

Amazon Purchase Order Acknowledgement (855) - FAQ

Line item level

Q: Is it a requirement to send an 855 for each 850 received?

A: Yes, in order to update the status of an order in the Amazon system correctly. Amazon requires PO confirmation via the 855 or Vendor Central. If you are unable to meet our 855 requirements, then you will confirm your POs at Amazon Vendor Central. Please contact your Amazon business representative if you do not have a Vendor Central account.

Q: Is it a requirement to provide every 850 line item in the corresponding 855?

A: Yes, in order to update the status of an order in the Amazon system correctly.

Q: If a line item is placed on Back Order, is it required to provide the quantity in the 855 POA?

A: Yes, so that the Amazon system will update the status of the line item correctly.

Q: How should invalid items on the 850 be reported in the 855?

A: Do not process or ship an item that arrived with an invalid item number on the 850. Please return the invalid item number on the 855 and acknowledge it as 'invalid'. The following acknowledgement codes indicate invalid to Amazon.com:

CB – not our publication

R2 – invalid product information

If the code(s) described above cannot be supported, it is acceptable to respond to an invalid line item(s) with acknowledgment codes of IR (item rejected) or ID (item deleted).

Please Note: Amazon expects an 855 even if all the line items on the 850 were invalid and did not produce an order or invoice.

If a corresponding 855 cannot be sent for an 850, Amazon requires manual notification of invalid items such as email or phone call.

Q: What is the Amazon.com policy on substitutions?

A: No substitutions are allowed for any line items on the POA. Amazon.com expects a vendor to process recognizable item numbers on the 850 without delay. If an item is not recognized by the vendor system, the vendor must not process or ship the item. The line item must be acknowledged as 'invalid' in the corresponding POA.

If the vendor does not plan to provide a corresponding POA, then the vendor must contact Amazon.com manually via email or otherwise agreed to process.

Q: Do I need to return the same item qualifier and item ID in the 855 that I received in the 850 transaction?

A: POAs must return exactly the same item qualifier and item IDs (UPCs, GTINs (EANs), SKUs, etc.) that were sent in the purchase order.

Price data

Q: Is it required to provide price in the 855?

A: Yes, vendors are required to return the unit cost price in the 855; the cost price should match the unit cost price that we will be invoiced. Further, book vendors are required to provide a list price and discount multiplier.

Q: Can the price in the 850 be simply returned on the 855?

A: No. Regardless of the price submitted on the 850, Amazon requires the cost price in the 855. The cost price submitted on the 855 should match the cost price submitted in the invoice. Amazon payment systems will compare the two and may delay payment if they do not match.

Q: What does Amazon.com require if price and/or availability change after the initial 855 has been transmitted?

A: Please provide manual notification regarding any changes to Amazon orders after the initial 855 has been transmitted. Your Amazon.com business representative can advise on when, how and who to notify.

Q: Is it required to provide price data for items on Back Order?

A: Yes, in order to update the status of the order in the Amazon system correctly. If price is omitted, this will cause the 855 to reject within the EDI system.

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.

ACK Codes

Q: Is it required to provide ACK codes for all line items regardless of status?

A: Yes, in order to update the status of our order in our system correctly. If the ACK code is omitted, this will cause the 855 to reject within our EDI system.

Q: What are the valid ACK codes used by Amazon?

A: Please work with your Amazon.com business representative to agree on acknowledgment codes. A list of acknowledgment codes is provided in the Vendor Survey.

Q: Our system currently does not support any acknowledgment codes, what codes should I implement?

A: Please work with your Amazon.com business representative to agree on acknowledgment codes. A list of acknowledgment codes is provided in the Vendor Survey.

Q: Are there any acknowledgment codes that I should not send in the 855?

A: Please refer to the chart below:

IS	Item Accepted; Substitution Made
AN	Available: Shipping New Edition
BH	On Hold
IF	On Hold
IH	On Hold
IW	On Hold

Shipment related

Q: What is the policy at Amazon.com on partial shipments? How should partial shipments be reported on the 855 document?

A: Yes, partial shipments are allowed. Please use one of the appropriate acknowledgement codes below to report a partial fill:

BP – partial fill, balance on backorder
CE – partial fill, balance cancelled

The value in the ACK02 equals the quantity shipping.

Q: We cannot guarantee that the data on the 855 will match the actual shipment. Please explain this requirement?

A: Amazon.com would like vendors to have real time inventory systems so that the availability data on the 855 could be generated very quickly and be mostly accurate. We accept rare instances where inventory could be off due to a number of factor including damages on the floor.

Please note: While Amazon.com uses both the 855 and 856 (ASN) to receive product, the shipment is received against the 855. Part of vendor operational performance is evaluated by comparing 855 data against actual receives.

Miscellaneous

Q: Is the CTP segment a required field?

A: The CTP segment is required only if a vendor sells books with a list price.

Q: What is the Amazon.com policy on duplicate files, if we need to resend a document?

A: Amazon can receive duplicate EDI documents of all types. It is considered protocol to send communications of a resent file or files, notifying Amazon to monitor the documents processing. Please send post production communications to: electronic-orders@amazon.com and ei-procurement-interest@amazon.com.

Q: What is the discount multiplier and how does it work?

A: The POA Discount Multiplier, 855 CTP07, is a multiplier factor used to arrive at the final discounted price. A multiplier of .90 would be the factor if the discount was 10%.

Q: What steps need to be taken if a POA fails to send to Amazon?

A: Notify Amazon of the problem issue. Then troubleshoot the issue and update Amazon with an ETA for a fix to the problem issue. Please send post production communications to: electronic-orders@amazon.com