



## **Retail X12 Advance Shipment Notice FAQ**

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## ASN Overview Questions:

### **Q: What is the timeline associated with sending an EDI 856 file?**

ASN must be received by Amazon's system before the physical shipment arrives at the Amazon FC to avoid any possible receive delays with respect to shipments.

### **Q: How many shipments can be included in one EDI 856 file?**

Currently there is a limit of 100 ASNs for every truck load shipment. This means you can send separate EDI 856 at PO level or carton level only if the total number of individual EDI 856s are less than or equal to 100 for that truck load (TL) / less than truck load (LTL) shipment. It is always recommended to send a single EDI 856 transmission for the entire FTL/LTL shipment having all PO and carton details.

### **Q: If wrong data is sent on EDI 856 file, can we update it via EDI?**

Yes, previously sent EDI 856 file can be replaced in case of wrong data being sent. To create a replacement EDI 856, use the same shipment identification (BSN02), BSN01 = "05" (replace) and interchange sender ID as in the original ASN. Ensure that the replacement is updated to BSN01 = "05" (replace), as sending it with "00" will result in data validation failures and duplicates.

Note - An EDI ASN can be edited within 60 days of the initial transmission, and only if the ASN has not been used for an appointment where the shipment has already reached a fulfillment center, whichever happens sooner.

For more information regarding ASN, refer to help pages available in Vendor Central under Support > Help > Automation at Amazon > EDI message formats > EDI Retail messages > EDI advance shipment notification.

### **Q: If a replacement ASN is sent, are there any certain rules that need to be followed?**

For more details on a replacement ASN, view the Retail X12 856 Integration Guide located in the EDI 856 ASN Specifications Package. It has a section on how and when to send a replacement EDI 856 file along with certain requirements.

### **Q: Can we receive a PO via EDI and send ASN via Vendor Central?**

Yes, ASN can be submitted manually via Vendor Central if you are unable to send EDI files. If you send an ASN via electronic data interchange (EDI), do not submit it via Vendor Central. If you have submitted an ASN via Vendor Central, do not send it via EDI.

### **Q: Can an item be cancelled/rejected in EDI 856 due to changes in on hand inventory?**

No. Quantity of items confirmed on a purchase order via EDI 855 (purchase order acknowledgement) need to match the cumulative quantity sent on EDI 856 file. EDI 856 allows Amazon to collaborate more effectively with carriers in tracking and receiving your shipments. This allows us to effectively plan our labor resources and ensure quicker and more efficient receipt of your shipment which means you can invoice your POs faster.

### **Q: Should I consolidate my ASNs?**

Yes. If you are sending a shipment with more than one purchase order on it, with all POs going to the same location, all POs should be consolidated to one ASN. A shipment should have a 1:1 ratio with the ASN where 1 advance shipment notice = 1 shipment.

To review specific formats, reference the Sample Files and Retail X12 ASN Retail X12 ASN Match Physical Shipment to Format file.

You can also reference our learning:

Vendor Central > Main Menu > Learn > Learning Hub > Operations > ***Shipments: EDI/API ASN Creation and Best Practice***

**Q: We received multiple compliance emails highlighting multiple business validation failures. What action needs to be taken here?**

When an EDI ASN received by Amazon fails the business data validation rules, a compliance email is triggered with the required action to be taken. Detailed explanation of each business validation failure has been provided in Retail\_X12\_856\_TroubleshootingGuide included in AMZN\_Retail\_X12\_ASN Specification Package available in Vendor Central under Help > Automation at Amazon > EDI message formats > EDI Retail messages > EDI advance shipment notification.

**Q: Where can we update the email address to receive compliance notifications?**

Email address associated to Compliance can be updated in Vendor Central under Settings (gear symbol) > Contacts > Enable Show All > select the vendor code from drop down > Add Compliance contact.

**ASN Shipment Level Information Questions:**

**Q: Do I have to list a SCAC code in the ASN?**

Yes. The carrier's SCAC code is required to be listed in the ASN.

**Q: How do I know I have the right SCAC Code listed in the ASN?**

The SCAC is a specific code assigned to a shipping company/carrier. The [National Motor Freight Traffic Association](#), Inc. (NMFATA) assigns SCAC codes for all companies except those codes used for identification of freight containers not operating exclusively in North America, intermodal chassis and trailers, non-railroad owned rail cars, and railroads.

Vendor Central under Support > Help > Shipping > Required Shipping Information > Carrier Tracking number.

**Q: Is tracking number (PRO) mandatory for shipments?**

PRO Number/Tracking Numbers are the unique numbers assigned by the carriers for the shipment. These identifiers are used for capturing status updates of the shipment. PRO Numbers / Carrier Reference Numbers are required for all freight terms (Collect/Prepaid) and Ship Modes (FTL/LTL/Small Parcel). This information is required to be entered in REF02 (REF\*CN) segment of EDI ASN. Following points need to be taken under consideration for tracking number:

- FTL/ LTL Shipments - The PRO should be provided at the header level and only one PRO per ASN/Shipment is needed.
- Small Parcel Shipments - PRO should be provided for each individual package/carton. Number of PROs in the EDI ASN file should be equal to number of packages/cartons in the physical shipment.
- PRO provided in the ASN helps to establish a direct relationship with the appointments in order to know the contents of the trailer. Thus, it should be the same as the PRO provided by the carrier while scheduling an appointment. Mismatch between the PRO in ASN and on physical shipments might lead to validation failures in future.

#### **Q: Is ARN (Amazon Reference Number) required for all shipments?**

Amazon Reference Number is required only for WePay (“Collect”) shipments. The ARN is used internally at Amazon to associate ASNs with the physical shipments received at our fulfillment centers. Use of the ARN within EDI 856 transmission ensures that Amazon receives your merchandise accurately and with fewer defects. Additionally, the ARN provides better visibility for the shipments hence enabling better resource planning and faster receiving of vendor’s items.

#### **Q: How can we obtain the ARN (Amazon Reference Number)?**

ARN would be generated for each routing request for a WePay (“Collect”) shipment and provided via the routing instructions. There should be one to one mapping between the routing request and ASN. Thus, if vendor sends multiple routing request for the same Order / Shipment then they need to ensure that ASN aligns with the routing requests and individual ARNs are mentioned in each ASN. Vendors can get ARN through the one of the following options:

- Via BGN06 element in the EDI Routing Instructions (EDI 754).
- Via the View recent shipments feature in Vendor Central after the routing request is tendered.
- Via email as part of the FTL / LTL tender confirmation for your submitted routing request.

#### **Q: Is BOL (Bill of lading) required for all shipments?**

BOL is only required for FTL/ LTL shipments. BOL in the ASN should match the BOL provided in the shipment documentation and should be unique. For further information on the BOL requirements please refer to the “North American vendor shipment guidelines” available in Vendor Central under Help › Shipping › Vendor Manual.

#### **Q: Is Seal Number required for all shipments?**

Amazon requires seal number to be included (for Full Truck Load (FTL) shipments) through REF\*SN segment if the shipment contains a seal number.

#### **Q: Does the Shipped Date provided in EDI 856 need to be accurate? If not, what is time range within which the shipped date needs to be provided?**

Ship date mentioned in the ASN should be either within past 7 calendar days (from the ASN Submission Date) or up to 2 calendar days in future (from the ASN Submission Date).

#### **Structure Related Questions:**

##### **Q: How do I know I am using the correct EDI ASN structure format? (SOPI, SOTI, SOTPI, or blended?)**

The EDI ASN structure of your file should match what you are shipping.

If you are sending pallets, you will use a format with a Tare loop (Pallet loop) either SOTI or SOTPI.

If you are sending only packages (with no physical pallets on the shipments) with SSCCs on them, you will use SOPI.

If your shipment has a mix of different carton label types on your pallets, you have a partially labeled pallet shipment or partially palletized and floor-loaded shipment, you will use a Blended format. A blended format is a combination of our basic formats – SOPI, SOTI and SOTPI.

Review the Retail X12 ASN Retail X12 ASN Match Physical Shipment to Format file as well as our sample files to find the format that best fits your physical shipment.

Reference our EDI/API ASN Creation and Best Practice training on learning hub to help you better understand the formats and *select* the best format for you based on your physical shipment & labeling.

Vendor Central > Main Menu > Learn > Learning Hub > Operations > ***Shipments: EDI/API ASN Creation and Best Practice***

#### Q: What is the difference between V1 and V2 for EDI X12 ASN?

Version 2 is an upgraded version of version 1 which introduces a new pallet hierarchy (SOTI) where the item is nested directly as a child of the pallet.

This new pallet hierarchy level (HL) can be leveraged when vendors send cartons/items on the pallet that do not have a SSCCLP label on them. This closes the gap of the missing hierarchy in version 1. Version 2 is fully backwards compatible with existing hierarchies. Upgrading to version V2 is recommended for all ASN integrations, but especially if the SOTI use case applies to your shipments. Along with supporting all previous ASN hierarchies as well, Version 2 is compatible with all shipments to Amazon. Thus Version 2 supports the following hierarchies:

- SOPI (Shipment - Order - Pack - Item)
- SOTPI (Shipment - Order - Tare/Pallet - Pack - Item)
- SOTI (Shipment - Order - Tare/Pallet - Item) – **NEW**
- Blended: – **NEW**
  - Pallet Blended format: SOTPI-TI / SOTI-TPI
  - Pallet / Carton only Blended format: SOPI-TI / SOTI-PI, SOPI-TPI / SOTPI-PI

Reference the sample files and Retail X12 ASN Retail X12 ASN Match Physical Shipment to Format File for further reference.

For steps to move to Version 2, see the Integration Guide.

Vendor Central > Main Menu > Learn > Learning Hub > Operations > ***Shipments: EDI/API ASN Creation and Best Practice***

- Helps to choose a format for your physical shipment
- Provides information on useful tools
- Detailed guide on migration to ASN Version 2

#### Q: How can we promote ASN from V1 to V2?

In order to send ASNs supporting SOTI structure (V2 - An upgrade over V1) vendor will need to promote the ASN message in Vendor Central again:

- Log into Vendor Central > Integration > EDI Integration > Select vendor Code > Edit
- Advance shipment notification (ASN) > Edit
- Under Message Format tab you will get an option to select V2.0. Select V2.0 and click on Save and Continue
- Promote the message in Test and Production environment for the changes to reflect.

Any message sent using SOTI structure after promoting the ASN message again in Vendor Central should go through.

Note - Promoting the ASN message again after selecting V2.0 is required for SOTI ASNs to process successfully. If EDI ASNs were sent before promoting the ASN message in Vendor Central please resubmit the ASNs.

**Q: Do I have to list the total carton count for a pallet?**

The pallet's total carton count is needed for pallets that do not have a specific loop per package within that pallet loop as well as have a quantity of Each. The total carton count is needed for Pallet License Plate (LP) receive so that it can use the pallet SSCC to link to the ASN and see how many cartons on the pallets vs how many eaches per carton.

The pallet total carton count is optional to list. However, it is preferred to be listed if you have the above scenario and are sending an "Each" quantity with either a SOTI format or a SOTPI format where GTINs/non-SSCCs are on the packages for the pallets.

Reference the EDI X12 Retail X12 ASN Retail X12 ASN Match Physical Shipment to Format File and sample files.

Example of the scenarios where the pallet total carton count is preferred to be listed:

SOTI Format with Each Quantity	SOTPI format with Each Quantity (No unique package loop per physical carton on the pallet with Package SSCCs)
HL*3*2*T~ TD1*CTN*50~ MAN*GM*PALLET SSCC~ HL*4*3*I~ LIN*1*UP*1234567890123~ SN1**100*EA~ DTM*036*20250407	HL*3*2*T~ TD1*CTN*50~ MAN*GM*PALLET SSCC~ HL*4*3*P~ HL*4*3*I~ LIN*1*UP*1234567890123~ SN1**100*EA~ DTM*036*20250407

**Q: What if my system cannot provide a pallet total carton count?**

The pallet total carton count is only needed if the quantity is listed in eaches at the SN1 segment and there is not a unique package loop within the file per individual carton/outer package on the pallet.

This helps equate total amount of outer concerns vs eaches to see if any of the packaging would need to be opened at the time of receive.

If you are unable to send this information, the information is optional. However, it is highly preferred as the information is utilized during pallet receive to better understand sellable items on the pallet vs how many sellable items per carton.

**Q: What if I don't know the pallet total carton count? Can I put 1?**

The pallet's total carton count should be the physical number of cartons on the pallet. Do not put "1" unless there is only 1 physical carton/container on the pallet. Putting "1" when there are more cartons physically on the pallet can cause systematic errors.



**Q: If I am using SOTPI format, and only have one Package loop, can I put a total carton count of 1 for the pallet?**

The Pallet's total carton count should be the physical number of cartons on the pallet. Only "1" should be input for the pallets total carton count when there is physically only "1" carton on the pallet.

**Q: What do I list for the pallet total carton count if my pallet does not have cartons but has bags / items that are no in boxes?**

If you are not sending cartons but are sending "bagged products" or other approved packaging, you will count the number of outer containers. Thus, if you have a bagged product/product not in a box, where each item is just stacked on the pallet, the number of items on the pallet would be the number of containers.

If you have bagged products that are wrapped in 2-packs for safe shipping but are to be sold as individual single bags, then you would put total amount of 2-packs as those bags would need to have the outer wrapping removed and the bags separated as they will be sold separately.

<p>Example of products set onto the pallet not wrapped with another sellable product.</p> <p>100 bags on the pallet to be sold through Amazon as single quantities, set on the pallet with pallet wrapped.</p>	<p>Example of products set onto the pallet that are wrapped together for more secure approved transport and/or based on in-house vendor process.</p> <p>100 bags on the pallet to be sold through Amazon as single quantities, set on the pallet with 2-packs wrapped together that should be separated later at the time of receive.</p>
<p>HL*3*2*T~            TD1*CTN*100~            MAN*GM*PALLET SSCC~            HL*4*3*I~            LIN*1*UP*1234567890123~            SN1**100*EA~            DTM*036*20250407</p>	<p>HL*3*2*T~            TD1*CTN*50~            MAN*GM*PALLET SSCC~            HL*4*3*I~            LIN*1*UP*1234567890123~            SN1**100*EA~            DTM*036*20250407</p>

**Q: Can I list the GTIN on the ASN? If so, where can I list it at?**

Yes, you can list the GTIN for your packages on the ASN. You can list the GTIN at the MAN\*UC segment as a package identifier if using SOTPI format or you can list the GTIN at the item level at the LIN segment using code "UK".

**Important Note:** If you list the GTIN on the ASN, the GTIN must be listed in the Amazon catalog in addition to the Amazon GTIN Gold List. For any questions on the GTIN gold list, please refer to the [North America Vendor Manual](#).

GTIN at package level	GTIN at Item level
<p>HL*4*3*P~            MAN*UC*00123456789123~            HL*5*4*I~</p>	<p>HL*4*3*P~            HL*5*4*I~            LIN*1*UK*00123456789123~</p>

LIN*1*UP*1234567899876~ SN1**1*CA~	SN1**1*CA~
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**Q: I have SSCCs in addition to GTINs on the packages. Can I list both GTIN and SSCC using the MAN segment?**

If you have SSCCs in addition to the GTINs, it is optional to list the GTIN on the ASN. However, the SSCC is required to list on the ASN in the MAN segment using code “GM” in order for us to be able to receive by the package SSCC. It must be listed on both the physical label and the ASN.

You can only list one identifier on the ASN and must list the package SSCC. (MAN\*GM)

The GTIN does not have to be listed on the ASN.

**Q: What do I do if I have questions on the ASN and format?**

Review our separate files within the EDI ASN Spec package and/or our Help Pages located on Vendor Central. Vendor Central > Help > Help: Automation at Amazon

If this does not help you, utilize Delphi or create a Contact Us case via Vendor Central.

**Q: What format do I use for 2D-BPS barcodes?**

If you are sending 2D-BPS barcodes on the cartons/items on the shipment, you will use a GTIN format.

Note, you will not list the 2D-BPS barcode on the ASN. You will only list the pallet and item information. Utilize formats SOTI or SOTPI.

**Q: How do I know if I am using the correct pallet structure in the ASN file?**

When listing pallet information, you will always have a Tare loop listed for the pallet with item information listed below it. Reference SOTI and/or SOTPI formats to see which pallet format best suits your physical shipment and system abilities.

Tare (Pallet) loop information:

Hierarchical Pallet level	HL*3*2*T~
This pallet’s total carton count	TD1*CTN*6~
This is the pallets SSCC	MAN*GM*001234567891234567~

To review specific formats, reference the Sample Files and Retail X12 ASN Retail X12 ASN Match Physical Shipment to Format file.

You can also reference our learning:

Vendor Central > Main Menu > Learn > Learning Hub > Operations > *Shipments: EDI/API ASN Creation and Best Practice*

### Q: How do I know if I am using the correct package structure in the ASN file?

The label type and shipment type will determine which structure best fits your shipment. To review specific structures, reference the Sample Files and Retail X12 ASN Retail X12 ASN Match Physical Shipment to Format file.

Reference our learning:

Vendor Central > Main Menu > Learn > Learning Hub > Operations > ***Shipments: EDI/API ASN Creation and Best Practice***

- Helps choose the correct format based on your physical shipment
- Detailed tips on your ASN information
- Tips on tools and resources

### Q: What if not all of my pallets are labeled? How do I list the information for my shipment?

If only some of your pallets are labeled, you will list their information using either SOTI or SOTPI format depending on what kind of labels are on the cartons for your pallet.

For items that are on pallets that do not have a Pallet SSCC label, these will be listed at carton level SOCI and you will list each cartons unique SSCC number and the item within it.

For this type of shipment, you will utilize a Pallet / Carton only Blended format: SOPI-TI / SOTI-PI, SOPI-TPI / SOTPI-PI. You must be on the ASN Version 2 if you are a currently integrated vendor to use the pallet blended format.

Reference the sample files and Retail X12 ASN Match Physical Shipment to Format for further reference.

For steps to move to Version 2, see the Integration Guide.

Vendor Central > Main Menu > Learn > Learning Hub > Operations > ***Shipments: EDI/API ASN Creation and Best Practice***

## Pallet and Carton label questions:

### Q: What are the different barcode types supported by Amazon?

Following are the barcode types supported by Amazon. Detailed explanation of each label type has been provided in the “North American vendor shipment guidelines” available in Vendor Central under Help › Shipping › Vendor Manual.

- SSCC - Serial Shipment Container Code
- GTIN14 - Global Trade Item Number (14-digit number; used worldwide)
- AMZNCC - Amazon container code (Not supported via EDI, only via Vendor Central)
- 2D BPS - Barcode Packing Slips (Note that BPS codes are not acceptable by Amazon Fresh Vendors)

### **Q: What are the shipping label requirements used by Amazon?**

Please refer to the help page in Vendor Central under Help › Shipping › Shipping Label Requirements to understand the different requirements associated to each label type. Also review the Vendor Manual for more details: Help > Shipping > Vendor Manual.

### **Q: Is the label requirement different for single-SKU pallets? Where can we print the labels for these shipments?**

For single SKU Pallet, shipments to be received accurately at a fulfillment center, provide both box and pallet labels. For detailed instructions, please refer to the help page in Vendor Central under Help › Shipping › Advance Shipment Notification for single-SKU pallets.

Note - If pallet labels are used, either GTIN carton or LP label on carton is required.

### **Q: How can we obtain AMZNCC labels?**

AMZNCC labels can be printed after you have created your shipment from the Shipments page. Pallet as well as carton labels can be printed from Vendor Central. If you choose to print your package labels in Vendor Central, you are required to map each ASIN contained in your shipment to a specific Amazon container code (AMZNCC). There is one Amazon container code per package. This allows us to scan the label for each package and identify the complete contents of that package.

Note - For AMZNCC labels, shipment need to be only submitted via Vendor Central. AMZNCC labels can't be used for EDI ASN's.

### **Q: Why do we always receive a compliance issue while sending EDI ASNs for shipments using AMZNCC labels?**

For shipments sent using AMZNCC labels ASN has to be submitted manually via Vendor Central and not EDI. When an AMZNCC label is printed, a draft ASN is created in Amazon system which is completed by clicking submit ASN button on Vendor Central. If the vendor does not complete the ASN on Vendor Central and sends an EDI file it will cause business validation failures.

### **Q: I have labeling questions, where do I go to get more information?**

For any labeling questions, reference the Shipping help page section in Vendor Central and the [North America Vendor Manual](#).

## **Product and Information Specific Questions:**

### **Q: Can an item have multiple expiration/manufacture dates within a single shipment?**

If SSCC, AMZNCC, or 2D BPS labels are present on cartons, vendors can provide only one expiration/manufacture date per item per carton. For example, there are 500 units of an item in 10 cartons (50 units each carton) in a shipment and all cartons of that shipment have SSCC/AMZNCC/2D BPS, then 50 units in one carton should have the same expiration/manufacture date.

If GTIN-14 is used for carton compliance for consumables, then only one expiration/manufacture date per item per shipment is allowed. For example, there are 500 units of an item in a shipment and all cartons of that shipment has GTIN-14s, then all these 500 units should have the same expiration/manufacture date. For further information on the date requirements please refer to the "North American vendor shipment guidelines" available in Vendor Central under Help › Shipping › Vendor Manual.