



ORDER FULFILLMENT API

August 2026

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1 Introduction

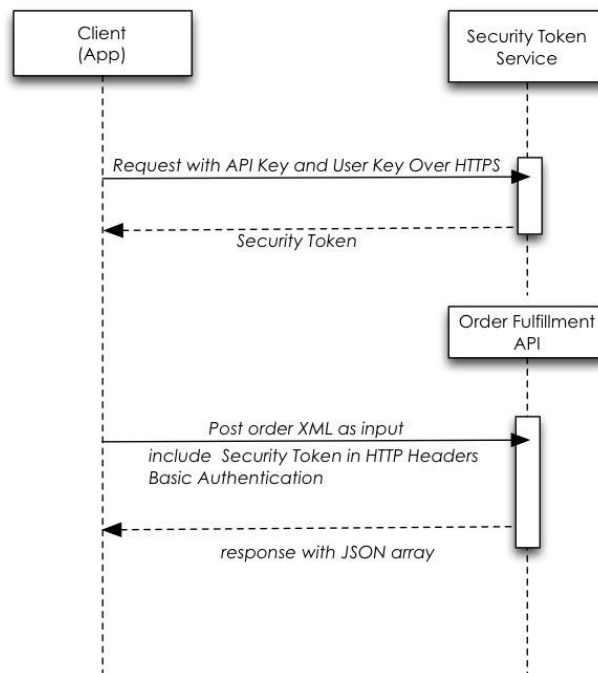
This document describes the Xpressdocs (XD) Order Fulfillment Service API and protocol for the production and distribution of Trade Partner supplied orders whereby Xpressdocs acts as the Fulfiller. XD's RESTful-based approach is a secure, service-oriented protocol for exchanging XML based order requests and responses over HTTPS.

2 Security

The Trade Partner needs to provide their external IP Addresses to be allowed in the Xpressdocs network to access these APIs. To use the order fulfillment API, authenticate with the security token service to get a security token, then interact with the order fulfillment API to submit orders.

2.1 Process Map

Xpressdocs Security Token Service



1. API Key and User Key will be provided by Xpressdocs.
2. Security Token will expire after 15 mins.
3. Service URL's will be provided by Xpressdocs.

2.2 Process Overview

- 1) Client requests an API key from Xpressdocs's Security Token Service

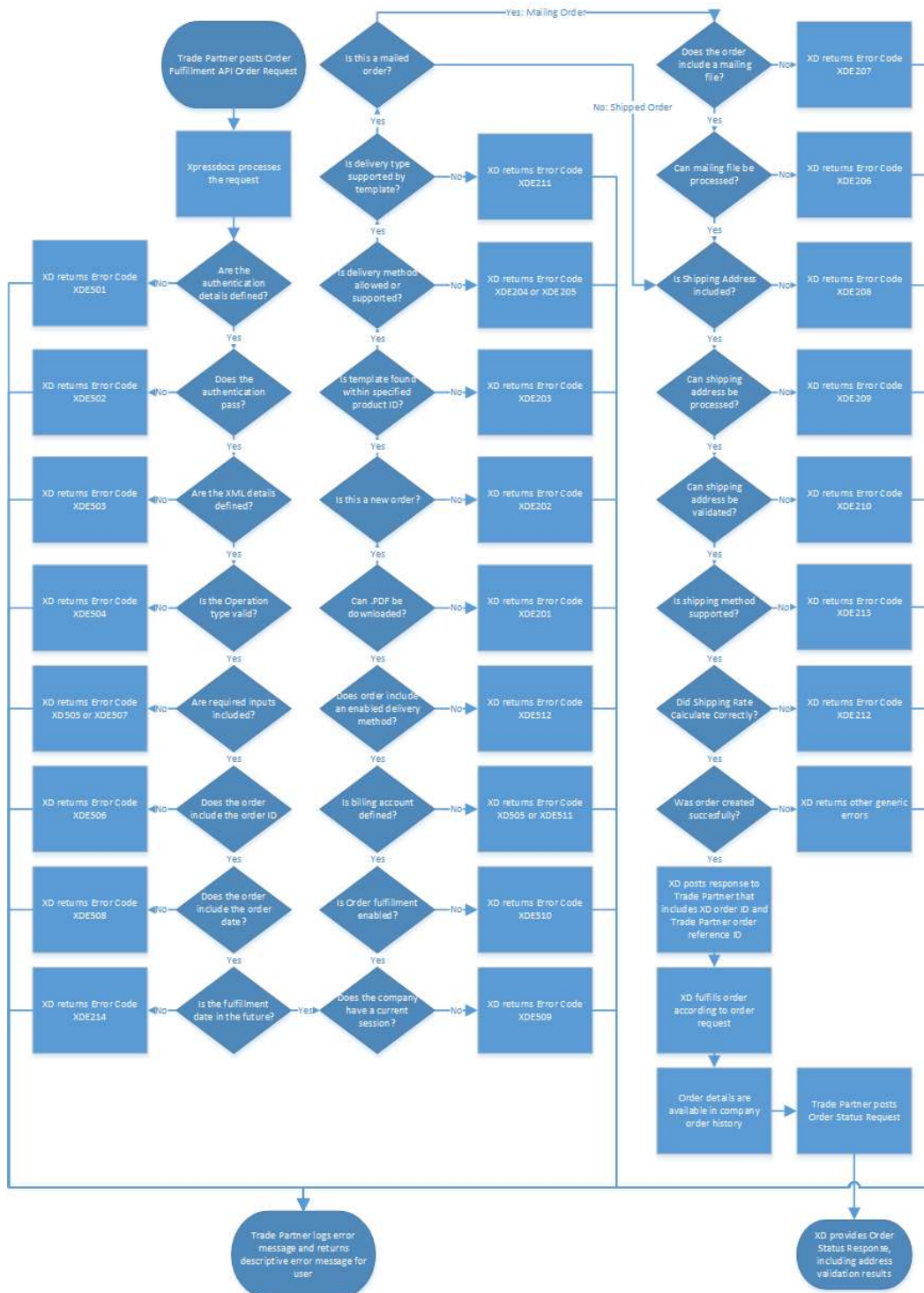
Sample link:

https://www.xpressdocs.com/next/sts/authentication.php?api=XXXXXXXXX&user_key=XXXXXXXXX

- 2) Xpressdocs responds with a security token authorizing access to the Order Fulfillment API. The security token will expire after 15 minutes.
- 3) Client can submit their order using the provided security token.
- 4) Order Fulfillment API will respond with the applicable order status.

3 Order Fulfillment Protocol

3.1 Process Map



3.2 Process Overview

The Trade Partner posts an order request to XD.

XD will process the XML post and attempt to inject the order into the XD system. If any errors are encountered, XD will post a response to the Trade Partner with the error code and associated error message.

For mailed orders with no transmission or permanent errors, the order will be created before the associated recipient list is validated. The recipient list will be added to the address validation queue and the results of that validation will be available upon a status query request. Billing for these orders will not be calculated until the addresses have been validated. Any failed addresses will be provided to the Trade Partner in the status response via a URL pointing to a .CSV file with the list of failed addresses. The order posted will be fulfilled for only for valid addresses, the end client can correct the failed address and will need to post a new order for any corrected addresses. If a partial fulfillment is not desired, the trade partner will need to call XD customer service (866.977.3627) to cancel the order.

3.3 Technical Overview

To inject orders into Xpressdocs, the Trade Partner will need to encode them using XML and pass them using live order transmission via XML / API request calls. Each order XML document sent to Xpressdocs should completely define the order.

For Testing (XD needs to allow your IP address to access these URLs): https://www-stagetre.xpressdocs.com/next/web_services/restful/order_api.php?company=<idcompany>&q=<token>

For Production:

https://www.xpressdocs.com/next/web_services/restful/order_api.php?company=<idcompany>&q=<token>

Company ID parameter: A URL parameter should be added “company” to specify the Xpressdocs company identifier. This value is for the company placing the order, not the Trade Partner.

Token (q) parameter: A URL parameter should be added “q” to pass the security token. Refer to Section 2.2 to receive a security token.

Retries: In cases where the order is not accepted, the Trade Partner may retry order submission if order submission response has 5xx error code, which means recoverable error codes. Retry limits vary per response code and are described below. Once all retries are exhausted, the Trade Partner should investigate the problem and upon resolution, additional retry attempts can occur. Our timeout is 32 seconds.

HTTP Response Code	Description
2xx	Request received successfully
4xx	Permanent error. Trade Partner should not retry. The error prevents the request from being accepted.
5xx	Transient error. Typically a transport error. Trade Partner should retry. The recommended number of retries is 3, with a frequency of one hour.

Duplicates: Two orders submitted with the same Trade Partner order id will be treated as a duplicate order submission. There are scenarios when orders reach Xpressdocs, but then a server or network problem arises before an error is recorded in the Trade Partner’s database. In these cases, the Trade Partner should retry the order. Xpressdocs will return an error response when a duplicate order is received.

Special Characters: Using the basic XML structure for order and status requests, it is imperative that certain special characters be handled appropriately. Not all characters can be typed from the keyboard, such as the registered trademark symbol (®). Others, such as < and &, have special meaning to XML. These characters must be encoded using character entities.

XML defines the following built-in character entities:

Entity	Character
<	<
>	>
&	&
"	"
'	'

4 Order Request

URL	Fixed URL provided by Xpressdocs
Content type	XML
Content	XML elements explained in Section 6, "Order XML"

4.1 Sample Order Request XML with Multiple Items

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="DO-1234" orderDate="2016-01-01 18:41:29">
    <NoOfItems>2</NoOfItems>
    <Comments xml:lang="en-US">Anything well formed in XML</Comments>
  </OrderRequestHeader>
  <Item id="DOI-2334" quantity="100" >
    <ItemHeader>
      <ProductID>SMPC</ProductID>
      <DeliveryType>shipping</DeliveryType>
      <NoOfPages>2</NoOfPages>
      <Comments> </Comments>
    </ItemHeader>
```

```
<ItemDetail>
  <Description xml:lang="en">small postcard</Description>
  <Files>
    <File url="http://www.yourdomain.com/order/fileA.pdf" side="front"/>
    <File url="http://www.yourdomain.com/order/fileB.pdf" side="back"/>
  </Files>
</ItemDetail>
<Finishing>
  <Task type="high_gloss_coating" value="both" comment="" />
</Finishing>
</Item>
<Item id="DOI-5334" quantity="100">
  <ItemHeader>
    <ProductID>LGPC</ProductID>
    <DeliveryType>mailing</DeliveryType>
    <NoOfPages>2</NoOfPages>
    <Comments> </Comments>
  </ItemHeader>
  <ItemDetail>
    <Description xml:lang="en">large postcard</Description>
    <Files>
      <File url="http://www.yourdomain.com/order/file.pdf" side="all" />
    </Files>
  </ItemDetail>
  <Finishing>
    <Task type="high_gloss_coating" value="front" comment="" />
  </Finishing>
  <Mailing>
    <MailingHeader>
      <Class>first</Class>
      <MailerID>123456</MailerID>
      <Comments> </Comments>
    </MailingHeader>
    <Recipients fileUrl="http://www.yourdomain.com/data/recipients.csv" />
  </Mailing>
</Item>
</OrderRequest>
```

4.2 Sample Order Request XML with Transaction Details

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="DO-1234"
    <NoOfItems>2</NoOfItems>
    <Comments xml:lang="en-US">Anything well formed in XML</Comments>
  </OrderRequestHeader>
  <UserDetail>
    <FirstName>Tim</FirstName>
    <MiddleName></MiddleName>
    <LastName>Lewis</LastName>
    <UserID>123abc</UserID>
    <EmailAddress>xpressdocs@xpressdocs.com</EmailAddress>
    <StreetAddress>4901 N Beach St</StreetAddress>
    <StreetAddress2></StreetAddress2>
    <City>Fort Worth</City>
    <State>TX</State>
    <Zip>76137</Zip>
    <Phone1>817-555-1212</Phone1>
    <Phone2>817-444-1212</Phone2>
    <Fax>817-555-1313</Fax>
    <Website>www.xpressdocs.com</Website>
  </UserDetail>
  <OfficeDetail>
    <OfficeName>Office of Tim Lewis</OfficeName>
    <OfficeLinkID>123456</OfficeLinkID>
    <OfficeWebsite>www.yourdomain.com</OfficeWebsite>
    <StreetAddress>918 10th St</StreetAddress>
    <StreetAddress2></StreetAddress2>
    <City>Alamogordo</City>
    <State>NM</State>
    <Zip>88310</Zip>
    <OfficePhone1>817-555-1414</OfficePhone1>
    <OfficePhone2>817-555-1515</OfficePhone2>
    <OfficeFax>817-555-1616</OfficeFax>
  </OfficeDetail>
  <Transaction>
    <Payments>
      <Payment>
```

```
<Method>credit_card</Method>
<Amount>50.00</Amount>
<CCAuthCode>123abc</AuthCode>
<CCTransId>987654lkjhg</CCTransId>
<CCLast4>1111</CCLast4>
<CCType>Visa</CCType>
</Payment>
<Payment>
  <Method>credit_card</Method>
  <Amount>150.00</Amount>
  <CCAuthCode>456wer</CCAuthCode>
  <CCTransId>1234sdfg</CCTransId>
  <CCLast4>2222</CCLast4>
  <CCType>Discover</CCType>
</Payment>
</Payments>
<CCTotal>200.00</CCTotal>
<BillingTotal>100.00</BillingTotal>
<SalesTaxTotal>20.00</SalesTaxTotal>
<Total>320.00</Total>
</Transaction>
<Item id="DOI-2334" quantity="100">
  <ItemHeader>
    <ProductID>SMPC</ProductID>
    <TemplateKey>a1b2c3d4</TemplateKey>
    <ReferenceProductID>123abc456</ReferenceProductID>
    <PaperTypeID>7</PaperTypeID>
    <DeliveryType>shipping</DeliveryType>
    <NoOfPages>2</NoOfPages>
    <Comments> </Comments>
  </ItemHeader>
  <ItemDetail>
    <Description xml:lang="en">small postcard</Description>
    <Files>
      <File url="http://www.yourdomain.com/order/fileA.pdf" side="front"/>
      <File url="http://www.yourdomain.com/order/fileB.pdf" side="back"/>
    </Files>
  </ItemDetail>
  <Finishing>
    <Task type="high_gloss_coating" value="both" />
  </Finishing>
```

```
<Shipping>
  <Carrier>fedex</Carrier>
  <Method>FEDEX_GROUND</Method>
  <Recipients fileUrl="http://www.yourdomain.com/data/recipients.csv" />
  <IncludeFailedAddresses>true</IncludeFailedAddresses>
  <Comments> </Comments>
</Shipping>
<ShipTo>
  <Address>
    <Name>John Smith</Name>
    <Company>Acme Corporation</Company>
    <Street>123 Anystreet</Street>
    <City>FortWorth</City>
    <State>TX</State>
    <PostalCode>76137</PostalCode>
    <Country>US</Country>
  </Address>
</ShipTo>
<ItemTransaction>
  <ProductUnitPrice>0.50</ProductUnitPrice>
  <ProductTotal>50.00</ProductTotal>
  <ShippingTotal>5.34</ShippingTotal>
  <SalesTax>3.43</SalesTax>
  <ItemTotal>48.77</ItemTotal>
  <Payments>
    <Payment>
      <Method>billing</Method>
      <Amount>48.77</Amount>
      <ReferenceId>123abcBillingAcctId</ReferenceId>
      <PONumber>8765</PONumber>
    </Payment>
  </Payments>
</ItemTransaction>
</Item>
<Item id="DOI-5334" quantity="100" >
  <ItemHeader>
    <ProductID>LGPC</ProductID>
    <TemplateKey>a1b2c3d4</TemplateKey>
    <DeliveryType>mailing</DeliveryType>
    <NoOfPages>2</NoOfPages>
    <Comments> </Comments>
```

```
</ItemHeader>
<ItemDetail>
  <Description xml:lang="en">large postcard</Description>
  <Files>
    <File url="http://www.yourdomain.com/order/file.pdf" side="all" />
  </Files>
</ItemDetail>
<Finishing>
  <Task type="high_gloss_coating" value="front" />
</Finishing>
<Mailing>
  <MailingHeader>
    <Class>first</Class>
    <MailerID>123456</MailerID>
    <Recipients fileUrl="http://www.example.com/data/recipients.csv" />
    <Comments> </Comments>
  </MailingHeader>
</Mailing>
<ItemTransaction>
  <ProductUnitPrice>0.60</ProductUnitPrice>
  <ProductTotal>60.00</ProductTotal>
  <MailingTotal>20.00</MailingTotal>
  <SalesTax>5.00</SalesTax>
  <ItemTotal>80.00</ItemTotal>
  <Comments> </Comments>
  <Payments>
    <Payment>
      <Method>billing</Method>
      <Amount>80.00</Amount>
      <ReferenceId>123abcBillingAcctId</ReferenceId>
      <Comments> </Comments>
    </Payment>
  </Payments>
</ItemTransaction>
</Item>
</OrderRequest>
```

4.3 Sample Order Request XML with Variable Data

```
<?xml version="1.0" encoding="utf-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="ACME-11560625" orderDate="2020-01-23T11:53:38.103-06:00">
    <Comments></Comments>
    <NoOfItems>1</NoOfItems>
  </OrderRequestHeader>
  <UserDetail>
    <FirstName>Sharon</FirstName>
    <MiddleName></MiddleName>
    <LastName>Foley</LastName>
    <UserID>2793731</UserID>
    <EmailAddress>sharon.foley@acme.com</EmailAddress>
    <Phone1>9147692222</Phone1>
    <Phone2>9146491157</Phone2>
    <Fax></Fax>
    <Website>www.erainsite.com</Website>
  </UserDetail>
  <Item id="ACME-19058624" quantity="103" fulfillmentDate="">
    <ItemHeader>
      <ProductID>LGPC</ProductID>
      <TemplateKey>254830_Large_Mail_PC</TemplateKey>
      <ReferenceProductID>0FV027100</ReferenceProductID>
      <FoilCodes></FoilCodes>
      <PaperTypeID>4</PaperTypeID>
      <DeliveryType>mailing</DeliveryType>
      <NoOfPages>2</NoOfPages>
      <Comments></Comments>
    </ItemHeader>
    <ItemDetail>
      <Description>x PDF to Print - Postcard - Large</Description>
      <Files>
        <File columnName="(name of column in ML CSV)" side="front"/>
        <File columnName="(name of column in ML CSV)" side="back"/>
      </Files>
    </ItemDetail>
  </Item>
</OrderRequest>
```

```

    </Files>
  </ItemDetail>
  <Finishing>
    <Task type="high_gloss_coating" value="front" comment="" />
  </Finishing>
  <Mailing>
    <MailingHeader>
      <Class>standard</Class>
      <Options>
        <Precancelled>True</Precancelled>
        <International>True</International>
      </Options>
      <MailerID />
      <Comments></Comments>
      <Recipients
fileUrl="http://www.acme.com/newjersey/api/OrderItem/19058607/MailingListDetails" />
    </MailingHeader>
  </Mailing>
</Item>
</OrderRequest>

```

4.4 Sample Order Request XML with Base 64 encoded VDP Data

```

<?xml version="1.0" encoding="utf-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="AMI-11560625">
    <Comments></Comments>
    <NoOfItems>1</NoOfItems>
  </OrderRequestHeader>
  <Item id="ACME-19058624" quantity="103" fulfillmentDate="">
    <ItemHeader>
      <ProductID>LGPC</ProductID>
      <TemplateKey>254830_Large_Mail_PC</TemplateKey>
      <ReferenceProductID>0FV027100</ReferenceProductID>
      <FoilCodes></FoilCodes>

```

```

    <PaperTypeID>4</PaperTypeID>
    <DeliveryType>mailing</DeliveryType>
    <NoOfPages>2</NoOfPages>
    <Comments></Comments>
  </ItemHeader>
  <ItemDetail>
    <Description>x PDF to Print - Postcard - Large</Description>
    <Files>
      <File VdpColumnName="VDP_Front (name of column in ML CSV) " side="front"/>
      <File VdpColumnName="VDP_Back (name of column in ML CSV) "
side="back"/>
    </Files>
  </ItemDetail>
  <Finishing>
    <Task type="high_gloss_coating" value="front" comment="" />
  </Finishing>
  <Mailing>
    <MailingHeader>
      <Class>standard</Class>
      <Options>
        <Precancelled>True</Precancelled>
        <International>True</International>
      </Options>
      <MailerID />
      <Comments></Comments>
      <Recipients
fileUrl="http://www.acme.com/newjersey/api/OrderItem/19058607/MailingListDetails" />
    </MailingHeader>
  </Mailing>
</Item>
</OrderRequest>

```

4.5 Sample Order Request XML with Informed Delivery and QR Code

```
<?xml version="1.0" encoding="utf-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="AMI-11560625" orderDate="2020-01-23T11:53:38.103-06:00">
    <Comments></Comments>
    <NoOfItems>1</NoOfItems>
  </OrderRequestHeader>
  <Item id="ACME-19058624" quantity="103">
    <ItemHeader>
      <ProductID>LGPC</ProductID>
      <TemplateKey>254830_Large_Mail_PC_QR</TemplateKey>
      <ReferenceProductID>0FV027100</ReferenceProductID>
      <DeliveryType>mailing</DeliveryType>
      <NoOfPages>2</NoOfPages>
      <Comments></Comments>
    </ItemHeader>
    <ItemDetail>
      <Description>x PDF to Print - Postcard - Large</Description>
      <Files>
        <File VdpColumnName="VDP_Front" side="front"/>
        <File VdpColumnName="VDP_Back" side="back"/>
      </Files>
    </ItemDetail>
    <Mailing>
      <MailingHeader>
        <Class>standard</Class>
        <Recipients
fileUrl="http://www.acme.com/newjersey/api/OrderItem/19058607/MailingListDetails" />
        </MailingHeader>
      </Mailing>
      <QrCode type="homevalue">
        <formRecipientEmail>bob@client-site.com</formRecipientEmail>
        <formLogo>https://client-site.com/logo.png</formLogo>
        <formHeadshot>https://client-site.com/logo.jpg</formHeadshot>
        <formAgentName>Bob Smith</formAgentName>
        <formAgentInfoLine1>Dallas-Fort Worth REALTOR®</formAgentInfoLine1>
      </QrCode>
    </Mailing>
  </Item>
</OrderRequest>
```

```

<formAgentInfoLine2>(682) 747-6995</formAgentInfoLine2>
<formAgentInfoLine3>bob@client-site.com</formAgentInfoLine3>
<formAgentInfoLine4>123 W Main St</formAgentInfoLine4>
<formAgentInfoLine5>Anywhere, TX 76131</formAgentInfoLine5>
<formAgentInfoLine6>https://client-site.com/meet/bob</formAgentInfoLine6>
<formAgentInfoLine7>License 0816068</formAgentInfoLine7>
<formDefaultMessage>This is a message</formDefaultMessage>
</QrCode>
<InformedDelivery>
  <DisplayName>Shows as Mail Sender in ID Email</DisplayName>
  <RideAlongImage>https://client-site.com/ridealong.jpg</RideAlongImage>
  <RepresentativeImage>https://client-site.com/custom-image.jpg</RepresentativeImage>
  <RedirectUrl>https://client-site.com/offer</RedirectUrl>
</InformedDelivery>
</Item>
</OrderRequest>

```

4.6 Sample Order Request XML with Matchmail Template and fileURL Data

```

<?xml version="1.0" encoding="utf-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="AMI-11560625">
    <Comments></Comments>
    <NoOfItems>1</NoOfItems>
  </OrderRequestHeader>
  <UserDetail>
    <FirstName>Sharon</FirstName>
    <MiddleName></MiddleName>
    <LastName>Foley</LastName>
    <UserID>2793731</UserID>
    <EmailAddress>sharon.foley@acme.com</EmailAddress>
    <Phone1>9147692222</Phone1>
    <Phone2>9146491157</Phone2>
    <Fax></Fax>
    <Website>www.erainsite.com</Website>
  </UserDetail>
  <Item id="ACME-19058624" quantity="103" dueDate="">

```

```

<ItemHeader>
  <ProductID>LGPC</ProductID>
  <TemplateKey>254830_Large_Mail_PC</TemplateKey>
  <ReferenceProductID>0FV027100</ReferenceProductID>
  <FoilCodes></FoilCodes>
  <PaperTypeID>4</PaperTypeID>
  <DeliveryType>mailing</DeliveryType>
  <NoOfPages>2</NoOfPages>
  <Comments></Comments>
</ItemHeader>
<ItemDetail>
  <Description>x PDF to Print - Postcard - Large</Description>
  <Files>
    <File VdpColumnName="VDP_Front" side="front"/>
    <File VdpColumnName="VDP_Back" side="back"/>
  </Files>
</ItemDetail>
<Mailing>
  <MailingHeader>
    <Class>standard</Class>
    <Recipients
fileUrl="http://www.acme.com/newjersey/api/OrderItem/19058607/MailingListDetails" />
  </MailingHeader>
</Mailing>
</Item>
</OrderRequest>

```

4.7 Sample Order Request XML with Carrier Routes

```

<?xml version="1.0" encoding="UTF-8"?>
<OrderRequest>
  <OrderRequestHeader orderID="DO-1234" orderDate="2024-01-01 18:41:29">
    <NoOfItems>2</NoOfItems>
    <Comments xml:lang="en-US">Anything well formed in XML</Comments>
  </OrderRequestHeader>
  <UserDetail>
    ..User Detail Removed For Brevity..
  </UserDetail>

```

```
<NotificationDetailLevel>1</NotificationDetailLevel>
<NotificationUrl>https://your.webhook.url/endpoint</NotificationUrl>
<Item id="DOI-5334" quantity="150" >
  <ItemHeader>
    <ProductID>LGPC</ProductID>
    <DeliveryType>mailing</DeliveryType>
    <NoOfPages>2</NoOfPages>
    <Comments> </Comments>
  </ItemHeader>
  <ItemDetail>
    <Description xml:lang="en">large postcard</Description>
    <Files>
      <File url="http://www.yourdomain.com/order/file.pdf" side="all" />
    </Files>
  </ItemDetail>
  <Mailing>
    <MailingHeader>
      <Class>first</Class>
      <MailerID>123456</MailerID>
      <Comments> </Comments>
      <Options>
        <TrackingOptions>
          <RedirectURL>https://host.com/redirect</RedirectURL>
        </TrackingOptions>
      </Options>
    </MailingHeader>
    <Recipients>
      <CarrierRoutes includePO="true" includeBusinesses="true">
        <Route id="B001" zipcode="90210" count="100" />
        <Route id="B002" zipcode="90210" count="50" />
      </CarrierRoutes>
    </Recipients>
  </Mailing>
</Item>
</OrderRequest>
```

5 Order Response

If the order API request is correctly formatted, then a confirmation response that contains the Trade Partner unique identifier for the new order request along with the Xpressdocs order id will be returned. However, if the request is not correctly formatted, then an error message will be received. At a minimum, the Xpressdocs order id should be stored on the Trade Partner's side to use for subsequent status request calls.

5.1 Sample Order Response XML

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderResponse>
  <OrderReference id="DO-1234" referenceId="09876543">
    <Item id="DOI-2334" referenceId="12345" status="received" resultCode="0" />
    <Item id="DOI-5334" referenceId="987" status="error" resultCode="XDC201" />
  </OrderReference>
  <Status code="200" text="OK" />
</OrderResponse>
```

Field	Description
OrderReference :: id	Trade Partner order reference identifier
OrderReference :: referenceId	Xpressdocs cart reference identifier
Item :: id	Trade Partner item reference identifier
Item :: referenceId	Xpressdocs order reference ID
Item :: status	Xpressdocs item status (possible values defined below)
Item :: resultCode	Xpressdocs result code; values available in 4.3.2
Status :: code	General request status
Status :: text	General request status text

5.1.1 Result Codes

Result Code	Status Text Values
The below are item-level error codes that will be returned in 'resultCode' at item node	
XDE201	PDF not able to download
XDE202	Order already exists

XDE203	Template not found based on product ID
XDE204	Delivery method not allowed please contact your administrator
XDE205	Delivery method not supported
XDE206	Mailing file unable to be processed
XDE207	Recipient file missing
XDE208	Shipping address missing
XDE209	Shipping address insertion error
XDE210	Shipping address validation error
XDE211	Delivery type not supported by template
XDE212	Shipping rate calculation error
XDE213	Provided shipping method is not supported
XDE214	Fulfillment date requested has passed
XDE215	Mailing file header not matching
XDE216	Template does not support first class mailing
XDE217	Item transactions not found
XDE218	Product unit price not found
XDE219	Product total not found
XDE220	Shipping total not found
XDE221	Mailing total not found
XDE222	Item total not found
XDE223	Item payment method not found
XDE224	Item payment method specified is not supported
XDE225	Item payment amount not found
XDE226	Paper type specified does not exist
XDE227	Paper type specified is not valid for the specified product
XDE228	Finishing task error
XDE229	Invalid LineItemOption
XDE230	Template does not support Mailing Seals
XDE231	Item payment method specified is required reference id
XDE232	Item id missing
XDE233	Item quantity missing

XDE234	Transaction total amount not matching with transaction order total amount
XDE235	Item order total not matching with item total payments
XDE236	Item order total not matching with item total
XDE237	Item sales tax amount not matching with summary sales tax amount
XDE238	Item credit card payment amount not matching with transaction credit card amount
XDE239	Item billing payment amount not matching with transaction billing amount
XDE240	Transaction payment method should allow credit card only
XDE241	Transaction credit card payment total amount not matching with transaction credit card amount
XDE242	Template does not support Engraving finishing task
XDE243	Template does not support Burnishing finishing task
XDE244	Item ms store credit payment amount not matching with transaction ms store credit amount
XDE245	Item Shipping Weight is zero
XDE246	Ship Date should be greater than or equal to Fulfillment Date
XDE247	Template not have categories/styles
XDE248	Template does not support Foil finishing task
XDE249	Template does not support expedite production option
XDE250	Shipping method should not empty
XDE251	Template does not support Envelopes
XDE252	Address does not contain PO Box number / Invalid PO Box number
XDE253	PO Box shipping weight is more than 3lbs
XDE254	Order has more than 10% of its address failing CASS
XDE255	High Gloss coating and/or selected Side is not allowed in this case per current template settings

XDE256	Matte coating and/or selected Side is not allowed in this case per current template settings
XDE257	Soft Touch coating and/or selected Side is not allowed in this case per current template settings
XDE258	Failed to upload PDF's to assets folder
XDE259	Count orders does not match count of total orders
XDE260	Vendor API Error
XDE261	Laminate Gloss coating and/or selected side is not allowed in this case per current template settings
XDE262	Laminate Matte coating and/or selected side is not allowed in this case per current template settings
XDE265	Template does not support die-cut
XDE266	Template does not support Okay to Mail Early
XDE267	Product does not support matchmail
XDE268	International Mail not enabled in company preferences for this account
XDE269	Template does not support Strip Magnet
XDE270	CASS failed
XDE271	Requested carrier route quantity less than available, but drop exceeds allowable percentage
XDE272	Requested carrier route quantity less than available, but drop exceeds company-specific limit
XDE273	Requested carrier route quantity less than available, but USPS saturation rate requires all addresses to be mailed
XDE274	Requested carrier route quantity greater than available and falls outside of company-specific limit
XDE275	Requested total carrier routes quantity is not matching system min max count
XDE276	Error with EDDM list generation for given carrier routes
XDE278	The VDP data provided is not compatible with the template type
XDE279	Mailing list exceeds max upload limit

XDE280	Error with Informed Delivery Display Name, either missing or is invalid
XDE281	Error with Informed Delivery Ride Along Image, either missing or is invalid
XDE282	Error with Informed Delivery Representative Image, either missing or is invalid
XDE283	Error with Informed Delivery Redirect URL, either missing or is invalid
XDE284	Error generated by our production system. XD personnel will likely need to research the issue, but this is often due to a large number of invalid addresses causing the error rate to reach a concerning level, or the order to fall below minimum required quantities
The below are generic errors that will be returned in 'resultCode' at item node	
XDE501	Authentication details not defined
XDE502	Authentication failed
XDE503	XML details not defined
XDE504	Invalid operation type
XDE505	Inputs not found
XDE506	Input order ID parameter missing
XDE507	Input item parameter missing
XDE508	Input order date parameter missing
XDE509	Company session not found
XDE510	Order fulfillment API not enabled, please contact your administrator
XDE511	Order fulfillment billing account not defined, please contact your administrator
XDE512	No delivery methods enabled, please contact your administrator
XDE513	Cart insertion process error
XDE514	Order reference ID not found
XDE515	Company ID specified not found
XDE516	Transaction details expected but not found

XDE517	Received more orders than number of items
XDE518	Office details expected but not found
XDE519	Auto office creation permission disabled
XDE520	Unable to create office
XDE521	More than one user found with provided details
XDE522	Auto user creation permission disabled
XDE524	Max file size of PDF exceeded
XDE525	Max number of items exceeded

Finally, the code **XDE999** may be returned early in processing, but in association with a healthy and progressing order. This connotes an order that was temporarily halted due to the need to create a new account. It will eventually continue to either completion or an error state.

6 Order Status Query Protocol

To query Xpressdocs for the status of an order, you will need to encode the request using XML and pass the query via XML / API request calls.

Test Environment: (XD needs to allow your IP address to access these URLs.)

[https://www-](https://www-stagetre.xpressdocs.com/next/web_services/restful/order_api.php?company=<idcompany>&q=<token>&includesecondarystatus=0)

[stagetre.xpressdocs.com/next/web_services/restful/order_api.php?company=<idcompany>&q=<token>&includesecondarystatus=0](https://www-stagetre.xpressdocs.com/next/web_services/restful/order_api.php?company=<idcompany>&q=<token>&includesecondarystatus=0)

Production Environment:

https://www.xpressdocs.com/next/web_services/restful/order_api.php?company=<idcompany>&q=<token>&includesecondarystatus=0

Aside from wanting the updated order status for monitoring or to share with customers, retrieving the status can help troubleshoot issues in the following scenarios:

- Fulfillment is taking longer than expected. Trade Partners can confirm that Xpressdocs is still working on the order.

- Fulfillment is completed, but the Trade Partner never received the final status update. The Trade Partner can then use the fetched status to update its records.
- Record of the order saved in the Xpressdocs database, but the Trade Partner believes the order upload failed. The Trade Partner can detect that Xpressdocs has the order and update its records accordingly.
- The order was fulfilled for a smaller quantity than requested. The Trade Partner can receive any address validation errors with details. The order status response will include a URL pointing to a .CSV file that will list any failed addresses along with the address validation error code and error message.
- The order was fulfilled for a larger quantity than specified in the quantity field. Xpressdocs will fulfill mailed orders for the number of certified addresses in the uploaded address list. If the specified order quantity is less than the number of addresses in the address list, the order quantity will be increased to match the address list file.

Trade Partners send requests to Xpressdocs for the status of an order. Xpressdocs responds with an XML document of the same form as a status update.

The order request identifier, "OrderReferenceId" field is required for an order status request.

6.1 Sample Order Status Request XML

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderStatusRequest>
  <OrderReference id="DO-1234" referenceId="09876543" />
</OrderStatusRequest>
```

Field	Description
OrderReference :: id	Trade Partner order reference identifier
OrderReference :: referenceId	Xpressdocs cart reference identifier

6.2 Sample Order Status Response XML

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderResponse>
  <OrderReference id="EL456789" referenceId="2846099">
    <Item id="DOI-123" referenceId="4424557" status="received" resultCode="0">
      <failed_addresses_count>12</failed_addresses_count>
      <failedAddressesFileUrl>
        http://www.yourdomain.com/order_2846099_failed_addresses.csv
      </failedAddressesFileUrl>
    </Item>
  </OrderReference>
</OrderResponse>
```

Note that both the Xpressdocs Cart ID “2846099” and the original Trade Partner Order ID “EL456789” are returned in the response along with the Item fields.

Field	Description
OrderReference :: id	Trade Partner order reference identifier
OrderReference :: referenceId	Xpressdocs cart reference identifier
Item :: id	Trade Partner item reference id
Item :: referenceId	Xpressdocs order reference id
Item :: status	Xpressdocs order status (possible values defined above)
Item :: secondaryStatus	Xpressdocs secondary status (if includessecondarystatus=1)
Item :: resultCode	Xpressdocs result code; values available in 4.2.2
Failed Addresses Count	Number of addresses that failed validation
Failed Addresses File URL	Location of .CSV file with list of failed addresses

6.2.1 Possible Order Statuses

If an error is received at this step, refer to Section 5.1.1 for error codes.

Status	Description
Received	Order has been received by Xpressdocs
OnHold	Order is delayed due to established SLA, product is back ordered or production is delayed
InProgress	Order is in progress at Xpressdocs
Printed	Order has been printed
Fulfilled	Order fulfillment is complete
Error	Order cannot be processed, resultCode will be provided
Cancelled	Order has been cancelled by Trade Partner

6.2.1.1 Secondary Statuses

If `includesecondarystatus` is set to 1 on the URL, then the payload will return a further detail in the production status of the order.

Status	Description
Translated	Order has completed all validation and transformation
Failed_Translation	Order cannot be processed, resultCode will be provided
Cancelled	Order has been cancelled by Trade Partner
Printed	Order has been printed
Coated	Order has been coated
Cut	Order has been cut
Finished	Order has completed all finishing processes
Presorted	Order has been presorted
Trayed	Order fulfillment is complete

6.3 Sample Carrier Route Order Status Response XML

```
<?xml version="1.0" encoding="UTF-8"?>
<OrderResponse>
  <OrderReference id="EL456789" referenceId="2846099">
    <Item id="DOI-123" referenceId="4424557" status="received" resultCode="0" errorMessage="">
      <carrierRoutes>
        <Route id="B001" zipcode="90210" requestCount="100" fulfillCount="100" resultCode=""
errorMessage=""/>
        <Route id="B002" zipcode="85121" requestCount="100" fulfillCount="100" resultCode=""
errorMessage=""/>
      </CarrierRoutes>
    </Item>
  </OrderReference>
</OrderResponse>
```

Note that both the Xpressdocs Cart ID "2846099" and the original Trade Partner Order ID "EL456789" are returned in the response along with the Item fields.

Field	Description
OrderReference :: id	Trade Partner order reference identifier
OrderReference :: referenceId	Xpressdocs cart reference identifier
Item :: id	Trade Partner item reference id
Item :: referenceId	Xpressdocs order reference id
Item :: status	Xpressdocs order status (possible values defined above)
Item :: resultCode	Xpressdocs result code; values available in 4.2.2
Item :: errorMessage	Error details
Route :: id	Carrier Route id
Route :: zipcode	Zipcode provided with the Carrier Route id
Route :: requestCount	The count of addresses requested for the associated Carrier Route
Route :: fulfillCount	The count of addresses fulfilled for the associated Carrier Route

Route :: status	The processing status of the associated Carrier Route
Route :: resultCode	If there was an issue that prevented processing of the carrier route, it will be provided here
Route :: errorMsg	Details about the error

6.4 Sample NotificationUrl Payload

If a NotificationUrl was provided, then the system will create a webhook that sends a JSON payload back to the NotificationUrl endpoint at various stages of processing. Post-fulfillment activities, such as QR code visits and Informed Delivery click-throughs, are also available via webhook.

Example payload – Recipient List:

```
{
  "id": "123456",
  "itemId": "ABC123",
  "referenceId": "REF123",
  "status": "Processing",
  "resultCode": "OK",
  "failedMailingAddressCount": 0,
  "failedMailingAddressUrl": "",
  "secondaryStatus": "Finished",
  "contactData": {
    "1": "IMB123456789",
    "2": "IMB987654321",
    "3": "IMB564738291"
  }
}
```

Example Payload – Carrier Routes:

```
{
  "id": "123456",
  "itemId": "ABC123",
```

```
"referenceId": "REF123",
"status": "Processing",
"resultCode": "OK",
"failedMailingAddressCount": 0,
"failedMailingAddressUrl": "",
"secondaryStatus": "Finished",
"carrierRoutes": {
  "carrierRoute1": {
    "zipCode": "85120",
    "imbList": ["IMB123456789", "IMB987654321"]
  },
  "carrierRoute2": {
    "zipCode": "85121",
    "imbList": ["IMB12345789", "IMB987654321"]
  }
}
}
```

Example Payload – URL QR Code Scan:

```
{
  "id": "NI-305",
  "itemId": "NI-305",
  "referenceId": "16049713",
  "idCompany": "99528ba5",
  "idContact": "40021834",
  "redirectUrl": "https://client-site.com/campaign01",
  "type": "qr",
  "resultCode": "200",
  "preview": true
}
```

7 Mailing Tracking Status Query Protocol

Our order fulfillment process at Xpressdocs is integrated with the USPS tracking system. This integration enables us to provide a feature for tracking orders throughout their journey, right up to the final destination.

In order to track the status of your order, use the same endpoint as described in section 6, but use a payload with the *MailingStatusRequest* root node.

Sample payload:

```
<?xml version="1.0" encoding="UTF-8"?>
<MailingStatusRequest>
  <OrderReference id="TP-10013" referenceId="611178" />
</MailingStatusRequest>
```

Sample response:

```
<MailingResponse>
  <OrderReference id="TP-10013" referenceId="611178">
    <Item id="TPN-685892" referenceId="611178" />
    <IMB id="0021234560940924118522191109800">
      <Name>SAMPLE RECIPIENT1</Name>
      <Address>1301 NE LOOP 820 STE 170 FORT WORTH TX 76131</Address>
      <AddressL1>1301 NE LOOP 820 STE 170</AddressL1>
      <AddressL2>FORT WORTH TX 76131</AddressL2>
      <Status>Out for delivery</Status>
      <LastScanLocation>76000</LastScanLocation>
      <LastScanDateTime>2026-01-12 02:01:13</LastScanDateTime>
      <OpCodeList>481,893,918,919,517</OpCodeList>
      <ContactId>11553827</ContactId>
      <remoteAddress>10.101.202.303</remoteAddress>
      <referralSource>qr</referralSource>
      <qrScanDate>2026-01-12 21:28:06</qrScanDate>
    </IMB>
    <IMB id="0021234560940924118522191109800">
      <Name>SAMPLE RECIPIENT2</Name>
      <Address>1301 NE LOOP 820 STE 170 FORT WORTH TX 76131</Address>
      <AddressL1>1301 NE LOOP 820 STE 170</AddressL1>
      <AddressL2>FORT WORTH TX 76131</AddressL2>
      <Status>Out for delivery</Status>
      <LastScanLocation>76000</LastScanLocation>
      <LastScanDateTime>2026-01-12 02:01:13</LastScanDateTime>
      <OpCodeList>481,893,918,919,517</OpCodeList>
      <ContactId>11553827</ContactId>
```

```

    <remoteAddress>10.101.202.303</remoteAddress>
    <referralSource>qr</referralSource>
    <qrScanDate>2026-01-12 21:28:06</qrScanDate>
  </IMB>
</OrderReference>
<status code="200" text="OK" />
</MailingResponse>

```

Field	Description
IMB :: id	USPS Intelligent Mail Barcode Digits
IMB :: Name	The name of the recipient
IMB :: Address	The complete address of the recipient
IMB :: AddressL1	The Street line of the address
IMB :: AddressL2	The Lastline of the address
IMB :: Status	The current disposition of the piece
IMB :: LastScanLocation	The most recent facility to record some activity by the USPS
IMB :: LastScanDateTime	The most recent timestamp of activity recorded by the USPS
IMB :: OpCodeList	List of all op codes received from USPS for this piece
IMB :: ContactId	The Trade Partner ID for this piece
IMB :: remoteAddress	If available, the IP location of the referral
IMB :: referralSource	The source can be 'qr' (Quick Response code) or 'id' (Informed Delivery)
IMB :: qrScanDate	The date of the 'qr' code scan (if available)
IMB :: idScanDate	The date of the 'id' scan receipt (if available)

8 Order XML

This section describes the XML elements of an Order Request in detail. Either "plain vanilla" XML or XML with the data type tags in each XML element can be used.

8.1 Order Request Header Elements

Every order API request submitted must include the **OrderRequestHeader** schema.

Example:

```
<OrderRequestHeader orderID="DO-1234" orderDate="2000-10-12 18:41:29">  
  <NoOfItems>2</NoOfItems>  
  <Comments xml:lang="en-US"> </Comments>  
  <NotificationDetailLevel>2</NotificationDetailLevel>  
  <NotificationUrl>https://your.webhook.url/endpoint</NotificationUrl>  
</OrderRequestHeader>
```

Field	Description	Required
OrderRequestHeader :: orderID	Trade Partner order reference identifier. This value needs to contain a prefix. This prefix can be any characters relating to the Trade Partner (See DO in above example)	Yes
OrderRequestHeader :: orderDate	Date and time of order request submission	Yes
NoOfItems	Number of items to be expected in the given order request	Yes
Comments	Element for inclusion of any well-formed XML comment	No
NotificationDetailLevel	1 = Standard level. Receive updates only for the primary processing steps. 2 = Detailed level. Receive all updates available regardless of the current order process step.	No
NotificationUrl	Your webhook URL for receiving automated status updates.	No

8.2 User Detail

If an order is being placed by or for a user (consult your Xpressdocs contacts for guidance on whether this is necessary), the order API request submitted must include the UserDetail schema.

Example:

```
<UserDetail>
  <FirstName>John</FirstName>
  <MiddleName>S</MiddleName>
  <LastName>Doe</LastName>
  <UserID>abc-123</UserID>
  <EmailAddress>johndoe@example.com</EmailAddress>
  <StreetAddress>4901 N Beach St</StreetAddress>
  <StreetAddress2></StreetAddress2>
  <City>Fort Worth</City>
  <State>TX</State>
  <Zip>76137</Zip>
  <Phone1></Phone1>
  <Phone2></Phone2>
  <Fax></Fax>
  <Website></Website>
</UserDetail>
```

Field	Description	Required
FirstName	First Name of the user associated with the submitted order	Yes
MiddleName	Middle Name of the associated with the submitted order	No
LastName	Last Name of the user associated with the submitted order	Yes
UserID	Trade Partner User ID of the user associated with the submitted order	Yes

EmailAddress	Email address of the user associated with the submitted order	Yes
StreetAddress	Street Address of the user associated with the submitted order	Yes
StreetAddress2	Street Address 2 of the user associated with the submitted order	No
City	City of the user associated with the submitted order	Yes
State	State of the user associated with the submitted order	Yes
Zip	Zip of the user associated with the submitted order	Yes
Phone1	Phone # of the user associated with the submitted order	Yes
Phone2	2 nd Phone # of the user associated with the submitted order	No
Fax	Fax # of the user associated with the submitted order	No
Website	Website of the user associated with the submitted order	No

8.3 Office Detail

If the user associated with the given order has an associated office, then the order API request submitted must include the OfficeDetail schema.

Example:

```
<OfficeDetail>
<OfficeName>Office of Tim Lewis</OfficeName>
<OfficeLinkID>123456</OfficeLinkID>
<OfficeWebsite>www.yourdomain.com</OfficeWebsite>
<StreetAddress>4901 N Beach St</StreetAddress>
```

```

<StreetAddress2></StreetAddress2>
<City>Fort Worth</City>
<State>TX</State>
<Zip>76137</Zip>
<OfficePhone1>817-555-2323</OfficePhone1>
<OfficePhone2>817-555-1515</OfficePhone2>
<OfficeFax>817-555-1414</OfficeFax>
</OfficeDetail>

```

Field	Description	Required
OfficeName	Name of the office associated with the submitted order	Yes
OfficeLinkID	Trade Partner unique identifier for the associated office	Yes
OfficeWebsite	Website of the office associated with the submitted order	No
StreetAddress	Street Address of the office associated with the submitted order	Yes
StreetAddress2	Street Address 2 of the office associated with the submitted order	No
City	City of the office associated with the submitted order	Yes
State	State of the office associated with the submitted order	Yes
Zip	Zip of the office associated with the submitted order	Yes
OfficePhone1	Phone # of the office associated with the submitted order	Yes
OfficePhone2	2 nd Phone # of the office associated with the submitted order	No
OfficeFax	Fax # of the office associated with the submitted order	No

8.4 Region Detail

If the user associated with the given order has an associated region, then the order API request submitted must include the RegionDetail schema

Example:

```
<RegionDetail>
  <RegionName>Southwest Region</RegionName>
  <RegionID>123456</RegionID>
</RegionDetail>
```

Field	Description	Required
RegionName	Name associated with the Region	Yes
RegionID	Trade Partner unique identifier for the associated Region	Yes

8.5 Transaction Detail

Typically, our Trade Partner simply submit orders to be invoiced at a later date. However, the Transaction node allows you to specify payment for the order by a pre-arranged, alternative means.

Example:

```
<Transaction>
  <Payments>
    <Payment>
      <Method>credit_card</Method>
      <Amount>100.43</Amount>
      <CCAuthCode>123abc</AuthCode>
      <CCTransId>987654lkjhg</CCTransId>
      <CCLast4>1111</CCLast4>
      <CCType>Visa</CCType>
    </Payment>

    ...

  </Payments>
```

```

<CCTotal>200.00</CCTotal>
<BillingTotal>100.00</BillingTotal>
<SalesTaxTotal>20.00</SalesTaxTotal>
<Total>320.00</Total>
</Transaction>

```

Field	Description	Required
Method	Will always be "credit_card" at the overall order level	Yes
Amount	Dollar value debited from the associated credit card	Yes
CCAuthCode	Credit card authorization code, sent back from merchant service provider when authorized successfully	Yes
CCTransId	Credit card transaction id, sent back from merchant service provider when debit & settlement completed successfully	Yes
CCLast4	Last 4 digits of the given credit card's number	Yes
CCType	Credit card type; e.g. Visa, Discover, MasterCard, etc.	Yes
CCTotal	Total amount charged to credit card(s)	Yes
BillingTotal	Total amount charged to billing account(s)	Yes
SalesTaxTotal	Total amount charged for sales tax	Yes
Total	Total amount charged	Yes

8.6 Item Schema

Every order API request submitted must include the **Item** schema. The request can contain as many items as necessary.

8.6.1 Item Identifiers

Within the Item schema, the identifiers of the item should be outlined.

Example:

```
<Item id="DOI-2334" quantity="100" fulfillmentDate="2000-10-18" >
```

Field	Description	Required
Item :: id	Trade Partner item reference identifier. This value needs to contain a prefix. This prefix can be any characters relating to the Trade Partner (See DOI in above example)	Yes
Item :: quantity	Number of items in the order. When DeliveryType is shipping and RecipientsfileUrl is provided, then quantity is expected to be greater than or equal to the number of addresses in the list. If fulfillmentType is mailing, then quantity is expected to be equal to the number of addresses in the list.	Yes
Item :: fulfillmentDate	Date order is to be complete; format YYYY-MM-DD	Yes

8.6.2 Item Header

Within the Item schema, the **ItemHeader** schema should describe the basic parameters of the order.

Example:

```
<ItemHeader>  
  <ProductID>SMPC</ProductID> and/or <TemplateKey>a1b2c3d4</TemplateKey>  
  <ReferenceProductID>123abc456</ReferenceProductID>  
  <PaperTypeID>7</PaperTypeID>  
  <DeliveryType>shipping</DeliveryType>  
  <NoOfPages>2</NoOfPages>
```

```
<Comments> </Comments>
</ItemHeader>
```

Field	Description	Required
ProductID	Identifier of Product associated with the given Item; possible values to be provided by Xpressdocs	Yes*
TemplateKey	Identifier of Template associated with the given Item; possible values to be provided by Xpressdocs	Yes*
ReferenceProductID	Identifier of Trade Partner Product associated with the given Item;	No
PaperTypeID	Identifier of Paper Type; possible values to be provided by Xpressdocs	No
DeliveryType	Description of delivery method; possible values: shipping, mailing, download	Yes
NoOfPages	Number of pages per piece (Postcard: 2, Calendar 14)	Yes
Comments	Trade Partner supplied comments	Yes

*ProductID and/or TemplateKey must be provided. If both provided, then both will be used in template definition lookup, and must match.

8.6.3 Item Detail

Within the Item schema, the **ItemDetail** schema should outline the details of the order item.

Example:

```
<ItemDetail>
  <Description xml:lang="en">small postcard</Description>
  <Files>
    <File url="http://www.yourdomain.com/order/fileA.pdf" side="front" />
    <File url="http://www.yourdomain.com/order/fileB.pdf" side="back" />
  </Files>
</ItemDetail>
```

```
</Files>
</ItemDetail>
```

Field	Description	Required
Description	Description of product type or Template	Yes
File :: URL	Downloadable URL of print ready order file	Yes
File :: side	Description of print ready order file printing side; possible values: front, back, all	Yes

Example for Variable Data:

```
<ItemDetail>
  <Description xml:lang="en">small postcard</Description>
  <Files>
    <File columnName="front" side="front" />
  <File columnName="back" side="back" />
  </Files>
</ItemDetail>
```

Field	Description	Required
Description	Description of product type or Template	Yes
File :: columnName	Name of column in Mailing List CSV that contains downloadable URL of print ready order file	Yes
File :: side	Description of print ready order file printing side; possible values: front, back, all, envelope, etc	Yes

8.6.4 Finishing

Within the Item schema, the **Finishing** schema should detail any finishing tasks. If no Finishing options are required, then no finishing task should be added. For example, if no High-Gloss Coating is required for the item, then leave out the “high_gloss_coating” finishing task.

Examples:

```
<Finishing>
  <Task type="high_gloss_coating" side="both" />
```

```

</Finishing>

<Finishing>
  <Task type="mailing_seals" side="both" />
</Finishing>

<Finishing>
  <Task type="envelopes" side="" />
</Finishing>

<Finishing>
  <Task type="engraved" side="front" />
</Finishing>

<Finishing>
  <Task type="burnished" side="front" />
</Finishing>

<Finishing>
  <Task type="foil" side="front" />
</Finishing>

```

Field	Description	Required
Task :: Type	Indicator of requested finishing task; Possible values: high_gloss_coating, soft_touch_coating, matte_coating, mailing_seals, envelopes, engraved, burnished, foil	Yes
Task :: Side	Indicator of requested finishing side. While this value is required, it can be left as "" in situations where a side does not make sense (see envelopes). Possible values: front, back, both, ""	Yes

8.6.5Shipping

Within the Item schema, the **Shipping** schema should outline the Shipping details.

Example:

```
<Shipping>
  <Carrier>fedex</Carrier>
  <Method>FEDEX_GROUND</Method>
  <RecipientsfileUrl="http://www.yourdomain.com/order_fulfill.csv"/>
  <IncludeFailedAddresses>true</IncludeFailedAddresses>
  <ShipDate>2016-08-01</ShipDate>
  <Comments> </Comments>
</Shipping>
```

Field	Description	Required
Carrier	Value is DHL for USPS_GROUND delivery method, Fedex for all other delivery methods	Yes
Method	Name of delivery method (service level); possible values: SMART_POST FEDEX_GROUND GROUND_HOME_DELIVERY FEDEX_2_DAY STANDARD_OVERNIGHT PRIORITY_OVERNIGHT INTERNATIONAL_PRIORITY INTERNATIONAL_ECONOMY SATURDAY_DELIVERY USPS_GROUND If the shipment does not qualify for USPS_GROUND, then the system will automatically update it to be shipped via FedEx Ground or Ground Home.	Yes

IncludeFailed Addresses	Flag indicating if addresses that fail validation should be included in the final address list to be used in printing the pieces. If false is specified, then remaining quantity of pieces will have blank address block on printed pieces. Default is true.	No
ShipDate	Used for specifying a specific required ship date if exists for the given order item. Expected format: YYYY-MM-DD	No
Comments	Customer supplied shipping comments	No

8.6.6 Ship To

Within the Item schema, the **ShipTo** schema should detail the Recipient information.

Example:

```
<ShipTo>
  <Address>
    <Name>John Smith</Name>
    <Company>Acme Corporation</Company>
    <Street>123 Anystreet Rd</Street>
    <City>FortWorth</City>
    <State>TX</State>
    <PostalCode>76137</PostalCode>
    <Country>US</Country>
  </Address>
</ShipTo>
```

Field	Description	Required
Name	Recipient name	Yes
Company	Recipient company	No
Street	Street address of recipient	Yes
City	City of recipient	Yes
State	State of recipient	Yes
PostalCode	Postal/Zip code of recipient	Yes
Country	Country of recipient	Yes

8.6.7 Mailing

Within the Item schema, the **Mailing** schema should detail the mailing details.

Example:

```
<Mailing>
  <MailingHeader>
    <Class>first</Class>
    <MailerID></MailerID>
    <Comments></Comments>
  </MailingHeader>
  <RecipientsfileUrl="http://www.yourdomain.com/order_fulfill.csv"/>
</Mailing>
```

Field	Description	Required
Class	Mailing class: "first" or "standard"	Yes
MailerID	Customer supplied mailer ID	No
Comments	Customer defined mailing comments	No
RecipientsFileURL	URL of downloadable CSV file	Yes

Example w/Carrier Routes:

```
<Mailing>
  <MailingHeader>
    <Class>standard</Class>
    <Options>
      <CarrierRouteOptions>
        <Enabled>true</Enabled>
        <IncludePO>true</IncludePO>
        <IncludeBusinesses>true</IncludeBusinesses>
        <RedirectURL>https://host.com/redirect</RedirectPageURL>
      </CarrierRouteOptions>
    </Options>
    <MailerID/>
    <Comments/>
  </MailingHeader>
  <RecipientsfileUrl="http://www.yourdomain.com/order_fulfill.csv"/>
</Mailing>
```

```

<Recipients>
  <CarrierRoutes includePO="true" includeBusinesses="true">
    <Route id="B001" zipcode="90210" count="100"/>
    <Route id="B002" zipcode="90210" count="50"/>
  </CarrierRoutes>
</Recipients>
</MailingHeader>
</Mailing>

```

Field	Description	Required
Class	Mailing class: "first" or "standard"	Yes
MailerID	Customer supplied mailer ID	No
Comments	Customer defined mailing comments	No
Options	List of Mailing Options	No
CarrierRouteOptions :: Enabled	Enables carrier route mode for collecting recipients	No
CarrierRouteOptions :: IncludePO	Include PO Boxes available within the carrier routes	No
CarrierRouteOptions :: IncludeBusinesses	Include addresses designated as business within the carrier routes	No
CarrierRouteOptions :: LandingPageURL	Provide the landing page where the tracking will be available	No
Route :: id	Requested carrier route	Yes if CarrierRoute enabled
Route :: zipcode	Zipcode for requested carrier route	Yes if CarrierRoute enabled
Route :: count	The requested coverage count for the provided carrier route	No

8.6.7.1 Recipient File Specification

The recipient file must be available for download in .CSV format, with double quotes surrounding the values. The URL should direct to the actual file and not a service to download the file. The below table describes the fields expected in the file.

Column name in file	Value Examples	Required
Name	John H. Doe	Yes
Name2	<blank> or Current Resident	No
Address	123 Main St.	Yes
Address2	<blank> or Apt. 123	No
City	Fort Worth	Yes
State	TX	Yes
Zip	76137	Yes

8.6.8 Item Transaction

Within the Item schema, the **ItemTransaction** schema should outline the transaction details of the order item.

Example:

```
<ItemTransaction>
  <ProductUnitPrice>0.60</ProductUnitPrice>
  <LineItemOptions>
    <LineItemOption type="product_upgrade" description="foil upgrade"
      quantity="100" price="0.05" total="5.00" />
  </LineItemOptions>
  <ProductTotal>60.00</ProductTotal>
  <ShippingTotal>0.00</ShippingTotal>
  <MailingTotal>20.00</MailingTotal>
  <SalesTax>5.00</SalesTax>
  <ItemTotal>85.00</ItemTotal>
  <Comments> </Comments>
  <Misc>
    <Field>
      <key>field-name</key>
```

```

    <value>field-value</value>
  </Field>
</Misc>
<Payments>
  <Payment>
    <Method>credit_card</Method>
    <Amount>40.00</Amount>
    <ReferenceId></ReferenceId>
  </Payment>
  <Payment>
    <Method>billing</Method>
    <Amount>30.00</Amount>
    <ReferenceId>123abcbillingid</ReferenceId>
    <ReferenceLevel>office</ReferenceLevel>
    <PONumber>12345678</PONumber>
    <Comments>Promo Code: SpringMailer</Comments>
  </Payment>
  ...
</Payments>
</ItemTransaction>

```

Field	Description	Required
ProductUnitPrice	Price per piece for the associated product for this item	Yes
LineItemOption :: type	Indicator of the type of line item options; Possible values: handling_fees, paper_type, product_upgrade	Yes*
LineItemOption :: description	Description of the line item option	Yes*
LineItemOption :: quantity	Number of pieces that the line item option is to be applied to for the total price calculation	Yes*
LineItemOption :: price	Price being charged for given line item option; If quantity is 1, then this will be same as total	Yes*
LineItemOption :: total	Total price charged for the given line item option	Yes*

ProductTotal	Total calculated price being charged for the associated product for this item	Yes
ShippingTotal	Total calculated price being charged for shipping for this item	Yes
MailingTotal	Total calculated price being charged for mailing for this item	Yes
SalesTax	Total calculated price being charged for sales tax for this item	Yes
ItemTotal	Total calculated price being charged overall for this item	Yes
Comments	Customer defined item transaction level comments	No
Payment - Misc	Customer defined key / value pairs	No
Payment - Method	Form of payment being used; Options: credit_card, billing, copay	Yes
Payment - Amount	Amount being charged for this item, via the given payment method	Yes
Payment - ReferenceId	Trade Partner unique account identifier specific to method of payment	No
Payment - ReferenceLevel	Trade Partner level associated with given billing account; Options: office, region, company	No
Payment - PONumber	Client specific number used to refer to a PO on the client's side	No
Payment - Comments	Customer defined item transaction payment level comments	No

**LineItemOptions are not required but if used, then all element attributes are required.*

8.6.9 Informed Delivery

If your integration makes use of the USPS Informed Delivery campaigns, you must provide the following data:

```
<InformedDelivery>
  <DisplayName>Shows as Mail Sender in ID Email</DisplayName>
  <RideAlongImage>https://client-site.com/ridealong.jpg</RideAlongImage>
  <RepresentativeImage>https://client-site.com/custom-image.jpg</RepresentativeImage>
  <RedirectUrl>https://client-site.com/offer</RedirectUrl?>
</InformedDelivery>
```

Field	Description	Required
DisplayName	The name of the sender as seen I the Informed Delivery portal.	Yes
RideAlongImage	Location of RGB JPG of the main Call to Action image presented to the user in the digital campaign.	Yes
RepresentativeImage	Location of RGB JPG with an image representing the mail piece. If not provided, the recipient sees a black and white scan of the actual mail piece.	No
RedirectUrl	Full URL of destination to take user when clicking on a Call to Action	Yes

8.6.10 QR Codes

If your item includes a personalized QR code managed by XD, your call must include certain parameters, depending on the QR code type.

URL

Conventional redirect to the specified web address.

```
<QrCode type="url" redirectUrl="https://my-custom-site.com/landing">  
</QrCode>
```

Home Value

Takes the user to a customized landing page containing comparable property values in their area. Please note that during the testing phase of implementation, XD personnel will need to assist you to review the page's appearance.

```
<QrCode type="homevalue">  
  <formRecipientEmail>bob@client-site.com</formRecipientEmail>  
  <formLogo>https://client-site.com/logo.png</formLogo>  
  <formHeadshot>https://client-site.com/logo.jpg</formHeadshot>  
  <formAgentName>Bob Smith</formAgentName>  
  <formAgentInfoLine1>Dallas-Fort Worth REALTOR®</formAgentInfoLine1>  
  <formAgentInfoLine2>(682) 747-6995</formAgentInfoLine2>  
  <formAgentInfoLine3>bob@client-site.com</formAgentInfoLine3>  
  <formAgentInfoLine4>123 W Main St</formAgentInfoLine4>  
  <formAgentInfoLine5>Anywhere, TX 76131</formAgentInfoLine5>  
  <formAgentInfoLine6>https://client-site.com/meet/bob</formAgentInfoLine6>  
  <formAgentInfoLine7>License 0816068</formAgentInfoLine7>  
  <formDefaultMessage>This is a message</formDefaultMessage>  
</QrCode>
```

Field	Description	Required
type	Valid QR code types are “url” and “homevalue”.	Yes
redirectUrl	For “url” QR codes only, this provides the fully qualified URL the user will see after accessing the QR code.	Yes
formRecipientEmail	Email address of the recipient of form data submitted by users.	Yes
formLogo	Full URL of the GIF, PNG or JPG image to display at the top of the page.	No
formHeadshot	Full URL of the GIF, PNG or JPG image to display alongside the agent information.	No
formAgentInfoLine1	First line of the agent or representative’s information, typically the name.	No
formAgentInfoLine2	Second line of the agent’s information.	No
formAgentInfoLine3	Third line of the agent’s information.	No
formAgentInfoLine4	Fourth line of the agent’s information.	No
formAgentInfoLine5	Fifth line of the agent’s information.	No
formAgentInfoLine6	Sixth line of the agent’s information.	No
formAgentInfoLine7	Seventh line of the agent’s information.	No
formDefaultMessage	Optional text that will appear inside the message contact form.	No

9 Deployment

9.1 Environments

Xpressdocs has the following:

Name	Description
Stage	Staging environment for QA testing
Production	Production environment

Xpressdocs will provide one non-production environment for testing purposes (Stage). A Trade Partner's production environment will point to Xpressdocs's production environment by default.

9.2 Diagnostics

Xpressdocs logs all XML sent to and received from Trade Partners. Xpressdocs recommends that Trade Partners do this as well. Troubleshooting issues are much easier when a clear record of what data was exchanged is available, including error messages and what happened as a result.

9.3 Tasks

Xpressdocs needs to do the following to integrate with a Trade Partner:

1. Add Trade Partners' IP Address(es) to firewall allow list
2. Provide the IP Address range for both Xpressdocs Environments
3. Xpressdocs must provide Trade Partners with Product IDs and/or Template Keys (as applicable)
4. Xpressdocs will coordinate Integration Testing with Trade Partners prior to deployment

10 Shipping Price Quote Protocol

Use this endpoint to retrieve shipping rate quotes across all available service levels for a given template, destination, and quantity prior to submitting an order. Ship weight, ship date, and available service levels are computed automatically by Xpressdocs based on the template configuration and order parameters — the caller does not specify these.

- Test Environment: <https://wwwstagetre.xpressdocs.com/next-api/ofa/shippingPriceQuote/>
- Production Environment: <https://www.xpressdocs.com/next-api/ofa/shippingPriceQuote/>
- Method: POST
- Please note that the trailing slash is required.
- Authentication: Include the security token as a Bearer token in the Authorization header. Refer to Section 2.2 to obtain a security token.
- Authorization: Bearer token
- Note: The Order Fulfillment API must be enabled for your company to use this endpoint. Contact your Xpressdocs administrator if you receive an "OFA disabled for your company" error.

10.1 Sample Shipping Price Quote Request json

```
{
  "frontTemplateKey": "your_template_key",
  "backTemplateKey": "your_template_key",
  "paperId": "",
  "userIds": {
    "idCompany": "d2dbadb1",
    "idRegion": "",
    "idBranch": "f4d143a0",
    "idAgent": "07089b3e"
  },
  "shippingAddress": {
    "type": "residential",
    "company": "Acme Corporation",
    "contactName": "John Doe",
    "contactPhone": "8175551234",
    "address1": "123 Main St",
    "address2": "Apt 4B",
```

```

    "city": "Fort Worth",
    "state": "TX",
    "postalCode": "76110",
    "countryCode": "US"
  },
  "scheduledDate": "2026-09-15",
  "quantity": 25,
  "lineItems": [
    {
      "devKey": "high_gloss_coating"
    }
  ]
}

```

Request Fields

Field	Type	Required	Notes
frontTemplateKey	string	Yes	Template key for the front of the item; must match a valid template for the given company
backTemplateKey	string	No	Template key for the back of the item; defaults to frontTemplateKey if omitted
paperId	string	No	Identifier of Paper; template's default paper is used if not provided
userIds	object	Yes	Must be a non-empty object
userIds.idCompany	string	Yes	Xpressdocs company identifier; used to resolve template, pricing, and shipping configuration
userIds.idRegion	string	No	May be empty string
userIds.idBranch	string	No	Used for pricing tier resolution if idAgent is not provided
userIds.idAgent	string	No	Used for pricing tier resolution; takes precedence over idBranch if both are provided
shippingAddress	object	Yes	Must be a non-empty object
shippingAddress.type	string	Yes	Address type; possible values: residential, business

shippingAddress.contactName	string	Yes	
shippingAddress.contactPhone	string	Yes	
shippingAddress.address1	string	Yes	
shippingAddress.address2	string	No	Defaults to "" if omitted
shippingAddress.city	string	Yes	
shippingAddress.state	string	Yes	Two-letter state abbreviation
shippingAddress.postalCode	string	Yes	
shippingAddress.countryCode	string	Yes	ISO 2-letter country code (e.g., US)
shippingAddress.company	string	No	Defaults to "" if omitted
quantity	integer	Yes	Must be greater than 0
scheduledDate	string	No	Desired fulfillment date in YYYY-MM-DD format. If omitted, ship date is computed automatically from the template and production schedule
lineItems	array	No	Array of finishing options to factor into the quote. If provided, must contain at least one item
lineItems[].devKey	string	Yes, if lineItems present	Finishing task key; possible values correspond to the finishing task types defined in Section 8.6.4 (e.g., high_gloss_coating)

10.2 Sample Shipping Price Quote Response

The response is a JSON object keyed by service level code. Only service levels available for the given destination, weight, and ship date are included — the set is dynamic and may vary per request.

```
{
  "PRIORITY_OVERNIGHT": {
    "delivery_day": "THU",
    "delivery_date": "2025-10-16 12:00:00",
    "price": 31.04,
    "delivery_message": "Thursday, Oct 16, 2025 by 12:00pm Local Time",
    "hasSubscriptionBenefit": false
  },
}
```

```
"STANDARD_OVERNIGHT": {
  "delivery_day": "THU",
  "delivery_date": "2025-10-16 20:00:00",
  "price": 25.00,
  "delivery_message": "Thursday, Oct 16, 2025 by 8:00pm Local Time",
  "hasSubscriptionBenefit": false
},
"GROUND_HOME_DELIVERY": {
  "delivery_day": "THU",
  "delivery_date": "2025-10-16 23:59:00",
  "price": 18.00,
  "delivery_message": "Between Thu, Oct 16, 2025 and Mon, Oct 20, 2025 by 11:59pm Local Time",
  "hasSubscriptionBenefit": false
},
"FEDEX_2_DAY": {
  "delivery_day": "FRI",
  "delivery_date": "2025-10-17 20:00:00",
  "price": 19.00,
  "delivery_message": "Friday, Oct 17, 2025 by 8:00pm Local Time",
  "hasSubscriptionBenefit": false
},
"USPS_GROUND": {
  "delivery_day": "FRI",
  "delivery_date": "2025-10-17 00:00:00",
  "price": 6.55,
  "delivery_message": "Between Fri, Oct 17, 2025 and Tue, Oct 21, 2025 by 12:00am Local Time",
  "hasSubscriptionBenefit": false
}
}
```

Field	Type	Description
[service level key]	string	One entry per available service level. Key names correspond to the Method values defined in Section 8.6.5
delivery_day	string	Abbreviated weekday of estimated delivery (e.g., THU)
delivery_date	string	Estimated delivery date and time in YYYY-MM-DD HH:MM:SS local time
price	number	Total quoted shipping price for this service level

delivery_message	string	Human-readable delivery estimate
hasSubscriptionBenefit	boolean	Whether a subscription discount is applied to this service level

10.3 Error Response

json. All errors return a consistent envelope:

```
{
  "result": "failure",
  "errors": {
    "target": "shippingPriceQuote",
    "msg": "<error message>"
  }
}
```

Condition	msg value
Empty or missing request body	"Empty request"
frontTemplateKey missing	"Front Template Key is required"
frontTemplateKey not found for company	"Front template id not available for <key>"
backTemplateKey not found for company	"Back template id not available for <key>"
userIds missing or empty	"User Ids are required"
userIds.idCompany missing	"Id Company is required"
Template has no default paper type configured	"Default Paper id is not available"
shippingAddress missing	"Shipping address is required"
Required address field missing	"<fieldName> is required in Shipping address"
quantity is 0 or missing	"Quantity is required"
lineItems provided but empty	"Line items are required"
lineItems provided but devKey missing	"Atleast 1 line item is required"
Invalid or missing Bearer token	"Authorization Bearer not found"
Expired Bearer token	"Security token expired"
OFA not enabled for company	"OFA disabled for your company"