

Documentation semi-automatic process – Return notifications

A) General

1) Indications

- The semi-automatic process within the NTG portal is only available for the direct dispatch with myToys.de GmbH.
- The semi-automatic process is available for WebEDI suppliers as well as for ClassicEDI suppliers.
The process has to be activated by NTG. In order to do so, please get in contact with:
Mrs. Bianca Reindl / bianca.reindl@network-toys.de / +49 (0)2203 / 290 134 – 1
Mrs. Jennifer Wolf / jennifer.wolf@network-toys.de / +49 (0)2203 / 290 134 – 2
- We strongly recommend the exchange of test data with NTG, before the semi-automatic process will go into live operation.

2) General data structure

- File format: csv
- Field separator: semicolon
- Information separator within the fields: hashtag
- The order of the fields indicated under B.1.) is from above to bottom and the fields have to be sorted from left to right within the csv file.
- The header has to be included in the file.
- It is possible that one file contains several document numbers.

Important note for return notifications with more than one position:

Items that belong to one return notification must appear one below the other in the file. The order item number must correspond to the information from the order. If this is not fulfilled, myToys rejects the return notification for the order.

3) Upload process of (collective) file

Login to NTG platform → menu item „Dropshipment“ → index tab „semi-automatic process“ → sub index tab „Upload“ → select file type „return“ → click on button „Choose CSV file“ → select file (unzipped / file name without meaning) → file will be uploaded → preview shown → click on button „Upload“ → file will be processed in the background → file is shown in the sub index tab “History”

4) Error handling

After the upload into the NTG portal, the CSV file is split. If individual document numbers run into errors during processing, they will be sorted out and communicated back to you via an automatic rejection email. The email contains the rejection reason and the rejected file.

B) Set structure

1) Fields

- Document type
- GLN retailer
- GLN supplier
- Return notification number
- Date of return notification
- Customer order number
- Date of return
- Order item number
- EAN
- Quantity
- Reason for return (coded)

2) Details

- All fields are mandatory.
- The „document type“ is to be indicated as “RETANN” (= EDIFACT syntax for “return”)
- Format for date indications: DD.MM.YYYY
- Date of return: the date when the item returned arrives at the supplier
- The following codes are available for the field “reason for return” (please only submit the code, the text just serves for better understanding)
 - 0 = item defective or incomplete
 - 1 = packing defective
 - 2 = several variants ordered for selection
 - 3 = item too large
 - 4 = item too small
 - 5 = other appearance than expected
 - 6 = other quality than expected
 - 7 = other function than expected
 - 8 = wrong item/quantity delivered
 - 9 = other
 - 10 = incompatibility
 - 11 = refusal to accept

C) Example

document type;GLN retailer;GLN supplier;Return notification number;date of return notification;customer order number;date of return;order item number;EAN;quantity,reason for return
RETANN;4260134780001;4399901431614;Test-return1;26.03.2020;BATCH232326691-3631;2
5.03.2020;2;4006942710904;1;9
RETANN;4260134780001;4399901431614;Test-return2;26.03.2020;BATCH232785691-3631;2
5.03.2020;1;4006942762507;1;0

D) Changes

Date	Documentation
23.12.2020	1) Mrs. Jennifer Wolf was added as contact person 2) Important note for return notifications with more than one position was added 3) Upload process of the (collective) file was updated
13.04.2022	information about error handling updated
07.09.2022	reason for return added: 11 - refusal to accept

The last change is marked in red.