

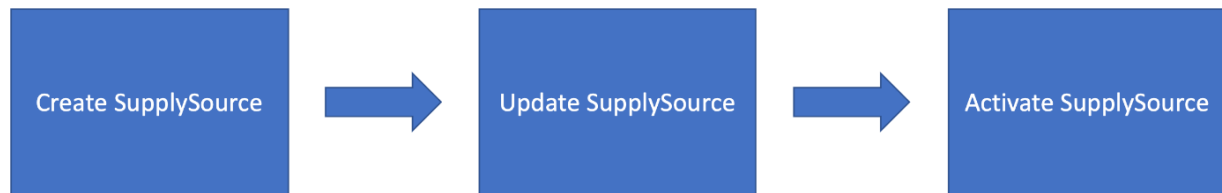
# BOPIS Store Management

## Introduction

The following document provides a guide to implementing and managing BOPIS Store details through the Amazon Selling Partner Supply Source API.

## Create and Activate a Supply Source

BOPIS Stores are created and managed via the Selling Partner **SupplySource** API. To create and activate a **Supply Source**, there are 3 steps required :



### CREATE SUPPLY SOURCE

```
POST /supplySources/2020-07-01/supplySources
```

The first step to create a “partial” Supply Source, by sending a Supply Source Code, Alias and Address Details.

*Example : Create JSON request body*

```
{
  "address": {
    "addressLine1": "60 Holborn Viaduct",
    "addressLine2": "",
    "addressLine3": "",
    "city": "London",
    "county": "",
    "district": "",
    "stateOrRegion": "",
    "postalCode": "EC1A 2FD",
    "countryCode": "GB"
  },
  "supplySourceCode": "test_store_london",
  "alias": "Test Store - 60 Holborn Viaduct EC1A 2FD"
}
```

Amazon will return a generated, unique Supply Source ID, which you will need to make further API calls on the Supply Source.

*Example : Create JSON response body*

```
{
```

```
"supplySourceId": "c97b8f7a-9d5a-48ae-9f8a-c413e51x2y3z",
"supplySourceCode": "test_store_london"
}
```

#### IMPORTANT NOTES :

- Amazon required format for **alias** is "Store Name - AddressLine1 postalCode", up to a maximum of 50 characters.
- The **alias** is displayed to buyer on Amazon website.
- **name** field (included in Technical Specification) is not used on any buyer facing artifacts
- US minimum address requirements
  - **addressLine1, city, stateOrRegion, postalCode, countryCode**
- EU minimum address requirements
  - **addressLine1, city, postalCode, countryCode**
- **Address** and **supplySourceCode** fields **cannot be** updated after initial creation
- The **supplySourceCode** must be unique, unless a previous Supply Source using the same **supplySourceCode** has been archived.
- **Should the seller enter the wrong address information, they must create a new Supply Source with a new Supply Source Code.**

#### UPDATE SUPPLY SOURCE

```
PUT /supplySources/2020-07-01/supplySources/{supplySourceId}
```

Updating the Supply Source allows you to set the BOPIS Store Operational Configuration, such as Store Contact details, Store Operating Hours, Order Handling Time (i.e. the timeframe in which the seller will prepare an order and mark it "Ready for Pickup") and Inventory Hold Period (i.e. how long the seller will hold the order for the buyer to collect, normally set to 5 days).

*Example : Update JSON request*

```
{
  "alias": "Test Store - 60 Holborn Viaduct EC1A 2FD",
  "configuration": {
    "operationalConfiguration": {
      "contactDetails": {
        "primary": {
          "email": "contact@demostore.xyz",
          "phone": "07811231230"
        }
      },
      "operatingHoursByDay": {
        "monday": [{
          "startTime": "09:00",
          "endTime": "17:00"
        }],
        "tuesday": [{
          "startTime": "09:00",
          "endTime": "17:00"
        }],
      }
    }
  }
}
```

```
    }},
    "wednesday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "thursday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "friday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "saturday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "sunday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }]
  },
  "handlingTime": {
    "value": 90,
    "timeUnit": "Minutes"
  }
},
"timezone": "Europe/London"
},
"capabilities": {
  "outbound": {
    "isSupported": true,
    "operationalConfiguration": {
      "contactDetails": {
        "primary": {
          "email": "contact@demostore.xyz",
          "phone": "07811231231"
        }
      }
    }
  },
  "operatingHoursByDay": {
    "monday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "tuesday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "wednesday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "thursday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "friday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "saturday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "sunday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }]
  }
}
```

```
    }],
    "friday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "saturday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "sunday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }
  ]
},
"handlingTime": {
  "value": 90,
  "timeUnit": "Minutes"
}
},
"pickupChannel": {
  "inventoryHoldPeriod": {
    "value": 5,
    "timeUnit": "Days"
  },
  "isSupported": true,
  "operationalConfiguration": {
    "contactDetails": {
      "primary": {
        "email": "contact@demostore.xyz",
        "phone": "07811231232"
      }
    }
  },
  "operatingHoursByDay": {
    "monday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "tuesday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "wednesday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "thursday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "friday": [{
      "startTime": "09:00",
      "endTime": "17:00"
    }],
    "saturday": [{
      "startTime": "09:00",
```



- Supported **timeUnits** are “Minutes”, “Hours” and Days“
- The **value** must be an integer value. Use “90 minutes” rather than “1.5 hours”.
- **Handling time** is split across store open hours across days resulting in sub same day promise or next day promise for customers (US Only).

```
...
"handlingTime": {
  "value": 90,
  "timeUnit": "Minutes"
}
...
```


### Contact Details

- Both an **email** and a **phone** number should be provided
- The **phone** number is displayed to the buyer in their Order Details

## Order Details

Ordered on 8 December 2022 | Order # 202-3290669-1234567

[Invoice](#) ▾

Pickup address	Payment Method	Order Summary								
Test Store - 60 Holborn Viaduct EC1A 2FD 60 Holborn Viaduct London, EC1A 2FD United Kingdom Phone: 0123456789	 **** 1234	<table> <tr> <td>Item(s) Subtotal:</td> <td>£1.00</td> </tr> <tr> <td>Postage &amp; Packing:</td> <td>£0.00</td> </tr> <tr> <td>Total:</td> <td>£1.00</td> </tr> <tr> <td><b>Grand Total:</b></td> <td><b>£1.00</b></td> </tr> </table>	Item(s) Subtotal:	£1.00	Postage & Packing:	£0.00	Total:	£1.00	<b>Grand Total:</b>	<b>£1.00</b>
Item(s) Subtotal:	£1.00									
Postage & Packing:	£0.00									
Total:	£1.00									
<b>Grand Total:</b>	<b>£1.00</b>									
<a href="#">▾ Transactions</a>										

```
...
"contactDetails": {
  "primary": {
    "email": "contact@demostore.xyz",
    "phone": "07811231232"
  }
},
...
```

### Operating Hours By Day

These are configured in 3 places (once in the **configuration** section and twice in the **capabilities** section (**operationalConfiguration** and **pickupChannel**)). You can set these to all be the same.

If a store is closed on a particular day, then omit the section for that day e.g. if store is only open Monday - Friday 9am - 5pm,

and not open on Saturday and Sunday, then pass in the following :

```
...
"operatingHoursByDay": {
  "monday": [{
    "startTime": "09:00",
    "endTime": "17:00"
  }],
  "tuesday": [{
    "startTime": "09:00",
    "endTime": "17:00"
  }],
  "wednesday": [{
    "startTime": "09:00",
    "endTime": "17:00"
  }],
  "thursday": [{
    "startTime": "09:00",
    "endTime": "17:00"
  }],
  "friday": [{
    "startTime": "09:00",
    "endTime": "17:00"
  }]
}
...
```

Note :

- Opening times are set in the ISO 8601 formatted timestamp without date, HH:mm, e.g. "12:30"
- You **cannot** set multiple start/endTimes per day (for example, if you wanted to model a lunch break).

### Inventory Hold Period

The **inventoryHoldPeriod** should always be set to 5 days. This is the amount of time buyer has to pickup their order from the store after the order has been marked "Ready for Pickup" by the seller.

*Example : Configuring the Inventory Hold Period - partial JSON request sample*

```
...
"pickupChannel": {
  "inventoryHoldPeriod": {
    "value": 5,
    "timeUnit": "Days"
  },
}
...
```

### ThroughputConfig

The **throughputConfig** (included in Technical Specification) is not currently supported and can be omitted in your request

body. It will default to the following placeholder value :

```
...
"throughputConfig": {
  "throughputUnit": "ORDER"
}
...
```

## DeliveryChannel

The **deliveryChannel** is not required for BOPIS, however if you are implementing "BOPIS Only", you must pass through the following :

```
"deliveryChannel": {
  "isSupported": true
},
```

## Managing your Supply Source

When a Supply Source is Active (**status** set to **Active**) and the **pickupChannel** is supported (**isSupported** set to **true**) then BOPIS inventory associated with the Supply Source can become visible and available to buy on the Amazon website. This is not a one-time operation - the status of a Supply Source can be toggled between **Active** and **Inactive**, as can the **isSupported** flag for the **pickupChannel**. The **pickupChannel** is specific to BOPIS. If you are using Supply Sources for other Amazon programs, inactivating the Supply Source will disable it for all programs using it. If you need to disable only the BOPIS program for the Supply Source, then you can just **UPDATE** the **pickupChannel isSupported** flag to **false**.

### ENABLING / DISABLING THE PICKUP CHANNEL

To enable / disable BOPIS via the **pickupChannel** configuration, set the **isSupported** flag to **true** or **false**, as part of a full update of the Supply Source. See previous section **Update Supply Source - PUT /supplySources/2020-07-01/supplySources/{supplySourceId}** for complete Update request example.

*Example : Managing the Pickup Channel isSupported flag - partial JSON request sample*

```
...
"pickupChannel": {
  "inventoryHoldPeriod": {
    "value": 5,
    "timeUnit": "Days"
  },
  "isSupported": true,
  "operationalConfiguration": {
    "contactDetails": {
      ...
    }
  }
}
```

### ACTIVATE SUPPLY SOURCE

```
PUT /supplySources/2020-07-01/supplySources/{supplySourceId}/status
```



To activate a Supply Source, set the **status** to be “Active”

*Example : Managing the Supply Source Status - JSON request*

```
{
  "status": "Active"
}
```

To deactivate a Supply Source, set the **status** to be “Inactive”

```
{
  "status": "Inactive"
}
```

## ARCHIVE SUPPLY SOURCE

```
DELETE /supplySources/2020-07-01/supplySources/{SupplySourceId}
```

You can archive a Supply Source, by calling the DELETE operation on the Supply Sources API endpoint including the Supply Source ID to be archived.

## LIST ALL SUPPLY SOURCES - GET /SUPPLYSOURCES/2020-07-01/SUPPLYSOURCES

To retrieve a list of your configured Supply Sources, you can call the GET operation on the Supply Sources API endpoint. By default, the operation returns the first 10 Supply Sources. If you have more than 10 Supply Sources, then a **nextPageToken** is included in the response. Pass this into the subsequent GET request as a URL parameter to return the next 10 Supply Sources. You can also configure the number of Supply Sources to return using the **pageSize** URL parameter.

Parameter	Description	Required
nextPageToken	Pagination token to retrieve a specific page of results	No
pageSize	Number of Supply Sources to return per paginated request. Default value is 10	No

Note that only the supplySourceId, supplySourceCode, alias and address details are returned. To retrieve the full details for a Supply Source you must call a GET operation individually for each Supply Source, as shown below.

## GET SUPPLY SOURCE

```
GET /supplySources/2020-07-01/supplySources/{supplySourceId}
```

To retrieve the full details for a Supply Source, call the GET operation on the Supply Sources API, including the Supply Source ID within the URL.

*Example : Retrieving details of a Supply Source - JSON response*

```
{
```

```
"supplySourceId": "c97b8f7a-9d5a-48ae-9f8a-c413e51x2y3z",
"supplySourceCode": "test_store_london",
"alias": "Test Store - 60 Holborn Viaduct EC1A 2FD",
"status": "Inactive",
"address": {
  "addressLine1": "60 Holborn Viaduct",
  "addressLine2": "",
  "addressLine3": "",
  "city": "London",
  "county": "",
  "district": "",
  "stateOrRegion": "",
  "postalCode": "EC1A 2FD",
  "countryCode": "GB"
},
"configuration": {
  "operationalConfiguration": {
    "contactDetails": {
      "primary": {
        "email": "mdobbie+opconfig@amazon.co.uk",
        "phone": "07811231230"
      }
    },
    "throughputConfig": {
      "throughputUnit": "ORDER"
    },
    "handlingTime": {
      "timeUnit": "Minutes",
      "value": 90
    },
    "operatingHoursByDay": {
      "monday": [{
        "startTime": "09:00",
        "endTime": "17:00"
      }],
      "tuesday": [{
        "startTime": "09:00",
        "endTime": "17:00"
      }],
      "wednesday": [{
        "startTime": "09:00",
        "endTime": "17:00"
      }],
      "thursday": [{
        "startTime": "09:00",
        "endTime": "17:00"
      }],
      "friday": [{
        "startTime": "09:00",
        "endTime": "17:00"
      }],
      "saturday": [{
        "startTime": "09:00",
        "endTime": "17:00"
      }],
    }
  }
}
```

```
        "sunday": [{
            "startTime": "09:00",
            "endTime": "17:00"
        }]
    },
    "timezone": "Europe/London"
},
"capabilities": {
    "outbound": {
        "isSupported": true,
        "operationalConfiguration": {
            "contactDetails": {
                "primary": {
                    "email": "mdobbie+outbound@amazon.co.uk",
                    "phone": "07811231231"
                }
            },
            "throughputConfig": {
                "throughputUnit": "ORDER"
            },
            "handlingTime": {
                "timeUnit": "Minutes",
                "value": 90
            },
            "operatingHoursByDay": {
                "monday": [{
                    "startTime": "09:00",
                    "endTime": "17:00"
                }],
                "tuesday": [{
                    "startTime": "09:00",
                    "endTime": "17:00"
                }],
                "wednesday": [{
                    "startTime": "09:00",
                    "endTime": "17:00"
                }],
                "thursday": [{
                    "startTime": "09:00",
                    "endTime": "17:00"
                }],
                "friday": [{
                    "startTime": "09:00",
                    "endTime": "17:00"
                }],
                "saturday": [{
                    "startTime": "09:00",
                    "endTime": "17:00"
                }],
                "sunday": [{
                    "startTime": "09:00",
                    "endTime": "17:00"
                }],
            }
        }
    }
}
```

```
},
"pickupChannel": {
  "isSupported": true,
  "inventoryHoldPeriod": {
    "timeUnit": "Days",
    "value": 5
  },
},
"operationalConfiguration": {
  "contactDetails": {
    "primary": {
      "email": "mdobbie+pickup@amazon.co.uk",
      "phone": "07811231232"
    }
  },
},
"throughputConfig": {
  "throughputUnit": "ORDER"
},
"handlingTime": {
  "timeUnit": "Minutes",
  "value": 90
},
"operatingHoursByDay": {
  "monday": [{
    "startTime": "09:00",
    "endTime": "17:00"
  }],
  "tuesday": [{
    "startTime": "09:00",
    "endTime": "17:00"
  }],
  "wednesday": [{
    "startTime": "09:00",
    "endTime": "17:00"
  }],
  "thursday": [{
    "startTime": "09:00",
    "endTime": "17:00"
  }],
  "friday": [{
    "startTime": "09:00",
    "endTime": "17:00"
  }],
  "saturday": [{
    "startTime": "09:00",
    "endTime": "17:00"
  }],
  "sunday": [{
    "startTime": "09:00",
    "endTime": "17:00"
  }]
}
},
"curbsidePickupConfiguration": {
  "isSupported": null
}
}
```

```

    }
  },
  "createdAt": "1.680623801E9",
  "updatedAt": "1.680623876E9"
}

```

## Appendix A: Supply Source structure for BOPIS

The following diagram shows the outline structure for a BOPIS-specific Supply Source

### SupplySource

