



Posti

Detailed instructions for InReturnOrder XML usage

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Document Approval History

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Related or Reference Documents

Document Name	Description	Owner	Location
InReturnOrder.xlsx	Description of InReturnOrder XML fields		
InReturnOrder.xml	Example of InReturnOrder XML file		



TABLE OF CONTENTS

1 GENERAL 7

1.1 PURPOSE..... 7

2 OVERVIEW 7

2.1 TECHNICAL REQUIREMENTS REFERENCE 7

3 ASSUMPTIONS AND DEPENDENCIES..... 7

3.1 ASSUMPTIONS..... 7

3.2 DEPENDENCES 7

4 RETURN ORDER MANAGEMENT 8

4.1 CREATE RETURN ORDER 8

4.2 UPDATE RETURN ORDER 8

4.3 DELETE RETURN ORDER..... 8

5 COMPONENT DESIGN 8

5.1 ORDER/METADATA..... 8

5.1.1 *DocumentType* 8

5.1.2 *CreationDateTime*..... 8

5.1.3 *SourceOrganizationId*..... 8

5.1.4 *Language*..... 8

5.1.5 *ExternalUserId*..... 8

5.1.6 *MessageIdentifier*..... 8

5.2 ORDER/ORDER 9

5.2.1 *ShipNode*..... 9

5.2.2 *ReqDeliveryDate*..... 9

5.2.3 *OrderType*..... 9

5.2.4 *FreightTerms*..... 9

5.2.5 *DerivedFromOrderNo* 10

5.2.6 *CustomerPONO*..... 10

5.3 ORDER/ORDERLINES/ORDERLINE..... 10

5.3.1 *ShipNode*..... 10

5.3.2 *CustomerLinePONO*..... 10

5.3.3 *SerialNo* 10

5.3.4 *OrderedQty* 10

5.3.5 *ReqDeliveryDate*..... 10

5.3.6 *ReturnReason*..... 10

5.3.7 *ReturnReasonLongDesc*..... 11

5.3.8 *ReturnReasonShortDesc* 11

5.3.9 *DerivedFromOrderLineNo* 11



- 5.4 ORDER/ORDERLINES/ORDERLINE/ITEM..... 11
 - 5.4.1 UnitOfMeasure 11
 - 5.4.2 ProductClass..... 11
 - 5.4.3 ItemID 12
 - 5.4.4 ItemDesc 12
- 5.5 ORDER/ORDERLINES/ORDERLINE/EXTN..... 12
 - 5.5.1 ExtnCustomerSalesUOM 12
 - 5.5.2 ExtnCustomerSalesUOMConversion..... 12
- 5.6 ORDER/ORDERLINES/ORDERLINE/REFERENCES/REFERENCE 12
 - 5.6.1 Name 13
 - 5.6.2 Value 13
- 5.7 ORDER/ORDERLINES/ORDERLINE/ORDERLINEINVATTREQUEST 13
 - 5.7.1 LotNumber 13
- 5.8 ORDERLINE/ORDERLINEINVATTREQUEST/EXTN 13
 - 5.8.1 ExtnBestBeforeDate..... 13
- 5.9 ORDER/INSTRUCTIONS/INSTRUCTION 13
 - 5.9.1 InstructionType 13
 - 5.9.2 InstructionText 13
- 5.10 ORDER/PERSONINFOSHIPTO 13
 - 5.10.1 FirstName 13
 - 5.10.2 LastName 14
 - 5.10.3 Company..... 14
 - 5.10.4 ZipCode 14
 - 5.10.5 City..... 14
 - 5.10.6 Country 14
 - 5.10.7 AddressLine1 14
 - 5.10.8 AddressLine2 14
 - 5.10.9 AddressLine3 14
 - 5.10.10 DayPhone 14
 - 5.10.11 OtherPhone..... 14
 - 5.10.12 EmailId 14
- 5.11 ORDER/PERSONINFOBILLTO..... 15
 - 5.11.1 FirstName 15
 - 5.11.2 LastName 15
 - 5.11.3 Company..... 15
 - 5.11.4 ZipCode 15
 - 5.11.5 City..... 15
 - 5.11.6 Country 15
 - 5.11.7 AddressLine1 15
 - 5.11.8 AddressLine2 15
 - 5.11.9 AddressLine3 15
 - 5.11.10 DayPhone 15

5.11.11	OtherPhone.....	16
5.11.12	EmailId	16
5.12	ORDER/ADDITIONALADDRESSES/ADDITIONALADDRESS	16
5.12.1	AddressType.....	16
5.13	ORDER/ADDITIONALADDRESSES/ADDITIONALADDRESS/PERSONINFO.....	16
5.13.1	FirstName	16
5.13.2	LastName	16
5.13.3	PersonId.....	16
5.13.4	Company.....	16
5.13.5	ZipCode	16
5.13.6	City.....	16
5.13.7	Country	16
5.13.8	AddressLine1	17
5.13.9	AddressLine2	17
5.13.10	AddressLine3	17
5.13.11	DayPhone	17
5.13.12	OtherPhone.....	17
5.13.13	EmailId	17
5.14	ORDER/REFERENCES/REFERENCE	17
5.14.1	Value.....	17
5.14.2	Name.....	17

1 General

1.1 Purpose

InReturnOrder is the standard way to interact return orders with Posti Logistics' services and consists return order information from Principal to Posti WMS.

Purpose of this document is to define technically how InReturnOrder message is used and what kind of data is needed in logistics' services.

Logistics' services between Posti and Principal are described in agreement done with Posti and Principal.

2 Overview

2.1 Technical Requirements Reference

- Interface for application to application integration. (High volume customers)
- WMS online web application. (Low volume customers)

3 Assumptions and Dependencies

3.1 Assumptions

- Data is case sensitive
- Decimal separator is dot
- Date format is YYYY-MM-DDTHH:MM:SS+2:00

3.2 Dependencies

The following list consists values which are pre-defined by Posti. More information later in this document.

- Unit of Measures (more information in InItemMaster documentation)
- Order Types
- Freight Terms
- Return Reason
- Order and Line References
- Order Instructions
- Product Classes

4 Return Order management

4.1 Create return order

New return order integration is in use.

4.2 Update return order

Update integration is not available

4.3 Delete return order

Delete integration is not available

5 Component Design

5.1 Order/MetaData

MetaData is used for message quality control and routing purposes.

5.1.1 **DocumentType**

Name of the document. This should be InReturnOrder

5.1.2 **CreationDateTime**

Date and time of interface creation. If principal sets the time, it will be used. Otherwise Posti will use the date and time when Posti receives the message in Integration platform.

5.1.3 **SourceOrganizationId**

Name of the organization from whom the Return order is sent from (Principal identifier)

5.1.4 **Language**

Language code of the Return order in two-letter ISO format e.g. FI

5.1.5 **ExternalUserId**

Identifier of the principal in external system (OVT code)

5.1.6 **MessageIdentifier**

Identifier of the message which is unique at least in the scope of message sender.

- If customer has created a unique identifier, it will not be overwritten
- If the field is empty, Posti will use a generated identifier (UUID)

This MessageIdentifier can be used for troubleshooting purposes to uniquely identify any message that has been received by Posti integration environment.

5.2 **Order/Order**

5.2.1 **ShipNode**

Ship node where the return order will be receipt.

Voutila = 12

5.2.2 **ReqDeliveryDate**

The requested delivery date

5.2.3 **OrderType**

The order classification attribute. This field can be used for reporting purposes or to build conditions for modeling your business process.

Until further notice, Order types are not used in order process or reporting.

If Order Types are needed, they are agreed and described in the contract with Principal and Posti.

5.2.4 **FreightTerms**

International Commercial Terms ('Incoterms') are internationally recognized standard trade terms used in sales contracts. They're used to make sure buyer and seller know:

- Who is responsible for the cost of transporting the goods, including insurance, taxes and duties
- Where the goods should be picked up from and transported to
- Who is responsible for the goods at each step during transportation

Incoterms are used in contracts in a 3-letter format followed by the place specified in the contract (e.g. the port or where the goods are to be picked up).

Incoterm 2010 is used, but it is possible to add incoterms based on agreement with Principal and Posti in case there are such business needs.

CFR Cost & Freight

CIF Cost, Insurance & Freight

CIP Carriage and Insurance Paid to

COL Collect (Returns)

CPT Carriage Paid To

DAP Delivered At Place

DAT Delivered At Terminal
DDP Delivered Duty Paid
EXW Ex Works
FAS Free Alongside Ship
FCA Free Carrier
FOB Free On Board
PRE Prepaid (Returns)
TPB Third party (Returns)

5.2.5 DerivedFromOrderNo

Original sales order number

5.2.6 CustomerPONo

Principal's return order number.

5.3 Order/OrderLines/OrderLine

5.3.1 ShipNode

Ship node where the return order line will be receipt
Voutila = 12

5.3.2 CustomerLinePONo

Principal's return order line number.

5.3.3 SerialNo

Serial number of the item.

5.3.4 OrderedQty

The quantity of the line item that is being returned.

5.3.5 ReqDeliveryDate

Requested delivery date.

5.3.6 ReturnReason

The reason for return.

Reason codes are pre-defined by Posti.

If Reason codes based on Principal's own values are needed, they are agreed and described in the contract with Principal and Posti.

Return Reason	Short Description
AP	Asiakaspalautus
KV	Kuljetusvaurio
PP	Postitoimipaikkapalautus
PRO1	Toimipaikkapalautus
PRO2	Asiakaspalautus maksettu
PRO3	Asiakaspalautus ei maksettu
RI	Rikkinäinen tuote
TV	Takuuvaurio
VA	Tuotteen vaihto
VT	Virheellinen toimitus

5.3.7 ReturnReasonLongDesc

Long description of the return reason code.

5.3.8 ReturnReasonShortDesc

Short description of the return reason code.

5.3.9 DerivedFromOrderLineNo

Original sales order line number

5.4 Order/OrderLines/OrderLine/Item

5.4.1 UnitOfMeasure

The unit of measure.

Sales unit of measure and purchase unit of measure should be the same as inventory unit of measure. It is possible to do conversion in Sterling but it has to be discussed and be based on the contract with Principal and Posti

5.4.2 ProductClass

The product class is used as an inventory class identifier.

Product classes are pre-defined by Posti. If Product classes based on Principal's own values are needed, they are agreed and described in the contract with Principal and Posti.

Available list of values:

Product Class	Name FI	Name EN	Kuvaus	Description
NORM	Vapaa varasto	Unrestricted Stock	Priima tuote, vapaa varasto	Receiving to unrestricted stock, default
BRKN	Rikkoutuneet	Broken Stock	Käytetään varaston vastaanotossa, rikki varastolle saapuessa.	Receive as broken products
RTRN	Palautus toimittajalle	Return to Vendor	Odottaa palautusta tavarantoimittajalle	Item received is waiting to be returned to vendor.
SCRP	Romutus	Scrap	Odottaa hävitystä	Item received is waiting to be delivered to scrapping.
BSTK	Kakkoslaatu	B Stock	Kakkoslaatuisen tuotteen saldo	Item received is to be handled as B quality stock.
FRWD	Toimitus eteenpäin	Forwarding	Odottaa toimitusta	Item received is to be forwarded to another address.
DSHP	Palautus toimittajalle (GLUE)	Return to Vendor (GLUE)	Odottaa palautusta tavarantoimittajalle (toimitusmyynti=Glue)	Item received is waiting to be returned to vendor (GLUE).

5.4.3 ItemID

The identifier for the item. The ItemID, UOM, and Product class form the unique inventory identifier for an order line.

5.4.4 ItemDesc

Description for the item.

5.5 Order/OrderLines/OrderLine/Extn

5.5.1 ExtnCustomerSalesUOM

Customer sales unit of measure.

5.5.2 ExtnCustomerSalesUOMConversion

Multiplier that can be used together with base unit quantity to gain quantity in sales unit.

5.6 Order/OrderLines/OrderLine/References/Reference

References are used only as pass through data and is sent back to Principal in OutReturnConfirmation.

If References are needed, they are agreed and described in the contract with Principal and Posti.

5.6.1 Name

The name of the reference

5.6.2 Value

Free-form text associated with the Reference Name.

5.7 Order/OrderLines/OrderLine/OrderLineInvAttRequest

5.7.1 LotNumber

The Lot Number that has been specified in the Order Line.
If Principal uses and sends batch number it is also used in this Lot Number field.

5.8 OrderLine/OrderLineInvAttRequest/Extn

5.8.1 ExtnBestBeforeDate

Best before date

5.9 Order/Instructions/Instruction

Return order instructions are pre-defined types in Principal's return order organization. In Posti WMS there is no standard logistic process based on return order instructions. If Order Instructions are needed, they are agreed and described in the contract with Principal and Posti.

5.9.1 InstructionType

Name of the pre-defined instruction type.

5.9.2 InstructionText

Free-form text indicating any additional information related to the instruction type.

5.10 Order/PersonInfoShipTo

Ship to customer's address in the original sales order.

5.10.1 FirstName

The first name of the person. If last name and first name are not used in separate fields, then both names are written in the FirstName field.



5.10.2 LastName

The last name of the person. This is used only if person's first name and last name are used separately.

5.10.3 Company

The company this person is associated with.
In case of company name is known it is written here.

5.10.4 ZipCode

The zip code in the address.

5.10.5 City

The city in the address.

5.10.6 Country

The country in the address. We recommend usage of 2 byte ISO Country Codes.

5.10.7 AddressLine1

The address line 1 in the address.

5.10.8 AddressLine2

The address line 2 in the address

5.10.9 AddressLine3

The address line 3 in the address

5.10.10 DayPhone

The day phone number at which the person or a predesignated employee of the organization referred to in the address can be called.

5.10.11 OtherPhone

The alternate phone number at which the person or a predesignated employee of the organization referred to in the address can be called.

5.10.12 EmailId

The email address at which the person or a predesignated employee of the organization referred to in the address can be contacted.

5.11 Order/PersonInfoBillTo

If Bill to address is sent by Principal in integration then Bill to address is bill to address in Principal's return order.

Bill to address is for information only and can be used only in printouts if needed and is agreed as an additional service.

5.11.1 FirstName

The first name of the person. If last name and first name are not used in separate fields, then both names are written in the FirstName field.

5.11.2 LastName

The last name of the person. This is used only if person's first name and last name are used separately.

5.11.3 Company

The company this person is associated with.
In case of company name is known it is written here.

5.11.4 ZipCode

The zip code in the address.

5.11.5 City

The city in the address.

5.11.6 Country

The country in the address. We recommend usage of 2 byte ISO Country Codes.

5.11.7 AddressLine1

The address line 1 in the address.

5.11.8 AddressLine2

The address line 2 in the address

5.11.9 AddressLine3

The address line 3 in the address

5.11.10 DayPhone

The day phone number at which the person or a predesignated employee of the organization referred to in the address can be called.

5.11.11 OtherPhone

The alternate phone number at which the person or a predesignated employee of the organization referred to in the address can be called.

5.11.12 EmailId

The email address at which the person or a predesignated employee of the organization referred to in the address can be contacted.

5.12 Order/AdditionalAddresses/AdditionalAddress

5.12.1 AddressType

Identifies the type of address. Part of unique key.

5.13 Order/AdditionalAddresses/AdditionalAddress/PersonInfo

5.13.1 FirstName

The first name of the person. If last name and first name are not used in separate fields, then both names are written in the FirstName field.

5.13.2 LastName

The last name of the person. This is used only if person's first name and last name are used separately.

5.13.3 PersonId

The unique identifier for a company (business ID).

5.13.4 Company

The company this person is associated with.
In case of company name is known it is written here.

5.13.5 ZipCode

The zip code in the address.

5.13.6 City

The city in the address.

5.13.7 Country

The country in the address. We recommend usage of 2 byte ISO Country Codes.

5.13.8 AddressLine1

The address line 1 in the address.

5.13.9 AddressLine2

The address line 2 in the address

5.13.10 AddressLine3

The address line 3 in the address

5.13.11 DayPhone

The day phone number at which the person or a predesignated employee of the organization referred to in the address can be called.

5.13.12 OtherPhone

The alternate phone number at which the person or a predesignated employee of the organization referred to in the address can be called.

5.13.13 EmailId

The email address at which the person or a predesignated employee of the organization referred to in the address can be contacted.

5.14 Order/References/Reference

References are used only as pass through data and is not sent back to Principal in OutReturnConfirmation.

If References are needed, they are agreed and described in the contract with Principal and Posti.

5.14.1 Value

Free-form text associated with the Reference Name.

5.14.2 Name

Free text for determined reference Name.
