



# 3<sup>rd</sup> Party Market Place Integration ETR, DCE-IT

Version : **5.0**

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1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

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		Krizia Butalid		
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## 1. Overview

### 1.1. Introduction

3rd Party Marketplace product is projected for a business model where HP will sell its products on marketplaces, such as eBay, Amazon, and fulfill the orders using its own fulfillment solution, developed for HP's ETR store. In this project, HP's ETR store infrastructure will be integrated with a "middleman" (Channel Advisor) which will take care of the communication between HP and the marketplaces.

Changes being introduced as part of the FY17 Release5.5 project from ETR end are

- Order to delivery
- Payment to reconciliation
- Reverse logistics (Refund, Miscellaneous credit)
- CAAS Order Search
- Inventory Management
- CAAS Logs Search

### 1.2. Scope

- Fetch payment cleared, un-shipped and un- exported orders based on profile ID from CA.
- Filter the CA orders NOT processed before in ETR and do the basic OMS validations and WCS validations.
- If all these validations are cleared, and inventory is available in ETR, order is created, OMS.
- Successfully processed orders are exported in CA.
- If for any reason, order validations fail in ETR, the same order is cancelled in CA and exported. Such orders will NOT be created in OMS.
- Only PayPal payment is accepted for CA orders.
- Create order, cancel order, refund, shipment, fraud decline customer email notifications have been bypassed for CA orders.
- Return and Misc. are supported at item level refund for eBay.
- Inventory full update to CA once a day
- Delta inventory update to CA in given interval.
- Agent can mask the inventory in Web client and the same is updated in CA.
- New CAAS order search in Sterling Call Center.
- New CAAS logs search in Sterling Call Center.

### 1.3. Definitions and Abbreviations

Acronym	Remarks
CA, CAAS	Channel Advisor
MP	Market place

### 1.4. Assumptions / Decisions Taken

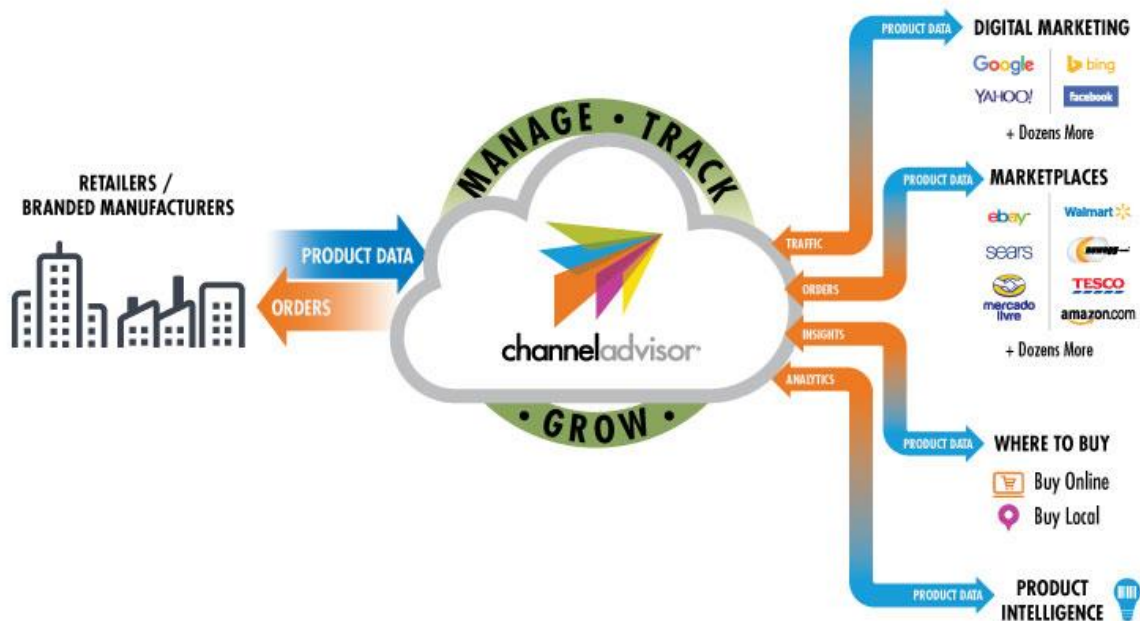
- As RMS is happening before ETR order creation, RMS holds CA order number as Order number, corresponding ETR order number will not be stored in RMS.
- There will be NO remorse/holds/charge failure holds for CA sales orders created in OMS.
- Validation failed CA orders will NOT be created in OMS.
- CA orders will NOT be backordered. Instead they will be cancelled in OMS and cancelled & exported in CA.

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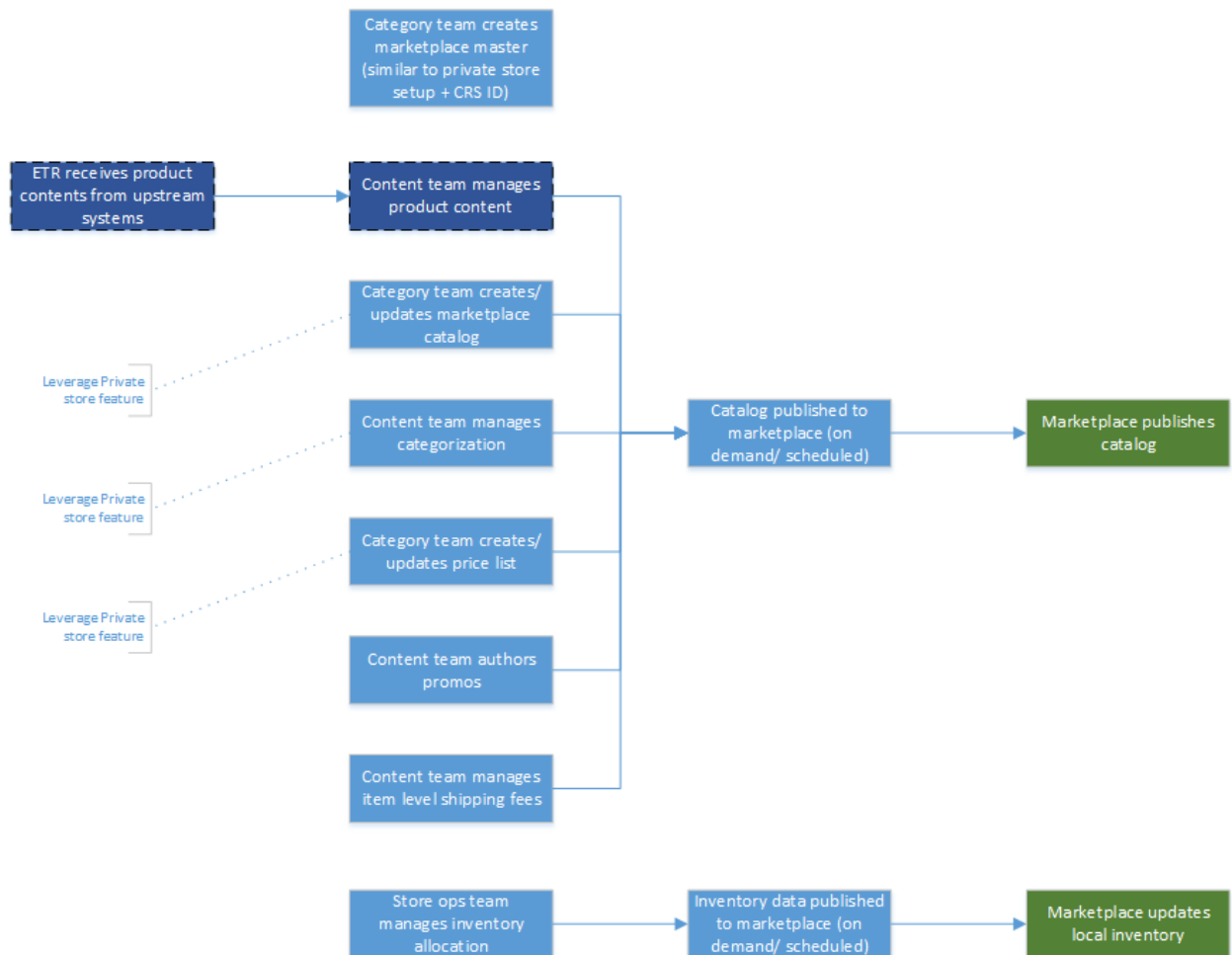
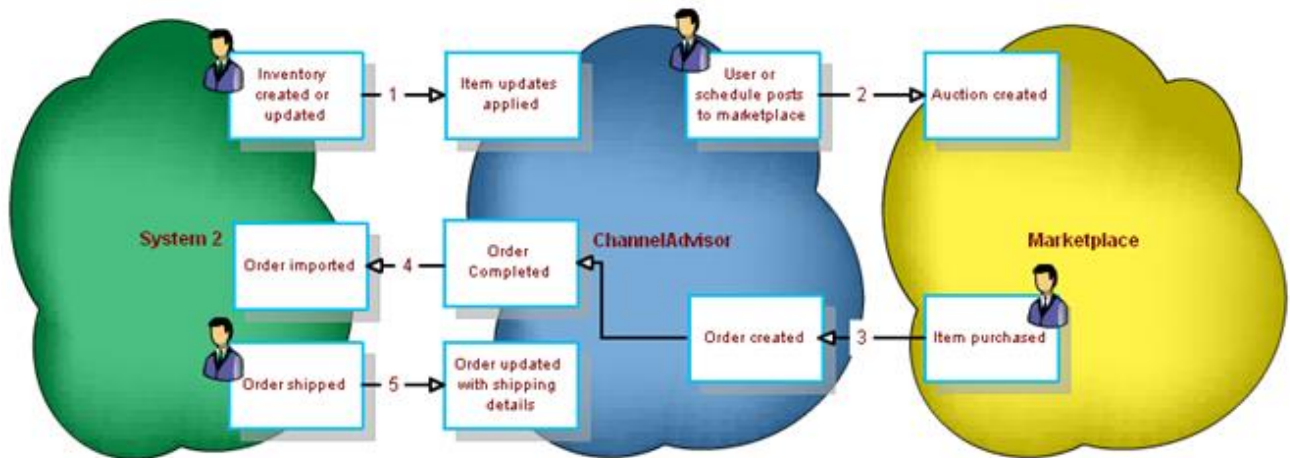
- Payment capture is bypassed for CA sales & return orders.
- There will be NO fraud holds for CA orders in ETR.
- ETR will update RMA# as part of CA refund transaction. RMA# is stored in CA sellerAdjustmentId field.
- ETR will validate CA Order price after discount only, individual promotions are not validated.
- ETR will validate based against the CA catalog Feed Data. ETR will not validate real time with promotion engine.
- Marketplace cancelled orders are not automatically cancelled in ETR. Marketplace cancelled orders will have to cancelled manually in ETR.
- CA will receive below reason codes for
  - Cancel CA order due to validation Failure cancel – GeneralAdjustment
  - Cancel CA Order due to inventory Failure cancel – ItemNotAvailable
  - Refund for Return for credit order – CustomerReturnedItem
  - Refund for Misc. Credit – GeneralAdjustment

## 2. Channel Advisor – HHO Integration

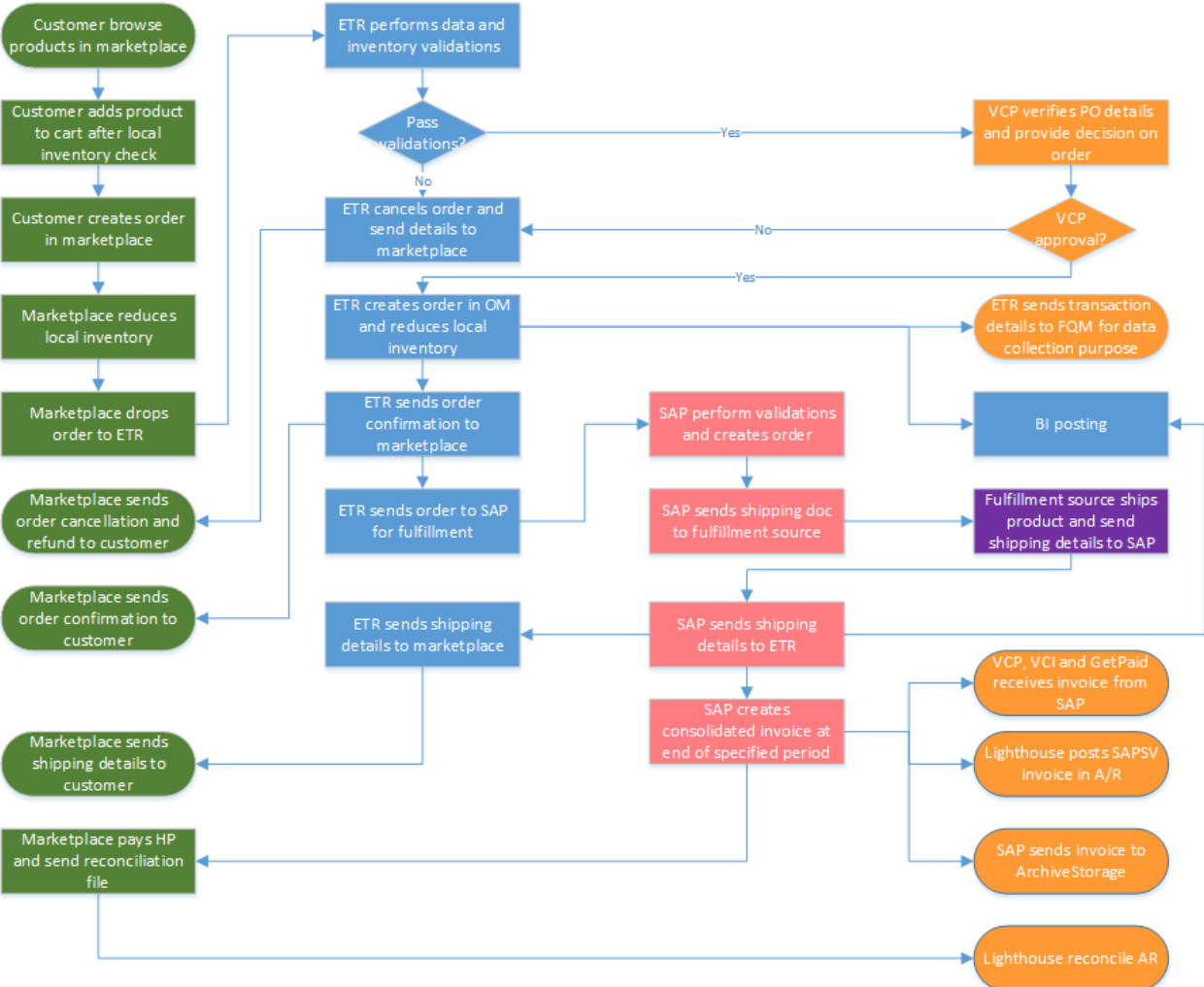
### 2.1. Business Flow chart



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## 2.2. CA API Services

They offer the following API services

- **Inventory** – The Inventory Service provides methods to manipulate products inventory in a Channel-Advisor account.
  - Inventory refers to the product and stock info
  - They can be pushed through API to Channel Advisor
- **Order** – The Order Service contains public web methods for retrieving non-exported orders and marking orders as exported. An order represents an entire purchase commitment from a buyer to a Channel-Advisor seller.
- **Shipping** – The Shipping Service is used to update shipping information into a Channel Advisor account. If there are other items in the order, CA will know items not included in the call will be outstanding - the order will be considered "Partially Shipped" until all items have been satisfied with shipping calls.
- **Cancellations & Refunds** –For pre-shipment orders: Channel Advisor considers any adjustment which returns money a cancellation. For post-shipment orders: Channel Advisor considers any adjustment which returns money a refund.

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## 2.3. Data Transfers

- FTP upload to channel advisor
- Using Channel Advisor API
- Manual upload or creation in channel advisor console

Following are the recommended data flow strategy

Data	Frequency	Preferred Method	Implemented Methods
Full Product Data	Once a Week	FTP	FTP
Delta Product Data	One in a day	FTP	FTP
Delta Price Changes	Hourly	API	API
Delta Stock Change	10 Mins	API	API
Orders	15 Mins	API	API
Shipment & Refunds	N/A (event based)	API	API

## 2.4. ETR Integration

**The Order and Fulfillment retrieval and update process usually flows something like this with our REST API:**

1. Order is placed on a marketplace
2. Order is retrieved from the marketplace by Channel-Advisor
  - a. Channel-Advisor will acknowledge and confirm receipt of the order as necessary within the time frame required by the marketplaces
  - b. Orders are retrieved from marketplaces every 15 minutes
3. Client will retrieve a group of orders that haven't already been imported into their system
4. Once those orders have been imported into their system successfully, client should mark them as Exported in our system (each order must be marked as exported individually)
5. Orders may be completed in three ways:
  - SHIP the Order
  - CANCEL the Order
  - REFUND the Order

# 1. ETR

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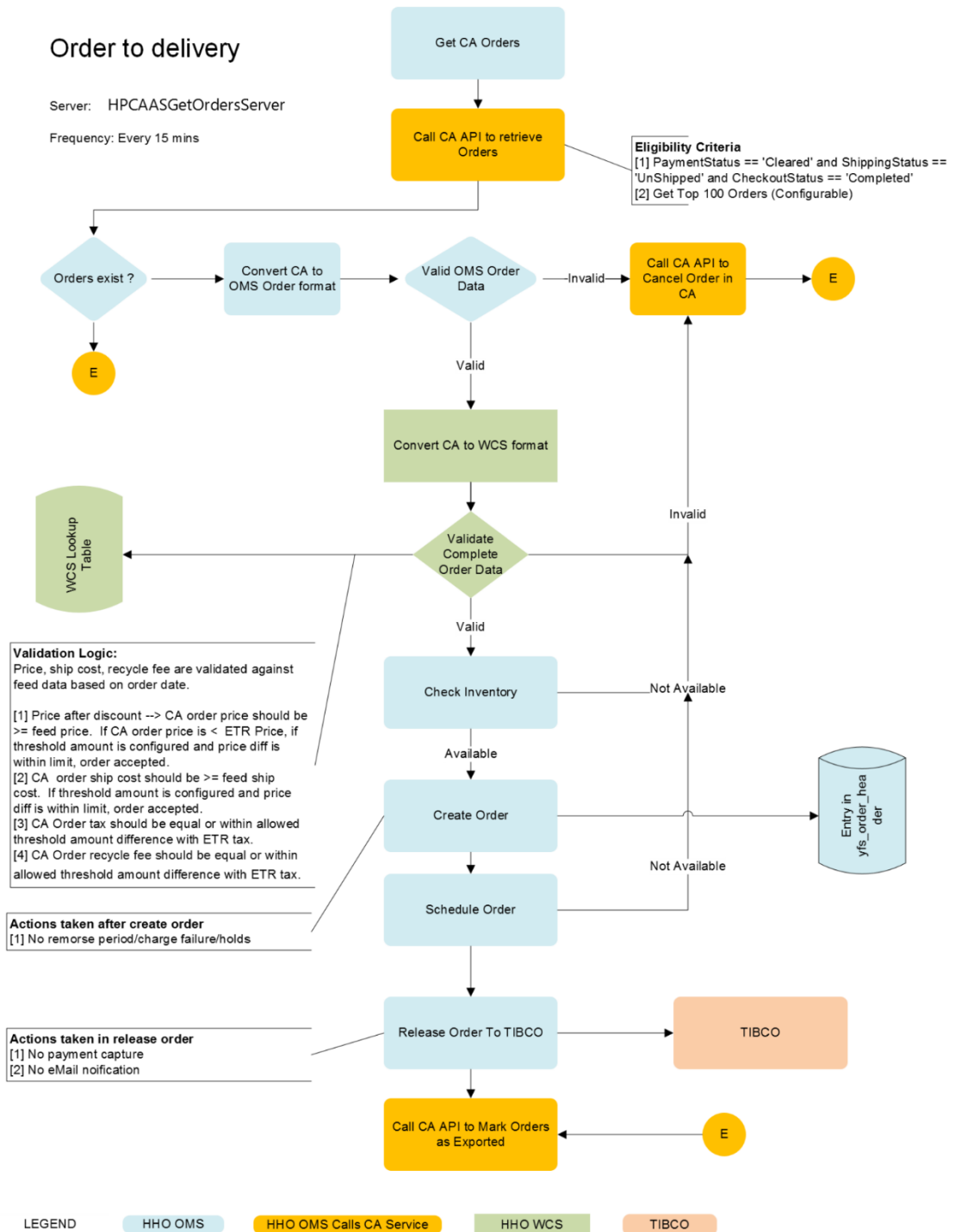
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#### Integration

### Order to delivery

Server: HPCAASGetOrdersServer

Frequency: Every 15 mins



#### Request URL

GET [https://api.channeladvisor.com/v1/Orders?access\\_token=xxxxxxxxx&\\$orderby=CreateDateUtc asc&\\$top=100&exported=false&\\$count=true&\\$filter=PaymentStatus eq 'Cleared' and ShippingStatus eq 'UnShipped' and CheckoutStatus eq 'Completed'&\\$expand=Items\(\\$expand=Promotions\),Fulfillments,CustomFields](https://api.channeladvisor.com/v1/Orders?access_token=xxxxxxxxx&$orderby=CreateDateUtc asc&$top=100&exported=false&$count=true&$filter=PaymentStatus eq 'Cleared' and ShippingStatus eq 'UnShipped' and CheckoutStatus eq 'Completed'&$expand=Items($expand=Promotions),Fulfillments,CustomFields)

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Group	Transaction/Service Name (Server Name)	Type	Description
CAAS	HPCAASGetOrdersServer	New Task-based time triggered transaction	To get orders which are payment cleared, checkout status completed and unshipped from CA

### 2.4.1. Order Created in CA (by Market Place)

Below is the screenshot of a sample CA order which we created by calling CA rest API.

Checkout Direct Order ID: 12029961-800203 <sup>®</sup>

Shipments

Order History

Order Details


#### Order Details

##### Order Summary

Order Total:	\$155.68	Site Order ID:	12029961-800203
Line Items:	1	Secondary Site Order ID:	krizia
Order Created:	10/15/2017	ChannelAdvisor Order ID:	323126
Order Imported:	10/15/2017	Seller Order ID:	
Estimated Ship Date:	5/10/2017 5:00 AM	Buyer User ID:	john_doe_eBay
Must Deliver By Date:		Buyer Email:	krizia.butalid@hp.com
Checkout Status:	Completed	Distribution Center:	Hewlett Packard Company - Palo Alto
Payment Status:	Cleared 10/15/2017 11:28 PM		
Shipment Status:	Unshipped		
Payment Method:	PayPal		
Currency:	USD		

##### Shipping


Name:	Mr. James Dy	Name:	John Doe
Company Name:	San Tomas Aquino Road	Company Name:	5827 South Miami Boulevard
Address:	san jose, California 95130	Address:	Morrisville, North Carolina 27560
	US		US
Email:	krizia.butalid@hp.com	Phone:	123456789
Phone:	4081231234		
Instructions:			


Image	SKU	Description	Unit Price	Tax	Quantity	Item Total
	<a href="#">K5L40UA#ABA</a>	HP Stream 8 Tablet - 5801	\$149.99	\$13.18 (8.79 %)	1	\$149.99
						Item Promo: E2E_Buy K5L40UA#ABA (\$7.49)
Subtotal:						\$149.99
Shipping:						\$0.00
Tax:						\$13.18
Promotion Total:						(\$7.49)
Total:						\$155.68

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## 2.4.2. Same CA Order Created in OMS

The same CA order shown above is pulled in ETR and once all the validations & inventory checks are cleared, an order is created, scheduled and released in OMS successfully. A screenshot of a successfully released order is shown below from call center.


**Order Summary**


**Krizia Butalid**  
123456789  
krizia.butalid@hp.com

<b>Order Number:</b>	H39935022	<b>Order status:</b>	Released
<b>Order Date:</b>	10/16/2017 07:30:02(UTC)	<b>Payment Account:</b>	1:PayPal: [krizia.butalid@hp.com] \$0.00-AWAIT_PAY_INFO
<b>Processing Date:</b>		<b>Created By:</b>	
<b>Total amount:</b>	\$155.68	<b>Subtotal amount:</b>	\$142.50
<b>Shipping Total:</b>	\$0.00	<b>GM Points:</b>	
<b>Tax amount:</b>	\$13.18	<b>Channel:</b>	Case-eBay
<b>Shipping Phone Number:</b>	4081231234	<b>Billing Phone Number:</b>	123456789
<b>Pricing Tier, User Type:</b>	GS, Guest	<b>Carrier Service:</b>	
<a href="#">Create Dynamics Case</a>		<b>MarketPlace Order No:</b>	12029961-800203
<b>Recycling Fees:</b>		<b>Discounts:</b>	1: InstantDiscount : Instant Discount : 7.49

**Ship To**  
Krizia Butalid  
San Tomas Aquino Road  
san jose, CA 95130  
US

**Bill To**  
Krizia Butalid  
5827 South Miami Boulevard  
Morrisville, NC 27560  
US

Order Lines


Notes

Line#	Product Number	Product Description	Unit Price	Discount	Charges	Taxes	Expected on	Extended price	Quantity	Fulfillment Method	Status	CE# / 3PP# / SE# / Preconfig CTO / PreOrder/BackOrder	Purchased Gift Card No
1	K5L40UA#ABA <a href="#">Reorder</a>	HP Stream 8 Tablet - 5801 (K5L40UA#ABA)	149.99	7.49	0.00	13.18		142.50	1.0000 Each	Shipping Fulfillment: STN	Released	CE#: 3PP:	PGC/GC#: Recipient email:

## 2.4.3. Inventory Adjustment after CA Order Successfully released

The item's ETR available inventory is deducted internally by the system.

Before CA order is created


**CAAS Inventory Search**

**CAAS Inventory Search**

Search Inventory


SKU ID:   
Created By:   
Created From:   
Created To:   
Updated By:   
Updated From:   
Updated To:

**Search Results**

SKU ID	ETR Available Inventory	Override CAAS Inventory	Mask Inventory	Created On	Created By	Updated On	Updated By	Action
A3M50AA#ABA	1010	<input type="text" value="100"/>	<input type="text" value="10"/>	10/13/2017 00:00:00(UTC)	MarketPlacePstLoad	10/16/2017 04:20:53(UTC)	admin	<a href="#">Update CA</a>
CB323WN#140	8478	<input type="text" value="0"/>	<input type="text" value="0"/>	10/13/2017 00:00:00(UTC)	MarketPlacePstLoad	10/13/2017 00:00:00(UTC)	MarketPlacePstLoad	<a href="#">Update CA</a>
K5L40UA#ABA	998	<input type="text" value="0"/>	<input type="text" value="100"/>	10/16/2017 04:42:32(UTC)	admin	10/16/2017 05:03:30(UTC)	admin	<a href="#">Update CA</a>
NW277AA#ABA	23	<input type="text" value="0"/>	<input type="text" value="10"/>	10/12/2017 00:00:00(UTC)	MarketPlacePstLoad	10/13/2017 00:00:00(UTC)	admin	<a href="#">Update CA</a>
06470A	77	<input type="text" value="0"/>	<input type="text" value="0"/>	10/12/2017 00:00:00(UTC)	MarketPlacePstLoad	10/13/2017 00:00:00(UTC)	admin	<a href="#">Update CA</a>
U6605A	72	<input type="text" value="0"/>	<input type="text" value="0"/>	10/13/2017 00:00:00(UTC)	MarketPlacePstLoad	10/13/2017 00:00:00(UTC)	MarketPlacePstLoad	<a href="#">Update CA</a>

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After CA Order is released

 CAAS Inventory Search

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**CAAS Inventory Search**

Search Inventory

SKU ID:

Created By:

Created From:

Created To:

Updated By:

Updated From:

Updated To:

---

**Search Results**

SKU ID	ETR Available Inventory	Override CAAS Inventory	Mask Inventory	Created On	Created By	Updated On	Updated By	Action
A3M50AA#ABA	1010	<input type="text" value="100"/>	<input type="text" value="10"/>	10/13/2017,00:00:00(UTC)	MarketPlacePstLoad	10/16/2017,04:20:53(UTC)	admin	<a href="#">Update CA</a>
CB323WN#140	8478	<input type="text" value="0"/>	<input type="text" value="0"/>	10/13/2017,00:00:00(UTC)	MarketPlacePstLoad	10/13/2017,00:00:00(UTC)	MarketPlacePstLoad	<a href="#">Update CA</a>
K5L40UA#ABA	997	<input type="text" value="0"/>	<input type="text" value="100"/>	10/16/2017,04:42:32(UTC)	admin	10/16/2017,07:32:23(UTC)	admin	<a href="#">Update CA</a>
NW277AA#ABA	23	<input type="text" value="0"/>	<input type="text" value="10"/>	10/12/2017,00:00:00(UTC)	MarketPlacePstLoad	10/13/2017,00:00:00(UTC)	admin	<a href="#">Update CA</a>
O6470A	77	<input type="text" value="0"/>	<input type="text" value="0"/>	10/12/2017,00:00:00(UTC)	MarketPlacePstLoad	10/13/2017,00:00:00(UTC)	admin	<a href="#">Update CA</a>

#### 2.4.4. Adjusted inventory reflection in CA

When RTAM(OP1) runs, the value after deducting Mask Inventory from item's ETR Available Inventory is submitted to CA to update the inventory in CA. CA handles the deduction of any open and pending transactions from the submitted quantity value and sets the remaining as the inventory quantity.


**channeladvisor**   hpdevgroup1@channeladvisor.com Hewlett Packard Company

Home Inventory Marketplaces Digital Marketing Webstores Sales Reports Research My Account Help

Inventory > Products > All Products

**SKU K5L40UA#ABA**

**HP Stream 8 Tablet - 5801**



**HP Stream 8 Tablet - 5801**

SKU: K5L40UA#ABA

**Seller Managed Quantity: 897**

Labels: All Inventory

Last Sold: 10/16/2017

Log

10/15/2017 11:28 PM (hpdevgroup1@channeladvisor.com) from 898 to 897 (Hewlett Packard Company - Palo Alto)

10/15/2017 11:28 PM (ChannelAdvisor System) from 897 to 898 (Hewlett Packard Company - Palo Alto)

10/15/2017 11:27 PM (ChannelAdvisor System) from 895 to 897 (Hewlett Packard Company - Palo Alto)

10/15/2017 11:26 PM (ChannelAdvisor System) from 894 to 895 (Hewlett Packard Company - Palo Alto)

10/15/2017 11:21 PM (hpdevgroup1@channeladvisor.com) from 895 to 894 (Hewlett Packard Company - Palo Alto)

Product Images Shipping

**Basic Info**

\* SKU:

Title:

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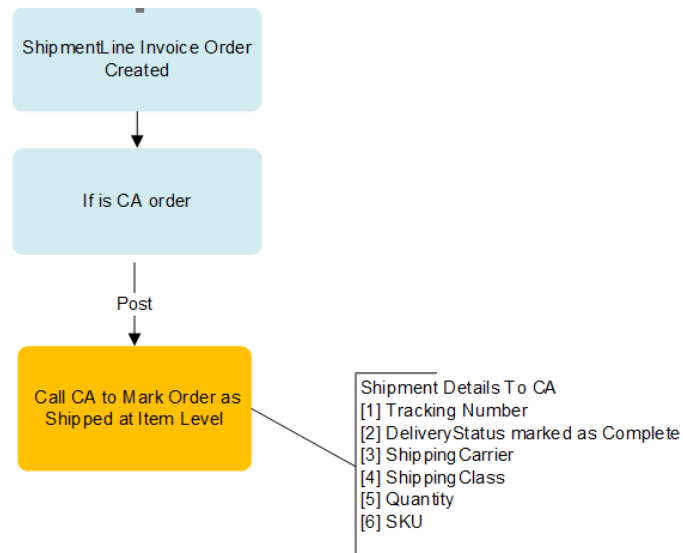
#### 2.4.5. Shipment flow

HPCAASPostItemShipment is triggered once CA order is changed to Shipment line invoiced status. It posts the shipment details of the CA order to CA. One shipment or tracking number per line item. CA can determine whether the request is for partial or full shipment. CA allows to update the shipment details of CA order items if CA order is fully shipped.

### Shipment

Service: HPCAASPostItemShipment

Frequency: Event-based, runs after shipmentline invoice order is created



LEGEND

HHO OMS

HHO Calls CA Service

### Shipment Post Request for Every Product

Request URL
POST <a href="https://api.channeladvisor.com/v1/Orders(123456)/Ship?access_token=xxxxxxxxxx">https://api.channeladvisor.com/v1/Orders(123456)/Ship?access_token=xxxxxxxxxx</a>


Request Body
<pre> {   "Value":{     "TrackingNumber": "1Z 999 AA1 01 2345 6784",     "DistributionCenterID": 0,     "DeliveryStatus": "Complete",     "ShippingCarrier": "UPS",     "ShippingClass": "Ground",     "Items":[       {         "Sku":"L2749A#BGJ",         "Quantity":2       }     ]   } } </pre>


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Group	Transaction/Service Name (Server Name)	Type	Description
CAAS	HPCAASPostItemShipment	New Event – based service	To post shipment details of CA Order at item level

## 2.4.6. Shipment update in OMS

[Test Screen](#)
[Home](#)
[Order Search](#)
[Order H399935022](#)


**Order Summary**


**Krizia Butalid**  
123456789  
krizia.butalid@hp.com

<b>Order Number:</b>	H399935022	<b>Order status:</b>	Shipment Line Invoiced
<b>Order Date:</b>	10/16/2017 07:30:02(UTC)	<b>Payment Account:</b>	1:PayPal: [krizia.butalid@hp.com] \$0.00-AWAIT_PAY_INFO
<b>Processing Date:</b>		<b>Created By:</b>	
<b>Total amount:</b>	\$155.68	<b>Subtotal amount:</b>	\$142.50
<b>Shipping Total:</b>	\$0.00	<b>GM Points:</b>	
<b>Tax amount:</b>	\$13.18	<b>Channel:</b>	Caas-eBay
<b>Shipping Phone Number:</b>	4081231234	<b>Billing Phone Number:</b>	123456789
<b>Pricing Tier, User Type:</b>	GS, Guest	<b>Carrier Service:</b>	
<a href="#">Create Dynamics Case</a>		<b>MarketPlace Order No:</b>	12029961-800203
<b>Recycling Fees:</b>		<b>Discounts:</b>	1: InstantDiscount : Instant Discount : 7.49

**Ship To**  
Krizia Butalid  
San Tomas Aquino Road  
san jose, CA 95130  
US

**Bill To**  
Krizia Butalid  
5827 South Miami Boulevard  
Morrisville, NC 27560  
US

[Order Lines](#)
[Notes](#)

Line#	Product Number	Product Description	Unit Price	Discount	Charges	Taxes	Expected on	Extended price	Quantity	Fulfillment Method	Status	CE# / 3PP# / SE# / Preconfig CTO / PreOrder/BackOrder	Purchased Gift Card No
1	KSL4QUA#ABA	HP Stream 8 Tablet - 5801	\$149.99	7.49	0.00	13.18	040686054396955001	142.50	1.0000 Each	Shipping	Shipment Line Invoiced	CE#	PGC/VGC#



1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

## 2.4.7. Shipment update in CA

Checkout Direct Order ID: 12029961-800203<sup>®</sup>

John Doe | krizia.butalid@hp.com | \$155.68 Cleared | Shipped (1 Item) | Seller Managed

Shipment History
Order History
Order Details

### Shipments

Shipped

Distribution Center: Hewlett Packard Company - Palo Alto

SKU	Description	Quantity	
K5L40UA#ABA	HP Stream 8 Tablet - 5801	1	Actions

Shipping Carrier

Tracking Number

Track Package

Date

FedEx - Ground
040686054396955001
10/16/2017
Update

### Order History

Date	Type	Status	Amount	Details
10/15/2017	Payment	Successful	\$155.68	PayPal

Notes:

Public Notes:

Private Notes:

Flag:

Flag Description:

Activity Log:

10/16/2017 12:46:00 AM hpdevgroup1@channeladvisor.com Shipping Status set to 'Shipped' (was 'Unshipped').  
10/15/2017 11:28:00 PM hpdevgroup1@channeladvisor.com Shipping Status set to 'Unshipped'.  
Payment Status set to 'Cleared'.  
Checkout Status set to 'Completed'.

## 2.4.8. Order cancellation

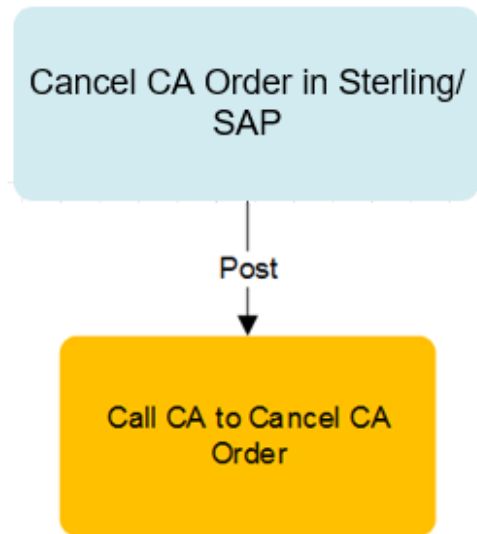
CA order after creating in OMS can be cancelled from OMS Application console/ SAP. In that case, CA order will be cancelled in CA as well. Whenever an order fails OMS/WCS validation or inventory check fails, we cancel the order in CA and don't create order in OMS.

1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

## Order Cancellation

Service: HPCAASPostCanceledOrders

Frequency: Invoked During Change Order On Cancel Event



### LEGEND

HHO OMS

HHO Calls CA Service

Group	Transaction/Service Name (Server Name)	Type	Description
CAAS	HPCAASPostCanceledOrders	New Event-based Service (ChangeOrder.ON_CANCEL)	To post canceled CA orders in OMS to CA

1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

## 2.4.9. Cancelled Order in CA

Checkout Direct Order ID: 12029961-5001<sup>®</sup>

John Doe | dhanupriya.g@hp.com | \$20.45 Cleared | Canceled (1 Item) | Seller Managed | \$20.45 Refunded

- Shipments
- Order History
- Order Details

### Shipments

Canceled

Distribution Center: Hewlett Packard Company - Palo Alto

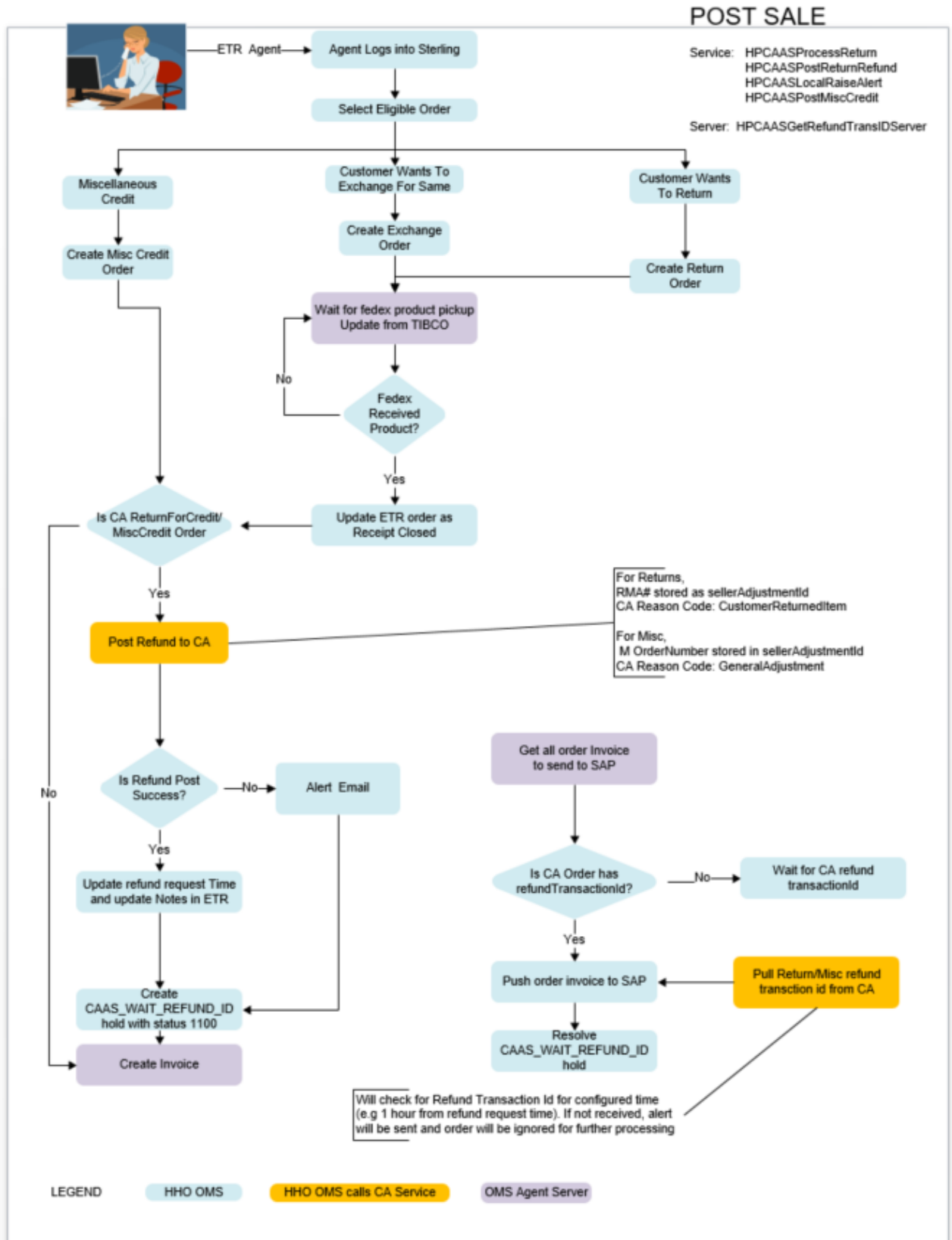
SKU	Description	Quantity
CB316WN#140	HP 45 Black Original Ink Cartridge	1

Shipping Carrier	Tracking Number	<a href="#">Track Package</a>	Date
------------------	-----------------	-------------------------------	------

### Order History


Transactions				
Date	Type	Status	Amount	Details
5/2/2017	Payment	Successful	\$20.45	PayPal
5/8/2017	Cancellation	Successful	\$20.45	Adjustment marked as 'Not Sent to Marketplace' <a href="#">Undo Cancellation</a>


## 2.1. Post-Sale




## 2.1.1. Order Refund in OMS

[Test Screen](#)
[Home](#)
[CAAS Order Search](#)
[Order H399967208](#)
[Return R300004502](#)


Return Summary


John Doe  
123456789  
dhanupriya.gnanasekaran@hp.com


HP US Web Store

Close

View/Add Notes

**R300004502**  
Return Date: 05/09/2017 03:01:56(UTC) Channel: Call Center  
Agent: admin Released By:  
Release Date:  
Please Read this to Customer:  
[Ground Online Label Script:](#)

- Your Return Authorization Number (RMA number) is RXXXXXXX.
- You will receive an email from FedEx which contains the link to print out your return shipping label.
- Tap the label to the box and also write the RMA number on the box.
- Then, drop off the box at any staffed FedEx Office location. The label will expire in 5 days, so please access and print the label right away and drop off your return to FedEx.
- IMPORTANT: Please get a receipt with a return tracking # from FedEx for your records.
- You will also receive an email from us confirming your refund or exchange once the return is received by us. Read if applicable ONLY. IF NO PHYSICAL RETURN IS NEEDED, please disregard that message.

**Created**  
Return total: \$174.99 Exchange Amount: \$0.00  
Refund Amount: \$174.99 Amount refunded: \$0.00  
Remaining refund amount: \$174.99

**When Customer Wants a Pickup:**

- With the Ground Online Label, if you need FedEx to pick up your return, you can select that option online when printing your label and choose a date and time that works for you.
- Scheduled pickups: We have found pickups to be inconvenient for our customers. Many people are not able to take the day off of work to wait for FedEx. Because of customer feedback, our return process avoids any wait time for the pickup.

**Return From**  
John Doe  
San Tomas Aquino Road  
San Jose, CA 95130  
US

**Refund To**  
John Doe  
5627 South Miami Boulevard  
Morrisville, NC 27560  
US

Return Lines

Notes

Line Number	Product Number	Product Description	Original Order Number	Unit Price	Quantity	Return Method	Status	Return Reason
1	HP ENVY 5660 e-All-in-One Printer (F8B04A#B1H)	HP Pavilion 25sw 25-inch IPS LED Backlit Monitor	H399967208	149.99	1,000 Each	Shipping	Created	Testing

Page 1

10 | 25 | 50

## 2.1.2. Order Refund in CA

CA can only process the “RETURN” refund and “MISC Credit” refund once on a line item. In case there’s a need to apply another refund on the same line item, you may have to address those directly within eBay or PayPal.

### Order History

#### Transactions

Date	Type	Status	Amount	Details
5/8/2017	Payment	Successful	\$205.95	PayPal
5/8/2017	Refund	Successful	\$174.99	Adjustment marked as 'Not Sent to Marketplace' <a href="#">View Less</a>

SKU	Description	Unit Price	Tax	Quantity	Item Total
<a href="#">F8B04A#B1H</a>	HP ENVY 5660 e-All-in-One Printer	\$149.99	\$10.00	1	\$149.99
Subtotal:					\$149.99
Shipping:					\$15.00
Tax:					\$10.00
Refund Total:					\$174.99

1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

IBM Call Center for Commerce

Test Screen Home Return R300004502

John Doe 123456789 dhanupriya.gnanasekaran@hp.com

HP US Web Store

Return Summary

R300004502

Return Date: 05/09/2017 03:01:56(UTC) Channel: Call Center

Agent: admin Released By:

Release Date:

Return Invoiced

Return total: \$174.99 Exchange Amount: \$0.00

Refund Amount: \$174.99 Amount refunded: \$174.99

Remaining refund amount: \$0.00

Return From: John Doe, San Tomas Aquino Road, San Jose, CA 95130, US

Refund To: John Doe, 5627 South Miami Boulevard, Morrisville, NC 27560, US

Return Lines

Line Number	Product Number	Product Description	Original Order Number	Unit Price	Quantity	Return Method	Status	Return Reason
1	HP ENVY 5660 e-All-in-One Printer (F8B04A#B1H)	HP Pavilion 25v-w 25-inch IPS LED Backlit Monitor	H399967208	149.99	1.0000 Each	Shipping	Return Invoiced	Testing

Page 1 of 1

select item\_id,unit\_price, ordered\_qty, extn\_ca\_item\_id, invoiced\_line\_total,extn\_ca\_refund\_trans\_id, extn\_ca\_refund\_request\_time from yfs\_order\_line where order\_header\_key in (select order\_header\_key from yfs\_order\_header where order\_no='R300004502')

Results

ITEM_ID	UNIT_PRICE	ORDERED_QTY	EXTN_CA_ITEM_ID	INVOICED_LINE_TOTAL	EXTN_CA_REFUND_TRANS_ID	EXTN_CA_REFUND_REQUEST_TIME
1 F8B04A#B1H	149.99	1	212353	174.99	TEST1234	08-MAY-17

### 2.1.3. Refund Transaction ID Services

Group	Transaction/Service Name (Server Name)	Type	Description
CAAS	HPCAASGetRefundTransIDServer	New Task-based time triggered transaction (Runs every hour)	To get refund transaction ID for Return Invoiced and Cancelled CA orders in OMS
Request URL			
GET https://api.channeladvisor.com/v1/OrderItems?access_token=xxxxxxxxx&\$filter=Adjustments/Any (c:c/SellerAdjustmentId eq '<ReturnOrderNo>')&\$expand=Adjustments			

Group	Transaction/Service Name (Server Name)	Type	Description
CAAS	HPCAASGetMCreditRefundTransIDServer	New Task-based time triggered transaction (Runs every hour)	To get refund transaction ID for Misc Invoiced CA orders in OMS
Request URL			
GET https://api.channeladvisor.com/v1/OrderItems?access_token=xxxxxxxxx&\$filter=Adjustments/Any (c:c/SellerAdjustmentId eq '<MOrderNo>')&\$expand=Adjustments			

Group	Transaction/Service Name (Server Name)	Type	Description
-------	---	------	-------------

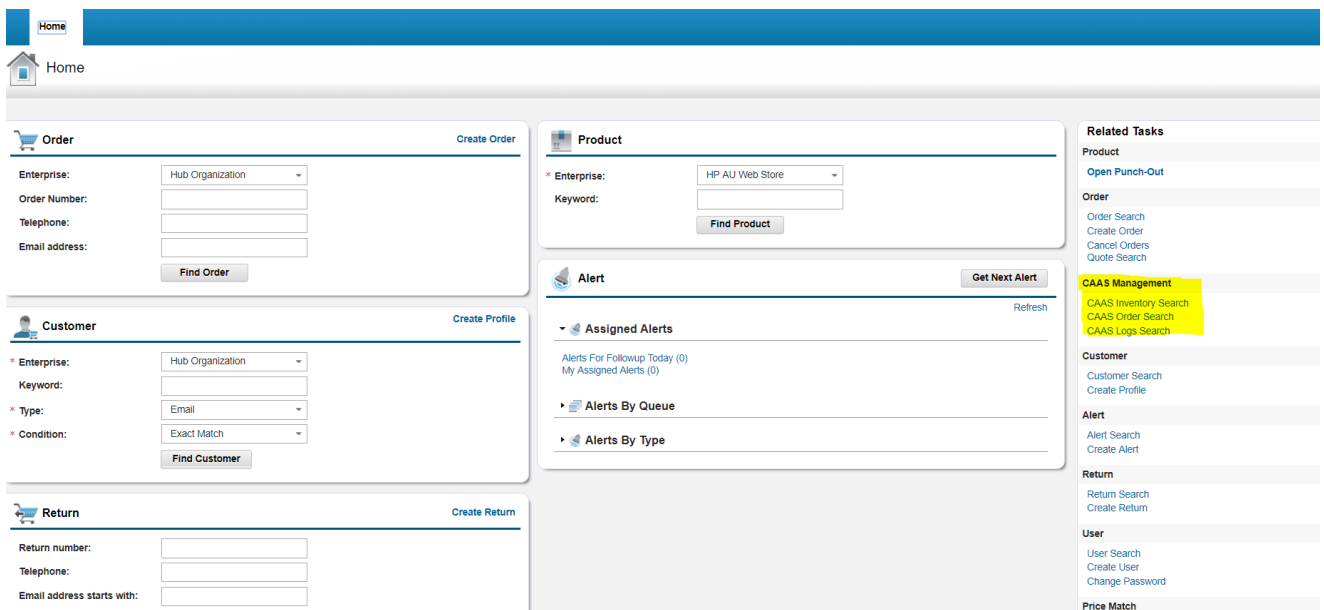
1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

CAAS	HPCAASResolveWaitRefundIDHoldServer	New Task-based time triggered transaction (Runs every hour)	- To resolve CAAS_WAIT_REFUND_ID hold of an order once all of its line items receive the refund transaction id from CA and push the order invoice details to TIBCO by PublishCAASInvoiceTIBCO service.
------	-------------------------------------	---	--

## 2.2. Sterling Call Center Changes

### 2.2.1. CAAS Management

CAAS Management section is added to Related Tasks Pane to manage CA related changes in call center. It includes CAAS Inventory Search, CAAS Order Search and CAAS Logs Search.



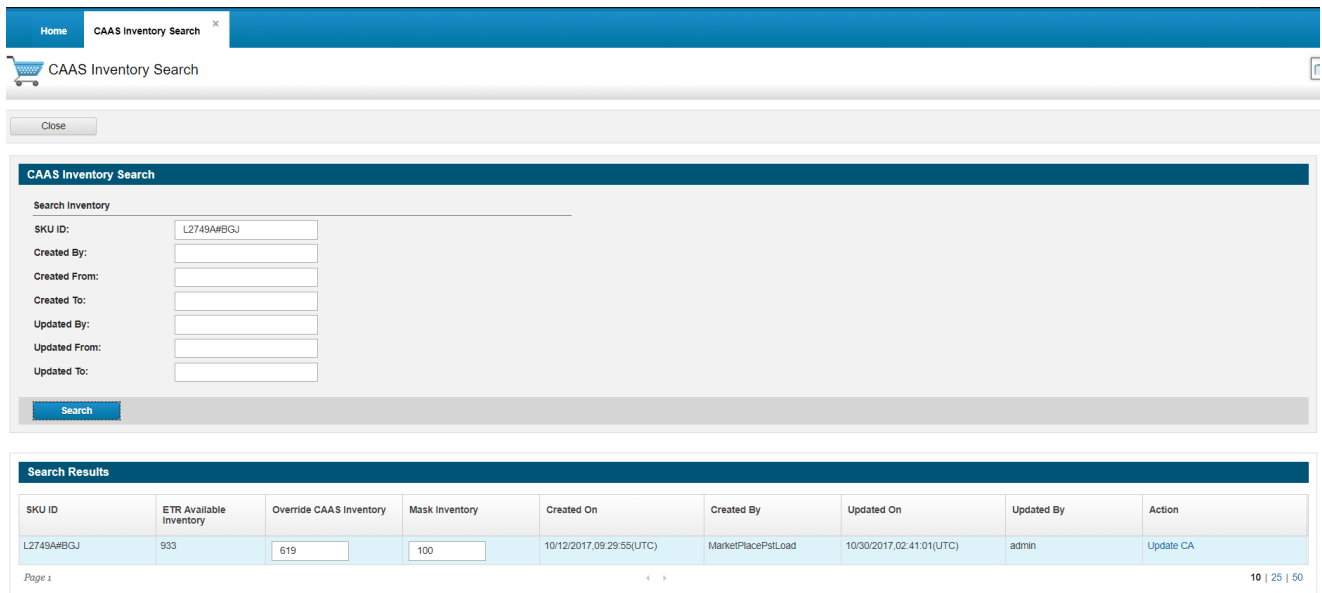
The screenshot displays the HP AU Web Store interface. On the left, there are four main sections: 'Order' (with fields for Enterprise, Order Number, Telephone, and Email address), 'Customer' (with fields for Enterprise, Keyword, Type, and Condition), 'Return' (with fields for Return number, Telephone, and Email address), and 'Product' (with fields for Enterprise and Keyword). The 'Related Tasks' pane on the right lists various tasks: Product (Open Punch-Out), Order (Order Search, Create Order, Cancel Orders, Quote Search), CAAS Management (CAAS Inventory Search, CAAS Order Search, CAAS Logs Search), Customer (Customer Search, Create Profile), Alert (Alert Search, Create Alert), Return (Return Search, Create Return), User (User Search, Create User, Change Password), and Price Match. The 'CAAS Management' section is highlighted in yellow.

1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

### 2.2.1.1. CAAS Inventory Management

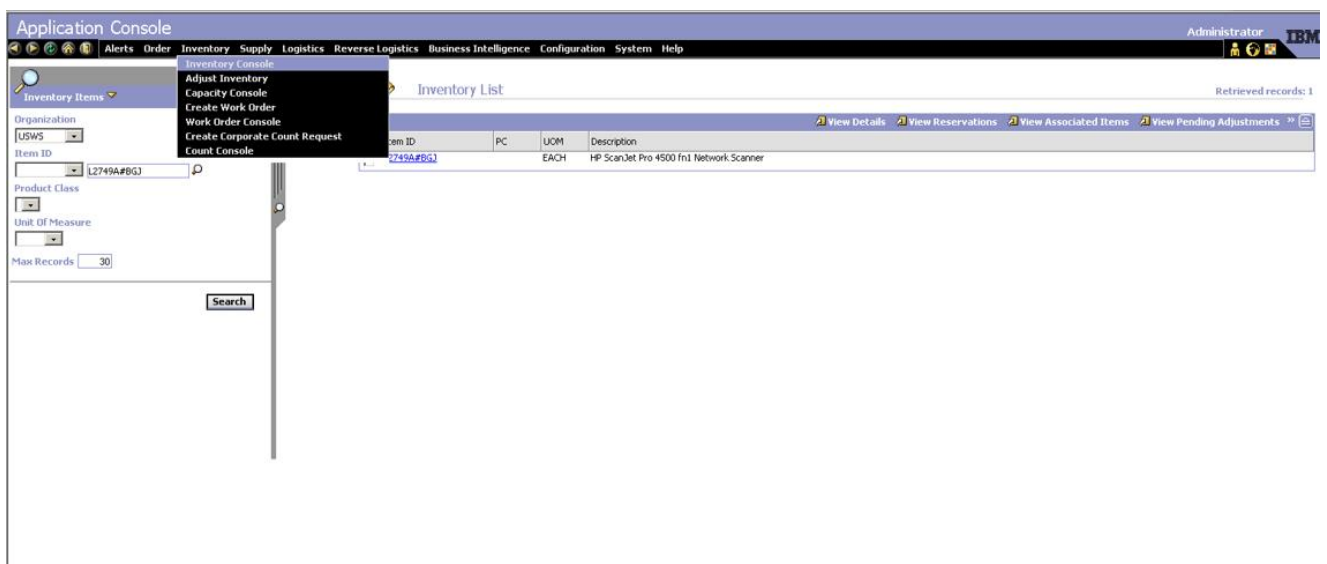
#### 2.2.1.1.1. Inventory Search

User can search for active, existing CA products in ETR by the following fields: SKU, Created By, Updated By, Created From, Created To, Updated From and Updated To. When the parameters are empty in the search filter, the table will display the list of active CA products sorted in ascending order based on SKU ID.



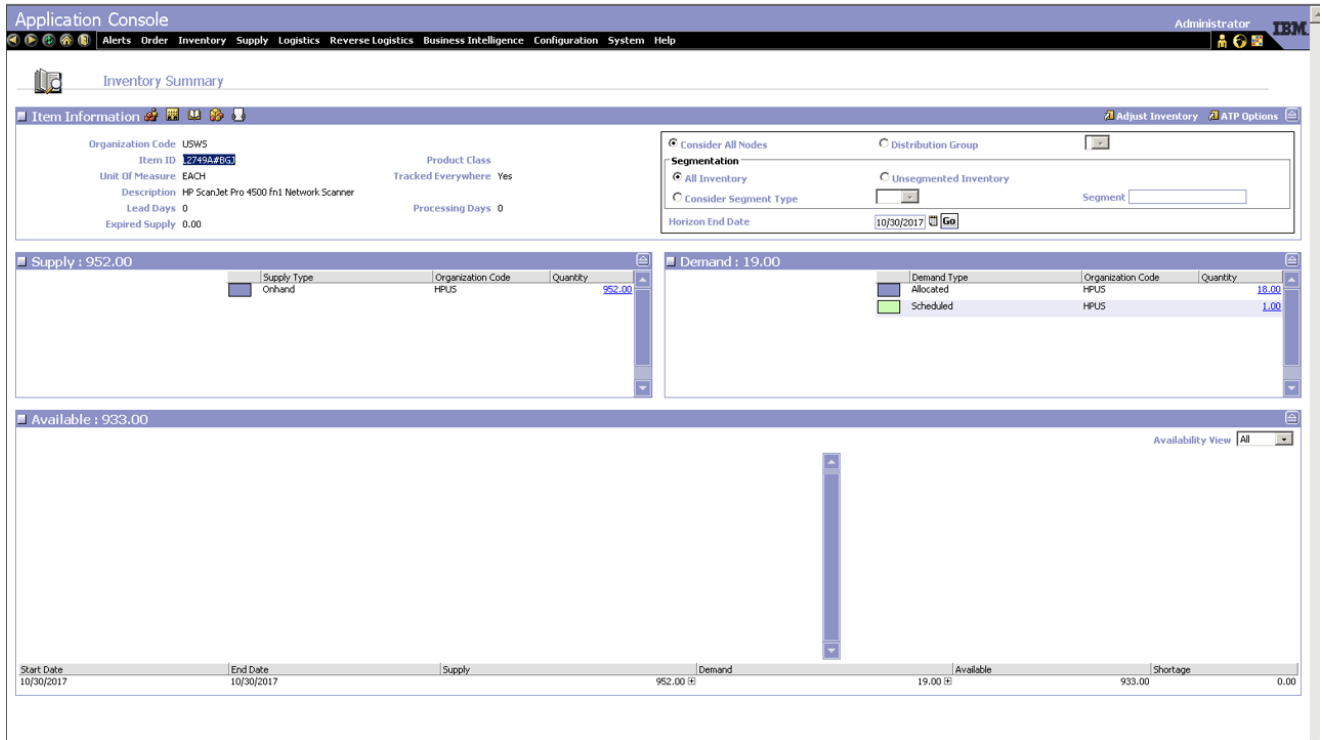
SKU ID	ETR Available Inventory	Override CAAS Inventory	Mask Inventory	Created On	Created By	Updated On	Updated By	Action
L2749A#BGJ	933	619	100	10/12/2017,09:29:55(UTC)	MarketPlacePstLoad	10/30/2017,02:41:01(UTC)	admin	Update CA

In OMS Inventory console, user can search for the item/SKU ID to verify ETR available inventory.



Item ID	PC	UOM	Description
L2749A#BGJ	EACH	HP ScanJet Pro 4500 fn1 Network Scanner	





**Application Console** | Alerts | Order | Inventory | Supply | Logistics | Reverse Logistics | Business Intelligence | Configuration | System | Help | Administrator | IBM

**Inventory Summary**

**Item Information**

Organization Code: USWS  
Item ID: 2749A#BG  
Unit Of Measure: EACH  
Description: HP ScanJet Pro 4500 Fnt Network Scanner  
Lead Days: 0  
Expired Supply: 0.00  
Product Class: Tracked Everywhere: Yes  
Processing Days: 0

**Segmentation**

Consider All Nodes  
Distribution Group  
All Inventory  
Unsegmented Inventory  
Consider Segment Type  
Segment  
Horizon End Date: 10/30/2017

**Supply : 952.00**

Supply Type	Organization Code	Quantity
Onhand	HPUS	952.00

**Demand : 19.00**

Demand Type	Organization Code	Quantity
Allocated	HPUS	18.00
Scheduled	HPUS	1.00

**Available : 933.00**

Availability View: All

Start Date	End Date	Supply	Demand	Available	Shortage
10/30/2017	10/30/2017	952.00	19.00	933.00	0.00

#### 2.2.1.1.2. Manual Override of CA Inventory

User can override product's inventory in CA by clicking the Update CA link from the Action column of the list grid. If Override CAAS Inventory count is greater than or equal to Mask Inventory (CA Total Inventory = Override CAAS Inventory count – Mask Inventory) else (CA Total Inventory = 0). A pop up message will be displayed when CA inventory update is successful or an error has occurred.

#### 2.2.1.1.3. Local Inventory Update

Mask Inventory and Override CAAS Inventory fields are editable. User can change the grid cell value and click the screen to save the new value in the database. Only positive numbers are allowed for Mask Inventory and Override CAAS Inventory fields, otherwise an error message will be displayed. ETR Available Inventory or the main inventory in OMS is a read only field and is changed by existing RTAM (OP1 and OP3) process.

Close

CAAS Inventory Search

Search Inventory

SKU ID:

Created By:

Created From:

Created To:

Updated By:

Updated From:

Updated To:

Search

Search Results								
SKU ID	ETR Available Inventory	Override CAAS Inventory	Mask Inventory	Created On	Created By	Updated On	Updated By	Action
A0B42A#ABL	1000	<input type="text" value="0"/>	<input type="text" value="100"/>	05/09/2017,00:00:00(UTC)	admin	10/05/2017,06:41:27(UTC)	admin	<a href="#">Update CA</a>
A0K24U#ABA	790	<input type="text" value="0"/>	<input type="text" value="10"/>	05/09/2017,00:00:00(UTC)	admin	10/05/2017,06:41:49(UTC)	admin	<a href="#">Update CA</a>
A0K35A#ABA	94	<input type="text" value="94"/>	<input type="text" value="50"/>	05/09/2017,00:00:00(UTC)	admin	10/05/2017,06:41:32(UTC)	admin	<a href="#">Update CA</a>
A1T59U#ABA	510	<input type="text" value="90"/>	<input type="text" value="10"/>	05/09/2017,00:00:00(UTC)	admin	10/05/2017,06:41:35(UTC)	admin	<a href="#">Update CA</a>
A1T60U#ABA	888	<input type="text" value="0"/>	<input type="text" value="100"/>	05/09/2017,00:00:00(UTC)	admin	10/04/2017,14:36:01(UTC)	admin	<a href="#">Update CA</a>
A1T61U#ABA	0	<input type="text" value="0"/>	<input type="text" value="10"/>	05/09/2017,00:00:00(UTC)	admin	10/05/2017,06:27:37(UTC)	admin	<a href="#">Update CA</a>

#### 2.2.1.1.4. Inventory Database Table

Table	Column	Data Type	Description
EXTN_CA_MASK_INV	SKUID	VARCHAR2	Holds the product's SKU
	INV_KEY	KEY	Sequential key
	MASK_INV	NUMBER	Inventory Threshold
	CA_OVERRIDE_INV_CNT	NUMBER	Inventory Count to Override in CA
	CA_PRODUCTID	VARCHAR2	CA product's ID
	ACTIVE_FLAG	VARCHAR2	Y for buyable, N for non-buyable
	CREATETS	TIMESTAMP	Holds the date when data is created
	MODIFYTS	TIMESTAMP	Holds the date when data is modified
	MODIFYTS_AGENT	VARCHAR2	Holds the date when data is modified by agent user
	CREATEDBY	VARCHAR2	Holds username who created the data
	UPDATEDBY	VARCHAR2	Holds username who modified the data
	IS_CA_UPDATED	VARCHAR2	"Y" if inventory is updated successfully else "N"
	CA_UPDATED_TIME	TIMESTAMP	Holds the date when the data is updated by HPCAASPostFullInventoryServer

#### 2.2.1.2. CAAS Order Search

CAAS Order Search will only display CA orders based on the given filter parameters. User can search for CA orders based on the status (Released, Sent to Node, Shipment Line Invoiced, Return Created and Cancelled)

# 1. ETR

## 1.1.1.1. DCE-IT

# 3<sup>rd</sup> Party Market Place

## Integration



[Test Screen](#) [Home](#) [Order Search](#)

CAAS Order Search

**CAAS Order Search Criteria**  
Enterprise: HP US Web Store  
Search By Order  
Order Number:   
MarketPlace Order No:   
Order Status:   
SE it:   
Tracking Number:   
Order date from:   
Order date to: 10/28/2017  
Order status: ☒ Confirmed order ☐ Draft order  
Order age: ☒ Recent orders ☐ Archived orders  
Order by: Most Recent Orders

Search By Customer  
Email address starts with:   
Customer telephone:   
Company Name:   
First name:   
Last name:   
Postal code:

**CAAS Order Results**

Order Number	Customer Name	Postal Code	Address	Status	Order Date	Order Total	User Type	SE Number
H00000000	James Tan	27560	1234 Main Street	Created	09/30/2017,12:39:51(UTC)	\$205.95		
H00000012	Zen Hara	27560	1234 Main Street	Shipment Line Invoiced	09/27/2017,10:58:58(UTC)	\$188.52		TH7106820M
H00000011	John Doe	27560	5827 South Miami Boulevard	Sent To Node	09/26/2017,14:52:27(UTC)	\$142.47		
H00000009	John Doe	27560	1234 Main Street	Created	09/25/2017,19:26:24(UTC)	\$174.99		
H00000008	Manny Lee	27560	1234 Main Street	Cancelled	09/25/2017,19:21:18(UTC)	\$0.00		
H0999071571	John Doe	27560	1234 Main Street	Return Created	09/25/2017,18:48:18(UTC)	\$205.95		

### 2.2.1.3. CAAS Log Search

When user hits search with empty parameters, the table will display the list of log details sorted in descending order based on created time. (Refer to section 2.2.1.3.1.2)

[Home](#) [CAAS Log Search](#)

CAAS Log Search

**CAAS Log Search**  
Search CAAS Log  
Request Key:   
Request Type:   
CAAS Order ID:   
ETR Order No:   
CAAS Item ID:   
SKU:   
Status:   
Create Time From:   
Create Time To: 10/5/2017

**Search Results**

Request Key	Request Type	CAAS Order ID	ETR Order No	CAAS Item ID	SKU	Status	More Details	Created On
201710050559004823788671	PostDetailInventory				TD82UT#ABA	Success		10/04/2017,22:09:47(UTC)
20171005055655523780223	CancelOrderItemRefund			229947		Failed	<a href="#">View</a>	10/04/2017,21:56:55(UTC)
201710050557460223797674	MiscCreditOrderRefund	322291				Failed		10/04/2017,21:46:01(UTC)
201710050510370623797107	MiscCreditOrderRefund	322291				Failed		10/04/2017,21:37:06(UTC)
20171005041120723794893	MiscCreditOrderRefund	322291				Failed		10/04/2017,20:22:06(UTC)
201710050411191623794408	MiscCreditOrderRefund	322291				Failed		10/04/2017,20:19:15(UTC)
20171005040093323793746	PostShippedOrder	322291				Success		10/04/2017,20:09:33(UTC)
20171005040093323793748	PostShippedOrder	322291				Success		10/04/2017,20:09:33(UTC)
201710050404004723793457	PostDetailInventory				L2749A8BGJ	Success		10/04/2017,20:09:47(UTC)
201710050396531623792905	ReturnOrderItemRefund			229927		Success		10/04/2017,19:53:15(UTC)

#### 2.2.1.3.1. CAAS Log Database Table

HP Restricted

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1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

#### 2.2.1.3.1.1. EXTN\_CAAS\_TRANSACTION\_LOG

This table holds the request ids, request type, single/batch request and response of every service calls to CA.

EXTN_CAAS_TRANSACTION_LOG						
Columns   Data   Constraints   Grants   Statistics   Triggers   Flashback   Dependence						
Actions...						
Column Name	Data Type	Nullable				
EXPORT_KEY	CHAR(24 BYTE)	No				
REQUEST_TYPE	VARCHAR2(40 BYTE)	No				
REQUEST_IDS	VARCHAR2(400 BYTE)	No				
CREATED_TIME	DATE	No				
CAAS_REQUEST	CLOB	Yes				
CAAS_RESPONSE	CLOB	Yes				

EXPORT_KEY	REQUEST_TYPE	REQUEST_IDS	CREATED_TIME	CAAS_REQUEST	CAAS_RESPONSE
1 201710050230045523785997	CancelOrderItemRefund	H376037938012...	05-OCT-17	(CLOB) --batchCo...	(CLOB) --batchchr...
2 201710050379461823792345	MiscCreditOrderRefund	322336	05-OCT-17	(CLOB) {"Reason":...	(null)
3 201710050480093323793746	PostShippedOrder	322291	05-OCT-17	(CLOB) {"Value":{"...	(null)
4 201710050400093423793748	PostShippedOrder	322291	05-OCT-17	(CLOB) {"Value":{"...	(null)
5 201710050596565523798223	CancelOrderItemRefund	H3760379380127,	05-OCT-17	(CLOB) --batchCo...	(CLOB) --batchchr...
6 201710050659004823798671	PostDeltaInventory	T6D92UT#ABA	05-OCT-17	(CLOB) {"Value":{"...	(null)
7 201710050282072223786105	CancelOrderItemRefund	H376037938012...	05-OCT-17	(CLOB) --batchCo...	(CLOB) --batchchr...
8 201710050290153523786946	CancelOrderItemRefund	H376037938012...	05-OCT-17	(CLOB) --batchCo...	(CLOB) --batchchr...

#### 2.2.1.3.1.2. EXTN\_CAAS\_TRANS\_DETAIL\_LOG

This table holds the details of every single requests to CA. It shows the request type, response status, specific request id and details of the error response from CA.

EXTN_CAAS_TRANS_DETAIL_LOG										
Columns   Data   Constraints   Grants   Statistics   Triggers   Flashback   Dependencies   Details   Indexes   SQL										
Actions...										
Column Name	Data Type	Nullable								
TRANS_DETAIL_KEY	CHAR(24 BYTE)	No								
EXPORT_KEY	VARCHAR2(40 BYTE)	Yes								
REQUEST_TYPE	VARCHAR2(40 BYTE)	No								
CA_ORDER_ID	VARCHAR2(40 BYTE)	Yes								
ETR_ORDER_NO	VARCHAR2(40 BYTE)	Yes								
CREATE_TIME	DATE	No								
CA_ITEM_ID	VARCHAR2(40 BYTE)	Yes								
ETR_ITEM_ID	VARCHAR2(40 BYTE)	Yes								
STATUS	VARCHAR2(10 BYTE)	No								
MORE_DETAILS	CLOB	Yes								
LINE_KEY	VARCHAR2(40 BYTE)	Yes								

TRANS_DETAIL_KEY	EXPORT_KEY	REQUEST_TYPE	CA_ORDER_ID	ETR_ORDER_NO	CREATE_TIME	CA_ITEM_ID	ETR_ITEM_ID	STATUS	MORE_DETAILS	LINE_KEY
1 201710050270045523785998	201710050230045523785997	CancelOrderItem...	(null)	(null)	05-OCT-17	229927	(null)	Failed	(CLOB) key:229927 succe...	201710050204282023785923
2 201710050214045623785999	201710050230045523785997	CancelOrderItem...	(null)	(null)	05-OCT-17	229928	(null)	Failed	(CLOB) key:229928 succe...	201710050204282023785924
3 201710050363461823792346	201710050379461823792345	MiscCreditOrderR...	322336	(null)	05-OCT-17	(null)	(null)	Failed	(null)	(null)
4 201710050417093323793747	201710050480093323793746	PostShippedOrder	322291	(null)	05-OCT-17	(null)	(null)	Success	(null)	(null)
5 201710050449093423793749	201710050400093423793748	PostShippedOrder	322291	(null)	05-OCT-17	(null)	(null)	Success	(null)	(null)
6 201710050556565523798224	201710050596565523798223	CancelOrderItem...	(null)	(null)	05-OCT-17	229947	(null)	Failed	(CLOB) key:229947 succe...	201710050556442023798187
7 201710050647004823798672	201710050659004823798671	PostDeltaInventory	(null)	(null)	05-OCT-17	(null)	T6D92UT#ABA	Success	(null)	(null)
8 201710060265481923837843	201710060276481823837824	GetMiscCreditItem...	(null)	(null)	06-OCT-17	229927	(null)	Failed	(CLOB) Error while trying ...	(null)

# 1. ETR

## 1.1.1.1. DCE-IT

# 3<sup>rd</sup> Party Market Place

## Integration



Home CAAS Logs Search

CAAS Logs Search

SKU:

Status:

CreateTime From:

CreateTime To:

Search

Search Results

Request Key	Request Type	CAAS Order ID	ETR Order No	Status	More Details	Created On
20171117155905264368498	GetCancelledOrderItemRefundTr			Failed	View	01/17/2017 07:00:53(UTC)
20171117154505264368491	GetCancelledOrderItemRefundTr			Failed	View	01/17/2017 07:00:53(UTC)
20171117155605364368540	GetCancelledOrderItemRefundTr			Failed	View	01/17/2017 07:00:53(UTC)
20171117151305364368533	GetCancelledOrderItemRefundTr			Failed	View	01/17/2017 07:00:53(UTC)
20171117156205364368550	GetCancelledOrderItemRefundTr			Failed	View	01/17/2017 07:00:53(UTC)
201711171497485164254362	ReturnOrderItemRefund		233171	Failed	View	01/17/2017 06:48:50(UTC)
201711160540542748330464	PostDefiniteInventory		D8028UTRABA	Failed	View	01/15/2017 21:54:27(UTC)
201711160512142647830397	PostDefiniteInventory		D8028UTRABA	Failed	View	01/15/2017 21:14:25(UTC)
201711160539042647702526	PostDefiniteInventory		D8028UTRABA	Failed	View	01/15/2017 21:04:25(UTC)
201711160478542647602826	PostDefiniteInventory		D8028UTRABA	Failed	View	01/15/2017 20:54:28(UTC)
20171116018642645302644	PostDefiniteInventory		D8028UTRABA	Failed	View	01/15/2017 17:44:28(UTC)
20171115084144732518851	ReturnOrderItemRefund		233214	Failed	View	01/15/2017 00:14:46(UTC)
201711150584943630502504	PullNewOrders	325326		Failed	View	01/14/2017 21:04:40(UTC)
201711140994092616876753	PullNewOrders	325268		Failed	View	01/14/2017 01:09:27(UTC)
201711140888242716588664	PullNewOrders	325265		Failed	View	01/14/2017 00:24:33(UTC)
201711140888242716588664	PullNewOrders	325263		Failed	View	01/14/2017 00:24:33(UTC)

Information

[{"id":1,"Message":"No HTTP resource was found that matches the request URI 'https://api.channeladvisor.com/v1/Products/UpdateQuantity?access\_token=2cg102-m-Q895LUFH\_816MBHdgVMM87-OWJ5-15022'"}]

Ok

### 2.2.1.3.1.3. EXTN\_CA\_SERVICE\_LOGS

This table holds the service name, status message, start and end time of 3rd party agent servers.

EXTN\_CA\_SERVICE\_LOGS

Columns Data Constraints Grants Statistics Triggers Flashback Dependencies Details Indexes SQL

Actions...

Column Name	Data Type	Nullable	Data Default	COLUMN ID	Primary Key
SERVICE_KEY	CHAR(24 BYTE)	No		1	1
SERVICE_NAME	VARCHAR2(800 BYTE)	No		2	(null)
STATUS_MESSAGE	VARCHAR2(800 BYTE)	Yes		3	(null)
START_TIME	DATE	No	sysdate	4	(null)
END_TIME	DATE	No	sysdate	5	(null)

Results Script Output Explain Autotrace DBMS Output OWA Output

Results:

SERVICE_KEY	SERVICE_NAME	STATUS_MESSAGE	START_TIME	END_TIME
1 201710300360453325244900	HPCAASGetOrders	No CA orders found.	30-OCT-17 03.45.32.000000000 AM	30-OCT-17 03.45.32.000000000 AM
2 201710300369451925244898	HPCAASGetMCreditRefundTransID	Total items:0 Success, RefundTran...	30-OCT-17 03.45.19.000000000 AM	30-OCT-17 03.45.19.000000000 AM
3 201710300385450525244897	CAASResolveWaitRefundIDHold	H379000354 orderItemsTotal:1 Fo...	30-OCT-17 03.45.05.000000000 AM	30-OCT-17 03.45.05.000000000 AM
4 201710300341445225244896	HPCAASGetItemRefundTransactionID	Total items:0 Success, RefundTran...	30-OCT-17 03.44.51.000000000 AM	30-OCT-17 03.44.51.000000000 AM
5 201710300393423425244817	HPCAASGetOrders	No CA orders found.	30-OCT-17 03.42.33.000000000 AM	30-OCT-17 03.42.33.000000000 AM
6 201710300352421925244815	HPCAASGetMCreditRefundTransID	Total items:0 Success, RefundTran...	30-OCT-17 03.42.19.000000000 AM	30-OCT-17 03.42.19.000000000 AM
7 201710300308420525244786	CAASResolveWaitRefundIDHold	H379000354 orderItemsTotal:1 Fo...	30-OCT-17 03.42.05.000000000 AM	30-OCT-17 03.42.05.000000000 AM
8 201710300324415225244785	HPCAASGetItemRefundTransactionID	Total items:0 Success, RefundTran...	30-OCT-17 03.41.51.000000000 AM	30-OCT-17 03.41.51.000000000 AM
9 201710300370393325244312	HPCAASGetOrders	No CA orders found.	30-OCT-17 03.39.32.000000000 AM	30-OCT-17 03.39.32.000000000 AM
10 201710300340391925244310	HPCAASGetMCreditRefundTransID	Total items:0 Success, RefundTran...	30-OCT-17 03.39.19.000000000 AM	30-OCT-17 03.39.19.000000000 AM
11 201710300378390525244309	CAASResolveWaitRefundIDHold	H379000354 orderItemsTotal:1 Fo...	30-OCT-17 03.39.05.000000000 AM	30-OCT-17 03.39.05.000000000 AM
12 201710300377385225244308	HPCAASGetItemRefundTransactionID	Total items:0 Success, RefundTran...	30-OCT-17 03.38.51.000000000 AM	30-OCT-17 03.38.51.000000000 AM
13 201710300300363325244295	HPCAASGetOrders	No CA orders found.	30-OCT-17 03.36.32.000000000 AM	30-OCT-17 03.36.32.000000000 AM
14 201710300367361925244291	HPCAASGetMCreditRefundTransID	Total items:0 Success, RefundTran...	30-OCT-17 03.36.19.000000000 AM	30-OCT-17 03.36.19.000000000 AM

Logging Page - Log


1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	


## 2.2.2. Order Details Summary

Marketplace Order No field is added to Order Summary screen.

Home

Order H376037973

 Order Summary
 

 John Doe  
 123456789  
 dhanupriya.gnanasekaran@hp.com

Close

View/Add Notes

Order Number:	H376037973	Order status:	Return Created
Order Date:	10/04/2017,06:45:47(UTC)	Payment Account:	1.PayPal- [dhanupriya.gnanasekaran@hp.com] \$0.00-AWAIT_PAY_INFO
Processing Date:	10/04/2017,06:46:30(UTC)	Created By:	
Total amount:	\$883.34	Subtotal amount:	\$796.99
Shipping Total:	\$15.00	GM Points:	
Tax amount:	\$86.35	Channel:	Caas-eBay
Shipping Phone Number:	4081231234	Billing Phone Number:	123456789
Pricing Tier, User Type:	GS	Carrier Service:	Priority 2-4 business days
<a href="#">Create Dynamics Case</a>		MarketPlace Order No:	12029961-5502
Recycling Fees:		Discounts:	1: ShippingReversal : Shipping Problem(Reversal)[1] : 15.00 2: LineReversal : Agent-related Adjustments(Reversal)[1] : 1.00 3: LineReversal : Agent-related Adjustments(Reversal)[2] : 1.00 4: LineReversal : Agent-related Adjustments(Reversal)[3] : 1.00

**Ship To**  
 John Doe  
 San Tomas Aquino Road  
 San Jose, CA 95130  
 US

**Bill To**  
 John Doe  
 5827 South Miami Boulevard  
 Morrisville, NC 27560  
 US

Order Lines


Notes


Returns


## 2.2.3. Return Order Details

Marketplace Order No field is added to Return Order Summary screen.

1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

 Return Summary

 **John Doe**  
 123456789  
 dhanupriya.gnanasekaran@hp.com

 **HP US Web Store**

**R3700203559**

**Return Lost/Stolen**

**Return Date:** 10/09/2017, 02:27:39(UTC)  
**Channel:** Caas-eBay  
**Agent :** admin  
**Released By:**  
**Release Date:**  
**MarketPlace Order No:** 12029961-5502  
**Open Alerts (1)**  
**Exchange Order:** H3700203559  
**Exchange Shipping Service:** Priority 2-4 business days


**Return total:** \$883.34  
**Exchange Amount:** \$883.34  
**Refund Amount:** \$0.00  
**Amount refunded:** \$0.00  
**Remaining refund amount:** \$0.00

**Where is my return?**  
**Where is my refund?**  
**Return**  
[View All Invoices](#)  
[Cancel Return](#)  
[Resolve Holds](#)  
**Alerts**  
[Create Alert](#)

**Return From**  
 John Doe  
 San Tomas Aquino Road  
 san jose, CA 95130  
 US

**Refund To**  
 John Doe  
 5827 South Miami Boulevard  
 Morrisville, NC 27560  
 US


**Return Lines** | Notes | Exchange Orders


Line Number	Product Number	Product Description	Original Order Number	Unit Price	Quantity	Return Method	Status	Return Reason
1	 HP ScanJet Pro 4500 In1 Network Scanner (L2749A#BGJ)	HP ScanJet Pro 4500 In1 Network Scanner	H376037973	\$799.99	1,0000 Each	Customer Can Keep	Return Lost/Stolen	Lost/Stolen

## 2.2.4. Exchange Order Details

Marketplace Order No field is added to Exchange Order Summary screen.

[Home](#)
[Return Search](#)
[Return R3700203559](#)
[Order H3700203559](#)

 Order Summary

 **John Doe**  
 123456789  
 dhanupriya.gnanasekaran@hp.com

**Order Number:** H3700203559  
**Order Date:** 10/09/2017, 02:27:52(UTC)  
**Processing Date:**  
**Total amount:** \$883.34  
**Shipping Total:** \$15.00  
**Tax amount:** \$86.35  
**Shipping Phone Number:** 4081231234  
**Pricing Tier, User Type:**  
[Create Dynamics Case](#)  
**MarketPlace Order No:** 12029961-5502  
**Recycling Fees:**

**Order status:** Scheduled  
**Payment Account:**  
**Created By:** admin  
**Subtotal amount:** \$796.99  
**GM Points:**  
**Channel:** Caas-eBay  
**Billing Phone Number:** 123456789  
**Carrier Service:** Priority 2-4 business days  
**Exchange type:** Regular  
**Parent Order:** H376037973  
**Return Order:** R3700203559  
**Discounts:**  
 1: ShippingReversal : Shipping Problem(Reversal)[1] : 15.00  
 2: LineReversal : Agent-related Adjustments(Reversal)[1] : 1.00  
 3: LineReversal : Agent-related Adjustments(Reversal)[2] : 1.00  
 4: LineReversal : Agent-related Adjustments(Reversal)[3] : 1.00

**Ship To**  
 John Doe  
 San Tomas Aquino Road  
 san jose, CA 95130  
 US

**Bill To**  
 John Doe  
 5827 South Miami Boulevard  
 Morrisville, NC 27560  
 US

## 2.3. Inventory Load

How stock data is being send to Channel advisor

<b>1. ETR</b>	<b>3<sup>rd</sup> Party Market Place</b>	
1.1.1.1. DCE-IT	Integration	

### 2.3.1. Full Inventory

HPCAASPostFullInventoryServer runs once a day. It pulls active CA products from ETR, computes the Masked Available Inventory for each product and sends the inventory to CA by batch.

Masked Available Inventory = ETR Available Inventory – Mask Inventory (Threshold)

ETR Available Inventory – the remaining quantity of the product and is handled by existing RTAM (OP1 and OP3) process

Mask Inventory – the threshold value set in EXTN\_CA\_MASK\_INV table by Catalog Team or from Sterling Call Center CAAS Inventory Search section

CA deducts any open listings, pending checkouts, pending payments and pending shipments from the submitted quantity value and sets the remaining as the inventory quantity.

To reprocess failed CA products, set below properties in customer\_overrides.properties file and rerun the service to post the inventory for the CA products that failed from the previous runs set in the given date range.

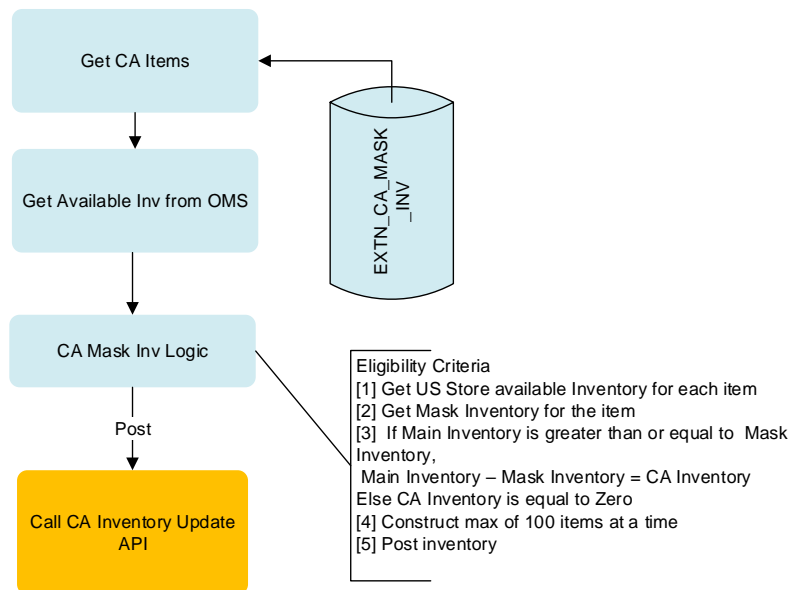
Name	Value	Description
yfs.caas.fullinventory.rerun.flag	Y	Allows reprocess of CA products that failed from inventory load
yfs.caas.fullinventory.rerun.isUpdated	N	Checks column IS_CA_UPDATED from EXTN_CA_MASK_INV table which has value of 'N'. If inventory update is successful, this column is set to 'Y', else 'N'.
yfs.caas.fullinventory.rerun.dateFrom	(eg. 2017-08-12)	DateRange Format: yyyy-MM-dd. Checks column CA_UPDATED_TIME from EXTN_CA_MASK_INV table. CA_UPDATED_TIME is later than or equal to dateFrom and earlier than dateTo.
yfs.caas.fullinventory.rerun.dateTo	(eg. 2017-08-13)	



## Full Inventory Load

Server: HPCAASPostFullInventoryServer

Frequency: Once in a day



LEGEND

HHO OMS

HHO Calls CA Service

## Update Quantity by Batch Using the "Unshipped" Update Type

### Request URL

POST [https://api.channeladvisor.com/v1/\\$batch?access\\_token=xxxxxxxxxx](https://api.channeladvisor.com/v1/$batch?access_token=xxxxxxxxxx)

### Request Body

```

--batch
Content-Type: multipart/mixed; boundary=changeset
--changeset
Content-Type: application/http
Content-Transfer-Encoding: binary
Content-ID: 1

POST https://api.channeladvisor.com/v1/Products(466385)/UpdateQuantity?access_token= xxxxxxxxxx HTTP/1.1
Content-Type: application/json

{"Value": {"UpdateType":"UnShipped","Updates": [{"DistributionCenterID":"0","Quantity":"978"}]}}
--changeset
Content-Type: application/http
Content-Transfer-Encoding: binary
Content-ID: 2

POST https://api.channeladvisor.com/v1/Products(449374)/UpdateQuantity?access_token= xxxxxxxxxx HTTP/1.1
Content-Type: application/json

{"Value": {"UpdateType":"UnShipped","Updates": [{"DistributionCenterID":"0","Quantity":"938"}]}}
--changeset--
--batch--
  
```

1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

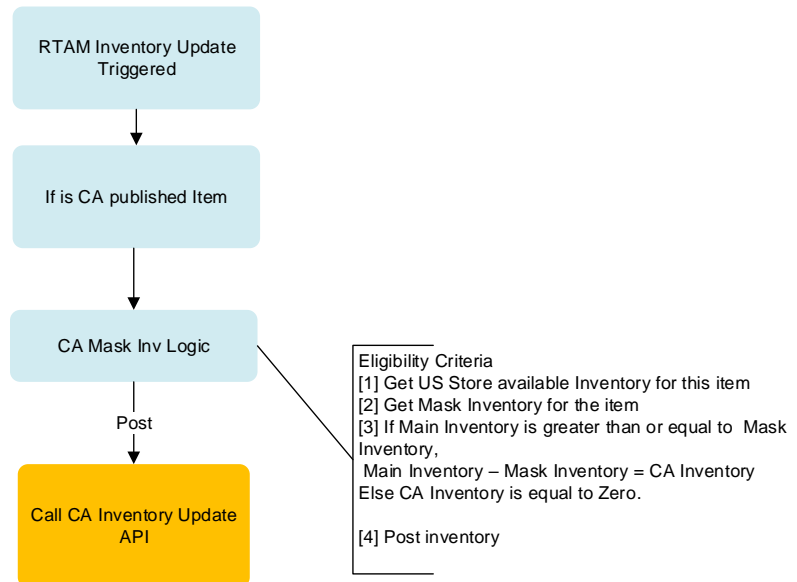
### 2.3.2. Delta Inventory

HPCAASPostDeltaInventory is an event based service that runs every 15 mins when RTAM(Op1) runs. If product is active and existing CA in ETR, service computes its Masked Available Inventory and posts inventory to CA.

#### Delta Inventory Load

Service: HPCAASPostDeltaInventory

Frequency: Every 10 mins when RTAM(Op1) runs



LEGEND

HHO OMS

HHO Calls CA Service

#### Update Quantity - (Single DC Update)

##### Request URL

POST [https://api.channeladvisor.com/v1/Products\(466385\)/UpdateQuantity?access\\_token=xxxxxxxxxx](https://api.channeladvisor.com/v1/Products(466385)/UpdateQuantity?access_token=xxxxxxxxxx)

##### Request Body

```
{
  "Value": {
    "UpdateType": "UnShipped",
    "Updates": [{
      "DistributionCenterID": "0",
      "Quantity": "90"
    }]
  }
}
```

### 2.4. Inventory Services

Group	Transaction/Service Name (Agent Server)	Type	Description
CAAS	HPCAASPostDeltaInventory	New Event-based Service (RTAM. REALTIME_AVAILABILITY_CHANGE)	To post total inventory count (Available Inventory –Mask Inventory) for every

<b>1. ETR</b>	<b>3<sup>rd</sup> Party Market Place</b>	
1.1.1.1. DCE-IT	Integration	

			inventory change in OMS for active CA Item
	HPCAASPostFullInventoryServer	New Task-based time triggered transaction	To post total inventory count for existing active CA Items in OMS to CA
	HPCAASOverrideInventory	New Service	To override CA Total inventory count manually
	HPCAASInventorySearch	New Service	To pull inventory details of active CA items and display on Sterling CC
	HPCAASLocalUpdateInventory	New Service	To update "Mask Inventory" and "Override CAAS Inventory" fields in OMS

## 2.5. Failure Email Services

HPCAASRaiseEmail is an email service which sends email to a set of recipients when a failure occurs for CA order. The list of failure scenarios for which emails are triggered are listed below.

### 2.5.1. Get CA order failure email

This email is triggered when there is failure while pulling the CA orders to ETR.

### 2.5.2. Create order failure email

This email is triggered when there is ETR validation failure/OMS order processing failure/pulled CA order already exists.

### 2.5.3. Cancel order failure email

This email is triggered when there is failure while cancelling an order in CA.

### 2.5.4. Export order failure email

This email is triggered when there is failure while exporting an order in CA.

### 2.5.5. Refund item failure email

This email is triggered when there is failure while processing the refund in CA.

### 2.5.6. Refund transaction ID failure

This email is triggered when there is failure while retrieving the refund transaction ID from CA. Also, email is sent when return order or misc invoice or cancelled order did not receive refund transaction ID within configured time limit (24hrs).

### 2.5.7. Update order status failure

This email is triggered when there is failure while updating order status in CA.

### 2.5.8. Shipment failure

This email is triggered when there is failure updating shipment status of an order in CA.

<b>1. ETR</b>	<b>3<sup>rd</sup> Party Market Place</b>	
1.1.1.1. DCE-IT	Integration	

## 2.5.9. Update Inventory failure

This email is triggered when there is failure while updating product inventory in CA.

## 2.6. DB Changes

### 2.6.1. OMS Database Changes

Table Name: YFS\_ORDER\_HEADER

Column name	Column Type	Default value	Description
EXTN_CA_ORDER_NO	VARCHAR2		Holds CA order Number
EXTN_MARKETPLACE_ORDER_NO	VARCHAR2		Holds marketplace order number

Table Name: YFS\_ORDER\_LINE

Column name	Column Type	Default value	Description
EXTN_CA_ITEM_ID	VARCHAR2		Holds CA Order item id
EXTN_CA_REFUND_TRANS_ID	NULL	NULL	Field holds CA Refund Trans Id
EXTN_CA_REFUND_REQUEST_TIME	Timestamp		Field holds CA Refund Request Time

Table Name: YFS\_ORDER\_INVOICE\_DETAIL

Column name	Column Type	Default value	Description
EXTN_CA_REFUND_TRANS_ID	NULL	NULL	Field holds CA Refund Trans Id
EXTN_CA_REFUND_REQUEST_TIME	Timestamp		Field holds CA Refund Request Time

Table Name: YFS\_ITEM

Column name	Column Type	Default value	Description
EXTN_PLANT_CODE	VARCHAR2		WCS Item plant code.

### 2.6.2. WCS Database Changes

Configuration data:

Name	Value	Usage
CAAS_ITM_PRICE_ACCEPTANCE_THRESHOLD	0	To set price difference tolerance amount (used only when CAAS amount is less than ETR amount)
CAAS_ITM_SHIPCOST_ACCEPTANCE_THRESHOLD	0	To set ship cost difference tolerance amount (used only when CAAS amount is less than ETR amount)
CAAS_TOTAL_TAX_ACCEPTANCE_THRESHOLD	0	To set tax cost difference tolerance amount (used only when CAAS amount is not equal to ETR amount)

<b>1. ETR</b>	<b>3<sup>rd</sup> Party Market Place</b>	
1.1.1.1. DCE-IT	Integration	

CAAS_ITEM_RC_ACCEPTANCE_THRESHOLD		To set recycle fee difference tolerance amount (used only when CAAS amount is not equal to ETR amount)
CAAS_SHIP_METHOD_GROUND	GROUND	CAAS ship class code for 3-5 ship method
CAAS_SHIP_METHOD_2DAY	2DAY	CAAS ship class code for 2days ship method
CAAS_SHIP_METHOD_NEXTDAY	OVERNIGHT	CAAS ship class code for next day ship method
ETR_SHIP_GROUND_NSIGN	GR	ETR ship code for 3-5 ship method
ETR_SHIP_2DAY_NSIGN	ES	ETR ship code for 2days ship method
ETR_SHIP_NEXTDAY_NSIGN	YO	ETR ship code for next day ship method
CAAS_VALIDATE_REQ_LOG_ENABLE	True	To enable request/response logging in table
CAAS_ORD_REQ_LOG_ENABLE	True	To enable order level validation details logging in table
TAX_TRANS_LOG_ENABLED	True	WSTax request/response logging for CAAS orders
PGS_TRANS_LOG_ENABLED	True	PGS RMS request/response logging for CAAS orders

Table Name: CAAS\_REQUEST\_LOG

COLUMN NAME	TYPE	Details
REQUEST_ID	NUMBER(38, 0)	Request Id
REQUEST_TYPE	VARCHAR2(200)	Type can be ValidateCAOrder, Tax, PGS-RMS
REQUEST	CLOB	Request json or xml
RESPONSE	CLOB	Response json or xml
CREATED_TIME	TIMESTAMP	Created time

Table Name: CAAS\_ORDER\_REQUEST\_LOG

COLUMN NAME	TYPE	Details
REQUEST_ID	NUMBER(38, 0)	Request Id
CA_ORDER	VARCHAR2(30)	CA order Number
ETR_ORDER	VARCHAR2(30)	ETR Order Number
VALID	VARCHAR2 (10)	Flag to hold the status
MORE_DETAILS	CLOB	More details about validation
CREATED_TIME	TIMESTAMP	Time stamp

## 2.7. Files impacted

### 2.7.1. Java classes

File Name	New File	Remarks
ProcessCAOrders.java	New	Master file orchestrating the flow between CA, OMS & WCS.
CAOMSUtil.java	New	Util supporting CA-OMS operations
CAWCSUtil.java	New	Util supporting CA-WCS operations
WCSWebServiceUtil.java	Existing	Util supporting WCS validation service invocations
HPBeforeCreateOrderUEImpl.java	Existing	Remove remorse/holds for CA orders
IsCaasOrder.java	New	Supporting class file for condition to check if it's a CA order
IsShipNodeChanged.java	Existing	To ByPass payment capture call for CA orders even though ship node is changed.
HPConstant.java	Existing	CA supporting constant values mapping

<b>1. ETR</b>	<b>3<sup>rd</sup> Party Market Place</b>	
1.1.1.1. DCE-IT	Integration	

CAEmailUtil.java	New	Util supporting sending emails to a set of recipients on failure cases.
HPPublishDetailsOnSendInvoice.java	Existing	Payment capture is bypassed for CA orders. But these details are needed for TIBCO. We copy the payment details for CA paypal orders here with the data captured from CA before publishing to TIBCO.
HPUpdateWebProfileIDinReturns.java	Existing	Updating the CA relation information (like CA order no., CA item ID, marketplace no. etc) for return orders.
HPCollectionOthersUEImpl.java	Existing	To ByPass payment capture call for CA orders .

## 2.7.2. XML/XSL/Property files

File Name	New File	Remarks
ORDER_CREATE.ON_SUCCESS.xml	Existing	To check if it's a CA order, CA order no. should be passed as part of success xml. So, that HPCheckWCSAuthorizedAmount is bypassed for CA orders (and no charge failure hold is put on CA orders). Marketplace order no. also added to be sent to SAP. To bypass order confirmation email also this is used.
YFS_ORDER_HEADER_EXTN.xml	Existing	To include CA order no. in yfs_order_header table
YFS_ORDER_LINE_EXTN.xml	Existing	To include CA item ID in yfs_order_line table
SCHEDULE.ON_BACKORDER.xml	New	To check if it's a CA order, CA order no. should be passed as part of back order xml. So, that backordered CA orders can be cancelled. [Supporting changes for CreateHoldOnBackOrder]
SCHEDULE.ON_SUCCESS.xml	Existing	CA order no. & Marketplace order no. also added to be sent to SAP.
CancelCAOrderOnBackOrder.xsl	New	Input for cancelling back orders order
RELEASE.ON_SUCCESS.xml	New	To check if it's a CA order, CA order no. should be passed as part of success xml. So, that payment capture call is not done. Supporting changes for IsShipNodeChanged & OrderPaymentCapture. Marketplace order no. also added to be sent to SAP.
Customer_overrides.properties	Existing	CA property map
Yfs_item_extn.xml	Existing	Added plant code as part of the yfs_item table so that catalog team can populate and we can use the same for create order input construction
ORDER_CHANGE.ON_CANCEL.xml	Existing	To check if it's a CA order, CA order no. should be passed as part of success xml.
ORDER_CHANGE.ON_HOLD_TYPE_STATUS_CHANGE.xml	Existing	To check if it's a CA order, CA order no. should be passed as part of success xml.
DRAFT_ORDER_CONFIRM.ON_SUCCESS.xml	Existing	Added DerivedFromOrderLineKey for updating return order with CA details.

<b>1. ETR</b>	<b>3<sup>rd</sup> Party Market Place</b>	
1.1.1.1. DCE-IT	Integration	

### 2.7.3. CDT changes

File Name	New File	Remarks
HPCheckWCSEAuthorizedAmount	Existing	CDT service level change to avoid charge failure hold for CA orders.
IsCaasOrder	New	Introduced new condition IsCAOrder in application console (CDT)
CreateHoldOnBackOrder	Existing	CDT service level change to cancel backordered orders
OrderPaymentCapture	Existing	CDT service level change to by pass payment capture for CA orders
CreateOrderConfirmationToWLIQueue	Existing	Suppress order confirmation notification to customers (CDT) for CA orders
PublishCancelOrderConfirmationTIBCO	Existing	Suppress order cancellation notification to customers (CDT) for CA orders
PublishShipConfirmationTIBCO	Existing	Suppress consolidated shipment notification to customers (CDT) for CA orders
PublishSalesOrderDetailsToFDQueueTIBCO	Existing	Suppress fraud decline notification to customers (CDT) for CA orders
HPConsolidatedCancelOrder	Existing	Added ExtnCAOrderNo & ExtnMarketplaceOrderNo to suppress cancel order email to customers for CA orders.
HPConsolidatedCancelOrderToExportTable	Existing	Added ExtnCAOrderNo & ExtnMarketplaceOrderNo to suppress cancel order email to customers for CA orders.

### 2.7.4. Services

File Name	New File	Remarks
HPCAASGetOrders	Existing	CDT service level change to avoid charge failure hold for CA orders.
IsCaasOrder	New	Introduced new condition IsCAOrder in application console (CDT)
CreateHoldOnBackOrder	Existing	CDT service level change to cancel backordered orders
OrderPaymentCapture	Existing	CDT service level change to by pass payment capture for CA orders
CreateOrderConfirmationToWLIQueue	Existing	Suppress order confirmation notification to customers (CDT) for CA orders
PublishCancelOrderConfirmationTIBCO	Existing	Suppress order cancellation notification to customers (CDT) for CA orders
PublishShipConfirmationTIBCO	Existing	Suppress consolidated shipment notification to customers (CDT) for CA orders
PublishRefundNotificationMsgTIBCO	Existing	Suppress order refund notification to customers (CDT) for CA orders
HPCAASRaiseEmail	New	Introduced new email service to send emails to a set of recipients when an order creation fails in ETR for varied reasons.
PublishSalesOrderDetailsToFDQueueTIBCO	Existing	Suppress fraud decline notification to customers (CDT) for CA orders

## 2.8. Reference link

### 2.8.1. Product/Inventory management

<http://ssc.channeladvisor.com/howto/getting-started-inventory-0>

1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

## 2.8.2. Orders

<https://developer.channeladvisor.com/working-with-orders>

## 2.9. Amazon Web services

### 2.9.1. Documentation

<https://developer.amazonservices.com/gp/mws/index.html/162-8701958-0332041>

## 3. Troubleshooting

### 3.1. CAAS Get New Orders Failure

**Subject :** CAAS Get New Orders Failure

**Sample email:**

---

*Dear CAAS Team ,*

*CAAS get new orders failed at 10:23 AM, CST*

*Reason for failure (CAAS Response): <?xml version="1.0" encoding="UTF-8"?>*

*<Errors> <Error ErrorCode="Error while getting accessToken. POST*

*URL:[https://api.channeladvisor.com/oauth2/token?refresh\\_token=mX5DzwSRhfsI34TeRWq6w6fLnZo7nFQbZZi-sZ8GbZE&grant\\_type=refresh\\_token](https://api.channeladvisor.com/oauth2/token?refresh_token=mX5DzwSRhfsI34TeRWq6w6fLnZo7nFQbZZi-sZ8GbZE&grant_type=refresh_token)*

*ErrorDescription="Exception : java.lang.RuntimeException:*

*javax.net.ssl.SSLHandshakeException: Received fatal alert: handshake\_failure, in com.hp.sterling.caas.HPInvokeCARestService.setAccessToken"*

*ErrorUniqueExceptionId="192.168.74.1421508725436843000000000000001">*

*<Attribute Name="ErrorUniqueExceptionId"*

*Value="192.168.74.1421508725436843000000000000001"/> </Error> </Errors>*

*Please fix this before next run.*

*Sincerely,*

*HPStore Team.*

---

**Solution:** Check the certificate

### 3.2. CAAS Create Order Failure

**Subject:** CAAS Create Order Failure

**Sample email :**

---

*Dear CAAS Team ,*



<p>1. ETR</p> <p>1.1.1.1. DCE-IT</p>	<p>3<sup>rd</sup> Party Market Place</p> <p>Integration</p>	
--------------------------------------	---	---

*CASS new order creation failed in OMS.  
Please find the details of failed orders below :*

*CA order No: 323580  
ETR order no:  
Reason: ItemNotAvailable*

*Sincerely,  
HPStore Team.*

---

**Solution:** Check the item inventory in ETR.

### 3.3. CAAS Ship Order Failure

**Subject:** CAAS Ship Order Failure

**Sample email:**

---

*Dear CAAS Team ,*

*CAAS order shipment failed.  
Please find the details of failed shipment below :*

*CA Order ID: 322336  
Tracking Number: 040686054606528  
CA Shipping Class: Standard Overnight  
CA Shipping Carrier: FedEx  
Reason: { "error":{ "code":"38292284","message":"There are no fulfillments eligible for update with the specified items." } }:*

*Or*

*Reason: { "error":{ "code":"34816914","message":" The unshipped quantity remaining on the order is insufficient to complete the request." } }:*

*Sincerely,  
HPStore Team.*

---

**Solution:** If CA order is partially shipped, we cannot change the shipment details of the items.

### 3.4. CAAS Update Inventory Failure

**Subject:** CAAS Update Inventory Failure

**Sample email:**

<p><b>1. ETR</b></p> <p>1.1.1.1. DCE-IT</p>	<p><b>3<sup>rd</sup> Party Market Place</b></p> <p>Integration</p>	
---	--	---

---

*Dear CAAS Team ,*

*CAAS inventory update failed.  
Please find the details of failed SKUs below :*

*SKU: ND1990  
CA Product ID:  
Total Actual Inventory: 822  
Reason: 404:Not Found Content-Type: application/json; charset=utf-8 {"Message":"No HTTP resource was found that matches the request URI 'https://api.channeladvisor.com/v1/Products()/UpdateQuantity?access\_token=nKolrwKLyDieGOpm6YbdjICpEAQjF8XRcCGP4rjzaMc-15022'."}*

*Sincerely,  
HPStore Team.*

---

**Solution:** Product is not available in CA. Create the product in CA or set this product as inactive. Run below queries in database.

```
UPDATE EXTN_CA_MASK_INV SET ACTIVE_FLAG = 'N' WHERE SKUID = '<PRODUCT'S
SKU>';
COMMIT;
```

---

*Dear CAAS Team ,*

*CAAS inventory update failed.  
Please find the details of failed SKUs below :*

*SKU: Z4Z37UA#ABA  
CA Product ID: 560493  
Total Actual Inventory: 0  
Reason: 429:Unknown Status Code*

*Sincerely,  
HPStore Team.*

---

**Solution:** This is CA issue. Raise a case to CA support team.

### 3.5. CAAS Refund Transaction ID Failure

---

*Dear CAAS Team ,*

*CAAS refund transaction ID request failed. Please find the details of failed refunds below :*

<p><b>1. ETR</b></p> <p>1.1.1.1. DCE-IT</p>	<p><b>3<sup>rd</sup> Party Market Place</b></p> <p>Integration</p>	
---	--	---

*ETR Order No.: R3700203649*

*Reason: R3700203649 did not receive Refund transaction ID from CA within configured time limit (24hrs).Please check the order.*

*Sincerely,  
HPStore Team.*

---

**Solution:** Work with Ebay and SAP team to manually process this order.

### 3.6. CAAS Misc Credit Refund Transaction ID Failure

---

*Dear CAASTeam ,*

*CAAS refund transaction ID request failed. Please find the details of failed refunds below :*

*ETR Order No.: M300208017*

*CA Item No.: 233171*

*Reason: M300208017 did not receive Refund transaction ID from CA within configured time limit (24hrs).Please check Invoice No: M300208017.*

*Sincerely,  
HPStore Team.*

---

**Solution:** Work with Ebay and SAP team to manually process this order.

### 3.7. CAAS Cancelled Refund Transaction ID Failure

---

*Dear CAASTeam ,*

*CAAS refund transaction ID request failed. Please find the details of failed refunds below :*

*ETR Order No.: H379000354*

*Reason: H379000354 did not receive Refund transaction ID from CA within configured time limit (24hrs).Please check the order.*

*Sincerely,  
HPStore Team.*

---

**Solution:** Work with Ebay and SAP team to manually process this order.

1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

### 3.8. CAAS Log Tables

#### 3.8.1. EXTN\_CAAS\_TRANSACTION\_LOG

This table holds the request ids, request type, single/batch request and response of every service calls to CA.

EXTN_CAAS_TRANSACTION_LOG						
Columns   Data   Constraints   Grants   Statistics   Triggers   Flashback   Dependence						
Actions...						
Column Name	Data Type	Nullable				
EXPORT_KEY	CHAR(24 BYTE)	No				
REQUEST_TYPE	VARCHAR2(40 BYTE)	No				
REQUEST_IDS	VARCHAR2(400 BYTE)	No				
CREATED_TIME	DATE	No				
CAAS_REQUEST	CLOB	Yes				
CAAS_RESPONSE	CLOB	Yes				

EXPORT_KEY	REQUEST_TYPE	REQUEST_IDS	CREATED_TIME	CAAS_REQUEST	CAAS_RESPONSE
1 201710050230045523785997	CancelOrderItemRefund	H376037938012...	05-OCT-17	(CLOB) --batchCo...	(CLOB) --batchchr...
2 201710050379461823792345	MiscCreditOrderRefund	322336	05-OCT-17	(CLOB) {"Reason":...	(null)
3 201710050480093323793746	PostShippedOrder	322291	05-OCT-17	(CLOB) {"Value":{"...	(null)
4 201710050400093423793748	PostShippedOrder	322291	05-OCT-17	(CLOB) {"Value":{"...	(null)
5 201710050596565523798223	CancelOrderItemRefund	H3760379380127,	05-OCT-17	(CLOB) --batchCo...	(CLOB) --batchchr...
6 201710050659004823798671	PostDeltaInventory	T6D92UT#ABA	05-OCT-17	(CLOB) {"Value":{"...	(null)
7 201710050282072223786105	CancelOrderItemRefund	H376037938012...	05-OCT-17	(CLOB) --batchCo...	(CLOB) --batchchr...
8 201710050290153523786946	CancelOrderItemRefund	H376037938012...	05-OCT-17	(CLOB) --batchCo...	(CLOB) --batchchr...

#### 3.8.2. EXTN\_CAAS\_TRANS\_DETAIL\_LOG

This table holds the details of every single requests to CA. It shows the request type, response status, specific request id and details of the error response from CA.

EXTN_CAAS_TRANS_DETAIL_LOG										
Columns   Data   Constraints   Grants   Statistics   Triggers   Flashback   Dependencies   Details   Indexes   SQL										
Actions...										
Column Name	Data Type	Nullable								
TRANS_DETAIL_KEY	CHAR(24 BYTE)	No								
EXPORT_KEY	VARCHAR2(40 BYTE)	Yes								
REQUEST_TYPE	VARCHAR2(40 BYTE)	No								
CA_ORDER_ID	VARCHAR2(40 BYTE)	Yes								
ETR_ORDER_NO	VARCHAR2(40 BYTE)	Yes								
CREATE_TIME	DATE	No								
CA_ITEM_ID	VARCHAR2(40 BYTE)	Yes								
ETR_ITEM_ID	VARCHAR2(40 BYTE)	Yes								
STATUS	VARCHAR2(10 BYTE)	No								
MORE_DETAILS	CLOB	Yes								
LINE_KEY	VARCHAR2(40 BYTE)	Yes								

TRANS_DETAIL_KEY	EXPORT_KEY	REQUEST_TYPE	CA_ORDER_ID	ETR_ORDER_NO	CREATE_TIME	CA_ITEM_ID	ETR_ITEM_ID	STATUS	MORE_DETAILS	LINE_KEY
1 201710050270045523785998	201710050230045523785997	CancelOrderItem...	(null)	(null)	05-OCT-17	229927	(null)	Failed	(CLOB) key:229927 succe...	201710050204282023785923
2 201710050214045623785999	201710050230045523785997	CancelOrderItem...	(null)	(null)	05-OCT-17	229928	(null)	Failed	(CLOB) key:229928 succe...	201710050204282023785924
3 201710050363461823792346	201710050379461823792345	MiscCreditOrderR...	322336	(null)	05-OCT-17	(null)	(null)	Failed	(null)	(null)
4 201710050417093323793747	201710050480093323793746	PostShippedOrder	322291	(null)	05-OCT-17	(null)	(null)	Success	(null)	(null)
5 201710050449093423793749	201710050400093423793748	PostShippedOrder	322291	(null)	05-OCT-17	(null)	(null)	Success	(null)	(null)
6 201710050596565523798224	201710050596565523798223	CancelOrderItem...	(null)	(null)	05-OCT-17	229947	(null)	Failed	(CLOB) key:229947 succe...	201710050556442023798187
7 201710050647004823798672	201710050659004823798671	PostDeltaInventory	(null)	(null)	05-OCT-17	(null)	T6D92UT#ABA	Success	(null)	(null)
8 201710060265481923837843	201710060276481823837824	GetMiscCreditItem...	(null)	(null)	06-OCT-17	229927	(null)	Failed	(CLOB) Error while trying ...	(null)



1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

## 4. Amazon Marketplace Integration

### 4.1. Scope

- Amazon orders to be created with payment type as credit card and card type as 'Amazon'.
- There is no hold for amazon returns/misc. credit orders, invoice has to be send to SAP immediately same as ETR orders.
- Amazon orders should follow same as eBay catalog/order process except the variations stated above.
- CR: Marketplace orders should display promo details from catalog if not available in CA orders.
- CR: ETR should support mask inventory update for marketplace products.

### 4.2. Assumptions / Decisions Taken

- There will be new marketplace entry created in MC with 'Amazon' as marketplace name.
- Amazon orders will have Entry Type as 'Caas-Amazon'.
- Payment type will be Credit Card and card type is 'Amazon'.
- Amazon order will have RMS only call without credit card details to PGS.
- PGS will have strategy in place to accept Amazon orders always.
- RMS Fraud is not allowed for Amazon orders same as eBay orders.
- If CA order does not carry promo details, catalog promo is displayed in OMS as instant promo discount.
- As amazon orders does not have card details such as last four digit, exp-date etc., OMS amazon orders will not have card details in payment table. TIBCO/SAP has to handle the orders without payment details.
- Amazon return/misc. orders will not have refund transaction id.
- Amazon orders will have same shipping methods as eBay ('GROUND', '2 Day', 'Standard Overnight').
- Amazon orders will have site name containing 'Amazon' in it. Current design identifies the Amazon/eBay order based on site name.

### 4.3. ETR Integration

**Only specific changes to Amazon and CRs are documented here. All other process will follow same as eBay order process flow.**

ETR identifies Amazon/eBay orders based on order's site name.

#### 4.3.1. Order Created in CA (by Market Place with promo)

Below is the screenshot of a sample CA order with promo details which we created by calling CA rest API.

1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

Secure | <https://complete.channeladvisor.com/Orders/OrderDetail.mvc/Edit?apid=12029961&invoiceid=330213&returnURL=https%3a%2f%2fcomplete.channeladvisor.com%2fOrders%2fAllO>

**Amazon Seller Central - US Order ID: 12029961-120109**

- Shipments
- Order History
- Order Details**


### Order Details

#### Order Summary

Order Total:	\$1,849.99	Site Order ID:	12029961-120109
Line Items:	1	Secondary Site Order ID:	dhanu
Order Created:	1/11/2018	ChannelAdvisor Order ID:	330213
Order Imported:	1/11/2018	Seller Order ID:	
Estimated Ship Date:		Buyer User ID:	dhanupriya.gnanasekaran@hp.com
Must Deliver By Date:		Buyer Email:	dhanupriya.gnanasekaran@hp.com
Checkout Status:	Completed	Distribution Center:	Hewlett Packard Company - Palo Alto
Payment Status:	Cleared 1/11/2018 8:55 PM		
Shipment Status:	Unshipped		
Payment Method:	Amazon		
Currency:	USD		

#### Shipping

Name:	Dhanupriya Gnanasekaran	<b>Billing</b>	Dhanupriya Gnanasekaran
Company Name:	1234 Main Street	Company Name:	1234 Main Street
Address:	Anytown, Florida 33813-4545	Address:	Anytown, Florida 33813-4545
	US		US
Email:	dhanupriya.gnanasekaran@hp.com	Phone:	1234567890
Phone:	1234567890		
Instructions:			

Image	SKU	Description	Unit Price	Tax	Quantity	Item Total
	<a href="#">CE712A#BGJ</a>	HP Color LaserJet Professional CP5225dn Printer	\$1,704.99	\$150.00 (8.80 %)	1	\$1,704.99
						Item Promo: E2E_Buy CE712A#BGJ a (\$5.00)
						Subtotal: \$1,704.99
						Shipping: \$0.00
						Tax: \$150.00
						Promotion Total: (\$5.00)
						<b>Total: \$1,849.99</b>


#### 4.3.2. Same CA Order Created in OMS (with promo)


The same CA order shown above is pulled in ETR and once all the validations & inventory checks are cleared, an order is created, scheduled and released in OMS successfully. Here the promos are taken from the CA order. A screenshot of a successfully released order is shown below from call center.

1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

IBM Call Center for Commerce
Search Product
Administrator

Test Screen
Home
Order Search
Order H375029621

 Order Summary


**Dhanupriya Gnanasekaran**  
(123) 456-7890 Ext. 0  
dhanupriya.gnanasekaran@hp.com

Close
View/Add Notes

<b>Order Number:</b>	H375029621	<b>Order status:</b>	Released
<b>Order Date:</b>	01/12/2018,05:00:38(UTC)	<b>Payment Account:</b>	1:Amazon \$0.00-NOT_APPL
<b>Processing Date:</b>		<b>Created By:</b>	
<b>Total amount:</b>	\$1,849.99	<b>Subtotal amount:</b>	\$1,699.99
<b>Shipping Total:</b>	\$0.00	<b>GM Points:</b>	
<b>Tax amount:</b>	\$150.00	<b>Channel:</b>	Caas-Amazon
<b>Shipping Phone Number:</b>	(123) 456-7890 Ext. 0	<b>Billing Phone Number:</b>	(123) 456-7890 Ext. 0
<b>Pricing Tier, User Type:</b>	GS, Guest	<b>Carrier Service:</b>	Standard 3-6 business days
<b>Company Name:</b>		<a href="#">Create Dynamics Case</a>	
<b>Marketplace Order No:</b>	12029961-120109	<b>Discounts:</b>	1: InstantDiscount : E2E_Buy CE712A#BGJ a : 5.00
<b>Recycling Fees:</b>			

#### 4.3.3. Order Created in CA (by Market Place without promo)

Below is the screenshot of a sample CA order which we created by calling CA rest API without any promo.



Amazon Seller Central - US Order ID: 12029961-120108 <sup>®</sup>

- Shipments >
- Order History >
- Order Details >

### Order History

Transactions	Date	Type	Status	Amount	Details
	1/11/2018	Payment	Successful	\$1,849.99	Amazon

**Notes:**

Public Notes: 0/4000

Private Notes: 0/4000

Flag: No Flag Flag Description:

[Save](#)

**Activity Log:**

1/11/2018 3:54:00 PM hpdevgroup1@channeladvisor.com  
Shipping Status set to 'Unshipped'.  
Payment Status set to 'Cleared'.  
Checkout Status set to 'Completed'.

### Order Details

**Order Summary** [🔗](#)

Order Total: \$1,849.99  
Line Items: 1  
Order Created: 1/11/2018  
Order Imported: 1/11/2018

Estimated Ship Date:  
Must Deliver By Date:

Checkout Status: Completed  
Payment Status: Cleared 1/11/2018 8:54 PM  
Shipment Status: Unshipped

Payment Method: Amazon  
Currency: USD

Site Order ID: 12029961-120108  
Secondary Site Order ID: dhanu  
ChannelAdvisor Order ID: 330212  
Seller Order ID:

Buyer User ID: [?](#) dhanupriya.gnanasekaran@hp.com  
Buyer Email: [?](#) dhanupriya.gnanasekaran@hp.com


Distribution Center: Hewlett Packard Company - Palo Alto

**Shipping** [🔗](#)

Name: Dhanupriya Gnanasekaran  
Company Name: 1234 Main Street  
Address: Anytown, Florida 33813-4545  
US  
Email: [?](#) dhanupriya.gnanasekaran@hp.com  
Phone: 1234567890  
Instructions:

**Billing**


Name: Dhanupriya Gnanasekaran  
Company Name: 1234 Main Street  
Address: Anytown, Florida 33813-4545  
US  
Phone: 1234567890


Image	SKU	Description	Unit Price	Tax	Quantity	Item Total
	CE712A#BGJ	HP Color LaserJet Professional CP5225dn Printer	\$1,699.99	\$150.00 (8.82 %)	1	\$1,699.99
Subtotal:						\$1,699.99
Shipping:						\$0.00
Tax:						\$150.00
<b>Total:</b>						<b>\$1,849.99</b>

#### 4.3.4. Same CA Order Created in OMS (with promo)

The same CA order shown above is pulled in ETR and once all the validations & inventory checks are cleared, an order is created, scheduled and released in OMS successfully with promos applicable for Skus fetched from WCS. A screenshot of a successfully released order is shown below from call center.

1. ETR	3 <sup>rd</sup> Party Market Place	
1.1.1.1. DCE-IT	Integration	

 Order Summary

 **Dhanupriya Gnanasekaran**  
(123) 456-7890 Ext. 0  
dhanupriya.gnanasekaran@hp.com

---

<b>Order Number:</b>	H375029620	<b>Order status:</b>	Released
<b>Order Date:</b>	01/12/2018 05:00:38(UTC)	<b>Payment Account:</b>	1:Amazon \$0.00-NOT_APPLICABLE
<b>Processing Date:</b>		<b>Created By:</b>	
<b>Total amount:</b>	\$1,849.99	<b>Subtotal amount:</b>	\$1,899.99
<b>Shipping Total:</b>	\$0.00	<b>GM Points:</b>	
<b>Tax amount:</b>	\$150.00	<b>Channel:</b>	Casa-Amazon
<b>Shipping Phone Number:</b>	(123) 456-7890 Ext. 0	<b>Billing Phone Number:</b>	(123) 456-7890 Ext. 0
<b>Pricing Tier, User Type:</b>	GS, Guest	<b>Carrier Service:</b>	Standard 3-6 business days
<b>Company Name:</b>		<a href="#">Create Dynamics Case</a>	
<b>Marketplace Order No:</b>	12029961-120108	<b>Discounts:</b>	
<b>Recycling Fees:</b>		1: InstantDiscount : pro : 100.00	
		2: InstantDiscount : Accounts save 10% on commercial products : 126.90	

#### Ship To


Dhanupriya Gnanasekaran  
1234 Main Street  
Anytown, FL 33813-4545  
US

#### Bill To

Dhanupriya Gnanasekaran  
1234 Main Street  
Anytown, FL 33813-4545  
US

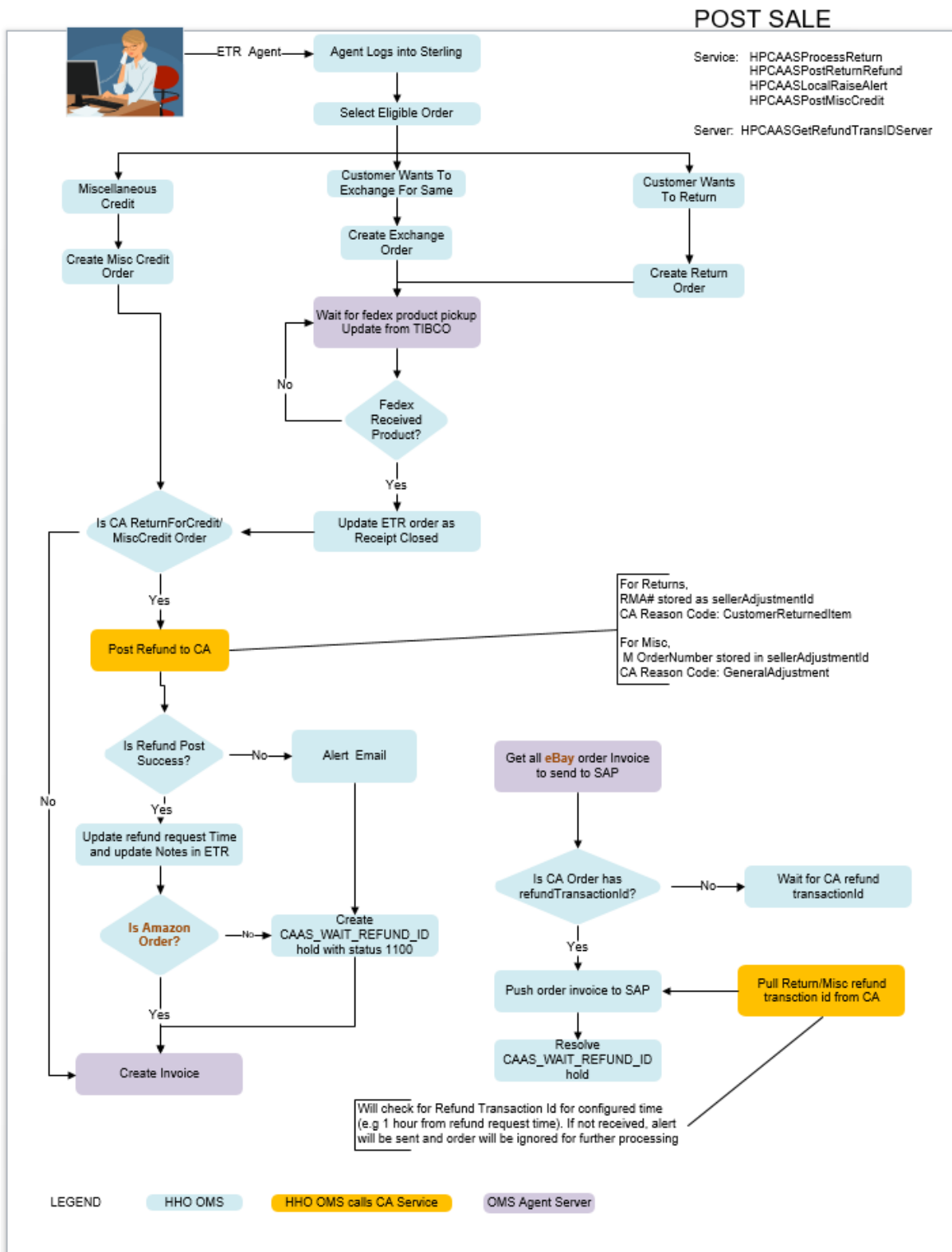
#### Order Lines

#### Notes

Line#	Product Number	Product Description	Unit Price	Discount	Charges	Taxes	Expected on	Extended price	Quantity	Fulfillment Method	Status	CE# / 3PP# / SE# / Preconfig CTO / PreOrder/BackOrder	Purchased Gift Card No
1	CE712A#BGJ <a href="#">Reorder</a>	 HP Color LaserJet Professional CP5225dn Printer (CE712A#BGJ)	\$1,928.89	228.90	0.00	150		1699.99	1.0000 Each	Shipping Fulfillment: STO	Released	CE#: 3PP: ---	PGC/VGCR: Recipient email:

## 4.4. Post-Sale

There will be no hold for Amazon Post-Sale and Misc. orders. Order invoice will post to SAP immediately same as ETR orders.



#### 4.4.1. Refund Transaction ID Services

Not supported for Amazon orders.

#### 4.5. Inventory Threshold Mass Update



New scheduled agent HPCAASMassUpdateMaskInventoryServer runs every 10 minutes (configurable) and reads the csv input file inside /opt/apps/CAASMassUploadInv/in folder located in Agent server box. It updates the mask inventory of the input SKUs in Sterling database.

Sample csv input. Support team can check both server logs and EXTN\_CA\_SERVICE\_LOGS table to see whether the service is successful or not.



InventoryThre

Agent can check the active input SKUs using CAAS Inventory Search and see the updated mask inventory.


**CAAS Inventory Search**


Close

**CAAS Inventory Search**

Search Inventory  
SKU ID:   
Created By:   
Created From:   
Created To:   
Updated By:   
Updated From:   
Updated To:

Search

**Search Results**

SKU ID	ETR Available Inventory	Override CAAS Inventory	Mask Inventory	Created On	Created By	Updated On	Updated By	Action
C2P25A#140	15	<input type="text" value="200"/>	<input type="text" value="100"/>	01/20/2017,09:42:29(UTC)	admin	01/22/2018,09:58:08(UTC)	MassUploadMaskInventorySeric	<a href="#">Update CA</a>
CB316W#140	5783	<input type="text" value="100"/>	<input type="text" value="50"/>	01/16/2017,12:36:10(UTC)	admin	01/22/2018,09:58:08(UTC)	MassUploadMaskInventorySeric	<a href="#">Update CA</a>
T6D92UT#ABA	984	<input type="text" value="0"/>	<input type="text" value="500"/>	10/12/2017,00:00:00(UTC)	MarketPlacePstLoad	01/22/2018,09:58:08(UTC)	MassUploadMaskInventorySeric	<a href="#">Update CA</a>
UG071A	16	<input type="text" value="0"/>	<input type="text" value="200"/>	10/13/2017,00:00:00(UTC)	MarketPlacePstLoad	10/13/2017,00:00:00(UTC)	MarketPlacePstLoad	<a href="#">Update CA</a>

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#### 4.6. Files impacted

##### 4.6.1. Java classes

File Name	New File	Remarks
HPCAASPostCCKReturnRefund.java HPCAASPostMCreditRefund.java HPCAASPostReturnRefund.java HPCAASPostSOrderRefund.java HPCConstant.java IsCAASReturnMiscInvoiceValid.java	No	No Hold for amazon orders