



# STAND

STANDARDISERINGSUTVALGET FOR  
NORSK DAGLIGVAREBRANSJE

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## Order

Please be aware that this document may contain hyperlinks to reference pages /document. These pages / documents will not automatically attach if you choose to print the main document.

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## Order

The process is a generic description of some elements of an ordering process. It focuses on the interaction between supplier and distributor, or between supplier and retailer. It does not describe internal activities of the individual player.

Order includes the following sub processes:

- Order
- Confirm order

Areas affected by, and subject to guidelines from STAND are:

- Order and order confirmation process using EDI for deliveries from supplier to distributor or retailer, and Crossdocking deliveries
- Which EDI messages to use for given forms of distribution, as well as deadlines for when to be sent
- EDI exchange agreement
- Content in the EDI messages and how to implement these for the following messages
  - Order
  - Order receipt
  - Order confirmation
- Use of bilateral agreements for distribution of shelf life, for products covered by this
- Evaluation of the delivery ability of ordered products

## Order

This sub process consists of the following activities:

- Send order
- Receive orders and return order receipt
- Receive order receipt

Areas affected by, and subject to guidelines from STAND are:

- How EDI is used in the retail trade in general and in the ordering process in particular
- Requirements for EDI messages
- EDI exchange agreement
- Generic description of the ordering process
- Bilateral agreements on the assessment of shelf life on products covered by this

## Use of EDI in the retail trade

EDI – Electronic Data Interchange – is used in the retail industry to exchange commercial documents like Order, Order Receipt, Order Confirmation, Despatch Advice, Invoice and Invoice Receipt.

EDI can be performed in various ways, from fully automated processes both at customer and supplier, to web solutions where information is registered manually.

EDI is used for all distribution types.

## Overview of EDI messages and in which processes they are used

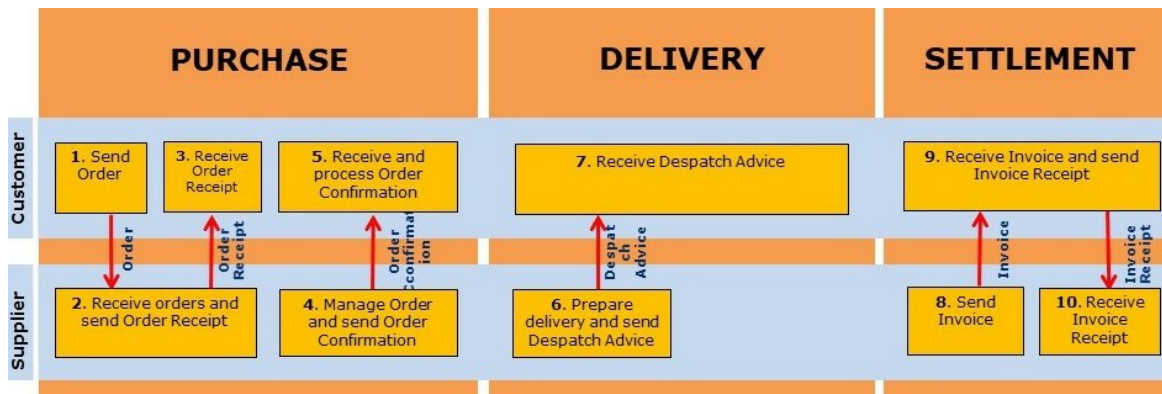


Fig. 234

Which EDI messages to use will vary with the distribution type.

An overview of this, along with deadlines for when the messages are to be sent, are described in [EDI message, type of distribution and deadlines](#).

Before using EDI, it is necessary to clarify which messages to be used, message formats, exchange methods, electronic message addresses, etc. This is documented in the [EDI Exchange agreement](#).

This document also specifies other bilateral issues related to the exchange of EDI messages.

To ensure that both parties and all business functions are familiar with all bilateral agreements, it is crucial that the EDI Exchange Agreement is used actively.

How to get started with EDI is described in [Implement EDI in the retail trade](#).

In order to start using EDI, trading documents must be translated into an EDI format.

The following formats are available:

- [Message description EANCOM for order, order receipt, order confirmation, Despatch Advice, invoice, invoice receipt](#)
- [Message description XML for order, order receipt, order confirmation, Despatch Advice, invoice, invoice receipt](#)

Revisions of the EDI formats, is documented in [Change log current version vs. past versions](#)

## Order

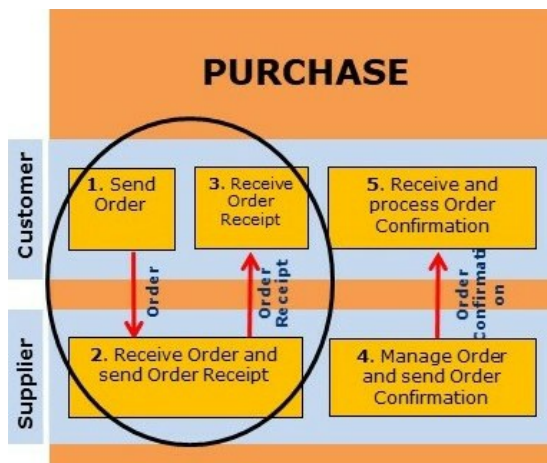


Fig. 230

### Send order

An order is sent in the form of an EDI order, and specifies products / services ordered under the terms agreed between seller and buyer.

The order shall fulfil bilateral agreements specified in the EDI exchange agreement.

The order includes buyer and seller, product, quantity, desired delivery date and place of delivery.

The order must be sent in accordance with the agreed order stop time.

*Possible corrections that can be made on an order after it has been sent:*

- **Cancellation** of the order can be done in the following alternative ways:
  - It is agreed on the telephone that the supplier must send an EDI order confirmation, with 0 in the amount on all product lines
  - It is agreed on the telephone that the order is manually deleted in the system of both parties
- **Additional Orders** for delivery at the same time as the main order must be made within the agreed order stop time for the main delivery. This is done by placing an ordinary EDI order on the products and quantities to be ordered as well.
- **Amendments** on a dispatched order can be made in the following alternative ways:
  - It is agreed that an EDI order confirmation will be sent with 0 on the item lines to be changed, upon which a new EDI order will be sent on the item lines that should be changed
  - It is agreed on the phone that the original order is deleted, and that a new EDI order will be sent
  - It is agreed on the telephone that an EDI order confirmation will be sent with 0 on all product lines, and there will then be sent a new EDI order

### *Special relationships related to order*

The order number should be unique to each order sent from a buyer.

The supplier must reject an order where the order number is received and processed earlier.

For certain products, there is a bilateral agreement on how to split shelf life between the parties. Look to [The establishment of bilateral agreements for the assessment of shelf life](#).

For EXW delivery terms, the rules dictate one order should only include one delivery from one pick-up point to one place of delivery and one desired delivery date.

For delivery terms where the supplier is responsible for transportation, the same applies, except that the order may contain deliveries from multiple locations.

### Receipt of orders and return of order receipt

The supplier, if agreed upon in the EDI Exchange Agreement, shall return an EDI order receipt immediately after the order is received.

Order receipt has the function of confirming to the customer that the supplier has received the order. Order receipt contains no information on whether the customer receives the ordered products.

### Receive order receipt

Upon reception of order receipt, it provides the customer with an assurance that the order was received by the supplier.

How order receipt is further used by the customer in internal systems is not covered by the guideline.

## Confirm order

This sub process consists of the following activities:

- Manage orders and send order confirmation
- Receive and process order confirmation

Areas affected by, and subject to guidelines from STAND are:

- How EDI is used in the retail trade in general and in the order confirmation process in particular
- Requirements for EDI messages
- EDI exchange agreement
- Generic description of order confirmation process
- Assessments related to delivery capability and temporarily sold out
- Bilateral agreements on the assessment of shelf life on products covered by this

## Use of EDI in the retail trade

EDI – Electronic Data Interchange – is used in the retail industry to exchange commercial documents like Order, Order Receipt, Order Confirmation, Despatch Advice, Invoice and Invoice Receipt.

EDI can be performed in various ways, from fully automated processes both at customer and supplier, to web solutions where information is registered manually.

EDI is used for all distribution types.

### Overview of EDI messages and in which processes they are used

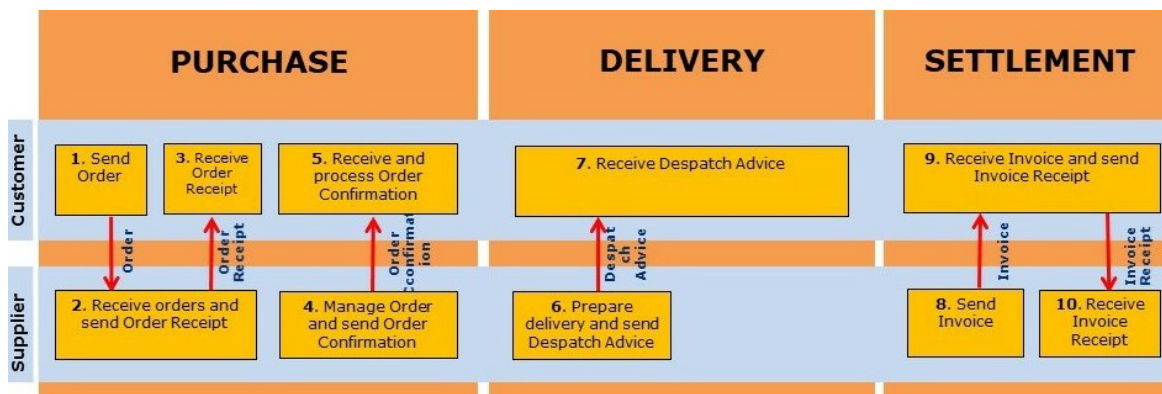


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Before using EDI, it is necessary to clarify which messages to be used, message formats, exchange methods, electronic message addresses, etc. This is documented in the [EDI Exchange agreement](#).

This document also specifies other bilateral issues related to the exchange of EDI messages.

To ensure that both parties and all business functions are familiar with all bilateral agreements, it is crucial that the EDI Exchange Agreement is used actively.

How to get started with EDI is described in [Implement EDI in the retail trade](#).

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## Confirm order

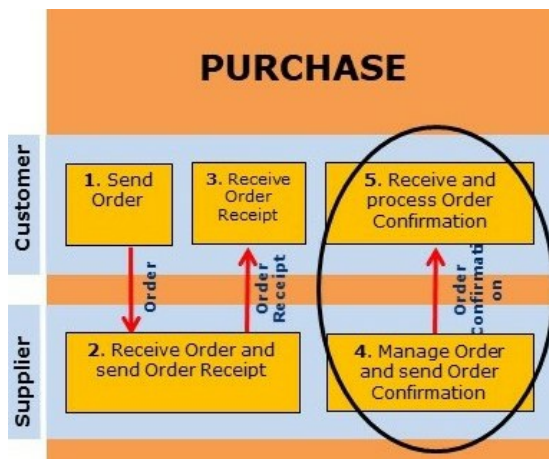


Fig. 231

### Manage orders and send Order Confirmation

Upon receipt of an order, the supplier shall check that the order complies with the bilateral agreements specified in the EDI Exchange Agreement.

#### *Deadline for sending an Order Confirmation*

An Order Confirmation must be sent no later than 3 hours after the order stop time. If not possible to meet the 3-hour deadline, it can be agreed bilaterally what the deadline should be.

For deliveries with order and pick up the same day, bilateral deadlines apply.

Bilateral deadlines must be agreed in writing.

#### *Check for delivery ability*

The expected delivery must be confirmed in the Order Confirmation. This means that it must be checked for deliverability.

An Order Confirmation must be sent that confirms what the supplier with a high degree of probability expects will be delivered. The distributor is aware of that there may be a discrepancy between what is confirmed delivered and what is actually delivered. In the case of repeated deviations over time, the parties will enter into a dialogue about how this can be corrected, in a constructive and flexible way.

It must not be confirmed more than originally ordered without agreement.

When checking for delivery ability, consideration shall be taken regarding any bilateral agreements that allow products to be delivered which, under normal conditions, do not meet the requirements for the distribution of total shelf life between the players. See [The establishment of bilateral agreements for the assessment of shelf life](#)

Products that are not covered by a bilateral agreement must have a remaining shelf life that satisfies the requirements for distribution between the players as specified in [Table for assessment of shelf life of a product](#)

#### *Information to be sent for products that are temporarily sold out*

If a product is temporarily sold out, it is a request from the distributors that the date for when the product is expected back for sale can be sent in the Order Confirmation. However, this must be agreed bilaterally.

If the supplier does not have systems that can provide this in the Order Confirmation, this information must be exchanged in other bilaterally agreed ways. By exchanging information about when a temporarily out-of-stock product is expected to be available for sale, this can be used actively in the order.

#### *Reservation of quantity for order confirmation*

When the order confirmation is sent, the supplier must reserve the quantity that is confirmed delivered to the current order.

#### *Confirmed quantity versus what can be delivered at delivery time*

If the order confirmation confirms a quantity that differs from what has been ordered, it is what is stated in the order confirmation that will be included in the delivery to the buyer.

This also applies if the supplier in the meantime will be able to deliver the ordered products.

#### *Requirements for order confirmation*

- The order confirmation must be sent by EDI
- One order confirmation shall be sent per order
- The order confirmation must be sent within the deadline
- The order confirmation shall provide a code that gives the customer a quick understanding of the status of the order. One of the following codes must be sent:
  - The order is accepted and delivered in full
  - The order is accepted, but can not be delivered in full
  - The order is accepted, but contains one or more product numbers that have expired
  - The order is accepted, but contains one or more product numbers that are unknown
  - The order is accepted and checked for product information, however inventory information / delivery ability is not verified
  - The order is accepted, but there is an error on a line with an undefined reason
  - The order is rejected (usually due to syntactic errors in the order itself)

For Crossdock, the following feedback applies in addition to the above:

- The order is accepted, but the quantity on a line is reduced by agreement with the final customer
- A new order confirmation can not be sent to replace a previous order confirmation, even if the delivery situation changes

#### **Receive and process order confirmation**

An order confirmation is an end of the procurement process, and the customer should therefore not respond to the order confirmation even though this should have changed according to the order.

The order confirmation number from the supplier must be unique. Recipient shall reject an order confirmation with an order confirmation number received and processed earlier.

How the order confirmation is used by the customer in internal systems is not covered by the STAND guidelines.

#### **Endringslogg**

28.03.2023: STAND allows for bilateral agreement if the 3-hour deadline for sending Order Confirmation cannot be met.
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