

Sears Marketplace API Guide

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Sears Marketplace API Guide

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Overview

This guide provides information on how to connect to the Seller Portal to pull and update orders as issued by Sears Holdings Management Corporation (“SHMC”) and its affiliates for all sellers that participate in the Sears Marketplace Program. This includes merchandise for SHMC or its affiliates, including merchandise which SHMC or its affiliates is providing for its or their divested entities. Websites that sell merchandise from the Sears Marketplace include, but are not limited to: Sears.com, ShopYourWay.com and MyGofer.com.

All purchase orders pulled using this API are governed by the [Sears Marketplace Terms and Conditions](#) and the [Sears Marketplace Vendor Information Guide](#).

If you have any questions related to any customer-specific questions such as customer address verification or validation of order quantities for Sears.com purchase orders, send an email to member email provided on the purchase order.

If you have questions general questions related to order fulfillment requirements, please view the FAQ on our website: <http://www.SearsCommerceServices.com>.

This guide assumes you have knowledge of the Marketplace as well as experience fulfilling orders using the Seller Portal. For additional information on requirements and standards for the Sears Marketplace Program, please refer to the [Sears Marketplace Vendor Information Guide](#) (“VIG”).

Additional Marketplace Guides

[Sears Marketplace Vendor Information Guide](#)

Credentials and Authentication

On March 31, 2016, we changed our authentication protocols. All associated PUT/GET APIs require the use of a HMAC-SHA256 signing algorithm. Instead of email and passwords in API URLs, they will include only your seller ID. API calls require a keyed-hash message authentication code mechanism.

The format of the authorization header would be : HMAC-SHA256<white space>emailaddress=<email address>,timestamp=<timestamp>,signature=<signature>

As an example, “authorization:HMAC-SHA256 emailaddress=test@searshc.com,timestamp=2016-02-11T20:23:05Z,signature=bf4ece266c47538d793b296fa772e9ea299611c6c6e48841f4e66a4f994bed26”

How to create a new signature

The new signature algorithm needs two inputs:

1. String to Sign
2. Secret Key

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“String to Sign”:

The format to generate this will be: **Seller id:Emailaddress: CurrentTimestamp**. For example, if the “String to Sign” string is: 1234:test@searshc.com:2016-02-11T20:23:05Z

- Seller ID = seller’s account id in Seller Portal
- Email address = their actual email address that sellers pass in their API calls
- CurrentTimestamp = the current time stamp in UTC time zone with format “yyyy-MM-dd’T’HH:mm:ss’Z”’.



The time stamp will be valid only for 30 minutes at the server side which means a generated signature can only be used for 30 minutes after which the signature again needs to be created using the current time stamp. The timestamp passed in the request is validated against the configured expiry time.

Secret Key:

Every seller will be provided with a base64 encoded secret key. Sellers can log into Seller Portal to generate their key from their “Account Info” page. (Once logged in, click on your name in the upper right and then Account Info.)



If you do not have access to the Seller Portal, please contact your company administrator for the Seller Portal. If you do not know who your company administrator is, please contact us using the Contact Us Form on <http://www.searscommerceservices.com>.

Create a new signature

Sellers could use any programming language APIs to create this signature.



Sellers will have to pass the signature in Hexadecimal format in the API header.

For reference, use this URL: <http://www.freeformatter.com/hmac-generator.html> – “Select a message digest algorithm” SHA256.

Once the request reaches Seller Portal server, we will validate the signature provided by the seller using the inputs provided to authenticate the API calls.

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Current API Versions

API Name	Version	Release Date	Deprecated Date
Item Management	24	2017.07.12	
	22**	2017.04.12	
Item Management using Sears Catalog FBM Skinny Item Import Content Match Processing Report	1		
Item Class Library	2		
Attribute Library	4	2014.09.10	
Inventory Management	7**	2015.04.15	
Pricing Management	6	2017.07.12	
Order Management			
FBM Purchase Order Management	13	2016.06.15	
Order Cancellation	1		
Customer Cancellation API Management	1	2014.11.19	
FBM Order Adjustment Management (Refunds & Returns)	4	2017.05.24	
Customer Order Returns REST GET	1	2016.01.13	
FBM Order Returns Response	1	2016.01.13	
FBM ASN/Shipment Updates Management	7	2015.10.28	
Shipping Carrier and Shipping Method List	1	2015.10.28	
Reports			
Remittance Report	6	2015.07.29	
Removed Items Report	1	2013.11.13	
Processing Report	2		
Sandbox Only			
Create Purchase Order	1	2015.09.23	

*Anticipated Release date. A notification confirming the release will be sent the week of the anticipated release.

**All previous version have been deprecated

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Version Updates

2017.07.12

Item Management Version 24

The MRSP field was removed.

Pricing Management Version 6

The MSRP field was removed. With this release, versions 4 & 5 are still supported, but if the “msrp” tag is used, it will not be stored and used.

2017.04.12

Item Management Version 22

Added Optional fields “seller-customized-bundle” and “collectible” for items. Changed Package quantity from required to Optional. UPC for many categories is now required.

Sandbox Environment

The Seller Portal Sandbox environment is a replica of our existing production environment. The majority of our standard APIs can be used and tested in this sandbox environment without impacting existing items and orders.

Gaining Access to the Sandbox

To gain access to the sandbox, for security reasons you will need to self-register your account in our sandbox by doing the following:

1. Go to <https://sellersandbox.sears.com/SellerPortal/d/index.jsp>
2. Click on the “Sign up” button under Sell on Sears
3. The registration process is a replica of what was done when you originally signed up for Sears Marketplace.

Note: When registering, please use the same email address used to register and the same FEIN or Social Security Number that is on your existing Sears Marketplace account. You do not have to use valid credit card or bank account information though during this process, but will still need to provide a 16 digit fake card number.

4. Once you click the “Create my Account” button you will receive an email from “The Sears Marketplace Team” <marketplace_noreply@searshc.com> with the subject line “Sears Marketplace Account Authentication Required- Sandbox”.
5. Click the link in the email to activate your account.
6. You will be taken to the Seller Portal Sandbox login screen, you must login to continue.
7. Next you will need to complete all the pages in the account set up workflow. As noted above, you do not have to use valid credit card or bank account information though during this process. If you’re unsure of what to place in the all the pages, please refer to the information that is in your Seller Portal account settings.

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8. Once you submit for approval, you will get an email with the subject “Sears Marketplace account setup is complete- Sandbox”. We will still need to verify your account and approve it.
9. Go to <http://searscommerceservices.com> and click on the Contact Us link. Use message topic “Accounts” and Subtopic “Sandbox Activation Request”. On this form use your production seller ID and in the message include the sandbox seller ID. **If you don’t do this step, your sandbox account will not be activated.**
10. Once we active your account, you will receive an email with the subject “Sears Marketplace - Your account is activated- Sandbox”. Your sandbox account is active and ready to be used for testing!

How to use the sandbox

The sandbox is designed to test APIs so not all features of Seller Portal work in the Sandbox (i.e. Reporting). For security it is a blank slate and no items are copied from your production account. You will need to follow the below steps to get data in your sandbox account to test the APIs but once you’ve set up items, they are they to test all future API updates.

1. Build items using the API, UI or bulk upload templates
2. Provide inventory quantities to the items using the APIs, UI, or bulk upload templates. Set the inventory high enough so you won’t have issue with running out of stock when generating test orders.
3. Use the Create Purchase Order API to generate test orders on your Sandbox account. This must be done via an API, there is no mechanism in the UI to generate sample POs.
4. Now, you can test the order management and shipment notifications, etc.

What APIs are available in the Sandbox?

- Export Seller Information API
- Export Item class API
- Export Attribute Library API
- Item Management
- Inventory Management
- Pricing Management
- Competitive Pricing API
- Order Prep Time/Lead Time Management (Item level) services
- Create Purchase Order API
- Get Purchase Order API
- ASN/Shipment Updates Management
- Order Cancellations Management
- Order Adjustment / Return Management
- Export Order Adjustment Details API

Not supported in the sandbox are:

- Fulfilled by Sears (FBS) APIs
- Customer Cancellation APIs
- Gap Reports APIs
- Competitive Monitoring Tool (CMT) APIs

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Sandbox API URLs

When using the production APIs, the URL changes slightly: <https://seller.marketplace.sears.com> becomes <https://sellersandbox.sears.com>. For example:

<https://sellersandbox.sears.com/SellerPortal/s/schema/rest/attribute/export/v2/attribute-library.xsd>

Create Purchase Order API

This API call uses the PUT method to create purchase order. Using the below parameters, you build the URL that uses PUT method to create a purchase order(s).

NOTE: This API allows sellers to enter up to 5 external item ids which must be coma separated. For example, if request consists two external item ids, 2 Order lines would be created for each external product Id. 'multipleLinesFlag' allows sellers to create multiple order lines which would help sellers to test partial returns/cancellations/shipments.

Param Name	Required	Description	Type	Default
email	Yes	Email address	String	None
password	Yes	Password	String	None
externalItemId	Yes	external product Id	String	None
multipleLinesFlag	No	multiple line flag to create multiple order lines	String	false/no
poDate	No	can enter purchase order date	String YYYY-MM-dd	Current timestamp
shippingAddressName	No	Customer name		
shippingAddressLine1	No	The address line to which you will send product.	String	Randomly picked from the list.
shippingAddressCity	No	The address city to which you will send product.	String	Randomly picked from the list
shippingAddressState	No	The address state to which you will send product.	String	Randomly picked from the list.
shippingAddressPostalCode	No	The address postal to which you will send product.		Randomly picked from the list.

Sample PUT URL:

<https://sellersandbox.sears.com/SellerPortal/api/sandbox/oms/createpo/v1?sellerId={sellerId}&externalItemId={extItemId}>

Sandbox PUT URL for order with single item:

<https://sellersandbox.sears.com/SellerPortal/api/sandbox/oms/createpo/v1?sellerId={sellerId}&externalItemId={extItemId}>

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Sandbox PUT URL with the multipleLinesFlag to create 1 purchase order with 4 items with a specific PO date:

<http://sellersandbox.sears.com/SellerPortal/api/sandbox/oms/createpo/v1?sellerId={sellerId}&externalItemId={Item1ID},{item2ID},{item3ID},{item4ID}&quantity={qty}&poDate={YYYY-MM-DD}&multipleLinesFlag=true>

Sandbox PUT URL to create a purchase order with 1 items, specified quantity, specific PO date, and specific shipping address:

[http://sellersandbox.sears.com/SellerPortal/api/sandbox/oms/createpo/v1?sellerId={sellerId}&externalItemId=item1&quantity=1&poDate=2015-06-24&shippingAddressName=JohnDoe&shippingAddressLine1=123 Ave&shippingAddressCity=San Francisco&shippingAddressPostalCode=94002&shippingAddressState=CA&multipleLinesFlag=false](http://sellersandbox.sears.com/SellerPortal/api/sandbox/oms/createpo/v1?sellerId={sellerId}&externalItemId=item1&quantity=1&poDate=2015-06-24&shippingAddressName=JohnDoe&shippingAddressLine1=123Ave&shippingAddressCity=SanFrancisco&shippingAddressPostalCode=94002&shippingAddressState=CA&multipleLinesFlag=false)

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Catalog Management

There are 5 steps to building an item.

1. Identify a listing item class.

Review the Item Class Commissions Table and figure out which item class your item(s) are associated with. If you have trouble finding the correct item class or do not see one that fits your items please browse Sears.com to find the similar item to see which item classes the item is listed.

Use the Item Class Library API listed below to get the list of available item classes.

2. Discover details of the listing item class by fetching a list of attributes and attribute values applicable for that item class.

Attributes and values will become applicable in step 3 but it is good to note that these attribute values 1) increase your listings ability to be found in search and browse; 2) add depth to your listing, giving the customer more information; 3) may be require depending on the item class and attribute; and 4) are required if building listings as variation (so customer can pick size, color, etc.)

Use the Attribute library API for this step.

3. Build up an XML message

Structure your XML according to the XSD and sample XML. As noted in the XSD and sample some fields are required and other fields are optional, though the optional fields greatly enhance your product and its search ability. Note that it is important to use the tags in the correct order as specified in the sample and XSD

Use the Item Management API for this step and step 4.

4. Test the message

Remove any special characters and check if your XML elements are in the correct sequential order. Do a HTTP PUT with content-type ?application/xml? to the URL:

<https://seller.marketplace.sears.com/SellerPortal/api/catalog/fbm/v24?sellId={sellerId}>

Use a browser plug-in (like Poster) to check if your XML will be accepted by our system. A 200 OK response means that your feed is good. A 400 Bad Request response means your feed needs to be fixed. To find the exact error, use a tool (like XMLLint) to validate your XML against our XSD.

5. Review your processing report

Fetch the processing report for the upload. The above upload should return a document ID. Check the processing report using HTTP GET:

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<https://seller.marketplace.sears.com/SellerPortal/api/reports/v1/processing-report/{document-id}?sellerId={sellerId}>

Item Class Library

This API call uses the GET method to populate attribute library. The data will be populated in XML format.

Similar information is available via the Seller Portal report “Item Class Commissions Table”. Log into the Seller Portal, browse to Products > Product Mgmt > Bulk and click on the “Item Class Commissions Table” to download. This download will provide all item class ids and if UPCs are required.

Feed version 2

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/itemclass/export/v2/itemclass-library.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/itemclass/export/v2/itemclass-library.xml
Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/itemclasses/v2?sellerId={sellerId}
Possible Responses	200 OK: body contains a list of available item classes used to classify items in Seller Portal

Note: Version 1 is still supported.

Attribute Library

This API call uses the GET method to populate attribute library. The data will be populated in XML format.

Parameters: itemClassId: (required) Item class id from the item class library retrieval service.

The list of available itemClassId can be retrieve by pulling the item class library API or by logging into the Seller Portal, browse to Products > Product Mgmt > Bulk and click on the “Item Class/Attributes Mapping (for Generic Template)” link.

Feed Version 4 released 2014.09.10

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/attribute/export/v4/attribute-library.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/attribute/export/v4/attribute-library.xml
Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/attributes/v4/?itemClassId={}&sellerId={}
Possible Responses	200 OK: body contains a list of available attributes for the requested item class.

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Item Management

This API call uses the PUT method to create, update, and remove items from your catalog. The data that is uploaded during the PUT call must be XML data.

Feed Version 24 release 2017.07.12

What's different? We removed the MRSP field

XSD**	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/catalog/import/v24/imp-item.xsd
Sample XML**	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/catalog/import/v24/imp-item.xml
Production PUT URL	https://seller.marketplace.sears.com/SellerPortal/api/catalog/fbm/v24?sellerId={}
Possible Responses	200 OK: Upon successful processing, seller item updates will be published.

Note: Version 22 is still valid. Version 23 was skipped for general release. Previous versions before 22 of this API have been deprecated.

Feed Version 22 release 2017.04.12

XSD**	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/catalog/import/v22/imp-item.xsd
Sample XML**	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/catalog/import/v22/imp-item.xml
Production PUT URL	https://seller.marketplace.sears.com/SellerPortal/api/catalog/fbm/v22?sellerId={}
Possible Responses	200 OK: Upon successful processing, seller item updates will be published.

Item Management using Sears Catalog

Sellers may use the Sears Catalog to create an item offer in the Seller Portal. This is done by providing a minimum set of item data which can be used to find the content that already exists in our catalog. It's a two-step process: 1) use the PUT method to send skinny data to the Sears servers and 2) use the GET method to confirm if the items to confirm if the item matched the Sears catalog and an offer was created or if the item did not match and the item must be built using the standard item listing protocols.

FBM Skinny Item Import

The following API call uses the PUT method to create, update, and remove content-less items from your catalog.



It is strongly suggested that you use UPC to match as the majority of our item categories require a UPC on the item. Your chances to match will increase when using UPCs.

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Feed Version 1

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/contentless-offers/import/v1/skinny-fbm.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/contentless-offers/import/v1/skinny-fbm.xml
Production PUT URL	https://seller.marketplace.sears.com/SellerPortal/api/catalog/skinny-fbm/v1?sellerId={sellerId}
Possible Responses	200 OK: Upon successful processing, seller item updates will be published.

Content Match Processing Report

This API call uses the GET method to request a report with status of content item match.

Feed Version 1

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/reports/export/v1/content-match-report.xsd
Sample XML	None available
Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/reports/contentMatch/v1?sellerId={}&fromDate={fromDate}&toDate={toDate}&processStatus={processStatus}&approvalStatus={approvalStatus}
Possible Responses	200 OK: Upon successful processing, seller item updates will be published.

Inventory Management

This API call uses the PUT method to manage the inventory level of your items. The data that is uploaded during the PUT call must be XML data. To avoid errors, inventory updates should only be made to items that have successfully processed through the Item Management API or manually via a sub-category template upload.



There are 2 different APIs that are available for use and your account type determines which one is needed. FBM Inventory Management and FBM-LMP Inventory Management.

All newer accounts are set to FBM-LMP by default and should use this API. Older accounts that have been using the FBM Inventory Management API will need to continue to use this API unless their account is enabled for FBM-LMP. If you are not sure, please contact seller support via our contact us form to confirm if your account is set up for LMP.

Feed Version 7 released 2015.04.15

For FBM-LMP sellers

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XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/inventory/import/v7/store-inventory.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/inventory/import/v7/store-inventory.xml
Production PUT URL	https://seller.marketplace.sears.com/SellerPortal/api/inventory/fbm-lmp/v7?sellerId={}

Note: Any previous versions are NOT supported.

For FBM sellers

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/inventory/import/v7/inventory.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/inventory/import/v7/inventory.xml
Production PUT URL	https://seller.marketplace.sears.com/SellerPortal/api/inventory/fbm/v7?sellerId={}

Note: Any previous versions are NOT supported.

Inventory 1x1 Inbound API

The majority of all inventory updates should use the above APIs, we do allow individual items to be updated on-demand. This would potentially be used when an item goes out of stock and an update for only that item needs to be sent.

Feed Version 1

For FBM-LMP sellers

<https://seller.marketplace.sears.com/SellerPortal/api/inventory/1x1/fbm-lmp/v1?sellerId={}&itemId={}&locationId={}&onHand={}&pickUpNowEligible={}&inventoryTimestamp={}&lowInvThreshold={}>

For FBM sellers

<https://seller.marketplace.sears.com/SellerPortal/api/inventory/1x1/fbm/v1?sellerId={}&itemId={}&onHand={}&inventoryTimestamp={}&lowInvThreshold={}>

Inventory Export

This API call uses the GET method and allows users to pull the current inventory numbers that are listed in the Seller Portal.

Feed version 5 released 2015.04.15

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/inventory/export/v5/item-inventory-public.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/inventory/export/v5/item-inventory-public.xml

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Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/inventory/v5?sellerId={}&programType={} https://seller.marketplace.sears.com/SellerPortal/api/inventory/v5?itemIds={}&sellerId={}&programType={} https://seller.marketplace.sears.com/SellerPortal/api/inventory/v5?locationId={}&sellerId={}&programType={} https://seller.marketplace.sears.com/SellerPortal/api/inventory/v5?itemIds={}&locationId={}&sellerId={}&programType={}
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Parameters:

- itemIds: (optional) comma separated list of up to 25 individual items
- locationId: (optional) the ID of the location for which to pull inventory
- programType: “FBM” or “FBS”

Possible Responses:

200 OK: body contains inventory for all items or the specified items (if itemIds is specified); broken down by locations. If account is non-LMP, the inventory will be provided only for warehouse-location-id and the pick-up-eligible-flag will be false for this.

Pricing Management

This API call uses the PUT method to update the pricing of existing items. The data that is uploaded during the PUT call must be XML data.



To avoid errors, price updates should only be made to items that have successfully processed through the item management API or manually via a sub-category template method.

Feed Version 6 release 2017.07.12

What’s different? Changes to this feed relate to the msrp tag and how it functions. The msrp tag was removed.

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/pricing/import/v6/pricing.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/pricing/import/v6/pricing.xml
Production PUT URL	https://seller.marketplace.sears.com/SellerPortal/api/pricing/fbm/v6?sellerId={}

Please note: Versions 4 & 5 are still supported, but if the msrp tag is passed, it will not be stored and used.

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Order Management

FBM Purchase Order Management

This API call uses the GET method to request for details of purchase orders placed on Sears.com and related sites for an individual seller.



There is no way to only pull orders that you haven't pulled yet. You will need to create some logic to prevent duplicates. "PO number" can be recycled. We use a field 'po-number-with-date' that would be unique.

Feed Version 13 release 2016.06.15

Parameters:

- status = New, Open, Closed. "New" will return all orders that have the seller has not taken any action on a line item.

XSD**	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/export/v13/purchase-order.xsd
Sample XML**	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/export/v13/purchase-order.xml
Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/oms/purchaseorder/v13?sellerId={sellerId}&ponumber={ponumber}
Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/oms/purchaseorder/v13?sellerId={sellerId}&status={status}
Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/oms/purchaseorder/v13?sellerId={sellerId}&fromdate={YYYY-MM-DD}&todate={YYYY-MM-DD}
Possible Responses	200 OK: Application populates the orders in an XML

Note: Feed versions 11 & 12 are still available for use but not all the tax fields and return statuses would be available.

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FBM Order Cancellations

Feed Version 1

This API call uses the PUT method to send order cancellation requests (in XML format). API accepts full cancellation at line level (no quantity level) and below is the allowed cancellation reasons:

- "DISCONTINUED-ITEM"
- "OUT-OF-STOCK"
- "CUSTOMER-CHANGED-THEIR-MIND"
- "WRONG-ITEM-WAS-ORDERED"
- "LEAD-TIME-IS-TOO-LONG"
- "ITEM-FOUND-SOMEWHERE-ELSE"
- "INVALID-METHOD-SHIPMENT"
- "INVALID-ITEM-SKU"
- "OTHER"



Using "OTHER" as a cancellation code will deem an order as a seller initiated cancellation. It's important to take the time to map to correct cancellation codes. If you are unsure of how to map your cancellation codes, please reach out seller support via the contact us form.

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/import/v1/order-cancel.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/import/v1/order-cancel.xml
Production PUT URL	https://seller.marketplace.sears.com/SellerPortal/api/oms/order/cancel/v1?sellerId={ }
Possible Responses	200 OK: Application accepted seller cancellation requests

Customer Cancellation API Management

This API should be used to identify orders that a member requested to be canceled via our self-service cancellations process in the online order center.

For more information regarding how members request self-service cancellations, please see <https://www.searscommerceservices.com/question/how-can-customers-request-an-order-cancellation-through-sears-com/>. For more information relating to the seller process of customer cancellations, please see <https://www.searscommerceservices.com/question/customer-self-service-cancellation-for-fbmdss-orders-2/>.

Feed Version V1 released 2014.11.19

Includes an optional tag: customer-cancellation-warning at line level. Current versions will continue to be supported

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/export/v1/order-cancellation-request-to-seller.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/export/v1/order-cancellation-request-to-seller.xml

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Production PUT URL	https://seller.marketplace.sears.com/SellerPortal/api/oms/cancellationrequest/v1?sellerId={sellerId}&status={status}&fromdate={fromdate}&todate={todate}}
Possible Responses	200 OK: Application accepted seller cancellation requests

FBM Order Adjustment Management / Returns and partial/full Refunds

This API call use the PUT method adjust orders or to mark an order as returned.

Refunds and Returns

- A seller will be able to issue iterative partial refunds of item price fulfilled orders at line item level and/or shipping charge at order level through Seller Portal.
- Return will be accepted with or without restocking fee.
- This API accepts order refunds and returns.

Ensure you review our sample files for different scenarios. To issue an adjustment, in other words, to refund part of the original amount, one needs to use the <refund> sections. To issue a return, at full or partial value, you need to use the <return> sections.



Adjustments cannot be made on an order that has been marked as “returned”. Seller Portal will accept a refund file but the order management system will reject the refund and it will fail to process.

Multiple order adjustment requests can be send in a single xml file.

Feed Version V4 released 2017.05.24

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/import/v4/order-adjustment.xsd
Sample XML	See scenarios below
Production PUT URL	https://seller.marketplace.sears.com/SellerPortal/api/oms/order/adjustment/v4?sellerId={sellerId}
Possible Responses	200 OK: Populates seller adjustment details for the given query parameters

Scenarios:

Refund – member keeps the item and a partial or full refund is given

Sample XML:

<https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/import/v2/order-adjustment-for-price-refund.xml>

Note that the <refund> tags are used.

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Return – member returned the item and partial or full refund is given after receiving the item back at the warehouse.

Sample XML:

<https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/import/v2/order-adjustment-for-return.xml>

Note that the <return> tags are used and that <return-amount> is within this section.

If an approved restocking fee is accessed, that should be deducted from the <return-amount>.

Shipping Refund – a refund of part or all of the shipping cost if shipping was charged.

No sample available but you must include the <shipping-adjustment> section. Note, there should only one shipping adjustment for the whole order. It cannot be done at the line level.

FBM Order Returns Management

As part of the self-service model that was released in 2016, members may log into their order center and request a return from a seller. There are two parts of this API set: 1) Customer Order Return GET – gets the member requests and 2) FBM Order Returns Response – responds to the member to provide the return label and authorization to return the product. For more information about this process, please see our [FAQ pages](#).

Customer Order Returns GET

This API call uses the GET method to identify orders that the customer requested a return.

Seller can query the GET request with one of the following statuses or date range.

1. PENDING - Awaiting for Seller response.
2. AUTHORIZED - Seller authorized the return request and uploaded the return label.
3. REJECTED - Seller rejected the return request.

Feed Version V1 released 2016.01.13

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/export/v1/order-return-request-to-seller.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/export/v1/order-return-request-to-seller.xml
Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/oms/returnsrequest/v1?sellerId={}&status=PENDING&fromdate=yyyy-MM-dd&todate=yyyy-MM-dd
Possible Responses	200 OK: Populates seller adjustment details for the given query parameters

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FBM Order Returns Response

This API call uses the PUT method to receive AUTHORIZED/REJECTED responses for customer returns requests from sellers. If returns request is authorized, This API uploads return label as base64Binary encoded format.

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/import/v1/order-returns-response-from-seller.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/import/v1/order-returns-response-from-seller.xml
Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/oms/returnsresponse/v1?sellerId={sellerId}
Possible Responses	200 OK: Populates seller adjustment details for the given query parameters

FBM ASN/Shipment Updates Management

Feed Version V7 released 2015.10.28

This feed is a shared API and is also used by Sears Market Place.

In Version 7 we will update the XSD to not specify the shipping-carrier and shipping-method within the schema. This will allow addition or subtraction of carriers and shipping methods without having to update the API version. In conjunction to this update, we will provide a service to retrieve all possible carriers and the associated shipping methods.



ASNs are validated for correct tracking numbers patterns and valid carriers and associated shipping methods. ASNs will be rejected if 1) the tracking number does not follow the correct logic for a given carrier; 2) the carrier code on the ASN is not listed in our system or 3) valid carrier is used but a shipping method that is not associated with a carrier is used. Please use the Shipping Carrier and Shipping Method List Service to find all valid carrier codes and their associated shipping method. Please see the section on [ASN Rejection Email Alerts](#) for more information on how and when we send email alerts out.

This API call uses the PUT method to receive FBM ANS/Shipment update requests (in XML format) from Sellers.

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/import/v7/asn.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/import/v7/asn.xml
Production PUT URL	https://seller.marketplace.sears.com/SellerPortal/api/oms/asn/v7?sellerId={sellerId}
Possible Responses	200 OK: Application accepted seller ASN update requests

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Shipping Carrier and Shipping Method List

Feed Version 1 released 2015.10.28

As this is a shared API with our Marketplace, we list all our available carriers and the associated shipping methods.

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/export/v1/shipping-carrier.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/export/v1/shipping-carrier.xml
Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/oms/shipping-carrier/v1?sellerId={sellerId}
Possible Responses	200 OK: Application accepted seller ASN update requests

Reports

Remittance Report REST API

Feed Version V5 released 2013.02.06

This feed is a shared API and is also used by Sears Market Place.

This API call uses the GET method to request information on payment credited to seller's account for orders within in a time frame designated by the seller.

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/export/v5/remittance-response.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/export/v5/remittance-response.xml
Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/oms/remittance/v5?sellerId={}&fromdate={}&todate={}
Possible Responses	200 OK: Populates remittance info for the given query parameters

Removed Item REST API

Feed Version V1 released 2013.11.13

This feed is a shared API and is also used by Sears Market Place.

This API call uses the GET method to request information about removed items designated by the seller.

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/reports/export/v1/removed-items-report.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/reports/export/v1/removed-items-report.xml

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Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/reports/removedItems/v1?sellerId={sellerId}
Possible Responses	200 OK: Populates removed items info for a seller

Processing Report

After receiving a document ID from a prior PUT call, you can request a status/processing report by placing an API call using the GET method. It will show either the processing status or the report summary and details based on the provided document ID.

If you do have errors you can see their meanings and suggested fixes at

<https://www.searscommerceservices.com/question/error-messages-what-they-mean-and-how-to-fix-them/>. After looking here and you still have questions, please contact us at via the contact us form with topic: XML Functionality.

XSD	https://seller.marketplace.sears.com/SellerPortal/s/schema/shared/seller-error-report-v1.xsd
Sample XML	https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/seller-error-report-v1-example.xml
Production GET URL	https://seller.marketplace.sears.com/SellerPortal/api/reports/v1/processing-report/{document-id}?sellerId={sellerId} or https://seller.marketplace.sears.com/SellerPortal/api/reports/v1/processing-report/{document-id}?sellerId={sellerId}&programType={type} Note: If you have multiple accounts with Sears Marketplace, be sure to use this GET URL that provides a parameter for the account type (valid values are CPC, FBM, FBS or DSS)
Possible Responses	200 OK: body contains a list of available attributes for the requested item class.

ASN Rejection Email Alerts

When an ASN is received, it will be validated for accuracy of the Carrier code, Shipping Method and if the tracking number provided matches the correct logic for the carrier provided.

You should be able to immediately tell if an ASN failed by using calling the processing report. If you have an error and provide an update before the end of the hour, no email should be received. We only notify sellers via email if the ASN has not been correctly by the top of the hour.

Every evening, if there are any open purchase orders that had rejected ASNs, you will receive a recap email listing all the orders that an ASN attempted but have not been closed yet. An order will remain on a nightly recap email until either we have received a corrected ASN that closes this order, or the order has reached 30 days overdue and is automatically canceled. *You will not be paid for orders that are not closed or that are automatically canceled due to being 30 days overdue.* If there are no open orders with rejected ASNs, you will not receive an email.

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Please note: the emails come from 'Marketplace Support' (mp_notifications@searshc.com) with a subject 'ASN Rejection Notice'.

If you need to receive ASN Rejection Emails, you must be a registered user in the Seller Portal.