

Returns API Specification

Overview

We have a different APIs integrated into a single Returns API surface thanks to our integration layer. This document describes Ingestion, Order, Returns, Configuration and Location aspects of the Returns API, all provided by multiple APIs internally.

The methods available in the API are as follows:

Data type	Summary	Use-Case	Method
Ingestion	Create Order	Create or replace an order	POST
	Update Order	Update an existing Order	PUT
	Submit Shipment	Submit Shipment data relating to an order	POST
	Label Request - Async	Asynchronously generate a label for outbound shipment for label in a box	POST
Order	Get Order	Get an ingested order	GET
Returns	Get Return	Get an existing return using the return order number	GET
	Get Return	Search for returns within a specified date range or with a specific status	GET
	Create Return	Create a return for an order	POST
	Update Return	Updates the status for a return	PUT
	Get Shipping Documents	Get shipping documents for a return order	GET
	Get Return Methods	Get list of available return methods for a return	POST
	Get Return Tracking	Get tracking events for a return order	GET
Configuration	Get Retailer Country Config	Get country specific configuration for a retailer	GET
Location	Get PUDO Locations	Get Drop-off Locations	GET

Ingestion Methods

Create Order

In scenarios whereby a full customer order can be ingested, such as from an Order Management System, this method can be used to create or replace the outbound order on the Returns Platform.

The *canOverwrite* boolean field can be used to control how the action is allowed to proceed. When this is true, the initial request will create the order and subsequent requests made for the same order will replace the entire order. If any items in the original request had a shipping status of shipped the request will fail with a HTTP 400 Bad Request. When false, the initial request will create the order and subsequent requests will return a HTTP 409 Conflict. This will protect against accidental overwrites and boost performance.

Each item in an order can have a shipping status of *Unshipped*, *Shipped* or *Cancelled*. If a shipping status is omitted in the POST request a default shipping status of *Unshipped* will be applied to each order item.

Request

Method	POST
Path	/outbound-orders Full path examples https://api.esw.com/returns/v1/EAGEAG/outbound-orders (ESW) https://api.esw.com/asendia-returns/v1/CR000001/outbound-orders (Asendia)
Authorization	OAuth2 bearer
Allowed Scopes	returns.ingestion.retailer returns.ingestion.organisation

Request Body

<pre>1 { 2 "orderReference": "string", 3 "contactInformation": { 4 "firstName": "string", 5 "lastName": "string", 6 "unit": "string", 7 "poBox": "string", 8 "address1": "string", 9 "address2": "string", 10 "city": "string", 11 "region": "string", 12 "postalCode": "string", 13 "countryIso": "string", 14 "email": "string", 15 "telephone": "string", 16 "cultureLanguageIso": "string" 17 }, 18 "orderItems": [19 { 20 "productCode": "string", 21 "lineItemId": "string", 22 "quantity": integer, 23 "productDescription": "string", 24 "productCustomsDescription": "string", 25 "countryOfOriginIso": "string", 26 "hsCode": "string", 27 "weight": { 28 "weightTotal": double, 29 "weightUnit": "enum" 30 }, 31 "unitPrice": { 32 "amount": double, 33 "currency": "string" 34 }, 35 "shippingInformation": { 36 "shippingReference": "string", 37 "barcodeReference": "string" 38 "shippingStatus": "enum", 39 "statusDate": datetime 40 }, </pre>	<pre>1 { // sample 2 "orderReference" : "338755000", 3 "contactInformation": { 4 "firstName": "John", 5 "lastName": "Smith", 6 "unit": "Unit 12", 7 "poBox": "PO Box 1", 8 "address1": "2107 Massachusetts Avenue", 9 "address2": "Northwood", 10 "city": "Washington", 11 "region": "DC", 12 "postalCode": "20008", 13 "countryIso": "US", 14 "email": "shipper@domain.com", 15 "telephone": "187456998745", 16 "cultureLanguageIso": "en-GB" 17 }, 18 "orderItems": [19 { 20 "productCode": "0607337", 21 "lineItemId": "1", 22 "quantity": 2, 23 "productDescription": "Ultra Slim Watch", 24 "productCustomsDescription": "Watch", 25 "countryOfOriginIso": "CN", 26 "hsCode": "6211490", 27 "weight": { 28 "weightTotal": 1.2, 29 "weightUnit": "Kg" 30 }, 31 "unitPrice": { 32 "amount": 70.2, 33 "currency": "USD" 34 }, 35 "shippingInformation": { 36 "shippingReference": "FBA_1636646500B", 37 "barcodeReference": "5 012345 678900", 38 "shippingStatus": "Unshipped", 39 "statusDate": "2022-01-10T11:48:58.708Z" 40 }, </pre>
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41	"productImageUrl": "string",	41	"productImageUrl": "https://cdn.brand.com/img/
42	"color": "string",	42	"color": "Black",
43	"size": "string",	43	"size": "Small",
44	"category": "string",	44	"category": "Watches",
45	"personalized": boolean,	45	"personalized": true,
46	"dangerousGoods": boolean,	46	"dangerousGoods": true,
47	"prohibitedForReturns": boolean	47	"prohibitedForReturns": true
48	}	48	}
49	],	49	],
50	"customFields": {	50	"customFields": {
51	"additionalProp1": "string",	51	"additionalProp1": "string1",
52	"additionalProp2": "string",	52	"additionalProp2": "string2",
53	"additionalProp3": "string"	53	"additionalProp3": "string3"
54	},	54	},
55	"canOverwrite": boolean	55	"canOverwrite": true
56	}	56	}

Request Fields

Field Name	Type	Validation	Description
orderReference	string	- Required - Max 30 characters length	The Retailer's unique reference for the order. Case-insensitive.
contactInformation	object	Required	
contactInformation.firstName	string	- Required - Max 70 characters length	First name of the recipient of the order
contactInformation.lastName	string	- Required - Max 70 characters length	Last name of the recipient of the order
contactInformation.unit	string	Max 100 characters length	Unit number of the recipient
contactInformation.POBox	string	Max 50 characters length	Postal Office box no of the recipient
contactInformation.address1	string	- Required - Max 150 characters length	Address Line 1 of the recipient
contactInformation.address2	string	Max 150 characters length	Address Line 2 of the recipient
contactInformation.city	string	Max 150 characters length	The recipient's City
contactInformation.region	string	Max 150 characters length	Region, province, state, or county of the recipient's address.
contactInformation.postalCode	string	- Always Optional - Max 50 characters length	Postal code or zip code of the recipient's address.
contactInformation.countryIso	string	Required	The Country!SO of the recipient.

		· ISO 3166-1 alpha-2 format	The CountryISO will be validated against the brand configuration if not found the request will fail validation
contactInformation.email	string	· Required · Max 100 characters length · Valid email address	Email Address of the recipient
contactInformation.telephone	string	· Max 50 characters length	Phone number of the recipient
contactInformation.cultureLanguageIso	string	· Valid culture-language iso	optional ISO, if not supplied defaults to "en-IE" The preferred language of the recipient
orderItems	object	· Required	
orderItems.productCode	string	· Required · Max 50 characters length	The Retailer's unique identification code or SKU for the order item
orderItems.lineItemId	string		ID that identifies the line item
orderItems.quantity	integer		The Number of Items of the <i>ProductCode</i>
orderItems.productDescription	string	· Required	Title of the product
orderItems.productCustomsDescription	string		Description of the product, including material composition for customs purpose
orderItems.countryOfOriginIso	string	· Required · ISO 3166-1 alpha-2 format	Two-letter manufacturing country of origin of the product
orderItems.hsCode	string	· Max 20 characters length	Harmonized System (HS) code of the product
orderItems.weight	object	· Required	
orderItems.weight.weightTotal	double	· Required	Weight of the item
orderItems.weight.weightUnit	enum	· Required	Weight unit of the item - see enum/weightUnit <i>Kg, Lb</i>
orderItems.unitPrice	object	· Required	
orderItems.unitPrice.amount	double	· Required	Unit price of the product

orderItems.unitPrice.currencyIso	string	· Required · Valid 3 character currency code	CurrencyISO used when determining the price of the item
orderItems.shippingInformation	object		Defaults to <i>Unshipped</i> status if section omitted
orderItems.shippingInformation.shippingReference	string	· Required if shippingStatus is shipped · Max 50 characters length	The retailers unique reference for the package in which the item was shipped
orderItems.shippingInformation.barcodeReference	string	· Max 50 characters length	The retailers barcode reference for the package in which the item was shipped
orderItems.shippingInformation.shippingStatus	enum	· Required (if shipping included)	The shipping status of the item - see enum/shippingStatus <i>Unshipped, Shipped, Cancelled</i>
orderItems.shippingInformation.statusDate	datetime		UTC datetime for the shipping status Current datetime is used if not explicitly supplied
orderItems.productImageUrl	string		Image url of the item
orderItems.color	string		Item color
orderItems.size	string		Item size
orderItems.category	string		Item Category such as Furniture, Hardware, HealthBeauty, LuggageBags
orderItems.personalized	boolean		Has the item been personalized
orderItems.dangerousGoods	boolean		Indicates whether the item is Dangerous/Hazardous.
orderItems.prohibitedForReturns	boolean		Indicates if the item should be prohibited for return
customFields	object		Custom data items as string, object key value pairs
canOverwrite	boolean		Indicates whether a subsequent Put can overwrite the original

			data. When true subsequent requests replace the entire order, when false a 409 error will be returned for a subsequent call
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Response

Response Code	201 Created		
Description	The Outbound Order has been successfully created or replaced.		
Response Body			
<pre>1 { 2 "id": string, 3 "orderitems": [4 { 5 "id": "string", 6 "productCode": "string", 7 "productDescription": "string", 8 "lineItemId": "string" 9 } 10] 11 }</pre>		<pre>1 { // sample 2 "id": "FBB-1636646500", 3 "orderitems": [4 { 5 "id": "0013db50312a9c3207", 6 "productCode": "0607377", 7 "productDescription": "Watch", 8 "lineItemId": "1" 9 } 10] 11 }</pre>	
Response Fields			
Field Name	Type	Description	
id	string	Unique identifier for the Order, a combination of <i>tenantCode</i> and <i>orderReference</i> .	
orderitems	object	Array of items sent in the shipment.	
orderitems.id	guid	A unique identifier for the order item.	
orderitems.productCode	string	The Retailer's unique identification code or SKU for the order item.	
orderitems.lineItemId	string	ID that identifies the line item.	

Worth noting the 409 response for this endpoint:

Response Code	409 Conflict
Description	The Outbound Order already exists. (If <i>canOverwrite</i> is false)
No response body	

Update Order

This method can be used to update either customer contact information, custom fields or order items by passing whichever property requires updating and giving a null value to the remaining ones.

The order must exist prior to calling this endpoint otherwise a not found response will be returned. When supplied, contactInformation and customFields are simply replaced in the existing order with the new information.

For Order items logic will be applied to match the request items with items that already exist, *lineItemId* and *productCode* are used for this purpose, if identified, the item is updated with the supplied fields. All item fields are optional but must be valid if supplied.

If an existing item in the list cannot be identified, a new item is appended to the list. In this case, all mandatory fields for a new item must be supplied, such as *productCode* and item weight information.

Items that have a shippingStatus of Shipped or Cancelled cannot be updated

Note: countryIso cannot be changed using this endpoint.

Request

Method	PUT
Path	outbound-orders/{orderReference} Full path examples https://api.esw.com/returns/v1/EAGEAG/outbound-orders/163250012 (ESW) https://api.esw.com/asendia-returns/v1/CR00001/outbound-orders/163250012 (Asendia)
Authorization	OAuth2 bearer
Allowed Scopes	returns.ingestion.retailer returns.ingestion.organisation
Request Body (Update Contact information)	
1 { 2 "contactInformation": { 3 "firstName": "string", 4 "lastName": "string", 5 "unit": "string", 6 "POBox": "string", 7 "address1": "string", 8 "address2": "string", 9 "city": "string", 10 "Region": "string", 11 "postalCode": "string", 12 "email": "string", 13 "telephone": "string", 14 "cultureLanguageIso" : "string" 15 } 16 }	1 { // sample 2 "contactInformation":{ 3 "firstName": "John", 4 "lastName": "Smith", 5 "unit": "Unit 12", 6 "POBox": "PO Box 1", 7 "address1": "2107 Massachusetts Ave", 8 "address2": "Northwood", 9 "city": "Washington", 10 "Region": "DC", 11 "postalCode": "20008", 12 "email": "shopper@domain.com", 13 "telephone": "544554", 14 "cultureLanguageIso" : "en-US" 15 } 16 }
Request Body (Update Items)	
1 { 2 "orderItems": [3 { 4 "productCode": "string", 5 "lineItemId": "string", 6 "quantity" : integer, 7 "productDescription": "string",	1 { //sample 2 "orderItems": [3 { 4 "productCode": "0607337", 5 "lineItemId": "1", 6 "quantity" : 2, // quantity added in request, r 7 "productDescription": "Ultra Slim Watch",

8	"productCustomsDescription": "string",	8	"productCustomsDescription": "Ultra Slim Watch"
9	"countryOfOriginIso": "string",	9	"countryOfOriginIso": "CN",
10	"hsCode": "string",	10	"hsCode": "6211490",
11	"weight": {	11	"weight": {
12	"weightTotal": double,	12	"weightTotal": 1,
13	"weightUnit": "enum"	13	"weightUnit": "Kg"
14	},	14	},
15	"unitPrice": {	15	"unitPrice": {
16	"amount": double,	16	"amount": 70.2,
17	"currency": "string"	17	"currency": "USD"
18	},	18	},
19	"shippingInformation": {	19	"shippingInformation": {
20	"shippingReference": "string",	20	"shippingReference": "FBAFBA_1636646500B",
21	"barcodeReference": "string",	21	"barcodeReference": "5 012345 678900",
22	"shippingStatus": "enum",	22	"shippingStatus": "Unshipped",
23	"statusDate": datetime	23	"statusDate": "2022-01-10T11:48:58.708Z"
24	},	24	},
25	"productImageUrl": "string",	25	"productImageUrl": "https://cdn.retailer.com/im
26	"color": "string",	26	"color": "Black",
27	"size": "string",	27	"size": "Small",
28	"category": "string",	28	"category": "Watches",
29	"personalized": boolean,	29	"personalized": true,
30	"dangerousGoods": boolean,	30	"dangerousGoods": true,
31	"prohibitedForReturns": boolean	31	"prohibitedForReturns": true
32	}	32	}
33	]	33	]
34	}	34	}

Request Body (Update custom fields)

1 {	1 { //sample
2 "customFields": {	2 "customFields": {
3 "additionalProp1": "string",	3 "additionalProp1": "string1",
4 "additionalProp2": "string",	4 "additionalProp2": "string2",
5 "additionalProp3": "string"	5 "additionalProp3": "string3"
6 }	6 }
7 }	7 }

Request Fields

Field Name	Type	Validation	Description
orderReference	string	· Required · Max 30 characters length	<i>Supplied in the URL</i> The Retailer's unique reference for the order. Case-insensitive.
contactinformation	object	· Optional unless being updated being applied	
contactinformation.firstName	string	· Cannot be empty if contact being updated · Max 70 characters length	First name of the recipient of the order
contactinformation.lastName	string	· Cannot be empty if being updated · Max 70 characters length	Last name of the recipient of the order

contactinformation.unit	string	· Up to 100 characters length	Unit number of the recipient
contactinformation.POBox	string	· Up to 50 characters length	Postal Office box no of the recipient
contactinformation.address1	string	· Cannot be empty if being updated · Up to 150 characters length	Address Line 1 of the recipient
contactinformation.address2	string	· Up to 150 characters length	Address Line 2 of the recipient
contactinformation.city	string	· Up to 150 characters length	The city of the recipient
contactinformation.region	string	· Up to 150 characters length	Region, province, state, or county of the recipient's address
contactinformation.postalCode	string	· Up to 50 characters length	Postal code or zip code of the recipient's address
contactinformation.countryiso	string	· Cannot be empty if being updated · ISO 3166-1 alpha-2 format	Country ISO of the recipient The CountryISO will be validated against the brand configuration if not found the request will fail validation
contactinformation.email	string	· Cannot be empty if being updated · Up to 100 characters length · Valid email address	The email address of the recipient
contactinformation.telephone	string	· Cannot be empty if being updated · Up to 50 characters length	The telephone number of the recipient
contactinformation.cultureLanguageiso		· Cannot be empty if being updated · Valid culture-language iso	optional ISO, if not supplied defaults to “en-IE” The preferred language of the recipient
orderItems		· Optional unless being updated	
productCode	string	· Required if being updated · Max 50 characters length	The Retailer's unique identification code or SKU for the order item
lineItemId	string		ID that identifies the line item
quantity	integer		The Number of Items of the <i>ProductCode</i>
productDescription	string	· Required if being updated	Title of the product

productCustomsDescription	string		Description of the product, including material composition for customs purpose
countryOfOriginIso	string	· Required if being updated · ISO 3166-1 alpha-2 format	Two-letter manufacturing country of origin of the product
hsCode	string	· Max 20 characters length	Harmonized System (HS) code of the product
weight	object	· Required if being updated	
weight.weightTotal	double	· Required if being updated	Weight of the item
weight.weightUnit	enum	· Required	Weight unit used - see enum/weightUnit <i>Kg, Lb</i>
unitPrice	object	· Required if being updated	
unitPrice.amount	double	· Required if being updated	Unit price of the product
unitPrice.currencyIso	string	· Required if being updated · Valid 3 character currency code	CurrencyISO used when determining the price of the item
shippinginformation	object		Defaults to <i>Unshipped</i> status if section omitted
shippinginformation.shippingReference	string	· Required (if shipping status is shipped and being updated) · Max 50 characters length	The retailers unique reference for the package in which the item was shipped
shippinginformation.barcodeReference	string	· Max 50 characters length	The retailers barcode reference for the package in which the item was shipped
shippinginformation.shippingStatus	enum	· Required if being updated	The shipping status of the item - see enum/shippingStatus <i>Unshipped, Shipped, Cancelled</i>
shippinginformation.statusDate	datetime		UTC datetime for the shipping status Current datetime is used if not explicitly supplied
productImageUrl	string		Image url of the item
color	string		Item color
size	string		Item size

category	string		Item Category such as Furniture, Hardware, HealthBeauty, LuggageBags
personalized	boolean		The item has personalizations
dangerousGoods	boolean		Indicates whether the item is Dangerous/Hazardous.
prohibitedForReturns	boolean		Indicates if the item should be prohibited for return
customFields	object	Cannot be empty if being updated	string, object key value pairs

Response

Response Code	200 OK		
Description	The Outbound Order has been successfully updated		
Response Body			
<pre>1 { 2 "contactInformation": { 3 "firstName": "string", 4 "lastName": "string", 5 "unit": "string", 6 "poBox": "string", 7 "address1": "string", 8 "address2": "string", 9 "city": "string", 10 "region": "string", 11 "postalCode": "string", 12 "countryIso": "string", 13 "email": "string", 14 "telephone": "string", 15 "cultureLanguageIso": "string" 16 }, 17 "orderItems": [18 { 19 "productCode": "string", 20 "lineItemId": "string", 21 "quantity": integer, 22 "productDescription": "string", 23 "productCustomsDescription": "string", 24 "countryOfOriginIso": "string", 25 "hsCode": "string", 26 "weight": { 27 "weightTotal": double, 28 "weightUnit": "enum" 29 }, 30 "unitPrice": { 31 "amount": double, 32 "currency": "string"</pre>		<pre>1 { // sample 2 "contactInformation": { 3 "firstName": "John", 4 "lastName": "Smith", 5 "unit": "Unit 12", 6 "poBox": "PO Box 1", 7 "address1": "2107 Massachusetts Avenue", 8 "address2": "Northwood", 9 "city": "Washington", 10 "region": "DC", 11 "postalCode": "20008", 12 "countryIso": "AL", 13 "email": "shipper@domain.com", 14 "telephone": "187456998745", 15 "cultureLanguageIso": "en-GB" 16 }, 17 "orderItems": [18 { 19 "productCode": "0607337", 20 "lineItemId": "1", 21 "quantity": null, 22 "productDescription": "Ultra Slim", 23 "productCustomsDescription": null, 24 "countryOfOriginIso": "CN", 25 "hsCode": "6211490", 26 "weight": { 27 "weightTotal": 2.0, 28 "weightUnit": "Kg" 29 }, 30 "unitPrice": { 31 "amount": 70.2, 32 "currency": "USD"</pre>	

```

33     },
34     "shippingInformation": {
35         "shippingReference": "string",
36         "shippingStatus": "enum",
37         "statusDate": datetime
38     },
39     "productImageUrl": "string",
40     "color": "string",
41     "size": "string",
42     "category": "string",
43     "personalized": boolean,
44     "dangerousGoods": boolean,
45     "prohibitedForReturns": boolean
46 }
47 ],
48 "customFields": {
49     "additionalProp1": "string",
50     "additionalProp2": "string",
51     "additionalProp3": "string"
52 }
53 }

```

```

33     },
34     "shippingInformation": {
35         "shippingReference": "1648827976_b",
36         "shippingStatus": "Shipped",
37         "statusDate": "2021-12-17T16:38:45.39
38     },
39     "productImageUrl": "https://cdn.retailer
40     "color": "Black",
41     "size": "10",
42     "category": "Watches",
43     "personalized": true,
44     "dangerousGoods": true,
45     "prohibitedForReturns": true
46     }
47 ],
48 "customFields": {
49     "additionalProp1": "string",
50     "additionalProp2": "string",
51     "additionalProp3": "string"
52 }
53 }

```

Submit Shipment

For scenarios where data is ingested from a shipment system rather than customer orders from an OMS, this method can be used build up the order from one or more individual shipments. The *ShippingReference* and *ShippingDate* fields apply to all shipping items in the request. The business requirement for this endpoint is that the shipment has been dispatched. In the order we will update the corresponding items to *shipped* status.

If a request is successful, the shipment information is stored against a new or existing order.

Request

Method	POST
Path	/outbound-shipments Full path examples https://api.esw.com/returns/v1/EAGEAG/outbound-shipments (ESW) https://api.esw.com/asendia-returns/v1/CR00001/outbound-shipments (Asendia)
Authorization	OAuth2 bearer
Allowed Scopes	returns.ingestion.retailer returns.ingestion.organisation

Request Body

```

1 {
2     "orderReference": "string",
3     "shippingReference": "string",
4     "barcodeReference": "string",
5     "shippingDate": datetime,
6     "contactInformation": {
7         "firstName": "string",
8         "lastName": "string",
9         "unit": "string",

```

```

1 { // sample
2     "orderReference": "1636646500",
3     "shippingReference": "FBB_1636646500B",
4     "barcodeReference": "5 012345 678900",
5     "shippingDate": "2022-01-10T11:48:58.708Z"
6     "contactInformation": {
7         "firstName": "John",
8         "lastName": "Smith",
9         "unit": "Unit 12",

```

```

10  "poBox": "string",
11  "address1": "string",
12  "address2": "string",
13  "city": "string",
14  "region": "string",
15  "postalCode": "string",
16  "countryIso": "string",
17  "email": "string",
18  "telephone": "string",
19  "cultureLanguageIso": "string"
20  },
21  "shippingItems": [
22    {
23      "productCode": "string",
24      "lineItemId": "string",
25      "quantity": integer,
26      "productDescription": "string",
27      "productCustomsDescription": "string",
28      "countryOfOriginIso": "string",
29      "hsCode": "string",
30      "weight": {
31        "weightTotal": double,
32        "weightUnit": "enum"
33      },
34      "unitPrice": {
35        "amount": double,
36        "currency": "string"
37      },
38      "productImageUrl": "string",
39      "color": "string",
40      "size": "string",
41      "category": "string",
42      "personalized": boolean,
43      "dangerousGoods": boolean,
44      "prohibitedForReturns": boolean
45    }
46  ],
47  "customFields": {
48    "additionalProp1": "string",
49    "additionalProp2": "string",
50    "additionalProp3": "string"
51  },
52  }

```

```

10  "poBox": "PO Box 1",
11  "address1": "2107 Massachusetts Avenue",
12  "address2": "Northwood",
13  "city": "Washington",
14  "region": "DC",
15  "postalCode": "20008",
16  "countryIso": "US",
17  "email": "shipper@domain.com",
18  "telephone": "187456998745",
19  "cultureLanguageIso": "en-GB"
20  },
21  "shippingItems": [
22    {
23      "productCode": "0607337",
24      "lineItemId": "1",
25      "quantity": 2,
26      "productDescription": "Ultra Slim Watch",
27      "productCustomsDescription": "Watch",
28      "countryOfOriginIso": "CN",
29      "hsCode": "6211490",
30      "weight": {
31        "weightTotal": 1,
32        "weightUnit": "Kg"
33      },
34      "unitPrice": {
35        "amount": 70.2,
36        "currency": "USD"
37      },
38      "productImageUrl": "https://cdn.brand.com/img/8
39      "color": "Black",
40      "size": "Small",
41      "category": "Watches",
42      "personalized": true,
43      "dangerousGoods": true,
44      "prohibitedForReturns": true
45    }
46  ],
47  "customFields": {
48    "additionalProp1": "string1",
49    "additionalProp2": "string2",
50    "additionalProp3": "string3"
51  },
52  }

```

Request Fields

Field Name	Type	Validation	Description
orderReference	string	- Required - Max 30 characters length	The Retailer's unique reference for the order. Case-insensitive.
shippingReference	string	- Required - Max 50 characters length	The retailers unique reference for this shipment
barcodeReference	string	- Optional - Max 50 characters length	The retailers barcode reference for this shipment

shippingDate	string	· Optional · Defaults to current UTC if omitted	UTC datetime when the item was shipped
contactInformation	object	· Required	
contactInformation.firstName	string	· Required · Max 70 characters length	First name of the recipient of the order
contactInformation.lastName	string	· Required · Max 70 characters length	Last name of the recipient of the order
contactInformation.unit	string	· Max 100 characters length	Unit number of the recipient. This is a sub-premise number such as a business unit or suite in a retail park or even an apartment number.
contactInformation.POBox	string	· Max 50 characters length	Postal Office box no of the recipient
contactInformation.address1	string	· Required · Max 150 characters length	Address Line 1 of the recipient
contactInformation.address2	string	· Max 150 characters length	Address Line 2 of the recipient
contactInformation.city	string	· Max 150 characters length	The recipient's City
contactInformation.region	string	· Max 150 characters length	Region, province, state, or county of the recipient's address.
contactInformation.postalCode	string	· Always Optional · Max 50 characters length	Postal code or zip code of the recipient's address.
contactInformation.countryIso	string	· Required · ISO 3166-1 alpha-2 format	The CountryISO of the recipient The CountryISO will be validated against the brand configuration if not found the request will fail
contactInformation.email	string	· Required · Max 100 characters length · Valid email address	Email Address of the recipient
contactInformation.telephone	string	· Optional · Max 50 characters length	Phone number of the recipient
contactInformation.cultureLanguageIso	string	· Valid culture-language iso	optional ISO, if not supplied defaults to "en-IE". The preferred language/culture for the shopper if this is available.
shippingItems	object		
shippingItems.productCode	string	· Required · Max 50 characters length	The Retailer's unique identification code or SKU for the shipping item

shippingItems.LineItemId	string		ID that identifies the line item
shippingItems.Quantity	integer		The Number of Items of the <i>ProductCode</i> Represents multiple identical items, each to be saved as individual items
shippingItems.productDescripton	string	· Required	Title of the product
shippingItems. productCustomsDescription	string		Description of the product, including material composition for customs purpose
shippingItems.countryOfOriginIso	string	· Required · ISO 3166-1 alpha-2 format	Two-letter manufacturing country of origin of the product
shippingItems.hsCode	string	· Max 20 characters length	Harmonized System (HS) code of the product
shippingItems.weight	object	· Required	
shippingItems.weight.weightTotal	double	· Required	Weight of the item
shippingItems.weight.weightUnit	enum	· Required	Weight unit used - see enum/weightUnit <i>Kg, Lb</i>
shippingItems.unitPrice	object	· Required	
shippingItems.unitPrice.amount	double	· Required	Unit price of the product
shippingItems.unitPrice.currencyIso	string	· Required · Valid 3 character currency code	CurrencyISO used when determining the price of the item
shippingItems.productImageUrl	string		Image url of the item
shippingItems.color	string		Item color
shippingItems.size	string		Item size
shippingItems.category	string		Item Category such as Furniture, Hardware, HealthBeauty, LuggageBags
shippingItems.personalized	boolean		The item has personalizations
shippingItems.dangerousGoods	boolean		Indicates whether the item is Dangerous/Hazardous.
shippingItems.prohibitedForReturns	boolean		Indicates if the item should be prohibited for return
customFields	object		Custom data items as string, object key value pairs. This array can be used for any other information you might want to store along with the order/shipment and

		which does not fit into any other field we supply. May be useful in future and we could return it via GetOrder calls for example. No need to pass anything here if not required. It is fine to leave this empty.
--	--	---

Response

Response Code	200 OK
Description	Shipment Information has been successfully submitted
Response Body	
<pre> 1 { 2 "id": "string", 3 "orderitems": 4 [5 { 6 "id" : "string", 7 "productCode": "string", 8 "productDescription": "string", 9 "lineItemId": "string" 10 }, 11] 12 }</pre>	<pre> 1 { // sample 2 "id": "FBB-1636646500" 3 "orderitems": 4 [5 { 6 "id" : "0013db80312a9c3207", 7 "productCode": "0607377", 8 "productDescription": "Watch", 9 "lineItemId": "1" 10 }, 11] 12 }</pre>

Label Request - Asynchronous

LabelRequestsController is the controller that handles the endpoint that allows retailers to create label in a box labels asynchronously. A call to this endpoint can occur before or after an outbound order exists so therefore is not dependant on an existing order in the system.

There will be an almost immediate response containing the OrderReference, ShippingReference and PrePrintedLabelNumber (This matches return order number down the flow). The retailer can then take this information and call GetDocument endpoint to get the generated label in base64 format. Alternatively a webhook could be configured so that when the label is ready it will send an event to the retailer who can then automatically consume and run GetDocument on this event.

Request

Method	POST
Path	/label-requests <i>Full path examples</i> https://api.esw.com/returns/v1/EAGEAG/label-requests (ESW) https://api.esw.com/asendia-returns/v1/CR00001/label (Asendia)
Authorization	OAuth2 bearer
Allowed Scopes	returns.ingestion.retailer

Request Body

```
1 {
2   "outboundOrderReference": "string",
3   "shippingReference": "string",
4   "shopperAddress":
5   {
6     "firstName": "string",
7     "lastName": "string",
8     "unit": "string",
9     "poBox": "string",
10    "address1": "string",
11    "address2": "string",
12    "city": "string",
13    "region": "string",
14    "postalCode": "string",
15    "countryIso": "string",
16    "email": "string",
17    "telephone": "string",
18    "cultureLanguageIso": "string"
19  },
20  "orderItems":
21  [
22    {
23      "id": "string",
24      "productCode": "string",
25      "monolithId": long,
26      "parentProductCode": "string",
27      "lineItemId": "string",
28      "quantity": int?,
29      "productDescription": "string",
30      "productCustomsDescription": "string",
31      "composition": "string",
32      "countryOfOriginIso": "string",
33      "hsCode": "string",
34      "hsCodeRegion": "string",
35      "weight":
36      {
37        "itemWeight": double?,
38        "weightUnit": "string"
39      },
40      "unitPrice":
41      {
42        "amount": decimal?,
43        "currency": "string"
44      },
45      "shippingInformation":
46      {
47        "shippingReference": "string",
48        "barcodeReference": "string",
49        "carrierReference": "string",
50        "shippingStatus": "string",
51        "statusDate": DateTime?
52      },
53      "colour": "string",
54      "size": "string",
55      "category": "string",
56      "categoryDescription": "string",
```

```
1 { //sample
2   "outboundOrderReference": "TENANT123",
3   "shippingReference": "SHIP12345",
4   "shopperAddress":
5   {
6     "firstName": "John",
7     "lastName": "Smith",
8     "unit": "1",
9     "poBox": "12",
10    "address1": "123 Fake Street",
11    "address2": "Made Up Town",
12    "city": "Atlantis",
13    "region": "North",
14    "postalCode": "3001",
15    "countryIso": "US",
16    "email": "email@email.com",
17    "telephone": "447123456789",
18    "cultureLanguageIso": "en-US"
19  },
20  "orderItems":
21  [
22    {
23      "id": "ITEM12345",
24      "productCode": "PC1",
25      "monolithId": 1234567890,
26      "parentProductCode": "PARENT12345",
27      "lineItemId": "LI1",
28      "quantity": 1,
29      "productDescription": "Description",
30      "productCustomsDescription": "CustomsDescription",
31      "composition": "Composition",
32      "countryOfOriginIso": "US",
33      "hsCode": "123AB",
34      "hsCodeRegion": "South",
35      "weight":
36      {
37        "itemWeight": 10,
38        "weightUnit": "Kg"
39      },
40      "unitPrice":
41      {
42        "amount": 40,
43        "currency": "USD"
44      },
45      "shippingInformation":
46      {
47        "shippingReference": "SHIP12345",
48        "barcodeReference": "BAR12345",
49        "carrierReference": "CAR12345",
50        "shippingStatus": "Shipped",
51        "statusDate": 2023-06-09T14:00:19.952Z
52      },
53      "colour": "Red",
54      "size": "L",
55      "category": "Outerwear",
56      "categoryDescription": "Coats",
```

```

57     "personalized": bool,
58     "dangerousGoods": bool,
59     "unitedNationsNumber": "string",
60     "packingInstructions": "string",
61     "prohibitedForReturns": bool,
62     "source": "string",
63     "material": "string",
64     "gender": "string",
65     "ageGroup": "string",
66     "productUrl": "string"
67 }
68 ]
69 }

```

```

57     "personalized": false,
58     "dangerousGoods": false,
59     "unitedNationsNumber": "UN12345",
60     "packingInstructions": "Pack carefully",
61     "prohibitedForReturns": false,
62     "source": "source",
63     "material": "cotton",
64     "gender": "male",
65     "ageGroup": "25-30",
66     "productUrl": "www.google.com"
67 }
68 ]
69 }

```

Request Fields

Field Name	Type	Validation	Description
OutboundOrderReference	string	Required MaxLength: 30	The order reference
ShippingReference	string	Required MaxLength: 50	The shipping reference
ShopperAddress.FirstName	string	Required MaxLength: 70	Shopper's first name
ShopperAddress.LastName	string	Required MaxLength: 70	Shopper's last name
ShopperAddress.Unit	string	MaxLength: 100	Unit of shopper's address
ShopperAddress.POBox	string	MaxLength: 50	POBox of shopper's address
ShopperAddress.Address1	string	Required MaxLength: 150	Line 1 of shopper's address
ShopperAddress.Address2	string	MaxLength: 150	Line 2 of shopper's address
ShopperAddress.City	string	Required MaxLength: 150	City of shopper's address
ShopperAddress.Region	string	MaxLength: 150	Region of shopper's address
ShopperAddress.PostalCode	string	Required MaxLength: 50	PostCode of shopper's address
ShopperAddress.CountryIso	string	Required Must be a valid country ISO	Country ISO of shopper's address
ShopperAddress.Email	string	Required MaxLength: 100 Must be a valid email address	Shopper's email address
ShopperAddress.Telephone	string	MaxLength: 50	Shopper's telephone number

ShopperAddress.CultureLanguageIso	string	Required Must be a valid culture ISO	Shopper's culture language ISO
OrderItems.Id	string		Identifier of order item
OrderItems.ProductCode	string	Required MaxLength: 50	Product code of order item
OrderItems.MonolithId	long		Monolith ID of order item
OrderItems.ParentProductCode	string		Parent product code of order item
OrderItems.LineItemId	string		Line item ID of order item
OrderItems.Quantity	int	Must be greater than 0 if provided	Quantity of order item
OrderItems.ProductDescription	string	Required	Product description of order item
OrderItems.ProductCustomsDescription	string		Product customs description of order item
OrderItems.Composition	string		Composition of order item
OrderItems.CountryOfOriginIso	string	Required Must be a valid country ISO	Country of origin ISO of order item
OrderItems.HSCode	string	MaxLength: 20	HS Code of order item
OrderItems.HSCodeRegion	string		HS Code region of order item
OrderItems.Weight	Weight	Required	Weight properties of order item
OrderItems.Weight.ItemWeight	double	Required Greater than 0	Weight value of order item
OrderItems.Weight.WeightUnit	string		Weight unit of order item
OrderItems.UnitPrice	UnitPrice	Required	Price properties of order item
OrderItems.UnitPrice.Amount	decimal	Required Non-negative number	Amount price value of order item
OrderItems.UnitPrice.Currency	string	Required Must be valid currency ISO	Currency ISO of order item
OrderItems.ShippingInformation.ShippingReference	string	Required when ShippingStatus is Shipped MaxLength: 50	Shipping reference of order item
OrderItems.ShippingInformation.BarcodeReference	string	MaxLength: 50	Barcode reference of order item
OrderItems.ShippingInformation.CarrierReference	string		Carrier reference of order item
OrderItems.ShippingInformation.ShippingStatus	string		Shipping status of order item

OrderItems.ShippingInformation.Status Date	DateTime	Must be in UTC format Cannot be a date in the future	Status date of order item
OrderItems.Colour	string		Colour of order item
OrderItems.Size	string		Size of order item
OrderItems.Category	string		Category of order item
OrderItems.CategoryDescription	string		Category description of order item
OrderItems.Personalized	bool		Is order item personalized
OrderItems.DangerousGoods	bool		Is order item considered a dangerous good
OrderItems.UnitedNationsNumber	string		United nations number of order item
OrderItems.PackingInstructions	string		Packing instructions of order item
OrderItems.ProhibitedForReturns	bool		Is order item prohibited for returns
OrderItems.Source	string		Source of order item
OrderItems.Material	string		Material of order item
OrderItems.Gender	string		Order item gender
OrderItems.AgeGroup	string		Order item age group
OrderItems.ProductUrl	string		Product URL of order item

Response

Response Code	200 OK
Description	Async Label generation requested successfully
Response Body	
<pre> 1 { 2 "prePrintedLabelNumber": "string", 3 "orderReference": "string", 4 "shippingReference": "string" 5 }</pre>	<pre> 1 { // sample 2 "prePrintedLabelNumber": "9000086401", 3 "orderReference": "4214-4BC6-A457-FEB997D69BFD", 4 "shippingReference": "7EFD-4E29-99B8-BB57C6A2342D" 5 }</pre>

PrePrintedLabelNumber from the response can be used in GetDocument call with DocumentType PrePrintedLabel to return the generated base64 label string.

Order Methods

Get Order

Retrieves an ingested order from the Returns Platform.

Can be used via a retailer integration or by an organisation integration.

Request

Method	GET		
Path	/orders/{orderReference}?orderItems={orderItems} Full path examples https://api.esw.com/returns/v1/EAGEAG/orders/CB10023456 (ESW) https://api.esw.com/asendia-returns/v1/CR00001/orders/CB10023456 (Asendia)		
Authorization	OAuth2 bearer		
Allowed Scopes	returns.integration.retailer returns.integration.organisation		
Request Fields			
Field Name	Type	Validation	Description
orderReference	string	· Required · Max 30 characters length	Supplied in the URL The Retailer's unique reference for the order. Case-insensitive.
orderItems	string	· Optional · Default: all	all - retrieve all order items not-retained - retrieve order items that are not part of an existing return (except items rejected with ArticleNotIncluded)

Response

Response Code	200 OK
Description	Successfully retrieved the ingested order.
Response Body	
1 { 2 "countryIso": "string", 3 "orderDate": "dateTime", 4 "noOfArticlesAvailableForReturn": integer, 5 "noOfArticlesUnavailableForReturn": integer, 6 "returnPeriodExpired": boolean, 7 "orderQualifiesForCancel": boolean, 8 "items": [9 { 10 "id": "guid", 11 "productCode": "string", 12 "lineItemId": "string", 13 "productDescription": "string", 14 "productCustomsDescription": "string", 15 "countryOfOriginIso": "string", 16 "hsCode": "string", 17 "weight": { 18 "weightTotal": double, 19 "weightUnit": "enum" 20 }, 21 "unitPrice": {	1 { 2 "countryIso": "IE", 3 "orderDate": "2022-02-09T10:01:32.9637726Z", 4 "noOfArticlesAvailableForReturn": 2, 5 "noOfArticlesUnavailableForReturn": 1, 6 "returnPeriodExpired": false, 7 "orderQualifiesForCancel": true, 8 "items": [9 { 10 "id": "74f82404-d541-4604-8c24-8f74400f614b", 11 "productCode": "0607337", 12 "lineItemId": "1", 13 "productDescription": "Ultra Slim Watch", 14 "productCustomsDescription": "Watch", 15 "countryOfOriginIso": "CN", 16 "hsCode": "6211490", 17 "weight": { 18 "weightTotal": 1.2, 19 "weightUnit": "Kg" 20 }, 21 "unitPrice": {

```

22         "amount": double,
23         "currency": "string"
24     },
25     "shippingInformation": {
26         "shippingReference": "string",
27         "shippingStatus": "enum",
28         "statusDate": dateTime
29     },
30     "productImageUrl": "string",
31     "color": "string",
32     "size": "string",
33     "category": "string",
34     "personalized": boolean,
35     "dangerousGoods": boolean,
36     "prohibitedForReturns": boolean,
37     "availableForReturns": boolean,
38     "overrideProhibitedForReturns": boolean,
39     "unlimitedPeriodForReturns": boolean
40 }
41 ],
42 "returnOrders": [
43 {
44     "returnOrderNumber": "string",
45     "customerReturnStatus": "enum",
46     "returnAdminCentreCode": "string",
47     "createdOn": "dateTime",
48     "returnItems": [
49     {
50         "id": "guid",
51         "returnItemReasonCode": "string",
52         "returnItemStatus": "enum",
53         "rejectionReason": "string",
54         "productCode": "string",
55         "lineItemId": "string",
56         "productDescription": "string",
57         "productImageUrl": "string",
58         "color": "string",
59         "size": "string",
60         "returnItemReasonComment": "string"
61     }
62 ]
63 }
64 ],
65 "shopperDetails": {
66     "phoneNumber": "string",
67     "locale": "string",
68     "firstName": "string",
69     "lastName": "string",
70     "email": "string",
71     "address": {
72         "address1": "string",
73         "address2": "string",
74         "city": "string",
75         "regionName": "string",
76         "countryName": "string",
77         "postalCode": "string"
78     }
79 }
80 }

```

```

22         "amount": 70.2,
23         "currency": "USD"
24     },
25     "shippingInformation": {
26         "shippingReference": "FBA_1636646500B",
27         "shippingStatus": "Unshipped",
28         "statusDate": "2022-01-10T11:48.708Z"
29     },
30     "productImageUrl": "https://cdn.brand.com/img/",
31     "color": "Black",
32     "size": "Small",
33     "category": "Watches",
34     "personalized": true,
35     "dangerousGoods": true,
36     "prohibitedForReturns": true,
37     "availableForReturns": true,
38     "overrideProhibitedForReturns": true,
39     "unlimitedPeriodForReturns": true
40 }
41 ],
42 "returnOrders": [
43 {
44     "returnOrderNumber": "5000000102",
45     "customerReturnStatus": "None",
46     "returnAdminCentreCode": "LHRDC",
47     "createdOn": "2022-04-12T16:56:14.2899713Z",
48     "returnItems": [
49     {
50         "id": "bb51fbf1-c86c-4066-b052-ec1515b426c",
51         "returnItemReasonCode": "Duplicate Shipmer",
52         "returnItemStatus": "InProgress",
53         "rejectionReason": "WrongProduct",
54         "productCode": "0607339",
55         "lineItemId": "24",
56         "productDescription": "Nike Black Shoes",
57         "productImageUrl": "https://static.nike.com",
58         "color": "Black",
59         "size": "32",
60         "returnItemReasonComment": "Don't like the"
61     }
62 ]
63 }
64 ],
65 "shopperDetails": {
66     "phoneNumber": "+10550304033",
67     "locale": "en-IE",
68     "firstName": "John",
69     "lastName": "Doe",
70     "email": "john-doe@domain.com",
71     "address": {
72         "address1": "Unit 45 Lakeside Retail Park Clara",
73         "address2": "Unit 45 Lakeside ",
74         "city": "Claremorris",
75         "regionName": "County Mayo",
76         "countryName": "Ireland",
77         "postalCode": "BT12 3AB"
78     }
79 }
80 }

```

Response Fields		
Field Name	Type	Description
countryIso	string	The CountryISO of the recipient. ISO 3166-1 alpha-2 format.
orderDate	dateTime	Date the order was created in the Returns Platform
noOfArticlesAvailableForReturn	integer	Number of items available for return
noOfArticlesUnavailableForReturn	integer	Number of items already returned
returnPeriodExpired	boolean	Whether the return period has already expired
orderQualifiesForCancel	boolean	Used to identify an order which has been placed within the EU and has the option to be cancelled via EU Cooling off
returnAdminCentreCode	string	Return admin centre of the order
items	array	
items.id	guid	Id of article
items.productCode	string	The Retailer's unique identification code or SKU for the order item
items.lineItemId	string	Id that identifies the line item
items.productDescription	string	Title of the product
items.productCustomsDescription	string	Description of the product, including material composition for customs
items.countryOfOriginIso	string	Two-letter manufacturing country of origin of the product
items.hsCode	string	Harmonized System (HS) code of the product
items.weight	object	
weight.weightTotal	double	Weight of the item
weight.weightUnit	enum	Weight unit used - see enum/weightUnit <i>Kg, Lb</i>
items.unitPrice	object	
unitPrice.amount	double	Unit price of the product
unitPrice.currency	string	Currency ISO used when determining the price of the item
items.shippingInformation	object	
shippingInformation.shippingReference	string	The retailers unique reference for the package in which the item was shipped
shippingInformation.shippingStatus	enum	The shipping status of the item - see enum/shippingStatus <i>Unshipped, Shipped, Cancelled</i>
shippingInformation.statusDate	dateTime	UTC datetime for the shipping status Current datetime is used if not explicitly supplied
items.productImageUrl	string	Image url of the item
items.color	string	Item color

items.size	string	Item size
items.category	string	Item Category such as Furniture, Hardware, HealthBeauty, LuggageBag
items.personalized	boolean	Has the item been personalized
items.dangerousGoods	boolean	Indicates whether the item is Dangerous/Hazardous
items.prohibitedForReturns	boolean	Indicates if the item should be prohibited for return (defaults to false unless it's been overridden during ingestion)
items.availableForReturns	boolean	Whether or not this item is allowed to be returned
items.overrideProhibitedForReturns	boolean	Indicates whether the ESP override for prohibited items is enabled
items.unlimitedPeriodForReturns	boolean	Indicates whether the ESP override for returns period is enabled
returnOrders	array	List of return orders associated with the order
returnOrders.returnOrderNumber	string	Return order number
returnOrders.customerReturnStatus	enum	Status of the return - see enum/returnOrderStatus <i>Created, Received, Processed etc.</i>
returnOrders.returnAdminCentreCode	string	Return Admin Centre Code used for the return
returnOrders.createdOn	dateTime	DateTime UTC when the return was created
returnOrders.returnItems	array	List of return items associated with the return order
returnItems.id	guid	Id of article
returnItems.returnItemReasonCode	string	Reason code for return
returnItems.returnItemReasonComment	string	The comment the shopper has entered for returning the article
returnItems.returnItemStatus	enum	Status of a return item - see enum/returnItemStatus <i>InProgress, Accepted, Rejected</i>
returnItems.rejectionReason	string	Rejection reason
returnItems.productCode	string	The Retailer's unique identification code or SKU for the order item
returnItems.lineItemId	string	Line item Id of the item
returnItems.productDescription	string	Title of the product
returnItems.productImageUrl	string	Image url of the item
returnItems.color	string	Item color
returnItems.size	string	Item size
shopperDetails.phoneNumber	string	Shipping phone no
shopperDetails.locale	string	Shipping locale
shopperDetails.firstName	string	Shipping first name
shopperDetails.lastName	string	Shipping last name

shopperDetails.email	string	Shipping email
shopperDetails.address.address1	string	Shipping address 1
shopperDetails.address.address2	string	Shipping address 2
shopperDetails.address.city	string	Shipping address city
shopperDetails.address.regionName	string	Shipping address region
shopperDetails.address.countryName	string	Shipping address country
shopperDetails.address.postalCode	string	Shipping address postal code

Return Methods

Get Return (using ID)

Can be used to retrieve a return order using the Return Order Number given back during the Create Return call.

Can be used via a retailer integration or by organisation integration.

Request

Method	GET		
Path	/orders/{orderReference}/return-orders/{returnOrderNumber} Full path examples https://api.esw.com/returns/v1/EAGEAG/orders/CB10023456/return-orders/30001323 (ESW) https://api.esw.com/asendia-returns/v1/CR000001/orders/CB10023456/return-orders/30001323 (Asendia)		
Authorization	OAuth2 bearer		
Allowed Scopes	returns.integration.retailer returns.integration.organisation		
Request Fields			
Field Name	Type	Validation	Description
orderReference	string	· Required · Max 30 characters length	Supplied in the URL The Retailer's unique reference for the order. Case-insensitive.
returnOrderNumber	ulong	· Required	Supplied in the URL Return platform return order number

Response

Response Code	200 OK
Description	Successfully return the found return order.
Response Body	
<pre> 1 { 2 "id": "string", 3 "orderReference": "string", 4 "returnOrderNumber": ulong, 5 "createdOn": "dateTime", 6 "lastUpdated": "dateTime", 7 "status": "enum", 8 "returnAdminCentreCode": "string", 9 "returnsListingsGuid": "guid", 10 "returnType": "enum", 11 "returnMethod": "enum", 12 "isPaperlessRoute": boolean, 13 "paidBy": "enum", 14 "carrierIdentifier": "string", 15 "dropOffLocation": { 16 "id": "string", 17 "type": "string", 18 "name": "string", 19 "address1": "string", 20 "address2": "string", 21 "address3": "string", 22 "city": "string", 23 "postcode": "string", 24 "sortcode": "string", 25 "region": "string", 26 "country": "string", 27 "telephone": "string", 28 "email": "string" 29 }, 30 "returnItems": [{ 31 "returnItemStatus": "enum", 32 "rejectionReason": "string", 33 "returnReasons": [{ 34 "reasonCode": "enum", 35 "description": "string", 36 "reasonComment": "string", 37 "isRetailerAtFault": boolean, 38 "suppliedBy": "enum" 39 }], 40 "id": "guid", 41 "productCode": "string", 42 "lineItemId": "string", 43 "productDescription": "string", 44 "productCustomsDescription": "string", 45 "countryOfOriginIso": "string", 46 "hsCode": "string", 47 "weight": { 48 "weightTotal": double, 49 "weightUnit": "enum" 50 }, 51 "unitPrice": { 52 "amount": double, 53 "currency": "string" 54 }, </pre>	<pre> 1 { // sample 2 "id": "GOCAS-5000001604" 3 "orderReference": "123456789", 4 "returnOrderNumber": 5000001604, 5 "createdOn": "2022-04-26T15:37:19.337156Z", 6 "lastUpdated": "2022-04-26T15:37:19.337156Z", 7 "status": "Processed", 8 "returnAdminCentreCode": "RUMDC", 9 "returnsListingsGuid": "fa5a96f6-7267-46bd-87e1-...", 10 "returnType": "Normal", 11 "returnMethod": "Postal", 12 "isPaperlessRoute": true, 13 "paidBy": "Retailer", 14 "carrierIdentifier": "SingPost", 15 "dropOffLocation": { 16 "id": "P73", 17 "type": "Store", 18 "name": "POPStation@Kebun Baru CC", 19 "address1": "216", 20 "address2": "Kebun Baru Community Club", 21 "address3": "Ang Mo Kio Avenue 4", 22 "city": "Singapore", 23 "postcode": "569897", 24 "sortcode": "910891", 25 "region": "North-East", 26 "country": "Singapore", 27 "telephone": "12345678910", 28 "email": "test@email.com" 29 }, 30 "returnItems": [{ 31 "returnItemStatus": "accepted", 32 "rejectionReason": "WrongProduct", 33 "returnReasons": [{ 34 "reasonCode": "WrongItemSent", 35 "description": "Wrong Item Sent", 36 "reasonComment": "Don't like the colour", 37 "isRetailerAtFault": true, 38 "suppliedBy": "Shopper" 39 }], 40 "id": "e497818c-77bc-46e1-8572-d3150588e67c", 41 "productCode": "0607339", 42 "lineItemId": "3", 43 "productDescription": "Nike Black Shoes - sh...", 44 "productCustomsDescription": "shoes", 45 "countryOfOriginIso": "IE", 46 "hsCode": "6211490", 47 "weight": { 48 "weightTotal": 0.1, 49 "weightUnit": "Kg" 50 }, 51 "unitPrice": { 52 "amount": 70.2, 53 "currency": "USD" 54 }, </pre>

```

55     "productImageUrl": "string",
56     "color": "string",
57     "size": "string",
58     "category": "string",
59     "personalized": boolean,
60     "dangerousGoods": boolean,
61     "prohibitedForReturns": boolean,
62     "shippingInformation": {
63         "shippingReference": "string",
64         "shippingStatus": "enum",
65         "statusDate": dateTime
66     }
67 },
68 "weight": {
69     "weightTotal": double,
70     "weightUnit": "string"
71 }
72 }

```

```

55     "productImageUrl": "https://static.nike.com/
56     "color": "Black",
57     "size": "32",
58     "category": "Shoes",
59     "personalized": true,
60     "dangerousGoods": false,
61     "prohibitedForReturns": false,
62     "shippingInformation": {
63         "shippingReference": "FBA_1636646500B",
64         "shippingStatus": "Shipped",
65         "statusDate": "2022-05-04T09:53:42.844Z"
66     }
67 },
68 "weight": {
69     "weightTotal": 1.2,
70     "weightUnit": "Kg"
71 },
72 }

```

Response Fields

Field Name	Type	Description
id	string	The Return Order identifier
orderReference	string	The Retailer's unique reference for the order
returnOrderNumber	ulong	Return order number
createdOn	dateTime	DateTime UTC when the return was created
lastUpdated	dateTime	DateTime UTC when the return was last updated
status	string	Overall status of the return
returnAdminCentreCode	string	Returns Centre used for the return
returnsListingsGuid	guid	Unique guid for the return order
returnType	enum	Type of return - see enum/returnType <i>BlindReturn, Undeliverable, Normal, HubReturn etc.</i>
returnMethod	enum	Method used for shipping the return - see enum/returnMethod <i>Postal, PUDO, Collections</i>
isPaperlessRoute	boolean	Return Order sends out QR code for paperless PUDO
paidBy	enum	The party that paid for the return - see enum/paidBy <i>Unpaid, Retailer, Shopper</i>
carrierIdentifier	string	Uniquely identifier the shipping carrier
dropOffLocation	object	
dropOffLocation.id	string	The ID of the location.
dropOffLocation.type	enum	Location type - see enum/locationType <i>Store, PUDO</i>
dropOffLocation.name	string	The name of the location.

dropOffLocation.address1	string	The first line of the address of the location.
dropOffLocation.address2	string	The second line of the address of the location.
dropOffLocation.address3	string	The third line of the address of the location.
dropOffLocation.city	string	The city of the location.
dropOffLocation.postcode	string	The postcode of the location.
dropOffLocation.sortcode	string	The sortcode of the location.
dropOffLocation.region	string	The region of the location.
dropOffLocation.country	string	The country of the location.
dropOffLocation.telephone	string	The telephone of the location.
dropOffLocation.email	string	The email of the location.
returnItems	array	
returnItems.returnItemStatus	enum	Status of a return item - see enum/returnItemStatus <i>InProgress, Accepted, Rejected</i>
returnItems.rejectionReason	string	Reason for a return rejection
returnItems.returnReasons	array	
returnReasons.reasonCode	string	Return reason codes, e.g "WrongItemShipped", "Damaged", "LateArrival"
returnReasons.description	string	Description for the return
returnReasons.reasonComment	string	The comment the shopper has entered for returning the article
returnReasons.isRetailerAtFault	boolean	Whether or not the retailer was at fault for the return
returnReasons.suppliedBy	integer	Who supplied the return - see enum/returnOrderParty <i>Shopper, CustomerService</i>
returnItems.id	guid	Unique esw identifier for the return item
returnItems.productCode	string	The Retailer's unique identification code or SKU for the order item
returnItems.lineItemId	string	Id that identifies the line item (optionally sent by retailer)
returnItems.productDescription	string	Title of the product
returnItems.productCustomsDescription	string	Description of the product, including material composition for customs
returnItems.countryOfOriginIso	string	Two-letter manufacturing country of origin of the product
returnItems.hsCode	string	Harmonized System (HS) code of the product
returnItems.weight	object	
weight.weightTotal	double	Weight of the item
weight.weightUnit	string	Weight unit of the item - see enum/weightUnit <i>Kg, Lb</i>
returnItems.unitPrice	object	

unitPrice.amount	double	Unit price of the product
unitPrice.currency	string	Currency ISO used when determining the price of the item
returnItems.productImageUrl	string	Image url of the item
returnItems.color	string	Item color
returnItems.size	string	Item size
returnItems.category	string	Item Category such as Furniture, Hardware, HealthBeauty, LuggageBag
returnItems.personalized	boolean	Has the item been personalized
returnItems.dangerousGoods	boolean	Indicates whether the item is Dangerous/Hazardous
returnItems.prohibitedForReturns	boolean	Indicates if the item should be prohibited for return (defaults to false unless it's been overridden during ingestion)
returnItems.shippingInformation	object	Additional shipping information
shippingInformation.shippingReference	string	Shipping reference
shippingInformation.shippingStatus	string	Current shipping status
shippingInformation.statusDate	dateTime	DateTime UTC of last status change
weight.weightTotal	double	Weight of the Return Order
weight.weightUnit	string	Weight unit of the Return Order - see enum/weightUnit

Get Return (search)

Used to search for return orders using using a date range and/or status. Will only return records within the last 30 days.

Can be used via a retailer integration or by organisation integration.

Request

Method	GET		
Path	/return-orders?status={status}&startUtc={startUtc}&endUtc={endUtc}&returnType={returnType}		
Authorization	OAuth2 bearer		
Allowed Scopes	returns.integration.retailer returns.integration.organisation		
Request Fields			
Field Name	Type	Validation	Description
status	string	· Required	Supplied as query string param Search for return orders with a specific status.
startUtc	dateTime	· Limited to max 30 days	Supplied as query string param
endUtc	dateTime		Optional DateTime UTC used as search parameters.

			[startUtc: valid date time, endUtc: empty] <i>startUtc</i> is defaulted to current current day 00:00:00 and perform the search from the provided <i>startUtc</i> to current day (assuming the interval is less than 30 days); [startUtc: empty, endUtc: valid date time] OR [startUtc: empty, endUtc: empty] <i>startUtc</i> defaulted to current day 00:00:00 <i>endUtc</i> defaulted to current day and time.
returnType	string	- Optional - Default: <i>not specified</i>	<i>Supplied as query string param</i> Search for return orders with a specific return type. <i>Not Specified</i> - retrieve all return orders <i>Normal</i> - retrieve <i>normal</i> return orders <i>BlindReturn</i> - retrieve blind return orders <i>Undeliverable</i> - retrieve undeliverable return orders <i>EUCoolingOff</i> - retrieve EUCoolingOff return orders <i>HubReturn</i> - retrieve hub return orders

Response

Response Code	200 OK
Description	Successfully return the array of orders matching the filter criteria.
Response Body	
<pre> 1 [{ 2 "id": "string", 3 "orderReference": "string", 4 "returnOrderNumber": ulong, 5 "createdOn": "dateTime", 6 "lastUpdated": "dateTime", 7 "status": "enum", 8 "returnAdminCentreCode": "string", 9 "returnsListingsGuid": "guid", 10 "returnType": "enum", 11 "returnMethod": "enum", 12 "isPaperlessRoute": boolean, 13 "paidBy": "string", 14 "carrierIdentifier": "string", 15 "dropOffLocation": { 16 "id": "string", 17 "type": "string", 18 "name": "string", 19 "address1": "2string16", 20 "address2": "string", 21 "address3": "string", 22 "city": "string", 23 "postcode": "string", 24 "sortcode": "string", 25 "region": "string", </pre>	<pre> 1 [{ // sample 2 "id": "GOCAS-5000001604" 3 "orderReference": "123456789", 4 "returnOrderNumber": 5000001604, 5 "createdOn": "2022-04-26T15:37:19.337156Z", 6 "lastUpdated": "2022-04-26T15:37:19.337156Z", 7 "status": "Processed", 8 "returnAdminCentreCode": "RUMDC", 9 "returnsListingsGuid": "fa5a96f6-7267-46bd-87e1- 10 "returnType": "Normal", 11 "returnMethod": "Retailer", 12 "isPaperlessRoute": true, 13 "paidBy": "Retailer", 14 "carrierIdentifier": "SingPost", 15 "dropOffLocation": { 16 "id": "P73", 17 "type": "Store", 18 "name": "POPStation@Kebun Baru CC", 19 "address1": "216", 20 "address2": "Kebun Baru Community Club", 21 "address3": "Ang Mo Kio Avenue 4", 22 "city": "Singapore", 23 "postcode": "569897", 24 "sortcode": "910891", 25 "region": "North-East", </pre>

```

26     "country": "string",
27     "telephone": "string",
28     "email": "string",
29     "longitude": double,
30     "latitude": double,
31     "distanceInKms": double,
32     "carrierCode": "string",
33     "carrierServiceRouteId": "string"
34 },
35 "returnItems": [{
36     "returnItemStatus": "enum",
37     "rejectionReason": "string",
38     "returnReasons": [{
39         "reasonCode": "enum",
40         "description": "string",
41         "reasonComment": "string",
42         "isRetailerAtFault": boolean,
43         "suppliedBy": "enum"
44     }],
45     "id": "guid",
46     "productCode": "string",
47     "lineItemId": "string",
48     "productDescription": "string",
49     "productCustomsDescription": "string",
50     "countryOfOriginIso": "string",
51     "hsCode": "string",
52     "weight": {
53         "weightTotal": double,
54         "weightUnit": "enum"
55     },
56     "unitPrice": {
57         "amount": double,
58         "currency": "string"
59     },
60     "productImageUrl": "string",
61     "color": "string",
62     "size": "string",
63     "category": "string",
64     "personalized": boolean,
65     "dangerousGoods": boolean,
66     "prohibitedForReturns": boolean,
67     "shippingInformation": {
68         "shippingReference": "string",
69         "shippingStatus": "enum",
70         "statusDate": dateTime
71     }
72 }],
73 "weight": {
74     "weightTotal": double,
75     "weightUnit": "string"
76 },
77 }]

```

```

26     "country": "Singapore",
27     "telephone": "12345678910",
28     "email": "test@email.com",
29     "longitude": 123.123,
30     "latitude": 456.456,
31     "distanceInKms": 19,
32     "carrierCode": "sng.postal",
33     "carrierServiceRouteId": "123-ABC-123"
34 },
35 "returnItems": [{
36     "returnItemStatus": "accepted",
37     "rejectionReason": null,
38     "returnReasons": [{
39         "reasonCode": "WrongItemSent",
40         "description": "Wrong Item Sent",
41         "reasonComment": "Don't like the colour",
42         "isRetailerAtFault": true,
43         "suppliedBy": "Shopper"
44     }],
45     "id": "e497818c-77bc-46e1-8572-d3150588e67c",
46     "productCode": "0607339",
47     "lineItemId": "3",
48     "productDescription": "Nike Black Shoes - st",
49     "productCustomsDescription": "shoes",
50     "countryOfOriginIso": "IE",
51     "hsCode": "6211490",
52     "weight": {
53         "weightTotal": 0.1,
54         "weightUnit": "Kg"
55     },
56     "unitPrice": {
57         "amount": 70.2,
58         "currency": "USD"
59     },
60     "productImageUrl": "https://static.nike.com",
61     "color": "Black",
62     "size": "32",
63     "category": "Shoes",
64     "personalized": true,
65     "dangerousGoods": false,
66     "prohibitedForReturns": false,
67     "shippingInformation": {
68         "shippingReference": "FBA_1636646500B",
69         "shippingStatus": "Shipped",
70         "statusDate": "2022-05-04T09:53:42.844Z"
71     }
72 }],
73 "weight": {
74     "weightTotal": 1.2,
75     "weightUnit": "Kg"
76 },
77 }]

```

Response Fields

Field Name	Type	Description
id	string	The Return Order identifier
orderReference	string	The Retailer's unique reference for the order

returnOrderNumber	ulong	Return order number
createdOn	dateTime	DateTime UTC when the return was created
lastUpdated	dateTime	DateTime UTC when the return was last updated
status	string	Overall status of the return
returnAdminCentreCode	string	Returns Centre used for the return
returnsListingsGuid	guid	Unique guid for the return order
returnType	enum	Type of return - see enum/returnType <i>BlindReturn, Undeliverable, Normal, HubReturn etc.</i>
returnMethod	enum	Method used for shipping the return - see enum/returnMethod <i>Postal, PUDO, Collections</i>
isPaperlessRoute	boolean	Return Order sends out QR code for paperless PUDO
paidBy	string	The party that paid for the return - see enum/paidBy <i>Unpaid, Retailer, Shopper</i>
carrierIdentifier	string	Uniquely identifier the shipping carrier
dropOffLocation	object	
dropOffLocation.id	string	The ID of the location.
dropOffLocation.type	enum	Location type - see enum/locationType <i>Store, PUDO</i>
dropOffLocation.name	string	The name of the location.
dropOffLocation.address1	string	The first line of the address of the location.
dropOffLocation.address2	string	The second line of the address of the location.
dropOffLocation.address3	string	The third line of the address of the location.
dropOffLocation.city	string	The city of the location.
dropOffLocation.postcode	string	The postcode of the location.
dropOffLocation.sortcode	string	The sortcode of the location.
dropOffLocation.region	string	The region of the location.
dropOffLocation.country	string	The country of the location.
dropOffLocation.telephone	string	The telephone of the location.
dropOffLocation.email	string	The email of the location.
dropOffLocation.longitude	double	Location Longitude (if available).
dropOffLocation.latitude	double	Location Latitude (if available).
dropOffLocation.distanceInKms	double	The distance to the location from the request postcode.
dropOffLocation.carrierCode	string	Unique carrier code for ESW.

dropOffLocation.carrierServiceRouteId	string	Unique reference for the associated ESW route.
returnItems	array	
returnItems.returnItemStatus	enum	Status of a return item - see enum/returnItemStatus <i>InProgress, Accepted, Rejected</i>
returnItems.rejectionReason	string	Reason for a return rejection
returnItems.returnReasons	array	Return reason
returnReasons.reasonCode	string	Return reason codes, e.g. "WrongItemShipped", "Damaged", "LateArrival"
returnReasons.description	string	Description for the return
returnReasons.reasonComment	string	The comment the shopper has entered for returning the article
returnReasons.isRetailerAtFault	boolean	Whether or not the retailer was at fault for the return
returnReasons.suppliedBy	enum	Who supplied the return - see enum/returnOrderParty <i>Shopper, CustomerService</i>
shippingInformation.statusDate	dateTime	DateTime UTC of last status change
weight.weightTotal	double	Weight of the package
weight.weightUnit	string	Weight unit of the package - see enum/weightUnit

Create Return

The Create Return Order endpoint will be used to create a Return Order in the Returns Platform.

Can be used via a retailer integration or by organisation integration.

Request

Method	POST
Path	/orders/{orderReference}/return-orders
Authorization	OAuth2 bearer
Allowed Scopes	returns.integration.retailer returns.integration.organisation
Request Body	
<pre> 1 { 2 "consumerEmailAddress": "string", 3 "returnMethod": "string", 4 "returnType": "string", 5 "paidBy": "string", 6 "carrierIdentifier": "string", 7 "isPaperlessRoute": "boolean", 8 "cultureLanguageIso": "string", 9 "shippingReference": "string", </pre>	<pre> 1 { // sample 2 "consumerEmailAddress": "customer@example.com", 3 "returnMethod": "Postal", 4 "returnType": "Normal", 5 "paidBy": "Retailer", 6 "carrierIdentifier": "DHL", 7 "isPaperlessRoute": "true", 8 "cultureLanguageIso": "fr-FR", 9 "shippingReference": "REF6993876423", </pre>

```

10  "barcodeReference": "string",
11  "carrierReference": "string",
12  "weight": {
13    "weightTotal": double,
14    "weightUnit": "string"
15  },
16  "dropOffLocation": {
17    "id": "string",
18    "type": "enum",
19    "name": "string",
20    "address1": "string",
21    "address2": "string",
22    "address3": "string",
23    "city": "string",
24    "postcode": "string",
25    "sortcode": "string",
26    "region": "string",
27    "country": "string",
28    "countryCode": "string",
29    "carrierCode": "string",
30    "carrierServiceRouteId": "string"
31  },
32  "returnItems": [{
33    "id": "guid",
34    "lineItemId": "string",
35    "productCode": "string",
36    "reasonCode": "string",
37    "reasonComment": "string"
38  }]
39 }

```

```

10  "barcodeReference": "5 012345 678900",
11  "carrierReference": "FBA_1636646500B",
12  "weight": {
13    "weightTotal": 1.2,
14    "weightUnit": "Kg"
15  },
16  "dropOffLocation": {
17    "id": "P73",
18    "type": "Pudo",
19    "name": "POPStation@Kebun Baru CC",
20    "address1": "216",
21    "address2": "Kebun Baru Community Club",
22    "address3": "Ang Mo Kio Avenue 4",
23    "city": "Singapore",
24    "postcode": "569897",
25    "sortcode": "910891",
26    "region": "North-East",
27    "country": "Singapore",
28    "countryCode": "SG",
29    "carrierCode": "sng.postal",
30    "carrierServiceRouteId": "123ABC"
31  },
32  "returnItems": [{
33    "id": "0013db57-885d-462b-a24f-80312a9g3207",
34    "lineItemId": "1",
35    "productCode": "11223",
36    "reasonCode": "Damaged",
37    "reasonComment": "Broken glass"
38  },
39  {
40    "id": "8014db57-785d-462b-a24f-80312a9g3207",
41    "lineItemId": "1",
42    "productCode": "11224",
43    "reasonCode": "LateArrival",
44    "reasonComment": "The product arrived too late"
45  }]
46 }

```

Request Fields

Field Name	Type	Validation	Description
orderReference	string	- Required - Max 30 characters length	<i>Supplied in URL</i> The Retailer's unique reference for the order. Case-insensitive.
contactEmailAddress	string	- Required - Max 100 characters length - Validated against original order	Email from Order - used for validation
returnMethod	enum	- Required - Must be a valid accepted value	Method used for shipping the return - see enum/returnMethod <i>Postal, PUDO, Collections</i>
paidBy	enum	- Required - Must be a valid	The party that paid for the return - see enum/paidBy

		accepted value	<i>Unpaid, Retailer, Shopper</i>
carrierIdentifier	string		The carrier identifier. Example: RoyalMail If provided, the returnMethod, paidBy and carrierIdentifier must refer to an available route. When not provided, a carrier will be selected based on returnMethod and paidBy where possible. Where multiple carriers are found, a validation error response will indicate this.
returnType	enum	- Optional - Must be a valid accepted value	Type of return - see enum/returnType <i>Normal, Undeliverable, BlindReturn, EUCoolingOff, HubReturn</i>
isPaperlessRoute	boolean	Optional (default to false)	Indicates whether the return shipping route is paperless or not.
cultureLanguageIso	string	- Required - Validated against the aggregated brand and brand country locales	Language culture iso
dropOffLocation	object	- Optional (see below) - Validated against Return Method being set to PUDO otherwise Optional	Object with a dropOffLocation which consists of address info , contact info, and opening times.
dropOffLocation.id	string	Required	The ID for the location
dropOffLocation.type	enum	Required	Location type - see enum/locationType <i>Store, PUDO</i>
dropOffLocation.name	string	Required	The name of the location.
dropOffLocation.address1	string	- Required - Max 150 characters length	The first line of the address of the location.
dropOffLocation.address2	string	- Optional - Max 150 characters length	The second line of the address of the location.
dropOffLocation.address3	string	- Optional - Max 150 characters length	The third line of the address of the location.
dropOffLocation.city	string	Optional (cant be null)	The city of the location.

		· Max 150 characters length	
dropOffLocation.postcode	string	· Optional · Max 50 characters length	The postcode of the location.
dropOffLocation.sortcode	string	· Optional · Max 10 characters length	The sortcode of the location.
dropOffLocation.region	string	· Optional · Max 50 characters length	The region of the location.
dropOffLocation.country	string	· Optional · Max 50 characters length	The country of the location.
returnItems	array	· Required · At least one required	Array of Return Items
returnItems.Id	guid	· Required (Id is required if ProductCode is not set;)	Unique esw Id of article
returnItems.reasonCode	string		Valid Return reason codes, e.g. "WrongItemShipped", "Damaged", "LateArrival"
returnItems.reasonComment	string	· Optional · Max 100 characters	Return custom reason comment
returnItems.lineItemId	string	· Required (ProductCode, with optional line item id, is required if Id is not set)	ID that identifies the line item
returnItems.productCode	string	· Required (ProductCode, with optional line item id, is required if Id is not set) · Max 50 characters length	The Retailer's unique identification code or SKU for the order item <i>Note: When ProductCode, Id, LineItemId are all provided - they must match to the same item.</i>
weight.weightTotal	double	· Optional	Weight of the package
weight.weightUnit	enum	· Optional	Weight unit of the package - see enum/weightUnit <i>Kg, Lb</i>

Request (Undeliverable Return Order)

Method	POST		
Path	/orders/{orderReference}/return-orders		
Authorization	OAuth2 bearer		
Allowed Scopes	returns.integration.retailer returns.integration.organisation		
Request Body			
<pre>1 { 2 "contactEmailAddress": "string", 3 "cultureLanguageIso": "string", 4 "returnType": "enum", 5 "shippingReference": "string", 6 "carrierReference": "string", 7 "barcodeReference": "string", 8 "weight": { 9 "weightTotal": double, 10 "weightUnit": "enum" 11 } 12 }</pre>		<pre>1 { // sample 2 "contactEmailAddress":"customer@example.com", 3 "cultureLanguageIso": "fr-FR", 4 "returnType": "Undeliverable", 5 "shippingReference": "REF33422784922", 6 "carrierReference": "FBB_1636646500B", 7 "barcodeReference": "5 012345 678900", 8 "weight": { 9 "weightTotal": 1.2, 10 "weightUnit": "Kg" 11 } 12 }</pre>	
Request Fields			
Field Name	Type	Validation	Description
orderReference	string	- Required - Max 30 characters length	<i>Supplied in URL</i> The Retailer's unique reference for the order. Case-insensitive.
contactEmailAddress	string	- Required - Max 100 characters length - Validated against original order	Email from Order - used for validation
cultureLanguageIso	string	- Required - Validated against the aggregated brand and brand country locales	Language culture iso
returnType	enum	Required <i>Undeliverable</i>	
shippingReference	string	- Required when returnType is "Undeliverable" and both carrierReference and barcodeReference are not provided - Max 50 characters length	The retailer's unique barcode reference for the package in which the item was shipped. The Undeliverable return order will contain the order items matching the provided shippingReference, if provided.
carrierReference	string	- Optional - Max 50 characters length	The carrier's unique shipping reference for the package in which the item was shipped. The Undeliverable return order will contain the order items matching the provided

			carrierReference, if provided.
barcodeReference	string	- Optional - Max 50 characters length	The retailer's unique barcode reference for the package in which the item was shipped. The Undeliverable return order will contain the order items matching the provided barcodeReference, if provided.
weight.weightTotal	double	Optional	Weight of the undeliverable package
weight.weightUnit	enum	Optional	Weight unit of the undeliverable package - see enum/weightUnit <i>Kg, Lb</i>

Response

Response Code	201 Created
Description	Successfully created the return order.
Response Body	
<pre> 1 { 2 "returnsListingsGuid": "guid", 3 "returnOrderNumber": ulong, 4 "returnType": "enum", 5 "returnMethod": "enum", 6 "paidBy": "enum" 7 "carrierIdentifier": "string", 8 "isPaperlessRoute": "boolean", 9 "dropOffLocation": { 10 "id": "string", 11 "type": "enum", 12 "name": "string", 13 "address1": "string", 14 "address2": "string", 15 "address3": "string", 16 "city": "string", 17 "postcode": "string", 18 "sortcode": "string", 19 "region": "string", 20 "country": "string" 21 }, 22 "returnitems": [23 { 24 "id": "guid", 25 "lineItemId": "string", 26 "productCode": "string", 27 "productDescription": "string", 28 "productImageUrl": "string", 29 "color": "string", 30 "size": "string", 31 "category": "string", 32 "reasonCode": "string", 33 "reasonComment": "string" 34 } </pre>	<pre> 1 { // sample 2 "returnsListingsGuid": "4c071f76-e27b-4291-a29h 3 "returnOrderNumber": 500000000342342343, 4 "returnType": "Normal", 5 "returnMethod": "Postal", 6 "paidBy": "Unpaid", 7 "carrierIdentifier": "Royal Mail", 8 "isPaperlessRoute": "true", 9 "dropOffLocation": { 10 "id": "P73", 11 "type": "Pudo", 12 "name": "POPStation@Kebun Baru CC", 13 "address1": "216", 14 "address2": "Kebun Baru Community Club", 15 "address3": "Ang Mo Kio Avenue 4", 16 "city": "Singapore", 17 "postcode": "569897", 18 "sortcode": "910891", 19 "region": "North-East", 20 "country": "Singapore" 21 }, 22 "returnitems": [23 { 24 "id": "0013db57-885d-462b-a24f-80312a9g3207 25 "lineItemId": "1", 26 "productCode": "112233", 27 "productDescription": "Red scarf", 28 "productImageUrl": "https://image.com", 29 "color": "Red", 30 "size": "L", 31 "category": "Fashion", 32 "reasonCode": "Defective", 33 "reasonComment": "Broken glass" 34 } </pre>

```

35 ]
36 }

```

```

35 {
36   "id": "8014db57-785d-462b-a24f-80312a9g3207",
37   "lineItemId": "1",
38   "productCode": "112234",
39   "productImageUrl": "https://image.com",
40   "color": "Red",
41   "size": "L",
42   "category": "Fashion",
43   "reasonCode": "LateArrival",
44   "reasonComment": "The product arrived too late",
45 }
46 ]
47 }

```

Response Fields

Field Name	Type	Description
returnOrderNumber	ulong	Return order number
returnType	enum	Type of return - see enum/returnType <i>BlindReturn, Undeliverable, Normal, HubReturn etc.</i>
returnMethod	enum	Method used for shipping the return - see enum/returnMethod <i>Postal, PUDO, Collections</i>
paidBy	enum	The party that paid for the return - see enum/paidBy <i>Unpaid, Retailer, Shopper</i>
carrierIdentifier	string	The ID of the carrier
isPaperlessRoute	boolean	Indicates whether the return was created with a paperless route or not.
dropOffLocation	object	Drop Off Location
dropOffLocation.id	string	The ID of the location.
dropOffLocation.type	enum	Carrier service type used - see enum/serviceType <i>Post, PUDO</i>
dropOffLocation.name	string	The name of the location.
dropOffLocation.address1	string	The first line of the address of the location.
dropOffLocation.address2	string	The second line of the address of the location.
dropOffLocation.address3	string	The third line of the address of the location.
dropOffLocation.city	string	The city of the location.
dropOffLocation.postcode	string	The postcode of the location.
dropOffLocation.sortcode	string	The sortcode of the location.
dropOffLocation.region	string	The region of the location.
dropOffLocation.country	string	The country of the location.
returnItems	array	This is the display string for the closing time for the specific day.

returnItems.id	guid	Unique esw Id of article
returnItems.lineItemId	string	Id that identifies the line item (optionally sent by retailer)
returnItems.productCode	string	The Retailer's unique identification code or SKU for the order item
returnItems.productDescription	string	Title of the product
returnItems.productImageUrl	string	Image url of the item
returnItems.color	string	Product colour
returnItems.size	string	Product size
returnItems.category	string	Product category
returnItems.reasonCode	string	Return reason code
returnItems.reasonComment	string	Return reason comment

Response Code	400 Bad Request
Description	Could not process request.

Response Body

<pre> 1 { 2 "customErrors": { 3 "[PropertyName] string": [4 { 5 "errorCode": "string", 6 "message": "string" 7 } 8] 9 }, 10 "title": "string", 11 "status": number, 12 "detail": "string", 13 "instance": "string" 14 }</pre>	<pre> 1 { //sample 2 "customErrors": { 3 "ConsumerEmailAddress": [4 { 5 "errorCode": "CR1", 6 "message": "'Consumer Email Address' is not 7 } 8] 9 }, 10 "title": "One or more validation errors occurred.", 11 "status": 400, 12 "detail": "Invalid request", 13 "instance": "/api/v1/AAAAAAA/orders/123456789/ret 14 }</pre>
---	--

Response Fields

Field Name	Type	Description
customErrors	object	Object with one or more validation errors
customErrors.[PropertyName]	array	
customErrors.[PropertyName].errorCode	string	CR1 - input validation error CR2 - order items not found CR3 - order items already returned CR4 - order items prohibited from returns CR5 - order items too early to return CR6 - order items too late to return CR7 - order items with no return reason

		CR8 - items with invalid return reason CR9 - could not match return method for provided return method and paid by with or without carrier CR10 - carrier was not provided and multiple return methods were found CR11 - Culture language iso is not available CR12 - Carrier does not support paperless/label CR19 - (Undeliverable) Could not find any order items matching provided shipping reference CR20 - (Undeliverable) Order items matching shipping reference were found but not all items are shipped
customErrors.[PropertyName].message	string	Custom validation error message
title	string	Response title
status	integer	HTTP status code
detail	string	Response detail
instance	string	Request path

Update Return

The Update Return Order endpoint will be used to update some parts of a Return Order in the Return Platform.

Can be used via a retailer integration or by organisation integration.

Return Status States

To ensure the logical progress of return order through status transitions, validation is implemented as defined in the matrix below. Current Status(Left hand side column) to New Status(Header row across). "X" marks transition is allowed.

	Created	Received	OnHold	Released	Processed	AddedToManifest	SentToRetailer	ReceivedByRetailer	RemovedFromManifest	Cancelled	Refunded
Created		X	X		X	X				X	
Received			X		X	X					
OnHold				X							
Released			X		X	X					
Processed						X					X
AddedToManifest					X		X	X	X		
SentToRetailer					X			X			
ReceivedByRetailer					X						

RemovedFromManifest					X	X					
Cancelled											
Refunded						X	X	X	X		

Note: For the cells highlighted above, the transition is only allowed if the return has not been previously processed. For example:

Created -> Received -> Processed -> AddedToManifest -> ReceivedByRetailer is a valid transition

Created -> Received -> AddedToManifest -> Processed is a valid transition

Created -> Received -> Processed -> AddedToManifest -> Processed is not a valid transition. The return can only be set to Processed once.

Request

Method	PUT		
Path	/orders/{orderReference}/return-orders/{returnOrderNumber}		
Authorization	OAuth2 bearer		
Allowed Scopes	returns.integration.retailer returns.integration.organisation		
Request Body			
<pre>1 { 2 "status": "enum", 3 "statusReason": "string" 4 "returnitems": [{ 5 "id": "guid", 6 "lineItemId": "string", 7 "productCode": "string", 8 "returnItemStatus": "enum", 9 "rejectionReason": "string", 10 "reasonCodeOverride": "string", 11 "reasonCode": "string" 12 }], 13 "weight": { 14 "weightTotal": double, 15 "weightUnit": "string" 16 } 17 }</pre>		<pre>1 { // sample 2 "status": "Processed", 3 "statusReason": "Delays processing returns due to holidays" 4 "returnitems": [{ 5 "id": "0013db57-885d-462b-a24f-80312a9g3207", 6 "lineItemId": "1", 7 "productCode": "11223", 8 "returnItemStatus": "Rejected", 9 "rejectionReason": "ArticleIncludedButConditionNotAccepted", 10 "reasonCodeOverride": "DoNotLike", 11 "reasonCode": "DoesNotFit" 12 }], 13 { 14 "id": "8014db57-785d-462b-a24f-80312a9g3207", 15 "lineItemId": "1", 16 "productCode": "11224", 17 "returnItemStatus": "Accepted", 18 "rejectionReason": "Accepted", 19 "reasonCodeOverride": null 20 }], 21 "weight": { 22 "weightTotal": 1.2, 23 "weightUnit": "Kg" 24 }, 25 }</pre>	
Request Fields			
Field Name	Type	Validation	Description

orderReference	string	· Required · Max 30 characters length	<i>Supplied in URL</i> The Retailer's unique reference for the order. Case-insensitive.
returnOrderNumber	ulong	· Required	<i>Supplied in URL</i> Return platform return order number
status	enum	· Required	New Return Order status Possible values: • Created • Received • OnHold • Released • Processed • AddedToManifest • SentToRetailer • ReceivedByRetailer • RemovedFromManifest • Cancelled • Refunded
statusReason	string	· Required (StatusReason is required if the Status is "OnHold", otherwise Optional)	The reason for the status update
returnItems	array	· Required (ReturnItems are required if the Status is "Processed", otherwise Optional)	Array of Return Items Note: When Status is "Processed" all return items must be provided in the request with associated status and, when applicable, rejection reason
returnItems.Id	guid	· Required (Id is required if ProductCode is not set;)	Unique esw Id of article
returnItems.lineItemId	string	· Required (ProductCode, with optional line item id, is required if Id is not set)	ID that identifies the line item
returnItems.productCode	string	· Required (ProductCode, with optional line item id, is required if Id is not set) · Max 50 characters length	The Retailer's unique identification code or SKU for the order item <i>Note: When ProductCode, Id, LineItemId are all provided - they must match to the same item.</i>
returnItems.returnItemStatus	enum	· Required	Return Item status Possible values: • Accepted

			Rejected
returnItems.rejectionReason	string	Required (RejectionReason is required of ReturnItemStatus is "Rejected", otherwise Optional)	The reason for rejecting the return item Valid rejection reason, e.g. "ArticleNotIncluded"
returnItems.reasonCodeOverride	string	Optional	Value to replace the original shopper supplied return reason Valid Return reason codes, e.g. "WrongItemShipped", "Damaged", "LateArrival"
returnItems.reasonCode	string	Optional	Return order item reason code. If not provided; defaults to "NoReasonCodeSelected-v3"
weight.weightTotal	double	Optional	Weight of the package
weight.weightUnit	enum	Optional	Weight unit of the package - see enum/weightUnit <i>Kg, Lb</i>

Response

Response Code	200 OK
Description	Successfully updated the return order.
Response Body	
<pre> 1 { 2 "id": "string", 3 "orderReference": "string", 4 "returnOrderNumber": ulong, 5 "createdOn": "dateTime", 6 "lastUpdated": "dateTime", 7 "status": "enum", 8 "returnAdminCentreCode": "string", 9 "returnsListingsGuid": "guid", 10 "returnType": "enum", 11 "returnMethod": "enum", 12 "isPaperlessRoute": boolean, 13 "paidBy": "enum", 14 "carrierIdentifier": "string", 15 "dropOffLocation": { 16 "id": "string", 17 "type": "string", 18 "name": "string", 19 "address1": "string", 20 "address2": "string", 21 "address3": "string", 22 "city": "string", 23 "postcode": "string", 24 "sortcode": "string", </pre>	<pre> 1 { // sample 2 "id": "GOCAS-5000001604" 3 "orderReference": "123456789", 4 "returnOrderNumber": 5000001604, 5 "createdOn": "2022-04-26T15:37:19.337156Z", 6 "lastUpdated": "2022-04-26T15:37:19.337156Z", 7 "status": "Processed", 8 "returnAdminCentreCode": "RUMDC", 9 "returnsListingsGuid": "fa5a96f6-7267-46bd-87e1 10 "returnType": "Normal", 11 "returnMethod": "Postal", 12 "isPaperlessRoute": true, 13 "paidBy": "Retailer", 14 "carrierIdentifier": "SingPost", 15 "dropOffLocation": { 16 "id": "P73", 17 "type": "Store", 18 "name": "POPStation@Kebun Baru CC", 19 "address1": "216", 20 "address2": "Kebun Baru Community Club", 21 "address3": "Ang Mo Kio Avenue 4", 22 "city": "Singapore", 23 "postcode": "569897", 24 "sortcode": "910891", </pre>

```

25     "region": "string",
26     "country": "string",
27     "telephone": "string",
28     "email": "string",
29     "longitude": double,
30     "latitude": double,
31     "distanceInKms": double,
32     "carrierCode": "string",
33     "carrierServiceRouteId": "string"
34 },
35 "returnItems": [{
36     "returnItemStatus": "enum",
37     "rejectionReason": "string",
38     "returnReasons": [{
39         "reasonCode": "enum",
40         "description": "string",
41         "reasonComment": "string",
42         "isRetailerAtFault": boolean,
43         "suppliedBy": "enum"
44     }],
45     "id": "guid",
46     "productCode": "string",
47     "lineItemId": "string",
48     "productDescription": "string",
49     "productCustomsDescription": "string",
50     "countryOfOriginIso": "string",
51     "hsCode": "string",
52     "weight": {
53         "weightTotal": double,
54         "weightUnit": "enum"
55     },
56     "unitPrice": {
57         "amount": double,
58         "currency": "string"
59     },
60     "productImageUrl": "string",
61     "color": "string",
62     "size": "string",
63     "category": "string",
64     "personalized": boolean,
65     "dangerousGoods": boolean,
66     "prohibitedForReturns": boolean,
67     "shippingInformation": {
68         "shippingReference": "string",
69         "shippingStatus": "enum",
70         "statusDate": dateTime
71     }
72 }]
73 }

```

```

25     "region": "North-East",
26     "country": "Singapore",
27     "telephone": "12345678910",
28     "email": "test@email.com",
29     "longitude": 12345.123,
30     "latitude": 123435.123,
31     "distanceInKms": 20,
32     "carrierCode": "sng-post.postal",
33     "carrierServiceRouteId": "abc1-12345"
34 },
35 "returnItems": [{
36     "returnItemStatus": "accepted",
37     "rejectionReason": "WrongProduct",
38     "returnReasons": [{
39         "reasonCode": "WrongItemSent",
40         "description": "Wrong Item Sent",
41         "reasonComment": "Don't like the colour",
42         "isRetailerAtFault": true,
43         "suppliedBy": "Shopper"
44     }],
45     "id": "e497818c-77bc-46e1-8572-d3150588e67c",
46     "productCode": "0607339",
47     "lineItemId": "3",
48     "productDescription": "Nike Black Shoes - s",
49     "productCustomsDescription": "shoes",
50     "countryOfOriginIso": "IE",
51     "hsCode": "6211490",
52     "weight": {
53         "weightTotal": 0.1,
54         "weightUnit": "Kg"
55     },
56     "unitPrice": {
57         "amount": 70.2,
58         "currency": "USD"
59     },
60     "productImageUrl": "https://static.nike.com",
61     "color": "Black",
62     "size": "32",
63     "category": "Shoes",
64     "personalized": true,
65     "dangerousGoods": false,
66     "prohibitedForReturns": false,
67     "shippingInformation": {
68         "shippingReference": "FBA_1636646500B",
69         "shippingStatus": "Shipped",
70         "statusDate": "2022-05-04T09:53:42.844Z"
71     }
72 }]
73 }

```

Response Fields

Field Name	Type	Description
id	string	The Return Order identifier
orderReference	string	The Retailer's unique reference for the order
returnOrderNumber	ulong	Return order number

createdOn	dateTime	DateTime UTC when the return was created
lastUpdated	dateTime	DateTime UTC when the return was last updated
status	string	Overall status of the return
returnAdminCentreCode	string	Returns Centre used for the return
returnsListingsGuid	guid	Unique guid for the return order
returnType	enum	Type of return - see enum/returnType <i>BlindReturn, Undeliverable, Normal, HubReturn etc.</i>
returnMethod	enum	Method used for shipping the return - see enum/returnMethod <i>Postal, PUDO, Collections</i>
isPaperlessRoute	boolean	Return Order sends out QR code for paperless PUDO
paidBy	enum	The party that paid for the return - see enum/paidBy <i>Unpaid, Retailer, Shopper</i>
carrierIdentifier	string	Uniquely identifier the shipping carrier
dropOffLocation	object	
dropOffLocation.id	string	The ID of the location.
dropOffLocation.type	enum	Location type - see enum/locationType <i>Store, PUDO</i>
dropOffLocation.name	string	The name of the location.
dropOffLocation.address1	string	The first line of the address of the location.
dropOffLocation.address2	string	The second line of the address of the location.
dropOffLocation.address3	string	The third line of the address of the location.
dropOffLocation.city	string	The city of the location.
dropOffLocation.postcode	string	The postcode of the location.
dropOffLocation.sortcode	string	The sortcode of the location.
dropOffLocation.region	string	The region of the location.
dropOffLocation.country	string	The country of the location.
dropOffLocation.telephone	string	The telephone of the location.
dropOffLocation.email	string	The email of the location.
dropOffLocation.longitude	double	Location Longitude (if available).
dropOffLocation.latitude	double	Location Latitude (if available).
dropOffLocation.distanceInKms	double	The distance to the location from the request postcode.
dropOffLocation.carrierCode	string	Unique carrier code for ESW.
dropOffLocation.carrierServiceRouteId	string	Unique reference for the associated ESW route.

returnItems	array	
returnItems.returnItemStatus	enum	Status of a return item - see enum/returnItemStatus <i>InProgress, Accepted, Rejected</i>
returnItems.rejectionReason	string	Reason for a return rejection
returnItems.returnReasons	array	
returnReasons.reasonCode	string	Return reason codes, e.g "WrongItemShipped", "Damaged", "LateArrival"
returnReasons.description	string	Description for the return
returnReasons.reasonComment	string	The comment the shopper has entered for returning the article
returnReasons.isRetailerAtFault	boolean	Whether or not the retailer was at fault for the return
returnReasons.suppliedBy	integer	Who supplied the return - see enum/returnOrderParty <i>Shopper, CustomerService</i>
returnItems.id	guid	Unique esw identifier for the return item
returnItems.productCode	string	The Retailer's unique identification code or SKU for the order item
returnItems.lineItemId	string	Id that identifies the line item (optionally sent by retailer)
returnItems.productDescription	string	Title of the product
returnItems.productCustomsDescription	string	Description of the product, including material composition for customs
returnItems.countryOfOriginIso	string	Two-letter manufacturing country of origin of the product
returnItems.hsCode	string	Harmonized System (HS) code of the product
returnItems.weight	object	
weight.weightTotal	double	Weight of the item
weight.weightUnit	string	Weight unit of the item - see enum/weightUnit <i>Kg, Lb</i>
returnItems.unitPrice	object	
unitPrice.amount	double	Unit price of the product
unitPrice.currency	string	Currency ISO used when determining the price of the item
returnItems.productImageUrl	string	Image url of the item
returnItems.color	string	Item color
returnItems.size	string	Item size
returnItems.category	string	Item Category such as Furniture, Hardware, HealthBeauty, LuggageBag
returnItems.personalized	boolean	Has the item been personalized
returnItems.dangerousGoods	boolean	Indicates whether the item is Dangerous/Hazardous
returnItems.prohibitedForReturns	boolean	Indicates if the item should be prohibited for return (defaults to false unless it's been overridden during ingestion)

returnItems.shippingInformation	object	Additional shipping information
shippingInformation.shippingReference	string	Shipping reference
shippingInformation.shippingStatus	string	Current shipping status
shippingInformation.statusDate	dateTime	DateTime UTC of last status change

Response Code	400 Bad Request
Description	Could not process request.

Response Body

<pre>1 { 2 "customErrors": { 3 "[PropertyName] string": [4 { 5 "errorCode": "string", 6 "message": "string" 7 } 8] 9 }, 10 "title": "string", 11 "status": number, 12 "detail": "string", 13 "instance": "string" 14 }</pre>	<pre>1 { //sample 2 "customErrors": { 3 "ConsumerEmailAddress": [4 { 5 "errorCode": "UR1", 6 "message": "'Status' is not a valid value." 7 } 8] 9 }, 10 "title": "One or more validation errors occurred." 11 "status": 400, 12 "detail": "Invalid request", 13 "instance": "/api/v1/AAAAAAA/orders/123456789/retu 14 }</pre>
--	---

Response Fields

Field Name	Type	Description
customErrors	object	Object with one or more validation errors
customErrors.[PropertyName]	array	
customErrors. [PropertyName].errorCode	string	UR1 - Input validation error UR2 - Return centre content check is not enabled UR3 - Return centre content check is enabled UR4 - Return centre is not supported UR5 - Return centre version is incorrect UR6 - Reason code override is not configured for the brand UR7 - Return order item not found UR8 - Return order item status should be accepted or rejected UR9 - When return order item status is rejected, rejection reason cannot be empty UR10 - Return order status change failed
customErrors. [PropertyName].message	string	Custom validation error message
title	string	Response title
status	integer	HTTP status code
detail	string	Response detail

instance	string	Request path
----------	--------	--------------

Get Shipping Documents

This endpoint is used to gather shipping documents that have been generated for a return order. Note, shipping documents are generated in an asynchronous manner, therefore the `documentStatus` field will be "Processing" until all documents have been fully generated "Ready".

Can be used via a retailer integration or by organisation integration.

Request

Method	GET		
Path	/return-orders/{returnOrderNumber}/{documentType}		
Authorization	OAuth2 bearer		
Allowed Scopes	returns.integration.retailer returns.integration.organisation		
Request Fields			
Field Name	Type	Validation	Description
returnOrderNumber	ulong	· Required	Supplied in the URL Return platform return order number
documentType	enum	· Required ReturnLabel or LastMileLabel or PrePrintedLabel	Supplied in the URL Document Type to return

Response

Response Code	200 OK
Description	Successfully retrieved shipping documents for the return order.
Response Body	
<pre> 1 { 2 "orderReference": "string", 3 "returnOrderNumber": "string", 4 "contentType": "string", 5 "documentStatus": "enum", 6 "label": "string", 7 "cultureLanguageIso": "string", 8 "documentId": "guid", 9 "documentType": "enum", 10 "carrierInfoDetails": { 11 "carrierId": "string", 12 "carrierName": "string", 13 "carrierReference": "string", 14 "carrierTrackingReference": "string" </pre>	<pre> 1 { 2 "orderReference": "2123456789", 3 "returnOrderNumber": "5000012345", 4 "contentType": "pdf", 5 "documentStatus": "Processing", 6 "label": "PHN2ZyB4bWxucz0iaHR0cDo...", 7 "cultureLanguageIso": "fr-FR", 8 "documentId": "3fa85f64-5717-4562-b3fc-2c963f66afa", 9 "documentType": "ReturnLabel", 10 "carrierInfoDetails": { 11 "carrierId": "US-US-Inbound-UPSMI-PUDO", 12 "carrierName": "UPS MI", 13 "carrierReference": "420600079202390989986354340", 14 "carrierTrackingReference": "4206000792023909899 </pre>

```
15 }
16 }
```

```
15 }
16 }
```

Response Fields

Field Name	Type	Description
orderReference	string	The Retailer's unique reference for order
returnOrderNumber	ulong	Return platform return order number
contentType	string	Return document content type that can used to render the document
documentStatus	enum	Status of the document generation - see enum/returnDocumentStatus <i>Processing, Ready, Failed</i>
label	string	Base64 string document content
cultureLanguageIso	string	Culture language code
documentId	guid	Unique identifier for a return document
documentType	enum	Type of document - see enum/returnDocumentType <i>ReturnLabel, LastMileLabel</i>
carrierId	string	Unique identifier the shipping carrier
carrierName	string	Shipping carrier name
carrierReference	string	Carrier shipment reference (if applicable)
carrierTrackingReference	string	Carrier shipment tracking reference (if applicable)

Get Return Methods

This endpoint is used to search for the available shipping methods for the return.

Can be used via a retailer integration or by organisation integration.

Request

Method	POST
Path	/return-methods/{orderReference}
Authorization	OAuth2 bearer
Allowed Scopes	<code>returns.integration.retailer</code> <code>returns.integration.organisation</code>

Request Body

```
1 {
2   "returnitems": [{
3     "id": "guid",
4     "productCode": "string",
5     "lineItemId": "string"
6   }]
```

```
1 { // sample
2   "returnitems": [{
3     "id": "b5ebc90e-5a3b-4318-b009-bb68e1121c0b",
4     "productCode": "PC10"
5     "lineItemId": "1"
6   }]
```

7 }

7 }

Request Fields			
Field Name	Type	Validation	Description
orderReference	string	· Required · Max 30 characters length	<i>Supplied in URL</i> The Retailer's unique reference for the order. Case-insensitive.
orderItems	array		Array of Return Items requested
orderItems.Id	guid	· Required (Id is required if ProductCode is not set)	Unique esw Id of article
orderItems.productCode	string	· Required (ProductCode, with optional LineItemId, is required if Id is not set) · Max 50 characters length	The Retailer's unique identification code or SKU for the order item <i>Note: When ProductCode, Id, LineItemId are all provided - they must match to the same item.</i>
orderItems.lineItemId	string	· Required (ProductCode, with optional line item id, is required if Id is not set)	ID that identifies the line item

Response

Response Code	200 OK
Description	Successfully retrieved available return methods.
Response Body	
<pre> 1 { 2 "orderReference": "string", 3 "originCountryIso": "string", 4 "destinationCountryIso": "string", 5 "selectedReturnAdminCentreCode": "string", 6 "returnMethods": [{ 7 "returnMethod": "enum", 8 "paidBy": "enum", 9 "carrierServiceRoute": { 10 "carrierServiceRouteId": "string", 11 "eswCarrierIdentifier": "string", 12 "carrierName": "string", 13 "serviceType": "enum", 14 "carrierServiceCode": "string", 15 "isPaperlessRoute": "boolean" 16 }] 17 }</pre>	<pre> 1 { 2 "orderReference": "123456789", 3 "originCountryIso": "GB", 4 "destinationCountryIso": "FR", 5 "selectedReturnAdminCentreCode": "ASEFR", 6 "returnMethods": [{ 7 "returnMethod": "Postal", 8 "paidBy": "Retailer", 9 "carrierServiceRoute": { 10 "carrierServiceRouteId": "GB_FR", 11 "eswCarrierIdentifier": "Asendia", 12 "carrierName": "DHL", 13 "serviceType": "Post", 14 "carrierServiceCode": "WPX", 15 "isPaperlessRoute": "true" 16 }] 17 }</pre>
Response Fields	

Field Name	Type	Description
orderReference	string	The Retailer's unique reference for order
originCountryIso	string	Two letter country ISO of origin country
destinationCountryIso	string	Two letter country ISO of destination country
selectedReturnAdminCentreCode	string	Selected return centre code
returnMethods	array	The list of available return methods
returnMethods.returnMethod	enum	Method used for shipping the return - see enum/returnMethod <i>Postal, PUDO, Collections</i>
returnMethods.paidBy	enum	The party that paid for the return - see enum/paidBy <i>Unpaid, Retailer, Shopper</i>
returnMethods.carrierServiceRoute	object	
carrierServiceRoute.carrierServiceRouteId	string	The unique identifier of the route
carrierServiceRoute.eswCarrierIdentifier	string	The unique identifier of the carrier
carrierServiceRoute.carrierName	string	The name of the carrier
carrierServiceRoute.serviceType	enum	Carrier service type used - see enum/serviceType <i>Post, PUDO</i>
carrierServiceRoute.carrierServiceCode	string	Code that's passed to the carrier for the service type
carrierServiceRoute.isPaperlessRoute	boolean	Indicates whether or not the return method is paperless

Get Return Tracking Events

Gets a list of tracking events and tracking event milestones for a given return order.

Can be used via a retailer integration or by organisation integration.

Request

Method	POST
Path	/tracking-events
Authorization	OAuth2 bearer
Allowed Scopes	returns.integration.retailer returns.integration.organisation
Request Body	
<pre> 1 { 2 "trackingReference": "string", 3 "emailAddress": "string" </pre>	<pre> 1 { // sample 2 "trackingReference": "20077466295", 3 "emailAddress": "shopper@eshopworld.com" </pre>

4 }

4 }

Request Fields

Field Name	Type	Validation	Description
returnOrderNumber	ulong	· Required	Return platform return order number
emailAddress	string	· Required · Max 100 characters length · Valid email address	Email Address for the return order

Response

Response Code	200 OK	
Description	Successfully retrieved tracking events for the return order.	
Response Body		
<pre>1 { 2 "milestones": [{ 3 "code": "string", 4 "dateTime": "dateTime", 5 "location": "string", 6 "isCurrentMilestone": boolean 7 }], 8 "events": [{ 9 "code": "string", 10 "dateTime": "dateTime", 11 "location": "string" 12 }], 13 "carrier": "string" 14 }</pre>	<pre>1 { // sample 2 "milestones": [{ 3 "code": "ReturnCreated", 4 "dateTime": "2022-05-06T14:22:02.283", 5 "location": "Washington, UNITED STATES", 6 "isCurrentMilestone": true 7 }], 8 "events": [{ 9 "code": "ESW0000044", 10 "dateTime": "2022-05-06T14:22:02.283", 11 "location": "Washington, UNITED STATES" 12 }], 13 "carrier": "DHL" 14 }</pre>	
Response Fields		
Field Name	Type	Description
milestones	array	The list of tracking event milestones
milestones.code	string	ESW tracking milestone event code
milestones.dateTime	dateTime	Date and time the tracking milestone event took place
milestones.location	string	Location of the tracking milestone event
milestones.isCurrentMilestone	boolean	Flag indicating if this tracking milestone is the current event
events	array	The list of tracking events
events.code	string	ESW tracking event code
events.dateTime	dateTime	Date and time the tracking event took place
events.location	string	Location of the tracking event

carrier	string	Name of the carrier handling shipping
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Configuration Methods

Get Retailer Country Configuration

This endpoint is used to retrieve country specific configuration for the Returns Platform. This is brand/country level configuration is used to drive returns processing. Shopper origin (location the return will originate from) is generally used to looking configuration.

Can be used via a retailer or organisation integration.

Request

Method	GET		
Path	/configuration/countries/{countryIso}		
Authorization	OAuth2 bearer		
Allowed Scopes	returns.integration.retailer returns.integration.organisation		
Request Fields			
Field Name	Type	Validation	Description
countryIso	string	- Required - Max 2 characters length	<i>Supplied in URL</i> Two letter country ISO

Response

Response Code	200 OK
Description	Successfully retrieved country configuration
Response Body	
<pre> 1 { 2 "organisationId": "string", 3 "brandCode": "string", 4 "brandName": "string", 5 "countryIso": "string", 6 "currencyIso": "string", 7 "returnsOmsEnabled": boolean, 8 "portalSettings": { 9 "blockDefectiveDangerGoods": boolean, 10 "returnsPortalConfigurationSettings": { 11 "showRefund": boolean, 12 "showLabel": boolean, 13 "returnReasonMandatory": boolean, 14 "noOfDaysAllowedForReturn": integer, </pre>	<pre> 1 { 2 "organisationId": "esw", 3 "brandCode": "TES", 4 "brandName": "Go Rev", 5 "countryIso": "FR", 6 "currencyIso": "EUR", 7 "returnsOmsEnabled": true, 8 "portalSettings": {, 9 "blockDefectiveDangerGoods": true, 10 "returnsPortalConfigurationSettings": { 11 "ShowRefund": false, 12 "showLabel": true, 13 "returnReasonMandatory": false, 14 "noOfDaysAllowedForReturn": 30, </pre>

15	"numberOfDeliveryDaysRequired": integer,	15	"numberOfDeliveryDaysRequired": 20,
16	"shippedPeriodDays": integer,	16	"shippedPeriodDays": 0,
17	"cancelOrderNoOfDays": integer,	17	"cancelOrderNoOfDays": 14,
18	"isCancelOrderAllowed": boolean	18	"isCancelOrderAllowed": true
19	},	19	},
20	"customerReturnReasonCodes": [{	20	"customerReturnReasonCodes": [{
21	"code": "string",	21	"code": "WrongItemSent",
22	"description": "string",	22	"description": "Wrong item shipped",
23	"isRetailerAtFault": boolean	23	"isRetailerAtFault": true
24	}]	24	},
25	},	25	{
26	"locales": [{	26	"code": "WrongItemSent",
27	"name": "string",	27	"description": "Defective",
28	"cultureInfoCode": "string"	28	"isRetailerAtFault": true
29	}]	29	}]
30	}	30	},
		31	"locales": [{
		32	"name": "English (Ireland)",
		33	"cultureInfoCode": "en-IE"
		34	}]
		35	}

Response Fields

Field Name	Type	Description
organisationId	string	unique identifier for the organisation
brandCode	string	ESW legacy 3 character identifier for the brand (an ESW specific field)
brandName	string	ESW brand name
countryIso	string	Two digit country ISO code
currencyIso	string	Three digit currency ISO code
returnsOmsEnabled	boolean	Whether this brand is enabled for returns or not (an ESW specific field - can be ignored)
portalSettings	object	
portalSettings.blockDefectiveDangerGoods	boolean	Whether brand blocks return of defective dangerous goods, true by default - can be overridden in the service portal
portalSettings.returnsAdminCentreCode	string	Unique five letter code for the returns admin centre for the country (for this brand)
portalSettings.returnsPortalConfigurationSettings	object	
returnsPortalConfigurationSettings.showRefund	boolean	Whether refund amount summary will be shown on the portal or not
returnsPortalConfigurationSettings.returnReasonMandatory	boolean	Whether or not the return reason needs to be completed as mandatory
returnsPortalConfigurationSettings.noOfDaysAllowedForReturn	integer	Number of days (begins when the order was shipped) that a return is allowed
returnsPortalConfigurationSettings.numberOfDeliveryDaysRequired	integer	Number of days allowed for delivery

returnsPortalConfigurationSettings.shippedPeriodDays	integer	Number of days allowed for shipping
returnsPortalConfigurationSettings.cancelOrderNoOfDays	integer	Number of days allowed for cancel
returnsPortalConfigurationSettings.isCancelOrderAllowed	boolean	Is order allowed for cancel
customerReturnReasonCodes	array	
customerReturnReasonCodes.code	string	Return reason codes, e.g. "WrongItemShipped", "Damaged", "LateArrival"
customerReturnReasonCodes.description	string	Customer return reason description
customerReturnReasonCodes.isRetailerAtFault	boolean	Whether or not the retailer is at fault for the return
locales	array	List of aggregated language locales configured for the brand and associated brand countries
locales.name	string	The language name e.g. "English (Ireland)"
locales.cultureInfoCode	string	The 4 letter locale culture info code e.g. "en-IE"

Location Methods

Get Drop-off Locations

This endpoint is used to retrieve PUDO Drop-off locations for a given carrier, based on the shoppers Postcode.

Request

Method	GET		
Path	/location?countryCode={countryIso}&postcode={postcode}&city={city}&maxDistanceInKms={maxDistanceInKms}&maxLocations={maxLocations}&carrierServiceRouteId={carrierServiceRouteId}		
Authorization	None		
Request Fields			
Field Name	Type	Validation	Description
carrierServiceRouteId	string	Required	<i>Supplied in Query</i> CarrierServiceRouteId gathered from the return-methods. This specifies the carrier to be used for PUDO.
countryCode	string	- Required - Max 2 characters length	<i>Supplied in Query</i> Two letter country ISO

postCode	string	· Required	<i>Supplied in Query</i> Postcode to search for locations on
city	string		<i>Supplied in Query</i> Narrow down the search using City.
maxDistanceInKms	integer		<i>Supplied in Query</i> Maximum range (in Kilometers) to gather locations for. Default is 20km.
maxLocations	integer		<i>Supplied in Query</i> Maximum number of locations to return in the query. Default is 10 locations.

Response

Response Code	200 OK	
Description	Successfully retrieved country configuration	
Response Body		
<pre>1 { 2 "locations": [{ 3 "id": "string", 4 "type": "string", 5 "name": "string", 6 "address1": "string", 7 "address2": "string", 8 "address3": "string", 9 "city": "string", 10 "postalCode": "string", 11 "sortCode": "string", 12 "region": "string", 13 "countryCode": "string", 14 "country": "string", 15 "telephone": "string", 16 "email": "string", 17 "latitude": double, 18 "longitude": double, 19 "distanceInKms": double, 20 "openingTimesDescription": "string", 21 "openingTimes": [{ 22 "day": "string", 23 "opens": "string", 24 "closes": "string" 25 }], 26 "carrierCode": "string", 27 "carrierServiceRouteId": "string" 28 }] 29 }</pre>	<pre>1 { // sample 2 "locations": [{ 3 "id": "string", 4 "type": "Store", 5 "name": "string", 6 "address1": "string", 7 "address2": "string", 8 "address3": "string", 9 "city": "string", 10 "postalCode": "string", 11 "sortCode": "string", 12 "region": "string", 13 "countryCode": "string", 14 "country": "string", 15 "telephone": "string", 16 "email": "string", 17 "latitude": 0, 18 "longitude": 0, 19 "distanceInKms": 0, 20 "openingTimesDescription": "string", 21 "openingTimes": [{ 22 "day": "Sunday", 23 "opens": "string", 24 "closes": "string" 25 }], 26 "carrierCode": "string", 27 "carrierServiceRouteId": "string" 28 }] 29 }</pre>	
Response Fields		
Field Name	Type	Description
locations	array	List of available locations based on the request parameters

id	string	The ID of the location
type	string	Location type - see enum/locationType <i>Store, PUDO</i>
name	string	The name of the location.
address1	string	The first line of the address of the location.
address2	string	The second line of the address of the location.
address3	string	The third line of the address of the location.
city	string	The city for the location.
postcode	string	The postcode for the location.
sortcode	string	The sortcode for the location.
region	string	The region for the location.
country	string	The country for the location.
telephone	string	The telephone number for the location.
email	string	The email contact for the location.
longitude	double	Location Longitude (if available).
latitude	double	Location Latitude (if available).
distanceInKms	double	The distance to the location from the request postcode.
openingTimesDescription	string	The description of the opening times at the location.
openingTimes	array	A list of opening times the location supports.
openingTimes.day	string	The Day of the provided opening time for the location.
openingTimes.opens	string	Display string for the opening time for the day.
openingTimes.closes	string	Display string for the closing time for the day.
carrierCode	string	Unique carrier code for ESW.
carrierServiceRouteId	string	Unique reference for the associated ESW route.

Enum Values

Enum name	Possible values
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WeightUnit	1 Kg, 2 Lb
ShippingStatus	1 Unshipped, 2 Shipped, 3 Cancelled
ReturnItemStatus	1 InProgress, 2 Accepted, 3 Rejected, 4 RejectedNotReturned, 5 Cancelled
ReturnOrderStatus	1 Created, 2 Received, 3 OnHold, 4 Released, 5 Processed, 6 AddedToManifest, 7 SentToRetailer, 8 ReceivedByRetailer, 9 RemovedFromManifest, 10 Cancelled, 11 Refunded
ReturnMethod	1 Postal, 2 PUDO, 3 Collections, 4 Store
PaidBy	1 Unpaid, 2 Retailer, 3 Shopper
LocationType	1 Store, 2 Pudo
ReturnOrderParty	1 Shopper, 2 CustomerService
ReturnType	1 Normal, 2 Undeliverable, 3 BlindReturn, 4 EUCoolingOff, 5 HubReturn
ServiceType	1 Express, 2 Post, 3 PUDO