



# CWSerenade E-Commerce Guide

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# E-Commerce Messages

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This section describes the XML messages between CWSerenade and the web storefront that support the e-commerce integration:

- [Generic Order Interface \(Order API\)](#)
- [E-Commerce Order Reject](#)
- [E-Commerce Catalog Requests](#)
- [E-Commerce Order Status Processing](#)
- [Creating Return Authorizations from the Web Storefront](#)
- [Generic Inventory Download API](#)
- [Working with Batch Order Maintenance Transactions \(WBOM\)](#)

# Generic Order Interface (Order API)

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**Purpose:** Use the generic order interface to send orders into CWSerenade via CWIntegrate or directly from a remote system. You can use this interface for any type of order, including retail point of sale transactions, orders received through a remote call center, and orders taken at a web storefront.

**Options:** Your options through the generic order interface include:

- **response:** generating a detailed response listing errors, a detailed response that does not list errors, a simple response, or no response.
- **separate payment message:** sending the payment information separately or in the same message as the rest of the order information.
- **batching:** batched or non-batched orders.
- **deposit and refund suppression:** suppressing the order from deposit processing and refund generation.
- **returns:** entering a return by specifying a negative order quantity.
- **customer updates:** updating an existing sold-to, or creates a new sold-to, bill-to, individual, or permanent ship-to customer.

**Batch message processing:** You can also process a file containing a batch of CWOrderIn messages by placing the file in a designated folder on a server.

## In this topic:

- [Order API Processing Overview](#)
  - [Suppressing Deposits and Refunds](#)
  - [Batching Orders Through the Order API](#)
  - [Creating a Quote through the Order API](#)
  - [Processing a Return](#)
  - [Performing Credit Card Tokenization on Web Orders](#)
  - [Performing Online Credit Card Authorization on Web Orders](#)
  - [Creating Authorization History for Orders Authorized on the Web](#)
- [Typical Order Interface Scenarios](#)
  - [Sending a Separate Payment Message](#)
- [Order API Setup Requirements](#)
- [Order API-Related System Control Values](#)
- [Customer Creation, Matching and Update Logic in the Order API](#)

- [Customer Sold To Selection, Creation and Update](#)
- [Creating or Selecting Shipping Addresses or Customers](#)
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- [Resolving the Item and SKU in the Order API](#)
- [User-Defined Fields in the CWOrderIn Message](#)
- [Selecting the Sales Rep](#)
- [Discounted and Added Items in the CWOrderOut Response Message](#)
- [Rejecting the Order \(Order API\)](#)
- [Order Interface XML Message Formats](#)
  - [Inbound Order XML Message \(CWORDERIN\)](#)
  - [Inbound Order Message: Sample XMLs](#)
  - [Detailed Order XML Response \(CWORDEROUT\)](#)
  - [Detailed Order Response Message: Sample XML](#)
  - [Order Acknowledgement XML Message \(CWORDEROUT\)](#)
  - [Order Acknowledgement Message: Sample XML](#)

## Order API Processing Overview

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**Typical process:** A typical generic order interface process includes the following steps:

1. **Receive message:** The generic order API web service receives the [Inbound Order XML Message \(CWORDERIN\)](#) and sends it to the order API program.
2. **Parse message:** The order API program parses the message (identifies its components). If the message is not well-formed XML, or if any of the numeric fields passed exceed their maximum length, the program returns an error indicating the XML is invalid and does not continue.
3. **Review header and customer:** If the message passes the initial validation, the program begins identifying the information in the message, including:
  - sold-to customer
  - bill-to customer
  - individual

The program performs much of the same processing that applies in interactive order entry, such as checks for duplicate customers. The program also processes other updates related to the order header, such as customer ownership and user fields. At this point, customer information is written to the database.

4. **Review ship-to:** The program continues processing the order ship-to information. If there is a separate shipping address for the order (permanent, order-level, or recipient customer), the information is processed at this time.
5. **Review details and begin writing to database:** The program processes the items on the order, as well as performing related calculations (pricing, freight, tax, and so on), and reserves available inventory. At this point the program writes all the header, ship-to, and detail data available to the database, setting the order header status to E (error) and the order ship-to status to S (suspended) pending further processing.

**Order cross reference:** The program writes a record in the Order Cross-Reference table to track the CWSerenade order number and the web order number. This step is necessary for situations when the initial inbound message does not include all required information for the order, such as when payment information is sent separately from the header and details; the order cross reference enables the program to determine which order to update. The EC\_CLEANUP job also uses the order cross reference when it deletes abandoned orders.

6. **Review additional order data:** The program processes additional information, such as coupons, special handling, and detail message, once the items are identified, and updates the database.

7. **Repeat for additional ship-tos:** The previous three steps are repeated for each separate ship-to for the order.
8. **If payment is sent (non-batch):** If the message includes any payment information and the order is not part of a batch, the program:
  - processes and saves the payment method(s) to the database, using encryption as specified for your company.
  - performs normal end-of-order processing, such as repricing, adding promotional inserts, and credit checking.
  - looks at the setting of the Delay Order API Edit (I56) system control value to determine how to submit the order API edit.
    - If selected, the system performs the order edit in asynchronous sequence, or in parallel with the remaining order processing. In this situation, the system continues with order processing and will generate the response message before the order edit completes. The order will remain in an error status and the order ship-to in a suspended status until the order finishes processing through the asynchronous order edit.
    - If unselected, the system performs the order edit in synchronous, or interactive, sequence.
  - generates the response message based on the [response\\_type](#) specified in the inbound message. The *response\_type* can indicate to return:
    - a detailed response message
    - a detailed response message listing any errors on the order
    - a summary response message
    - no response beyond a simple message indicating OK

- after performing the order edit:
  - if there are no errors and the *Quote* field for the order type is **unselected**, the program puts the order in open or held status, deletes the Order Cross-Reference record, and submits the order to the order async job.
  - if there are no errors and the *Quote* field for the order type is **selected**, the program puts the quote in a quote status and deletes the Order Cross-Reference record. The system does not submit the quote to the order async job since background updates are not performed on a quote until it is converted to an order.
  - if there are any errors, the program leaves the order in error status and the order ship-to in suspended status. (**Note:** The ship-to status is the status displayed in standard order inquiry.)
  - if the inbound order is a duplicate of an existing order and the Reject Duplicate Web Orders (K64) is **selected**, the order API program checks for a duplicate order with payment and discards it. A response message is returned indicating the order is a duplicate.
- determines if the order qualifies for pick slip preparation.

**Orders in error:** If the order does not pass the edit, or if it does not include payment information, it is retained in the *Default Batch for E-Commerce Orders in Error* (G41). However, if the *order\_channel* is P and the order is not part of a batch, the system places the order in the *Batch Number for Retail Channel Orders* (I78) if it has errors. You can use batch order entry to review, work with, and approve these orders. When the order is accepted, the system clears the batch number from the order header if the batch number matches this system control value and the order displays in regular order maintenance and inquiry.

- 9. If payment is not sent on a regular order or if the order is identified as a batch order:** If the message does not include payment information or is part of an order batch, the program puts the order through the order edit process based on the [response\\_type](#) specified in the inbound message:

- If the *response\_type* is **E**, indicating to include information on errors in the response message, the program performs the order edit and returns the response message. The setting of the Delay Order API Edit (I56) system control value determines whether the system submits the order API edit in synchronous or asynchronous sequence.
- If the *response\_type* is a value other than **E**, the program generates the type of response requested (detailed, acknowledgement, or none) and waits to receive an additional message before performing the order edit and attempting to complete the order.

Since there are no payment methods on the order, the order remains in an error status.

Batch orders remain in suspended status until you use batch order entry to edit and approve the batch.

**If payment is not sent on a quote:** If the message does not include payment information and the *Quote* field for the order type is **selected**, the program looks at the setting of the *pay\_incl* tag in the message.

- If the *pay\_incl* tag is **N**, the system places the quote in an error status and waits for a second CWOrderIn message that includes the payment information to complete the quote. If a second message is not received, you will need to correct or delete the incomplete quote in batch order entry.
- If the *pay\_incl* tag is **Y**, the system looks at the *Pay method required* field for the order type.
  - If the *Pay method required* field is **selected**, the system requires a pay method on the quote. If a pay method is not defined, the system places the quote in an error status. You will need to correct the quote in batch order entry.
  - If the *Pay method required* field is **unselected**, the system does not require a pay method on the quote and continues with regular processing.

- 10. If an additional message is received:** You can send subsequent messages to complete an order with payment information or update an order with errors:

- If the subsequent message is flagged *payment\_only*, the program adds the payment information to the order and submits it to the same processing as if the order had been submitted in a single message.
- If the subsequent message is not flagged *payment\_only*, then the program deletes the existing order and recreates it using the information provided in the inbound message. As a result, it is important that the subsequent message include all information required to complete the order, or the information that was not included in the subsequent message will be lost.

**Note:** The program identifies the order based on the record in the Order Cross Reference table.

- 11. If an order remains incomplete:** If the order does not include payment information, it is eligible to be deleted by the EC\_CLEANUP job once the *Time Limit for Suspended E-Commerce Orders (G43)* has passed.

**Note:** Because a quote does not reserve inventory and may not require a payment method, the EC\_CLEANUP job does not include quotes. You will need to manually delete quotes that are incomplete in batch order entry.

- 12. Generate order confirmation email?** If the order is not in suspended status because of errors, it is eligible to generate an order confirmation email or CWEmailOut XML message based on the criteria described under [When Does the System Generate an Email Notification?](#). If the order has errors, then the *SUPPRESS ORDER CONFIRMATION FOR ORDERS IN ERROR (K09)* system control value indicates whether to generate the order confirmation or CWEmailOut message, or wait until you correct the order and it is processed by the ORDR\_ASYNC background job.

**Generate quote confirmation email?** If the *Quote* field for the order type is **selected** and the quote is not in suspended status because of errors, it is eligible to generate a quote confirmation email or CWEmailOut XML message based on the following criteria:

- The *Quote* field and *Email notification* field for the order type on the quote are **selected**, and
- The *Opt in/out* setting for the sold to customer on the quote is **O1** or **O2**, and
- An email address is defined for the quote or sold to customer.

**Note:** The system does not generate an order confirmation for a quote until it is converted to an order.

**Logging:** The order API program writes the inbound and outbound messages, plus any errors, to the ORDER.log file, depending on your logging level.

**Features not supported:** Interactive order entry features that require the operator to make a selection from a pop-up window are typically not supported through the generic order interface. For example, the following are not supported:

- variable sets
- telemarketing specials
- item comments

**For more information:** See [Discounted and Added Items in the CWOOrderOut Response Message](#) for a listing of discount and free gift options, indicating whether the order API supports them.

Also, certain individual features, such as specifying an individual originator in addition to an individual placer, are not currently supported through the order API.

**Set and continuity items:** To include a set (other than a variable set) or continuity item on an order created through the generic order API, the inbound order message should include the master set or continuity item only, and none of its components. The set or continuity item is “exploded” once the order is created, adding all of the components to the order just as it would in interactive order entry.

**Zone reservation items:** If an item is subject to zone reservation, the system applies the standard or alternate zone reservation rules based on your setup. However, if the zone reservation rules that apply to the item would normally display the Select Order Line Option window in order entry, the system always adds the item as a future order. See the CWSerenade online help for a complete discussion.

## Suppressing Deposits and Refunds

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You can use the [suppress\\_deposit\\_flag](#) and the [suppress\\_refund\\_flag](#) to suppress processing of deposits and refunds for orders you receive through the generic order interface. For example, it might not be appropriate to process a deposit or generate a refund for a retail outlet order if the transactions have already taken place at the store.

**What happens when you set these flags?** When the system creates the order, it sets the corresponding flags for the Order Payment Method. You can review the settings of the *Suppress refund* and the *Suppress deposit* flags at the Display Order Pay Type screen (1 of 2) in order entry.

**Note:** Regardless of the setting in the message, the *Suppress deposit* flag for the order payment method is **selected** only if the payment method is a credit card.

**Suppressing the deposit:** If the *suppress\_deposit\_flag* is selected in the message, the first time you bill a shipment against the payment method, the system sets the *Suppress deposit* flag for the Invoice Payment Method to **selected**. This setting prevents

the invoice payment method amount from being included the next time you use *Process Auto Deposits (SDEP)* for the related authorization service.

**Note:** Once the system has billed the first shipment against an order payment method, it sets the *Suppress deposit* flag for the payment method to **unselected**. Future shipments against the payment method will be eligible for deposit.

**Suppressing refunds:** If the `suppress_refund_flag` is selected in the message, the system prevents a refund from being generated. If you generate a refund for the order, the refund is created in a status of **N** (cancel pending). When you use *Processing Refunds (MREF)*, the refund status changes to **C** (canceled).

You cannot change the setting of the *Suppress refund* flag for a payment method, and the system will never generate a refund for the order payment method. In order to generate a refund, you need to deactivate the payment method and enter a new one; however, you will need to process any cancel-pending refund for the payment method before you can deactivate the payment method on the order.

## Batching Orders Through the Order API

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You can receive batched orders through the Inbound Order Message. The following attributes in the message control batching:

- **batch\_number**: Must be a number that has not yet been used for an order batch. When the system receives the beginning order for a batch it confirms that the batch number does not exist in the Used Phone Batch table; however, the order API assigns a different batch number in CWSerenade.

**Note:** All orders that come in with the same `batch_number` are assigned to the same batch.

- **batch\_date**: Indicates the date of the batch, as displayed at the Work with Order Batches screen in order entry.
- **batch\_beg\_end\_flag**: The first order in the batch should have this flag set to **B**. The last order in the batch should have this flag set to **E**. Otherwise, leave the field blank.
- **batch\_order\_count**: Indicates the number of orders in the batch, as displayed at the Work with Order Batches screen in order entry. The batch will be out of balance if the number of orders received for the batch is not the same as this value.
- **batch\_qty\_count**: The total order line quantity of all orders in the batch, as displayed in the `# of units` field at the Change Order Batch screen in order entry. The batch will be out of balance if the total number of units is not the same as this value.
- **batch\_prepaid\_total**: The total prepaid dollar amount for the batch, used if you are batching cash.

**Required values for orders in the batch:** When sending batched orders, complete the following attributes in the Inbound Order Message:

- **First order:**
  - batch\_number
  - batch\_date
  - batch\_beg\_end\_flag = **B**
  - batch\_order\_count
  - batch\_qty\_count
  - batch\_prepaid\_total (if you use cash batching)
- **Last order:**
  - batch\_number = same as first order
  - batch\_beg\_end\_flag = **E**
- **All other orders:** batch\_number = same as first order

**Editing and approving the batch:** Select **Edit/Accept** on the Work with Order Batches screen in order entry to edit and approve the batch. Even if the batch is error-free, you will still need to approve it manually.

**Important:** Each order, including batched orders, must have a unique [order number](#) to avoid errors in creating and processing.

**Note:** You should stop and restart the background jobs and the **ORDER\_IN** process after changing any order-related system control values.

## Creating a Quote through the Order API

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The system considers an order received through the order API a quote if the *Quote* field for the order type on the order is **selected**. In this situation, the system performs the same validations as it does for a regular order and also validates that the quote is a valid quote.

You can send a quote through the order API using the one-pass or two-pass option.

If the message does not include payment information and the *Quote* field for the order type is **selected**, the program looks at the setting of the *pay\_incl* tag in the message.

- If the *pay\_incl* tag is **N**, the system places the quote in an error status and waits for a second CWOrderIn message that includes the payment information to complete the quote. If a second message is not received, you will need to correct or manually delete the incomplete quote in batch order entry.
- If the *pay\_incl* tag is **Y**, the system looks at the *Pay method required* field for the order type on the quote.
  - If the *Pay method required* field is **selected**, the system requires a pay method on the quote. If a pay method is not defined, the system places the quote in an error status. You will need to correct the quote in batch order entry.

- If the *Pay method required* field is **unselected**, the system does not require a pay method on the quote and continues with regular processing.

**CWOrderOut Response message:** The CWOrderOut Response message for a quote does not include any item availability information since the system does not reserve inventory on a quote.

**Quotes that fail web order validation:** If a quote received through the order API fails validation, the system treats the quote the same as a regular order: The system updates the *Status* of the quote to **E** (Error) and places the quote in the e-commerce error batch. You can review the quotes in error on the Work with Orders within a Batch screen in order entry.

The system performs the following validation specifically for quotes:

- The quote cannot contain an express-bill ship via: `Invalid ship via`.
- The quote cannot contain a negative order line: `Price cannot be negative`.
- The quote cannot contain more than one ship to customer. If more than one ship to customer is defined, the system assigns the first ship to customer to the quote and ignores any other ship tos that are passed in the message.
- The quote cannot contain a cash/check pay type: `Invalid Pay Type`.

**Quote confirmation:** When a quote is created through the order API, the system sends a Quote Confirmation email if:

- The quote passes web order validation, and
- The *Quote* field and *Email notification* field for the order type on the quote are **selected**, and
- The *Opt in/out* setting for the sold to customer on the quote is **O1** or **O2**, and
- An email address is defined for the quote or sold to customer.

See [Quote Confirmation Email Sample and Contents](#) for a sample.

**Quote form:** The system does not automatically print a quote form for a quote received through the order API. You can print a quote form for the quote through the Print/Email Quote window.

- **Quote maintenance, cancellation, and conversion:** The order API allows you to create new quotes; you cannot maintain, cancel, or convert a quote to an order using the order API. These functions are available in CWSerenade.

## Processing a Return

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You can use the generic order interface to process a return by specifying a **negative** order line [quantity](#).

Other information used to process a return (see the descriptions of each attribute in the [Item](#) element for a complete description of each):

- [line\\_warehouse](#): indicates the warehouse where the returned merchandise is placed. There must be a record of the item in this warehouse, or the order will be in error with a reason of Item not valid for whs.
- [location](#): indicates the location where the returned merchandise is placed. If the item has not been previously placed in this location, the system creates an Item Location record.
- [return\\_reason](#): Used to track the return; use the Display Order Line History screen in order inquiry to review the return reason code used for an order detail line.
- [return\\_disposition](#): Used to indicate how to process the return. If the message does not specify a valid return disposition value, the system uses the return disposition code defined in the *Default Disposition Code (C18)* system control value. **Note:** The system uses this return disposition code to determine whether the return updates inventory and the warehouse and location to which the item is returned; however, the system does NOT store this return disposition on the RA Detail record.

**Return processing:** The system uses the same general rules for processing a return as when you use the Enter Return/Exchange Reason window in order maintenance or return authorizations. When you process a return through the generic order interface, it does not generate an order confirmation email, although it might generate a return confirmation email. See [Working with E-Mail Notification Templates \(WEMT\)](#) for more information on email generation and logic.

**Return authorization download triggers:** If the *Create Return Download Triggers (K28)* system control value is **selected**, the system creates a return authorization download (RAD) trigger when you post a return using the generic order interface, based on the trigger rules defined for the Return Authorization Download (RETURN\_OUT) integration layer job. The RETURN\_OUT integration layer job monitors for return authorization download triggers and generates a Return Authorization Outbound XML message (CWReturnRAOut) to send the return authorization information to a remote system.

## Performing Credit Card Tokenization on Web Orders

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Credit card tokenization allows you to replace the credit card number with a token provided by the service bureau.

CWSerenade calls the tokenization process for a web order if the *Use Credit Card Tokenization (L18)* system control value is **selected**, the *Request token* field for the service bureau defined for the pay type is **selected**, the *Card type* for the pay type is **C Credit Card**, and the [already\\_tokenized](#) tag for the credit card payment in the [Inbound Order XML Message \(CWORDERIN\)](#) is **N** or blank.

## Performing Online Credit Card Authorization on Web Orders

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Online credit card authorization allows you to send and receive the information required to authorize a credit card at the time the order is placed instead of at the time the pick slip is generated for the order.

The system performs online authorization when CWSerenade receives the web order after determining if the order should go on hold, applying any discounts and promotions to the order, and performing credit card tokenization. If the order is placed on hold, the system does not perform online authorization for the web order; the order will go out for authorization during batch order entry.

If the order is eligible to receive a credit card authorization during order entry, the system sends the amount requiring authorization to the service bureau and waits for a response.

The service bureau sends back a response code, authorization code, AVS response code (if you are performing AVS verification), CID response code (if you are performing credit card identification verification), and date. Also, if a hold reason code has been defined for the vendor response received, the system places the order on hold.

**Note:** In order to perform online authorization on web orders, the *Online Authorization* setting for the order type on the web order must be set to **Without Window**.

**Credit cards requiring authorizations less than \$1.00:** If the credit card amount to authorize is less than \$1.00 and the *Authorization Number for Authorizations Under \$1.00* (/08) system control value specifies an authorization number, the system does not send the credit card to the service bureau for authorization; instead, it assigns the authorization number from the system control value. If the system control value is blank, the system sends the credit card to the service bureau for authorization, regardless of the amount that requires authorization.

**Performing Online Verification Only:** If the *Online Auth Verification Only* (/96) system control value is selected, the system processes online authorizations for \$1.00 for the purpose of validating the card. During batch authorizations, the system authorizes the card for the shippable dollar amount and voids the online authorization for \$1.00.

## Creating Authorization History for Orders Authorized on the Web

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CWSerenade creates an authorization history record with a status of **A** (Approved) for an order that received an approved credit card authorization on the web storefront if an auth\_number and auth\_amount are defined for the credit card payment on the order. If an auth\_date, transaction\_id, vendor\_response, avs\_response, or cid\_response is defined for the credit card payment, the system also updates the authorization history record with this information.

**If an authorization amount is not defined:** If an auth\_number is defined for the credit card payment but an auth\_amount is not defined, the system:

- creates the authorization history record with a status of **D** (Declined) since an authorization amount was not defined.
- During pick slip preparation , the system creates a new authorization history record in a **G Generated** status, using the information from the declined authorization and the *Total Order Amount* on the Pick Control Header as the authorization amount. If an auth\_date is not defined, the system defaults the current date to the manual authorization. Once a pick associated with a manual authorization is printed, the system updates the status to **A Authorized**. However, during pick slip generation, if the approved authorization amount is less than the amount required during pick slip generation, the credit card payment will go out for batch authorization for the difference.

**If an authorization date is not defined:** If an auth\_number and auth\_amount is defined for the credit card payment but an auth\_date is not defined, the system creates the authorization history record with a status of **A** (Approved) and defaults the current date as the authorization date.

**If an authorization number is not defined:** If an auth\_number is not defined for the credit card payment, but an auth\_date, auth\_amount, transaction\_id, vendor\_response, avs\_response, or cid\_response is defined, the system:

- does not create an authorization history record.
- if the order is eligible for online authorization, the system sends the credit card payment to the service bureau for authorization and creates an authorization history record based on the results returned for the service bureau. See [Performing Online Credit Card Authorization on Web Orders](#).
- if the order is not eligible for online authorization, the system sends the credit card payment to the service bureau during batch authorization. See Using Batch Authorization in the Online Help.

**Vendor response processing:** Before the order is accepted and placed in an open status, the system:

- Looks at the CC Vendor Response table for the authorization service defined for the credit card payment method to find a match to the vendor\_response, avs\_response, and cid\_response from the authorization service. If the response is associated with a hold reason, or the vendor\_response, avs\_response, or cid\_response does not exist in the CC Vendor Response table, the system:
  - places the order on **AT Declined Credit Card hold**.
  - places the payment method on the hold reason defined in the CC Vendor Response table. If the response does not exist in the CC Vendor Response table, the system places the payment method on **AV Invalid Response Code hold**.
  - If the credit card is approved, but is placed on AVS or CID hold, updates the status of the authorization history record to **O Authorized But Not Used**.

See Hierarchy for Placing the Credit Card On Hold in the Online Help.

- If an entity dollar limit by item class or postal code is defined for the response code, the system:
  - places the order on hold using the hold reason defined for the entity dollar limit if the authorization amount exceeds the dollar limit. See *Vendor Response Processing* above for the updates the system performs.
  - releases the order from AVS hold if the authorization amount is less than the dollar limit.

See Entity Setup in the Online Help for an overview.

**Note:** If the order fails web validation, the system places the order in an error status in batch order entry; in this situation, the system determines if the order should be placed on hold for the response code received from the authorization service when you edit and accept the order batch.

**Viewing authorization history:** You can review authorization history for an order on the Display Authorization History screen in Order Inquiry.

**Expired authorizations:** If the authorization for the web order has expired by the time you run pick slip generation for the order, the system will resend the credit card payment method to the service bureau for authorization during pick slip generation.

**Transaction ID in deposit transactions:** If a transaction ID is defined for an authorization history record, the system includes the transaction ID in the deposit transaction to provide a link between the authorization and deposit transaction.

## Typical Order Interface Scenarios

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Some typical uses of the generic order interface are described below. Additional information on setup and specific values in the [Inbound Order XML Message \(CWORDERIN\)](#) are provided later in this topic.

**Retail point-of-sale transaction:** In this example, you receive sale information from a retail location. It is not necessary to send an acknowledgement, reserve or ship inventory, or process deposits. The typical inbound order message scenario includes:

- messages are sent in batch at a scheduled time each day
- no acknowledgements are necessary
- payment information is included for each order and not sent in a separate message
- the item number might not be included in the message; instead, a related value, such as a product ID, is used to look up the item
- order lines do not affect inventory, an express-bill ship via is used and the retail warehouse represents the store
- order lines are not repriced in CWSerenade; the pricing provided in the message is used
- no upselling or promotions apply
- deposits and refunds are suppressed
- if an order is prepaid, the payment amount is the same as the order total (to prevent refunds from being generated)
- when setting up the process queue for these orders, it is not necessary to create multiple inbound sessions

**Note:** If an express-billed order includes an A/P payment method, the order might briefly go into held status before it is processed by billing and its status changes to closed.

**Remote order entry service:** In this example, you receive orders that were entered at a remote call center. It is not necessary to acknowledge the order, although you must perform all normal order processing. The typical remote order entry message scenario is similar to the retail point-of-sale information, except:

- a regular ship via, rather than an express-bill ship via is used; order lines do affect inventory
- deposits or refunds are not suppressed
- if an order is prepaid, the actual check amount is indicated

**E-commerce order:** In this example, you receive orders entered by customers at your web storefront. It is necessary to acknowledge the order and perform all order processing, such as shipment and deposits, just as if you had taken the order by phone or mail. The typical inbound order message scenario includes:

- orders are sent interactively, not in batch
- CWSerenade item information has been downloaded to the web storefront, so the item and SKU code is included in the message
- promotions and discounts can be offered as long as they do not require pop-up windows
- payment information for an order might be included in one message, or sent in a separate message (see [Sending a Separate Payment Message](#))
- when setting up the process queue for these orders in Integration Layer Job Control (**IJCT**), you might create multiple inbound sessions to avoid delays for customers at your web storefront
- if the Reject Duplicate Web Orders (K64) system control value is **selected**, the system matches the [order\\_number](#) field of the inbound message to the e-commerce order number in the Order Header Extended table. If they match and both orders contain payment information, the order is discarded as a duplicate.

## Sending a Separate Payment Message

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You can receive the entire order in a single message, or receive the payment information in a separate message from the rest of the order. You might want to receive the payment information separately if you are processing orders from your web storefront; in this situation, receiving the payment information separately allows you to first generate a detailed order acknowledgement listing all of the information received to date from the web storefront, including availability and non-payment related discounts, so you can display this information to the customer before requiring entry of payment.

**What does the initial order message consist of?** When the payment information will be received after the rest of the order, the initial order message includes all of the typical header-level and detail-level information except the Payments element, and the Header element includes:

- [payment\\_only](#): set to **N**
- [response\\_type](#):
  - set to **D** to generate the [Detailed Order XML Response \(CWORDEROUT\)](#) without listing any errors found on the order;
  - set to **A** to generate the [Order Acknowledgement XML Message \(CWORDEROUT\)](#);
- [pay\\_incl](#): set to **N**

**What does the payment-only order message consist of?** The payment-only message includes the Message element, the Payments element, plus the following attributes in the Header element:

- [company\\_code](#)
- one or both of the following:
  - [rdc\\_order\\_nbr](#): the CWSerenade [order\\_id](#), which is included in the order response message
  - [order\\_number](#): the order number identifying the order in the external system (the e-commerce order number or cross-reference number).

See below for more information on how CWSerenade identifies the order.

- [payment\\_only](#): set to **Y**
- [response\\_type](#):
  - set to **D** to generate the [Detailed Order XML Response \(CWORDEROUT\)](#);
  - set to **E** to generate the [Detailed Order XML Response \(CWORDEROUT\)](#), listing errors found on the order;
  - set to **A** to generate the [Order Acknowledgement XML Message \(CWORDEROUT\)](#)
  - set to **N** to not generate a response
- [pay\\_incl](#): set to **Y**

**Note:** If the *Reject Duplicate Web Orders(K64)* system control value is selected, sending payment as described above does not result in the order being considered a duplicate.

**What if CWSerenade cannot identify the order?** To identify the order when it receives the payment-only message, the order API uses the following rules:

- **Match on CWSerenade order number?**
  - If the message includes both the [rdc\\_order\\_nbr](#) (CWSerenade order number), apply the payment to the order that matches the specified order number. In this situation, even if the message includes the [order\\_number](#) (e-commerce order number or cross-reference number), but it does not match the order cross-reference assigned to the CWSerenade order, the order API can still apply the payment to the correct order.
  - If there is an order that matches the [rdc\\_order\\_nbr](#), but it already has a payment method, return the regular response message based on the [response\\_type](#), as described above; however, in this situation, the order API does not update the order.
- **Match on e-commerce order number?**

- If no order matches the `rdc_order_nbr`, or if the `rdc_order_nbr` is not included in the message, apply the payment to the order that matches the `order_number` (e-commerce order number or cross-reference number).
- If there is no order that matches the `order_number`, or if the matching order already has a payment method, return the error: <Message>Error: The order could not be located.</Message>

## Order API Setup Requirements

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**Overview:** In addition to the setting of any [Order API-Related System Control Values](#), the setup required for the generic order interface consists of:

- **ORDER\_IN** process and process queues: If you integrate with external systems that require reading from or writing to queues, use Integration Layer Job Control (**IJCT**) to set up the **ORDER\_IN** process and create a process queue for each order channel, such as a web site or a remote order entry service. In this situation, each process queue monitors a separate queue for incoming messages.

**Note:** Creating the process queues is not required if you receive and send messages using the ORDER\_IN web service (default setting).

- **Message version:** Use the Integration Layer Job Control (**IJCT**) to specify the version of the outbound CWORDERDEROUT response message to generate.
- **CWIntegrate site:** The **ORDER\_IN** process must receive a correctly formatted XML [Inbound Order XML Message \(CWORDERIN\)](#). You can use the CWIntegrate cw\_store site to translate incoming orders into this format and send the resulting messages to CWSerenade. See the CWSerenade/CWStore integration manual for more information.
- **Default user for ORDER\_IN:** Optionally, reset the `CWDIRECTCP_ORDERIN_USERID` entry in the `cwdirectcp.properties` file to a different valid user ID. This setting controls the user ID used to determine secured feature authority and the default *Entered by* user to write to the Order Header.
- **Authority for default user:** Set the feature authority correctly for the default user user for secured features such as Override Price Override Limit (A64), Allow Maximum Order Line Value Override (A69), and Allow Maximum Order Quantity Override (A70) to control whether to put an order in error status if it breaches the related limits or thresholds. The system checks the authority of the default user when determining whether the order API has sufficient authority to perform an action.

## Order API-Related System Control Values

**Overview:** Most system control values that affect interactive order entry also control the generic order interface. Please note the following values whose function in the generic order interface differs from regular order entry.

System Control Value	Function in Generic Order Interface
<i>Create/Assign Bill To Customers in Order Entry (A76)</i>	Having this system control value <b>unselected</b> does not prevent you from specifying an existing bill-to in the message and assigning it to the order.
<i>Dynamic Creation of Coupons (B21)</i>	If you specify a coupon number that does not match a record in the Coupon Redemption table, the system creates a coupon or credit payment method on the order; however, if this system control value is not <b>selected</b> , the order will be in error because of an Invalid coupon.
<i>PO Required for A/R Orders (D79)</i>	Indicates whether a PO number is required for an order that uses an accounts receivable payment method.
<i>Verify Duplicate PO Numbers for A/R Orders (D80)</i>	Indicates whether to prevent a sold-to customer from using the same PO number more than once on different orders.
<i>Individuals Required in Order Entry (E01)</i>	Indicates whether an individual is required on orders you create through the order API. If this system value is <b>selected</b> and there is no individual specified on the order, the order goes into error status with the error message Placer Invalid.
<i>Default Source for Internet Orders (E65)</i>	If no source code is specified at the header or on a detail line in the message, this value defaults.
<i>Require Salesrep Number in Order Entry/Order Maintenance (E87)</i>	When this value is <b>selected</b> , the order will be in error if the system cannot resolve the sales rep.
<i>Phone Interface Values (F70)</i>	The system uses these values when matching a sold-to customer.
<i>Get Orders from E-Commerce (G35)</i>	When this value is <b>selected</b> , the EC_CLEANUP job purges “abandoned” (partially created) e-commerce orders after the <i>Time Limit for Suspended E-Commerce Orders (G43)</i> has elapsed.

<b>System Control Value</b>	<b>Function in Generic Order Interface</b>
<i>E-Commerce Order Type (G42)</i>	If no <code>order_type</code> is specified in the message, the system uses this value. Also, the system uses this system control value to identify e-commerce orders for the purposes of email generation, putting the order on hold based on the <i>Maximum Order Amount for E-Commerce Orders (H54)</i> , and cleanup of suspended (“abandoned”) orders.
<i>Time Limit for Suspended E-Commerce Orders (G43)</i>	Defines the number of minutes to wait before an “abandoned” (partially created) order is eligible for cleanup.
<i>Default Batch for E-Commerce Orders in Error (G41)</i>	Any order API orders in error are assigned to this batch number, so that you can correct them through batch order entry.
<i>Order Acknowledgement Program (G50)</i>	The program to use for generating order acknowledgement emails.
<i>Shipment Confirmation Program (G51)</i>	The program to use for generating shipment confirmation emails.
<i>Price Override Reason for E-Commerce (G73)</i>	The price override reason code to use if you process price overrides on order API orders.
<i>Backorder Notification E-Mail Program (G95)</i>	The program to use for generating backorder notice emails.
<i>Soldout Notification E-Mail Program (G96)</i>	The program used to generate soldout notification emails.
<i>Default Opt In/Opt Out Flag (G97)</i>	The default <i>Opt in/Opt out</i> setting to use when creating a new customer, indicating the customer’s preferences regarding contact by email.
<i>Gift Certificate E-Mail Program (H07)</i>	The program used to create gift certificate emails.
<i>Credit Card Credit Acknowledgement E-Mail Program (H08)</i>	The program used to create credit card credit acknowledgement emails.
<i>Default Salesrep for E-Commerce Interface (H24)</i>	The salesrep number to default to e-commerce orders if the <i>Require Salesrep Number in Order Entry/Order Maintenance (E87)</i> system control value is <b>selected</b> . See <a href="#">Selecting the Sales Rep</a> .

<b>System Control Value</b>	<b>Function in Generic Order Interface</b>
<i>E-Mail Order Confirmations for All Orders (H51)</i>	Defines whether CWSerenade sends an email confirmation when any order is accepted or only when a customer on the web storefront accepts an order.
<i>E-Mail Shipment Confirmations for All Orders (H52)</i>	Defines whether CWSerenade sends an email confirmation when any order or return is shipped or only when an e-commerce order or return is shipped.
<i>Return Confirmation E-Mail Program (H53)</i>	The program to generate email, rather than printed, return confirmations.
<i>Maximum Order Amount for E-Commerce Orders (H54)</i>	<p>Orders that exceed this merchandise total go on <b>EH</b> hold.</p> <p><b>Note:</b> The <i>Maximum Order Amount (A92)</i> system control value does not put generic order interface orders on hold; however, you must specify an amount for this system control value in order for evaluation based on the <i>Maximum Order Amount for E-Commerce Orders (H54)</i> to take place in the order API.</p>
<i>Delay Order API Edit (I56)</i>	Indicates whether the order edit and accept runs interactively or asynchronously for orders received through the Generic Order Interface (Order API).
<i>Batch Number for Retail Channel (I78)</i>	If the <i>order_channel</i> is <b>P</b> and the order is not part of a batch, the system places the order in this order batch if it has errors. You can correct the errors in batch order entry.

System Control Value	Function in Generic Order Interface
<i>Default Individual Email Address (J17)</i>	<p>Controls whether the system defaults the individual email address to the <i>Order email address</i> field on an order.</p> <p>The system uses the following hierarchy in updating the order-level email address when creating orders through the <a href="#">Generic Order Interface (Order API)</a>:</p> <ul style="list-style-type: none"> <li>• If an <a href="#"><i>order_email</i></a> is specified in the Inbound Order Message, use that email address; otherwise,</li> <li>• If there is an email address specified for the individual placer (either specified in the <a href="#"><i>ind_email_address</i></a> in the message, or an existing email address for the individual), and the <i>Default Individual Email Address (J17)</i> system control value is selected, use that email address; otherwise,</li> <li>• If there is an email address specified for the sold-to customer (either specified in the <a href="#"><i>sold_to_email</i></a> in the message, or an existing email address for the customer), use that email address; otherwise,</li> <li>• Leave the order-level email address blank.</li> </ul>
<i>Suppress Order Confirmations for Orders in Error (K09)</i>	<p>Controls whether the order API generates an order confirmation regardless of whether the order is in error. If this system control value is selected and the order is in error, the order confirmation is not generated until you correct any errors and the ORDR_ASYNC background job processes the order; otherwise, if this system control value is unselected, the order API generates order confirmations for all eligible orders, regardless of whether there are errors.</p>
<i>Reject Duplicate Web Orders (K64)</i>	<p>Controls whether the order API creates a duplicate web order.</p> <p>If this system control value is <b>selected</b>, the system matches the inbound <i>order_number</i> field with the order number in the e-commerce Order Header Extended table. If both orders contain payments, the inbound order is a duplicate and an error response message is sent.</p> <p>However, if the order numbers match but one order does not contain the payment method; the inbound order is not a duplicate and the existing order is updated or replaced.</p> <p>If this system control value is <b>unselected</b>, the order API creates duplicate web orders.</p>

## Customer Creation, Matching and Update Logic in the Order API

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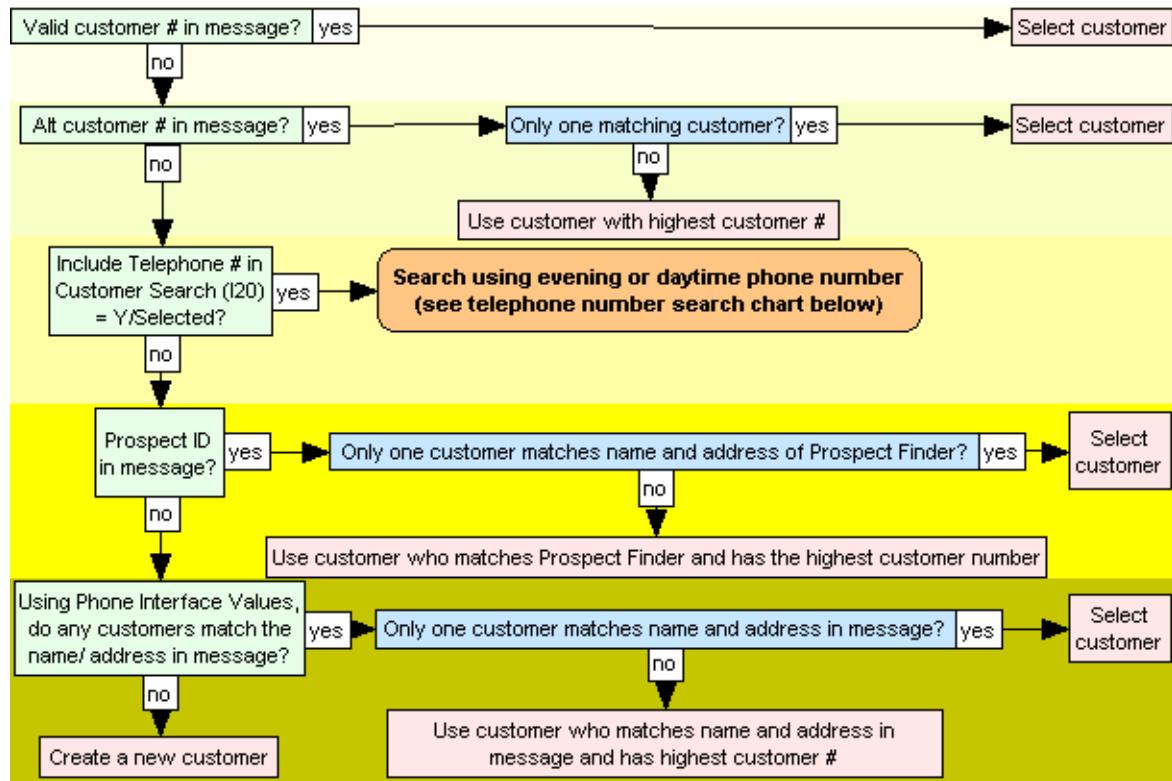
### Customer Sold To Selection, Creation and Update

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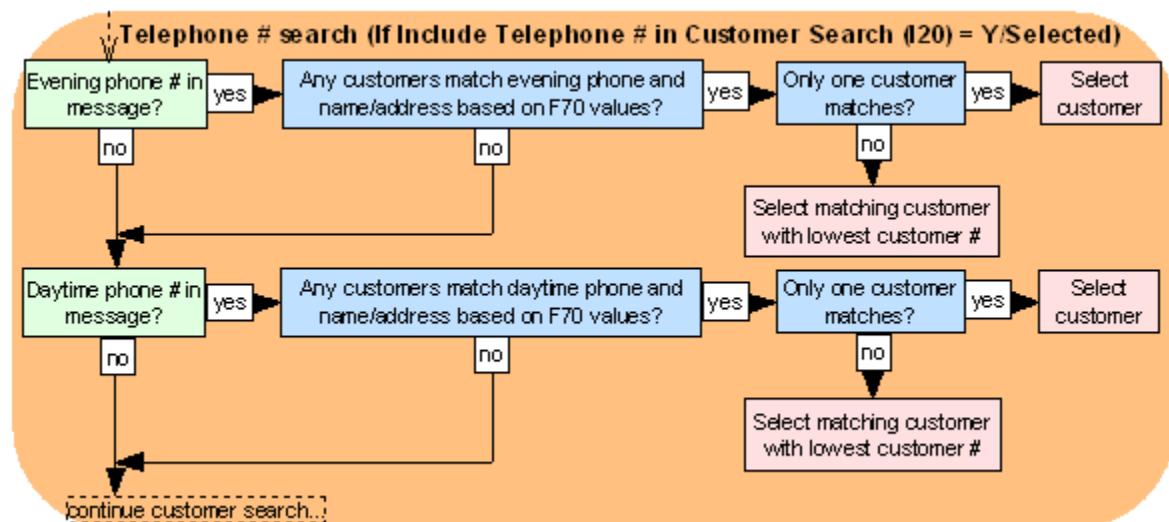
The system uses the following basic logic in selecting a sold-to customer for the order (see below for exceptions and examples):

1. **Customer number:** If a valid [customer\\_number](#) is specified in the message, use that customer; otherwise,
2. **Alternate customer number:** If an [alternate\\_sold\\_to\\_id](#) is specified in the message (but no valid customer\_number):
  - If there is just one customer whose *Alt cust #* or *Alternate customer # cross-reference* matches the alternate\_sold\_to\_id, use that customer; otherwise,
  - If there are any customers with matching *Alt cust #*'s, use the customer with the highest customer number (most recently created customer); otherwise,
  - Use the customer with the matching *Alternate customer # cross-reference* with the highest customer number (most recently created customer); otherwise,
4. **Evening phone:** If the *Include Telephone Number in Customer Search (I20)* system control value is **selected**, and a [sold\\_to\\_eve\\_phone](#) is specified in the message (but no valid customer\_number or existing alternate\_sold\_to\_id):
  - If there is just one customer whose *Evening phone number* matches the sold\_to\_eve\_phone, use that customer; otherwise,
  - Of the customers with matching *Evening phone numbers* whose name and address information matches the information in the message (using the matching rules specified through the *Phone Interface Values (F70)* system control value), use the matching customer with the lowest customer number (customer created first); otherwise,

5. **Daytime phone:** If the *Include Telephone Number in Customer Search (I20)* system control value is **selected**, and sold\_to\_day\_phone is specified in the message (but no valid customer\_number, existing alternate\_sold\_to\_id or sold\_to\_eve\_phone):
  - If there is just one customer whose *Day phone number* matches the sold\_to\_day\_phone, use that customer; otherwise,
  - Of the customers with matching *Day phone numbers* whose name and address information matches the information in the message (using the matching rules specified through the *Phone Interface Values (F70)* system control value), use the matching customer with the lowest customer number (customer created first); otherwise,
6. **Prospect ID:** If a valid prospect\_id is specified in the message (but no valid customer\_number, existing alternate\_sold\_to\_id, sold\_to\_eve\_phone, or sold\_to\_day\_phone):
  - Find the Prospect Finder record whose *Prospect finder number* matches the prospect\_id. If there is just one customer whose name and address matches the name and address for the Prospect Finder record (using the matching rules specified through the *Phone Interface Values (F70)* system control value), use that customer; otherwise,
  - If there are multiple customers whose name and address (including specified country or the *Default Country for Customer Address (B17)* if no country is specified in the message) match the selected Prospect Finder record, use the customer with the highest customer (most recently created customer); otherwise,
7. **Name and address match:** If none of the above matches work, use the matching rules specified through the *Phone Interface Values (F70)* system control value to search for a customer who matches the name and address information specified in the message. **Note:** When matching on street address or address line 2, the system does not include the roadway descriptive in the match if it is the last word in the address line;:
  - If there is just one customer who matches the name and address information, use that customer; otherwise,
  - If there are multiple customers who match the name and address information, use the customer with the highest customer number (most recently created customer); otherwise,
8. **Create customer:** If there is no matching customer, create a new customer for the order. If the message does not include complete, valid information on the customer's name and address, the order will be in error.



After searching based on alternate customer number, the system searches based on evening and daytime telephone number only if the *Include Telephone Number in Customer Search (I20)* system control value is **selected**/



**Ghost customer:** If the customer selected through the process described above is flagged as a *Ghost*, the system creates the order using the target customer with whom

the ghost customer was merged (identified through the *Customer number cross-reference* field in the Customer Sold To table). For example, if the above process selects customer 123, and customer 123 has been merged with customer 456, the order is created for customer 456. In making this assignment, the system does not check that the name or address information for customer 456 matches the information in the message.

**Updating the customer:** The system always updates the following fields if they are provided in the message:

- alternate customer number
- phone numbers (daytime, evening, or third number (fax or mobile))
- opt-in/out flag
- rent flag
- mail flag
- customer class
- customer price group (provided the customer is not already assigned to a price group). If you do not assign a customer price group to a customer, the system assigns the customer price group defined in the Customer Price Group Code for CPG Pricing Only (L58) system control value to the customer.

The following flags in the [Inbound Order XML Message \(CWORDERIN\)](#) control any additional updates to the customer:

- If the [sold\\_to\\_address\\_update](#) flag is selected and address information is provided in the message the system updates:
  - Customer name (prefix, first name, middle initial, last name, suffix, company)
  - Address (Address lines 1-4, city, state, zip, country)
  - Delivery code (if no [sold\\_to\\_busres](#) is specified in the message, the system uses the *Default Delivery Code for New Order Entry Customers (D13)*)
  - Day, evening, and third (fax or mobile) phone numbers

**Note:**

- The system does not update the customer address if it finds a match based on a phone number of customer name and address match.
- When the system does update the customer's name and address, it updates it completely; however, if no phone numbers are provided in the message, the system does not clear the customer's existing phone numbers.
- If the [sold\\_to\\_email\\_update](#) flag is selected, the system updates the email address at the customer sold-to level and in the Customer Sold To Email table. The email provided in the message becomes the customer's primary email address.

- The setting of one flag does not control the effect of the other. For example, even if the `sold_to_address_update` flag is set to **N**, the system still updates the email address if the `sold_to_email_update` flag is selected.
- If the [`customer\_number`](#) passed in the message is not valid, the system does not put the order in error; instead, it continues through the customer search and matching logic.

**Relate customer integration:** When you use the Relate customer integration, if you create or update a customer through the order API, CWSerenade sends the information about the customer to Relate so that the customer records in the two systems are synchronized.

## Creating or Selecting Shipping Addresses or Customers

In addition to the customer sold-to address, there are three types of shipping addresses for an order. Each is described in the following table.

**Van delivery processing:** When an order is received through the generic order interface, the system evaluates the shipping address defined for the web order to determine if it qualifies for van delivery, and if it does, performs several updates to the order.

The rules for matching an existing customer or creating a new customer are summarized below.

Description	How to add in Inbound Order Message
<b>Defining an order-level shipping address on a web order</b>	
An order-level shipping address is specified just for a particular order. This is the type of shipping address that you create by selecting <b>Order Ship To</b> at the in order entry.	<ul style="list-style-type: none"> <li><a href="#"><code>ship_to_type</code></a> or Default Recipient Type for E-Commerce Orders (H33) = <b>1</b></li> <li><a href="#"><code>customer_ship_to_number</code></a> = blank</li> <li>ship-to name and address attributes (starting with <a href="#"><code>ship_to_prefix</code></a>) = must provide a valid shipping address for the order</li> <li><a href="#"><code>permanent_ship_to_number</code></a> = blank</li> </ul>

Description	How to add in Inbound Order Message
<b>Defining a recipient customer on a web order</b>	
<p>A recipient customer is another customer sold-to, different from the customer who places the order, who receives all or part of the order. This is the type of shipping address that you create or select by selecting <b>Sold To/Recip</b> at the Work with Order screen in order entry, or selecting <b>Accept/Add Rcp</b> or <b>Sold To/Recip</b> at several screens in order entry.</p>	<p><b>Existing customer:</b></p> <ul style="list-style-type: none"> <li>• <u>ship_to_type</u> or Default Recipient Type for E-Commerce Orders (H33) = <b>2</b>, and,</li> <li>• <u>customer_ship_to_number</u> = valid customer number, or</li> <li>• ship_to name and address attributes (starting with <u>ship_to_prefix</u>) = must match an existing sold-to customer</li> </ul> <p><b>Note:</b> If the system does not find a matching customer using the information listed above, it creates a new customer sold-to to use as the recipient customer for the order.</p> <ul style="list-style-type: none"> <li>• <u>permanent_ship_to_number</u> = blank</li> </ul> <p><b>New customer:</b></p> <ul style="list-style-type: none"> <li>• <u>ship_to_type</u> = <b>2</b></li> <li>• <u>customer_ship_to_number</u> = blank</li> <li>• ship_to name and address attributes (starting with <u>ship_to_prefix</u>) = must provide a valid shipping address to create the new customer sold to</li> <li>• <u>permanent_ship_to_number</u> = blank</li> </ul> <p><b>Note:</b> If the ship_to name and address provided in the message are an exact match to an existing sold-to customer based on the fields specified with the <i>Phone Interface Values (F70)</i>, the system uses the existing customer for the order.</p>

Description	How to add in Inbound Order Message
<b>Defining a permanent shipping address on a web order</b>	
<p>A permanent shipping address is permanently attached to the customer sold-to; you can track order and item history for each permanent shipping address as well as for the sold-to customer. This is the type of shipping address that you create or select by selecting <b>Ship To</b> at the Work with Order screen in order entry.</p>	<p><b>Existing permanent ship-to:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">ship_to_type</a> or Default Recipient Type for E-Commerce Orders (H33) = <b>3</b></li> <li>• <a href="#">customer_ship_to_number</a> = number of the sold-to customer for the order</li> <li>• <a href="#">permanent_ship_to_number</a> = valid permanent ship-to number for the sold-to customer</li> </ul> <p><b>Note:</b> If the ship_to name and address information is provided, the system uses it to create a new permanent ship-to for the sold-to customer only if it cannot find an existing permanent ship-to using the other information provided, and if the ship-to name and address information does not match an existing permanent ship-to for the sold-to customer.</p> <p><b>New permanent ship-to:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">ship_to_type</a> or Default Recipient Type for E-Commerce Orders (H33) = <b>3</b></li> <li>• <a href="#">customer_ship_to_number</a> = number of the sold-to customer for the order</li> <li>• ship_to name and address attributes (starting with <a href="#">ship_to_prefix</a>) = must provide a valid shipping address to create the new permanent ship-to</li> <li>• <a href="#">permanent_ship_to_number</a> = blank</li> </ul> <p><b>Note:</b> If the ship-to name and address provided in the message are an exact match to an existing permanent ship-to customer, the system uses the existing customer for the order.</p>

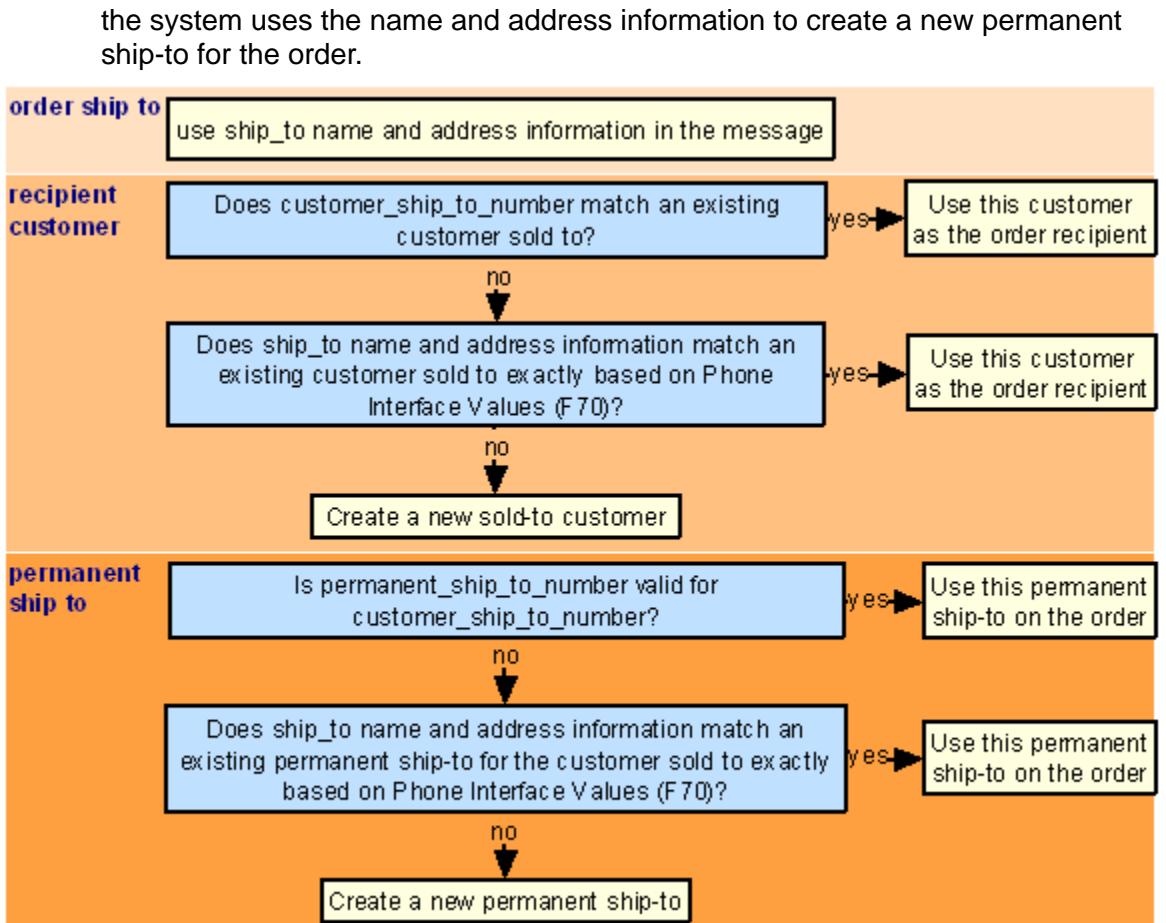
### Summary:

- **Matching an existing customer:** The system uses the ship\_to name and address attributes to match an existing customer or permanent ship-to as follows:
  - **customer sold-to (recipient customer):** When the ship\_to\_type is **2** and the system cannot select a customer based on the customer\_ship\_to\_number, the system selects an existing sold-to customer as the order recipient if the ship\_to name and address information in the message is an exact match based on the fields specified with the *Phone Interface Values (F70)*.

- **permanent ship-to:** When the ship\_to\_type is **3** and the system cannot select a permanent ship\_to based on the customer\_ship\_to\_number and permanent\_ship\_to\_number, the system selects an existing permanent ship-to for the order if the ship\_to name and address information in the message is an exact match based on the fields specified with the *Phone Interface Values (F70)*.

The system does not update an existing recipient or permanent ship-to customer based on the information in the ship\_to attributes.

- **Creating a new customer:** The system uses the ship\_to name and address attributes to create a new customer or permanent ship-to as follows:
  - **customer sold-to (recipient customer):** If the ship\_to\_type is **2** and the system cannot select a customer based on the customer\_ship\_to\_number, and if the ship\_to name and address information do not match an existing sold-to customer based on the fields specified with the *Phone Interface Values (F70)*, the system uses the information to create a new sold-to customer for the order recipient.
  - **permanent ship-to:** If the ship\_to\_type is **3** and the system cannot select a permanent ship\_to based on the customer\_ship\_to\_number and permanent\_ship\_to\_number, and if the ship\_to name and address information in the message are not an exact match to an existing permanent ship-to for the sold-to customer based on the fields specified with the *Phone Interface Values (F70)*,



## Customer Bill To Selection and Creation

The system uses the following logic in selecting a bill-to customer for an order that uses an A/R payment method:

1. If a valid `bill_to_number` is specified in the message, use that bill-to customer on the order; otherwise,
2. If there is bill-to name and address information specified in the message:
  - If that information matches a single existing bill-to customer based on the `Phone Interface Values (F70)`, use that bill-to; or,
  - If that information matches more than one existing bill-to customer based on the `Phone Interface Values (F70)`, use the bill-to customer created the most recently (highest bill-to number); or,
  - If that information does not match an existing bill-to customer, create a new bill-to using the information in the message; otherwise,

3. Use the valid Bill to number currently assigned to the sold-to customer, if any; otherwise,
4. Search the Customer Bill To table for a bill-to customer that matches the name and address of the sold-to customer; if there is more than one match, use the bill-to with the highest number (bill-to created last); otherwise,
5. Create a new bill-to customer based on the sold-to customer information. In this situation, the new bill-to number is also assigned to the customer sold-to as well as to the order.

**Note:**

- The system does not update an existing bill-to customer through the Inbound Order Message.
- The bill-to information, if any, provided in the message is used on the order, regardless of whether the customer sold-to is already assigned to another bill-to.
- When the system creates a new bill-to based on the sold-to information in the message and the customer sold-to is not already assigned to a bill-to, the sold-to will be assigned to that bill-to.
- The bill-to assignment takes place regardless of the setting of the Create/Assign Bill To Customers in Order Entry (A76) system control value and regardless of whether the customer placing the order is a new or existing customer.

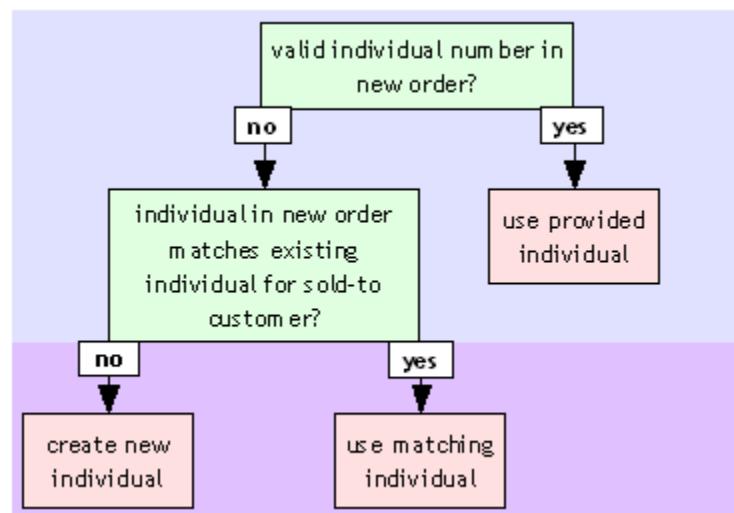
### Individual Customer Creation and Selection

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1. The system uses the valid individual number, if any, provided in the message.
2. If a valid individual number is not specified, but the individual in the order message matches an existing individual for the sold-to customer, the system uses the existing individual.
3. Otherwise, the system creates a new individual using the information provided in the message. To be considered a match to an existing customer, the first three characters of the first name and the first four characters of the last name must be the same.

**Note:**

- If the *Individuals Required in Order Entry (E01)* system control value is **unselected**, incomplete or invalid individual information does not put the order in error status.
- If the *Individuals Required in Order Entry (E01)* system control value is **selected**, or if there is an existing individual for the sold-to customer, an individual is required in the order message. See the system control value for a complete discussion.



## Resolving the Item and SKU in the Order API

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For each order detail line, the system determines the item and SKU to use by checking the following attributes in the sequence indicated:

1. [item\\_id](#) and [sku](#)
2. [short\\_sku\\_number](#)
3. [retail\\_ref\\_number](#)
4. [upc\\_type](#) and [upc\\_code](#)
5. [alias\\_item](#)

If any of the attributes listed above is blank or invalid, the system checks the next attribute in the order indicated.

If all of the attributes listed above are blank or invalid, the order is suspended with the error, Base item does not exist.

## User-Defined Fields in the CWOrderIn Message

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**Overview:** The Order Header User Field table is available to store information about the order that does not belong in any of the system-defined tables or fields. Although this table is not accessible from a screen, you can create order-related records in this table by passing the information in the CWOrderIn message.

**Setup:** Before you can process user-defined fields in the CWOrderIn message, you must first create user-defined detail to identify the type of information you expect to receive. For example, in order to use the Order Header User Field table to store an additional external source code for the order, you would use the Create User Defined Field screen to create a user field record such as:

- *File code* = **OHD**
- *File description* = **Order header** (or similar description)

You then use the Create User Defined Field screen to create a user-defined detail record such as:

- *Field label* = **source** (or similar label)
- *Field type* = **T** (text)
- *Field usage* = **I** (input)

The *Display sequence* field is required, but the setting does not matter in this case, because the user-defined fields are not listed on a screen. However, you need to check the User Defined Field Detail table and determine the *Sequence number*, because the system uses this number for processing. The *Sequence number* is not listed on any screen.

**Note:** You can set up and use as many user-defined field types as you want for the Order Header User Field table, although you can receive and store only one field of each type for an order. For example, you could not receive and store two external *Source* fields for the same order.

**Processing:** When the system receives a CWOrderIn message, it compares the *user\_field\_det\_seq\_number* in the message with the *Sequence number* in the User Defined Field Detail table to determine the format of the user field information received in the message. If there is no sequence number, or the sequence number is invalid, the system compares the *user\_field\_Label* in the message with the *Field label* in the User Defined Field Detail table.

If the system finds a match based on sequence number or label, it creates a record in the Order Header User Field table for the order. If the system does not find a match, or if it

finds a duplicate message type, it ignores the information. The system creates no more than one record in the Order Header User Field table for each record type.

**Example:** You have created a user-defined detail record such as the one described above. The *Sequence number* is **1**. You receive the following information in the new order message:

User Field Information	Matches?
<code>user_field_det_seq_number = 9</code>	yes, based on label
<code>user_field_Label = SOURCE</code>	
<code>user_field_det_seq_number = blank</code>	yes, based on label
<code>user_field_Label = SOURCE</code>	
<code>user_field_det_seq_number = 1</code>	yes, based on sequence number
<code>user_field_Label = SRC</code>	
<code>user_field_det_seq_number = 9</code>	no (neither sequence number or label match)
<code>user_field_Label = SRC</code>	

## Selecting the Sales Rep

**Overview:** The system uses the [sales rep number](#) and [sales rep name](#) in the [Inbound Order XML Message \(CWORDERIN\)](#) to determine the correct sales rep to use on the order.

### Related system control values:

- *Default Salesrep for E-Commerce Interface (H24)*: When a default sales rep is specified here, the system assigns this rep to orders if it cannot resolve the rep based on the information in the inbound order message.
- *Require Salesrep Number in Order Entry (E87)*: When this value is **selected**, the order will be in error if the system cannot resolve the sales rep.

<b>sales_rep_number</b>	<b>sales_rep_name</b>	<b>Result</b>
blank	specified	<ul style="list-style-type: none"> <li>• If there is a <i>Default Salesrep for E-Commerce Interface (H24)</i>, use that rep on the order.</li> <li>• Otherwise, if:           <ul style="list-style-type: none"> <li>• the sales_rep_name matches an existing rep, use that rep on the order.</li> <li>• the sales_rep_name does not match an existing rep, create a new rep using the next available number, and use that rep on the order.</li> </ul> </li> </ul>
specified	blank	Uses the sales_rep_number specified in the message on the order; if the number does not match an existing rep, place the order in error: Invalid Salesman Number.
blank	blank	<ul style="list-style-type: none"> <li>• If there is a <i>Default Salesrep for E-Commerce Interface (H24)</i>, use that rep on the order.</li> <li>• Otherwise, the system does not assign a rep to the order. If the <i>Require Salesrep Number in Order Entry (E87)</i> system control value is <b>selected</b>, place the order in error because of the missing rep: Invalid Salesman Number.</li> </ul>
specified	specified	<ul style="list-style-type: none"> <li>• If the sales_rep_number matches an existing rep, uses that rep on the order. The system does not update the existing rep with the sales_rep_name specified in the message, even if it is different.</li> <li>• If the sales_rep_number does not match an existing rep, creates a new rep and uses that rep on the order.</li> </ul>

**Important:** The system does not use the *Salesrep #* specified for the sold-to customer on the order.

**Error:** If the salesrep is not active, the system places the order in error: Sales Rep Inactive.

**Salesrep store:** If you do not pass a [\*sales\\_rep\\_store\*](#) and a *Home Store* is defined for the *sales\_rep\_number* assigned to the order, the system defaults this store number to the *Originating Store* field in the Order Header table. However, if the *Home Store* defined for the salesrep is inactive, the system places the order in error: Sales Rep Store Inactive.

**Creating a salesrep:** If the system creates a new salesrep, the system sets the *Active* flag for the new salesrep in the Salesman table to Y. The system will NOT assign the store number defined for the order to the new salesrep.

## Discounted and Added Items in the CWOrderOut Response Message

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When order information is passed back to the customer in the CWOrderOut response message, the system includes certain discounts and promotions that have been applied to the order in the *Promotion* element of the response message.

You can use this information to display to the customer on the web storefront the types of promotions for which the order qualifies, such as a ship via upgrade, reduced or free freight, or free items. You can use this information to simulate the promotion and free gift windows that display during interactive order entry.

**Response type:** The system includes discounts and promotions that have been applied to the order only in the Detailed version of the CWOrderOut response message. The *response\_type* specified in the [Inbound Order XML Message \(CWORDERIN\)](#) controls whether an order response is generated when the order goes through the edit.

If the *response\_type* is:

- **D** (detailed): The system sends the [Detailed Order XML Response \(CWORDEROUT\)](#). This message includes any discounts and promotions that have been applied to the order.
- **E** (errors): The system sends the [Detailed Order XML Response \(CWORDEROUT\)](#), including descriptions of any errors currently on the order. This message also includes any discounts and promotions that have been applied to the order. However, some promotions may not apply to the remote order until the error is corrected in batch order entry. In this situation, the CWOrderOut response message may not reflect all of the promotions that apply to the order.
- **A** (acknowledgement): The system sends the [Order Acknowledgement XML Message \(CWORDEROUT\)](#). This message does not include any discounts and promotions that have been applied to the order.
- **N** (no response): The system does not send a response. However, any eligible discounts and promotions have been applied to the order.

**Sending payment information separately:** If the payment information is sent separately from the rest of the order in the generic order API, the CWOrderOut response message might be generated twice: once when you receive the initial order message and once when you receive the payment information. In this situation:

- Any discounts or promotions that are applied to the order as a result of the pay type on the order are **not** included in the CWOrderOut response message that is generated for the initial order message. In addition, the Order Audit Discounts that have been applied to the order during the initial order message are stored in the Order Discount Audit Table (OEODIS) until payment information is received and the

order is accepted. Once the order is accepted, the system removes the records from the Order Discount Audit table.

- The CWOrderOut response message that is generated after the payment information is received will contain all discounts and promotions that have been applied to the order.

**Order confirmation email:** The system generates an Order Confirmation email (based on the program defined in the *Order Acknowledgement Program (G50)* system control value) even if the remote order is in error (**E**) status, and must be corrected through batch order entry. Depending on the type of error, some promotions may not apply to the remote order until the error is corrected in batch order entry. In this situation, the Order Confirmation email may not reflect all of the promotions that apply to the order.

**Special handling:** If a package insert item or free gift contains special handling you will need to go into order maintenance to specify the special handling for the item. This is because when the order is received in CWSerenade, the system reevaluates the order to see if it still qualifies for the item, and if it does, the system adds the item back to the order.

**Freight by weight:** If you are using the freight by order weight freight method to calculate freight and the freight for the order changes as a result of adding a new item to an order, the system updates the [shipping](#) amount in the CWOrderOut response message. For example, if an item is added to the order as a result of a price table premium or free gift, the system updates the [shipping](#) amount to reflect the new item that has been added to the order.

**Batch order entry:** If a web order contains errors and needs to be corrected in batch order entry, the system reevaluates the discounts and promotions that have been applied to the order when you correct the order in the order batch. Once the order has been corrected and the order batch has been accepted, the system reapplies any discounts and promotions for which the order qualifies and removes the records associated with the orders in the order batch from the Order Discount Audit Table (OEODIS). **Note:** While you are working with the orders in an order batch, the discounts and promotions that are applied to an order may not represent the final discounts and promotions that are applied to the order once the order batch is accepted. To view the final discounts and promotions that have been applied to an order, review the order in standard order inquiry after the order batch has been accepted.

## Discounting and Added Items in the CWOrderOut Response Summary

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The following table summarizes when the CWOrderOut response message reflects repricing and free or accompanying items.

Type of Discount	Applies to Web Order?	Reflected in First Response?
<a href="#">Based on Source Code or Offer, or on Item Offer or SKU Offer</a>		

Type of Discount	Applies to Web Order?	Reflected in First Response?
<p>free gifts by offer or source code</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Free gifts set up for the source code override free gifts set up for the offer. If an order would qualify for both the offer and source code free gifts, only the source code's free gift is added to the order.</li> <li>• If the order qualifies for a free gift by source or offer, but also qualifies for other promotions which bring the merchandise total below the amount required for the free gift, the system removes the free gift from the order.</li> </ul>	yes	yes; included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code FG</a> ). In addition, the system adds the free gift to the <a href="#">Detail</a> element.
<p>additional charge discount based on offer</p> <p><b>Note:</b> If the <i>Prorate Dollar Discounts and Coupons (D90)</i> system control value is <b>unselected</b>, the system adds these discounts to the order as a negative additional charge, or credit. However, if this system control value is <b>selected</b>, the dollar discount is applied on a pro-rata basis to each item on the order and is reflected in the selling price.</p>	yes	yes; included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code RA</a> ) and <a href="#">additional_charges</a> tag if the <i>Prorate Dollar Discounts and Coupons (D90)</i> system control value is <b>unselected</b> ; otherwise the discount is reflected in the <a href="#">actual_price</a> for each item in the <a href="#">Detail</a> element.
<p>additional charge discount based on source</p> <p><b>Note:</b> If the <i>Prorate Dollar Discounts and Coupons (D90)</i> system control value is <b>unselected</b>, the system adds these discounts to the order as a negative additional charge, or credit. However, if this system control value is <b>selected</b>, the dollar discount is applied on a pro-rata basis to each item on the order and is reflected in the selling price.</p>	yes	yes; included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code SA</a> ) and <a href="#">additional_charges</a> tag if the <i>Prorate Dollar Discounts and Coupons (D90)</i> system control value is <b>unselected</b> ; otherwise the discount is reflected in the <a href="#">actual_price</a> for each item in the <a href="#">Detail</a> element.

Type of Discount	Applies to Web Order?	Reflected in First Response?
source percentage discount	yes	yes; the discount is reflected in the <a href="#">actual_price</a> for the item.
quantity break by item The system reprices items on an order based on quantity break by item only if the Quantity Break/Item (A87) system control value is <b>selected</b> .	yes	yes; the discount is reflected in the <a href="#">actual_price</a> for the qualified item.
accompanying items	yes	yes; the system adds the accompanying item to the <a href="#">Detail</a> element.
associate pricing	yes	yes; the discount is reflected in the <a href="#">actual_price</a> for the item.
<b>Promotions (WPRO)</b>		
free freight promotion	yes	yes; included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code FF</a> ); in addition, the <a href="#">shipping</a> tag is not included since the shipping amount is zero.
freight override promotion	yes	yes; included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code FO</a> ). In addition, the freight discount is reflected in the <a href="#">shipping</a> tag.
additional charge discount for additional freight promotion	yes	yes; included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code AA</a> ) and <a href="#">additional_charges</a> tag.

Type of Discount	Applies to Web Order?	Reflected in First Response?
additional charge discount for freight promotion	yes	yes; included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code FA</a> ) and <a href="#">additional_charges</a> tag.
additional charge discount for order promotion <b>Note:</b> If you specify an additional charge code for the promotion, the discount will appear on the order as a credit additional charge; otherwise, the discount amount is prorated against the items on the order.	yes	yes; included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code OA</a> ) and <a href="#">additional_charges</a> tag if an additional charge code is defined for the promotion; otherwise the discount is reflected in the <a href="#">actual_price</a> for each item in the <a href="#">Detail</a> element.
additional charge discount for tiered promotion	yes	yes; included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code TA</a> ) and <a href="#">additional_charges</a> tag.
free gift for tiered promotion <b>Note:</b> If the order qualifies for a free gift for tiered promotion, but also qualifies for other promotions which bring the merchandise total below the amount required for the free gift, the system still applies the free gift to the order.	yes	yes; included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code TG</a> ). In addition, the system adds the free gift to the <a href="#">Detail</a> element.
free gift for BOGO (Buy One/Get One Free) promotion	yes	yes; included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code FB</a> ). In addition, the system adds the free gift to the <a href="#">Detail</a> element.
other promotion discounts not applied through an additional charge code or adding a free gift	yes	the discount is reflected in the <a href="#">actual_price</a> for the qualified item.
<a href="#">Price Tables (WPTB)</a>		

Type of Discount	Applies to Web Order?	Reflected in First Response?
price table premiums  <b>Note:</b> The system automatically adds premium items that are offered as a free item to the order. However, if the premium item is offered at a discounted price, instead of offered as a free item, the system does not automatically add the premium item to the order.	yes	yes if the item is a free item. Included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code PT</a> ). In addition, the system adds the premium item to the <a href="#">Detail</a> element.
price table discounting	yes	yes; the discount is reflected in the <a href="#">actual_price</a> for the qualified item.
<b>Additional Promotions, Free Gifts, Discounts, and Price Breaks</b>		
package inserts  <b>Note:</b> The system adds package insert items to the order only if the <i>Evaluate Promotional Items/Inserts in Order Entry/Maintenance (E48)</i> system control value is <b>selected</b> .	yes	yes; included in the <a href="#">Promotion</a> element ( <a href="#">promotion_type_code PI</a> ). In addition, the system adds the package insert item to the <a href="#">Detail</a> element.
price codes  <b>Note:</b> The system reprices items on an order based on price codes only if the Price Codes (D93) system control value is <b>selected</b> .	yes	yes; the discount is reflected in the <a href="#">actual_price</a> for the qualified item.
quantity price matrix The system reprices items on an order based on the quantity price matrix only if the Quantity Price Matrix Pricing (K41) system control value is <b>selected</b> .	yes	yes; the discount is reflected in the <a href="#">actual_price</a> for the qualified item.
customer percentage discount	yes	yes; the discount is reflected in the <a href="#">actual_price</a> for the item.
membership discount	yes	yes; the discount is reflected in the <a href="#">actual_price</a> for the item.

Type of Discount	Applies to Web Order?	Reflected in First Response?
Rewards certificates The system reprices items on an order based on the applied certificates only if the Use Rewards Integration (K86) system control value is <b>selected</b> and the Rewards Certificates Pay Type (L54) system control value is blank.	yes	yes; the discount is reflected in the <a href="#"><u>actual_price</u></a> for the item.
telemarketing specials	no	no
promotional pricing	no	no

## Rejecting the Order (Order API)

---

**Purpose:** After beginning creation of an order through the order API, the web storefront or other external system can send a message indicating to reject the order, provided no payment information has been sent.

**Required information:** The reject message (CWORDERREJECT) needs to specify the company code and either the order number or order cross-reference number (web order number) for an existing order. Optionally, the message can include both the order number and the order cross-reference number.

**Example:**

```
<Message source="String" target="String" type="CWORDERREJECT" >
  <Header company_code="6" order_number="1010mu123" rdc_order_nbr="10851" >
    </Header>
</Message>
```

**Eligible for rejection?** To be eligible for rejection through the reject message, the order must currently be in error and not have a payment method. It does not matter if the order has additional errors besides the lack of a payment method.

**Response:** The API returns a simple response message indicating whether the reject request was successful (pass) or unsuccessful (fail), for example:

```
<Message>PASS</Message>
```

**Multi-recipient order?** When the API receives a reject message for a multi-recipient order, it rejects all recipients. It is not possible to reject a single order recipient.

**Supersedes CWOrderReject:** Prior to release 3.5 of CWSerenade, the CWOrderReject message was available through [Working with E-Commerce Job Control \(EJCT\)](#) to reject an e-commerce order. With release 3.5, the CWOrderReject message is no longer implemented, and the CWORDERREJECT message is available instead.

**No separate DTD:** The order reject message does not have a separate DTD or schema from the CWOrderIn message; it just needs to specify a type of **CWORDERREJECT**, while the CWOrderIn message specifies a type of **CWORDERIN**. See the [Inbound Order XML Message \(CWORDERIN\)](#) and the [Order Reject Request Message \(CWORDERREJECT\)](#) for background.

**Update to Deleted Order table:** When you process an order rejection through the reject message, the system writes a record in the Deleted Order table. The record includes:

- Company code
- Order number
- Job: ORDREJTAPI
- User ID: from the CWDIRECTP\_ORDERIN\_USERID entry from the cwdirectcp.properties file

- Program stack: CALLED FROM ORDER API TYPE=CWORDERREJECT - BUILDORDERREJECTBO
- Date deleted: includes the date and time
- Process: Order Reject API
- System date
- Ecommerce order: The *E-commerce order number* in the Order Header Extended table and in the E-Commerce Order Reference table. From the [order\\_number](#) passed in the [Inbound Order XML Message \(CWORDERIN\)](#).

**If no reject message sent:** The EC\_CLEANUP job deletes abandoned orders if no reject message is received.

# Order Interface XML Message Formats

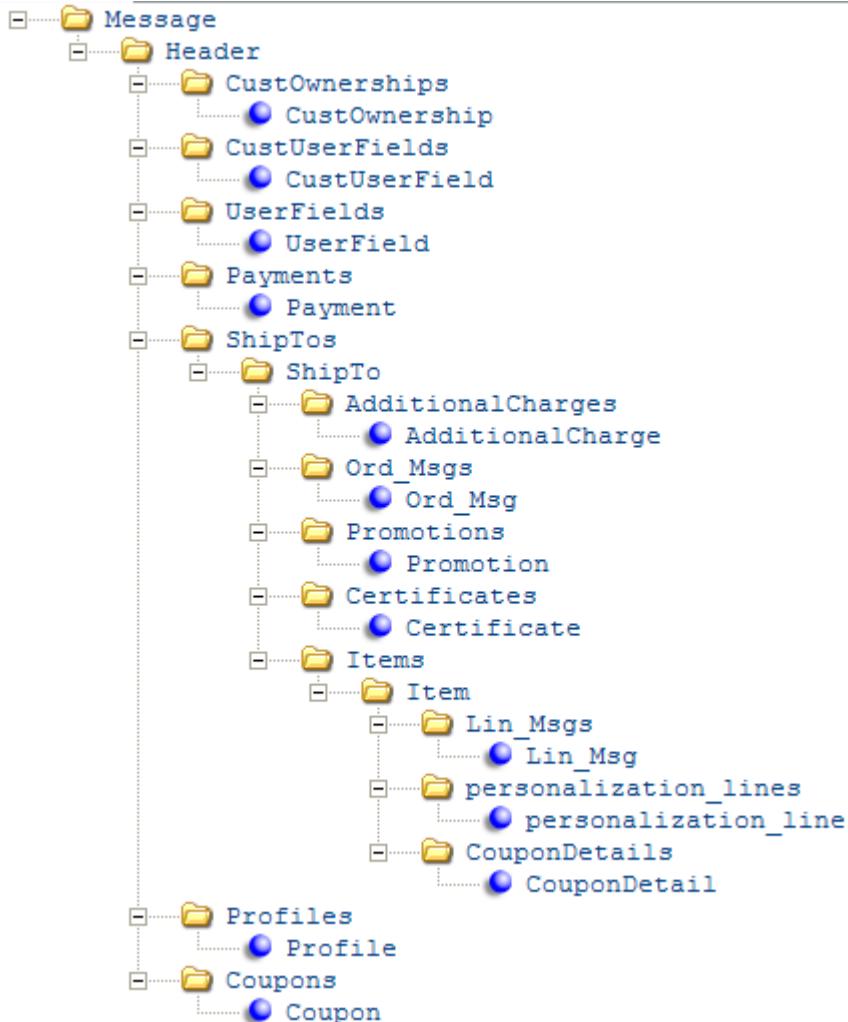
---

## In this topic:

- [Inbound Order XML Message \(CWORDERIN\)](#)
- [Inbound Order Message: Sample XMLs](#)
  - [Initial order message](#)
  - [Payment-only order message](#)
  - [Sales transaction order message](#)
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  - [CWOrderIn message with custom special handling](#)
- [Detailed Order XML Response \(CWORDEROUT\)](#)
  - [Detailed Order Response Message: Sample XML](#)
- [Order Acknowledgement XML Message \(CWORDEROUT\)](#)
  - [Order Acknowledgement Message: Sample XML](#)
- [Order Reject Request Message \(CWORDERREJECT\)](#)
  - [Order Reject Request Message: Sample](#)
  - [Order Reject Response Message: Samples](#)

**For more information:** See the CWSerenade Online Help for a complete discussion of the order API.

## Inbound Order XML Message (CWORDERIN)



**Numeric values:** All numeric values with decimal positions should be passed as explicit decimals. For example, a dollar value of \$10.00 should be passed as 10.00. A dollar value passed as 100 indicates a price of \$100.00, not \$1.00.

**Date format:** If any date passed is not the right number of positions or indicates a nonexistent month or day of the month, the system ignores the invalid date and uses the default. For example, if the message includes an *order\_date* of 123456, the system ignores this information and uses the current date as the order date.

### Case:

- Email addresses are always saved in the database in lowercase.

- Message text (order messages, order line messages, custom personalization text, and standard custom special handling text) is saved in upper and lowercase if that is how they are passed in the inbound message.
- All other alphanumeric fields are saved in all uppercase, regardless of their case in the inbound message.

**Invalid data:** If invalid data is passed in the message, the order API returns an `Invalid XML Message`: followed by the submitted message and a listing of the resulting errors. If a credit card is part of the message, all but the last four of the credit card number is masked with asterisks (\*). You can review the CWSerenade MQ Log for details. To avoid passing invalid data:

- Do not pass an alphanumeric value in a numeric field.
- Do not exceed the specified length of any field that is stored as a non-date number in the database; doing so prevents the system from being able to process the message at all, and the order will not be created.
- Alphanumeric fields that are defined in and validated against the database (such as the item code) or are part of the key identifying fields for a table should not exceed the maximum field length, or they put the order in error status. Other alphanumeric fields (such as order messages and address information) that exceed the maximum field length are truncated.

**Invalid message format:** If the message is incorrectly formatted, the order API returns a `Cannot Parse XML Message`: followed by the submitted message. If a credit card is part of the message, the system replaces the credit card number with `** REMOVED **`. You can review the CWSerenade MQ Log for details.

Message Attribute	Alpha/numeric	Positions	Comments
<b>Message</b> One Message element is required.			
<b>source</b>	alphanumeric		IDC
<b>target</b>	alphanumeric		RDC
<b>type</b>	alphanumeric		CWORDERIN
<b>resp_qmgr</b>	alphanumeric	44	Not currently implemented.
<b>resp_q</b>	alphanumeric	44	Not currently implemented.

Message Attribute	Alpha/ numeric	Positions	Comments
<b>Header</b>			
One header element is required.			
<b>Special characters:</b>			If you pass a special character in the Header element, the system does not process the message and writes a message in the CWDirect Log.
<b>Example:</b>			
			<ul style="list-style-type: none"> <li>If you pass Mary&amp;Joe in the <i>sold_to_fname</i> tag, an error message similar to the following is written in the CWDirect log: 2008-06-18 11:25:59,934 99184497 ERROR [STDERR] (43049:) (LoggerStream.java:152) [Fatal Error] :1:214: The reference to entity "Joe" must end with the ';' delimiter.</li> <li>If you pass Mary&amp; in the <i>sold_to_fname</i> tag, the order API returns an Invalid XML response and writes an error message similar to the following to the CWDirect log: 2008-06-18 11:10:29,315 98253878 ERROR [STDERR] (43049:) (LoggerStream.java:152) [Fatal Error] :1:110: The entity name must immediately follow the '&amp;' in the entity reference.</li> </ul>
<b>company_code</b>	numeric	3	Identifies the company for the order. Validated against the Company table. Padding with zeroes (for example, 005) is optional. Required.

Message Attribute	Alpha/numeric	Positions	Comments
<b>order_number</b>	alphanumeric	30	<p>Use this number to identify the order in the external system or the session ID from the web storefront. Updates the <i>E-commerce order number</i> in the Order Header Extended table, and creates a record in the E-Commerce Order Reference table. Labeled the <i>Web order number</i> at the Display Order Properties screen.</p> <p><b>Important:</b> A unique order_number is <b>required</b> for every order received through the Inbound Order Message to avoid the risk of having an unaccepted order replaced when another order message is received.</p> <p><b>Note:</b> If the Reject Duplicate Web Orders(K64) system control value is selected, duplicate orders are discarded.</p> <p><b>Invalid order number?</b> If a payment-only message specifies an order number that does not exist, the order API returns an error:</p> <pre>&lt;Message&gt;Error: The order could not be located.&lt;/Message&gt;</pre> <p><b>Separate payment message:</b> If the payment is sent in a separate message, the order API uses the order_number to identify the order only if there is not a valid rdc_order_nbr specified. See <a href="#">Sending a Separate Payment Message</a> for more information.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>offer_id</b>	alphanumeric	3	The offer to default to each order detail line to control pricing and track demand. The system applies this offer to the order detail line only if there is a record of the item or SKU in this offer. The line_offer, if any is passed, overrides this default. If the message does not specify an offer_id at the header or a line_offer for an item, the offer associated with the source code defaults. However, the offer on the order detail line is overridden if the Override Offer on Order Detail (D49) system control value is selected and the price for the item is found in a different offer.
<b>rdc_order_nbr</b>	numeric	9	Indicates the CWSerenade order number to update when the payment information is sent separately from the rest of the order. See <a href="#">Sending a Separate Payment Message</a> .
<b>payment_only</b>	alphanumeric	1	Indicates whether the order message includes just the payment information for an order whose other information was sent on a previous message. Valid values are: <ul style="list-style-type: none"> <li>• <b>Y</b> = Payment information only</li> <li>• <b>N</b> or blank = Not a payment-only</li> </ul> If this flag is set to <b>Y</b> , then the <a href="#">pay_incl</a> flag should also be set to <b>Y</b> . See <a href="#">Sending a Separate Payment Message</a> for more information.

Message Attribute	Alpha/numeric	Positions	Comments
<b>source_code</b>	alphanumeric	9	<p>Updates the Source code field in the Order Header table. If this value exceeds the maximum length of 9 positions, it will be truncated.</p> <p>Source code selection:</p> <ol style="list-style-type: none"> <li><b>1. Valid source?</b> Use the source code specified here if it is valid and unrestricted. Otherwise, if the source code is invalid or restricted or no source code is specified,</li> <li><b>2. Line-level source?</b> <ul style="list-style-type: none"> <li>• Is there a valid, unrestricted <a href="#">line_source_code</a> specified for one of the <a href="#">Item</a> lines on the order? If so, the line-level source code defaults to the header.</li> </ul> </li> </ol> <p><b>Note:</b> If a line-level source code is invalid, the order will be suspended with an error of Invalid Source Code.</p> <ul style="list-style-type: none"> <li>• If there is a <a href="#">line_source_code</a> specified for more than one line, the first one on the order defaults to the header.</li> </ul> <p>Otherwise, if no valid or unrestricted line-level source code is specified,</p> <ol style="list-style-type: none"> <li><b>3. Mail history?</b> If the Load Order Header Source from Mailing History (F05) system control value is selected and the customer has mailing history, use the most recent source code from the customer's mailing history.</li> </ol> <p>Otherwise, if the system control value is unselected or the customer has no mailing history,</p>

Message Attribute	Alpha/numeric	Positions	Comments
			<p><b>4. Current source?</b> If the Use Default Current Source Code (C46) system control value is selected and the customer has a current source code, use that source code. Otherwise, if the system control value is unselected or the customer does not have a current source code,</p> <p><b>5. Default source for internet orders:</b> Use the Default Source for Internet Orders (E65). Otherwise, if the system cannot determine the source code for the order, it puts the order in error with a reason of Invalid Source Code.</p> <p><b>Note:</b> If the order header source code matches the source code in the Default Unknown Source Code (I58) system control value, the system changes the source code on the order header to the source code associated with the offer on the first order detail line.</p>

Message Attribute	Alpha/numeric	Positions	Comments
response_type	alphanumeric	1	<p>Indicates the type of response required. Valid values are:</p> <ul style="list-style-type: none"> <li>• <b>N</b> or no response_type passed = No response</li> <li>• <b>A</b> = Acknowledge: Send <a href="#">Order Acknowledgement XML Message (CWORDEROUT)</a></li> <li>• <b>D</b> = Details: Send <a href="#">Detailed Order XML Response (CWORDEROUT)</a></li> <li>• <b>E</b> = Errors: Send the <a href="#">Detailed Order XML Response (CWORDEROUT)</a>, including a listing of any errors found on the order.</li> </ul> <p><b>Note:</b> If the response_type is any setting other than <b>N</b>, <b>A</b>, <b>D</b>, or <b>E</b>, the order API returns a response of &lt;Message&gt;OK&lt;/OK&gt;.</p> <p><b>Available in XML version:</b> A setting of <b>E</b> is valid in version 2.0, available in release 1.1 of CWSerenade.</p> <p><b>If payment information sent separately:</b> When you receive the payment information separately from the rest of the order, the system always sends a response message upon receiving the first part of the order message. If the <i>response_type</i> is <b>D</b> or <b>E</b>, the system sends the detailed message; otherwise, if the <i>response_type</i> is <b>A</b> or <b>N</b>, or if no <i>response_type</i> is specified, the system sends the acknowledgement.</p>

Message Attribute	Alpha/numeric	Positions	Comments
			<p><b>For more information:</b> See:</p> <ul style="list-style-type: none"> <li>• <a href="#">Typical Order Interface Scenarios</a> for examples of when you might choose to include a response.</li> <li>• <a href="#">Sending a Separate Payment Message</a> for a discussion of when you might choose to send payment information separately</li> <li>• <a href="#">Order Creation Errors</a> for a listing of errors that might be included if the <code>response_type = E</code></li> </ul>
<b>order_date</b>	numeric	8	Updates the Order date in the Order Header table. Displayed on the Order Inquiry Header screen. Uses a date in the past if provided in the message; otherwise, if the message does not provide a date or if the date is invalid, uses the current date. MMDDYYYY format.
<b>enter_date</b>	numeric	8	Updates the Entered date in the Order Header table. Uses a date in the past if provided in the message; otherwise, if the message does not provide a date or if the date is invalid, uses the current date. A past or future date does not create an error. MMDDYYYY format.
<b>enter_time</b>	numeric	6	Entered time in the Order Header table, which you can review at the Display Order Properties screen.

Message Attribute	Alpha/numeric	Positions	Comments
<b>order_channel</b>	alphanumeric	2	Updates the Internet order field in the Order Header table. A value of <b>I</b> indicates an internet order. Internet orders are treated differently in evaluating orders for automatic email confirmations, authorizations, and determining whether the customer can maintain the order on the web storefront. A value of <b>P</b> indicates a retail channel order. If the <i>order_channel</i> is <b>P</b> and the order is not part of a batch, the system places the order in the Batch Number for Retail Channel Orders (I78) if it has errors. If this value exceeds the maximum length of 2 positions, it will be truncated.
<b>customer_number</b>	numeric	9	Updates the Customer # field in the Order Header table. See <a href="#">Customer Creation, Matching and Update Logic in the Order API</a> for an overview.
<b>alternate_sold_to_id</b>	alphanumeric	15	Used to identify the sold-to customer; see <a href="#">Customer Sold To Selection, Creation and Update</a> . Updates the Alternate customer # for the customer; see the <i>Alt cust #</i> field at the Second Create Customer Sold To. This update always takes place, regardless of the setting of the <a href="#">sold_to_address_update</a> flag if you also pass the customer number.
<b>prospect_id</b>	alphanumeric	8	Used to identify the sold-to customer. See <a href="#">Customer Sold To Selection, Creation and Update</a> .
<b>Note:</b>			
<ul style="list-style-type: none"> <li>• See <a href="#">Customer Creation, Matching and Update Logic in the Order API</a> for an overview on how each of the customer sold to name and address fields listed below are updated.</li> <li>• When creating or updating a customer address, the system validates the customer address and ship via as it does in order entry.</li> </ul>			

Message Attribute	Alpha/numeric	Positions	Comments
<b>Note:</b>	If you leave any of the customer name fields blank when you are updating the customer name and address, then the system deletes the fields left blank in the message provided the result is a complete, valid customer record. For example, if an existing customer record includes the first and last names, and the CWOrderIn specifies a company name but no first or last names, then the existing first and last names are deleted from the customer record.		
<b>sold_to_prefix</b>	alphanumeric	3	Maps to the Prefix field in the Customer Sold To table. If the Validate Prefix (I27) system control value is <b>selected</b> , the prefix is validated against the Prefix table. In this situation, if the customer's prefix is invalid, the order will be in error with a reason of <code>Invalid Prefix Code</code> (however, this message can also indicate a problem with the <a href="#">bill_to_prefix</a> ). Otherwise, if the system control value is not selected, a prefix that exceeds the field length of three positions is truncated.
<b>sold_to_fname</b>	alphanumeric	15	Maps to the First name field in the Customer Sold To table.
<b>sold_to_initial</b>	alphanumeric	1	Maps to the Initial field in the Customer Sold To table.
<b>sold_to_lname</b>	alphanumeric	25	Maps to the Last name field in the Customer Sold To table. <b>Note:</b> <ul style="list-style-type: none"><li>• If you change a customer address but do not specify either a last name or a <code>sold_to_company</code>, none of the changes specified for the Customer Sold To table will take place; however, updates to related tables, such as the Customer Sold To Phone # or Customer Sold To Extended, will still take place.</li></ul>
<b>sold_to_suffix</b>	alphanumeric	3	Maps to the Suffix field in the Customer Sold To table.

Message Attribute	Alpha/numeric	Positions	Comments
<b>sold_to_company</b>	alphanumeric	30	Maps to the Company name field in the Customer Sold To table. If you change a customer address but do not specify either a sold_to_lname or a company, none of the changes specified for the Customer Sold To table will take place; however, updates to related tables, such as the Customer Sold To Phone # or Customer Sold To Extended, will still take place.
<b>sold_to_business</b>	alphanumeric	1	Maps to the Delivery code field in the Customer Sold To table. Valid values are: <ul style="list-style-type: none"><li>• <b>B</b> = business</li><li>• <b>R</b> = residence</li></ul> If this value is not specified and you are creating or updating the customer address, the system uses the Default Delivery Code for New Order Entry Customers (D13).
<b>sold_to_address1</b>	alphanumeric	32	Maps to the Street address field in the Customer Sold To table. If the text in this attribute starts with <b>APO</b> , <b>FPO</b> , <b>PO box</b> or <b>P.O. box</b> , the system automatically selects the <i>PO box</i> field for the customer. The system does not select the <i>PO box</i> field for the customer if <b>APO</b> or <b>FPO</b> is not preceded and followed by a space, such as APOLLO. Also, if you change the street address so that it no longer starts with <b>APO</b> , <b>FPO</b> , <b>PO box</b> or <b>P.O. box</b> , the system does not automatically unselect the <i>PO box</i> flag.
<b>sold_to_address2</b>	alphanumeric	32	Maps to the Address line 2 field in the Customer Sold To table.
<b>sold_to_address3</b>	alphanumeric	32	Maps to the Address line 3 field in the Customer Sold To Extended table.
<b>sold_to_address4</b>	alphanumeric	32	Maps to the Address line 4 field in the Customer Sold To Extended table.

Message Attribute	Alpha/numeric	Positions	Comments
<b>sold_to_apartment</b>	alphanumeric	10	Maps to the Apartment field in the Customer Sold To table. Typically includes a preface such as "Apt" so the apartment number is easily identified in the printed address.
<b>sold_to_city</b>	alphanumeric	25	Maps to the City field in the Customer Sold To table. If this field is not passed but a valid postal code (zip) is passed and the Use Zip/City/State Defaulting? (B13) system control value is selected, the city associated with the postal code defaults.
<b>sold_to_state</b>	alphanumeric	2	Maps to the State field in the Customer Sold To table. If this field is not passed but a valid postal code (zip) is passed and the Use Zip/City/State Defaulting? (B13) system control value is selected, the state associated with the postal code defaults. Required only if the <i>Require state?</i> flag is selected for the country.
<b>sold_to_zip</b>	alphanumeric	10	Maps to the Zip field in the Customer Sold To table. Required only if the <i>Require postal code?</i> flag is selected for the country. If a postal code is required, it is validated against the Zip/City/State (Postal Code) table. If the SCF related to the zip code is invalid, the order will be in error with a reason of <code>SCF not Found</code> (however, this message can also indicate a problem with the <a href="#"><u>bill_to_zip</u></a> ). If the SCF or the ship via/SCF combination is not valid, the order will be in error with the reason of <code>Invalid Ship Via for SCF</code> . This error occurs only if the <i>Perform ship via edit?</i> flag is selected for the country.

Message Attribute	Alpha/numeric	Positions	Comments
<b>sold_to_county</b>	alphanumeric	3	<p>Maps to the Country field in the Customer Sold To table. If no country code is specified here, the Default Country for Customer Address (B17) defaults when you are creating a new customer or updating an existing customer.</p> <p>If the country is invalid, the order will be in error with a reason of <code>Country Not Found</code> (however, this message can also indicate a problem with the <a href="#"><u>bill_to_country</u></a>).</p>
<b>sold_to_email</b>	alphanumeric	50	<p>If the <code>sold_to_email_update</code> flag is set to <code>Y</code>, updates an existing customer's email address at the customer sold-to level, and primary email address in the Customer Sold To Email table.</p> <p>If the email address is not properly formatted, the order will be in error.</p> <p>Case: The email address is always saved in lowercase; for example, if the <code>sold_to_email</code> is <code>JSMITH@FUNMAIL.COM</code>, the system saves it as <code>jsmith@funmail.com</code>. Also, the system does not consider case in evaluating whether the <code>sold_to_email</code> matches the email address for an existing customer; the two email addresses above would be considered exact matches.</p> <p>If the <code>sold_to_email_update</code> flag is not set to <code>Y</code>, then the order API does not update an existing customer's email address.</p>
<b>sold_to_email_update</b>	alphanumeric	1	<p>If set to <code>Y</code>, indicates to update an existing customer's primary email address.</p> <p>When you update the email address, the new email address is added to the Customer Sold To Email table, and is flagged as the primary email address.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>sold_to_day_phone</b>	alphanumeric	14	Used to identify the sold-to customer. The phone number should be unformatted; or, if it is formatted, it should be correctly formatted based on the phone number formatting specified for the customer's country to create, match, or update the customer correctly. See <a href="#">Customer Sold To Selection, Creation and Update</a> for more information on how the system finds a matching customer based on phone numbers. The system updates these phone numbers, if provided, regardless of the setting of the <a href="#">sold_to_address_update</a> flag (provided it did not select the customer based on name/address or phone number information).
<b>sold_to_eve_phone</b>	alphanumeric	14	Updates the third (fax or mobile) number for the customer; see the <i>Fax or Mobile</i> field at the Second Create Customer Sold To screen. The third phone number should be unformatted; or, if it is formatted, it should be correctly formatted based on the phone number formatting specified for the customer's country to create, match, or update the customer correctly. The system updates this field, if provided, regardless of the setting of the <a href="#">sold_to_address_update</a> flag (provided it did not select the customer based on name/address or phone number information).
<b>sold_to_fax_phone</b>	alphanumeric	14	Updates the third (fax or mobile) number for the customer; see the <i>Fax or Mobile</i> field at the Second Create Customer Sold To screen. The third phone number should be unformatted; or, if it is formatted, it should be correctly formatted based on the phone number formatting specified for the customer's country to create, match, or update the customer correctly. The system updates this field, if provided, regardless of the setting of the <a href="#">sold_to_address_update</a> flag (provided it did not select the customer based on name/address or phone number information).

Message Attribute	Alpha/numeric	Positions	Comments
<b>sold_to_opt_in</b>	alphanumeric	2	Updates the Opt-in out setting for the customer's primary email address; see the <i>Opt in/opt out</i> field at the First Create Sold To Customer screen. The system updates this field, if provided, regardless of the setting of the <a href="#"><u>sold_to_address_update</u></a> flag. If no value is specified in the message and you are creating a new customer, the Default Opt In/Opt Out Flag (G97) defaults. If a value is not specified for this system control value or an invalid value is passed, <b>O2</b> defaults.

Message Attribute	Alpha/numeric	Positions	Comments
<b>sold_to_address_update</b>	alphanumeric	1	<p>Indicates whether to update an existing Customer Sold To with name and address information in the message. Valid values are:</p> <ul style="list-style-type: none"> <li>• <b>Y</b> = Update the existing Customer Sold To</li> <li>• <b>N</b> = Do not update the Customer Sold To</li> </ul> <p>Regardless of the setting of this flag, the system always updates the following fields if they are provided in the message:</p> <ul style="list-style-type: none"> <li>• alternate customer number</li> <li>• phone numbers (daytime, evening, or third (fax or mobile))</li> <li>• opt-in/out flag</li> <li>• rent flag</li> <li>• mail flag</li> <li>• customer class</li> <li>• customer price group</li> </ul> <p>See <a href="#">Customer Creation, Matching and Update Logic in the Order API</a> for more information.</p> <p><b>Note:</b> The system checks this setting only if name and address information is provided in the message.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>allow_rent</b>	alphanumeric	1	<p>Updates the Rent flag for the customer; see the <i>Rent</i> flag at the First Create Sold To Customer screen. The system updates this field, if provided, regardless of the setting of the <a href="#"><u>sold_to_address_update</u></a> flag. If no value is specified in the message and you are creating a new customer, the Default Rent Name (D11) setting defaults.</p> <p>Valid values are:</p> <p><b>Y</b> = allow rent  <b>N</b> = do not allow rent</p>
<b>allow_email</b>			Not currently implemented.
<b>allow_mail</b>	alphanumeric	1	<p>Updates the Mail flag for the customer; see the <i>Mail</i> flag at the First Create Sold To Customer screen. The system updates this field, if provided, regardless of the setting of the <a href="#"><u>sold_to_address_update</u></a> flag. If no value is specified in the message and you are creating a new customer, the Default Mail Name (D10) setting defaults.</p> <p>Valid values are:</p> <p><b>Y</b> = allow mail  <b>N</b> = do not allow mail</p>
<b>nbr_ship_tos</b>			Not currently implemented.

Message Attribute	Alpha/numeric	Positions	Comments
<b>pay_incl</b>	alphanumeric	1	<p>Indicates whether the message includes payment method information. If the payment method information will be sent in a separate message, the order remains suspended until the payment method message is received.</p> <p>Valid values are:</p> <ul style="list-style-type: none"> <li>• <b>Y</b> = payment method information is included in the message, or this is a payment-only message (see <a href="#">Sending a Separate Payment Message</a>)</li> <li>• <b>N</b> = payment information will be sent in a separate message.</li> </ul> <p><b>Note:</b> If this flag is set to <b>N</b>, no payment methods will be added to the order even if the information is included in the message.</p> <p><b>Require Payment on Quotes?</b></p> <p>If the message does not include payment information and the <i>Quote</i> field for the order type is <b>selected</b>, the program looks at the setting of the <i>pay_incl</i> tag in the message.</p> <ul style="list-style-type: none"> <li>• If the <i>pay_incl</i> tag is <b>N</b>, the system places the quote in an error status and waits for a second CWOrderIn message that includes the payment information to complete the quote.</li> <li>• If the <i>pay_incl</i> tag is <b>Y</b>, the system looks at the <i>Pay method required</i> field for the order type on the quote. <ul style="list-style-type: none"> <li>• If <i>Pay method required</i> is <b>selected</b>, the system requires a pay method on the quote. If a pay method is not defined, the system places the quote in an error status. You will need to correct the quote in batch order entry.</li> <li>• If <i>Pay method required</i> is <b>unselected</b>, the system does not require a pay method on the quote and continues with regular processing.</li> </ul> </li> </ul>

Message Attribute	Alpha/ numeric	Positions	Comments
<b>Note:</b> If any of the information provided for the individual is invalid, the order will be in error with a reason of Placer Invalid.			
ind_number	numeric	3	
ind_dept	alphanumeric	3	
ind_position	alphanumeric	3	
ind_prefix	alphanumeric	3	
ind_fname	alphanumeric	15	
ind_initial	alphanumeric	1	
ind_lname	alphanumeric	25	
ind_suffix	alphanumeric	3	
ind_day_phone	alphanumeric	14	The phone number should be unformatted; or, if it is formatted, it should be correctly formatted based on the phone number formatting specified for the customer's country to create, match, or update the customer correctly. The third number is displayed on screens and reports as the fax or mobile number, based on the setting of the Third Phone Number Type (L53) system control value.
ind_eve_phone	alphanumeric	14	
ind_fax_phone	alphanumeric	14	
ind_email_address	alphanumeric	50	If the Default Individual Email Address (J17) system control value is selected, and an <a href="#">order_email</a> is not specified, the system defaults the individual's email address to the <i>Order email address</i> field on the order. Case: The email address is always saved in lowercase; for example, if the ind_email_address is JSMITH@FUNMAIL.COM, the system saves it as <b>jsmith@funmail.com</b> .
ind_opt_in	alphanumeric	2	If you do not specify a setting here, the OptIn setting for the individual defaults from the Default Opt In/Opt Out Flag (G97) system control value.

Message Attribute	Alpha/numeric	Positions	Comments
ind_mail_flag	alphanumeric	1	If you do not specify Y here, the Mail flag for the individual will be unselected.
ind_rent_flag	alphanumeric	1	If you do not specify Y here, the Rent flag for the individual will be unselected.
bill_to_number	numeric	7	<p>Updates the CBT Account # field in the Order Header table. See <a href="#">Customer Bill To Selection and Creation</a> for an overview.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>The system does not update an existing bill-to customer record through the Inbound Order Message.</li> <li>Having the Create/Assign Bill To Customers in Order Entry (A76) system control value <b>unselected</b> does not prevent you from specifying an existing bill-to here and assigning it to the order.</li> <li>If the payment method on the order is accounts receivable and there is not currently a valid bill-to customer assigned to the customer placing the order, the system creates a new bill-to customer based on the sold-to customer's name and address, and assigns that bill-to customer to the order and to the sold-to customer. This assignment takes place regardless of the setting of the Create/Assign Bill To Customers in Order Entry (A76) system control value and regardless of whether the customer placing the order is a new or existing customer.</li> </ul>

Message Attribute	Alpha/ numeric	Positions	Comments
<b>Note:</b>			
<ul style="list-style-type: none"> <li>If bill-to name and address information is specified in the following attributes, it is used to create a new bill-to customer (A/R account) and assign it to the order. See <a href="#">Customer Bill To Selection and Creation</a> for an overview.           <ul style="list-style-type: none"> <li>If you are creating a new bill-to customer, but the bill-to name and address provided in the message does not specify a complete, valid bill-to name and address, the order will be in error. <i>Fax</i> flag = N</li> <li><i>EDI</i> flag = N</li> <li><i>Delivery code</i> = B</li> </ul> </li> <li>The bill-to information, if any, provided in the following attributes is used on the order, regardless of whether the customer sold-to is already assigned to another bill-to.</li> <li>When the system creates a new bill-to based on the sold-to information in the message and the customer sold-to is not already assigned to a bill-to, the sold-to will be assigned to that bill-to.</li> <li>If any of the bill-to information in the message is invalid, the order will be in error with a reason of <i>Invalid Bill to Address</i>.</li> </ul>			
<b>alternate_bill_to_id</b>			Not currently implemented.
<b>bill_to_prefix</b>	alphanumeric	3	Validate Prefix (I27) system control value is <b>selected</b> , the prefix is validated against the Prefix table. See the <a href="#">sold_to_prefix</a> for more information. Otherwise, if the system control value is not selected, a prefix that exceeds the field length of three positions is truncated.
<b>bill_to_fname</b>	alphanumeric	15	
<b>bill_to_initial</b>	alphanumeric	1	
<b>bill_to_lname</b>	alphanumeric	25	
<b>bill_to_suffix</b>	alphanumeric	3	
<b>bill_to_company_name</b>	alphanumeric	30	
<b>bill_to_address1</b>	alphanumeric	32	

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>bill_to_address2</b>	alphanumeric	32	
<b>bill_to_address3</b>	alphanumeric	32	
<b>bill_to_address4</b>	alphanumeric	32	
<b>bill_to_apt</b>	alphanumeric	10	
<b>bill_to_city</b>	alphanumeric	25	If this field is not passed but a valid postal code (zip) is passed and the Use Zip/City/State Defaulting? (B13) system control value is selected, the city associated with the postal code defaults.
<b>bill_to_state</b>	alphanumeric	2	If this field is not passed but a valid postal code (zip) is passed and the Use Zip/City/State Defaulting? (B13) system control value is selected, the state associated with the postal code defaults. Required only if the <i>Require state?</i> flag is selected for the country.
<b>bill_to_zip</b>	alphanumeric	10	Required only if the <i>Require postal code?</i> flag is selected for the country.
<b>bill_to_country</b>	alphanumeric	3	Required if the message includes bill-to information.
<b>bill_to_email</b>	alphanumeric	50	Case: The email address is always saved in lowercase; for example, if the <b>bill_to_email</b> is JSMITH@FUNMAIL.COM, the system saves it as <b>jsmith@funmail.com</b> .

Message Attribute	Alpha/numeric	Positions	Comments
<b>bill_to_day_phone</b>	alphanumeric	14	The phone number should be unformatted; or, if it is formatted, it should be correctly formatted based on the phone number formatting specified for the bill-to customer's country to create, match, or update the customer correctly.
<b>bill_to_eve_phone</b>	alphanumeric		
<b>bill_to_fax_phone</b>	alphanumeric		The third number is displayed on screens and reports as the fax or mobile number, based on the setting of the Third Phone Number Type (L53) system control value.
<b>bill_to_print_statement</b>	alphanumeric	1	Valid values are: <b>Y</b> = Print statement <b>N</b> or blank = Do not print statement
<b>bill_to_opt_in</b>	alphanumeric	2	Not currently implemented.
<b>user_hold_reason</b>	alphanumeric	2	Updates the <i>Hold reason</i> field in the Order Header table, displayed at the Order Inquiry Header screen and puts the order on hold. Defined in and validated against the Order Hold Reason table. If this value exceeds the maximum length of 2 positions, it will be truncated.
<b>Note:</b> See <a href="#">Batching Orders Through the Order API</a> for an overview on how to use the following attributes.			

Message Attribute	Alpha/numeric	Positions	Comments
<b>batch_number</b>	numeric	12	Must be a number that has not yet been used for an order batch. When the system receives the beginning order for a batch it confirms that the batch number does not exist in the Used Phone Batch table; however, it then assigns a <b>different</b> batch number to the batch. All orders that are received with the same <i>batch_number</i> are assigned to the same batch number in CWSerenade. For example, if the first order you send has a <i>batch_number</i> of 782, and the order API assigns the order to batch 888, all subsequent orders received with <i>batch_number</i> 782 are also assigned to batch 888.
<b>batch_date</b>	alphanumeric	8	Updates the Batch date in the Order Batch table. MMDDYYYY format. Indicates the date of the batch, as displayed at the Work with Order Batches screen. Specify this date for the first order in the batch.
<b>batch_beg_end_flag</b>	alphanumeric	1	Indicates when a batch begins or ends; otherwise, this value should be blank. Valid values are: <ul style="list-style-type: none"> <li>• <b>B</b> = Begin batch; use for the first order in a batch.</li> <li>• <b>E</b> = End batch; use for the last order in a batch.</li> </ul> <b>Note:</b> Even after you have sent a <i>batch_beg_end_flag</i> of E, if you send an additional order message with the same <i>batch_number</i> , the additional order is assigned to the same batch. For example, if you send an order with a <i>batch_number</i> of 782 and the <i>batch_beg_end_flag</i> set to E, then subsequently send an additional order that also has a <i>batch_number</i> of 782, the additional order will be added to the existing batch.

Message Attribute	Alpha/numeric	Positions	Comments
<b>approve_batch</b>	alphanumeric	1	Not currently implemented. The batch remains open until you select <b>Edit/Accept</b> on the Work with Order Batches screen in order entry to edit and approve it manually.
<b>batch_order_count</b>	numeric	5	Indicates the number of orders in the batch, as displayed at the Work with Order Batches screen. The batch will be out of balance if the number of orders received for the batch is not the same as this value. Specify this quantity for the first order in the batch.
<b>batch_qty_count</b>	numeric	7	The total order line quantity of all orders in the batch, as displayed in the <i># of units</i> field at the Change Order Batch screen. The batch will be out of balance if the total number of units is not the same as this value. This quantity should be specified for the first order in the batch. Specify this quantity for the first order in the batch.
<b>batch_prepaid_total</b>	numeric	9.2	Updates the Actual \$ received field in the Order Batch table. The total amount of cash payments for all orders in the batch. This amount should be specified for the first order in the batch. Specify this total for the first order in the batch.

Message Attribute	Alpha/numeric	Positions	Comments
<b>order_type</b>	alphanumeric	1	<p>Updates the Order type field in the Order Header table. Defined in and validated against the Order Type table. If this value exceeds the maximum length of one position, it will be truncated.</p> <p>If no order_type is specified here, the system uses the E-Commerce Order Type (G42).</p> <p>If the <i>Retail warehouse</i> field for the order type contains a non-allocatable warehouse and the <i>Reserve from Non-Allocatable Warehouse (J25)</i> system control value is <b>selected</b>, the system allows you to reserve inventory against the non-allocatable warehouse defined for the order type. However, if a warehouse override is defined for the ship to or for an order line, the system uses the warehouse override.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>sales_rep_number</b>	numeric	7	<p>Updates the <i>Salesman #</i> field in the Order Header table. See <a href="#">Selecting the Sales Rep</a> for more information on how the system assigns a salesrep to the order.</p> <p><b>Error:</b> If the salesrep is not active, the system places the order in error: Sales Rep Inactive.</p> <p><b>Salesrep store:</b> If you do not pass a <a href="#">sales_rep_store</a> and a <i>Home Store</i> is defined for the <i>sales_rep_number</i> assigned to the order, the system defaults this store number to the <i>Originating Store</i> field in the Order Header table. However, if the Store Cross Reference record for the <i>Home Store</i> defined for the salesrep is inactive, the system places the order in error: Sales Rep Store Inactive.</p> <p><b>Creating a salesrep:</b> If the system creates a new salesrep (see <a href="#">Selecting the Sales Rep</a>), the system sets the Active flag for the new salesrep in the Salesman table to Y. The system will NOT assign the store number defined for the order to the new salesrep.</p> <p><b>Note:</b> Because the sales rep number is a numeric field, if the number passed here exceeds seven positions, the order API returns an “Invalid XML” error and cannot process the order.</p>
<b>sales_rep_name</b>	alphanumeric	30	See <a href="#">Selecting the Sales Rep</a> .

Message Attribute	Alpha/numeric	Positions	Comments
<b>entered_by_user</b>	alphanumeric	10	Updates the USR user field in the Order Header table, labeled <i>Entered by</i> at the Display Order Properties screen. If no user is specified in the message, the <b>CWDIRECTCP_ORDERIN_USERID</b> setting from the CWDirectCP Properties file defaults. If the entered_by_user exceeds the maximum length of 10 positions, it will be truncated. This field does not need to be a valid user.
<b>customer_class</b>	alphanumeric	2	Updates the Customer class for the customer; see the <i>Class</i> field at the First Create Sold To Customer screen. The system updates this field, if provided, regardless of the setting of the <a href="#"><u>sold_to_address_update</u></a> flag. If no customer_class is provided in the Inbound Order Message, the system uses the Default Customer Class in Order Entry (D63). If there is no customer_class in the message, no default customer class specified in the system control value, and the Require Customer Class in OE, WCAT, and WCST (H85) system control value is <b>selected</b> , the order will be in error with a reason of Invalid/Missing Cust Cls.
<b>order_email</b>	alphanumeric	50	Updates the order-level email address. If no order_email is provided, the system uses the: <ul style="list-style-type: none"> <li>• <a href="#"><u>ind_email_address</u></a> or existing email address for the placer on the order if the Default Individual Email Address (J17) system control value is selected</li> <li>• <a href="#"><u>sold_to_email</u></a> or existing primary email address for the sold-to customer</li> </ul> Case: The email address is always saved in lowercase; for example, if the order_email is <b>JSMITH@FUNMAIL.COM</b> , the system saves it as <b>jsmith@funmail.com</b> .

Message Attribute	Alpha/ numeric	Positions	Comments
ip_addr	alphanumeric	15	<p>Updates the <i>IP address</i> in the Order Header Extended table, displayed at the Display Order Properties screen.</p> <p><b>IP address validation:</b> If the IP address is invalid, the system writes an Order Transaction History message such as INVALID IP ADDRESS: 1.2.3 where 1.2.3 represents the invalid IP address received, and does not update this field. The IP address is made up of a series of four numbers separated by three periods (for example, 12.34.234.8). Each number between the periods must be from 1 to 255. The IP address must:</p> <ul style="list-style-type: none"> <li>• not include any non-numeric characters besides the periods</li> <li>• not include any blank spaces</li> <li>• include all three periods</li> <li>• include all four numbers, each from 1 to 255</li> </ul>
			<p><b>Fraud checking:</b> If the IP address received matches an entry in the Miscellaneous Fraud table, the system puts the order on <b>IP</b> (IP address) hold and writes a message reading SYS HLD--IP ADDRESS HOLD to the Order Transaction History table.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>sold_to_price_group</b>	alphanumeric	4	<p>The customer price group to assign to the sold-to customer.</p> <p><b>Available in XML version:</b> 4.0 (release 2.5 of CWSerenade).</p> <p><b>About price groups:</b> You can use a customer price group to control quantity price matrix pricing, customer price group pricing, or as a qualifier for promotions. If you assign a price group through the CWOrderIn message, the order is eligible for any pricing or promotions related to the price group.</p> <p><b>Updated when?</b> If the message specifies a valid customer price group and the customer does not already have a price group assignment, the system updates the customer record regardless of the setting of the <a href="#">sold_to_address_update</a> flag. The system does not update the customer's price group if there is already a group assigned.</p> <p><b>Default:</b> If you do not assign a customer price group to a customer, the system assigns the customer price group defined in the <i>Customer Price Group Code for CPG Pricing Only (L58)</i> system control value to the customer.</p> <p><b>For more information: Errors?</b> The system continues with normal processing and does not put the order in error status if the price group code specified is not valid, or if the customer is already assigned to a price group.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>sales_rep_store</b>	alphanumeric	10	<p>The store number assigned to the order. Store numbers are defined in and validated against the Store Cross Reference table.</p> <p>The store number assigned to the order displays in the <i>Sales Rep Store</i> field on the Display Order Properties screen.</p> <p><b>Errors:</b></p> <ul style="list-style-type: none"> <li>• If the store number passed is not a valid store number in the Store Cross Reference table, the system places the order in error: Sales Rep Store Invalid.</li> <li>• If the <i>Active</i> flag for the store number passed is not set to <b>Y</b> in the Store Cross Reference table, the system places the order in error: Sales Rep Store Inactive.</li> </ul> <p><b>Default:</b> If you do not pass a <i>sales_rep_store</i> and a <i>Home Store</i> is defined for the <i>sales rep number</i> passed in the message, the system defaults this store number to the <i>Originating Store</i> field in the Order Header table. However, if the <i>Home Store</i> defined for the salesrep is inactive, the system places the order in error.</p> <p><b>Included in CWEEmailOut:</b> If the order is not a retail pickup, delivery, ship-to-store, or store pickup order, the CWEEmailOut message includes the store's description, phone number, and address. See the <a href="#">OriginatingStore</a> element in the <a href="#">Outbound Email XML Message (CWEEmailOut)</a> for more information.</p> <p><b>Available in XML version:</b> 6.0 (release 3.5 of CWSerenade).</p>

Message Attribute	Alpha/ numeric	Positions	Comments
<b>CustOwnership</b>			
If you pass valid data in the following attributes, it updates the Customer Ownership table, available for review at the Work with Customer Ownership screen in customer maintenance.			
The CustOwnerships element, if provided, can include one or more CustOwnership elements.			
<b>cust_own_ID</b>	alphanumeric	10	A code that represents a product the customer owns or previously owned. Updates the <i>Ownership ID</i> field in the Customer Ownership table. Required to create or update a customer ownership record. If a CustOwnership does not include <i>cust_own_ID</i> but does include other values, the system creates a customer note: Missing Ownership ID: Ownership Description. The system does not place the order in an error status because of customer ownership errors.
<b>cust_own_des_c</b>	alphanumeric	40	A description of the product. Updates the <i>Description</i> field in the Customer Ownership table.
<b>cust_own_acti_ve</b>	alphanumeric	1	Indicates if the customer currently owns the product. <ul style="list-style-type: none"> <li>• <b>Y</b> = The customer currently owns the product.</li> <li>• <b>N</b> = The customer previously owned the product.</li> </ul> Updates the <i>Act</i> field in the Customer Ownership table. If this attribute is included but does not specify one of the valid values listed above, the order API sets the flag to <b>Y</b> .
<b>cust_own_entr_y_date</b>	numeric	8	The date the customer ownership record was created, in MMDDYYYY format. If passed, updates the <i>Entry date</i> field in the Customer Ownership table. If a valid date is not passed and you are creating a new ownership, the current date defaults.

Message Attribute	Alpha/numeric	Positions	Comments
<b>cust_own_confirm_date</b>	numeric	8	The most recent date when the customer confirmed ownership of the product, in MMDDYYYY format. If passed, updates the <i>Confirm date</i> field in the Customer Ownership table. If a valid date is not passed and you are creating a new ownership, the current date defaults.
<b>CustUserField</b> Use the following attributes to update the Customer Sold To User Field table, available for review at the Work with User Fields screen in customer maintenance. The CustUserFields element, if provided, can include one or more CustUserField elements.			
<b>cust_usr_fld_dtl_seq_nbr</b>	numeric	3	Identifies the Sequence # in the Cust Sold To User Field table, labeled the <i>Key</i> at the Change User Field screen. Required to update a customer user field if you do not specify a <i>cust_usr_fld_label</i> . If this entry does not match an existing customer user field, as specified through Setting Up User-Defined Fields (WUDF), the user field data in the message will not be saved. <b>Note:</b> The Sequence # in the Cust Sold To User Field table is not the same as the display sequence number.
<b>cust_usr_fld_label</b>	alphanumeric	15	Identifies the field label for a customer user field, as displayed at the Work with User Fields screen in customer maintenance. If you specify either the <i>cust_usr_fld_dtl_seq_nbr</i> or the label, or both, the system updates the customer user field identified by the sequence number.

Message Attribute	Alpha/numeric	Positions	Comments
<b>cust_usr_fld_data</b>	alphanumeric	30	<p>Updates the Text, Number, or Date field in the Cust Sold To User Field table.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• If the data exceeds 16 positions for a Number field, it is truncated.</li> <li>• If the data for a Number field includes non-numeric characters, they are removed.</li> <li>• Dates must be passed in MMDDYYYY format in order to update the Cust Sold To User Field table.</li> </ul>
<b>UserField</b>			
<p><b>Note:</b> The contents of the Order Header User Field table is not available for display on any screen.</p> <p><b>For more information:</b> The UserFields element, if provided, can include one or more UserField elements.</p>			
<b>usr_fld_dtl_sq_number</b>	numeric	3	Identifies the Sequence # in the Order Header User Field table.
<b>usr_fld_label</b>	alphanumeric	15	Identifies the type of field to update in the Order Header User Field table.
<b>usr_fld_data</b>	alphanumeric	30	Updates the Text, number, or Date field in the Order Header User Field table. If the field is a date, the information passed must be a valid date in MMDDYYYY format, or the order API sets the date field to 0.
<b>Payment</b>			
<p>The Payments element can include one or more Payment elements. At least one payment method is required.</p>			
<b>payment_type</b>	numeric	2	Identifies the Pay type field in the Order Payment Method table. If the message does not include a valid payment method, it will be in error status with an error reason of Invalid Pay Type, and the system creates a payment method on the order of 0. Defined in and validated against the Pay Type table.

Message Attribute	Alpha/numeric	Positions	Comments
<b>charge_sequence</b>	numeric	2	Updates the Charge sequence field in the Order Payment Method table. See the <i>Chg seq</i> field at the Display Order Payment Methods screen.
<b>suppress_deposit_flag</b>	alphanumeric	1	Updates the Suppress deposit field in the Order Payment Method table. Valid values are: <b>Y</b> = Suppress deposit <b>N</b> or blank = Do not suppress deposit You can review the setting of this flag at the Display Order Pay Type screen (1 of 2).
<b>suppress_refund_flag</b>	alphanumeric	1	Updates the Suppress refund field in the Order Payment Method table. Valid values are: <b>Y</b> = Suppress refund <b>N</b> or blank = Do not suppress refund You can review the setting of this flag at the Display Order Pay Type screen (1 of 2).
<b>cc_name</b>			Not currently implemented.
<b>cc_type</b>			Not currently implemented.

Message Attribute	Alpha/numeric	Positions	Comments
<b>cc_number</b>	alphanumeric	20	<p>Updates the <i>Credit card number</i> field in the Order Payment Method table; see the <i>Credit card #</i> field at the Display Order Pay Type screen (1 of 2). CWSerenade retains the case of the value passed in this field.</p> <p>Required for credit card payment methods except for Bill Me Later and On Account, or the order will be in error with a reason of Invalid Credit Card.</p> <p><b>Tokenization:</b> If you use Credit Card Tokenization, the system looks at the setting of the <a href="#">already tokenized</a> tag to determine if the number in the <i>cc_number</i> tag is the actual credit card number or a token provided by the service bureau.</p> <p><b>Encryption:</b> If you use credit card encryption, once the order is created in CWSerenade, the system encrypts the value in this field in the CWSerenade database to provide additional security of credit card data.</p>
<b>cc_exp_month</b>	numeric	2	<p>Updates the first two positions of the Expiration date field in the Order Payment Method table; see the <i>Expiration date</i> at the Display Order Pay Type screen (1 of 2). The Require expiration date flag for the pay type controls whether an expiration date is required for credit card payment methods. The expiration month passed must represent a valid month of the year; that is, it must be a number from 1 or 01 (January) to 12 (December); also the expiration month and year must not be more than 20 years in the future. If the pay type requires an expiration date and it is not passed correctly in the message, the order will be in error with a reason of CC_Expiration/Start Date.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>cc_exp_year</b>	numeric	2	Updates the second two positions of the Expiration date field in the Order Payment Method table; see the <i>Expiration date</i> at the Display Order Pay Type screen (1 of 2). The Require expiration date flag for the pay type controls whether an expiration date is required for credit card payment methods. The expiration month and year must not be more than 20 years in the future. If the pay type requires an expiration date and a valid date is not passed in the message, the order will be in error with a reason of CC Expiration/Start Date.
<b>cc_sec_value</b>			Not currently implemented.
<b>cc_sec_presence</b>			Not currently implemented.
<b>cc_iss_bank</b>	alphanumeric	10	Updates the Issuing bank field in the Order Payment Method table. This field is not currently used.
<b>defer_bill</b>	alphanumeric	1	Indicates whether to automatically apply a default payment plan if the order qualifies. Valid values are: <ul style="list-style-type: none"> <li>• <b>Y</b> = Automatically assign a payment plan to the order using the normal hierarchy; however, if there is a flexible_payment_code specified in the message, use that payment plan</li> <li>• <b>N</b> or blank = Do not assign a payment plan automatically</li> </ul>

Message Attribute	Alpha/numeric	Positions	Comments
<b>flexible_payment_code</b>	alphanumeric	5	Updates the FPO payment code field in the Order Payment Method table; this value indicates the deferral or installment details to specify for the order payment method. If this attribute specifies a valid payment plan, the system does not use the regular hierarchy to select a payment plan for the order. Used for credit card payment methods. Defined in and validated against the Flexible Payment Option table. See the Display Order Pay Type screen (2 of 2) for the flexible payment code assigned to the order. If the flexible payment code specified is not valid, the order will be in error.
<b>amt_to_charge</b>	numeric	9.2	Updates the Amount to charge field in the Order Payment Method table; see the <i>Amount to charge</i> field at the Display Order Pay Type screen (1 of 2). For a coupon/gift certificate or cash/check payment method, also updates the Amount collected field. Required if the payment method is not the only one on the order. A negative amount represents a credit against the payment method. If you do not specify an amount and there is another payment method on the order without an amount specified, the order will be in error with a reason of <i>Multiple CCs with \$0</i> . This error indicates that the order can have only one “catch-all” payment method.

Message Attribute	Alpha/numeric	Positions	Comments
<b>auth_number</b>	alphanumeric	16	<p>Used for credit card payment methods.</p> <p><b>Relate stored value card integration:</b> If you are using the Relate stored value card integration and the web order contains an approved Relate stored value card pay type, the <i>auth_number</i> attribute should contain the transaction ID received from Relate and not the authorization code received from Relate. Updates the <i>Authorization number</i> field in the Order Payment Method table; see the <i>Authorization number</i> at the Display Order Pay Type screen (1 of 2). Creates an authorization history record; see <a href="#">Creating Authorization History for Orders Authorized on the Web</a>.</p>
<b>auth_date</b>	numeric	8	<p>Updates the Authorization date field in the Order Payment Method table; see the <i>Authorization date</i> at the Display Order Pay Type screen (1 of 2).</p> <p>MMDDYYYY format. Used for credit card payment methods.</p>
<b>auth_amount</b>	numeric	9.2	<p>Updates the <i>Manual auth amount</i> field in the Order Payment Method table; see the <i>Authorization amount</i> at the Display Order Pay Type screen (1 of 2). Used for credit card payment methods.</p>
<b>gc_type</b>			Not currently implemented.

Message Attribute	Alpha/numeric	Positions	Comments
<b>gift_certificate_number</b>	numeric	7	<p>Updates the Gift cert/coupon field in the Order Payment Method table. Required if the <a href="#">payment_type</a> in the message is a coupon/credit. If this number:</p> <ul style="list-style-type: none"> <li>• Matches a record in the Coupon Redemption table, this coupon, credit or gift certificate is applied to the order as a payment method; the <i>Coupon \$</i>, if any, specified in the table updates the <i>Amount to charge</i> at the Display Order Pay Type screen (1 of 2). In this situation, the <i>amount_to_chg</i> specified in the message is ignored when creating the payment method.</li> <li>• Does not match a record in the Coupon Redemption table, the system creates a coupon or credit payment method on the order; however, the Dynamic Creation of Coupons (B21) system control value must be <b>selected</b>, or the order will be in error because of an Invalid coupon.</li> </ul>
<b>gift_certificate_amount</b>			Not currently implemented.
<b>expiration_date</b>			Not currently implemented.
<b>hold_id</b>			Not currently implemented.
<b>ar_type</b>			Not currently implemented.
<b>po_number</b>			Not currently implemented.
<b>check_number</b>	numeric	9	Updates the Check number field in the Order Payment Method table. Used for cash/check payment methods.
<b>check_amount</b>			Not currently implemented.
<b>checking_account</b>	alphanumeric	20	Updates the Checking account field in the Order Payment Method table; see the <i>Acct#</i> field at the Display Order Pay Type screen (1 of 2). Used for cash/check payment methods.

Message Attribute	Alpha/numeric	Positions	Comments
<b>routing_number</b>	numeric	9	Updates the Routing number field in the Order Payment Method table; see the <i>Routing#</i> field at the Display Order Pay Type screen (1 of 2). Used for cash/check payment methods.
<b>svc_id</b>	numeric	9	The ID number for the stored value card payment. Define an ID number only if your stored value card processor supports it. CWSerenade stores the ID number in the <i>OPM SVC ID Storage</i> field in the Order Payment Method table and includes it in the authorization request and deposit request sent for the stored value card payment. <b>Available in XML version:</b> 4.0 (release 2.5 of CWSerenade).
<b>cash_control_number</b>	numeric	5	Updates the Cash control number field in the Order Payment Method table; see the <i>Cash control #</i> at the Display Order Pay Type screen (1 of 2). Used for cash/check payment methods.
<b>start_date</b>	numeric	4	Indicates the first date when the card is effective. MMYY format. The Require start date flag for the pay type controls whether a start date is required for credit card pay types. If a start date is required and it is not provided in the message, the order will be in error with a reason of CC Expiration/Start Date. Typically used for debit card or stored value card pay types.
<b>card_issue_nbr</b>	alphanumeric	2	A sequential issue number, issued by the bank, indicating how many times the card has been replaced. The Require issue # flag for the pay type controls whether an issue number is required for credit card pay types. If an issue number is required and it is not provided in the message, the order will be in error with a reason of Invalid Card Issue#.

Message Attribute	Alpha/numeric	Positions	Comments
<b>soc_sec_nbr</b>	numeric	9	<p>Used for a Bill Me Later pay type. Because the social security number is treated here as a numeric value, it should be zero-filled if just the last four digits are included. For example, if the customer enters <b>1234</b> as the last four digits of the social security number, this attribute should be set to <b>000001234</b> in order to update the Customer Sold To BML table correctly.</p> <p>The social security number is not required if the customer already has a Bill Me Later account number, as shown at the Display Customer Order History screen. However, if the customer does not already have a Bill Me Later account and the last four digits of the social security number are not provided, the order will be in error with a reason of Invalid social security number. The system updates the Customer Sold To BML table with the social security number provided, so this information will be available when you send the order out for authorization.</p>
<b>bml_version</b>	numeric	5	Used as the terms and conditions (T&C) code when creating an account for a customer with a Bill Me Later payment method. If a T&C code is not included in the message, the system uses the BML T&C version (web site) specified for the Bill Me Later pay type. The terms and conditions code should be zero-filled in order to update the Customer Sold To BML table correctly. For example, a terms and conditions code of 123 should be passed as a bml_version of <b>00123</b> .

Message Attribute	Alpha/numeric	Positions	Comments
<b>birthdate</b>	numeric	8	<p>Used for a Bill Me Later pay type. MMDDYYYY format. The date of birth should be zero-filled in order to update the Customer Sold To BML table correctly. For example, if the customer's date of birth is August 25, 1953, the birth date should be <b>08251953</b>.</p> <p>The date of birth is not required if the customer already has a Bill Me Later account number, as shown at the Display Customer Order History screen. However, if the customer does not already have a Bill Me Later account and the date of birth is not provided, the order will be in error with a reason of Invalid date of birth.</p> <p>The system updates the Customer Sold To BML table with the birth date provided, so this information will be available when you send the order out for authorization.</p>
<b>authentication_value</b>	alpha	40	<p>A code received from an authentication service, such as Visa's Verified by Visa program or MasterCard's SecureCode program, indicating whether the card authentication password the cardholder provided was approved for the credit card.</p> <p>Updates the <i>Authentication value</i> field in the Order Payment Method table.</p>

Message Attribute	Alpha/ numeric	Positions	Comments
<b>ecommerce_indicator</b>	alpha	4	<p>Represents either:</p> <ul style="list-style-type: none"> <li>• An electronic commerce indicator code, received from an authentication service such as Visa's Verified by Visa program or MasterCard's SecureCode program, indicating the level of security provided for a credit card transaction placed over the internet.</li> <li>• A value indicating if the order was placed on a web storefront. Valid values are:           <ul style="list-style-type: none"> <li>• <b>YES</b> = The order was placed over the web storefront.</li> <li>• <b>NO</b> = The order was not placed over the web storefront.</li> </ul> </li> </ul> <p>Updates the <i>Ecomm Indic</i> field in the Order Payment Method table.</p>
<b>cc_last_four</b>	numeric	4	<p>The last four digits of the credit card number in order to verify the card with the customer.</p> <p>Updates the <i>CC Last 4</i> field in the Order Payment Method table. If this value is not passed, the system updates the <i>CC Last 4</i> field with the last four digits of the <a href="#"><u>cc_number</u></a>.</p> <p><b>Available in XML version:</b> 4.0 (release 2.5 of CWSerenade).</p>

Message Attribute	Alpha/numeric	Positions	Comments
already_tokenized	alphanumeric	1	<p>Indicates whether the number in the <a href="#">cc_number</a> tag is a token.</p> <p><b>Y</b> = The number in the <a href="#">cc_number</a> tag is a token and not the actual credit card number.</p> <p><b>N</b> or blank = The number in the <a href="#">cc_number</a> tag is the actual credit card number. If the <i>Use Credit Card Tokenization (L18)</i> system control value is <b>selected</b>, the <i>Request token</i> field for the service bureau defined for the pay type is <b>selected</b>, the system performs credit card tokenization when CWSerenade receives the web order. Updates the <i>Tokenized</i> field in the Order Payment Method table.</p> <p><b>Available in XML version:</b> 4.0 (release 2.5 of CWSerenade).</p>
cc_bin_nbr	alphanumeric	6	<p>The first six digits of the actual credit card number in order to perform Level II and III discounting on the card during deposit processing.</p> <p>Updates the <i>Bin</i> field in the Order Payment Method table if the credit card number is replaced with a token (the <i>Tokenized</i> field for the Order Payment Method record is <b>Y</b>; otherwise, the system does not store the bin number. If this value is not passed and the credit card number is replaced with a token, the system updates the <i>Bin</i> with the first 6 positions of the <a href="#">cc_number</a>.</p> <p><b>Available in XML version:</b> 5.0 (release 3.0 of CWSerenade).</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>transaction_id</b>	alphanumeric	40	<p>The transaction ID, or reference number, associated with the authorization defined for the credit card payment. If a transaction ID and authorization number are defined for a credit card payment, the system creates an authorization history record for the payment when the web order is successfully created in CWSerenade; you can review authorization history on the Display Authorization History screen in Order Inquiry. See <a href="#">Creating Authorization History for Orders Authorized on the Web</a>.</p> <p>Updates the <i>Transaction ID</i> in the Authorization History table.</p> <p><b>Available in XML version:</b> 5.0 (release 3.0 of CWSerenade).</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>vendor_response</b>	alphanumeric	10	<p>The authorization response code received from the authorization service for the credit card payment method. If a vendor response and authorization number are defined for a credit card payment, the system creates an authorization history record for the payment when the web order is successfully created in CWSerenade; you can review authorization history on the Display Authorization History screen in Order Inquiry. See <a href="#">Creating Authorization History for Orders Authorized on the Web</a>.</p> <p>The system looks at the Credit Card Vendor Response table to find a match to the authorization response code from the authorization service. If the authorization response is associated with a hold reason, the system:</p> <ul style="list-style-type: none"> <li>• places the order on <b>AT Declined Credit Card</b> hold.</li> <li>• places the credit card payment method on the hold reason defined in the CC Vendor Response table. If the response does not exist in the CC Vendor Response table, the system places the payment method on <b>AV Invalid Response Code</b> hold.</li> <li>• if the credit card is approved, but is placed on AVS or CID hold, updates the status of the authorization history record to <b>O Authorized But Not Used</b>.</li> </ul>

Message Attribute	Alpha/numeric	Positions	Comments
			<p>If an entity dollar limit by item class or postal code is defined for the response code, the system:</p> <ul style="list-style-type: none"> <li>• places the order on hold using the hold reason defined for the entity dollar limit if the authorization amount exceeds the dollar limit. See <i>Vendor Response Processing</i> above for the updates the system performs.</li> <li>• releases the order from AVS hold if the authorization amount is less than the dollar limit.</li> </ul> <p><b>Note:</b> CWSerenade does not validate that the response code is a valid response for the authorization service defined for the credit card payment method.</p> <p>Updates <i>AUH vendor response</i> in the Authorization History table.</p> <p><b>Available in XML version:</b> 6.0 (release 3.5 of CWSerenade).</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>avs_response</b>	alphanumeric	10	<p>The address verification response code received from the authorization service for the credit card payment method. If a vendor response, AVS response, and authorization number are defined for a credit card payment, the system creates an authorization history record for the payment when the web order is successfully created in CWSerenade; you can review authorization history on the Display Authorization History screen in Order Inquiry. See <a href="#">Creating Authorization History for Orders Authorized on the Web</a>.</p> <p>The system looks at the Credit Card Vendor Response table to find a match to the AVS response code from the authorization service. If the AVS response is associated with a hold reason, the system:</p> <ul style="list-style-type: none"> <li>• places the order on <b>AT Declined Credit Card</b> hold.</li> <li>• places the credit card payment method on the hold reason defined in the CC Vendor Response table. If the response does not exist in the CC Vendor Response table, the system places the payment method on <b>AV Invalid Response Code</b> hold.</li> <li>• if the credit card is approved, but is placed on AVS or CID hold, updates the status of the authorization history record to <b>O Authorized But Not Used</b>.</li> </ul>

Message Attribute	Alpha/numeric	Positions	Comments
			<p>If an entity dollar limit by item class or postal code is defined for the response code, the system:</p> <ul style="list-style-type: none"> <li>• places the order on hold using the hold reason defined for the entity dollar limit if the authorization amount exceeds the dollar limit. See <i>Vendor Response Processing</i> above for the updates the system performs.</li> <li>• releases the order from AVS hold if the authorization amount is less than the dollar limit.</li> </ul> <p><b>Note:</b> CWSerenade does not validate that the response code is a valid response for the authorization service defined for the credit card payment method.</p> <p>Updates <i>AUH AVS response</i> in the Authorization History table.</p> <p><b>Available in XML version:</b> 6.0 (release 3.5 of CWSerenade).</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>cid_response</b>	alphanumeric	10	<p>The credit card identification response code received from the authorization service for the credit card payment method.</p> <p>If a vendor response, CID response, and authorization number are defined for a credit card payment, the system creates an authorization history record for the payment when the web order is successfully created in CWSerenade; you can review authorization history on the Display Authorization History screen in Order Inquiry. See <a href="#">Creating Authorization History for Orders Authorized on the Web</a>.</p> <p>The system looks at the Credit Card Vendor Response table to find a match to the AVS response code from the authorization service. If the AVS response is associated with a hold reason, the system:</p> <ul style="list-style-type: none"> <li>• places the order on <b>AT Declined Credit Card hold</b>.</li> <li>• places the credit card payment method on the hold reason defined in the CC Vendor Response table. If the response does not exist in the CC Vendor Response table, the system places the payment method on <b>AV Invalid Response Code hold</b>.</li> <li>• if the credit card is approved, but is placed on AVS or CID hold, updates the status of the authorization history record to <b>O Authorized But Not Used</b>.</li> </ul>

Message Attribute	Alpha/numeric	Positions	Comments
			<p>If an entity dollar limit by item class or postal code is defined for the response code, the system:</p> <ul style="list-style-type: none"> <li>• places the order on hold using the hold reason defined for the entity dollar limit if the authorization amount exceeds the dollar limit. See <i>Vendor Response Processing</i> above for the updates the system performs.</li> <li>• releases the order from AVS hold if the authorization amount is less than the dollar limit.</li> </ul> <p><b>Note:</b> CWSerenade does not validate that the response code is a valid response for the authorization service defined for the credit card payment method.</p> <p><b>Available in XML version:</b> 6.0 (release 3.5 of CWSerenade).</p>
<b>ShipTo</b> The ShipTos element can include one or more ShipTo elements. At least one ship to is required.			

Message Attribute	Alpha/numeric	Positions	Comments
<b>arrival_date</b>	numeric	8	<p>The date when the customer wants to receive the order. MMDDYYYY format. You can enter a future date to ship the order at a later date.</p> <p>If the message does not provide a date or if the date is invalid, the system uses the current date.</p> <p><b>Note:</b> The system allows you to pass an arrival date earlier than the order date.</p> <p><b>Influence on Reservation</b></p> <p>The arrival date on the order controls whether inventory is reserved for each order detail line. The system uses this calculation: arrival date - reservation lead days (B27) = reservation date.</p> <p>The system will not reserve inventory if the system calculated date is greater than today's date. This is considered a future order. The system identifies each item on the order as a future order line and assigns a backorder status to each item.</p> <p><b>Note:</b> If the Reservation Lead Days (B27) system control value is 0, the system does not calculate whether the order is a future order and reserves inventory for the lines on the order.</p> <p>Updates the Arrival date in the Order Ship To table; see the <i>Arrival date</i> at the Display Order Properties screen.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>cancel_bo</b>	alphanumeric	1	<p>Updates the <i>Cancel BO?</i> field in the Order Ship To table. Defaults to <b>N</b> if this value is not set to <b>Y</b>. If this field is selected, any unshipped line on an order will be canceled during billing using the <i>Auto Soldout Cancel Reason (C20)</i>, provided this system control value specifies a valid cancel reason code.</p> <p><b>Note:</b> If you do not pass a value in the <i>cancel_bo</i> attribute and the <i>Auto Cancel B/O</i> field for the sold to customer is selected, the system updates the <i>Cancel BO?</i> field in the Order Ship To table to <b>Y</b>. However, if you pass <b>N</b> in the <i>cancel_bo</i> attribute and the <i>Auto Cancel B/O</i> field for the sold to customer is selected, the system updates the <i>Cancel BO?</i> field in the Order Ship To table to <b>N</b>.</p>
<b>cancel_bo_date</b>	numeric	8	Updates the Cancel date field in the Order Ship To table. Uses a date in the past if provided in the message; otherwise, if the message does not provide a date or if the date is invalid, leaves the cancel date blank. If the cancel date has already passed, the order will be in error. MMDDYYYY format.
<b>contact_name</b>	alphanumeric	30	Updates the Contact name field in the Order Ship To table.
<b>fedex_number</b>	alphanumeric	10	Updates the Federal express # field in the Order Ship To table

Message Attribute	Alpha/numeric	Positions	Comments
freight	numeric	7.2	<p>A flat freight fee for the order ship to. This fee will be used as the shipping charge on the order, regardless of any system-calculated freight charges. Updates <i>Freight</i> in the Order Ship To table, and sets the <i>Freight override?</i> flag to <b>Y</b>. Use the <a href="#">freight tax amount</a> attribute to define the tax override amount on freight.</p> <p><b>Note:</b> If a freight override exists, the system does not apply any additional freight, item charges, weight charges, or service charges to the order.</p>
freight_tax_amount	numeric	7.2	<p>The tax override amount on freight. If an override amount is passed, the system does not calculate tax on freight.</p> <p><b>Note:</b> Used only if a freight override amount is passed in the <a href="#">freight</a> attribute. Updates <i>OST Freight tax override</i> in the Order Ship To table.</p> <p>The system uses the freight tax amount to calculate the tax rate for the freight override using the following calculation:  <math display="block">(\text{freight override amount} / \text{freight tax override}) \times 100 = \text{freight tax rate}</math> </p> <p>The system stores the tax rate for the freight override in the <i>OST Freight tax rate</i> field in the Order Ship To table; the system uses the freight tax rate during return and cancellation processing to determine the amount of tax on freight that should be returned or deducted during cancellation.</p> <p>No freight tax amount will be charged for the order if you pass the <i>freight_tax_amount</i> as <b>0.00</b> or blank and enter <b>Y</b> in the <a href="#">freight tax override</a> attribute.</p> <p><b>Available in XML version:</b> 6.0 (release 3.5 of CWSerenade).</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>freight_tax_override</b>	alpha	1	<p>If set to <b>Y</b> and you pass the <a href="#">freight_tax_amount</a> as <b>0.00</b> or blank, no freight tax amount will be charged for the order. The system also updates the <i>Freight Tax Override</i> Y/N field in the Order Ship To table to <b>Y</b>. If any other value is passed, the order API uses the amount, if any, passed in the <a href="#">freight_tax_amount</a> as the tax override amount on freight.</p> <p><b>Available in XML version:</b> 6.0 (release 3.5 of CWSerenade).</p>
<b>shipping_method</b>	numeric	2	<p>Updates the VIA ship via code in the Order Ship To table. The ship via must be eligible to ship the items on the order. Ship via codes are defined in and validated against the Ship Via table. If the shipping address on the order qualifies for van delivery, the system defaults the ship via code defined in the <i>Default Van Delivery Ship Via (L07)</i> system control value to the order header. If you define the van delivery ship via in this attribute, the system validates that the shipping address on the order qualifies for van delivery and that the <a href="#">ship_to_warehouse</a> is either blank or contains the <i>Reserve warehouse</i> defined for the shipping address.</p> <p>If no shipping method is specified here and the shipping address on the order does not qualify for van delivery, the system uses the Default Ship Via (A77) from the System Control table. If this ship via matches the Best Way Ship Via for Auto-Assignment (J67), then the system automatically assigns the “best way” ship via with the lowest overall shipping charges to the order.</p>

Message Attribute	Alpha/numeric	Positions	Comments
			<b>SCF/ship via validation:</b> The <i>Perform ship via edit?</i> flag for the country controls whether to validate the SCF and ship via on an order or order line against the SCF Ship Via table.
<b>gift</b>	alphanumeric	1	Updates the Gift order flag in the Order Ship To table. Defaults to <b>N</b> if this value is not set to <b>Y</b> .
<b>tax_exempt</b>	alpha	1	<p>Allows you to pass exemption/resale information for the order ship to, regardless of the tax status of the sold to customer on the order.</p> <ul style="list-style-type: none"> <li><b>E</b> = Exempt. Indicates that the order ship to is considered tax-exempt. A tax-exempt certificate number is required in the <a href="#">resale_exempt_id</a> attribute if an exempt certificate is not defined for the sold to customer; otherwise, the system ignores the setting of this attribute. The system does not calculate standard tax or VAT, if applicable, on the order ship to.</li> <li><b>R</b> = Resale. Indicates that the order qualifies as a reseller. A reseller is a person or company who purchases goods to sell to someone else. A reseller certificate number is required in the <a href="#">resale_exempt_id</a> attribute if an exempt certificate is not defined for the sold to customer; otherwise, the system ignores the setting of this attribute. The system does not calculate standard tax or VAT, if applicable, on the order ship to.</li> <li>Blank or any other value= Use existing logic to determine whether the purchases for the order ship to are taxed, and if they are, how to calculate tax.</li> </ul> <p>Updates <i>Tax code</i> in the Order Ship To table.</p>

Message Attribute	Alpha/numeric	Positions	Comments
			<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>The exemption/resale information you pass applies to the order ship to only; the system does not update the customer sold to with the exemption/resale information.</li> <li>If the sold to customer on the order is tax exempt (the <i>Tax exempt</i> field is set to either <b>Exempt</b> or <b>Resale</b> for the sold to customer) and you do not pass a <i>tax_exempt</i> code, the system places the order in error: Invalid Tax Code. Tax Code Required.</li> <li>If you pass a freight override and freight tax override in the <a href="#"><u>freight</u></a> and <a href="#"><u>freight_tax_amount</u></a> attributes, the system applies tax and freight charges to the order, regardless of whether the sold to customer or order is exempt from tax.</li> </ul> <p><b>Available in XML version:</b> 6.0 (release 3.5 of CWSerenade).</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>resale_exempt_id</b>	alphanumeric	15	<p>The resale or exempt certificate number. Used if the sold to customer is tax exempt (the <i>Tax exempt</i> field is set to either <b>Exempt</b> or <b>Resale</b> for the sold to customer) or if you pass <b>E</b> (Exempt) or <b>R</b> (Resale) in the <a href="#">tax_exempt</a> attribute.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• The exemption/resale information you pass applies to the order ship to only; the system does not update the customer sold to with the exemption/resale information.</li> <li>• If the sold to customer on the order is tax exempt (the <i>Tax exempt</i> field is set to either <b>Exempt</b> or <b>Resale</b> for the sold to customer) and you do not pass a <i>tax_exempt</i> code, the system places the order in error: Invalid Tax Code. Tax Code Required.</li> <li>• If you pass a freight override and freight tax override in the <a href="#">freight</a> and <a href="#">freight_tax_amount</a> attributes, the system applies tax and freight charges to the order, regardless of whether the sold to customer or order is exempt from tax.</li> </ul> <p>Updates the <i>Resale/exempt #</i> in the Order Ship To table.</p>
<b>ship_complete</b>	alphanumeric	1	Updates the <i>Ship complete?</i> field in the Order Ship To table. Defaults to <b>N</b> if this value is not set to <b>Y</b> .
<b>priority</b>	numeric	1	Updates the <i>Priority</i> field in the Order Ship To table. If no priority is passed in the message, this field defaults from the source code.

Message Attribute	Alpha/numeric	Positions	Comments
<b>calc_frt</b>	alphanumeric	1	<p>Updates the Calculate freight flag for the order ship-to.</p> <p>Valid values are:</p> <ul style="list-style-type: none"> <li>• blank or <b>Y</b> = calculate freight using the regular calculation</li> <li>• <b>N</b> = do not calculate freight (no freight will be added)</li> </ul>
<b>discount_pct</b>	numeric	5.2	<p>Updates the <i>Discount %</i> field in the Order Ship To table. If a discount percentage is specified here, the system applies it to item prices in addition to other discounts that might apply, such as a <i>Price discount %</i> specified for the customer or a <i>Discount %</i> for the source code.</p>
<b>customer_ship_to_number</b>	numeric	9	<p>Updates the CST customer # field in the Order Ship To table. Complete this attribute only when the order is shipping to:</p> <ul style="list-style-type: none"> <li>• another customer sold-to, different from the customer who places the order, who receives all or part of the order (recipient customer). In this situation, the <a href="#"><u>ship_to_type</u></a> is <b>2</b>; or,</li> <li>• a permanent ship-to address for the customer. In this situation, the <a href="#"><u>ship_to_type</u></a> is <b>3</b>, and this number should identify the sold-to customer number for the order.</li> </ul>

Message Attribute	Alpha/numeric	Positions	Comments
<b>ship_to_type</b>	alphanumeric	1	<p>Indicates the type of shipping address to use for the order.</p> <p>Valid values are:</p> <ul style="list-style-type: none"> <li>• <b>1</b> = order-level shipping address</li> <li>• <b>2</b> = recipient customer sold-to, indicate with the <a href="#">customer ship to number</a></li> <li>• <b>3</b> = permanent ship-to, indicated with the <a href="#">permanent ship to number</a>; in this case, the <a href="#">customer ship to number</a> should match the sold-to customer</li> <li>• blank = use the shipping address of the sold-to customer on the order</li> </ul> <p>If no ship_to_type is specified and there is an alternate shipping address in the message, the Default Recipient Type for E-Commerce Orders (H33) defaults. See <a href="#">Creating or Selecting Shipping Addresses or Customers</a> for an overview.</p>
			<p>Use the following attributes if the shipping address is different from the sold-to customer. The system uses the ship_to_name and address attributes listed below to:</p> <ul style="list-style-type: none"> <li>• match to an existing sold-to or permanent ship-to customer, or</li> <li>• create a new sold-to or permanent ship-to customer</li> </ul> <p>See <a href="#">Creating or Selecting Shipping Addresses or Customers</a> for an overview.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• If you are creating a new sold-to or permanent ship-to customer and the name and address information specified in the message does not represent a complete, valid name and address, the order will be in error. Also, the order will be in error if the information in the message represents an existing sold-to or permanent ship-to customer whose name and address is currently invalid.</li> </ul>
<b>ship_to_prefix</b>	alphanumeric	3	<p>Validate Prefix (I27) system control value is <b>selected</b>, the prefix is validated against the Prefix table. See the <a href="#">sold to prefix</a> for more information.</p> <p>Otherwise, if the system control value is not selected, a prefix that exceeds the field length of three positions is truncated.</p>
<b>ship_to_fname</b>	alphanumeric	15	
<b>ship_to_initial</b>	alphanumeric	1	

Message Attribute	Alpha/numeric	Positions	Comments
<b>ship_to_lname</b>	alphanumeric	25	
<b>ship_to_suffix</b>	alphanumeric	3	
<b>ship_to_company</b>	alphanumeric	30	
<b>ship_to_address1</b>	alphanumeric	32	
<b>ship_to_address2</b>	alphanumeric	32	
<b>ship_to_address3</b>	alphanumeric	32	
<b>ship_to_address4</b>	alphanumeric	32	
<b>ship_to_apartment</b>	alphanumeric	10	
<b>ship_to_city</b>	alphanumeric	25	
<b>ship_to_state</b>	alphanumeric	2	Required only if the <i>Require state?</i> flag is selected for the country.
<b>ship_to_zip</b>	alphanumeric	10	Required only if the <i>Require postal code?</i> flag is selected for the country.
<b>ship_to_county</b>	alphanumeric	3	Required if a ship-to address is provided.
<b>ship_to_email</b>	alphanumeric	50	If the email address is not properly formatted, the order will be in error. Case: The email address is always saved in lowercase; for example, if the <b>ship_to_email</b> is <b>JSMITH@FUNMAIL.COM</b> , the system saves it as <b>jsmith@funmail.com</b> .
<b>ship_to_buss</b>	alphanumeric	1	Valid values are: <ul style="list-style-type: none"><li>• <b>B</b> = business</li><li>• <b>R</b> = residence</li></ul>

Message Attribute	Alpha/numeric	Positions	Comments
<b>ship_to_day_phone</b>	alphanumeric	14	The phone numbers, if provided, should be unformatted; or, if it is formatted, it should be correctly formatted based on the phone number formatting specified for the customer's country to create, match, or update the customer correctly. The third number is displayed on screens and reports as the fax or mobile number, based on the setting of the Third Phone Number Type (L53) system control value.
<b>ship_to_evening_phone</b>	alphanumeric		<b>Updating the one-time ship-to address:</b> If the <a href="#">ship_to_type</a> is 1, indicating to create a one-time ship-to address, the phone number for the one-time ship-to address is derived from the <i>ship_to_day_phone</i> , if it is provided in the message; otherwise, the one-time ship-to phone number is from the <i>ship_to_evening_phone</i> . The <i>ship_to_fax_phone</i> does not update the one-time ship-to address, even if it is the only phone number provided for the ship-to address.
<b>email_gc</b>	alphanumeric		Updates the <i>Email gift certificate</i> field in the Order Ship To table. Defaults to blank if this value is not set to Y.
<b>permanent_ship_to_number</b>	numeric	3	Used for <i>ship_to_type</i> 3 to identify the permanent shipping address to use. In this case, the <a href="#">customer_ship_to_number</a> should indicate the sold-to customer on the order. See <a href="#">Creating or Selecting Shipping Addresses or Customers</a> .

Message Attribute	Alpha/numeric	Positions	Comments
<b>ship_to_warehouse</b>	numeric	3	<p>The warehouse used to ship the entire ship-to order; this warehouse code defaults to the order header. Leave blank if you want the system to select the warehouse.</p> <p><b>Warehouse Default Hierarchy for the Ship-To</b></p> <ol style="list-style-type: none"> <li>1. Use the <i>ship_to_warehouse</i> attribute in the CWOrderIn message. Overrides all warehouse codes except those entered for an individual order line.</li> <li>2. Use the <i>Reserve warehouse</i> from the shipping address on the order if it qualifies for van delivery.</li> <li>3. Use the non-allocatable warehouse from the order type on the order if the <i>Reserve from Non-Allocatable Warehouse (J25)</i> system control value is <b>selected</b>.</li> <li>4. Leave the <i>Warehouse</i> field on the order header blank.</li> </ol> <p>Updates the warehouse for the order ship to. Defined in and validated against the Warehouse table.</p>
<b>ship_to_po_number</b>	alphanumeric	15	<p>Updates the Purchase order # field in the Order Ship To table. If the Verify Duplicate PO Numbers for A/R Orders (D80) system control value is <b>selected</b> and the purchase order number is a duplicate, the order will be in error with a reason of <i>Duplicate PO#</i>. Also, if the PO Required for A/R Orders (D79) system control value is <b>selected</b> and no purchase order number is specified, the order will be in error with a reason of <i>Missing PO#-Req for A/R</i>.</p>
<b>gift_message</b>	N/A	N/A	Not currently implemented.

Message Attribute	Alpha/numeric	Positions	Comments
<b>promotion</b>	alphanumeric	7	<p>If the <i>Allow Manual Entry of Promotion Code</i> (I63) system control value is:</p> <ul style="list-style-type: none"> <li>• <b>selected</b>: the promotion listed here is applied to the order, provided the order qualifies, the promotion's <i>Required entry</i> flag is <b>selected</b>, and there is not another promotion of the same type that comes before this promotion in the hierarchy. If a promotion is specified and the order does not qualify for it, the system continues creating the order and writes an order history message such as: Promotion (ADDFRT) not applied. However, if a promotion code specified in the message does not actually exist, the order will be in error with a reason of <i>Invalid Promotion Code</i>. Also, additional promotions whose <i>Required entry</i> flag are unselected might also apply to the order.</li> <li>• <b>unselected</b>: the system ignores any promotion code passed and determines which promotions, if any, to apply to the order based on the hierarchy based on the setting of the <i>Best Way Promotions</i> (K44) system control value.</li> </ul> <p><b>Note:</b> You can use this promotion attribute to apply a promotion to the order, or you can use the <a href="#">Promotion</a> element to apply one or more promotions.</p>
<b>store_code</b>	alphanumeric	12	<p>The store code where the customer wants to pick up a ship-to-store or store pickup order. Must be a valid store code identifying a store location; see below for more information on validation of the <code>store_code</code> and the <code>delivery_type</code>. The name and address from the Store Cross Reference record defaults as the ship-to address for the order.</p> <p><b>Available in XML version:</b> 4.0 (release 2.5 of CWSerenade).</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>delivery_type</b>	alphanumeric	1	<p>A setting of <b>P</b> identifies a store pickup order, and a setting of <b>S</b> identifies a ship-to-store order. Not included for any other type of order; see below for more information on validation of the <code>store_code</code> and the <code>delivery_type</code>. Errors:</p> <ul style="list-style-type: none"> <li>For a store pickup order, the customer must have an email address with its opt-in/out flag set to either O1 (all emails) or O2 (order-related emails) or the order will be in error with a reason of <code>Email Missing/Ineligible</code>.</li> <li>If the Payment at POS for Ship to Store (L60) system control value is selected, this is a ship-to-store order, the order type does not match the <i>Order Type for Special Orders (L15)</i> system control value, and the order includes a payment method that is not a credit card with a <i>Card type</i> of <b>Credit</b>, the order will be in error with a reason of <code>Non-CC on Ship To Store</code>.</li> </ul> <p><b>Available in XML version:</b> 5.0 (release 3.0 of CWSerenade).</p>
<b>Validation of the <code>store_code</code> and <code>delivery_type</code>:</b>			<ul style="list-style-type: none"> <li>If the <code>delivery_type</code> is <b>S</b> (ship-to-store) or <b>P</b> (store pickup) and the <code>store_code</code> is a valid store, creates a ship-to-store or store pickup order.</li> <li>If the <code>delivery_type</code> is anything but <b>S</b> or <b>P</b> or is not included, or if there is a <code>delivery_type</code> but no <code>store_code</code>, creates a regular order with no error (assuming no other problems with the order).</li> <li>If the <code>delivery_type</code> is <b>S</b> or <b>P</b> and there is not a valid <code>store_code</code>, puts the order in error; however, you can correct the order in batch order entry and when you accept the batch, the order is created correctly. (To correct, select a store for a ship-to-store order, or do a store pickup search for a store pickup order.)</li> </ul>
<b>alternate_ship_to_id</b>	N/A	N/A	Not currently implemented.

Message Attribute	Alpha/numeric	Positions	Comments
<b>add_chg_coun t</b>	N/A	N/A	Not currently implemented.
<b>AdditionalCharge</b>			
The AdditionalCharges element, if provided, can include one or more AdditionalCharge elements.			
<b>additional_cha rge_seq_nbr</b>	numeric	3	Not currently implemented.
<b>additional_charge_code</b>	alphanumeric	2	Updates the Add'l chg code in the Order Additional Charge table. Not validated against the Additional Charge table.
<b>additional_cha rge_amount</b>	numeric	7.2	Updates the Add'l charges field in the Order Additional Charge table. <b>Note:</b> If no additional_charge_amount is passed in the message and there is a <i>Default charge amount</i> specified for the additional charge code, the default charge applies.
<b>Ord_Msg</b>			
The Ord_Msgs element, if provided, can include one or more Ord_Msg elements.			
<b>Note:</b> You can include up to 250 order message lines.			
<b>ord_msg_text</b>	alphanumeric	60	Updates the Message field in the Order Message table. Saved in the upper and lowercase if that is how the text is passed in the inbound message. Messages longer than 60 positions are truncated. <b>Note:</b> The <i>User</i> displayed for the message is the first six positions of the <a href="#">entered_by_user</a> .
<b>ord_msg_code</b>	alphanumeric	1	Updates the Print? flag in the Order Message table. <b>Note:</b> If the value specified here is not a valid value for the <i>Print</i> flag, or if no value is specified here, the message is still created, but the <i>Print</i> flag is set to blank (which is the same as <b>N</b> or do not print).

Message Attribute	Alpha/ numeric	Positions	Comments
<b>Promotion</b>			
If the <i>Allow Manual Entry of Promotion Code</i> ( <i>I63</i> ) system control value is:			
<ul style="list-style-type: none"> <li>• <b>selected</b>: the promotions listed here are applied to the order, provided the order qualifies, the promotion's <i>Required entry</i> flag is <b>selected</b>, and there is not another promotion of the same type that comes before this promotion in the hierarchy. If a promotion is specified and the order does not qualify for it, the system continues creating the order and writes an order history message such as: <i>Promotion (ADDFRT) not applied</i>. However, if a promotion code specified in the message does not actually exist, the order will be in error with a reason of <i>Invalid Promotion Code</i>. Also, additional promotions whose <i>Required entry</i> flag is unselected might also apply to the order.</li> <li>• <b>unselected</b>: the system ignores any promotion code passed and uses its regular hierarchy in determining which promotions, if any, to apply to the order.</li> </ul>			
<b>Note:</b> You can use this promotion attribute to apply one or more promotions to an order, or use the <a href="#">promotion</a> attribute to apply a single promotion to the order.			
<b>Available in XML version:</b> 3.0 (release 2.0 of CWSerenade).			
<b>promotion_code</b>	alphanumeric	7	The promotion code to apply to the order. See the description of the <i>Promotion</i> element, above, for more information.
<b>Certificate</b>			
Certificates are coupons provided by the Rewards system that a sold to customer who is enrolled in the Rewards membership program can apply to an order. The setting of the <i>Rewards Certificates Pay Type</i> ( <i>L54</i> ) system control value controls whether the system applies the certificates to the order as order payments or as a pro-rated merchandise discount.			
<b>Available in XML version:</b> 4.0 (release 2.5 of CWSerenade).			
<b>certificate_number</b>	alphanumeric	40	The certificate number to apply to the order. Updates the <i>Certificate #</i> field in the Order Rewards Certificate table.
<b>certificate_amount</b>	numeric	7.2	The dollar amount of the certificate to apply to the order. Updates the <i>Certificate amount</i> field in the Order Rewards Certificate table.
<b>transaction_id</b>	alphanumeric	40	The transaction ID returned by the Rewards system, authorizing the certificate as a discount for the order. Updates the <i>Transaction #</i> field in the Order Rewards Certificate table.

Message Attribute	Alpha/numeric	Positions	Comments
<b>Item</b>			
The Items element can include one or more Item elements. At least item is required.			
<b>Note:</b> To create an order that includes a set or continuity item, the message should include the master set or continuity item only. The set or continuity will be "exploded" once the order is created, and all of the component items will be added to the order.			
<b>drop_ship</b>	alphanumeric	1	If the item is not flagged as <i>Drop ship</i> in the Item table: enter <b>D</b> to update the <i>Drop ship</i> flag field in the Order Detail table. Flagging the item as a drop ship on the order prevents it from reserving, even if you have inventory available, and prevents the system from submitting the order line as a brokered backorder to Locate. If the item is flagged as <i>Drop ship</i> in the Item table: enter <b>O</b> to override the order line to exclude it from drop ship processing and fulfill it from your warehouse.
<b>no_charge</b>	alphanumeric	1	Updates the <i>No charge</i> field in the Order Detail table. If this flag is set to <b>Y</b> , the order detail line will be "no charge"; otherwise, regular pricing applies. A <a href="#">prc_ovr_rsn</a> is required for a no-charge order line.
<b>affect_inventory</b>	alphanumeric	1	Updates the Affect inventory? field in the Order Detail table. Valid values: <ul style="list-style-type: none"><li>• <b>Y</b> or blank = Update inventory. If this is an express-bill order and the item does not exist in the <a href="#">line_warehouse</a> specified, the order will be in error. If this is an express-bill order and the item exists in the <a href="#">line_warehouse</a> and <a href="#">location</a>, but there is no inventory available, the system creates an inventory transaction (<b>WITE</b>) error.</li><li>• <b>N</b> = Do not update inventory. The system does not perform an inventory transaction and does not create an inventory transaction error.</li></ul>

Message Attribute	Alpha/ numeric	Positions	Comments
line_arrival_date	numeric	8	<p>The date when the customer wants to receive the item. MMDDYYYY format. You can enter a future date to ship the item at a later date.</p> <p>If the message does not provide a date or if the date is invalid, the system uses the current date.</p> <p><b>Note:</b> The system allows you to pass an arrival date earlier than the order date.</p> <p><b>Influence on Reservation</b></p> <p>The arrival date on the order line controls whether inventory is reserved for the line. The system uses this calculation: arrival date - reservation lead days (B27) = reservation date.</p> <p>The system will not reserve inventory if the system calculated date is greater than today's date. This is considered a future order line. The system identifies the item on the order as a future order line and assigns a backorder status to the item.</p> <p><b>Note:</b> If the Reservation Lead Days (B27) system control value is 0, the system does not calculate whether the order line is a future order line and reserves inventory for the line on the order.</p> <p>Updates the Arrival date field in the Order Detail table.</p>
line_cancel_date	numeric	8	<p>Updates the Cancel date field in the Order Detail table. Uses a date in the past if provided in the message; otherwise, if the message does not provide a date or if the date is invalid, leaves the line cancel date blank.</p> <p>MMDDYYYY format.</p>
cord_group	numeric	3	Updates the Coordinate group field in the Order Detail table.

Message Attribute	Alpha/numeric	Positions	Comments
<b>actual_price</b>	numeric	7.2	Updates the Price field in the Order Detail table if a <a href="#">prc_ovr_rsn</a> is specified and the price_override flag is set to Y.
<b>prc_ovr_rsn</b>	alphanumeric	1	<p>Updates the Price Override Code field in the Order Detail table and the <a href="#">actual_price</a> is used if the price_override attribute is set to Y. If the price override reason code specified here is not valid, the system uses the Price Override Reason for E-Commerce (G73), if any, or the Default Price Override Reason (B35); however, if no price override reason code is passed in the message, the system does not override the price on the order detail line, even if an actual_price is specified.</p> <p><b>Price table override:</b> If the order uses price table pricing, no actual_price is specified for the item in the message, and the prc_ovr_rsn matches the <i>Price Table Level Override Code (E05)</i>, then the order API applies the best price level available to the order line.</p>

Message Attribute	Alpha/numeric	Positions	Comments
			<p><b>Quantity price matrix:</b> If the order uses quantity price matrix pricing and no actual_price is specified for the item in the message, then the order API uses the Quantity Price Matrix price hierarchy to apply a quantity price matrix price to the order line. If the item on the order line qualifies for a Quantity Price Matrix customer special, the system applies the discount price to the order line and assigns the Price Override Reason for Price Matrix Customer Specials (K42) to the order line during end of order pricing.</p> <p><b>Note:</b> Do not use the Price Override Reason for Price Matrix Customer Specials (K42) as the override reason code for any manually entered price that you define in the actual_price.</p> <p><b>Order history message:</b> Unlike interactive order entry, the order API does not write an order history message when the price is explicitly (rather than automatically) overridden.</p>
<b>quantity</b>	numeric	5	<p>Updates the Qty ordered field in the Order Detail table. If no quantity is specified here, the system uses the Default Order Quantity (B30). A negative quantity (indicated by a minus sign (-) preceding the number) indicates a return. See <a href="#">Processing a Return</a> for an overview.</p> <p>If the quantity specified here is not evenly divisible by the <i>Sell quantity</i> for the item/SKU, the order line will be in error with a reason of <i>Multiples</i> error.</p>
<b>bypass_reserve</b>	alphanumeric	1	Updates the Bypass reservation field in the Order Detail table, and prevents the line from being reserved when set to Y.

Message Attribute	Alpha/numeric	Positions	Comments
<b>tax_override</b>	alphanumeric	1	<p>Updates the Tax override field in the Order Detail table.</p> <p>If this flag is set to <b>Y</b>, the system does not call the regular tax routine or Vertex to calculate tax, and instead just uses the <i>tax_amount</i> passed in the message.</p> <p><b>Shipments:</b> If you process multiple shipments against the line, the system prorates the tax override amount across the units shipped on the order line to determine the new tax override amount and the tax amount to apply to each shipment. <b>Example:</b> If the tax override amount for the order line is 9.00 and the order quantity is 3, the system charges 3.00 if you ship 1 unit of the item and then charges 6.00 if you ship the remaining 2 units of the item.</p> <p><b>Returns:</b> If you process a return, the system prorates the tax override amount across the units ordered on the order line to determine the new tax override amount and the tax amount to return.</p>
<b>tax_amount</b>	numeric	10.5	Updates the <i>Tax</i> field in the Order Detail table if the <i>tax_override</i> flag is set to <b>Y</b> .
<b>gst_amount</b>	numeric	10.5	<p>Updates the <i>GST</i> field in the Order Detail table if:</p> <ul style="list-style-type: none"> <li>• the <i>tax_override</i> flag is set to <b>Y</b></li> <li>• the <i>tax_amount</i> specifies a total tax amount for the order detail line</li> <li>• the customer is subject to Canadian tax (GST and PST) based on regular tax logic</li> </ul> <p><b>Note:</b> The total <i>GST</i> and <i>PST</i> should equal the <i>tax_amount</i>; however, the system does not validate that the total <i>gst_amount</i> and <i>pst_amount</i> does not exceed the <i>tax_amount</i> specified.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>pst_amount</b>	numeric	10.5	<p>Updates the <i>PST</i> field in the Order Detail table if:</p> <ul style="list-style-type: none"> <li>the <i>tax_override</i> flag is set to <b>Y</b></li> <li>the <i>tax_amount</i> specifies a total tax amount for the order detail line</li> <li>the customer is subject to Canadian tax (GST and PST) based on regular tax logic</li> </ul> <p>The total <i>GST</i> and <i>PST</i> should equal the <i>tax_amount</i>; however, the system does not validate that the total <i>gst_amount</i> and <i>pst_amount</i> does not exceed the <i>tax_amount</i> specified.</p>
<b>gift_wrap</b>	alphanumeric	1	If set to <b>Y</b> , updates the Gift wrap flag in the Order Detail table and adds the gift wrap charge to the order; see the <i>G/W</i> and <i>G/W \$</i> at the Display Order Detail screen. If the item/offer or SKU/offer does not allow gift wrap, the order will be in error with a reason of <i>Gift wrap not allowed</i> .
<b>cost_override_amount</b>	numeric	11.4	Updates the Cost override field in the Order Detail table.
<b>line_priority</b>	numeric	1	Updates the Priority field in the Order Detail table.
<b>line_freight_override</b>	alphanumeric	1	<p>If set to <b>Y</b>, updates the Freight override? field in the Order Detail table and applies the <i>line_freight_override_amount</i> as the freight amount for the order detail line. If any other value is passed, the order API sets the Freight override? field to <b>N</b>. If the <i>line_freight_override_amount</i> is blank, then no freight will be charged for the order detail line.</p> <p>If the freight method on the order is not a line-level freight method, the order will be in error with a reason of <i>Invalid line frt override</i>.</p>

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>line_freight_override_amt</b>	numeric	7.2	If the line_freight_override is set to <b>Y</b> and the freight method on the order is a line-level freight method, updates the Freight charge field in the Order Detail table; otherwise, the system ignores this value.
<b>line_coupon_flag</b>	alphanumeric	1	If set to <b>Y</b> , indicates that the line_coupon_amount should be applied to the order detail line. The same as setting the <i>Cpn</i> field at the Work with Order Line screen in interactive order entry.
<b>line_coupon_amount</b>	numeric	7.2	The discount amount to apply to the order detail line. This discount amount is the same as entering the <i>Coupon amt</i> field at the Work with Order Line screen in interactive order entry.

Message Attribute	Alpha/numeric	Positions	Comments
<b>personalization_id</b>	alphanumeric	2	<p>Updates the <i>Add'l chg code</i> in the Order Detail table. Overrides the additional charge code, if any, from the Item Offer or SKU Offer. Required if the item should have special handling; if no <i>personalization_id</i> is specified, the additional charge code from the Item Offer or SKU Offer does not default, regardless of the setting of the <i>Suppress S/H window</i> flag for the additional charge code.</p> <p>Use the <a href="#"><u>personalization_line</u></a> element to specify the special handling details for the order line.</p> <p>If the Item Offer or SKU Offer does not have the <i>Special handling</i> flag <b>selected</b>, the order will be in error with a reason of <i>S/H code not allowed</i>.</p> <p>If the value specified here does not represent a special handling code as set up through Work with Additional Charge Codes (WADC), the order will be in error with a reason of <i>S/H code is invalid</i>. You might use pass a <i>personalization_id</i> but no personalization charges or information in order to automatically put an order line on hold if the special handling format's <i>S/H hold</i> flag is selected.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>personalization_cost</b>	numeric	7.2	<p>Updates the <i>Special handling \$</i> field in the Order Detail table. If no charge is specified here, the system uses the regular hierarchy to determine the special handling charge or price.</p> <p><b>Note:</b> It is possible to add special handling charges without actually creating the special handling instructions for the order line if:</p> <ul style="list-style-type: none"> <li>• complete instructions are not specified in the <a href="#">personalization_line</a> element, and</li> <li>• a <i>personalization_id</i> is specified, and <ul style="list-style-type: none"> <li>• a <i>personalization_cost</i> is specified here, or</li> <li>• a S/H price is specified for the Item Offer or SKU Offer</li> </ul> </li> </ul> <p>You might use the above information to automatically put an order line on hold if the special handling format's <i>S/H hold</i> flag is selected.</p>
<b>gc_number</b>	numeric	7	<p>The system uses this number only when:</p> <ul style="list-style-type: none"> <li>• the item ordered on this order detail line is a gift certificate</li> <li>• the gift certificate number specified here is not already assigned</li> </ul> <p>Otherwise, if the item is a gift certificate, the system assigns a gift certificate number through the normal process.</p> <p><b>Note:</b> Do not specify a gift certificate number if the <a href="#">quantity</a> for the order detail line is more than 1; if you specify a gift certificate number, the system creates just one gift certificate.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>alias_item</b>	alphanumeric	12	<p>Updates the Alias field in the Order Detail table. Used to identify the item and SKU for the order detail line. See <a href="#">Resolving the Item and SKU in the Order API</a>.</p> <p>If Display Item Alias (D56) is <b>selected</b>, order inquiry displays the alias rather than the item code when you pass the alias rather than the item code in the message.</p>
<b>item_id</b>	alphanumeric	12	<p>Updates the ITM number field in the Order Detail table. Used to identify the item and SKU for the order detail line. Must be a valid item code in CWSerenade. See <a href="#">Resolving the Item and SKU in the Order API</a>.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• To create an order that includes a set or continuity item, the message should include the master set or continuity item only. The set or continuity will be “exploded” once the order is created, and all of the component items will be added to the order.</li> <li>• To create a customer membership, the item_id needs to be an item code that is identical to an active membership program. For example, to create a customer membership for membership program MEMB01, the item_id needs to be MEMB01; and MEMB01 needs to be a valid item code flagged as a membership item.</li> <li>• When a customer purchases a membership item and the payment information is passed separately, the system does not create the customer membership or apply any membership discount until receiving the payment message. In this situation, the system initially applies an error to the order: Missing Membership.</li> </ul>

Message Attribute	Alpha/numeric	Positions	Comments
<b>sku</b>	alphanumeric	14	Updates the SKU code field in the Order Detail table. Used to identify the item and SKU for the order detail line. See <a href="#">Resolving the Item and SKU in the Order API</a> .
<b>short_sku_number</b>	numeric	7	Used to identify the item and SKU for the order detail line. See <a href="#">Resolving the Item and SKU in the Order API</a> .
<b>retail_ref_number</b>	numeric	15	<b>Note:</b> When passing the UPC code, make sure to include any leading zeros. For example, if the UPC code is <b>06012011</b> , pass 06012011 and not 6012011.
<b>upc_type</b>	alphanumeric	3	
<b>upc_code</b>	alphanumeric	14	
<b>line_offer</b>	alphanumeric	3	Updates the OFR number field in the Order Detail table to control pricing and track demand. The system applies the offer to the order detail line only if there is a record of the item or SKU in this offer.
<b>line_source_code</b>	alphanumeric	9	Updates the <i>Source code</i> field in the Order Detail table. Also defaults to the order header if no header-level source code is specified in the message; see the <a href="#">source_code</a> attribute for more information. <b>Note:</b> If a line-level source code is invalid, the order will be suspended with an error of Invalid Source Code.

Message Attribute	Alpha/numeric	Positions	Comments
<b>line_shipping_method</b>	numeric	2	<p>Updates the VIA ship via code field in the Order Detail table. The ship via must be eligible to ship the item on the order line.</p> <p>If you leave this attribute blank and the order line does not qualify for an item ship via override, the system uses the ship via code defined on the order header for the order line.</p> <p>If the ship via in this attribute matches the ship via in the <i>Default Van Delivery Ship Via (L07)</i> system control value, or if you leave this attribute blank and the ship via on the order header matches the van delivery ship via, the system validates that the shipping address on the order qualifies for van delivery and that the <a href="#">line_warehouse</a> either contains the Reserve warehouse defined for the shipping address or is blank and the warehouse on the order header matches the Reserve warehouse defined for the shipping address.</p>

Message Attribute	Alpha/ numeric	Positions	Comments
<p><b>Returns and express bills:</b> You can use the following values to process a return (see <a href="#">Processing a Return</a>) or an express bill if the order has already shipped. If the message does not specify a warehouse and location for a return or express bill, the system uses the default warehouse and primary primary location for the item from the SKU table.</p> <p><b>Inventory transaction errors:</b> Whether the warehouse and location are specified in the message or default from the SKU table, they must be eligible for the transaction or an inventory transaction error occurs with an error reason of <b>Negative On Hand</b>. A warehouse and location cannot process an express bill or a return if:</p> <ul style="list-style-type: none"> <li>• the location is frozen</li> <li>• the location is not pickable</li> <li>• the warehouse is not allocatable</li> <li>• there is no record of the item in the location, or not a sufficient quantity on-hand to process the express bill</li> </ul> <p>Even though the order API creates the inventory transaction error record, it still creates the order without leaving it suspended due to the inventory transaction error, and the order is then eligible to be processed for billing.</p> <p><b>Order errors:</b> If the warehouse or location that default or that are specified in the message are invalid, the order API does not create an inventory transaction error; instead, it leaves the order suspended and returns an error in the <a href="#">Detailed Order XML Response (CWORDEROUT)</a> if the <i>response_type</i> is E. The warehouse or location are invalid if:</p> <ul style="list-style-type: none"> <li>• the warehouse does not exist</li> <li>• the location does not exist in the warehouse</li> </ul> <p>See <a href="#">Order Creation Errors</a> for more information on possible order API errors.</p> <p><b>Note:</b> If an express-billed order includes an A/R payment method, the order might briefly go into held status before it is processed by billing and its status changes to closed.</p>			

<b>Message Attribute</b>	<b>Alpha/numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>line_warehouse</b>	numeric	3	<p>Defines the warehouse where the item will be reserved from. If the item cannot be reserved from this warehouse, the system places the item on backorder in this warehouse.</p> <p>Also used when processing a return (the <a href="#">quantity</a> is negative) or an express bill. If the warehouse is not eligible for the express bill or return transaction, the order API creates an inventory transaction error.</p> <p>Updates the WHS warehouse field in the Order Detail table.</p> <p>If no warehouse is specified here, the order API:</p> <ul style="list-style-type: none"> <li>• uses the warehouse defined on the order header.</li> <li>• looks for a warehouse list for the SCF of the order ship to address.</li> <li>• uses the default warehouse for the item from the SKU record.</li> </ul> <p>If the item warehouse does not exist, the order will be in error with a reason of Item not valid for whs.</p>
<b>location</b>	alphanumeric	7	<p>Indicates the location where the returned merchandise is placed, or where to affect inventory for an express bill line. If the item has not been previously placed in this location, the system creates an Item Location record.</p> <p>If no location is specified here, the order API uses the primary primary location for the item from the SKU record. If the location does not exist in the specified warehouse, the order will be in error with a reason of Missing Whse/Loc-No IT Ln. If the location is not eligible for the express bill or return transaction, the order API creates an inventory transaction error; see the discussion above for more information.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>return_reason</b>	numeric	3	Used to track a return. Use the Display Order Line History screen to review the return reason code used for an order detail line. The system leaves the return reason code for the order line blank if no reason is specified in the message. Similarly, if the message specifies a return reason code that does not exist in the Return Reason table, the system does not put the order in error; instead, it writes the value passed to the Order Line History and other tables that are normally updated as part of processing a return.
<b>return_disposition</b>	alphanumeric	2	Used to indicate how to process a return. If the message does not specify a valid return disposition value (that is, the return_disposition is invalid or is blank), the system uses the Default Disposition Code (C18). <b>Note:</b> The system uses this return disposition code to determine whether the return updates inventory and the warehouse and location to which the item is returned; however, the system does NOT store this return disposition on the RA Detail record.
<b>price_override</b>	alphanumeric	1	If this field is set to Y and there is no <a href="#">prc_ovr_rsn</a> specified, the system uses the Price Override Reason for E-Commerce (G73), if any, or the Default Price Override Reason (B35) when creating the order line.
<b>Note:</b> The following three values relate to creating a store fulfillment request. This option is not currently implemented.			
<b>pickup_type</b>	alphanumeric	2	Not currently implemented.
<b>pickup_system_location</b>	alphanumeric	10	Not currently implemented.
<b>pickup_location</b>	alphanumeric	10	Not currently implemented.

Message Attribute	Alpha/numeric	Positions	Comments
line_entered_date			Not currently implemented.
line_entered_time			Not currently implemented.
line_hyperlink	alphanumeric	256	Updates the <i>Hyperlink</i> field in the Order Detail table. If a link is passed, you can review it from the Display Hyperlink screen in order inquiry. Saved in upper and lowercase if that is how the link is passed in the inbound message. See <a href="#">Translating Special Characters</a> for information on how to pass certain special characters using replacement text strings. <b>Available in XML version:</b> Version 4.0 (release 2.5 of CWSerenade).
<b>Lin_Msg</b> The <b>Lin_Msgs</b> element, if provided, can include one or more <b>Lin_Msg</b> elements.			
lin_msg_code	alphanumeric	1	Updates the <i>Print?</i> field in the Order Line Message table.
lin_msg_text	alphanumeric	60	Updates the <i>Message</i> field in the Order Line Message table. Saved in upper and lowercase if that is how the text is passed in the inbound message. Messages longer than 60 positions are truncated.

Message Attribute	Alpha/ numeric	Positions	Comments
<b>personalization_line</b>			
The personalization_lines element, if provided, can include one or more personalization_line elements.			
The system uses the following information to build special handling instructions for the order detail line if a valid <a href="#">personalization_id</a> is specified:			
<ul style="list-style-type: none"> <li>• <b>Standard special handling:</b> <ul style="list-style-type: none"> <li>• The <a href="#">personalization_type</a> should be set to s (standard).</li> <li>• You can include one or more <a href="#">standard_text</a> attributes to build one or multiple lines of custom special handling instructions. If any standard_text entry exceeds 30 positions, the additional data in the special handling instructions is truncated.</li> </ul> </li> <li>• <b>Custom special handling:</b> <ul style="list-style-type: none"> <li>• The <a href="#">personalization_type</a> should be set to c (custom).</li> <li>• The message should always include data or a blank space in each personalization line, and all lines sent in the sequence in which they were set up through Work with Custom Special Handling Formats (WSHF). If the personalization lines do not represent a complete, valid set of instructions according to the special handling format, the special handling code and charge are still added to the order; however, the order will either be in error, or the order line will include the special handling code and charge, but the instructions will be incomplete or missing.</li> </ul> </li> </ul>			
<p><b>Putting the order line on hold:</b> If you use a special handling format whose S/H hold flag is selected, the order API automatically puts the order line on hold.</p> <p><b>For more information:</b> See the sample message formats under <a href="#">Inbound Order Message: Sample XMLs</a>.</p>			
personalization_type	alphanumeric	1	<p>Indicates the type of special handling. Valid values are:</p> <ul style="list-style-type: none"> <li>• <b>C</b> = Custom</li> <li>• <b>S</b> = Standard</li> </ul> <p><b>Note:</b> If this value is the wrong type for the <a href="#">personalization_id</a>, the order will not be in error; however, no special handling instructions will be built.</p>

Message Attribute	Alpha/ numeric	Positions	Comments
<b>personalization_text</b>	alphanumeric	45	<p>Used for custom special handling instructions. Updates the Input field in the Order Special Format table for custom special handling. Saved in the upper and lowercase if that is how the text is passed in the inbound message. You should send the personalization_line with the personalization_text set to “ ” in order to create a blank custom special handling line for the order so that the personalization information is created correctly.</p> <p><b>Note:</b> Default text defined for the special handling format does not default for orders created through the Inbound Order Message.</p>
			<p><b>Errors:</b></p> <p>If the text is not a valid entry for the custom special handling format, the order is in error with a reason of <code>Input not valid response</code>.</p> <p>If the text exceeds the maximum specified for the custom special handling format, the order is in error with a reason of <code>Exceeds maximum character</code>.</p> <p>If the text does not conform to a rule set up for the custom special handling format, the order is in error with a reason of <code>SH Resp fail defined rule</code>.</p>
<b>standard_text</b>	alphanumeric	30	<p>Used for standard special handling instructions. Updates the S/H info field in the Order Special Handling table for standard special handling. Saved in the upper and lowercase if that is how the text is passed in the inbound message. There can be more than one lines of standard text included in multiple standard_text attributes. Any standard_text entry that exceeds 30 positions is truncated from the special handling instructions.</p>

Message Attribute	Alpha/numeric	Positions	Comments
<b>CouponDetail</b> Available in XML version: 2.0 (release 1.1 of CWSerenade).			
<b>coupon_detail_code</b>	alphanumeric	6	Optionally, specify a detail-level coupon ( <i>Coupon type = D</i> ) to apply against an order detail line, or an order-level coupon ( <i>Coupon type = O</i> ) to apply against the order. The customer can apply multiple coupons against an item or order provided they pass all coupon edits.
<b>Profile</b> The profile data, if any, passed through this element updates the customer's demographic data. You can review a customer's demographic data at the Work with Customer Profile screen. You define customer profile categories, such as age, income, or gender, and the valid values for each category through Setting Up Customer Profiles (WPFL). Available in XML version: 3.0 (release 2.0 of CWSerenade).			
<b>profile_code</b>	numeric	3	Optionally, specify a profile code to identify demographic data for the customer. The <i>profile_code</i> represents the <i>Profile</i> code specified through Setting Up Customer Profiles (WPFL). In order to update the customer's demographic data, the profile code you pass must already exist in the Profile table; however, if the profile code specified is invalid, the system does not put the order in error. You can review a customer's demographic data at the Work with Customer Profile screen. <ul style="list-style-type: none"> <li>• If the profile value you pass does not currently exist for the customer, the system creates the value for the customer.</li> <li>• If the profile value you pass already exists for the customer, the system updates the value.</li> </ul> Updates the <i>Profile</i> code in the Customer Profile table.

Message Attribute	Alpha/numeric	Positions	Comments
<b>profile_value</b>	alphanumeric	1	<p>The valid value set up for the Profile code.</p> <p>In order to update the customer's demographic data, the profile value you pass must already exist in the Profile Data table; however, if the profile value specified is invalid, the system does not put the order in error.</p> <p>You can review a customer's demographic data at the Work with Customer Profile screen.</p> <ul style="list-style-type: none"> <li>• If the profile value you pass does not currently exist for the customer, the system creates the value for the customer.</li> <li>• If the profile value you pass already exists for the customer, the system updates the value.</li> </ul> <p>Updates the <i>PDA Profile data code</i> in the Customer Profile table.</p>
<b>Coupon</b> Available in XML version: 2.0 (release 1.1 of CWSerenade).			
<b>coupon_code</b>	alphanumeric	6	Optionally, specify an order-level coupon ( <i>Coupon type = O</i> ) to apply against the order. The customer can apply multiple coupons against an order provided they pass all coupon edits.

## Inbound Order Message: Sample XMLs

Samples of the [Inbound Order XML Message \(CWORDERIN\)](#) are presented below.

### Initial order message

```
<Message source="String" target="String" type="CWORDERIN" >
    <Header company_code="6" order_number="ABCDE" payment_only="N" nbr_ship_tos="1"
    pay_incl="Y" source_code="SOURCE" response_type="E" order_channel="I"
    sold_to_fname="Eddie" sold_to_lname="Conga" sold_to_address1="10 Main Street"
    sold_to_city="NATICK" sold_to_state="MA" sold_to_zip="01760" sold_to_country="USA"
    order_type="W" >
        <Payments>
            <Payment payment_type="45" cc_number="7777567890123456" start_date="0108"
            card_issue_nbr="2" />
        </Payments>
        <ShipTos>
            <ShipTo shipping_method="04" customer_ship_to_number="13163" ship_to_type="3"
            permanent_ship_to_number="1" discount_pct="5.00" ship_to_po_number="PONBR" >
                <Items>
                    <Item quantity="10" item_id="AB100" > </Item>
                </Items>
            </ShipTo>
        </ShipTos>
    </Header>
</Message>
```

### Payment-only order message

```
<Message source="String" target="String" type="CWORDERIN" >
    <Header company_code="6" order_number="ZXYZ" payment_only="Y" nbr_ship_tos="1"
    pay_incl="Y" source_code="SOURCE" response_type="E" order_channel="I" >
        <Payments>
            <Payment payment_type="45" cc_number="7777567890123456" start_date="0108"
            card_issue_nbr="2" />
        </Payments>
    </Header>
</Message>
```

### Sales transaction order message

```
<Message source="cws_85_doc" target="cws_xx_doc" type="CWORDERIN">
    <Header company_code="5" order_number="30000049" source_code="RETAIL"
    response_type="N" order_date="10132008" order_channel="P" customer_number="705"
    pay_incl="Y" order_type="P">
        <Payments>
            <Payment payment_type="1" suppress_refund_flag="Y" amt_to_charge="500" />
            <Payment payment_type="1" suppress_refund_flag="Y" amt_to_charge="-288" />
        </Payments>
        <ShipTos>
            <ShipTo>
                <Ord_Msgs>
                    <Ord_Msg ord_msg_text="POS Transaction #30000049" />
                </Ord_Msgs>
            <Items>
                <Item affect_inventory="N" actual_price="20.2" prc_ovr_rsn="P"
                quantity="1" tax_override="Y" tax_amount="0.01010" >
```

```

        cost_override_amount="0.0000" item_id="KABSKU1" sku="GRN"
        line_shipping_method="98">
            <Lin_Msgs>
                <Lin_Msg />
            </Lin_Msgs>
        </Item>
    </Items>
</ShipTo>
</ShipTos>
</Header>
</Message>

```

## Quote order message

```

<Message source="IDC" target="RDC" type="CWORDERIN" resp_qmgr="CWIAS400">
    <Header company_code="7" order_number="120121" payment_only="N" source_code="SOURCE7"
    response_type="E" customer_number="56" pay_incl="N" order_type="T"
    sales_rep_number="1">
        <ShipTos>
            <ShipTo arrival_date="01042010" ship_to_number="1" shipping_method="" gift="N">
                <Items>
                    <Item quantity="1" item_id="RF1234567890" />
                    <Item quantity="1" item_id="RF123SKU4567" sku="ROSE XSML WMNS" />
                </Items>
            </ShipTo>
        </ShipTos>
    </Header>
</Message>

```

## Customer return order message

```

<Message source="cws_xx_doc" target="cws_xx_doc" type="CWORDERIN">
    <Header company_code="5" order_number="30000047" source_code="RETAIL"
    response_type="N" order_date="10132008" order_channel="P" alternate_sold_to_id="439"
    sold_to_prefix="MS." sold_to_fname="SARAH" sold_to_lname="BROWN" sold_to_address1="257
    Lovell Street" sold_to_city="Worcester" sold_to_state="MA" sold_to_zip="01602"
    sold_to_country="USA" sold_to_day_phone="5087358013" sold_to_eve_phone="5087929135"
    sold_to_address_update="N" pay_incl="Y" order_type="P">
        <Payments>
            <Payment payment_type="99" suppress_deposit_flag="Y" suppress_refund_flag="Y"
            cc_number="4545454545" cc_exp_month="01" cc_exp_year="39" auth_date="10132008"
            auth_amount="-26.25" />
        </Payments>
        <ShipTos>
            <ShipTo>
                <Ord_Msgs>
                    <Ord_Msg ord_msg_text="POS Transaction #30000047" />
                    <Ord_Msg ord_msg_text="Original Transaction #30000016" />
                </Ord_Msgs>
            <Items>
                <Item affect_inventory="N" actual_price="25.00" prc_ovr_rsn="P"
                quantity="-1" tax_override="Y" tax_amount="-1.25000"
                cost_override_amount="0.0000" item_id="2VSSHIRT-976"
                line_shipping_method="98" return_reason="44" return_disposition="SR">
                    <Lin_Msgs>
                        <Lin_Msg />
                    </Lin_Msgs>
                </Item>
            </Items>
        </ShipTo>
    </ShipTos>
</Message>

```

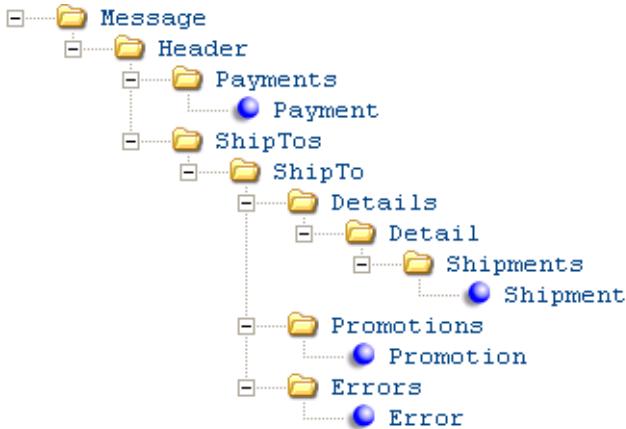
```
    </ShipTo>
  </ShipTos>
</Header>
</Message>
```

## CWOrderIn message with custom special handling

---

```
<Message source="string" target="string" type="CWORDERIN" >
  <Header company_code="6" payment_only="N" source_code="SOURCE" response_type="E"
order_channel="I" customer_number="13108" pay_incl="Y" order_type="P"
order_number="special10">
    <Payments>
      <Payment payment_type="5" cc_number="54321" cc_exp_month="12" cc_exp_year="10"
auth_number="AUTH" auth_date="07082008" auth_amount="50.00"></Payment>
    </Payments>
    <ShipTos>
      <ShipTo shipping_method="04">
        <Items>
          <Item quantity="2" item_id="YOURNAME" personalization_id="C" >
            <personalization_lines>
              <personalization_line personalization_type="C"
personalization_text="first" />
              <personalization_line personalization_type="C"
personalization_text="blue" />
              <personalization_line personalization_type="C"
personalization_text=" " />
            </personalization_lines>
          </Item>
        </Items>
      </ShipTo>
    </ShipTos>
  </Header>
</Message>
```

## Detailed Order XML Response (CWORDEROUT)



The system generates this response to the [Inbound Order XML Message \(CWORDERIN\)](#) if the [response type](#) is **D** (detail) or **E** (errors).

**Note:**

- All numeric values with decimal positions are passed as explicit decimals. For example, a dollar value of \$10.00 is passed as 10.00.
- Attributes are included in the response only if they contain a value. Blank attributes are not passed.

See [Detailed Order Response Message: Sample XML](#) for a sample message.

Message Attribute	Alpha/numeric	Positions	Comments
<b>Message</b>			
<b>source</b>	alphanumeric		Identifies the source of the XML message. RDC indicates the XML message originates from CWSerenade.
<b>target</b>	alphanumeric		Identifies the target of the XML message. IDC indicates the XML message is sent to CWIntegrate.
<b>type</b>	alphanumeric		Identifies the type of information in the XML message.
<b>Header</b>			

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>company_code</b>	numeric	3	The <a href="#">company code</a> from the Inbound Order Message.
<b>order_id</b>	numeric	8	The order number assigned by the system.
<b>reference_order_number</b>	alphanumeric	30	The <a href="#">order number</a> from the Inbound Order Message.
<b>customer_number</b>	numeric	9	The number identifying the customer specified in the Inbound Order Message, or created by the system.
<b>alternate_sold_to_id</b>	alphanumeric	15	The <i>Alt cust #</i> field at the Second Create Customer Sold To screen.
<b>bill_to_number</b>	numeric	7	The number identifying the bill-to customer specified in the Inbound Order Message, created by the system, or assigned to the sold-to customer. Passed only if the customer or order has a bill-to account.
<b>order_date</b>	numeric	8	The <a href="#">order date</a> from the Inbound Order Message. MMDDYYYY format.
<b>order_channel</b>	alpha	2	The <a href="#">order channel</a> from the Inbound Order Message.

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>bill_me_later_ind</b>	alpha	1	<p>Valid values are:</p> <ul style="list-style-type: none"> <li>• <b>Y</b> = The customer has an existing Bill Me Later account</li> <li>• <b>N</b> = The customer does not have an existing Bill Me Later account</li> </ul> <p>The system determines the setting of this flag based on whether there is an account number in the Customer Sold To BML table, regardless of whether the customer actually uses a Bill Me Later payment method on this order. For example, if the customer is applying for a Bill Me Later account with this order, then this flag is set to <b>N</b>, because the order has not gone out for authorization yet and the account number has not yet been established.</p> <p>The customer's Bill Me Later account number, if it exists, is shown on the Display Customer Order History screen.</p>
<b>order_status</b>	alpha	1	<p>The current status of the order.</p> <p>Valid values are:</p> <ul style="list-style-type: none"> <li>• <b>H</b> = Held</li> <li>• <b>S</b> = Suspended</li> <li>• <b>E</b> = In error</li> </ul> <p>Included only if the status is not open (blank).</p>
<b>order_type</b>	alpha	1	<p>The <a href="#">order_type</a> from the Inbound Order message or from the E-Commerce Order Type (G42).</p>
<b>order_type_description</b>	alpha	30	<p>The description from the Order Type table.</p>
<b>b2b_order</b>	alpha	1	<p>From the B2B order? flag in the Order Header table. This flag will always be set to <b>N</b>.</p> <p>Valid values are:</p> <ul style="list-style-type: none"> <li>• <b>Y</b> = This is a B2B order</li> <li>• <b>N</b> = This is not a B2B order</li> </ul> <p>This flag is set only for B2B orders and orders you receive through the Inbound Order Message.</p>

Message Attribute	Alpha/ numeric	Positions	Comments
<b>store_restock_order</b>	alpha	1	<p>From the Store restock order? flag in the Order Header table. This flag will always be set to <b>N</b>. Valid values are:</p> <ul style="list-style-type: none"> <li>• <b>Y</b> = This is a retail store restock order</li> <li>• <b>N</b> = This is not a retail store restock order</li> </ul> <p><b>Note:</b> This flag is set only for orders you receive through the Inbound Order Message.</p>
<b>entered_date</b>	numeric	8	The <a href="#">enter date</a> from the Inbound Order Message. MMDDYYYY format.
<b>entered_time</b>	numeric	6	The <a href="#">enter time</a> from the Inbound Order Message. HHMMSS format.
<b>email_confirm_date</b>	numeric	8	From the email confirmation date on the Order Header. MMDDYYYY format.
<b>source_code</b>	alphanumeric	9	The <a href="#">source code</a> assigned to the order.
<b>offer_id</b>	alphanumeric	3	The offer associated with the source code assigned to the order header.
<b>Each of the components of the sold-to customer's name and address, listed below, are passed only if the related field for the customer record has a value specified.</b>			
<b>sold_to_prefix</b>	alphanumeric	3	
<b>sold_to_fname</b>	alphanumeric	15	
<b>sold_to_initial</b>	alphanumeric	1	
<b>sold_to_lname</b>	alphanumeric	25	
<b>sold_to_suffix</b>	alphanumeric	3	
<b>sold_to_company</b>	alphanumeric	30	
<b>sold_to_busres</b>	alphanumeric	1	
<b>sold_to_address1</b>	alphanumeric	32	

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>sold_to_address2</b>	alphanumeric	32	
<b>sold_to_address3</b>	alphanumeric	32	
<b>sold_to_address4</b>	alphanumeric	32	
<b>sold_to_apartment</b>	alphanumeric	10	
<b>sold_to_city</b>	alphanumeric	25	
<b>sold_to_state</b>	alphanumeric	2	
<b>sold_to_state_description</b>	alphanumeric	25	As set up through Working with Countries (WCTY).
<b>sold_to_zip</b>	alphanumeric	10	
<b>sold_to_country</b>	alphanumeric	3	
<b>sold_to_day_phone</b>	alphanumeric	14	
<b>sold_to_eve_phone</b>	alphanumeric	14	
<b>sold_to_fax_phone</b>	alphanumeric	14	This phone number is displayed on screens and reports as the fax or mobile number, based on the setting of the Third Phone Number Type (L53) system control value.
<b>allow_rent</b>	alphanumeric	1	
<b>allow_mail</b>	alphanumeric	1	
<b>sold_to_opt_in</b>	alphanumeric	2	
<b>ind_number</b>	numeric	3	The <a href="#">ind_number</a> from the Inbound Order Message, or assigned by the system. Passed only if there is an individual on the order.
<b>Note:</b> The bill-to name and address is from the Customer Bill To table, and is included only if there is a bill-to customer on the order.			

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>bill_to_prefix</b>	alphanumeric	3	
<b>bill_to_fname</b>	alphanumeric	15	
<b>bill_to_initial</b>	alphanumeric	1	
<b>bill_to_lname</b>	alphanumeric	25	
<b>bill_to_suffix</b>	alphanumeric	3	
<b>bill_to_company</b>	alphanumeric	30	
<b>bill_to_busres</b>	alphanumeric	1	
<b>bill_to_address1</b>	alphanumeric	32	
<b>bill_to_address2</b>	alphanumeric	32	
<b>bill_to_address3</b>	alphanumeric	32	
<b>bill_to_address4</b>	alphanumeric	32	
<b>bill_to_apartment</b>	alphanumeric	10	
<b>bill_to_city</b>	alphanumeric	25	
<b>bill_to_state</b>	alphanumeric	2	
<b>bill_to_state_description</b>	alphanumeric	25	As set up through Work with Countries (WCTY).
<b>bill_to_zip</b>	alphanumeric	10	
<b>bill_to_country</b>	alphanumeric	3	
<b>bill_to_day_phone</b>	alphanumeric	14	
<b>bill_to_eve_phone</b>	alphanumeric	14	

Message Attribute	Alpha/ numeric	Positions	Comments
<b>bill_to_fax_phone</b>	alphanumeric	14	This phone number is displayed on screens and reports as the fax or mobile number, based on the setting of the Third Phone Number Type (L53) system control value.
<b>sales_rep_number</b>	numeric	7	The salesman number assigned to the order. From the <i>SLS Salesman #</i> field in the Order Header table. <b>Available in XML version:</b> 4.0 (release 2.5 of CWSerenade).
<b>sales_rep_name</b>	alphanumeric	30	The name of the salesman assigned to the order. From the <i>SLS Name</i> field in the Salesman table. <b>Available in XML version:</b> 4.0 (release 2.5 of CWSerenade).
<b>sales_rep_store</b>	alphanumeric	10	The store number assigned to the order. Store numbers are defined in and validated against the Store Cross Reference table; see Work with Store Cross Reference (WSCR). <b>Note:</b> The store number defined for the order does not have to be associated with the salesrep defined on the Order Header. <b>Available in XML version:</b> 6.0 (release 3.5 of CWSerenade).
<b>Payment</b>			
<b>payment_seq_number</b>	numeric	2	Indicates the sequence in which the payment methods were added to the order. From the Order Payment Method table.
<b>pay_type</b>	numeric	2	The <a href="#">payment_type</a> from the Inbound Order Message.
<b>pay_type_desc</b>	alpha	30	The description associated with the pay type.

Message Attribute	Alpha/ numeric	Positions	Comments
<b>credit_card_nbr</b>	alpha	20	The <a href="#">cc_number</a> from the Inbound Order Message. If you use credit card encryption, the system decrypts the credit card number before sending it to the external system. The number is masked (for example, <code>credit_card_nbr=*****3456</code> ).
<b>credit_card_exp_dt</b>	numeric	4	The <a href="#">cc_exp_month</a> and the <a href="#">cc_exp_year</a> from the Inbound Order Message.
<b>credit_card_auth_dt</b>	numeric	8	The <a href="#">auth_date</a> from the Inbound Order Message. MMDDYYYY format.
<b>credit_card_auth_nbr</b>	alpha	16	The <a href="#">auth_number</a> from the Inbound Order Message.
<b>start_date</b>	numeric	4	The <a href="#">start_date</a> from the Inbound Order Message.
<b>card_issue_nbr</b>	alpha	2	The <a href="#">card_issue_nbr</a> from the Inbound Order Message.
<b>check_nbr</b>	numeric	9	The <a href="#">check_number</a> from the Inbound Order Message.
<b>gift_cert_nbr</b>	numeric	7	The <a href="#">gift_certificate_number</a> from the Inbound Order Message.
<b>amt_to_chg</b>	numeric	9.2	The <a href="#">amt_to_charge</a> from the Inbound Order Message.
<b>ShipTo</b>			
<b>Note:</b> The dollar totals for the ship-to are subject to change until payment is received and the order goes into open status because repricing, promotions, and other final calculations take place at that point.			
<b>ship_to_number</b>	numeric	3	The number identifying the ship-to address on the order. Assigned by the system.
<b>sub_total</b>	numeric	9.2	The merchandise total on the order ship-to, after applying any repricing or discounts.
<b>discount_total</b>	numeric	11.2	The discount total on the order ship-to.

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>shipping</b>	numeric	7.2	Total freight charges for the order ship-to. If the system calculates freight as a percentage of the merchandise charges, there might be a penny variation in total freight amount due to rounding differences. Not included if the order qualifies for free shipping.
<b>tax</b>	numeric	7.2	The total tax for the order ship-to.
<b>additional_shipping</b>	numeric	7.2	The total additional freight ( <i>Freight +</i> ) for the order ship-to.
<b>additional_charges</b>	numeric	7.2	The total additional charges for the order ship-to.
<b>handling</b>	numeric	7.2	The total handling charges for the order ship-to.
<b>order_total</b>	numeric	11.2	The total of all merchandise, shipping, charges, handling, and tax for the order ship-to.
<b>ship_to_status</b>	alpha	1	Indicates the status of this shipping address. This status could differ from the <a href="#">order_status</a> if, for example, the order has multiple shipping addresses and you canceled just one. Included only if the status is not open (blank).
<b>gst</b>	numeric	7.2	The total Canadian Goods and Service Tax, if any, that applies to the order shipping address. The GST and the PST are included in the tax total.
<b>pst</b>	numeric	7.2	The total Canadian Provincial Services Tax, if any, that applies to the order shipping address. The GST and the PST are included in the tax total.
<b>gift_order</b>	alpha	1	The <a href="#">gift</a> flag from the Inbound Order Message.
<b>purchase_order_nbr</b>	alpha	15	The <a href="#">ship_to_po_number</a> from the Inbound Order Message.
<b>discount_pct</b>	numeric	5.2	The discount percentage, if any, from the Order Ship To table.

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>ship_via_code</b>	numeric	2	The <a href="#">shipping method</a> from the Inbound Order Message, or the current ship via if the system has overridden it.
<b>ship_via_description</b>	alpha	30	The description of the ship via, as set up through Work with Ship Via Codes (WVIA).
<b>shipping_override</b>	alpha	1	Indicates whether the <i>Freight override</i> flag is set. Set to <b>Y</b> if a <a href="#">freight</a> amount was specified in the inbound order message; otherwise, not included. The Display Order Properties screen displays the <i>Freight override</i> flag on the order.
<b>customer_number</b>	numeric	9	Indicates the recipient customer for the order. Passed only if the shipping address is not the same as the sold-to customer.
<b>permanent_ship_to_number</b>	numeric	3	Indicates the permanent ship-to customer on the order. Passed only if there is a permanent ship-to.
Each of the ship_to name and address attributes listed below is passed only if the related field for the customer, recipient, permanent ship-to or order ship-to specifies a value.			
<b>ship_to_prefix</b>	alphanumeric	3	
<b>ship_to_fname</b>	alphanumeric	15	
<b>ship_to_initial</b>	alphanumeric	1	
<b>ship_to_lname</b>	alphanumeric	25	
<b>ship_to_suffix</b>	alphanumeric	3	
<b>ship_to_company</b>	alphanumeric	30	
<b>ship_to_busres</b>	alphanumeric	1	
<b>ship_to_address1</b>	alphanumeric	32	

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>ship_to_address2</b>	alphanumeric	32	
<b>ship_to_address3</b>	alphanumeric	32	
<b>ship_to_address4</b>	alphanumeric	32	
<b>ship_to_apartment</b>	alphanumeric	10	
<b>ship_to_city</b>	alphanumeric	25	
<b>ship_to_state</b>	alphanumeric	2	
<b>ship_to_state_description</b>	alpha	25	As set up through Work with Countries (WCTY).
<b>ship_to_zip</b>	alphanumeric	10	
<b>ship_to_country</b>	alphanumeric	3	
<b>cancel_date</b>	numeric	7	<p>The date when the order will be canceled if all lines have not shipped, in MMDDYY format. The system will not reserve inventory one day prior to the cancellation date, because the order would not reach the customer in time. Any items that have not shipped one day prior to the cancellation date display on the Order Cancellation List. Customer service uses this list of pending order cancellations to contact each customer and request more time. If this is not possible, Customer Service must cancel the order manually through Order Maintenance.</p> <p>For pre-order quotes, this is the date the quote for an order expires.</p> <p>From the OST <i>Cancel date</i> field in the Order Ship To table.</p> <p><b>Available in XML version:</b> 4.0 (release 2.5 of CWSerenade).</p>

Message Attribute	Alpha/ numeric	Positions	Comments
<b>delivery_type</b>	alphanumeric	13	<p>Identifies an order using the Order Broker integration:</p> <p><b>Store Pickup</b> = the customer picks the entire order up at a store location where the inventory is available</p> <p><b>Ship To Store</b> = the order is shipped to a store location, where the customer picks it up after arrival</p> <p>The ship-to address indicates the selected store for either a store pickup or a ship-to-store order. The Detail element in the response message for a store pickup order also includes the order broker status, pickup location, and pickup system.</p> <p><b>Available in XML version:</b> 5.0 (release 3.0 of CWSerenade).</p>
<b>Detail</b>			
<b>line_seq_number</b>	numeric	3	A unique number to identify each detail line on the order.
<b>short_sku_number</b>	numeric	7	From the SKU table; see <a href="#">short_sku_number</a> for more information. Passed regardless of whether the short SKU was specified in the Inbound Order Message.
<b>retail_ref_number</b>	numeric	15	See <a href="#">retail_ref_number</a> . Passed only if a retail reference number exists for the item, but regardless of whether it was specified in the Inbound Order Message.
<b>status</b>	alphanumeric	1	Set to <b>S</b> if the item is sold out; otherwise, not passed.
<b>item_id</b>	alphanumeric	12	Always passed.
<b>item_description</b>	alphanumeric	40	The description of the item.
<b>sku</b>	alphanumeric	14	Passed only if the item has SKUs.

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>sku_description</b>	alphanumeric	40	The description of the SKU.
<b>actual_price</b>	numeric	7.2	The unit price of the item from the Order Detail table. Not included for free gift or no-charge items.
<b>offer_price</b>	numeric	7.2	The unit price of the item as defined for the Item Offer or SKU offer and saved in the Order Detail table.
<b>original_retail_price</b>	numeric	7.2	The original retail price from the SKU table.
<b>drop_ship</b>	alphanumeric	1	A <b>Y</b> indicates the item is a drop ship item; otherwise, <b>N</b> is passed.
<b>detail_ship_via</b>	numeric	2	Passed only if the order detail line has a ship via override. See <a href="#">line shipping method</a> .

The three following values are related to store pickup orders.

<b>pickup_type</b>	alphanumeric	2	Set to <b>SP</b> for a store pickup order.
<b>pickup_system_location</b>	alphanumeric	10	A code identifying the system associated with the store pickup location. From the <i>System Name in Locate for Point of Sale (L09)</i> system control value. Passed only for a store pickup order.
<b>pickup_location</b>	alphanumeric	10	A code identifying the location where the customer picks up the item. Passed only for a store pickup order.
<b>order_quantity</b>	numeric	5	The <a href="#">quantity</a> from the Inbound Order Message. Always passed.
<b>cancel_quantity</b>	numeric	5	From the Order Detail table. Not used in the order API. If you enter a cancel quantity, the system recalculates the tax on the order.
<b>ship_quantity</b>	numeric	5	From the Order Detail table. Not used in the order API.

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>return_quantity</b>	numeric	5	From the Order Detail table. Not used in the order API.
<b>reserved_warehouse</b>	numeric	3	The warehouse where the item is reserved. Passed only if the item is reserved. If the order detail line is reserved across multiple warehouses, the message specifies the first reserved warehouse only.
<b>reserve_quantity</b>	numeric	5	Passed only if the item is reserved. May be less than the <i>order_quantity</i> . If the order detail line is reserved across multiple warehouses, the message specifies the total reserved quantity across all warehouses.
<b>sold_out_quantity</b>	numeric	5	Passed only if the item is sold out. May be less than the <i>order_quantity</i> . If you enter a sold out quantity, the system recalculates the tax on the order.
<b>expected_ship_date</b>	numeric	8	Passed only if the item is backordered and there is an open purchase order for the item. MMDDYYYY format. This date is included for drop ship items only if the Assign Drop Ship Expected Ship Date (I59) system control value is selected. See that system control value for more information.
<b>last_ship_date</b>	numeric	8	From the Order Detail table. MMDDYYYY format. Not used in the order API.
<b>tax</b>	numeric	10.5	The total tax amount applied to the order detail line.
<b>gst_tax</b>	numeric	10.5	The total GST tax, if any, applied to the order detail line.
<b>pst_tax</b>	numeric	10.5	The total PST tax, if any, applied to the order detail line.

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>set_main_item</b>	alpha	1	Indicates whether the item is the main item of a set: Y = a main set item N = not a main set item <b>Available in XML version:</b> 2.0 (release 1.1 of CWSerenade).
<b>set_component_item</b>	alpha	1	Indicates whether the item was added to the order as a component of a set: Y = a set component N = not a set component <b>Available in XML version:</b> 2.0 (release 1.1 of CWSerenade).
<b>set_seq_number</b>	numeric	3	Indicates the sequence number that uniquely identifies a set and its components on this order. The main set item and its components have the same set sequence number. This attribute is not included for items that are not part of a set. <b>Available in XML version:</b> 2.0 (release 1.1 of CWSerenade).
<b>country_of_origin</b>	alpha	3	A code representing the country where the item originated. From the <i>SKU Country of Origin</i> field in the SKU table. <b>Available in XML version:</b> 4.0 (release 2.5 of CWSerenade).
<b>harmonize_code</b>	alphanumeric	16	A code that prints on customs documents for international shipments. If you charge duty on international orders, use this field to define the item's duty rate. From the <i>Harmonize code</i> field in the SKU table. <b>Available in XML version:</b> 4.0 (release 2.5 of CWSerenade).

Message Attribute	Alpha/ numeric	Positions	Comments
<b>broker_status</b>	alphanumeric	15	A status of <b>Acknowledged</b> indicates that a store pickup order has been submitted to Locate, where it was created successfully. Otherwise, not used as part of the generic order interface (order API). <b>Available in XML version:</b> 5.0 (release 3.0 of CWSerenade).

Message Attribute	Alpha/numeric	Positions	Comments
<b>line_locate_eligible</b>	alphanumeric	1	<p>Indicates if a backordered line meets the rules for a brokered backorder:</p> <ul style="list-style-type: none"> <li>• the <i>Send B/O to Locate (K08)</i> system control value is selected</li> <li>• the item is flagged as <i>Locate eligible</i> in the Item table</li> <li>• the order is not:           <ul style="list-style-type: none"> <li>• a gift order if the <i>Order Broker Include Gift Orders (K14)</i> system control value is unselected</li> <li>• flagged to ship complete if the <i>Order Broker Include Ship Complete Orders (L12)</i> system control value is unselected</li> <li>• a retail pickup, delivery, or ship-to-store order</li> <li>• for a customer flagged to bypass reservation</li> </ul> </li> <li>• the order detail line:           <ul style="list-style-type: none"> <li>• is in open status</li> <li>• is fully backordered</li> <li>• is not gift wrapped</li> <li>• does not have special handling</li> <li>• is not coordinate grouped if the <i>Order Broker Include Coordinate Grouped Orders (K13)</i> is unselected</li> <li>• does not have a future arrival date</li> <li>• is not excluded based on trigger rules for the BROKER job</li> <li>• is not a drop ship item</li> <li>• does not have an open purchase order that is expected within the <i>Order Broker Due Date Threshold (K11)</i></li> </ul> </li> </ul>

Message Attribute	Alpha/numeric	Positions	Comments
			<p><b>Note:</b> This flag is included regardless of whether the order is suspended, provided the item is valid. Even if this flag is set to Y, it is possible that the line cannot be fulfilled as a brokered backorder if, for example, the Order Broker cannot find a location that has the item available.</p> <p><b>Available in XML version:</b> 6.0 (release 3.5 of CWSerenade).</p>
<b>Shipment</b>			
The information in this element is derived from PC manifesting, the generic pick in API, or the Order Broker integration.			
<p><b>Note:</b> This element is not used as part of the generic order interface (order API). See Generic Customer History API in the Online Help.</p>			
<b>invoice_nbr</b>	numeric	7	A unique number to identify an invoice. The system creates an invoice when you confirm shipment or process a return.
<b>invoice_ship_quantity</b>	numeric	5	The total unit quantity of the item shipped and billed on this invoice. The quantity is negative for a return.
<b>invoice_ship_date</b>	numeric	8	The date when the shipment was confirmed, or when the return was credited. MMDDYYYY format.

Message Attribute	Alpha/numeric	Positions	Comments
<b>invoice_tracking_nbr</b>	alpha	30	<p>From the Manifest Upload Audit table. The system includes all tracking numbers in the Manifest Upload Audit table that are defined for the invoice detail (for example, the item shipped in more than one carton).</p> <p><b>Brokered backorders:</b> Since there is no Manifest Upload Audit record for a brokered backorder, the message includes a tracking number if there is an Order Transaction History record of a shipment for the same date as the invoice. The system identifies the tracking number for an order line based on Order Transaction History notes, including:</p> <ul style="list-style-type: none"> <li>the line number in a note such as Ln#: 5 Shipped by Broker</li> <li>the tracking number in a note beginning with ---TRK#. Anything to the right of ---TRK# in the <i>invoice_tracking_nbr</i> attribute. For example, if the Order Transaction History note is ---TRK#: GHI123, the <i>invoice_tracking_nbr</i> is GHI123.</li> </ul> <p><b>Note:</b> If the system writes the Order Transaction History for the shipment of a brokered backorder on a date that differs from the invoice date, then no tracking information is included in the customer history response. This situation might occur if, for example, CWSerenade receives the status update of the shipment before midnight, but the billing async job does not create the invoice until after the job is automatically stopped and restarted, so that the next date is assigned to the invoice.</p>
<b>invoice_ship_via_code</b>	numeric	2	From the Manifest Upload Audit table. Not included for brokered backorders.

Message Attribute	Alpha/numeric	Positions	Comments
<b>invoice_ship_via_desc</b>	alpha	30	From the ship via description, as set up through Work with Ship Via Codes (WVIA). <b>Brokered backorders:</b> From the Order Transaction History note beginning with ----VIA. See the <a href="#">invoice_tracking_nbr</a> , above, for a discussion.
<b>invoice_ship_via_type</b>	alpha	2	The one-position or two-position code that identifies the type of ship via. Included for brokered backorders only if the shipping agent passed from the Order Broker matches a valid ship via in CWSerenade. <b>Available in XML version:</b> 6.0 (release 3.5 of CWSerenade).
<b>invoice_tracking_URL</b>	alpha	300	The URL to use when linking to shipment tracking information on the shipper's web site. Built from the record in the TRACKVIA table with a matching ship via type: for example, if the ship via type is <b>FX</b> , the tracking URL should create a link to the Federal Express web site. All Parcel Post ship via types ( <b>PP</b> , <b>P1</b> , <b>P2</b> , <b>P3</b> , and <b>P4</b> ) use the TRACKVIA record whose ship via type is <b>PP</b> . Included only if there is a ship via type in the TRACKVIA table that matches the ship via used. <b>Available in XML version:</b> 6.0 (release 3.5 of CWSerenade).

Message Attribute	Alpha/ numeric	Positions	Comments
<b>Promotion</b>			
The Promotion element lists the type of order audit discounts and promotions that were applied to the order. You can use this information on the web storefront to display to the customer the type of discounts and promotions for which the order qualifies, such as a ship via upgrade, reduced or free freight, or free items.			
<b>Note:</b>			
<ul style="list-style-type: none"><li>• The Promotion element is included only if the <a href="#">response_type</a> in the <a href="#">Inbound Order XML Message (CWORDERIN)</a> is set to <b>D</b> (detail) or <b>E</b> (errors).</li><li>• Not all promotions are listed here. For example, if an order promotion uses an additional charge code to apply a discount, it is listed; otherwise, if it decreases the prices of the items on the order, the discounted prices are included in the response message, but the promotion applied is not listed here.</li></ul>			
See <a href="#">Discounted and Added Items in the CWOrderOut Response Message</a> for more information.			
<b>Available in XML version:</b> 3.0 (release 2.0 of CWSerenade).			

Message Attribute	Alpha/numeric	Positions	Comments
<b>promotion_type_code</b>	alphanumeric	2	<p>A code used to identify the type of promotion applied to the order. Valid values:</p> <p><b>AA</b> = additional charge on additional freight promotion</p> <p><b>AV</b> = ship via override on additional freight promotion</p> <p><b>FA</b> = additional charge on freight promotion</p> <p><b>FB</b> = free gift for BOGO (Buy One/Get One Free) promotion</p> <p><b>FF</b> = free freight</p> <p><b>FO</b> = freight override</p> <p><b>FV</b> = ship via override on freight promotion</p> <p><b>OA</b> = additional charge on order promotion</p> <p><b>OV</b> = ship via override on order promotion</p> <p><b>PI</b> = package insert</p> <p><b>PT</b> = premium</p> <p><b>RA</b> = additional charge on offer promotion</p> <p><b>RG</b> = free gift on offer promotion</p> <p><b>SA</b> = additional charge on source promotion</p> <p><b>SG</b> = free gift on source promotion</p> <p><b>TA</b> = additional charge on tiered promotion</p> <p><b>TG</b> = free gift on tiered promotion</p> <p>See <a href="#">Discounted and Added Items in the CWOrderOut Response Message</a> for more information about each promotion type.</p> <p>From the <i>Type</i> field in the Order Discount Audit table.</p>

Message Attribute	Alpha/ numeric	Positions	Comments
<b>promotion_type_code_desc</b>	alphanumeric	25	A description of the type of promotion applied to the order. See the <b>promotion_type_code</b> , above, for a listing. See <a href="#">Discounted and Added Items in the CWOrderOut Response Message</a> for more information about each promotion type.
<b>promotion_original_freight_amt</b>	numeric	7.2	The freight amount for the order ship to before it was discounted by a freight promotion. This value is populated only for the FF (free freight) or FO (freight override) promotion types. From the <i>Original freight amt</i> field in the Order Discount Audit table.
<b>promotion_freight_amt</b>	numeric	7.2	The freight amount for the order ship to after the freight promotion has been applied to the order. If freight is not being charged for the order ship to (the freight amount is 0.00), this tag does not display in the message. This value is populated only for the FO (freight override) promotion type. From the <i>Promotion freight amt</i> field in the Order Discount Audit table.

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>promotion_addl_charge_code</b>	numeric	2	<p>The additional charge code that was added to the order as a result of the promotion.</p> <p>This value is populated only for the following promotion types:</p> <ul style="list-style-type: none"> <li>• AA (additional charge on additional freight promotion)</li> <li>• FA (additional charge on freight promotion)</li> <li>• OA (additional charge on order promotion)</li> <li>• RA (additional charge on offer promotion)</li> <li>• SA (additional charge on source promotion)</li> <li>• TA (additional charge on tiered promotion)</li> </ul> <p>From the <i>Add'l chg code</i> field in the Additional Charge table. Based on the <i>Additional chg seq #</i> field in the Order Discount Audit table.</p>
<b>promotion_addl_charge_code_desc</b>	alphanumeric	30	<p>The description of the additional charge code that was added to the order as a result of the promotion.</p> <p>From the <i>Description</i> field in the Additional Charge table.</p>

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>promotion_addl_charge_amt</b>	numeric	7.2	<p>The amount of the additional charge that was applied to the order as a result of the promotion. Typically, this amount is a negative amount.</p> <p>This value is populated only for the following promotion types:</p> <ul style="list-style-type: none"> <li>• AA (additional charge on additional freight promotion)</li> <li>• FA (additional charge on freight promotion)</li> <li>• OA (additional charge on order promotion)</li> <li>• RA (additional charge on offer promotion)</li> <li>• SA (additional charge on source promotion)</li> <li>• TA (additional charge on tiered promotion)</li> </ul> <p>From the <i>Additional chg amt</i> field in the Order Discount Audit table.</p>
<b>promotion_original_shipping_method</b>	numeric	2	<p>The ship via for the order ship to before it was overridden by the promotion.</p> <p>This value is populated only for the following promotion types:</p> <ul style="list-style-type: none"> <li>• AV (ship via override on additional freight promotion)</li> <li>• FV (ship via override on freight promotion)</li> <li>• OV (ship via override on order promotion)</li> </ul> <p>From the <i>Original ship via</i> field in the Order Discount Audit table.</p>
<b>promotion_original_shipping_method_desc</b>	alphanumeric	30	<p>The description of the ship via that was assigned to the order before it was overridden by the promotion.</p> <p>From the <i>Shipper name</i> field in the Ship Via table.</p>

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>promotion_shipping_method</b>	numeric	2	<p>The ship via for the order ship to after the promotion has been applied to the order.</p> <p>This value is populated only for the following promotion types:</p> <ul style="list-style-type: none"> <li>• AV (ship via override on additional freight promotion)</li> <li>• FV (ship via override on freight promotion)</li> <li>• OV (ship via override on order promotion)</li> </ul> <p>From the <i>Promotion ship via</i> field in the Order Discount Audit table.</p>
<b>promotion_shipping_method_desc</b>	alphanumeric	30	<p>The description of the ship via that was assigned to the order as a result of the promotion.</p> <p>From the <i>Shipper name</i> field in the Ship Via table.</p>
<b>promotion_item_id</b>	alphanumeric	12	<p>A code for the item that was added to the order as a result of a free gift, premium, or package insert.</p> <p>This value is populated only for the following promotion types:</p> <ul style="list-style-type: none"> <li>• FB (free gift on BOGO promotion)</li> <li>• PI (package insert)</li> <li>• PT (premium)</li> <li>• RG (free gift on offer promotion)</li> <li>• SG (free gift on source promotion)</li> <li>• TG (free gift on tiered promotion)</li> </ul> <p>From the <i>ITM number</i> field in the Order Detail table. Based on the <i>ODT seq #</i> field in the Order Discount Audit table.</p>
<b>promotion_item_desc</b>	alphanumeric	40	<p>A description of the item that was added to the order as a result of a free gift, premium, or package insert.</p> <p>From the <i>Description</i> field in the Item table.</p>

<b>Message Attribute</b>	<b>Alpha/ numeric</b>	<b>Positions</b>	<b>Comments</b>
<b>promotion_sku</b>	alphanumeric	14	A code for the SKU of the item that was added to the order as a result of a free gift, premium, or package insert. This value is populated only for the following promotion types: <ul style="list-style-type: none"><li>• FB (free gift on BOGO promotion)</li><li>• PI (package insert)</li><li>• PT (premium)</li><li>• RG (free gift on offer promotion)</li><li>• SG (free gift on source promotion)</li><li>• TG (free gift on tiered promotion)</li></ul> From the <i>SKU code</i> field in the Order Detail table. Based on the <i>ODT seq #</i> field in the Order Discount Audit table.
<b>promotion_sku_desc</b>	alphanumeric	40	A description of the SKU that was added to the order as a result of a free gift, premium, or package insert. From the <i>Description</i> field in the SKU table.
<b>promotion_offer_price</b>	numeric	7.2	The offer price for the order detail line associated with the promotion, if one exists. This value is populated only for the following promotion types: <ul style="list-style-type: none"><li>• FB (free gift on BOGO promotion)</li><li>• PI (package insert)</li><li>• PT (premium)</li><li>• RG (free gift on offer promotion)</li><li>• SG (free gift on source promotion)</li><li>• TG (free gift on tiered promotion)</li></ul> From the <i>Offer price</i> field in the Order Detail table.

Message Attribute	Alpha/ numeric	Positions	Comments
<b>promotion_price</b>	numeric	7.2	<p>The selling price of the order detail line associated with the promotion. If the item is free of charge (the selling price is 0.00), this tag does not display in the message.</p> <p>This value is populated only for the following promotion types:</p> <ul style="list-style-type: none"> <li>• PI (package insert)</li> <li>• PT (premium)</li> <li>• RG (free gift on offer promotion)</li> <li>• SG (free gift on source promotion)</li> <li>• TG (free gift on tiered promotion)</li> </ul> <p>From the <i>ODT price</i> field in the Order Detail table.</p>
<b>promotion_line_seq_nbr</b>	numeric	5	<p>The sequence number of the order line associated with the promotion.</p> <p>From the <i>ODT seq #</i> field in the Order Discount Audit table.</p>
<b>Error</b>			
The response message includes any errors on the order if the <i>response_type</i> sent in the CWOrderIn message is E.			
<b>Available in XML version:</b> 2.0 (release 1.1 of CWSerenade).			
<b>error_type</b>	alpha	4	<p>Indicates whether the error is related to header or detail information:</p> <p><b>HDR</b> = The error is related to the header, ship-to, or payment method</p> <p><b>DTLS</b> = The error is related to an item on the order</p>
<b>error_code</b>	alpha	2	A code identifying the error. See <a href="#">Order Creation Errors</a> for a listing.
<b>error_ship_to</b>	numeric	3	Identifies order ship-to related to the error.
<b>error_odt_seq</b>	numeric	5	Identifies the detail line related to the error. Included only for detail errors.
<b>error_text</b>	alpha	25	The description of the error. See <a href="#">Order Creation Errors</a> for a listing and more information.

## Detailed Order Response Message: Sample XML

---

A sample of the [Detailed Order XML Response \(CWORDEROUT\)](#) that does not include errors is presented below. The ORDER\_IN job produces this response format if the response\_type for the [Inbound Order XML Message \(CWORDERIN\)](#) is set to **E**. The response generated when the response\_type is set to **D** is similar except that no errors are included.

```
<Message source="RDC" target="IDC" type="CWORDEROUT">
  <Header company_code="6" order_id="4787" reference_order_number="081908AT"
    customer_number="13164" alternate_sold_to_id="000000105" bill_to_number="320"
    order_date="08192008" order_channel="I" bill_me_later_ind="N" order_status="E"
    order_type="W" order_type_description="WEB ORDER" b2b_order="N"
    store_restock_order="N" entered_date="08192008" entered_time="140152"
    source_code="SOURCE" offer_id="OFR" sold_to_fname="SARA" sold_to_lname="VAN VOORHIS"
    sold_to_busres="R" sold_to_address1="257 LOVELL STREET" sold_to_city="WORCESTER"
    sold_to_state="MA" sold_to_state_description="MASSACHUSETTS" sold_to_zip="01602"
    sold_to_country="USA" sold_to_day_phone="5081222222" sold_to_opt_in="01"
    allow_rent="Y" allow_mail="Y" bill_to_fname="SARA" bill_to_lname="VAN VOORHIS"
    bill_to_busres="R" bill_to_address1="257 LOVELL STREET" bill_to_city="WORCESTER"
    bill_to_state="MA" bill_to_state_description="MASSACHUSETTS" bill_to_zip="01602"
    bill_to_country="USA">
    <Payments>
      <Payment payment_seq_number="1" payment_type="5" pay_type_desc="MASTERCARD"
        credit_card_nbr="*****4234" credit_card_auth_dt="1080815"
        credit_card_auth_nbr="AUTH"/>
    </Payments>
    <ShipTos>
      <ShipTo ship_to_number="1" sub_total="27.50" discount_total="3.75"
        shipping="2.75" tax="1.82" additional_charges="4.29" order_total="36.36"
        ship_to_status="S" gift_order="N" ship_via_code="4" ship_via_description="BEST
        WAY" shipping_override="N" ship_to_fname="SARA" ship_to_lname="VAN VOORHIS"
        ship_to_busres="R" ship_to_address1="257 LOVELL STREET"
        ship_to_city="WORCESTER" ship_to_state="MA"
        ship_to_state_description="MASSACHUSETTS" ship_to_zip="01602"
        ship_to_country="USA">
        <Details>
          <Detail line_seq_number="1" short_sku_number="605" item_id="BELT"
            item_description="STYLISH LEATHER-LOOK MEN'S BELT"
            actual_price="20.00" offer_price="20.00" drop_ship="N"
            order_quantity="1" tax="1.20" set_main_item="N"
            set_component_item="N" />
          <Detail line_seq_number="2" short_sku_number="542" item_id="PEN"
            item_description="GEL WRITER 10/16/07 sku="BLUE" sku_description="BLUE
            PEN" actual_price="1.50" offer_price="2.25" drop_ship="N"
            order_quantity="5" reserve_quantity="5" tax="0.45" set_main_item="N"
            set_component_item="N" />
        </Details>
        <Errors>
          <Error error_type="HDR" error_code="Z4" error_text="CC Expiration/Start
            Date"/>
        </Errors>
      </ShipTo>
    </ShipTos>
  </Header>
</Message>
```

## Order Acknowledgement XML Message (CWORDEROUT)



The system generates this response to the [Inbound Order XML Message \(CWORDERIN\)](#) if the [response type](#) is A (acknowledge).

**Note:**

- All numeric values with decimal positions are passed as explicit decimals. For example, a dollar value of \$10.00 is passed as 10.00.
- Attributes are included in the response only if they contain a value. Blank attributes are not passed.

See [Order Acknowledgement Message: Sample XML](#) for a sample message.

Message Attribute	Alpha/numeric	Positions	Comments
<b>Message</b>			
<b>source</b>	alphanumeric		Identifies the source of the XML message. RDC indicates the XML message originates from CWSerenade.
<b>target</b>	alphanumeric		Identifies the target of the XML message. IDC indicates the XML message is sent to CWIntegrate.
<b>type</b>	alphanumeric		Identifies the type of information in the XML message.
<b>Header</b>			
<b>company_code</b>	numeric	3	The <a href="#">company code</a> from the Inbound Order Message.
<b>order_id</b>	numeric	8	The order number assigned by the system.
<b>reference_order_number</b>	alphanumeric	30	The <a href="#">order number</a> from the Inbound Order Message.

Message Attribute	Alpha/ numeric	Positions	Comments
<b>customer_number</b>	numeric	9	The number identifying the customer specified in the Inbound Order Message, or created by the system.
<b>alternate_sold_to_id</b>	alphanumeric	15	The <i>Alt cust #</i> field at the Second Create Customer Sold To screen.
<b>bill_to_number</b>	numeric	7	The number identifying the bill-to customer specified in the Inbound Order Message, created by the system, or assigned to the sold-to customer. Passed only if the customer or order has a bill-to account.
<b>order_date</b>	numeric	8	The <a href="#">order_date</a> from the Inbound Order Message.
<b>order_channel</b>	alpha	2	The <a href="#">order_channel</a> from the Inbound Order Message
<b>bill_me_later_ind</b>	alpha	1	<p>Valid values are:</p> <ul style="list-style-type: none"> <li>• <b>Y</b> = The customer has an existing Bill Me Later account</li> <li>• <b>N</b> = The customer does not have an existing Bill Me Later account</li> </ul> <p>The system determines the setting of this flag based on whether there is an account number in the Customer Sold To BML table, regardless of whether the customer actually uses a Bill Me Later payment method on this order. For example, if the customer is applying for a Bill Me Later account with this order, then this flag is set to <b>N</b>, because the order has not gone out for authorization yet and the account number has not yet been established.</p>

## Order Acknowledgement Message: Sample XML

---

A sample of the [Order Acknowledgement XML Message \(CWORDEROUT\)](#) is presented below.

```
<Message source="RDC" target="IDC" type="CWORDEROUT">
  <Header company_code="6" order_id="5219" reference_order_number="093008B"
    customer_number="13164" alternate_sold_to_id="000000105" bill_to_number="320"
    order_date="09302008" order_channel="I" bill_me_later_ind="N"/>
</Message>
```

## Order Reject Request Message (CWORDERREJECT)

**Message structure:** There is not a separate DTD or schema for the reject message. This message is based on the same structure as the [Inbound Order XML Message \(CWORDERIN\)](#); however, it is not necessary to include any tags besides those listed below. See the [Order Reject Request Message: Sample](#) below for an example.

When the message does include additional tags beyond those listed below, the order API returns an `Invalid XML Message` error if any of the additional information is invalid.

**For more information:** See [Rejecting the Order \(Order API\)](#) for background.

Message Attribute	Alpha/numeric	Positions	Comments
<b>Message</b>			
<b>source</b>	alphanumeric		Identifies the source of the XML message.
<b>target</b>	alphanumeric		Identifies the target of the XML message.
<b>type</b>	alphanumeric		Must be set to <code>CWORDERREJECT</code> . <b>Note:</b> Not case-sensitive. For example, a setting of <code>CWOrderReject</code> is also acceptable.
<b>Header</b>			
<b>company_code</b>	numeric	3	Identifies the company for the order. Validated against the Company table. Padding with zeroes (for example, 005) is optional. Required.
<b>Identifying the Order:</b> The reject message must specify either an <code>order_number</code> or <code>rdc_order_nbr</code> identifying an existing order in the company indicated. The order must be in error and not have a payment method. If the message includes both the <code>order_number</code> and the <code>rdc_order_nbr</code> , they should both point to the same order. <b>Multi-recipient order?</b> If the reject message specifies a multi-recipient order, the system cancels all recipients.			

Message Attribute	Alpha/ numeric	Positions	Comments
<b>order_number</b>	alphanumeric	30	The E-commerce order number in the Order Header Extended table and in the E-Commerce Order Reference table. From the <a href="#">order_number</a> passed in the <a href="#">Inbound Order XML Message (CWORDERIN)</a> .
<b>rdc_order_nbr</b>	numeric	9	The order number assigned by CWSerenade.

## Order Reject Request Message: Sample

---

The following sample includes all of the tags that could potentially be used to identify an order for rejection. The message can specify the order\_number, rdc\_order\_nbr, or both, in addition to the company number.

```
<Message source="String" target="String" type="CWORDERREJECT" >
  <Header company_code="6" order_number="1010mu123" rdc_order_nbr="10851" >
    </Header>
</Message>
```

## Order Reject Response Message: Samples

---

The order API returns a response such as one of the following examples provided the [Order Reject Request Message \(CWORDERREJECT\)](#) if the reject request message was valid, such as the sample above.

If the order rejection is successful, the response passed is:

```
<Message>PASS</Message>
```

Otherwise, if the order rejection is unsuccessful, the response passed is:

```
<Message>FAIL</Message>
```

A rejection is unsuccessful if the request message did not specify an existing order that is currently in error status without a payment method.

# Order Creation Errors

**Purpose:** The following table describes errors that can occur when you create orders through the order API. These errors might be listed on an error report such as the Order Batch Listing, and included in the [Detailed Order XML Response \(CWORDEROUT\)](#) if the `response_type` in the [Inbound Order XML Message \(CWORDERIN\)](#) is **E**.

**For more information:** See [Generic Order Interface \(Order API\)](#).

Code	Error	Explanation
01	Entered Price Exceeds Lim	<p>The requested price of a new or existing item is below the maximum discount percentage, as specified in the <i>Price Override Limit Percent (E55)</i> system control value. For example, if this system control value specifies a limit of 10%, and the requested price of an item was 15% below the regular price, this would produce an error.</p> <p><b>Note:</b> This error based on the setting of the Override Price Override Limit (A64) secured feature:</p> <ul style="list-style-type: none"><li>if there is a valid <code>entered_by_user</code> specified in the message, the system checks the secured feature authority of that user;</li><li>otherwise, if the <code>entered_by_user</code> is not a valid user ID in CWSerenade, or if there is no <code>entered_by_user</code> specified in the message, the system checks the secured feature authority of the <code>CWDIRECTCP_ORDERIN_USERID</code> from the CWDirectCP Properties File.</li></ul>
A0	Invalid Promotion Code	The promotion code specified in the message does not actually exist.
A1	Multiples error	The order line quantity is not evenly divisible by the <i>Sell quantity</i> for the item/SKU.
A4	Price is zero	No price was found for the item/offer, but the item is not eligible for a price override to zero.
A7	Item not valid for whs	The <code>line_warehouse</code> indicated for a return or express bill does not exist.
A8	Invalid line frt override	A line freight override is indicated, but the freight method on the order is not a line-level freight method.

<b>Code</b>	<b>Error</b>	<b>Explanation</b>
A9	S/H code is invalid	The <i>Special handling code</i> specified for the item is invalid.
B0	Placer Invalid	The order does not have a valid placer, and the <i>Individuals Required in Order Entry (E01)</i> system control value is <b>selected</b> , or an individual is assigned to the sold-to customer.
B2	SKU does not exist	The short SKU specified in the message is not associated with a valid SKU.
B3	Base item does not exist	The system cannot identify the item/SKU for an order detail line based on the information provided in the message.
B4	Discount limit exceeded	The discount on the order ship to exceeds the <i>Order Discount Percentage Limit (D16)</i> system control value.
C0	Invalid offer	The item specified is associated with an invalid offer.
C1	Item/Cust cls restriction	The customer's class is restricted from shipment of items of this item class, as defined through the Item Class Restrictions by Customer Class screen.
C3	S/H code not allowed	Special handling is not allowed for the item, as defined at the Create Item Offer screen or the Create SKU Offer screen.
C4	Invalid/Missing Cust Cls	There is no valid customer class indicated in the message, the Default Customer Class in Order Entry (D63) system control value is blank, and the Require Customer Class in OE, WCAT, and WCST (H85) system control value is <b>selected</b> .
C5	Gift wrap not allowed	The <i>gift_wrap</i> field is selected and gift wrapping is not allowed for the offer.
C8	Invalid Ship Via	<ul style="list-style-type: none"> <li>• The <i>Require postal code?</i> flag is selected for the country and the ship via specified for the order does not exist, OR</li> <li>• There is an invalid <i>line_shipping_method</i> specified for an item on the order, OR</li> <li>• The order represents a pre-order quote (the <i>Quote</i> field for the order type is <b>selected</b>) and the ship via entered on the quote is an express bill ship via.</li> </ul>

Code	Error	Explanation
D0	A/R and COD Not Allowed	The order includes both an accounts receivable and a C.O.D. payment method.
D3	A/R, COD Amount must be 0	There is an accounts receivable or C.O.D. payment method with an amount to charge specified. If an order uses either of these payment types, it must be the “catch-all.”
D4	Multiple CCs with \$0	There is more than one “catch-all” payment method.
D8	Missing Whse/Loc-No IT Ln	The <i>line_warehouse</i> or <i>location</i> indicated for a return or express bill does not exist.
E2	State not found	The state is not valid for the country, as defined through Work with Countries ( <b>WCTY</b> ). If a state is specified, it must be a valid state for the country, regardless of the setting of the <i>Require state?</i> flag for the country.
E3	Order qty > max allowed	<p>The item quantity exceeds the maximum specified in the <i>Maximum Order Quantity (C60)</i> system control value.</p> <p><b>Note:</b> This error based on the setting of the Allow Maximum Order Quantity Override (A70) secured feature:</p> <ul style="list-style-type: none"> <li>• if there is a valid <i>entered_by_user</i> specified in the message, the system checks the secured feature authority of that user;</li> <li>• otherwise, if the <i>entered_by_user</i> is not a valid user ID in CW_Serenade, or if there is no <i>entered_by_user</i> specified in the message, the system checks the secured feature authority of the CWDIRECTCP_ORDERIN_USERID from the CWDirectCP Properties File</li> </ul>

Code	Error	Explanation
E5	Line \$value > max allowed	<p>The extended price of the order detail line exceeds the limit specified in the <i>Maximum Order Line Value (E98)</i>.</p> <p><b>Note:</b> This error based on the setting of the Allow Maximum Order Line Value Override (A69) secured feature:</p> <ul style="list-style-type: none"> <li>if there is a valid <i>entered_by_user</i> specified in the message, the system checks the secured feature authority of that user;</li> <li>otherwise, if the <i>entered_by_user</i> is not a valid user ID in CWSerenade, or if there is no <i>entered_by_user</i> specified in the message, the system checks the secured feature authority of the CWDIRECTCP_ORDERIN_USERID from the CWDirectCP Properties File</li> </ul>
E6	Price can not be negative	<ul style="list-style-type: none"> <li>The item has a price that is negative and the <i>Allow Negative Prices in Order Entry (E97)</i> system control value is not selected, OR</li> <li>The order represents a pre-order quote (the <i>Quote</i> field for the order type is <b>selected</b>) and the quantity for an item on the quote is a negative quantity.</li> </ul>
E7	Multiple CC with pay plan	There is more than one credit card on an order that includes a flexible payment option.
E8	CC Pmt Req w/Store Ship	<p>There is no credit card payment method specified for a store shipment request.</p> <p><b>Note:</b> Store fulfillment is not currently implemented.</p>
E9	Email invalid	The email address is not properly formatted.
EM	Exceeds maximum char	The personalization text exceeds the maximum specified for the custom special handling format. See the <a href="#">personalization_line</a> element in the <a href="#">Inbound Order XML Message (CWORDERIN)</a> for more information.

Code	Error	Explanation
F3	Missing Membership	The item is a membership item, but there is not a membership program with the same name as the item, as defined through Work with Membership Programs ( <b>WWMP</b> ), or the membership program identified has expired (the <i>End date</i> for the membership program has passed). This error occurs when a customer purchases a membership item and the payment information is passed separately; in this case, the system does not create the customer membership or apply any membership discount until receiving the payment message.
F5	Inv qty for ShipToStore	There is a ship-alone item with a quantity greater than one on a ship-to-store order.
F8	Item Ctry/St Restriction	The item is restricted from shipment to that country or state, as defined through the Work with Item Restriction by Country/State screen.
F9	Ship Via invalid for Item	The shipper is not eligible to ship the item to its destination, based on the Item Ship Via Override table.
G5	Invalid Prefix Code	The Validate Prefix (I27) system control value is <b>selected</b> , and the prefix does not exist in the Prefix table.
G9	Missing PO#-Req for A/R	The PO Required for A/R Orders (D79) system control value is <b>selected</b> and no purchase order number is specified.
GA	SH Resp fail defined rule	The custom special handling for the item does not conform to a rule set up for the custom special handling format.
H2	Invalid Flexible Payment	There is an invalid flexible payment option specified for an order payment method.

Code	Error	Explanation
H3	Van Delivery via not allowed	<ul style="list-style-type: none"> <li>• The ship via code defined in the <i>Default Van Delivery Ship Via (L07)</i> system control value is specified as the <u>shipping method</u> and:           <ul style="list-style-type: none"> <li>• the shipping address on the order does not qualify for van delivery, or</li> <li>• the <u>ship to warehouse</u> contains a warehouse code other than the <i>Reserve warehouse</i> defined for the shipping address on the order.</li> </ul> </li> <li>• The ship via code defined in the <i>Default Van Delivery Ship Via (L07)</i> system control value is specified as the <u>line shipping method</u> for an order line and:           <ul style="list-style-type: none"> <li>• the shipping address on the order does not qualify for van delivery, or</li> <li>• the <u>line warehouse</u> contains a warehouse code other than the <i>Reserve warehouse</i> defined for the shipping address on the order.</li> </ul> </li> </ul>
I1	Duplicate item for cust	<p>The <i>Duplicate Item Check (C09)</i> system control value is <b>selected</b> and an item is included on more than one order for the customer within the number of days specified in the <i>Duplicate Item Days (C58)</i> system control value.</p> <p><b>Note:</b> After you accept or edit the order batch that includes the order with the duplicate item, the error status of the order line(s) is cleared, and the system does not reevaluate the order for a duplicate item error.</p>
I2	Invalid Card Issue#	An issue number is required for the credit card pay type (based on the <i>Require issue #flag</i> ), but an issue number was not provided.
I3	Bill Me Later trans limit	The customer is applying for a Bill Me Later account, and the total order value exceeds the <i>BML trans limit</i> .
IM	Required Input missing	Required information is missing from the custom special handling instructions.
M1	Invalid email/opt in-SVC	There is a virtual stored value card on the order and a valid email address was not provided. The system requires an email address in order to send a Stored Value Card Notification email to the recipient of the stored value card.

<b>Code</b>	<b>Error</b>	<b>Explanation</b>
NC	No catch all pay method	There is no payment method on the order with the <i>amt_to_charge</i> field blank.
OD	Invalid Order date	The accounting period associated with the date could not be found or the G/L period for the date has been closed.
SA	Non-CC on Ship To Store	The Payment at POS for Ship to Store (L60) system control value is selected, this is a ship-to-store order, the order type does not match the <i>Order Type for Special Orders</i> (L15) system control value, and the order includes a payment method that is not a credit card with a <i>Card type</i> of <b>Credit</b> or that matches the <i>Rewards Certificate Pay Type</i> (L54).
S1	Store Fulfillment Loc Msg	No store_code was passed for a store pickup order.
S3	Store Fulfillment Con Mas	You cannot generate a store pickup request for a continuity master item, although you can generate a request for the continuity components.
S4	Store Fulfillment Subscrpt	You cannot generate a store pickup request for a subscription item.
S5	Store Fulfillment Mbrship	You cannot generate a store pickup request for a membership item.
S6	Store Fulfillment Neg Qty	You cannot generate a store pickup request for a negative quantity.
S7	Invalid Store Code	The <i>store_code</i> passed to create a ship-to-store or store pickup order is not a valid code as set up through Work with Store Cross Reference (WSCR).
S8	Invalid Delivery Type	The <i>delivery_type</i> was not set to P (store pickup) or S (ship-to-store). Additional information will be provided by MICROS-Retail at a later date.
S9	Ineligible for Store Pick	The message indicates to create a store pickup order, but the order is not eligible. Possible reasons include a payment method that is not a credit card; items on the order that are not flagged as <i>Locate eligible</i> ; items on the order that have gift wrap or special handling instructions; or the <i>store_code</i> indicated is invalid. If the <i>store_code</i> is invalid, then there are additional errors related to the ship-to address on the order.

Code	Error	Explanation
SE	Email Missing/Ineligible	This is a store pickup order, and there is not an email address with an opt-in/out flag of <b>O1</b> (all emails) or <b>O2</b> (order-related emails) on the order. The email address and opt-in/out setting are required so that you can notify the customer when the order is ready for pickup at the selected store.
SI	Sales Rep Inactive	The <i>Active</i> field for the <a href="#">sales rep number</a> assigned to the order in the Salesman table is <b>N</b> .
SJ	Sales Rep Store Inactive	The <i>Active</i> field for the <a href="#">sales rep store</a> assigned to the order in the Store Cross Reference table is <b>N</b> .
SK	Sales Rep Store Invalid	The <a href="#">sales rep store</a> assigned to the order is not a valid store number in the Store Cross Reference table.
UU	SKU Blocked	The item is not allowed on the order based on information received from an external system via the SKU Blocker interface. The system sends item and order information to an external system to determine whether the item/SKU is allowed on the order if the second compatibility code for the item matches the code defined in the Second Compatibility Code used to Trigger SKU Blocking (K84) system control value. See this system control value for more information.
VR	Input not valid response	The personalization text is not a valid entry for the custom special handling format. See the <a href="#">personalization_line</a> element in the <a href="#">Inbound Order XML Message (CWORDERIN)</a> for more information.
W3	City Blank	No city is specified for the shipping address.
W4	Country Not Found	The country code is invalid or no country was specified.
W5	Duplicate PO#	The <i>ship_to_po_number</i> is a duplicate (the system checks for duplicate PO numbers only if the <i>Verify Duplicate PO Numbers for A/R Orders (D80)</i> system control value is <b>selected</b> ).
W7	Invalid Cancel Date	The cancel date specified in the message is earlier than the current date.
W8	Invalid Cancel/Arrival DT	
X0	Invalid date of birth	The customer is using a Bill Me Later pay type for the first time, and there is no date of birth provided.

Code	Error	Explanation
X1	Invalid Order Hold Reason	The order hold reason code indicated does not exist in the Order Hold Reason table.
X2	Invalid Order Type	The order type indicated does not exist in the Order Type table.
X3	Invalid Salesman Number	The <i>Require Salesrep Number in Order Entry/Order Maintenance (E87)</i> system control value is selected and the order does not have a valid sales rep.
X4	Invalid Ship Via for FEDX	There is a Federal Express tracking number indicated, but the ship via on the order does not have a Type of <b>FX</b> .
X5	Invalid Ship Via for POB	The ship via for the order does not deliver to P.O. boxes, as specified by the <i>PO box delivery</i> field for the ship via. This error can occur regardless of the setting of the <i>Perform ship via edit?</i> flag for the country.
X6	Invalid Ship Via for SCF	Either the SCF or the ship via/SCF combination is not valid. This error occurs only if the <i>Perform ship via edit?</i> flag is selected for the country.
X7	Invalid Source Code	The source code specified on an order detail line is not valid. <b>Note:</b> Normally, even if the source code on the header is not specified or is invalid or restricted, the system selects a valid header-level source code from the customer's mail history, current source code, or a system control value default.
X9	Invalid State for Zip	The state is not valid for the postal code, as defined through Work with Postal Code/City/States ( <b>WZIP</b> ).
Y0	Invalid social security #	The customer is applying for a Bill Me Later account, but the <i>soc_sec_nbr</i> was blank.
Y1	Invalid Tax Code	There is a resale/exempt number specified but the customer is not tax exempt, or <b>R</b> or <b>E</b> is not passed in the <u><a href="#">tax_exempt</a></u> attribute.
Y2	Last Name & Comp Blank	Both the last name and the company field for the sold-to customer are blank; at least one is required.
Y3	SCF not Found	The SCF is not valid for the country, as defined through Work with SCF Codes ( <b>WSCF</b> ). This error occurs only if the <i>Require postal?</i> flag is selected for the country.
Y4	State Blank	No state is specified. This error occurs only if the <i>Require state?</i> flag is selected for the country.

<b>Code</b>	<b>Error</b>	<b>Explanation</b>
Y5	Street Address Blank	No street address is specified.
Y8	Zip Code Blank	No postal code is specified. This error occurs only if the <i>Require postal code?</i> flag is selected for the country.
Z0	Direct Disbursement N/A	The order includes a Direct Bank Disbursement pay type; you cannot enter a Direct Bank Disbursement pay type on an e-commerce order.
Z1	No Detail lines	No items were specified for the order.
Z2	No Paytypes for Order	No payment methods have been provided.
Z3	Invalid Coupon	The gift certificate number indicated does not match a record in the Coupon Redemption table, and the Dynamic Creation of Coupons (B21) system control value is <b>unselected</b> .
Z4	CC Expiration/Start Date	<p>If an expiration date is required for the credit card pay type (based on the <i>Require expiration date</i> flag):</p> <ul style="list-style-type: none"> <li>• the credit card payment method did not include a valid expiration date; for example, the <i>cc_exp_month</i> or <i>cc_exp_year</i> exceeded two positions each, or the <i>cc_exp_month</i> is not a valid month (1 through 12)</li> <li>• the expiration date is in the past</li> <li>• the expiration date is more than 20 years in the future</li> </ul> <p>if a start date is required for the credit card pay type (based on the <i>Require start date</i> flag), the credit card payment method did not include a start date.</p>
Z5	Invalid Credit Card	<ul style="list-style-type: none"> <li>• No credit card number was provided for a credit card pay type.</li> <li>• The credit card number failed validation against the credit card length, leading digits, or bin number defined for the credit card pay type.</li> <li>• The <i>Require Credit Card Token (L40)</i> system control value is <b>selected</b> and the credit card number was not replaced with a token.</li> </ul>

<b>Code</b>	<b>Error</b>	<b>Explanation</b>
Z6	Invalid Pay Type	<ul style="list-style-type: none"> <li>• No payment method was passed, or the payment method passed was invalid, OR</li> <li>• The order represents a pre-order quote (the <i>Quote</i> field for the order type is <b>selected</b>) and a cash/check pay type is defined on the quote.</li> </ul>
Z7	Invalid Bill To Address	Some part or all of the bill-to (A/R) information in the message is invalid.
Z8	Invalid Sold to Address	There is a problem with the sold-to customer's address. This error accompanies the error message indicating the specific problem.
Z9	Invalid Ship to Address	Any of the entries for the shipping address are invalid. This error appears with one or more other error messages describing the fields that are invalid.
ZZ	No Order I/T Line for Item	You attempted to send an express-billed order without specifying the warehouse and location where the item(s) were taken.

## Translating Special Characters

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Certain special characters cannot be passed in an attribute of an XML message except through the use of replacement text strings. For outbound XML messages, CWSerenade replaces these with the text strings listed below. Similarly, for inbound messages, you can pass the special characters listed below by replacing them with the related text strings. For example, if the item description includes a double quote, CWSerenade replaces it in the `item_description` attribute in the [Detailed Order Response Message: Sample XML](#) with `"`. Similarly, you can pass a single quote in the `line_hyperlink` attribute in the [Inbound Order XML Message \(CWORDERIN\)](#) by replacing it with `'`:

If an inbound message includes any of the special characters listed below without using the replacement text string, the system returns an error: Cannot Parse XML Message or Invalid XML Message.

Special Character	Description	Replacement Text String
,	single quote	&apos;
"	double quote	&quot;
>	greater than	&gt;
<	less than	&lt;
&	ampersand	&amp;

Other special characters (such as \$ or !) can be passed in an attribute of an XML message without using replacement text strings.

# E-Commerce Catalog Requests

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**Purpose:** The EC\_CAT\_REQ job, started through [Working with E-Commerce Job Control \(EJCT\)](#), creates a catalog request when the customer enters a request on the web storefront. The main purposes of this job:

- receive and process catalog requests for sold to or individual customers.
- create the sold to customer or individual customer if the customer does not exist.
- update the sold to customer or individual customer if the customer information is updated.

Additionally, if the *response\_required* field is 1, the system sends an [E-Commerce Catalog Request Response](#) message back to the web storefront.

**Duplicate catalog requests:** If the *Edit for Duplicate Catalog Requests (E46)* system control value is **selected**, the system checks for duplicate catalog requests, based on match code. If a duplicate catalog request exists, the system does not create the duplicate catalog request. However, the system will still send an [E-Commerce Catalog Request Response Message \(CWCatreqResponse\)](#) back to the web storefront.

**E-Commerce catalog requests in error:** If the [E-Commerce Catalog Request Message \(CWCatRequest\)](#) contains an error, the system places the catalog request in the Catalog Request Interface table. You can correct the errors using the Work with the Catalog Request Interface (**WCRU**) menu option.

**CTI Telephone Scan table:** If you create a new sold to customer or new individual customer in an e-commerce catalog request and the *Use Computer Telephony Integration (F26)* system control value is selected, the system creates a record in the CTI Telephone Scan table.

**Relate customer integration:** When you use the Relate customer integration, if you create a customer through a catalog request, CWSerenade sends the customer information to Relate so that the customer records in the two systems are synchronized. See the [Relate Customer Integration](#) for more information.

## In this topic:

- [Customer Creation/Update Logic in E-Commerce Catalog Requests](#)
  - [Creating/Updating Sold To Customers in E-Commerce Catalog Requests](#)
  - [Creating/Updating Individuals in E-Commerce Catalog Requests](#)
  - [E-Commerce Catalog Request Response](#)
- [E-Commerce Catalog Request Message \(CWCatRequest\)](#)
- [E-Commerce Catalog Request Response Message \(CWCatreqResponse\)](#)

## Customer Creation/Update Logic in E-Commerce Catalog Requests

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In addition to creating a catalog request, the [E-Commerce Catalog Request Message \(CWCatRequest\)](#) allows you to create or update a sold to customer and/or individual customer.

### Creating/Updating Sold To Customers in E-Commerce Catalog Requests

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**Creation sold to logic:** If you receive a catalog request from the web storefront for a customer that does not exist, the system creates a new customer.

If the *Edit for Duplicate Catalog Requests (E46)* system control value is **selected**, the system checks for duplicate catalog requests, based on match code. If a duplicate catalog request exists, the system does not create the duplicate catalog request. However, the system will still send a catalog request response back to the web storefront.

When you create a new customer through the [E-Commerce Catalog Request Message \(CWCatRequest\)](#), the system creates the new customer in the Customer Sold To table. The current and original mail type fields are set to **C** (catalog request). If the *Track Customer History at Entity Level (F89)* system control value is **selected**, the system also creates a Customer Entity record for the entity associated with the source code.

**Opt in/opt out flag:** If the catalog request received from the web storefront does not contain a value in the *bill\_to\_opt\_in* flag, the system defaults the setting of the *Default Opt In/Opt Out (G97)* system control value.

**Update sold to logic:** If the catalog request is for an existing customer and the value of an existing field changes, such as the *Email address* field, the system updates the customer. See Work with Customers ([WCST](#)).

**Customer ownership:** You can create or update customer ownership records for the sold to customer using the *CustOwnership* element in the [E-Commerce Catalog Request Message \(CWCatRequest\)](#). Customer ownership allows you to capture and confirm information about the products a customer currently owns or previously owned.

The system looks at the *Company*, *Customer #*, and *Ownership ID* fields in the Customer Ownership table to determine if the customer ownership record on the catalog request is a new record or updated record.

- If the company, customer number, and ownership ID values on the catalog request match a record in the Customer Ownership table, the system updates the *Active flag*, *Entry date*, *Confirm date*, and *Description* fields for the existing customer ownership record.
- If the company, customer number, and ownership ID values on the catalog request do not match a record in the Customer Ownership table, the system creates a new customer ownership record for the sold to customer.

If a value is not defined for the *cust\_own\_ID* field, the system creates a customer note indicating the customer ownership record was not created/updated: Missing Ownership ID: Ownership Description. The system does not place the e-commerce catalog request in an error status because of customer ownership errors.

**Note:** If the catalog request contains errors, the system places the catalog request in the Catalog Request Interface table. You will need to correct the errors in the Work with Catalog Request Interface (**WCRU**) menu option. If this happens, the system does not retain the customer ownership information when you correct the errors and reprocess the catalog request.

## Creating/Updating Individuals in E-Commerce Catalog Requests

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The *Enable Catalog Request at Customer Individual Level (H81)* system control value controls whether you can specify an individual on a catalog request. This system control value must be **selected** to enter a catalog request at the individual level; if this system control value is **unselected**, the system places catalog requests containing individual information in an error status in the Work with Catalog Request Interface (**WCRU**) menu option.

**Creation sold to logic:** If a new individual is defined for the sold to customer on the catalog request message, the system creates the new individual for the customer in the Customer Individual table, using the next sequential number. The individual's *Original mail type* and *Current mail type* will be **C**, the *Mail* and *Rent* flags will default from the sold to customer's, and the *Mail code* will default from the *Mail* flag.

**Update sold to logic:** If an existing individual is defined for the sold to customer on the catalog request message, the system updates the individual's address, mail flag, and opt-in/opt-out flag if you have changed them.

## E-Commerce Catalog Request Response

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The *response\_required* field in the [E-Commerce Catalog Request Message \(CWCatRequest\)](#) indicates if the system sends an [E-Commerce Catalog Request Response Message \(CWCatreqResponse\)](#) back to the web storefront.

- **0**, blank, or a value other than **1** indicates a catalog request response message is not sent to the web storefront.
- **1** indicates a catalog request response message is sent to the web storefront.

The catalog request response message indicates the company, customer number, and optionally, individual number, used to create the catalog request.

- The *customer\_number* in the catalog response message identifies the sold to customer on the catalog request.
  - If the *customer\_number* is **0000000000**, the catalog request did not process correctly and needs to be corrected through the Work with Catalog Request Interface (**WCRU**) menu option.
  - If the system created a new customer, the *customer\_number* identifies the newly assigned customer number; otherwise the *customer\_number* identifies the existing sold to customer.
- The *individual\_number* in the catalog response message identifies the individual on the catalog request.
  - If the *individual\_number* is **000**, an individual is not associated with the catalog request.
  - If the *individual\_number* is **000** and the *customer\_number* is **0000000000**, the catalog request did not process correctly and needs to be corrected through the Work with Catalog Request Interface (**WCRU**) menu option.
  - If the system created a new individual, the *individual\_number* identifies the newly assigned individual number; otherwise, the *individual\_number* identifies the existing individual.

## E-Commerce Catalog Request Message (CWCatRequest)



The EC\_CAT\_REQ job, started through E-Commerce Job Control (EJCT), creates a catalog request when the customer enters a request on the web storefront. The main purposes of this job:

- receive and process catalog requests for sold to or individual customers.
- create the sold to customer or individual customer if the customer does not exist.
- update the sold to customer or individual customer if the customer information is updated.

Additionally, if the *response\_required* field is 1, the system sends an [E-Commerce Catalog Request Response Message \(CWCatreqResponse\)](#) back to the web storefront.

**For more information:** See:

- [E-Commerce Catalog Requests](#) for more information on processing
- [E-Commerce Catalog Request Message: Sample XML](#)

Additionally, you can update or create a sold to customer and individual using this message; see [Customer Creation/Update Logic in E-Commerce Catalog Requests](#).

Attribute Name	Type	Length	Comments
<b>Message</b> One Message element is required.			
<b>source</b>	alpha		Identifies the source of the message. WEB indicates the XML message is from the web storefront.
<b>target</b>	alpha		Identifies the target of the message. RDC indicates the XML message is sent to CWSerenade.
<b>type</b>	alpha		Identifies the type of information in the XML message. CWCatRequest indicates the message contains a catalog request.

Attribute Name	Type	Length	Comments
<b>CatRequest</b> One CatRequest element is required.			
<b>company_code</b>	numerical	3	The company associated with the catalog request. Maps to the <i>CMP company</i> field in the Catalog Request table.
<b>response_required</b>	alpha	1	1 indicates the system sends an <a href="#">E-Commerce Catalog Request Response Message (CWCatreqResponse)</a> back to the web storefront.
<b>offer_id</b>	alpha	3	The code for the catalog that the customer is requesting. Maps to the <i>Offer number</i> field in the Catalog Request table.
<b>source_code</b>	alpha	9	A code that identifies a list of names for the catalog mailing. Maps to the <i>SRC Source code</i> field in the Catalog Request table.
<p>The <i>bill_to</i> fields represent the sold to customer. If the sold to customer does not exist in CWSerenade, the system creates a new customer. If the catalog request is for an existing sold to customer and the name or address changes, such as the <i>bill_to_email</i>, the system updates the customer. See <a href="#">Creating/Updating Sold To Customers in E-Commerce Catalog Requests</a> for more processing information.</p> <p>In addition, if the Edit for Duplicate Catalog Requests (E46) system control value is <b>selected</b>, the system checks for duplicate catalog requests, based on match code. If a duplicate catalog request exists, the system does not create the duplicate catalog request. However, the system will still send an <a href="#">E-Commerce Catalog Request Response Message (CWCatreqResponse)</a> back to the web storefront.</p>			
<b>bill_to_prefix</b>	alpha	3	The prefix of the sold to customer. Maps to the <i>NAM Prefix</i> field in the Customer Sold To table.
<b>bill_to_fname</b>	alpha	15	The first name of the sold to customer. Maps to the <i>NAM First name</i> field in the Customer Sold To table.
<b>bill_to_initial</b>	alpha	1	The middle initial of the sold to customer. Maps to the <i>NAM Initial</i> field in the Customer Sold To table.

Attribute Name	Type	Length	Comments
<b>bill_to_lname</b>	alpha	25	The last name of the sold to customer. Maps to the <i>NAM Last name</i> field in the Customer Sold To table.
<b>bill_to_suffix</b>	alpha	3	The suffix of the sold to customer. Maps to the <i>NAM Suffix</i> field in the Customer Sold To table.
<b>bill_to_company</b>	alpha	30	The company name for the sold to customer address. Maps to the <i>NAM Company name</i> field in the Customer Sold To table.
<b>bill_to_busres</b>	alpha	1	A code that identifies the address as a business or residence. <b>B</b> = Business <b>R</b> = Residence Maps to the <i>NAM Delivery code</i> field in the Customer Sold To table.
<b>bill_to_address1</b>	alpha	32	The street address of the sold to customer address. Maps to the <i>NAM Street address</i> field in the Customer Sold To table.
<b>bill_to_address2</b>	alpha	32	The second address line of the sold to customer address. Maps to the <i>NAM Address line 2</i> field in the Customer Sold To table.
<b>bill_to_address3</b>	alpha	32	The third address line of the sold to customer address. Maps to the <i>Address line 3</i> field in the Customer Sold To Extended table.
<b>bill_to_address4</b>	alpha	32	The fourth address line of the sold to customer address. Maps to the <i>Address line 4</i> field in the Customer Sold To Extended table.
<b>bill_to_apartment</b>	alpha	10	The apartment/suite number of the sold to customer address. Maps to the <i>NAM Apartment</i> field in the Customer Sold To table.
<b>bill_to_city</b>	alpha	25	The city of the sold to customer address. Maps to the <i>NAM City</i> field in the Customer Sold To table.

Attribute Name	Type	Length	Comments
<b>bill_to_state</b>	alpha	2	The state code of the sold to customer address. Required only if the <i>Require state?</i> flag for the country is selected. Maps to the <i>NAM State</i> field in the Customer Sold To table.
<b>bill_to_country</b>	alpha	3	The country code of the sold to customer address. Maps to the <i>RPR Country</i> field in the Customer Sold To table.
<b>bill_to_zip</b>	alpha	10	The postal code of the sold to customer address. Required only if the <i>Require postal code?</i> flag for the country is selected. If the postal code is required, it is validated against the Zip/City/State table. Maps to the <i>NAM Zip</i> field in the Customer Sold To table.
<b>bill_to_email</b>	alpha	50	The email address assigned to the sold to customer. Maps to the <i>E-mail</i> field in the Customer Sold To table.
<b>allow_rent</b>	alpha	1	Indicates whether you sell the customer's name to other companies. <b>Y</b> = Sell the customer's name to other companies. <b>N</b> = Do not sell the customer's name to other companies. Maps to the <i>CST Rent name?</i> field in the Customer Sold To table.
<b>allow_email</b>	alpha	1	This field is not currently implemented. Maps to the <i>CST Rent e-mail</i> field in the Customer Sold To table.
<b>allow_mail</b>	alpha	1	Indicates whether the customer wants to receive future catalog mailings. <b>Y</b> = Mail catalogs to this customer. <b>N</b> = Do not mail catalogs to this customer. Maps to the <i>CST Mail name?</i> field in the Customer Sold To table.

Attribute Name	Type	Length	Comments
<b>bill_to_day_phone</b>	alpha	14	The day phone number for the sold to customer. Maps to the <i>Phone</i> field in the Customer Sold To Phone # table whose CS# <i>Phone # type</i> field is <b>D</b> .
<b>bill_to_evening_phone</b>	alpha	14	The evening phone number for the sold to customer. Maps to the <i>Phone</i> field in the Customer Sold To Phone # table whose CS# <i>Phone # type</i> field is <b>E</b> .
<b>bill_to_fax_phone</b>	alpha	14	The third (fax or mobile) phone number for the sold to customer. Maps to the <i>Phone</i> field in the Customer Sold To Phone # table whose CS# <i>Phone # type</i> field is <b>F</b> .
<b>bill_to_opt_in</b>	alpha	2	Determines the preferred method of correspondence for the sold to customer's email address. <b>O1</b> (Email): Email is the preferred method of correspondence. <b>O2</b> (Order-only email): Use email for order-related correspondence only; generate a document for other correspondence. <b>O3</b> (No email): Do not use email for any correspondence; generate a document instead. <b>O4</b> (Do not ask the customer): Do not ask the customer for his/her email address. Maps to the <i>CST E-mail status</i> field in the Customer Sold To table.

Attribute Name	Type	Length	Comments
<p>The <i>indiv</i> fields represent the individual customer. The Enable Catalog Request at Individual Level (H81) system control value controls whether you can specify an individual on a catalog request. This system control value must be <b>selected</b> to enter a catalog request at the individual level; if this system control value is <b>unselected</b>, the system places catalog requests containing individual information in an error status in the Work with Catalog Request Interface (WCRU) menu option.</p> <p>If a new individual is defined for the sold to customer on the catalog request message, the system creates the new individual for the customer in the Customer Individual table, using the next sequential number. The individual's <i>Original mail type</i> and <i>Current mail type</i> will be <b>C</b>, the <i>Mail</i> and <i>Rent</i> flags will default from the sold to customer's, and the <i>Mail code</i> will default from the <i>Mail</i> flag.</p> <p>If an existing individual is defined for the sold to customer on the catalog request message, the system updates the individual's address, mail flag, and opt-in/opt-out flag if you have changed them.</p>			
<b>indiv_prefix</b>	alpha	3	The prefix of the individual customer. Maps to the <i>CIF Name prefix</i> field in the Customer Individual table.
<b>indiv_fname</b>	alpha	15	The first name of the individual customer. Maps to the <i>CIF First name</i> field in the Customer Individual table.
<b>indiv_lname</b>	alpha	25	The last name of the individual customer. Maps to the <i>CIF Last name</i> field in the Customer Individual table.
<b>indiv_initial</b>	alpha	1	The middle initial of the individual customer. Maps to the <i>CIF Middle initial</i> field in the Customer Individual table.
<b>indiv_suffix</b>	alpha	3	The suffix of the individual customer. Maps to the <i>CIF Name suffix</i> field in the Customer Individual table.
<b>indiv_day_phone</b>	alpha	14	The day phone number for the individual customer. Maps to the <i>Day phone</i> field in the Customer Individual table.
<b>indiv_eve_phone</b>	alpha	14	The evening phone number of the individual customer. Maps to the <i>Eve phone</i> field in the Customer Individual table.

Attribute Name	Type	Length	Comments
<b>indiv_fax_phone</b>	alpha	14	The third (fax or mobile) number of the individual customer. Maps to the <i>Fax phone</i> field in the Customer Individual table.
<b>indiv_email</b>	alpha	50	The email address assigned to the individual customer. Maps to the <i>CIF E-Mail</i> address field in the Customer Individual table.
<b>indiv_mailstop</b>	alpha	32	The individual's delivery address within the organization. Maps to the <i>CIF Mail stop</i> field in the Customer Individual table.
<b>indiv_position</b>	alpha	3	A code that represents the individual's position within the organization. Maps to the <i>CIF Position</i> field in the Customer Individual table.
<b>indiv_department</b>	alpha	3	A code that represents the individual's department within the organization. Maps to the <i>CIF Department</i> field in the Customer Individual table.
<b>indiv_opt_in</b>	alpha	2	Determines the preferred method of correspondence for the individual customer's email address. <b>O1</b> (Email): Email is the preferred method of correspondence. <b>O2</b> (Order-only email): Use email for order-related correspondence only; generate a document for other correspondence. <b>O3</b> (No email): Do not use email for any correspondence; generate a document instead. <b>O4</b> (Do not ask the customer): Do not ask the customer for his/her email address. Maps to the <i>CIF Opt in/opt out</i> field in the Customer Individual table.
<b>CustOwnership</b> The CustOwnership element, if provided, can include one or more CustOwnership elements. To create a customer ownership record for the sold to customer, at minimum, you must enter the ownership ID in the <i>cust_own_ID</i> field.			

Attribute Name	Type	Length	Comments
<b>cust_own_ID</b>	alpha	10	A code that represents a product the sold to customer owns or previously owned. If a value is not defined in this field, the system creates a customer note indicating the customer ownership record was not created/updated: Missing Ownership ID: Ownership Description. The system does not place the e-commerce catalog request in an error status because of customer ownership errors. Maps to the <i>Ownership ID</i> field in the Customer Ownership table.
<b>cust_own_desc</b>	alpha	40	A description of the product. Maps to the <i>Description</i> field in the Customer Ownership table.
<b>cust_own_active</b>	alpha	1	Indicates if the customer currently owns the product. <b>Y</b> = The customer currently owns the product. <b>N</b> = The customer previously owned the product. Maps to the <i>Act</i> field in the Customer Ownership table.
<b>cust_own_entry_date</b>	numerical	8	The date the customer ownership record was created, in MMDDYYYY format. Maps to the <i>Entry date</i> field in the Customer Ownership table.
<b>cust_own_confirmation_date</b>	numerical	8	The most recent date when the customer confirmed ownership of the product, in MMDDYYYY format. Maps to the <i>Confirm date</i> field in the Customer Ownership table.

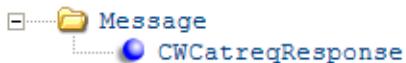
### E-Commerce Catalog Request Message: Sample XML

A sample of the [E-Commerce Catalog Request Message \(CWCatRequest\)](#) in XML format is presented below.

```
- <Message source="WEB" target="RDC" type="CWCatRequest">
  - <CatRequest company_code="555" response_required="1" offer_id="204"
    source_code="2006" bill_to_fname="BERNADETTE" bill_to_initial="T"
    bill_to_lname="MIRANDA" bill_to_busres="R" bill_to_address1="109 TURNER LN"
    bill_to_city="TEMPLETON" bill_to_state="MA" bill_to_country="USA" bill_to_zip="01468"
```

```
bill_to_email="BMIRANDA@HOME.COM" allow_rent="Y" allow_email="Y" allow_mail="Y"
bill_to_day_phone="9786233344" bill_to_evening_phone="6663334444"
bill_to_fax_phone="4443335555" bill_to_opt_in="O2">
- <CustOwnerships>
  <CustOwnership />
</CustOwnerships>
</CatRequest>
</Message>
```

## E-Commerce Catalog Request Response Message (CWCatreqResponse)



The Catalog Requests e-commerce job sends a catalog request response to the web storefront if the *response\_required* field in the e-commerce catalog request message is set to **Y**.

If the Edit for Duplicate Catalog Requests (E46) system control value is **selected**, the system checks for duplicate catalog requests, based on match code. If a duplicate catalog request exists, the system does not create the duplicate catalog request. However, the system will still send a catalog request response back to the web storefront.

**For more information:** See [E-Commerce Catalog Request Response](#) for more information on processing and [E-Commerce Catalog Request Response Message: Sample XML](#).

Attribute Name	Type	Length	Comments
<b>Message</b>			
One Message element is required.			
<b>source</b>	alpha		Identifies the source of the XML message. RDC indicates the XML message is from CWSerenade.
<b>target</b>	alpha		Identifies the target of the XML message. WEB indicates the XML message is sent to the web storefront.
<b>type</b>	alpha		Identifies the type of information in the XML message. CWCatreqResponse indicates the message contains a catalog request response.
<b>CWCatreqResponse</b>			
One CWCatreqResponse element is required.			
<b>company_code</b>	numerical	3	A code for the company associated with the catalog request. From the <i>CMP Company</i> field in the Catalog Request table.

Attribute Name	Type	Length	Comments
<b>customer_number</b>	numerical	9	The sold to customer number associated with the catalog request. This may represent a new sold to customer or an existing sold to customer. If this number is <b>000000000</b> , the catalog request did not process correctly and needs to be corrected through Work with Catalog Request Interface (WCRU). From the <i>CST Customer #</i> field in the Catalog Request table.
<b>individual_number</b>	numerical	3	The individual customer number associated with the catalog request. This may represent a new individual customer or an existing individual customer. If this number is <b>000</b> , an individual is not associated with the catalog request. If this number is <b>000</b> and the <i>customer_number</i> is <b>000000000</b> , the catalog request did not process correctly and needs to be corrected through Work with Catalog Request Interface (WCRU). From the <i>CIF Customer individual #</i> field in the Catalog Request Cust Indv table.

## E-Commerce Catalog Request Response Message: Sample XML

A sample of the [E-Commerce Catalog Request Response Message \(CWCatreqResponse\)](#) in XML format is presented below.

```
- <Message source="RDC" target="IDC" type="CWCatreqResponse">
  <CWCatreqResponse company_code="555" customer_number="000000460"
    individual_number="000" />
</Message>
```

# E-Commerce Order Status Processing

---

**Purpose:** The EC\_STS\_INQ job, started through [Working with E-Commerce Job Control \(EJCT\)](#), receives an [E-Commerce Order Status Message \(CWOrderStatus\)](#) from the web storefront, based on company, sold-to customer, order number, and, optionally, individual and/or bill-to customer. The [E-Commerce Order Status Response Message \(CWStatusResponse\)](#) returned to the web storefront includes order summary information.

**What is order status used for?** Typically, customers request order summary information before:

- cancelling the order or an order line on the order; see [E-Commerce Cancel Process Overview](#).
- returning the order; see [Creating Return Authorizations from the Web Storefront](#).

## In this topic:

- [Registered customer?](#)
- [Order status response includes response type?](#)
- [E-Commerce Order Status Message \(CWOrderStatus\)](#)
- [E-Commerce Order Status Response Message \(CWStatusResponse\)](#)

## Registered customer?

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If the customer is **not** registered at the web storefront, the [E-Commerce Order Status Message \(CWOrderStatus\)](#) includes a *ship\_to\_details* flag you can use to indicate whether to display ship-to detail:

- If this flag is **selected**, the [E-Commerce Order Status Response Message \(CWStatusResponse\)](#) includes each ship-to on an order, so that the customer can review the items separately for each ship-to address.
- If this flag is **unselected**, the [E-Commerce Order Status Response Message \(CWStatusResponse\)](#) does not include the ship-to information; all items on the order will appear together regardless of ship-to address.

If the customer **is** registered, the [E-Commerce Order Status Response Message \(CWStatusResponse\)](#) includes a listing of all the customer's e-commerce (order API) orders and all ship-tos. This message also includes a *status* flag indicating whether the order is eligible for maintenance, and the quantity of each item that is eligible for cancellation, if any. Once the customer selects an order for review, all the order ship-to detail is available for display on the web storefront.

## Order status response includes response type?

If the *Pass E-Commerce Order Status Response Type (H68)* system control value is **selected**, the [E-Commerce Order Status Response Message \(CWStatusResponse\)](#) includes a response type code indicating if an order was found that matches the order status inquiry.

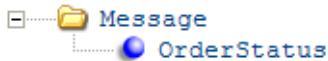
- **1** indicates an order was found that matches the order status inquiry. The Order Status Response message includes order information.
- **2** indicates an order was found that matches the order status inquiry, but the last name defined for the inquiry (*bill\_to\_Iname*, *ind\_Iname*, or *company\_name*) does not match the last name on the order. The Order Status Response message includes order information; however the response type **2** indicates the last name defined on the order status inquiry does not match the last name on the order.
- **3** indicates an order was not found that matches the order status inquiry. The Order Status Response message includes company, order number, and a response type of **3**, but does not include order information.

If this system control value is **unselected**, the system only sends an Order Status Response message to the web storefront when an order number is found that matches the *order\_id* in the Order Status message and a match is found on at least one of the name fields in the request (*bill\_to\_Iname*, *ind\_Iname*, or *company\_name*).

**Note:** The system sends the sequence number rather than the order line number from the Order Detail table in the [E-Commerce Order Status Response Message \(CWStatusResponse\)](#).

## E-Commerce Order Status Message (CWOrderStatus)

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The EC\_STS\_INQ job, started through [Working with E-Commerce Job Control \(EJCT\)](#), receives E-Commerce Order Status messages from the web storefront. The Order Status message defines the order number whose summary information you wish to review. The system sends an [E-Commerce Order Status Response Message \(CWStatusResponse\)](#) back to the web storefront containing the order summary information.

**For more information:** See:

- [E-Commerce Order Status Processing](#) for additional processing information.
- [E-Commerce Order Status Message: Sample XML](#)

Attribute Name	Type	Length	Comments
<b>Message</b> One Message is required.			
<b>source</b>	alpha		Identifies the source of the message. WEB indicates the message is from the web storefront. Required.
<b>target</b>	alpha		Identifies the target of the message. RDC indicates the message is sent to CWSerenade. Required.
<b>type</b>	alpha		Identifies the type of information in the message. Required.
<b>resp_qmgr</b>	alpha	44	The queue manager (if using WebSphere MQ) or connection factory (if using HornetQ) identified for the process queue in <a href="#">Working with E-Commerce Job Control (EJCT)</a> .
<b>resp_q</b>	alpha	44	The queue identified for the process queue in <a href="#">Working with E-Commerce Job Control (EJCT)</a> .

Attribute Name	Type	Length	Comments
<b>OrderStatus</b> One OrderStatus is required.			
<b>company_code</b>	numerical	3	A code for the company where the order is located. Maps to the <i>CMP Company</i> field in the Order Header table. Required.
<b>order_id</b>	numerical	8	The CWSerenade order number. Maps to the <i>Order #</i> field in the Order Header table. Required.
<b>bill_to_lname</b>	alpha	25	The last name of the sold to customer on the order. Maps to the <i>NAM Last name</i> field in the Customer Sold To table, based on the <i>Cust #</i> field in the Order Header table.
<b>ind_lname</b>	alpha	25	The last name of the placer of the order. Maps to the <i>CIF Last name</i> field in the Customer Individual table, based on the <i>OHE Placer</i> field in the Order Header Extended table.
<b>company_name</b>	alpha	30	The company name defined for the sold to customer on the order. Maps to the <i>NAM Company name</i> field in the Customer Sold To table, based on the <i>Cust #</i> field in the Order Header table.

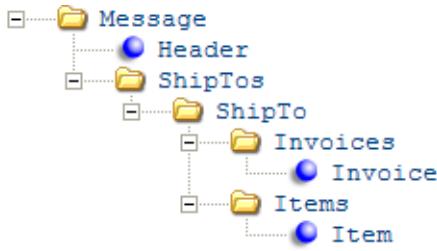
Attribute Name	Type	Length	Comments
<b>ship_to_details</b>	alpha	1	<p>Included if the customer is not registered on the web storefront.</p> <p>Indicates whether the <a href="#">E-Commerce Order Status Response Message (CWStatusResponse)</a> includes ship to detail.</p> <p><b>1</b> = The Order Status Response message includes each ship to on an order, so that the customer can review the items separately for each ship to address.</p> <p><b>0</b> or blank = The Order Status Response message does not include the ship to information; all items on the order will appear together regardless of the ship to address.</p> <p>If the customer is registered on the web storefront, the Order Status Response message includes a listing of all the customer's e-commerce (order API) orders and all ship tos.</p>

## E-Commerce Order Status Message: Sample XML

A sample of the [E-Commerce Order Status Message \(CWOrderStatus\)](#) in XML format is presented below.

```
- <Message source="WEB" target="RDC" type="CWOrderStatus">
  <OrderStatus company_code="555" order_id="7564" bill_to_lname="MIRANDA"
    ship_to_details="1" />
</Message>
```

## E-Commerce Order Status Response Message (CWStatusResponse)



The EC\_STS\_INQ job, started through [Working with E-Commerce Job Control \(EJCT\)](#), generates an Order Status Response message when an [E-Commerce Order Status Message \(CWOrderStatus\)](#) is received from the web storefront. The Order Status Response message contains order summary information.

**For more information:** See:

- [E-Commerce Order Status Processing](#) for additional processing information.
- [E-Commerce Order Status Response Message: Sample XML](#)

Attribute Name	Type	Length	Comments
<b>Message</b> One Message element is required.			
<b>source</b>	alpha		Identifies the source of the message. RDC indicates the message is from CWSerenade.
<b>target</b>	alpha		Identifies the target of the message. WEB indicates the message is sent to the web storefront.
<b>type</b>	alpha		Identifies the type of information in the message.
<b>Header</b> One Header element is required.			
<b>company_code</b>	numeric	3	A code for the company where the order is located. From the <i>CMP Company</i> field in the Order Header table.

Attribute Name	Type	Length	Comments
<b>offer_id</b>	alpha	3	A code for the offer associated with the order. From the <i>Offer number</i> field in the Source table, based on the <i>OHD SRC Source code</i> field in the Order Header table.
<b>order_id</b>	numeric	8	The CWSerenade order number. From the <i>Order #</i> field in the Order Header table.
<b>response_type</b>	numeric	2	Included if the Pass E-Commerce Order Status Response Type (H68) system control value is <b>selected</b> . Indicates if an order was found that matches the order status inquiry. <b>1</b> = An order was found that matches the order status inquiry. The Order Status Response message includes order information. <b>2</b> = An order was found that matches the order status inquiry, but the last name defined for the inquiry does not match the last name on the order. The Order Status Response message includes order information; however the response type <b>2</b> indicates the last name defined on the order status inquiry does not match the last name on the order. <b>3</b> = An order was not found that matches the order status inquiry. The Order Status Response message includes <i>company_code</i> , <i>order_id</i> , and a <i>response_type</i> of 3, but does not include order information.
			If the Pass E-Commerce Order Status Response Type (H68) system control value is <b>unselected</b> , the system only sends an Order Status Response message to the web storefront if an order number is found that matches the <i>order_id</i> in the Order Status message and a match is found on at least one of the name fields in the request ( <i>bill_to_lname</i> , <i>ind_lname</i> , or <i>company_name</i> ).

Attribute Name	Type	Length	Comments
<b>date_placed</b>	numeric	8	The date the order was placed. From the <i>OHD Order date</i> field in the Order Header table.
<b>ShipTo</b>			
The ShipTos element can include one or more ShipTo elements.			
<b>ship_to_number</b>	numeric	3	The order ship to number on the order. From the <i>Ship to #</i> field in the Order Ship To table.
<b>ship_to_fname</b>	alpha	15	The first name of the ship to customer on the order. From the: <ul style="list-style-type: none"><li>• <i>NAM First name</i> field in the Order Ship To table.</li><li>• <i>NAM First name</i> field in the Customer Ship To table, or</li><li>• <i>NAM First name</i> field in the Customer Sold To table.</li></ul>
<b>ship_to_lname</b>	alpha	25	The last name of the ship to customer on the order. From the: <ul style="list-style-type: none"><li>• <i>NAM Last name</i> field in the Order Ship To Address table, or</li><li>• <i>NAM Last name</i> field in the Customer Ship To table, or</li><li>• <i>NAM Last name</i> field in the Customer Sold To table.</li></ul>
<b>allow_maint</b>	alpha	1	Indicates if the order is eligible for maintenance. <b>Y</b> = The order is eligible for maintenance; see <a href="#">E-Commerce Cancel Process Overview</a> . <b>N</b> = The order is not eligible for maintenance.
<b>Invoice</b>			
The Invoices element can include one or more Invoice elements.			
<b>date_shipped</b>	numeric	8	The date the order was shipped. From the <i>IDT Date shipped</i> field in the Invoice Detail table.

Attribute Name	Type	Length	Comments
<b>tracking_id</b>	alpha	30	The shipment tracking number assigned to the order shipment. From the <i>MUA Tracking #</i> field in the Manifest Upload Audit table. This number is stored in the Manifest Upload Audit table if you use PC manifesting, the generic Pick In API, or manually confirming shipments to ship an order.
<b>ship_via</b>	numeric	2	The shipper assigned to the order shipment. From the <i>VIA Ship via code</i> field in the Manifest Upload Audit table.
<b>Item</b>			
The Items element can include one or more Item elements.			
<b>sku</b>	numeric	7	The short SKU code of the item on the order line. Maps to the <i>Short SKU</i> field in the SKU table.
<b>item_id</b>	alpha	12	The item number on the order line. Maps to the <i>ITM Number</i> field in the Order Detail table.
<b>line_nbr</b>	numeric	3	The order line sequence number. Maps to the <i>Seq #</i> field in the Order Detail table.
<b>description</b>	alpha	40	A description of the item on the order line. Maps to the <i>Description</i> field in the Item table.
<b>sku_description1</b>	alpha	10	A description of the first SKU element. Maps to the <i>Element 1 desc</i> field in the SKU Element 1 table.
<b>sku_description2</b>	alpha	10	A description of the second SKU element. Maps to the <i>Element 2 desc</i> field in the SKU Element 2 table.
<b>sku_description3</b>	alpha	10	A description of the third SKU element. Maps to the <i>Element 3 desc</i> field in the SKU Element 3 table.

Attribute Name	Type	Length	Comments
<b>quantity</b>	numeric	5	The quantity of the item ordered on the order line. Maps to the <i>ODT Qty ordered</i> field in the Order Detail table.
<b>list_price</b>	numeric	7.2	The selling price of the item on the order line. Maps to the <i>ODT Price</i> field in the Order Detail table.
<b>status</b>	alpha	40	Indicates the status of the item on the order line, based on the <i>ODT Line status</i> field in the Order Detail table. Valid values: Item sent to store for pickup ( <b>SP</b> ) Your membership is being processed ( <b>Y</b> ) Item is no longer available ( <b>S</b> ) Item will be shipped directly from the vendor ( <b>D</b> ) In stock and reserved ( <b>IN</b> ) Item is backordered ( <b>BO</b> ) X reserved ( <b>1</b> , partial backorder)

Attribute Name	Type	Length	Comments
rtn_qty	numeric	5	<p>The quantity of the item on the order line that has been shipped, and so is eligible to be returned.</p> <p><b>Note:</b> When the order is a:</p> <ul style="list-style-type: none"> <li>• <b>retail pickup or delivery order:</b> If the Suppress Returns for Retail Pickup/Delivery (L88) system control value is selected, the <a href="#">E-Commerce Order Status Response Message (CWStatusResponse)</a> might indicate that there is a <i>rtn_qty</i> eligible for return; however, in this situation you cannot create a return authorization for the order, and if the web sends the <a href="#">E-Commerce Return Request Message (CWReturn)</a>, the <a href="#">E-Commerce Return Response Message (CWReturnResponse)</a> does not include a return authorization number.</li> <li>• <b>ship-to-store order:</b> If the Payment at POS for Ship to Store (L60) system control value is selected, the <a href="#">E-Commerce Order Status Response Message (CWStatusResponse)</a> might indicate that there is a <i>rtn_qty</i> eligible for return; however, in this situation you cannot create a return authorization for the order, and if the web sends the <a href="#">E-Commerce Return Request Message (CWReturn)</a>, the <a href="#">E-Commerce Return Response Message (CWReturnResponse)</a> does not include a return authorization number.</li> </ul>
cancel_qty	numeric	5	The quantity of the item on the order line that is open, and so is eligible to be canceled.

## E-Commerce Order Status Response Message: Sample XML

A sample of the [E-Commerce Order Status Response Message \(CWStatusResponse\)](#) in XML format is presented below.

```
- <Message source="RDC" target="WEB" type="CWStatusResponse">
```

```
<Header company_code="555" offer_id="204" order_id="7564" response_type="01"
date_placed="07192006" />
- <ShipTos>
  - <ShipTo ship_to_number="001" ship_to_fname="BERNADETTE" ship_to_lname="MIRANDA">
    - <Invoices>
      <Invoice date_shipped="07192006" ship_via="1" />
    </Invoices>
    - <Items>
      <Item sku="1748" item_id="2004ITEM2" line_nbr="2" description="2004ITEM2
ITEM DESCRIPTION" quantity="1" list_price="0001000" status="1 unit shipped
on 07/19/2004" />
      <Item sku="1745" item_id="2004ITEM1" line_nbr="11" description="2004ITEM1
DESCRIPTION" quantity="1" list_price="0000500" status="" />
      <Item sku="1750" item_id="2004ITEM3" line_nbr="13" description="2004ITEM3
ITEM DESCRIPTION" quantity="1" list_price="0001000" status="" />
    </Items>
  </ShipTo>
</ShipTos>
</Message>
```

# Creating Return Authorizations from the Web Storefront

---

**Purpose:** You can enable customers to create return authorizations on the web through the e-commerce interface if your storefront supports it. Using this option, the customer specifies the item(s) on a shipped order to return and the reason for the return. The system confirms that each item is eligible for return; that is, the customer is not attempting to return more than the shipped, unreturned quantity. You can then enable the customer to print a return label with the correct address for returning the shipment. Once the return authorization is created, you can either complete processing by receiving the return into inventory and crediting it, or you can delete the return authorization if necessary.

## In this topic:

- [E-Commerce Return Authorization Processing](#)
- [E-Commerce Return Request Message \(CWReturn\)](#)
- [E-Commerce Return Response Message \(CWReturnResponse\)](#)

## E-Commerce Return Authorization Processing

---

The steps to creating a return authorization through the e-commerce interface are:

**1. The customer inquires about an order:** First, the customer inquires on a specific order. Typically, the web storefront processes the inquiry by sending the [E-Commerce Order Status Message \(CWOrderStatus\)](#). When the system receives the status inquiry request from the web, it returns an [E-Commerce Order Status Response Message \(CWStatusResponse\)](#). Included in that response message is the *rtn\_qty* for each line on the order. Each item on an order has a *rtn\_qty* only if:

- there is a return disposition code defined in the *Default Disposition Code (C18)* system control value, and
- there is a shipped, unreturned quantity for the item on the order.

The *rtn\_qty* excludes any units that have been returned, even if the return authorization process is not complete. For example, if you originally shipped the customer 5 units, and you have created a return authorization for 2 units, then the *rtn\_qty* for the order detail line is 3.

## Note:

- The system sends the sequence number, not the order line number, from the Order Detail table in the [E-Commerce Order Status Response Message \(CWStatusResponse\)](#).

- If the order is a retail pickup or delivery order, and the [Suppress Returns for Retail Pickup/Delivery \(L88\)](#) system control value is selected, the [E-Commerce Order Status Response Message \(CWStatusResponse\)](#) might indicate that there is a *rtn\_qty* eligible for return; however, in this situation you cannot create a return authorization for the order, and if the web sends the [E-Commerce Return Request Message \(CWReturn\)](#), the [E-Commerce Return Response Message \(CWReturnResponse\)](#) does not include a return authorization number.
- If the order is a ship-to-store order, and the [Payment at POS for Ship to Store \(L60\)](#) system control value is selected, the [E-Commerce Order Status Response Message \(CWStatusResponse\)](#) might indicate that there is a *rtn\_qty* eligible for return; however, in this situation you cannot create a return authorization for the order, and if the web sends the [E-Commerce Return Request Message \(CWReturn\)](#), the [E-Commerce Return Response Message \(CWReturnResponse\)](#) does not include a return authorization number.

**2. The customer requests the return:** The [E-Commerce Return Request Message \(CWReturn\)](#) from the web storefront includes the order line sequence number, the quantity to return, and the return reason code. You can download return reason codes to the web storefront through [Downloading E-Commerce Static Tables \(ESTF\)](#).

**3. The system creates the return authorization:** If the request is valid and the order line is eligible for return, the system creates the return authorization using the following defaults:

- the return disposition code defaults from the *Default Disposition Code (C18)* system control value
- the *Refund freight*, *Refund add'l chgs*, and *Refund handling* flags are **unselected**
- the *Refund duty charges* flag is **selected**

The system creates a new return authorization for the order ship to, using the next RA # available for the order ship to in the RA Header table. If the *Use CWCollaborate (H13)* system control value is **selected**, when the system creates a new return authorization, the system looks at the highest RA# assigned to the order ship to in the RA Header table and compares it to the highest RA # assigned to the order ship to in the CSF Transaction table. Whichever table has the higher RA # defined for the order ship to, the system uses the next available number to create the return authorization. For example, if the highest RA # in the RA Header table for an order ship to is 1, but the highest RA # in the CSF Transaction table for an order ship to is 2, the system creates a new return authorization for the order ship to using RA # 3.

**Note:** The system does not validate that all the information it receives is correct when it creates the return authorization. For example, if the return reason code is not valid, or the line number is not correct, these issues will not be visible to the customer at the web storefront.

**4. The system writes an order history message:** If the system creates the return authorization, it writes a message such as:

7/21/00 N RA 5297-1-1 created from the web.

If the system can create the return authorization, but not for the total requested quantity, the system also writes a message such as:

7/21/06 N Web rtn\_qty changed from 2 to 1.

The system might change the return quantity because, for example, the customer specified a return quantity of 2, but only 1 unit was shipped.

You can review these messages at the Display Order History screen in order inquiry.

## 5. The system determines whether to create a return authorization download trigger:

If the *Create Return Download Triggers* (K28) system control value is **selected**, the system creates a return authorization download (RAD) trigger when you create a return authorization from the web storefront, based on the trigger rules defined for the Return Authorization Download (RETURN\_OUT) integration layer job. The RETURN\_OUT integration layer job monitors for return authorization download triggers and generates a [Return Authorization Outbound XML Message \(CWReturnRAOut\)](#) to send the return authorization information to a remote system. See [Outbound Return API](#) for an overview.

**6. The system responds to the return request:** If the return request was successful and the system is able to create a return authorization, the system sends an [E-Commerce Return Response Message \(CWReturnResponse\)](#) to the web. This message includes:

- the return authorization number
- the address to print on the return label: you can enable the customer to print a return label if the web storefront supports it.

**Unsuccessful returns:** If the request is unsuccessful and the system is not creating a return authorization, the system does not return a return authorization number in the response; instead, the `ra_number` returned is `none`. For example, a request would be unsuccessful if:

- there is no `rtn_qty` eligible for return on the order line, or
- the order is a retail pickup or delivery order, and the *Suppress Returns for Retail Pickup/Delivery* (L88) system control value is selected, or
- the order is a ship-to-store order, and the *Payment at POS for Ship to Store* (L60) system control value is selected, or
- the SECRISK periodic function deactivated the payment method; see the *Credit Card Retention Days* (K65) system control value for background

If the process cannot create a return authorization for the order line, it writes an Order Transaction History message: `Web Return failed to process`. You can review these messages at the Display Order History screen in order inquiry.

**7. Completing or deleting the return:** You can use Work with Return Authorizations (WRTA) to complete the processing of the return once the returned item is received at your warehouse. Also, you can use this menu option to delete the return authorization if you are not completing the return.

**Return confirmation e-mail:** The system generates a return confirmation email when you process confirmations using the [Sending Internet Order Ship Confirmation \(ESCF\)](#) menu option. The *Return Confirmation E-Mail Program (H53)* system control value specifies the program to generate the return confirmation e-mail. You can also define a custom entity-level return confirmation email template using the Work with Entities (**WENT**) menu option, and a default company-level template using the [Working with E-Mail Notification Templates \(WEMT\)](#) menu option.

You can generate an email credit card credit notification rather than a printed notice; see [When Does the System Generate an Email Notification?](#)

## E-Commerce Return Request Message (CWReturn)



The EC\_RETURNS job, started through [Working with E-Commerce Job Control \(EJCT\)](#), receives E-Commerce Return Request messages from the web storefront. The Return Request message defines the order line(s) you wish to return. The [E-Commerce Return Response Message \(CWReturnResponse\)](#) sends the return authorization information back to the web storefront.

**For more information:** See:

- [Creating Return Authorizations from the Web Storefront](#) for an overview.
- [E-Commerce Return Request Message: Sample XML](#)

Attribute Name	Type	Length	Comments
<b>Message</b> One Message element is required.			
<b>source</b>			
	alpha		Identifies the source of the message. WEB indicates the message is from the web storefront. Required.
<b>target</b>			
	alpha		Identifies the target of the message. RDC indicates the message is sent to CWSerenade. Required.
<b>type</b>			
	alpha		Identifies the type of information in the message. CWReturn indicates the message contains a return request. Required.
<b>resp_qmgr</b>			
	alpha	44	The queue manager (if using WebSphere MQ) or connection factory (if using HornetQ) in <a href="#">Working with E-Commerce Job Control (EJCT)</a> .

Attribute Name	Type	Length	Comments
<b>resp_q</b>	alpha	44	The queue identified for the process queue in <a href="#">Working with E-Commerce Job Control (EJCT)</a> .
<b>Return</b>			
One Return element is required.			
<b>company_code</b>	numerical	3	A code for the company where the order to return is located. Maps to the <i>CMP company</i> field in the Order Detail table. Required.
<b>order_id</b>	numerical	8	The order number containing the item(s) to return. Maps to the <i>Order #</i> field in the Order Detail table. Required.
<b>ship_to</b>	numerical	3	The order ship to number containing the item(s) to return. Maps to the <i>Ship to #</i> field in the Order Detail table. Required.
<b>Line</b>			
The Lines element can include one ore more Line elements.			
<b>line_number</b>	numerical	5	The order line sequence number containing the item to return. Maps to the <i>Seq #</i> field in the Order Detail table. Required.
<b>qty</b>	numerical	5	The quantity of the item to return. Maps to the <i>RAD Qty to return</i> field in the RA Detail table. Required.
<b>reason</b>	numerical	3	The reason for returning the item. Maps to the <i>RTR Return reason code</i> field in the RA Detail table. Required.

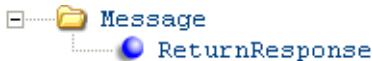
## E-Commerce Return Request Message: Sample XML

---

A sample of the [E-Commerce Return Request Message \(CWReturn\)](#) in XML format is presented below.

```
- <Message source="web" target="rdc" type="CWReturn">
  - <Return company_code="555" order_id="7616" ship_to="1">
    - <Lines>
      <Line line_number="1" qty="1" reason="2" />
      <Line line_number="2" qty="1" reason="1" />
    </Lines>
  </Return>
</Message>
```

## E-Commerce Return Response Message (CWReturnResponse)



The EC\_RETURNS job, started through [Working with E-Commerce Job Control \(EJCT\)](#), generates an E-Commerce Return Response message when it receives an [E-Commerce Return Request Message \(CWReturn\)](#) from the web storefront. The Return Response message contains information about the return that was processed and information to print on a confirmation label.

**For more information:** See:

- [Creating Return Authorizations from the Web Storefront](#) for an overview.
- [E-Commerce Return Response Message: Sample XML](#)

Attribute Name	Type	Length	Comments
<b>Message</b>			
One Message element is required.			
<b>source</b>	alpha		Identifies the source of the message. RDC indicates the message is from CWSerenade.
<b>target</b>	alpha		Identifies the target of the message. WEB indicates the message is sent to the web storefront.
<b>type</b>	alpha		Identifies the type of information in the message. CWReturnResponse indicates the message contains a return response.
<b>ReturnResponse</b>			
One ReturnResponse element is included.			
<b>company_code</b>	numerical	3	A code for the company where the return was processed. From the <i>Company</i> field in the RA Header table.

Attribute Name	Type	Length	Comments
<b>order_id</b>	numerical	8	The order number containing the item(s) returned. From the <i>Order #</i> field in the RA Header table.
<b>ship_to</b>	numerical	3	The order ship to number containing the item(s) returned. From the <i>Ship to #</i> field in the RA Header table.
<b>ra_number</b>	alpha	16	The order number + ship to number + return authorization number associated with the return. An RA number of <b>none</b> indicates that the return was rejected. See <a href="#">Creating Return Authorizations from the Web Storefront</a> for information on why a return authorization request might be rejected. From the <i>Order #</i> , <i>Ship to #</i> , and <i>RAH RA#</i> field in the RA Header table.
<b>total_weight</b>	numerical	7.3	The total weight of the returned items. From the <i>Ship weight</i> field in the SKU table or Item table.
<b>date_entered</b>	numerical	8	The date the return was processed in MMDDYYYY format. From the <i>RAH Date entered</i> field in the RA Header table.
<b>name</b>	alpha	30	The name of the warehouse where the item will be returned. From the <i>Name</i> field in the Warehouse table.
<b>address</b>	alpha	32	The street address for the warehouse address. From the <i>Address</i> field in the Warehouse table.
<b>address2</b>	alpha	32	The second address line of the warehouse address. From the <i>Address line 2</i> field in the Warehouse table.
<b>city</b>	alpha	25	The city for the warehouse address. From the <i>City</i> field in the Warehouse table.

Attribute Name	Type	Length	Comments
<b>state</b>	alpha	2	The state code for the warehouse address. From the <i>State</i> field in the Warehouse table.
<b>zip</b>	alpha	10	The postal code for the warehouse address. From the <i>Zip code</i> field in the Warehouse table.
<b>country</b>	alpha	3	The country code for the warehouse address. From the <i>RPR country</i> field in the Warehouse table.
<b>phone_number</b>	alpha	14	The warehouse's phone number. From the <i>Phone</i> field in the Warehouse table.

### E-Commerce Return Response Message: Sample XML

A sample of the [E-Commerce Return Response Message \(CWReturnResponse\)](#) in XML format is presented below.

```
- <Message source="RDC" target="WEB" type="CWReturnResponse">
  <ReturnResponse company_code="555" order_id="7616" ship_to="001" ra_number="7616-1-1"
    total_weight="12000" date_entered="07262006" name="KAB Co." address="24 PRIME PARK
    WAY" address2="COCHITUATE PLACE" city="NATICK" state="MA" zip="01760" country="USA"
    phone_number="508 652-9489" />
</Message>
```

# Working with Batch Order Maintenance Transactions (WBOM)

---

**Purpose:** Use this menu option to work with errors resulting from order cancel requests from the web storefront.

**About order cancel requests from the web:** You can enable your customers to submit cancel requests from the web storefront if you use the e-commerce interface. Each cancel request on the web storefront generates a message to CWSerenade indicating whether to cancel the order or a specific order line. Occasionally, the system cannot process the request. For example, the customer might attempt to cancel an order line that has recently shipped.

**Fixing errors:** When there is an error, you might choose to complete the requested transaction yourself; or you might need to contact the customer for further information if the desired transaction is not clear. However, you cannot edit and resubmit the maintenance requests through the Batch Order Maintenance menu option. Once you have resolved the request through research, order maintenance, or customer contact, you should delete the related error record.

**What if the order includes a membership item?** If the cancel request attempts to cancel a membership item, the order cancellation process does not automatically cancel the customer membership created by the membership item. You need to use Working with Customer Memberships (WWCM) in order to cancel the customer membership.

**What if the order includes an order line assigned to the Order Broker?** If the cancel request attempts to cancel a brokered backorder, the request goes into error status with an error of Order Has Picks Open. You need to use order maintenance or the to cancel the order line. **What if the order is a retail pickup or delivery order received from the Order Broker?** If the cancel request is for a retail pickup or delivery order, the process sends a status update to the Order Broker indicating that the order is canceled. The Order Broker does not attempt to find another location to fulfill the order. **What if the order is a store pickup order?** You cannot cancel a store pickup order through the CWCcancel message.

## In this topic:

- [E-Commerce Cancel Process Overview](#)
  - [When is an Order Eligible for Cancellation through the E-Commerce Interface?](#)
  - [Order Inquiry/Maintenance Message Flow](#)
  - [Processing the Request](#)
  - [E-Commerce Cancellation Transactions](#)
  - [Emails for E-Commerce Cancels](#)
  - [Order History Messages](#)

- [Work with Batch OM Transactions Screen](#)
- [Display Batch OM Transactions Screen \(Header\)](#)
- [Display Batch OM Transactions Screen \(Detail\)](#)
- [Display Batch OM Detail Screen](#)
- [Display Batch OM Errors Screen](#)
- [Batch Order Cancel Errors](#)
- [E-Commerce Order Maintenance Errors Report](#)
- [E-Commerce Cancel Request Message \(CWCancel\)](#)

## E-Commerce Cancel Process Overview

### When is an Order Eligible for Cancellation through the E-Commerce Interface?

In order to be fully or partially canceled through the e-commerce interface, the order must:

- have originated on the web storefront. If an order originated on the web, the *Internet order* field on the Order Header table is set to **I**.
- be in an open (**O**) or held (**H**) status
- have no pick slips printed
- not be assigned to the Order Broker for fulfillment

Also, you will not be able to complete cancellation of the order or order line if the order is in use. The system determines that an order is “in use” if the *User* field on the Order Header table is not blank; for example, the system populates this field when you are maintaining an order, and clears it when you are done with maintenance.

**What if the order includes a membership item?** If the cancel request includes a membership item, the order cancellation process does not automatically cancel the customer membership created by the membership item. You need to use Working with Customer Memberships (WWCM) in order to cancel the customer membership.

**What if the order includes an order line assigned to the Order Broker?** If the cancel request attempts to cancel an order line that is assigned to the Order Broker for fulfillment, the request goes into error status with an error of Order Has Picks Open. You need to use order maintenance or the Work with Order Broker (WOBR) option to cancel the order line.

### Order Inquiry/Maintenance Message Flow

The e-commerce jobs manage communication between the web storefront and CWSerenade; see [Working with E-Commerce Job Control \(EJCT\)](#). Order inquiry and maintenance through the e-commerce interface use the following messages:

Message	Direction	Purpose
<b>To check status:</b>		
<a href="#">E-Commerce Order Status Message (CWOrderStatus)</a>	web storefront to CWSerenade	Inquires on the status of the order.

Message	Direction	Purpose
<a href="#">E-Commerce Order Status Response Message (CWStatusResponse)</a>	CWSerenade to web storefront	Provides information on the order header and detail. If the <i>Allow_maint</i> field is 1, this indicates that the order is eligible for cancellation. Also, the <i>cancel_qty</i> field for each order line indicates the quantity of the item that is eligible for cancellation.
<b>To cancel:</b>		
<a href="#">E-Commerce Cancel Request Message (CWCancel)</a>	web storefront to CWSerenade	<p>Attempts to cancel:</p> <ul style="list-style-type: none"> <li>individual items, or reduce the quantities of selected items; or,</li> <li>the entire order ship-to (a separate cancel request is required to cancel each separate shipping address for the order)</li> </ul> <p>This message also indicates the reason for the cancellation. See <a href="#">E-Commerce Cancellation Transactions</a>.</p>

## Processing the Request

In response to a cancellation request from the web storefront, the system:

- **Locks the order:** The system sets the *User* field on the Order Header table to **E-COMMERCE** to prevent another user or process from attempting to update the order at the same time.
- **Creates batch order maintenance error records:** The system uses these records, if necessary, to track any errors in the cancellation request. See [Work with Batch OM Transactions Screen](#).
- **Edit:** Next, the ECOMM\_CANC job checks whether there are any errors for the request.
- **If there are no errors,** the ECOMM\_CANC job:
  - processes the requested update(s) to the order.
  - deletes the batch order maintenance error records.
  - unlocks the order.
- **If there are errors,** the ECOMM\_CANC job:
  - updates the batch order maintenance error record with one or more error codes. See [Display Batch OM Errors Screen](#).
  - depending on customer preference, sends the customer an email indicating that the cancellation attempt was not successful. See [Emails for E-Commerce Cancels](#).

- writes an order history message indicating that the attempt to update the order was not successful and that an email was generated. See [Order History Messages](#).
- places the order on hold if there is a hold reason specified in the *Hold Reason for Failed E-Commerce Maintenance Transactions (H11)* system control value.
- produces the [E-Commerce Order Maintenance Errors Report](#).
- unlocks the order.

You can use the [Work with Batch OM Transactions Screen](#) to review any cancel requests that are in error.

**Note:** If there are any errors in the request, none of the requested changes will be processed until the errors are corrected and the edit resubmitted.

## E-Commerce Cancellation Transactions

---

### Required for each cancel request:

- *Company\_code*: three positions, alphanumeric; for example, company 7 is indicated by **007**
- *Order\_id*: order number
- *Ship\_to*: the number identifying the shipping address on the order; for example, an order with a single shipping address has a ship-to number of **001**
- *Cancel\_type*:
  - **O** = order
  - **L** = line

**Whole order, single ship-to:** The *Cancel\_type* must be **O** and the *Order\_reason* must specify a valid cancel reason code for the order.

**Note:** If there are multiple shipping addresses, the cancel request for each ship-to must be sent separately.

**Single item, reducing quantity or canceling the entire order line:** the *Cancel\_type* must be **L** and the following information is also required:

- *Line\_number*: the order line number to be cancelled or have its quantity reduced
- *Qty*: the total quantity to cancel
- *Reason*: the valid cancel reason code

## Emails for E-Commerce Cancels

---

**Cancellation email:** The ORDR\_ASYNC job generates an order or order line cancellation email to the customer if:

- the cancellation attempt is successful, and
- you have specified an:
  - *Order Line Cancellation Email Program (K79)*, if no shipments have occurred, or
  - *Order Cancellation Email Program (K78)*, and
- the cancel reason code you use does not match the *Cancel Reason Code to Suppress Email (L08)*, and
- the customer is eligible to receive email notifications; see [When Does the System Generate an Email Notification?](#)

See the [Order Cancellation Confirmation Email Sample and Contents](#) and the [Order Line Cancellation Confirmation Email Sample and Contents](#) for more information.

If the cancellation attempt is unsuccessful, the system generates the maintenance failure email.

The system selects the order cancellation, order line cancellation, or maintenance failure email template as appropriate. See [Work with E-Mail Template Screen](#). If the system sends an email, this information is noted in the order history message.

## Order History Messages

---

The system writes the following message to order history if the cancellation request fails:

Web cancel request failed.

If the cancel request is successful:

Web maintenance request processed.

If the system generates an email notification (see [Emails for E-Commerce Cancels](#)), it writes a message such as the following:

Ord Can Conf to ecox@commercialware.com.

You can review order history messages at the Display Order History screen in order inquiry.

## Work with Batch OM Transactions Screen

**Purpose:** Use this screen to review any errors that have resulted when customers attempt to cancel orders from the web storefront. Also, you can use this screen to delete error records once you have resolved the errors, as the system does not delete them automatically.

**Fixing errors:** You might choose to complete the requested transaction yourself; or you might need to contact the customer for further information if the desired transaction is not clear. However, you cannot edit and resubmit the cancellation requests through this menu option.

**For more information:** See [E-Commerce Cancel Process Overview](#).

**How to display this screen:** Enter **WBOM** in the *Fast path* field at the top of any menu, or select Work with Batch OM Transactions from a menu.

Field	Description
<b>Order number</b>	An order that a customer has attempted to cancel from the web storefront. <i>Numeric, 8 positions; optional.</i>
<b>St# (Ship-to number)</b>	This number indicates the order ship-to address that the customer attempted to cancel. <i>Numeric, 3 positions; optional.</i>
<b>Activity</b>	The type of transaction that the customer attempted to perform. Valid values are: <ul style="list-style-type: none"> <li>• Cancel Order</li> <li>• Line Cancel</li> </ul> This field is blank if the cancel request message from the web storefront did not specify a valid cancel type code. <i>Display-only.</i>

Screen Option	Procedure
Delete a batch order maintenance error record	Select <b>Delete</b> for an error record to delete it. The system does not delete errors automatically, so typically you will delete errors as you resolve them.

Screen Option	Procedure
Display a cancel request in error	<p>Select <b>Display</b> for an error record to display the header-level information for the cancel request. You advance to the <a href="#">Display Batch OM Transactions Screen (Header)</a>.</p> <p>If the request includes serious errors, you will not be able to review the error record; instead, the system displays a message such as the following:</p> <p>Order 5493-7 is invalid -- cannot display. Print list to see errors.</p> <p>See <a href="#">E-Commerce Order Maintenance Errors Report</a>.</p>
Display the error message(s) for a cancel request	<p>Select <b>Errors</b> for an error record to review the error message(s) for the cancel request. You advance to the <a href="#">Display Batch OM Errors Screen</a>.</p>
Advance to standard order inquiry	<p>Select <b>Order Inquiry</b> for an error record to advance to .</p>
Print a listing of all batch order maintenance errors in your company	<p>Select <b>Error List</b> to print the <a href="#">E-Commerce Order Maintenance Errors Report</a>, including all errors in your company.</p>

## Display Batch OM Transactions Screen (Header)

**Purpose:** Use this screen to review the header-level information that was included in the cancel request from the web storefront that was in error, so that you can determine the transaction that the customer was attempting to process.

**Note:** If the request includes serious errors, you will not be able to review the error record; instead, the system displays a message such as the following:

Order 5493-7 is invalid -- cannot display. Print list to see errors.  
You can use the [Display Batch OM Errors Screen](#) to review the errors.

**How to display this screen:** Select **Display** for a cancellation error at the [Work with Batch OM Transactions Screen](#).

Field	Description
<b>Order number</b>	An order that a customer has attempted to cancel from the web storefront. The order ship-to address is separated from the order number by a hyphen. <i>Order number: numeric, 8 positions; display-only.</i> <i>Ship-to number: numeric, 3 positions; display-only.</i>
<b>Activity</b>	The type of transaction that the customer attempted to perform. Valid values are: <ul style="list-style-type: none"> <li>• Cancel Order</li> <li>• Line Cancel</li> </ul> This field is blank if the cancel request message from the web storefront did not specify a valid cancel type. <i>Display-only.</i>
<b>Cancel reason</b>	The cancel reason code to use when cancelling the order. This information is included only for an order-level cancel request. You can download cancel reasons to the web storefront through the <a href="#">Downloading E-Commerce Static Tables (ESTF)</a> menu option. <i>Numeric, 2 positions; display-only.</i>

Screen Option	Procedure
Select a detail line transaction from the cancel request for review	Select <b>Details</b> to advance to the <a href="#">Display Batch OM Transactions Screen (Detail)</a> if the cancel request was a line cancel.

Screen Option	Procedure
Display the error message(s) for this cancel request	Select <b>Errors</b> to advance to the <a href="#">Display Batch OM Errors Screen</a> .
Advance to standard order inquiry	Select <b>Order Inquiry</b> to advance to
Print a listing of the errors for this cancel request	Select <b>Error List</b> to print the <a href="#">E-Commerce Order Maintenance Errors Report</a> , including all errors for this cancel request only.

## Display Batch OM Transactions Screen (Detail)

**Purpose:** Use this screen to select a detail line for review if a cancel request in error included order line-level information. Line-level information could include either canceling a particular line or reducing the quantity.

If the request was to cancel the order, there will not be any detail information on this screen.

**How to display this screen:** Select **Details** at the [Display Batch OM Transactions Screen \(Header\)](#).

Field	Description
<b>Order number</b>	An order that a customer has attempted to cancel from the web storefront. The order ship-to address is separated from the order number by a hyphen. <i>Order number: numeric, 8 positions; display-only.</i> <i>Ship-to number: numeric, 3 positions; display-only.</i>
<b>Action</b>	The action that the customer has attempted to perform against the order detail line. The only valid value is: Line cancellation = Reduce the quantity of the order detail line or cancel it entirely <i>Display-only.</i>
<b>Line number</b>	The order detail line number to be cancelled. <i>Numeric, 3 positions; display-only.</i>
<b>Cnr (Cancel reason code)</b>	The cancel reason code specified in the cancel request to describe why the customer wants to cancel or reduce the quantity of the order detail line. This information is included only for a detail-level cancel request. You can download cancel reasons to the web storefront through the <a href="#">Downloading E-Commerce Static Tables (ESTF)</a> menu option. <i>Numeric, 2 positions; display-only.</i>
<b>Qty</b>	The quantity of the item that the customer has attempted to cancel. <i>Numeric, 3 positions; display-only.</i>

Field	Description
<b>Item</b>	The item that the customer has attempted to cancel. The system determines which item the customer has selected by the order detail line (when working with an existing order detail line) or the short SKU number (when adding a new item to the order). The short SKU number is stored in the SKU table. If the request does not specify a valid short SKU, the item and SKU information listed on this screen may be inconsistent; for example, even if the item code is valid, the SKU information may not represent a valid SKU for the item. <i>Alphanumeric, 12 positions; display-only.</i>
<b>SKU</b>	The item's unique characteristics, such as its color and size. <i>Alphanumeric, three 4-position fields; display-only.</i>

Screen Option	Procedure
Select a detail transaction in error to review	Select <b>Display</b> for a detail line to advance to the <a href="#">Display Batch OM Detail Screen</a> .
Review header information for the maintenance or cancel request	Select <b>Header</b> to advance to the <a href="#">Display Batch OM Transactions Screen (Header)</a> .
Display the error message(s) for the maintenance or cancel request	Select <b>Errors</b> to advance to the <a href="#">Display Batch OM Errors Screen</a> .
Advance to standard order inquiry	Select <b>Order Inquiry</b> to advance to order inquiry.
Print a listing of the errors for this maintenance or cancel request	Select <b>Error List</b> to print the <a href="#">E-Commerce Order Maintenance Errors Report</a> , including all errors for this maintenance or cancel request only.

## Display Batch OM Detail Screen

**Purpose:** Use this screen to review detail information on a cancel line request from the web storefront that is in error.

**How to display this screen:** Select **Display** for a detail line at the [Display Batch OM Transactions Screen \(Detail\)](#).

Field	Description
<b>Order number</b>	The order and line number that a customer has attempted to cancel from the web storefront. The order ship-to address is separated from the order number by a hyphen, and the order line number follows: <code>order number - ship-to number - order line number</code> <i>Order number: numeric, 8 positions; display-only.</i> <i>Ship-to number: numeric, 3 positions; display-only.</i> <i>Order line number: numeric, 3 positions; display-only.</i>
<b>Activity</b>	The action that the customer has attempted to perform against the order detail line. The only valid value is: Line cancellation = Reduce the quantity of the order detail line or cancel it entirely <i>Display-only.</i>
<b>Item/SKU</b>	The item that the customer has attempted to cancel. The system determines which item the customer has selected by the order detail line (when working with an existing order detail line) or the short SKU number (when adding a new item to the order). The short SKU number is stored in the SKU table. <i>Alphanumeric, 12 positions; display-only.</i>
<b>Quantity</b>	The quantity of the item that the customer has attempted to cancel. <i>Numeric, 3 positions; display-only.</i>
<b>Cancel reason</b>	The cancel reason code specified in the cancel request to describe why the customer wants to cancel or reduce the quantity of the order detail line. This information is included only for a detail-level cancel request. You can download cancel reasons to the web storefront through the <a href="#">Downloading E-Commerce Static Tables (ESTF)</a> menu option. <i>Numeric, 2 positions; display-only.</i>

## Display Batch OM Errors Screen

**Purpose:** Use this screen to review the errors that have prevented a cancel request from being processed.

**How to display this screen:** Select **Errors** for an error record at the [Work with Batch OM Transactions Screen](#), or select **Errors** at the [Display Batch OM Transactions Screen \(Header\)](#) or the [Display Batch OM Transactions Screen \(Detail\)](#).

Field	Description
<b>Order number</b>	An order that a customer has attempted to cancel from the web storefront. The order ship-to number is separated from the order number by a hyphen. <i>Order number: numeric, 8 positions; display-only.</i> <i>Ship-to number: numeric, 3 positions; display-only.</i>
<b>Line number</b>	The order detail number associated with the error. This field is blank if the error is associated with header-level information, or if the system could not determine which line number was involved. <i>Numeric, 3 positions; display-only.</i>
<b>Error description</b>	The description of the error that prevented the cancel request from being processed. See <a href="#">Batch Order Cancel Errors</a> . <i>Alphanumeric, 25 positions; display-only.</i>

Screen Option	Procedure
Print a listing of the errors for this cancel request	Select <b>Error List</b> to print the <a href="#">E-Commerce Order Maintenance Errors Report</a> , including all errors for this cancel request only.

## Batch Order Cancel Errors

Error Message	Occurs When:
<b>Detail Errors</b>	
Invalid Order Detail	The order line number specified in the cancel request does not exist on the order.
Line is not Open	The order line has a status of X (closed).
Pick Exists for Line	There is currently a printed pick slip for the order line.
Cpn Item Required	<p>The order line specified for cancellation is required for an order-level coupon.</p> <p><b>Note:</b> Although the error is retained for review, the system does cancel the order line and does not automatically remove the coupon from the order.</p>
Order Tot < Cpn Requires	<p>The cancel request has reduced the order total below the minimum required for a coupon on the order.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Although the error is retained for review, the system does not automatically remove the coupon from the order.</li> <li>• This error is listed on the <a href="#">Display Batch OM Errors Screen</a> for each order detail line on the order.</li> </ul>
<b>Header Errors</b>	
Order Has Picks Open	Any order detail lines on the order have pick slips printed or are assigned to the Order Broker for fulfillment.
Order In Use	The order is locked from update because a user is maintaining it, or another process on the system is updating it. Use Unlock Stranded Order or Batch ( <b>MULO</b> ) to unlock the order.
Order Not Open or Held	The order status is not open (blank) or held (H).
Invalid Cancel Quantity	The quantity specified in the cancel request exceeds the quantity eligible for cancellation for the order detail line.
Invalid Cancel Reason	The cancel reason is not valid, as defined through Work with Cancel Reasons ( <b>WCNR</b> ).

## E-Commerce Order Maintenance Errors Report

**How to print:** This report is generated automatically through the ECOMM\_CANC job when a cancel request from the web storefront fails. You can also generate this report on demand by selecting **Error List** at the [Work with Batch OM Transactions Screen](#), [Display Batch OM Transactions Screen \(Header\)](#), [Display Batch OM Transactions Screen \(Detail\)](#), or [Display Batch OM Errors Screen](#).

### Contents:

- order number with ship-to number
- sold-to customer
- ship-to customer
- maintenance activity:
  - cancel lines on an order
  - cancel order
- cancel reason, if included in a cancel request
- email address (not currently implemented)
- description of each error at the header level; see [Batch Order Cancel Errors](#)

For each requested detail-level transaction that resulted in an error:

- activity (line cancellation)
- order line number
- cancel reason
- quantity to cancel
- description of each error at the detail level; see [Batch Order Cancel Errors](#)

## E-Commerce Cancel Request Message (CWCancel)



The EC\_CANCEL job, started through [Working with E-Commerce Job Control \(EJCT\)](#), handles Cancel Request messages from the web storefront. The Cancel Request message can specify the entire order ship-to, or specific items on the order. An email confirmation indicates whether the cancellation request was successful.

**For more information:** See:

- [E-Commerce Cancel Process Overview](#) for additional processing information
- [E-Commerce Cancel Request Message: Sample XML](#)

Attribute Name	Type	Length	Comments
<b>Message</b> One Message element is required.			
<b>source</b>	alpha		Identifies the source of the message. WEB indicates the XML message is from the web storefront. Required.
<b>target</b>	alpha		Identifies the target of the message. RDC indicates the XML message is sent to CWSerenade. Required.
<b>type</b>	alpha		Identifies the type of information in the XML message. CWCancel indicates the message contains a cancellation request. Required.
<b>Cancel</b> One Cancel element is required. To cancel the entire order ship to, the <i>cancel_type</i> must be O and the <i>order_reason</i> must specify a valid cancel reason code. <b>Note:</b> If there are multiple shipping addresses, the cancel request for each ship to must be sent separately.			

Attribute Name	Type	Length	Comments
<b>company_code</b>	numerical	3	The company where the order is located. Maps to the <i>CMP Company</i> field in the Order Ship To table. Required.
<b>order_id</b>	numerical	8	The CWSerenade order number you wish to cancel. Maps to the <i>Order #</i> field in the Order Ship To table. Required.
<b>ship_to</b>	numerical	3	The order ship to you wish to cancel. Maps to the <i>Ship to #</i> field in the Order Ship To table. Required.
<b>cancel_type</b>	alpha	1	Indicates the type of cancel to perform. Valid values: <b>O</b> = Order cancel. <b>L</b> = Line cancel. Required.
<b>order_reason</b>	numerical	2	A code that represents the reason for canceling the order. Maps to the <i>CNR Cancel reason code</i> field in the Order Detail table.
<b>Line</b> The Lines element, if provided, can include one or more Line elements. To cancel an order line, the <i>cancel_type</i> must be <b>L</b> and you must specify the <i>line_number</i> to cancel, the <i>qty</i> on the order line to cancel, and the <i>reason</i> .			
<b>line_number</b>	numerical	5	The order detail line sequence number to cancel. Maps to the <i>Seq #</i> field in the Order Detail table.
<b>qty</b>	numerical	5	The quantity on the order line to cancel. Maps to the <i>ODT Qty cancelled</i> field in the Order Detail table.
<b>reason</b>	numerical	2	A code that represents the reason for canceling the order line. Maps to the <i>CNR Cancel reason code</i> field in the Order Detail table.

## E-Commerce Cancel Request Message: Sample XML

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A sample of the [E-Commerce Cancel Request Message \(CWCancel\)](#) in XML format is presented below.

```
<Message source="WEB" target="RDC" type="CWCancel">
  <Cancel company_code="555" order_id="7602" ship_to="1" cancel_type="O"
    order_reason="1" />
    <Lines>
      <Line line_number="1" qty="1" reason="1" />
      <Line />
    </Lines>
</Message>
```

# Generic Inventory Download API

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**Purpose:** Use the generic inventory download API to keep an external system updated with your inventory information in CWSerenade. Like other download API's, the inventory download works by creating trigger records, which an integration layer process then uses to generate outbound XML messages.

**Creating inventory download triggers:** The system creates inventory download triggers in the IL Outbound Trigger table either through:

- a batch job, which creates triggers for all eligible item/SKUs based on the settings in the System Control table and the trigger rules you have set up; or,
- interactively, because of activities that affect the item/SKU's availability or projected availability.

Also, the system generates a message when the setting of the *Reservation freeze* flag for an Item Warehouse changes.

**Generating the inventory download message:** The Inventory Download job in Working with Integration Layer Processes (**IJCT**) monitors the IL Outbound Trigger table for inventory download triggers to process, and generates the [Inventory Download XML Message \(CWInventoryDownload\)](#) to send to the remote system(s).

## Message generation options:

- **Include non-allocatable warehouses?** You can specify whether to download availability information for all warehouses where you keep an item/SKU, or whether to exclude warehouses flagged as non-allocatable.
- **Trigger rules:** You can use trigger rules to set up more specific selection criteria for items, SKU's, warehouses, item warehouses, or UPC codes. For example, you might choose to select specific companies, or exclude non-inventory, membership, and gift certificate items.
- **Threshold quantity:** You can specify a threshold quantity that indicates whether to generate inventory messages whenever an item/SKU's available quantity is below this threshold and there is any activity for the item/SKU. You can set this threshold by item/SKU and item class, and you can also set a default threshold quantity for your company.
- **Purchase order activity:** You can specify whether to generate a message whenever you create or change a purchase order that includes an item whose available quantity is zero or less.

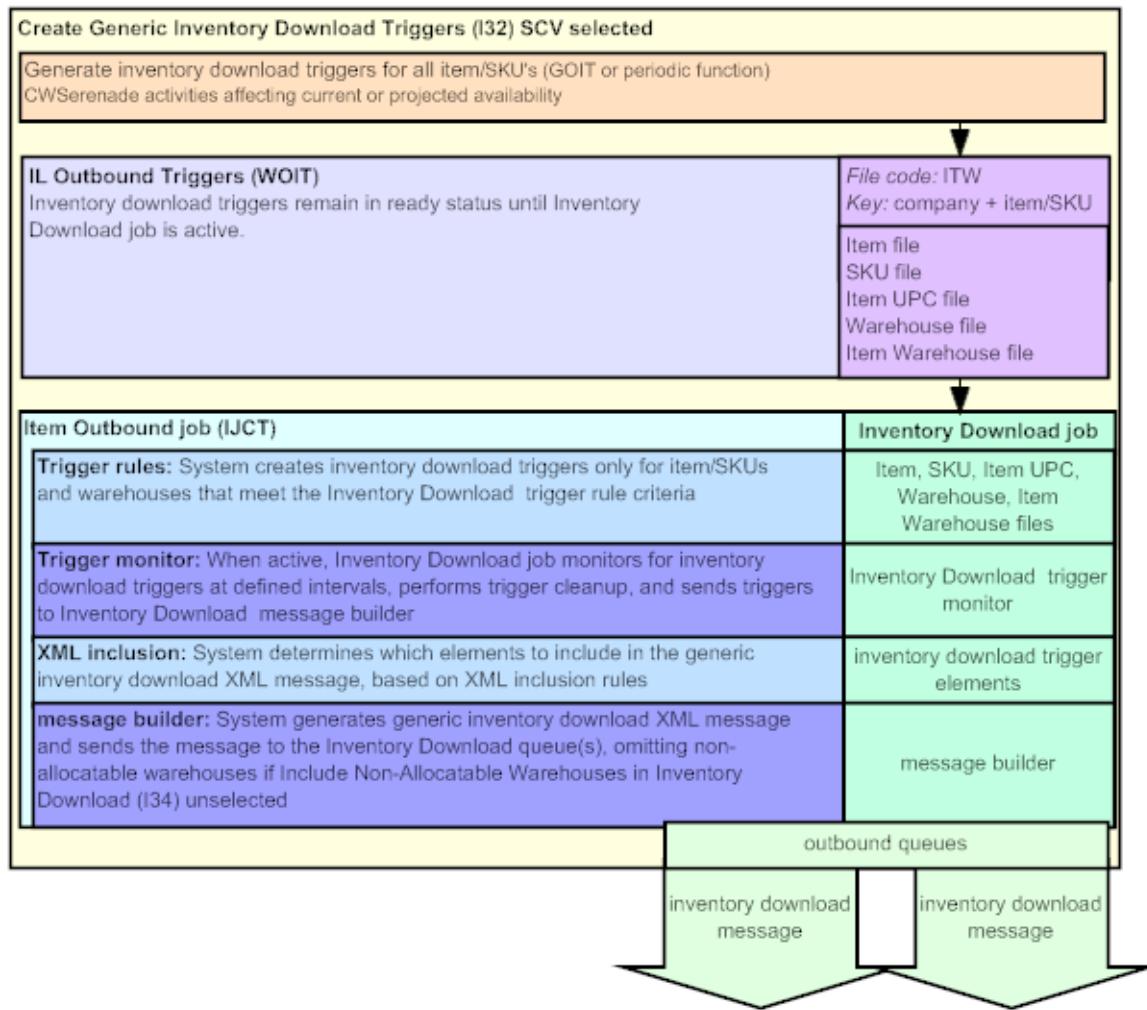
**What information does the inventory download message include?** The message includes information on the:

- item/SKU

- any UPC codes
- warehouse
- item warehouse (including the available quantity and other inventory levels, such as on-hand quantity)

You can use the XML inclusion rules to exclude one or more elements of the outbound message if, for example, you do not need to send UPC information to the external system(s).

#### CWSerenade



**Integration with Locate:** You would typically use Locate's product import process as an efficient means to send inventory information from CWSerenade to Locate; however, it is also possible to use the generic inventory download API.

The generic inventory download API does not check an item's *Locate eligible* flag when determining whether to download inventory information on the item.

**In this topic:**

- [Inventory Download Process](#)
  - [Creating Inventory Download Triggers through a Batch Process](#)
  - [Creating Inventory Download Triggers Interactively Due to Changes in Availability](#)
  - [Creating Inventory Download Triggers through Purchase Order Creation or Maintenance](#)
  - [Which Activities Generate Inventory Download Triggers?](#)
  - [Identifying Inventory Download Triggers](#)
  - [Inventory Download Processing](#)
  - [Inventory Download Trigger Rules](#)
  - [Item Warehouses Excluded from the Inventory Download](#)
  - [Inventory Download XML Inclusion](#)
  - [Inventory Download Troubleshooting](#)
- [Inventory Download Setup](#)
  - [System Control Values Related to Inventory Download API](#)
  - [Menu Options Related to Inventory Download API](#)
- [Inventory Download XML Message \(CWInventoryDownload\)](#)
- [Sample Inventory Download XML Message](#)

## Inventory Download Process

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**Purpose:** The inventory download trigger creation and message generation process is described below.

### Creating Inventory Download Triggers through a Batch Process

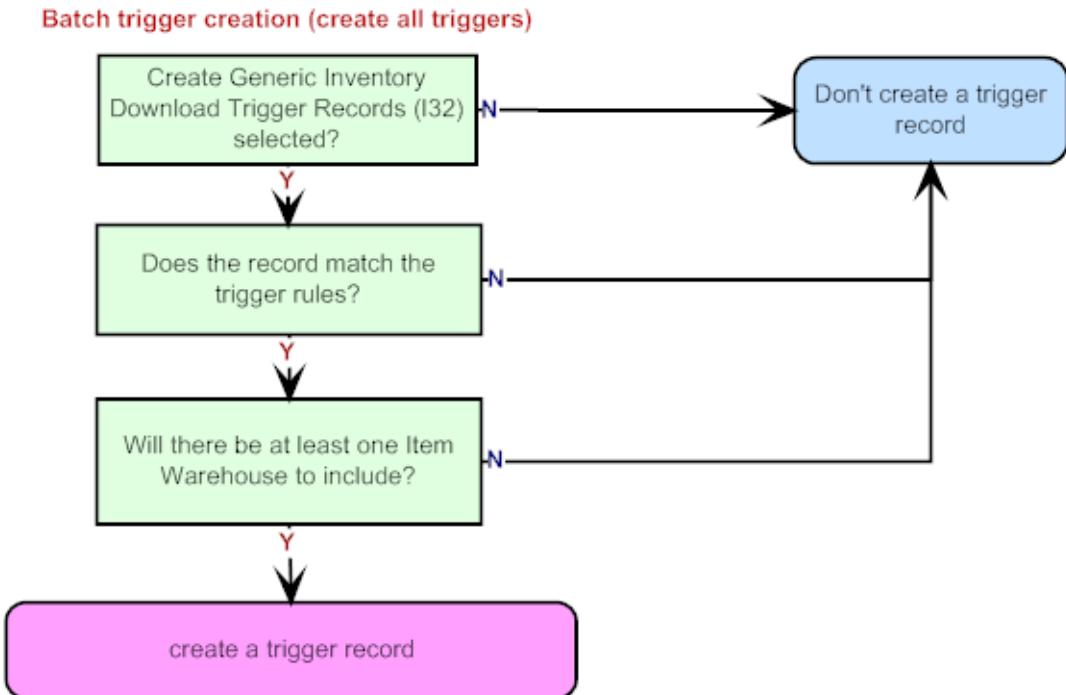
---

**Creating all eligible triggers:** Use the Generate Outbound Interface Trigger screen or the **INV\_DOWNLD** periodic function (program name **ILR0081**) to create all eligible trigger records for inventory download. Creating all eligible trigger records through a batch process allows you to generate inventory information for initial download to an external system, or for periodic updates of inventory levels and newly created Item Warehouse records. The periodic update generates triggers for all eligible item/SKUs, regardless of whether there has been any activity since the last update.

**Which triggers to create?** The system creates a trigger for an item/SKU if:

- the *Create Generic Inventory Download Triggers (I32)* system control value **selected**, and
- there is not a conflict with the [Inventory Download Trigger Rules](#), and
- there will be at least one Item Warehouse to include when the message is generated. For example, if the Item Warehouse has a reservation freeze and the warehouse is

non-allocatable, the system does not create a trigger record. See [Item Warehouses Excluded from the Inventory Download](#) for more information.



When you generate triggers through a batch process, the system does not consider the item/SKU's available quantity; all item/SKUs are included, subject to the trigger rules.

## Creating Inventory Download Triggers Interactively Due to Changes in Availability

Creating triggers interactively enables the **INV\_DOWNLD** job to process them throughout the day and keep an external system up to date. If the Create Generic Inventory Download Triggers (I32) system control value is **selected**, the system creates inventory download triggers interactively:

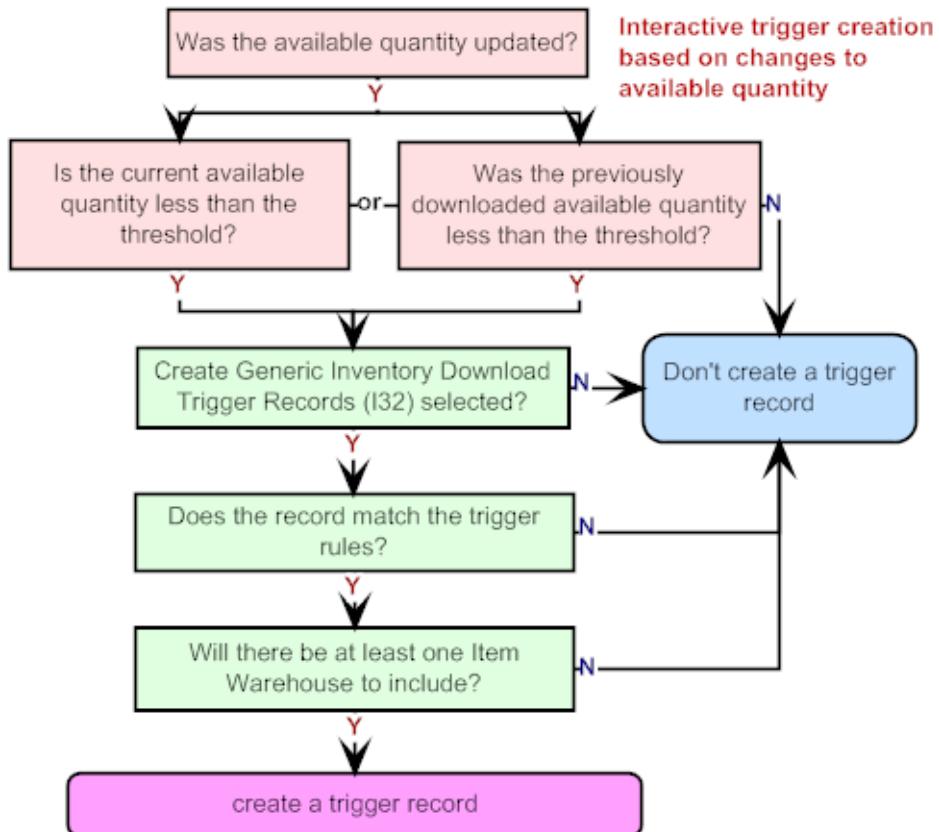
- based on changes to an item/SKU's availability
- whenever the setting of the *Reservation freeze* flag for an Item Warehouse changes
- optionally, when you create or change a purchase order that includes an item whose available quantity is zero or less, as described under [Creating Inventory Download Triggers through Purchase Order Creation or Maintenance](#)

The criteria the system uses to generate triggers based on changes to availability are described below. See [Creating Inventory Download Triggers through Purchase Order Creation or Maintenance](#) for more information on when the system generates trigger records due to purchase order activity.

**Availability threshold:** The system generates an inventory download trigger record whenever inventory or reservation activity affects the item/SKU's available quantity as follows:

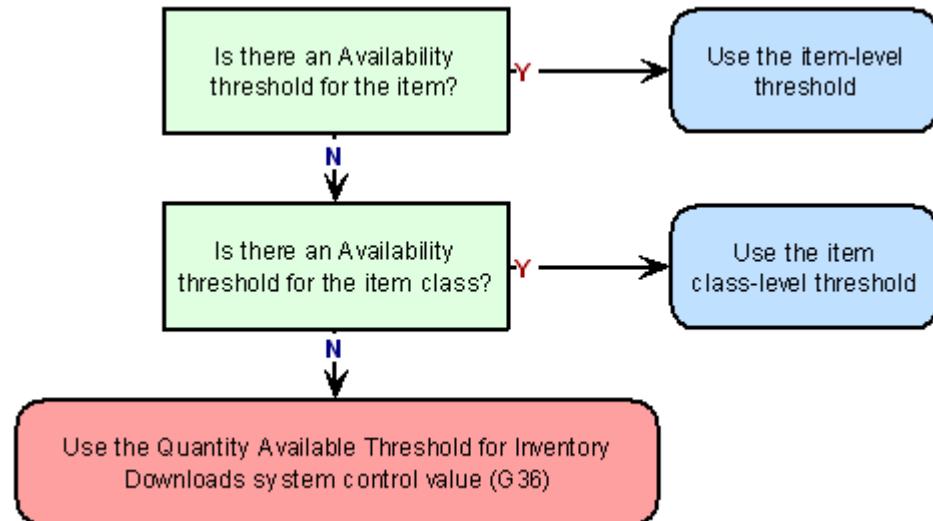
When the available quantity is currently:	The system creates a trigger record if the available quantity:	Example:
at or above the threshold	falls below the threshold	The current available quantity is 20 The threshold is 20 You enter an order line for a quantity of 1, changing the available quantity to 19
below the threshold	changes in any way	The current available quantity is 10 The threshold is 50 You adjust the on-hand quantity -1, changing the available quantity to 9 <b>or</b> The current available quantity is 20 The threshold is 30 You receive a purchase order for 20 units, changing the available quantity to 40

**Note:** If the item/SKU's available quantity is currently at or above the threshold, and activity changes the available quantity so that it is still at or above the threshold, the system does not create a trigger record. For example, if the current available quantity is 25, the threshold is 20, and you process an inventory adjustment changing the available quantity to 23, the system does not create a trigger record.



**Availability threshold hierarchy:** The system determines the correct availability threshold for an item/SKU using the following hierarchy:

- the *Availability threshold* specified for the item, if any; otherwise,
- the *Availability threshold* specified for the item's item class, if any; otherwise,
- the *Download Threshold Quantity (G36)* system control value



**To always create a trigger record interactively based on changes to availability:** If the availability threshold for an item/SKU, determined using the hierarchy described above, is 99999, the system always creates a trigger record for any change in the available quantity.

**To never create a trigger record interactively based on changes to availability:** If all of the thresholds in the hierarchy are blank (set to zero), the system does not create trigger records interactively based on changes to the available quantity.

**How is the available quantity determined?** The system uses the standard availability calculation, or On-hand - Protected - Reserved - Reserve transfer - backordered, except that:

If <b>Include Non-Allocatable Warehouses (I34)</b> is <b>selected</b>	Then inventory in warehouses whose Allocatable flag is <b>selected</b> is:	<b>Example:</b> <ul style="list-style-type: none"> <li>warehouse 1 (allocatable): available quantity = -10</li> <li>warehouse 2 (non-allocatable): available quantity = 20</li> <li>threshold = 50</li> <li>You adjust the on-hand quantity of the item/SKU in warehouse 2</li> </ul>
<b>selected</b>	included in the availability calculation	Available quantity for inventory download calculation = 30. The available quantity in warehouse 2 is included in the calculation, so the system <i>does</i> create a trigger record.

<b>If Include Non-Allocatable Warehouses (I34) is</b>	Then inventory in warehouses whose Allocatable flag is <b>selected</b> is:	<b>Example:</b> <ul style="list-style-type: none"> <li>warehouse 1 (allocatable): available quantity = -10</li> <li>warehouse 2 (non-allocatable): available quantity = 20</li> <li>threshold = 50</li> <li>You adjust the on-hand quantity of the item/SKU in warehouse 2</li> </ul>
<b>unselected</b>	not included in the availability calculation	Available quantity for inventory download calculation = -10. The available quantity in warehouse 2 is not included in the calculation, so the system does <i>not</i> create a trigger record.

**Determining the availability for set items:** The system creates a trigger record for the main set if appropriate, based on the “worst case scenario” of all of the component items.

**Example:** Set item SET100, with an availability threshold of 20, includes component items AB100 (availability = 50) and CD200 (availability = 7). Because the availability of one of the set’s components is below the threshold, the system creates a trigger record for SET100.

**To determine the availability threshold of the set item:** The system follows the standard availability hierarchy for a set item, starting at the item level and then checking the item class and finally the system control value. Because each of the components can have different thresholds, generating a trigger for the set item does not mean that the system will also generate a trigger for the components, or vice versa.

**Example:** The availability threshold for component item CD200 in the above example is 10. In addition to creating the trigger record for the set item, the system creates a trigger record for CD200 itself based on the available quantity of 7. However, if the availability threshold for CD200 were 5, then the system would generate a trigger for just the set item and not the component item.

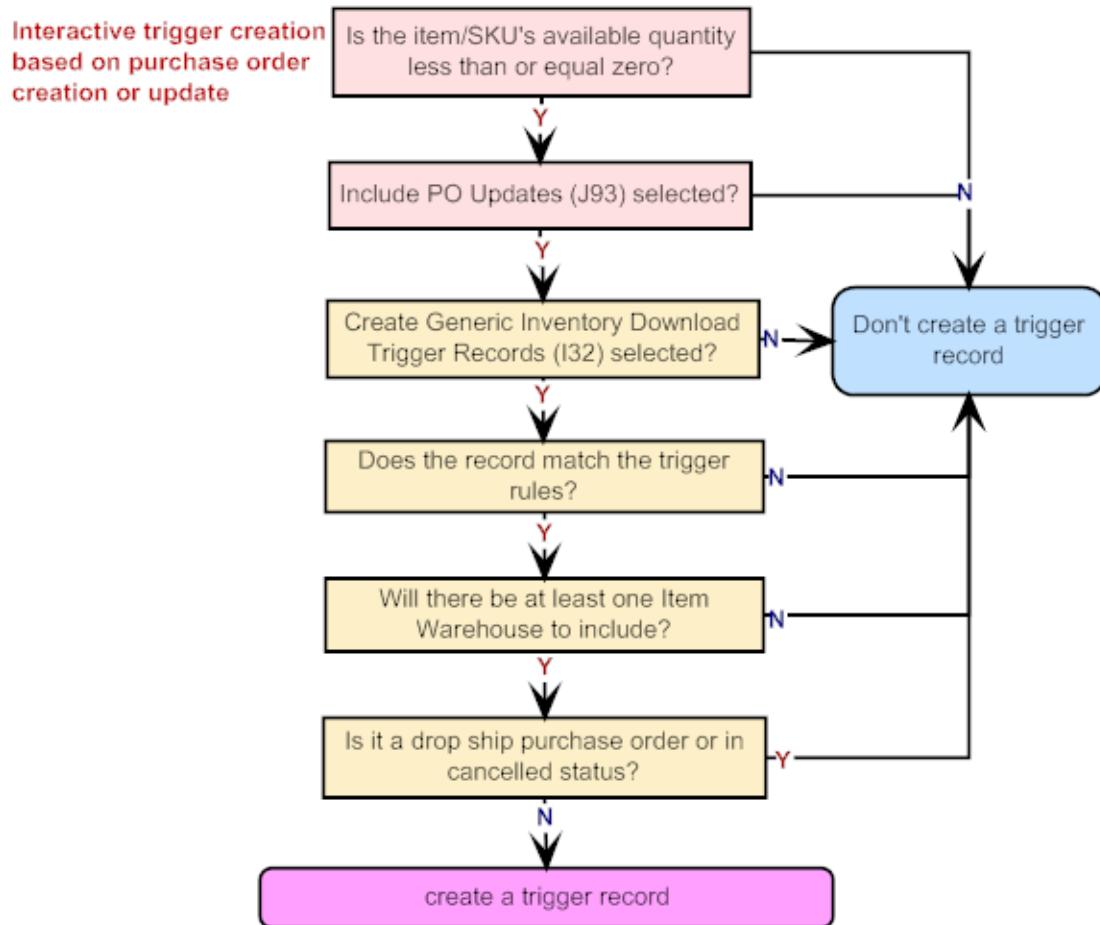
**Determining the availability for continuity items:** The system creates trigger records for continuity items in the same way as for set items, except that it might not generate a trigger record for a component if the component does not reserve immediately. The *interval* for a continuity component indicates whether to reserve it immediately, or at a future date.

## Creating Inventory Download Triggers through Purchase Order Creation or Maintenance

If the Create Generic Inventory Download Triggers (I32) and the Include PO Updates (J93) system control values are **selected**, the system creates an inventory download trigger record whenever you create or maintain a purchase order if:

- the available quantity of any item/SKU on the purchase order is zero or less, and
- there is at least one Item Warehouse for the item/SKU that is eligible for download, and
- the purchase order is not a drop ship purchase order, and
- the purchase order is not in cancelled status, and
- the item/SKU is not excluded from download based on any trigger rules.

**Note:** If the above assumptions are true, the system generates a trigger record whenever you maintain a purchase order, regardless of the nature of the change.



### What if the purchase order is for a non-allocatable warehouse?

If you create or change a purchase order for a non-allocatable warehouse, the purchase order includes an item whose available quantity is zero or less, the Include Non-Allocatable Warehouses (I34) system control value is **unselected**, and:

- this is the only warehouse where you have a record of the item, then the [Inventory Download XML Message \(CWInventoryDownload\)](#) does not include any Item Warehouse records.
- this is **not** the only warehouse where you have a record of the item, then the [Inventory Download XML Message \(CWInventoryDownload\)](#) does not include the Item Warehouse related to the purchase order, just the Item Warehouse records for allocatable warehouses (even though the message was not triggered by activity in these warehouses).

**When you create or change a purchase order that includes a set component item:** If a new or maintained purchase order includes an item that is a component of a set or continuity item and the component's available quantity is zero or less, the system creates a trigger for the component item only, because the component will not necessarily be sold as part of any particular set. The triggers generated in this scenario differ from those generated when you enter an order for a set or continuity item that includes a component item whose available quantity is zero or less; in this situation, the system also creates triggers for the other component item(s) and the master set or continuity item.

<b>Example:</b>	<p>Your company stocks items COMPONENT1 and COMPONENT2. Both of these items are included in set master item SET1 and in continuity master item CONTINUE1, and the available quantity of COMPONENT1 is 0. None of these items are currently sold out.</p> <p>If you enter an order for SET1: The system writes trigger records for SET1 and COMPONENT2 in addition to COMPONENT1, because in the context of the order, the available quantity of the set or continuity master is based on the available quantity of COMPONENT1. The same logic applies to the continuity item (CONTINUE1), provided that COMPONENT1 needs to reserve now for the initial shipment.</p> <p>If you enter or maintain a purchase order that includes COMPONENT1, the system writes a trigger record for COMPONENT1, but not for COMPONENT2, SET1, or CONTINUE1. The reason is that the item COMPONENT1 is not associated with the other component item, the set master item, or the continuity master item in the context of the purchase order.</p>
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## Which Activities Generate Inventory Download Triggers?

The following are examples of activities which have the potential to create trigger records, based on trigger rules, availability thresholds, and system control values as described above:

Type of transaction	Menu Option(s)
<b>inventory transactions:</b>	
adjustments (A)	Work with Inventory Transactions (WITI or WITB)
transfers from allocatable to unallocatable warehouse, or vice versa (T)	
reset on-hand (O)	
item-to-item transfers (G)	
make up finished good (M)	
warehouse replenishment	Replenish Warehouses (MWRP)
purchase order receiving	Purchase Order Receipts (PORC)
physical inventory	Select Physical Inventory Reports (MPIR)
receive return	Work with Return Authorizations (WRTA), Work with Return Authorization Receiving (WRAR), Enter/Maintain Orders (OEOM), Order Inquiry/Maintenance (OIOM)
vendor charge back	Work with Vendor Charge Backs (WVCB)
issue (shipment)	Confirm Shipment (MCON), Background Job Control (MBJC)
express bill	Enter/Maintain Orders (OEOM)
create item	Work with Items/SKUs (MITM)
change <i>Reservation freeze</i> flag for an Item Warehouse	Work with Warehouses (WWHS)
<b>reserving or unreserving items entering or maintaining orders</b>	
reserve item	Enter/Maintain Orders (OEOM), Order Inquiry/Maintenance (OIOM), Interactive Reservation (MIRV)
delete an order line	Enter/Maintain Orders (OEOM)

Type of transaction	Menu Option(s)
sell out a backordered item selecting <b>Sell Out</b>	Enter/Maintain Orders (OEOM), Order Inquiry/Maintenance (OIOM)
order a backordered item	Enter/Maintain Orders (OEOM), Order Inquiry/Maintenance (OIOM)
change the quantity of an order line	Enter/Maintain Orders (OEOM), Order Inquiry/Maintenance (OIOM)
unreserve, cancel item	Enter/Maintain Orders (OEOM), Order Inquiry/Maintenance (OIOM), Interactive Reservation (MIRV), Process Item Substitutions (PSUB), Work with Backorders Pending Cancellation (WBPC), Work with Credit Card Cancellations (WCCC)
sell out an item	Process Auto Soldout Cancellations (MASO)
<b>purchase order creation or update (if the Include PO Updates (J93) system control value is selected)</b>	
create a purchase order	Enter/Maintain PO's (MPOE); Work with PO Interface Records (WPOI); Rerun PO Interface File Edit (RPOI)
maintain an open purchase order	Enter/Maintain PO's (MPOE); Purchase Order Inquiry (MPOI)

**Note:** A trigger record **is not** created when you:

- Enter a soldout item in order entry
- Change an availability threshold
- Change the setting of the *Allocatable flag* for a warehouse; if you change this setting for a warehouse, you can send the update through Generating Outbound Interface Triggers (**GOIT**) or through the periodic process
- Create an Item Warehouse if there is no inventory

The system does not consider the setting of the *Reservation freeze* flag for an Item Location when determining whether to create a trigger record.

**Combining multiple trigger records:** The system might create multiple trigger records for the same item/SKU as your process transactions during the day; however, the **INV\_DOWNLD** job sends just one [Inventory Download XML Message \(CWInventoryDownload\)](#) for each item/SKU at a time, regardless of how many trigger records are currently waiting to be processed. However, if the **INV\_DOWNLD** job has already sent the message and put the trigger in processed status, and then the system creates a new trigger record, the **INV\_DOWNLD** job generates a new message.

**For more information:** See [Inventory Download Troubleshooting](#) for more situations when the system does or does not create a trigger record.

## Identifying Inventory Download Triggers

---

Each inventory download trigger displayed at the Work with Outbound Interface Transactions screen (**WOIT**) has a:

- *File code of ITW*
- *Key* identifying the specific company, item, and SKU. For example, the *Key* 123AB10000 LRGE indicates to download inventory information for item AB10000, SKU LRGE, in company 123. If one or more trigger records exist for an item/SKU, the Inventory Download job sends a message including all existing warehouses where you keep the item. based on the rules described under [Item Warehouses Excluded from the Inventory Download](#).
- *Capture type of C* (change).

## Inventory Download Processing

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To generate the [Inventory Download XML Message \(CWInventoryDownload\)](#), the **INV\_DOWNLD** process in Working with Integration Layer Processes (**IJCT**):

1. Reads through the inventory download trigger records
2. Creates a single [Inventory Download XML Message \(CWInventoryDownload\)](#) for each item/SKU, regardless of how many **ITW** trigger records in **R** (ready) status exist for the item/SKU
3. Includes each item/warehouse for the item/SKU, based on the rules described under [Item Warehouses Excluded from the Inventory Download](#).
- Example:** If an activity in warehouse 1 generated the trigger record, but there are eligible Item Warehouse records in warehouse 3, 4, and 5, all of these Item Warehouse records are included in the message.
4. Sets each trigger record's status to **X** (processed)

## Inventory Download Trigger Rules

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The options available for the inventory download at the Select Trigger Rules File window (**IJCT**) are:

- Item (**INITEM**)
- Item Warehouse (**INIWRE**)
- SKU (**INSKU**)
- Warehouse (**INWRHS**)
- UPC (**ITMUPC**)

You can make the creation of inventory download trigger rules conditional on many of the fields in any of these tables. For example, to exclude non-inventory items from the inventory download, you would set the following selection for the Item table (**INITEM**):

Field	Test	Value
<b>Non-inventory</b>	NE	'Y'

This rule excludes any item whose *Non-inventory* flag is set to **Y**.

**Typical setup:** A typical setup for inventory download might exclude records based on the following criteria:

- Item table:
  - Drop ship items
  - Non-inventory items
  - Membership items
  - Specific item statuses
- SKU table:
  - Gift certificates
  - SVC card reload
  - Specific item statuses
- Warehouses: retail outlets

**Note:**

- Trigger rules are not specific to a company, and apply to each company for which you generate trigger records.
- Not all fields in all tables are available as triggers. You can review the fields available for each table through the Additional information will be provided by MICROS-Retail at a later date.

## Item Warehouses Excluded from the Inventory Download

When an item/SKU is kept in multiple warehouses, it is possible for the message to exclude a Warehouse or Item Warehouse or the available quantity, even if the item/SKU exists in that warehouse. The rules governing when the [Warehouse](#) and [ItemWarehouse](#) are excluded from the [Inventory Download XML Message \(CWInventoryDownload\)](#), or when no [available\\_qty](#) is included, are:

- Include the complete [Warehouse](#), [ItemWarehouse](#) in the message if the Item Warehouse is not frozen (based on the setting of the *Reservation freeze* flag for the Item Warehouse) and:

- the warehouse is allocatable (based on the setting of the *Allocatable flag*), or
- the *Include Non-Allocatable Warehouses in Inventory Download Setting* system control value is **selected**; otherwise;
- Include the *Warehouse* and the *ItemWarehouse* but do not include the *available\_qty* in the *ItemWarehouse* element if the Item Warehouse is frozen but the warehouse is allocatable; otherwise,
- Do not include the *Warehouse* or *ItemWarehouse* in the message. If this is the only existing Item Warehouse for the item/SKU, do not create a trigger record.

These rules are summarized in the table below.

<b>Include Non-Allocatable Warehouses in Inventory Download Setting</b>	<b>Warehouse Allocatable Flag Setting</b>	<b>Item Warehouse Reservation Freeze Flag Setting</b>	<b>Result</b>
Y	Y	N	Include <i>Warehouse</i> , <i>ItemWarehouse</i> and <i>available_qty</i> in message
Y	N	N	
N	Y	N	
Y	Y	Y	Include <i>Warehouse</i> and <i>ItemWarehouse</i> but not <i>available_qty</i> in message
N	Y	Y	
Y	N	Y	No <i>Warehouse</i> or <i>ItemWarehouse</i> in message (or, if this is the only Item Warehouse, do not create a trigger record)
N	N	Y	
N	N	N	

## Inventory Download XML Inclusion

As with other outbound messages generated through Working with Integration Layer Processes (**IJCT**), you can use the Outbound Interface XML Inclusion screen to exclude elements and their contents from the [Inventory Download XML Message \(CWInventoryDownload\)](#). The XML inclusion options for the inventory download are:

```

Item
  SKU
    UPC
    Warehouse
      ItemWarehouse

```

If you choose to exclude an element, all of the subordinate elements and attributes of that element are also excluded. For example, if you choose to exclude the *SKU* element, the

message includes the `Item` element and attributes only, and does not include the `SKU`, `UPC`, `Warehouse`, or `ItemWarehouse` elements.

If you exclude the `ItemWarehouse` element, the message does not include any availability information.

**Note:** XML inclusion settings are not specific to a company. Any XML inclusion settings you create apply to all companies for which you generate trigger records.

**For more information:** See the [Inventory Download XML Message \(CWInventoryDownload\)](#) for more information on the contents of each of these elements.

## Inventory Download Troubleshooting

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The system might not generate the [Inventory Download XML Message \(CWInventoryDownload\)](#) for any of the following reasons:

- Are the trigger rules excluding companies, item/SKUs, warehouses, item warehouses, and so on? See [Inventory Download Trigger Rules](#).
- Are the XML inclusion rules excluding essential information for the message? See [Inventory Download XML Inclusion](#).
- Is the item warehouse flagged as having a reservation freeze? See [Item Warehouses Excluded from the Inventory Download](#).
- Is the availability threshold for the item/SKU lower than the item/SKU's available quantity? See [Creating Inventory Download Triggers Interactively Due to Changes in Availability](#) for more information on the threshold hierarchy.
- Is the Create Generic Inventory Download Triggers (I32) system control value **selected**? The system does not create any trigger records if this system control value is **unselected**.
- If you expected a trigger to be generated when you create or maintain a purchase order, is the Include PO Updates (J93) system control value selected and is the available quantity for the item zero or less? See [Creating Inventory Download Triggers through Purchase Order Creation or Maintenance](#) for a discussion.
- Is the item flagged with a soldout status code? The system does not create any trigger records for items that are currently sold out.
- Is the **INV\_DOWNLD** process inWorking with Integration Layer Processes (**IJCT**) running?
- Have you stopped and restarted the **INV\_DOWNLD** process and the background jobs after making any changes to system control value settings?

## Inventory Download Setup

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Setup requirements for the inventory download API are described below.

- [System Control Values Related to Inventory Download API](#)
- [Menu Options Related to Inventory Download API](#)

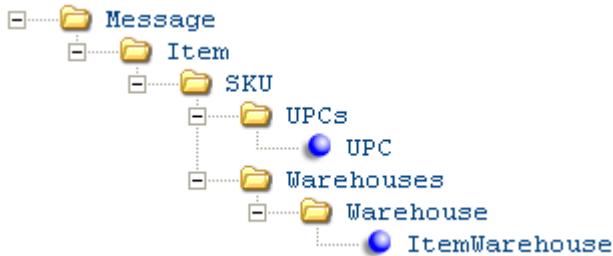
## System Control Values Related to Inventory Download API

System Control Value	Description
<i>Create Generic Inventory Download Triggers (I32)</i>	Must be <b>selected</b> in order to generate inventory download trigger records.
<i>Include PO Updates (J93)</i>	Indicates whether to generate trigger records when you create or change a purchase order that includes an item whose available quantity is zero or less. If you select this value, the system creates a trigger each time you create or change a purchase order that includes an item/SKU whose available quantity is zero or less (with the exception of drop ship purchase orders). If you unselect this value, the system does not create triggers as a result of purchase order creation or maintenance.
<i>Include Non-Allocatable Warehouses (I34)</i>	Indicates whether the system should use the setting of a warehouse's <i>Allocatable flag</i> to determine whether to include inventory in that warehouse in an item/SKU's available quantity. If you select this value, the system includes all warehouses when evaluating an item/SKU's available quantity in order to determine whether to create a trigger. If you unselect this value, the system excludes the inventory in non-allocatable warehouses.
<i>Quantity Available Threshold for Inventory Downloads (G36)</i>	Indicates the default availability threshold quantity to use if there is no threshold quantity specified for the item or the item class. See <a href="#">Creating Inventory Download Triggers Interactively Due to Changes in Availability</a> for more information.
<i>Outbound Interface Trigger File Purge Days (I14)</i>	<p>Specify the number of days to retain processed trigger records in the IL Outbound Trigger table before the <b>PURGIJCT</b> periodic function, described below, can purge them. For example, if this value is 10 and a trigger record's <i>Last processed date</i> is 10/12 or earlier, the trigger is eligible to be purged on 10/22. Only processed records (status = <b>X</b>) are purged.</p> <p><b>Note:</b> This value controls the purge days for all trigger records in the IL Outbound Trigger table, not just inventory download triggers.</p>

## Menu Options Related to Inventory Download API

Menu Option	Setup Required
Working with Integration Layer Processes ( <b>IJCT</b> )	<p>Work with Integration Layer Process Queues screen: Create one or more process queues to specify where to send the <a href="#">Inventory Download XML Message (CWInventoryDownload)</a>.</p> <p>Select Trigger Rules File window: Optionally, set trigger rules. See <a href="#">Inventory Download Trigger Rules</a> for more information on options.</p> <p>Outbound Interface XML Inclusion screen: Optionally, set inclusion rules to exclude one or more elements. See <a href="#">Inventory Download XML Inclusion</a> for more information.</p>
Performing Initial Item Entry ( <b>MITM</b> )	<p>Optionally, set the <i>Available threshold</i> at the item level as an override to the threshold set at the item class or with the <i>Quantity Available Threshold for Inventory Downloads</i> (G36) system control value.</p>
Working with Item Classes ( <b>WICL</b> )	<p>Optionally, set the <i>Available threshold</i> at the item class as an override to the <i>Quantity Available Threshold for Inventory Downloads</i> (G36) system control value. The threshold set at the item level, if any, overrides the item class threshold.</p>
Working with Periodic Functions ( <b>WPER</b> )	<p>Optionally, create the <b>INV_DOWNLD</b> periodic function, using program name <b>ILR0081</b>. This function creates inventory download trigger records for all eligible item/SKUs, as described under <a href="#">Creating Inventory Download Triggers through a Batch Process</a>.</p> <p>If you have not already done so, create the <b>PURGIJCT</b> periodic function, using program name <b>ILR0026</b>. This periodic function purges all processed (status = X) trigger records older than the <i>Outbound Interface Trigger File Purge Days</i> (I14). You can also use the <b>Purge</b> option at the Work with Outbound Interface Transactions screen to purge records.</p> <p><b>Note:</b> These functions purge all trigger records in the IL Outbound Trigger table, not just inventory download triggers.</p>
Working with Periodic Processes ( <b>WPPR</b> )	<p>Assign the periodic functions described above to periodic processes.</p>

## Inventory Download XML Message (CWInventoryDownload)



**Note:**

- Attributes are included in the response only if they contain a value. Blank attributes are not passed.
- Numeric fields use implied decimals; for example, a value of \$12.34 is presented as 1234.
- The XML inclusion rules control whether one or more elements are included in the message.

**For more information:** See [Inventory Download Process](#) for a discussion of when you might use this message.

Attribute Name	Type	Length	Comments
<b>Message</b>			
<b>source</b>	alpha	25	Identifies the source of the XML message. RDC indicates the XML message is from CWSerenade.
<b>target</b>	alpha	25	Identifies the target of the XML message. IDC indicates the XML message is sent to CWIntegrate.
<b>type</b>	alpha	25	Identifies the type of information in the XML message: CWInventoryDownload.
<b>date</b>	numeric	8	The date when the message was generated. MMDDYYYY format.
<b>time</b>	numeric	6	The time when the message was generated. HH:MM:SS format.

Attribute Name	Type	Length	Comments
<b>Item</b>			
<b>company</b>	numeric	3	Indicates the company associated with the item/SKU. From the Company table.
<b>company_description</b>	alpha	30	The description of the company, from the Company table.
<b>item_number</b>	alpha	12	A code identifying the item. From the Item table.
<b>item_description</b>	alpha	40	The description of the item.
<b>item_2nd_lang_desc</b>	alpha	40	The <i>Second language description</i> at the item level, if any.
<b>item_long_sku_style</b>	alpha	20	The <i>L/S style</i> for the item, if any. Used as part of retail integration, and required for the item if the <i>Use Retail Integration (H26)</i> system control value is <b>selected</b> .
<b>non_inventory</b>	alpha	1	The setting of the <i>Non/inv</i> flag for the item. Valid values are: <b>Y</b> = This is a non-inventory item <b>N</b> = You track inventory for this item
<b>membership</b>	alpha	1	The setting, if any, of the <i>Membership</i> flag, if any, for the item. Valid values are: <b>Y</b> = This item represents a membership program that you sell <b>N</b> or blank = This is not a membership item <b>Note:</b> If this flag is blank for an item, the <i>membership</i> attribute is not included in the message.
<b>drop_ship_item</b>	alpha	1	The setting of the <i>Drop ship</i> flag for the item. Valid values are: <b>Y</b> = This is an item that a vendor ships directly for you <b>N</b> = This is an item that you ship from your warehouse
<b>item_status</b>	alpha	1	The item's <i>Status</i> code, if any. Item status codes are defined in and validated against the Item Status table.
<b>item_status_description</b>	alpha	30	The description of the item status code, if any.

Attribute Name	Type	Length	Comments
<b>kit_type</b>	alpha	1	The item's <i>Kit type</i> setting, if any. Valid values are: <b>C</b> = Continuity program <b>S</b> = Set <b>F</b> = Finished goods <b>V</b> = Variable set <b>Note:</b> If the <i>Kit type</i> field for the item is blank, the <i>kit_type</i> attribute is not included in the message.
<b>long_sku_department</b>	numeric	4	The <i>L/S dept</i> , if any, assigned to the item. Used as part of retail integration, and required for the item if the <i>Use Retail Integration (H26)</i> or <i>Require L/S Department (I92)</i> system control value is <b>selected</b> .
<b>long_sku_department_desc</b>	alpha	30	The description of the long SKU department, if any, as specified through Working with Long SKU Departments ( <b>WLSD</b> ).
<b>long_sku_division</b>	alpha	3	The <i>L/S division</i> , if any, assigned to the item's long SKU department.
<b>long_sku_division_desc</b>	alpha	30	The description of the long SKU division, as set up through Creating and Maintaining Long SKU Divisions ( <b>WLDV</b> ).
<b>long_sku_class</b>	numeric	4	The <i>L/S class</i> , if any, assigned to the item. Used as part of retail integration, and required for the item if the <i>Use Retail Integration (H26)</i> or <i>Require L/S Class (I93)</i> system control value is <b>selected</b> .
<b>long_sku_class_desc</b>	alpha	30	The description of the long SKU class, as set up through Working with Long SKU Classes ( <b>WLSC</b> ).

Attribute Name	Type	Length	Comments
<b>svc_type</b>	alpha	1	The item's SVC type setting, if any. Valid values are: <b>P</b> = The item is a physical stored value card. <b>E</b> = The item is a physical stored value card that requires an email notification. <b>V</b> = The item is a virtual (non-physical) stored value card. <b>Note:</b> If the SVC type field for the item is blank, the svc_type attribute is not included in the message.
<b>SKU</b>			Information stored in the SKU table is included, even for non-SKU'ed items. For example, a non-SKU'ed item always has a <i>short_sku</i> specified, and might also include other information, such as a soldout control code. See the descriptions below for more information.
<b>sku_code</b>	alpha	14	The code identifying the SKU's unique characteristics, such as its color, size, or style. Provided for SKU'ed items only.
<b>sku_description</b>	alpha	40	The description of the SKU. Provided for SKU'ed items only.
<b>sku_2nd_lang_des_c</b>	alpha	40	The second language description for the SKU. Provided for SKU'ed items only.
<b>sku_long_sku_styl_e</b>	alpha	20	The SKU-level long SKU style, if any. Provided for SKU'ed items only.
<b>short_sku</b>	numeric	7	A unique number, assigned by the system to identify each item/SKU. Displayed as the <i>Short SKU</i> in item maintenance. Provided for both SKU'ed and non-SKU'ed items.
<b>retail_reference_n br</b>	numeric	15	An alternate product number, if any, that you have assigned to the item/SKU. The <i>Reference #</i> , if any, is provided for both SKU'ed and non-SKU'ed items.

Attribute Name	Type	Length	Comments
<b>gift_certificate</b>	alpha	1	The setting of the <i>Gift cert</i> flag for the item/SKU. Valid values are: <b>Y</b> = This item is a gift certificate <b>N</b> or blank = This item is not a gift certificate Because this flag is an optional entry, the setting is provided in the message only if it was set to <b>Y</b> or <b>N</b> . Provided for both SKU'ed and non-SKU'ed items.
<b>subscription</b>	alpha	1	The setting of the <i>Subscription</i> flag for the item/SKU. Valid values are: <b>Y</b> = This item is a subscription <b>N</b> or blank = This item is not a subscription Because this flag is an optional entry, the setting is provided in the message only if it was set to <b>Y</b> or <b>N</b> . Provided for both SKU'ed and non-SKU'ed items.
<b>sku_status</b>	alpha	1	The SKU-level status, if any. From the <i>Status</i> field for the SKU, which overrides the item-level status. Provided for SKU'ed items only.
<b>sku_status_description</b>	alpha	30	The description of the SKU-level status code, if any. Provided for SKU'ed items only.
<b>so_control</b>	alpha	2	The S/O <i>control</i> value, if any, assigned to the item/SKU. Soldout control codes can indicate one of the following statuses: <ul style="list-style-type: none"><li>• <b>1</b> = Sellout the item immediately.</li><li>• <b>2</b> = Sellout the item when the quantity available is zero, not including open purchase orders.</li><li>• <b>3</b> = Sellout the item when the quantity available is equal to zero, including open purchase orders.</li></ul> The soldout control code, if any, is provided for both SKU'ed and non-SKU'ed items.
<b>so_control_description</b>	alpha	30	The description of the soldout control value, if any. Provided for both SKU'ed and non-SKU'ed items.

Attribute Name	Type	Length	Comments
<b>so_control_status</b>	numeric	1	The status of the soldout control code, if any, as described above under <i>so_control</i> . Provided for both SKU'ed and non-SKU'ed items.
<b>UPC</b>			This element is included only if the item/SKU has one or more UPC codes assigned. If the item has SKUs, you must assign UPC codes at the SKU level rather than at the item level.
<b>upc</b>	alpha	14	A <i>UPC code</i> , if any, assigned to the item/SKU.
<b>upc_type</b>	alpha	3	The UPC <i>Type</i> . Valid types are: <b>E13</b> : EAN-13 <b>E8</b> : EAN-8 <b>UA</b> : UPC-A <b>UE</b> : UPC-E
<b>upc_vendor</b>	numeric	7	The code identifying the vendor who sells you the item and who is associated with the UPC code.
<b>Warehouse</b>			This element includes information on the warehouse itself, and is provided in the message only if there is an Item Warehouse record for the item/SKU. See <a href="#">Inventory Download Process</a> for more information.
<b>warehouse</b>	numeric	3	
<b>warehouse_name</b>	alpha	30	
<b>address_line_1</b>	alpha	32	
<b>address_line_2</b>	alpha	32	
<b>address_line_3</b>	alpha	32	
<b>city</b>	alpha	25	
<b>state</b>	alpha	2	
<b>postal_code</b>	alpha	10	
<b>country</b>	alpha	3	
<b>drop_point</b>	numeric	3	

Attribute Name	Type	Length	Comments
<b>drop_point_description</b>	alpha	30	
<b>manager</b>	alpha	30	
<b>telephone_nbr</b>	numeric	14	
<b>fax_nbr</b>	numeric	14	
<b>allocatable_flag</b>	alpha	1	
<b>receive_restock_transfers</b>	alpha	1	
<b>inventory_value_g_l_nbr</b>	numeric	8	
<b>value_inv_at_retail</b>	alpha	1	
<b>viewable_in_oe</b>	alpha	1	
<b>auto_restock_location</b>	alpha	7	
<b>retail_outlet</b>	alpha	1	
<b>retail_type</b>	alpha	1	
<b>ItemWarehouse</b>			
<b>allocation_freeze</b>	alpha	1	
<b>economic_order_qty</b>	numeric	7	
<b>max_qty</b>	numeric	7	
<b>min_qty</b>	numeric	7	
<b>on_hand_qty</b>	numeric	7	
<b>backorder_qty</b>	numeric	7	
<b>protected_qty</b>	numeric	7	
<b>reorder_qty</b>	numeric	7	
<b>reserve_qty</b>	numeric	7	
<b>sh_reserve_qty</b>	numeric	7	
<b>on_order_qty</b>	numeric	7	

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Attribute Name	Type	Length	Comments
<b>reserve_transfer_qty</b>	numeric	7	
<b>available_qty</b>	numeric	7	<b>Drop ship items:</b> If the item is flagged for drop ship, the available quantity indicated is <b>9999</b> , regardless of whether there is any quantity of the item actually on-hand in the warehouse.
<b>next_po_date</b>	numeric	8	
<b>next_expected_qty</b>	numeric	7	
<b>original_retail_price</b>	numeric	7.2	
<b>current_retail_price</b>	numeric	7.2	
<b>protect_current_price</b>	alpha	1	
<b>protect_min_max</b>	alpha	1	

## Sample Inventory Download XML Message

---

```
<Message source="CWDirect" target="CWIntegrate" type="CWInventoryDownload" date="10082006"
time="11:07:35" >
  <Item company="123" company_description="Sarah's Kitchen Shop" item_number="MELIOR"
item_description="MELIOR-STYLE COFFEE MAKER" item_2nd_lang_desc="CAFETERA DEL TIPO
MELIOR" item_long_sku_style="MEL456789" non_inventory="N" membership="N"
drop_ship_item="N" item_status="A" item_status_description="ACTIVE" >
    <SKU sku_code="LRGE" sku_description="ONE-QUART COFFEE MAKER" short_sku="81"
so_control="02" so_control_description="INCLUDE ON ORDER QTY IN SOLD"
so_control_status="2">
        <UPCs>
            <UPC upc="1234567890" upc_type="E8" upc_vendor="10002">
            </UPC>
        </UPCs>
        <Warehouses>
            <Warehouse warehouse="10" warehouse_name="MAIN WAREHOUSE"
address_line_1="10 SPEEN STREET" city="FRAMINGHAM" state="MA"
postal_code="01701" country="USA" drop_point="1"
drop_point_description="MASS. DROPPONT" manager="MS. HANNAH BROWN"
allocatable_flag="Y" receive_restock_transfers="N" viewable_in_oe="Y"
auto_restock_location="RESTOCK" retail_outlet="N">
                <ItemWarehouse allocation_freeze="N" economic_order_qty="100"
max_qty="99999" min_qty="10" on_hand_qty="22" reorder_qty="20"
on_order_qty="10" available_qty="22" next_po_date="10152006"
next_expected_qty="15" original_retail_price="2100"
current_retail_price="2600" protect_current_price="N"
protect_min_max="N"/>
            </Warehouse>
        </Warehouses>
    </SKU>
  </Item>
</Message>
```

## E-Commerce-Related Setup in CWSerenade

---

This section provides an overview of setup in CWSerenade related to the e-commerce integration:

- [Additional E-Commerce Setup](#)
- [Working with E-Mail Notification Templates \(WEMT\)](#)

# Additional E-Commerce Setup

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**Purpose:** In addition to the setup described under [Order API Setup Requirements](#) and [Order API-Related System Control Values](#), you must perform basic setup in CWSerenade, on your CWSerenade server, on your web server, and on the web storefront before you can use the E-commerce interface in CWSerenade. Setup requirements include:

- system control values
- supporting tables for download to web storefront
- additional system applications

Each requirement that is related to CWSerenade is described in this topic. All other requirements are described in additional documents.

**Web storefront:** Additionally, you must configure the web storefront to meet your business requirements. You can modify the sample storefront or create your own, using an application such as Microsoft Site Server or WebSphere; however, configuration of the web storefront is outside the scope of this document.

## In this topic:

- [System Control Values Related to E-Commerce](#)
- [Table Setup for Download](#)
- [Additional Setup](#)
  - [Additional Table Settings](#)
  - [E-Commerce Periodic Functions](#)

## System Control Values Related to E-Commerce

**Purpose:** The system control values related to e-commerce are described briefly in the table below.

**Create application area:** Before you can set several e-commerce system control values, you must create the **EDC** application area. You can create an application area by selecting **Create** at the Work with System Values/Features screen in Work with System Control Values (WSYS). Additionally, you must assign the application group **ALL** to the **EDC** application area. You can assign this application group by:

- selecting **Application Group** for the application area at the Work with System Values/Features screen; you advance to the Work with Application Group screen
- selecting **Create** to advance to the Create Application Group screen. Here, you can create the **ALL** application group for the **EDC** application area.

Each of the e-commerce system control values listed below should be assigned to this application area and group.

System Control Value	Description
<i>Get Orders from E-Commerce (G35)</i>	Must be <b>selected</b> before you can use the e-commerce interface to download information to your web storefront.
<i>Quantity Available Threshold for Inventory Downloads (G36)</i>	Defines the available quantity to trigger the automatic download of availability information of an item. The quantity you define here is a default; you can also specify a <i>Avail thrshld (Item-level availability threshold)</i> for an item, and/or a <i>Availability threshold (item class-level)</i> for an item class.
<i>Status Message for E-Commerce Partial Reserved Lines (G52)</i>	Defines whether to identify partially reserved, partially backordered items as <b>RESERVED</b> , <b>BACKORDER</b> , or <b>PARTIAL</b> on the web storefront.
<i>Hold Reason for Failed E-Commerce Maintenance Transactions (H11)</i>	Specifies the hold reason code to assign to orders when a customer attempts, and fails, to maintain it from the web storefront.
<i>Order Maintenance Confirmation E-Mail Program (H12)</i>	Specifies the program to use to create order maintenance confirmations to send to customers via email.
<i>Pass E-Commerce Status Response Type (H68)</i>	Defines whether an Order Status Response Message is generated, regardless if an order is found that matches the order status inquiry request.

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System Control Value	Description
<i>Generate E-Commerce Customer Merge Staging Files (H86)</i>	Defines whether CWSerenade populates the e-commerce customer merge staging tables when you run the customer sold to merge/purge program or customer bill to merge/purge program.
<i>Download Prepaid Payment Types to E-Commerce (I69)</i>	Defines whether the system includes prepaid (cash/check payment category 1) payment types in the e-commerce pay type extraction.

**Additional system control values:**

System Control Value	Description
<i>FTC-# of Days for Items without Expected Ship Date (C71)</i>	Controls the <i>Expected delivery date</i> to pass to the web storefront for items without open (unreceived) purchase orders. The system also includes information on whether the date was derived from a purchase order, or defaulted based on this system control value. You can use either a periodic function or a message to pass item availability information to the web storefront.
<i>Default Source Code for Batch Catalog Requests (D37)</i>	Used when you process catalog requests through the web storefront.
<i>SKU Element Description 1 (G37)</i>	Define the SKU element descriptions to appear on the web storefront.
<i>SKU Element Description 2 (G38)</i>	
<i>SKU Element Description 3 (G39)</i>	

**For more information:** See [Order API-Related System Control Values](#) for a list of values related to creating orders you receive from the web storefront.

## Table Setup for Download

**Purpose:** In addition to the tables you must set up for order entry through CWSerenade, you can set up the following tables to facilitate processing orders through the web storefront.

Table	Purpose	To Set Up
E-Commerce Category	To group items you offer on the web storefront. E-Commerce Category is provided as a search option on the sample storefront.	Work with E-Commerce Category ( <b>WECC</b> ) (creating categories to items) and Work with Item Categories screen (E-Commerce) in MITM (assigning categories to items)
E-Commerce Holiday Arrival Date	To simplify the assignment of an arrival date to an order. If the item should ship as a gift in time for a particular holiday, the customer selects that holiday at the web storefront, and the correct arrival date is assigned to the order automatically.	Work with E-Commerce Holidays ( <b>WECH</b> )
E-Commerce Up-Sell Item	To upsell the customer from one item to an upgrade. For example, on the sample storefront, when a customer selects a style of boot for review, another, upgrade style is suggested as an alternative. <b>Note:</b> You can also upsell on the web storefront using item coordinates. Item coordinates allow you to suggest a coordinating item to accompany an item selected by the customer, rather than replacing it.	Work with E-Commerce Upsell screen in <b>MITM</b>

Table	Purpose	To Set Up
E-Commerce Info	<p>To specify the description of the item that should appear on the web storefront.</p> <p>You enter item information using the <b>RP</b> template(s) that have been set up for the item class. Item class templates allows you to specify headings that appear on screen when you enter the item information in CWSerenade; however, these headings do not appear on the web storefront, and the line breaks that separate the template headings in CWSerenade are deleted on the storefront.</p>	<ol style="list-style-type: none"> <li>1. Work with Item Classes (<b>WICL</b>) (setting up one or more <b>RP</b> templates for the item class)</li> <li>2. Work with E-Commerce Item Information in <b>MITM</b> (entering the e-commerce item information)</li> </ol>
E-Commerce Item Image	<p>To specify where, on the web server, to find the image file that illustrates the item on the web storefront. You can specify a regular, thumbnail, and large image file and location for each item. You can also specify a default path for all items (if you use a standard naming convention where the image name is the same as the item code) and then override at the item level as needed.</p>	Select <b>Default Image Paths</b> at Work with E-Commerce Job Control ( <b>EJCT</b> ) (default path)
E-Mail Template	<p>To define the text to appear in system-generated emails to customers, such as backorder notices and soldout notifications.</p>	Use <a href="#">Working with E-Mail Notification Templates (WEMT)</a> .

## Additional Setup

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**Purpose:** In addition to the setup you must perform to process orders through order entry, you might need to set up the following information specifically for e-commerce orders.

### Additional Table Settings

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- **Items:** You can set the *Avail threshold* as an override to the item-class level threshold or the *Quantity Available Threshold for Inventory Downloads (G36)* system control value.
- **Item class:** You can set the *Availability threshold* as an override to the *Quantity Available Threshold for Inventory Downloads (G36)* system control value.
- **Customers:** Set the *Opt in/Opt out* flag to indicate when to communicate with the customer by email. You set this flag at the customer level, or at the customer/entity level if the *Track Customer History at Entity Level (F89)* system control value is selected. Also, you will need to specify the *Email address* to correspond with the customer by email.
- **Order type:** Set the *Email notification* flag to indicate whether to communicate with customers by email on order-related correspondence, such as backorder or soldout notifications.

### E-Commerce Periodic Functions

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- **ECAVAIL:** Extracts item availability information to staging tables for retrieval by the web storefront. This function should use the program name **ECR0144**. See [E-Commerce Item Availability Processing](#) for a discussion of the item availability information included.

**Note:** This periodic extract is different from the interactive download triggered when an item's availability falls below the appropriate threshold, as the interactive download takes place automatically.

- **ECGFTC:** Extracts currently available gift certificate numbers and amounts. This function should use the program name **ECR0142**.
- **ECGFTCH:** Extracts gift certificate charges only. This function should use the program **ECR0302**.
- **ECITMCH:** Extracts changes to existing items. This function should use the program name **ECX0178**.
- **ECSHCNF:** Sends shipment confirmation emails; see [Sending Internet Order Ship Confirmation \(ESCF\)](#). This function should use the program name **ECR0154**.

- **ECOMERR:** Creates the batch OM Transaction Error Listing. This function should use the program **ECR0295**.
- **ECX0358:** Extracts updated customer user fields to the EC Customer Extended (EXCSTE) staging table.

# Working with E-Mail Notification Templates (WEMT)

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**Purpose:** Use this menu option to work with the default text to include when you send email notifications:

- first, second, and continue backorder notices
- credit card credit acknowledgments
- “Contact us” requests
- credit card decline notifications
- gift certificate notifications
- loyalty membership activations and deactivations
- membership cancellation notifications
- order confirmations
- purchase orders
- return confirmations
- shipment confirmations
- soldout notifications
- stored value card notifications
- quote confirmations
- order cancellation confirmations
- order line cancellation confirmations
- cancellation attempt failure notices
- store pickup notifications

The system automatically creates templates for each of the above at the company level, but the templates are blank until you specify the text for each email.

**General email setup:** See [Email Generation Setup](#) for more information on how to configure CWSerenade for email generation.

**Email formats:** Most of the system-generated emails are in HTML format; however, the gift certificate, maintenance failure, purchase order, and loyalty activation/deactivate notices are in simple text. See [HTML Format Notification Samples and Contents](#) and [Simple Format Notification Sample](#) for examples.

**Outbound email API:** You can specify generation of a generic outbound XML message, rather than an actual email, for all notifications except the loyalty activation/deactivation, gift certificate, order maintenance failure notifications, and purchase orders. The customer service emails use the simple text format, and the purchase order form is attached to a plain-text email.

**In this topic:** The XML message includes additional information that is not included in the standard email notice. You might choose to generate the XML message so that you can use the information to produce a reformatted HTML email that includes promotional content.

- [Summary of Customer Correspondence](#)
- [When Does the System Generate an Email Notification?](#)
  - [Order Confirmation Emails](#)
  - [Shipment and Return Confirmation Emails](#)
  - [Stored Value Card Notification Emails](#)
  - [Gift Certificate Notification Emails](#)
  - [Quote Confirmation Emails](#)
  - [Membership Cancellations](#)
  - [Purchase Order Emails](#)
  - [Store Pickup Notifications](#)
  - [Other Email Notifications](#)
  - [Determining the Opt-in/out Setting](#)
  - [Additional Information about Email Notifications](#)
- [HTML Format Notification Samples and Contents](#)
  - [Order Confirmation Email Sample and Contents](#)
  - [Backorder Notification Email Sample and Contents](#)
  - [Credit Card Credit Acknowledgement Email Sample and Contents](#)
  - [Return Confirmation Email Sample and Contents](#)
  - [Shipment Confirmation Email Sample and Contents](#)
  - [Credit Card Credit Acknowledgement Email Sample and Contents](#)
  - [Soldout Notification Email Sample and Contents](#)
  - [Stored Value Card Notification Sample and Contents](#)
  - ["Contact Us" Notification Sample and Contents](#)
  - [Credit Card Decline Notification Sample and Contents](#)
  - [Quote Confirmation Email Sample and Contents](#)
  - [Membership Cancellation Notification Sample and Contents](#)
  - [Order Cancellation Confirmation Email Sample and Contents](#)
  - [Order Line Cancellation Confirmation Email Sample and Contents](#)

- [Store Pickup Notification Sample and Contents](#)
- [Simple Format Notification Sample](#)
- [Work with E-Mail Template Screen](#)
- [Change E-Mail Template Screen](#)

**For more information:** See:

- **Setup overview:** [Email Generation Setup](#) provides an overview on setup, a listing of related system control values, and troubleshooting information.
- **Which text template?** [Email Text Templates](#) describes the hierarchy that controls which text template to use for notifications.
- **Which “from” email address?** [“From” Email Address](#) describes the hierarchy that controls how to determine the “from” email address to use for emails.
- **Actual email or CWEEmailOut? HTML Email or Outbound Email XML Message?** [HTML Email or Outbound Email XML Message?](#) describes the hierarchy that controls whether to generate an actual email or the Outbound Email XML Message (CWEEmailOut).
- **Controlling individual notification types by order type:** [Generate Notifications?](#) describes how to control the generation of different types of notifications for an order type.

## Summary of Customer Correspondence

The table below provides a summary of the customer correspondence generated by the system. See [Work with E-Mail Template Screen](#) for a listing of the information included in each type of generated email notice.

Generated Output	Generated Through:	Subject Line	Contents
<b>Backorder 1st, 2nd, or Continue Notice</b>			
email (HTML format), XML, or printed	Generate Backorder Cards ( <b>GBOC</b> )	Backorder - order#:99999999	See <a href="#">Backorder Notification Email Sample and Contents</a> .
<b>"Contact us" notice</b>			
email (HTML format) or XML	Selecting the <b>Send Contact Us Email</b> option at the Display More Options screen in order entry, inquiry, or maintenance. This option is available only if: <ul style="list-style-type: none"> <li>• there is an email address for the customer, and</li> <li>• the customer's opt-in/opt-out setting is O1 (email is preferred communication) or O2 (send order-related email only), and</li> <li>• the <i>Contact Us Email Program (K54)</i> system control value specifies an email program.</li> </ul> <b>Note:</b> You can generate this email regardless of the setting of the <i>Email notification</i> flag for the order type.	Contact Us - Order#:99999999	See <a href="#">"Contact Us" Notification Sample and Contents</a> .

<b>Generated Output</b>	<b>Generated Through:</b>	<b>Subject Line</b>	<b>Contents</b>
<b>Credit Card Credit Acknowledgement</b>			
email (HTML format) XML, or printed	Generate C/C Credits <b>(MREF)</b> , Processing A/R Refunds (MARC), and Processing Refunds by Order Number ( <b>MRFO</b> )	Credit Ack. - Order #99999999	See <a href="#">Credit Card Credit Acknowledgement Email Sample and Contents</a> .
<b>Credit Card Decline Notice</b>			
email (HTML format) or XML	Streamlined Pick Slip Generation (WSPS)	Credit Card Decline - Order #99999999	See <a href="#">Credit Card Decline Notification Sample and Contents</a> .
<b>Gift Certificate</b>			

Generated Output	Generated Through:	Subject Line	Contents
email or printed	Process Gift Certificates ( <b>MPGC</b> )	A Gift Certificate for You	<ul style="list-style-type: none"> <li>• gift certificate number</li> <li>• gift certificate amount</li> <li>• gift certificate date</li> <li>• name of the customer sold-to who purchased the gift certificate</li> </ul> <p><b>Note:</b> If you define base program <b>ECR0383</b> in the <i>Gift Certificate E-Mail Program (H07)</i> system control value, the system does not include the standard text, and instead, includes the following fields using name/value pairs:</p> <ul style="list-style-type: none"> <li>• sold to first name, last name, address, and email address</li> <li>• ship to first name, last name, address, and email address</li> <li>• order number</li> <li>• item and description</li> <li>• SKU and description</li> <li>• order messages 1, 2, and 3</li> <li>• gift certificate number</li> <li>• gift certificate amount</li> </ul>
<b>Loyalty Activate Notice and Loyalty Deactivate Notice</b>			

Generated Output	Generated Through:	Subject Line	Contents
email only	BILL_ASYNC and ORDR_ASYNC processes in Background Job Control ( <b>MBJC</b> )	Loyalty Activation or Loyalty Deactivation <b>Note:</b> The word "Loyalty" is replaced with the value in the <i>Alternate Customer Number Label Description (H95)</i> system control value, if any.	<ul style="list-style-type: none"> <li>• sold-to customer name</li> <li>• sold-to customer number</li> <li>• loyalty program description</li> <li>• loyalty program membership ID</li> </ul>
<b>Maintenance Failure</b>			
email only	ECOMM_CANC process in Working with E-Commerce Job Control (EJCT)	Order Update - Order #99999999	<ul style="list-style-type: none"> <li>• order number</li> <li>• result, indicating that order cannot be changed at this time</li> <li>• sold to customer name</li> <li>• ship to customer name</li> </ul>
<b>Membership Cancellation</b>			
email (HTML format) or XML	cancelling a customer membership through the Working with Customer Memberships (WWCM) menu option	Membership Cancellation	See <a href="#">Membership Cancellation Notification Sample and Contents</a> .
<b>Quote Confirmation</b>			
email (HTML format) or XML	Select the <i>Email Quote</i> option on the Print/Email Quote window	Quote Confirmation - Quote # 99999999	See <a href="#">Quote Confirmation Email Sample and Contents</a> .
<b>Order Cancellation Confirmation</b>			

<b>Generated Output</b>	<b>Generated Through:</b>	<b>Subject Line</b>	<b>Contents</b>
email (HTML format) or XML	ORDR_ASYNC process in Background Job Control ( <b>MBJC</b> )	Order Cancellation - Order# 99999999	See <a href="#">Order Cancellation Confirmation Email Sample and Contents</a> .
<b>Order Confirmation</b>			
email (HTML format) or XML	order API and ORDR_ASYNC processes in Background Job Control ( <b>MBJC</b> )	Order Confirmation - Order# 99999999	See <a href="#">Order Confirmation Email Sample and Contents</a> .
<b>Order Line Cancellation Confirmation</b>			
email (HTML format) or XML	ORDR_ASYNC process in Background Job Control ( <b>MBJC</b> )	Order Line Cancellation - Order# 99999999	See <a href="#">Order Line Cancellation Confirmation Email Sample and Contents</a> .
<b>Return Confirmation</b>			
email (HTML format) or XML	Sending Internet Order Ship Confirmation (ESCF)	Return Conf. - Order #99999999	See <a href="#">Return Confirmation Email Sample and Contents</a> .
<b>Shipment Confirmation</b>			
email (HTML format) or XML	Sending Internet Order Ship Confirmation (ESCF)	Ship Conf. - Order #99999999	See <a href="#">Shipment Confirmation Email Sample and Contents</a> .
<b>Soldout Notification</b>			
email (HTML format) XML, or printed	Print Soldout Notifications ( <b>MSON</b> )	Soldout - Order #99999999	See <a href="#">Soldout Notification Email Sample and Contents</a> .
<b>Store Pickup Notification</b>			
email (HTML format) or XML	Email Request Message (CWEmailRequest)	Order Ready for Pickup - Order# 99999999	See <a href="#">Store Pickup Notification Sample and Contents</a> .

<b>Generated Output</b>	<b>Generated Through:</b>	<b>Subject Line</b>	<b>Contents</b>
<b>Stored Value Card Notification</b>			
email (HTML format) or XML	SVC_OUT process in Integration Layer Job Control ( <b>IJCT</b> )	Stored Value Card Notification	See <a href="#">Stored Value Card Notification Sample and Contents</a> .
<b>Gift Acknowledgement</b>			
printed only	Pick slip generation or billing, depending on the setting of the <i>Automatic Generation of Gift Acknowledgement (B92)</i> system control value	N/A	See the online help or the reports guide.
<b>A/R Statement</b>			
printed only	Print Statements <b>(PSTS)</b>	N/A	See the online help or the reports guide.
<b>Pick Slips</b>			
printed only	Streamlined Pick Slip Generation ( <b>WSPS</b> )	N/A	See the online help or the reports guide.
<b>Drop Ship Pick Slips</b>			
printed only	Select Vendors for Drop Ship Picks <b>(MDSP)</b>	N/A	See the online help or the reports guide.
<b>Customer Invoice</b>			
printed only	Print Invoices ( <b>PINV</b> ) or standard Order Inquiry	N/A	See the online help or the reports guide.
<b>Refund Checks</b>			
printed only	Process Refunds <b>(MREF)</b>	N/A	See the online help or the reports guide.
<b>Merchandise Credits, Bonus Credits, and Sale Credits</b>			
printed only	Not currently implemented.	N/A	

## When Does the System Generate an Email Notification?

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- [Order Confirmation Emails](#)
- [Shipment and Return Confirmation Emails](#)
- [Stored Value Card Notification Emails](#)
- [Gift Certificate Notification Emails](#)
- [Quote Confirmation Emails](#)
- [Purchase Order Emails](#)
- [Other Email Notifications](#)

### Order Confirmation Emails

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An order is eligible for an order confirmation email or Outbound Email XML Message (CWEmailOut) if:

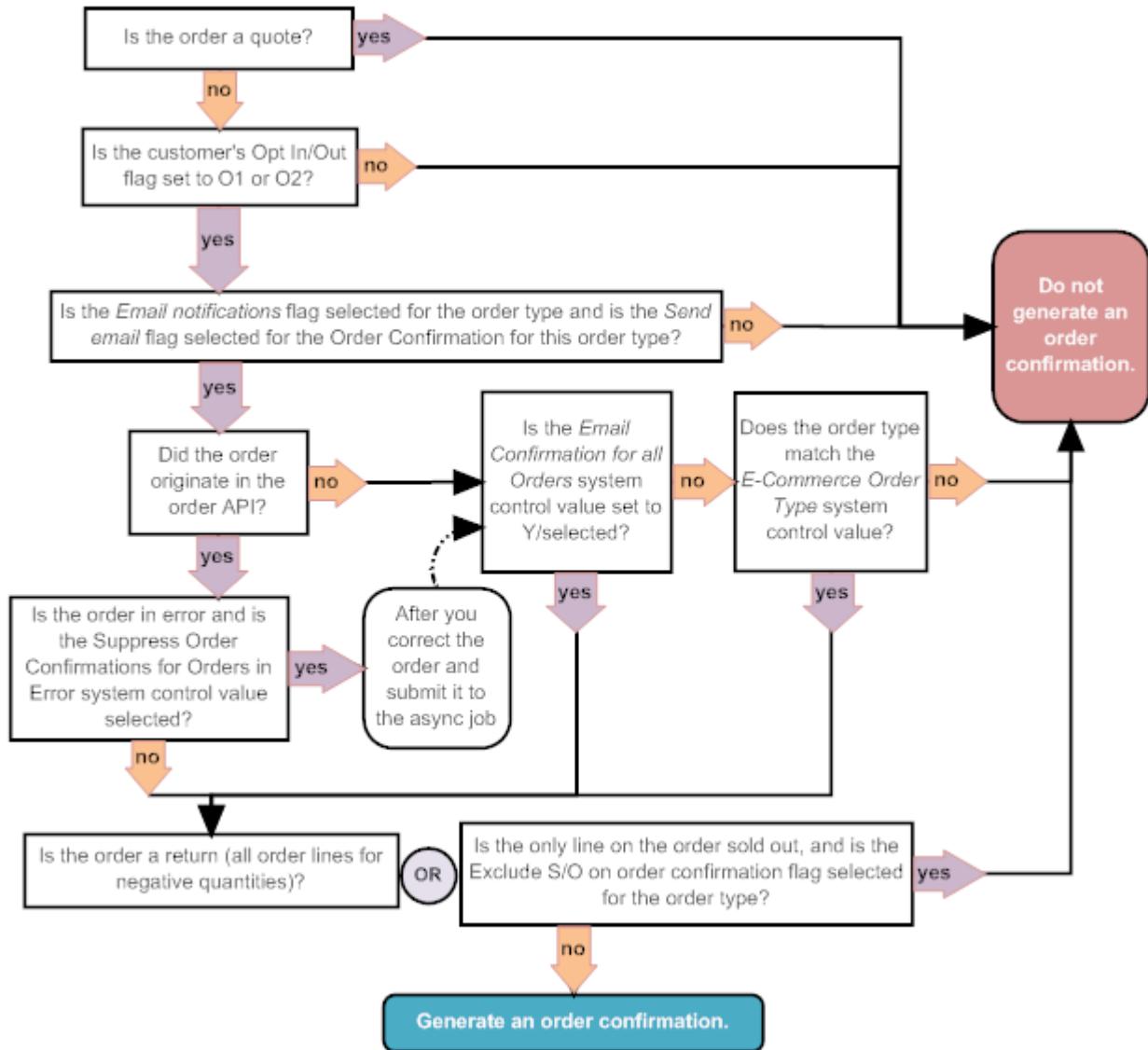
- the order is not a quote, and
- the *Email notification* flag for the order type is **selected**, and,
- the *Send email* flag for the Order Confirmation is selected for the order type at the Order Type Email Selection screen (WOTY), and
- the customer's *Opt-in/out* setting (see [Determining the Opt-in/out Setting](#)) is **O1** or **O2**, and
- the customer has an *Email address*; and,
- the order includes one or more order lines with a positive quantity, and
- the order includes lines other than a soldout item, or the *Exclude S/O on order confirmation* is **unselected**, and
  - the order was created through the order API without error, or the *Suppress Order Confirmations for Orders in Error (K09)* system control value is **unselected**, or
  - the *E-Mail Order Confirmations for All Orders (H51)* is **selected**, or
  - the order type matches the *E-Commerce Order Type (G42)*.

#### Note:

- If you delete the email address and the *Suppress Email Address Search (J09)* system control value is **selected**, the system does not generate order-related emails for the order. See that system control value for more information.
- The system does not confirm that the customer's email address is a valid, existing address.

- The *XML only?* flag for the Order Confirmation template used (at either the entity or company level) controls whether you generate an actual email notification or the Outbound Email XML Message (CWEEmailOut).
- To generate an actual email (rather than the Outbound Email XML Message (CWEEmailOut)), you need to have the *Order Acknowledgement Program (G50)* system control value set to **OrdConf** or to the name of your unique HTML-based email program. To generate the Outbound Email XML Message (CWEEmailOut), you have to set the system control value to any value, but it cannot be blank.
- If the *Suppress Order Confirmations for Orders in Error (K09)* system control value is **unselected** and there are any errors on the order, the generated email might not be formatted correctly. For example, if there is not sufficient valid information for the shipping address on the order, this name and address are omitted from the generated email.
- If the order includes multiple shipping addresses, the system generates a separate confirmation for each ship-to.

**For more information:** See [Email Setup within CWSerenade](#) for more information on the hierarchies that control the email text template and “from” email address for the order confirmation email, and that determine whether to generate the Outbound Email XML Message (CWEEmailOut) or an actual email.



**Generated when?** The order confirmation email or Outbound Email XML Message (CWEEmailOut) is generated automatically when the order is created, either through the order API (order API orders) or through the ORDR\_ASYNC background job (all other orders); however, if an order created through the order API is in error and the *Suppress Order Confirmations for Orders in Error* (K09) system control value is selected, the order confirmation is not generated until you correct any errors and the order is processed by the ORDR\_ASYNC job.

If you enter the order through interactive order entry, the confirmation is not generated while the order is still suspended in a batch. Once you accept the order, the ORDR\_ASYNC job generates the confirmation.

**For more information:** See the [Order Confirmation Email Sample and Contents](#).

## Shipment and Return Confirmation Emails

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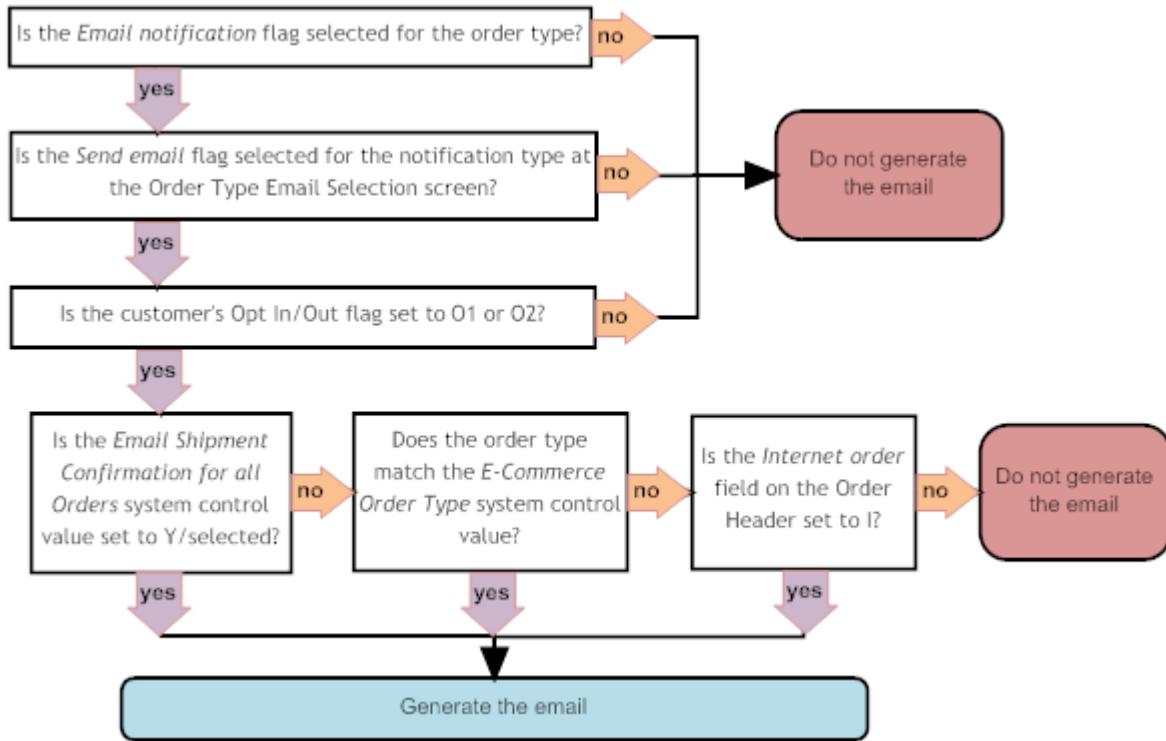
The system generates a shipment or return confirmation email or Outbound Email XML Message (CWEmailOut) only if:

- the *Email notification* flag for the order type is **selected**, and,
- the *Send email* flag for the notification type is selected at the Order Type Email Selection screen, and
- the customer's *Opt-in/out* setting (see [Determining the Opt-in/out Setting](#)) is **O1** or **O2**, and,
- the customer has an *Email address*, and,
  - the *E-Mail Shipment Confirmations for All Orders (H52)* system control value is **selected**, or,
  - the order type matches the *E-Commerce Order Type (G42)*, or
  - the *Internet order* field in the Order Header table is set to **I**

### Note:

- If you delete the email address and the *Suppress Email Address Search (J09)* system control value is **selected**, the system does not generate order-related emails for the order. See that system control value for more information.
- The system does not confirm that the customer's email address is a valid, existing address.
- The *XML only?* flag for the Shipment or Return Confirmation template used (at either the entity or company level) controls whether you generate an actual email notification or the Outbound Email XML Message (CWEmailOut).
- To generate an actual shipment confirmation email (rather than the Outbound Email XML Message (CWEmailOut)), you need to have the *Shipment Confirmation Program (G51)* system control value set to **ShpConf** or to the name of your unique HTML-based email program.
- Similarly, to generate an actual return confirmation email, you need to set the *Return Confirmation E-Mail Program (H53)* system control value to **RtnConf** or to the name of your unique HTML-based email program.
- To generate the Outbound Email XML Message (CWEmailOut), you have to set the system control value to any value, but it cannot be blank.

- There is a separate shipment confirmation email for each shipment (invoice) for the order billed on a given date.



You can generate shipment and return confirmation emails or the Outbound Email XML Message (CWEEmailOut) through:

- Send Internet Shipment Confirmations (**ESCF**)
- the **ECSHCNF** periodic function

If you do not consolidate invoices, the system keeps track of the shipment and return confirmation emails that it has generated by invoice number and date so that you can stop and restart email generation for a single date without risk of generating a duplicate email to a customer.

**For more information:** See the [Shipment Confirmation Email Sample and Contents](#) and [Return Confirmation Email Sample and Contents](#).

## Stored Value Card Notification Emails

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The system generates a stored value card notification or outbound XML message when the SVC\_OUT job processes an approved stored value card activation request if:

- The *SVC type* field for the stored value card item is **E** or **V**.
- An email address is defined for the stored value card recipient.
- The *Stored Value Card Email Notification Program (I30)* system control value specifies a program name. The base program is **SVCNOTF**.

The system does not look at the *Email notification* setting for the order type to determine whether to generate an email.

**Note:**

- The system generates this email notification regardless of the setting of the *Suppress Email Address Search (J09)* system control value.
- The *XML only* flag for the Stored Value Card notification template used (at either the entity or company level) controls whether you generate an actual email notification or the Outbound Email XML Message (CWEEmailOut).
- To generate an actual stored value card confirmation email (rather than the Outbound Email XML Message (CWEEmailOut)), you need to have the *Stored Value Card Email Notification Program (I30)* system control value set to **SVCNOTF** or to the name of your unique HTML-based email program. To generate the Outbound Email XML Message (CWEEmailOut), you have to set the system control value to any value, but it cannot be blank.

**Important:** The outbound XML version specified for the EMAIL\_OUT process in Integration Layer Job Control (**IJCT**) must be set to at least 4.0 in order to generate email or XML stored value card notifications.

## Gift Certificate Notification Emails

---

The system generates an email gift certificate notification, rather than including it in a document, only when:

- the customer is purchasing a gift certificate on an order
- the *E-mail gift certificate* field is selected at the Work with Order Ship to Properties screen for the order in which the customer buys the gift certificate
- an email address is specified for the gift certificate recipient, which might be a customer sold-to, a permanent ship-to customer, or a temporary (order) shipping address. Additionally, if you define a vendor in the *Vendor for E-Mail Gift Certificate (I04)* system control value, the system uses the email address defined for the vendor instead of the email address defined for the gift certificate recipient.

- the correct program to generate the email notice is specified in the *Gift Certificate E-Mail Program (H07)* system control value

**Note:** The system generates this email notification regardless of the setting of the *Suppress Email Address Search (J09)* system control value.

The system does not look at the *Email notification* setting for the order type to determine whether to generate an email.

## Quote Confirmation Emails

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A pre-order quote is eligible for a quote confirmation email or Outbound Email XML Message (CWEmailOut) if:

- the *Status* of the order is **Quote**.
- the customer or order has an *Email address*; and,
- the Quote Confirmation Email Program (K74) system control value contains a valid email program. The base email program for quote confirmations is **QUOCONF**.

In addition, for quotes entered through the order API:

- the quote passes web order validation, and
- the Quote field and *Email notification* field for the order type are **selected**, and,
- the customer's *Opt-in/out* setting (see [Determining the Opt-in/out Setting](#)) is **O1** or **O2**

For quotes entered through interactive order entry, the system does not look at the *Email notification* setting for the order type or at the customer's *Opt in/out* setting to determine whether to generate the Quote confirmation.

**Note:**

- The system does not confirm that the customer's email address is a valid, existing address.
- The *XML only?* flag for the Quote Confirmation template used (at either the entity or company level) controls whether you generate an actual email notification or the Outbound Email XML Message (CWEmailOut).
- To generate an actual email (rather than the Outbound Email XML Message (CWEmailOut)), you need to have the Quote Confirmation Email Program (K74) system control value set to **QUOCONF** or to the name of your unique HTML-based email program. To generate the Outbound Email XML Message (CWEmailOut), you have to set the system control value to any value, but it cannot be blank.

**Generated when?** The quote confirmation email or Outbound Email XML Message (CWEmailOut) is generated when you select the *Email Quote* option on the Print/Email Quote window.

The system does not look at the *Email notification* setting for the order type to determine whether to generate a quote confirmation.

**For more information:** See the [Quote Confirmation Email Sample and Contents](#).

## Membership Cancellations

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**Generated when?** If the Membership Cancellation Email Program (K77) system control value specifies a valid program name, the system generates membership cancellation emails when you cancel a customer membership through Work with Customer Memberships (WWCM). These emails are not generated when you cancel the membership item through order maintenance.

**Which entity?** The membership's *Default source* indicates the entity associated with the customer membership for the purposes of determining the email template text.

**Loyalty memberships:** Email confirmations are also generated for loyalty memberships if you cancel them rather than deactivating them or having the system deactivate them automatically due to order cancellations or returns. Since loyalty memberships are not associated with a specific order or source code, they cannot use an entity-level template, and instead they always use the template set up through the [Work with E-Mail Template Screen](#). Also, since loyalty memberships do not actually generate orders, both the sold-to and ship-to customer indicated in the email identify the customer possessing the loyalty membership.

**Customer note:** The system writes a customer note, such as Memship Cancel Conf to ekaplan@commercialware.com, when it generates the membership cancellation email or XML message. The user ID associated with the customer note indicates the person who canceled the membership. The note is written even if the email might not actually be deliverable to the customer (for example, if there is a problem with the customer's email address). Also, the note is written for the sold-to customer, even if the notification email was sent to a recipient.

**Determining the email address:** The email is sent to the email address of the customer ultimately receiving the membership orders, such as the recipient customer or a permanent ship-to address, provided there is a valid email address for that address and the opt-in/out setting is **O1** or **O2**. If there is no alternate shipping address, the email is sent to the customer purchasing the membership. If the customer's opt-in/out setting is **O1** or **O2** but there is no email address specified, the system writes a message to the APP.log, indicating that the email address is unresolved. The system does look at the *Email notification* setting for the order type originating the membership, or assigned to generated orders, to determine whether to generate an email.

**For more information:** See the [Membership Cancellation Notification Sample and Contents](#).

## Purchase Order Emails

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**Generated when?** Emailing the purchase order instead of printing it is available when:

- the *Email Purchase Order (K80)* system control value is selected, and
- the vendor's *Email P/O* flag is selected, and
- the vendor has a valid *Email* address.

**Which menu options support emailing the purchase order?** If the above conditions are true, you can email purchase orders through the *Print PO Selection* screen in *Print Purchase Orders (MPRP)*, and through the *Print P/O* window in purchase order entry, maintenance, and inquiry.

**Note:** You cannot email purchase orders through *Print PO and Receiving Worksheets (PPWS)* or through *Selecting Vendors for Drop Ship Processing (MDSP)*.

**Separate emails:** The system always generates a separate email for each purchase order, even if you select a range of date or purchase orders through *Print Purchase Orders (MPRP)*.

**Which print program is used?** In most cases, the .PDF attached to the email is generated with the *PO Print Program (C64)*; however, if you are using *Print Purchase Orders (MPRP)* and print by purchase order number sequence, the *PO Print Program for PO Print in PO Sequence (C76)* is used.

**Email template:** The text in the email is derived from the Purchase Order template set up through the [Change E-Mail Template Screen](#) in [Working with E-Mail Notification Templates \(WEMT\)](#). Things to note about the Purchase Order template:

- Unlike other email templates, this template is not available at the entity level, since the purchase order is not related to a specific entity.
  - The generated email is plain text, with the purchase included as a .PDF attachment. The *XML only* flag is not available for this template, and you cannot generate the Outbound Email XML Message (CWEmailOut).
  - Because the Purchase Order email does not include any details, you would not normally enter the [Text to print below items](#). If you do so, this text appears several lines below the [Text to print above items](#) in the generated email.
1. The “from” email address is derived from the company (see Setting Up Companies (WCMP)). If no email address specified for the company, the “from” email address is from the `from.email` specified through setting up the email properties file.
  2. The subject of the email is `Purchase Order - PO # 1234567`, where 1234567 is the purchase order number.

## Store Pickup Notifications

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The store pickup notification email indicates that a customer's order is ready for pickup at the selected store. The system generates the store pickup notification when it receives the CWEmailRequest message for an external system, such as Store Connect, where the order has been assigned, provided that:

- the *Email notification* field for the order type is **selected**, and
- the *Opt-in/out* setting (see [Determining the Opt-in/out Setting](#)) for the email address on the order is **O1** or **O2**, and
- there is a valid email generation program specified for the *Store Pickup Confirmation Email Program (L48)* system control value.

**For more information:** See the [Store Pickup Notification Sample and Contents](#).

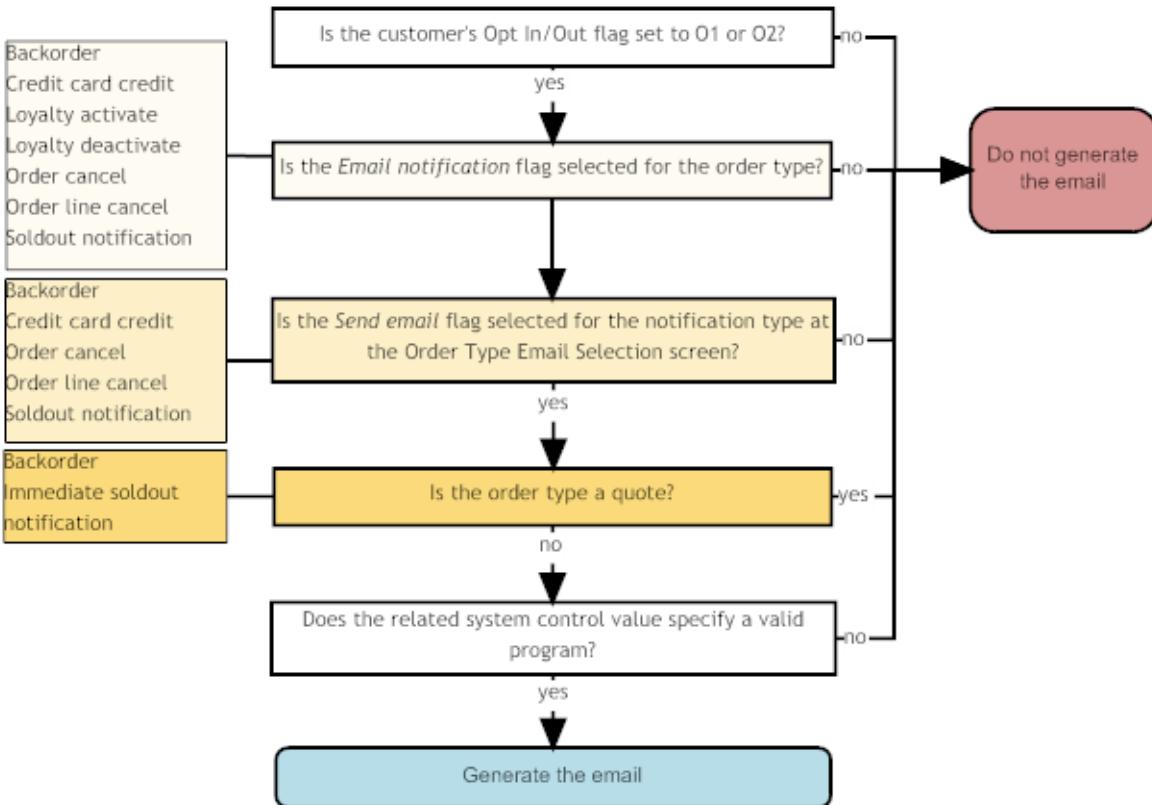
## Other Email Notifications

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**Backorder, soldout, cancellations, loyalty membership activation or deactivation, credit card credit notifications, “contact us” emails, credit card decline emails, maintenance failure, and order or order line cancellation confirmation emails:** The system generates an email, rather than including the notice in a document (if applicable), only when:

- the *Email notification* field for the order type is **selected**, and
- if the notification type is listed at the Order Type Email Selection screen, the *Send email* flag is selected, and
- the *Opt-in/out* setting (see [Determining the Opt-in/out Setting](#)) for the email address on the order is **O1** or **O2**, and
- there is a valid email generation program specified for the related system control value.

**Generation of other notification emails:** The rules on generating other emails besides the types called out separately above are illustrated below.



**Affected by settings at the order type?** The settings at the order type include the *Email notification* flag and the *Send email* flag available for selected notifications for that order type. Order type settings control the generation of backorder notices, credit card credit acknowledgements, order or order line cancellation confirmations, and loyalty activation and deactivation notices. Also, the settings control the generation of quote confirmations for orders received through the order API as well as order confirmations and shipment and return confirmations, as described above.

**Not affected by settings at the order type:** The settings at the order type do not control the generation of membership cancellations, stored value card notifications, gift certificate notifications, “contact us” emails, maintenance failure notifications, or credit card decline notifications.

**Note:**

- If you delete the email address and the *Suppress Email Address Search (J09)* system control value is **selected**, the system does not generate order-related emails for the order.

- The system does not confirm that the customer's email address is valid.
- The customer API does not generate notification emails when it activates or deactivates a loyalty membership; these emails are generated only as a result of order activity.
- The *XML only?* flag for the template used controls whether you generate an actual email notification or the Outbound Email XML Message (CWEEmailOut).
- This *Email notification* flag for the order type does not control email generation for "contact us" emails, loyalty activation or deactivation notices, maintenance failure notices, or credit card decline notices.
- Quotes are not subject to most of the notification types described above; however, the system does generate the soldout notification for a quote if you use Process Auto Soldouts to sell out the item and the quote is otherwise eligible for emails based on the criteria that apply to other order types.

#### **Backorder, soldout, "contact us," credit card credit, and credit card decline notifications:**

- To generate an actual notification email (rather than the Outbound Email XML Message (CWEEmailOut)), you need to have set the related system control values correctly:
  - the *Backorder Notification Program* (G95) system control value set to **BONOTF** or to the name of your unique HTML-based email program.
  - the *Soldout Notification E-Mail Program* (G96) must be set to **SONOTF** or to the name of your unique HTML-based email program.
  - the *Credit Card Credit Acknowledgement E-Mail Program* (H08) must be set to **CCCNOTF** or to the name of your unique HTML-based email program.
  - the *Credit Card Decline Email Program* (K53) must be set to **CDECLNOTF** or to the name of your unique HTML-based email program.
  - the *Contact Us Email Program* (K54) must be set to **CTUSNOTF** or to the name of your unique HTML-based email program. This email is generated on demand, and not produced automatically by the system. See [Summary of Customer Correspondence](#) for more information on when the option to generate the "Contact Us" email is available.
  - the *Order Cancellation Email Program* (K78) must be set to **ORDCANNOTF** or to the name of your unique HTML-based email program.
  - the *Order Line Cancellation Email Program* (K79) must be set to **ORDLCANOFTF** or to the name of your unique HTML-based email program.
  - for both the order and order line cancellation emails, the cancel reason code used must not match the *Cancel Reason Code to Suppress Email* (L08).
- To generate the Outbound Email XML Message (CWEEmailOut), you have to set the related system control value to any value, but it cannot be blank.

## Determining the Opt-in/out Setting

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The system uses the following hierarchy to determine the opt-in/out setting to use when generating emails:

1. Check the Customer Sold To Email Address table for an email address that matches the email address on the order. If there is a match, use that *Opt in/Opt out* setting; otherwise,
2. If there is an individual placer on the order, use that individual's *OptIn* setting; otherwise,
3. Use the customer's *Opt in/Opt out* setting.

## Additional Information about Email Notifications

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**Order history message:** The system writes an Order Transaction History message when it generates an email or the Outbound Email Message (CWEEmailOut). You can review these messages at the Display Order History screen in standard order inquiry.

**Save in email repository?** The *Write Outbound Email to Email Repository (H99)* system control value controls whether header information on email notifications or the Outbound Email Message (CWEEmailOut) are stored in correspondence history. If the system control value is **selected**, the system records the correspondence history regardless of whether you generate an actual email or the Outbound Email Message (CWEEmailOut). See this system control value for more information on identifying and reviewing outbound emails for a customer.

**Note:** The system does not retain the body of outbound emails in correspondence history, only the header information, such as the date, subject, and “to” email address.

## HTML Format Notification Samples and Contents

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The system generates HTML format emails for the notification types described below if the *XML only?* flag for the template is **unselected**. If the flag is **selected**, the system generates the Outbound Email Message (CWEmailOut) instead.

The contents of each of the HTML emails are derived from the Outbound Email Message (CWEmailOut). The EMAIL\_OUT process must be set to generate the most recent version of the outbound message in order to generate all of these email notifications correctly; see

All other email notification types besides these notification types use the simple format described below under [Simple Format Notification Sample](#).

### Sample HTML messages:

- [Order Confirmation Email Sample and Contents](#)
- [Shipment Confirmation Email Sample and Contents](#)
- [Return Confirmation Email Sample and Contents](#)
- [Backorder Notification Email Sample and Contents](#)
- [Credit Card Credit Acknowledgement Email Sample and Contents](#)
- [Soldout Notification Email Sample and Contents](#)
- [Stored Value Card Notification Sample and Contents](#)
- ["Contact Us" Notification Sample and Contents](#)
- [Credit Card Decline Notification Sample and Contents](#)
- [Quote Confirmation Email Sample and Contents](#)
- [Order Cancellation Confirmation Email Sample and Contents](#)
- [Order Line Cancellation Confirmation Email Sample and Contents](#)

## Order Confirmation Email Sample and Contents

See [Order Confirmation Emails](#) for a discussion on how to generate this email.

Dear Mickey,

Thank you for your order to the stationary supplies group. We are processing your order for the item(s) listed below.

### Order Summary

<b>Order #:</b>	5799 - 1				
<b>Order Date:</b>	12/30/2008				
Item/SKU	Quantity	Price	Extended Price	Status	Expected Date
COFFEE	2	\$9.75	\$19.50	In stock.	
FAIR TRADE ORGANIC ETHIOPIAN COFFEE					
PEN/BLUE	10	\$8.90	\$89.00	In stock.	
GEL WRITER 10/16/07					
BLUE PEN					
ROSES	1	\$53.40	\$53.40	Backordered	12/31/2008
DOZEN MIXED SPRING ROSES					
PEN/GRN	1	\$0	\$0	In stock.	
GEL WRITER 10/16/07					
GREEN PEN					
<b>Merchandise:</b>	\$161.90				
<b>Shipping and Handling:</b>	\$50.55				
<b>Tax:</b>	\$11.52				
<b>Total:</b>	\$223.97				

### Purchasing Information

Ship To:	Sold To:	Customer #:
WENDELL, MICKEY	WENDELL, MICKEY	
257 LOVELL STREET	257 LOVELL STREET	
WORCESTER, MA 01602 USA	WORCESTER, MA 01602 USA	

Please do not respond to this email.

**Contents:** The contents of the order confirmation email are derived from the Outbound Email XML Message (CWEmailOut) as follows:

#### Preliminary Information:

- greeting: The word **Dear** followed by the:
  - *sold\_to\_fname*, if any; otherwise,
  - *sold\_to\_company*, if any; otherwise,
  - **Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: *before\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

#### Order Summary:

- Order #: *order\_nbr* and *order\_ship\_to*, separated by a hyphen
- Order Date: *order\_date*
- for each item/SKU ordered:
  - Item/SKU: *odt\_item* and *odt\_SKU*, if any, separated by a slash; however, this is the *odt\_alias\_item* if the customer ordered by alias, regardless of the setting of the *Display Item Alias (D56)* system control value
  - Quantity: *odt\_qty*
  - Price: *odt\_price*
  - Extended Price: *odt\_extended\_price*
  - Status: *odt\_availability\_msg*; indicates whether the item is: **In stock**; **Backordered** (including order lines that are not reserved because they have future arrival dates); a brokered backorder being fulfilled through the Order Broker integration (**Store Ship**); a drop ship (includes an **Exp Date**); flagged for pickup at a designated store location through the Order Broker integration (**Store Pickup**); or sold out (**No longer available**). The *Status Message for E-Commerce Partial Reserved Lines (G52)* system control value controls whether to list partially reserved lines as **Backordered** or **Reserved**, or to include details (for example, 7 reserved, 3 B/O).

**Note:** If the background jobs are not running and the order ships before the order confirmation email is generated, the status of the shipped order lines is indicated as **In stock**.

- Expected Date: *odt\_expected\_ship\_date*; included only if the item is backordered or drop ship
- item description: *odt\_item\_desc*

- SKU description: *odt\_SKU\_desc*, if any (included only if the item has SKU's)
- totals:
  - Merchandise: *ost\_merch*
  - Shipping and Handling: *ost\_freight*, *ost\_addl\_freight*, *ost\_hand*, and *ost\_addl\_charge*
  - Tax: *ost\_tax*
  - Total: *ost\_total\_amt*

**Purchasing Information:**

- Ship To: *ship\_to\_company*, *ship\_to\_fname*, *ship\_to\_minital*, *ship\_to\_lname*, *ship\_to\_addr1*, *ship\_to\_addr2*, *ship\_to\_addr3*, *ship\_to\_addr4*, *ship\_to\_apt*, *ship\_to\_city*, *ship\_to\_state*, *ship\_to\_postal*, *ship\_to\_country*
- Sold To: *sold\_to\_company*, *sold\_to\_fname*, *sold\_to\_minital*, *sold\_to\_lname*, *sold\_to\_addr1*, *sold\_to\_addr2*, *sold\_to\_addr3*, *sold\_to\_addr4*, *sold\_to\_apt*, *sold\_to\_city*, *sold\_to\_state*, *sold\_to\_postal*, *sold\_to\_country*
- Customer #: *sold\_to\_nbr*

**Closing:** *after\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

**Note:** If the *Suppress Order Confirmations for Orders in Error (K09)* system control value is **unselected** and there are any errors on the order, the generated email might not be formatted correctly. For example, if there is not sufficient valid information for the shipping address on the order, this name and address are omitted from the generated email.

## Shipment Confirmation Email Sample and Contents

See [Shipment and Return Confirmation Emails](#) for information on how to generate this email.

Dear Sandy,

This is to confirm that the item(s) listed below have been shipped. Please use the links below or visit our customer service center at [www.ezkstationaryworld.com](http://www.ezkstationaryworld.com) for shipment tracking information.

### Shipment Summary

Order #:	3491 - 1
Order Date:	07/03/2007
Date Shipped:	07/03/2007
Amount Charged:	\$26.02

#### Items included in this shipment:

Item/SKU	Quantity
COFFEE FAIR TRADE ORGANIC ETHIOPIAN COFFEE	2

#### Here are your tracking numbers for the items that shipped:

Carrier	Tracking Number
UPS SECOND DAY	<a href="#">1Z123456789012345</a>

Ship To:	Sold To:
SPRINGER, SANDY 24 PRIME PARK WAY NATICK, MA 01760 USA	SPRINGER, SANDY 24 PRIME PARK WAY NATICK, MA 01760 USA

Thank you for shopping with us. Please visit again soon!

**Contents:** The contents of the shipment confirmation email are derived from the Outbound Email XML Message (CWEEmailOut) as follows:

#### Preliminary Information:

- greeting: The word **Dear** followed by the:
  - *sold\_to\_fname*, if any; otherwise,
  - *sold\_to\_company*, if any; otherwise,
  - **Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: *before\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

#### Shipment Summary:

- Order #: *order\_nbr* and *order\_ship\_to*, separated by a hyphen
- Order Date: *order\_date*
- Date Shipped: *ist\_ship\_date*
- Amount Charged: *ist\_ship\_total\_amt*
- Items included in this shipment:
  - Item/SKU: *idt\_item* and *idt\_SKU*, if any, separated by a slash; however, this is the *idt\_alias\_item* if the customer ordered by alias, regardless of the setting of the *Display Item Alias (D56)* system control value
  - Quantity: *idt\_ship\_qty*
  - item description: *idt\_item\_desc*
  - SKU description: *idt\_SKU\_desc*, if any (included only if the item has SKU's)
- Here are your tracking numbers for the items that shipped:
  - Carrier: *tracking\_ship\_via\_desc*.
  - Tracking Number: *tracking\_nbr*, made into a live link to the shipper's web site using the *tracking\_URL*.

**Brokered backorder?** If the item was a brokered backorder shipped through integration with Locate, then the ship via description is listed only if the Order Broker passed a valid ship via code set up in CWSerenade; otherwise, the message lists the shipping agent passed from the Order Broker. In this case, the tracking number is not a live link. Also, if a brokered backorder ships on the same day as a warehouse shipment, the shipment confirmation email includes both the tracking numbers. This occurs regardless of whether you consolidate invoices.

**Note:** If the order includes two invoices on the same date, one for a brokered backorder with a tracking number, and another shipment without a tracking number,

the tracking number from the brokered backorder is indicated for both shipments. A shipment might not have a tracking number if, for example, you confirm a drop shipment or use manual confirmation.

- Ship To: *ship\_to\_company, ship\_to\_fname, ship\_to\_minitial, ship\_to\_lname, ship\_to\_addr1, ship\_to\_addr2, ship\_to\_addr3, ship\_to\_addr4, ship\_to\_apt, ship\_to\_city, ship\_to\_state, ship\_to\_postal, ship\_to\_country*
- Sold To: *sold\_to\_company, sold\_to\_fname, sold\_to\_minitial, sold\_to\_lname, sold\_to\_addr1, sold\_to\_addr2, sold\_to\_addr3, sold\_to\_addr4, sold\_to\_apt, sold\_to\_city, sold\_to\_state, sold\_to\_postal, sold\_to\_country*

**Closing:** *after\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

## Return Confirmation Email Sample and Contents

See [Shipment and Return Confirmation Emails](#) for more information on how to generate this email.

Dear Sandy,

This is to notify you that we have processed return of the item(s) listed below to our stationary group.

### Return Summary

Order #:	3491 - 1
Order Date:	07/03/2007
Date Returned:	07/13/2007
Amount Credited:	\$10.73
<b>Items included in this return:</b>	
Item/SKU	Quantity
PEN/BLUE	5
GEL WRITER	
BLUE PEN	

We're sorry the order didn't work out and hope to serve you again in the future.

EZK Shops

**Contents:** The contents of the return confirmation email are derived from the Outbound Email XML Message (CWEmailOut) as follows:

#### Preliminary Information:

- greeting: The word **Dear** followed by the:
  - *sold\_to\_fname*, if any; otherwise,
  - *sold\_to\_company*, if any; otherwise,
  - **Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: *before\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

#### Return Summary:

- Order #: *order\_nbr* and *order\_ship\_to*, separated by a hyphen
- Order Date: *order\_date*
- Date Returned: *ist\_ship\_date*
- Amount Credited: *ist\_ship\_total\_amt*
- Items included in this return:
  - Item/SKU: *idt\_item* and *idt\_SKU*, if any, separated by a slash; however, this is the *idt\_alias\_item* if the customer ordered by alias, regardless of the setting of the *Display Item Alias (D56)* system control value
  - Quantity: *idt\_ship\_qty*
  - item description: *idt\_item\_desc*
  - SKU description: *idt\_SKU\_desc*, if any (included only if the item has SKU's)

**Note:** If no items were returned: If the order was credited through the application of a negative additional charge rather than processing a return, no item/SKUs are listed. Instead, a message indicates: **There were no items associated with this return. A miscellaneous credit was processed on your order.** However, the *Item/SKU* and *Quantity* headings are still included in the email.

**Closing:** *after\_line\_message*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

#### [Backorder Notification Email Sample and Contents](#)

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You can generate first, second, and continue backorder notifications through the Generate Backorder Cards (GBOC) and Work with Backorders Pending Cancellation

(WBPC) menu options. See [Other Email Notifications](#) for more information on how to generate these emails.

Dear Norm,

Unfortunately, the item(s) indicated below are backordered.  
Please contact us at 508 555 1234 with any questions.

## Backorder Summary - First Notification

### Purchasing Information

<b>Order #:</b> 5822 - 1		
<b>Order Date:</b> 01/02/2009		
Item/SKU	Backorder Quantity	Expected Date
COFFEE FAIR TRADE ORGANIC ETHIOPIAN COFFEE	2	02/01/2009
Ship To:	Sold To:	Customer #: 13075
OLIVER, NORM 100 BROADWAY TORONTO, ON SII123 CAN	OLIVER, NORM 100 BROADWAY TORONTO, ON SII123 CAN	

We will notify you when we are able to ship the item(s)  
listed above. Thank you for your business.

**Contents:** The contents of the first, second, or continue backorder notification email are derived from the Outbound Email XML Message (CWEmailOut) as follows:

#### Preliminary Information:

- greeting: The word **Dear** followed by the:
  - `sold_to_fname`, if any; otherwise,
  - `sold_to_company`, if any; otherwise,
  - **Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: before\_line\_msg. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

**Notice type:**

- Backorder Summary - First Notification
- Backorder Summary - Second Notification
- Backorder Summary - Subsequent Notification

**Purchasing Information:**

- Order #: order\_nbr and order\_ship\_to, separated by a hyphen
- Order Date: order\_date
- for each backordered item:
  - Item/SKU: bo\_item and bo\_SKU, if any, separated by a slash

**Note:** This email does not specify the item alias even if the customer ordered by alias.

- Backorder quantity: bo\_qty
- Expected date: bo\_expected\_date
- item description: bo\_item\_desc and SKU description: bo\_SKU\_desc, if any (included only if the item has SKU's)
- Ship To: ship\_to\_company, ship\_to\_fname, ship\_to\_minitial, ship\_to\_lname, ship\_to\_addr1, ship\_to\_addr2, ship\_to\_addr3, ship\_to\_addr4, ship\_to\_apt, ship\_to\_city, ship\_to\_state, ship\_to\_postal, ship\_to\_country
- Sold To: sold\_to\_company, sold\_to\_fname, sold\_to\_minitial, sold\_to\_lname, sold\_to\_addr1, sold\_to\_addr2, sold\_to\_addr3, sold\_to\_addr4, sold\_to\_apt, sold\_to\_city, sold\_to\_state, sold\_to\_postal, sold\_to\_country
- Customer #: sold\_to\_nbr

**Closing:** after\_line\_message. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

## Credit Card Credit Acknowledgement Email Sample and Contents

You generate this email through the Processing Refunds (MREF), Processing A/R Refunds (MARC), or Processing Refunds by Order Number (MRFO) menu options. See [Other Email Notifications](#) for more information on how to generate this email.

Dear Rhonda,

We have processed your return and credited your credit card.  
The following items were returned:

### Refund Summary

<b>Refund Order #:</b>	115 - 1
<b>Refund Date:</b>	07/21/2009
<b>Refund Total:</b>	35.00
<hr/>	
<b>Item/SKU</b>	<b>Item/SKU Description</b>
SW11 / YELL SML	SWEATER / YELLOW SMALL
SKIRT	SUMMER OUTFIT

### Purchasing Information

<b>Sold To:</b>	<b>Ship To:</b>	<b>Customer #:</b> 14754
FLEMING, RHONDA M 1 MAIN ST MAYNARD, MA 01754-2505 USA	CROCKER SCIENCE INDUSTRIES ATTN: CROCKER, ALISON L 100 MAIN ST 50 CLOCK TOWER PLACE MAYNARD, MA 01754 USA	

We regret that you were not satisfied with your purchase.

Customer Service

Do not reply to this email.

**Contents:** The contents of the credit card credit acknowledgement email are derived from the Outbound Email XML Message (CWEmailOut) as follows:

#### Preliminary Information:

- greeting: The word **Dear** followed by the:
  - `sold_to_fname`, if any; otherwise,
  - `sold_to_company`, if any; otherwise,
  - Valued Customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: `before_line_msg`. The email includes a line break (`<br>`) between each line entered at the [Change E-Mail Template Screen](#).

#### Refund Summary:

- Refund Order #: `order_nbr` and `order_ship_to`, separated by a hyphen
- Refund Date: `ccc_refund_date`
- Refund Total: `ccc_refund_amt`
- Items included in the order:
  - Item/SKU: `ccc_item` and `ccc_SKU` if any, separated by a slash
  - item description: `ccc_item_desc`
  - SKU description: `ccc_SKU_desc` if any (included only if the item has SKU's)

**Note:** If the credit was generated through a negative additional charge, there are no items listed; however, the headings are still included in the email.

#### Purchasing Information:

- Sold To: `sold_to_company`, `sold_to_lname`, `sold_to_fname`, `sold_to_minitial`,  
`sold_to_addr1`, `sold_to_addr2`, `sold_to_addr3`, `sold_to_addr4`, `sold_to_apt`,  
`sold_to_city`, `sold_to_state`, `sold_to_postal`, `sold_to_country`
- Ship To: `ship_to_company`, `ship_to_fname`, `ship_to_minitial`, `ship_to_lname`,  
`ship_to_addr1`, `ship_to_addr2`, `ship_to_addr3`, `ship_to_addr4`, `ship_to_apt`,  
`ship_to_city`, `ship_to_state`, `ship_to_postal`, `ship_to_country`
- Customer #: `sold_to_nbr`

**Closing:** `after_line_message`. The email includes a line break (`<br>`) between each line entered at the [Change E-Mail Template Screen](#).

## Soldout Notification Email Sample and Contents

You use the Generating Soldout Notifications (MSON) option to generate these soldout notifications. See [Other Email Notifications](#) for more information on how to generate these emails.

Dear Sara,

We regret to tell you that the item(s) below are no longer available.

### Soldout Summary

<b>Order #:</b> 5797 - 1
<b>Order Date:</b> 03/12/2009
<b>Item/SKU</b>
BLENDER
DELUXE RETRO BLENDER
GELS/GRAY
BRILLIANT GEL WRITERS GREY
<b>Soldout Quantity</b>
1
5

### Purchasing Information

<b>Ship To:</b>	<b>Sold To:</b>	<b>Customer #:</b> 13164
WUFFEE, GEORGE 500 BADGER LANE WORCESTER, MA 01602 USA	VAN VOORHIS CONSULTING ATTN: VAN VOORHIS, SARA A 257 LOVELL STREET CHANGED 9/24/08 WORCESTER, MA 01602 USA	

Please think of us the next time you need gifts or stationery supplies. Thank you for your business.

**Contents:** The contents of the soldout notification email are derived from the Outbound Email XML Message (CWEmailOut) as follows:

#### Preliminary Information:

- greeting: The word **Dear** followed by the:

- `sold_to_fname`, if any; otherwise,
- `sold_to_company`, if any; otherwise,
- **Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: `before_line_msg`. The email includes a line break (`<br>`) between each line entered at the [Change E-Mail Template Screen](#).

#### Notice type: Soldout Summary

- Order #: `order_nbr` and `order_ship_to`, separated by a hyphen
- Order Date: `order_date`
- for each soldout item:
  - Item/SKU: `so_item` and `so_SKU`, if any, separated by a slash

**Note:** This email does not specify the item alias even if the customer ordered by alias.

- Soldout quantity: `so_qty`
- item description: `so_item_desc` and SKU description: `so_SKU_desc`, if any (included only if the item has SKU's)

#### Purchasing Information:

- Ship To: `ship_to_company`, `ship_to_fname`, `ship_to_minitial`, `ship_to_lname`, `ship_to_addr1`, `ship_to_addr2`, `ship_to_addr3`, `ship_to_addr4`, `ship_to_apt`, `ship_to_city`, `ship_to_state`, `ship_to_postal`, `ship_to_country`
- Sold To: `sold_to_company`, `sold_to_fname`, `sold_to_minitial`, `sold_to_lname`, `sold_to_addr1`, `sold_to_addr2`, `sold_to_addr3`, `sold_to_addr4`, `sold_to_apt`, `sold_to_city`, `sold_to_state`, `sold_to_postal`, `sold_to_country`
- Customer #: `sold_to_nbr`

**Closing:** `after_line_message`. The email includes a line break (`<br>`) between each line entered at the [Change E-Mail Template Screen](#).

#### Stored Value Card Notification Sample and Contents

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See [Stored Value Card Notification Emails](#) for information on when the system generates these emails.

**Note:** Each activated stored value card generates a separate email notification.

Dear Selam,

This is to notify you of the purchase of a stored value card. PLEASE DO NOT DELETE THIS EMAIL.

## Stored Value Card Summary

<b>Order #:</b>	3743 - 1
<b>Order Date:</b>	03/30/2009
<b>Date Activated:</b>	03/30/2009
<b>Item included in this shipment:</b>	
<b>Item/SKU</b>	<b>Quantity</b>
GIFTCARDSKU/30.0	1
GIFT CARD SKU'D 30.00 CARD	

You will be receiving a physical card on the item above.

Here is your Stored Value Card number for the item that shipped:

Stored Value Card number	Value
7131610302345486	\$30.00
Dear Selam,	
Please enjoy this gift card and have a wonderful	
birthday. All our love,	
Mom and Dad	

## Purchasing Information

Gift Card Recipient:	Sold To:	Customer #: 14276
COMMERCIALWARE ATTN: VAN VOORHIS, SELAM S	KAPLAN INDUSTRIES ATTN: KAPLAN, ELISE Z	
1800 W PARK DR STE 250	10 MAIN ST APT 101	
2ND ADDRESS LINE	SECOND ADDRESS LINE	
3RD ADDRESS LINE	FRAMINGHAM, MA 01702-2939 USA	
4TH ADDRESS LINE		
WESTBOROUGH, MA 01581-3960 USA		

Thank you for visiting!

**Contents:** The contents of the stored value card notification email are derived from the Outbound Email XML Message (CWEEmailOut) as follows:

#### Preliminary Information:

- greeting: The word **Dear** followed by the:
  - ship\_to\_fname, if any; otherwise,
  - ship\_to\_company, if any; otherwise,
  - **Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: before\_line\_msg. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

#### Notice type: Stored Value Card Summary

- Order #: order\_nbr and order\_ship\_to, separated by a hyphen
- Order Date: order\_date
- Date Activated: svc\_activation\_date
- for the stored value card item:
  - Item/SKU: svc\_item and svc\_SKU, if any, separated by a slash

**Note:** This email does not specify the item alias even if the customer ordered by alias.

- Quantity: svc\_qty

**Note:** The quantity is always **1**. A separate notification is generated for each value card number activated.

- item description: svc\_item\_desc and SKU description: svc\_SKU\_desc, if any (included only if the item has SKU's)

#### Shipment message:

- For a virtual card: **You will not be receiving a physical card on the item above.**
- For a physical card, early notification: **You will be receiving a physical card on the item above.**

#### Here is your Stored Value Card number for the item that shipped:

- Stored Value Card Number: svc\_card\_nbr
- Value: svc\_issue\_amount
- ID Number: svc\_id\_nbr (if your *Stored Value Card Email Notification Program (I30)* supports it)

- Up to four lines of order message lines flagged to print as gift messages:  
`svc_message1, svc_message2, svc_message3, svc_message4`

### Purchasing Information

- Gift Card Recipient: `ship_to_company, ship_to_fname, ship_to_minitial,`  
`ship_to_lname, ship_to_addr1, ship_to_addr2, ship_to_addr3, ship_to_addr4,`  
`ship_to_apt, ship_to_city, ship_to_state, ship_to_postal, ship_to_country`
- Sold To: `sold_to_company, sold_to_fname, sold_to_minitial, sold_to_lname,`  
`sold_to_addr1, sold_to_addr2, sold_to_addr3, sold_to_addr4, sold_to_apt,`  
`sold_to_city, sold_to_state, sold_to_postal, sold_to_country`
- Customer #: `sold_to_nbr`

**Closing:** `after_line_message`. The email includes a line break (`<br>`) between each line entered at the [Change E-Mail Template Screen](#).

## “Contact Us” Notification Sample and Contents

You can generate this email by selecting **Send Contact Us Email** at the Display More Options screen in order entry, maintenance, and inquiry. See [Summary of Customer Correspondence](#) for information on how to generate these emails.

Dear Hannah,

Please contact us to help us resolve a question on this order. You can call us at 508 123 4567 or email us at support@ezkshops.com.

### Purchasing Information

<b>Order #:</b> 6829 - 1 <b>Order Date:</b> 07/29/2009		
<b>Sold To:</b> COMMERCIALWARE ATTN: BROWN, HANNAH E 24 PRIME PARK WAY SUITE 1234 SECOND FLOOR THIRD ADDRESS LINE FOURTH ADDRESS LINE NATICK, MA 01760 USA	<b>Ship To:</b> WENDELL, MICKEY 257 LOVELL STREET WORCESTER, MA 01602 USA	<b>Customer #:</b> 13046

Thank you for your attention.

**Contents:** The contents of the “contact us” email are derived from the Outbound Email XML Message (CWEmailOut) as follows:

#### Preliminary Information:

- greeting: The word **Dear** followed by the:
  - `sold_to_fname`, if any; otherwise,

- `sold_to_company`, if any; otherwise,
- **Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: `before_line_msg`. The email includes a line break (`<br>`) between each line entered at the [Change E-Mail Template Screen](#).

#### Purchasing Information:

- Order #: `order_nbr` and `order_ship_to`, separated by a hyphen
- Order Date: `order_date`
- Sold To: `sold_to_company`, `sold_to_fname`, `sold_to_minitial`, `sold_to_lname`,  
`sold_to_addr1`, `sold_to_addr2`, `sold_to_addr3`, `sold_to_addr4`, `sold_to_apt`,  
`sold_to_city`, `sold_to_state`, `sold_to_postal`, `sold_to_country`
- Ship To: `ship_to_company`, `ship_to_fname`, `ship_to_minitial`, `ship_to_lname`,  
`ship_to_addr1`, `ship_to_addr2`, `ship_to_addr3`, `ship_to_addr4`, `ship_to_apt`,  
`ship_to_city`, `ship_to_state`, `ship_to_postal`, `ship_to_country`
- Customer #: `sold_to_nbr`

**Closing:** `after_line_message`. The email includes a line break (`<br>`) between each line entered at the [Change E-Mail Template Screen](#).

## Credit Card Decline Notification Sample and Contents

The pick slip generation program generates these emails to customers when their orders have been placed on hold due to a declined authorization. See [Summary of Customer Correspondence](#) for more information on how to generate these emails.

Dear Mickey,

Please contact us to resolve a question about this order so that we can fulfill it as soon as possible.

### Purchasing Information

<b>Order #:</b> 6917 - 1	
<b>Order Date:</b> 08/03/2009	
<b>Sold To:</b> WENDELL, MICKEY 257 LOVELL STREET WORCESTER, MA 01602 USA	<b>Customer #:</b> 13356

Thank you for your business.

**Contents:** The contents of the credit card decline email are derived from the Outbound Email XML Message (CWEmailOut) as follows:

#### Preliminary Information:

- greeting: The word **Dear** followed by the:
  - `sold_to_fname`, if any; otherwise,
  - `sold_to_company`, if any; otherwise,
  - **Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: before\_line\_msg. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

**Purchasing Information:**

- Order #: order\_nbr and order\_ship\_to, separated by a hyphen
- Order Date: order\_date
- Sold To: sold\_to\_company, sold\_to\_fname, sold\_to\_minitial, sold\_to\_lname, sold\_to\_addr1, sold\_to\_addr2, sold\_to\_addr3, sold\_to\_addr4, sold\_to\_apt, sold\_to\_city, sold\_to\_state, sold\_to\_postal, sold\_to\_country
- Customer #: sold\_to\_nbr

**Closing:** after\_line\_message. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

## Quote Confirmation Email Sample and Contents

See [Quote Confirmation Emails](#) for a discussion on how to generate this email.

Dear Olaf,

Thank you for requesting a quote from [GardenPets](#). The quote summary below provides you with an estimate for the items you have requested. To place an order for the quote below, call us at 1-800-345-4487 and provide our sales representative with your quote number.

### Quote Summary

<b>Quote #:</b>	2324 - 1				
<b>Quote Date:</b>	10/28/2009				
<b>Quote Expire Date:</b>	11/27/2009				
<b>Sale Rep:</b>	SHELDON FLYE				
Item/SKU	Quantity	Price	Extended Price	Country of Orig.	Harmonize Code
RF1234567890 NESTING 8 PIECE STAINLESS STEEL COOKWARE	1	\$159.99	\$159.99	USA	8474646464444432
RF123SKU4567/ROSE XSMALL WMNS WOMEN'S ALL WEATHER PACKABLE RAIN JACKET	1	\$95.20	\$95.20	USA	HARMONIZE
WOMEN'S X-SMALL ROSE POCKET RAIN JACKET					
<b>Merchandise:</b>	\$255.19				
<b>Shipping and Handling:</b>	\$10.00				
<b>Tax:</b>	\$12.76				
<b>Total:</b>	\$277.95				

### Purchasing Information

Ship To:	Sold To:	Customer #: 28
MIRANDA, BERNADETTE T 99 TURNER LN LOT 3 KAT'S FARM STAND TEMPLETON, MA 01468-1591 USA	COOPER, OLAF T 1212 ONTARIO WAY HALIFAX, NS B3J 1V1 CAN	

Thank you for choosing [GardenPets](#).

**Contents:** The contents of the quote confirmation email are derived from the Outbound Email XML Message (CWEmailOut) as follows:

#### Preliminary Information:

- greeting: The word **Dear** followed by the:
  - *sold\_to\_fname*, if any; otherwise,
  - *sold\_to\_company*, if any; otherwise,
  - **Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: *before\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

#### Quote Summary:

- Quote #: *order\_nbr* and *order\_ship\_to*, separated by a hyphen
- Quote Date: *order\_date*
- Quote Expire Date: *cancel\_date*
- Sale Rep: *sales\_rep\_name*
- for each item/SKU ordered:
  - Item/SKU: *odt\_item* and *odt\_SKU*, if any, separated by a slash; however, this is the *odt\_alias\_item* if the customer ordered by alias, regardless of the setting of the *Display Item Alias (D56)* system control value
  - Quantity: *odt\_qty*
  - Price: *odt\_price*
  - Extended Price: *odt\_extended\_price*
  - Country of Orig.: *sku\_country\_of\_origin*
  - Harmonize Code: *harmonize\_code*
  - Item description: *odt\_item\_desc*
  - SKU description: *odt\_SKU\_desc*, if any (included only if the item has SKU's)

**Soldout items:** Soldout items are not included on the Quote Confirmation if the *Exclude S/O on order confirmation* field for the order type on the quote is **selected**.

- totals:
  - Merchandise: *ost\_merch*
  - Shipping and Handling: *ost\_freight*, *ost\_addl\_freight*, *ost\_hand*, and *ost\_addl\_charge*
  - Tax: *ost\_tax*

- Total: *ost\_total\_amt*

**Gift quotes:** If you enter a gift quote (the *Gift* flag on the Work with Order screen is selected), the system still prints pricing information on the [Quote Form](#) and Quote Confirmation.

#### Purchasing Information:

- Ship To: *ship\_to\_company*, *ship\_to\_fname*, *ship\_to\_minitial*, *ship\_to\_lname*, *ship\_to\_addr1*, *ship\_to\_addr2*, *ship\_to\_addr3*, *ship\_to\_addr4*, *ship\_to\_apt*, *ship\_to\_city*, *ship\_to\_state*, *ship\_to\_postal*, *ship\_to\_country*
- Sold To: *sold\_to\_company*, *sold\_to\_fname*, *sold\_to\_minitial*, *sold\_to\_lname*, *sold\_to\_addr1*, *sold\_to\_addr2*, *sold\_to\_addr3*, *sold\_to\_addr4*, *sold\_to\_apt*, *sold\_to\_city*, *sold\_to\_state*, *sold\_to\_postal*, *sold\_to\_country*
- Customer #: *sold\_to\_nbr*

**Closing:** *after\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

## Membership Cancellation Notification Sample and Contents

See [Membership Cancellations](#) for information on how to generate this email.

Dear Selam,

This is to confirm that we have canceled your membership.  
You will not receive any further shipments.

### Membership Summary

Membership ID:	COFFEECLUB
Membership Description:	COFFEE OF THE MONTH
Cancel Reason:	06 - MEMB CANCELED AT CUST REQUEST

### Purchasing Information

Ship To:	Sold To:	Customer #:
COMMERCIALWARE ATTN: VAN VOORHIS, SELAM S 24 PRIME PARK WAY SUITE 1234 SECOND FLOOR NATICK, MA 01760 USA	COMMERCIALWARE ATTN: VAN VOORHIS, SELAM S 24 PRIME PARK WAY SUITE 1234 SECOND FLOOR NATICK, MA 01760 USA	13047

Please do not respond to this email.

**Contents:** The contents of the membership cancellation confirmation email are derived from the Outbound Email XML Message (CWEmailOut) as follows:

#### Preliminary Information:

- greeting: The word **Dear** followed by the:
  - *sold\_to\_fname*, if the email is sent to the sold-to customer and there is a sold-to name; otherwise,
  - *ship\_to\_fname*, if the email is sent to the ship-to customer and there is a ship-to name; otherwise,
  - **Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: *before\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

#### Membership Summary:

- Membership ID: *membership\_id*
- Membership description: *membership\_desc*
- Cancel reason: *mbr\_cancel\_rsn* and *mbr\_cancel\_rsn\_desc*, separated by a space and hyphen

#### Purchasing Information:

- Ship To: *ship\_to\_company*, *ship\_to\_fname*, *ship\_to\_minitial*, *ship\_to\_lname*, *ship\_to\_addr1*, *ship\_to\_addr2*, *ship\_to\_addr3*, *ship\_to\_addr4*, *ship\_to\_apt*, *ship\_to\_city*, *ship\_to\_state*, *ship\_to\_postal*, *ship\_to\_country*
- Sold To: *sold\_to\_company*, *sold\_to\_fname*, *sold\_to\_minitial*, *sold\_to\_lname*, *sold\_to\_addr1*, *sold\_to\_addr2*, *sold\_to\_addr3*, *sold\_to\_addr4*, *sold\_to\_apt*, *sold\_to\_city*, *sold\_to\_state*, *sold\_to\_postal*, *sold\_to\_country*
- Customer #: *sold\_to\_nbr*

**Closing:** *after\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

#### Order Cancellation Confirmation Email Sample and Contents

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See the *Order Cancellation Email Program (K78)* system control value for information on how to generate this email.

Dear Rhonda,

Your order has been cancelled at your request.

## Order Cancellation Summary

Order #:	342 - 1
Order Date:	05/04/2010
Item/SKU	Quantity
CAPRIS/BLK	1
SHORT SLACKS	
BLACK SHORTS	

## Purchasing Information

Ship To:	Sold To:	Customer #:
FLEMING, RHONDA M 1 MAIN ST MAYNARD, MA 01754-2505 USA	FLEMING, RHONDA M 1 MAIN ST MAYNARD, MA 01754-2505 USA	14754

If you have any questions, please feel free to contact Customer Service at 1-800-555-1212. Please do not reply to this email.

**Contents:** The contents of the order cancellation confirmation email are derived from the Outbound Email XML Message (CWEmailOut) as follows:

### Preliminary Information:

- greeting: The word **Dear** followed by the:
  - sold\_to\_fname*, if there is a sold-to name; otherwise,
  - Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: *before\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

**Order Cancellation Summary:**

- Order #: `order_nbr` and `order_ship_to`, separated by a hyphen
- Order Date: `order_date`

For each open or held order line from the order when you canceled it:

- Item/SKU: `odt_item` and `odt_SKU`, if any, separated by a slash; however, this is the `odt_alias_item` if the customer ordered by alias, regardless of the setting of the *Display Item Alias (D56)* system control value
- Quantity: `odt_qty_cancelled`. If there have been previous cancellations against the order line, this is the quantity canceled during the session that canceled the order.
- item description: `odt_item_desc`
- SKU description: `odt_SKU_desc`, if any (included only if the item has SKU's)

**Note:** Order lines that were previously canceled or sold out are not listed; also, any order lines canceled using the *Cancel Reason Code to Suppress Email (L08)* are omitted.

**Purchasing Information:**

- Ship To: `ship_to_company`, `ship_to_fname`, `ship_to_minitial`, `ship_to_lname`, `ship_to_addr1`, `ship_to_addr2`, `ship_to_addr3`, `ship_to_addr4`, `ship_to_apt`, `ship_to_city`, `ship_to_state`, `ship_to_postal`, `ship_to_country`
- Sold To: `sold_to_company`, `sold_to_fname`, `sold_to_minitial`, `sold_to_lname`, `sold_to_addr1`, `sold_to_addr2`, `sold_to_addr3`, `sold_to_addr4`, `sold_to_apt`, `sold_to_city`, `sold_to_state`, `sold_to_postal`, `sold_to_country`
- Customer #: `sold_to_nbr`

**Closing:** `after_line_msg`. The email includes a line break (`<br>`) between each line entered at the [Change E-Mail Template Screen](#).

## Order Line Cancellation Confirmation Email Sample and Contents

See the *Order Line Cancellation Email Program (K79)* system control value for information on how to generate this email.

Dear Selam,

We have canceled the item(s) listed below at your request.

### Order Line Cancellation Summary

<b>Order #:</b>	8672 - 1		
<b>Order Date:</b>	05/04/2010		
<b>Item/SKU</b>	<b>Quantity</b>		
0521 NETBOOK CHARGER	1		
<b>Remaining Unshipped or Open Items</b>			
<b>Item/SKU</b>	<b>Quantity</b>	<b>Status</b>	<b>Expected Date</b>
0520 SURGE PROTECTOR	3	Store Ship	

### Purchasing Information

Ship To:	Sold To:	Customer #: 13047
VAN VOORHIS, SELAM S	VAN VOORHIS, SELAM S	
24 PRIME PARK WAY SUITE 1234	24 PRIME PARK WAY SUITE 1234	
SECOND FLOOR	SECOND FLOOR	
NATICK, MA 01760 USA	NATICK, MA 01760 USA	

Please call us at 508 555 1212 if you have any questions.  
Do not respond to this email.

**Contents:** The contents of the order line cancellation confirmation email are derived from the Outbound Email XML Message (CWEmailOut) as follows:

#### Preliminary Information:

- greeting: The word **Dear** followed by the:

- *sold\_to\_fname*, if there is a sold-to name; otherwise,
- **Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: *before\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

#### Order Line Cancellation Summary:

- Order #: *order\_nbr* and *order\_ship\_to*, separated by a hyphen
- Order Date: *order\_date*
- For each order line canceled during the order maintenance session or other activity, such as Working with Backorders Pending Cancellation (WPBC):
  - Item/SKU: *odt\_item* and *odt\_SKU*, if any, separated by a slash; however, this is the *odt\_alias\_item* if the customer ordered by alias, regardless of the setting of the *Display Item Alias (D56)* system control value
  - Quantity: *odt\_qty\_cancelled*, the total quantity canceled at this time, even if multiple cancel reason codes were used in order maintenance. Does not include any previous quantity canceled.
  - item description: *odt\_item\_desc*
  - SKU description: *odt\_SKU\_desc*, if any (included only if the item has SKU's)

**Note:** Order lines that were previously canceled or sold out are not listed; also, any order lines canceled using the *Cancel Reason Code to Suppress Email (L08)* are omitted.

- **Remaining Unshipped or Open Items:**

- For each remaining open or held order line:
  - Item/SKU: *odt\_item* and *odt\_SKU*, if any, separated by a slash; however, this is the *odt\_alias\_item* if the customer ordered by alias, regardless of the setting of the *Display Item Alias (D56)* system control value
  - Quantity: *odt\_qty*, the open or held quantity remaining on the order line
  - Status: *odt\_availability\_msg*; indicates whether the item is **In stock**; **Backordered** (including order lines that are not reserved because they have future arrival dates); being fulfilled through the Order Broker integration (**Store Ship**); drop ship (includes an **Exp Date**); or sold out (**No longer available**). The *Status Message for E-Commerce Partial Reserved Lines (G52)* system control value controls whether to list partially reserved lines as **Backordered** or **Reserved**, or to include details (for example, 7 reserved, 3 B/O).
  - Expected Date: *odt\_expected\_ship\_date*; included only if the item is backordered or drop ship

- item description: *odt\_item\_desc*
- SKU description: *odt\_SKU\_desc*, if any (included only if the item has SKU's)

**Purchasing Information:**

- Ship To: *ship\_to\_company*, *ship\_to\_fname*, *ship\_to\_minitial*, *ship\_to\_lname*,  
*ship\_to\_addr1*, *ship\_to\_addr2*, *ship\_to\_addr3*, *ship\_to\_addr4*, *ship\_to\_apt*,  
*ship\_to\_city*, *ship\_to\_state*, *ship\_to\_postal*, *ship\_to\_country*
- Sold To: *sold\_to\_company*, *sold\_to\_fname*, *sold\_to\_minitial*, *sold\_to\_lname*,  
*sold\_to\_addr1*, *sold\_to\_addr2*, *sold\_to\_addr3*, *sold\_to\_addr4*, *sold\_to\_apt*,  
*sold\_to\_city*, *sold\_to\_state*, *sold\_to\_postal*, *sold\_to\_country*
- Customer #: *sold\_to\_nbr*

**Closing:** *after\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

### Store Pickup Notification Sample and Contents

---

See the *Store Pickup Confirmation Email Program (L48)* in the online help for information on how to generate this email.

Dear Jake,

Your order is ready for pickup at the store listed below.

## Order Summary

<b>Order #:</b>	10494 - 1		
<b>Order Date:</b>	06/20/2011		
Item/SKU	Quantity	Price	Extended Price
PENCIL	1	\$0.90	\$0.90
BLACK #2 PENCIL			
KABSKU1/BLUE	1	\$9.00	\$9.00
SMOOTH GEL WRITER			
MIDNIGHT BLUE			
<b>Merchandise:</b>	\$9.90		
<b>Shipping and Handling:</b>	\$5.00		
<b>Tax:</b>	\$0.50		
<b>Total:</b>	\$15.40		

## Pickup Information

Pickup Store:	Sold To:	Customer #:
EZK SHOPS	JAKE INDUSTRIES ATTN: VAN VOORHIS, JAKE Q	
10 MAIN STREET	50 ELM STREET APT123	
WEBSTER MALL	WORCESTER, MA 01602 USA	
WEBSTER, MA 01570 USA		

Thank you for your business!

**Contents:** The contents of the store pickup notification email are derived from the Outbound Email XML Message (CWEEmailOut) as follows:

### Preliminary Information:

- greeting: The word **Dear** followed by the:
  - *sold\_to\_fname*, if there is a sold-to name; otherwise,
  - **Valued customer**

**Note:** Each of the above is in lower case, with just the first letter of the first word capitalized.

- text: *before\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

**Order Summary:**

- Order #: *order\_nbr* and *order\_ship\_to*, separated by a hyphen
- Order Date: *order\_date*
- For each item on the order:
  - Item/SKU: *odt\_item* and *odt\_SKU*, if any, separated by a slash; however, this is the *odt\_alias\_item* if the customer ordered by alias, regardless of the setting of the *Display Item Alias (D56)* system control value
  - Quantity: *odt\_qty*
  - Price: *odt\_price*
  - Extended Price: *odt\_extended\_price*
  - Item description: *odt\_item\_desc*
  - SKU description: *odt\_SKU\_desc*, if any (included only if the item has SKU's)
- totals:
  - Merchandise: *ost\_merch*
  - Shipping and Handling: *ost\_freight*, *ost\_addl\_freight*, *ost\_hand*, and *ost\_addl\_charge*
  - Tax: *ost\_tax*
  - Total: *ost\_total\_amt*

**Pickup Information:**

- Pickup Store: *ship\_to\_company*, *ship\_to\_fname*, *ship\_to\_minitial*, *ship\_to\_lname*, *ship\_to\_addr1*, *ship\_to\_addr2*, *ship\_to\_addr3*, *ship\_to\_addr4*, *ship\_to\_apt*, *ship\_to\_city*, *ship\_to\_state*, *ship\_to\_postal*, *ship\_to\_country*

**Note:** This information defaults from the Store Cross Reference record.x

- Sold To: *sold\_to\_company*, *sold\_to\_fname*, *sold\_to\_minitial*, *sold\_to\_lname*, *sold\_to\_addr1*, *sold\_to\_addr2*, *sold\_to\_addr3*, *sold\_to\_addr4*, *sold\_to\_apt*, *sold\_to\_city*, *sold\_to\_state*, *sold\_to\_postal*, *sold\_to\_country*
- Customer #: *sold\_to\_nbr*

**Closing:** *after\_line\_msg*. The email includes a line break (<br>) between each line entered at the [Change E-Mail Template Screen](#).

## Simple Format Notification Sample

---

The loyalty activation/deactivation, gift certificate, maintenance failure notices, and purchase order use a simple email format such as the following.

**Kaplan, Elise**

**From:** customer\_service@commercialware.com  
**Sent:** Friday, February 2, 2009 4:22 p.m.  
**To:** ekaplan@commercialware.com  
**Subject:** PREFERRED Activation

We are pleased to tell you that your recent order qualifies you for membership in our Preferred Members Club. Club members receive a 5% discount on all orders and free ground shipping.

GUESTVIP12 000000038

Sold To: WENDELL, MICKEY

Customer #: 13082

PREFERRED MEMBERS CLUB

PREFERRED

Welcome to the club! We appreciate your business.

---

## Work with E-Mail Template Screen

---

**Purpose:** Use this screen to enter boilerplate company-wide text to include in email notifications.

**Overrides?** You can also enter override text templates at the entity level, or overrides for certain notification types at the order type level and the entity/order type level. See [Email Text Templates](#) for more information.

**How to display this screen:** Enter **WEMT** in the *Fast path* field at the top of any menu, or select Work with E-Mail Templates from a menu.

Field	Description
Notice type	<p>Indicates the type of email notification. Available templates are:</p> <ul style="list-style-type: none"><li>• Backorder 1st notice (template type <b>B1</b>)</li><li>• Backorder 2nd notice (template type <b>B2</b>)</li><li>• Backorder continue notice (template type <b>B3</b>)</li><li>• C/C credit acknowledgment (template type <b>C1</b>)</li><li>• Contact us (template type <b>CU</b>)</li><li>• Credit Card Decline (template type <b>CX</b>)</li><li>• Gift certificate (template type <b>GC</b>)</li><li>• Loyalty Activate Notice (template <b>LA</b>)</li><li>• Loyalty Deactivate Notice (template <b>LD</b>)</li><li>• Maintenance Failure (template type <b>ME</b>)</li></ul> <p><b>Note:</b> The system generates maintenance failure notices in response to unsuccessful cancellation requests from the web storefront.</p> <ul style="list-style-type: none"><li>• Membership Cancel Confirmation (template type <b>MF</b>)</li><li>• Order Cancellation (template type <b>OB</b>)</li><li>• Order Confirmation (template type <b>OC</b>)</li><li>• Order Line Cancellation Confirmation (template type <b>OL</b>)</li><li>• Purchase Order (template type <b>PO</b>)</li><li>• Quote Confirmation (template type <b>QC</b>)</li><li>• Return Confirmation (template type <b>RC</b>)</li><li>• Soldout notification (template type <b>S1</b>)</li><li>• Shipment Confirmation (template type <b>SC</b>)</li><li>• Store Pickup Confirmation (template type <b>SP</b>)</li><li>• Stored Value Card notification (template type <b>SV</b>)</li></ul> <p><i>Alphanumeric, 25 positions; display-only.</i></p>

Screen Option	Procedure
Enter or change the contents of an email notification template	Select <b>Change</b> for a template to advance to the <a href="#">Change E-Mail Template Screen</a> .
Display the contents of an email notification template	Select <b>Display</b> for a template to advance to the Display E-Mail Template Screen. You cannot change any information at this screen. See the <a href="#">Change E-Mail Template Screen</a> for field descriptions.

## Change E-Mail Template Screen

---

**Purpose:** Use this screen to specify the standard text to include in one of the types of email notifications available in CWSerenade at the company level.

**Overrides?** You can also enter override text templates at the entity level, and override certain notification types at the order type level and the entity/order type level. See [Email Text Templates](#) for more information.

**How to display this screen:** Select **Change** for a notice type at the [Work with E-Mail Template Screen](#).

Field	Description
<b>XML only</b>	<p>Indicates whether to generate the Outbound EMail XML Message (CWEEmailOut) rather than an actual email notification. This XML message includes additional information that is not included in the standard email notice. You might choose to generate the XML message so that you can use the information to produce a reformatted HTML email that includes promotional material. See Outbound EMail XML Message (CWEEmailOut) for an overview.</p> <p>Valid values are:</p> <p><b>Selected</b> = Generate the Outbound EMail XML Message (CWEEmailOut) rather than an actual email</p> <p><b>Unselected</b> = Generate the email notification. See <a href="#">HTML Format Notification Samples and Contents</a> for more information.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>• This option is not available for the loyalty activation/deactivation, cancellation failure, gift certificate notification, or purchase order templates.</li><li>• This setting applies if the system uses the associated text template. See <a href="#">HTML Email or Outbound Email XML Message?</a> for more information.</li></ul>
<b>Text to print above items</b>	The standard text to include in each email above the information specific to the order, if the email is order-related. See the <a href="#">HTML Format Notification Samples and Contents</a> and the <a href="#">Simple Format Notification Sample</a> . <i>Alphanumeric, ten 60-position lines; at least one line required.</i>

Field	Description
<b>Text to print below items</b>	The standard text to include in each email below the information specific to the order, if the email is order-related. See the <a href="#">HTML Format Notification Samples and Contents</a> and the <a href="#">Simple Format Notification Sample</a> . <b>Note:</b> Not typically included for the purchase order email, since the email does not include any details. <i>Alphanumeric, three 60-position lines; optional.</i>

**Completing this screen:** Enter the text to appear in the email notification or to include in the Outbound EMail XML Message (CWEEmailOut). You can type over existing text to **change** it, or **delete** it to clear a line. The text you enter will be included the next time you generate this type of email notification. Any lines that you leave blank will be omitted from the email.

## Testing Email Generation (UEML)

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**Purpose:** Use this option to generate a test email in order to confirm that CWSerenade is correctly configured to generate emails.

This option does not support testing individual message notification types.

### Send Email Message Screen

---

**How to display this screen:** Enter **UEML** in the *Fast path* field at the top of any menu or select Test Email from a menu.

Field	Description
<b>To</b>	The email address to receive the test email. <b>Note:</b> The system does not confirm that you enter a valid email address. <i>Alphanumeric, 50 positions; required.</i>
<b>Subject</b>	The text to use as the subject line for the test email. <i>Alphanumeric, 44 positions; required.</i>
<b>Message</b>	Up to four lines of text to include in the body of the email. <i>Alphanumeric, 64 positions each; at least one line required.</i>

**Completing this screen:** Complete the three fields and click **OK** to generate a test email.

**Troubleshooting:** See [Emails Troubleshooting](#) for some steps you can take to identify whether the CWSerenade application is configured correctly to generate emails.

## E-Commerce-Related Jobs in CWSerenade

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This section describes the jobs that run within CWSerenade to support the e-commerce integration:

- [Working with E-Commerce Job Control \(EJCT\)](#)
- [Downloading E-Commerce Static Tables \(ESTF\)](#)
- [Downloading E-Commerce Offer Tables \(EOFR\)](#)
- [Sending Internet Order Ship Confirmation \(ESCF\)](#)
- [Removing Offers and Items from Download \(ERMV\)](#)

# Working with E-Commerce Job Control (EJCT)

---

**Purpose:** Use the E-Commerce Job Control menu option to work with the ASYNC jobs that process catalog request updates, inquiry, and other information for the e-commerce interface.

**Creating orders:** You use the [Generic Order Interface \(Order API\)](#) to create orders from the web storefront.

**Default image paths:** You can also use this menu option to set up default image paths and a default image type to indicate where to find item illustrations for display on the pages of the web storefront.

**Process overview:** As the customer enters information at the web storefront, the system sends messages to the e-commerce background jobs for processing. For example, when a customer on the web storefront enters a catalog request, a message is sent to the CATALOG REQUESTS process. If this process (background job) is active, it creates the catalog request immediately. If the process is not active when the message arrives, the catalog request will be created once you start the process. All messages are processed in the sequence in which they arrive at the message queue.

**Which job queue?** Most of the e-commerce background jobs run automatically in the QSYSNOMAX job queue in order to avoid slowing down any other jobs that might be running in other job queues on the system; the ECOMM\_CANC job, however, runs in the ECOMMERCE job queue.

**Note:** The e-commerce processes are not restricted by company; when you work with or change a process, it affects all companies.

**Generic web service:** As an alternative to sending messages directly to the inbound queue specified for each e-commerce job, you can use the generic web service. In this situation, you send messages to the endpoint for the generic web service, which routes each message to the correct e-commerce job and then routes the generated response.

## In this topic:

- [Work with E-Commerce Job Control Screen](#)
- [E-Commerce Processes](#)
- [Changing the Number of Sessions](#)
  - [Change E-Commerce Job Control Pop-up Window](#)
- [Changing Process Status](#)
  - [Change Status Pop-up Window](#)

- [Work with E-Commerce Queues Screen](#)
- [Change Image Paths Screen \(Working with Default Image Paths\)](#)
- [E-Commerce Order Cleanup Log](#)

## Work with E-Commerce Job Control Screen

**Purpose:** Use the Work with E-commerce Job Control screen to work with the queues that process XML messages for the CWSerenade e-commerce interface.

**How to display this screen:** Enter **EJCT** in the *Fast path* field at the top of any menu, or select E-Commerce Job Control from a menu.

Field	Description
<b>Process</b>	The job that performs e-commerce interface updates between CWSerenade and the web storefront. See <a href="#">E-Commerce Processes</a> for a description of each. <i>Alphanumeric, 20 positions; display-only.</i>
<b>Current status</b>	The status of the process. Possible statuses are: <ul style="list-style-type: none"> <li>• Active</li> <li>• Inactive</li> <li>• Starting</li> <li>• Ending</li> </ul> See <a href="#">Changing Process Status</a> . <i>Alphanumeric, 9 positions; display-only.</i>
<b># of sessions</b>	The number of separate jobs to allocate to processing orders from the web storefront. Just as you can set up the billing async job to run multiple instances, you can also set the number of each individual e-commerce process you would like to run. See <a href="#">Changing the Number of Sessions</a> . <i>Numeric, 5 positions; display-only.</i>

Screen Option	Procedure
Change the number of sessions for a process	Select <b>Change</b> for a process to advance to the <a href="#">Change E-Commerce Job Control Pop-up Window</a> .
Change the status of a process	Select <b>Change Status</b> to advance to the <a href="#">Change Status Pop-up Window</a> .

Screen Option	Procedure
Hide an unused process in order to simplify the information displayed at the screen	Select <b>Hide Process</b> ; see <a href="#">Hiding an E-Commerce Process</a> .
Start a process	Select <b>Start</b> for a process to start it.
End a process	Select <b>End</b> for a process to end it. See <a href="#">Changing Process Status</a> .
Define the input queue manager (if using WebSphere MQ) or connection factory (if using HornetQ)	Select <b>Work with Queues</b> for a process to advance to the <a href="#">Work with E-Commerce Queues Screen</a> .
Start all processes	Select <b>Start All</b> .
End all processes	Select <b>End All</b> .
Work with default image paths	Select <b>Img Paths</b> to advance to the <a href="#">Change Image Paths Screen (Working with Default Image Paths)</a> .
Work with background jobs	Select <b>Background Jobs</b> to advance to the <a href="#">Work with Background Jobs Screen</a> .
Work with CWCollaborate jobs	Select <b>CWCollaborate Jobs</b> to advance to the <a href="#">Work with CWCollaborate Background Jobs Screen</a> .
Work with integration layer jobs	Select <b>Integration Layer</b> to advance to the <a href="#">Work with Integration Layer Process Screen</a> .

## E-Commerce Processes

**Purpose:** This table describes:

- the e-commerce processes
- their functions
- the jobs they initiate
- the messages they handle

**Note:** The default input queues (for processing messages from the web storefront to CWSerenade) and, in certain cases, remote queues (to enable sending information from CWSerenade to the web storefront) vary, depending on the configuration of your web storefront.

Process	Function	Submitted Job(s)	Messages
Catalog requests	<p>Creates a catalog request when the customer enters a request on the web storefront. See <a href="#">E-Commerce Catalog Requests</a> for more information on processing.</p> <p>Additionally, you can update or create a sold to customer and individual using this message; see <a href="#">Customer Creation/Update Logic in E-Commerce Catalog Requests</a>.</p>	EC_CAT_REQ	<p><a href="#">E-Commerce Catalog Request Message (CWCatRequest)</a> (To CWSerenade)</p> <p><a href="#">E-Commerce Catalog Request Response Message (CWCatreqRespon se)</a> (From CWSerenade)</p>

Process	Function	Submitted Job(s)	Messages
Order cleanup	<p>Rejects any orders that have been “abandoned” on the web storefront if, for example, the customer closes the browser window. This process uses the <i>Time Limit for Suspended E-Commerce Orders</i> (G43) system control value to determine the number of minutes to wait before rejecting an order. Only orders of the type specified in the <i>E-Commerce Order Type</i> (G42) system control value are eligible for cleanup, and the cleanup takes place only if the <i>Get Orders from E-Commerce</i> (G35) system control value is selected. The system generates the E-Commerce Order Cleanup Log each time it deletes a suspended order.</p> <p><b>Note:</b> Each time the job rejects an order, it writes a record in the Deleted Order table.</p>	EC_CLEANUP	N/A
Cancels	<p>Following an order status request and response (see <a href="#">EC_STS_INQ</a>), this process handles cancellation requests from the web storefront. The cancellation request can specify the entire order ship-to, or specific items on the order. The response message merely indicates that the request was received; a subsequent email confirmation indicates whether the cancellation request was successful. See <a href="#">Working with Batch Order Maintenance Transactions (WBOM)</a> for an overview.</p>	EC_CANCEL_S	<a href="#">E-Commerce Cancel Request Message (CWCancel)</a> (To CWSerenade)

Process	Function	Submitted Job(s)	Messages
Returns	<p>Creates a return authorization for an item on an order, using the return reason code supplied by the customer on the storefront. Also, writes an order history message that the return authorization was created.</p> <p>You must review the return authorization and complete it or delete it using the Work with Returns for Orders menu option. If your web storefront supports it, you can also enable the customer to print a return label using the return address for the entity associated with the source code on the order header, or the return address for the company. See <a href="#">Creating Return Authorizations from the Web Storefront</a> for more processing information.</p> <p><b>Note:</b> If the SECRISK periodic function deactivated the payment method for an order, the return authorization returns a blank response.</p>	EC_RETURN S	<p><a href="#">E-Commerce Return Request Message (CWReturn)</a> (To CWSerenade)</p> <p><a href="#">E-Commerce Return Response Message (CWReturnResponse)</a> (From CWSerenade)</p>

Process	Function	Submitted Job(s)	Messages
Order status/inquiry	<p>Receives an order inquiry from the web storefront, based on company, sold-to customer, order number, and, optionally, individual and/or bill-to customer.</p> <p>Returns the order summary information to the web storefront, indicating if the customer can perform maintenance against the order, such as returning an order line. See <a href="#">E-Commerce Order Status Processing</a> for more processing information.</p> <p><b>Note:</b> You can also inquire about a customer's order history or detailed information about a single order, using the Generic Customer History API.</p>	EC_STS_INQ	<p><a href="#">E-Commerce Order Status Message (CWOrderStatus)</a> (To CWSerenade)</p> <p><a href="#">E-Commerce Order Status Response Message (CWStatusResponse)</a> (From CWSerenade)</p>

**Note:** Prior to release 3.5, there was an order reject e-commerce process. The [Order Reject Request Message \(CWORDERREJECT\)](#) became available in release 3.5 to interactively reject abandoned orders without waiting for the EC\_CLEANUP process. See [Rejecting the Order \(Order API\)](#) for background.

## Changing the Number of Sessions

---

**Purpose:** Use this pop-up window to change the number of sessions, or queues, available to an e-commerce process. You might increase the number of sessions to improve response time on the web storefront.

### Change E-Commerce Job Control Pop-up Window

---

**How to display this window:** Select **Change** for a process at the [Work with E-Commerce Job Control Screen](#).

**Number of sessions:** Enter the number of sessions you would like to run.

**Note:** You cannot change the number of sessions for the ORDER CLEAN UP process.

## Changing Process Status

---

**Overview:** Use this window to start or stop a process individually. When you start one or more processes, their status changes from **Inactive** to **Starting** to **Active**. When you end one or more processes, their status changes from **Active** to **Ending** to **Inactive**.

The **Start All** option starts all processes. The **End All** option ends all processes.

**To verify that a process is running successfully:** Use the Display Active Batch Jobs screen to verify that the e-commerce job is running successfully.

### Change Status Pop-up Window

---

**Change status:** You can change the status of a process if it does not start or stop normally in a reasonable amount of time. Select **Change Status** for a process to display the Change Status window. At this window, **select** the desired status, *Inactive* or *Active*.

**Important:** Only security administrators (the *Security administrator* flag for the user is **selected** in Work with Users) can change the status of an e-commerce process.

## Hiding an E-Commerce Process

---

**Purpose:** You can hide an unused e-commerce process in order to simplify the information displayed at the [Work with E-Commerce Job Control Screen](#).

**Which processes are eligible to be hidden?** You can hide a process only if:

- its current status is **Inactive**
- it does not have any process queues set up through the [Work with E-Commerce Queues Screen](#)

**Before you hide a process:** You should confirm that it is not a process that you are currently using or will need to use in the near future. For example, if you hide:

- Outbound processes: Messages will not be generated.
- Inbound processes: Messages will not be received and processed.

Also, if you use the [Start E-Commerce Async Jobs](#) and [Stop E-Commerce Async Jobs](#) periodic functions, the function may start and stop the process, even though it is hidden.

**How to hide a process:** At the [Work with E-Commerce Job Control Screen](#), select **Hide Process**.

**How to show a hidden process:** Once a process is hidden, you cannot show it again through an option at a screen in CWSerenade. Instead, you need to query the EC Job Control table and change the *EJC Status* field from **H** to **I**.

## Work with E-Commerce Queues Screen

---

**Purpose:** Use this screen to review or change the queue manager (if using WebSphere MQ) or connection factory (if using HornetQ) and queue for e-commerce messages.

**Types of queues:** The types of queues displayed at this screen varies depending on the requirements of the process. For example, a process that receives messages but never needs to send a response would not include fields related to response queues. See the [E-Commerce Processes](#) for more information on the types of messages received and generated by each process.

**How to display this screen:** Select **Work with Queues** for a process at the [Work with E-Commerce Queues Screen](#).

Field	Description
<b>Enter queue definitions for</b>	The name of the process whose queues you are reviewing. <i>Alphanumeric, 20 positions; display-only.</i>
<b>Queue Manager</b>	The queue manager (if using WebSphere MQ) or connection factory (if using HornetQ) on your local JMS server associated with both the input and remote queue, if the job uses both types of queues. <b>Note:</b> The name can be upper and lower case. <i>Alphanumeric, 48 positions; required.</i>
<b>Local Input Queue</b>	The queue where this process receives messages originating from the web storefront. Enter the name of the correct queue to change it. <b>Note:</b> Included only if the process receives inbound messages. <i>Alphanumeric, 48 positions; required.</i>
<b>Output Queue</b>	The queue that sends the responses to the remote system. <b>Note:</b> Included only if the process sends outbound messages.

## Change Image Paths Screen (Working with Default Image Paths)

**Purpose:** Use this screen to define:

- the default image type (that is, JPG or GIF) you use on your web storefront
- default paths for each of the image sizes you will use on the web storefront. You can define up to three: regular, thumbnail, and large.

This default setup will simplify data entry if you normally store each type of image file in the same folder and use the item name as the filename.

**How to display this screen:** Select **Dflt Image Paths** at the [Work with E-Commerce Job Control Screen](#).

Field	Description
<b>Image type</b>	The three-character filename extension that indicates the default image format for the web storefront. Typically, web images are either GIF or JPG. <i>Alphanumeric, 3 positions; optional.</i>
<b>Thumbnail path</b>	The path where thumbnail item images are located. You would typically use a thumbnail, or smaller, image on a web page where the customer can browse multiple items. If the path extends beyond one line and into the next, type continuously without inserting any spaces. The system does not insert a blank space between lines when you download information to the storefront, but treats the four lines as one 240-position field. <i>Alphanumeric, four 60-position fields; optional.</i>
<b>Regular path</b>	The path where regular-sized item images are located. You would typically use a regular image on a web page where the customer can review detailed information on a particular item. If the path extends beyond one line and into the next, type continuously without inserting any spaces. The system does not insert a blank space between lines when you download information to the storefront, but treats the four lines as one 240-position field. <i>Alphanumeric, four 60-position fields and one 15-position field; optional.</i>

Field	Description
<b>Large path</b>	<p>The path where large item images are located. You would typically use a large image on a web page if you want the customer to be able to view the item in greater detail.</p> <p>If the path extends beyond one line and into the next, type continuously without inserting any spaces. The system does not insert a blank space between lines when you download information to the storefront, but treats the four lines as one 240-position field.</p> <p><i>Alphanumeric, four 60-position fields and one 15-position field; optional.</i></p>

# E-Commerce Item Availability Processing

**Purpose:** Your options in sending item availability information to the web storefront include:

- a periodic function to update an extract table in the CWSerenade database
- a stored procedure to directly update the table in the web storefront's database
- an XML message; see the [Generic Inventory Download API](#)

**Selecting an item availability processing method:** The available options and some considerations for each are described below.

Option	Considerations	More Information
periodic function to update the EC Item Availability Table	<ul style="list-style-type: none"><li>• enables you to use the scheduling options in CWSerenade to run extracts of item availability according to your business requirements</li><li>• supports sending updates as needed when the available quantity for an item falls below a specified threshold</li><li>• includes rules for calculating the available quantity and expected purchase order dates to report for special types of items, such as sets and drop ships</li><li>• limits the item selection to those already downloaded to the web</li><li>• requires a mechanism to transfer the data from the EC Item Availability table in the CWSerenade database to the web storefront</li><li>• requires you to use <a href="#">Downloading E-Commerce Offer Tables (EOFR)</a></li></ul>	<a href="#">Extracting Item Availability Information to the EC Item Availability Table</a>

Option	Considerations	More Information
stored procedure to extract availability information	<ul style="list-style-type: none"> <li>• runs quickly and can be run as often as needed</li> <li>• can extract updated information for a specific item and SKU, or for all items</li> <li>• does not include the ability to trigger updates based on availability threshold, or to restrict groups of items based on business rules</li> <li>• requires the web site to call a database stored procedure</li> </ul>	<a href="#">Extracting Item Availability Information with Stored Procedures</a>
generic inventory download API	<ul style="list-style-type: none"> <li>• generates an XML message based on triggers created through a batch process using business rules, or interactively based on activity that affects current or projected availability</li> <li>• provides extensive options in setting up trigger rules based on information about the items</li> <li>• includes rules for excluding non-allocatable or frozen item warehouses</li> <li>• includes more extensive data elements in addition to availability information</li> <li>• requires a mechanism on the web storefront to process the XML message in order to update inventory information</li> <li>• requires processing time to generate and transmit XML messages</li> </ul>	<a href="#">Generic Inventory Download API</a>

### In this topic:

- [Extracting Item Availability Information to the EC Item Availability Table](#)
  - [Item Availability Periodic Function](#)
  - [Item Availability Web Threshold](#)
  - [What Item Availability Data is Included?](#)
- [Extracting Item Availability Information with Stored Procedures](#)
  - [What Item Availability Data is Included?](#)

## Extracting Item Availability Information to the EC Item Availability Table

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The process that extracts information to the EC Item Availability table (**EXAVAI**) for retrieval by the web storefront is described below.

- [Item Availability Periodic Function](#)
- [Item Availability Web Threshold](#)
- [What Item Availability Data is Included?](#)

**For more information:** See [E-Commerce Item Availability Processing](#) for a summary of the other options available for extracting item availability information for the web storefront.

### Item Availability Periodic Function

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**When is item availability data extracted?** The information is extracted both dynamically (see below) and through a periodic function. The **ECAVAIL** periodic function (program name **ECR0144**) creates a record in the EC Item Availability table for every item and SKU for which you have downloaded information to your web storefront. Only items that have been already selected through the [Downloading E-Commerce Offer Tables \(EOFR\)](#) menu option and added to the EC Item table (**EXITEM**) are eligible for selection.

**Important:** You need to clear the EC Item Availability table before running the periodic function to correctly update the *Default delivery date* field.

### Item Availability Web Threshold

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For dynamic updates to the EC Item Availability table, the system determines the web threshold used to evaluate an item's availability by checking the:

1. *Avail thrshld (Item-level availability threshold)* assigned to the item.
2. If there is no item threshold, the *Availability threshold (item class-level)* for the item class assigned to the item.
3. If there is no item or item class threshold, the *Quantity Available Threshold for Inventory Downloads (G36)* system control value setting.
4. If all of these thresholds are blank, the system does not automatically download item availability information to the web storefront.

**Example:** An item's threshold is 20; its item class threshold is 15; and the system control value is set to 25. The interactive availability download takes place based on the item-level threshold of 20.

**Interactive updates:** The system updates the item's or SKU's available quantity in the EC Item Availability table:

- if an item or SKU's available quantity is greater than or equal to this threshold, and then it falls below the threshold.

**Example:** Available quantity for item AB100 is 21, and the web threshold is 20. You enter an order line for a quantity of 2, reducing the available quantity to 19.

- once an item or SKU's available quantity is below the threshold, each time the available quantity is reduced until it is zero.

**Example:** After entering the order line in the above example, you enter another line on a different order for a quantity of 4, reducing the available quantity from 19 to 15.

- if an item or SKU's available quantity is below this threshold, and then it increases to the threshold quantity or more.

**Example:** After entering the order line in the above example, you cancel an order for 5 units, bringing the available quantity for the item from 15 to 20.

## What Item Availability Data is Included?

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The information in the EC Item Availability table consists of:

- company, base item code, and short SKU number
- quantity available (if the available quantity is less than zero, the EC Item Availability table indicates an available quantity of zero)
- the next date when a purchase order receipt is expected
- default delivery date: a flag to indicate whether the date expected was based on an actual purchase order, or was defaulted based on the *FTC -- # of Days for Items without Expected Ship Date (C71)* system control value:
  - **0** = actual purchase order date from the PO Layering table (**POLAYR**)
  - **1** = date was defaulted based on the system control value

**Examples:** Item AB100 has available quantity of 100 and an open purchase order that is due on May 15, 2013.

**Result:**

Quantity available = **100**

Date expected = **051522013**

Default delivery date = **0**

Item CB200 has no available quantity, and there are no open purchase orders. The current date is May 1, 2013, and the *FTC - # Of Days for Items without Expected Ship Date* system control value is set to **30** days.

**Result:**

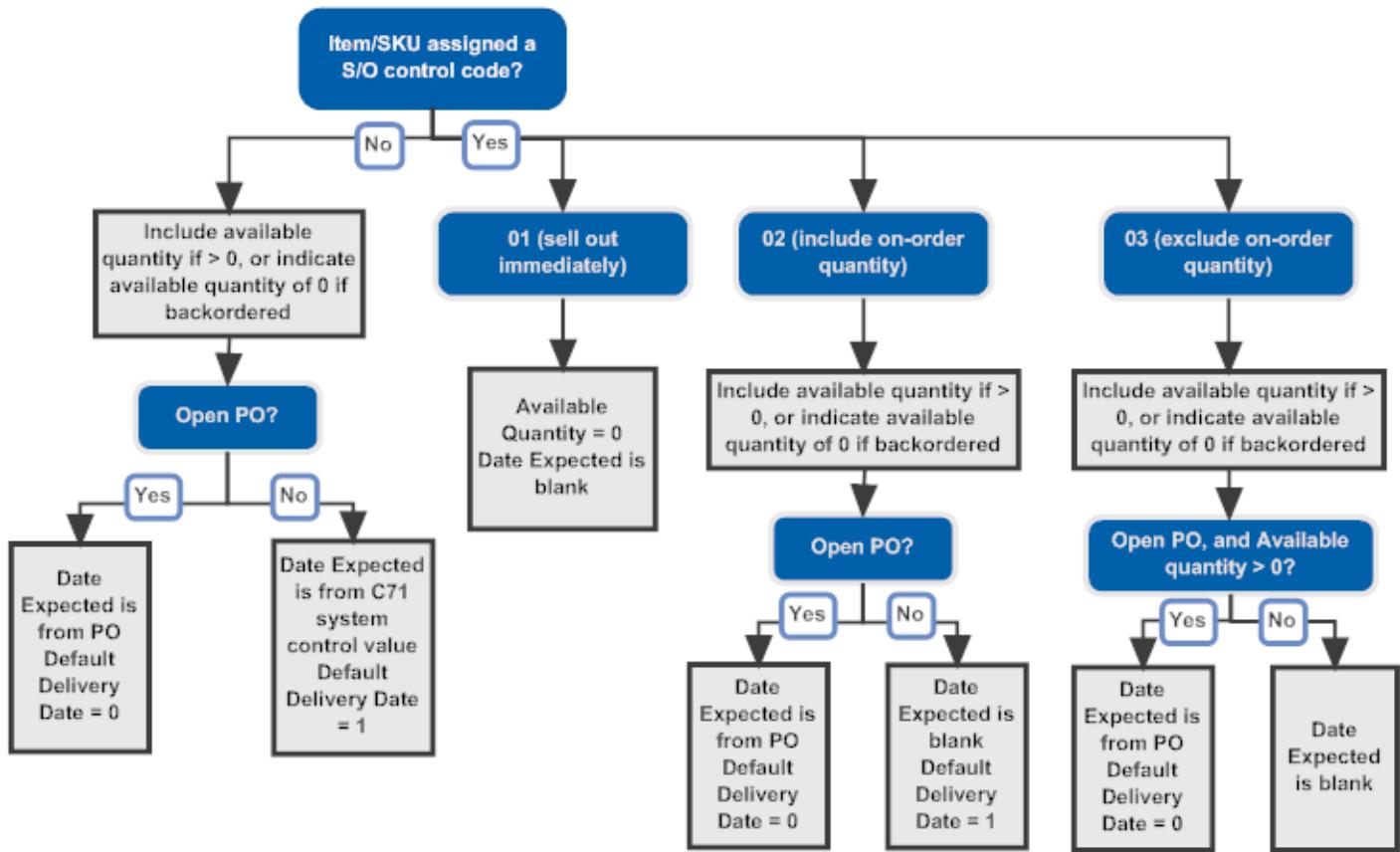
Quantity available = **0**  
 Date expected = **05312013**  
 Default delivery date = **1**

You can present this information about each item's projected availability to your web customers if your storefront supports it. For example, if there was no expected delivery date for item AB100, and the delivery date downloaded through the periodic function was calculated based on this system control value, you might display a message on the web storefront indicating that no purchase order receipts are expected in the near future.

**What if the item is sold out?** If the item is assigned a soldout control code, the information downloaded varies depending on the soldout control code's status. The soldout statuses and the resulting availability information included in the download are summarized in the table below:

Soldout control code	Availability download
<b>1</b> = sell out immediately	Quantity available = <b>0</b> Date expected = <b>blank</b> Regardless of the actual quantity of the item you have available, or whether there are any open purchase orders, you will not be selling any more units. In this case, the setting of the <i>Default delivery date</i> is irrelevant.
<b>2</b> = include on-order quantity in the soldout calculation	<b>Open purchase order?</b> <ul style="list-style-type: none"> <li>• If there is an open purchase order, the information is the same as an item without a soldout control code, as described above.</li> <li>• If there is not an open purchase order, the <i>Date expected</i> is blank and does not default from the <i>FTC - # Of Days for Items without Expected Ship Date</i> system control value.</li> </ul>

Soldout control code	Availability download
<b>3 = exclude on-order quantity in the soldout calculation</b>	<p><b>Available quantity greater than zero?</b></p> <ul style="list-style-type: none"> <li>If the current available quantity is greater than zero, that available quantity is indicated in the table, and:           <ul style="list-style-type: none"> <li>if there is an open purchase order, the <i>Date expected</i> is from the purchase order, and the <i>Default delivery date</i> is <b>1</b></li> <li>if there is not an open purchase order, the <i>Date expected</i> is blank, and the <i>Default delivery date</i> is <b>0</b></li> </ul> </li> <li>If the current available quantity is not greater than zero, the available quantity indicated in the table is zero, and the <i>Date expected</i> is blank, regardless of whether there is an open purchase order. In this case, the setting of the <i>Default delivery date</i> is irrelevant.</li> </ul>



**Set items:** The availability of a set item is based on the availability of its components; in this case, the information in the availability download is consistent with the “worst case scenario” for the set based on its components, as described in the following table:

Set includes:	Availability download indicates:
six components; five components have several hundred available each, but one component has only five available	Quantity available = <b>5</b> Date expected = from the latest expected delivery date
five components: four are available, but one is backordered	Quantity available = <b>0</b> Date expected = from the backordered item (actual or default)
seven components: six are available, but one has a soldout control of <b>1</b> (sell out immediately)	Quantity available = <b>0</b> Date expected = <b>blank</b>

**How to sell out the set, regardless of the availability of its components:** To have the set item itself appear to be sold out, regardless of the availability of its components, assign the set item a soldout control status of sellout immediately.

**Note:** In order entry, the set item sells out if it is assigned *any* soldout control code; however, in the item availability download for e-commerce, only a soldout control status of sellout immediately will make the set item appear to be sold out.

**Non-inventory items:** Availability information is irrelevant for the following types of items, which will have the *Quantity available* set to **9999999**:

- non-inventory items (based on the *Non/inv (Non-inventory)* flag for the item)
- membership items (based on the *Membership* flag)
- gift certificates (based on the *Gift cert (Gift certificate)* flag)
- subscriptions (based on the *Subscription* flag)
- drop ship items

**Calculating expected ship date for drop ship items:** The *Assign Drop Ship Expected Ship Date (I59)* controls how to calculate the expected ship date for drop ship items. If this system control value is:

- unselected: the expected ship date is calculated using *FTC -- # of Days for Items without Expected Ship Date (C71)*
- selected:
  - **CWCollaborate drop ship items** (the item's default vendor has the *Drop ship output* field set to **Collaborative Shipping**): the expected ship date = the current date + *CDC Drop Ship Lead Days (H36)* + the *Lead days* for the vendor item

- **other drop ship items:** the expected ship date = the current date + *FTC -- # of Days to Add for Drop Ships (C68)* + the *Lead days* for the vendor item

## Extracting Item Availability Information with Stored Procedures

**Purpose:** You can use stored procedures to request current inventory information from CWSerenade to update the web storefront. The request can specify a certain item and SKU, or include all items and SKU's that have Item Warehouse records.

**Set items:** The availability of a standard set item is based on the availability of its components; in this case, the information in the availability download is consistent with the “worst case scenario” for the set based on its components, as described in the following table:

Set includes:	Availability download indicates:
six components; five components have several hundred available each, but one component has only five available	Quantity available = <b>5</b> Date expected = from the latest expected delivery date
five components: four are available, but one is backordered	Quantity available = <b>0</b> Date expected = from the backordered item (actual or default)
seven components: six are available, but one has a soldout control of <b>1</b> (sell out immediately)	Quantity available = <b>0</b> Date expected = <b>blank</b>

**How to sell out the set, regardless of the availability of its components:** To have the set item itself appear to be sold out, regardless of the availability of its components, assign the set item a soldout control status of sellout immediately.

**For more information:** See [E-Commerce Item Availability Processing](#) for a summary of the other options available for extracting item availability information for the web storefront.

### What Item Availability Data is Included?

The sp\_web\_available stored procedure (for a specific item and SKU in a company) and the sp\_web\_inventory stored procedure (for all items and SKU's in a company, provided they have Item Warehouse records) both return the same information:

Field	Description
<b>Company Code</b>	The code identifying the company. <i>Numeric, 3 positions.</i>

Field	Description
<b>Product</b>	The code identifying the item. <i>Alphanumeric, 12 positions.</i>
<b>SKU</b>	The item's additional characteristics, such as its color and style. Included only if the item has SKU's. <i>Alphanumeric, 14 positions (three codes of 4 positions, each separated by a space.</i>
<b>Available Quantity</b>	<p>The total quantity available across all allocatable warehouses, calculated as:</p> <p>On hand - Protected - Reserved - Reserve Transfer - Backordered</p> <p><b>Different types of items:</b></p> <ul style="list-style-type: none"> <li>• <b>drop ship, non-inventory, membership, gift certificate, or subscription:</b> the available quantity is <b>9999</b>; however, if there are any units of a drop ship item in a warehouse, the system uses the standard availability calculation based on the on-hand quantity.</li> <li>• <b>sets:</b> <ul style="list-style-type: none"> <li>• standard sets: see <a href="#">Extracting Item Availability Information with Stored Procedures</a>, above, for a discussion.</li> <li>• continuity items and variable sets: the available quantity for the set master item is <b>0</b>. The component items indicate the actual availability.</li> <li>• finished goods: the system uses the standard availability calculation.</li> </ul> </li> <li>• <b>gift cards:</b> <ul style="list-style-type: none"> <li>• virtual cards: the available quantity is <b>0</b>.</li> <li>• physical cards: the system uses the standard availability calculation.</li> </ul> </li> </ul>
<b>Next PO Quantity</b>	The total quantity expected on all purchase orders in all allocatable warehouses, less the quantity already accounted for by backorders. <i>Numeric, 7 positions.</i>
<b>Next PO Date</b>	The next date, after accounting for existing backorders, when you expect to receive a purchase order that would be able to fulfill a new order. <i>Datetime format.</i>

Field	Description
<b>SKU Short</b>	The short SKU number from the SKU table. Assigned by the system. <i>Numeric, 7 positions.</i>
<b>Soldout Control Code</b>	The soldout control status associated with the soldout control code, if any, assigned to the item or SKU: 1 = sell out immediately 2 = include on-order quantity in the soldout calculation 3 = exclude on-order quantity in the soldout calculation <i>Numeric, 1 position.</i>

# Downloading E-Commerce Static Tables (ESTF)

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**Purpose:** Use the Download E-Commerce Static Tables option to download information that does not change frequently to the web storefront. The information is actually extracted to staging tables on your system; from there, it is available for download to the storefront.

The static information download includes:

- company
- SKU heading descriptions
- countries
- states
- pay types
- special handling format, details and responses
- shipping methods
- SCF/ship via combinations
- e-commerce holiday arrival date
- return reasons
- cancel reasons
- SCF/state combinations
- promotions
- coupon promotions
- coupon restrictions, including coupon and item restriction types)
- coupon requirements, including item, source, and offer requirements

You can download all static information at once, or selected types as needed.

**Note:**

- The *Get Orders from E-Commerce (G35)* system control value must be **selected** in order for you to run the download.
- You can also use the Download B2B E-Commerce Static Tables (**BBED**) menu option to download additional information required specifically to support B2B offerings on your web storefront.

- MICROS-Retail recommends that you clear the records from each target table before running the extract to make sure that you capture the most up-to-date information from CWSerenade, as the extract process does not always write updated information in the extract table if there is already an existing record.

**In this topic:**

- [E-Commerce Download Overview](#)
- [Process E-Commerce Downloads Screen](#)
- [Static Table Download Summary](#)

## E-Commerce Download Overview

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### Types of Downloads

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To improve response time on the web storefront, you can download key information from CWSerenade so that it is available to internet customers. As a result, only information related specifically to the customer's order, catalog request, or inquiry needs to be communicated interactively between CWSerenade and the web storefront. The information requiring download falls into three main groups:

- **Static:** information such as company, payment or shipping methods, or states, rarely requiring update. You use the Download E-Commerce Static Tables option, described in this topic.
- **B2B static:** information such as price tables, source codes, individual positions or departments, and customer user-defined fields; this information supports B2B storefront offerings. You use Download B2B E-Commerce Static Tables (**BBED**).
- **Offer:** information related to offers, source codes, and items, requiring update on a periodic or seasonal basis. You use Download B2B E-Commerce Static Tables (**BBED**).
- **Frequent:** information, such as item availability levels, that may require update. See the periodic functions described below.

### Periodic Functions Related to E-Commerce

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The following periodic functions download information as part of the e-commerce interface. You can also use a periodic function as part of the B2B customer extract process. **Item availability:** **ECAVAIL** (program name ECR0144). See [E-Commerce Item Availability Processing](#) for an overview. **Note:**

- The system downloads availability information for items only if you have used the [Downloading E-Commerce Offer Tables \(EOFR\)](#) menu option to extract these items to the EC Item table (**EXITEM**). When you use the [Downloading E-Commerce Offer Tables \(EOFR\)](#) menu option, the system writes a record for all related offers, items, and SKUs in the E-Comm Item Extract table (**ECITEX**) and the E-Comm SKU Extract table (**ECSKEX**). Then, when you run the **ECAVAIL** periodic function, it checks these tables to determine whether to include an item or SKU in the availability download.
- You can also use the item availability messages to pass availability information for a specific item to the web storefront on demand, if your storefront supports it. See [E-Commerce Processes](#).

**Gift certificates and coupons:** **ECGFTC** (program name ECR0142). This extracts information on open, unredeemed coupons and gift certificates from the Coupon Redemption table (**CSCPNR**) to the EC Gift Certificate table (**EXGFTC**).

**Item long SKU style number:** **ECOMINV** (program name ECR0389) and **ECOMNEW** (program name ECR0390). ECOMINV extracts *all* items that contain a long SKU style number to the EC SKU Retail Xref table and EComm SKU Extract table. ECOMNEW extracts *new* items that contain a long SKU style number to the EC SKU Retail Xref table and EComm SKU Extract table.

**Item and SKU changes:** **ECITMCH** (program name ECX0178). Extracts item and SKU changes for items and SKUs that have previously been downloaded using the [Downloading E-Commerce Offer Tables \(EOFR\)](#) menu option. This menu option also creates records in the extract trigger tables:

- E-Comm Item Extract (**ECITEX**): includes information on items in offers that have been selected for download through [Downloading E-Commerce Offer Tables \(EOFR\)](#), and tracks whether the item or its SKUs have been changed
- E-Comm SKU Extract (**ECSKEX**): includes information on all SKUs of items that are in the E-Comm Item Extract table

Whenever you make certain changes for items and SKUs within these tables, the system flags the related records in the E-Comm Item Extract table by updating the *Last change date* and *Last change time*. Then, when you run the **ECAVAIL** periodic function, the system compares the *Last change date* and *Last change time* against the *Extract date* and *Extract time* to determine which items and SKUs to include in the download. Items

that have been updated since the last extract are included when updating the EC Item and EC SKU tables.

ECITMCH trigger flagged when:	Updated E-Commerce Table:
<p>You change one or more of these fields in the Item table:</p> <ul style="list-style-type: none"> <li>• Generic e-commerce</li> <li>• Long SKU class</li> <li>• LSD Department</li> <li>• Height</li> <li>• Length</li> <li>• Width</li> <li>• Selling quantity</li> <li>• Ship weight</li> <li>• Hazard code</li> <li>• UOM type (SKU)</li> <li>• Vendor number</li> <li>• Item description</li> <li>• Second language description</li> <li>• User fields 1-4</li> </ul> <p><b>Note:</b> The system extracts all SKUs of an item to the EC SKU table even if you change information for only the base item.</p>	<p>EC Item (<b>EXITEM</b>) EC SKU (<b>EXSKU</b>) if the item has SKUs</p>
<p>You create or change a record in the Item Ship Via Override table for the item.</p>	<p>EC Item EC Item Ship Via Override</p>

ECITMCH trigger flagged when:	Updated E-Commerce Table:
<p>You change one or more of these fields in the SKU table:</p> <ul style="list-style-type: none"> <li>• SKU description</li> <li>• SKU gift certificate</li> <li>• SEO code</li> <li>• SET code</li> <li>• SEW code</li> <li>• SKU restrict orders</li> <li>• SKU user fields 1-5</li> </ul> <p><b>Note:</b> The system extracts all SKUs of an item to the EC SKU table even if you change information for only 1 SKU.</p>	<p>EC Item (<b>EXITEM</b>) EC SKU (<b>EXSKU</b>) if the item has SKUs</p>

## Download Process

For each of the e-commerce-related downloads, the system adjusts the records for null values (a formatting requirement for the web database).

Typically, the services on the web storefront that import information clear the records out of the extract tables.

**Deleting information:** There is no way to have information that you delete in CWSerenade be automatically deleted on the web storefront as well. You must delete any unneeded information separately in CWSerenade and on the web storefront once it has been downloaded. However, you can remove offers, items, and SKUs from the two e-commerce trigger tables to prevent future updates from being downloaded automatically. See [Removing Offers and Items from Download \(ERMV\)](#) for more information.

## Process E-Commerce Downloads Screen

**How to display this screen:** Enter **ESTF** in the *Fast path* field at the top of any menu, or select Download E-Commerce Static Tables from a menu.

**Note:** All records in each related table for your company will be selected for download, unless noted otherwise in the field descriptions below.

Field	Description
<b>Country</b>	<b>Select</b> this field to extract information from the Country table to the staging table; otherwise, <b>unselect</b> this field.
<b>State</b>	<b>Select</b> this field to extract information from the State table to the staging table; otherwise, <b>unselect</b> this field.
<b>Payment type</b>	<p><b>Select</b> this field to extract credit card payment types (payment category <b>2</b>), A/R payment types (payment category <b>3</b>), and coupon/credit payment types (payment category <b>5</b>) to the EC Payment Type table; otherwise, <b>unselect</b> this field. You can use this information on the web storefront to enable customers to select a valid payment method.</p> <p>If the <i>Download Prepaid Payment Types to E-Commerce (I69)</i> system control value is selected, the system also extracts prepaid payment types (payment category <b>1</b> cash/check) to the EC Payment Type table.</p> <p>You can also download open, unredeemed coupons and gift certificates from the Coupon Redemption table to the EC Gift Certificate table when you run the ECGFTC (program name <b>ECR0142</b>) periodic function.</p>
<b>Personalization</b>	<b>Select</b> this field to extract custom special handling information to the staging table; otherwise, <b>unselect</b> this field. The information that is downloaded includes special handling formats (both active and inactive), and their related details and valid responses, so that customer can specify special handling options on the web storefront.
<b>SCF/ship via</b>	<p><b>Select</b> this field to extract information from the SCF/Ship Via table to the staging table; otherwise, <b>unselect</b> this field. This information is used to validate that the shipper selected for an order entered on the web storefront is valid for the destination address.</p> <p>SCF/ship via combinations for express-bill ship vias are not included in the download.</p> <p>Only SCF/ship via combinations for valid e-commerce ship vias will be included in the download. A ship via is a valid e-commerce shipper only if the <i>Download to E-Commerce</i> field at the Create Ship Via (1 of 2) screen (<b>WVIA</b>) or the Change Ship Via (1 of 2) screen is set to <b>selected</b>.</p>

Field	Description
<b>Shipping method</b>	<p><b>Select</b> this field to extract information from the Ship Via table to the staging table; otherwise, <b>unselect</b> this field. You can use this list of shippers to enable customers to select a shipment method at the web storefront.</p> <p>Express-bill ship vias (the <i>Billing code</i> field is set to <b>Express Bill</b>) are excluded from the download.</p> <p>To exclude certain ship vias from the download, you can <b>unselect</b> the <i>Download to E-Commerce</i> field at the Create Ship Via (1 of 2) screen (<b>WVIA</b>) or the Change Ship Via (1 of 2) screen is set to <b>selected</b>.</p>
<b>Holiday dates</b>	<p><b>Select</b> this field to extract information from the E-Commerce Holiday table to the staging table; otherwise, <b>unselect</b> this field. You can use these dates to enable customers to specify when to ship orders that they enter on the web storefront.</p>
<b>Return reasons</b>	<p><b>Select</b> this field to extract information from the Return Reason table to the staging table; otherwise, <b>unselect</b> this field. This information is used if you enable customers to create return authorizations at the web storefront.</p>
<b>Cancel reasons</b>	<p><b>Select</b> this field to extract information from the Cancel Reason table to the staging table; otherwise, <b>unselect</b> this field. This information is used if you enable customers to cancel orders at the web storefront.</p> <p><b>Note:</b> Only cancel reason codes whose <i>Reduce demand</i> fields are unselected are selected for download.</p>
<b>SCF/State</b>	<p><b>Select</b> this field to extract information from the SCF table and SCF Extended table to the staging table; otherwise, <b>unselect</b> this field. This information is used to validate that the state selected for a customer's address entered on the web storefront is valid for the destination address.</p>
<b>Promotions</b>	<p><b>Select</b> this field to extract information from the Promotions table to the staging table; otherwise, <b>unselect</b> this field. This information is available to validate a promotion code entered on the web storefront, typically if entry of a promotion code is required based on the <i>Allow Manual Entry of Promotion Code</i> (/63) system control value. If the system control value is <b>unselected</b>, the system applies eligible promotions automatically to the order.</p>

Field	Description
<b>Coupon promotions</b>	<b>Select</b> this field to extract information from the Coupon Promotion table to the staging table; otherwise, <b>unselect</b> this field. This information is available to validate each coupon promotion that you use to offer percentage or dollar discounts to customers on the web storefront.
<b>Coupon restrictions: coupon</b>	<b>Select</b> this field to extract information from the Coupon Restrictions table to the staging table; otherwise, <b>unselect</b> this field. This information is available to prevent customers on the web storefront from using two coupons whose use on the same order is restricted.
<b>Coupon restrictions: item</b>	<b>Select</b> this field to extract information from the Coupon Item Restriction table to the staging table; otherwise, <b>unselect</b> this field. This information is available to prevent customers on the web storefront from applying a percentage coupon discounts against restricted items.
<b>Coupon requirements: item</b>	<b>Select</b> this field to extract information from the Coupon Item table to the staging table; otherwise, <b>unselect</b> this field. This information is available to validate that customers on the web storefront include any required item(s) on an order when they use coupons with an item requirement.
<b>Coupon requirements: source</b>	<b>Select</b> this field to extract information from the Coupon Source Requirement table to the staging table; otherwise, <b>unselect</b> this field. This information is available to validate that customers on the web storefront are using the correct source code on an order when they use coupons with a source requirement.
<b>Coupon requirements: offer</b>	<b>Select</b> this field to extract information from the Coupon Offer Requirement table to the staging table; otherwise, <b>unselect</b> this field. This information is available to validate that customers on the web storefront are using the correct offer on an order when they use coupons with an offer requirement.

#### Instructions:

1. **Unselect** any field not required for download.
2. Select **OK**. The system submits the job **ECOMM\_LOAD**, which downloads the selected information to the extract tables. See [Static Table Download Summary](#) for a detailed list of download information.

## Static Table Download Summary

**Purpose:** This table provides a summary of the tables and fields included in the static table download, and how they map to the e-commerce staging tables.

CWSerenade Table	Select at Process E-Commerce Download Screen	Staging Table	Additional Information
Company (MSCOMP)	Any selection	EC Company (EXCOMP)	Also triggers download of split SKU information from the System Control table as follows: <i>Split SKU Element Column Headings (A52, A53, A54)</i> <i>SKU Element Description 1, 2, and 3 (G37, G38, G39)</i>
Country (MSCNTY)	Country	EC Country (EXCNTY)	
State (MSSTAT)	State	EC State (EXSTAT)	
Pay Type (OEPAYT)	Payment type	EC Pay Type (EXPAYT)	The system only includes pay types defined as payment category 2 (credit card), 3 (A/R), and 5 (coupon/credit) for download. If the <i>Download Prepaid Payment Types to E-Commerce (I69)</i> system control value is selected, the system also includes prepaid pay types defined as payment category 1 (cash/check) for download.
Promotions (OEPROM)	Promotions	EC Promotions Extract (ECPROX)	Typically used only if the <i>Promotion Code Entry Required for Discount (I63)</i> system control value is selected.
Special Format (MSSHFD)	Personalization	EC Personalization (EXPERS)	Both active and inactive formats are selected for download.

CWSerenade Table	Select at Process E-Commerce Download Screen	Staging Table	Additional Information
Special Format Details (MSSFDT)	Personalization	EC Personalization Details (EXPRSD)	
Special Format Responses (MSSFVR)	Personalization	EC Personalization Values (EXPRSV)	
SCF Ship Via (SCFVIA)	SCF/Ship Via	EC SCF/Ship Via (EXSCFS)	
Ship Via (MSSHVP)	Shipping method	EC Shipping Method (EXSHIP)	
E-Comm Holiday Arrival Date (ECHOLI)	Holiday dates	EC Holiday Arrival Date (EXHOLI)	
Return Reason (OERTRS)	Return reasons	EC Return Reason (EXRTRS)	
Cancel Reason (CSCANR)	Cancel reasons	EC Cancel Reason (EXCNRS)	
SCF (MSSCF), SCF Extended (MSSCFE)	SCF/State	EC SCF State (EXSCST)	
Coupon Promotions (OECPCP)	Coupon Promotions	EC Coupon Promotions (EXCPCP)	
Coupon Restrictions (OECPCR)	Coupon Restrictions: Coupon	EC Coupon Restrictions (EXCPCR)	

CWSerenade Table	Select at Process E-Commerce Download Screen	Staging Table	Additional Information
Coupon Item Restrictions (OECPIR)	Coupon Requirements: Item	EC Coupon Item Restrictions (EXCPIR)	
Coupon Item (OECPIT)	Coupon Requirements : Item	EC Coupon Item (EXCPIT)	
Coupon Source Code Requirement (OECPSR)	Coupon Requirements : Source	EC Coupon Source Requirement (EXCPSR)	
Coupon Offer Requirement (OECPOR)	Coupon Requirements : Offer	EC Coupon Offer Requirement (EXCPOR)	

# Downloading E-Commerce Offer Tables (EOFR)

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**Purpose:** Use the Download E-Commerce Offer Tables menu option to select offer, source, and item-related information for download to the web storefront. Typically, this type of information changes periodically.

You can download all three types of information at once, or selected types as needed.

**Note:** This menu option adds new information to the staging tables if the tables have not been cleared since the last download; it does not update records once they are extracted to the staging tables. However, once the records are downloaded to the web storefront and cleared from the staging tables, changes to existing records are eligible to be extracted to the staging tables and passed to the storefront.

**Additional downloads:** Other downloads available for the e-commerce interface are:

- static tables
- item availability, gift certificates, and item changes
- B2B-related information, including selected source codes, price tables, and customer and individual information

**Removing items and offers:** Use the [Removing Offers and Items from Download \(ERMV\)](#) menu option to specify offers, items, or SKUs that are no longer active on the web storefront, so that you do not continue sending periodic updates.

**All SKUs included?** SKU-level information is included in the extract only if there is a SKU Offer and SKU Price record. For example, you can use the Create Item/SKU Offers (**MISO**) menu option to create SKU Offers and SKU Prices for an item when you add it to a new offer. SKU-level offer and price information is included in the extract if you select the All SKU offers option when generating the extract; otherwise, SKU Offers are included only when they differ from the item-level information, such as a special handling or price that differs from the Item Offer or Item Price setting.

**Future prices?** The *Future prices* field on the Process E-Commerce Downloads screen controls whether to download the most current prices whose *Effective dates* are not in the future, or the latest prices whose *Effective dates* are later than the current date. If you would like to download both current and future prices, you can run the download job twice, resetting this field as needed.

**Example:** AB100 BLUE LRGE has the following prices set up for the selected offer(s):

Date	Quantity	Price
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1/1	1	10.00
1/1	5	9.00
1/10	1	10.50
2/1	1	8.50
2/1	5	7.50
3/1	1	7.00
3/1	5	6.99

1. The current date is 1/15. If you run the extract job with the *Future prices* field **unselected**, the job selects the following prices:

1/1	5	9.00 (most recent price for this quantity not greater than current date)
1/10	1	10.50 (most recent price for this quantity not greater than the current date)

2. The current date is 1/15. If you run the extract job with the *Future prices* field **selected**, the job selects the following prices:

3/1	1	7.00 (latest future price for this quantity)
3/1	5	6.99 (latest future price for this quantity)

**Note:**

- Item or SKU prices are included in the following extract tables (see [Offer-Related Table Extract Summary](#) for more information):
  - EC Item Breakpoint (EXIPRC): includes single-unit and multi-unit prices at the item level
  - EC Offer Item Link (EXIOFL): includes single-unit prices at the item level
  - EC Offer SKU Link (EXSOFL): includes single-unit prices at the SKU level
  - EC SKU Breakpoint (EXSPRC): includes single-unit and multi-unit prices at the SKU level
- If you run the extract job with the *Future prices* field **selected**, but there is no future price for the item or SKU, the job extracts the most recent price instead.
- If you run the extract job with the *Future prices* field **unselected**, but there is no current price for an item or SKU and just a future price, the extract omits the item or SKU prices from the extract, with the exception of the EC Offer Item Link table; this table includes a record for the item with a price of 0.

**Note:** MICROS-Retail recommends that you clear the records from each target table before running the extract to make sure that you capture the most up-to-date information from CWSerenade, as the extract process does not always write updated information in the extract table if there is already an existing record.

**For more information:** See:

- [Downloading E-Commerce Static Tables \(ESTF\)](#) for an overview of the download process related to the e-commerce interface, including the additional downloads
- the **CWSerenade E-Commerce Integration Manual** for information on the storefront database schema

**In this topic:**

- [Process E-Commerce Downloads Screen](#)
- [Offer-Related Table Extract Summary](#)

## Process E-Commerce Downloads Screen

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**How to display this screen:** Enter **EOFR** in the *Fast path* field at the top of any menu, or select Download E-Commerce Offer Tables from a menu.

**Note:** All records in each related table for your company will be selected for download, unless noted otherwise in the field descriptions.

Field	Description
Offers	Indicates whether to extract the selected offer information to the EC Offer table, and from there to the web storefront. Only the offer(s) you enter at this screen will be extracted. Valid values are: <b>Selected</b> (default) = download the selected offer(s) <b>Unselected</b> = do not extract the offer(s)
Sources	Indicates whether to extract source codes associated with the selected offer to the EC Source table, and from there to the web storefront. Only source codes associated with the offer you enter at the <i>From offer</i> field will be extracted. Valid values are: <b>Selected</b> (default) = extract source codes associated with the selected offer <b>Unselected</b> = do not extract source codes <b>Note:</b> You can also use the Download B2B E-Commerce Static Tables ( <b>BBED</b> ) menu option to extract source code information to another staging table.

Field	Description
<b>All items</b>	<p>Indicates whether to extract all items, SKUs, and all other related e-commerce staging tables, and from there to the web storefront. All items related to the offer(s) you enter at this screen will be extracted.</p> <p>Valid values are:</p> <p><b>Selected</b> (default) = extract item-related information for all items associated with the selected offer(s)</p> <p><b>Unselected</b> = do not extract item-related information for all items</p> <p>Select either this field or the <i>New items</i> field, but not both. If you select both fields, the following message displays: Either All Items or New Items can be processed but not both.</p>
<b>New items</b>	<p>Indicates whether to extract only new items, SKUs, and other related information to the e-commerce staging tables for subsequent download to the web storefront. Only items related to the offer(s) you enter at this screen and which have not previously been extracted will be selected.</p> <p>Valid values are:</p> <p><b>Selected</b> = extract item-related information for only new items associated with the selected offer(s) (items which have not been previously extracted)</p> <p><b>Unselected</b> (default) = do not extract item-related information to only new items</p> <p>Select either this field or the <i>All items</i> field, but not both. If you select both fields, the following message displays: Either All Items or New Items can be processed but not both.</p>
<b>Future prices</b>	<p>Indicates whether to extract the latest future price for an item or SKU in the selected offer(s), or the most current price that is not in the future. Valid values are:</p> <p><b>Selected</b> = extract the latest future prices for items and SKUs in the selected offer(s). Future prices are those whose <i>Effective dates</i> are later than the current date. If there are no future prices for an item or SKU, the job extracts the latest current price (the most current price whose <i>Effective date</i> is not in the future).</p> <p><b>Unselected</b> (default) = extract the most current price for items and SKUs in the selected offer(s), as long as the prices' <i>Effective dates</i> are not later than the current date. If there are no prices for an item or SKU except for future prices, the job does not include the item or SKU in the extract.</p> <p>See above under <a href="#">Downloading E-Commerce Offer Tables (EOFR)</a> for a discussion and examples.</p>

Field	Description
All SKU offers	<p>Indicates whether to include all SKU Offers and SKU Prices, regardless of whether they are different from the Item offer and Item Price. Valid values are:</p> <p><b>Selected</b> = extract all existing SKU Offer and SKU Price information, even if it is identical to the corresponding Item Offer and Item Price information.</p> <p><b>Unselected</b> (default) = extract SKU Offer and SKU Price information only if it differs from the Item Offer and Item Price information:</p> <ul style="list-style-type: none"> <li>The EC SKU Breakpoint table (EXSPRC) is updated with the SKU Price information only if the SKU Price differs from the Item Price.</li> </ul> <p><b>Note:</b> The SKU Price is included only if the regular price differs from the Item Price. If the Associate price alone differs, then the SKU Price record is not selected for extract.</p> <ul style="list-style-type: none"> <li>The EC Offer SKU Link table (EXSOFL) is updated with the SKU Offer information only if the special handling or gift wrap information for the SKU Offer is different from the Item Offer.</li> </ul>
Offer	<p>Enter one or more offers to download to the web storefront. As you enter each offer, its description, start date, and end date are displayed below. You must specify at least one offer.</p> <p>Only the offer(s) you enter and tables associated with the selected offer(s) will be included in the extract.</p> <p>Offer codes are defined in and validated against the Offer table. <i>Alphanumeric, 3 positions; required.</i></p>
Description	<p>The description of an offer you have specified for download to the web storefront.</p> <p><i>Alphanumeric, 30 positions; display-only.</i></p>
Start date	<p>The first date when the selected offer is effective for processing orders. From the <i>Offer date range</i> specified for the offer.</p> <p><i>Numeric, 6 positions (MM/DD/YY format); display-only.</i></p>
End date	<p>The last date when the selected offer is effective for processing orders. From the <i>Offer date range</i> specified for the offer.</p> <p><i>Numeric, 6 positions (MM/DD/YY format); display-only.</i></p>

#### Instructions:

1. Optionally reset any of the fields to exclude related information from selection.

**Note:** Select either the *All items* field or the *New items* field. You cannot select both fields.

2. Use the *Offer* field to specify at least one offer to include in the extract. The system validates each entry, and displays the offer's description and effective dates below after each.
3. Select **OK**. The system validates your entries and highlights any fields you need to correct. Correct any fields and select **OK** again.
4. Select **Submit** to submit the extract. The system displays the following message: E-Commerce download submitted to batch.

Also, the system submits the job **ECOMM\_OFR**, which extracts the selected information to the related e-commerce staging tables. See [Offer-Related Table Extract Summary](#) for a listing of the information included in the extract.

## Offer-Related Table Extract Summary

**Purpose:** This table provides a summary of the tables and fields included in the offer table extract, and how they map to the e-commerce staging tables.

**Selection for download:** All item-related information (such as hazard codes and e-commerce categories) are selected for download only if they are assigned to items that are selected for download.

CWSerenade Table	Staging Table	Fields	Additional Information
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If you select the **Offer** field at the Process E-Commerce Downloads screen:

Offer (MSOFFR)	EC Offer (EXOFFR)	Company code Offer code Description Start date End date	Only the offer(s) you indicate at the screen is/are selected.
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If you select the **Sources** field at the Process E-Commerce Downloads screen:

Source (MSSRC)	EC Source (EXSRCE)	Company code Source code Source code description Discount percentage Offer	
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If you select the **Items or New Items** field at the Process E-Commerce Downloads screen:

E-Commerce Category (IXECAT)	EC Category (EXECAT)	Company code E-Commerce category code Description	
Item E-Commerce Category (ECICAT)	EC Item Category (EXITCT)	Company code Item code E-Commerce category code	

CWSerenade Table	Staging Table	Fields	Additional Information
Long SKU Class (INLSKC) <i>OR</i> Retail Class (INRTCP)	EC Class (EXCLAS)	Company code Long SKU department code Long SKU class code Long SKU class description	A long SKU class is selected for download only if it is assigned to an item selected for download, <b>and</b> the item is also assigned a long SKU department. The same long SKU class can be downloaded multiple times, if it is paired with different long SKU departments. <b>Note:</b> If you <b>select</b> the <i>Use Retail Integration (H26)</i> system control value, the interface uses the Retail Class table to populate the EC Class table.
Item Coordinate (INITCO)	EC Cross-Sell (EXCSEL)	Company code Item code Cross-sell item code Cross-sell description Coordinate sequence Coordinate type	An item coordinate is selected for download only if the primary item ( <b>Note:</b> not necessarily the coordinate item) is selected for download. Also, only the first 50 positions of the item coordinate description (a 70-position field) is included in the <i>Cross-sell description</i> .
Long SKU Department (INLSKD)	EC Department (EXDEPT)	Company code Long SKU department code Long SKU department description	
Shipper/Item (OESHIM)	EC Extra Shipping (EXSCIT)	Company code Ship via code Item code Extra shipping charge	
Hazard (INHZRD)	EC Hazard (EXHAZA)	Company code Hazard code Hazard description	

CWSerenade Table	Staging Table	Fields	Additional Information
Item (INITEM)	EC Item (EXITEM)	Company code Item code Item description Height Length Width Selling quantity Shipping weight Unit of measure code Vendor number Second language description SKU? ( <b>0=N, 1=Y</b> ) Active on web? ( <b>0=N, 1=Y</b> ) Long SKU department Long SKU class Long SKU category Hazard code User fields 1 through 4 Status	Each non-SKU'd item associated with a selected offer(s) (that is, there is an item/offer assignment) is selected for download. SKU'd items are also included in the selection if they have item/offer assignments. <b>Note:</b> The <i>Active on web?</i> flag is not currently used.
Item Offer (INIOFR)	EC Item (EXITEM)	Allow gift wrap? ( <b>0=N, 1=Y</b> )	
Item Information (INIINF)	EC Item (EXITEM)	E-commerce item information (RP template) = ECI description long	.
SKU (INSKU)	EC Item (EXITEM)	List price	The <i>Original price</i> in the EC Item table is from the highest <i>List price</i> for all SKUs.
Item Price (INIPRC)	EC Item Breakpoint (EXIPRC)	Company code Offer code Item code Breakpoint quantity Price	<ul style="list-style-type: none"> <li>You set up a price breakpoint for a quantity of <b>1</b> when you create an item/offer assignment and specify a price. You can also specify additional price breakpoints for larger quantities. The extract includes the latest current or future price (based on the <a href="#">Future prices</a> field), for each item-level quantity breakpoint.</li> </ul>

CWSerenade Table	Staging Table	Fields	Additional Information
E-Comm Item Image (ECIIMG) or E-Commerce Image Path (ECIMGP)	EC Item Image (EXIMAG)	Company code Item code Thumbnail image path Regular-size image path Large image path	If you specify item image paths and filenames at the item level, this information is selected for the download; otherwise, the system builds the item image path and filename using the defaults set up in E-Commerce Job Control. See <a href="#">Working with E-Commerce Job Control (EJCT)</a> for information on setting up defaults.
Item Offer (INIOFR)	EC Offer Item Link (EXIOFL)	Company code Offer code Item code Price (single unit) Special handling price Item alias Gift wrap price Custom special handling format code	<ul style="list-style-type: none"> <li>The extract includes the latest current or future price (based on the <a href="#">Future prices</a> field), for each single-unit item-level price.</li> </ul>
SKU Offer (INSKOF)	EC Offer SKU Link (EXSOFL)	Company code Offer code Item code Short SKU Price (single-unit) Special handling price Gift wrap price Custom special handling format code	<b>Note:</b> A SKU/offer is selected for download only if the special handling or gift wrap information differs from the item/offer, or if you select the <i>All SKU offers</i> option when generating the extract. The extract includes the latest current or future price (based on the <a href="#">Future prices</a> field), for each single-unit SKU-level price.

CWSerenade Table	Staging Table	Fields	Additional Information
SKU (INSKU)	EC SKU (EXSKU)	Company code Item code Short SKU (assigned by the system at SKU creation) SKU code SKU description SKU element 1 through 3 SKU element 1 through 3 description Gift certificate? ( <b>0=N</b> , <b>1=Y</b> ) Restrict orders? ( <b>0=N</b> , <b>1=Y</b> ) User fields 1 through 5 Soldout control code Status UPC codes (first two)	A SKU is selected for download only if it has a SKU/offer selected for download (because it differs from the item/offer, as described above). Non-SKU'd items are also selected for download in this table. <b>Note:</b> The <i>Short SKU</i> is stored in the SKU table and is a 7-position number used to identify SKUs and items. You can view the short SKU on display screens in Work with Items ( <b>MITM</b> ) and Inventory Inquiry ( <b>DINI</b> ).
SKU Price (INSPRC)	EC SKU Breakpoint (EXSPRC)	Company code Offer code Item code Short SKU (assigned by the system at SKU creation) Breakpoint quantity Price	<ul style="list-style-type: none"> <li>A SKU price is selected for download only if the SKU-level offer price differs from the Item Offer price, or if you select the <a href="#">All SKU offers</a> option when generating the extract). The extract includes the latest current or future price (based on the <a href="#">Future prices</a> field), for each SKU-level quantity breakpoint.</li> </ul>
E-Comm Up/Cross-Sell (ECSELL)	EC Up-Sell (EXUSEL)	Company code Item code Upsell item code Upsell description	Only records with a type of <b>U</b> (upsell) are currently created in the E-Comm Up/Cross-Sell table and selected for download.
Keyword (INKWDP)	EC Keyword (EXKEYW)	Company code Item code Keyword	
Page Letter Alias (INPLAL)	EC Alias Item (EXITMA)	Company code Item code Offer Alias item	CWSerenade includes all item aliases for an item for the offer selected in the e-commerce download.

CWSerenade Table	Staging Table	Fields	Additional Information
Item Ship Via Override (INISVO)	EC Item Ship Via Override (EXISVO)	Company code Item number Shipping code	CWSerenade only populates this table if records exist in the Item Ship Via Override table for an item.

# Removing Offers and Items from Download (ERMV)

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**Purpose:** Use this menu option to discontinue generating periodic updates to the web storefront for selected items, SKUs, or offers.

**E-commerce extract tables:** When you run periodic updates to the web storefront about items and their availability, the system checks two extract tables to determine whether this is an item/SKU and offer featured on the web storefront. The extract tables are:

- E-Comm Item Extract (**ECITEX**): includes information on items in offers that have been selected for download through [Downloading E-Commerce Offer Tables \(EOFR\)](#), and tracks whether the item or its SKUs have been changed
- E-Comm SKU Extract (**ECSKEX**): includes information on all SKUs of items that are in the E-Comm Item Extract table

If the system finds a record in either of these tables, this indicates that you sell the item/SKU on your web storefront, so the e-commerce-related periodic functions should include them when extracting updates.

The periodic functions that use the extract tables are the item availability function (**ECAVAI**, or program **ECR0144**) and the item change function (**ECITMCH**, or program name **ECX0178**). These periodic functions are described under [Periodic Functions Related to E-Commerce](#).

## Remove Offers and Items from Download Screen

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Use this screen to indicate the offer, item, or item/SKU to remove from the e-commerce extract tables in order to prevent related information from being included in future updates.

**How to display this screen:** Select Remove Offers and Items from Download from a menu, or enter (**ERMV**) in the *Fast path* field at the top of any menu.

Field	Description
<b>Offer</b>	<p>The offer to remove from the extract tables in order to discontinue sending updates to the web storefront. Your entry is validated against the Offer table.</p> <p><b>Updates:</b> The submitted job removes each entry for this offer from the E-Comm Item Extract table (<b>ECITEX</b>). If there are no additional entries in the E-Comm Item Extract table for other offers, and if this is a SKU'd item, the submitted job also removes each SKU from the E-Comm SKU Extract table (<b>ECSKEX</b>). See the examples below for more information.</p> <p><b>Note:</b> You cannot enter both offer and item information. <i>Alphanumeric, 3 positions; optional.</i></p>
<b>Item</b>	<p>The item to remove from the extract tables in order to discontinue sending updates to the web storefront. Your entry is validated against the Item table. You can specify to remove all SKUs for an item by completing this field and leaving the <i>SKU</i> field blank, or you can identify a specific SKU to remove.</p> <p><b>Updates:</b> The submitted job removes each entry for this item from the E-Comm Item Extract table (<b>ECITEX</b>). If you also enter a <i>SKU</i> for this item, then the submitted job removes just this SKU from the E-Comm SKU Extract table (<b>ECSKEX</b>); otherwise, if the <i>SKU</i> field is blank, the submitted job removes all SKUs for the item from the E-Comm SKU Extract table.</p> <p><b>Note:</b> You cannot enter both offer and item information. <i>Alphanumeric, 12 positions; optional.</i></p>
<b>SKU</b>	<p>The particular SKU to remove from the extract tables in order to discontinue sending updates to the web storefront. Your entry is validated against the SKU table.</p> <p>You can enter the <i>Item</i> and leave this field blank in order to remove all SKUs.</p> <p><b>Updates:</b> The submitted job removes the SKU from the E-Comm SKU Extract table (<b>ECSKEX</b>). If there are no additional SKUs for the item left in this table, the submitted job also removes each entry for the item from the E-Comm Item Extract table (<b>ECITEX</b>). <i>Alphanumeric, three 4-position fields; optional.</i></p>

#### Completing this screen:

- Enter the *Offer* to remove from the extract tables in order to discontinue sending updates; or,

- Enter the *Item* to remove from the extract tables in order to discontinue sending updates. Optionally, you can also specify a *SKU* if you enter an *Item* to delete just a particular *SKU*.
- Click **OK**. The system displays the Confirm Delete window.

If you click **OK** at this window, the system submits the **ECOM\_RMV** job. This job deletes the specified records from the E-Comm Item Extract table (**ECITEX**) and the E-Comm SKU Extract table (**ECSKEX**).

### Examples:

Scenario	Result
<b>Specify an offer to delete. A SKU'd item is assigned to this offer and no other offers in the E-Comm Item Extract table.</b> <b>Example:</b> Offer S05 is no longer effective, so you no longer want to send updates on item/SKUs for that offer.	E-Comm Item Extract table update: Removes Item/Offer record E-Comm SKU Extract table update: Removes all SKUs <b>Resulting periodic updates:</b> ECITMCH: No update for the item/SKU ECAVAIL: No update for the item/SKU
<b>Specify an offer to delete. A SKU'd item is assigned to this offer and another offer in the E-Comm Item Extract table.</b> <b>Example:</b> Offer S05 is no longer effective, but you are continuing to sell some of the same items, including AB1234 in offer F05.	E-Comm Item Extract table update: Removes Item/Offer record for S05, but leaves Item/Offer record for F05 E-Comm SKU Extract table update: No changes to SKUs for AB1234. <b>Resulting periodic updates:</b> ECITMCH: If change to item or SKU, updates EC Item table (EXITEM) with item and EC SKU table (EXSKU) with all SKUs ECAVAIL: Updates EC Item Availability (EXAVAI) with all SKUs
<b>Specify the base item of a SKU'd item to delete. The SKU'd item is assigned to two offers in the E-Comm Item Extract table.</b> <b>Example:</b> You are no longer selling item CD2345 this year in any offer.	E-Comm Item Extract table update: Removes all records for CD2345 E-Comm SKU Extract table update: Removes all SKUs <b>Resulting periodic updates:</b> ECITMCH: No update for the item/SKU ECAVAIL: No update for the item/SKU

Scenario	Result
<p><b>Specify a single SKU to delete. There are additional SKUs remaining in this offer in the E-Comm Item Extract table.</b></p> <p><b>Example:</b> You are no longer selling item DE4567 in orange, although other colors are still available for sale in the same offer.</p>	<p>E-Comm Item Extract table update: No change            E-Comm SKU Extract table update: Deletes this particular SKU</p> <p><b>Resulting periodic updates:</b>            ECITMCH: If change to item or SKU, updates EC Item table (EXITEM) with item and EC SKU table (EXSKU) with all SKUs (<i>including deleted SKU</i>)            ECAVAIL: Updates EC Item Availability (EXAVAI) with all SKUs (<i>including deleted SKU</i>)</p>
<p><b>Specify a single SKU to delete. Although this is the only SKU for the item assigned to a particular offer, other SKUs for the same item are assigned to a different offer in the E-Comm Item Extract table.</b></p> <p><b>Example:</b> Item EF4567 in green is no longer available in your clearance offer, but other colors of the item are still available in your regular offer.</p>	<p>E-Comm Item Extract table update: No change (Item/SKU offer remains)            E-Comm SKU Extract table update: Deletes SKU</p> <p><b>Resulting periodic updates:</b>            ECITMCH: If change to item or SKU, updates EC Item table (EXITEM) with item, but does not include deleted SKU when updating the EC SKU table (EXSKU)            ECAVAIL updates: Does not include deleted SKU when updating EC Item Availability table (EXAVAI)</p>
<p><b>Specify a single SKU to delete. This is the last remaining SKU for an item in the E-Comm Item Extract table.</b></p> <p><b>Example:</b> You included item FG5678 in purple in your clearance offer, but this item is no longer available in any color in any remaining offers.</p>	<p>E-Comm Item Extract table update: Deletes the Item/Offer record            E-Comm SKU Extract table update: Deletes the SKU</p> <p><b>Resulting periodic updates:</b>            ECITMCH: No update for this item or SKU in EC Item table (EXITEM) or EC SKU table (EXSKU)            ECAVAIL: No update for the SKU in EC Item Availability table (EXAVAI)</p>

# Sending Internet Order Ship Confirmation (ESCF)

---

**Purpose:** Use the Send Internet Order Ship Confirmation menu option to generate email notifications or the Outbound EMail XML Message (CWEEmailOut) to customers when an order shipment or return takes place. The confirmation is sent to the order-level email address on the order.

**Confirmations for all orders?** See [Shipment and Return Confirmation Emails](#) for a discussion of which orders are eligible to generate these email confirmations based on the settings in your company and the customer's email information.

**Periodic function:** You can also use the periodic function **ECSHCNF** (program name = **ECR0154**) to generate confirmation emails or messages. See [Additional E-Commerce Setup](#).

**For more sample emails and more information:** See [Shipment Confirmation Email Sample and Contents](#) and [Return Confirmation Email Sample and Contents](#).

**Interrupting or completing email generation:** If you generate emails for a single day, the system keeps track of the last email generated so that you do not send the same email more than once; however, this option is not supported if you consolidate invoices. See [Stopping and Restarting Shipment and Return Confirmation Emails](#) for more information.

**Save in email repository?** The *Write Outbound Email to Email Repository (H99)* system control value controls whether the email notification or the Outbound EMail XML Message (CWEEmailOut) is stored in correspondence history. See this system control value for more information on identifying and reviewing outbound emails for a customer.

**Order history message:** When a shipment or return confirmation email or Outbound EMail XML Message (CWEEmailOut) is sent, CWSerenade creates an order history message such as Retrn Conf to kbottger@commercialware.com. You can review order history messages at the Display Order History screen in order inquiry.

**No emails generated?** If the *Shipment Confirmation Program (G51)* system control value is blank, or if you are generating an actual email (rather than the Outbound EMail XML Message (CWEEmailOut)) and the system control value is not set to **ShpConf**, no shipment confirmation emails are generated. Similarly, if the *Return Confirmation E-Mail Program (H53)* system control value is blank, or if you are generating an actual email (rather than the Outbound EMail XML Message (CWEEmailOut)) and the system control value is not set to **RetConf**, no return confirmation emails are generated.

## Send Internet Shipment Confirmations Screen

---

**How to display this screen:** Enter **ESCF** in the *Fast path* field at the top of any menu, or select Send Internet Order Ship Confirmation from a menu.

Field	Description
<b>From...</b>	The first shipment date to include when generating shipment confirmations. All eligible orders with shipments on or after this date, and not later than the <i>To date</i> , are included for shipment confirmation. The current date defaults. <i>Numeric, 6 positions (MM/DD/YY format); required.</i>
<b>To...</b>	The last shipment date to include when generating shipment confirmations. All eligible orders with shipments on or before this date, and not before the <i>From date</i> , are included for shipment confirmation. The current date defaults. <i>Numeric, 6 positions (MM/DD/YY format); required.</i>

**Instructions:** To generate shipment confirmation emails and return confirmation emails or the Outbound EMail XML Message (CWEEmailOut), override the *From* and *To* dates if necessary. Select **Accept** to generate the confirmation emails for the selected date(s).

## Stopping and Restarting Shipment and Return Confirmation Emails

**Overview:** When you generate shipment and return confirmation emails through the [Send Internet Shipment Confirmations Screen](#) or through the **ECSHCNF** periodic function, the system can keep track of the last email generated based on invoice number, enabling you to:

- generate confirmation emails throughout the day for new shipments
- continue email generation if you need to interrupt the process for any reason

**Supported when?** Stopping and restarting shipment and return confirmations is supported only if:

- the *Consolidated Invoice (B49)* system control value is **not** selected
- you do not enter a range of dates at the [Send Internet Shipment Confirmations Screen](#). To be able to restart generation where you left off, you must make sure that the *To...* and *From...* dates are the same.

Otherwise, you do not have the option to restart the email generation process without generating duplicate emails.

**How to stop email generation:** To interrupt the generation of shipment and return confirmation emails, use the Purge Active Procedures Across Users option (MACX) option to delete the active procedure with a *Type* of **SC** and a *Program* of **ECR0154**. After

you delete the active procedure, the generation process might generate approximately 25 more confirmations before it stops.

**Restarting email generation:** To restart email generation where it left off for the date, simply run the periodic function or use the [Send Internet Shipment Confirmations Screen](#) to generate confirmations for the same date. Using the periodic function generates email confirmations for the current date, while the [Send Internet Shipment Confirmations Screen](#) enables you to specify a single date for email generation.

**How does the system keep track?** When you generate shipment and return email confirmations, the system writes a record in the Report Generic table noting the date and the last invoice number with a confirmation email generated. If you generate email confirmations again for that same date, the process starts with the next invoice number. Similar to the Active Procedure record, the Report Generic record has a *Report type of SC*. If for any reason you ever need to regenerate a group of confirmation emails again, you can use SQL to reset the last invoice number in that table before you restart the email generation process.

# E-Commerce Tables

---

**Purpose:** You extract data from regular CWSerenade tables into the tables listed below, which are available for subsequent transmission to your web storefront database.

**In this topic:**

- [\*E-Commerce Static Tables\*](#) on page 411
- [\*E-Commerce Offer Tables\*](#) on page 415
- [\*E-Commerce B2B Static Tables\*](#) on page 422
- [\*Additional Downloads\*](#) on page 425

## E-Commerce Static Tables

**Purpose:** The Download E-Commerce Static Files menu option (**ESTF**) extracts data to the following tables.

### Company

**Table:** EC Company (EXCOMP)

#### Contents:

- Company code
- CMP description
- SKU label 1
- SKU label desc 1
- SKU label 2
- SKU label desc 2
- SKU label 3
- SKU label desc 3

### Country

**Table:** EC Country (EXCNTY)

#### Contents:

- RPR country
- Required state
- CNT description

### State

**Table:** EC State (EXSTAT)

#### Contents:

- RPR country
- State code
- STE description

### Payment type

**Table:** EC Payment Type (EXPAYT)

**Contents:**

- Company code
- Pay type
- PAY description
- PAY category
- PAY modulus check
- PAY limit for checks
- Valid leading digits
- Valid length

**Personalization****Table:** EC Personalization (EXPERS)**Contents:**

- Company code
- SHF code

**Personalization detail****Table:** EC Personalization Dtl (EXPRSD)**Contents:**

- Company code
- SHF code
- Pers sequence
- SFD prompt text
- Max character
- Required?
- Allow detail value?

**Personalization values****Table:** EC Personalization Values (EXPRS V)**Contents:**

- Company code

- SHF code
- Pers sequence
- Value ID
- Valid value

### **SCF/Ship via**

**Table:** EC SCF/Ship Via (EXSCFS)

#### **Contents:**

- Company code
- Shipping code
- SCF

### **Shipping method**

**Table:** EC Shipping Method (EXSHIP)

#### **Contents:**

- Company code
- Shipping code
- VIA shipper name
- Add'l charges
- Ship to PO

### **Holiday arrival date**

**Table:** EC Holiday Arrival Date (EXHOLI)

#### **Contents:**

- Company code
- Holiday code
- Holiday date
- Holiday description

### **Return reason**

**Table:** EC Return Reason (EXRTRS)

#### **Contents:**

- Company code

- Return reason
- Rtn reas description

### Cancel reason

**Table:** EC Cancel Reason (EXCNRS)

#### Contents:

- Company code
- Cancel reason
- Cancel reason desc

### SCF state

**Table:** EC SCF State (EXSCST)

#### Contents:

- Company code
- RPR country
- SCF
- State code

## E-Commerce Offer Tables

The Download E-Commerce Offer Files menu option (**EOFR**) extracts data to the following tables.

### Offer

**Table:** EC Offer (EXOFFR)

#### Contents:

- Company code
- Offer
- OFR description
- Start date
- Stop date

### Source

**Table:** EC Source (EXSRCE)

#### Contents:

- Company code
- Source code
- Src description
- Disc %
- Offer

### Category:

**Table:** EC Category (EXECAT)

#### Contents:

- Company code
- Category
- Category description

### Item category

**Table:** EC Item Category (EXITCT)

#### Contents:

- Company code

- Item number
- Category

## Class

**Table:** EC Class (EXCLAS)

**Contents:**

- Company code
- Department
- Class
- Class description

## Cross-Sell

**Table:** EC Cross-Sell (EXCSEL)

**Contents:**

- Company code
- Item number
- Cross sell item
- Cross-Sell Desc
- Coordinate sequence
- Coordinate type

## Department

**Table:** EC Department (EXDEPT)

**Contents:**

- Company code
- Department
- Dept description

## Extra shipping

**Table:** EC Extra Shipping (EXSCIT)

**Contents:**

- Company code
- Shipping code
- Item number
- Extra shipping

**Hazard****Table:** EC Hazard (EXHAZA)**Contents:**

- Company code
- Hazard code
- Hazard description

**Item****Table:** EC Item (EXITEM)**Contents:**

- Company code
- Item number
- Desc short
- Height
- Length
- Width
- Selling qty
- Ship weight
- Unit of measure
- Vendor number
- Desc second language
- Allow SKU?
- Desc long
- Allow gift wrap
- Active on web

- Department
- Class
- Category
- Hazard code
- Original price
- User field 1
- User field 2
- User field 3
- User field 4
- Item status

### **Item break point**

**Table:** EC Item Breakpoint (EXIPRC)

#### **Contents:**

- Company code
- Offer
- Item number
- Breakpoint qty
- Price

### **Item image**

**Table:** EC Item Image (EXIMAG)

#### **Contents:**

- Company code
- Item number
- Thumbfile picture
- Regular picture
- Large picture

### **Offer item link**

**Table:** EC Offer Item Link (EXIOFL)

**Contents:**

- Company code
- Offer
- Item number
- Base price
- Personalize cost
- Item alias
- Gift wrap cost
- SHF code

**Offer SKU link****Table:** EC Offer SKU Link (EXSOFL)**Contents:**

- Company code
- Offer
- Item number
- Short SKU
- SKU price
- Personalize cost
- Gift wrap cost
- SHF code

**SKU****Table:** EC SKU (EXSKU)**Contents:**

- Company code
- Item number
- Short SKU
- SKU code
- SKU description
- SKU element 1

- SKU element 1 desc
- SKU element 2
- SKU element 2 desc
- SKU element 3
- SKU element 3 desc
- Gift cert?
- Restrict orders?
- Retail reference
- SKU status
- Sold out
- User field 1
- User field 2
- User field 3
- User field 4
- User field 5
- UPC code 1
- UPC code 2

### **SKU break point**

**Table:** EC SKU Breakpoint (EXSPRC)

#### **Contents:**

- Company code
- Offer
- Item number
- Short SKU
- SKU breakpoint qty
- SKU price

### **Upsell**

**Table:** EC Up-Sell (EXUSEL)

**Contents:**

- Company code
- Item number
- Upsell item ECI item numb
- Up-sell desc

**Keyword:****Table:** EC Keyword (EXKEYW)**Contents:**

- Company code
- Item number
- Keyword

**Alias item****Table:** EC Alias Item (EXITMA)**Contents:**

- Company code
- Item number
- Offer
- Alias item

**Item ship via override****Table:** EC Item Ship Via Override (EXISVO)**Contents:**

- Company code
- Item number
- Shipping code

## E-Commerce B2B Static Tables

The Download B2B E-Commerce Static Files menu option (**BBED**) extracts data to the following tables.

### Individual department

**Table:** EC Individual Department (EXINDD)

#### Contents:

- Company code
- Department
- Dept description

### Individual position

**Table:** EC Individual Position (EXINDP)

#### Contents:

- Company code
- Position
- Position description
- Dept required

### Price table item

**Table:** EC Price Table Item (EXPTIT)

#### Contents:

- Company code
- Price table
- Item number
- SKU code
- Maximum price level
- Premium qty required
- Premium qty to add
- Premium multiple
- Premium as free gift
- Premium price

- Premium dollars req
- Premium ITM number
- Premium SKU code
- Qty level 01
- Price level 01
- Qty level 02
- Price level 02
- Qty level 03
- Price level 03
- Qty level 04
- Price level 04
- Qty level 05
- Price level 05
- Qty level 06
- Price level 06
- Qty level 07
- Price level 07
- Qty level 08
- Price level 08
- Qty level 09
- Price level 09
- Qty level 10
- Price level 10

### **Source code/price table**

**Table:** EC Source Code/PTB (EXSRCP)

#### **Contents:**

- Company code
- Source code
- Src description

- Src discount
- Source user field 1
- Source user field 2
- Source user field 3
- Source user field 4
- Source user field 5
- Source user field 6
- Last change date
- Price table
- Offer

### **Customer extension**

**Table:** EC CST Ext (EXCSTE)

#### **Contents:**

- Company code
- CST customer #
- User defined field 1
- User defined field 2
- User defined field 3
- User defined field 4

## Additional Downloads

**Purpose:** You populate the following tables through periodic functions or interactive process.

### Item availability

**Table:** EC Item Availability (EXAVAI)

**Populated through:** The ECAVAIL periodic function (ECR0144) or the EVAVAIL process.

#### Contents:

- Company code
- Item number
- Short SKU
- Qty avail
- Date expected
- Default delivery date

### Gift certificate

**Table:** EC Gift Certificate (EXGFTC)

**Populated through:** The EXGFTC periodic function (ECR0142).

#### Contents:

- Company code
- Gift cert #
- Gift cert value

### Ship exclusion

**Table:** EC Ship Exclusion (EXITEX)

**Populated through:** The ECITMCH periodic function (ECR0389).

#### Contents:

- Identifier
- RPR country
- State code

- Company code
- Item number
- Description

# Document Type Definitions (DTDs)

---

**Purpose:** Document Type Definitions (DTDs) for each of the messages used as part of the CWSerenade e-commerce integration are presented in this chapter.

DTD	For More Information:
<a href="#">CWORDERIN on page 429</a>	<a href="#">Inbound Order XML Message (CWORDERIN) on page 60</a>
<a href="#">CWORDEROUT on page 435</a>	<a href="#">Detailed Order XML Response (CWORDEROUT) on page 152 and Order Acknowledgement XML Message (CWORDEROUT) on page 181</a>
<a href="#">CWCatRequest on page 439</a>	<a href="#">E-Commerce Catalog Request Message (CWCatRequest) on page 204</a>
<a href="#">CWCatResponse on page 440</a>	<a href="#">E-Commerce Catalog Request Response Message (CWCatreqResponse) on page 213</a>
<a href="#">CWOrderStatus on page 441</a>	<a href="#">E-Commerce Order Status Message (CWOrderStatus) on page 217</a>
<a href="#">CWStatusResponse on page 442</a>	<a href="#">E-Commerce Order Status Response Message (CWStatusResponse) on page 220</a>
<a href="#">CWReturn on page 443</a>	<a href="#">E-Commerce Return Request Message (CWReturn) on page 231</a>
<a href="#">CWReturnResponse on page 444</a>	<a href="#">E-Commerce Return Response Message (CWReturnResponse) on page 234</a>
<a href="#">CWCcancel on page 445</a>	<a href="#">E-Commerce Cancel Request Message: Sample XML on page 255</a>

**DTD****For More Information:**

*CWInventoryDownload* on page 446   *Inventory Download XML Message  
(CWInventoryDownload)* on page 276

## CWORDERIN

```
<?xml version="1.0" encoding="UTF-8"?>
<!ELEMENT Message (Header) >
<!ATTLIST Message
  source CDATA #IMPLIED
  target CDATA #IMPLIED
  type CDATA "CWORDERIN"
  resp_qmgr CDATA #IMPLIED
  resp_q CDATA #IMPLIED
>
<!ELEMENT Header (CustOwnerships?, CustUserFields?, UserFields?, Payments?, ShipTos?,
Profiles?, Coupons?) >
<!ATTLIST Header
  company_code CDATA #IMPLIED
  order_number CDATA #IMPLIED
  offer_id CDATA #IMPLIED
  payment_only CDATA #IMPLIED
  source_code CDATA #IMPLIED
  response_type CDATA #IMPLIED
  order_date CDATA #IMPLIED
  order_channel CDATA #IMPLIED
  customer_number CDATA #IMPLIED
  alternate_sold_to_id CDATA #IMPLIED
  prospect_id CDATA #IMPLIED
  sold_to_prefix CDATA #IMPLIED
  sold_to_fname CDATA #IMPLIED
  sold_to_initial CDATA #IMPLIED
  sold_to_lname CDATA #IMPLIED
  sold_to_suffix CDATA #IMPLIED
  sold_to_company CDATA #IMPLIED
  sold_to_busres CDATA #IMPLIED
  sold_to_address1 CDATA #IMPLIED
  sold_to_address2 CDATA #IMPLIED
  sold_to_address3 CDATA #IMPLIED
  sold_to_address4 CDATA #IMPLIED
  sold_to_apartment CDATA #IMPLIED
  sold_to_city CDATA #IMPLIED
  sold_to_state CDATA #IMPLIED
  sold_to_zip CDATA #IMPLIED
  sold_to_country CDATA #IMPLIED
  sold_to_email CDATA #IMPLIED
  sold_to_email_update CDATA #IMPLIED
  sold_to_day_phone CDATA #IMPLIED
  sold_to_eve_phone CDATA #IMPLIED
  sold_to_fax_phone CDATA #IMPLIED
  sold_to_opt_in CDATA #IMPLIED
  sold_to_address_update CDATA #IMPLIED
  allow_rent CDATA #IMPLIED
  allow_email CDATA #IMPLIED
  allow_mail CDATA #IMPLIED
  nbr_ship_tos CDATA #IMPLIED
  pay_incl CDATA #IMPLIED
  ind_number CDATA #IMPLIED
  ind_dept CDATA #IMPLIED
  ind_position CDATA #IMPLIED
  ind_prefix CDATA #IMPLIED
  ind_fname CDATA #IMPLIED
  ind_initial CDATA #IMPLIED
  ind_lname CDATA #IMPLIED
  ind_suffix CDATA #IMPLIED
```

```

ind_day_phone CDATA #IMPLIED
ind_eve_phone CDATA #IMPLIED
ind_fax_phone CDATA #IMPLIED
ind_email_address CDATA #IMPLIED
ind_opt_in CDATA #IMPLIED
ind_mail_flag CDATA #IMPLIED
ind_rent_flag CDATA #IMPLIED
bill_to_number CDATA #IMPLIED
alternate_bill_to_id CDATA #IMPLIED
bill_to_prefix CDATA #IMPLIED
bill_to_fname CDATA #IMPLIED
bill_to_initial CDATA #IMPLIED
bill_to_lname CDATA #IMPLIED
bill_to_suffix CDATA #IMPLIED
bill_to_company_name CDATA #IMPLIED
bill_to_address1 CDATA #IMPLIED
bill_to_address2 CDATA #IMPLIED
bill_to_address3 CDATA #IMPLIED
bill_to_address4 CDATA #IMPLIED
bill_to_apt CDATA #IMPLIED
bill_to_city CDATA #IMPLIED
bill_to_state CDATA #IMPLIED
bill_to_zip CDATA #IMPLIED
bill_to_country CDATA #IMPLIED
bill_to_email CDATA #IMPLIED
bill_to_day_phone CDATA #IMPLIED
bill_to_eve_phone CDATA #IMPLIED
bill_to_fax_phone CDATA #IMPLIED
bill_to_print_statement CDATA #IMPLIED
user_hold_reason CDATA #IMPLIED
batch_number CDATA #IMPLIED
batch_date CDATA #IMPLIED
batch_beg_end_flag CDATA #IMPLIED
approve_batch CDATA #IMPLIED
batch_order_count CDATA #IMPLIED
batch_qty_count CDATA #IMPLIED
batch_prepaid_total CDATA #IMPLIED
order_type CDATA #IMPLIED
sales_rep_number CDATA #IMPLIED
sales_rep_name CDATA #IMPLIED
entered_by_user CDATA #IMPLIED
customer_class CDATA #IMPLIED
order_email CDATA #IMPLIED
bill_to_opt_in CDATA #IMPLIED
rdc_order_nbr CDATA #IMPLIED
enter_date CDATA #IMPLIED
enter_time CDATA #IMPLIED
ip_addr CDATA #IMPLIED
sold_to_price_group CDATA #IMPLIED
sales_rep_store CDATA #IMPLIED
>
<!ELEMENT CustOwnerships (CustOwnership)+>
<!ELEMENT CustOwnership EMPTY>
<!ATTLIST CustOwnership
  cust_own_ID CDATA #IMPLIED
  cust_own_desc CDATA #IMPLIED
  cust_own_active CDATA #IMPLIED
  cust_own_entry_date CDATA #IMPLIED
  cust_own_confirm_date CDATA #IMPLIED
>
<!ELEMENT CustUserFields (CustUserField+)>

```

```
<!ELEMENT CustUserField EMPTY>
<!ATTLIST CustUserField
  cust_usr_fld_dtl_seq_nbr CDATA #IMPLIED
  cust_usr_fld_label CDATA #IMPLIED
  cust_usr_fld_data CDATA #IMPLIED
>
<!ELEMENT UserFields (UserField+)>
<!ELEMENT UserField EMPTY>
<!ATTLIST UserField
  usr_fld_dtl_seq_number CDATA #IMPLIED
  usr_fld_label CDATA #IMPLIED
  usr_fld_data CDATA #IMPLIED
>
<!ELEMENT Payments (Payment+)>
<!ELEMENT Payment EMPTY>
<!ATTLIST Payment
  payment_type CDATA #IMPLIED
  charge_sequence CDATA #IMPLIED
  suppress_deposit_flag CDATA #IMPLIED
  suppress_refund_flag CDATA #IMPLIED
  cc_name CDATA #IMPLIED
  cc_type CDATA #IMPLIED
  cc_number CDATA #IMPLIED
  cc_exp_month CDATA #IMPLIED
  cc_exp_year CDATA #IMPLIED
  cc_sec_value CDATA #IMPLIED
  cc_sec_presence CDATA #IMPLIED
  cc_iss_bank CDATA #IMPLIED
  defer_bill CDATA #IMPLIED
  flexible_payment_code CDATA #IMPLIED
  amt_to_charge CDATA #IMPLIED
  auth_number CDATA #IMPLIED
  auth_date CDATA #IMPLIED
  auth_amount CDATA #IMPLIED
  gc_type CDATA #IMPLIED
  gift_certificate_number CDATA #IMPLIED
  gift_certificate_amount CDATA #IMPLIED
  expiration_date CDATA #IMPLIED
  hold_id CDATA #IMPLIED
  ar_type CDATA #IMPLIED
  po_number CDATA #IMPLIED
  check_number CDATA #IMPLIED
  check_amount CDATA #IMPLIED
  checking_account CDATA #IMPLIED
  routing_number CDATA #IMPLIED
  svc_id CDATA #IMPLIED
  cash_control_number CDATA #IMPLIED
  start_date CDATA #IMPLIED
  card_issue_nbr CDATA #IMPLIED
  soc_sec_nbr CDATA #IMPLIED
  bml_version CDATA #IMPLIED
  birthdate CDATA #IMPLIED
  authentication_value CDATA #IMPLIED
  ecommerce_indicator CDATA #IMPLIED
  cc_last_four CDATA #IMPLIED
  already_tokenized CDATA #IMPLIED
  cc_bin_nbr CDATA #IMPLIED
  transaction_id CDATA #IMPLIED
  vendor_response CDATA #IMPLIED
  avs_response CDATA #IMPLIED
  cid_response CDATA #IMPLIED
```

```
>
<!ELEMENT ShipTos (ShipTo+)>
<!ELEMENT ShipTo (AdditionalCharges?, Ord_Msgs?, Promotions?, Certificates?, Items?)>
<!ATTLIST ShipTo
    arrival_date CDATA #IMPLIED
    cancel_bo CDATA #IMPLIED
    cancel_bo_date CDATA #IMPLIED
    contact_name CDATA #IMPLIED
    fedex_number CDATA #IMPLIED
    freight CDATA #IMPLIED
    shipping_method CDATA #IMPLIED
    gift CDATA #IMPLIED
    resale_exempt_id CDATA #IMPLIED
    ship_complete CDATA #IMPLIED
    priority CDATA #IMPLIED
    calc_frt CDATA #IMPLIED
    discount_pct CDATA #IMPLIED
    customer_ship_to_number CDATA #IMPLIED
    alternate_ship_to_id CDATA #IMPLIED
    ship_to_type CDATA #IMPLIED
    ship_to_prefix CDATA #IMPLIED
    ship_to_fname CDATA #IMPLIED
    ship_to_initial CDATA #IMPLIED
    ship_to_lname CDATA #IMPLIED
    ship_to_suffix CDATA #IMPLIED
    ship_to_company CDATA #IMPLIED
    ship_to_address1 CDATA #IMPLIED
    ship_to_address2 CDATA #IMPLIED
    ship_to_address3 CDATA #IMPLIED
    ship_to_address4 CDATA #IMPLIED
    ship_to_apartment CDATA #IMPLIED
    ship_to_city CDATA #IMPLIED
    ship_to_state CDATA #IMPLIED
    ship_to_zip CDATA #IMPLIED
    ship_to_country CDATA #IMPLIED
    ship_to_email CDATA #IMPLIED
    ship_to_busres CDATA #IMPLIED
    ship_to_day_phone CDATA #IMPLIED
    ship_to_evening_phone CDATA #IMPLIED
    ship_to_fax_phone CDATA #IMPLIED
    email_gc CDATA #IMPLIED
    permanent_ship_to_number CDATA #IMPLIED
    ship_to_warehouse CDATA #IMPLIED
    ship_to_po_number CDATA #IMPLIED
    gift_message CDATA #IMPLIED
    add_chg_count CDATA #IMPLIED
    promotion CDATA #IMPLIED
    store_code CDATA #IMPLIED
    delivery_type CDATA #IMPLIED
    tax_exempt CDATA #IMPLIED
    freight_tax_amount CDATA #IMPLIED
    freight_tax_override CDATA #IMPLIED
>
<!ELEMENT AdditionalCharges (AdditionalCharge+)>
<!ELEMENT AdditionalCharge EMPTY>
<!ATTLIST AdditionalCharge
    additional_charge_seq_nbr CDATA #IMPLIED
    additional_charge_code CDATA #IMPLIED
    additional_charge_amount CDATA #IMPLIED
>
<!ELEMENT Ord_Msgs (Ord_Msg+)>
```

```
<!ELEMENT Ord_Msg EMPTY>
<!ATTLIST Ord_Msg
    ord_msg_text CDATA #IMPLIED
    ord_msg_code CDATA #IMPLIED
  >
<!ELEMENT Promotions (Promotion+)>
<!ELEMENT Promotion EMPTY>
<!ATTLIST Promotion
    promotion_code CDATA #IMPLIED
  >
<!ELEMENT Certificates (Certificate?)*>
<!ELEMENT Certificate EMPTY>
<!ATTLIST Certificate
    certificate_number CDATA #IMPLIED
    certificate_amount CDATA #IMPLIED
    transaction_id CDATA #IMPLIED
  >
<!ELEMENT Items (Item+)>
<!ELEMENT Item (Lin_Msgs?, personalization_lines?, CouponDetails?)>
<!ATTLIST Item
    drop_ship CDATA #IMPLIED
    no_charge CDATA #IMPLIED
    affect_inventory CDATA #IMPLIED
    line_arrival_date CDATA #IMPLIED
    line_cancel_date CDATA #IMPLIED
    cord_group CDATA #IMPLIED
    actual_price CDATA #IMPLIED
    prc_ovr_rsn CDATA #IMPLIED
    quantity CDATA #IMPLIED
    bypass_reserve CDATA #IMPLIED
    tax_override CDATA #IMPLIED
    tax_amount CDATA #IMPLIED
    gst_amount CDATA #IMPLIED
    pst_amount CDATA #IMPLIED
    gift_wrap CDATA #IMPLIED
    cost_override_amount CDATA #IMPLIED
    line_priority CDATA #IMPLIED
    line_freight_override CDATA #IMPLIED
    line_freight_override_amt CDATA #IMPLIED
    line_coupon_flag CDATA #IMPLIED
    line_coupon_amount CDATA #IMPLIED
    personalization_id CDATA #IMPLIED
    personalization_cost CDATA #IMPLIED
    gc_number CDATA #IMPLIED
    alias_item CDATA #IMPLIED
    item_id CDATA #IMPLIED
    sku CDATA #IMPLIED
    short_sku_number CDATA #IMPLIED
    retail_ref_number CDATA #IMPLIED
    upc_type CDATA #IMPLIED
    upc_code CDATA #IMPLIED
    line_offer CDATA #IMPLIED
    line_source_code CDATA #IMPLIED
    line_shipping_method CDATA #IMPLIED
    line_warehouse CDATA #IMPLIED
    location CDATA #IMPLIED
    return_reason CDATA #IMPLIED
    return_disposition CDATA #IMPLIED
    price_override CDATA #IMPLIED
    pickup_type CDATA #IMPLIED
    pickup_system_location CDATA #IMPLIED
```

```
pickup_location CDATA #IMPLIED
line_entered_date CDATA #IMPLIED
line_entered_time CDATA #IMPLIED
line_hyperlink CDATA #IMPLIED
>
<!ELEMENT Lin_Msgs (Lin_Msg+)>
<!ELEMENT Lin_Msg EMPTY>
<!ATTLIST Lin_Msg
    lin_msg_code CDATA #IMPLIED
    lin_msg_text CDATA #IMPLIED
>
<!ELEMENT personalization_lines (personalization_line+)>
<!ELEMENT personalization_line EMPTY>
<!ATTLIST personalization_line
    personalization_type CDATA #IMPLIED
    personalization_text CDATA #IMPLIED
    standard_text CDATA #IMPLIED
>
<!ELEMENT CouponDetails (CouponDetail?)*>
<!ELEMENT CouponDetail EMPTY>
<!ATTLIST CouponDetail
    coupon_detail_code CDATA #IMPLIED
>
<!ELEMENT Profiles (Profile?)*>
<!ELEMENT Profile EMPTY>
<!ATTLIST Profile
    profile_code CDATA #IMPLIED
    profile_value CDATA #IMPLIED
>
<!ELEMENT Coupons (Coupon?)*>
<!ELEMENT Coupon EMPTY>
<!ATTLIST Coupon
    coupon_code CDATA #IMPLIED
>
```

## CWORDEROUT

```
<?xml version="1.0" encoding="UTF-8"?>
<!ELEMENT Message (Header?) >
<!ATTLIST Message
    source CDATA #REQUIRED
    target CDATA #REQUIRED
    type (CWORDEROUT) #REQUIRED
>
<!ELEMENT Header (Payments?, ShipTos?) >
<!ATTLIST Header
    company_code CDATA #REQUIRED
    order_id CDATA #IMPLIED
    reference_order_number CDATA #IMPLIED
    customer_number CDATA #IMPLIED
    alternate_sold_to_id CDATA #IMPLIED
    bill_to_number CDATA #IMPLIED
    order_date CDATA #IMPLIED
    order_channel CDATA #IMPLIED
    bill_me_later_ind CDATA #IMPLIED
    order_status CDATA #IMPLIED
    order_type CDATA #IMPLIED
    order_type_description CDATA #IMPLIED
    b2b_order CDATA #IMPLIED
    store_restock_order CDATA #IMPLIED
    entered_date CDATA #IMPLIED
    entered_time CDATA #IMPLIED
    email_confirm_date CDATA #IMPLIED
    source_code CDATA #IMPLIED
    offer_id CDATA #IMPLIED
    sold_to_prefix CDATA #IMPLIED
    sold_to_fname CDATA #IMPLIED
    sold_to_initial CDATA #IMPLIED
    sold_to_lname CDATA #IMPLIED
    sold_to_suffix CDATA #IMPLIED
    sold_to_company CDATA #IMPLIED
    sold_to_busres CDATA #IMPLIED
    sold_to_address1 CDATA #IMPLIED
    sold_to_address2 CDATA #IMPLIED
    sold_to_address3 CDATA #IMPLIED
    sold_to_address4 CDATA #IMPLIED
    sold_to_apartment CDATA #IMPLIED
    sold_to_city CDATA #IMPLIED
    sold_to_state CDATA #IMPLIED
    sold_to_state_description CDATA #IMPLIED
    sold_to_zip CDATA #IMPLIED
    sold_to_country CDATA #IMPLIED
    sold_to_day_phone CDATA #IMPLIED
    sold_to_eve_phone CDATA #IMPLIED
    sold_to_fax_phone CDATA #IMPLIED
    allow_rent CDATA #IMPLIED
    allow_mail CDATA #IMPLIED
    sold_to_opt_in CDATA #IMPLIED
    ind_number CDATA #IMPLIED
    bill_to_prefix CDATA #IMPLIED
    bill_to_fname CDATA #IMPLIED
    bill_to_initial CDATA #IMPLIED
    bill_to_lname CDATA #IMPLIED
    bill_to_suffix CDATA #IMPLIED
    bill_to_company CDATA #IMPLIED
    bill_to_busres CDATA #IMPLIED
```

```

bill_to_address1 CDATA #IMPLIED
bill_to_address2 CDATA #IMPLIED
bill_to_address3 CDATA #IMPLIED
bill_to_address4 CDATA #IMPLIED
bill_to_apartment CDATA #IMPLIED
bill_to_city CDATA #IMPLIED
bill_to_state CDATA #IMPLIED
bill_to_state_description CDATA #IMPLIED
bill_to_zip CDATA #IMPLIED
bill_to_country CDATA #IMPLIED
bill_to_day_phone CDATA #IMPLIED
bill_to_eve_phone CDATA #IMPLIED
bill_to_fax_phone CDATA #IMPLIED
sales_rep_number CDATA #IMPLIED
sales_rep_name CDATA #IMPLIED
sales_rep_store CDATA #IMPLIED
>
<!ELEMENT Payments (Payment*)>
<!ELEMENT Payment EMPTY>
<!ATTLIST Payment
  payment_seq_number CDATA #IMPLIED
  pay_type CDATA #IMPLIED
  pay_type_desc CDATA #IMPLIED
  credit_card_nbr CDATA #IMPLIED
  credit_card_exp_dt CDATA #IMPLIED
  credit_card_auth_dt CDATA #IMPLIED
  credit_card_auth_nbr CDATA #IMPLIED
  check_nbr CDATA #IMPLIED
  gift_cert_nbr CDATA #IMPLIED
  amt_to_chg CDATA #IMPLIED
  start_date CDATA #IMPLIED
  card_issue_nbr CDATA #IMPLIED
>
<!ELEMENT ShipTos (ShipTo+)>
<!ELEMENT ShipTo (Details, Errors?, Promotions?)>
<!ATTLIST ShipTo
  ship_to_number CDATA #IMPLIED
  sub_total CDATA #IMPLIED
  discount_total CDATA #IMPLIED
  shipping CDATA #IMPLIED
  shipping_override CDATA #IMPLIED
  additional_shipping CDATA #IMPLIED
  tax CDATA #IMPLIED
  additional_charges CDATA #IMPLIED
  handling CDATA #IMPLIED
  order_total CDATA #IMPLIED
  gst CDATA #IMPLIED
  pst CDATA #IMPLIED
  ship_to_status CDATA #IMPLIED
  gift_order CDATA #IMPLIED
  purchase_order_nbr CDATA #IMPLIED
  discount_pct CDATA #IMPLIED
  ship_via_code CDATA #IMPLIED
  ship_via_description CDATA #IMPLIED
  customer_number CDATA #IMPLIED
  permanent_ship_to_number CDATA #IMPLIED
  ship_to_prefix CDATA #IMPLIED
  ship_to_fname CDATA #IMPLIED
  ship_to_initial CDATA #IMPLIED
  ship_to_lname CDATA #IMPLIED
  ship_to_suffix CDATA #IMPLIED

```

```

ship_to_company CDATA #IMPLIED
ship_to_busres CDATA #IMPLIED
ship_to_address1 CDATA #IMPLIED
ship_to_address2 CDATA #IMPLIED
ship_to_address3 CDATA #IMPLIED
ship_to_address4 CDATA #IMPLIED
ship_to_apartment CDATA #IMPLIED
ship_to_city CDATA #IMPLIED
ship_to_state CDATA #IMPLIED
ship_to_state_description CDATA #IMPLIED
ship_to_zip CDATA #IMPLIED
ship_to_country CDATA #IMPLIED
cancel_date CDATA #IMPLIED
delivery_type CDATA #IMPLIED
>
<!ELEMENT Details (Detail+)>
<!ELEMENT Detail (Shipments?)>
<!ATTLIST Detail
  line_seq_number CDATA #IMPLIED
  short_sku_number CDATA #IMPLIED
  retail_ref_number CDATA #IMPLIED
  status CDATA #IMPLIED
  alias_item CDATA #IMPLIED
  item_id CDATA #IMPLIED
  item_description CDATA #IMPLIED
  sku CDATA #IMPLIED
  sku_description CDATA #IMPLIED
  actual_price CDATA #IMPLIED
  offer_price CDATA #IMPLIED
  original_retail_price CDATA #IMPLIED
  drop_ship CDATA #IMPLIED
  detail_ship_via CDATA #IMPLIED
  pickup_type CDATA #IMPLIED
  pickup_system_location CDATA #IMPLIED
  pickup_location CDATA #IMPLIED
  order_quantity CDATA #IMPLIED
  cancel_quantity CDATA #IMPLIED
  sold_out_quantity CDATA #IMPLIED
  ship_quantity CDATA #IMPLIED
  return_quantity CDATA #IMPLIED
  expected_ship_date CDATA #IMPLIED
  last_ship_date CDATA #IMPLIED
  reserved_warehouse CDATA #IMPLIED
  reserve_quantity CDATA #IMPLIED
  tax CDATA #IMPLIED
  pst_tax CDATA #IMPLIED
  gst_tax CDATA #IMPLIED
  set_main_item CDATA #IMPLIED
  set_component_item CDATA #IMPLIED
  set_seq_number CDATA #IMPLIED
  country_of_origin CDATA #IMPLIED
  harmonize_code CDATA #IMPLIED
  broker_status CDATA #IMPLIED
  line_locate_eligible CDATA #IMPLIED
>
<!ELEMENT Shipments (Shipment+)>
<!ELEMENT Shipment EMPTY>
<!ATTLIST Shipment
  invoice_nbr CDATA #IMPLIED
  invoice_ship_quantity CDATA #IMPLIED
  invoice_ship_date CDATA #IMPLIED

```

```
        invoice_tracking_nbr CDATA #IMPLIED
        invoice_ship_via_code CDATA #IMPLIED
        invoice_ship_via_desc CDATA #IMPLIED
        invoice_ship_via_type CDATA #IMPLIED
        invoice_tracking_URL CDATA #IMPLIED
    >
<!ELEMENT Errors (Error?)*>
<!ELEMENT Error EMPTY>
<!ATTLIST Error
    error_type CDATA #IMPLIED
    error_code CDATA #IMPLIED
    error_ship_to CDATA #IMPLIED
    error_odt_seq CDATA #IMPLIED
    error_text CDATA #IMPLIED
>
<!ELEMENT Promotions (Promotion+)>
<!ELEMENT Promotion EMPTY>
<!ATTLIST Promotion
    promotion_type_code CDATA #IMPLIED
    promotion_type_code_desc CDATA #IMPLIED
    promotion_original_freight_amt CDATA #IMPLIED
    promotion_freight_amt CDATA #IMPLIED
    promotion_addl_charge_code CDATA #IMPLIED
    promotion_addl_charge_code_desc CDATA #IMPLIED
    promotion_addl_charge_amt CDATA #IMPLIED
    promotion_original_shipping_method CDATA #IMPLIED
    promotion_original_shipping_method_desc CDATA #IMPLIED
    promotion_shipping_method CDATA #IMPLIED
    promotion_shipping_method_desc CDATA #IMPLIED
    promotion_item_id CDATA #IMPLIED
    promotion_item_desc CDATA #IMPLIED
    promotion_sku CDATA #IMPLIED
    promotion_sku_desc CDATA #IMPLIED
    promotion_offer_price CDATA #IMPLIED
    promotion_price CDATA #IMPLIED
    promotion_line_seq_nbr CDATA #IMPLIED
>
```

## CWCatRequest

```

<?xml version="1.0" encoding="UTF-8"?>
<!ELEMENT Message (CatRequest) >
<!ATTLIST Message
    source CDATA #REQUIRED
    target CDATA #REQUIRED
    type NMTOKEN #REQUIRED
>
<!ELEMENT CatRequest (CustOwnerships?)?>
<!ATTLIST CatRequest
    company_code CDATA #REQUIRED
    response_required CDATA #IMPLIED
    offer_id CDATA #IMPLIED
    source_code CDATA #IMPLIED
    bill_to_prefix CDATA #IMPLIED
    bill_to_fname CDATA #IMPLIED
    bill_to_initial CDATA #IMPLIED
    bill_to_lname CDATA #IMPLIED
    bill_to_suffix CDATA #IMPLIED
    bill_to_company CDATA #IMPLIED
    bill_to_busres CDATA #IMPLIED
    bill_to_address1 CDATA #IMPLIED
    bill_to_address2 CDATA #IMPLIED
    bill_to_address3 CDATA #IMPLIED
    bill_to_address4 CDATA #IMPLIED
    bill_to_apartment CDATA #IMPLIED
    bill_to_city CDATA #IMPLIED
    bill_to_state CDATA #IMPLIED
    bill_to_country CDATA #IMPLIED
    bill_to_zip CDATA #IMPLIED
    bill_to_email CDATA #IMPLIED
    allow_rent CDATA #IMPLIED
    allow_email CDATA #IMPLIED
    allow_mail CDATA #IMPLIED
    bill_to_day_phone CDATA #IMPLIED
    bill_to_evening_phone CDATA #IMPLIED
    bill_to_fax_phone CDATA #IMPLIED
    bill_to_opt_in CDATA #IMPLIED
    indiv_prefix CDATA #IMPLIED
    indiv_fname CDATA #IMPLIED
    indiv_lname CDATA #IMPLIED
    indiv_initial CDATA #IMPLIED
    indiv_suffix CDATA #IMPLIED
    indiv_day_phone CDATA #IMPLIED
    indiv_eve_phone CDATA #IMPLIED
    indiv_fax_phone CDATA #IMPLIED
    indiv_email CDATA #IMPLIED
    indiv_mailstop CDATA #IMPLIED
    indiv_position CDATA #IMPLIED
    indiv_department CDATA #IMPLIED
    indiv_opt_in CDATA #IMPLIED
>
<!ELEMENT CustOwnerships (CustOwnership)+>
<!ELEMENT CustOwnership EMPTY>
<!ATTLIST CustOwnership
    cust_own_ID CDATA #IMPLIED
    cust_own_desc CDATA #IMPLIED
    cust_own_active CDATA #IMPLIED
    cust_own_entry_date CDATA #IMPLIED
    cust_own_confirm_date CDATA #IMPLIED
>

```

## CWCatResponse

```
<?xml version="1.0" encoding="UTF-8"?>
<!ELEMENT Message (CWCatreqResponse) >
<!ATTLIST Message
      source CDATA #REQUIRED
      target CDATA #REQUIRED
      type NMTOKEN #REQUIRED
    >
<!ELEMENT CWCatreqResponse EMPTY>
<!ATTLIST CWCatreqResponse
      company_code CDATA #REQUIRED
      customer_number CDATA #IMPLIED
      individual_number CDATA #IMPLIED
    >
```

## CWOrderStatus

```
<?xml version="1.0" encoding="UTF-8"?>
<!ELEMENT Message (OrderStatus) >
<!ATTLIST Message
      source CDATA #REQUIRED
      target CDATA #REQUIRED
      type NMTOKEN #REQUIRED
      resp_qmgr CDATA #IMPLIED
      resp_q CDATA #IMPLIED
    >
<!ELEMENT OrderStatus EMPTY>
<!ATTLIST OrderStatus
      company_code CDATA #REQUIRED
      order_id CDATA #REQUIRED
      bill_to_lname CDATA #IMPLIED
      ind_lname CDATA #IMPLIED
      company_name CDATA #IMPLIED
      ship_to_details CDATA #IMPLIED
    >
```

## CWStatusResponse

```
<?xml version="1.0" encoding="UTF-8"?>
<!ELEMENT Message (Header, ShipTos*)>
<!ATTLIST Message
    source CDATA #REQUIRED
    target CDATA #REQUIRED
    type NMTOKEN #REQUIRED
  >
<!ELEMENT Header EMPTY>
<!ATTLIST Header
    company_code CDATA #REQUIRED
    offer_id CDATA #IMPLIED
    order_id CDATA #REQUIRED
    response_type CDATA #IMPLIED
    date_placed CDATA #IMPLIED
  >
<!ELEMENT ShipTos (ShipTo+)>
<!ELEMENT ShipTo (Invoices*, Items+)>
<!ATTLIST ShipTo
    ship_to_number CDATA #REQUIRED
    ship_to_fname CDATA #IMPLIED
    ship_to_lname CDATA #IMPLIED
    allow_maint CDATA #IMPLIED
  >
<!ELEMENT Invoices (Invoice+)>
<!ELEMENT Items (Item+)>
<!ELEMENT Invoice EMPTY>
<!ATTLIST Invoice
    date_shipped CDATA #REQUIRED
    tracking_id CDATA #IMPLIED
    ship_via CDATA #REQUIRED
  >
<!ELEMENT Item EMPTY>
<!ATTLIST Item
    sku CDATA #REQUIRED
    item_id CDATA #REQUIRED
    line_nbr CDATA #REQUIRED
    description CDATA #IMPLIED
    sku_description1 CDATA #IMPLIED
    sku_description2 CDATA #IMPLIED
    sku_description3 CDATA #IMPLIED
    quantity CDATA #IMPLIED
    list_price CDATA #IMPLIED
    status CDATA #IMPLIED
    rtn_qty CDATA #IMPLIED
    cancel_qty CDATA #IMPLIED
  >
```

## CWReturn

```
<?xml version="1.0" encoding="UTF-8"?>
<!ELEMENT Message (Return, Lines)>
<!ATTLIST Message
    source CDATA #REQUIRED
    target CDATA #REQUIRED
    type NMOKEN #REQUIRED
    resp_qmgr CDATA #IMPLIED
    resp_q CDATA #IMPLIED
>
<!ELEMENT Return EMPTY>
<!ATTLIST Return
    company_code CDATA #REQUIRED
    order_id CDATA #REQUIRED
    ship_to CDATA #REQUIRED
>
<!ELEMENT Lines (Line+)>
<!ELEMENT Line EMPTY>
<!ATTLIST Line
    line_number CDATA #REQUIRED
    qty CDATA #REQUIRED
    reason CDATA #REQUIRED
>
```

## CWReturnResponse

```
<?xml version="1.0" encoding="UTF-8"?>
<!ELEMENT Message (ReturnResponse) >
<!ATTLIST Message
      source CDATA #REQUIRED
      target CDATA #REQUIRED
      type NMTOKEN #REQUIRED
    >
<!ELEMENT ReturnResponse EMPTY>
<!ATTLIST ReturnResponse
      company_code CDATA #REQUIRED
      order_id CDATA #REQUIRED
      ship_to CDATA #REQUIRED
      ra_number CDATA #REQUIRED
      total_weight CDATA #IMPLIED
      date_entered CDATA #IMPLIED
      name CDATA #IMPLIED
      address CDATA #IMPLIED
      address2 CDATA #IMPLIED
      city CDATA #IMPLIED
      state CDATA #IMPLIED
      zip CDATA #IMPLIED
      country CDATA #IMPLIED
      phone_number CDATA #IMPLIED
    >
```

## CWCancel

```
<?xml version="1.0" encoding="UTF-8"?>
<!ELEMENT Message (Cancel, Lines?)>
<!ATTLIST Message
    source CDATA #REQUIRED
    target CDATA #REQUIRED
    type NMTOKEN #REQUIRED
>
<!ELEMENT Cancel EMPTY>
<!ATTLIST Cancel
    company_code CDATA #REQUIRED
    order_id CDATA #REQUIRED
    ship_to CDATA #REQUIRED
    cancel_type NMTOKEN #REQUIRED
    order_reason CDATA #IMPLIED
>
<!ELEMENT Lines (Line+)>
<!ELEMENT Line EMPTY>
<!ATTLIST Line
    line_number CDATA #REQUIRED
    qty CDATA #REQUIRED
    reason CDATA #REQUIRED
>
```

## CWInventoryDownload

```

<?xml version="1.0" encoding="UTF-8"?>
<!ELEMENT Message (Item?)>
<!ATTLIST Message
    source CDATA #REQUIRED
    target CDATA #REQUIRED
    type NMToken #REQUIRED
    date CDATA #REQUIRED
    time CDATA #REQUIRED
>
<!ELEMENT Item (SKU?)>
<!ATTLIST Item
    company CDATA #REQUIRED
    company_description CDATA #IMPLIED
    item_number CDATA #REQUIRED
    item_description CDATA #REQUIRED
    item_2nd_lang_desc CDATA #IMPLIED
    item_long_sku_style CDATA #IMPLIED
    non_inventory CDATA #IMPLIED
    membership CDATA #IMPLIED
    drop_ship_item CDATA #IMPLIED
    item_status CDATA #IMPLIED
    item_status_description CDATA #IMPLIED
    kit_type CDATA #IMPLIED
    svc_type CDATA #IMPLIED
    long_sku_department CDATA #IMPLIED
    long_sku_department_desc CDATA #IMPLIED
    long_sku_division CDATA #IMPLIED
    long_sku_division_desc CDATA #IMPLIED
    long_sku_class CDATA #IMPLIED
    long_sku_class_desc CDATA #IMPLIED
>
<!ELEMENT SKU (UPCs?, Warehouses?)>
<!ATTLIST SKU
    sku_code CDATA #IMPLIED
    sku_description CDATA #IMPLIED
    sku_2nd_lang_desc CDATA #IMPLIED
    sku_long_sku_style CDATA #IMPLIED
    short_sku CDATA #IMPLIED
    retail_reference_nbr CDATA #IMPLIED
    gift_certificate CDATA #IMPLIED
    subscription CDATA #IMPLIED
    sku_status CDATA #IMPLIED
    sku_status_description CDATA #IMPLIED
    so_control CDATA #IMPLIED
    so_control_description CDATA #IMPLIED
    so_control_status CDATA #IMPLIED
>
<!ELEMENT UPCs (UPC+)>
<!ELEMENT Warehouses (Warehouse+)>
<!ELEMENT UPC EMPTY>
<!ATTLIST UPC
    upc CDATA #REQUIRED
    upc_type CDATA #REQUIRED
    upc_vendor CDATA #IMPLIED
>
<!ELEMENT Warehouse (ItemWarehouse?)>
<!ATTLIST Warehouse
    warehouse CDATA #REQUIRED
    warehouse_name CDATA #REQUIRED

```

```
address_line_1 CDATA #IMPLIED
address_line_2 CDATA #IMPLIED
address_line_3 CDATA #IMPLIED
city CDATA #IMPLIED
state CDATA #IMPLIED
postal_code CDATA #IMPLIED
country CDATA #IMPLIED
drop_point CDATA #REQUIRED
drop_point_description CDATA #IMPLIED
manager CDATA #IMPLIED
telephone_nbr CDATA #IMPLIED
fax_nbr CDATA #IMPLIED
allocatable_flag CDATA #REQUIRED
receive_restock_transfers CDATA #REQUIRED
inventory_value_gl_nbr CDATA #IMPLIED
value_inv_at_retail CDATA #IMPLIED
viewable_in_oe CDATA #REQUIRED
auto_restock_location CDATA #IMPLIED
retail_outlet CDATA #IMPLIED
retail_type CDATA #IMPLIED
>
<!ELEMENT ItemWarehouse EMPTY>
<!ATTLIST ItemWarehouse
    allocation_freeze CDATA #REQUIRED
    economic_order_qty CDATA #IMPLIED
    max_qty CDATA #IMPLIED
    min_qty CDATA #IMPLIED
    on_hand_qty CDATA #IMPLIED
    backorder_qty CDATA #IMPLIED
    protected_qty CDATA #IMPLIED
    reorder_qty CDATA #IMPLIED
    reserve_qty CDATA #IMPLIED
    sh_reserve_qty CDATA #IMPLIED
    on_order_qty CDATA #IMPLIED
    reserve_transfer_qty CDATA #IMPLIED
    available_qty CDATA #IMPLIED
    next_po_date CDATA #IMPLIED
    next_expected_qty CDATA #IMPLIED
    original_retail_price CDATA #IMPLIED
    current_retail_price CDATA #IMPLIED
    protect_current_price CDATA #IMPLIED
    protect_min_max CDATA #IMPLIED
>
```