

OWD Batch Order Importer

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Introduction

The OWD Batch Importer allows you to import batches of orders directly into the OWD system via a normal web browser by uploading a text file. Currently, the batch importing system allows you to import orders, attempt to charge credit/debit cards as part of the import process, specify the payment method for your shipping costs and create backorders.

This document provides a detailed description of the columns and values to use in your import files, the official shipping method names we use, and a canonical list of country names and codes for international orders.

Support

This importer is a work in progress and we invite your feedback on any changes that would make your life easier. Your primary support contact is your account manager. The account manager will work with OWD's IT department to resolve any problems as rapidly as possible.

Feedback

This importer is a work in progress and we invite your feedback on any changes that would make your life easier. Please send any feedback or suggestions to casetracker@owd.com.

Accessing the Batch Importer

Please contact your account manager to obtain current URLs for the batch importer.

After accessing the importer web page, you will be prompted for the backorder handling rule to use for your import and for your file. All imports are done interactively and in real time.

Formatting Instructions

Files should be tab-delimited text files. The header row with the column names are required and columns must be in the order listed in the column description table later in this document. A sample document is available from your account manager.

If any field contains a tab character, a double-quote character, or a CR/LF/return/new paragraph character, such as the comments or gift message fields, those fields must be surrounded by double-quote characters. If a text field contains a double-quote character, it should be replaced with two double-quote characters.

All orders imported will be either posted (released to the warehouse) immediately, placed on hold, or rejected. The web page used to upload your batch file will report on the status of each line of the file after completing the import attempt.

If some orders are successful while others fail, it is possible to edit the offending rows and re-import the full, modified file. The system will block already processed orders by reporting the existing orders as duplicates. If you do want to re-import an order identical to an existing order, you will need to first change the order reference value to something different in the import file.

To import orders with multiple SKUs, use one row for each SKU and supply the correct SKU information for the current item in the columns whose names begin with "SKU". All the order information can safely be repeated in each row, but the only columns required for rows after the first one are the "SKU" columns and the "Order Reference" column. To send multiple line items with an order, each row for that order should be consecutive - do not mix rows from different orders among each other.

Using Microsoft Excel to manage import files

If you start the import process by opening a text file in Excel for editing, Excel will automatically invoke its three-step Text Import Wizard to convert the text file to a columned spreadsheet. When Excel imports a text file it automatically puts the data in columns (you will see this in the Import Wizard process). If the columned data is numeric, Excel will not import any leading zeroes of a number. For example: if you have a location numbered 0345, Excel will import this number as 345. This is VERY problematic if you wish to re-import the same spreadsheet into the batch importer because the software will not recognize the "new" number. Consequently, an error will occur for location 345 because the software expects data for location 0345. Fortunately, this problem is easily fixed.

Editing import files in Excel

When opening your tab-delimited file in Excel, do the following in the Import Wizard:

1. Step 1 - Choose Delimited to describe the file
2. Step 2 - Choose Tab as the delimiter
3. Step 3 - Allows you to select each column and set the Data Format. Do the following on this screen:
 - Click on each column of data that could be a problem (for example, CC account or order reference). The column will darken.
 - Change the Column Data Format from General to Text.
 - Click Finish

Exporting files from Excel

Before saving a file from Excel for the batch importer, check that any potential problem columns are formatted as text. You can do this for the entire spreadsheet by clicking in the upper-left corner of the worksheet and choosing "Format Cells" from the Format menu and choosing Text from the formatting choice list. Then save a copy of your spreadsheet as a tab-delimited text file to use with the batch importer.

File Columns Description:

Column Title	Description	Format	Needs Value?	Notes
Order Reference	Unique value for this order	Up to 50 characters	Required	Order references are recorded as the order's "Client Reference". This value must be unique across all orders for each client. The importer will not import an order with a reference that already exists in the OWD system for the client.
Customer Name	Full name of customer	Up to 60 characters	Optional	For credit card processing, full name must contain at least one internal space
Customer Company	Company name, if any	Up to 50 characters	Optional	
Customer Address 1	First line of street address	Up to 50 characters	Optional	
Customer Address 2	Second line of street address	Up to 50 characters	Optional	
Customer City	Customer metro area	Up to 50 characters	Optional	
Customer State	Customer state/province	Up to 50 characters	Optional	Must use correct spelling or use standard two-letter codes for US/Canada orders
Customer Postal Code	Zip code/postal code	Up to 50 characters	Optional	
Customer Country	Country Name	Up to 50 characters	Optional	Must use correct spelling or use standard two-letter codes. U.S. Territories like Guam, Puerto Rico, etc., will be imported as specific countries but the country value can be left blank or as "USA". A blank entry in this field will default to "USA". See list of country codes and names below.
Customer Phone	Phone number for customer	Up to 50 characters	Optional	
Customer Email	Email address for customer	Up to 50 characters	Optional	
Order Paid	1 or 0 to indicate if the order is already paid for or not.	Either the character "1","0" or blank	Optional	Defaults to zero if left blank. If zero, the order will attempt to charge the order total using the provided CC information. If this is not completed successfully the order will be paced on hold. If the value is "1", no CC information will be recorded and no attempt will be made to hold the order or obtain payment before shipping. Setting this value to zero and not including any CC information in the next field will force the order to be imported on hold.
Customer CC	Credit card account number or customer	Up to 16 characters	Optional	

CC Expiration Month	Month of expiration for CC	Numeric integer	Optional	Months in 1-12 range with January=1, December=12
CC Expiration Year	Year of expiration for CC	Numeric integer	Optional	You must use a 4-digit year - 2003, not 03
Ship Name	Full name of consignee	Up to 60 characters	Required*	Addressee for package either this or the company name is required
Ship Company	Company name, if any	Up to 50 characters	Required*	Either this or the consignee name is required
Ship Address 1	First line of street address	Up to 50 characters	Required	
Ship Address 2	Second line of street address	Up to 50 characters	Optional	
Ship City	Consignee metro area	Up to 50 characters	Optional	Required for US/Canada
Ship State	Consignee state/province	Up to 50 characters	Required	Must use correct spelling or use standard two-letter codes for US/Canada orders
Ship Postal Code	Zip code/postal code	Up to 50 characters	Optional	Required for US/Canada
Ship Country	Country Name	Up to 50 characters	Required	Must use correct spelling or use standard two-letter codes. U.S. Territories like Guam, Puerto Rico, etc., will be imported as specific countries but the country value can be left blank or as "USA". A blank entry in this field will default to "USA". See list of country codes and names below.
Ship Phone	Phone number for consignee	Up to 50 characters	Optional	
Ship Email	Email address for consignee	Up to 50 characters	Optional	
Ship Method	Name of shipping method	Up to 50 characters	Required	See list of ship method names below
Client Ship Account	Account to bill shipping to if billed to an account belonging to the client	Up to 30 characters	Optional	Only used for accounts whose billing name and address is the same as the client's name/address. For true third party billing, consignee billing or freight collect shipments, see the Shipping Terms field below for options.
Is Gift	1 or 0 to indicate if the order is a gift	Either the character "1", "0" or blank	Optional	Defaults to zero if left blank
Gift Message	Message to print on packing slip/invoice	Up to 253 characters	Optional	
Comments	Notes for order	Up to 253 characters	Optional	
Warehouse Notes	Notes for order	Up to 253 characters	Optional	
Order Source	Client-specific reference	Up to 50 characters	Optional	Recorded on Extranet and in reports as "Order Source"

Order Taker	Client-specific reference	Up to 50 characters	Optional	
Sales Tax	Sales tax charged with order	Numeric	Required	Pass 0.00 if none
Ship Handling Fee	Shipping/handling fee charged with order	Numeric	Required	Pass 0.00 if none
Order Discount	Value to subtract from product subtotal	Numeric	Required	Pass 0.00 if none
Product SKU	Product identifier	Up to 60 characters	Required	Value must match OWD current inventory SKU on record. Unknown SKUs will cause order to be rejected.
Product Quantity	Number of units to ship	Numeric integer	Required	Use 0.00 if none
Product Unit Price	Customer price for each unit	Numeric decimal	Optional	
Product Description	Description of item	Up to 80 characters	Optional	If left blank, the description on record at OWD for the given SKU will be used by default.
COD Shipment	COD delivery indicator	Numeric decimal	Optional	If zero or blank, this field is ignored. Otherwise, the value of this field will be used as the amount to put on the COD invoice and the order will be shipped COD . You must ensure that the ship method you choose to use qualifies for COD delivery. Note that if you want the order to be shipped right away, you need to mark the "Order Paid" field with a value of "1", otherwise the order will be imported on hold.
Saturday Delivery	Saturday Delivery indicator	"1", "0" or blank	Optional	If the value is "1", the Saturday Delivery flag will be set on the shipment. This normally only applies to express-type shipments - if the ship method does not have a Saturday Delivery option, setting this value will have no effect.
Shipping Terms	Billing Type	See Notes	Optional	The terms of the shipment indicate how it will be billed. If the shipment is a USPS shipment or if it will be billed to the OWD account or other account on file for your orders, this column may be left blank. Please see the "Shipping Terms" notes below this table for more details on available options for this field.
Shipment Billto Name				See "Shipping Terms" section below.
Shipment Billto Company				See "Shipping Terms" section below.
Shipment Billto Address Line 1				See "Shipping Terms" section below.

Shipment Billto Address Line 2				See "Shipping Terms" section below.
Shipment Billto City				See "Shipping Terms" section below.
Shipment Billto State				See "Shipping Terms" section below.
Shipment Billto Zip				See "Shipping Terms" section below.
Shipment Billto Country				See "Shipping Terms" section below. Must use correct spelling or use standard two-letter codes. U.S. Territories like Guam, Puerto Rico, etc., will be imported as specific countries but the country value can be left blank or as "USA". A blank entry in this field will default to "USA". See list of country codes and names below.
Shipment Billto Phone				See "Shipping Terms" section below.
Shipment Billto Account				See "Shipping Terms" section below.
PO Number		Up to 50 characters	Optional	Value will be stored in PO Number field of order record
Insurance		Numeric decimal	Optional	Amount of insurance to request from carrier. If the ship method used does not allow insurance, this field will be ignored.
Signature Required	Flags carrier to not release order without a signature from the recipient	"0" or "1". Defaults to "0".	Optional	Signature required services will be billed at the carrier's rate as a special service. If the ship method used does not provide signature release service, this field will be ignored.
Product Notes	Text that can be displayed on packing slip with this line item	Up to 2K of text	Optional	Ignored if blank or missing. Utilizing this field requires custom modifications to your packing slip format - please contact your Account Manager for details.
Product Line Total	Forced amount for line (product) total.	Numeric decimal	Optional; defaults to zero	Ignored if blank or more than or equal to the calculated line total (unit price times units). Providing a value will cause OWD to apply a line discount value for the difference between the calculated line total and this value. Example: 3 units at 1.00 each have a calculated line total of 3.00. Providing a value in this field of 2.00 would cause a -1.00 discount to be applied to the line, creating a line total of 2.00.

Shipping Terms

Most shipments will be billed to your shipping account at OWD or OWD's account with the carrier. If you have set up your account with us to always bill a

particular account for your UPS or FedEx shipments, you do not need to use the Shipping Terms section for normal orders. If you normally ship under an OWD account, but want to ship a particular package under a different account that belongs to you, you can simply fill in the Client Ship Account field (see the table above) and ignore the Shipping Terms section. However, if you wish to bill to a third party that is not OWD or yourself, or you wish to use Freight Collect or Consignee Billing with your shipment, you can use the Shipping Terms and Shipment Billto fields to do so.

Third Party Billing:

To bill a shipment to a third party, use the value "Prepaid" for the Shipping Terms column and fill out all the "Shipment Billto..." fields.

Freight Collect Billing:

To bill a shipment to a third party, use the value "Freight Collect" for the Shipping Terms column and fill out all the "Shipment Billto..." fields, including the Shipment Billto Account field.

Consignee Billing:

To bill a shipment using Consignee Billing, use the value "Consignee" for the Shipping Terms column - you do not need to fill out any of the Shipment Billto fields

Shipping Method Names

These are the possible values that can be entered into the Ship Method column in the import file. Please note that ship methods must be spelled exactly as shown below.

FedEx 1Day Freight
FedEx 2Day
FedEx 2Day Freight
FedEx 3Day Freight
FedEx Express Saver
FedEx Ground
FedEx Ground U.S. to Canada
FedEx International Economy
FedEx International Economy Freight
FedEx International First
FedEx International Priority
FedEx International Priority Freight
FedEx Priority Overnight
FedEx Standard Overnight
LTL
Picked Up
UPS 2nd Day Air
UPS 2nd Day Air A.M.
UPS 3 Day Select
UPS Ground
UPS Next Day Air
UPS Next Day Air A.M.
UPS Next Day Air Saver
UPS Standard Canada
UPS Worldwide Expedited
UPS Worldwide Express
UPS Worldwide Express Plus
UPS Worldwide Express Saver
USPS Bnd Prt Mtr Single Piece
USPS Expr Mail-Addressee
USPS Express Mail International
USPS First-Class Mail
USPS First-Class Mail International
USPS Library Mail Single-Piece
USPS Media Mail Single-Piece
USPS Parcel Post
USPS Priority Mail
USPS Priority Mail International

International Country Names/Codes

Country Name	Two Letter Code
AFGHANISTAN	AF
ALBANIA	AL
ALGERIA	DZ
AMERICAN SAMOA	AS
ANDORRA	AD
ANGOLA	AO
ANGUILLA	AI
ANTARCTICA	AQ
ANTIGUA AND BARBUDA	AG
ARGENTINA	AR
ARMENIA	AM
ARUBA	AW
AUSTRALIA	AU
AUSTRIA	AT
AZERBAIJAN	AZ
BAHAMAS	BS
BAHRAIN	BH
BANGLADESH	BD
BARBADOS	BB
BELARUS	BY
BELGIUM	BE
BELIZE	BZ
BENIN	BJ
BERMUDA	BM
BHUTAN	BT
BOLIVIA	BO
BOSNIA AND HERZEGOVINA	BA
BOTSWANA	BW
BOUVET ISLAND	BV
BRAZIL	BR
BRITISH INDIAN OCEAN TERRITORY	IO
BRUNEI DARUSSALAM	BN
BULGARIA	BG
BURKINA FASO	BF
BURUNDI	BI

CAMBODIA	KH
CAMEROON	CM
CANADA	CA
CAPE VERDE	CV
CAYMAN ISLANDS	KY
CENTRAL AFRICAN REPUBLIC	CF
CHAD	TD
CHILE	CL
CHINA	CN
CHRISTMAS ISLAND	CX
COCOS (KEELING) ISLANDS	CC
COLOMBIA	CO
COMOROS	KM
CONGO	CG
CONGO	CD
COOK ISLANDS	CK
COSTA RICA	CR
COTE D'IVOIRE	CI
CROATIA	HR
CUBA	CU
CYPRUS	CY
CZECH REPUBLIC	CZ
DENMARK	DK
DJIBOUTI	DJ
DOMINICA	DM
DOMINICAN REPUBLIC	DO
EAST TIMOR	TP
ECUADOR	EC
EGYPT	EG
EL SALVADOR	SV
EQUATORIAL GUINEA	GQ
ERITREA	ER
ESTONIA	EE
ETHIOPIA	ET
FALKLAND ISLANDS (MALVINAS)	FK
FAROE ISLANDS	FO
FIJI	FJ
FINLAND	FI
FRANCE	FR
FRENCH GUIANA	GF
FRENCH POLYNESIA	PF

FRENCH SOUTHERN TERRITORIES	TF
GABON	GA
GAMBIA	GM
GEORGIA	GE
GERMANY	DE
GHANA	GH
GIBRALTAR	GI
GREECE	GR
GREENLAND	GL
GRENADA	GD
GUADELOUPE	GP
GUAM	GU
GUATEMALA	GT
GUINEA	GN
GUINEA-BISSAU	GW
GUYANA	GY
HAITI	HT
HEARD MCDONALD ISLANDS	HM
HOLY SEE (VATICAN CITY STATE)	VA
HONDURAS	HN
HONG KONG	HK
HUNGARY	HU
ICELAND	IS
INDIA	IN
INDONESIA	ID
IRAN	IR
IRAQ	IQ
IRELAND	IE
ISRAEL	IL
ITALY	IT
JAMAICA	JM
JAPAN	JP
JORDAN	JO
KAZAKSTAN	KZ
KENYA	KE
KIRIBATI	KI
KOREA NORTH	KP
KOREA SOUTH	KR
KUWAIT	KW
KYRGYZSTAN	KG
LAOS	LA

LATVIA	LV
LEBANON	LB
LESOTHO	LS
LIBERIA	LR
LIBYAN ARAB JAMAHIRIYA	LY
LIECHTENSTEIN	LI
LITHUANIA	LT
LUXEMBOURG	LU
MACAU	MO
MACEDONIA	MK
MADAGASCAR	MG
MALAWI	MW
MALAYSIA	MY
MALDIVES	MV
MALI	ML
MALTA	MT
MARSHALL ISLANDS	MH
MARTINIQUE	MQ
MAURITANIA	MR
MAURITIUS	MU
MAYOTTE	YT
MEXICO	MX
MICRONESIA	FM
MOLDOVA	MD
MONACO	MC
MONGOLIA	MN
MONTSERRAT	MS
MOROCCO	MA
MOZAMBIQUE	MZ
MYANMAR	MM
NAMIBIA	NA
NAURU	NR
NEPAL	NP
NETHERLANDS	NL
NETHERLANDS ANTILLES	AN
NEW CALEDONIA	NC
NEW ZEALAND	NZ
NICARAGUA	NI
NIGER	NE
NIGERIA	NG
NIUE	NU

NORFOLK ISLAND	NF
NORTHERN MARIANA ISLANDS	MP
NORWAY	NO
OMAN	OM
PAKISTAN	PK
PALAU	PW
PALESTINIAN TERRITORY, OCCUPIED	PS
PANAMA	PA
PAPUA NEW GUINEA	PG
PARAGUAY	PY
PERU	PE
PHILIPPINES	PH
PITCAIRN	PN
POLAND	PL
PORTUGAL	PT
PUERTO RICO	PR
QATAR	QA
REUNION	RE
ROMANIA	RO
RUSSIAN FEDERATION	RU
RWANDA	RW
SAINT HELENA	SH
SAINT KITTS AND NEVIS	KN
SAINT LUCIA	LC
SAINT PIERRE AND MIQUELON	PM
SAINT VINCENT AND THE GRENADINES	VC
SAMOA	WS
SAN MARINO	SM
SAO TOME AND PRINCIPE	ST
SAUDI ARABIA	SA
SENEGAL	SN
SEYCHELLES	SC
SIERRA LEONE	SL
SINGAPORE	SG
SLOVAKIA	SK
SLOVENIA	SI
SOLOMON ISLANDS	SB
SOMALIA	SO
SOUTH AFRICA	ZA

SOUTH GEORGIA SANDWICH ISLANDS	GS
SPAIN	ES
SRI LANKA	LK
SUDAN	SD
SURINAME	SR
SVALBARD AND JAN MAYEN	SJ
SWAZILAND	SZ
SWEDEN	SE
SWITZERLAND	CH
SYRIAN ARAB REPUBLIC	SY
TAIWAN	TW
TAJIKISTAN	TJ
TANZANIA, UNITED REPUBLIC OF	TZ
THAILAND	TH
TOGO	TG
TOKELAU	TK
TONGA	TO
TRINIDAD TOBAGO	TT
TUNISIA	TN
TURKEY	TR
TURKMENISTAN	TM
TURKS AND CAICOS ISLANDS	TC
TUVALU	TV
UGANDA	UG
UKRAINE	UA
UNITED ARAB EMIRATES	AE
UNITED KINGDOM	GB
UNITED STATES	US
URUGUAY	UY
US MINOR OUTLYING ISLANDS	UM
UZBEKISTAN	UZ
VANUATU	VU
VENEZUELA	VE
VIET NAM	VN
VIRGIN ISLANDS, BRITISH	VG
VIRGIN ISLANDS, U.S.	VI
WALLIS AND FUTUNA	WF
WESTERN SAHARA	EH
YEMEN	YE
YUGOSLAVIA	YU

ZAMBIA
ZIMBABWE

ZM
ZW