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API Integration
Prior Preparation Guide

Seller Technical Support Team

	Key Items	Details	URL
1	Coupang runs the Item Market. ⋆ Click on the right URL for details about Item Market.	• Products to be classified by option for listing according to Coupang's policy • Deal-type products not allowed	Click
2	The pre-refund (quick refund) scheme is in place.	• Products eligible for pre-refund: Regular delivery products below KRW 100,000 (excluding installation and custom-made products) • Customer to be refunded when product pickup for return is confirmed (collected and scanned by the courier) • Seller to click on the button "Request Coupang Verification" to additionally settle with Coupang if the product returned has any problem	
3	Seller pays for the shipping of a return requested by Customer when the product is in preparation. *Order/delivery flow Payment Completed – Product in Preparation – Delivery Scheduled – In Transit – Delivery Completed	• When Customer requests a return at 'Product in Preparation,' Seller pays for a return attributable to Customer even after the product is shipped out. • At 'Delivery Scheduled' and subsequent status, Customer pays for a return attributable to Customer, so Seller is encouraged to proceed to Delivery Scheduled early. • The status changes from 'Product in Preparation' to 'Delivery Scheduled' when a shipping label is uploaded.	
4	Hand-in-hand exchange is not available. ⋆ For a hand-in-hand exchange, the delivery person gives Customer a new product when picking up the original product.	• Exchangeable only for the same option • Encourage Customer, who intends to exchange for a different size/color, to return and re-purchase	
5	No test environment is available.	• Every operation is done on the real environment. If you'd like to stop showing your listings to Customer, send us their Listed Product IDs, and we will do not show them. • No test ID is provided to test purchase/exchange/return.	Click
6	Choose a Coupang category suitable for the product to list.	• Coupang's categorization is up to 6th depth. • Use 'Category Recommendation API' to get a recommendation on your product. • Or, download an Excel file from Wing.	Click
7	A product already listed cannot be re-categorized.	• Seller is not allowed to change the category of a listed product. • It's important to choose the right category when listing a product.	Click
8	Check the firewall.	• Coupang uses AWS, and if your server restricts access from overseas IP, API may not function properly. • Please permit access from the following bandwidth for product listing and updating (bandwidth: 52.78.59.*)	Click
9	Integrate fast using SDK (Software Development Kit).	• SDK includes many elements necessary for the implementation of Coupang open APIs, such as class /method/sample. • Using them, you can develop Coupang open APIs more easily.	Click

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	Key Items	Details	URL
10	Get a key issued to use open APIs.	• Able to issue a key on Wing • Need to issue access key and secret key at once	Click
11	You can set a shipping fee for island and mountainous region.	• The island and mountainous region is divided between Jeju and non-Jeju. • You can set an additional shipping fee for island and mountainous region when registering your ship-out address.	Click
12	Check requirements for main images.	• Square • Format: JPG and PNG • Dimensions: Min. 500 x 500px and max. 5000 x 5000px • Size: 3MB or below	
13	You cannot upload a duplicate or wrong shipping label.	• Coupang checks the validity of a shipping label. • For duplicate shipping labels, change the courier code to 'Direct' for uploading.	Click
14	Coupang does not offer a feature to combine separate orders for delivery.	• Sellers cannot combine separately ordered products to use one shipping label number for delivery. • For an order on multiple products, Coupang offers the 'bundle-delivery' feature charging a shipping fee only once.	Click
15	Coupang offers a feature to split a delivery by product. But it's impossible to split the delivery of one product by its quantity.	• Multiple options (product types) under one order ID available for split delivery. • Impossible to split one option by quantity and register shipping labels separately	Click
16	Coupang does not offer a feature to schedule a delivery.	• Coupang does not offer a feature to schedule a delivery. • For scheduled delivery, communicate on the product detail page that its delivery will be scheduled, and set a lengthy ship-out lead time and update this lead time regularly.	
17	Check the use of automatic pickup service (Goodsflow).	• Click on the URL to check a list of couriers available for Goodsflow • Send a request email not to to sync up return pick-ups automatically	Click
18	Safe number is provided for Customer's phone number.	• The safe number available for five days after delivery • Send a short message to the safe number (cannot send a long message)	
19	Choose the settlement cycle between weekly and monthly.	• Choose the settlement cycle on Wing. • Wing > Update Seller Info > Selling Info > Settlement Cycle	
20	Overseas business is allowed to list products.	• An overseas business list products the same way as 'purchase agency' sellers. • Choose 'Deliver Overseas Product' for seller info on Wing. • Choose 'Purchase by Agency' for the delivery method to create a product.	Click

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✔️ CHECK LIST

Items to check	Details	URL
Did you set the coverage of API integration?	• You can integrate with all the APIs provided by Coupang. • You are recommended to intergate with FC/Category/Product Listing APIs first and then Return/Exchange APIs.	
Did you check the API workflow?	• Check the workflow to view and set the sequence of using APIs	Click
Did you get access and secret keys issued on Wing?	• Authentication value required for integration • Available for issuance on Wing	Click
Did you download the product listing guide file?	• Check the listing guide for specifics of how to list products	Click
Did you set the firewall to permit access?	• Coupang uses AWS, and if your server restricts access from overseas IP, API may nor function properly. • Please permit access from the following bandwidth for product listing and update (bandwidth: 52.78.59.*)	
Did you choose the right category?	• Need to map notice info and purchase options required for the category before product listing • Rapidly map categories using 'Category Recommendation API' • Or download an Excel file from Wing	Click
Did you check notice info and purchase options required for the selected category?	• Notice info (noticeCategory) and purchase options (attributeTypeName) required vary by category. • Need to map the right notice info and purchase options before product listing • Look up category meta data	
Did you prepare a representative image as required?	• Sqaure • Format: JPG, PNG • Dimensions: Min. 500 x 500px and max. 5000 x 5000px • Size: 3MB or below	
Did you check many different examples from FAQs?	• Check various examples before integration to architect integration	Click
Do you know how to file an online inquiry on an issue?	• If you cannot find an answer from FAQs, go to Wing > Seller Support > Online Inquiry and file an inquiry.	

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