



# Delivery Exception Management

Generic Carrier CSV Specification

QAD GTTE



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Generic\_Carrier\_CSV\_Spec\_v20.pdf/ad8/hkr

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### QAD GTTE DEM Generic Carrier CSV Specification Change Summary

The following table summarizes significant differences between this document and previous versions.

Date/Version	Description	Reference
June 2025/QAD GTTE v20	Rebranding	--
July 2022/QAD GTTE v20	Initial version	--



## Chapter 1: Introduction

The purpose of this document is to describe the format and structure of the CSV file that the QAD GTTE application accepts from carriers to provide shipment delivery status updates.

Note: To view an example of a typical generic carrier CSV file, see [Appendix A: Sample Generic Carrier CSV File](#).

## Chapter 2: Creating a Generic Carrier DEM Import CSV File

The first four rows are used to provide optional header information. The header elements and their possible values are described in the table below. They should be in the following format:

Header Element Name, Header Element Value

**Table 1**

Optional Elements in Generic Carrier DEM Import CSV File

Row	Name	Description
1	Format	This is the format version of the CSV file and should be set to VER1.
2	Carrier ID	If not specified, the carrier identifier is determined from the channel where QAD GTTE picks up the message.
3	NotificationTime	Details a date, time, and UTC offset in the format YYYY-MM-DDTHH:mmTZD. If not specified, the time at which the message is received by QAD GTTE is assumed as the notification time.
4	AccountId	If not specified, the account (QAD GTTE user) is determined from the channel where QAD GTTE picks up the message. The account ID is the user defined in QAD GTTE under the US option for the carrier. It is required in order to determine that the user has the correct user access level to update the package shipping plan.

Although it is not mandatory, the next row after the header section is typically a detail header row that contains comma-separated field names in the order listed below:

1. TRACKING NUMBER
2. EVENT/ALERT<sup>1</sup>
3. DATE<sup>2</sup>
4. TIME<sup>3</sup>
5. CITY
6. STATE
7. COUNTRY<sup>4</sup>
8. COMMENT
9. SIGNED FOR BY

<sup>1</sup> For valid EVENT/ALERT status code values, see [Appendix B: Supported Status Codes](#). For generic XML field mapping information, see [Appendix C: Generic CSV Field Mappings](#).

<sup>2</sup> The date should be in the format yyyy-MM-dd.

<sup>3</sup> The time format is HH:mm.

<sup>4</sup> By default, only ISO 3166-1 alpha-2 country codes are supported for the COUNTRY value.

## References

It is possible to include supplier references—for example, the carrier number and subcontractor—in the generic carrier CSV. These free-text reference types are dynamic and immediately follow the field names listed above. When imported, they are displayed as references on the delivery created in the GTTE Delivery Exception Management (DEM) module, a web-based portal for multi-carrier delivery exception tracking.

Field names for these additional references can be declared in the first row, however, this is not required. If the field names are blank, or there is no header row, the values appear as REF1, REF2, REF3, and so on, in the DEM Delivery References window.

**Fig. 1**  
REF Reference Types, DEM Delivery References

Reference Value	Reference Type	Source System	File Name	Source Reference Type	Created Date	Created User
Ref 1.10	REF10	SUSA	DEMGenericCSV62...	REF10	07/04/2022 15:27:28	SYSTEM
Ref 1.4	REF4	SUSA	DEMGenericCSV62...	REF4	07/04/2022 15:27:28	SYSTEM
Ref 1.7	REF7	SUSA	DEMGenericCSV62...	REF7	07/04/2022 15:27:28	SYSTEM
Ref 1.6	REF6	SUSA	DEMGenericCSV62...	REF6	07/04/2022 15:27:28	SYSTEM
SUSA20220407142...	TRACKING NUMBER	SUSA	DEMGenericCSV62...	TRACKING NUMBER	07/04/2022 15:27:28	SYSTEM
Ref 1.2	REF2	SUSA	DEMGenericCSV62...	REF2	07/04/2022 15:27:28	SYSTEM
Ref 1.8	REF8	SUSA	DEMGenericCSV62...	REF8	07/04/2022 15:27:28	SYSTEM
Ref 1.1	REF1	SUSA	DEMGenericCSV62...	REF1	07/04/2022 15:27:28	SYSTEM
Ref 1.3	REF3	SUSA	DEMGenericCSV62...	REF3	07/04/2022 15:27:28	SYSTEM
Ref 1.5	REF5	SUSA	DEMGenericCSV62...	REF5	07/04/2022 15:27:28	SYSTEM
Ref 1.9	REF9	SUSA	DEMGenericCSV62...	REF9	07/04/2022 15:27:28	SYSTEM

Note: A maximum of ten references can be added.

The following example displays the contents of a generic carrier CSV file that includes a detail header row with two additional references:

```

TRACKING
NUMBER, EVENT/ALERT, DATE, TIME, CITY, STATE, COUNTRY, COMMENT, SIGNED FOR
BY, CARRIER NUMBER, SUBCONTRACTOR, SUBCONTRACTOR NUMBER
2020040038221, POC, 2020-01-23, 10:27, BOLOGNA, , IT, ETA
UPDATE, , 20232323, UPS, 1ZV2F878D994986186
    
```

## Appendix A: Sample Generic Carrier CSV File

```

Format,Ver1,,,,,,,,
CarrierId,,,,,,,,
NotificationTime,2019-09-18T10:00,,,,,,,,
AccountId,ABCDE,,,,,,,,
TRACKING
NUMBER,EVENT/ALERT,DATE,TIME,CITY,STATE,COUNTRY,COMMENT,SIGNED FOR
BY
2019040031007,DELIVERED,2019-09-17,08:53,BARI,,IT,Delivered,
2019040031053,DELIVERED,2019-09-18,08:47,REGGIO
EMILIA,,IT,Delivered,
2019040031086,DELIVERED,2019-09-18,08:47,REGGIO
EMILIA,,IT,Delivered,
2019040031087,DELIVERED,2019-09-18,08:47,REGGIO
EMILIA,,IT,Delivered,
2019040031128,DELIVERED,2019-09-18,08:47,REGGIO
EMILIA,,IT,Delivered,
2019040030491,LOST_DAMAGED,2019-09-18,05:07,PADOVA,,IT,,
2019040030493,LOST_DAMAGED,2019-09-18,05:07,PADOVA,,IT,,
2019040030514,LOST_DAMAGED,2019-09-18,05:07,PADOVA,,IT,,

```

## Appendix B: Supported Status Codes

Note: Carriers have the option of using the QAD GTTE codes listed in the table below, or their own carrier-specific status codes. If carrier-specific codes are used, conversion records are created to map them to the QAD GTTE codes.

**Table 2**  
Supported EVENT/ALERT Status Codes

Internal Code
ADDRESS PROBLEM
AWAITING COLLECTION
CANCELLED
CHANGE IN DELIVERY
COLLECTION ATTEMPTED
COLLECTION FAILED
CUSTOMS ISSUE
DELAY EXPECTED
DELIVERED
DELIVERY ATTEMPTED
DELIVERY FAILED
DELIVERY ON HOLD
DELIVERY REFUSED
EN ROUTE
ETA UPDATE
EXCEPTION
LATE DELIVERY

<b>Internal Code</b>
LOST DAMAGED
MANIFEST COMPLETE
OUT FOR DELIVERY
PICKUP FAILED
SHIPMENT RETURNED

## Appendix C: Generic CSV Field Mappings

Table 3

Header Elements

Element	Generic XML Field
NotificationTime	Dates.Date (DateType = NOTIFICATION)
AccountId	Shipment.CarrierShipperAccount

Table 4

Detail Elements

Column Number	CSV Field	Description	Generic XML Field
1	TRACKING NUMBER		Package.CarrierTrackingNumber
2	EVENT/ALERT	See <a href="#">Appendix B: Supported Status Codes</a> for more information on Event Types.	StatusCode.Status1
3	DATE	Date in the format YYYY-MM-DD.	StatusCode.StatusDateTime, Date.DateValue (where date type = SupplierDelivery)
4	TIME	Time in the format HH:mm.	StatusCode.StatusDateTime, Date.DateValue (where date type = SupplierDelivery)  When EVENT/ALERT code is ETA UPDATE, this is also saved as the ETA date.
5	CITY	City relevant to event.	StatusLocation.City
6	STATE	The state code, if applicable.	StatusLocation.StateOrProvince
7	COUNTRY	The ISO code relevant to event.	StatusLocation.Country
8	COMMENT	Package level comment.	StatusCode.StatusDescription1
9	SIGNED FOR BY	Only applies to a DELIVERED event.	Package.SignedBy

Column Number	CSV Field	Description	Generic XML Field
10-20	[Reference header]	Columns 11 and above are mapped as references. Column headings are used as the reference name. Maximum number of references is 10.	<code>OtherReference.ReferenceType</code> <code>OtherReference.ReferenceValue</code>

## Appendix D: Creating a CSV File in Microsoft Excel or a Text Editor

A comma-separated values (CSV)—or comma delimited—file is a formatted plain text file that stores basic database style information in a simple format.

Each line contains one record and each field in that record is separated by a tab. The first record in a CSV file must contain column (field) names. However, some header information can be optionally set before the column names.

To create a CSV file in Microsoft Excel:

1. Open Microsoft Excel.
2. Enter any optional header information in the first set of lines in the following format:  
`Optional Column Name, Optional Column Value`
3. Enter the column names in the header row.
4. Enter the table data.
5. Click File and select Save As.
6. Change the Save as type or Format field to CSV (Comma delimited).
7. Give the document a meaningful name and click Save.

To create a CSV file using a simple text editor, such as Notepad or TextPad:

1. Open the editor.
2. Enter each field, separated by a comma.
3. Save the document as a \*.csv file.