

# Amazon Today and Magento Order Management integration by InfiPlex

## Order Fulfillment Process:

### Step 1) Filter on Open Orders

- Look for the customer Amazon Today
- Fulfillment Status is Processing
- **REFRESH** the order page to see new orders

ID	Purchase Price	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Action	Allocated sources	Business Transaction Source
000000008		Jul 7, 2023 7:41:01 AM	Amazon Today	Amazon Today	\$0.00	\$37.40	Processing	View		
000000007		Jul 7, 2023 7:32:36 AM	Amazon Today	Amazon Today	\$0.00	\$37.40	Processing	View		

### Step 2) CLICK an Order to start fulfillment process

- The Shipping & Handling Information will display the delivery method for the order
- Delivery Methods
  - Delivery = AMZL\_US\_SP\_RUSH
  - BOPIS = AMZL\_US\_SP\_PICKUP

### Shipping & Handling Information

AMZL\_US\_SP\_PICKUP \$0.00 [\$0.00]

### Step 3) CLICK the Comments History tab

- From Magento’s Order Detail page
- The Comments History tab contains the link to open and manage the Amazon Today order
- Click the “Manage Amazon Today Order” link to open the Amazon Today order

#000000008

**ORDER VIEW**

- Information
- Invoices
- Credit Memos
- Shipments
- Comments History**

**Order & Account Information**

Order # 000000008 (The order cor)

Order Date

Order Status

Purchased From

USD / rate:

**Address Information**

**Billing Address** [Edit](#)

Amazon Today  
Amazon Today  
1200 12th Ave S #1200  
Seattle, WA, 98144  
United States  
T: 6304627560

#000000008

**ORDER VIEW**

- Information
- Invoices
- Credit Memos
- Shipments
- Comments History**

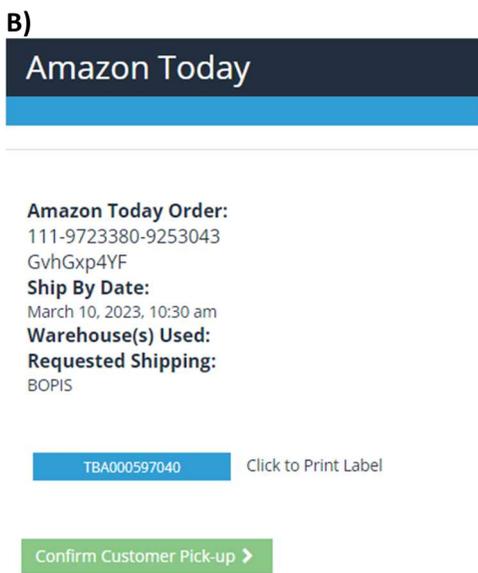
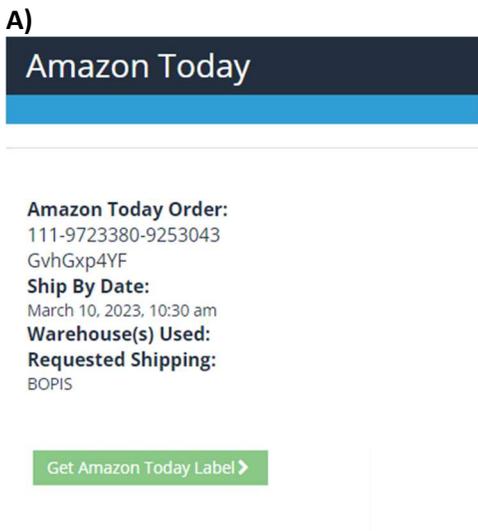
Jul 7, 2023 7:41:01 AM | Processing | Customer **Not Notified**  
Jul 7, 2023 7:41:01 AM | Invoice #000000006 created

**Notes for this Order**

Amazon Today order number: GvhGxp4YF [Manage Amazon Today Order](#)  
Comment added Jul 7, 2023 7:41:01 AM

**Step 4)** From the Amazon Today pop-up window, Click the **Get Amazon Today Label** button to get the label

- **A)** Click the Get Amazon Today Label button
  - Wait a few seconds and the button area will reload with the Blue Label Button
- **B)** Click the Blue Label button to print the label



- Place Label on Package
- Labels are different depending on the type of order
  - Consumer Pick-up
  - Amazon Delivery



**Consumer Order Label**



**Amazon Delivery Label**

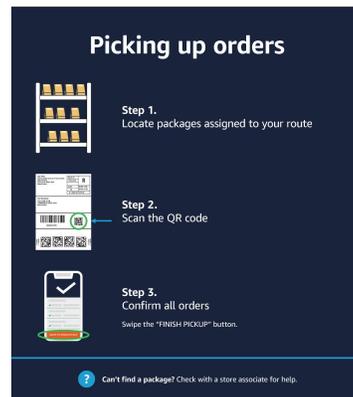
### Step 5) Place Package in Pick-up Area

- There should be separate areas for Consumer Pick-up and Amazon Delivery Pick-up
  - Signage is available to download and print in the Amazon Today – Shopify Support area
- 

### Buy Online, Pick Up in Store Sign



### Amazon Driver Pick-up Sign



## Consumer Pick-up Process:

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

- Consumer 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 icon on the Order List page
- Search on the last 7 digits of the main Amazon Order number:  
112-1116162-**6747437**

### Orders

6747437

Actions

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 to confirm the Customer has picked up the order
- From Magento's Order Detail page, in the Comments History tab, click the "Manage Amazon Today Order" link to open the Amazon Today order
- Then Click the Green "Confirm Customer Pick-up" button to alert Amazon Today that the customer has the order
- The display will change to show the date and time the customer picked up the order

### Confirm Pick-up button displayed:

Amazon Today

Amazon Today Order:  
111-9723380-9253043  
GvhGxp4YF  
Ship By Date:  
March 10, 2023, 10:30 am  
Warehouse(s) Used:  
Requested Shipping:  
BOPIS

TBA000597040 Click to Print Label

Confirm Customer Pick-up >

Amazon Today

Amazon Today Order:  
111-9723380-9253043  
GvhGxp4YF  
Ship By Date:  
March 10, 2023, 10:30 am  
Warehouse(s) Used:  
Requested Shipping:  
BOPIS

TBA000597040 Click to Print Label

Customer Picked-up:  
March 10, 2023, 12:29 pm

### Customer Pick-up Time displayed:

## Cancel Order Process:

### Cancel the order BEFORE requesting the label

- If an item is no longer available, use the **Reject Order** button to cancel the order
- Select Out of Stock as the reason and click the Reject Order button
- The area will refresh, and show **"Order Cancelled"** above the Ship By Date heading

## Amazon Today

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**Amazon Today Order:**  
[redacted] 9803

**Ship By Date:**  
October 20, 2023, 2:30 pm

**Warehouse(s) Used:**  
[redacted] Center Mall

**Requested Shipping:**  
BOPIS

[Get Amazon Today Label >](#)

< select a rejection reason > ▾

[Reject Order](#)

## Amazon Today

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**Amazon Today Order:**  
[redacted] 529803

**Order Cancelled**

**Ship By Date:**  
October 20, 2023, 2:30 pm

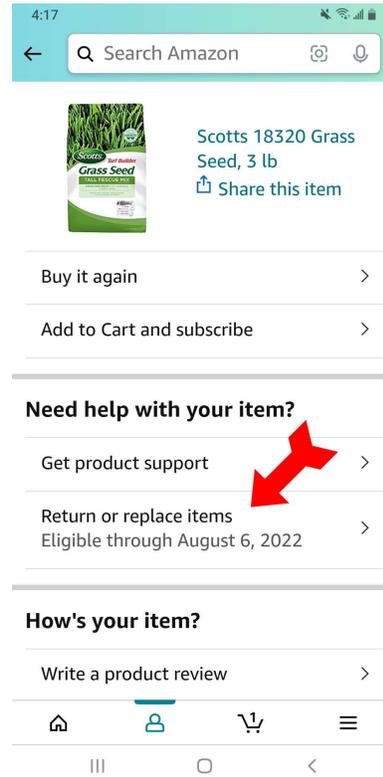
**Warehouse(s) Used:**  
[redacted] Center Mall

**Requested Shipping:**  
BOPIS

## In-Store Return Process:

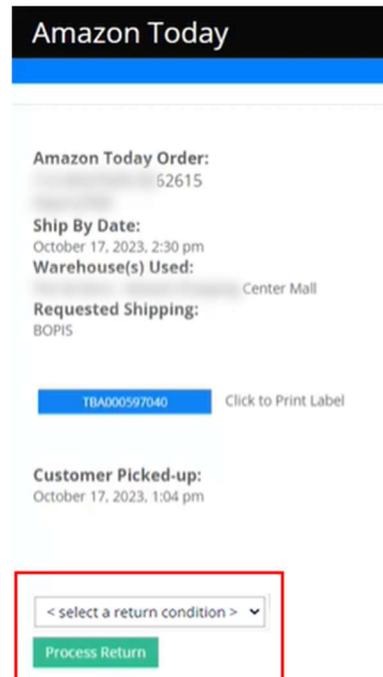
### Step 1) Customer returns item using the Amazon App or on Amazon.com

- Customer MUST do the return from their account BEFORE an item can be returned in-store
- In-store returns are only available for BOPIS orders
- Delivery order returns are fully managed by Amazon



### Step 2) Use Process Return button to finalize return

- The order will display the “Process Return” button when a return is available for the order
- It may take 15 – 30 minutes after the user submits a return before the Process Return button is available for the order
- Select one of the Return Conditions for the return and then click the Process Return button
  - Sellable
  - Defective
  - Customer Damaged
  - Carrier Damaged
- If the item is sellable again, select the Sellable option, return the item to stock, and update your inventory levels for that item



## Amazon Delivery Orders:

### Amazon Delivery Orders

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



SHIP FROM: SPS2 The Inspiration Co BOCA TOWN C- ENTER TEL 6900 Clafes Rd Boca Raton FL 33431-7208 United States	Pkg 1 of 1 0.07 pounds 02/21 23:00 18:00	R
111-9671374-1216211		

TOWN CENTER AT BOCA RATON  
2761 NW TIMBERCREEK CIR  
BOCA RATON FL 33431-4842  
UNITED STATES



TBA000341677

Delivery Label includes bar code and Order Number