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# RMA Status

## Request and Response

  
RMA-Status-Spec-Ma  
r2023-v1.01.pdf

# XML Specification

USA and Canada

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**Version 1.01, Last Update: 4/17/2023**

Prepared by: XML/Web Services Dept.

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# Revision History

Version	Description	Revised By
1.01 (03/20/2023)	Removed Markham Change endpoints	Jackie Kinard
1.00 (01/10/2021)	Initial Release	Jackie Kinard

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# Table of Contents

<b>REVISION HISTORY .....</b>	<b>2</b>
<b>TABLE OF CONTENTS .....</b>	<b>3</b>
<b>OVERVIEW .....</b>	<b>4</b>
<b>EXAMPLES .....</b>	<b>5</b>
1. GET RMA STATUS REQUEST.....	5
2. SUCCESSFUL RMA STATUS RESPONSE.....	5
3. FAILURE RMA STATUS RESPONSE .....	6
<b>DATA DESCRIPTION .....</b>	<b>7</b>
1. <i>Request Mapping:</i> .....	7
2. <i>Response Mapping:</i> .....	7
<b>TESTING &amp; PRODUCTION WITH TD SYNEX.....</b>	<b>9</b>
<b>IF YOU NEED MORE DETAILED TECHNICAL SPECIFICATIONS .....</b>	<b>10</b>

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# Overview

This document describes the TD SYNEX XML API to retrieve Return Merchandise Authorization (RMA) Status.

This API is only available after the RMA has been created.

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# Examples

## 1. Get RMA Status Request

```
<?xml version="1.0" encoding="UTF-8"?>
<RMAStatusRequest>
  <UserID>EcExpress User Id</UserID>
  <Password>EcExpress Password</Password>
  <CustomerNumber>ResellerAccount #</CustomerNumber>

  <RMANumber>4866402</RMANumber>
</RMAStatusRequest>
```

## 2. Successful RMA Status Response

```
<?xml version="1.0" encoding="UTF-8"?>
<RMAStatusResponse>
  <RMANumber>4866402</RMANumber>

  <Item lineNumber="1"> <!-- Item not received back yet -->
    <OrderLineNo>1</OrderLineNo>
    <SKU>567346</SKU> <!-- Always include both SKU and MfgPN in response -->
    <MfgPN>LKSDJFS87</MfgPN>
    <SerialNo>abcd</SerialNo>
    <Status>Created</Status>
    <TrackingNo>9837492834728</TrackingNo>
  </Item>

  <Item lineNumber="2"> <!-- Item received back but with discrepancy. Item will not
be accepted and refund will not be given. -->
    <OrderLineNo>1</OrderLineNo>
    <SKU>567346</SKU>
    <MfgPN>LKSDJFS87</MfgPN>
    <SerialNo>efgh</SerialNo>
    <Status>ItemReceivedBack</Status>
    <Discrepancy>ItemDamaged</Discrepancy> <!-- Discrepancy codes TBD -->
  </Item>
```

```
<Item lineNumber="3"> <!-- Item received back and processed for refund -->
  <OrderLineNo>2</OrderLineNo>
  <SKU>385673</SKU>
  <MfgPN>UYESDJFS87</MfgPN>
  <SerialNo>ijkl</SerialNo>
  <Status>ReturnAccepted</Status>
</Item>
```

```
</RMAStatusResponse>
```

### 3. Failure RMA Status Response

If the RMA could not be created due to any reason, the response would contain the reason for the failure.

```
<?xml version="1.0" encoding="UTF-8"?>
<RMAStatusResponse>
  <Code>NotFound</Code>
  <Reason>RMA no. xxx not found</Reason>
</RMAStatusResponse>
```

```
<?xml version="1.0" encoding="UTF-8"?>
<RMAStatusResponse>
  <Code>LoginFailure</Code>
  <Reason>Account discontinued</Reason>
</RMAStatusResponse>
```

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# Data Description

## 1. Request Mapping:

Name	Description	Req. /Opt	Data Type	Max Length	Data Example
UserID	The email address used to for your APIs	R	varchar		Your email address
RMANumber	The RMA number that was provided to you from RMA Create API	R	integer	10	123455
Password	This is the same password customer used to log into TD SYNEX EExpress	R	varchar		Your password
CustomerNumber	TD SYNEX assigned customer account number	R	integer		Your customer number

## 2. Response Mapping:

Name	Description	Data Type	Max Length	Data Example
LineNumber	RMA line number. Required because 1 order line can have qty >1 and need to provide status for each individual device returned. Same as provided in the RMA create request	integer	3	1
OrderLineNo		integer	3	1
RMANumber	The RMA number that was provided to you from RMA Create API	integer	10	123455

Name	Description	Data Type	Max Length	Data Example
SKU	TD SYNEX sku_no	integer		4656456
SerialNo	Devide Serial no.	varchar	32	564335435234545
Status	RMA Status Code Response	varchar	15	Created, ItemReceivedBack, ReturnAccepted
MfgPN	Manufacturer part number	varchar		



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# Testing & Production with TD SYNEX

## XML RMA Create API URLs

### US:

TEST <https://testws.us.tdsynnex.com/webservice/rma/status>

PROD <https://ws.us.tdsynnex.com/webservice/rma/status>

### Canada:

TEST <https://testws.ca.tdsynnex.com/webservice/rma/status>

PROD <https://ws.ca.tdsynnex.com/webservice/rma/status>

### Please Note:

1) The HTTPS:// URL(s) above are used for production as well as testing.

***Please Note: HTTP:// URL(s) can not be used, only secure HTTPS:// URL(s) listed above are allowed.***

2) If customer needs to do high volume 'stress test', please inform the TD SYNEX XML / WEB SERVICES team. We will provide you another URL for this purpose.

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# If you need more detailed technical specifications

## If you have any questions

Technical questions (e.g. how to send, or programming questions), Business Process questions, Production Issues or Feedback, please contact

**US and Canada –**

XML Support Group, [xmlgroup@TDSYNNEX.com](mailto:xmlgroup@TDSYNNEX.com)

For IP Registrations please send an email requesting the new IP registration along with your TD SYNEX Customer# to

For the US: Helpdesk US, [helpdeskus@TDSYNNEX.com](mailto:helpdeskus@TDSYNNEX.com)

For Canada: Helpdesk CA, [helpdeskcanada@TDSYNNEX.com](mailto:helpdeskcanada@TDSYNNEX.com)

A member of our global XML Team or Global Helpdesk Team will gladly assist you and provide a prompt response