# Suite Engine Channel Sales Manager Release Notes

**Product:** Channel Sales Manager for Amazon
**Release:** 3.0
**Version:** 3.0.2023051922.83818
**Release Date:** 05/19/2023
**Minimum Business Central Version Compatibility:** 20.0

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.

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 Suite Engine cannot be held responsible for any issues that arise out of installing this release into an out-of-date environment.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

- Amazon-specific accommodations have been made to support the **Role Center Headline Data** table that was added in a previous version of CSM Core. Starting with this release of CSM for Amazon, Amazon-specific headlines are stored in this table and are available for display in the **CSM Administrator** Role Center.
- Field captions on various CSM pages have been updated to use Amazon-specific terminology.
- It is now possible to create CSM listings with product data that has been retrieved from a connected Amazon platform. This is useful if you have already created products on your Amazon platform, and would prefer to use this external platform, rather than Business Central, as the basis for your CSM listings. See the in-depth feature description for more details.

- Multi-channel fulfillment order support has been added to CSM for Amazon. This feature allows you to instruct Amazon to fulfill orders that you have retrieved from other eCommerce channels or sources using inventory being stored at Amazon fulfillment centers. See the in-depth feature description for more details.
- It is now possible to run the **Get External Inventory Supply** action against multiple selected CSM listing records.
- It is now possible to save API message header information. This allows you to obtain information such as your Amazon rate limits. See the in-depth feature description for more details.

## Corrections

- The ability to manually load API data for an API set did not work for API sets using Amazon's SP-API suite. This has been corrected.

## Miscellaneous

- CSM for Amazon has been compiled against Microsoft Dynamics 365 Business Central 2023 Wave 1 (version 22) for compatibility issues. No issues were detected and no changes to the extension were necessary.
- CSM for Amazon's automated test scripts have been expanded to include additional testing scenarios.
- CSM for Amazon's default demo data load has been updated to store demo credentials in Azure Key Vault.
- CSM for Amazon's subscription management objects have been updated to include supported extension modules.

# In-Depth Features

## Loading CSM Listings from Amazon Data

It is possible to import product information from your connected Amazon platform into Business Central, then create CSM listings from this data. You can then link these CSM listings to Business Central items. This is useful if you have already created products on your Amazon platform, and would prefer to use this external platform, rather than Business Central, as the basis for your CSM listings.

> *Note:* the process of importing listing information from Amazon and into Business Central is meant to assist in the initial setup of your CSM listing management module. For the ongoing maintenance of products between platforms, we recommend using Business Central as the primary source and then exporting data to Amazon.

To load listings from Amazon:

1. Choose the 🔍 icon, enter **CSM Amazon Reports**, and then choose the related link.
2. Choose the **Actions** ribbon, then open the **Request New Report** group and choose the **Merchant Listing All Data** action.

   CSM will add a new line to the list of reports. The report type value for this line will be blank.

3. Select this report and choose the **Actions** ribbon, then open the **Other** group and choose the **Refresh** action.

   CSM retrieves the necessary product information from Amazon and will update the value type to *GET_MERCHANT_LISTINGS_ALL_DATA*.

4. In the **Sales Channel Code** field, enter or use the AssistButton to select the sales channel for which you want to create listings with the report's information.

5. Choose the **Report Processing** ribbon, then choose the **Process Listing Report** action.

   New CSM listings are created for the selected channel based on the product information int the report.

   *Note: CSM will retrieve both FBM and FBA products as part of a single report. When you select a sales channel and process the report, listings will be created for all products. If you have separate FBM and FBA channels, you may need to review the listings that are created and delete any records for products that do not belong to the channel.*

## Multi-Channel Fulfillment

Amazon's multi-channel fulfillment functionality allows you to instruct Amazon to use your FBA inventory to fulfill orders that are placed through other eCommerce channels such as Magento or Shopify. This allows you to leverage Amazon's fulfillment network in the processing of all your eCommerce orders, not just those that were taken via Amazon.

CSM supports this functionality by allowing you to create multi-channel fulfillment orders from your FBA sales channel in Business Central in order to fulfill orders that you have retrieved from another, connected sales channel.

## Setup and Configuration

A number of setup and configuration fields are visible on the **Order Management** FastTab of the **CSM Sales Channel** card for Amazon FBA sales channels. These fields are not visible on Amazon FBM sales channels or channels that exist for other eCommerce platforms.

In order to create multi-channel fulfillment orders, fill in the fields as follows:

- **MC Fulfillment Order No. Series:** enter or use the AssistButton to assign the number series that will be used for multi-channel fulfillment orders.
- **MC Fulfillment Default Currency:** enter or use the AssistButton to assign the default currency that will be used for multi-channel fulfillment order lines. You must assign a default currency, as Amazon will use this when calculating shipping rates for multi-channel fulfillment orders.
- **MC Fulfillment Default Action:** select the default action that will be taken when a multi-channel fulfillment order is sent to Amazon from Business Central. Options are:
  - *Hold:* the order quantity of the item will be held in Amazon so that it cannot be used to fulfill other orders. Following additional instructions from you, this inventory will be shipped to the designated customer.
  - *Ship:* Amazon will be immediately instructed to ship the product to the designated customer.
- **MC Fulfillment Default Policy:** select the default policy by which multi-channel fulfillment orders will be created in Amazon with data from Business Central. Options are:
  - *Fill Or Kill:* CSM will only create a multi-channel fulfillment order if there is enough FBA inventory available to fulfill all items. If the FBA inventory is insufficient for any item on the order, CSM will not create ("kill") the multi-channel fulfillment order.
  - *Fill All:* CSM will create a multi-channel fulfillment order for all items, regardless of whether there is sufficient FBA inventory. Any items that cannot be fulfilled at the time of order creation will be automatically placed on hold so that they may be shipped at a later time.

o   *Fill All Available:* CSM will create a multi-channel fulfillment order for only those items that have sufficient FBA inventory. Items that do not have sufficient FBA inventory will not be included as part of the multi-channel fulfillment order.

## Previewing Multi-Channel Fulfillment Orders

Once you have configured your FBA sales channel, you can create multi-channel orders for sales orders that you have retrieved into Business Central from other eCommerce channels:

1.  Choose the 🔍 icon, enter **Sales Orders**, and then choose the related link.
2.  Open the sales order for which you want to create a multi-channel fulfillment order.
3.  Choose the **Actions** ribbon, then select the **Functions** group and choose the **Create MC Fulfillment Preview** action.

    If multiple Amazon FBA channels have been set up in Business Central, these will be presented to you.

4.  Choose the sales channel for which you want to create the multi-channel order, then choose the **OK** button.

    CSM will initiate an API call to Amazon to retrieve a preview of available multi-channel shipping options. If a CSM listing does not exist for any order items, the preview creation process will fail.

5.  If a preview is created, CSM will present a notification message asking if you want to view it. Choose the **Yes** button.

The **Multi-Channel Fulfillment Previews** page presents a number of different shipping speed options. If the order can be fulfilled for a given option, the **Result – Is Fulfillable** field will be checked. In addition to insufficient quantity, Amazon may not be able to fulfill an order for a particular shipping speed due to other factors. For example, Amazon may not be able to ship via priority shipping to a rural location, but it can fulfill the order via standard shipping. Each shipping speed option also has a fee, which is calculated via factors such as the order's shipping address, number of items, and weight.

You can view more information about a shipping option by selecting the relevant line, then choosing the **Edit** action in the ribbon. The preview card that opens presents more detailed information about the selected shipping method, including the sales order number, items to be shipped, shipping address, delivery date and time, weight, and shipping fees.

If Amazon determines that an order is not fulfillable, it will not calculate information such as weight and fees on the multi-channel preview. You can adjust the value in the **MCF Quantity to Ship** field on any lines that are not fulfillable, then choose the **Calculate Fee** action in the ribbon to re-calculate this information.

In some instances, it may be necessary to update a multi-channel fulfillment preview. For example, if a preview has been sitting open for an extended period of time, you may want to update it to ensure the shipping fees are still accurate. Another scenario would be a reduction in the total number of items to ship on the original sales order. If CSM determines that a multi-channel fulfillment order preview is no longer accurate, it will automatically update its status to Refresh Required. If you need to update a particular multi-channel preview, you can do so from the **Multi-Channel Fulfillment Preview** card by choosing the **Actions** ribbon, then choosing the **Refresh Preview** action. CSM will retrieve updated

shipping information from Amazon and present it on the multi-channel preview. You cannot create multi-channel fulfillment orders from previews that require a refresh.

## Creating Multi-Channel Fulfillment Orders

When you have determined which shipping option you want to use to fulfill the order, you can generate a multi-channel fulfillment order from the **Multi-Channel Fulfillment Preview** card:

1. Choose the **Actions** ribbon, then choose the **Create Amazon MC Fulfillment Order** action.
2. In the **Displayable Order Comment** field on the **General** FastTab, enter any comments that you wish to include on the order's packing slip, if desired.
3. On the **Multi-Channel Fulfillment Order Lines** FastTab, enter any item-specific comments in the relevant **Gift Message** field.
4. Choose the **Related** ribbon, select the **Release** group, and choose the **Release** action.

   When an order is released, it can no longer be edited by a user. If it is necessary to make changes to an order, you must reopen it by choosing the **Related** ribbon, selecting the **Release** group, and choosing the **Reopen** action.

5. Choose the **Actions** ribbon, then choose the **Send to Channel** action.

CSM will attempt to send the multi-channel fulfillment order to the connected Amazon FBA channel, where a corresponding multi-channel fulfillment order will be created. This process will be successful in the following scenarios:

- All items on the order's lines are fulfillable.
- One or more items on the order's lines are not fulfillable and the fulfillment policy is *Fill All* or *Fill All Available*.

If one or more item's on the order's lines are not fulfillable and the fulfillment policy is *Fill or Kill*, CSM will not send the order to the connected Amazon channel. An error message will be presented to the user indicating that there is insufficient inventory to fulfill the order.

If the process of creating a new multi-channel fulfillment order on the Amazon channel is successful, the multi-channel fulfillment order's status in Business Central will be updated and SKU information will be retrieved from Amazon and entered on each order line, along with shipping/arrival date estimates.

You can view the number of multi-channel fulfillment orders that have been created for a sales order in Business Central in the **Multi-Channel Fulfillment Order** field on the sales order. Clicking the value in this field will present a list of the multi-channel fulfillment orders that exist for that sales order.

The multi-channel fulfillment order's action will determine whether additional processing must be performed by you:

- If the action is *Ship*, CSM sends a command to ship the order at the same time it sends the multi-channel fulfillment order to Amazon. Once the order is created on Amazon, it will immediately be ready for processing. No further action is required on your part.
- If the action is *Hold*, CSM will instruct Amazon to create a new multi-channel fulfillment order, but there will be no command to ship it. The multi-channel order exists within Amazon in a planning state. You must ship the order within two weeks of creation; if the order is not shipped it will be automatically cancelled by Amazon. You can

instruct Amazon to ship the order from the multi-channel order in Business Central by choosing the **Actions** ribbon, then choosing the **Ship Order** action. CSM will instruct Amazon to ship the order.

In addition to the **Ship Order** action, there are two other actions you can perform from the **Actions** ribbon:

- **Get Order Status:** this will update the multi-channel order in Business Central with any new order information from Amazon. If the order has been shipped by Amazon, this information will be retrieved and used to build a separate multi-channel fulfillment shipment record in Business Central.
- **Cancel Order:** this will instruct Amazon to cancel the order. You cannot cancel an order once Amazon has shipped it.

*Note: you can cancel an order at any point prior to instructing Amazon to ship it. Once you send this instruction to Amazon, you still have an opportunity to cancel it prior to Amazon completing the request. The window of time you have to cancel an order is impacted by the shipping speed of the multi-channel order. For example, an order with a priority speed may ship the day after you instruct Amazon to fulfill the order, while an order with a standard speed may remain open for a few days before it ships.*

## Posting Multi-Channel Fulfillment Shipments

Once a multi-channel order is shipped by Amazon, CSM can retrieve this information into Business Central and create a new multi-channel fulfillment shipment. This process of retrieving shipment information can be manual or automatic:

- To manually create multi-channel fulfillment shipments, choose the **Actions** ribbon on the relevant multi-channel fulfillment order and choose the **Get Order Status** action.
- To automatically create multi-channel fulfillment shipments, enable and schedule the GET3PLSHIPMENTSTATUS automation routine that is included with CSM for Amazon.

You can view the shipments that have been created for a multi-channel fulfillment order by choosing the **Related** ribbon, selecting the **Order** group, and choosing the **Shipments** action. Multi-channel fulfillment shipments contain detailed information about the shipment, including the fulfillment center from which it was processed, the shipment date, and package number information. You can obtain more detailed information about an item's packaging information by selecting the item in the **Shipment Items** FastTab, then choosing the **Manage** ribbon and choosing the **Show Package Info** action. A separate page will present information about each package that was used to ship the item, including unique package tracking numbers. Package tracking numbers are represented as hyperlinks that will direct you to Amazon's tracking page so that you can obtain full details of a shipment. This is especially useful if the item was shipped in multiple packages.

A multi-channel fulfillment shipment must be posted to update the related sales order and relieve inventory in Business Central. Again, this activity can be manual or automatic:

- To manually post a multi-channel fulfilment shipment, choose the **Post Shipment** action in the ribbon.
- To automatically post a multi-channel fulfilment shipment, enable and schedule the CREATE3PLBCSHIPMENT automation routine that is included with CSM for Amazon.

Posting a multi-channel fulfillment shipment will post the sales order from which the multi-channel fulfillment order was created, resulting in a posted Business Central shipment. When this activity is posted, however, inventory will be relieved from the inventory location that has been defined for your Amazon FBA channel, rather than the location on the relevant

sales order lines. When a new shipment is created, CSM retrieves the posted shipment number and presents it on the **General** FastTab of the multi-channel fulfillment shipment.

If the sales order in question was retrieved for another CSM sales channel, shipment information will be sent back to the related eCommerce platform based on the sales channel's configuration.

## Obtaining Your Amazon Rate Limit

Amazon sets rate limits (also known as "throttle values") on your API activities to control the number of requests that can be sent to their servers. This is to protect against these servers being overwhelmed by too many requests at a given point in time.

Amazon determines rate limits on a seller-by-seller basis by considering factors such as the seller's overall transaction volume. It is possible, however, to request that Amazon increase the throughput of your rate limits if you feel data is not being communicated in a timely enough manner.

In order to assist in making this request, CSM allows you to obtain the rate limit that is currently applied to your API functions. This information is stored in an API message's header. By default, CSM does not save message headers because they can contain sensitive information such as API tokens or other credentials; if you wish to obtain an API function's rate limit, you must instruct CSM to save an API message's header information:

1. Choose the 🔍 icon, enter **CSM API Functions**, and then choose the related link.
2. Choose the CSM API function whose header information you want to save.
3. Place check marks in the **Save Http Request Header** and **Save Http Response Header** fields.

The next time you execute the API function, header information will be saved to the related API message. You can view an API message's header values from the **CSM API Message** page by choosing the **Related** ribbon, then choosing the **Message Headers** action. If you have instructed CSM to save this information, it will be presented on a separate **API Message Headers** page. From here you can obtain the rate limit for the API function.

> *Note: as mentioned above, API message headers can contain sensitive data, and should only be viewed for troubleshooting or research activities. It is recommended that you disable the ability to save these values once you have obtained the information you need.*

## Release Objects

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

| Object Type | Object ID | Object Name | Action |
|---|---|---|---|
| Table | 70338337 | CSM Amazon Report | Modified |
| Table | 70338342 | CSMMCFulfillmentPreviewHeader | Created |
| Table | 70338343 | CSMMCFulfillmentPreviewItem | Created |
| Table | 70338344 | CSMMCFulfillmentOrderHeader | Created |
| Table | 70338346 | CSM MC Fulfillment Order Line | Created |

| Object Type | Object ID | Object Name | Action |
|---|---|---|---|
| Table | 70338348 | CSMMCFulfillmentShipmentHeader | Created |
| Table | 70338349 | CSMMCFulfillmentShipItem | Created |
| Table | 70338350 | CSMMCFulfillmentShipPackage | Created |
| Page | 70338325 | CSM Amazon Reports | Modified |
| Page | 70338326 | CSM Amazon Setup Wizard | Modified |
| Page | 70338328 | CSM Amazon Fin Event Types | Modified |
| Page | 70338348 | CSM MC Fulfillment Order | Created |
| Page | 70338349 | CSM MC Fulfillment Orders | Created |
| Page | 70338350 | CSM MC Fulfillment Order Line | Created |
| Page | 70338351 | CSM MC Fulfillment Previews | Created |
| Page | 70338352 | CSM MC Fulfillment Preview | Created |
| Page | 70338353 | CSMMCFulfillmentPreviewItem | Created |
| Page | 70338354 | CSM MC Sales Channel Selection | Created |
| Page | 70338355 | CSM MC Fulfillment Shipment | Created |
| Page | 70338356 | CSMMCFulfillmentShipmentLines | Created |
| Page | 70338357 | CSMMCFulfillmentShipPackage | Created |
| Page | 70338358 | CSM MC Fulfillment Shipments | Created |
| Codeunit | 70338325 | CSM Amazon Utility Functions | Modified |
| Codeunit | 70338327 | CSM Amazon Response Mgt | Modified |
| Codeunit | 70338328 | CSM Stripe Integration Amazon | Modified |
| Codeunit | 70338329 | CSM Amazon Data Load | Modified |
| Codeunit | 70338335 | CSM Amazon FBA Management | Modified |
| Codeunit | 70338337 | CSM Amazon Report Management | Modified |
| Codeunit | 70338339 | CSM Amazon Upgrade | Modified |
| Codeunit | 70338340 | CSM SP API Processing | Modified |
| Codeunit | 70338373 | CSM Amazon Test | Modified |
| Enumeration | 70338346 | CSM MC Shipping Speed | Created |
| Enumeration | 70338347 | CSM MC Fulfillment Policy | Created |
| Enumeration | 70338348 | CSMMCFulfillmentOrderStatus | Created |
| Enumeration | 70338349 | CSMMCFulfillmentShipmentStatus | Created |
| PermissionSet | 70338325 | CSM For Amazon | Modified |

## Release Extensions

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

| Object Type | Object ID | Object Name | Action | Extends |
|---|---|---|---|---|
| TableExtension | 70338425 | CSM Order Line Options BigComm | Created | CSM Order Line Options |
| TableExtension | 70338428 | CSM Listing Atttibute Big Comm | Created | CSM Listing Attribute |

| Object Type | Object ID | Object Name | Action | Extends |
|---|---|---|---|---|
| TableExtension | 70338325 | CSM Amazon Sales Channel Add | Created | CSM Sales Channel |
| TableExtension | 70338328 | CSM Amazon Sales Header | Created | Sales Header |
| PageExtension | 70338327 | CSMRoleCtrHeadlineAmazonAdd | Modified | CSM Role Center Headline |
| PageExtension | 70338331 | CSMOrderLinesAMZ | Created | CSM Order Lines |
| PageExtension | 70338333 | CSM Amazon Sales Channel | Modified | CSM Sales Channel |
| PageExtension | 70338334 | CSM Order AMZ Ext | Created | CSM Order |
| PageExtension | 70338337 | CSM Amazon Sales Order | Created | Sales Order |

## Integration Events

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

| Object Type | Object ID | Object Name | Integration Events |
|---|---|---|---|
| Codeunit | 70338327 | CSM Amazon Response Mgt | • AfterAmazonGeneralResponse (CSMAPIMessage: |