RMA Create

Request and Response

XML Specification

USA and Canada

Revision History

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

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Overview

This document describes the TD SYNNEX XML API to create Return Merchandise Authorization (RMA) for a prior order, after which the process of returning the item can begin.

This API is only available after authorization and prior arrangement must be made in concert with your TD SYNNEX sales representative before being able to use this APIs.

Examples

1. Single Item RMA Request

```xml
<?xml version="1.0" encoding="UTF-8"?>
<CreateRMARequest>
    <UserID>YOUR ID</UserID>
    <Password>YOUR PASSWORD</Password>
    <CustomerNumber>YOUR ACCOUNT NUMBER</CustomerNumber>

    <OrderNo>16734394</OrderNo>

    <Item lineNumber="1">
        <OrderLineNo>1</OrderLineNo>
        <SKU>567346</SKU> <!-- Any one of the fields, SKU or MfgPN is required -->
        <MfgPN>LKSDJFS87</MfgPN>
        <SerialNo>abcd</SerialNo>
        <ReasonCode>CR102</ReasonCode>
        <ConditionCode>Y</ConditionCode>
    </Item>

</CreateRMARequest>
```

2. Multiple Item RMA Request

All the items in the request must still belong to a single TD SYNNEX sales order number.

```xml
<?xml version="1.0" encoding="UTF-8"?>
<CreateRMARequest>
    <UserID>YOUR ID</UserID>
    <Password>YOUR PASSWORD</Password>
    <CustomerNumber>YOUR ACCOUNT NUMBER</CustomerNumber>

    <OrderNo>16734394</OrderNo>

    <Item lineNumber="1">
        <OrderLineNo>1</OrderLineNo>
        <SKU>567346</SKU> <!-- Any one of the fields, SKU or MfgPN is required -->
        <MfgPN>LKSDJFS87</MfgPN>
        <SerialNo>abcd</SerialNo>
        <ReasonCode>CR102</ReasonCode>
        <ConditionCode>Y</ConditionCode>
    </Item>
```

```xml
    <Item lineNumber="2">
        <OrderLineNo>1</OrderLineNo>
        <SKU>567346</SKU>
        <MfgPN>LKSDJFS87</MfgPN>
        <SerialNo>efgh</SerialNo>
        <ReasonCode>CR102</ReasonCode>
        <ConditionCode>Y</ConditionCode>
    </Item>

    <Item lineNumber="3">
        <OrderLineNo>2</OrderLineNo>
        <SKU>385673</SKU>
        <MfgPN>HGSDJF767</MfgPN>
        <SerialNo>ijkl</SerialNo>
        <ReasonCode>CR102</ReasonCode>
        <ConditionCode>Y</ConditionCode>
    </Item>

</CreateRMARequest>
```

3. Successful Response

If the RMA was created successfully, the response would contain the RMA number.

```xml
<?xml version="1.0" encoding="UTF-8"?>
<CreateRMAResponse>
    <Status>Created</Status>
    <RMANumber>234255</RMANumber>
</CreateRMAResponse>
```

4. Failure Response

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

```xml
<?xml version="1.0" encoding="UTF-8"?>
<CreateRMAResponse>
    <Status>Failed</Status>
    <Reason>Invalid Serial no. for line 1</Reason>
</CreateRMAResponse>
```

Data Description

1. Request Mapping:

Name	Description	Req./Opt.
UserID	EcExpress user id (which is an email id) assigned for API use.	R
Password	This password for the above user id which is also used to log into TD SYNNEX ECExpress	R
CustomerNumber	TD SYNNEX assigned customer account number	R
OrderNo	TD SYNNEX Sales Order number	R
lineNumber	RMA line number. Required because 1 order line can have qty >1 and need to specify the serial no. of each individual device.	R
OrderLineNo	Item Line Number of the original order	R
SKU	TD SYNNEX SKU (Only one of either SKU or MfgPN is required)	R/O
MfgPN	Manufacturer part number	R/O
SerialNo	Serial no. of device	R
ReasonCode	Reason code describing reason for return	R
ConditionCode	Condition code describing condition of item	R

2. Response Mapping:

Name	Description	Data Example
Status	RMA Status Code Response	Created, Failed
RMANumber	RMA Number of the newly created RMA	234255
Reason	Reason for RMA creation failure (if applicable)	

Appendix A – XSD

Request XSD:

```xml
<xs:schema attributeFormDefault="unqualified" elementFormDefault="qualified"
xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:element name="CreateRMARequest">
    <xs:complexType>
      <xs:sequence>
        <xs:element type="xs:string" name="UserID"/>
        <xs:element type="xs:string" name="Password"/>
        <xs:element type="xs:int" name="CustomerNumber"/>
        <xs:element type="xs:int" name="OrderNo"/>
        <xs:element name="Item" maxOccurs="unbounded" minOccurs="1">
          <xs:complexType>
            <xs:sequence>
              <xs:element type="xs:byte" name="OrderLineNo"/>
              <xs:element type="xs:int" name="SKU"/>
              <xs:element type="xs:string" name="MfgPN">
                <xs:annotation>
                  <xs:documentation>Any one of the fields, SKU or MfgPN is
required</xs:documentation>
                </xs:annotation>
              </xs:element>
              <xs:element type="xs:string" name="SerialNo"/>
              <xs:element type="xs:string" name="ReasonCode"/>
              <xs:element type="xs:string" name="ConditionCode"/>
            </xs:sequence>
            <xs:attribute type="xs:byte" name="LineNumber" use="mandatory"/>
          </xs:complexType>
        </xs:element>
      </xs:sequence>
    </xs:complexType>
  </xs:element>
</xs:schema>
```

Response XSD:

```xml
<?xml version="1.0" encoding="utf-8"?>
<xs:schema attributeFormDefault="unqualified" elementFormDefault="qualified"
xmlns:xs="http://www.w3.org/2001/XMLSchema">
  <xs:element name="CreateRMAResponse">
    <xs:complexType>
      <xs:sequence>
        <xs:element name="Status" type="xs:string" />
        <xs:element name="RMANumber" type="xs:int" />
        <xs:element name="Reason" type="xs:string" />
      </xs:sequence>
    </xs:complexType>
  </xs:element>
</xs:schema>
```

Testing & Production with TD SYNNEX

XML RMA Create API URLs

US:

TEST   https://testws.us.synnex.com/webservice/rma/create

 PROD   https://ws.us.synnex.com/webservice/rma/create

Canada:

TEST   https://testws.ca.synnex.com/webservice/rma/create

PROD   https://ws.ca.synnex.com/webservice/rma/create

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@TD SYNNEX.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@TD SYNNEX.com
For Canada: Helpdesk CA, helpdeskcanada@TD SYNNEX.com

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