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** DISCLAIMER **

The following information is for reference only. CNET Channel is NOT responsible for any issues that occur when using these methods. CNET Channel disclaims any liability for the accuracy, content, completeness, legality, reliability, operability, or availability of your CNET Channel account content and operation if these methods are implemented.

The information contained within this document is subject to change without notice.

CNET Channel does not provide any professional services for integration to XML. CNET Channel does NOT provide support for the XML interface without the specific purchase of an XML Support Package. If you are interested in purchasing a CNET Channel XML Support Package, please contact your CNET Channel sales representative for more information.

## Document Information

### History of Revisions

<table>
<thead>
<tr>
<th>Revision</th>
<th>Date</th>
<th>By</th>
<th>Description</th>
</tr>
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<tr>
<td>1.0</td>
<td>01/13/05</td>
<td>Trey H</td>
<td>Creation on the 4.0 integration document</td>
</tr>
<tr>
<td>1.1</td>
<td>05/27/05</td>
<td>Josh C</td>
<td>Added additional information to the Disclaimer.</td>
</tr>
<tr>
<td>1.2</td>
<td>07/18/05</td>
<td>Josh C</td>
<td>Minor change to Document Export - Request options.</td>
</tr>
<tr>
<td>1.3</td>
<td>03/9/06</td>
<td>Linda T</td>
<td>Added section 7.1.2.2 – Custom Item Fields</td>
</tr>
<tr>
<td>1.4</td>
<td>6/28/06</td>
<td>Linda T</td>
<td>Updated document to 4.5 specs, including new URL for xml requests</td>
</tr>
<tr>
<td>1.5</td>
<td>11/29/07</td>
<td>Linda T</td>
<td>Updated location to 4.8 specs.</td>
</tr>
<tr>
<td>1.6</td>
<td>04/07/11</td>
<td>Rich V</td>
<td>Updated to 5.3 specs.</td>
</tr>
</tbody>
</table>

## Terms and Acronyms

Provide definitions for all terms and acronyms used in this document that are not commonly known.

<table>
<thead>
<tr>
<th>Term or Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacts</td>
<td>The record that is attached to a Customer record which contains information specific to an individual.</td>
</tr>
<tr>
<td>Container</td>
<td>Container implies a shipped package. Used in Ship / Tracking information. A package with one tracking number is referred to as a container.</td>
</tr>
<tr>
<td>Term or Acronym</td>
<td>Definition</td>
</tr>
<tr>
<td>----------------</td>
<td>------------</td>
</tr>
<tr>
<td>Customers</td>
<td>The record that holds company specific information</td>
</tr>
<tr>
<td>Documents</td>
<td>Term applies to Quotes, Sales Orders, and Invoices.</td>
</tr>
<tr>
<td>Purchase Orders</td>
<td>A transaction between the VAR (you) and their supplier (Tech Data, SYNNEX, Ingram Micro, etc)</td>
</tr>
<tr>
<td>HTTP</td>
<td>HyperText Transfer Protocol. The standard in which your client will use to communicate with ChannelOnline.</td>
</tr>
<tr>
<td>XML</td>
<td>eXtensible Markup Language</td>
</tr>
<tr>
<td>DTD</td>
<td>Document Type Definition</td>
</tr>
<tr>
<td>XSD</td>
<td>XSD (XML Schema Definition) specifies how to formally describe all the elements in an XML document.</td>
</tr>
<tr>
<td>XML Schema</td>
<td>An XML representation of the objects and elements relationships.</td>
</tr>
</tbody>
</table>

## 1 Preface

The most current version of the XML 5.3 Specifications can be found by performing the following steps:

1. Log into ChannelOnline.
2. Click on Help link in the upper right corner of the application.
3. Click on User Guides category.

## 2 Overview

This document describes how to integrate real-time into ChannelOnline, from the perspective of a reseller and a distributor. The primary method of integration involves the use of XML data transmitted over port 80 (HTTP) or port 443 (HTTPS).

### 2.1 Message Transport

All messages should be sent to [https://xml.channelonline.com/REQUEST](https://xml.channelonline.com/REQUEST)

Two methods are supported to deliver request messages.

1. **POST Method.** POST the data directly into the content portion of the HTTP message. With this method you are required to set the HTTP header Content-Type to “text/xml” and the headers Content-Length to the length of your message in bytes.

2. **GET Requests.** You may use a standard GET request with standard URI query arguments as seen below. This method also requires the XML data to be properly URI encoded.
GET /REQUEST?xmldata=<encoded xml goes here> HTTP/1.1
Host: xml.usm.channelonline.com

The POST method is preferred as it is much more reliable for transactions of this size.

**Note:** All messages must conform to all tenets of the HTTP 1.1 protocol.

Responses are delivered SYNCHRONOUSLY; you must wait for the response. How long you must wait will depend on a number of factors like the type of your Internet connection, the current traffic levels on the Internet but primarily it depends on the scope of your query. If you experience timeouts, please narrow the scope of your queries. When importing, please limit the request to 25 documents.

### 2.1.1 Transport Examples

The following transport examples are unsupported but can be utilized at your own risk:

See schema.zip for Perl and Java transport examples.

### 2.2 Responses

Only response messages with HTTP status codes of 200 should be parsed for valid XML messages. Messages with other codes may contain raw text like “Message is well formed but I couldn’t understand it, please compare with DTD” or “Message is not well formed, parse error at …”.

### 2.3 Maintenance

It is critical that your application be flexible in the following ways:

1. The URL that you send the messages should never be hard-coded as you should be able to change it at run time. If you are experiencing issues, the Technical Support team may ask you to send your message to a different host to help with debugging. If you are on the ChannelOnline Beta Program you will need to change the host. The host name may change with any release.

2. Your application must be able to deal with certificates that have the wrong host name which can be caused by the above issue.

3. Be ready to update your application. The XML specifications will change rapidly and continuously to coincide with changes and improvements to the ChannelOnline application. We will maintain a backwards compatibility layer, if possible, for older schema version for 6 months after the release of a new version. After that time you will be required to update your application or risk losing your connection or working integration with ChannelOnline.
2.4 Further Information

This document is NOT intended to be a How-To document for standard XML programming. This document provides XML information that is specific to ChannelOnline. By reading this document, it is assumed that you have XML programming experience. If you have any questions about how to properly form XML documents or for specifics on the HTTP protocol see W3C’s official website, http://www.w3c.org. The ChannelOnline Technical Support group does not provide XML training.

3 Related Documents

1. coTypes.xsd – XSD document provides the format of various field types such as dates, times, product descriptions, etc.
2. export_customers_request.xsd – XSD document provides the format of customer export requests.
3. export_customers_response.xsd – XSD document provides the format of customer export responses.
4. export_documents_request.xsd – XSD document provides the format of Quote, Sales Order, or Invoice export requests.
5. export_documents_response.xsd – XSD document provides the format of Quote, Sales Order, or Invoice export responses.
6. export_pos_request.xsd – XSD document provides the format of Purchase Order export requests.
7. export_pos_response.xsd – XSD document provides the format of Purchase Order export responses.
8. import_customers_request.xsd – XSD document provides the format of customer import requests.
10. import_documents_request.xsd – XSD document provides the format of Quote, Sales Order, or Invoice import requests.
11. import_documents_response.xsd – XSD document provides the format of Quote, Sales Order, or Invoice import responses.
12. import_pos_request.xsd – XSD document provides the format of Purchase Order import requests.
14. itemTypes.xsd – XSD document provides the format of products or items that may exist within a Quote, Sales Order, Invoice or Purchase Order. Ex: Quoted Line Items, Bundles, etc.
15. update_documents_request.xsd – XSD document provides the format of Quote, Sales Order or Invoice import responses.
16. update_documents_response.xsd – XSD document provides the format of Quote, Sales Order or Invoice import responses.
17. **update_pos_request.xsd** – XSD document provides the format of Purchase Order update responses.


19. **list_salespersons_request.xsd** – XSD document provides the format of salespersons export requests.

20. **list_salespersons_response.xsd** – XSD document provides the format of salespersons export responses.

21. **login_echo_request.xsd** - XSD document provides the format of the request to test the xml connection and login credentials.

22. **login_echo_response.xsd** - XSD document provides the format of the response to test the xml connection and login credentials.

These related documents can be found by performing the following steps:

1. Log into ChannelOnline.
2. Click on **Help** link in the upper right corner of the application.
3. Click on **User Guides** category.
4. Select the **XML 5.3 Specifications** Guides.

### 4 Schema

The XML Schemas or XSDs are available from:


Always use the XML Version Number in the title of this document on the title page in the schemaVersion attribute in your document root node. Do not use the Document Version of this guide. Ex: If you are viewing XML 5.3 Specifications, then you must use schemaVersion="5.3". The schema version changes and correlates to the current ChannelOnline release version number. Ex: If the current ChannelOnline version is 4.6, the most current schema version available will be schemaVersion="4.6".

**Note:** You can increment the schema version number (4.x – 5.3) to see newly added elements and functionality.

All data definitions are represented with the W3C XML Schema XML description language. You can find more information about XML Schema at [http://www.w3c.org](http://www.w3c.org).

### 5 Generic Forms

Always use the XML Version Number in the title of this document on the title page in the schemaVersion attribute in your document root node. Do not use the Document Version of this guide. Ex: If you are viewing XML 5.3 Specifications, then you must use schemaVersion="5.3". The schema version correlates to the current ChannelOnline release
version number. Ex: If the current ChannelOnline version is 4.6, the most current schema version available will be schemaVersion="4.6". **Note:** You can increment the schema version number to see newly added elements and functionality.

### 5.1 Authentication

All transactions require an `<authentication>` element immediately within the enclosing root node. Within the `<authentication>` element, we now require the inclusion of a `<userAgent>` element. You must choose a name or value for this element and register this information with us. XML service must be enabled for registration. Contact channelsupport@cnet.com to register. Please see coTypes.xsd for details on the “COAuthentication” XML Schema Complex Type.

### 5.2 Data Types

1. Dates and time are represented via the CODateOrDateTime XML Schema type. An ISO8601 datetime or ISO8601 date may be found in a field of this type. Your application should be able to deal with either date method.

   Further information can be found at: [http://www.w3.org/TR/NOTE-datetime](http://www.w3.org/TR/NOTE-datetime)

2. Any raw data used within the XML Request must contain valid characters. Non-UTF 8 characters may cause issues with the requests, causing the requests to be malformed.

   **Common problems:**

   - Using the ampersand character. Ampersands have special meanings in XML, please use "&" to represent that character.
   - Microsoft Smart Quotes. Never cut and paste from a Microsoft application when sending data to ChannelOnline. Microsoft applications include proprietary code or data that may not work properly across all platforms.

### 6 Message Type Overview

#### 6.1 Customer Import

This request creates new Customer and Contact records in ChannelOnline. If the ChannelOnline customerId or customerNumber fields match an existing record then that existing record is updated. If the userId or email records match an existing Contact record then the Contact will be updated rather than inserted.

As of schema version 4.5, it is also possible to Delete/Undelete a customer or contact record, overwrite existing shipping addresses, trigger email notifications and add customer specific shipping rules in the customer import request.

See import_customers_request.xsd and import_customers_response.xsd
6.2 Customer Export

This request returns Customer and Contact records based on the options specified in the request message.
See export_customers_request.xsd and export_customers_response.xsd

6.3 Document Import

Inserts document records such as Quotes, Sales Orders and Invoices into ChannelOnline. As of schema version 4.5, it is also possible to trigger email notifications and overwrite existing documents on the import documents request.
See import_documents_request.xsd and import_documents_response.xsd

6.4 Document Export

Returns Document records based on the options specified in the request message.
See export_documents_request.xsd and export_documents_response.xsd

6.5 Document Update

Allows for status, container and custom field updates after a record is already inserted. As of schema version 4.5, it is also possible to edit the billing/shipping address, trigger order notification emails, and delete line items in the document update.
See update_documents_request.xsd and update_documents_response.xsd

6.6 PO Import

Inserts Purchase Order records
See import_pos_request.xsd and import_pos_response.xsd

6.7 PO Export

Returns Purchase Order records based on the options specified in the request message.
See export_pos_request.xsd and export_pos_response.xsd

6.8 PO Update

This message updates existing Purchase Orders with status and container information.
See update_pos_request.xsd and update_pos_response.xsd
6.9 Salespersons

This message returns a list of all salespersons on ChannelOnline. See list_salespersons_request.xsd and list_salespersons_response.xsd.

6.10 Connection/Login

This message used to test the XML connection to our servers and to ensure your login credentials are correct. See login_echo_request.xsd and login_echo_response.xsd.

7 Documents

Documents are the foundation of ChannelOnline. Quotes, Sales Orders and Invoices are all considered documents. The only difference is the documents vary in their type.

7.1 Export

7.1.1 Request

See export_documents_request.xsd for this message’s schema.

7.1.1.1 Request Options

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>documentType</td>
<td>The type of document being exported</td>
</tr>
</tbody>
</table>
| onlyUnexported | The default behavior is to not export documents that have already been exported. Set this field to "false" if you would like your records re-exported.  
|              | onlyunexported = true; Only export new items (not previously exported items). |
|              | onlyunexported = false; Export all docs, exported and non-exported.          |
| documentNumber | Export a specific document by doc number.                                    |
| onlyChecked  | Only export items which have been marked for export in the ChannelOnline interface. |
| before       | Document has date before                                                     |
| after        | Document has date after                                                     |
| markOnexport | Governs whether the document will be marked as exported in ChannelOnline    |
7.1.1.2 Common Requests

Get all documents that have not been exported.

```xml
<export_documents_request schemaVersion="4.5">
  <authentication>
    <shortcut>acme</shortcut>
    <email>john.doe@acme.com</email>
    <password>password</password>
  </authentication>
  <options>
    <onlyUnexported>true</onlyUnexported>
  </options>
</export_documents_request>
```

Get all documents updated since July 1, 2006, 10AM UTC

```xml
<export_documents_request schemaVersion="4.5">
  <authentication>
    <shortcut>acme</shortcut>
    <email>john.doe@acme.com</email>
    <password>password</password>
  </authentication>
  <options>
    <eventInRange>
      <eventType>modified</eventType>
      <after>2006-07-01T10:00:00Z</after>
    </eventInRange>
  </options>
</export_documents_request>
```

7.1.2 Response

7.1.2.1 Custom Document Fields

When custom fields are enabled for documents (See Admin -> Company Settings and Edit Customer), the `<customDocFields>` element will be returned. Below is an example:

```xml
<customDocFields>
  <field name="Gift Certificate Number" fieldType="company_q">GC1234</field>
</customDocFields>
```
7.1.2.2 Custom Item Fields

When custom fields are enabled at the line item level for documents (See Admin -> Company Settings and Edit Customer), the <customFields> element (within the <itemList> / <product> elements) will be returned. Below is an example:

```xml
<customFields>
    <field name="Item Status" fieldType="reseller_qp"/>
    <field name="Invoice Number" fieldType="reseller_qp"/>
    <field name="Invoice Date" fieldType="reseller_qp"/>
</customFields>
```

Listed below is an explanation of the format of this element.

<table>
<thead>
<tr>
<th>Attribute Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>field</td>
<td>For each custom field enabled, this tag will be returned.</td>
</tr>
<tr>
<td>name</td>
<td>The name attribute will have a value of the Custom Field’s name.</td>
</tr>
<tr>
<td>fieldType</td>
<td>See the following table for possible values and explanations.</td>
</tr>
<tr>
<td>onlyChecked</td>
<td>Only export items which have been marked for export in the ChannelOnline interface.</td>
</tr>
<tr>
<td>before</td>
<td>Document has date before</td>
</tr>
<tr>
<td>after</td>
<td>Document has date after</td>
</tr>
<tr>
<td>markOnexport</td>
<td>Governs whether the document will be marked as exported in ChannelOnline</td>
</tr>
</tbody>
</table>

Possible fieldType values:

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>reseller_q</td>
<td>Specifies that the field is a Global Document field as enabled in Admin Company Settings</td>
</tr>
<tr>
<td>reseller_qp</td>
<td>Specifies that the field is a Global Line Item field as enabled in Admin Company Settings</td>
</tr>
<tr>
<td>company_q</td>
<td>Customer Specific Document field as enabled in Edit Company screen.</td>
</tr>
<tr>
<td>company_qp</td>
<td>Customer Specific Line Item field as enabled in Edit Company screen.</td>
</tr>
</tbody>
</table>

See export_documents_response.xsd for more information about this message's schema.

7.2 Import

This function allows you to integrate an existing storefront or order entry application into ChannelOnline by importing existing documents.

See import_documents_request.xsd for this message's schema.
Note: Do not use the Document Import message unless the following data has already been set up in ChannelOnline:

1. SalesRep accounts
2. Price Profiles
3. Customer accounts
4. Custom fields

7.2.1 Trigger 'Order Notification' email on Status Transition

Specifying "true" for the triggerOrderNotification attribute will generate the system's order confirmation email if the imported document has the appropriate status. See example below:

```xml
<import_documents_request ...>
...
<documents documentType="Sales Order" triggerOrderNotification="true">
...
</documents>
</import_documents_request>
```

7.2.2 Overwrite existing document

To overwrite an existing document instead of rejecting the import on duplicate document numbers, specify "true" in the overwriteExisting attribute. If you would like to preserve the original document as a revision, specify "true" for the saveOriginalAsRevision attribute. See example below:

```xml
<import_documents_request ...>
...
<documents documentType="Sales Order" overwriteExisting="true" saveOriginalAsRevision="true" documentNumber="1234">
...
</documents>
</import_documents_request>
```

7.3 Update

See update_documents_request.xsd for further information about this message's schema.

Note: When updating a Quote or Order via XML, make sure that the document is not being viewed in the User Interface as the document may be locked for viewing and may not allow any updates.

Note: If a customField element is defined then all previous or existing custom field data will be overwritten.
7.3.1 **Update Ship / Track Information**

To update the line item shipping and tracking information, you will need to include the `<container>` element. See below as an example:

```
<container containerId="1234">
    <shipStatus>Shipped</shipStatus>
    <shipMethod>
        <carrier>UPS</carrier>
        <service shipServiceId="3">Ground</service>
    </shipMethod>
    <quantity>1</quantity>
    <trackingNumber>1Z123456789</trackingNumber>
    <shipDate>02/12/05</shipDate>
    <serialNumber>serial12345</serialNumber>
</container>
```

As of XML 4.0, the most important information to send in the update is the service’s `shipServiceId` attribute. When this attribute is provided, the XML interface will ignore any values inserted within the tags. See the list of `shipServiceId`'s available in the next table.

**shipServiceId Values:**

<table>
<thead>
<tr>
<th>Attribute Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>UPS Next Day Air®</td>
</tr>
<tr>
<td>2</td>
<td>UPS 2nd Day Air®</td>
</tr>
<tr>
<td>3</td>
<td>UPS Ground</td>
</tr>
<tr>
<td>4</td>
<td>UPS 3 Day Select® - Commercial</td>
</tr>
<tr>
<td>5</td>
<td>UPS 2nd Day Air A.M. ®</td>
</tr>
<tr>
<td>6</td>
<td>UPS Next Day Air Saver®</td>
</tr>
<tr>
<td>7</td>
<td>UPS 3 Day Select® - Residential</td>
</tr>
<tr>
<td>8</td>
<td>FedEx First Overnight</td>
</tr>
<tr>
<td>9</td>
<td>FedEx Standard Overnight</td>
</tr>
<tr>
<td>10</td>
<td>FedEx Priority Overnight</td>
</tr>
<tr>
<td>11</td>
<td>FedEx Express Saver</td>
</tr>
<tr>
<td>12</td>
<td>FedEx 2 Day</td>
</tr>
<tr>
<td>13</td>
<td>USPS Parcel Post</td>
</tr>
<tr>
<td>14</td>
<td>USPS Priority Mail</td>
</tr>
<tr>
<td>15</td>
<td>USPS Express Mail</td>
</tr>
<tr>
<td>16</td>
<td>Other – Will Call</td>
</tr>
<tr>
<td>17</td>
<td>Other – None</td>
</tr>
<tr>
<td>18</td>
<td>FedEx Ground</td>
</tr>
</tbody>
</table>
7.3.2 Edit the Billing/Shipping addresses

You may specify the billing and shipping addresses on a document by adding billTo and shipTo to the document element on an update. See example below:

```
<update_documents_request ...>
  ...
  <documents>
    <document documentNumber="1234">
      ...
      <billTo>
        <firstName>Bob</firstName>
        <lastName>Test</lastName>
        <title>COO</title>
        ...
      </billTo>
      <shipTo>
        <firstName>Tom</firstName>
        <lastName>Test</lastName>
        <title>Mail Room Assistant</title>
        ...
      </shipTo>
    </document>
    ...
  </documents>
</update_documents_request>
```

7.3.3 Delete line items

You may delete an item by specifying true in the new "deleted" element. See example below:

```
<update_documents_request ...>
  ...
  <documents>
    <document documentNumber="1234">
      ...
      <lineItems>
        <lineItem lineItemId="4567">
          <deleted>true</deleted>
          ...
        </lineItem>
      </lineItems>
    </document>
    ...
  </documents>
</update_documents_request>
```
7.3.4 Trigger 'Order Notification' email on Status Transition

Specifying "true" for the triggerOrderNotification attribute will generate the system's order confirmation email if the imported document has the appropriate status. See example below:

```xml
<update_documents_request ...
... >
<documents>
<document documentType="Sales Order" triggerOrderNotification="true"
documentNumber="1234">
...</document>
</documents>
</update_documents_request>
```

8 Purchase Orders

Purchase Order transactions operate the same as Document transactions. Please refer to Section 7 for further information in regards to behavior.

8.1 Export

See export_pos_request.xsd for this message's schema.

8.2 Import

See import_pos_request.xsd for this message's schema.

8.3 Update

See update_pos_request.xsd for this message's schema.

Note: When updating a Purchase Order via XML, make sure that the document is not being viewed in the User Interface as the document may be locked for viewing and may not allow any updates.

Note: If a “container” element is defined in the update message, then all previous associated or existing containers will be deleted before the new containers are added.
9 Customers

9.1 Export

See export_customers_request.xsd for this message’s schema.

9.2 Import

This function is useful for creating customer records without having to manually fill out forms through the web site.

See import_customers_request.xsd for this message’s schema.

Note: Do not use the Customer Import message unless the following data has already been set up in ChannelOnline:

1. SalesRep accounts
2. Price Profiles

9.2.1 Add Shipping Addresses

You may append shipping addresses to the existing list of ship-to addresses. By specifying updateMethod="append" or by not including the updateMethod attribute, the shipping addresses will be added to the shipping address list. See example below:

```
<import_customers_request ...
  shippingAddresses updateMethod="append">
  <shipping>
    <firstName>Joe</firstName>
    <lastName>Test</lastName>
    <title>Marketing Manager</title>
    ...
  </shipping>
  <shipping>
    <firstName>Bob</firstName>
    <lastName>Test</lastName>
    <title>COO</title>
    ...
  </shipping>
</shippingAddresses>
```

9.2.2 Overwrite Shipping Addresses

You may specify the method used to add shipping addresses by using the "shippingAddresses" element. Only the addresses present in this message will appear in the customer shipping history when specifying updateMethod="overwrite". See example below:

```
<import_customers_request ...
  shippingAddresses>
  <shipping>
    <firstName>Joe</firstName>
    <lastName>Test</lastName>
    <title>Marketing Manager</title>
    ...
  </shipping>
  <shipping>
    <firstName>Bob</firstName>
    <lastName>Test</lastName>
    <title>COO</title>
    ...
  </shipping>
</import_customers_request>
```
Appendix G: Example PO Import Request-Reply

```xml
...<shippingAddresses updateMethod="overwrite">
  <shipping>
    <firstName>Joe</firstName>
    <lastName>Test</lastName>
    <title>Marketing Manager</title>
    ...
  </shipping>
  <shipping>
    <firstName>Bob</firstName>
    <lastName>Test</lastName>
    <title>COO</title>
    ...
  </shipping>
</shippingAddresses>
...
</import_customers_request>
```

### 9.2.3 Delete Company

You may delete a customer record by specifying the appropriate value in the deleted element. Deleting a company will send the company and all associated contacts and documents to the Recycle Bin. See below example:

```xml
<import_customers_request ...>...
  <customers>
    <customer customerId="1234">
      <deleted>true</deleted>
    </customer>
    ...
  </customers>
</import_customers_request>
```

### 9.2.4 Delete Contact

Or, you may just delete a specific contact by specifying the appropriate value in the deleted element. Deleting a contact will move the contact to the recycle bin but will leave the documents active with the document’s contact being marked as deleted.

```xml
<import_customers_request ...>...
  <customers>
    <customer customerId="1234">
      <contact userId="12345">
        <deleted>true</deleted>
      </contact>
      ...
    </customer>
    ...
  </customers>
</import_customers_request>
```
9.2.5 **Undelete Records**

Similarly, you may use this functionality to undelete records.

```xml
<import_customers_request ...>
  ...
  <customers>
    <customer customerId="1234">
      <contact userId="12345">
        <deleted>false</deleted>
      </contact>
      ...
    </customer>
    ...
  </customers>
</import_customers_request>
```

9.2.6 **Restore Company**

Restoring a **company** using `<deleted>false</deleted>` will not restore the associated contacts. The **contacts** must be marked as `<deleted>false</deleted>` as well. Restoring a company will also restore the active documents but not the documents specifically deleted manually.

```xml
<import_customers_request ...>
  ...
  <customers>
    <customer customerId="1234">
      <deleted>false</deleted>
      <contact userId="12345">
        <deleted>false</deleted>
      </contact>
      ...
    </customer>
    ...
  </customers>
</import_customers_request>
```

9.2.7 **Restore Contact**

If you Restore a contact that is associated with a deleted Company, it will automatically restore the company as well.
9.2.8 **Add customer specific shipping rules**

You may specify customer specific shipping rules in the customer import. See the XML Schema (import_customers_request.xsd) for details on the options. All of these options are directly analogous to those that are found on the Shipping Rules on the ChannelOnline web interface. See example below:

```xml
<import_customers_request ...>
    ...
    <customers>
        <customer customerId="1234">
            ...
            <shippingRules>
                <markup enabled="true" percentage="5.5" />
                <free enabled="true" minimumOrder="75.00" maximumWeight="24.5" applyCredit="false" />
                <surcharge enabled="true" amount="3.50" maximumOrder="70.00" exemptFreeShips="true" />
                <fixed enabled="false" amount="25.00" />
            </shippingRules>
            ...
        </customer>
        ...
    </customers>
</import_customers_request>
```

9.2.9 **Trigger 'Welcome to Storesite' notification email**

Specifying "true" for the sendWelcomeNotification attribute will trigger emails if the StoreSite is newly enabled or the password changes. This applies to newly imported customers as well as previously existing customers. See example below:

```xml
<import_customers_request ...>
    ...
    <customers>
        <contact sendWelcomeNotification="true"></contact>
        ...
    </customers>
</import_customers_request>
```

10 **Recent Changes**

10.1 **Credit Card Year Update**

The credit card expiration year element (expyear) has been updated to from 2 digits to 4 digits
Appendix G: Example PO Import Request-Reply

```xml
<creditCard encrypted="true">
  <number>String</number>
  <ccType>String</ccType>
  <cardHolder>String</cardHolder>
  <expMonth>String</expMonth>
  <expYear>String</expYear>
  <securityCode>String</securityCode>
</creditCard>
```

**10.2 Product Line Item Additional Fields**

Additional fields have been added under each product line item (see schema)

- `//product/shipTo`
- `//expiration`
- `//followUp`
- `//billTo/parentCode`
- `//supplierProduct/contract`

**10.3 Customer Additional Fields**

Additional fields have been added for each customer (see schema)

- `//customer/requireOrderVerification`
- `//customer/creditLimit`
- `//customer/billing`