

# How to Create a Shipment fulfillment by **amazon**



# How to Create a Shipment

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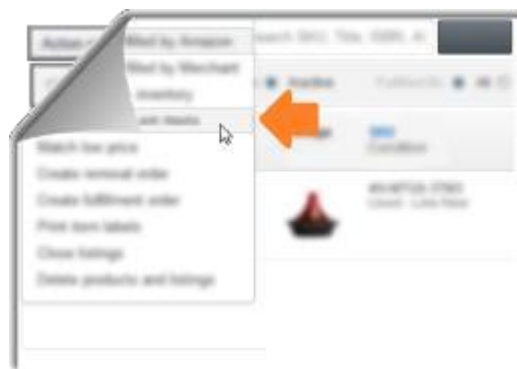
# How to Create a Shipment

The shipment creation workflow helps you create shipping plans for your shipments to Amazon fulfillment centers. A shipping plan is a virtual collection of products that you want to send to Amazon fulfillment centers.

You use the shipment creation workflow tools to select the products you want to send, including the quantity of each product, your shipping method, and whether or not you want to prep and label your inventory. The workflow also provides guidance on how to prep your products and provides printable product and shipping labels. After you create your shipping plan, you're ready to begin preparing and packing your products so that you can ship them to the fulfillment centers.

## Send or replenish inventory

The first step in creating a shipping plan is to choose the products in your inventory that you want to ship to Amazon. On the **Manage Inventory** page, select each item that you want to ship and then select **Send/Replenish Inventory** from the **Actions** drop-down menu.



On the **Send/Replenish Inventory** page, select one of the following:

- **Create a new shipping plan** to create a shipping plan from scratch.
- **Add to an Existing Shipping plan** to add items to an open shipping plan. Select an open plan from the **Add to shipping plan** drop-down list.

Next, confirm your ship-from address. Your ship-from address is the location where your shipment will be picked up. It may be your home or business. If you work with suppliers, it may be from their warehouse. To change the ship-from address, click **Ship from another address**.

Confirm the packing type of the items you are shipping to Amazon. Individual products are single items of varying quantities and conditions. Case-packed products are multiples of the same item packaged by the manufacturer, each case containing the same quantity in the same condition. See Appendix 1 for more information.

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Click **Continue to shipping plan** to enter the shipment creation workflow.

## Set quantity

The **Set Quantity** page consists of three tabs:

- **All products** lists all of the products that you have selected to include in your shipping plan.
- **Information required** is a list of products in your shipping plan for which you must provide additional information
- **Removal required** is a list of products you may not send to Amazon fulfillment centers due to certain FBA product restrictions.



Make sure that you click both the **Information required** and the **Removal required** tabs to ensure that you are providing the appropriate information and not including any prohibited products in your shipment.

To set the quantity, under **Units** on the **All products** tab, type the number of each item that you want to send.

If there are products missing from your list that you want to include in your shipment:

1. Click **Add Products** at the right of the page.
2. Type the product name, ASIN, or MSKU in the text box, and click **Search my inventory**. (**Important:** Only inventory previously converted to FBA are searchable.)
3. For each product in the list that you want to add, click **Add Product**.

You can also remove products from your plan by clicking **X** in the **Remove** column.

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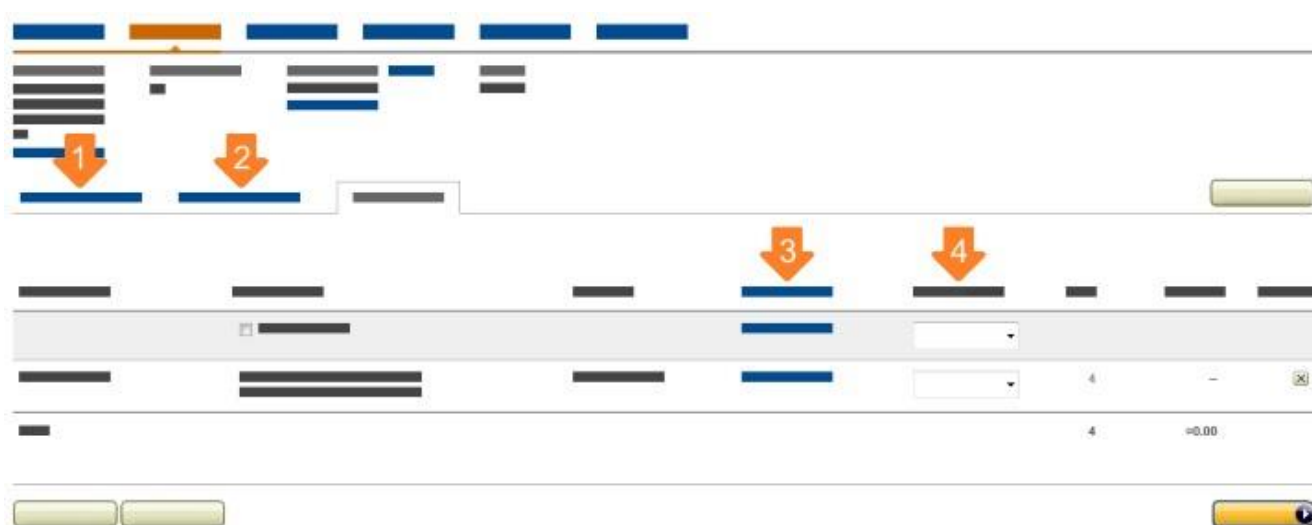
If you send in the same products on a regular basis, you can save time by duplicating a previous plan and making adjustments. To duplicate a plan, click **Duplicate** and then choose the plan you want to copy.

You can delete a plan you're working on by clicking **Delete**.

After you've made all of the adjustments that you want to make, click **Continue**.

## Prepare products

FBA has product preparation requirements that must be adhered to for products to be fully received at Amazon fulfillment centers.



The **Prep required** tab on the **Prepare Products** page provides prep guidance for items that have known preparation requirements. If you have questions about the guidance provided or disagree with the suggested prep, contact Seller Support.

Click the **Prep may be required** tab to view products for which the prep guidance is unknown. This may be because the product hasn't been sent in before, or hasn't been previously classified as having a specific prep requirement.

**Important:** It is your responsibility to determine the type of preparation required to ship your products safely to Amazon, even if prep guidance is not available in the shipment creation workflow. Review packaging and prep requirements to determine if your products require product prep and follow any general product preparation requirements.

If you know the prep required for products with no prep guidance available:

- Click **Choose category** in the **Prep guidance** column and select the prep category that best suits your product from the drop-down list. If your product does not require additional prep, you can skip this step or select **No prep**.

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The prep categories are:

- **Fragile includes** items can break or shatter (glassware, china, picture frames).
- **Liquids includes** Each sellable unit must be able to pass a drop test consisting of the following: Items will be dropped three successive times from a height of 125 cm onto a concrete surface, once on the top, once on the corner, and once on either the side or the bottom. A single test article must survive a single test (three drops). If the container does not leak, it passes the test. Damage to the container is acceptable..
- **Textiles includes** products made of cloth or fabric (apparel, blankets, linens).
- **Plush/baby includes** plush toys or products for children 3 and under (teddy bears, pacifiers, baby bottles) and items with cutouts greater than 3 inches.
- **Sharp includes** sharp items or items with sharp edges (knives, scissors, tools).
- **Small includes** products smaller than 2½ inches on the longest side (jewelry, key chains, flash drives).
- **Adult includes** products displaying potentially offensive material (explicit magazines and movies).

You must package your products in such a way that they arrive safely at the fulfillment center.

You must select **Merchant** in the **Who preps** drop-down list, please know that you are responsible for preparing the products yourself before sending them to the Fulfillment Center.

## Hazardous materials

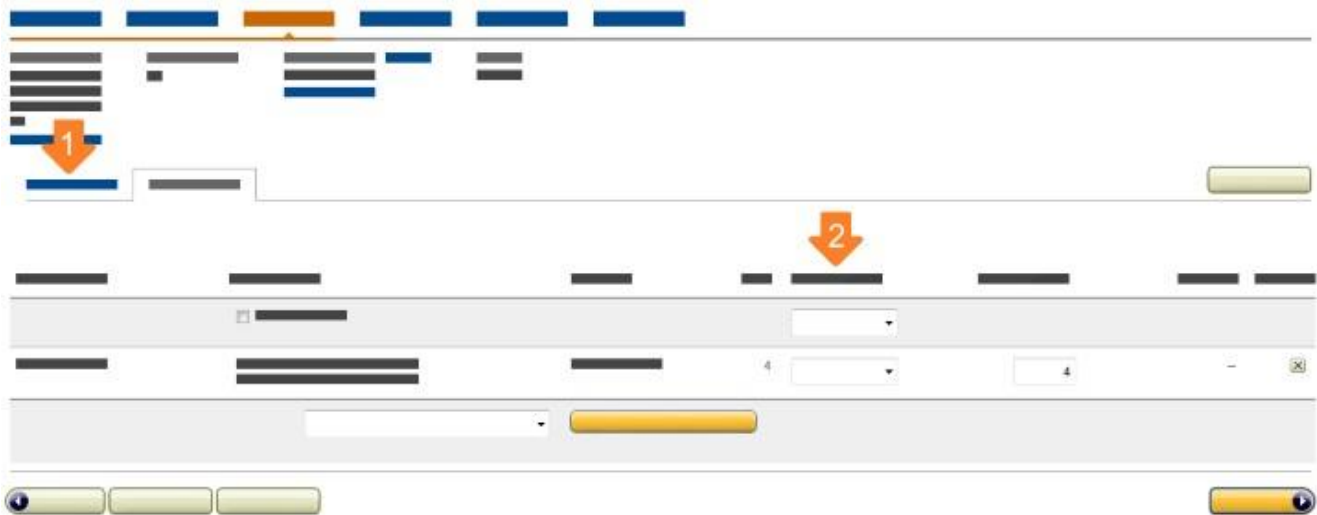
To ensure that the inventory in our fulfillment centers are safe for customers and transport, products in your shipment may be subject to review in order to determine whether or not they meet the criteria for hazardous materials (Hazmat) as defined by The Environment Protection Act, 1986 (the “EPA”). The Environment Protection Act, 1986 (the “EPA”) defines "hazardous substances" as any substance or preparation which, by reason of its chemical or physico-chemical properties or handling, is liable to cause harm to human beings, other living creatures, plants, micro-organism, property or the environment.



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## Label products

Products that do not qualify for stickerless, commingled inventory (Appendix 2) must have



Amazon product labels in order to be received at Amazon's fulfillment centers.

Select **Labeling required** on the **Label Products** page to see a list of products in your shipping plan that require labels.

For products that require labels, affix a label to each item, and make sure to cover any existing barcodes.

## Printing labels

You can print product labels from several pages inside Seller Central:

- From the **Label Products** page: Type the number of labels that you want in the **# of labels to print** column for each product in your shipping plan, and then click **Print labels for this page**.
- From the **Manage FBA Inventory** page: Select the products in the left column and select **Print Item Labels** from the **Apply to Selected Item(s)** drop-down menu.
- From the **Manage Inventory page**: Select the products in the left column and select **Print Item Labels** from the **Actions** drop-down menu.

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## Label sizes

The online inventory management tools supports the following label sizes:

- 21-up labels 63.5 mm x 38.1 mm on A4
- 24-up labels 63.5 mm x 33.9 mm on A4
- 24-up labels 64.6 mm x 33.8 mm on A4
- 24-up labels 66.0 mm x 33.9 mm on A4
- 24-up labels 66.0 mm x 35.0 mm on A4
- 24-up labels 70.0 mm x 36.0 mm on A4
- 24-up labels 70.0 mm x 37.0 mm on A4
- 27-up labels 63.5 mm x 29.6 mm on A4
- 30-up 1" x 2 5/8" on US Letter
- 40-up labels 52.5 mm x 29.7 mm on A4
- 44-up labels 48.5 mm x 25.4 mm on A4

## Label elements

**FNSKU:** An identifier used by Amazon fulfillment centers to identify individual units of a specific ASIN



**Name:** Title or name of the product

**Condition:** Describes the condition of the product

## Label placement

Cover any original barcodes. When affixing a label, cover the entire, original manufacturer's barcode (UPC, EAN, JAN, ISBN or GTIN) with your label. Failure to completely cover the barcode can cause errors.





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## Preview shipments

On the **Preview Shipment** page, you can review and approve your shipping plan.

If you are registered with multiple fulfillment centers, the destination fulfillment center you ship your items to, can be changed per your convenience, for doing so, please contact seller support.



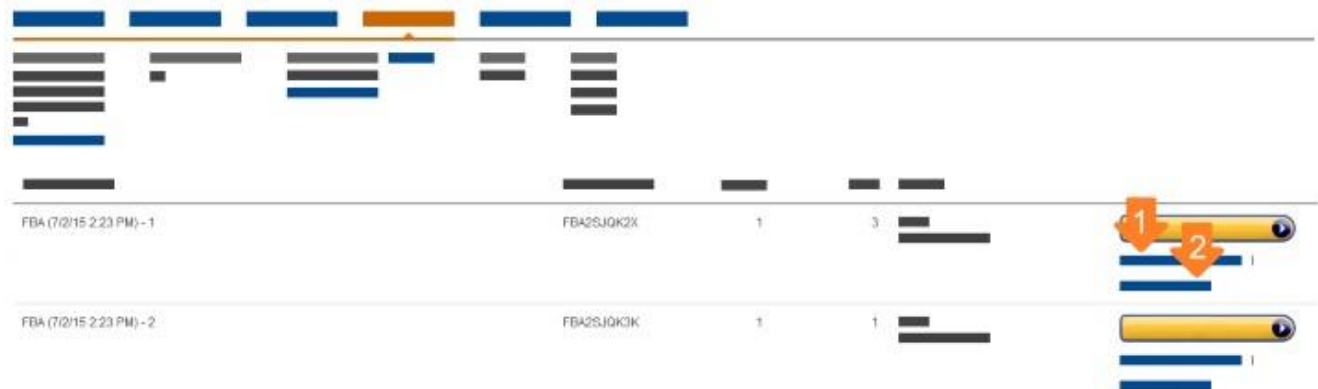
To view the contents of each shipment, click **View shipment contents**.

After you approve your shipment, it's important to know that:

- You can't delete shipments.
- Your ability to update product quantities is limited.
- Any listings currently listed as Fulfilled by Merchant will be changed to Fulfilled by Amazon. Previous listings will become inactive on Amazon.in and you will no longer be able to fulfill orders for those products yourself. After your inventory is received at the fulfillment center, those listings will become active again and Amazon will begin fulfilling orders those products for you.
- Shipments that you approve will be expected at the assigned Amazon fulfillment centers. If you don't ship to the fulfillment center assigned for that shipment, receiving your inventory will be delayed.

# How to Create a Shipment

To complete a shipment, click **Work on shipment**.



Your shipments are automatically saved with each step you complete, so you can leave and return to complete them at a later time.

To work on a shipment-in-progress, click **Shipping Queue**.

**Note:** After you approve a shipment, the **Preview Shipments** page becomes the **Review Shipments** page.

## Prepare shipment

The **Prepare Shipment** page helps you plan the details of how you want to ship your inventory to Amazon. You can choose Small Parcel Delivery option to send your items to an Amazon fulfillment center.



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## For small parcel delivery (SPD)

- Print the full set of labels. Each label is unique; so do not photocopy, reuse, or modify labels for use on additional boxes.
- All small-parcel delivery boxes must have shipment labels.
- Do not include messaging on shipment labels or other labels applied to the box.
- Shipment labels must be consistently placed in a way that is easy to visually locate, either on the top or side of the box. Side placement is preferred.
- Shipment labels must not be placed on the seam of the container where they can be damaged when the carton is opened or distorted, so the barcodes are not scannable.
- Whenever possible, place shipping labels no closer than 1.25" from any natural edge of the container and in such a way that the tape used in sealing the container does not cover any barcodes or other critical information.
- Affix the FBA shipment labels to the boxes. If you are reusing boxes from previous shipments, remove any other shipment labels or markings. The tape used to seal the box should not cover the shipment labels.

Make sure you follow the Amazon shipment packaging requirements to help prevent damage to your products while in transit. For more information, see [Shipment Packaging Requirements](#) or [Shipping and Routing Requirements](#) in Seller Central.

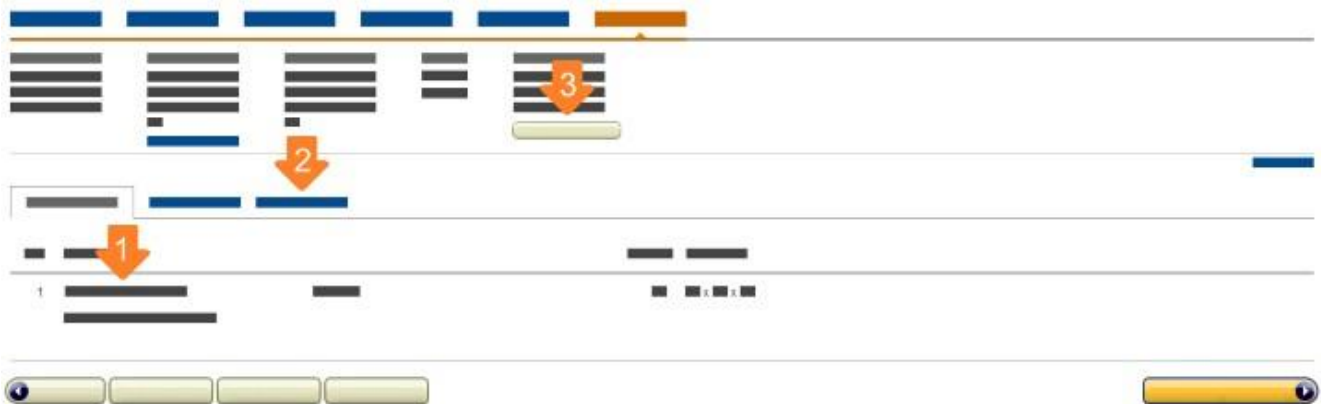
**Please be sure to mark your shipment as “Shipped” in order to complete the virtual shipment creation process.**

View Shipments	Prepare Shipment	Summary
Ship to Amazon Seller Services Private Limited (Andhra Pradesh) 3y Nos. 241-244, 275-284, Penjerla (V) Kottur (M), Mahabubnagar dist Hyderabad, Telangana 509228 N (HYD7)	Shipment contents 1 MSKUs 2 Units	Shipment status READY TO SHIP Created: Updated: <b>Mark as shipped</b>

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## View summary

On the **View Summary** page, you can review your shipment contents, track your shipments, and their receiving status at the fulfillment center. If there are problems with your shipment, you will be notified on the **View Summary** page and in the **Shipping Queue**.



To enable us to provide you with accurate shipment tracking, we require additional information about your shipment.

- For small parcel delivery, you must provide tracking numbers if you are not using an Amazon-partnered carrier. Amazon-partnered carriers provide your tracking numbers for you.

## Reconcile your shipment

You can view any discrepancies between your shipping plan and what Amazon reports as received at the fulfillment center on the **Shipment Contents** tab of the **View Summary** page.



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The **Reconcile** tab will provide specific information about these missing items as well as a link to submit a request to Amazon's Seller Support team for additional research.

To be eligible for research, your shipment must:

- Have tracking information available. For small parcel shipments, Amazon needs the tracking numbers for each of the packages shipped. If you did not use an Amazon-partnered carrier and did not provide the tracking information at the time you created the shipment, you will need to enter it before you are eligible for additional research. You can upload tracking numbers on the **Track Shipment** tab.
- Have been fully received. If your shipment was sent in multiple boxes, the boxes may be delivered to the fulfillment center at different times. Amazon cannot begin researching discrepancies until all of the boxes in your shipment have arrived at the fulfillment center.
- Exceeded the standard receive timeframe. After your shipment is delivered to the fulfillment center, it enters the receiving queue to be unpacked, prepped as needed, and received. Different items from the same shipment can be processed at different times, so please allow 72 hours for all of the items in your shipment to be fully received before requesting an investigation.

After the 72-hour receive time has passed, information about items in your shipment that have been accounted for will appear under the **Reconcile** tab. Explanations may include:

- **Received** These items were added to your inventory through the normal receive process, and the quantity is displayed on the **Shipment Summary** tab.
- **Found** If an Amazon associate miscounts the number or scans the wrong barcode during the receiving process, and the discrepancy is later found and corrected, these found items will be added to your inventory as an inventory adjustment and be listed as **Found**.
- **Reimbursement** Reimbursements occur when Amazon recognizes that your items were lost or damaged and Amazon accepts responsibility for the loss. These reimbursements can be seen on the **View Transactions** tab of the **Payments** report.

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## Discrepancies

You can either supply the cause or request that the Seller Support research any remaining discrepancies. To submit your request, select the discrepancy type in the **Select an Option** drop-down menu. Correct classification will expedite the process.

Your options are:

- For missing items (shortage)
  - **OK – Units not Shipped** You recognize that you or your supplier did not ship these items or shipped a different item instead and they should not be classified as missing.
  - **Missing – Please Research** You know that these items were included in your shipment and are requesting that Amazon investigate.
- For extra items received (overage)
  - **OK – Extra Units Shipped** You recognize that you or your supplier included additional items or an item that differed from those originally recorded on your shipment.
  - **Unexpected – Please Research** You did not ship these items and are requesting that Amazon investigate.

## Documentation

For more complex cases, Seller Support may request additional information from you. If additional documentation is required to process your claim, that information will appear under the **Reconcile** tab. You can attach these documents to your case after submission. These documents may include:

### Proof of Purchase

An invoice from your supplier will help identify any potential discrepancies that may have occurred when the shipment was being packed. An invoice must show the following information:

- Date of purchase
- Titles of the missing units
- Quantity purchased
- The price you paid for the units is not required. If you prefer, you may hide this information. If you are the manufacturer, please provide a copy of the packing slip with the information detailed above.



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## Proof of Delivery

To help facilitate faster research, please provide a stamped Bill Of Lading (proof of delivery)

The stamped BOL should show the number of boxes in the shipment when it was picked up by the carrier. This document also has an Amazon stamp that confirms the shipment was received and signed for at the fulfillment center. Your carrier should have a copy of this document. Here is what a BOL would look like:

**Goods Acknowledgement Receipt**  
FC.....FC Gate Pass No.....  
Date.....Time.....  
IB Dock Door No.....  
Shipments.....  
No of Cartons Unloaded.....  
No. of Cartons Shortage/Overage.....  
Original Invoice Received: Yes.....or No.....  
Weight.....Security Supervisor Sign.....  
For Amazon Seller Services Pvt. Ltd.  
T & C: Item quantity and identity confirmation  
would be subject to verification post receiving.

You can also provide any additional information that will help Seller Support in their investigations, including :

- Any known discrepancies. For example, did you ship fewer items than you originally expected? More? A different model?
- A description of the shipping boxes. Our team does a physical check of the item at the fulfillment center, so information about the color, size, or any distinguishing marks on your shipping boxes can help us find your box more quickly.
- UPC/EAN codes. Verify the UPC or EAN on your items. Does it match the UPC/EAN shown in Seller Central? If not, please let Seller Support know.
- Any prep activity that was missed. An item was not properly prepped before being shipped can cause delays in the receiving process, as we must prep the item for you.

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## Submission and next steps

After you have identified the discrepancies in your shipment, you can submit the case to Seller Support for additional research. Review your selection and, if everything is correct, click **Submit**.

After you submit the case, you'll be provided with a case number. This case number will also be displayed under the **Reconcile** tab. You can review status updates and communications by clicking the case number or by going directly to your case log.

## Requirements for Stock Transfer Notes and Delivery Challans

While shipping your units to the Amazon fulfilment centre, please make sure that the points listed for tax compliance and FBA shipping norms are correctly mentioned in your stock transfer documents. This ensures the movement of goods from your warehouse/Principal Place of Business (PPOB) to your Additional Place of Business (APOB) i.e. Amazon fulfilment centre, which is recognised as your branch location. We also recommend you to take your own independent legal and tax advice and comply with all applicable laws while mentioning the following points for tax compliance and compliance with the FBA shipping norms:

- *Shipped from Address:* The 'Bill to' / 'Buyer name' should include your name and the address from where the consignment is being shipped.

<b>Shipped From:</b> <b>Seller XYZ</b> <b>Address(Shipped From):</b>
----------------------------------------------------------------------------

- *Ship to Address:* This should include your name followed by "c/o Amazon Seller Services Pvt. Ltd." and then the address of the fulfilment centre where the consignment is being shipped.

<b>Shipped To:</b> <b>C/O Amazon Seller Services Pvt. Ltd.</b> <b>Address of the FC (Shipped To):</b>
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- **VAT & CST Numbers:** If you are dealing with taxable goods and are registered with state Sales tax law, please make sure that you mention the VAT and CST TIN number in all the Stock Transfer Notes(STN)/Delivery Challans.
- **Declaration:** A declaration stating that you are shifting your own inventory from one place of business to another. Therefore, this declaration should be treated as transfer of stocks and not a sales transaction.

**We Declare that:**

**The above mentioned goods are being transferred from our primary place of business to additional place of business.**

**That said, the movement of goods between our branches is a stock transfer and not a transaction, hence not liable to any VAT/CST.**

**The above mentioned details are true and correct to the best of our knowledge.**

- **Header:** The stock transfer document should not carry header as 'Invoice' as these are branch transfers and not sales transactions. Such documents should contain clear header as 'STN Or Delivery Challan' with an appropriate value.
- **E-Sugam/Waybills:** Please make sure that the e-Sugam/waybills are filed on the date of movement for all the shipments sent by you to your branch at the Amazon fulfilment centre and preferably the e-Sugam number is mentioned on the STN/Delivery Challan documents.
- **Signature and Stamp** of a signatory authority from the seller's end.
- **Shipment ID:** FBA shipment ID should be clearly mentioned on the document. A separate STN should be furnished for every FBA shipment being sent against the confirmed appointment.

**FBA Shipment ID:**

- **Transfer Date & Appointment ID:** The date and time of the confirmed appointment along with the Appointment ID (ISA number) should be clearly mentioned in the document.

**Transfer Date:**  
**ISA(Appointment Number):**

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- *Total number of packages/cartons in the shipment*

**Number of Packages:**

- *Total number of units in a shipment*
- *Total weight of the shipment*

**Total Weight:**

- *Weight of each package/carton in the consignment*

**Please mention the weight of each box**

**Box1:**

**Box2:**

- *Products in the Shipment:* Each product (ASIN) being sent as part of the FBA shipment should be indicated as a different line item on the STN along with the FnSKU/mSKU/Model number of the product. The respective quantities of each ASIN should be indicated against each line item along with the total value (in INR) of each line in the STN.

**Note:** The above mentioned points are mandatory requirements for shipping your products to the Amazon fulfilment centre. These are required by Amazon to consider the STNs/Delivery Challans as valid documents for your shipments. Failure to comply with these requirements will result in the freight being refused.

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## MRP Label Requirements

All products sent to our Fulfilment Centre (FC) should bear mandatory declarations (such as, MRP) as required under applicable laws including provisions of Legal Metrology Act, 2009 and Legal Metrology (Packaged Commodities) Rules, 2011.

Please make sure that the products you send to our Fulfilment Centre comply with the labeling requirements prescribed under such laws and/or our policies, as communicated to you, from time to time. In case we identify or receive any products that do not conform to the said requirements, we may refuse to receive such products in the FC and/or mark such products as unsellable on account of vendor damage.

## Appendix 1: Packing type

A shipment can consist of either individual products or case-packed products. If your inventory includes both packing types, each type will need to be sent in separate shipments.

### Individual products

Select **Individual products** if your shipment consists of individual items with different SKUs and in different conditions.



## Appendix 2: Stickerless, commingled inventory

All products entering Amazon fulfillment centers require an FNSKU, a barcode that identifies the product and its owner. For some products sold by multiple sellers, you can choose to “commingle” your inventory. When you commingle inventory, your products become interchangeable with identical products from other sellers for the purposes of both order fulfillment and removals.

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With stickerless, commingled inventory, your eligible inventory is commingled with individual items of the same product from other sellers who have also chosen stickerless, commingled

inventory. When a customer orders one of these products from you, you are the seller of record, but the item sent to fulfill the order may from another seller's inventory.

For more information, see [Stickerless, Commingled Inventory](#) in Seller Central.

## Appendix 3: Amazon partner carriers

Amazon partner carriers offer deeply discounted rates. The cost is billed to your account as an inbound transportation charge.

### Small parcel delivery (SPD)

We provide a shipping label that you can print for use with our carrier. Here are the steps that you have to take while preparing a SPD shipment:

- Print the full set of labels. Each label is unique; so do not photocopy, reuse, or modify labels for use on additional boxes.
- All small-parcel delivery boxes must have shipment labels.
- Do not include messaging on shipment labels or other labels applied to the box.
- Shipment labels must be consistently placed in a way that is easy to visually locate, either on the top or side of the box. Side placement is preferred.
- Shipment labels must not be placed on the seam of the container where they can be damaged when the carton is opened or distorted, so the barcodes are not scannable.
- Whenever possible, place shipping labels no closer than 1.25" from any natural edge of the container and in such a way that the tape used in sealing the container does not cover any barcodes or other critical information.