Managing Orders Guide

Managing Orders Received with Checkout by Amazon

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Contents

Overview of Checkout by Amazon

Welcome to the Checkout by Amazon Managing Orders Guide.

Who Should Read This Document

This document gives you the information and steps you need to manage orders generated when using Checkout by Amazon.

What's New in This Document

Table of Changes

Ver	Date	Changes
2.0	2011-12-30	Revision of the document; added support for IOPN API. See *Integrating with IOPN APIs* on page 39.
1.2	2011-10-12	Removed support for SOAP APIs.
1.1	2010-10-22	Added support for REST-like APIs. See *Integrating with MWS APIs* on page 37
1.0	2010-09-15	Initial release.

Chapter 1

Daily Operational Tasks

Topics:

Your daily operations tasks include the following:

1. Check your Checkout by Amazon orders.
2. Fulfil orders promptly.
3. Ship orders only to addresses in the order details.
4. Refund orders online.
5. Respond immediately to A-to-z Guarantee claims (disputes).

You can manage your orders using several methods or processes:

- Seller Central, which provides a web-based UI and tools for most tasks
- Report files (such as Order Reports) that can be downloaded from Seller Central, and order-related files (such as Shipping Confirmations) that can be uploaded
- Instant Order Processing Notification API, which allows you to get informed instantly about order status changes. Please see section *Integrating with IOPN APIs* on page 39 for more information
- Marketplace Web Services (MWS) APIs, which allow you to automate your applications and systems with Amazon Payments. Please see section *Integrating with MWS APIs* on page 37 for more information.

Check your orders at least daily -- schedule and review your Order Report

Checking your orders daily helps keep you on-track to fulfilling your orders and confirming shipments. Note that you must fulfil and confirm shipment for all orders within 30 days of the order date to receive payment. If you do not confirm shipment by 30 days from the order date, then the order is automatically cancelled and you will not be paid for the order, **even if you shipped the item**. See *Processing Orders with Seller Central* on page 11 and *Processing Orders Using Report Files* on page 19 for more information

Post refunds so we can refund the buyer

When you refund a buyer, post the refund through Seller Central so we can refund the amount to the buyer. To refund orders, go to Seller Central, click **Orders** > **Manage Orders**, find and view the order, and then click the **Refund Order** button.

Deliver only to the delivery address specified in the original order

Amazon Payments protects your payments only if you ship to the address listed in the order details. If you receive any communication from buyers asking you to change the delivery address, reply that you cannot do so. You can encourage buyers to cancel the order themselves and then re-place the order with the new delivery address. Remind them that the Amazon Payments policy prohibits you from shipping to any address other than the address listed in the order details. See *What countries are covered by the A-to-z Guarantee* for for more information.

Respond immediately to A-to-z Guarantee Claims (disputes)

When customers file a dispute about an order, we send you an e-mail to let you know you must respond to the dispute. Always respond within five days, but the sooner the better. When you respond, send the information that presents your side of the dispute, such as delivery receipts or order details. To respond to a dispute, go to Seller Central, click **Reports** > **Seller Performance** > **A-to-z Guarantee Claims**.

Important: Be sure you set up your e-mail client to always accept e-mail from Amazon Payments so that you do not miss these important e-mail communications. See *Setting Up Your E-mail Whitelist* on page 31 for more information.

Methods for Managing Orders

This table describes the methods you can use to manage your orders.

Table 1: Methods for Managing Orders

Method name	Best used for	Reference
The Manage Orders feature in Seller Central	Less than 25 orders a day	*Viewing Orders* *Fulfilling Orders* *Canceling Orders*
Instant Notifications	Receiving instant order notifications to a certain URL	*Using Instant Order Processing Notifications*
Order reports	25 or more orders a day Order management systems that use or accept tab-delimited text files	*Processing Orders Using Report Files*
Marketplace Web Services	Programatically managing orders using MWS APIs.	*Integrating with MWS APIs*

Chapter

2

Processing Orders with Seller Central

Topics:

An order is created when customers complete a purchase using a Checkout by Amazon button. When you receive these orders, you must take action on them:

- You must fulfil them (ship them and mark them as shipped), or
- You must cancel them (for test orders, it's easier to cancel them with your buyer (test) account)

You must take action on all orders within 30 days; otherwise, Amazon Payments will cancel the order.

Note:

All orders that are not cancelled by the buyer must be either fulfilled or cancelled by the merchant within 30 days. Orders that are not fulfilled or cancelled within 30 days by the merchant will be cancelled by Amazon Payments. Your cancellation rate affects merchant performance; a high rate of merchant-caused cancellations can lead to review by Amazon Payments.

Viewing Orders

The Manage Orders feature helps you see your orders placed on your website by customers using Checkout by Amazon, view details on a selected order, such as the product, buyer, or delivery information, print a packing slip and a delivery label for an order, confirm shipments, cancel orders, and issue refunds.

You can use the Manage Your Orders feature to view a list of orders. You can sort the results by purchase date, and you can select a range of dates to view.

Note: Although you might choose to receive "Sold, Ship Now" notification e-mails from Amazon Payments, you should always depend on the Manage Orders feature to view your orders. Sometimes e-mail might not arrive or it might be blocked by either your e-mail client or your e-mail server. You can change whether you want to be notified by e-mail about new orders in Seller Central by clicking **Settings** > **Account Settings** and then modifying your *Order Notification* settings.

Tip: If you process many orders, you might consider downloading your Orders Report.

View Orders

1. On the **Orders** tab, click **Manage Orders**.
   The Orders page appears.
2. Click an order in the list of displayed orders.
   The Order details page appears.

Sort the List of Orders

1. On the **Orders** tab, click **Manage Orders**.
   The Orders page appears. By default, the list displays the oldest order in your account which has not yet been ship-confirmed. You can click the triangles at the top of either the date or status column to rearrange the sorting by date or by status
2. On the Orders page, click the sort-by earliest arrow.
   The list of orders is sorted by earliest purchase date.
3. To show the most recent purchases first, click the sort-by latest arrow.
   The list of orders is sorted by latest purchase date.

Select the Range of Dates to Report

By default, the Orders report shows orders for the last three days. You can choose to show orders for fewer or more days, from just orders within the last 24 hours to orders within the last 90 days. And if that doesn't give you enough flexibility, you can select a custom date range. For example, if you want to view orders from just last month, but not include the current month, you can set the custom date range to what you want.

You can select a default date range from the following options:

- last day
- last 3 days (default)
- last 7 days
- last 30 days
- last 90 days

Or you can set a custom date range using the Search Orders feature.

1. On the **Orders** tab, click **Manage Orders**.
2. On the Orders page, click a date range option.
   After a few moments, the Orders report page refreshes to show you orders for your selected date range. The status column shows the specific information regarding order status.

Searching for Orders

On the Manage Orders page, you can search for your orders using several attributes. For example, you can search by Buyer e-mail, your product SKU, the Order ID, or by product name. By default, your search shows results for the most recent 90 days. You can change this date range and choose from a selected number of days, or even pick your own start and end date range.

To search for orders, open the *Manage Orders* page, and then select the desired criteria. When the results appear, you can view a selected order.

Search for Orders by Order ID

1. On the **Orders** tab, click **Manage Orders**.
   The Manage Orders page appears.
2. Click **Advanced Search**.
3. Click the **Search** box and select **Order ID**.
4. In the **Keyword** box, type the order ID that you want to find.
   Amazon Order IDs have the format 123-1234567-1234567.
5. Click the **Search** button.
   The Manage Orders page appears, listing just that order.

If the Order ID does not match an existing order, an error page appears. Try searching again, and check that you are typing all the necessary digits in the order ID. If you type a valid order ID and you still get an error page, try changing the date range.

Other Search Criteria

You can also search by the following search criteria:

- Buyer e-mail
- Listing ID
- Your Merchant SKU
- Order ID
- Product Name

Viewing Pending or Cancelled Orders

By default, only orders that are ready to ship appear when using the Manage Orders feature. Completed orders are orders where the transaction is successfully processed and the order is ready for fulfilment.

You can view the details of pending, cancelled, or completed orders. However, some information in pending or cancelled orders is hidden, such as the delivery address.

View Pending and Cancelled Orders

1. Click the **Orders** tab, and then click **Manage Orders**.
   The Manage Orders page appears.
2. Click the **Advanced Search** link on top of the order list.
3. Make sure that "Include Pending Orders" is checked.
4. Click **Search**.

Orders that are pending or cancelled show 'Pending' or 'Cancelled' on the Order Details page.

Note: You cannot issue refunds for pending or cancelled orders. If a customer contacts you about a pending or cancelled order, ask them to contact Amazon Payments customer service.

Fulfilling Orders

To confirm shipments, you use the Manage Orders feature. You can confirm shipments directly from the Manage Orders page, or you can confirm an individual shipment when you view the Order Details page.

If you must confirm a large number of orders, you might want to upload a shipping confirmation file.

Note: To be paid by Amazon Payments, you must confirm shipment of your orders. Orders that are not confirmed by 30 days from the order date are cancelled by Amazon Payments.

Print a Shipping Label and Packing Slip (Optional)

You can print a shipping label and packing list for each order, use the printed shipping label for the package, and also include the packing slip in the box containing the products. The shipping label and packing list are on the same page; you can then print the page and separate the two pieces.

The shipping label shows the ship-to address. The packing list shows every product in an order, including the ship-to address, the order information, the item details, and the seller information.

1. On the Manage Orders page, click the **Order ID**.
   The Order Details page appears.
2. On the Order Details page, click the **Print order packing slip** button.
   The Shipping Label/Packing List page appears.
3. View the information and then click **Print** to print the page from your browser.

Confirm a Shipment on the Manage Orders Page

1. On the **Orders** tab, click **Manage Orders**.
   The Manage Orders page appears.
2. Find the order you want to confirm.
3. Next to the order you want to confirm, click the **Confirm Shipment** button.
   The Confirm New Shipments page appears.
4. Review the order, selecting the **Shipping Carrier** (such as Royal Mail), the **Shipping Method** (such as Ground), and the **Tracking ID** (the tracking ID supplied by the carrier).
5. When you are done, click the **Confirm shipment** button.
   The shipment is confirmed.

Confirm a Shipment from the Order Details Page

1. On the **Orders** tab, click **Manage Orders**.
   The Manage Orders page appears.
2. Find the order you want to confirm.
3. Click the **Order ID** for the order.
   The Order Details page appears.
4. On the Order Details page, click the **Confirm Shipment** button.
   The Confirm New Shipments page appears.
5. Review the order, selecting the **Shipping Carrier** (such as Royal Mail), the **Shipping Method** (such as Ground), and the **Tracking ID** (the tracking ID supplied by the carrier).

6. When you are done, click the **Confirm shipment** button.
   The shipment is confirmed.

Cancelling Orders

You can use Manage Orders to cancel any authorised order that has not yet shipped. You can cancel the order from the list of orders, or you can cancel an order from an order detail page.

When you cancel an order, you must choose a reason.

Note: When you cancel an order, Amazon Payments will send an order cancellation e-mail to your customer. All orders for which Amazon has not received shipping confirmation within 30 days from the date of the order will be automatically cancelled by Amazon Payments. We will notify you 25 days after the initial order date that the order will automatically be cancelled in 5 more days unless you ship the order and confirm the shipment.

Important: The rate of cancelled orders per month is one measurement in your performance metrics. A high rate of cancellations (>5%) is cause for concern. See *View My Performance Summary* in Seller Central online help for more information about cancelling orders.

Cancel an Order

1. Click the **Orders** tab, and then click **Manage Orders**.
   The Search Results page appears.
2. On the line showing the order you want to cancel, click **Cancel Order**.
   The Cancel Order Confirmation page appears.
3. Select the appropriate reason code and then click **Submit**.
   The order is cancelled.

Refunding Orders

You can use the Manage Orders feature to issue a refund for products in an order. You can issue a full refund, or you can issue a partial refund. A full refund includes all buyer costs associated with the item including product price and delivery charges. Partial refunds can be any amount between zero and the maximum defined by the feature. The maximum is based on underlying data. You can issue a partial refund for selected details for a purchase, such as the cost of the item or delivery charges.

- Item cost includes product price, gift charges, and promotional discounts.

When you issue a refund, you must choose a reason. This table shows the reasons as well as their definitions:

Reason	Explanation or Use:
No inventory	You do not have the product in stock.
Customer return	Customer returns or will return the product.
General adjustment	A refund for a reason that does not fit any other listed reason.
Could not ship	You could not ship the product even though it was not out of stock - for example, the address the customer provided was incorrect.

Reason	Explanation or Use:
Different item	The customer got a product that didn't match the listing or expectations, and exchanges it for a less expensive product.

Note: You cannot use the Manage Orders feature to issue a refund for an amount greater than the original buyer purchase price.

Issue a Full Refund

1. Click the **Orders** tab, and then click **Manage Orders**.
   The Search Results page appears.
2. Find the order you want, and then on the line showing the order you want to refund, click the **Refund Order** button.
   The Refund Order page appears.
3. Make sure the **Full Refund** tab is selected.
4. Click the **Reason to Refund** drop-down box, and select a refund reason.
5. (Optional) In the **Memo to Buyer** box, type a memo to the buyer.

   This is optional, but whatever you type here will be sent to the buyer along with the refund notice.
6. Click the **Submit Full Refund** button.
   A message box appears letting you know the refund amount.

Issue a Partial Refund

1. Click the **Orders** tab, and then click **Manage Orders**.
   The Search Results page appears.
2. Find the order you want, and then on the line showing the order you want to refund, click the **Refund Order** button.
   The Refund Order page appears.
3. Click the **Partial Refund** tab.
4. Select the item(s) you want to refund.
5. Click the Reason to Refund drop-down box, and select a refund reason.
6. In the **Amount to Refund** boxes (there are two of them), enter the amount to refund.

   Because you are entering partial refund amounts, you can refund all or part of the product price and shipping cost.
7. (Optional) In the **Memo to Buyer** box, type a memo to the buyer.

   This is optional, but whatever you type here will be sent to the buyer along with the refund notice.
8. Click the **Submit Partial Refund** button.
   A message box appears letting you know the refund amount.

After You Issue the Refund

After you issue the refund, Amazon credits the buyer's account and then sends a notification e-mail to the buyer. While you, the merchant, do not receive a notification of the refund, you can review the refund by viewing the Order Details page.

Tip: As soon as you issue a refund, send your own e-mail to the buyer confirming the refund. This is a great customer contact, and we've found that merchants who do this tend to have higher customer satisfaction scores.

Managing Pending or Cancelled Orders

Do not fulfil a pending or cancelled order, as payment is not yet secured. Pending orders can become authorised or cancelled orders. Cancelled or authorised orders are in a final state; their status will not change.

Below are suggestions for particular cases you might encounter when a customer contacts you about pending or cancelled orders:

Situation	Suggested Explanation
Customer wants to change or cancel a pending order	Explain that Amazon Payments has not completed processing the order. Refer them to *Amazon Payments customer service* to request a change or cancellation.
Customer wants to "undo" a cancelled order	Explain that Amazon Payments cancelled the order and notified the buyer with an e-mail sent to the primary address of the account. Cancelled orders cannot be restored; if a buyer wants to reverse a cancelled order, a new order must be placed. Refer them to *Amazon Payments customer service* to request a change or cancellation.
Customer asks about the status of a pending order	Explain that Amazon Payments has not completed processing the order. If there are problems with an order, Amazon Payments notifies customers by an e-mail sent to the primary address of the account. Otherwise, the order should be authorised soon. Refer them to *Amazon Payments customer service* to request a change or cancellation.
Customer asks about the status of an order cancelled by Amazon Payments	Explain that Amazon Payments has cancelled the order and that Amazon Payments notified the buyer by an e-mail sent to the primary address of the account. Refer them to *Amazon Payments customer service* to request a change or cancellation.

Chapter

3

Processing Orders Using Report Files

Topics:

- *Viewing Orders*
- *Fulfilling Orders*
- *Cancelling Orders with an Order Cancellation File*
- *Refunding Orders*
- *Review a Processing Report*

An order is created when customers complete a purchase using a Checkout by Amazon button. When you receive these orders, you must take action on them:

- You must fulfil them (ship them and mark them as shipped), or
- You must cancel them (for test orders, it's easier to cancel them with your buyer (test) account)

You must take action on all orders within 30 days; otherwise, Amazon Payments will cancel the order.

Note:

All orders that are not cancelled by the buyer must be either fulfilled or cancelled by the merchant within 30 days. Orders that are not fulfilled or cancelled within 30 days by the merchant will be cancelled by Amazon Payments. Your cancellation rate affects merchant performance; a high rate of merchant-caused cancellations can lead to review by Amazon Payments.

Viewing Orders

If your website generates more than 25 Checkout by Amazon orders a day, you might find it more efficient to use Orders Reports to view and manage your orders.

An Orders Report is a tab-delimited file, and provides a summary of the orders you received, along with customer and delivery information you need to fulfil those orders.

To get an Orders Report, you can either simply request it when you want, or you can schedule the report. Once the report is created (either as a scheduled report or by request), you can download it, open it in an application such as Microsoft Excel, and then manage your orders.

Note:

Instead of using order reports, you can also get information about order status updates using the Instant Order Processing Notification API. See section *Integrating with IOPN APIs* on page 39 for more information.

Request an Orders Report As Needed

1. On the **Orders** tab, click **Orders Report**.
   The Orders Reports page appears.
2. On the Orders Report page, select the number of days.
3. Click **Request report**
   The request is beeing processed.

Schedule an Orders Report

1. On the **Orders** tab, click **Orders Report.**
   The Orders Reports page appears.
2. On the Orders Report page, click **Edit** next to "Schedule Order Report settings".
3. On the Scheduled Reports page, in the "New Schedule" section, select the frequency in which you want to run the Order Reports.
4. Click **Submit**.

Download an Orders Report

After you generate a report, you can pick up the report from a list of generated reports.

Note: If no reports are generated, then the list of reports is blank. You must first generate a report before you can download a report.

1. On the **Orders** tab, click **Orders Report**.
   The Orders Reports page appears.
2. Under "Check Report Status & Download", click **Download** in the line with the report you want to download.
   The Save As dialog box appears.
3. Pick a folder location and click **Save**.
   The report is saved to your computer.

Read an Orders Report

After you download the order report, you can open it in a database or spreadsheet program, such as Microsoft Access or Microsoft Excel. The scheduled order report contains all new orders since the last scheduled order report ran.

Note:

A manually generated order report contains all orders in the time range requested, even if the order was reported on a previous order report. The order report feed does not include the customer's credit card information. The only customer information contained in the order report feed are the ship-to address, billing name, billing e-mail, and billing phone number.

Here is a list of the fields that appear on the order report, as well as definitions of those fields and examples for each one:

Field Name	Definition	Example
order-id	Amazon Payments' unique identifying number for an order. This important number is a reference for shipping confirmation and post-order processing.	103-3563777-5518068
purchase-date	The date the order was placed. Unless you specify a different delivery lead time, you have agreed to deliver the order within two business days of this date.	2008-11-19
payments-date	The date that the buyer's credit card was charged and order processing was completed.	2008-11-19
buyer-name	The full name of the buyer.	Joe Smith
buyer-email	The e-mail address of the buyer.	JoeSmith@domain.com
ship-service-level	The fulfilment service level that the buyer paid for when ordering the item, such is Standard or Expedited.	standard
recipient-name	Name field of the "Ship to" address.	Joe Smith
ship-address-1	The first line of the "Ship to" address.	11 Main Street
ship-address-2	The second line of the "Ship to" address.	Apt. 12
ship-address-3	The third line of the "Ship to" address.	c/o Joe's Company
ship-city	The city for the "Ship to" address.	Slough
ship-state	The state or region of the "Ship to" address. The value depends on the country of origin.	Berkshire
ship-postal-code	The postal code (ZIP code) of the "Ship to" address. The value depends on the country of origin.	SL1 1QP

Field Name	Definition	Example
ship-country	The international standard two-letter country code (ISO 3166 compliant).	GB
order-item-id	Amazon Payments' unique identifying number for an item in an order. This important number is used as a reference for shipping confirmation and post-order processing.	103-3563777-3459382
sku	Your merchant-defined unique identifier for the product.	MySKU123
product-name	The short title for the product.	Snowboard
quantity-purchased	The quantity of the item purchased.	1
item-price	The amount that the buyer paid for the item. All amounts are aggregates of the quantity, not unit prices.	349.99
shipping-price	The amount that the buyer paid for shipping. All amounts are aggregates of the quantity, not unit prices.	19.99
sales-channel	The sales channel that has been used by the customer for placing the order. The value "Amazon Checkout" is used for orders that have been ordered on the seller's own e-commerce site using Checkout by Amazon.	Amazon Checkout

Once you have the Orders Report open in your application, you can review the content and use the information to fulfil (pack and ship) your orders.

Fulfilling Orders

After you receive your orders and process them, you confirm shipment.

When you successfully confirm shipment, Amazon Payments charges the customer's payment method, processes the delivery information and updates the delivery information in your customer's account. Customers can then see the status of their delivered orders online, which results in improved satisfaction for your customers and reduced customer contacts for you. Amazon Payments also sends an automated delivery confirmation e-mail after you confirm the shipment.

If you want to confirm your shipments one at a time, you can use the Manage Orders feature in Seller Central. To confirm multiple shipments quickly, use a shipping confirmation file (described below).

The shipping confirmation file contains information about your order fulfilment, such as the order ID and the ship date. To prepare the shipping confirmation file, you first download a copy of it (a template) from Seller Central.

This file is a Microsoft Excel spreadsheet with several worksheets (shown as tabs at the bottom of the window); you enter the required information on the Shipping Confirmation worksheet.

After you enter the required information, you save the worksheet as a tab-delimited text file, and then upload it.

Note: While the template file has several worksheets in it, when you save the file as a tab-delimited text file, you save just the worksheet with the delivery information on it. The other worksheets in the file are for instructions and examples

To use the Shipping Confirmation File, you perform the following steps:.

- Download the Shipping Confirmation template (a Microsoft Excel spreadsheet).
- Enter the necessary information in the Shipping Confirmation worksheet.
- Save the worksheet as a tab-delimited text file.
- Upload the text file to Seller Central.
- Verify the status of the upload.

The following steps show you how do this.

Download the Shipment Confirmation Template

1. On the **Orders** tab, click **Upload Order Related Files**.
   The Upload Order Related Files page appears.
2. Make sure the **Shipping Confirmation** page is seleteced.
3. Under "Prepare Your Shipping Confirmation File", click **Download Template**.
   The Seller Central Help Center window appears, with a link to the Shipping Confirmation template.
4. In the Seller Central Help window, click **Shipping Confirmation Template**.
   A File Download dialog box appears.
5. Select a destination folder on your computer and click **Save**.
   The file is saved to your computer.

Enter the Shipment Confirmation Information

Note:

If an order includes more than one product, or more than one unit of a product, and you are splitting the order into two or more shipments, then you must include the following fields in each of the shipping confirmation records: order-id, order-item-id, quantity, and ship-date.

Also, Amazon Payments will charge the full amount for the order from the customer as soon as the first shipment is confirmed.

1. Open the Shipping Confirmation file (a Microsoft Excel spreadsheet) from the location where you saved the file.
2. Click the **Shipping Confirmation** tab.
3. Enter the information into the worksheet.

   For each product on the order, enter the appropriate information. Note that order-id and ship-date are shown as bold text, indicating that they are required fields.

Save Your Shipment Confirmation File As Text

After you have entered your delivery information, you save the file.

1. Save your file in the default format.
2. Save it as a tab-delimited format for upload.

Upload Your Shipment Confirmation File

1. On the **Orders** tab, click **Upload Order Related Files**.

The Upload Order Related Files page appears.

2. Make sure the **Shipping Confirmation** page is selected.
3. Under "Upload Your Shipping Confirmation File", click **Browse**.
   The Choose File dialog box appears.
4. Browse to the location where you saved the tab-delimited text file; then, select the file.
5. Click **Open**.
   The file path and file name appear in the Browse box.
6. Click **Upload Now**.
   The file is uploaded to Amazon.

Verify the Status of Your Shiping Confirmation Upload

After you upload your file, you can review the status of the last 10 uploads. You can also view the details on the success or failure of an individual upload. We highly recommend to review the status of each upload, to be sure that the shipping confirmations have been processed correctly. For details, please see the section *Review a Processing Report* on page 27.

1. On the **Orders** tab, click **Upload Order Related Files**.
   The Upload Order Related Files page appears.
2. Make sure the **Shipping Confirmation** page is selected.
3. Under "Review File Status and History", view the list of results.
4. Click **View Your Upload Results** to view the details of an upload.

   Depending upon the settings of your browser, you might be asked to save the file to your computer, or the file might appear in your browser.

Cancelling Orders with an Order Cancellation File

If you want to cancel just a few orders, you can just use the *Manage Orders* feature in Seller Central.

However, when you want to cancel multiple orders at the same time, you can use the Order Cancellation File. The file lets you specify a list of orders you want to cancel, and can be more efficient than using the Manage Orders feature.

Note:

The Order Cancellation File template contains Microsoft Excel-based validation macros that will help you complete the template correctly. You can turn the macros on or off at your discretion, but we urge you to keep them on until you learn how to use the template.

You can use another spreadsheet program to open the file, but the validation macros might not function correctly. If you do use an alternate spreadsheet program, be sure to fill out the template accurately.

Note: When you cancel an order, Amazon Payments will send an order cancellation e-mail to your customer. All orders for which Amazon has not received shipping confirmation within 30 days from the date of the order will be automatically cancelled by Amazon Payments. We will notify you 25 days after the initial order date that the order will automatically be cancelled in 5 more days unless you ship the order and confirm the shipment.

Important: The rate of cancelled orders per month is one measurement in your performance metrics. A high rate of cancellations (>5%) is cause for concern. See *View My*

Performance Summary in Seller Central online help for more information about cancelling orders.

To use the Order Cancellation File, you perform the following steps:.

- Download the Order Cancellation template (a Microsoft Excel spreadsheet).
- Enter the necessary information in the worksheet.
- Save the worksheet as a tab-delimited text file.
- Upload the text file to Seller Central.
- Verify the status of the upload.

The following steps show you how do this.

Download an Order Cancellation Template

1. On the **Orders** tab, click **Upload Order Related Files**.
   The Upload Order Related Files page appears.
2. Click **Order Cancellation**.
3. Click the **Download template** button.
   The File Download dialog box appears.
4. On the File Download dialog box, click **Order Cancellation Template**.
   The Save As dialog box appears.
5. Select a destination folder on your computer and click **Save**.
   The file is saved to your computer.

Enter the Order Cancellation Information

1. Open the Order Cancellation file (a Microsoft Excel spreadsheet) from the location where you saved the file.
2. Click the **Order Cancellation** tab.
3. Enter the information into the worksheet.

   The order-id is required information; all other content in this spreadsheet is optional.

Save Your Order Cancellation File As Text

After you have entered your cancellation information, you save the file.

1. Save your file in the default format.
2. Save it as a tab-delimited format for upload.

Upload Your Order Cancellation File

1. On the **Orders** tab, click **Upload Order Related Files**.
   The Upload Order Related Files page appears.
2. Click **Order Cancellation**.
3. Under **Order Cancellation File**, click **Browse**.
   The Choose File dialog box appears.
4. Browse to the location where you saved the tab-delimited text file; then, select the file.
5. Click **Open**.
   The file path and file name appear in the Browse box.
6. Click **Upload Now**.
   The file is uploaded to Amazon.

Verify the Status of Your Order Cancellation Upload

1. On the **Orders** tab, click **Upload Order Related Files**.

The Upload Order Related Files page appears.

2. Click **Order Cancellation**.
   The Order Cancellation page appears.
3. Under "Review File Status and History", view the list of results.
4. To view the details of an upload, click **View Your Upload Results**.

   Depending upon the settings of your browser, you might be asked to save the file to your computer, or the file might appear in your browser.

Refunding Orders

As a merchant, you might encounter situations, such as customer returns or service problems, where you must issue a refund for all or part of a customer's order.

You can process full refunds, partial refunds, or miscellaneous adjustments for multiple orders by uploading an adjustments file or by using the Manage Orders feature. If you want to refund just one or two orders, you might find it easier to use Manage Orders feature. However, when you want to refund multiple orders at the same time, you can use an Order Adjustments File.

To use the Order Adjustment File, you perform the following steps:.

- Download the Order Adjustment template (a Microsoft Excel spreadsheet).
- Enter the necessary information in the Shipping Confirmation worksheet.
- Save the worksheet as a tab-delimited text file.
- Upload the text file to Seller Central.
- Verify the status of the upload.

The following steps show you how do this.

Download the Adjustments Template

1. On the **Orders** tab, click **Upload Order Related Files**.
   The Upload Order Related Files page appears.
2. Click the **Adjustments** link.
3. Click the **Download template** button.
   The File Download dialog box appears.
4. On the File Download dialog box, click **Adjustments Template**.
   The Save As dialog box appears.
5. Select a destination folder on your computer and click **Save**.
   The file is saved to your computer.

Enter the Adjustment Information

The Adjustment Template contains validation macros to help you fill out the template correctly. You can toggle the validation macros on and off at your discretion, but we urge you to keep them on until you learn how to use the template.

Tip:

Tips for using Microsoft Excel

- Reformat number columns as "text" so Microsoft Excel doesn't remove leading zeros.
- Format any date columns as "yyyy-mm-dd" before you save.
- Wrap text or change the width of your cells to view all your data. (Wrapping text does not affect the way the content will appear in the file you upload later.)

1. Open the Adjustments Template file (a Microsoft Excel spreadsheet) from the location where you saved the file.

   There are three worksheets (tabs) in this file: Instructions, Definitions, and Adjustments. The tabs are at the bottom of the Microsoft Excel window.
2. Review the Instructions and Definitions sheets, particularly the important notes and formatting requirements.
3. Click the **Adjustments** tab.
4. For each product on the order, enter the appropriate information.

   The order-id is required information; all other content in this spreadsheet is optional.

Save Your Adjustments File As Text

After you have entered your adjustments information, you save the file.

1. Save your file in the default format.
2. Save it as a tab-delimited format for upload.

Upload Your Adjustments File

1. On the **Orders** tab, click **Upload Order Related Files**.
   The Upload Order Related Files page appears.
2. Click **Adjustments**.
3. Under "Upload Your Adjustments File", click **Browse**.
   The Choose File dialog box appears.
4. Browse to the location where you saved the tab-delimited text file; then, select the file.
5. Click **Open**.
   The file path and file name appear in the Browse box.
6. Click **Upload now**.
   The file is uploaded to Amazon.

Verify the Status of Your Adjustment Upload

1. On the **Orders** tab, click **Upload Order Related Files**.
   The Upload Order Related Files page appears.
2. Click **Adjustments**.
   The Adjustments page appears.
3. Under "Review File Status and History", view the list of results.
4. To view the details of an upload, click **View Your Upload Results**.

   Depending upon the settings of your browser, you might be asked to save the file to your computer, or the file might appear in your browser.

Review a Processing Report

The processing report is a tab-delimited text file you can open and read in a program such as Microsoft Excel or Notepad. Each line in the spreadsheet containing data is referred to as a record. At the top of the processing report you see a summary of records that were or were not successfully processed.

To download the processing report, got to **Orders** > **Upload Order Related Files** . Under "3. Review File Status and History" you will find entries for all files that you have been uploaded so far. Click **Download** next to the processing report you want to download.

For example:

```
Feed Processing Summary:
Number of records processed: 1045
Number of records successful: 1030
```

If there are errors with individual records, you see the following information for each error:

Element	Description
original-record-number	The record number in the original file you uploaded where the error occurred. The first two rows of your feed are not considered records. Therefore, an error in record one corresponds to line three in your template.
error-code	A number used by Amazon to identify the error message. This is the number to use when reviewing Error Codes Explanations.
error-type	One of two values, error or warning. Warnings refer to data that was successfully processed, but might not appear as intended. Errors refer to data that is inadequate or flawed in some way that prevents the record from processing successfully.
error-message	A brief explanation of the error. The error message might suggest corrective measures.

After reviewing the error messages in the processing report, you can modify your shipping confirmation, adjustments, or order cancellation files with any corrections. For more help in correcting the errors you receive, please refer the Data Definitions tab in your template.

Chapter 4

Customer Communications

Topics:

As part of selling on Amazon, merchants communicate with their customers both directly and indirectly. Your customers can contact you using your contact phone number (found using the "Merchant profile" link in the order pipeline or from the "Seller profile" link on the Order Details page), or they can send you a request using the Contact This Merchant feature (found through the Order Details page). This request comes to you by e-mail.

Communications from the Buyer by E-mail

Buyers who want to contact sellers by e-mail can do so by clicking the Contact this seller link on the Order Details page.

This link opens a Web form with a list of pre-selected subjects (Product Details, Shipping, Returns Policy, or Other Question) and a text box where they can type a short message. While the buyers can type whatever message they want, we block messages that attempt to include hyperlinks or other HTML code. The message is simply plain text, with no other formatting or links.

After the buyer clicks **Send e-mail**, the message is sent to you, the seller, at your Customer Service Reply-to E-mail address. Your buyer receives a confirmation that the e-mail is sent and that you, the seller, will be contacting them shortly.

When you respond to these communications, you will be sending an e-mail using your own e-mail client (such as Microsoft Outlook). At this point, Amazon is no longer automatically part of the communication process -- we do not receive copies of your responses or any future communications sent using e-mail. It's a good idea to save all your e-mail correspondence so that you can use it later if there is an issue with or dispute about an order.

We recommend you review your Seller Central Customer Reply-to E-mail address to verify that it is correct. You can change your e-mail settings by clicking **Settings** > **Account Settings** and then modifying your **Order Notification** settings.

When you receive these e-mails, please note the following:

- The e-mail you receive will contain only plain text, and will not contain images, Flash animation, or hyperlinks.
- If you receive an e-mail regarding a buyer question that is not plain text and yet appears to be coming from Amazon, **do not respond** to the e-mail or click any links or images in the e-mail.
- If the e-mail from the buyer encourages you to click or paste a link into your browser, or that asks you to go to another website, we recommend you do not perform this action.
- **Never** deliver a product based upon an e-mail from a buyer -- **only** use order notification tools (such as the Manage Orders feature or Orders Reports) to confirm valid orders.
- **Never** deliver a product to a different address based upon an e-mail from a buyer -- **only** use order notification tools (such as the Manage Orders feature or Orders Reports) to find and use the buyer's delivery address.

Communicating with the Buyer by E-mail

You can contact the buyer by e-mail by first finding the buyer's order -- the order always contains the buyer's contact information.

Once you find the order you want, you can use the contact information to either send them a message (in Seller Central) or to send them an e-mail with your e-mail client (using the downloaded Orders Report).

Send a Message from Seller Central

Follow these steps to communicate with the buyer by e-mail using the Manage Orders feature in Seller Central.

Note: You must first find the customer order before you can send the customer an e-mail in Seller Central.

1. In Seller Central, click **Orders** > **Manage Orders**.
2. Find the order you want.
3. Click the buyer's contact link.
4. From the drop-down list, select a subject.
5. In the Message box, type your message.
6. Click **Send e-mail**.

The message is sent to the buyer.

Send an E-mail Using the Information in the Orders Report

Follow these steps to communicate with the buyer by e-mail using the information in the downloaded Orders Report.

Note: If you have set your account to use XML reports for *integrating with MWS APIs*, you cannot use the Orders Report feature. Instead, you must review your downloaded XML Orders Report to find the e-mail address.

1. In Seller Central, click **Orders** > **Order Reports**.
2. Under Request a Report, select the number of days for the report, and then click **Request Report**.
   The process to gather the Orders Report starts.
3. When the requested Orders Report link appears, right-click the link (in Windows) or hold the Command key and click the link (on the Mac) and select **Save As**.

   Note that if you don't see the link for the Orders Report, try pressing the "F5" key to refresh your browser window. If you don't see the link right away, wait a few minutes and press the "F5" key again.
4. Save the report to your computer, and then switch to your spreadsheet or database application.
5. After you open the downloaded Orders Report, you can find your customer e-mail and then use that e-mail address to send them an e-mail using your e-mail client.

Setting Up Your E-mail Whitelist

E-mail is the default means of communication from Amazon Payments to you. For example, each time a customer places an order, we send you an order notification e-mail. We also send e-mails when there is a dispute about a transaction. There are other e-mails you can receive from Amazon Payments concerning your account and transactions.

Because e-mail is an important means of communication, it's important that you're getting these e-mails from Amazon Payments. To be sure that you can receive these e-mails, you can set your e-mail client to always accept e-mails from Amazon Payments by adding the sender (amazon.co.uk) to your e-mail client's "whitelist." (A whitelist is a set of permitted e-mail addresses that can send e-mail to you, no matter what content they send.)

Chapter 5

Managing Chargebacks and Disputes

Topics:

The A-to-z Guarantee

The Amazon A-to-z Guarantee gives consumers confidence to shop anywhere using Amazon Payments. Key provisions of the A-to-z Guarantee include your products' condition and timely delivery. See *Amazon A-to-z Guarantee* for more information.

It's important to realise that buyers who are unsatisfied their order can file a dispute under the A-to-z Guarantee. You will receive an e-mail from us, and you **must** respond within 5 business days with the requested information.

We encourage buyers and sellers to work together to resolve issues. However, in the event of an issue that the buyer and seller can't resolve, we will use the information presented by the buyer and seller to settle the dispute.

Be sure to respond quickly to any A-to-z Guarantee claim, as your performance is measured partly based upon the rate of successful A-to-z Guarantee claims made against you.

The Chargeback Process

A *chargeback* is a reversal of payment issued by the bank when a buyer disputes a charge through the bank (and not through Amazon Payments). A chargeback can occur when a buyer has not received the items, has been charged multiple times for a single purchase, or is dissatisfied with the purchase and has not been able to resolve the matter with the seller.

Typically, buyers contact their bank to request a chargeback. The bank notifies the credit card association, which in turns notifies us. We will work with credit card company to resolve the chargeback. We may request information from you to dispute the chargeback with the credit card association.

Amazon will work with you and the buyer to resolve the chargeback. You have 5 business days to respond to the chargeback dispute and supply any requested information, otherwise the dispute is automatically granted to the buyer.

Chapter 6

Troubleshooting Order Management Issues

Topics:

- *Auto-cancelled Orders*
- *Pending Orders*

Sometimes there might be issues with your orders. Perhaps your customers attempt to use an expired credit card for a purchase, or your shopping basket or checkout button code is invalid, or there is a delay in completing an order so it's stuck in the "Pending state."

The following will help you diagnose these issues and provide tips to resolve them.

Auto-cancelled Orders

Checkout by Amazon requires you to fulfil and confirm all orders within 30 days of the order placement date.

Note:

You cannot be paid until you have confirmed your orders.

Your fulfilment timeframe must fit within your delivery promise. That is, if you promise to deliver within 3-5 days, then you must do so; you can then take up to 25-27 more days to confirm shipment, but you must confirm all shipments within 30 days.

If we do not receive confirmation that you've delivered an order within 30 days of the date of the order, we automatically cancel the order. When we do so, we notify you and the buyer that the order was cancelled, and we will not charge the buyer for the order -- even if you delivered it.

If you find that you are failing to confirm orders within 30 days of the placement of the order, you should take immediate steps to resolve the issue. A high rate of cancelled orders will affect your performance metrics, which can lead to a suspended or cancelled account.

Pending Orders

Orders are "pending" if we are still confirming the status and validity of the payment method. While in many cases orders change status from "pending" to "ready-to-ship" after 15 minutes, it can take longer due to problems communicating with the bank or the customer.

A pending order is waiting for confirmation that the customer payment details are correct. In some cases, the bank declines payment, and so we cancel the order. Pending orders that are cancelled are not counted against your performance metrics.

It's important that you do not ship an order until payment is confirmed, because if the pending order is declined, then we cannot get payment for the order and thus you will not be paid.

If you see pending orders, you can note them and be ready to deliver them, but you should not deliver them until they are marked "ready to ship."

Note: In some cases a pending order can affect your fulfilment strategy; that is, if you have a highly desireable product, then pending orders might not be fulfillable by the time they are in the "ready-to-ship" state. You should adjust your inventory and fulfilment strategies to account for this state, such as removing the item from your inventory and availability. If you integrate with Checkout by Amazon using MWS APIs (with flat files or XML) or Instant Order Processing Notifications, you can automate this on your website.

Appendix A

Integrating with MWS APIs

Topics:

- *Overview of the Amazon Marketplace Web Service*
- *MWS Code Generator*
- *Signing Up for MWS*
- *MWS Resources*

This appendix is for developers who want to use MWS APIs to automate the order management of Checkout by Amazon.

Overview of the Amazon Marketplace Web Service

You can use Amazon Marketplace Web Service (MWS) to interact with Amazon servers seamlessly without needing to manually upload or download information. These API functions are accessible by using a REST-like interface.

Amazon MWS provides the following major features:

- **Order management:** You can automatically schedule and download Order Reports and upload order-related files (fulfillment confirmations, cancellations, adjustments). Please see *Processing Orders Using Report Files* on page 19 for more information on Order Reports and order-related files.

  Note: MWS also allows you to use XML files instead of tab-delimited text files.

- **Reports management:** You can use Amazon MWS to request generation of a variety of reports. After you query the status of these reports, you can download them.

MWS Code Generator

Use the MWS Code Generator to integrate easily with MWS. MWS Code Generator leads you through the following steps you need to follow to start processing orders using MWS APIs.

- **Register for MWS**: If you do not have an account with MWS, you need to create one. After registration you will be provided an MWS Access Key and MWS Secret Key ID. You must use these keys to sign your requests to MWS. Once your request is signed, then no one can modify it and create false requests. Checkout by Amazon verifies your signature and rejects all unsigned or incorrectly signed requests.
- **Develop an MWS Application**: You must develop an MWS application that allows you to create requests to perform various order management functions, such as download order reports, acknowledge orders, cancel orders, send fulfillment confirmation, and issue adjustments or refunds for your orders. You can use our client libraries to quickly develop your MWS application.
- **Get Order Report to View Order Details**: You use the MWS application you developed to submit a request to Amazon MWS to generate an order report. Amazon MWS processes the request and creates an order report. You can then download the report and view details of orders placed at your site using Checkout by Amazon.
- **Process Orders Using MWS Feeds**: After viewing orders placed at your website, you must either acknowledge and fulfil them or cancel them. If you acknowledge and fulfil your orders, you must send fulfillment confirmation to Checkout by Amazon so that we can charge your buyers. You might also encounter situations, such as customer returns or service problems, where you must issue a refund for all or part of a customer's order.

Click here to integrate with MWS by using the MWS Code Generator.

Signing Up for MWS

When you use the MWS Code Generator, the integration wizard will guide you automatically through all necessary steps to use MWS. If you want to use Amazon MWS but do not want to use MWS Code Generator, you must manually go to the *MWS portal* and register.

MWS Resources

After you sign up for MWS, you can use the *developer resources* to integrate with MWS.

Appendix B

Integrating with IOPN APIs

Topics:

This appendix is for developers who want to use Instant Order Processing Notifications to receive notifications about new orders or status changes for existing orders.

Overview of the IOPN API

Order notifications inform you about new orders or status changes for existing orders placed using Checkout by Amazon. When you receive these notifications, you can pass them to your internal order management system and then process the orders.

An instant order notification is an HTTPS POST request, issued when the order is placed or changed, containing the XML-based notification data in its body. To use the Instant Order Processing Notification API, you must be running a web service that can receive the Checkout by Amazon notifications and then pass the required information to your internal order fulfilment system.

Note:

Your server needs to be equipped with a valid and supported SSL certificate. See *SSL Certificates and the Callback API* for a list of all supported SSL certificates.

Using the IOPN API

For more information on how to use the Instant Order Processing Notification API, please see our *Instant Order Processing Notification API Guide (PDF)*.