

Amazon Purchase Order (850) - FAQ

Questions about the Amazon purchase order (850)

Q: Should we always expect to receive DTM dates in our POs?

A: DTM dates will always be sent in 850 transactions.

Q: Our freight ships collect to Amazon, how should we interpret the DTM 064 and 063 dates?

A: The two dates will be the window in which Amazon expects to pick up the freight. In some cases, only one date will be listed. In that case, the date will be the date that Amazon expects to pick up the freight.

Q: Our freight ships prepaid to Amazon, how should we interpret the DTM 064 and 063 dates?

A: The two dates will be the window in which Amazon expects the freight to be delivered.

Q: How will I know if backorders are acceptable or not?

A: You are required to read the value in the CSH01; a value of Y indicates that the order should be processed as backorders acceptable. A value of N indicates that backorders are not allowed.

Q: What are deal codes?

A: Deal codes are promotional codes reported in the REF segment of the 850 EDI order. The promo code is qualified by a value of PD. If you ever require a promo code in order to provide special discounts or pricing, please map this segment and be prepared to handle this data.

Q: Does Amazon.com require an FA response to the 850?

A: No. Amazon does not reconcile FA data for the 850. Instead, we reconcile the 850 against the 855. Once in production, you will be notified if the 855 does not arrive in time. Please consider how long it may take your systems to generate and transmit the 855. Communicate this time (in hours) to the person assigned EDI testing so that we contact you appropriately once in production.

Q: When and how often does Amazon place orders?

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

Please note: Amazon does not batch the 850 outbound process; orders will be submitted at the time of order generation.

Q: Do you have a backorders cancellation policy? What is it?

A: Backorder policy is determined by your Amazon business representative. Please discuss the details with him or her.

Please note: Backorder cancel dates may not be submitted in the 850 at the PO level; nor are they submitted at the line item level. Vendors are required to set up our backorder policy at the account level.

Q: Can Amazon.com adjust an order and submit a new 850 file? How about an 860?

A: No, submission of a new version of the 850 or an 860 is not possible at this time. In general, it is a manual process to make changes to an order after the initial 850 has been submitted.

Q: What would Amazon.com 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.

Questions about functional acknowledgments

Q: Does Amazon.com supply an FA response to their inbound documents?

A: Amazon will supply the FA for the 810. If you would like an FA for other documents, please request these from the person assigned to test the EDI integration.

Q: What would Amazon like me to do if I do not receive an FA for a specific document?

A: Please resend the specific file once. Amazon is able to handle duplicate transmissions of all documents. If you still do not receive an FA, please send an email to electronic-orders@amazon.com stating the document type, date(s) of transmission, sender/receiver ID, control number(s) and connectivity method. It is helpful to include an example product/service ID from the file where possible (PO number, invoice number, PRO, etc.).