



**FULFILMENT**  
by **amazon**<sup>®</sup>

**FBA : Best practices to send your shipments to us**

[www.fba.amazon.co.uk](http://www.fba.amazon.co.uk)

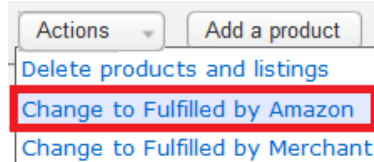
## ***Agenda***

- Creating a shipment in Seller Central
- Restrictions and Requirements
- Common issues in the receiving process
- Q&A
- References

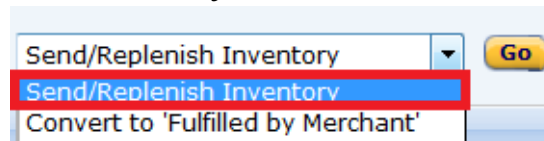
# Creating a shipment in Seller Central



- ✓ **Everything** you send has a corresponding FBA listing in your inventory:



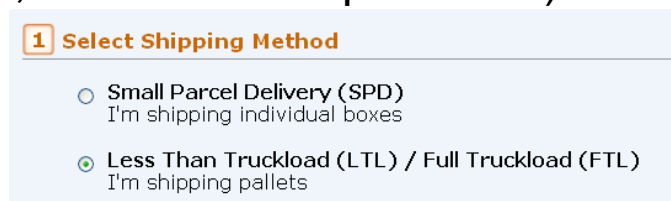
- ✓ You created a shipment from your FBA inventory page:



- ✓ You went through **each** step of the shipment workflow, including labeling if you were asked to:



- ✓ You entered the correct **quantities** for each product
- ✓ You selected the right **shipping method** based on your total shipment size (if more than half a pallet, it needs to be palletised):



# Creating a shipment in Seller Central



- ✓ You physically packed the products according to the information displayed in the Shipment Workflow.
- ✓ If needed, you used the [Booking Form](#) for your carrier to make a delivery appointment with the FC (ie. for pallet shipment)
- ✓ If sending a lot of shipments in one go, the **box labels identifying each Shipment ID** are not mixed up to avoid unexpected/missing quantities
- ✓ When done, you marked the shipment **as shipped**, so we know it's coming

Shipment Status: READY TO SHIP

[Mark as Shipped](#)

- ✓ You followed the receiving status in the [Shipping Queue](#) and checked the [Inbound Compliance Report](#) to learn about any problem encountered with the shipment.

SKUs	Units		▼ Status	
	Shipped	Received		
10	194	194	CLOSED	<a href="#">View &amp; Track</a>
8	103	103	CLOSED	<a href="#">View &amp; Track</a>
63	830	830	CLOSED	<a href="#">View &amp; Track</a>
151	2800	2813	RECEIVING	<a href="#">View &amp; Track</a>

Unloaded at dock: 6 Nov 2012

Shipping Queue | [Inbound Compliance Summary](#) **New** | [Scan & Ship](#)

# Reminder about stickered configuration

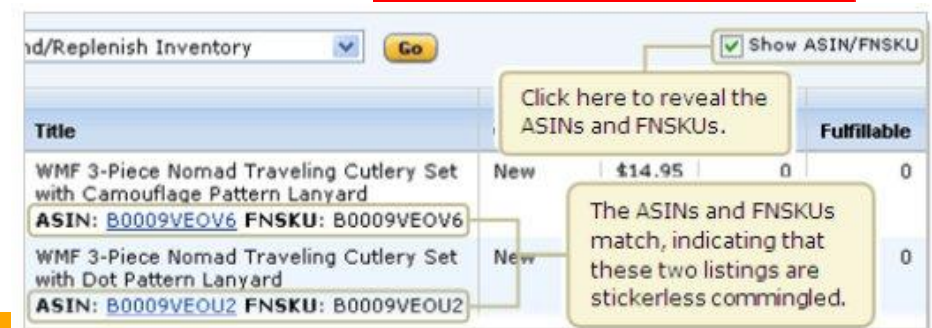


Not all items can be sent stickerless!

- ❑ Even if you select the [Stickerless](#) option, you still have to sticker some categories of items:
  - Media (Books, Music, DVD, Software, Videogames)
  - Clothing, Shoes, Jewellery, Watches, Grocery, Computer components and accessories
  - Any USED products, any expiry dated products
  - Assortments (different products with same EAN barcode)
  - Products shipped from a non EU country
- ❑ If you select a mix of stickered and stickerless items, the system will split the shipment into 2, as we process shipments differently based on their configuration.
- ❑ Print labels from the shipping workflow and cover any original barcode:



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



# Reminder about stickered configuration



## Label Service



You have the option for Amazon to label the items which need stickering at our fulfilment centre (15p/unit).

- ❑ You can enable this option in your [FBA settings](#):

Optional Services <span>Edit</span>	
<b>Label Service:</b> <a href="#">Learn more</a>	Enabled
<b>Web Services - Default Labelling Preference:</b>	FBA should label my items and reject items that cannot be labelled

- ❑ **Conditions required:**

Each unit must have a scannable barcode.

Identical products must be in the same condition.

- ❑ You can opt out and switch back to self-labelling within the shipment workflow:



### Label Items

With FBA Label Service, your items will be labelled at our fulfilment centre. Review your estimated fees and click the "Continue" button. [Learn more](#)

1 to 1 of 1 SKU Show ASIN/FNSKU

Merchant SKU	Title	Condition	Units	Estimated Label Fees
BluRay-StarWars-Saga	Star Wars: The Complete Saga (Episodes I-VI) [Blu-ray] [1977] EAN: 5039036048453	New	10	£1.50
Totals			10	£1.50

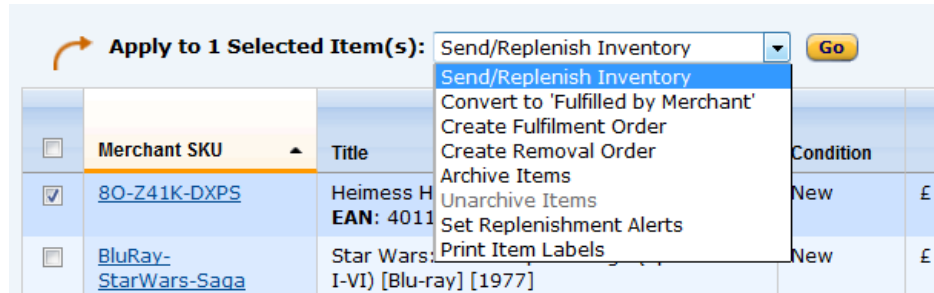
1 to 1 of 1 SKU

[Do you want to label this shipment yourself?](#)

# Reminder about shipment creation options



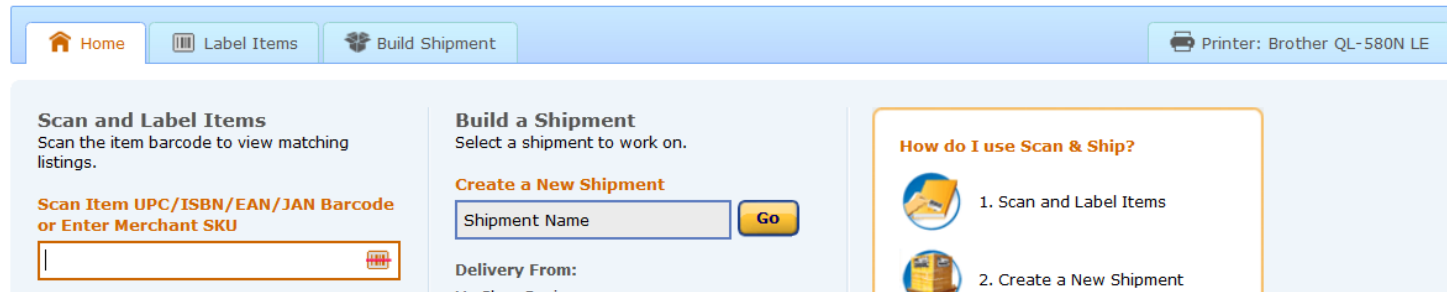
## Manual Method:



## Scan & Ship:

### Scan and Ship

Scan items, print labels, add to a shipment using your barcode scanner and label printer. [Learn more](#)



## Upload Inbound Shipment File:

[Create Inbound Shipment](#) | [Update Inbound Shipment](#)

Create Inbound Shipment File Template. Click the button to download

[Download Template](#)

The following operations are included in the Fulfillment Inbound Shipment API section:

Operation	Short description
<a href="#">CreateInboundShipmentPlan</a>	Returns the information required to create an inbound shipment.
<a href="#">CreateInboundShipment</a>	Creates an inbound shipment.
<a href="#">UpdateInboundShipment</a>	Updates an existing inbound shipment.

## MWS API:

## ***Agenda***

- ❑ Creating a shipment in Seller Central
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- ❑ Q&A
- ❑ References

# Restrictions and forbidden products

## ❑ **Dangerous/HAZMAT products**

(ex: compressed gas, flammable products)



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

## ❑ **Perishable / Expiry date products**

(ex: temperature sensitive/perishable food, pregnancy tests)



## ❑ **Heavy products**



Individual items weighting more than 30kg, or boxes of mixed standard-size items wieghting more than 15kg will be refused

## ❑ **Others:**

Tobacco, guns, prescription drugs, alcohol, liquid containers bigger than 1L, granular items not in leak-proof containers withstanding vigorous shake and drop test, knives, sex and sensuality products, DVDs other than region 2 or 0 and Blurays other than region B/free...

## ❑ **European Export restrictions:**

If you activated FBA Export EU, make sure your products are legal in EU countries

# Delivery Requirements Highlights

## ❑ Boxes:

- Boxes must not weight more than 15 kgs.
- Each box must contain only one Shipment ID.
- Point-of-sale boxes are not allowed.



## ❑ Pallets:

- must not exceed 1.7m in height and 1,000kg in weight.
- must be heat treated to ISPM 15 standard. 1200mmx1000mm.
- A total delivery which, if stacked on a pallet, is higher than 0.75m, must be palletised and not shipped in lose parcels



## ❑ Scheduling Delivery Appointments:

- No less than 48 hours before the intended delivery
- You/your carrier must respect the time slot allocated to you in our confirmation
- Deliveries must be made in appropriate vehicles (ie. No personal cars)

Full details can be found in the [Help](#) pages (Section “Shipping and Routing Requirements”)

# Packaging Requirements

Pellets and granular:



Good

Liquids:



Good

Breakable and fragile:



Good

Breakable and fragile:



Bad

# Packaging Requirements

Toys:



Good

Toys:



Bad

Textiles:



Good



Textiles:



Bad



# Common Issues in the Receiving Process

Inadequate packaging (the whole consignment will be deemed unsellable)



No adequate packaging...



Meaning to send this...

But we receive this...

**No listing exists for this inventory item.**



# Common Issues in the Receiving Process



Pallets must not be higher than 1.7m



Do not put dangerous items posing a safety hazard. Use safety knives when packaging



Same stickers for different products



Liquid products not securely sealed which leaked

# Common Issues in the Receiving Process



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

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



Receiving 1 Reebok cricket helmet?....

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



Stickered so ok, right?...

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



***Questions?...***



# Useful References



## ❑ [Shipping Best Practices](#):

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

## ❑ [FBA Manual](#): Shipping inventory help pages.

## ❑ [Product Restrictions](#): full list of forbidden products in FBA.

## ❑ [FBA Video tutorials](#): Demos such as creating your first shipment.

## ❑ [FBA Pricing](#): FBA Programme Fees

## ❑ FBA Fulfilment Centre [Video Tour](#)

## ❑ [Webinar Recordings](#): watch our previous sessions.

## ❑ [MWS](#): check our web services to automate your FBA processes.

Please note that this presentation is for informational purposes only. If you need additional help, or would like to check that the information presented is still up to date and accurate, we recommend for you to contact [Seller Support](#).

Thank you for attending!

<http://services.amazon.co.uk/resources/events-webinars.html>

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