

# Setting Up Direct FTP with Amazon.com

**Amazon's primary connection method is AS2, FTP connections are only configured if your company is unable to support an AS2 connection.**

## **General FTP Information:**

- Amazon.com's FTP address is ftp-na.amazon.com.
- Amazon.com's FTP site is free of charge.
- Amazon.com sends and receives data from the FTP site every 15 minutes, 24 hours a day and 7 days a week.
- We recommend passive mode connections to Amazon.com's FTP site.
- Each vendor will receive a proprietary user account and password for *uploading* files.
- Each vendor will receive a proprietary user account and password for *downloading* files.

## **What You Will Need:**

- A script or client application that connects your EDI system with our FTP site.

## **Account Usage:**

- The download account is to be used to download EDI documents from Amazon.
- The upload account is to be used to upload EDI documents to Amazon.

## **File Protocols for the Download Account:**

*Please note: Files are outbound for Amazon.com and inbound for our trading partners. Files accessible through this account include purchase orders, outbound functional acknowledgments and other outbound documents for both ANSI X12 and EDIFACT/EANCOM Standards.*

- The default naming convention for outbound order files is: vendor code + 850 + #####  
A purchase order might look like this: VEND850.I7574203
- We suggest the extension of .NEW be used to limit the occurrence of duplicate and truncated files. For example: VEND850.I7574203.NEW
- We prefer that vendors delete files as they pick them up. Please note that a copy of a missing file can easily be resent by contacting us. Please submit a "Contact Us" via Vendor Central if you require a resend.
- If an outbound file does not have an extension of .NEW, it is incomplete or still loading. Use the presence of the extension to determine which files are ready to be retrieved.

## **File Protocols for the Upload Account:**

*Please note: Files are incoming for Amazon.com and outbound for our trading partners. Files for upload account usage include purchase order acknowledgments, order responses, inbound functional acknowledgments, invoices, advance shipment notices and other inbound documents for both ANSI X12 and EDIFACT/EANCOM Standards.*

- Each inbound file is required to have a unique name with a standardized extension. Many vendors derive a unique filename by including date, time or document type.
- To prevent truncation of uploaded files, please use the following method:
  1. PUT the file to the Amazon.com FTP site without the file-extension (example: PUT filename)
  2. Once the transmission completes, rename the file with the “.NEW” extension (example: REN filename filename.NEW)
- We ask that trading partners keep a copy of their incoming data. Amazon does not archive data on our FTP site because of space and access restrictions. A 90-day archiving period is suggested for the purposes of resending and researching data.

**Specific Issues with Amazon.com FTP:**

- We request that documents are not wrapped to any particular character length (this occurs with mainframes). Wrapped documents should be sent to us as one continuous stream of data. If you use a carriage return as a terminator (such as PUBNET’s format), wrapping is not an issue.
- AMAZON.com’s FTP server is set in a LINUX environment and if you are sending data over a mainframe, element separators and segment terminators may not be compatible with our system. Please consult with your EDI coordinator if you are working in a mainframe environment.
- A list of common FTP clients is provided below; this is not intended to be an inclusive list, and we are unable to offer support for any of these clients:
  - CuteFTP - <http://www.cuteftp.com/>
  - FTP Voyager Secure - <http://www.rhinosoft.com/>
  - SmartFTP - <http://www.smartftp.com/>
  - SecureFTP - <http://www.glub.com/products/secureftp/>
  - IglooFTP - <http://www.iglooftp.com/>
  - FlashFXP - <http://www.flashfxp.com/>
  - WS\_FTP - <http://www.ipswitch.com/>

**FTP Quick Hints:**

- Connect to our FTP site at ftp-na.amazon.com using passive mode.
- To download files from Amazon.com connect to the FTP site using your download account.
- To upload files to Amazon.com connect to the FTP site using your upload account.