

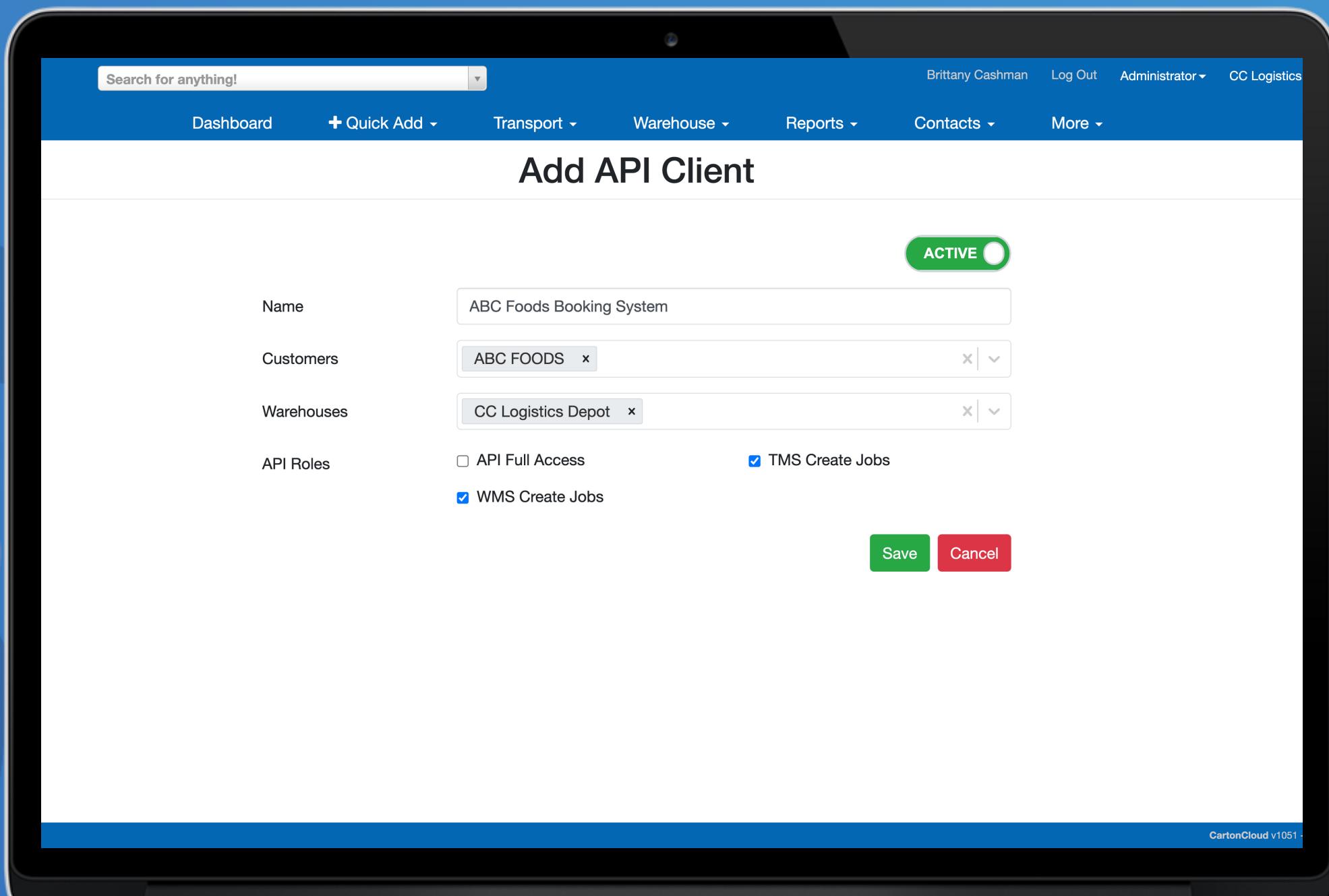


API Clients FAQ

Connect your customers, third party providers and software systems with the self-service CartonCloud API Clients and streamline your warehouse and transport processes today!

Instantly and securely generate credentials for you and your customers to build your own integrations into your CartonCloud account!

In the rapidly evolving and growing world of eCommerce and technology, it has never been more critical to offer your customers a wide range of integration possibilities. Customers are demanding integrations across their entire supply chain, expecting that all systems involved will easily send and receive data to one another. Fortunately, CartonCloud's API allows for seamless integrations with a wide range of systems, making your and your customer's life easier and your workflows simpler.



How secure is the new API client system?

Completely secure. Any new keys generated will be tied to specific CartonCloud account and cannot be viewed by others. You, your customer and third party providers should keep them safe and not share it publicly.

Are there any prerequisites?

It is highly recommended that you create a Sandbox Customer to test the API Client with before using the API Client for a live Customer. You can read our [API Clients Knowledge Base article](#) for the full guide on API Clients and the recommended Sandbox Customer process.

The Universally Unique Identifier identifies (UUID) certain information in a computer system. It ensures that data is being sent and received from the correct Customer, Tenant and Warehouse.

For all customers, you must also note and provide the API user with the below details:

- Customer UUID (during testing, you will need to provide the Sandbox Customer UUID and then later the live Customer UUID).
- Tenant UUID (the account which holds administrative access to CartonCloud)
- Warehouse UUID (only if you have more than one warehouse)

How do I access the new self-service portal?

You can find the new API Clients portal under Contacts in the CartonCloud web application. You can read our [API Clients Knowledge Base article](#) for the full guide on accessing and using API Clients.

What should I consider when managing API Client permissions?

You should carefully consider the API Roles that you assign to the API Client and ensure that you only provide access that is appropriate for the intended usage for that API Client. This may mean only selecting WMS or TMS access for a particular customer or operation. If the Customer uses both the Transport and Warehouse systems, we recommend that you select both WMS and TMS. Do not use API Full Access for Customers. In the future there will be endpoints added which would not be suitable for Customer access. For this reason we do not recommend providing API Full Access to any API Clients given to a customer. See [API Roles here](#) for more information.

How much time investment and testing from my team or customer's team is involved?

Once you generate your API Client(s), there is zero wait-time to get started with interacting and managing your API Clients. It is up to you and your team to develop any internal processes, including UAT (user acceptance testing) with your customer or third party providers as you see fit. We always recommend going through a comprehensive testing and UAT process to ensure the integration works as expected from day 1!

Will there be any impact to my existing API keys?

If you have any API keys that have been issued for your account, your existing API keys will continue to work in exactly the same way and will now appear in the self-service portal. You will also now be able to control these API keys yourself, enabling you to regenerate, deactivate and modify permissions.

What additional features will be available to me with this new portal

- Instantly create new API Clients.
- Control access permissions across customers, warehouses and endpoints.
- Regenerate credentials for existing API Clients.
- Deactivate unused or unwanted API Clients.
- Modify permissions for existing API Clients.
- View usage reports for API Clients.

What are the most common use cases for API keys?

Your Customer may wish to use the API to send and receive data from their internal system to CartonCloud. Data could include:

- Send inbound and outbound orders (Purchase Orders and Sale Orders) to CartonCloud.
- Update inbound and outbound orders in CartonCloud.
- Send transport jobs (Consignments) to CartonCloud.
- Update transport jobs (Consignments) in CartonCloud.
- Send new or updating existing Products in CartonCloud.
- Retrieve stock on hand reports from CartonCloud.

Will this incur any additional costs to my organisation?

Generating API clients will not incur any additional costs, however, their associated usage will become an inclusion in your billing plan. Existing users of API clients are unlikely to incur any additional charges from API usage under your existing billing plan.

We have automatically added a complimentary inclusion of 5 API calls per warehouse order and/or consignment included in the usage allowance for your billing plan included in your weekly allowance. Any excess API calls above your billing plan inclusion will incur \$0.01 per call.

Example 1:

Weekly billing plan inclusion: 500 consignments & 250 warehouse orders = 750 total

Total API calls inclusion: $750 \times 5 = 3,750$

Weekly API usage = 1,200 calls

Additional charges for API usage = \$0.00

Example 2:

Weekly billing plan inclusion: 1,000 warehouse orders

Total API calls inclusion: $1,000 \times 5 = 5,000$

Weekly API usage = 6,200 calls (1,200 calls over plan inclusion)

Additional charges for API usage: $1,200 \times \$0.01 = \12.00

Where can I find more supporting documentation?

- [Knowledge Base Article](#)
- [Developer Documentation](#)



More questions?

Contact our Integrations
& Support Team

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