TrueCommerce™ Nexternal

Nexternal / Amazon
Integration Setup Guide

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Nexternal / Amazon Integration Setup Guide

Overview

This guide details the necessary steps to set up a Nexternal and Amazon integration for new customers.

Signing Up for Amazon

To first sign up for an Amazon Seller Professional account through the link in Nexternal (your Order Management System [OMS]), go to **Settings | Compatible Software | Edit | Amazon Marketplace | Sign Up**. Amazon charges a monthly fee for a seller professional account, so be sure to read its documentation.

For a description of Amazon Marketplace, click the question mark icon to the left of the Sign Up link in the Amazon Marketplace section of Nexternal. A pop-up information window displays.

Connecting Your Nexternal Store to Your Amazon Account

You will need to provide Nexternal developer access to your Amazon Seller Central Account.

To accomplish this, perform the following steps:

1. The Seller Central Primary User must log in to their **Amazon Seller Central Account**.
2. Go to **Settings | User Permissions**, then scroll down to "Amazon MWS Developer Permissions." Click **Authorize a Developer**.

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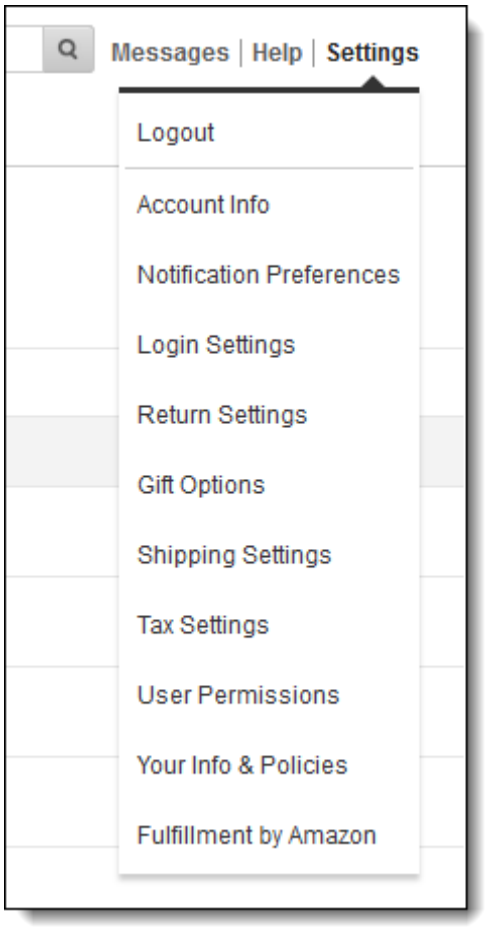

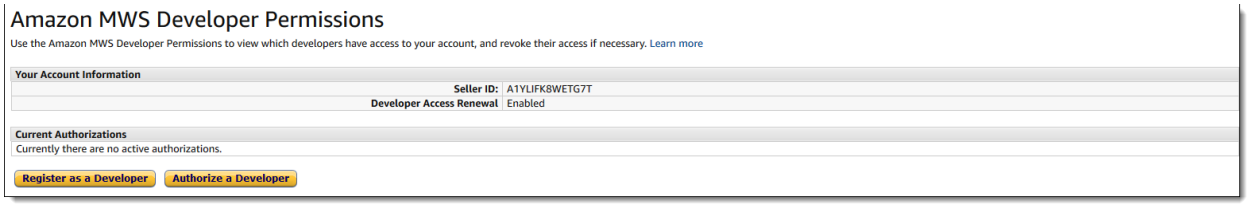

3. Click **Next**, then enter the following information:

   Developer's Name: **Nexternal Solutions**

   Developer ID: **9205-8827-3809**

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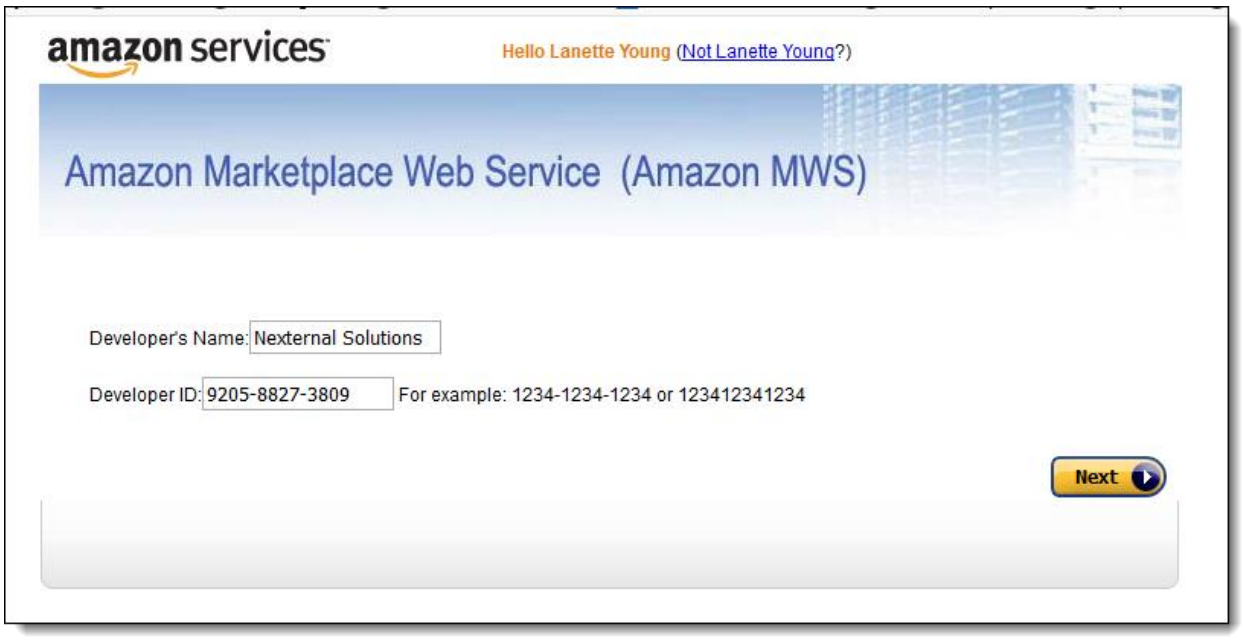
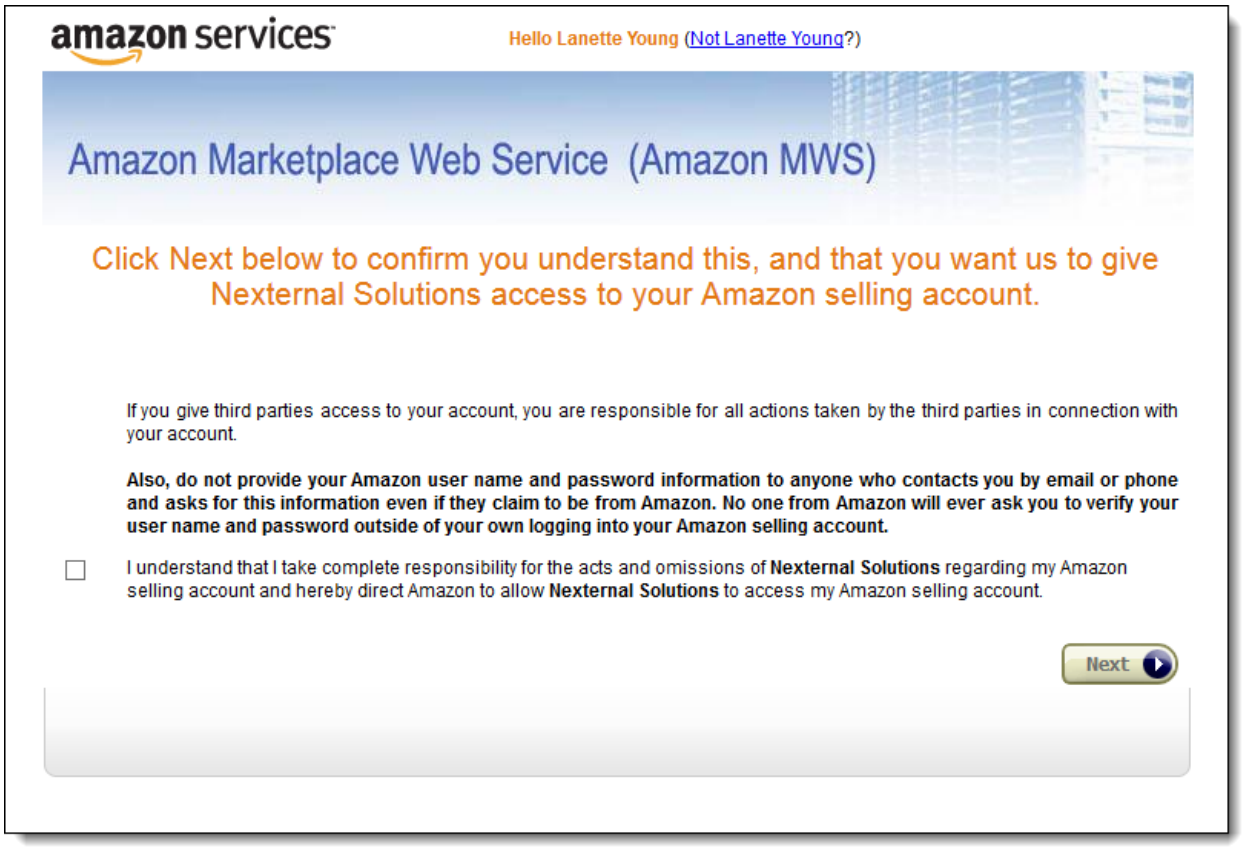


4. Confirm by indicating the checkbox to provide access.



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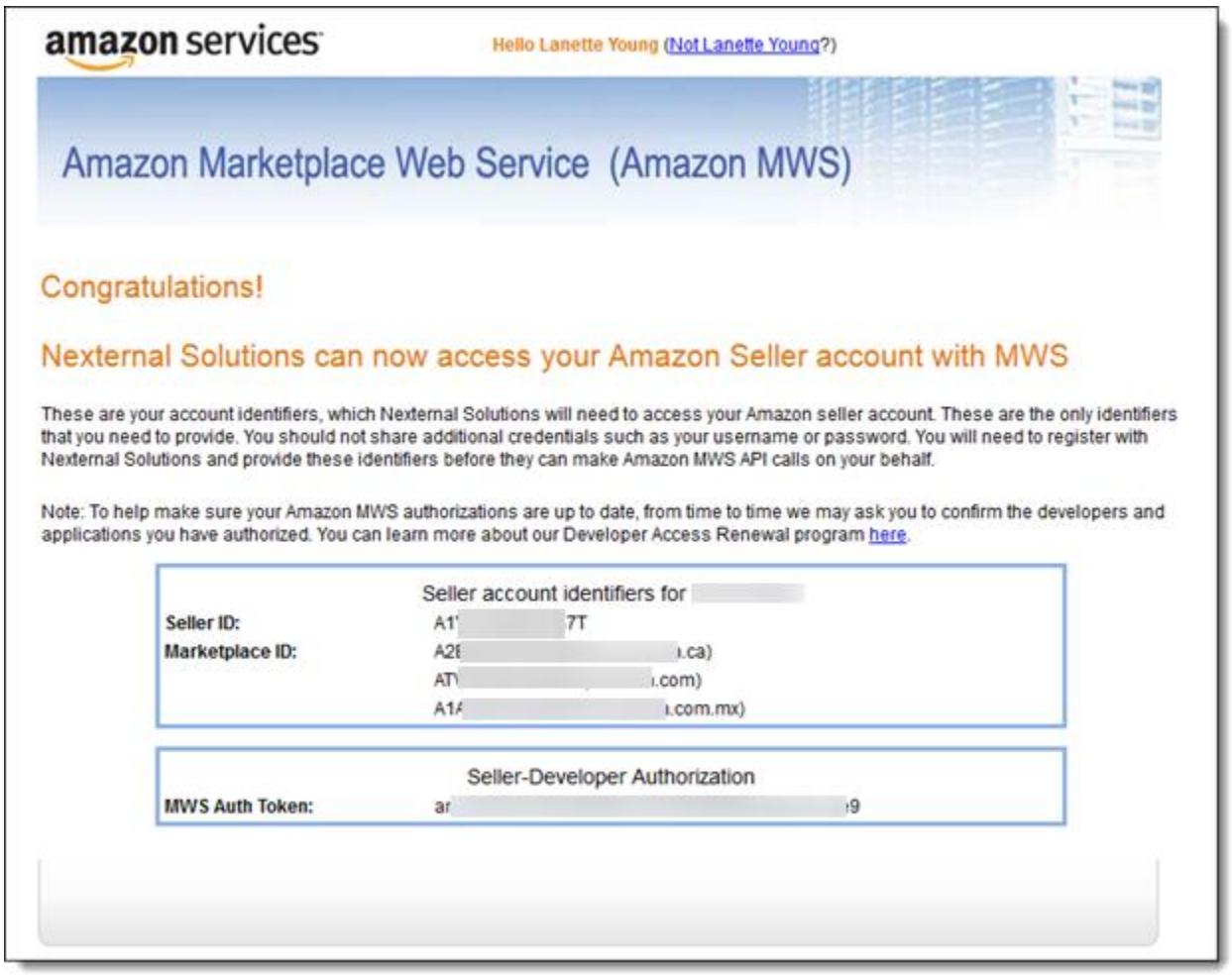
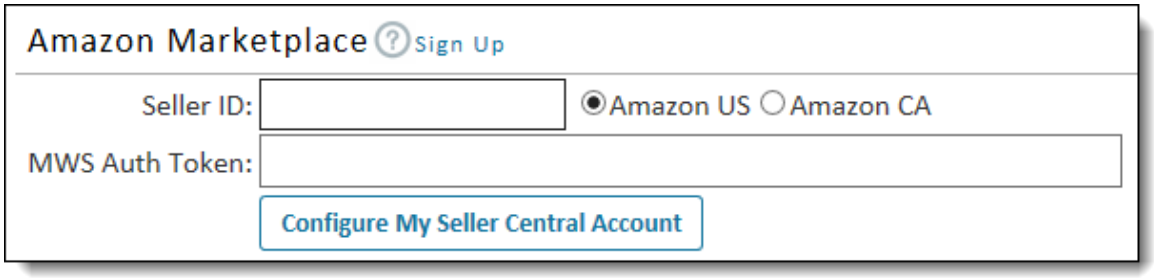
5. Copy the **Seller ID** and **MWS Auth Token**, then place them into the corresponding fields in the Nexternal OMS in **Settings | Compatible Software | Amazon Marketplace**.



Amazon may require you to re-approve developer access each year. Ensure that you monitor your Amazon account and communication.

6. Select **Amazon US** or **Amazon CA** (Canada) as your Amazon Marketplace using the radio buttons provided.



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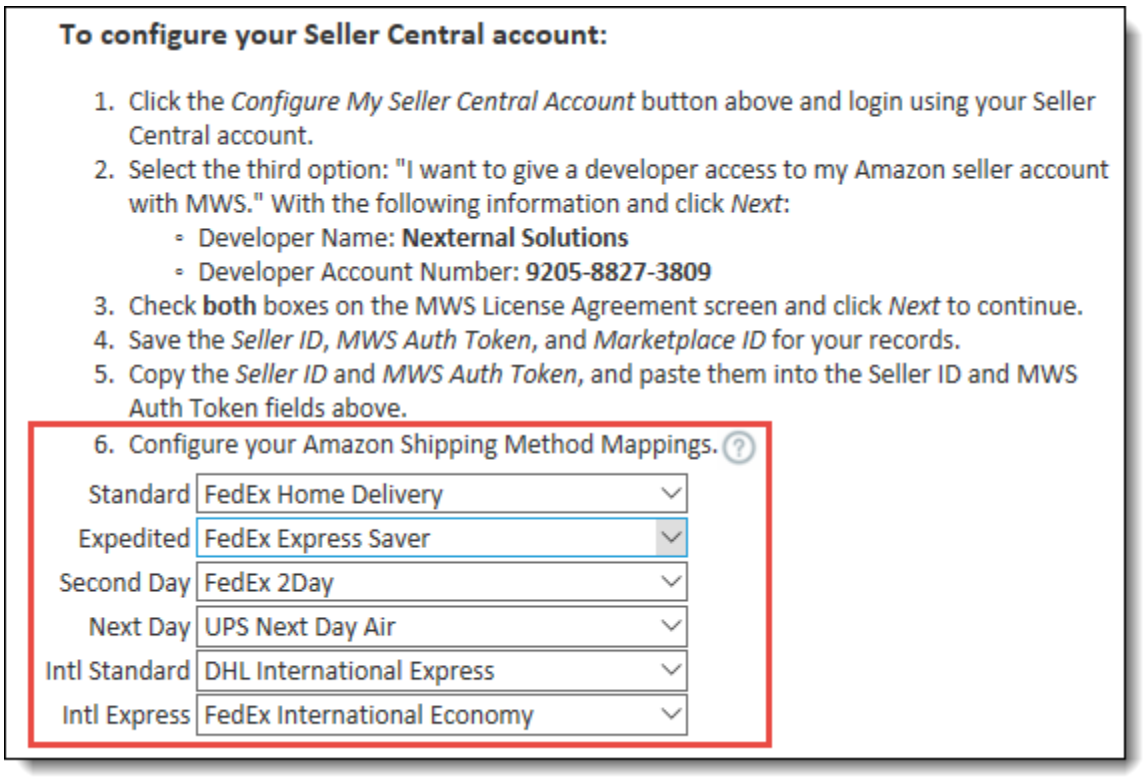
Configuring Shipping

To configure shipping, perform the following steps:

1. You will first need to log in to Amazon Seller Central and configure your settings on the Amazon side. Nexternal does not dictate shipping charges for Amazon orders.
2. Configure your Amazon Shipping Method Mappings (including any International shipping mappings, if applicable) using the drop-down fields under "To configure your Seller Central account."

   Amazon limits its shipping methods to six options: Standard, Expedited, Second Day, Next Day, International Standard, and International Express. You will need to map your Amazon shipping options to your Nexternal shipping options.

   For example, if you map an Amazon option for Expedited Shipping with FedEx Express Saver in your OMS, when the Amazon order for Expedited Shipping lands in your OMS, it will be primed to be processed as a FedEx Order.



For information on configuring Amazon shipping method mappings, click the question mark icon to the right of #6 in the Nexternal Amazon Marketplace section. A pop-up information window displays.

You may not use "Best Method" for Amazon order mapping.

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Inventory

The optional Synchronize Amazon Inventory checkbox (Settings | Compatible Software | Edit | Amazon Marketplace) controls whether the product's inventory is regularly updated in the Amazon Marketplace. If Synchronize Amazon Inventory is enabled, the product's inventory will be updated in the Amazon Marketplace with the inventory amount maintained by Nexternal.

If you receive an Amazon order for a product for which you are defining inventory in Nexternal, the inventory of the product will decrement appropriately. Product inventory will not decrement in Nexternal for Fulfillment by Amazon (FBA) orders.

Handling Time

If you expect to take longer than two business days between when you receive an order for an item and when you can ship the item in your Amazon Marketplace, you can indicate a new numeric value in the **Allow __ days for handling time field** (Settings | Compatible Software | Edit | Amazon Marketplace). By default, the value is two business days.

Amazon requires that third parties provide a Handling Time value for inventory updates. Handling Time supplied in the OMS settings will override Handling Time that is optionally configured in Amazon Seller Central.

Fulfillment by Amazon (FBA)

If you have products in the Amazon Marketplace that are packaged and shipped for you by Amazon Fulfillment Centers (FBA orders, also known as Amazon Fulfilled Network, or AFN orders), you can elect to have the details of these orders imported into your Nexternal OMS.

To activate this option, perform the following steps:

1. Navigate to **Settings | Compatible Software | Edit | Amazon Marketplace**.
2. Check the **Import Fulfilled By Amazon orders** box.

FBA orders will be imported as Shipped and Paid after the order has already been packaged and shipped by an Amazon Fulfillment Center, and all order adjustments and cancellations must be accomplished through your Amazon Seller Central Account.

***For customers using the TrueCommerce Connect integration only**.*

For customers that wish to import Amazon order-related fees to their third party business system, note that fee data is often not immediately available via the Amazon Web Services Application Programming Interface (API), and is only available for FBA orders. The **Wait for Amazon fee data** *option* (Settings | Compatible Software | Edit | TrueCommerce Connect section) *prevents the TrueCommerce Connect process from sending FBA orders lacking a fee value through the TrueCommerce Connect integration, allowing time for Amazon to update its Financial Events subsystem with the requisite data. When the fee data is present, the orders will be processed.*

Unchecking the Wait for Amazon fee data box is equivalent to supplying a zero value, thus permitting FBA orders to be processed immediately without requiring fee information to be present.

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Shipped Fulfillment by Merchant (FBM)

The Import Shipped Fulfilled by Merchant Orders option provides you with the ability to import Amazon Fulfilled By Merchant (also known as Amazon Merchant Fulfilled Network) orders for orders with a "Shipped" status. Ordinarily, such orders are not imported into the Nexternal system, since they have been fulfilled externally through Amazon Seller Central.

To activate this option and import FBM orders into your Nexternal OMS, perform the following steps:

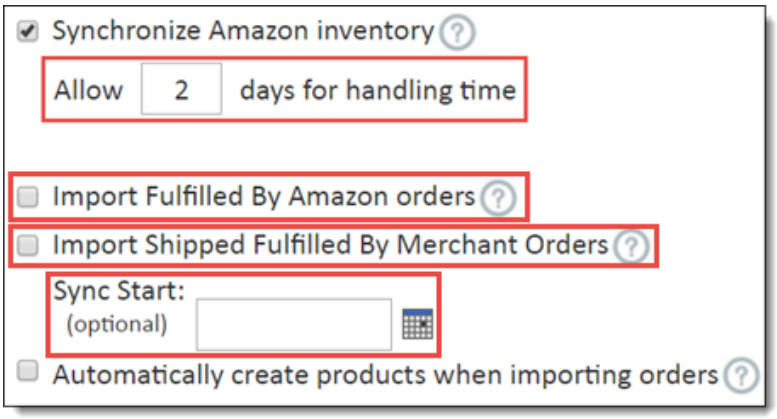
1. Navigate to **Settings | Compatible Software | Edit | Amazon Marketplace**.
2. Check the **Import Shipped Fulfilled by Merchant Orders** box.

NOTE

The optional **Sync Start** *field is the oldest (furthest back) date that the Amazon import facility will look in order to input shipped FBM orders. This date can only lessen the number of look-back days, not increase it. This means that even if the Sync Start date goes back beyond the standard 30-day period, the maximum number of look-back days will still be 30.*

CAUTION

If you are using the TrueCommerce Connect (EDI X12) facility, shipped Amazon FBM orders are likely to be processed by the EDI connector into X12 850 (Purchase Order) documents, depending on the trigger selected in the configuration (Settings | Compatible Software | Edit Compatible Software | TrueCommerce Connect | Trigger)*. Therefore, please use this option with caution.*



Configuring Products

In order for Nexternal to import any order data from Amazon, each product contained in the order must be active in Nexternal as well as your Amazon Seller Central Account.

In addition to the standard required data on each product in Nexternal, two things must be in place for each product in order for your store to be able to import orders for that product: 1) SKU match, and 2) the Synchronize Orders with Amazon box must be checked.

1. SKU Match

To enable communication between your Amazon products and their corresponding listings within Nexternal, a SKU match is needed on each product. You may find your products'

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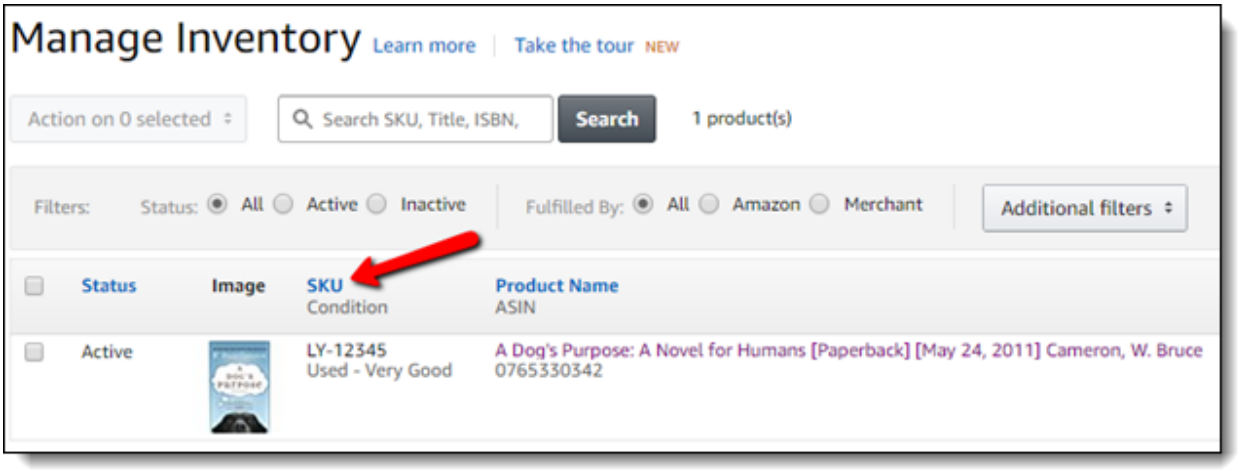
Amazon SKUs by logging in to Amazon Seller Central and navigating to **Inventory | Manage Inventory**. In the following example, the SKU for the product is LY-12345.



In Nexternal, there are two possible locations where this SKU may be used for Amazon matching (as shown in the next screenshot): the SKU field and the Amazon SKU field.

If your existing Nexternal SKU (top arrow) is the same as the SKU that exists within Amazon Seller Central for each product, you do not need to enter any value in the Amazon SKU field. The SKU field in Nexternal can be used for matching purposes.

Populate the Amazon SKU field only if your product's SKU in Amazon is different from your Nexternal SKU.

If a matching SKU is not found, your Nexternal store will not be able to import orders for the product.

If your product has attributes in Nexternal you must perform this matching process on the attribute level. Edit the product and navigate to the attributes section, where you will find the SKU and Amazon SKU fields to match with your Amazon Seller Central SKUs.

For clients with larger product catalogs, you may elect to use the Product and Attribute imports under Products | Import.

2. Synchronize Orders with Amazon

Below the Amazon SKU field for your product is a Synchronize Orders with Amazon checkbox. If you check this box, your Nexternal system will import Amazon Marketplace orders containing this product when the SKU match occurs.

If your product has attributes in Nexternal, you must activate this option on the attribute level. Edit the product and navigate to the attributes section, where you will find the Synchronize Orders with Amazon checkbox.

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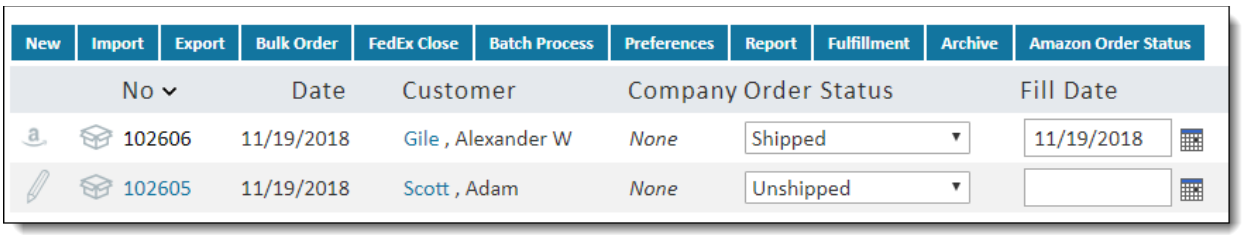
For clients with larger product catalogs, you can elect to use the Product and Attribute imports under Products | Import.

Processing and Managing Amazon Orders

Nexternal communicates with Amazon every 10 minutes, looking for orders to pull into the system and updating Amazon with order and product statuses in Nexternal. Amazon orders are placed in a pending status for at least 30 minutes when they are initially submitted. Orders are eligible to be imported to Nexternal only when they are out of Pending status in Amazon Seller Central. This process (rarely) can take up to 21 days. According to Amazon Seller Central, an order may be in Pending status because:

- Amazon has been unable to obtain authorization for the buyer's credit card.
- The Buyer selected convenience store payment but hasn't completed the payment.
- For an FBA order, the buyer has qualified for free shipping and the order is waiting for all of the order items to be gathered.
- For an FBA order, if the order is for multiple items but one item is out of stock. Even if Amazon chooses to split the order and send the in-stock FBA Unit(s), the order will still show Pending status.

Amazon orders will appear alongside your other orders in the Orders section of your OMS, and will be flagged with a special Amazon icon.



The Billing Status is controlled by the status of the order in Amazon Seller Central. Amazon Marketplace FBA orders will be imported with an Order Status of Shipped and a Billing Status of Paid. Other Amazon Marketplace orders will be imported with an Order Status of Unshipped and a Billing Status of Unbilled.

The item price, taxation, and shipping fees are all determined in Amazon. Nexternal accepts the order prices as they were paid in Amazon.

Printing labels for Amazon orders in Nexternal can be accomplished in the same way as other non-Amazon orders. Click the **Shipping Labels** button at the bottom of an order page and proceed as usual, or you can batch process your labels.

Once the order is shipped in Nexternal, the Shipped order status will be synced over to Amazon along with tracking information from Nexternal. The customer's credit card is not charged (in Amazon) until the order status in Amazon Seller Central changes to Shipped.

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When this occurs, the integration will pick up the change and set the order's Billing Status to Paid in your Nexternal OMS.

Nexternal does not handle payment of Amazon orders. All payment and credit card processing is handled in Amazon.

Editing an Amazon Order

Once the order is in Nexternal, it cannot be modified. (There is no Edit pencil.)

Canceling an Amazon Order

The order status will change to Canceled if the order is canceled in Amazon Seller Central. The order cannot be canceled through Nexternal. If the order has not been marked as Shipped in the OMS, and the shipment has not been processed in Amazon Seller Central, you can click the **Cancel Order** button for the order in Amazon Seller Central. The next integration cycle on Nexternal servers will update the OMS order status to Canceled. If the order is already shipped in Amazon Seller Central, you will need to click the **Refund Order** button and perform the steps in Amazon to refund it.

The Amazon Order Status Section

For your convenience, Nexternal has created an Amazon Order Status section where you can view quick details about your Amazon orders. A key benefit of this section is that you can quickly find an Amazon order number and pair it with its matching Nexternal order number. (Each system assigns its own unique number). This section can be reached by clicking the button at the top of the Orders section in your OMS.

Reporting

Amazon orders are classified as Payment Method – Amazon, and Placed By Note – Amazon Marketplace or Fulfillment By Amazon. If you would like to see reports for Amazon orders exclusively, search **Orders | Advanced Search | Sort | Order Search**. Select your criteria and run the search; then go to Reports and select **Results of Current Search**.

In addition, the Dashboard section of your OMS contains a high level chart showing recent Amazon order volume and revenue.

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Contact Support

The Customer Center has a robust knowledge base which can provide answers and guidance on many of your questions. If you need to work with a Support Specialist, there are three ways to contact TrueCommerce Support:

- You may create and manage your support cases on the Customer Center https://customercenter.truecommerce.com/Portal/NewSupportCase.aspx
- You may call (888) 430-4489 or (724) 940-5520. In either case, choose option 3 for Technical Support, or option 2 for Billing Support.

Note that for the most time-sensitive issues, calling will yield the most prompt assistance, as your call is routed directly to a Support Specialist. Our service level agreement for initial response on cases submitted through the Customer Center or through email is one (1) business day.

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