/Credit Header record in which the Invoice/Credit Code is 99; and the first Free Form Message in the Special Message Record must explain the reason for the debit/credit.
Specific Invoice/Credit Detail Record	A record that specifies the detailed information for each item being invoiced.
Specific Invoice/Credit Header Information	A record that precedes the detailed information of each invoice. One Invoice Header Record must be present for each invoice transmitted.
Specific Invoice/Credit Information Record	A record that specifies the terms pertaining to a specific Invoice/Credit.
Specific Invoice/Credit Trailer Record	A record at the end of each group of invoice detail records that includes control information to insure all records have been completely and accurately transmitted.
Specific Non-Merchandise Detail Record	A record that reports the charges other than the merchandise being invoiced. Multiple non-merchandise detail records may be included for an invoice or credit.
Terms	A 45-character field that contains a variety of terms formats determined by the Terms Format Code.
Terms Format Code	A one-digit code used to represent the type of Terms Format to be used. The following codes are used:

*Terms Format Code Blank or "0" Specific Discount Dating Format*

<b>Terms</b>	<b>45</b>	<b>11-55</b>
Discount Dating-1	9	11-19
Discount Dating-2	9	20-28
Discount Dating-3	9	29-37
Discount Dating-4	9	38-46
Discount Dating-5	9	47-55

The terms field consists of up to 5 sets of discount and dating terms, each nine characters long, in the format PPPDDDDDD where:

PPP is the percentage of discount, with one decimal implied. DDDDDD is the date when the payment is due (YYMMDD).

NOTE: Unused fields should be blank filled.



*Terms Format Code Blank or "1" Calculated Discount Dating Format*

<b>Terms</b>	<b>45</b>	<b>11-55</b>
Calculation-1	9	11-19
Calculation-2	9	20-28
Calculation-3	9	29-37
Calculation-4	9	38-46
Calculation-5	9	47-55

Up to five nine-character fields may be included in the terms field to specify varying discounts and dating terms that the customer may apply to the invoice. The format of each field is DDDTnnndd, where:

DDD is the percentage of discount, with one decimal place implied.

T is the payment dating code where:

N= Immediate Payment: nnndd is zero.

R= Regular payment, where nnn specifies the number of days from document date on which payment is due; dd is zero.

M= Monthly payment where nnn specifies the number of days from document date on which payment is calculated, and dd specifies the following day of the month when the payment due.

**EXAMPLES:**

050N specifies a 5% cash discount may be taken if the invoice is paid immediately.

020R060 specifies a 2% cash discount may be taken if the invoice is paid within 60 days of the invoice date.

015M09010 specifies a 1.5% discount may be taken if the invoice is paid on the next tenth of the month that occurs 90 days after the invoice date.

NOTE: Unused fields should be blank filled:

*Terms Format Code Blank or "2" Split Payment Format*

<b>Terms</b>	<b>45</b>	<b>11-55</b>
Split-Pay-1	9	11-19
Split-Pay-2	9	20-28
Split-Pay-3	9	29-37
Split-Pay-4	9	38-46
Discount Percent	3	47-49
Filler (Blank filled)	6	50-55

Up to four nine-character split-pay fields may be included. Split-pay fields have the format SSSDDDDDD where:

SSS is the percentage of the total invoice to be paid by the associated date, up to 100% with no decimal places.

DDDDDD is the date of payment in the format YYMMDD. The discount percent applies to each of the split-pay fields. One decimal place is implied.

Note: The total of the percents from the split-pay fields must equal 100%. Unused split-pay fields should be blank-filled.

Total Amount Due	An 11-digit signed numeric field that shows the invoice total. The field is computed by summing the Merchandise Dollars Due and Other Charge Amount fields.
Total Dollars Due	A 12-digit signed field that is the grand total of the total Amount Due for all invoices that were transmitted.
Total Number of Computer Records Transmitted	A six-digit numeric field that reports the total number of records that were transmitted. Remember to include the Transmission Header and Trailer Records in the count.
Total Number of Invoices and Credits Transmitted	A four-digit numeric field that reports the total number of invoices and credits that were included in the transmission.
Total Number of Units Invoiced/Credited	A nine-digit signed numeric field that reports the total number of units that were included on the invoice.
Total Number of Units Transmitted	A seven-digit signed numeric field that reports the total number of units that were included in the transmission.
Transmission Header Record	A record that precedes each transmission. Only one Transmission Header Record is present for each transmission.
Transmission Trailer Record	The last record transmitted that includes control information to ensure all records have been completely and accurately transmitted. Only one Transmission Trailer Record is present for each transmission.
UPC Number of the Selection	A 12-digit number assigned to the item by the manufacturer used to identify the item.
Version Number	A two-digit numeric field that identifies the version of the format that is being transmitted. If blank, assume the first version of the Invoice Format is being transmitted.

# RETURNS FORMAT

## Recommended NARM Standard Format for Return Authorization Requests (RAR) and Return Authorizations (RA)

**NOTE: All records are 80 bytes in length. All fields are required unless designated. The attached glossary includes definitions of each of the records and fields.**

	No. of Characters	Position
<b>TRANSMISSION HEADER RECORD</b>		
Record Number 11	2	1 – 2
# Manufacturer Number (UPC Prefix)	6	3 – 8
Customer Bill-to Number	5	9 – 13
Date (YYMMDD)	6	14 – 19
# Version Number (02)	2	20 – 21
# Sequence Number	2	22 – 23
Filler (Blank-Filled)	57	24 – 80
<b>RAR/RA HEADER RECORD</b>		
Record Number 12	2	1 – 2
Customer Ship-from Number	9	3 – 11
Manufacturer Ship-to Number	9	12 – 20
RA/RAR Type	2	21 – 22
RAR Number	9	23 – 31
RA Number	9	32 – 40
RA Approval Code	1	41
Filler (Blank-Filled)	39	42 – 80
<b>SPECIAL INSTRUCTION MESSAGE RECORD</b>		
Record Number 13	2	1 – 2
Free Form Shipping and Special Instruction –1	35	3 – 37
Free Form Shipping and Special Instruction –2	35	38 – 72
Filler (Blank-Filled)	8	73 – 80
<b>SPECIFIC RA/RAR DETAIL RECORD</b>		
Record Number 14	2	1 – 2
Carton Number	4	3 – 6
Line Number	3	7 – 9
# UPC Number of the Selection	12	10 – 21
Return Quantity Requested	5	22 – 26
Return Quantity Approved	5	27 – 31
Rejection Code	2	32 – 33
Unit Price	6	34 – 39
Extended Price (optional)	11	40 – 50
Filler (Blank-Filled)	30	51 – 80
<b>SPECIFIC RAR/RA TRAILER RECORD</b>		
Record Number 15	2	1 – 2
Number of Units Requested for Return	6	3 – 8
Number of Units Approved for Return	6	9 – 14
Extended Price of RA/RAR	11	15 – 25
Filler (Blank-Filled)	55	26 – 80

	<b>No. of Characters</b>	<b>Position</b>
<b>TRANSMISSION TRAILER RECORD</b>		
Record Number	2	1 – 2
Total Number of RA/RARs Transmitted	4	3 – 6
Total Number of Units Requested for Return	7	7 – 13
Total Number of Units Approved for Return	7	14 – 20
Total Number of RARs Approved Without Change	4	21 – 24
Total Number of Computer Records Transmitted (including Header & Trailer Records)	6	25 – 30
Filler (Blank-Filled)	50	31 – 80

**NOTE: All fields are right-justified, zero-filled when they contain data, or blank filled if they contain no data (unless otherwise specified).**

**# Indicates fields that have changed from previous version.**

# INDUSTRY RETURNS GLOSSARY

Carton Number	A four-digit numeric field supplied by the customer that identifies the carton in which the item is being shipped. If the item is shipped in more than one carton, multiple RA/RAR detail records will be present for the item.
Customer Bill-to Number	A five-digit numeric code assigned by NARM that identifies the billing address of the customer who transmitted the RAR, or to whom the RA is being transmitted.
Customer Ship-from Number	A nine-digit numeric code that identifies the customer's shipping point. The first five digits are the Customer Bill-to Number and are assigned by NARM. The last four digits are assigned by the customer and identify a store or a warehouse location.
Date	A six-digit number date in the following format: The last two-digits of the year (e.g. 84, 85, etc.); A two-digit number corresponding to the month (e.g. 01=Jan., 02=Feb., etc.); and The two-digit number corresponding to the day of the calendar month.
Extended Price	An 11-digit numeric field showing the total credit for the quantity approved for return. The value is computed by multiplying the Return Quantity Approved field by the Unit Price field. Two digits are implied for the cents.
Extended Price of RA/RAR	An 11-digit price field (including two digits implied for cents) that reports the total extended price of all details records for the RA/RAR.
Filler	Unused area in each record that is reserved for the transmission of additional data in the future.
Free-Form Shipping and Special Instructions (1 and 2)	A 35-character field that contains the comments and instructions that the customer wishes to communicate to the vendor transmission; or that the vendor wishes to communicate to the customer (RA transmission).
Line Number	A three-digit number assigned by the customer that identifies the number of items included in the carton. If the item is shipped in more than one carton, multiple RA/RAR detail records will be present for the item.
Manufacturer Number	The six-digit UPC prefix that has been assigned to the manufacturer. When a manufacturer has more than one prefix assigned, the manufacturer number may be any one of the prefixes, all of which uniquely identify the manufacturer.

Manufacturer Ship-to Number	The nine-digit numeric code that identifies the destination of the return shipment. The first five digits are the Manufacturer Number, and the last four digits are assigned by the manufacturer to specify the destination.
Number of Units Approved for Return	A six-digit numeric field that reports the total number of units approved for return on the RA. The field has a value of zero for RAR transmission.
Number of Units Requested for Return	A six-digit numeric field that reports the total number of units requested for return on the RAR.
RA Approval Code	<p>A numeric code that specifies the status of each RAR submitted by the customer.</p> <ul style="list-style-type: none"> <li>0= The entire RAR submitted by the customer is approved by the manufacturer. The RA detail records do not need to be included in this transmission because they are all approved as submitted on the RAR.</li> <li>1= One or more items on the RAR submitted by the customer that have not been approved for return by the manufacturer. All detail records submitted on the RAR must be included in the transmission from the manufacturer to the customer.</li> <li>2= One or more items on the RAR submitted by the customer that have not been approved for return by the manufacturer. The detail records following this record identify the items that were not approved and provide information regarding the item.</li> </ul>
RA Number	A nine-digit numeric field that identifies the number assigned by the manufacturer to the return authorization. This number must be used for all documentation that pertains to this RA.
RA/RAR Type	A two-digit numeric field that identifies the following records as return authorization requests (01) or return authorizations (02).
RAR Number	A nine-digit numerical field that identifies the number assigned by the customer to return authorization request. This number must be used for all documentation that pertains to this RAR.
Record Number	A two-digit prefix to each transmitted record that identifies the format of the record and the data included in the record.

Rejection Code	<p>A two-digit numeric field that identifies the reason that a request was not approved by the manufacturer. The valid rejection codes are listed below.</p> <ul style="list-style-type: none"> <li>0= The RAR was approved by the manufacturer without change. On RAR transmissions, the field will always be set to zero.</li> <li>1= Obsolete product that is no longer accepted for return by the manufacturer.</li> <li>2= The quantity requested for return exceeds the maximum that is acceptable to the manufacturer. The Return Quantity Approved field will identify the quantity that is approved for return.</li> <li>3= The item was purchased on a non-returnable basis by the customer.</li> <li>4= The item is not marketed by the manufacturer.</li> <li>5= Other.</li> </ul>
Return Quantity Approved	A five-digit numeric field that specifies the quantity of the item the manufacturer has approved for return. This field is zero-filled if the transmission is an RAR.
Return Quantity Requested	A five-digit numeric field that specifies the quantity of the item the customer is requesting to return.
Sequence Number	A two-digit field that is used to denote the sequences of each transmission. Should contain 00-99 incremented by one for each successive transmission.
Special Instruction Message Record	Optional records that may be included with each RA/RAR to specify shipping and/or special instructions.
Specific RA/RAR Detail Record	A record that specifies the detailed information of each item that is being requested/approved for return. Detail records must be included for every item except when complete RAR is approved by the manufacturer (see RA approved code).
Specific RA/RAR Header Record	A record that precedes the detail information of each Return Authorization Request and each Return Authorization. One RA/RAR Header Record must be present for each RA/RAR sent.
Specific RA/RAR Trailer Record	A record at the end of each group of RA/RAR records that includes control information to ensure all records have been completely and accurately transmitted.
Total Number of Computer Records Transmitted	A six-digit numeric field that reports the total number of header, instruction, detail, and trailer records that were transmitted. Remember to include the Transmission Trailer Record in the count.
Total Number of RA/RAR's Transmitted	A four-digit numeric field that reports the total number of RA/RARs that were included in the transmission.

Total Number of RARs Approved Without Change	A four-digit numeric field that reports the total number of RARs that were approved without change. Detail records are not included in the RA transmission.
Total Number of Units Approved for Return	A seven-digit numeric field that reports the total quantity for all items requested for return that were included in the transmission.
Transmission Header Record	A record that precedes each transmission. Only one Transmission Header is sent.
Transmission Trailer Record	The last record transmitted that includes control information to ensure all records have been completely and accurately transmitted. Only one Transmission Trailer Record is present for each transmission.
UPC Number of the Selection	A 12-digit number assigned to the item by the manufacturer used to identify the item.
Unit Price	A six-digit optional price field (including two digits implied for cents) that the customer requests credit for each unit returned on the RAR; or that the manufacturer approves credit for on the RA.
Version Number	A two-digit numeric field that identifies the version of the format being transmitted. If blank, assume the first version of the invoice format is being transmitted.



# ORDER FORMAT

## Recommended NARM Standard Format for Transmitting Purchase Orders

**NOTE: All records are 80 bytes in length. All fields are required unless designated. The attached glossary includes definitions of each of the records and fields.**

	No. of Characters	Position
<b>TRANSMISSION HEADER RECORD</b>		
Record Number 01	2	1 – 2
Manufacturer Number (UPC Prefix) #	6	3 – 8
Customer Bill-to Number	5	9 – 13
Date (YYMMDD)	6	14 – 19
Version Number (02) #	2	20 – 21
Sequence Number #	2	22 – 23
Filler (Blank-Filled)	57	24 – 78
<b>SPECIFIC ORDER HEADER RECORD</b>		
Record Number 02	2	1 – 2
Customer Ship-to Number	9	3 – 11
Purchase Order Number	9	12 – 20
Future Date	6	21 – 26
Sales Program Code	5	27 – 31
Filler (Blank-Filled)	49	32 – 80
<b>SPECIAL INSTRUCTION MESSAGE RECORD</b>		
Record Number 03	2	1 – 2
Free Form Shipping and Special Instruction –1	35	3 – 37
Free Form Shipping and Special Instruction –2	35	38 – 72
Filler (Blank-Filled)	8	73 – 80
<b>SPECIAL ORDER DETAIL RECORD</b>		
Record Number 04	2	1 – 2
UPC Number of the Selection #	12	3 – 14
Manufacturer's Prefix	5	15 – 19
Quantity Ordered	5	20 – 24
Back Order Code	1	25
Sales Program Code	5	26 – 30
Return Percentage	5	31 – 35
Filler (Blank-Filled)	45	36 – 80
<b>SPECIFIC ORDER TRAILER RECORD</b>		
Record Number 05	2	1 – 2
Number of Units Ordered	6	3 – 8
Number of Line Items Ordered	6	9 – 14
Filler (Blank-Filled)	66	15 – 80
<b>TRANSMISSIONS TRAILER RECORD</b>		
Record Number 06	2	1 – 2
Total Number of Purchase Orders Transmitted	4	3 – 6
Total Number of Units Transmitted	6	13 – 18
Total Number Computer Records Transmitted (including Transmission Header & Trailer Records)	6	19 – 24
Filler (Blank Filled)	56	25 – 80

**NOTE: All fields are right-justified, zero-filled if they contain data, or blank if they contain no data.**

**# Indicates fields that have changed from previous version.**

# ORDER GLOSSARY

Back Order Code	<p>A numeric code that signifies if the item is to be back-ordered if it is not available.</p> <ul style="list-style-type: none"><li>1= The item is to be back ordered if it is not available when the remainder of the order is shipped.</li><li>2= Cancel the order for the item if it is not available when the remainder of the order is to be shipped to the customer.</li></ul>
Customer Bill-to Number	<p>A five-digit numeric code assigned by NARM that identifies the billing address of the customer who is transmitting the order.</p>
Customer Ship-to Number	<p>A nine-digit numeric code assigned by the customer that identifies the destination to which the order is to be shipped. The first five digits are the Customer Bill-to Number and the last four digits are the store or warehouse number.</p>
Date	<p>A six-digit numeric field defining the date when the purchase orders were generated. The date is expressed in the following format:</p> <ul style="list-style-type: none"><li>The last two-digits of the year (e.g. 84, 85, etc.);</li><li>A two-digit number corresponding to the month (e.g. 01=Jan., 02=Feb., etc.); and</li><li>The two digit number corresponding to the day of the calendar month.</li></ul>
Filler	<p>Unused area in each record that is reserved for additional data that may be added in the future.</p>
Free-Form Shipping and Special Instruction (-1 and -2)	<p>A 35-character alphanumeric field that contains the comments and instructions the customer wishes to communicate to the vendor.</p>
Future Date	<p>A six-digit field that identifies a future date when the order is requested to arrive at the customer's receiving location. This date is used when orders are placed well in advance of the requested date. The absence of a date in this field signifies the order is to be shipped as soon as possible. The date is expressed in the following format:</p> <ul style="list-style-type: none"><li>The last two-digits of the year (e.g. 84, 85, etc.);</li><li>A two-digit number corresponding to the month (e.g. 01=Jan., 02=Feb., etc.); and</li><li>The two-digit number corresponding to the day of the calendar month.</li></ul>

Manufacturer Number	The six-digit UPC prefix that has been assigned to the manufacturer to whom the order was transmitted. When a manufacturer has more than one prefix assigned, the manufacturer number may be any one of the prefixes, all of which uniquely identify the manufacturer.
Manufacturer's Prefix	A five-character alphanumeric field that identifies the prefix assigned by the manufacturer to the item.
Number of Line Items Ordered	A six-digit numeric field that reports the number of unique items included in the order. The field is used as a control to ensure that the order was completely transmitted to the vendor.
Number of Units Ordered	A six-digit numeric field that reports the total number of units ordered for all items on the order. The field is used as a control to ensure that all detail records pertaining to the order were correctly transmitted to the vendor.
Purchase Order Number	A nine-digit numeric field assigned by the customer to identify the purchase order. This number must be used for all documentation (including invoicing) that pertains to this purchase order.
Quantity Ordered	A five-digit numeric field that shows the number of units of the item ordered by the customer.
Record Number	A two-digit prefix to each transmitted record that identifies the format of the record and the data is included in the record.
Return Percentage	A five-digit numeric field showing the percentage for the items being ordered that may be returned. The field has two decimal places implied (e.g. 015.25%). The Return Percentage may be affected by the Sales Program Code. If blank, the standard vendor/customer return privilege applies to the order.
Sales Program Code	<p>A five-character code that references a sales program under which the item is ordered. The Sales Program Code is provided by the manufacturer. The sales program may affect the price, payment dating, and/or the return privilege for the time being ordered.</p> <p>If the Sales Program Code appears in the Specific Order Header Record, all items on the order are included in the sales program. If the Sales Program Code is blank in the Specific Order Header Record and appears in the Specific Order Detail Record, the sales program only applies to that item.</p> <p>If the Sales Program Code that appears in the specific item detail record differs from the Sales Program Code that appears in the Specific Order Header Record, the Sales Program Code in the specific item record applies only to that item, while the code in the Header Record applies to all other items on the order.</p> <p>If the sales program code is blank, the standard vendor/customer terms apply to order.</p>

Sequence Number	A two-digit field that is used to denote the sequence of each transmission. Should contain 00-99 incremented by one for each successive transmission.
Special Instruction Message Record	Optional records that may be included with each purchase order to specify shipping and/or special instructions.
Special Order Detail Record	A record that specifies the detailed information for each item being ordered.
Specific Order Header Record	A record that precedes the detail information of each purchase order. One Order Header Record must be present for each purchase order transmitted.
Specific Order Trailer Record	A record at the end of each group of order detail records that includes control information to ensure all records have been completely and accurately transmitted.
Total Number of Computer Records Transmitted	A six-digit numeric field that reports the total number of header instruction, detail and trailer records that were transmitted. Remember to include the transmission Trailer Record in the count.
Total Number of Line Items Transmitted	A six-digit numeric field that reports the total number of line items ordered for all purchase orders included in the transmission.
Total Number of Purchase Orders Transmitted	A four-digit numeric field that reports the total number of purchase orders that were included in the transmission.
Total Number of Units Ordered	A six-digit numeric field that reports that total number of units that were included in the transmission.
Transmission Header Record	A record that precedes each transmission. Only one Transmission Header Record is sent.
Transmission Trailer Record	The last record transmitted that includes control information to ensure all records have been completely and accurately transmitted. Only one Transmission Trailer Record is present for each transmission.
UPC Number of the Selection	A 12-digit numeric field identifying the UPC number assigned to the item by the manufacturer. Used to identify the item.
Version Number	A two-digit numeric field that identifies the version of the order format that is being transmitted. If blank, assume the first version of the order format is being transmitted.

# RETAIL SALES REPORTING FORMAT

## Recommended NARM Standard Format for Transmitting Retail Sales

	No. of Characters	Position
<b>TRANSMISSION HEADER RECORD</b>		
Record Number (91)	2	1 – 2
Manufacturer Number (UPC Prefix) #	6	3 – 8
Customer Bill-to Number	5	9 – 13
Date (YYMMDD)	6	14 – 19
Version Number (02) #	2	20 – 21
Sequence Number #	2	22 – 23
Filler (Blank-Filled)	58	24 – 80
<b>SPECIFIC STORE RETAIL SALES HEADER RECORD</b>		
Record Number (92)	2	1 – 2
Customer Ship-to Regional Zip Code	3	3 – 5
Customer Ship-to Number (Optional)	9	6 – 14
Period Start Date (YYMMDD)	6	15 – 20
Period End Date (YYMMDD)	6	21 – 26
Type of Store	2	27 – 28
Location of Store	2	29 – 30
Filler (Blank-Filled)	50	31 – 80
<b>SPECIFIC STORE RETAIL SALES RECORD</b>		
Record Number 93	2	1 – 2
UPC Number of the Selection #	12	3 – 14
Quantity Sold	5	15 – 19
Advertised	1	20
Filler (Blank Filled)	60	21 – 80
<b>SPECIFIC STORE RETAIL TRAILER RECORD</b>		
Record Number (94)	2	1 – 2
Number of Selections Sold	5	3 – 7
Number of Units Sold	7	8 – 14
Filler (Blank-Filled)	66	15 – 80
<b>TRANSMISSION TRAILER RECORD</b>		
Record Number (95)	2	1 – 2
Total Number of Store Reported	5	3 – 7
Total Number of Selections Sold	7	8 – 14
Total Number of Units Sold	7	15 – 21
Total Number of Computer Records Transmitted (including Transmission Header and Trailer Records)	6	22 – 27
Filler (Blank-Filled)	53	28 – 80

**NOTE:** All fields are right-justified, zero-filled when they contain data, or blank-filled if they contain no data.

# Indicates fields that have changed from previous version.

# RETAIL SALES REPORTING GLOSSARY

Advertised	<p>A one-digit numeric field identifying if the item was sold at a reduced retail in conjunction with advertisements.</p> <p>Blank= Information Not Supplied</p> <p>0= Regular Retail</p> <p>1= Advertised Retail</p>
Customer Bill-to Number	<p>A five-digit numeric code assigned by NARM that identifies the customer reporting retail sales information.</p>
Customer Ship-to Number	<p>A nine-digit numeric code that identifies the specific location of the customer the retail sales are being reported for. The first five digits are the Customer Bill-to Number and are assigned by NARM. The last four digits are assigned by the customer to identify the customer's store location.</p>
Customer Ship-to Regional Zip Code	<p>A three-digit numeric field containing the first three digits of the zip code of the store retail sales are being reported for. Provides identification of geographic location of store.</p>
Date	<p>A six-digit numeric date in the following format:</p> <p>The last two-digits of the year (e.g. 84,85, etc.);</p> <p>A two-digit number corresponding to the month (e.g. 01=Jan., 02=Feb., etc.); and</p> <p>The two-digit number corresponding to the day of the calendar month.</p>
Filler	<p>Unused area in each record reserved for additional data that may be added in the future.</p>
Location of Store	<p>A two-digit numeric code that identifies location of the store.</p> <p>01= Stand Alone</p> <p>02= Strip Center</p> <p>03= Mall</p>
Manufacturer Number	<p>The six-digit UPC prefix assigned to the manufacturer who is receiving the retail sales information. When a manufacturer has more than one prefix assigned, the manufacturer number may be any one of the prefixes, all of which uniquely identify the manufacturer.</p>
Number of Selections Sold	<p>A five-digit numeric field that reports the total number of selections reports for a specific store (i.e., the total number of 93 records for a specific store).</p>

Number of Units Sold	A seven-digit numeric field that reports the total number of units reported for a specific store. (Sum of quantity sold field on 93 records for a specific store).
Period End Date	A six-digit numeric date in the following format: The last two-digits of the year (e.g. 84, 85, etc.); A two-digit number corresponding to the month (e.g. 01=Jan., 02=Feb., etc.). The two-digit number corresponding to the day of the calendar month; and Defines the last day of the period the sales for a specific store are being reported for.
Period Start Date	A six-digit numeric date in the following format: The last two-digits of the year (e.g. 84, 85, etc.); A two-digit number corresponding to the month (e.g. 01=Jan., 02=Feb., etc.); and The two-digit number corresponding to the day of the calendar month. Defines the first day of the period the sales for a specific store are being reported for.
Quantity Sold	A five-digit numeric field that shows the number of units of the item sold.
Record Number	A two-digit prefix to each transmitted record that identifies the format of the record and the data that is included in the record.
Sequence Number	A two-digit field that is used to denote the sequence of each transmission. Should contain 00-99 incremented by one for each successive transmission.
Specific Store Retail Sales Header Record	A record that specifies the detailed information for each item sold.
Specific Store Retail Sales Trailer Record	A record at the end of each group of order detail records that includes control information to ensure all records have been completely and accurately transmitted.
Total Number of Computer Records Transmitted	A six-digit numeric field that reports the total number of header instruction, detail and trailer records that were transmitted. Remember to include the transmission Trailer Record in the count.
Total Number of Selection Sold	A seven-digit numeric field that reports the total number of selections reported for all stores contained in the transmission. (The total number of 93 records contained in the transmission.)
Total Number of Stores Reported	A five-digit numeric field that reports the total number of selections reported for all stores in the transmission.

Total Number of Units Sold	A seven-digit numeric field that reports the total number of units sold for all stores contained in the transmission. (The sum of the Number of Units sold field in all 93 records contained in the transmission.)
Total Number of Stores Reported	A five-digit numeric field that reports the total number of stores contained in the transmission. (The total number of 93 records contained in the transmission).
Total Number of Units Sold	A seven-digit numeric field that reports the total number of units sold for all stores contained in the transmission. (The sum of the Number of Units Sold field in all 93 contained in the transmission.)
Transmission Header Record	A record that precedes each transmission. Only one Transmission Header Record is sent.
Transmission Trailer Record	The last record transmitted that includes control information to ensure all records have been completely and accurately transmitted. Only one Transmission Trailer Record is present for each transmission.
Type of Store	A two-digit numeric field that defines the type of store: 01= Specialty Record Store 02= Department Store 03= Mass Merchant 04= Video Store
UPC Number of the Selection	A 12-digit numeric field identifying the UPC number assigned to the item by the manufacturer; used to identify the item.
Version Number	A two-digit numeric field that identifies the version of the format that is being transmitted. If blank, assume the first version of the order format is being transmitted.