



# Merchant Transport Utility

## User Guide

Version 1.0.9

Last update: 03-SEP-2009

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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.
- 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 without e.g. transmitting any product feeds.

## 2. Installation and System Requirements

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

#### System requirements

- As of this moment, AMTU is available for Microsoft Windows, BSD, Linux and Mac OS X. The program's source code is freely available on the Sourceforge web site (<http://amtu.sourceforge.net>). As the program was written in Java, a program port to different operating system platforms should be possible.
- In case you already have a Java runtime installed on your computer, be advised that AMTU requires Java version 1.4.2 to be used. Later Java versions aren't supported and will affect the program's stability. You can download Java 1.4.2 here in case it's not already installed on your PC: <http://java.sun.com/products/archive/>
- Your SellerCentral account has either been already set to live or is still in its integration phase.
- AMTU can only be used with your SellerCentral account's primary user (admin user). You cannot go into SellerCentral, create an invite for a second (dedicated AMTU) user and then use this user account with AMTU.

#### Hardware requirements

A PC with at least 166 Mhz speed, 64 MB memory along with approx. 70 MB hard disk space is required. **As AMTU sends all data via HTTPS requests, port 443 must not be blocked by a firewall. Note: Port 443 is used by web servers (Apache,IIS,...) - so you can't install AMTU on a PC which hosts a web server.**

#### Software requirements (Windows)



The system requirements for a Windows installation are:

- 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)

**Be advised that at this stage, AMTU does not run on Windows Vista.**



### Software requirements (Mac OS X)

Requirement for an installation of AMTU requires to have at least OS X 10.4 (Tiger) or later installed. The program is available as Universal Binary and runs on PPC– as well as on Intel systems.



### Software requirements (Linux and BSD)

A general Linux / BSD installation is required for having AMTU installed.

### 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. Your Amazon credentials for production 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. The merchant token can be found in SellerCentral under the **Settings** → **Account settings** tab.
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). Regardless of the chosen format here, both feed formats (tab-delimited text and XML files) can always be sent via AMTU. In case you want to use XML, you need to contact Amazon's technical support as we need to configure your account respectively.
4. (optional) 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. (optional) 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.
6. You can only install one instance of AMTU per computer. Each AMTU installation can only access one Amazon SellerCentral account. In case you'd like to install more than one AMTU installations on the same PC, the usage of virtualization software such as Parallels, VMWare etc. is suggested.
7. It is recommended to contact Amazon's technical support team in case you don't have access to this data.

**IMPORTANT: THIS APPLICATION MUST BE INSTALLED USING A USER ACCOUNT WITH ADMINISTRATIVE PRIVILEGES. INSTALLING THE APPLICATION WITH GENERAL USER RIGHTS WILL NOT WORK.**

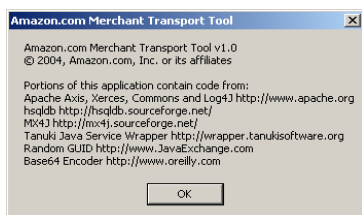


## Installation Process (Windows)

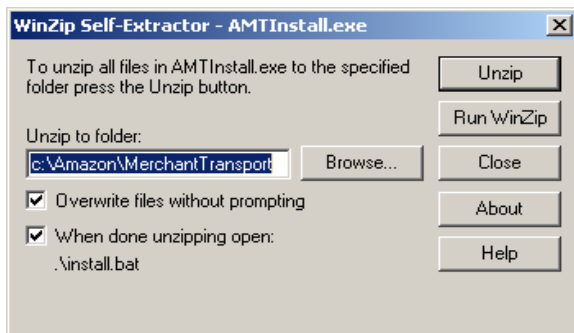
The following chapter describes the installation process of AMTU on Microsoft Windows; AMTU's configuration procedure is the same for all platforms.

After downloading the **AMTInstall.exe** application from <http://amtu.sourceforge.net> (or alternatively via SellerCentral), 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 **OK** when you are presented with a splash screen such as this:

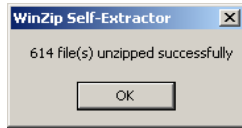


3. Next you will be prompted for a destination for the application. The default is **C:\Amazon\MerchantTransport** and this is recommended. If you wish to change this, select **Browse** and select a new location.



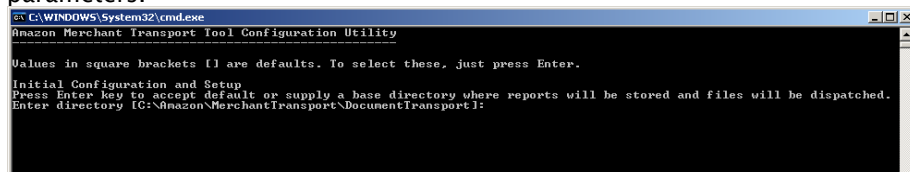
When you are satisfied with the location, select "Unzip". **It is important that the two check boxes remain checked**; otherwise your configuration will be incomplete.

- 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.

- 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.



## Installation Process (Mac OS X)



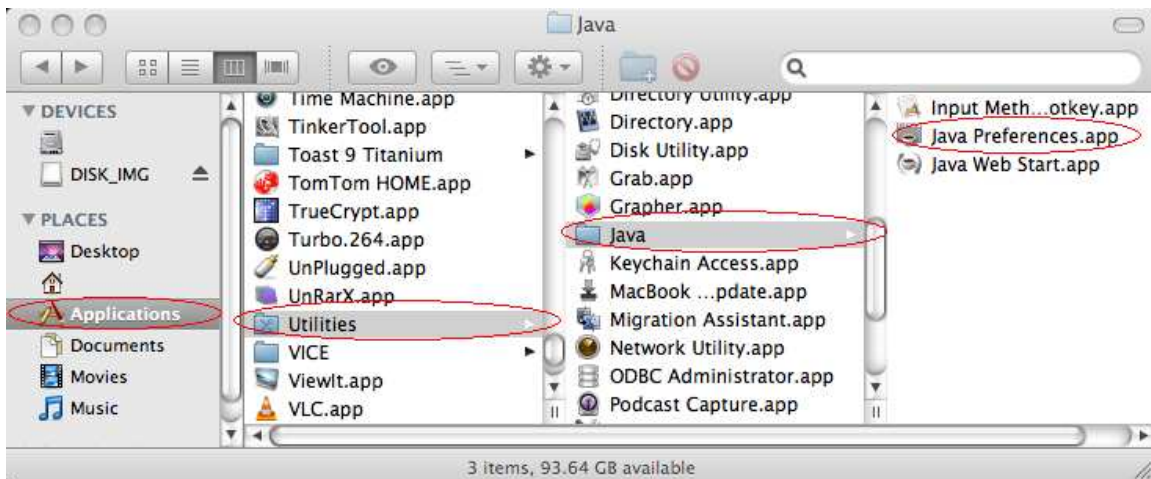
This chapter describes the installation of AMTU on Mac OS X.

Requirements:

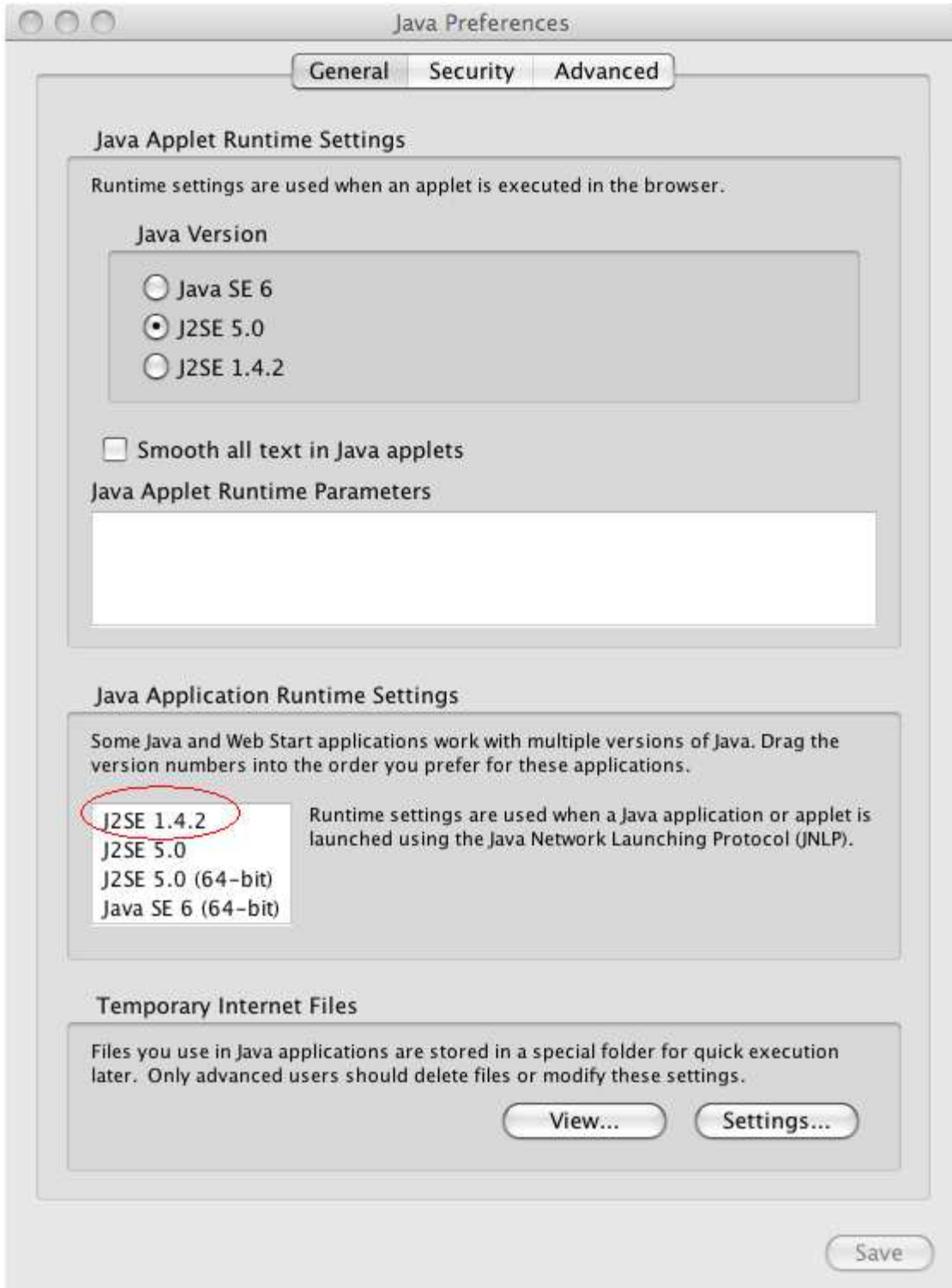
- Administrative rights
- Java Runtime 1.4.2 needs to be installed on your Mac; it also needs to be set as default Java version.
- You've already created your SellerCentral account
- Your operating system's version must be OS X 1.4 or greater. Program comes as a Universal Binary.

Check and set the Java version

Go to the *Applications* → *Utilities* → *Java* folder and start the *Java Preferences* application.



In the following dialogue, make sure that Java version 1.4.2 needs to be at the 1<sup>st</sup> position of the *Java Application Runtime Settings* list.



## Installing AMTU on Mac OS X

- Download the application from the <http://amtu.sourceforge.net> web site.
- Open Terminal.app and uncompress the file via `tar -xzf <file name>`
- Make sure that the environment variable `JAVA_HOME` is set and assign it, if necessary. For most cases, `JAVA_HOME` should point to `/usr`. In general terms: when you call `java -version` in *Terminal.app*, the Java runtime needs to be found and must return version 1.4.2. In case you don't set `JAVA_HOME` for the installation process, the installation will be aborted.
- Now change to the installer's directory and run the installation script (`install.sh`)

At the beginning of the installation you'll need to enter your superuser password (not visible in this screen shot).

Once entered, the program will then copy the contents of the installer's directory to `/usr/local/amtu` and start the AMTU configuration process afterwards.



```
Terminal - bash - 119x46
amtu-osx-1.0.9 jsl$ export JAVA_HOME=/usr
amtu-osx-1.0.9 jsl$ ls
ABOUT          README          configure.sh    lib             service
DocumentTransport  StartupItems    install.sh     licenses       uninstall.sh
amtu-osx-1.0.9 jsl$ ./install.sh
JAVA_HOME: /usr
AMTU_HOME: /usr/local/amtu

Installing AMTU - press return key to continue or ctrl-c to abort the installation process

Creating installation directory /usr/local/amtu
Copying program files to target directory /usr/local/amtu
Installing Service Files.....
Installing AMTU .....
Creating AMTU installation directory /Library/StartupItems/AMTU
Installing AMTU Monitor .....
Creating AMTU installation directory /Library/StartupItems/AMTU_Monitor
Changing ownership of StartupItem files to root/wheel
Assigning access rights to StartupItem folders
Invoking Configure Utility
Amazon Merchant Transport Tool Configuration Utility v0.1
-----

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

What would you like to do?
 1) Exit configuration utility
 2) View/Modify application preferences
 3) View/Modify a configuration account
 4) Remove a configuration account
 5) Add a configuration account
 6) Add Amazon Web Services Information
Enter choice [1]: 1
Updating configuration... done!

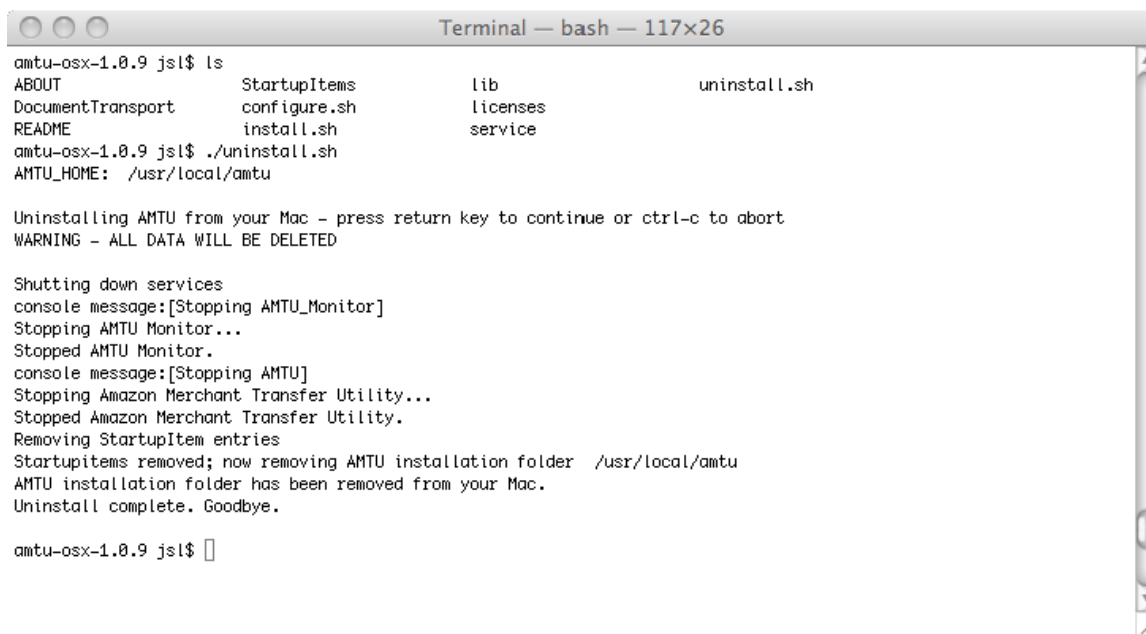
Exiting Application
Starting AMTU
console message:[Starting AMTU]
Starting Amazon Merchant Transfer Utility...
Starting AMTU Monitor
console message:[Starting AMTU_Monitor]
Starting AMTU Monitor...
Validating Status Information of installed programs
Amazon Merchant Transfer Utility is running (512).
AMTU Monitor is running (528).
amtu-osx-1.0.9 jsl$
```

## Uninstalling AMTU

The program archive also contains a batch script called `uninstall.sh`. This script will shutdown all background processes and remove the installation (along with its configuration data) from `/usr/local/amtu`. In case you run the `uninstall` script directly from the program's installer directory (and not via `/usr/local/amtu`), the installation's directory won't be deleted.

### Uninstall process

- Open `Terminal.app`
- Make sure that the environment variable `JAVA_HOME` is set and assign it, if necessary. For most cases, `JAVA_HOME` should point to `/usr`. In general terms: when you call `java -version` in `Terminal.app`, the Java runtime needs to be found and must return version 1.4.2. In case you don't set `JAVA_HOME` for the installation process, the installation will be aborted.
- Go to `/usr/local/amtu` and run the `uninstall.sh` script.



```
Terminal — bash — 117x26
amtu-osx-1.0.9 jsl$ ls
ABOUT          StartupItems    lib             uninstall.sh
DocumentTransport  configure.sh    licenses
README          install.sh      service
amtu-osx-1.0.9 jsl$ ./uninstall.sh
AMTU_HOME: /usr/local/amtu

Uninstalling AMTU from your Mac - press return key to continue or ctrl-c to abort
WARNING - ALL DATA WILL BE DELETED

Shutting down services
console message:[Stopping AMTU_Monitor]
Stopping AMTU Monitor...
Stopped AMTU Monitor.
console message:[Stopping AMTU]
Stopping Amazon Merchant Transfer Utility...
Stopped Amazon Merchant Transfer Utility.
Removing StartupItem entries
Startupitems removed; now removing AMTU installation folder /usr/local/amtu
AMTU installation folder has been removed from your Mac.
Uninstall complete. Goodbye.

amtu-osx-1.0.9 jsl$
```

## Configuration of the Amazon Merchant Transport Utility

This describes the AMTU configuration process on MS Windows; the general configuration process is the same for all supported platforms.

### Invoking Configure Utility

Amazon Merchant Transport Tool Configuration Utility v0.1

-----  
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]:

→ **Installation directory for the program; also acts as sub-directory for the respective data transport directories.**

Choose what format you would prefer to receive your reports in

- 1) xml
- 2) text file

Enter choice [1]: **2**

→ **This is the output format for your order and settlement reports. Important: these settings must be the same as the configuration of your SellerCentral account – which can only be changed by the Amazon Technical Support team. Default setting for each SellerCentral account is “text file”; if you want to use XML, please contact the technical support.**

**This format setting does NOT define the file format that you want to use for sending data to Amazon; it only defines the expected file format for receiving files via AMTU.**

→ **The following two settings can only be used in conjunction with each other. Specifying an email address and server allows you to receive technical notification emails in case problems occur with AMTU.**

**If you don't know what to enter here, just confirm the default settings by pressing the RETURN key.**

Enter an email address that will be used for application status notifications [name@address.com]:

**youremail@yourserver.co.uk**

→ **This is an email address for program status messages only; if not required, press ENTER in order to accept the default settings.**

Enter the address of your smtp mail server (ask your mail administrator if you do not know what this is) [localhost]: **pop3.yourserver.co.uk**

→ **Enter a valid SMTP server in case you have specified an email address other than the default one. When in doubt, contact your system administrator.**

Choose your Amazon SOAP Server location

- 1) US
- 2) EU
- 3) JP

Enter choice [1]: **2**

→ Choose the appropriate locale (e.g. "2" for EU). **NOTE: you may have to re-enter this information every time you run the AMTU configuration process as it always switches back to "US"**

Do you have a MIP (Merchant Integration Platform) account for testing? [No]: **no**

→ Always select "no"; MIP is a deprecated environment that is no longer in use.

Do you have a Production account at this time? [No]: **yes**

→ Always select "yes" (even if your account is still in the so-called "Staging"/test mode)

Editing account for production

Enter merchant legal name []: **My account name**

→ Name of merchant as displayed in SellerCentral

Enter your Amazon.com username for this account []: **amazon@myshop.com**

→ SellerCentral email address

Enter your Amazon.com password for this account [\*\*\*\*\*]: **xxxxxxxx**

→ SellerCentral password for your account. Please note that the password does not get rendered illegible.

.

Enter your Amazon.com token (e.g. Q\_M\_MYNAME\_1023) for this account []: **M\_MYTOKEN\_51304**

→ The so-called Merchant Token. You can look up the items in your SellerCentral account settings (Settings → Account info; scroll down to the end of the page) or contact the Amazon technical support for further details.

Please standby while your account details are verified...

→ The program now establishes a connection to the Amazon server and validates your user credentials. In case of problems, please check if

- the program was started with Administrator / root access rights
- the given user credentials (user, password, token) are correct.

Ping was successful

→ Indicates that everything was ok. Program will now install the Windows services.

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 . . .

→ Press any key

Installing AMT as Windows Service

wrapper : Amazon Merchant Transport installed.

Installing Monitor as Windows Service

wrapper : AMT Monitor installed.

→ This will install the Amazon Merchant Transport-Process and also the AMTU monitoring program.

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 . . .

→ End of installation process

```

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.

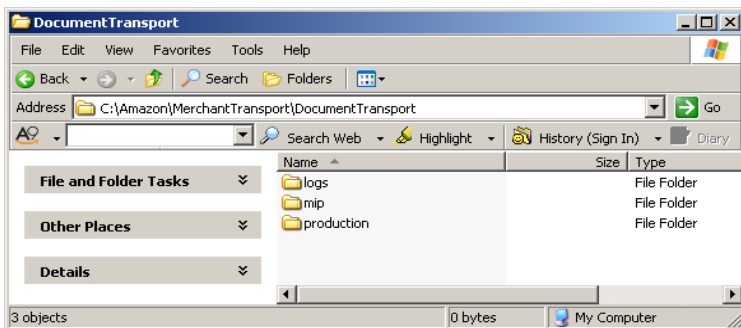
Press any key to continue . . . _

```

## Using the Amazon Merchant Transport Utility

### The Folder Structure

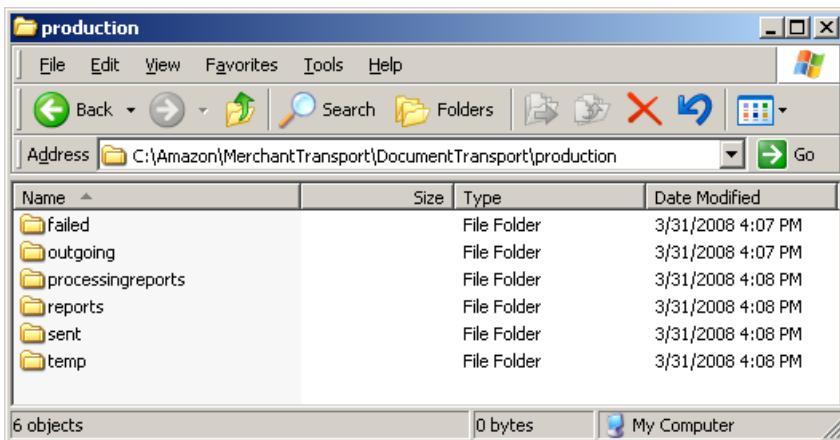
There are two types of folders located in the base folder you designated during the configuration process: a **logs** folder and an **environment** folder.



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 (example below shows the **production** environment; see AMTU configuration process). 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
<b>failed</b>	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 <b>Audit Log</b> . Note that this is not for feeds that Amazon is unable to process, but rather feeds that fail to be sent at all.
<b>outgoing</b>	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.
<b>processingreports</b>	The Utility will place processing reports here using the name <b>PROCESSINGxxxxxx.txt</b> where <b>xxxxxx</b> is the Batch Reference Number. This number can be used to work out which processing report pertains to which feed.
<b>reports</b>	The Utility will place order and settlement reports in this location. These will be named by the type of report they are.
<b>sent</b>	Any successful feed will be moved here once sent to Amazon. It will be renamed to <b>filename.ext.xxxxxx</b> where <b>xxxxxx</b> is the Batch Reference Number.
<b>temp</b>	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 (e.g. **production**) 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 (pre-defined) 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.
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 **processingreports** 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?

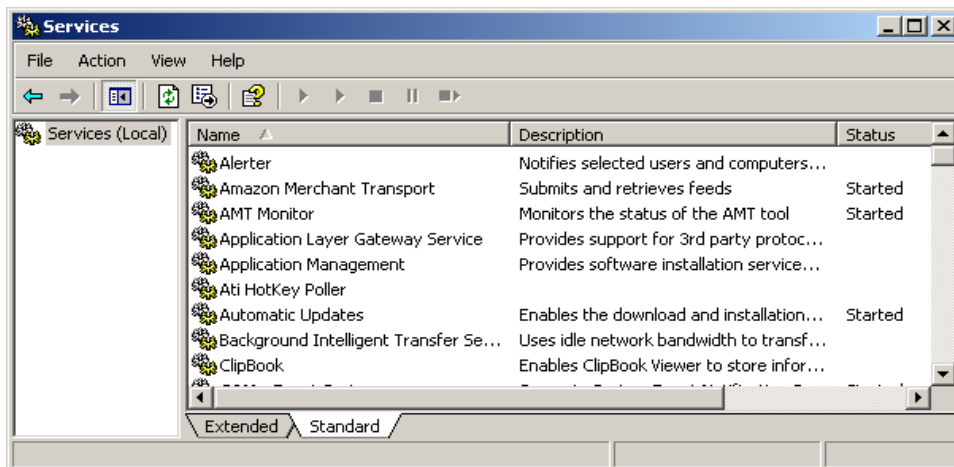
From the installation directory, run the **Configure.bat** application. Select option **3) View/Modify a configuration account** and press enter. Select the account you wish to modify by typing the number corresponding to it and press Enter. If you wish to change the shown details, enter them at the 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.

We recommend to restart your computer after applying changes to the overall AMTU configuration.

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

Note: This procedure expects some knowledge of Microsoft 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** or alternatively by running the **services.msc** program via **Start** → **Run**.



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. The **mip** platform has been deprecated and is no longer used.
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?”
3. Make sure to run the installer with administrative rights. Without doing so, your user credentials will be rejected as “invalid”.

If the error is a network connectivity issue, check:

1. That you can successfully navigate to other websites like [www.amazon.com](http://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 (ports 80 and 443 must not be blocked)

### 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.

In case you have configured AMTU for XML usage:

Issuing a manual request for an order report in SellerCentral via **Orders → Order Reports** may result in having your account re-configured for text-file usage. Don't issue a manual request for an order report in SellerCentral if you are configured for XML.

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