

# Partner Certification Requirements



	Compatible	Certified	Gold Certified	
<b>» Workflow</b>				
Support and documentation	x	x	x	The process for using the your system together with ShipCompliant is well defined with written documentation.
Video tutorials			x	The process for using the your system together with ShipCompliant is well defined with video tutorials.
Approved compliant workflow	x	x	x	ShipCompliant staff has reviewed and approved the integration workflow.
Integration covers all order sources for this platform		x	x	The integration applies to e-commerce, wine club, POS or order management systems (if applicable).
<b>» Compatibility</b>				
Compatible order file export between systems	x			The order source system outputs a file to be uploaded into ShipCompliant without requiring any further manipulation.
Integrated web services		x	x	The order system utilizes web service calls to communicate with ShipCompliant.
<b>» Tax rates</b>				
Charge accurate destination-based local sales tax			x	Your system makes API calls to ShipCompliant to either download a local table of tax rates or get tax rates one at a time
Charge accurate county/city tax rates			x	Support for accurate county and city taxes in states like New York and Nevada.
Charge accurate zip+4 tax rates			x	Support for charging accurate tax collection in Washington state, where a 9-digit zip code is necessary.
<b>» Age Verification</b>				
Stand-alone age verification checks			x	You run age verification outside of the compliance check workflow, typically during customer registration/mailling list sign up.
Override age checks			x	Your system can create an age check override for customers
<b>» Compliance Checks</b>				
Point-of-purchase compliance checks			x	Does your system run "real-time" compliance checks at the time of transaction?
Compliance check before payment is accepted			x	Are compliance checks run prior to capturing funds for the order?
Batch / club compliance checks		x	x	Does your system run compliance checks on a group of orders, preferably prior to CC authorization?
Batch persist order history		x	x	Users can save their historical orders (typically back to January 1) for compliance checks and reporting purposes.
Modify and recheck non-compliant orders		x	x	If an order is non-compliant, does the customer have a chance to fix the order and retry?

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<b>» Compliance Checks (cont.)</b>				
Suggest solutions for non-compliant orders			x	Your system offers and supports the following solutions to non-compliant orders: split an order, re-address an order and set a future ship date.
Provide consumer friendly compliance messages			x	Your system interprets ShipCompliant messages to produce consumer friendly or customer service representative friendly feedback.
Compliance override			x	Your system can override a non-compliant order status for fulfillment and reporting.
Quarantine non-compliant orders			x	A mechanism exists to hold non-compliant orders so they are not automatically sent to fulfillment and can be addressed at a later time.
<b>» Product/Inventory Management</b>				
Batch update products in ShipCompliant	x			The order system produces a list of products in a file that can be imported into ShipCompliant without further manipulation.
Product synchronization			x	When a product is added to your system, the new product can be pushed to ShipCompliant (before new orders are created with that product).
Inventory synchronization			x	Your system pulls inventory levels for certain 3rd party shippers to give your end user visibility into available inventory levels.
<b>» Address Validation</b>				
Street level address validation		x	x	Do you present the street level address check results to the operator or customer?
Address override suggestions		x	x	Do you provide a mechanism for overriding street level errors and address suggestions?
Stand-alone address checks			x	Do you run address checks on profile creation or within a customer profile outside of the order creation process?
Store address changes			x	Does your system persist the address suggestions and changes to your local database?
<b>» Fulfillment Gateway</b>				
Set future ship dates			x	Your system can accept orders that will ship in the future, and you run compliance checks and commit those orders with the future ship dates.
Automatically void orders in ShipCompliant when canceled/returned		x	x	Your system voids an order in ShipCompliant if the order is cancelled/returned after shipped.
Support for non ShipCompliant customers			x	The integration supports sending orders for fulfillment for non-ShipCompliant customers.
Support multiple fulfillment locations		x	x	Your system allows the user to set the appropriate fulfillment location with an order
Support multiple fulfillment accounts			x	Your system allows the user to set the appropriate fulfillment account, for wineries that have more than one fulfillment account at the same location.