

## **Return Order placing by Customer Representative Operation Mode 3**

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## INTRODUCTION

### What is Operation Mode 3 ??

Operation Mode 3 is used to place a return order without order and orderlines information only with consumer information and which is placed by **Customer Service Representative**.

**Note** - In the this document you will encounter with word "baseurl" in the API CALLs

**Base URL UAT** – "api.bleckmann.apoyar.eu"

To use this Operation Mode 3, following are the API Calls

1. **GetAllActiveCountriesbyCustomerid**

**http://<<baseurl>>/api/Country/GetAllActiveCountriesbyCustomerid**

Description: This call is used to get Countries by Customer from this response take CountryCode and use it in the next calls "GetBMCarriersbyCustomerid" and "PostMode3"

2. **GetBMCarriersbyCustomerid**

**http://<<baseurl>>/api/Carrier/GetBMCarriersbyCustomerid**

Description: This call is used to get Carriers by Customer ID and selected country (which you get from above API call) and from this response pick up the values for PKCarrierid, Carriername, Warehouseid as these values will be used in "PostMode1"

3. **PostMode3**

**http://<<baseurl>>/api/returnorder/PostMode3**

Description: This Call for placing return order without order information only with consumer information by Customer Service Representative

1.

**API Call:** <http://baseurl/api/Country/GetAllActiveCountriesbyCustomerid>

**Description:** Get Countries by Customerid

**Method:** GET

Field Name	Sample Value	Optional	Description	DataType
Customerid	123	No	AlphaNumeric	String

**Json Response:**

```
[
  {
    "PKCountryId": 2,
    "CountryName": "ALBANIA",
    "CountryCode": "ALB",
    "IsActive": true
  },
  {
    "PKCountryId": 14,
    "CountryName": "AUSTRIA",
    "CountryCode": "AUT",
    "IsActive": true
  },
  {
    "PKCountryId": 21,
    "CountryName": "BELGIUM",
    "CountryCode": "BEL",
    "IsActive": true
  },
  {
    "PKCountryId": 73,
```

```
"CountryName": "FRANCE",
"CountryCode": "FRA",
"IsActive": true
},
{
  "PKCountryId": 80,
  "CountryName": "GERMANY",
  "CountryCode": "DEU",
  "IsActive": true
},
{
  "PKCountryId": 103,
  "CountryName": "IRELAND",
  "CountryCode": "IRL",
  "IsActive": true
},
{
  "PKCountryId": 105,
  "CountryName": "ITALY",
  "CountryCode": "ITA",
  "IsActive": true
},
{
  "PKCountryId": 124,
  "CountryName": "LUXEMBOURG",
  "CountryCode": "LUX",
  "IsActive": true
},
{
```

```
"PKCountryId": 150,  
"CountryName": "NETHERLANDS",  
"CountryCode": "NLD",  
"IsActive": true  
,  
{  
  "PKCountryId": 225,  
  "CountryName": "UNITED KINGDOM",  
  "CountryCode": "GBR",  
  "IsActive": true  
}  
]
```

## 2.

**API Call:** <http://baseurl/api/Carrier/GetBMCarriersbyCustomerid>

**Description:** Get Carriers by Customer Id and Country Code

**Method:** GET

Field Name	Sample Value	Optional	Description	DataType
CountryCode	GBR	No	3 Character Code	String
Customerid	123	No	AlphaNumeric	String

### Json Response:

```
[
{
  "PKCarrierID": 1,
  "CarrierName": "DHL",
  "Isactive": true,
  "Warehouseld": "KHTRUEFC",
  "GlobalSetting": null,
  "CarrierSetting": null
},
{
  "PKCarrierID": 3,
  "CarrierName": "Royal Mail",
  "Isactive": true,
  "Warehouseld": "KHTRUEFC",
  "GlobalSetting": null,
  "CarrierSetting": null
},
{
  "PKCarrierID": 3,
  "CarrierName": "Royal Mail",
```

```
"Isactive": true,  
"Warehouseld": "KRUISHOUTEM1",  
"GlobalSetting": null,  
"CarrierSetting": null  
},  
{  
  "PKCarrierID": 5,  
  "CarrierName": "UPS",  
  "Isactive": true,  
  "Warehouseld": "KHTRUEFC",  
  "GlobalSetting": null,  
  "CarrierSetting": null  
}  
]
```

### 3.

**API CALL :** <http://baseurl/api/returnorder/PostMode3>

**Method:** POST

Field Name	Sample Value	Optional	Description	DataType
ConsumerId	101	No	ID of the consumer Alpha numeric Length 25	String
ConsumerName1	HARVEY NICHOLS DIST.CENTRE - C/	No	Name of the Consumer Length 35	String
ConsumerName2		Yes	Length 35	String
ConsumerEmail	<a href="mailto:abc@apoyar.net">abc@apoyar.net</a>	No	Email address of the consumer Length 256	String
ConsumerEmail2	<a href="mailto:abc@apoyar.net">abc@apoyar.net</a>	Yes	Email address of the consumer Length 256	String
ConsumerShipStreet1	DIMENSION LILIPUT	No	Consumer Street 1 Length 35	String
ConsumerFromShipHouseNumber	1-2-3	Yes	Consumer House No Length 35	String
ConsumerFromShipPostalCode	1030	No	Consumer Postal Code Length 10	String
ConsumerFromShipCity	NORTHAMPTON	No	Consumer City Length 35	String
Consumershipstate	GB	No	Consumer State Length 35	String
ConsumerFromShipCountry	GBR	No	User will select a Country from the options given. To get the options see API Call "GetAllActiveCountriesbyCustomerId" field CountryCode	String
CarrierId	1	No	User will select a Country from the options given. To get the options see API Call "GetAllCarriers" field PKCarrierId	Integer
FKCustomerId	1246252	No	CustomerId Length 255 numeric	String
CustomerName	True Religion	No	CustomerName Length 35	String
Shipfromwarehouseid	ATPOST123	No	User will select a Country from the options given. To get the options see API Call "GetAllCarriers" field WarehouseId	String
CarrierName	XYZ	No	User will select a Country from the options given. To get the options see API Call "GetAllCarriers" field CarrierName	String
Userid	123	No	Customer Representative Id	Integer
Mode	3	No	Send mode as 3	Integer



### Request Parameters as Json :

```
{  
  "ConsumerId": "101",  
  "ConsumerName1": "HARVEY NICHOLS DIST.CENTRE -C/",  
  "ConsumerEmail": "",  
  "ConsumerShipStreet1": "DIMENSION LILIPUT",  
  "ConsumerFromShipHouseNumber": "",  
  "ConsumerFromShipPostalCode": "NN4 7AS",  
  "ConsumerFromShipCity": "NORTHAMPTON",  
  "Consumershipstate": "GB",  
  "ConsumerFromShipCountry": "GBR", [Send only Country Code]  
  "CarrierId": "1",  
  "FKCustomerId": "1",  
  "Shipfromwarehouseid": "KHTRUEFC",  
  "CarrierName": "DHL",  
  "UserId": 1,  
  "Mode": 3  
}
```

### Json Response:

#### Response could be any one of the following:

If **Status 2000** means **Return order created and Return Label generated**

```
"Status": "2000",  
"Messages": "returnlabelurl", [URL of the return label]  
"Id": "ReturnorderId"
```

Here HttpStatusCode OK 200.

If **Status 1000** means **Return order created but Return Label not Generated**

```
"Status": "1000",  
"Messages": "Error Message",  
"Id": "ReturnorderId"
```

Here HttpStatusCode BadRequest 400.

If **Status 0** means **Return order NOT created and Return Label NOT Generated**

```
"Status": "0",  
"Messages": "Error Message"
```

Here HttpStatusCode BadRequest 400.

