EDI Order Responses (ORDRSP) fail with: Rejection reason does not exist

- **Product:** Alma
- **Product Version:** April 2016
- **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care

Question

EDI Order Responses fail to load, error is: "**Rejection reason does not exist**."

Answer

Please review if applicable for your file and contact the vendor to add the "FTX" information as follows, e.g. after the PRI segment:

FTX+LIN++200:1B:28'

For example:

UNA:+.? 'UNA:+.?
'UNB+UNOA:2+1697978:31B+3615634:31B+160422:2131+500000061+++++EANCOM'UNG+ORDRSP+1697978:31B+3615634:31

The reason is:

For Order Responses of type "Report" (i.e. BGM+231) Alma expects in each line the "Reject reason" to be filled (even if the order was not rejected/canceled).
The Reject reason is sent in a tag **FTX+LI++ResonCode:Number:28**'
If an order wasn't canceled, we still expect to know one of the reasons that does not require action (Vendors usually will send in these case FTX+LIN++100:IB:28' which means order accepted, in stock and will be dispatched later.

Additional Information

More information exists in the online help about Electronic Data Interchange (EDI) in Alma: https://knowledge.exlibrisgroup.com/...EDI)#ww1085163

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