



Amazon Shipping Process (Collect Freight only)

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Are you properly using the Amazon Reference Numbers (ARN)? The ARN should be used when shipping collect (Amazon paid) freight to Amazon. Lack of or improper usage of the ARN has many operational implications that you should be aware of.

What is the ARN used for and how does it benefit me?

The ARN is a reference number that Amazon generates when a shipment has been routed and a Carrier has been assigned to make a pick-up.

The benefits of using the ARN are:

➤ **Tracking of your freight from Pick-up to Delivery**

Sending the ARN in your ASN will allow you to track shipments from pick-up to delivery. Vendor Central is improving to allow Vendors to track shipments that are moving with Amazon partnered Carriers. ARNs cannot be used to track small parcel shipments; Amazon requires Carrier Tracking IDs for small parcel shipments (i.e. Shipments shipped with UPS Ground or FedEx Ground). Better tracking helps us get your product to customers faster!

➤ **Security of your freight as it moves to Amazon**

Knowing your ARN helps ensure that you are giving freight to the authorized Carrier. Without a valid ARN, our Carriers may refuse to pick-up your shipment.

➤ **Higher Prioritization of your Freight and standing delivery appointments**

Vendors in the collect program can benefit from standing delivery appointments at Amazon Fulfillment Centers. Full visibility to shipments helps us ensure that we prioritize your freight above other freight scheduled for delivery.

What do I need to do?

➤ **Before giving freight to any Amazon Carrier, verify that they have proof of a valid ARN and are the assigned Carrier to pick up your shipment.**

ALL Amazon Carriers should accurately identify which ARNs they are picking up and freight should not be given to a Carrier that is unable to accurately identify the ARNs you are shipping. To ensure that freight is securely moving from pick-up to delivery, shipments should only be given to **assigned** Carriers.

➤ **ARNs should be included in your ASNs for proper ASN Matching.**

If you submit ASNs via EDI 856, you will need to ensure that you have the correct segment mapped to be able to send the ARN in each ASN. The proper segment is REF*BX. You must also ensure that you are sending an ASN for each ARN (ARNs cannot be combined in your ASNs). For small parcel shipments, ARNs should be included in the ASN but without the Carrier Tracking IDs, Amazon will not be able to match your ASNs – Tracking IDs are a prerequisite to match ASNs for small parcel shipments.

Please refer to the EDI 856 specifications posted in the [Resource Center](#) for the full map. FAQs and process maps are shown below.

If you submit ASNs in Vendor Central, you will **not** need to make any changes to your process as Amazon is already applying ARNs to your ASNs.

How does this impact me?

Amazon will be evaluating operational performance based on the proper usage of ARNs with Carriers and EDI 856 ASNs. Please ensure that the necessary processes are in place to meet the above requirements (stated in the **What do I need to do?** section above)

Proper usage of the ARN will ensure your continued participation in the We-Pay Program.

Where do I get an ARN?

There are 3 primary sources to retrieve ARNs:

1. Shipment Management Page in Vendor Central

Vendors can go to Vendor Central > Orders > Shipments > View Recent Shipments > Submitted Routing Requests to find 'Amazon Reference #'s' for all shipments that were routed in the last 90 days

2. Routing Request response email from Amazon

Vendors can refer to the Routing Request response email to find the ARN. When a Routing Request is submitted **and** an Amazon Carrier has been assigned to pick-up your freight, the email confirmation contains the ARN.

3. EDI 754 (Routing Instructions transmission)

Vendors who are submitting Routing Requests via EDI 753 (Routing Request) will receive the ARN in the **EDI Specification for 754 Routing Instructions** in the **Technical** section of the Vendor Central **Resource Center**. The ARN can be found in BGN06 segment of the EDI 754 transmission.

How can I find out more information?

To find an ARN for a shipment routed recently, please go to Vendor Central > Orders > Shipments > View Recent Shipments > Submitted Routing Requests (Last 90 days).

For details on where to send this information in the ASN, please go to Vendor Central > Resource Center > Operations > **EDI Specification for 856 Advanced Shipment Notification**.

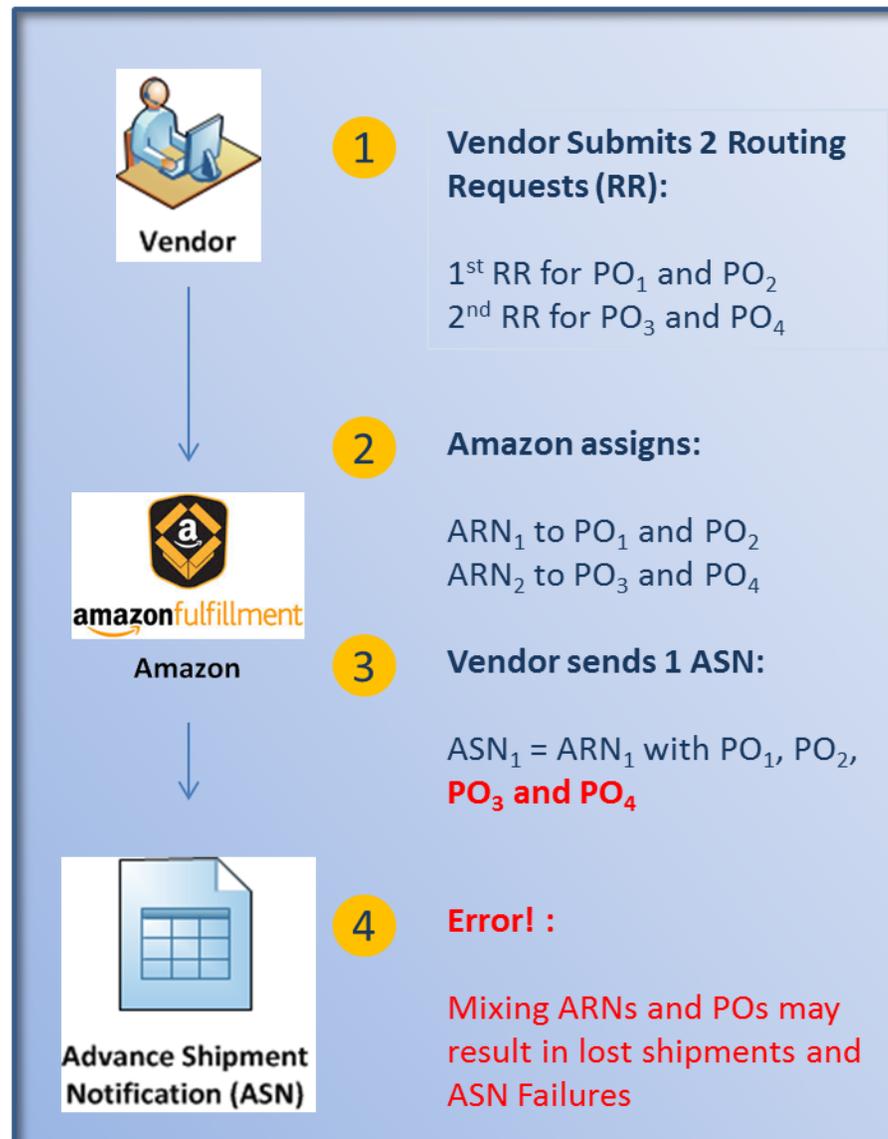
Refer to the Amazon Shipping Process **FAQ** and Process Map (below) in this document to get clarity on any questions you may have on this process.

If you do not find your questions answered, click **Contact Us** on any Vendor Central page and select **Advance Shipment Notification > ASN Related Announcements** to get your questions answered.

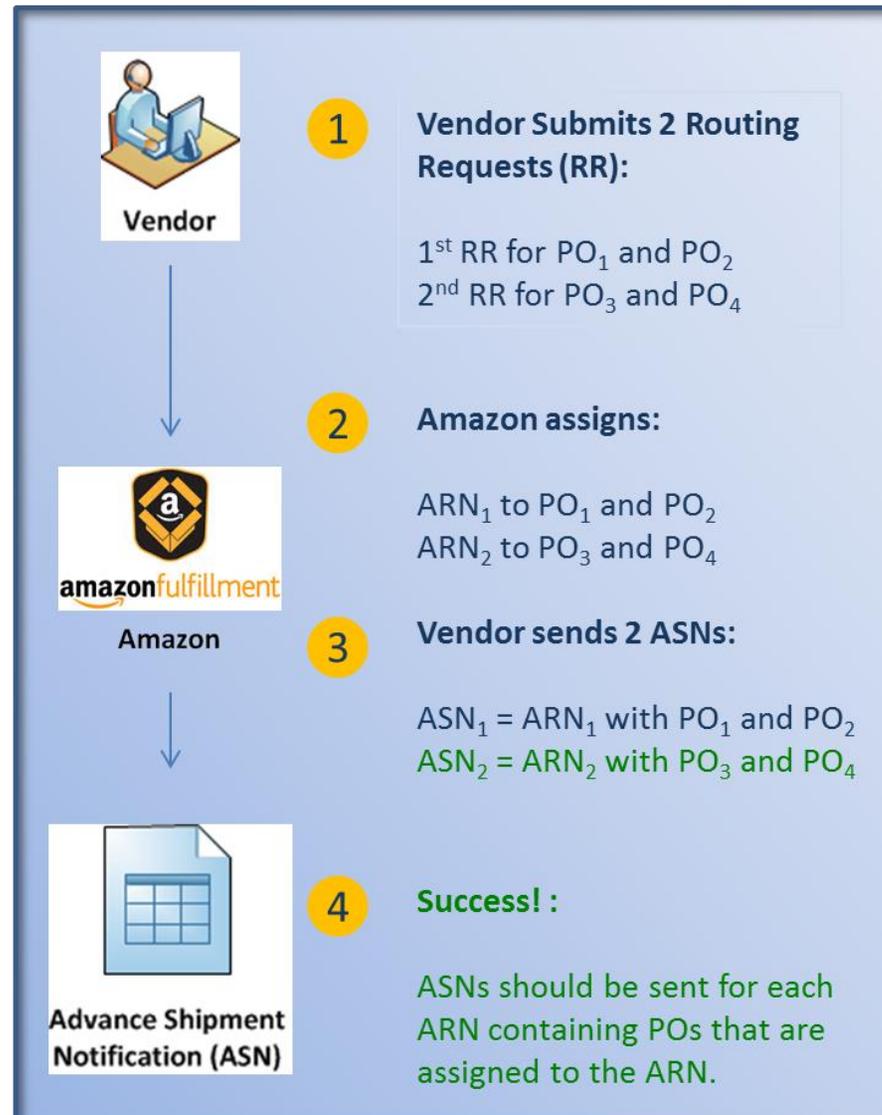
Amazon Shipping Process Map (Collect Freight only)



How **NOT** to Submit an ASN



How **TO** Submit an ASN



Amazon Shipping Process (Collect Freight only) Frequently Asked Questions (FAQ)

Q1: Where can I get an Amazon Reference Number (ARN)?

A: Amazon generates an ARN after a Routing Request has been submitted **and** a Carrier has been assigned to pick-up the shipment.

For Vendors submitting a Routing Request in Vendor Central, ARNs are distributed in the tender email notification once a Carrier has been assigned to pick-up your freight. ARNs can also be found in Vendor Central by going to: Orders > Shipments > View Recent Shipments

For Vendors submitting a Routing Request via EDI 753, ARNs are distributed in the EDI 754 transmission (BGN06 Segment) Refer to the EDI Specification for 754 Routing Instructions in the Resource Center of Vendor Central for more details.

Q2: What can I expect from Amazon Carriers when picking up my shipments?

A: Amazon Carriers will *refuse* to pick-up freight if a valid ARN is not identified **at or before** pick-up. Carriers who have picked up freight without a valid ARN will be asked to return the freight to the pick-up location at the Carrier or Shipper's expense.

Q3: How do I submit the Amazon Reference Number (ARN) in my Advance Shipment Notification (ASN)?

A: Including the ARN in the ASN is only applicable to Vendors sending their ASNs over EDI. The ARN should be sent to Amazon in the REF*BX segment of the EDI 856. Refer to the EDI 856 Specifications in the Resource Center of Vendor Central for more details.

When sending an ARN in an ASN, only POs associated to that ARN can be included in that ASN otherwise a separate ASN will need to be submitted. To find POs associated to an ARN, refer to the tender notification email, EDI 754 or go to Vendor Central > Orders > Shipments > View Recent Shipments > Routing Requests

Q4: What will happen if I am unable to validate the ARN at the time of freight pick-up?

A: Validating the ARN at freight pick-up is essential for security of your freight and ensures that it moves with the right freight carrier to the correct destination. Failure to validate the ARN may result in: 1. Lost shipments, 2. Amazon refusing freight payment for freight invoices received without a valid ARN.

Q5: Is the Routing Request ID the same as the ARN?

A: No. The Routing Request ID is not the same as the ARN.

Q6: I received an ASN Monitoring error notification stating that the ARN in my ASN is invalid, how can I validate the ARN that I have is correct?

A: Refer to the 'View Recent Shipments' page in Vendor Central to validate if the ARN that you have matches the POs you are shipping.

If **all** of the POs you are shipping are not assigned to the ARN you are sending in the ASN, you must edit your ASN to only include POs that are assigned to the ARN. All other POs must be sent in a new ASN with the correct ARN.