

Format description

„OrderResponse“

(Status exchange for orders)

Version 1.6

Author:

Georg Weiß

LOOK4 COMPANY GmbH

Klarastraße 34

79106 Freiburg

Date:

20/10/2005

Last format modification:

30/04/2010

Last modification in
description:

30/04/2010



1 TABLE OF CONTENTS

1 Table of contents	2
Layout of status message.....	3
2 Format layout for exchange of order status (OrderResponse)	3
<i>The element OrderResponse</i>	<i>3</i>
<i>The element OrderError</i>	<i>4</i>
List ErrorCodes for element OrderError.....	5
<i>The element OrderItems.....</i>	<i>5</i>
<i>The element OrderItem.....</i>	<i>5</i>
Standard values for the attribute orderItemType	7
Standard values for the attribute orderTransmissionType.....	7
Standard values for the attribute orderItemStatus.....	7
List ErrorCodes for element OrderItems.....	8
<i>Steps of order check and corresponding status messages.....</i>	<i>8</i>
General check of the order mail	8
Check of the element Order	8
Check of the element OrderItem.....	9
<i>Analysis of status and error messages</i>	<i>9</i>
Example-XML-Code for status exchange.....	10

LAYOUT OF STATUS MESSAGE

The status exchange took place by early 2009 for all manufacturers by email. The standard-XML exchange file is transmitted as attachment.

In addition there is the possibility to accommodate the messages as plain text / HTML text in the body readable for humans (useful when the optician software not yet automatically evaluates the status messages).

Because it is necessary for the reception of status messages to have a mailbox to be used solely for that purpose, specifying a subject is not set. We recommend that you specify *OrderResponse* to mark the message.

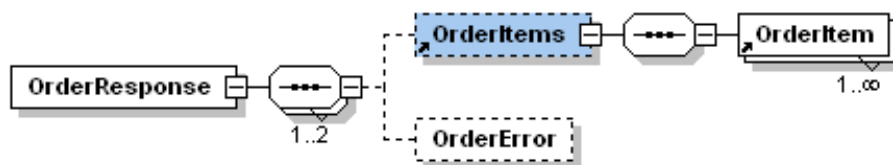
Since January 2009 at some manufacturers the order by Webservice is possible.

Here the order in the XML format is sent and the answer is an OrderResponse. An additional error code was introduced in this context.

2 FORMAT LAYOUT FOR EXCHANGE OF ORDER STATUS (ORDERRESPONSE)

The format for status exchange is based on the formats Catalog.xml and Order.xml. An order confirmation relates always to exact one order with one or more order positions.

THE ELEMENT *ORDERRESPONSE*



The element *OrderResponse* contains at least one of the attributes *clientOrderID*, *clientID* or *supplierID* and the elements *OrderError* and *OrderItems*. The element *OrderItems* can consist of one or more *OrderItem* elements.

The element *OrderResponse* can have the following attributes:

Attribute	Description	Type	Example
<i>schemaMajorVersionID</i>	Major version number	required	1.x
<i>schemaMinorVersionID</i>	Minor version number	required	x.6
<i>orderResponseID</i>	Unique order response receipt number	optional	OR-1234-2010-04-10_23-12-35
<i>clientOrderID</i>	Order ID on the side of the client	required	201004240918
<i>supplierOrderID</i>	Order ID on the side of the supplier	optional	65498
<i>orderDate</i>	Receipt date of the order	optional	2010-04-24T09:22:12.6100000+02:00
<i>supplierID</i>	Unique ID of the supplier	required	DE81234567
<i>supplierName</i>	Name of the supplier	optional	CIBA
<i>clientSupplierID</i>	Unique ID of the supplier at client	optional	14797
<i>clientID</i>	Client number (at supplier)	required	530457
<i>clientName</i>	Client name	optional	Brillen Meier
<i>generationDate</i>	Generation date of the status file	required	28.10.2005 11:16
<i>generatorInfo</i>	Description of the generator software	optional	CIBA ERP
<i>currency</i>	Currency	optional	EURO

Xxx All newly added attributes in version 1.6 are marked with blue

THE ELEMENT *ORDERERROR*

The element *OrderError* contains the attributes *errorCode* and *errorDescription*. If this element exists the complete order is invalid. The reason for the error is given back as *errorCode* and *errorDescription*.

LIST ERRORCODES FOR ELEMENT *ORDERERROR*

The list describes syntactic or logical errors of the element *Order*

Attribute	Description	Type	Example
<i>errorCode</i>	Error code	optional	5
<i>errorDescription</i>	Error description	optional	No valid order item existing

Value	Zugehörige errorDescription
1	Addresses: <i>addressIDs</i> not unique
2	Order position (<i>OrderItem</i>) references unknown address
3	Client unknown at supplier/ shop service (if only known clients are accepted)
4	Wrong <i>SupplierID</i> (supplier not known in recipient system)
5	No (valid) order position exists

THE ELEMENT *ORDERITEMS*

The element *OrderItems* consists of one or more elements *OrderItem*.

THE ELEMENT *ORDERITEM*

The element *OrderItem* contains the status information for one order item (order position).

It contains the following attributes:

Attribute	Description	Type	Example
<i>supplierOrderItemID</i>	ID of order item at supplier	optional	37549
<i>clientOrderItemID</i>	ID of order item at client (optician software)	required	89R

<i>orderItemStatus</i>	Order status information > see list of values	required	4
<i>orderItemType</i>	Item type (standard, free of charge, returns)	optional	freeOfCharge
<i>articleID</i>	Article ID	optional	FLDLB10
<i>articleName</i>	Article description	optional	Freshlook oneday 10 pack
<i>eanCode</i>	EAN-Code	optional	0512345678912
<i>upcCode</i>	UPC-Code	optional	512345678912
<i>clientArticleID</i>	Article number at client	optional	CI_6490
<i>clientArticleName</i>	Article description at client	optional	Freshlook oneday
<i>deliveryQuantity</i>	Delivered quantity	optional	2
<i>orderedQuantity</i>	Ordered quantity	optional	3
<i>unitOfMeasure</i>	Unit of measure	optional	pieces
<i>netPurchasePrice</i>	Net purchase price	optional	15.43
<i>orderTransmissionType</i>	Order transmission type	optional	fax
<i>referenceName</i>	Commission at client	optional	Herr Müller
<i>errorCode</i>	Error code	optional	5
<i>errorDescription</i>	Error description	optional	Unvollständige Konfiguration
<i>deliveryDate</i>	Delivery date	optional	22.10.2005
<i>shipmentDate</i>	Shipment date	optional	24.10.2005
<i>shipmentType</i>	Shipment type	optional	Post

Attributes with standard values (valid values see tables)

STANDARD VALUES FOR THE ATTRIBUTE *ORDERITEMTYPE*

Value	Description
<i>standard</i>	If attribute is not indicated standard is applied
<i>freeOfCharge</i>	Item free of charge
<i>returns</i>	Returns item

STANDARD VALUES FOR THE ATTRIBUTE *ORDERTRANSMISSIONTYPE*

Value	Description
<i>phone</i>	Order by phone
<i>fax</i>	Fax order
<i>onlineShop</i>	Order via online shop
<i>edi</i>	Electronic order between two ERPs (EDI order)

STANDARD VALUES FOR THE ATTRIBUTE *ORDERITEMSTATUS*

Value	Description
<i>0</i>	<i>Submitted in</i> (order/ <i>OrderItem</i> received by recipient system)
<i>1</i>	<i>Transmitted</i> (order / <i>OrderItem</i> has been transmitted to supplier system)
<i>2</i>	<i>Received</i> (supplier system has received the <i>OrderItem</i>)
<i>3</i>	<i>In Progress</i> (<i>OrderItem</i> in progress at supplier)
<i>4</i>	<i>DeliveryDate</i> (Notification about estimated delivery date)
<i>5</i>	<i>Delivered</i> (order has been sent by supplier)
<i>10</i>	<i>Error</i> (error during processing order - defined error codes for automatic error handling and error description as text (display))

LIST ERRORCODES FOR ELEMENT *ORDERITEMS*

Errors related to one specific order item (order position):

Value	Respective ErrorDescription
1	Article for <i>OrderItem</i> not found in catalog >> reason e.g.old catalog on client side
2	Invalid configuration: unknown feature >> reason e.g.old catalog on client side
3	Invalid configuration: selected delivery range does not contain a selected feature >> reason e.g.old catalog on client side
4	Invalid configuration: invalid value
5	Invalid configuration: missing feature ("incomplete configuration") >> old catalog on client side
6	Invalid number of articles
7	Client known at receiver system but not allowed to order this article

STEPS OF ORDER CHECK AND CORRESPONDING STATUS MESSAGES

The checking of the orders at the receiver system works on three levels which requires corresponding messages.

GENERAL CHECK OF THE ORDER MAIL

First the order mail has to be checked itself. If an error is found, (- no attachment /- attachment with invalid XML /- no schema referenced) that means the complete order is invalid, a corresponding status mail will be send back.

CHECK OF THE ELEMENT *ORDER*

Then the check is carried out at the order level. If an error occurs here, an error message is sent. It is tested in subsequent succession if a corresponding address in the order mail exists. It will be answered to the first found address.

1. *ResponseMail* (in order/XML-attachment)
2. *ReplyTo* in order mail >> should always be stated, if the order is completely invalid or corrupted
3. Sender address of the email

CHECK OF THE ELEMENT *ORDERITEM*

If the check on order level was ok, the check is completed by checking on order item level. Is an order item invalid, there will be sent also a corresponding error message. Here as well will be answered to the first found answer address.

All from receiver system accepted order items will be confirmed in a corresponding status mail which contains one confirmation line for each order item.

ANALYSIS OF STATUS AND ERROR MESSAGES

Generally for each order at least one status message (received) has to be send. Does the sender system not receive a status message (*OrderResponse*) the order was not received at the side of the supplier. Information about *OrderItems* with errors and status updates can also be sent separately. That means an *OrderResponse* message must not contain mandatorily all *OrderItems* of an order (error or status updates).

The status messages must evaluate also level by level.

How to:

1. No *OrderResponse* >> order not received on receiver side
 2. *OrderResponse* with element *OrderError* >> order generally invalid or incorrect. The element *Order* contains the *errorCode* and *errorDescription* for error analysis
- OrderResponse* with element *OrderItems* >> the *OrderResponse* contains the order status for the single order items. Incorrect positions include *errorCode* and *errorDescription* for an automatic evaluation.

EXAMPLE-XML-CODE FOR STATUS EXCHANGE

Example 1 (Error message order completely invalid)

```
<OrderResponse schemaMajorVersionID="1" schemaMinorVersionID="6" supplierID="DE813122224"
clientID="13998" generationDate="2006-04-11T10:02:03.9375000+02:00">
  <Order clientOrderID="00005-13998" errorCode="3" errorDescription="customer '13998' not found in
shopservice" />
</OrderResponse>
```

Example 2 (Invalid *OrderItems*)

```
<OrderResponse schemaMajorVersionID="1" schemaMinorVersionID="6" supplierID="DE813122224"
clientID="13998" generationDate="2006-04-10T15:52:03.5468750+02:00">
  <OrderItems>
    <OrderItem clientOrderItemID="1891R" orderItemStatus="10" errorCode="4" errorDescription="Article 'L0505':
Selected DeliveryRange doesnt contain feature 'RadiusBasecurve' with value '8.8'." />
    <OrderItem clientOrderItemID="1895R" orderItemStatus="10" errorCode="3" errorDescription="Article 'L0501':
Selected DeliveryRange doesnt contain feature 'Diameter'." />
  </OrderItems>
</OrderResponse>
```

Example 3 (2 confirmations for *OrderItems*)

```
<OrderResponse schemaMajorVersionID="1" schemaMinorVersionID="6" supplierID="DE813122224"
clientID="13998" generationDate="2006-05-15T17:52:03.0000000+02:00">
  <OrderItems>
    <OrderItem clientOrderItemID="1957L" orderItemStatus="1" />
    <OrderItem clientOrderItemID="1957R" orderItemStatus="1" />
  </OrderItems>
</OrderResponse>

<OrderResponse schemaMajorVersionID="1" schemaMinorVersionID="6" clientOrderID="200704261248"
orderDate="2007-04-26T12:52:06.8570000+02:00" supplierID="DE813122224"
supplierName="CooperVision_Prod" clientID="142322" clientName="Optik Testmeier" generationDate="2007-04-
26T12:52:10.2641556+02:00">
  <OrderItems>
    <OrderItem clientOrderItemID="LGCL200700000016_070000442" orderItemStatus="0" />
  </OrderItems>
</OrderResponse>
```

Example 4 (Status updates)

```
<?xml version="1.0" encoding="utf-8"?>
```

```
<OrderResponse schemaMajorVersionID="1" schemaMinorVersionID="6" clientOrderID="200704261248"  
orderDate="2007-04-26T12:52:06.8570000+02:00" supplierID="DE813122224" supplierName="CooperVision"  
clientID="13222" clientName="Optik Testmann" generationDate="2007-04-26T12:52:10.2641556+02:00">
```

```
generatorInfo="CIBA ERP" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"  
xsi:noNamespaceSchemaLocation="http://schema.cl-portal.com/v_1_4/OrderResponse.xsd">
```

```
<OrderItems>
```

```
<OrderItem supplierOrderItemID="72974021" clientOrderItemID="89R" orderItemStatus="2"  
orderDate="22.10.2005" referenceName="L' Adeur , Stefan"/>
```

```
<!-- Empfangsbetätigung des Herstellers -->
```

```
<OrderItem supplierOrderItemID="72974022" clientOrderItemID="89L" orderItemStatus="2"  
orderDate="22.10.2005" referenceName="L' Adeur , Stefan"/>
```

```
<!-- Empfangsbetätigung des Herstellers -->
```

```
<OrderItem supplierOrderItemID="72974023" clientOrderItemID="71R" orderItemStatus="3"  
referenceName="La, Klaus"/>
```

```
<!-- Meldung in Produktion-->
```

```
<OrderItem supplierOrderItemID="72974024" clientOrderItemID="96R" orderItemStatus="4"  
deliveryQuantity="1" deliveryDate="26.10.2005" referenceName="Frau Meier"/>
```

```
<!-- Mitteilung voraussichtlicher Liefertermin-->
```

```
<OrderItem supplierOrderItemID="72974027" clientOrderItemID="96L" orderItemStatus="4"  
deliveryQuantity="1" deliveryDate="26.10.2005" referenceName="Frau Meier"/>
```

```
<!-- Mitteilung voraussichtlicher Liefertermin-->
```

```
<OrderItem supplierOrderItemID="72974028" clientOrderItemID="63" orderItemStatus="5"  
deliveryQuantity="4" deliveryDate="27.10.2005" referenceName="Lager"/>
```

```
<!-- Änderungsmitteilung voraussichtlicher Liefertermin (zweite, dritte, ... Mitteilung)-->
```

```
<OrderItem supplierOrderItemID="72974045" clientOrderItemID="68" orderItemStatus="6"  
deliveryQuantity="1" deliveryDate="26.10.2005" referenceName="Lager" shipmentDate="28.10.2005"  
shipmentType="Transmed"/>
```

```
<!-- Versand-Mitteilung -->
```

```
<OrderItem supplierOrderItemID="72974021" clientOrderItemID="89R" orderItemStatus="10"  
referenceName="L' Adeur , Stefan" errorCode="44" errorDescription="leider nicht mehr lieferbar"/>
```

```
<!-- Fehlermeldung mit Beschreibung-->
```

```
</OrderItems>
```

```
</OrderResponse>
```

The current format descriptions and further information you will find online at www.look4.de or contact:

LOOK4 COMPANY GmbH



Klarastraße 34

79106 Freiburg

www.look4.de

Tel. +49 (0)761 130 74 75

Fax +49 (0)761 130 74 77

Mail: info@look4.de