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XML API v2

The XML API allows you to interact with your Fulfillment Control Panel account from outside applications, shopping carts, and custom scripts.

Functions allow for submitting orders, requesting available inventory levels, checking for returns, and requesting order status and tracking numbers.

This document describes the available integration points and provides instructions for interacting the with API.

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Data Requirements

The API expects to receive an HTTP POST request with Content-Type header set to “text/xml”. The raw post data should be the XML message. The API will respond with XML data containing a success or failure status and other details.

API Credentials

You will need your **Merchant Id**, **Merchant Name**, and **Merchant Token** which can be found within your Fulfillment Control Panel account by choosing **My Settings** from the **Client Info** menu.

Submitting Orders

Recommendations

Due to some limitations on how we parse the incoming orders, it is recommended that you only submit a single order per request:

1. Our parser will die at the first order that includes an error.
2. No orders are accepted if any errors are generated.
3. Only errors from the first rejected order are included in any XML responses.

Request URL

<https://fcp.efulfillmentservice.com/xml/orders/>

Request XML Sample

```
<?xml version="1.0" encoding="utf-8"?>
<OrderSubmitRequest>
  <Version>0.6</Version>
  <MerchantId>7816</MerchantId>
  <MerchantName>TestCo</MerchantName>
  <MerchantToken>9491511jytdv75r45daf2b58b976</MerchantToken>
  <OrderList>
    <Order>
      <OrderNumber>2013-09-16_001</OrderNumber>
      <ReferenceNumber/>
      <ShippingMethod>GROUND</ShippingMethod>
      <Comments/>
      <ShippingAddress>
        <FirstName>Bertrand</FirstName>
        <LastName>Humbletrack</LastName>
        <Company/>
        <Address1>805 Ayer Drive</Address1>
        <Address2/>
        <City>Detroit</City>
        <State>MI</State>
        <PostalCode>43625</PostalCode>
        <Country>US</Country>
        <Phone>3125551212</Phone>
        <Email>bertrand@test.com</Email>
      </ShippingAddress>
    </Order>
  </OrderList>
</OrderSubmitRequest>
```

```

</ShippingAddress>
<BillingAddress>
  <FirstName>Bertrand</FirstName>
  <LastName>Humbletrack</LastName>
  <Company/>
  <Address1>805 Ayer Drive</Address1>
  <Address2/>
  <City>Detroit</City>
  <State>MI</State>
  <PostalCode>43625</PostalCode>
  <Country>US</Country>
  <Phone>3125551212</Phone>
  <Email>bertrand@test.com</Email>
</BillingAddress>
<ItemList>
  <Item>
    <Sku>123a</Sku>
    <Quantity>1</Quantity>
  </Item>
  <Item>
    <Sku>123b</Sku>
    <Quantity>2</Quantity>
  </Item>
</ItemList>
</Order>
</OrderList>
</OrderSubmitRequest>

```

Response XML Samples

Success Response

```

<?xml version="1.0" encoding="utf-8"?>
<OrderSubmitResponse>
  <Status>Success</Status>
  <Description>XML OK</Description>
  <OrderList>
    <Order>
      <OrderId>4991719</OrderId>
      <OrderNumber>2013-09-16_001</OrderNumber>
      <OrderStatus>Pending</OrderStatus>
    </Order>
  </OrderList>
</OrderSubmitResponse>

```

Failure Response

```

<?xml version="1.0" encoding="utf-8"?>
<OrderSubmitResponse>
  <Status>Error</Status>
  <Description>Importer Verify Failed</Description>
  <Details>
    <Error>Invalid SKU</Error>
    <Order>2013-09-16_001</Order>
    <Value>123awefwefwefwe</Value>
  </Details>
</OrderSubmitResponse>

```

<Description>The SKU does not match any SKU on record in the Fulfillment Control Panel for this merchant.</Description>
 </Details>
 </OrderSubmitResponse>

XML Request Element Details

Element	Required	Description
<i>OrderSubmitRequest</i>	Yes	This element contains your API credentials and a list of orders to be submitted.
<i>Version</i>	Yes	This element indicates the XML data version. To submit a test order for validation purposes use: <Version>TEST</Version>.
<i>MerchantId</i>	Yes	The unique ID number for your Fulfillment Control Panel account.
<i>MerchantName</i>	Yes	The name of your account in our system.
<i>MerchantToken</i>	Yes	Security token to protect against unauthorized orders.
<i>OrderList</i>	Yes	Contains all <i>Order</i> elements to be submitted.
<i>Order</i>	Yes	This element contains all the detail elements for each order.
<i>OrderNumber</i>	Yes	Your identifying reference number for the order. The API will not accept duplicate values.
<i>ReferenceNumber</i>	No	Secondary reference number such as a purchase order.
<i>ShippingMethod</i>	Yes	EFS internal code for the requested shipping service. See Appendix A for a list of codes.
<i>Comments</i>	No	Comments are printed on the packing slip included inside each shipment.
<i>ShippingAddress</i>	Yes	This element contains all the detail elements for the destination address. Has the same child elements as <i>BillingAddress</i> .

Element	Required	Description
<i>BillingAddress</i>	No	This element contains all the detail elements for the billing address. Billing address is strictly used for reference. Has the same child elements as <i>ShippingAddress</i> .
<i>FirstName</i>	Yes	Customer first name.
<i>LastName</i>	Yes	Customer last name.
<i>Company</i>	No	Customer company name.
<i>Address1</i>	Yes	First address line.
<i>Address2</i>	No	Second address line.
<i>City</i>	Yes	Customer city.
<i>State</i>	Yes	Customer state or province.
<i>PostalCode</i>	Yes	Customer postal code (where applicable).
<i>Country</i>	Yes	Customer country code. Should match ISO 3166-1-alpha-2 codes found here: http://www.iso.org/iso/country_names_and_code_elements
<i>Phone</i>	No	Customer phone number.
<i>Email</i>	No	Customer email.
<i>ItemList</i>	Yes	Contains all <i>Item</i> elements to be included with the order.
<i>Item</i>	Yes	Contains the item detail elements for each item.
<i>SKU</i>	Yes	Product SKU. Must exactly match product SKUs on record in the Fulfillment Control Panel.
<i>Quantity</i>	Yes	Quantity to ship.

Requesting Inventory Information

For inventory there are two types of requests having different XML structures and URLs.

Type 1 - Specific SKU(s)

Request URL

<https://fcp.efulfillmentservice.com/xml/inventory/>

Request Format

```
<?xml version="1.0" encoding="UTF-8"?>
<InventoryRequest>
  <MerchantId>20</MerchantId>
  <MerchantToken>9491514ca64a3af2b58b99</MerchantToken>
  <Items>
    <Item>
      <Sku>Sku1</Sku>
    </Item>
    <Item>
      <Sku>Sku2</Sku>
    </Item>
  </Items>
</InventoryRequest>
```

Response Format

This is the expected **success** response:

```
<?xml version="1.0" encoding="UTF-8" ?>
<InventoryResponse xmlns="https://fcp.efulfillmentservice.com/xml/inventory"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:schemaLocation="https://fcp.efulfillmentservice.com/xml/
  inventoryInventoryResponse.xsd">
  <MerchantId>20</MerchantId>
  <Items>
    <Item>
      <Sku>Sku1</Sku>
      <ResponseType>Success</ResponseType>
      <ResponseMessage></ResponseMessage>
      <Quantity>8765</Quantity>
    </Item>
  </Items>
</InventoryResponse>
```

Type 2 - Complete List of Skus

Request URL

<https://fcp.efulfillmentservice.com/xml/inventory/list/>

Request Format

```
<?xml version="1.0" encoding="UTF-8"?>
<InventoryRequest>
  <MerchantId>20</MerchantId>
  <MerchantToken>9491514ca64a3af2b58b99</MerchantToken>
</InventoryRequest>
```

Response Format

This is the expected **success** response:

```
<?xml version="1.0" encoding="UTF-8"?>
<InventoryListResponse>
  <MerchantId>20</MerchantId>
  <Items>
    <Item>
      <Sku>Sku1</Sku>
      <Quantity>8765</Quantity>
    </Item>
    <Item>
      <Sku>Sku2</Sku>
      <Quantity>105</Quantity>
    </Item>
  </Items>
</InventoryListResponse>
```


Requesting Order Status

Request Url

<https://fcp.efulfillmentservice.com/xml/orders/status/>

Request Format

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderStatusRequest>
  <MerchantId>7816</MerchantId>
  <MerchantToken>9491514bf23423f344a3af2b58b99</MerchantToken>
  <MerchantName>00TestCo</MerchantName>
  <OrderList>
    <Order>
      <OrderNumber>5473b</OrderNumber>
    </Order>
    <Order>
      <OrderNumber>#1007</OrderNumber>
    </Order>
  </OrderList>
</OrderStatusRequest>
```

Response Format

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderStatusResponse
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xsi:noNamespaceSchemaLocation="https://fcp.efulfillmentservice.com/xml/orders/status/
OrderStatusResponse.xsd">
  <Status>Success</Status>
  <Description/>
  <OrderList>
    <Order>
      <OrderNumber>5473b</OrderNumber>
      <OrderReference></OrderReference>
      <OrderConfirmation>5339171</OrderConfirmation>
      <OrderStatus>Pending</OrderStatus>
      <ShippingMethod>
        <Requested>USPS_INT_PRIORITY</Requested>
        <Actual></Actual>
      </ShippingMethod>
      <Packages/>
      <ShippingCost/>
    </Order>
    <Order>
      <OrderNumber>#1007</OrderNumber>
      <OrderReference>138542885</OrderReference>
      <OrderConfirmation>4448860</OrderConfirmation>
      <OrderStatus>Completed</OrderStatus>
      <ShippingMethod>
        <Requested>EDI</Requested>
        <Actual>USPS_PRIORITY</Actual>
      </ShippingMethod>
      <Packages>
        <Package>
          <TrackingNumber>9405510200793385501663</TrackingNumber>
          <TrackingLink></TrackingLink>
          <Weight>2</Weight>
          <Dimensions>N/A</Dimensions>
          <Date>2012-09-11</Date>
        </Package>
      </Packages>
    </Order>
  </OrderList>
</OrderStatusResponse>
```

```

    <ShippingCost>
      <Amount>5.84</Amount>
      <Type>Billed</Type>
    </ShippingCost>
  </Order>
</OrderList>
</OrderStatusResponse>

```

Response Element Details

Element	Description
<i>OrderStatusResponse</i>	This element contains the <i>Status</i> , <i>Description</i> , and <i>OrderList</i> elements.
<i>Status</i>	Possible values include Success or Error .
<i>Description</i>	This element will contain details about an Error response.
<i>OrderList</i>	Contains all <i>Order</i> elements for requested <i>OrderNumber</i> .
<i>Order</i>	Contains the details of each requested <i>OrderNumber</i> .
<i>OrderNumber</i>	The customer identifier for each order from the original request.
<i>OrderReference</i>	Secondary reference number such as a purchase order.
<i>OrderConfirmation</i>	The EFS identifier for the order.
<i>OrderStatus</i>	The current status of the order. Possible values include Completed , Cancelled , Pending , Processing , Backorder , N/A .
<i>ShippingMethod</i>	This element contains the details regarding a requested shipping code and actual shipping method.
<i>Requested</i>	The requested shipping code for the order.
<i>Actual</i>	The actual shipping code used for the order.

Requesting Returns Information Beta

This is a new feature with limited outside testing. For returns there are two types of requests having different XML structures and URLs. Response will be the same for both types.

Type 1 - Specific Order(s)

Request URL

<https://fcp.efulfillmentservice.com/xml/orders/returns/>

Request Format

```
<?xml version="1.0" encoding="UTF-8"?>
<ReturnsRequest>
  <MerchantId>8412</MerchantId>
  <MerchantToken>2221514bf3a019d23ca64a3af2b58b44</MerchantToken>
  <MerchantName>Test Company</MerchantName>
  <ReturnsList>
    <Return>
      <OrderNumber>100000010</OrderNumber>
    </Return>
    <Return>
      <OrderNumber>105-7078577-8544206</OrderNumber>
    </Return>
  </ReturnsList>
</ReturnsRequest>
```

Type 2 - List of Returns for a Date Range

Request URL

<https://fcp.efulfillmentservice.com/xml/orders/returns/list/>

Request Format

```
<?xml version="1.0" encoding="UTF-8"?>
<ReturnsRequest>
  <MerchantId>816</MerchantId>
  <MerchantToken>9491514bf3a019d23ca64a3af2b58b99</MerchantToken>
  <MerchantName>00TestCo</MerchantName>
  <StartDate>2011-03-11</StartDate>
  <EndDate>2011-03-12</EndDate>
</ReturnsRequest>
```

Note: Date range cannot exceed 31 days. Date format must be YYYY-MM-DD.

Response Format Example

Expected **success** response format:

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

```
<ReturnsResponse>
  <Status>Success</Status>
  <Description/>
  <ReturnsList>
    <Return>
      <ReturnId>62875</ReturnId>
      <ReturnDate>2009-11-05 09:49:39</ReturnDate>
      <OrderNumber>#1338</OrderNumber>
      <OrderReference>13794742</OrderReference>
      <OrderConfirmation>2621447</OrderConfirmation>
      <Comments>Most items damaged</Comments>
      <ReturnItemsList>
        <Item>
          <Sku>123A-BLUE-XL</Sku>
          <Good>3</Good>
          <Hurt>7</Hurt>
          <Comments></Comments>
        </Item>
      </ReturnItemsList>
    </Return>
  </ReturnsList>
</ReturnsResponse>
```

For each **Item** the **Good** element denotes undamaged product returned to available inventory. The **Hurt** element represents damaged or unusable product.

Appendix

Shipping Method Codes

Detailed information regarding rates and transit times for our domestic services can be found on our web site: <http://www.eulfillmentservice.com/shirates/>.

Standard Domestic Options

Code	EFS Shipping Method
ECONOMY_LIGHTWEIGHT	EFS Economy Lightweight
ECONOMY_POST	EFS Economy Post
GROUND	EFS Ground
3DAY	EFS Expedited 3 Day
EXPEDITED	EFS Expedited 2 Day
OVERNIGHT	EFS Overnight
LTL	Freight Service
COD	FedEx Ground Cash on Delivery
CPU	Customer Pickup
TPB	Third Party Billing
EDI	EDI Processing Required

Standard International Options

Code	EFS Shipping Method
IC	International Consolidated
ICT	International Consolidated w/ Tracking
USPS_INT_FIRST_CLASS	USPS International First Class
USPS_INT_PRIORITY	USPS International Priority Mail
USPS_INT_EXPRESS	USPS International Express
UPS_STANDARD	UPS Standard to Canada
UPS_WW_EXPEDITED	UPS Worldwide Expedited
UPS_WW_SAVER	UPS Worldwide Saver

Script Samples

PHP - Post Orders, Parse Response

The following code sample outlines the process to submit an order and parse the response data.

```
<?php

// Define Request URL
$requestUrl = "https://fcp.efulfillmentservice.com/xml/orders/" ;

// Define XML Request Data
$requestXml =<<<<XML
<?xml version="1.0" encoding="utf-8"?>
<OrderSubmitRequest>
  <Version>0.6</Version>
  <MerchantId>7816</MerchantId>
  <MerchantName>TestCo</MerchantName>
  <MerchantToken>9491514bf3qwdqwxfef3af2b58b99</MerchantToken>
  <OrderList>
    <Order>
      <OrderNumber>2013-09-17_004</OrderNumber>
      <ReferenceNumber/>
      <ShippingMethod>GROUND</ShippingMethod>
      <Comments/>
      <ShippingAddress>
        <FirstName>Bertrand</FirstName>
        <LastName>Humbletrack</LastName>
        <Company/>
        <Address1>805 Ayer Drive</Address1>
        <Address2/>
        <City>Detroit</City>
        <State>MI</State>
        <PostalCode>55092</PostalCode>
        <Country>US</Country>
        <Phone>3125551212</Phone>
        <Email/>
      </ShippingAddress>
      <BillingAddress/>
      <ItemList>
        <Item>
          <Sku>123a</Sku>
```

```

                <Quantity>1</Quantity>
            </Item>
        </ItemList>
    </Order>
</OrderList>
</OrderSubmitRequest>
XML;

// Define Content-Type Header
$headers[] = "Content-Type: text/xml" ;

// CURL Settings for the Request
$ch = curl_init() ;
curl_setopt($ch,CURLOPT_URL,$requestUrl) ;
curl_setopt($ch,CURLOPT_RETURNTRANSFER,1) ;
curl_setopt($ch,CURLOPT_HEADER,0) ;
curl_setopt($ch,CURLOPT_HTTPHEADER,$headers) ;
curl_setopt($ch,CURLOPT_POST,1);
curl_setopt($ch,CURLOPT_TIMEOUT,30) ;
curl_setopt($ch,CURLOPT_FRESH_CONNECT, 1);
curl_setopt($ch,CURLOPT_POSTFIELDS,$requestXml);
curl_setopt($ch,CURLOPT_SSL_VERIFYPEER, 0);

$return = curl_exec($ch) ;

// Optional Debug Info
//print_r(curl_getinfo($ch));
//echo "<br><br>cURL error number:" .curl_errno($ch);
//echo "<br><br>cURL error:" . curl_error($ch);
//echo "<br><br>";
curl_close($ch) ;

try
{
    $response = new SimpleXMLElement($return);
    if($response->Status == 'Success')
    {
        //Order was placed successfully
        echo <<<HTML
            <h1>Success!</h1>
            <p>
                <strong>EFS Confirmation #:</strong> {$response->OrderList->Order-
>OrderId}<br>

```

```

        <strong>Status:</strong> {$response->OrderList->Order->OrderStatus}
    </p>
HTML;
    } else {
        //Order failed
        echo <<<HTML
            <h1>Failure!</h1>
            <p>
                <strong>Description:</strong> {$response->Description}<br>
                <strong>Error:</strong> {$response->Details->Error}<br>
                <strong>Order:</strong> {$response->Details->Order}<br>
                <strong>Value:</strong> {$response->Details->Value}<br>
                <strong>Description:</strong> {$response->Details->Description}
            </p>
HTML;
    }
} catch (Exception $e) {
    // Possible problem with XML response data
    print_r($e);
}

```