



Shipment Prep and Transportation

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The Pan-EU Vendor Shipment Prep and Transportation chapter provides Amazon's Vendor partners with information, best practice guidelines and requirements regarding fulfilling, preparing (i.e. picking, packing, etc.) and transporting Purchase Orders to Amazon's Fulfilment Centres (FCs). The policies and procedures described in this manual are intended to maximise operational efficiencies and maintain the highest safety and quality standards for both Amazon and vendors. To ensure that these goals are met, please follow the guidelines at all times. Please note that failure to comply with them may cause a delay in receipt of your goods, delay in payment and / or result in a chargeback. A complete list of chargebacks and their corresponding rates can be found in the Vendor Operational Performance section of the Help pages located within Vendor Central.

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1 Fulfilment of Purchase Order

For full and complete details of how to fulfil a purchase order please refer to the *PO Management* chapter downloaded with this manual. Ensure that all terms of the Purchase Order (PO) are met, including:

- 1.1. Exactly the same items (same UPC, EAN-13, ASIN, etc.) are being shipped in the same quantities that were ordered and confirmed. Verify that the unit of measure (individual vs. case, for example) being shipped is consistent with the PO.
- 1.2. Accepted PO items are expected to ship or arrive at Amazon within the specified ship/delivery window that is defined in the PO header. The ship/delivery window is defined by Amazon and updating your Expected Delivery Date (EDD) does not extend your ship/delivery window.
- 1.3. Shipments must be delivered to the destination Fulfilment Centre (FC) specified on the PO.
- 1.4. All units will arrive free of damage or defects (see Section 2 for packing instructions to help protect items in transit).
- 1.5. If for any reason you believe terms of the PO were created in error, please reach out to Amazon via the 'Contact Us' feature in Vendor Central or Advantage website.

2 Packing Inventory

2.1 Item Packaging

- 2.1.1 Do not include any unauthorized marketing or promotional materials, such as pamphlets, display materials, price tags and/or other non-Amazon stickers with any items.
- 2.1.2 If you believe any items will require special handling, notify Amazon via the 'Contact Us' feature in Vendor Central or Advantage website prior to shipping items.
- 2.1.3 Amazon requires vendors to comply with all applicable laws, rules, regulations, ordinances, and directives with respect to product packaging materials. Vendors should direct any related questions to their legal counsel.
- 2.1.4 Special packaging requirements for liquids, sharp items (i.e. cutlery), breakables, perishables, textiles, hazardous materials, batteries etc. can be found in the *Product Packaging* chapter downloaded with this manual.

2.2 Carton Packaging

- 2.2.1 The following Sections utilize the term "carton"; however, the same information applies to all types of containers that might hold individual items.
- 2.2.2 When possible, pack cartons with items relating to only one PO.
- 2.2.3 Cartons containing multiple items (multi-ASIN) must weigh no more than 15 kg. For cartons containing one or more units of the same ASIN (single ASIN) and single shippable units weighing above 15 kg (see examples outlined in Sections 2.2.9 and 2.2.10), attach warning labels as appropriate on 4 sides of the carton (see Section 3.4 for further information on warning labels).
- 2.2.4 Carton dimensions should not exceed 63.5 cm on any side, unless the dimension of a single shippable unit exceeds 63.5 cm in itself. Cartons that exceed 63.5 cm on any single dimension (i.e. non-conveyable) should fit on a standard 1000 x1250 mm pallet (UK only) or 800x1200 mm pallet (when delivering to the rest of EU countries), unless the carton dimensions of a single shippable unit exceed standard pallet dimensions.
- 2.2.5 Cartons and packing materials (e.g. dunnage, void fill) should sufficiently protect items in transit. As an example of an appropriate carton spec, an RSC (regular slotted carton), B flute, ECT-32 (edge crush test), 200BH (burst strength) are used. Use of unacceptable packaging materials for shipping products to Amazon FCs may attract chargebacks.
- 2.2.6 Use large-sized dunnage, such as air pillows, full sheets of paper, sheet foam or bubblewrap. Do not use loose fill of any kind, such as Styrofoam peanuts or shredded paper. The use of an extra layer in carton to protect goods when opening the case pack is recommended (see picture below).





- 2.2.7** Choose a carton size which ensures minimum empty space after items are placed inside it. Space utilization can also be maximized by packing multiple units in single carton whenever possible (without damaging the items). The picture shown is an example of what NOT to do.



- 2.2.8** Cartons should not be bundled using bagging, elastic, tape or extra straps. Avoid using large staple pins or nylon fibre based tapes as they are safety hazards to Amazon FC associates. Cartons should only be staged using standard pallet stacking requirements. Image shown on right is an example of what NOT to do. Please refer to Section 2.3 for pallet building requirements.



- 2.2.9** Cartons containing single items (single ASIN) and cartons that are intended to be sold together (i.e. a set) weighing more than 30 kg have to be placed on a single pallet (one sellable unit on each pallet), and need to have warning labels attached as appropriate on 4 sides of the carton (see Section 3.4 for further information on warning labels).
- 2.2.10** A single, sellable unit (e.g. furniture) weighing more than 30 kg should always be palletized. Warning labels must be attached as appropriate on 4 sides of the carton (see Section 3.4 for further information on warning labels).
- 2.2.11** Do not ship items in pallet sized cartons (also known as gaylords or box pallets).

2.3 Pallet Building

- 2.3.1** All LTL (Less than Truck Load) and TL (Truck Load) shipments should be palletized with the only exception of container deliveries. All efforts should be made to build solid, flat top pallets that can be stacked for better truck utilization.
- 2.3.2** When palletizing cartons for shipment, build pallets with the carton labels facing outwards to allow each barcode on carton to be scanned without breaking down the pallet.
- 2.3.3** Use GMA grade B or higher, 1000x1200 mm 4-way access wood pallets (UK only) or 800x1200 mm Euro/CHEP pallets when delivering stock to all other EU countries. GMA 1A grade pallets are preferred for grocery items.
- 2.3.4** Do not let cartons overhang the edges of pallets. If a single, large item being shipped cannot fit on a 1000x1200 mm (UK) or 800x1200 mm pallet (rest of EU) without overhanging the edges, bundle two pallets together. Ensure that the pallets are properly attached together on the shortest side (1000 mm or 800 mm), that items are attached to the bundle pallets and that the short side of the pallet faces the rear of the vehicle. Safe unloading have to be guaranteed, otherwise delivery might be subject to rejection.
- 2.3.5** If one sellable unit cannot fit on a bundled pallet (see above), contact the FC you are delivering to (see *EU FCs addresses and delivery specificities* downloaded with this manual) prior to shipping items. Non-palletized deliveries must be validated by the FC and safe to unload, otherwise delivery might be subject to rejection (see section 7.1 for more details on floor loading).
- 2.3.6** In no event should pallets which are broken or pallets with missing slats ever be used.
- 2.3.7** Do not ship items on pallets made of weak materials, such as cardboard or particle board.
- 2.3.8** Stack only one product per pallet, whenever quantities allow.
- 2.3.9** When shipping multiple SKUs on a pallet, physically separate the SKUs so that they are unmistakably easy to differentiate upon receipt.
- 2.3.10** Stack cartons on pallets so that they are stable and flush on all sides, whenever possible. Brick stacking, with heaviest items on the bottom is recommended.
- 2.3.11** Pallet Height Standards – Pallets can be built up to a maximum of 1.8 meters high (double stacked pallets: 2.7 meters for DE /CEE and 3.0 meters for UK, FR, IT and ES). The maximum pallet height varies across Amazon's 3PL network, so please always check the *EU FCs addresses and delivery specificities* file downloaded with this manual for current details.
- 2.3.12** Regardless of pallet option, pallets must not exceed 500kg in gross weight including the weight of the pallet, unless delivering to one of the sites in Amazon's 3PL network. The maximum pallet weight varies across Amazon's 3PL network; so please



check for current details on maximum pallet weight with the FC you are delivering to (see *EU FCs addresses and delivery specificities* downloaded with this manual) prior to shipping items.

- 2.3.13** Securely stretch-wrap cartons to pallets (at least 3 times each quarter). Ensure that stretch-wrap completely affixes product to the pallet, so as to prevent shifting during transit and creates stable platform for pallet stacking in transit. Stretch-wrap should be tight. NO knots are allowed for loose parts of stretch-wrap (see the picture below). The use of clear stretch-wrap (vs. black) is preferred. Use corner boards to help protect and maintain the stability of cartons in transit. Inventory should be loaded on the pallet in a stable way so when the stretch wrap is removed inventory will not easily fall over but remain stable on the pallet.



- 2.3.14** Arrange double stacked pallets so that both pallets are accessible by a forklift from the rear of the vehicle. Maintain at least 8cm between pallet stacks and container or trailer walls. Do not double stack pallets intended to be delivered to Amazon with other customers pallets.
- 2.3.15** To avoid freight damage when delivering double stacked pallets; placing cardboard on top layer of the bottom pallet is recommended.
- 2.3.16** Please check the *EU FCs addresses and delivery specificities* to verify what FCs accept Pallet exchange schemes.

3 Labelling Inventory

3.1 General Labelling Requirements

Printer Recommendations

- 3.1.1** Use a thermal transfer or laser printer. Do not use inkjet printers. Inkjet printers are more susceptible to smearing and blurry images making the labels difficult to read or scan.
- 3.1.2** Each label must be readable and scan-able for 24 months. This means that the label must not smudge or fade for at least two years. To ensure that your labels last a long time, use the proper print media for your printer. For example, use laser paper and laser toner with a laser printer.
- 3.1.3** For supported printers and labels, check the software you're using to manage your inventory.
- 3.1.4** Amazon highly recommends periodically testing the scan-ability of the barcodes. Vendors can use a tethered scanner to ensure each barcode scans properly.
- 3.1.5** Most labelling errors are caused by dirty printer heads. Amazon recommends periodically testing, cleaning, or replacing printer heads on a regular basis.
- 3.1.6** Print a test page to ensure that your printer head is aligned properly.
- 3.1.7** Amazon reserves the right to dispose of or liquidate mislabelled units if the owner is unknown or (when ownership is known) re-label a product at the vendor's expense.

Printing Labels

- 3.1.8** When you print your labels, make sure print settings do not scale the image or make it smaller to fit within the printable area.
- 3.1.9** By default, many printers will try to scale PDF files to fit within the printable margins. This will cause the labels to be misaligned when printed.
- 3.1.10** Depending on your printer and the software you are using, you should be able to set the scaling to 'none' or 100%. Some printers might refer to this as 'size to fit' or 'print to fit'.
- 3.1.11** If you are unable to locate printer settings and the labels are misaligning, Amazon recommends contacting the printer manufacturer's technical support department or seeking support locally for additional assistance.



Printing Your Own Item Labels

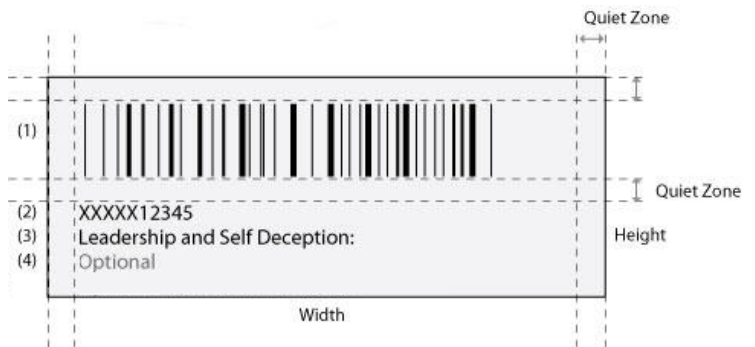
The label that you place on each item must include the following information:

3.1.12 Barcode, with appropriate quiet zone areas.

3.1.13 An identifier used by Amazon FCs to identify individual units of a specific retail sellable unit (ASIN). This is how Amazon identifies every Unit you send to an FC. Examples of valid identifiers are UPC, EAN, ISBN, FNSKU, ASIN, etc.

3.1.14 Title and description

3.1.15 Unit specific information: This optional field is reserved for text / numbers only. It can be used for providing apparels' size, expiry date for perishable products, etc. Do not use any additional barcodes. Any additional information you provide may affect the accuracy and speed of inventory tracking.



SPECIFICATION	DESCRIPTION
Label colour	White
Font type	Consolas (Windows), Monaco (Mac), Andale Mono (Linux)
Font size	Unless otherwise noted, Amazon recommends that you use the normal font weight (not bold) and that the font size be 8 point.
Label size	Use a label with a height by width dimension between 25mm x 50mm and 50mm x 75mm.
Label type	Removable adhesive

3.1.16 Barcode Specifications

SPECIFICATION	DESCRIPTION
Format	Code 39 and Code 128A
Height	Greater than 6 mm (or 15% of the barcode length)
Narrow barcode element	The specification depends on your printer's resolution. • For 300 dpi -- 13.33 mils • For 200 dpi -- 20 mils
Wide-to-narrow element ratio	3:1
Quiet zone (sides)	Greater than 6mm
Quiet zone (top and bottom)	Greater than 3mm

Additional Information

For printing barcodes directly on Units:

3.1.17 Amazon uses the UCC128 barcode (font) to encode the identifier in the barcode. Amazon doesn't use any leading or trailing digits (application identifiers or checksum digits). The UCC128 barcode standards are available on the Internet.

3.1.18 The full specification is UCC128 code set A (this is the code set that supports alphanumeric data).

3.1.19 If you are building the barcode from scratch, you can review the standards or purchase software (there are many barcode applications available for free or at reasonable prices).

Books Mass Market Paperback Barcode Policy

Amazon Item Packaging and Labelling requirements for books require that each shippable/sellable unit has an International Standard Book Number (ISBN) that is barcoded, as well as printed numerically on an easily-visible and scan-able part of the **exterior** of the item. With Mass Market Paperbacks, there is often a barcode on the inside front cover and on the exterior of the book. Amazon's FCs standard process is to scan the barcode on the exterior of the units. Common errors occur when the exterior barcode does not scan or will link to an incorrect unit. This slows down the process by which Amazon can receive your inventory and make it available for sale.



3.2 Item Labelling

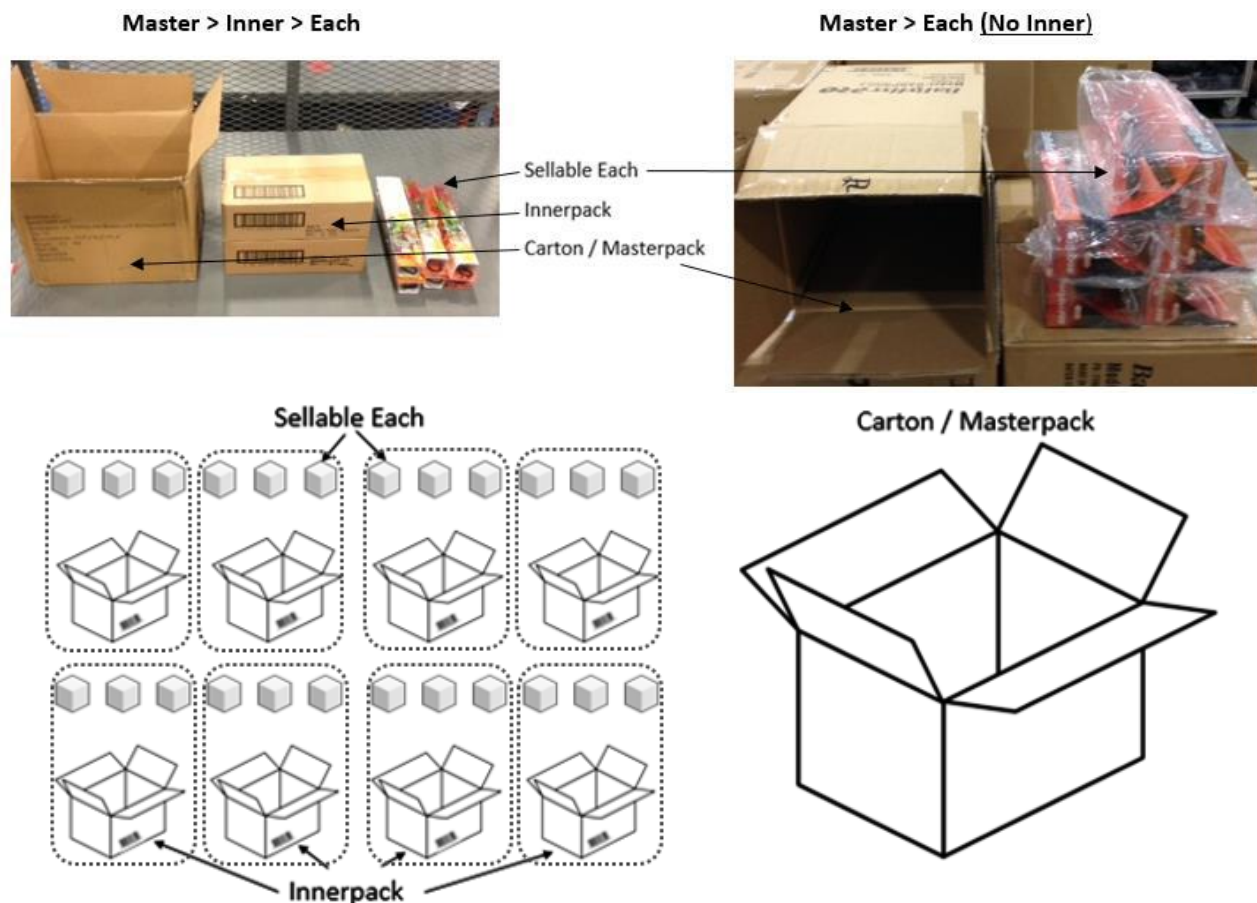
3.2.1 Ensure that each shippable/sellable unit has a product identification number (UPC, ISBN, EAN-13, ASIN, etc.) that is barcoded, as well as printed numerically on an easily-visible and scan-able part of the exterior of the item or its point of sale packaging. The lack of barcodes on individual items may attract chargebacks from vendors.

3.2.2 Do Not...

3.2.2.1 Place faded labels on your Units.

3.2.2.2 Wrap your label around corners or curves on the Unit because this makes the label un-scan-able.

3.2.3 Only one scannable and unique barcode is permitted on a single shippable/sellable unit. If the same barcode is also present on the InnerPack (also known as CasePack) and/or MasterPack, it must be covered over such that it cannot be scanned. You may apply a scannable barcode on the CasePack ONLY if it is different from the barcode on the single units contained within. Similarly, you may apply a scannable barcode on the MasterPack ONLY if it is different from the barcodes on the CasePacks AND single units contained within. This applies to scenarios where there are CasePacks (left picture) as well as scenarios where there are no CasePacks (right picture).



If the MasterPack or CasePack is itself the sellable unit, it MUST have a unique scannable barcode. If the above guideline is not followed properly, there is a very high risk of your CasePacks & MasterPacks being incorrectly received as single units, leading to shortages. This will impact the accuracy and timeliness of your payments.

3.2.4 Make sure those items intended to be sold together as a single SKU (i.e. sets) are packaged and barcoded as a single unit.

3.2.5 If the sellable unit is a carton containing a set of products (bundle), there MUST be a unique scannable barcode on the carton, different from the barcode of the single units inside, and the carton must be labelled with the following message (in text): 'Multi-pack ASIN / Do NOT open'.

3.2.6 Amazon accepts Code 39 and Code 128A type barcodes.

3.2.7 If you are shipping perishable items, explicitly mention the expiry dates information on every shippable/sellable unit. All units must arrive at an Amazon FC at least as many days in advance of expiration as specified in **Appendix 4**. Failure to comply may result in liquidation/destruction and chargebacks.



- 3.2.8** For cylindrical shaped units (i.e. pill bottles, beverage cans, etc.) barcodes must be placed vertically along the axis rather than horizontally around the cylinder to facilitate electronic scanning.
- 3.2.9** If appropriate for the type of item, also include style, size, colour, etc. on the product label.

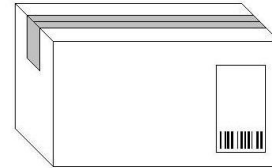
3.3 Outer Carton Labelling

Each individual outer carton, regardless of shipment method (TL/LTL or Small Parcel) must have its own shipping label meeting the requirements described in this section.

3.3.1 General Labelling Requirements:

- 3.3.1.1** Print or affix a carton label on the exterior of each carton in an un-obscured and easily visible location on the side of the carton. **Include a label on every outer carton.**

Example of preferred side shipping label placement.



- 3.3.1.2** Carton labels are recommended to be 10.2cm x 15.2cm (including barcode), but can vary with different size boxes as needed. The “quiet zone” or white space preceding and following each barcode is to be at least 0.64cm wide.
- 3.3.1.3** Barcodes should always be printed in black ink. Colour ink barcodes are not read by the scanners and may cause delays in receiving the product due to non-compliance.
- 3.3.1.4** All barcoded information, except PO, on the carton label is to be encoded in accordance with GS1-128 symbology specifications. For PO, Code 39 or Code 128 can be used.
- 3.3.1.5** Include the following information on carton labels in at least 12 point font (see sample label on the right side):
- **ZONE A:** Ship From: Your Company’s Name and postal address
 - **ZONE B:** Ship To: Amazon FC node with postal address
 - **ZONE C:** Shipment level information (see section 3.3.2)
 - Option 1 (preferred): ASN/BOL# in text & barcode
 - Option 2: PO#: List of all PO#s both in text & barcode
 - **ZONE D:** Carton level information (see section 3.3.3)
 - Option 1: SSCC for LP Receive (only EDI enabled vendors)
 - Option 2: Amazon Carton Content (AMZNCC) labels
 - **ZONE E (Optional):**
 - Carton#: (# ____ of total # ____)
 - Carrier Name & Tracking/PRO #: (include if available)
 - For cartons that contain only one kind of item, if possible include: Product ID#: (UPC/EAN-13/ISBN etc) and Quantity
- Note: Information in ZONES A, B, C and D is mandatory.**
- 3.3.1.6** No pricing information or the name of another retailer should appear anywhere on the label.
- 3.3.1.7** If the products shipped contain perishable items then explicitly mention the expiry date information in the master carton label. All units must arrive at an Amazon FC at least as many days in advance of expiration as specified in **Appendix 4**.
- 3.3.1.8** A complete list of Amazon Pan-EU FC names, addresses and EDI GLN codes can be found in the *EU FCs addresses and delivery specificities* document downloaded with this manual.

Ship From: Happy Publisher 12 Best Publisher Pubsville, CA United States, 54321 ZONE A		Ship To: Amazon.com, IND1 123 Main Street AnyTown, OXON United States, 12345 ZONE B	
UPC : 012345678901 Qty : 28 Carton#: 5 of 10 ZONE E		ASN#: A1234567 ZONE C 	
SSCC or AMZNCC (See section 3.3.2) ZONE D			

3.3.2 Shipment level information (ZONE C in sample label)

Vendors are required to provide shipment level identifiers on every carton shipped to Amazon. At least one of the below two options has to be met.

Option 1 (preferred): ASN/BOL# in text & barcode

- 3.3.2.1** For vendors printing labels via Vendor Central, an ASN Shipping Label can be printed at the end of ASN creation process or going to **Shipments > View past shipments > Completed shipments > click on Actions > click on Shipping label**.



- 3.3.2.2 For vendors using their own labelling systems, ASN number should be printed in text and barcode formats, including the ASN prefix. Example: For ASN=123456, the label should show text “ASN: 123456” and scan-able barcode “ASN123456”.
Note: For EDI DESADV enabled vendors, the above requirement applies with their BOL number instead of the Vendor Central ASN. Example: For BOL=123456, the label should show text “ASN: 123456” and barcode “ASN123456”.

Option 2: PO#: List of all PO#s both in text & barcode

- 3.3.2.3 List of all POs contained in the carton should be visible in both text and barcode.

3.3.3 Carton level information (ZONE D in sample label)

Vendors **MUST** provide carton content identifiers on every carton shipped to Amazon in **any one** of the two formats:

- Option 1: SSCC (Serial Shipping Containerized Code) for LP Receive
- Option 2: Amazon Carton Content (AMZNCC) labels - Vendor Central Labelling Solution

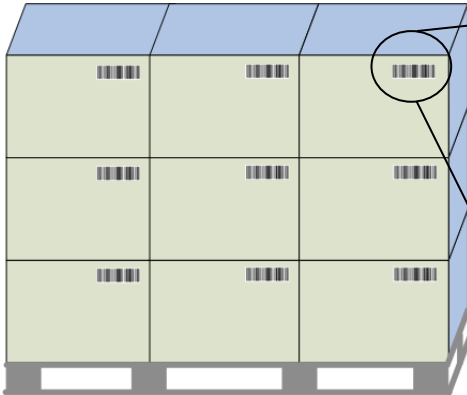
3.3.3.1 Option 1: SSCC for LP Receive (only EDI enabled vendors)

Licence Plate (LP) receive is an industry-wide inbound process requiring Advance Shipment Notice (ASN) (refer section 5 for more details) with unique Serial Shipping Container Code (SSCC) for every individual carton. This unique identifier SSCC must be mentioned in ASN and provided in both text and barcode form on all cartons labels. By scanning this SSCC code, shipments can be linked to the product information available in ASN and all items under shipment can be received into the building without having to scan each item. For sending SSCCs on cartons and ASN, **vendor has to be EDI DESADV enabled** and must provide ASN with accurate carton level information (PO, ASIN, quantity of the items in the carton). Refer to the *Licence Plate (LP) Receive – Vendor Manual (EDI)* downloaded with this manual for more information.

Please ensure:

- 3.3.3.1.1 Each carton must have a Serial Shipping Container Code (SSCC) label in compliance with UCC-128 standards. Refer to www.uc-council.org for further information on UCC standards and implementation.
- 3.3.3.1.2 Provide SSCC numbers at carton or pallet level hierarchy in EDI DESADV in GIN+BJ section.
- 3.3.3.1.3 Each SSCC label should contain the following: The words “SSCC”, the numeric SSCC (in case the barcode doesn’t scan) and a scan-able SSCC-18 barcode preceded by the two leading 00s as the application identifier (in total 20 digits).
- 3.3.3.1.4 Once assigned to a shipping container, an SSCC number shall not be reused to identify another shipping container for a minimum of 12 months from the time it is shipped to Amazon.
- 3.3.3.1.5 SSCC labels should not be placed on the top of the carton and should be at least 2.5 cm from the edges of the carton. The label should not be placed over a carton seam, or in a place where it might become obstructed by tape or another label, rendering it not scan-able.

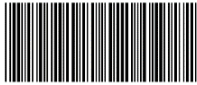
Sample carton label with logistical unit identifier - SSCC for LP Receive:



SHIP FROM: Happy Publisher 12 Bestseller Ln Pubsville, US 54321		SHIP TO: Amazon.com 123 Main Street Anytown, US 12345	
 (420) 12345		CARRIER NAME PRO#: 123456789 BOL#: 654321	
PURCHASE ORDER(S): A1234567			
UPC: 123456789123 / Mixed SKUs			
QTY: 28			
CARTON#: 1 of 10			
Serial Shipping Container Code (SSCC)  (00) 0 0718908 562723189 6			

3.3.3.2 Option 2: Amazon Carton Content (AMZNCC) labels - Vendor Central Labelling Solution

Vendor Central labelling solution is available for vendors who do not have the capability to leverage Options 1 or 2. These vendors are required to provide the detailed item level information in Vendor Central for every carton. This information is linked to a unique number generated by Amazon (with AMZNCC as prefix) for every carton and this number is available for download by vendors in barcode (in a 1-d label format) format. Vendors must put this barcode on corresponding carton. A sample label for AMZNCC can be found on right. For more information, please refer to the *Vendor Central > Shipments > Shipments troubleshooting > Enter your shipment details using the AMZNCC label option*.

Ship From: Happy Publisher 12 Best Publisher Pubsville, CA United States, 54321		Ship To: Amazon.com, IND1 123 Main Street AnyTown, OXON United States, 12345	
UPC : 012345678901 Qty : 28 Carton#: 5 of 10	PO#: A1234567	Code39 	
	B7654321		
Amazon Container Code(Code128): AMZNCC01234567890123 			

3.4 Warning Labels in Cartons

Warning labels affixed to cartons (in addition to carton labels) help to ensure accuracy and safety at Amazon FCs. Warning labels need to be impossible to miss. They should be large, brightly coloured and positioned in multiple, prominent locations on all applicable cartons. Please ensure warning labels are NOT covering carton or pallet labels. Affix the following warning labels, as appropriate, to 4 sides of each carton in your shipment as pictured:



- 3.4.1** “Heavy” – Affix this warning label to every exceptional carton (as outlined in Sections 2.2.9 and 2.2.10) that weighs above 15kg. A template of the required label (available in **Appendix 3**) must be printed and affixed to each carton on 4 sides.
- 3.4.2** “Multi-box Item: Part X of X” – Affix this warning label to any single item being shipped in more than one carton. Contact Amazon via Contact Us prior to shipping multi-box items.
- 3.4.3** “Hazmat” - Affix this warning label to every carton that contains product that has been classified as hazardous/dangerous goods or substances. For more information, refer to the *Product Compliance* chapter downloaded with this manual.
- 3.4.4** A three strike rule will be enforced in cases of non-compliance to the above rules. Failure to adhere to labelling requirements will be recorded and may be subjected to chargebacks.



3.5 Pallet Labels

- 3.5.1** Affix a pallet label with the following information to each pallet:
- Ship From and Ship To locations
 - Pallet # _____ of _____ total.
 - Shipment level information: ASN/BOL number
 - PO number (if units on pallet are for a single PO)
 - “Single SKU” label if all the SKUs within the pallet are the same
 - Optional: PRO or other carrier tracking number
- 3.5.2** Pallet labels should be placed squarely (not on an angle) on two sides of the pallet on the fork lift entry sides. If the pallet is wrapped in plastic, the pallet labels must be placed on the outside of the plastic wrap.

4 Documents Required for Shipments – Bill of Lading (BOL)

- 4.1.1** The following information is required on all BOL's. **Information must be printed, NOT handwritten:**
- Ship From: Your Company's Name and postal address
 - Ship To: Amazon FC node with postal address
 - ALL Amazon Purchase Orders and invoice numbers (if you have invoice number at the time of shipping) contained in the shipment
 - Unique shipment or delivery reference (ASN for non-EDI enabled vendors)
 - Amazon Reference Number(s) for Collect shipments only. See section 6.1 for more information on Collect.
 - Carrier's reference number PRO # (if available)
 - Handling unit quantity (pallet, carton, each) information. All 3 units of measure are required (not just pallet).
- 4.1.2** When shipping multiple orders from the same pick up location to the same FC on the same day, consolidate into a single shipment and prepare one BOL document.
- 4.1.3** Include the BOL number on the carton and pallet label(s), allowing for quick freight verification upon delivery.
- 4.1.4** Do not combine Amazon shipments with shipments for other sellers that fulfil through Amazon FCs. If shipping orders for a party that fulfils through Amazon FCs, create a separate BOL.
- 4.1.5** Original BOL information must be made available to the carrier in order for carrier to arrange a delivery appointment at the FC.
- 4.1.6** All shipments whose BOLs do not meet the above requirements may be refused upon delivery.
- 4.1.7** Vendors are responsible for ensuring that pallet and carton count quantities listed on the BOL are correct.

A sample Bill of Lading has been provided in Appendix 1.



5 Information Required for Shipment - Advanced Shipment Notification [ASN]

- 5.1 An ASN is an electronic packing list sent in advance of every shipment to Amazon and contains all the required information used to communicate the contents. **Vendors are required to submit ASNs for all shipments (TL/LTL and Small Parcel), regardless of size or freight payment terms.**
- 5.2 Vendors who are not EDI enabled are required to submit ASNs in Vendor Central or Advantage website. For more instructions on how to submit a Vendor Central ASN, please refer to the **Training** available in the Shipments page in Vendor Central.
- 5.3 **Vendors who are EDI enabled must send the EDI DESADV ASN only** and should **NOT** use Vendor Central or Advantage website for submitting the ASN, unless their EDI system is unavailable at that time. For the detailed EDI DESADV ASN specifications, refer to the *EDI Specification for EDIFACT DESADV* files available in **Vendor Central > Resource Centre > Technical**.
- 5.4 ASNs should be sent within 30 minutes of departure from the vendor warehouse/distribution centre or at least six hours prior to the carrier appointment time at the Amazon destination warehouse, whichever is sooner. Sending shipments with No ASN or Late ASN may be subjected to chargebacks.
- 5.5 ASNs cannot be deleted /cancelled but they can be edited for 7 days from submission date or till the corresponding shipment arrives at Amazon FCs (whichever is sooner). ASNs can be edited via both EDI and Vendor Central ASN Edit feature. An EDI submitted ASN can only be edited by another EDI ASN, whereas a Vendor Central created ASNs can only be edited in Vendor Central. When editing an ASN, quantities can only be reduced and items removed from the ASN. In order to increase quantities or add new items, a new ASN has to be submitted for the extra units. Please refer to the Shipments Help page > **View and manage your shipments** in Vendor Central for more related information.
- 5.6 All Collect /We-Pay (see section 6.1 for more information) shipments must have ARN (Amazon Reference Number) mentioned in the ASN. ARN is generated once vendor submits routing request on Vendor Central.

6 Transporting your shipments

6.1 Amazon Paid Freight [also known as COLLECT or WE-PAY]

For vendors with freight collect terms Amazon is responsible for deciding which carrier to use. Amazon carriers will organize the booking and onward delivery of the shipment. Please check the terms on your orders carefully to understand the freight responsibilities.

Small Parcel:

- 6.1.1 ROUTING REQUESTS: Routing Requests are REQUIRED for Small Parcel (SP) shipments. Amazon will use the information in the routing request to determine the exact method of shipment, as well as the most suitable carrier. Routing Request cut-off time is 10:00 AM CET. Routing Requests submitted after the cut-off time will be processed the following day.
 - 6.1.1.1 Under no circumstances shall a vendor with Collect freight terms select their own SP carrier. Failure to route in Vendor Central and ship with the assigned carrier might result in a chargeback and may delay delivery of your shipment.
- 6.1.2 CARRIER: Assigned by Amazon in the routing email confirmation sent to vendors once each day. UPS (ES, FR, IT and UK) and DHL (DE, PL and CZ)). If you have questions regarding this, please inquire using the "Contact Us" feature in Vendor Central or Advantage website.
- 6.1.3 INSURED/DECLARED VALUE: DO NOT PROVIDE THIS TO THE CARRIER. If you have questions regarding this, please inquire using the "Contact Us" feature in Vendor Central or Advantage website.
- 6.1.4 ADVANCE SHIPMENT NOTIFICATION (ASN): All shipments require an ASN to be submitted via Vendor Central or Advantage website.
- 6.1.5 REFERENCE NUMBERS: All of the following information must be provided on the Bill of Lading document – ASN, Amazon Purchase Orders, Vendor Invoice Number (if you have invoice number at the time of shipping), Carrier PRO, ASN and Amazon Reference Number (ARN).
- 6.1.6 Routing Requests and ASNs can be submitted using the Shipments tool under Orders tab in Vendor Central. Additional information related to ASNs, Routing Requests and FAQs can be found in Vendor Central Help section.

Less-Than Truck Load (LTL) and Full Truck Load (TL):

- 6.1.7 CARRIER: Assigned by Amazon in the routing email confirmation sent to vendors a day before freight ready date.
- 6.1.8 SERVICE: Standard Ground.
- 6.1.9 TERMS: Collect or Freight Collect.
- 6.1.10 ROUTING REQUESTS: Routing Requests are REQUIRED for LTL and TL shipments. Amazon will use the information in the routing request to determine the exact method of shipment, as well as the most cost effective carrier. To enable that decision



process, please ensure that you enter accurate pallet, carton, weight and cube information for your shipment. Routing Request cut-off time is 10:00 AM CET. Routing Requests submitted after the cut-off time will be processed the following day.

6.1.10.1 Under no circumstances shall a vendor with Collect freight terms select their own LTL/TL carrier. Failure to route in Vendor Central and ship with the assigned carrier might result in a chargeback and may delay delivery of your shipment.

6.1.10.2 After your routing request has been processed and assigned to a carrier, the carrier will contact you to schedule a pickup appointment (TL shipments) or provide a 2 hour pickup window (LTL shipments). You should expect to hear from TL carriers within 48 hours and LTL carriers within 24 hours regarding pickup.

6.1.11 REFERENCE NUMBERS: All of the following information must be provided on the Bill of Lading document – ASN, Amazon Purchase Orders, Vendor Invoice Number (if you have invoice number at the time of shipping), and Amazon Reference Number (ARN).

6.1.12 The ARN should be included in any communication between the vendor and Amazon.

6.1.13 Before surrendering freight to any Amazon Carrier, verify that they are the assigned carrier and have proof of a valid ARN.

6.1.14 The ARN number should be used in CARP for appointment booking. The appointment needs to be booked by the Amazon Carrier.

6.1.15 Routing Requests and ASNs can be submitted using the Shipments tool under Orders tab in Vendor Central. Additional information related to ASNs, Routing Requests and FAQs can be found in Vendor Central Help section.

6.2 Vendor Paid Freight [also known as PREPAID or THEY-PAY]

6.2.1 Though Amazon acknowledges the right of vendors to ship prepaid shipments via a carrier of their choosing, Amazon strongly recommends that you utilize Amazon preferred carriers. Amazon's preferred carriers are better prepared to handle shipments into Amazon locations, as they are fully aware of the particular freight management requirements that are necessary to best serve Amazon's account and accomplish deliveries in the most expeditious and economical manner possible. Please refer to Section 11 to learn more about Amazon Inbound Preferred Carrier Programme in the EU.

6.2.2 **All shipments, including Small Parcel shipments, require an ASN.** See section 5 for more information.

6.2.3 Carrier Expectations: Carriers that are selected by the vendor to deliver "Vendor Paid" shipments to Amazon FCs must comply with this manual. **It is the responsibility of the vendor to ensure that the appropriate requirements outlined in this manual are followed by the carrier.** Vendors should note that the failure of a carrier to comply with these requirements may cause the delivery to be refused or result in handling delays affecting drivers' hours.

6.2.4 Vehicle Restrictions: The following vehicle restrictions apply when delivering goods to Amazon FCs:

6.2.4.1 Palletized deliveries must be made on a vehicle with such a height that it fits to a dock door and able to reverse up to Amazon FC's loading bay doors and Powered Pallet Truck (PPT) access to the rear of the vehicle.

6.2.4.2 7.5 tonne vehicles with reinforced floor are preferred for deliveries into Amazon FCs. Please refer to the EU FCs addresses and delivery specificities downloaded with this manual for specific site details on accepted vehicles and site specific vehicle restrictions.

6.2.4.3 The floor must be in flat and reinforced to allow PPT entry.

6.2.4.4 All palletized deliveries are unloaded from the rear, no side loading /unloading is allowed.

6.2.4.5 Rear vehicle doors and curtains must be opened by the driver without the use of ladders or any other accessories that imply a safety risk for the driver or Amazon personnel.

6.2.4.6 Drivers must NOT climb on ladders or the rear of trailers to close doors curtains or inspect the load.

6.2.4.7 The vehicles door opening system must be in good operating order

6.2.4.8 It is the drivers' responsibility to ensure that the vehicle is clear of any obstruction that may cause a risk to health and safety or damage to Amazon unloading equipment (e.g. strapping of any kind). Failure to do so may deem the carrier liable for any repairs to Amazon equipment

6.2.5 Vehicle Condition: The following standards of vehicle condition are required when delivering to Amazon FCs:

6.2.5.1 The vehicle floor must be able to withstand a pallet jack, fully laden.

6.2.5.2 The vehicle floor must be well maintained, safe, and free from any obstructions and damage, such as holes.

6.2.5.3 The use of trailers with uneven or corrugated floors, (such as in refrigerated trailers) is forbidden. In the event that product must be shipped in a climate controlled trailer, product must be palletized.

6.2.5.4 The vehicle must be water tight, clean and free of strong odours, especially when delivering food and healthcare products.

6.2.5.5 Securing straps **must not** be allowed to hang freely. Straps, unless actually securing a load, **must** be firmly fixed to the vehicle so that they present no danger to staff and ensure accessibility to the goods being unloaded.



- 6.2.5.6 The vehicle must maintain a temperature below 25°C when delivering Chocolate/Medicine products and below 40°C when delivering other Grocery products.
- 6.2.6 Unloading Instructions
 - 6.2.6.1 Ensure that pallets are loaded straight into the truck (**not** cross loaded) and can be unloaded from behind.
 - 6.2.6.2 All palletized deliveries must allow enough room to engage a dock leveller – at least 5cm between the stock and the rear lip of the vehicle
 - 6.2.6.3 Please make sure the above points are also followed if pallets are bundled (section 2.3.4).
- 6.2.7 Driver Instructions – Including Health and Safety
 - 6.2.7.1 All drivers must register their arrival at the gatehouse by providing their delivery paperwork and ISA/Booking Reference Number.
 - 6.2.7.2 Drivers must ask for confirmation of their recorded arrival time on the system by asking for the Amazon Delivery Record (see **Appendix 2** for a sample). This details the arrival time of a pre-booked delivery and also provides the format for feedback if the delivery is subsequently rejected.
 - 6.2.7.3 Drivers must use the entry and exit points appropriately.
 - 6.2.7.4 Access is forbidden to children and to any person who is not an employee of the carrier company or a nominated agency driver. Access is also forbidden to pets or other animals.
 - 6.2.7.5 Security will take note of the vehicle licence plate number, name of vendor, name of carrier, drivers name and the booking reference (ISA).
 - 6.2.7.6 The driver will be provided with the site safety rules and expected conduct whilst onsite. The driver must read and sign that they have understood and agree to this. Any procedures advised must be followed for the drivers own safety.
 - 6.2.7.7 Smoking is not permitted whilst onsite unless in designated smoking areas.
 - 6.2.7.8 Drivers must wear safety shoes and high visibility clothing class 2 or above whilst onsite.
 - 6.2.7.9 Drivers must follow the site signage and not exceed the maximum speed limit of 15 km/h (10 mph) whilst onsite.
 - 6.2.7.10 The driver must wait for authorization before reversing into a bay.
 - 6.2.7.11 Whilst reversing the driver must ensure their hazard lights and reversing alarm are engaged.
 - 6.2.7.12 Drivers must not ask Amazon associates for assistance in reversing vehicles. Amazon does not provide banks man. Couriers must ensure that the drivers used have adequate skill to control the vehicle safely.
 - 6.2.7.13 Once reversed the driver must switch off the engine and engage the parking brake.
 - 6.2.7.14 Suzie Locks if present must be fitted to the vehicle prior to unloading.
 - 6.2.7.15 Chocks will be used on all vehicles prior to unloading.
 - 6.2.7.16 Some Amazon EU FCs use an automatic wheel lock system instead of manual chocks and Suzie locks. These are designed to minimize health and safety risks to Amazon yard marshals and dock associates as a result of premature departures.
 - 6.2.7.17 The driver will be asked to hand over keys & paperwork to the Amazon Yard Marshal
 - 6.2.7.18 The driver must leave their cab and wait in the Drivers Waiting Room whilst the vehicle is un-loaded. The driver must not leave this office unless authorized to do so by Amazon Personnel.
 - 6.2.7.19 Drivers needing to use any restroom facilities away from the driver's room must be escorted by Amazon Personnel
 - 6.2.7.20 Post unloading the driver will be notified and the paperwork and keys returned to facilitate departure.
 - 6.2.7.21 The driver must ensure that all the pages within the BOL documentation (see Section 4 for details) are stamped and signed by Amazon Personnel as a Proof Of Delivery (POD).
 - 6.2.7.22 Drivers must only pull away from a bay when the light on the traffic light in the right hand mirror is green, or in cases where a light is not displayed, under the explicit instruction of an Amazon Yard Marshal.
 - 6.2.7.23 Drivers must never use mobile phones or any other devices whilst standing or walking through the yard
 - 6.2.7.24 Drivers must only walk on designated walkways.
 - 6.2.7.25 Drivers are not permitted to take driving breaks on the FC premises.
 - 6.2.7.26 Entry to the warehouse or the unloading area is not allowed for non-Amazon personnel
 - 6.2.7.27 All accidents (including vehicle, building or property damage) must be reported to Amazon Management
 - 6.2.7.28 In the case of an emergency evacuation drivers must switch off engines immediately, exit vehicles and go to the nearest assembly point marked on the rules for the site. Drivers must not move vehicles in, out or around the site at this time.



- 6.2.7.29 Aggressive conduct by the driver onsite and /or not obeying site safety rules will not be tolerated and will be immediately reported. Carriers/Drivers who do not comply with Amazon regulations will be removed from site and be banned from making future deliveries.
- 6.2.8 Timeliness of Deliveries
- 6.2.8.1 Amazon FCs schedule appointments and labour resources to ensure a vehicle's waiting time is kept to a minimum. In order to achieve this, vendors/carriers should ensure that the agreed appointment time is met. Vendors/carriers are also reminded to carefully check the warehouse address before the delivery is made.
- 6.2.8.2 Late deliveries may be subjected to refusal and/or chargebacks. Where a carrier/supplier recognizes that a delivery may be late or not met, they should contact the FC (via CARP for CARP bookings or via email for manual bookings) stating the expected time of arrival and the reason for the delay. The FC will make every effort to accommodate late arrivals, provided this does not adversely affect other suppliers' delivery times.
- 6.2.8.3 An appointment will be given a 30 minute grace period past the scheduled delivery time before it is considered late. Appointments that miss the 30 minute grace period may be rejected and required to request a new appointment.
- 6.2.9 Carrier is required to provide the following information upon making delivery. Failure to provide this information will lead to freight refusal or delay in receiving:
- 6.2.9.1 Amazon Delivery Appointment Number (ISA #)
- 6.2.9.2 Bill of Lading documentation (see Section 4 for BOL requirements)
- 6.2.10 Amazon reserves the right to suspend or deny scheduling of delivery appointments to any carrier or driver, with sufficient notice, on grounds of repeated or excessive late deliver or disruptive behaviour or violation of any yard policy (speeding).

6.3 Appointment Process – Carrier Appointment Request Portal (CARP):

- 6.3.1. Small Parcel loads delivered by a Parcel Carrier are NOT required to be pre-booked.
- 6.3.2. Amazon strongly recommends Carriers to request CARP bookings on behalf of vendors.
- 6.3.3. Truck Load (TL) /Less than Truck Load (LTL) and container deliveries are always required to be pre-booked at least 24 hours in advance. Refer to the EU FCs addresses and delivery specificities downloaded with this manual to confirm the exact advance notice required by FC.
- 6.3.4. **Carrier Appointment Request Portal (CARP):** All vendors/carriers are required to utilize CARP to request a delivery appointment at Amazon's FCs.
- 6.3.4.1. Vendors/carriers (whoever will be making the booking) need to visit CARP and request an account. It is the Vendors responsibility to provide valid and correct information to their carriers if their carrier is the booking requestor. The below table specifies the CARP website address for every EU marketplace. Once an account is created, it can be used for future deliveries. Vendors/carriers should utilize the 'Contact Us' link located on the Login page for assistance.
- | Marketplace | CARP website address |
|---------------|---|
| DE (DE&PL&CZ) | https://transportation.amazon.de |
| ES | https://transportation.amazon.es |
| FR | https://transportation.amazon.fr |
| IT | https://transportation.amazon.fr (click on 'Italiano') |
| UK | https://transportation.amazon.co.uk |
- 6.3.4.2. Vendors/carriers should ensure they have a valid Standard Carrier Alpha Code (SCAC) before they submit a CARP account request.
- 6.3.4.3. In order to request a booking slot in CARP, the requestor will be asked to enter the following details:
- **ASN Number (for Vendor Central ASNs) or BOL Number (segment RFF+BM for EDI DESADV enabled vendors)**
 - SCAC Code
 - Desired delivery date/time
 - Pallets / Cartons / Units
- 6.3.4.4. Please refer to CARP user manuals available in the CARP landing page (after logging in) for more details.
- 6.3.5. A booking is confirmed when Amazon provides an ISA number back to the request. The ISA is equivalent to the Booking Reference number or the appointment reference number.



- 6.3.6. Amazon accepts one booking slot per truck load. For example, if you are delivering on 2 vehicles then you require 2 booking requests to be submitted using 2 ASNs reflecting the contents of the 2 vehicles and receiving 2 confirmed booking appointment reference numbers (ISAs).
- 6.3.7. **In order to avoid duplication of CARP appointments, Vendors and Carriers should ensure that only one of them (preferably Carrier) is requesting the bookings. Failure to comply with this requirement may attract No Show chargebacks due to unused appointments.**
- 6.3.8. Additional Appointment Information for Vendor Paid Freight:
 - 6.1.8.1. No shipments will be accepted at the FC without a scheduled appointment.
 - 6.1.8.2. Vendors must provide the carrier with a complete list of PO #s (Purchase Order) and ASN/BOL information, and instruct the carrier that Amazon will require this information when scheduling a CARP appointment.
 - 6.1.8.3. Upon arriving at FC, the carrier must provide a physical BOL document that meets Amazon's requirements. All shipments whose BOL documents do not meet the requirements will be refused upon delivery. Please refer Section 4 for BOL requirements.
- 6.3.9. If your delivery is experiencing issues (e.g. delays) it is the appointment requester's responsibility to ensure that this is notified to Amazon by editing the appointment in CARP to propose a new delivery time and select the correct drop down reason (e.g. Traffic, Weather, etc.).

7 Loading Shipments

7.1 Floor-Loading

- 7.1.1 Palletize all shipments, whenever possible. Floor-loaded shipments requiring extensive handling may be refused or incur additional charges on a case-by-case basis. Any additional charges assessed would vary based on the extra labour required which can vary significantly from shipment to shipment.
- 7.1.2 Stack cartons into columns. Cartons should not be bundled together with any kind of straps, zip ties, tape, etc.
- 7.1.3 Only floor-load freight into containers that are at least 2.5 m tall and make sure that the overall height of carton stack allows 8 cm of clearance from the top of the stack to the roof of the container.
- 7.1.4 When loading the trailer, maintain at least 8 cm between cartons stacks and container walls, air bags should be used for stability and to maintain the separation in transit.
- 7.1.5 All shipments should be properly secured using load bars/straps. It is the shipper's responsibility to ensure that shipments are loaded into a trailer in a manner that prevents the load from shifting during transit. When using Intermodal transportation (COFC), always use a load strap, never a load bar to secure loads.



Example of floor loaded product correctly staged in a container

8 Vendor Operational Performance and Chargebacks

In an effort to help vendors meet operational expectations, Amazon collects and reviews vendor operational performance data on a continual basis. Amazon uses this data to identify and address non-compliance in vendor operations. Depending on the severity of noncompliance, Amazon may initiate communication with vendors in a number of ways to help bring awareness and a resolution to the situation. Vendors may receive a one-time contact regarding an isolated incident or may have ongoing communication with an Amazon representative in order to rectify more consistent problems. Amazon will often share data in order to educate vendors on operational issues. Whenever necessary, Amazon may return merchandise at vendors' expense and/or assess charges to vendors to offset expenses incurred as a result of vendor non-compliance with operational standards as described in this manual. More information on the Vendor Chargeback System is available in the **Chargebacks (Vendor Operational Performance)** section of Help inside Vendor Central. To help ensure continuous levels of quality, it is necessary to



communicate to Amazon well in advance of any circumstances that may compromise or interrupt service, such as system changes or facility closures.

For more information on specific Delivery, ASN and Receive related chargebacks and their corresponding rates, go to **Vendor Central > Help > Chargebacks (Vendor Operational Performance) > Chargebacks – [Delivery or ASN or Receive] related**.

9 Stock Returns

- 9.1 Returns of items that were received and met the requirements of fulfilling a purchase order (see Section 1) will be subject to the terms agreed upon by the vendor and Amazon.
- 9.2 All deliveries to Amazon that do not meet the requirements of fulfilling a purchase order (ex: overages, damaged product, wrong delivery location) may be rejected or returned to the vendor at Amazon's discretion, and at the vendors' expense. These returns are not subject to the agreed upon terms of returns, as they are considered to be caused by vendor non-compliance.
- 9.3 Vendors must attempt to find resolution with the Retail representative prior to refusing any returned items. If the vendor believes they were incorrectly billed for a return (Shortage, Rejection, Pricing, etc.) they can submit a dispute using 'Contact Us' case feature present at the bottom of all pages on Vendor Central.

When submitting your dispute using a 'Contact Us' case, please use the Support Topic **Accounting** and one of the following Specific Issues:

9.3.1 Vendor Returns (VRET) - Request Proof of Delivery (POD)/Back up detail/Inquiry

This specific issue should be selected when you require more details about your return that you were unable to find using the Vendor Returns detail search located under the PAYMENTS tab of Vendor Central.

9.3.2 Vendor Returns (VRET) – Dispute

This selection should only be used if you wish to request repayment or a reduction in your balance owed for a Return that was billed to you. When submitting a dispute, please ensure you include a completed copy of the **Returns Discrepancy Form** located under the Operations section of the Resource Centre. If your dispute is for rejected product, and is found valid by Amazon, you may be requested to send the rejected product back to Amazon. Please do not send rejected returns to Amazon's billing address. If you have been asked to send the rejected returns back to Amazon, and you do not have the address of the proper Amazon warehouse, please request it from within your dispute case.

- 9.4 The **Amazon Returns Shipment ID**, located on the returns packing slip, must be included with the vendor's credit memo. Please note that you do not need to submit a credit memo to Amazon for returns unless your account is not setup to deduct from payment. In most cases a credit memo should not be sent. If you are uncertain of your account setup, please ask your Retail representative.
- 9.5 Please ensure that you keep your **Vendor Return Address** information in Vendor Central or Advantage website ('Return Addresses' Section under 'Account Settings' heading) up to date.

9.6 Return Merchandise Authorization (RMA)

- 9.6.1 RMA enables the vendor to query and authorize their own returns in Vendor Central or Advantage website. For the removals, requiring authorization, an auto email is sent to the vendor (through Vendor Central or Advantage website) notifying them they need to take some action on the removal.
- 9.6.2 Vendors can review and authorize the removals by going to the Returns Section of the ORDERS tab in Vendor Central or Advantage website. Vendors can authorize the entire return or approve the individual items.
- 9.6.3 The vendor should take action within 2 weeks. In the case that it remains untouched for 1 week, an escalation email is sent to the Vendor and the respective Retail representative. In the case that it remains untouched for 2 weeks, then system may automatically confirm it.

10 International Shipments

Amazon has arranged with some Vendors to provide products directly from overseas, which require the engagement of international freight forwarding, international transportation and customs brokerage, and other services not otherwise required for domestic shipments. This includes vendors whereby Amazon has arranged a transaction under FOB or FCA incoterms. Please see the *Imports* chapter downloaded with this manual for further details and information regarding the requirements for these international shipments.



11 EU Inbound Preferred Carrier Programme

Amazon is working with selected carriers to consolidate vendor deliveries into Amazon FCs. If you regularly send Less than Truck Load (LTL) palletized deliveries, then you are likely to see benefits from using one of these carriers. Amazon Preferred Carriers deliver to Amazon FCs with best-in-class service and meet all of Amazon's delivery requirements whilst reducing extra administration. Due to the fact that these carriers already have daily delivery slots to Amazon FCs, your products may be in stock and made available for sale faster.

The benefits at a glance:

- Reliable and fast transit time thanks to daily fixed slots in all Amazon FCs.
- Reduced administrative tasks as the Preferred Carrier takes care of the booking process via CARP: You hand over all pallets to the Preferred Carrier with the mandatory information required to book an appointment (such as ASN/BOL, pallet count, carton and unit count) and the carrier takes care of the rest.
- Improved delivery compliance leading to reduced rejections and less no shows as the Preferred Carrier routinely delivers in full compliance with Amazon's inbound delivery requirements. In addition, the Preferred Carrier helps to advice on likely delivery issues, which ultimately leads to faster, more efficient and compliant delivery.
- Optimized transportation flow thanks to consolidation: At Amazon Preferred Carriers cross-dock hubs, your pallets will be consolidated with goods of other Amazon suppliers to optimise truck fill rates.

What are the conditions for this programme?

- Pallets must still be palletized per final destination before being handed over to the carrier, as already carried out by you today. Pallet building for transport to the final destination remains your responsibility.
- A valid and accurate ASN/BOL (through Vendor Central or EDI) needs to be transmitted to the Preferred Carrier for booking purposes.
- Transport remains at your cost and your responsibility until delivery into the Amazon FCs: you remain accountable for the payment of transport costs to the Preferred Carrier and responsible for product and transport compliance.

Please note that Amazon is only recommending Inbound Preferred Carriers to you and that participation in the programme is not an obligation. The carrier choice remains with you when delivering on Prepaid/They Pay terms.

If you are interested in using the Inbound Preferred Carrier Programme, please submit a request to the below link or send an email to the relevant Preferred Carrier team.

- Link: http://www.amazon.co.uk/gp/html-forms-controller/EU_IPCP_Vendor_Form_EN
- FR: amazon-fr-pcp@amazon.com
- DE & CEE: de-preferred-carrier-program@amazon.com
- IT: amazon-it-pcp@amazon.com
- ES: es-inbound-carrier@amazon.com
- UK: inboundcarrier@amazon.com

The carriers currently operating on the Inbound Preferred Carrier Programme by country are:

FR	DE & PL & CZ	IT	ES	UK
Dachser	Dachser	BRT	DHL Express	DHL Express
DHL Freight	DHL Freight		SEUR	Palletline
Kuehne+Nagel	Kuehne+Nagel		AZKAR	UPS SCS
GEFCO France	DB Schenker		TNT Express	TNT Express
	Transoflex			



12 Appendix 1 – Sample Bill of Lading

[Date]

BILL OF LADING

Page 1 of 1

SHIP FROM	Bill of Lading Number: 45678V ASN Number : 123456V1
[Name] Amazing Vendor [Street Address] 1234 Vendor Address [City, ZIP] VendorCity, 00000	 ASN123456V1
SHIP TO	CARRIER
[Name] Amazon Warehouse [Street Address] 1234 Everywhere Road [City, ZIP] Amz City, 0000	Carrier Name: GreatCarrier SRL SCAC: CARES6 Trailer number: 963852
Freight Charge Terms (Freight charges are prepaid unless marked otherwise):	
☒ Prepaid ☐ Collect ☐ 3rd Party	

CUSTOMER ORDER INFORMATION

Purchase Order (PO)	Carton Count	Weight	Palletized Shipment	Additional Shipper Information
K1478529	1	10	☐ Yes ☐ No	
X3692581	4	20	☐ Yes ☐ No	
N7894561	2	15	☐ Yes ☐ No	
			☐ Yes ☐ No	
Grand Total	7	45		

CARRIER INFORMATION

Pallet Count	Carton Count	Weight	HM (X)	Commodity Description	NMFC No.	Class
1	7	45	1.20			

Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows: "The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____."

COO Amount: _____

Fee terms:

☐ Collect ☐ Prepaid ☐ Customer check acceptable

Note: Liability limitation for loss or damage in this shipment may be applicable, unless set forth in the Transportation Agreement between parties

Received, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications, and rules that have been established by the carrier and are available to the shipper, on request, and to all applicable state and federal regulations.		The carrier shall not make delivery of this shipment without payment of charges and all other lawful fees. Shipper Signature _____	
Shipper Signature and Date This is to certify that the above named materials are properly classified, packaged, marked, and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT.	Trailer Loaded: ☐ By shipper ☒ By driver	Freight Counted: ☐ By shipper ☒ By driver/pallets said to contain ☐ By driver/pieces	Carrier Signature/Date Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. Property described above is received in good order, except as noted.



13 Appendix 2 – Amazon Delivery Record

Amazon Delivery Record			
Date:		Arrival Time:	
FC:		Booking Ref:	
Vendor Code:		Carrier:	
Vendor Name :			
Please see below the reason that your delivery has been rejected. To prevent future rejections, please follow the below guidance for delivery compliance; → FBA Sellers: Refer to the 'Shipping and Routing Requirements' section of the FBA Manual in Seller Central help pages. → Amazon Vendors: Please refer to the Amazon Vendor Manual located within the resource centre in Vendor Central.			
Rejection Reason (only fill in if applicable)			Tick
More pallets delivered than stated in the booking form	More pallets delivered than stated in the booking form		
Invalid or no booking	Invalid (no valid ISA number) or no booking (freight that arrives without a previously scheduled appointment)		
Arrived Early_Driver pulled out	Arrived Early (before scheduled appointment time): Driver refused to wait and pulled out		
Arrived Late	Arrived Late (after scheduled appointment time)		
Wrong FC	POs which are not for the FC they have delivered (Amazon retains the right to accept stock if freight has been redirected by Amazon)		
Missing or incomplete delivery paperwork	No delivery valid paperwork is available to identify the freight being delivered		
Unsafe vehicle	Unsafe flooring		
	Roller bed trailers		
	Infestation		
	Doesn't fit to dock		
Incorrect vehicle	Electrical hazards		
	Incorrect vehicle that does not comply with specific FC requirements		
Pallets exceeding height limit	Pallets stacked more than height requirements. Sacked pallets that may cause a risk to health and safety or damage to Amazon unloading equipment will be rejected.		
Non-compliant pallet	Not accepted: Pallet-sized box, One-way pallet		
	Accepted pallets: - UK: GMA grade B or higher, 1000x1200 mm 4-way access wood pallets (GMA 1A grade pallets are preferred for grocery items). - MEU/SEU : Euro/CHEP pallets (800x1200 mm)		
Damaged Pallet	Damaged Pallet (please refer to EPAL standards), e.g.:		
	- A single upper or lower slat of the deckboards is damaged so that more than one nail or screw shank is revealed		
	- A slat is missing		
	- A block is missing or cracked to the point where more than one nail shank is visible		
	- Skewed blocks may not protrude more than 10 mm		
Incorrectly Bound Pallets	- A board is broken transversely or diagonally and reveal one nail or screw shank for each board		
	- More than two lower or upper edge boards are damaged and reveal one nail or screw shank for each board		
Overhanging pallets	Two pallets are bounded on the 1200 mm side (should be on the 800 mm or 1000 mm side)		
Pallet exceeding weight limit	Large item being shipped cannot fit on a pallet without overhanging the edges (should be put on bounded pallets)		
Damaged / tampered freight	Pallet weights more than 500 kg		
Carton exceeds weight limit	Damaged / tampered freight at the point of receipt. Carrier Proof of Delivery (POD) needs to be signed and the number of cartons rejected to be indicated on the document. It is vital that the carrier paperwork is annotated to state the number of cartons received / not received.		
Open Load	No Carton containing more than 1 ASIN should weight more than 15Kg. Any item above 15kg should be properly labelled. Any item weighting above 30 kg should be palletized		
Food / pet food quality impaired	Open cartons at the point of receipt - suspicion of theft		
Hazmat	Food / pet food quality impaired e.g temperature of Grocery and Pet food goods should not exceed 40°C. The temperature of Chocolate and Medicine should not exceed 25°C.		
Disregarding safety and security guidelines on site	Hazardous freight are delivered to FC that is not properly equipped to handle it (see Vendor Manual Chapter 7)		
Banned/ abusive driver / inappropriate behavior	Driver disregarded safety and security guidelines (e.g. speeding, smoking, no safety footwear/high vis vest, use of handbrake, reject to give the keys etc.) and instructions of Amazon staff		
	Uncooperative behavior or sufficient reason to believe driver is under the influence of drink or drugs		
Dock leveler cannot be engaged	The driver was previously banned		
Unable to offload from rear of vehicle	Failure to read and sign acceptance of site rule		
Chemical risk	Unable to unload as dock leveler cannot be engaged (less than 5cm between the stock and the rear lip of the vehicle) or securing straps are preventing engagement of dock leveler		
Loose cartons added to a palletized delivery	Unloading possible only from a side		
Inaccessible stock	Spilt chemicals with risk of absorption or inhalation.		
	Non-palletized loose cartons that place the associate at risk of injury		
Health and Safety Risk	Inaccessible stock due to non-Amazon stock blocking access		
	Inaccessible stock due to rejected goods blocking access		
	Damaged freight resulting in handballing of load (manual handling) - applies to cartons over 15kg only		
	Unauthorized removal of Susie lock, jack stand or chocks once the vehicle is on a bay		
	Entrapment risk/fall from height risk		
	Dangerous fumigation/gas concentration in container		
	Livestock – family, pets or loaded livestock		
Rejection Authorised by (print name):			
Rejection Authorised by (signature):			
Position:			
Driver name:			
Driver Signature:			
Amazon Stamp			

14 Appendix 3 – Amazon Required Weight Label Template

When sending an item weighing more than 15kg into Amazon FCs i.e. a piece of furniture, or palletised cartons to be sold as a set (as detailed in Sections 2.2.9 and 2.2.10), please print, cut out and affix the label below to 4 sides of the carton as detailed in Section 3.4. Labels should be printed in colour and measuring no smaller than 3 inches / 8 cm square.





15 Appendix 4 – Product Expiration Guidelines

All units must arrive at an Amazon FC at least as many days in advance of expiration as specified in the below table:

Product type	Minimum arrival time at FC before product expiration
Baby & Infant	120 days
Baking Supplies	90 days
Beverages	75 days
Beer and Alcoholic Beverages	70 days
Boxed Meals	90 days
Canned Goods	250 days
Cereals	150 days
Dietary supplements	90 days
Foreign Foods	120 days (Naan, Bread, Chappattis, Pappadums: 56 days)
Gift Baskets & Hampers	70 days
Pasta & Grains	130 days (Cooking Sauces: 100 days)
Snacks & Desserts	60 days (Chocolate, Sweets, Desserts: 70 days)
Condiments	200 days
Spreads	180 days
Oil, Vinegar	100 days
White Bread & Similar	70 days
UHT Milk & Similar	60 days
Juices	80 days
Water & Soft Drinks	400 days
Tea	500 days
Coffee	500 days