
RMA Status

Request and Response

 RMA-Status-Spec-Ma
r2023-v1.01.pdf

XML Specification

USA and Canada

Version 1.01, Last Update: 4/17/2023

Prepared by: XML/Web Services Dept.

Revision History

Version	Description	Revised By
1.01 (03/20/2023)	Removed Markham Change endpoints	Jackie Kinard
1.00 (01/10/2021)	Initial Release	Jackie Kinard

Table of Contents

REVISION HISTORY	2
TABLE OF CONTENTS	3
OVERVIEW	4
EXAMPLES.....	5
1. GET RMA STATUS REQUEST.....	5
2. SUCCESSFUL RMA STATUS RESPONSE.....	5
3. FAILURE RMA STATUS RESPONSE.....	6
DATA DESCRIPTION	7
1. <i>Request Mapping:</i>	7
2. <i>Response Mapping:</i>	7
TESTING & PRODUCTION WITH TD SYNNEX.....	9
IF YOU NEED MORE DETAILED TECHNICAL SPECIFICATIONS	10

Overview

This document describes the TD SYNNEX XML API to retrieve Return Merchandise Authorization (RMA) Status.

This API is only available after the RMA has been created.

Examples

1. Get RMA Status Request

```
<?xml version="1.0" encoding="UTF-8"?>
<RMAStatusRequest>
    <UserID>EcExpress User Id</UserID>
    <Password>EcExpress Password</Password>
    <CustomerNumber>ResellerAccount #</CustomerNumber>

    <RMANumber>4866402</RMANumber>
</RMAStatusRequest>
```

2. Successful RMA Status Response

```
<?xml version="1.0" encoding="UTF-8"?>
<RMAStatusResponse>
    <RMANumber>4866402</RMANumber>

    <Item lineNumber="1"> <!-- Item not received back yet -->
        <OrderLineNo>1</OrderLineNo>
        <SKU>567346</SKU> <!-- Always include both SKU and MfgPN in response -->
        <MfgPN>LKSDJFS87</MfgPN>
        <SerialNo>abcd</SerialNo>
        <Status>Created</Status>
        <TrackingNo>9837492834728</TrackingNo>
    </Item>

    <Item lineNumber="2"> <!-- Item received back but with discrepancy. Item will not
be accepted and refund will not be given. -->
        <OrderLineNo>1</OrderLineNo>
        <SKU>567346</SKU>
        <MfgPN>LKSDJFS87</MfgPN>
        <SerialNo>efgh</SerialNo>
        <Status>ItemReceivedBack</Status>
        <Discrepancy>ItemDamged</Discrepancy> <!-- Discrepancy codes TBD -->
    </Item>
```

```
<Item lineNumber="3"> <!-- Item received back and processed for refund -->
  <OrderLineNo>2</OrderLineNo>
  <SKU>385673</SKU>
  <MfgPN>UYESDJFS87</MfgPN>
  <SerialNo>ijkl</SerialNo>
  <Status>ReturnAccepted</Status>
</Item>

</RMAStatusResponse>
```

3. Failure RMA Status Response

If the RMA could not be created due to any reason, the response would contain the reason for the failure.

```
<?xml version="1.0" encoding="UTF-8"?>
<RMAStatusResponse>
  <Code>NotFound</Code>
  <Reason>RMA no. xxx not found</Reason>
</RMAStatusResponse>
```

```
<?xml version="1.0" encoding="UTF-8"?>
<RMAStatusResponse>
  <Code>LoginFailure</Code>
  <Reason>Account discontinued</Reason>
</RMAStatusResponse>
```

Data Description

1. Request Mapping:

Name	Description	Req./Opt.	Data Type	Max Length	Data Example
UserID	The email address used to for your APIs	R	varchar		Your email address
RMANumber	The RMA number that was provided to you from RMA Create API	R	integer	10	123455
Password	This is the same password customer used to log into TD SYNNEX ECExpress	R	varchar		Your password
CustomerNumber	TD SYNNEX assigned customer account number	R	integer		Your customer number

2. Response Mapping:

Name	Description	Data Type	Max Length	Data Example
LineNumber	RMA line number. Required because 1 order line can have qty >1 and need to provide status for each individual device returned. Same as provided in the RMA create request	integer	3	1
OrderLineNo		integer	3	1
RMANumber	The RMA number that was provided to you from RMA Create API	integer	10	123455

Name	Description	Data Type	Max Length	Data Example
SKU	TD SYNNEX sku_no	integer		4656456
SerialNo	Devide Serial no.	varchar	32	564335435234545
Status	RMA Status Code Response	varchar	15	Created, ItemReceivedBack, ReturnAccepted
MfgPN	Manufacturer part number	varchar		

Testing & Production with TD SYNNEX

XML RMA Create API URLs

US:

TEST <https://testws.us.tdsynnex.com/webservice/rma/status>

PROD <https://ws.us.tdsynnex.com/webservice/rma/status>

Canada:

TEST <https://testws.ca.tdsynnex.com/webservice/rma/status>

PROD <https://ws.ca.tdsynnex.com/webservice/rma/status>

Please Note:

1) The HTTPS:// URL(s) above are used for production as well as testing.

***Please Note: HTTP:// URL(s) can not be used,
only secure HTTPS:// URL(s) listed above are allowed.***

2) If customer needs to do high volume 'stress test', please inform the TD SYNNEX XML / WEB SERVICES team. We will provide you another URL for this purpose.

If you need more detailed technical specifications

If you have any questions

Technical questions (e.g. how to send, or programming questions), Business Process questions, Production Issues or Feedback, please contact

US and Canada –

XML Support Group, xmlgroup@TDSYNNEX.com

For IP Registrations please send an email requesting the new IP registration along with your TD SYNNEX Customer# to

For the US: Helpdesk US, helpdeskus@TDSYNNEX.com

For Canada: Helpdesk CA, helpdeskcanada@TDSYNNEX.com

A member of our global XML Team or Global Helpdesk Team will gladly assist you and provide a prompt response