

# **Customer Onboarding Interface**

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# 1 Customer Onboarding Interface

This guide is intended to show the use and functionality of the customer onboarding webservice.

## 1.1 Basic webservice method

A webservice endpoint will be available similar to the following:

```
http://{ip or domain or URL}:{port}/orawsv/MTS_OWNER/DP_CTMS_IMPORT/IMPORT_CUSTOMER
```

Sample request:

```
<soapenv:Envelope xmlns:soapenv=http://schemas.xmlsoap.org/soap/envelope/ xmlns:imp=http://xmlns.oracle.com
  <soapenv:Header/>
  <soapenv:Body>
    <imp:CXMLTYPE-IMPORT_CUSTOMERInput>
      <imp:CTMS_CUST-XMLTYPE-IN>
        <!?CONTENT -->
      </imp:CTMS_CUST-XMLTYPE-IN>
    </imp:CXMLTYPE-IMPORT_CUSTOMERInput>
  </soapenv:Body>
</soapenv:Envelope>
```

Sample Response:

```
<soap:Envelope xmlns:soap=http://schemas.xmlsoap.org/soap/envelope/>
  <soap:Body>
    <IMPORT_CUSTOMEROutput xmlns=http://xmlns.oracle.com/orawsv/MTS_OWNER/DP_CTMS_IMPORT/IMPORT_CUSTOMER>
      <RETURN>
        <CTMS_IMPORT_CUSTOMER_RESPONSE RESULT="NAK">
          <RESULTS>
            <RESULT>
              <CUSTOMER_ID></CUSTOMER_ID>
              <STATUS></STATUS><!?SUCCESS|INVALID|FAILED-->
              <STATUS_MSG>Some success or failure text</STATUS_MSG>
            </RESULT>
            <RESULT>
              <LOCATION_ID></LOCATION_ID>
              <EXT_REF></EXT_REF>
              <STATUS></STATUS><!?SUCCESS|INVALID|FAILED-->
              <STATUS_MSG>Some success or failure text</STATUS_MSG>
            </RESULT>
          </RESULTS>
        </CTMS_IMPORT_CUSTOMER_RESPONSE>
      </RETURN>
    </IMPORT_CUSTOMEROutput>
  </soap:Body>
</soap:Envelope>
```

## 1.2 Configuration

An API (import) process must be configured in CTMS.

Import process parameters supported by this webservice method:

- LOC\_LOADING\_RATE - default if not provided
- LOC\_UNLOADING\_RATE - default if not provided
- LOC\_DEPOT - default if not provided
- LOC\_FLEXIPOD - default if not provided
- DEFAULT\_COST\_CENTRE - default if not provided
- CUST\_EPOD\_ENABLED - default if not provided
- INSPECT\_PERIOD\_TYPE - default if not provided
- INSPECT\_PERIOD\_VALUE - default if not provided
- INSPECT\_DATE\_FROM - default if not provided



- CUST\_TYPE - default if not provided
- CUST\_REV\_CHARGE\_TYPE - default if not provided
- CUST\_LOTS\_ID - Y or N - whether the customer created will interface events to Aptean Calidus TMS Portal TTM (Track and Trace Module)
- CUST\_CURRENCY - default if not provided
- CUST\_GROUP\_CUSTOMER - Y or N - create a customer associated to the Customer Group provided.
- AUDIT\_STATUS - which statuses to audit from the received messages. Values: ALL (default), or a combination of NAK, WAK, ACK.
- AUDIT\_METHOD - how to audit messages. Values: WS (default), NONE, FILE
- CUST\_LOTS\_SEND\_ORD - Y or N - if Y, set the customer so that it sends ORD messages to Portal TTM.
- UPDATE\_PARAGON\_ID - Y or N - if Y, set the Paragon ID to {Customer ID}\_{EXT\_REF}

Interface Import Decode for type "LOC\_DEPOT":

- "BILLING" - "HO"

This table allows for configuration of location types provided in the interface to Aptean CTMS location types.

## 1.3 Content Format

Content is XML.

### 1.3.1 Customer Section

This is the main section - only 1 CUSTOMER tag may be sent per message.

This is the details of the customer being created.

Once processed, the system will have created the following:

- Customer record
- Group for the customer
- Financial Account record
- Invoicing Requirements
- Shared Currency

Fields allowed within the CUSTOMER tag are:

Field	Size	Default	Req	Notes
CUSTOMER_ID	VARCHAR2(12)		Y	Must be provided
CUSTOMER_NAME	VARCHAR2(50)		Y	Must be provided
CONTACT_NAME	VARCHAR2(50)		O	
CUST_GROUP	VARCHAR2(12)		O	If provided, a customer group will be created if it does not exist. If provided, a customer group must exist. If configured, the system will create the customer group from an identified customer (i.e. parent customer). If neither, an error is raised.
COST_CENTRE_NAME	VARCHAR2(12)		O	If not provided and a default exists, defaults to that value. If a default does not exist, raises an error this is left blank
VAT_COUNTRY	VARCHAR2(3)		O	If provided, must exist
VAT_REG_NO	VARCHAR2(50)		O	
COUNTRY	VARCHAR2(3)		Y	REQUIRED, MUST EXIST
TYPE	VARCHAR2(12)	"CUSTOMER"	O	If not provided and a default exists, defaults to that value. If a default does not exist, raises an error
ORDER_REVENUE_CHARGING_TYPE_ID	NUMBER	6		



Field	Size	Default	Req	Notes
				If not provided and a default exists, defaults to that value. If a default does not exist, raises an error
STD_INSTR	VARCHAR2(4000)		O	Any standard instructions for the customer
FREE_TEXT1	VARCHAR2(255)		O	
FREE_TEXT2	VARCHAR2(255)		O	
FREE_TEXT3	VARCHAR2(255)		O	
FREE_TEXT4	VARCHAR2(255)		O	
FREE_TEXT5	VARCHAR2(255)		O	
ACCOUNT_ON_HOLD	VARCHAR2(1)	"N"	O	Will default if not provided.
ACC_CURRENCY_USAGE	VARCHAR2(3)		O	If not provided and a default exists, defaults to that value. If a default does not exist, raises an error
ACCOUNT_TYPE	VARCHAR2(30)		O	
PAY_ON_DELIVERY	VARCHAR2(1)		O	"N" - Not forced payment, "C" - cash only, "Y" - any (cash/cheque/card)
COLLECT_CASINGS	VARCHAR2(1)		O	
NETWORK_AVAILABLE	VARCHAR2(1)		O	
GEO_LOCATIONS			O	Subsection below

## 1.4 Location Section

The locations section describes locations that are to be created that belong to that customer. This can be delivery locations, head office locations, invoice addresses, or any other location type configured in Aptean CTMS.

Sub-section GEO\_LOCATIONS is populated with a list of GEO\_LOCATION tags, populated as follows:

Field	Size	Default	Req	Notes
LOCATION_ID	VARCHAR2(12)		O	This or EXT_REF must be provided. See notes.
DEPOT	VARCHAR2(12)	"BRANCH"	O	If not provided and a default exists, defaults to that value. If a default does not exist, raises an error
LOCATION_NAME	VARCHAR2(50)		Y	
EXT_REF	VARCHAR2(50)		O	This or LOCATION_ID must be provided. See notes.
ADDRESS_LINE1	VARCHAR2(50)		Y	
ADDRESS_LINE2	VARCHAR2(50)		O	
ADDRESS_LINE3	VARCHAR2(50)		O	
TOWN	VARCHAR2(50)		O	
COUNTY	VARCHAR2(50)		O	
COUNTRY_CODE	VARCHAR2(3)		Y	Must exist
POSTCODE	VARCHAR2(9)		Y	Must be provided, not blank
PHONE	VARCHAR2(50)		O	
FAX	VARCHAR2(50)		O	
LOADING_RATE	VARCHAR2(12)	"DEFAULT"	O	If not provided and a default exists, defaults to that value. If a default does not exist, raises an error. Note that, if the location already exists and has rate already set against it, and this rate is not provided in the message, the rate will <i>not</i> be overwritten by the default value parameter.
UNLOADING_RATE	VARCHAR2(12)	"DEFAULT"	O	If not provided and a default exists, defaults to that value. If a default does not exist, raises an error. Note that, if the location already exists and has rate already set against it, and this rate is not provided in the message, the rate will <i>not</i> be overwritten by the default value parameter.



Field	Size	Default	Req	Notes
RESPONSIBLE_COST_CENTRE	VARCHAR2(50)		O	If not provided and a default exists, defaults to that value. If a default does not exist, raises an error.
COST_CENTRE_NAME	VARCHAR2(12)		O	If not provided and a default exists, defaults to that value. If a default does not exist, raises an error.
EXT_LOCATION_NAME	VARCHAR2(50)		O	External Location Name
COMMENTS	VARCHAR2(255)		O	
GEO_LOCATION_USAGE			O	Subsection below
GEO_CONTACTS			O	Subsection below
GEO_LOCATION_WINDOWS			O	Subsection below

Note: A failure to process this section will not cause a failure of the customer or the entire message - the customer will still be added. The response will indicate if there is any issue in creating these details as a warning.

### 1.4.1 Location Usage Section

This section defines how the locations are owned within the system.

This section is optional - if omitted, the process will use the system defaults for location usage.

Sub-section GEO\_LOCATION\_USAGE is populated as follows:

Field	Size	Default	Req	Notes
USAGE_TYPE	VARCHAR2(12)	"CUSTOMER"	O	If provided, validated as a valid value. Valid values "CUSTOMER", "CUSTOMER_GROUP". If not provided, defaults to "CUSTOMER"
USAGE_ID	VARCHAR2(12)		Y	Set to customer ID or Customer Group

Note: A failure to process this section will not cause a failure of the location or the entire message - the customer and location will still be added. The response will indicate if there is any issue in creating these details as a warning.

### 1.4.2 Contacts Section

This section defines the location contacts.

This section is optional.

Sub-section GEO\_CONTACTS is populated with a list of GEO\_CONTACT tags, populated as follows:

Field	Size	Default	Req	Notes
SURNAME	VARCHAR2(50)		O	SURNAME or FORENAME must be provided.
FORENAME	VARCHAR2(50)		O	SURNAME or FORENAME must be provided
JOB_TITLE	VARCHAR2(50)		O	
PHONE	VARCHAR2(50)		O	
EMAIL	VARCHAR2(100)		O	
TITLE	VARCHAR2(12)		O	

Note: A failure to process this section will not cause a failure of the location or the entire message - the customer and location will still be added. The response will indicate if there is any issue in creating these details as a warning.

### 1.4.3 Location Windows Section

This section defines location opening times per day.

This section is optional - if not provided, the location is assumed to be open on all days.

Sub-section GEO\_LOCATION\_WINDOWS is populated with a list of GEO\_LOCATION\_WINDOW tags, populated as follows:



Field	Size	Default	Req	Notes
DAY	NUMBER		Y	1-7 where 1 is Sunday
OPENING_TIME	NUMBER		Y	
CLOSING_TIME	NUMBER		Y	

Note: A failure to process this section will not cause a failure of the location or the entire message - the customer and location will still be added. The response will indicate if there is any issue in creating these details as a warning.

## 1.5 Sample XML structure

```
<?xml version="1.0" encoding="UTF-8"?>
<CALIDUS_XML>
<EVENT>
<EVENT_HEADER>
  <EVENT_PROCESSED>N</EVENT_PROCESSED>
  <EVENT_SOURCE_TYPE>CDE</EVENT_SOURCE_TYPE>
  <EVENT_SOURCE_NAME>SYSTEM</EVENT_SOURCE_NAME>
  <EVENT_DATE>2021-07-21T08:20:28</EVENT_DATE>
  <EVENT_TYPE>CUST</EVENT_TYPE>
  <EVENT_ACTION>C</EVENT_ACTION>
</EVENT_HEADER>
<EVENT_DETAIL>
  <CUSTOMER>
    <CUSTOMER_ID></CUSTOMER_ID>
    <CUSTOMER_NAME></CUSTOMER_NAME>
    <CONTACT_NAME></CONTACT_NAME>
    <CUST_GROUP></CUST_GROUP>
    <COST_CENTRE_NAME></COST_CENTRE_NAME>
    <VAT_COUNTRY></VAT_COUNTRY>
    <VAT_REG_NO></VAT_REG_NO>
    <COUNTRY></COUNTRY>
    <TYPE></TYPE>
    <ORDER_REVENUE_CHARGING_TYPE_ID></ORDER_REVENUE_CHARGING_TYPE_ID>
    <STD_INSTR></STD_INSTR>
    <FREE_TEXT1></FREE_TEXT1>
    <FREE_TEXT2></FREE_TEXT2>
    <FREE_TEXT3></FREE_TEXT3>
    <FREE_TEXT4></FREE_TEXT4>
    <FREE_TEXT5></FREE_TEXT5>
    <ACCOUNT_ON_HOLD></ACCOUNT_ON_HOLD>
    <ACC_CURRENCY_USAGE></ACC_CURRENCY_USAGE>
    <ACCOUNT_TYPE></ACCOUNT_TYPE>
    <PAY_ON_DELIVERY></PAY_ON_DELIVERY>
    <COLLECT_CASINGS></COLLECT_CASINGS>
    <NETWORK_AVAILABLE></NETWORK_AVAILABLE>
    <GEO_LOCATIONS>
      <GEO_LOCATION>
        <LOCATION_ID></LOCATION_ID>
        <DEPOT></DEPOT>
        <LOCATION_NAME></LOCATION_NAME>
        <EXT_REF></EXT_REF>
        <ADDRESS_LINE1></ADDRESS_LINE1>
        <ADDRESS_LINE2></ADDRESS_LINE2>
        <ADDRESS_LINE3></ADDRESS_LINE3>
        <TOWN></TOWN>
        <COUNTY></COUNTY>
        <COUNTRY_CODE></COUNTRY_CODE>
        <POSTCODE></POSTCODE>
        <PHONE></PHONE>
        <FAX></FAX>
        <LOADING_RATE></LOADING_RATE>
        <UNLOADING_RATE></UNLOADING_RATE>
        <RESPONSIBLE_COST_CENTRE></RESPONSIBLE_COST_CENTRE>
        <COST_CENTRE_NAME></COST_CENTRE_NAME>
        <EXT_LOCATION_NAME></EXT_LOCATION_NAME>
        <COMMENTS></COMMENTS>
        <GEO_LOCATION_USAGE>
          <USAGE_TYPE></USAGE_TYPE>
          <USAGE_ID></USAGE_ID>
        </GEO_LOCATION_USAGE>
      </GEO_LOCATION>
    </GEO_LOCATIONS>
    <GEO_CONTACTS>
      <GEO_CONTACT>
        <SURNAME></SURNAME>
        <FORENAME></FORENAME>
```



```

        <JOB_TITLE></JOB_TITLE>
        <PHONE></PHONE>
        <EMAIL></EMAIL>
        <TITLE></TITLE>
    </GEO_CONTACT>
    <GEO_CONTACT>
        <SURNAME></SURNAME>
        <FORENAME></FORENAME>
        <JOB_TITLE></JOB_TITLE>
        <PHONE></PHONE>
        <EMAIL></EMAIL>
        <TITLE></TITLE>
    </GEO_CONTACT>
</GEO_CONTACTS>
<GEO_LOCATION_WINDOWS>
    <GEO_LOCATION_WINDOW>
        <DAY></DAY>
        <OPENING_TIME></OPENING_TIME>
        <CLOSING_TIME></CLOSING_TIME>
    </GEO_LOCATION_WINDOW>
    <GEO_LOCATION_WINDOW>
        <DAY></DAY>
        <OPENING_TIME></OPENING_TIME>
        <CLOSING_TIME></CLOSING_TIME>
    </GEO_LOCATION_WINDOW>
</GEO_LOCATION_WINDOWS>
</GEO_LOCATION>
<GEO_LOCATION>
    <LOCATION_ID></LOCATION_ID>
    <DEPOT></DEPOT>
    <LOCATION_NAME></LOCATION_NAME>
    <EXT_REF></EXT_REF>
    <ADDRESS_LINE1></ADDRESS_LINE1>
    <ADDRESS_LINE2></ADDRESS_LINE2>
    <ADDRESS_LINE3></ADDRESS_LINE3>
    <TOWN></TOWN>
    <COUNTY></COUNTY>
    <COUNTRY_CODE></COUNTRY_CODE>
    <POSTCODE></POSTCODE>
    <PHONE></PHONE>
    <FAX></FAX>
    <LOADING_RATE></LOADING_RATE>
    <UNLOADING_RATE></UNLOADING_RATE>
    <RESPONSIBLE_COST_CENTRE></RESPONSIBLE_COST_CENTRE>
    <COST_CENTRE_NAME></COST_CENTRE_NAME>
    <EXT_LOCATION_NAME></EXT_LOCATION_NAME>
    <COMMENTS></COMMENTS>
    <GEO_LOCATION_USAGE>
        <USAGE_TYPE></USAGE_TYPE>
        <USAGE_ID></USAGE_ID>
    </GEO_LOCATION_USAGE>
    <GEO_LOCATION_WINDOWS>
        <GEO_LOCATION_WINDOW>
            <DAY></DAY>
            <OPENING_TIME></OPENING_TIME>
            <CLOSING_TIME></CLOSING_TIME>
        </GEO_LOCATION_WINDOW>
        <GEO_LOCATION_WINDOW>
            <DAY></DAY>
            <OPENING_TIME></OPENING_TIME>
            <CLOSING_TIME></CLOSING_TIME>
        </GEO_LOCATION_WINDOW>
    </GEO_LOCATION_WINDOWS>
</GEO_LOCATION>
</GEO_LOCATIONS>
</CUSTOMER>
</EVENT_DETAIL>
</EVENT>
</CALIDUS_XML>

```

## 1.6 General Notes

- Customer ID is 12 characters and cannot be increased
- The type is "CUSTOMER" but can be configured to default to this.





- The cost centre can be defaulted.
- The order revenue charging type ID can be defaulted.
- The currency usage will be defaulted to "GBP" unless provided.
- The "HO" address provided for a customer will be identified as the home address and the customer will be updated with that address.
- LOCATION\_ID or EXT\_REF must be provided. If this is not, the file will be rejected. The value of LOCATION\_ID provided will be used in preference to EXT\_REF and used to retrieve the location if it already exists. If LOCATION\_ID is not provided, EXT\_REF will be used to retrieve the location if it already exists. Either LOCATION\_ID or EXT\_REF must uniquely identify a location.

## 1.7 Responses

Sample Response:

```
<soap:Envelope xmlns:soap=http://schemas.xmlsoap.org/soap/envelope/>
  <soap:Body>
    <IMPORT_CTMS_CUSTOMEROutput xmlns=http://xmlns.oracle.com/orawsv/MTS_OWNER/DP_CTMS_IMPORT/IMPORT_CUSTOMER>
      <RETURN>
        <CTMS_IMPORT_CUSTOMER_RESPONSE RESULT="NAK">
          <RESULTS>
            <RESULT>
              <CUSTOMER_ID></CUSTOMER_ID>
              <STATUS></STATUS><!?SUCCESS|INVALID|FAILED-->
              <STATUS_MSG>Some success or failure text</STATUS_MSG>
            </RESULT>
            <RESULT>
              <LOCATION_ID></LOCATION_ID>
              <EXT_REF></EXT_REF>
              <STATUS></STATUS><!?SUCCESS|INVALID|FAILED-->
              <STATUS_MSG>Some success or failure text</STATUS_MSG>
            </RESULT>
          </RESULTS>
        </CTMS_IMPORT_CUSTOMER_RESPONSE>
      </RETURN>
    </IMPORT_CTMS_CUSTOMEROutput>
  </soap:Body>
</soap:Envelope>
```

A CTMS\_IMPORT\_CUSTOMER\_RESPONSE tag will include a RESULT indicator, showing the basic status of the message:

- ACK - Acknowledged, processed successfully.
- WAK - Warning, but Acknowledged, partially processed.
- NAK - Not acknowledged - for failed/invalid, not processed at all.

A RESULT section will be included for the Customer and each location that was provided in the interface.

A status and status message will be included in each RESULT section, along with primary and secondary key values, for alignment by the sending system.

 **Note:** This is not an exhaustive list, simply indicative of the types of responses that may be received.

RESULT attribute	STATUS tag	STATUS_MSG tag
ACK	SUCCESS	Customer created.
ACK	SUCCESS	Customer updated.
NAK	INVALID	Customer not created - X not provided (where X is the field not provided)
NAK	INVALID	Customer not created - X not provided (no default exists). (where X is the field not provided)
NAK	FAILED	Customer not created - database failure (X) (where X is the database error message)
NAK	FAILED	Customer not created - Customer Group X does not exist (where X is the provided customer group)
ACK	SUCCESS	Location created.
ACK	SUCCESS	Location updated.



RESULT attribute	STATUS tag	STATUS_MSG tag
WAK	INVALID	Location not created - X not provided. (where X is the field not provided)
WAK	INVALID	Location not created - X not provided (no default exists). (where X is the field not provided)
WAK	FAILED	Location not created - database failure (X) (where X is the database error message)
WAK	INVALID	Location not created - Neither location nor external reference provided
WAK	FAILED	Location usage not created (appended to Location created/updated message).
WAK	SUCCESS	Some contacts have not been created. (appended to Location created/updated message).
WAK	SUCCESS	Some windows have not been created. (appended to Location created/updated message).

