



European (EU) EDI Purchase Order Acknowledgement (POA) Business Requirements

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These requirements are applicable for Purchase Order Acknowledgements (POAs) associated with the Purchase Orders (POs) exchanged with Amazon in Europe.

The Importance of a Purchase Order Acknowledgement (POA)

Amazon uses the Purchase Order Acknowledgement (POA) to plan inbound flows, forecast stock levels and assure 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 we can update our system accordingly and prevent bad customer experience like out of stock messages on detail-pages or broken customer promises.

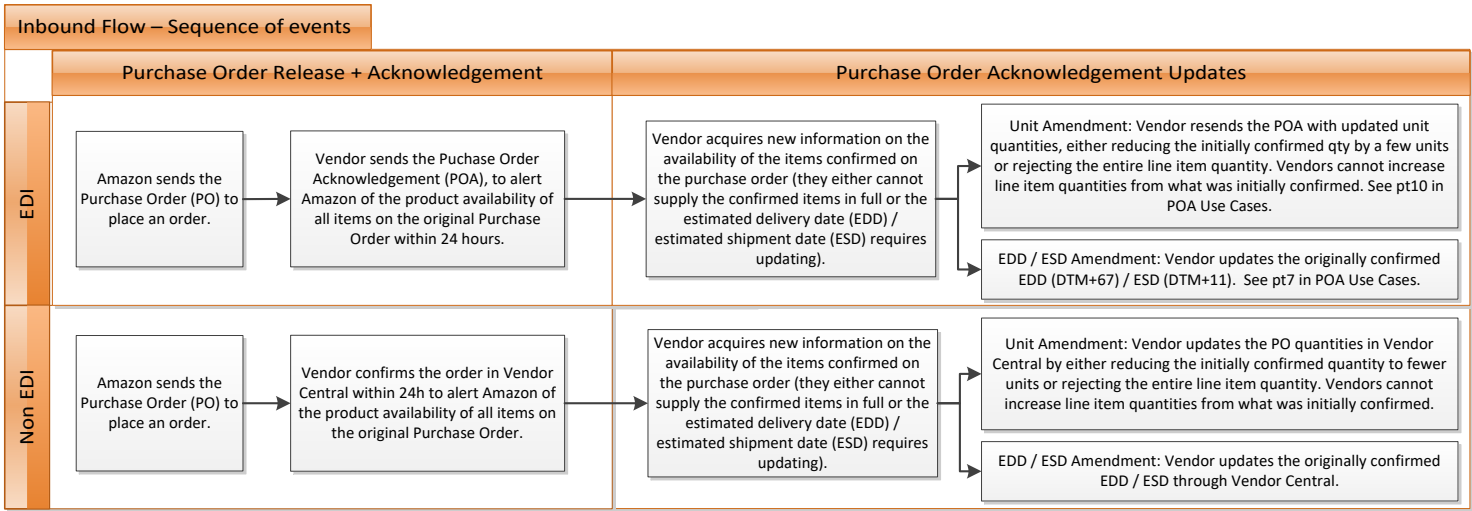
While Amazon prefers the first confirmation to remain the final one, vendors can request to be enabled for multiple POAs with Amazon. This allows vendors to update the initial POA with another POA in case new information is available. However, this must be limited to

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amending confirmed quantities down as Amazon systems have likely already ordered declined demand from another vendor. The new POA can also be used to update Estimated Delivery Dates (EDD) or Estimated Ship Dates (ESD) per line item. Not sending a POA also exposes vendors to a 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. The POA can be provided through **EDI** or **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 EANCOM ORDRSP D96A specification of Amazon (available in the Vendor Central Resource Center).

Sequence of Events

If a vendor needs to send Purchase Order Acknowledgement (POA) updates via EDI, a request must be made to enable this functionality 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 fail to update the PO.



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 completed as new product availability information becomes available.

Required Fields

The EDI POA Technical Specifications (in EU ‘EANCOM ORDRSP D96A’) provide the EDI technical documentation for the universal standards. To simplify the process for vendors, below is the list of fields that Amazon requires in the EDI POA transmission. Vendors would need to refer both business and technical specifications for complete guidelines, but this summary will allow vendors to focus exactly on what’s needed for a successful EDI POA.

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Data Element	Business Definition	Maps to Technical Specification	Hierarchical Level within the ORDRSP	Business Requirement
Purchase Order (PO) Number	This is the Amazon PO number, e.g. 1AA1TEST	RFF010-020 (RFF010-010, Code 'ON')	Header Level	This is mandatory for every POA. Failure to quote a PO number on the message header will cause the POA to fail in the EDI system and the PO will not be confirmed. It is important to include the 8 character Amazon PO number only, without any pre- or suffix. If a POA fails due to this, a corrected POA needs to be sent immediately. Vendors will receive an error notification email on this issue. The emails are being sent to the EDI contacts as specified by the vendors in "Vendor Central > Settings > Contacts". Please ensure that these are up to date.
Item Identification	Item ID + Item ID Type	LIN030-010 and LIN030-020 or PIA020-010 and PIA020-020 (PIA010, Code '5')	Item Level	Line item IDs and ID types in the POA need to match exactly what was received in the PO. The substitution of items is not allowed. Failure to exactly match the item IDs from the PO will cause the confirmation for these line items to fail, i.e. Amazon will implicitly soft-reject these missing line items. These cannot be confirmed through a second POA. Vendors will receive an error notification email on this issue. The emails are being sent to the EDI contacts as specified by the vendors in "Vendor Central > Settings > Contacts". Please ensure that these are up to date.
QTY Qualifier and Quantity	The QTY qualifiers will reflect if an item is accepted, backordered, cancelled or rejected. The quantity relates directly to its QTY qualifier.	QTY010-020 (QTY010-010, Codes '12', '83', '182' or '185') and QTY010-020	Item Level	At Amazon there is an internal interpretation of the QTY qualifier to "Amazon ACK Codes" (see point 3 below). The acknowledged quantity must always be a positive quantity and correctly reflect the number of units planned for fulfillment or rejection. The confirmed quantity can never be higher than the ordered quantity (first POA) or higher than the previously confirmed quantity (updated POA).
Estimated Delivery Date (EDD)	Date on which the item is expected to be delivered to Amazon's warehouse. It needs to be an estimate based on the average transit time between ship from location and the destination.	DTM010-020, (DTM010-010, Code '67')	Item Level	Amazon asks for this date depending on the freight Terms. For Prepaid (PP) we will expect Estimated Delivery Dates. EDD or ESD is mandatory for all backordered items (QTY+83).
Estimated Ship Date (ESD)	Date on which the item leaves the vendor's warehouse.	DTM010-020, (DTM010-010, Code '11')	Item Level	Amazon asks for this date depending on the freight Terms. For Collect (CL) we will expect Estimated Shipment Dates. EDD or ESD is mandatory for all backordered items (QTY+83).
Cost Price	This is the cost price (net price including allowances/charges).	PRI010-020 (PRI010-010, Code 'AAA')	Item Level	The POA needs to include a cost price for every line item. Normally, Amazon expects this to match the cost price sent in the PO. The POA can update this price in certain limits (please refer to your Amazon buying contact to verify). The price cannot be 0.

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Additional References and POA use cases

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 completed as new product availability information becomes available.

1. Single Purchase Order Acknowledgments

Amazon expects a complete Purchase Order Acknowledgement (POA) including all Purchase Order (PO) line items of the PO. If the vendor does not provide all line items of the PO in the POA, Amazon will implicitly reject missing line items and quantities.

2. Timeframe for initial POA

Amazon expects the vendor to submit the initial POA as fast as possible, the latest within 24 hours. The POA should be an accurate view of the actual shipment quantities and dates.

3. Acknowledgement (ACK) Code Definition and EDI QTY coding

Vendors send QTY qualifiers in QTY010-010 of the ORDRSP. At Amazon there is an internal interpretation of the QTY qualifier to "Amazon ACK Codes":

ORDRSP QTY Qualifier (QTY010-010)	ORDRSP QTY (QTY010-020)	Amazon ACK Code	Purpose	Description
QTY+12	Positive qty. required. 0 is not allowed.	IA	Item Accepted	Amazon interpretation is that the quantity stated in QTY010-020 will be immediately shipped / delivered on the stated date.
QTY+83	Positive qty. required. 0 is not allowed.	IB	Item Backordered	Amazon interpretation is that the quantity stated in QTY010-020 is back-ordered and will be shipped / delivered on the stated date.
QTY+182	Positive qty. required. 0 is not allowed.	CK	Item Cancelled, No Longer Listed	Amazon interpretation is that the quantity stated in QTY010-020 will not be delivered to Amazon as part of this Purchase Order. The Amazon nomenclature for this is " hard reject ", meaning this item is no longer available and EOL/obsolete. It is important not to send an additional QTY+12:0 for the same line item as this will prevent our system from interpreting this as a "hard reject". If you send this „hard reject“ 2 times in a row, each separated by a 48 hour gap, our systems will make the assumption that we cannot order this item from you again. Please also make sure to exclude EOL/obsolete items from your EDI cost inventory feeds.
QTY+185	Positive qty. required. 0 is not allowed.	IR	Item Rejected, Out Of Stock	Amazon interpretation is that the quantity stated in QTY010-020 will not be delivered to Amazon as part of this Purchase Order. 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. If you send this „soft reject“ 5 times in a row, each separated by a 48 hour gap, our systems will make the assumption that we cannot order this item from you again. If the item should be canceled as it is no longer available (EOL), the code 182 in QTY010-010 should be sent instead which will be a "hard reject" for Amazon.

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4. Updates to a POA (multiple POAs)

Currently vendors cannot update the initial EDI POA by another POA transmission. If a vendor needs to send Purchase Order Acknowledgement (POA) updates via EDI, **a request must be made to enable this functionality 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”.

- If circumstances change and the information provided on the original POA is no longer correct, the information should be immediately updated in a second POA to avoid any unnecessary charges.
- The vendor can submit a full POA update or only one specific line item they would like to update. **Amazon will always treat line items included in that update as a replace to the line items in the initial POA.** Line items not included in the update will not be changed, but the initial POA is still valid for these.
- If the initial QTY code for one specific line item was 185 (item rejected) or 182 (item cancelled), vendors are not allowed to change this with an update to either 12 (item accepted) or 83 (item backordered). Vendors are not allowed to increase the confirmed quantity of any line item in the updated POA.

5. Line Item Handling

It is imperative that the item identification is the same as provided by Amazon in the Purchase Order (PO), otherwise the POA will not be processed correctly. Amazon will implicitly reject these missing line items and these cannot be confirmed through a second POA. Each valid line item of a transmitted PO must have a corresponding response line in the POA. Each item number/identifier in the response POA must exactly match the corresponding item on the PO (i.e. EAN to EAN). Do not substitute any line items.

- Amazon cost/price information must be provided for each item confirmed as available today or via backorder. Quantity and price information must not be 0 or negative. The currency of the cost price in the POA must match the currency of the Amazon PO.
- Cost prices in POs must be validated against the stored cost price in the vendor’s system. If a cost price discrepancy is identified, vendors are expected to reject the affected PO line items via QTY+185. It is necessary to update the incorrect cost price in Amazon systems via Vendor Central or via EDI cost feed. If items are confirmed against an incorrect cost Amazon will make payment based on the original purchase order item cost unless vendors confirm the purchase order with a lower item cost.
- Amazon expects vendors to process recognizable item numbers in the PO without delay. If an item is not recognized by the vendor’s system, the item should not be processed or shipped. In this case the line item must be rejected. No substitution of items is allowed on the POA. Items confirmed must correspond accurately to product received.
- Amazon expects that vendors always acknowledge the quantity that will be shipped to fulfill the purchase order.
- Vendors should not confirm with a unit quantity greater than the submitted quantity on the PO. If there is an issue with the quantity submitted in POs (due to PO minimums, case quantities, etc.) vendors need to notify Amazon immediately by clicking on the Contact Us link at the top of any Vendor Central page: support topic "PO Management / Confirming Purchase Orders".

6. Invalid Line Item Handling

If a PO only contains invalid or inactive items the vendor needs to provide the appropriate QTY code. If the vendor’s system is capable of responding to invalid items, these should be included in the POA. If the vendor’s system is not capable of responding to invalid items, those items need to be manually updated through the Vendor Central PO Management Application.

7. EOL/obsolete item handling

If you receive items in our purchase orders that will never be available again (EOL/obsolete), you can communicate this to our system by “hard rejecting” the item (using ORDRSP Qualifier QTY+182). Our systems will recognize an obsolete item if you **“hard reject” 2 times in a row**, each **separated by a 48-hour** gap. A second “hard reject” within **48-hours** is not counted and therefore the item would not be marked as obsolete.

Example:

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If you receive a purchase order on Monday for 2 units of an item that you will never have again in stock, and you send QTY+182:2 in your order response you have hard rejected **once**. Amazon might still order the same item within a purchase order, for example on Thursday on the same week, and if you again reject the item by sending QTY+182:5 then you have rejected **twice** separated by a 48 hour gap. At this point, the Amazon system has an indication that this item is unavailable and it will stop ordering this item. It is important not to send an additional QTY+12 or QTY+83 for this item otherwise, the item will become available again. Also, please make sure not to include the obsolete item in your cost inventory feed anymore. Should you see unexpected ordering after hard rejecting like described, please let your buying contact at Amazon know.

8. [Estimated Delivery Dates vs. Estimated Ship Dates](#)

Amazon asks for Estimated Delivery Dates (EDD) or Estimated Shipment Dates (ESD) depending on the Freight Terms. For Prepaid (PP) we will expect Estimated Delivery Dates, for Collect (CL) we will expect Estimated Shipment Dates.

The source of EDD and ESD for line items on POs visible in 'Vendor Central > Orders > Purchase Orders' can be either from a POA or from an Advanced Shipment Notice (ASN) each of which can be submitted either through Vendor Central or EDI DESADV or ORDRSP messages. EDD or ESD must be transmitted for all backordered items (QTY+83).

9. [Multiple Estimated Delivery Dates \(EDD\) or Estimated Ship Dates \(ESD\) per item](#)

Several different EDD or ESD (e.g. 'Item Accepted' and 'Item Backordered') for the same item need to be stated in separate LIN segments for the same item ID:

```
LIN+1+3+9781234567890:EN
QTY+12:10
DTM+67:20150105:102
LIN+2+3+9781234567890:EN
QTY+83:20
DTM+67:20150128:102
```

10. [QTY \(ACK\) Code Usage for initial POA](#)

Below are examples for the first POA where the Purchase Order is confirmed. Further below there are examples of sending updates to Amazon.

Example 1:

Amazon orders 10. Vendor has 7 on hand and needs to backorder the rest, so sends QTY+12:7|QTY+83:3.*

```
LIN+1+5+9781234567890:EN
QTY+12:7
QTY+83:3
```

*In Vendor Central PO management this will be displayed as backordered 10. This will be corrected in the future.

Example 2:

Amazon orders 10. Vendor can't commit any inventory immediately and can only backorder 4, so sends QTY+83:4.*

```
LIN+1+5+9781234567890:EN
QTY+83:4
```

*In Vendor Central PO management this will be displayed as backordered 10. This will be corrected in the future.

Example 3:

Amazon orders 10. A vendor has 7 on hand but can't commit to the rest, so sends QTY+12:7.

```
LIN+1+5+9781234567890:EN
QTY+12:7
```

Example 4:

Amazon orders 10. A vendor no longer sells the requested product, so sends QTY+182:10.

QTY+182 is treated as a "hard reject" – cf. "Acknowledgement (ACK) Code Definition and EDI QTY coding" on page 4 of this document. It is important not to send an additional QTY+12:0 for the same line item as this will prevent our system to interpret

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it as a “hard reject”. As per “Acknowledgement (ACK) Code Definition and EDI QTY coding” in point 3 of this document, any quantity send in QTY010-020 must be a positive quantity.

LIN+1+5+9781234567890:EN
QTY+182:10

Example 5:

Amazon orders 10. A vendor cannot ship Amazon the requested quantity but is open to future orders for the product, so sends QTY+185:10.

QTY+185 is treated as a “soft reject” – cf. “Acknowledgement (ACK) Code Definition and EDI QTY coding” on page 4 of this document. It is important not to send an additional QTY+12:0 for the same line item as this will prevent our system to interpret it as a “soft reject”. As per “Acknowledgement (ACK) Code Definition and EDI QTY coding” in point 3 of this document, any quantity send in QTY010-020 must be a positive quantity.

LIN+1+5+9781234567890:EN
QTY+185:10

11. QTY (ACK) Code Usage for POA updates

Below are examples for updates to a POA where line item information like quantities and dates are updated. **Please note**, that the quantity on the POA update **must not** be higher than the acknowledged quantity on the original POA. Quantities can only be reduced and/or items rejected/cancelled. Additionally, ESD, EDD and cost prices can be updated.

Example 6:

Amazon orders 10. A vendor sends QTY+83:10.
LIN+1+5+9781234567890:EN
QTY+83:10
DTM+67:20150508:102

Later the vendor discovers that they can’t fulfill some or any of the units of this order and wants to inform Amazon that these units will not be shipped.

Full cancellation:
LIN+1+5+9781234567890:EN
QTY+185:10

Partial cancellation:
LIN+1+5+9781234567890:EN
QTY+185:5

Example 7:

Amazon orders 10. A vendor sends QTY+12:5|QTY+83:5.*
LIN+1+5+9781234567890:EN
QTY+12:5
QTY+83:5
DTM+67:20150508:102

*In Vendor Central PO management this will be displayed as backordered 10. This will be corrected in the future.

Later the vendor discovers that they can’t fulfill some or any of the units of this order and wants to inform Amazon that these units will not be shipped.

Full cancellation:
LIN+1+5+9781234567890:EN
QTY+185:10

Partial cancellation:
LIN+1+5+9781234567890:EN

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QTY+185:5

Example 8:

Amazon orders 10. A vendor sends QTY+12:10.

LIN+1+5+9781234567890:EN

QTY+12:10

DTM+67:20150508:102

Later the vendor discovers that they can't fulfill some or any of the units of this order and wants to inform Amazon that these units will not be shipped.

Full cancelation:

LIN+1+5+9781234567890:EN

QTY+185:10

Partial cancelation:

LIN+1+5+9781234567890:EN

QTY+185:5

Example 9:

Amazon orders 10. A vendor plans split shipments and therefore sends QTY+12:6|QTY+83:4* to indicate 6 units in a first shipment and 4 units in a second one.

LIN+1+5+9781234567890:EN

QTY+12:6

QTY+83:4

*In Vendor Central PO management this will be displayed as backordered 10. This will be corrected in the future.

After shipping the first part of the order the vendor notifies Amazon about a more accurate date of the second shipment using QTY+83:4 with a date.

Please note that vendors should send always full updates with the total ordered quantity for individual line items. The full updates provide explicit visibility into quantities. Since there would be two dates (EDD) for the same line item (item accepted and backordered), this needs to be split into two LIN loops for the same item and the respective QTY code and date (see also "8. Multiple Estimated Delivery Dates (EDD) or Estimated Ship Dates (ESD) per item" on this topic):

LIN+1+5+9781234567890:EN

QTY+12:6

DTM+67:20150415:102

LIN+2+5+9781234567890:EN

QTY+83:4

DTM+67:20150508:102