Amazon Today and InfiPlex Order Management integration by InfiPlex

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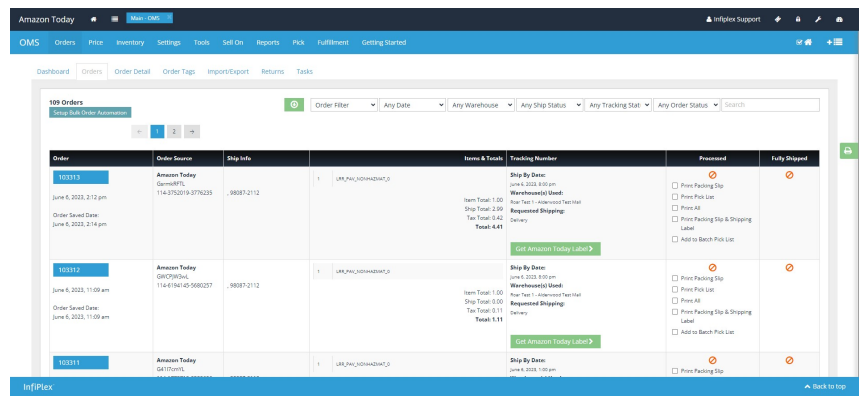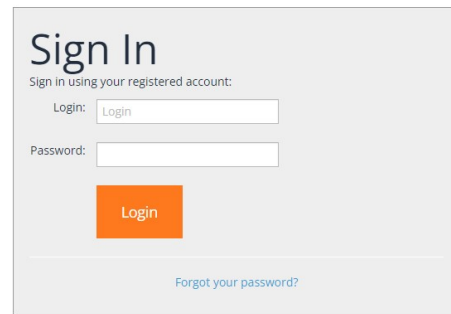
The InfiPlex App allows for quick integration and set-up for your stores to start managing and processing Amazon Today orders.

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

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

BOPIS Label Example

Jane Doe

Pkg 1 of 1

Order Number:
111-9057306-6585068

Pickup

Start: 03/22/23 16:00

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

Amazon BOPIS Orders

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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 Stat ⌄	Any Order Status ⌄	Search

	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

Ship By Date:
June 6, 2023, 8:00 pm
Warehouse(s) Used:
Test Store Name
Requested Shipping:
BOPIS

Confirm Amazon Today Pick-up ❯

TBA000484581

Ship By Date:
June 6, 2023, 8:00 pm
Warehouse(s) Used:
Test Store Name
Requested Shipping:
BOPIS

Picked-up by client: June 7, 2023, at 11:14 am

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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

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

Delivery Label Example

SHIP FROM:
SPS2 The Inspiration Co BOCA TOWN C-ENTER FLL
6000 Glades Rd
Boca Raton FL 33431-7208
United States

Pkg 1 of 1
0.07 pounds
03/10 23:00
18:00
R
111-3004138-8623434

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

TBA000377163

Print   1 sheet of paper

Destination
🖨 HP22F45E (HP OfficeJet 46...

Copies
1

Orientation
📄 Portrait   📄 Landscape

Pages
All

Color mode
Color

More settings

Print using the system dialog...

Print   Cancel

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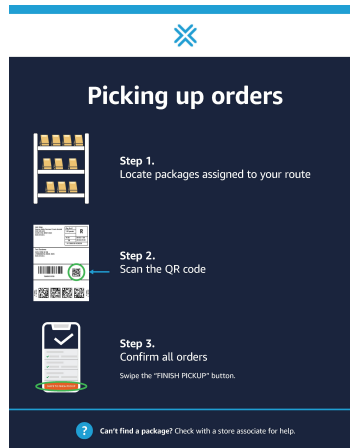
Step 3) Place Package in Pick-up Area

- 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

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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

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

Step 2) Put merchandise back into stock

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Amazon Today – InfiPlex App Support:

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

Need more help?
Scan here

https://infiplex.com/Amazon-Today-Support-InfiPlex-App

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