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Description of

Partner Interface Process® for 3C9

Validated 11.01.00

Specification Information	
Name	Notify of Return Product Confirmation
Cluster	Order Management
Segment	Returns And Finance
Publication Date	14 July 2015
Version Identifier	V11.01

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1 Document Management

1.1 Legal Disclaimer

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1.4 Acknowledgments

This document has been prepared by RosettaNet (http://www.rosettanet.org/) from requirements gathered during the Milestone Program and in conformance with the methodology.

1.5 Related Documents

- Associated PIP Message Schemas (included within the PIP Specification package only)
- Description of 3C9 Message
- Messages Structure
- XML instance of ebXML BPSS for PIP 3C9

1.6 Document Version History

Version	Date	Description
Validated 11.00.00	3 March 2010	Validated Version: MCC Program
Validated 11.01.00	14 July 2015	Updated Version

1.7   Document Structure

A Partner Interface Process (PIP) Specification is comprised of the following two parts:

1. **Business Process.** Captures the semantics of the business process and the flow of the message exchange between roles as they perform business activities.

2. **Network and Implementation Specification.** Specifies the network protocol message formats and communications requirements between peer-protocols supported by network components in the RosettaNet Implementation Framework.

2 Business Process

2.1 Business Process Definition

The "Notify of Return Product Confirmation" Partner Interface Process (PIP) enables Return Provider to either authorize the return by issuing a Return Product Response, which may contain a Return Material Authorization (RMA) number, or to deny the return. If the return is authorized, the Return Requester can ship the product to a location confirmed in the message exchange.

The request to return product may be linked to another Service Event, such as a Part Order and/or a Warranty Claim initiated in PIP 6C1. The associated Document Reference information, which may include original purchase order, invoice and / or entitlement information, may also be included.

2.2 PIP Scope Description

This PIP enables a Return Provider to respond to the return product request.

2.3 PIP Business Document

Business Document are generated and exchanged by roles performing activities in this PIP. Business Document is listed and defined in Table 1.

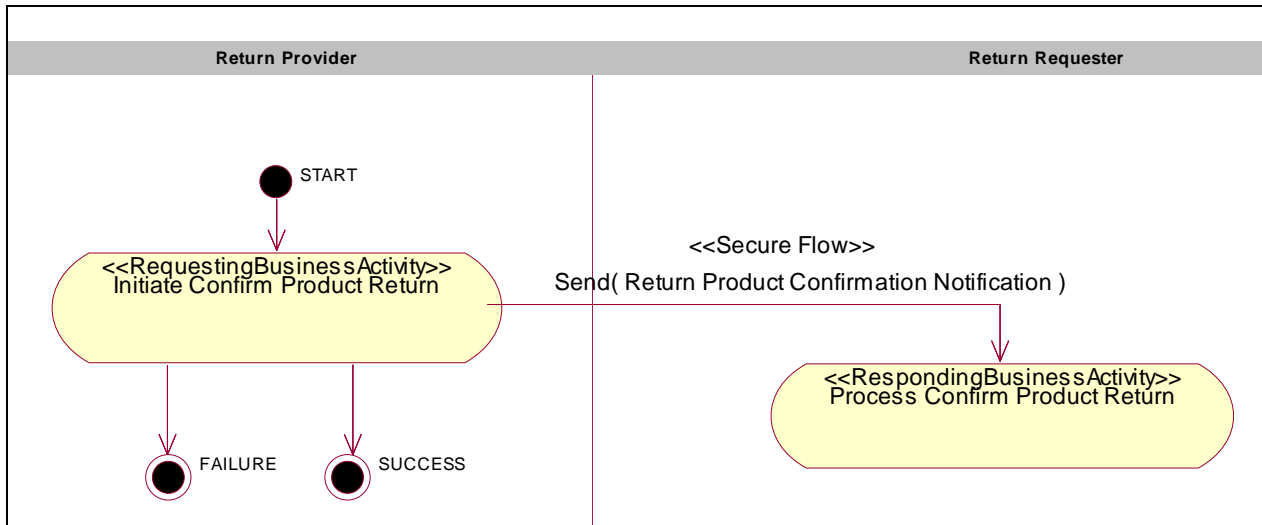| Table 1: PIP Business Document	
Business Document	**Description**
Return Product Confirmation Notification	Contains return location information, and/or RMA information or rejection reason.

2.4   PIP Business Process Flow Diagram

Figure 1: Activity Diagram

2.5 PIP Start States

The start state is comprised of the following conditions:

Table 2: PIP Start State							
	Approved	Exist		Valid	Non-Repudiated	Retry Count	Authorized
		Party	In Backend System				
TPA	✓		✓				
Sending Partner		✓		✓			
Receiving Partner		✓					
Business Document			✓	✓	✓		✓

2.6 PIP End States

The end state is comprised of the following conditions:

Table 3: PIP End State							
	Approved	Exist		Valid	Non-Repudiated	Retry Count	Authorized
		Party	In Backend system				
Acknowledgment of Receipt			✓	✓	✓		
Receiving Partner							✓

The PIP failure state is comprised of one or more of the following conditions:

Table 4: PIP Failure State		
	NO	Exceeded
Success	✓	
Retry Count		✓

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2.7 Partner Role Descriptions

Table 5 describes the partner roles in this PIP.

Table 5: Partner Role Description	
Role Name	**Role Description**
Return Provider	The party responsible for authorizing and/or processing the return.
Return Requester	Any party wishing to return a product.

2.8 Business Process Activity Controls

Table 6 describes the interaction between roles performing business activity in this PIP.

Table 6: Business Activity Description		
Role Name	**Activity Name**	**Activity Description**
Return Provider	Notify of Return Product Confirmation	The Return Provider authorizes or rejects the Return Product Request.

Table 7 details the security, audit and process controls relating to activity performed in the PIP.

Table 7: Business Activity Performance Control							
		Acknowledgment of Receipt					
Role Name	**Activity Name**	**Non-Repudiation Required?**	**Time to Acknowledge**	**Time to Perform**	**Retry Count**	**Is Authorization Required?**	**Non-Repudiation of Origin and Content?**
Return Provider	Notify of Return Product Confirmation	Y	2 hrs	2 hrs	3	Y	Y

3   Network and Implementation Specification

Each network component maps into a role of the PIP model. Table 8 specifies the mapping between roles and network components.

Table 8: Network Component Specification		
Network Component	**Classification**	**Maps to Role in Business Process**
Return Provider Service	Business Service	Return Provider
Return Requester Service	Business Service	Return Requester

3.1   Business Action and Business Signal Specifications

Each business action maps to a Business Document of the PIP model. Table 9 specifies the mapping between Business Documents and business actions.

Table 9: Business Action – Business Document Mapping		
Business Action	**Business Document**	**Document Function**
Return Product Confirmation Notification Action	Return Product Confirmation Notification	Response

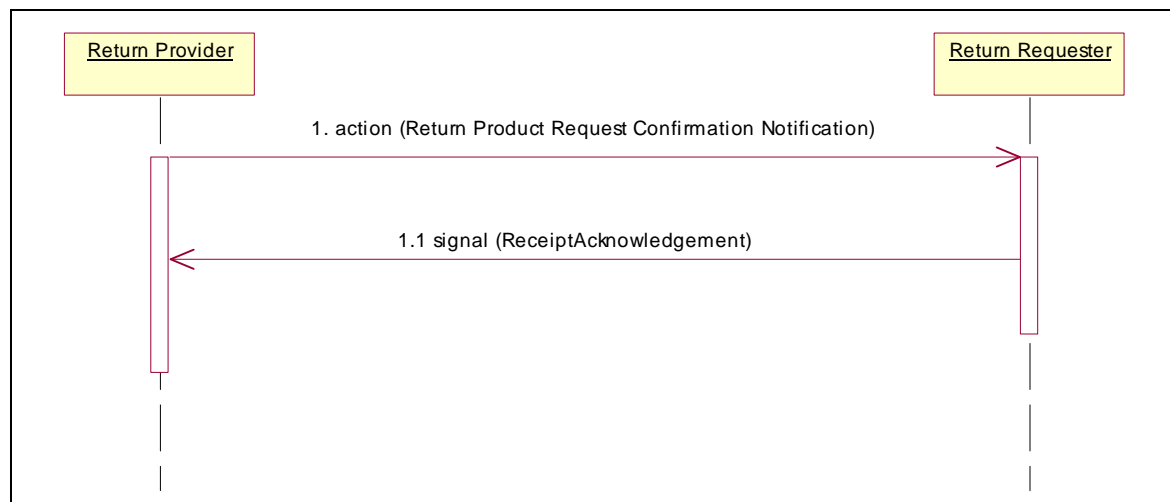## 3.2   Business Transaction Dialog Specification

Figure 2: Sequence Diagram

3.2.1 Message Exchange Controls

#	Name	Time to Acknowledge Receipt Signal	Time to Respond to Action	Included in Time to Perform	Is Authorization Required?	Is Non-Repudiation Required?	Is Secure Transport Required?
**Table 10: Message Exchange Control**						
1.	Return Product Confirmation Notification Action	2 hrs	2 hrs	Y	Y	Y	Y
1.1.	Receipt Acknowledgment	N/A	N/A	N/A	Y	Y	Y

3.2.2 Communications Specification

#	Business Message	Digital Signature Required?	SSL Required?
**Table 11: Dialog: Service-Service**			
1.	Return Product Confirmation Notification	Y	Y
1.1.	Receipt Acknowledgment	Y	Y