



Greetings from Pubnet!

We are delighted to hear you are interested in setting up an Electronic Trading Partnership with Amazon. The initiation of such a relationship is a tremendous step forward in the development of your business. We believe such a step is essential to serving the marketplace in the best way possible.

You will find attached documents detailing Amazon and Pubnet general EDI protocols as well as a survey form. The survey will help us to expedite your new EDI account. Please read and complete these forms and return them to us at your earliest convenience.

We look forward to working with you to establish this exciting new business avenue and hope to hear from you soon.

Once you have completed the survey please e-mail a copy back to Don Nelson at don.nelson@bowker.com or fax it to 908-219-0191. If you experience any problems receiving or retrieving these documents, or if you have any questions regarding these questionnaires, please don't hesitate to contact us by calling 1-800-PUBNET-1 or emailing info@pubnet.org.

Sincerely,

Pubnet

Business Rules

EDI Operating Essentials

The Amazon EDI package is designed to take the normal business to business processes and then accelerate and automate them to help reduce costs and improve efficiency between our companies. The stronger the ties of EDI between companies, the closer those companies move from buyer and seller towards business partnerships.

As with everything thing, there is a starting point. The initial EDI package for trading with Amazon consists of five messages:

- ⇒ Purchase Order (850)
- ⇒ Purchase Order Acknowledgment (855)
- ⇒ Invoice (810)
- ⇒ Functional Acknowledgment (997)
- ⇒ Advance Ship Notice (856)

The most important document relationship is the PO/POA. If you can not support the PO/POA relationship via EDI you must contact your Amazon business owner to determine if an EDI relationship can be pursued.

Implementation Timeline

Implementing our EDI Implementation Package (850, 855, 856 & 810) takes an average of four to six weeks. This includes the time the Amazon Integrator begins negotiating the new electronic trading partnership until ordering can begin via EDI.

A timeline and project start date will be agreed upon by both parties on the kick-off conference call.

Business Partnership – Expectations and Escalation

- Vendor must respond with one Purchase Order Acknowledgement (POA) for each Purchase Order (PO) transmitted.
- PO/POA exchange time must not exceed 2 hours for Cascade Orders, 24 for Direct (please note that data turnaround time may differ contingent upon particular industry standards).
- Each line item of a transmitted PO must have a corresponding response line in the POA.
- Amazon.com must be notified immediately in case of technical problems.

Document Trading Protocol – Communication

- The vendor must be able to re-send EDI documents as necessary.
- The vendor must be able to recognize order files by Amazon.com reference number (i.e. PO#, Invoice #).

Data Requirements – PO/POA

- Each item number/identifier in the response POA must correspond in type to the corresponding item on the PO (i.e. ISBN to ISBN, UPC to UPC).
- A price must be given for each item confirmed.
- Price must be reported as net, or as cost/discount.
- Price changes may be reported in a new POA file or through a pre-arranged manual process.
- No substitution of items will be allowed on the POA.
- Acknowledgement codes must be agreed upon with Amazon buyers and EDI personnel.
- Items confirmed must correspond accurately to product received.
- The Vendor's system must have the ability to recognize multiple shipping locations

Vendor Information

Company Name:

Product Type (i.e. Books, Kitchen):

EDI Protocols

What is the name of the EDI translator you currently use?

Please indicate all transaction sets that you support:

ANSI X12	Transaction Set	Version #
850	Purchase Order	
855	Purchase Order Acknowledgement	
810	Invoice	
846	Inventory	
852	Point of Sale	
856	Advanced Ship Notice	
997	Functional Acknowledgment	
Other Documents		
Other Documents		
Other Documents		

When will you be able to begin EDI testing with Amazon.com?

Do you use separate production and test environments?

Data Element	Test environment	Production environment
ISA Qualifier:ID		
GS ID		

SEPARATORS	HEX	ASCII
Element:		
Segment:		
Sub Element:		

Data Transmission

Indicate below which method(s) of transmitting EDI you can support:

=> Pubnet

List any additional VAN services that your company uses:

Please indicate Send/Receive Times/Frequency and which time zone used:

Document	Send Time	Receive Time	Order Processing	Frequency (Per Day)					
				Mon	Tue	Wed	Thu	Fri	Sat/Sun
850									
855									
856									
810									
997									
846									

Please provide some product information for us to use for generating EDI tests. If you can provide 5 – 10 product ID's and their cost, that would be best.

Product ID	ID Type (i.e. UPC, ISBN)	Product Cost

EDI Business Requirements

General Questions

Can and will you notify Amazon.com of technical difficulties at the time they occur?

Are you able to re-send EDI documents as necessary?

How long will original EDI files be archived in your system?

Do you accept batched files?

Can you be able to recognize order files by Amazon.com reference number (i.e. PO#, Invoice #)?

Can your system detect and reject duplicate transactions?

850 Questions

Is there any instance in which items ordered might be substituted¹ for in your system?

If you do substitute, is it possible to disable this function?

Does your company maintain a real-time inventory system?

Does your system have the capacity to recognize multiple shipping locations (one per document)?

What type of external id are you expecting in the 850 (i.e. ISBN, UPC, catalog number)?

855 Questions

How soon after the receipt of the 850 can you generate an 855, which will reflect an accurate fill-rate?

Can you return a single 855 for each 850 received?

Will each line item of a transmitted PO have a corresponding response line in the POA?

Will your system be able to match each item in the 850 with the same item number/identifier in the 855 (i.e. ISBN to ISBN, EAN to EAN, UPC to UPC)?

Can you supply price information for each item confirmed as "available?"

Can you supply price information for items confirmed as "backordered?"

¹ Substitution would be any instance where one UPC/ISBN/EAN would be automatically or manually upgraded to a different model.

Amazon requires price information sent for every item accepted or back ordered. Will you supply price information as net, or as list/discount?

Will pricing and/or discount information in the 855 correspond to subsequent pricing in the invoice (810 or paper)?

Can you supply price updates per a new POA file?

Which ACK code set do you draw from, X12 or BISAC?

For full compliance, Amazon requires that an ACK code be sent back for every detail line of the original order, even if a SKU is not active in your system. Will you be able to return an ACK code even if your system does not recognize the item?

If the 850 includes SKUs unrecognizable by your system, can you still process the remaining items on the order and send a corresponding 855 or does the whole order fail?

Which ACK codes will you supply for each of the following situations?

item available:

item unavailable, on backorder:

item unavailable, cancelled:

out of print:

out of stock (not backordered):

cancelled publication:

restricted title:

other (s):

invalid item:

Are you able to provide more than one ACK segment when appropriate? (i.e. partial fill)

810 Questions

What is your correct billing address?

What are the payment terms supported by your AR department; please list them below:

Are you able to submit both paper and electronic invoices during a parallel testing phase?

For international movement of product, do you have tax rules setup in your accounting system and are you able to supply tax information in the 810?

856 Questions

Can you provide valid SCAC codes for the carriers used to ship product to an Amazon fulfillment center? Please the carrier(s) and their SCAC code below:

Can you provide valid tracking or PRO/BOL numbers for the carrier(s) listed above?

Do you provide more than one ship notice per shipment; for example updates? Please explain why you would need to send an update?

Do you have the ability to participate in License Plate receive with Amazon using the ASN and UCC-128 bar codes on your cartons?

Miscellaneous Questions

Do you have a contingency plan in case of system failure?

Will you be using EDI at one site or at multiple² sites?

² If you would like to implement EDI at multiple sites, please attach a copy of all ship-to or bill-to location names and addresses, as well as internal location codes if you use them.

Contact Information

EDI Primary Contact:	
EDI Contact Title:	
EDI Contact Email:	
EDI Contact Phone:	
EDI Contact Fax:	
EDI Secondary Contact:	
EDI Contact Title:	
EDI Contact Email:	
EDI Contact Phone:	
EDI Contact Fax:	
Business Representative Information	
Business Rep:	
Business Rep Title:	
Business Email:	
Business Phone:	
Business Fax:	
Do you have 24x7 technical support?	
Contact Name:	
Phone Number:	
Pager/Cell:	
Email:	

Amazon.com EDI Protocols: ANSI X12

COMPANY NAME: **Amazon.com**
ADDRESS: Enterprise Integration Department
605 5th Ave S. /5th Floor
Seattle, WA 98104

EDI HOTLINE: 206-266-7188

INTERCHANGE ID QUALIFIER: ZZ

INTERCHANGE ID: AMAZON

VALUE ADDED NETWORK(s): ICC.net, PUBNET

EDI STANDARDS: ANSI X12 Version 4010

TRANSLATION SOFTWARE: Mercator

PLATFORM: Hewlett Packard

COMMUNICATION PROTOCOL: FTP

DOCUMENTS CURRENTLY RECEIVED: **810** – Invoice
855 – Purchase Order Acknowledgment
856 – Notification of Shipment
997 – Functional Acknowledgment

DOCUMENTS CURRENTLY SENT: **850** – Purchase Order
997 – Functional Acknowledgement

EDI SEND TIMES: Purchase Orders and FA's are transmitted every 15 minutes 24x7.

EDI RECEIVE TIMES: Invoices, ASN's, and POA's are received every 15 minutes, 24x7.

SEGMENT SEPERATOR: 7E ~
ELEMENT SEPARATOR: 7C |
SUB-ELEMENT SEPARATOR: 3E >