

Westcon Services Implementation Guide

Request Return (RMA) Service

Version 2.1

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1.0		Thomas Young	Draft
2.0	2016-05-03	Thomas Young	Added line numbers on request; update url and wsdl
2.1	2016-06-26	Chakravarthy Sayani	Updated Overview section removed authentication header and related text. Updated List of Errors section
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1.0 Overview

Westcon Services are a suite of API's that serve as a direct B2B electronic link between Westcon and its partners, complementing existing website portals and other B2C links. Westcon Services offer a variety of services, including Pricing, Availability, Order Placement (Purchase Order), Order Change, Order Status and Return Merchandise Authorisation (RMA).

With Westcon Services, partners can seamlessly integrate information such as product pricing, stock availability obtained from Westcon in real-time – into both internal business and customer-facing services such as a shopping cart.

2.0 Getting Started

Welcome to Westcon Group partner integration! We will assist you along each step and answer questions throughout the process. We understand that each integration project is unique and you will be treated with the utmost attention and expediency.

2.1 Working with Westcon Group

Westcon will assemble a team to manage and implement your integration project.

The Application Integrations Team is available Monday – Friday, from 9:00 am EST to 5:00 pm EST. For questions or guidance on your implementation, kindly reach out to Brad Ross, (914) 829-7631.

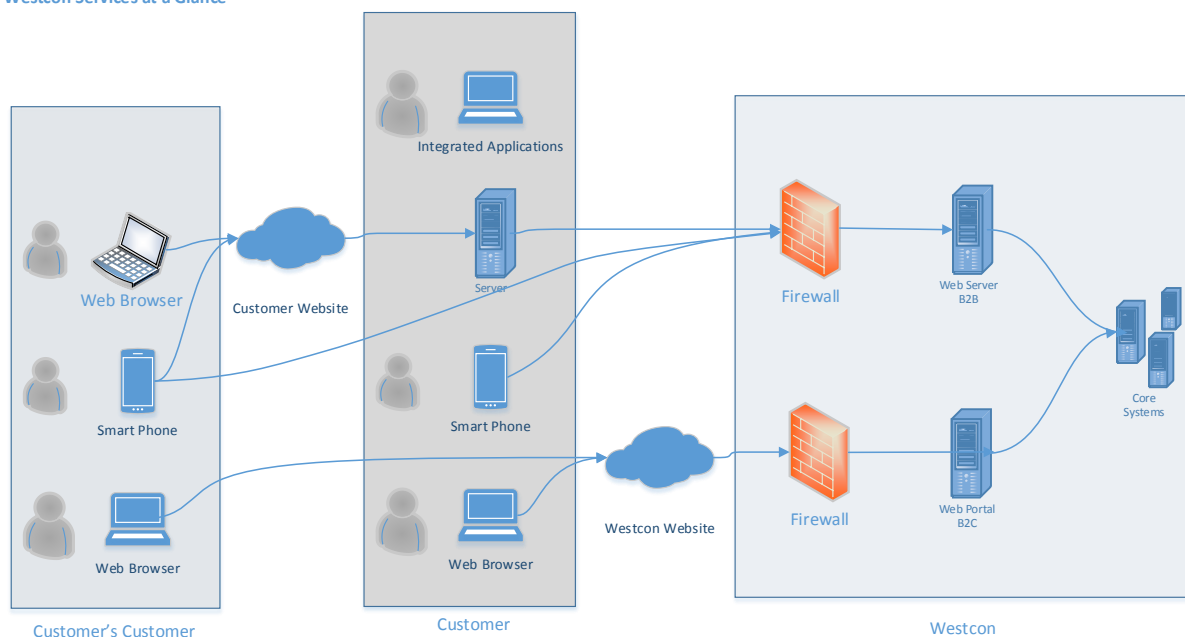
To contact our Support email address –

ITS_B2BSupport@westcon.com

2.2 Accessing Westcon Group Services

Westcon Services may be accessed via http/https, typically from a customer web server; it could be from anywhere including mobile devices via a customer-provided proxy service.

Westcon Services at a Glance





As a WEB service, the concrete WSDL is provided to the partner. The request and response structure of these operations are described in the associated sections. To address the security requirements, the services have been exposed over a secure HTTPS transport and use WS-Security UsernamePassword Token Authentication (Microsoft WSE 3.0 Web Services Extensions).

3.0 Request Return (RMA) Service

Service	Operations	Description
Request return	RequestReturnService	Create a RMA request.

Environment	Url
QA	https://webservice-test.westcon.com/RMA/v2.1/RequestReturn.svc?wsdl
Production	https://webservices.westcon.com/RMA/v2.1/RequestReturn.svc?wsdl
Service definition	 RMA_v2.1_Wsdl.xml

3.1 Request Schema

Parameter Name	Required	Field Type	Example	Comments
WestconMetadata	Required			
SourceSystem	Optional	String(12)		Used internally for tracking requests
Timestamp	Optional	String(12)		Current DateTime
OperationType	Optional	String(12)		Used internally for tracking requests
Culture	Required	String(4)	2000	Use 2000
TransactionID	Optional	String(32)		Used internally for tracking requests
CustomerAccountNumber	Required	string(32)	1000060	The customer account number provided here is matched with the account number associated with the Order Number. They should match. Possible validation errors: RMA0006, RMA0011
OrderNumber	Required	string(64)	237394	Westcon Order Number. Possible validation errors: RMA0007, RMA0008
Parts				
PartInfo				

CustomerLineNumber	Optional	string(35)		123456
ERPOrderLineNumber	Required	string(10)		10
PartNumber	Required	string(32)	70048058 5	Item part number (ProductNumber). Need this to find if this is 'returnable' Possible errors: RMA0012
Quantity	Required	Integer	2	RMA0020, if serial numbers are provided, they should be as many as the quantity RMA0045: Occurs when available items to return are less than the quantity specified
PartSerialNumbers				
PartSerialNumber				
SerialNumber	Required*	string(64)		For parts/products that do not have serial numbers generated, this is optional. Business logic will determine whether a part/product can have serial numbers. Possible validation errors: RMA0021, RMA0022 and RMA0046, RMA0047
ProductCondition	Required	Integer	1	See the table below for all allowed Product Conditions
ReturnReason	Required	Integer	1	See the table below for all the allowed Return Reasons
ReturnType	Required	Integer	1	Only 2 values are allowed: 1 = Return (Credit) 2 = Replacement
AdditionalInfo	Optional	string (4000)		Any additional notes can be supplied in this field.
RMAContactInfo				
Salutation	Optional	string(10)		
FirstName	Required*	string(32)		
MiddleInitial	Optional	string(32)		
LastName	Required*	string(32)		
CompanyName	Required*	string(64)		



EmailAddress	Required*	string(64)		
PhoneNumber	Optional	string(32)		
CountryPrefixPhone	Optional	string(8)		
PhoneExtension	Optional	string(8)		
MobileNumber	Optional	string(32)		
CountryPrefixMobile	Optional	string(8)		
FaxNumber	Optional	string(32)		
CountryPrefixFax	Optional	string(8)		
ShipToAddress				* This section is required only when Return Type = Replacement
CompanyName	Required*	string(64)		
AddressLine1	Required*	string(64)		
AddressLine2	Optional	string(64)		
AddressLine3	Optional	string(64)		
AddressLine4	Optional	string(64)		
City	Required*	string(64)		
State	Required*	string(10)		
PostalCode	Required*	string(12)		
Country	Required*	string		
ShippingInstructions	Optional	string(255)		
ShippingMethod				* This section is required only for Replacement type returns
ShippingConditionCode	Required*	string(2)		2 Char Code input. See the table below for all allowed ShippingConditionCodes
CarrierAccountNumber	Optional	string(32)		Your Carrier Account No.
BlindShipment	Optional	boolean		Order will ship without your cost or point of origin being displayed on the packing slip

SaturdayDelivery	Optional	boolean		
ShippingContact				* This section is required only for Replacement type returns
Salutation	Optional	string(10)		
FirstName	Required*	string(32)		
MiddleInitial	Optional	string(32)		
LastName	Required*	string(32)		
CompanyName	Required*	string(64)		
EmailAddress	Required*	string(64)		
PhoneNumber	Optional	string(32)		
CountryPrefixPhone	Optional	string(8)		
PhoneExtension	Optional	string(8)		
MobileNumber	Optional	string(32)		
CountryPrefixMobile	Optional	string(8)		
FaxNumber	Optional	string(32)		
CountryPrefixFax	Optional	string(8)		
AdditionalContactInfo				Use this section to pass on any additional contact information
EmailAddress1	Optional	string(64)		
EmailAddress2	Optional	string(64)		
EmailAddress3	Optional	string(64)		
EmailSubject	Optional	string(64)		
EmailMessage	Optional	string(255)		

3.2 Response Schema

Element	Comments
RmaEnquiryNumber	RMA enquiry number is generated after the return request is successfully processed. The value will be null when there are errors.
Error	Error messages are populated in this field and returned. The value will be null when there are no errors.

4.0 Consuming the Service

4.1 .Net Code

Add Service Reference

QA environment:

Use the following WSDL to build the service proxy for QA environment

<https://webservicetest.westcon.com/RMA/v2.1/RequestReturn.svc?wsdl>

Production environment:

<https://webservices.westcon.com/rma/v2.1/requestreturn.svc?wsdl>

Binding Configuration

Add the bindings in the client application's config file as below:

```
<system.serviceModel>
  <bindings>
    <basicHttpBinding>
      <binding name="BasicHttpBinding_IRequestReturn">
        <security mode="Transport" />
      </binding>
      <binding name="BasicHttpBinding_IRequestReturn1" />
    </basicHttpBinding>
  </bindings>
  <client>
    <endpoint
      address="https://webservicetest.westcon.com/RMA/dev/RequestReturn.svc"
      binding="basicHttpBinding"
      bindingConfiguration="BasicHttpBinding_IRequestReturn"
      contract="RmaService.IRequestReturn"
      name="BasicHttpBinding_IRequestReturn" />
    <endpoint
      address="http://webservicetest.westcon.com/RMA/dev/RequestReturn.svc"
      binding="basicHttpBinding"
      bindingConfiguration="BasicHttpBinding_IRequestReturn1"
      contract="RmaService.IRequestReturn"
      name="BasicHttpBinding_IRequestReturn1" />
    </client>
  </system.serviceModel>
```

Sample Client Code

```
public long CreateRma()
{
    var requestParams = PrepareRmaRequestParams();
    var client = new RmaService.RequestReturnClient();

    RequestReturnResponse response = null;
    try
    {
        response = client.RequestReturnService(requestParams);
    }
}
```

```

catch (Exception ex)
{
    //Your exception handling and logging code
}

return response == null ? 0 : Convert.ToInt64(response.RmaEnquiryNumber);
}

```

4.2 Non-.net Clients

Request
<pre> <soapenv:Envelope xmlns:soapenv=http://schemas.xmlsoap.org/soap/envelope/ xmlns:tem=http://tempuri.org/ xmlns:wes="http://schemas.datacontract.org/2004/07/Westcon.WebServices.RequestReturnService"> <soapenv:Header/> <soapenv:Body> <tem:RequestReturnService> <tem:parameters> <wes:WestconMetadata> <wes:Culture>?</wes:Culture> <wes:SourceSystem>?</wes:SourceSystem> <wes:Timestamp>?</wes:Timestamp> <wes:OperationType>?</wes:OperationType> <wes:TransactionID>?</wes:TransactionID> </wes:WestconMetadata> <wes:CustomerAccountNumber>?</wes:CustomerAccountNumber> <wes:OrderNumber>?</wes:OrderNumber> <wes:RmaContact> <wes:Salutation>?</wes:Salutation> <wes:FirstName>?</wes:FirstName> <wes:MiddleInitial>?</wes:MiddleInitial> <wes:LastName>?</wes:LastName> <wes:CompanyName>?</wes:CompanyName> <wes:EmailAddress>?</wes:EmailAddress> <wes:PhoneCountryPrefix>?</wes:PhoneCountryPrefix> <wes:PhoneNumber>?</wes:PhoneNumber> <wes:PhoneExtension>?</wes:PhoneExtension> <wes:FaxCountryPrefix>?</wes:FaxCountryPrefix> <wes:FaxNumber>?</wes:FaxNumber> <wes:MobileCountryPrefix>?</wes:MobileCountryPrefix> <wes:MobileNumber>?</wes:MobileNumber> </wes:RmaContact> <wes:Parts> <!--Zero or more repetitions:--> <wes:PartInfo> <wes:PartNumber>?</wes:PartNumber> <wes:Quantity>?</wes:Quantity> <wes:PartSerialNumbers> <!--Zero or more repetitions:--> <wes:PartSerialNumber> <wes:SerialNumber>?</wes:SerialNumber> </wes:PartSerialNumber> </wes:PartSerialNumbers> <wes:ProductCondition>?</wes:ProductCondition> <wes:ReturnType>?</wes:ReturnType> </wes:PartInfo> </wes:Parts> </tem:parameters> </tem:RequestReturnService> </soapenv:Body> </soapenv:Envelope> </pre>

```

        <wes:ReturnReason>?</wes:ReturnReason>
        <wes:AdditionalInfo>?</wes:AdditionalInfo>
    </wes:PartInfo>
</wes:Parts>
<wes:ShipToAddress>
    <wes:Attention>?</wes:Attention>
    <wes:CompanyName>?</wes:CompanyName>
    <wes:AddressLine1>?</wes:AddressLine1>
    <wes:AddressLine2>?</wes:AddressLine2>
    <wes:AddressLine3>?</wes:AddressLine3>
    <wes:AddressLine4>?</wes:AddressLine4>
    <wes:City>?</wes:City>
    <wes:State>?</wes:State>
    <wes:PostalCode>?</wes:PostalCode>
    <wes:Country>?</wes:Country>
</wes:ShipToAddress>
<wes:ShippingInstructions>?</wes:ShippingInstructions>
<wes:ShippingMethod>
    <wes:ShippingConditionCode>?</wes:ShippingConditionCode>
    <wes:CarrierAccountNumber>?</wes:CarrierAccountNumber>
    <wes:BlindShipment>?</wes:BlindShipment>
    <wes:SaturdayDelivery>?</wes:SaturdayDelivery>
</wes:ShippingMethod>
<wes:ShipToContact>
    <wes:Salutation>?</wes:Salutation>
    <wes:FirstName>?</wes:FirstName>
    <wes:MiddleInitial>?</wes:MiddleInitial>
    <wes:LastName>?</wes:LastName>
    <wes:CompanyName>?</wes:CompanyName>
    <wes:EmailAddress>?</wes:EmailAddress>
    <wes:PhoneCountryPrefix>?</wes:PhoneCountryPrefix>
    <wes:PhoneNumber>?</wes:PhoneNumber>
    <wes:PhoneExtension>?</wes:PhoneExtension>
    <wes:FaxCountryPrefix>?</wes:FaxCountryPrefix>
    <wes:FaxNumber>?</wes:FaxNumber>
    <wes:MobileCountryPrefix>?</wes:MobileCountryPrefix>
    <wes:MobileNumber>?</wes:MobileNumber>
</wes:ShipToContact>
<wes:AdditionalContactInfo>
    <wes:EmailAddress1>?</wes:EmailAddress1>
    <wes:EmailAddress2>?</wes:EmailAddress2>
    <wes:EmailAddress3>?</wes:EmailAddress3>
    <wes:EmailSubject>?</wes:EmailSubject>
    <wes:EmailMessage>?</wes:EmailMessage>
</wes:AdditionalContactInfo>
</tem:parameters>
</tem:RequestReturnService>
</soapenv:Body>
</soapenv:Envelope>

```

SAMPLE REQUEST RETURN RESPONSE - Success

```

<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
  <s:Body>
    <RequestReturnServiceResponse xmlns="http://tempuri.org/">
      <RequestReturnServiceResult
        xmlns:a="http://schemas.datacontract.org/2004/07/RequestReturnService"
        xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
        <a:Errors i:nil="true"/>
        <a:RmaEnquiryNumber>15952</a:RmaEnquiryNumber>
      </RequestReturnServiceResult>
    </RequestReturnServiceResponse>
  </s:Body>
</s:Envelope>

```



```
</s:Body>
</s:Envelope>
```

SAMPLE REQUEST RETURN RESPONSE – Errors

```
<s:Envelope xmlns:s="http://schemas.xmlsoap.org/soap/envelope/">
  <s:Body>
    <RequestReturnServiceResponse xmlns="http://tempuri.org/">
      <RequestReturnServiceResult
xmlns:a=http://schemas.datacontract.org/2004/07/RequestReturnService
                                xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
        <a:Errors>
          <a:Error>
            <a:ErrorCode>RMA0001</a:ErrorCode>
            <a:ErrorDescription>Part number does not exist</a:ErrorDescription>
          </a:Error>
          <a:Error>
            <a:ErrorCode>RMA0002</a:ErrorCode>
            <a:ErrorDescription>
              SerialNumber count does not match with quantity specified. For
              example if quantity=2, there should be 2 serial numbers provided.
              This error occurs when number of serial numbers provided is not 2.
            </a:ErrorDescription>
          </a:Error>
        </a:Errors>
        <a:RmaEnquiryNumber i:nil="true"/>
      </RequestReturnServiceResult>
    </RequestReturnServiceResponse>
  </s:Body>
</s:Envelope>
```

4.3 Reference Tables

4.3.1 Info Table (Sample)

This table contains customer specific details required for successful exchange with Westcon services. Customer should have received this during the on-boarding process.

Customer	SAMPLE COMPANY	This is your Company Name
Account: (username)	1001065	This is your Account number as it appears in our backend systems
Authentication Key: (password)	sN8DThqnkZEabGJt9PtcU8ILs3CjgTpDyFj1	This is a 36-character key with which you will be authenticated
Your Westcon Company	00011	This value is specific to your account which should be included with your web service call
RBU / HRBU	119920 (for Westcon) 119951 (for Vodaone) 119992 (for Comstor)	This value is data that is specific to your account which should be included with your web service call
Currency	USD	
Route Code	U04	Used for PO
Shipping Method	1311	Used for PO
Main WWS-URL	https://webservices.westcon.com	

4.3.2 Return Reasons

ReturnReasonID	Description
1	Other
2	Sales Entry Error
3	Defective on Arrival (DOA)
4	Failed – Under Warranty
5	Warehouse Shipping Error
6	Stock Rotation
7	Customer Ordering Error
8	Damaged Box
9	Demo Equipment Return
10	Configuration Error
11	Chargeable Repair

4.3.3 Shipping Methods

RMAShippingMethodID	Description
254	US Fedex Ground
255	US FEDEX 2 Day AIR

256	US FDX PRIORITY O/N
257	US FDX STANDARD O/N
258	US FDX ExpressSaver
259	US FEDEX FREIGHT-LTL
260	US UPS Ground
261	US UPS 2nd Day Air
262	US UPS Next Day Air
263	US UPS 3 Day Select
264	US Generic Pickup

4.3.4 Return Product Condition Details

RMAPProductConditionID	Description
1	Factory Sealed
2	Defective
3	Shipping Damage
4	Ouvert et non utilisé
5	Open
6	Factory Sealed
7	Défectueux
8	Ouvert et utilisé
9	Neuf et non déballé
10	Open-Not Used

4.3.5 Shipping Codes

Shipping Condition	Description
A2	AU StarT Express
A3	AU StarT Prio Air
A4	AU StarT Next Flight
A5	AU IJS Intl Sea
A6	AU IJS Intl Air
A7	AU MailCall Standard
A8	AU MailCall VIP
A9	AU MailCall RVIP
AA	Customer Collection
AB	AU Urgent Freight
AC	AU Smart Tail Cope
AD	AU Smart Site Cope
AF	Follow Routing Econ
CA	CA FDX 1ST -EARLY
CB	CA FDX PRIORITY O/N
CC	CA FDX 2 DAY

CD	CA FDX ECONOMY
CE	CA FDX GROUND
CF	CA FDX 1 DAY
CG	CA FEDEX FREIGHT-
CH	CA UPS STANDARD
CI	CA UPS Expedited
CJ	CA UPS Express Saver
CK	CA UPS Express
CL	CA UPS Early AM
CM	CA Imperial Overnigh
CN	CA Imperial 2 Day
CO	CA Imperial Economy
CP	CA Generic Pickup
CR	CA Purolator Air
CS	CA Purolator Ground
CT	CA FDX Intl Priority
CU	CA FDX Intl Economy
CV	CA FDX Intl PriorFRT
CW	CA FDX Intl EconoFRT
CX	CA CEVA
N1	NZ Gen Bulk
N2	NZ Gen Freight Free
N3	NZ FRT Sub 1 Hour
N4	NZ FRT Same day
N5	NZ Cour Pst Overnite
N6	NZ Cour Pst Economy
N7	NZ Gen Daily Deliver
N9	NZ Gen International
NC	NZ Gen Cust Pickup
NO	NZ Cour Pst Oversize
P1	PH Generic
RE	RE Manual Ship
RM	RM Return/Repair
S1	SG Generic
S2	SG Standard Int'l
S4	SG Standard Domestic

U1	US UPS 2 Day Air A.M
U2	US UPS NextDay AirSa
U3	US UPS Next Day Air
U4	US UPS Early AM
U5	US Generic Pickup
U7	US FEDEX 2DayDisc
UA	US FDX 1ST Early AM
UB	US FDX PRIORITY O/N
UC	US FDX STANDARD
UD	US FEDEX 2 Day AIR
UE	US FDX ExpressSaver
UF	US Fedex Ground
UG	US Fedex 1Day Frt
UH	US Fedex 2Day Frt
UI	US Fedex 3Day Frt
UK	US FDX INTL EARLY
UL	US FDX INTL PRIORITY
UM	US FDX INTL
UN	US FDX INTL PRIO FRT
UO	US FDX INTL ECON
UP	US FEDEX FREIGHT-
UQ	US LYNDEN NEXT DAY
UR	US LYNDEN 2 DAY
US	US LYNDEN ECON LTL
UT	US POLARIS NEXT DAY
UU	US POLARIS 2 DAY
UV	US POLARIS ECON LTL
UX	US UPS Ground
UY	US UPS 3 Day Select
UZ	US UPS 2nd Day Air
V1	US CEVA Pri NxtD 12
V2	US CEVA Nx D 5pm
V3	US CEVA 2nd Day
V4	US CEVA 3-5 Day
W1	PH Generic Carrier
W2	ID Generic Carrier

W3	TW Generic Carrier
W4	HK Generic Carrier
W5	MY Generic Carrier
ZF	ZF Follow route g
ZP	ZP Follow route air

4.3.6 List of Error Codes and Messages

Code	Description	Comments
RMA0001	An internal error occurred when creating RMA. Details:{0}	Unhandled error during RMA creation
RMA0002	WestconMetadata field is missing	
RMA0003	WestconMetadata.Culture must be specified	
RMA0004	WestconMetadata.Culture must be 2000 for NA and 4000 for EU.	
RMA0005	CustomerAccountNumber must be specified	
RMA0006	CustomerAccountNumber is not found	
RMA0007	OrderNumber must be specified	
RMA0008	OrderNumber specified is not found	No SalesOrder data found in database for the specified OrderNumber, both in PO Number field and OrderNumber field
RMA0009	At least one part is needed to create an RMA	RMA cannot be created when no part details are provided
RMA0010	PartInfo.PartNumber must be specified	
RMA0011	The customer account associated to the Order:{0} does not match with the customer account:{1} specified	The specified PartNumber does not exist in database
RMA0012	PartInfo.PartNumber, {0} is not found in the order or it cannot be returned	PartNumber does not belong to this order Or PartNumber is not available to return, may be there is another RMA created to return this part.
RMA0013	Quantity should be at least one	At least 1 item is needed to return
RMA0014	ProductCondition must be specified	Product condition is needed for RMA creation
RMA0015	ProductCondition specified for ItemPart: {0} is not found	Product Condition codes are specified in the document. Only those are valid.
RMA0016	ReturnReason must be specified	Return Reason is needed for RMA creation
RMA0017	ReturnReason specified for ItemPart: {0} is not found	Return Reason codes are specified in the document. Only those are valid.
RMA0018	ReturnType must be specified	Return Type is needed for RMA creation
RMA0019	ReturnType specified is not found. Use 1=Credit, 2=Replace	Return Type codes are 1=Credit, 2=Replace. These codes are specified in the document.
RMA0020	The count of serial numbers specified for ItemPart:{0} should match the Quantity. SerialNumber count: {1} ({2}) and Quantity: {3}	There should be a corresponding serial number for each quantity, not more or less. Serial numbers are mandatory depending on the Product.
RMA0021	PartInfo.SerialNumber must be specified for ItemPart:{0}	If the part number can have serial number, then serial number is mandatory
RMA0022	PartInfo.SerialNumber: {0} is not available to return or does not belong to the ItemPart:{1}	The serial number is not found in the list of serials or the given PartNumber
RMA0023	RMAContactInfo must be specified	RMA Contact Info is needed for RMA creation
RMA0024	.	

RMA0025	RMAContactInfo.LastName must be specified	
RMA0026	RMAContactInfo.CompanyName must be specified	
RMA0027	RMAContactInfo.EmailAddress must be specified	
RMA0028	RMAContactInfo.EmailAddress is not valid	
RMA0029	ShipToAddress must be specified when ReturnType is Replacement	ShipToAddress is optional if ReturnType=1 (Credit), otherwise it is mandatory for RMA creation
RMA0030	ShipToAddress.CompanyName must be specified	
RMA0031	ShipToAddress.AddressLine1 must be specified	
RMA0032	ShipToAddress.City must be specified	
RMA0033	ShipToAddress.State must be specified	
RMA0034	ShipToAddress.PostCode must be specified	
RMA0035	ShipToAddress.Country must be specified. Use 2 char Country Code.	
RMA0036	ShippingMethod must be specified when ReturnType is Replacement	
RMA0037	ShippingMethod.ShippingConditionCode must be specified	
RMA0038	ShippingMethod.ShippingConditionCode is not found	
RMA0039	ShipToContact must be specified when ReturnType is Replacement	
RMA0040	ShipToContact.FirstName must be specified	
RMA0041	ShipToContact.LastName must be specified	
RMA0042	ShipToContact.CompanyName must be specified	
RMA0043	ShipToContact.EmailAddress must be specified	
RMA0044	ShipToContact.EmailAddress is not valid	
RMA0045	Quantity specified is {0}, but items available to return are only {1}	This error occurs in a scenario where there are only 2 returnable items of a particular material, but the quantity specified is 3
RMA0046	PartInfo.SerialNumber is specified for part:{0} but serial numbers are not generated for this type of product	When the product type is selected that does not have serial numbers, but in the rma request, in the PartInfo, serial numbers are provided.
RMA0047	There is already an RMA with RmaInquiryNumber: {0}, for the specified PartInfo.SerialNumber: {1}	An RMA was already submitted for the serial number
RMA0048		
RMA0049	PartInfo.SerialNumber: The specified serial number(s), {0} for Part #: {1}, is either already returned or is not associated to the PartNumber	The specified serial numbers are already part of another RMA created earlier.
RMA0050	When serial numbers are not specified either ERPOrderLineNumber or CustomerLineNumber must be specified	RMA by quantity requires order line number to identify the correct Order Line to create the RMA against. It is not possible to correctly identify the order line with just the PartNumber and Quantity. ERPOrderLineNumber and CustomerLineNumber are returned in the OrderStatus service.
RMA1000	This service is under development	This error is returned when Culture is 4000 to create RMA in EU