

XML file specification

XML file contains important tags

- PRODUCTNAME – the name of a producer, product number or code
- ITEM_ID – definite and permanent product identification
- CATEGORYTEXT – the whole path to the product
- DELIVERY – shipping/delivery cost for particular products
- DELIVERY_DATE – correct info on product availability
- IMGURL_ALTERNATIVE, VIDEO_URL, ACCESSORY – for better presentation and product display
- ITEMGROUP_ID – size options, colors, designs, etc., particular products that can be associated together

An example of basic form of XML file

```
<?xml version="1.0" encoding="utf-8"?>
<SHOP>
  <SHOPITEM>
    <ITEM_ID>AB123</ITEM_ID>
    <PRODUCTNAME>Nokia 5800 XpressMusic</PRODUCTNAME>
    <PRODUCT>Nokia 5800 XpressMusic + pouzdro zdarma</PRODUCT>
    <DESCRIPTION>Klasický s plným dotykovým uživatelským rozhraním</DESCRIPTION>
    <URL>http://obchod.cz/mobily/nokia-5800-xpressmusic</URL>
    <IMGURL>http://obchod.cz/mobily/nokia-5800-xpressmusic/obrazek.jpg</IMGURL>
    <IMGURL_ALTERNATIVE>http://obchod.cz/mobily/nokia-5800-xpressmusic/obrazek2.jpg</IMGURL_ALTERNATIVE>
    <VIDEO_URL>http://www.youtube.com/watch?v=KjR759oWF7w</VIDEO_URL>
    <PRICE_VAT>6000</PRICE_VAT>
    <HEUREKA_CPC>5,8</HEUREKA_CPC>
    <MANUFACTURER>NOKIA</MANUFACTURER>
    <CATEGORYTEXT>Elektronika | Mobilní telefony</CATEGORYTEXT>
    <EAN>6417182041488</EAN>
    <PRODUCTNO>RM-559394</PRODUCTNO>
    <PARAM>
      <PARAM_NAME>Barva</PARAM_NAME>
      <VAL>černá</VAL>
    </PARAM>
    <DELIVERY_DATE>2</DELIVERY_DATE>
    <DELIVERY>
      <DELIVERY_ID>CESKA_POSTA</DELIVERY_ID>
      <DELIVERY_PRICE>120</DELIVERY_PRICE>
      <DELIVERY_PRICE_COD>120</DELIVERY_PRICE_COD>
    </DELIVERY>
    <DELIVERY>
      <DELIVERY_ID>PPL</DELIVERY_ID>
      <DELIVERY_PRICE>90</DELIVERY_PRICE>
      <DELIVERY_PRICE_COD>120</DELIVERY_PRICE_COD>
    </DELIVERY>
    <ITEMGROUP_ID>EF789</ITEMGROUP_ID>
    <ACCESSORY>CD456</ACCESSORY>
  </SHOPITEM>
  <SHOPITEM>
    ...
  </SHOPITEM>
</SHOP>
```

To import products in to our search engines XML file (or XML FEED) has to be created, which is a simple data format that carries all the info about your goods and prices. XML file is automatically generated from your website, so you can consult its creation and editing with your webmaster. Data export is a key for successful presentation and display of your website on Heureka.cz so we recommend preparing it according to following specifications for particular items. Max amount of selling items in XML file is 500 000.

Warning!

Data Export

Data Export does not include items that are unsellable, unavailable or sold out. When changing URL address of your products, product names or categories in XML all the products are de-paired and then they wait to be paired again, which can take up to 4 days. That is why you should keep same URL addresses in XML file.

Product options

If you sell products such as apparel, mattresses, bicycles, roller skates, strollers, satellites where products have multiple options (different colors, designs, materials, sizes, components, etc.) under a unique EAN, please be aware of the option tag ITEMGROUP_ID.

XML availability

You can get current and detailed info about product availability through XML feed itself

XML file processing

Your XML file is downloaded every 2 hours in PPC mode so we can guarantee current price. In the FREE mode this file is downloaded every 4 hours. You are responsible for the file to be up-to-date so the data is relevant.

XML file compression

The basic XML file can also be in GZip format. So you can use GZip compression of HTTP transfer of this file. All you need is to have your HTTP server to be configured so it supports this compression, which usually is standard. The compression is then processed transparently on HTTP server and decompression follows on our HTTP server. This saves the volume of transferred data however we do accept XML files with up to 500 000 selling items in PPC and FREE mode.

XML header updating

Before XML file download we check the date of its last modification through HTTP header "Last-Modified". We recommend you configure your HTTP server so it sends this information. This will eliminate unnecessary server overload on both sides, which would be caused by downloading unchanged XML files.

Main XML

SHOP

Root element, it is only included in a file once.

SHOPITEM

The element includes **information about a specific product**. It is included in the file as many times as many product versions there are.

ITEM_ID

It is a unique product label within an e-shop. It has to remain unique forever, so we are able to clearly identify a product for “Verified by customer” service or “Available XML file”, even when URL changes.

A combination of max 36 characters [0-9a-zA-Z_\-], numbers 0 through 9, lower case and upper case letters without diacritics, underscores and dashes. This Tag is not used for item pairing yet.

The use of this tag is also necessary for the Heureka Cart model to function.

PRODUCTNAME

It is an exact name of a product. It can't contain any other information, e.g. a free gift, a free case or a free charger, etc. Same value also has to be included in the PRODUCT tag, otherwise it will not be considered valid. If product names won't include product numbers, we may not be able to correctly identify the products and then subsequently pair them. Maximum product name length is 255 characters.

✓ Canon PowerShot SX100 red

✗ Digital camera Canon SX100 Power-shot+charger

Required information in the product name for individual categories:

In general, the name can't be too broad (e.g. mobile phone). If you include the manufacturer, product line and product number in the name of a product, the product should be categorized correctly.

Regarding product versions that differ in color, size, flavor, amount and other attributes, all these parameters have to be distinguished in the name of the product, so they don't merge into one version.

Producer

Each product name should contain the name of a producer, so achieve a clear product distinction.

Product number/label

All electronics have to have a product code that specifically determines the right product including all different parameters such as color, material, type of display, etc., we're referring to a product option/version.

Amounts

Products that are normally sold in specific amounts do not have to state the amount. (i.e. tires 4pcs, speakers 2pcs, etc.). However, if you're selling different amounts and the price comparison would not be relevant, specify the amount in the product name.

Color

Each product option, different color of a phone, a camera, a T-shirt, roller skates, a stroller, a fridge, tennis shoes, glasses, etc. has to be specified in the name of a product, so the product options are distinguished.

Specification/type

The difference in the product type has to be specified in the name of a product. (i.e. Perfumes – eau de toilette x perfume water, light bulbs – regular x LED, sofas – 2-x 3-seat, etc.).

Dimensions/sizes

Products such as duvet covers, beds and rugs have to specify the dimension in their name or a PRODUCT tag (i.e. 90x200). Products such as bikes, skis, contact lenses or apparel have to specify the size in their name.

Year

Products that change their features every year or season (i.e. material, pattern, etc.) have to specify the year in their name (i.e. sporting goods – bikes, downhill skis or car seats, strollers, wine, etc.).

Author and EAN

Books, maps, textbooks have to clearly specify an author and EAN or ISBN. E-books have to have their own category.

Versions

Products, such as software, have to contain all the attributes of a product option, what edition is it, how many users for, what license, etc.

Pattern

Products like backpacks, duvet covers, house accessories, etc. have to distinguish a pattern in their name so the users can choose a particular product option.

Flavor

Products, such as pet food, dried meat, fitness supplements, etc. have to specify the flavor in their name.

Material

Products such as furniture have to specify the material they're made of, i.e. oak, pine, cherry.

[The examples of correct product names are here.](#) (Only in Czech)

PRODUCT

It includes **PRODUCTNAME + additional info**. This name will be displayed in the price comparison, e.g. "Whirlpool WBA 43983 NFC IX-5 year extended warranty".

Maximum product name length is 255 characters for fulltext search display. Product detail in Heureka catalogue only displays 200 characters.

Authorized extensions:

- Extended warranty
- x year warranty on engine, parts..
- "to your door" delivery surcharge/ convenience fee
- Extension of warranty/post-warranty service
- Free maintenance
- Extended return policy
- Only in-person pick up
- Gift-wrapping and other services regarding the product

Unauthorized extensions:

- Free delivery – to be specified only in DELIVERY tag
- Distribution – to be specified in PARAM tag
- Availability - specify in availability feed
- Authorized seller
- Payment plan sale
- In-person pick up in x branches/locations
- Discount for the next purchase and other forms of discounts (immediate discount, a sale, bonus..)

DESCRIPTION

It's a **product description**. Try to give the most relevant description, it is considered in fulltext search. It should contain product description and specification without an advertisement of free delivery, sale and particular e-shop. Excessive punctuation is prohibited. Number of characters in DESCRIPTION tag is unlimited however fulltext only displays 200 characters.

URL

It's a link to a website of a particular product offer in an e-shop. This website has to state a price of a product and an option to add a product to the cart. The URL address has to be unique within the whole feed.

IMGURL

It's a link to the main/primary image of a product.

Image requirements:

The address can't contain spaces or diacritics. Maximum length of an image URL address is 255 characters. If you have one image for multiple products, use the same address for each and every product (the address does not have to be unique within feed). In addition, the image should not have clear background. When changing an image on an e-shop website it is also necessary to change an image URL address in XML file. Minimum required image size is 20x50 or 50x20 pixels, however to ensure a quality image, it is necessary to have at least 30000 pixels (approximately 175x175 pixels). Maximum image size is 4096x4096 pixels and max. 2000 KB (2MB) of data.

Only submit product images (*jpeg preferably). Do not put these types of images in the feed: <http://www.srovnanicen.cz/static/css/image/bez-obrazku.gif>. Make sure not to rotate images on one URL (one address must contain the same image). Our system can download an image from your website at any time and wrong product images (or no images) might be displayed in such case.

Images must be universal and general, they can't contain watermark, they can't display a sale or bonus as well as a notification of a product advantage or an award. Otherwise the images will be blocked.

In case your e-shop is a part of Heureka's Cart and it sends images with watermark, your offers will not be displayed on TOP position even if they're the best bargain (they will only be displayed in price comparison).

IMGURL_ALTERNATIVE

It's a link to another product image, e.g. different angle image, the whole package image, etc..It can be presented multiple times.

VIDEO_URL

It's a link to a video review of a product. It can only be links to videos located on www.youtube.com.

PRICE_VAT

It's a final price including VAT. It has to include copyright and recycle fees.

Price presenting

The prices on Heureka.cz are final.

These are the price presenting formats:

- 25 000
- 25000
- 25000,50
- 25000.50

Do not use a point/dot (".") as a separator of thousands/millions as it is used to separate decimal points. Only use 2 decimal points to show a price.

If your e-shop is a part of Heureka`s Cart, it is necessary in this tag to send us product prices already rounded up to whole crowns.

ITEM_TYPE

To distinguish new entries. This tag labels these product types:

- Used or refurbished
- Damaged, non-original or bulk packaging (White box, OEM, blist, etc.)
- Returned within 14 days
- Without adequate warranty
- Second degree quality
- Display items, testers
- Unwrapped/opened
- And others that Heureka doesn`t consider as new products.

```
<ITEM_TYPE>bazar</ITEM_TYPE>
```

Heureka is preparing an entirely new concept for above mentioned products. At this time such products can`t be labeled as new. They can be labeled as bazaar, used or don`t include them in XML file for Heureka at all.

PARAM

Here you can state **product parameters**, if the parameters are not filled out, your products will not be displayed in particular filtering. The parameter Size is mandatory in section Fashion.

Value format <VAL> can be “**yes x no**” in case you answer “does have” or “does not have” regarding characteristics/attributes. In case the answer regarding characteristics is different or it is numerical, the value <VAL> is filled out with that particular answer or numeral/number.

Numeral parameter such as weight, noise level, etc.. Has to contain not only the number but also the unit of measurement in the value <VAL>.

```
<PARAM>
  <PARAM_NAME>určení</PARAM_NAME>
  <VAL>dámské</VAL>
</PARAM>
<PARAM>
  <PARAM_NAME>objem</PARAM_NAME>
  <VAL>100ml</VAL>
</PARAM>
<PARAM>
  <PARAM_NAME>VELIKOST</PARAM_NAME>
  <VAL>S</VAL>
</PARAM>
<PARAM>
  <PARAM_NAME>BARVA</PARAM_NAME>
  <VAL>ČERNÁ</VAL>
</PARAM>
```

MANUFACTURER

It contains **the name of the product manufacturer**. It's used for placement under filtering parameter, not for item pairing. And so the manufacturer has to be included in the tag PRODUCTNAME as well. If the product is sold under a different brand name that is not the same as the manufacturer name, and the users search the product using this brand name, state the brand name. E.g. laundry detergent Palmex is made by Henkel, put Palmex to the MANUFACTURER tag.

CATEGORYTEXT

It places the product in a category. Always give a whole path to the product, the same way you have it on your e-shop site (your category is sufficient, if it clearly determines the type of a product). You can also use our tree of active categories <http://heureka.cz/direct/xml-export/shops/heureka-sekce.xml>

- ✓ Electronics | Cell phones/Mobile phones | Accessories | Chargers | Original
- ✗ Chargers

If your products are not categorized based on 100% match of the name and the name on Heureka, or thanks to EAN, the correct Categorytext is the only option to match (categorize) products.

The categories always have to clearly determine a type of product that is in a particular category.

- ✓ Electronics | TVs | LCD TVs
- ✓ Electronics | Kitchen appliances | Other kitchen appliances | Waffle makers
- ✓ Kids | Toys | Babies | Rattles
- ✓ Cosmetics | Face care | Face lotions
- ✓ Pets | Dogs | Dog food
- ✓ Apparel | Women | Tops

- ✗ TVs
- ✗ Other kitchen appliances
- ✗ Bands/Manufacturer | Bosch
- ✗ Toys | Cars
- ✗ Cosmetics | Face care
- ✗ Pets | Food
- ✗ Apparel | Women
- ✗ Apparel | T-shirts

Note: Divide the subcategories the following way: CATEGORY space | space SUBCATEGORY

EAN

EAN code is used to label individual product sorts. We support EAN 13 format. Don't use internal numbers of products, use official product codes! ([more on EAN code](#))

EAN code is a required item for these categories: Books, Textbooks, Maps and guides, Movies, Music, Comics.

ISBN

Alphanumeric code used for unambiguous identification of published books. We support ISBN-10 and ISBN-13 formats. The numbers in ISBN code are divided by a dash, e.g. "9978-0-123456-47-2". ([more on ISBN code](#))

HEUREKA_CPC

This tag is used **to set maximum price that you can offer per click**. Decimal points are divided by a comma. Maximum price per click is 100 CZK. If you don't want to bid, leave the tag empty or don't present it at all. **Do not use a number 0.**

DELIVERY_DATE

Delivery date shown in days, that means amount of time between receiving a payment (in case of cash on delivery the time of receiving an order) and a product shipment. The numerical value is then automatically transferred into text expression.

The availability is the shown on Heureka as following:

- In stock – 0 (applies for the product in stock in Czech republic)
- Within 3 days – 1-3
- Within a week – 4-7
- Within 2 weeks – 8-14
- Within a month- 15-30
- More than a month – 31 and more
- Info in store – delivery date is not shown

Note:

Detailed and current info about availability of goods may also be provided by a separate XML feed ([more on Availability XML](#)), that is updated every 10mins.

Examples:

- Goods that are in stock can be presented as:

```
<DELIVERY_DATE>0</DELIVERY_DATE>
```

- Delivery date is stated in days (numeral value only)

```
<DELIVERY_DATE>4</DELIVERY_DATE>
```

- Delivery date is shown by a date – from this date the product will be on the market

```
<DELIVERY_DATE>2013-08-15</DELIVERY_DATE>
```

Note: This indication is only for products that are newly released on the market and are only available from a certain date, provided there is an option to pre-order. In case the products are unavailable over a long period of time and the approximate delivery date is unknown, these products can't be included in XML file.

DELIVERY

A delivery method and its price, that is used to deliver particular product. It is repeated as many times as many delivery methods can be used to deliver this product.

Includes these tags:

- DELIVERY_ID – a string identifying a carrier. It can be chosen from our designated carriers only, don't use any other ones other than what we offer.
- DELIVERY_PRICE – final price (VAT included) of a particular delivery method for this product when paying beforehand
- DELIVERY_PRICE_COD – final price (VAT included) of a particular delivery method for this product including cash-on-delivery fee. If the price of delivery with the cash-on-delivery fee is the same as a regular price, just repeat that price in this tag. If the cash-on-delivery method is not available then don't use this tag.

Note: if you use various services from your carriers, state the lowest price, however the lowest price service has to offer delivery all over CZE.

Supported carriers

Here are supported carriers in following phrasing/wording:

Česká pošta - Balík Do ruky

<DELIVERY_ID>CESKA_POSTA</DELIVERY_ID>

Česká pošta - Balík Na poštu

<DELIVERY_ID>CESKA_POSTA_NA_POSTU</DELIVERY_ID>

Česká pošta - Doporučená zásilka

<DELIVERY_ID>CESKA_POSTA_DOPORUCENA_ZASILKA</DELIVERY_ID>

ČSAD Logistik Ostrava

<DELIVERY_ID>CSAD_LOGISTIK_OSTRAVA</DELIVERY_ID>

DPD (do not use for DPD ParcelShop)

<DELIVERY_ID>DPD</DELIVERY_ID>

DHL

<DELIVERY_ID>DHL</DELIVERY_ID>

DSV

<DELIVERY_ID>DSV</DELIVERY_ID>

FOFR

<DELIVERY_ID>FOFR</DELIVERY_ID>

Gebrüder Weiss

<DELIVERY_ID>GEBRUDER_WEISS</DELIVERY_ID>

Geis (do not use for Geis Point)

<DELIVERY_ID>GEIS</DELIVERY_ID>

GLS

<DELIVERY_ID>GLS</DELIVERY_ID>

HDS

<DELIVERY_ID>HDS</DELIVERY_ID>

HeurekaPoint

<DELIVERY_ID>HEUREKAPOINT</DELIVERY_ID>

InTime

<DELIVERY_ID>INTIME</DELIVERY_ID>

PPL

<DELIVERY_ID>PPL</DELIVERY_ID>

Seegmuller

<DELIVERY_ID>SEEGMULLER</DELIVERY_ID>

TNT

<DELIVERY_ID>TNT</DELIVERY_ID>

TOPTRANS

<DELIVERY_ID>TOPTRANS</DELIVERY_ID>

UPS

<DELIVERY_ID>UPS</DELIVERY_ID>

FedEX

<DELIVERY_ID>FEDEX</DELIVERY_ID>

Raben Logistics

<DELIVERY_ID>RABEN_LOGISTICS</DELIVERY_ID>

Vlastní přeprava

<DELIVERY_ID>VLASTNI_PREPRAVA</DELIVERY_ID>

Note: if you offer your own delivery method, it has to be available all over CZE.

ITEMGROUP_ID

A name of a group of products, that mutually represent product version. A combination of max 36 characters [0-9a-zA-Z], numbers 0-9, lower case and upper case letters without diacritics, underscores and dashes.

Options in XML feed 2.0

Each version differs in size, color, pattern, set and a sort of a product. The same category is then labeled in feed in tag ITEMGROUP_ID.

E.g.:

```
<?xml version="1.0" encoding="utf-8"?>
```

```
<SHOP>
```

```
<SHOPITEM>
```

```
<ITEM_ID>325236407</ITEM_ID>
```

```
<PRODUCTNAME>Adidas Superstar 2 W EUR 36</PRODUCTNAME>
```

```
<PRODUCT>Adidas Superstar 2 W EUR 36 - novinka</PRODUCT>
```

<DESCRIPTION>V rámci kolekce Originals uvádí adidas sportovní obuv The Superstar, která je již od svého vzniku jedničkou mezi obuví. Jejím poznávacím znamením je mimo jiné detaily designové zakončení špičky. Díky kvalitnímu materiálu a trendy vzhledu, podtrženého logy Adidas uvnitř boty i na ní, bude hvězdou vašeho botníku.</DESCRIPTION>

```
<URL>http://www.obchod-s-obuvi.cz/boty/adidas-superstar-2-w7/eur-36/</URL>
```

```
<IMGURL>http://www.obchod-s-obuvi.cz/pictures/403078.jpg</IMGURL>
```

```
<IMGURL_ALTERNATIVE>http://www.obchod-s-obuvi.cz/pictures/403080.jpg</IMGURL_ALTERNATIVE>
```

```
<MANUFACTURER>Adidas</MANUFACTURER>
```

```
<CATEGORYTEXT>Obuv | Dámská obuv</CATEGORYTEXT>
```

```
<EAN>5051571703857</EAN>
```

```
<PRODUCTNO>G43755</PRODUCTNO>
```

```
<PARAM>
```

```
<PARAM_NAME>Velikost</PARAM_NAME>
```

```
<VAL>EUR 36</VAL>
```

```
</PARAM>
```

```
<DELIVERY_DATE>2</DELIVERY_DATE>
```

```
<DELIVERY>
```

```
<DELIVERY_ID>CESKA_POSTA</DELIVERY_ID>
```

```
<DELIVERY_PRICE>120</DELIVERY_PRICE>
```

```
</DELIVERY>
```

```
<ITEMGROUP_ID>ZD563</ITEMGROUP_ID>
```

```
</SHOPITEM>
```

```
<SHOPITEM>
```

```
<ITEM_ID>325236408</ITEM_ID>
```

```
<PRODUCTNAME>Adidas Superstar 2 W EUR 37</PRODUCTNAME>
```

<DESCRIPTION>V rámci kolekce Originals uvádí adidas sportovní obuv The Superstar, která je již od svého vzniku jedničkou mezi obuví. Jejím poznávacím znamením je mimo jiné detaily designové zakončení špičky. Díky kvalitnímu materiálu a trendy vzhledu, podtrženého logy Adidas uvnitř boty i na ní, bude hvězdou vašeho botníku.</DESCRIPTION>

```
<URL>http://www.obchod-s-obuvi.cz/boty/adidas-superstar-2-w7/eur-37/</URL>
```

```
<IMGURL>http://www.obchod-s-obuvi.cz/pictures/403078.jpg</IMGURL>
<IMGURL_ALTERNATIVE>http://www.obchod-s-
obuvi.cz/pictures/403080.jpg</IMGURL_ALTERNATIVE>
<MANUFACTURER>Adidas</MANUFACTURER>
<CATEGORYTEXT>Obuv | Dámská obuv</CATEGORYTEXT>
<EAN>5051571703864</EAN>
<PRODUCTNO>G43755</PRODUCTNO>
<PARAM>
  <PARAM_NAME>Velikost</PARAM_NAME>
  <VAL>EUR 37</VAL>
</PARAM>
<DELIVERY_DATE>2</DELIVERY_DATE>
<DELIVERY>
  <DELIVERY_ID>CESKA_POSTA</DELIVERY_ID>
  <DELIVERY_PRICE>120</DELIVERY_PRICE>
</DELIVERY>
<ITEMGROUP_ID>ZD563</ITEMGROUP_ID>
</SHOPITEM>
<SHOPITEM>
...
</SHOPITEM>
</SHOP>
```

ACCESSORY

It contains **ITEM_ID items, that are accessories for this product**, e.g. charger, case, etc..it can be used multiple times.

GIFT

It includes a text description of gifts or items that are free with a product purchase. A limit for the name length of one gift is 250 characters.

```
<?xml version="1.0" encoding="utf-8"?>
<SHOP>
<SHOPITEM>
...
  <GIFT>Free case</GIFT>
  <GIFT>Free memory stick</GIFT>
</SHOPITEM>
</SHOP>
```

It can be used multiple times in case all the gifts come with the product for free. If there is an option to choose between gifts then only one gift is used.

A gift is an object or a voucher for particular item, it is not a discount or a service.

Most common errors

1. Replacing some symbols (“&”, “>”, “<”) by entities

```
<MANUFACTURER>Black & Decker</MANUFACTURER>
```

Possible solution

```
<MANUFACTURER>Black &amp; Decker</MANUFACTURER>
```

```
<MANUFACTURER><![CDATA[Black & Decker]]></MANUFACTURER>
```

2. Unclosed element

```
<PRODUCT>Clinique Happy EdP 30ml  
<DESCRIPTION>Tenoučkový slide-up s bohatou multimediální výbavou</DESCRIPTION>  
<URL>http://obchod.cz/parfemy/clinique-happy-edp</URL>
```

3. Wrong URL format

```
<IMGURL>/parfemy/clinique-happy-edp/obrazek.jpg</IMGURL>
```

```
<IMGURL>není</IMGURL>
```

```
<URL>http://obchod.cz/noční krém</URL>
```

4. Lower case tags

Your XML file contains filled out product parameters or delivery but they are not displayed on Heureka?

Check and see if you are using lower case tags. Heureka does not recognize such tags. You always have to use upper case letter in tags.

```
<param>  
  <param_name>barva</param_name>  
  <val>červená</val>  
</param>
```

```
<delivery>  
  <delivery_id>CESKA_POSTA</delivery_id>  
  <delivery_price>45</delivery_price>  
  <delivery_price_cod>58</delivery_price_cod>  
</delivery>
```