
HOUSE OF FRASER

ORDER STATUS UPDATE MESSAGE FORMAT

A TECHNICAL GUIDE FOR SUPPLIERS

TABLE OF CONTENTS

1. OVERVIEW	3
1.1 Introduction	3
2. CSV Order Status Update.....	4
2.1 Structure	4
2.2 Example.....	5
2.3 Manually creating a CSV File using Excel	5
2.4 Frequently Made Mistakes	8
3. XML Order Status Update.....	9
3.1 Structure	9
3.2 Example.....	10
3.3 Frequently Made Mistakes	11
4. Manually FTP the file to House of Fraser	12
5. APPENDIX	14

1. OVERVIEW

1.1 Introduction

This document provides an overview of 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.

The appendix of the document also provides an overview of the drop ship order status flow in House of Fraser e-Commerce Platform.

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 (prior to dispatch) Return A – Unwanted (post-dispatch) Return B - Does Not Fit (post-dispatch) Return C – Cancelled (post-dispatch) Return D – Faulty (post-dispatch) Return E - Arrived Damaged (post-dispatch) Return F - Wrong Item Received (post-dispatch) Return G - Arrived Too Late (post-dispatch) Return H - Not My Order (post-dispatch) Return I – Undelivered (post-dispatch) Return J - Delivery Refused (post-dispatch) Return R - Wrong Item Returned – Doesn't Match Delivery Note (post-dispatch) Return Z - Not Physically Returned (post-dispatch)

Please note **Cancellation** status is a prior to dispatch status.

Please do not send CN (Cancellation) status after SD (Successful Delivery) status as it **would fail** to update in the system and the customer **will not be refunded**.

Please refer the status update flow diagram provided in Appendix for more clarity.

Please note all the status starting with **R** (example RA, RB...) are Returned status (post-dispatch). These statuses should only be sent if and only if a **SD (Successful Delivery)** update was sent earlier for the same order item.

Please do not send Return status update directly without sending SD status as it **would fail** to update in the system and the customer **will not be refunded**.

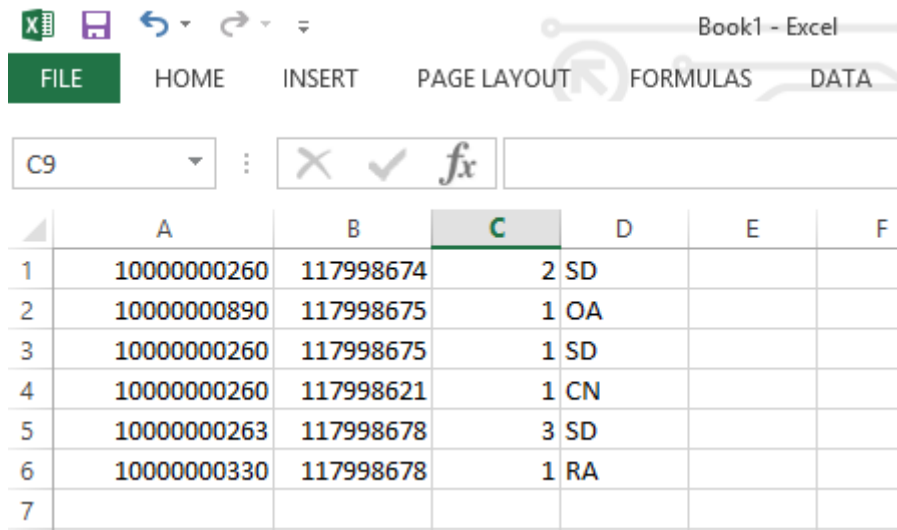
In House of Fraser platform, **an item cannot be returned** without dispatching. Please refer the status update flow diagram provided in Appendix for more clarity.

2.2 Example

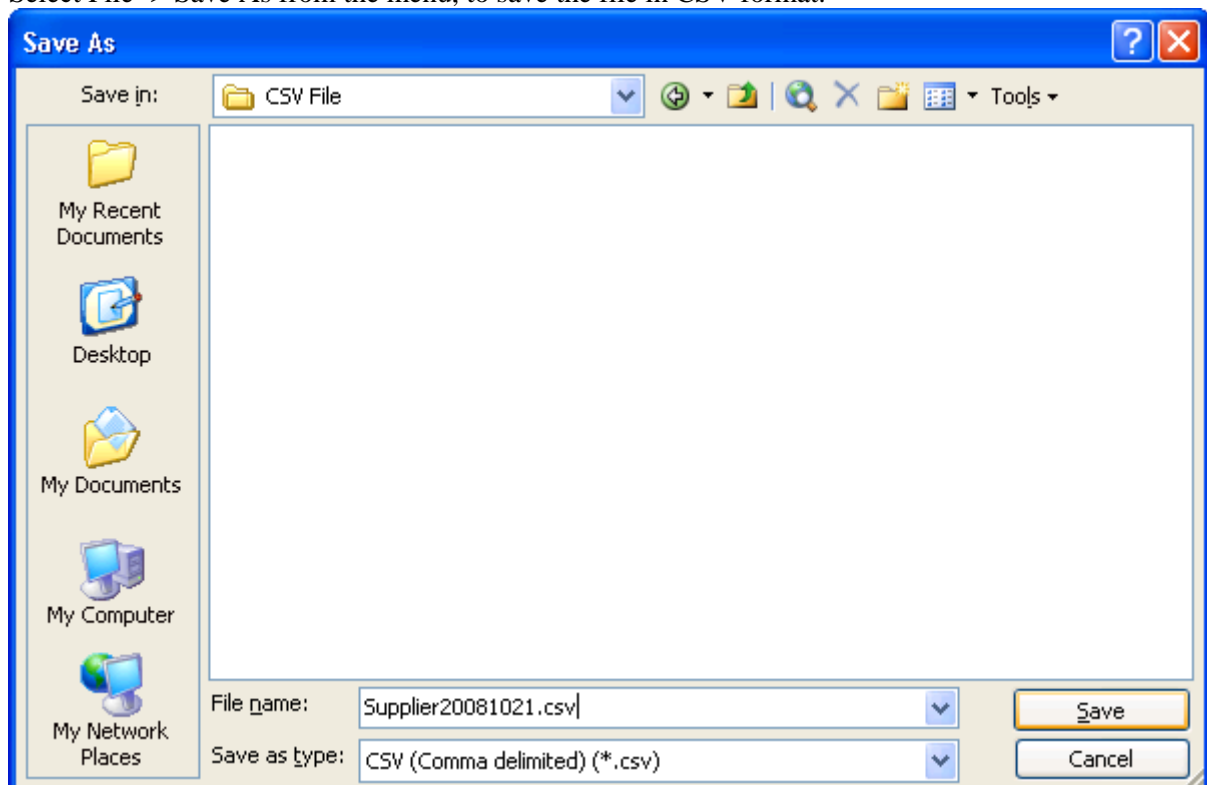
```
1000000260,117998674,2,SD
1000000890,117998675,1,OA
1000000260,117998675,1,SD
1000000260,117998621,1,CN
1000000263,117998678,3,SD
1000000330,117998678,1,RA
```

2.3 Manually creating a CSV File using Excel

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

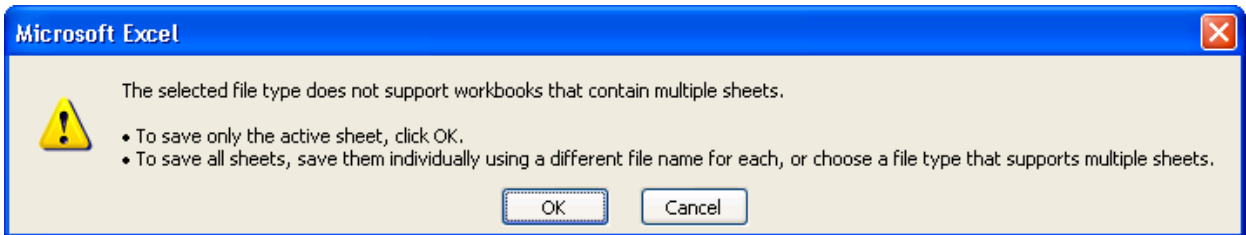


Select File -> Save As from the menu, to save the file in CSV format.

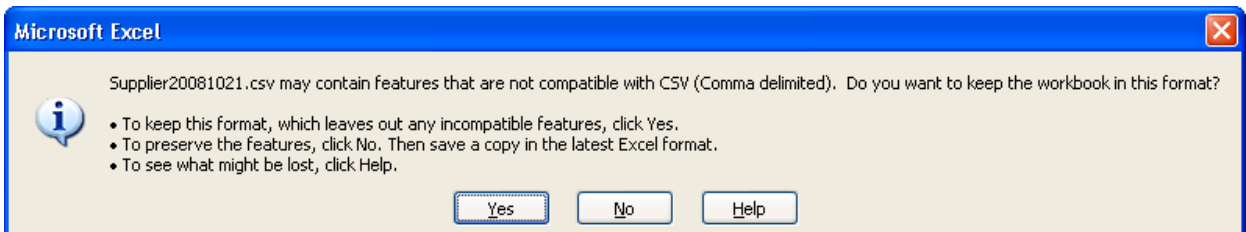


Enter the “File name”, set the “Save as type” as CSV (Comma delimited) and then click Save.

The following warnings will be shown:-



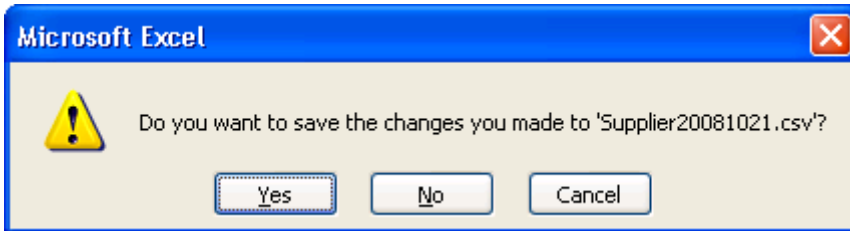
Click OK.



Click Yes.

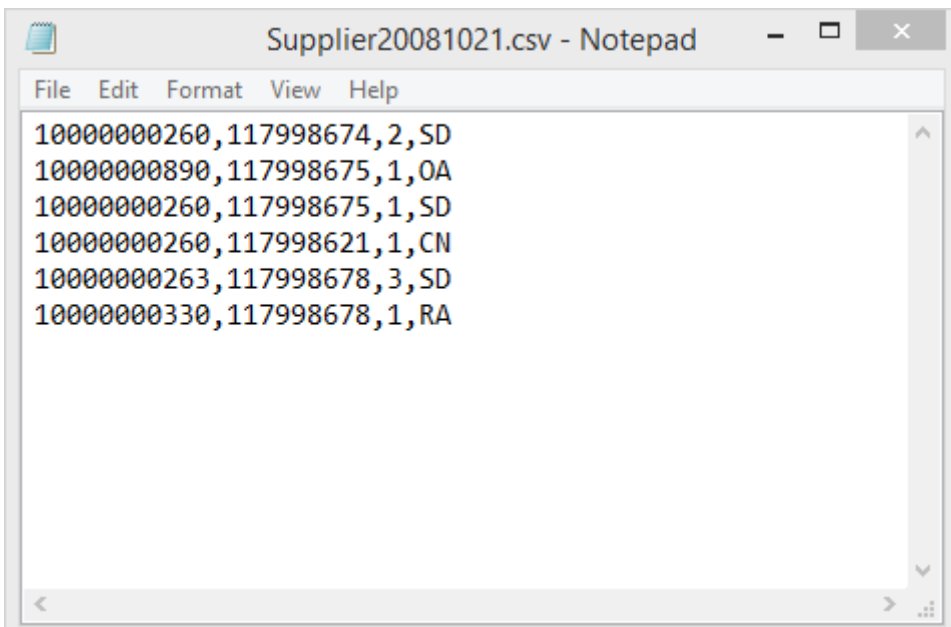
Now close Excel.

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)

2.4 Frequently Made Mistakes

Common Mistakes	Preventive Measure	Corrective Measure
Return update Sent without Dispatch update	Please do not send Return status update directly without sending SD status as it would fail to update in the system and the customer will not be refunded.	Send Dispatch (SD) update first and then push Return (RA/RB ... etc.) status.
Return update Sent before Dispatch update	Ensure Dispatch update are sent first then return updates are pushed	Send Dispatch (SD) update first and then push Return (RA/RB ... etc.) status.
Cancellation Update Sent after Dispatch update	Please do not send CN (Cancellation) status after SD status as it would fail to update in the system and the customer will not be refunded.	Use Return Status for refund if a dispatch update is already sent for the order item.
Wrong Purchase Order Number	Please use only the purchase order number provided in the PO otherwise the file will fail to update in House of Fraser system	Correct the order number as given in the order file/pdf and place the file in correct folder.
Invalid Item ID	Please only use the hoflineitem sent in the PO otherwise it would fail to update in the system	Correct the CSV file and resent the updates
Extra Blank Line at the end of the file	Please ensure no extra blank line is present at the end of the CSV file. The whole file will fail to update.	Correct the CSV file and resent the updates

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 (prior to dispatch) Return A – Unwanted (post-dispatch) Return B - Does Not Fit (post-dispatch) Return C – Cancelled (post-dispatch) Return D – Faulty (post-dispatch) Return E - Arrived Damaged (post-dispatch) Return F - Wrong Item Received (post-dispatch) Return G - Arrived Too Late (post-dispatch) Return H - Not My Order (post-dispatch) Return I – Undelivered (post-dispatch) Return J - Delivery Refused (post-dispatch) Return R - Wrong Item Returned – Doesn't Match Delivery Note (post-dispatch) Return Z - Not Physically Returned (post-dispatch)

Please note **Cancellation** status is a prior to dispatch status.

Please do not send CN (Cancellation) status after SD (Successful Delivery) status as it **would fail** to update in the system and the customer **will not be refunded**.

Please refer the status update flow diagram provided in Appendix for more clarity.

Please note all the status starting with **R** (example RA, RB...) are Returned status (post-dispatch). These statuses should only be sent if and only if a **SD (Successful Delivery)** update was sent earlier for the same order item.

Please do not send Return status update directly without sending SD status as it **would fail** to update in the system and the customer **will not be refunded**.

In House of Fraser platform, **an item cannot be returned** without dispatching. Please refer the status update flow diagram provided in Appendix for more clarity.

3.2 Example

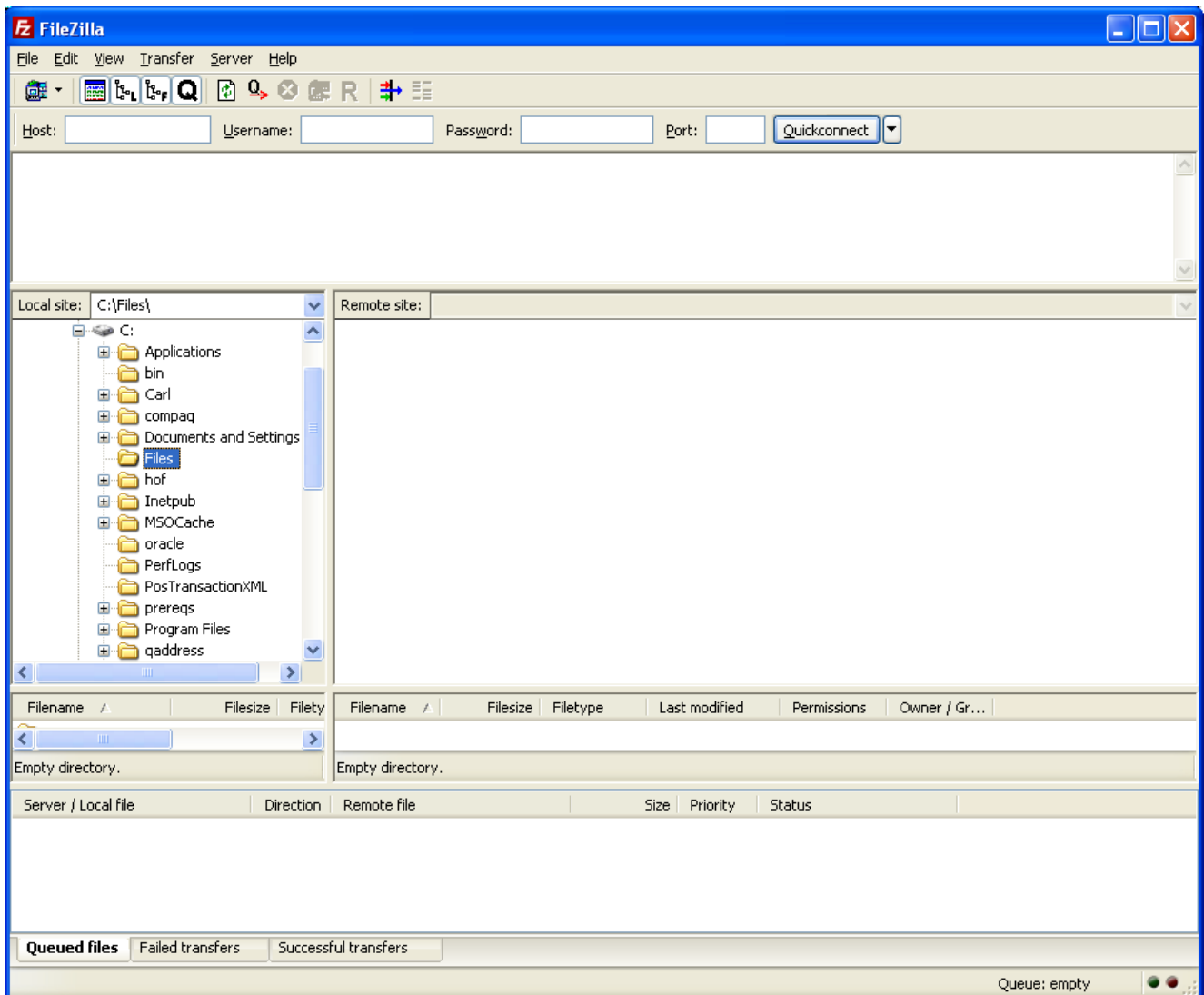
```
<OrderStatusUpdates xmlns="http://www.hof.co.uk/Schemas/Internal/OrderStatusUpdatesXml">
  <OrderStatusUpdate>
    <OrderNumber>10000000148</OrderNumber>
    <HofLineItem>117998674</HofLineItem>
    <Quantity>2</Quantity>
    <Status>SD</Status>
  </OrderStatusUpdate>
  <OrderStatusUpdate>
    <OrderNumber>10000000342</OrderNumber>
    <HofLineItem>117998675</HofLineItem>
    <Quantity>1</Quantity>
    <Status>OA</Status>
  </OrderStatusUpdate>
  <OrderStatusUpdate>
    <OrderNumber>10000001039</OrderNumber>
    <HofLineItem>117998675</HofLineItem>
    <Quantity>1</Quantity>
    <Status>SD</Status>
  </OrderStatusUpdate>
  <OrderStatusUpdate>
    <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>
```

3.3 Frequently Made Mistakes

Common Mistakes	Preventive Measure	Corrective Measure
Return update Sent without Dispatch update	Please do not send Return status update directly without sending SD status as it would fail to update in the system and the customer will not be refunded.	Send Dispatch (SD) update first and then push Return (RA/RB ... etc.) status.
Return update Sent before Dispatch update	Ensure Dispatch update are sent first then return updates are pushed	Send Dispatch (SD) update first and then push Return (RA/RB ... etc.) status.
Cancellation Update Sent after Dispatch update	Please do not send CN (Cancellation) status after SD status as it would fail to update in the system and the customer will not be refunded.	Use Return Status for refund if a dispatch update is already sent for the order item.
Wrong Purchase Order Number	Please use only the purchase order number provided in the PO otherwise the file will fail to update in House of Fraser system	Correct the order number as given in the order file/pdf and place the file in correct folder.
Invalid Item ID	Please only use the hoflineitem sent in the PO otherwise it would fail to update in the system	Correct the XML file and resent the updates
Changing Namespace	Please do not change any part of the namespace literal including date otherwise the file will fail to update in House of Fraser system	Correct the namespace and place the file in correct folder.
Uploading OA/SD Status of the same order line in the same file	There is no point of updating OA/SD in the same file for the same order line. It will create unnecessary exception.	Upload one status only for an order line.

4. MANUALLY FTP THE FILE TO HOUSE OF FRASER

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



If this is the first time using Filezilla, please see FTP setup instructions

Sign into to the FTP

Enter the following details:-

Host: <ftp.hofsuppliers.co.uk>

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

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

Port: 21

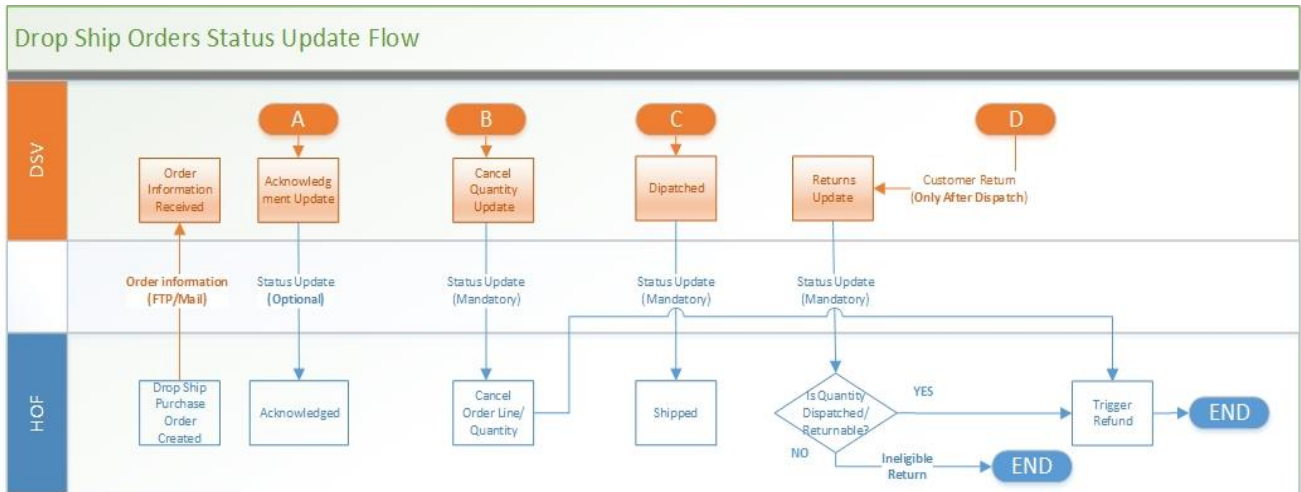
You can then click the Quickconnect button.

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.

5. APPENDIX

The following diagram shows the Status Update Flow of orders fulfilled by Drop Ship Supplier in House of Fraser platform.



- A- Acknowledgment Update (OA). Optional Update, can be send only before Dispatch.
- B- Cancellation Update (CN). Mandatory Update, can be pushed only before Dispatch Update.
- C- Dispatch Update (SD). Mandatory Update.
- D- Return Updates (RA,RB....). This can be pushed after Dispatch Updates only.