Suite Engine Channel Sales Manager Release Notes

Product: Channel Sales Manager for Amazon
Release: 2.1
Version: 2.1.2022020719.40623
Release Date: 02/07/2022
Minimum Business Central Version Compatibility: 19.0

Please install this release in your Business Central sandbox environment for testing. It is Suite Engine's recommendation that you test not only the areas specifically addressed within this release but all of your business processes, so that you may confirm that changes introduced in this release have not created issues in other parts of your application. These release notes should be fully reviewed as part of your testing process, as they may include information on new setup and configuration requirements. separate

If you encounter issues in your testing, please contact your Suite Engine partner or file a support ticket at https://suiteengine.com/support.

Once you have completed testing in your sandbox, you can proceed to installing this release in your live environment. Suite Engine recommends that users be logged out of Business Central prior to installation of the release; if this is not possible, please advise your users that it may be necessary to refresh or log out/log in to Business Central in order to continue working with the application.

This release is issued under the assumption that you have kept your existing Suite Engine applications current. Suite Engine cannot be held responsible for any issues that arise out of installing this release into an out-of-date environment.

This release is compatible with the Business Central version listed above as the **Minimum Business Central Version Compatibility** and all subsequent Business Central versions; if you are deploying this release in a Business Central environment that has an earlier version than this value, functionality may not work as intended.

This release may introduce new table objects or modifications to existing ones. If you are maintaining configuration packages for the purpose of moving data to and from database environments, you are advised to take note of any table changes (for a complete list of release objects, see here) and make any adjustments to these packages as needed.

Release Overview

Features and Functionality

- The following CSM for Amazon modules have been re-factored to support Amazon's modern SP-API set:
  - Order Management.
  - External Inventory Supply Retrieval.
  - Financial Management.
- To support this change, the **CSM for Amazon Setup Wizard** has been enhanced to allow users to indicate whether a new channel should be created according to the modern SP-API set or Amazon's legacy MWS set. The credential options that can be populated in this wizard change dynamically according to the selected API set. See the in-depth feature description for more details.

- Channel credentials such as seller IDs, marketplace IDs, and secret keys are now stored against sales channel records in a separate **API Credential** table, rather than API sets. This provides companies with greater flexibility in the setup and maintenance of Amazon channel credentials. As part of this, the **Credentialing Sales Channel** field in the **CSM Sales Channel** table allows users to indicate that a particular sales channel's API functions are to be run according to the credentials of another channel. See the in-depth feature description for more details.
- Functionality has been added to support the importing of an Amazon order report against the channel orders that exist for an FBM sales channel. This makes it possible for users to populate channel orders with additional buyer information. See the in-depth feature description for more details.

Corrections

- The **Get External Inventory Supply** action was not properly retrieving item information and available quantities for Amazon for FBA channel listings. This has been corrected.
- Shipment confirmations to Amazon were sending the carrier name, instead of carrier code. This has been corrected.

Miscellaneous

- The CSM for Amazon demo data load has been updated to accommodate the SP-API set.

In-Depth Features

Using the CSM for Amazon Setup Wizard

The CSM for Amazon Setup Wizard has been enhanced to allow users to indicate whether a new channel should be created according to the Amazon's modern SP-API set or the legacy MWS set. On the first page of the wizard, in the **Web Service Type** field, use the dropdown to indicate whether your Amazon platform utilizes the modern SPI-API set or the legacy MWS API suite. After you have specified the web service type, it is recommended you enable all presented setup options for loading CSM triggers and Amazon API data, as well as creating a new sales channel in Business Central. When you are done making these selections, choose the **Next** button.

On the second page of the wizard, you can specify information about the API set you are using to facilitate communications between Business Central and your external channel platform. The specific configuration field options will be determined by the web service type that you selected on the previous wizard page:

Field	Description	API Type
Amazon API Set Code	This is unique code that identifies the API set. It can be any value you wish, but we recommend naming it something meaningful that describes the external source the API set communicates with.	Both
Amazon API Set Description	This is a text description of the API set. It can be any value you wish, but we recommend using a meaningful description. Note, that you may deal with other channels in the future (Shopify, Magento, etc.).	Both
Amazon MarketPlace ID	This is the marketplace ID for your Amazon storefront. You can obtain this value by your Amazon storefront or any of the products you list on Amazon in a browser. If you review the URL, you will notice a segment that reads "&marketplaceID=" followed by an alphanumeric value. That alphanumeric value is your marketplace ID for that storefront.	Both

Field	Description	API Type
Amazon Seller ID	This is your Amazon merchant token. You can obtain this value from your Amazon Seller Central account by opening your Account Info page, then choosing the Merchant Token option in the Business Information section.	Both
Amazon Host URL	This is the host URL endpoint Amazon Marketplace Web Services (MWS). Normally it is mws.amazonservices.com	MWS
Amazon AWS Access Key	You can request credentials on Amazon Seller Central. This is the AWS Access Key they give you when authorized to use MWS.	MWS
Amazon MWS Auth Token	You can request credentials on Amazon Seller Central. This is the MWS Auth Token they give you when authorized to use MWS.	MWS
Amazon AWS Secret Key	You can request credentials on Amazon Seller Central. This is the AWS Secret Key they give you when authorized to use MWS.	MWS
Amazon Access Key ID	You can request credentials on Amazon Seller Central. This is the Access Key they give you when authorized to use SP-API.	SP-API
Amazon Secret Key	You can request credentials on Amazon Seller Central. This is the Secret Key they give you when authorized to use SP-API.	SP-API
Amazon Client ID / Amazon Client Secret	Amazon Device Messaging (Amazon's service that manages the transmission of messages to and from Amazon) requires OAuth credentials that verify your server's identity. These credentials exist in the form of a Client ID and Client Secret Key. You can obtain these credentials from your Amazon developer portal account by opening the Security Profile Management area and then choosing the Web Settings tab.	SP-API
Amazon Role ARN	Your Amazon Resource Name (ARN) is a role that manages identity and access policies, API calls, and other services.	SP-API
Amazon Role ARN Version	Your Amazon Resource Name (ARN) may include a version number as a qualifier to more fully identify the role. If this qualifier has been established, it should be entered here.	SP-API
Amazon Refresh Token	Enter your Amazon refresh token, which is used by CSM to request new access tokens as needed.	SP-API
AWS Region	Your Amazon seller environment is hosted in a particular region, which can be specified here. By default, CSM for Amazon supports AWS servers in eastern and western North America, as well as western Europe.	SP-API

On the third page of the wizard, you will specify how you want to identify FBA vs. FBM sales channels.

The fourth page of the wizard is a confirmation page. Choose the **Next** button to instruct CSM to load and configure Amazon channel. You can choose the **Back** button if you need to make changes to any entered settings.

Setting Up Channel Credentials
The credentials that you entered in the setup wizard are used to validate requests to send data between Business Central and an external channel environment. Certain API calls are performed against specific sales channel records, and require the presence of credentials at the sales channel record level. In some scenarios, it may be that an organization has multiple sales channels that all use the same credentials. In such a scenario, it is possible define credentials for one sales channel, then define that channel as the "credentialing sales channel" for other sales channels. When an API call is made

against a sales channel, CSM will use the credentials that exist for the channel's defined credentialing sales channel to validate that API process. In this way, CSM users do not have to maintain access credentials for every sales channel that is set up in Business Central.

Note that the need to share credentials across multiple channels may vary according to your business. Consider the following examples:

- **Scenario 1:** You have a United States presence in 15 states, and have defined a separate sales channel for each state. In this scenario, you may have a single set of credentials that you wish to apply to all 15 channels. In such a scenario, you set up the credentials for your Georgia channel, then make the Georgia channel your credentialing channel for your channels in Florida, Texas, etc. When you process an API activity through your Florida channel, for example, the credentials that have been set up for Georgia will be used.
- **Scenario 2:** You have a North American and a European presence, with a separate sales channel in each region. In this case, you may have two separate sets of credentials for North America versus Europe. In such a scenario, you assign these separate credentials to each of these channels.

You can identify a sales channel's credentialing sales channel in the **Credentialing Sales Channel** field in the **API Data FastTab** on the **CSM Sales Channel** card. If this value is left blank, CSM will use the channel as its own credentialing channel.

You can view the credentials that have been defined for a sales channel by choosing the Actions tab in the ribbon, selecting the **API and Automation** group, and then choosing the **API Credentials** option. If you entered credentials when you were creating the sales channel via the setup wizard, the necessary API credential records will have been automatically created. If this information was not entered in the setup wizard (and you do not wish to use existing credentials), these records must be manually set up on this page.

Importing FBM Order Reports

In order to present the correct address information on FBM channel orders, it is necessary to download an order report containing this information from your Amazon Seller Central account, then import this report into Business Central:

1. Log into your Amazon Seller Central account.
2. Choose the **Orders** menu item located along the top of your dashboard, then choose the **Order Reports** option:
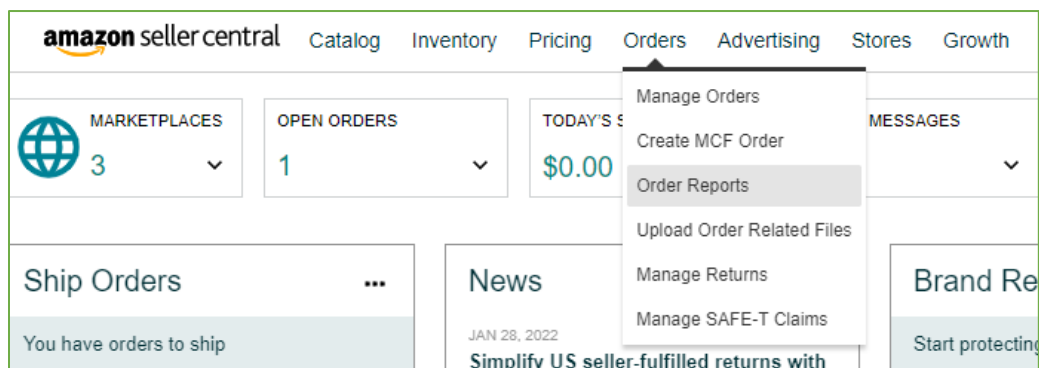
3. On the **Order Reports** page, choose the **Unshipped Orders** tab.

4. In the **Request Report** area, choose the **Request** button. This will create a new report line in the **Download Report** area. It may take up to 45 minutes for Amazon to generate the new report.
5. Choose the **Refresh** button in the **Download Report** area to refresh the report line.
6. When the report has been generated, a new **Download** button will be added in the **Download** column. Choose this button to download the report to your machine.

Now that you have an order report, you must import it into Business Central:

7. Choose the 🔍 icon, enter **CSM Sales Channels**, and then choose the related link.
8. Open your Amazon FBM sales channel.
9. Choose the **Actions** FastTab, then choose the **Import Order Report** action.
10. In the **Import Buyer Address** window, enable the **Release Orders** field if you want to instruct CSM to release each CSM order's related sales order as part of the import process.
11. In the **File** field, use the AssistButton to open a file directory.
12. Navigate to the location of the order you downloaded in step 6, select it, and then choose the **Open** button.
13. In the **Import Buyer Address** window, choose the **OK** button.

CSM imports the selected file and updates the address information on the relevant CSM orders accordingly. In turn, the related Business Central sales orders are also updated.

> *Note:* the order report file you import must include order IDs for each Amazon order; if the order ID is not present in this file, the import process will fail. While the order ID is the only mandatory value, other values such as the buyer name and address are recommended; if these values are not present in the order report file, CSM will alert you to these missing values and give you an option as to whether you wish to continue with the import process.

For more information on how to configure and download order reports in the Amazon Seller Central interface, see here.

Release Objects

The following objects have been created, modified, or removed as part of this release:

Object Type	Object ID	Object Name	Action
Table	70338333	CSM FBA Shipment Header	Modified
Table	70338335	CSM FBA Shipment Prep	Modified
Table	70338337	CSM Amazon Report	Modified
Table	70338341	CSM Amazon Feed	Created
Page	70338325	CSM Amazon Reports	Modified
Page	70338326	CSM Amazon Setup Wizard	Modified
Page	70338330	CSM Amazon Fin Event Group	Modified
Page	70338337	CSM FBA Ship Plan Lines	Modified
Page	70338339	CSM FBA Shipment	Modified
Page	70338340	CSM FBA Shipment Lines	Modified
Page	70338345	CSM Amazon Feeds	Created

Object Type	Object ID	Object Name	Action
Page	70338346	CSM Amazon Feed	Created
Page	70338347	CSMAmazonImportBuyerAddress	Created
Report	70338327	CSMAmazonFBAListingLabels	Modified
Codeunit	70338325	CSM Amazon Utility Functions	Modified
Codeunit	70338326	CSM API Amazon Processing	Modified
Codeunit	70338327	CSM Amazon Response Mgt	Modified
Codeunit	70338329	CSM Amazon Data Load	Modified
Codeunit	70338330	CSM Amazon Feed Mgt.	Modified
Codeunit	70338331	CSM Amazon Fin Event Functions	Modified
Codeunit	70338335	CSM Amazon FBA Management	Modified
Codeunit	70338337	CSM Amazon Report Management	Modified
Codeunit	70338340	CSM SP API Processing	Created
TableExtension	70338325	CSM Amazon Sales Channel Add	Modified
TableExtension	70338326	CSMAPICredentialAMZN	Created
TableExtension	70338327	CSM AMZ Listing	Created
PageExtension	70338325	CSMSetupAmazonAdditions	Created
PageExtension	70338326	CSM Listing Amazon Additions	Created
PageExtension	70338327	CSMRoleCtrHeadlineAmazonAdd	Created
PageExtension	70338328	CSMAmazonAPICredential	Created
PageExtension	70338332	CSMOrderStatFBAmazonAdditions	Created
PageExtension	70338333	CSM Amazon Sales Channel	Created
EnumExtension	70338325	CSMAPITarget_with_Amazon	Modified

Integration Events

The following integration events have been added as part of this release:

Object Type	Object ID	Object Name	Integration Events
Codeunit	70338340	CSM SP API Processing	• OnBeforeAddHeaderVariables(var • OnAfterAddHeaderVariables(var • OnBeforeCSMSPAPIAmazonProcessing() • OnBeforeGetCredential(var • OnAfterGetCredential(var • OnBeforeRenewExpiredToken(var • OnAfterRenewExpiredToken(var • OnAfterSetAMZSignatureVariables(var • OnBeforeGetURL(var • OnAfterGetURL(var