

Order Upload File Column definitions

Please ensure that you have read this document completely BEFORE you upload any orders to eTailor. Failure to upload orders in the correct format, or with inaccurate information MAY result in either the order being rejected, a delay in processing your order, or your order being shipped to an incorrect address.

NOTE: ALL columns are **MANDATORY** – columns in **RED** must NOT be empty.

Column Name	Description
order_id	This is a unique order id specified by yourselves for this order. If more than one order row is found with the same order id, then the orders are combined into a single order, with multiple order lines by eTailor when the order is placed. When the order is placed in eTailor, the order id is checked against any previous orders. If a previous order is found with the same order id, the order is rejected with an "ORD_ERR_005" error code.
customer_id	This is a customer specific id specified by yourselves for the order. This should be unique for this customer, but can be used again, if a repeat order from this person is made again. If the customer id has never been used previously, then a new customer will be created in the eTailor system. However, if eTailor detects that the customer id has been used before, the EXISTING customer in eTailor will be updated with the contact information provided in the order row. This functionality has been enabled to reduce customer details duplication in eTailor, and to reuse / update existing customer information from returning customers. PLEASE ENSURE that if the customer id specified has been used before for a previous order, that it is for the same customer. Failure to do so, could result in an existing customers details being overwritten with the wrong contact details.
title	Mr, Mrs, Miss, Ms etc
forename	Customer Firstname
surname	Customer Surname
address1	Customer address line 1
address2	Customer address line 2
address3	Customer address line 3
postcode	Customer address postcode
telephone	Customer contact telephone number
email	Customer contact email address
product	Kondor product code (e.g. WEP500). This is CASE SENSITIVE , and should be exactly as listed in your eTailor data feed.
description	Product Title , from your eTailor data feed
quantity	The product quantity
price	Sale price.
cost_price	Product cost price, as provided in your eTailor data feed. PLEASE ENSURE that the cost price is taken from the current eTailor datafeed (generated daily). Prices are subject to change. Your cost price provided is checked on order submission to ensure that it is current. If the cost price specified is incorrect, your order will be accepted BUT may be flagged as having a cost price error, and require investigation. This may result in a delay in processing your order.

Order submission error codes

Error Code	Description
ORD_ERR_001	Missing order number
ORD_ERR_002	Mandatory field is empty (title, forename, surname, telephone, email, address1, postcode)
ORD_ERR_003	Mandatory field is empty (product code, title, quantity, price, cost price)
ORD_ERR_004	Product code lookup failed
ORD_ERR_005	Order reference number duplication / has been used in a previous order