

Managing orders

List of services

Through Nexway API you can access the following API services:

- Submit an order
- Get cross-selling, upselling, and options information
- Get product stock information
- Get order data
- Cancel an order
- Extend download time
- Get order download information

If you have any subscription products available, you can also use the following additional API services:

- Get subscription status
- Cancel subscription

Submitting orders

Step 1: Check product stock (mandatory)

Nexway highly recommends checking your product stock before adding a product to the customer cart ([getStockStatus API](#)).
If no stock is available, the order is refused.

Step 2: Propose cross-selling, upselling, and options for a selected product (optional)

Optionally, you can get a list of products and options to be added to the cart in addition to the initial product selected ([getCrossUpSell API](#)).
Available options:

- Download extension
By default, end-user can download their products during 21 days after the purchase. This option allows the end-user to download a new copy of their product as many times as they want during the download time period.
- Backup DVD
A backup DVD of the products purchased will be sent to the end-user.

Step 3: Process the payment in your system (mandatory)

Leverage your own payment system to process the payment of the purchase by the end-user.

Step 4: Create the order (mandatory)

Once the payment has been accepted, you must submit an order to Nexway that provides the information about the product purchased ([createOrder API](#)).
Depending on the API return code, the order is accepted or not. A subscriptionID will also be returned if the product is a subscription product.

Note: The real end-user email is requested in the order submission. For security reasons, some publishers send the information to the end-user directly in order to deliver and unlock the product.

Step 5: Share delivery information with the end-user (mandatory)

You must send to or share the following information with the end-user:

- Nexway order number: Required for customer support
- Serial number: The product's unique serial number (provided by the publisher)
- Download information: Instructions to help the end-user download and activate the product

Canceling orders

When canceling an order:

- The license will be canceled and become inactive immediately
- You will have to refund the end-user

