

Amazon Advance Shipment Notice (856) - FAQ

Q: How do I format the ASN file if more than one purchase order is consolidated in a single carton (box)?

A: Your ASN should be formatted the following ways depending on whether or not you support ASN labeling.

Shipment

Order

Package

Item

Please note: package data is optional

For consolidated shipments, report each unique purchase order number at the order level and provide the package and item data associated with the PO number. Since there are several order numbers in the same package, the package level data will be repeated throughout ASN.

A sample of a consolidated ASN is provided as part of this package.

Q: What is the Amazon.com process for label approval?

A: Labels should meet the requirements provided in the appendix of the 856 ASN mapping specification. Label approval is not required; however, if you would like Amazon.com to review your label format, please send a label sample to asncompliance@amazon.com.

Q: Is there an Amazon.com charge back policy?

A: Amazon does not chargeback for non-compliant ASN files at this time but may do so in the future.

If a vendor's ASN data is causing downstream rework, such as problem-receive due to bad PO/ASIN data, Amazon will contact the vendor to correct. The vendor is given an opportunity to correct before we would consider a chargeback. If a vendor is unable to correct the problem, then a chargeback may be issued.

Q: Can I still integrate the ASN even if I do not know the specific items in a box?

A: Yes. Please provide the items associated with each unique purchase order number so that Amazon can use the other basic info for our receive programs that do not depend on package level information; such as Dockmaster (our delivery scheduling system), ASN Receive and Parcel Unload (the system that we use to unload small parcel trucks).

Please note: Vendors should not provide package level information unless it can be tied to a specific PO and associated items.

Q: What is the license plate receive program?

A: The license plate receive program enables product in a carton or tote to be received by scanning a unique SSCC barcode which automatically receives all the product in the carton based on ASN data provided. This single step receive process is extremely efficient and provides a high level of accuracy by receiving against the carton item quantities and POs described electronically by the vendor in the ASN.

Q: What if I don't know the particular SCAC code for a carrier?

A: Please see the SCAC code information provided in the 856 mapping specification appendix for a list of SCAC codes for many of the carriers that deliver freight to Amazon. To order a full list, contact NMFTA (National Motor Freight Association) via their website at <http://www.nmfta.org/> or call them at 1-866-411-NMFC (6632).

Q: What should I do if ASN files fail to be generated for specific shipments and the problem cannot be fixed or there is to be a significant delay?.

A: Amazon.com requires the ASN file to be transmitted the same day as the shipment leaves the vendor facility. If this requirement cannot be met due to technical difficulties, please send ASN files for all shipments once problems are resolved.

If a vendor submits more than one ASN file per shipment, please submit the most recent version of the file once the issues are resolved.

Q: Why does Amazon.com require the tracking number of every small parcel carton? Is this data really necessary and how is it used?

A: Amazon.com requires the tracking number per small parcel carton in order to tie the package to the status updates provided by the carriers in the 214 EDI file. If the carrier tracks their shipments per package, then vendors must also provide this level of service.

Q: What if I do not know the weight of a shipment? Is it okay to approximate it?

A: Yes, you may approximate the weight.

Q: Can I still integrate the ASN even if I do not support labeling?

A: Yes, however, vendors cannot qualify for the Amazon.com license plate receive program without providing the label on the package and the corresponding SSCC code in the ASN file. See an appendix to the 856 mapping specifications for more information regarding license plate receive certification.

Q: If I have a problem with the EDI version of the ASN, can I fax in the data?

A: Amazon.com does not accept ASN data via fax.