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# HOUSE OF FRASER

## **ORDER STATUS UPDATE MESSAGE FORMAT**

**A TECHNICAL GUIDE FOR SUPPLIERS**

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# 1. OVERVIEW

## 1.1 Introduction

This document describes the CSV and XML Order Status Update messages that House of Fraser accepts via FTP.

Examples of each message are shown under each of the file layouts structures.

## 2. CSV ORDER STATUS UPDATE

### 2.1 Structure

Field	Occurrences	Example	Description
Order Number	= 1	10000000260  Note that Suppliers who receive orders from physical stores (as opposed to online) may still expect the format 1200-166141 for those orders and online order prior to April 2017 will also be in that format 1097-001160	Purchase Order Number from the orders by email PDF
HoF Line Item	= 0 or 1	117998674	House of Fraser's Line Item Number from the orders by email PDF
Quantity	= 0 or 1	2	
Status	= 1	OA SD CN RA RB RC RD RE RF RG RH RI RJ RR  RZ	Order Acknowledgement Successful Delivery Cancellation ( <b>prior to dispatch</b> ) Return A - Unwanted Return B - Does Not Fit Return C – Cancelled ( <b>post dispatch</b> ) Return D - Faulty Return E - Arrived Damaged Return F - Wrong Item Received Return G - Arrived Too Late Return H - Not My Order Return I - Undelivered Return J - Delivery Refused Return R - Wrong Item Returned – Doesn't Match Delivery Note Return Z - Not Physically Returned

### 2.2 Example

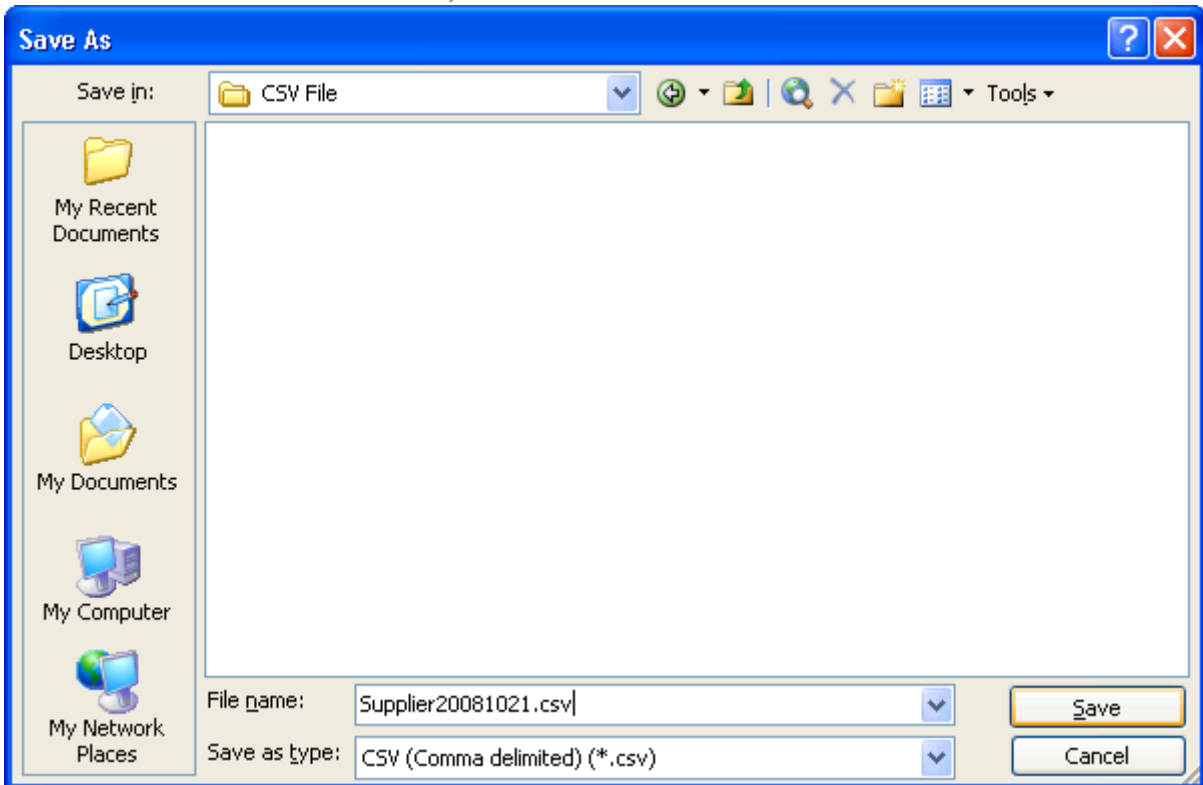
10000000260,117998674,2,SD  
1200-166141,,OA  
10000000260,117998675,1,SD  
10000000260,117998621,1,CN  
1200-156599,117998678,3,SD  
10000000330,117998678,1,RA

### 2.3 Manually creating a CSV File using Excel

Open Microsoft Excel and enter the data into the correct columns.

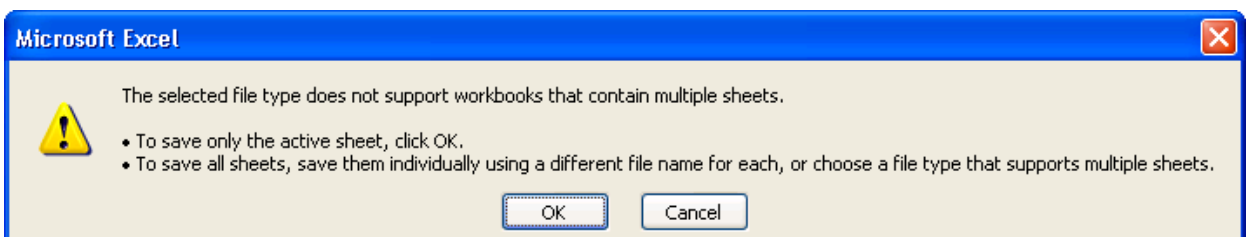
	A	B	C	D	E
1	10000000260	117998674	2	SD	
2	1200-166141			OA	
3	10000000260	117998675	1	SD	
4	10000000260	117998621	1	CN	
5	1200-156599	117998678	3	SD	
6	10000000330	117998678	1	RA	
7					

Select File -> Save As from the menu, to save the file in CSV format.

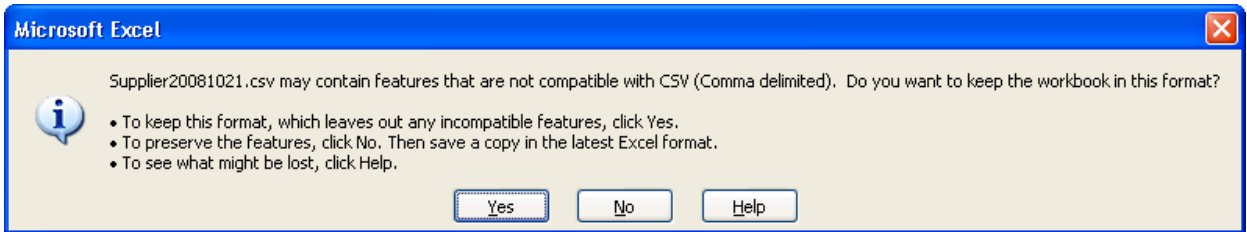


Enter the “File name”, set the “Save as type” as CSV (Comma delimited) and then click Save.

The following warnings will be shown:-



Click OK.

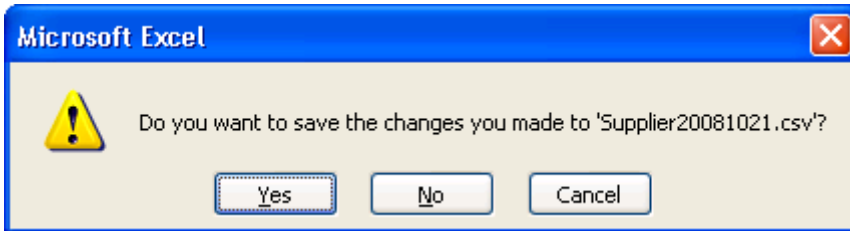


Click Yes.

Now close Excel.

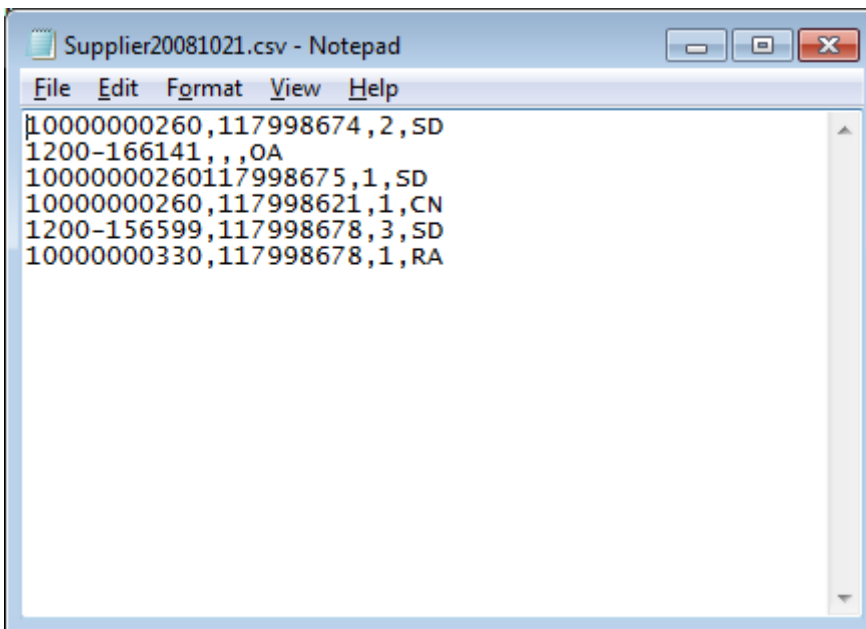
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The following message will be shown:-



Click No.

Check that the file has been created successfully, by opening it in a text editor like Notepad.



The file should:-

1. contain a comma only between each field (there should not be one at the end of each line)
2. contain one blank line at the end of the file

### 3. XML ORDER STATUS UPDATE

#### 3.1 Structure

Namespace is <http://www.hof.co.uk/Schemas/Internal/OrderStatusUpdatesXml>.

Element	Occurrences	Example	Description
OrderStatusUpdates	= 1		
OrderStatusUpdate	>= 1		
OrderNumber	= 1	10000000148  Note that Suppliers who receive orders from physical stores (as opposed to online) may still expect the format 1200-166141 for those orders and online order prior to April 2017 will also be in that format 1097-001160	Order Number from the orders by email PDF
HofLineItem	= 0 or 1	117998674	House of Fraser's Line Item Number from the orders by email PDF
Quantity	= 0 or 1	2	
Status	= 1	OA SD CN RA RB RC RD RE RF RG RH RI RJ RR  RZ	Order Acknowledgement Successful Delivery Cancellation ( <b>prior to dispatch</b> ) Return A - Unwanted Return B - Does Not Fit Return C – Cancelled ( <b>post dispatch</b> ) Return D - Faulty Return E - Arrived Damaged Return F - Wrong Item Received Return G - Arrived Too Late Return H - Not My Order Return I - Undelivered Return J - Delivery Refused Return R - Wrong Item Returned – Doesn't Match Delivery Note Return Z - Not Physically Returned

#### 3.2 Example

```
<OrderStatusUpdates xmlns="http://www.hof.co.uk/Schemas/Internal/OrderStatusUpdatesXml">
  <OrderStatusUpdate>
    <OrderNumber>10000000148</OrderNumber>
    <HofLineItem>117998674</HofLineItem>
    <Quantity>2</Quantity>
    <Status>SD</Status>
  </OrderStatusUpdate>
  <OrderStatusUpdate>
    <OrderNumber>1200-166141</OrderNumber>
    <Status>OA</Status>
  </OrderStatusUpdate>
  <OrderStatusUpdate>
    <OrderNumber>10000001039</OrderNumber>
    <HofLineItem>117998675</HofLineItem>
    <Quantity>1</Quantity>
    <Status>SD</Status>
  </OrderStatusUpdate>
</OrderStatusUpdates>
```

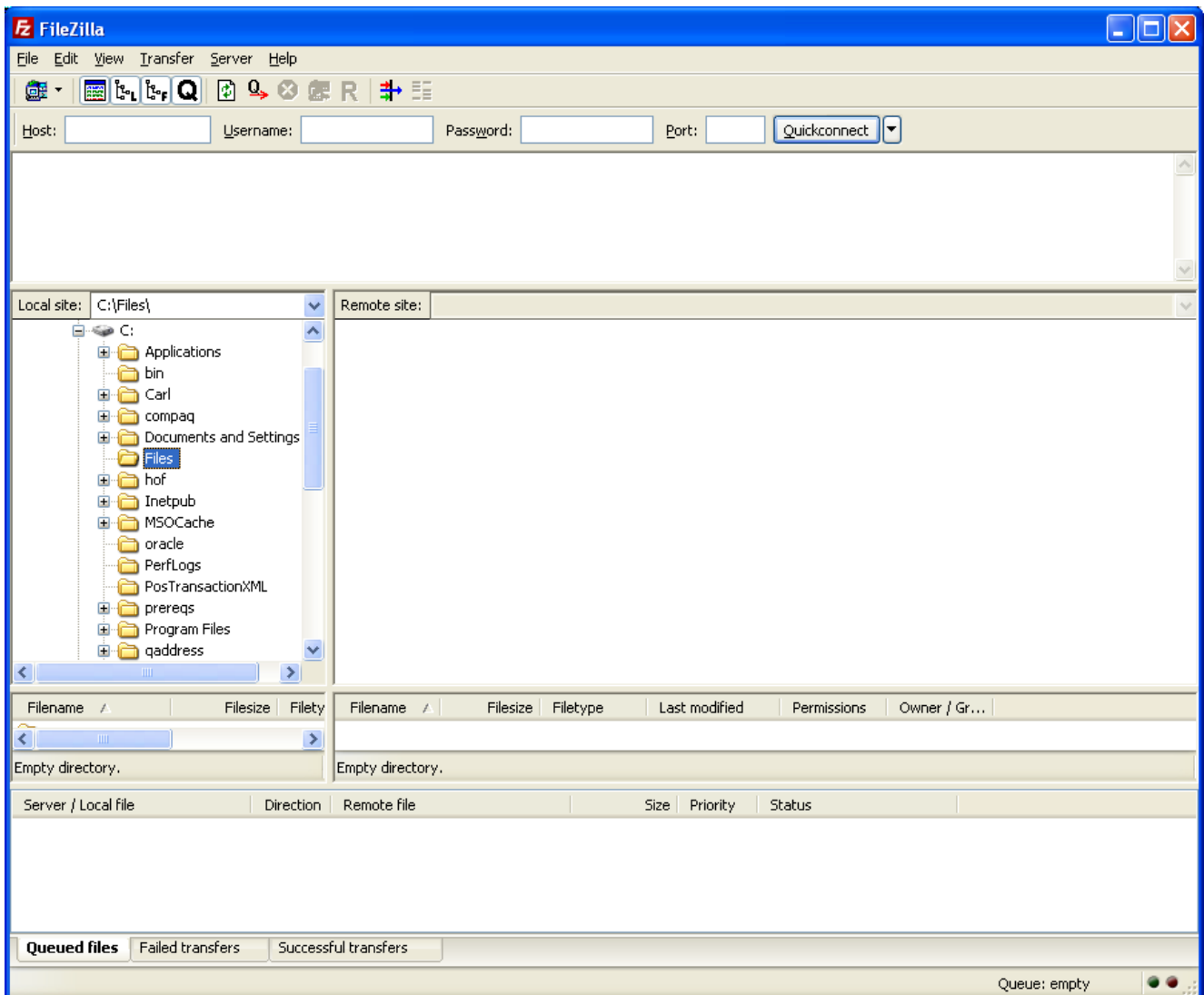


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```
<OrderNumber>10000001101</OrderNumber>
<HofLineItem>117998675</HofLineItem>
<Quantity>1</Quantity>
<Status>CN</Status>
</OrderStatusUpdate>
<OrderStatusUpdate>
  <OrderNumber>10000000258</OrderNumber>
  <HofLineItem>117998678</HofLineItem>
  <Quantity>3</Quantity>
  <Status>SD</Status>
</OrderStatusUpdate>
<OrderStatusUpdate>
  <OrderNumber>10000000287</OrderNumber>
  <HofLineItem>117998678</HofLineItem>
  <Quantity>1</Quantity>
  <Status>RA</Status>
</OrderStatusUpdate>
</OrderStatusUpdates>
```

## 4. MANUALLY FTP THE FILE TO HOUSE OF FRASER

To manually FTP the file to House of Fraser you will need to use an FTP client, such as FileZilla (<http://filezilla-project.org>).



Enter the following details:-

Host: [ftp.hofsuppliers.co.uk](http://ftp.hofsuppliers.co.uk)

Username: *The username that you have been provided with*

Password: *The password that you have been provided with*

Port: 21

You can then click the Quickconnect button.

Once connected the right hand side pane will show two Folders; Incoming and Outgoing.

Under the Incoming directory will be a directory called Order Status Update. You simply need to drag the file from your PC in the left hand side pane to this directory in the right hand side pane. Once the file has appeared in the right hand side then you can close FileZilla.