

# About the Nest Bulk Store For Partners

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## Introduction

The Nest Bulk Store is Nest's back-end tool for strategic partners to place bulk orders of Nest products on behalf of their customers. Nest manages the fulfillment of Nest products to end customers, and invoices the partner on a monthly cadence for products purchased. The bulk store does not support variable pricing or collection of payment from end customers. All units ordered by a partner through the bulk store will be invoiced to the partner on a monthly basis, using the standard pricing as specified in the contract between Nest and the partner. Customers do not interact directly with the bulk store – rather, it is a back-end tool for Nest's partners to send product orders to Nest on behalf of their customers.

Nest requires the following information from our partners to fulfill and ship a unit to customers: Name, Address, Postal Code, Country, E-mail address, Phone Number, Product SKU, Quantity, etc. Required and optional fields are detailed in more information in the [Bulk Order REST API](#) specification.

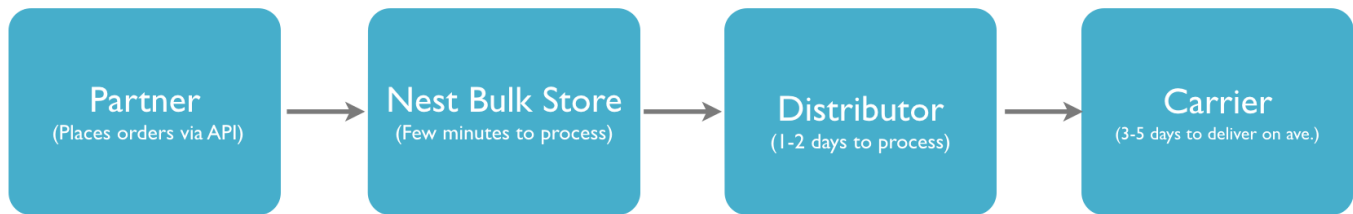
## Sample Use Case

A Nest energy partner has a contract with Nest specifying that the partner will purchase and order 5000 Nest Learning Thermostats (product) on behalf of their customers, in combination with a promotional offer for an energy plan. Nest and the partner agree to a standard price per product and shipping fee in a contract/MSSA. Upon signing up new customers for their energy plan, the energy partner can place orders to Nest using the bulk store. Nest will fulfill the unit to the customer using the information provided by the partner. Each month, Nest will invoice the partner for the products and shipping fees for units shipped to customers (minus successfully returned products), and subtract those purchased units from the partner's purchase commitment.

## Terminology

- **API:** Application Programming Interface (see [http://en.wikipedia.org/wiki/Application\\_programming\\_interface](http://en.wikipedia.org/wiki/Application_programming_interface))
- **Batch:** A group of orders submitted to the bulk store by a partner. Batches can be as small as 1 (a single order), or as large as 5000
- **JSON:** JavaScript Object Notation, an open standard format that uses human-readable text to transmit data objects consisting of attribute–value pairs (see <http://en.wikipedia.org/wiki/JSON>)
- **HTTPS:** Hypertext Transfer Protocol Secure (see [http://en.wikipedia.org/wiki/HTTP\\_Secure](http://en.wikipedia.org/wiki/HTTP_Secure))
- **REST:** Representational state transfer (see [http://en.wikipedia.org/wiki/Representational\\_state\\_transfer](http://en.wikipedia.org/wiki/Representational_state_transfer))
- **SFTP:** SSH File Transfer Protocol (see [http://en.wikipedia.org/wiki/SSH\\_File\\_Transfer\\_Protocol](http://en.wikipedia.org/wiki/SSH_File_Transfer_Protocol))
- **State:** The current state that an batch is in, analogous to the 'status' of the batch. See **Batch State Transitions** section.

## How Orders Get Fulfilled Through the Bulk Store



## Bulk Store Communication Protocol

The communication protocol that partners use to communicate with Nest's store infrastructure and place orders to the Nest bulk store is HTTPS – via a dynamic REST API (see [http://en.wikipedia.org/wiki/Representational\\_state\\_transfer](http://en.wikipedia.org/wiki/Representational_state_transfer)) with a pre-defined JSON schema.

API integration allows partners to create web or desktop applications with real-time order querying and order management capabilities. It also provides a dynamic and secure interface to query order history, current order status, pull tracking numbers on specific orders, and more. In addition, HTTPS integration has the following technical advantages:

1. HTTPS supports data pull requests from the partner.
2. HTTPS uses a well-defined security model that allows us to never share the password over wire.
3. HTTPS removes the need for a partner to set-up and host an SFTP for file transfer purposes.
4. HTTPS provides easier development. Partners can start by just using cURL and a web browser.

## Multi-product / Multi-SKU Orders

Nest's bulk store allows Nest partners to submit multi-product / multi-SKU orders, in which a single customer receives multiple Nest products (a specific Nest product is referenced by its unique SKU). An example of a multi-product order is a customer who is receiving multiple Nest products (i.e. one Nest Thermostat and one Nest Protect) as part of a bundled offer. To submit a multi-product order, see the **Bulk Order REST API** document.

## Carriers

Nest uses established carriers to provide shipment and delivery of units to customers. Upon a batch's transition to the final state (BATCH\_COMPLETED), customers will be sent a Nest-branded order confirmation e-mail with their tracking number. The customer e-mail address is a mandatory field and must be provided by the partner with each order, as specified in the **Bulk Order REST API** document. The primary carriers that Nest uses (subject to change) are listed below:

United States – FedEx, UPS, USPS

Canada – FedEx, UPS

France – DHL

## FAQs

### Which Nest Products are supported by the Nest Bulk Store?

Currently, the Nest Learning Thermostat, Nest Protect and Nest Cam are supported by the bulk store. Partners can specify which product they are ordering in the 'SKU' field. SKUs will be provided by your Nest program manager based on the purchase products defined in Nest/Partner MSSA.

### Which countries are supported by the Nest Bulk Store?

As of January 2015, the Nest Bulk Store supports product fulfillment in the USA, Canada, and France only.

### What types of addresses are supported by the Nest Bulk Store?

Residential and commercial addresses are supported by the Nest Bulk Store. PO Boxes are **NOT** supported by the bulk store. Orders with PO boxes listed as the primary address will be rejected as invalid. It is the partner's responsibility to resubmit invalid orders in a future batch.

## **How can partners match back partner order numbers to Nest order numbers?**

Nest will assign a Nest order number to each order in the BATCH\_ORDERS\_CREATED state. Partners can match back their own order numbers to Nest order numbers using an API query.

## **Does the bulk store support payment collection from customers/end-users?**

No. All orders placed through the bulk store will be invoiced directly to the partner, at the purchase price specified in our mutual contract. If partners wish to collect payment or partial payment for a Nest product from customers, they are responsible for payment collection or can speak to their Nest business lead about the possibility of developing an instant rebate store.

## **What happens if I need to cancel or change an order I already placed?**

Once an order is placed through the bulk store API, it gets processed automatically to Nest's distributor. Because partners have direct access in this way:

1. Nest limits access to your bulk store production account to only specific whitelisted IP addresses that you provide (Nest doesn't even have access to your production account).
2. Any order cancellation or change requires manual intervention by up to 5 people (PM, bulk store team, operations team, distributor, carrier).

Nest can step in during emergency situations, but we cannot commit to successfully canceling or changing orders once they are dropped. We ask that requests of this nature are limited to emergencies only.