



Customer Service Module Report, Table and Field Descriptions

CSUpdateOrders.DBF – This table is the result of running the CSUpdateOrders.RRW report. This table contains order and customer information for orders placed within the timeframe specified in CSUpdateOrders.RRS, typically 10 days.

The MOM source tables are:

- o CMS, Cust, and DemGraph

Tables are linked on:

- o CMS.CustNum > Cust.CustNum
- o CMS.CustNum > DemGraph.CustNum

CSUpdateOrders Fields:

- o ORDER – integer – The MOM Order Number – CMS
- o CUSTNUM – integer – The MOM Customer Number – CMS
- o ODR_DATE – date – The Order Date – CMS
- o PAYMETHOD – char – The Payment Method used for the order. – CMS
- o ORD_TOTAL – currency – The total value of the order. – CMS
- o ALT_ORDER – integer – The Alternate Order Number from MOM. This is the Order Number from an outside system, like AbleCommerce or a call center. – CMS
- o EMAIL – char – The customer’s email address. This is used as the AbleCommerce UserName. – Cust
- o PASSWORD – char – This is a password defined for the user in MOM. This can be used for the customer’s AbleCommerce password depending on the CS Module configuration. – Cust
- o FIRSTNAME – char – This is the customer’s first name. – Cust
- o LASTNAME – char – This is the customer’s last name. – Cust
- o COMPANY – char – This is the customer’s company name. – Cust
- o ADDR – char – This is the customer’s address line 1. – Cust
- o ADDR2 – char – This is the customer’s address line 2. – Cust
- o CITY – char – This is the customer’s city. – Cust
- o STATE – char – This is the customer’s state or province. – Cust
- o ZIPCODE – char – This is the customer’s postal code. – Cust
- o COUNTRY – char – This is the customer’s MOM Country Code. It will be matched with the appropriate AC Country Code (001 = US, etc.). – Cust
- o PHONE – char – This is the customer’s phone number. – Cust
- o PHONE2 – char – This is typically the customer’s fax number. – Cust
- o NORENT – bit – Denotes that the customer’s contact information cannot be released to third parties (imported into AbleCommerce but not currently used for anything). – Cust
- o NOMAIL – bit – Denotes that the customer may not be sent information through postal mail (imported into AbleCommerce but not currently used for anything). – Cust
- o NOEMAIL – bit – Denotes that the customer may not be sent any email (imported into AbleCommerce and used in conjunction with W2M’s Email Marketing Application). – Cust
- o EXEMPT – bit – Denotes Tax Exempt status (imported into AbleCommerce but not currently used for anything). – Cust
- o CTYPE – char – The MOM Customer Type – this can be used to add the customer to a specific User Group in AbleCommerce. – Cust



- o CTYPE2 – char – The MOM Customer Type 2 – this can be used to add the customer to a specific User Group in AbleCommerce. – Cust
- o CTYPE3 – char – The MOM Customer Type 3 – this can be used to add the customer to a specific User Group in AbleCommerce. – Cust
- o ORDSHIP – currency – This is the total shipping charges for the order. – CMS

CSItems.DBF – This table is the result of running the CSItems.RRW report. This table contains individual items for each order placed within the timeframe specified in CSItems.RRS, typically 10 days.

The MOM source tables are:

- o Items, CMS, and BoxCont

Tables are linked on:

- o Items.OrderNo > CMS.Order
- o Items.Item_ID > BoxCont.Item_ID

CSItems Fields:

- o ORDER – integer – The MOM Order Number – Items
- o ITEM – char – The Part Number or SKU of the product purchased. – Items
- o QUANTO – integer – The quantity of the product ordered. – Items
- o UNITPRICE – currency – The price of each individual item purchased (not the extended price, unit price x quantity). – Items
- o BOX_ID – integer – The unique identifier for the specific box that the item is in, useful for multi-shipment orders. – BoxCont

CSBox.DBF – This table is the result of running the CSBox.RRW report. This table contains tracking information for each shipment associated with an order. These are shipments shipped within the timeframe specified in CSBox.RRS, typically 10 days.

The MOM source tables are:

- o Box and CMS

Tables are linked on:

- o Box.OrderNo > CMS.Order

CSBox Fields:

- o ORDER – integer – The MOM Order Number – Box
- o BOX – integer – The box number for the order. If there is more than one shipment associated with this order the Box Number will be 2 or greater. – Box
- o SHIP_DATE – date – The date this box was shipped. – Box
- o ALT_ORDER – integer – The Alternate Order Number from MOM. This is the Order Number from an outside system, like AbleCommerce or a call center. – CMS
- o TRACKINGNO – char – The tracking number for this shipment depending on the carrier. – Box
- o SHIPLIST – char – The MOM Shipping Code for that represents the carrier and method, e.g. UPG might stand for UPS Ground. These codes must be set up in the CS Module configuration to match the shipping methods available in AbleCommerce. – Box



- o BOX_ID – integer – The unique identifier for the specific box that the item is in, useful for multi-shipment orders. – Box

CSOrderStatus.DBF – This table is the result of running the CSOrderStatus.RRW report. This table contains the status for orders placed within the timeframe specified in CSOrderStatus.RRS, typically 30 days.

The MOM source table is:

- o CMS

CSOrderStatus Fields:

- o ORDER – integer – The MOM Order Number – CMS
- o ORDER_ST2 – char – The Order Status Code for this order. These codes must match codes set up in AbleCommerce in order for the CS Module to update the status correctly. – CMS

CSContacts.DBF – This table is the result of running the CSContacts.RRW report. This table contains information about MOM customers who have had their information updated, but haven't placed an order within the timeframe specified in CSContacts.RRS, typically 10 days.

The MOM source tables are:

- o Contact, Cust, and DemGraph

Tables are linked on:

- o Contact.CustNum > Cust.CustNum
- o Contact.CustNum > DemGraph.CustNum

CSContacts Fields:

- o CUSTNUM – integer – The MOM Customer Number. – Contact
- o EMAIL – char – The customer's email address. This is used as the AbleCommerce UserName. – Cust
- o PASSWORD – char – This is a password defined for the user in MOM. This can be used for the customer's AbleCommerce password depending on the CS Module configuration. – Cust
- o FIRSTNAME – char – This is the customer's first name. – Cust
- o LASTNAME – char – This is the customer's last name. – Cust
- o COMPANY – char – This is the customer's company name. – Cust
- o ADDR – char – This is the customer's address line 1. – Cust
- o ADDR2 – char – This is the customer's address line 2. – Cust
- o CITY – char – This is the customer's city. – Cust
- o STATE – char – This is the customer's state or province. – Cust
- o ZIPCODE – char – This is the customer's postal code. – Cust
- o COUNTRY – char – This is the customer's MOM Country Code. It will be matched with the appropriate AC Country Code (001 = US, etc.). – Cust
- o PHONE – char – This is the customer's phone number. – Cust
- o PHONE2 – char – This is typically the customer's fax number. – Cust
- o NORENT – bit – Denotes that the customer's contact information cannot be released to third parties (imported into AbleCommerce but not currently used for anything). – Cust
- o NOMAIL – bit – Denotes that the customer may not be sent information through postal mail (imported into AbleCommerce but not currently used for anything). – Cust

- o NOEMAIL – bit – Denotes that the customer may not be sent any email (imported into AbleCommerce and used in conjunction with W2M’s Email Marketing Application). – Cust
- o EXEMPT – bit – Denotes Tax Exempt status (imported into AbleCommerce but not currently used for anything). – Cust
- o CTYPE – char – The MOM Customer Type – this can be used to add the customer to a specific User Group in AbleCommerce. – Cust
- o CTYPE2 – char – The MOM Customer Type 2 – this can be used to add the customer to a specific User Group in AbleCommerce. – Cust
- o CTYPE3 – char – The MOM Customer Type 3 – this can be used to add the customer to a specific User Group in AbleCommerce. – Cust

CSProspects.DBF – This table is the result of running the CSProspects.RRW report. This table contains information about MOM customers who have been flagged as Prospects. These are typically customers who have been added to MOM from sources like mailing lists, trade shows, or other sources. These prospects must have been added within the timeframe specified in CSProspects.RRS, typically 3 days.

The MOM source table is:

- o Cust

CSProspects Fields:

- o CUSTNUM – integer – The MOM Customer Number – Cust
- o EMAIL – char – The customer’s email address. This is used as the AbleCommerce UserName. – Cust
- o PASSWORD – char – This is a password defined for the user in MOM. This can be used for the customer’s AbleCommerce password depending on the CS Module configuration. – Cust
- o FIRSTNAME – char – This is the customer’s first name. – Cust
- o LASTNAME – char – This is the customer’s last name. – Cust
- o COMPANY – char – This is the customer’s company name. – Cust
- o ADDR – char – This is the customer’s address line 1. – Cust
- o ADDR2 – char – This is the customer’s address line 2. – Cust
- o CITY – char – This is the customer’s city. – Cust
- o STATE – char – This is the customer’s state or province. – Cust
- o ZIPCODE – char – This is the customer’s postal code. – Cust
- o COUNTRY – char – This is the customer’s MOM Country Code. It will be matched with the appropriate AC Country Code (001 = US, etc.). – Cust
- o PHONE – char – This is the customer’s phone number. – Cust
- o PHONE2 – char – This is typically the customer’s fax number. – Cust
- o NORENT – bit – Denotes that the customer’s contact information cannot be released to third parties (imported into AbleCommerce but not currently used for anything). – Cust
- o NOMAIL – bit – Denotes that the customer may not be sent information through postal mail (imported into AbleCommerce but not currently used for anything). – Cust
- o NOEMAIL – bit – Denotes that the customer may not be sent any email (imported into AbleCommerce and used in conjunction with W2M’s Email Marketing Application). – Cust
- o EXEMPT – bit – Denotes Tax Exempt status (imported into AbleCommerce but not currently used for anything). – Cust
- o CTYPE – char – The MOM Customer Type – this can be used to add the customer to a specific User Group in AbleCommerce. – Cust



- o CTYPE2 – char – The MOM Customer Type 2 – this can be used to add the customer to a specific User Group in AbleCommerce. – Cust
- o CTYPE3 – char – The MOM Customer Type 3 – this can be used to add the customer to a specific User Group in AbleCommerce. – Cust

Notes: Below are descriptions of the various data types listed:

- o Integer – An integer is a whole number, no decimal places and no non-numeric characters.
- o Char – Char fields are any combination of alphanumeric characters, including symbols. These fields typically have length restrictions.
- o Date – Date fields, in the format M/D/YYYY.
- o Currency – Currency fields are dollar amounts without the dollar symbol (other currencies are supported, too).
- o Bit – Bit fields are either TRUE or FALSE.