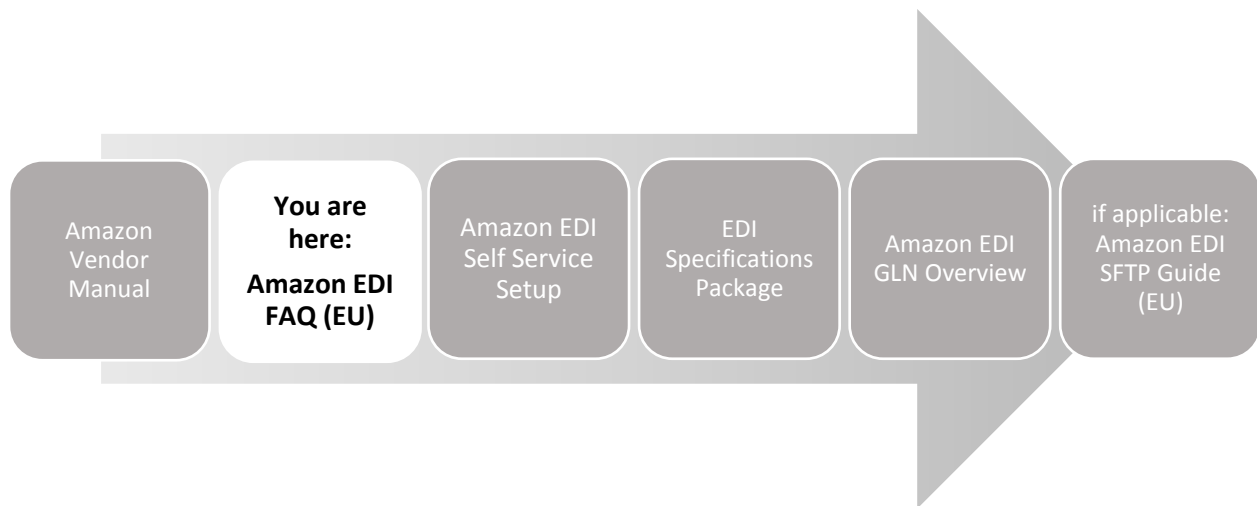




Electronic Data Interchange (EDI)  
Frequently Asked Questions



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## What is EDI?

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Electronic Data Interchange (EDI) is the computer-to-computer exchange of structured business documents (such as purchase orders, invoices and others) between business partners, in a standard electronic format. EDI documents are machine readable, meaning that business processes can be easily automated. Information stored in Amazon's or the Vendor's system is translated by software programs into standard EDI format for transmission to the EDI trading partner and the trading partner then translates the EDI format into their individual in-house format for further processing in the backend components (for example, an ERP system). Amazon can seamlessly integrate with leading ERP and accounting software solutions.

## Is EDI required at Amazon?

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No. You may choose to use the self-service tools on Vendor Central instead of using EDI. There is no charge or penalty for doing so. You can view and confirm your orders and create shipments and invoices in Vendor Central.

## Do EDI vendors have to do everything via EDI?

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No. EDI vendors still have all of the self-service Vendor Central tools available for their use. EDI message types can be integrated one by one and in no particular order. Every EDI message that is currently supported has an analogous Vendor Central tool which can be used seamlessly in its place. This also means that you can use EDI and Vendor Central in parallel if your process requires that. For example you could receive a purchase order via EDI but then create the purchase order response or the invoice in Vendor Central or you could send part of your invoices through EDI and raise part of them in Vendor Central. You will still be able to see all orders in Vendor Central, even if you are set up to receive EDI orders.

## Can I see my EDI messages in Vendor Central?

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You cannot see the actual EDI messages in Vendor Central, but once an incoming EDI message has been processed by Amazon you will see the output reflected in Vendor Central. For example if you send an ORDERS message you will see the information sent in that message when looking at the order in Vendor Central, e.g. confirmed or rejected quantities.

## Should my company integrate EDI with Amazon or use Vendor Central?

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The decision to use EDI depends on your company's abilities, volume and preferences. For example, a non-EDI company may prefer the flexibility of Vendor Central over the costs of an EDI implementation. A company with an established eCommerce system, however, may achieve significant cost savings by using EDI.

The following sections provide more information to help you do a cost/benefit analysis.

### Costs of Implementing EDI

Companies that have already invested in EDI do not have as many upfront costs as companies that are new to EDI. The costs for vendors already using EDI might include:

- Personnel costs to create and test EDI maps, complete Self Service Setup on Vendor Central and establish and maintain connectivity with the Amazon servers to exchange EDI documents

- Additional EDI Service Provider costs

If you are new to EDI, the costs can vary depending on the type of solution that you choose. There are three main areas to consider:

- Establishing and maintaining server connectivity so that you can send and receive EDI data
- Know-how to create mappings according to our EDI specifications, to be able to process the standardized EDI data (EDIFACT or X12) you are exchanging with Amazon
- Last but not least, the key point is that your in-house physical processes can integrate the EDI data for reaching a higher automation or full automation degree or other kind of savings.

To establish these three areas you might have costs for hardware, software, services, internal or external personnel costs or both for installation, maintenance and/or consultancy:

- In-house EDI using direct SFTP (hosted by Amazon) or AS2 connection (hardware or software needs)
- In-house EDI using third party services to establish connectivity with Amazons servers
- Third Party Managed Services
- Third Party web forms solutions (not recommended)

The cost of each of these options should be considered. You may wish to hire an outside consultant to help determine which EDI solution is right for you. You will find a wide range of EDI Service Providers with a variety of services, as well as low-cost solutions on the internet.

### Strategic Benefits

Whether EDI can provide your business with strategic benefits is best answered by asking yourself the following questions:

- Do you have the need or vision to generate savings and efficiency by implementing or increasing automation?
- Is the ability to meet customer and vendor demands and requirements a driving factor in your business, perhaps even more a factor than pricing?
- Is the timing and accuracy of the delivery of goods and services critical to your customers and vendors?
- Could a significantly faster delivery time to your customers and distributors be turned into a competitive advantage?
- Will being "eCommerce enabled" allow your firm to penetrate new markets or find new suppliers?
- Are customer loyalty and long term alliances a high priority for your firm?
- Would eCommerce enabled systems favorably affect your payment terms and agreements with customers and suppliers?

### Operational Benefits

With an EDI system in place, you should save time and money processing and executing customer orders. Studies of EDI systems show that it takes up to five times as long to process a purchase order manually as it does electronically. With EDI, documents are processed electronically and error-free, minimizing processing time and the number of staff required.

## Personnel Reduction

A properly enabled EDI system will reduce labor time and cost in the following areas:

- Document preparation
- Error detection and correction
- Reconciliation
- Mail preparation
- Telephone calling
- Data entry
- Overtime
- Supervision expenses

## Cycle Time Reduction

Cycle Time is the amount of time between a customer placing a purchase order and receiving the goods. Reducing cycle times can:

- Increase competitive advantage
- Decrease carrying costs
- Decrease shrinkage costs
- Improve cash flow

## Inventory Reduction

EDI systems can reduce inventory costs thanks to:

- More accurate demand forecasts
- Reduced cycle time
- More dependable supplier schedules

## Cash Flow Improvements

Reduced operating expenses and improved accuracy when purchasing provide direct cash flow benefits. With EDI systems you should be able to:

- Negotiate better payment terms
- Take advantage of discounts
- Enter more long term contracts

Although this area is difficult to quantify, most accounting departments can attest to the benefits of improved corporate cash flow.

## Improved Order Fulfillment

EDI-based reporting provides managers with access to data and process-status information, which enables them to make more accurate and informed business decisions. EDI-based reporting can also improve the analysis of pricing changes and promotional ties. Most importantly, it can maximize product availability despite shifting demand, by enabling faster analysis and recognition of demand trends. EDI-enabled manufacturing firms reported an average inventory reduction of 10%.

## How do I start the EDI integration process?

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The Self Service Setup tool is provided under the EDI tab on Vendor Central so you can integrate with Amazon. This tool provides surveys to integrate, test, and go live with specific message types.

If you do not see this tool on the Vendor Central website, contact your company's Vendor Central administrator and request permissions for "EDI Self Service Setup".

## How long does it take to set up EDI with Amazon?

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The EDI integration has several parts, the Basic Setup, connectivity setup and the message integration. Vendors can integrate at their own pace as the integration application in Vendor Central is a self-service tool, available 24/7. The time to integrate depends on your system architecture, EDI experience and on the messages that are to be integrated.

## Which connectivity options are supported by Amazon?

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Amazon supports the following connectivity options – there are no fees charged by Amazon for any connection type:

### *Direct AS2*

AS2 is Amazon's preferred connectivity method. Applicability Statement 2 (AS2) provides several benefits such as encryption, non-repudiation of origin, and delivery confirmation. Implementation of a direct AS2 connection also avoids costly Value Added Network (VAN) or 3<sup>rd</sup> party EDI Service Provider fees.

### *Amazon-hosted SFTP*

For vendors that do not support AS2, Amazon can provide Secure File Transfer Protocol (SFTP) accounts to securely upload and download EDI transmissions.

### *3<sup>rd</sup> party EDI Service Provider*

Amazon Self Service Setup supports many popular EDI Service Providers out of the box using a custom AS2 connection.

X400 and FTP connections are not supported.

## Where can I obtain Amazon's AS2 information?

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Amazon does not provide a single AS2 endpoint for all AS2 partners, therefore the exact AS2 details cannot be shared in advance. Your AS2 credentials on Amazon side will be created, once you start the integration in Vendor Central > EDI > Self Service Setup and create a test or prod connection endpoint. The architecture of our AS2 solution is individualized per connectivity partner (individual URL, individual test URL, AS2-ID, test AS2-ID, certificate and test certificate).

When you select AS2 or EDI Service Provider in the connection setup, Amazon generates one custom AS2 package for each production and test environments, each containing a unique certificate, URL, and AS2-ID. For testing, you

will initially set up a test connection endpoint using the "Test" AS2 package, then set up a production connection endpoint using the "Production" AS2 package when you are ready to send and receive production EDI transmissions.

Note that if you are using an EDI Service Provider, your EDI Service Provider will need to configure both custom AS2 connections which are unique for your Amazon account. You will be prompted in Self Service Setup to generate an email to your EDI Service Provider which will contain all of the connection information. After sending the email, your EDI Service Provider will configure the AS2 settings and get back to you in order to proceed with the connectivity testing in your Vendor Central account.

## Where can I obtain Amazon's EDI SFTP Guide (EU)?

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The SFTP Guide is available from the Vendor Central Resource Center – Technical document section.

## What EDI documents/standards are supported by Amazon?

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For Europe, as of March 2014 Amazon supports the EDIFACT standard, version D96A. In the future ANSI X12 version 4010 documents will also be supported (there is currently no launch date available for this). The supported documents are:

- ORDERS (850) - **Purchase Order** (PO) request from Amazon to Vendor (what Amazon wants the vendor to fulfill)
- ORDRSP (855) - **Purchase Order Confirmation** (POA) from Vendor to Amazon (what the vendor can fulfill)
- DESADV (856) - **Advance Shipment Notice** (ASN) from Vendor to Amazon (what the vendor is shipping)
- INVOIC (810) - **Invoice** (INV) from Vendor to Amazon (what the vendor wants to be paid for)
- SLSRPT (852) - **Point of Sale** (POS) report from Amazon to Vendor (what Amazon has sold)
- INVRPT (846) - **Cost & Inventory Feed** from Vendor to Amazon (what the vendor has in stock and the cost of those items)
- RETANN/RETINS and PRICAT messages are currently under consideration (as of October 2015)

Note that the X12 810 is not a VAT compliant invoice in Europe. To be VAT compliant you need to set up the EDIFACT INVOIC or raise your invoices in Vendor Central.

## Where can I find the EDI specifications?

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The EDI specifications for each document are available in the Resource Center on Vendor Central, under the Technical section.

## Where can I find the Amazon GLNs?

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A current overview of all GLNs used by Amazon in Europe is available in the Resource Center on Vendor Central, under the Technical section.



## Do I need to have a GLN?

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Amazon is operating based on GS1 standards and utilizing EANCOM for message format and GLN for identification. If you do not have a global location number yet, please contact your local GS1 office to obtain one. In order to find your appropriate local GS1 Office, go to <http://www.gs1.org/contact> and select your country.

## How do I contact the EDI Team?

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The Amazon EDI Team can be contacted using the "Contact Us" form at the top of each Vendor Central page. Select the support topic "EDI Live" if you are in production or "EDI Integration" if you need assistance with a new EDI integration. The Amazon EDI Team will respond to you within one business day.

## How do I escalate an EDI issue?

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First, use the "Contact Us" form in Vendor Central, so the Amazon EDI Team can start working on your query. Please work with the Amazon EDI Team to provide any additional information and clarification needed. If you are not getting an adequate response, follow up with your Amazon Retail representative and provide the case ID.

## We currently trade EDI documents in one country and are asked to do business in another country. What is required to set up EDI for the new country?

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In Europe, if you use the same GLN across countries, Amazon needs to set up your new accounts in the existing EDI configuration. Please contact the Amazon EDI team by using the "Contact Us" form on top of each Vendor Central page. State your GLN and the vendor codes of your new account and we will configure this for you.

If you are using a different GLN, the new country must be set up as a new EDI integration. First, sign into the relevant Vendor Central site for the new country you are setting up:

Amazon.de - <https://vendorcentral.amazon.de>

Amazon.fr - <https://vendorcentral.amazon.fr>

Amazon.co.uk - <https://vendorcentral.amazon.co.uk>

Amazon.it - <https://vendorcentral.amazon.it>

Amazon.es - <https://vendorcentral.amazon.es>

Then, go to the EDI tab and click Self Service Setup. Complete the Basic Setup, connectivity setup and the relevant surveys.

Note that EDI message testing is optional if you are sharing EDI maps across countries. If you would like to skip testing on the new EDI integration, please contact the Amazon EDI Team by using the "Contact Us" form on the top of each Vendor Central page. Select the support topic "EDI Integration" or "EDI Live" and the appropriate issue.

My Amazon Retail representative has created a new vendor code for me. What is required to set this up with my production EDI configuration?

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Please contact the Amazon EDI Team by using the "Contact Us" form on top of each Vendor Central page, selecting "EDI Live" as the support topic. Provide the new vendor code and the EDI Sender/Receiver GLN of your production configuration. We will configure the new code as a child code of your production EDI configuration.

I want to use an EDI Service Provider. Can you make a recommendation?

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We cannot make recommendations for EDI service providers as this decision is depending on your company's system requirements, experience and abilities. During the integration process you can see a dropdown of EDI service providers that are already integrated with Amazon. You can use this list to find out if one of these might be fitting your needs and cost expectations. You will also find a wide range of EDI Service Providers with a variety of services as well as low-cost solutions on the internet.

My Service Provider will be completing the entire EDI integration on my behalf. How do I set this up?

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You may choose to invite your third-party service provider to Vendor Central. If you are an administrator for your account, go to the Settings tab and click "User Management", then click "Create new invitation" to invite your third party's email address. You may limit permissions to the EDI application by selecting "EDI Self Service Setup" and "EDI Monitor" in the "User Rights" section of the page.

I use a Service Provider for EDI. Where do I or my EDI representative enter this information?

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When you create a new connection endpoint, you will be prompted to choose your connection method under "Connection". Select "Connect indirectly through a VAN or EDI Service Provider" and choose the EDI Service Provider you will be connecting to from the dropdown menu, then click "Save & Continue" to proceed.

In the next step, you will be prompted to send the specific AS2 connection details for your account to your EDI Service Provider. Please follow up with your EDI Service Provider once you have sent the email so they can configure the connection details for your account. You should not proceed to the next step "Testing" before your EDI Service Provider has confirmed that the new connection setup has been completed on their end.

If your EDI Service Provider is not listed in the dropdown menu, please contact the Amazon EDI Team by using the "Contact Us" form on top of each Vendor Central page. Select the support topic "EDI Integration" or "EDI Live" and "Connectivity" as the issue.

## Can I use separate connections for different messages?

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You can set up several connections under "Connection Endpoints". Enter all connection details and test the new connection. Once it has been tested successfully you can assign the new connection endpoint to the desired EDI message type and start sending this EDI message type via the new connection. Note that you can only assign a single connection for each message type – it is not possible to send the same message type via several different connection endpoints in one EDI setup.

## How do I change my connection protocol (AS2, SFTP)?

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You can set up new connection endpoints, test these and assign them to the EDI message types in self-service in Vendor Central. No assistance is required for this from the Amazon EDI Team. Once you have started to use the new connection you can delete the old, obsolete connection endpoints through the "Action" menu. Only endpoints in status "Ready" with no messages assigned to them can be deleted.

## How do I update my AS2 settings (URL, AS2-ID, Certificate, MDN receipt type)?

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You can update the AS2 security certificate for an existing direct AS2 connection endpoint directly through Vendor Central. Changes are live immediately after you click the "Save" button. You can navigate back to the connection details page to check. For any other change, you need to create a new connection endpoint with the new AS2 values, test this connection and assign it to the respective EDI message types. Changing the AS2 URL while keeping the same AS2 ID need to be coordinated with the Amazon Retail EDI Team. Please use the "Contact Us" form on top of each Vendor Central page to request this change. If you have set up an indirect connection with an EDI service provider, any changes need to be made by the Service Provider in coordination with the Amazon EDI Team as this potentially affects multiple partners.

## How do I change my EDI Sender/Receiver ID (GLN)?

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Go to "Vendor Central > EDI > Self Service Setup > Basic Setup > Page 3: Identifiers". Update your UNB ID and/or UNB ID Qualifier. Click through the rest of the Basic Setup and click on "Finish" on the last page "Review". In order to push the new UNB ID and/or UNB ID Qualifier, you need to trigger and successfully complete a new EDI message test and schedule the Go Live. Only then will this change be available in production and you may send EDI messages using the new values. The quickest way to do this is to re-test the PO message type as you will not have to generate any test files yourself:

To generate new test POs, you will need to reset the PO test. Please note, that this does not affect your production status for the message type. You will remain in production for the EDI PO. To reset:

1. Click "Edit Survey" for the PO under the EDI Message Configuration Status section.
2. Uncheck "I have read and understand the information presented above" at the bottom of the page and click "Yes, Keep Change & Reset Integration process".
3. Check "I have read and understand the information presented above" again.
4. Click "Next" until you reach the end of the survey.

5. Click "Submit" to submit survey again.
6. You can then proceed to the PO test and generate new test POs by selecting the action Integration testing.
7. After you are finished, click "Go Live" to complete.

## How will I be notified about EDI changes or outages?

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For upcoming changes or in the rare case of outages Amazon will notify the EDI contacts and also post a notification on the Vendor Central landing page. Make sure to have at least two up to date contacts listed for EDI in your Vendor Central account. These contacts can be defined under Settings > Contacts - there is a role called "EDI Contact" that can be set for several people. Everyone defined as responsible for EDI issues need to be invited as a Vendor Central user by your Vendor Central administrator to ensure they can use the Vendor Central Contact Us functionality. Your EDI contacts will also receive an email notification if EDI messages fail to process on our end due to message structure or content errors.