



Retail X12 Advance Shipment Notice Troubleshooting Guide

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Overview

This document is intended as a troubleshooting guide for EDI 856 ASN business data validation failures. For any EDI compliance issue, we also advise you to check the Vendor Central Operational Analytics page for detailed information regarding your EDI transmission and messages.

Note: ASN business data validations and requirements may not be enabled in every country or region.

If vendor is signed up for EDI compliance notifications, Amazon will send email notifications for compliance issues with respect to the EDI transmissions sent to Amazon. To sign up for these notifications, go to Vendor Central > Settings > Contact > Enable “Show All” and select the vendor code from drop down > Add compliance contact. These notifications include syntax related issues if EDI transmission received is in violation with Amazon EDI 856 requirements (example - mandatory element missing in ISA Segment) or business validation failures if the data within the transmission does not comply with Amazon ASN data accuracy (example - expiration date missing for an expected ASIN which is marked perishable in the catalog). In addition to email, we also offer the X12 824 (Application Advice) message to provide this information. The EDI message can be integrated via the EDI Integration feature in Vendor Central.

Note that the validation failures are subject to change and depend on multiple factors like freight terms (prepaid or collect), type of order/fulfillment, ship modes (FTL/LTL/small parcel) etc. Vendors are advised to reference their Amazon agreement, ASN guidelines, as well as Amazon’s EDI 856 specification package and requirements. Also, review the help pages available in Vendor Central to understand the troubleshooting methods associated to EDI transmissions (Vendor Central > Help > Automation at Amazon > Troubleshoot EDI transmissions).

Here is an example of the Amazon EDI 856 ASN business validation failure notification:

SEDI Platform Failure
Visit Vendor Central to resolve the errors

Greetings from Amazon,

We received an Electronic Data Interchange (EDI) AdvanceShipmentNotification from you or your EDI Provider on [Date: 3/23/24 3:13:42 PM]. Unfortunately this document failed to transmit in Amazon's EDI system.

Your action is needed to solve this problem. The information provided below will help you identify the failed document so you can correct and resend the data to Amazon immediately. Failure to correct this issue may result in late payment (if invoice files affected) or chargebacks from Amazon for other message types.

=== Metadata of the EDI Message ===

Type	Value
TransmissionControlNumber	[REDACTED]
FILE	[REDACTED]
PurchaseOrderNumber	[REDACTED]

Visit the [Operational Analytics Dashboard](#) to view this issue on Vendor Central.

=== Required Action(s): ===

Issue #	Severity	Description	Actions
1		N104 in the N1 ST Loop is missing or does not contain valid data. Error Source Location: /transmission/TransactionInformation[T]	Per Amazon EDI Specifications, the N104 is required in the X12 856 document. Please ensure you are sending the correct value in this field. We ask you correct this problem and resend the document as soon as possible.

Key Information in the compliance notification email

- *TransmissionControlNumber*: Control number in the ISA segment of the EDI 856 ASN file received. This number can be used to search specific ASN file in Operational Analytics page in Vendor Central.
- *File*: EDI ASN file name received by Amazon from vendor EDI system.
- *PurchaseOrderNumber*: Original Amazon purchase order number sent from Amazon via email or EDI 850 file.
- *Issue*: Please note there may be more than one compliance issues in your EDI 856 ASN file. Thus, this column lists the number of compliance issues included in one EDI transmission.
- *Description*: A brief description of the compliance issue with relevant information like ASN ID, PO number etc.
- *Actions*: The intended action from the vendor to fix the ASN so that it complies to Amazon ASN guidance. Please note Amazon expects that the vendor takes the necessary action as per the SLA guidance of Amazon ASN policies.

Validation rules

Error	ASN Compliance Issue - (Description from Failure Notification)	Action to be Taken	Shipment Type	EDI 856 segment/element to check
ArnExistsForWePay	The ASN \${ASN_ID} contains purchase orders with Collect freight terms but doesn't include an Amazon Reference Number/shipment ID (ARN). The Collect freight purchase orders are: \${PO_NUMBER}.	When sending ASNs with WePay (Collect) shipment terms, an ARN must be listed. Resend the ASN with the shipment ID (ARN) that is provided in the routing instructions or in the Shipments tool.	WePay (Collect) Vendors Only	REF*BX* Amazon Reference Number~
ArnIsValid	The ASN \${ASN_ID} contains purchase orders with Collect freight terms but doesn't include a valid Amazon Reference Number/shipment ID (ARN). The incorrect ARN on this ASN is \${ARN}.	Resend the ASN with the ARN provided in the routing instructions. It is also available under "Shipments" tab in Vendor Central or via the Routing Instructions EDI file if you are using the "EDI 753 (RR)" or "Retail EDI 754 (RI)".	WePay (Collect) Vendors Only	REF*BX* Amazon Reference Number~
AsnProExists	ASN \${ASN_ID} does not have a PRO number	All shipments are required to send a PRO. For FTL/LTL shipments the PRO should be included at the	All	REF*CN* PRO NUMBER~

		<p>shipment level and it should match the carrier's information.</p> <p>Review why the ASN did not list a PRO. Check to see if the PRO missing might be a warehouse specific / location specific concern where the information is not transforming over to your EDI file when sending or if it is a manual process error.</p>		
AsnProIsUnique	<p>The ASN \${ASN_ID} has a PRO which is not unique. The PRO is \${PRO_NUMBER}.</p>	<p>A Carrier Tracking Number / PRO must be unique and not reused within 90 days of last use. Please check the ASNs that this PRO is being used on to see why it is re-used within 90 days of last use.</p> <p>If these ASNs are for the same shipment but each ASN is for a separate PO, please consolidate the ASNs together so that 1 shipment = 1 ASN.</p> <p>If you feel the PRO is incorrect for the ASN, confirm the PRO with the carrier and resend the ASN with the updated PRO number.</p>	All	REF*CN* PRO NUMBER ~
BolExists	<p>The ASN \${ASN_ID} does not include a Bill of Lading number</p>	<p>Resend the ASN with a valid Bill of Lading (BOL) number (same as the one given to the carrier) so that items may be prioritized and received properly. Please note the BOL is needed for matching ASN to carrier appointment as well as linking cartons with GTINs to the correct ASN.</p>	<p>FTL/LTL shipments only</p> <p>(Not required for Small Parcel)</p>	REF*BM* BOL NUMBER ~
ContainerLicensePlateIsReceivable	<p>The ASN \${ASN_ID} has boxes that do not have unique LP codes. The LP codes that are not unique are: \${EXTERNAL_ID}</p>	<p>This error flags containers that have the same SSCC number. Check within the file as to why this number is being repeated.</p> <p>If there are pallets or packages listing the same license plate number, please review if they are multi-ASIN pallets. If so, multi-ASIN pallets should be in ONE package loop with item information listed</p>	All	MAN*GM* SSCC LP CODE ~

		<p>below. Reference example files.</p> <p>If the SSCCs are reused on other ASNs, if the ASNs are for other shipments, SSCCs should not be reused within a year of last use. Check to see if the SSCC is being reused within the same warehouse or multiple warehouses to help trouble shoot why the SSCC is being re-used.</p> <p>If the SSCC is reused on another ASN but both ASNs are for the same shipment, please make sure you are consolidating a multiple PO shipment to ONE ASN. Reference example files.</p>		
ContainerPROExits	The ASN \${ASN_ID} is for a small parcel carrier but is missing tracking IDs for \${COUNT} boxes	<p>Each package on the ASN for a small parcel should have its own unique carrier tracking number (PRO). The PRO should only be listed once within the ASN.</p> <p>If you are sending only one package for the small parcel ASN, you may list the PRO either at the shipment level or package level.</p> <p>If you are sending a small parcel with 2+ packages, please list a unique PRO number at the package level.</p> <p>Review why there are containers with a missing PRO.</p>	Small Parcel Only	REF*CN* PRO NUMBER ~
ContainerProIsLocallyUnique	The ASN \${ASN_ID} has individual container carrier reference numbers (PRO) that are repeated on more than one container. The PRO numbers are: \${EXTERNAL_ID}	<p>Each package on the ASN for a small parcel should have its own unique carrier tracking number (PRO). The PRO should only be listed once within the ASN.</p> <p>If you are sending only one package for the small parcel ASN, you may list the PRO either at the shipment level or package level.</p> <p>If you are sending a small parcel</p>	Small Parcel Only	For FTL/LTL shipments PRO needs to be included ONLY under shipment level. For small parcel, single carton - PRO can be included under shipment level or package level, multi carton - PRO needs to be included under each package level.

		with 2+ packages, please list a unique PRO number at the package level.		REF*CN* PRO NUMBER ~
ContainerProIsValid	The following tracking IDs for ASN \${ASN_ID} are not valid: \${TRACKING_ID}.	Resend the ASN with valid carrier tracking number(s) (PRO) so that items may be received properly. Each package should have its own unique carrier tracking number (PRO) listed on the ASN.	All	REF*CN* PRO NUMBER ~
DestinationIsValid	The fulfillment center \${FC} mentioned on the ASN \${ASN_ID} doesn't exist	Resend the ASN with the correct Amazon FC sent on the original PO so that items may be prioritized and received properly. To verify any changes made on original PO please check PO/FC under PO Management tool in Vendor Central (Orders > PO Management) to confirm the final destination of FC.	All	N104 (under the N1*ST qualifier) must be provided with the right SAN code / Buyer assigned identifier. N1*ST*AMAZON.COM*15* SAN CODE/BUYER ASSIGNED IDENTIFIER ~
ExpirationOrMfgDateExists	A valid date is required for the following products in the ASN \${ASN_ID}: \${ASIN}, \${EXPIRATION_TYPE}	This ASIN is missing an expiration or manufacture date in the ASN. Perishable products require either expiration or manufacture date, depending on the item category. Review the ASN for the missing date information. If you are unclear whether the expiration or manufacturing date is needed for your items, please reach out to your Amazon business representative. If the ASIN is an item that is not required to have an expiration date listed (i.e., not perishable), please update your catalog or work with your Amazon business representative to update the item.	All	DTM at Shipment level (011 - Shipped and 017 - Estimated delivery), DTM at line level (036 - Expiration, 094 - Manufacturing date) is required for ASIN(s) as per Amazon catalog attributes. DTM*036* EXPIRATION DATE ~ DTM*094* MANUFACTURE DATE ~
ExpirationOrMfgDateValid	A valid date is required for the following products in the ASN \${ASN_ID}: \${ASIN}, \${EXPIRATION_TYPE}	The date format is not valid or within 90 days of the receive date. Resend the ASN with the correct dates (expiration or manufacturing), so that items may be prioritized and received properly.	All	DTM at Shipment level (011 - Shipped and 017 - Estimated delivery), DTM at line level (036 - Expiration, 094 - Manufacturing date) is required for ASIN(s) as per Amazon catalog

		<p>Note that the required date type (expiration or manufacturing) depends on the item category.</p> <p>If you are unclear whether the expiration or manufacturing date is needed for your items, please reach out to your Amazon business representative.</p>		<p>attributes associated.</p> <p>DTM*011*SHIPPED DATE~</p> <p>DTM*017*ESTIMATED DELIVERY DATE~</p> <p>DTM*036*EXPIRATION DATE~</p> <p>DTM*094*MANUFACTURE DATE~</p>
GtinIsValid	The ASN \${ASN_ID} contains invalid GTIN codes due to an incorrect checksum digit. The IDs that are not valid are \${EXTERNAL_ID}.	If the LP labels on the ASN don't match the labels on the cartons, resend the ASN with the proper codes. The MAN*GM segment should include a valid SSCC code. Code "GM" is to list SSCC labels only.	All	<p>MAN segment with MAN01 - "GM" qualifier, MAN02 - Should contain unique and valid LP code</p> <p>MAN*GM*LP CODE~</p>
ItemIsIdentified	Items identified by \${ITEM_ID} were not on PO \${PO_NUMBER}.	<p>The external ID listed in the error is not recognized by our systems. Please check your catalog settings for the below issues:</p> <ul style="list-style-type: none"> * Make sure this external ID is not listed for more than one ASIN in the Amazon catalog. * Make sure this external ID correctly matches the external ID you have listed for the ASIN in the Amazon catalog * Ensure you are listing the correct external ID type (UPC, EAN, GTIN, etc.) that matches the setup in the Amazon catalog. <p>Update the amazon catalog for anything found incorrect / not matching your system.</p>	All	<p>LIN+1+++1234567891234:EN'</p>
LicensePlateIsLocallyUnique	The ASN \${ASN_ID} contains the following non-unique extra license plate codes: \${EXTERNAL_ID}	<p>The License plate code (SSCC) is being repeated locally within the same ASN file. Please review the ASN with the ASN ID in the error and review why this SSCC(s) are being repeated.</p> <p>If there are pallets or packages listing the same license plate number, please review if they are multi-ASIN pallets. If so, multi-ASIN</p>	All	<p>MAN segment with MAN01 - "GM" qualifier, MAN02 - Should contain unique and valid LP code.</p> <p>MAN*GM*LP CODE~</p>

		pallets should be in ONE package loop with item information listed below. Reference example files.		
LicensePlatelsUniqueOrNeeded	The ASN \${ASN_ID} contains the following non-unique extra license plate codes: \${EXTERNAL_ID}	<p>This error flags different ASNs that have the same SSCC number. SSCCs should not be re-used within a year of last use.</p> <p>Check which other ASNs this SSCC has been used on.</p> <p>Check to see if the SSCC is being reused within the same warehouse (ASNs are from the same warehouse) or multiple warehouses (Other ASNs this SSCC was used on is from other warehouses) to help trouble shoot why the SSCC is being re-used. Please make sure SSCCs are unique and not re-used within a year of last use.</p> <p>If the SSCC is re-used on another ASN but both ASNs are for the same shipment, please make sure you are consolidating a multiple PO shipment to ONE ASN. Reference example files.</p>	All	<p>MAN segment with MAN01 - "GM" qualifier, MAN02 - Should contain unique and valid LP code.</p> <p>MAN*GM*LP CODE~</p>
LicensePlatelsValid	The ASN \${ASN_ID} contains LP codes (such as SSCC, AMAZONCC, or 2D codes) that are invalid. For known types this is because the checksum digit was incorrect. For unknown types, they don't fit any known pattern of LP codes. The invalid IDs are: \${EXTERNAL_ID} and the type is: \${TYPE_IDENTIFIED}.	<p>The license plate code (SSCC) used is not valid. Verify if the check digit is correct and the SSCC is properly listed. To confirm the Checksum digit please use this site.</p> <p>If this is not an SSCC and it is listed at a GIN+BJ or GIN+AW segment, please ensure only a valid SSCC is listed (18 digit without two leading 00's at the beginning or the full 20 digits.)</p>	All	<p>MAN segment with MAN01 - "GM" qualifier, MAN02 - Should contain unique and valid LP code.</p> <p>MAN*GM*LP CODE~</p>
OrderIsValid	We found the following invalid purchase orders in the ASN \${ASN_ID}: \${PO_NUMBER}	Resend your ASN with the valid Amazon PO number sent on EDI 850 so that items may be prioritized and received properly.	All	<p>PRF Segment contains the order under the HL - Order level.</p> <p>PRF*PO NUMBER~</p>

PalletCountConsistent	The ASN \${ASN_ID} has a pallet count of \${ASN_PALLET_COUNT} but contains \${CLI_PALLET_COUNT} pallet structures	Resend the ASN with a pallet count that matches the number of pallets detailed in the ASN so that items may be prioritized and received properly.	All	TD1 Segment (TD101 - PLT and TD102 - Pallet count). Pallet count under shipment level must be equal to the number of unique Tare/Pallets specified within EDI ASN file. In case of multiple POs being sent in the same ASN, pallets are counted based on unique pallet LP labels in the shipment. (If same pallet LP label is used in 2 different POs under the same ASN it will be counted as one.) TD1*PLT*PALLET COUNT~
RoutingRequestContainsOrder	The Amazon Reference Number (shipment ID) \${ARN} that is provided in the ASN \${ASN_ID} does not contain the following purchase orders: \${PO_NUMBER}	When sending ASNs with WePay (Collect) terms, only Purchase orders that were on the original routing request should be listed on the ASN. Please ensure all purchase orders are listed on your routing request.	WePay (Collect) Vendors Only	REF*BX*Amazon Reference Number~
RoutingRequestIsPlanned	The ASN for the Amazon Reference Number \${ARN} has been sent before the carrier has been assigned	Do not ship Collect freight before the shipment is tendered to a carrier. Update the ASN with the carrier information once it has shipped.	WePay (Collect) Vendors Only	REF*BX*Amazon Reference Number~
QuantityMatchesOrder	The ASN \${ASN_ID} contains ASIN \${ASIN} for PO \${PO_NUMBER} and quantity \${ASN_QTY}, where \${ALREADY_SHIPPED_QTY} products for the same PO/ASIN is documented on other ASNs and routing requests. The PO has \${ORDER_QTY_SUBMITTED} submitted, \${ORDER_QTY_CANCELED} canceled, \${ORDER_QTY_CONFIRMED}	Review the error for details: Check for the following – If the error says any items were canceled, review why items are being shipped when sometimes were canceled. Review the quantity for the item in relation to the Purchase order. Quantities listed on the ASN should be in the amount of Amazon sellable units.	All	SN1 segment (SN102) contains the quantity. SN1**QUANTITY*UOM~

	D} confirmed, and \${ORDER_QTY_EXPECTED} expected. The quantity you are shipping exceeds the quantity Amazon is expecting.	If the item is a case-pack of multiple units sold as 1 item, the quantity should be 1 for each case pack. If the quantity is for a case with multiple sellable items, make sure you are responding the same way the PO is requesting items if the purchase order is set to order in cases.		
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