Appendix A

Usage of EDI 855 Purchase Order Acknowledgements (POA)

This document exists to provide Amazon trading partners with clear and explicit documentation of our expectations for EDI 855 Purchase Order Acknowledgements (POAs).

Single POA
Unless otherwise agreed upon (as described in "Multi-POA" below) Amazon expects a single POA that describes all items to fulfill the purchase order, to be returned for each PO sent.

Timeframe
POAs should be sent as soon as accurate information is available. POAs must be received within a timeframe agreed upon with your Amazon.com Buyer Representative, generally within 24 hours. Please contact your Buyer Rep if you have questions about acceptable timeframe for your POAs.

Acknowledgement (Ack) Code Usage
Ack codes can be grouped together into three general categories:
Item accepted – All units of this item will be shipped immediately to fulfill the purchase order. Examples of Ack codes that fit into this category include: AC, IA, AR, AS, AV, IQ.
Item Backordered – Some or all of the units of this item will be shipped at a later date to fulfill this purchase order. Examples of Ack codes that fit into this category include: IB, BA, BR, BO, BX.
Item Rejected – No units of this item will be shipped at any time to fulfill this purchase order. Examples of Ack codes that fit into this category include: IR, OS, CO, CP, NL, CA, CB, CK, KK, R2, R4.

A complete list of recognized Ack codes is provided with the EDI 855 integration documents. Any communication beyond the stated meaning of these three categories, such as 'item is discontinued' or 'item is not in catalog' should be communicated separately with your Amazon.com Buyer Representative as it will not be interpreted from the Ack codes.

If you will be sending any codes other than those stated above, please verify with your Amazon.com Business Representative that the codes you send will be interpreted as expected.
Example of how unexpected Ack codes may cause miscommunication:
* Amazon orders 10 units of item XYZ
* Vendor 855 returns: XYZ, 10 units, Ack code CC (item rejected).
* Amazon interprets CC as 'rejected' and is no longer expecting the item.
* Vendor intended CC to mean item would be shipped at a later date (should have been translated as backordered).
Disconnect exists between intended acknowledgement and Amazon interpretation.

Amazon only accepts one Ack code per line item per PO. Therefore:
* If no units of an item will be shipped, acknowledge that item as 'Rejected'.
* If all units of an item to be shipped will be shipped immediately, acknowledge that item as 'Accepted'.
* If any units of the item to be shipped will not be shipped immediately, acknowledge all units of that item as 'Backordered'. That is, if Amazon submits an order for 10 units of an item and 6 will ship now and 4 will ship at a later date, acknowledge all 10 units as 'Backordered'.

Please note that a confirmation of 'Backordered' is not always acceptable. Some orders must be filled immediately or cancelled (fill/kill). Please contact your Amazon.com Buyer Representative for clarity on when 'Backorder' acknowledgement is acceptable.

Acknowledgement Quantity
Trading partners should always acknowledge the quantity that will be shipped to fulfill the purchase order. If the quantity confirmed and shipped is greater than the quantity submitted on the PO, such as if case quantities require rounding up, please contact your Buyer Rep immediately to point out the discrepancy.

Acknowledged Item IDs

POAs must return exactly the item IDs (UPCs, GTINs (EANs), SKUs, etc.) that were sent in the purchase order and should reflect exactly the items to be shipped. Do not exclude any IDs from the POA. Do not add any IDs to the POA. Do not change any of the IDs from the PO in the POA. If IDs are not recognized or incorrect in the PO, please contact your Amazon.com Buyer Representative to communicate problems with item IDs.

Updating Pricing Information

Your Buyer Rep may allow changes to the pricing information sent in the PO to be returned in the POA. These pricing changes, if allowed, may be restricted to some percentage increase or decrease from the price stated in the PO.

Sending Multiple POAs for a Single Purchase Order

In some cases it is necessary to return more than one POA in response to a PO. This may be acceptable but must be established explicitly with your Amazon.com Buyer Rep.

Timeframe for Multiple POAs

Similar to sending a single POA, all POAs returned for a single PO should be sent as soon as accurate information is available. All POAs for a single PO must be returned within a timeframe agreed upon with your Amazon.com Buyer Rep.

Possible Interpretations of Multiple POA Acknowledgement Quantities

Amazon.com is able to interpret quantities from multiple POAs in one of two ways, "Accumulate" or "Replace". It is vital to understand how these two interpretations work and to establish with your Buyer Rep which to use.

Replace

If POAs are replacing, each POA completely erases and replaces all previous POAs. For example:

Example behavior of system set to Replace:

First POA			Second POA			Total Acknowledged	
Item	Quantity		Item	Quantity		Item	Quantity
ABC	5		ABC	3		ABC	3
DEF	2		GHI	4		GHI	4

Accumulate

If POAs are accumulating, each item's acknowledged quantity is the sum of the acknowledged quantities for that item in all POAs. For example

Example behavior of system set to Accumulate:

First POA			Second POA			Total Acknowledged	
Item	Quantity		Item	Quantity		Item	Quantity
ABC	5		ABC	3		ABC	5+3=8
DEF	2		GHI	4		DEF	2+0=2
						GHI	0+4=4