

Asynchronous Multi-Order Processing (AMoP)



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OVERVIEW

Asynchronous Multi-Order Processing (AMoP) allows you to receive and process large numbers of orders via FTPS rather than processing orders online. You can download the order file from AbeBooks, process the orders, and then send the file back to us.

AMoP is only available for orders where the payment method is Credit Card. Seller Direct payment methods (Money Order, COD, PayPal, etc) are not supported.

Booksellers wishing to use AMoP must contact AbeBooks to have this feature enabled in their account. If, after reading this document, you would like AMoP activated for your account, please contact AbeBooks at inventory@abebooks.com.

Asynchronous Multi-Order Processing

Seven folders are created in your AbeBooks FTP account when Asynchronous Multi-Order Processing is enabled:

Folder Name	File Types	Naming Convention	Purpose
Orders	.csv	orders_ClientID_DDMMYY24HH	Contains unprocessed orders
Confirm	.tab or .txt	N/A	Confirmed orders are uploaded here
Sales	.tab or .txt	shipto_clientID_datestamp.tab	AbeBooks' responses to confirmed orders
Done	.tab	Confirmed Month DD.done Errors = nsf1234567.done	Error logs and successfully processed files.
Returns	tab delimited (any extension)	N/A	Returns files are uploaded here
Returnsreports	.tab	returnfrom_clientID_date.tab	AbeBooks' responses to confirmed orders
Returnsdone	.tab	Client File Name.done	Error logs and successfully processed files.

Table 1-1 Folders Used by AMoP

Downloading an Order File

Order Files will be generated once every hour. During peak times, order file generation may occur at 2 or 3 hour intervals.

1. Using FTP software that supports FTPS, set up a connection to orders.abebooks.com. You will need to ensure that you set the 'security' or 'protocol' field to: explicit FTP over TLS
2. When prompted, enter your UserID and API Key in the appropriate fields.
3. Open the Orders folder to access your Order file. (Note: The Orders folder will be created once you have received one or more orders in your account).
4. Copy the Order file from the *Orders* folder and save it to your computer.
5. Delete the file in the *Orders* folder once downloaded to your computer.

The naming convention for these files is, "orders_clientID_DDMMYY24HH.csv", so you can easily identify what time a file was created based on its name.

The columns in the Order File will contain the following information:

Column Name	Notes
ORDERDATE	The date the order was placed. Orders will automatically expire if not processed within 4 days of this date.
PROGRAM	AbeBooks, or the Amazon or Half.com Reseller program.
ABEPOID	AbeBooks Order number
ABEPOITEMID	AbeBooks Purchase Order Item Number
VENDORITEMID	Your unique Book ID
ISBN	Book details
AUTHOR	Book details
TITLE	Book details
DESCRIPTION	Book details

CURRENCY	You will be paid for the order in this currency
PRICE	For AbeBooks and Half.com sales, this is the AbeBooks list price. For Amazon sales, this is the price you will be paid after commissions and fees.
SHIPPING	The shipping cost quoted to the buyer in the checkout process.
BUYEREMAILADDRESS	The buyer's email address. Questions or clarification about an order can be directed to the buyer.
SHIPTONAME	Buyers's shipping information.
SHIPTOADDRESS	Buyers's shipping information.
SHIPTOADDRESS2	Buyers's shipping information.
SHIPTOCITY	Buyers's shipping information.
SHIPTOPROVSTATE	Buyers's shipping information.
SHIPTOCOUNTRY	Buyers's shipping information.
SHIPTOZIPCODE	Buyers's shipping information.
SHIPPINGSPEED	Shipping speed, listed in business days.
SPECIALINSTRUCTIONS	Any special instructions entered by the buyer during the checkout process.

Table 1-2 Columns Included in Order Files

Processing the File

1. Open a new page in your spreadsheet program.
2. Create columns called ABEPOID, ABEPOITEMID and STATUS (optionally, you can also include a SHIPPER and TRACKCODE column)
 - The first three columns correspond to AbeBooks Order Number, AbeBooks Purchase Order Number and Order Status.
 - The last two (optional) columns can be used to include tracking details for the shipment of the order.
3. Copy and paste the order and purchase order numbers from the Orders file into the new spreadsheet.
4. Do one of the following for each order:
 - Type *Confirm* in the Order Status column to accept an order.
 - Type *Cancel* in the Order Status column to reject an order.
5. When all orders have been confirmed or cancelled, save the file in pipe or tab delimited format.

The name and extension of the file is irrelevant for AbeBooks processing as long as the file is saved in tab or pipe delimited format. You can name the file according to a convention that makes sense to you.

Uploading the Completed Confirmation File

After you have confirmed or cancelled all of your orders, upload the completed file to AbeBooks for processing.

1. Copy the file from its location on your computer and paste it into the *Confirm* folder.

The buyer's shipping address is included in the Order File for your information.

IMPORTANT NOTE: Do not ship **any items** until you have reviewed the Sales Report to determine whether any items have been cancelled or have experienced credit card errors, as **you will not receive payment for these items**. It is possible for orders to be partially cancelled by the buyer (i.e. only some items in the order should be shipped).

Multiple Book Orders

Every book in the Order file must be either confirmed or cancelled or the uploaded file will not be processed. If you are able to confirm only part of an order, the other books in the order must be cancelled.

For example: If 3 out of 6 books were included in your Confirm file, all 6 orders will expire if they are not all included in a later file and received within the 4 day expiry period. AbeBooks recommends processing all of your orders within 2 days.

Error Logs

After we process your confirmation file, we will send you an error log. Possible errors include:

- Orders you accepted but could not be processed
- Credit card errors
- Incomplete orders uploaded to AbeBooks

All processed files and error logs are stored in the *Done* folder. They will be named using 'nsf' and then a randomly-generated set of numbers and letters with the extension '.done.'

Please ensure that you review your Done file to ensure that you do not ship orders that were cancelled or unavailable after you processed them.

Vendor Error Reports

1. Open the Done sub-directory to view all completed files and any generated error logs.

```

Processing started at 05/Jul/04 10:03
The ABEPOID for this record is invalid:
ABEPOID from record ABEPOID ABEPOITEMID STATUS
Successfully updated ABEPOID 16031646
Successfully updated ABEPOID 16025954
Successfully updated ABEPOID 16020186
Processing finished at 05/Jul/04 10:03

```

Figure 1-3 Example Error Report

Success

Your Confirm file was successfully processed if the error log contains the following message:

Successfully updated ABEPOID (*AbeBooks Purchase Order Number*)

Errors

The Confirm record should be reprocessed if the logfile contains any of the following errors:

Error Statement	Typical Cause/Response
The ABEPOID for this record is not a valid parsable integer: ABEPOID	This error will occur if you include a header in your Confirm file. This simply means the first line of your file is not an order.
The purchase order was not found.	Investigate why your system is attempting to update a non-existent order.
The purchase item id <i>abepoitemid</i> is missing from the update request.	All order items must be updated for the whole purchase order to be updated.
The credit card transaction failed.	The credit card failed to be charged because it was mis-entered by the buyer or their credit limit was exceeded.
A purchase order id is a required field for this action.	Investigate why your system failed to provide an Purchase Order ID for this confirm record.
You are not the seller of this purchase order.	Investigate why your system is attempting to update an errant Purchase Order ID.
The purchase order is not in an updateable status.	This Purchase Order has expired, or has already been updated or cancelled; no action required.
Unable to lock this purchase order for processing.	This Purchase Order was not editable; please try to reconfirm this Purchase Order.
An order update server error has occurred.	The OrderUpdate system was unavailable to update this Purchase Order; please try to reconfirm this Purchase Order.
Credit Card processing timed out - please try reprocessing this order.	The OrderUpdate system experienced a communication error with the Credit Card processing service; please retry.

Table 1-4 Possible Confirm File Errors

Sales Reports

Sales Reports contain the current status of an order and indicate whether a book should be shipped. They are named "shipto_clientid_datestamp.tab". Booksellers should review the sales report prior to shipping books to ensure the charge to the buyer's credit card was successfully completed. AbeBooks cannot guarantee payment for books shipped when the buyer's credit card has been declined.

Viewing Sales Reports

1. Open the *Sales* sub-directory to view all completed files. (Note: The Sales directory will be created after you have processed one or more orders in your account using AMoP).

Sales Reports are for bookseller reference only and include all of the same fields as the Order File. No further action is required with these files.

Returns Bulk Processing

This is an extension to the existing AMoP functionality and allows bulk processing of returns in the same manner as orders. A vendor who wishes to bulk process returns can create a return file with one return per row, following the proper format and providing the required data. AbeBooks will process the file and create and complete a return for each row in the file. A "returns confirmation" file will be created, and the vendor can then download and view the results of the return processing.

The format of the return file is:

- The file must be in tab-delimited text format.
- The first line is a header and must be included, or the file will not be processed.
- There are three columns in each row: ABEPOID, ABEPOITEMID, and RETURNREASON.
- The RETURNREASON field must contain one of these keywords: DOESNOTWANT, ACCEPTEDINERROR, BUYERCANCELLED and DIDNOTARRIVE.
- Refund amounts are outlined in the AbeBooks Bookseller Policies:
<http://www.abebooks.com/docs/BooksellerPolicies/7.shtml>

Uploading the Completed Returns File

After you have entered all applicable return information, upload the completed file to AbeBooks for processing.

1. Copy the file from its location on your computer and paste it into the *Returns* folder.

Returns Error Reports

1. Open the *Returnsdone* sub-directory to view all completed files and any generated error logs.

```
Successfully created refund with id 50880245 for abepoitemid 66704364
Successfully created refund with id 50880246 for abepoitemid 66704348
Successfully created refund with id 50880247 for abepoitemid 66704350
```

Figure 1-5 Example Return Error Report

Success

Your Returns file was successfully processed if the error log contains the following message:

Successfully created refund with id (*Return ID*) for abepoitemid (*Purchase Order Item Number*)

Errors

The Returns record should be reprocessed if the logfile contains any of the following errors:

Error	Description
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Error in the line: <i>line number</i> - Missing abepoid	ABEPOID is missing from this line in the returns file
Error in the line: <i>line number</i> - Missing abepoitemid	ABEPOITEMID is missing from this line in the returns file
Error in the line: <i>line number</i> - Invalid abepoid	ABEPO does not exist
Error in the line: <i>line number</i> - Abepoitemid <i>abepoitemid</i> not found for abepo <i>abepoid</i>	ABEPOITEM doesn't exist in an ABEPO
Error in the line: <i>line number</i> - No valid return reason provided.	No return reason or an invalid return reason code on this line in the returns file
Return for abepoitemid <i>abepoitemid</i> could not be completed at this time, please try again later.	An error in sending the return to the return server. If this error persists after several minutes, please contact AbeBooks.
Return could not be completed for abepoitemid <i>abepoitemid</i> error code: <i>return server error code and message</i>	An error being returned by the return server. Please contact AbeBooks and provide the error message.

Table 1-6 Possible Return File Errors

Returns Reports

Returns Reports contain the current status of a return along with relevant details of the original order. They are named "returnfrom_clientID_date.tab."

Viewing Returns Reports

1. Open the Returnsreports sub-directory to view all completed files.

Returns Reports are for bookseller reference only and no further action is required with these files.

Additional Notes

- Booksellers are required to use AbeBooks Payment Services in conjunction with AMoP.
- Asynchronous Multi-Order Processing is available for AbeBooks orders only; orders through reseller programs must be processed online.
- Asynchronous Multi-Order Processing is available only in English.
- Order files must be downloaded, processed and uploaded to AbeBooks within 4 days to avoid order expiry. Expired orders result in both reduced fulfillment for booksellers and unhappy buyers.
- AbeBooks provides fraud protection on orders where we are accepting payment by Credit Card. Should a buyer contact you with new shipping or payment details after the order has been placed, please make sure to review this information carefully.
- Booksellers wishing to use AMoP must contact AbeBooks to have this feature enabled in their account. If, after reading this document, you would like AMoP activated for your account, please contact AbeBooks at inventory@abebooks.com.
- Once AMoP has been enabled for your account, the relevant directories will be available in your account within approximately one hour. The Orders directory will be created once you have received one or more orders, and the Sales directory will be created once you have processed one or more orders.