



FULFILMENT by **amazon**[®]

How to send FBA shipments to Amazon in a smooth and efficient way

www.fba.amazon.co.uk

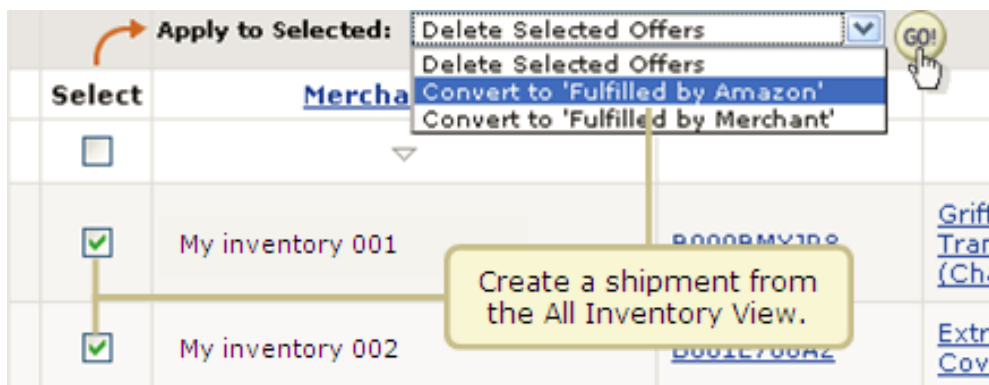
Agenda

- ❑ Creating a shipment in Seller Central
- ❑ Stickerless/Stickered configuration
- ❑ What happens at the Fulfilment Centre?
- ❑ Restrictions
- ❑ Packaging Requirements
- ❑ Common issues in the receiving process
- ❑ Q&A
- ❑ References

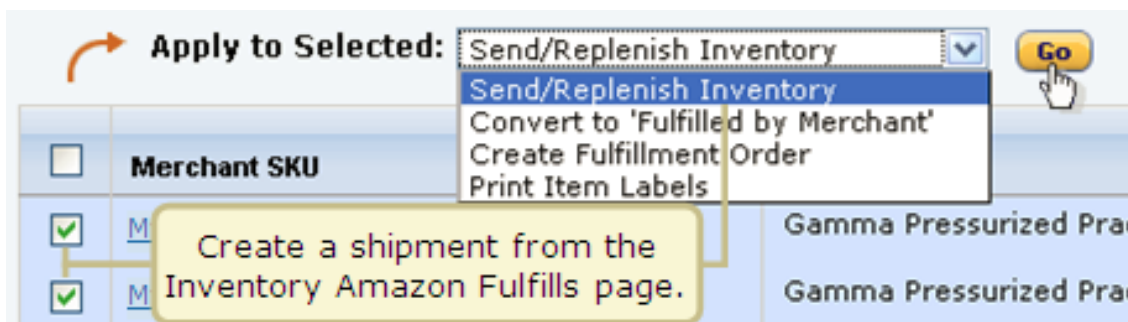
Creating a shipment in Seller Central



1. Convert your listings to 'Fulfilled by Amazon' in the All Inventory View:



2. Tick SKUs you want to ship in 'Inventory Amazon Fulfills' view and select 'Send/Replenish Inventory'



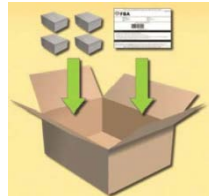
Creating a shipment in Seller Central



3. Go through the shipping workflow



4. Label, pack and ship your goods



Let's see how it works in practice...



1) Convert listings in All Inventory View.

Tip: you can also directly convert listings to Amazon fulfilled when you add them manually or in flatfiles (in that case select 'AMAZON_EU' in the fulfilment field, and leave the quantity blank)

Your shipping methods

I want to dispatch this item myself to the customer if it sells

I want Amazon to dispatch my items and provide customer service if they sell [Learn More](#)

Important Message
You have chosen to have Amazon fulfil your orders for this item. After you complete this listing, we will show you how to ship your items to the Amazon warehouse. Your item will become available for sale when it is received and we will handle any fulfilment, customer service or returns for your orders. Fulfilment by Amazon fees will apply. [Learn More](#)

[Cancel](#) [Save & continue](#)

2) Send Inventory to us.

You might have to enter your products' packaged dimensions if they have never been processed by our Fulfilment Centres ('FCs') before:

Title	Condition	Item Exception	Mark for Removal
Yu Gi Oh! Single Card(1st Edition):DPYG-EN017 Black Luster Soldier(Rare) ASIN: B002GOGJHQ	New	Item missing package dimensions Please provide the dimensions of the product in the manufacturer's original packaging. Package Dimensions: <input type="text"/> Length x <input type="text"/> Width x <input type="text"/> Height - Select Units - <input type="button" value="v"/>	<input type="checkbox"/>

[Save & Continue](#)

Let's see how it works in practice...



- You can choose 'Individual' Items (mixed SKUs in a box) or 'Case-Packed' items (1 SKU type per box). Case-Packed are quicker for us to scan and process.

Send Inventory To Amazon

You've selected the items below to send to an Amazon fulfilment centre. Specify your "ship from" address, select how your items are packaged, and click the "Continue" button. [Learn more](#)

1 From what address will you be shipping these items?

Ship From: Carole's Business
Amazon office
Luxembourg, L1234

[Change Address](#)

2 Are you shipping individual or case-packed items?

Individual Items
This type of shipment includes more than one SKU in the same box.

Case-Packed Items
This type of shipment has multiple units of a single SKU per box.

[Which option should I choose?](#)

Displaying 1 SKU

Merchant SKU	Title	Condition	Mark for Removal
testhalotrooper1	Halo: Halo Wars 2009 Heroic Collection Squad 2 - UNSC Troops	New	<input type="checkbox"/>

[Cancel](#) [Continue](#)

- Do not ship more or less than the quantities you enter here or it will delay the processing of your shipment:

FBA (01/02/2010 test stickered)

Shipment ID: FBAB28PC **Shipment Contents:** 2 SKUs
Date Updated: 16 Mar 2010 **Shipment Status:** READY TO SHIP
Date Created: 1 Feb 2010 [Mark as Shipped](#)

Ship From: Carole's Business
Amazon office **Amazon Reference ID:** N5450707
Ship To: Ridgmont, Bedfordshire, GB (LTN1)
Shipping Carrier: Not provided

Setting quantities
Quantities specified need to match those physically shipped. Do not over undership.

[Set Quantity](#) | [Label Items](#) | [Select Carrier](#) | [Prepare Shipment](#) | [Provide Details](#) | [Label Shipment](#) | [Summary](#)

Set Quantity
Enter the quantities you are sending for each SKU listed below. To remove an item, click the "Mark for Removal" box. [Learn more](#)

Displaying 2 SKUs

Merchant SKU	Title	Condition	Units	Mark for Removal
sportsbratest1	Shock Absorber B102 Sports Bra White 38DD	New	<input type="text" value="10"/>	<input type="checkbox"/>
sportsbratest2	Shock Absorber B102 Sports Bra White 34F	New	<input type="text" value="30"/>	<input type="checkbox"/>
Totals			40	

ENTER THE CORRECT QUANTITIES HERE ↓

[Return to Shipping Queue](#) [Delete Shipment](#) [Save](#) [Save & Continue](#)

Let's see how it works in practice...



- Don't forget to go through each step of the shipping workflow by printing all the necessary labels, entering your carrier tracking number and marking the shipment as shipped to finish:

FBA (01/02/2010 test stickered)

Shipment ID: FBAB28PC	Shipment Contents: 2 SKUs, 40 Units, 1 Box
Date Updated: 16 Mar 2010	Shipment Status: READY TO SHIP
Date Created: 1 Feb 2010	Mark as Shipped ←
Ship From: Carole's Business Amazon office	Amazon Reference ID: N5450707
	Ship To: Ridgmont, Bedfordshire, GB (LTN1)
	Shipping Carrier: Not provided

Labeling your shipment
Ensure shipping and carrier labels are clearly visible and do not overlap another or box seams.

Label Shipment
A label must be affixed to the outside of each box. Enter the quantity of labels you need below and click the "Print Box Labels" button. [Learn more](#)

1 Print a shipping label for each box

Number of labels:
Label type: 99.1 X 139 mm (A4)

2 Label your boxes

- The shipping label should be affixed to the outside of your sealed box, in addition to the carrier label.
- Place labels so they don't cover box seams.

FBA
PLEASE LEAVE THIS LABEL UNCOVERED

SHIP FROM: Carole's Business Amazon office Luxembourg, null L1234	SHIP TO: Amazon.co.uk Marston Gate Fulfillment Centre Bedfordshire RIDGMONT MK43 0ZA
Purchase Order/ Shipment ID	
FBAB28PC	
<small>Internal Use Only</small>	<small>Assorted SKUs</small>

Print the labels coming out in PDF →

Stickered vs. Commingled configuration



The first time you convert and ship items to us, you will be asked whether you want your inventory to be stickered or stickerless.

Stickerless items are 'commingled' with identical items in the FC.

Stickered items have labels identifying you as their seller and will not be mixed with identical items.

-> Stickerless is quicker for you to prepare (no labeling required) and for us to process

-> Stickered offers you full traceability of your stock at Amazon.

Requirements to go stickerless:

Stickerless, Commingled Inventory

[All Inventory View](#) | [Inventory Amazon Fulfills](#) | [Shipping Queue](#)

Would you like to send us inventory without stickering individual items?

For qualifying items, Fulfilment by Amazon offers the option of sending in items without individual stickers. Sending in stickerless items requires that you agree to allow Amazon to commingle your stickerless inventory with other merchants who stock the same item in our fulfilment centres. [Learn more about commingling](#)

If you sign up for this feature below, we will check to make sure that:

1. The condition of your items is NEW
2. Each unit has a scannable barcode (UPC, EAN or JAN)
3. Each barcode corresponds with only one ASIN in the Amazon catalogue
4. Your items do not belong to restricted product categories like media and other high value categories [Learn more about item restrictions](#)

During shipment creation, if your items don't pass these checks you will see a message instructing you to sticker these items and send them in a separate shipment from your unstickered items. [Learn more about shipping requirements](#)

[Accept Stickerless](#) [Decline Stickerless](#)

Practical points about stickered configuration



Not all stock can be stickerless/commingled!

Even if you select the Stickerless option, you will still be asked to sticker some categories of items:

- Media (Books, Music, DVD, Software, Videogames)
- Clothing, Shoes, Jewellery, Watches
- Any USED / Refurbished products (i.e. non-NEW)

If you select a mix of stickered and stickerless items to ship, the system will split the shipment into 2, as we process shipments differently based on their configuration.

Print labels in the shipping workflow if required:

Tip:
Stickered items have FNSKUs starting with X00..
Stickerless items have FNSKUs identical to ASINs.

Automate with Marketplace Web Services (MWS)



- ❑ MWS helps merchants integrate and trigger FBA transactions within their own ERP or inventory management system.

- ❑ This is done through **Inbound**, **Outbound** and **Inventory** APIs. These interfaces allow you to program and perform FBA functions such as:
 - Creating and sending shipments of inventory to our centres.
 - Requesting fulfilment of orders passed on non-Amazon sales channels using inventory stored at our centres
 - Checking the status of your inventory at our centres

- ❑ There is no charge for using Amazon MWS. Only fees for the underlying FBA services apply.

Visit <https://developer.amazonservices.co.uk/> if this is of interest

Now, let's look at what happens in the real world 

What happens to my stuff at the FC?



- We receive your shipment, open it, and scan every item out of the box



- If it has never been received before, we measure the item's dimensions



What happens to my stuff at the FC?



- We put the items on shelves, until they are picked, packed and sent when a customer places an order



- You can see the status of your shipments in Seller Central's Shipping Queue: Shipped -> In transit -> Delivered -> Checked in -> Receiving -> Closed.
- We aim to process shipments within 3-5 working days. If your shipment is not closed after 5 days, it might be due to a spike in the FC's workload or to a problem in your shipment.

You should, in that case, contact Seller Support to get information on the issue.

Restrictions and forbidden products

❑ **Dangerous/HAZMAT products**

(ex: compressed gas, flammable products)



Lithium batteries can be sent, but with additional product info details and might be destroyed if returned opened by customers

❑ **Perishable / Expiry date products**

(ex: food, ink cartridges, pregnancy tests)



❑ **Heavy products**

Individual items weighting more than 30kg, or boxes of more than 15kg will be refused

❑ **Others:**

Tobacco, guns, prescription drugs, alcohol, liquid containers bigger than 1L, granular items not in leak-proof containers withstanding vigorous shake and drop test, knives.

See the full list of restrictions [here](#).

SIZE OF SHIPMENT

If the shipment equals more than half a pallet, it has to be palletised and an appointment has to be taken with the FC by your carrier.

Pallet Deliveries

❑ Pallet requirements:

- A pallet must not exceed 1.7m in height when single-stacked, or 1.5m when double-stacked (including the height of the pallet).
- Pallets need to have these measurements: 1200x1000mm. Other pallet sizes will be rejected.
- All pallets must be stretch-wrapped in clear plastic with a 'do not break stretchwrap' or 'do not break down' notification to the carrier. Pallets wrapped in black/opaque stretch-wrap may be rejected.
- On import shipments to the UK, pallets need to comply with ISPM15 standard (heat treated pallets).
- Cartons on pallets should not exceed 15 kg. If an individual sellable unit weights more than 15 kg., it should be clearly marked as "Heavy Weight" and this marking should be viewable from both the top and sides of the container.

2. 1200 x 1000 mm Pallet EUR 2



❑ Scheduling Delivery Appointments:

- Palletised deliveries must be made on a lorry of 7.5 ton or greater that is able to reverse up to our loading bay door and allow Power Pallet Truck (PPT) access to the rear of the vehicle. Private domestic vehicles such as cars, vans and pick-ups re not allowed.
- No less than 48 hrs before the intended delivery.
- Fill in the Booking Form with all necessary information (n. of pallets, n. of cartons, PO number) and give to your carrier who should email the FC to make the appointment.
- The PO number is the 'Amazon Reference ID' shown in the Shipment's details in Seller Central.

**Full details and the booking form can be found in the [Help](#) pages
(Section 5.9.2 'Arranging for an LTL or Truck load Delivery to Amazon')**

Packaging Requirements

Pellets and granular:



Liquids:



Breakable and fragile:



Breakable and fragile:



Packaging Requirements

Toys:



Good

Toys:



Bad

Textiles:



Good



Textiles:



Bad



Common Issues in the Receiving Process



- ❑ What are the most common problems delaying the reception of your shipment?
 - Items not packaged properly for storage
 - Missing, incorrect or unreadable labels (ex: due to bad printer, placed on box edge)
 - Unexpected items (ex: multiple shipments in same box, listing not created yet, shipped more than planned)
 - 'Missing' products (ex: point of sale boxes used as packaging, sets of multiple items wrongly labeled)
 - Item condition/description: does not match what is in our records (ex: wrong version, condition, binding...)

-> Problematic items will be put as **'unfulfillable'**.
You can get them back by creating a removal order in Seller Central.



A few concrete examples of what not to do... Obvious ones



Pallets must not be higher than 1.7m



Do not put dangerous items posing a safety hazard



Same stickers for different products



Liquid products not securely sealed which leaked

A few concrete examples of what not to do...not so obvious



Only 1 sticker on the box, so 1 unit received while...

...the seller intended to sell 6 packs of 6



Receiving 1 Reebok cricket helmet?....

...no, actually a big pile of sportswear items



Stickered so ok, right?...

...no, stickers didn't cover the original EAN barcodes and were on the outer bags, so could fall off



Questions?...



□ [Video tutorial](#): Demo on creating your first shipment.

□ [Shipping Best Practices](#):

This one-page quick reference guide provides guidelines for getting your shipment into our fulfilment centres safely and in a timely manner.

□ [FBA Manual](#): Comprehensive help resources about Fulfilment by Amazon.

This presentation highlights key steps to create a shipment. Please always refer to Seller Central help pages or contact Seller Support in case of doubt or if you have further questions.

Don't forget:

Sending a shipment to us will always be quicker than shipping thousands of individual orders!

So, try it today to:

- Save time and reduce costs
- Offer Amazon's customer service and delivery options to your customers
- Improve buyers' trust and satisfaction
- Increase your sales!

www.fba.amazon.co.uk