

PAMS Ordering via API — Operations SOP

Audience: Operations / Fulfillment team · **Last updated:** June 11, 2026 · **Replaces:** emailing the PAMS buy-price spreadsheet

What changed

We no longer email PAMS the fulfillment spreadsheet. Instead, the same Buy Price file is **uploaded into Central**, and Central automatically:

1. **Sends the purchase order to PAMS** — a PAMS work order is created instantly, with the exact prices from the Ops-verified Buy Price file.
2. **Creates the Go-Parts Ship order** at the PAMS warehouse — the same thing the “Ship” button used to do. PAMS staff see the order in Go-Parts Ship and print the shipping label there, like they do today.
3. Marks the items **Shipped** in Central and adds the order notes automatically.

Everything runs on a **15-minute cycle** — after you upload, the order reaches PAMS within 15 minutes. There is nothing else to send and nobody to email.

HAZMAT parts (airbags / seat belts): the purchase order is still sent to PAMS automatically, but no Go-Parts Ship order is created — **PAMS handles the shipping** for hazmat themselves.

The 3-step daily workflow

Step 1 — Export the Buy Price file (same as always)

Go to the **Fulfillment** page, pick your PAMS fulfillment order from the dropdown, and click the purple **Export (PAMS)** button. This downloads the Buy Price file.

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Fulfillment

Fulfillment order: #125295 Jun 9, 10:42 pm [PAMS]
Add to fulfillment order
Export fulfillment order
Export (PAMS)
Export (Counselman)
Export (PartsBox)

Export (Wheels America)
Export (Spalding)
Create B2C order
Create B2B order

Fulfillment Order Details (1 item)

Order #	Part	Part Details	Qty	Ship To	Address	City / State / Zip	Phone
TEST-229690710	2017 - 2019 Mercedes-Benz GLS550 Suspension Stabilizer Bar Assembly - Front (OEM) This is a used part. It is a front stabilizer bar assembly. It fits vehicles with or without stability control.	5207656 524-59909 - 5207656	1	TEST DO NOT SHIP Mich's Foreign Cars	1120 Us Highway 70 Se	Hickory, North Carolina 28602	+18283450777

Add Items to Fulfillment
Search

The prices, core charges, HAZMAT flags and the ship-to address in this file are **exactly what gets sent to PAMS** — the usual price verification matters as much as before. PAMS bills whatever price the file says.

Step 2 — Upload it on the PAMS Fulfillment page

Go to **PAMS Fulfillment** (in the Fulfillment menu), stay on the **Import CSV** tab, choose the file you just exported, and click **Upload**.

Pams Fulfillment

SANDBOX MODE — POs are pushed to the PAMS test database. Go-Parts Ship orders are created for real. Swap PAMS_B2B_API_KEY for the pams_live_* key to go live.

Import CSV

View Orders

File Upload

PAMS Fulfillment CSV File

Choose File

No file chosen

Upload limits: 100M / 200M

Upload

Import Summary

1 rows · 1 imported · 0 skipped · 0 errors

CSV Format & Flow

Upload the PAMS fulfillment export (the same CSV the Order Fulfillment page generates). Items are matched to PAMS (supplier 74) order lines.

REQUIRED

Order #

 Matches by external order ID

ITEM MATCHING COLUMNS

Partlink #

Supplier Part #

Supplier

After import, the cron (every 15 min):

- Pushes the PO to PAMS → work order created
- Creates the Go-Parts Ship order (same as the Ship button) — PAMS prints labels there

HAZMAT parts (airbags / seat belts) get the PO push only — PAMS does the shipping.

Use the Buy Price export — its prices/address are what gets pushed to PAMS.

Summary says	Meaning
imported	Line staged — will be sent to PAMS on the next 15-minute cycle
skipped	Already imported earlier (safe — duplicates are never re-sent), or the order/item couldn't be matched (a message explains which)
errors	Something is wrong with the line — read the message shown below the summary

Step 3 — Check the View Orders tab (a few minutes later)

Switch to the **View Orders** tab. Each uploaded part is one row:

Pre-shipped	The item already had a shipment before the upload — nothing was duplicated
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Handling errors

When a row shows **Error**, hover the Error column to read the full message, fix the cause, then press the orange **Retry** button — the row goes back to Pending and is re-sent on the next cycle.

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Pams Fulfillment

SANDBOX MODE — POs are pushed to the PAMS test database. Go-Parts Ship orders are created for real. Swap PAMS_B2B_API_KEY for the pams_live_* key to go live.

Import CSV

View Orders

Order ID

Status

From

To

Search

Clear

Export

ID	ITEM ID	PART #	INV. ID	TICKET	PRICE	WO #	STATUS	GPS	ERROR	CREATED
90710	1038457	524-59909-5207656	5207656	GG0757	\$65.00	-	Error	Pending	PO_VALIDATION_FAILED: PO failed...	06/10/2026
91084	1038776	682-59182-5384688	5384688	HH0452	\$55.00	950288	Ordered	Created	-	06/10/2026

What the error messages mean in plain language:

The error says...	What it means	What to do
The price is too low (it shows the minimum PAMS expects)	Our Buy Price is below PAMS's price for that part	Verify the price, re-export the Buy Price file with the corrected price, then Retry
The part is not available	The part is no longer in stock at PAMS or is blocked from sale	Source the part elsewhere; contact PAMS if you believe it's wrong

The stock ticket doesn't match	Our records don't match the physical part at PAMS	Contact PAMS with the order number
There is no buy price	The wrong file was uploaded (not the Buy Price export)	Re-export using Export (PAMS) and upload again
There is no stock ticket	The part isn't in PAMS's daily inventory file yet	Try again later with Retry
It gave up after several attempts	PAMS's system was unreachable for a while	Press Retry once; if it errors again, tell the dev team

Important: if any line of an order fails, PAMS rejects the **whole order** (none of its lines get a work order). Fix all errored lines, then Retry them — the order is re-sent as a whole.

Rules to remember

1. Always use the Buy Price export (purple **Export (PAMS)** button) — not the plain fulfillment export. The plain export has no prices, and those rows will error.

2. Prices are final. PAMS bills exactly what the file says, so the price check before export is the real safeguard. Overpriced lines are *accepted* by PAMS, not rejected — they just cost us money.

3. No more emails to PAMS. The upload replaces the email completely.

4. Cancellations can't go through the system. If an order must be cancelled after it shows **Ordered**, call or email PAMS directly (the work order number is on the row).

5. Duplicates are safe. Re-uploading the same file never creates a second PO —

rows already imported are skipped.

6. HAZMAT rows ship by PAMS — don't look for them in Go-Parts Ship.

Quick reference

Page	PAMS Fulfillment → https://central.go-parts.com/pams-fulfillment
Processing cycle	Every 15 minutes, automatic
PAMS work order #	WO # column on the View Orders tab
PAMS contact	pamsadmin@pamsauto.com (include the Order # and WO #)
Export button	Export (PAMS) on the Fulfillment page = the Buy Price file
Cancellations	Phone/email PAMS — they cannot be done from Central

A short video walkthrough is available alongside this document: **PAMS-API-Walkthrough.mp4**.