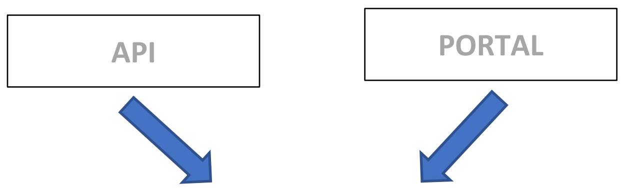


SANDBOX

DEVELOPMENT ENVIRONMENT

User Guide

07-19-2021
VER 1.0a

Sandbox User Guide

TABLE OF CONTENTS

1. INTRODUCTION

IMPORTANT! THE PORTAL ONLY WORKS IN THE SANDBOX ENVIRONMENT, NOT IN PRODUCITON.

Sandbox is a development environment for Adobe Partners that are making the transition to the VIP Market Place and need to test the integration of Adobe's Commerce Partner APIs with their marketplaces. Sandbox faithfully duplicates the production environment, which allows the Partner to fully test and implement Adobe's Commerce Partner API (CPAPI) calls without interacting with any production data.

Interaction with Sandbox can happen through API calls, through the Sandbox Partner Portal (the Portal, https://partnerportal-sandbox.adobe.com/), or both as shown in the matrix below:

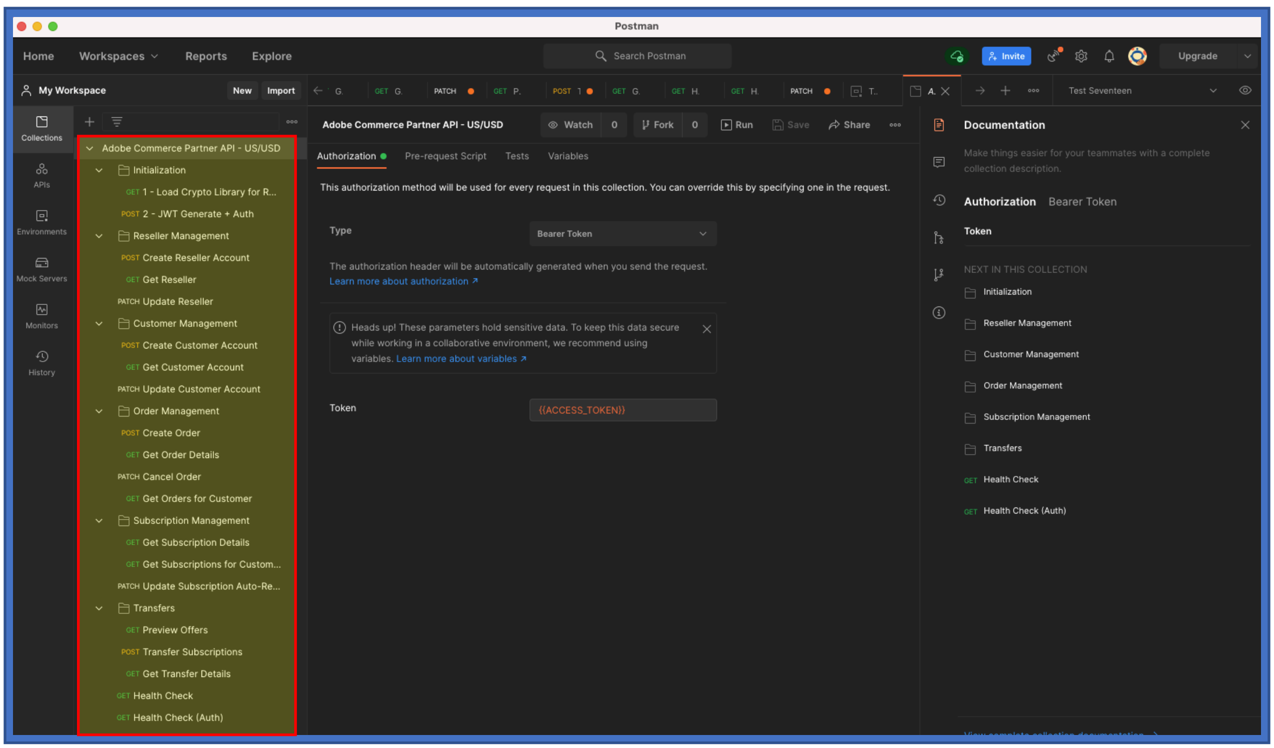
CPAPI Call	API calls	Portal
Reseller Management		
Create Reseller Account	X	X
Get Reseller (view Reseller details)	X	X
Update Reseller Information	X	
Edit Reseller Status		X
Customer Management		
Create Customer Account	X	X
Get Customer Account (view Customer details)	X	X
Update Customer Account	X	
Edit Anniversary/Co-Term Date		X
Edit Customer Status		X
Trigger Auto Renewal		X
Order Management		
Create Order	X	X
Get Order Details	X	X
Cancel Order	X	X
Get Orders for Customer	X	X
Edit Order Status (other than cancelling order)		X
Subscription Management		
Get Subscription Details	X	X
Get Subscription for Customer	X	X
Update Subscription Auto-Renewal	X	X
Transfers		
Preview Offers	X	
Transfer Subscriptions	X	
Get Transfer Details	X	X
Update Transfer Status		X
Create Membership ID		X
View Created Memberships		X
Delete Membership IDs		X

In addition to CPAPI interaction, the Portal offers other capabilities as follows:

- A list of ineligible Membership IDs for testing
- A list of all offers available to your distributor
- A list of all available distributor regions, along with their associated countries, country regions, postal codes, and currencies
- An Address Validator
- Search/Filter/Sort Capabilities within Reseller, Customer, Order, Transfers, & Memberships data
- Distributor Management
- Additional Links
- Partner CPAPI support

2. POSTMAN API COLLECTION

As part of the onboarding process, we offer a Postman collection which contains all our preset API calls for convenient interaction with CPAPI.



You may opt for an alternate method to interact with CPAPI. If you would like to learn more about getting started with Postman, you can start here: https://learning.postman.com/docs/getting-started/introduction/

Throughout this guide we will use Postman screenshots to showcase API interactions.

3. API INTERACTION BASICS

3.1. Getting and Renewing an API Access Token

One of the key requirements to getting back a successful response when making a call in the CPAPI Collection is to have a valid access token. A token is valid upon fulfilment of these two steps:

1. Run the GET initialization call (Load Crypto Library for RS256).
2. Run the POST initialization call (JWT Generate + Auth). This step validates the user for 24 hours and will need to be repeated once it has expired. Failure to do so will result in a **403 Unauthorized** error when making calls to the CPAPI.

3.2. API Documentation

API interaction with Sandbox can be achieved through preset calls inside of the **Adobe Commerce Partner API Collection**.

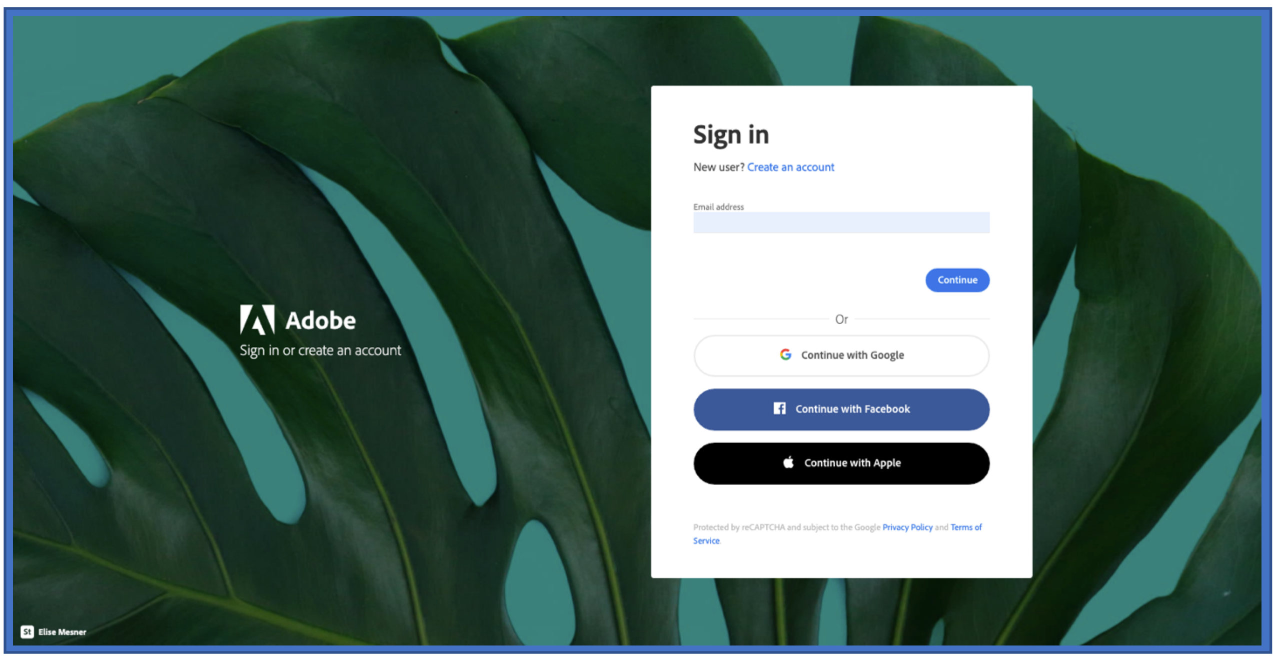
Detailed information on all the API calls can be found in the document ***External API Documentation***. Both the Adobe Commerce Partner API Collection and the External API Documentation can be viewed and downloaded from the **VIP Marketplace Partner Hub** (https://adobe.sharepoint.com/sites/VIPMarketplacePartners) under **API Materials**.

Throughout this guide we will use Postman screenshots to showcase API interactions. Other platforms and methods can and may be used to interact with the API.

4. SANDBOX PARTNER PORTAL INTERACTION BASICS

The Sandbox Partner Portal (the Portal) is a web site used for viewing and interacting with data in the Sandbox environment of Adobe's Commerce Partner API (CPAPI). The Portal provides additional functionality to generate test cases and directly manipulate data, which is not available through the API or in any other environment. We hope that the Portal will help the development and testing of your integration with the CPAPI. **THE PORTAL ONLY WORKS IN THE SANDBOX ENVIRONMENT, NOT IN PRODUCTION.**

Sandbox Portal URL: https://partnerportal-sandbox.adobe.com/
Access to the Portal is granted using a username and a password. The username is an email address that must be associated with an Adobe ID, or the Portal will display a message that the account does not exist. Should a message appear when logging in about an account not existing, the user should try to create an Adobe ID associated with the email before contacting support.

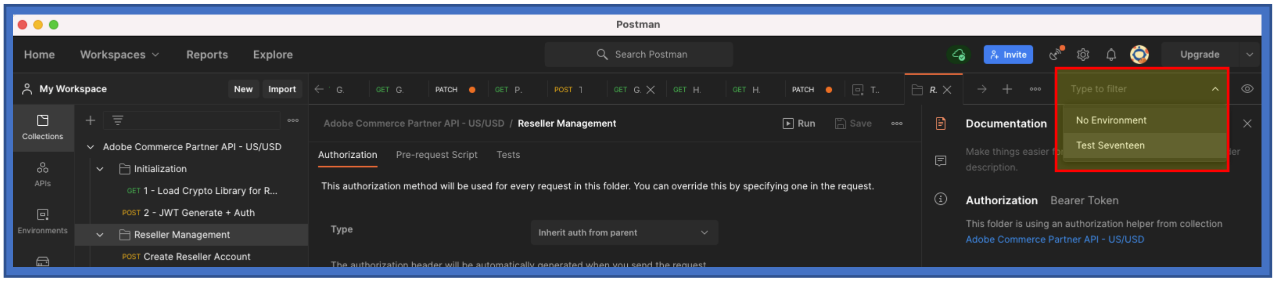


5. DISTRIBUTOR SELECTION

5.1.1. Distributor Selection in Postman

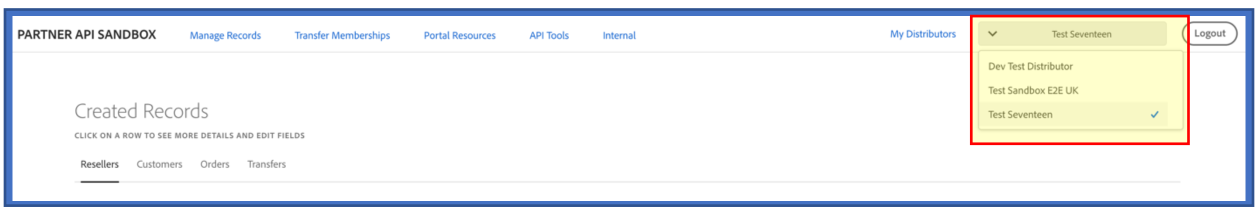
An authorized Sandbox user may have access to one or more Distributors. By selecting a specific distributor, the data in any future calls will be associated with that distributor alone. This is due to the one-to-many relationship between Distributor and Reseller.

When onboarding onto the Sandbox, Partners are given a Postman environment file containing the distributor's credentials and other environments variables specific to the one distributor. If using Postman, the distributor environment file should be imported into the application and selected as the current environment. To change Distributors through Postman, select a different distributor through the dropdown menu located on the upper-righthand side of the Postman interface as shown below:



5.1.2. Distributor Selection in the Portal

An authorized Portal user may have access to one or more Distributors. To toggle Distributors, the user can select their desired Distributor from the drop-down menu located on the right side of the menu bar.



A Portal user may request access to more Distributors by contacting the Distributor administrator. It is important to note that having access to credentials does not automatically grant access to the Portal (and *vice versa*). Credentials may be shared as desired, but portal access is managed separately through the Portal.

6. API CALLS AND PORTAL INTERACTION

We will address the preset API calls and Portal interactions according to the following classification:

- Reseller Management
- Customer Management
- Order Management
- Subscription Management
- Transfers

6.1. Reseller Management

Creating a Reseller is one of the first steps when using the CPAPI as many further actions and entities depend on the existence of at least one reseller account. For example: to place an Order, there must be a Customer and to create a Customer, there must be a Reseller.

6.1.1. Creating a Reseller

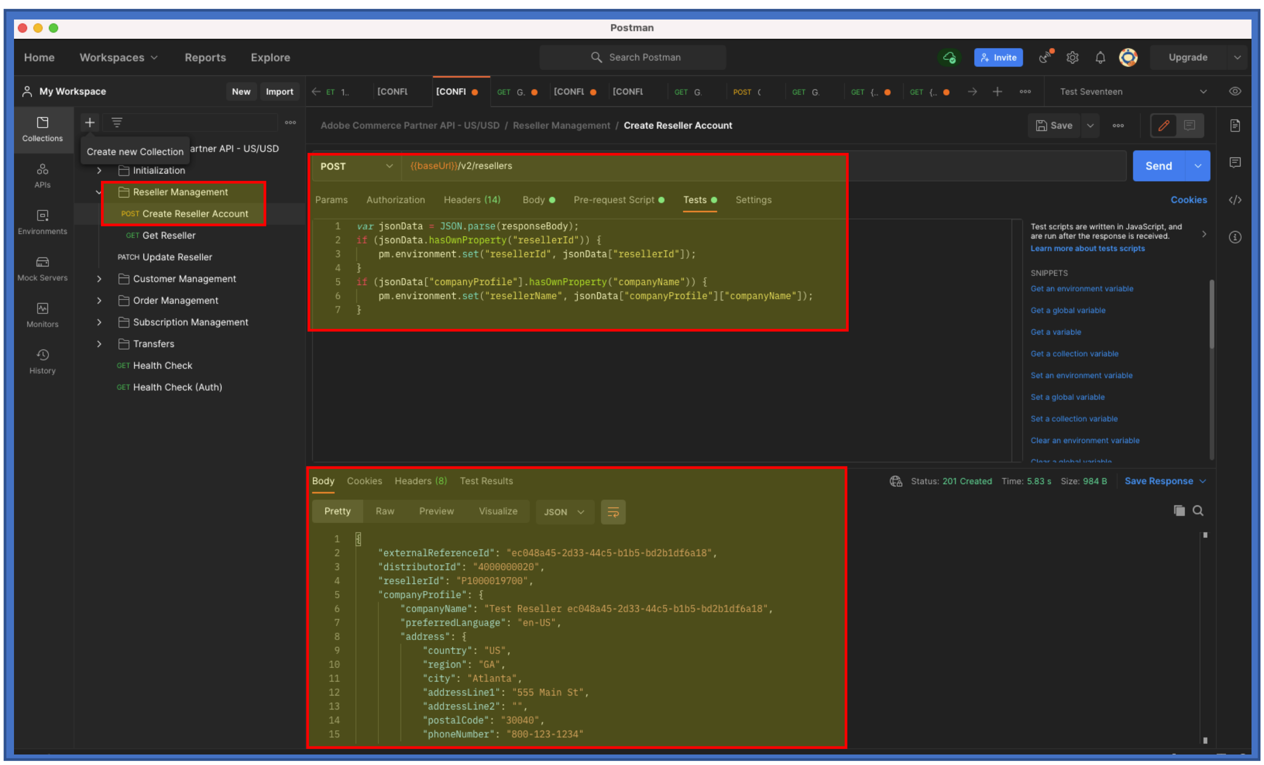
6.1.1.1. Creating a Reseller Through an API call

Resellers can be created through POST API calls.

To create a Reseller, use the preset POST call **Create Reseller Account.**

The **Create Reseller Account** call will send a POST request to the API. The API response will display the generated Reseller information.

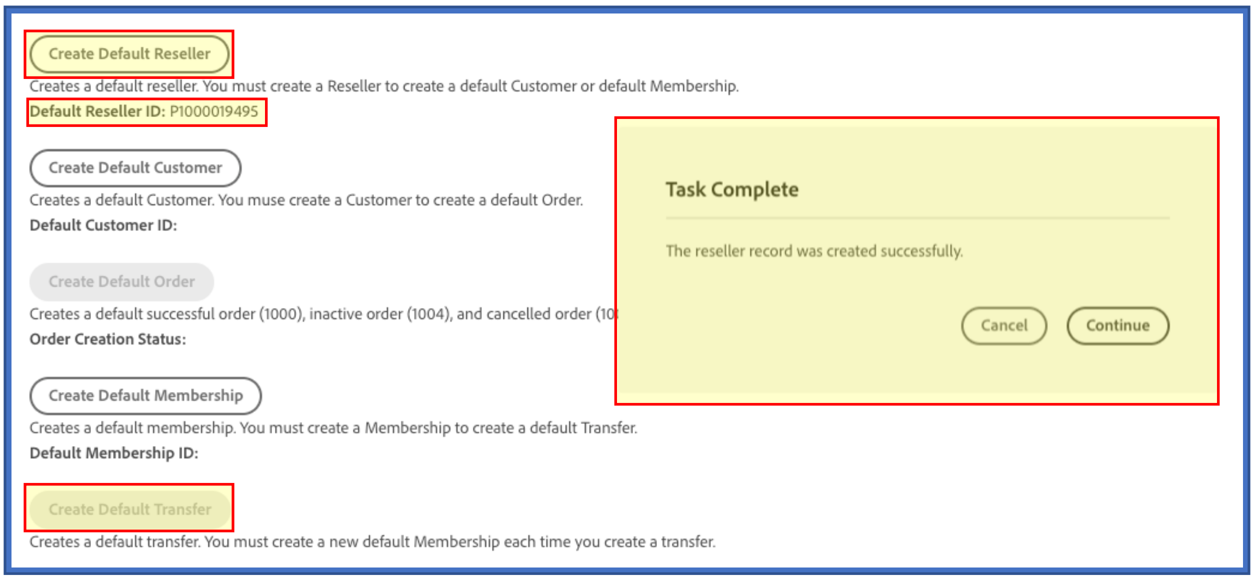
When creating a Reseller account, it is important to note that the address of the Reseller must match the region of the Distributor as Resellers are not allowed to sell products outside the Distributor's region.



6.1.1.2. Creating a Reseller Through the Portal

To create a default Reseller, navigate to the **API Tools** tab in the Portal. This will land you in the **Create Default Records** page. Here you can either create a Default Reseller (click on the **CREATE DEFAULT RESELLER** button) or you may create a Default Set of records (click on the **CREATE DEFAULT SET** button), which includes a Reseller, a Customer, an Order, a Membership, and a Transfer.

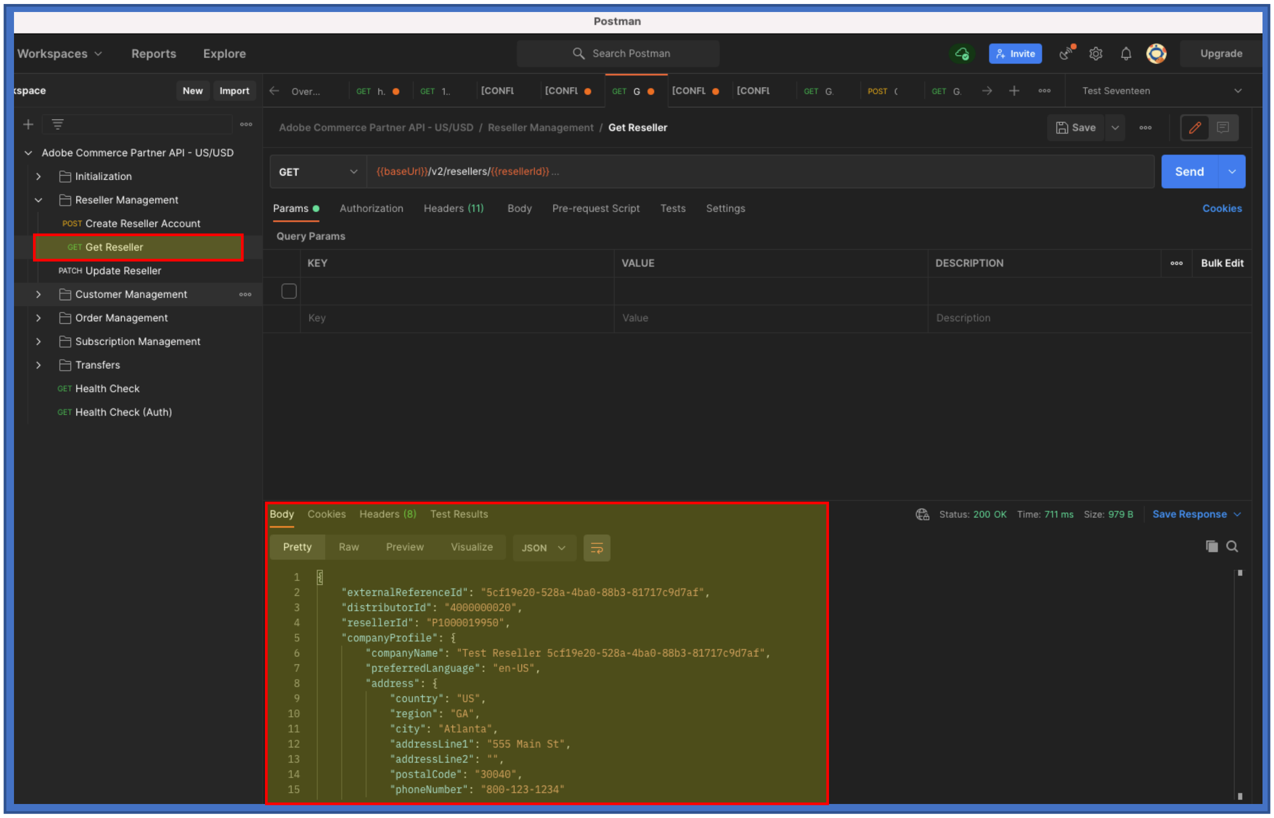
When a Default Reseller has been successfully created, a confirmation message (**Task Complete**) will be displayed, and a Default Reseller ID will be assigned.



6.1.2. Getting and Viewing Reseller Information

6.1.2.1. Viewing Reseller Information Through and API Call

Reseller information can be obtained through the API call **Get Reseller Account**. This preset GET call requires no body information in the request and the API response will provide the same information as in the **Create Reseller** call.

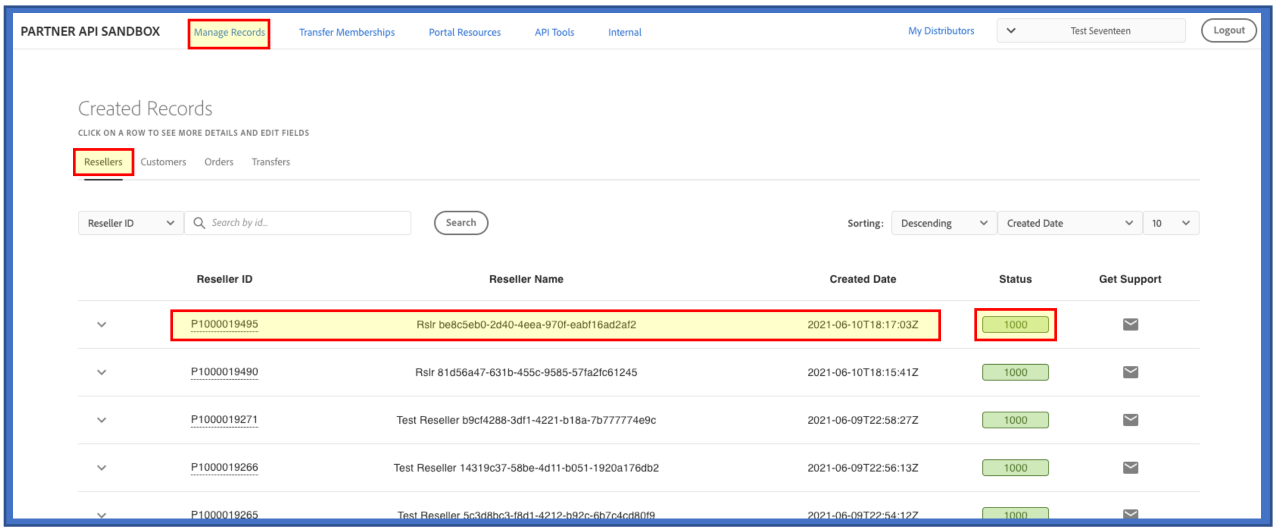


6.1.2.2. *Viewing Reseller Information in the Portal*

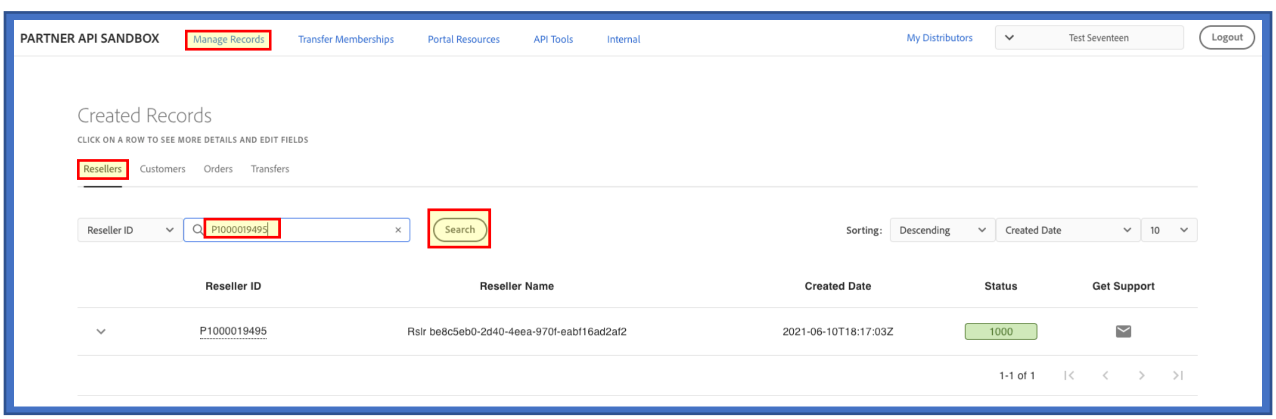
A newly created Reseller will be added to the **Created Records -> Resellers** page under the **Manage Records** tab.

By default, the list of Resellers is sorted in descending order by Created Date with the most-recently created Reseller displayed first.

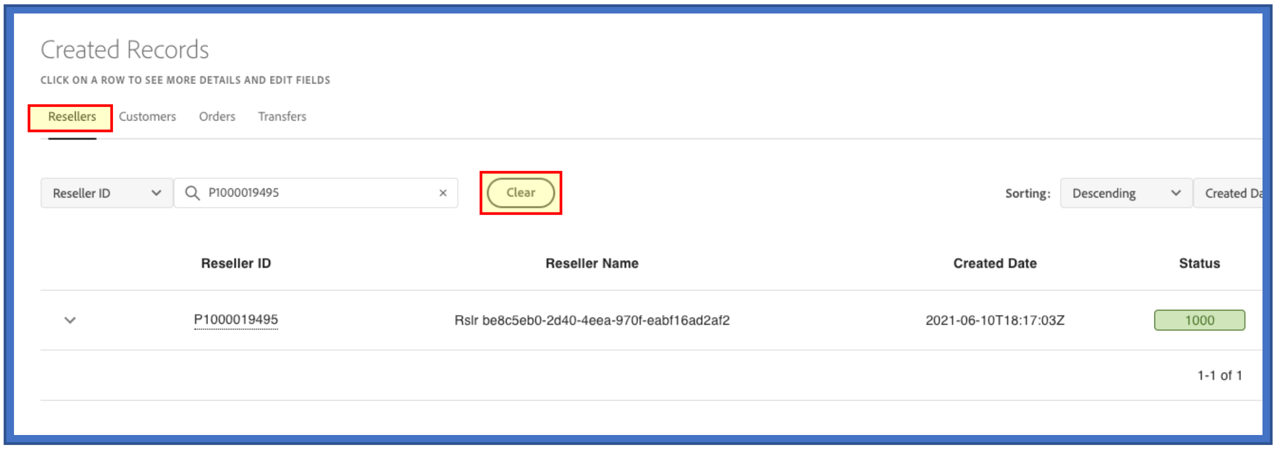
A successfully created Reseller has a designated status of 1000 (Success)



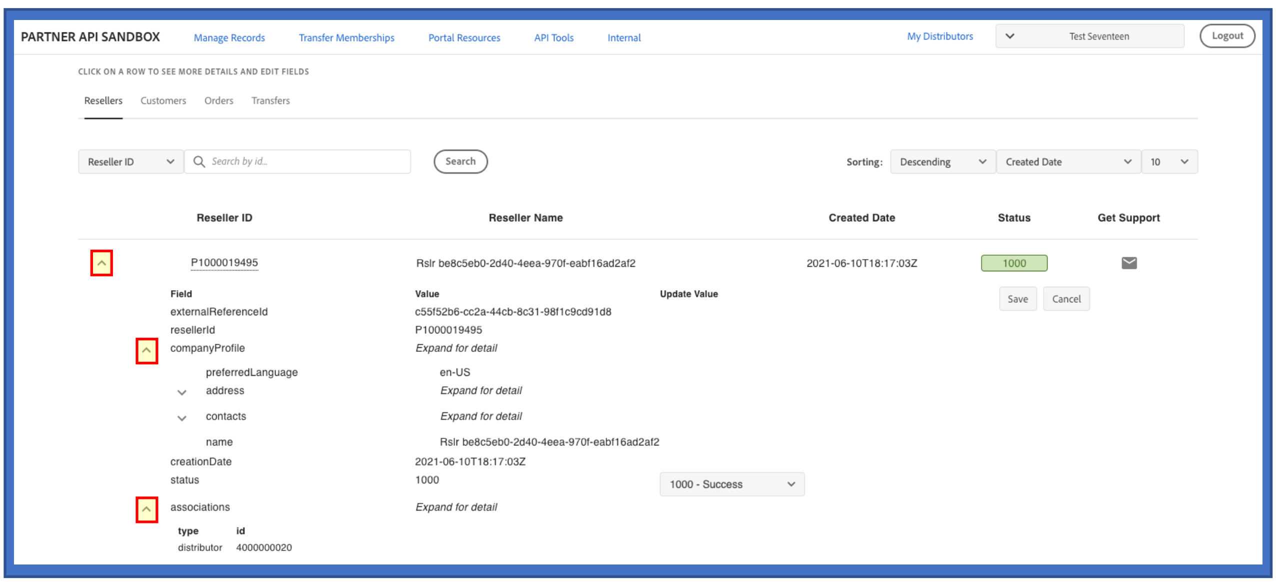
Resellers can be searched individually by filling the Reseller ID in the **Search by ID** field and clicking the **SEARCH** button.



To return to the full list, click on the **CLEAR** button.



To view a Reseller detailed information, expand the view by clicking on the down arrowhead. Additional information on the Reseller can be viewed by expanding the **companyProfile** and **associations** fields.



6.1.2.3. Sorting the Reseller List in the Portal

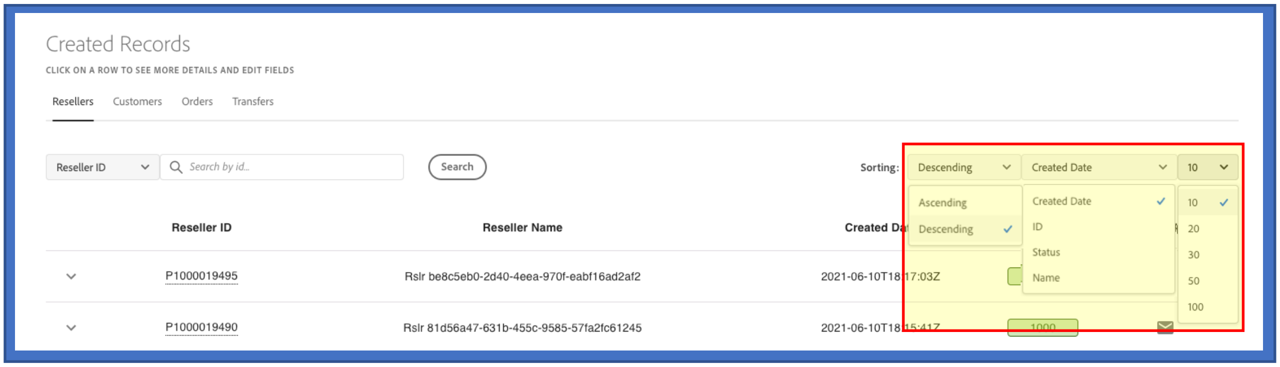
The Reseller list can be sorted by the following criteria:

- Created Date (default)
- Reseller ID
- Status
- Name

The sorted order can be set in descending (default) or ascending order.

The number of Resellers shown in a page can be set to 10 (default), 20, 30, 50 and 100.

Sorting criteria can be set by manipulating the corresponding sorting dropdown menus.



6.1.3. Updating Reseller Information (API call only)

Reseller information can only be updated through a Postman PATCH call. The Reseller information that can be updated through this method includes:

- Preferred language
- Address details EXCEPT the country and region
- Contact details

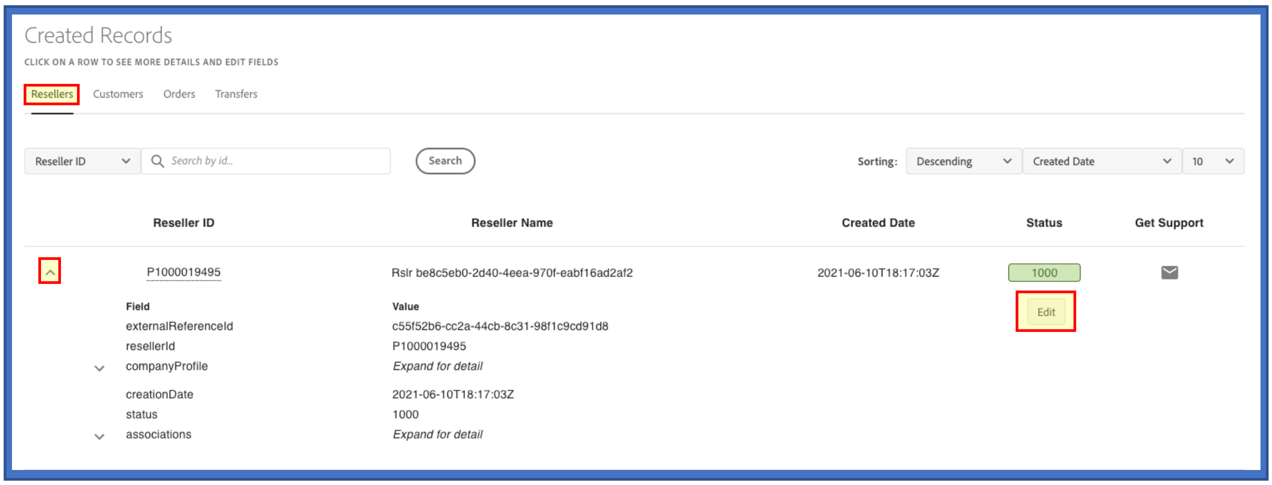
Please, note that the values for **country** and **region**, under **address**, and the **companyName** can't be changed. Also, note that even though the **companyName**, **country**, and **region** fields can't be changed, this information must be included in your API call and must match the original values; otherwise, an error will be returned.

6.1.4. Editing Reseller Status (Portal only)

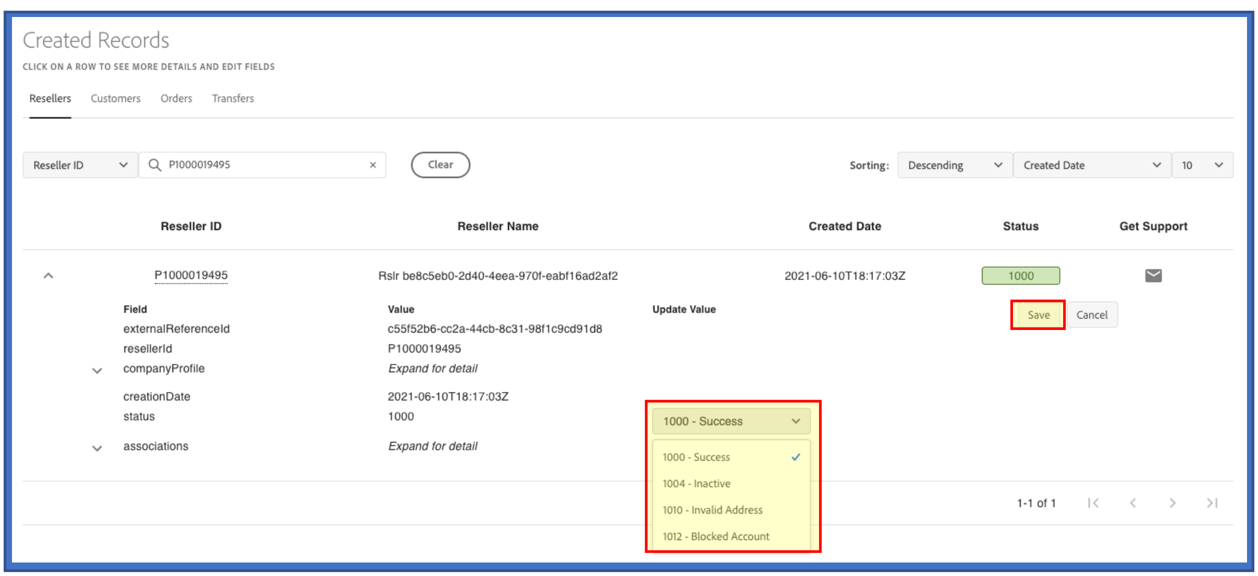
A Reseller can have one of four statuses, each designated by a four-digit number:

- 1000 - Success (default)
- 1004 - Inactive
- 1010 - Invalid Address
- 1012 - Blocked Account

The status of a Reseller can be changed by expanding the Reseller view, which will reveal the **EDIT** button under the **Status** column:



Clicking on the **EDIT** button will reveal the dropdown menu with the four status options. To change the status of a Reseller, click on the desired option and then click on the **SAVE** button to save your choice.



6.2. Customer Management

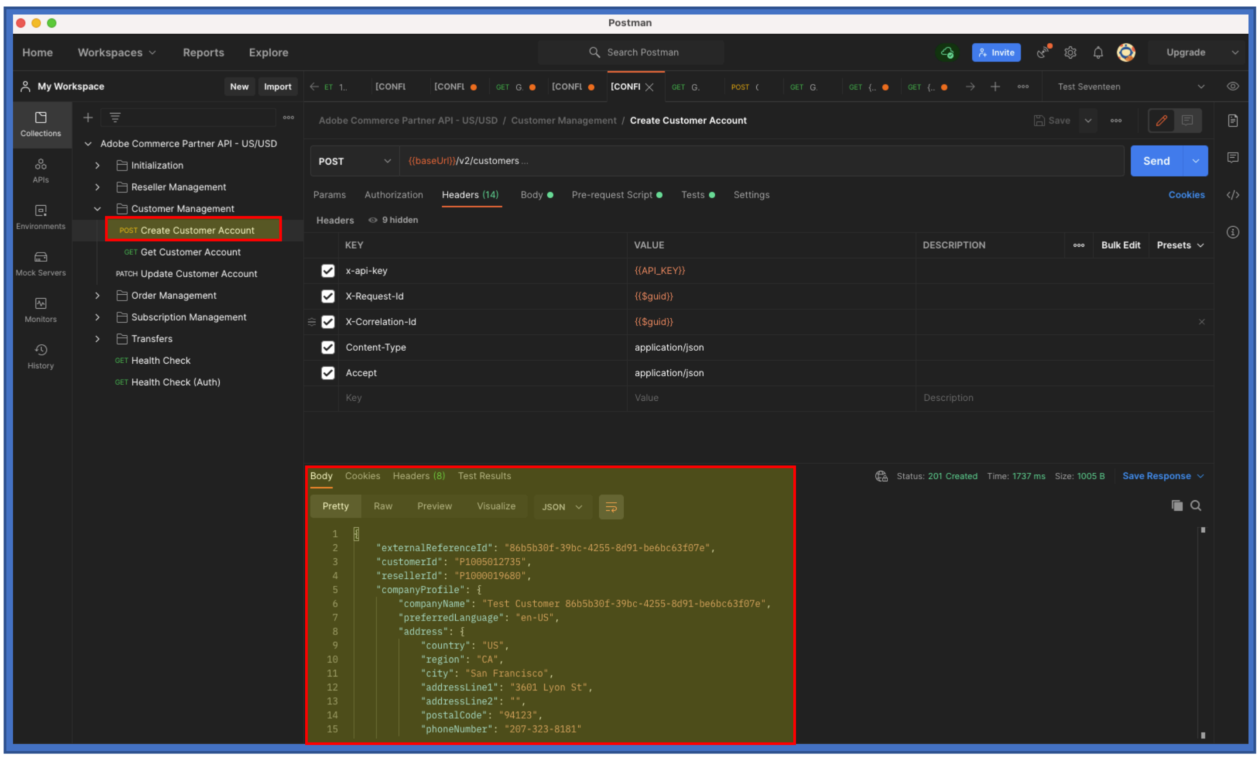
6.2.1. Creating a Customer

Customers can be created through API calls or through the Portal.

When a new Customer is created, any contacts specified in the call will receive a welcome email.

6.2.1.1. Creating a Customer Through API calls

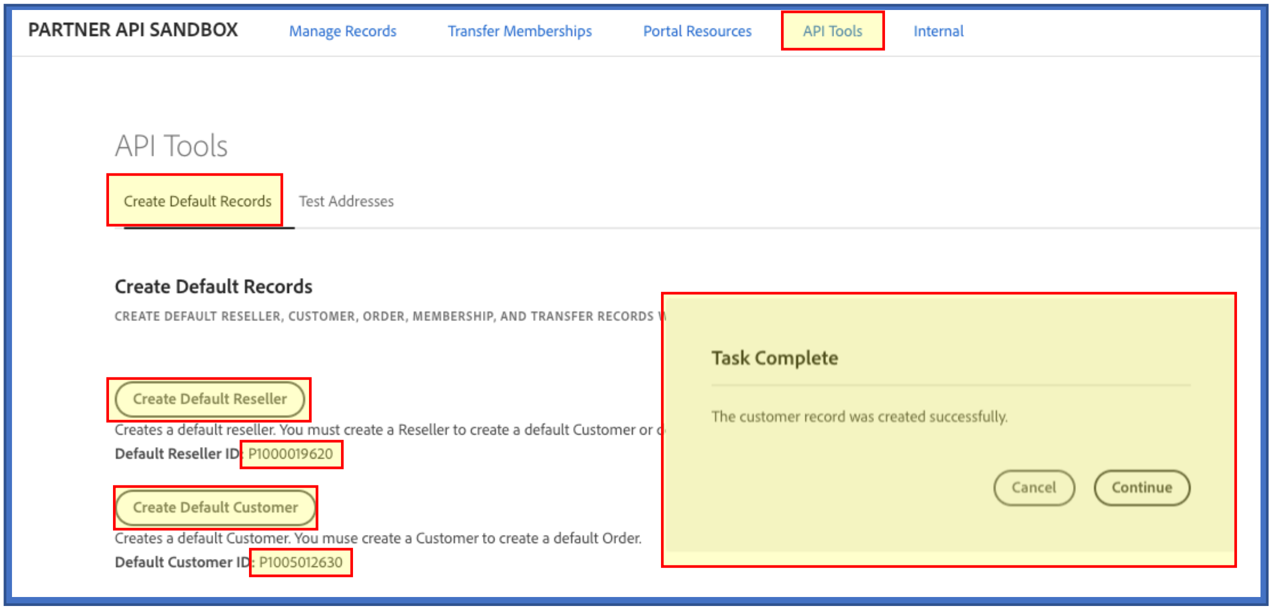
Customers can be created using the preset POST API call **Create Customer Account**. A successful call will generate a response with the new Customer information.



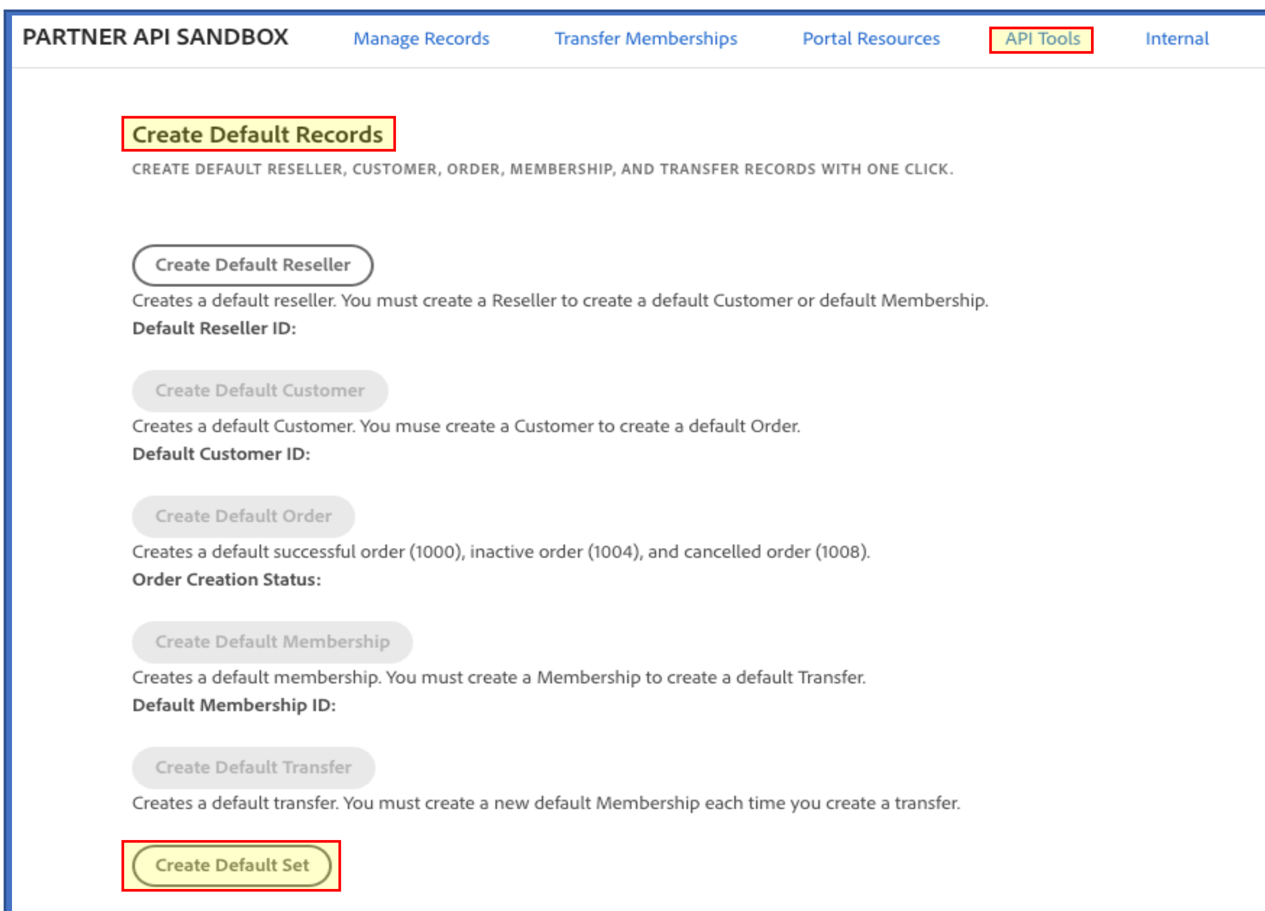
6.2.1.2. Creating a Customer Through the Portal

To create a default Customer, navigate to the **API Tools** tab in the Portal. This will land you in the **Create Default Records** page.

Once in the **Create Default Records** page, a Customer can be generated by creating a Reseller first (click on **CREATE DEFAULT RESELLER** button), and then creating a Customer (click on **CREATE DEFAULT CUSTOMER** button). The resulting Customer will be assigned to the previously created Reseller. The successful creation of a Customer will generate a confirmation message (**Task Complete**) and a Default Customer ID will be assigned to the new Customer.



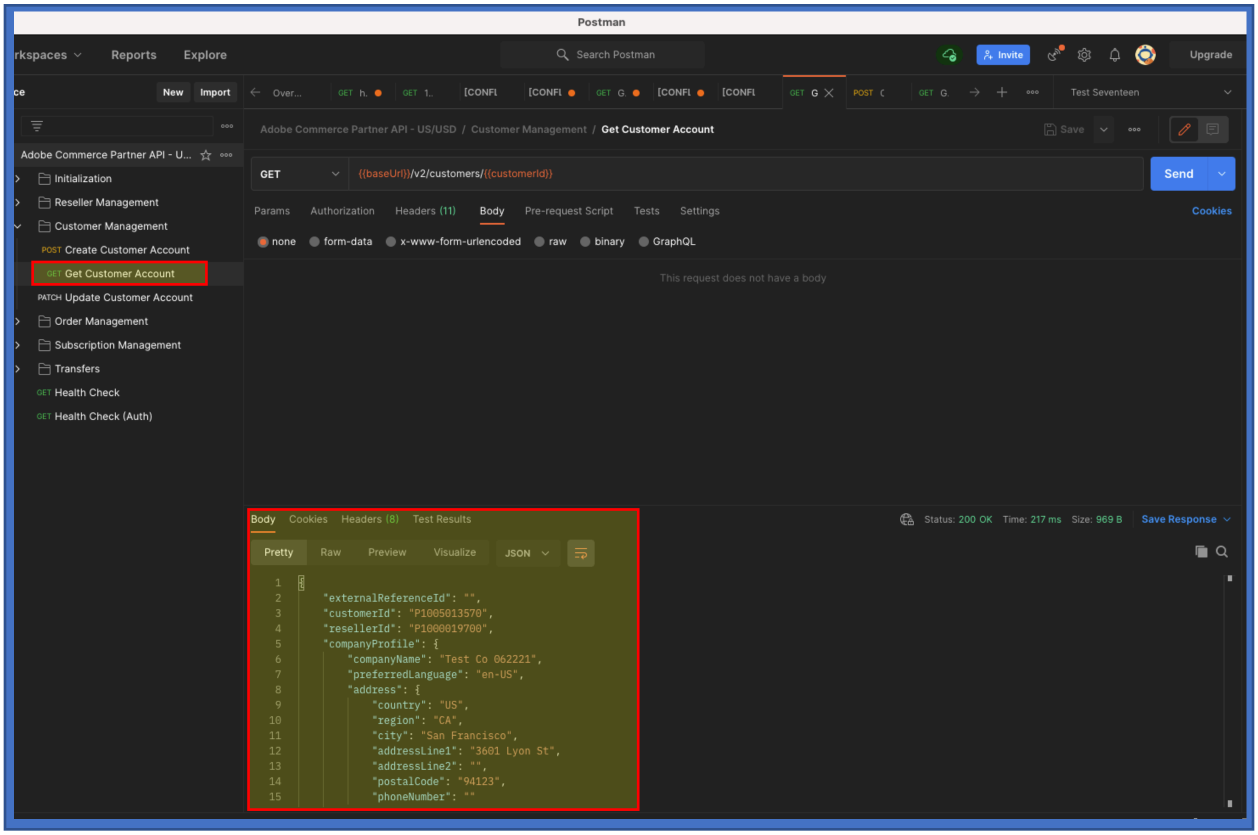
Alternatively, a Default Customer may be created as part of the creation of a full Default Set of records, which includes a Reseller, a Customer, an Order, a Membership, and a Transfer. To achieve this, simply click on the **CREATE DEFAULT SET** button.



6.2.2. Getting Customer Information

6.2.2.1. Viewing Customer Information Through and API Call

Customer information can be obtained through the API call **Get Customer Account**. This preset GET call requires no body information in the request and the API response will provide the same information as in the **Create Customer** call.

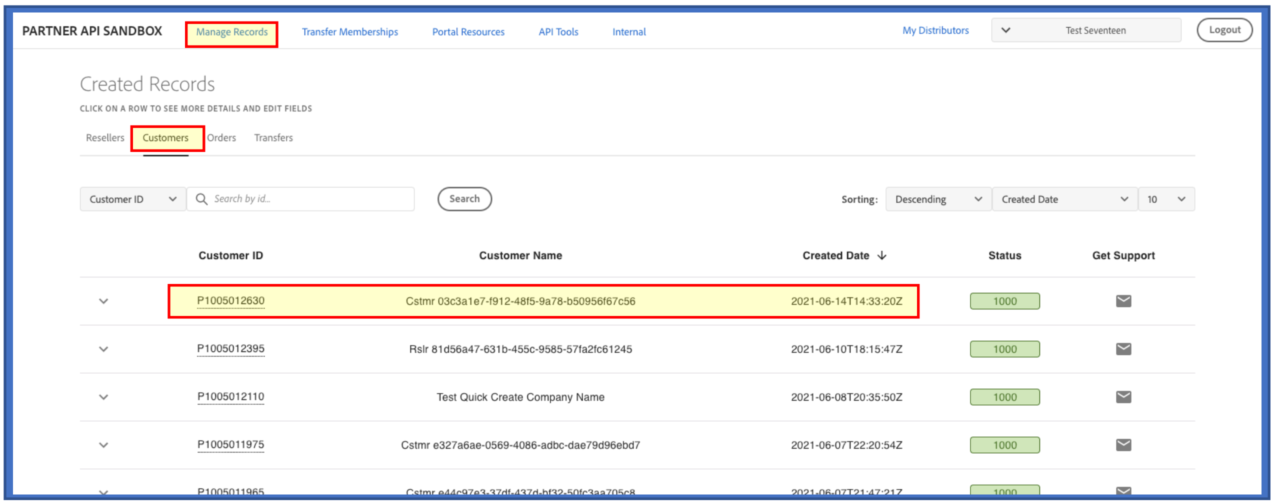


6.2.2.2. Viewing Customer Information in the Portal

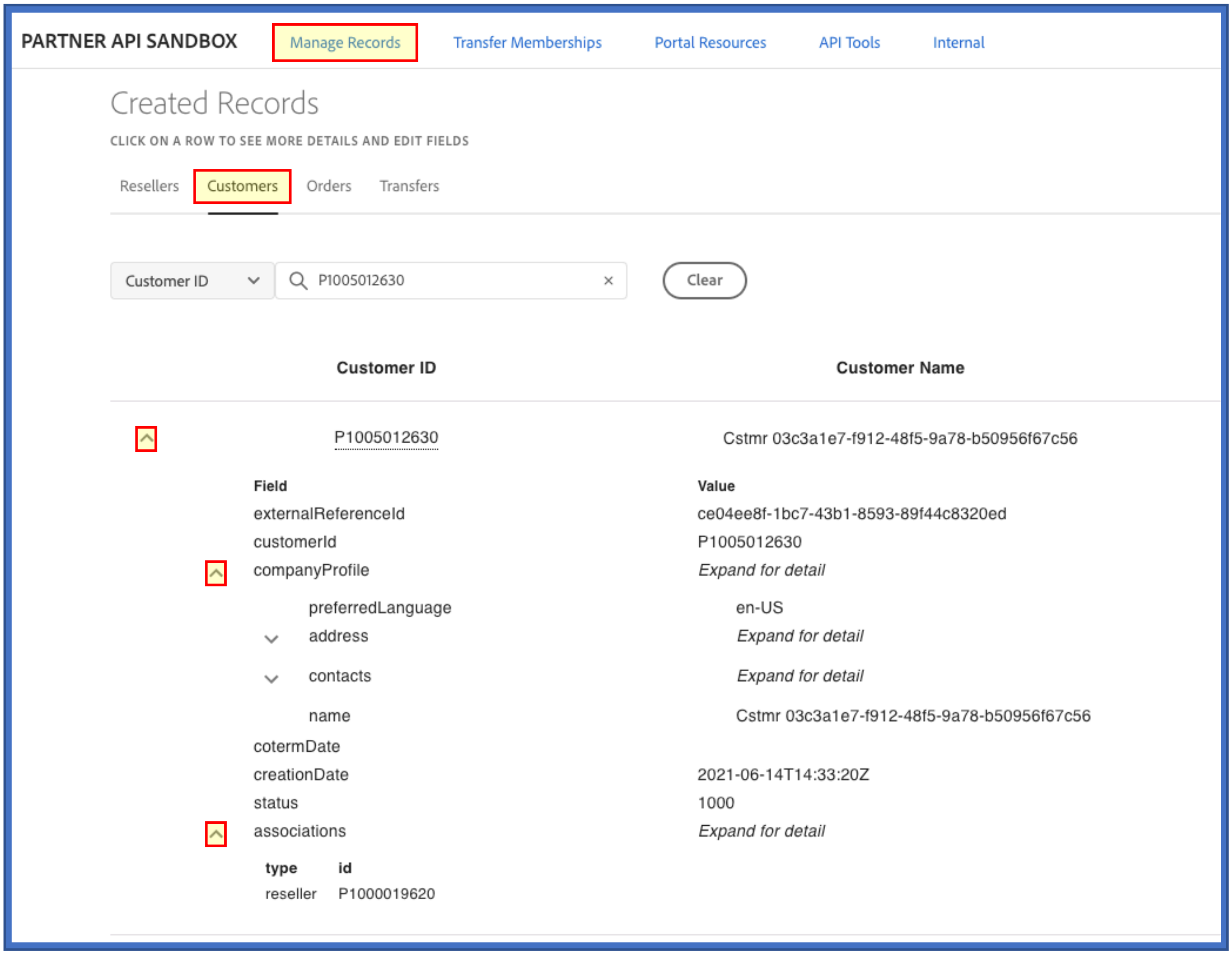
A newly created Customer will be added to the **Created Records -> Customers** page under the **Manage Records** tab.

By default, the list of Customers is sorted in descending order by **Created Date** with the most-recently created Customer displayed first.

A successfully created Customer has a designated status of 1000 (Success).



To view a Customer's detailed information, expand the view by clicking on the down arrowhead next to the Customer ID. Additional information on the Customer can be viewed by expanding the **companyProfile** and **associations** fields.



6.2.3. Sorting the Customer List (Portal Only)

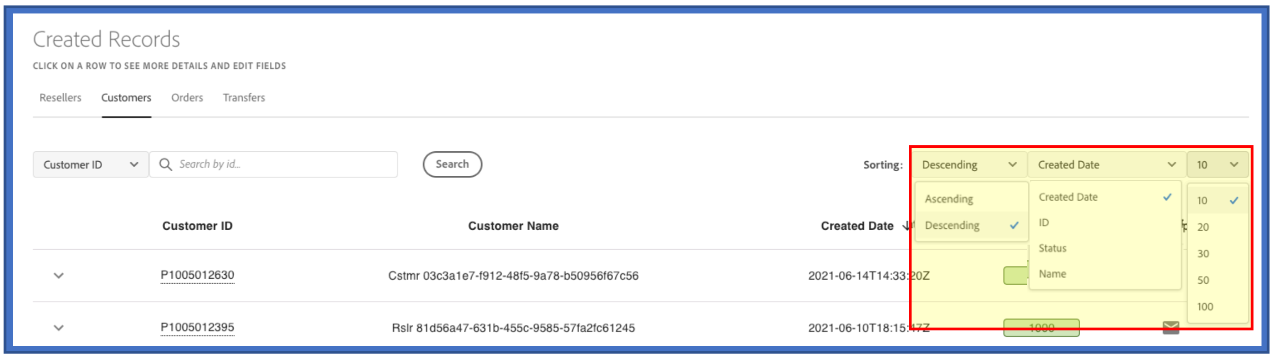
The Customer list can be sorted by the following criteria:

- Created Date (default)
- Customer ID
- Status
- Name

The sorted order can be set in descending (default) or ascending order.

The number of Customers shown in a page can be set to 10 (default), 20, 30, 50 and 100.

Sorting criteria can be set by manipulating the corresponding sorting dropdown menus.



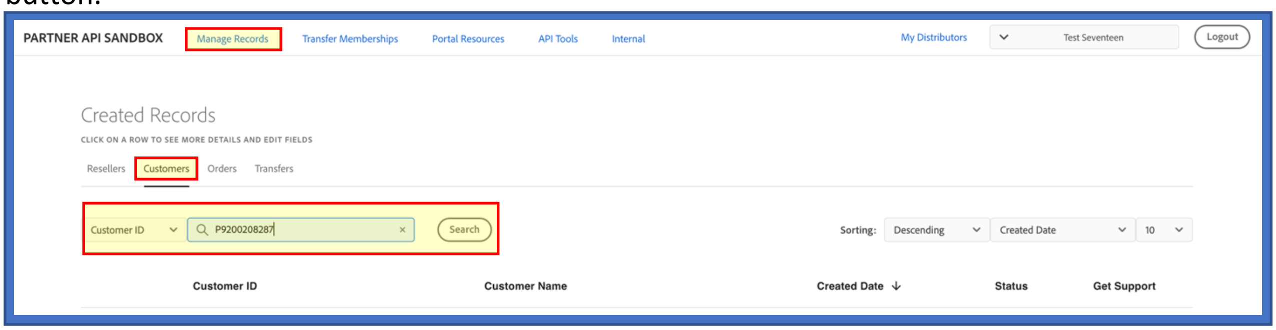
6.2.4. Searching a Customer (Portal Only)

There are two criteria that can be used to search for Customers in the Portal:

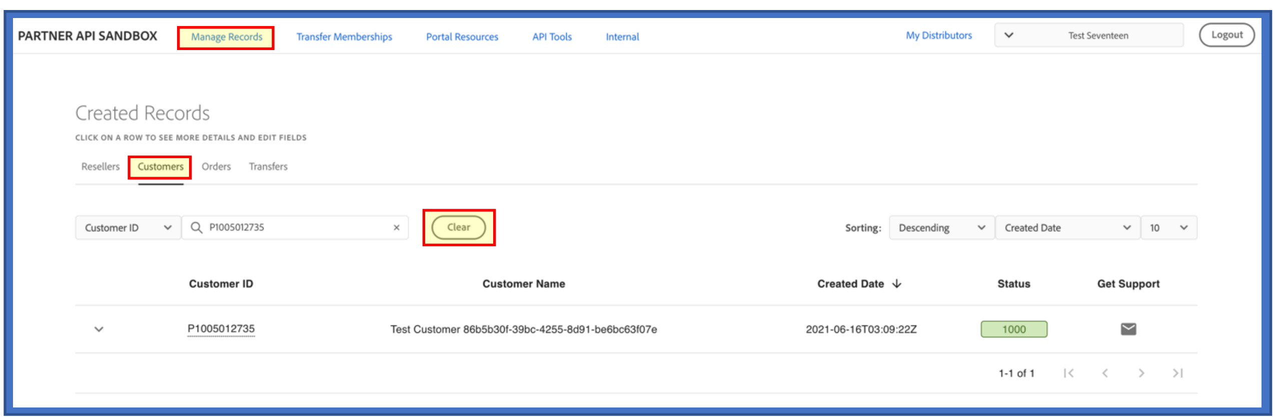
- Search by Customer ID
- Search by Reseller ID

6.2.4.1. Searching a Customer by Customer ID

Customers can be searched individually. This is achieved by navigating to the **Manage Records -> Customers** page, providing the Customer ID in the **Search by ID** field and clicking the **SEARCH** button.

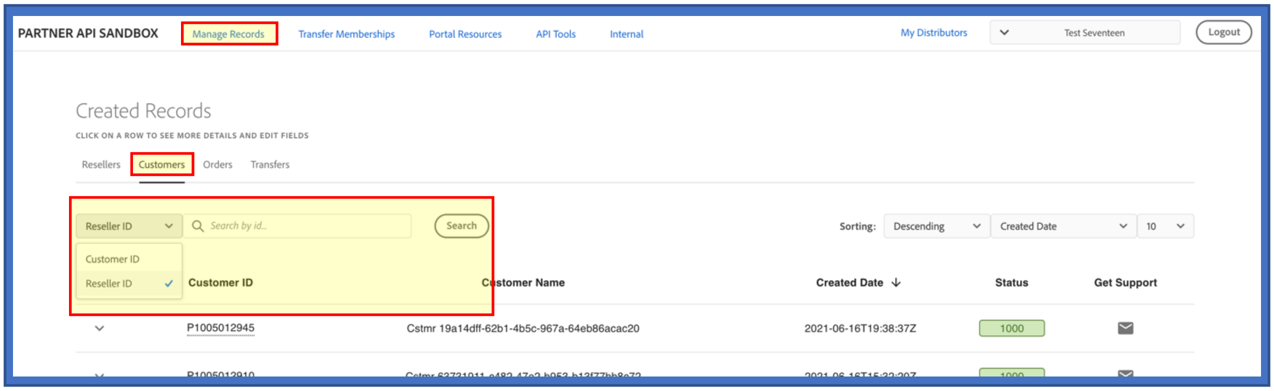


To return to the full list, click on the **CLEAR** button.

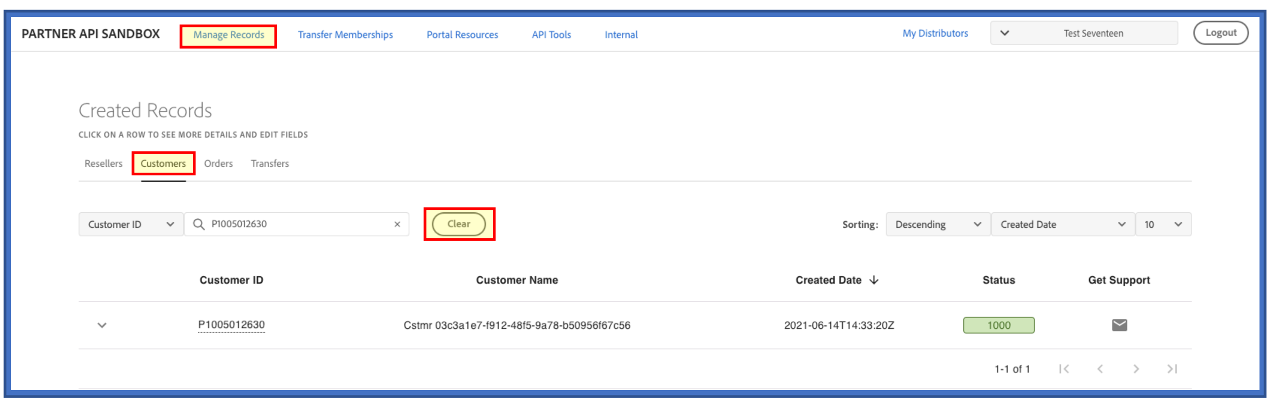


6.2.4.2. *Searching Customers by Reseller ID*

Customers can also be searched by Reseller. This search will display all Customers belonging to a particular Reseller. This is done by going to the **Manage Records -> Customers** page, changing the criteria in the dropdown menu from Customer ID to Reseller ID, entering a valid Reseller ID and clicking on the **SEARCH** button.



To return to the full list, click on the **CLEAR** button.



6.2.5. Updating Customer Information (API call only)

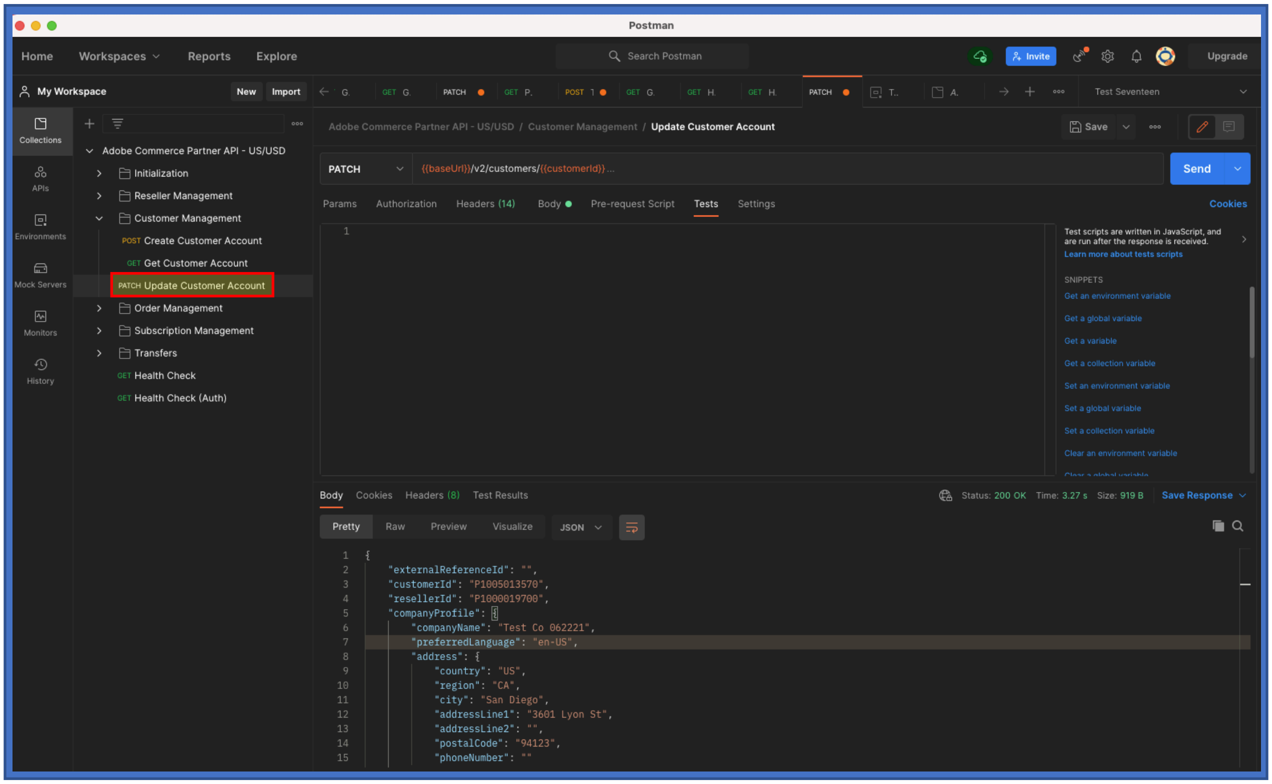
Customer information can be updated through our preset API PATCH call. The Customer information that can be updated through this method includes:

- Preferred language
- Address details (<u>except</u> country and region)
- Contact details

Please, note that the values for **country** and **region**, under **address**, and the **companyName** can't be changed. Also, note that even though the **companyName**, **country**, and **region** fields can't be changed, this information must be included in your API call and must match the original values; otherwise, an error will be returned.

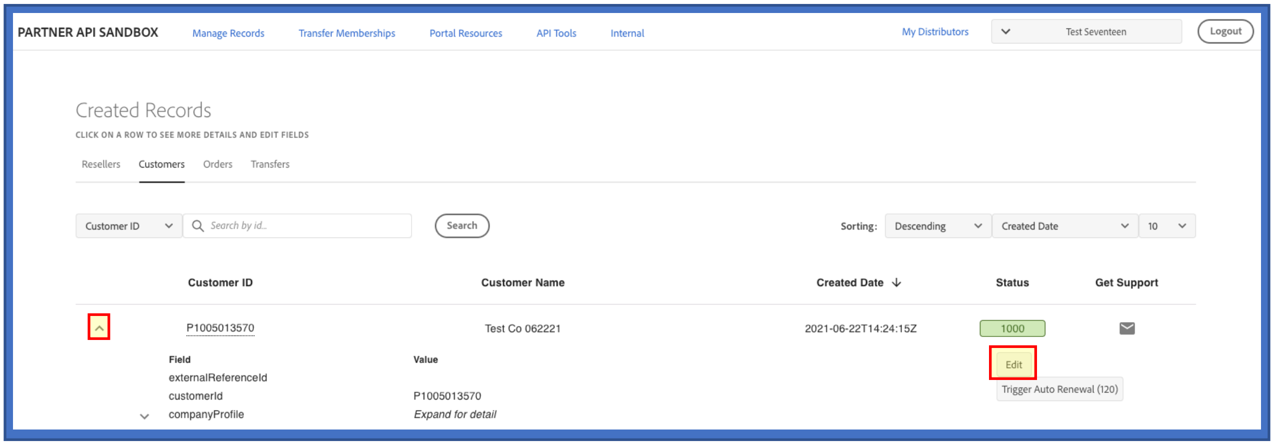
To update Customer information, use the preset **Update Customer Account** call. Our preset call does not require information in the body of the request.

Any contacts specified in this call will receive a welcome email.

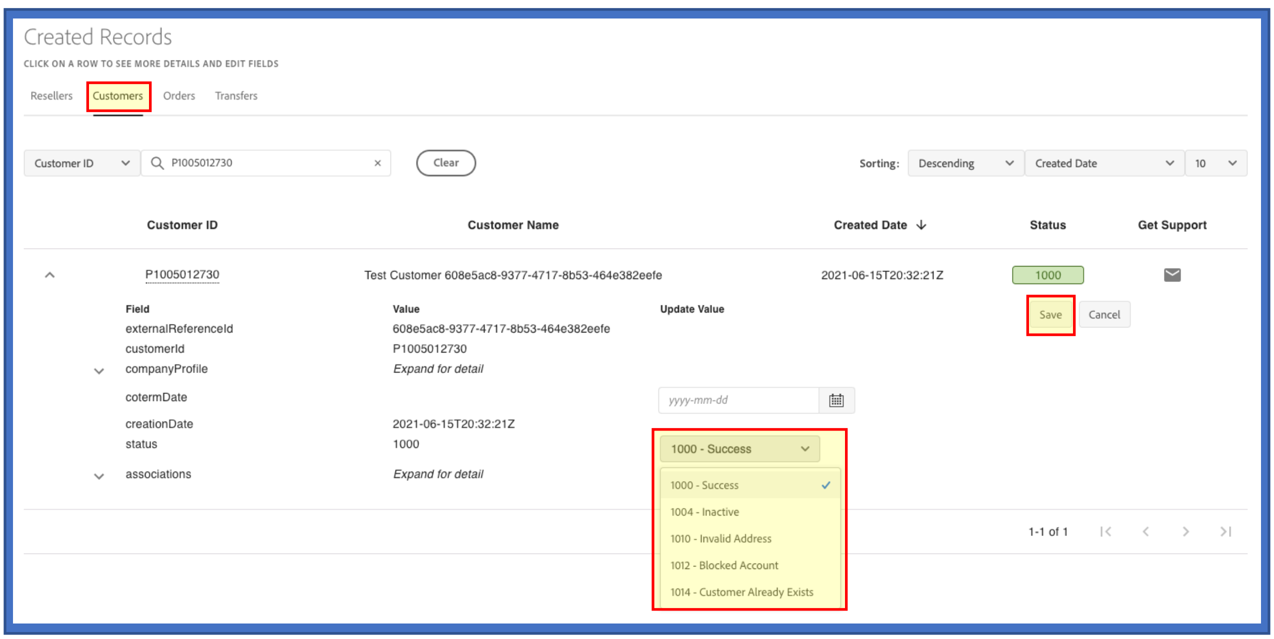


6.2.6. Editing Customer Status (Portal only)

The status of the Customer can be changed by expanding the Customer view (click on the down arrow next to the **Customer ID**), which will reveal the **EDIT** button under the **Status** column:



Clicking on the **EDIT** button will reveal a dropdown menu with the five status options. To change the status of the Customer, click on the desired option and then click on the **SAVE** button to save your choice.



A Customer can have one of five statuses, each designated by a four-digit number:

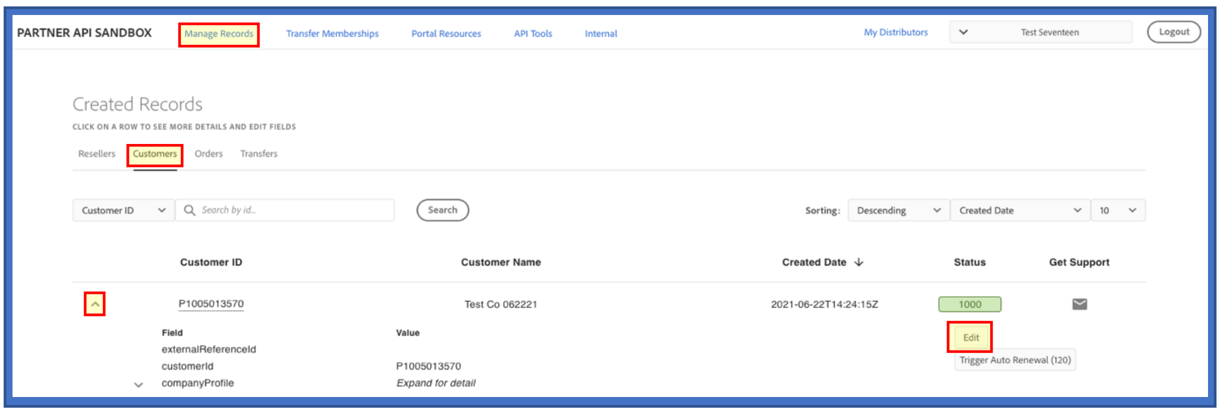
- 1000 - Success (default)
- 1004 - Inactive
- 1010 - Invalid Address
- 1012 - Blocked Account

- 1024 – Customer Already Exists

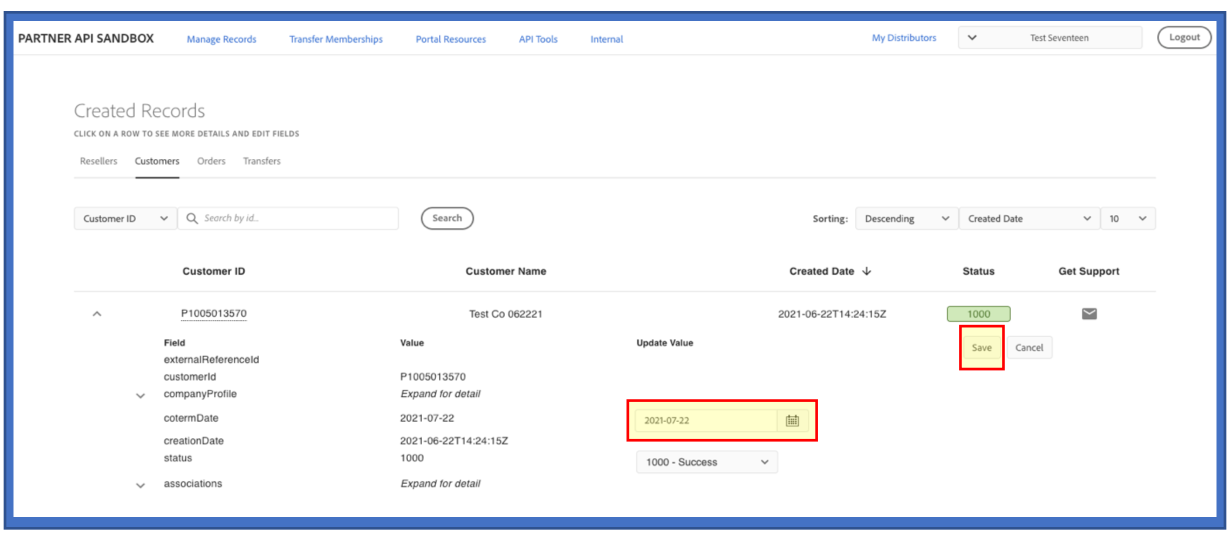
6.2.7. Setting the cotermDate (Portal only)

Setting the anniversary, or cotermDate, of a Customer can only be done through the Portal.

The **cotermDate** field can be displayed by expanding the Customer view (click on the down arrowhead next to the **Customer ID**). The cotermDate can be set by clicking on the down arrowhead next to the desired Customer ID to expand the detail view. This will reveal the **EDIT** button.



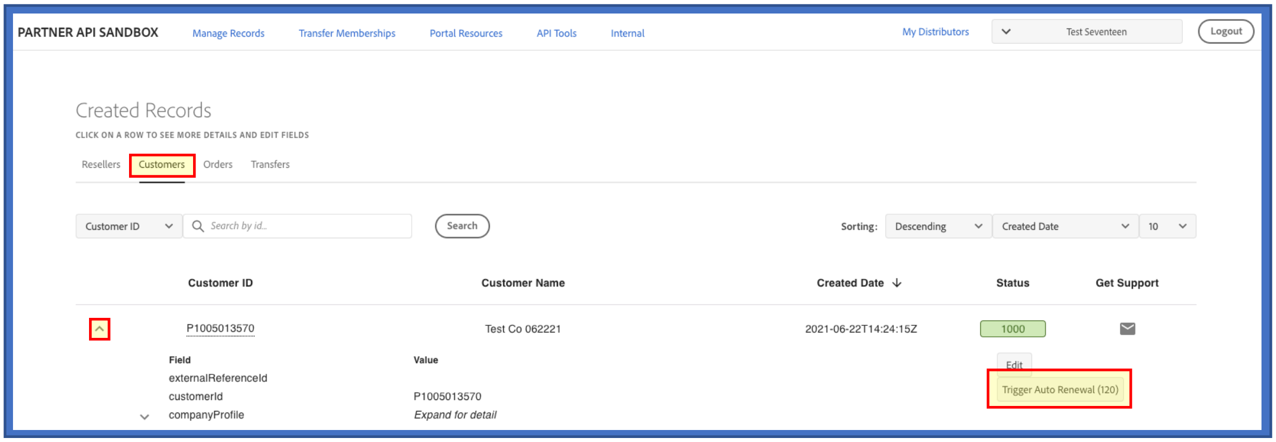
Clicking on the **EDIT** button will disclose the date field under the **Update Value** column. Enter the date using the following format for the date: YYYY-MM-DD. Alternatively, a date may be chosen using the calendar function next to the **date** field. Click on the **SAVE** button to set the new cotermDate.



IMPORTANT: Setting the cotermDate will automatically reset the auto-renewal of the associated Subscriptions to match the new cotermDate.

6.2.8. Triggering Auto Renewal (Portal only)

Triggering an auto renewal is a function that can only be done through the Portal. To trigger the auto renewal, expand the Customer view by clicking on the down arrowhead next to the desired **Customer ID**, which will reveal the **TRIGGER AUTO RENEWAL** button. Triggering auto renewals can be done once every 120 seconds. A counter has been added to denote the period between auto renewals.



Renewals will be managed at the subscription level. Triggering auto-renewal will create a renewal order for this customer. ~~No new order will be generated~~.

If a Reseller or Customer is inactive, the order will fail with an error.

6.3. Order Management

6.3.1. Order Creation

6.3.1.1. Order Creation Basics

Orders can be created either through the Portal or through the preset API call as detailed below.

Creating an Order will generate one subscription, with its corresponding Subscription ID.

The Subscription ID may be blank while the Order is processing. Once the Order is complete (status 1000), then all Subscription IDs will be populated and will not change.

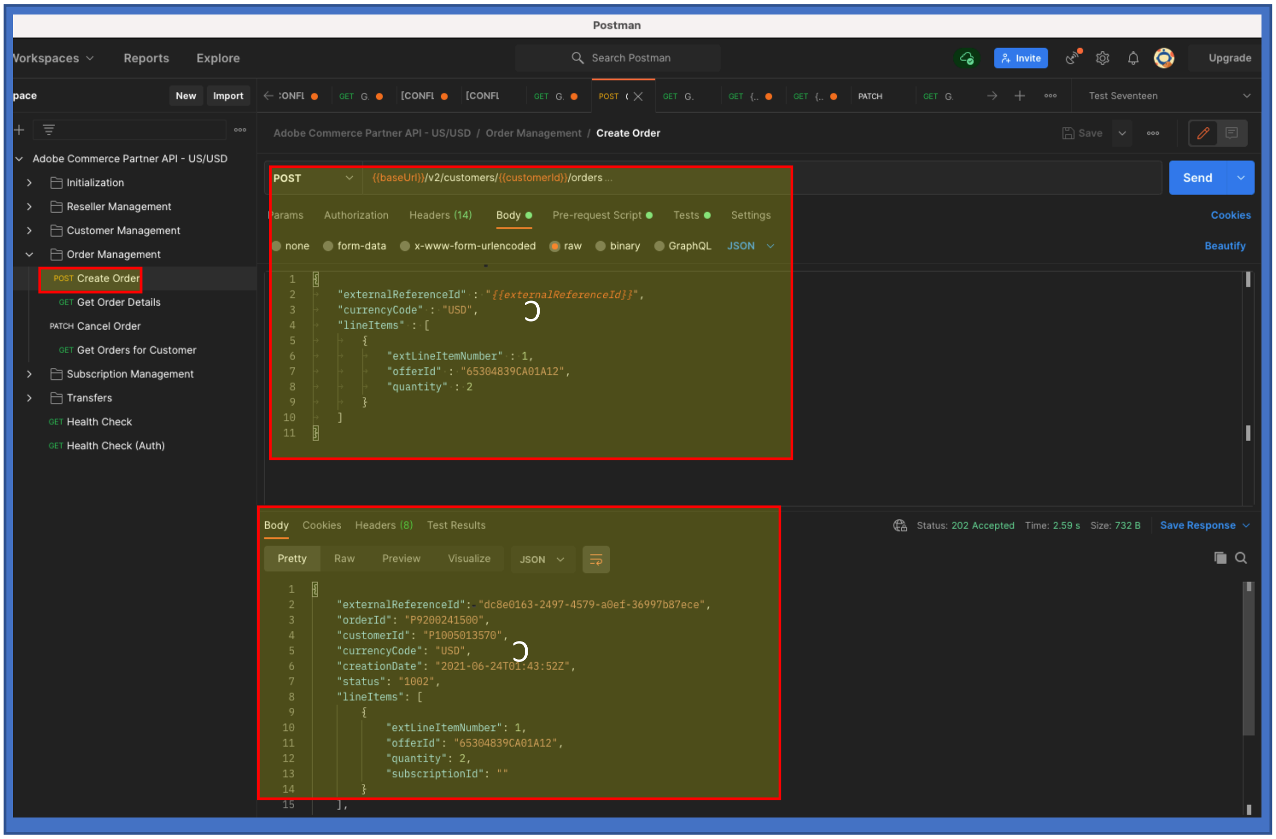
Renewals will be managed at the subscription level.

If a Reseller or Customer is inactive, the order will fail with and error.

6.3.1.2. Creating an Order through API calls

To create an order through an API call, use the preset POST call **Create Order**.

Clicking on the **Create Order** link will populate the body of the POST request. A successful call will return the information of the new order.



Considerations to keep in mind while creating a new order:

- Available SKUs are found in the **Available Offers** page under the **Portal Resources** tab in the Portal
- For volume discounts, you must use the corresponding volume-level SKU
- You must only use SKUs that have been made available to the Reseller's price region

6.3.1.3. Creating an Order through the Portal

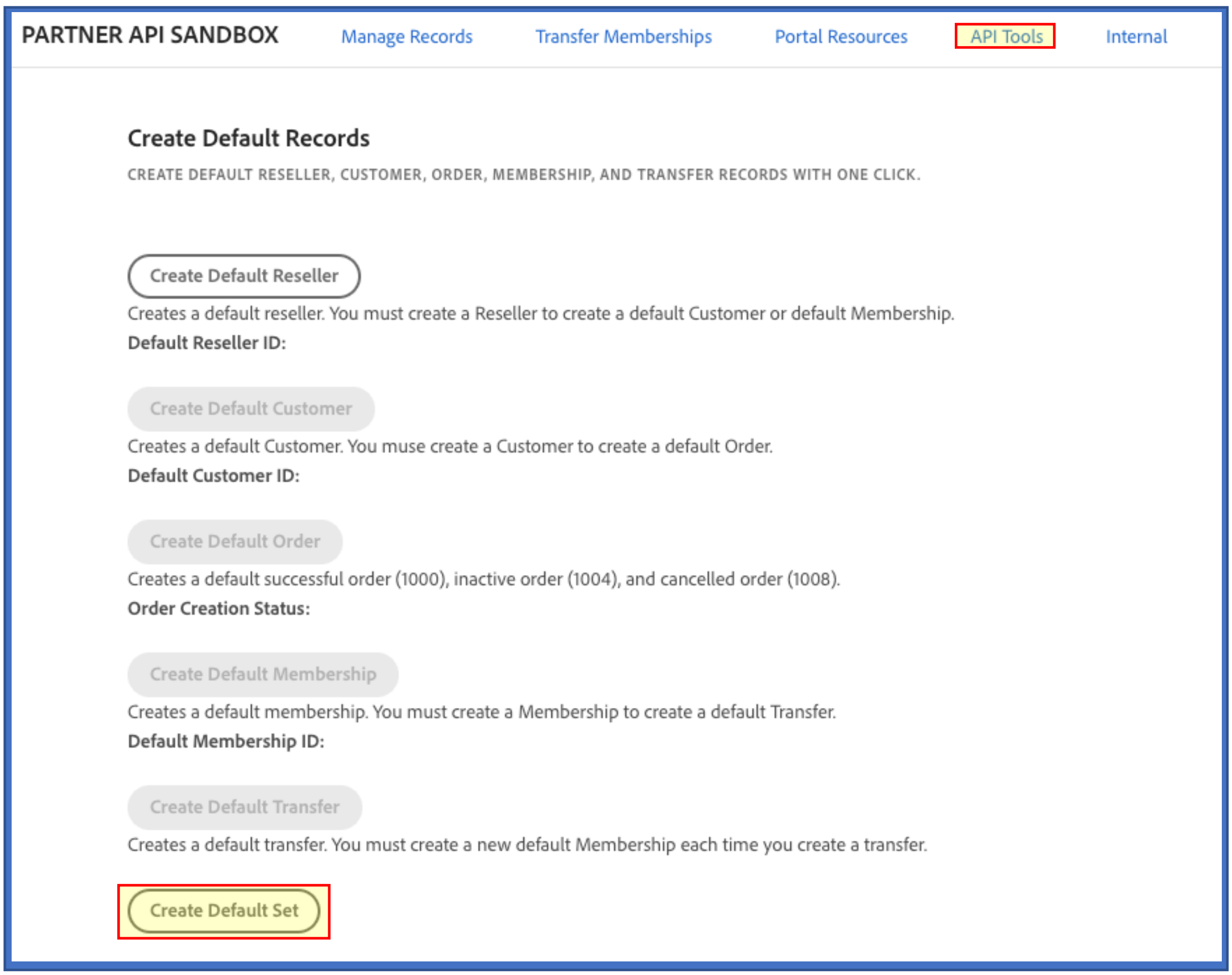
To create a default Order, navigate to the **API Tools** tab in the Portal. This will land you in the **Create Default Records** page.

Once in the **Create Default Records** page, an Order can be generated by creating a default Reseller first (click on **CREATE DEFAULT RESELLER** button), then creating a default Customer, and finally creating a Default Order. Clicking on the **CREATE DEFAULT ORDER** will generate three orders:

- An order with a 1000 status (success)
- An order with a 1004 status (inactive)
- An order with a 1008 status (cancelled)

All orders will be assigned to the previously created Customer. The successful creation of these Orders will generate a confirmation message (**Task Complete**) and order IDs will be assigned to the each of the new Orders.

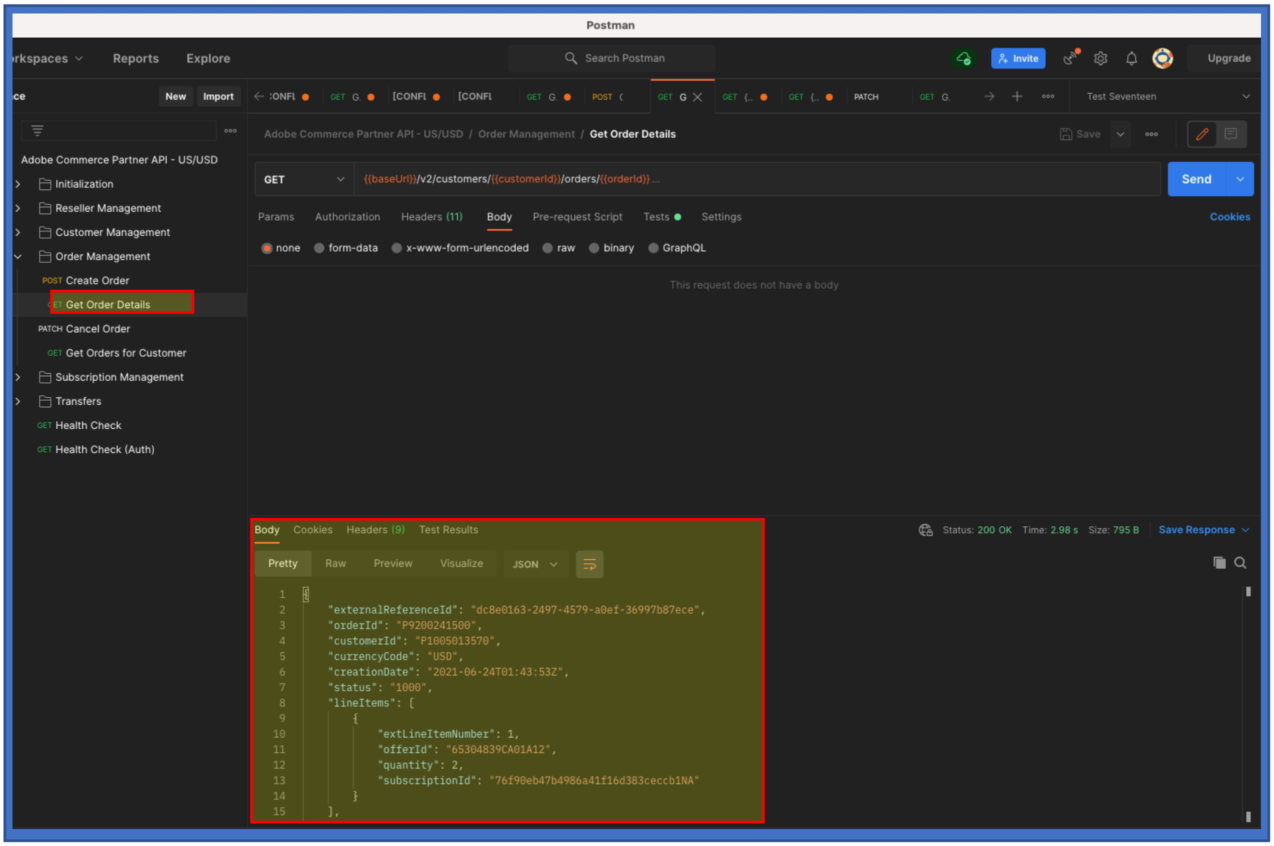
Alternatively, a default Order may be created as part of the creation of a full Default Set of records, which includes a Reseller, a Customer, an Order, a Membership and a Transfer. To achieve this, simply click on the CREATE **DEFAULT SET** button. This method will also generate three orders with status 1000, 1004 and 1008.



6.3.2. Getting Order Information

6.3.2.1. Viewing Order Information Through and API Call

Order information can be obtained through the preset API call **Get Order Details**. This GET call does not require any information in the request body. The body of the response will contain the same information as the **Create Order** response.



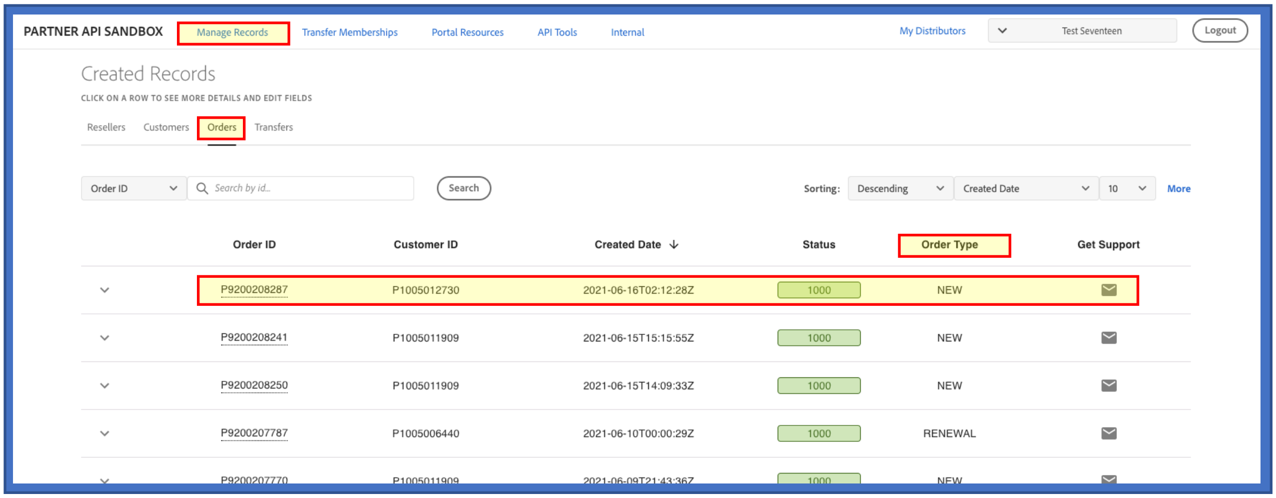
6.3.2.2. Viewing an Order in the Portal

A newly created Order will be added to the **Created Records/Orders** page under the Manage Records tab.

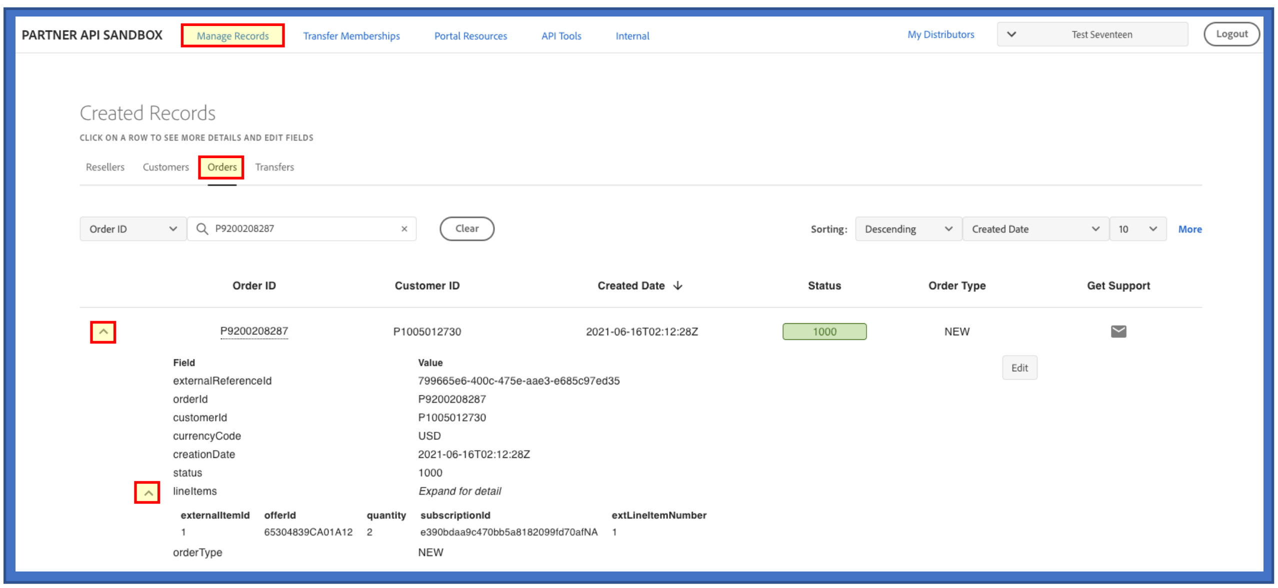
By default, the list of Orders is sorted in descending order by Created Date with the most-recently created Order displayed first.

A successfully created Order has a designated status of 1000 (Success)

The Order view includes a column called **Order Type** which denotes whether the order is new or a renewal.



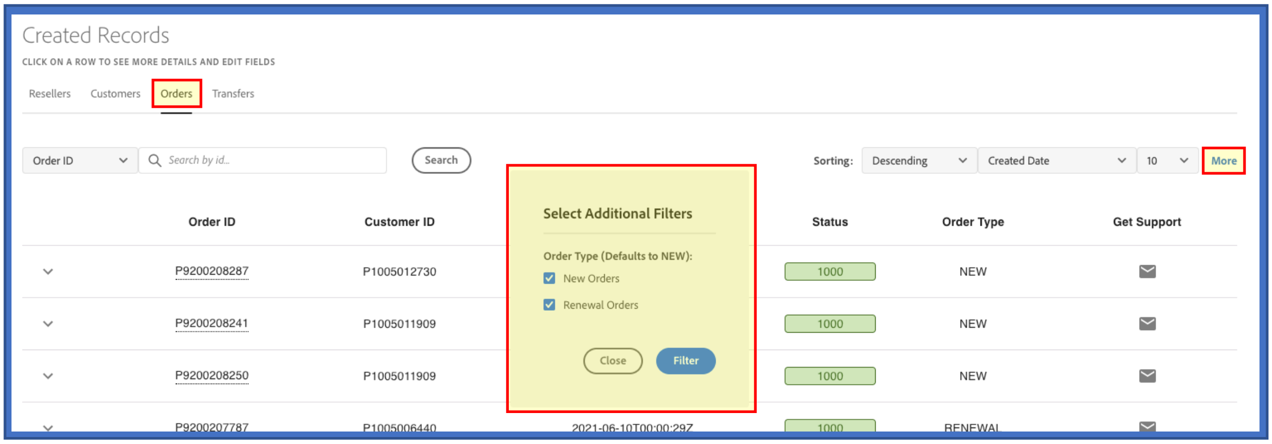
To view the Order detailed information, expand the view by clicking on the down arrowhead. Additional information on the Order can be viewed by expanding the lineItem field.



Orders can be filtered further by two additional criteria:

- New orders
- Renewal orders

To access the additional filters, click on the MORE link. This will display a box with the additional filters that can be selected as desired.



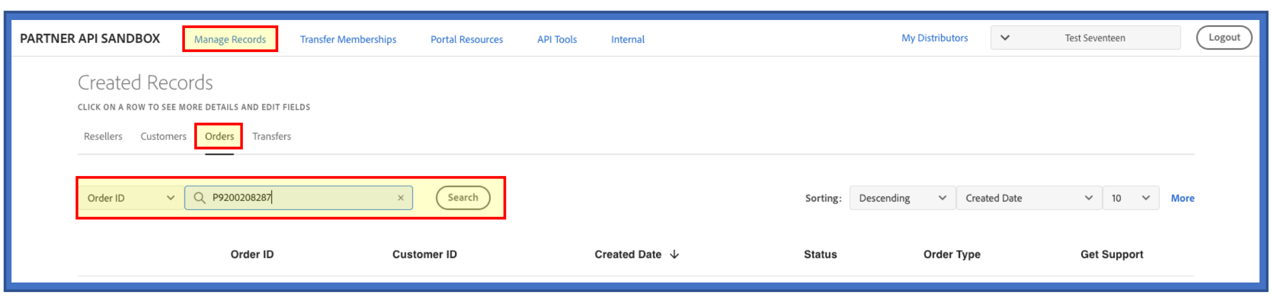
6.3.4. Searching for Orders (Portal Only)

There are two criteria that can be used to search for Orders in the Portal:

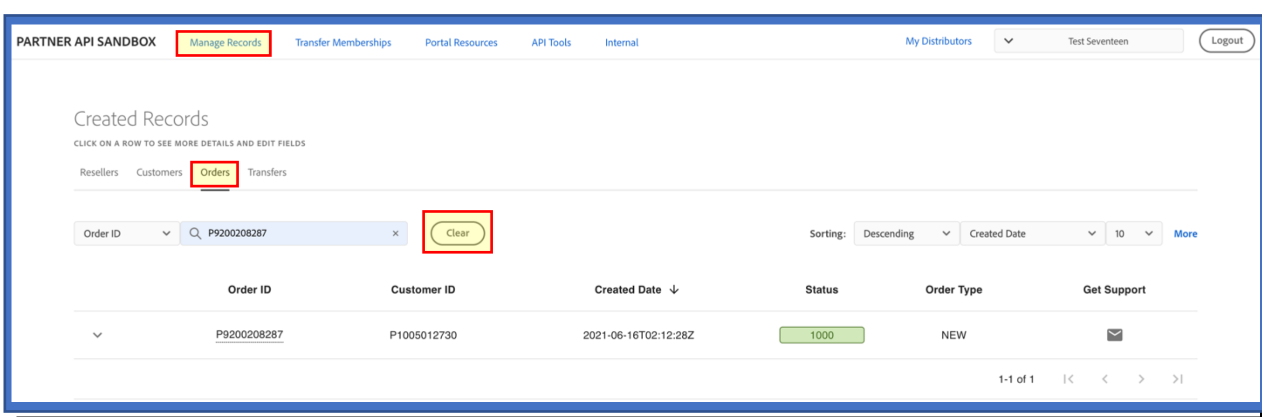
- Search by Order ID
- Search by Customer ID

6.3.4.1. Searching Orders by Order ID

Orders can be searched individually. To do this, navigate to **Manage Records -> Orders**, fill the Order ID in the **Search by ID** field and click the **SEARCH** button.

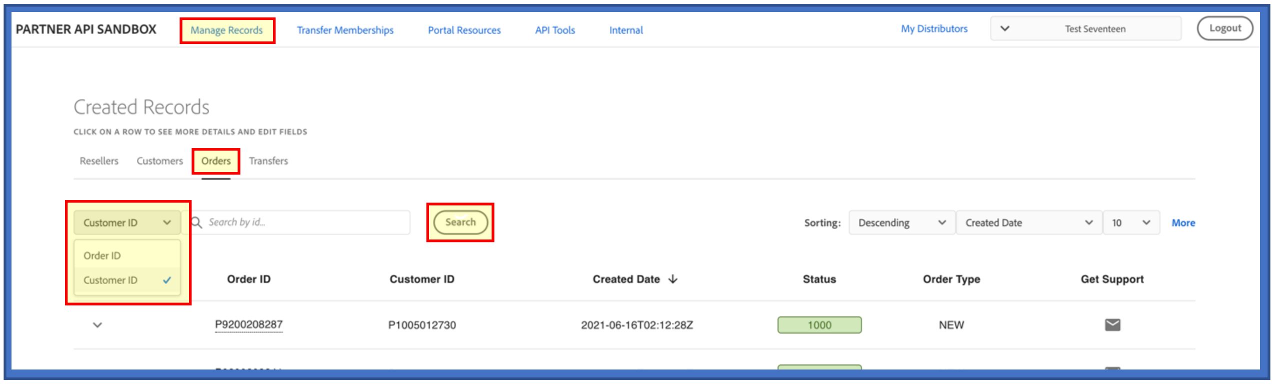


To return to the full list, click on the **CLEAR** button.

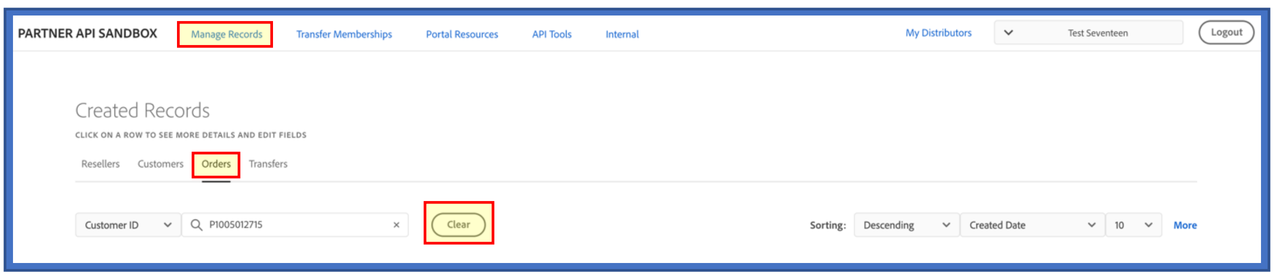


6.3.4.2. Searching Orders by Customer ID

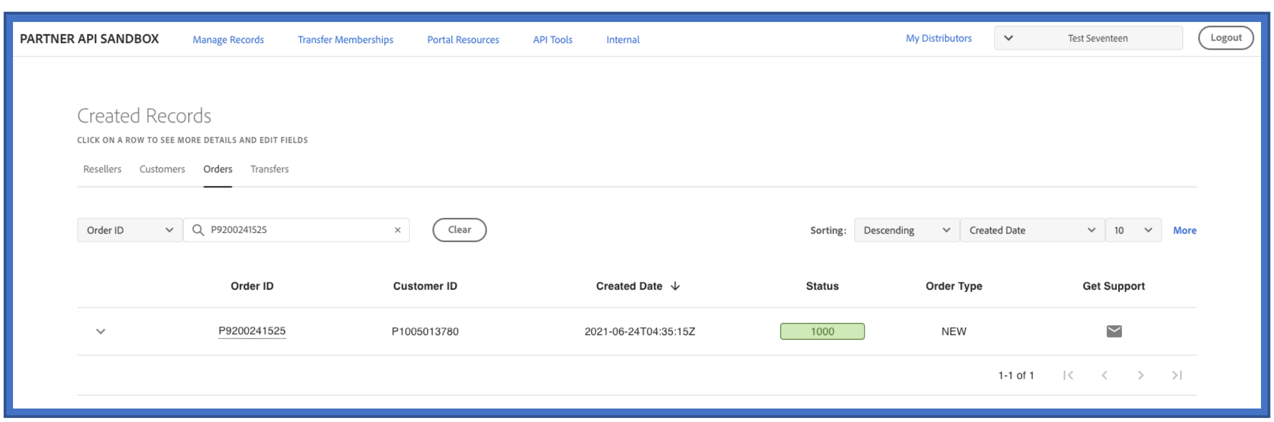
Orders can also be searched by the Customer that created the order. To achieve this, navigate to the **Manage Records -> Orders** page, change the search criteria to **Customer ID** in the dropdown menu and click on the **SEARCH** button.



To return to the full list, click on the **CLEAR** button.



A Customer's Orders can also be viewed by going to the **Manage Records -> Customers** page and expanding a customer that has placed an order. Once expanded, clicking on the **VIEW** button next to an order will send you to the **Manage Records -> Order** page and display the particular order—essentially performing a Search by Order ID function.

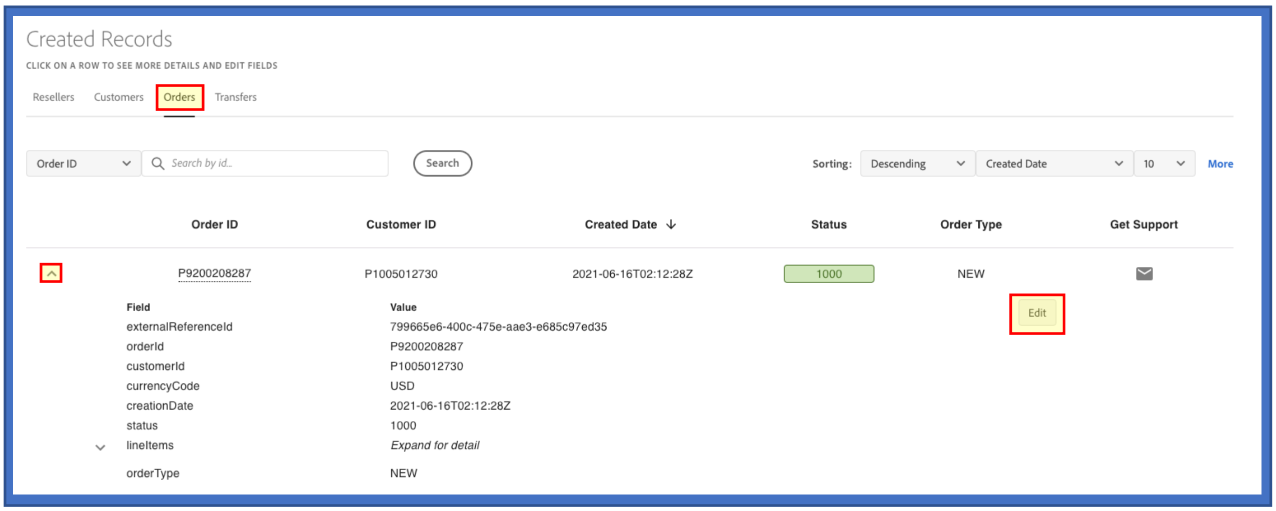


6.3.5. Editing the Order Status (Portal Only)

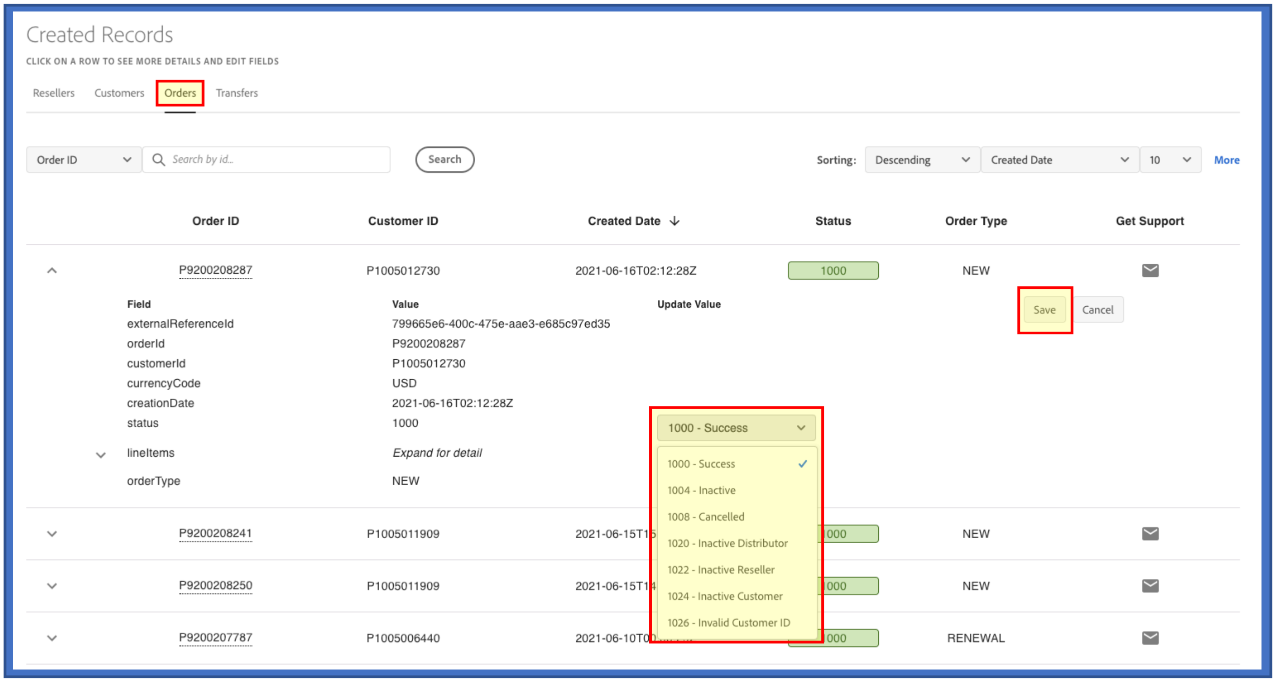
An Order can have one of seven statuses, each designated by a four-digit number:

- 1000 – Success (default)
- 1004 – Inactive
- 1008 – Cancelled
- 1020 – Inactive Distributor
- 1022 – Inactive Reseller
- 1024 – Inactive Customer
- 1026 – Invalid Customer ID

The status of the Customer can be changed by expanding the Customer view (click on the down arrow next to the Customer ID), which will reveal the **EDIT** button:



Clicking on the **EDIT** button will reveal a dropdown menu with the seven status options. To change the status of the Order, click on the desired option and then click on the **SAVE** button to save your choice.



6.3.6. Cancelling an Order

Cancellation of Orders can be done through either the Portal or through Postman. Attempting a cancellation of an Order 14 days after its creation will be rejected.

Cancelling an order will update the subscriptions associated with the Order as follows:

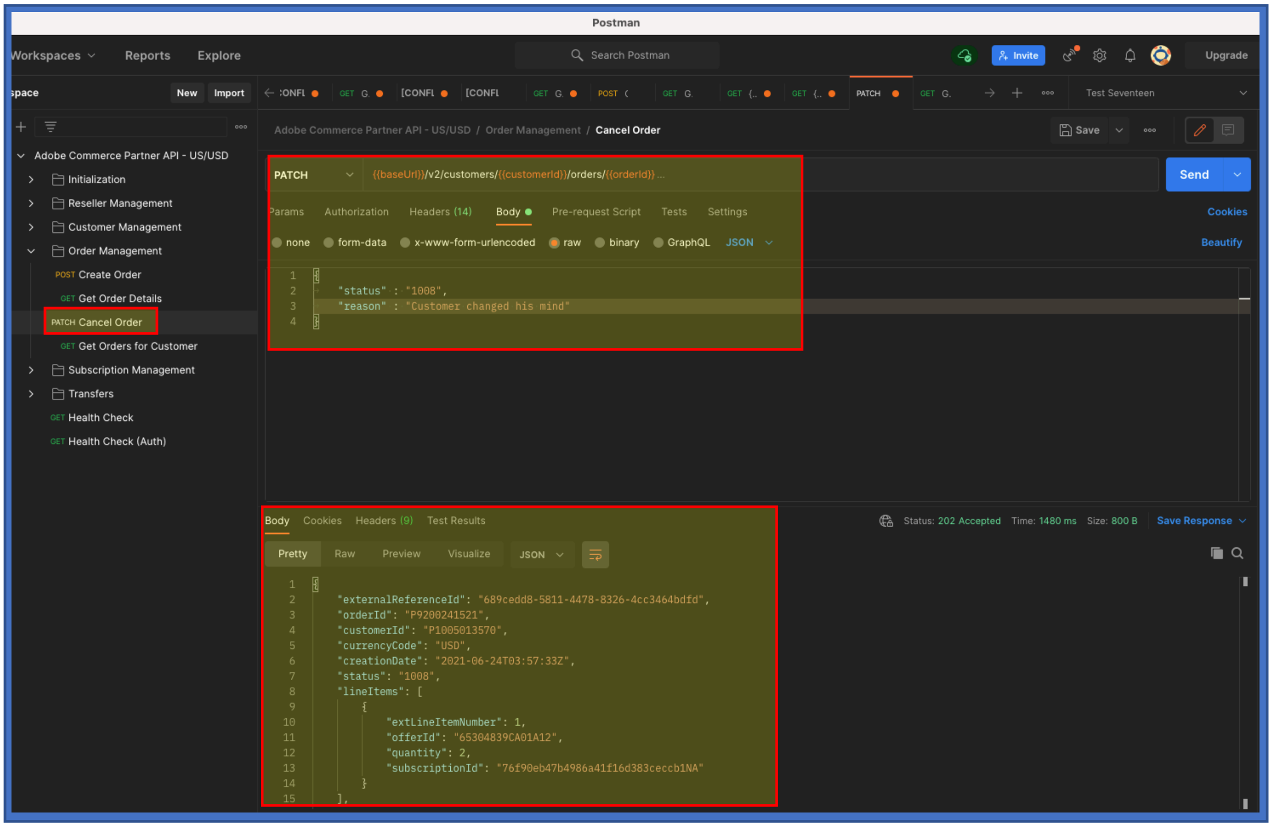
- Subscription quantity will be lowered by quantity of the associated Order line item
- Subscriptions that only have licenses from this Order will also change to status 1004 (inactive) after the quantity is set to zero

Subscription quantity and status updates may not be immediate after cancelling the Order. Please poll the subscription for updated quantity/status.

Only full order cancellations are allowed.

6.3.6.1. Cancelling an Order through Postman

Orders can be cancelled through our preset PATCH API call **Cancel Order**. The body of the call contains the status code 1008 (cancel order) and gives an option to include the reason for the cancellation. The response will provide the same information as the Create Order and Get Order Details responses.



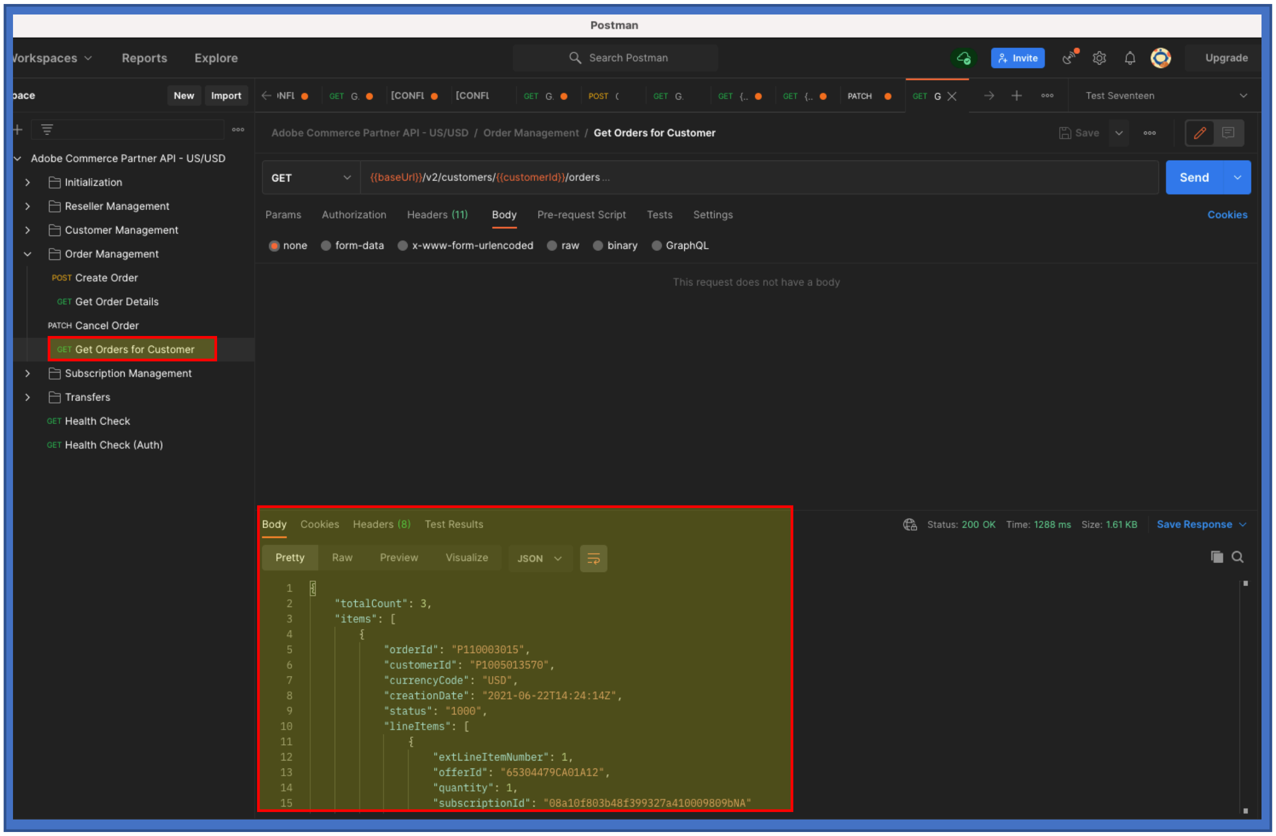
6.3.6.2. Cancelling an Order through the Portal

Orders can be cancelled through the Portal by changing the status of the order to **1008 – Cancelled**. The process to change the status of an order can be found in section 6.3.5 above.

6.3.7. Getting Orders for Customer

6.3.7.1. Getting Order History for Customer through API calls

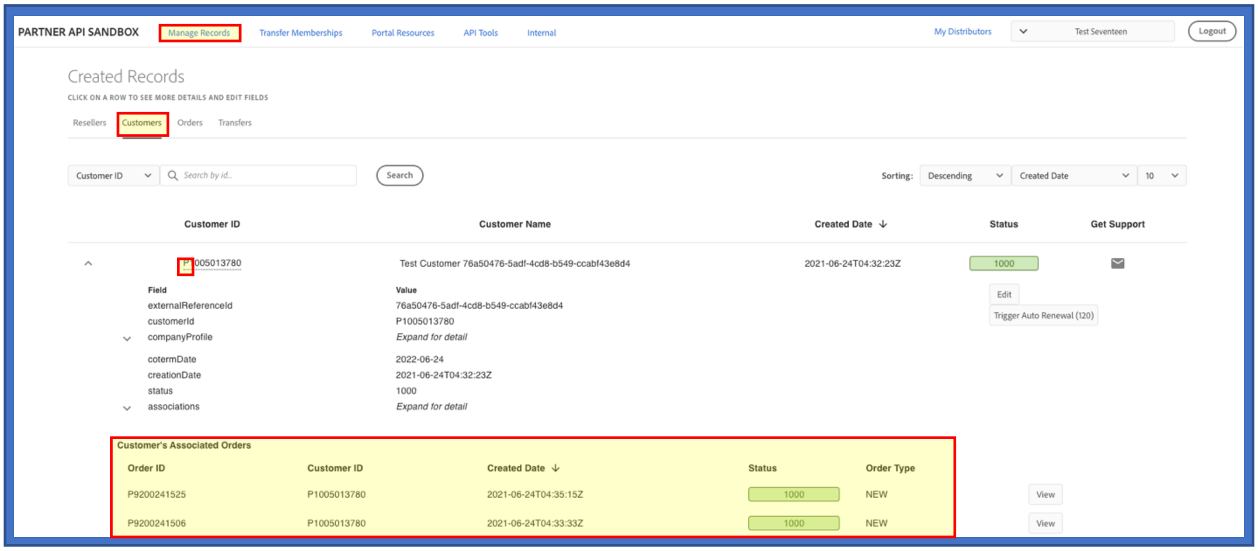
You can view all the Orders for a particular Customer through the GET API call **Get Orders for Customer**. This preset call requires no information in the request body and will return the collection of orders for the given Customer, starting with the total count of Orders.



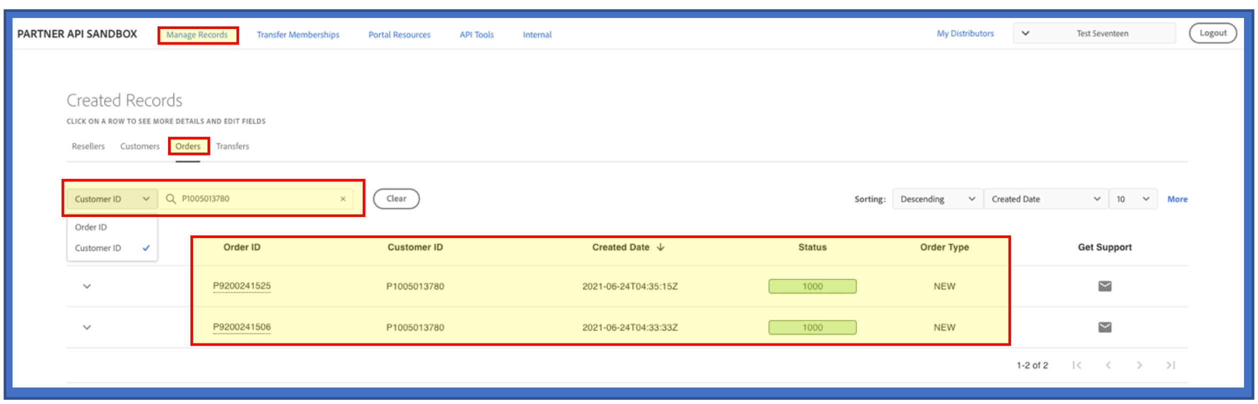
6.3.7.2. Getting Order History for Customers in the Portal

There are two ways to view all Orders associated with a Customer in the portal:

1. Navigate to **Manage Records -> Customer** and expand the view of the desired Customer by clicking on the down arrowhead next to the Customer ID. The detailed view will display all orders associated with the Customer.



2. Navigate to **Manage Records -> Orders** and perform an Order search by Customer ID. The resulting screen will display all orders associated with the searched Customer.



6.4. Subscription Management

6.4.1. Viewing Subscription Detail

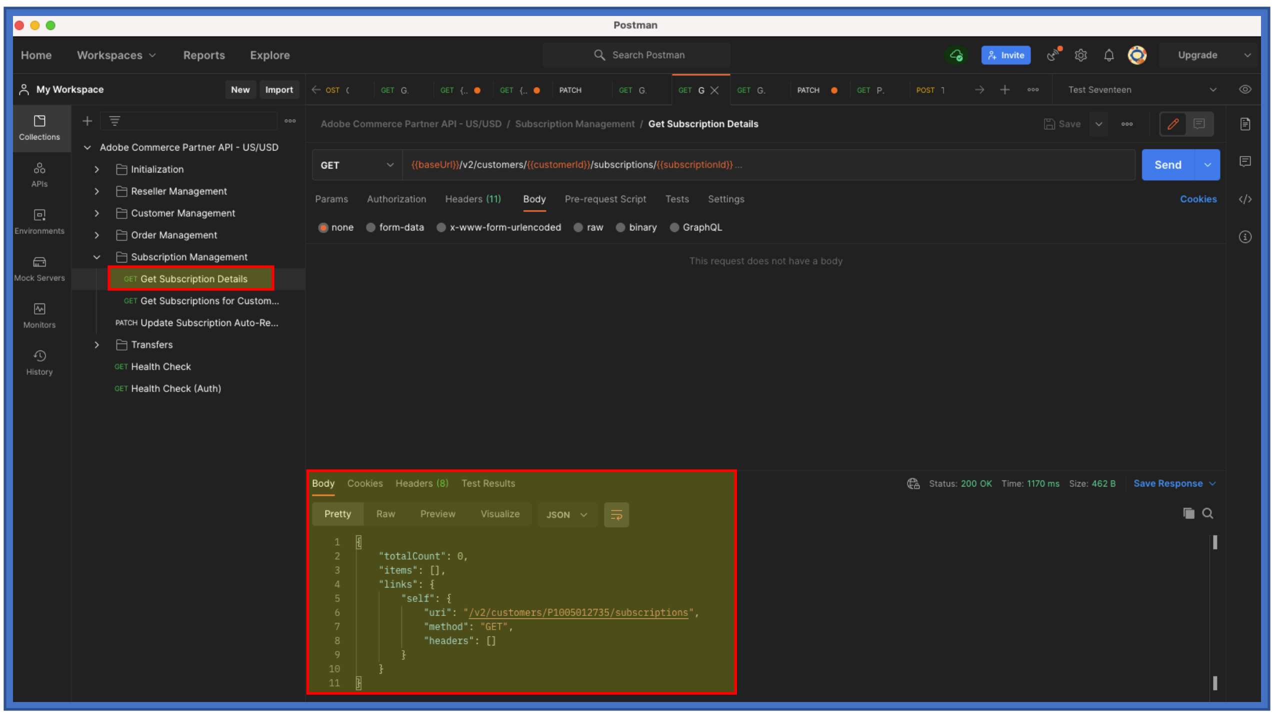
Subscription detail can be viewed using API calls and through the Portal as detailed below.

6.4.1.1. Getting Subscription Details through API calls

Subscriptions are created for line items upon a successful (meaning the status is 1000) Order creation.

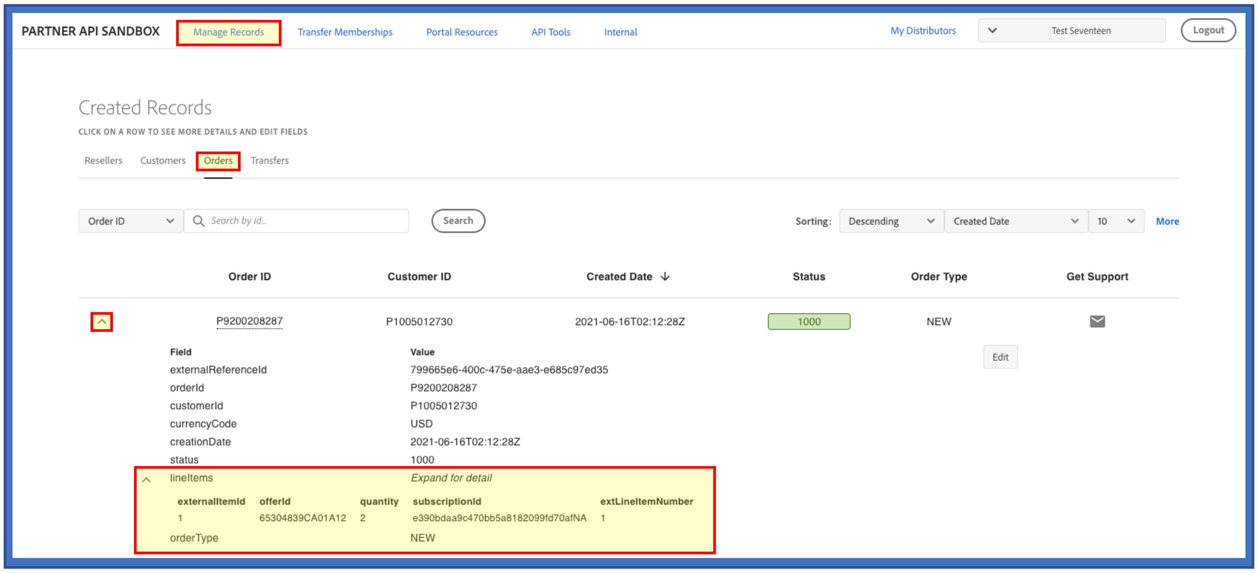
Subscription information can be retrieved using the preset GET API call **Get Subscription Detail**. The body of the request requires no information, and the response body of a successful call will show the Subscription details.

New orders of a product with an existing Subscription will not create a new Subscription. The quantity will be added to the existing Subscription.



6.4.1.2. Viewing Subscription Details through the Portal

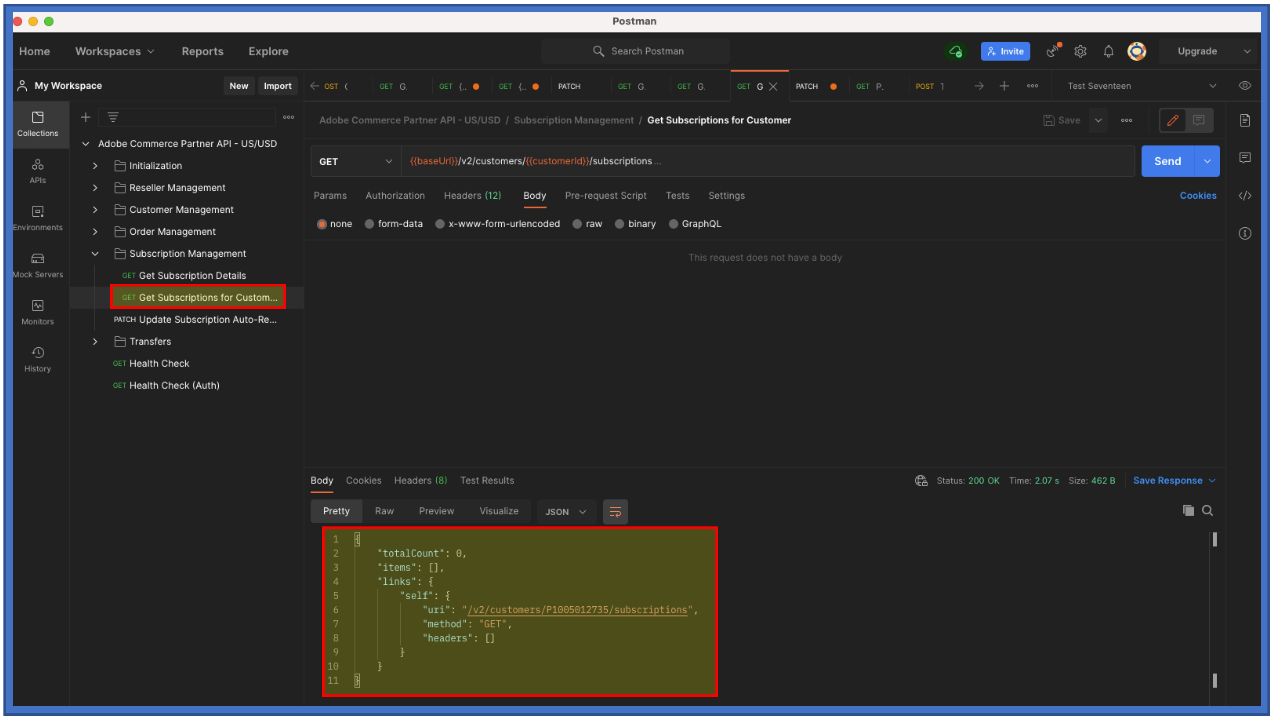
Subscription information can be viewed in the Portal. To get Subscription information, navigate to **Manage Records -> Orders** and expand the view of the desired Order by clicking the down arrowhead next to the **Order ID** and then clicking on the down arrowhead next to the **lineItem** heading.



6.4.2. Getting All Subscriptions for a Customer

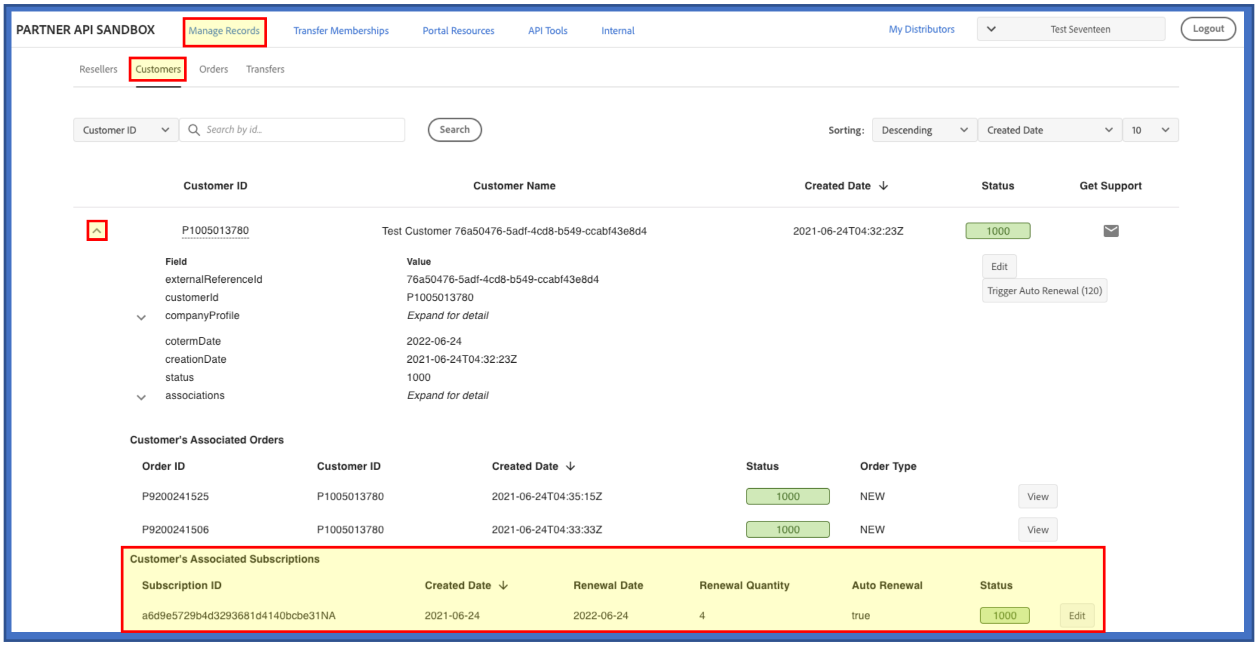
6.4.2.1. Getting Subscriptions for a Customer through API calls

You can view all the Subscriptions of a Customer through our GET API preset call **Get Subscription for Customer**. The call requires no information in the body of the request and the successful call will provide the collection of subscriptions for a Customer.

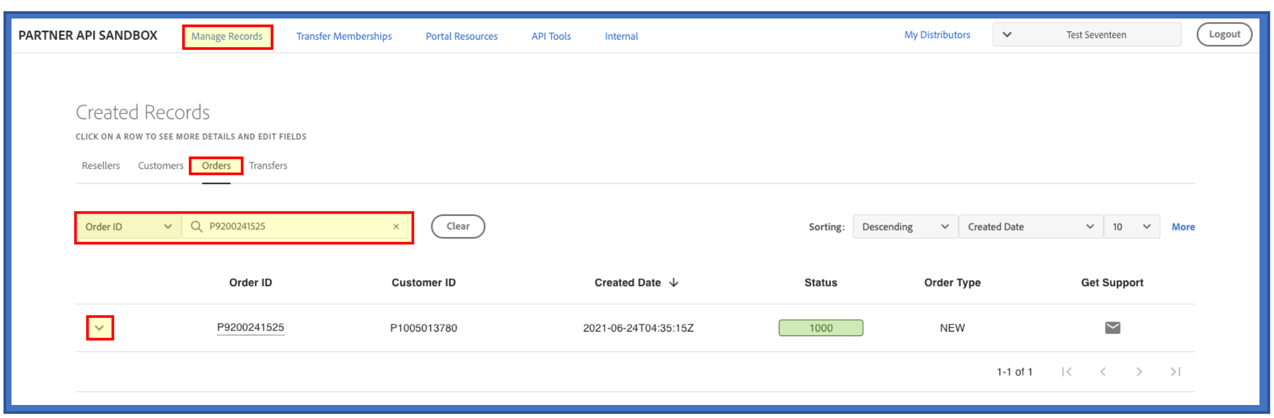


6.4.2.2. *Viewing All Subscriptions for a Customer through the Portal*

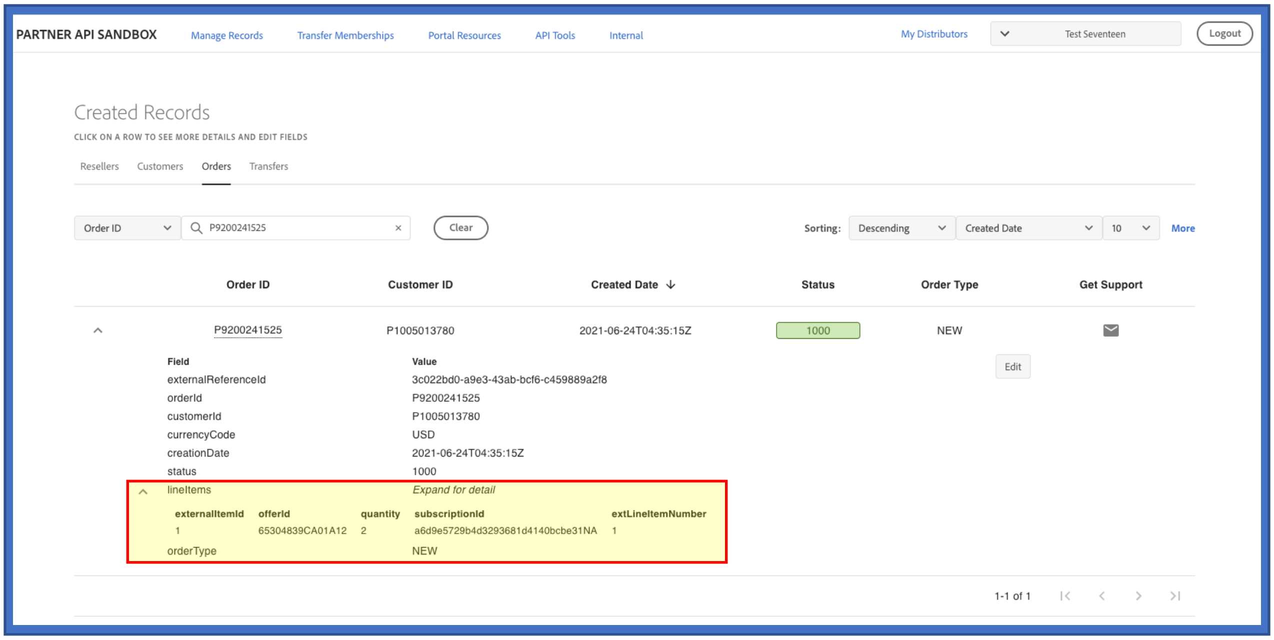
To view all subscriptions of a Customer, navigate to **Manage Records -> Customers** and display the Customer detail by clicking in the down arrowhead. The Subscription information will be displayed at the end of the detail view.



Furthermore, you can view details of any of the Customer's orders by clicking on the **VIEW** button next to the Order Type, which will send you to the **Manage Records -> Order** page and display the particular order—essentially performing a Search by Order ID function.



Clicking on the down arrowhead next to the Order ID and then clicking the down arrowhead next to the lineItems will display the corresponding subscription details.



6.4.3. Updating Subscriptions Auto-Renewal

6.4.3.1. Updating Subscription Auto-Renewal through API calls

Two values of the Subscriptions can be updated through our preset Patch API call **Update Subscription Auto Renewal**:

- Enable auto-renewal.
- Modify the renewal quantity.

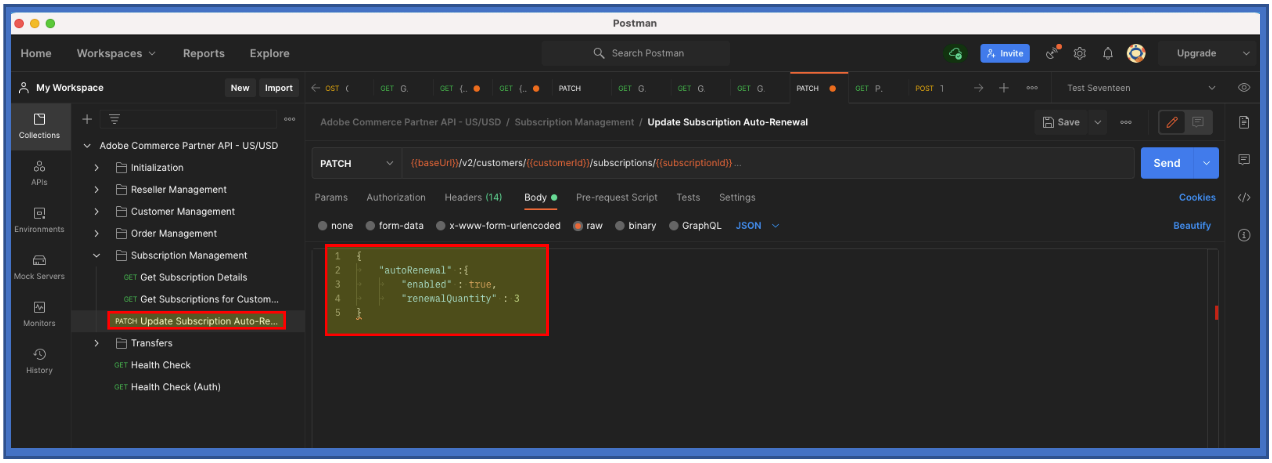
The following considerations must be taken into account when setting the values above:

- Enabled flag can only be set to true or false.
- Setting enabled to true without the **renewalQuantity** field will mark all active licenses in the subscription for autorenewal.
- Setting enabled to false with a **renewalQuantity** will disable autorenewal, the **renewalQuantity** will be ignored.
- The **autoRenewal** preferences can only be updated for an active subscription.
- The **autoRenewal** object is only evaluated at renewal time (the customer's **cotermDate**)
- If the **renewalQuantity** is higher than **currentQuantity** at renewal time, then the additional licenses will be included in renewal. If it is lower, then licenses will be removed at renewal.
- If the **renewalQuantity** has been explicitly set, the **renewalQuantity** will not be increased or decreased by additional orders or cancellations (until subscription becomes inactive)

The considerations named above translate into three states of autorenewal:

- Disabled
- Enabled with renewal quantity
- Enabled without explicit renewal quantity (all purchased licenses will be renewed. The **renewalQuantity** will still be returned with the number of purchased licenses)

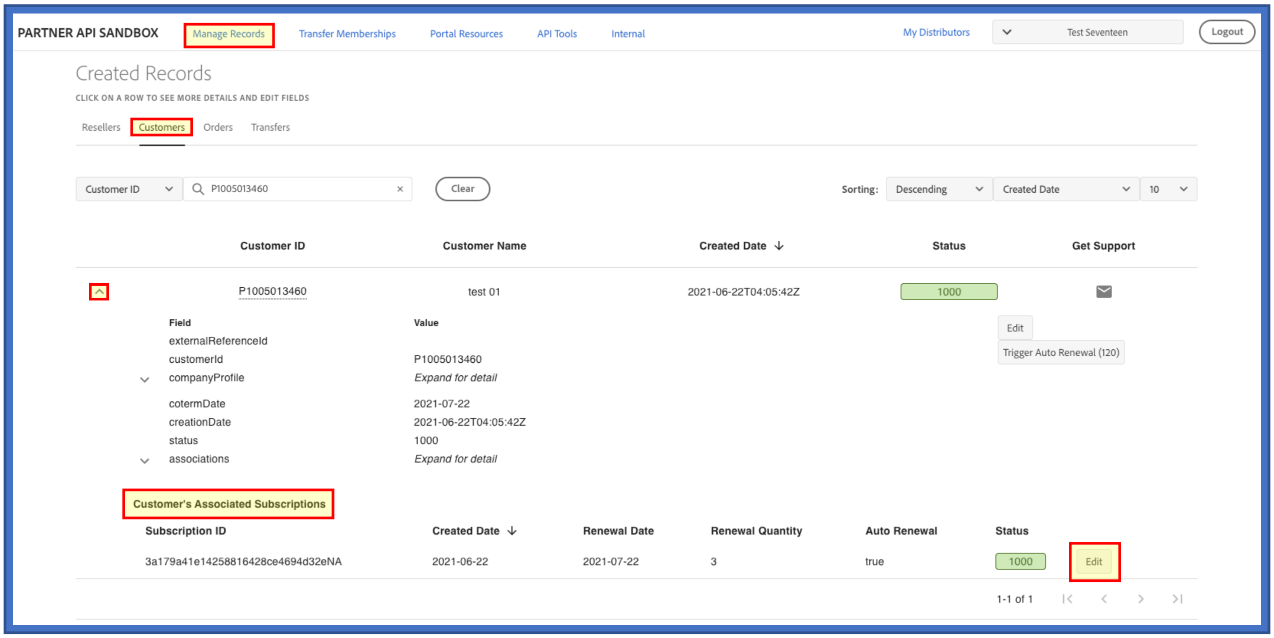
To update the Subscription auto-renewal values with and API request, use our **Update Subscription Auto Renewal** call. In the body of the request, set the flag to either true or false. <u>It can't be left blank</u>. Then enter the desired value for **renewalQuantity**.



6.4.3.2. Updating Subscription Auto-Renewal through the Portal

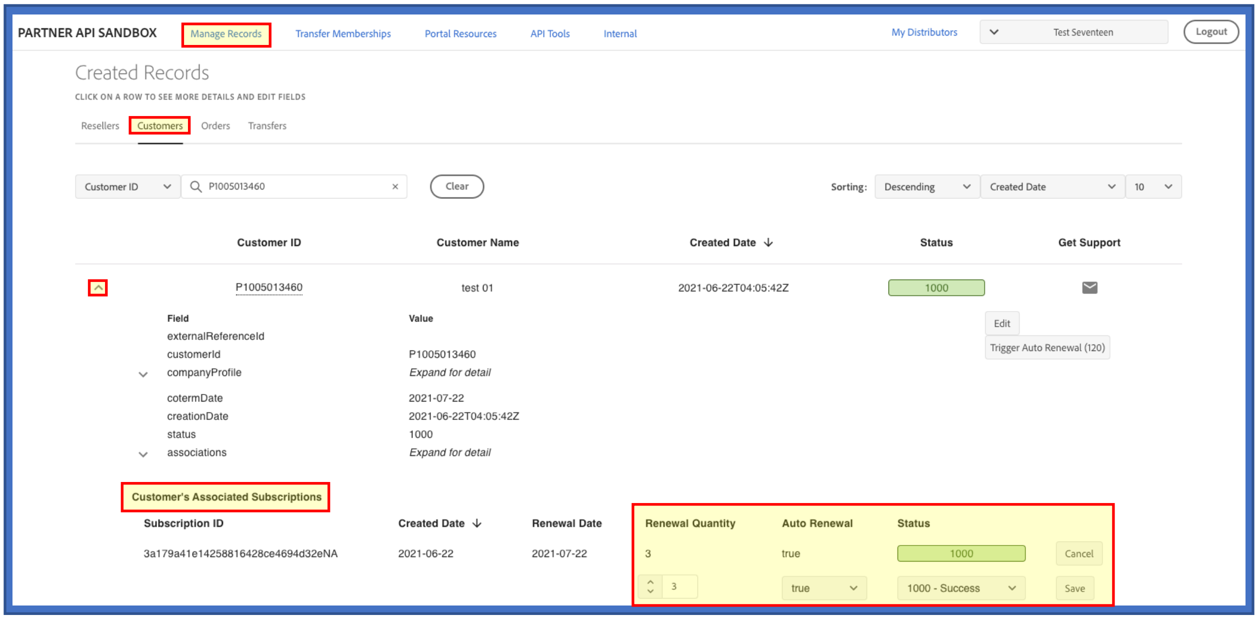
Please, review the considerations that must be taken into account when setting the Renewal Quantity and Auto-Renewal values in section 6.4.3.1 above.

To update Subscriptions trough the Portal, navigate to **Manage Records -> Customers** and expand the view of the desired Customer. In the **Customer's Associated Subscriptions** section, click on the **EDIT** button at the end of the Subscription line.



Clicking on the **EDIT** button will bring up several fields that will allow you to change the different values associated with the Subscription, namely:

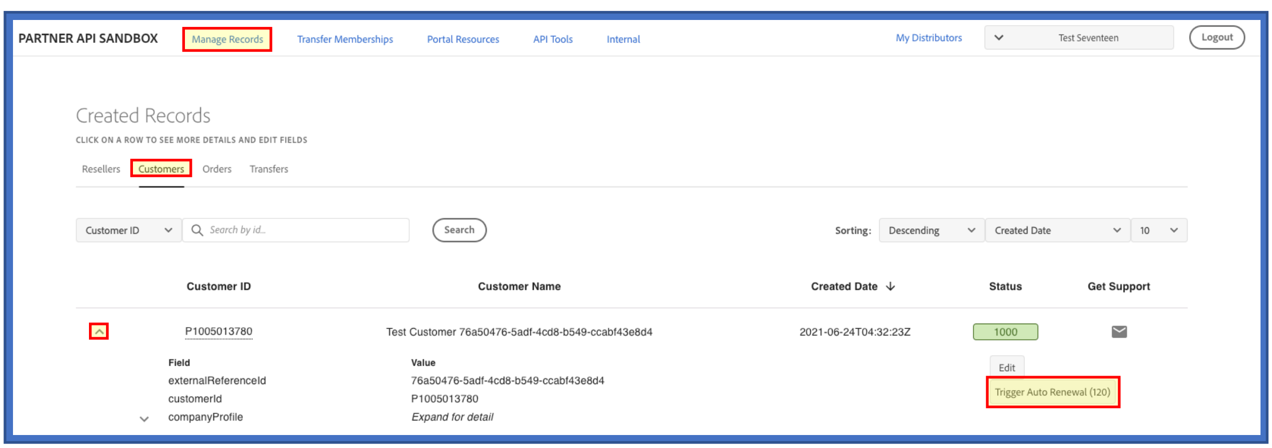
- The Renewal Quantity
- The Auto-Renewal Flag
- The Status



6.4.4. Manually Triggering an Auto-Renewal (Portal Only)

Triggering an auto renewal is a function that can be performed through the Portal. To trigger the auto renewal, navigate to the **Manage Records -> Customers** page, expand the Customer view by clicking on the down arrowhead next to the desired **Customer ID**, which will reveal the **TRIGGER AUTO RENEWAL** button.

Please, take note that there is a renewal job that runs automatically every hour that will trigger Auto-Renewals upon reaching the corresponding anniversary date and time. The **Trigger Auto-Renewal function** allows you to accelerate this process.



6.5. Managing Transfer Memberships (Portal Only)

Processing Subscription transfers involves action from both, the Portal and an API call. The preliminary work, which will result in the creation of a Membership ID, is done in the Portal. The actual transfer of a Subscription is done through an API call, and it requires the Membership ID previously created in the Portal.

It is worth noting that, in production, these Membership IDs come from existing customers that are already VIP and transitioning to the VIP Market Place whereas in the Sandbox these test Membership IDs are created in the Portal.

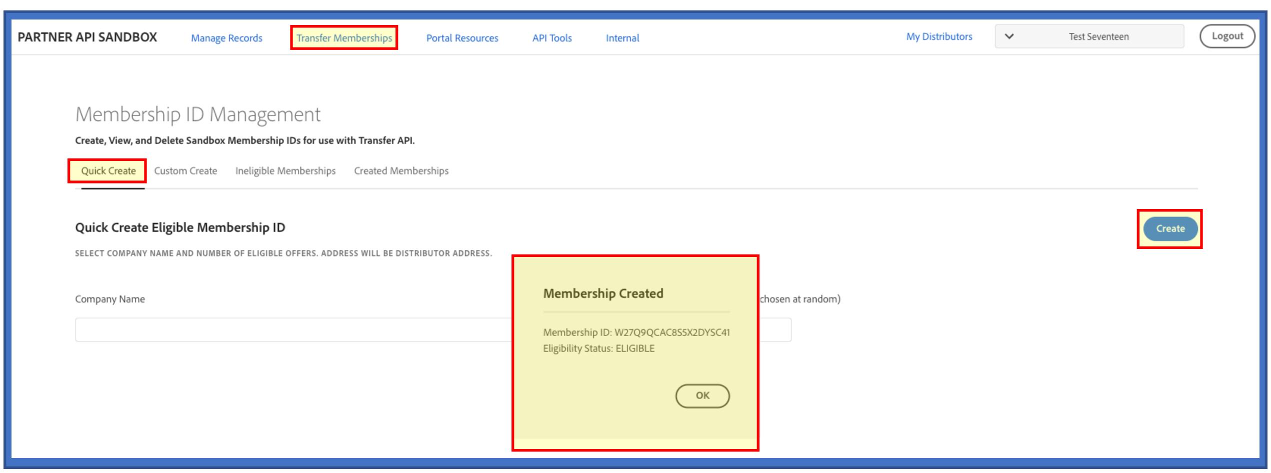
There are two ways of creating a Membership ID in the Portal:

- Quick Create – This method will result in the creation of a Membership ID that is always eligible for transfer.
- Custom Create – This method will result in the creation of a Membership ID that may or may not be eligible.

6.5.1. Membership ID – Quick Create

Clicking on the **Transfer Memberships** tab will land you on the **Quick Create** page. In this page, you can specify a company name and the number of eligible offers to quickly generate a VIP Membership ID that is always eligible and that will result in eligible transfers. After clicking on the **CREATE** button, the Portal will create a Membership and a window will pop up showing the Membership ID.

As stated above, creating a Membership ID in the Portal will make it possible to process a transfer through our preset API call, which requires an unused Membership ID. This is an important and necessary step because Membership IDs can only be used once.



6.5.2. Membership ID – Custom Create

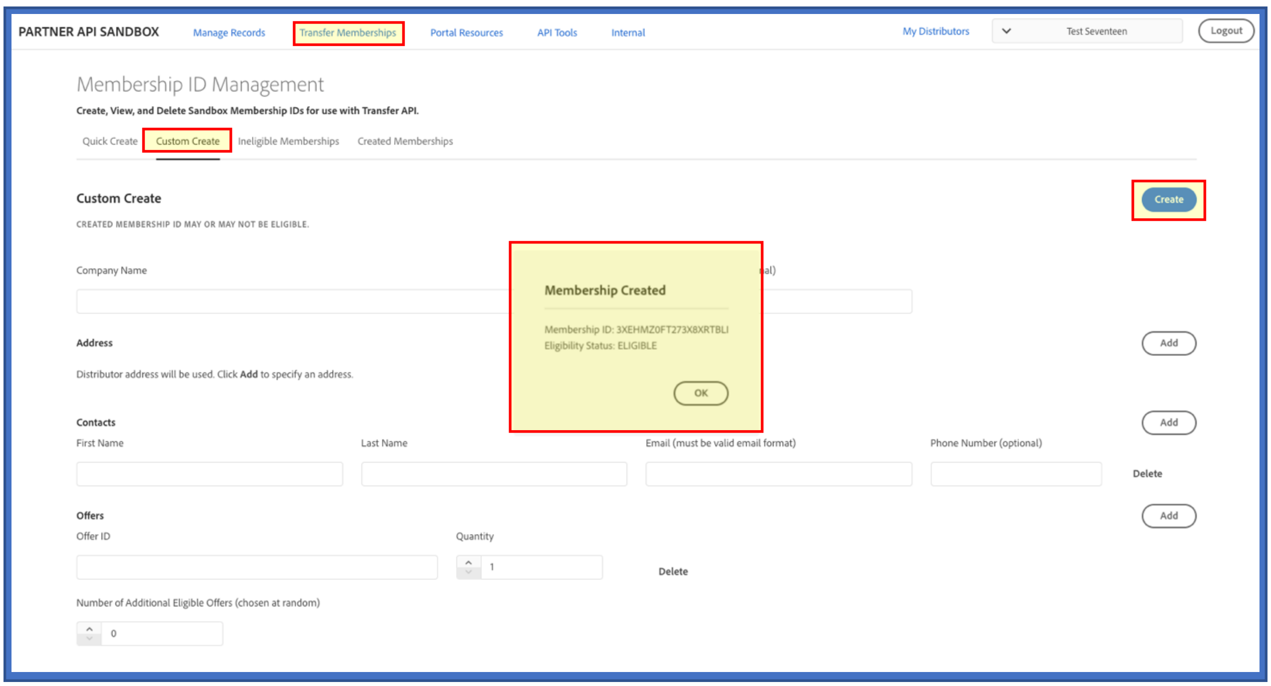
You can create custom Membership IDs with your own desired information using the Custom Create from. Unlike the Quick Create form, which always creates an eligible Membership ID, the Membership IDs created with the Custom Create form may or may not be eligible for transfer.

This form gives you the opportunity to enter an offer ID of your choice or you can delete this field and enter the number of offers that you wish to add, which the offer ID(s) will be generated at random.

To create a Custom Membership ID, navigate to **Transfer Memberships -> Custom Create** in the Portal, fill the form as desired and click the **CREATE** button.

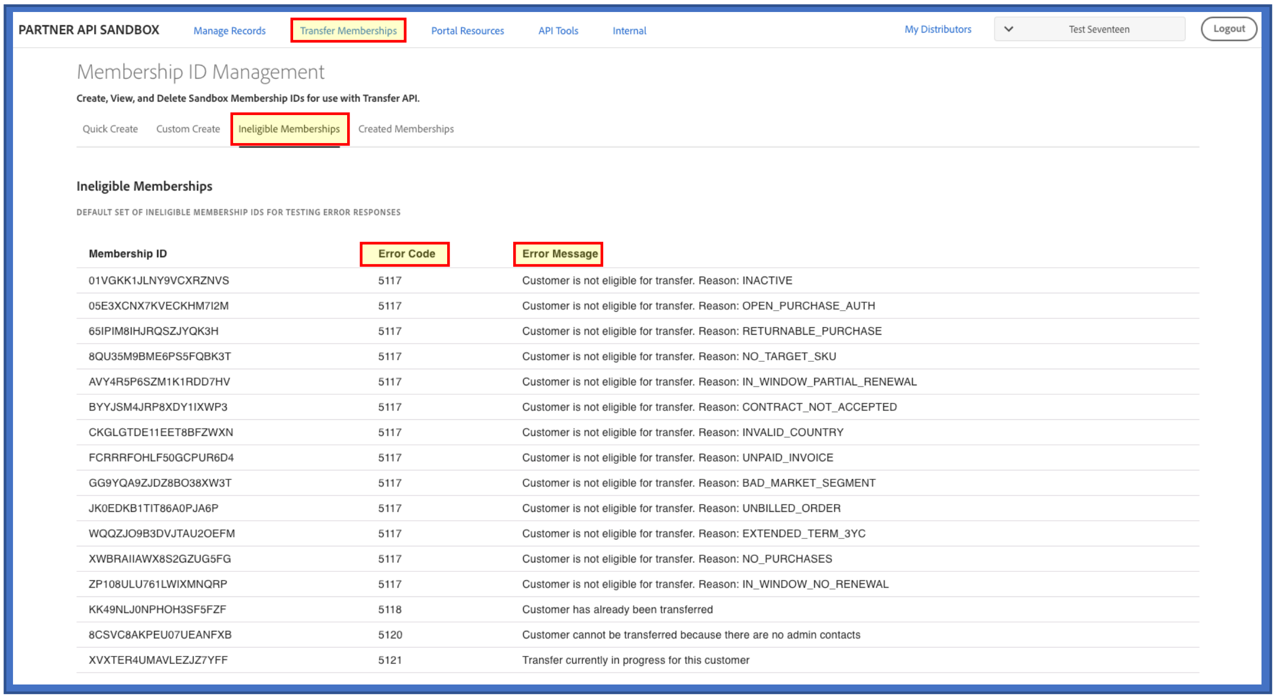
Upon successful creation of the custom Membership, a message will pop up with the Membership ID and the eligibility status.

As stated above, creating a Membership ID will make it possible to manage transfers with API calls. This is an important and necessary step because Membership IDs can only be used once, and every transfer requires a Membership ID.



6.5.3. List of Ineligible Memberships

The Portal offers you a default set of ineligible Membership IDs to be used while testing error responses. The list of ineligible Membership IDs includes error codes and the available error messages. The list can be found under the **Transfer Memberships** tag, in the **Ineligible Memberships** page.


PARTNER API SANDBOX | Manage Records | Transfer Memberships | Portal Resources | API Tools | Internal | My Distributors | Test Seventeen | Logout

Membership ID Management

Create, View, and Delete Sandbox Membership IDs for use with Transfer API.

Quick Create | Custom Create | Ineligible Memberships | Created Memberships

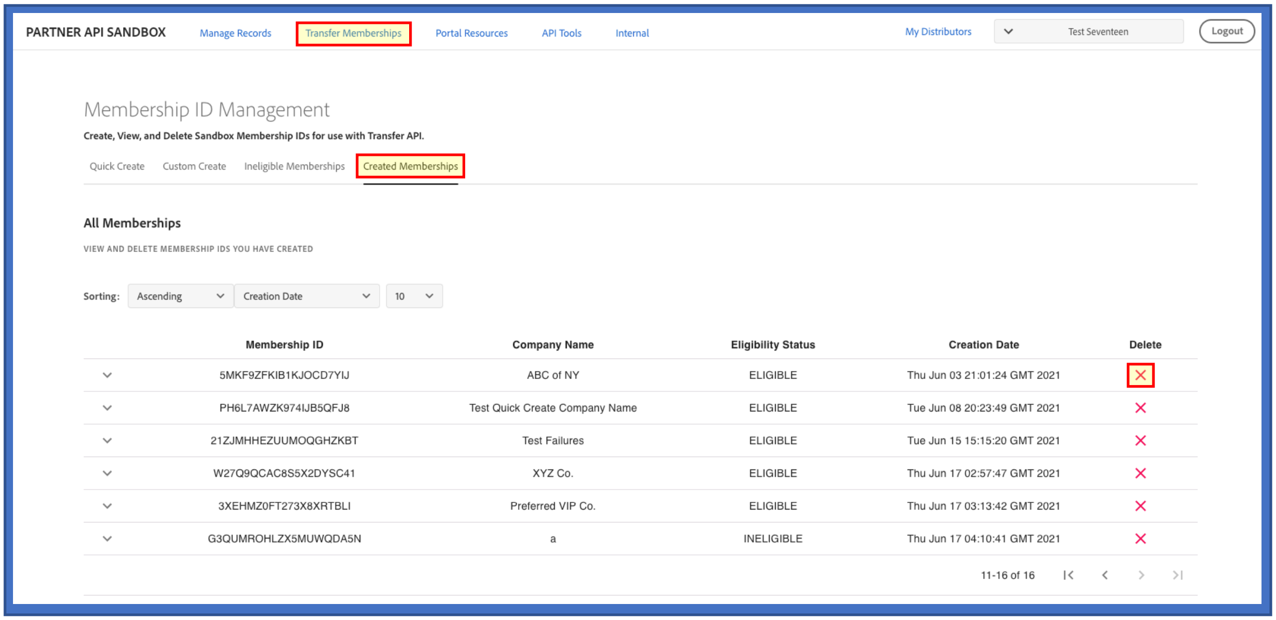
Ineligible Memberships

DEFAULT SET OF INELIGIBLE MEMBERSHIP IDS FOR TESTING ERROR RESPONSES

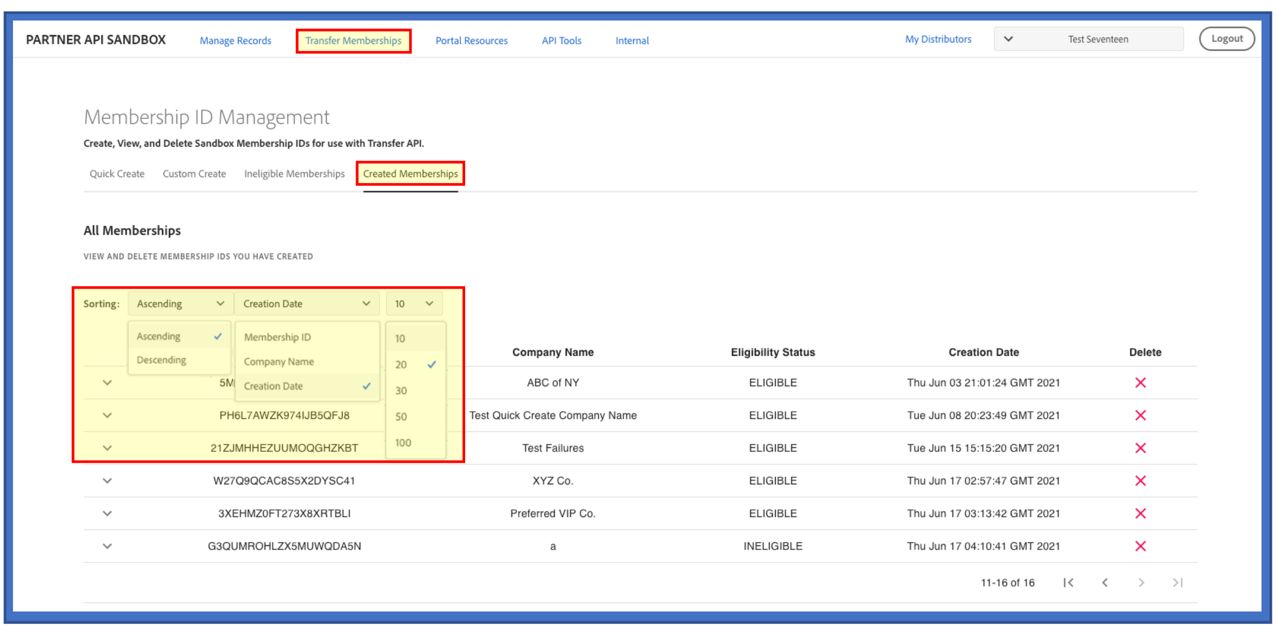
Membership ID	Error Code	Error Message
01VGKK1JLNY9VCXRZNVS	5117	Customer is not eligible for transfer. Reason: INACTIVE
05E3XCNX7KVECKHM7I2M	5117	Customer is not eligible for transfer. Reason: OPEN_PURCHASE_AUTH
65IPIM8IHJRQSZJYQK3H	5117	Customer is not eligible for transfer. Reason: RETURNABLE_PURCHASE
8QU35M9BME6PS5FQBK3T	5117	Customer is not eligible for transfer. Reason: NO_TARGET_SKU
AVY4R5P6SZM1K1RDD7HV	5117	Customer is not eligible for transfer. Reason: IN_WINDOW_PARTIAL_RENEWAL
BYYJSM4JRP8XDY1IXWP3	5117	Customer is not eligible for transfer. Reason: CONTRACT_NOT_ACCEPTED
CKGLGTDE11EET8BFZWXN	5117	Customer is not eligible for transfer. Reason: INVALID_COUNTRY
FCRRRFOHLF50GCPUR6D4	5117	Customer is not eligible for transfer. Reason: UNPAID_INVOICE
GG9YQA9ZJDZ8BO38XW3T	5117	Customer is not eligible for transfer. Reason: BAD_MARKET_SEGMENT
JK0EDKB1TIT86A0PJA6P	5117	Customer is not eligible for transfer. Reason: UNBILLED_ORDER
WQQZJO9B3DVJTAU2OEFM	5117	Customer is not eligible for transfer. Reason: EXTENDED_TERM_3YC
XWBRAIIAWX8S2GZUG5FG	5117	Customer is not eligible for transfer. Reason: NO_PURCHASES
ZP108ULU761LWIXMNQRP	5117	Customer is not eligible for transfer. Reason: IN_WINDOW_NO_RENEWAL
KK49NLJ0NPHOH3SF5FZF	5118	Customer has already been transferred
8CSVC8AKPEU07UEANFXB	5120	Customer cannot be transferred because there are no admin contacts
XVXTER4UMAVLEZJZ7YFF	5121	Transfer currently in progress for this customer

6.5.4. List of Created Memberships

To view a list of the Membership IDs that you have created, whether eligible or ineligible, navigate to the **Transfer Membership -> Created Membership** page. This page offers you the ability to delete Memberships.



The list of Membership IDs can be sorted in ascending or descending order by either Creation Date (default), Company Name, or Membership ID. The sorting criteria can be set using the corresponding dropdown menu. You also can choose the number of Memberships to display on the page.



6.6. Transferring Subscriptions (API only)

We have several API calls to help testing the transfer of subscriptions to the VIP Market Place.

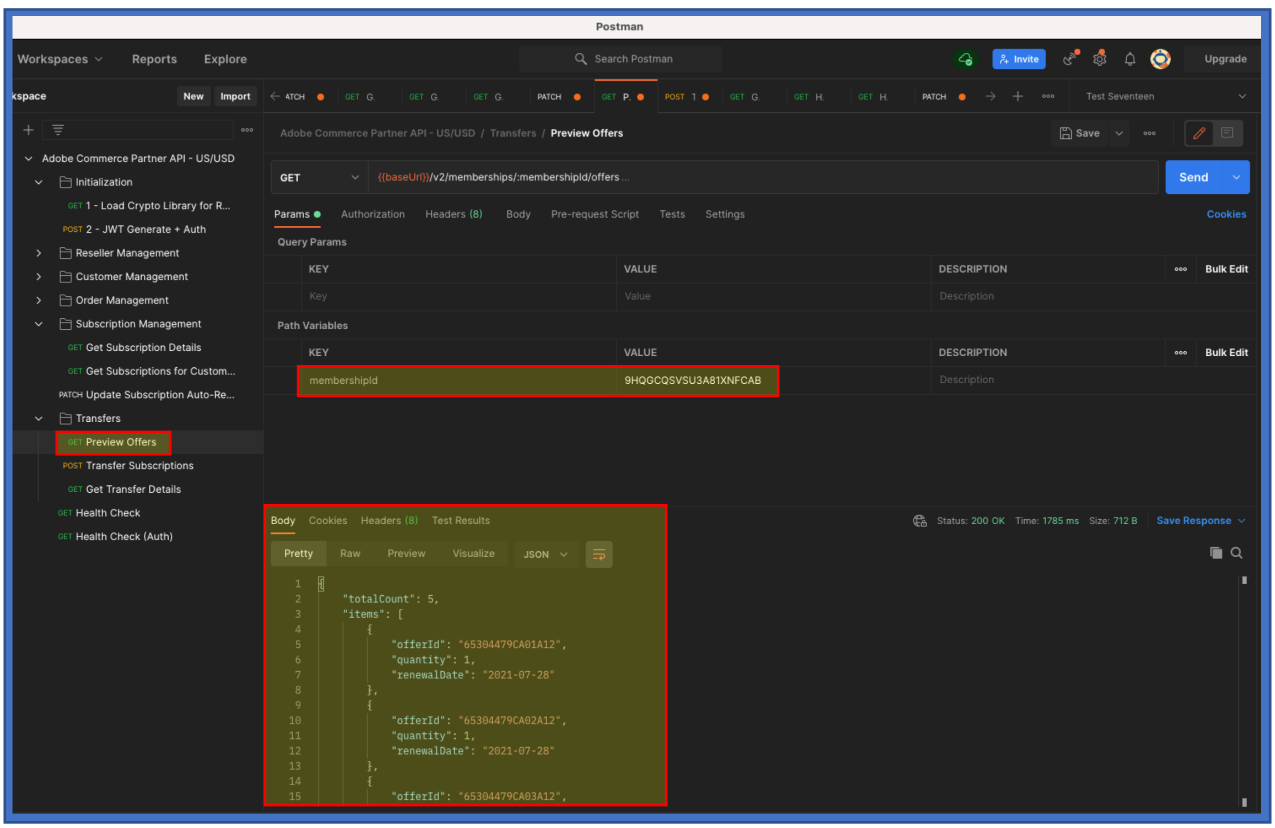
6.6.1. Preview Offers

The **Preview Offer** call is a preset GET API request that allows you to view current Customer offers that are to be transferred to the VIP Market Place. Offers are presented as items, each of which correspond to individual subscriptions.

To preview offers use the **Preview Offers** GET call. In order to preview Offers, a valid Membership ID must be passed as a value. The body of the request requires no information. The response body will include the following subscription information:

- The offer ID
- Quantity of subscriptions
- The renewal date

It is important to know that the subscriptions will have auto-renewal enabled by default upon transfer and they will renew on the renewal date.

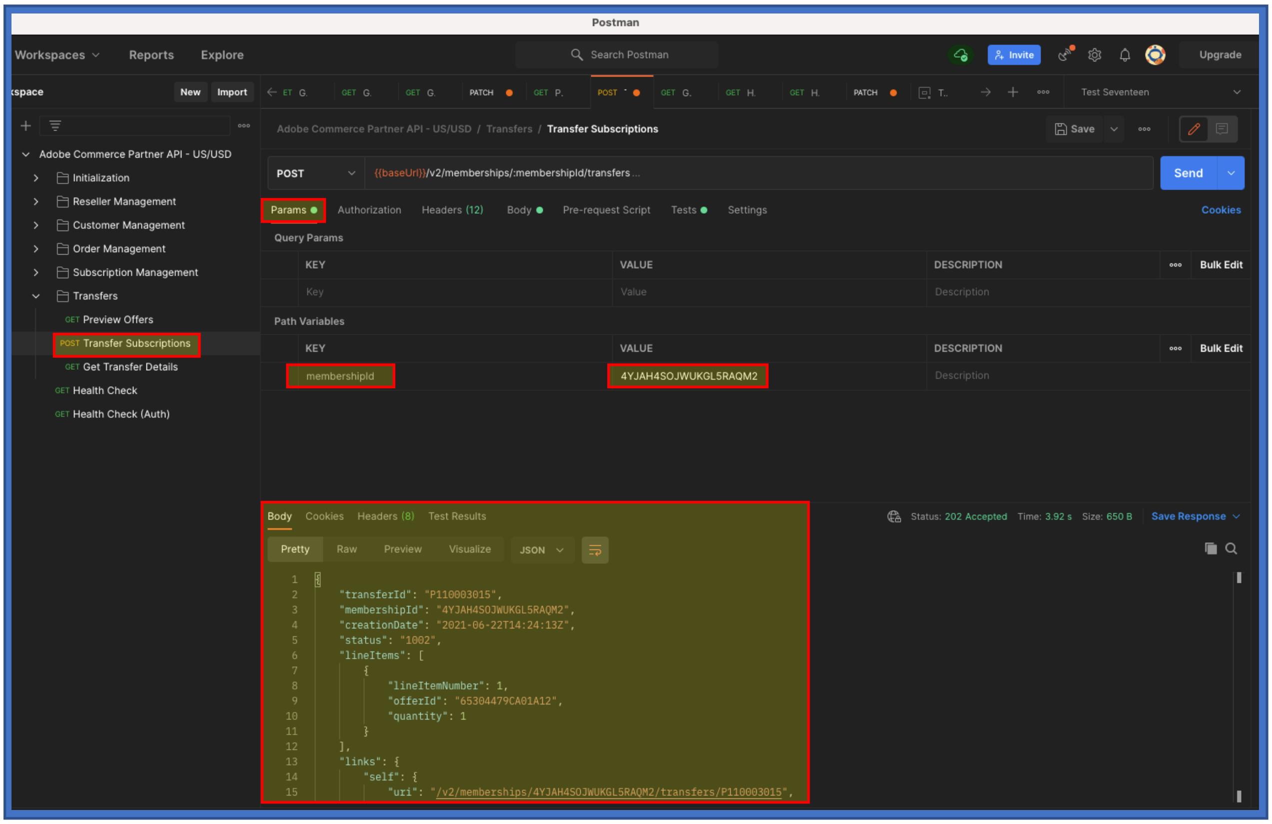


6.6.2. Transfer Subscriptions

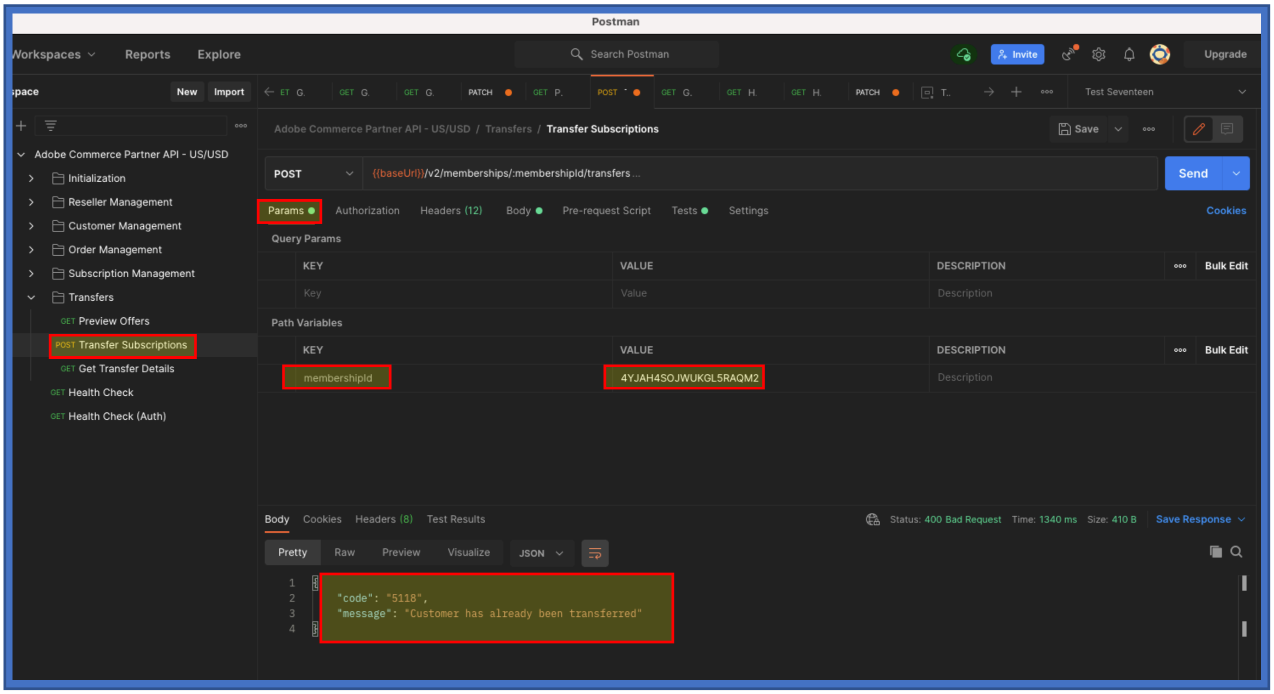
In order to successfully transfer a subscription, an eligible Membership ID must be previously created in the Portal (see section 6.5). It is important to remember that Membership IDs can only be used once.

The **Transfer Subscription** function is a POST API call used to promote eligible subscriptions to the VIP MP. To transfer a Customer, a valid Membership ID must be passed to the Postman **params** in order to make a successful API call.

If you were using Postman to transfer a Subscription, you would use the preset API POST call **Transfer Subscriptions**, found under the **Transfer** section. Then you would navigate to the **Params** page and enter a valid Membership ID (previously created in the Portal) as a **VALUE** for the **membershipId** field, and click on the **SEND** button. A successful transfer would show pertinent information in the body of the response as shown below.



Attempting to transfer a customer with a Membership ID previously used will result in a failed transfer (error message 400 – Bad Request) and the body of the response will indicate that the Customer has already been transferred.



6.6.3. Get Transfer Details

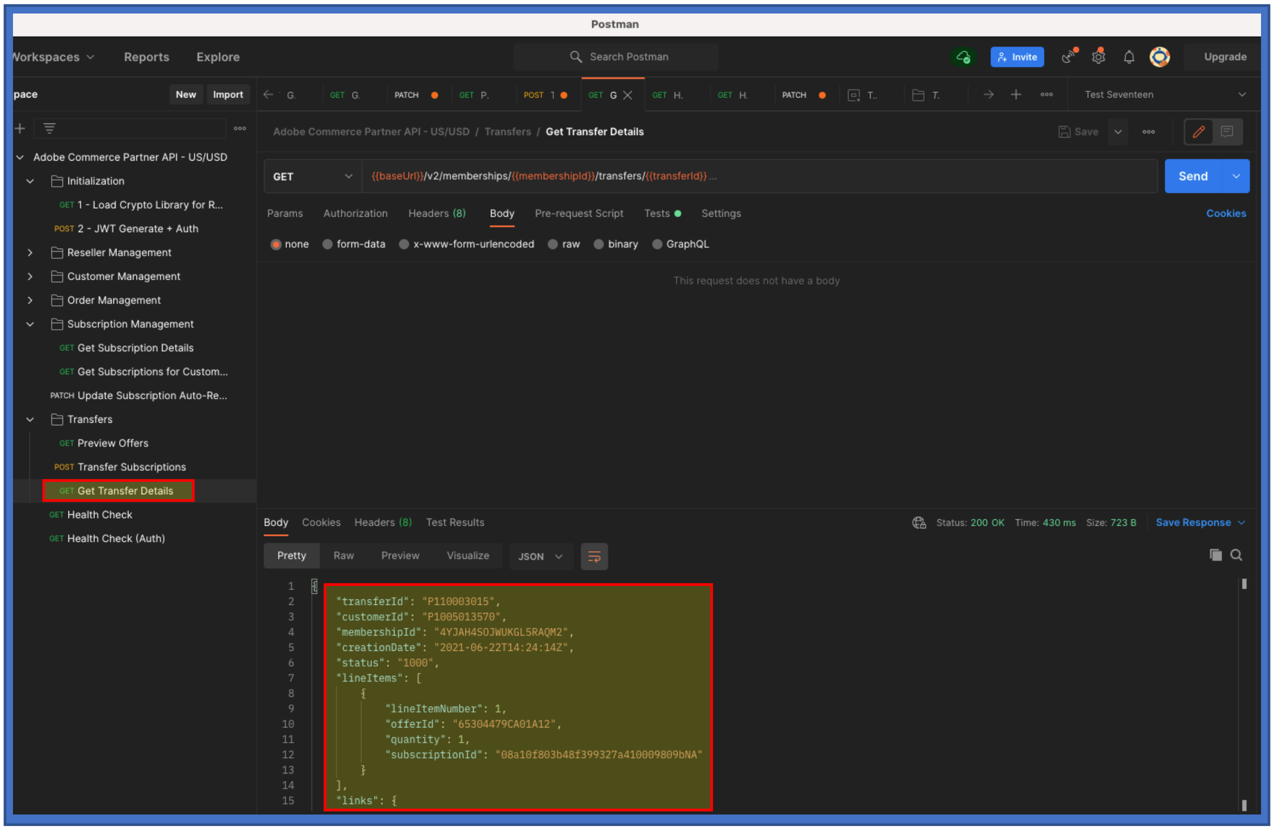
6.6.3.1. Viewing Transfer Details through an API call

Use the **Get Transfer Details** API call in to confirm the details of a transfer to the VIP Market Place.

The information presented in the **Get Transfer Details** is shown in the body of the API response window and includes:

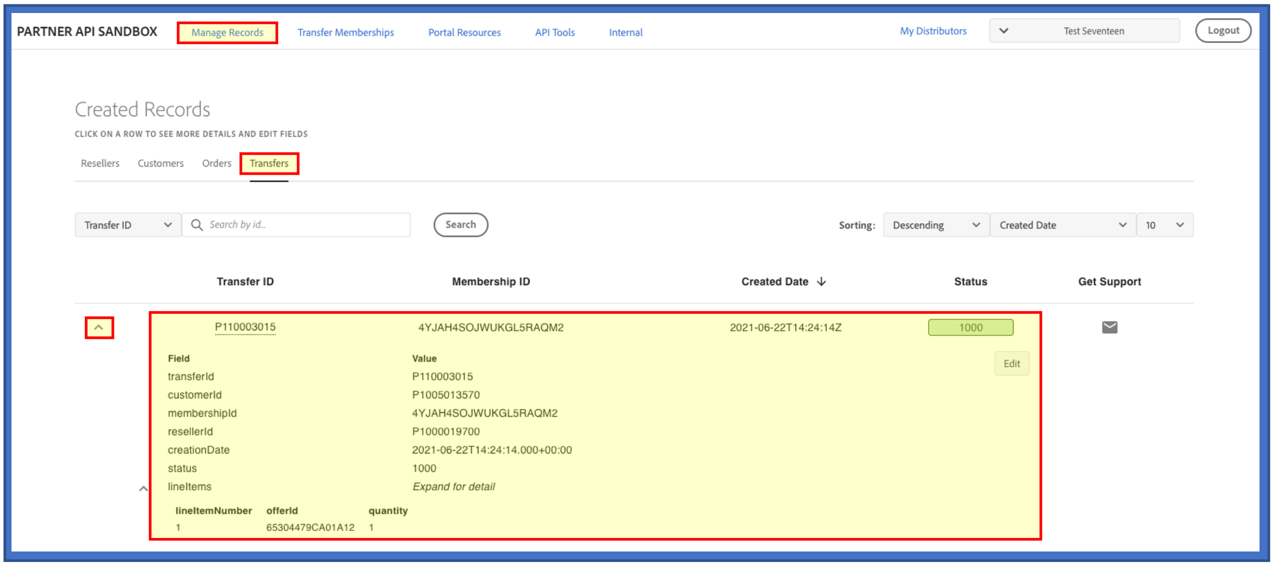
- Transfer ID
- Customer ID
- Membership ID
- Creation date
- Status
- Line Items (subscription details)
    - Line Item Number
    - Offer ID
    - Quantity
    - Subscription ID
- Links

- URI
- Method
- Headers



6.6.3.2. *Viewing Transfer Details in the Portal*

Successful transfer information can also be obtained through the Portal by navigating to the **Manage Records -> Transfers** page and clicking on the down arrowhead next to the Transfer ID to reveal the details of the transfer, including the resulting Customer ID.

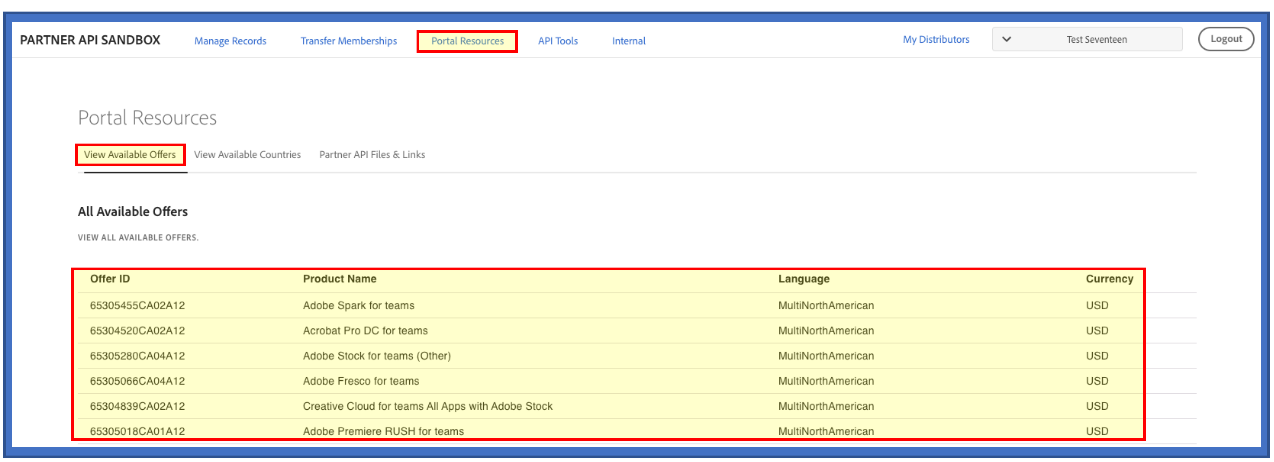


6.7. Portal Resources

To round up our help with the Sandbox testing environment, we have added some additional resources as follows.

6.7.1. Available Offers

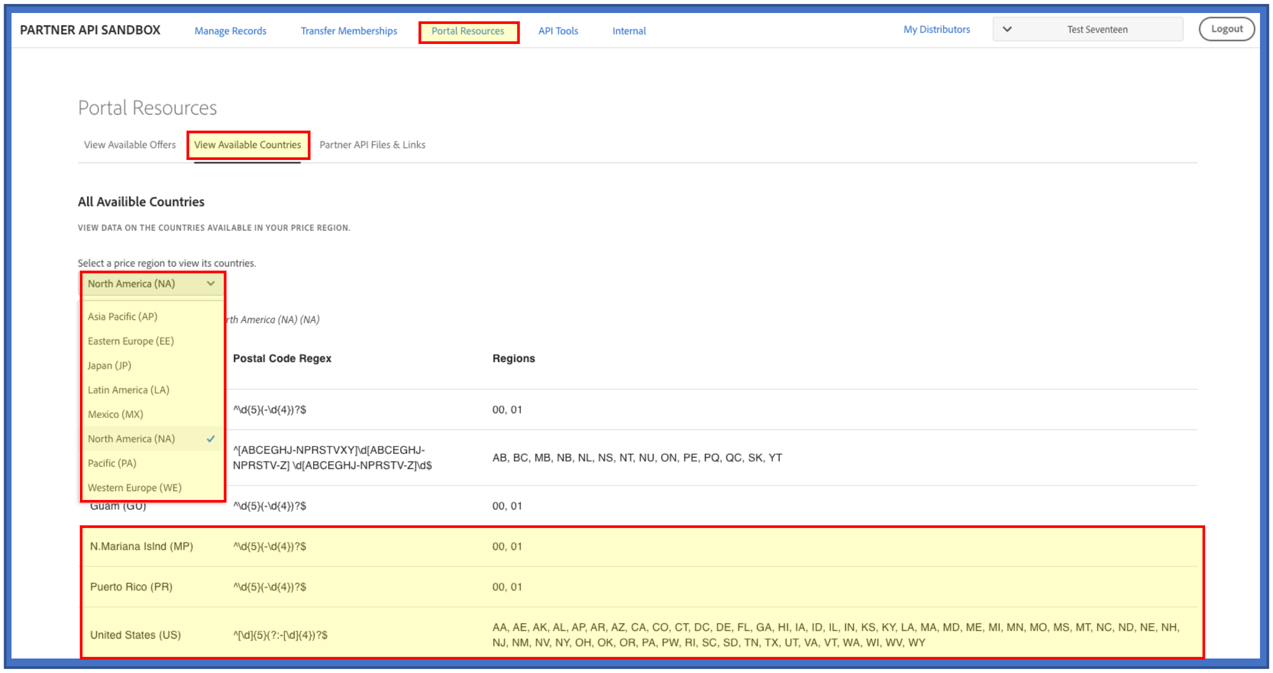
A list of all available offers for the current distributor can be found in the **View Available Offers** page. The list includes the Offer ID and Product name. These can be used when testing the **Create Order** API call.



6.7.2. Available Countries

The list of available countries per Price Region can be viewed in the **Portal Resources/View Available Countries** page. This page includes the country, the two-character ISO Code associated with the country, a postal code regex and the local regions available in each country.

The list of countries displayed on the page is determined by the price region to which they belong, as defined by Adobe. The price region can be selected by the dropdown menu located at the top of the page.



6.7.3. Partner API Files & Links

This section includes links and resources related to the partner API. Currently, this page includes two links:

- The **Partner Hub** – A secure location for Adobe to share confidential materials with VIP Marketplace partners. All materials on this site are provided pursuant to your confidentiality obligations to Adobe.
- **Partner API Materials** – Location where the Partner API documentation, technical assets, and Sample Postman Environment lives.

6.8. Other API Tools

6.8.1. Testing Addresses

The **Test Addresses** page is a tool designed to test custom addresses to see how they interact with the CPAPI.

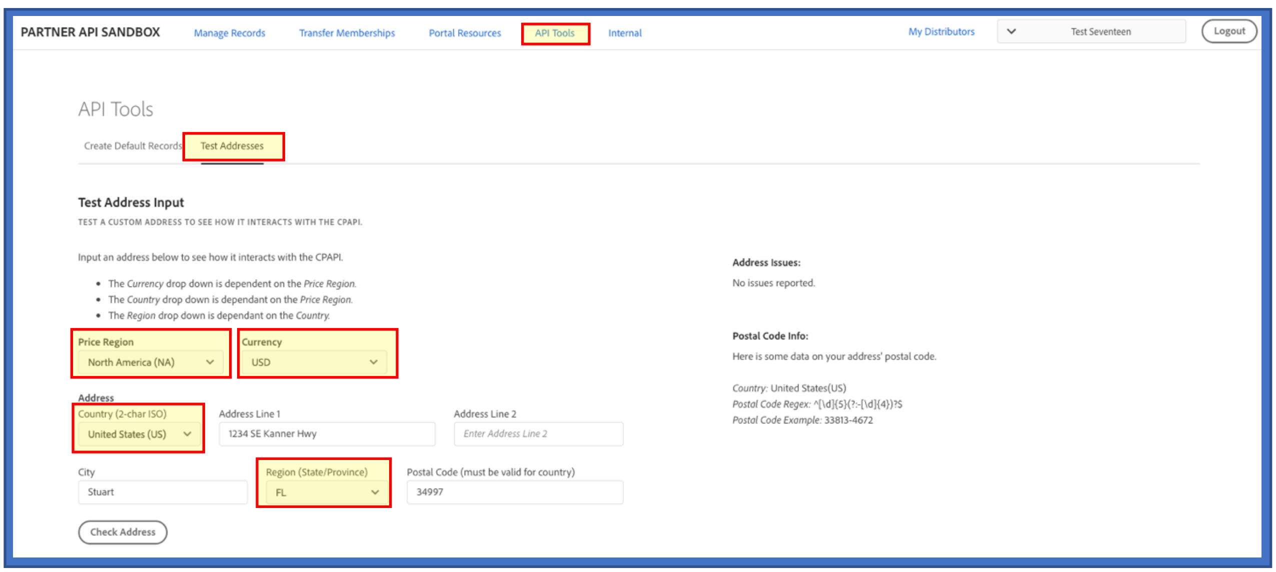
While inputting a custom address, you will need to define the following information:

- Price Region
- Currency
- Country
- Local region (State/Province)

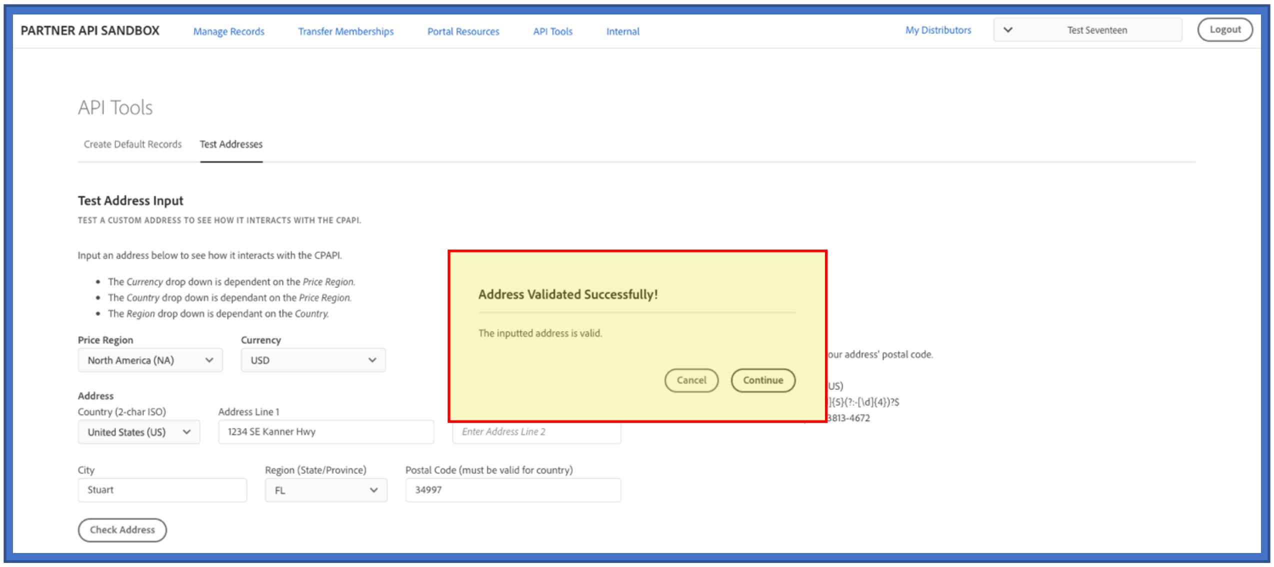
The following dependencies exist among the choices above:

- The currency dropdown menu is dependent on the **Price Region** selected.
- The Country dropdown menu is dependent on the **Price Region** selected.
- The Region dropdown menu is dependent on the **Country** selected.

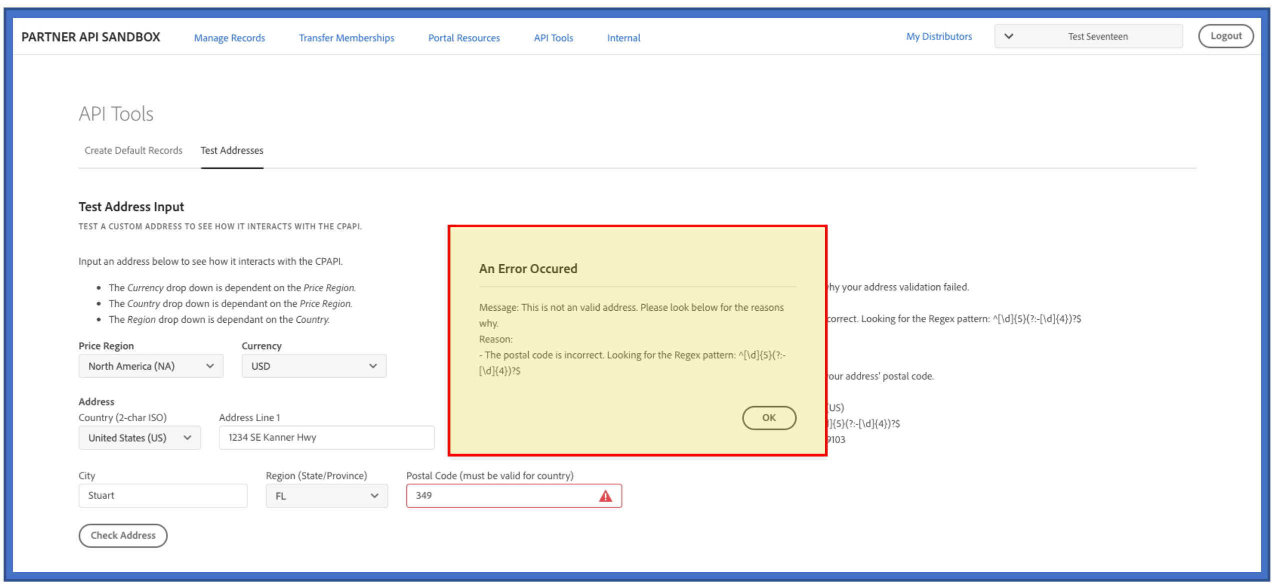
To test an address, navigate to **API Tools -> Test Address**:



If the API accepts the address format, the tool will display a message announcing that the validation was successful.



If the address fails API validation, the tool will display a message indicating why the validation failed.



7. SANDBOX SUPPORT

We are always looking for ways to improve the partner developer experience. New features will be added to the portal over time. To request new features or if you have and questions or issues, please send an email to
partnerapi-integration-support@adobe.com.

Additionally, we have incorporated, where appropriate, a column named **Get Support** with links to automatically generate an email whenever you may experience an issue with the Portal. Simply click on the envelope icon where the issue was experienced, and the Portal will display information related to the issue along with a dropdown menu where you can choose the nature of the problem. The email will be sent when you click on the **GENERATE EMAIL** button.