



Zazzle Vendor API Documentation

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Overview

The Zazzle vendor API enables 3rd party vendors to integrate with Zazzle's ecommerce custom manufacturing platform. Our goal is to provide a generalized interface that allows you the freedom to conform new orders to your existing workflows. This document is intended for an engineer and should be a great starting point for code integration.

In an effort to promote a flexible integration, we offer a REST API interface utilizing HTTP GET and POST calls that are sent to exposed methods which return as XML. If you have any questions or comments feel free to email MakerSupport@Zazzle.com

API Touch Points

Integration with the Zazzle API involves accessing four major touch points:

- **Listing orders**
- **(Optional) Acknowledging orders to receive more than 50 limit**
- **(Optional) Receiving updates and messages from Zazzle**
- **Shipping orders**

Listing Orders: This is the process of seeing all customer orders that have passed Zazzle's fraud and content checks but have not yet been shipped. The API method for listing new orders with details is **ListNewOrders**.

(Optional) Acknowledging orders to receive more than 50 limit: Utilizing the AckOrder method you can save the orders into your local database and act upon them. This is typically done by established makers who would like to manipulate the orders to support established workflows or expect a large volume of orders in the holiday season. We should be clear that upon "AckOrder" we expect you to maintain control of the order and backup data as necessary to not lose any orders.

(Optional) Receiving updates and messages from Zazzle: These are rare, but sometimes changes are made to orders after you receive them. The most frequent update is an address change, followed by order cancellations, requests to change order elements (like size), request to use a gift packing slip and updated print files. The popular API method is **ListUpdatedOrders** and **ListOrderMessages**. Checking for updates and messages is optional, but can greatly improve the customer's experience.

Example: During the holidays you've received hundreds of orders, and although new orders are coming in, there is a two day lag to processing them simply due to volume. Before you actively begin printing, a frantic customer realizes they accidentally sent the Christmas gift to the wrong house and the gift won't arrive in time for the holidays. By utilizing the **ListUpdatedOrders** system we can update that order in your system prior to printing the label. Your choice to support this saved the day for Timmy's mom.

Shipping orders: After you have generated a shipping label, you need to let us and the customer know! Shipping orders changes the customer's card and sends us their tracking number to pass on to them. You will either use the **GetShippingLabel & VoidShippingLabel** methods or **AddOrderShipment** to ship orders out of the system depending on how you want us integrated into your workflow.

Common Implementation Workflow Example

To get the ball rolling it might be helpful to show the most frequent sequence of workflow events factories use after implementation. This is not the only way to install our API, but is illustrative if this is your first venture with an external ecommerce platform API.

- 1) Build an automated local service that calls ListNewOrders once every 5 minutes.
 - a. Upon receiving successful data, you save the data locally



- b. You then perform error checking to ensure nothing was corrupted in transmission (We suggest error logging)
 - c. After successfully saving the orders to your own local DB you would send back AckOrder
 - 2) Build another automated local service that calls ListUpdatedOrders and ListOrderMessages every 5 minutes
 - a. Upon receiving successful data, you perform the same steps seen in Step 1 (including AckOrder)
 - i. Note: This allows for a final error check on any order that you received from us on a previous day but have not yet taken action on.
 - 3) The above calls also returned methods to get the PreviewFile and PrintFile so you probably want to call those methods now and save the results.
 - a. Upon success, you can match our Attribute strings with whatever your internal names are in your database so your factory workers see customer orders exactly as you trained them.
 - b. This is really more than enough for you to Make/Print the product. (Preview File of what the customer saw for your QA team, and PrintFile of what the printer should print)
 - 4) Do you use production sheets? The above commands have now given you everything you would need to create your own internal production sheet
 - a. Most makers also build a digital interface listing all the orders with a handy search box
 - 5) You then build an interface for getting a packing sheet that goes in the box. A simple interface to input a 143 number and hit PRINT (which will call the GetPackingSheet method) and the JPEG sheet will come out an 8x11 printer
 - 6) You then build an interface for a human or automated bar scanner to input the 143 number and get a shipping label.
 - a. Assuming you use GetShippingLabel you just need an interface to enter the weight and a button to print label. Call the method; and a label will magically print. No need for a worldship station!
 - b. If the printer were to jam, you probably want to add VoidShippingLabel
 - c. Since the product could be going to East Africa, a Commercial Invoice might print so you'll want to indicate that somehow to the operator.
 - 7) Since you have your own local DB you can easily keep stats on your progress for invoicing / reporting.
 - 8) That's it. You're done! Time for some good pie with whipped cream!

Getting Started

Before you start coding, you will need to do some simple data collection and find someone capable of coding a simple REST API integration – specifically, you need to have the following:

Vendor ID

Zazzle will send you a Vendor ID. This will be available approximately one week prior to launch. This will be a string and should always be lowercase – usually it is the name of your company. Until then, you can use this testing account:

VendorID: hanson

Secret Key

Your secret key is also provided by Zazzle at the same time as the Vendor ID and will be an alphanumeric MD5 hash. Note that this key is case sensitive. This secret key will be utilized in conjunction with additional strings at several of our methods to confirm security. Again, until you have yours, you can use this test account key:

SecretKey: 3f9bf3904b4e6609d46ff6964d8193ac

Zazzle Shipping ID & Setup

As a Zazzle partner, you will benefit from shipping Zazzle orders on our heavily discounted rates. This allows us to offer great shipping prices to our customers. **If you want to use your own existing shipping station**, we can send



you a UPS shipping ID tied to Zazzle's master account for orders we sell. Alternatively, Zazzle can generate shipping labels directly from our API (which is preferred). If you choose GetShippingLabel, you can skip this step.

MD5 Hash Tool

Zazzle uses MD5 hashes of different information as a way to authenticate your API calls. There are many MD5 hash generators on the web and they all work well. For your convenience here is one: <http://www.md5hashgenerator.com>.

Some API parameters are actually MD5 hashes of your information. For example, you might be asked to create an MD5 hash of your Vendor ID and your Secret Key. That request in our documentation would look like this:

MD5 (Vendor ID+Secret Key)

If your Vendor ID is "test" and your Secret Key is "1234", you would concatenate the two to look like the following:

MD5 Hash Generator

Use this generator to create an MD5 hash of a string.

String:
test1234

Generate MD5 Hash

This MD5 hash generator is useful for encoding passwords, or similar should find this online tool an especially handy resc

Your MD5 hash:
16d7a4fca7442dda3ad93c9a726597e4

The resulting alphanumeric hash in the green box is used as an input into the method. **Please note both the input string and resulting hash are case sensitive!**

URL Encoding

The Zazzle Vendor API expects all data to be UTF-8 encoded.

REST API Basics

Zazzle's API supports a REST interface. HTTP GET or POST calls are sent to exposed methods (listed below), and XML documents are returned as a response. If you did not understand the preceding sentence, there is a lot of help on the web – and you can start here for a reasonable tutorial: <http://rest.elkstein.org/>.

If you have your vendor ID, secret key, and a basic understanding of a REST API, you are ready start coding.

Logging

The concept of logging goes without saying, but as you implement this API please include logging and safety protocols on your end. Ensure that any method successfully executes, returns a valid result, and saves prior to sending an "Acknowledge". Historically, 90% of all API problems are usually traced back to one of two core issues:

- 1) Your local system is not checking for a "Success" and as a result cannot handle network outages, lost connections, timeouts, etc.
- 2) You are not verifying that the data you received is "whole" before acknowledging the order. This leads to our system believing you have everything so we stop listing the order in ListNewOrders, and you being unaware of an order that you didn't fully receive.



Core Zazzle API Methods

The following is a list of the methods that you must use to integrate successfully with the Zazzle API. You will always need ListNewOrders and you will either use AddOrderShipment OR GetShippingLabel depending on your setup. If you want to use your own shipping station to generate shipping labels (such as UPS WorldShip), you will need to use AddOrderShipment. If you want Zazzle to produce your labels for you, use GetShippingLabel. VoidShippingLabel is needed to make sure you are not charged for unused postage.

GET ListNewOrders

This is the core method used to see all active orders associated with your account. Orders will only be visible after they have passed Zazzle's internal fraud and content checks so your own test orders may not be immediately visible. For performance reasons, ListNewOrders will only return the 50 oldest orders assigned to you. If you have more than that in your queue, you will need to ship orders before you can see more, or implement a local Database and use AckOrder. This Method will allow you to save data locally and full control to build a custom factory production sheet.

Parameters

Key	Value	Required?
method	"listneworders"	Yes
vendorid	Vendor ID	Yes
hash	MD5 (Vendor ID + Secret Key)	Yes

Sample Code

(Note: This call is purely illustrative and will not return real data)

<https://vendor.zazzle.com/v100/api.aspx?method=listneworders&vendorid=myvendorid&hash=7a7cb40c33h7a8c9b42a73ad1967b495>

Example Response

```
<?xml version="1.0" encoding="utf-8"?>
<Response>
  <Status>
    <Code>SUCCESS</Code>
    <Info />
  </Status>
  <Result>
    <Orders>
      <Order>
        <OrderId>143302694168275926</OrderId>
        <OrderDate>2009-06-10T04:41:20.492</OrderDate>
        <OrderType>photosculpture_default</OrderType>
        <DeliveryMethod>standard</DeliveryMethod>
        <Priority>Normal</Priority>
        <Currency>USD</Currency>
        <Status>ASSIGNED</Status>
        <Attributes>source=Zazzle</Attributes>
        <ShippingAddress>
          <Address1>8801 SILVERHILL LN</Address1>
          <Address2>8APT #3</Address2>
          <Address3 />
          <Name>John Doe</Name>
          <City>Menlo Park</City>
          <State>CA</State>
          <Country>United States</Country>
          <CountryCode>us</CountryCode>
          <Zip>94025</Zip>
          <Phone>555-867-5309</Phone>
          <Email>JohnDoe@hotmail.com</Email>
          <Type>Residential</Type>
        </ShippingAddress>
      </Order>
    </Orders>
  </Result>
</Response>
```



```

</ShippingAddress>
<LineItems>
  <LineItem>
    <LineItemId>169509020107236845</LineItemId>
    <OrderId>143302694168275926</OrderId>
    <LineItemType>photosculpture_8x10</LineItemType>
    <Quantity>1</Quantity>
    <Description>Sculpture (with Stand)</Description>
    <Attributes>size=8x10&amp;style=stand_ps&amp;design.areas=[photosculpture_f
ront]</Attributes>
    <PrintFiles>
      <PrintFile>
        <Type>application/pdf</Type>
        <Url>https://vendor.zazzle.com/svc/api.aspx?method=getprintfile&amp;ite
mid=169509020107236845&amp;area=photosculpture\_front&amp;hash=704bea69f721a2ac5aea3ffe
c7f75e43</Url>
        <Description>front</Description>
      </PrintFile>
    </PrintFiles>
    <Previews>
      <PreviewFile>
        <Type>image/png</Type>
        <Url>https://vendor.zazzle.com/svc/api.aspx?method=getpreviewfile&amp;i
temid=169509020107236845&amp;area=front&amp;hash=4b0fc23634fdce869267ccc0dc458205</Url>
        <Description>front</Description>
      </PreviewFile>
    </Previews>
  </LineItem>
</LineItems>
<Products>
  <Product>
    <ProductId>256878761312697314</ProductId>
    </ProductInfo />
  </Product>
</Products>
<PackingSheet>
  <Page>
    <PageNumber>1</PageNumber>
    <Front>
      <Type>image/jpg</Type>
      <Description>front</Description>
      <Url>https://vendor.zazzle.com/svc/api.aspx?method=getpackingsheet&amp;or
derid=143302694168275926&amp;page=1&amp;side=front&amp;hash=74d4716d6a7041297cc11934b9e
d7f2d</Url>
    </Front>
  </Page>
</PackingSheet>
<Messages>
  <Message>
    <MessageDate>2009-06-11T02:21:20.224</MessageDate>
    <Text>Customer is known VIP</Text>
  </Message>
</Messages>
</Order>
</Orders>
</Result>
</Response>

```



XML Tag Definitions

Tag	Description	Possible Values
Code	Signals a successful or failed API call	"SUCCESS" "ERROR"
OrderId	Zazzle Order ID. You will need this when interacting with Zazzle customer service.	18-19 digit string of numbers
OrderDate	Date the customer placed this order	UTC-8 Datecode
OrderType	Unique string describing Maker (you)	Any String
DeliveryMethod	Shipping method to be used for this order	
Priority	Means to signal an order is more or less important for any reason. This is rarely used.	"Low" "Normal" "High"
Currency	The currency used in the rest of this order. Currently, this is always "USD", but could be set to any country code.	Any 3 character country code
Status	Current status of the order	"ASSIGNED" "ACCEPTED" "SHIPPED" "CANCELLED"
Attributes	Intended for future development – not needed now	String
ShippingAddress	Container for customer shipping address	
Address1	First shipping address line	String
Address2	Second shipping address line	String
Name	Shipping name	String
City	Shipping City	String
State	Shipping State	String
Country	Shipping Country	String
Zip	Can be either 5 digit number or zip+4	String
Phone	Shipping phone number	String
Email	Shipping email address	String
Type (ShippingAddress)	Shipping type. Is sometimes an input into carrier API's	"Residential" "PO" "APO" "Zazzle"
LineItems	This is a container for line items. Each line item is a specific designed product and each has a quantity	
LineItemID	This is the ID of the line item on the packing sheet. Each line item also has a quantity so this is not unique per physical item.	18 digit numeric string
OrderId	Should match the OrderID provided above. Done for ease of use	18 or 19 digit numeric string
LineItemType	Human readable identifier for the product type in the line item.	String
Quantity	Quantity of this line item that needs to be produced	Number
Description	Description of the product in this line item	String
Attributes	String which contains all name value pairs for customer selected options. One pair for every attribute (style, size, color, etc.). You need to parse this string in order to extract attributes for the line item. There will not be pairs for uploaded images. Zazzle will provide possible permeations in email at start of integration.	String
PrintFile	This is a container for all print files needed to produce the parent lineitem	
Type (PrintFile, PreviewFile, Packing Sheet)	Description of the type of image used. Print files are in application/pdf format, previews are image/png and packing sheets should be image/jpg	"image/jpg" "image/png" "application/pdf"
Url	Important: Contains a link to another API call that returns the print file when run. Not a link to a file, Do not try to save the URL locally. Instead call the API to generate the image and save before printing.	String
Description	Human readable description of the location of the print file.	String



Tag	Description	Possible Values
Previews	This is a container for previews which can be used to display in a custom built interface or production sheet	
Type (PrintFile, PreviewFile, Packing Sheet)	Description of the type of image used. Print files are in pdf format, previews and packing sheets should be image/jpg	"image/jpg" "image/png" "application/pdf"
Url	Important: Contains a link to another API call that returns the print file when run. Not a link to a file, Do not try to save the URL locally. Instead call the API to generate the image and save before printing.	String
Description	Human readable description of the location of the print file.	String
PackingSheet	This is the container for the information you need to print packing sheets to be included physically in all Zazzle order packaging. If orders have many line items, these packing sheets can be multiple pages long. Currently, Zazzle only generates "front" pages and not "back" pages for two sided printing.	
PageNumber	Page number of the corresponding image	Number
Type (PrintFile, PreviewFile, Packing Sheet)	Description of the type of image used. Print files are in application/pdf format, previews are image/png and packing sheets are only available as image/jpg	"image/jpg" "image/png" "application/pdf"
Description	Description of which side of the paper to print (should always be "front")	String
Url	Important: Contains a link to another API call that returns the print file when run. Not a link to a file, Do not try to save the URL locally. Instead call the API to generate the image and save before printing.	String

GET GetShippingLabel

This API call generates a shipping label and automatically passes all relevant information onto Zazzle to ship the order out of the system. Use the URLs in the return XML to print shipping labels for your package.

Please note that Zazzle offers your products worldwide across 18 translated territories. As a result, this method not only prints the shipping label but also the commercial invoice that is required for international shipping.

Parameters

Key	Value	Required?
method	"getshippinglabel"	Yes
vendorid	<u>Vendor ID</u>	Yes
orderid	ID of order being shipped	Yes
weight	Weight in lbs. (decimals ok)	Yes
format	Preferred label format. Current options: <ul style="list-style-type: none"> "PDF" "ZPL" "PNG" 	
hash	MD5 (<u>Vendor ID</u> +orderid+weight+format+ <u>Secret Key</u>)	Yes

Sample Code (Note: This call is purely illustrative and will not return real data)

<https://vendor.zazzle.com/v100/api.aspx?method=getshippinglabel&vendorid=myvendorid&orderid=143123456123456&weight=0.7&format=ZPL&hash=9a7cb40c3f3ba8c9b42a73ad1969b37a>

Example Response

```
<?xml version="1.0" encoding="utf-8"?>
<Response>
  <Status>
    <Code>SUCCESS</Code>
    <Info />
  </Status>
</Response>
```




```

</Status>
<Result>
  <ShippingInfo>
    <Carrier>UPS</Carrier>
    <Order>UPS Worldwide Expedited</Order>
    <TrackingNumber>1Z10X9A76710113996</TrackingNumber>
    <Weight>1.5</Weight>
    <ShippingDocuments>
      <ShippingDocument>
        <Type>CommercialInvoice</Type>
        <Format>PDF</Format>
        <Url>https://vendor.zazzle.com/v100/api.aspx?method=getshippingdocument&tracking=1Z10X9A76710113996&type=2&hash=7fa78d622d5f4bb5ccb40d9e6179f321&page=0</Url>
      </ShippingDocument>
      <ShippingDocument>
        <Type>Label</Type>
        <Format>PDF</Format>
        <Url>https://vendor.zazzle.com/v100/api.aspx?method=getshippingdocument&tracking=1Z10X9A76710113996&type=1&hash=4ef58086a316b5a7e7d856c6b58ef5b9&page=1</Url>
      </ShippingDocument>
    </ShippingDocuments>
  </ShippingInfo>
</Result>
</Response>

```

XML Tag Definitions

Tag	Description	Possible Values
Code	Signals a successful or failed API call	"SUCCESS" "ERROR"
Carrier	The name of the carrier used for the label	Refer to the carrier information table
Order	The shipping method used for the label	Refer to the carrier information table
TrackingNumber	The carrier tracking number on the label	String
Weight	Weight in lbs. (decimals ok)	String
ShippingDocuments	Container for shipping documents	
Type	<p>Type of shipping document. One type will always be the Label (expected to print at shipping label size).</p> <p>The second type (Commercial Invoice) will require special handling and are only used for international shipments where we cannot digitally notify the carriers. Commercial invoice URL will only appear for those orders which require it (mostly UPS international orders) and should trigger additional parsing by your staff.</p> <p>Please note that international customs will expect the Commercial Invoice to be printed on an 8x11 sheet of paper and available in a pouch on the outside of the box. Some countries may require multiple copies, we may return multiple objects in this case.</p>	"Label" "CommercialInvoice"
Format	File format used for the document	"PDF" "PNG" "JPG"
Url	API call used to retrieve the image of the shipping document	URL encoded API calls



GET VoidShippingLabel

This API call voids shipping labels that are printed but not used. Although this should not happen often, you will be charged for every shipping label that is generated and not used, unless you void it.

Parameters

Key	Value	Required?
method	"voidshippinglabel"	Yes
vendorid	Vendor ID	Yes
tracking	Tracking number on the label	Yes
hash	MD5 (Vendor ID +tracking+ Secret Key)	Yes

Sample Code

(Note: This call is purely illustrative and will not return real data)

<https://vendor.zazzle.com/v100/api.aspx?method=voidshippinglabel&vendorid=myvendorid&tracking=1X345HGM34523&hash=9a7cb40c3f3ba8c9b42a73ad1969b37a>

Example Response

```
<?xml version="1.0" encoding="utf-8"?>
<Response>
  <Status>
    <Code>SUCCESS</Code>
    <Info />
  </Status>
</Response>
```

XML Tag Definitions

Tag	Description	Possible Values
Code	Signals a successful or failed API call	"SUCCESS" "ERROR"

POST AddOrderShipment

You must decide to EITHER use this method or **GetShippingLabel & VoidShippingLabel**. We strongly encourage you to use the **GetShippingLabel & VoidShippingLabel** solution unless you currently use a UPS worldship station or another proprietary multi shipper solution. Deprecation of the **AddOrderShipment** is on our roadmap over the next 12 months.

This API call allows you to ship orders out of the system. This call should not be made until a shipping label has been produced and it will automatically notify the customer that their order has shipped and pass along their tracking number(s). Customers will not be charged until this call is made.

Note: Please make sure this is successful. In the rare case that the server times out you need to continue connection attempts until successful.

Parameters

Key	Value	Required?
method	"addordershipment"	Yes
vendorid	Vendor ID	Yes
orderid	ID of order being shipped	Yes



carrier	Carrier used for this order. Should be one of “ups”, “fedex”, “usps”, “xpo”	Yes
shippingmethod	Method used to ship order. For possible values, please refer to the carrier data table on page 2 of this document.	Yes
tracking	Tracking number from carrier	Yes
cost	Shipping cost in USD cents (\$25.99 would be 2599)	Yes
weight	Weight in lbs. (decimals ok)	Yes
dateshipped	UTC-8 datecode of shipment datetime	Yes
hash	MD5 (Vendor ID +orderid+carrier+shippingmethod+tracking+cost+weight+dateshipped+ Secret Key)	Yes

Optional: If you are shipping a partial order, this call can also POST to the API in the following XML format if this tracking number only represents a partial order.

```
<LineItems>
  <LineItem>
    <LineItemId>169410302625976562</LineItemId>
    <Quantity>1</Quantity>
  </LineItem>
</LineItems>
```

The order will not fully ship out of the system until all quantities and line items are accounted for so please be careful if you use this functionality.

Sample Code (Note: This call is purely illustrative and will not return real data)

<https://vendor.Zazzle.com/v100/api.aspx?method=addordershipment&vendorid=myvendorid&orderid=143123456123456&carrier=ups&shippingmethod=standard&tracking=1X458dje03nfi3k7k&cost=734&weight=0.7&dateshipped=2009-06-10T04:41:20.000&hash=9a7cb40c3f3ba8c9b42a73ad1969b37a>

Example Response

```
<?xml version="1.0" encoding="utf-8"?>
<Response>
  <Status>
    <Code>SUCCESS</Code>
    <Info />
  </Status>
</Response>
```

XML Tag Definitions

Tag	Description	Possible Values
Code	Signals a successful or failed API call	“SUCCESS” “ERROR”

Suggested Zazzle API Methods

The following methods are not required for a successful API integration but can greatly enhance the customer experience and your product’s visibility on Zazzle. To provide context here are some simple use cases:

- **ListUpdatedOrders**
 - Refresh your local DB to receive any changes that occurred between the original order and the moment you intend to make the product on the factory floor. In holiday times, this might be a several day lag, and it is good to know any orders customers cancelled so you don’t spend materials and time making orders that are not required.



- Another popular use case is for seasonal holidays we will automatically upgrade shipping methods as the deadline approaches. Utilizing this technique you will continue receiving orders later in the season than others who choose not to integrate ultimately resulting in an increase in sales due to availability to ship closer to the deadline.
- Updates to an order are usually the result of a change request by the customer (Shipping Address, Shipping Speed, Product Attributes, Cancellation, etc).
- We recommend you call this method periodically to check for updates. After a call, respond with **AckOrder** using Type=update to acknowledge the update has been applied so it will not show up again.
- Utilizing this will reduce the amount of manual communication that accounts management team does with your factory manager and can increase floor efficiency.
- **ListUpdatedMessages**
 - Refresh your local DB to receive any changes that occurred between the original order and the moment you intend to make the product on the factory floor.
 - This method returns a list of messages that contain Zazzle CS/Accounts Management instructions on how to handle the pending orders.
 - A message is usually about Expediting an order or informing that it is for a VIP / Special needs and might need extra quality review before shipping.
 - We recommend you call this method periodically to check for updates. After a call, respond with AckOrder using Type=message to acknowledge the update has been applied so it will not show up again.
 - These messages are infrequent but most factory manager enjoy knowing these types of messages so they can better serve customers.
- **AddOrderActivity**
 - This is a courtesy update. It is a communication from your factory floor back to our API so that our CS techs have more visibility into the current status of any given product. As an example, you might have three days of backlog but before your printer fires up it sends an **AddOrderActivity** which says "Currently Printing". This would show in our CS dashboard so the tech doesn't try to cancel an order that is already printed.
 - Or, a more popular use case is to update the API if a particular product failed a QC run. These types of issues are typically are prone to longer delivery times. If you populated the field to say "QC failed, reprinting" the tech would be able to notify the customer that the order delay is the result of your commitment to quality which results in less upset customers.
 - Our API will automatically respond back with Success | Error to these messages
- **AckOrder** has three types:
 - New: used to get you more than 50 open orders at a time. Sending this message also sends an email to the customer letting them know that you successfully received their order at the factory.
 - Update: used in conjunction with ListUpdatedOrders. This is a great way to reduce factory waste as occasionally a customer will cancel their order. Sending us an Ack Update lets us know you have confirmed knowledge of the pending cancel and don't plan to take action. Message: used in conjunction with ListOrderMessages. This is a great way to update order factory messages direct from Zazzle CS or Account Management. It allows you to message back to Zazzle that you are aware a particular order is for a Marketing Shoot, a VIP (Joe Montana), or even an extremely disgruntled customer.

GET AckOrder

AckOrder is used to tell the Zazzle API that you have saved all information locally. This does two things. First, it notifies Zazzle customer support that you have possession of an order which fires off notification emails to the customer. Second, orders that have been "Ack'ed" will no longer show up in **ListNewOrders** – so you can pull in more than the oldest 50 if you save them locally and **AckOrder** them. You can also **AckOrder** updates and messages so that they stop showing in the corresponding get methods.



Note: If you plan to store orders locally in your own DB, you'll need to use this method. It is the only way to see more than 50 open orders. Please be aware of the risks associated with storing orders locally as you'll have to own control of that order all the way through and back to us.

Parameters

Key	Value	Required?
method	"ackorder"	Yes
vendorid	Vendor ID	Yes
orderid	ID of order being acked (starts with 143)	Yes
type	Use "new" to acknowledge orders. "update" to acknowledge updates, and "message" to acknowledge messages	Yes
action	Should almost always be "accept", but if you want to reject an update or message, use "reject"	Yes
hash	MD5 (Vendor ID +orderid+type+ Secret Key)	Yes

Sample Code

(Note: This call is purely illustrative and will not return real data)

<https://vendor.zazzle.com/v100/api.aspx?method=ackorder&vendorid=myvendorid&orderid=143123456123456&hash=9a7cb40c3f3ba8c9b42a73ad1969b37a>

Example Response

```
<?xml version="1.0" encoding="utf-8"?>
<Response>
  <Status>
    <Code>SUCCESS</Code>
    <Info />
  </Status>
</Response>
```

XML Tag Definitions

Tag	Description	Possible Values
Code	Signals a successful or failed API call	"SUCCESS" "ERROR"

GET ListUpdatedOrders

ListUpdatedOrders returns any updates submitted by Zazzle customer support. Ideally, you are running this call regularly (via cron job or scheduled task) to check for updates to orders and usually take the form of changes to shipping address, product attributes, or even order cancellation. This is the only way for Zazzle to notify you of changes to orders you might have saved locally and made **AckOrder** calls to previously. You can accept or reject these updates with a call to **AckOrder** using the type=update value.

Parameters

Key	Value	Required?
method	"listupdatedorders"	Yes
vendorid	Vendor ID	Yes
hash	MD5(Vendor ID + Secret Key)	Yes

Sample Code

(Note: This call is purely illustrative and will not return real data)

<https://vendor.zazzle.com/v100/api.aspx?method=listupdatedorders&vendorid=myvendorid&hash=9a7cb40c3f3ba8c9b42a73ad1969b37a>



Example Response

```
<Response>
  <Status>
    <Code>SUCCESS</Code>
    <Info />
  </Status>
  <Result>
    <Orders>
      <Order>
        <Update>
          <UpdateType>ShippingInfo,Priority,ProductInfo,Reprint,Remove</UpdateType>
          <UpdateDate>2009-09-15T20:19:56.483</UpdateDate>
        </Update>
        <OrderId>143302694168275926</OrderId>
        <!--The rest of the <order> tag mimics that of ListNewOrders --!>
      </Order>
    </Orders>
  </Result>
</Response>
```

XML Tag Definitions

Tag	Description	Possible Values
Code	Signals a successful or failed API call	"SUCCESS" "ERROR"
UpdateType	Description of what action is required for the update. "ShippingInfo" means there is an updated address, "Priority" means the order is important, "ProductInfo" means an attribute has changed in the order, "Remove" means the order has been cancelled.	"ShippingInfo" "Priority" "ProductInfo" "Remove"
UpdateDate	Datetime that the update was requested	UTC-8 Datecode

GET ListOrderMessages

This method will return all outstanding messages. Messages are rare, but are a way for our customer service team to send special care instructions for orders. It is a good idea to check regularly for new messages in order to make sure customer requests are taken care of. You can accept or reject these messages with a call to [AckOrder](#).

Parameters

Key	Value	Required?
method	"listordermessages"	Yes
vendorid	Vendor ID	Yes
hash	MD5(Vendor ID + Secret Key)	Yes

Sample Code (Note: This call is purely illustrative and will not return real data)

<https://vendor.zazzle.com/v100/api.aspx?method=listordermessages&vendorid=myvendorid&hash=9a7cb40c3f3ba8c9b42a73ad1969b37a>

Example Response

```
<Response>
  <Status>
    <Code>SUCCESS</Code>
    <Info />
  </Status>
  <Result>
    <Messages>
      <Message>
        <OrderId>143109597005143301</OrderId>
        <Text>Ship by 1/1/09</Text>
```



```

    <MessageDate>2009-06-10T04:41:20.000</MessageDate>
  </Message>
  <Message>
    <OrderId>143109597005143302</OrderId>
    <Text>Message</Text>
    <MessageDate>2009-06-10T04:41:20.000</MessageDate>
  </Message>
</Messages>
</Result>
</Response>

```

XML Tag Definitions

Tag	Description	Possible Values
Code	Signals a successful or failed API call	"SUCCESS" "ERROR"
OrderId	The order id to which this message pertains	18 digit numeric string
Text	Text of the message written by Zazzle	String
MessageDate	Datetime that the message was written	UTC-8 Datecode

GET AddOrderActivity

This method provides you with a way to notify Zazzle through our API as an order moves through your system. You can send any text (up to 200 char) and if our customer service reps look up an order, they will be able to read your message. Common examples are "Pulled from Inventory" when a factory scans a successful pick and pull, and "Issued local reprint for QC" if the item is getting reprinted due to a printer or quality issue.

In the future, we also have plans to surface these activities directly to customers, so please make sure they are well written. Using **AddOrderActivity** in your production flow can greatly increase transparency with Zazzle and with customers to make them feel like a part of the making process.

Parameters

Key	Value	Required?
method	"addorderactivity"	Yes
vendorid	Vendor ID	Yes
orderid	18 digit ID of order in question	Yes
activity	Free text description of activity (max 200 char)	Yes
hash	MD5(Vendor ID +orderid+activity+ Secret Key)	Yes

Sample Code (Note: This call is purely illustrative and will not return real data)

<https://vendor.zazzle.com/v100/api.aspx?method=addorderactivity&vendorid=myvendorid&hash=9a7cb40gei348c9b42a73ad1969b37a>

Example Response

```

<Response>
  <Status>
    <Code>SUCCESS</Code>
    <Info />
  </Status>
</Response>

```

XML Tag Definitions

Tag	Description	Possible Values
Code	Signals a successful or failed API call	"SUCCESS" "ERROR"



Frequently Asked Questions

Based upon previous implementations, here are some answers to frequently asked questions:

Shipping labels occasionally print at the wrong size

It is a known issue that when utilizing PDFs, USPS service sends labels at the wrong size on certain zebra printers. You can work around this issue by requesting PNG labels instead.

Commercial Invoices claim “Missing commodity information ...”

We are unable to create a commercial invoice because we don't have the harmonized code for your product. Please contact MakerSupport@Zazzle.com with information about your harmonized codes. You'll want to speak with someone who understands international duty or make use of a site like www.dutycalculator.com. Our system will require:

Field	Example Value	Constraints
Order Type	Mousepad_default	We supplied this to you originally
Country of Origin	US	Two digit country code (US, HN, CN, etc.)
Material Content	Rubber composite, fabric	
Description	mousepad: rubber composite, fabric	Separation by “.” then by “,”
Harmonized Code	4016.93.99.90	Not all countries are standardized. Most however agree on the first three fields. Currently, we utilize the most common code.

Customs are sending back international orders

This is likely because you are not attaching the commercial invoices to the outside of your packages (in a pouch). The API notifies you when this is needed during the GetShippingLabel method is called by returning the CommercialInvoice. These should be printed on 8x11 paper and allow customs officials to decide if additional taxes were paid.

How do I ship one order in two packages using GetShippingLabel?

If the order is domestic, you call the method a second time for the same order and pass the weight of the second package.

If international, we strongly encourage you to get a bigger box. Having two Commercial Invoices returned is very expensive. Since we cannot determine remotely what is in each box you'll have be claiming more product to a customer than what is arriving in each box. This will go poorly with customs officials (resulting in returned product) and customers will need to pay for more product tax than they actually receive.

What carriers do you currently support?

At a minimum you must support UPS/USPS. Optionally, we support MI/XPO/FedEx and you should let your Zazzle representative know so we can offer the best rates to customers.

FAQ: You will need to refer to the following carrier information table during implementation. For many of the below options, you will need carrier-specific ID's provided from Zazzle:

Carrier	Shipping Method	Need Carrier ID
FedEx	FEDEX_GROUND	Yes
FedEx	INTERNATIONAL_ECONOMY	Yes
FedEx	INTERNATIONAL_PRIORITY	Yes
FedEx	PRIORITY_OVERNIGHT	Yes
MI	UPS Mail Innovations Expedited (Parcel Select Light)	Yes



MI	UPS Mail Innovations Expedited (Parcel Select)	Yes
UPS	UPS 2nd Day Air	Yes
UPS	UPS 3 Day Select	Yes
UPS	UPS Ground	Yes
UPS	UPS Next Day Air	Yes
UPS	UPS Next Day Air Saver	Yes
UPS	UPS Worldwide Expedited	Yes
UPS	UPS Worldwide Saver	Yes
USPS	Express	No
USPS	ExpressMailInternational	No
USPS	First	No
USPS	FirstClassPackageInternationalService	No
USPS	Priority	No
XPO	PPNDP	Yes
XPO	PPNDU	Yes

What is ShipmentType?

OrderType and ShipmentType are used interchangeably in this document and associated emails.

Additional Questions?

If you have any additional questions, or would like to schedule a call to step through this documentation, please email MakerSupport@Zazzle.com and we'll coordinate answers with you and your team.