

# Batch Order file : a simpler way to process your order

**Byzancia is always seeking to simplify its customer life.**

If you have more than 1 client to deliver or if you have received multiple orders through different channels, Excel is sometimes a way simpler tool to manage than any other IT service.

## 1. Your orders comes from many channels



## 2. Compile all your orders into one .csv file



## 3. Upload your csv in the batch order on our website



## 4. We deliver each of your clients orders as a single order with a dedicated tracking and invoice

### About the file format

Your order details must be provided in a .CSV format with semi colon (;) separator  
You can download a sample file in the [Batch Order](#) page

Field Name	Explanation	Mandatory / optional
OrderID	This refer to your own ecommerce plateforme solution. It will make it easier for your to unite your clients order with your own order on Extenso Telecom Plateform.	Optional
EAN PRODUCT	Please use the EAN available on our pricelist or on our website.	Mandatory
QTY	How many product you would like us to send.	Mandatory
customer firstname	First name of the client to deliver.	Mandatory
Customer Name	Last Name of your client, or the person in charge of receiving your product at your warehouse.	Mandatory
customer company	If you deliver to one of your client office.	Optional
Customer Address	Address of delivery. Must be less than 35 character to respect european postal services specification. In case the address is longer, please use customer Address 2 and 3 to fill in the precise address of delivery.	Mandatory
Customer Address 2	See customer Address 1 for more detail.	Optional
Customer Address 3	See customer Address 1 for more detail.	Optional
customer extra information	digicode ? Extra information the delivery service should be aware of in order to ensuire a good delivery ? Provide this here	Optional
Customer Postal Code	Postal code in the local format.	Mandatory
Customer City	City of delivery.	Mandatory
customer region	Region delivery. Optional for some country.	Optional
Customer Country	Please provide ISO code with 2 letters (GB, DE, BE etc...)	Mandatory
Customer Phone Number	Please provide it in international format (ie : +336000000000 or +4900000000). We use this number only to ensure an efficient delivery and avoid you unnecessary work for delivery coordination.	Optional
Customer Email	We use this email only to ensure an efficient delivery and avoid you unnecessary work for delivery coordination. If you don't provide it all message about the delivery will be redirected to your own email address.	Optional
Delivery method	"DHL" : Delivery with DHL takes on average 2 days.	Mandatory