



## One Step Fulfillment Ordering

This paper explains how to do one-step or bulk uploading of orders to the Fulfillment system. It is designed for Fulfillment clients of Fidlar-Doubleday, Inc.

Want to see the “How To” right away? Please go to the “How To Do One Step Fulfillment” section later in this document.

### Overview

Fidlar has an Clients Area available on its website 24 hours a day for its clients. It is at <http://fidlar-doubleday.com/clients/> where they can log to place new orders, check status, submit Fulfillment orders and obtain other services.

Access to the Clients Area is available for any client of Fidlar Doubleday, Inc. If you are a client and do not yet have access, contact your sales rep to set up your login/password information.

Fulfillment requests can be ordered in the Clients Area. If you are a Fulfillment client, you can log in and fill in the information by hand, including shipping, and Fidlar will ship the requested books for you as per your Fulfillment agreement. Such services will be billed to you at the end of the month per your Fulfillment agreement. Contact your Customer Service Representative if you would like to set up a Fulfillment agreement.

**Important Note: Fidlar does not sell your books.** We store, pack, and ship the books for you and bill you at the end of each month. For more details check your Fulfillment Agreement.

Some clients may want to simplify this process of placing Fulfillment orders (one step) or desire a way to submit multiple orders at one time (bulk orders).

For these situations Fidlar has provided a Bulk Upload system for Fulfillment orders that accepts a CSV file (Comma Separated Values) of the order information. A sample file and field descriptions are available online. The client may find it convenient to create,

view, and modify CSV files with a program like MS-Excel or Open Office Calc. With the CSV file the client can either log in and upload the CSV file by hand or use a program like CURL to do this automatically.

Once the order data is in the proper CSV format, the client can upload new orders as a single file. Single or Multiple orders can be submitted in this one step. Order Confirmation and error messages (if any) are displayed on the receiving web page or as an email to the client. Once received, orders begin the normal process of being packed/shipped. This system is available to receive orders 24/7 in the Clients Area.

Order status for all Fulfillment Orders is available online in the Clients Area. The client can also at any time use the online forms to submit a Fulfillment Order by hand.

### How To Do One Step Fulfillment

A sample CSV file is available here:

[http://fidlar-doubleday.com/test/testdata\\_multi.csv](http://fidlar-doubleday.com/test/testdata_multi.csv)

An explanation of the CSV fields is available here:

[http://fidlar-doubleday.com/test/fulfillment\\_csv\\_explanation.txt](http://fidlar-doubleday.com/test/fulfillment_csv_explanation.txt)

We suggest the client test the uploading of CSV files in our Test Area here:

[http://fidlar-doubleday.com/test/test\\_import\\_fulfillment.php](http://fidlar-doubleday.com/test/test_import_fulfillment.php)

The Clients Area is here:

<http://fidlar-doubleday.com/clients/>

The Import Fulfillment page in the Clients Area is here:

[http://fidlar-doubleday.com/clients/import\\_fulfillment.php](http://fidlar-doubleday.com/clients/import_fulfillment.php)

The test area can be used to test CSV files for errors. We recommend you try the sample CSV file we have provided and then modify it as if it were a real Fulfillment order and try uploading it in the Testing Area to check for errors.

Once the client has a Fulfillment Order in proper CSV format and wishes to upload it as an order, he should log in to the Clients Area and upload it on the Import Fulfillment CSV page (see link at top of Clients Area page).

NOTE: you cannot use the test CSV file in the Clients Area, it will not match your user id with your login, nor will the book data match (not to mention the shipping address, etc.). Use the test CSV file in the test area. On the other hand, a real CSV file will indeed work in the test area, so feel free to test your CSV files in the CSV area to check for errors.

### One Step Fulfillment Directions

1. Log in to the Clients Area (<http://fidlar-doubleday.com/clients/>) and click on the link for Import CSV Fulfillment.
2. On the Import Fulfillment page, if you wish to see the order and error report onscreen after uploading, check the “View Results” box. If that box is not checked, results will be emailed to you.
3. Click the “Browse” button, and navigate to the location of your CSV file on your computer. Select it and click the “Enter Information” button. The website will receive your file and create your order.
4. If you checked the “View Results” box before you uploaded, results will displayed onscreen. If not, results will be emailed to you. Check the results and confirm that they are what you intended.
5. If everything is as you expect, congratulations, you are done. Your Fulfillment order will be processed by Fidlar and packed/shipped per your instructions and your Fulfillment agreement.
6. If you have errors, check your CSV file for correct format and fields. Try uploading your CSV file in the Test area until it works without errors. If it will not work in the Test Area it will not work in the Clients Area. Remember, if you cannot get a CSV file to work as expected, you can always fill in the information for a new order online by hand.
7. Yes, we appreciate the irony of having six steps for “One Step Fulfillment.” :-) The “one step” is the upload, containing all the Fulfillment orders and information. Below is another example that involves one command.

### Automated Uploading

The process of logging in and uploading CSV files can be automated. For this the client would need to use a program like CURL or something similar. Tech support for using such a program is beyond the scope of Fidlar's services. A brief explanation follows:

CURL is a tool to transfer data from or to a server, see their website for details (<http://curl.haxx.se>). The following is provided **as an example**.

Assumptions:

CSV filename: myfile.csv

Client Area Login: myname@mydomain.com

Client Area Password: mypassword

URL: fidlar-doubleday.com/clients/import\_fulfillment.php

```
curl -F submit=true -F uploadfile=@./myfile.csv --user  
myname@mydomain.com:mypassword fidlar-  
doubleday.com/clients/import_Fulfillment.php
```

Note that the above would be entered all on one line.

Of course, replace the assumptions above with your real information to use.

Other programs may be also be available in PERL and other languages. Check the documentation of those programs for details. The above was provided as an example.

### Online Ordering

It should be noted that the One Step Fulfillment process does not remove the need for the client to have some way to sell their books, either through a bookstore, an online book seller like Amazon or Barnes & Noble, or through another website. **Fidlar does not sell your book to your buyers**, Fulfillment is a way for you to have your books shipped when they are sold.

If you wish to have some other way to sell your books online, and would like to contract for such services independently, private contracting services are available. Please contact [webmaster@fidlar-doubleday.com](mailto:webmaster@fidlar-doubleday.com) for more information.