Electronic Document Interchange (EDI)

Frequently Asked Questions

North America

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What is EDI?

Electronic Data Interchange (EDI) is the exchange of business documents, such as purchase orders and invoices, between business partners in a standard format. EDI documents are machine-readable, meaning business processes can be easily automated. Amazon can seamlessly integrate with leading ERP and accounting software solutions.

Is EDI required at Amazon?

No. You may choose to use the self-service tools on Vendor Central instead of using EDI. There is no charge or penalty for doing so. You can view your orders, confirm orders, create shipments, and invoices in Vendor Central.

Do EDI vendors have to do everything via EDI?

No. EDI vendors still have all of the self-service Vendor Central tools available for their use. EDI message types can be integrated one by one and in no particular order. Every supported EDI standard has an analogous Vendor Central tool which can be used parallel with EDI.

For example, you could receive a Purchase Order via EDI and then create the confirmation in Vendor Central. You could then create the Advance Shipment Notification via EDI and use Vendor Central to create the invoice.

Should my company integrate with Amazon or use Vendor Central?

The decision to use EDI depends on your company's abilities, volume and preferences. For example, a non-EDI company may prefer the flexibility of Vendor Central over the costs of EDI implementation. A company with an established eCommerce system, however, may achieve significant cost savings by using EDI.

The following sections provide more information to help you make a cost/benefit analysis.

Costs of Implementing EDI

Companies that have already invested in EDI do not have as many upfront costs as companies that are new to EDI. The costs for vendors already using EDI might include:

- Personnel costs to create and test EDI maps, complete Self Service Setup on Vendor Central, establish and maintain connectivity with Amazon to exchange documents
- Additional Value Added Network (VAN) costs, if using one

If you are new to EDI, the costs can vary depending on the type of solution that you choose:

- In-house EDI using direct SFTP (hosted by Amazon) or AS2 connection (hardware/software needs)
- In-house EDI using third party Value Added Network (VAN) connection
- Third Party Managed Services
- Third Party web forms solutions (not recommended)

The cost of each of these options should be considered. You may wish to hire an outside consultant to help determine which EDI solution is right for you.

Strategic Benefits

Whether EDI can provide your business with strategic benefits is best answered by asking yourself the following questions:

- Do you have the need or vision to generate savings and efficiency by implementing or increasing automation?
- Is the ability to meet customer and vendor demands and requirements a driving factor in your business, perhaps even more a factor than pricing?
- Is the timing and accuracy of the delivery of goods and services critical to your customers and vendors?
- Could a significantly faster delivery time to your customers and distributors be turned into a competitive advantage?
- Will being "eCommerce enabled" allow your firm to penetrate new markets or find new suppliers?
- Are customer loyalty and long term alliances a high priority for your firm?
- Would eCommerce enabled systems favorably affect your payment terms and agreements with customers and suppliers?

Operational Benefits

With an EDI system in place, you should save time and money processing and executing customer orders. Studies of EDI systems show that it takes up to five times as long to process a purchase order manually as it does electronically. With EDI, documents are processed electronically and error-free, minimizing processing time and the number of staff required. Studies suggest that an automated system saves 2/3 of the costs involved in manually processing a customer order.

Personnel Reduction

A properly enabled EDI system will reduce labor time and cost in the following areas:

- Document preparation
- Error detection and correction
- Reconciliation
- Mail preparation
- Telephone calling
- Data entry
- Overtime
- Supervision expenses

Studies show as much as a 50% reduction in required staff after implementation of EDI.

Cycle Time Reduction

Cycle Time is the amount of time between a customer placing a purchase order and receiving the goods. Reducing cycle times can:

- Increase competitive advantage
- Decrease carrying costs
- Decrease shrinkage costs
- Improve cash flow

Studies show EDI is able to reduce order cycle times by 50%.

Inventory Reduction

EDI systems can reduce inventory costs because of:

- More accurate demand forecasts
- Reduced cycle time
- More dependable supplier schedules

To estimate the possible reduction of inventory, multiply the number of days by which order cycle-time can be reduced by the value of inventory on hand. For example, if you carried an eight-week supply of finished goods and were able to reduce cycle time by 25% from 30 days to 22.5 days, it may only be necessary to hold a six-week supply of finished goods. This would result in reduced costs including cost of goods, storage space, service, and insurance.

Cash Flow Improvements

Reduced operating expenses and improved accuracy when purchasing provide direct cash flow benefits. With EDI systems you should be able to:

- Negotiate better payment terms
- Take advantage of discounts
- Enter more long term contracts

Although this area is difficult to quantify, most accounting departments can attest to the benefits of improved corporate cash flow.

Improved Order Fulfillment

EDI-based reporting provides managers with access to data and process-status information, which enables them to make more accurate and informed business decisions. EDI-based reporting can also improve the analysis of pricing changes and promotional ties. Most importantly, it can maximize product availability despite shifting demand, by enabling faster analysis and recognition of demand trends. EDI-enabled manufacturing firms reported an average inventory reduction of 10%.

How do I start the EDI integration process?

The Self Service Setup tool is provided under the EDI tab on Vendor Central so you can integrate with Amazon. This tool provides surveys to integrate, test and go live with specific message types.

If you do not see this tool on the Vendor Central website, contact your company's Vendor Central administrator and request permissions for "EDI Self Service Setup."

For more information about Self Service Setup, reference the Help section on Vendor Central.

What connectivity options are supported by Amazon?

Amazon supports the following connectivity options:

Direct AS2

AS2 is Amazon's preferred connectivity method. Applicability Statement 2 (AS2) provides several benefits such as encryption, non-repudiation of origin, and delivery confirmation. Implementation of a direct AS2 connection also avoids costly Value Added Network (VAN) fees.

Amazon-hosted SFTP

For vendors that do not support AS2, Amazon can provide Secure File Transfer Protocol (SFTP) accounts to securely upload and download EDI transmissions.

Value Added Network (VAN)

Amazon Self Service Setup supports many popular VANs out of the box using a custom AS2 connection.

Where can I obtain Amazon's AS2 Package?

When you select AS2 or VAN in the General Survey section of Self Service Setup, Amazon generates two custom AS2 packages, each containing a unique certificate, URL, and AS2-ID. For testing, you will initially configure the "Test" AS2 package, then configure the "Production" AS2 package when you are ready to send and receive production EDI transmissions.

Note that if you are using a Value Added Network (VAN), your VAN will need to configure both custom AS2 packages which are unique for your Amazon account. You will be prompted in Self Service Setup to generate an email to your VAN which will contain the connection information. After sending the email, your VAN will configure the AS2 settings and get back to you in order to proceed.

What EDI documents/standards are supported by Amazon?

For North America (US and Canada), Amazon supports the ANSI X12 standard, versions 4010 and 5010. The supported documents are:

- 830 - **Sales Forecast** report from Amazon to Vendor (what Amazon is forecasting to sell)
    - By request, self-service not yet available
- 852 - **Point of Sale** reports from Amazon to Vendor (what Amazon has sold)
- 846 - **Cost & Inventory Feed** from Vendor to Amazon (what the vendor has in stock and the cost of those items)
- 850 - **Purchase Order** request from Amazon to Vendor (what Amazon wants the vendor to fulfill)
- 855 - **Purchase Order Confirmation** from Vendor to Amazon (what the vendor can fulfill)
- 860 - **PO Change** Information from Amazon to Vendor (what Amazon wants to cancel)
- 865 - **PO Change Acknowledgement** Information from Vendor to Amazon (which cancellations the vendor can confirm)
- 753 - **Routing Request** from Vendor to Amazon (request carrier appointment)
    - By request, self-service not yet available.
- 754 - **Routing Instructions** from Amazon to Vendor (carrier appointment details)
    - By request, self-service not yet available.
- 856 - **Advance Shipment Notice** from Vendor to Amazon (what the vendor is shipping)
- 810 - **Invoice** from Vendor to Amazon (what the vendor wants to be paid for)
- 820 - **Remittance Advice** from Amazon to Vendor (which invoices Amazon is paying)
    - By request, self-service not yet available.

What if the document I want to integrate is not available in EDI Self Service Setup?

First, complete the General Survey and at least one document survey, such as PO/850, so you are set up in our system. Then, contact the Amazon EDI team using the Contact Us form on Vendor Central. Select **EDI Integration** as your issue and **New Document Integrations** as your sub-issue.

Where can I find the EDI specifications?

The EDI specifications for each document are available in the Resource Center on Vendor Central, under the Technical section. They are also linked on the right-hand side next to each document survey on the EDI Self Service Setup page.

How do I contact the EDI team?

The Amazon EDI team can be contacted using the Contact Us form on Vendor Central. Select EDI Live if you are in production or EDI Integration if you need assistance with a new EDI integration. The Amazon EDI team will respond to you within one business day.

How do I escalate an EDI issue?

First, file a Contact Us case on Vendor Central, so the Amazon EDI team has a chance to get back to you. If you are not getting an adequate response, follow up with your Amazon Retail representative and provide the case ID.

We currently trade EDI documents in one country and am being asked to do business in another country. What is required to set up EDI for the new country?

In North America, Amazon trades using two separate ISA/GS IDs, depending on country:

Amazon.com (US) – qualifier ZZ, ISA/GS ID AMAZON

Amazon.ca (Canada) – qualifier ZZ, ISA/GS ID AMAZONCA

If you are already in production, the new country must be set up as a new EDI integration. First, sign into the relevant Vendor Central site for the new country you are setting up:
Amazon.com (US) – https://vendorcentral.amazon.com

Amazon.ca (Canada) – https://vendorcentral.amazon.ca

Then, go to the EDI tab and click Self Service Setup. Complete the General Survey and any other relevant surveys.

Note that testing is optional if you are sharing EDI maps across both countries. Amazon can also merge both accounts to share a single EDI connection instead of having separate connections. If you would like both US and Canada EDI integrations to share a connection, or to skip testing on the new EDI integration, please contact the Amazon EDI team.

My Amazon Retail representative has created a new vendor code for me. What is required to set this up with my production EDI integration?

Please contact the EDI team on Vendor Central and provide the vendor code and the EDI Sender/Receiver ID you would like it set up on. We will configure this as a child code of your production EDI integration.

My Service Provider/VAN will be completing the entire EDI integration on my behalf. How do I set this up?

You may opt to invite your third-party into Vendor Central. If you are an administrator for your account, go to the Settings tab and click User Management, then click Create new invitation to invite your third party's email address. You may limit permissions to the EDI application by selecting "EDI Self Service Setup" and "EDI Monitor" in the User Rights section of the page.

I use a Service Provider/Value Added Network (VAN) for EDI. Where do I or my EDI representative enter this information?

When you complete the General Survey in the Self Service Setup application, you will be prompted to choose your connection method in Page 6. Select VAN and choose the VAN you will be connecting to, then proceed to Page 7.

In Page 7, you will be prompted to send your VAN the AS2 connection details which are specific to your account. Please follow up with your VAN once you have sent the email so they can configure the connection details for your account.

How do I setup a new EDI Sender/Receiver ID?

First, you will need to know which vendor codes or some PO numbers that would be associated with your new EDI ID. Once you have that information, contact the Amazon EDI team on Vendor Central so we can provide more detailed instructions.

How do I change my connection protocol (AS2, SFTP, VAN)?

Contact the EDI team on Vendor Central to request this change. Provide the relevant information and the date and time you would like the changes to take effect. The Amazon EDI team is available to make changes Monday – Friday, 9AM – 5PM Pacific Time. Once we have confirmed the request, we will schedule the changeover on our team calendar.

How do I update my AS2 settings (URL, AS2-ID, Certificate, MDN receipt type)?

Follow these instructions to update your AS2 settings in production:

1. Sign into Vendor Central and go to the EDI tab, then click Self Service Setup.
2. Under EDI Integration Summary, go to the General Survey and click Edit Survey under the Take Survey column.
3. Each page of the survey is linked in the upper-right corner. Click Page 7 to access the Connectivity page.
4. Under Your Production AS2 Server Information, you may configure your production AS2-ID, URL, MDN Receipt Type, and upload a new certificate. Make the appropriate changes here.
5. Click Save Changes at the bottom of the page. This will update your connection settings in production.

How do I change my EDI Sender/Receiver ID?

Contact the EDI team on Vendor Central to request this change. Provide your old EDI ID, new EDI ID, and the date and time you would like the changes to take effect. The Amazon EDI team is available to make changes Monday – Friday, 9AM – 5PM Pacific Time. Once we have confirmed the request, we will schedule the changeover on our team calendar.