

Dropshipping Solution

- Specification -

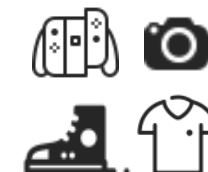
This document explains the various steps required to set up dropshipment (or multi-address) sales.
It explains in details:

1. General process
2. Catalogue
 - a. Access the product Catalogue
 - b. Catalogue contents
 - c. Catalogue updating
3. Orders
 - a. Create the order file
 - b. Data format
 - c. Uploading and retrieving files
4. Order tracking
 - a. Compliance report
 - b. Anomaly tracking
 - c. Order tracking
5. Invoicing
6. Customer relationship management
7. Contact

1 – General Process

The general process of Cdiscount Dropshipping can be summarized in three main steps :

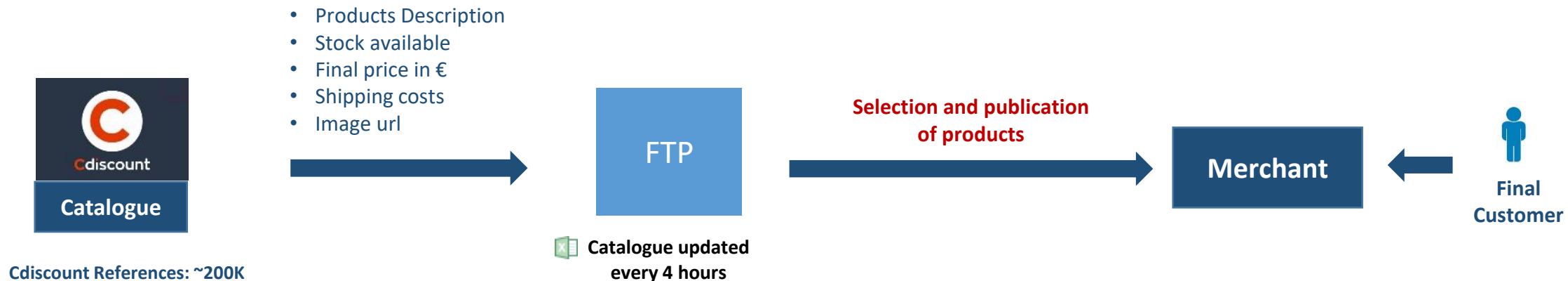
- 1. Retrieve and publish the CDiscount Catalogue :** Integrate our catalog into the existing offer in your online shop or push our products to your shops on various marketplaces. Thanks to the login provided by us, you can access the CDiscount product Catalogue available on our FTP server. This last one includes all the essential information for the publication of the offer: Stock, categories, prices... This Catalogue is updated every 4 hours.
- 2. Transmit your orders to Cdiscount :** When you receive an order, you just have to transmit it to us by respecting the file template provided for this purpose. Orders are then recorded directly in our system every 15 minutes. Our logistic teams take care of the preparation in the meantime.
- 3. Tracking your orders :** Thanks to the various reports provided by Cdiscount, you can check the correct integration of your orders in our system, identify any errors, track the delivery of your parcels or access all your invoices. Translated with www.DeepL.com/Translator (free version).



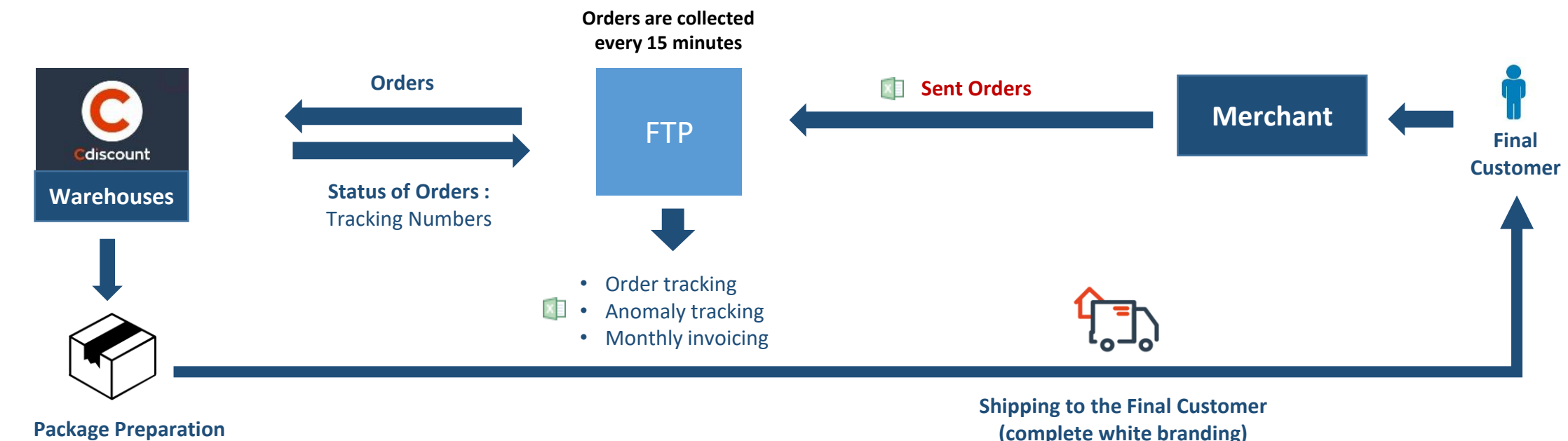
Cdiscount Dropshipping : General process

Merchant Responsibility
Cdiscount Responsibility

Catalogue



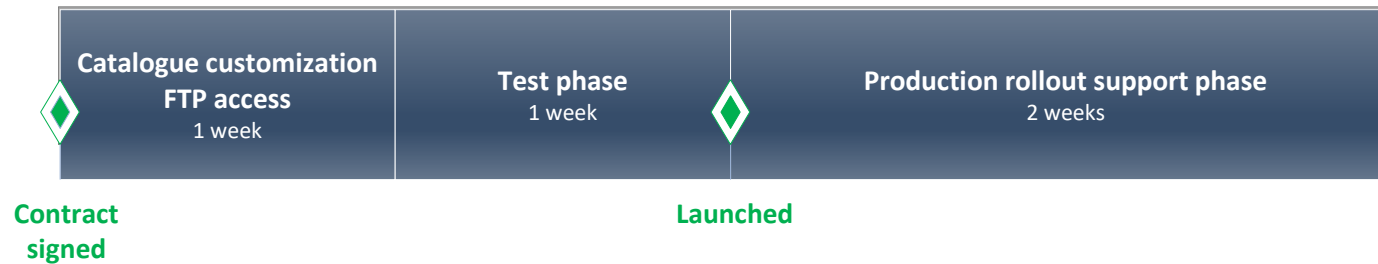
Orders



Dropshipping : General process

| SUBJECT | Merchant Responsibilities | CDISCOUNT Responsibilities |
|---------------------|--|--|
| Catalogue | <ul style="list-style-type: none">• Selects and publishes products on its website• Sets up prices (all taxes included) and updates its stocks on its site | <ul style="list-style-type: none">• Provides a Catalogue of products on an FTP server several times a day (prices and stocks) |
| Orders | <ul style="list-style-type: none">• Drops the Orders on the FTP server• Gives the trackings Orders to the Final Customer | <ul style="list-style-type: none">• Gathers and handles Orders (Picking, preparation and shipment to Final Customer)• Updates order status and trackings on the FTP |
| After-sales service | <ul style="list-style-type: none">• Handles RCMP Level 1 and answers directly to Final Customer | <ul style="list-style-type: none">• Handles RCMP Level, answers to merchant• Sending a return label to Final Customer |
| Financial flows | <ul style="list-style-type: none">• Pay invoices monthly | <ul style="list-style-type: none">• Generates monthly invoices |

Once the contract is signed, we propose the following approach and schedule :



1) Catalogue customization and FTP:

- Definition with the sales team of the product catalogue: categories, languages, delivery costs...


2) Test phase :

- Testing Catalogue access
- Testing FTP access
- Testing purchase order compliance

3) Production rollout support phase :

- Using the Catalogue well
- Ensuring purchase order compliance
- Retrieving anomaly tracking
- Retrieving order tracking

List of countries delivered by Chronopost

| Mode de livraison | Pays | Code pays | Destinations non desservies | Délai livraison Classic |
|--|--------------------|-----------|--|-------------------------|
|  | Belgique | BE | | 2-3 jours |
| | Espagne | ES | Canaries, Baléares et Péninsule Almina | 2-3 jours |
| | Italie | IT | San Marin, Vatican, Livigno et Campione d'Italia | 2-4 jours |
| | Allemagne | DE | îles de la mer Baltique, îles de la mer du Nord (îles de la Frise du Nord, îles de la Frise-Orientale, Halligen, Heligoland) | 2-3 jours |
| | Grande Bretagne | GB | | 2-3 jours |
| | Autriche | AT | | 3 – 4 jours |
| | République Tchèque | CZ | | 3 |
| | Danemark | DK | Iles Féroé et du Groenland | 3 |
| | Estonie | EE | | 6 |
| | Hongrie | HU | | 3 – 4 jours |
| | Lettonie | LV | | 4-6 jours |
| | Lituanie | LT | | 4 |
| | Luxembourg | LU | | 2 |
| | Pays-Bas | NL | | 2 |
| | Pologne | PL | | 3 |
| | Portugal | PT | Açores et Madère | 2-3 jours |
| | Slovaquie | SK | | 2-3 jours |
| | Slovénie | SI | | 3- 4 jours |
| | Suède | SE | | 4- 6 jours |
| | Roumanie | RO | | 4 |
| | Irlande | IR | | 3 |
| | Bulgarie | BG | | 4 |
| | Croatie | HR | | 4 |
| | Finlande | FI | | 4 |
| | Grèce | GR | | 6 |

2 – Catalogue

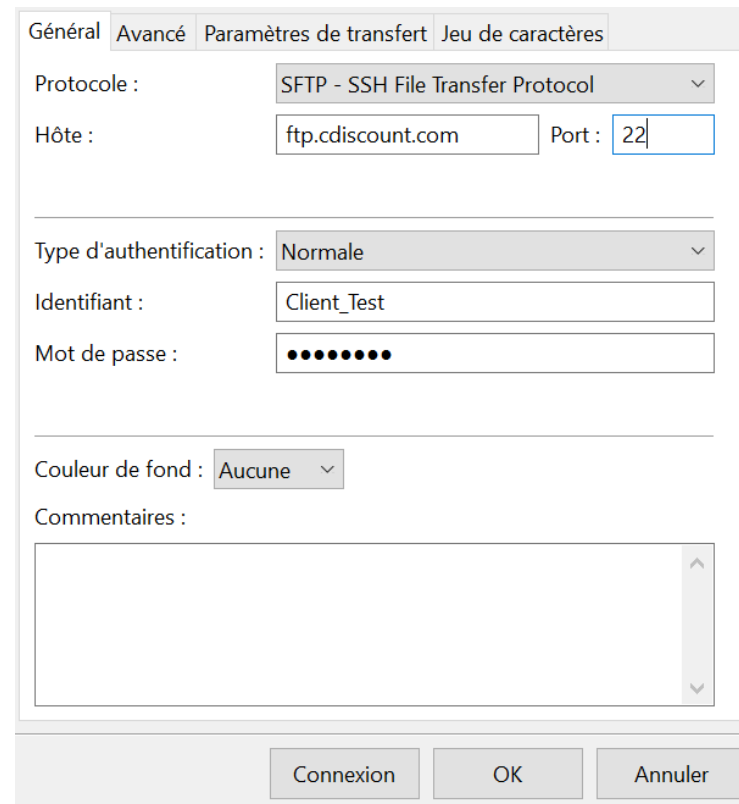
To ensure customers benefit from Cdiscount's extensive offer, a dynamic Catalogue updated every 4 hours. To ensure stockout is limited, the products presented in the Catalogue are the ones for which an availability calculation ensures they are in stock. Whenever a product becomes out-of-stock, it is no longer presented in the Catalogue.

2.1 : Access the product Catalogue

A CSV file listing all the data required for integrating the products is uploaded to a private FTP on a daily basis. This Catalogue is filled with products which meet the various criteria set ahead of the launch.

The authentication information is sent by Cdiscount via a E-mail containing .ppk files. The access can be done thanks to an FTP solution as Filezilla according the following process:

1. **Open Filezilla** and select « **File > Site Manager > New Site** »
2. **Select SFTP** - SSH File Transfer Protocol
3. **Host** : ftp.cdiscount.com
4. **Port** : 22
5. **Authentication Type** : Normal
6. **Login** : LOGIN communicated by Cdiscount in your welcome Email.
7. **Password** : LOGIN communicated by Cdiscount in your welcome Email.



The screenshot shows a configuration window for an FTP connection. It has four tabs: 'Général' (selected), 'Avancé', 'Paramètres de transfert', and 'Jeu de caractères'. The 'Général' tab contains the following fields:

- Protocole :** A dropdown menu set to 'SFTP - SSH File Transfer Protocol'.
- Hôte :** A text box containing 'ftp.cdiscount.com'.
- Port :** A text box containing '22'.
- Type d'authentification :** A dropdown menu set to 'Normale'.
- Identifiant :** A text box containing 'Client_Test'.
- Mot de passe :** A text box filled with ten black dots.
- Couleur de fond :** A dropdown menu set to 'Aucune'.
- Commentaires :** A large empty text area with a vertical scrollbar.

At the bottom of the window are three buttons: 'Connexion', 'OK', and 'Annuler'.

8. Click on OK : Your Catalogue is available « Catalogue_YOURCOMPANY_inter.csv »

N.B.:

This FTP server is dedicated to the Catalogue. Another FTP access is required for placing orders.

2.2 : Catalogue contents

The Catalogue made available details all data required for publishing products:

Accueil > Informatique > Tablettes tactiles - Ebooks > Tablette tactile > Choix par marque > Samsung > Samsung Slate PC Série 7

Voir mon panier : aucun article

INFORMATIQUE

A ne pas rater !

- GAMING ZONE
- Tablettes tactiles - Ebooks
- PC Assemblés

ORDINATEURS, ECRANS, LOGICIELS

- Ordinateurs portables
- Netbooks (Mini-portables)
- Ordinateur de bureau
- ▼ **Tablettes tactiles - Ebooks**
 - Guide achat Tablette tactile
 - Toutes les tablettes tactiles
- ▼ **Choix par marque**
 - Acer
 - Apple IPAD
 - Archos
 - Asus
 - BlackBerry
 - MemUp
 - Motorola
 - **Samsung**
 - Sony

VENTE FLASH Plus que 9h

~~1099,90 €~~

999,90 €

ou 3 x 351,60 € voir CGV

En vente sur **CdiscountPRO.com**

Ajouter au panier

En commande
chez notre fournisseur

Livré entre le 01/03/2012 et le 09/03/2012

Tous les modes de livraison ▼

Article précédent

Samsung Slate PC Série 7 +Clavier+Station+Stylét

Article suivant

SAMSUNG

100€ d'économie

11,6"

4 Go DDR3

SSD 64 Go

Station d'accueil, clavier sans fil et stylét inclus.

Samsung Slate PC Série 7 +Clavier+Station+Stylét

Tablette Tactile avec écran LED 11,6" capacitif multitouch - Processeur Intel® Core® i5-2467M - Mémoire 4096Mo - Stockage SSD 64Go - Wifi 802.11 b/g/n - Webcam frontale 2 Mpixels, arrière 3 Mpixels - Station d'accueil avec port USB et RJ45 fournie - Clavier Bluetooth AZERTY - Windows 7 Familiale Premium...

Imprimer

Descriptif technique

4/5 (1 avis)

Donner votre avis Lire les avis

Partagez-le

Zoom

[XE700T1AA02FR]

| | Column | Field | Number of characters | Comment |
|---|--------|------------------|----------------------|---|
| 1 | A | Sku | 20 | Cdiscount product ID |
| | B | Parent Sku | 20 | Parent product ID (common to variant products under a single reference) - filled in only for variants |
| | C | Size | 50 | Product size - filled in only for variants |
| | D | EAN code | 13 | Standardized international article numbering for identifying products |
| 2 | E | Category 1 ID | digital | Level 1 category digital ID |
| | F | Category 1 name | 255 | Level 1 category name |
| 2 | G | Category 2 ID | digital | Level 2 category digital ID |
| | H | Level 2 category | 255 | Product level 2 category |
| 2 | I | Category 3 ID | digital | Level 3 category digital ID |
| | J | Level 3 category | 255 | Product level 3 category |
| 2 | K | Category 4 ID | digital | Level 4 category digital ID |
| | L | Level 4 category | 255 | Product level 4 category |
| 8 | M | Brand | 50 | Product brand |
| 7 | N | Name | 255 | Product name |
| 6 | O | Description | 2048 | Main product description |
| | P | Product type | | Product type (M30) |
| | Q | Stock indication | | Number of products still available (Never more than 30) |

| | Column | Field | Number of characters | Comment |
|---|--------|---|----------------------|---|
| 5 | R | Strike-through price (VAT-exclu.) | digital | Recommended retail price (RRP) or strike-through price |
| | S | VAT-exclu. purchase price (with ecotax) | digital | VAT-exclu. price (to fill in on the order file) - see 3.1.2 |
| | T | Promotion | digital | Specify if the product benefits from a special offer (included in the purchase price) |
| | U | Discount (%) | digital | Discount granted on the product price – This discount is not included in the purchase price |
| | V | VAT-exclu. ecotax | digital | VAT-exclu. ecotax |
| | W | VAT-exclu. Sorecop | digital | VAT-exclu. Sorecop |
| | X | VAT rate (%) | digital | VAT rate (%) |
| 4 | Y | Image 1 | 100 | URL for product image 1 (700*700) |
| | Z | Image 2 | 100 | URL for product image 2 (700*700) |
| | AA | Image 3 | 100 | URL for product image 3 (700*700) |
| | AB | Image 4 | 100 | URL for product image 4 (700*700) |
| | AC | Image 5 | 100 | URL for product image 5 (700*700) |
| | AD | Image 6 | 100 | URL for product image 6 (700*700) |
| | AE | Package length (cm) | digital | Packed product length in cm |
| | AF | Package width (cm) | digital | Packed product width in cm |
| | AG | Package height (cm) | digital | Packed product height in cm |
| | AH | Weight | digital | Product weight |

2.3 : Catalogue updating

The Catalogue is updated every four hours.

This ensures the Catalogue is as relevant as possible and includes:

- Latest product add-ons
- latest referencing updates, in particular product price
- Stockout products for which stock is deemed insufficient will be removed

Based on the number of products in the data feed, uploading time may vary. We recommend you check once per hour if a new version of the Catalogue is available. If this Catalogueing is impossible, DS support will recommend a suitable solution.

3 – Orders

3.1 : Create the order file

To transmit orders to Cdiscount Dropshipping, they must be referenced in a **XLS file** which comprises a single sheet entitled "**Dropshipment**". The filename is standardized as follows, without the use of special characters (spaces, accents, etc.):

orders_YOURCOMPANY_YYYYMMDD_HHMMSS.xls

To place a mono-product order, **only one line** of the file should be filled in.

| N° de Cmd | Date de commande | Référence campagne | ID Cdiscount | Civilite | Nom Bénéficiaire | Prénom Bénéficiaire | Adresse |
|-------------|------------------|--------------------|--------------|----------|------------------|---------------------|----------------|
| UK210680691 | 20200223 | XXX | 0000000ZH43Q | MME | Minto | Ernest | 3 Test Road |
| UK210676437 | 20200223 | XXX | 0000000ZH43Q | MME | Gumbrell | Valerie | 14 Test Street |
| UK210676437 | 20200223 | XXX | 0000000ZH43Q | MME | Gumbrell | Valerie | 15 Test Street |

To place a multi-product order, **as many lines** as products should be filled using the following rules:

- Columns from A to Q and W to X => identical on all lines
- Columns from R to V => different on each line

The 1st line of the file is systematically ignored: it must contain the column header.

3.2 : Data format

| Column | Field | Max. no. of characters | Cell format | Comment |
|--------|----------------------------|------------------------|-------------|--|
| A | Order N°* | 20 | Text | One order per recipient |
| B | Order date* | 8 | Text | YYYYMMDD |
| C | Campaign reference* | 16 | Text | E.g.: CUSTOMER201102. This code specifies the dropshipment (or multi-address) campaign |
| D | Cdiscount ID* | 12 | Text | Customer code provided by CdiscountPro |
| E | Title* | 5 | Text | "M" or "MME" |
| F | Recipient's surname* | 35 | Text | |
| G | Recipient's first name* | 35 | Text | |
| H | Address* | 35 | Text | Street N° and name |
| I | Additional address details | 35 | Text | Flat / Floor / Door code |
| J | PB / Locality | 35 | Text | |
| K | Business name | 35 | Text | Compulsory if we deliver to a business. |
| L | Post code* | 5 | Text | |
| M | City* | 35 | Text | |
| N | Country* | 6 | Text | Enter the value of the country (See page 8) |
| O | Landline* | 10 | Text | If a landline number is the only one specified, it will be copied into the "mobile phone" field |
| P | Mobile phone | 10 | Text | |
| Q | Customer email* | 80 | Text | Email indispensable for customer relationship. It is advisable to put your Customer Service email. |

| Column | Field | Max. no. of characters | Cell format | Comment |
|--------|---------------------------|------------------------|-------------|---|
| R | Delivery method* | 3 | Text | "CHD" for chronopost international |
| S | Shipping costs* | digital | Text | Shipping costs in €, as described in the contrat |
| T | Product code* | 20 | Text | If a recipient orders several products, a line should be created per "product code". Each line must include the data from columns A to R and W to X |
| U | VAT-exclu. selling price* | digital | Text | VAT-exclu. unit selling price (with ecotax) Decimal separator = "." |
| V | Quantity* | digital | Text | Whole number |

* required fields



The amount to be filled in on the order file is the column VAT-exclu. purchase price (with ecotax) (column S of the catalogue.

3.2 : Uploading and retrieving files

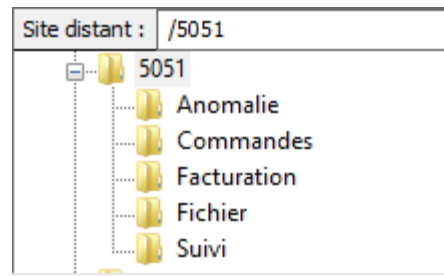
To place your orders, you have to use the Order FTP.

This FTP is different from the catalogue FTP.

The login and identification key have been sent through E-mail (Cf. 2.1 : Access the product Catalogue for more detail).

The FTP access contains 5 folders:

- Commandes
- Anomalie
- Suivi
- Fichier
- Facturation



You have to place your order files into the **“Commandes”** folder.

Orders may be placed 24/7 on the FTP server.

4 – Order tracking

Cdiscount Dropshipping automatically generates the following 3 documents:

- **The "Compliance report"** to find out if the file has been filled in correctly, it will then be integrated into the dropshipment string.
- **"Anomaly tracking"** lists all the orders integrated over the current day and states if they have been sent for picking or not.
- **"Order tracking"** details preparation for the orders accepted

3.1 : Compliance report

The compliance report is used to find out if the order file has been filled in correctly:

The compliance report is generated each time a new order file is uploaded (15 minutes after the order file has been received).

The name of the file generated is: **RapportConformite_YYYYMMDD_HHMMSS.xlsx**

It is available in the FTP **Fichier** directory.

Concurrently to the compliance report being generated, a mail is sent to tracking recipients (defined in the account Operation datasheet) stating whether the file has been integrated or not.

The list of checks made on order file format are as follows:

- Compulsory text format
- Sheet name = "Dropshipment"
- Number of columns = 22
- Excel file with .xls or .xlsx extension
- Readable file
- Correct Cdiscount ID
- Max. number of characters for each field
- Number in the digital fields (shipping costs, prices, quantity)

File format is as follows:

| Column | Field | Corresponding field | Comment |
|--------|---------------|--------------------------------------|---|
| A | SourceFile | Source file name | Uploaded file name |
| B | ProcessedFile | Name of the Cdiscount-processed file | The file is then renamed by Cdiscount for internal tracking purposes |
| C | DateTime | Analysis date and time | |
| D | Status | File status | OK or KO |
| E | Reason | Reason | If the status is OK, the reason will be "En cours de traitement" If the status is KO, a message will specify the error to correct. |

OK file example

| | A | B | C | D | E |
|---|-------------------------------------|--|------------------|--------|------------------------|
| 1 | FichierOrigine | FichierTraite | DateHeure | Statut | Motif |
| 2 | commandes_CLIENT_20131002_1040.xlsx | CDSPRO_20131002110138_5051_commandes_CLIENT_20131002_1040.xlsx | 02/10/2013 11:01 | OK | En cours de traitement |

KO file example

| | A | B | C | D | E |
|---|----------------------------------|---|------------------|--------|--|
| 1 | FichierOrigine | FichierTraite | DateHeure | Statut | Motif |
| 2 | TestMANTIS120012_23102013_4.xlsx | CDSPRO_20131024082635_5051_TestMANTIS120012_23102013_4.xlsx | 24/10/2013 08:26 | KO | Non traité : ligne n°3 : FraisPort:n'est pas au format attendu |
| 3 | TestMANTIS120012_23102013_3.xlsx | CDSPRO_20131024082635_5051_TestMANTIS120012_23102013_3.xlsx | 24/10/2013 08:26 | OK | En cours de traitement |
| 4 | TestMANTIS120012_23102013_2.xlsx | CDSPRO_20131024082635_5051_TestMANTIS120012_23102013_2.xlsx | 24/10/2013 08:26 | OK | En cours de traitement |
| 5 | TestMANTIS120012_23102013_1.xlsx | CDSPRO_20131024082635_5051_TestMANTIS120012_23102013_1.xlsx | 24/10/2013 08:26 | OK | En cours de traitement |

3.2 : Anomaly tracking

Anomaly tracking lists the orders integrated over the current day to state for each order whether it is processed or refused.

The processed orders are then listed in the order tracking document.

Anomaly tracking is only generated if orders have been sent.

The name of the XLS file is: SuiviAnomalies_YYYYMMDD.xls

It is updated every 2 hours.

It is available in the FTP **Anomalie** directory.

N.B.:

- Order integration ends at 23:00 and starts again at 0:01, so as to generate the final, exhaustive anomaly tracking for the day around 23:59. Orders uploaded after 23:00 are, as such, integrated into the next day's anomaly tracking.
- Unanalysed orders being integrated are added to the tracking to ensure optimal transparency along with the message "En attente d'intégration". This is a temporary status pending order processing.

This file format is identical to the purchase order with an extra column containing the wording "traitée" or "non traitée : [reason]".

| Column | Field | Corresponding field | Max. no. of characters | Comment |
|--------|-----------------------|----------------------------|------------------------|--|
| A | CustomerOrderRef | Customer Order N° | 20 | Fields identical to the purchase order |
| B | CreationDate | Order date | Date | |
| C | PartnerOrderRef | Campaign reference | 16 | |
| D | CustomerNumber | Cdiscount ID | 12 | |
| E | title | Title | 5 | |
| F | LastName | Recipient's surname | 35 | |
| G | FirstName | Recipient's first name | 35 | |
| H | Shipping_address1 | Address | 35 | |
| I | Shipping_address2 | Additional address details | 35 | |
| J | Shipping_address3 | PB / Locality | 35 | |
| K | Shipping_addressTitle | Business name or "at" | 35 | |

| Column | Field | Corresponding field | Max. no. of characters | Comment |
|--------|-----------------------|--------------------------|------------------------|--|
| K | Shipping_addressTitle | Business name or "at" | 35 | |
| L | Shipping_ZipCode | Post code | 5 | |
| M | Shipping_City | City | 35 | |
| N | Shipping_Country | Country | 6 | |
| O | Phone1 | Landline | 10 | |
| P | Phone2 | Mobile phone | 10 | |
| Q | Email | Customer email | 80 | |
| R | DeliveryMode | Delivery method | 3 | |
| S | Shipping_Fee | Shipping costs | digital | |
| T | ProductId | Product code | 20 | |
| U | PriceWithoutTax | VAT-exclu. selling price | digital | |
| V | Quantity | Quantity | 2 | |
| W | MessageError | Integration result | 255 | Possible values: 1) Processed 2) Unprocessed: "reason" |
| X | OriginalFileName | Order file name | 255 | Name of the source order file processed by Cdiscount |

N.B.: max. character count restrictions do not apply to delivery to countries outside France

Likely reasons for rejection include:

- Required fields
- Format errors
- Stockout on a product included in the order
- Inactive or non-existent product
- Duplicate: same Customer Order N° and same Campaign Reference
- Unpermitted delivery destination (e.g.: army or a country other than France)
- Unsuitable delivery method
- Insufficient amount outstanding

Example :

| | A | B | C | D | E | F | G | H | I | J | K |
|---|------------------|-------------------------|-----------------|----------------|----------|-------------|-----------|----------------------|-------------------|-------------------|-----------------------|
| 1 | CustomerOrderRef | CreationDate | PartnerOrderRef | CustomerNumber | civilite | LastName | FirstName | Shipping_address1 | Shipping_address2 | Shipping_address3 | Shipping_addressTitle |
| 2 | 227990767 | 2016-05-06 00:00:14.987 | CLIENTAAAAMM | 000000CLIENT | M | BOUTIERECES | JULIEN | 1 RUE DE LA ROUTE | | | |
| 3 | 227990798 | 2016-05-06 00:00:14.987 | CLIENTAAAAMM | 000000CLIENT | MLLE | JACKCES | JULIETTE | 2 ROUTE DE LA RUE | | | |
| 4 | 227990845 | 2016-05-06 00:00:14.987 | CLIENTAAAAMM | 000000CLIENT | MME | BOBCES | JULIE | 3 AVENUE DE LA ROUTE | | | |
| 5 | 227990836 | 2016-05-06 00:00:14.987 | CLIENTAAAAMM | 000000CLIENT | M | JACKCESMIT | JULIEN | 4 ROUTE DE L AVENUE | | | |
| 6 | 227990836 | 2016-05-06 00:00:14.987 | CLIENTAAAAMM | 000000CLIENT | M | JACKCESMIT | JULIEN | 4 ROUTE DE L AVENUE | | | |
| - | | | | | | | | | | | |

| | L | M | N | O | P | Q | R | S | T | U | V | W | X |
|---|------------------|---------------|------------------|------------|------------|--------------|--------------|--------------|---------------|-----------------|----------|---|--------------------------------------|
| 1 | Shipping_ZipCode | Shipping_City | Shipping_Country | Phone1 | Phone2 | Email | DeliveryMode | Shipping_Fee | ProductId | PriceWithoutTax | Quantity | MessageError | OriginalFileName |
| 2 | 75015 | PARIS | FR | 0556575859 | 0607080910 | 123@msn.com | CDS | 7 | 3333973153808 | 70.45 | 1 | Traitée | commandes_CLIENT_20131114_185900.xls |
| 3 | 75015 | PARIS | FR | 0556575860 | 0607080911 | 456@msn.com | TNT | 13 | FUJIAV200PRO | 25.99 | 2 | Traitée | commandes_CLIENT_20131114_185900.xls |
| 4 | 33160 | CESTAS | FR | 0556575861 | 0607080912 | 789@msn.com | COL | 9 | PSPBL16GO | 150.11 | 1 | Non Traitée : Unknow product id : PSPBL16GO | commandes_CLIENT_20131114_185900.xls |
| 5 | 33000 | BORDEAUX | FR | 0556575862 | 0607080913 | 1010@msn.com | COL | 7 | AO1604 | 491 | 3 | Traitée | commandes_CLIENT_20131115_020014.xls |
| 6 | 33000 | BORDEAUX | FR | 0556575862 | 0607080913 | 1010@msn.com | COL | 1 | CGRESERVA | 50.99 | 1 | Traitée | commandes_CLIENT_20131115_020014.xls |

3.3 : Order tracking

Processed order tracking is updated 3 times a day, at 5:30, at 11:00 and at 16:30.

This overview file contains a rolling 30-day order archive and provides the following details for each order:

- Its status (created, validated, picked, shipped, etc.)
- carrier tracking.

The file name is: SuiviCommandes.xls

It is available in the FTP **Suivi** directory.

The XLS file format is as follows:

| Column | Field | Corresponding field | Number of characters | Comments |
|--------|------------------|---------------------|----------------------|--|
| A | CustomerOrderRef | Campaign reference | 50 | The column name header does not match the content. The campaign reference is to be entered in this field |
| B | scopus_id | Cdiscount order N° | 20 | |
| C | PartnerOrderRef | Customer order N° | 50 | The column name header does not match the content. The order number is to be entered in this field |
| D | ship_name | Recipient's surname | 35 | |

| Column | Field | Corresponding field | Number of characters | Comments |
|--------|----------------------------|-----------------------|----------------------|---------------------------------------|
| E | ship_first_name | Recipient's mail | 35 | |
| F | ship_phone | Landline | 10 | |
| G | ship_portable | Mobile phone | 10 | |
| H | cdv_codeta | Order status* | 1 | See following table |
| I | eve_codeta | PS status* | 1 | |
| J | datval | Shipping date | 21 (date) | Corresponds to the PS validation date |
| K | sku | Product code | 20 | |
| L | quantite_livree | Quantity delivered | digital | |
| M | CDEM_NumColisComple | Package N° | 50 | Chronopost tracking number |
| N | ExternalCarrierTrackingURL | Carrier tracking link | 1024 | Chronopost tracking link |
| O | OriginalFileName | Order file name | 255 | Initial name of the order file |

The following matrix is used to interpret order status:

| cdv_codeta | eve_codeta | Comments |
|------------|------------|-------------------------------------|
| C | | Order created |
| V | | Order validated |
| V | P | Order validated + PS being prepared |
| | P | Order validated + PS being prepared |
| | V | Order validated + PS shipped |
| V | C | Order validated + PS created |

| cdv_codeta | eve_codeta | Comments |
|------------|------------|------------------------------|
| | C | Order validated + PS created |
| V | V | Order validated + PS shipped |
| V | S | Order validated + PS shipped |
| S | P | Order validated + PS shipped |
| S | C | Order validated + PS shipped |

PS = Picking Slip => document used by Cdiscount to prepare orders

Example :

| | A | B | C | D | E | F | G | H | I | J |
|---|------------------|-----------------|-----------------|-----------|-----------------|------------|------------|------------|------------|------------------|
| 1 | CustomerOrderRef | scopus_id | PartnerOrderRef | ship_name | ship_first_name | ship_phone | ship_porta | cdv_codeta | eve_codeta | datval |
| 2 | 227990767 | 13072908056KBNI | CLIENTAAAAMN | BOUTIERE | JULIEN | 0556575859 | | S | S | 2013-07-29 00:00 |
| 3 | 227990798 | 13072908021KJKA | CLIENTAAAAMN | JACKCES | JULIETTE | 0556575860 | | S | S | 2013-07-29 00:00 |
| 4 | 227990836 | 13072908056IUOM | CLIENTAAAAMN | JACKCESN | JULIEN | 0556575862 | | S | S | 2013-07-29 00:00 |
| 5 | 227990836 | 13072908056IUOM | CLIENTAAAAMN | JACKCESN | JULIEN | 0556575862 | | S | S | 2013-07-29 00:00 |

| | K | L | M | N | O |
|---|---------------|--------------|---------------------|---|--------------------------------------|
| 1 | sku | quantite_liv | CDEM_NumColisComple | ExternalCarrierTrackingURL | OriginalFileName |
| 2 | 3333973153808 | 1 | 8L80928029376 | http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8L80928029376 | commandes_CLIENT_20131114_185900.xls |
| 3 | FUJIAV200PRO | 2 | 7920829122499218 | http://www.tnt.fr/public/suivi_colis/recherche/visubontransport.do?radiochoixrecherche=BT&bonTransport=7920829122499218 | commandes_CLIENT_20131114_185900.xls |
| 4 | AO1604 | 3 | 8V80928029048 | http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8V80928029048 | commandes_CLIENT_20131115_020014.xls |
| 5 | CGRESERVA | 1 | 8V80928029048 | http://www.coliposte.net/particulier/suivi_particulier.jsp?colispart=8V80928029048 | commandes_CLIENT_20131115_020014.xls |

5 – Invoicing

Cdiscount addresses an Excel format invoice summarizing the orders.

The file name is **Invoicing_YYYYMMDD_HHMMSS.csv**

It is uploaded on the 5th of the month for the previous month invoicing to the FTP **Invoicing** folder.

The following data is specified for each order line:

| Column | Field | Comment |
|--------|-----------------------|---|
| A | filename | Name of the order file uploaded by the customer |
| B | type | Field type |
| C | number | Invoice number |
| D | date | Order date |
| E | customernumber | Customer ID |
| F | yourcustomerreference | Partner reference |
| G | customerreference | Customer order number |
| H | line | Invoice line |
| I | Psnumber | Cdiscount PRO picking slip number |
| J | ordernumber | Cdiscount PRO internal invoice number |
| K | productcode | product code |
| L | quantitydelivered | quantity |
| M | vat | VAT |
| N | vatexunitprice | VAT-exclu. product unit price |
| O | vatexamount | VAT-exclu. product amount |
| P | vatexshipcost | VAT-exclu. shipping costs |
| Q | siteld | Internal customer ID |
| R | extref | Cdiscount PRO internal order number |

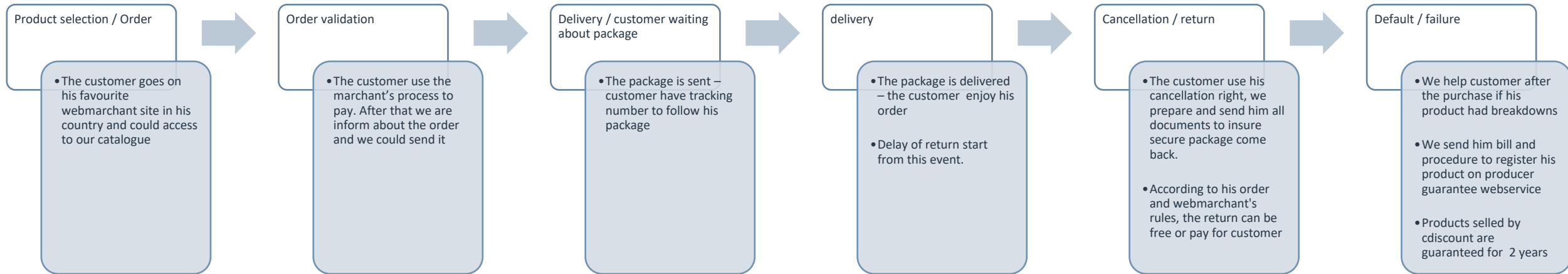
In the event of invoicing issues, you may contact comptapro@cdiscout.com.



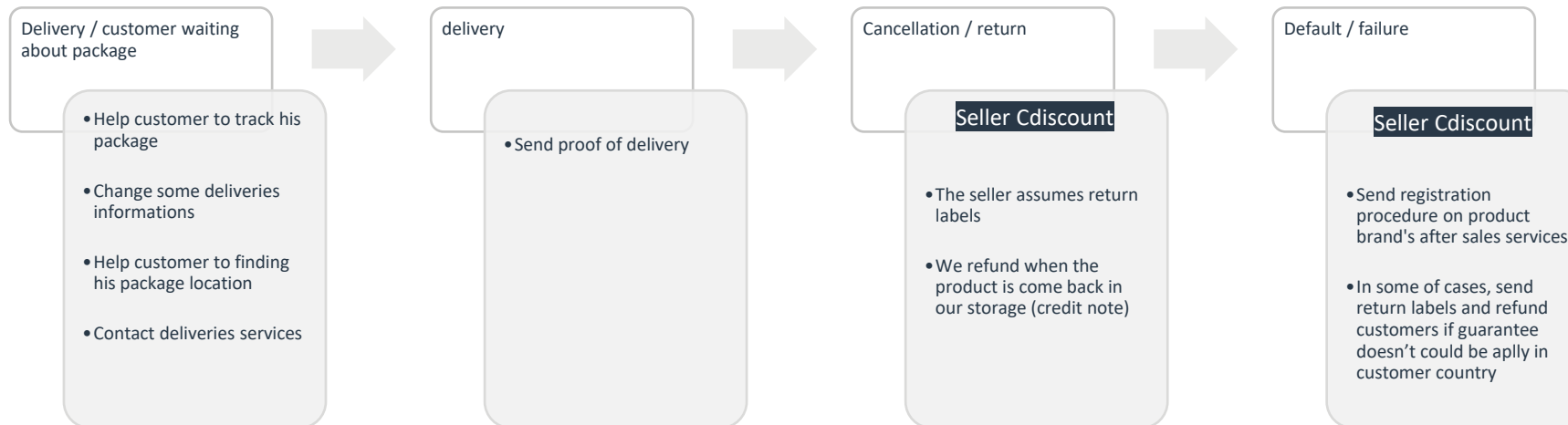
6 – Customer Relationship Management

Customer Relationship Management

Customer journey



Cdiscount actions



6 – Contact

In the event of issues for setting up orders, you may contact support:
marc.nachin@ext.cdiscount.com