



OrderDetailsAPI v5

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Document Revision

Date	Version	Description
09/11/2020	1.0	Initial draft

API Description

OrderDetailsAPI is a RESTful API to provide detailed sales order information. Requests can be made using the Ingram Micro sales order number or the customer purchase order number. The following information is available:

- Order numbers
- Order status
- Order totals; weight/monetary/tax
- Bill to details
- Ship to details
- Line details
- Shipment details
- Serial numbers
- Tracking numbers

What is RESTful?

Representational State Transfer (REST) is a software architectural style that defines a set of constraints to be used for creating Web services. Web services that conform to the REST architectural style, called RESTful Web services (RWS), provide interoperability between computer systems on the Internet. RESTful Web services allow the requesting systems to access and manipulate textual representations of Web resources by using a uniform and predefined set of stateless operations.

Authentication

API authentication is provided through OAuth 2.0. OAuth 2.0 is an authorization type that enables you to approve an application th at contacts another application for you without exposing your password. A token is requested from the Access Token URL by providing the App ID and Client Secret assigned to your application in the Ingram Micro Partner Central portal. The issued token is valid for 24 hours and should be included in the Authorization HTTP header when calling the API.

Request

Item	Value
Access Token URL	https://api.ingrammicro.com/oauth/oauth30/token
Method	POST
Content-Type	application/x-www-form-urlencoded
Form field 1 name	grant_type
Form field 1 value	client_credentials
Form field 2 name	client_id
Form field 2 value	<i>Your application App ID</i>
Form field 3 name	client_secret
Form field 3 value	<i>Your application Shared Secret</i>

Sample Request

```
POST https://api.ingrammicro.com/oauth/oauth30/token
grant_type=client_credentials&client_id=W83TU6HBE9cOVdwB6ngroBnV4Lrw2KBI&client_secret=nqZJXva14dWI3SXf
```

Response

Item	Value
access_token	<i>Your access token</i>
token_type	Bearer
expires_in	<i>Token expiry (seconds)</i>

Sample Response

```
{  
  "access_token": "m13aA1Z62Yi1R6k634h19Ga84lmz",  
  "token_type": "Bearer",  
  "expires_in": "86399"  
}
```

System Availability

During normal operating conditions, APIs should be available during weekdays between the times listed in the table below. Ingram Micro endeavours to limit planned maintenance activities to evenings and weekends. These outages will be communicated in advance where possible. API availability may be limited during weekends and public holidays.

Country	Weekday Available From (local time)	Weekday Available To (local time)
BE and NL	00:00	00:00
AT, CH, DE, HU, SE	05:00	23:00
ES and PT	06:00	01:00
FR and IT	05:00	00:00
UK	06:00	00:30

Rate Limiting

This API is subject to rate limiting. Rate limiting ensures fair access to API resources for all users and prevents performance degradation due to excessive transaction volumes.

Rate-Limiting Period (s)	Transaction Limit
60	60

Rate limits can be monitored by checking special HTTP headers returned in the API response

Response Header Name	
X-RateLimit-Limit	Number of transactions allowed within rate-limiting period
X-RateLimit-Remaining	Number of transactions remaining within rate-limiting period
X-RateLimit-Reset	Rate-limiting period reset timestamp (UNIX format - milliseconds elapsed since 1970-01-01 00:00:00)

If a rate limit is exceeded, an HTTP 429 response code will be returned (Too Many Requests). No further API calls will be allowed until the rate limiting reset period is reached.

Ingram Micro Warehouse Identifiers

Warehouse identifiers are used in several APIs such as MultiSKUPriceAndStockAPI and OrderCreateAPI. The table below provides a cross-reference for the codes provided in these messages. Please note that only certain product ranges can be ordered directly from the central warehouse. Your local ecommerce representative can advise on options for identifying these products via the FTP price file service. Only products listed as available in your local/central warehouse are available for you to order.

Customer Account Country	ERP	Local Warehouse IDs	Local Warehouse locations	Central Warehouse ID	Central Warehouse location
AT	Impulse	28 44	Vienna, Austria Straubing, DE	N/A	N/A
BE	SAP	NL01 PE02	Tilburg, NL Tilburg, NL	PEDE	Straubing, DE
CH	Impulse	27 44	Altishofen, CH Straubing, DE	N/A	N/A
DE	Impulse	44	Straubing, DE	N/A	N/A
ES	Impulse	29 78 43	Tarragona, ES Tarragona, ES Madrid, ES	81	Straubing, DE
FR	Impulse	21 82	Lomme, FR Lomme, FR	81	Straubing, DE
HU	Impulse	40 44	Fót, HU Straubing, DE	N/A	N/A
IT	Impulse	23 86	Settala, IT Settala, IT	81	Straubing, DE
NL	SAP	NL01 PE02	Tilburg, NL Tilburg, NL	PEDE	Straubing, DE
PT	Impulse	26	Sintra, PT	81	Straubing, DE
SE	Impulse	33 84	Rosersberg, SE Rosersberg, SE	81	Straubing, DE
UK	Impulse	20 85	Crick, UK Crick, UK	81	Straubing, DE

API Request

Item	Value
Production Endpoint URL	https://api.ingrammicro.com/resellers/v5/orders
Sandbox Endpoint URL	https://api.ingrammicro.com/sandbox/resellers/v5/orders
Method	GET
Accept HTTP header value	application/json
Content-Type HTTP header value	application/json
Authorization HTTP header value	Bearer<space> + <i>your access token</i> (e.g. Bearer 7b7888117cb72c437a3748554734fe2bd8b8c795)

Query Parameters

Name	Description
customernumber	Your unique Ingram Micro customer number
isocountrycode	Country Code.
customerordernumber	Customer purchase order number
ordernumber	Ingram Micro sales order number. This value is returned in the OrderCreateAPI globalorderid parameter.
startcreatetimestamp	Filter order entry start date - format YYYY-MM-DD
endcreatetimestamp	Filter order entry end date - format YYYY-MM-DD

Sample Request

```
GET https://api.ingrammicro.com/resellers/v5/orders/20-11206?isoCountryCode=UK&customerNumber=20-123456
```

API Response

Field Descriptions

Name	Parent	Type	Data Type	Min,Max Occurrence	Description
servicerresponse		Object		1,1	Service response container.
responsepreamble	servicerresponse	Object		1,1	Response preamble container.
responsestatus	responsepreamble	Parameter	String	1,1	Response status.
statuscode	responsepreamble	Parameter	String	0,1	Response status code.
responsemessage	responsepreamble	Parameter	String	0,1	Response message.
orderdetailresponse	servicerresponse	Object		1,1	Order detail response container.
ordernumber	orderdetailresponse	Parameter	String	1,1	Ingram Micro sales order number.
ordertype	orderdetailresponse	Parameter	String	0,1	B - BRANCH TRANSFER C - CASH ORDER D - DIRECT ORDER F - FUTURE ORDER P - SPECIAL ORDER Q - QUOTE ORDER S - STOCK ORDER M - MEMO ORDER
customerordernumber	orderdetailresponse	Parameter	String	1,1	Customer purchase order reference.
enduserponumber	orderdetailresponse	Parameter	String	0,1	End-user purchase order reference.
orderstatus	orderdetailresponse	Parameter	String	1,1	Order status description.
entrytimestamp	orderdetailresponse	Parameter	Date	0,1	Order entry timestamp.
entrymethoddescription	orderdetailresponse	Parameter	String	0,1	Order entry method description.
ordertotalvalue	orderdetailresponse	Parameter	Decimal	0,1	Order total amount for shippable/shipped items
ordersubtotal	orderdetailresponse	Parameter	Decimal	0,1	Order sub-total amount for shippable/shipped items

freightamount	orderdetailresponse	Parameter	Decimal	0,1	Freight charges
currencycode	orderdetailresponse	Parameter	String	0,1	Currency code.
totalweight	orderdetailresponse	Parameter	Integer	0,1	Total weight for shippable/shipped items
totaltax	orderdetailresponse	Parameter	Decimal	0,1	Total tax amount for shippable/shipped items
billtoaddress	orderdetailresponse	Object		0,1	Bill to address container.
suffix	billtoaddress	Parameter	String	1,1	Bill to address ID.
name	billtoaddress	Parameter	String	0,1	Bill to name.
addressline1	billtoaddress	Parameter	String	1,1	Bill to address line 1.
addressline2	billtoaddress	Parameter	String	0,1	Bill to address line 2.
addressline3	billtoaddress	Parameter	String	0,1	Bill to address line 3.
city	billtoaddress	Parameter	String	1,1	Bill to city.
state	billtoaddress	Parameter	String	0,1	Bill to state.
postalcode	billtoaddress	Parameter	String	1,1	Bill to postal code.
countrycode	billtoaddress	Parameter	String	1,1	Bill to country code.
shiptoaddress	orderdetailresponse	Object		0,1	Ship to address container.
suffix	shiptoaddress	Parameter	String	1,1	Ship to address ID.
attention	shiptoaddress	Parameter	String	0,1	Ship to attention.
addressline1	shiptoaddress	Parameter	String	1,1	Ship to address line 1.
addressline2	shiptoaddress	Parameter	String	0,1	Ship to address line 2.
addressline3	shiptoaddress	Parameter	String	0,1	Ship to address line 3.
city	shiptoaddress	Parameter	String	1,1	Ship to city.
state	shiptoaddress	Parameter	String	0,1	Ship to state.
postalcode	shiptoaddress	Parameter	String	1,1	Ship to postal code.
countrycode	shiptoaddress	Parameter	String	1,1	Ship to country code.
enduserinfo	orderdetailresponse	Object		0,1	End User Info container
enduserid	enduserinfo	Parameter	String	0,1	End User ID
lines	orderdetailresponse	Array		0,1	Order lines collection.
linenumber	lines	Parameter	String	1,1	Ingram Micro ERP line number.
globallinenumber		Parameter	String	1,1	Customer line number, if supplied in OrderCreateAPI, otherwise the Ingram Micro ERP line number is returned.

ordersuffix	lines	Parameter	String	1,1	Order shipment ID.
erpordernumber	lines	Parameter	String	1,1	Ingram Micro sales order number including shipment ID.
linestatus	lines	Parameter	String	1,1	Line status.
partnumber	lines	Parameter	String	1,1	Ingram Micro part number. Also referred to as SKU (stock keeping unit) or material number.
manufacturerpartnumber	lines	Parameter	String	1,1	Manufacturer part number.
vendorname	lines	Parameter	String	1,1	Vendor name.
vendorcode	lines	Parameter	String	1,1	Ingram Micro vendor code.
partdescription1	lines	Parameter	String	1,1	Item description line 1
partdescription2	lines	Parameter	String	1,1	Item description line 2
unitweight	lines	Parameter	Decimal	1,1	Unit weight in KG.
unitprice	lines	Parameter	Decimal	1,1	Unit price.
extendedprice	lines	Parameter	Decimal	1,1	Extended line price.
taxamount	lines	Parameter	Decimal	1,1	Line tax amount – Not used
requestedquantity	lines	Parameter	Integer	1,1	Requested quantity.
confirmedquantity	lines	Parameter	Integer	1,1	Confirmed (allocated) order quantity.
backorderquantity	lines	Parameter	Integer	1,1	Backorder quantity.
backorderetadate	lines	Parameter	Date	0,1	Backorder ETA date. YYYY-MM-DD
specialbidnumber	lines	Parameter	String	0,1	Special bid reference.
serialnumberdetails	lines	Array		0,1	Serial number collection for shipped orders.
serialnumber	serialnumberdetails	Parameter	String	1,1	Serial number of ordered SKU.
trackingnumber	lines	Array		0,1	Tracking number collection for shipped orders.
shipmentdetails	lines	Array		0,1	Shipment collection.
quantity	shipmentdetails	Parameter	Integer	1,1	Shipped/shippable quantity.
shipmentdate	shipmentdetails	Parameter	Date	1,1	Ship date.
shipfromwarehouseid	shipmentdetails	Parameter	String	1,1	Ship from warehouse ID (see Ingram Micro Warehouse Identifiers).
warehousename	shipmentdetails	Parameter	String	1,1	Ship from warehouse name.
invoicenumbr	shipmentdetails	Parameter	String	1,1	Invoice number.
invoicedate	shipmentdetails	Parameter	Date	1,1	Invoice date.
status	shipmentdetails	Parameter	String	1,1	Shipment status.

statusdescription	shipmentdetails	Parameter	String	1,1	Shipment status description.
holdreasoncodedescription	shipmentdetails	Parameter	String	0,1	Hold reason.
ponumber	shipmentdetails	Parameter	String	0,1	Ingram PO Number for direct ship orders
carriercode	shipmentdetails	Parameter	String	0,1	Shipment type – LTL for heavy , SML for light
carriername	shipmentdetails	Parameter	String	1,1	Ingram Micro carrier description.
pronumber	shipmentdetails	Parameter	String	0,1	Carrier pro number
packagedetails	shipmentdetails	Array		0,1	Package details collection for shipped orders.
trackingnumber	packagedetails	Parameter	String	1,1	Package ID.
packageweight	packagedetails	Parameter	Integer	1,1	Package weight in KG.
cartonnumber	packagedetails	Parameter	String	1,1	Sequential package number.
quantityinbox	packagedetails	Parameter	Integer	1,1	Number of items in this package.
productextendedspecs	lines	Array		0,1	Product extended specification collection. These name/value pairs are used to provide additional line information.
attributename	productextendedspecs	Parameter	String	1,1	Attribute name.
attributevalue	productextendedspecs	Parameter	String	1,1	Attribute value.
backorderdate	lines	Parameter	Date	0,1	Estimated date of back order
commentlines	orderdetailresponse	Array	String	0,1	Comment line container
commenttext1	commentlines	Parameter	String	0,1	Comment text container
commenttext2	commentlines	Parameter	String	0,1	Comment text container
miscfeeline	orderdetailresponse	Array		0,1	Miscellaneous charge line collection. This will include items such as freight charges and fees
code	miscfeeline	Parameter	String	1,1	Miscellaneous charge line code .
description	miscfeeline	Parameter	String	1,1	Miscellaneous charge line description.
chargeamount	miscfeeline	Parameter	Decimal	1,1	Miscellaneous charge line amount
extendedspecs	orderdetailresponse	Array		0,1	Extended specifications collection. This will include items such comment lines
attributename	extendedspecs	Parameter	String	1,1	Attribute name.
attributevalue	extendedspecs	Parameter	String	1,1	Attribute value.

Sample Response

```
{
  "servicerresponse": {
    "responsepreamble": {
      "responsesstatus": "SUCCESS"
    },
  },
  "orderdetailresponse": {
    "ordernumber": "20-11206",
    "ordertype": "S",
    "customerordernumber": "TP020201109-01",
    "enduserponumber": "EUP0123456",
    "orderstatus": "IM ONLINE HOLD",
    "entrytimestamp": "2020-11-09T15:38:09+01:00",
    "entrymethoddescription": "VIA LU62",
    "ordertotalvalue": 16.2,
    "ordersubtotal": 13.5,
    "currencycode": "GBP",
    "totalweight": "1",
    "totaltax": "2.7",
    "billtoaddress": {
      "suffix": "000",
      "name": "ECOMMERCE TEST ACCOUNT",
      "addressline1": "GARAMONDE DRIVE",
      "addressline2": "WYMBUSH",
      "addressline3": "MILTON KEYNES",
      "city": "BUCKS",
      "postalcode": "MK8 8DF",
      "countrycode": "UK"
    },
    "shiptoaddress": {
      "attention": "OLIVER GIBBS",
      "addressline1": "INGRAM MICRO",
      "addressline3": "71 BROAD STREET",
      "city": "MILTON KEYNES",
      "postalcode": "MK6 6TR",
      "countrycode": "UK"
    },
  },
}
```

```
"enduserinfo": null,
"lines": [
  {
    "linenumber": "001",
    "globallinenumber": "001",
    "ordersuffix": "11",
    "erpordernumber": "20-11206-11",
    "linestatus": "IM ONLINE HOLD",
    "partnumber": "7150150",
    "manufacturerpartnumber": "WEB TEST+- ONLY 1A",
    "vendorname": "TEST VENDOR",
    "vendorcode": "0000",
    "partdescription1": "TEST SKU ONLY FOR WEB 140729",
    "partdescription2": "TEST ORDER IN",
    "unitweight": "1",
    "unitprice": 2.05,
    "extendedprice": 2.05,
    "taxamount": 0.0,
    "requestedquantity": "1",
    "confirmedquantity": "1",
    "backorderquantity": "0",
    "shipmentdetails": [
      {
        "quantity": 1,
        "shipfromwarehouseid": "20",
        "warehousename": "Crick, United Kingdom",
        "status": "0",
        "statusdescription": "IM ONLINE HOLD",
        "holdreasoncodedescription": "IMOL HOLD",
        "carriercode": "FN",
        "carriername": "NEXT DAY PAR"
      }
    ]
  }
],
"miscfeeline": [
  {
    "code": "895",
```

```
    "description": "FN PARCELFORCE NEXT DAY",  
    "chargeamount": "1.00"  
  },  
  {  
    "code": "897",  
    "description": "MIN. ORDER FEE",  
    "chargeamount": "6.00"  
  },  
  {  
    "code": "899",  
    "description": "FULFILMENT CHARGE",  
    "chargeamount": "4.45"  
  }  
]  
}  
}
```


Recommended Tests

Scenario	Context
Invalid Access token.	Always test this scenario.
Query a valid order by Ingram Micro sales order number.	Test if you intend to use this option.
Query a valid order by Ingram Micro sales order number, distribution number and shipment number.	Test if you intend to use this option.
Query a valid order with multiple shipments.	Test if you intend to use this option.
Query a valid order by customer purchase order number.	Test if you intend to use this option.
Query an order by invalid search criteria.	Test if you intend to use this option.

API HTTP Response Codes

HTTP Code	HTTP Response Text	Reason	Remedial Action
200	OK	Successful transaction.	None required.
400	Bad Request	The server could not understand the request due to invalid syntax.	Check that your request is correctly formed.
401	Unauthorized	The request was unauthenticated.	Check App ID and Client Secret values are valid and request a new token.
403	Forbidden	The client does not have access rights to the content.	Check you are using the correct endpoint and that you have been granted access to the requested API.
404	Not Found	The server cannot find the requested resource.	Check you are using the correct endpoint.
429	Too Many Requests	The user has sent too many requests in a given amount of time ("rate limiting").	None required but no more requests will be allowed within the set time period.
500	Internal Server Error	The server has encountered a situation it doesn't know how to handle.	Retry the transaction. If the error persists, contact your local ecommerce representative.
502	Bad Gateway	This error response means that the server, while working as a gateway to get a response needed to handle the request, got an invalid response.	Retry the transaction. If the error persists, contact your local ecommerce representative.
503	Service Unavailable	The server is not ready to handle the request.	Retry the transaction. If the error persists, contact your local ecommerce representative.
504	Gateway Timeout	This error response is given when the server is acting as a gateway and cannot get a response in time.	Retry the transaction. If the error persists, contact your local ecommerce representative.

Response Preamble Statuses

requeststatus	returnmessage	Reason	Remedial Action
SUCCESS		Order details were found	None
SUCCESS	Sales Order xxxxxxxxxx found, the filter criteria was ignored.	Order details were found	None
FAILED	--	Unhandled error	Resubmit request. If error persists, contact your local ecommerce representative
FAILED	3502 -- PROBLEMS READING WWLCOT FILE 00000000	A problem occurred when connecting to a backend service	Resubmit request. If error persists, contact your local ecommerce representative
FAILED	Activity timed out	A timeout occurred	Resubmit request. If error persists, contact your local ecommerce representative
FAILED	An IOException was thrown while trying to execute the Http method	An I/O exception occurred	Resubmit request. If error persists, contact your local ecommerce representative
FAILED	Call Timed Out \u2013 EAI Substation cannot be reached or is not listening - Order Tracking-Extra Detail substation call on subject [INGRAM.ORDER_TRK_EXT_DET.REQ]	A problem occurred when connecting to a backend service	Resubmit request. If error persists, contact your local ecommerce representative
FAILED	Job-xxxxxxx Error in [Processes/Substation/CallLURTPLESS.process/ExtraDetails/Group/Generate-Error-1] The region you are attempting to run the transaction in appears to be offline. Company Cd: xx com.tibco.pe.core.GenerateErrorActivity.eval(Unknown Source) com.tibco.pe.plugin.Activity.eval(Unknown Source) com.tibco.pe.core.TaskImpl.eval(Unknown Source) com.tibco.pe.core.Job.a(Unknown Source) com.tibco.pe.core.Job.k(Unknown Source) com.tibco.pe.core.JobDispatcher\$JobCourier.a(Unknown Source) com.tibco.pe.core.JobDispatcher\$JobCourier.run(Unknown Source)	The Ingram Micro ERP is not available to service the request	Ensure you are sending your request within the times defined in the System Availability table. If within defined times, resubmit your request. If error persists, contact your local ecommerce support representative.

<p>FAILED</p>	<p>Job-xxxxxxx Error in [Processes/Substation/CallLURTPSS.process/ExtraDetails/Group/Generate-Error-1]\nOrderTracking_v1_0_rootError: Request/Reply to backend Sytem - Activity Timedout to get response\n\tat com.tibco.pe.core.GenerateErrorActivity.eval(Unknown Source)\n\tat com.tibco.pe.plugin.Activity.eval(Unknown Source)\n\tat com.tibco.pe.core.TaskImpl.eval(Unknown Source)\n\tat com.tibco.pe.core.Job.a(Unknown Source)\n\tat com.tibco.pe.core.Job.k(Unknown Source)\n\tat com.tibco.pe.core.JobDispatcher\$JobCourier.a(Unknown Source)\n\tat com.tibco.pe.core.JobDispatcher\$JobCourier.run(Unknown Source)\n</p>	<p>A problem occurred when connecting to a backend service</p>	<p>Resubmit request. If error persists, contact your local ecommerce representative</p>
<p>FAILED</p>	<p>Job-xxxxxxx Error in [Processes/Substation/CallLURTPSS.process/ExtraDetails/Group/Generate-Error-1]\nOrderTracking_v1_0_rootError: Connection Failed to the backend System\n\tat com.tibco.pe.core.GenerateErrorActivity.eval(Unknown Source)\n\tat com.tibco.pe.plugin.Activity.eval(Unknown Source)\n\tat com.tibco.pe.core.TaskImpl.eval(Unknown Source)\n\tat com.tibco.pe.core.Job.a(Unknown Source)\n\tat com.tibco.pe.core.Job.k(Unknown Source)\n\tat com.tibco.pe.core.JobDispatcher\$JobCourier.a(Unknown Source)\n\tat com.tibco.pe.core.JobDispatcher\$JobCourier.run(Unknown Source)\n</p>	<p>A problem occurred when connecting to a backend service</p>	<p>Resubmit request. If error persists, contact your local ecommerce representative</p>
<p>FAILED</p>	<p>Job-xxxxxxx Error in [Processes/Substation/CallLURTPSS.process/ExtraDetails/Group/Generate-Error-1]\nPROBLEMS READING WWLCOT FILE 00000000\n\tat com.tibco.pe.core.GenerateErrorActivity.eval(Unknown Source)\n\tat com.tibco.pe.plugin.Activity.eval(Unknown Source)\n\tat com.tibco.pe.core.TaskImpl.eval(Unknown Source)\n\tat com.tibco.pe.core.Job.a(Unknown Source)\n\tat com.tibco.pe.core.Job.k(Unknown Source)\n\tat com.tibco.pe.core.JobDispatcher\$JobCourier.a(Unknown Source)\n\tat com.tibco.pe.core.JobDispatcher\$JobCourier.run(Unknown Source)\n</p>	<p>A problem occurred when connecting to a backend service</p>	<p>Resubmit request. If error persists, contact your local ecommerce representative</p>

<p>FAILED</p>	<p>Job-xxxxxxx Error in [Processes/Substation/CallLURTPSS.process/ExtraDetails/Group/Send Rendezvous Request]\n[Not connected to daemon]\n\tat com.tibco.plugin.tibrv.RVRequestActivity.eval(Unknown Source)\n\tat com.tibco.pe.plugin.Activity.eval(Unknown Source)\n\tat com.tibco.pe.core.TaskImpl.eval(Unknown Source)\n\tat com.tibco.pe.core.Job.a(Unknown Source)\n\tat com.tibco.pe.core.Job.k(Unknown Source)\n\tat com.tibco.pe.core.JobDispatcher\$JobCourier.a(Unknown Source)\n\tat com.tibco.pe.core.JobDispatcher\$JobCourier.run(Unknown Source)\ncaused by: TibrvException[error=21,message=Not connected to daemon]\n\tat com.tibco.tibrv.TibrvImplTPortC.natSend(Native Method)\n\tat com.tibco.tibrv.TibrvImplTPortC.send(TibrvImplTPortC.java:81)\n\tat com.tibco.tibrv.TibrvTransport.send(TibrvTransport.java:155)\n\tat com.tibco.plugin.tibrv.RVRequestActivity.eval(Unknown Source)\n\tat com.tibco.pe.plugin.Activity.eval(Unknown Source)\n\tat com.tibco.pe.core.TaskImpl.eval(Unknown Source)\n\tat com.tibco.pe.core.Job.a(Unknown Source)\n\tat com.tibco.pe.core.Job.k(Unknown Source)\n\tat com.tibco.pe.core.JobDispatcher\$JobCourier.a(Unknown Source)\n\tat com.tibco.pe.core.JobDispatcher\$JobCourier.run(Unknown Source)\n</p>	<p>A problem occurred when connecting to a backend service</p>	<p>Resubmit request. If error persists, contact your local ecommerce representative</p>
<p>FAILED</p>	<p>OrderDirectshipTrack_rootError: Request/Reply to Substation - GATEWAY REGION DOWN</p>	<p>A problem occurred when connecting to a backend service</p>	<p>Resubmit request. If error persists, contact your local ecommerce representative</p>
<p>FAILED</p>	<p>OrderDirectshipTrack_rootError: Request/Reply to Substation - UNKNOWN ERROR</p>	<p>A problem occurred when connecting to a backend service</p>	<p>Resubmit request. If error persists, contact your local ecommerce representative</p>
<p>FAILED</p>	<p>SOAP Envelope is invalid</p>	<p>A problem occurred when connecting to a backend service</p>	<p>Resubmit request. If error persists, contact your local ecommerce representative</p>

FAILED	The Http Server replied with a 5XX status code	A problem occurred when connecting to a backend service	Resubmit request. If error persists, contact your local ecommerce representative
FAILED	The region you are attempting to run the transaction in appears to be offline. Company Cd:	The Ingram Micro ERP is not available to service the request	Ensure you are sending your request within the times defined in the System Availability table. If within defined times, resubmit your request. If error persists, contact your local ecommerce support representative.
FAILED	The region you are attempting to run the transaction in appears to be offline. Company Code: [xx]	The Ingram Micro ERP is not available to service the request	Ensure you are sending your request within the times defined in the System Availability table. If within defined times, resubmit your request. If error persists, contact your local ecommerce support representative.
FAILED	This is an operation implementation generated fault	A problem occurred when connecting to a backend service	Resubmit request. If error persists, contact your local ecommerce representative
FAILED	null	Unhandled error	Resubmit request. If error persists, contact your local ecommerce representative
FAILED	<i>Not provided</i>	The order criteria provided could not be matched	Check the orderdetailresponse object for more information. Check the query parameters provided and resubmit your request

Order Status Codes

Code	Description
blank	In progress/Open order
C	Credit hold
D	Shipment hold
E	Billing error
F	Invoiced
I	Billed
O	Ecommerce Hold
R	Released to the warehouse management system
S	Sales Hold
V	Deleted order
W	Order not released to the warehouse management system

Hold Reason Codes

Code	Description
blank	No hold
AC	Adjusted cost hold
BA	Bad address hold
BL	Special bid hold
BO	Bill only hold
C3	Credit hold
C4	Credit hold
C5	Credit hold
C8	Credit hold
CC	Credit card hold
CH	Credit check hold
CL	Credit check hold
EA	ACOP hold
EH	ACOP hold

ER	Final review hold
ES	End-user rejected/missing
EU	End-user data missing
EX	Export hold
FL	Flooring hold
GM	Margin hold
IC	All orders set to hold (customer setting)
IM	Customer hold
IN	Fulfilment (dropship) value hold
LM	Margin hold
LT	Margin hold
MN	Pricing hold
PC	Credit check hold
PD	Credit check hold
R1	Export hold
RP	Export hold
S2	Combined SM/SP hold
SB	Special bid hold
SE	Special product hold
SF	Freight hold
SH	Sales hold
SM	Waive minimum order fee hold
SP	Price change hold
TV	Transmit to vendor hold (awaiting a response)
VO	Deleted order
VR	Vendor required information missing
WT	Weight hold
ZS	IM-Online offline hold

Order Detail Scenarios

Query an Order with no additional parameters

Minimum query requirements are Ingram order number, country code and customer number

```
GET https://api.ingrammicro.com/resellers/v5/orders/20-13456?isoCountryCode=UK&customerNumber=20-123456
```

Query an Order with customer order number

```
GET https://api.ingrammicro.com/resellers/v5/orders/20-13456?isoCountryCode=UK&customerNumber=20-123456&customerordernumber=TP020201109-01
```

Query an Order with time stamp

```
GET https://api.ingrammicro.com/resellers/v5/orders/20-13456?isoCountryCode=UK&customerNumber=20-123456&startcreatetimestamp=2020-11-09
```