



Merchant Transport Utility

User Guide

Version 1.0.5

LICENSING INFORMATION

Apache License
Version 2.0, January 2004
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1. Introduction

About This Application

The Amazon Merchant Transport Utility is designed to make posting files and receiving reports from Amazon as simple as dragging and dropping files into a directory. This application runs automatically behind the scenes, picking up any file placed into the relevant directory and sending it to Amazon and retrieving the results of the feed, as well as order reports and the like, without any need to know the mechanisms of SOAP or having to upload via Seller Central.

This tool could be used in several ways:

- Interactively, so that you can simply save completed text file templates or xml files into the outgoing directory for batch sending to Amazon.com.
- Part of a distributed application, where correctly formatted database output, or xml output from an integration application, can simply be saved into the outgoing folder, with the report folders checked periodically for new reports – saving the effort of developing the SOAP transport layer.
- Purely as a method of downloading reports from Amazon.com.

NOTE: Although Amazon.com developed this initial version, we have no intent to support, maintain, or otherwise revise it in the future. Our hope is that someone in the Open Source community will step forward as the package maintainer, and later release new versions pursuant to the applicable licensing requirements.

2. Getting Started

This section outlines how to install, configure and start using the Amazon Merchant Transport Utility to send and receive information.

Installing the Amazon Merchant Transport Utility

Minimum System Requirements

As per standard Sun Java Runtime applications, you will need a minimum of:

- Windows 98 (1st and 2nd edition) or
- Windows ME or
- Windows NT (service pack 6a) or
- Windows 2000 (service pack 3) or
- Windows XP Home or
- Windows XP Professional (service pack 1)

You'll also need Pentium 166MHz or faster with minimum 70MB free space and a minimum of 64MB of RAM.

At this stage, this application only runs under Windows, but as this was written in Java, Linux, Solaris and Macintosh versions will be available in the near future.

Before You Start

Before running the Amazon Merchant Transport Utility installer, you should have the following information ready for configuration of the tool:

1. Your Amazon account details, including:
 - a. Whether you will be testing in the Merchant Integration Platform (MIP) environment prior to launching.
 - b. Your Amazon credentials for production, and for MIP if required, which are:
 - i. Your company's legal name as listed in Seller Central
 - ii. Your Amazon Merchant Username in email format
 - iii. Your Amazon Password (for production, this should be the same as for Seller Central).
 - iv. Your Amazon Merchant Token, sometimes known as Merchant Identifier, in the form M_ABBNAME_1234
2. The directory in which you wish to store reports and deposit files for dispatching (note that this will be created for you if it does not exist).
3. The file format you are using for receiving reports (xml or text file).
4. An email address that the Utility can contact for service notifications such as when the application starts running, and if there is a problem.
5. An SMTP mail server address for your company that can be used for sending email. This address can be retrieved from your company's email administrator or your Internet Service Provider. While not recommended, if you don't wish to receive email notifications, this is not required.

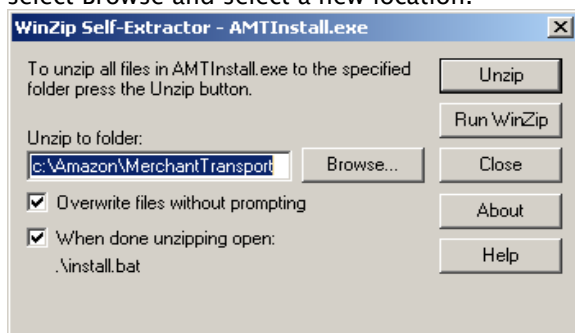
If you don't possess any of the information required above, please contact Amazon and request it before attempting this install.

IMPORTANT: THIS APPLICATION MUST BE INSTALLED USING A USER ACCOUNT WITH ADMINISTRATIVE PRIVILEGES. THIS APPLICATION RUNS AS A WINDOWS SERVICE WHICH WILL REQUIRE ADMIN RIGHTS TO INSTALL!

Installation Process

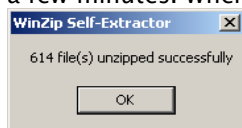
After downloading the AMTInstall.exe application from Seller Central, perform the following:

1. Open the AMTInstall.exe application. This is a self-extracting "Winzip" archive which will place the application directly into the appropriate folder and install it from there.
2. Click Yes to accept the terms of usage when you are presented with the installer splash screen.
3. Next you will be prompted for a destination for the application. The default is C:\Amazon\MerchantTransport and this is recommended. If you wish to change this, select Browse and select a new location.



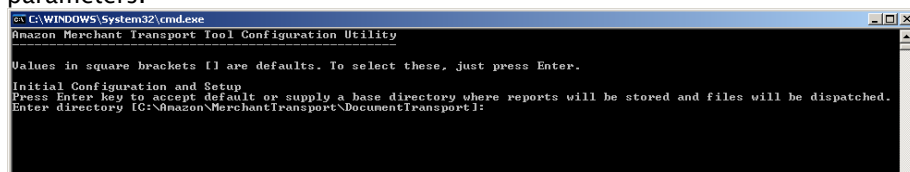
When you are satisfied with the location, select "Unzip". **It is important that the two checkboxes remain checked;** otherwise your configuration will be incomplete.

4. The product will then be extracted into the folder you designated in Step 3. This may take a few minutes. When complete, you will get a status message such as this:



Click OK.

5. The installation application (install.bat) will then run automatically. This will open a large "DOS" or "COMMAND" window where you will be prompted for your configuration parameters.



6. First you will be prompted for the directory where you will store your reports and deposit files to be sent to Amazon. This is known as the Base Directory and it will default to the

- folder DocumentTransport under the installation directory you designated in Step 3 (e.g. c:\Amazon\MerchantTransport\DocumentTransport). To use the default directory, simply press enter. Otherwise type in the full directory path for an alternative location and press enter.
7. If this directory does not exist, you will be asked if you wish to create it. Press Enter for Yes, or respond with No. If you respond with No, you will be asked for the location again.
 8. Next you will be asked for your preferred report format. This will either be XML or text file (.txt) format. If you are not sure, check with Amazon. Select the number corresponding to the format you require and press Enter.
 9. Following this, you will be asked for an email address to which the Utility will send status notifications. These will include service startup messages and notifications if the service stops responding for some reason. Enter a valid email address and press enter.
 10. Then you will be asked to supply an "SMTP Mail Server" address. This is a server within your organization capable of sending email. If you are not sure what this is, check with your organization's mail administrator or your Internet Service Provider. The SMTP server's address will usually be of the form smtp.organization.com or mail.organization.com.
 11. Following this, you will be asked for the Amazon.com SOAP server location where merchant feeds will be sent. A merchant in Europe should choose 'EU' and a merchant in the United States should choose 'US'.
 12. Next you will be asked whether you require a Merchant Integration Platform (MIP) account for testing. If you are still in the integration phase and your Amazon Engagement Manager has provided you with MIP credentials, you should answer Yes. If you will be sending feeds directly to the Staging/Production environment, answer No.
 13. If you selected Yes, you will be prompted for:
 - a. Your Merchant Legal Name at Amazon.com as listed in Seller Central.
 - b. Your Amazon.com username which is an email address. This will be the same email address you use for logging into Seller Central.
 - c. Your Amazon.com password. For production, this will be the same as your Seller Central password. For MIP, it may be different, so contact Amazon if you are not sure.
 - d. Your Amazon.com token (or identifier). This will be different between production and MIP so ensure you enter the appropriate one. (Tip: Your MIP token will begin with a Q).
 14. You will then be asked if you would like to enter your production credentials. If you do not have these at this time, answer No, else answer Yes and repeat step 12 using your production account details (Note: production and staging use the same credentials).
 15. Once you have entered your MIP and/or production credentials, your account details will be verified with the Amazon server. If they pass, the process will continue. Otherwise you will be asked whether you wish to save your credentials anyway. If you say No, you the setup program will return you to Step 13. If you say Yes, it will save the credentials, but you should check with Amazon as soon as possible to ensure they are correct. You can change them later using the Configuration Tool. (See the "How Do I Change My Account Credentials?" section in this document).

16. Once your credentials are verified, you will be prompted to press any key. When you do so, the Utility service and the Monitor service will be installed and started on your computer.
17. You will then be prompted to press any key again. Once you do so, the configuration window will close, but the application will now be running in the background on your PC as a Windows Service.

```

C:\WINDOWS\System32\cmd.exe
Amazon Merchant Transport Tool Configuration Utility

Values in square brackets [] are defaults. To select these, just press Enter.

Initial Configuration and Setup
Press Enter key to accept default or supply a base directory where reports will be stored and files will be dispatched.
Enter directory [C:\Amazon\MerchantTransport\DocumentTransport]:
Directory does not exist. Would you like directory to be created? [Yes]:
Choose what format you would prefer to receive your reports in
  1) xml
  2) text file
Enter choice [1]: 2
Enter an email address that will be used for application status notifications [name@address.com]: test@test.com
Enter the address of your smtp mail server (ask your mail administrator if you do not know what this is) [localhost]:
Do you require a MIP (Merchant Integration Platform) account for testing? [No]:
Editing account for production
Enter merchant legal name []: Test
Enter your Amazon.com username for this account []: test@test.com
Enter your Amazon.com password for this account [*****]: test
Enter your Amazon.com token (e.g. Q_M_MYNAME_1023) for this account []: Q_TEST_1234
Please standby while your account details are verified...
Ping was successful
Updating configuration... done!

To alter this configuration, please use the Configuration Utility in the directory you installed this application.

Exiting Application
Press any key to continue . . .
Installing AMT as Windows Service.
wrapper : Amazon Merchant Transport installed.
Installing Monitor as Windows Service.
wrapper : AMT Monitor installed.
Starting Monitor
The AMT Monitor service is starting..
The AMT Monitor service was started successfully.

Starting AMT
The Amazon Merchant Transport service is starting..
The Amazon Merchant Transport service was started successfully.

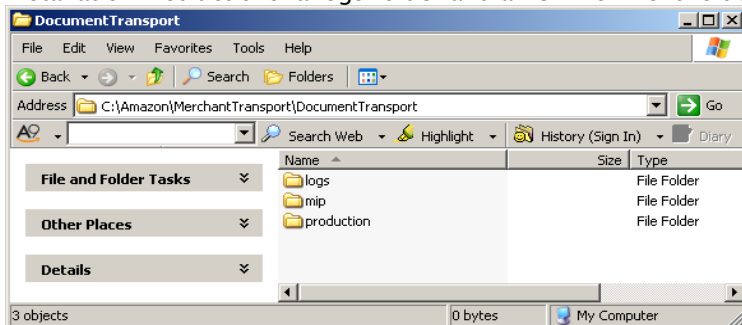
Press any key to continue . . . _

```

Using the Amazon Merchant Transport Utility

The Folder Structure

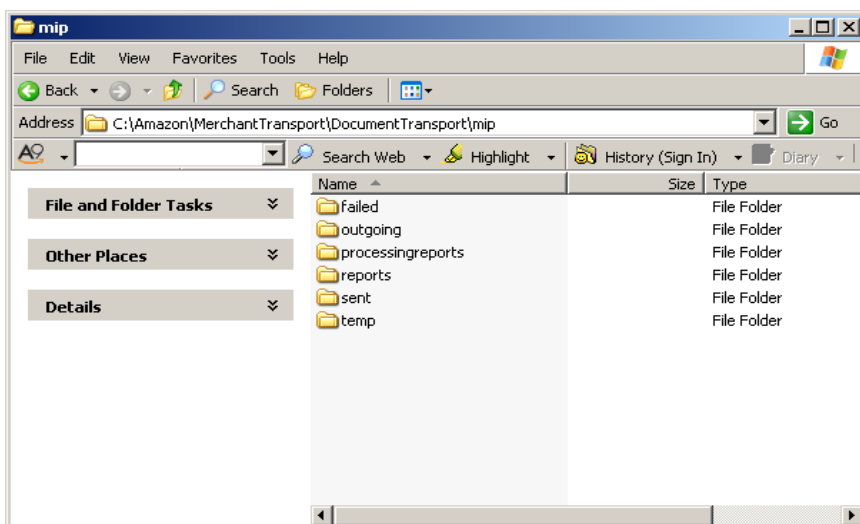
There are two types of folders located in the base folder you designated in Step 6 of the installation instructions: a logs folder and an environment folder.



The logs folder contains the audit log, the error log and a debug log. The audit log records every activity the Utility is performing, such as dispatching files, checking feed status and downloading reports. The error log shows specific errors which occurred while trying to perform these activities. The debug log should be used only by Amazon technical staff for debugging problems.

An environment folder is created for each of the environments you specified in Step 11 of the installation instructions. Each environment folder has the same folder structure:

- failed
- outgoing
- processingReports
- reports
- sent
- temp



These folders serve as the main control panel for the Utility. The folders are used in the following ways:

Folder	Description
failed	This is where a feed will be moved if it cannot be sent to Amazon for some reason. The reason will be listed in the Audit Log. Note that this is not for feeds that Amazon is unable to process, but rather feeds that fail to be sent at all.
outgoing	This is the place to deposit any feed file that needs to be sent to Amazon. If it is recognized as valid, it will be sent to Amazon the next time the batch service runs.
processingreports	The Utility will place processing reports here using the name PROCESSINGxxxxxx.txt where xxxxxx is the Batch Reference Number. This number can be used to work out which processing report pertains to which feed.
reports	The Utility will place order and settlement reports in this location. These will be named by the type of report they are.

sent	Any successful feed will be moved here once sent to Amazon. It will be renamed to <i>filename.ext.xxxxxx</i> where xxxxxx is the Batch Reference Number.
temp	This folder is used by the Utility during the dispatch process.

Dispatching Files

Sending a file is extremely easy using the Transport Utility. Simply drag and drop or save files to be sent into the “outgoing” directory for the environment you wish to send to. The file MUST have a suffix of .txt for text (flat) files or .xml for xml files, otherwise it will not be picked up. It is also highly recommended that each file deposited is given a unique name.

When the dispatch process runs, it will attempt to recognize the file type and send it to Amazon. If it cannot recognize the file or cannot send it to Amazon for any reason, the file will be moved to the “failed” directory and the reason for failure logged in the audit log. If it is successful, the Amazon Batch Reference Number will be appended to the filename and it will be moved to the “sent” folder.

Getting Processing Reports

The Amazon Merchant Transport Utility automatically checks for processing reports for any feeds sent using the utility. It will check the status consistently until a processing report is available, logging the status update in the audit log. Once the status is “Done”, the processing report will be downloaded to the “processingreports” directory. You can find the processing report for your feed by looking for the Batch Reference Number in the filename of the report from the suffix on the feed in the sent folder. Also, the Audit Log will contain this information.

Getting Order and Settlement Reports

Similarly, the order and settlement reports are automatically downloaded from the server and will be saved to the “reports” directory when they become available on the Amazon server. See the “Timing of Events” section for more information as to when this occurs. The download will also be logged in the Audit Log.

Uninstalling the Amazon Merchant Transport Utility

To uninstall the Utility, simply double click on the Uninstall.bat icon in the folder where the application was installed (e.g. C:\Amazon\MerchantTransport). This will shutdown and remove the application service, as well as removing all registry entries and preferences. Once this is done, you can delete the folders yourself when you have removed any of the reports or past feeds you want to keep. If you do not delete the folder, the Utility can be reinstalled by simply clicking the Install.bat icon in the installation directory.

3. How the Transport Utility Works

This section describes in detail how the Utility operates behind the scenes. Since it is a background application, understanding how often the application runs and when to expect reports will assist in using the application and integrating with other applications and services.

Timing of Events

The application is currently set to the following intervals for each activity:

Activity	Interval
Dispatching Feeds	Every 5 minutes
Checking for Processing Reports	Every 5 minutes
Checking for Order Reports	Every 15 minutes
Checking for Settlement Reports	Every 12 hours
Monitoring of the Utility Itself	Every minute - reporting an error if there is no response in 5 minutes.

Detailed Description of the Dispatch Process

1. The process starts up and checks the outgoing directory for any xml or txt files.
2. These files are then checked to see if they can be recognized as a valid Amazon feed type. If so, they are moved to the temp folder. If not, they are moved to the failed folder.
3. This final list of files is then sent to Amazon using SOAP to identify the merchant and file type.
4. If all is as expected, Amazon will return a Batch Reference Number which will be stored against the feed.
5. If this number was returned, the feed is moved to the sent folder and renamed to include the batch reference as a suffix.
6. If no number or an error was returned, the feed is moved to the failed folder.

Detailed Description of the Processing Report Retrieval Process

1. The process starts up and generates a list of all feeds sent by the tool which do not have a status of Done or Failed.
2. The batch references for each of these is sent to Amazon.com.
3. If Amazon returns the status as anything except Done, the status is merely logged.
4. If Amazon returns a status of Done, the process will retrieve the processing report from amazon and save it into the Processing Reports folder.

Detailed Description of the Report Retrieval Process

1. The process starts up and requests a list of pending reports.
2. If any reports exist, these are downloaded to the reports folder.

4. Frequently Asked Questions

How do I check the status of a feed I have dispatched?

Check the audit log using either the filename or the batch reference number. This status will be updated every 5 minutes while checking for processing reports.

How do I check for application errors?

Check the error log. This log is time stamped. Any application errors will be logged here.

How do I check if my feed did not get dispatched?

Check the failed folder. If there are any feeds in there, check the Audit Log for that feed's filename. The reason for failure will be logged in the audit log.

How do I check if my feed failed at Amazon?

Check the processing report in the "processingreports" folder that has the same batch reference number that was appended to the name of your feed filename in the "sent" folder. Open it up and there will be a list explaining how many records were submitted, how many failed and details of errors encountered if any.

How do I change the root folder, report format or notification details?

From the installation directory, run the Configure.bat application. Select option "2) View/Modify application preferences" and press enter. If you wish to change the details, enter them at the prompt, else just press enter to keep the currently stored value. When you are finished, select option 1 at the menu to exit the configuration utility. Note that some of these options may not be picked up until the application or the computer is restarted.

How do I change my account credentials?

From the installation directory, run the Configure.bat application. Select option "3) View/Modify a configuration account" and press enter. Select the account you wish to modify by typing the number corresponding to it and press Enter. If you wish to change the shown details, enter them at the prompt, else just press enter to keep the currently stored value. When you are finished, select option 1 at the menu to exit the configuration utility.

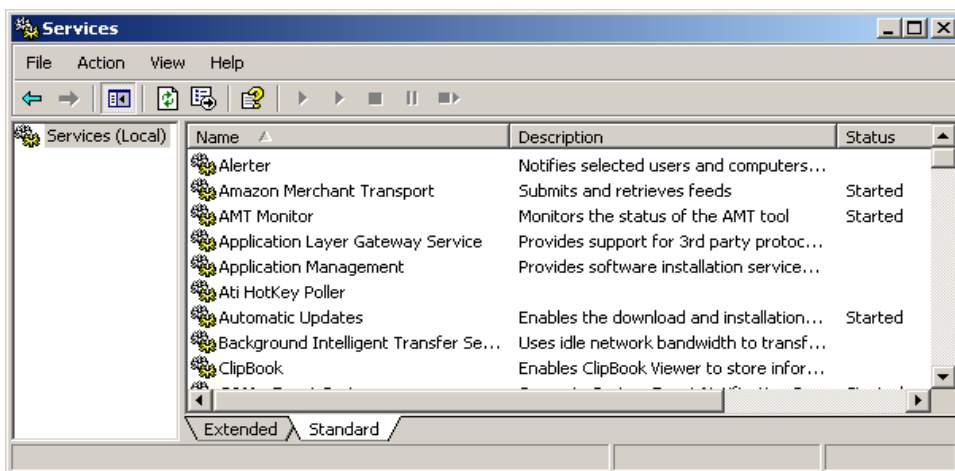
How do I remove my MIP account from being checked?

From the installation directory, run the Configure.bat application. Select option "4) Remove a configuration account" and press enter. Select the account you wish to remove by typing the number corresponding to it and press Enter. When you are finished, select option 1 at the menu to exit the configuration utility. You may then delete the "mip" folder manually.

How do I stop/restart the Amazon Merchant Transport Utility?

Note: This procedure expects some knowledge of Windows Services and Administrative User Privileges to perform.

The Utility runs as a Windows Service and can be controlled through the Services control panel (in Windows XP this is in Control Panel->Administrative Tools->Services).



The services to control are the Amazon Merchant Transport service which is the main utility and the AMT Monitor which is the application health monitoring service. To restart, only the Amazon Merchant Transport service needs to be stopped and started. To stop the application, it is recommended to stop both else application monitoring emails will be sent.

5. Troubleshooting

Cannot Install the Application

Check the following:

1. Make sure you are trying to install it with a user that has Administrative rights on the machine. If you do not, please arrange with your administrator to install this on your behalf, or to provide you with the rights to do so.
2. Make sure you have adequate disk space as per the system requirements.
3. If you unchecked any of the checkboxes during the installation process, you may need to manually run the "install.bat" file that was placed into the installation directory.

Credentials Cannot Be Verified During Configuration

If the error is that your credentials are incorrect, check:

1. That you are not trying to use your production credentials on mip or vice versa. If you are doing this, you can edit the credentials, or check with Amazon that they are correct.
2. That you are using the correct token. If this is incorrect, you should correct this value using the procedure described above in "How do I change my account credentials?"

If the error is a network connectivity issue, check:

1. That you can successfully navigate to other websites like www.amazon.com on the machine you are running this from. If not, you may need to check network connections or ask your helpdesk or network administrator for assistance.
2. Check that you are not behind any proxies or firewalls that could be impeding the communication. If this is the case, you may need to run this application from a server that is outside the proxy, or find another workaround so that the application can directly connect to the Amazon web server via HTTPS.

Feeds are Not Being Sent

Check the audit log for the feed filename. This will let you know why it is failing. If there is a connectivity issue, check the above credentials and network connectivity steps. Also ensure your feed is in the correct format as dictated in the templates (for text files) or xsds (for xml files). If the format is wrong enough for the feed to be unrecognized, it will not be sent. The feed must also end in a .txt or a .xml suffix.

Reports are Not Being Downloaded

Check the audit and error logs for any errors. If there are no errors but no reports are being downloaded for over 24 hours, check with Amazon to ensure you are:

- a) Getting orders/settlements are due.
- b) You have any outstanding reports.

Let Amazon know you are using this utility so they are aware of how the reports are being downloaded.

Licenses

This is a list of third-party open-source applications and their respective licenses. All licenses may be found in the licenses directory with the exception of the Sun Java licenses which can be found in the JRE directory.

Apache (Axis, Commons, Log4J, Xerces)

```

/* =====
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 *
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 * reserved.
 *
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 * are met:
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