

# Order & payment workflow

The **Pay with Amazon** extension 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 in several places in the shop:

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

### SHOPPING-CART SUMMARY

Your shopping cart contains: 1 product


01. Summary

02. Sign in

03. Address

04. Shipping

05. Payment

Product	Description	Availability	Unit price	Qty	Total
	Faded Short Sleeve T-shirts SKU : demo_1 Size : S, Color : Orange	In stock	₹ 1.00	1	₹ 1.00
VOUCHERS					Total products (tax excl.) ₹ 1.00
<input type="text"/> <input type="button" value="OK"/>					
Take advantage of our exclusive offers: COUPON - Freedom					
					TOTAL ₹ 1.00

[Continue shopping](#)[Proceed to checkout](#)[Pay with Amazon](#)

### PLEASE CHOOSE YOUR PAYMENT METHOD

Your shopping cart contains: 1 product


01. Summary

02. Sign in

03. Address

04. Shipping

05. Payment

Product	Description	Availability	Unit price	Qty	Total
	Faded Short Sleeve T-shirts SKU : demo_1 Size : S, Color : Orange	In stock	₹ 1.00	1	₹ 1.00
Total products (tax excl.)					₹ 1.00
Total shipping					Free Shipping!
TOTAL					₹ 1.00

[Continue shopping](#)[Pay with Amazon](#)

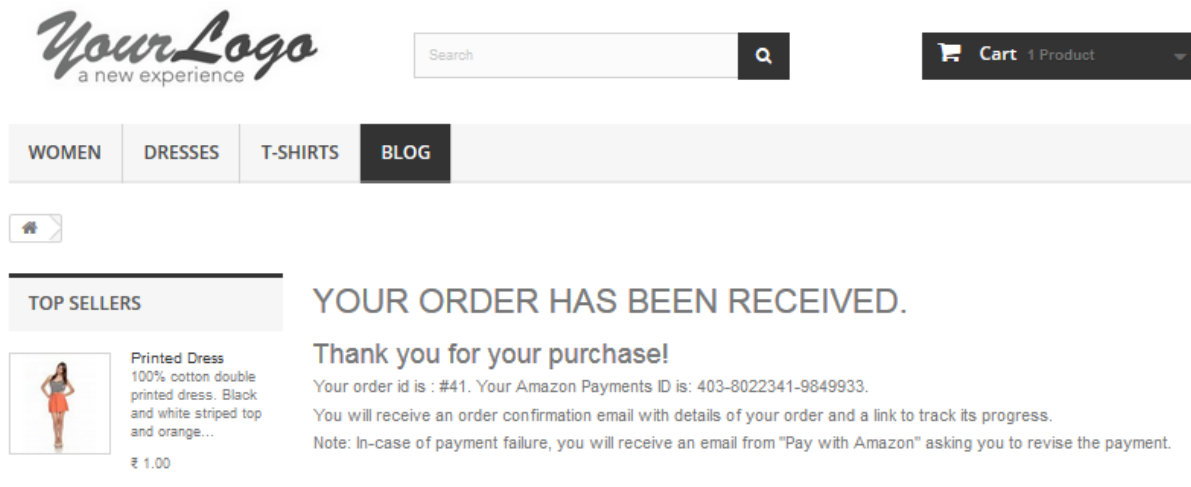
Pressing the *Pay with Amazon* button launches the Amazon Payments Co-Branded authentication window, where the customer is asked for his Amazon account e-mail address and password.

After a successful login the customer is redirected to the Co-Branded Amazon checkout pipeline.

## Placing an order

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

After selecting the desired shipping address, payment method, shipping method 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.

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


12	YOKHTSYQA	No	India		₹ 2.00	Pay with Amazon	Awaiting PWA Payment	08/06/2015 14:16:23		View
11	YQHWRXIEJ	No	India		₹ 2.00	Pay with Amazon	Payment accepted	08/06/2015 13:09:21		View
10	CQTOMMQQA	No	India		₹ 1.00	Pay with Amazon	Canceled	08/06/2015 13:01:26		View
9	SYRPOLLSZA	No	India		₹ 2.98	Pay with Amazon	Canceled	08/06/2015 12:14:31		View
8	NBYATSCWZ	Yes	India		₹ 1.00	Pay with Amazon	Shipped	08/06/2015 11:18:57		View

## 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, you can start the fulfilment process.

ORDERS


Order GKHSMJ0HI from

Date

08/14/2015

Total

₹ 3.00

Messages

0

ORDER GKHSMJ0HI #35

Print order

View invoice

View delivery slip

Partial refund

STATUS 2

DOCUMENTS 2

Payment accepted

08/14/2015 23:02:55

?

Awaiting PWA Payment

08/14/2015 22:47:59

Payment accepted

UPDATE STATUS

SHIPPING 1

MERCHANDISE RETURNS 0

Date	Type	Carrier	Weight	Shipping cost	Tracking number	
08/14/2015 22:47:59	Delivery	My prestashop e-commerce	0.000 kg	₹ 2.00		Edit

Recycled packaging

Gift wrapping

PAYMENT 1

Date	Payment method	Transaction ID	Amount	Invoice	
08/14/2015 22:47:59	Pay With Amazon		₹ 3.00	#IN000025	Details
2015-08-19				#IN000025	ADD

AMAZON ORDER DETAILS

Amazon Order Id : 171-4459789-7385146  
Shipping Type : Standard

### Warning

Never dispatch ordered items before the Order status is Payment accepted. Only the Payment accepted status 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 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 page update the payment method by following the instructions on the web page. After the successful payment method 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.

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:

The screenshot shows the Prestashop Order Confirmation page for Order CCBLBBLFE. The top navigation bar is green with 'ORDERS' and 'Order CCBLBBLFE from [redacted]'. The right side has links for 'Recommended Modules' and 'Help'. Below the navigation bar, there are four main sections: 'Date' (08/15/2015), 'Total' (₹ 2.00), 'Messages' (0), and 'Products' (1). The main content area is divided into two columns. The left column shows the order details, including the order number (CCBLBBLFE #37), a list of actions (Print order, View invoice, View delivery slip, Partial refund), and a status section. The status section shows 'Payment accepted' on 08/15/2015 09:17:16 and 'Awaiting PWA Payment' on 08/15/2015 09:02:16. There is a dropdown menu for 'Payment accepted' and an 'UPDATE STATUS' button. The right column shows customer information, including email, account registration date (08/05/2015 21:08:50), valid orders placed (4), and total spent since registration (₹ 7.00). There is also a 'PRIVATE NOTE' section. At the bottom, there is a 'SHIPPING ADDRESS' section with a map showing the location in Bengaluru, India. The address is f 34/8, OKHLA INDUSTRIAL AREA 560035 bangalore Ka. The map shows the location relative to landmarks like Electronic City and Bommasandra. The 'Edit' button for the address is highlighted with a red box.

ORDERS  
Order CCBLBBLFE from [redacted]

Recommended Modules Help

Date 08/15/2015  
Total ₹ 2.00  
Messages 0  
Products 1

ORDER CCBLBBLFE #37

Print order View invoice View delivery slip Partial refund

STATUS 2 DOCUMENTS 2

Payment accepted 08/15/2015 09:17:16  
Awaiting PWA Payment 08/15/2015 09:02:16

Payment accepted UPDATE STATUS

SHIPPING 1 MERCHANDISE RETURNS 0

Date	Type	Carrier	Weight	Shipping cost	Tracking number
08/15/2015 09:02:15	Delivery	My prestashop e-commerce	0.000 kg	₹ 2.00	

Recycled packaging Gift wrapping

CUSTOMER #2

View full details...

Email  
Account registered 08/05/2015 21:08:50  
Valid orders placed 4  
Total spent since registration ₹ 7.00

PRIVATE NOTE

SHIPPING ADDRESS INVOICE ADDRESS

My address - f 34/8, OKHLA INDUSTRIAL AREA 560035 bangalore Ka Change

f 34/8, OKHLA INDUSTRIAL AREA 560035 bangalore India 9886000999 9886000722

Bengaluru

Map

Map data ©2015 Google Terms of Use

## Enter tracking details for each item

ORDERS

Order CCBLLBFLFE from **XXXXXXXXXX**

Recommended Modules

Help

Date

08/15/2015

Total

₹ 2.00

Messages

0

Products

1

ORDER

CCBLLBFLFE

#37

Print order

View invoice

View delivery slip

Partial refund

STATUS 2

DOCUMENTS 2

Payment accepted

08/15/2015 09:17:16

Awaiting PWA Payment

08/15/2015 09:02:16

Payment accepted

UPDATE STATUS

SHIPPING 1

MERCHANDISE RETURNS 0

Date	Type	Carrier	Weight	Shipping cost	Tracking number
08/15/2015 09:02:15	Delivery	My prestashop e-commerce	0.000 kg	₹ 2.00	<div>123456</div> <div>Update Cancel</div>

CUSTOMER

MR. XXXXX

#2

Email

Account registered

08/05/2015 21:08:50

Valid orders placed

4

Total spent since registration

₹ 7.00

View full details...

PRIVATE NOTE

Save

SHIPPING ADDRESS

INVOICE ADDRESS

My address - f 34/8, OKHLA INDUSTRIAL AREA 560035 bangalore Ka

Change

f 34/8, OKHLA INDUSTRIAL AREA

560035 bangalore

India

9886000999

9886000722

Edit

Map

Bengaluru

ELECTRONIC CITY

Bommasandra

## Update Order status as shipped

ORDERS

Order CCBLLBFLFE from **XXXXXXXXXX**

Recommended Modules

Help

Date

08/15/2015

Total

₹ 2.00

Messages

0

Products

1

ORDER

CCBLLBFLFE

#37

Print order

View invoice

View delivery slip

Partial refund

STATUS 2

DOCUMENTS 2

Payment accepted

08/15/2015 09:17:16

Awaiting PWA Payment

08/15/2015 09:02:16

Shipped

UPDATE STATUS

SHIPPING 1

MERCHANDISE RETURNS 0

Date	Type	Carrier	Weight	Shipping cost	Tracking number
08/15/2015 09:02:15	Delivery	My prestashop e-commerce	0.000 kg	₹ 2.00	<div>123456</div> <div>Edit</div>

CUSTOMER

MR. XXXXX

#2

Email

Account registered

08/05/2015 21:08:50

Valid orders placed

4

Total spent since registration

₹ 7.00

View full details...

PRIVATE NOTE

Save

SHIPPING ADDRESS

INVOICE ADDRESS

My address - f 34/8, OKHLA INDUSTRIAL AREA 560035 bangalore Ka

Change

f 34/8, OKHLA INDUSTRIAL AREA

560035 bangalore

India

9886000999

9886000722

Edit

Map

Bengaluru

ELECTRONIC CITY

Bommasandra

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

The screenshot shows the Prestashop admin interface for order #37 (CCBLBBLFE). The top navigation bar includes 'ORDERS', 'Order CCBLBBLFE from Amazon.com', 'Recommended Modules', and 'Help'. The main dashboard displays key metrics: Date (08/15/2015), Total (₹ 2.00), Messages (0), and Products (1). The order details section shows the order status as 'Shipped' with a dropdown menu and an 'UPDATE STATUS' button. A table lists the order history: 'Shipped' (08/19/2015 10:18:03), 'Payment accepted' (08/15/2015 09:17:16), and 'Awaiting PWA Payment' (08/15/2015 09:02:16). The shipping address is 'f 34/8, OKHLA INDUSTRIAL AREA 560035 bangalore Ka, India'. A map shows the location in Bengaluru. The customer information section includes email, account registration date, valid orders placed (4), and total spent since registration (₹ 7.00).

#### Order Details [Learn more](#) | [Rate this page](#)

The screenshot shows the Amazon Seller Central 'Order Details' page for Order ID: # 171-0818030-0074762. The page is divided into several sections: 'Your Seller Order ID: # 37' (with an 'Edit' button), 'Shipping Address' (TEST, Bangalore, Karnataka 560103), 'Order Date' (15 August 2015 9:01:42 AM GMT+05:30), 'Expected Ship Date' (17-Aug-15 to 27-Aug-15), 'Estimated Delivery' (21-Aug-15 to 05-Sep-15), 'Shipping Service' (Standard), 'Contact Buyer' (Ankit | See all 8 orders from this buyer), 'Sales channel' (Pay with Amazon), and 'URL' (ClientRequestId=17,OrderChannel=Amazon Checkout (Live)). The 'Order Totals' section shows: Items total: Rs.1.00, Delivery total: Rs.2.00, Promotion total: (Rs.1.00), and Grand Total: Rs.2.00. The 'Product Details' table lists the product 'JUNGLEE' with a quantity of 1, SKU 'SKU10', and Order Item ID '06377659715051'. The 'Status' is 'Shipped'. The 'Quantity Ordered' and 'Quantity Shipped' are both 1, and the 'Price' is Rs.1.00. The 'Total' section shows: Subtotal: Rs.1.00, Shipping: Rs.2.00, Promotions: (Rs.1.00), and Total: Rs.2.00. The 'Total Charged to Buyer' is Rs.2.00. A 'Refund order' button is visible at the bottom.

The screenshot shows the Amazon Seller Central 'Package 1 - Shipped 19 August 2015' page. The page displays the product details for 'JUNGLEE' with a quantity of 1, SKU 'SKU10', and Order Item ID '06377659715051'. The 'Item Quantity Included' is 1. The 'Shipping Details' section shows: Ship Date: 19-Aug-15, Carrier: None entered, Shipping Service: Standard, and Tracking ID: 123456.

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

ORDERS

Order CCBLBBLFE from CCBLBBLFE

Recommended Modules

Date

08/15/2015

Total

₹ 2.00

Messages

0

Products

1

ORDER CCBLBBLFE #37

Print order

View invoice

View delivery slip

Partial refund

STATUS 3

DOCUMENTS 2

Shipped

Site Owner

08/19/2015 10:18:03

Payment accepted

08/15/2015 09:17:16

Awaiting PWA Payment

08/15/2015 09:02:16

Shipped

UPDATE STATUS

SHIPPING 1

MERCHANDISE RETURNS 0

Date	Type	Carrier	Weight	Shipping cost	Tracking number
08/15/2015 09:02:15	Delivery	My prestashop e-commerce	0.000 kg	₹ 2.00	123456

Recycled packaging

Gift wrapping

Customer MR. #2

Email

Account registered

08/05/2015 21:08:50

Valid orders placed

4

Total spent since registration

₹ 7.00

View full details...

PRIVATE NOTE

Save

SHIPPING ADDRESS

INVOICE ADDRESS

My address - f 34/8, OKHLA INDUSTRIAL AREA 560035 bangalore Ka

Change

Map

Map data ©2015 Google

PRODUCTS 1

Product	Unit Price tax excluded.	Qty	Refunded	Returned	Available quantity	Total tax excluded.	Partial refund
<div>Test Product</div> <div>Reference number demo_1</div>	₹ 1.00	1		0	1795	₹ 1.00	<div>Quantity</div> <div>1 / 1</div> <div>Amount ( tax excluded. )</div> <div>1</div> <div>(Max ₹ 1.00 tax excluded. )</div>

For this customer group, prices are displayed as: tax excluded.

Merchandise returns are disabled

Products

₹ 1.00

Shipping

₹ 2.00

Taxes

₹ 0.00

Total

₹ 3.00

Re-stock products

Generate a voucher

Partial refund

A new credit memo form will appear with most of the crucial data (like products quantity to be refunded) already filled in. If you want to refund the invoice partially (i.e. only a part of the invoiced items) adjust the product quantities to be refunded (set 0 for items that shall not be refunded) and click *Update Qty's* button to update refund totals. You can also set the refunded items back to stock by checking *Return to Stock* checkbox. Next choose if you want to refund shipping costs or apply any refunds adjustment and fill in the appropriate fields. Next before submitting the credit memo form, double check that you have *Refund* button available and click it. A credit memo will be created and a refund will be requested with Amazon Payments. Its status will be updated either via IPN or data polling, depending on the update method selected in the extension settings.

<b>New Credit Memo for Invoice #100000005</b>		8675 Edelweiss V Freiburg, 79117	
Germany T: +491721111111		Germany T: +491721111111	
<b>Payment Information</b>		<b>Shipping Information</b>	
Pay with Amazon (Sandbox) Amazon Order Reference ID: S02-2666092-8065406 Order was placed using EUR		Free Shipping - F	
<b>Items to Refund</b>			
Product	Price	Qty	Return to
Sony VAIO VGN-TXN27N/B 11.1" Notebook PC SKU: VGN-TXN27N/B	€2,699.99	Ordered 1 Invoiced 1 Shipped 1	<input type="checkbox"/>
Paid Amount €2,699.99	Refund Amount €0.00	Shipping Amount €0.00	Shipped
<b>Credit Memo Comments</b>		<b>Refund Totals</b>	
Credit Memo Comments <div></div>			

## Warning

For the successful refund (recorded in Magento and requested (!) with Amazon Payments) always use *Refund* button available on the new credit memo form invoked from the single invoice preview page. If you click *Credit Memo* button directly on the order page you will be



redirected to the new credit memo form with *Refund offline* button only, which admittedly will record credit memo in Magento, but surely won't call refund request at Amazon Payments gateway. If in any case you will get a credit memo with *Refund offline* button only then surely something had to go wrong and you should stop the refund process immediately and start it from the beginning following the above guideline.

## **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 amount of the order you want to cancel hasn't been captured yet,
- Go to Sales ▸ Orders and select the order that you would like to cancel by clicking the *Edit button* on its respective row,
- Click *Cancel* in order page to remove this order.

**Order View****Information**[Invoices](#)[Credit Memos](#)[Shipments](#)[Comments History](#)[Transactions](#)**Order # 200000065 [S02-2072299-6401034] | Mar 14, 2014 2:07:28 PM****Order # 200000065 (the order confirmation email is not sent)**

Order Date	Mar 14, 2014 2:07:28 PM
Order Status	Pending
Purchased From	Main Website Main Store German
Placed from IP	127.0.0.1

**Billing Address**

Elise Schmidt  
8675 Edelweiss Weg  
Freiburg, 79117  
Germany  
T: +491721111111

**Payment Information**

Pay with Amazon (Sandbox)  
Amazon Order Reference ID: S02-2072299-6401034  
Order was placed using EUR

**Synchronizing order data**