Transfer shipping information such as tracking code, shipping carrier and shipping method from the webshop to Amazon

12.05.2024 16:44:41

FAQ-Artikel-Ausdruck

Kategorie:	Support Questions::00 Marketplaces::00 Amazon::03 Order Status Synchronization	Bewertungen:	0
Status:	öffentlich (Alle)	Ergebnis:	0.00 %
Sprache:	en	Letzte Aktualisierung:	11:59:38 - 17.02.2021

Schlüsselwörter

Amazon shipping information tracking code shipping carrier shipping method

Frage (öffentlich)

How do I submit shipping information such as tracking code, shipping carrier (e.g. "DHL") and shipping method (e.g. "Parcel) to Amazon from within the webshop?

Lösung (öffentlich)

Transfer of the following shipping information to Amazon is mandatory:
- Tracking code (shipment tracking number)
- Shipping carrier (e.g. "DHL" or "Hermes")
- Shipping method (e.g. „Parcel")

"Shipping carrier" and „Shipping method" are mandatory for the following Amazon marketplaces: Germany, France, UK, Spain and Netherlands.

Without this information, you will not be able to successfully confirm the shipment of your order to Amazon and the buyers. This may result in a temporary suspension of your selling privileges.

magnalister offers - individually for each supported shopping system - different ways to transmit the aforementioned information to Amazon.

These are described below: 1. Tracking code (tracking number) All modern shopping systems ("V3", see explanation at the end of this FAQ) offer a field in the orders in which the tracking code is entered. To transmit the tracking code to Amazon, magnalister uses the fields provided for this purpose in the respective shopping system.

Older shopping systems ("V2", see explanation at the end of this FAQ) do not have a corresponding field for storing the tracking code. Therefore magnalister offers the possibility of database matching.

The tracking code is then pulled from a previously defined store database field and transmitted to Amazon. You can set up database matching in the Amazon configuration under "Order Status Synchronization" -> "Tracking Code Matching". Technical knowledge is required. 2. Shipping Carrier and Shipping Method The following options for transmitting the shipping carrier and the shipping method can be found - depending on the shopping system used - in your magnalister Amazon configuration under "Order status synchronization" ("Order Import"):

A. Add shipping carrier and shipping method directly in the webshop orders in a free text field (available for all V3 systems except Shopware 5)

If you select this option, magnalister will add fields for shipping carrier and shipping method in the order details of the webshop when importing the order. You can enter your respective information in these fields.

Exception for Shopware 5: In Shopware 5, magnalister cannot add free text fields to the order. Instead, you have the option to create free text fields for shipping carriers and shipping methods in the Shopware 5 free text management ("Orders"). In the magnalister Amazon configuration ("Order Import") you can then select the created free text fields.

Choose this option if you want to use different shipping carriers and shipping methods for Amazon orders.

B. Select shipping carrier suggested by Amazon from a dropdown list in magnalister Amazon configuration (available for all shopping systems)

Amazon recommends a number of shipping carriers to merchants. You can select one of the recommended shipping carriers in magnalister from a dropdown list and attach it to your orders.

Choose this option if you always want to use the same shipping carrier for Amazon orders.

C. Match shipping carriers suggested by Amazon or self-defined shipping methods with shipping carriers from the webshops' shipping module (available for all shopping systems)

You can match the shipping carriers recommended by Amazon as well as your self-defined shipping methods with the service providers created in the webshop shipping module. You can make multiple matches using the "+" symbol.

Choose this option if you want to use existing shipping settings from the webshop shipping module.

D. Match shipping carrier and shipping method from a database field (available for all V2 systems and xt-Commerce)

If you select this option, you can submit a shipping carrier and shipping method to Amazon from a webshop database field. Technical knowledge is required to set this up.

This option is available to V2 shopping system users who cannot use option A. but still want to store different shipping carriers and shipping methods for their orders.

E. Manually enter a shipping carrier and a shipping method for all orders into a magnalister text field in the magnalister Amazon configuration (available for all shopping systems)

If you select this option, you can enter the name of a shipping carrier or shipping method directly in magnalister in a text field. This information will then be applied to all orders.

Choose this option if you want to manually store the same shipping carrier and shipping method for all Amazon orders.

Detailed information on the options available for transmitting the shipping carrier and shipping method can be found in the respective info icons in the magnalister Amazon configuration under "Order status synchronization" ("Order Import").

Explanation V2, V3 and xt-Commerce shopping systems:
- V3 systems: Shopware 5 + 6, Shopify, Magento 1, WooCommerce, PrestaShop
- V2 systems: Gambio, modified, xt:Commerce 3 und more osCommerce based systems
- xt-Commerce: System versions 4 - 6