

# Batch mode order exchange

This is the current version of a working document on the exchange of orders between Petals WorldWide partners using fixed length records and batch mode. This format was developed in 1996 before many more convenient exchange methods like XML were widely available. It may well be that better alternatives are available at Petals.

The considerable assistance of Teleflora USA in arriving at this file format are gratefully acknowledged.

There are a number of components that aim to address issues that have arisen. Not all issues will be relevant to any particular partner. Partners are encouraged to adopt the pieces that suit their operation and/or suggest other components.

There are many legacy systems around. Not all of the options listed below and not all of the fields in the sample records will be suited to all partners. Hopefully, by specifying a comprehensive layout now, partners can move towards that design during future upgrades of their own systems. Some fields are clearly necessary to carry out a trade. We have attempted to mark them in the layouts below.

All international orders and messages about orders are always available for download and annotation on the Petals WorldWide website. Access is password protected. There is a User Manual on the site.

## Order Transmission Methods

### ***FTP Transmission***

Petals has a FTP system running for inbound and/or outbound orders. We currently assume the partner will be responsible for sending and receiving by FTP. Petals will sense incoming data on (currently) a 10 minute cycle and process any new data. A response file will be generated and placed in the out-tray directory on our system.

Each user will have a password protected in-tray and out-tray directory on our system. We will give you a username/password when appropriate.

### ***Email Transmission (proposed)***

Partners can email a file to us and we will process the contents. We don't echo back emails but you can mark them so that you are advised of receipt and opening. The email address to use is [hq@petalsnetwork.com](mailto:hq@petalsnetwork.com) and put "PWW FILE" in the subject line.

### ***PWW Client software***

Petals has a free software packages that can be downloaded from the Petals WorldWide website. It will automatically send and receive orders from Petals HQ over the Internet. Once received, orders can be exported from the package for import into a Partner's own existing software if wished.

This software will also make exchange rate conversions from USD to your currency, subtract any Partner fees and print out a faxable order form for faxing to your own network of florists. This can be a considerable time and cost saver for Partners without their own order management software.

## File Formats

Much of this document describes file structures for fixed length, character-filled, records batched with a trailer. This is primarily designed for older systems and ones that don't accept more modern (often PC based) formats.

[**Proposed**] Petals can send and receive files in comma delimited ASCII (CSV), Excel and XBASE formats. At some later date, we may also develop an XML format.

As with the fixed length method, it will be necessary for many of these to maintain the same sequence of data in the file and to ensure the maximum field sizes are not exceeded so data is not lost by truncation.

There are formats for batching and batch trailers in this document. Modern file transmission systems seem to be fairly reliable so batching is not required by the Petals system. However, if a Partner chooses to use them, a standard format is provided below.

## **File Naming**

The following information is only of interest to Partners who use their own FTP systems to send orders to Petals.

### ***Partner Identifier***

To identify the partner in a straight forward way we have been using 2 character code given by Petals. This is aimed at legacy systems that need 8 character file names. **This should be changed to the Partner's 4 digit Petals membership number in the system for increased simplicity wherever possible.**

### ***Partner to HQ***

#### **File Naming**

Order and other records from the originator will be packed into files for transmission. Each file can have a trailer record with a count of the number of records in the file etc (see below) if the partner wishes. Petals does not require them.

Files will be named xxxxHQnnnn.ORD where xxxx is the four digit partner ID code and nnnn is a sequential number.

When sent by Partners, these files will be sent to a directory named "tohq" in the particular partner's directory with Petals. Contact Petals for more information.

#### **Advanced methods**

Where a Partner chooses to use file batching and testing for sequential file numbers, the following will apply. Most often this is not necessary for the average Partner.

On arrival at HQ, the sequence number will be checked for missing files and, if missing, an error condition set for follow-up by HQ. (in development)

Immediately on arrival at HQ, the file extension will be renamed "REC" to indicate it has been received and read.

HQ will set the ProcessedHQ field to date and time, repack the information into a file and place it in the directory "partner\fromhq" for collection by the originator partner. This file will be named xxHQnnnn.CFM The "rec" file will be deleted once the confirmation file has been created.

[Confirmations have a specific record layout specified below.](#)

## **HQ to Partner (proposed)**

### **(This section is not yet in force)**

Order and other records from HQ will be packed into files for transmission. Each file will have a trailer record with a count of the number of records in the file etc (see below).

Files will be named HQxxnnnn.ord and nnnn is a sequential number.

These files will be placed in a HQ directory named "fromhq" in the particular partner's directory (eg partner\fromhq)

On arrival at the destination partner, the sequence number can be checked for missing files and, if missing, an error should be reported to HQ.

When read from the HQ/fromhq directory, the file should be renamed with an "rec" extension to indicate it has been received and read.

The destination partner should set the GotSupplyRelay field in each record with the datetime stamp, repack the information into a file and FTP it to the directory "partner\tohq" at HQ. This file will be named HQxxnnnn.CFM The "rec" file is deleted when the "cfm file is made. [Confirmations have a specific record layout specified below.](#)

## **Fixed length data format**

This describes the method of exchanging data by fixed length, character filled records.

Note that the order of fields should not be changed. If a field is not to be used by the partner, it should be left empty but included.

### ***DateTime Stamp***

[At present, all DateTime stamps will be in the partner's own time zone. This clearly can cause some difficulties when orders move across several time zones but in practice doesn't seem to be a problem. If necessary, we can move to a GMT DateTime stamp at some future date.](#)

### ***Initial Order Description Information***

**The following is the currently agreed order record format that all orders inbound to Petals for the first time must contain.**

**(Important Note:** all data transferred will be in character format. Even though some fields below use the "N" notation, they should be number only data sent as characters. Decimal points are to be included in the data as required)

<b>Field Name</b>	<b>Description</b>	<b>Content</b>
RecordType	"01"	C2
Send Partner	A four digit Partner number issued by Petals	N4
SendID	A reference ID given by the sender and tied to their domestic system	C10
recipient	Name of person receiving flowers	C60
surname	Recipients surname	C8
street	Street address	C100
suburb	Suburb part of address (recommended)	C30
city	Town or city	C25
state	State or province	C10
Postal code	Post or zip code	C15

country	Country in words	C30
Country code	Uses ISO code system (recommended) Codes available in price spreadsheet at <a href="http://www.petalsworldwide.com">www.petalsworldwide.com</a>	C2
Rec Phone	Recipients telephone	C25
OrdDesc1	Order description in words - line 1	C60
OrdDesc2	Order description in words - line 2	C60
AltDesc	Alternate order description	C60
OrdMess1	Order card message line 1	C60
OrdMess2	Order card message line 1	C60
OrdMess3	Order card message line 1	C60
DelDate	Delivery Date -yyyymmdd	C8
DelTime	Notes - eg am / pm, funeral time - text	C40
Total Value	Total value of the order in \$USD - \$\$\$\$cc	N6.2
Product	"F" for flowers, "G" for gift basket	C1

### ***Petals export data sets***

Petals can export extracts from our central database to various partners. These can be in comma delimited or fixed field size formats. Presently this is done by partners downloading the Petals WorldWide Client software and using the built in export functions.

The standard format for these data sets is presently the information followed by the order tracing information below. Where specific data is missing in a record, empty fields will be transferred.

The purpose of these fields is to build a history of the transmission chain. Most data is added automatically and cumulatively. It might be useful in (eg) dispute resolution. Much of the info on the times florist does things is designed for (possibly) later use by online tracking facility as with (eg) FedEx. This overcomes a weakness in current systems. This might also be useful to the in-country relay services. **This information is added by Petals HQ** and can be passed to and from partners if required. Where data is missing, leave appropriate empty fields in the files.

<b>Field Name</b>	<b>Description</b>	<b>Content</b>
HQID	An ID issued by HQ in the format MMMM.OOOOOO where M is a partner number issued by Petals and O is a once ever order number. It is usually the sellers ID code if numeric. Returned with the confirmation of receipt file (CFM)	C11
Supplier	A 4 digit Partner ID number issued by Petals	N4
SupplyID	A reference ID given by the supplier and tied to their domestic system	C10
ProcessedHQ	Time and date processed by Petals HQ -yymmddhhmm	N10
GotSupplyRelay	Time and date received at supplier country yymmddhhmm	N10

### ***Batch Trailer records***

Where used, these appear at the end of each batch to check we have send/received all the data.

<b>Field Name</b>	<b>Description</b>	<b>Content</b>
RecordType	"99"	C2
Counter	Gives the number of records - excluding this one - in a batch	C4
NextTrans	Expected time to next .org transmission (minutes) (possible future inclusion)	C4

## Messages

There is often a need to pass notes about orders back and forward. Sometimes these will be a simple request for information and a response. Other times they will be a cancellation that requires special action from an accounting viewpoint. Some will be an authorization for a new price which also requires accounting action.

As this could be a complex task and, given that there are not many messages, we suggest this be carried out by fax or - for international partners - these should be done via the website.

The following material is provided as a guideline for those partners who wish to transmit messages by file transfer.

There are many ways to achieve the transfer of notes. The one used at present is described below.

### Current Structure

A note comprises as many records as necessary to convey the message. Each record has space for 65 characters of free-form text. To maintain order, each note has;

- the Petals HQID number
- a note number and
- a line number

They can then be sorted on this information if necessary.

Currently the message part of our basic notes system is made up of free-form text fields. For example if a cancellation is required, the partner will key in a request for cancellation and give reasons all in free-form text. A standardized word should appear in "StatusFlag" (eg "QUERY" or "CANCEL") to make the automation of action easier on the basis of the StatusFlag. If there is to be a price change, the new price should appear in the "NewPrice" field. The StatusFlag should be set to "PRICE".

The provision of the seller or supplier's own Order number make it easier to find the order in the partner's domestic system. The Petals HQID is the universal order number and should therefore appear.

For the purposes of compiling the number of records in the batch trailer, each line of the query is a separate record and adds 1 to the batch total.

Field Name	Description	Content
RecType	'02'	C02
SellerOrderNo	Seller's order number (if the seller)	C06
HQOrderNo	HQ order number (required)	C10
Supplier OrderNo	Supplier's order number (if the supplier)	C10
NoteNo		C02
LineNo		C02
UserID	Name / initials of person authorizing change	C08
DateTime	YYMMDDHHMM	C10
StatusFlag	Could contain "Query", "Cancel", "Price", etc	C08
Newprice	9999.99 (if a price change)	N6.2
Filler	Used to pad the start of the NoteText field to coincide with the start of an order field to make parsing easier when notes and orders appear in the same file	C??
NoteText	Free form message text	C65

### **Cancellations (proposed)**

At some future date, it would be good to have some unambiguous way for **both** parties to declare that an order is cancelled and a credit note (or similar) to be entered in the accounts.

This takes the form of a special type of record which carries a time/date field that can only be modified by the correct person via the client or domestic software for each party to sign off on the cancellation.

The record keeps alive and circulates between parties until both have signed or some time out causes it to be acted upon in another way.

<b>Field Name</b>	<b>Description</b>	<b>Content</b>
RecordType	"03"	C2
SenderCancelled	Time date sender cancels yymmddhhmm	N10
SupplyCancelled	Time date supplier cancels yymmddhhmm	N10
SenderCancelNoteNumber	Reason for cancellation - using the standard notes screen and we can simply reference the note numbers here in the data itself	C4
SupplyCancelNoteNumber	Reason for cancellation - using the standard notes screen and we can simply reference the note numbers here in the data itself	C4
SendID	A reference ID given by the sender and tied to their domestic system	C10
HQID	An ID issued by HQ in the format MMMMOOOOOO where M is a member number and O is a once ever order number. Returned with the confirmation of receipt file (CFM)	C10
SupplyID	A reference ID given by the supplier and tied to their domestic system	C10

### **Confirmation records**

Confirmation (of receipt of order) records in \*.cfm files have the following format. There is one record for each of the records in the order file.

<b>Field Name</b>	<b>Description</b>	<b>Content</b>
<b>RecordType</b>	<b>Same as the record it is confirming</b>	
SendID	A reference ID given by the sender and tied to their domestic system	C10
HQID	An ID issued by HQ in the format MMMMOOOOOO where M is a member number and O is a once ever order number. Returned with the confirmation of receipt file (CFM)	C10
SupplierID	Supplier echoes back their order number for this order	C10
NoteNo	Used for note records	
LineNo	Used for note records	
ProcessedHQ	Time and date processed by Petals HQ –yymmddhhmm	N10
GotSupplyRelay	Time and date received at supplier country yymmddhhmm	N10
Problem	Binary error code if a problem with the record. 00 = OK	C4

## ***Error Codes***

Error codes are set to a binary pattern eg: 1, 2, 4, 8 etc so that we can indicate more than one error code at once using the one error field. For example an error code of 3 would mean error 1 AND error 2 occurred.

The following are the current error codes in use;

- 01     Record Count Mismatch
  - 02     Duplicate Batch Sent
  - 03     Order Not Found
  - 08     Non-matching confirm file
  - 16     File received out of sequence
- (with all codes being zero if there is no error of that type.)