Order processing workflow

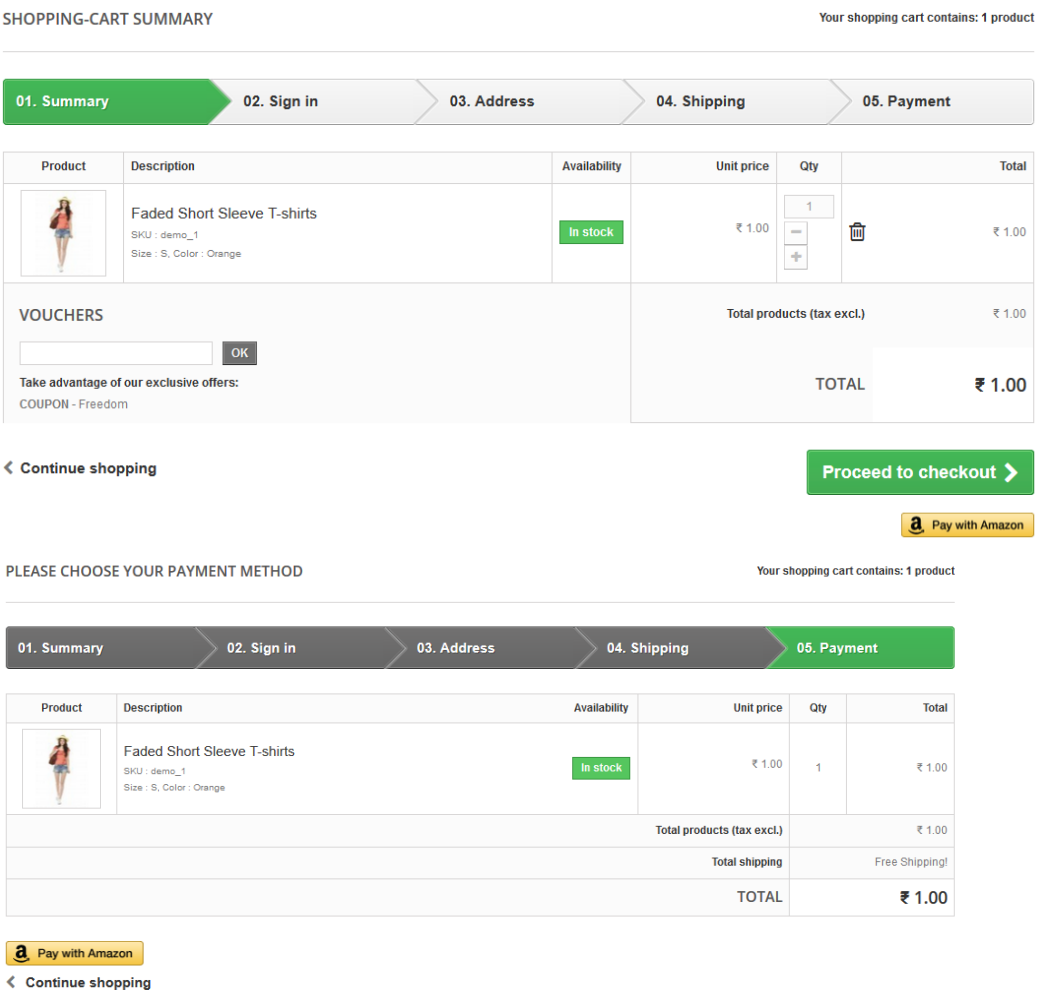
The **Pay with Amazon** module follows the standard Prestashop order and payment workflow, and thus processing **Pay with Amazon** payments doesn't differ significantly from other payment methods available in Prestashop, making it easy to handle.

All Amazon payment data are reflected in corresponding payment transactions in Prestashop, which are connected with appropriate document entities provided by the Prestashop (invoices, refunds, shipping).

Pay with Amazon button

The *Pay with Amazon* button appears at several places in the shop:

- On the shopping cart page,
- On the Payments section of your checkout flow

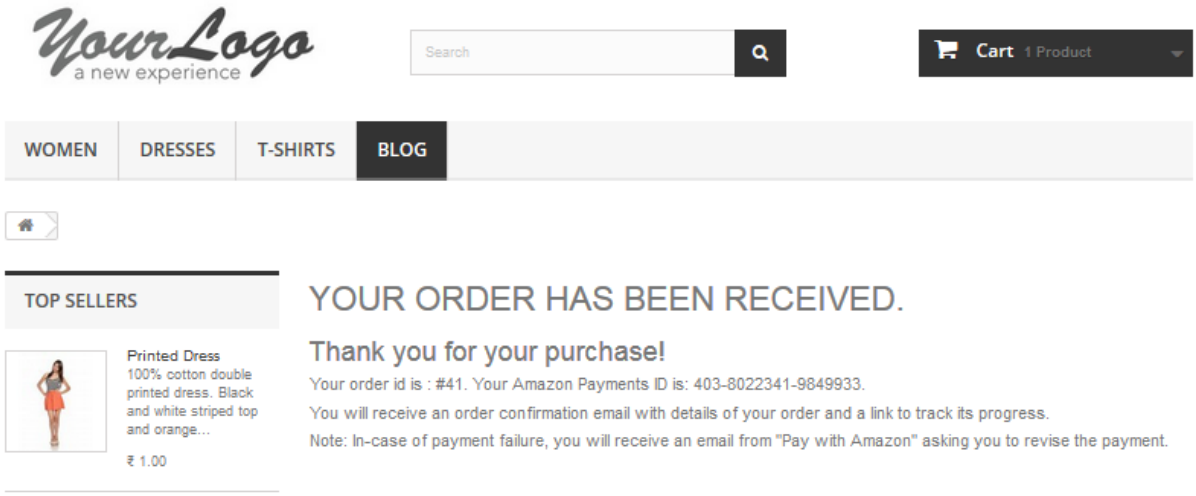


Clicking the *Pay with Amazon* button launches the Amazon Payments Co-Branded authentication window, where the customer is asked for his Amazon account e-mail address and password. After a successful login the customer is redirected to the Co-Branded Amazon checkout pipeline for completing the payment.

Placing an order

The **Pay with Amazon** checkout form consists of 4 steps arranged within a single page .These steps are: provide shipping address (stored addresses are displayed), shipping speed, payment method (stored cards on amazon accounts are displayed).

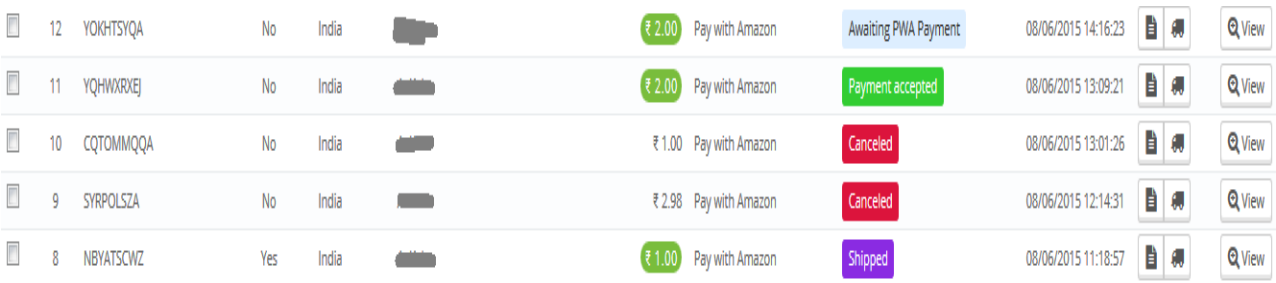
After selecting the desired shipping address, payment method, shipping speed and pressing *Place order & Pay* button, the customer is redirected to the success page post payment.



Note:

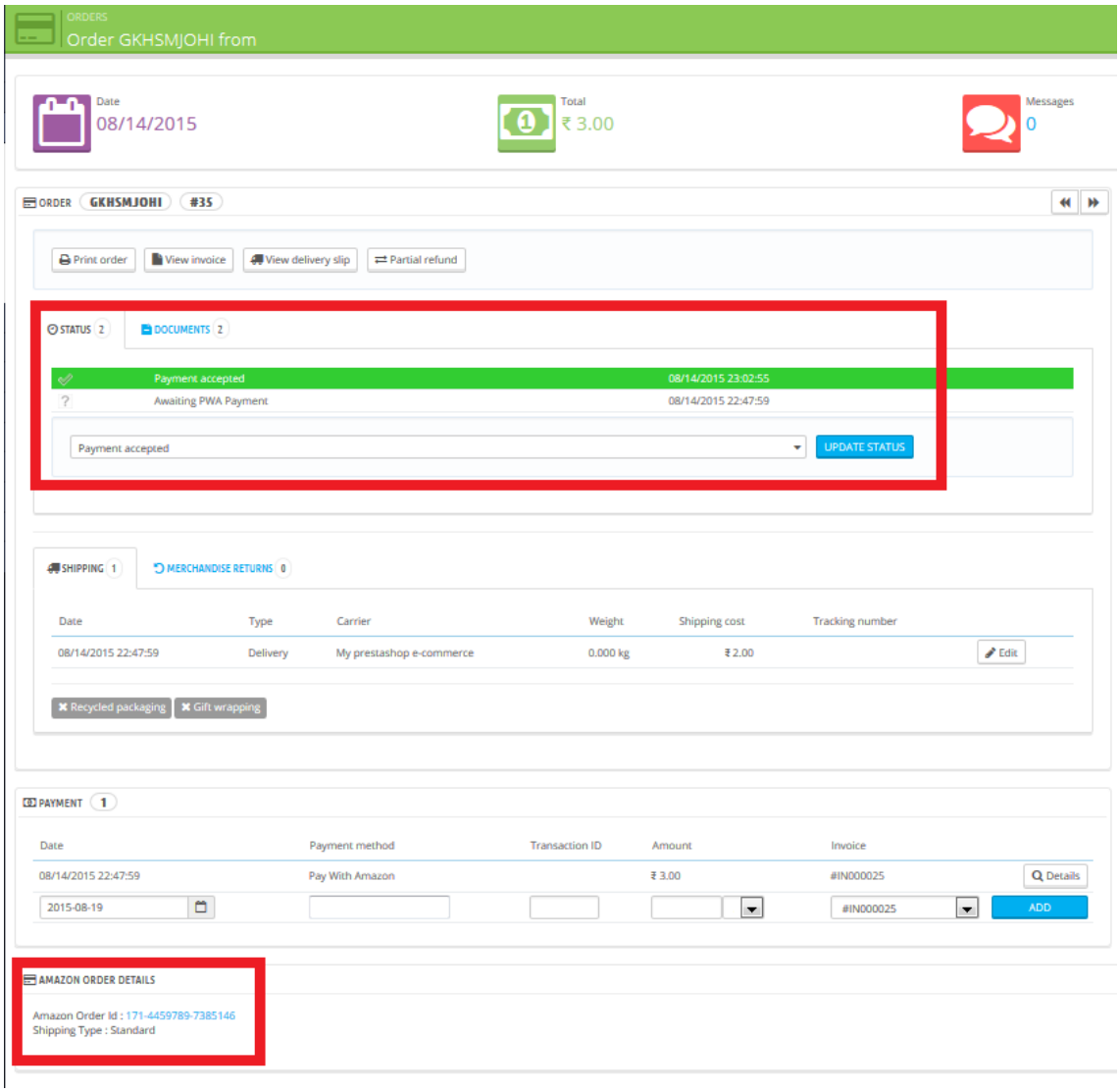
Pay with Amazon uses separate Prestashop success page, you can add any tracking scripts or additional page layout elements that you use in default Prestashop checkout and want to use in Amazon checkout here- modules/pwapresta/views/templates/front/pwa_order.tpl

After payment is successful the order created will be transferred from Amazon and will appear in your Prestashop order list in *Awaiting PWA payment* (by default).



Payment confirmation (Ready to Ship)

The Order payment status will be either confirmed or declined by Amazon either via IOPN or via MWS (data polling), see Synchronizing order data to get more details. The order, for which a payment has been confirmed changes its status to **Payment accepted**, an order email confirmation is sent to the customer and you can start the fulfilment process.



Warning

Never dispatch ordered items before the Order status is Payment accepted. Only the Payment accepted status on Prestashop or Unshipped status on Seller central guarantees that you will be able to receive the order amount.
Post-order processing confirm the shipment through Prestashop panel or Seller central.

Declined payment

If the payment authorization is declined by Amazon due to problem with the payment method selected, your customer will be informed about this case via e-mail and requested to visit the Amazon Payments web site https://paywithamazon.amazon.in . The customer can then revise the payment method by following the instructions on the page. After the successful payment update, Amazon will notify Prestashop about the new status and payment will get back on the track (via MWS polling or IOPN).

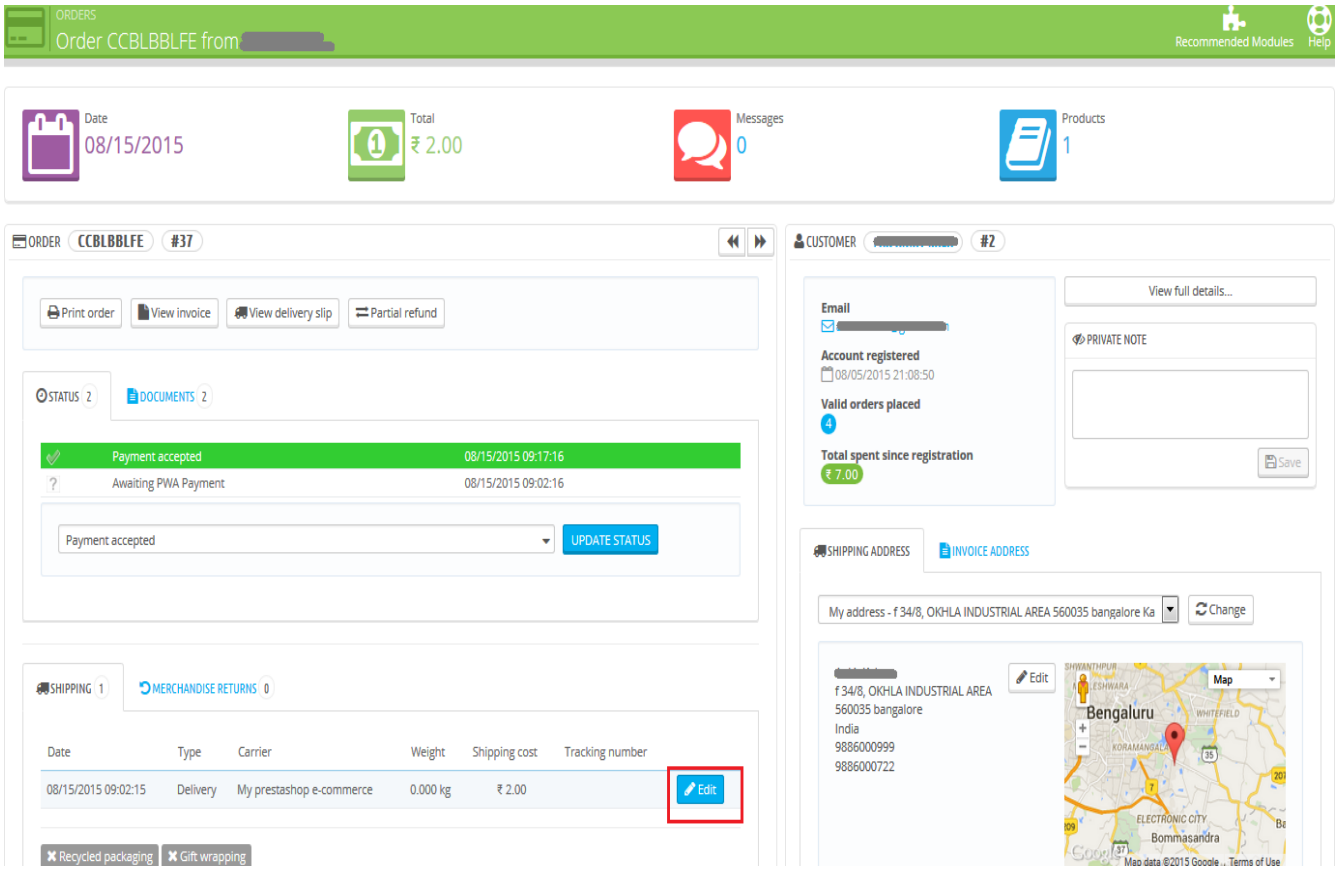
Confirm shipment and enable disbursement of payment to your account

After a successful payment by buyer, you can confirm shipment and capture funds against the order. The confirm shipment, can be done in two ways: through prestashop or seller central.

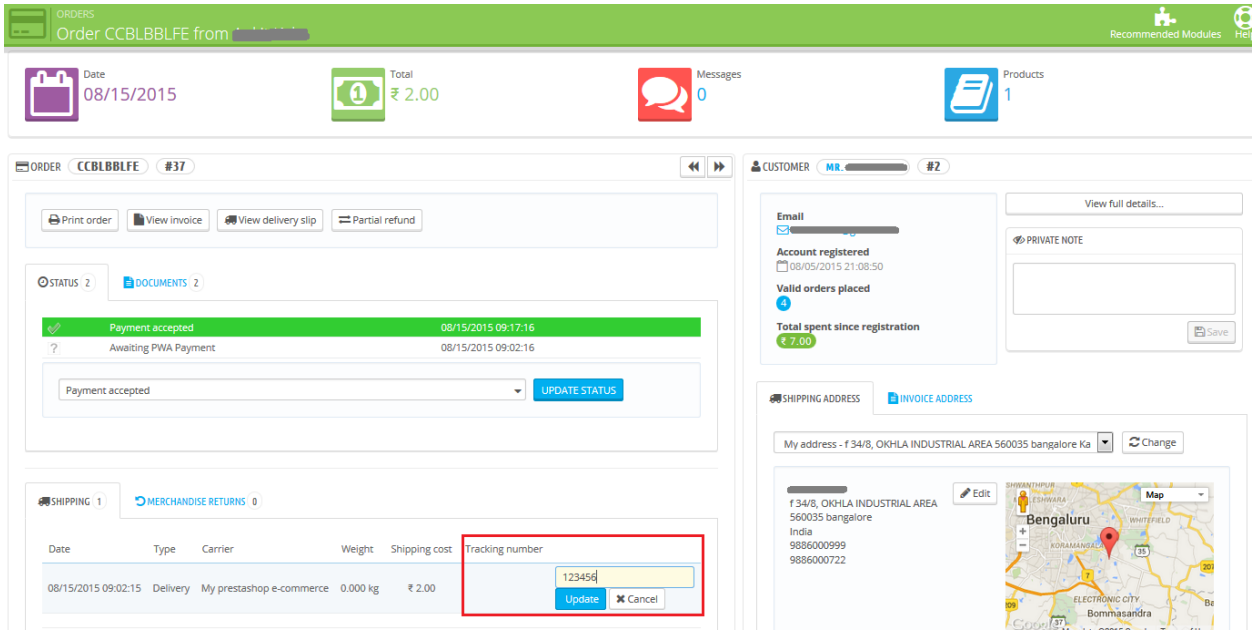
Note:

You should confirm the shipment at the moment you ship the ordered items by giving the tracking details before moving order status as shipped on prestashop.

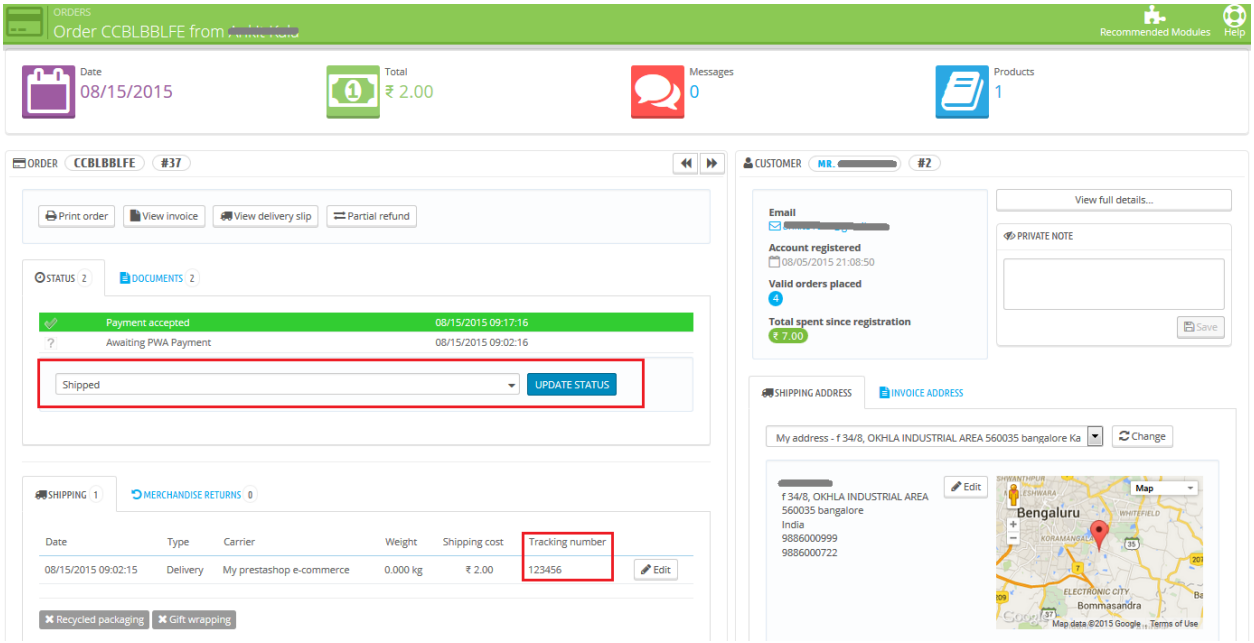
Steps to confirm an Order:



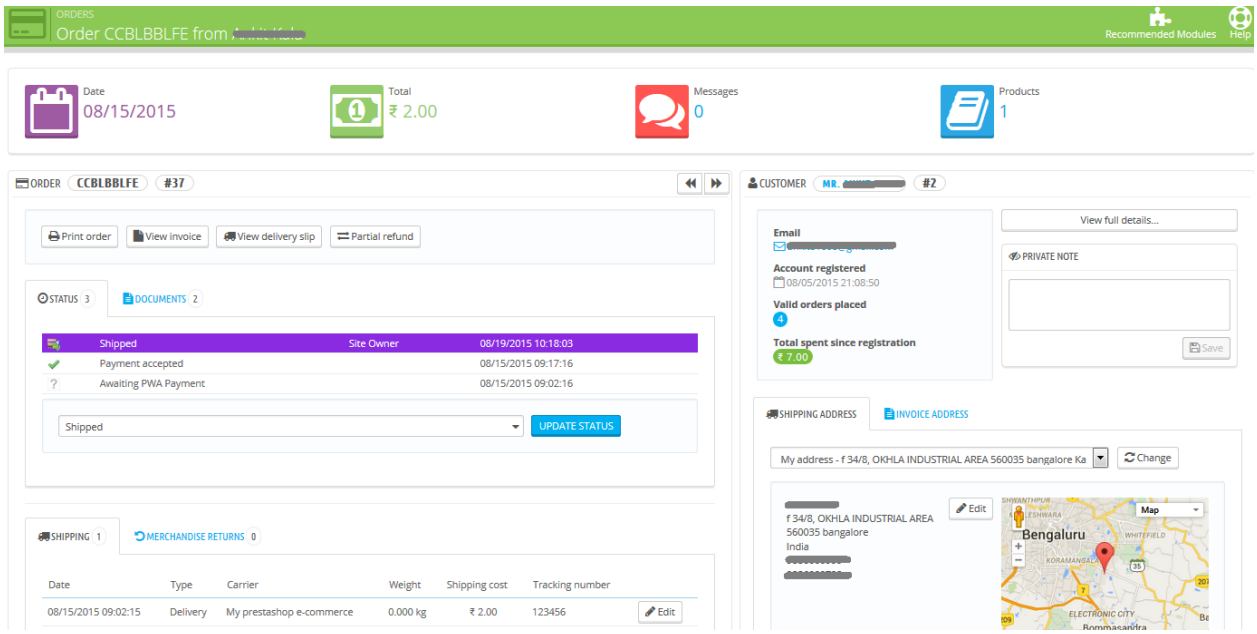
Enter tracking details for each item



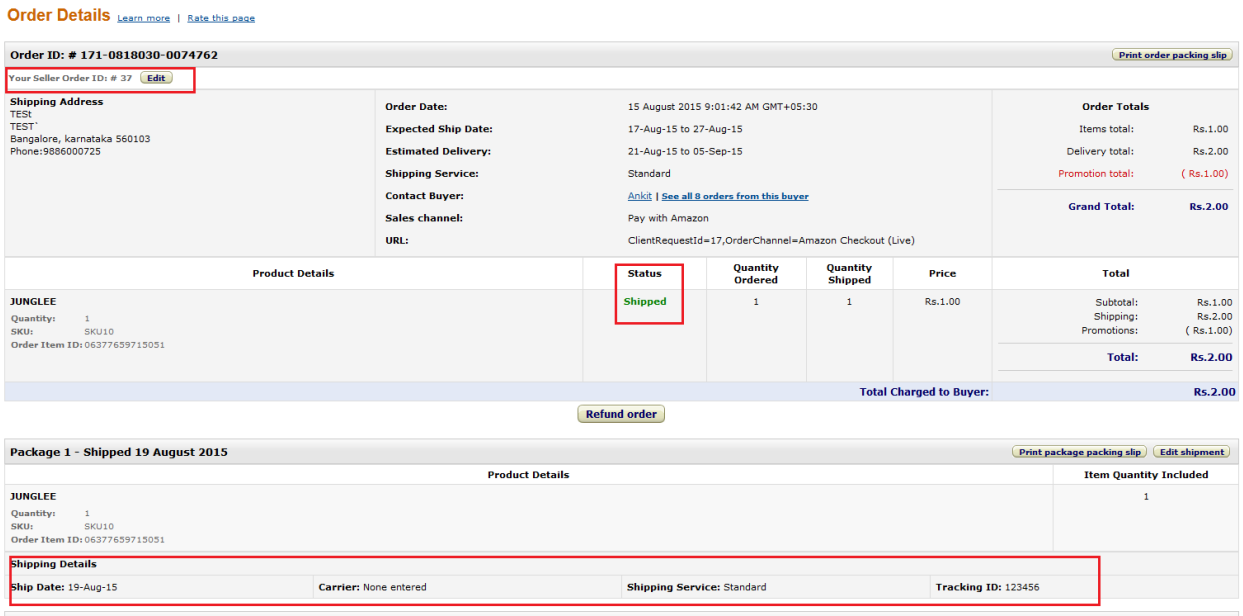
Update Order status as shipped



Now order will be shipped on prestashop panel as well as Seller central.



Seller central:



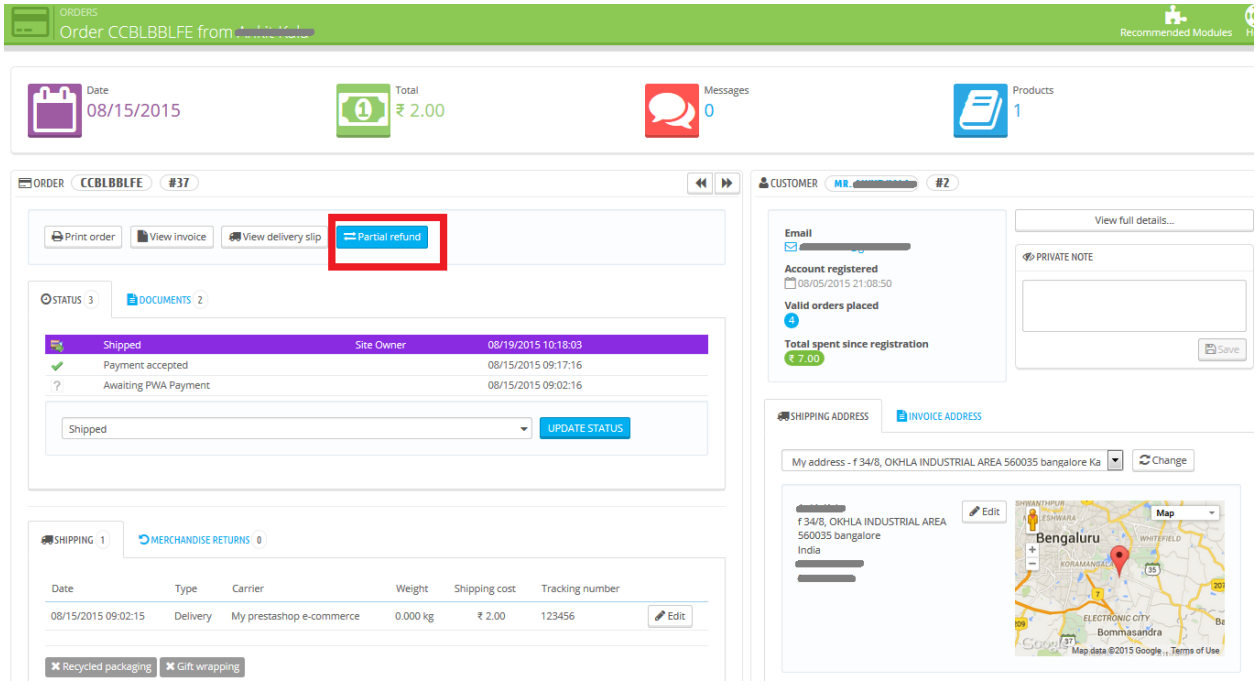
Warning

To collect the amount that was paid for your orders, you must confirm the shipment within 30 days of a successful order.

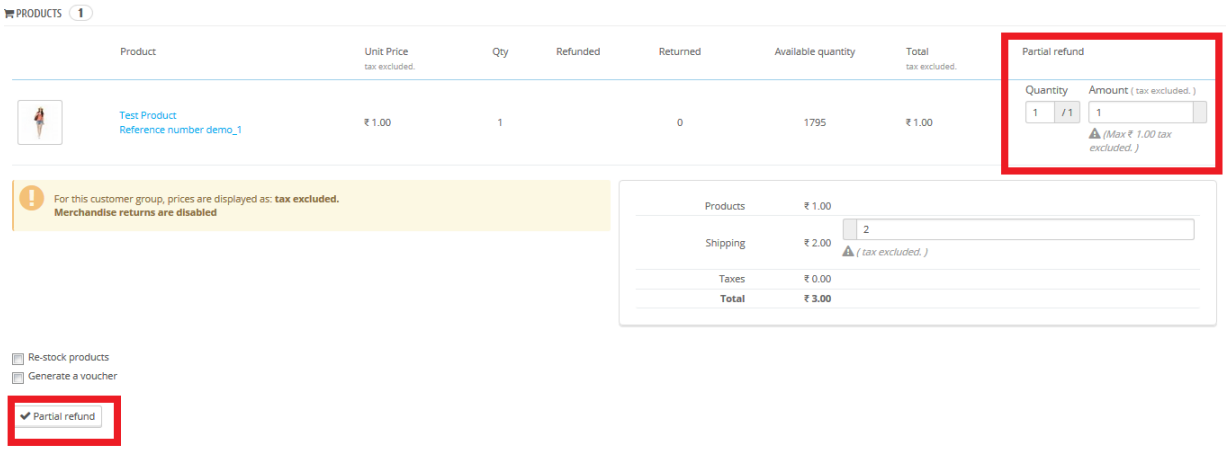
Refunding order items

The order, for which payment has been captured, can be refunded either fully or partially.

Click on the partial refunds option



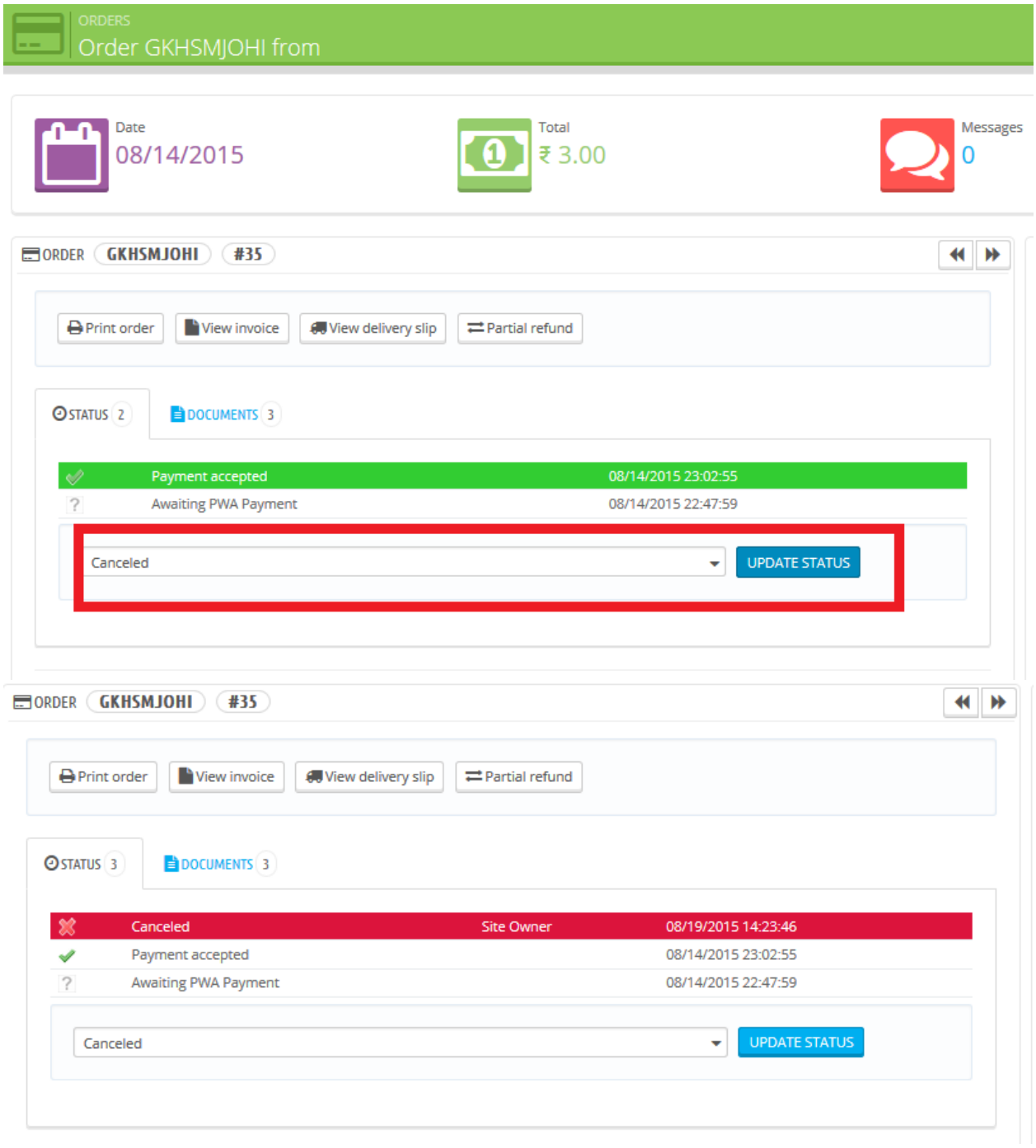
Select the Qty and amount you want to refund and submit.



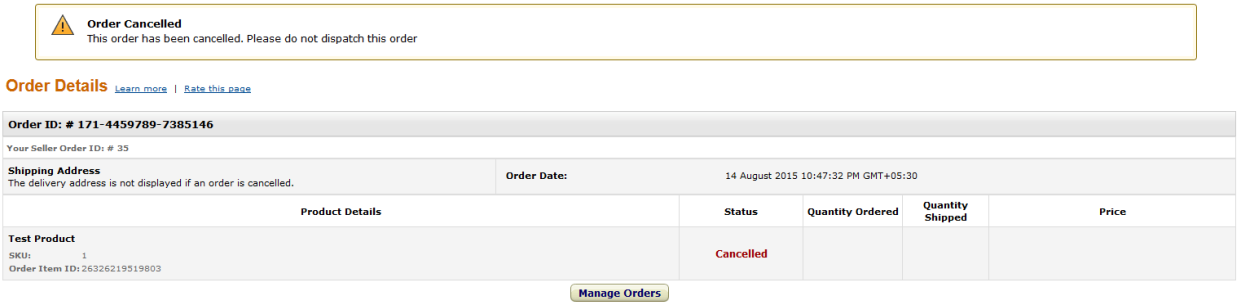
Cancelling an order

For a variety of reasons it sometimes becomes necessary to cancel an order. To cancel an order and notify Amazon about the payment cancellation:

- Please make sure the order you want to cancel hasn't been shipped yet,
- Change status to *Cancelled* in order page to cancel the order.



Order Cancelled on Seller central as well.



Synchronizing order data

Use IOPN or MWS – When on IOPN mode,Pay with Amazon will send the customers details and payment confirmation directly to your store. This requires a valid SSL certificate when not in sandbox (test) mode. If you do not enable this you will have to manually import orders or setup a CRON to process orders. It is highly recommended you keep this option enabled, and invest in a SSL certificate if you don't have one already.

To ensure IOPN works properly you need to follow these steps.

1) Set "Merchant URL" or "Integrator URL" under Instant Order Processing Notification Settings in Integration Settings in Seller Central.

Note:-You need to provide a valid SSL URL Because IOPN will work only with Secure URLs.

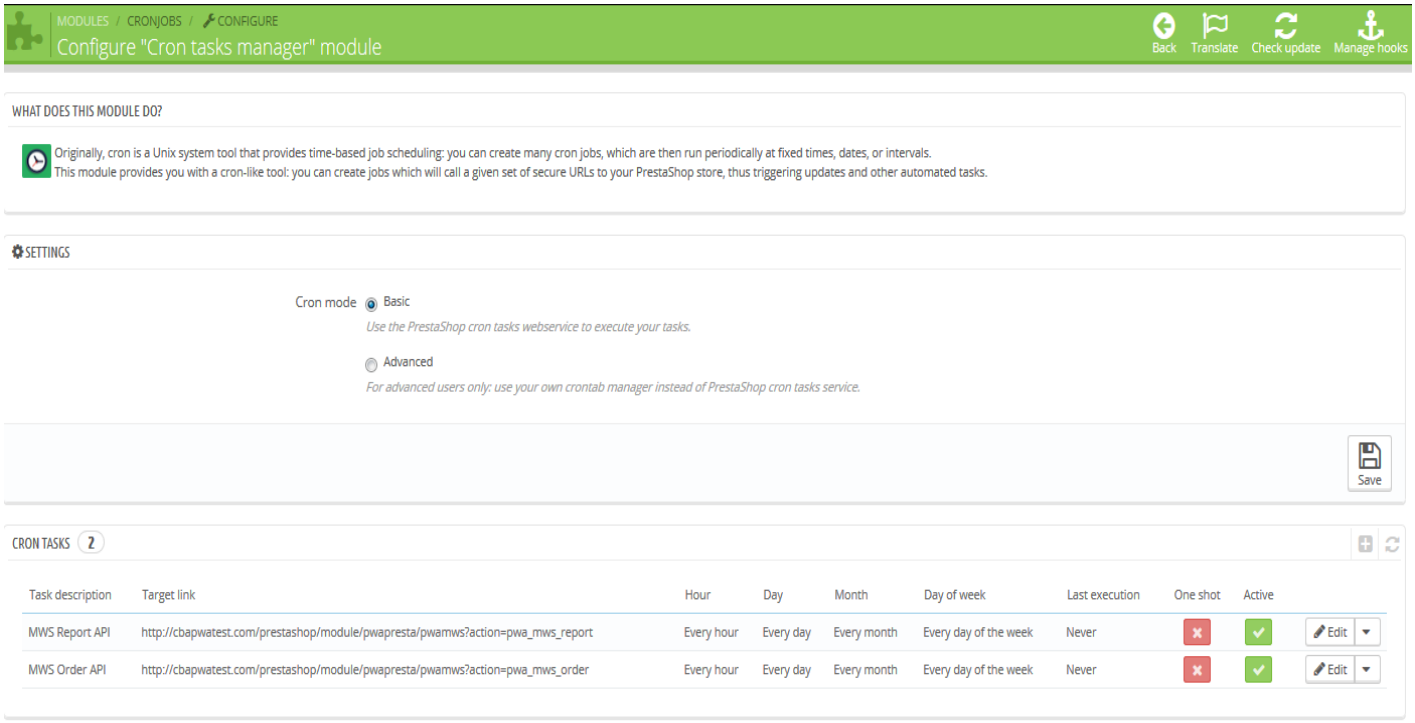
You can find this URL on PWA plugin settings page named as "IOPN Merchant Url".

To setup MWS Properly

1) Schedule MWS Report by hitting the "MWS Schedule Report API Url" manually (Only hit once). You can find this URL on plugin settings page.
2) Setup cron jobs to fetch generated report automatically and reflect orders in Prestashop admin panel.

You need to setup cron for MWS Report API Url and MWS Order API Url , You can find respective cron URLs on plugin's settings page.

Note: - To setup cron please concern with your developer or your host provider.
You can also Install Cron tasks manager Module provided by prestashop to schedule the Urls.



Note:- In case of any queries reach out to your Amazon Integration/Sales POC