

CASE STUDY

NetSuite & Amazon Vendor Central EDI Integration

Automating EDI. Reducing Manual Work. Delivering Results.

TPSynergy helped a leading small appliance manufacturer automate Amazon Vendor Central EDI processing with NetSuite, eliminating manual uploads and downloads while improving speed, accuracy, and visibility across the order-to-cash cycle.

CUSTOMER SNAPSHOT	BUSINESS OUTCOME
Industry: Small kitchen appliance manufacturer ERP: NetSuite Retailers: Amazon, Home Depot, Wayfair, Target Integration: NetSuite REST APIs + EDI EDI documents: 850, 855, 753, 754, 856, 810	90% reduction in manual data entry Faster processing Fewer chargebacks Improved visibility

THE STORY AT A GLANCE

Before	Transformation	After
Manual uploads and downloads between TPSynergy and a legacy ERP.	A customized NetSuite API and EDI integration built and tested in Sandbox.	Automated order-to-cash processing with significantly fewer errors and chargebacks.

BUSINESS CHALLENGE & SOLUTION

THE CHALLENGE

- Manual order processing and duplicate data entry.
- Delays in acknowledgements and routing requests.
- Higher risk of data-entry errors and Amazon chargebacks.
- Extra workload for customer service, warehouse, and finance teams.
- Limited visibility because information was split across systems.

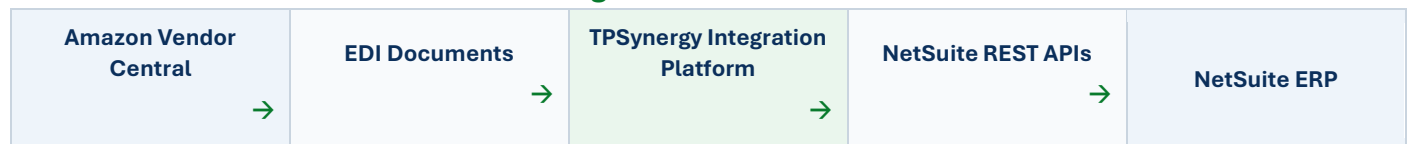
THE SOLUTION

- Business process workshops with customer IT and operations teams.
- Detailed integration design and implementation plan.
- Enhancement of TPSynergy's standard connectors for custom NetSuite fields.
- Implementation and testing in the customer's NetSuite Sandbox environment.
- Production rollout of a fully automated Amazon Vendor Central EDI workflow.

WHY THE IMPLEMENTATION WAS DIFFERENT

The customer had several NetSuite custom fields used to capture operational data required by customer service and warehouse teams. TPSynergy extended its standard API design to support these fields while preserving a reusable integration architecture. This allowed the implementation to fit the customer's business process rather than forcing the business to change around the integration.

Integration Architecture



AUTOMATED ORDER-TO-CASH PROCESS

Each stage is driven by information maintained in NetSuite and translated by TPSynergy into the EDI format required by Amazon Vendor Central.

1	Purchase Orders EDI 850	Amazon sends purchase orders. TPSynergy receives the EDI 850 and automatically creates Sales Orders in NetSuite.
2	Order Acknowledgements EDI 855	Customer Service reviews orders in NetSuite and records accepted quantities, delays, and expected dates. TPSynergy sends the acknowledgement to Amazon.
3	Routing Requests EDI 753	The warehouse creates an Item Fulfillment record with ready date, cartons, pallets, and shipping location. TPSynergy sends the routing request.
4	Routing Instructions EDI 754	Amazon returns the assigned carrier and pickup appointment. TPSynergy updates these details in NetSuite for the warehouse team.
5	Advance Ship Notice EDI 856	After shipment, the warehouse marks the fulfillment record shipped and adds Bill of Lading details. TPSynergy sends the ASN to Amazon.
6	Invoice EDI 810	NetSuite creates the invoice for the shipped fulfillment. TPSynergy extracts it and sends the EDI invoice to Amazon.

BUSINESS IMPACT

90% Less manual data entry	Faster Order processing	Fewer Amazon chargebacks	Improved Data accuracy	Better Order visibility
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WHAT CHANGED FOR THE BUSINESS

Customer Service Works in NetSuite instead of moving files between systems.	Warehouse Receives routing details and updates shipment information in one place.	Finance Invoices are extracted from NetSuite and transmitted automatically.
IT Team Uses a managed platform rather than maintaining multiple custom interfaces.	Compliance More accurate and timely EDI transactions reduce chargeback risk.	Leadership Improved visibility into order, fulfillment, and invoice status.

LOOKING AHEAD

Following the successful Amazon Vendor Central implementation, the customer plans to migrate additional retailer EDI integrations—including Home Depot, Wayfair, and Target—to the TPSynergy–NetSuite integration platform.

TPSynergy will continue supporting the customer’s digital transformation by extending automation across its entire retail trading partner network.

Ready to automate NetSuite EDI integration?

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