How to send FBA shipments to Amazon in a smooth and efficient way.
1. Creating a shipment in Seller Central
2. Stickerless/Slitsticked configuration
3. What happens at the Fulfilment Centre?
4. Restrictions
5. Packaging Requirements
6. Common issues in the receiving process
7. References
Creating a shipment in Seller Central

1. Convert your listings to ‘Fulfilled by Amazon’ in the All Inventory View

2. Change the Fulfilment Type to Amazon, tick SKUs you want to ship and select ‘Send/Replenish Inventory’
Creating a shipment in Seller Central

3. Go through the shipping workflow

Set Quantity  Prepare Products  Label Products  Review Shipments  Prepare Shipment  Summary

4. Label, pack and ship your goods
Let’s see how it works in practice…
Let's see how it works in practice

1 Convert listings in « All Inventory View »
Tip: you can also directly convert listings to Amazon fulfilled when you add them manually or in flatfiles (in that case select ‘AMAZON_EU’ in the fulfilment field, and leave the quantity blank)

Convert to 'Fulfilled by Amazon'
The listings below need to be converted to be fulfilled by Amazon before you send them to our fulfilment centre. You can convert the listings and ship them now or convert them and prepare them for shipping later. Learn more

Important Messages
Once you convert your listings to Fulfilled by Amazon, they will become inactive on Amazon.co.uk and you will not be able to fulfill orders directly. Once your inventory is received at an Amazon fulfilment centre, the listings will become active again and we will begin fulfilling orders for you.

Do Not Ship Any FBA Excluded Products!

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

Send/Replenish Inventory Learn more
Let’s see how it works in practice

- You can choose to enable **Multi-Country Inventory (MCI)**: When you use MCI, you send your most popular inventory directly to Amazon Fulfilment Centres (‘FCs’) in the countries where you are listing your products and we store those products close to local customers. [Learn more](#)

**Send/Replenish Inventory** [Learn more](#)

- You might have to enter your products’ packaged dimensions if they have never been processed by our Fulfilment Centres before:
Let’s see how it works in practice

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

- **Prepare Products:** You can use the FBA Preparation Services to have your products correctly packaged and prepared for fulfillment by Amazon itself. [Learn more](#)
Let’s see how it works in practice

- Select the appropriate shipping method and carrier for your shipment. You can choose Amazon’s-discounted **Partnered Carrier** to benefit from competitive transportation rates. Learn more

- Click here for a **Step-by-Step Guide** on creating a shipment with the UPS Partnered Carrier Programme

- Don’t forget to go through each step of the shipping workflow by printing all the necessary labels,…

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Let's see how it works in practice

...entering your carrier tracking number and marking the shipment as shipped to finish the shipping workflow:

- You can view any discrepancies in your shipments in the Reconcile tab where you will find the Shipment Reconciliation Tool. Learn more
Stickered vs. Commingled configuration
Stickered vs. Commingled configuration

- The first time you convert and ship items to us, you will be asked whether you want your inventory to be stickered or stickerless.
- Stickerless items are ‘commingled’ with identical items in the FC.
- Stickered items have labels identifying you as their seller and will not be mixed with identical items.

**Stickerless** is quicker for you to prepare (no labeling required) and for us to process.

**Stickered** offers you full traceability of your stock at Amazon.

[More information](#) on Stickerless and commingled inventory.
Practical points about stickered configuration

Not all stock can be stickerless/commingled!

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

- Media (Books, Music, DVD, Software, Videogames)
- Clothing, Shoes, Jewellery, Watches
- Any USED / Refurbished products (i.e. non-NEW)
- If you select a mix of stickered and stickerless items to ship, the system will split the shipment into 2, as we process shipments differently based on their configuration.

Print labels in the shipping workflow if required:

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

Note
- There are rare exceptions when inventory will require additional preparation at the fulfilment centre before being commingled, like units with expiry dates
- Labelling may also be mandatory for certain brands or individual products
Automate with Marketplace Web Services (MWS)
Automate with Marketplace Web Services (MWS)

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

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

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

Visit https://developer.amazonservices.co.uk/ if this is of interest
Now, let’s look at what happens in the real world
What happens to my stuff at the FC?

- We receive your shipment, open it, and scan every item out of the box
- If it has never been received before, we measure the item’s dimensions

Inbound shipments to the FC by the seller

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

Shipment to consumers

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

• **Dangerous/HAZMAT products**
  
  *(ex: compressed gas, flammable products)* Lithium batteries can be sent, but with additional product info details and might be destroyed if returned opened by customers

• **Perishable / Expiry date products**
  
  *(ex: food, ink cartridges, pregnancy tests)*

• **Heavy products**
  
  Individual items weighing more than 30kg, or boxes of more than 15kg will be refused

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

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

**SIZE OF SHIPMENT**

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

Pallet requirements

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

Scheduling Delivery Appointments

- Palletised deliveries must be made on a lorry of 7.5 ton or greater that is able to reverse up to our loading bay door and allow Power Pallet Truck (PPT) access to the rear of the vehicle. Private domestic vehicles such as cars, vans and pick-ups are not allowed
- Carriers are required to request a delivery appointment no less than 24 hours ahead for all inbound deliveries.
- Fill in the Booking Form with all necessary information (n. of pallets, n. of cartons, PO number) and give to your carrier who should email the FC to make the appointment
- The PO number is the ‘Amazon Reference ID’ shown in the Shipment’s details in Seller Central

Full details and the booking form can be found in the Help pages
(Section 5.9.2 ‘Arranging for an LTL or Truck load Delivery to Amazon’)
Packaging requirements
Packaging requirements

Pellets and granular:
- Good

Liquids:
- Good

Breakable and fragile:
- Good
- Bad
Packaging requirements

**Toys:**
- **Good**
- **Bad**

**Textiles:**
- **Good**
- **Bad**

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Common issues in the receiving process
Common issues in the receiving process

What are the most common problems delaying the reception of your shipment?

• Items not packaged properly for storage
• Missing, incorrect or unreadable labels (ex: due to bad printer, placed on box edge)
• Unexpected items (ex: multiple shipments in same box, listing not created yet, shipped more than planned)
• ‘Missing’ products (ex: point of sale boxes used as packaging, sets of multiple items wrongly labeled)
• Item condition/description: does not match what is in our records (ex: wrong version, condition, binding…)

Problematic items will be put as ‘unfulfillable’. You can get them back by creating a removal order in Seller Central.
A few concrete examples of what not to do…

What are the most common problems delaying the reception of your shipment?

**Obvious ones**

- Pallets must not be higher than 1.7m
- Do not put dangerous items posing a safety hazard
- Same stickers for different products
- Liquid products not securely sealed which leaked
A few concrete examples of what not to do…

What are the most common problems delaying the reception of your shipment?

Not so obvious

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

…the seller intended to sell 6 packs of 6

Receiving 1 Reebok cricket helmet?....

…no, actually a big pile of sportswear items

Stickered so ok, right?...

…no, stickers didn’t cover the original EAN barcodes and were on the outer bags, so could fall off
FBA Prep Video Tutorials

Certain products require special preparation prior to their being shipped to Amazon fulfilment centres.

Watch our Prep Video Tutorials to learn how to prepare specific products such as apparel and textiles, baby toys, breakable items, liquids and other products that require extra preparation for shipment and storage.

You can find the Prep Video Tutorials [here](#).
Useful References

**Video**: Shipping your first shipment to Amazon

**FBA Manual**: Comprehensive help resources about Fulfilment by Amazon

**Shipping Best Practices**: This one-page quick reference guide provides guidelines for getting your shipment into our fulfilment centres safely and in a timely manner

Need packaging and prep materials? Check out the Amazon Preferred Product Prep and Shipping Supplies Store to learn more about how Amazon can help with your shipping supply needs

**Prep Matrix Sheet**: How to prepare your products for shipment

Visit our Winning with FBA website for more information

**Step-by-Step Guide**: Creating a shipment with the UPS Partnered Carrier Programme

*This presentation highlights key steps to create a shipment. Please always refer to Seller Central help pages or contact Seller Support in case of doubt or if you have further questions.*
Sending a shipment to us will always be quicker than shipping thousands of individual orders!

So, try FBA today to:

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

www.fba.amazon.co.uk