

## **Return Order placing by Customer Rep Operation Mode 4**

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## INTRODUCTION

### What is Operation Mode 4 ??

Operation Mode 4 is used to place a return order with order and order lines information getting by using ConsumerEmail or Orderid or ConsumerName or Phone by that get response one or more Orders from that user will select a order by using selected order Consumeremail and Orderid getting the Order and orderliness and placing the returnorder with that information, and this operation mode is performed by Customer Service Representative.

**Note** - In the this document you will encounter with word “baseurl” in the API CALLs, baseurl means

**Base URL UAT** - “api.bleckmann.apoyar.eu”

### To use this Operation Mode 2, following are the API Calls

1. **PostSearchOrders**

<http://<<baseurl>>/api/Order/PostSearchOrders>

Description: This call is used to get Orders by ConsumerEmail or Orderid or ConsumerPhone or ConsumerName from this response one or more Orders will get User will Select a order pick up the selected orderid and consumeremail as this will be used in the subsequesnt API “GetBMAllordersbyid”

2. **GetBMAllordersbyid**

<http://<<baseurl>>/api/Order/GetBMAllOrdersbyid>

Description: This call is used to get Order and Orderlines by ConsumerEmail and Orderid from this response pick up the Data(How to use Mention in Below Table of PostBMReturnOrder for fields) as this will be used in the subsequesnt API “PostBMReturnOrder” and from that Data ConsumerShipCountry and FKCustomerID field to be used in “GetBMCarriersbyCustomerid”

3. **GetAllReturnReasonsbyCustomerid**

<http://<<baseurl>>/api/returnreason/GetAllReturnReasonsbyCustomerid>

Description: This call is used to get Returnreasons by Customer ID and from this response pick up the values for PKReasonID as these values will be used in “PostBMReturnOrder”

4. **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 "PostBMReturnOrder"

5. **PostBMReturnOrder**

<http://<<baseurl>>/api/returnorder/PostBMReturnOrder>

Description: This Call for placing return order with order information.

1.

**API Call:** <http://baseurl/api/Order/PostSearchOrders>

**Description:** Get Order and Orderlines by ConumserEmail and Orderid

Here email or orderid or phone or name any one is Mandatory and customerid is mandatory

**Method:** Post

Field Name	Sample Value	Optional	Description	DataType
Email	<a href="#">x@x.com</a>	No	Provide Valid Email	String
Orderid	41P24005050000126	No	AlphaNumeric	String
Phone	9999999999	No	Provide Valid Phone Number	String
Name	Xxx	No		String
Customerid	123a	No	Alpha Numeric	String

## Json Response:

```
[
{
  "Status": 10,
  "ShipmentId": "430000010001",
  "FKCustomerId": "",
  "Consumerid": "TRGIT1",
  "ConsumerEmail": "sriramsukesh@gmail.com",
  "ShipFromWarehouseld": "KHTRUEFC",
  "Source": "RP",
  "OrderType": "NIET-MP",
  "OrderId": "430000010001",
  "ConsumerPhoneNumber": "",
  "ShippedDate": "2013-04-26T09:18:25.511388",
  "DeliveyDate": "1800-01-01T00:00:00",
  "MaxReturnDays": -1,
```

```
"ConsumerName1": "TRUE RELIGION BRAND JEANS ITAL",
"ConsumerName2": "",
"ConsumerShipStreet1": "VIA MORIMONDO 5",
"ConsumerShipStreet2": "/",
"ConsumerShipStreet3": "",
"ConsumerShipHouseNumber": "",
"ConsumerShipPostalCode": "20143",
"ConsumerShipCity": "MILAN",
"ConsumerShipState": "IT",
"ConsumerShipCountry": "ITA",
"ConsumerLanguage": "",
"TotalValue": 0,
"BMOrderLine": null
}
]
```

2.

**API Call:** <http://baseurl/api/Order/GetBMAAllOrdersbyId>

**Description:** Get Order and Orderlines by ConumserEmail and Orderid

**Method:** GET

Field Name	Sample Value	Optional	Description	DataType
ConsumerEmail	<a href="#">x@x.com</a>	No	Provide Valid Email	String
Orderid	41P24005050000126	No	AlphaNumeric	String

## Json Response:

```
{
  "Status": -1,
  "ShipmentId": "41P24005050000126",
  "FKCustomerId": "",
  "Consumerid": "TRGDE0",
  "ConsumerEmail": "x@x.com",
  "ShipFromWarehouseld": "KHTRUEFC",
  "Source": "RP",
  "OrderType": "X-DOCK",
  "OrderId": "41P24005050000126",
  "ConsumerPhoneNumber": "",
  "ShippedDate": "2013-04-30T09:17:41",
  "DeliveyDate": "1800-01-01T00:00:00",
  "MaxReturnDays": -1,
  "ConsumerName1": "TRUE RELIGION BRANDJEANS GERMA",
  "ConsumerName2": "",
  "ConsumerShipStreet1": "INDUSTRIEZONE 6C",
  "ConsumerShipStreet2": "/",
  "ConsumerShipStreet3": "",
  "ConsumerShipHouseNumber": ""
```

```
"ConsumerShipPostalCode": "9770",
"ConsumerShipCity": "KRUISSHOUTEM",
"ConsumerShipState": "BE",
"ConsumerShipCountry": "BEL",
"ConsumerLanguage": "",
"TotalValue": 0,
"BMOrderLine": [
  {
    "Status": 10,
    "WarehouselD": "KHTRUEFC",
    "ShipmentLineId": 1011,
    "ShipmentId": null,
    "OrderId": "41P24005050000126",
    "OrderlineID": 1011,
    "SKU": "M13JX43BW2-1001.38",
    "StyleDescription": "MENS STUDED BIKER BELT",
    "ColourDescription": "BLACK",
    "SizeDescription": "38",
    "EANBARCODE": "887150445222",
    "HTS": "",
    "Origine": "",
    "Price": 53.94,
    "ProductCurrency": "USD",
    "UnitWeight": 0.001,
    "UnitOfMeasure": "STUKS",
    "HazmatCode": "",
    "QtyShipped": 0,
    "TotalLineAmount": -1618.2000000000001
  }
]}
```

3.

**API Call:** <http://baseurl/api/Returnreason/GetAllReturnreasonsbyCustomerid>

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**Description:** Get Returnreaons for customer language wise and with sequence no by Customer Id

**Method:** GET

Field Name	Sample Value	Optional	Description	DataType
Customerid	123	No	Take value from API Call "GetBMAAllOrdersbyid" field FKCustomerID	String

## Json Response:

```
[  
  [  
    {  
      "PKReasonID": 84,  
      "Reason": "The product did not match its description1",  
      "FKCustomerID": "1",  
      "IsActive": true,  
      "FkLanguageid": 1,  
      "Uid": "104",  
      "LanguageName": "English",  
      "Sequenceno": 4  
    },  
    {  
      "PKReasonID": 85,  
      "Reason": "Le produit ne correspond &#224; sa description",  
      "FKCustomerID": "1",  
      "IsActive": true,  
      "FkLanguageid": 2,  
      "Uid": "104",
```



```

    "LanguageName": "French",
    "Sequenceno": 4
  },
  {
    "PKReasonID": 86,
    "Reason": "Het product komt niet overeen de beschrijving",
    "FKCustomerID": "1",
    "IsActive": true,
    "FkLanguageid": 3,
    "Uid": "104",
    "LanguageName": "Dutch",
    "Sequenceno": 4
  }
],
[
  {
    "PKReasonID": 87,
    "Reason": "Incorrect Product or Size Ordered",
    "FKCustomerID": "1",
    "IsActive": true,
    "FkLanguageid": 1,
    "Uid": "105",
    "LanguageName": "English",
    "Sequenceno": 7
  },
  {
    "PKReasonID": 88,
    "Reason": "Produit ou Taille incorrecte Ordonn&#233;",
    "FKCustomerID": "1",

```

```
"IsActive": true,  
"FkLanguageid": 2,  
"Uid": "105",  
"LanguageName": "French",  
"Sequenceno": 7  
},  
{  
  "PKReasonID": 89,  
  "Reason": " Onjuiste product of maat besteld",  
  "FKCustomerID": "1",  
  "IsActive": true,  
  "FkLanguageid": 3,  
  "Uid": "105",  
  "LanguageName": "Dutch",  
  "Sequenceno": 7  
}  
]  
]
```

#### 4.

**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	Take value from API Call "GetBMAllOrdersbyid" field ConsumerShipCountry	String
Customerid	123	No	Take value from API Call "GetBMAllOrdersbyid" field FKCustomerID	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
}
]
```

## 5.

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

**Method:** POST

Field Name	Sample Value	Optional	Description	Data Type
ConsumerId	101	No	Pick from " <b>GetBMAllOrdersbyid</b> " field Consumerid ID of the consumer Alpha numeric Length 25	String
ConsumerName1	HARVEY NICHOLS DIST.CENTRE -C/	No	Pick from " <b>GetBMAllOrdersbyid</b> " field ConsumerName1 Name of the Consumer Length 35	String
ConsumerName2		Yes	Pick from " <b>GetBMAllOrdersbyid</b> " field ConsumerName2 Length 35	String
ConsumerEmail	<a href="mailto:abc@apoyar.net">abc@apoyar.net</a>	No	Pick from " <b>GetBMAllOrdersbyid</b> " field ConsumerEmail Email address of the consumer Length 256	String
ConsumerEmail2	<a href="mailto:abc@apoyar.net">abc@apoyar.net</a>	Yes	This is user Defined Email address of the consumer Length 256	String
ConsumerShipStreet1	DIMENSION LILIPUT	No	Pick from " <b>GetBMAllOrdersbyid</b> " field ConsumerShipStreet1 Consumer Street 1 Length 35	String
Consumershipstreet2	Dimension	Yes	Pick from " <b>GetBMAllOrdersbyid</b> " field ConsumerShipStreet2 Consumer Street 2 Length 35	String
Consumershipstreet3	Dimension	Yes	Pick from " <b>GetBMAllOrdersbyid</b> " field ConsumerShipStreet3 Consumer Street 3 Length 35	String
Consumerphonenumber	1234567891	Yes	Pick from " <b>GetBMAllOrdersbyid</b> " field ConsumerPhoneNumber Consumer Phone Length 15	String
ConsumerFromShipHouseNumber	1-2-3	Yes	Pick from " <b>GetBMAllOrdersbyid</b> " field ConsumerShipHouseNumber Consumer House No Length 15	String
ConsumerFromShipPostalCode	1030	No	Pick from " <b>GetBMAllOrdersbyid</b> " field ConsumerShipPostalCode Consumer Postal Code Length 10	String
ConsumerFromShipCity	NORTHAMPTON	No	Pick from " <b>GetBMAllOrdersbyid</b> " field ConsumerShipCity Consumer City Length 35	String
Consumershipstate	GB	No	Pick from " <b>GetBMAllOrdersbyid</b> " field ConsumerShipState Consumer State Length 35	String
ConsumerFromShipCountry	GBR	No	User will select a Country from the options given. To get the options see API Call " <b>GetAllActiveCountriesbyCustomerId</b> " field CountryCode	String
OrderId	410009352004	No	Pick from " <b>GetBMAllOrdersbyid</b> " field OrderId	String

			Orderid Length 50	
Ordertype	MUPS STD	No	Pick from " <b>GetBMAIOrdersbyid</b> " field OrderType Ordertype Length 20	String
ReturnOrderTotalRefundAmount	74.00	No	Make it total of Returnorder items selected Amount in Decimal	Decimal
Source			Pick from " <b>GetBMAIOrdersbyid</b> " field Source Length 20	
ShipmentId			Pick from " <b>GetBMAIOrdersbyid</b> " field ShipmentId Length 20	
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	Pick from " <b>GetBMAIOrdersbyid</b> " field FKCustomerId 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 " <b>GetBMCarriersbyCustomerId</b> " field WarehouseId	String
CarrierName	XYZ	No	User will select a Country from the options given. To get the options see API Call " <b>GetBMCarriersbyCustomerId</b> " field CarrierName	String
UserId	123	No	Customer Representative Id	Integer
Mode	4	No	Send mode as 4	Integer
	ReturnOrderLine Fields			
LineId	1	No	Pick from " <b>GetBMAIOrdersbyid</b> " Array BMAIOrderLine selected orderid field OrderlineId	Integer
OrderId	410009352004	No	Pick from " <b>GetBMAIOrdersbyid</b> " Array BMAIOrderLine selected orderid field OrderId Alphanumeric Length 50	String
ShipmentId	410009352004	No	Pick from " <b>GetBMAIOrdersbyid</b> " Array BMAIOrderLine selected orderid field ShipmentId Alphanumeric Length 20	String
SKU	MC907XQ0-COKM.32	NO	Pick from " <b>GetBMAIOrdersbyid</b> " Array BMAIOrderLine selected orderid field SKU Alphanumeric Length 50	String
EanBarcode	889347388510	No	Pick from " <b>GetBMAIOrdersbyid</b> " Array BMAIOrderLine selected orderid field EANBARCODE Alphanumeric Length 14	String

Price	22.0	No	Pick from " <b>GetBMAIOrdersbyid</b> " Array BMAIOrderLine selected orderid field Price Decimal	Decimal
ProductCurrency	GBP	No	Pick from " <b>GetBMAIOrdersbyid</b> " Array BMAIOrderLine selected orderid field ProductCurrency Length 3	String
QtyReturned	3	No	Selected Quantity  Integer	Integer
ReturnReasonId	1	No	Integer	Integer
TotalLineAmount	74.0	No	Price multiply with Selected Quantity Count  Decimal	Decimal
Status	1	No	Send Default as 1	Integer

#### Request Parameters as JSON :

```
{
  "CarrierId":11,
  "CarrierName":"Fastway",
  "ConsumerEmail":"x@x.com",
  "ConsumerEmail2":"sriramk@apoyar.eu",
  "ConsumerFromShipCity":"MIDDLESBOROUGH",
  "ConsumerFromShipCountry":"IRL",
  "ConsumerFromShipHouseNumber":"",
  "ConsumerFromShipPostalCode":"A65 F4E2",
  "ConsumerId":101,
  "ConsumerName1":"PSYCHE LIMITED",
  "ConsumerShipStreet1":"175-187 LINTHORPE ROAD",
  "Consumername2":"",
  "Consumerphonenummer":"",
  "Consumershipstate":"IR",
  "Consumershipstreet2":"/",
  "Consumershipstreet3":"",
  "FKCustomerId":1,

```

```

"OrderId":"410009352004",
"Ordertype":"MUPS STD",
"ReturnOrderTotalRefundAmount":"74.00",
"Shipfromwarehouseid":"OLDENZAL1",
"ShipmentId":"410009352004",
"Source":"RP",
"Status":1,
"UserId":123,
"Mode":4,
"Returnorderline":[{"
    "EanBarcode":"889347388510",
"LineId":1,
"OrderId":"410009352004",
"Price":"74.00",
"ProductCurrency":"GBP",
"QtyReturned":1,
"ReturnReasonId":108,
"SKU":"MC907XQ0-COKM.32",
"ShipmentId":"",
"Status":1
"TotalLineAmount":74
}]
}

```

## 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.