



# ORDER FULFILLMENT API

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## 1 Introduction

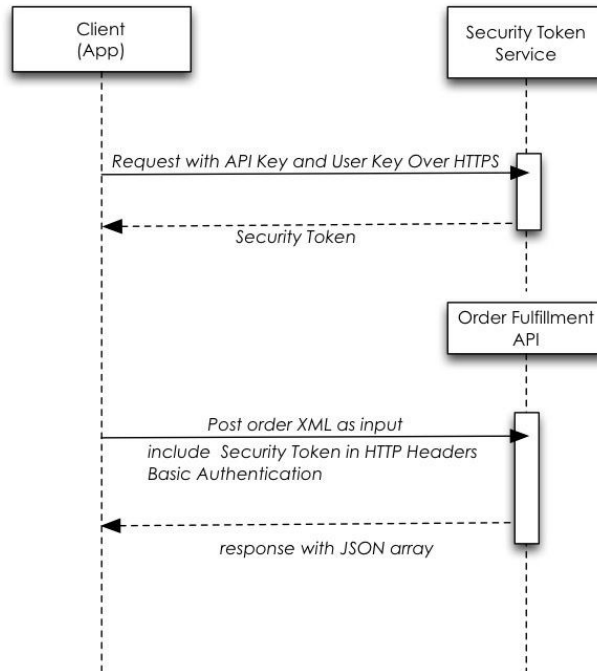
This document describes the Xpressdocs (XD) Order Fulfillment Service API and protocol for the production and distribution of Trade Partner supplied orders whereby Xpressdocs acts as the Fulfiller. XD’s RESTful-based approach is a secure, service-oriented protocol for exchanging XML based order requests and responses over HTTPS.

## 2 Security

The Trade Partner needs to provide their external IP Addresses to be allowed in the Xpressdocs network to access these APIs. To use the order fulfillment API, authenticate with the security token service to get the security token and interact with the order fulfillment API to submit orders.

## 2.1 Process Map

### Xpressdocs Security Token Service



1. API Key and User Key will be provided by Xpressdocs.
2. Security Token will expire after 15 mins.
3. Service URL's will be provided by Xpressdocs.

## 2.2 Process Overview

- 1) Client requests an API key from Xpressdocs’s Security Token Service

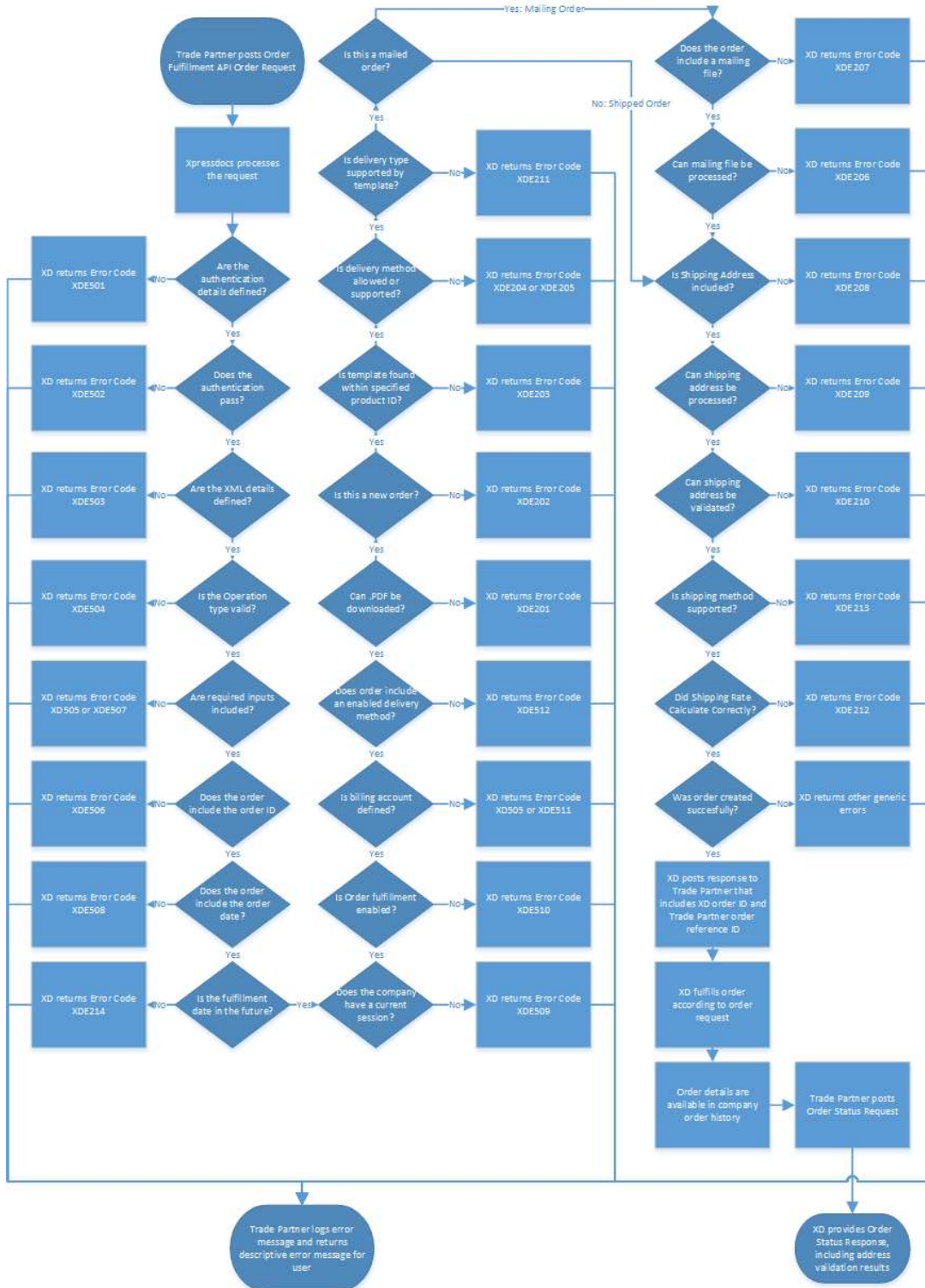
Sample link:

[https://www.xpressdocs.com/next/sts/authentication.php?api=XXXXXXXX&user\\_key=XXXXXX](https://www.xpressdocs.com/next/sts/authentication.php?api=XXXXXXXX&user_key=XXXXXX)

- 2) Xpressdocs responds with a security token authorizing access to the Order Fulfillment API. The security token will expire after 15 minutes.
- 3) Client can submit their order using the provided security token.
- 4) Order Fulfillment API will respond with the applicable order status.

### 3 Order Fulfillment Protocol

#### 3.1 Process Map



### 3.2 Process Overview

The Trade Partner posts an order request to XD.

XD will process the XML post and attempt to inject the order into the XD system. If any errors are encountered, XD will post a response to the Trade Partner with the error code and associated error message.

For mailed orders with no transmission or permanent errors, the order will be created before the associated recipient list is validated. The recipient list will be added to the address validation queue and the results of that validation will be available upon a status query request. Billing for these orders will not be calculated until the addresses have been validated. Any failed addresses will be provided to the Trade Partner in the status response via a URL pointing to a .CSV file with the list of failed addresses. The order posted will be fulfilled for only for validated addresses, the end client can correct the failed address and will need to post a new order for any corrected addresses. If a partial fulfillment is not desired, the trade partner will need to call XD customer service (866.977.3627) to cancel the order.

### 3.3 Technical Overview

To inject orders into Xpressdocs, the Trade Partner will need to encode them using XML and pass them using live order transmission via XML / API request calls. Each order XML document sent to Xpressdocs should completely define the order.

For Testing: (XD needs to allow your IP address to access these URLs.)

[https://www-stagetre.xpressdocs.com/next/web\\_services/restful/order\\_api.php?company=<idcompany>&q=<token>](https://www-stagetre.xpressdocs.com/next/web_services/restful/order_api.php?company=<idcompany>&q=<token>)

For Production:

[https://www.xpressdocs.com/next/web\\_services/restful/order\\_api.php?company=<idcompany>&q=<token>](https://www.xpressdocs.com/next/web_services/restful/order_api.php?company=<idcompany>&q=<token>)

**Company ID parameter:** A URL parameter should be added “company” to specify the Xpressdocs company identifier. This value is for the company placing the order, not the Trade Partner.

**Token (q) parameter:** A URL parameter should be added “q” to pass the security token. Refer to Section 2.2 to receive a security token.

**Retries:** In cases where the order is not accepted, the Trade Partner may retry order submission if order submission response has 5xx error code, which means recoverable error codes. Retry limits vary per response code and are described below. Once all retries are exhausted, the Trade Partner should investigate the problem and upon resolution, additional retry attempts can occur. Our timeout is 32 seconds.

HTTP Response Code	Description
<b>2xx</b>	Request received successfully
<b>4xx</b>	Permanent error. Trade Partner should not retry. The error prevents the request from being accepted.
<b>5xx</b>	Transient error. Typically a transport error. Trade Partner should retry. The recommended number of retries is 3, with a frequency of one hour.

**Duplicates:** Two orders submitted with the same Trade Partner order id will be treated as a duplicate order submission. There are scenarios when orders reach Xpressdocs, but then a server or network problem arises before an error is recorded in the Trade Partner’s database. In these cases, the Trade Partner should retry the order. Xpressdocs will return an error response when a duplicate order is received.

**Special Characters:** Using the basic XML structure for order and status requests, it is imperative that certain special characters be handled appropriately. Not all characters can be typed from the keyboard, such as the registered trademark symbol (®). Others, such as < and &, have special meaning to XML. These characters must be encoded using character entities.

XML defines the following built-in character entities:

Entity	Character
<b>&amp;lt;</b>	<
<b>&amp;gt;</b>	>
<b>&amp;amp;</b>	&
<b>&amp;quot;</b>	"
<b>&amp;apos;</b>	'



## 4 Order Request

URL	Fixed URL provided by Xpressdocs
Content type	XML
Content	XML elements explained in <a href="#">Section 6, "Order XML"</a>

### 4.1 Sample Order Request XML

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="DO-1234" orderDate="2016-01-01 18:41:29">
    <NoOfItems>2</NoOfItems>
    <Comments xml:lang="en-US">Anything well formed in XML</Comments>
  </OrderRequestHeader>
  <UserDetail>
    <FirstName>Tim</FirstName>
    <MiddleName></MiddleName>
    <LastName>Lewis</LastName>
    <UserID>123abc</UserID>
    <EmailAddress>xpressdocs@xpressdocs.com</EmailAddress>
    <StreetAddress>4901 N Beach St</StreetAddress>
    <StreetAddress2></StreetAddress2>
    <City>Fort Worth</City>
    <State>TX</State>
    <Zip>76137</Zip>
    <Phone1>817-555-1212</Phone1>
    <Phone2>817-444-1212</Phone2>
    <Fax>817-555-1313</Fax>
    <Website>www.xpressdocs.com</Website>
  </UserDetail>
  <OfficeDetail>
    <OfficeName>Office of Tim Lewis</OfficeName>
    <OfficeID>123456</OfficeID>
    <OfficeWebsite>www.yourdomain.com</OfficeWebsite>
    <StreetAddress>918 10th St</StreetAddress>
    <StreetAddress2></StreetAddress2>
    <City>Alamogordo</City>
    <State>NM</State>
    <Zip>88310</Zip>
    <OfficePhone1>817-555-1414</OfficePhone1>
    <OfficePhone2>817-555-1515</OfficePhone2>
    <OfficeFax>817-555-1616</OfficeFax>
  </OfficeDetails>
  <Item id="DOI-2334" quantity="100" fulfillmentDate="2000-10-18" >
    <ItemHeader>
      <ProductID>SMPC</ProductID>
      <DeliveryType>shipping</DeliveryType>
      <NoOfPages>2</NoOfPages>
      <Comments> </Comments>
    </ItemHeader>
```

```
<ItemDetail>
  <Description xml:lang="en">small postcard</Description>
  <Files>
    <File url="http://www.yourdomain.com/order/fileA.pdf" side="front"/>
    <File url="http://www.yourdomain.com/order/fileB.pdf" side="back"/>
  </Files>
</ItemDetail>
<Finishing>
  <Task type="high_gloss_coating" value="both" comment="" />
</Finishing>
<Shipping>
  <Carrier>fedex</Carrier>
  <Method>FEDEX_GROUND</Method>
  <Comments> </Comments>
</Shipping>
<ShipTo>
  <Address>
    <Name>John Smith</Name>
    <Company>Acme Corporation</Company>
    <Street>123 Anystreet</Street>
    <City>FortWorth</City>
    <State>TX</State>
    <PostalCode>76137</PostalCode>
    <Country>US</Country>
  </Address>
</ShipTo>
</Item>
<Item id="DOI-5334" quantity="100" fulfillmentDate="2000-10-18" >
  <ItemHeader>
    <ProductID>LGPC</ProductID>
    <DeliveryType>mailing</DeliveryType>
    <NoOfPages>2</NoOfPages>
    <Comments> </Comments>
  </ItemHeader>
  <ItemDetail>
    <Description xml:lang="en">large postcard</Description>
    <Files>
      <File url="http://www.yourdomain.com/order/file.pdf" side="all" />
    </Files>
  </ItemDetail>
  <Finishing>
    <Task type="high_gloss_coating" value="front" comment="" />
  </Finishing>
  <Mailing>
    <MailingHeader>
      <Class>first</Class>
      <MailerID>123456</MailerID>
      <Comments> </Comments>
    </MailingHeader>
    <Recipients fileUrl="http://www.yourdomain.com/data/recipients.csv" />
  </Mailing>
</Item>
</OrderRequest>
```

## 4.2 Sample Order Request XML with Transaction Details

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="DO-1234" orderDate="2000-10-12 18:41:29">
    <NoOfItems>2</NoOfItems>
    <Comments xml:lang="en-US">Anything well formed in XML</Comments>
  </OrderRequestHeader>
  <UserDetail>
    <FirstName>Tim</FirstName>
    <MiddleName></MiddleName>
    <LastName>Lewis</LastName>
    <UserID>123abc</UserID>
    <EmailAddress>xpressdocs@xpressdocs.com</EmailAddress>
    <StreetAddress>4901 N Beach St</StreetAddress>
    <StreetAddress2></StreetAddress2>
    <City>Fort Worth</City>
    <State>TX</State>
    <Zip>76137</Zip>
    <Phone1>817-555-1212</Phone1>
    <Phone2>817-444-1212</Phone2>
    <Fax>817-555-1313</Fax>
    <Website>www.xpressdocs.com</Website>
  </UserDetail>
  <OfficeDetail>
    <OfficeName>Office of Tim Lewis</OfficeName>
    <OfficeID>123456</OfficeID>
    <OfficeWebsite>www.yourdomain.com</OfficeWebsite>
    <StreetAddress>918 10th St</StreetAddress>
    <StreetAddress2></StreetAddress2>
    <City>Alamogordo</City>
    <State>NM</State>
    <Zip>88310</Zip>
    <OfficePhone1>817-555-1414</OfficePhone1>
    <OfficePhone2>817-555-1515</OfficePhone2>
    <OfficeFax>817-555-1616</OfficeFax>
  </OfficeDetail>
  <Transaction>
    <Payments>
      <Payment>
        <Method>credit_card</Method>
        <Amount>50.00</Amount>
        <CCAuthCode>123abc</AuthCode>
        <CCTransId>987654lkjhg</CCTransId>
        <CCLast4>1111</CCLast4>
        <CCType>Visa</CCType>
      </Payment>
      <Payment>
        <Method>credit_card</Method>
        <Amount>150.00</Amount>
        <CCAuthCode>456wer</CCAuthCode>
      </Payment>
    </Payments>
  </Transaction>
</OrderRequest>
```

```
<CCTransId>1234sdfg</CCTransId>
<CCLast4>2222</CCLast4>
<CCType>Discover</CCType>
</Payment>
</Payments>
<CCTotal>200.00</CCTotal>
<BillingTotal>100.00</BillingTotal>
<SalesTaxTotal>20.00</SalesTaxTotal>
<Total>320.00</Total>
</Transaction>
<Item id="DOI-2334" quantity="100" fulfillmentDate="2000-10-18" >
  <ItemHeader>
    <ProductID>SMPC</ProductID>
    <TemplateKey>alb2c3d4</TemplateKey>
    <ReferenceProductID>123abc456</ReferenceProductID>
    <PaperTypeID>7</PaperTypeID>
    <DeliveryType>shipping</DeliveryType>
    <NoOfPages>2</NoOfPages>
    <Comments> </Comments>
  </ItemHeader>
  <ItemDetail>
    <Description xml:lang="en">small postcard</Description>
    <Files>
      <File url="http://www.yourdomain.com/order/fileA.pdf" side="front"/>
      <File url="http://www.yourdomain.com/order/fileB.pdf" side="back"/>
    </Files>
  </ItemDetail>
  <Finishing>
    <Task type="high_gloss_coating" value="both" />
  </Finishing>
  <Shipping>
    <Carrier>fedex</Carrier>
    <Method>FEDEX_GROUND</Method>
    <Recipients fileName="http://www.yourdomain.com/data/recipients.csv" />
    <IncludeFailedAddresses>true</IncludeFailedAddresses>
    <Comments> </Comments>
  </Shipping>
  <ShipTo>
    <Address>
      <Name>John Smith</Name>
      <Company>Acme Corporation</Company>
      <Street>123 Anystreet</Street>
      <City>FortWorth</City>
      <State>TX</State>
      <PostalCode>76137</PostalCode>
      <Country>US</Country>
    </Address>
  </ShipTo>
  <ItemTransaction>
    <ProductUnitPrice>0.50</ProductUnitPrice>
    <ProductTotal>50.00</ProductTotal>
    <ShippingTotal>5.34</ShippingTotal>
    <SalesTax>3.43</SalesTax>
    <ItemTotal>48.77</ItemTotal>
```

```
<Payments>
  <Payment>
    <Method>billing</Method>
    <Amount>48.77</Amount>
    <ReferenceId>123abcBillingAcctId</ReferenceId>
    <PONumber>8765</PONumber>
  </Payment>
</Payments>
</ItemTransaction>
</Item>
<Item id="DOI-5334" quantity="100" fulfillmentDate="2000-10-18" >
  <ItemHeader>
    <ProductID>LGPC</ProductID>
    <TemplateKey>alb2c3d4</TemplateKey>
    <DeliveryType>mailing</DeliveryType>
    <NoOfPages>2</NoOfPages>
    <Comments> </Comments>
  </ItemHeader>
  <ItemDetail>
    <Description xml:lang="en">large postcard</Description>
    <Files>
      <File url="http://www.yourdomain.com/order/file.pdf" side="all" />
    </Files>
  </ItemDetail>
  <Finishing>
    <Task type="high_gloss_coating" value="front" />
  </Finishing>
  <Mailing>
    <MailingHeader>
      <Class>first</Class>
      <MailerID>123456</MailerID>
      <Recipients fileUrl="http://www.example.com/data/recipients.csv" />
      <Comments> </Comments>
    </MailingHeader>
  </Mailing>
  <ItemTransaction>
    <ProductUnitPrice>0.60</ProductUnitPrice>
    <ProductTotal>60.00</ProductTotal>
    <MailingTotal>20.00</MailingTotal>
    <SalesTax>5.00</SalesTax>
    <ItemTotal>80.00</ItemTotal>
    <Comments> </Comments>
    <Payments>
      <Payment>
        <Method>billing</Method>
        <Amount>80.00</Amount>
        <ReferenceId>123abcBillingAcctId</ReferenceId>
        <Comments> </Comments>
      </Payment>
    </Payments>
  </ItemTransaction>
</Item>
</OrderRequest>
```

### 4.3 Sample Order Request XML With Variable Data

```
<?xml version="1.0" encoding="utf-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="ACME-11560625" orderDate="2020-01-
23T11:53:38.103-06:00">
    <Comments></Comments>
    <NoOfItems>1</NoOfItems>
  </OrderRequestHeader>
  <UserDetail>
    <FirstName>Sharon</FirstName>
    <MiddleName></MiddleName>
    <LastName>Foley</LastName>
    <UserID>2793731</UserID>
    <EmailAddress>sharon.foley@acme.com</EmailAddress>
    <Phone1>9147692222</Phone1>
    <Phone2>9146491157</Phone2>
    <Fax></Fax>
    <Website>www.erainsite.com</Website>
  </UserDetail>
  <OfficeDetail>
    <OfficeName>Pleasantville</OfficeName>
    <OfficeLinkID>1163_15115102151</OfficeLinkID>
    <OfficeWebSite></OfficeWebSite>
    <StreetAddress>370 Manville</StreetAddress>
    <StreetAddress2></StreetAddress2>
    <City>Pleasantville</City>
    <State>NY</State>
    <Zip>10570</Zip>
    <OfficePhone1></OfficePhone1>
    <OfficePhone2></OfficePhone2>
    <OfficeFax></OfficeFax>
  </OfficeDetail>
  <RegionDetail>
    <RegionName>Insite Realty Services</RegionName>
    <RegionID>ERA7344</RegionID>
  </RegionDetail>
  <Transaction>
    <Payments />
    <CCTotal>0.0000</CCTotal>
    <BillingTotal>80.8700</BillingTotal>
    <ACMEStoreCreditTotal>0.0000</MSStoreCreditTotal>
    <SalesTaxTotal>3.6200</SalesTaxTotal>
    <Total>80.8700</Total>
  </Transaction>
  <Item id="ACME-19058624" quantity="103" fulfillmentDate="">
```

```
<ItemHeader>
  <ProductID>LGPC</ProductID>
  <TemplateKey>254830_Large_Mail_PC</TemplateKey>
  <ReferenceProductID>0FV027100</ReferenceProductID>
  <FoilCodes></FoilCodes>
  <PaperTypeID>4</PaperTypeID>
  <DeliveryType>mailing</DeliveryType>
  <NoOfPages>2</NoOfPages>
  <Comments></Comments>
</ItemHeader>
<ItemDetail>
  <Description>x PDF to Print - Postcard - Large</Description>
  <Files>
    <File columnName="(name of column in ML CSV)" side="front"/>
    <File columnName="(name of column in ML CSV)" side="back"/>
  </Files>
</ItemDetail>
<Finishing>
  <Task type="high_gloss_coating" value="front" comment="" />
</Finishing>
<Shipping>
  <Carrier></Carrier>
  <Method></Method>
  <ShipDate>2020-01-24</ShipDate>
  <Comments></Comments>
</Shipping>
<ShipTo>
  <Address>
    <Name></Name>
    <Company></Company>
    <Address1></Address1>
    <Address2></Address2>
    <City></City>
    <State></State>
    <PostalCode></PostalCode>
    <ContactPhone></ContactPhone>
    <Country></Country>
  </Address>
</ShipTo>
<Mailing>
  <MailingHeader>
    <Class>standard</Class>
    <Options>
      <Precancelled>True</Precancelled>
      <International>True</International>
    </Options>
    <MailerID />
    <Comments></Comments>
```

```

        <Recipients
fileUrl="http://www.acme.com/newjersey/api/OrderItem/19058607/MailingListDetails" />
        </MailingHeader>
    </Mailing>
    <ItemTransaction>
        <ProductUnitPrice>0.42000</ProductUnitPrice>
        <LineItemOptions />
        <ProductTotal>43.2600</ProductTotal>
        <ShippingTotal>0.0</ShippingTotal>
        <MailingTotal>33.9900</MailingTotal>
        <SalesTax>3.6200</SalesTax>
        <DiscountTotal>0.00</DiscountTotal>
        <ItemTotal>80.8700</ItemTotal>
        <Misc />
        <Payments>
            <Payment>
                <Method>billing</Method>
                <Amount>80.8700</Amount>
                <ReferenceID>11834881</ReferenceID>
                <ReferenceLevel></ReferenceLevel>
                <PONumber></PONumber>
                <Comments></Comments>
            </Payment>
        </Payments>
    </ItemTransaction>
</Item>
</OrderRequest>

```

#### 4.4 Sample Order Request XML With Base 64 encoded VDP Data

```

<?xml version="1.0" encoding="utf-8"?>
<OrderRequest>
    <OrderRequestHeader orderID="AMI-11560625" orderDate="2020-01-23T11:53:38.103-06:00">
        <Comments></Comments>
        <NoOfItems>1</NoOfItems>
    </OrderRequestHeader>
    <UserDetail>
        <FirstName>Sharon</FirstName>
        <MiddleName></MiddleName>
        <LastName>Foley</LastName>
        <UserID>2793731</UserID>
        <EmailAddress>sharon.foley@acme.com</EmailAddress>
    </UserDetail>
</OrderRequest>

```



```

    <Phone1>9147692222</Phone1>
    <Phone2>9146491157</Phone2>
    <Fax></Fax>
    <Website>www.erainsite.com</Website>
  </UserDetail>
  <OfficeDetail>
    <OfficeName>Pleasantville</OfficeName>
    <OfficeLinkID>1163_15115102151</OfficeLinkID>
    <OfficeWebSite></OfficeWebSite>
    <StreetAddress>370 Manville</StreetAddress>
    <StreetAddress2></StreetAddress2>
    <City>Pleasantville</City>
    <State>NY</State>
    <Zip>10570</Zip>
    <OfficePhone1></OfficePhone1>
    <OfficePhone2></OfficePhone2>
    <OfficeFax></OfficeFax>
  </OfficeDetail>
  <RegionDetail>
    <RegionName>Insite Realty Services</RegionName>
    <RegionID>ERA7344</RegionID>
  </RegionDetail>
  <Transaction>
    <Payments />
    <CCTotal>0.0000</CCTotal>
    <BillingTotal>80.8700</BillingTotal>
    <ACMESToreCreditTotal>0.0000</MSStoreCreditTotal>
    <SalesTaxTotal>3.6200</SalesTaxTotal>
    <Total>80.8700</Total>
  </Transaction>
  <Item id="ACME-19058624" quantity="103" fulfillmentDate="">
    <ItemHeader>
      <ProductID>LGPC</ProductID>
      <TemplateKey>254830_Large_Mail_PC</TemplateKey>
      <ReferenceProductID>0FV027100</ReferenceProductID>
      <FoilCodes></FoilCodes>
      <PaperTypeID>4</PaperTypeID>
      <DeliveryType>mailing</DeliveryType>
      <NoOfPages>2</NoOfPages>
      <Comments></Comments>
    </ItemHeader>
    <ItemDetail>
      <Description>x PDF to Print - Postcard - Large</Description>
      <Files>
        <File VdpColumnName="VDP_Front (name of column in ML CSV) "
side="front"/>
        <File VdpColumnName="VDP_Back (name of column in ML CSV) "
side="back"/>
      </Files>
    </ItemDetail>
  </Item>

```

```

</ItemDetail>
<Finishing>
  <Task type="high_gloss_coating" value="front" comment="" />
</Finishing>
<Shipping>
  <Carrier></Carrier>
  <Method></Method>
  <ShipDate>2020-01-24</ShipDate>
  <Comments></Comments>
</Shipping>
<ShipTo>
  <Address>
    <Name></Name>
    <Company></Company>
    <Address1></Address1>
    <Address2></Address2>
    <City></City>
    <State></State>
    <PostalCode></PostalCode>
    <ContactPhone></ContactPhone>
    <Country></Country>
  </Address>
</ShipTo>
<Mailing>
  <MailingHeader>
    <Class>standard</Class>
    <Options>
      <Precancelled>True</Precancelled>
      <International>True</International>
    </Options>
    <MailerID />
    <Comments></Comments>
    <Recipients
fileUrl="http://www.acme.com/newjersey/api/OrderItem/19058607/MailingListDetails" />
  </MailingHeader>
</Mailing>
<ItemTransaction>
  <ProductUnitPrice>0.42000</ProductUnitPrice>
  <LineItemOptions />
  <ProductTotal>43.2600</ProductTotal>
  <ShippingTotal>0.0</ShippingTotal>
  <MailingTotal>33.9900</MailingTotal>
  <SalesTax>3.6200</SalesTax>
  <DiscountTotal>0.00</DiscountTotal>
  <ItemTotal>80.8700</ItemTotal>
  <Misc />
  <Payments>
    <Payment>

```

```

        <Method>billing</Method>
        <Amount>80.8700</Amount>
        <ReferenceID>11834881</ReferenceID>
        <ReferenceLevel></ReferenceLevel>
        <PONumber></PONumber>
        <Comments></Comments>
    </Payment>
</Payments>
</ItemTransaction>
</Item>
</OrderRequest>

```

## 4.5 Sample Order Request XML With Due Data

```

<?xml version="1.0" encoding="utf-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="AMI-11560625" orderDate="2020-01-
23T11:53:38.103-06:00">
    <Comments></Comments>
    <NoOfItems>1</NoOfItems>
  </OrderRequestHeader>
  <UserDetail>
    <FirstName>Sharon</FirstName>
    <MiddleName></MiddleName>
    <LastName>Foley</LastName>
    <UserID>2793731</UserID>
    <EmailAddress>sharon.foley@acme.com</EmailAddress>
    <Phone1>9147692222</Phone1>
    <Phone2>9146491157</Phone2>
    <Fax></Fax>
    <Website>www.erainsite.com</Website>
  </UserDetail>
  <OfficeDetail>
    <OfficeName>Pleasantville</OfficeName>
    <OfficeLinkID>1163_15115102151</OfficeLinkID>
    <OfficeWebSite></OfficeWebSite>
    <StreetAddress>370 Manville</StreetAddress>
    <StreetAddress2></StreetAddress2>
    <City>Pleasantville</City>
    <State>NY</State>
    <Zip>10570</Zip>
    <OfficePhone1></OfficePhone1>
    <OfficePhone2></OfficePhone2>
    <OfficeFax></OfficeFax>
  </OfficeDetail>
</OrderRequest>

```

```
</OfficeDetail>
<RegionDetail>
  <RegionName>Insite Realty Services</RegionName>
  <RegionID>ERA7344</RegionID>
</RegionDetail>
<Transaction>
  <Payments />
  <CCTotal>0.0000</CCTotal>
  <BillingTotal>80.8700</BillingTotal>
  <ACMESToreCreditTotal>0.0000</MSStoreCreditTotal>
  <SalesTaxTotal>3.6200</SalesTaxTotal>
  <Total>80.8700</Total>
</Transaction>
<Item id="ACME-19058624" quantity="103" dueDate="">
  <ItemHeader>
    <ProductID>LGPC</ProductID>
    <TemplateKey>254830_Large_Mail_PC</TemplateKey>
    <ReferenceProductID>0FV027100</ReferenceProductID>
    <FoilCodes></FoilCodes>
    <PaperTypeID>4</PaperTypeID>
    <DeliveryType>mailing</DeliveryType>
    <NoOfPages>2</NoOfPages>
    <Comments></Comments>
  </ItemHeader>
  <ItemDetail>
    <Description>x PDF to Print - Postcard - Large</Description>
    <Files>
      <File VdpColumnName="VDP_Front" side="front"/>
      <File VdpColumnName="VDP_Back" side="back"/>
    </Files>
  </ItemDetail>
  <Finishing>
    <Task type="high_gloss_coating" value="front" comment="" />
  </Finishing>
  <Shipping>
    <Carrier></Carrier>
    <Method></Method>
    <ShipDate>2020-01-24</ShipDate>
    <Comments></Comments>
  </Shipping>
  <ShipTo>
    <Address>
      <Name></Name>
      <Company></Company>
      <Address1></Address1>
      <Address2></Address2>
      <City></City>
      <State></State>
      <PostalCode></PostalCode>
```

```

        <ContactPhone></ContactPhone>
        <Country></Country>
    </Address>
</ShipTo>
<Mailing>
    <MailingHeader>
        <Class>standard</Class>
        <Options>
            <Precancelled>True</Precancelled>
            <International>True</International>
        </Options>
        <MailerID />
        <Comments></Comments>
        <Recipients
fileUrl="http://www.acme.com/newjersey/api/OrderItem/19058607/MailingListDetails" />
    </MailingHeader>
</Mailing>
<ItemTransaction>
    <ProductUnitPrice>0.42000</ProductUnitPrice>
    <LineItemOptions />
    <ProductTotal>43.2600</ProductTotal>
    <ShippingTotal>0.0</ShippingTotal>
    <MailingTotal>33.9900</MailingTotal>
    <SalesTax>3.6200</SalesTax>
    <DiscountTotal>0.00</DiscountTotal>
    <ItemTotal>80.8700</ItemTotal>
    <Misc />
    <Payments>
        <Payment>
            <Method>billing</Method>
            <Amount>80.8700</Amount>
            <ReferenceID>11834881</ReferenceID>
            <ReferenceLevel></ReferenceLevel>
            <PONumber></PONumber>
            <Comments></Comments>
        </Payment>
    </Payments>
</ItemTransaction>
</Item>
</OrderRequest>

```

## 4.6 Sample Order Request XML With Matchmail Template and fileURL Data

```
<?xml version="1.0" encoding="utf-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="AMI-11560625" orderDate="2020-01-
23T11:53:38.103-06:00">
    <Comments></Comments>
    <NoOfItems>1</NoOfItems>
  </OrderRequestHeader>
  <UserDetail>
    <FirstName>Sharon</FirstName>
    <MiddleName></MiddleName>
    <LastName>Foley</LastName>
    <UserID>2793731</UserID>
    <EmailAddress>sharon.foley@acme.com</EmailAddress>
    <Phone1>9147692222</Phone1>
    <Phone2>9146491157</Phone2>
    <Fax></Fax>
    <Website>www.erainsite.com</Website>
  </UserDetail>
  <OfficeDetail>
    <OfficeName>Pleasantville</OfficeName>
    <OfficeLinkID>1163_15115102151</OfficeLinkID>
    <OfficeWebSite></OfficeWebSite>
    <StreetAddress>370 Manville</StreetAddress>
    <StreetAddress2></StreetAddress2>
    <City>Pleasantville</City>
    <State>NY</State>
    <Zip>10570</Zip>
    <OfficePhone1></OfficePhone1>
    <OfficePhone2></OfficePhone2>
    <OfficeFax></OfficeFax>
  </OfficeDetail>
  <RegionDetail>
    <RegionName>Insite Realty Services</RegionName>
    <RegionID>ERA7344</RegionID>
  </RegionDetail>
  <Transaction>
    <Payments />
    <CCTotal>0.0000</CCTotal>
    <BillingTotal>80.8700</BillingTotal>
    <ACMESToreCreditTotal>0.0000</MSStoreCreditTotal>
    <SalesTaxTotal>3.6200</SalesTaxTotal>
    <Total>80.8700</Total>
  </Transaction>
  <Item id="ACME-19058624" quantity="103" dueDate="">
    <ItemHeader>
      <ProductID>LGPC</ProductID>
      <TemplateKey>254830_Large_Mail_PC</TemplateKey>
      <ReferenceProductID>0FV027100</ReferenceProductID>
      <FoilCodes></FoilCodes>
```

```

    <PaperTypeID>4</PaperTypeID>
    <DeliveryType>mailing</DeliveryType>
    <NoOfPages>2</NoOfPages>
    <Comments></Comments>
  </ItemHeader>
  <ItemDetail>
    <Description>x PDF to Print - Postcard - Large</Description>
    <Files>
      <File VdpColumnName="VDP_Front" side="front"/>
      <File VdpColumnName="VDP_Back" side="back"/>
    </Files>
  </ItemDetail>
  <Finishing>
    <Task type="high_gloss_coating" value="front" comment="" />
    <Task type="matchmail" value="windowed" side="" comment=""
fileURL="(will have matchmail URL which is multi page)" template="unique
template" />
  </Finishing>
  <Shipping>
    <Carrier></Carrier>
    <Method></Method>
    <ShipDate>2020-01-24</ShipDate>
    <Comments></Comments>
  </Shipping>
  <ShipTo>
    <Address>
      <Name></Name>
      <Company></Company>
      <Address1></Address1>
      <Address2></Address2>
      <City></City>
      <State></State>
      <PostalCode></PostalCode>
      <ContactPhone></ContactPhone>
      <Country></Country>
    </Address>
  </ShipTo>
  <Mailing>
    <MailingHeader>
      <Class>standard</Class>
      <Options>
        <Precancelled>True</Precancelled>
        <International>True</International>
      </Options>
      <MailerID />
      <Comments></Comments>
      <Recipients
fileUrl="http://www.acme.com/newjersey/api/OrderItem/19058607/MailingListDet
ails" />

```

```

    </MailingHeader>
  </Mailing>
  <ItemTransaction>
    <ProductUnitPrice>0.42000</ProductUnitPrice>
    <LineItemOptions />
    <ProductTotal>43.2600</ProductTotal>
    <ShippingTotal>0.0</ShippingTotal>
    <MailingTotal>33.9900</MailingTotal>
    <SalesTax>3.6200</SalesTax>
    <DiscountTotal>0.00</DiscountTotal>
    <ItemTotal>80.8700</ItemTotal>
    <Misc />
    <Payments>
      <Payment>
        <Method>billing</Method>
        <Amount>80.8700</Amount>
        <ReferenceID>11834881</ReferenceID>
        <ReferenceLevel></ReferenceLevel>
        <PONumber></PONumber>
        <Comments></Comments>
      </Payment>
    </Payments>
  </ItemTransaction>
</Item>
</OrderRequest>

```

## 4.7 Sample Order Request XML With Carrier Routes

```

<?xml version="1.0" encoding="UTF-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="DO-1234" orderDate="2024-01-01 18:41:29">
    <NoOfItems>2</NoOfItems>
    <Comments xml:lang="en-US">Anything well formed in XML</Comments>
  </OrderRequestHeader>
  <UserDetail>
    ..User Detail Removed For Brevity..
  </UserDetail>
  <OfficeDetail>
    ..Office Detail Removed For Brevity..
  </OfficeDetails>
  <NotificationDetailLevel>1</NotificationDetailLevel>
  <NotificationUrl>https://your.webhook.url/endpoint</NotificationUrl>
  <Item id="DOI-5334" quantity="150" fulfillmentDate="2024-01-01" >
    <ItemHeader>
      <ProductID>LGPC</ProductID>
      <DeliveryType>mailing</DeliveryType>
      <NoOfPages>2</NoOfPages>
      <Comments> </Comments>
    </ItemHeader>
    <ItemDetail>
      <Description xml:lang="en">large postcard</Description>
    </ItemDetail>
  </Item>
</OrderRequest>

```



```

<Files>
  <File url="http://www.yourdomain.com/order/file.pdf" side="all" />
</Files>
</ItemDetail>
<Finishing>
  <Task type="high_gloss_coating" value="front" comment="" />
</Finishing>
<Mailing>
  <MailingHeader>
    <Class>first</Class>
    <MailerID>123456</MailerID>
    <Comments> </Comments>
    <Options>
      <TrackingOptions>
        <RedirectURL>https://host.com/redirect</RedirectURL>
      </TrackingOptions>
    </Options>
  </MailingHeader>
  <Recipients>
    <CarrierRoutes includePO="true" includeBusinesses="true">
      <Route id="B001" zipcode="90210" count="100" />
      <Route id="B002" zipcode="90210" count="50" />
    </CarrierRoutes>
  </Recipients>
</Mailing>
</Item>
</OrderRequest>

```

## 5 Order Response

If the order API request is correctly formatted, then a confirmation response that contains the Trade Partner unique identifier for the new order request along with the Xpressdocs order id will be returned. However, if the request is not correctly formatted, then an error message will be received. At a minimum, the Xpressdocs order id should be stored on the Trade Partner's side to use for subsequent status request calls.

### 5.1 Sample Order Response XML

```

<?xml version="1.0" encoding="UTF-8"?>
<OrderResponse>
  <OrderReference id="DO-1234" referenceId="09876543">
    <Item id="DOI-2334" referenceId="12345" status="received" resultCode="0" />
    <Item id="DOI-5334" referenceId="987" status="error" resultCode="XDC201" />
  </OrderReference>

```

```
<Status code="200" text="OK" />
</OrderResponse>
```

Field	Description
<b>OrderReference :: id</b>	Trade Partner order reference identifier
<b>OrderReference :: referenceId</b>	Xpressdocs cart reference identifier
<b>Item :: id</b>	Trade Partner item reference identifier
<b>Item :: referenceId</b>	Xpressdocs order reference ID
<b>Item :: status</b>	Xpressdocs item status (possible values defined below)
<b>Item :: resultCode</b>	Xpressdocs result code; values available in <a href="#">4.3.2</a>
<b>Status :: code</b>	General request status
<b>Status :: text</b>	General request status text

### 5.1.1 Result Codes

Result Code	Status Text Values
<b>The below are item-level error codes that will be returned in 'resultCode' at item node</b>	
<b>XDE201</b>	PDF not able to download
<b>XDE202</b>	Order already exists
<b>XDE203</b>	Template not found based on product ID
<b>XDE204</b>	Delivery method not allowed please contact your administrator
<b>XDE205</b>	Delivery method not supported
<b>XDE206</b>	Mailing file unable to be processed
<b>XDE207</b>	Recipient file missing
<b>XDE208</b>	Shipping address missing
<b>XDE209</b>	Shipping address insertion error
<b>XDE210</b>	Shipping address validation error
<b>XDE211</b>	Delivery type not supported by template
<b>XDE212</b>	Shipping rate calculation error
<b>XDE213</b>	Provided shipping method is not supported
<b>XDE214</b>	Fulfillment date requested has passed
<b>XDE215</b>	Mailing file header not matching
<b>XDE216</b>	Template does not support first class mailing
<b>XDE217</b>	Item transactions not found
<b>XDE218</b>	Product unit price not found
<b>XDE219</b>	Product total not found
<b>XDE220</b>	Shipping total not found
<b>XDE221</b>	Mailing total not found
<b>XDE222</b>	Item total not found

<b>XDE223</b>	Item payment method not found
<b>XDE224</b>	Item payment method specified is not supported
<b>XDE225</b>	Item payment amount not found
<b>XDE226</b>	Paper type specified does not exist
<b>XDE227</b>	Paper type specified is not valid for the specified product
<b>XDE228</b>	Finishing task error
<b>XDE229</b>	Invalid LineItemOption
<b>XDE230</b>	Template does not support Mailing Seals
<b>XDE231</b>	Item payment method specified is required reference id
<b>XDE232</b>	Item id missing
<b>XDE233</b>	Item quantity missing
<b>XDE234</b>	Transaction total amount not matching with transaction order total amount
<b>XDE235</b>	Item order total not matching with item total payments
<b>XDE236</b>	Item order total not matching with item total
<b>XDE237</b>	Item sales tax amount not matching with summary sales tax amount
<b>XDE238</b>	Item credit card payment amount not matching with transaction credit card amount
<b>XDE239</b>	Item billing payment amount not matching with transaction billing amount
<b>XDE240</b>	Transaction payment method should allow credit card only
<b>XDE241</b>	Transaction credit card payment total amount not matching with transaction credit card amount
<b>XDE242</b>	Template does not support Engraving finishing task
<b>XDE243</b>	Template does not support Burnishing finishing task
<b>XDE244</b>	Item ms store credit payment amount not matching with transaction ms store credit amount
<b>XDE245</b>	Item Shipping Weight is zero
<b>XDE246</b>	Ship Date should be greater than or equal to Fulfillment Date
<b>XDE247</b>	Template not have categories/styles
<b>XDE248</b>	Template does not support Foil finishing task
<b>XDE249</b>	Template does not support expedite production option
<b>XDE250</b>	Shipping method should not empty
<b>XDE251</b>	Template does not support Envelopes
<b>XDE252</b>	Address does not contain PO Box number / Invalid PO Box number
<b>XDE253</b>	PO Box shipping weight is more than 3lbs
<b>XDE254</b>	Order has more than 10% of its address failing CASS
<b>XDE255</b>	High Gloss coating and/or selected Side is not allowed in this case per current template settings

<b>XDE256</b>	Matte coating and/or selected Side is not allowed in this case per current template settings
<b>XDE257</b>	Soft Touch coating and/or selected Side is not allowed in this case per current template settings
<b>XDE258</b>	Failed to upload PDF's to assets folder
<b>XDE259</b>	Count orders does not match count of total orders
<b>XDE260</b>	Vendor API Error
<b>XDE261</b>	Laminate Gloss coating and/or selected side is not allowed in this case per current template settings
<b>XDE262</b>	Laminate Matte coating and/or selected side is not allowed in this case per current template settings
<b>XDE265</b>	Template does not support die-cut
<b>XDE266</b>	Template does not support Okay to Mail Early
<b>XDE267</b>	Product does not support matchmail
<b>XDE268</b>	International Mail not enabled in company preferences for this account
<b>XDE269</b>	Template does not support Strip Magnet
<b>XDE270</b>	CASS failed
<b>XDE271</b>	Requested carrier route quantity less than available, but drop exceeds allowable percentage
<b>XDE272</b>	Requested carrier route quantity less than available, but drop exceeds company-specific limit
<b>XDE273</b>	Requested carrier route quantity less than available, but USPS saturation rate requires all addresses to be mailed
<b>XDE274</b>	Requested carrier route quantity greater than available and falls outside of company-specific limit
<b>XDE275</b>	Requested total carrier routes quantity is not matching system min max count
<b>XDE276</b>	Error with EDDM list generation for given carrier routes
<b>The below are generic errors that will be returned in 'resultCode' at item node</b>	
<b>XDE501</b>	Authentication details not defined
<b>XDE502</b>	Authentication failed
<b>XDE503</b>	XML details not defined
<b>XDE504</b>	Invalid operation type
<b>XDE505</b>	Inputs not found
<b>XDE506</b>	Input order ID parameter missing
<b>XDE507</b>	Input item parameter missing
<b>XDE508</b>	Input order date parameter missing
<b>XDE509</b>	Company session not found
<b>XDE510</b>	Order fulfillment api not enabled, please contact your administrator

<b>XDE511</b>	Order fulfillment billing account not defined, please contact your administrator
<b>XDE512</b>	No delivery methods enabled, please contact your administrator
<b>XDE513</b>	Cart insertion process error
<b>XDE514</b>	Order reference ID not found
<b>XDE515</b>	Company ID specified not found
<b>XDE516</b>	Transaction details expected but not found
<b>XDE517</b>	Received more orders than number of items
<b>XDE518</b>	Office details expected but not found
<b>XDE519</b>	Auto office creation permission disabled
<b>XDE520</b>	Unable to create office
<b>XDE521</b>	More than one user found with provided details
<b>XDE522</b>	Auto user creation permission disabled

## 6 Order Status Query Protocol

For various reasons, Trade Partners may need to query Xpressdocs for the status of an order. To query Xpressdocs for Order Status, the Trade Partner will need to encode the request using XML and pass the query via XML / API request calls. For Testing: (XD needs to allow your IP address to access these URLs.)

[https://www-stagetre.xpressdocs.com/next/web\\_services/restful/order\\_api.php?company=<idcompany>&q=<token>&includesecondarystatus=0](https://www-stagetre.xpressdocs.com/next/web_services/restful/order_api.php?company=<idcompany>&q=<token>&includesecondarystatus=0)

For Production:

[https://www.xpressdocs.com/next/web\\_services/restful/order\\_api.php?company=<idcompany>&q=<token>&includesecondarystatus=0](https://www.xpressdocs.com/next/web_services/restful/order_api.php?company=<idcompany>&q=<token>&includesecondarystatus=0)

Some cases where this may be necessary are:

- Fulfillment is taking longer than expected. Trade Partners can confirm that Xpressdocs is still working on the order.
- Fulfillment is completed, but the Trade Partner never received the final status update. The Trade Partner can then use the fetched status to update its records.
- Record of the order saved in the Xpressdocs database, but the Trade Partner believes the order upload failed. The Trade Partner can detect that Xpressdocs has the order and update its records accordingly.

- The order was fulfilled for a smaller quantity than requested. The Trade Partner can receive any address validation errors with details. The order status response will include a URL pointing to a .CSV file that will list any failed addresses along with the address validation error code and error message.
- The order was fulfilled for a larger quantity than specified in the quantity field. Xpressdocs will fulfill mailed orders for the number of certified addresses in the uploaded address list. If the specified order quantity is less than the number of addresses in the address list, the order quantity will be increased to match the address list file.

Trade Partners send requests to Xpressdocs for the status of an order. Xpressdocs responds with an XML document of the same form as a status update. The contents should be the equivalent of a status update that includes all completed items.

The order request identifier, “OrderReferenceID” field is required for an order status request.

### 6.1 Sample Order Status Request XML

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderStatusRequest>
  <OrderReference id="DO-1234" referenceId="09876543" />
</OrderStatusRequest>
```

Field	Description
<b>OrderReference :: id</b>	Trade Partner order reference identifier
<b>OrderReference :: referenceId</b>	Xpressdocs cart reference identifier

### 6.2 Sample Order Status Response XML

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderResponse>
  <OrderReference id="EL456789" referenceId="2846099">
    <Item id="DOI-123" referenceId="4424557" status="received" resultCode="0">
      <failed_addresses_count>12</failed_addresses_count>
      <failedAddressesFileUrl>
        http://www.yourdomain.com/order_2846099_failed_addresses.csv
      </failedAddressesFileUrl>
    </Item>
  </OrderReference>
</OrderResponse>
```

Note that both the Xpressdocs Cart ID “2846099” and the original Trade Partner Order ID “EL456789” are returned in the response along with the Item fields.

Field	Description
<b>OrderReference :: id</b>	Trade Partner order reference identifier
<b>OrderReference :: referenceId</b>	Xpressdocs cart reference identifier
<b>Item :: id</b>	Trade Partner item reference id
<b>Item :: referenceID</b>	Xpressdocs order reference id
<b>Item :: status</b>	Xpressdocs order status (possible values defined above)
<b>Item :: secondaryStatus</b>	Xpressdocs secondary status (if includesecondarystatus=1)
<b>Item :: resultCode</b>	Xpressdocs result code; values available in <a href="#">4.2.2</a>
<b>Failed Addresses Count</b>	Number of addresses that failed validation
<b>Failed Addresses File URL</b>	Location of .CSV file with list of failed addresses

## 6.2.1 Possible Order Statuses

If an error is received at this step, refer to Section 5.1.1 for error codes.

Status	Description
<b>Received</b>	Order has been received by Xpressdocs
<b>OnHold</b>	Order is delayed due to established SLA, product is back ordered or production is delayed
<b>InProgress</b>	Order is in progress at Xpressdocs
<b>Printed</b>	Order has been printed
<b>Fulfilled</b>	Order fulfillment is complete
<b>Error</b>	Order cannot be processed, resultCode will be provided
<b>Cancelled</b>	Order has been cancelled by Trade Partner

### 6.2.1.1 Secondary Statuses

If `includesecondarystatus` is set to 1 on the URL, then the payload will return a further detail in the production status of the order.

Status	Description
<b>Translated</b>	Order has completed all validation and transformation
<b>Failed_Translation</b>	Order cannot be processed, resultCode will be provided
<b>Cancelled</b>	Order has been cancelled by Trade Partner
<b>Printed</b>	Order has been printed
<b>Coated</b>	Order has been coated
<b>Cut</b>	Order has been cut
<b>Finished</b>	Order has completed all finishing processes
<b>Presorted</b>	Order has been presorted
<b>Trayed</b>	Order fulfillment is complete



### 6.3 Sample Carrier Route Order Status Response XML

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderResponse>
  <OrderReference id="EL456789" referenceId="2846099">
    <Item id="DOI-123" referenceId="4424557" status="received" resultCode="0" errorMessage="">
      <carrierRoutes>
        <Route id="B001" zipcode="90210" requestCount="100" fulfillCount="100" resultCode=""
errorMessage=""/>
        <Route id="B002" zipcode="85121" requestCount="100" fulfillCount="100" resultCode=""
errorMessage=""/>
      </CarrierRoutes>
    </Item>
  </OrderReference>
</OrderResponse>
```

Note that both the Xpressdocs Cart ID “2846099” and the original Trade Partner Order ID “EL456789” are returned in the response along with the Item fields.

Field	Description
<b>OrderReference :: id</b>	Trade Partner order reference identifier
<b>OrderReference :: referenceId</b>	Xpressdocs cart reference identifier
<b>Item :: id</b>	Trade Partner item reference id
<b>Item :: referenceId</b>	Xpressdocs order reference id
<b>Item :: status</b>	Xpressdocs order status (possible values defined above)
<b>Item :: resultCode</b>	Xpressdocs result code; values available in <a href="#">4.2.2</a>
<b>Item :: errorMessage</b>	Error details
<b>Route :: id</b>	Carrier Route id
<b>Route :: zipcode</b>	Zipcode provided with the Carrier Route id
<b>Route :: requestCount</b>	The count of addresses requested for the associated Carrier Route
<b>Route :: fulfillCount</b>	The count of addresses fulfilled for the associated Carrier Route
<b>Route :: status</b>	The processing status of the associated Carrier Route
<b>Route :: resultCode</b>	If there was an issue that prevented processing of the carrier route, it will be provided here
<b>Route :: errorMsg</b>	Details about the error

## 6.4 Sample NotificationUrl Payload

If the NotificationUrl was provided, then the system will create a webhook that sends a JSON payload back to the NotificationUrl endpoint at the various stages of processing.

### Example payload – Recipient List:

```
{
  "id": "123456",
  "itemId": "ABC123",
  "referenceId": "REF123",
  "status": "Processing",
  "resultCode": "OK",
  "failedMailingAddressCount": 0,
  "failedMailingAddressUrl": "",
  "secondaryStatus": "Finished",
  "contactData": {
    "1": "IMB123456789",
    "2": "IMB987654321",
    "3": "IMB564738291"
  }
}
```

### Example Payload – Carrier Routes:

```
{
  "id": "123456",
  "itemId": "ABC123",
  "referenceId": "REF123",
  "status": "Processing",
  "resultCode": "OK",
  "failedMailingAddressCount": 0,
  "failedMailingAddressUrl": "",
  "secondaryStatus": "Finished",
  "carrierRoutes": {
    "carrierRoute1": {
      "zipCode": "85120",
      "imbList": ["IMB123456789", "IMB987654321"]
    },
    "carrierRoute2": {
      "zipCode": "85121",
      "imbList": ["IMB12345789", "IMB987654321"]
    }
  }
}
```

## 7 Mailing Status Query Protocol

Our order fulfillment process at Xpressdocs is integrated with the USPS tracking system. This integration enables us to provide a feature for tracking orders throughout their journey, right up to the final destination.

In order to track the status of your order, use the same endpoint as described in section 6, but use a payload with the *MailingStatusRequest* root node.

Sample payload:

```
<?xml version="1.0" encoding="UTF-8"?>
<MailingStatusRequest>
  <OrderReference id="TP-10013" referenceId="611178" />
</MailingStatusRequest>
```

Sample response:

```
<MailingResponse>
  <OrderReference id="TP-10013" referenceId="611178">
    <Item id="TPN-685892" referenceId="611178" />
    <IMB id="0021234560940924118522191109800">
      <Name>SAMPLE RECIPIENT1</Name>
      <Address>1301 NE LOOP 820 STE 170 FORT WORTH TX 76131</Address>
      <AddressL1>1301 NE LOOP 820 STE 170</AddressL1>
      <AddressL2>FORT WORTH TX 76131</AddressL2>
      <Status>Out for delivery</Status>
      <LastScanLocation>76000</LastScanLocation>
      <LastScanDateTime>2024-04-24 02:01:13</LastScanDateTime>
      <OpCodeList>481,893,918,919,517</OpCodeList>
      <ContactId>11553827</ContactId>
      <remoteAddress>10.101.202.303</remoteAddress>
      <referralSource>qr</referralSource>
      <qrScanDate>2024-04-05 21:28:06</qrScanDate>
    </IMB>
    <IMB id="0021234560940924118522191109800">
      <Name>SAMPLE RECIPIENT2</Name>
      <Address>1301 NE LOOP 820 STE 170 FORT WORTH TX 76131</Address>
      <AddressL1>1301 NE LOOP 820 STE 170</AddressL1>
      <AddressL2>FORT WORTH TX 76131</AddressL2>
      <Status>Out for delivery</Status>
      <LastScanLocation>76000</LastScanLocation>
      <LastScanDateTime>2024-04-24 02:01:13</LastScanDateTime>
      <OpCodeList>481,893,918,919,517</OpCodeList>
      <ContactId>11553827</ContactId>
      <remoteAddress>10.101.202.303</remoteAddress>
      <referralSource>qr</referralSource>
      <qrScanDate>2024-04-05 21:28:06</qrScanDate>
    </IMB>
  </OrderReference>
  <status code="200" text="OK" />
</MailingResponse>
```

Field	Description
<b>IMB :: id</b>	USPS Intelligent Mail Barcode Digits
<b>IMB :: Name</b>	The name of the recipient
<b>IMB :: Address</b>	The complete address of the recipient
<b>IMB :: AddressL1</b>	The Street line of the address
<b>IMB :: AddressL2</b>	The Lastline of the address
<b>IMB :: Status</b>	The current disposition of the piece
<b>IMB :: LastScanLocation</b>	The most recent facility to record some activity by the USPS
<b>IMB :: LastScanDateTime</b>	The most recent timestamp of activity recorded by the USPS
<b>IMB :: OpCodeList</b>	List of all op codes received from USPS for this piece
<b>IMB :: ContactId</b>	The Trade Partner ID for this piece
<b>IMB :: remoteAddress</b>	If available, the IP location of the referral
<b>IMB :: referralSource</b>	The source can be 'qr' (Quick Response code) or 'id' (Informed Delivery)
<b>IMB :: qrScanDate</b>	The date of the 'qr' code scan (if available)
<b>IMB : idScanDate</b>	The date of the 'id' scan receipt (if available)

## 8 Order XML

This section describes the XML elements of an Order Request in detail. Either "plain vanilla" XML or XML with the data type tags in each XML element can be used.

### 8.1 Order Request Header Elements

Every order API request submitted must include the **OrderRequestHeader** schema.

**Example:**

```
<OrderRequestHeader orderID="DO-1234" orderDate="2000-10-12 18:41:29">
  <NoOfItems>2</NoOfItems>
  <Comments xml:lang="en-US"> </Comments>
  <NotificationDetailLevel>2</NotificationDetailLevel>
  <NotificationUrl>https://your.webhook.url/endpoint</NotificationUrl>
</OrderRequestHeader>
```

Field	Description	Required
<b>OrderRequestHeader :: orderID</b>	Trade Partner order reference identifier. This value needs to contain a prefix. This prefix can be any characters relating to the Trade Partner (See DO in above example)	Yes
<b>OrderRequestHeader :: orderDate</b>	Date and time of order request submission	Yes
<b>NoOfItems</b>	Number of items to be expected in the given order request	Yes
<b>Comments</b>	Element for inclusion of any well-formed XML comment	No
<b>NotificationDetailLevel</b>	1 = Standard level. Receive updates only for the primary processing steps.  2 = Detailed level. Receive all updates available regardless of the current order process step.	No
<b>NotificationUrl</b>	Your webhook URL for receiving automated status updates.	No

## 8.2 User Detail

If an order is being placed by or for a user, the order API request submitted must include the UserDetail schema

**Example:**

```
<UserDetail>
  <FirstName>John</FirstName>
  <MiddleName>S</MiddleName>
  <LastName>Doe</LastName>
  <UserID>abc-123</UserID>
  <EmailAddress>johndoe@example.com</EmailAddress>
  <StreetAddress>4901 N Beach St</StreetAddress>
  <StreetAddress2></StreetAddress2>
  <City>Fort Worth</City>
  <State>TX</State>
  <Zip>76137</Zip>
  <Phone1></Phone1>
  <Phone2></Phone2>
  <Fax></Fax>
  <Website></Website>
</UserDetail>
```

Field	Description	Required
<b>FirstName</b>	First Name of the user associated with the submitted order	Yes
<b>MiddleName</b>	Middle Name of the associated with the submitted order	No
<b>LastName</b>	Last Name of the user associated with the submitted order	Yes
<b>UserID</b>	Trade Partner User ID of the user associated with the submitted order	Yes
<b>EmailAddress</b>	Email address of the user associated with the submitted order	Yes
<b>StreetAddress</b>	Street Address of the user associated with the submitted order	Yes
<b>StreetAddress2</b>	Street Address 2 of the user associated with the submitted order	No
<b>City</b>	City of the user associated with the submitted order	Yes
<b>State</b>	State of the user associated with the submitted order	Yes
<b>Zip</b>	Zip of the user associated with the submitted order	Yes
<b>Phone1</b>	Phone # of the user associated with the submitted order	Yes
<b>Phone2</b>	2 <sup>nd</sup> Phone # of the user associated with the submitted order	No
<b>Fax</b>	Fax # of the user associated with the submitted order	No
<b>Website</b>	Website of the user associated with the submitted order	No

### 8.3 Office Detail

If the user associated with the given order has an associated office, then the order API request submitted must include the OfficeDetail schema

```

Example: <OfficeDetail>
  <OfficeName>Office of Tim Lewis</OfficeName>
  <OfficeID>123456</OfficeID>
  <OfficeWebsite>www.yourdomain.com</OfficeWebsite>
  <StreetAddress>4901 N Beach St</StreetAddress>
  <StreetAddress2></StreetAddress2>
  <City>Fort Worth</City>
  <State>TX</State>
  <Zip>76137</Zip>
  <OfficePhone1>817-555-2323</OfficePhone1>
  <OfficePhone2>817-555-1515</OfficePhone2>
  <OfficeFax>817-555-1414</OfficeFax>
</OfficeDetail>
    
```

Field	Description	Required
<b>OfficeName</b>	Name of the office associated with the submitted order	Yes
<b>OfficeID</b>	Trade Partner unique identifier for the associated office	Yes
<b>OfficeWebsite</b>	Website of the office associated with the submitted order	No
<b>StreetAddresses</b>	Street Address of the office associated with the submitted order	Yes
<b>StreetAddress2</b>	Street Address 2 of the office associated with the submitted order	No
<b>City</b>	City of the office associated with the submitted order	Yes
<b>State</b>	State of the office associated with the submitted order	Yes
<b>Zip</b>	Zip of the office associated with the submitted order	Yes
<b>OfficePhone1</b>	Phone # of the office associated with the submitted order	Yes
<b>OfficePhone2</b>	2 <sup>nd</sup> Phone # of the office associated with the submitted order	No
<b>OfficeFax</b>	Fax # of the office associated with the submitted order	No

### 8.4 Region Detail

If the user associated with the given order has an associated region, then the order API request submitted must include the RegionDetail schema

**Example:**

```
<RegionDetail>
  <RegionName>Southwest Region</RegionName>
  <RegionID>123456</RegionID>
</RegionDetail>
```

Field	Description	Required
<b>RegionName</b>	Name associated with the Region	Yes
<b>RegionID</b>	Trade Partner unique identifier for the associated Region	Yes

## 8.5 Transaction Detail

### Example:

```
<Transaction>
  <Payments>
    <Payment>
      <Method>credit_card</Method>
      <Amount>100.43</Amount>
      <CCAuthCode>123abc</AuthCode>
      <CCTransId>987654lkjhg</CCTransId>
      <CCLast4>1111</CCLast4>
      <CCType>Visa</CCType>
    </Payment>

    ...

  </Payments>

  <CCTotal>200.00</CCTotal>
  <BillingTotal>100.00</BillingTotal>
  <SalesTaxTotal>20.00</SalesTaxTotal>
  <Total>320.00</Total>
</Transaction>
```

Field	Description	Required
<b>Method</b>	Will always be “credit_card” at the overall order level	Yes
<b>Amount</b>	Dollar value debited from the associated credit card	Yes
<b>CCAuthCode</b>	Credit card authorization code, sent back from merchant service provider when authorized successfully	Yes
<b>CCTransId</b>	Credit card transaction id, sent back from merchant	Yes



	service provider when debit & settlement completed successfully	
<b>CCLast4</b>	Last 4 digits of the given credit card's number	Yes
<b>CCType</b>	Credit card type; e.g. Visa, Discover, MasterCard, etc.	Yes
<b>CCTotal</b>	Total amount charged to credit card(s)	Yes
<b>BillingTotal</b>	Total amount charged to billing account(s)	Yes
<b>SalesTaxTotal</b>	Total amount charged for sales tax	Yes
<b>Total</b>	Total amount charged	Yes

## 8.6 Item Schema

Every order API request submitted must include the **Item** schema. The request can contain as many items as necessary.

### 8.6.1 Item Identifiers

Within the Item schema, the identifiers of the item should be outlined.

**Example:**

```
<Item id="DOI-2334" quantity="100" fulfillmentDate="2000-10-18" >
```

Field	Description	Required
<b>Item :: id</b>	Trade Partner item reference identifier. This value needs to contain a prefix. This prefix can be any characters relating to the Trade Partner (See DOI in above example)	Yes
<b>Item :: quantity</b>	Number of items in the order. When DeliveryType is shipping and RecipientsfileUrl is provided, then quantity is expected to be greater than or equal to the number of	Yes

	addresses in the list. If fulfillmentType is mailing, then quantity is expected to be equal to the number of addresses in the list.	
<b>Item :: fulfillmentDate</b>	Date order is to be complete; format YYYY-MM-DD	Yes

### 8.6.2 Item Header

Within the Item schema, the **ItemHeader** schema should describe the basic parameters of the order.

**Example:**

```
<ItemHeader>
  <ProductID>SMPC</ProductID> and/or <TemplateKey>a1b2c3d4</TemplateKey>
  <ReferenceProductID>123abc456</ReferenceProductID>
  <PaperTypeID>7</PaperTypeID>
  <DeliveryType>shipping</DeliveryType>
  <NoOfPages>2</NoOfPages>
  <Comments> </Comments>
</ItemHeader>
```

Field	Description	Required
<b>ProductID</b>	Identifier of Product associated with the given Item; possible values to be provided by Xpressdocs	Yes*
<b>TemplateKey</b>	Identifier of Template associated with the given Item; possible values to be provided by Xpressdocs	Yes*
<b>ReferenceProductID</b>	Identifier of Trade Partner Product associated with the given Item;	No
<b>PaperTypeID</b>	Identifier of Paper Type; possible values to be provided by Xpressdocs	No
<b>DeliveryType</b>	Description of delivery method; possible values: <b>shipping, mailing, download</b>	Yes
<b>NoOfPages</b>	Number of pages per piece (Postcard: 2, Calendar 14)	Yes
<b>Comments</b>	Trade Partner supplied comments	Yes

\*ProductID &/or TemplateKey must be provided.  
If both provided, then both will be used in template definition lookup

### 8.6.3 Item Detail

Within the Item schema, the **ItemDetail** schema should outline the details of the order item.

**Example:**

```
<ItemDetail>
  <Description xml:lang="en">small postcard</Description>
  <Files>
    <File url="http://www.yourdomain.com/order/fileA.pdf" side="front" />
    <File url="http://www.yourdomain.com/order/fileB.pdf" side="back" />
  </Files>
</ItemDetail>
```

Field	Description	Required
<b>Description</b>	Description of product type or Template	Yes
<b>File :: URL</b>	Downloadable URL of print ready order file	Yes
<b>File :: side</b>	Description of print ready order file printing side; possible values: <b>front, back, all</b>	Yes

**Example for Variable Data:**

```
<ItemDetail>
  <Description xml:lang="en">small postcard</Description>
  <Files>
    <File columnName="front" side="front" />
  <File columnName="back" side="back" />
  </Files>
</ItemDetail>
```

Field	Description	Required
<b>Description</b>	Description of product type or Template	Yes
<b>File :: columnName</b>	Name of column in Mailing List CSV that contains downloadable URL of print ready order file	Yes
<b>File :: side</b>	Description of print ready order file printing side; possible values: <b>front, back, all, envelope, etc</b>	Yes

### 8.6.4 Finishing

Within the Item schema, the **Finishing** schema should detail any finishing tasks. If no Finishing options are required, then no finishing task should be added. For example, if no High-Gloss Coating

is required for the item, then leave out the “high\_gloss\_coating” finishing task.

**Examples:**

```

<Finishing>
  <Task type="high_gloss_coating" side="both" />
</Finishing>

<Finishing>
  <Task type="mailing_seals" side="both" />
</Finishing>

<Finishing>
  <Task type="envelopes" side="" />
</Finishing>

<Finishing>
  <Task type="engraved" side="front" />
</Finishing>

<Finishing>
  <Task type="burnished" side="front" />
</Finishing>

<Finishing>
  <Task type="foil" side="front" />
</Finishing>
    
```

Field	Description	Required
<b>Task :: Type</b>	Indicator of requested finishing task; Possible values: <b>high_gloss_coating, soft_touch_coating, matte_coating, mailing_seals, envelopes, engraved, burnished, foil</b>	Yes
<b>Task :: Side</b>	Indicator of requested finishing side. While this value is required, it can be left as "" in situations where a side does not make sense (see envelopes). Possible values: <b>front, back, both, ""</b>	Yes

**8.6.5 Shipping**

Within the Item schema, the **Shipping** schema should outline the Shipping details.

**Example:**

```

<Shipping>
  <Carrier>fedex</Carrier>
    
```

```
<Method>FEDEX_GROUND</Method>
<RecipientsfileUrl="http://www.yourdomain.com/order_fulfill.csv"/>
<IncludeFailedAddresses>true</IncludeFailedAddresses>
<ShipDate>2016-08-01</ShipDate>
<Comments> </Comments>
</Shipping>
```

Field	Description	Required
<b>Carrier</b>	Value is DHL for USPS_GROUND delivery method, Fedex for all other delivery methods	Yes
<b>Method</b>	Name of delivery method (service level); possible values: SMART_POST FEDEX_GROUND GROUND_HOME_DELIVERY FEDEX_2_DAY STANDARD_OVERNIGHT PRIORITY_OVERNIGHT INTERNATIONAL_PRIORITY INTERNATIONAL_ECONOMY SATURDAY_DELIVERY USPS_GROUND  If the shipment does not qualify for USPS_GROUND, then the system will automatically update it to be shipped via FedEx Ground or Ground Home.	Yes
<b>IncludeFailedAddresses</b>	Flag indicating if addresses that fail validation should be included in the final address list to be used in printing the pieces. If false is specified, then remaining quantity of pieces will have blank address block on printed pieces. Default is true.	No
<b>ShipDate</b>	Used for specifying a specific required ship date if exists for the given order item. Expected format: YYYY-MM-DD	No
<b>Comments</b>	Customer supplied shipping comments	No

### 8.6.6 Ship To

Within the Item schema, the **ShipTo** schema should detail the Recipient information.

**Example:**

```
<ShipTo>
  <Address>
    <Name>John Smith</Name>
    <Company>Acme Corporation</Company>
    <Street>123 Anystreet Rd</Street>
    <City>FortWorth</City>
    <State>TX</State>
    <PostalCode>76137</PostalCode>
    <Country>US</Country>
  </Address>
</ShipTo>
```

Field	Description	Required
<b>Name</b>	Recipient name	Yes
<b>Company</b>	Recipient company	No
<b>Street</b>	Street address of recipient	Yes
<b>City</b>	City of recipient	Yes
<b>State</b>	State of recipient	Yes
<b>PostalCode</b>	Postal/Zip code of recipient	Yes
<b>Country</b>	Country of recipient	Yes

### 8.6.7 Mailing

Within the Item schema, the **Mailing** schema should detail the mailing details.

**Example:**

```
<Mailing>
  <MailingHeader>
    <Class>first</Class>
    <MailerID></MailerID>
    <Comments></Comments>
  </MailingHeader>
  <RecipientsfileUrl="http://www.yourdomain.com/order_fulfill.csv"/>
</Mailing>
```

Field	Description	Required
<b>Class</b>	Mailing class: "first" or "standard"	Yes
<b>MailerID</b>	Customer supplied mailer ID	No
<b>Comments</b>	Customer defined mailing comments	No
<b>RecipientsFileURL</b>	URL of downloadable CSV file	Yes

**Example w/Carrier Routes:**

```
<Mailing>
  <MailingHeader>
    <Class>standard</Class>
    <Options>
      <CarrierRouteOptions>
        <Enabled>true</Enabled>
        <IncludePO>true</IncludePO>
        <IncludeBusinesses>true</IncludeBusinesses>
        <RedirectURL>https://host.com/redirect</RedirectPageURL>
      </CarrierRouteOptions>
    </Options>
    <MailerID/>
    <Comments/>
    <Recipients>
      <CarrierRoutes includePO="true" includeBusinesses="true">
        <Route id="B001" zipcode="90210" count="100"/>
        <Route id="B002" zipcode="90210" count="50"/>
      </CarrierRoutes>
    </Recipients>
  </MailingHeader>
</Mailing>
```

Field	Description	Required
<b>Class</b>	Mailing class: "first" or "standard"	Yes
<b>MailerID</b>	Customer supplied mailer ID	No
<b>Comments</b>	Customer defined mailing comments	No
<b>Options</b>	List of Mailing Options	No
<b>CarrierRouteOptions :: Enabled</b>	Enables carrier route mode for collecting recipients	No
<b>CarrierRouteOptions :: IncludePO</b>	Include PO Boxes available within the carrier routes	No
<b>CarrierRouteOptions :: IncludeBusinesses</b>	Include addresses designated as business within the carrier routes	No
<b>CarrierRouteOptions :: LandingPageURL</b>	Provide the landing page where the tracking will be available	No
<b>Route :: id</b>	Requested carrier route	Yes if CarrierRoute enabled
<b>Route :: zipcode</b>	Zipcode for requested carrier route	Yes if CarrierRo



		ute enabled
<b>Route :: count</b>	The requested coverage count for the provided carrier route	No

### 8.6.7.1 Recipient File Specification

The recipient file must be available for download in .CSV format, with double quotes surrounding the values. The URL should direct to the actual file and not a service to download the file. The below table describes the fields expected in the file.

Column name in file	Value Examples	Required
<b>Name</b>	John H. Doe	Yes
<b>Name2</b>	<blank> or Current Resident	No
<b>Address</b>	123 Main St.	Yes
<b>Address2</b>	<blank> or Apt. 123	No
<b>City</b>	Fort Worth	Yes
<b>State</b>	TX	Yes
<b>Zip</b>	76137	Yes

### 8.6.8 Item Transaction

Within the Item schema, the **ItemTransaction** schema should outline the transaction details of the order item.

**Example:**

```
<ItemTransaction>
  <ProductUnitPrice>0.60</ProductUnitPrice>
  <LineItemOptions>
    <LineItemOption type="product_upgrade" description="foil upgrade"
      quantity="100" price="0.05" total="5.00" />
  </LineItemOptions>
  <ProductTotal>60.00</ProductTotal>
  <ShippingTotal>0.00</ShippingTotal>
  <MailingTotal>20.00</MailingTotal>
  <SalesTax>5.00</SalesTax>
  <ItemTotal>85.00</ItemTotal>
  <Comments> </Comments>
```

```

<Misc>
  <Field>
    <key>field-name</key>
    <value>field-value</value>
  </Field>
</Misc>
<Payments>
  <Payment>
    <Method>credit_card</Method>
    <Amount>40.00</Amount>
    <ReferenceId></ReferenceId>
  </Payment>
  <Payment>
    <Method>billing</Method>
    <Amount>30.00</Amount>
    <ReferenceId>123abcbillingid</ReferenceId>
    <ReferenceLevel>office</ReferenceLevel>
    <PONumber>12345678</PONumber>
    <Comments>Promo Code: SpringMailer</Comments>
  </Payment>
  ...
</Payments>
</ItemTransaction>
    
```

Field	Description	Required
<b>ProductUnitPrice</b>	Price per piece for the associated product for this item	Yes
<b>LineItemOption :: type</b>	Indicator of the type of line item options; Possible values: <b>handling_fees, paper_type, product_upgrade</b>	Yes*
<b>LineItemOption :: description</b>	Description of the line item option	Yes*
<b>LineItemOption :: quantity</b>	Number of pieces that the line item option is to be applied to for the total price calculation	Yes*
<b>LineItemOption :: price</b>	Price being charged for given line item option; If quantity is 1, then this will be same as total	Yes*
<b>LineItemOption :: total</b>	Total price charged for the given line item option	Yes*
<b>ProductTotal</b>	Total calculated price being charged for the associated product for this item	Yes
<b>ShippingTotal</b>	Total calculated price being charged for shipping for this item	Yes
<b>MailingTotal</b>	Total calculated price being charged for mailing for this item	Yes

<b>SalesTax</b>	Total calculated price being charged for sales tax for this item	Yes
<b>ItemTotal</b>	Total calculated price being charged overall for this item	Yes
<b>Comments</b>	Customer defined item transaction level comments	No
<b>Payment - Misc</b>	Customer defined key / value pairs	No
<b>Payment - Method</b>	Form of payment being used; Options: <b>credit_card, billing, copay</b>	Yes
<b>Payment - Amount</b>	Amount being charged for this item, via the given payment method	Yes
<b>Payment - ReferenceId</b>	Trade Partner unique account identifier specific to method of payment	No
<b>Payment - ReferenceLevel</b>	Trade Partner level associated with given billing account; Options: <b>office, region, company</b>	No
<b>Payment - PONumber</b>	Client specific number used to refer to a PO on the client's side	No
<b>Payment - Comments</b>	Customer defined item transaction payment level comments	No

*\*LineItemOptions are not required but if used, then all element attributes are required.*

## 9 Deployment

### 9.1 Environments

Xpressdocs has the following:

Name	Description
<b>Stage</b>	Staging environment for QA testing
<b>Production</b>	Production environment

Xpressdocs will provide one non-production environment for testing purposes (Stage). A Trade Partner’s production environment will point to Xpressdocs’s production environment by default.

### 9.2 Diagnostics

Xpressdocs logs all XML sent to and received from Trade Partners. Xpressdocs recommends that Trade Partners do this as well. Troubleshooting issues are much easier when a clear record of what data was exchanged is available, including error messages and what happened as a result.

### 9.3 Tasks

Xpressdocs needs to do the following to integrate with a Trade Partner:

1. Add Trade Partners' IP Address(es) to firewall allow list
2. Provide the IP Address range for both Xpressdocs Environments
3. Xpressdocs must provide Trade Partners with Product IDs and/or Template Keys (as applicable)
4. Xpressdocs will coordinate Integration Testing with Trade Partners prior to deployment