

# Amazon Today and InfiPlex Order Management integration by InfiPlex

## Requirements & Set-up:

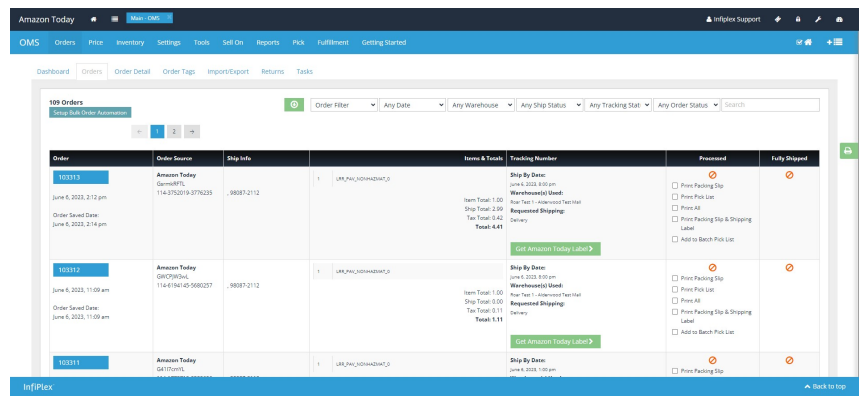
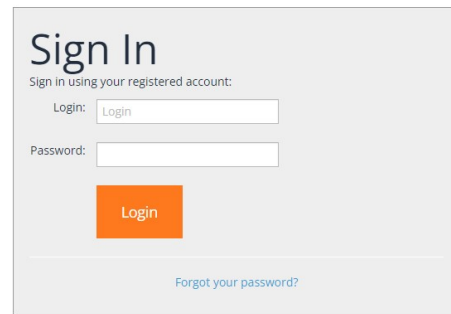
The InfiPlex App allows for quick integration and set-up for your stores to start managing and processing Amazon Today orders.

### Hardware Requirements for the InfiPlex – Amazon Today App:

- A desktop PC, laptop, or tablet with a browser (Chrome, MS Edge, Firefox ) to access the InfiPlex App
- A printer for label and packing slip printing (no requirement for thermal printer)
- Hardware can be set-up in a convenient location within each store for managing and packaging orders
- Alert Device – to receive emails and/or texts on order alerts

### Setup Process:

- **Integration:**
  - Connect to Amazon via the InfiPlex Amazon SP-API App
  - The InfiPlex team will help configure your connection
  - See [Support Area](#) for more info
- **Store Set-ups:**
  - The InfiPlex team will configure your stores within the App
  - Provide email and SMS contacts for each store for orders alerts
- **Products:**
  - Initially, a small number of products should be activated to facilitate testing and going live (20-50)
  - Additional products can be activated once your Amazon Today account is live
  - Your Amazon Today team will go over the minimum product requirements
  - Provide initial list of SKUs to be activated for Amazon Today



**Order Management Overview for Associates / Store Managers:**

- Order is received and email alert sent to a specific store
- Associate / Store Manager logs into the InfiPlex App and will see orders for only their store
- Click “Get Label” button
- Print Label and Packing Slip
- Package Order
- Place package in appropriate pick-up area for Consumers or Amazon Driver

*This Order Process needs to be completed within 60 minutes of receiving the order notification*

## Order Management Process:

### Scenario #1: BOPIS orders

#### Step 1) New Orders appear at the top of list

- Log in with your store login and click the “Orders” tab at the top of the Order list page to load or refresh the orders screen to see new orders
- **Requested Shipping is BOPIS**
- Click the green “Get Amazon Today Label” button on the new order
- This will get the Amazon label and update the area with the blue label button – this may take a few seconds to update and will appear without having to refresh the screen

Order	Order Source	Ship Info	Items & Totals	Tracking Number	Processed	Fully Shipped
103313	Amazon Today Gum&PFL 114-2702010-3776235	88087-2112	Item Total: 1.00 Ship Total: 2.00 Tax Total: 0.42 Total: 4.41	LPF_PFL_C03H42HAT_3	<input type="checkbox"/> Print Packing Slip <input type="checkbox"/> Print Pick List <input type="checkbox"/> Print All <input type="checkbox"/> Print Packing Slip & Shipping Label <input type="checkbox"/> Add to Batch Pick List	<input checked="" type="checkbox"/>
103312	Amazon Today GWCP903h 114-8194145-988297	88087-2112	Item Total: 1.00 Ship Total: 0.00 Tax Total: 0.11 Total: 1.11	LPF_PFL_C03H42HAT_3	<input type="checkbox"/> Print Packing Slip <input type="checkbox"/> Print Pick List <input type="checkbox"/> Print All <input type="checkbox"/> Print Packing Slip & Shipping Label <input type="checkbox"/> Add to Batch Pick List	<input checked="" type="checkbox"/>
103311	Amazon Today GB1709hC			LPF_PFL_C03H42HAT_3	<input type="checkbox"/> Print Packing Slip	<input checked="" type="checkbox"/>

**Ship By Date:**  
June 6, 2023, 8:00 pm

**Warehouse(s) Used:**  
Test Store Name

**Requested Shipping:**  
BOPIS

[Get Amazon Today Label](#)

#### Step 2) PRINT the label and packing slip

- Click the blue label button to open the label pop-up screen to print the label
- **OR** you can check the Print Packing Slip & Shipping Label checkbox in the Processed column, then click the Print button on the side of the Order List page
- Requested Shipping is **BOPIS**
- Package the order and place it in the BOPIS pick-up area for Consumer Pick-up

TBA000535970

**Ship By Date:**  
June 6, 2023, 8:00 pm

**Warehouse(s) Used:**  
Test Store Name

**Requested Shipping:**  
BOPIS

[Confirm Amazon Today Pick-up](#)

Print Packing Slip  
 Print Shipping Labels  
 Print Pick List  
 Print All  
 **Print Packing Slip & Shipping Label**

#### BOPIS Label Example

Jane Doe

---

Pkg 1 of 1

Order Number:  
111-9057306-6585068

---

Pickup

Start: 03/22/23 16:00

---

Print 1 sheet of paper

Destination: HP22F45E (HP OfficeJet 46...)

Copies: 1

Orientation: Portrait Landscape

Pages: All

Color mode: Color

More settings: More settings

Print using the system dialog...

Print Cancel

### **Step 3) Place Package in Pick-up Area**

- There should be separate areas for Customer Pick-up and Amazon Delivery Pick-up
- Wayfinding signage is available to download and print from your Amazon Today project area

**Complete this order process within 1 hour of receiving the order**

### **Buy Online, Pick-up In Store (BOPIS) Sign**



## Scenario #1: BOPIS Order continued...

### Customer Pick-up Process:

#### Step 1) Confirm Customer Order # and Name

- Customer will show you the Order Pick-up page from their Amazon App or paper print out
- Search for the Amazon Order Number using the Order Search box at the top right of the Order List page
- Store associate retrieves the correct order from the BOPIS pick-up area and gives it to the consumer

Order Filter	Any Date	Any Warehouse	Any Ship Status	Any Tracking Stati	Any Order Status	Search
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Items & Totals	Tracking Number	Processed	Fully Shipped
	Ship By Date:		

---

Jane Doe

---

Pkg 1 of 1

---

Order Number:  
111-9057306-6585068

---

Pickup

Start: 03/22/23 16:00

---

#### Consumer Label shows the Name and Order Number

#### Step 2) Confirm Consumer Pick-up

- After pick-up, UPDATE the order by clicking the green “Confirm Amazon Today Pick-up” button
- This will notify Amazon Today that the order has been picked-up by the customer
- The order will now show that it has been picked up

TBA000484581
<b>Ship By Date:</b> June 6, 2023, 8:00 pm
<b>Warehouse(s) Used:</b> Test Store Name
<b>Requested Shipping:</b> BOPIS
<a href="#">Confirm Amazon Today Pick-up &gt;</a>

TBA000484581
<b>Ship By Date:</b> June 6, 2023, 8:00 pm
<b>Warehouse(s) Used:</b> Test Store Name
<b>Requested Shipping:</b> BOPIS
<b>Picked-up by client:</b> June 7, 2023, at 11:14 am

## Order Management Process:

### Scenario #2: Amazon Delivery Order

#### Step 1) New Orders appear at the top of list

- Log in with your store login and click the “Orders” tab at the top of the Order list page to load or refresh the orders screen to see new orders
- Requested Shipping is Delivery
- Click the green “Get Amazon Today Label” button on the new order
- This will get the Amazon label and update the area with the blue label button – this may take a few seconds to update and will appear without having to refresh the screen

Order	Order Source	Ship Info	Item & Totals	Tracking Number	Processed	Fully Shipped
103313	Amazon Today GARDEN7FL 114-270219-377235	58087-2112	1 LPL_PAL_C01042042HT_0	Ship By Date: June 6, 2023, 8:00 pm Warehouse(s) Used: Test Store Name Requested Shipping: Delivery Total: 4.41	<input type="checkbox"/> Print Packing Slip <input type="checkbox"/> Print Pick List <input type="checkbox"/> Print All <input type="checkbox"/> Print Packing Slip & Shipping Label <input type="checkbox"/> Add to Batch Pick List	<input type="checkbox"/>
103312	Amazon Today GROCP90FL 114-6194149-988287	58087-2112	1 LPL_PAL_C01042042HT_0	Ship By Date: June 4, 2023, 8:00 pm Warehouse(s) Used: Test Store Name Requested Shipping: Delivery Total: 1.11	<input type="checkbox"/> Print Packing Slip <input type="checkbox"/> Print Pick List <input type="checkbox"/> Print All <input type="checkbox"/> Print Packing Slip & Shipping Label <input type="checkbox"/> Add to Batch Pick List	<input type="checkbox"/>
103311	Amazon Today GRO70FL		1 LPL_PAL_C01042042HT_0	Ship By Date: June 6, 2023, 10:00 pm	<input type="checkbox"/> Print Packing Slip	<input type="checkbox"/>

**Ship By Date:**  
June 6, 2023, 8:00 pm

**Warehouse(s) Used:**  
Test Store Name

**Requested Shipping:**  
Delivery

[Get Amazon Today Label >](#)

#### Step 2) PRINT the label and packing slip

- Click the blue label button to open the label pop-up screen to print the label
- OR you can check the Print Packing Slip & Shipping Label checkbox in the Processed column and then click the Print button on the side of the Order List page
- Package the order and place it in the appropriate pick-up area for Amazon Delivery

TBA000535970

**Ship By Date:**  
June 6, 2023, 8:00 pm

**Warehouse(s) Used:**  
Test Store Name

**Requested Shipping:**  
BOPIS

[Confirm Amazon Today Pick-up >](#)

Print Packing Slip & Shipping Label

Print Packing Slip  
 Print Shipping Labels  
 Print Pick List  
 Print All

Print

#### Delivery Label Example

SHIP FROM:  
SPICE THE Inspiration Co BOCA RATON FL  
ENTER FLS  
6300 Glades Rd  
Boca Raton FL 33431-7208  
United States

Plg 1 of 1  
0.07 pounds  
03/10 23:00  
18:00

119-3004138-8673434

TOWN CENTER AT BOCA RATON  
2761 NW TIMBERCREEK CIR  
BOCA RATON FL 33431-4043  
UNITED STATES

TBA00377163

Print 1 sheet of paper

Destination: HP22F45E (HP OfficeJet 46...)

Copies: 1

Orientation: Portrait Landscape

Pages: All

Color mode: Color

More settings: More settings

Print using the system dialog...

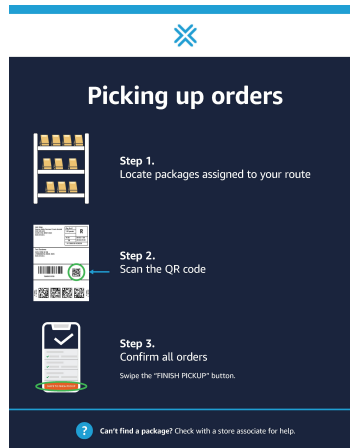
Print Cancel

### Step 3) Place Package in Pick-up Area

- There should be separate areas for Customer Pick-up and Amazon Delivery Pick-up
- Delivery orders need to be placed in the Amazon Driver Pick-up area
- Wayfinding signage is available to download and print from your Amazon Today project area

Complete this order process within 1 hour of receiving the order

### Amazon Driver Pick-up Sign



### Step 4) Amazon Driver Picks-up Package

- Driver Picks-up Packages
- Driver Scans Label
- Package Pick-up is tracked by Amazon Today
- Order is complete



## Order Cancel Process:

### Scenario #1: Store Cancels Order - Out of Stock and cannot fulfill order

#### Step 1) Click the Blue Order # button in InfiPlex

- This will display the Order Detail Page
- On the top right side, under the Amazon Today heading, select a reason to reject the order from the list displayed. Currently, Out of Stock is the only option.

#### Step 2) Reject the Order

- On the top right side under the Amazon Today heading, select a reason to reject the order from the list displayed, currently only one
  - Out of Stock
- Click the “Reject Order” button
- This will cancel the order with Amazon Today
- Order will show as Canceled in InfiPlex

Order	Order Source	Ship Info	Items & Totals	Tracking Number
103313 June 6, 2023, 2:12 pm Order Saved Date: June 6, 2023, 2:14 pm	Amazon Today GsmR8FTL 114-3752019-3776235	, 98087-2112	1 LRR_PAV_NONHAZMAT_0 Item Total: 1.00 Ship Total: 2.99 Tax Total: 0.42 Total: 4.41	Ship By Date: June 6, 2023, 8:00 pm Warehouse(s) Used: Roar Test 1 - Alderwood Test Requested Shipping: Delivery Get Amazon Today
103312 June 6, 2023, 11:09 am Order Saved Date: June 6, 2023, 11:09 am	Amazon Today GWCPJW3wL 114-6194145-5680257	, 98087-2112	1 LRR_PAV_NONHAZMAT_0 Item Total: 1.00 Ship Total: 0.00 Tax Total: 0.11 Total: 1.11	Ship By Date: June 6, 2023, 8:00 pm Warehouse(s) Used: Roar Test 1 - Alderwood Test Requested Shipping: Delivery Get Amazon Today
103311 June 6, 2023, 1:09 pm	Amazon Today G417cmYL	, 98087-2112	1 LRR_PAV_NONHAZMAT_0 Item Total: 1.00 Ship Total: 0.00 Tax Total: 0.11 Total: 1.11	Ship By Date: June 6, 2023, 1:00 pm Warehouse(s) Used: Roar Test 1 - Alderwood Test Requested Shipping: Delivery Get Amazon Today

Amazon Today

Confirmed - June 12, 2023, 1:59 pm

< select a rejection reason > ▼

Reject Order

### Scenario #2: Amazon Cancels Order

- Order can be canceled by customer any time before they pick-up the order

#### Step 1) Order will display as canceled on the InfiPlex Order List page

- Since order has not been picked-up or delivered, order can be canceled
- Order row will display with an orange background and “Order Canceled” in the first column
- Email is sent to store admins alerting them of canceled order

Order	Order Source	Ship Info	Items & Totals	Tracking Number
103320 June 14, 2023, 12:24 am Order Saved Date: June 14, 2023, 12:25 am	Amazon Today Gh8D8P9c7 112-6089344-5779450	, 98087	1 RoarTestSKU-FBA-InventoryTestCanary-0714 Item Total: 0.10 Ship Total: 0.00 Tax Total: 0.01 Total: 0.11	Ship By Date: June 14, 2023, 1:30 pm Warehouse(s) Used: Roar Test 1 - Alderwood Test Requested Shipping: BOPS Get Amazon Today
103319 June 12, 2023, 1:55 pm Order Saved Date: June 12, 2023, 1:59 pm	Amazon Today GmDg5cZ7 113-2211479-5136250	, 98087	1 FB7SJI10BEE Item Total: 10.00 Ship Total: 0.00 Tax Total: 1.05 Total: 11.05	Ship By Date: June 12, 2023, 7:30 pm Warehouse(s) Used: Roar Test 1 - Alderwood Test Requested Shipping: BOPS Get Amazon Today
103318 June 12, 2023, 1:17 pm Order Saved Date: June 12, 2023, 1:19 pm Order Canceled	Amazon Today G4yKh7cn7 114-5261836-8030664	, 98087	1 LRR_PAV_NONHAZMAT_0 Item Total: 1.00 Ship Total: 0.00 Tax Total: 0.11 Total: 1.11	Ship By Date: June 12, 2023, 5:30 pm Warehouse(s) Used: Roar Test 1 - Alderwood Test Requested Shipping: BOPS Get Amazon Today

#### Step 2) Put merchandise back into stock

**Amazon Today – InfiPlex App Support:**

Scan the barcode below to access the support area, including frequently asked questions...

Need more help?  
Scan here



<https://infipler.com/Amazon-Today-Support-InfiPlex-App>