

# User Guide

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# Sandbox User Guide

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## 1. INTRODUCTION

**IMPORTANT! THE PORTAL ONLY WORKS IN THE SANDBOX ENVIRONMENT, NOT IN PRODUCITON.**

Sandbox is a development environment for Adobe Partners that are making the transition to the VIP Market Place and need to test the integration of Adobe's Commerce Partner APIs with their marketplaces. Sandbox faithfully duplicates the production environment, which allows the Partner to fully test and implement Adobe's Commerce Partner API (CPAPI) calls without interacting with any production data.

Interaction with Sandbox can happen through API calls, through the Sandbox Partner Portal (the Portal, <https://partnerportal-sandbox.adobe.com/>), or both as shown in the matrix below:

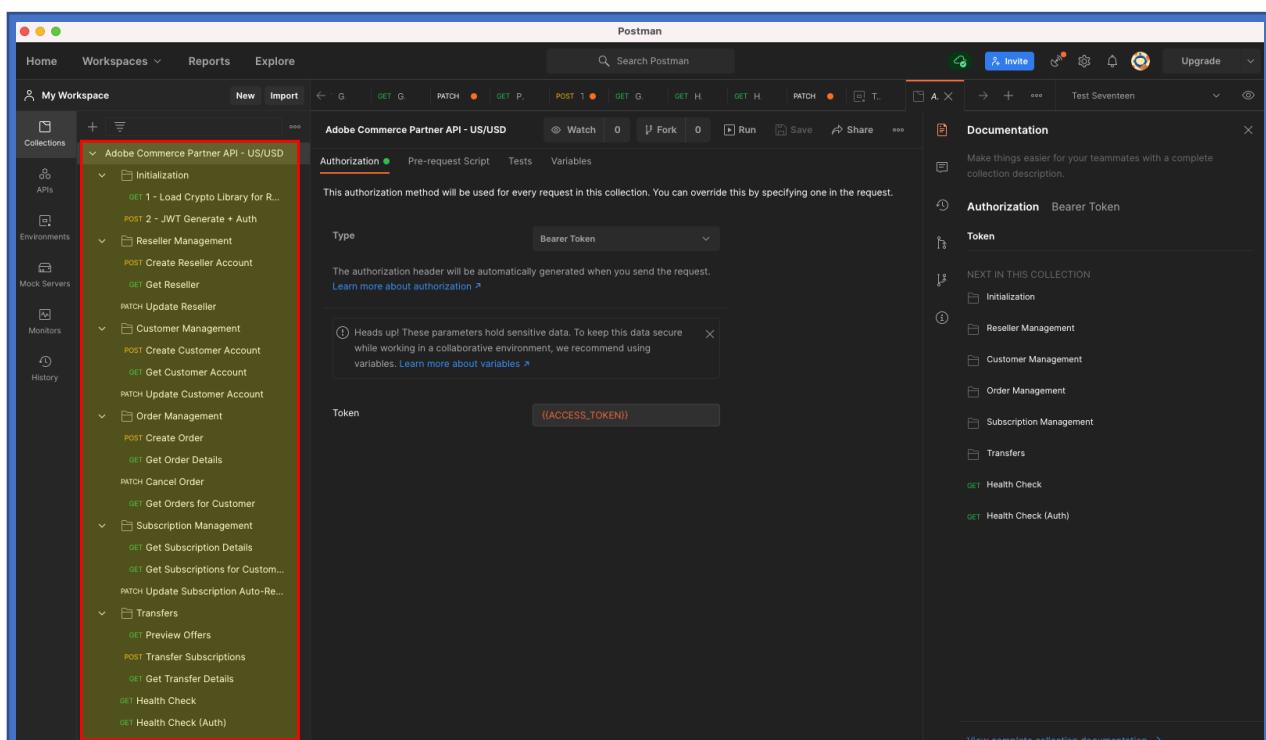
CPAPI Call	API calls	Portal
<b>Reseller Management</b>		
Create Reseller Account	X	X
Get Reseller (view Reseller details)	X	X
Update Reseller Information	X	
Edit Reseller Status		X
<b>Customer Management</b>		
Create Customer Account	X	X
Get Customer Account (view Customer details)	X	X
Update Customer Account	X	
Edit Anniversary/Co-Term Date		X
Edit Customer Status		X
Trigger Auto Renewal		X
<b>Order Management</b>		
Create Order	X	X
Get Order Details	X	X
Cancel Order	X	X
Get Orders for Customer	X	X
Edit Order Status (other than cancelling order)		X
<b>Subscription Management</b>		
Get Subscription Details	X	X
Get Subscription for Customer	X	X
Update Subscription Auto-Renewal	X	X
<b>Transfers</b>		
Preview Offers	X	
Transfer Subscriptions	X	
Get Transfer Details	X	X
Update Transfer Status		X
Create Membership ID		X
View Created Memberships		X
Delete Membership IDs		X

In addition to CPAPI interaction, the Portal offers other capabilities as follows:

- A list of ineligible Membership IDs for testing
- A list of all offers available to your distributor
- A list of all available distributor regions, along with their associated countries, country regions, postal codes, and currencies
- An Address Validator
- Search/Filter/Sort Capabilities within Reseller, Customer, Order, Transfers, & Memberships data
- Distributor Management
- Additional Links
- Partner CPAPI support

## 2. POSTMAN API COLLECTION

As part of the onboarding process, we offer a Postman collection which contains all our preset API calls for convenient interaction with CPAPI.



You may opt for an alternate method to interact with CPAPI. If you would like to learn more about getting started with Postman, you can start here:

<https://learning.postman.com/docs/getting-started/introduction/>

Throughout this guide we will use Postman screenshots to showcase API interactions.

## 3. API INTERACTION BASICS

### 3.1. Getting and Renewing an API Access Token

One of the key requirements to getting back a successful response when making a call in the CPAPI Collection is to have a valid access token. A token is valid upon fulfilment of these two steps:

1. Run the GET initialization call (Load Crypto Library for RS256).
2. Run the POST initialization call (JWT Generate + Auth). This step validates the user for 24 hours and will need to be repeated once it has expired. Failure to do so will result in a **403 Unauthorized** error when making calls to the CPAPI.

### 3.2. API Documentation

API interaction with Sandbox can be achieved through preset calls inside of the **Adobe Commerce Partner API Collection**.

Detailed information on all the API calls can be found in the document ***External API Documentation***. Both the Adobe Commerce Partner API Collection and the External API Documentation can be viewed and downloaded from the **VIP Marketplace Partner Hub** (<https://adobe.sharepoint.com/sites/VIPMarketplacePartners>) under **API Materials**.

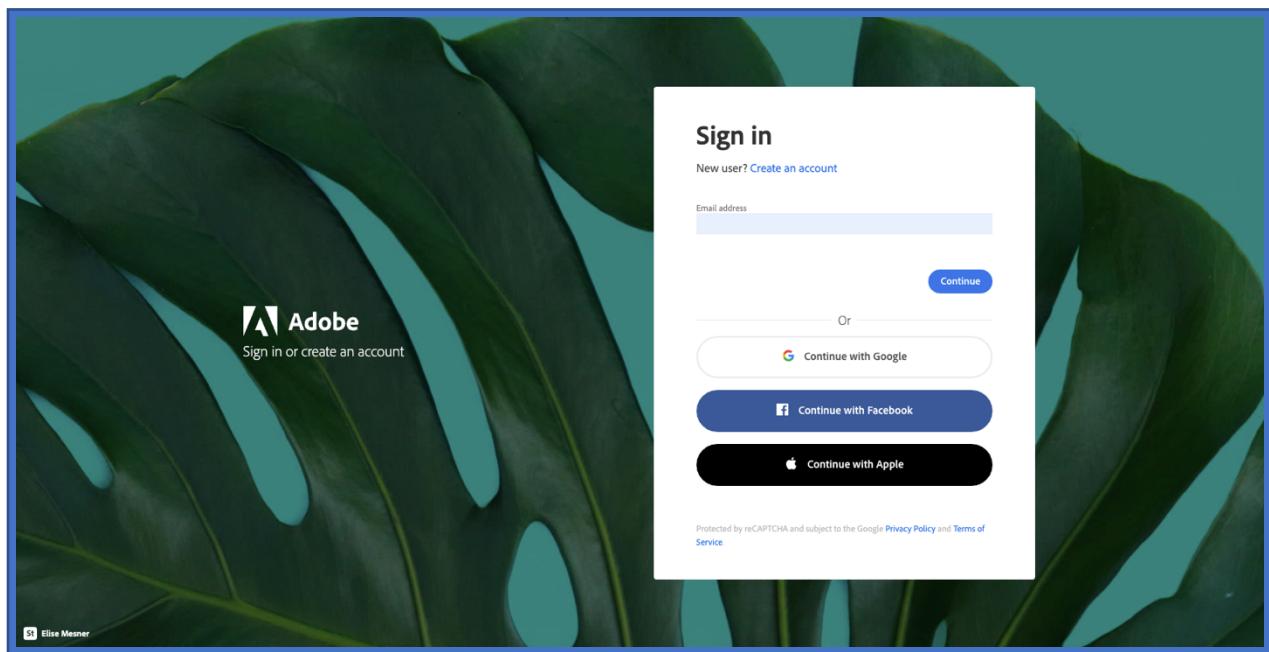
Throughout this guide we will use Postman screenshots to showcase API interactions. Other platforms and methods can and may be used to interact with the API.

## 4. SANDBOX PARTNER PORTAL INTERACTION BASICS

The Sandbox Partner Portal (the Portal) is a web site used for viewing and interacting with data in the Sandbox environment of Adobe's Commerce Partner API (CPAPI). The Portal provides additional functionality to generate test cases and directly manipulate data, which is not available through the API or in any other environment. We hope that the Portal will help the development and testing of your integration with the CPAPI. **THE PORTAL ONLY WORKS IN THE SANDBOX ENVIRONMENT, NOT IN PRODUCTION.**

Sandbox Portal URL: <https://partnerportal-sandbox.adobe.com/>

Access to the Portal is granted using a username and a password. The username is an email address that must be associated with an Adobe ID, or the Portal will display a message that the account does not exist. Should a message appear when logging in about an account not existing, the user should try to create an Adobe ID associated with the email before contacting support.



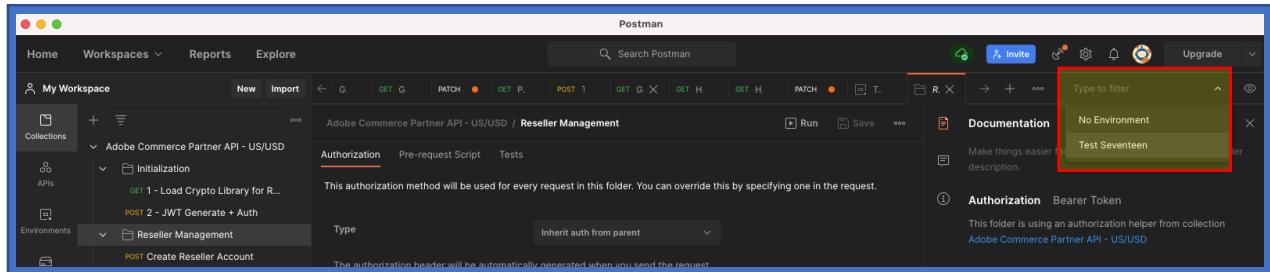
## 5. DISTRIBUTOR SELECTION

### 5.1.1. Distributor Selection in Postman

An authorized Sandbox user may have access to one or more Distributors. By selecting a specific distributor, the data in any future calls will be associated with that distributor alone. This is due to the one-to-many relationship between Distributor and Reseller.

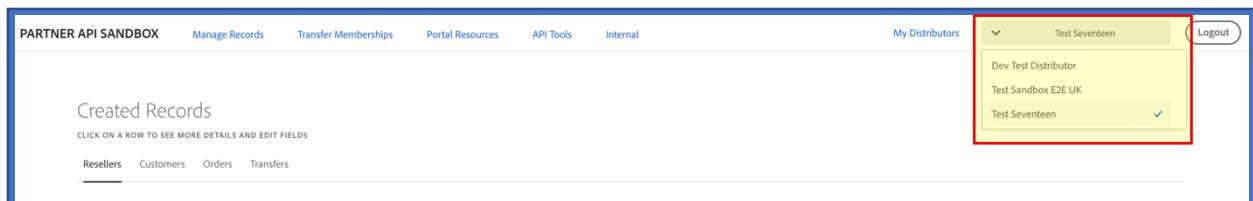
When onboarding onto the Sandbox, Partners are given a Postman environment file containing the distributor's credentials and other environments variables specific to the one distributor. If

using Postman, the distributor environment file should be imported into the application and selected as the current environment. To change Distributors through Postman, select a different distributor through the dropdown menu located on the upper-righthand side of the Postman interface as shown below:



### 5.1.2. Distributor Selection in the Portal

An authorized Portal user may have access to one or more Distributors. To toggle Distributors, the user can select their desired Distributor from the drop-down menu located on the right side of the menu bar.



A Portal user may request access to more Distributors by contacting the Distributor administrator. It is important to note that having access to credentials does not automatically grant access to the Portal (and *vice versa*). Credentials may be shared as desired, but portal access is managed separately through the Portal.

## 6. API CALLS AND PORTAL INTERACTION

We will address the preset API calls and Portal interactions according to the following classification:

- Reseller Management
- Customer Management
- Order Management
- Subscription Management
- Transfers

## 6.1. Reseller Management

Creating a Reseller is one of the first steps when using the CPAPI as many further actions and entities depend on the existence of at least one reseller account. For example: to place an Order, there must be a Customer and to create a Customer, there must be a Reseller.

### 6.1.1. Creating a Reseller

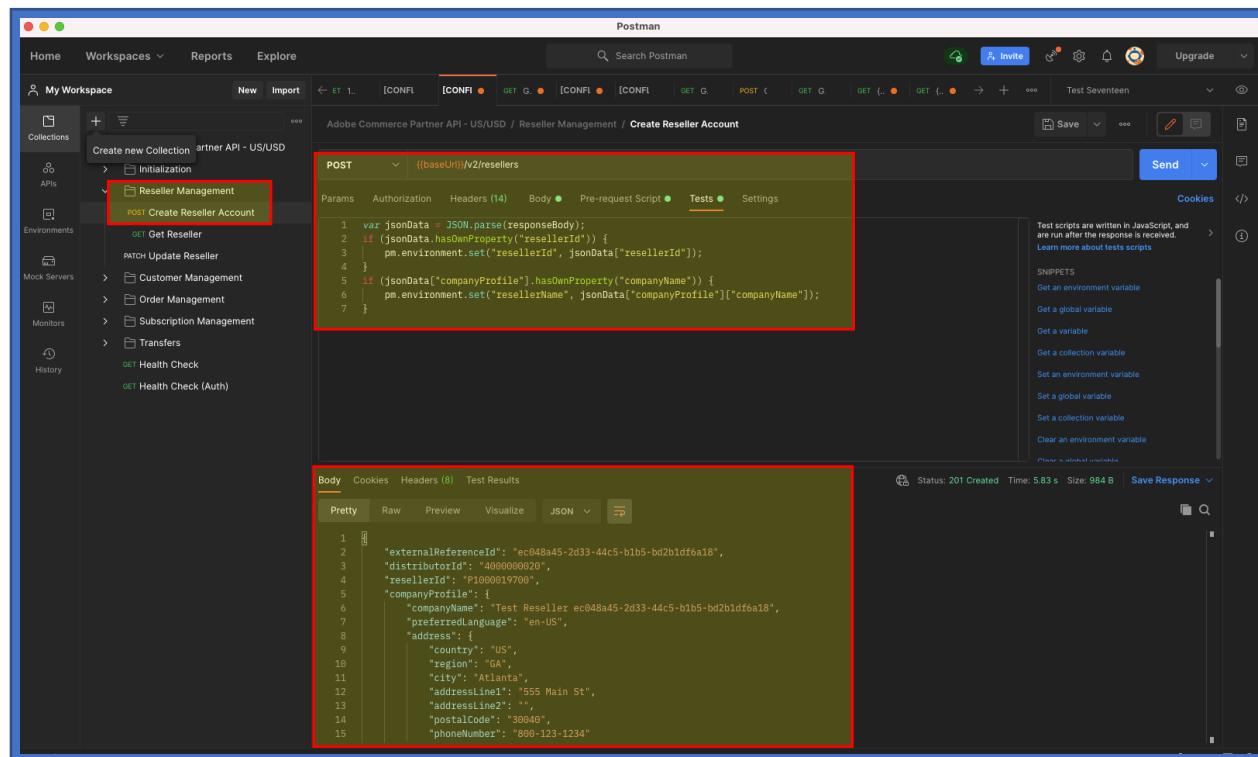
#### 6.1.1.1. Creating a Reseller Through an API call

Resellers can be created through POST API calls.

To create a Reseller, use the preset POST call **Create Reseller Account**.

The **Create Reseller Account** call will send a POST request to the API. The API response will display the generated Reseller information.

When creating a Reseller account, it is important to note that the address of the Reseller must match the region of the Distributor as Resellers are not allowed to sell products outside the Distributor's region.



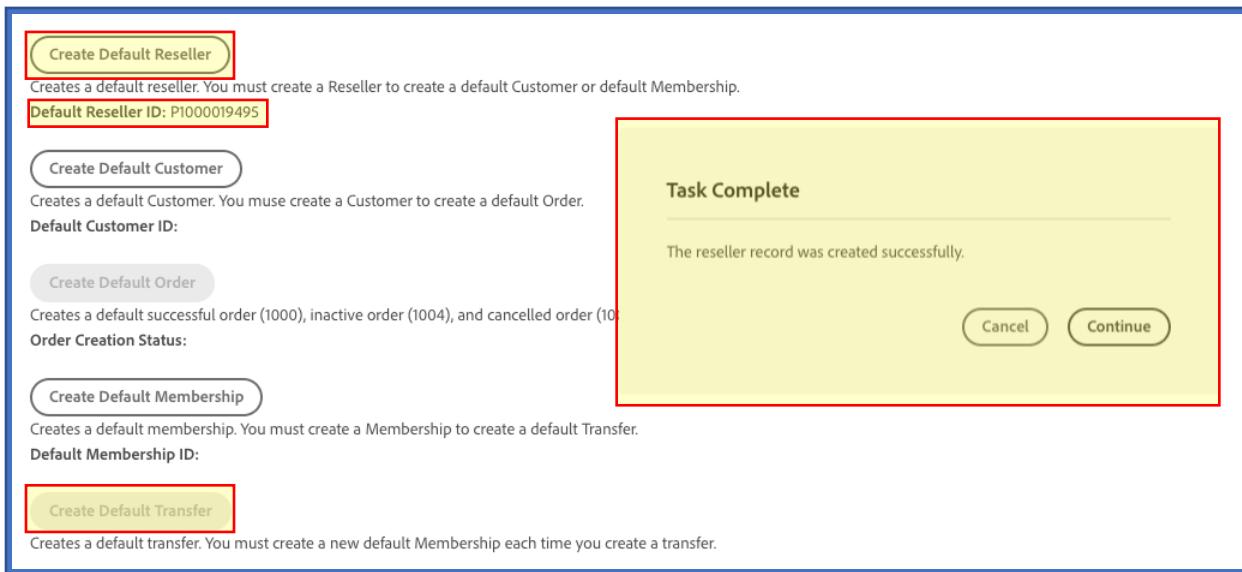
The screenshot shows the Postman interface with the 'Create Reseller Account' API call selected. The 'Body' tab displays the following JSON payload:

```
1 var jsonData = JSON.parse(responseBody);
2 if (!jsonData.hasOwnProperty('resellerId')) {
3     pm.environment.set("resellerId", jsonData["resellerId"]);
4 }
5 if (!jsonData["companyProfile"].hasOwnProperty("companyName")) {
6     pm.environment.set("resellerName", jsonData["companyProfile"]["companyName"]);
7 }
```

#### 6.1.1.2. Creating a Reseller Through the Portal

To create a default Reseller, navigate to the **API Tools** tab in the Portal. This will land you in the **Create Default Records** page. Here you can either create a Default Reseller (click on the **CREATE DEFAULT RESELLER** button) or you may create a Default Set of records (click on the **CREATE DEFAULT SET** button), which includes a Reseller, a Customer, an Order, a Membership, and a Transfer.

When a Default Reseller has been successfully created, a confirmation message (**Task Complete**) will be displayed, and a Default Reseller ID will be assigned.



## 6.1.2. Getting and Viewing Reseller Information

### 6.1.2.1. Viewing Reseller Information Through and API Call

Reseller information can be obtained through the API call **Get Reseller Account**. This preset GET call requires no body information in the request and the API response will provide the same information as in the **Create Reseller** call.

The screenshot shows the Postman application interface. On the left, the sidebar lists various workspace projects, with 'Reseller Management' expanded to show 'Get Reseller' highlighted with a red box. The main workspace shows a 'GET' request for 'Get Reseller' with the URL `((baseUrl))/v2/resellers/((resellerId))...`. The 'Params' tab is selected, showing a single parameter 'Key' with 'Value' 'Key'. The 'Body' tab shows a JSON response with a red box around it. The response body is:

```
1  [
2    "externalReferenceId": "5cf19e20-528a-4ba0-88b3-81717c9d7af",
3    "distributorId": "490000000020",
4    "resellerId": "P1000019950",
5    "companyProfile": {
6      "companyName": "Test Reseller 5cf19e20-528a-4ba0-88b3-81717c9d7af",
7      "preferredLanguage": "en-US",
8      "address": {
9        "country": "US",
10       "region": "GA",
11       "city": "Atlanta",
12       "addressLine1": "555 Main St",
13       "addressLine2": "",
14       "postalCode": "30048",
15       "phoneNumbez": "800-123-1234"
16     }
17   }
18 }
```

### 6.1.2.2. Viewing Reseller Information in the Portal

A newly created Reseller will be added to the **Created Records -> Resellers** page under the **Manage Records** tab.

By default, the list of Resellers is sorted in descending order by Created Date with the most-recently created Reseller displayed first.

A successfully created Reseller has a designated status of 1000 (Success)

The screenshot shows the 'Created Records' section of the Partner API Sandbox. The 'Manage Records' tab is selected. Under the 'Resellers' tab, there is a search bar with 'Reseller ID' and a placeholder 'Search by id...'. The results table has columns: Reseller ID, Reseller Name, Created Date, Status, and Get Support. A sorting dropdown indicates 'Descending' by 'Created Date' with 10 items per page. The first row, which is highlighted with a yellow background, has a Reseller ID of P1000019495, a name of 'Rslr be8c5eb0-2d40-4eea-970f-eabf16ad2af2', a Created Date of 2021-06-10T18:17:03Z, and a Status of 1000 (Success). Other rows show similar data for other resellers.

Reseller ID	Reseller Name	Created Date	Status	Get Support
P1000019495	Rslr be8c5eb0-2d40-4eea-970f-eabf16ad2af2	2021-06-10T18:17:03Z	1000	✉️
P1000019490	Rslr 81d56a47-631b-455c-9585-57fa2fc61245	2021-06-10T18:15:41Z	1000	✉️
P1000019271	Test Reseller b9cf4288-3df1-4221-b18a-7b777774e9c	2021-06-09T22:58:27Z	1000	✉️
P1000019266	Test Reseller 14319c37-58be-4d11-b051-1920a176db2	2021-06-09T22:56:13Z	1000	✉️
P1000019265	Test Reseller 5c3d8bc3-f8d1-4212-b92c-6b7c4cd80f9	2021-06-09T22:54:12Z	1000	✉️

Resellers can be searched individually by filling the Reseller ID in the **Search by ID** field and clicking the **SEARCH** button.

The screenshot shows the 'Created Records' section of the Partner API Sandbox. The 'Manage Records' tab is selected. Under the 'Resellers' tab, there is a search bar with 'Reseller ID' and a placeholder 'Search by id...', containing the value 'P1000019495'. A 'Search' button is next to the search bar. The results table has columns: Reseller ID, Reseller Name, Created Date, Status, and Get Support. The single result row has a Reseller ID of P1000019495, a name of 'Rslr be8c5eb0-2d40-4eea-970f-eabf16ad2af2', a Created Date of 2021-06-10T18:17:03Z, and a Status of 1000 (Success). The page footer shows '1-1 of 1'.

Reseller ID	Reseller Name	Created Date	Status	Get Support
P1000019495	Rslr be8c5eb0-2d40-4eea-970f-eabf16ad2af2	2021-06-10T18:17:03Z	1000	✉️

To return to the full list, click on the **CLEAR** button.

The screenshot shows a table titled "Created Records" with a header "CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS". Below the header are tabs: "Resellers" (highlighted with a red box), "Customers", "Orders", and "Transfers". The search bar contains "P1000019495" and a "Clear" button (also highlighted with a red box). The sorting dropdown shows "Descending" and "Created Date". The table has columns: "Reseller ID", "Reseller Name", "Created Date", and "Status". One row is visible, showing P1000019495, Rslr be8c5eb0-2d40-4eea-970f-eabf16ad2af2, 2021-06-10T18:17:03Z, and 1000. At the bottom right of the table, it says "1-1 of 1".

To view a Reseller detailed information, expand the view by clicking on the down arrowhead. Additional information on the Reseller can be viewed by expanding the **companyProfile** and **associations** fields.

The screenshot shows the "PARTNER API SANDBOX" interface with tabs: "Manage Records", "Transfer Memberships", "Portal Resources", "API Tools", and "Internal". It also shows "My Distributors" and "Test Seventeen" dropdowns and a "Logout" button. The main area has a header "CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS" and tabs: "Resellers" (highlighted with a red box), "Customers", "Orders", and "Transfers". The search bar contains "Search by id..." and a "Search" button. The sorting dropdown shows "Descending" and "Created Date". The table has columns: "Reseller ID", "Reseller Name", "Created Date", "Status", and "Get Support". One row is expanded, showing P1000019495, Rslr be8c5eb0-2d40-4eea-970f-eabf16ad2af2, 2021-06-10T18:17:03Z, 1000, and a "Get Support" button. The expanded row shows the following fields:

Field	Value	Action
externalReferenceId	c55f52b6-cc2a-44cb-8c31-98f1c9cd91d8	Update Value
resellerId	P1000019495	
companyProfile	Expand for detail	
preferredLanguage	en-US	Expand for detail
address	Expand for detail	
contacts	Expand for detail	
name	Rslr be8c5eb0-2d40-4eea-970f-eabf16ad2af2	
creationDate	2021-06-10T18:17:03Z	
status	1000	
associations	type distributor id 4000000020	Expand for detail

#### 6.1.2.3. Sorting the Reseller List in the Portal

The Reseller list can be sorted by the following criteria:

- **Created Date (default)**
- **Reseller ID**
- **Status**
- **Name**

The sorted order can be set in descending (default) or ascending order.

The number of Resellers shown in a page can be set to 10 (default), 20, 30, 50 and 100.

Sorting criteria can be set by manipulating the corresponding sorting dropdown menus.

The screenshot shows a table with two rows of data. The first row has Reseller ID P1000019495 and Reseller Name Rslr be8c5eb0-2d40-4eea-970f-eabf16ad2af2. The second row has Reseller ID P1000019490 and Reseller Name Rslr 81d56a47-631b-455c-9585-57fa2fc61245. To the right of the table is a 'Sorting' dropdown menu with 'Created Date' selected and 'Descending' checked. Other options include 'Ascending', 'ID', 'Status', and 'Name'. There are also dropdowns for 'Rows' (set to 10) and 'Page' (set to 1).

#### 6.1.3. Updating Reseller Information (API call only)

Reseller information can only be updated through a Postman PATCH call. The Reseller information that can be updated through this method includes:

- Preferred language
- Address details EXCEPT the country and region
- Contact details

Please, note that the values for **country** and **region**, under **address**, and the **companyName** can't be changed. Also, note that even though the **companyName**, **country**, and **region** fields can't be changed, this information must be included in your API call and must match the original values; otherwise, an error will be returned.

#### 6.1.4. Editing Reseller Status (Portal only)

A Reseller can have one of four statuses, each designated by a four-digit number:

- 1000 - Success (default)
- 1004 - Inactive
- 1010 - Invalid Address
- 1012 - Blocked Account

The status of a Reseller can be changed by expanding the Reseller view, which will reveal the **EDIT** button under the **Status** column:

The screenshot shows a table of 'Created Records'. The first row is a Reseller record with the following details:

Reseller ID	Reseller Name	Created Date	Status	Get Support
P1000019495	Rslr be8c5eb0-2d40-4eea-970f-eabf16ad2af2 Field externalReferenceId resellerId P1000019495 companyProfile Expand for detail creationDate 2021-06-10T18:17:03Z status 1000 associations Expand for detail	2021-06-10T18:17:03Z	1000	<b>Edit</b>

Clicking on the **EDIT** button will reveal the dropdown menu with the four status options. To change the status of a Reseller, click on the desired option and then click on the **SAVE** button to save your choice.

The screenshot shows the same Reseller record from the previous table, but the 'Status' column now includes a dropdown menu with the following options:

- 1000 - Success
- 1004 - Inactive
- 1010 - Invalid Address
- 1012 - Blocked Account

The 'Save' button in the top right corner of the dropdown menu is highlighted with a red box.

## 6.2. Customer Management

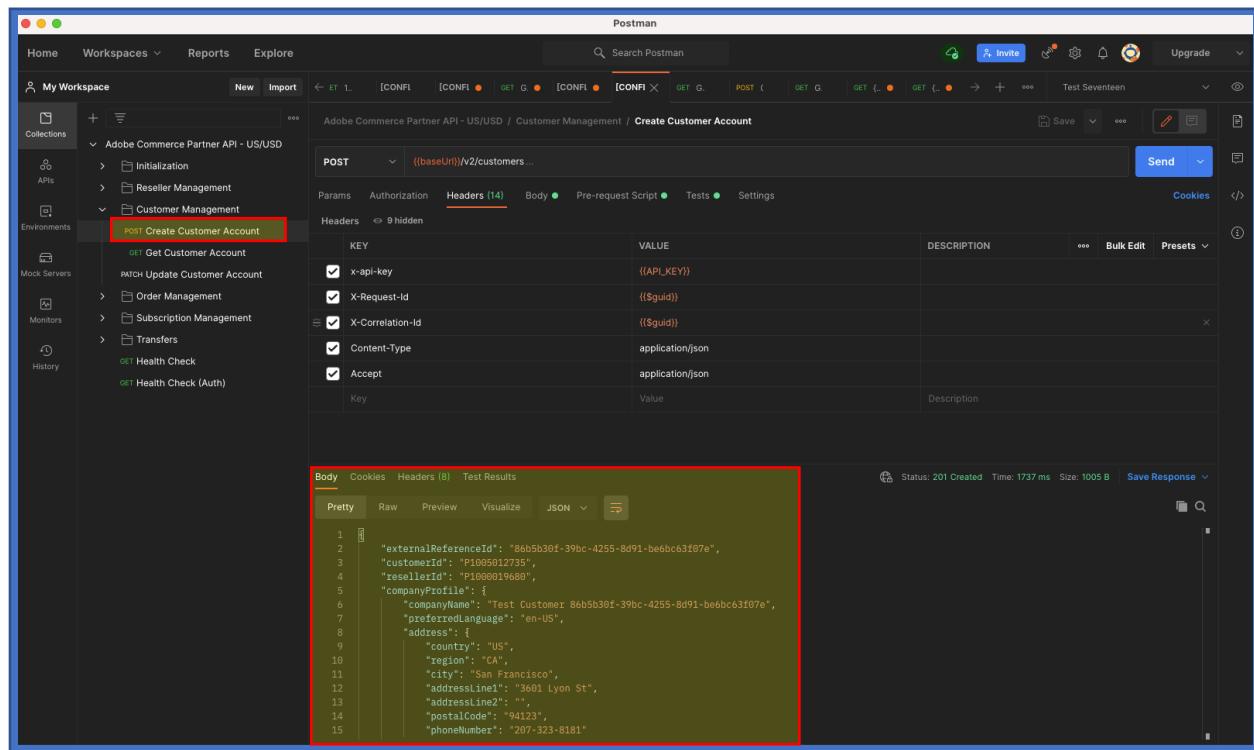
### 6.2.1. Creating a Customer

Customers can be created through API calls or through the Portal.

When a new Customer is created, any contacts specified in the call will receive a welcome email.

#### 6.2.1.1. Creating a Customer Through API calls

Customers can be created using the preset POST API call **Create Customer Account**. A successful call will generate a response with the new Customer information.



The screenshot shows the Postman application interface. In the left sidebar, under 'My Workspace', there is a collection named 'Adobe Commerce Partner API - US/USD' which contains a folder 'Customer Management' with a single item: 'post Create Customer Account'. This item is highlighted with a red box. The main workspace shows a POST request to `(baseURL)/v2/customers...`. The 'Headers' tab is selected, showing the following key-value pairs:

KEY	VALUE
<input checked="" type="checkbox"/> x-api-key	<code>{{API_KEY}}</code>
<input checked="" type="checkbox"/> X-Request-Id	<code>{{\$guid}}</code>
<input checked="" type="checkbox"/> X-Correlation-Id	<code>{{\$guid}}</code>
<input checked="" type="checkbox"/> Content-Type	application/json
<input checked="" type="checkbox"/> Accept	application/json

Below the headers, the 'Body' tab is selected, showing a JSON object with several fields. The entire body section is highlighted with a red box. The response pane at the bottom shows a status of 201 Created, a time of 1737 ms, and a size of 1005 B. The response body is displayed in JSON format:

```
1 "externalReferenceId": "86b5b30f-39bc-4255-8d91-bebbc63f07e",
2 "customerId": "P1089012735",
3 "resellerId": "P10880019680",
4 "companyProfile": {
5     "companyName": "Test Customer 86b5b30f-39bc-4255-8d91-bebbc63f07e",
6     "preferredLanguage": "en-US",
7     "address": {
8         "country": "US",
9         "region": "CA",
10        "city": "San Francisco",
11        "addressLine1": "3681 Lyon St",
12        "addressLine2": "",
13        "postalCode": "94123",
14        "phoneNumber": "207-323-8181"
15    }
}
```

#### 6.2.1.2. Creating a Customer Through the Portal

To create a default Customer, navigate to the **API Tools** tab in the Portal. This will land you in the **Create Default Records** page.

Once in the **Create Default Records** page, a Customer can be generated by creating a Reseller first (click on **CREATE DEFAULT RESELLER** button), and then creating a Customer (click on **CREATE DEFAULT CUSTOMER** button). The resulting Customer will be assigned to the

previously created Reseller. The successful creation of a Customer will generate a confirmation message (**Task Complete**) and a Default Customer ID will be assigned to the new Customer.

PARTNER API SANDBOX    Manage Records    Transfer Memberships    Portal Resources    API Tools    Internal

## API Tools

Create Default Records

CREATE DEFAULT RESELLER, CUSTOMER, ORDER, MEMBERSHIP, AND TRANSFER RECORDS WITH ONE CLICK.

**Create Default Reseller**  
Creates a default reseller. You must create a Reseller to create a default Customer or default Membership.  
Default Reseller ID: P1000019620

**Create Default Customer**  
Creates a default Customer. You must create a Customer to create a default Order.  
Default Customer ID: P1005012630

**Task Complete**

The customer record was created successfully.

**Cancel**   **Continue**

Alternatively, a Default Customer may be created as part of the creation of a full Default Set of records, which includes a Reseller, a Customer, an Order, a Membership, and a Transfer. To achieve this, simply click on the **CREATE DEFAULT SET** button.

PARTNER API SANDBOX    Manage Records    Transfer Memberships    Portal Resources    API Tools    Internal

### Create Default Records

CREATE DEFAULT RESELLER, CUSTOMER, ORDER, MEMBERSHIP, AND TRANSFER RECORDS WITH ONE CLICK.

**Create Default Reseller**  
Creates a default reseller. You must create a Reseller to create a default Customer or default Membership.  
Default Reseller ID:

**Create Default Customer**  
Creates a default Customer. You must create a Customer to create a default Order.  
Default Customer ID:

**Create Default Order**  
Creates a default successful order (1000), inactive order (1004), and cancelled order (1008).  
Order Creation Status:

**Create Default Membership**  
Creates a default membership. You must create a Membership to create a default Transfer.  
Default Membership ID:

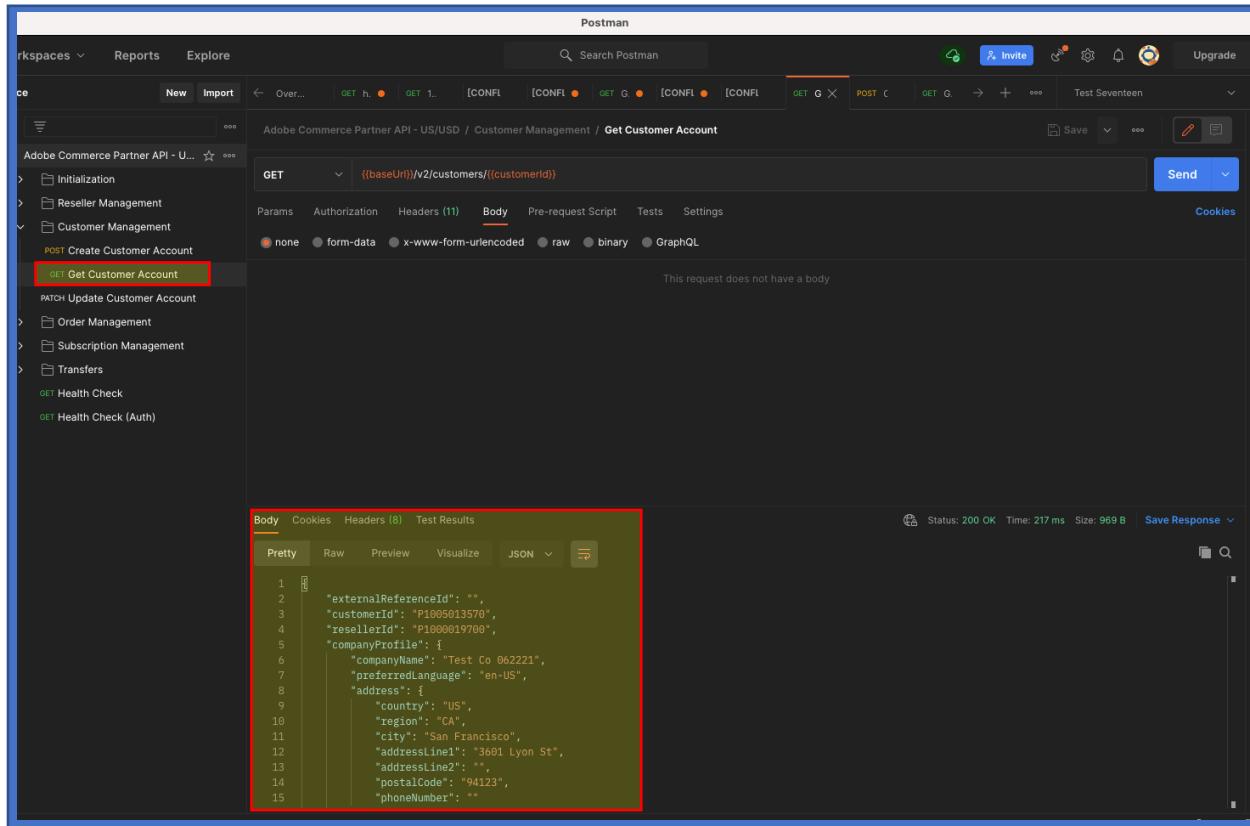
**Create Default Transfer**  
Creates a default transfer. You must create a new default Membership each time you create a transfer.

**Create Default Set**

## 6.2.2. Getting Customer Information

### 6.2.2.1. Viewing Customer Information Through an API Call

Customer information can be obtained through the API call **Get Customer Account**. This preset GET call requires no body information in the request and the API response will provide the same information as in the **Create Customer** call.



The screenshot shows the Postman application interface. On the left, there's a sidebar with a tree view of API endpoints under "Adobe Commerce Partner API - US/USD / Customer Management". A red box highlights the "GET Get Customer Account" entry. The main workspace shows a request configuration for a GET request to `(baseUrl)/v2/customers/{customerId}`. The "Body" tab is selected, showing the option "none". The response pane below shows a status of 200 OK with a JSON response body. A red box highlights the JSON response body, which contains customer profile information.

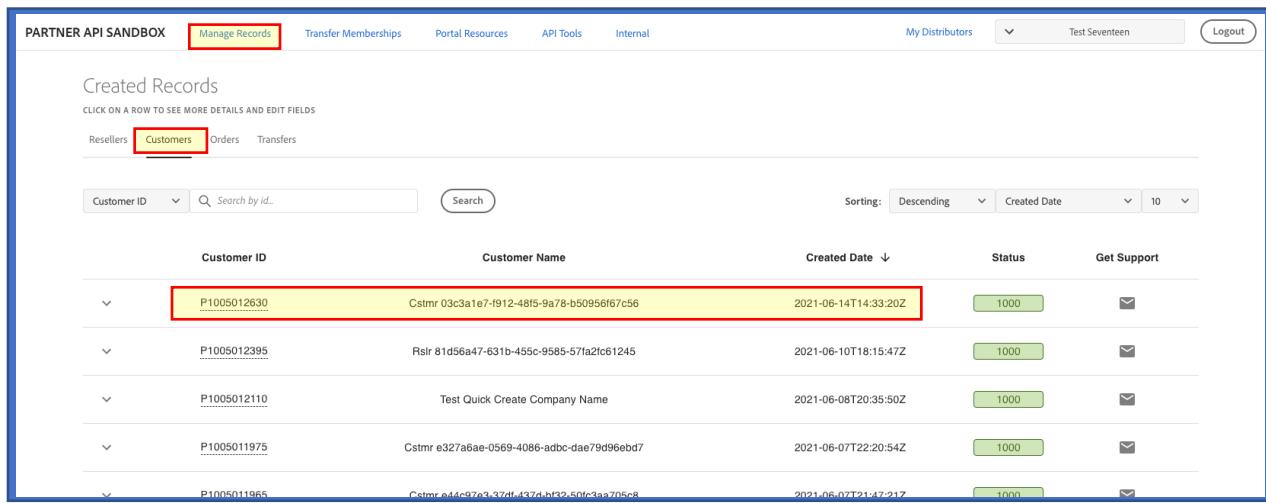
```
1 "externalReferenceId": "",  
2 "customerId": "P1005013570",  
3 "resellerId": "P1000019700",  
4 "companyProfile": {  
5     "companyName": "Test Co 062221",  
6     "preferredLanguage": "en-US",  
7     "address": {  
8         "country": "US",  
9         "region": "CA",  
10        "city": "San Francisco",  
11        "addressLine1": "3601 Lyon St",  
12        "addressLine2": "",  
13        "postalCode": "94123",  
14        "phoneNumber": ""  
15    }  
}
```

#### 6.2.2.2. Viewing Customer Information in the Portal

A newly created Customer will be added to the **Created Records -> Customers** page under the **Manage Records** tab.

By default, the list of Customers is sorted in descending order by **Created Date** with the most-recently created Customer displayed first.

A successfully created Customer has a designated status of 1000 (Success).



The screenshot shows the 'Created Records' page in the Partner API Sandbox. The 'Manage Records' tab is selected. The 'Customers' filter is applied. A specific customer record is highlighted with a red box, showing Customer ID P1005012630, Customer Name Cstmr 03c3a1e7-f912-48f5-9a78-b50956f67c56, Created Date 2021-06-14T14:33:20Z, Status 1000, and Get Support link.

Customer ID	Customer Name	Created Date	Status	Get Support
P1005012630	Cstmr 03c3a1e7-f912-48f5-9a78-b50956f67c56	2021-06-14T14:33:20Z	1000	<a href="#">Get Support</a>
P1005012395	Rslr 81d56a47-631b-455c-9585-57fa2fc61245	2021-06-10T18:15:47Z	1000	<a href="#">Get Support</a>
P1005012110	Test Quick Create Company Name	2021-06-08T20:35:50Z	1000	<a href="#">Get Support</a>
P1005011975	Cstmr e327a6ae-0569-4086-adbc-dae79df96ebd7	2021-06-07T22:20:54Z	1000	<a href="#">Get Support</a>
P1005011965	Cstmr e4dc97e3-37df-437d-bf29-50frc3a2705c8	2021-06-07T21:47:21Z	1000	<a href="#">Get Support</a>

To view a Customer's detailed information, expand the view by clicking on the down arrowhead next to the Customer ID. Additional information on the Customer can be viewed by expanding the **companyProfile** and **associations** fields.

The screenshot shows the 'PARTNER API SANDBOX' interface with the 'Manage Records' tab selected. Under 'Created Records', the 'Customers' tab is active. A search bar shows 'P1005012630'. The main table displays a customer record with the following details:

Customer ID	Customer Name
P1005012630	Cstrmr 03c3a1e7-f912-48f5-9a78-b50956f67c56

Below the table, the customer profile is expanded:

Field	Value
externalReferenceId	ce04ee8f-1bc7-43b1-8593-89f44c8320ed
customerId	P1005012630
companyProfile	<i>Expand for detail</i>
preferredLanguage	en-US
address	<i>Expand for detail</i>
contacts	<i>Expand for detail</i>
name	Cstrmr 03c3a1e7-f912-48f5-9a78-b50956f67c56
cotermDate	
creationDate	2021-06-14T14:33:20Z
status	1000
associations	<i>Expand for detail</i>
type	
id	
reseller	P1000019620

### 6.2.3. Sorting the Customer List (Portal Only)

The Customer list can be sorted by the following criteria:

- Created Date (default)
- Customer ID
- Status
- Name

The sorted order can be set in descending (default) or ascending order.

The number of Customers shown in a page can be set to 10 (default), 20, 30, 50 and 100.

Sorting criteria can be set by manipulating the corresponding sorting dropdown menus.

The screenshot shows a portal interface titled 'Created Records'. At the top, there are tabs for 'Resellers', 'Customers' (which is selected), 'Orders', and 'Transfers'. Below the tabs is a search bar with a dropdown menu set to 'Customer ID' and a search button. To the right of the search bar is a 'Sorting:' dropdown menu. This menu has three columns: 'Created Date' (set to 'Descending'), 'Customer Name' (set to 'Created Date'), and a dropdown for the number of records (set to '10'). A red box highlights this sorting section. Below the sorting dropdown is a table with two rows of customer data. The columns are 'Customer ID', 'Customer Name', and 'Created Date'. The first row has values P1005012630, Cstmr 03c3a1e7-f912-48f5-9a78-b50956f67c56, and 2021-06-14T14:33:20Z. The second row has values P1005012395, Rslr 81d56a47-631b-455c-9585-57fa2fc61245, and 2021-06-10T18:15:17Z. The entire screenshot is framed by a blue border.

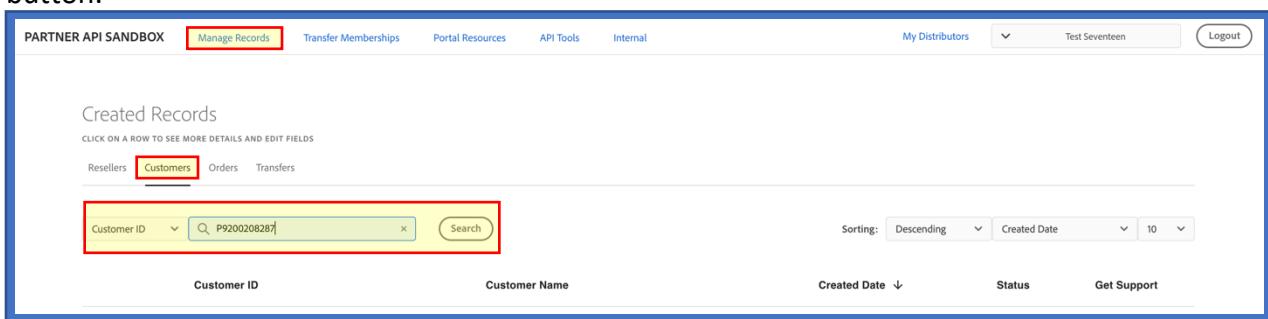
#### 6.2.4. Searching a Customer (Portal Only)

There are two criteria that can be used to search for Customers in the Portal:

- Search by Customer ID
- Search by Reseller ID

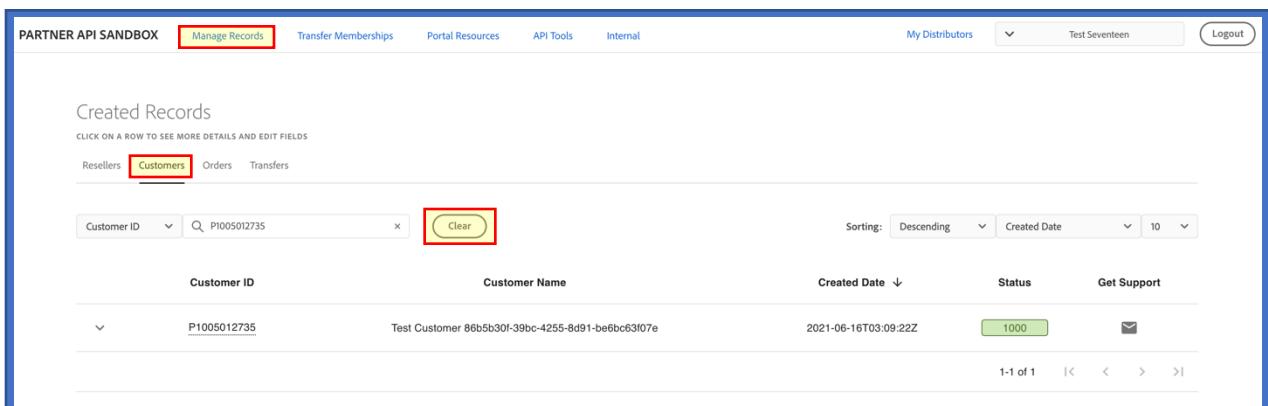
##### 6.2.4.1. *Searching a Customer by Customer ID*

Customers can be searched individually. This is achieved by navigating to the **Manage Records -> Customers** page, providing the Customer ID in the **Search by ID** field and clicking the **SEARCH** button.



The screenshot shows the 'PARTNER API SANDBOX' interface with the 'Manage Records' tab selected. Under the 'Customers' section, a search bar contains the customer ID 'P9200208287'. A red box highlights this search input field. The interface includes sorting options and a table header with columns: Customer ID, Customer Name, Created Date, Status, and Get Support.

To return to the full list, click on the **CLEAR** button.



The screenshot shows the 'PARTNER API SANDBOX' interface with the 'Manage Records' tab selected. Under the 'Customers' section, a search bar contains the customer ID 'P1005012735'. A red box highlights both the search input field and the 'Clear' button. The interface includes sorting options and a table header with columns: Customer ID, Customer Name, Created Date, Status, and Get Support. Below the table, there is a pagination indicator showing '1-1 of 1'.

#### 6.2.4.2. Searching Customers by Reseller ID

Customers can also be searched by Reseller. This search will display all Customers belonging to a particular Reseller. This is done by going to the **Manage Records -> Customers** page, changing the criteria in the dropdown menu from Customer ID to Reseller ID, entering a valid Reseller ID and clicking on the **SEARCH** button.

Customer ID	Customer Name	Created Date	Status	Get Support
P1005012945	Cstmr 19a14dff-62b1-4b5c-967a-64eb86acac20	2021-06-16T19:38:37Z	1000	<a href="#">Email</a>
P1005012940	Cstmr 62721011-a492-47a9-b0E3-b12f77bb8a79	2021-06-16T15:22:07Z	1000	<a href="#">Email</a>

To return to the full list, click on the **CLEAR** button.

Customer ID	Customer Name	Created Date	Status	Get Support
P1005012630	Cstmr 03c3a1e7-f912-48f5-9a78-b50956f67c56	2021-06-14T14:33:20Z	1000	<a href="#">Email</a>

#### 6.2.5. Updating Customer Information (API call only)

Customer information can be updated through our preset API PATCH call. The Customer information that can be updated through this method includes:

- Preferred language
- Address details (except country and region)
- Contact details

Please, note that the values for **country** and **region**, under **address**, and the **companyName** can't be changed. Also, note that even though the **companyName**, **country**, and **region** fields can't be changed, this information must be included in your API call and must match the original values; otherwise, an error will be returned.

To update Customer information, use the preset **Update Customer Account** call. Our preset call does not require information in the body of the request.

Any contacts specified in this call will receive a welcome email.

The screenshot shows the Postman application interface. On the left, the sidebar displays 'My Workspace' with various collections, environments, and history. The main workspace shows a collection named 'Adobe Commerce Partner API - US/USD'. Under 'Customer Management', there are several endpoints: 'POST Create Customer Account', 'GET Get Customer Account', and 'PATCH Update Customer Account'. The 'PATCH Update Customer Account' endpoint is highlighted with a red box. The request URL is shown as `PATCH {{baseUrl}}/v2/customers/{{customerId}} ...`. The 'Tests' tab is currently selected, showing a test script area with comments about writing JavaScript tests. Below the request details, the 'Body' tab is active, displaying a JSON response with 15 numbered lines. The response includes fields like 'externalReferenceId', 'customerId', 'resellerId', 'companyProfile', 'companyName', 'preferredLanguage', and an 'address' object with country, region, city, addressLine1, addressLine2, postalCode, and phoneNumber. The status bar at the bottom indicates a successful 200 OK response with a size of 919 B.

```
1 {  
2   "externalReferenceId": "",  
3   "customerId": "P1005013570",  
4   "resellerId": "P1000019700",  
5   "companyProfile": [],  
6   "companyName": "Test Co 062221",  
7   "preferredLanguage": "en-US",  
8   "address": {  
9     "country": "US",  
10    "region": "CA",  
11    "city": "San Diego",  
12    "addressLine1": "3601 Lyon St",  
13    "addressLine2": "",  
14    "postalCode": "94123",  
15    "phoneNumber": ""  
}
```

### 6.2.6. Editing Customer Status (Portal only)

The status of the Customer can be changed by expanding the Customer view (click on the down arrow next to the **Customer ID**), which will reveal the **EDIT** button under the **Status** column:

This screenshot shows the 'Created Records' page in the Partner API Sandbox. The 'Customers' tab is selected. A specific customer record is highlighted with a red box around its 'Customer ID' field (P1005013570). The status dropdown menu is open, showing five options: 1000 - Success, 1004 - Inactive, 1010 - Invalid Address, 1012 - Blocked Account, and 1014 - Customer Already Exists. The 'Edit' button in the status column is also highlighted.

Clicking on the **EDIT** button will reveal a dropdown menu with the five status options. To change the status of the Customer, click on the desired option and then click on the **SAVE** button to save your choice.

This screenshot shows the 'Created Records' page in the Partner API Sandbox. The 'Customers' tab is selected. A specific customer record is highlighted with a red box around its 'Customer ID' field (P1005012730). The status dropdown menu is open, showing five options: 1000 - Success, 1004 - Inactive, 1010 - Invalid Address, 1012 - Blocked Account, and 1014 - Customer Already Exists. The 'Save' button in the status column is highlighted.

A Customer can have one of five statuses, each designated by a four-digit number:

- 1000 - Success (default)
- 1004 - Inactive
- 1010 - Invalid Address
- 1012 - Blocked Account

- 1024 – Customer Already Exists

#### 6.2.7. Setting the coterminDate (Portal only)

Setting the anniversary, or coterminDate, of a Customer can only be done through the Portal.

The **coterminDate** field can be displayed by expanding the Customer view (click on the down arrowhead next to the **Customer ID**). The coterminDate can be set by clicking on the down arrowhead next to the desired Customer ID to expand the detail view. This will reveal the **EDIT** button.

This screenshot shows the 'Customers' tab selected in the 'Created Records' section of the Partner API Sandbox. The 'Edit' button in the detail view of a customer record is highlighted with a red box.

Clicking on the **EDIT** button will disclose the date field under the **Update Value** column. Enter the date using the following format for the date: YYYY-MM-DD. Alternatively, a date may be chosen using the calendar function next to the **date** field. Click on the **SAVE** button to set the new coterminDate.

This screenshot shows the 'Customers' tab selected in the 'Created Records' section of the Partner API Sandbox. The 'Edit' button in the detail view of a customer record is highlighted with a red box. A yellow box highlights the 'Save' button in the update dialog. A red box highlights the date input field containing '2021-07-22'.

**IMPORTANT:** Setting the coterminDate will automatically reset the auto-renewal of the associated Subscriptions to match the new coterminDate.

### 6.2.8. Triggering Auto Renewal (Portal only)

Triggering an auto renewal is a function that can only be done through the Portal. To trigger the auto renewal, expand the Customer view by clicking on the down arrowhead next to the desired **Customer ID**, which will reveal the **TRIGGER AUTO RENEWAL** button. Triggering auto renewals can be done once every 120 seconds. A counter has been added to denote the period between auto renewals.

The screenshot shows the 'Created Records' section of the Partner API Sandbox. The 'Customers' tab is selected. A red box highlights the 'Trigger Auto Renewal (120)' button in the 'Actions' column for a specific customer record. The customer details shown are: Customer ID P1005013570, Customer Name Test Co 062221, Created Date 2021-06-22T14:24:15Z, Status 1000, and an 'Edit' button. Below the table, a collapsed section shows fields like externalReferenceId, customerId, and companyProfile with their corresponding values.

Renewals will be managed at the subscription level. Triggering auto-renewal will create a renewal order for this customer. ~~No new order will be generated.~~

If a Reseller or Customer is inactive, the order will fail with an error.

## 6.3. Order Management

### 6.3.1. Order Creation

#### 6.3.1.1. Order Creation Basics

Orders can be created either through the Portal or through the preset API call as detailed below.

Creating an Order will generate one subscription, with its corresponding Subscription ID.

The Subscription ID may be blank while the Order is processing. Once the Order is complete (status 1000), then all Subscription IDs will be populated and will not change.

Renewals will be managed at the subscription level.

If a Reseller or Customer is inactive, the order will fail with an error.

### 6.3.1.2. Creating an Order through API calls

To create an order through an API call, use the preset POST call **Create Order**.

Clicking on the **Create Order** link will populate the body of the POST request. A successful call will return the information of the new order.

The screenshot shows the Postman interface for Adobe Commerce Partner API - US/USD. The left sidebar lists various API endpoints under 'Order Management'. The main area shows a POST request for 'Create Order' with the URL `(baseUrl)/v2/customers/((customerId))/orders...`. The 'Body' tab is selected, displaying a JSON payload template. Below the request, the 'Test Results' section shows the response body in 'Pretty' format, indicating a successful 202 Accepted status. The response JSON includes fields like externalReferenceId, orderId, customerId, currencyCode, creationDate, status, and lineItems.

```
POST (baseUrl)/v2/customers/((customerId))/orders...
{
    "externalReferenceId": "{$externalReferenceId}",
    "currencyCode": "USD",
    "lineItems": [
        {
            "extLineItemNumber": 1,
            "offerId": "65304839CA01A12",
            "quantity": 2
        }
    ]
}

{
    "externalReferenceId": "dc8e0163-2497-4579-a0ef-36997b87ece",
    "orderId": "P9200241500",
    "customerId": "P1005013570",
    "currencyCode": "USD",
    "creationDate": "2021-06-24T01:43:52Z",
    "status": "1002",
    "lineItems": [
        {
            "extLineItemNumber": 1,
            "offerId": "65304839CA01A12",
            "quantity": 2,
            "subscriptionId": ""
        }
    ],
    "orderType": "Retail"
}
```

Considerations to keep in mind while creating a new order:

- Available SKUs are found in the **Available Offers** page under the **Portal Resources** tab in the Portal
- For volume discounts, you must use the corresponding volume-level SKU
- You must only use SKUs that have been made available to the Reseller's price region

### 6.3.1.3. Creating an Order through the Portal

To create a default Order, navigate to the **API Tools** tab in the Portal. This will land you in the **Create Default Records** page.

Once in the **Create Default Records** page, an Order can be generated by creating a default Reseller first (click on **CREATE DEFAULT RESELLER** button), then creating a default Customer,

and finally creating a Default Order. Clicking on the **CREATE DEFAULT ORDER** will generate three orders:

- An order with a 1000 status (success)
- An order with a 1004 status (inactive)
- An order with a 1008 status (cancelled)

All orders will be assigned to the previously created Customer. The successful creation of these Orders will generate a confirmation message (**Task Complete**) and order IDs will be assigned to the each of the new Orders.

Alternatively, a default Order may be created as part of the creation of a full Default Set of records, which includes a Reseller, a Customer, an Order, a Membership and a Transfer. To achieve this, simply click on the **CREATE DEFAULT SET** button. This method will also generate three orders with status 1000, 1004 and 1008.

The screenshot shows the 'PARTNER API SANDBOX' interface with the 'API Tools' tab selected. The main section is titled 'Create Default Records' with the sub-instruction 'CREATE DEFAULT RESELLER, CUSTOMER, ORDER, MEMBERSHIP, AND TRANSFER RECORDS WITH ONE CLICK.' Below this, there are five buttons, each with a description and an input field for a unique identifier:

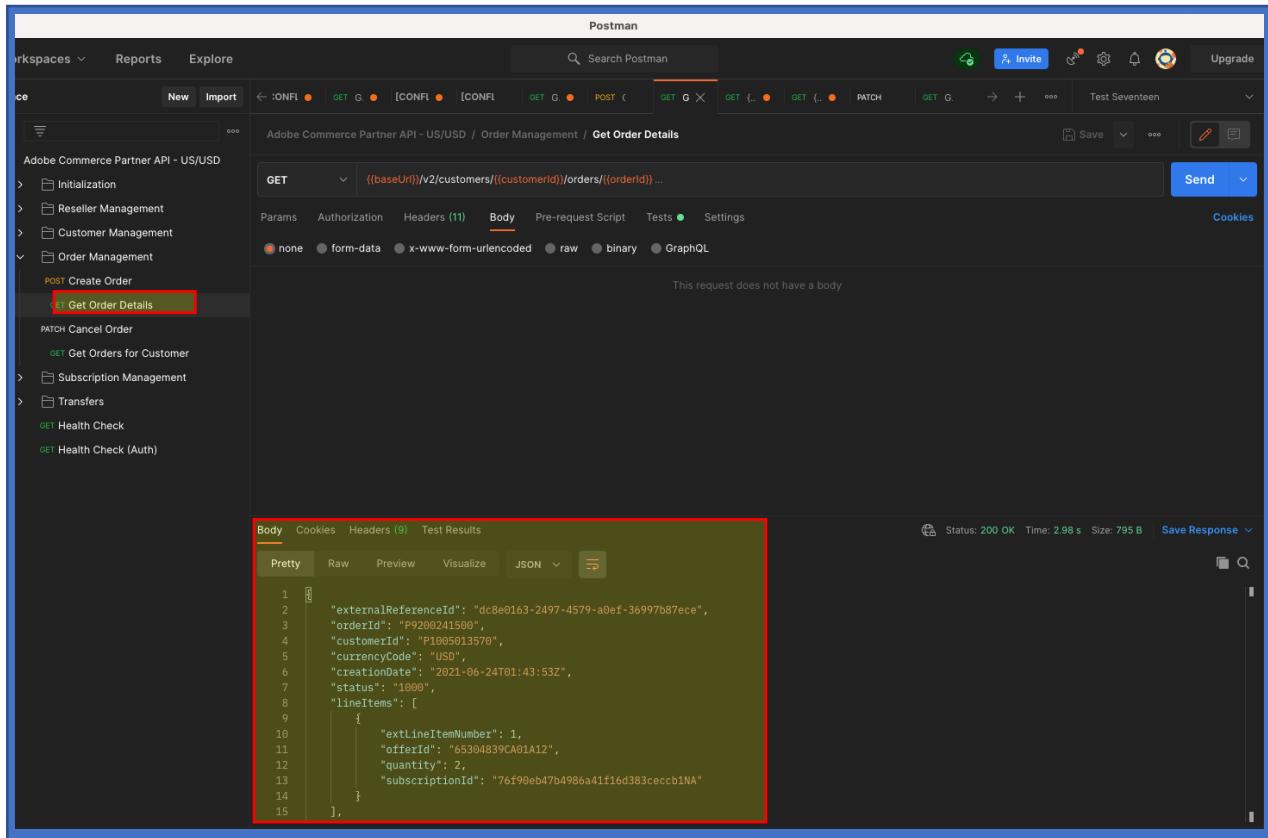
- Create Default Reseller**: Creates a default reseller. You must create a Reseller to create a default Customer or default Membership.  
Default Reseller ID:
- Create Default Customer**: Creates a default Customer. You must create a Customer to create a default Order.  
Default Customer ID:
- Create Default Order**: Creates a default successful order (1000), inactive order (1004), and cancelled order (1008).  
Order Creation Status:
- Create Default Membership**: Creates a default membership. You must create a Membership to create a default Transfer.  
Default Membership ID:
- Create Default Transfer**: Creates a default transfer. You must create a new default Membership each time you create a transfer.

At the bottom of the list is a prominent yellow button with a red border labeled 'Create Default Set'.

### 6.3.2. Getting Order Information

#### 6.3.2.1. Viewing Order Information Through an API Call

Order information can be obtained through the preset API call **Get Order Details**. This GET call does not require any information in the request body. The body of the response will contain the same information as the **Create Order** response.



The screenshot shows the Postman interface with the following details:

- Request URL:** {{baseUrl}}/v2/customers/{{customerId}}/orders/{{orderId}}
- Method:** GET
- Body:** None (highlighted in red)
- Response Body (Pretty JSON):**

```
1 "externalReferenceId": "dc8e0163-2497-4579-a0ef-36997b87ece",
2 "orderId": "P9200241500",
3 "customerId": "P1065013570",
4 "currencyCode": "USD",
5 "creationDate": "2021-06-24T01:43:53Z",
6 "status": "1000",
7 "lineItems": [
8     {
9         "extLineItemNumber": 1,
10        "offerId": "65304839CA01A12",
11        "quantity": 2,
12        "subscriptionId": "76f90ebd7b4986a41f16d383ceccb1NA"
13    }
14 ],
15 ]
```
- Status:** 200 OK
- Time:** 2.98 s
- Size:** 795 B

#### 6.3.2.2. Viewing an Order in the Portal

A newly created Order will be added to the **Created Records/Orders** page under the Manage Records tab.

By default, the list of Orders is sorted in descending order by Created Date with the most-recently created Order displayed first.

A successfully created Order has a designated status of 1000 (Success)

The Order view includes a column called **Order Type** which denotes whether the order is new or a renewal.

PARTNER API SANDBOX						
<a href="#">Manage Records</a>		<a href="#">Transfer Memberships</a>	<a href="#">Portal Resources</a>	<a href="#">API Tools</a>	<a href="#">Internal</a>	<a href="#">My Distributors</a>
Created Records						
CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS						
Resellers	Customers	<a href="#">Orders</a>	Transfers			
Order ID	Customer ID	Created Date	Status	Order Type	Get Support	
P9200208287	P1005012730	2021-06-16T02:12:28Z	1000	NEW	<a href="#">Email</a>	
P9200208241	P1005011909	2021-06-15T15:55Z	1000	NEW	<a href="#">Email</a>	
P9200208250	P1005011909	2021-06-15T14:09:33Z	1000	NEW	<a href="#">Email</a>	
P9200207787	P1005006440	2021-06-10T00:00:29Z	1000	RENEWAL	<a href="#">Email</a>	
P9200207770	P1005011909	2021-06-09T21:43:36Z	1000	NEW	<a href="#">Email</a>	

To view the Order detailed information, expand the view by clicking on the down arrowhead. Additional information on the Order can be viewed by expanding the lineitem field.

PARTNER API SANDBOX						
<a href="#">Manage Records</a>		<a href="#">Transfer Memberships</a>	<a href="#">Portal Resources</a>	<a href="#">API Tools</a>	<a href="#">Internal</a>	<a href="#">My Distributors</a>
Created Records						
CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS						
Resellers	Customers	<a href="#">Orders</a>	Transfers			
Order ID	Customer ID	Created Date	Status	Order Type	Get Support	
P9200208287	P1005012730	2021-06-16T02:12:28Z	1000	NEW	<a href="#">Email</a>	
<a href="#">^</a>						
Field	Value					
externalReferenceId	799665e6-400c-475e-aae3-e685c97ed35					
orderId	P9200208287					
customerId	P1005012730					
currencyCode	USD					
creationDate	2021-06-16T02:12:28Z					
status	1000					
lineItems	<a href="#">Expand for detail</a>					
externalLineItemId	offerId	quantity	subscriptionId	extLineItemNumber		
1	65304839CA01A12	2	e390bdaa9c470bb5a8182099fd70aINA	1		
orderType	NEW					

Orders can be filtered further by two additional criteria:

- New orders
- Renewal orders

To access the additional filters, click on the MORE link. This will display a box with the additional filters that can be selected as desired.

Created Records

CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS

Resellers Customers **Orders** Transfers

Order ID Search by id... Search

Sorting: Descending Created Date 10 More

Order ID	Customer ID	Status	Order Type	Get Support
P9200208287	P1005012730	1000	NEW	
P9200208241	P1005011909	1000	NEW	
P9200208250	P1005011909	1000	NEW	
P9200207787	P1005006440	1000	RENEWAL	

2021-06-10T00:00:29Z

Select Additional Filters

Order Type (Defaults to NEW):

New Orders

Renewal Orders

Close Filter

#### 6.3.4. Searching for Orders (Portal Only)

There are two criteria that can be used to search for Orders in the Portal:

- Search by Order ID
- Search by Customer ID

##### 6.3.4.1. *Searching Orders by Order ID*

Orders can be searched individually. To do this, navigate to **Manage Records -> Orders**, fill the Order ID in the **Search by ID** field and click the **SEARCH** button.

PARTNER API SANDBOX **Manage Records** Transfer Memberships Portal Resources API Tools Internal My Distributors Test Seventeen Logout

Created Records

CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS

Resellers Customers **Orders** Transfers

Order ID Search by id... Search

Sorting: Descending Created Date 10 More

Order ID	Customer ID	Created Date	Status	Order Type	Get Support
P9200208287	P1005012730	2021-06-16T02:12:28Z	1000	NEW	

To return to the full list, click on the **CLEAR** button.

PARTNER API SANDBOX **Manage Records** Transfer Memberships Portal Resources API Tools Internal My Distributors Test Seventeen Logout

Created Records

CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS

Resellers Customers **Orders** Transfers

Order ID Search by id... Clear

Sorting: Descending Created Date 10 More

Order ID	Customer ID	Created Date	Status	Order Type	Get Support
P9200208287	P1005012730	2021-06-16T02:12:28Z	1000	NEW	

1-1 of 1 < < > >

#### 6.3.4.2. Searching Orders by Customer ID

Orders can also be searched by the Customer that created the order. To achieve this, navigate to the **Manage Records -> Orders** page, change the search criteria to **Customer ID** in the dropdown menu and click on the **SEARCH** button.

The screenshot shows the 'Created Records' section of the 'Orders' page. At the top, there are tabs for Resellers, Customers, Orders (which is highlighted with a red box), and Transfers. Below the tabs is a search bar with a dropdown menu set to 'Customer ID'. To the right of the search bar is a 'Search' button. Further to the right are sorting options: 'Descending' (selected), 'Created Date', and a dropdown for '10' items. A 'More' link is also present. The main table lists one order record:

Order ID	Customer ID	Created Date	Status	Order Type	Get Support
P9200208287	P1005012730	2021-06-16T02:12:28Z	1000	NEW	<a href="#">Email</a>

To return to the full list, click on the **CLEAR** button.

The screenshot shows the same 'Created Records' section as the previous one, but now the search bar has 'Customer ID' selected. The 'Clear' button is highlighted with a red box. The rest of the interface is identical to the previous screenshot.

A Customer's Orders can also be viewed by going to the **Manage Records -> Customers** page and expanding a customer that has placed an order. Once expanded, clicking on the **VIEW** button next to an order will send you to the **Manage Records -> Order** page and display the particular order—essentially performing a Search by Order ID function.

The screenshot shows the 'Created Records' section with the 'Customers' tab selected. The search bar has 'Order ID' selected. The 'Clear' button is highlighted with a red box. The main table lists one order record:

Order ID	Customer ID	Created Date	Status	Order Type	Get Support
P9200241525	P1005013780	2021-06-24T04:35:15Z	1000	NEW	<a href="#">Email</a>

### 6.3.5. Editing the Order Status (Portal Only)

An Order can have one of seven statuses, each designated by a four-digit number:

- 1000 – Success (default)
- 1004 – Inactive
- 1008 – Cancelled
- 1020 – Inactive Distributor
- 1022 – Inactive Reseller
- 1024 – Inactive Customer
- 1026 – Invalid Customer ID

The status of the Customer can be changed by expanding the Customer view (click on the down arrow next to the Customer ID), which will reveal the **EDIT** button:

Created Records

CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS

Resellers Customers Orders Transfers

Order ID Search Sorting: Descending Created Date 10 More

Order ID	Customer ID	Created Date	Status	Order Type	Get Support																		
P9200208287	P1005012730	2021-06-16T02:12:28Z	1000	NEW	<a href="#">Edit</a>																		
<table border="1"><thead><tr><th>Field</th><th>Value</th></tr></thead><tbody><tr><td>externalReferenceId</td><td>799665e6-400c-475e-aae3-e685c97ed35</td></tr><tr><td>orderId</td><td>P9200208287</td></tr><tr><td>customerId</td><td>P1005012730</td></tr><tr><td>currencyCode</td><td>USD</td></tr><tr><td>creationDate</td><td>2021-06-16T02:12:28Z</td></tr><tr><td>status</td><td>1000</td></tr><tr><td>lineItems</td><td><a href="#">Expand for detail</a></td></tr><tr><td>orderType</td><td>NEW</td></tr></tbody></table>						Field	Value	externalReferenceId	799665e6-400c-475e-aae3-e685c97ed35	orderId	P9200208287	customerId	P1005012730	currencyCode	USD	creationDate	2021-06-16T02:12:28Z	status	1000	lineItems	<a href="#">Expand for detail</a>	orderType	NEW
Field	Value																						
externalReferenceId	799665e6-400c-475e-aae3-e685c97ed35																						
orderId	P9200208287																						
customerId	P1005012730																						
currencyCode	USD																						
creationDate	2021-06-16T02:12:28Z																						
status	1000																						
lineItems	<a href="#">Expand for detail</a>																						
orderType	NEW																						

Clicking on the **EDIT** button will reveal a dropdown menu with the seven status options. To change the status of the Order, click on the desired option and then click on the **SAVE** button to save your choice.

The screenshot shows a web-based application titled 'Created Records'. At the top, there's a navigation bar with tabs: 'Resellers', 'Customers', 'Orders' (which is highlighted with a red box), and 'Transfers'. Below the navigation is a search bar with 'Order ID' and a placeholder 'Search by id...', a 'Search' button, and sorting options ('Sorting: Descending', 'Created Date', '10', 'More'). The main area displays a table of orders. The first order, P9200208287, is selected and expanded. Its details include fields like externalReferenceId, orderId, customerId, currencyCode, creationDate, and status. The status field is currently set to '1000'. A dropdown menu for 'Status' is open, showing several options: '1000 - Success' (selected and highlighted with a yellow box), '1004 - Inactive', '1008 - Cancelled', '1020 - Inactive Distributor', '1022 - Inactive Reseller', '1024 - Inactive Customer', and '1026 - Invalid Customer ID'. The 'Save' button in the top right corner of the expanded row is also highlighted with a yellow box. Other orders listed are P9200208241, P9200208250, and P9200207787.

### 6.3.6. Cancelling an Order

Cancellation of Orders can be done through either the Portal or through Postman. Attempting a cancellation of an Order 14 days after its creation will be rejected.

Cancelling an order will update the subscriptions associated with the Order as follows:

- Subscription quantity will be lowered by quantity of the associated Order line item
- Subscriptions that only have licenses from this Order will also change to status 1004 (inactive) after the quantity is set to zero

Subscription quantity and status updates may not be immediate after cancelling the Order. Please poll the subscription for updated quantity/status.

Only full order cancellations are allowed.

#### 6.3.6.1. Cancelling an Order through Postman

Orders can be cancelled through our preset PATCH API call **Cancel Order**. The body of the call contains the status code 1008 (cancel order) and gives an option to include the reason for the cancellation. The response will provide the same information as the Create Order and Get Order Details responses.

The screenshot shows the Postman interface. On the left, the workspace tree is visible with the 'Adobe Commerce Partner API - US/USD' selected. Under 'Order Management', the 'PATCH Cancel Order' endpoint is highlighted with a red box. The main panel shows the PATCH request configuration with the URL `({baseUrl})/v2/customers/({customerId})/orders/({orderId})...`. The 'Body' tab is selected, showing the JSON payload:

```
1 "status": "1008",
2 "reason": "Customer changed his mind"
```

Below the request, the response pane is shown with a green status icon, indicating a **202 Accepted** status. The response body is displayed in 'Pretty' format:

```
1 "externalReferenceId": "689cedd8-5811-4478-8326-4cc3464bdfd",
2 "orderId": "P200241521",
3 "customerId": "1005013570",
4 "currencyCode": "USD",
5 "creationDate": "2021-06-24T03:57:33Z",
6 "status": "1008",
7 "lineItems": [
8     {
9         "extLineItemNumber": 1,
10        "offerId": "65304839CA01A12",
11        "quantity": 2,
12        "subscriptionId": "76f90eb47b4986a41f16d383ceccb1NA"
13    },
14 ]
```

#### 6.3.6.2. Cancelling an Order through the Portal

Orders can be cancelled through the Portal by changing the status of the order to **1008 – Cancelled**. The process to change the status of an order can be found in section [6.3.5](#) above.

### 6.3.7. Getting Orders for Customer

#### 6.3.7.1. Getting Order History for Customer through API calls

You can view all the Orders for a particular Customer through the GET API call **Get Orders for Customer**. This preset call requires no information in the request body and will return the collection of orders for the given Customer, starting with the total count of Orders.

The screenshot shows the Postman application interface. On the left, there's a sidebar with 'Workspaces' (New Import), 'Reports', and 'Explore'. Below that is a tree view of 'Adobe Commerce Partner API - US/USD' with various sections like Initialization, Reseller Management, Customer Management, Order Management, etc. A specific 'Order Management' section is expanded, and within it, the 'GET Get Orders for Customer' endpoint is highlighted with a red box. The main panel shows the API details: Method 'GET', URL '({baseUri})/v2/customers/({customerId})/orders...', Headers tab selected, Body tab showing 'This request does not have a body', and a preview of the response. The response body is a JSON object with a 'totalCount' field and an array of 'items' containing order details. A portion of this JSON is highlighted with a red box.

```
1 "totalCount": 3,
2   "items": [
3     {
4       "orderId": "P100003015",
5       "customerId": "P1005013570",
6       "currencyCode": "USD",
7       "creationDate": "2021-06-22T14:24:14Z",
8       "status": "1000",
9       "lineItems": [
10         {
11           "extLineItemNumber": 1,
12           "offerId": "65304479CA01A12",
13           "quantity": 1,
14           "subscriptionId": "08a10f803b48f399327a410009889bNA"
15         }
16       ]
17     }
18   ]
19 }
```

### 6.3.7.2. Getting Order History for Customers in the Portal

There are two ways to view all Orders associated with a Customer in the portal:

1. Navigate to **Manage Records -> Customer** and expand the view of the desired Customer by clicking on the down arrowhead next to the Customer ID. The detailed view will display all orders associated with the Customer.

Customer ID: P1005013780

Order ID	Customer ID	Created Date	Status	Order Type
P9200241525	P1005013780	2021-06-24T04:35:15Z	1000	NEW
P9200241506	P1005013780	2021-06-24T04:33:33Z	1000	NEW

2. Navigate to **Manage Records -> Orders** and perform an Order search by Customer ID. The resulting screen will display all orders associated with the searched Customer.

Customer ID: P1005013780

Order ID	Customer ID	Created Date	Status	Order Type
P9200241525	P1005013780	2021-06-24T04:35:15Z	1000	NEW
P9200241506	P1005013780	2021-06-24T04:33:33Z	1000	NEW

## 6.4. Subscription Management

### 6.4.1. Viewing Subscription Detail

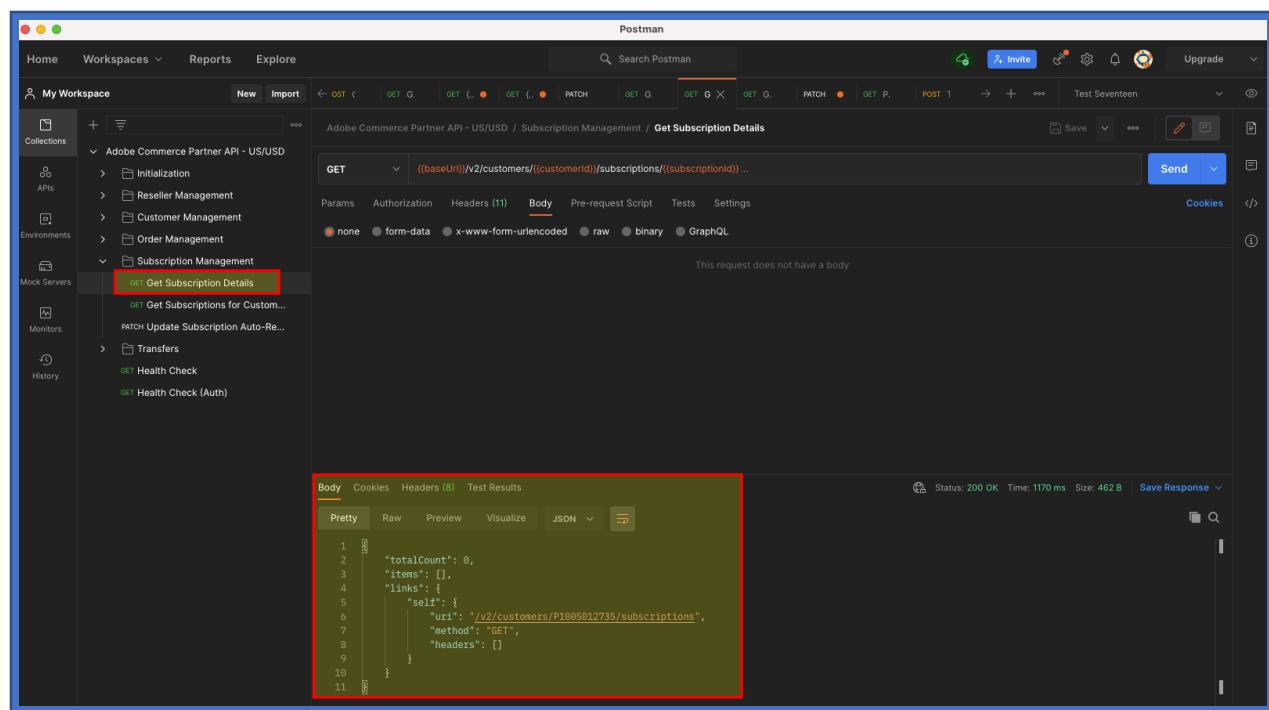
Subscription detail can be viewed using API calls and through the Portal as detailed below.

#### 6.4.1.1. *Getting Subscription Details through API calls*

Subscriptions are created for line items upon a successful (meaning the status is 1000) Order creation.

Subscription information can be retrieved using the preset GET API call **Get Subscription Detail**. The body of the request requires no information, and the response body of a successful call will show the Subscription details.

New orders of a product with an existing Subscription will not create a new Subscription. The quantity will be added to the existing Subscription.



The screenshot shows the Postman application interface. On the left sidebar, under 'My Workspace', there is a 'Collections' section with a 'Subscription Management' folder expanded. Inside this folder, a 'GET Get Subscription Details' endpoint is highlighted with a red box. The main workspace shows the 'Get Subscription Details' API call setup. The method is 'GET', the URL is `((baseUrl))/v2/customers/((customerId))/subscriptions/((subscriptionId))...`, and the 'Body' tab is selected with the note 'This request does not have a body'. Below the URL, there are tabs for 'Params', 'Authorization', 'Headers (1)', 'Body', 'Pre-request Script', 'Tests', and 'Settings'. The 'Body' tab has several radio button options: 'none', 'form-data', 'x-www-form-urlencoded', 'raw', 'binary', and 'GraphQL'. The 'raw' option is selected. At the bottom right of the workspace, there is a status bar showing 'Status: 200 OK', 'Time: 1170 ms', 'Size: 462 B', and a 'Save Response' button. The 'Body' tab is also highlighted with a red box.

#### 6.4.1.2. Viewing Subscription Details through the Portal

Subscription information can be viewed in the Portal. To get Subscription information, navigate to **Manage Records -> Orders** and expand the view of the desired Order by clicking the down arrowhead next to the **Order ID** and then clicking on the down arrowhead next to the **lineItem** heading.

The screenshot shows the PARTNER API SANDBOX interface. The top navigation bar includes 'Manage Records' (highlighted with a red box), 'Transfer Memberships', 'Portal Resources', 'API Tools', and 'Internal'. On the right, there are links for 'My Distributors', 'Test Seventeen', and 'Logout'. Below the navigation, a message says 'CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS'. The main area is titled 'Created Records' and has tabs for 'Resellers', 'Customers', 'Orders' (highlighted with a red box), and 'Transfers'. A search bar with 'Search by id...' and a 'Search' button is present. Below is a table with columns: Order ID, Customer ID, Created Date, Status, Order Type, and Get Support. An order row is selected, showing details like Order ID P9200208287, Customer ID P1005012730, Created Date 2021-06-16T02:12:28Z, Status 1000 (NEW), and Order Type NEW. A red box highlights the 'lineItems' section under the expanded Order ID. The 'lineItems' section contains a table with columns: externalItemId, offerId, quantity, subscriptionId, and extLineItemNumber. One row is shown: externalItemId 1, offerId 65304839CA01A12, quantity 2, subscriptionId e390bdada9c470bb5a8182099fd70afNA, and extLineItemNumber 1.

externalItemId	offerId	quantity	subscriptionId	extLineItemNumber
1	65304839CA01A12	2	e390bdada9c470bb5a8182099fd70afNA	1

## 6.4.2. Getting All Subscriptions for a Customer

### 6.4.2.1. Getting Subscriptions for a Customer through API calls

You can view all the Subscriptions of a Customer through our GET API preset call **Get Subscription for Customer**. The call requires no information in the body of the request and the successful call will provide the collection of subscriptions for a Customer.

The screenshot shows the Postman application interface. In the left sidebar under 'My Workspace', there is a collection named 'Adobe Commerce Partner API - US/USD' which contains several items, including 'Get Subscription Details' and 'GET Get Subscriptions for Customer'. The 'Get Subscriptions for Customer' item is highlighted with a red box. The main workspace shows a GET request for 'Subscription Management / Get Subscriptions for Customer' with the URL {{baseUrl}}/v2/customers/({customerId})/subscriptions. The 'Body' tab is selected, showing the response body in JSON format:

```
1  "totalCount": 0,  
2  "items": [],  
3  "links": {  
4      "self": {  
5          "uri": "/v2/customers/P1005012735/subscriptions",  
6          "method": "GET",  
7          "headers": []  
8      }  
9  }  
10 }  
11 }
```

#### 6.4.2.2. Viewing All Subscriptions for a Customer through the Portal

To view all subscriptions of a Customer, navigate to **Manage Records -> Customers** and display the Customer detail by clicking in the down arrowhead. The Subscription information will be displayed at the end of the detail view.

Customer ID	Customer Name	Created Date	Status	Get Support
P1005013780	Test Customer 76a50476-5adf-4cd8-b549-ccabf43e8d4 externalReferenceId: 76a50476-5adf-4cd8-b549-ccabf43e8d4 customerID: P1005013780 companyProfile: Expand for detail coterminationDate: 2022-06-24 creationDate: 2021-06-24T04:32:23Z status: 1000 associations: Expand for detail	2021-06-24T04:32:23Z	1000	<a href="#">Edit</a> <a href="#">Trigger Auto Renewal (120)</a>

Customer's Associated Orders					
Order ID	Customer ID	Created Date	Status	Order Type	
P9200241525	P1005013780	2021-06-24T04:35:15Z	1000	NEW	<a href="#">View</a>
P9200241506	P1005013780	2021-06-24T04:33:33Z	1000	NEW	<a href="#">View</a>

Customer's Associated Subscriptions					
Subscription ID	Created Date	Renewal Date	Renewal Quantity	Auto Renewal	Status
a6d9e5729b4d3293681d4140bcbe31NA	2021-06-24	2022-06-24	4	true	1000

Furthermore, you can view details of any of the Customer's orders by clicking on the **VIEW** button next to the Order Type, which will send you to the **Manage Records -> Order** page and display the particular order—essentially performing a Search by Order ID function.

Order ID	Customer ID	Created Date	Status	Order Type	Get Support
P9200241525	P1005013780	2021-06-24T04:35:15Z	1000	NEW	<a href="#">View</a>

Clicking on the down arrowhead next to the Order ID and then clicking the down arrowhead next to the lineitems will display the corresponding subscription details.

Order ID	Customer ID	Created Date	Status	Order Type	Get Support															
P9200241525	P1005013780	2021-06-24T04:35:15Z	1000	NEW	<a href="#">Edit</a>															
<b>Field</b> externalReferenceId orderId customerId currencyCode creationDate status																				
<b>lineitems</b> <i>Expand for detail</i> <table border="1"> <tr> <th>externalItemID</th> <th>offerID</th> <th>quantity</th> <th>subscriptionID</th> <th>extLineItemNumber</th> </tr> <tr> <td>1</td> <td>65304839CA01A12</td> <td>2</td> <td>a6d9e5729b4d3293681d4140bcbe31NA</td> <td>1</td> </tr> <tr> <td colspan="5">orderType NEW</td> </tr> </table>						externalItemID	offerID	quantity	subscriptionID	extLineItemNumber	1	65304839CA01A12	2	a6d9e5729b4d3293681d4140bcbe31NA	1	orderType NEW				
externalItemID	offerID	quantity	subscriptionID	extLineItemNumber																
1	65304839CA01A12	2	a6d9e5729b4d3293681d4140bcbe31NA	1																
orderType NEW																				

#### 6.4.3. Updating Subscriptions Auto-Renewal

##### 6.4.3.1. *Updating Subscription Auto-Renewal through API calls*

Two values of the Subscriptions can be updated through our preset Patch API call **Update Subscription Auto Renewal**:

- Enable auto-renewal.
- Modify the renewal quantity.

The following considerations must be taken into account when setting the values above:

- Enabled flag can only be set to true or false.
- Setting enabled to true without the **renewalQuantity** field will mark all active licenses in the subscription for autorenewal.
- Setting enabled to false with a **renewalQuantity** will disable autorenewal, the **renewalQuantity** will be ignored.
- The **autoRenewal** preferences can only be updated for an active subscription.
- The **autoRenewal** object is only evaluated at renewal time (the customer's **cotermDate**)
- If the **renewalQuantity** is higher than **currentQuantity** at renewal time, then the additional licenses will be included in renewal. If it is lower, then licenses will be removed at renewal.
- If the **renewalQuantity** has been explicitly set, the **renewalQuantity** will not be increased or decreased by additional orders or cancellations (until subscription becomes inactive)

The considerations named above translate into three states of autorenewal:

- Disabled
- Enabled with renewal quantity
- Enabled without explicit renewal quantity (all purchased licenses will be renewed. The **renewalQuantity** will still be returned with the number of purchased licenses)

To update the Subscription auto-renewal values with an API request, use our **Update Subscription Auto Renewal** call. In the body of the request, set the flag to either true or false. It can't be left blank. Then enter the desired value for **renewalQuantity**.

The screenshot shows the Postman application interface. On the left, the sidebar lists collections, environments, mock servers, and monitors. The main workspace is titled "My Workspace". A collection named "Adobe Commerce Partner API - US/USD" is expanded, showing categories like Initialization, Reseller Management, Customer Management, Order Management, and Subscription Management. Under Subscription Management, two GET requests are listed: "Get Subscription Details" and "Get Subscriptions for Custom...". A red box highlights a new PATCH request titled "PATCH Update Subscription Auto-Re...". The PATCH request is configured with the URL `((baseUrl))/v2/customers/((customerId))/subscriptions/((subscriptionId))`. The "Body" tab is selected, showing a JSON payload:

```
1 {  
2   "autoRenewal": {  
3     "enabled": true,  
4     "renewalQuantity": 3  
5   }  
}
```

A red box highlights this JSON code.

#### 6.4.3.2. Updating Subscription Auto-Renewal through the Portal

Please, review the considerations that must be taken into account when setting the Renewal Quantity and Auto-Renewal values in section [6.4.3.1](#) above.

To update Subscriptions through the Portal, navigate to **Manage Records -> Customers** and expand the view of the desired Customer. In the **Customer's Associated Subscriptions** section, click on the **EDIT** button at the end of the Subscription line.

The screenshot shows the PARTNER API SANDBOX interface with the 'Manage Records' tab selected. The main area displays 'Created Records' for 'Customers'. A specific customer record is selected, showing details like Customer ID (P1005013460), Customer Name (test 01), Created Date (2021-06-22T04:05:42Z), Status (1000), and a 'Get Support' link. Below this, the 'Customer's Associated Subscriptions' section is expanded, showing a single subscription entry. This entry includes fields: Subscription ID (3a179a41e14258816428ce4694d32eNA), Created Date (2021-06-22), Renewal Date (2021-07-22), Renewal Quantity (3), Auto Renewal (true), and Status (1000). An 'Edit' button is highlighted with a red box at the bottom right of this section.

Clicking on the **EDIT** button will bring up several fields that will allow you to change the different values associated with the Subscription, namely:

- The Renewal Quantity
- The Auto-Renewal Flag
- The Status

#### 6.4.4. Manually Triggering an Auto-Renewal (Portal Only)

Triggering an auto renewal is a function that can be performed through the Portal. To trigger the auto renewal, navigate to the **Manage Records -> Customers** page, expand the Customer view by clicking on the down arrowhead next to the desired **Customer ID**, which will reveal the **TRIGGER AUTO RENEWAL** button.

Please, take note that there is a renewal job that runs automatically every hour that will trigger Auto-Renewals upon reaching the corresponding anniversary date and time. The **Trigger Auto-Renewal function** allows you to accelerate this process.

## 6.5. Managing Transfer Memberships (Portal Only)

Processing Subscription transfers involves action from both, the Portal and an API call. The preliminary work, which will result in the creation of a Membership ID, is done in the Portal. The actual transfer of a Subscription is done through an API call, and it requires the Membership ID previously created in the Portal.

It is worth noting that, in production, these Membership IDs come from existing customers that are already VIP and transitioning to the VIP Market Place whereas in the Sandbox these test Membership IDs are created in the Portal.

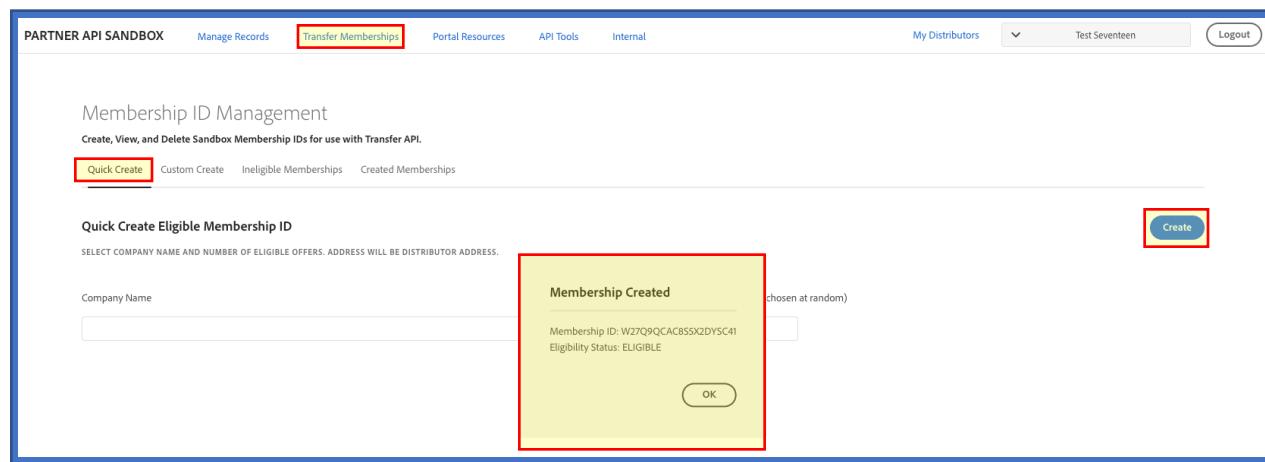
There are two ways of creating a Membership ID in the Portal:

- Quick Create – This method will result in the creation of a Membership ID that is always eligible for transfer.
- Custom Create – This method will result in the creation of a Membership ID that may or may not be eligible.

### 6.5.1. Membership ID – Quick Create

Clicking on the **Transfer Memberships** tab will land you on the **Quick Create** page. In this page, you can specify a company name and the number of eligible offers to quickly generate a VIP Membership ID that is always eligible and that will result in eligible transfers. After clicking on the **CREATE** button, the Portal will create a Membership and a window will pop up showing the Membership ID.

As stated above, creating a Membership ID in the Portal will make it possible to process a transfer through our preset API call, which requires an unused Membership ID. This is an important and necessary step because Membership IDs can only be used once.



### 6.5.2. Membership ID – Custom Create

You can create custom Membership IDs with your own desired information using the Custom Create form. Unlike the Quick Create form, which always creates an eligible Membership ID, the Membership IDs created with the Custom Create form may or may not be eligible for transfer.

This form gives you the opportunity to enter an offer ID of your choice or you can delete this field and enter the number of offers that you wish to add, which the offer ID(s) will be generated at random.

To create a Custom Membership ID, navigate to **Transfer Memberships -> Custom Create** in the Portal, fill the form as desired and click the **CREATE** button.

Upon successful creation of the custom Membership, a message will pop up with the Membership ID and the eligibility status.

As stated above, creating a Membership ID will make it possible to manage transfers with API calls. This is an important and necessary step because Membership IDs can only be used once, and every transfer requires a Membership ID.

The screenshot shows the 'Transfer Memberships' section of the Partner API Sandbox. The 'Custom Create' tab is selected. A modal window titled 'Membership Created' is displayed, containing the text: 'Membership ID: 3XEHMZ0FT273X8XRTBLI' and 'Eligibility Status: ELIGIBLE'. The 'OK' button at the bottom of the modal is highlighted with a red box. The 'Create' button on the main page is also highlighted with a red box.

### 6.5.3. List of Ineligible Memberships

The Portal offers you a default set of ineligible Membership IDs to be used while testing error responses. The list of ineligible Membership IDs includes error codes and the available error messages. The list can be found under the **Transfer Memberships** tag, in the **Ineligible Memberships** page.

The screenshot shows the 'Membership ID Management' section of the Partner API Sandbox. The 'Transfer Memberships' tab is selected. Below it, there are tabs for 'Ineligible Memberships' (which is highlighted with a red box), 'Quick Create', 'Custom Create', and 'Created Memberships'. A sub-section titled 'Ineligible Memberships' displays a table of membership IDs, their error codes, and error messages. The columns are 'Membership ID', 'Error Code', and 'Error Message'. Each row contains a membership ID, its corresponding error code (e.g., 5117), and a detailed error message explaining why it is ineligible. The error messages include reasons like 'INACTIVE', 'OPEN\_PURCHASE\_AUTH', 'RETURNABLE\_PURCHASE', etc.

Membership ID	Error Code	Error Message
01VGKK1JLN9VCXRZNVS	5117	Customer is not eligible for transfer. Reason: INACTIVE
05E3XCNX7KVECKHM7I2M	5117	Customer is not eligible for transfer. Reason: OPEN_PURCHASE_AUTH
65IPIM8IHJROSZJYQK3H	5117	Customer is not eligible for transfer. Reason: RETURNABLE_PURCHASE
8QU35M9BME6PS5FQBK3T	5117	Customer is not eligible for transfer. Reason: NO_TARGET_SKU
AVY4R5P6SZM1K1RDD7HV	5117	Customer is not eligible for transfer. Reason: IN_WINDOW_PARTIAL_RENEWAL
BYYJSM4JRP8XYD1XWP3	5117	Customer is not eligible for transfer. Reason: CONTRACT_NOT_ACCEPTED
CKGLGTDE1EE78BFZWXN	5117	Customer is not eligible for transfer. Reason: INVALID_COUNTRY
FCRRRFOLF50GCPUR6D4	5117	Customer is not eligible for transfer. Reason: UNPAID_INVOICE
GG9YQ9ZJDZB038XW3T	5117	Customer is not eligible for transfer. Reason: BAD_MARKET_SEGMENT
JK0EDKB1TIT86A0PJA6P	5117	Customer is not eligible for transfer. Reason: UNBILLED_ORDER
WQQZJO9B3DVJTAU2OEFM	5117	Customer is not eligible for transfer. Reason: EXTENDED_TERM_3YC
XWBRAIIAWX852GZJG5FG	5117	Customer is not eligible for transfer. Reason: NO_PURCHASES
ZP108ULU761LWIXMNQRP	5117	Customer is not eligible for transfer. Reason: IN_WINDOW_NO_RENEWAL
KK49NLJ0NPHOH3SF5FZF	5118	Customer has already been transferred
8CSVC8AKPEU7UEANFXB	5120	Customer cannot be transferred because there are no admin contacts
XVXTER4UMAVLEZJZ7YFF	5121	Transfer currently in progress for this customer

#### 6.5.4. List of Created Memberships

To view a list of the Membership IDs that you have created, whether eligible or ineligible, navigate to the **Transfer Membership -> Created Membership** page. This page offers you the ability to delete Memberships.

The screenshot shows the 'Membership ID Management' page under the 'Transfer Memberships' tab. The 'Created Memberships' tab is selected. A table lists 16 entries, each with a 'Delete' link represented by a red X icon. The columns are: Membership ID, Company Name, Eligibility Status, Creation Date, and Delete.

Membership ID	Company Name	Eligibility Status	Creation Date	Delete
5MKF9ZFKIB1KJOC7YIJ	ABC of NY	ELIGIBLE	Thu Jun 03 21:01:24 GMT 2021	X
PH6L7AWZK974JB5QFJ8	Test Quick Create Company Name	ELIGIBLE	Tue Jun 08 20:23:49 GMT 2021	X
21ZJMHHZEZUUMOQGHZKBT	Test Failures	ELIGIBLE	Tue Jun 15 15:15:20 GMT 2021	X
W27Q9QCAC8SSX2DYS41	XYZ Co.	ELIGIBLE	Thu Jun 17 02:57:47 GMT 2021	X
3XEHMZ0FT273X8XRTBLI	Preferred VIP Co.	ELIGIBLE	Thu Jun 17 03:13:42 GMT 2021	X
G3QUMROHLZX5MUWQDA5N	a	INELIGIBLE	Thu Jun 17 04:10:41 GMT 2021	X

The list of Membership IDs can be sorted in ascending or descending order by either Creation Date (default), Company Name, or Membership ID. The sorting criteria can be set using the corresponding dropdown menu. You also can choose the number of Memberships to display on the page.

The screenshot shows the same 'Membership ID Management' page with sorting and pagination controls highlighted. The 'Sorting' dropdown is open, showing 'Ascending' (selected) and 'Descending'. The 'Creation Date' dropdown is also highlighted. The table data is identical to the previous screenshot.

## 6.6. Transferring Subscriptions (API only)

We have several API calls to help testing the transfer of subscriptions to the VIP Market Place.

### 6.6.1. Preview Offers

The **Preview Offer** call is a preset GET API request that allows you to view current Customer offers that are to be transferred to the VIP Market Place. Offers are presented as items, each of which correspond to individual subscriptions.

To preview offers use the **Preview Offers** GET call. In order to preview Offers, a valid Membership ID must be passed as a value. The body of the request requires no information. The response body will include the following subscription information:

- The offer ID
- Quantity of subscriptions
- The renewal date

It is important to know that the subscriptions will have auto-renewal enabled by default upon transfer and they will renew on the renewal date.

The screenshot shows the Postman application interface. The left sidebar displays a workspace structure under 'Adobe Commerce Partner API - US/USD'. The 'Transfers' section is expanded, and the 'Preview Offers' endpoint is selected, highlighted with a red box. The main panel shows a GET request for '({baseUri})/v2/memberships/:membershipId/offers...'. The 'Params' tab is active, showing a 'Query Params' table with a single entry: 'membershipId' with value '9HQGCQSVS3A81XNFCAB', also highlighted with a red box. Below the table, 'Path Variables' are listed with a single entry: 'membershipId' with value '9HQGCQSVS3A81XNFCAB'. At the bottom, the 'Body' tab is selected, showing a JSON response with 15 numbered lines. The response body is as follows:

```
1  "totalCount": 5,
2  "items": [
3    {
4      "offerId": "65304479CA02A12",
5      "quantity": 1,
6      "renewalDate": "2021-07-28"
7    },
8    {
9      "offerId": "65304479CA02A12",
10     "quantity": 1,
11     "renewalDate": "2021-07-28"
12   },
13   {
14     "offerId": "65304479CA03A12",
15   }
```

## 6.6.2. Transfer Subscriptions

In order to successfully transfer a subscription, an eligible Membership ID must be previously created in the Portal (see section [6.5](#)). It is important to remember that Membership IDs can only be used once.

The **Transfer Subscription** function is a POST API call used to promote eligible subscriptions to the VIP MP. To transfer a Customer, a valid Membership ID must be passed to the Postman **params** in order to make a successful API call.

If you were using Postman to transfer a Subscription, you would use the preset API POST call **Transfer Subscriptions**, found under the **Transfer** section. Then you would navigate to the **Params** page and enter a valid Membership ID (previously created in the Portal) as a **VALUE** for the **membershipId** field, and click on the **SEND** button. A successful transfer would show pertinent information in the body of the response as shown below.

The screenshot shows the Postman interface with the following details:

- Workspace:** cspace
- API:** Adobe Commerce Partner API - US/USD / Transfers / Transfer Subscriptions
- Method:** POST
- URL:** `((baseUrl))/v2/memberships/:membershipId/transfers ...`
- Params:** A table with one row: `membershipId` (Value: `4YJAH4SOJWUKGL5RAQM2`)
- Body:** A red box highlights the response body, which is a JSON object:

```
1  {
2      "transferId": "P110003015",
3      "membershipId": "4YJAH4SOJWUKGL5RAQM2",
4      "creationDate": "2021-06-22T14:24:13Z",
5      "status": "1002",
6      "lineItems": [
7          {
8              "lineItemNumber": 1,
9              "offerId": "65304479CA01A12",
10             "quantity": 1
11         }
12     ],
13     "links": {
14         "self": {
15             "uri": "/v2/memberships/4YJAH4SOJWUKGL5RAQM2/transfers/P110003015"
16         }
17     }
18 }
```

Attempting to transfer a customer with a Membership ID previously used will result in a failed transfer (error message 400 – Bad Request) and the body of the response will indicate that the Customer has already been transferred.

The screenshot shows the Postman application interface. The left sidebar displays the 'Adobe Commerce Partner API - US/USD' workspace with the 'Transfers' section selected. Under 'Transfers', the 'POST Transfer Subscriptions' endpoint is highlighted with a red box. In the main panel, a POST request is being configured for the URL `{{baseUrl}}/v2/memberships/:membershipId/transfers ...`. The 'Params' tab is active, showing a single parameter: 'membershipId' with the value '4YJAH4SOJWUKGL5RAQM2'. The 'Body' tab is also visible. Below the request configuration, the response window shows a status of '400 Bad Request'. The response body is displayed in JSON format, containing the error message: `"code": "5118", "message": "Customer has already been transferred"`.

### 6.6.3. Get Transfer Details

#### 6.6.3.1. Viewing Transfer Details through an API call

Use the **Get Transfer Details** API call in to confirm the details of a transfer to the VIP Market Place.

The information presented in the **Get Transfer Details** is shown in the body of the API response window and includes:

- Transfer ID
- Customer ID
- Membership ID
- Creation date
- Status
- Line Items (subscription details)
  - Line Item Number
  - Offer ID
  - Quantity
  - Subscription ID
- Links

- URI
- Method
- Headers

The screenshot shows the Postman application interface. On the left, the 'Workspaces' sidebar lists various API collections under 'pace'. The 'Transfers' collection is selected, and its 'Get Transfer Details' endpoint is highlighted with a red box. The main workspace displays the request configuration for this endpoint, which is a GET request to `(baseUrl)/V2/memberships/({membershipId})/transfers/({transferId})`. The 'Body' tab is selected, showing the response body in 'Pretty' format. The response status is 200 OK, and the response body is:

```

1
2 "transferId": "P100003015",
3 "customerId": "P10005013570",
4 "membershipId": "4YJAH4S03WUKGL5RAQM2",
5 "creationDate": "2021-06-22T14:24:14Z",
6 "status": "1000",
7 "lineItems": [
8
9   {
10     "lineItemNumber": 1,
11     "offerId": "65304479CA01A12",
12     "quantity": 1,
13     "subscriptionId": "08a10f803b48f399327a410009809bNA"
14   },
15   "links": {

```

### 6.6.3.2. Viewing Transfer Details in the Portal

Successful transfer information can also be obtained through the Portal by navigating to the **Manage Records -> Transfers** page and clicking on the down arrowhead next to the Transfer ID to reveal the details of the transfer, including the resulting Customer ID.

The screenshot shows the 'Created Records' section of the 'Manage Records' page. The 'Transfers' tab is selected. A specific transfer record is expanded, showing detailed information such as transferId, customerId, membershipId, and creationDate. The expanded area is highlighted with a red box.

Transfer ID	Membership ID	Created Date	Status	Get Support
P110003015	4YJAH4SOJWUKG5RAQM2	2021-06-22T14:24:14Z	1000	<a href="#">Edit</a>
Field	Value			
transferId	P110003015			
customerId	P1005013570			
membershipId	4YJAH4SOJWUKG5RAQM2			
resellerId	P1000019700			
creationDate	2021-06-22T14:24:14.000+00:00			
status	1000			
lineItems	<a href="#">Expand for detail</a>			
lineItemNumber	offerId	quantity		
1	65304479CA01A12	1		

## 6.7. Portal Resources

To round up our help with the Sandbox testing environment, we have added some additional resources as follows.

### 6.7.1. Available Offers

A list of all available offers for the current distributor can be found in the **View Available Offers** page. The list includes the Offer ID and Product name. These can be used when testing the **Create Order** API call.

The screenshot shows the 'Portal Resources' page. The 'View Available Offers' button is highlighted with a red box. Below the button, a table displays a list of available offers with columns for Offer ID, Product Name, Language, and Currency.

Offer ID	Product Name	Language	Currency
65305455CA02A12	Adobe Spark for teams	MultiNorthAmerican	USD
65304520CA02A12	Acrobat Pro DC for teams	MultiNorthAmerican	USD
65305280CA04A12	Adobe Stock for teams (Other)	MultiNorthAmerican	USD
65305086CA04A12	Adobe Fresco for teams	MultiNorthAmerican	USD
65304839CA02A12	Creative Cloud for teams All Apps with Adobe Stock	MultiNorthAmerican	USD
65305018CA01A12	Adobe Premiere RUSH for teams	MultiNorthAmerican	USD

### 6.7.2. Available Countries

The list of available countries per Price Region can be viewed in the **Portal Resources/View Available Countries** page. This page includes the country, the two-character ISO Code associated with the country, a postal code regex and the local regions available in each country.

The list of countries displayed on the page is determined by the price region to which they belong, as defined by Adobe. The price region can be selected by the dropdown menu located at the top of the page.

Price Region	Country	Postal Code Regex	Regions
North America (NA)	North America (NA)	^d{5}(-d{4})?S	00, 01
	Asia Pacific (AP)	^ABC{1,2}[CEGHJ-NPRSTVXY]{1,2}[BCDFHJ-NPRSTV-Z]{1,2}d{1,3}	AB, BC, MB, NB, NL, NS, NT, NU, ON, PE, PQ, QC, SK, YT
	Eastern Europe (EE)	^ABC{1,2}[CEGHJ-NPRSTVXY]{1,2}[BCDFHJ-NPRSTV-Z]{1,2}d{1,3}	AA, AE, AK, AL, AP, AR, AZ, CA, CO, CT, DC, DE, FL, GA, HI, ID, IL, IN, KS, KY, LA, MA, MD, ME, MI, MN, MO, MS, MT, NC, ND, NE, NH, NJ, NM, NV, NY, OH, OK, OR, PA, PW, RI, SC, SD, TN, TX, UT, VA, VT, WA, WI, WV, WY
	Japan (JP)	^d{5}(-d{4})?S	00, 01
	Latin America (LA)	^ABC{1,2}[CEGHJ-NPRSTVXY]{1,2}[BCDFHJ-NPRSTV-Z]{1,2}d{1,3}	AB, BC, MB, NB, NL, NS, NT, NU, ON, PE, PQ, QC, SK, YT
	Mexico (MX)	^d{5}(-d{4})?S	00, 01
	Pacific (PA)	^d{5}(-d{4})?S	00, 01
Western Europe (WE)	^d{5}(-d{4})?S	00, 01	
Guam (GU)	^d{5}(-d{4})?S	00, 01	
N Mariana Islnd (MP)	^d{5}(-d{4})?S	00, 01	
Puerto Rico (PR)	^d{5}(-d{4})?S	00, 01	
United States (US)	^d{5}(-d{4})?S	AA, AE, AK, AL, AP, AR, AZ, CA, CO, CT, DC, DE, FL, GA, HI, ID, IL, IN, KS, KY, LA, MA, MD, ME, MI, MN, MO, MS, MT, NC, ND, NE, NH, NJ, NM, NV, NY, OH, OK, OR, PA, PW, RI, SC, SD, TN, TX, UT, VA, VT, WA, WI, WV, WY	

### 6.7.3. Partner API Files & Links

This section includes links and resources related to the partner API. Currently, this page includes two links:

- The **Partner Hub** – A secure location for Adobe to share confidential materials with VIP Marketplace partners. All materials on this site are provided pursuant to your confidentiality obligations to Adobe.
- **Partner API Materials** – Location where the Partner API documentation, technical assets, and Sample Postman Environment lives.

## 6.8. Other API Tools

### 6.8.1. Testing Addresses

The **Test Addresses** page is a tool designed to test custom addresses to see how they interact with the CPAPI.

While inputting a custom address, you will need to define the following information:

- Price Region
- Currency
- Country
- Local region (State/Province)

The following dependencies exist among the choices above:

- The currency dropdown menu is dependent on the **Price Region** selected.
- The Country dropdown menu is dependent on the **Price Region** selected.
- The Region dropdown menu is dependent on the **Country** selected.

To test an address, navigate to **API Tools -> Test Address**:

The screenshot shows the 'Test Addresses' page in the Partner API Sandbox. The header includes links for Manage Records, Transfer Memberships, Portal Resources, API Tools (which is highlighted with a red box), Internal, My Distributors, Test Seventeen, and Logout. The main content area is titled 'Test Address Input' with the sub-instruction 'TEST A CUSTOM ADDRESS TO SEE HOW IT INTERACTS WITH THE CPAPI.' Below this, there's a note: 'Input an address below to see how it interacts with the CPAPI.' followed by a list of dependencies: 'The Currency drop down is dependent on the Price Region. The Country drop down is dependant on the Price Region. The Region drop down is dependant on the Country.' The form fields include: 'Price Region' (dropdown, North America (NA)), 'Currency' (dropdown, USD), 'Address' (dropdown, United States (US)), 'City' (text input, Stuart), 'Region (State/Province)' (dropdown, FL), 'Address Line 1' (text input, 1234 SE Kanner Hwy), 'Address Line 2' (text input, Enter Address Line 2), and 'Postal Code' (text input, 34997). To the right, there's a 'Address Issues:' section stating 'No issues reported.' and a 'Postal Code Info:' section with details: 'Country: United States(US)', 'Postal Code Regex: ^[\\d]{5}(?:[-\\d]{4})\$', and 'Postal Code Example: 33813-4672'. A 'Check Address' button is at the bottom left.

If the API accepts the address format, the tool will display a message announcing that the validation was successful.

The screenshot shows the 'API Tools' section of the 'Test Addresses' page. A yellow modal box with a red border is centered, displaying the message 'Address Validated Successfully!' in bold. Below the message, it says 'The inputted address is valid.' At the bottom right of the modal are two buttons: 'Cancel' and 'Continue'. To the right of the modal, there is explanatory text and a regular expression pattern: 'our address' postal code.', 'US', '([S]{5}(?:[d]{4}))\$', '3813-4672'. The background shows form fields for Price Region (North America NA), Currency (USD), Address (Country: United States (US), Address Line 1: 1234 SE Kanner Hwy), City (Stuart), Region (State/Province) (FL), and Postal Code (34997). A 'Check Address' button is at the bottom left.

If the address fails API validation, the tool will display a message indicating why the validation failed.

The screenshot shows the same 'API Tools' section. A yellow modal box with a red border is centered, displaying 'An Error Occurred' in bold. Below it, it says 'Message: This is not an valid address. Please look below for the reasons why.' and 'Reason: - The postal code is incorrect. Looking for the Regex pattern: ^[d]{5}(?:[d]{4})\$'. At the bottom right of the modal is an 'OK' button. To the right of the modal, there is explanatory text and a regular expression pattern: 'our address' postal code.', 'US', '([S]{5}(?:[d]{4}))\$', '3703'. The background shows the same form fields as the successful validation screenshot, with the postal code field containing '349' and an exclamation mark icon.

## 7. SANDBOX SUPPORT

We are always looking for ways to improve the partner developer experience. New features will be added to the portal over time. To request new features or if you have any questions or issues, please send an email to [partnerapi-integration-support@adobe.com](mailto:partnerapi-integration-support@adobe.com).

Additionally, we have incorporated, where appropriate, a column named **Get Support** with links to automatically generate an email whenever you may experience an issue with the Portal. Simply click on the envelope icon where the issue was experienced, and the Portal will display information related to the issue along with a dropdown menu where you can choose the nature of the problem. The email will be sent when you click on the **GENERATE EMAIL** button.