Order Transfer Protocol (OTP)
Specifications

Last Release Date: Jul. 30, 11

Definitions

The Visual Ticket *Order Transfer Protocol* (OTP) is a universal standard for transferring orders between Visual Ticket stations, Internet web sites, and other Foreign systems using a simple XML type format. The Flat File (ASCII Delimited) file format is also support for backward compatibility. The OTP standard provides a super set of XML Tags (or ASCII delimited fields) enough to capture all the necessary information for Florist, Mail Order, and other Service related customer orders, regardless of the specific platform that orders are generated in.

Features

The OTP standard is quite simple, yet extremely versatile. It allows for:

a) Multiple Line-Item sales with up to 99 line items per order.
b) Multiple Method of payment for each sale.
c) Provisions for Item-Id assignment based on Keyword search.
d) Provisions for adding/updating Customer Information on the Target system.
e) Provisions for Delivery Charge/Price adjustments on the target system.
f) Provisions for picture, audio and video information embedded into the order for production, and customer records.
g) “Multiple Key – XOR” Encryption for secure transmissions.
h) Occasion Reminder Tags are now accepted (in XML Protocol only).

Scope

The OTP standard is currently intended for the following applications:

a) Order transfer between Visual Ticket stations using a removable media.
b) Order transfer between Visual Ticket stations located at different locations using Internet FTP upload/ downloads.
c) Order transfer from a Web Site Server to a Visual Ticket station.
d) Order transfer between a Foreign System (Answering Service Host, TerraSys, etc …) and a Visual Ticket station.
e) Wireout to Wirein order transfers between Florists using the major wire services as the clearing house.
f) Wireout to Local Delivery order transfers between Florists using a credit card, or a charge account for the means of payment.

Implementation

Regardless of the proprietary data formats used on various Order Entry, or Order Processing platforms (including the Visual Ticket itself), the OTP standard calls for a simple translation into XML format, (or ASCII Delimited), using the field types and length outputted into the XML (or Delimited) file. In order to switch between the "XML Format" and the "Delimited Text" (default), you must select the corresponding format from the "Option Box" on the VOX Interface form (under the File menu).

It is important to note that if you are using the VOX Agent for Order Transfers between the Main and Branch shops, you must select the same protocol (either XML or Delimited Text) at all locations at the same time. There should be NO pending orders when you switch from one format to another.

The XML Format

The advantage of the XML format is that you can create the necessary OTP files without having to worry about the "position" of each field in the OTP file. You can enter any field anywhere in the file, as long as it is surrounded with the proper XML tags.

The Order Section of the OTP must begin with the <VOX_ORDER> tag and be ended with </VOX_ORDER> tag. Each SEQ_NO triggers a new Line_Item. So, the position of the SEQ_NO tag in the OTP document matters. Each Line_Item must end with the <CHECK>CHECK</CHECK> tag, performing a Parity Check for the Line Feed.
You should only includes tags that are NOT EMPTY, since "EMPTY" is the default value. In this case, an Empty value is translated into the corresponding field in Visual Ticket OrderPad.

Here's a sample of a 2 line_Item order:

```
<VOX_ORDER>

<SEQ_NO>20021022015201      </SEQ_NO>
<SUB_TRAN>1.00</SUB_TRAN>
<SUBSALES>2.00</SUBSALES>
<STATION>01</STATION>
<STAFF_ID>CN</STAFF_ID>
<LOC_ORIGIN>01</LOC_ORIGIN>
<LOC_ASSIGN>02</LOC_ASSIGN>
<SENDER_F>CYRUS                      </SENDER_F>
<SENDER_L>NIMA                       </SENDER_L>
<SENDER_P>(425)822-4690</SENDER_P>
<CUS_ZIP>98033-1234</CUS_ZIP>
<ACC_ID>4258224690</ACC_ID>
<ACC_ALLOC>4258224690</ACC_ALLOC>
<ATTENTION>T</ATTENTION>
<MESSAGE>Please review prior to posting..                  </MESSAGE>
<LEAD>5.00</LEAD>
<PROMO>2</PROMO>
<MEMO>Account Sales with Delivery + Wireout orders, With Auto Customer Update. No Discount. Second item
uses Item Found based on keyword. No Auto Deliv_chg substitution.
</MEMO>
<TOTAL>155.50</TOTAL>
<TAXABLE>155.50</TAXABLE>
<TAX_RATE>8.20</TAX_RATE>
<TAX>12.75</TAX>
<GSTABLE>155.50</GSTABLE>
<DISC_ABLE>143.00</DISC_ABLE>
<TOT_W_TAX>168.25</TOT_W_TAX>
<GRAND_TOT>168.25</GRAND_TOT>
<BY_CASH>60.00</BY_CASH>
<BY_CHECK>20.00</BY_CHECK>
<BY_BILLED>30.00</BY_BILLED>
<BY_CCARD>58.25</BY_CCARD>
<CHECK_REF_>12345     </CHECK_REF_>
<CARD_ACCOU>!MC</CARD_ACCOU>
<C_CARD>40010123456780      </C_CARD>
<EXP_DATE>11/06</EXP_DATE>
<INVOICE_NO>1018033332.0</INVOICE_NO>
```

```
<FOB> Deliver by Shop Van.
20021022015201.....Y.......................................................................       </FOB>
<INV_NOTES>Terms:Net 30 days from date of Invoice.
</INV_NOTES>
<CODE>D</CODE>
<ITEM_ID>*ARR1   </ITEM_ID>
<KEY_WORDS>                                                          This is the vItem Item_Des.
</KEY_WORDS>
<QTY>2.00</QTY>
<PRICE>40.00</PRICE>
<I_TAXABLE>T</I_TAXABLE>
<I_GSTABLE>T</I_GSTABLE>
<S_CHG_TAX>T</S_CHG_TAX>
<DELIV_CHG>4.50</DELIV_CHG>
<D_CHG_TAX>T</D_CHG_TAX>
<CHOICE_1>Fresh flower arrangement with tulips and roses.
</CHOICE_1>
<CHOICE_2>Same
</CHOICE_2>
<DUE_DATE1>10/22/02</DUE_DATE1>
<DUE_DATE2>10/23/02</DUE_DATE2>
<DUE_OPT>1) Anytime during the day          </DUE_OPT>
<DUE_TIME1>8:00am  </DUE_TIME1>
<DUE_TIME2>8:00pm  </DUE_TIME2>
<PICTURE>cs-6b
</PICTURE>
<PROD_P_REQ>T</PROD_P_REQ>
<AUDIO>base                                          </AUDIO>
<VIDEO>base                                          </VIDEO>
<FIRST_NAME>SARAH                   </FIRST_NAME>
<LAST_NAME>ROBINSON                </LAST_NAME>
<COMPANY>ACME WIRELESS TRASMISSIONS                        </COMPANY>
<ADDRESS1>BUILDING A - Second Floor                                  </ADDRESS1>
<ADDRESS2>25 OAK STREET NORTH                                        </ADDRESS2>
<CITY>REDMOND                                </CITY>
<STATE>WA        </STATE>
<ZIP>98004     </ZIP>
<COUNTRY>USA                 </COUNTRY>
<PHONE_DAY>(425)822-6633</PHONE_DAY>
<PHONE_D_EX>3244      </PHONE_D_EX>
<PHONE_EVE>(425)822-5433</PHONE_EVE>
<DELIV_INST>Please deliver to the front desk
</DELIV_INST>
<DELIV_ACC>!D1</DELIV_ACC>
<DELIV_COM>Hometown Van     </DELIV_COM>
<DEL_P_REQ>T</DEL_P_REQ>
<CARD_MSG>Best Wishes. Cyrus
</CARD_MSG>
<OCC_TYPE>8</OCC_TYPE>
<PROMO1>1</PROMO1>
<PROMO2>2</PROMO2>
<PROMO3>3</PROMO3>
<CARD_PICT>heart                                         </CARD_PICT>
<CARD_P_REQ>T</CARD_P_REQ>
<REPORTED>1.00</REPORTED>
<UPD_CUS>T</UPD_CUS>
<LOC>1.00</LOC>
<C_COMPANY>MICROCODE Corporation                          </C_COMPANY>
<C_ADDRESS>6502 - 114th AVE NE                            </C_ADDRESS>
<C_CITY>KIRLAND
</C_CITY>
<C_STATE>WA</C_STATE>
<PHONE_2>4258227844</PHONE_2>
<CREDIT_RAT>4000.00</CREDIT_RAT>
<AUTO_DISC>10.00</AUTO_DISC>
<C_S_TAX>-1.00</C_S_TAX>
<C_GST>-1.00</C_GST>
<TYPE_CODE>B</TYPE_CODE>
<CODE1>1</CODE1>
<CODE2>2</CODE2>
<CODE3>3</CODE3>
<PHONE_FAX>(206)374-2879</PHONE_FAX>
```

```
<PHONE_CELL>(425)822-4322</PHONE_CELL>
<C_PICTURE>default                                           </C_PICTURE>
<C_AUDIO>here you can put customer EMAIL.                 </C_AUDIO>
<C_VIDEO>base                                             </C_VIDEO>
<FIN_CHARGE>T</FIN_CHARGE>
<BILLING>T</BILLING>
<CUS_MEMO>He prefers large Rose Baskets with wine.
</CUS_MEMO>
<CUS_NOTE>This is for Customer Account Notes..                        </CUS_NOTE>
<CHECK>CHECK</CHECK>
```

```
<SEQ_NO>20021022015201      </SEQ_NO>
<SUB_TRAN>2.00</SUB_TRAN>
<SUBSALES>2.00</SUBSALES>
<ACC_ALLOC>WEB_LOC123</ACC_ALLOC>
<FOB>
20021022015201...............................................................................      </FOB>
<CODE>O</CODE>
<KEY_WORDS>WIREOUT                                                     FTD Item PG665 from Catalog
</KEY_WORDS>
<QTY>1.00</QTY>
<PRICE>63.00</PRICE>
<I_TAXABLE>T</I_TAXABLE>
<I_GSTABLE>T</I_GSTABLE>
<SERV_CHG>5.00</SERV_CHG>
<S_CHG_TAX>T</S_CHG_TAX>
<DELIV_CHG>3.00</DELIV_CHG>
<D_CHG_TAX>T</D_CHG_TAX>
<WIREOUT>T</WIREOUT>
<CHOICE_1>A nice Dish Garden with greens and moss.
</CHOICE_1>
<CHOICE_2>Same
</CHOICE_2>
<DUE_DATE1>10/22/02</DUE_DATE1>
<DUE_DATE2>10/23/02</DUE_DATE2>
<DUE_OPT>2) During Office hours.            </DUE_OPT>
<DUE_TIME1>8:00am  </DUE_TIME1>
<DUE_TIME2>5:00pm  </DUE_TIME2>
<PICTURE>cs-115b
</PICTURE>
<PROD_P_REQ>T</PROD_P_REQ>
<FIRST_NAME>DEBRA                   </FIRST_NAME>
<LAST_NAME>THOMPSON                 </LAST_NAME>
<ADDRESS1>APT. 5B                                                   </ADDRESS1>
<ADDRESS2>722 WALNUT DR.                                            </ADDRESS2>
<CITY>ATLANTA                               </CITY>
<STATE>GA        </STATE>
<ZIP>30303     </ZIP>
<COUNTRY>USA                 </COUNTRY>
<PHONE_DAY>(404)222-6323</PHONE_DAY>
<PHONE_EVE>(404)244-2223</PHONE_EVE>
<DELIV_INST>Please leave by the front door. - Make sure it is not left in direct sun light.
</DELIV_INST>
<CARD_MSG>Get well soon. We are all wishing you well.
</CARD_MSG>
<OCC_TYPE>2</OCC_TYPE>
<PROMO1>A</PROMO1>
<PROMO2>B</PROMO2>
<CARD_PICT>life_sav                                        </CARD_PICT>
<WIRE_SERV>FTD</WIRE_SERV>
<SHOP_CODE>10-0354AA      </SHOP_CODE>
<SHOP_NAME>BERRYMAN's FLOWERS & GIFTS                      </SHOP_NAME>
<SHOP_CITY>ATLANTA                  </SHOP_CITY>
<SHOP_STATE>GA        </SHOP_STATE>
<SHOP_ZIP>30303     </SHOP_ZIP>
<SHOP_PHONE>(404)523-5927</SHOP_PHONE>
<MERC_PRIOR>FTO       </MERC_PRIOR>
<XMIT_BY>Mercury   </XMIT_BY>
<REPORTED>1.00</REPORTED>
<OUR_CODE>53-2358AA      </OUR_CODE>
<CHECK>CHECK</CHECK>
```

```
</VOX_ORDER>
```

Pre-Processing of OTP Files.

Another benefit of using the XML format is that you can also include a few Pre-Processing tags for better handling of the OTP Files that arrive from your website. These functions include:

1) The OTP Headers (a section of each file before the order begins) can be accumulated (for the entire day) and then either be a) Printed (to Blank Paper printer), or b) be loaded into Windows WordPad. You can create each OTP file with any size header, containing the details of the order in any format you deem necessary. The Header sections can then be sent to a local (or a network) printer. The option of loading them into Windows wordpad is suitable in cases where you (or the Manager) want to save/print the entire file.

2) A Copy of each OTP file that is downloaded can be stored in a Folder on a Local Drive. Each OTP file can have it's own destination embedded in the XML code in the Header itself (maybe sent to different bins, based on different websites or shopping carts). The Copy function copies the entire OTP file (with the Header and XML sections).

The Pre-Processing section is located below the Header, and before the <VOX_ORDER> tag. It starts with the <Pre_Process> and ends with </Pre_Process> tags respectively, and may include:

```
<PRE_PROCESS>
<HEADER>PW</HEADER>
<COPY_TO>c:\mcode\office\signups\XML</COPY_TO>
</PRE_PROCESS>
```

The <Header> tag values are currently: P and/or W.

P= Print to the Blank paper Printer.
W= Accumulate and then load into Windows WordPad.
The Headers are accumulated as long as the VOX Agent in loaded. Once you Exit the Agent, the file is either printer, or loaded into Windows WordPad.

Occasions Reminder Tags

You can add Occasion Reminder Tags anywhere in the order file, as long as they appear **after** the ACC_ID (Customer Account_Id) tag. Here is the Tag structure:

```
<OCCASION>Your Sister's Birthday 01/05</OCCASION>
```

Please note that each Occasion Description ends with `Month/Day` of the occasion. The Sister's birthday above is on January 5th .

Occasion Tags can be either inside an order file or they can be in a separate file by themselves. Here is a sample of Occasion Reminder **only** OTP file:

```
<VOX_ORDER>
<ACC_ID>4258224690</ACC_ID>
<OCCASION>Your Birthday 12/12</OCCASION>
<OCCASION>Your Anniversary 02/19</OCCASION>
</VOX_ORDER>
```

Again, please note that the ACC_ID tag appears **BEFORE** the Occasion Tags and the ACC_ID must be present in the Customer database in order for the Occasion to be added.

So in order to make sure that the Customer Database does not grow out-of-control, new Accounts (with or without occasion tags) cannot be added without the customer making a purchase first.

Occasions Reminder tags are only supported in the XML version.

ASCII Delimited Format (backward compatibility)

For the ASCII Delimited format, the fields must be outputted in the order specified in this standard. Each line item on the order is an OTP record. Each OTP record ends with a Line Feed (ASCII 10). There should never be another Line Feed or a Carriage Return anywhere else in the OTP record. Each field is places in double quotations. Each record is then separated by a comma. “Field1”,”Field2”,”Field3”….. <Line feed>

ASCII Delimited Structure

Line 1)	Base Line Info (payment, tax, Customer,…)	+	Line Item 1 Info (Price, Recipient,..) +CR
Line 2)	0,0, “”,””, 0	+	Line Item 2 Info (Price, Recipient,..) +CR
Line 3)	0,0, “”,””, 0	+	Line Item 3 Info (Price, Recipient,..) +CR
Line 4)	Base Line Info (payment, tax, Customer,…)	+	Line Item 1 Info (Price, Recipient,..) +CR

Note: The OTP records for line-items 2,3,4 have “repeated” values for Baseline information, This results in having the same number of fields for each line (OTP record), regardless of whether the record is a baseline or a line-item record. For example for a 3 line item order, the Customer Acc_Id should appear on each line item in position 13 for the order. This standard makes it easier to “view” the file as well, since all the fields line up in a more orderly fashion this way.

In cases where there is a <line feed> (LF) or <carriage return> (CR) in a field (such as Enclosure Card message), the following substitutions are made:

1) For ASCII 10 (LF), you should substitute Alt 174 on Keyboard («) - ASCII 171.
2) For ASCII 13 (CR), you should substitute Alt 175 on Keyboard (») - ASCII 187.
3) For ASCII 34 (“ or double quote), you should substitute Alt 129 on Keyboard (ü) - ASCII 252.
4) For ASCII 39 (‘ or single quote), you should substitute Alt 130 on keyboard (é) - ASCII 233.

The OTP conversion routine would then automatically substitute LF and CR for ASCII 171, and ASCII 187 respectively. To produce the characters on the keyboard, you need to enable the Numeric Pad, hold down the Alt key and type in the corresponding numbers on the numeric pad.

General Guidelines

An order with 3 line items will have 3 OTP records. The first OTP record is referred to here as the Base line. The other two lines are referred to as Line Items. The Base line record contains all the information specific to each Sale such as payment, customer, etc. Each Line item contains information about each item, such as quantity, price and the delivery information associated with that item. An order with only one line item, will have one OTP record.

Type	*Description*	*Length*	*Example*	*Comments*
c	Character .	c(20)	,“James”,	Needs “
n	Numeric	5,2	,123.30,	No “ needed
L	Logical		,F,T,	No “ needed
y	Currency		,112.4000,	4 decimals
D	Date field		,01/09/2004,	No “ needed

1) Must make sure no “(double quotations) or a Line-Feed is ever placed within an OTP record. For example, if a customer types a “(double quotation) into an order (your Web’s Order Entry form), this character must first be filtered out, or replaced, before it is converted into an OTP record.

2) When a specific field is not needed for a record, the Place-Holder for the field must still be placed within the record. In other words, each line (record) must contain the same exact number of , (commas) and “ (double Quotes), regardless of which fields are actually used.

3) All conversion to UPPER CASE is done automatically whenever VT expects an Upper Case entry (one less thing to worry about !).

4) If a character field is empty or not used, it must appear as: ,””,

5) If a numeric field is not used, it must appear as: ,0,

6) If a Currency field is not used, it must appear as: ,0.0000,

7) If a logical field is not used it must appear as: ,F,

8) A Date field is always required and must be present. ,01/09/1997,

9) When a “Yes” appears in the column “NEED” below, it means that, the field plays a critical rule in the construction of the corresponding VT order. These fields must always reflect the accurate value assigned for that field. For example, the Sub-sales value is critical in establishing how many line items are contained in each Order.

10) For Account Sales (Sales to registered customers in the Customer Database), you can actually modify the Customer Record and update it with the Customer (Sender) information contained in the OTP record. See Customer Section below.

11) For Delivery or Wire-In Sales, the correct amount for the Delivery Charge can be located for the specific Delivery Zone, and then the price be adjusted such that the total amount of sales remains the same. See Delivery section below.

12) When updating Customer information, the original information in the Customer record is maintained, for any field that is left BLANK. These fields are marked BP below.

13) The Interface Agent does not alter any of the amounts provided by your OTP file based on Customer’s Discount setup, Tax Setup, etc. The contents of the OTP order, overrides customer setup.

Encryption

VOX transmissions between Main/Branch Shops, or from Website(s) can be *secured* with "Multiple Key XOR" Encryption. And the good news is, it is extremely easy to implement.

In order to activate the encryption feature, you need to create a single (Encryption Key) file.

The contents of this file need to be HIGH ASCII characters (such as CHR123) and higher). Here is a sample:

|€ }

Then save this file as **VOX.VOX** in the **C:\SMS\VFT\IO** folder.

Now take the same file and put it into the same folder on the Branch Shop's VOX Server, and you are done!!!

For VOX transmissions from your Website, before you do the above procedure, give the file to your WebMaster and ask him/her to download and read the latest OTP (Order Transfer Protocol) specification and implement the Encryption algorithm in his/her CGI routine. S/he can download the OTP document from: http://www.VisualTicket.com/ftp

You must make sure that you turn the Encryption ON *simultaneously* on both; sending and receiving ends, otherwise there will be trouble!.

Please make sure that you **DO NOT use file extensions .TXT or .DOC** for your encrypted OTP files. The reason is, some servers actually alter TEXT files with respect to line feeds / carriage returns causing encryption operation to get out of sequence. We recommend using **.bin** file extension.

As a reminder, please note that the file Extensions are specified in VOX's Website Setup form.

You can **test** the Encryption/Decryption functions by clicking on the "Encryption" button on the Virtual Order Xfer (VOX) form (lower right hand corner). Please select a file and view the contents of the file afterwards to verify encryption/decryption.

The algorithm for Encryption/Decryption is done via XORing the contents of the order files with the contents of the key file VOX.VOX Here is an example for encrypting the word "Hello" with contents of vox.vox (which in this case we assume is XYZ):

```
ch1 = CHR (BITXOR (ASC('H'), ASC('X')))
ch2 = CHR (BITXOR (ASC('e'), ASC('Y')))
ch3 = CHR (BITXOR (ASC('l'), ASC('Z')))

* Now it loops back to the beginning of KEY sequence which is X.
ch4 = CHR (BITXOR (ASC('l'), ASC('X')))
ch5 = CHR (BITXOR (ASC('l'), ASC('Y')))
```

So "Hello" is changed to "ch1 + ch2 + ch3 + ch4 + ch5" which is some high ASCII weird looking bunch of characters, so sense to display here...

In the VOX.VOX file, all leading and trailing **Spaces** as well **as Line Feeds** and **Carriage Returns** are stripped off. Then the ASCII value of each character in the Order file is XORed with each character (in sequence) of the Key file and replaced in the output file. Due to the nature of the XOR function, each execution produces the opposite. In other words the first execution Encrypts the file while the second execution Decrypts it.

Once you have encrypted a test file using your Encryption algorithm, you can then test it by using the "Encryption" button available on the VOX form as explained above.

Inventory Synchronizations

You may setup the VOX Agent such that it would upload the current *Inventory Status* with each cycle it runs. This will provide for much **tighter integration** of eCommerce websites and Visual Ticket, to insure that the items on the Shopping Cart are **NOT over sold**.

To **enable** this feature for EACH eCommerce (shopping cart) website that VOX Agent checks, simply go to the File menu, select “Virtual Order Transfer (VOX)”. Then click on “Setup” button. Then check the “Sync” checkbox for each “FTP Host” on the table (grid).

The upload file name is **inv_sync.xml** and it is uploaded to the same folder that orders are picked up from for each eCommerce site.

You would need to decide how often you should pickup this file and update your “For Sale” quantities on the Shopping Cart screens and **prevent the ordering of depleted items**.

The quantities of items (both the *Global Item Counter* as well as the *Quantity On Hand*) in this file reflect the most up-to-date item quantities **AFTER** the import of the “current” batch of orders picked up in the same cycle. In other words, the synch file is uploaded at the end of each VOX cycle, after OTP files have been imported.

Global Item Counter (GIC): Inventory count adjustment is performed in Real Time as line items are added (or deleted) or as the Qty of the item is changed. This is the most up-to-date count, but due to the limitations of “Record Lucking” accuracy is reduced form simultaneous access.

The GIC needs to be turned ON, before the values are updated. To enable GIC, please go to Setup Manager, click Environment Setup Access and check the box “Enable GIC”.

Quantity On Hand (Qty_On_Hnd): Inventory count adjustment is performed during the Posting of orders via the Processing Agent. The Processing Agent at the minimum runs every night, or may be launched and ran every 15 minutes to an hour in the background. So, depending on when the Process Agent cycle was ran the last, that is when Qty_on_Hnd was updated.

This is the most accurate count, (no simultaneous adjustments involved). Please note for items that their Item_Id’s start with an * (asterisks) are considered “non-inventoried” items and the Qty_On_Hnd is NOT reduced for them.

It is also important to note that with Inventory Synch deployed, you can update the following parameters directly from Visual Ticket’s Inventory Administration;

- Change Taxable / Non-Taxable status of items sold on the website.
- Change the Price and the Adjusted (discounted) Price for items sold on the website.
- Upload Item’s Picture, Cashier Notes and Care Instructions for items sold on the website.

Tags that are empty (character fields), or zero (numeric fields) are **NOT included** in the record.

Here is a sample of the xml tags in this file. Please note Item_001 has all the possible tags. While Item_002 has some empty (or zero) values (for the fields that are missing)….

Inv_sync.xml sample to follow:

```
<?xml version="1.0"?>

<VT_INV_SYNC>
<COMPANY><![CDATA[Your Shop Name here.]]></COMPANY>
<SER_NO><![CDATA[5558224690]]></SER_NO>
<DATE_TIME><![CDATA[07/30/11 02:11:09 PM]]></DATE_TIME>

<ITEM>
<REC_NO>1</REC_NO>
<ITEM_ID><![CDATA[ITEM_001]]></ITEM_ID>
<ITEM_DES><![CDATA[Description of ITEM_001]]></ITEM_DES>
<PRICE>1.00</PRICE>
<ADJ_PRICE>2.00</ADJ_PRICE>
<QTY_COUNTER>100.00</QTY_COUNTER>
<QTY_ON_HAND>101.00</QTY_ON_HAND>
<TAXABLE>T</TAXABLE>
<CARE_INSTRUCT><![CDATA[Care Instructions on Item Profile]]></CARE_INSTRUCT>
<NOTES><![CDATA[Notes to the Cashier on Item Profile]]></NOTES>
<PICTURE><![CDATA[S:\SMS\VFT\BITMAPS\PRODUCTS\DAISY_1.JPG]]></PICTURE>
</ITEM>

<ITEM>
<REC_NO>2</REC_NO>
<ITEM_ID><![CDATA[ITEM_002]]></ITEM_ID>
<ITEM_DES><![CDATA[Description of ITEM_002]]></ITEM_DES>
<ADJ_PRICE>2.00</ADJ_PRICE>
<QTY_COUNTER>1.00</QTY_COUNTER>
<TAXABLE>T</TAXABLE>
<CARE_INSTRUCT><![CDATA[Care Instructions]]></CARE_INSTRUCT>
</ITEM>

<ITEM>
<REC_NO>3</REC_NO>
<ITEM_ID><![CDATA[ITEM_003]]></ITEM_ID>
<ITEM_DES><![CDATA[Description of ITEM_003]]></ITEM_DES>
<PRICE>991.99</PRICE>
<ADJ_PRICE>1020.00</ADJ_PRICE>
<QTY_COUNTER>1000.00</QTY_COUNTER>
<QTY_ON_HAND>1001.00</QTY_ON_HAND>
<TAXABLE>F</TAXABLE>
<NOTES><![CDATA[Notes to the Cashier on Item Profile]]></NOTES>
<PICTURE><![CDATA[S:\SMS\VFT\BITMAPS\PRODUCTS\DAISY_2.JPG]]></PICTURE>
</ITEM>

</VT_INV_SYNC>
```

Testing

The VOX Setup form (available from the File menu) helps you a great deal in creating and troubleshooting your OTP files.

"Simulate Data" button creates a quick sample OTP file and opens Windows Write Pad to view it.

"Create OTP" button uses the information in the LAST order in order pad to create sample OTP.

"Test OTP files" button provides you with the ability to verify the construction of your OTP (ASCII Delimited) records. When you click on this button, the Interface Agent imports the OTP text files (placed in the OTP Import Directory), converts them into DBF (Database File) format, and then allows you to Browse the file. When you browse the file, you can hit the Enter key, and verify that each field is correctly placed into the right column.

HINT! : Enter **exactly** the same information on a test order into the Order Pad, then click on the "Create OTP" button and then Cut & Paste the two orders into the windows Write Pad and simply compare each line Field by Field. You can quickly locate any differences and modify the CGI.

Base-line Section

	Field <VOX_ORDER>	Type	Length	Description	Example	Must have
1	SEQ_NO <SEQ_NO>	c	20	This is a "User Assigned" Sequence Number (such as Time/Date of the original order) that is then placed into the "History" memo field (accessible via the "Other Info" window). You may decide to use the yyMMddHHmmSS format, but you don't have to.	"00000001",	Yes
2	Sub_Tran <SUB_TRAN>	n	2,0	The number of the Sub-sale. For a 2 line-item sale this number would be 1 for first record, and 2 for the second record.	,1,	Yes
3	Subsales <SUBSALES>	n	2,0	The total number of line-item sales in each order. For a 2 line-item sale this will be 2	,2,	Yes
4	Wire_In <WIRE_IN>	L		Use T for wire-in orders, F for all others.	,F,	Yes
5	Station <STATION>	c	2	The Station Number you would like to attach to the VT Order. If BLANK, the Station# of the IMPORTING station will be assigned automatically to the order, during import.	,"05",	Yes
6	Staff_Id <STAFF_ID>	c	2	The Staff Id you would like to attach to the VT Order. Please note: Session_Id = Station No. + Staff_Id For this order. The Session_Id setup in the System Monitor will then control the Session Defaults and Balancing values for all these orders. Please make sure that the Staff_Id has been setup in MF's Employee Setup, and the Session_Id has been setup in the System Monitor. If BLANK, the Staff_Id of the IMPORTING station will be assigned automatically to the order, during import.	,"WB",	Yes
7	Loc_Origin <LOC_ORIGIN>	c	2	The Division Number you would like to attach to the VT order as the SALE Division. The Sale Division is not editable in VT. If BLANK, the Division# of the IMPORTING	,"01",	Yes

				station will be assigned automatically to the order, during import.		
8	Loc_Assign <LOC_ASSIGN>	c	2	The Division Number you would like to attach to the VT order for the Assigned Division. The Assigned Division is where the order is supposed to be filled. This field can be modified in the “Other Info” window of the Order pad. If left BLANK, Loc_Origin will be assigned automatically during import.	,”02”,	
9	Sender_F <SENDER_F>	c	25	Customer (Sender’s) First Name. **1) If Account Sales, and the Acc_Id is found, leaving this field BLANK will instruct the Interface Agent to use the Customer’s First name instead **2) For Account Sales, you can update the actual customer record in the Customer Database, with the this value, if the UPD_CUS field in the Customer section below has been set to T.	,“Jeff”,	Yes
10	Sender_L <SENDER_L>	c	25	Customer (Sender) Last Name **1) and **2) above.	,”Robinson ”,	Yes
11	Sender_P <SENDER_P>	c	13	Customer (Sender) Phone Number. **1) and **2) above.	,”(206)822-4690”,	
12	Cus_Zip <CUS_ZIP>	c	10	Customer Zip code. ***1) and **2) above.	,”98033”,	
13	Acc_Id <ACC_ID>	c	10	For General Sales, this field must be left BLANK. For Account Sales, this field must contain the Acc_Id of the Customer. VT will search the customer database for the Account_Id, and if it is NOT found, the customer will be added to the database. Thus it is a imperative to insure that the Customer Section below contains ALL necessary information, so that the customer record could be added properly to the Customer database For Account Sale, if the Account_Id is found, you then have the option of updating the Customer record with the data contained in the Customer Section	,“1234567890”,	Yes

				below.		
14	Acc_Alloc <ACC_ALLOC>	c	10	Allocation Account_Id. Used for tracking employee commissions, or charity contributions by placing a Customer /Supplier Account_Id into this field. For downloads from Website(s), enter the Website name/Identifier in this field (on each line item) to allow tracking of orders coming from multiple websites. To automate the reporting, we suggest that you create a dummy Customer (or Supplier) account and use this Customer Account for the website identifier. Otherwise, Don't leave it blank if not used.	,"1234567890",	
15	Sales_Ref <SALES_REF>	c	30	This is a "User Assigned" character field that may contain your original website Sequence Number. This number is then carry over to the Sales Reference field in the "Other Info" window when the order is imported into VT.		N/A
16	Submit <SUBMIT>	L		This is usually set to F, which will require the Operator to Submit the order, before it is posted. You may use T for this field, which will then make the order available to the Processing Agent as soon as it is placed into the Order Pad. If the Order's Due Date makes it a Standby order, then as the order becomes due, the "Submit Standby Orders" default will take precedence Please note system will remove the Submit entry if the Order is not yet Ready. See the conditions for a Ready Order in the on-line Help (Paid + Due + Complete + Transmitted / Verified).	,F,	
17	Attention <ATTENTION>	L		Setting this flag to T will stamp the Order "Need Attention". Such orders are placed On-Hold (Processing and Print Agents) until the Attention stamp is removed by the Operator.	,T,	
18	Message	c	50	Visible only if the Attention flag above is T. This is the Attention Message	,"Please review",	

	<MESSAGE>			associated with the Attention flag.		
19	Lead <LEAD>	n	2.0	This is the Advertisement Lead Source indicator. 02 is automatically used for Account Sales. 00 is reserved for Wire-In sales. Please review Setup Manager Dropdown lists for the values setup by the User. Use a **Negative Number** (such as -1) to make visiting the "Other Info" form mandatory (during the first SAVE of the order) by the Operator..	,07, ,-1,	Yes
20	Promo <PROMO>	c	1	This is the Marketing Promotional code available in the "Other Info" form of the Order pad. Please review Setup Manager Dropdown lists for the values setup by the User.	,A,	
21	Memo <MEMO>	c	250	This is the Memo field attached to the Order. Use for various information as required.	,"Order taken at…",	
22	Total <TOTAL>	y		Total amount of order before taxes and discount.	,100.0000,	Yes
23	Taxable <TAXABLE>	y		Total amount of order subject to Sales Tax.	,90.0000,	Yes
24	Tax_Rate <TAX_RATE>	n	5,2	The applicable Sales Tax rate for this order. Please review Setup Manager Dropdown lists for the values setup by the User.	,08.02,	Yes
25	Tax <TAX>	y		Total amount of Sales Tax for this order. =Taxable X Tax_Rate	,7.3800,	Yes
26	Gstable <GSTABLE>	y		Total amount of order subject to GST (Canada only)	,90.0000,	
27	Gst_Rate <GST_RATE>	n	5,2	The applicable GST rate for this order (Canada only)	,07.00,	
28	Gst <GST>	y		Total amount of GST for this order. =GSTable X GST_Rate	,6.3000,	
29	Disc_able <DISC_ABLE>	y		Total amount of subject to Discount (before taxes).	,100.0000,	Yes
30	Disc_Rate	n	5,2	The discount rate in effect for this order.	,10.00,	Yes

31	Tot_w_tax	y		Total amount of order AFTER taxes and discounts.	,103.6800,	Yes
32	Cash_Back	y		The amount in Cash paid to the customer.	,30.0000,	Yes
33	Grand_tot	y		Total amount payable by Customer =Tot_w_tax + Cash_Back	,133.6800,	Yes
34	By_Cash	y		The amount paid by Cash	,10.0000,	Yes
35	By_Check	y		The amount paid by Check	,30.0000,	Yes
36	By_billed	y		The amount charged to Customer account. Note: Only applicable to Account Sales. The system will raise the Attention flag and insert an Attention message if the charge is over customer's Credit limit.	,40.0000,	Yes
37	By_ccard	y		The amount charged to Customer's credit card. The Order will not be stamped "Paid", unless an Authorization is either obtained by the CC Agent or provided in the OTP (below). If the card number and Exp. Date is provided, the CC Agent will include this order for processing.	,53.68000,	Yes
38	change	y		The amount of cash paid BACK to the customer as change. If this amount is calculated to be negative, order will not be stamped "paid".	,0.0000,	Yes
39	Check_ref_	c	10	The check number of the customer. Useful for Cash Register Balancing purposes.	,"1234",	
40	Card_Accou	c	3	Applies to Credit Card charges only. This is the MFS Credit Card account Id for the type of credit card. If this field is not specified, the Interface Agent will insert "!MC" for 4, 5 and "!DI" for 6, and "!AE" for 3 (the first digit of the CCard #).	,"!MC",	Yes
41	c_Card	c	20	Customer's Credit Card number. If "###' is placed in this field, Credit Card number, and the Expiration date on file will be inserted (If the Customer's account does contain such number).	,"40030101 23456780",	

42	Exp_Date	c	5	The Expiration Date for Customer's Credit Card number.	,"09/99",	
43	Auth_no	c	10	If an Authorization number has already been obtained, then it must be placed in this field.	,"928821",	
44	force	L		If the Authorization number has been inserted into the above field, and needs to be Forced into the Icverify transactions for Settlement, then this field must be set to T.	,F,	
45	Declined	L		If authorization was attempted and was declined, then this needs to be set to T	,F,	
46	Approved	L		If Credit Card authorization has already been obtained, then enter it here.	,"928822",	
47	Invoice_no	n	10,0	If an Invoice number has been assigned, then it should be entered here. If an invoice number is assigned, MFS will assume an invoice has already been printed.	,333233,	
48	FOB	c	80	Freight On Board. Any notes regarding delivery. The first 80 positions are used. Positions 80 thru 99 are RESERVED.	,"Shop Van",	
48A	FOB (Special) **<u>FC_QUE:</u>** **<u>CVV Number:</u>**	c	110-180 110 111-114.	Position 110 thru 180 are used for future expansion. Queue the transaction for Credit Card Agent to authorize the Credit Card in back ground (same as clicking "Later" button in Payment form). FC_QUE = .T. if and when Position 110 of FOB contains "Y". Otherwise FC_QUE=.F. CVV Number is a 3 digit code on the back of each Credit Card (on the signature strip for Visa/MC). It is a 4 digit number on Amex located on the upper corner, on the front of the card and is called "Card ID". You can capture the CVV code in your Shopping Cart and include it in FOB field from position 111 thru 113	"Y123" this means queue for automatic Credit card processing AND the CV code is 123 For 3 digit code use positions 111, 112 and 113.	
49	Inv_notes	c	150	Text/Terms printed on the Invoice.	,"Net 30",	

50	cf_p_req	L		Print Request for the Combined Form. IF T, system will print the Combined Ticket. The system will print the specific format of the ticket for the Assigned Division for this order.	,F,	
	Line Item Section			This section contains information on each Line-Item.		
51	Code	c	1	Type of Sale. Use C for Cash&Carry, P for Pickup, D for Local Delivery, I for wireIn, O for wireOut types of sales.	,"P",	Yes
52	Item_Id	c	8	The Item_Id for the item sold. The item must be present in the MFS Inventory. You may leave it blank, if you want to use the Key_words search feature below to FIND the item. If Keyword is also left blank, then the entire inventory is searched against the contents of the Choice_1 (item description) below, to find the Item_Id. If no item is found in the Inventory that it's key words can be matched against the contents of Key_words, or Choice_1, then the item with key word "ALL_ELSE" in it's keyword setup is selected. If still no item is found, then the Interface Agent will select the Inventory Item at top of file (sorted by Item_Id).	,"ARR1",	Yes
53	Key_words	c	60	This fields serves 2 functions. a) Key_words, b) Item Description. Positions 1 thru 60 is used for **key_Words.** In cases where the contents of MFS Inventory is not available for selection on the Order Entry system, then you may specify up to 60 characters of key_words, separated by spaces. Note: You must use the Administration Menu, and select Inventory. You would then assign Key_words to various Inventory items.	,"Balloon Arrange Hi_Style",	

				Key_words entered here, will then be matched against key_words of various items in the Inventory. Positions 60 thru 90 maybe used for the **Item Description** (30 Chars wide)		
54	Qty	n	5	Quantity of items sold. Entering zero will still result in a sale, with zero amount for the item.	,3,	Yes
55	Price	y		Price of the item sold. Does not include Delivery or Service charges.	,45.0000,	Yes
56	Item_Disc	n	5,2	Item level Discount Rate.		
57	i_taxable	L		Is the Item Taxable ?	,T,	Yes
58	i_gstable	L		Does GST apply to the Item ? (Canada only)	,F,	Yes
59	Serv_Chg	y		The amount of Service Charge (or Transmission Charge) on Wireout orders.	,5.0000,	Yes
60	s_chg_tax	L		Is Service Charge Taxable ?	,T,	Yes
61	Deliv_Chg	y		The amount of Delivery Charge. You may choose to have the Interface Agent find the correct Delivery Charge for this Zone, and adjust this value as well as the Price of the item to compensate for the difference. See Get_DelChg field below.	,4.5000,	Yes
62	d_chg_tax	L		Is Delivery Charge Taxable ?	,T,	Yes
	Production Section			This section collects the information needed for Production or Preparation of each line item. Does not apply to Cash&Carry.		
63	WireOut	L		Is this a Wireout Item ?	,F,	Yes
64	Choice_1	c	250	Description of the item as the first choice.	“seasonal bouquet with tulips,…”	Yes
65	Choice_2	c	250	Description of the item as the second choice. You may also use this field for entering the necessary components needed to build the item.	,”Roses 4, Tulips 5,..”,	
66	Due_Date1	D		Due Date for the pickup or delivery. This is the primary date used for staging the	,12/23/199	

				order. See Standby Orders/Processing Parameters in VT Help files.	6,	
67	Due_Date2	D		This is the second choice for Due_Date. Has no effect in Automatic Order Staging.	,12/24/1996,	
68	Due_Opt	c	35	Time of Delivery Option verbiage. Must match the exact verbiage setup in the VT's Setup Manager DropDown Lists#1 for Delivery Times.	,"1) Anytime during the day.",	
69	Due_Time1	c	8	This is the Start Time for Due_Option above.	,"08:00AM",	Yes
70	Due_Time2	c	8	This is the Finish time for Due_Option above.	,"08:00PM",	Yes
71	PickUp_By	c	30	This is the name of the person picking up the order. Only applies to Pickup Orders.	,"Tim Smith",	
72	Flag1	L		Reserved. Use F	,F,	
73	picture	c	100	The picture of the Item. You may enter the complete path and file name where the bitmap can be found on all stations. H:\Bitmaps\xxxxx.bmp Or just enter the File name with no extensions and no path. The system will automatically assign the standard path and extension. C:\sms\vft\bitmaps\products\xxxxx.bmp	,"b-123m",	
74	prod_p_req	L		Print Request for printing the Work Ticket. The system will print the specific format of the ticket for the Assigned Division for this order.	,T,	
75	audio	c	50	The multi-media Audio file associated with the item. You may enter the complete path and file name where the WAV file can be found on all stations. H:\Audio\xxxxx.wav Or just enter the File name with no extensions and no path. The system will	,"c:\aud\file.wav",	

				automatically assign the standard path and extension. C:\sms\vft\mmedia\xxxxx.wav		
76	Video	c	50	The Video file associated with this item. Same as Audio except the file extension is .AVI	,"Video1",	
	Delivery Section			This section collects the information needed for Delivery of the line item. Does not apply to Cash&Carry, and Pickup sales.		
77	First_Name	c	25	Fist name of the recipient.	,"JIM",	Yes
78	Last_Name	c	25	Last name of the recipient.	,"MORRIS",	Yes
79	Company	c	50	The place or company of the recipient.	,"Seattle Hospital",	
80	Address1	c	60	Apt.#, Building, Floor, Department, etc.	,"Apt 202",	
81	Address2	c	60	Street Address of the recipient.	,"1233 NE 114th AVE",	Yes
82	City	c	40	City of the recipient.	,"Kirkland",	Yes
83	State	c	10	State of the recipient.	,"WA",	Yes
84	Zip	c	10	Zip code of the recipient.	,"98033",	Yes
85	Country	c	20	Country of the recipient – blank for USA	,"Canada",	
86	Phone_Day	c	13	Day time phone number for the recipient.	"(206)822-4690",	Yes
87	Phone_d_ex	c	10	Extension for the Day Time phone.	,"2344",	
88	Phone_Eve	c	13	Home or Evening phone number for the recipient.	,"(206)822-3677",	
89	deliv_Inst	c	250	Delivery Instructions for the driver.	,"Leave at front desk.",	
90	Deliv_Acc	c	3	MFS Delivery Account such as !D1, !D2, .. If you leave it blank, the system will assign the appropriate Delivery Company as setup for this Delivery Zone.	,"!D1",	
91	Deliv_Com	c	17	Name of the Delivery Company for the above Delivery Account. If you leave it blank, the system will assign the name for the above Delivery Account as setup in MFS Delivery	,"Shop Van",	

				Company setup. If you enter a value, the system will use this name, instead of the MFS Delivery Company Account name.		
92	Get_DelChg	L		Since Delivery Charges vary for each zone, and this information may not be available on the Order Entry system, the interface Agent can find the correct Delivery Charge based on Zip code, or City and then adjust the price of the item to compensate for the difference. In order to use this feature, enter T here.	,F,	
93	del_p_Req	L		Print request to print the Delivery Ticket. The system will print the specific format of the ticket for the Assigned Division for this order.	,T,	
94	lab_p_Req	L		Print request to print the Shipping Label. The system will print the specific format of the label for the Assigned Division for this order.	,F,	
	Enclosure Card Section			This section collects the information needed for Enclosure Card needed for the line item. Does not apply to Cash&Carry sales.		
95	Card_Msg	c	250	The Enclosure Card message.	,“Get Well”,	
96	Occ_Type	c	1	Occasion Type per your setup in Setup Manager Drop Down list #1. (FTD Standard).	,”8”,	
97	Promo1	c	1	Promotional Tracking Code for Mail Merge. Setup Manager’s Dropdown List#1, Occasions Promotional mailing Codes.	,”1”,	
98	Promo2	c	1	Same as above.	,”1”,	
99	Promo3	c	1	Same as above.	,”1”,	
100	card_pict	c	50	Picture to be printed on the (visual format) of the Enclosure Card. You may enter the complete path and file name where the bitmap can be found	,”hearts”,	

				on all stations. H:\Bitmaps\xxxxx.bmp Or just enter the File name with no extensions and no path. The system will automatically assign the standard path and extension. C:\sms\vft\bitmaps\products\xxxxx.bmp		
101	card_p_req	L		Print request to print the Enclosure Card. The system will print the specific format of the ticket for the Assigned Division for this order.	,T,	
	Florist Section			This section collects the (sending or filling) florist's shop information on Wire in/out orders. Applies to Wirein or Wireout sales.		
102	Wire_Serv	c	3	The Wire Service used for the transaction. Only the first 3 letters are used. Wire Service must already been setup in Setup Manager's Wire Services Setup for the Assigned Division of this order.	,"FTD",	
103	Shop_Code	c	15	The shop code assigned by the Wire Service for the Sending (Wireout orders), or Filling (wirein orders) florist.	,"53-2358AA",	Wirein orders
104	Shop_Name	c	50	Sending/Filling Florist's Shop Name.	,"Occasions",	Wirein orders
105	Shop_City	c	25	Sending/Filling Florist's City.	,"Atlanta",	
106	Shop_State	c	10	Sending/Filling Florist's State.	,"GA",	
107	Shop_Zip	c	10	Sending/Filling Florist's Zip Code.	,"98022",	
108	Shop_Phone	c	13	Sending/Filling Florist's Phone number.	,"(206)822-6733",	
109	Shop_Fax	c	13	Sending/Filling Florist's Fax number.	,"(206)222-8383",	
110	Contact	c	15	The Sending/Filling Florist's Contact name. For Wireout orders: If shop Code / Name are supplied, providing this field will stamp the order as Transmitted, and verified.	,"Nancy",	Wirein orders

111	Merc_Prior	c	10	Mercury Transmission Priority. For Wireout orders only transmitted via the Mercury System.	,"FTO",	
112	xmit_by	c	10	Method of Transmission. Valid entries are: None, Mercury, Autofax, Internet.	,"Mercury",	
113	Reported	n	1.0	For Verbal FTD Wireins orders only. This field indicates whether the REC message has been sent.	,F,	
114	Our_Code	c	15	Wire Service Code setup for the Division	,"CA-9882",	Yes
	Customer Section			Used for adding/updating the Customer information in MFS's Customer Database. Applies to Account Sales Only.		
115	upd_cus	L		The section below applies only to Account Sales (The Acc_Id above must not be BLANK). If the Acc_Id, is NOT found, then the following information is added to the customer database regardless of the value of this field. If the Account_Id is found, and the value of field is T, then the Customer record is updated with the information below. NOTE: The original information in the Customer record is maintained, for any field identified with (BP) that is left BLANK.	,F,	
116	Loc	n	2,0	The Division number the Customer belongs to.	,1,	
117	c_company	c	47	Customer's office/company/place. BP= If Blank, the original value is maintained.	,"ACME Co",	(BP)
118	c_address	c	47	Customer's address.	,"1233 NE 11 St.",	(BP)
119	c_city	c	125	Customer's City.	,"Kirkland",	(BP)
120	c_state	c	2	Customer's State.	,"WA",	(BP)
121	Phone_2	c	10	Customer's second phone number. No formatting.	,"2068224690",	(BP)

122	Credit_Rat	n	10,2	Customer's Credit Limit (allow Billing if NOT zero).	500.00	
123	Auto_Disc	n	2,0	Automatic Discount applied to customer's future purchases.	,10,	
124	c_S_Tax	n	5,2	Sales Tax Rate applied to future purchases. Use –1 (minus one) for default shop values.	,08.20.	
125	c_gst	n	5,2	GST Rate applied to future purchases. Use –1 (minus one) for default shop values.	,-1,	
126	Type_Code	c	1	Customer Primary Type Code. **1) See existing Customer Setup codes in MF Business Setup.	,"F",	(BP)
127	Code1	c	1	Customer Secondary Type Code # 1 **1) above.	,"1",	(BP)
128	Code2	c	1	Customer Secondary Type Code # 2 **1) above.	,"2",	(BP)
129	Code3	c	1	Customer Secondary Type Code # 3 **1) above.	,"3",	(BP)
130	phone_Fax	c	13	Customer's Fax number.	,"(206)822-6730",	(BP)
131	phone_cell	c	13	Customer's Cell-Phone number.	,"(206)988-0929",	(BP)
132	C_picture	c	50	Picture of the customer. See "Picture" in the Production Section.	,"Steve1",	(BP)
133	C_audio	c	50	Holds the Customer email.	,"mcode@serv.net",	(BP)
134	C_video	c	50	Video associated with the customer. See "Video" in the Production Section.	,"Seeit",	(BP)
135	Fin_Charge	L		Apply Finance Charge for Aged Balances during Aging ?	,T,	
136	Billing	L		Include this customer in Billing ?	,F,	
137	Cus_Note	c	60	Customer Account Notes	,'whatever" ,	(BP)
138	Cus_Memo	c	250	Customer preferences, notes, etc. Start with an "# " to append to the	,"whatever ",	(BP)

				contents of the existing memo.		

	Prod/Del Tracking			Fields necessary to track Delivery and Product ion status		
139	Made_By	C	2	Designer Staff_Id who made the item	'SM'	
140	Date_Made	D		Date the item was made (Production).	'01/01/97'	
141	Start_Time	C	8	Time production started	'12:00 PM'	
142	Finish_Time	C	8	Timed Production was finished. Indicated the item was produced	'04:34 AM'	
143	Driver	C	10	Driver's name who made the Delivery	'GEORGE'	
144	Time_Loaded	C	8	Time the item was loaded on the truck	'12:00 PM'	
145	Time_Delivered	C	8	Time delivery was completed. Indicated the item was delivered.	'02:00 PM'	
146	Driver_Notes	C	150	Notes by the Driver regarding Delivery Status.	'Was not home'	
147	Check Field	C	5	Contains the word 'CHECK' This must always appear at the end of the OTP file.	'CHECK'	

Revisions

- Date 11/03/97: Added fields 138 to 146 which is the entire Prod/Delivery Tracking section.
- Date 11/10/97: Added field 136, CUS_NOTE to the Customer section.
- Date 5/22/98: Verified structure with Visual Ticket Version 2.01
- Date 8/15/98: Fields 21 & 22 were repeated. Total number of fields adjusted to 148.
- Date 12/7/98 Page-2 under Structure, added items 3 and 4 for handling ‘ and “ characters.
- Date:7/12/99: Format Enhancements.
- Date:10/22/99: The “Enclosure Card” Section Title had a field number associated with it. Total Fields went from 148 to 147.
- Date:08/06/00: Changed field 133 from Customer Audio File to Customer’s email. The Audio field was not getting much use, and email had to be added without changing the Field sequence.
- Date:10/02/00: Field # 14 (Alloc_Acc) captures the name of the Website, so that you can track the level of activity for each website (in case you use more than one Website to capture orders).
- Date:11/26/00: The ASCII Substitution under the “Structure” heading on page 2 now expands the substitutions by both Alt_number (to produce the character using the Keyboard), as well as the ASCII number equivalent for programming. The correction was made that the Alt_number substitutions are not necessarily the same as the ASCII numbers for high ASCII characters.
- Date:12/07/00: Paragraph #2 under “Structures”(on page 2), now allow the “common” baseline information to be repeated for each line item in an order.
- Under “Testing” (on page 3) now allows you to create a Test OTP file using the Last Order in the Order Pad. Also added the “HINT” section.
- Date:11/07/01: Updated Field #1 and Field #15 descriptions. The Seq_No is placed into the History field, while Sales_Ref (Field #15) is placed into Sales_Ref field in the “Other Info” window. This was not a change in code, but correction to this document.
- Date:02/20/02: Added the Encryption/Decryption feature for secure transmissions.
- Date 06/24/02: Added the note on Encrypted OTP File Extension.
- Date 10/21/02: Added the XML Format and the Pre_Process sections.

  Also added Item_Desc to the Field Key_Word (field 53).
- Date 10/30/02 – Added “Special FOB” (field 48) to accommodate Field: FC_QUE (to schedule CC Agent to authorize card).
- Date 05/29/03 – Added “Special FOB” (field 48) to include the CVV number (a 3 or 4 digit code on the back of each Credit Card, used for proving the card is present).
- Date 01/14/04 –
  - For Field # 19 (Lead) added the comment: “Negative Number for this field makes a visiti to the Other Info form Mandatory (before the first SAVE”.

  - When leaving fields Station, Staff_Id, Loc_Assign, Loc_Origin (fields 5, 6, 7 and 8) are left BLANK, the default values the IMPORTING station will be assigned automatically to the order, during import.
- Date 02/04/05 – Added support for "*Occasion Reminder*" tags (see Page 5).
- Date:04/10/11 – Phone_2 field format corrected. It does not require any formatting. Just 10 numbers.
- Date: 07/30/2011 –
  - *Encryption*. The contents of the vox.vox file need to be High ASCII characters. Added samples.
  - Added the *Inventory Synchronization* section and content sample for inv_sync.xml file.
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