

Rental Provider Automation Process

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1. Introduction

This document will address the requirements for making use of the Valore Books automated Inventory and Order processing systems. If you require more information on automated processing or find any discrepancies in our documentation, please contact your Valore Books account representative or email us at loadingsupport@ValoreBooks.com.

Valore Books has developed an automated system that allows rental integration partners to deliver inventory data, receive orders, deliver order confirmations, report rental return statuses, and provide refunds in bulk. Primarily used by large rental providers (1,500 and up products), this process allows you to add/edit/delete inventory, process orders, create refunds, register rental returns, and receive status updates using batch processes with little to no human interaction. In

this process your system creates files and automatically uploads them to Valore's servers using FTP with a user name and password that we provide.

Inventory files contain sku adds, modifies of prices and quantities, and deletes. Order files contain the necessary information to identify an item and ship it to a customer. Order data is sent from Valore Books to the rental partner. Confirmations are sent from the rental partner to ValoreBooks, and contain the necessary information for the rental partner to let Valore Books and the customer know that an item will be shipped or cancelled. And rental return confirmations are sent from the rental partner to ValoreBooks. Status of late fees, extensions, damage charges, non-return fees, purchases of rentals, and new due dates will also be available via data feed.

Data delivery is done via FTP. Using this method, multiple orders are combined into a single text file and retrieved by the rental provider. A rental provider then sends a text file back to Valore Books that includes confirmations and cancellations. The text confirmation file is then processed by Valore Books and the status of the orders is updated.

This document will address the requirements for making use of the FTP method for Valore Books Automated Order Processing; it is broken up into five main sections, Inventory, Orders, Confirmations, Refunds, and Status Checks.

An explanation of your FTP account:

Folders

Confirm – This is where you will drop off files for items shipped or cancelled.

ConfirmHistory – This is where you will see the results of your processed file.

Inventory – This is where you will drop off files for inventory processing.

InventoryHistory - This is where you will see the results of your processed file.

InventoryExport – This is where any inventory snapshots we generate will go.

InventoryExportHistory - This is where you will have a copy of the file we generated.

Order – This is where your order files will be dropped for pickup.

OrderHistory - This is where you will have a copy of the file we generated.

PaymentSummary – This is where your payment period summary will be generated. It contains a list of all line items that determine your payment for the previous period.

PaymentSummaryHistory - This is where you will have a copy of the file we generated.

PostTransaction – This is where you will pick up transactions that take place after the order for rentals (late fees billed, extensions, purchases, post transaction refunds)

PostTransactionHistory - This is where you will have a copy of the file we generated.

Refund – This is where you will drop off files for refunding an item.

RefundHistory - This is where you will see the results of your processed file.

Return – This is where you will drop off files for rentals returned to you.

ReturnHistory - This is where you will see the results of your processed file.

Tracking – This is where you will drop off items tracking data if you did not specify it in the confirm file.

TrackingHistory - This is where you will see the results of your processed file.

Inventory files will be processed every 15 minutes in the order they are received as long as the file has not been modified in the last 3 minutes.

Order files will be generated every 15 minutes.

Refund, Confirm, Tracking, Return will be processed every hour in the order they are received.

Payment Summary is generated at the end of each period which is 1 – 15, 16 – 30/31

Inventory Export is generated by email request to Valore admins.

2. Creating & Uploading Inventory Files

File Naming

Valore Naming Convention - You must be consistent and follow certain conventions in the way you name the inventory files you provide to Valore Books. Below we describe our naming conventions:

(marketUserName)_(timestamp)(replacementType)(fileExtension)

marketUserName - your rental provider name on Valore Books

timestamp

YYMMDD - for daily uploads

YYMMDD_HHMM - for multiple uploads a day

replacement type

".full" or ".purge" for a purge or purge and replace

".part" for partial files containing only pricing and quantity information

*If left empty a **partial replacement** or **partial update** is assumed.*

file extensions

".csv" - comma ',' separated fields

".pdl" - pipe '|' separated fields

".txt" - tab '\t' separated fields

If left empty or unknown, file is treated like a ".txt"

Use the following as a guide:

File Naming Convention	Example	Comments
membername_YYMMDD.part.csv	bookworld_040916.part.csv	This is a partial upload file for Sept. 16, 2012.
membername_YYMMDD_HHMM.part.csv	bookworld_040901_2145.part.csv	This is a partial upload file for Sept. 1, 2012, 9:45pm.
membername_YYMMDD.full.csv	bookworld_040901.full.csv	This is a full upload file for Sept. 1, 2012.
membername_YYMMDD_HHMM.full.csv	bookworld_040815_2145.full.csv	This is a full upload file for Aug. 15, 2012, 9:45 p.m.
membername_YYMMDD_HHMM.purge.csv	bookworld_040815_2145.purge.csv	This is a purge or purge and replace file for Aug. 15, 2012, 9:45 p.m.

If you provide just one inventory update file per day, you should include the date in your file name. If you provide multiple updates in a day, you should include a time stamp. Note that embedded spaces within a filename are not acceptable. Separate values within the filename with

an underscore "_" character as in the examples above.

Full file formats should include ".full" in the file name and we strongly suggest including ".part" in Partial Replacements in the filename. If nothing is specified we assume a Partial Replacements. ".purge" should be included for purges and purge-and-replaces.

If there is no file extension in the file name tab delimited is assumed.

Full File Formats

Valore Inventory Full File Format - All inventory data (not one of the accepted external inventory file formats) delivered to Valore Books must be saved as a "csv" (comma ',' separated fields), "pdl" (pipe '|' separated fields), "txt" (tab '/' separated fields). A header row containing the field names designated by Valore Books must be included. Field names must match the specified field names exactly (case insensitive).

This is an example of how a single item record in your spreadsheet might look for five quantities of the ISBN number "0131001914".

add-modify-delete	sku	product-code	item-condition	price-90	price-125	quantity	item-note
A	1	9780471749554	Like New	17.99	24.99	15	Book is used and in great shape

Full File Data Format

Field Name	Data Type	Max Field Length, Max Value	Required or Optional	Example	Notes
add-modify-delete	Text	1	Required	A	
sku	Text	40	Optional; Required in certain circumstances. See definition below.	12345	Must be unique. This field will be passed back with order details.
product-code	Text	13	Required	9780471749554	
item-condition	Text		Required	Like New	Required Values: New, Like New, Very Good, Good, Acceptable
price-90	Text	8;	Required	14 or \$14.00 or	Minimum Price is

		\$20,000,000		\$14	\$0.01
price-125	Text	8; \$20,000,000	Required	14 or \$14.00 or \$14	Minimum Price is \$0.01
quantity	Number	5; 65535	Required	99	The quantity you have available for that listing.
item-note	Text	512	Required	Still in shrink wrap!	Displays with your listing

Full File Field Definitions

- **add-modify-delete - Required**

- This field will be used to specify if you will be adding a record, modifying a record or deleting a record.
-

Field in your data file	Action
A	Add the listing
M	Modify the listing
D	Delete the listing

- **sku - Optional**

- Stock Keeping Unit (SKU). This field allows you to store information about the item that will only be displayed to you. Common uses of this field are a SKU# or shelf location that would help you identify where to locate the item in the event of a rent. This information is sent to you when you receive an order for the item. **The value in this field must be unique for the record you are submitting.**
- If you want to edit a record for one of your products it must have a unique SKU. For example, if you have 3 copies of the book "Excursions in Modern Mathematics" and want to remove two of them, the record must have a unique SKU. Otherwise, the only way to edit the quantity will be with a .purge file upload.
- While SKU is an Optional field, not including one for each record greatly limits your ability to update and track your inventory. The only rental providers that do not need to include SKU are those that will never need to update or change their online inventory or those that will only use a .purge file. We strongly recommend using SKUs as it will expedite your updating process.

- **product-code - Required**

- This field will be used to specify the unique identifier for the product. The value should either be the 13 digit ISBN or the 12 digit UPC.

- **item-condition - Required**

- This is the condition of the product you are offering for rent. ValoreBooks has standard definitions for products that describe the condition of the item you are renting. This field must be typed exactly as specified below (case insensitive).
-

Product Conditions
New
Like New
Very Good
Good
Acceptable

- **price-90 - Required**

- This field may contain a dollar (\$) sign or not. If you do not include a decimal, the price is assumed to be an even dollar amount.
- If your price is below the minimum price then the price will be set to the minimum price assigned to the product. If you edit the price of the product to below the minimum price on our webpage the book will not appear on the site.
-

Price in your data file	Listing on ValoreBooks
15	\$15.00
1599	\$1599.00
15.99	\$15.99
\$15.99	\$15.99
0015.9900	\$15.99
\$0.25	\$15.00

- **price-125 - Required**

- This field may contain a dollar (\$) sign or not. If you do not include a decimal, the price is assumed to be an even dollar amount.
- If your price is below the minimum price then the price will be set to the minimum price assigned to the product. If you edit the price of the product to below the minimum price on our webpage the book will not appear on the site.
-

Price in your data file	Listing on ValoreBooks
15	\$15.00
1599	\$1599.00
15.99	\$15.99
\$15.99	\$15.99
0015.9900	\$15.99
\$0.25	\$15.00

- **quantity - Required**

- The quantity of the items you are offering for rent.

- **item-note - Optional**

- This field allows you to place information about the item that you want ValoreBooks customers to see. For example, you might include "Factory sealed - still in shrink wrap" to let the customer know more information about the product. You might also want to let the customer know of a defect or flaw with the product (i.e. "There is a lot highlighting throughout the book, but still readable")
- The viewable Notes character limit is 512. If your Notes data exceeds the viewable limits, it will be truncated.

Partial File Format

A partial file can be uploaded if you only wish to update pricing/available quantity for existing skus.

Valore Inventory Partial File Format – Inventory add/modify/deletes can be sent in the eight column format above, or in the abbreviated format below if only quantity and pricing changes are necessary.

All inventory data (not one of the accepted external inventory file formats) delivered to Valore Books must be saved as a "csv" (comma ',' separated fields), "pdl" (pipe '|' separated fields), "txt" (tab '/t' separated fields). A header row containing the field names designated by Valore Books must be included. Field names must match the specified field names exactly (case insensitive).

This is an example of how a single item record in your spreadsheet might look for five quantities of the ISBN number "0131001914".

sku	price-90	price-125	quantity
1	17.99	24.99	15

Data Format

Field Name	Data Type	Max Field Length, Max Value	Required or Optional	Example	Notes
sku	Text	40	Optional; Required in certain circumstances. See definition below.	12345	Must be unique. This field will be passed back with order details.
price-90	Text	8; \$20,000,000	Required	14 or \$14.00 or \$14	Minimum Price is \$0.01
price-125	Text	8; \$20,000,000	Required	14 or \$14.00 or	Minimum Price is \$0.01

				\$14	
quantity	Number	5; 65535	Required	99	The quantity you have available for that listing.

Partial File Field Definitions

- **sku - Optional**
 - Stock Keeping Unit (SKU). This field allows you to store information about the item that will only be displayed to you. Common uses of this field are a SKU# or shelf location that would help you identify where to locate the item in the event of a rent. This information is sent to you when you receive an order for the item. **The value in this field must be unique for the record you are submitting.**
 - If you want to edit a record for one of your products it must have a unique SKU. For example, if you have 3 copies of the book "Excursions in Modern Mathematics" and want to remove two of them, the record must have a unique SKU. Other wise the only way to edit the quantity will be with a .purge / .full file up load or manually through Valore Books online method.
 - While SKU is an Optional field, not including one for each record greatly limits your ability to update and track your inventory. The only rental providers that do not need to include SKU are those that will never need to update or change their online inventory or should only use a .purge/.full file. We strongly recommend using SKU's as it will expedite your updating process.
- **price-90 - Required**
 - This field may contain a dollar (\$) sign or not. If you do not include a decimal, the price is assumed to be an even dollar amount.
 - If your price is below the minimum price then the price will be set to the minimum price assigned to the product. If you edit the price of the product to below the minimum price on our webpage the book will not appear on the site.
 -

Price in your data file	Listing on ValoreBooks
15	\$15.00
1599	\$1599.00
15.99	\$15.99
\$15.99	\$15.99
0015.9900	\$15.99
\$0.25	\$15.00

- **price-125 - Required**
 - This field may contain a dollar (\$) sign or not. If you do not include a decimal, the price is assumed to be an even dollar amount.
 - If your price is below the minimum price then the price will be set to the minimum price assigned to the product. If you edit the price of the product to below the minimum price on our webpage the book will not appear on the site.
 -

Price in your data file	Listing on ValoreBooks
15	\$15.00
1599	\$1599.00
15.99	\$15.99
\$15.99	\$15.99
0015.9900	\$15.99
\$0.25	\$15.00

- **quantity - Required**
 - The quantity of the items you are offering for rent.

Delete Only File Format

A Delete Only file can be uploaded if you only wish to delete a list of skus.

Valore Inventory Delete Only File Format - All inventory data (not one of the accepted external inventory file formats) delivered to Valore Books must be saved as a "csv" (comma ',' separated fields), "pdl" (pipe '|' separated fields), "txt" (tab '\t' separated fields). A header row containing the field names designated by Valore Books must be included. Field names must match the specified field names exactly (case insensitive).

This is an example of how a single item record in your spreadsheet might look for deleting the sku "1".

sku
1

Delete Only Data Format

Field Name	Data Type	Max Field Length, Max Value	Required or Optional	Example	Notes
sku	Text	40	Optional; Required in certain circumstances. See definition below.	12345	Must be unique. This field will be passed back with order details.

Delete Only File Field Definitions

- **sku - Optional**
 - Stock Keeping Unit (SKU). This field allows you to store information about the item that will only be displayed to you. Common uses of this field are a SKU# or shelf location that would help you identify where to locate the item in the event of a rent. This information is sent to you when you receive an order for the item. **The value in this field must be unique for the record you are submitting.**

- If you want to edit a record for one of your products it must have a unique SKU. For example, if you have 3 copies of the book "Excursions in Modern Mathematics" and want to remove two of them, the record must have a unique SKU. Otherwise the only way to edit the quantity will be with a .purge / .full file upload or manually through Valore Books' online method.
- While SKU is an Optional field, not including one for each record greatly limits your ability to update and track your inventory. The only rental providers that do not need to include SKU are those that will never need to update or change their online inventory or those that will only use .purge files. We strongly recommend using SKUs as it will expedite your updating process.

Purge File Format

A full purge of your inventory is accomplished by uploading a data file in the full file format, blank except for headers, with a .purge extension.

Valore Inventory Purge File Format - All inventory data (not one of the accepted external inventory file formats) delivered to Valore Books must be saved as a "csv" (comma ',' separated fields), "pdl" (pipe '|' separated fields), "txt" (tab '\t' separated fields). A header row containing the field names designated by Valore Books must be included. Field names must match the specified field names exactly (case insensitive).

Purge and Replace File Format

A purge and replace of your inventory is accomplished by uploading a Full File Format data file in the full file filename format, with a .purge extension.

Valore Inventory Purge and Replace File Format - All inventory data (not one of the accepted external inventory file formats) delivered to Valore Books must be saved as a "csv" (comma ',' separated fields), "pdl" (pipe '|' separated fields), "txt" (tab '\t' separated fields). A header row containing the field names designated by Valore Books must be included. Field names must match the specified field names exactly (case insensitive).

Data Deliveries:

Full File vs Partial File vs Delete Only File vs Purge File vs. Purge and Replace File

You can deliver your inventory data to Valore Books as a **Full File**, **Partial File**, **Delete Only File**, **Purge File**, or **Purge and Replace File** upload. A **Full File** upload means that you are adding, modifying and/or deleting skus, all in a single file. A **Partial File** upload means that you are updating pricing and quantity only for existing skus. A **Delete Only** upload means that you wish to delete those skus that you are providing from your existing Valore Books inventory. A **Purge File** upload is a Full File with headers only, with a .purge extension that signals Valore to remove your entire inventory so you can re-upload from scratch. A **Purge and Replace File** upload is a Full File with a .purge extension that signals Valore to remove your entire inventory and replace it with the contents of the Full File.

Your options:

- Use **Full File** method of upload. Each sku in the uploaded file will be added, modified or deleted from the system based on the data in your upload.
- Use **Partial File** method of upload when you wish to update only price or quantity for existing SKUs, not notes, condition or UPC. The SKU field will be used to identify records you are updating. These existing records will be replaced with the records in your new upload. All records in Valore Books database you wish to replace in this manner must have a SKU associated with it. If you wish to add a record you must use the Full File format instead.
- Use **Delete Only** method of upload. These files require a sku for record identification.
- Use **Purge** method of upload. This file resembles Full File externally, but contains only headers, and has a .purge extension. It will wipe out your entire inventory in the Valore system.
- Use **Purge and Replace** method of upload. This file resembles Full File externally, but has a .purge extension, and will wipe out your entire inventory in the Valore system before adding the contents of the Full File.

Communication Protocol

Inventory data files are delivered to Valore Books via FTP (File Transfer Protocol). Your Valore Books Account Representative will create a Valore Books FTP account and provide you with a user name and password. You will use this account to deliver inventory data files electronically. Upon logging in to your FTP account, you will need to place your Inventory files into the subdirectory labeled **Inventory**. After the system completes processing the **Inventory Files** the file will be moved to the **InventoryHistory** directory. A .done file will be created as a list of errors that occurred in the upload process. There will be additional subdirectories in your FTP account folder for order automation.

Scheduling Options

Inventory Files are processed on the half hour in a first in first out basis (queue). A file will only be processed after it has existed on the server for at least 5 minutes without change or modification to ensure that the file has been completely uploaded.

Reporting

An overview of the file being processed will be sent in an email. A complete list of processing errors that occurs will be listed in a .done file will be created in the **InventoryHistory** Subdirectory. The .done file will have a the same name as the file that was uploaded followed by .done and then a file extension based on the file format you would like to be exported. The default file format is .csv (Comma Separated Values). Other options are:

- ".csv" - comma ',' separated fields (csv = Comma Separated Values)
- ".pdl" - pipe '|' separated fields (pdl = Pipe DeLimited)
- ".txt" - tab '/t' separated fields (tab = TABular format)

Talk to your Valore Books representative to have this setting changed or send an email to loadingSupport@valorebooks.com

Errors

Line Errors	
1001	The price field contains characters that are not accepted in a price field
1002	Contains characters other than 0-9 and 'x'
1003	Product code is not 12 or 13 digits after the '-' characters are removed.
1004	SKU exceeds 40 characters
1006	Non numeric quantity in quantity field
1007	Numeric quantity exceeds 10 digits
1010	Not a valid Valore Books condition
1026	The current Row has more or less fields then the header row
1031	Condition unknown when loading an Amazon file
1040	Usually caused by miss-matched quotes in file when escaping characters
1044	Product not found in Valore Books Catalog
1047	SKU missing
1045	Another entry shares the same SKU value
1048	SKU did not exist in our database
1049	Contact your Valore Books representative or email loadingSupport@valorebooks.com for additional help.
1053	The type of book is not allowed to be sold on ValoreBooks.com
1054	In order to perform a delete operation (or zero out a quantity) a SKU must be provided
1055	A delete operation or a zero quantity book will be ignored in a purge and replace file
File Errors	
Header missing	No header found in file
Blank file	Empty file (contains no data)
Unknown file type on file	File extension doesn't match file type (tab delimited, comma separated, pipe delimited)
Unable to determine file format type	Unable to determine if the file was an Amazon, Half, UIEE, homebase or Valore format
.part or .full was not specified. Partial inventory load chosen by default (.part)	".part", ".full" or ".purge" wasn't specified in the filename
Required Field Missing Errors	
1030	Price column missing or field is blank
1030	Quantity column missing or field is blank.
1030	Condition column missing or field is blank.
1030	Product Code column missing or field is blank.
1030	Product Code Type column missing or field is blank.

.done Data Format

Field Name	Data Type	Max Field Length	Example	Notes
Line	Number	10	2	Line Processed
Code	Number	4	1001	Error Code
Product Code	Text	13	0131001914	ISBN Processed
SKU	Text	40	08-1255-8	SKU Processed
Processed	Boolean	1	0 or 1	0 is false, 1 is true
Message	Text	255	Confirm	Error message

.done Field Definitions

- **Line**
 - Line of the Inventory file processed
- **Code**
 - A numeric error ID as defined above
- **Product Code**
 - Product Codes can either be 12 or 13 characters in length. This code is required when listing products.
- **SKU**
 - Stock Keeping Unit (SKU). This field allows you to store information about the item that will only be displayed to you. Common uses of this field are a SKU# or shelf location that would help you identify where to locate the item in the event of a rent. This information is sent to you when you receive an order for the item. **The value in this field must be unique for the record you are submitting.**
 - This field will be blank if you do not provide a SKU
- **Processed**
 - Boolean value containing if the action requested was performed
 - 0 = false, 1 = true
- **Message**
 - An error message

3. Retrieving and Processing Order Files

File Naming

Orders_(marketUserName)_(DateTimeYYMMDD_HHMM).(extension)

Example: Orders_bookworld_120520_1300.csv

This file is for the rental provider "bookworld" and was created May 20, 2012 at 1 PM and is comma separated.

File Formats

The Order files will have the file extension based on the file format you would like to be exported. The default file format is .csv (comma separated values). The options are:

".csv" - comma ',' separated fields

".pdl" - pipe '|' separated fields

".txt" - tab '/t' separated fields

Talk to your Valore Books representative to have this setting changed or send an email to loadingSupport@valorebooks.com

Data Format

Field Name	Data Type	Max Field Length	Example	Notes
order-id	Number	10	65551	This is also known as "transaction-id"
order-item-id	Number	10	48694	
created-datetime	Date		2005-06-09 22:25:00	Date the order was placed
confirm-by-datetime	Date		2005-06-09 22:25:00	Date the order must be marked as shipped or cancelled by
customer-id	Number	10	1000003	Unique customer id
product-code	Text	13	9780618002219	
condition	Number	1	2	0-5 New-Like New etc scale
sku	Text	40	00-123-8-2	
customer-item-amount	Number	10	3.97	Item rental price paid by customer
seller-item-amount	Number	10	3.97	Item rental price rental provider will receive
customer-shipping-amount	Number	10	3.95	The shipping amount paid by the customer
seller-shipping-amount	Number	10	3.95	The shipping reimbursement
State-tax-amount	Number	10	3.97	State sales tax applicable
County-tax-amount	Number	10	3.97	County sales tax applicable
city-tax-amount	Number	10	3.97	City sales tax applicable
Special-district-tax-amount	Number	10	3.97	District sales tax applicable
shipping-	Text	20	standard	

method			expedited second-day next-day	
shipping-name	Text	100	John Doe	
shipping-address-line-1	Text	40	8 West Main	
shipping-address-line-2	Text	40	Apt B	
shipping-city	Text	40	Fredonia	
shipping-region	Text	2	NY	
shipping-postal-code	Text	14	14063	
shipping-country	Text	2	US	
rental-term	Number	3	90	Duration of rental in days
rental-due-date	Date	YYYY-MM-DD	2012-10-01	Date the rental return is due
special-comments	Text	256	Special instructions about the order item from the customer	
customer-replacement-cost	Number	10	14.95	Amount the customer is required to pay if the book is not returned.

Field Definitions

- **order-id**
 - Every order generates a unique transaction number for each rental provider.
 - It is very important that the rental provider keeps a record of this and associates it to their internal transaction numbers. Future actions on this order such as confirmation, cancellation, questions, and refunds will need to use this number.
- **order-item-id**
 - This field is the unique transaction-item identifier within Valore Books and must be used when using the automated system (i.e. sending Valore Books a pipe-delimited file) for order confirmations and cancellations.
- **created-datetime**
 - The date and time (EST) this order was created on Valore Books.
- **confirm-by-datetime**
 - The date and time must be shipped or cancelled by via file or the valorebooks website.
- **product-code**
 - Valore Books provides rental providers with the product code stored in the Valore Books database.
- **sku**

- This field contains the value of the SKU field that was included in the inventory file.
- **customer-item-amount**
 - Price which the book was rented. Example 15.99
- **seller-item-amount**
 - Price the rental provider will receive for the book. Example 13.99
- **customer-shipping-amount**
 - Amount the customer pays to have the item shipped. Example 3.95
- **seller-shipping-reimbursement**
 - Shipping reimbursement for the item. Example 3.95
- **shipping-method**
 - The valid values for shipping method are: **standard, expedited, second-day, next-day**
- **shipping-name, shipping-address-line-1, shipping-address-line-2, shipping-city, shipping-region, shipping-postal-code, shipping-country**
 - The shipping information. In some cases, the individual receiving the items may not be the customer.
 - **shipping-address-line-2** column will always be included, but may be empty.
 - The only valid **shipping-country** value is **US**.
- **rental-term**
 - The number of days the customer has requested to rent the book.
- **return-due-date**
 - The date by which the customer is expected to return the book.
- **special-instructions**
 - This field corresponds to any special instructions left by the customer for your order.
- **"customer-id",**
 - Unique customer ID.
- **"state-tax-amount",**
 - Amount of state sales tax collected.
- **"county-tax-amount",**
 - Amount of county sales tax collected.
- **"city-tax-amount",**
 - Amount of city sales tax collected.
- **"special-district-tax-amount",**
 - Amount of district sales tax collected.
- **"customer-replacement-cost",**
 - Amount customer is liable for if book not returned.

Communication Protocol

Order data files are retrieved from Valore Books via FTP (File Transfer Protocol). Your Valore Books Account Representative will create a Valore Books FTP account and provide you with a user name and password. You will use this account to retrieve Order data files. Upon logging in

to your FTP account, you will need to move into the subdirectory labeled **TempOrder** and fetch then delete your latest order files. A copy of your order file will be created in the subdirectory **TempOrderHistory**. Valore Books only saves the last 10 order files in the **TempOrderHistory** subdirectory.

Scheduling Options

Order Files are created according to the Export Frequency set with Your Valore Books Account Representative.

Export Frequency
Never
Every 20 minutes

4. Creating and Uploading Confirmation Files

File Naming

Valore Naming Convention - You must be consistent and follow certain conventions in the way you name the Confirmation files you provide to Valore Books. Below we describe our naming conventions:

(marketUserName)_(timestamp)(fileExtension)

marketUserName - your rental provider name on Valore Books

timestamp

YYMMDD - for daily uploads

YYMMDD_HHMM - for multiple uploads a day

*/**

replacement type

".part" for partial replacement and partial updates

".full" or ".purge" for purge and replace

*If left empty a **partial replacement** or **partial update** is assumed.*

**/*

file extensions

".csv" - comma ',' separated fields

".pdl" - pipe '|' separated fields

".txt" - tab '\t' separated fields

If left empty or unknown, file is treated like a ".txt"

Use the following as a guide:

File Naming Convention	Example	Comments
membername_YYMMDD.csv	bookworld_120916.csv	This is an upload file for Sept. 16, 2012.
membername_YYMMDD_HHMM.csv	bookworld_120901_2145.csv	This is an upload file for Sept. 1, 2012, 9:45pm.

If you provide just one confirmation file per day, you should include the date in your file name. If you provide multiple files in a day, you should include a time stamp. Note that embedded spaces within a filename are not acceptable. Separate values within the filename with an underscore "_" character as in the examples above.

If there is no file extension in the file name tab delimited is assumed.

Confirmation File Formats

Valore Confirmation File Format - All confirmation data delivered to Valore Books must be saved as a "csv" (comma ',' separated fields), "pdl" (pipe '|' separated fields), "txt" (tab '/t' separated fields). A header row containing the field names designated by Valore Books must be included. Field names must match the specified field names exactly (case insensitive).

order-id	order-item-id	item-status	message-to-customer	carrier	tracking-id
65551	48695	Out of Stock	Out of Stock	NA	NA
65551	48695	Shipped		UPS	Z1463463453454354543

Confirmation File Data Format

Field Name	Data Type	Max Field Length	Required or Optional	Example	Notes
order-id	Number	10	Required	65551	This is also known as TRANSACTION_ID
order-item-id	Number	10	Required	48694	
item-status	Text	10	Required	Shipped	Must be Shipped, Customer Cancelled, or Out of Stock
message-to-customer	Text	255	Optional	Item out of Stock	Note added to Email sent to customer
carrier	Text	5	Optional	UPS	
tracking-id	Text	40	Optional	98X2768	

Confirmation File Field Definitions

- **order-id - Required**
 - Every customer's order generates a unique transaction number for each rental provider. This number is provided to you in the order report.
 - Do not use quotes to enclose the value in this field.
- **order-item-id - Required**
 - This field is the unique order-item identifier within Valore Books and must be used when using the automated system (i.e. sending Valore Books a pipe-delimited file) for order confirmations and cancellations.
 - This number is provided to you in the order report.
 - Do not use quotes to enclose the value in this field.
- **item-status - Required**
 - The valid values for Order Status field are: **Shipped, Customer Canceled or Out of Stock**
- **message-to-customer - Optional**
 - Up to 255 characters of text can be included. This will be sent to the customer in the confirmation/cancellation email.
 - Do not use quotes to enclose the value in this field.
- **carrier - Optional**
 - The corresponding shipping type for the tracking-id.
 -

Carriers
UPS
FEDEX
USPS
DHL
NEWGISTICS

- **tracking-id - Optional**
 - Up to 40 characters code for tracking an item.
 - If you have a tracking-id you must have a carrier otherwise **It Will Be Ignored**

Communication Protocol

Confirmation data files are delivered to Valore Books via FTP (File Transfer Protocol). Your Valore Books Account Representative will create a FTP account and provide you with a user name and password. You will use this account to deliver confirmation data files. Upon logging in to your FTP account, you will need to place you Confirmation files into the subdirectory labeled **Confirm**. After the system completes processing the Confirmation Files the file will be moved to the **ConfirmHistory** directory. A .done file will be created as a status report for each line of the processed file.

Scheduling Options

Confirmation Files are processed on the hour in a first in first out basis (queue). A file will only be processed after it has existed on the server for at least 5 minutes without change or

modification to ensure that the file has been completely uploaded. A warning will be given in the email or the .done file if an Order-Item that has already been updated by either BookSamurai™ or a previous confirmation entry.

Reporting

An overview of the file being process will be sent in an email. The complete list of processing errors that occurs will be listed in a .done file that will be created in the **ConfirmHistory** Subdirectory. The .done file will have the same name as the file that was uploaded followed by .done and then a file extension based on the file format you would like to be exported. The default file format is .csv (comma Separate). Other options are:

- ".csv" - comma ',' separated fields
- ".pdl" - pipe '|' separated fields
- ".txt" - tab '\t' separated fields

Talk to your Valore Books representative to have this setting changed or send an email to loadingSupport@valorebooks.com

Errors

Line Errors	
1013	Non-numeric characters in string
1014	exceeds 10 digits
1015	Non-numeric characters in string
1016	Exceeds 10 digits
1017	Not 'Shipped', 'Customer Canceled' or 'Out of Stock'
1018	Exceeds 255 characters
1026	The current Row has more or less fields then the header row.
1030	missing order-id, item-id or item-status
1038	the order-id or order-item-id do not coincide with an order from your rental provider account
File Errors	
Header missing	No header found in file.
Blank file	Empty file (contains no data)
Unknown file type on file	File extension doesn't match file type (tab delimited, comma separated, pipe delimited).

.done Data Format

Field Name	Data Type	Max Field Length	Example	Notes
Line	Number	10	2	Line Processed
Code	Number	4	1001	Error Code
order-id	Number	10	65551	order-id Processed

order-item-id	Number	10	48694	order-item-id Processed
Processed	Boolean	1	0 or 1	0 is false, 1 is true
Message	Text	255	Confirm	Error message or action performed

.done Field Definitions

- **Line**
 - Line of the Inventory file processed
- **Code**
 - A numeric Error ID as defined above
- **order-id**
 - Every customer order generates a unique transaction number for each rental provider.
 - It is very important that the rental provider keeps a record of this and associates it to their internal transaction numbers. Future actions on this order such as confirmation, cancellation, questions and refunds will need to use this number.
- **item-id**
 - This field is the unique transaction-item identifier within Valore Books and must be used when using the automated system (i.e. sending Valore Books a pipe-delimited file) for order confirmations and cancellations.
- **Processed**
 - Boolean value containing if the action requested was performed
 - 0 = false, 1 = true
- **Message**
 - An error message or action performed (Confirm or Cancel)

5. Creating and Uploading Refund Files

File Naming

Valore Naming Convention - You must be consistent and follow certain conventions in the way you name the Confirmation files you provide to Valore Books. Below we describe our naming conventions:

(marketUserName)_(timestamp)(fileExtension)

marketUserName - your rental provider name on Valore Books

timestamp

YYMMDD - for daily uploads

YYMMDD_HHMM - for multiple uploads a day

*/**

replacement type

".part" for partial replacement and partial updates
 ".full" or ".purge" for purge and replace
 If left empty a **partial replacement** or **partial update** is assumed.

*/

file extensions

".csv" - comma ',' separated fields
 ".pdl" - pipe '|' separated fields
 ".txt" - tab '/t' separated fields
 If left empty a **tab '/t' separated fields** is assumed

Use the following as a guide:

File Naming Convention	Example	Comments
membername_YYMMDD.csv	bookworld_120916.csv	This is an upload file for Sept. 16, 2012.
membername_YYMMDD_HHMM.csv	bookworld_120901_2145.csv	This is an upload file for Sept. 1, 2012, 9:45pm.

If you provide just one refund file per day, you should include the date in your file name. If you provide multiple files in a day, you should include a time stamp. Note that embedded spaces within a filename are not acceptable. Separate values within the filename with an underscore "_" character as in the examples below.

If there is no file extension in the file name tab delimited is assumed.

Valore Refund File Format - All rental return data delivered to Valore Books must be saved as a "csv" (comma ',' separated fields), "pdl" (pipe '|' delimited fields), "txt" (tab '/t' separated fields). A header row containing the field names designated by Valore Books must be included. Field names must match the specified field names exactly (case insensitive).

Files go in the "Refund" directory.

Header:

Order-id,order-item-id,refund-amount,refund-reason,item-returned,message-to-customer

order-id

Required

This is the ValoreBooks.com order number.

order-item-id

Required

This is the ValoreBooks.com order item number.

refund-amount

Required

This is the amount you would like to refund. DO NOT INCLUDE ANY TAX IN THIS AMOUNT. We will calculate the tax to refund appropriately.

refund-reason

Required

This is an int field that lets you specify the reason for creating the refund.

Possible Values:

- 1 – FULL REFUND - Can't ship the product
- 2 – FULL REFUND - Wrong item shipped
- 4 – FULL REFUND - Item damaged beyond use
- 5 – FULL REFUND - Item never received
- 6 – RETURN / REFUND - Customer no longer needs item
- 7 – PARTIAL REFUND (CUSTOMER KEEPING ITEM) Item took too long to arrive
- 12 – PARTIAL REFUND (CUSTOMER KEEPING ITEM) Item different than specified in comment
- 15 – RETURN - Item different than specified in comment
- 16 – RETURN - Item took too long to arrive
- 18 – FULL REFUND - Out of stock
- 19 – FULL REFUND - Shipping address undeliverable
- 20 - FULL REFUND - Pricing error

item-returned

Required2

This is a Boolean field which will tell us whether or not the rental is now complete because of a return for refund, or if you never shipped the item. If the customer still had the item after a partial refund we must know so we can leave the rental open so you still get the book back.

Possible Values:

0 – The customer still has the item

1 – The customer does not have the item, close the rental.

message-to-customer

Optional

This is a field to leave the customer a note about the refund. The maximum length is 255 characters and should not contain any html markup.

Communication Protocol

Refund data files are delivered to Valore Books via FTP (File Transfer Protocol). Your Valore Books Account Representative will create a FTP account and provide you with a user name and password. You will use this account to deliver refund data files. Upon logging in to your FTP account, you will need to place you Refund files into the subdirectory labeled **Refund**. After the system completes processing the Refund Files the file will be moved to the **RefundHistory** directory. A .done file will be created as a status report for each line of the processed file.

Scheduling Options

Refund Files are processed on the hour in a first in first out basis (queue). A file will only be processed after it has existed on the server for at least five(5) minutes without change or modification to ensure that the file has been completely uploaded.

Reporting

An overview of the file being processed will be sent in an email. A complete list of processing errors that occurs will be listed in a .done file and will be created in the **RefundHistory** Subdirectory. The .done file will have a the same name as the file that was uploaded followed by .done and then a file extension based on the file format you would like to be exported. The default file format is .csv (comma separated). Other options are:

- ".csv" - comma ',' separated fields (csv = Comma Separated Values)
- ".pdl" - pipe '|' separated fields (pdl = Pipe DeLimited)
- ".txt" - tab '/t' separated fields (tab = TABular format)

Talk to your Valore Books representative to have this setting changed or send an email to loadingSupport@valorebooks.com

Errors

Line Errors	
1001	The price field contains characters that are not accepted in a price field
1013	Non-numeric characters in string
1014	Exceeds 10 digits
1015	Non-numeric characters in string
1016	Exceeds 10 digits
1018	Exceeds 255 characters
1022	Field does not match valore refund code
1026	The number of fields in the current row do not match the number of fields in the header row.
1030	A required field is missing
1034	Exceeds max refund amount
1038	The state of the Item does not allow for a refund at this time
1038	The order-id or order-item-id do not coincide with a order for your rental provider account
1056	The refund exceeds the 60 day timeframe.

File Errors	
Header missing	No header found in file
Blank file	Empty file (contains no data)
Unknown file type on file	File extension doesn't match file type (tab delimited, comma separated, pipe delimited)

.done Data Format

Field Name	Data Type	Max Field Length	Example	Notes
Line	Number	10	2	Line Processed
Code	Number	4	1001	Error Code
order-id	Number	10	65551	order-id Processed
order-item-id	Number	10	48694	order-item-id Processed
Processed	Boolean	1	0 or 1	0 is false, 1 is true
Message	Text	255	Confirm	Error message or action performed

.done Field Definitions

- **Line**
 - Line of the Inventory file processed
- **Code**

- A numeric Error ID as defined above
- **order-id**
 - Every customer order generates a unique transaction number for each rental provider.
 - It is very important that the rental provider keeps a record of this and associates it to their internal transaction numbers. Future actions on this order such as confirmation, cancellation, questions and refunds. will need to use this number.
- **order-item-id**
 - This field is the unique transaction-item identifier within Valore Books and must be used when using the automated system (i.e. sending Valore Books a pipe-delimited file) for order confirmations and cancellations.
- **Processed**
 - Boolean value containing if the action requested was performed
 - 0 = false, 1 = true
- **Message**
 - An error message or amount refunded if processed.
Example: [Refunded: 29.95](#)

Rental Return File Formats

6. Rental Returns File Format

In order to notify us of returns drop files in the Return directory formatted with header:

order-id, order-item-id, return-acceptable, received_date, not-accepted-reason

order-id: This is the id of the valorebooks.com order number.

order-item-id: This is the id of the valorebooks.com item number.

return-acceptable: Indicates whether or not the book returns in a satisfactory condition. 1 indicates yes, 0 means no.

received-date: The date you processed the check-in of the item. The format for the date should be yyyy-mm-dd.

not-accepted-reason: The reason you did not accept the product. This is required if the return-acceptable field is set to 0. This will be displayed to our customer service department and to the customer, so make sure it is descriptive and easy to understand. The limit is 255 characters.

7. Valore Post-Rental Transactions File Format

ValoreBooks will send our partners rental status updates when customers extend, purchase, or are charged late fees or nonreturn fees for books. Files will be saved as a "csv" (comma ',' separated fields), "pdl" (pipe '|' delimited fields), "txt" (tab '\t' separated fields). A header row containing the field names designated by Valore Books will be included. Field names must match the specified field names exactly (case insensitive).

Header:

order-id,order-item-id,type,created-datetime,product-code,condition,sku,customer-amount,seller-amount,state-tax-rate,state-tax-amount,county-tax-rate,county-tax-amount,city-tax-rate,city-tax-amount,special-district-tax-rate,special-district-tax-amount,new-rental-due-date,special-comments

Sample:

1683059,1935325,Purchase,2012-01-30 08:59:28,9780095827775,Very Good,,17.89,15.20,5.00,0.90,0.00,0.00,0.00,0.00,0.00,NA,

Field definitions:

order-id: This is the id of the valorebooks.com order number.

order-item-id: This is the id of the valorebooks.com item number.

type: 0 late fee, 1 extension, 2 BNR, 3 BNA, 4 purchase, 5 refund

created-datetime: Date the PRT was processed

product-code: ISBN

condition: 0 new, 1 like new, 2 Very good, 3

sku: Unique sku associated with this rental item

customer-amount: Amount of PRT customer was charged

seller-amount: Amount of PRT seller receives

state-tax-rate: state tax rate on the PRT

state-tax-amount: state tax amount on the PRT

county-tax-rate: county tax rate on the PRT

county-tax-amount: county tax amount on the PRT

city-tax-rate: city tax rate on the PRT

city-tax-amount: city tax amount on the PRT

special-district-tax-rate: district tax rate on the PRT

special-district-tax-amount: district tax amount on the PRT

new-rental-due-date: New due date for the book based on the extension

special-comments: notes

rental-closed: 0 rental should not be considered closed, 1 rental is closed as of this late fee assessment

8. Tracking Data Update File Format

Upload this file to your FTP "Tracking" directory to update previously shipped/confirmed items with tracking data.

Header format:

order-id, order-item-id, item-status, message-to-customer, tracking-id, carrier

Possible values for item-status are:

shipped

out of stock

customer cancelled

Possible values for carrier are:

ups

fedex

usps

dhl

newgistics

The only required fields are:

order-id

order-item-id