



European (EU) EDI Purchase Order (PO) Business Requirements

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Purchase Order (PO)

Amazon uses Purchase Orders (PO) to procure goods from its vendors. A PO contains a list of items, with each item specifying a product (ASIN), the cost of the product, and the quantity of the product that Amazon wants to purchase. When a PO is created, Amazon sends an email to the vendor notifying them about the PO and sends the PO via **EDI** if the vendor is EDI-capable. Both EDI and non-EDI vendors can view their PO using the **Vendor Central PO Management Application**.

Purchase Order Acknowledgement (POA)

Amazon uses the Purchase Order Acknowledgement (POA) to plan inbound flows, forecast stock levels and ensure we keep the right amount of product available for our customers. If a vendor fails to confirm a Purchase Order (PO) with a POA, Amazon systems will assume that the vendor will not be able to deliver the goods and cancel the PO, reducing the vendor's revenue with Amazon. If a vendor confirms less than the ordered quantity Amazon can update its system accordingly and prevent bad customer experience like out of stock messages on Amazon webpages or broken customer promises.

The POA can be provided through **EDI** or the **Vendor Central PO Management Application**. Vendors who do not support the submission of an EDI **ORDRSP** POA, will have to use the Vendor Central Application to provide an acknowledgement to the Amazon PO. Any EDI ORDRSP POA data submitted to Amazon must be in line with the Amazon EANCOM ORDRSP D96A specification (available in the Vendor Central Resource Center). Amazon expects vendors to confirm a PO with a POA within 24 hours.

Sending POA through EDI allows to remove manual processing on the vendor side and streamlines the ordering process for all parties. Vendors have up-to-date order books and forecast, while Amazon knows what quantities will be coming. In addition this will speed up Amazon buy-in decision and will thus decrease potential Out-of-Stock positions.

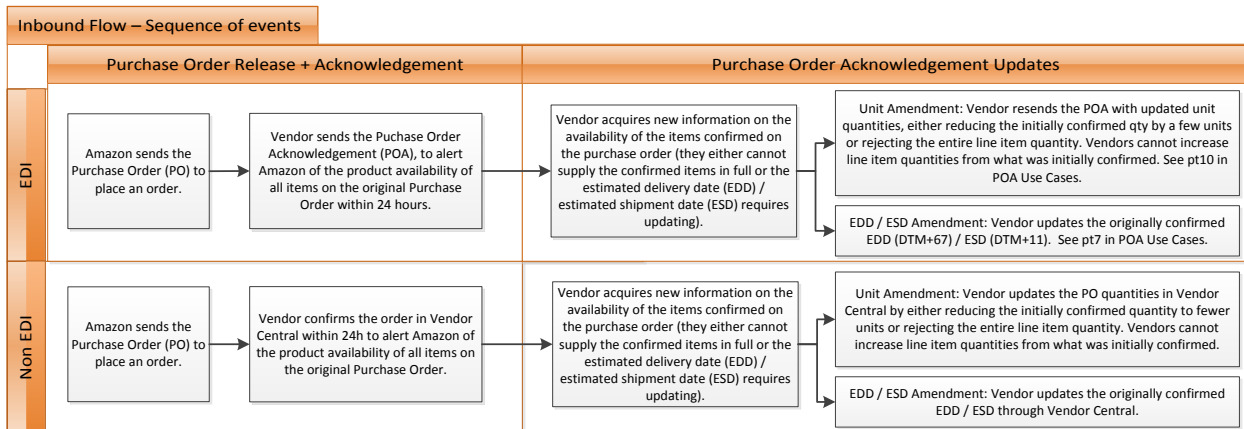
Not sending a POA exposes vendors to risk of issues with ASN submission or validation issues, rejected deliveries, delayed payment of invoices and non-compliance chargebacks as outlined in the Amazon vendor manual.

Multiple Purchase Order Acknowledgements (POAs)

While Amazon prefers the first confirmation to remain the final one, vendors can request to be enabled for multiple POAs with Amazon. This allows vendors to update the initial POA with another POA in case new information is available. However, this must be limited to amending confirmed quantities down as Amazon systems are likely to have already ordered declined demand from another vendor. Vendors can also reject previously confirmed items. The new POA can also be used to update Estimated Delivery Dates (EDD) or Estimated Ship Dates (ESD) per line item.

If a vendor needs to send Purchase Order Acknowledgement (POA) updates via EDI, a request must be made to enable the multiple Purchase Order Acknowledgements by raising a "Contact Us" case via the link on the top of any Vendor Central page: support topic "Purchase Order Management – PO Confirmation / Adjustment". Any POA updates sent prior to having this enabled will not be processed by Amazon systems and will fail to update the PO.

Sequence of events PO/POA



In order to ensure Amazon accurately plans for the arrival of POs at our Fulfillment Centers, POA updates on the quantity and availability (i.e. Item Accepted/Item Backordered) should be transmitted when new product availability information becomes available.

PO/POA Process

Amazon will use the following methods to send POs to the vendor:

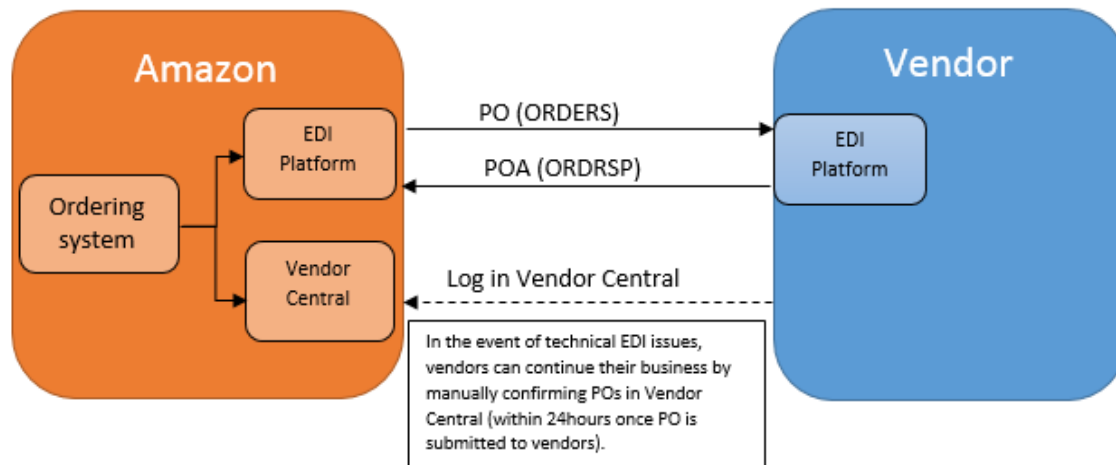
- Electronic Data Interchange (EDI)
- Vendor Central

The vendor accepts a Purchase Order either via confirmation over EDI (Purchase Order Acknowledgement), or via Vendor Central.

All POs must be confirmed within 24 hours via Vendor Central. *The confirmation for EDI orders should ideally be made within 2 hours, but at most within 24 hours. This does not include bank holidays. Orders confirmed after that point may be subject to chargebacks for lateness.*

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

Any PO sent via EDI will always be available in Vendor Central PO management application as well. Vendors using EDI can still manually confirm the Purchase Order in Vendor Central and perform other required updates in the event of technical EDI issues, when EDI messages to Amazon cannot be sent.



Order Account Types

Amazon differentiates between **four order account types**.

- First Order
- Back Order
- Not Yet Published
- Advantage

Each PO will be placed within one of these order types. Vendors can opt in to receive an additional RFF+ADE segment on the ORDERS message which will confirm the order account type with each PO message. This can be activated via the self-service EDI PO integration process on Vendor Central on page 4 of the message survey. Otherwise vendors will not receive the ordering account type in ORDERS messages.

First Order / Stock Account

In this account, the supplier may confirm only items immediately available in stock. **Under no circumstances** may the supplier confirm titles not yet published or temporarily not available. This is also commonly known as a fill/kill order. These items will have to be rejected as per below.

Quantity acknowledgements in the ORDRSP are expected in the following form:

QTY+12:<qty. of immediately available units>

QTY+182:<qty. of units no longer available, EOL or obsolete>

QTY+185: <qty. of units temporarily not available>

Amazon interpretation of **QTY+182** and **QTY+185** is that the quantity will **not be delivered** to Amazon as part of this Purchase Order.

QTY+182: The Amazon nomenclature for this is **"hard reject"**, meaning this item is no longer available and EOL/obsolete.

QTY+185: The Amazon nomenclature for this is **"soft reject"**, meaning that the item is currently not available but can be reordered with the next order run. Therefore the article id will stay active for ordering and the article ID might show up in the next order to the vendor.

Back Order

In this account type the supplier may confirm quantities that can be delivered within the agreed backorder estimated delivery time. Quantity responses and EDD/ESD in the ORDRSP are expected in the following form:

QTY+12: <qty. of immediately available units>

QTY+83:<quantity in backlog>

With both QTY+12 and QTY+83, vendor must provide a shipment/delivery date:

DTM+11: <estimated shipment date> - If Amazon is responsible to collect the goods from the vendor warehouse and deliver them to Amazon's warehouse, **or**

DTM+67:<estimated delivery date> - If the Vendor is responsible to deliver the goods to Amazon's warehouse.

Both Quantity in backlog and EDD/ESD must always be included. Only the immediately available quantity and possible backorder quantity may be acknowledged. If a partial quantity is in stock, this quantity should be acknowledged as such. The remaining quantity (that you can ship/deliver within the agreed delivery time) should be acknowledged as backorder. If you require a backorder account, please consider the likely delivery time for backorders. Backorder timeouts will then need to be agreed between your sales representative and Amazon Account Management.

NYP

Similar to the Backorder account above, except that this account type is specifically for New Releases or Not Yet Published items.

The quantity acknowledgement in the ORDRSP is analogous to the Backorder order type.

Advantage

In this account, the goods belong to the Vendor until they get sold and leave Amazon Fulfillment Center. This means that the vendor can invoice an item to Amazon only if it's been sold to the Customer.

Transmission of the order account type via EDI

The Order Account Type is conveyed in the RFF+ADE segment. Example: RFF+ADE:firstorder'

Notes: This account reference identifies the order type, e.g. firstorder or backorder.

This needs to be activated during your ORDERS Survey in Vendor Central if used as following.

Orders Survey→Page4:

Click on Yes for the following question: "Can you recognize the ordering type (firstorder, backorder, not yet published, advantage and campaign) by a special value in the Account Reference field on the Header level (RFF+ADE segment)?"

Transmission of the Amazon ordering code via EDI

The vendor has the option to receive the internal Amazon Vendor Code in the segment RFF+CR as an additional account reference.

Example: RFF+CR:ABCD1. This reference will reflect the internal Amazon Vendor Code.

Transmission of this reference is not a default setting. You need to contact Amazon via "Vendor Central->

Contact us" in order for it to be activated. Please follow bellow path to contact us via Vendor Central:

YourBusinessGroup→SupportTopic(EDI Integration)→SpecificIssue(New Document Integration)

Transmission of the Vendor Supplier GLN via EDI PO

The vendor GLN (Global Location Number) is sent by default in the NAD+SU segment. It must be provided by the vendor in the EDI Self-Service Integration through Vendor Central.

Example: NAD+SU+<YourAccountGLN>::9'

Confirmation/Rejection of items in the PO

Amazon is asking you to validate the received cost price in POs against the stored cost price in your system. If these match, the PO items should be confirmed. If a cost price discrepancy is identified you are expected to reject the affected PO line items. You will then need to update the incorrect cost price in Amazon systems via Vendor Central or via an EDI cost feed. If items are confirmed against an incorrect cost Amazon will make payment based on the original purchase order item cost unless you confirm the purchase order with a lower item cost.

Required fields – PO

Data Element	Business definition	Maps to technical definition	Hierarchical definition within the ORDERS	Business Requirements
Purchase Order (PO) number	This is the Amazon PO number, e.g. 1AA1TEST	BGM010-030 (BGM010-010, Code '220')	Header Level	This is mandatory for every PO (ORDERS)
Earliest/Latest delivery dates.	Date on which goods should not be Delivered before or after	DTM010-020 DTM010-010 (Code '63' for latest delivery time) (Code '64' for earliest delivery time) DTM010-030 Code '102'	Header Level	The delivery should be scheduled according to this interval.
Item Identification	Item ID + Item ID Type	LIN030-010 and LIN030-020 or PIA020-010 and PIA020-020 (PIA010, Code '5')	Item Level	According to your configuration in the Amazon system, you will either receive the EAN, GTIN or UPC in LIN segment or ASIN, SKU or other ID type in PIA segment. <i>Vendor can check its Item configuration in vendorcentral->BasicSetup->ProductIDS</i>
Ordered Quantity	Quantity ordered by Amazon for the Item	QTY010-020 (QTY010-010, Codes '21',) and QTY010-030	Item Level	This segment will contain the ordered quantity. Note: The quantity that the vendor will confirm in the POA must not be higher than the ordered quantity.

PRI qualifier and Price	The PRI qualifier will reflect if the price sent is the net cost or the list cost price	PRI010-020 (PRI010-010, Code 'AAA' or PRI010-010, Code 'AAB')	Item Level	<p>According to your configuration in the Amazon system, you will either receive AAA or AAB qualifier.</p> <p>If the price is not correct (lower than you are expecting), you should reject the Item and supply the correct cost in your cost feed.</p> <p>Amazon will always pay the price originally sent in the ORDERS message unless a lower price is sent in the ORDERS and INVOIC messages.</p>
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FAQ

Q: Why does Amazon differentiate between Firstorder and Backorder?

A: This is necessary to improve our planning process for procurement and warehousing.

Q: What should I do if an order arrives and goes on hold for any reason?

A: Please note that 'on hold' acknowledgment codes are not acceptable to Amazon. If an order arrives and the whole order or any part of the order goes on hold on vendor side, please do not submit

the order response until the issue is resolved. Contact your Amazon business representative and the Operations Team (via Contact Us in Vendor Central) immediately in order to make Amazon aware of the situation.

Note: the issue should be raised with Amazon as soon as possible within 24hours of the order being placed. If the PO is still on hold after 24 hours, vendors should send a POA and reject the PO.

Q: What price will be submitted on the order?

A: There are a number of factors that influence the price data that may be submitted on an Amazon order line item(s). Please discuss any order price requirements you may have with your Amazon business representative.

Q: Do you support carton quantity ordering as well?

A: The Amazon buying community can adjust quantity units in order to represent carton quantities or bulk ordering amounts. Please discuss specific details and your requirements with your Amazon business representative.

Q: When and how often does Amazon place orders?

A: Please discuss this with your Amazon business representative as it varies greatly depending on volume, ordering platform and product line.

Note: Amazon does not batch the order outbound process; orders will be submitted at the time of order generation.

Q: What would Amazon like me to do if I receive the same purchase order twice or even numerous times?

A: Amazon does not intentionally submit the same purchase order number twice; these instances are always errors and the second receipt should be disregarded. If possible, please set up your system to automatically reject duplicate PO numbers.

Q: Does Amazon support orders with shipping windows?

A: The Amazon buying team can specify a shipping window. If a shipping window is specified it will be sent in the ORDERS. The decision is made by the buyer. Please discuss with your buying representative.

Q: Does Amazon support orders with promotion deal codes?

A: The Amazon buying team can add promotion codes. If a promotion deal code is specified it will be sent in the ORDERS header via the RFF+PD segment. The decision is made by the buyer.

Q: Why are orders delivered via EDI also displayed in Vendor Central?

A: Your EDI orders are displayed in Vendor Central to guarantee transparency in case of discrepancies.