

Solicitation API Use Case Guide

Version: 1.0

Date: 6/25/2020

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Solicitations User Guide

What is the Solicitations API?

With the Solicitations API, you can build applications that let sellers send consistent, high-quality solicitations to buyers. Sellers can request both a product review and seller feedback by sending a single template-based email.

Tutorial: Solicit feedback for an order

This tutorial shows you how to solicit a product review and seller feedback for an order. You first verify that an order is available for solicitation and then create the solicitation request.

Prerequisites

To complete this tutorial you will need:

- Authorization from the seller for whom you are making calls. See [Selling Partner API Beta Developer Guide](#) for more information.

Step 1. Verify that an order is available for solicitation

- Call the **getSolicitationActionsForOrder** operation, passing the following parameters:

Path Parameter

Parameter	Description	Required
amazonOrderId	An Amazon order identifier. This specifies the order for which you want a list of available solicitation types. Type: string	Yes

Query Parameter

Parameter	Description	Required
marketplaceIds	A marketplace identifier. This specifies the marketplace in which the order was placed. Only one marketplace can be specified. Type: array[String]	Yes

Request example:

```
GET https://sellingpartnerapi-na.amazon.com/solicitations/v1/orders/111-1111111-1111111?marketplaceIds=ATVPDKIKX0DER
```

Response

Response example (No solicitation actions are available):

```
{
  "_links":
  {
    "actions": [],
    "self":
    {
      "href": "/solicitations/v1/orders/111-1111111-1111111?marketplaceIds=ATVPDKIKX0DER"
    }
  },
  "_embedded":
  {
    "actions": []
  }
}
```

Response example (Can solicit a review):

```
{
  "_links":
  {
    "actions": [
      {
        "href": "/solicitations/v1/orders/111-1111111-1111111/solicitations/productReviewAndSellerFeedback?marketplaceIds=ATVPDKIKX0DER",
        "name": "productReviewAndSellerFeedback"
      }
    ],
    "self":
    {
      "href": "/solicitations/v1/orders/111-1111111-1111111?marketplaceIds=ATVPDKIKX0DER"
    }
  },
  "_embedded":
  {
    "actions": [
      {
        "_links":
        {
          "schema":
          {
            "href": "/solicitations/v1/orders/111-1111111-1111111/solicitations/productReviewAndSellerFeedback/schema",
            "name": "productReviewAndSellerFeedback"
          },
          "self":
          {
            "href": "/solicitations/v1/orders/111-1111111-1111111/solicitations/productReviewAndSellerFeedback?marketplaceIds=ATVPDKIKX0DER",
            "name": "productReviewAndSellerFeedback"
          }
        },
        "schema":
        {
          "_links":
          {
            "actions": [
              {
                "href": "/solicitations/v1/orders/111-1111111-1111111/solicitations/productReviewAndSellerFeedback?marketplaceIds=ATVPDKIKX0DER",
                "name": "productReviewAndSellerFeedback"
              }
            ],
            "self":
            {
              "href": "/solicitations/v1/orders/111-1111111-1111111?marketplaceIds=ATVPDKIKX0DER"
            }
          }
        }
      }
    ],
    "self":
    {
      "href": "/solicitations/v1/orders/111-1111111-1111111?marketplaceIds=ATVPDKIKX0DER"
    }
  }
}
```

```

    {
      "self":
      {
        "href": "/solicitations/v1/orders/111-1111111-1111111/solicitations/productReviewAndSellerFeedback/schema",
        "name": "productReviewAndSellerFeedback"
      }
    },
    "type": "object",
    "name": "productReviewAndSellerFeedback",
    "title": "Request seller feedback and product review",
    "description": "Request seller feedback and product review",
    "properties": {},
    "required": [],
    "$schema": "http://json-schema.org/draft-04/schema#",
    "x-ui-hidden": true
  }
},
"name": "productReviewAndSellerFeedback",
"title": "Request seller feedback and product review"
}
]
}
}

```

Step 2. Create a product review solicitation

- Call the **createProductReviewAndSellerFeedbackSolicitation** operation, passing the following parameters:

Path Parameter

Parameter	Description	Required
amazonOrderId	An Amazon order identifier. This specifies the order for which a solicitation is sent. Type: string	Yes

Query Parameter

Parameter	Description	Required
marketplaceIds	A marketplace identifier. This specifies the marketplace in which the order was placed. Only one marketplace can be specified. Type: array[String]	Yes

Request example:

POST <https://sellingpartnerapi-na.amazon.com/solicitations/v1/orders/111-1111111-1111111/solicitations/productReviewAndSellerFeedback?marketplaceIds=ATVPDKIKX0DER>

Response

Response example (for an order that is eligible):

```
{}
```

Response example (for an order that is not eligible):

```
{
  "errors": [
    {
      "code": "Unauthorized",
      "message": "The requested solicitation is not available for this
amazonOrderId.",
      "details": ""
    }
  ]
}
```