amazon

North American Vendor Shipment Prep and Transportation Manual

Last updated 09/01/2014

The North American Vendor Shipment Prep and Transportation Manual provides Amazon's Vendor partners with information, best practice guidelines and requirements regarding fulfilling, preparing (i.e. picking, packing, etc.) and transporting Purchase Orders to Amazon's Fulfillment Centers (FCs). The policies and procedures described in this manual are intended to maximize operational efficiencies and maintain the highest safety and quality standards for both Amazon and our vendors. To ensure that these goals are met, please follow the guidelines at all times. Please note that failure to comply with the requirements may cause a delay in receipt of your goods, delay in payment and / or result in a chargeback.

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1. Fulfillment of Purchase Order

Ensure that all terms of the Purchase Order (PO) are met, including:

1.1. Exactly the same items (same UPC, EAN, ASIN, etc.) are being shipped in the same quantities that were ordered and confirmed. Verify that the unit of measure (individual vs. case, for example) being shipped is consistent with the PO.

1.2. Amazon does not accept substitutions or replacement products. Shipped products that were never ordered are subject to disposal, or if received, subject to a chargeback fee and may result in liquidation from inventory. In case of disposal or liquidation, Amazon will not pay to vendors.

1.3. POs are required to be acknowledged (accept, reject, or backorder) within one day of the order date. It is acceptable for vendors to edit PO confirmation information up to two days after the order date or 21 days before the ASN Ship Date, whichever is later.

1.4. Accepted PO items are expected to ship or arrive at Amazon within the specified ship/delivery window that is defined in the PO header. The ship/delivery window is defined by Amazon and updating your EDD does not extend your ship/delivery window.

1.5. An ESD or EDD must be provided every time a backordered PO acknowledgement is submitted. Backordered PO items are expected to ship or arrive at Amazon within the ESD/EDD provided by the vendor.

1.6. If you are a collect vendor (Amazon arranges and pays for freight charges), freight must have a routing request freight ready date within the shipping window. If you are a prepaid vendor (Vendor arranges and pays for freight charges), please make sure that your carrier requests an appointment date in CARP (Carrier Appointment Request Portal – Section 6.3) that falls within the delivery window provided.

1.7. Vendors will be charged back if they did not send a routing request for a collect freight shipment (both Small Parcel and TL/LTL)

1.8. Shipments must be delivered to the destination FC specified on the PO.

1.9. All units will arrive free of damage or defects (see section 2 for packing instructions to help protect items in transit).

1.10. If for any reason you cannot fulfill the exact terms of the PO or you believe terms of the PO were created in error, please reach out to your Retail Representative via the 'Contact Us' feature in Vendor Central or Advantage website.

2. Packing Inventory

2.1 Item Packaging

2.1.1 Do not include any unauthorized marketing or promotional materials, such as pamphlets, display materials, price tags and/or other non-Amazon stickers with any items.

2.1.2 If you believe any items will require special handling, notify your Retail Representative via the 'Contact Us' feature in Vendor Central or Advantage website prior to shipping items.

2.1.3 Amazon requires vendors to comply with all applicable Federal, State, and Local laws, rules, regulations, ordinances, and directives with respect to product packaging materials. Vendors should direct any related questions to their legal counsel. Generally, suffocation warnings should be present on all plastic bags (1 mil or less thickness) that have a 5" or greater opening. Required warning language and presentation may vary on the state and local levels. At a minimum, Amazon recommends that vendors include a message on plastic bags consistent with the following: WARNING – To avoid danger of suffocation, keep this plastic bag away from babies and children. Do not use this bag in cribs, beds, carriages or play pens. This bag is not a toy.

2.1.4 Special packaging requirements for liquids, sharp items (i.e. cutlery), breakables, perishables, textiles, hazardous materials, batteries etc. can be found in *'Addendum 1 - Amazon Product Restrictions and Special Packaging Instructions'* document, downloaded with this manual.

2.2 Carton Packaging

2.2.1 The following Sections utilize the term "carton"; however, the same information applies to all types of containers that might hold individual items.

2.2.2 When possible, pack cartons with items relating to only one PO. If cartons must contain items for more than one PO, ship items for no more than 5 POs per carton.

2.2.3 Pack cartons to weigh no more than 50 lbs/23 kg. If a single shippable unit weighs more than 50 lbs/23 kg itself, attach a label that clearly indicates "Team Lift" to all cartons. (See Section 3.4 for further information on warning labels).

2.2.4 Cartons containing jewelry or watches should be packed to weigh no more than 40 lbs/18 kg.

2.2.5 Carton dimensions should not exceed 25"/63.5cm on any side, unless the dimension of a single shippable unit exceeds 25"/63.5 cm in itself. Cartons that exceed 25"/63.5cm on any single dimension (i.e. non-conveyable) should fit on a standard 40"x48 "/1m x1.25m pallet, unless the carton dimensions of a single shippable unit exceed standard pallet dimensions.

2.2.6 Cartons and packing materials (e.g. dunnage, void fill) should sufficiently protect items in transit. As an example of an appropriate carton spec, we use an RSC (regular slotted carton), B flute, ECT-32 (edge crush test), 200BH (burst strength). Use of unacceptable packaging materials for shipping products to our fulfillment center will attract chargebacks.

2.2.7 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.

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

2.2.9 Cartons should not 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 our FC associates. Cartons should only be staged using standard pallet stacking requirements. Image shown on right is an example of what NOT to do. Please refer to Section 2.3 for pallet building requirements.

2.2.10 Cartons that are intended to be sold together (i.e. a set) weighing more than 100 lbs/45 kg should be placed on a single pallet (one sellable unit on each pallet) or be clampable. (See Sections 2.3 and 6.3 for pallet and clamp truck requirements).

2.2.11 A single, non-clampable sellable carton or unit (e.g. furniture) weighing more than 100 lbs/45 kg should always be palletized. Do not ship items in gaylords (pallet sized cartons).
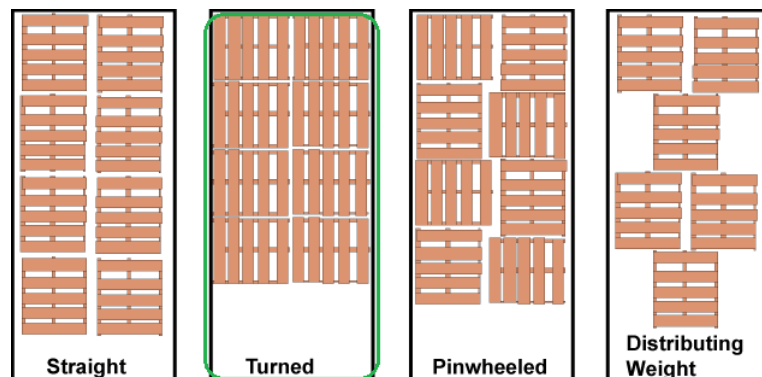
2.3 Pallet Building

2.3.1 When possible, palletize all LTL and TL shipments. Palletized loads are always preferred; however, Section 7 below presents instructions for floor loaded and slip-sheet shipments. All efforts should be made to build solid, flat top pallets that can be stacked for better truck utilization.

    2.3.1.1 When palletizing cartons for shipment, build pallets with the carton labels facing outwards to allow each barcode on carton to be scanned without breaking down the pallet.

2.3.2 Use GMA grade B or higher, 40" x 48"/ 1m x1.25m 4-way access, wood pallets.   GMA 1A grade pallets are preferred for grocery items. If a single, large item being shipped cannot fit on a 40" x 48"/1m x1.25m pallet without overhanging the edges, use a pallet size and type that is suitable for the item.

    2.3.2.1 In no event should pallets which are broken or pallets with missing slats ever be used.

    2.3.2.2 CHEP pallets meeting the GMA grade 1A and 1B are acceptable, but are restricted only to Grocery and Health & Beauty products. Amazon does not support the return or exchange of CHEP pallets.

2.3.3 Do not ship items on pallets made of weak materials, such as cardboard or particle board.

2.3.4 Do not ship items on PECO pallets, as they cannot be moved using a standard pallet jack.

2.3.5 Stack only one SKU per pallet, whenever quantities allow.

2.3.6 When shipping multiple SKUs on a pallet, physically separate the SKUs so that they are unmistakably easy to differentiate upon receipt. Affix a "Mixed SKU" warning label to the pallet (see Section 3.5).

2.3.7 Stack cartons on pallets so that they are stable and flush on all sides, whenever possible. Brick stacking, with heaviest items on the bottom is recommended.

2.3.8 Do not let cartons overhang the edges of pallets.

2.3.9 Pallet Height Standards - Pallet height can be either 50" (Short) or 100" (Tall). Two Short pallets can be double stacked to be one Tall pallet but no random height pallets are allowed. To allow for maximum truck cube, double stack pallets to maximize freight efficiency. Build pallets to a height of 50" (45" of inventory + 5" of pallet height).

2.3.10 Pallets should be built to come as close to the standard height without going over to allow for lift clearance and stacking opportunity. When double stacking of pallets is not possible due to product characteristics, pallets can be built to a height of 107" (102" of inventory +5" of pallet height) leaving a minimum clearance of 3" from top of pallets to roof of container (standard trailer is 110" high).

2.3.11 All inventories on pallets above 72" must be approved for handling with a squeeze clamp truck and comply with the clamp truck guidelines in Section 10 of this guide. Inventory that can't be handled with a squeeze clamp truck may not use this pallet option.

2.3.12 Regardless of pallet option, pallets may not exceed 1500 lbs/680 kg in gross weight.

2.3.13 Securely stretch-wrap cartons to pallets or secure larger items to pallets using non-metallic bands. 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. The use of clear stretch-wrap (vs. black) is preferred. Use corner boards to help protect and maintain the stability of cartons in transit. Inventory should be loaded on the pallet in a stable way so when the stretch wrap is removed inventory will not easily fall over but remain stable on the pallet.

2.3.14 Arrange double stacked pallets so that both pallets are accessible by a forklift from the same side. Maintain at least 3" between pallet stacks and container or trainer walls.

2.3.15 Pallet exchange or rental return is not available at our FCs.

2.3.16 Pallet loading for TL shipments should use a "Turned" configuration. This is 2 rows of pallets with the 48" dimension running on the width of the trailer and the 40" dimension running along the length dimension (see example below). This provides the best overall mix of utilization and load stability.

Straight   Turned   Pinwheeled   Distributing Weight

2.3.17 Refer to the Prep Instructions – Building a Pallet document in Vendor Central Resource Center under Operations section for a short video demonstration on building pallets

3   Labeling Inventory

3.1 General Labeling Requirements

Printer Requirements

Use a thermal transfer or laser printer:

3.1.1 Each label must be readable and scannable for 24 months. This means that the label must not smudge or fade for at least two years. To ensure that your labels last a long time, use the proper print media for your printer. For example, use laser paper and laser toner with a laser printer.

3.1.2 Use a printer with a print resolution of 300 DPI or greater.

3.1.3 Do not use inkjet printers. Inkjet printers are more susceptible to smearing and blurry images making the labels difficult to read or scan.

3.1.4 For supported printers and labels, check the software you're using to manage your inventory.

3.1.5 Amazon fulfillment centers currently use Zebra GX430t model printers.

3.1.6 Amazon highly recommends periodically testing the scannability of the barcodes. Use a tethered scanner to ensure each barcode scans properly.

3.1.7 Most labeling errors are caused by dirty printer heads. We recommend periodically testing, cleaning, or replacing printer heads on a regular basis.

3.1.8 Print a test page to ensure that your printer head is aligned properly.

3.1.9 Amazon reserves the right to dispose of or liquidate mislabeled Units if the owner is unknown or (when ownership is known) re-label a product at the vendor's expense.

Printing Labels

3.1.10 When you print your labels, make sure print settings do not scale the image or make it smaller to fit within the printable area.

3.1.11 By default, many printers will try to scale PDF files to fit within the printable margins. This will cause the labels to be misaligned when printed.

3.1.12 Depending on your printer and the software you are using, you should be able to set the scaling to 'none' or 100%. Some printers might refer to this as 'size to fit' or 'print to fit'.

3.1.13 If you are unable to locate printer settings and the labels are misaligning, we recommend contacting the printer manufacturer's technical support department or seeking support locally for additional assistance.

Printing Your Own Labels

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

3.1.14 Barcode, with appropriate quiet zone areas.

3.1.15 FNSKU: An identifier used by Amazon fulfillment centers to identify individual units of a specific retail sellable unit (ASIN). This is how Amazon identifies every Unit you send to us.

3.1.16 Title and description

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

3.1.18 Print Specifications:

Amazon support eleven label sizes:

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

SPECIFICATION	DESCRIPTION
Label color	White
Font type	Consolas (Windows), Monaco (Mac), Andale Mono (Linux)
Font size	Unless otherwise noted, we recommend 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 1" x 2" and 2" x 3". For example, you could use a label that is 1" x 3" or 2" x 2", as long as all the required information is included.
Label type	Removable adhesive

3.1.19 Barcode Specifications

SPECIFICATION	DESCRIPTION
Format	Code 39 and Code 128A
Height	Greater than 0.25" (or 15% of the barcode length)
Narrow barcode element	The specification depends on your printer's resolution. • For 300 dpi -- 13.33 mils • For 200 dpi -- 20 mils
Wide-to-narrow element ratio	3:1
Quiet zone (sides)	Greater than 0.25"
Quiet zone (top and bottom)	Greater than 0.125"

Note: The barcode should only scan to the FNSKU. No extra characters should be imbedded in the barcode.

Additional Information

For printing barcodes directly on Units:

3.1.20   If you would like to print barcodes directly on Units, use the UCC128 barcode. The UCC128 barcode standards are available on the Internet.

3.1.21   Amazon uses the UCC128 barcode (font) to encode the FNSKU or the ASIN in the barcode. We don't use any leading or trailing digits (application identifiers or checksum digits).

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

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

Books Mass Market Paperback Barcode Policy

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

3.2 Item Labeling

3.2.1   Ensure that each shippable/sellable unit has a product identification number (UPC, ISBN, EAN, ASIN, etc.) that is barcoded, as well as printed numerically on an easily-visible and scannable part of the exterior of the item or its point of sale packaging (see 3.1 for barcode specifications). No barcodes on individual items will attract chargebacks from vendors.

3.2.2   Do Not…

    3.2.2.1   Place faded labels on your Units.

    3.2.2.2   Wrap your label around corners or curves on the Unit because this makes the label unscannable.

3.2.3   Only one scannable barcode is permitted on a single shippable/sellable unit. All other barcodes need to be covered. i.e., cover master carton UPC label if the inner carton is the retail sellable unit. Make sure the label title matches the corresponding Unit. This ensures that your merchandise can be received, stocked, and sold.

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

3.2.5   **Amazon accepts Code 39 and Code 128A type barcodes.**

3.2.6   If you are shipping perishable items, explicitly mention the expiry dates information on every shippable/sellable unit. All units must arrive at an Amazon Fulfillment Center at least 90 days before expiration. Failure to comply will result in liquidation/destruction and chargebacks. Please refer the Prep Instructions - Items with Expiration Dates in the Vendor Central Resource Center under the Operations section for more information.

3.2.7   For cylindrical shaped units (i.e. pill bottles, beverage cans, etc.) barcodes must be placed vertically along the axis rather than horizontally around the cylinder to facilitate electronic scanning.

3.2.8   If appropriate for the type of item, also include style, size, color, etc. on the product label.

    3.2.8.1   Watches are required to be inserted in their boxes with a product label on the outside of the box, not on the watch.

    3.2.8.2   Apparel vendors should reference the Prep Instructions – Apparel & Textiles video**,** located in the Resource Center of Vendor Central for Apparel-specific item packaging and labeling instructions.

3.3 Carton Labeling

It is mandatory for vendors to provide the information about the contents of carton on a label pasted outside it. This label is required for every carton sent to Amazon and must have information in both **text** (section 3.3.1) and **barcode** (section 3.3.2) on same label.

3.3.1   General Labeling Requirements:

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

    3.3.1.2   Carton labels are recommended to be 4"x 6"/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 bar code is to be at least 0.25"/0.64cm wide

    3.3.1.3   Bar codes should always be printed in black ink. Color ink bar codes are not read by the scanners and may cause delays in receiving the product due to non-compliance.

3.3.1.4   All bar coded information, except PO, on the carton label is to be encoded in accordance with GS1-128 symbology specifications. (15 mils) is required, to support high-speed scanning. For PO, Code128 can be used.

3.3.1.5   Include the following information on carton labels in at least 12 point font:

Ship From	:	(Your Company's Name and postal address with ZIP code)
Ship To	:	Amazon FC node (e.g. PHX6) with postal address and ZIP code.
Attn.	:	(customer name if other than Amazon)
PO#	:	(list of all PO#s both in text & barcode). No PO on cartons will attract chargebacks.
Carton#	:	(#_____ of total # _____)
BOL#	:	(include the BOL# whenever possible)
Carrier Name & PRO #:		(include if available)
Lot ID	:	(if applicable)
Logistical unit identifier:		Barcode format (it can be one of the three options mentioned in section 3.3.2)

3.3.1.6   For cartons that contain only one kind of item, also include:

Product ID#	:	(UPC / EAN / ISBN, or another)
Quantity	:	(number of units contained)

3.3.1.7   For cartons that contain more than one kind of item, include Mixed SKUs instead of product ID#.

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

3.3.1.9   For SIOC (Ship in Own Container) items where every ASIN itself is a carton, the item UPC barcode can be placed instead of logistical unit identifier on the carton label to avoid an additional label for UPC barcode.

3.3.1.10   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 Fulfillment Center at least 90 days before expiration. Refer to Prep Instructions - Items with Expiration Dates in Vendor Central Resource Center under Operations section for more information.

3.3.1.11   Do not place carton labels over a seam of the carton. To preserve the readability of carton labels, place them on cartons at least 1.25"/3.2cm away from corners, edges or tape that may cover or distort the label. See diagram below:
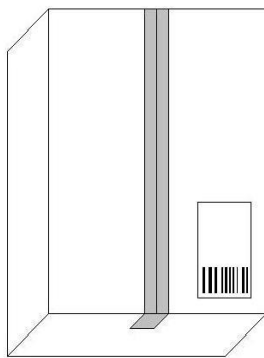
Examples of preferred top and side shipping label placement.
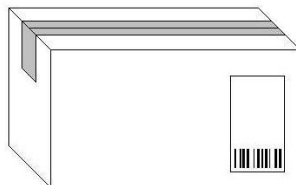
3.3.1.12   If shipping Small Parcel, each individual carton should have its own shipping label and PRO (tracking number). The picture of four cartons bundled together and is an example of what NOT to do. Instead, each box should be its own small parcel shipment with its own shipping label.

3.3.1.13   A complete list of Amazon North American FC names, addresses and EDI SAN codes can be found in the Amazon North America Fulfillment Center Address List document, located in the in the Vendor Central or Advantage website Resource Center http://vendorcentral.amazon.com (or http://vendorcentral.amazon.ca for Canadian vendors or https://advantage.amazon.com for Advantage vendors).
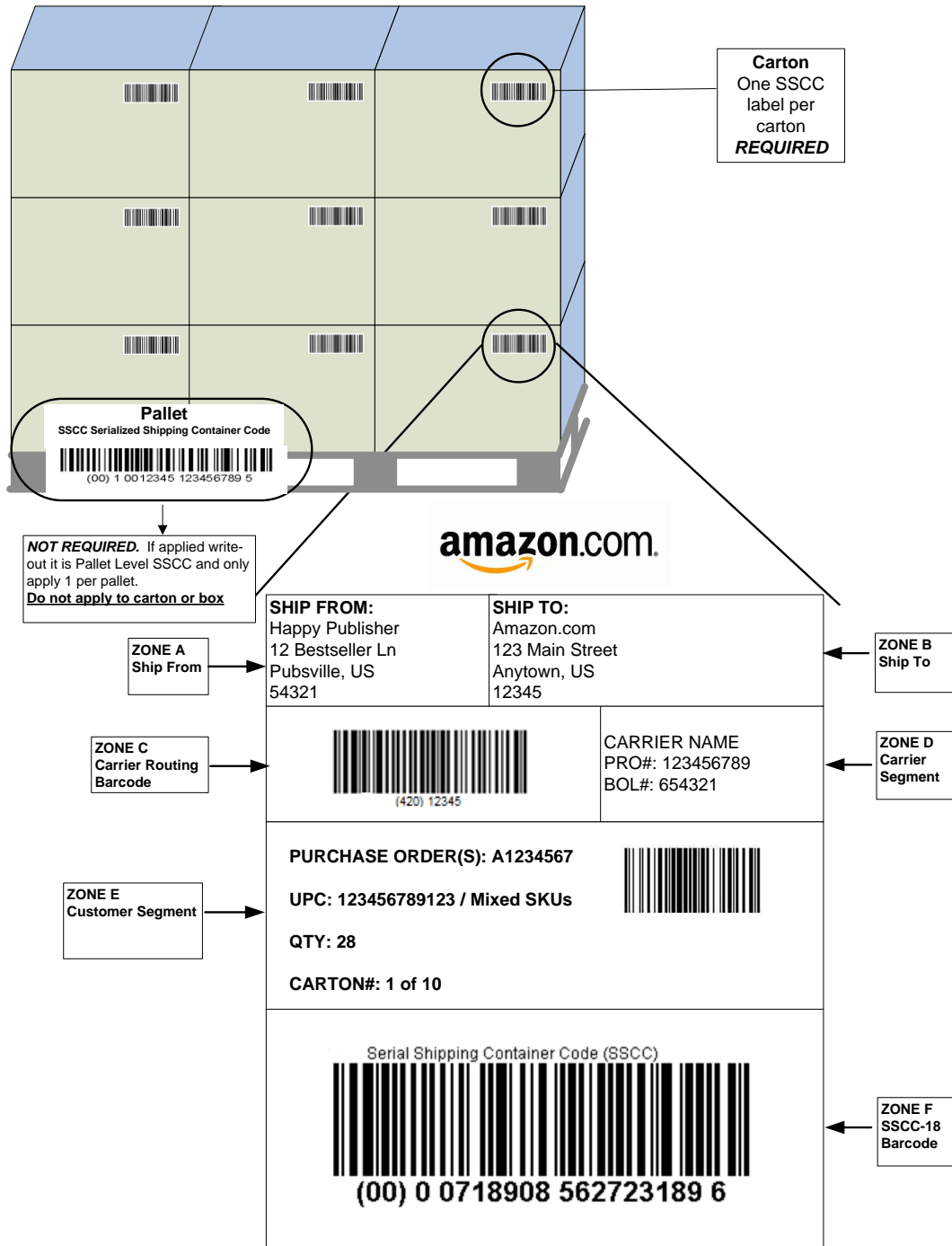
3.3.2   Updated carton labeling requirements - Logistical unit Identifiers

Vendors are required to provide identifiers on every cartons shipped to Amazon. These identifiers carry carton content data in a barcode format and **MUST** be provided in **any one** of the three formats (in ZONE F as shown in sample below):

   a)   SSCC (Serial Shipping Containerized Code) for LP Receive

   b)   BPS (Barcode Packing Slips) – 2D barcode shipping labels

   c)   VCLS (Vendor Central Labeling Solution) Barcode *(launched to all vendors in September 2014)*

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

Carton
One SSCC label per carton
REQUIRED

Pallet
SSCC Serialized Shipping Container Code

(00) 1 0012345 123456789 5

NOT REQUIRED. If applied write-out it is Pallet Level SSCC and only apply 1 per pallet.
Do not apply to carton or box

amazon.com.

SHIP FROM:
Happy Publisher
12 Bestseller Ln
Pubsville, US
54321

SHIP TO:
Amazon.com
123 Main Street
Anytown, US
12345

ZONE A
Ship From

ZONE B
Ship To

(420) 12345

CARRIER NAME
PRO#: 123456789
BOL#: 654321

ZONE C
Carrier Routing Barcode

ZONE D
Carrier Segment

PURCHASE ORDER(S): A1234567

UPC: 123456789123 / Mixed SKUs

QTY: 28

CARTON#: 1 of 10

ZONE E
Customer Segment

Serial Shipping Container Code (SSCC)

(00) 0 0718908 562723189 6

ZONE F
SSCC-18 Barcode

- In the label above Zone C and D are strongly recommended while Zone A, B, E and F are mandatory.
- If required, positioning of Zones (within a label) shown above can be changed by vendors.

3.3.2.1   SSCC (Serial Shipping Container Code) for LP Receive

License Plate (LP) receive is an industry-wide inbound process requiring Advance Shipment Notice (ASN) (refer section 5 for more details) with unique Serial Shipping Container Code (SSCC) for every individual carton. This unique identifier SSCC must be mentioned in ASN and provided in both text and barcode form on all cartons labels. By scanning this SSCC code, shipments can be linked to the product information available in ASN and all items under shipment can be received into the building without having to scan each item. For sending SSCCs on cartons and ASN, **vendor has to be EDI856 enabled** and must provide ASN with accurate carton level information (PO, ASIN, quantity of the items in the carton). Please ensure:

3.3.2.1.1   Each carton must have a Serial Shipping Container Code (SSCC) label in compliance with UCC-128 standards. Refer to www.uc-council.org for further information on UCC standards and implementation.

3.3.2.1.2   Provide SSCC numbers at carton level hierarchy in EDI856 under MAN*GM section.

3.3.2.1.3   Each SSCC label should contain the following:
- The words "SSCC", the numeric SSCC (in case the barcode doesn't scan) and a scannable SSCC-18 barcode preceded by the two leading 00s as the application identifier (AI). Sample carton label for LP is shown in previous page.

3.3.2.1.4   Once assigned to a shipping container, an SSCC number shall not be reused to identify another shipping container for a minimum of 12 months from the time it is shipped to Amazon.

3.3.2.1.5   The SSCC label should be placed 1" – 2"/2.5cm – 5cm from the side and the top edges of carton. The label should not be placed over a carton seam, or in a place where it might become obstructed by tape or another label, rendering it not scannable. SSCC labels should not be placed on the top of the carton.

3.3.2.1.6   Vendor can provide pallet level SSCC for single SKU pallet only. In all other cases, Amazon can currently receive only carton level LP labeling. **If you include a pallet label, attach it to the physical pallet or outside of the shrink-wrap.**

3.3.2.2   BPS (Barcode Packing Slips) – 2D barcode shipping labels

This is applicable for both EDI and non-EDI vendors. You can communicate the carton content information using a 2D barcode shipping label. Amazon accepts all 2D Barcode shipping labels that meet the GS1-128 standards. Vendors that have not invested in the GS1-128 standards and want to provide us the required information via a 2D barcode, can also use one of the following symbol formats (in order of preference from Amazon's stand-point):

a) PDF417 – Besides being an industry standard and one of the speediest formats to read, there is no character limit in this.

b) Data matrix

c) QR Code

d) Maxi – this has a 93 character limit.

Data captured in these barcodes must follow this hierarchy of variables:
- Starting 4 characters of every string should be AMZN
- Purchase Order Number (Code: PO)
- Item identifier (Code: ASIN/UPC/EAN/ISBN)
- Quantities (Code: QTY)
- Expiry date of items, applicable for perishable items only (Code: EXP)
- LOT ID , applicable for perishable items only (Code: LOT)

Every segment of above hierarchy should be separated with Commas. Colons are to be used between code and its values. Sample Labels and their desired output can be found in **APPENDIX 1**. Sample label for BPS can be found on right.

3.3.2.3   VCLS (Vendor Central Labeling Solution)

Amazon will also roll out a **Vendor Central labeling solution** in September 2014, for vendors who do not have the capability to leverage #1 or #2 options. These vendors will be required to provide the detailed item level information in vendor central for every carton. This information will be linked to a unique number generated (by Amazon) for every carton and this number will be available for download by vendors in barcode (in a 1-d label format) format. Vendors must put this barcode on corresponding carton and ASN. VCLS will work exactly same as option of SSCC. Sample label for VCLS can be found on right.

3.4 Warning Labels in Cartons

Warning labels affixed to cartons (in addition to carton labels) help to ensure accuracy and safety at our 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 each carton in your shipment:

3.4.1   "Team Lift" –Affix this warning label to every carton that weighs between 50 lbs/23kg and 100 lbs/45 kg.

3.4.2   "Mech Lift" –Affix this warning label to every carton that weighs more than 100 lbs/45 kg.

3.4.3   "Mixed SKUs" –Affix this warning label to every carton/pallet that contains more than one type of sellable unit (i.e. more than one SKU).

3.4.4   "Sold as Set / Quantity 1" –Affix this warning label to every sellable unit that contains multiple items that are intended to be sold together as a single SKU. Additionally, whenever possible, wrap items belonging in a set together within the carton to prevent them from being separated.

3.4.5   "Partial Quantity"–Affix this warning label to all cartons that contain fewer units than would make a full case.

3.4.6   "Multi-box Item: Part X of X"– Affix this warning label to any single item being shipped in more than one carton. Contact your Retail Representative prior to shipping multi-box items.

3.4.7   "ORM-D" -- Affix this warning label to every carton that contains product that has been classified as hazardous.

3.4.8   "Weights" – Affix this warning label to every carton that contains exercise/fitness weights such as dumbbells, etc.

Special packaging instructions can be found in the Amazon Product Restrictions and Special Packaging Instructions, located in the Resource Center of Vendor Central or Advantage website.

3.5 Pallet Labels

3.5.1   Affix a pallet label with the following information to each pallet:
- Pallet #_____ of _____ total.
- PRO, waybill, or other carrier tracking number
- SKU# or "Mixed SKU" label
- Bill of Lading number (BOL#)
- PO number (if units on pallet are for a single PO)

3.5.2   Pallet labels should be placed squarely (not on an angle) on two sides of the pallet on the fork lift entry sides. If the pallet is wrapped in plastic, the pallet labels must be placed on the outside of the plastic wrap.

3.5.3   If a pallet contains only single ASIN, there is no need to put label on every carton of pallet. Only 1 label per pallet is sufficient.

3.5.4   Vendors can provide pallet level SSCCs in case of single ASIN pallets.

Example of a correctly stacked and stretch-wrapped pallet

Example of a Pallet Label

amazon

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

4.1.1 The following information is required on all BOL's. **Information must be printed, NOT handwritten:**

• Vendor Name Street Address City, State and Zip Code DC Contact Name and Phone	• Amazon FC Name Street Address City, State and Zip Code

- Carrier Name and SCAC
- **Amazon Reference Number(s) (Collect shipments only)**
- Carrier's reference number (PRO #)
- **Specify freight terms: COLLECT, PREPAID, 3rd PARTY (check box on BOL form)**
- ALL Amazon Purchase Orders and invoice numbers (if you have invoice number at the time of shipping) contained in the shipment
- Handling unit quantity (pallet, carton, each) information. All 3 units of measure are required (not just pallet).
- Trailer and seal number
  - All seals must be ISO 17712 compliant and meet the following criteria:
    - Strong and durable against weather, chemical action, and undetectable tampering.
    - Must be easy to apply and seal.
    - Permanently and uniquely marked / numbered, and marked with an easily identifiable manufacturer's logo.
  - All truckload shipments, high-value shipments (>$250,000 USD) and shipments traveling more than 250 miles from origin to destination must receive a high-security bolt seal, with seal number notated on BOL.
- "Shipper Load and Count" or "SLC" printed on BOL when trailer is loaded and sealed without driver being given the opportunity to count or inspect freight

4.1.2 When shipping multiple orders from the same pick up location to the same FC on the same day, consolidate into a single shipment and prepare one BOL document.

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

4.1.4 Do not combine Amazon shipments with shipments for other sellers that fulfill through Amazon FCs. If shipping orders for a party that fulfills through Amazon FCs, create a separate BOL.

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

4.1.6 All shipments whose BOL's do not meet the above requirements will be refused upon delivery.

4.1.7 Vendors are responsible for ensuring that pallet and carton count quantities listed on the BOL are correct. Shortages discovered upon delivery may result in the filing of a freight claim.

4.1.8 A paper BOL must always include the BOL Number and Carrier Reference Number (PRO Number). A paper BOL must also reference ALL Purchase Orders, invoice numbers (if you have invoice number at the time of shipping) and Amazon Reference Numbers (Collect shipments only) that are included in a shipment so we may tie back to the invoice if there are any problems.

4.1.9 In turn, the EDI Advance Shipment Notification (ASN) must always reference ARN (Amazon Reference Number), PRO number and BOL number. Additionally, an ASN must provide details for all POs included on a shipment. Vendors are expected to provide a valid PRO number for the carrier (SCAC) they are shipping under. A list of common SCACs and their PRO number format is available in the EDI Specifications document in the Vendor Central Resource Center under the Technical section.

A sample Bill of Lading has been provided in APPENDIX 2.

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

5.1 ASN is sent against a shipment sent to Amazon and contains all of the required information used to communicate the contents and carrier tracking information to us.

5.2 Vendors are required to submit ASNs for all shipments, regardless of size or freight payment terms.

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 will be subjected to chargebacks.

5.4 This advance shipment notification should accurately reflect:
- ARN (Amazon Reference Number) in case of We-Pay/Collect shipment
- Valid Carrier Reference Number (PRO Number) for all shipments.
- Tracking number for all cartons in case of multi box Small Parcel Shipments
- BOL Number
- Carrier SCAC
- Purchase Order(s)
- UPC/ISBN/ASIN line items
- Shipping quantities of the shipment including number of cartons and pallets
- Expiration Date & Lot Number wherever applicable.
- Weight and Volume of Shipment.
- Serial Shipping Container Code (SSCC) for each carton or single ASIN Pallet should be included by all EDI enabled vendors OR VCLS (Vendor Central Labeling Solution) labels on every carton should be sent by all non-EDI vendors who are not using BPS (barcode packing slips). Refer to section 3.3.2.3 for more information.

5.5 All We Pay shipments should have ARN (Amazon Reference Number) mentioned in the ASN. ARN is generated once vendor submits routing request on Vendor Central. Refer to file 'Amazon Shipping Process (Collect Freight only)' available with this manual.

5.6 When submitting an ASN (EDI or non EDI, TL/LTL), a valid PRO # for the specified carrier must be definitely entered to avoid any chargebacks. In case of small parcel, tracking number for every shipped carton must be provided to avoid chargebacks. PRO number must match the PRO-SCAC Logic document available at vendor central > resource center > operations.

5.7 Vendors and Advantage Vendors who are not EDI enabled are required to submit ASNs in Vendor Central and Advantage website respectively. Vendors who are EDI enabled must send the EDI ASN 856 only and should not use Vendor Central or Advantage website for submitting the ASN, unless their EDI system is unavailable at that time.

5.8 ASNs cannot be deleted /canceled but they can be edited for 7 days from submission date or till the corresponding shipment arrives at our FCs (whichever is sooner). ASN can be edited via both EDI 856 and Vendor Central ASN Edit feature. Please refer the Editing an Advance Shipment Notification HELP page under Shipment Management category for more related information.

5.9 Vendors can request a block (set) of Progressive Rotating Order (PRO) numbers from each of Amazon's Contracted LTL Carriers. Refer to 'Addendum 4 - Amazon *Contracted LTL Carrier PRO Distribution Guide*' downloaded with this manual.

5.10 For detailed step by step instructions on how to submit a Vendor Central ASN, please refer the Submitting an Advance Shipment Notification HELP page under Shipment Management category within Vendor Central.

5.11 Starting 1st July 2014, Amazon is using X12 5010 version for EDI856 ASNs. For the detailed EDI 856 ASN specifications, refer *'Addendum 3 - NA EDI ASN Business Requirements'* downloaded with this manual.

5.12 It is important that vendors send accurate information in ASN. The key requirements and information can be found in *'Addendum 5 - ASN Training'* downloaded with this manual.

6 Transporting your shipments

6.1 Amazon Paid Freight [COLLECT]

Small Parcel:

6.1.1   ROUTING REQUESTS: Routing Requests are REQUIRED for US domestic small parcel shipments.

6.1.2   CARRIER: Assigned by Amazon in the routing email confirmation sent to vendors every 90 minutes between 10AM and 7PM local time. UPS or FedEx SERVICE (US only): Standard UPS Ground or FedEx Ground Service (US only). (If you have questions regarding this, please inquire using the "Contact Us" feature in Vendor Central or Advantage website.)

6.1.3   INSURED/DECLARED VALUE: DO NOT PROVIDE THIS TO THE CARRIER. (If you have questions regarding this, please inquire using the "Contact Us" feature in Vendor Central or Advantage website.)

6.1.4   ACCOUNT #: The carrier specific account numbers are available in the Vendor Central or Advantage website Resource Center or http://vendorcentral.amazon.ca for Canadian vendors for third party billing (Canada only).

6.1.5   ADVANCE SHIPMENT NOTIFICATION (ASN): All shipments require an ASN to be submitted via Vendor Central or Advantage website or EDI.

6.1.6   SHIPMENTS COMING INTO NORTH AMERICA: Please refer to the **Import Requirements** document in the Vendor Central Resource Center for international account numbers and additional requirements. UPS is the only approved carrier for international shipments.

6.1.7   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, and Amazon Reference Number (ARN).

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

6.1.8   CARRIER: Assigned by Amazon in the routing email confirmation sent to vendors a day before freight ready date.

6.1.9   SERVICE: Standard Ground.

6.1.10   TERMS: Collect or Freight Collect.

6.1.11   ACCOUNT #: Not Required.

6.1.12   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. Non-palletized shipments should be properly called out in the routing request submission form. Routing Request cutoff time is 10:00 AM PST. Routing Requests submitted after the cutoff time will be processed the following day.

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

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

6.1.13   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, and Amazon Reference Number (ARN).

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

6.1.15   Routing Requests and ASNs (for non EDI vendors) can be submitted using the Shipments tool under ORDERS tab in Vendor Central. Additional information related to ASNs, Routing Requests and the manner in which pickups will be scheduled can be found in the FAQ Section of this manual and also in Vendor Central HELP section under Shipment Management category.

6.1.16   More information on ARN can be found in *'Addendum 2 - Amazon Shipping Process - Collect Freight'* downloaded with this manual.

Expedited Shipping:

6.1.17   Shipments are to be expedited at the discretion of your Retail Representative. In most cases, your Retail Representative will engage you in advance with expedited shipment instructions.

6.1.18   If you have not been given feedback to expedite a shipment and you believe your shipment should be expedited, please submit a Routing Request with the earliest possible Freight Ready Date and contact your Retail Representative for additional instructions.

6.1.19   In some cases, the decision to expedite a shipment will occur after Routing has been submitted and/or the shipment has been tendered to a carrier. When this occurs, your Retail Representative will contact you to provide revised shipping instructions, which may include a new carrier assignment and/or pickup time. Your Retail Representative and its carrier will work with you to schedule a revised pickup time based on your availability.

6.2 Vendor Paid Freight [PREPAID]

6.2.1   Though we acknowledge the right of our vendors to ship prepaid shipments via a carrier of your choosing, Amazon strongly recommends that you utilize our preferred carriers. Amazon's preferred carriers are better prepared to handle shipments into our locations, as they are fully aware of the particular freight management requirements that are necessary to best serve our account and accomplish deliveries in the most expeditious and economical manner possible. Please refer the **Amazon NA Preferred Carrier Contact Details** document in the Vendor Central Resource Center under the Operations section for our partnered carrier's contact details.

6.2.2   **All shipments, including Small Parcel shipments, require an ASN (Advanced Shipment Notification).** ASNs can be submitted via Vendor Central or Advantage website (in the Shipments tool under the ORDERS tab) or EDI 856 (see EDI Specifications Document in the Resource Center of Vendor Central).

6.2.3   Carrier Expectations

6.2.3.1 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.

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

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

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

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

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

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

6.2.3.2.6 Very small carton deliveries will be accepted on other forms of transport, i.e. small parcel carriers.

6.2.4 Timeliness of Deliveries

6.2.4.1 The Amazon FCs schedule appointments and labor resources to ensure a vehicle's waiting time is kept to a minimum. In order to achieve this, suppliers should ensure that the agreed appointment time is met. Suppliers are also reminded to carefully check the warehouse address before the delivery is made.

6.2.4.2 Late deliveries are subject to refusal and/or chargebacks. Where a carrier/supplier recognizes that a delivery may be late, they should contact the FC stating the expected time of arrival and the reason for the delay. The FC will make every effort to accommodate late arrivals, provided this does not adversely affect other suppliers' delivery times. Failure to comply will result in chargeback.

6.2.4.3 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 will be required to request a new appointment with Amazon FC.

6.2.5 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:

6.2.5.1 Amazon Delivery Appointment Number (ISA #)

6.2.5.2 Bill of Lading documentation (see Section 4 for BOL requirements)

6.2.6 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).

6.3 Appointment Process - CARRIER APPOINTMENT REQUEST PORTAL

6.3.1 **Carrier Appointment Request Portal (CARP)** All carriers are required to utilize CARP (http://transportation.amazon.com/) to request a delivery appointment at Amazon's FCs. Please note that this requirement applies to less-than-truckload (LTL) and truckload (TL) shipments and does not apply to small parcel shipments. For more information on small parcel, please refer to the **Small Parcel FAQ** documents in the Resource Center of Vendor Central.

6.3.2 **What should vendors do?**

6.3.2.1 Vendors should inform their carriers of this portal. Carriers need to visit the Transportation Central Portal at https://transportation.amazon.com/login.do and request an account. Vendors must provide complete order information to carrier to ensure accurate and complete information upload into CARP.

6.3.2.2 Vendors should ensure carriers have a valid SCAC code before the carrier submits a CARP account request.

6.3.2.3 Vendors should not request a CARP account on behalf of their carrier as that request will be denied.

6.3.3 Carriers should utilize the 'HELP' link located on the Login page for assistance.

6.3.4 Additional Appointment Information for Vendor Paid Freight:

6.3.4.1 All carriers delivering Vendor Paid freight are required to schedule delivery appointment 24 hours or more in advance of the desired appointment date. The carrier must specify a desired appointment date and time on the request form.

6.3.4.2   No shipments will be accepted at the FC without a scheduled appointment. If the scheduled appointment is missed by 30 minutes or more, the freight will be refused and a chargeback fee may be assessed. A new appointment request will be required to grant a new appointment for delivery.

6.3.4.3   Vendors must provide the carrier with a complete list of PO #s (Purchase Order) and BOL information, and instruct the carrier that Amazon will require this information when scheduling a dock appointment.

6.3.4.4   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 4 for BOL requirements.

6.3.5   If your carrier is having appointment related issues: Ask your carrier to contact the FC directly. For FC contact details or any technical assistance, carrier can refer their CARP help section. If your carrier don't find a solution to their issue, please create a 'contact us' via vendor central.

7   Loading Shipments

7.1 Floor-Loading

7.1.1   Palletize all shipments, whenever possible. Floor-loaded shipments requiring extensive handling may be refused or incur additional charges on a case-by-case basis. Any additional charges assessed would vary based on the extra labor required which can vary significantly from shipment to shipment.

7.1.2   Stack cartons into columns. Cartons should not be bundled together with any kind of straps, zip ties, tape, etc.

7.1.3   Only floor-load freight into containers that are at least 96"/ 2.5m tall and make sure that the overall height of carton stack allows 3"/ 8cm of clearance from the top of the stack to the roof of the container.

7.1.4   When loading the trailer, maintain at least 3"/ 8cm between cartons stacks and container walls, air bags should be used for stability and to maintain the separation in transit.

7.1.5   All shipments should be properly secured using load bars/straps. It is the shipper's responsibility to ensure that shipments are loaded into a trailer in a manner that prevents the load from shifting during transit. When using Intermodal transportation (COFC), always use a load strap, never a load bar to secure loads.

7.1.6   Ensure that all cartons (regardless of weight) conform to the slip sheet or clamp truck instructions below.

Example of floor loaded product correctly staged in a container

7.2 Slip Sheets

7.2.1   Insert slip sheets between the floor and product, as well as between layers. Overall height of stack should allow 3"/ 8cm of clearance from the top of the stack to the roof of the container.

7.2.2   Use only slip sheets of industry standard pallet size, 40"x48"/ 1mx1.25m.

7.2.3   Product exceeding 48"/1.25m in length must be loaded along the length of the container or trailer.

7.3 Clamp Truck Guidelines

7.3.1   When loading the trailer, maintain at least 3"/ 8cm between stacks and between stacks and container walls.

7.3.2   Make sure that the overall height of stack allows 3"/ 8cm of clearance from the top of the stack to the roof of the container.

7.3.3   Arrange each tier to be uniform and aligned relative to the other tiers on the footprint so that all four sides of the freight stack can be safely 'squeezed' by a clamp. Tier heights may vary.

7.3.4   Use spacers between stacks to prevent them from shifting during transit. All shipments should be properly secured using load bars/straps. It is the shipper's responsibility to ensure that shipments are loaded into a trailer in a manner that prevents the load from shifting during transit.

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8   Safety and Quality Requirements

8.1 Trailer/Shipment Safety and Loading Requirements

8.1.1   Due to safety concerns, the use of trailers with uneven or corrugated floors, (such as in refrigerated trailers) is highly discouraged. In the event that product must be shipped in a climate controlled trailer, product must be palletized. Non-palletized (floor loaded) product that arrives to Amazon FCs on a trailer with uneven or corrugated floors will be refused.

8.1.2   A trailer, shipment or portion of a shipment is subject to refusal at the FC if FC associates are unable to safely unload product from the trailer or to verify the contents of a shipment. Common reasons for freight refusals include, but are not limited to:

    8.1.2.1   Pallets shifting in transit

    8.1.2.2   Pallets/product stacked less than 3"/ 8cm from roof and walls of the trailer, preventing the FC from safely unloading the product.

8.1.3   If there are multiple pallets for the same PO, all pallets of the same PO must be loaded together throughout the trailer, provided all overweight axle guidelines are met.

8.1.4   Consolidate small parcel or LTL shipments where possible.

8.2 Quality Assurance

In an effort to help our vendors meet operational expectations, Amazon collects and reviews vendor operational performance data on a continual basis. We use this data to identify and address noncompliance in vendor operations. Depending on the severity of noncompliance, Amazon may initiate communication with vendors in a number of ways to help bring awareness and a resolution to the situation. Vendors may receive a one-time contact regarding an isolated incident or may have ongoing communication with an Amazon Representative in order to rectify more consistent problems. Amazon will often share data in order to educate vendors on operational issues. Whenever necessary, Amazon may return merchandise at vendors' expense and/or assess charges to vendors to offset expenses incurred as a result of vendor noncompliance with operational standards. More information on the Vendor Chargeback System is available in the **Infraction Management** section of HELP inside Vendor Central. To help ensure continuous levels of quality, it is necessary to communicate to your Retail Representative well in advance of any circumstances that may compromise or interrupt service, such as system changes or facility closures.

9   Returns

9.1   Returns of items that were received and met the requirements of fulfilling a purchase order (see Section 1) will be subject to the terms agreed upon by the vendor and Amazon Retail Representative.

9.2   All deliveries to Amazon that do not meet the requirements of fulfilling a purchase order (ex: overages, damaged product, wrong delivery location) may be rejected or returned to the vendor at the FC or Retail Representative's discretion, and at the vendors' expense. These returns are not subject to the agreed upon terms of returns, as they are considered to be caused by vendor non-compliance.

9.3   Vendors must attempt to find resolution with the Retail Representative prior to refusing any returned items. If the vendor believes they were incorrectly billed for a return (Shortage, Rejection, Pricing, etc.) they can submit a dispute using 'Contact Us' case feature present at the bottom of all pages on Vendor Central.

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

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

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

9.3.2   **Vendor Returns (VRET) – Dispute**

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

9.4 The **Amazon Returns Shipment ID**, located on the returns packing slip, must be included with the vendor's credit memo. Please note that you do not need to submit a credit memo to Amazon for returns unless your account is not setup to deduct from payment. In most cases a credit memo should not be sent. If you are uncertain of your account setup, please ask your Retail Representative.

9.5 Please ensure that you keep your **Vendor Return Address** information in Vendor Central or Advantage website ('Return Addresses' Section under 'Account Settings' heading) up to date twice a year.

9.6 Return Merchandise Authorization (RMA)

    9.6.1 RMA enables the vendor to query and authorize their own returns in Vendor Central or Advantage website. For the removals, requiring authorization, an auto email is sent to the vendor (through Vendor Central or Advantage website) notifying them they need to take some action on the removal.

    9.6.2 Vendors can review and authorize the removals by going to the Returns Section of the ORDERS tab in Vendor Central or Advantage website. Vendors can authorize the entire return or approve the individual items.

    9.6.3 The vendor should take action within 2 weeks. In the case that it remains untouched for 1 week, an escalation email is sent to the Vendor and the respective Retail Representative. In the case that it remains untouched for 2 weeks, then system may automatically confirm it.

10 International Shipments

Amazon has arranged with some Vendors to provide products directly from overseas, which require the engagement of international freight forwarding, international transportation, US customs brokerage, and other services not otherwise required for domestic shipments. This includes vendors whose physical address may be in the United States but has arranged a transaction with Amazon.com under INCOTERMS FOB or FCA (Foreign port of lading). Please see the **Global Imports Requirements Manual** Document, located in the Resource Center of Vendor Central or Advantage website, for further information regarding International shipments. For direct imports via small parcel and LTL/TL between US and CA, commercial invoices must be provided for all shipments. Commercial invoices can be generated via Vendor Central during both the ASN and Routing Request submission process. To learn more, please search Vendor Central help for "commercial invoice." If you are unable to create a commercial invoice in Vendor Central, please ensure that a commercial invoice is completed according to the requirements found on page 4 of the Global Imports Requirements Manual. Documentation of requirements specific to importing and exporting across the US/Canadian border can be obtained by contacting the North American Import Manager at imports@amazon.com.

11 Glossary of Terms

Advanced Shipment Notification (ASN): An electronic notification of pending deliveries; an electronic packing list

Amazon Reference Number (ARN): The ARN is a reference number that Amazon generates when a shipment has been routed and a Carrier has been assigned to make a pick-up. This number is ONLY generated for shipments that Amazon assigns to Truckload, Less than Truck Load and Small Parcel carriers.

ASIN (Amazon Standard Item Number): A unique identifier for all products in the retail catalogue

Bill of Lading (BOL): A document issued by an entity providing transportation services that serves three purposes: 1) serves as receipt for the goods delivered to the carrier for shipment, 2) defines the contract of carriage of the goods from the point of origin to the point of destination according to the responsibilities of the service provider listed on the bill of lading, 3) under certain conditions, provides evidence of title for the goods.

Bill of Lading Number: A unique number assigned by the shipper when creating the Bill of Lading.

Carrier Appointment Request Portal (CARP): Web based portal that carriers utilize to request a delivery appointment at Amazon's FCs.

CHEP Pallet: Commonwealth Handling Equipment Pool Pallet provided by CHEP Pallet Pooling service.

COFC (Intermodal): Rail mode of transporting container on flatcar as opposed to the rail mode of TOFC (trailer on flatcar).

Collect: The consignee (Amazon) pays the freight charges.

Consolidation: Occurs when multiple shipments are combined into one truck.

Cube: The amount of space a shipment occupies on a trailer

EAN (European Article Number): A 13-digit product identifier representing products as a barcode used internationally.

EDI (Electronic Data Interchange): A method of transmitting data in formatted messages electronically between Amazon, vendors, carriers, and drop shippers using the EDI standards X12 (for US and JP) or EDIFACT (for EU).

Fulfillment Center (FC): Amazon facilities, designed to hold goods for extended periods of time and ship product directly to our customers.

GMA Pallet: Pallet provided from Grocery Manufacturers Association (GMA) Pallet Recycling Corporation.

Hazardous Materials (Hazmat): Products which are classified as dangerous goods under the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) because they contain flammable, pressurized, corrosive, environmentally hazardous or otherwise harmful substances.

ISBN (International Standard Book Number): Global industry-standard identifier, used principally for books and used some DVDs, CDs, etc.

Less than Truckload (LTL): A shipment that does not fill a full truckload (generally, < 50% of a truck) is picked up by an LTL carrier and consolidated with other Vendor's shipments before being delivered to Amazon's FC.

License Plate (LP) Receive: Receive process where items are received by scanning a barcode (SSCC) on the outside of the package, thus eliminating the need to scan each item**.**

ORM-D: Marking for consumer commodities in the United States that identifies other regulated materials for domestic transport only. Packages bearing this mark contain hazardous material in a limited quantity that presents a limited hazard during transportation, due to its form, quantity, and packaging.

Packing List: A Vendor prepared document that lists all merchandise and quantities of merchandise in a particular shipment.

Pallet: Movable platform used to stack cases or boxes to facilitate handling.

PECO Pallet: Pallet from the PECO pallet rental service.

Prepaid: The consignor (Vendor) pays the freight charges.

PRO Number: A unique number assigned by a motor freight carrier to identify a specific shipment.

Purchase Order (PO): The actual contract that we have with the vendors that represents Amazon's product orders from those vendors.

Retail Representative: Person from Amazon side who purchases goods/manages inventory and/or manages the Amazon/Vendor relationship.

Return Merchandise Authorization (RMA): A process that enables the vendor to query and authorize their own returns in the Vendor Central or Advantage website.

Routing Request: A vendor-facing, web based application that facilitates the routing of inventory from a Vendor's distribution center to an Amazon FC. Required for all collect shipments irrespective of weight

SCAC (Standard Carrier Alpha Code): A unique, four-letter alpha code used to identify a carrier.

SSCC (Serialized Ship Container Code): An 18-digit number used to identify logistics units; used in LP Receive.

SKU (Stock Keeping Unit): A merchant specific identifier for a purchasable good.

UPC (Universal Product Code): A standard type of barcode widely used in North America for tracking trade items.

Vendor: The party from whom Amazon purchases goods.

12 FAQs

12.1 Shipment Preparation
12.1.1 My product has some special packaging or shipping requirements?
Please refer *Addendum 2 - Product Restrictions and Special Packing* Instructions or contact your Retail Representative for guidance.

12.2 Vendor Central or Advantage website
12.2.1 How do I obtain access to Vendor Central or Advantage website?
Contact your company's Vendor Central or Advantage website account administrator or your Retail Representative. The website address can be found at http://vendorcentral.amazon.com (http://vendorcentral.amazon.ca for Canadian vendors, https://advantage.amazon.com for Advantage vendors).
12.2.2 How do I add additional users to Vendor Central or Advantage website?
See your company's Vendor Central or Advantage website account administrator or contact your Retail Representative for assistance. The account administrator must send an invitation to the new user for login creation.
12.2.3 Why are user associations and member permissions to Vendor Central or Advantage important?
Keeping your member permissions up to date will ensure that you/your company are always able to access and manage your business through the Vendor Central/Advantage websites. Also, managing your contacts list will make sure all Amazon Communications like monthly newsletters reach the appropriate owners in your company.
12.2.4 What is an Amazon Reference Number (ARN)?
The ARN is a reference number that Amazon generates when a shipment has been routed and a Carrier has been assigned to make a pick-up. This number is ONLY generated for shipments that Amazon assigns to Truckload, Less than Truck Load and Small Parcel Carriers.
12.2.5 How do I get access to Routing Requests on the internet?
Once you have logged into Vendor Central; if you do not see 'Shipments' under ORDERS as an option – reach out to one of your Vendor Central Administrator for assistance. These individuals have the ability to provide you with this access. If however these individuals are not available, please contact your Amazon Buying Representative.
12.2.6 What do I do if I have forgotten my Vendor Central or Advantage website password?
If you have forgotten your password, please use the 'forgot your password' link on the Vendor Central or Advantage website login screen.

12.3 Routing Requests
12.3.1 What is the difference between an ASN and a Routing Request?
An ASN is used to notify Amazon of a shipment that is in transit to the Amazon warehouse. The ASN is at the line item PO/ASIN level. A Routing Request is a notification to Amazon that a freight shipment of vendor products is ready to be picked up from the vendor's location and delivered to the Amazon warehouse.
12.3.2 Who should use Routing Requests?
All Vendors who ship freight to Amazon, where Amazon is paying for the freight should use the Vendor Central Routing Request function.
12.3.3 When can I start using the Amazon Vendor Central website for my Routing Request submissions?

Once you have been given a sign-on into your company's Vendor Central account, you should begin utilizing this system immediately. Instructions are located within the "Help" link under Resources within your Vendor Central account.

12.3.4 Is the Vendor Central Routing Request function a requirement?

Yes. Routing Request is a must for all collect POs as that is the process we use to tender shipments to carriers. Once your request has been submitted, Vendor Central then sends out this data in an automated format to the designated carrier, as well as the assigned Amazon FC.

12.3.5 When should a Routing Request be submitted?

As soon as the shipment is ready to be picked up and the PO is within the ship window dates provided on the purchase order(s).

12.3.6 Where can I obtain Vendor Central Routing instructions?

You can access the instructions in Vendor Central, listed under the HELP > Shipment Management Section link.

12.3.7 How many PO's should I put on my Routing Request?

Please consolidate and add as many PO's that are going to the same location as possible to one Routing Request.

12.3.8 I'm trying to submit a Routing Request and am asked to provide BOL #, but I don't have one. What do I do?

If you are unable to provide the BOL # at the time of routing, you can use an alternate reference number such as an internal order or invoice number (if you have invoice number at the time of shipping). The reference number should be a unique number that your firm would use to reference this shipment. You should later enter the actual BOL # in your ASN and provide the same to the carrier.

12.3.9 When will I receive a response to my Routing Request?

Our systems process these requests daily on the following schedule:

1)All Static Milk Run associated Routing Requests are processed at 10:00AM Pacific Standard Time on the week day prior to the scheduled pickup date (Freight Ready Date should correspond to the agreed upon pickup schedule).

2) All other Routing Requests are processed on the week day prior to the indicated Freight Ready Date on an hourly basis between 10:00AM and 00:00 (midnight) Pacific Standard Time.

12.3.10 Who should I notify if I have feedback or concerns about Routing Requests or routing responses?

Please submit this information to us via "Contact-Us" (link located at the bottom of every Vendor Central page) and select 'Shipments' as the Support topic and 'Routing Requests – …' as the Specific issue.

12.3.11 I am not receiving email confirmations for submitted Routing Requests/I want the routing response emails to go to someone else in my company, how do I change this?

You can update the contacts and email addresses for your company in the Warehouse Address link of Vendor Central or Advantage website.

12.3.12 Who do I call to have my shipment picked up?

Unless instructed otherwise by Amazon Transportation, the assigned carrier will contact you to arrange for pickup of the shipment. Your Routing Request response will contain the carrier's contact information in case you need to make special arrangements or follow up on your request.

12.3.13 When will I be contacted by the carrier to pick up my shipment?

For LTL shipments, the carrier will contact you within one business day from the receipt of your request.

For Truckload shipments, the carrier will first secure the delivery appointment with the destination FC. Once the delivery appointment is finalized, the carrier will contact you to schedule the pick-up appointment.

12.3.14 Who should I contact regarding 'Amazon Paid Shipment' Carrier related pick-up and delivery issues?

Please use "Contact Us" to report this information to use. Select "Routing Requests" or Shipment Management as the issue and "Freight Not Picked Up" as the sub-issue.

12.3.15 How do I make changes to my Routing Request after it has been submitted / processed?

Routing Requests can be edited or deleted after submission until they are tendered but they cannot be modified after they have been processed or tendered to a carrier. If you have any questions regarding editing your routing request, please submit a "Contact Us" case within Vendor Central. Select "Shipments" as the Support topic and "Routing Requests - Edit Routing Request details" as the Specific issue.

12.3.16 How can I add a PO to my already submitted / processed Routing Request?

You cannot add new POs to an already submitted/processed Routing Request. If you have additional POs to ship, please submit a separate Routing Request.

12.3.17 Additional information about the Routing Request submission process, including other commonly asked questions, can be found in the Help Section of Vendor Central.

12.4 LP Receive

12.4.1 What is License Plate (LP)?

License Plate is a type of receive that utilizes electronic information provided by the vendor (via an EDI 856 ASN transmission), in conjunction with industry-standard UCC-128 SSCC labeling on each carton. The items are received by scanning a SSCC barcode on the outside of a carton, eliminating the need to scan each item. LP receive is an industry practice and widely adopted by many retailers.

12.4.2 What is an ASN?

The ASN represents Advanced Shipment Notification from vendor to Amazon that communicates the shipment contents and carrier tracking information to Amazon. This notification is sent in advance of the arrival of the shipment at the destination warehouse. The ASN needs to be received by Amazon before the appointment time.

12.4.3 What is EDI?

EDI or Electronic Data Interchange is a method of transmitting data in formatted messages electronically between Amazon, vendors, carriers, and drop shippers using the EDI standards X12 (for US and JP) or EDIFACT (for EU). We strongly advise you to implement EDI system and process.

12.4.4 What is an SSCC?

SSCC stands for Serialized Ship Container Code, which is an 18-digit number used to identify logistics unit used in LP Receive. The number is always accompanied by 2 leading 00 which is the application identifier for this code. The total digits making up the SSCC is 20. The SSCC has to be a unique number and cannot be reused for a period of 1 year.

12.4.5 How do I obtain SSCC information

You can follow the information below to learn more about SSCC information and how to implement:

http://www.gs1us.org/resources/standards/sscc

Phone: +1.937.435.3870

E-mail: info@gs1us.org

12.4.6 I am a non-EDI vendor, will I be able to do LP?

First, we strongly advise you to make plan to implement EDI system and process.

If you are not EDI vendor and sending ASN through Vendor Central, you have to use either barcode packing slip (2D barcode) or Vendor central labeling solution (VCLS) explained in section 3.3.2. It will involve minor system and process change on your end but it requires you to continue accurately report tracking number and shipping items associated with each parcel box in Vendor Central.

12.4.7 I am an EDI vendor, but I cannot send SSCC. Will I be able to do LP?

First, we strongly advise you to make plan to implement EDI system and process.

If you are not EDI vendor and sending ASN through Vendor Central, you have to use either barcode packing slip (2D barcode) or Vendor central labeling solution (VCLS) explained in section 3.3.2. It will involve minor system and process change on your end but it requires you to continue accurately report tracking number and shipping items associated with each parcel box in Vendor Central.

12.4.8 Can the SSCC be at a pallet level?

Yes, only when pallet has single SKU. In all other cases, SSCCs need to tie to cartons. Each individual carton currently needs to have its unique SSCC label along with the respective item information (PO, ASIN, quantity) in the ASN. Specifically, when shipping full single ASIN pallets, vendor needs to make sure to set up correct EDI message with "P" identifier in HL clause, instead of "T".

12.4.9 Can I be LP certified if I ship single ASIN pallets with only pallet label applied, mixed ASIN pallets and parcel shipments (carton SSCC label applied)?

Yes. We can still LP receive other LP eligible shipments from the vendor. Single ASIN pallets with pallet level SSCC label only will NOT be counted as miss opportunity for vendors.

12.4.10 Can multiple ASINs or multiple POs be sent in one carton?

Yes mixed ASINs and mixed POs (maximum 5 POs) are allowed in the same box, and they should all tie to the unique SSCC assigned for the box (as well as the same SSCC code in ASN).

12.4.11 Can items requiring prep or special handling be received as LP?

ASINs that have expiration dates, require prep or LPN, need cubiscan, need photo sidelining, or have mixed hazmat items are identified as exceptions and cannot be received via the LP process path. Vendors are strong advised to NOT mix LP exception ASINs with other ASINs that have no exception situations.

12.4.12 Can errors in the ASN be corrected?

Errors in the EDI ASN like missing information, wrong SSCC etc. can be corrected by resending the ASN with the same shipper ID number. This will be considered an ASN edit and the information will be updated in the ASN. Errors in ASN from Vendor Central can also be edited after submission.

12.4.13 How do I know I am certified for LP receive?

Currently you need to contact Amazon to find out whether you are certified. The LP team is working on updating the vendor status in Vendor Central.

12.4.14 Is there chargeback for LP violations?

Currently there is no direct chargeback for LP violations. There are existing chargebacks for certain violations impacting LP receive, such as no ASN and late ASN.

12.4.15 How will I know my LP performance?

Currently LP defect rate is published in Vendor Central. We are working on providing visibility to LP receive missed opportunity and your shipment accuracy between physical and virtual confirmation. On the other hand, you may be contacted by Amazon with specific examples when LP defects occur. In such cases we will need your support for root cause investigation and corrective actions.

12.4.16 Who can be contacted to know more about the program?

Your vendor managers can provide information and answer your general questions about the LP program. You can also send email to lp-vendor-interest@amazon.com to get support from the LP team.

12.5 Miscellaneous

12.5.1 How do I turn on a segment in EDI specification for LP?

Refer to page 37 of EDI Mapping Document available in the **EDI Specifications** document in Vendor Central Resource Center under Technical Section and map the SSCC number to that reference field. Please contact: lp-vendor-interest@amazon.com for questions.

12.5.2 Where can I download the latest copy of the Vendor Prep & Transportation Manual?

The manual can be found in the Resource Section of Vendor Central under Operations section

12.5.3 How do I report website issues or errors?

Please submit this information via a "Contact Us" case available at bottom of every vendor central page. Please select the correct Support Topic and Specific Issue to reach the concerned team directly.

12.5.4 I have questions about shipping small parcel shipments to Amazon, where can I get more information?

Please see the **Small Parcel FAQs** document located in the Resource Center in Vendor Central.

13 Appendix 1 – Sample BPS (barcode packing slips)

Example	Barcode Sample

1 PO with single UPC PO# = 3T435V4Y UPC = 847603044631 Quantity = 24 Expiration Date = 28 Feb 2014 Lot Number = AMC78D018-124B This is how scanned barcode should read: **AMZN,PO:3T435V4Y,UPC:847603044631,QTY:24,EXP:140228,LOT:AMC78D018-124B**	
2 POs with single UPC PO# = 3T435V4Y PO# = 3T435V4A UPC = 847603044631 UPC = 847603044631 Quantity = 24 Quantity = 12 Expiration Date = 28 Feb 2014 Expiration Date = 01 Mar 2014 Lot Number = AMC78D018-124B Lot Number = AMC78D018-124B This is how scanned barcode should read: **AMZN,PO:3T435V4Y,UPC:847603044631,QTY:24,EXP:140228,LOT:AMC78D018-124B, PO:3T435V4A,UPC:847603044631,QTY: 12,EXP:140301,LOT:AMC78D018-124B**	
1 PO with one ASIN and one UPC PO# = 3T435V4A PO# = 3T435V4Y ASIN = B00H1BPQ1Y UPC = 847603044631 Quantity = 24 Quantity = 12 Expiration Date = 01 Mar 2014 Expiration Date = 01 Mar 2014 Lot Number = AMC78D018-124B Lot Number = AMC78D018-124B This is how scanned barcode should read: **AMZN,PO:3T435V4A,ASIN: B00H1BPQ1Y,QTY:24,EXP:140301,LOT:AMC78D018-124B,UPC:847603044631,QTY: 12,EXP:140301,LOT:AMC78D018-124B**	
1 PO with two UPC PO# = 3T435V4Y PO# = 3T435V4A UPC = 776403045720 UPC = 847603044631 Quantity = 24 Quantity = 12 Expiration Date = 28 Feb 2014 Expiration Date = 01 Mar 2014 Lot Number = AMC78D018-124B Lot Number = AMC78D018-124B This is how scanned barcode should read: **AMZN,PO:3T435V4A,UPC: 776403045720,QTY:24,EXP:140301,LOT:AMC78D018-124B,UPC:847603044631,QTY: 12,EXP:140301,LOT:AMC78D018-124B**	

In case, Expiry Date or LOT ID is not applicable, kindly do not include EXP or LOT code. For e.g. example 1 in above table without expiry date and lot ID should be read as: **AMZN,PO:3T435V4Y,UPC:847603044631,QTY:24**

14 Appendix 2 – Sample Bill of Lading

amazon

SHIP FROM	Shipment subject to the Amazon.com Terms and Conditions in effect on the date of shipment and available at vendorcentral.amazon.com.

Bill of Lading Number: 12341234124

SHIP FROM details	Barcode
[**Name**] Vendor Amazing [**Street Address**] 1234 Vendor Address St. [**City, ST ZIP Code**] Vendor City, ST, 00000 SID#: FOB:	‖‖‖‖‖‖‖‖‖‖‖‖‖ 1 2 3 4 5 6 7 8 9 0

SHIP TO	**Carrier Name: AMZN Transportation**
[**Name**] Amazon Warehouses [**Street Address**] 1234 Everywhere St. [**City, ST ZIP Code**] CID No.:	Trailer number: 123456 **ARN:** Seal number: Serial number(s):

FREIGHT CHARGE TERMS (FREIGHT CHARGES ARE PREPAID UNLESS MARKED OTHERWISE):	**SCAC: AMZT**
Prepaid ❑ Collect ❑ 3rd Party ❑	Pro Number: 12345678987654321 ‖‖‖‖‖‖‖‖‖‖‖‖‖ 1 2 3 4 5 6 7 8 9 0

CUSTOMER ORDER INFORMATION

Customer Order No.	ARN (WEPAY)	# of Packages	Weight	Pallet/Slip (circle one)		Additional Shipper Information
P1234567	0123456789			Y	N	
X1234567				Y	N	
N1234567				Y	N	
				Y	N	
Grand Total						

CARRIER INFORMATION

# of Pallets		Carton Count						LTL Only	
Qty	Type	Qty	Type	Weight	HM (X)	**Commodity Description** Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. See Section 2(e) of NMFC item 360		NMFC No.	Class

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: No Limitation of carrier liability applies to this shipment, unless set forth in the Transportation Agreement between the 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. If a motor carrier, freight forwarder, broker or other transportation service provider accepts this shipment from anyone other than the shipper listed hereon, it agrees to seek payment of its charges exclusively from the entity from which it accepted the shipment (e.g. the broker) and expressly waives any other collection rights or remedies otherwise available to it, including any right to seek payment of the transportation charges from the consignor or consignee. **Shipper Signature** _____

| **Shipper Signature/Date**
_____

This is to certify that the above named materials are properly classified, packaged, marked, and labeled, and are in proper condition for transportation according to the applicable regulations of the DOT. | **Trailer Loaded:**
❑ By shipper
❑ By driver | **Freight Counted:**
❑ By shipper
❑ By driver/pallets said to contain
❑ By driver/pieces | **Carrier Signature/Pickup Date**
_____

Carrier acknowledges receipt of packages and required placards. Carrier certifies emergency response information was made available and/or carrier has the DOT emergency response guidebook or equivalent documentation in the vehicle. Property described above is received in good order, except as noted. |

amazon

Quick Reference Shipment Checklist

After confirming your Purchase Orders (start of Order life cycle), submitting Routing Requests (for Collect) and Advance Shipment Notifications, use this checklist to make sure that you have completed the necessary requirements for shipping your units.

Each Sellable Unit:

☐ Each retail sellable unit has only one scannable barcode label printed on an easily-visible and scannable part of the exterior of the item or its point of sale packaging

- Conforms to Code 39 or GS-128 symbology.
- Barcode should not be faded, torn, too glossy, folded around the edges, smudged or damaged or covered with packaging material.
- Barcode should scan with no extra embedded characters such as space, hyphen and escape characters (^) etc.

☐ Product Sticker and Title

Include product information such as style, size, color etc. on the product label and ensure that the product title information is accurate.

☐ Prep and Packaging

Prep any products that require additional packaging such as liquids, sharp items (i.e. knives, cutlery), breakables, perishables, textiles, hazardous materials, etc.

☐ Expiration Dates

If applicable, products with expiration dates must have the date clearly marked on every sellable unit. Perishable items must arrive at an Amazon Fulfillment Center at least 90 days before expiration.

Each Carton:

☐ Each carton side is less than 25" (63.5cm), unless single sellable unit is larger
☐ Has a carton label (Ship From, Ship To, **PO # with barcode**) in an easily visible location, not on a seam or the edge of a carton
☐ Has the Correct Warning Label Stickers
    o "Team Lift" – Does the carton weigh more than 50 lbs/23 kg?
    o "Mech Lift" – Does the carton weigh more than 100 lbs/45 kg?
    o "Mixed SKUs" – Does the carton contain more than one ASIN / retail sellable unit?
    o "Sold As Set" – Is the entire carton having items sold as one ASIN?
    o "Partial Quantity" – Does this carton have fewer units than a full case?
    o "Multi Box Item: Part x of x" – One ASIN / retail sellable unit is shipped in multiple boxes?
    o "ORM-D" – Do the products contain hazardous material?
    o "Weights" – Are you shipping weights such as dumbbells?
☐ Products that are SIOC (Ship in Own container) have item barcode in the carton shipping label.
☐ 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
☐ All cartons have logistical unit identifiers such as SSCCs, BPS, VCLS in compliance with standards set/adopted by Amazon. Also, there must be a corresponding EDI 856 with the same SSCC information.

Each Pallet:

☐ GMA Grade B or higher, 40" x 48", 4-way access, wooden pallets that are in good condition
☐ Height: 50" (short) or 100" (tall)
☐ Weight: Less than 1,500 lbs (680 kg)
☐ No cartons should overhang from the edge and cartons should be stable on the pallet
☐ Wrapped with clear plastic stretch-wrap
☐ Has pallet labels on two sides of the fork lift entry sides
☐ Pallet labels on outside of plastic wrap

☐ **BOL given to carrier**
☐ **ASN submitted to Amazon with all required information – ARN, PRO Number, BOL Number**