INSPIRIN Services vit Apps nt EN Documentation Support

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API Issue   Edit

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Case Summary

You
Oct 24, 2025
3:26 PM GMT+5:30

Hello team,
We have applied as per instruced in the email with the fllowing case id.

18706843401

Amazon
info@inspiringinfosys.com
Oct 24, 2025
9:41 AM GMT+5:30

Greetings from Amazon,

My name is Himaja, from the Developer Support team.

I understand you are facing an Access Denied error when calling the Easy Ship API.

You need Direct to Consumer Shipping (Restricted) role added to your developer profile and application to call Easy Ship API.

Upon checking your developer profile and app, I see that the PII roles for Direct to Consumer Shipping (Restricted) role is not added to your developer profile so you are receiving Access Denied error.

Please click on the below link to know more about Direct to Consumer Shipping (Restricted) role:
https://developer-docs.amazon.com/sp-api/docs/direct-to-consumer-shipping-restricted-role

You may review the role guidelines to request the role that fits your

ID: 18698804521

Status: Working in progress

Primary e-mail: info@inspiringinfosys.com

Cc:
Created: Oct

needs here:
https://developer-docs.amazon.com/sp-api/docs/roles-in-the-selling-partner-api

For more information on SP-API roles, check out Choosing roles for your developer profile and SP-API application blog:
https://developer-docs.amazon.com/sp-api-blog/docs/choosing-roles-for-developer-profile-and-sp-api-app

To request roles to be added to your profile, please follow these steps within Seller/Vendor Central:

1. Go to Develop Apps
2. Click on the link "Your Developer Profile"
3. In the section titled 'Data Access', scroll down to 'Roles'
4. Select the role(s) you wish to add to your profile.
5. Click the Register button. This will create a new Support Case in your Case Log.
Once the Role is approved for your Developer Profile, you can add it to your application and will be able to create the notification.

Please note, The Developer Support team does not grant or deny access to roles, so please allow a maximum of 30 days for our Vetting Specialists to review your request. You will see a response from our vetting team with the case you created with your registration.

Restricted roles contain Personally Identifiable Information (PII) about Amazon Buyers, and you will be required to provide additional information about your data use and security controls.

Once your developer profile is added with Direct to Consumer Shipping (Restricted) role , please add the Shipping role to your application.

 1. Sign into Developer Central using the credentials that you used to register as a developer.
 2. Click Develop Apps. The Developer Central page appears.
 3. Click the Edit app button next to the application that you want to update the information for. The App registration page appears.
 4. Edit the values on the page that you want to update, and then click Save and exit.

You can see steps with screenshots in the blog post below:
https://developer-docs.amazon.com/sp-api-blog/docs/choosing-roles-for-developer-profile-and-sp-api-app#choosing-roles-for-your-application

The Developer Support team does not grant or deny access to roles, so please allow a maximum of 10 business days for your application to

23, 2025, 2:24 PM GMT+5:30

Edit

be Published once Approved If you do not require to Publish your app and it is currently in Draft, changes should be applied immediately.

Once all these steps are followed, and you are still not receiving Access Denied error, you can reach out to us via a new case, and provide all the information below:

o Application Id (starts with amzn1.sp.solution or amzn1.sellerapps.app)
o Request Id with timestamp
o API operation (please specify if it is a sandbox request)
o Error response received
o Request and response, untruncated, including headers and attached as a .txt format file attachment.

When providing the request and response details, please ensure that you have provided us with:

1. Full Endpoint (the actual endpoint that is used in the request)
2. Request headers
3. Request body (where applicable- for POST, PUT, PATCH, etc. requests)
4. Response Headers, and
5. Response body.

For testing and troubleshooting, we suggest you use a free of cost service called Postman for this (https://www.postman.com/), and once a request is made, you can click on the "Console" button on the bottom of the page, and select the request that you wish to copy, expand all attributes, and copy and paste in a .txt/.doc file.

The guide below demonstrates on how to use Postman to call SP-API:
https://developer-docs.amazon.com/sp-api/docs/using-postman-for-selling-partner-api-models

This case has no further actions required from our team's end, which is why I will be closing it. Please feel free to reach out to us via a new case, should you still have issues.

I appreciate your understanding in this matter.

To help us continually improve, we ask that you take a moment to complete our survey below to tell us about your experience with this specific interaction.

Were you satisfied with the support provided?

Yes	No

Best regards,
Himaja
Selling Partner API Developer Support
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MORE WAYS TO GET HELP:
Browse our Selling Partner API documentation: https://developer-docs.amazon.com/sp-api
Visit our GitHub Discussions page for help from other Developers:
https://github.com/amzn/selling-partner-api-models/discussions
Selling Partner API Video Series: https://www.youtube.com/playlist?list=PLyrrqKCT7jFKENJO9n_Y68-5o2GZLgLUU

To contact us again about this issue, please use the Contact Us form in Seller Central, Vendor Central or Solution Provider Portal using the following links:

https://sellercentral.amazon.com/cu/case-dashboard/view-case?caseID=18698804521
https://solutionproviderportal.amazon.com/cu/case-dashboard/view-case?caseID=18698804521
https://vendorcentral.amazon.com/gp/vendor/members/caselog/case-detail?caseId=18698804521

Please note: this e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

👤 **You**   Oct 23, 2025
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