

Rating Workflow Options Guide

The purpose of this document is to guide on whether the “Rating Request to Order Create” or “Rating Request to Order Create with Quote ID” workflow best fits operational needs to create an executable order.

The aspects listed below outline key considerations in choosing a workflow. You can integrate with both, using each one as it fits the use case.

Workflow	Aspect	Advantages	Tradeoff
Quote Request to Order Create with QuoteID /v1/orders/quotes	Integration Experience	Development effort is <i>predominantly focused on the rating integration</i> ; only the quoteID is sent to create the order. Customers providing all needed data results in an <i>executable order</i> .	The customer system must provide all necessary data in the <i>rating phase</i> of their workflow and systems.
	Rate Certainty	Sending the quoteID as part of the tender process ensures that C.H. Robinson applies the <i>expected rate</i> 100% of the time.	The order is constructed from the data in the quote request; <i>if the tender data differs from that initial quote data, the order will be incorrect</i> in our TMS.
	Manual Intervention	Using this process produces an executable order in our TMS.	Shipments needing special services attributes cannot use this workflow (primary use cases: hazmat, drop trailer, team driver, liftgate, sanitary transport of food, and tanker endorsement.)
Quote Request to Order Create /v1/orders	Integration Experience	<i>Minimal data</i> is needed for rating allowing the customer to request rates at multiple stages of your shipment life cycle.	<i>The less data sent in the quote request, the more will be required as part of the order tender.</i>
	Rate Certainty	Sending a quoteID in the tender applies the expected rate to the CHR order 100% of the time, assuming the underlying <i>required</i> quote data matches to the same data on the order tender.	Sending a tender without a quoteID, or a tender whose data does not match the required data on a quote, will result in a <i>different rate</i> being applied to the C.H. Robinson Order.
	Manual Intervention	More complex orders (<i>such as hazmat</i>) can be created.	Sending minimum quote and order tender data will create a C.H. Robinson order <i>that requires manual updates</i> to execute.



Data requirements: An executable (no manual intervention) order requires all listed values; providing only **boldfaced** items will create an order that requires manual intervention and may not apply the expected rate.

Workflow	Rate Request	Order Request
Rating Request to Order Create with QuotelD /v1/orders/quotes	<i>Items:</i> All Modes: • actualWeight • weightUnit LTL additional: ○ freightClass ○ declaredValue ○ packagingCode ○ productCode ○ productName ○ packagingLength ○ packagingWidth ○ packagingHeight ○ packagingUnitOfMeasure <i>Stops:</i> (need origin and destination) • postalCode • countryCode • locationName • address1 • city • stateProvinceCode <i>Dates:</i> • shipDate <i>Other Values:</i> • customerCode <i>TransportModes:</i> • mode	quotelD



Workflow	Rate Request	Order Request
Rating Request to Order Create /v1/orders	<i>Items:</i> All Modes: • actualWeight • weightUnit LTL additional: ◦ freightClass <i>Stops:</i> (need origin and destination) • postalCode • countryCode <i>Dates:</i> • shipDate <i>Other Values:</i> • customerCode <i>TransportModes:</i> • mode	All Modes: • actualWeight • weightUnit LTL additional: ◦ freightClass ◦ declaredValue ◦ packagingCode ◦ productCode ◦ productName ◦ packagingLength ◦ packagingWidth ◦ packagingHeight ◦ packagingUnitOfMeasure <i>Stops:</i> (need origin and destination) • postalCode • countryCode • locationName • address1 • city • stateProvinceCode <i>Dates:</i> • shipDate <i>Other Values:</i> • customerCode <i>TransportModes:</i> • mode referenceNumbers quoteld

