

**Adobe Commerce Partner API****Three Year Commit (3YC) Documentation**

As this documentation is updated and sandbox features are released, the table below will keep a record of the changes.

<b>Revision Date</b>	<b>Release Notes</b>
Dec 11, 2022	<ul style="list-style-type: none"> <li>3YC changes are now live in the sandbox for partner development (alpha release)</li> </ul>

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## Introduction to Three Year Commit

3-Year Commit (3YC) is a loyalty program that allows a customer to get a **greater discount level** as well as a **price lock** for 3 terms (the current term and 2 additional terms). The customer commits to a minimum quantity that they must purchase *and maintain* throughout the 3-year commitment period.

It is important to use the Preview Order API to determine the correct discount level. Preview Order uses the customer's 3YC commitment as well as any accepted commitment requests in order to return the Offer ID with the best discount.

## 3YC Workflows

There are four ways that a customer can become enrolled in 3YC. In all scenarios, the customer is required to accept the commitment terms (the minimum quantities and commitment end date) in the Adobe Admin Console before receiving any discounts. \

1. **New Customer (partner-initiated):** During customer creation, partners may set the requested minimum quantities, which would start the 3YC customer acceptance workflow after the account becomes active.  
[\[POST Create Customer API\]](#)  
[\[GET Get Customer API\]](#)
2. **Existing Customer (partner-initiated):** Existing customers (with active 3YC or not) can be updated with new requested minimum quantities, which would start the 3YC customer acceptance workflow once the account is updated from the request.  
[\[PATCH Update Customer API\]](#)  
[\[GET Get Customer API\]](#)
3. **Existing Customer (customer-initiated):** Existing customers (not already in 3YC) that meet the 3YC requirements may be presented an offer in Adobe admin Console to enter 3YC *with the minimum quantities set to the customer's current quantities*.  
[\[GET Get Customer API\]](#)
4. **Existing VIP Customer (partner-initiated):** Existing VIP customers with active 3YC can be transferred to VIPMP and retain their 3YC commitment terms, which can be retrieved using the GET Customer API.  
[\[POST Transfer Subscriptions API\]](#)  
[\[GET Get Customer API\]](#)

## Summary of API Changes

- New list of *benefits* in customer resource
- Can now request `THREE_YEAR_COMMIT` *benefit* during Customer Create/Customer Update call
- If customer has an active commitment (**`commitment.status = COMMITTED`**)
  - RETURN orders may be rejected if they would result in the customer dropping below their minimum committed quantity
  - Subscription renewal quantity (across subscriptions) must stay at or above the committed quantity
    - Requests to reduce renewal quantity or disable autorenewal may be rejected if they would result in the renewal order not meeting the minimum committed quantity
  - The customer can request recommitment in the last 30 days of their active commitment. The *recommitmentRequest* can be accepted prior to the current commitment ending but will not go into effect until afterwards
    - The *recommitmentRequest* is for another Three-Year Commit agreement (additional 3 years) after the current commitment ends
- Existing VIP customers with Three Year Commit are now able to transfer to VIPMP
  - No changes to Transfer APIs. Customer's commitment information (if they have any) can be retrieved by making a Get Customer request after the transfer is complete

## API Changes

### 1. Get Customer Account

**GET** /v3/customers/<customer-id>

- New *benefits* array of *benefit* objects
- New potential 3YC discount levels
  - **LICENSE:** 12, 13, 14
  - **CONSUMABLES:** TA, TB, TC, TD, TE, TF, TG

**RESPONSE BODY:** Customer resource

```
{
  "externalReferenceId" : "342"
  "customerId" : "9876543210",
  "resellerId" : "5556667778",
  "companyProfile" : {...},
  "benefits" : [{
    "type" : "THREE_YEAR_COMMIT",
    "commitment": {
      "startDate" : "2022-07-17",
      "endDate" : "2025-04-28",
      "status" : "ACTIVE",
      "minimumQuantities": [
        {
          "offerType" : "LICENSE"
          "quantity" : 9,
        },
        {
          "offerType" : "CONSUMABLES"
          "quantity" : 2500
        }
      ]
    }
  }],
  "discounts" : [{
    "offerType" : "LICENSE",
    "level" : "12",
  }],
  "coterminDate" : "2020-05-02",
  "creationDate" : "2019-05-02T22:49:52Z",
  "status" : "1000",
  "links" : {...}
}
```

**Notes:**

- Discount levels will be updated whenever the commitment status changes (new commitment or expiration)
- During Order Preview, if the customer has an ACCEPTED *commitmentRequest* for a quantity that would be reached in that order, the preview response will use the discount level for that *commitmentRequest*
  - Placing the order for that quantity would make the *commitmentRequest* COMMITTED as well as creating the *commitment* object
- Customer can be enrolled in 3YC for either LICENSE or CONSUMABLES or both.
  - If only enrolled for one, there is no minimum quantity for the other type and the customer gets no discount for that type
  - Can enroll in one *offerType* first and then add the other later. Both will be merged into one commitment with the same dates

## 2. Create Customer Account

**POST** /v3/customers

- Can optionally request 3YC during customer creation

**REQUEST BODY:** Customer resource without read-only fields

```
{
  "resellerId" : "5556667778",
  "externalReferenceId" : "342",
  "companyProfile" : {
    "companyName" : "Fairmont",
    "preferredLanguage" : "en-US",
    "address" : {
      "country" : "US",
      "region" : "CA",
      "city" : "San Jose",
      "addressLine1" : "200 Fairmont Ave",
      "addressLine2" : "Apt 123",
      "postalCode" : "95110-1234",
      "phoneNumber" : "800-123-4567"
    },
    "contacts" : [{
      "firstName" : "Donald",
      "lastName" : "Duck",
      "email" : "donald@duck.com",
      "phoneNumber" : "408-123-4567"
    }]
  },
  "benefits": [
    {
      "type": "THREE_YEAR_COMMIT",
      "commitmentRequest": {
        "minimumQuantities": [
          {
            "offerType": "LICENSE",
            "quantity": 9
          },
          {
            "offerType": "CONSUMABLES",
            "quantity": 2500
          }
        ]
      }
    }
  ]
}
```

**RESPONSE BODY:** Customer resource

```

{
  "externalReferenceId" : "342",
  "customerId" : "9876543210",
  "resellerId" : "5556667778",
  "companyProfile" : {
    "companyName" : "Fairmont",
    "preferredLanguage" : "en-US",
    "address" : {...},
    "contacts" : [...]
  },
  "benefits": [
    {
      "type": "THREE_YEAR_COMMIT",
      "commitment": {},
      "commitmentRequest": {
        "startDate": "2022-07-17",
        "endDate": "2025-04-28",
        "status": "REQUESTED",
        "minimumQuantities": [
          {
            "offerType": "LICENSE",
            "quantity": 9
          },
          {
            "offerType": "CONSUMABLES",
            "quantity": 2500
          }
        ]
      },
      "recommitmentRequest": {}
    }
  ],
  "discounts" : [{
    "offerType" : "LICENSE",
    "level" : "01",
  }],
  "coterminDate" : "",
  "creationDate" : "2019-05-02T22:49:52Z",
  "status" : "1002"
}

```

### 3. Update Customer Account

**PATCH** /v3/customers/<customer-id>

Either *commitmentRequest* **OR** *recommitmentRequest* may be sent in the request to:

- Request new 3YC for existing customer
- Request 3YC quantity increase for customer with existing commitment
- Request 3YC *recommitment* for customer with existing commitment
  - Only allowed in the last 30 days of the commitment

A customer can not have both *commitmentRequest* and *recommitmentRequest*. See the table on the next page for more information.



Object	Sample Request	Notes
commitmentRequest	<pre> REQUEST {   "companyProfile":{     "companyName":"Fairmont",     "preferredLanguage":"en-US",     "address":{       "country":"US",       "region":"CA",       "city":"San Jose",       "addressLine1":"200 Fairmont Ave",       "addressLine2":"Apt 123",       "postalCode":"95110-1234",       "phoneNumber":"800-123-4567"     },     "contacts":[      ]   },   "benefits":[     {       "type":"THREE_YEAR_COMMIT",       "commitmentRequest":{         "minimumQuantities":[           {             "offerType":"LICENSE",             "quantity":9           },           {             "offerType":"CONSUMABLES",             "quantity":2500           }         ]       }     }   ] } </pre>	<ul style="list-style-type: none"> <li>• Used to request 3YC for a customer without a commitment</li> <li>• Used to request 3YC quantity increase for a customer with an existing commitment</li> <li>• Will overwrite existing <i>commitmentRequest</i></li> <li>• Can not be requested alongside <i>recommitmentRequest</i> or if customer has an existing <i>recommitmentRequest</i></li> <li>• Does not need to include quantities for all offerTypes</li> <li>• endDate will be 2 years after the current coterminDate       <ul style="list-style-type: none"> <li>• If customer does not have a coterminDate (they have not placed an order) at the time of acceptance, the endDate will be 3 years from the acceptance date and the coterminDate will be set at that point</li> </ul> </li> </ul>

**recommitmentRequest****REQUEST**

```

{
  "companyProfile":{
    "companyName":"Fairmont",
    "preferredLanguage":"en-US",
    "address":{
      "country":"US",
      "region":"CA",
      "city":"San Jose",
      "addressLine1":"200 Fairmont Ave",
      "addressLine2":"Apt 123",
      "postalCode":"95110-1234",
      "phoneNumber":"800-123-4567"
    },
    "contacts":[

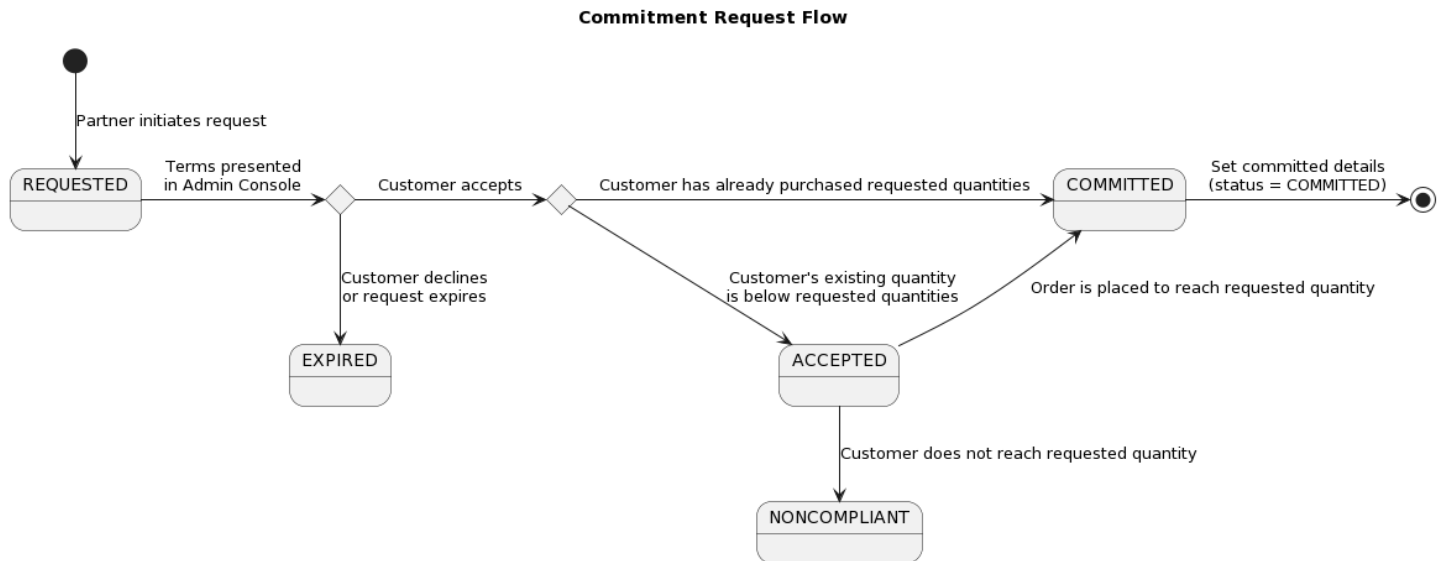
    ]
  },
  "benefits":[
    {
      "type":"THREE_YEAR_COMMIT",
      "recommitmentRequest":{
        "minimumQuantities":[
          {
            "offerType":"LICENSE",
            "quantity":9
          },
          {
            "offerType":"CONSUMABLES",
            "quantity":2500
          }
        ]
      }
    }
  ]
}

```

- Used to request 3YC recommitment
- Must have existing commitment and less than 30 days before the commitment end date
- Will overwrite existing recommitmentRequest
- Can not be requested alongside *commitmentRequest* or if customer has an existing *commitmentRequest*

## Flow Diagrams

The diagram below shows the lifecycle of the commitmentRequest object. The same lifecycle applies for the recommitmentRequest, with the difference being that recommitmentRequest can't move to COMMITTED status until the current commitment ends.



```

"benefits": [
  {
    "type": "THREE_YEAR_COMMIT",
    "commitment": {...},
    "commitmentRequest": {
      "startDate": "2022-07-17",
      "endDate": "2025-04-28",
      "status": "REQUESTED",
      "minimumQuantities": [
        {
          "offerType": "LICENSE",
          "quantity": 9
        },
        {
          "offerType": "CONSUMABLES",
          "quantity": 2500
        }
      ]
    },
    "recommitmentRequest": {...}
  }
]
  
```

## Sandbox Differences from Final Production Release

We aim to provide new features in the sandbox as early as possible. As we do more development and get closer to production, we hope to close some of these gaps.

- Only some Offer IDs are available for 3YC in sandbox currently. We will make sure all production Offer IDs are available in the sandbox once they are known. Please refer to the Sandbox Partner Portal for the latest list of Offer IDs in the sandbox.
- In the normal production flow, the customer admin will get various emails throughout the 3-year commit lifecycle (request, acceptance, termination). We do not currently send these emails in the sandbox environment
- Unaccepted (REQUESTED) 3YC requests normally expire after 7 days, and accepted 3YC requests also normally expire after 7 days if they do not move to COMMITTED. Currently in the sandbox, 3YC requests will not expire in either scenario.
- Order Returns and Subscription Update checks below are not currently implemented in the sandbox. We hope to have these added soon
  - Returning an order will normally be rejected if the return would drop the customer below committed quantities
  - Reducing subscription renewal quantity (or disabling autorenewal) will normally be rejected if the eventual renewal order would drop the customer below committed quantities

## New/Updated Sandbox Portal Workflows

### 1. 3YC Acceptance (Partner- and Adobe-Initiated)

Whether 3YC is Partner-initiated or Adobe-initiated, the customer is required to accept the commitment in the Adobe Admin Console. To simulate this experience in the sandbox, we have created flows to accept 3YC commitments in the Sandbox Partner Portal.

#### Partner-Initiated (partner has already requested minimum quantities):

Created Records

CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS

Resellers Customers Orders Transfers

Customer ID Search by id... Search

Sorting: Descending Created Date 10

Customer ID	Customer Name	Created Date ↓	Status	Get Support
D1005011564	Test Customer 3-YC	2022-11-21T09:10:13Z	1000	✉
<b>Field</b>		<b>Value</b>	<b>Edit</b>	
externalReferenceId		3d590547-5532-4384-a92e-a40ce837ebe	Trigger Auto Renewal (120)	
customerId		D1005011564	Accept/Reject 3YC Commitment	
companyProfile	Expand for detail			
cotermDate				
creationDate	2022-11-21T09:10:13Z			
status	1000			
associations	Expand for detail			
benefits	Expand for detail			
discounts	Expand for detail			

Created Records

CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS

Resellers Customers Orders Transfers

Customer ID Search by id... Search

Sorting: Descending Created Date 10

Customer ID	Customer Name	Created Date ↓	Status	Get Support
D1005011564	Test	2022-11-21T09:10:13Z	1000	✉
<b>Field</b>		<b>Value</b>	<b>Reject</b> <b>Accept</b>	
externalReferenceId		3d590547-5532-4384-a92e-a40ce837ebe		
customerId		D1005011564		
companyProfile	Expand for detail			
cotermDate				
creationDate	2022-11-21T09:10:13Z			
status	1000			
associations	Expand for detail			
benefits	Expand for detail			
discounts	Expand for detail			

Adobe-Initiated (No request from partner, but customer meets eligibility criteria):  
Eligibility Criteria: Customer has already purchased at least 10 licenses

Created Records

CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS

ResellersCustomersOrdersTransfers

Customer IDSearch by id...Search

Sorting:DescendingCreated Date10

Customer ID	Customer Name	Created Date	Status	Get Support
<div>^</div> D1005011598	Test Customer eligible for UI 3-YC enrollment	2022-11-21T11:04:07Z	1000	
<div>Field</div> <div>externalReferenceId</div> <div>customerid</div> <div>companyProfile</div> <div>cotermDate</div> <div>creationDate</div> <div>status</div> <div>associations</div> <div>discounts</div>	<div>Value</div> <div>20d6f981-aa1f-418d-95c5-bd83967c855</div> <div>D1005011598</div> <div>Expand for detail</div> <div>2023-11-21</div> <div>2022-11-21T11:04:07Z</div> <div>1000</div> <div>Expand for detail</div> <div>Expand for detail</div>		<div>Edit</div> <div>Enroll for 3YC</div>	
Customer's Associated Orders				
Order ID	Customer ID	Created Date	Status	Order Type
D9200089193	D1005011598	2022-11-21T11:04:30Z	1000	NEW
Customer's Associated Subscriptions				
Subscription ID	Created Date	Renewal Date	Renewal Quantity	Auto Renewal
b65f41f6a4c7eb7002af8b44da033NA	2022-11-21	2023-11-21	10	true

1000Edit

## 2. 3YC Transfer Workflows

There are now additional options when creating a Membership ID in the portal. A Membership ID can optionally be created with existing 3YC. The 3YC information is also shown when viewing created memberships.

### Quick Create

#### Membership ID Management

Create, View, and Delete Sandbox Membership IDs for use with Transfer API.

Quick Create Custom Create Ineligible Memberships Created Memberships

#### Quick Create Eligible Membership ID

SELECT COMPANY NAME AND NUMBER OF ELIGIBLE OFFERS. ADDRESS WILL BE DISTRIBUTOR ADDRESS.

Company Name

Number of Eligible Offers (chosen at random)

3YC Eligible  
☐ 3YC Eligible

Create

### Custom Create

#### Membership ID Management

Create, View, and Delete Sandbox Membership IDs for use with Transfer API.

Quick Create Custom Create Ineligible Memberships Created Memberships

#### Custom Create

CREATED MEMBERSHIP ID MAY OR MAY NOT BE ELIGIBLE.

Company Name

Preferred Language (optional)

#### Address

Distributor address will be used. Click Add to specify an address.

Add

#### Contacts

First Name

Last Name

Email (must be valid email format)

Phone Number (optional)

Delete

Add

#### Offers

Offer ID

Quantity

Delete

Add

Number of Additional Eligible Offers (chosen at random)

#### 3YC info

☒ 3YC Enabled

☒ Add Custom License Commit Qty

☒ Add Custom Consumable Commit Qty

Minimum License Commit Quantity

Minimum Consumable Commit Quantity

Commitment Period



### Created Memberships

#### Membership ID Management

Create, View, and Delete Sandbox Membership IDs for use with Transfer API.

Quick Create Custom Create Ineligible Memberships Created Memberships

#### All Memberships

VIEW AND DELETE MEMBERSHIP IDS YOU HAVE CREATED

Sorting: Descending Creation Date 20

Membership ID	Company Name	Eligibility Status	Creation Date	Delete
OWUO3Y8TVLYVPTQ078U6	Existing VIP membership with 3-YC	ELIGIBLE	Mon Nov 21 10:32:33 GMT 2022	X
<p>Eligibility Status: ELIGIBLE</p> <p>3YC Status: COMMITTED 3YC Start Date: 2022-07-17 3YC End Date: 2025-04-28</p> <p>Minimum Commit Quantities LICENSE: 10 CONSUMABLES: 500</p> <p>Offer IDs Associated With Membership: 65322596CA12A12, 65322435CATAA12</p>				

### 3. Edit 3YC Terms

Just like how status fields can be updated in the Sandbox Portal to simulate different scenarios, the 3YC commitment terms (status and start/end date) can also be updated once the customer has an active commitment. Note that this is only in the sandbox – in production the commitment terms cannot be changed.

Created Records

CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS

Resellers

Customers

Orders

Transfers

Customer ID

Q

Search by id...

Search

Sorting:

Descending

Created Date

10

Customer ID	Customer Name	Created Date	Status	Get Support
<div> <div>^</div> <div>D1005011598</div> <div> <div>Field</div> <div>externalReferenceId</div> <div>customerId</div> <div>companyProfile</div> <div>cotermDate</div> <div>creationDate</div> <div>status</div> <div>associations</div> <div>benefits</div> <div>discounts</div> </div> </div>	<div>Test Customer eligible for UI 3-YC enrollment</div> <div> <div>Value</div> <div>20d6f981-aa1f-418d-95c5-bd63967c855</div> <div>D1005011598</div> <div>Expand for detail</div> <div>2023-11-21</div> <div>2022-11-21T11:04:07Z</div> <div>1000</div> <div>Expand for detail</div> <div>Expand for detail</div> <div>Expand for detail</div> </div>	<div>2022-11-21T11:04:07Z</div>	<div>1000</div> <div> <div>Edit</div> <div>Transfer Auto Renewal (100)</div> <div>Edit 3YC terms</div> </div>	<div>✉</div>

Customer's Associated Orders

Order ID	Customer ID	Created Date	Status	Order Type
D9200089193	D1005011598	2022-11-21T11:04:30Z	1000	NEW

View

Customer's Associated Subscriptions

Subscription ID	Created Date	Renewal Date	Renewal Quantity	Auto Renewal	Status
be5f4116a64c7eb7002af8b-44da033NA	2022-11-21	2023-11-21	10	true	1000

Edit

Created Records

CLICK ON A ROW TO SEE MORE DETAILS AND EDIT FIELDS

Resellers

Customers

Orders

Transfers

Customer ID

Q Search by id...

Search

Sorting: Descending

Created Date

10

Customer ID	Customer Name	Created Date	Status	Get Support
<div>^</div> <div>D1005011598</div> <div><div>Field</div><div>externalReferenceId</div><div>customerId</div><div>companyProfile</div><div>cotermDate</div><div>creationDate</div><div>status</div><div>associations</div><div>benefits</div><div>discounts</div></div>	<div>Value</div> <div>209df981-aa11-418d-95c5-bd63967c855</div> <div>D1005011598</div> <div>Expand for detail</div> <div>2023-11-21</div> <div>2022-11-21T11:04:07Z</div> <div>1000</div> <div>Expand for detail</div> <div>Expand for detail</div> <div>Expand for detail</div>	<div>2022-11-21T11:04:07Z</div>	<div>1000</div>	<div>✉</div>

Customer's Associated Orders

Order ID	Customer ID	Created Date	Status	Order Type
D9200089193	D1005011598	2022-11-21T11:04:30Z	1000	NEW

Customer's Associated Subscriptions

Subscription ID	Created Date	Renewal Date	Renewal Quantity	Auto Renewal	Status
be5f4116a64c7eb7002a18b44da033NA	2022-11-21	2023-11-21	10	true	1000