



# Shipment Prep and Transportation

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This chapter details best practices and requirements to help you fulfill, prepare, and ship purchase orders (POs) to Amazon fulfillment centres. This information is intended to maximise efficiency, safety, and quality for Amazon and our vendors. Not following these guidelines may cause a delay in receipt of your products, delay in payment, or result in a chargeback. For more information and a list of chargeback rates, review the Vendor Central help topics under Vendor Operational Performance.

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## 1 Packing Inventory

### 1.1 Item Packaging

- 1.1.1 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.
- 1.1.2 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.
- 1.1.3 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.
- 1.1.4 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.

### 1.2 Carton Packaging

- 1.2.1 Carton is the preferred shipping method for Amazon to hold individual items. For any other types (e.g. totes), the approval from Amazon Supply Chain is required.
- 1.2.2 When possible, pack cartons with items relating to only one PO.
- 1.2.3 Cartons containing multiple selling units/asins must not weigh more than 15 kg. Cartons that contain only one selling unit or that need to be sold together (such as sets), above 15kg need to have warning labels as appropriate on 4 sides of the carton (see Section 2.4 for further information on warning labels). Please see section 1.3.4 for heavy bulky items.
- 1.2.4 Carton dimensions should not be less than 15.2 x 10 x 2.5 cm and should not exceed 63.5 cm on any side, unless the dimension of a single shippable unit exceeds 63.5 cm in itself. For container load, please refer to section 7.
- 1.2.5 Cartons and packing materials (e.g. dunnage, void fill) must 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 like bagging, elastic or straps for shipping products to Amazon FCs may result in rejections and chargebacks.
- 1.2.6 Use large-sized dunnage, such as air pillows, full sheets of paper, sheet foam or bubble wrap. 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).



- 1.2.7 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.





1.2.8 Cartons cannot be bundled using bagging, elastic, tape or extra straps. Avoid using large staple pins or nylon fiber-based tapes as they are safety hazards to Amazon FC associates. Cartons should only be staged using standard pallet stacking requirements. Lids that are at risk to fall off when being placed on conveyor belts cannot be accepted and hence cartons cannot contain loose lids. Image shown on right is an example of what NOT to do. Please refer to Section 1.3 for pallet building requirements.

1.2.10 Do not ship items in pallet sized cartons (also known as Shuttle Container or box pallets).

### 1.3 Pallet Building

1.3.1 All Less than Truckload (LTL) and Truckload (TL) shipments must be palletized. Vendors must ensure that all cargo items are secured during transportation to prevent the goods from sliding, tipping, rolling, wandering or substantial deformation and rotation in any direction. If palletized and if stacked, all cargo must be secured to the pallet to prevent movement during transit. All loads including stacked pallets must be secured for transit by methods such as wrapping, locking, blocking, lashing or combinations of these methods in compliance with current transportation regulations. Exceptions include small box deliveries (following guidelines in Section 1.2.9). Non-palletized freight may result in refusal of the delivery and chargebacks. For more information about exceptions, see Section 1.3.4 and Section 7 for container requirements.

1.3.2 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.

1.3.3 Use 1000x1200 mm 4-way access wood pallets when delivering stock to UK, whilst 800x1200 mm when the destination is any of the EU countries. The quality of the pallets should be either CHEP, EPAL, UIC 435-2 or EN 13698-1 norm. The pallets should have logo as LPR, CHEP, EPAL or EUR. Please refer to section 17 for more details on Euro pallets. Amazon retains the right to reject pallets that do not meet the above specifications. For exceptions, please refer to section 1.3.4. Pallets must meet the treatment and marking requirements of the UN IPPC international standard ISPM 15 (available here: <https://www.ippc.int/en/core-activities/standards-setting/ispms/>). In the EU, pallets and other wood packaging must comply with ISPM 15 under EU Regulations 2016/2031 and 2019/2072. Shipping into UK will also require ISPM 15 compliance after 31 December 2020.



1.3.4 Please refer to the table below for palletization options. See Appendix 7 for palletization details. Please refer to section 7 for Direct Import/Containers requirements.

Product type	Item's largest dimension	Palletization options
1. Non Heavy bulky	1200mm-1750mm	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. Please note that the longest side of the item must be placed horizontally on the pallets
2.1 *Heavy bulky	1200mm-1400mm	1. Palletize with maximum overhang of 200mm or 2. Use an **oversized pallet or 3. Bundle two pallets together- please follow the pallet options described for non heavy bulky products in point 1
2.2 *Heavy bulky	1400mm-1750mm	1. Use an **oversized pallet or 2. Bundle two pallets together- please follow the pallet options described for heavy bulky products
2.3 *Heavy bulky	1750mm-2400mm	Bundle two pallets together- please follow the pallet options described for non heavy bulky products in point 1
2.4 *Heavy bulky	>2400mm	If one sellable unit cannot fit on a bundled pallet, please do not palletise the item and deliver it loose. In case of not being safe to unload, the delivery might be subject to rejection.

\* Please refer to appendix 5 for Heavy bulky definition

\*\* oversized pallets i.e. non standard pallets(not adhering to CHEP, EPAL, UIC 435-2 or EN 13698-1 norm) must be robust enough to withstand the load during transportation and enable safe unloading at Amazon FCs.

How to properly attach two pallets:



1.3.5 Amazon strongly recommends that vendors ship volume in loose loaded cartons via a parcel carrier unless volume for a specific ASIN exceeds one pallet. In this case it is preferred to palletize the shipment (and use a TL/LTL carrier) when delivering a volume superior to one pallet. Rule of thumb: when ASIN volume delivered in UK is higher than  $1.2 \times 1.0 \times 1.60 = 1.920 \text{ m}^3$ . For all other EU countries, the rule of thumb is when higher than  $1.2 \times 0.8 \times 1.60 = 1.536 \text{ m}^3$ . Although delivering the freight loose loaded via a sprinter van is not a valid rejection reason at our FCs for FBA freight, this can increase chances of mishandling and slow down the receive process.



- 1.3.6 When loading the shipping container or trailer, maintain a minimum 150mm gap between the rear of the container (doors) and the goods. This minimum gap is required to allow a dock leveler to be used safely so the vehicle can be unloaded. If the gap is less than this minimum specification, the container/trailer will be rejected as the dock leveler cannot be used. Do not exceed greater than 80 mm gaps between goods and the side of the container/trailers, otherwise air bags should be used for stability or other load securement measures to prevent the goods moving in transit.
- 1.3.7 In no event should pallets which are broken or pallets with missing slats ever be used.
- 1.3.8 Do not ship items on pallets made of weak materials, such as cardboard or particle board.
- 1.3.9 Stack only one asin per pallet, whenever quantities allow.
- 1.3.10 When shipping multiple SKUs on a pallet, physically separate the SKUs so that they are unmistakably easy to differentiate upon receipt.
- 1.3.11 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. Mixed loads with cartons and bags is preferred against carton only/bag only loads with cartons on bottom. See appendix 7 for detailed requirements.
- 1.3.12 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 always check the *EU FCs addresses and delivery specificities* file downloaded with this manual for current details. Please note that pallet can be more than double stacked as long as the maximum weight, height and stability criteria are maintained
- 1.3.13 Regardless of pallet option, pallets must not exceed 1000kg in gross weight including the weight of the pallet. These will require a heavy pallet label and should be auto-receivable (have a valid carton label as described in 2.3.1.8 with mandatory Zone E information). Please see appendix 6 for sample label for heavy pallets.
- 1.3.14 Securely stretch-wrap cartons to pallets (at least 3 times each quarter if machine wrapped, or apply signs/labels to all 4 sides of the pallets if manually wrapped. Manually wrapped pallets should be wrapped 5 times). 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 strongly preferred to allow for quantity and quality inspection. Excessive use of non-clear wrap increases chances of mishandling and slows down the receive process. 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.



- 1.3.16 Maintain at least 8cm between pallet stacks and container or trailer walls. Do not stack pallets intended to be delivered to Amazon with other customers’ pallets. Please always load trucks with narrow side (please see appendix 18 on Pallet loading) to the gate.
- 1.3.17 To avoid freight damage when delivering stacked pallets; placing cardboard on top layer of the bottom pallet is recommended. Pallets stacked must be stable to avoid safety risk that will generate rejections. Stacked pallets must be strapped or stretch-wrapped to each other to ensure safety unloading( see 1.3.22 for more details). For delivering unsecured stacked pallets,without sacrificing safety, we have identified the industry-wide accepted certifications (TAMU, EN 12195, EN 12642, and EUMOS 40509):

1. Vendor attains one of the mentioned certifications for each product category of their stackable selection
2. Reach out to retail vendor owner to uploads certification documents to IBSC Sharepoint.
3. Trial shipment organized to Amazon FC to be evaluated by site’s WHS team
4. Once WHS has provided approval, vendor and associated product categories are marked as certified and can deliver unsecured double stacked pallets. Post certification, if the delivered loads are found not to be inline with certification requirements, these loads can be rejected at our FCs. Please refer to appendix 8 for more details
5. For all delivered loads, the bottom pallet height (subject to maximum of 1.7m) should be longer than the top pallet height



1.3.18 Pallet Exchange is a process agreed between shippers (vendors / sellers) and receivers (Amazon). Having said this, the balance is managed at 2 levels: a) Vendor and Carrier and b) Carrier and Amazon. EPAL does not endorse any standardized pallet exchange process and the pallet exchange program is offered only in certain countries. It is done at 1 to 1 exchange but, if the out a driver refuses to take the pallets back, Amazon no longer takes responsibility of the process. On the other hand, if the FC cannot give the pallets back, it is responsibility from both FC and driver to ensure there is a voucher signed by the site with the total amount of unreturned pallets. Vendors need to return with the vouchers next time and request pallets back.

1.3.20 For EUK5 FC and Alcohol deliveries in specific, please do not mix pallets containing (Wines OR Sparkling) AND (Spirits OR Beer). Additionally, if shipping Wines or Sparkling, please never send cartons containing more than 1 ASIN. Otherwise, this will affect the Efficient Receive process at Amazon end.

1.3.21 Ensure that pallets are loaded straight into the truck (not cross loaded) and can be unloaded from behind. Please refer to section 18 on pallet loading the end of this chapter for more details.

1.3.22 All secured single/double stacked must meet the underhang and overhang criteria mentioned in appendix 11 at the end of this chapter

1.3.23 Multi stacked pallets (more than two pallets stacked) are allowed as long as they meet all the criteria mentioned in above sections

1.3.1-1.3.22, all pallets must be secured together (unsecured pallet certification as in 1.3.17 does not apply)

## 2 Labelling Inventory

### 2.1 General Labelling Requirements Printer Recommendations

- 2.1.1 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.
- 2.1.2 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.
- 2.1.3 For supported printers and labels, check the software you're using to manage your inventory.
- 2.1.4 Amazon highly recommends periodically testing the scan-ability of the barcodes. Vendors can use a tethered scanner to ensure each barcode scans properly.
- 2.1.5 Most labelling errors are caused by dirty printer heads. Amazon recommends periodically testing, cleaning, or replacing printer heads on a regular basis.
- 2.1.6 Print a test page to ensure that your printer head is aligned properly
- 2.1.7 Amazon reserves the right to dispose of or liquidate mislabeled units if the owner is unknown or (when ownership is known)

#### Printing Labels

- 2.1.8 When you print your labels, make sure print settings do not scale the image or make it smaller to fit within the printable area.
- 2.1.9 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.
- 2.1.10 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'.
- 2.1.11 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.

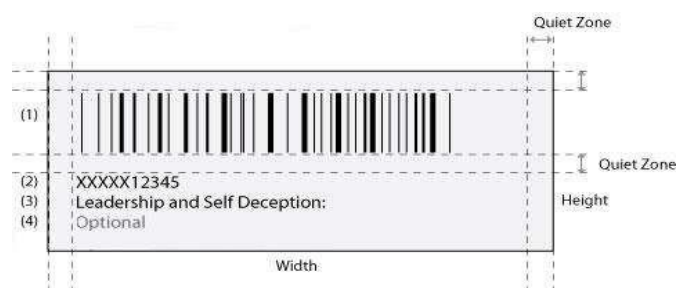
#### Printing Your Own Item Labels

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

- 2.1.12 Barcode, with appropriate quiet zone areas.
- 2.1.13 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, GTIN (known as EAN), ISBN, FNSKU, ASIN, etc.

2.1.14 Title and description

2.1.15 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 and lot code of your 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

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

#### 2.1.16 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. <ul style="list-style-type: none"> <li>For 300 dpi -- 13.33 mils</li> <li>For 200 dpi -- 20 mils</li> </ul>
Wide-to-narrow element ratio	3:1
Quiet zone (sides)	Greater than 6mm
Quiet zone (top and bottom)	Greater than 3mm

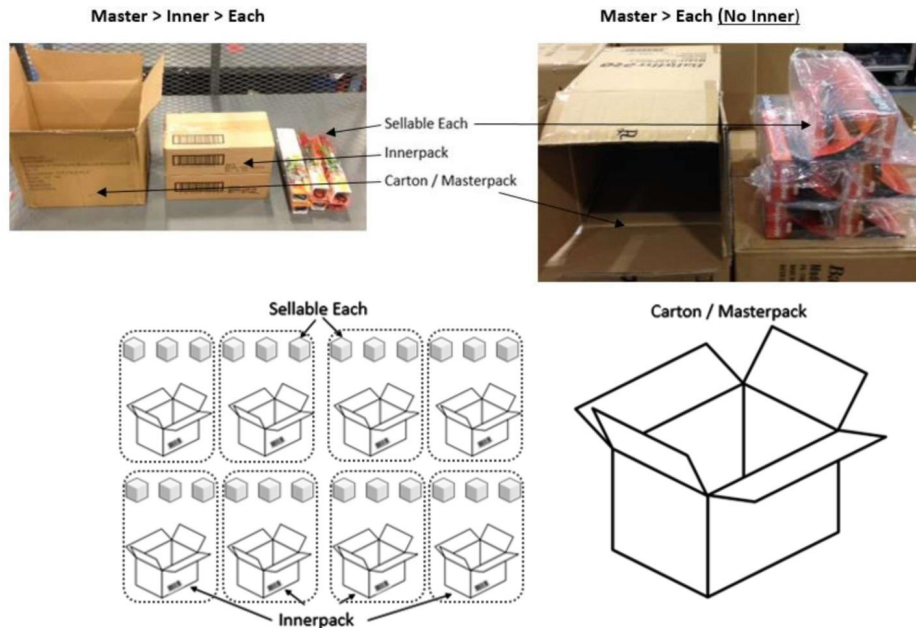
#### Additional Information

For printing barcodes directly on Units:

- 2.1.17 Amazon uses the GS1-128 barcode (font) to encode the identifier in the barcode. Amazon doesn't use any leading or trailing digits (application identifiers or checksum digits). The GS1-128 barcode standards are available on the Internet.
- 2.1.18 The full specification is GS1-128 code set A (this is the code set that supports alphanumeric data).
- 2.1.19 If you are building the barcode from scratch, you can review the standards or purchase software (there are many barcode applications available for free).

## 2.2 Item Labelling

- 2.2.1 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 incurs chargebacks from vendors. This requirement also applies for FFP and SIOC certified ASINs (See Vendor Manual Chapter 3, Section 2 for details on Amazon Packaging Certification program - FFP & SIOC Certification)
- 2.2.2 Do Not...
  - 2.2.2.1 Place faded labels on your Units.
  - 2.2.2.2 Wrap your label around corners or curves on the Unit because this makes the label un-scan-able.
- 2.2.3 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). This also applies to cases where the Innerpack is a bag and not just a carton as shown below. (left 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 & Master Packs being incorrectly received as single units, leading to shortages. This will impact the accuracy and timeliness of your payments.

- 2.2.4 Make sure those items intended to be sold together as a single SKU (i.e. sets) are packaged and barcoded as a single unit. This means that each box needs to be numbered and the same EAN visible outside the box as part of the ASIN.
- 2.2.5 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'.
- 2.2.6 Amazon accepts Code 39 and Code 128A type barcodes.**
- 2.2.7 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.
- 2.2.8 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.
- 2.2.9 If appropriate for the type of item, also include style, size, colour etc. on the product label.
- 2.2.10 Lot Code Item Labelling Requirements: Lot code allows Amazon to track product units at a lot/batch level. It may help in narrowing down affected product during recalls, quality control or quarantine actions.
  - If you are shipping products that have lot code tracking available, explicitly label or print the lot code on each shippable/sellable unit and the master carton.
  - Providing lot code in the ASN is applicable for all products that have lot code tracking available.
  - An ASIN/SKU/UPC must not have multiple lot codes within the same carton when using SSCC or AMZNCC labels as a carton label. An ASIN/SKU/UPC must not have multiple lot codes within the same shipment when using sellable unit or master carton.

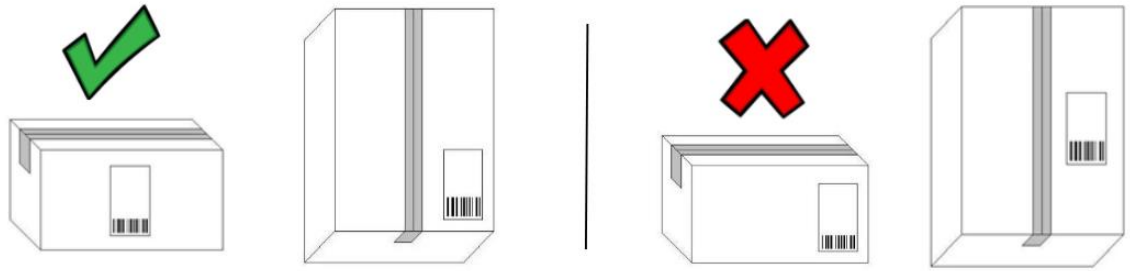
## 2.3 Outer Carton Labelling

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.

### 2.3.1 General Labelling Requirements:

- 2.3.1.1 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.**
- 2.3.1.2 Do NOT place carton labels over a seam. Avoid placing labels near corners as this may be crushed or collapsed while in transit.

See diagrams below for recommended and NOT recommended ways of placing top and side shipping labels.



2.3.1.3 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.

2.3.1.4 Barcodes should always be printed in black ink. Color ink barcodes are not read by the scanners and may cause delays in receiving the product due to non-compliance. Do not use metallic labels because they may block carton compactors at site.

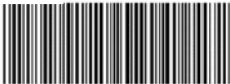
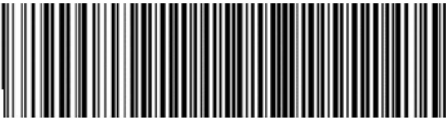
2.3.1.5 SSCC barcodes should have the minimum specifications for optimal scannability: Module Width: 0.020” (0.508 mm), Bar Height: 1.00” (25.40 mm). Increased barcode height optimizes scannability.

2.3.1.6 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.

2.3.1.7 For items certified to Ship in Own Container (SIOC) or Frustration-Free Packaging (FFP), where the inbound sellable unit/packaging is itself shipped out to the customer without additional over boxing, a scannable barcode identifying the product(UPC, EAN13, GTIN-12, or ASIN) must be applied as a separate label close to the shipping label. Note: if the product is SIOC-or FFP-certified, it must include BOTH the appropriate shipping label (SSCC, AMZNCC, GTIN-14, 2D-BPS) for receive and one product identification number (UPC, ISBN, EAN13, GTIN-12, ASIN etc.) that is also barcoded for downstream stowing and packing. If the SIOC or FFP package is inbounded to Amazon in a master carton, then the carton must comply with the carton labeling requirements while the sellable unit requires only the one product identification number (UPC, ISBN, EAN13, GTIN-12, ASIN etc.) that is barcoded.

2.3.1.8 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 2.3.2)
  - 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 2.3.3)
  - Option 1: SSCC for LP Receive (only EDI enabled vendors)
  - Option 2: Amazon Carton Content (AMZNCC) labels
- **ZONE E (Mandatory only if 1 ASN spread in multiple cartons):**
  - Carton#: (# of total #)
  - Carrier Name & Tracking/PRO #: (include if available)
  - For cartons that contain only one kind of item include: Product ID#: (GTIN/EAN-13/ISBN etc.)
  - and Quantity

<b>Ship From:</b> Happy Publisher 12 Best Publisher Pubsville, CA United States, 54321 <span style="float: right;"><b>ZONE A</b></span>		<b>Ship To:</b> Amazon.com, IND1 123 Main Street AnyTown, OXON United States, 12345 <span style="float: right;"><b>ZONE B</b></span>	
<b>GTIN:</b> 012345678901 <b>Qty :</b> 28 <b>Carton#:</b> 5 of 10 <span style="float: left;"><b>ZONE E</b></span>		<b>ASN#:</b> A1234567  <span style="float: right;"><b>ZONE C</b></span>	
<b>SSCC or AMZNCC (See section 3.3.2)</b>  <span style="float: left;"><b>ZONE D</b></span>			

**Note: Information in ZONES A, B, C and D is mandatory.**





2.3.1.9 No pricing information or the name of another retailer should appear anywhere on the label.

2.3.1.10 Vendors must not cover a carton label with taping, straps, plastic pouches, or any material that will hamper Amazon's ability to scan the label.

2.3.1.11 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**.

2.3.1.12 If the products shipped have lot code information available, then explicitly mention the lot code information in the master carton label. If you are shipping products that have lot code tracking available, place the lot code in your ASN.

2.3.1.13 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.

## 2.3.2 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

2.3.2.1 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**.

2.3.2.2 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. In the EDI message, segments RFF+BM and RFF+DQ can both be used to provide the BOL. 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

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

## 2.3.3 Carton level information (ZONE D in sample label)

Vendors are required to provide identifiers on every carton shipped to Amazon. These identifiers carry carton content data in a barcode format and must be provided in any one of the four formats listed below in order of Amazon's preference. This preference is based on our ability to efficiently (or auto) receive your cartons.

SSCC and AMZNCC labels are most preferred due to our ability to efficiently receive them at any site.

a) SSCC (Serial Shipping Container Code)

b) AMZNCC (Amazon Container Code)

c) GTIN-14 or GTIN-13 (EAN) (Global Trade Item Number)

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

#### What is License Plate (LP) Receive?

License Plate (LP) receive is an industry-wide inbound process requiring Advance Shipment Notice (ASN) (refer section 4 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 or must submit SSCCs within Vendor Central**. When submitting the ASN vendors must provide ASN with accurate carton level information (PO, ASIN, quantity of the items in the carton). Refer to the *License Plate (LP) Receive – Vendor Manual (EDI)* downloaded with this manual for more information.





2.3.3.1.1 Each carton must have a Serial Shipping Container Code (SSCC) label in compliance with GS1-128 standards. Refer to [www.gs1us.org](http://www.gs1us.org) for further information on UCC standards and implementation.

2.3.3.1.2 Provide SSCC numbers at carton level hierarchy in EDI DESADV in GIN+BJ section.

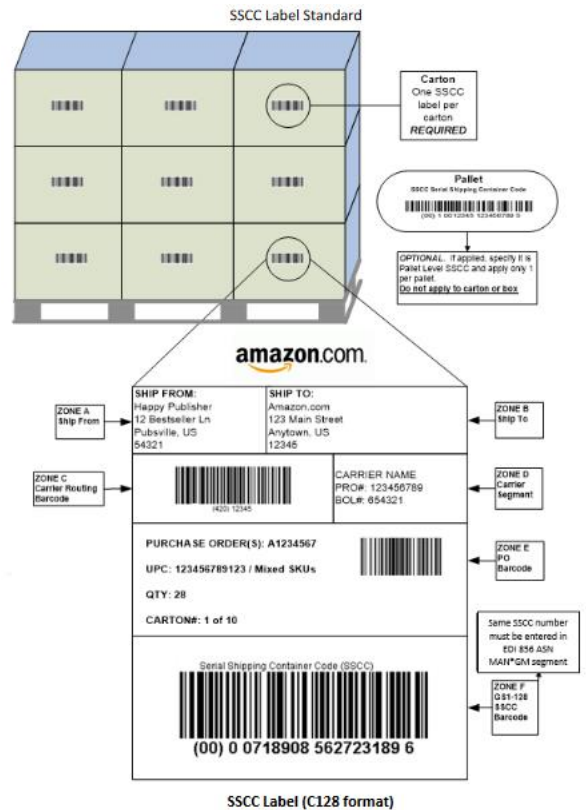
2.3.3.1.3 Each SSCC label should contain the following: The words “SSCC”, the numeric SSCC (in case the barcode doesn’t scan) and a scan-able SSCC-18 barcode preceded by the two leading 00s as the application identifier (GS1-128 barcode with SSCC, in total 20 digits).

2.3.3.1.4 Please note that to allow your shipment to be LP received, Amazon requires an exact match between carton reference in the ASN DESADV and scannable reference on the carton. Amazon highly recommends to add the two leading 00s in the GIN+BJ segment of the EDI message (for instance, if SSCC is 123456789123456789, the GIN+BJ segment should be 00123456789123456789).

2.3.3.1.5 Once assigned to a shipping container, a 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.

2.3.3.1.6 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.

2.3.3.1.7 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.



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

A Vendor Central labelling solution is available for vendors who do not have the capability to leverage Option 1. 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.



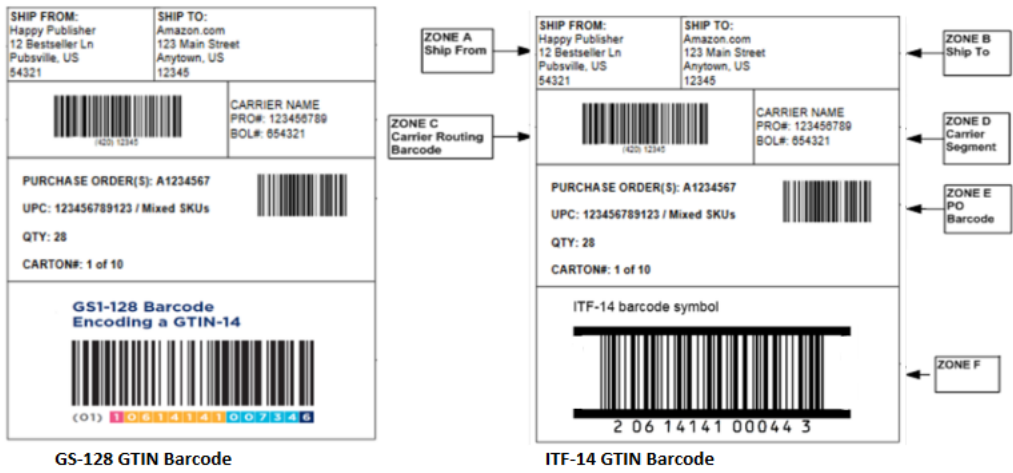


### 2.3.3.3 Option 3: GTIN Receive (both EDI and Vendor Central)

The minimum acceptable standard on carton content information is based on external carton GTIN (Global Trade Identification Numbers). Amazon uses GTIN 13/14 information via the barcode present on the carton to receive the products included in the mono-reference container. In order for Amazon to receive against GTIN barcodes, vendors need to provide a full dataset of (a) GTIN identifiers, (b) weight and dimensions on Item and Case level for their products and (c) carton quantity. This information is collected through the Global Data Synchronization Network (GDSN), the data synchronization process under GS1 Global Standards authority. In order to sync your data, you need to publish your content to Amazon via your home data pool and connect to Amazon GDSN through your Vendor Central account (access to 'Manage Catalog feeds' under 'Items' section). Refer to GDSN Amazon Vendor guide downloaded with this manual for more information. More information on the Global Trade Item Number (GTIN) is available on the GS1 website.



GTIN14	
Acceptable Symbology	Requirements
EAN128 or UCC128 or GS1-128	Application identifier (01) must be prefixed to 14 digit number (not starting with 00)
ITF-14 (barcoded in ITL-25 format)	14 digit number (can start with 00)



**Barcode requirements:**

- Module Width. Minimum: 0.015" (0.381mm); optimal: 0.020" (0.508 mm)
- Bar Height. Minimum: 0.75" (19.05mm); optimal: 1.00" (25.40mm)
- Bearer Bars (if present): Rectangle or Top/Bottom; Left/Right Quiet Zone of 13 Modules, minimum

Please note that use of the GTIN-14 barcode does not eliminate the requirement to include vendor name and location, delivery location, and PO numbers on each carton. This information should be included in order to avoid shortages/overages.



## 2.4 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 colored 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 6 sides of each carton in your shipment as pictured:

2.4.3 "Heavy" – Affix this warning label to every exceptional carton (as outlined in Sections 1.2.3) .A template of the required label (available in **Appendix**

**3**) must be printed and affixed to each carton on 4 sides. Incompliant warning label (such as US two-man-lift warning label) is not acceptable and will lead to inbound rejection at Amazon Fulfilment Centre.

2.4.4 For Dangerous Goods / "Hazmat" refer to the Product Compliance chapter downloaded with this manual.



## 2.5 Pallet Labels

2.5.3 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

2.5.4 Pallet labels should be placed squarely (not on an angle) on two sides of the pallet on the forklift entry sides. If the pallet is wrapped in plastic, the pallet labels must be placed on the outside of the plastic wrap. Pallet labels are not a substitute to carton labels. Carton-level information remains mandatory in any case.

## 3 Documents Required for Shipments – Bill of Lading (BOL)

3.1.1 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 5.1 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).

3.1.2 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.

3.1.3 Include the BOL number on the carton and pallet label(s), allowing for quick freight verification upon delivery.

3.1.4 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.

3.1.5 Original BOL information must be made available to the carrier in order for carrier to arrange a delivery appointment at the FC.

3.1.6 All shipments whose BOLs do not meet the above requirements may be refused upon delivery.

3.1.7 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.**

## 4 Information Required for Shipment - Advanced Shipment Notification [ASN]

4.1 An ASN-DESADV 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.**

- 4.2 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.
- 4.3 **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**.
- 4.4 ASN needs to be available to the Carrier before they are requesting the delivery appointment in CARRIER CENTRAL. In cases when CARRIER CENTRAL appointment is not required (see Chapter 5 Section 5.3), ASNs should be sent within 30 minutes of departure from the vendor warehouse/distribution center 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. Please note that ARN/BOL/Pro numbers used by carriers while making an appointment should be the same as sent in Vendor ASN to Amazon. Any mismatch may be subjected to potential chargebacks.
- 4.5 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. The physical quantity in the carton should match the quantity in the ASN. Please refer to the Shipments Help page > **View and manage your shipments** in Vendor Central for more related information.
- 4.6 In case a PO needs to be split over several shipments, as many ASNs as shipments have to be created. For small parcel deliveries, it is required to provide as many different ASNs as the number of parcels (a unique ASN per parcel). Also, in every ASN message for small parcel delivery, the carrier tracking code for the parcel must be included in the RFF+CN segment in the EDI DESADV message.
- 4.7 All Collect /We-Pay (see section 5.1 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.

## 5 Transporting your shipments

### 5.1 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. Please note that PODs (Proof of Delivery) are not provided for Collect or WePay shipments as carrier is contracted by Amazon, not by the vendor. Only POC (Proof of Collection) is provided to the vendor during the pickup by the carrier.

#### Small Parcel:

- 5.1.1 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.
  - 5.1.1.1 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
  - 5.1.1.2 Vendor is expected to request the pickup for SP in the carrier portal.
- 5.1.2 CARRIER: Assigned by Amazon in the routing email confirmation sent to vendors once each day. UPS (ES, FR, IT and UK) DHL (DE, PL and CZ)). If you have questions regarding this, please inquire using the "Contact Us" feature in Vendor Central or Advantage website.
- 5.1.3 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.
- 5.1.4 ADVANCE SHIPMENT NOTIFICATION (ASN): All shipments require an ASN to be submitted via Vendor Central or Advantage website.
- 5.1.5 REFERENCE NUMBERS: All of the following information must be provided on the Bill of Lading document – Amazon Purchase Orders, Vendor Invoice Number (if you have invoice number at the time of shipping), Carrier PRO, ASN and Amazon Reference Number (ARN).
- 5.1.6 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):

- 5.1.7 CARRIER: Assigned by Amazon in the routing email confirmation sent to vendors a day before **freight** ready date.
- 5.1.8 SERVICE: Standard Ground.
- 5.1.9 TERMS: Collect or Freight Collect.



5.1.10 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.

**5.1.10.1 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.**

5.1.10.2 After your routing request has been processed and assigned to a carrier, the carrier will pick up the goods within 24-48 hours (LTL carriers within 24 hours and TL carriers within 48 hours).

5.1.11 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). 5.1.12 The ARN should be included in any communication between the vendor and Amazon.

5.1.13 Before surrendering freight to any Amazon Carrier, verify that they are the assigned carrier and have proof of a valid ARN. 5.1.14 The ARN number should be used in CARRIER CENTRAL for appointment booking. The appointment needs to be booked by the Amazon Carrier.

5.1.15 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.

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

5.2.1 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 10 to learn more about Amazon Inbound Preferred Carrier Programme in the EU.

5.2.2 **All shipments, including Small Parcel shipments, require an ASN.** See section 4 for more information.

5.2.3 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 with the subsequent chargeback or result in handling delays affecting drivers' hours. Vehicle Restrictions: The following vehicle restrictions apply when delivering goods to Amazon FCs:

5.2.3.1 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.

5.2.3.2 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. 5.2.3.3 The floor must be in flat and reinforced to allow PPT entry.

5.2.3.4 All palletized deliveries are unloaded from the rear, no side loading /unloading is allowed. Please refer to section 18 below for images.

5.2.3.5 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.

5.2.3.6 Drivers must NOT climb on ladders or the rear of trailers to close doors curtains or inspect the load. If required, a pole from ground level can be used to move the rear curtain into place. The vehicles door opening system must be in good operating order.

5.2.3.7 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

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

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

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

5.2.4.3 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.

5.2.4.4 The vehicle must be watertight, clean and free of strong odours, especially when delivering food and healthcare products.

5.2.4.5 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.





- 5.2.4.6 The vehicle must maintain a temperature below 25°C when delivering Chocolate/Medicine products and below 40°C when delivering other Grocery products.
- 5.2.5 Unloading Instructions
  - 5.2.5.1 Ensure that pallets are loaded straight into the truck (**not** cross loaded) and can be unloaded from behind. Please refer to section 18 on pallet loading the end of this chapter for more details.
  - 5.2.5.2 All deliveries (palletised and not palletised) must allow enough room to engage a dock leveller – at least 15cm between the stock and the rear lip of the vehicle.
  - 5.2.5.3 Please make sure the above points are also followed if pallets are bundled (section 1.3.4).
- 5.2.6 Driver Instructions – Including Health and Safety
  - 5.2.6.1 All drivers delivering LTL/TL must register their arrival at the gatehouse by providing their delivery paperwork and ISA/Booking Reference Number. For Small Parcel, please see section 5.3.1, but the FC is not entitled to reject a delivery because no ISA is available.
  - 5.2.6.2 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.
  - 5.2.6.3 Drivers must use the entry and exit points appropriately.
  - 5.2.6.4 Access is forbidden to anyone under the age of 18 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. Security will take note of the vehicle license plate number, name of vendor, name of carrier, drivers name and the booking reference (ISA).
  - 5.2.6.5 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.
  - 5.2.6.6 Smoking is not permitted whilst onsite unless in designated smoking areas.
  - 5.2.6.7 Drivers are responsible to provide their own PPE and must wear S1P safety footwear and high visibility clothing (class 2 or above) whilst onsite at all times.
  - 5.2.6.8 Drivers must follow the site signage and not exceed the maximum speed limit of 15 km/h (10 mph) whilst onsite. The maximum speed in mostly all German FCs is 10 km/h.
  - 5.2.6.9 The driver must wait for authorization before reversing into a bay.
  - 5.2.6.10 Whilst reversing the driver must ensure their hazard lights and reversing alarm are engaged (unless the site has a noise restriction – see site restriction spreadsheet).
  - 5.2.6.11 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.
  - 5.2.6.12 Once reversed the driver must switch off the engine and engage the parking brake.
  - 5.2.6.13 Chocks will be used on all vehicles prior to unloading.
  - 5.2.6.14 To minimize the health and safety risk to Amazon personnel from unauthorized vehicle dock departures, all docked vehicles will either have an automatic wheel lock fitted or a manual chock. Where a manual chock is used, Stop'n'Lock equipment will be placed in front of the trailer/tractor unit. Vehicle keys will be requested for any tractor units parked on docks to prevent unauthorized vehicle movement.
  - 5.2.6.15 Drivers needing to use any restroom facilities away from the driver's room must be escorted by Amazon Personnel.
  - 5.2.6.16 Post unloading the driver will be notified and the paperwork and keys returned to facilitate departure.
  - 5.2.6.17 The driver must ensure that all the pages within the BOL documentation (see Section 3 for details) are stamped and signed by Amazon Personnel as a Proof Of Delivery (POD).
  - 5.2.6.18 Drivers must only pull away from a bay when the light on the traffic light available in any of the side mirrors is green, or in cases where a light is not displayed, under the explicit instruction of an Amazon Yard Marshal.
  - 5.2.6.19 Drivers must never use mobile phones or any other devices whilst standing or walking through the yard
  - 5.2.6.20 Drivers must only walk on designated walkways.
  - 5.2.6.21 Drivers are not permitted to take driving breaks on the FC premises.
  - 5.2.6.22 Entry to the warehouse or the unloading area is not allowed for non-Amazon personnel
  - 5.2.6.23 All accidents (including vehicle, building or property damage) must be reported to Amazon Management
  - 5.2.6.24 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.
  - 5.2.6.25 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.





### 5.2.7 Timeliness of Deliveries

- 5.2.7.1 ROC schedule appointments and labor resources to ensure a vehicle’s waiting time is kept to a minimum. In order to achieve this, carriers should ensure that the agreed appointment time is met. Carriers are also reminded to carefully check the warehouse address before the delivery is made.
- 5.2.7.2 Late deliveries (over 30 minutes from the scheduled time) may be subjected to refusal and/or chargebacks. Where a carrier recognizes that a delivery may be late or not met, they should contact ROC to reschedule the booking. The options are (1) via Case Management (if not available follow the 2nd option). This option should only be used if carrier intends to deliver on the same day (2) via Carrier Central with new CRDD if it is for a future date. In both cases, ROC will make every effort to accommodate the new requested time as per FC availability. The carrier is expected to deliver as per newly given time as this is the closest possible time to CRRD.
- 5.2.7.3 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.
- 5.2.7.4 If, due to unloading delays at FC, the driver that arrives into the Amazon premises decides to pull-out, it is mandatory that the driver presents himself/herself at the Gatehouse and informs them about the decision. After the information of pulling out is passed to the Amazon employee, the FC will delete the booking with the reason ‘Driver pulled-out due to FC delays’ and will provide an ‘Amazon Delivery Record’ form available in Appendix 2 of this Chapter and ticking the box ‘Driver pulled out’. If this paper form is not collected by the driver, neither the carrier nor the vendor will be able to dispute potential future chargebacks caused by the unsuccessful delivery and the booking not being deleted with the correct reason.
- 5.2.7.5 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:
  - 5.2.7.5.1 Amazon Delivery Appointment Number (ISA #). This is not applicable for the parcel deliveries which do not require bookings via Vendor Central.
  - 5.2.7.5.2 Bill of Lading documentation (see Section 3 for BOL requirements)
- 5.2.7.6 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 behavior or violation of any yard policy (speeding).
- 5.2.7.7 Tandem trailers are not allowed Pan EU. This ban on tandem trailers applies only to curtain/box tandem trailers with the wheels in the center which can pose a tip hazard if not docked correctly. This does NOT apply to swap body deliveries.

### 5.3 Appointment Process – Carrier Central:

- 5.3.1.1 Small Parcel loads delivered by a Parcel Carrier are NOT required to be pre-booked. Having said this, arriving at the busiest times of the day is likely to incur in long delays. In any case, not have a booking for Small Parcel is not a reason for a rejection at the FC.
- 5.3.2 Carriers must make the bookings, as they are responsible for the transportation into Amazon. The only exception is when delivery arrives into our FCs with only one vendor in it, so what is known as a Truck Load (TL), and this vendor acts as the administrator of the bookings using different carriers as per its convenience. Otherwise, if the delivery is LTL, the FC is entitled to reject the shipment.
- 5.3.3 Truck Load (TL) /Less than Truck Load (LTL) and container deliveries are required to be pre-booked at least 24 hours in advance, or 4 hours if these are Fixed Slots previously agreed between ROC and the carrier. If fixed slot is not going to be utilized carrier needs to inform ROC at least 24 hours in advance
- 5.3.4 **Carrier Appointment Request Portal (CARP) / Carrier Central:** Carrier Central is the platform to utilize in order to request a delivery appointment at Amazon’s FCs and below are the requirements to follow.
  - 5.3.4.1 Carriers need to visit Carrier Central and request an account. It is the Vendors responsibility to provide valid and correct information to their carriers and the below table specifies the Carrier Central website address for every EU marketplace. Once an account is created, it can be used for future deliveries. Carriers should utilize the ‘Contact Us’ link located on the Login page for assistance.

Marketplace	CARRIER CENTRAL website address
DE (DE&PL&CZ)	<a href="https://carriercentral.amazon.de">https://carriercentral.amazon.de</a>
ES	<a href="https://carriercentral.amazon.es">https://carriercentral.amazon.es</a>
FR	<a href="https://carriercentral.amazon.fr">https://carriercentral.amazon.fr</a>
IT	<a href="https://carriercentral.amazon.it">https://carriercentral.amazon.it</a>
UK	<a href="https://carriercentral.amazon.co.uk">https://carriercentral.amazon.co.uk</a>
TR	TBC



- 5.3.4.2 Carriers must ensure they have a valid Standard Carrier Alpha Code (SCAC) before they submit a Carrier Central account request. In case of being incorrect, this is likely to result in the booking being deleted prior to confirmation.
- 5.3.4.3 In order to request a booking slot in CARRIER CENTRAL, 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 which represents the earliest possible delivery date
  - Pallets / Cartons / Units
- 5.3.4.4 Please refer to CARRIER CENTRAL user manuals available in the CARRIER CENTRAL landing page (after logging in) for more details.
- 5.3.5 A booking is confirmed when Amazon provides an ISA number back to the request by automated email sent to the email which is associated with the Carrier Central account. The ISA is equivalent to the Booking Reference number or the appointment reference number.
- 5.3.6 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).
- 5.3.7 The carrier is responsible to submit the booking requests via Carrier Central and ROC will confirm them as per FC availability. The expectation is that carrier should deliver as per given slot. If the slot given is not suitable, the expectation is that carrier should amend the booking with the next available time so the booking can be re-confirmed as per Amazon capacities.**
- 5.3.8 Additional Appointment Information for Vendor Paid Freight:
  - 5.3.8.1 No shipments will be accepted at the FC without a scheduled appointment.
  - 5.3.8.2 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 CARRIER CENTRAL appointment.
  - 5.3.8.3 Once an appointment has been granted, booking information can be edited via CARRIER CENTRAL Portal. Any change must take place at latest the day before the appointment. If the edition of the appointment is increasing the volume to deliver, Amazon uphold the right to move the unloading slot to another time.
  - 5.3.8.4 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 3 for BOL requirements.
- 5.3.9 If vendor delivers volume equal or higher than 1 fully loaded pallet (mind weight and height limits) parcel floor delivery without CARRIER CENTRAL appointment booking is not allowed.
- 5.3.10 Carriers or vendors who request appointments on carrier central are expected to track their performance on carrier metrics and maintain it below 10% defect rate . An auto generated email is triggered to carriers who have >10% defect rate along with their performance details. Please refer the carrier SOP available with Pan EU Vendor Manual for more details)

## 6 Loading Shipments

### 6.1 Floor-Loading

Trailers loaded without the use of pallets are referred to as being 'floor loaded'.

- 6.1.1 Stack cartons into columns. Cartons should not be bundled together with any kind of straps, zip ties, tape, etc.
- 6.1.2 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.
- 6.1.3 When loading the shipping container or trailer, section 1.3.6. When loading cartons, section 1.2.3 is applicable. Maintain a distance of 8 cm between the container wall and the products.

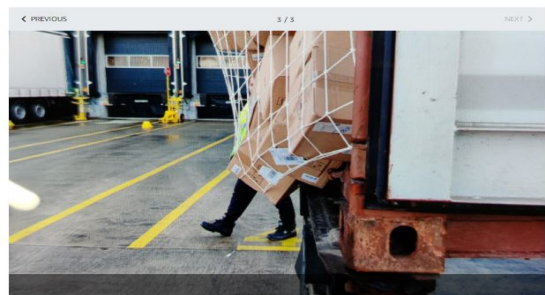
Example of floor loaded product correctly staged in a container





6.1.14 Trailers are not allowed to have an additional level created by movable floor boards inside. All boards need to be raised and properly fixed on the side of the trailer. If due to stability reasons the first level of boards need to be lowered down, this is acceptable, but there should not be a second floor through the trailer. Unloading teams are not allowed to climb on a second floor. Containers, trailers should not have additional internal equipment like rollers, additional unfixed floor boards, protruding elements or moving parts which are not fixed with screws or only removable by tools. Also separate loading securing material shall not pose a risk to the unloading teams.

6.1.5 All shipment in shipping containers should be properly secured to ensure that the load arrives at the FC securely and to prevent items falling when the container doors are opened. It is the shipper's responsibility to ensure that shipments are loaded into a trailer in a manner that prevent the load from shifting during transit. To prevent product movement in transit for shipping containers, ensure there is a cargo net fitted at the rear to secure the load in place (sufficient strength to hold the product in place) and a load bar fitted at the base of the load to prevent product movement (to maintain the minimum 150mm gap). An example of cargo nets is shown below. Netting and load securing elements shall be removable without tools or cutting. Nets shall have fast opening clips and sites should not have the need to cut them open with risk of falling items onto the unloader. The load securing material needs to prevent bulging out of the container



## 7 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. Currently retail vendors can order containers from overseas vendors through Amazon Direct Imports (DI) team.

- Going forward, Amazon will not receive any containers directly from retail vendors into its FCs.
- The Amazon preferred route to inbound retail Ocean Containers is via DI. Going forward only DI managed retail containers (via AGL) or FBA containers will be received directly in Amazon network as containers.
- Retail vendors will have two options to send containers to Amazon network
  - 1) The proper full Direct Imports flow (which includes AGL) or
  - 2) Retail negotiate directly with vendors and vendors deliver stock palletized to Amazon's FCs without any involvement of direct imports or AGL. Geodis and other third-party freight forwarders that are able to palletize and deliver containers. For full list please contact [khanjanp@amazon.com](mailto:khanjanp@amazon.com).
- Please see the Imports chapter downloaded with this manual for further details and information regarding the requirements for these international shipments.
- Heavy bulky items being delivered to AMXLs must be palletized (with the exception of UK/IT/DE). In case of an item exceeding largest side of single pallet dimensions (as per section 1.3.3), industry wooden pallets or plywood / particle board pallets are accepted. If product size is over pallet standards in section 1.3.3, tailor made pallets fit for products can be accepted, the width must follow the country standards.
- For Heavy bulky definition and palletization requirements please refer to section 1.3.4 points 2.1 to 2.4 and section 5.2.5.1.
- For Non Heavy-Bulky inbound being delivered loose loaded, conditions in section 6 apply.
- For Non Heavy-Bulky inbound being delivered palletized, conditions in section 1.3 apply.



## 8 Stock Returns

- 7.1 Returns of items that were received and met the requirements of fulfilling a purchase order will be subject to the terms agreed upon by the vendor and Amazon.
- 7.2 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.
- 7.3 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:
- 7.3.1 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.
- 7.3.2 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.
- 7.4 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.
- 7.5 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.
- 7.6 Return Merchandise Authorization (RMA)**
- 7.6.1 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.
- 7.6.2 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.
- 7.6.3 The vendor should take action within the given time period (or similar). 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.

## 9 EU Inbound Preferred Carrier Programme

- Reliable and fast transit time thanks to daily fixed slots (including weekends) in all Amazon FCs, which provides the carriers the opportunity to make the booking request latest 4 hours prior to the delivery.
- Reduced administrative tasks as the Preferred Carrier takes care of the booking process via CARRIER CENTRAL: 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.
- Amazon has an agreement with these carriers to redirect the freight within the network when the initial destination faces high backlogs and with the aim to not miss the delivery windows. In such instances, no action is required by the vendor and it is between ROC and the carrier who arrange the new slot and ensure the paperwork is signed after unloading the goods at the new FC.



### 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 (the relevant Preferred Carrier team then will contact you).

- FR: <https://www.amazon.fr/forms/c1699712-3dff-42fd-9a36-e105e5836f51?formDisableCache=1&formShowUnanswered=1&>
- DE & CEE: <https://www.amazon.de/forms/bb05a03b-0d45-4232-83a5-39394107219c?formDisableCache=1&formShowUnanswered=1&>
- IT: <https://www.amazon.it/forms/59e4b2ad-0844-405d-a340-f704a0d299af?formDisableCache=1&formShowUnanswered=1&>
- ES: <https://www.amazon.es/forms/f3dd2a7b-8e3d-4562-95d3-6f5e2c89fba5?formDisableCache=1&formShowUnanswered=1&>
- UK: <https://www.amazon.co.uk/forms/a544e087-3e3a-45f5-bf52-9ad915b927bd?formDisableCache=1&formShowUnanswered=1&>

## 10 Brexit requirements

### 10.1 EORI number

The UK government has advised that, from 1 January 2021 businesses will need to get an EORI number (Economic Operators Registration and Identification number) that starts with 'GB' to move goods into or out of the UK. If you already have an EORI number that starts with GB, you can continue to use it. It will be 12 digits long.

You will not need an EORI number if you will only:

- Provide services
- Move goods between Northern Ireland and Ireland

If you use a post or parcel company to move goods, they will tell you if you need an EORI number.

You will need an EU EORI number if your business will be making customs declarations or getting a customs decision in the EU. You can get this from the customs authority in the EU country where you intend to submit your first declaration or request your first decision.

To apply for an EORI number you need:

- VAT number and effective date of registration - these are on your VAT registration certificate
- National Insurance number - if you're an individual or a sole trader
- Unique Taxpayer Reference (UTR)
- Business start date and Standard Industrial Classification (SIC) code
- Government Gateway user ID and password

If you need a Government Gateway user ID, use either:

- The one for your business or organization
- Your own if you're applying as an individual

If you do not already have a user ID, you will be able to create one when you apply.

You can apply for an EORI number here:

<https://www.tax.service.gov.uk/customs/register-for-cds/isle-of-man>



## 10.2 Customs declarations

The UK government has advised that, from 1 January 2021 businesses will need to make customs declarations to move goods into and out of the EU.

You can hire a person or business (that must be established in EU) to deal with customs for you, such as:

- Freight forwarders
- Customs agents or brokers
- Fast parcel operators

What they can do for you (and who will be liable) depends on:

- The services they provide
- What you want them to do
- The commercial agreement you have with them

You can use the list of customs agents and fast parcel operators to help find someone to deal with customs for you.

### 1. Freight forwarders

Freight forwarders move goods around the world for importers. A freight forwarder will arrange clearing your goods through customs. They will have the right software to communicate with HMRC's systems. You can find out how to use a freight forwarder on the British International Freight Association and Institute of Export websites.

### 2. Customs agent or broker

Customs agents and brokers make sure your goods clear through customs. You can hire a customs agent or broker to act as a:

- Direct representative
- Indirect representative

### 3. Fast parcel operators

Fast parcel operators transport documents, parcels and freight across the world in a specific timeframe. They can deal with customs for you, as part of their delivery. They cannot act on your behalf without written instructions from you. The instructions must show whether they're acting for you directly or indirectly. HMRC will only ask for evidence of the authorization if we need it.

### 4. Get someone to act directly

You can hire a person or business to act in your name. You'll be liable for:

- Keeping records
- The accuracy of any information provided on your customs declarations
- Any Customs Duty or VAT due

If you give clear instructions and they make a mistake, they may become jointly and severally liable. You cannot ask someone to act directly if they're submitting your declarations using:

- Simplified customs procedures
- Entry in the declarant's records

When acting directly, even if the person/business has authorization, they can only submit those types of declarations if you yourself have authorization.

### 5. Get someone to act indirectly

You can get someone to act for you in their own name, this means they're:

- Equally responsible for making sure the information is accurate
- Jointly and severally liable for any duty or VAT

If they have authorization, you can get an indirect agent to make declarations using:

- Simplified customs procedures
- Entry in the declarant's records

You cannot ask someone to act indirectly if you are declaring goods for:

- Inward processing
- Outward processing
- Temporary admission
- End-use relief
- Private customs warehousing

HS Codes (Harmonized System Codes)

According to UK government guidance, you will need to know the correct HS Codes (Harmonized System Codes) to allow you to make a customs declaration when you bring goods out of or into the UK, and to ensure the correct rate of duty and import VAT is applied. You can find more information here.

## 11 Amazon Supply Chain Security Standards





To ensure that shipments are secure for transportation from the Vendor warehouse to Amazon warehouse, this document contains Best Demonstrated Practices on how to improve supply chain security. Following questions should be answered:

- Which actions should a vendor implement to improve supply chain security?
- Which security standards should vendors require from their logistic service providers when shipping high value goods?

**Amazon strongly advises vendors to implement following solutions to improve supply chain security:**

**1. Increase protection & decrease attractiveness of goods**

- Pack your items in robust tamper proof packages (apply seals, tamper proof tape, etc.)
- Load shipments according to pallet value (high value pallets should be loaded first)
- Remove brands from packaging (brand name can provide indications on value of goods)
- Use ISO 17712 seals (tamper proof – any manipulation will be detected straight away) - recommended only in case of Full Truck Load (TL)
- Request carriers to use secure parking (light, CCTV, guard, fencing). TAPA's recommended [TransPark](#) web/smart phone app can assist carriers and drivers planning secure parking stops on route
- Request carriers to use of hardened trailers (soft sided trailers can be accessed easily)
- Utilize anonymous trucks: Remove attractive adverts like e.g. "XXX transporting High Value Items for our customers")

**2. Increase visibility within the supply chain**

- Utilize RFID (Radio Frequency Identification) chipped pallets
- Request label scans at handover points within supply chain (Dock/Carrier/HUB/Carrier/Receiver)
- Request pre-alerts (include driver details/license plate/swap body number/time slot/number of pallets)
- Request export/shipping documents with detailed information about weight, number of packages, etc.
- Request an incident response plan, i.e. what should happen for unplanned events and incidents, communications, escalation, etc.

**Vendors have to periodically check/audit compliance/certification of following TAPA supply chain security standards from logistics service providers:**

**1. Trucking Security Requirements (TSR) for road transport:**

- TSR Level 1 or Level 2 suggested for high value shipments (truck load value >€0.5MM)
- Detailed information can be found [here](#)

**2. Facility Security Requirements (FSR) for consolidation nodes:**

- FSR Level A or Level B suggested for high value items
- Detailed information can be found [here](#)


The Transported Asset Protection Association "TAPA" is a not for profit organization that unites global manufacturers, logistics providers, freight carriers, law enforcement agencies, and other stakeholders with the common aim of reducing cargo losses from the supply chain. TAPA achieves this through the development and application of global security standards, recognized industry practices, technology, education, benchmarking, regulatory collaboration, and the proactive identification of crime trends and supply chain security threats. These include the standards TSR and FSR, and a solid audit framework that, if implemented, increase the security of goods as they move along the supply chain.

**Please note: Meeting the Amazon delivery guidelines according to this [Vendor Manual](#) is a prerequisite.**



## 12 Appendix 1 – Sample Bill of Lading

[Date] **BILL OF LADING** Page 1 of 1

<b>SHIP FROM</b>  [Name] Amazing Vendor [Street Address] 1234 Vendor Address [City, ZIP] VendorCity, 00000	Bill of Lading Number: 45678V ASN Number : 123456V1   ASN123456V1
<b>SHIP TO</b>  [Name] Amazon Warehouse [Street Address] 1234 Everywhere Road [City, ZIP] Amz City,0000	<b>CARRIER</b>  Carrier Name: GreatCarrier SRL SCAC: CARE56 Trailer number: 963852
<b>Freight Charge Terms (Freight charges are prepaid unless marked otherwise):</b> <input checked="" type="radio"/> Prepaid <input type="radio"/> Collect <input type="radio"/> 3rd Party	

CUSTOMER ORDER INFORMATION				
Purchase Order (PO)	Carton Count	Weight	Palletized Shipment	Additional Shipper Information
K1478529	1	10	<input type="radio"/> Yes <input type="radio"/> No	
X3692581	4	20	<input type="radio"/> Yes <input type="radio"/> No	
N7894561	2	15	<input type="radio"/> Yes <input type="radio"/> No	
			<input type="radio"/> Yes <input type="radio"/> No	
<b>Grand Total</b>	<b>7</b>	<b>45</b>		

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 \_\_\_\_\_."   
 COD 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 _____
<b>Shipper Signature and Date</b>  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.	<b>Trailer Loaded:</b> <input type="radio"/> By shipper <input checked="" type="radio"/> By driver
<b>Freight Counted:</b> <input type="radio"/> By shipper <input checked="" type="radio"/> By driver/pallets said to contain <input type="radio"/> By driver/pieces	<b>Carrier Signature/Date</b>  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

<b>Date</b>		<b>Arrival Time</b>	
<b>FC</b>		<b>Booking Reference</b>	
<b>Vendor Code</b>		<b>Carrier</b>	
<b>Vendor Name</b>		<b>Comment (optional)</b>	

Please see below the reason that your delivery has been rejected. To prevent 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.
- **Amazon Vendors:** Please refer to Amazon Vendor Manual located within the Resource Centre in Vendor Central.

Rejection Reason (only fill 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)	
Driver pulled out	Driver refused to wait to be unloaded due to FC unloading delays and decided to 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	
	Electrical hazards	
Incorrect vehicle	Incorrect vehicle that does not comply with specific FC requirements	
Pallets exceeding height limit	Pallets stacked more than height requirements. Stacked 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, single stacked non secured pallets, unsecured double stacked pallets from non certified vendors/products Accepted pallets: - UK: 1000x1200mm 4-way access wood pallets with quality EPAL, CHEP, UIC 435-2 or EN 13698-1 norm. - MEU/SEU: 800x1200mm 4-way access wood pallets with quality EPAL, CHEP, UIC 435-2 or EN 13698-1 norm.	
Damaged Pallet	Damaged Pallet (please refer to EPAL requirements). e.g.: - A single upper or lower edge board is damaged so that more than one nail or screw shank is revealed - A board is missing - A block is missing or split to the point where more than one nail shank is visible. - Skewed blocks may not protrude more than 10 mm - A board is broken transversely or diagonally - More than two lower or upper edge boards are damaged and reveal one nail or screw shank for each board	
Incorrectly Bound Pallets	Two pallets are bounded on the 1200 mm side (should be on the 800 mm or 1000 mm side)	
Overhanging pallets	Large item being shipped cannot fit on a pallet without overhanging the edges (should be put on bounded pallets). Please refer 1.3.4 for exceptions	
Pallet exceeding weight limit	Pallet weigh more than 1000 kg	
Damaged / tampered freight	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	Open cartons at the point of receipt - suspicion of theft	
Heavy pallets missing labels	Pallet weigh more than 500 kg and miss the heavy pallet label. Please refer to appendix at the end for sample of heavy pallets	
Food / pet food quality impaired	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.	
Hazmat	Hazardous goods are delivered to inappropriate FC (see Vendor Manual Chapter 7)	
Disregarding safety and security guidelines on site	Driver disregarded safety and security guidelines (e.g. DE-yard checklist, use of handbrake, reject to give the keys etc.) and instructions of Amazon staff	
Banned/ abusive driver / inappropriate behaviour	Uncooperative behaviour or sufficient reason to believe driver is under the influence of drink or drugs	
	The driver was previously banned	
	Failure to read and sign acceptance of site rules	
Dock leveller cannot be engaged	Unable to unload as dock leveller cannot be engaged (less than 15cm between the stock and the rear lip of the vehicle) or securing straps are preventing engagement of dock leveller	
Unable to offload from rear of vehicle	Unloading possible only from a side	
Chemical risk	Spilt chemicals with risk of absorption or inhalation.	
Loose cartons added to a palletized delivery	Non-palletized loose cartons that place the associate at risk of injury	
Inaccessible stock	No access to Amazon goods: access blocked by rejected goods or access blocked by goods of a third party	
Health and Safety Risk	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	



### 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 1.2.9 and 1.2.10), please print, cut out and affix the label below to 4 sides of the carton as detailed in Section 2.4. 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 product specific guidelines in Chapter 3, section 2.4.1 for product specific guidelines

## 16 Appendix 5 – Sort/Non sort product definitions

	UK				DE, PL, CZ				FR				IT, ES			
	length	width	height	weight	length	width	height	weight	length	width	height	weight	length	width	height	weight
S	45.5 cm	34.0 cm	26.4 cm	12.3 kg	45.5 cm	34.0 cm	26.4 cm	12.3 kg	45.5 cm	34.0 cm	26.4 cm	12.3 kg	45.5 cm	34.0 cm	26.4 cm	12.3 kg
NS (Regular NS)	Girth <= 360, weight < 15 kg, length <=175cm				Girth <= 360, weight < 15 kg, length <=175cm				Girth <= 360, weight < 15 kg, length <=175cm				Girth <= 360, weight < 15 kg, length <=175cm			
HNS (Heavy NS)	girth <= 360 cm, weight >=23 and < 31.5 kg, length <= 175 cm				girth <= 360 cm, weight >=23 and < 31.5 kg, length <= 175 cm				girth <= 360 cm, weight >=23 and < 31.5 kg, length <= 175 cm				girth <= 360 cm, weight >=23 and < 31.5 kg, length <= 175 cm			
LPTL (Large Parcel Team lift)	girth <= 360 cm, ANY dim >= 120 cm, weight >=15 and <23 kg, length <= 175 cm				girth <= 360 cm, ANY dim >= 120 cm, weight >=15 and <23 kg, length <= 175 cm				girth <= 360 cm, ANY dim >= 120 cm, weight >=15 and <23 kg, length <= 175 cm				girth <= 360 cm, ANY dim >= 120 cm, weight >=15 and <23 kg, length <= 175 cm			
TLNS (Team lift NS)	girth <= 360 cm, ANY dim < 120 cm, weight >=15 and <23 kg, length <= 175 cm				girth <= 360 cm, ANY dim < 120 cm, weight >=15 and <23 kg, length <= 175 cm				girth <= 360 cm, ANY dim < 120 cm, weight >=15 and <23 kg, length <= 175 cm				girth <= 360 cm, ANY dim < 120 cm, weight >=15 and <23 kg, length <= 175 cm			
HB	length > 175 cm or girth > 360 cm or weight > 31.5 kg				length > 175 cm or girth > 360 cm or weight > 31.5 kg				length > 175 cm or girth > 360 cm or weight > 31.5 kg				length > 175 cm or girth > 360 cm or weight > 31.5 kg			
Else	Unknown				Unknown				Unknown				Unknown			

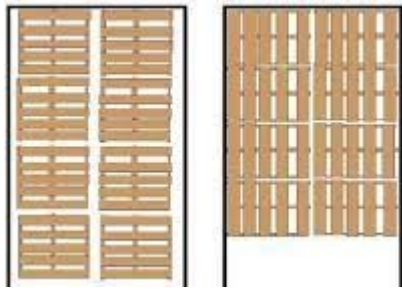
- S- Sort
- NS- Non-sort
- NSTL- Non sort team lift
- NSOS- Non Sort over size
- HB- Heavy Bulky

## 17 Appendix 6-Euro pallet requirements

On the left corner leg the EPAL logo is shown .On the central leg ,the code of the producer company is shown along with the signature of the verifier and the name of the railway company that installed the verifier. If the EUR-pallet has been repaired already, then a round verification nail is put in the central chunk. The last numbers designate the production year and possibly the type of wood. On the right corner leg the EUR logo is shown. The EPAL and EUR logos are encircled in an oval that resembles the nationality sticker for cars.

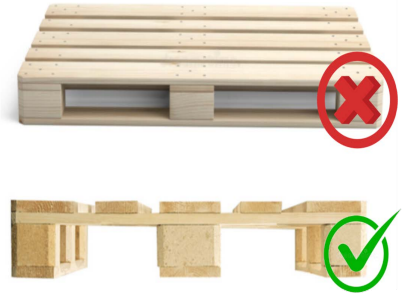
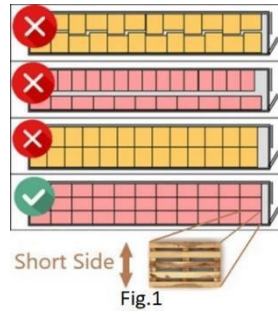


### 18 Appendix 7 -Pallet loading



straight loading

cross loading



### 19 Appendix 8 – Heavy pallet label



### 20 Appendix 9 – Palletization requirements

Stacked on their short dimensions /stacked with longer side vertically- items will fall when shrink is cut



Items stacked horizontally, creating a stable base, even when shrink is cut/\*longest side horizontally.



Items unstable – unsafe



Units stacked vertically on edge should be built into a horizontal stack on a fresh pallet

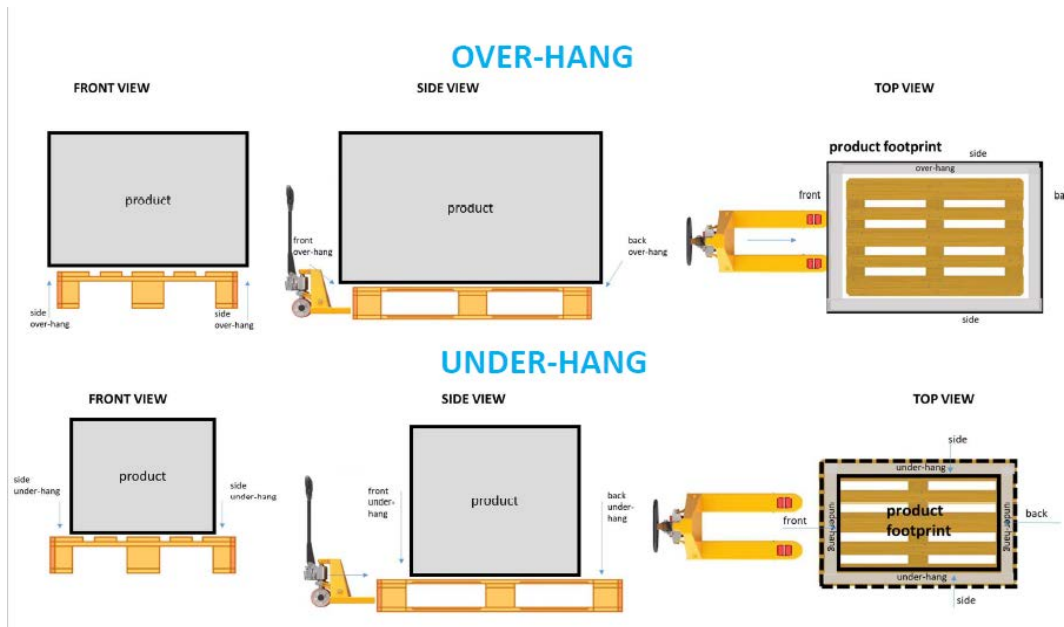




## 21 Appendix 10 – Unsecured double stacked pallets

✓	✗	✗	✗
Upper pallets are sitting on bottom ones with full footprint, no tilting, bulging or shifting, no fallen packages, stretch film tight.	Bottom board of upper pallet is supported by <50% of its width by bottom pallet. Bottom pallet has "underhang".	Bottom pallet has shifted over vertical axis > 2cm. As result bottom board of upper pallet is supported by <50% of width.	Pallets are shifted to side, upper pallets are lacking support. Goods on bottom pallet are not strong enough to hold upper pallet.

## 22 Appendix 11 – Secured stacked pallets - underhang/overhang

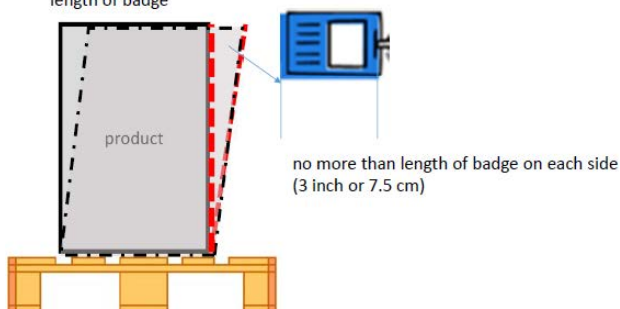


### OVER-HANG

Over-hang of goods beyond the footprint of pallets is not accepted (apart of heavy-bulky)

### UNDER-HANG

**SINGLE – stacked pallet** – under-hang is acceptable on all sides of pallet as long as the goods are stretched or strapped and secured with the pallet and pallet is vertically stable – does not tilt from vertical axis more than length of badge



**GENERAL**  
DOUBLE – stacked pallet

bottom pallet should have a positive fit

heavier pallet to be placed at bottom

at least 5 layers when manually strapping, 3 when robotic no tilting

no more than 1/2 width of badge (one inch or 2.5 cm)

**UNDER-HANG**  
DOUBLE – stacked pallet – BOTTOM PALLET

front

No more than 1/2 width of badge (one inch or 2.5 cm) on each side

side

no more than length of badge on each side (3 inch or 7.5 cm)

**UNDER-HANG**  
DOUBLE – stacked pallet – UPPER PALLET

board of upper pallet must sit on products of bottom pallet, maximum allowed overhang of board is 2 inch / 5 cm / width of badge on one side

**UNDER-HANG**  
DOUBLE – stacked pallet – UPPER PALLET

Upper pallet must sit on the bottom pallet, one badge under-hang (7,5 cm / 3 inch) is allowed in the front-back