



Configuration Guide

Amazon MCF and Buy with Prime Accelerators for SAP S/4HANA Private Cloud

December 2025

Table of Contents

PREREQUISITES.....	4
DOCUMENTATION	5
CONFIGURE AMAZON SYSTEM.....	6
CONFIGURE CLOUD CONNECTOR.....	6
CONFIGURE S/4HANA SYSTEM CLOUD, PRIVATE EDITION FOR BELOW APIS.....	6
CONFIGURATION STEPS ON SAP CLOUD INTEGRATION.....	7
COMMON CONFIGURABLE PROPERTIES:.....	7
<i>Adapter configuration for Amazon.....</i>	<i>7</i>
<i>Adapter configuration for S/4HANA Cloud, Private Edition.....</i>	<i>7</i>
<i>More</i>	<i>8</i>
MODULE 1: SYNCHRONIZE INVENTORY	9
<i>IFlow: Receive Inventory Event from Amazon.....</i>	<i>9</i>
<i>IFlow: Replicate Inventory Updates from Amazon to SAP S4HANA.....</i>	<i>10</i>
<i>IFlow: Read Inventory Summary from Message Queue.....</i>	<i>10</i>
<i>IFlow: Update Material Stock details in SAP S4HANA.....</i>	<i>11</i>
MODULE 2: FULFILL WITH AMAZON	14
<i>IFlow: Cancel Fulfillment Order in Amazon.....</i>	<i>14</i>
<i>IFlow: Create Fulfillment Order in Amazon</i>	<i>14</i>
<i>IFlow: Replicate All Fulfillment Orders from SAP S4HANA to Amazon.....</i>	<i>15</i>
<i>IFlow: Replicate Selected Fulfillment Orders from SAP S4HANA to Amazon</i>	<i>15</i>
<i>IFlow: Update Amazon Order for Fulfillment.....</i>	<i>16</i>
MODULE 3: AMAZON FULFILLMENT UPDATES	17
<i>IFlow: Receive Delivery Event from Amazon.....</i>	<i>17</i>
<i>IFlow: Receive Package Delivery Fulfillment from Amazon.....</i>	<i>17</i>
<i>IFlow: Receive Package Delivery Milestone from Amazon.....</i>	<i>18</i>
<i>IFlow: Receive Package Delivery Cancel from Amazon.....</i>	<i>19</i>
MODULE 4: RETURNS THROUGH AMAZON	20
<i>IFlow: Receive Return Events from Amazon.....</i>	<i>20</i>
<i>IFlow: Read Amazon Return Events from Message Queue</i>	<i>20</i>
<i>IFlow: Sync Return Updates from Amazon.....</i>	<i>21</i>
MODULE 5: RETURNS OUTSIDE AMAZON.....	23
<i>IFlow: Sync Return Updates with Amazon from S4HANA</i>	<i>23</i>
MODULE 6: AMAZON REFUND UPDATES	24
<i>IFlow: Receive Refund Notification from Amazon.....</i>	<i>24</i>
MODULE 7: SYNCHRONIZE ISSUED REFUNDS	25

<i>IFlow: Retrieve Refunds from S4HANA</i>	<i>25</i>
<i>IFlow: Sync Issue Refunds from S4HANA to Amazon.....</i>	<i>26</i>
OTHER ARTIFACTS	27
<i>Reusable Groovy Scripts for Amazon accelerators</i>	<i>27</i>
<i>Value Mapping for Amazon accelerators</i>	<i>27</i>

Prerequisites

The Integration is based on the below systems, for which license and access need to be established

1. SAP BTP Account and SAP Integration Suite -> SAP Cloud Integration service needs to be activated.
2. SAP Cloud Connector needs to be available and configured to the SAP BTP Account
3. SAP S/4HANA Cloud Private Edition 2023 version is needed, and connection needs to be established to SAP Cloud Connector and SAP Integration Suite.
Note: Based on the IFlows which are required its corresponding API needs to be activated and are mentioned in API section.
4. Access to below Amazon systems and APIs is needed including login/security credentials
 - a. for Multi-Channel Fulfillment (MCF) and Buy with Prime (BwP) – Order Processing
 - b. for Selling Partner (SP) – Inventory Processing
5. Master data related to Catalogue or Material needs to be in Sync between SAP and Amazon
6. Kindly note, as each customer implementation is unique, below accelerators helps to understand the API calls and flow of processing related to Inventory Sync, Order, Delivery, Returns and Refunds between SAP and Amazon. And wherever necessary fields in the below IFlows can be enhanced based on customers logic.

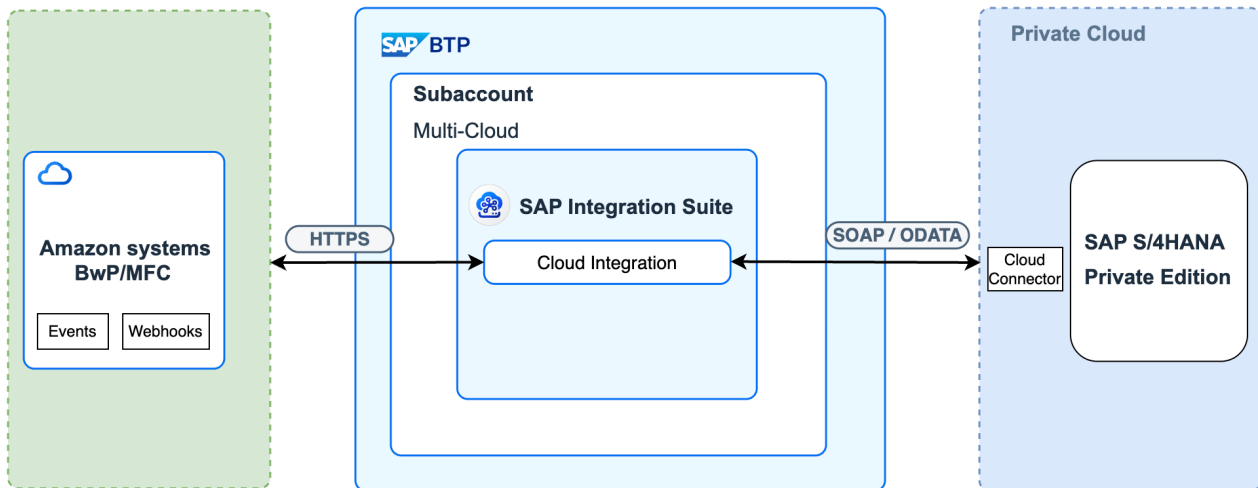
Documentation

The below IFlows can be used to integrate between SAP S/4HANA Cloud Private Edition and Amazon Multi Channel Fulfillment (MCF) and Buy with Prime system (BwP). The module covered in these integrations starts from Inventory sync, followed by Order fulfillment, Delivery, Returns and Refunds between SAP S/4HANA and Amazon system.

Following are list of the modules supported by the Integrations and data flow between systems for each module are highlighted below.

Accelerator Module	Data Exchange
Synchronize Inventory	Amazon → SAP
Fulfill with Amazon	SAP → Amazon
Amazon Fulfillment Updates	Amazon → SAP
Returns through Amazon	Amazon → SAP
Returns outside Amazon	SAP → Amazon
Amazon Refund Updates	Amazon → SAP
Synchronize Issued Refunds	SAP → Amazon

Architecture using SAP Integration Suite - SAP BTP



Configure Amazon system

- APIs to access MCF and BwP
Follow the details in the link [Amazon BwP](#)
- APIs to access SP
Follow the details in the link [Amazon SP](#)

Configure Cloud Connector

- Install and Connect to SAP BTP Sub-Account
- Configure to SAP S/4HANA backend system
Follow the details in the link [Cloud Connector](#)

Configure S/4HANA system cloud, Private Edition for below APIs

- Configure and activate the below ODATA services using Gateway
 - API_SALES_ORDER_SRV
 - API_OUTBOUND_DELIVERY_SRV
 - API_CUSTOMER_RETURN_SRV
 - API_CUSTOMER_RETURN_DELIVERY_SRV
 - API_MATERIAL_STOCK_SRV
 - API_MATERIAL_DOCUMENT_SRV
 - API_CREDIT_MEMO_REQUEST_SRV
 - API_BILLING_DOCUMENT_SRV
- Configure and activate below SOAP services using SOAMANAGER
 - SalesOrderBulkReplication_Out
 - BillingDocumentRequest_In
 - CustomerReturnBulkReplication_Out
 - BDWReferenceRequest_In

Configuration steps on SAP Cloud Integration

Below table describes the configurable properties with the value and usage of the field in description

Note: Configuration of standard fields at adapter level are not listed below as they can be referred in SAP help document.

Below most of the IFlows use common configurable properties, Like for ex: API Authorization, Title for Log files etc. For the same kindly refer to the below list and for IFlow specific configurable properties, kindly refer to the respective IFlow section.

Common Configurable properties:

Adapter configuration for Amazon

Section	Field	Values	Description
Adapter for Amazon system			
HTTP	Adapter Type	HTTP/S	
	Address	< Amazon API URL for BwP or SP >	Amazon BwP API URL <u>Note:</u> There are two separate APIs for BwP and SP on Amazon side
	Proxy Type	Internet	
	Method	Post	
	Authentication	Oauth2 Client Credentials	<u>Note:</u> There are separate credentials to access BwP and SP APIs on Amazon side
	Credential Name	<Amazon OAuth Credential Alias>	Alias configured in the security material for Amazon BwP System
	HTTP Response Codes	500, 502, 503	HTTP response codes to automatic re-try
	Retry Interval	60	In seconds, for the above HTTP response codes
	Retry Iterations	3	Up to 3 times
	Request Headers	x-api-access-key,X-Omni-TargetId,x-api-version	Header parameters to be passed for Amazon API
	Response Headers	*	

Adapter configuration for S/4HANA Cloud, Private Edition

Section	Field	Values	Description
---------	-------	--------	-------------

Adapter for S/4HANA system			
ODATA or SOAP	Adapter Type	HCIODATA / SOAP	
	S4HANA Address	<Host:Port>	S/4HANA Virtual Host and Port from Cloud Connector Note: Check version of API and OData used in each adapter in IFlow
	Proxy Type	On-Premise	
	Location ID	<ID>	Cloud Connector Location ID
	Authentication	Basic	
	Credential Name	<Alias S/4HANA Credentials>	Alias configured in the security material for S/4HANA
	Custom Query Options	sap-client<number>	S/4HANA system client number

More

Section	Field	Values	Description
More			
	Amazon BwP GraphQL API Access Key	<Alias Security Material Key>	Security material Alias for Amazon API Access Key
	Amazon BwP GraphQL API Target ID	<Alias Security material ID>	Security material Alias for Amazon API Target ID
	Plant	<1710>	Plant ID
	Custom Error Enabled	true	True/false to route Post Exit
	Custom Error End Event	Completed	Value to route to the Custom Error Flow
	Custom Error Status	customError_Status	Status of Custom Error Flow
	Enable Logging	true	true / false to enable logging
	Log Message Title	Log Response Message	Title of Response Message in Log
	Log Request Title	Log Request	Title of Request Message in Log
	Log Attachment Name	Log Incoming Message	Title for Incoming Message in the Log
	API Auth Header Key	x-amz-access-token	Header property to access token
	Grant Type	refresh_token	Access property
	Token Type	bearer	Access property
	Granularity Type	Marketplace	Amazon BwP specific constant
	Granularity ID	< ID >	Amazon BwP specific ID

	Marketplace ID	< ID >	Amazon BwP specific ID
	Selling Partner API Security Material	<Amazon Rest Credentials>	Alias created for OAuth credentials
	Selling Partner API Security Parameter	<Amazon security Token>	Alias for Token value
	Automatic Retry	AutomaticRetry	
	Enable Logging	True	True/false to enable logging
	JMS Retry Count	\${header.SAPJMSRetries} > '3'	JMS Retry count
	Log Attachment Name	Log Incoming Message	Title for Incoming Message in the Log
	Max Retries Custom Status	MaxRetriesExceeded	Status to indicate Max retries completed

Module 1: Synchronize Inventory

IFlow: Receive Inventory Event from Amazon

Description: IFlow to receive inventory events from Amazon

Configurable properties:

Section	Field	Values	Description
Sender			
Connection	Address	/event/inventory	Custom Path to receive Inventory events in real time
Receiver			
InternalSystem	Address	/s4/update/materialstock	Path points to the re-usable IFlow "Update Material Stock details in SAP S4HANA"
Amazon_Inventory	Address	https://<host>/v1/summaries	Path to Amazon SP System API
	Query	details=true& marketplaceIds= \${property.marketplaceIds}& granularityId= \${property.granularityId}& granularityType=Marketplace& sellerSkus=& sellerSku=	marketplaceIds, granularityId are properties from Amazon BwP to get list of inventories

		<code>\${property.sellerSku}</code>	
--	--	-------------------------------------	--

Note: kindly check common configuration properties section for more details

IFlow: Replicate Inventory Updates from Amazon to SAP S4HANA

Description: IFlow to replicate inventory updates in S/4HANA periodically

Configurable properties:

Section	Field	Values	Description
Timer	Timer	<configurable>	Scheduler
Receiver			
InternalSystem	Queue Name	<Queue Name>	sets of Inventories are retrieved as pages and each page is stored as message in this queue
CustomErrorFlow	Address	/inventory/custom/errorHandling	Path points to Custom error flow
AmazonOAuth			
	Address	< Token URL >	OAuth Token URL for Amazon system
	Request Headers	X-Omni-TargetId,x-api-version,x-api-access-key	Header properties to access Amazon API
Amazon_Inventory	Address	< URL of Amazon API >/fba/inventory/v1/summaries	URL to Amazon Inventory Summary API
	Query	details=true& marketplaceIds=\${property.marketplaceIds} &granularityId=\${property.granularityId} &granularityType=\${property.granularityType} &nextToken=\${property.nextToken}	Query to pass Marketplace ID and Granularity ID

Note: kindly check common configuration properties section for more details.

IFlow: Read Inventory Summary from Message Queue

Description: IFlow to read inventory summaries from JMS Queue related to stock updates in S/4HANA

Configurable properties:

Section	Field	Values	Description
Sender			
	Queue Name	<Queue Name>	sets of Inventories are retrieved as pages from this queue
Receiver			
Internalsystem	Address	/s4/update/materialstock	Path points to the re-usable IFlow “Update Material Stock details in SAP S4HANA”
DeadLetterQueue	Queue Name	<Queue name>	Messages are stored here after specific number of retries and still unable to deliver
More			
	Automatic Retry	AutomaticRetry	
	Max Retries Custom Status	MaxRetriesExceeded	Status to indicate Max retries completed

Note: kindly check common configuration properties section for more details.

IFlow: Update Material Stock details in SAP S4HANA

Description: IFlow to post inventory updates in S/4HANA

Configurable properties:

Section	Field	Values	Description
Sender			
	Address	/s4/update/materialstock	Endpoint to call Update Material Stock IFlow
Receiver	S4HANA_MATERIAL_STOC_SRV		
	S4HANA Address	<Host:Path>	Host and Port of S/4HANA System
	Location ID	A1	Location ID for the Cloud Connector
	Credential Name	<Security Credentials>	Alias for Security Material for SAP S/4HANA system
	Resource Path	A_MatStkInAcctMod	ODATA entity name
	Query Options	\$select=Material,MaterialBaseUnit,	Query to select data

		MatlWrhsStkQtyInMatlBaseUnit& \$filter=({property.materialFilter}) and Plant eq '\${property.amazonPlant}' and StorageLocation eq '\${property.storageLocation}' and InventoryStockType eq '\${property.inventoryStockType}' and SDDocument eq "	
	Custom Query Options	sap-client=100	SAP S/4HANA system client number
Receiver	CustomErrorFlow		
	Address	/inventory/custom/errorHandling	Path points to Custom error flow
Receiver	AmazonExternalID		
	Address	<Amazon BwP API URL>	URL to access Amazon BwP APIs
	Credential Name	<Security Alias>	Alias to Amazon BwP Credentials
	Request Headers	x-api-access-key,X-Omni-TargetId,x-api-version	Header properties to access Amazon BwP API
Receiver	S4HANA_MATERIAL_DOCUMENT_SRV		
	S4HANA Address	<Host:Port>	Host and Port of S/4HANA system
	Credential Name	<Security Credentials>	Alias for Security Material for SAP S/4HANA system
	Resource Path	A_MaterialDocumentHeader	ODATA entity name
	Custom Query Options	sap-client=100	SAP S/4HANA system client number
More			
	After Mapping Log Title	"Log After Mapping Payload"	Title for After Mapping Log
	Amazon External ID Response Log Title	Log Amazon External ID Response	Title for Amazon External ID Response

	BWP API Access Key Secure Parameter	< Security Material Alias Key >	Security Material alias for BWP Access Key
	BWP API TargetID Secure Parameter	<Secure Material Alias Target ID >	Security Material alias for Target ID parameetr
	Custom Error Enabled	false	True/false to route Post Exit
	Custom Error End Event	Completed	Message Status Value to route to the Custom Error Flow
	Custom Error Status	customError_Status	Status of Custom Error Flow
	Enable Logging	true	true / false, to enable logging
	Fetch External ID	false	true / false, to enable External ID of the material
	Goods Movement Code	<05>	Value to post Goods Movement
	Goods Movement Type - Add	<561>	Value to Add Goods Movement
	Goods Movement Type - Reduce	<711>	Value to Reduce Goods Movement
	Inventory Stock Type	<01>	Type of Inventory Stock
	Material Document Response Log Title	Log A_MaterialDocumentHeader Response	Title for Material Document
	Plant	<1710>	Value of the Plant
	Stock Response Log Title	SAP Stock Response	Title for Stock Response
	Storage Location	<171A>	Value for Storage Location

Note: kindly check common configuration properties section for more details.

Module 2: Fulfill with Amazon

IFlow: Cancel Fulfillment Order in Amazon

Description: IFlow to cancel Amazon order

Configurable properties:

Section	Field	Values	Description
Receiver			
AmazonBwP	<Refer to Adapter Configuration section>		Configuration to cancel Amazon BwP Order

Note: kindly check common configuration properties section for more details.

IFlow: Create Fulfillment Order in Amazon

Description: IFlow to create Amazon order

Configurable properties:

Section	Field	Values	Description
Receiver			
AmazonBwP	<Refer to Adapter Configuration section>		Configuration to create Order in Amazon BwP
S4HANA_PaymentDetails	<Refer to Adapter Configuration section>		Configuration to get payment details from SAP Order
S4HANA_UpdateResponse	<Refer to Adapter Configuration section>		Configuration to get Sales Order details
More			
	Alias Type	<SELLER_ID>	<Alias Type> for Amazon Order ID
	Amazon BwP Delivery speed	<Standard>	Amazon BwP Delivery speed
	Amazon BwP isPrimeEligible	False	Indicated if Product is Prime Eligible. Note: Field value could be replaced by field from Material Master Sync logic with Amazon
	Condition Type Discount Header	<DM01>	Configured condition type for Discount at header level
	Condition Type Discount Item	<DM01>	Configured condition type for Discount at item level

	Condition Type Price Item	<PPR0>	Configured condition type for Pricing
	Condition Type Tax Header	<JR1>	Configured condition type for Tax at header level
	Condition Type Tax Item	<JR1>	Configured condition type for Tax at item level
	Electronic Payment Type	<DPVI>	Configured condition type for electronic payment
	ePay Authorization Result	<C>	Authorization result value
	LWA Access Token	<xxx>	Amazon User Access Token

Note: kindly check common configuration properties section for more details.

IFlow: Replicate All Fulfillment Orders from SAP S4HANA to Amazon

Description: IFlow to replicate all orders from S/4HANA to Amazon for fulfillment

Configurable properties:

Section	Field	Values	Description
Receiver			
AmazonBwP	Address	/BwP/Fulfillment/CreateOrder	Process direct IFlow to Create Amazon Order
S4HANA	<Refer to Adapter Configuration section>		Configuration to get Sales Order details
More			
	Plant	<1710>	Plant Value
	Partner Function	<SP>	Partner Function Code
	Sales Order Type	<OR1>	Sales Order Type
	SAP APP ID – No Message	<No Sales Order Found>	Log Message

Note: kindly check common configuration properties section for more details.

IFlow: Replicate Selected Fulfillment Orders from SAP S4HANA to Amazon

Description: IFlow to replicate selected Orders from S/4HANA to Amazon for fulfillment

Note: DRF configuration may be needed.

Configurable properties:

Section	Field	Values	Description
Sender			
S4HANA	<Refer to Adapter Configuration section>		Configuration to get Sales Order details Note: WSDL details needs to be passed including the endpoint as configured in SAP S/4HANA
Receiver	S4HANA_MATERIAL_STOC_SRV		
Amazon_Cancel	Address	/BwP/Fulfillment/CancelOrder	Process direct IFlow to Cancel Amazon Order
Amazon_Create	Address	/BwP/Fulfillment/CreateOrder	Process direct IFlow to Create Amazon Order
Amazon_Update	Address	/BwP/Fulfillment/UpdateOrder	Process direct IFlow to Update Amazon Order
More			
	Overall SDDocument Rejection status	<A>	Sales Order Rejection status Value
	Partner Function	<AG>	Partner Function Code
	Plant	<1710>	Plant ID
	Verify Order Type	<OR1>	Sales Order Type

Note: kindly check common configuration properties section for more details.

IFlow: Update Amazon Order for Fulfillment

Description: IFlow to update Amazon order to start fulfillment

Configurable properties:

Section	Field	Values	Description
Receiver			
AmazonBwP	<Refer to Adapter Configuration section>		Configuration to update Amazon Order
More			
	Plant	<1710>	Plant Id

	Seller Id	<SELLER_ID>	Alias Type of Amazon Order
--	-----------	-------------	----------------------------

Note: kindly check common configuration properties section for more details.

Module 3: Amazon Fulfillment Updates

IFlow: Receive Delivery Event from Amazon

Description: IFlow to receive delivery events from Amazon

Configurable properties:

Section	Field	Values	Description
Sender			
Amazon_Event	Address	/Dev/DeliveryEvents	Receives delivery events from Amazon
Receiver			
Amazon_Order	Address	<Amazon BwP API URL>	To query Amazon Order
	Credential Name	<BwP API Auth credentials>	Authentication details to access BwP API
IN_Transit	Address	/BwP/Fulfillment/PackageInTransit	To trigger Process Direct Flow for Delivery Transit process
Milestone_Changed	Address	/BwP/Fulfillment/PackageMilestoneChanged	To trigger Process Direct Flow for Milestone and Delivered delivery process
Cancelled	Address	/BwP/Fulfillment/PackageCancelled	To trigger Process Direct Flow for Cancelled delivery process

Note: kindly check common configuration properties section for more details.

IFlow: Receive Package Delivery Fulfillment from Amazon

Description: IFlow receives package delivery in transit update from Amazon

Configurable properties:

Section	Field	Values	Description
Sender			
Event_IFlow	Address	/BwP/Fulfillment/PackageInTransit	Process Direct to receive the delivery fulfillment process

Receiver			
S4_FetchEtag	<Refer to Adapter Configuration section>		To fetch eTag before API update operation
S4_ConfirmPickallItems	<Refer to Adapter Configuration section>		To update delivery document with confirm pick all items.
S4_ODPickAll	<Refer to Adapter Configuration section>		To update delivery document with pick all items
S4_CreateOD	<Refer to Adapter Configuration section>		To create outbound delivery document
S4_DeliveryDate	<Refer to Adapter Configuration section>		To update delivery date in delivery document
Update_iFlow	Address	/BwP/Fulfillment/UpdateOrder	Process Direct IFlow to Update Amazon Order
S4_CreateHeaderText	<Refer to Adapter Configuration section>		To update Header text in delivery document
S4_PostGoodsIssue	<Refer to Adapter Configuration section>		To update delivery document with post goods issue
More			
	Expected Alias Type	SELLER_ID	Alias type for SAP Order in Amazon Order Structure
	Expected Line Item Alias Type	EXTERNAL_ID	Alias type for SAP Order lines in Amazon Order lineitem Structure
	Shipping Instructions	TX03	Stores the Amazon Package delivery ID
	Shipping Notifications	TX04	Shows the summary of Amazon Package delivery details
	Tracking Information	TX12	Stores Package Tracking ID / URL

Note: kindly check common configuration properties section for more details.

IFlow: Receive Package Delivery Milestone from Amazon

Description: IFlow receives package delivery milestone and delivered status updates from Amazon to SAP S4HANA

Configurable properties:

Section	Field	Values	Description
---------	-------	--------	-------------

Sender			
Event_IFlow	Address	/BwP/Fulfillment/PackageMilestoneChanged	Process Direct to receive the Milestone and Delivered process events
Receiver			
S4_Fetchetag	<Refer to Adapter Configuration section>		To fetch eTag before API update operation
S4_PostGoodsIssue	<Refer to Adapter Configuration section>		To update delivery document with post goods issue
S4_UpdateText	<Refer to Adapter Configuration section>		To update text with delivery details as summary
S4_ReadText	<Refer to Adapter Configuration section>		To read text of the outbound delivery
S_ConfirmPickingAllItems	<Refer to Adapter Configuration section>		To confirm pick all items of the delivered quantity
S4_UpdateDate	<Refer to Adapter Configuration section>		To Update Date fields of outbound Delivery
InTransit_iflow	Address	/BwP/Fulfillment/PackageInTransit	To call In Transit delivery flow
More	ShippingNotification	TX04	Text ID to store delivery details

Note: kindly check common configuration properties section for more details.

IFlow: Receive Package Delivery Cancel from Amazon

Description: IFlow receives package delivery cancel updates from Amazon

Configurable properties:

Section	Field	Values	Description
Sender			
	Address	/BwP/Fulfillment/PackageCancelled	Process Direct to receive the deliver cancel process event
Receiver			
S4HANA_SalesOrderCancel_Patch	<Refer to Adapter Configuration section>		To cancel Sales Order

S4HANA_DeliveryText_Patch	<Refer to Adapter Configuration section>		To update text with delivery details
S4HANA_DeliveryQuantity_Get	<Refer to Adapter Configuration section>		To get delivery quantity
S4HANA_Delivery_Text_Get	<Refer to Adapter Configuration section>		To get text from delivery document
S4HANA_DeliveryQuantity_Patch	<Refer to Adapter Configuration section>		To patch delivery quantity
More			
	TextElement	TX04	TextId to store delivery details

Note: kindly check common configuration properties section for more details.

Module 4: Returns through Amazon

IFlow: Receive Return Events from Amazon

Description: IFlow receives return events from Amazon

Configurable properties:

Section	Field	Values	Description
Sender			
	Address	/Dev/ReturnEvents	Receive Return events from Amazon
Receiver			
	Queue Name	Returns_JMS02	Queue Name to store return messages received from Amazon

Note: kindly check common configuration properties section for more details.

IFlow: Read Amazon Return Events from Message Queue

Description: IFlow reads messages from Return JMS Queue

Configurable properties:

Section	Field	Values	Description
Sender			
JMS_Sender	Queue Name	Returns_JMS02	JMS Queue name to read return messages

	Access Type	Exclusive	To sequentially read return messages in order
Receiver			
InternalSystem	Address	/s4/update/returns	Process Direct endpoint to trigger Sync Returns IFlow
DeadLetterQueue	Queue Name	JMS_RETURN_DLQ	Queue name to store dead letter messages

Note: kindly check common configuration properties section for more details.

IFlow: Sync Return Updates from Amazon

Description: IFlow receives real-time inventory events from Amazon

Configurable properties:

Section	Field	Values	Description
Sender			
	Address	/s4/update/returns	Process Direct endpoint to process returns
Receiver			
S4HANA_Delivered	<Refer to Adapter Configuration section>		To get return delivery header details
RefundProcess	Address	/refund/event	Process Direct endpoint to trigger refund event process
SAP_GetCustomerReturn Delivery	<Refer to Adapter Configuration section>		To get return delivery document
Amazon_OrderDetails	<Refer to Adapter Configuration section>		To get Amazon order details
S4HANA_UpdateSummary	<Refer to Adapter Configuration section>		To update text details with return delivery summary
S4HANA_PGR	<Refer to Adapter Configuration section>		To post goods receipt for the return order
S4HANA_InTransit	<Refer to Adapter Configuration section>		To create return delivery document
SAP_ReturnOrder	Address	/s4/check/customer/return	To check customer return order exists
SAP_CreateReturnOrder	<Refer to Adapter Configuration section>		To create Return Order

S4HANA_DeliveryQuantity_Patch	<Refer to Adapter Configuration section>		To update delivery quantity in Return Order
S4HANA_UpdateReturnDelivery_Text	<Refer to Adapter Configuration section>		To update text related to return delivery in return order
S4HANA_FetcheTag	<Refer to Adapter Configuration section>		To fetch eTag to update document
S4HANA_UpdateCondition	<Refer to Adapter Configuration section>		To update text in return order
SAP_ReturnDelivery	<Refer to Adapter Configuration section>		To create return delivery
S4HANA_ReturnText_Get	<Refer to Adapter Configuration section>		To get text from return order
RefundProcess_1	Address	CreditMemo/refundMock	To trigger refund process
More			
	Customer Return Type	RE	Customer Return document type
	GoodsMovement Complete Status	C	C- for Complete
	Item Alias ID key	EXTERNAL_ID	Amazon Item Alias Type
	List of Return Events	RETURN_STAR TED,RETURN_ PACKAGE_IN_ TRANSIT,RETU RN_PACKAGE_ _DELIVERY_FA ILED,RETURN_ PACKAGE_DEL IVERED,RETUR N_ITEM_GRAD ED,RETURN_C OMPLETED,RE FUND_REQUE STED	Return and Refund event types sent by Amazon
	Return Grading Summary Long Text ID	PRID	Long Text ID value to store grading details

	Return Long Text ID	0001	Long Text ID to store Amazon Return ID
	Return Package Long Text ID	0002	Long Text ID to store Amazon Return Package ID
	Return Package Summary Long Text ID	JIR	Long Text ID to store Amazon Return details as Summary
	SAP Order Number	/data/order/aliases[aliasType='SELLER_ID']/aliasId	Path to read SAP Sales Order ID
	SD Document Reason Code	009	Reason Code value

Note: kindly check common configuration properties section for more details.

Module 5: Returns outside Amazon

IFlow: Sync Return Updates with Amazon from S4HANA

Description: IFlow to sync return details from S/4HANA to Amazon system

Note: DRF configuration may be needed.

Configurable Values:

Section	Field	Values	Description
Receiver			
AmazonBwP	<Refer to Adapter Configuration section>		Configuration to update Amazon Order
SAPS4HANA	<Refer to Adapter Configuration section>		Configuration to update Amazon Order
More			
	Long Text ID	0001	Text ID to store Amazon return details

Note: kindly check common configuration properties section for more details

Module 6: Amazon Refund Updates

IFlow: Receive Refund Notification from Amazon

Description: Process Refunds in SAP S/4HANA based on Amazon Refund Requested Event

Note: the above IFlow is triggered by “Receive Return Events from Amazon” IFlow, when “Refund_Requested” Event is triggered.

Configurable Values:

Section	Field	Values	Description
Sender			
	Address	/refund/event	refund event endpoint
Receiver			
Amazon_UpdateOrder	<Refer to Adapter Configuration section>		Configuration to update Amazon Order
Amazon_OrderDetails	<Refer to Adapter Configuration section>		Configuration to get Amazon Order details
S4_RemoveCMRBillingBlock	<Refer to Adapter Configuration section>		Configuration to clear Billing Block in Credit Memo Request
S4_CreditMemo	<Refer to Adapter Configuration section>		Configuration to create Credit Memo
S4_FetchCMID	<Refer to Adapter Configuration section>		Configuration to Fetch Credit Memo ID
S4_RemoveBillingBlock	<Refer to Adapter Configuration section>		Configuration to clear Billing Block in Return Order document
S4_CreateCMR	<Refer to Adapter Configuration section>		Configuration to create Credit Memo Request
S4_FetchROetag	<Refer to Adapter Configuration section>		Configuration to fetch etag for Return Order
S4_FetchCMRetag	<Refer to Adapter Configuration section>		Configuration to fetch etag for Credit Memo Request
Get_ReturnOrderInfo	Address	/s4/check/customer/return	Process Direct to call IFlow to check Return Order
More	CMR Billing Document Type	G2	Billing Document type
	CMR Reference Document Category	K	Reference Document Category for Credit Memo Request

	CMR Text Language	EN	Language: English
	CMR Text Long Text ID	0001	Long Text ID
	Credit Memo Request Type	CR	Document Type for Credit Memo
	Expected Alias Type for SAP Order Info	SELLER_ID	Alias Type for Order ID in Amazon segment
	Expected Alias Type for Refund Info	EXTERNAL_ID	Alias Type for Refund ID in Amazon segment
	Message ID	<unique ID>	Message ID for SOAP Header
	Receiver Business SystemID	<RD1CLNT100>	Business System ID for SAP S/4HANA
	Remove CMR Billing Block	true	Explicitly requesting IFlow to clear billing block on Credit Memo Request
	Remove RO Billing Block	true	Explicitly requesting IFlow to clear billing block on Return Order
	RO Billing Document Type	RE	Customer Return Order Billing Document type
	RO Refence Document Ctgry	H	Return Order Reference Document Category
	Sender Business SystemID	SAPCI	Name of the sender system

Note: kindly check common configuration properties section for more details.

Module 7: Synchronize Issued Refunds

IFlow: Retrieve Refunds from S4HANA

Description: Retrieves all refunds on scheduled basis from S/4HANA and calls sync refund process

Configurable properties:

Section	Field	Values	Description
Receiver			

S4HANA	Query Options	\$select=BillingDocument,SDDocumentCategory,BillingDocumentType,BillingDocumentCategory,TotalGrossAmount,TransactionCurrency,InvoiceClearingStatus,to_Item/BillingQuantity,to_Item/ReferenceSDDocumentItem,to_Item/Plant,to_Item/SDDocumentReason,to_Item/ReferenceSDDocument,to_Item/ReferenceSDDocumentCategory,to_Item/BillingQuantityInBaseUnit,to_Item/BillingQuantityUnit&\$expand=to_Item&\$filter=(BillingDocumentType eq 'RE' or BillingDocumentType eq 'G2') and LastChangeDateTime ge datetimeoffset'\${property.lastChangeDateTime}'	Query to read Billing Documents based on Changed Date as current Date.
	<Refer to Adapter Configuration section>		Retrieves Billing Documents
AmazonBwP	Address	BwP/Refund/SynchroniseRefund	Process Direct IFlow to Sync Refunds
More			
	Amazon Plant	1710	Plant ID

Note: kindly check common configuration properties section for more details.

IFlow: Sync Issue Refunds from S4HANA to Amazon

Description: Syncs refund status from S/4HANA to Amazon

Configurable properties:

Section	Field	Values	Description
Receiver			
AmazonBwP_UpdateOrder	<Refer to Adapter Configuration section>		Configuration to update Amazon Order
AmazonBwP_QueryOrder	<Refer to Adapter Configuration section>		Configuration to get Amazon Order details
S4HANA_Customer Return	<Refer to Adapter Configuration section>		Configuration to get Return Order details
S4HANA_CreditMemoRequest	<Refer to Adapter Configuration section>		Configuration to get Credit memo Request details

S4HANA_UpdateResponse	<Refer to Adapter Configuration section>		Configuration to get Sales Order details
More			
	After mapping Message Title	< GraphQL Refund Update Message >	Log Title
	Alias Type	EXTERNAL_ID	Amazon Refund ID Alias Type
	Expected Credit memo Request Category	K	Credit Memo Document Request Category
	Expected Document Item Category	C	Reference SD Document Item Category
	Expected Return Order Category	H	Return Order Document Item Category

Note: kindly check common configuration properties section for more details.

Other Artifacts

Reusable Groovy Scripts for Amazon accelerators

Description: Script collection to support processing of IFlows between Amazon and S/4HANA

Note: These are common scripts used in multiple IFlows.

Value Mapping for Amazon accelerators

Description: Value Mapping for Amazon processes and S/4HANA

Values for the below fields are mentioned in Value Mapping, kindly adjust based on S/4 and Amazon values

Business Field	SAP Field	Amazon Field
Return Reject Reason	SAP_ReturnRejReason	AMZ_ReturnRejReason
Electronic Payment type	electronicPaymentType	PaymentMethod
Invoice Clearing Status	InvClearingStatus	RefundStatus
Reject Reason SAP	RejReasonSAP	RejReasonAmazon
Refund Billing Document Reason	RefundBillingDocReason	RefundRequestReason