



The Global Language of Business

Claims Notification Business Message Standard (BMS)

Release 3.7, Ratified, Mar 2025



Document Summary

Document Item	Current Value
Document Name	Claims Notification Business Message Standard (BMS)
Document Date	Mar 2025
Document Version	3.7
Document Issue	1
Document Status	Ratified

Work Request Reference

Date of WR Submission to GSMP:	WR Submitter(s):	Refer to Work Request (WR) Number(s):
10 Aug 2005	Tom Heist	05-000251
25-Jun-2014	GS1 GO	14-000110
12-Jul-2016	GS1 GO	16-000340

Business Requirements Document (BRAD) Reference

BRAD Title	BRAD Issue Date	BRAD Version
Collaborative Receipt Settlement	13-May-2006	0.0.15

Document Change History

Date of Change	Version	Changed By	Reason for Change	Summary of Change
12-Jan-2012	BMS 3.0 – Issue 1	Mark Van Eeghem	BMS Release 3.0	See summary of changes
01-May-2013	BMS 3.1 – Issue 1	Coen Janssen	BMS Release 3.1	See summary of changes
15-Sep-2014	BMS 3.2 – Issue 1	Ewa Iwicka	BMS Release 3.2	See summary of changes
01-Mar-2017	BMS 3.3 – Issue 1	Ewa Iwicka	BMS Release 3.3	See summary of changes
15-Oct-2018	BMS 3.4 – Issue 1	Ewa Iwicka	BMS Release 3.4	See summary of changes
02-Feb-2021	BMS 3.5 – Issue 1	Miklos Bolyky	BMS Release 3.5	See summary of changes
05-Jan-2022	BMS 3.5.1 – Issue 1	Miklos Bolyky	BMS Release 3.5.1	See summary of changes
01-Mar-2023	BMS 3.6 – Issue 1	Miklos Bolyky	BMS Release 3.6	See summary of changes
15-Mar-2025	BMS 3.7 – Issue 1	Miklos Bolyky	BMS Release 3.7	See summary of changes

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1 Business Domain View

1.1 Introduction

Message Definition

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

Principles

Claims Notification t may be used to:

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

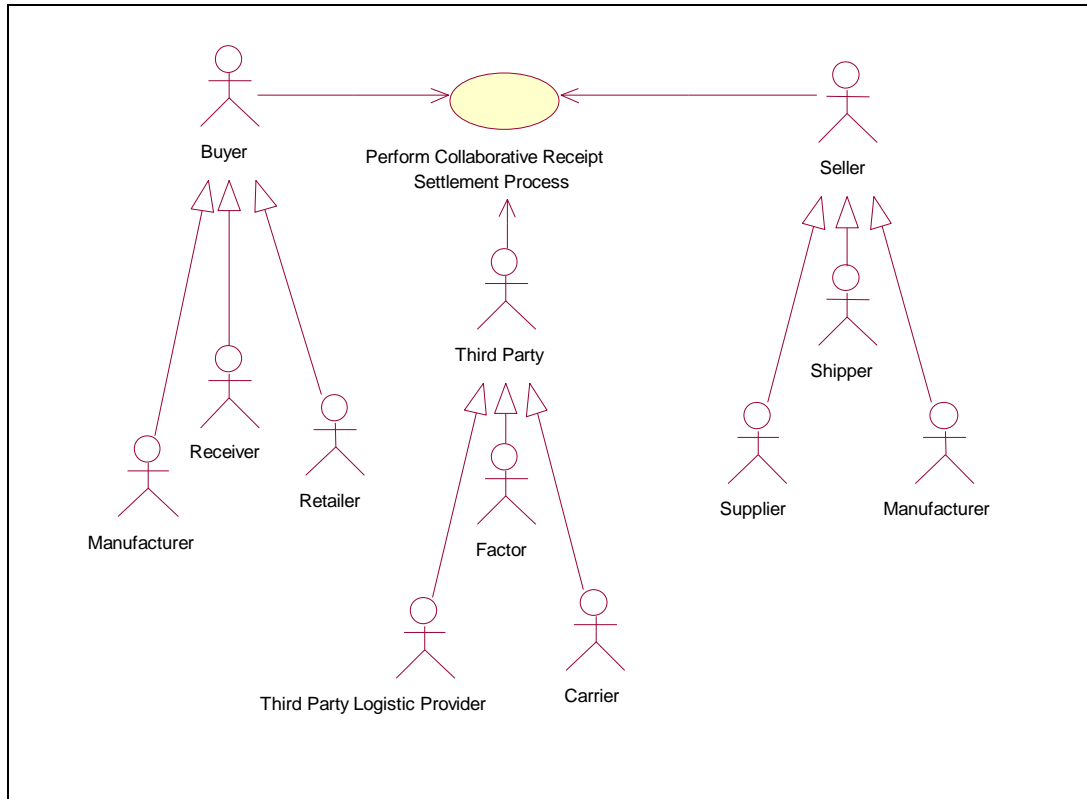
2 Business Context

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

3 Business Transaction View

3.1 Business Process – Perform Collaborative Receipt Settlement

Use Case Diagram



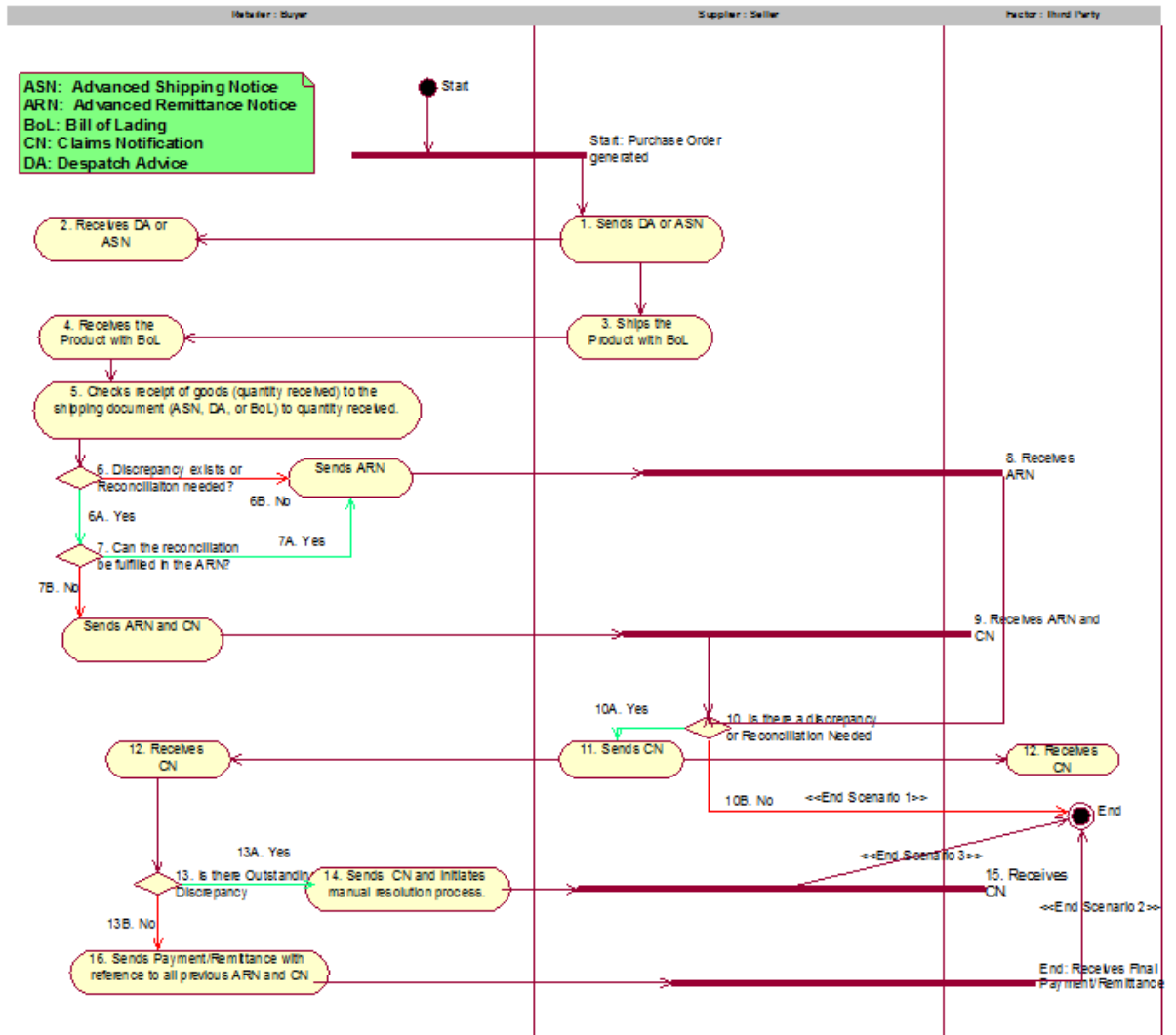
Use Case Description

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

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

Alternative Scenario	The three ending scenarios are listed above in step 10B, 15, and Ends.
Related Requirements	No related requirement
Related Rules	No related rules.

Activity Diagram(s)



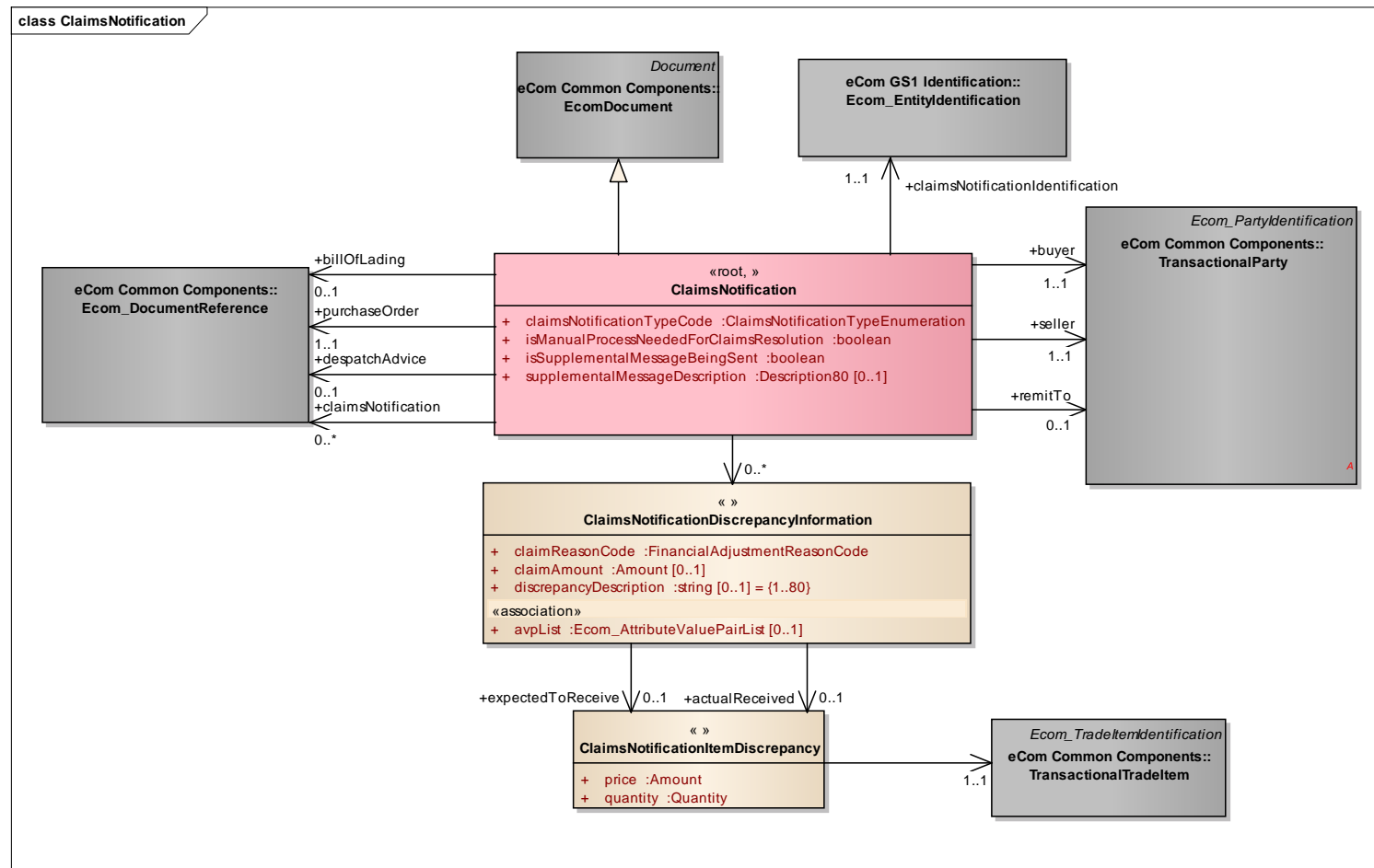
Sequence Diagram(s)

Not Applicable

4 Business Information View

4.1 Claims Notification

Class diagram



Report

The content of the ClaimsNotification class, its structure and component definitions can be accessed in the GS1 Navigator: [Navigator](#)

Content	Attribute / Role	Datatype /Secondary class	Multiplicity	Definition	Requirements
ClaimsNotification				Claims Notification is a message sent by the buyer to the seller or vice versa for negotiating the resolution of claims.	
Association	billOfLading	Ecom_DocumentReference	0..1	A unique number that identifies the Bill of Lading to be used to synchronize / correlate to each trading partner's respective accounts receivable and accounts payable files.	
Association		ClaimsNotificationDiscrepancyInformation	0..*	Provides the discrepancy involved in the claims notification. If claims notification is an original or dispute then Discrepancy Information is mandatory.	
Association	claimsNotification	Ecom_DocumentReference	0..*	A unique number identifying the Referenced Claims Notification to synchronize / correlate to each trading partner's accounts receivable and accounts payable. It is essential to provide the previous Claims Notification Identification when available for Dispute or Refused.	
Association	seller	TransactionalParty	1..1	Selling agent Contact Information which includes address, email, phone, web address, etc.	renamed from sellingAgent, made mandatory
Association	despatchAdvice	Ecom_DocumentReference	0..1	A unique number identifying the ship notice (Advanced Shipping Notice or Despatch Advice) to synchronize / correlate to each trading partner's accounts receivable and accounts payable.	renamed from shipNoticeIdentification
Association	claimsNotificationIdentification	Ecom_EntityIdentification	1..1	Provides the unique identification for the Claims Notification.	
Generalization		EcomDocument		Basic information about the content of the message including version number, creation date and time.	
Association	purchaseOrder	Ecom_DocumentReference	1..1	A unique number identifying the purchase order number to be used to synchronize / correlate to each trading partner's respective accounts receivable and accounts payable files.	



Content	Attribute / Role	Datatype /Secondary class	Multiplicity	Definition	Requirements
Association	remitTo	TransactionalParty	0..1	The party (account owner) that receives a payment when such party is not the same as the seller.	
Association	buyer	TransactionalParty	1..1	Buying agent contact information which includes address, email, phone, web address, etc.	renamed from buyingAgent, made mandatory
Attribute	claimsNotificationTypeCode	ClaimsNotificationTypeEnumeration	1..1	Code specifying the type of claims notification, such as NEW or DISPUTE.	
Attribute	isManualProcessNeededForClaimsResolution	boolean	1..1	A flag to indicate if manual processes are needed to reach claims resolution.	
Attribute	isSupplementalMessageBeingSent	boolean	1..1	A flag to indicate if there were any supplemental document(s), or message(s) sent with the Claims Notification. An example of a supplemental document is a Proof of Delivery.	
Attribute	supplementalMessageDescription	Description80	0..1	Provides which supplemental document, or message was sent with the Claims Notification. An example of a supplemental document is a Proof of Delivery.	

Report

The content of the ClaimsNotificationDiscrepancyInformation class, its structure and component definitions can be accessed in the GS1 Navigator: [Navigator](#)

Content	Attribute / Role	Datatype /Secondary class	Multiplicity	Definition	Requirements
ClaimsNotificationDiscrepancyInformation				Provides the discrepancy information in the claims notification.	
Association	actualReceived	ClaimsNotificationItemDiscrepancy	0..1	Provides the actual received quantity or item to calculate the discrepancy.	
Association	expectedToReceive	ClaimsNotificationItemDiscrepancy	0..1	Provides the expected quantity or item to calculate the discrepancy.	



Content	Attribute / Role	Datatype /Secondary class	Multiplicity	Definition	Requirements
Attribute	claimReasonCode	FinancialAdjustmentReasonCode	1..1	Provides the type of claim being made.	renamed from nonItemDiscrepancy type, also replaces removed attribute reasonForNonPayment
Attribute	claimAmount	Amount	0..1	Provides the amount, which is in discrepancy.	renamed from Amount
Attribute	discrepancyDescription	string	0..1	Provides the discrepancy description for the discrepancy. This is in addition to the claimReasonCode.	
Attribute	avpList	Ecom_AttributeValuePairList	0..1	Temporary attributes introduced between minor versions.	

Report

The content of the ClaimsNotificationItemDiscrepancy class, its structure and component definitions can be accessed in the GS1 Navigator: [Navigator link](#)

Content	Attribute / Role	Datatype /Secondary class	Multiplicity	Definition	Requirements
ClaimsNotificationItemDiscrepancy				renamed from PriceQuantityItemInformation	
Association		TransactionalTradeItem	1..1	Provides the trade item identification.	
Attribute	price	Amount	1..1	Provides the price of the item with it's associated currency.	
Attribute	quantity	Quantity	1..1	Provides the number of items with an optional unit of measure.	

4.2 Enumerations (message specific)

4.2.1 ClaimsNotificationTypeEnumeration

CodeValue	Description
DISPUTE	The claims notification is a dispute.
NEW_ORIGINAL	The claims notification is new.



CodeValue	Description
REFUSED	The claims notification is refused and is the beginning of the manual resolution process.

4.3 Code Lists

Class	Codelist	Navigator Link
ClaimsNotificationDiscrepancyInformation	FinancialAdjustmentReasonCode	https://navigator.gs1.org/edi/codelist-details?name=FinancialAdjustmentReasonCode



Note: Refer to the GS1 Navigator (Navigator) for the code values.



5 Business Message Examples

5.1 Example 1

This is an example of a Claims Notification message. The message is sent on April 13th 2011 at 11 AM. The message is identified with the unique identification number CN238745.

Party Information

GS1 Global Location Number	Party Type
5412345000013	Buyer
4098765000010	Seller

The message is sent by the Buyer (GLN 5412345000013) to Seller (GLN 4098765000010).

Message Example

Attribute	Value
ClaimsNotification	
creationDateTime	2011-04-13 11:00
documentStatusCode	ORIGINAL
claimsNotificationTypeCode	NEW_ORIGINAL
isManualProcessNeededForClaimsResolution	False
isSupplementalMessageBeingSent	True
supplementalMessageDescription	Proof of Delivery
EntityIdentification (+claimsNotificationIdentification)	
entityIdentification	CN238745
TransactionalParty (+contentOwner)	
gln	5412345000013
DocumentReference (+purchaseOrder)	
entityIdentification	PO3352
creationDateTime	2011-03-11 11:00
DocumentReference (+despatchAdvice)	

Attribute	Value
entityIdentification	DA349875
creationDateTime	2011-04-10 10:00
TransactionalParty (+seller)	
gln	1234567890128
Contact	
personName	John Penguin
TransactionalParty (+buyer)	
gln	5412345000013
Contact	
personName	Sara Espanol
ClaimsNotificationDiscrepancyInformation	
claimReasonCode	57
ClaimsNotificationItemDiscrepancy (+expectedToReceive)	
price	480 EUR
quantity	48 EA
TransactionalTradeItem	
gtin	40987650000223
ClaimsNotificationItemDiscrepancy (+actualReceived)	
price	380 EUR
quantity	38 EA
TransactionalTradeItem	
gtin	40987650000223



6 Implementation Considerations

6.1 User Guide

The Functional User Guide contains more information about the structure and content of the Claims Notification message:

http://www.gs1.org/docs/ecom/xml/3/3.4/eCom-Trade_messages.html#ClaimsNotification

6.2 Message Specific Considerations

Not Applicable

7 Summary of Changes

Any change in the GS1 standards is done based on the Work Request (WR) submitted by the GS1 User Companies or Member Organisations. All Work Requests are documented in the Work Request system available on the GS1 website: <http://wr.gs1.org>. The system is accessible to registered users. New visitors need to register first, to be able to access it. WRs can be searched by the number referenced in tables below, see: Search Work Requests. The number starts with the two last digits of the year when it was submitted, followed by the consecutive number within that year.



Note: WRs submitted earlier than February 2012 should be searched in Old Change Requests.

7.1 BMS Release 3.0

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

7.2 BMS Release 3.1

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

7.3 BMS Release 3.2

Change	Associated WR
<div><div>class ClaimsNotification - maintenance view</div><div><div>«root, » ClaimsNotification</div><div><div>+ claimsNotificationTypeCode: ClaimsNotificationTypeEnumeration</div><div>+ isManualProcessNeededForClaimsResolution: boolean</div><div>+ isSupplementalMessageBeingSent: boolean</div><div>+ supplementalMessageDescription: Description80 [0..1]</div></div><div><div>maintenance</div><div>Change: (Verified) 3.2 changed generalisation from Document to eComDocument class to include AVP (WR 14-110)</div></div></div></div>	<div><div>14-000110</div><div>Add Attribute Value Pair at the root, line item and sub line item levels</div></div>

Change	Associated WR
<div> <div>class ClaimsNotificationDiscrepancyInformation - mainten...</div> <div> <div>« »</div> <div>ClaimsNotificationDiscrepancyInformation</div> <div> + claimReasonCode: FinancialAdjustmentReasonCode + claimAmount: Amount [0..1] + discrepancyDescription: string [0..1] = {1..80} «association» + avpList: Ecom_AttributeValuePairList [0..1] </div> <div> <i>maintenance</i> Change: (Verified) 3.2 added +avpList (WR 14-110) </div> </div> </div>	14-000110 Add Attribute Value Pair at the root, line item and sub line item levels

7.4 BMS Release 3.3

Change	Associated WR
<div> <p>Created Ecom_EntityIdentification class and changed association from the previous EntityIdentification</p> <div> <div>class ClaimsNotification - maintenance view</div> <div> <div> <div>eCom GS1 Identification:: Ecom_EntityIdentification</div> <div> <i>maintenance</i> Change: (New) 3.3 New class (WR 15-314) </div> </div> <div> <div>«root, »</div> <div>ClaimsNotification</div> <div> + claimsNotificationTypeCode :ClaimsNotificationTypeEnumeration + isManualProcessNeededForClaimsResolution :boolean + isSupplementalMessageBeingSent :boolean + supplementalMessageDescription :Description80 [0..1] </div> <div> <i>maintenance</i> Change: (Complete) 3.2 changed generalisation from Document to eComDocument class to include AVP (WR 14-110) Change: (New) 3.3 Changed associations from from DocumentReference to Ecom_DocumentReference Change: (New) 3.3 Changed associations from from EntityIdentification to Ecom_EntityIdentification </div> </div> </div> </div> </div>	15-000314 Make GS1 identification keys optional in GS1 EDI XML

Change	Associated WR
<p>Created Ecom_DocumentReference class and changed association from the previous DocumentReference</p>	<p>14-000110</p> <p>Add Attribute Value Pair at the root, line item and sub line item levels</p>

7.5 BMS Release 3.4

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

7.6 BMS Release 3.5

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

7.7 BMS Release 3.5.1

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

7.8 BMS Release 3.6

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

7.9 BMS Release 3.7

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

8 Appendices

Not Applicable

9 Acknowledgements

9.1.1 Work Group

Function	Name	Company / organisation
Co-chair	Rossner (Pottier), Natascha	GS1 France
Co-chair	Schmidt, Tom Eric	August Storck KG
Member	Bemrose, Jonathan	R&R Ice Cream
Member	Bodemer, Petra	dm-drogerie markt GmbH + Co. KG
Member	Boikanyo, Rebone	GS1 South Africa / Consumer Goods Council of South Africa
Member	Canada, ON	M3B 3L1
Member	Carlson, Jim	General Mills, Inc.
Member	Chresta, Richard	GS1 Switzerland
Member	Cook, Don	Wal-Mart Stores, Inc.
Member	Cox, Marc	Philips Electronics N.V.
Member	Darnell, David	Systrends
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Member	Dicks, Arne	GS1 Germany
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Member	Hand, Phil	JDA Software
Member	Herregodts, Kurt	GS1 Belgium & Luxembourg
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Member	Rosenberg, Steven	GS1 US
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Member	Schneider, Christian	GS1 Switzerland
Member	Sehorz, Eugen	GS1 Austria
Member	Sharma, Vishal	General Mills, Inc.
Member	Shimazaki, Ayako	GS1 Japan
Member	Sion, Emilie	GS1 France
Member	Souza, Nadia	GS1 Brasil
Member	Strand, Roman	GS1 Germany
Member	Tan, Milton	GS1 Malaysia
Member	Tompsett, Simon	Waitrose



Function	Name	Company / organisation
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Member	Tyson, Betty	Knouse Foods Cooperative, Inc
Member	Van den Bergh, Senne	GS1 Belgium & Luxembourg
Member	Van der Eijk, Pim	OASIS - Sonnenglanz Consulting BV
Member	Veldhuis, Saskia	Procter & Gamble Co.
Member	Welch, Shan	GS1 UK
Member	Westerkamp, Jan	GS1 Netherlands
Member	Wilson, Mary	GS1 US
Member	Windsperger, Bekki	Best Buy Co., Inc.
Member	Yang, Shaopeng	GS1 China
Member	Yusdiar, Dani	GS1 Indonesia
Member	Zwanziger, Greg	SUPERVALU

9.1.2 Development Team Members

Function	Name	Organisation
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Technical Development Lead	Miklos Bolyky	GS1 Global Office
Peer Review	Mark Van Eeghem	GS1 Global Office