



European (EU) EDI Cost Inventory Feed Business Requirements

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These requirements are applicable for the Cost Inventory Feed message with cost and/or inventory information sent to Amazon in Europe

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Executive summary

In order to grow your business in a scalable way, one of the primary tools you can utilize is EDI, which enables automation on multiple levels. You could gain automation in as quickly as 10 days by simply integrating for cost inventory feed per EDI for your full selection. If you want to avoid waiting 7 days to see if your cost update via Vendor Central upload was processed, if you have more than 15.000 items in your selection or if you would like to update your catalog as frequently as on a daily basis (i.e. due to currency exchange rates or to reflect the changes in the inventory in your warehouses), we invite you to start setting up the cost inventory feed today from EDI self-service section in your Vendor Central account.

Cost inventory feed is an EDI message used to update cost and inventory information for your selection available to Amazon for purchasing. Using this EDI message type, you will:

- **Reduce time spent to update your cost information:** The standard manual process in Vendor Central includes a 3-step approach where the initial step is either downloading the full catalog where in case of large catalogs it might take hours or you can choose a select list of items. Once you upload the new costs, the changes will be processed in 7 days. Therefore, you would require at least a week for a manual cost inventory update whereas with cost inventory feed you can automatically update your costs as frequently as daily as long as the process is correctly setup and the data sent is approved in our internal systems.
- **Reduce errors:** Errors related to the manual process will be eliminated once the process becomes fully automated.
- **Practically have no limitations** for managing your existing cost inventory information: Currently the manual process is capped at 15.000 items per manual upload. With EDI, you practically do not have any limitations to how many items you can update.
- **Improved ordering process:** Once your systems transmits costs and inventory updates automatically to us, we will order with the transmitted cost and generate orders according to your inventory information. E.g., we will generally order only available products.
- **Increase selection and ordering frequency:** Once you send your full catalog via cost inventory feed, the system automatically processes all the recognized items creating your cost and inventory information internally. Additionally, as you can manage products in the catalogue more accurately and transmit us your stock, our system is more likely to place orders for items with existing stock information.
- **Increase flexibility and transparency in your vendor selection:** You will gain the flexibility to update cost and inventory more frequently. With updated inventory and existing selection information indicated via the feed, you will be able to receive orders, which you can fulfill.

The average **time to integrate** the cost inventory feed message to production is of 10 days considering completely new EDI integrations. If you are already exchanging EDI with Amazon, the time to integrate can decrease considerably.

The importance of cost inventory feed

The cost inventory feed will give Amazon important information about your costs and inventory stock. This information can be of critical importance to both yourself and Amazon. The two key informational aspects in this message are:

1 - Cost Information

By providing regular and correct cost information, you can ensure that the costs for items already existent in your product offering are up to date. This allows Amazon to order with the correct costs, which will result in a more accurate ordering process for both parties. With correct costs, you can also improve your item/order confirmation rate because the costs will be correct and you will therefore be able to confirm most of the items within an order. Thus revenue and confirmation volume will increase, which can lead to better selling conditions for you. Amazon also benefits to be able to order at the correct cost and thus increasing ordering effectivity and transparency.

2 - Inventory Information:

By providing regular inventory information, you can ensure that Amazon has the correct inventory information and sourceability information about your stock. This will result in Amazon ordering only what is available from you. Inventory information allows Amazon systems to keep ordering your products as you have an active buy box i.e. your selection is active for ordering. Additionally, inventory information can improve your lead-time as items with stock information have shorter delivery windows, which means they can be delivered faster. Additionally, products with shorter vendor lead-time and stock availability are preferred by our ordering systems.

Transmission and connectivity for cost inventory feeds

The connection protocol is selected when setting up your EDI configuration in the Self Service integration within Vendor Central -> EDI->Self service Setup. For more information on the Self Service Setup, please refer to our document "EDI Self Service Setup Overview" to be found in Resource Central in Vendor Central within the Technical section.

There are two ways of sending inventory & Cost files to Amazon.

- a) **AS2:** If you are unsure of what connectivity method you should use with Amazon, we strongly encourage you to use AS2. AS2 is a secure method of transmitting data over the internet. If you are currently trading EDI via AS2, you should do so with Amazon. Since the flat file feed processing is dependent on the file naming convention you **must** configure your AS2 system to **preserve filenames in the AS2 transmission**. Otherwise, your flat file feeds will fail in Amazon systems.
- b) **SFTP:** Amazon's second preference is SFTP. You will be required to have a script or program that can send Feed data to the Amazon hosted SFTP server using Public/Private key pairs for security. For further information, please download our Amazon SFTP EU Guide from the Technical section of the Resource Centre in Vendor Central.

Required Fields

For cost inventory message, you will need to choose to **integrate either the EDIFACT INVRPT format or a flat file format**: Within the integration in EDI Self Service Setup, you can choose the file format to be used in the survey for Cost Inventory message survey, on point #4.

EDIFACT INVRPT:

The EDIFACT INVRPT ensures a completely specified standardized format in regards to the EDIFACT standard. The UNB GLN and the message type in the UNH segment identify the sender, so the filename is not relevant. If you want to implement the INVRPT, then you should follow the steps outlined in folder "EDI specifications and business process documentation\Amazon_COSTINV_Feed\1-Amazon_INVRPT" of the EDI package (available in the "Technical" section in Vendor Central Resource Center) and our message specifications in "**EANCOM_D96A_INVRPT_1.2.pdf**".

For this message, the key identifier will be the Warehouse Code (to be used in the INVRPT NAD+WH segment). You will be assigned with a **warehouse code** during the cost inventory message integration-testing phase on the EDI Self Service Setup and you will have to use this warehouse code for production INVRPT messages.

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Amazon flat file:

The Amazon flat file allows the usage of a simple file format.

The message is solely identified and processed by the Amazon EDI system via the **filename**. If you want to implement this format, you should follow the steps outlined in folder “EDI specifications and business process documentation\Amazon_COSTINV_Feed\2-Amazon_Flatfile” of the EDI package and our specifications in “EU_EDI_COSTINV_Feed_Flatfile_Specification.pdf”.

For this message format, the key identifier will be the feed key within the predefined filename structure. You will receive an email once you reach the status “Live” for Cost Inventory message in the EDI Self Service Setup. This email will confirm the exact filename convention to be used. You will have to adhere to this filename convention for production cost inventory messages. Therefore, the contacts details in your Vendor Central account have to be up to date, so you can receive this email.

Most important fields in the cost inventory feed

For full details please refer to the respective specifications to be found in the **Amazon EDI Specification Package** (in folder 2.5_Amazon_INVRPT) to be found in Resource Central in Vendor Central within the Technical section.

Data Element	Business Definition	INVRPT maps to Technical Specification	Flat file position	Hierarchical Level INVRPT	Business Requirement
Warehouse code (only for INVRPT!)	A Warehouse code is provided during the cost inventory message integration testing. It should be included as the NAD020-010 element for NAD+WH in the INVRPT message.	NAD020-010 (NAD010 code 'WH')	Not used in flat file	Header Level	The Warehouse code is mandatory for cost inventory feed in INVRPT format and is necessary to link the information in this message to the physical warehouse storing the goods and determine if goods are sourceable and their current stock.
Currency	The currency that should be used to update costs. Should match with the currency in your Amazon contract.	CUX010-020 (CUX010-030, Code '10')	Pos. 11	Header	The currency is mandatory for both INVRPT and flat file . In INVRTP, it should be in the header of the EDIFACT message. The currency should always be provided as a 3-digit ISO currency code in Uppercase (e.g. EUR).
Item Identification	Item ID + (Item ID Type for INVRPT)	LIN030-010 and LIN030-020 or PIA020-010 and PIA020-020 (PIA010, Code '5')	1-4 depending on the item ID. Pos. 1=ISBN Pos. 2= EAN Pos. 3= UPC Pos. 4= VENDOR_STOCK_ID/ASIN	Item Level	Line item IDs and ID type is mandatory for INVRPT . For flat file , only line item IDs in the correct position is mandatory. The item ID sent should match exactly the ID selected in cost inventory message survey on page 4. Failure to send valid IDs per line items can result in the failure of the complete document, so it is crucial that all line items have a valid item ID in either the LIN segment or the PIA segment with PIA010 sent as Code '5' for INVRPT and an Item ID in the correct position for flat file format.

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Quantity (+ qualifier only for INVRPT)	Used to inform the current stock quantity. For INVRPT QTY qualifiers can be used for QTY+145 for actual stock/current stock and QTY+21 on order quantity.	QTY010 (QTY010-010, Codes '145, '21') and QTY010-020	Pos. 6	Item Level	Quantity on stock is mandatory for both INVRTP format and flat file format. You will always need to send quantity on stock for all line items, regardless of the format. In case you do not have stock available for an item but want to update the cost, then you should send value 0, to ensure that changes in cost can be processed.
Cost Price	The cost price (net price including allowances / charges).	PRI010-020 (PRI010-010, Code 'AAA)	Pos. 9	Item Level	Both INVRTP format and flat file format cost inventory feed messages need to include a cost price for every line item. This cost price will be updated in our system and will be used for future ordering. Please do not use cost = 0 and use “.” as decimal separator with a maximum of 2 decimals.

Additional information on cost inventory feed usage

Line Item Handling

You will have to provide a full catalog dump of your product listing with the relevant cost inventory information, otherwise the cost inventory feed might not be processed or it might be processed incorrectly, as it can overwrite existing information. This can result in information not appearing in your vendor listing and thus items not ordered by Amazon, please refer to the FAQ Section **(A.d)** for an example.

Additionally, please note the following information:

- Each Line item in the cost inventory feed must have a valid product identification as selected on page 4 of the cost inventory message survey. This item ID has to match the item ID listed in the Amazon catalog – otherwise cost and inventory cannot be updated for this item. The cost inventory feed process only supports the update of existing items and thus can only be used on items already listed/registered.¹
- As long as the item is registered and existent in our catalog, then you can include the cost and inventory information for this item, regardless if the item is not yet published (NYP) or not.
- Cost information for items stays in the system indefinitely until either replaced by a new cost (via feed or other sources) or until manually terminated by Amazon cost team or vendor managers.
- Inventory information for items can stay in the system for up to 90 days. That means inventory information will expire automatically after 3 months. Nevertheless, it can also be cleared immediately by the inventory team triggered by a request from the vendor managers.
- A considerable increase in cost for a single line item might cause this line item update to be sidelined and in consequence not updated. In this case the item's cost update will be pending approval by an Amazon vendor manager, who will then have to approve or deny this change in cost therefore we suggest that you have a control mechanism to double-check that costs provided in the cost inventory message are plausible.

¹ For reference on how to register items in the catalog, please go to the Vendor Manual in Section 4: Catalog Data or contact Vendor Management.

Full vs. incremental cost inventory feeds

Once you set up a cost inventory feed per EDI Self Service Setup in Vendor Central it will result in a full feed setup. That means that each time a cost inventory feed is transmitted, it will overwrite the previously available cost and inventory information in the Amazon systems.

Therefore, if a full cost inventory feed considerably differs from your current listing in the Amazon catalog, this cost inventory feed will not be processed, as it is not seen as a full feed.

For example, you have 100 products listed in the Amazon catalog and you have to include all 100 items in your cost inventory message. If you want to do an incremental update for cost and inventory with a file for 10 products, it will not be processed.

Incremental information can only be **transmitted for inventory information** in the EDIFACT INVRPT format. For this, you have to use the correct qualifier ("78" in the BGM010-010²). Only then, this information can be processed and forwarded as Incremental for the inventory backend system. Currently, there is no possibility to send incremental costs or incremental inventory in flat file format within the EU, since partial cost inventory updates on flat file format will fail.

Inventory stock information, out of stock and obsolete items

- Items, which are currently not in stock but can **be ordered**, should be reported with quantity 0. That means that the item is active as this is not an out of stock signal and thus orders can still be generated for this item.
- If you are out of stock for a particular item and **you do not want receive** orders for this item, please remove the item from your full cost inventory feed. Then, the item is no longer in the available inventory and it will generally not be ordered.
- Items that are **discontinued and become obsolete** have to be completely removed from the feed as well. If any order is placed for that item, you will have to **reject them as obsolete either** via EDI ORDRSP³(using Qualifier QTY+182) or Vendor Central order confirmation (selecting availability Discontinued: Obsolete).

Cost inventory feed threshold mechanism

Currently, cost inventory feed files sent via EDI have a standard threshold restriction that is activated upon creation. All cost inventory files with more than 20% of all line items either with a 'Bad ID' (i.e. line item ID not matching the registered item ID in the catalog) or 'Bad Data' (i.e. line item data is incorrect or missing) will not be processed. This mechanism was created to ensure that the data sent has a high quality, nevertheless you will not have visibility if the cost inventory feed fails due to one of these errors. Therefore, please ensure that your item ID in Amazon catalog matches with what you are sending in the feed and that the data within the file is correct and complies with our requirements.

These thresholds can be modified under some circumstances, so if you suspect this can be the reason of your cost inventory feed failing, then please contact your vendor/instock manager or contact the EDI Team by using the "Contact Us" form on top of each Vendor Central page. Select the support topic "EDI Live" and "Changes/updates to EDI connection or EDI messaging" as the issue.

² Please refer to our INVRPT specification EANCOM_D96A_INVRPT_1.2.pdf in Vendor Central Technical Section within the Amazon EDI Package (In folder: EDI specifications and business process documentation\Amazon_COSTINV_Feed\1-Amazon_INVRPT)

³ Please refer to our ORDRSP specification EANCOM_D96A_ORDRSP_1.4.pdf in Vendor Central Technical Section within the Amazon EDI Specifications Package (In folder: EDI specifications and business process documentation\Amazon_ORDRSP).

File frequency

After successful Self Service integration of the EDI cost inventory message, your setup will **allow a maximum of one cost inventory message to be processed per day.**

So please do not send more than one cost inventory message per day. More files per day can potentially lead to a scenario where no data is processed, as the new incoming cost inventory message is received before the old one cost inventory message is completely processed and this can result in errors (Less than one per day e.g. 1 per week, is no problem).

If you have a special reason to send several cost inventory messages within one day, please contact your instock manager so they can better assess the situation.

Multiple cost inventory feeds via the same EDI setup

A cost inventory message will update cost and inventory information for all the configured ordering codes within the EDI setup per country i.e. the update will apply to all accounts included in the EDI configuration.

Nevertheless, if you have different selection and different prices per country or even different selection within one country e.g. different selection for vendor codes in different business groups/categories, then another specific cost inventory message can be set up. For this, you will need to contact the EDI Team by using the "Contact Us" form on top of each Vendor Central page. Select the support topic "EDI Live" and "Changes/updates to EDI connection or EDI messaging" as the issue.

FAQ Section

A. *The cost (or inventory) information is not being updated via EDI message for all my listed items and I am either receiving orders with the incorrect costs for all/most items (or my inventory information is not updated because I do not get new orders for items with >0 quantity). What can I do to solve this problem?*

There can be several reasons for this scenario, but if your EDI testing for cost inventory message integration was successful, then it is most likely that this is not an issue with your EDI setup.

The most common issues are separated in four categories:

a) Flat file format

Incorrect filename structure sent. Once you Go Live for inventory cost message you will receive **an automatic email with the filename structure and the Feed Key to be used**. e.g.

RETAIL_FEED_<Feed_Key>_YYYYMMDD_<2_digit_version_counter>.TXT.

Please **make sure to comply** with the provided filename structure.

b) EDIFACT INVRPT

Incorrect NAD+WH segment. On the **integration testing page of the cost inventory message** in the EDI Self Service Portal, you will receive a **Warehouse code** to be used in your EDI INVRPT messages. Please make sure you configure this setting also in your production messages and send the correct Warehouse code in the NAD+WH segment of the INVRPT message.

c) Structure of the message

- There is a **mistake in your message structure**, please check our EDI specifications for flat file and EDIFACT INVRPT.
- The file is **missing required fields**, please check our EDI specifications for flat file and EDIFACT INVRPT.
- The item ID of an item is missing. Please make sure that **all items have a valid line item ID**, otherwise the whole cost inventory message will fail.

d) Contents of the message

- The content in your cost inventory message is not a full catalog dump i.e. does not represent your full listing in the Amazon catalog and is therefore sidelined. Please **always send a full catalog dump from all your listed products**. Otherwise, it can result that your product listing is changed to include less products. There is a check that compares your current product listing with the new incoming from the feed and while ignore the new cost inventory information if the variance is too big.
Example 1: you have a listing of 1000 products, but you send mistakenly 10 products. Nothing will happen, as the variance is too high.
Example 2: you have a listing of 100 products, but you send 80 products. The cost inventory information will be updated and overwritten which can result in the loss of data.
- The threshold of 'Bad ID' or 'Bad data' was reached, therefore the file was not processed. Please make sure that **all your products in the cost inventory message are registered** in the Amazon catalog and that you update your product ID in case of changes. Also, please make sure your **documents comply with our specifications** in order not to get a 'Bad Data' threshold error.
- COST_PRICE is higher than the LIST_PRICE_EXCL_TAX. If you are using flat file cost inventory message and use both COST_PRICE and LIST_PRICE_EXCL_TAX, please **make sure that your COST_PRICE is always lower than the LIST_PRICE_EXCL_TAX** for all items.

If you have reviewed the above mentioned most common issues and still have not identified the problem, then it is most likely that there is no EDI issue involved. Therefore, please contact your vendor/instock manager for further investigation. If you are not sure if your EDI format and syntax are correct and it is the first time you send this message you can also contact the EDI Team by using the "Contact Us" form on top of each Vendor Central page.

B. *The cost information is not being updated via EDI cost inventory message for some of my listed items and I am receiving orders with the incorrect costs for a few items. How can I fix this issue?*

There are several potential reasons for this scenario, but most likely, the issue is an isolated problem with the affected item. These are the most common causes:

- The item ID for this product is not registered in the Amazon catalog. Please **check if you registered this item ID** or if the **product has the wrong ID** within the cost inventory message.
- There is a **direct cost for the item that acts with a higher priority** than the cost submitted via the EDI feed file. For example, a manually uploaded cost via Vendor Central for the ordering code. In case you are sure the content and ID are correct but your costs is not updated for a single/few products, please **let your vendor/instock manager know of this issue** so he can check and terminate any irrelevant costs and to clarify internally.
- This item cost update sent was above the allowed threshold and as a result the cost update was sidelined and it is now pending manager approval. If you have **increased costs recently** and this cost is not updated, please **ask your vendor/instock manager to investigate** and to coordinate approval.

C. *I am marking my inventory for an item with 0 quantity but I am still getting orders for that item, how can I momentarily stop orders for this item?*

If you send your cost inventory message with 0 quantity for a particular item, our system does not take this as an out of stock signal and we might occasionally try to order the item. If do not want to receive any order for a particular item then you have to **completely remove this item for your inventory cost feed**.

D. *I do not produce or source an item anymore (it is obsolete) but I am still getting orders for that item, what can I do to stop getting orders for this item?*

If you no longer offer an item and notice that Amazon still orders this item, please **remove this item your inventory cost feed**. In addition, please **reject the full quantity in the ORDRSP with QTY+182⁴** (i.e. "hard reject") as long as the item is ordered. This procedure will minimize the chance you get an order for the obsolete item.

E. *Can I send promotional deals via EDI cost inventory message?*

Promotional deals **might be sidelined** due to the high price percentage change. The price will also normalize once promotion time is over, which can lead to further cost changes being sidelined. Therefore, we recommend discussing this special process with your vendor/instock manager first before applying promotional changes to your cost inventory message.

⁴ Please refer to our ORDRSP specification EANCOM_D96A_ORDRSP_1.4.pdf in Vendor Central Technical Section within the Amazon EDI Specifications Package (In folder: EDI specifications and business process documentation\Amazon_ORDRSP).

F. *Is there a limit of how many items can I update cost and inventory information per transmission?*

With a manual change, you are limited to 15 thousand items per upload. With EDI, there is practically **no limitation** for both message formats. Still, if you plan to send large files exceeding 1 Million items, then we suggest notifying your vendor manager to check if the data consumption within the backend items was successful.

G. *Can I send a cost inventory feed with two different kinds of product identifiers?*

Usually we expect a cost inventory feed with only one type of product ID used for all items (especially in the cost system), otherwise there can be failures. However, if your products are listed with different main item IDs in the catalog and cannot be changed to the same item ID, then we need to configure the setup so the system can consume this mixed ID data. It is required that you send your cost inventory feed only with the corresponding main ID for the product (i.e. only the correct item ID in the flat file format and the correct ID in INVRPT either in LIN segment or in PIA segment). For example, if you registered EAN for the majority of your products and UPC for just a few products, then you need to send only EAN for the EAN products and only UPC for the UPC line items. To check if the setup is correct, you should contact the EDI Team by using the "Contact Us" form on top of each Vendor Central page to check the settings.

H. *What if I use different currencies, how can I use cost inventory message?*

Our system does not support multi-currency payments, therefore you will need to coordinate with your vendor manager to create a separate vendor code/account and thus a separate cost inventory feed.

I. *What if I have a sudden change in my selection/catalog? Is my cost inventory feed going to be rejected?*

A considerable increase in your selection will not cause a problem, but if you send the cost inventory feed with a considerable decrease in your selection, then it will most likely be rejected. In case, there is a considerable decrease in your selection and you want to reflect that in your cost inventory feed, you will eventually have to contact your instock manager or vendor manager to approve the considerable change in your selection.