Managing Orders Guide
Managing Orders Received with Checkout by Amazon

U.S. Version 2013-11-21
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Overview of Checkout by Amazon

Welcome to the Checkout by Amazon Managing Orders Guide.
This section describes who should read this guide, how the guide is organized, and other resources related to Checkout by Amazon.

Who Should Read This Document

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

Prerequisites

Before you can use Checkout by Amazon, your systems must meet the following prerequisites:

- You must be using Checkout by Amazon as a checkout solution.

Other Documentation

You can read our downloadable PDFs to understand more about Checkout by Amazon.

More Resources for Checkout by Amazon

<table>
<thead>
<tr>
<th>Resource</th>
<th>Audience, Purpose, and Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Getting Started Guide</strong></td>
<td>For merchants who want to use a simple, step-by-step approach in setting up Checkout by Amazon on their websites. The Getting Started Guide walks merchants through the process, from gathering the required information for signing up for an account to setting up a button on their websites.</td>
</tr>
<tr>
<td><strong>Standard Checkout - Button Creation Wizard Implementation Guide</strong></td>
<td>For merchants and developers who want a detailed list of ways to integrate their website with Checkout by Amazon. The Implementation Guide provides the information needed for programming and code development. Note that there are three versions of this document: one for those who just want to paste the button code built using the Create Checkout Button feature in Seller Central, one for HTML-based code, and one for XML-based code.</td>
</tr>
<tr>
<td><strong>Standard Checkout - HTML Implementation Guide</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Standard Checkout - XML Implementation Guide</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Using Seller Central</strong></td>
<td>For merchants who want an overview of Seller Central.</td>
</tr>
<tr>
<td><strong>Standard Checkout - Callback API Guide</strong></td>
<td>For developers who want to build their own applications to calculate shipping and tax rates as well as promotional discounts and then send these results to Checkout by Amazon.</td>
</tr>
<tr>
<td><strong>Standard Checkout - Callback API Developers Cheat Sheet</strong></td>
<td>For developers who want a quick, 1-page summary of how to enable callbacks.</td>
</tr>
<tr>
<td><strong>Instant Order Processing Notifications Guide</strong></td>
<td>For developers who want to automate order notifications with Amazon Payments.</td>
</tr>
<tr>
<td><strong>Using Custom Data Fields Guide</strong></td>
<td>For merchants and developers who want to include custom data fields in their carts.</td>
</tr>
<tr>
<td><strong>Best Practices Guide</strong></td>
<td>Tips for setting up your website to use Amazon Payments, with advice for planning, setting up, and day-to-day operations.</td>
</tr>
<tr>
<td><strong>Managing Orders</strong></td>
<td>A guide to assist you in the day-to-day operations for managing orders generated by Checkout by Amazon.</td>
</tr>
</tbody>
</table>

### What's New in This Document

#### Table of Changes

<table>
<thead>
<tr>
<th>Ver</th>
<th>Date</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3</td>
<td>2013-11-21</td>
<td>New section <em>Notice About Amazon Payments Services Functionality</em> on page 8</td>
</tr>
<tr>
<td>1.2</td>
<td>2013-04-02</td>
<td>Removed support for SOAP clients as SOAP is deprecated.</td>
</tr>
<tr>
<td>1.1</td>
<td>2010-10-22</td>
<td>Added support for REST-like APIs. See <em>Integrating with REST-like APIs</em> on page 47.</td>
</tr>
<tr>
<td>1.0</td>
<td>2010-09-15</td>
<td>Initial release.</td>
</tr>
</tbody>
</table>

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### Notice About Amazon Payments Services Functionality

The Amazon Payments service has been designed and developed for use within a web browser only. Our service cannot be used within a native application (including, without limitation, iOS, Android, RIM, or Windows operating systems). Amazon Payments reserves the right to suspend the Payment Account of any user of our services that has implemented our Services within a native application.
Managing Orders Overview

You have five essential parts when managing orders:

1. Processing your orders
2. Packing and shipping your orders (fulfillment)
3. Handling cancellations and refunds
4. Handling customer contacts and complaints
5. Dealing with chargebacks and disputes

You can manage your orders using several methods or processes:

• Seller Central, which provides a web-based UI and tools for most tasks
• Report files, whether downloaded from Seller Central (such as Orders Reports) or uploaded to Seller Central (such as Fulfillment Reports)
• REST-like interface, which allows you to automate your applications and systems with Amazon Payments
• XML, which allow you to automate your applications and systems with Amazon Payments

The following sections provide you with information about managing orders with Seller Central and Report Files.

To manage orders with a REST-like interface, please see the section Integrating with REST-like APIs on page 47.
Daily Operational Tasks

Your daily operations tasks include the following:

1. Check your Orders Reports.
2. Fulfill orders promptly.
3. Refund orders online.
4. Ship orders only to addresses in the Orders Reports.
5. Respond immediately to A-to-z Guarantee claims (disputes).

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

Checking your orders daily helps keep you on-track to fulfilling your orders and confirming shipments. Note that you must fulfill and confirm shipment for all orders within 30 days of the order date to receive payment. If you do not confirm shipment by 30 days from the order date, then the order is automatically canceled and you will not be paid for the order, even if you shipped the item. See Processing Orders with Seller Central on page 15 and Processing Orders Using Report Files on page 25 for more information.

Post refunds so we can refund the buyer

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

Ship only to the shipping address specified in the original order

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

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

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

**Important:** Be sure you set up your e-mail client to always accept e-mail from Amazon Payments so that you do not miss these important e-mail communications. See *Setting Up Your E-mail Whitelist* on page 39 for more information.
This table describes the tools you can use to manage your orders.

**Table 1: Tools for Managing Orders**

<table>
<thead>
<tr>
<th>Tool name</th>
<th>Best used for</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Orders</td>
<td>Less than 25 orders a day</td>
<td>Viewing Orders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fulfilling Orders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Canceling Orders</td>
</tr>
<tr>
<td>Callbacks and</td>
<td>Programatically managing orders using XML</td>
<td>Using Callbacks (PDF)</td>
</tr>
<tr>
<td>Notifications</td>
<td></td>
<td>Using Instant Order Processing Notifications (PDF)</td>
</tr>
<tr>
<td>Flat-file reports</td>
<td>25 or more orders a day</td>
<td>Processing Orders</td>
</tr>
<tr>
<td></td>
<td>Order management systems that use or accept</td>
<td>Using Report Files</td>
</tr>
<tr>
<td></td>
<td>tab-delimited text files</td>
<td></td>
</tr>
<tr>
<td>REST-like Interface</td>
<td>Programatically managing orders using a</td>
<td>Integrating with REST-like APIs</td>
</tr>
<tr>
<td></td>
<td>REST-like interface.</td>
<td></td>
</tr>
<tr>
<td>XML</td>
<td>Programatically managing orders using XML</td>
<td>Integrating with APIs</td>
</tr>
<tr>
<td></td>
<td>or using order management systems.</td>
<td></td>
</tr>
</tbody>
</table>
An order is created when customers complete a purchase using a Checkout button. When you receive these orders, you must take action on them:

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

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

**Note:**

You do not need to cancel a test order if you intend to use it to test your fulfillment systems, but you still must fulfill it within 30 days.

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

### Table 2: Tools for Managing Orders

<table>
<thead>
<tr>
<th>Tool name</th>
<th>Best used for</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Orders</td>
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<tr>
<td></td>
<td></td>
<td>Fulfilling Orders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Canceling Orders</td>
</tr>
<tr>
<td>Callbacks and Notifications</td>
<td>Programatically managing orders using XML</td>
<td>Using Callbacks (PDF)</td>
</tr>
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<td></td>
<td></td>
<td>Using Instant Order Processing Notifications (PDF)</td>
</tr>
<tr>
<td>Flat-file reports</td>
<td>25 or more orders a day with order management systems that use or accept tab-delimited text files</td>
<td>Using Inventory File Templates</td>
</tr>
<tr>
<td>REST-like Interface</td>
<td>Programatically managing orders using a REST-like interface.</td>
<td>Integrating with REST-like APIs on page 47</td>
</tr>
<tr>
<td>Tool name</td>
<td>Best used for</td>
<td>Reference</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>AMTU (Amazon Merchant Transport Utility)</td>
<td>Programatically managing orders using flat-file or XML documents</td>
<td>AMTU (Sourceforge)</td>
</tr>
</tbody>
</table>
Viewing Orders

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

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

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

**Tip:** If you process many orders, you might consider downloading your Orders Report. See *Processing Orders Using Report files*.

**View Orders**

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

**Sort the List of Orders**

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

**Select the Range of Dates to Report**

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

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

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

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

1. On the Orders tab, click **View Orders**.
2. On the Orders page, click a date range option.
After a few moments, the Orders report page refreshes to show you orders for your selected date range. The status column shows the specific information regarding order status, such as "Shipped," "Item(s) remaining to ship," or "Approaching auto cancellation."

Searching for Orders

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

Note:
The Order ID can be either an Amazon Payments Order ID or your own merchant-generated order ID.

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

Search for Orders by Order ID

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

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

Search for Orders by Buyer E-mail

1. On the Orders tab, click Manage Orders.
   The Manage Orders page appears.
2. Click the Search box and select Buyer E-mail.
3. In the Keyword box, type the e-mail address that you want to find.
   Valid e-mail addresses have the format of name@domain.ext.
4. Click the Search button.
   The Manage Orders page appears, listing orders placed by the customer matching that e-mail address.

If the e-mail address does not match an existing order, an error page appears. Try searching again, and check that you are typing the e-mail address correctly. If you type a valid e-mail address and you still get an error page, try changing the date range.

Search for Orders by Product SKU

1. On the Orders tab, click Manage Orders.
   The Manage Orders page appears.
2. Click the Search box and select Your Merchant SKU.
3. In the Keyword box, type the product SKU that you want to find.
4. Click the Search button.
The Manage Orders page appears, listing orders that match your product SKU.

If the product SKU does not match an existing order, an error page appears. Try searching again, and check that you are typing the product SKU correctly. If you type a valid product SKU and you still get an error page, try changing the date range.

**Search for Orders by Product Name**

1. On the Orders tab, click Manage Orders. The Manage Orders page appears.
2. Click the Search box and select Product Name.
3. In the Keyword box, type the product name that you want to find.
4. Click the Search button. The Manage Orders page appears, listing orders that match the product name you typed.

If the product name does not match an existing order, an error page appears. Try searching again, and check that you are typing the product name correctly. If you type a valid product name and you still get an error page, try changing the date range.

**Search for Orders by Pre-selected Date Range**

1. On the Orders tab, click Manage Orders. The Manage Orders page appears.
2. Click the Search Criteria box and select Date Range.
3. To pick from a pre-selected range of dates, click the Date drop-down box and select a date range. A list of pre-selected dates appears.
4. Click the Search button. The Manage Orders page appears, listing orders that match the date range you selected.

**Search for Orders Using Your Own Date Range**

1. On the Orders tab, click Manage Orders. The Manage Orders page appears.
2. Click the Search Criteria box and select Date Range.
3. Click the Search Criteria drop-down box and select Exact Dates; then, select the starting and ending dates.
4. Click the Search button. The Manage Orders page appears, listing orders that match the date range you selected.

**Fulfilling Orders**

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

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

_Note:_ To be paid by Amazon Payments, you must confirm shipment of your orders. Orders that are not confirmed by 30 days from the order date are canceled by Amazon Payments. See _Why are my orders auto-cancelled?_ for more information.
Print a Shipping Label and Packing Slip

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

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

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

Confirm a Shipment on the Manage Orders Page

1. Click the Orders tab.
   The Manage Orders page appears.
2. Find the order you want to confirm.
   You can use the Search Orders features to find the orders you want to view.
3. Next to the order you want to confirm, click the Confirm Shipment button.
   The Confirm New Shipments page appears.
4. # Review the order, selecting the Shipping Carrier (such as USPS), the Shipping Method (such as Ground), and the Tracking ID (the tracking ID supplied by the carrier).
5. When you are done, click the Confirm shipment button.
   The order is confirmed.

Confirm a Shipment from the Order Details Page

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

Cancelling Orders

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

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

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

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

**Cancel an Order**

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

When you click the individual order ID and see the order detail page, click Cancel Order to display the Cancel Order Confirmation page. If you cancel an order, you must use the Cancel button in Manage Orders for each order you cancel. If you do not explicitly cancel an order by using the Cancel Order button, we will not know you canceled the order.

**Refunding Orders**

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

- Item cost includes product price, gift charges, and promotional discounts.
- Tax includes all tax fields, including product tax, shipping tax, gift tax, and promotions tax.

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

<table>
<thead>
<tr>
<th>Reason</th>
<th>Explanation or Use:</th>
</tr>
</thead>
<tbody>
<tr>
<td>No inventory</td>
<td>You do not have the product in stock.</td>
</tr>
<tr>
<td>Customer return</td>
<td>Customer returns or will return the product.</td>
</tr>
<tr>
<td>General adjustment</td>
<td>A refund for a reason that does not fit any other listed reason.</td>
</tr>
<tr>
<td>Could not ship</td>
<td>You could not ship the product even though it was not out of stock - for example, the address the customer provided was incorrect.</td>
</tr>
<tr>
<td>Different item</td>
<td>The customer got a product that didn't match the listing or expectations, and exchanges it for a less expensive product.</td>
</tr>
</tbody>
</table>

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

**Issue a Full Refund**

1. Click the Orders tab, and then click Manage Orders.
The Search Results page appears.

2. Find the order you want, and then on the line showing the order you want to refund, click the **Refund Order** button.
   The Refund Order page appears.

3. Make sure the **Full Refund** tab is selected.
   It's just below the Order ID# on the page.

4. Click the **Reason to Refund** drop-down box, and select a refund reason.

5. (Optional) In the **Memo to Buyer** box, type a memo to the buyer.
   This is optional, but whatever you type here will be sent to the buyer along with the refund notice.

6. Click the **Submit Full Refund** button.
   A message box appears letting you know the refund amount.

### Issue a Partial Refund

1. Click the **Orders** tab, and then click **Manage Orders**.
   The Search Results page appears.

2. Find the order you want, and then on the line showing the order you want to refund, click the **Refund Order** button.
   The Refund Order page appears.

3. Click the **Partial Refund** tab.
   It's just below the Order ID# on the page.

4. Click the Reason to Refund drop-down box, and select a refund reason.

5. In the **Amount to Refund** boxes (there are two of them), enter the amount to refund.
   Because you are entering partial refund amounts, you can refund all or part of the product price and shipping cost.

6. (Optional) In the **Memo to Buyer** box, type a memo to the buyer.
   This is optional, but whatever you type here will be sent to the buyer along with the refund notice.

7. Click the **Submit Partial Refund** button.
   A message box appears letting you know the refund amount.

### After You Issue the Refund

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

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

### Viewing Pending or Canceled Orders

In most cases, only completed orders appear when using the Manage Orders feature. Completed orders are orders where the transaction is successfully processed and the order is ready for fulfillment. In some cases, you might see pending or canceled orders. For example, if there is a delay processing an order, the buyer might contact you before you receive the order.

If the list of orders contains an order that is pending or canceled, an additional column appears, showing the status of the order, whether pending, canceled, or completed:

- Pending orders are pending payment
- Canceled orders are in the buying pipeline, but that are canceled either by the buyer or by Amazon
- Completed orders have confirmed payment
You can view the details of pending, canceled, or completed orders. However, some information in pending or canceled orders is hidden, such as the shipping address.

**View Pending and Canceled Orders**

1. Click the **Orders** tab, and then click **Manage Orders**.
   The Search Results page appears.
2. On the line showing the order you want to edit, click **Order ID** or **View**.
   The Order Details page appears. Orders that are pending or canceled show 'Pending' or 'Canceled' on the Order Details page.

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

**What to Tell Your Customers About Contacting Amazon Payments Customer Service**

If your customers need a refund for a pending or canceled order, they must contact Amazon Payments customer service, as you cannot issue these types of refunds. If the customer contacts you, ask them to contact Amazon Payments customer service by using these steps:

2. Sign in using your Amazon Payments account e-mail and password.
3. If possible, find the Order # for the pending or canceled order and select it.
4. Select **Returns & Refunds** as the reason.
5. Enter in the information about the order for which you want a refund.
6. Click **Send**.

**Managing Pending or Canceled Orders**

Do not fulfill a pending or canceled order, as payment is not yet secured. Pending orders can become completed or canceled orders. Canceled or completed orders are in a final state; their status will not change.

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

<table>
<thead>
<tr>
<th>Situation</th>
<th>Suggested Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer wants to change or cancel a pending order</td>
<td>Explain that Amazon Payments has not completed processing the order. Refer them to Amazon Payments customer service to request a change or cancellation.</td>
</tr>
<tr>
<td>Customer wants to &quot;undo&quot; a canceled order</td>
<td>Explain that Amazon Payments canceled the order and notified the buyer with an e-mail sent to the primary address of the account. Canceled orders cannot be restored; if a buyer wants to reverse a canceled order, a new order must be placed. Refer them to Amazon Payments customer service to request a change or cancellation.</td>
</tr>
<tr>
<td>Customer asks about the status of a pending order</td>
<td>Explain that Amazon Payments has not completed processing the order but the order should be completed soon. If there are problems with an order, Amazon Payments notifies customers by an e-mail sent to the primary address of the account. Refer them to Amazon Payments customer service to request a change or cancellation.</td>
</tr>
<tr>
<td>Customer asks about the status of an order canceled by Amazon Payments</td>
<td>Explain that Amazon Payments has canceled the order and that Amazon Payments notified the buyer by an e-</td>
</tr>
<tr>
<td>Situation</td>
<td>Suggested Explanation</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>mail sent to the primary address of the account. Refer them to Amazon Payments customer service to request a change or cancellation.</td>
<td></td>
</tr>
</tbody>
</table>
An order is created when customers complete a purchase using a Checkout button. When you receive these orders, you must take action on them:

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

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

**Note:**
You do not need to cancel a test order if you intend to use it to test your fulfillment systems, but you still must fulfill it within 30 days.

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

### Table 3: Tools for Managing Orders

<table>
<thead>
<tr>
<th>Tool name</th>
<th>Best used for</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage Orders</td>
<td>Less than 25 orders per day</td>
<td>Viewing Orders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fulfilling Orders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Canceling Orders</td>
</tr>
<tr>
<td>Callbacks and Notifications</td>
<td>Programatically managing orders using XML</td>
<td>Using Callbacks (PDF)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Using Instant Order Processing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Notifications (PDF)</td>
</tr>
<tr>
<td>Flat-file reports</td>
<td>25 or more orders a day with order management systems that</td>
<td>Using Inventory File Templates</td>
</tr>
<tr>
<td></td>
<td>use or accept tab-delimited text files</td>
<td></td>
</tr>
<tr>
<td>REST-like Interface</td>
<td>Programatically managing orders using a REST-like</td>
<td>Integrating with REST-like APIs</td>
</tr>
<tr>
<td></td>
<td>interface.</td>
<td>on page 47</td>
</tr>
<tr>
<td>Tool name</td>
<td>Best used for</td>
<td>Reference</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>AMTU (Amazon Merchant Transport Utility)</td>
<td>Programatically managing orders using flat-file or XML documents</td>
<td>AMTU(Sourceforge)</td>
</tr>
</tbody>
</table>
Viewing Orders

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

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

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

Note:
- If you are signed up for Fulfillment by Amazon, your downloaded Orders Report will contain extra fields.
- If you download a flat-file Orders Report, then you will see a new field Sales Channel. If you download an XML Orders Report file, then you will see three new fields: sales-channel, orderChannel, and url.

The Sales Channel is the channel where the sale came from, such as Amazon.com, Checkout by Amazon, Fulfillment by Amazon, or Non-Amazon. The Order Channel is the channel where the order came from (can be different than the Sales Channel), and the URL is the site where the sale came from (such as your website URL).

Request an Orders Report As Needed

   The Orders Reports page appears.
   The Scheduled Reports page appears.
3. On the Scheduled Reports page, next to Generate this Report Manually, click the Yes radio button.
4. Click the Include data from the last drop-down box and select the number of prior days to include in the report. You can select from 1, 2, 7, 15, or 30 prior days.
5. Click Submit.
   The report is generated and the Report Requests page appears.

Schedule an Orders Report

   The Orders Reports page appears.
   The Scheduled Reports page appears.
3. On the Scheduled Reports page, in the Time of day drop-down list, select the time of day to run the Orders Report.
4. Click Submit.

Download an Orders Report

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

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

1. On the Orders tab, click Download Orders File.
   The Orders Reports page appears.
2. Under Download Orders Reports, click a report.
The Save As dialog box appears.

3. Pick a folder location and click **Save**. The report is saved to your computer.

**Read an Orders Report**

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

**Note:**

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

Amazon Payments does not perform ZIP/postal code or address validation on the customer's ship-to address. Amazon Payments does not perform address correction for a customer's address. Amazon Payments simply passes on the address the customer supplies when the order is submitted.

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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Definition</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>order-id</td>
<td>Amazon Payments' unique identifying number for an order. This important number is a reference for shipping confirmation and post-order processing.</td>
<td>103-3563777-5518068</td>
</tr>
<tr>
<td>purchase-date</td>
<td>The date the order was placed. Unless you specify a different shipping lead time, you have agreed to ship the order within two business days of this date.</td>
<td>2008-11-19</td>
</tr>
<tr>
<td>payments-date</td>
<td>The date that the buyer's credit card was charged and order processing was completed.</td>
<td>2008-11-19</td>
</tr>
<tr>
<td>buyer-name</td>
<td>The full name of the buyer.</td>
<td>Joe Smith</td>
</tr>
<tr>
<td>buyer-email</td>
<td>The e-mail address of the buyer.</td>
<td><a href="mailto:JoeSmith@domain.com">JoeSmith@domain.com</a></td>
</tr>
<tr>
<td>ship-service-level</td>
<td>The fulfillment service level that the buyer paid for when ordering the item, such is Standard or Expedited.</td>
<td>standard</td>
</tr>
<tr>
<td>recipient-name</td>
<td>Name field of the &quot;Ship to&quot; address.</td>
<td>Joe Smith</td>
</tr>
<tr>
<td>ship-address-1</td>
<td>The first line of the &quot;Ship to&quot; address.</td>
<td>11 Main Street</td>
</tr>
<tr>
<td>ship-address-2</td>
<td>The second line of the &quot;Ship to&quot; address.</td>
<td>Apt. 12</td>
</tr>
<tr>
<td>ship-address-3</td>
<td>The third line of the &quot;Ship to&quot; address.</td>
<td>c/o Joe's Company</td>
</tr>
<tr>
<td>ship-city</td>
<td>The city for the &quot;Ship to&quot; address.</td>
<td>Springfield</td>
</tr>
<tr>
<td>Field Name</td>
<td>Definition</td>
<td>Example</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>ship-state</td>
<td>The state or region of the &quot;Ship to&quot; address. The value depends on the country of origin.</td>
<td>WA</td>
</tr>
<tr>
<td>ship-postal-code</td>
<td>The postal code (ZIP code) of the &quot;Ship to&quot; address. The value depends on the country of origin.</td>
<td>10112</td>
</tr>
<tr>
<td>ship-country</td>
<td>The international standard two-letter country code (ISO 3166 compliant).</td>
<td>US</td>
</tr>
<tr>
<td>order-item-id</td>
<td>Amazon Payments' unique identifying number for an item in an order. This important number is used as a reference for shipping confirmation and post-order processing.</td>
<td>103-3563777-3459382</td>
</tr>
<tr>
<td>sku</td>
<td>Your merchant-defined unique identifier for the product.</td>
<td>MySKU123</td>
</tr>
<tr>
<td>product-name</td>
<td>The short title for the product.</td>
<td>Snowboard</td>
</tr>
<tr>
<td>quantity-purchased</td>
<td>The quantity of the item purchased.</td>
<td>1</td>
</tr>
<tr>
<td>item-price</td>
<td>The amount that the buyer paid for the item. All amounts are aggregates of the quantity, not unit prices.</td>
<td>349.99</td>
</tr>
<tr>
<td>shipping-price</td>
<td>The amount that the buyer paid for shipping. All amounts are aggregates of the quantity, not unit prices.</td>
<td>19.99</td>
</tr>
<tr>
<td>item-tax</td>
<td>The amount the buyer paid for tax on the item. All amounts are aggregates of the quantity, not unit prices.</td>
<td>9.99</td>
</tr>
<tr>
<td>shipping-tax</td>
<td>The amount the buyer paid for tax on shipping. All amounts are aggregates of the quantity, not unit prices.</td>
<td>1.98</td>
</tr>
</tbody>
</table>

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

**Fulfilling Orders**

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

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

If you want to confirm you shipments one at a time, you can use Manage Orders. To confirm multiple shipments quickly, use a shipping confirmation file (described below).
The shipping confirmation file contains information about your order fulfillment, such as the order ID and the ship date. To prepare the shipping confirmation file, you first download a copy of it (a template) from Seller Central.

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

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

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

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

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

The following steps show you how to do this.

Download the Shipment Confirmation Template

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

Enter the Shipment Confirmation Information

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

1. Open the Shipping Confirmation file (a Microsoft Excel spreadsheet) from the location where you saved the file.
2. Click the Shipping Confirmation tab.
3. Enter the information into the worksheet.
   For each product on the order, enter the appropriate information. Note that order-id and ship-date are shown as bold text, indicating that they are required fields.

Save Your Shipment Confirmation File As Text

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

- First, save your file in the default format. You might want to use a different name for each upload, such as ShippingConfirmationUpload-2009-05-12 for an upload you make on May 12, 2009.
- Then, save it as a tab-delimited format for upload.

The following steps describe how to do this if you use Microsoft Excel to edit the spreadsheet.

1. If necessary, click the Shipping Confirmation tab to display the shipping confirmation worksheet.
2. Click File and then click Save As.
The Save As dialog box appears.

3. In the File name box, type a new name for the file, such as ShippingConfirmationUpload-2009-05-12, and then click Save.
   The file is saved in the default Microsoft Excel format to the current folder. If you want, you can choose a different folder for the file. Remember this folder; you'll need it later when you upload the tab-delimited file.

4. Click File and then click Save As.
   The Save As dialog box appears.

5. In the Save As Type box, select Text (Tab-delimited) (*.txt).

6. Click Save.
   A warning box appears, asking you to confirm that you want to save the current worksheet.

7. Click OK.
   Another warning box appears, asking you to confirm that you want to save the file without any extra information.

8. Click Yes.

Upload Your Shipment Confirmation File

1. On the Orders tab, click Upload Order Related Files.
   The Upload Order Related Files page appears.

2. Click Shipping Confirmation.
   The Shipping Confirmation page appears.

   The Choose File dialog box appears.

4. Browse to the location where you saved the tab-delimited text file; then, select the file.

5. Click Open.

6. The file path and file name appear in the Browse box.
   The file is uploaded to Amazon.

Verify the Status of Your Shipping Confirmation Upload

After you upload your file, you can review the status of the last 10 uploads. You can also view the details on the success or failure of an individual upload.

1. On the Orders tab, click Upload Order Related Files.
   The Upload Order Related Files page appears.

2. Click Shipping Confirmation.
   The Shipping Confirmation page appears.

3. Under Review File Status and History, view the list of results.

4. To view the details of an upload, click View Your Upload Results.
   Depending upon the settings of your browser, you might be asked to save the file to your computer, or the file might appear in your browser.

Cancelling Orders with an Order Cancellation File

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

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

Note:

The Order Cancellation File template contains Microsoft Excel-based validation macros that will help you complete the template correctly. You can turn the macros on or off at your discretion, but we urge you to keep them on until you learn how to use the template.
You can use another spreadsheet program to open the file, but the validation macros might not function correctly. If you do use an alternate spreadsheet program, be sure to fill out the template accurately.

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

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

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

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

The following steps show you how to do this.

### Download an Order Cancellation Template

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

### Enter the Order Cancellation Information

1. Open the Order Cancellation file (a Microsoft Excel spreadsheet) from the location where you saved the file.
2. Click the Order Cancellation tab.
3. Enter the information into the worksheet. The order-id is required information; all other content in this spreadsheet is optional.

### Save Your Order Cancellation File As Text

These instructions are for using Microsoft Excel. Your spreadsheet program might use a slightly different set of steps, so be sure you are saving the file as a tab-delimited text file.

1. Click File and then click Save As. The Save As dialog box appears.
2. In the File name box, type a new name for the file, such as OrderAdjustment-2009-05-12, and then click Save. The file is saved in the default Microsoft Excel format to the current folder. If you want, you can choose a different folder for the file. Remember this folder; you'll need it later when you upload the tab-delimited file.
3. Click File and then click Save As. The Save As dialog box appears.
4. In the Save As Type box, select Text (Tab-delimited) (*.txt).
5. Click Save.
   A warning box appears, asking you to confirm that you want to save the current worksheet.
6. Click OK.
   Another warning box appears, asking you to confirm that you want to save the file without any extra information.
7. Click Yes.

Upload Your Order Cancellation File

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

Verify the Status of Your Order Cancellation Upload

1. On the Orders tab, click Upload Order Related Files.
   The Upload Order Related Files page appears.
2. Click Order Cancellation.
   The Order Cancellation page appears.
3. Under Review File Status and History, view the list of results.
4. To view the details of an upload, click View Your Upload Results.
   Depending upon the settings of your browser, you might be asked to save the file to your computer, or the file might appear in your browser.

Refunding Orders

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

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

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

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

The following steps show you how do this.

Download the Adjustments Template

1. Go to the Adjustments (Refund) Template page in Seller Central.
   The Adjustments (Refund) Template page appears.
2. Click the **Adjustments Template** link.  
The File Download dialog box appears.

3. On the **File Download** dialog box, click **Save**.  
The Save As dialog box appears.

4. Select a destination folder on your computer and click **Save**.  
The file is saved to your computer.

### Enter the Adjustment Information

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

**Tip:**

Tips for using Microsoft Excel

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

1. Open the Adjustments Template file (a Microsoft Excel spreadsheet) from the location where you saved the file.  
There are three worksheets (tabs) in this file: Instructions, Definitions, and Adjustments. The tabs are at the bottom of the Microsoft Excel window.

2. Review the Instructions and Definitions sheets, particularly the important notes and formatting requirements.

3. Click the Adjustments tab.

4. For each product on the order, enter the appropriate information.  
The order-id is required information; all other content in this spreadsheet is optional.

### Save Your Adjustments File As Text

These instructions are for using Microsoft Excel. Your spreadsheet program might use a slightly different set of steps, so be sure you are saving the file as a tab-delimited text file.

**Tip:** You might want to use a different name for each upload, such as AdjustmentsUpload-2009-05-12 for an upload you make on May 12, 2009

1. If necessary, click the Adjustments tab to display the Adjustments worksheet that contains your data.

2. On the File menu, click Save As.  
The Save As dialog box appears.

3. In the Save As Type list click Text (Tab-delimited) (*.txt).

4. Browse to where you want to save the file, enter a file name, and click Save.

5. Click Yes or OK if you see a warning that the selected file format (the tab-delimited file type) does not support workbooks containing multiple worksheets.

6. Click Yes or OK if you see a warning that your file contains features incompatible with the selected Text (Tab delimited) file format.

### Upload Your Adjustments File

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

2. Click **Adjustments**.

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

**Verify the Status of Your Adjustment Upload**

1. On the **Review File Status and History** tab, click **Upload Order Related Files**.  
The Upload Order Related Files page appears.
2. Click **Adjustments**.  
The Adjustments page appears.
3. Under **Review File Status and History**, view the list of results.
4. To view the details of an upload, click **View Your Upload Results**.  
   Depending upon the settings of your browser, you might be asked to save the file to your computer, or the file 
   might appear in your browser.

**Review a Processing Report**

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

For example:

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

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

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

After reviewing the error messages in the processing report, you can modify your shipping confirmation, adjustments, 
or order cancellation files with any corrections. For more help in correcting the errors you receive, please refer the 
Data Definitions tab in your template.
Chapter 6

Customer Communications

Topics:

- Communications from the Buyer by E-mail
- Communicating with the Buyer by E-mail
- Setting Up Your E-mail Whitelist

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

**Important:** Do not use communications through the Contact Merchant form as a substitute for order notifications (such as the Manage Orders feature in Seller Central, Orders Reports, or other tools). If you receive an e-mail request to ship a product, always verify the request using an order notification tool.
Communications from the Buyer by E-mail

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

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

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

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

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

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

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

Communicating with the Buyer by E-mail

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

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

Send a Message from Seller Central

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

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

1. In Seller Central, click Orders > Manage Orders.
2. Find the order you want.
   The buyer's contact link appears in the Contact Buyer column.
3. Click the buyer's contact link.
   The Contact Customer form appears.
4. From the drop-down list, select a subject.
5. In the **Message** box, type your message.

6. Click **Send e-mail**.
   The message is sent to the buyer.

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

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

**Note:** If you have set your account to use XML reports, you cannot use the Orders Report feature. Instead, you must review your downloaded XML Orders Report to find the e-mail address. See [*Integrating with APIs*](#) for more information on downloading XML reports.

1. In Seller Central, click **Orders > Order Reports**.
2. Under Request a Report, select the number of days for the report, and then click Request Report.
   The process to gather the Orders Report starts. It can take about 15 minutes to collect the necessary information.
3. When the requested Orders Report link appears, right-click the link (in Windows) or hold the Command key and click the link (on the Mac) and select **Save As**.
   Note that if you don't see the link for the Orders Report, try pressing the "F5" key to refresh your browser window. If you don't see the link right away, wait a few minutes and press the "F5" key again.
4. Save the report to your computer, and then switch to your spreadsheet or database application.
5. After you open the downloaded Orders Report, you can find your customer e-mail and then use that e-mail address to send them an e-mail using your e-mail client.

### Setting Up Your E-mail Whitelist

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

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

#### Set Up Your Whitelist

Follow these general steps to set up your e-mail client's whitelist.

**Note:** These steps assume you are using Microsoft Outlook 2010. If you use another e-mail client, check the application's online help for more information.

1. In Microsoft Outlook 2010, click **Home > Junk**, and then click **Junk E-mail Option**.
   The Junk Mail Options box appears.
2. Click the **Safe Recipients** tab, click **Add**, type [@amazon.com](mailto:amazon.com), and then click **OK**.
   Your Safe Recipients list will look something like this:

   ![Figure 1: Junk E-mail Whitelist in Outlook 2010](#)

3. Click **OK**.
Chapter 7

Managing Chargebacks and Disputes

Topics:
- The A-to-z Guarantee
- The Chargeback Process
The A-to-z Guarantee

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

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

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

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

The Chargeback Process

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

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

Amazon will work with you and the buyer to resolve the chargeback. You have 5 business days to respond to the chargeback dispute and supply any requested information, otherwise the dispute is automatically granted to the buyer.
Chapter 8

Troubleshooting Order Management Issues

Topics:

- Auto-canceled Orders
- Shopping Cart Errors
- Pending Orders

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

The following will help you diagnose these issues and provide tips to resolve them.
## Auto-canceled Orders

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

Fulfilling orders means that you pack the products and ship the orders to your customers. Confirming orders means that you notify us that you have fulfilled the orders; you include the shipping information as part of the confirmation.

**Note:**

You cannot be paid until you have confirmed your orders.

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

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

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

## Shopping Cart Errors

Your buyers click buttons to checkout (pay) for their orders, but if your checkout code contains errors, your buyers cannot pay for their orders.

This list displays common reasons why your checkout code can fail.

- You did not completely copy the code from the Create Checkout Button page in Seller Central
- You misspelled an entity name. Be sure you use the correct name for your code variables, including any underscore characters.
- You did not use the correct case for your entity name. XML entity names are case-sensitive. In most cases, the entity name is lower-case, but be sure to check carefully.
- You did not correctly specify your Merchant ID in your code. There are several places where your Merchant ID is required - in the actual URL for your code, in the Image URL (if specified), and for each item (product) specified in the order.
- You did not use the same cart content when signing your cart as what you sent for the order. If you send signed carts, then you must sign the exact content you will be sending as the cart. That is, if your cart code is formatted with indents and line breaks, you must sign that code as it appears.
- You are sending unsigned carts when you've specified that you accept only signed carts. You specify in Seller Central whether you accept unsigned carts or only signed carts, and the default setting is "Accept only signed carts." If you do not change the default, but you do not sign your carts, then your orders (carts) will be rejected, and no one can buy anything from your site. If you change the settings in Seller Central, you must be sure to verify every button on your site so it reflects acceptance choice.

## Pending Orders

Orders are "pending" if we are still confirming the status and validity of the credit card. While in many cases orders change status from "pending" to "ready-to-ship" within a half-hour, it can take longer due to problems communicating with the bank.

A pending order is waiting for confirmation that the customer payment details are correct. In some cases, the bank declines payment, and so we cancel the order. (Pending orders that are canceled are not counted against your performance metrics.)
It's important that you do not ship an order until payment is confirmed, because if the pending order is declined, then we cannot get payment for the order and thus you cannot be paid.

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

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

A

Integrating with REST-like APIs

Topics:

• Overview of the Amazon Marketplace Web Service
• Signing Up for MWS
• MWS Resources

This appendix is for developers who want to use REST-like APIs to integrate Checkout by Amazon with their websites
Overview of the Amazon Marketplace Web Service

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

Amazon MWS provides the following major features:

- **Order management:** You can download order information, obtain payment data, acknowledge orders, and schedule reports.
- **Reports management:** You can use Amazon MWS to request generation of a variety of reports. After you query the status of these reports, you can download them.

Signing Up for MWS

To use Amazon MWS, you must go to the MWS portal and register.

You have three choices when you sign up to use MWS:

- **Use MWS for your own Amazon seller account:** When you sign up to use MWS for your own Amazon seller account, MWS will assign you a developer account identifier. When you make MWS requests, you'll use the developer account credentials associated with your developer account, plus the Merchant ID and the Marketplace ID for your seller account. These credentials appear on the final page of your registration.
- **Authorize another developer to access your Amazon seller account with MWS:** You can authorize a third-party developer to access your account with MWS. First, the developer must give you his or her MWS developer account identifier. You enter this developer account identifier to authorize the third-party developer to access your account. On the last page of the MWS sign-up process, you will see your Merchant ID and Marketplace ID, which you will then give to your developer so MWS requests can be made on your behalf.
- **Authorize an application to access your Amazon seller account with MWS:** If you want to use an application to access your Amazon seller account, simply choose that option during the MWS registration process. When requested, you enter the developer account identifier for the application. On the last page of the MWS sign-up process, you will see your Merchant ID and Marketplace ID. Follow your application provider's instructions to enter these credentials into the application.

Use MWS with Your Amazon Seller Account

2. Log into your Seller account.
3. Select the **I want to access my own Amazon seller account with MWS** radio button and click Next.
4. Accept the MWS License Agreement and click Submit.
   
   *Your Merchant ID and your Marketplace ID appear, along with your developer account identifier, Access Key ID, and your Secret Key.*
5. Save these identifiers and credentials as you will need them to make successful MWS requests.

Give a Developer Access to Your Amazon Seller Account with MWS

2. Log into your Seller account.
3. Select the **I want to give a developer access to my Amazon seller account with MWS** radio button and click Next.
4. Type the developer's name into the text box.
   
   *This name is for your own records and does not need to be exact.*
5. Type the developer's account identifier into the next text box.
   
   *This number is provided to you by the developer and must be valid.*
6. Accept the MWS License Agreement and click Submit.
Your Merchant ID and your Marketplace ID appear.
7. Follow the instructions that your developer has supplied you for further steps.

**Use an Application to Access Your Amazon Seller Account**

2. Log into your Seller account.
3. Select the **I want to use an application to access my Amazon seller account with MWS** radio button and click **Next**.
4. Type the application name into the text box.  
   *This name is for your own records and does not need to be exact.*
5. Type the developer's account identifier into the next text box.  
   *This number is provided to you by the application provider and must be valid.*
6. Accept the MWS License Agreement and click **Submit**.  
   Your Merchant ID and your Marketplace ID appear.
7. Follow the instructions that your application developer has supplied you for further steps.

**MWS Resources**

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

- MWS Getting Started Guide ([HTML](#)) ([PDF](#)) ([CHM](#))
- MWS Developer Guide ([HTML](#)) ([PDF](#)) ([CHM](#))
- C# Client Library
- Java Client Library
- PHP Client Library
- Community Forum