



# Inbound Orders and Pricing

Punchout Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

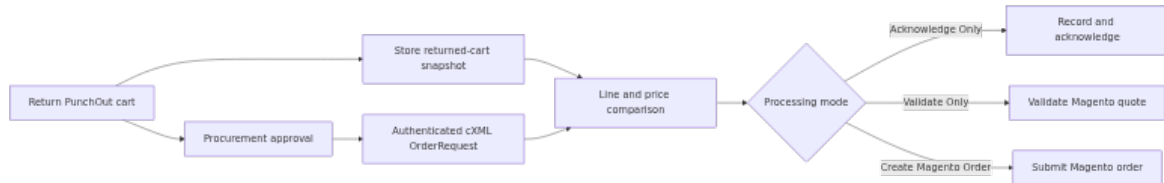
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# Inbound Orders and Pricing

Cart return and order creation are separate steps. **Return to System** sends the selected products back to the procurement platform. After its own approval process, that platform can submit a cXML **OrderRequest** to Magento.



## Customer Identity



## Cart



## Inbound Orders



**Processing Mode** [store view] Acknowledge Only

Acknowledge Only records the request without creating a quote or order.

**Authoritative Price Source** [store view] Current Magento Pricing

Current Magento Pricing executes the normal customer-specific catalog and quote pricing pipeline.

**Returned Cart Line Matching** [store view] Auxiliary ID, then SKU

Used by snapshot-based pricing. Auxiliary ID is preferred when available.

**Changed Quantity Action** [store view] Recalculate with Magento

**New Item Action** [store view] Recalculate with Magento

**Removed Item Action** [store view] Allow Removal

**Missing/Expired Snapshot Action** [store view] Reject

Applies when snapshot-based pricing cannot resolve the original returned cart.

**Price Mismatch Action** [store view] Reject Order

**Absolute Unit Price Tolerance** [store view] 0.01

Difference in order currency allowed per unit.

**Percent Unit Price Tolerance** [store view] 0

Percentage difference allowed per unit. Either configured tolerance can permit the price.

**Customer Resolution** [store view] Buyer Profile Customer

**Product Resolution** [store view] Supplier Part ID

**Address Source** [store view] Incoming Order Addresses

**Shipping Method** [store view] [flatrate] Fixed

The selected method must be available for the resolved quote and destination.

**Payment Method** [store view] PunchOut Purchase Order

Defaults to the included offline method punchout\_purchaseorder.

**Order Update Policy** [store view] Manual Review

**Order Cancellation Policy** [store view] Manual Review

**Send Customer Order Email** [store view] No

**Send cXML ConfirmationRequest** [store view] No

Sends a confirmation after Magento creates or cancels an order.

**ASN URL** [store view]

cXML endpoint that receives ShipNoticeRequest documents. This is not the PunchOut cart return URL.

**Invoice URL** [store view]

cXML endpoint that receives InvoiceDetailRequest documents. This is not the PunchOut cart return URL.

**Supplier Credential Domain** [store view]

cXML credential domain used for outbound ConfirmationRequest, InvoiceDetailRequest and ShipNoticeRequest messages.

**Supplier Identity** [store view]

**Supplier Shared Secret** [store view]

**Maximum Processing Attempts** [store view] 5

**Retry Batch Size** [global] 20

**Retry Delay (minutes)** [store view] 15

**Outbound cXML Response Mode** [store view] Allow Empty HTTP 2xx Response

Controls whether a successful HTTP response must include a valid cXML Response Status.

**Inbound Order Payload Retention (days)** [store view] 365

Removes retained request details after the configured period. Order identity and idempotency evidence are retained.

**Returned Cart Snapshot Retention (days)** [store view] 90

Must cover the longest expected requisition and approval workflow.

## Choose the processing mode

Configure the default under **Punchout > Configuration > Inbound Orders**. A buyer profile can override the Store-view value.

| Mode                        | What Magento does                                                                                           | When to use it                                                                  |
|-----------------------------|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| <b>Acknowledge Only</b>     | Authenticates and records the request, then returns an acknowledgement. It does not build a quote or order. | The external system owns fulfilment or another integration consumes the record. |
| <b>Validate Only</b>        | Resolves the customer, products, addresses, shipping, payment and totals without submitting the quote.      | Acceptance testing or an approval stage that needs Magento validation.          |
| <b>Create Magento Order</b> | Validates the request and places a Magento sales order.                                                     | The approved procurement PO should become the fulfilment order in Magento.      |

The inbound-order grid records the effective mode with the request. This matters when one buyer overrides a Store-view default.

## Preserve the BuyerCookie

The procurement system chooses the opaque BuyerCookie during **PunchOutSetupRequest**. Magento returns the same value in **PunchOutOrderMessage** and stores a returned-cart snapshot against it.

For later snapshot-based pricing, the approved **OrderRequest** must return that value in **OrderRequestHeader**:

```
<Extrinsic name="BuyerCookie">buyer-provided-opaque-value</Extrinsic>
```

The snapshot is bound to the original buyer profile, Magento customer, Store view and currency. A BuyerCookie from another buyer or shopping context is rejected. Set **Returned Cart Snapshot Retention** longer than the customer's longest approval cycle.

## Select the price authority

| Price source                   | Behavior                                                                 |
|--------------------------------|--------------------------------------------------------------------------|
| <b>Current Magento Pricing</b> | Magento prices every submitted line through the resolved customer quote. |

| Price source                                                        | Behavior                                                                                                                                        |
|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Returned Quote Snapshot</b>                                      | Every submitted line must match the returned cart. Magento uses the captured returned price.                                                    |
| <b>Incoming Order Prices</b>                                        | Magento accepts submitted unit prices subject to the configured mismatch handling. Use this only when the buyer is contractually authoritative. |
| <b>Original Price if Unchanged; Otherwise Current Magento Price</b> | Unchanged lines keep their returned Magento price. Changed quantities and new products use current Magento pricing.                             |

The hybrid option is the normal choice when approval may take days or weeks. It preserves the price Magento originally returned without trusting changed order content.

The four sources are not a merge of arbitrary values. The selected source defines the authoritative unit price for each line; the mismatch action then decides what to do when the submitted price differs. The hybrid source is the only source that branches on line identity: an unchanged SKU/quantity/configuration can use the immutable returned snapshot, while a changed quantity or new line goes through the current Magento quote calculation.

## Compare the approved lines

With snapshot or hybrid pricing, Magento matches each **ItemOut** by auxiliary ID, then by the echoed **lineNumber** and finally by a unique SKU. The generated **PunchOutOrderMessage** numbers every **ItemIn** sequentially, so a procurement platform that echoes **ItemOut@lineNumber** receives an exact line match — accepted only when a single snapshot line carries that number and its SKU agrees with the submitted **SupplierPartID**. **SKU Only** is available when the procurement platform preserves neither stable auxiliary IDs nor the returned line numbers.

The remaining policies answer four separate questions:

- What happens when an approved quantity differs from the returned cart?
- May the buyer add a product after cart return?
- May the approved order omit a returned line?
- What happens when the snapshot is missing or expired?

Each case can recalculate, allow, reject or enter manual review where that choice is applicable. Do not select a permissive fallback until the procurement team has supplied a real example of that change.

The policy is evaluated in this order:

1. Magento authenticates the sender and resolves the effective buyer and Store view configuration.
2. For snapshot or hybrid pricing, Magento loads the immutable snapshot by the

- BuyerCookie and matches each line by auxiliary ID, echoed `lineNumber` and finally SKU, or by SKU alone when that strategy is selected.
3. The configured actions handle a changed quantity, a new item and a removed returned item independently.
  4. A missing or expired snapshot follows **Use Current Magento Price, Manual Review** or **Reject**. Manual approval changes only the review gate; it does not bypass product, address, shipping, payment or total validation.
  5. Magento applies the selected price source and mismatch tolerance, then runs the processing mode.

For **Returned Quote Snapshot**, a new item or a changed line is rejected because every submitted line must exist in the snapshot. For the hybrid policy, unchanged lines use the captured value and changed or new lines use current Magento pricing unless the configured action sends the request to review or rejects it. For **Current Magento Pricing** and **Incoming Order Prices**, snapshot matching is still available for line metadata, but it does not make the snapshot price authoritative.

## Validate prices and totals

Magento compares the submitted unit price with the selected authoritative price. A difference is accepted when either the absolute or percentage tolerance allows it. The mismatch action can reject the order, send it to manual review, log and continue, or ignore the difference.

Quote creation still uses Magento's customer, product, address, shipping, payment, tax and inventory rules. Price tolerance does not bypass those checks.

The session `tax_mode` decides which completed Magento quote value is sent back. **NET** uses Magento's calculation price. **GROSS** uses Magento's price including tax. Magento still calculates taxes and totals from the Store view, customer, addresses, tax classes and installed pricing or tax extensions.

## Preserve product options and line data

The returned-cart snapshot stores Magento's safe buy-request data for configurable products, custom options, bundles and downloadable links. Every returned line receives an opaque `SupplierPartAuxiliaryID`, so Magento can distinguish equal SKUs with different configurations when the approved OrderRequest arrives.

The OrderRequest quantity remains authoritative. Every `ItemOut` must carry a unique `lineNumber`, which Magento stores together with `UnitOfMeasure` on the quote and order item. Confirmation, shipment and invoice documents reuse those values. Configurable and bundle children are reconciled through their visible parent line; Magento rejects inconsistent partial quantities or invoice amounts instead of sending misleading document data.

## Resolve the Magento context

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- **Customer Resolution** follows the buyer profile: guest, fixed Magento customer, e-mail mapping, or an optional/required request customer ID. E-mail mapping can provision a missing account when JIT is enabled.
- **Product Resolution** treats `SupplierPartID` or `SupplierPartAuxiliaryID` as the Magento product reference.
- **Address Source** uses incoming `ShipTo` and `BillTo` values or the customer's default addresses.
- **Shipping Method** must be available for the resolved quote and destination.
- **Payment Method** defaults to the included **PunchOut Purchase Order** method.

When **Create Magento Order** is active, empty or unavailable shipping and payment choices stop order creation.

## Updates, cancellations and manual review

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`OrderRequestHeader@type` selects `new`, `update` or `delete`.

- Updates can enter manual review, be rejected, or cancel and recreate the Magento order.
- Cancellations can enter manual review, be rejected, or cancel the linked Magento order.
- A request held for review appears in **Punchout > Inbound Orders**. Authorized administrators can inspect the normalized payload and then process or reject it.

Use a new `orderVersion` for a genuine revision. An exact network retry keeps the same PO identity, request body and `X-Punchout-Request-Key`; Magento returns the existing result instead of creating a duplicate.

An update is a business revision, not a transport retry. The supported automatic update policy is **Cancel and Recreate**; it uses a recoverable replacement-order workflow so an interrupted update does not silently lose the original order or create an untracked duplicate. **Manual Review** and **Reject** keep the existing order untouched. A delete follows its separate cancellation policy and can be manually reviewed, rejected or cancel the linked Magento order.

The replacement workflow records the original order, the replacement attempt and the resulting inbound-order state. If a worker stops between cancellation and replacement, the record remains available for an authorized retry instead of starting an unrelated order. A transport retry of the same request still uses the original idempotency key and replays the stored result; a new order revision needs a new `orderVersion` and a new semantic request key.

## Find the resulting records

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Filters

Default View

Columns

Actions

3 records found

20 per page

1 of 1

| <input type="checkbox"/> | ID | Received At         | Store                                                    | Buyer              | Purchase Order         | Revision | Operation          | Status                | Processing Mode      | Protocol | Magento Order ID | Attempts | Last Message | Actions              |
|--------------------------|----|---------------------|----------------------------------------------------------|--------------------|------------------------|----------|--------------------|-----------------------|----------------------|----------|------------------|----------|--------------|----------------------|
| <input type="checkbox"/> | 3  | 2026-08-22 14:29:05 | Main Website<br>Main Website Store<br>Default Store View | CEDARSTONE-CXML-US | CEDARSTONE-PO-2026-008 | 1        | New Purchase Order | Magento Order Created | Create Magento Order | cXML     | 4                | 1        |              | <a href="#">View</a> |
| <input type="checkbox"/> | 2  | 2026-08-22 13:16:14 | Main Website<br>Main Website Store<br>Default Store View | CEDARSTONE-CXML-US | CEDARSTONE-PO-2026-006 | 1        | New Purchase Order | Magento Order Created | Create Magento Order | cXML     | 3                | 1        |              | <a href="#">View</a> |
| <input type="checkbox"/> | 1  | 2026-08-22 13:06:04 | Main Website<br>Main Website Store<br>Default Store View | CEDARSTONE-CXML-US | CEDARSTONE-PO-2026-005 | 1        | New Purchase Order | Acknowledged          | Acknowledge Only     | cXML     |                  | 1        |              | <a href="#">View</a> |

The inbound-order detail preserves the buyer, external PO, revision, operation, Store view, customer, working quote, original PunchOut quote, context, cXML payload ID and Magento order ID. The technical payload section contains sanitized copies of the original request, normalized order and processing response.

← Back

### Inbound Order Details

|                              |                                           |
|------------------------------|-------------------------------------------|
| ID                           | 3                                         |
| Status                       | order_created                             |
| Buyer                        | CEDARSTONE-CXML-US                        |
| Purchase Order               | CEDARSTONE-PO-2026-008                    |
| Revision                     | 1                                         |
| Operation                    | new                                       |
| Store ID                     | 1                                         |
| Customer ID                  | 2                                         |
| Quote ID                     | 31                                        |
| Original PunchOut Quote ID   | 30                                        |
| PunchOut Context ID          | 28                                        |
| cXML Payload ID              | cedarstone-po-2026-008@cedarstone.example |
| Magento Order ID             | 4                                         |
| Original Magento Order ID    |                                           |
| Replacement Magento Order ID |                                           |
| Order Update Progress        |                                           |
| Attempts                     | 1                                         |
| Maximum Attempts             | 5                                         |
| Failure Code                 |                                           |
| Failure Message              |                                           |

### Order Lines

|               |                  |                       |          |                 |
|---------------|------------------|-----------------------|----------|-----------------|
| External Line | Supplier Part ID | Description           | Quantity | Unit of Measure |
| 1             | 24-UB02          | Impulse Duffie        | 1        | PCE             |
| 2             | 24-UG05          | Go-Get'r Pushup Grips | 1        | PCE             |

### Technical Payloads

After order creation, open the linked record under **Sales > Orders** to verify the customer PO number, customer, addresses, PunchOut payment method, products and totals.

ORDER VIEW

Information

Invoices

Credit Memos

Shipments

Comments History

Order & Account Information

Order # 000000004 (The order confirmation email is not sent)

Order Date

Aug 22, 2026, 2:29:05 PM

Order Status

Complete

Purchased From

Main Website  
Main Website Store  
Default Store View

Account Information

Edit Customer

Customer Name

Jordan Lee

Email

Jordan.lee@cedarstone.example

Customer Group

Wholesale

Address Information

Billing Address

Edit

Jordan Lee  
Cedarstone Industrial Supply LLC  
247 Example Avenue  
Portland, Oregon, 97205  
United States  
T: +1 503 5550101

Shipping Address

Edit

Jordan Lee  
Cedarstone Industrial Supply LLC  
247 Example Avenue  
Portland, Oregon, 97205  
United States  
T: +1 503 5550100

Payment & Shipping Method

Payment Information

PunchOut Purchase Order  
The order was placed using EUR.

Shipping & Handling Information

Flat Rate - Fixed €10.00

Items Ordered

| Product                               | Item Status | Original Price | Price  | Qty                                  | Subtotal | Tax Amount | Tax Percent | Discount Amount | Row Total |
|---------------------------------------|-------------|----------------|--------|--------------------------------------|----------|------------|-------------|-----------------|-----------|
| Impulse Duffie<br>SKU: 24-UB02        | Shipped     | €74.00         | €74.00 | Ordered 1<br>Invoiced 1<br>Shipped 1 | €74.00   | €0.00      | 0%          | €0.00           | €74.00    |
| Go-Get'r Pushup Grips<br>SKU: 24-UG05 | Shipped     | €19.00         | €19.00 | Ordered 1<br>Invoiced 1<br>Shipped 1 | €19.00   | €0.00      | 0%          | €0.00           | €19.00    |

Order Total

Notes for this Order

Status

Complete

Comment

A status change or comment text is required to submit a comment.

☐ Notify Customer by Email

☐ Visible on Storefront

Update

Order Totals

Subtotal

€93.00

Shipping & Handling

€10.00

Grand Total

€103.00

Total Paid

€103.00

Total Refunded

€0.00

Total Due

€0.00