



# Product Restrictions and Special Packaging Instructions

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## General

- The fulfillment model for ecommerce differs markedly from the traditional retail model. In a traditional shopping experience, the customer takes products off the shelf and transports their package home, taking responsibility for damage that occurs past checkout. In ecommerce, packages must be delivered safely and without damage to the customer's doorstep. Use the Prep Matrix as a guideline to ensure that your products comply with ecommerce-ready-packaging.
- Detailed packaging instructions for individual items may be specified by your buyer representative.
- Individual items or their packaging not compliant with requirements and restrictions outlined in this manual may be rejected at Amazon's receiving dock and returned to shipper at shipper's expense and/or chargeback
- All individual SKU packaging that is deemed non-compliant is unacceptable.
- Unauthorized marketing materials (e.g., pamphlets, price tags or other non-Amazon stickers) are prohibited. Amazon will not accept pre-priced labels and/or products.
- Please contact your buyer representative immediately upon receipt of a purchase order for controlled and prohibited products (example – items requiring prescription or illicit drugs included in any purchase order. Additional information regarding restricted products is located in the Restricted Products Guidelines in the Vendor Central Resource Center.
- Information related to prep activity chargebacks is listed in this document.

## Prep Activities Definitions

- Bagging: Placing item(s) in a bag to protect from damage, dust, or leakage.
- Barcode/ASIN sticker: Applied when items arrive with a UPC or ASIN barcode that does not exist, does not scan properly, (folded or smudged), or is obscured or inaccessible due to other prep that must be performed, such as bubble wrapping, bagging, or overboxing.
- Bubble wrapping: Placing or wrapping item(s) in protective bubble wrap or bubble bag to prevent damage.
- Overboxing: Boxing a product to protect the product in the warehouse and during shipment to customer. Product that is overboxed will be placed in an additional box at time of shipping (overbox plus shipping box).
- Taping: Item requires taping to secure bag, box, bubble wrap bag, lid, or any time an opening is not secured.
- Stuffing: Adding dunnage to protect and secure the product when overboxed.
- Set Creation: Applies to products that are bundled into sets that contain two or more of a single item. Product set will be bagged, bubble wrapped or boxed. Barcode sticker will be applied if UPC is obscured by the bagging, bubble wrapping or boxing. The majority of Set Creation items/ASINs are in the Consumables categories.
- Suffocation Warning Sticker: Applied when items bagged in plastic bags thinner than a zip lock and have no suffocation warning printed or stickered on plastic bag.



## Prep Decision Matrix

PRODUCT TYPES					
Category	Is the product...	Examples	General Prep Requirements	Guidelines	Exceptions
Apparel, fabric and textiles	Made of the cloth or fabric which may be damaged by dirt dust?  Examples: Apparel, cloth, bags, etc.		<ul style="list-style-type: none"> <li>- Bagging</li> <li>- ASIN/UPC Sticker (Only if prep makes the UPC/barcode unscannable)</li> <li>- Suffocation warning stickers (only if plastic bag is thinner than a zip lock, opening is more than 5", and plastic bag has no suffocation warning)</li> </ul>	Ensure item is in a sealed bag and no portion of cloth or fabric is exposed. For plastic bags thinner than a zip lock, suffocation warning should be present in form of print or sticker. In case exposed section is bigger than a business card, bagging is required unless items come under exceptional category.	Items under exceptional category for which exposed section can be larger than a business card: Computer bag, camera bag, cell phone accessories, pet products, industrial products, tools, automotive products, outdoor gear, gloves, non-wearable sporting goods.
Perforations	With perforation on the packaging?  Examples: Chocolate boxes, granola bars, etc.		<ul style="list-style-type: none"> <li>- Bagging</li> <li>- ASIN/UPC Sticker (Only if prep makes the UPC/barcode unscannable)</li> <li>- Suffocation warning stickers (only if plastic bag is thinner than a zip lock, opening is more than 5", and plastic bag has no suffocation warning)</li> </ul>	Ensure whether existing packaging can withstand 3ft Drop test. If it can't, Bagging is required.	Don't prep products that can survive a 3ft drop test without the contents spilling out, such as K-cups.
Fragile	Glass, breakable material or otherwise fragile?  Examples: Glass, china, picture frames, clocks, mirrors, etc.		<ul style="list-style-type: none"> <li>- Bubblewrap</li> <li>- ASIN/UPC Sticker (Only if prep makes the UPC/barcode unscannable)</li> <li>- Over-boxing (only for concessions issues)</li> </ul>	Fragile items should either be in their original retail packing or should be bubble wrapped ensuring no exposed parts. In case of glassware or dishware over box the items after bubble wrap. Provide with UPC/ASIN sticker on box/wrap. <i>Every fragile item should be sent if and only if it passes 3ft drop test.</i>	
Liquids (NON GLASS)	A liquid without a double seal?  Examples: Soap, spray bottles, lotions, etc.		<ul style="list-style-type: none"> <li>- Tighten lid before bagging</li> <li>- Bagging</li> <li>- Suffocation warning stickers (only if plastic bag is thinner than a zip lock, opening is more than 5", and plastic bag has no suffocation warning)</li> <li>- ASIN/UPC Sticker (Only if prep makes the UPC/barcode unscannable)</li> </ul>	Bagging required for those not sealed in plastic bags and are a) liquids in pump or spray bottles or b) liquid container larger than 16oz or c) containers over 4oz and under 16oz but do not pass drop test.  For glass containers less than 4oz that FAILS drop test bubble wrap, Bagging, and ASIN sticker is required.	For fragile (i.e. glass) containers less than 4oz that FAILS drop test bubble wrap, Bagging, and ASIN sticker is required.
Toys, plush and baby products	For a child three years old or younger? Does the packaging have cutouts greater than 1 inch square? Examples: Teething rings, bibs, exposed toys, etc.		<ul style="list-style-type: none"> <li>- Bagging</li> <li>- ASIN/UPC Sticker (Only if prep makes the UPC/barcode unscannable)</li> <li>- Suffocation warning stickers (only if plastic bag is thinner than a zip lock, opening is more than 5", and plastic bag has no suffocation warning)</li> </ul>	Ensure no part of item is exposed.  In case it is exposed, Bagging is required for plush toys and toys other than hard plastic ones.	
Sharp	Sharp and easily exposed?  Examples: Scissors, knives, tools, metal raw materials, etc.		<ul style="list-style-type: none"> <li>- Bubblewrap</li> <li>- ASIN/UPC Sticker (Only if prep makes the UPC/barcode unscannable)</li> <li>- Overboxing (if bubblewrap not sufficient, which is common with exposed knives)</li> </ul>	In case of sharp edges or pointed ends exposed (i.e. possible skin contact), items must be bubble wrapped with ASIN sticker pasted on it. This should pass drop test. If it fails, boxing is required with ASIN Stickers on it.	
Small	Small, where the longest side is less than 2-1/8" (the width of credit card)  Examples: Jewelry, key chains, etc.		<ul style="list-style-type: none"> <li>- These items no longer require bagging. Please make sure that barcode on the item is large enough to be scanned</li> </ul>		
Vinyls	A vinyl record?		<ul style="list-style-type: none"> <li>- Boxing</li> <li>- ASIN/UPC Sticker</li> </ul>		
Loose Parts	Consists of loose items?		<ul style="list-style-type: none"> <li>- Taping (if loose parts can be secured by tapes)</li> <li>- Boxing (if taping cannot secure loose parts)</li> </ul>	If loose parts can be secured by tapes, taping is required, else bagging is recommended.	
PACKAGING MATERIAL					
Plastic bags			<ul style="list-style-type: none"> <li>- Suffocation warning stickers (only if plastic bag is thinner than a zip lock, opening is more than 5", and plastic bag has no suffocation warning)</li> </ul>		
PRODUCT DETAILS					
Adult Products	... Contains nudity or offensive language?		<ul style="list-style-type: none"> <li>- Opaque covering</li> <li>- ASIN/UPC Sticker</li> </ul>		



## Food, Beverage, and Over the Counter Health Products

Food and beverage products (or products containing food or beverage) and over the counter medications and medical devices will only be accepted if they meet the following requirements:

- Products that can expire must have the expiration date printed on product (individual/retail display unit) AND on master carton in 36+ point font. Lot numbers alone are insufficient.
- Temperature-sensitive products must be able to withstand a minimum temperature of 50 degrees and a maximum temperature of 100 degrees for the duration of the product's shelf life without adversely affecting product quality. Carton markings must not include storage temperature requirements unless expressed explicitly as a range from 50 to 100 degrees.
- No perishable products are allowed, such as fruit and live plants. No products requiring refrigeration or freezing are allowed.
- Potentially hazardous food, as defined under federal or state law, is unacceptable (please see <http://www.fda.gov/Food/ScienceResearch/ResearchAreas/SafePracticesforFoodProcesses/ucm094141.htm>).
- Shelf life under 90 days is unacceptable. Fully enclosed and sealed packaging is required.

## Plant and Animal Products

Amazon will allow only product that is:

- Permitted for sale and transport into all US jurisdictions.
- Double packaged and sealed so as to not serve as an attraction for pests.
- Purged in regular intervals within the shelf-life of the product.
- Information regarding restricted products is located in the Restricted Products Guidelines in the Vendor Central Resource Center.

## Hazmat or Chemical Products

Amazon cannot accept fully regulated Hazmat products as defined by US DOT regulation. Amazon will only allow materials that are designated as ORM-D Consumer Commodity.

## Liquids

Liquid products (or product containing liquids) will only be accepted if they possess the following characteristics and conform to the associated packaging requirements and restrictions:

Product Characteristics			Packaging Requirements			
Container Type	Sellable Unit	Sellable Unit Dimensions	Sellable Unit Package	Sellable Weight / Volume Restriction	Inner Pack Volume	Seal
Glass	Single unit	Less than 8" x 14" x 18"	None	Vol of 4.2oz or less	N/A	Sealed in box
Plastic	Single unit	N/A	None	N/A	N/A	Double sealed screw cap
Plastic	Multi-unit, physically bundled	Less than 8" x 14" x 18"	Corrugate box	Wt of 15lb or less	68 ounces or less	Double sealed screw cap
Plastic	Multi-unit, physically bundled	Greater than 8" x 14" x 18"	Corrugate box	N/A	No restrictions	Double sealed screw cap

**Note:** Any products which do not meet the characteristics and associated packaging requirements indicated in the above table cannot be accepted into our fulfillment center network. Refer to the Prep Decision Matrix for directions on when and how to prep liquids.



Additional requirements for all liquids:

Corrugate containers on multi-unit bundled products must meet the following criteria:

- Box certificate seal exists.
- Product is in a 6-sided box.
- Carton does not give way when is applied to any of the sides.
- No side of product carton has an opening that makes some of the contents visible from the outside.
- Contents of product inside are securely held in place inside of carton.
- Carton is sealed with tape, glue or staples.
- Carton has clear markings indicating which box side is the top.
- Carton must not contain hazardous materials (as defined above).

Each sellable unit must be able to pass a drop test consisting of the following: Item should be dropped four consecutive times from a height of 24 inches onto a concrete surface, once on the top, once on the bottom, once on the bottom corner, once on the longest bottom edge. A single test article must survive a single test (four drops). Success is a leak-free container. Damage to the container that does not cause leaks is acceptable.

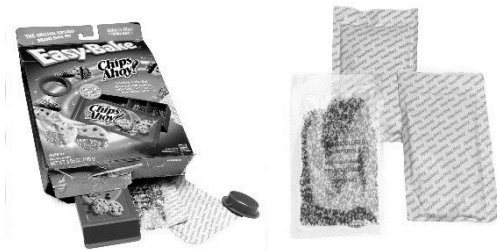
Refer to the Prep Decision Matrix for directions on when and how to prep liquids.

*Acceptable example of non-breakable and double sealed container of less than 32 fl.oz*



## Pellets or Granular Products

Pellets/Granular products may leak and cause damage to conveyance machinery. For this reason, all such product must pass the Full Minute Vigorous Shaking (FMVS) test for packaging (package must not leak pellets/granular after a full minute of vigorous shaking).



*Acceptable example of well-sealed granular that passes FMVS.*

*Acceptable*

## Toxic and Highly Scented Products

Toxic and poisonous chemicals/ items should be in sealed containers or bags to avoid leakage. Highly scented products must be sealed or bagged to prevent the absorption of the scent into other products.

Refer to the Prep Decision Matrix for directions on when and how to prep liquids.



## Sharp or Damage-Prone Products

Amazon reserves the right to specify product needing additional protective packaging in order to preserve the integrity of the product throughout the fulfillment process. Any product with the following attributes, delivered to the Amazon fulfillment centers in inadequate or noncompliant packaging will be refused or repackaged by Amazon at the Vendor's expense and may be subject to non-compliance fees.

### Sharp Products

Sharp products (i.e., any product that has a sharp or pointed edge such that when exposed, the edge would present a safety hazard to associates, carriers, or customers receiving or unpacking the product) must be packaged so that in the normal course of order fulfillment (i.e., receipt, stocking, shipment preparation and transit to the customer), the sharp or pointed edge will not become exposed. Any sharp products that do pose a safety risk may be rejected at the dock and returned at Vendor's expense.

- To provide the safest packaging sharp items should be blister-packed. The blister-pack must cover the sharp edge and be securely fastened to the item so that the item does not slide around within the blister pack.



*Acceptable*



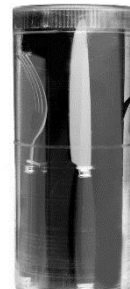
*Examples of well packaged sharps where items are in a fully enclosed stiff plastic package and fastened securely to the footprint preventing sharp from moving in the package.*

- Sharp products secured to a footprint and wrapped in plastic may also be allowed provided that the item is secured to the footprint (i.e., does not slide around), the plastic is rigid enough to withstand handling and exterior contact does not cause the sharp product to perforate the plastic.



*Unacceptable*

*Example of packaging where exposed sharps in open face box create a safety hazard.*



*Acceptable*

*Example of packaging where items are fastened within a sealed container, no open face or exposed product.*

- Sharp products contained in molded footprints with plastic covering are not typically safe and not recommended.



*Unacceptable*



*Example of unacceptable packaging where sharp item is not secured to footprint causing a safety hazard.*

- Cardboard or plastic sheaths alone on the sharp blade are not sufficient, unless the sheath is of a rigid, durable plastic and secured to the product so it cannot slide off.



*Example of packaging with sharp edge exposed creating a safety hazard.*



*Example of inadequate plastic sheath allowing sharp to slide out creating a safety hazard.*

Refer to the prep matrix for directions on when and how to prep sharp/hazardous items.

## **Glass, Ceramic, Breakable, and Fragile Products**

This section describes any product of extremely delicate material or construction or in need of careful handling to avoid breakage or damage. These items may present a safety hazard to associates, carriers, or customers receiving or unpacking the product. Breakable products must be packaged so that in the normal course of the fulfillment process they cannot be broken or exposed.

- Items must come in a six sided solid box so the item is not exposed in any way.



*Examples of bad packaging where fragile breakable item is exposed creating a safety hazard.*

*Unacceptable*





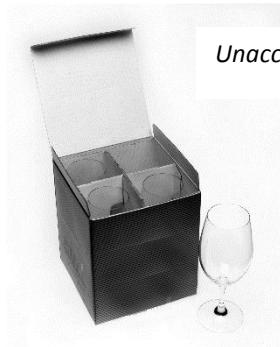
*Acceptable*



*Example of packaging where fragile breakable item is not exposed, protected from damage and potential of creating safety hazard.*

- All items must be individually wrapped to prevent damage from other items within container (e.g., set of four wine glasses). The packaged items must pass a drop test consisting of the following: Packaged items should be dropped five consecutive times from a height of 36 inches onto a concrete surface, once on the top, once on the bottom, once on the longest side, once on the bottom corner, once on the longest bottom edge.
- Items should not move or shake within container and should pass vigorous shake test without having items break.

*Unacceptable*



*Example of packaging where items can move or shake within packaging.*

*Acceptable*



*Example of packaging where breakables are individually wrapped and protected.*

Refer to the prep matrix for directions on when and how to prep fragile items.

## Televisions

This segment covers the shipping requirement for Televisions that are sent in original packaging.

### **PALLET GUIDELINES:**

- Layers and pallets should have only one model and size TV.
- Pallets should fit the size of the TV with no overhang from the product packaging.
- If stacking multiple layers of TV's to a load, only the bottom layer can be on a pallet. No pallets are allowed between layers of stacked TV's
- All TVs must be secured to the pallet to prevent shifting during transportation and storage. Additional layers of TVs must also be secured in such a way as to prevent units from tipping.
- At this time Amazon.com is not receiving TV's on slip sheets.

### **FLOOR LOADING GUIDELINES:**

- All floor loaded TV's must have the TV's facing the front of the trailer. This is to ensure that a clamp truck can safely offload the product by clamping the ends of the product boxes.
- All floor loaded TV's must adhere to Amazon's clamp truck guidelines.

### **STACKING GUIDELINES:**





- TV's must be stacked according to the product packaging as to not exceed the product guidelines for the number of allowed layers.
- TV's must follow all directions on the product packaging and remain vertical at all times.
- No other product is allowed to be placed on top of TV's except the same ASIN/SKU. Stacked product must be the same orientation as the product below it.
- No stacking TV's flat on layers

#### **SECURING THE LOAD:**

- With TV's loads can easily be shifted crushing air pillows and damaging the load. Therefore Amazon requires TV's that do not cube out the trailer to be braced with load bars.
- TV's must be braced as to not allow tipping of the product, if the product tips greater than 15 degrees it can damage the product.
- If 100% of the trailer capacity is not utilized, load bars need to be strategically placed to prevent shifting inside the trailer

## **Plush Products**

A plush item is any product that is a stuffed toy, animal, puppet, etc. where the fabric/material can be damaged by tearing, dirt, dust, liquid, etc. during the fulfillment process.

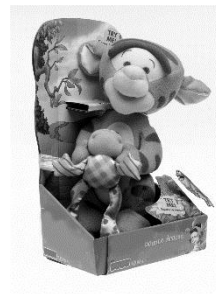
- Plush products must be packaged so that the item cannot be damaged or cause unsafe conditions by having the material exposed during the fulfillment process.
- Items must be placed in a sealed poly bag or shrink wrapped. Poly bag/shrink wrap should not protrude more than 3 inches past the dimensions of the product.

*Acceptable*



*Example of packaging where item is enclosed in sealed box and the open faced is sealed with plastic.*

*Unacceptable*



*Example of bad packaging where it is either loose or in an open faced box not protecting the item enclosed.*

Refer to the Prep Decision Matrix for directions on when and how to prep plush items.

## **Weights**

This category contains all the products that are used for fitness/exercises. This includes weights such as barbells, dumbbells, kettle bells, weight plates, etc.

- Ship only one item per box, however, carton should meet the dimension and maximum space utilization requirements mentioned under section 4 in Vendor Shipment Prep and Trans Manual.
- If required, use taping to secure the carton.
- Grade-A pallets are recommended for shipping weights.
- Do not double-stack pallets containing weights. Ensure stacking is secure and safe to prevent tipping or crushing of bottom layers.



## Textiles and Footwear Products

A textile is any product made of cloth or fabric that can be damaged by tearing, dirt, dust or liquid during the fulfillment process. Textile products must be packaged so that the item cannot be damaged or cause unsafe conditions by having the material exposed during the fulfillment process.

- Items must be placed in a sealed poly bag or shrink wrapped. Poly bag/shrink wrap should not protrude more than 3 inches past the dimensions of the product.



*Unacceptable*



*Unacceptable*

*Examples of unacceptable textile packaging where items are not bagged or bag is open at one end and hangers are included.*

- Poly bags used to protect the product must meet the requirements described in 'Note on suffocation warning' section.
- Material that can be damaged by plastic bag/shrink wrap (such as leather items) should be boxed.
- Hangers are NOT allowed.
- Footwear, regardless of material, must be packaged in either shoe boxes or bagged, in either case with no shoe material exposed.
- Footwear must be packaged in individual sellable pairs (no unmatched singles or groups of singles).






*Acceptable*



*Examples of textile packaging where item is in a sealed bag. Mini-hangers are allowed as shown in example at right.*



## Textiles, Footwear and Accessories Prep Matrix

INFRACTION	DESCRIPTION	Visual	Prep Activity
<b>Exposed Product</b>	Any item that can be touched such as shoes not in a box, apparel not bagged or other garments exposed.		<ul style="list-style-type: none"> <li>• Bag (apparel)</li> <li>• Box (shoe)</li> <li>• UPC/ASIN Sticker (only if prep makes the UPC/barcode unscannable)</li> </ul>
<b>Barcode Not Accessible</b>	Any item where the product must be manipulated in order to scan the barcode.		<ul style="list-style-type: none"> <li>• UPC/ASIN Sticker</li> </ul>
<b>Unsealed</b>	Any item that the bag is not fully sealed		<ul style="list-style-type: none"> <li>• Bag</li> <li>• UPC/ASIN Sticker (only if prep makes the UPC/barcode unscannable)</li> </ul>
<b>Shoe Boxes</b>	Shoe box where two corners of the lid are torn, or the corners can easily collapse.		<ul style="list-style-type: none"> <li>• Box</li> <li>• UPC/ASIN Sticker</li> </ul>
<b>Belts</b>	If item is not individually rolled, bagged and stickered		<ul style="list-style-type: none"> <li>• Bag</li> <li>• UPC/ASIN Sticker (only if prep makes the UPC/barcode unscannable)</li> </ul>

### Note on Suffocation warning

Poly bags used to protect the product must meet the following requirements:

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 and are used to protect product. Required warning language and presentation requirements 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.

- Print size of this warning should conform to the following table:

Total Length plus Width of Bag	Minimum Print Size
60 inches or more	24 point
40 to 59 inches	18 point
30 to 39 inches	14 point
less than 29 inches	10 point

- Placement/Printing of label: Such warning statement must be imprinted in a prominent place on the plastic bag or appear on a label securely attached to the bag in a prominent place. The statement must be printed in legible type and contrasted by typography, layout or color from the contents of the bag, and from other printed matter on the bag, if any.



## Media DVD/Blu-ray

All DVD and Blu-ray units with dimensions exceeding 200 cubic inches (length x height x width) such as but not limited to gift and collector boxes must be secured with additional bubble wrap. Alternative materials & packaging solutions may be utilized upon explicit approval by your Amazon Retail Instock Manager ([movie-buyer-core@amazon.com](mailto:movie-buyer-core@amazon.com)). In addition, a scannable UPC barcode should be affixed to the exterior of the prepped unit. Absence of either protective materials and/or scannable barcode will incur a per unit chargeback.

A list of all ASINs requiring prep can be downloaded in Vendor Central >>> Reports tab >>> Vendor Catalog >>> page has a report for prep instructions that will list all items that require special handling.

## US Books

For Books items, prep has become necessary for collector's editions, white or matte slipcased titles and odd, oversized or heavy books. A complete list of items that require prep can be found on the Vendor Catalog Listing page under the Reports tab in Vendor Central. Chargeback for completed prep will be waived until November 30, 2013, after which, we will charge you for the preparation that we do on your behalf, such as overboxing for highly damaged books. If you wish to have your books returned to complete approved prep yourself, please plan to follow up with your vendor manager for next steps.

We recommend you look at items in your catalog with similar characteristics to those requiring enhanced prep (i.e. weight, binding, collector's edition, white cover, textured slipcover, etc.) and consider additional packaging or the suggested prep to prevent damage.

### Amazon Books Specific Prep Definitions and Guidelines:

**Bagging or Shrink Wrap:** For items marked as 'bagging' or 'shrink wrap,' please either 1) place the item within a completely sealed, sturdy plastic bag or 2) shrink wrap the item. For Shrink Wrap, Amazon recommends that one layer of thicker 75 gauge shrink wrap should be used. If the product barcodes are not viewable through the bag or shrink wrap, you must also add a barcode label to the outside of the packaging.

**Bubble Wrap/Bubble Bag:** All product marked as 'bubble wrap' involves tightly wrapping the item with a minimum of two layers of bubble wrap. Make sure to tape the bubble wrap tightly shut so that the corners and full cover of the book are completely covered and the item does not fall out. If the product barcodes are not viewable through the bag or shrink wrap, you must also add a barcode label to the outside of the packaging.

**Boxing:** Items marked for "Boxing, "must be boxed individually (overboxed) per guidelines in its own corrugate box. Corrugate selected to protect the product must meet the requirements of all standardized drop tests via [ISTA 3A](#). For items over 10lbs, please plan to use double-wall corrugate to overbox. Please see sample of 'boxing' for a book.



**Set Creation:** Refers to products that are bundled into sets that contain two components that represent a single item. Product set will be bagged or bubble wrapped. Barcode sticker will be applied if UPC is obscured by the bagging or bubble wrapping. Set Creation is most often applied to multi-volume sets and items shipped in multiple casepacks. To avoid a Set Creation chargeback, ensure product casepack is clearly labeled as 1/1 if shipping standalone or ensure barcode label is clearly visible on the outside of the product packaging so that an Amazon warehouse associate can easily scan the barcode without breaking apart the product set.



## US Books Prep Matrix and Guidelines

US Books Prep Guidelines	Is the product..	Examples	Prep Required	Guidance
	A loose or single sheet item? Does it contain loose items? A kit?	Book with Loose CD/DVD Book of Loose leaf sheets (sheet music, loose journal) Children's Activity Kit -or- Book + Plush Toy	Bagging* -or- Shrink Wrap ASIN Stickering (if UPC not scannable)	Place the unit in a transparent bag with a suffocation warning and seal the bag -or- shrink wrap the unit to constrain loose items and protect from damage. Make sure the barcode is scannable without opening or unwrapping
	Flat White or Black Cover? Matte, Soft or Cloth Cover? Book Jacket?	Black/White Matte Finish book jacket (easily scuffed) Children's Books (rag covers, plush cover) Soft cover journal or library edition	Bagging*-or- Shrink Wrap ASIN Stickering (if UPC not scannable)	Place the unit in a transparent bag with a suffocation warning and seal the bag -or- shrink wrap the unit to constrain loose items and protect from damage. Make sure the barcode is scannable without opening or unwrapping
	Collectible, Display or Coffee Table Book? Soft Hardcover, Cloth Hardcover? Oversized or Heavy? Bookjacket over Heavy hardcover book?	Collectible Coffee Table Book Collectible Comic, Graphic Novel, Gaming Guide, or Cookbook Multi-Item Set Limited or Collectors Edition Heavy Hardcover or Soft-Hardcover book	Bubble Wrap -or- Boxing (Overboxing)	Tightly wrap the item with a minimum of two layers of bubble wrap. Make sure to tape the bubble wrap tightly shut so that the corners and full cover of the book are completely covered and the item does not fall out. Affix a scannable barcode sticker to the item once bubble wrap is sealed -or-  Place the item in it's own corrugate box per guidelines. Corrugate selected to protect the product must meet the requirements of all standardized ISTA 3A drop tests and must completely cover any exposed edges. For items over 10lbs, please plan to use double-wall corrugate to overbox. Affix a scannable barcode sticker to the item once item is boxed to make sure barcode is scannable without opening or unwrapping the unit.
	Multi-Volume Set -or- Sold as Set 1/1 Casepack or Ships in Own Container	Dictionary or Encyclopedia Sets Single unit per casepack (1/1) - large single SKU shipped in outer box	Set Creation (if shipped in multiple boxes Sold as Set Labeling	Ensure product casepack is clearly labeled as 1/1 casepack if shipping standalone or ensure barcode label is clearly visible on the outside of the product packaging so that an Amazon warehouse associate can easily scan the barcode without breaking apart the product set.  If multiple sets are included in one casepack, but are shipped as separates in box, shrink wrap, bag, or box the items set items together and clearly mark barcode to reflect single unit and/or mark as Sold as Set.

### Additional Guidance:

-Any prep work done must not obscure ASIN sticker, and if it does, then new stickers should be placed visibly on the product after prep

\*Note about Bagging - Products in plastic bags that are more than 5" need to have suffocation warning on them - either printed or with a label. If it is not available, then a suffocation warning sticker is required.



## Prep Chargebacks FAQ

### Why does Amazon have to prep some products?

The fulfillment model for ecommerce differs markedly from the traditional retail model. In a traditional shopping experience, the customer takes products off the shelf and transports their package home, taking responsibility for damage that occurs past checkout. In the ecommerce channel, on the other hand, packages must be delivered safely and without damage to the customer's doorstep.

Many products received by Amazon are not packaged adequately for ecommerce fulfillment. As a result, it has been necessary for Amazon to perform prep work on these products, at our expense, to ensure the product reaches the customer without damage. Prep activities performed include repackaging to:

Protect fragile products (e.g., bubble wrap for glass items)

Contain potential spillage (e.g., bagging bottles of liquids)

Shield from dust (e.g., Bagging plush toys)

Safeguard customers and our warehouse associates (e.g., bubble wrapping and/or boxing sharp products like knives).

Set Creation: Applies to products that are bundled into sets that contain two or more of a single item. Product set will be bagged or bubble wrapped. Barcode sticker will be applied if UPC is obscured by the bagging or bubble wrapping. The majority of Set Creation ASINs are in the Consumables categories.

### Why does Amazon issue chargebacks for prepping products?

Product suppliers need to address the specific needs of the ecommerce fulfillment channel and package products accordingly.

### Is there any benefit to me?

There are a number of benefits to providing products packaged for ecommerce:

Prep work is typically cheaper upstream in the supply chain. A basic principle of manufacturing costs is that changeovers are expensive. Given the sheer variety of products and related prep that reach our warehouses, associates may spend a few seconds applying each sticker or bag, but the bulk of the time is spent reviewing the next product, researching what prep is needed, then completing the prep, only to switch over to something completely different with the next product. Conversely, most manufacturers have more finite product types that typically require one type of prep. It is therefore generally more efficient for the manufacturer to prep, even as an exception process.

Prep is more aesthetically pleasing when done upstream. Due to the variety of prep needs in our FC, we have a one-size-fits-all approach to prep so that we can be as efficient as possible, which comes at the expense of the aesthetics of the branding and packaging. When vendors perform their own prep, they can tailor the prep to their specific product, thus greatly improving the branding and customer packaging experience.

Instock rates improve when prep is avoided at Amazon's facilities. Products that do not arrive pre-prepped are received in a different, slower queue than those that do not require prep. This means instock rates are higher for non prep products as we are able to receive and move them to ship ready locations faster. By pre-prepping your product, the lead time to get products into our warehouses and selling to the Amazon customer is shorter.

Having ecommerce ready products is attractive to customers and B2B partners, and can enable more rapid ecommerce growth for your products.

### What do we need to do to be compliant?

Prep your products prior to shipping them to Amazon. You have a few options:

Frustration Free Packaging – This program assists you in developing ecommerce-ready packaging that is right-sized, transit-ready, and enables you to maintain brand integrity. Amazon's Frustration Free Packaging (FFP) team offers resources for packaging design and provides design feedback for vendors who participate in the program. We will also perform transit testing, merchandise certified products in the FFP store, and if a packaging change is made, the product qualifies for a VINE review, all FREE of charge. You may leverage this packaging for all of your ecommerce sales as a great option for customer friendly packaging. We believe that this is the best option. To begin the FFP process for your products, log into your Vendor Central account, click on the "Items" tab, select "Frustration Free Packaging," and then click "Learn more" to begin the FFP process.

Do It Yourself Prep – Follow the prep guidelines in the Amazon Product Restrictions and Special Packing Instructions to prep your own products. This option allows you to control the quality and cost of prepping your product. Vendor prepped items will not be FFP certified and will be placed inside another Amazon box for shipping to customers. If you need prep materials, a web search on keywords such as "industrial supply bubble wrap" will return a list of materials suppliers across North America.





### Where can I see which of my products require which prep?

You can view which of your products require prep on the Vendor Catalog Listing page in Vendor Central. Click the Amazon Retail Analytics Basic link on the Reports tab, and then select the Vendor Catalog Listing link on the left navigation bar. On the Vendor Catalog Listing page, select Items with Prep Instructions.

You can view and download the prep instructions for all your ASINs by going to: Vendor Central > Reports > Amazon Retail Analytics Basics > Vendor Catalogue Listing > Items with Prep Instructions.

### When did Amazon start charging for prep?

September 30, 2012, Amazon began charging for prep work that we do on vendor's behalf, including Bagging, Bubble Wrapping, Barcode Stickers, Overboxing, Taping, and Stuffing.

Set Creation Prep Chargebacks will be charged when Amazon creates a set of two or more of the same item by bundling them together with bagging or bubble wrapping. The majority of Set Creation ASINs are in the Consumables categories.

### What will Amazon charge for prep?

Here is the cost by prep activity (charges are per unit prepped):

Prep Activity	Chargeback Rate
Bagging	\$0.44
Boxing	\$1.44
Boxing (Music Only)	\$1.08
Boxing (Books Only)	\$3.00
External bubble wrap	\$1.00
Internal bubble wrap	\$0.70
Stuffing	\$0.18
Taping	\$0.22
Set Creation	\$0.59

### Do I have to pay for the prep that you perform that deviates from a product's prep instructions?

No. Currently, chargebacks only apply when the product has prep instructions in our system, which you can view in Vendor Central. If a warehouse associate preps a product that was not instructed to be prepped by our retail teams, you will not be charged.

Softlines categories (Shoes, Apparel, and Luggage) are exempted from the instruction required policy. Any prep activities conducted in Softlines categories will be charged.

### Can I see a photo of my product that required prep?

We will not be taking photographs. Prep chargebacks will only be charged if we have added prep instructions for a given product, and if the warehouse associate recorded that they completed the prep work. If there are no prep instructions, or if a warehouse associate does not record prep, you will not be charged.

### Is there a grace period if you update my prep instructions for a given product before you start charging me for prep chargebacks?

No. You can use the prep matrix to determine which of your products require which prep. As we continually review products that we are prepping, we will update prep instructions accordingly. We have added a Prep Last Updated Date to your catalog listing in Vendor Central so that you can download and filter to identify any of your products where the prep instructions were recently added/ updated.

### Do prep chargebacks apply to all prep activities?

No. Chargebacks apply to seven prep activities: Bagging, Barcode "ASIN" Stickers, Bubble Wrapping, Overboxing, Taping, Stuffing and Set Creation.

### Do you realize it will increase costs if we have to rework packaging?

We realize that prepping items for damage-free shipment is expensive. Amazon has been completing required prep tasks to now, at our own expense. Going forward, we expect our vendor partners to share in the cost of doing business in this channel.





I am working with Amazon to convert my packaging, but it will not quite be done before you start prep chargebacks. Will I have to pay chargebacks?

Work with your Amazon retail contact to determine if you qualify for a temporary waiver of prep chargebacks.

## Avoiding Set Creation Prep Chargebacks

On April 28, 2013, Amazon.com initiated prep chargebacks for all items that are sold as a set, meaning that Amazon creates a set of two or more of the same item by bundling them together. This document explains how you can avoid these chargebacks by creating your own product sets before shipping your products to Amazon.

### Contents

[Accessing Set Creation Prep Instructions](#)

[Bagging](#)

[Bubble wrap/bag](#)




[ASIN stickering and Blank stickering](#)

### Accessing Set Creation Prep Instructions

You can view and download the prep instructions for all your ASINs by going to: Vendor Central > Reports > Amazon Retail Analytics Basic > Vendor Catalog Listing > Items With Prep Instructions.

Items that require set creation will include the phrase “Set Creation” in the prep instructions, as well as the specific prep activities that must be performed. The number of items included in each set can be identified by the phrase “Pack of” in the item title.

In the example shown below, there are 12 items in each set and the required prep activities are ASIN stickering and bubble wrap. Other bundled items may require bagging or barcode labeling.

amazon Vendor Central		Hello, [REDACTED]				
		ORDERS	ITEMS	MERCHANDISING	REPORTS	PAYMENTS
<b>Your ARA Basic Reports</b>			Bars (Pack of 16)			
■ Dashboard			Muir Glen Organic Diced Tomatoes, No Salt, 14.5-Ounce Cans (Pack of 12)	32	ASIN stickering, Bubble wrap/bag, Set creation	4/28/2011
■ Sales & Inv - Item Detail (Manufacturer)		B000HDJXLW			UPC 725342285617	1/10/200
■ Sales & Inv - Monthly Summary (Manufacturer)						
■ Sales & Inv - Item Detail (Sourcing)						
■ Sales & Inv - Monthly Summary (Sourcing)						
■ Demand Forecast						
■ Vendor Scorecard						
■ Products Missing Image						
■ Product Data Quality						
■ Vendor Catalog Listing						
			LARABAR Fruit & Nut Food Bar, Blueberry Muffin, 1.6-Ounce Bars (Pack of 16)	35	Bagging	10/31/2012
		B004X2M5GS			UPC 021908418667	9/9/2013
			Larabar Fruit and Nut Food Bar, Key Lime Pie, 1.8-Ounce Bars (Pack of 16)	36	Bagging	1/16/2013
		B0018KR8V0			UPC 021908418797	2/16/200



## Bagging

For all product sets with the phrase “Bagging” in the prep instructions, place all items included in each bundle (as indicated in the item title) within a completely sealed, sturdy plastic bag, as shown below.

Amazon recommends using clear plastic bags, like the bag used in the photo above, so that the item barcodes are viewable through the bag. If the product barcodes are not viewable through the bag, you must also add a barcode label to the outside of the packaging. For additional details, please use the instructions in the [ASIN stickering and Blank stickering](#) section of this document.



Each bag must be clearly marked with the phrase “Ready to Ship”, which can be printed directly on the bag, as shown below, or on a sticker that is applied to the bag.

Each bag must also include a clearly visible suffocation warning. The full text this warning is shown.

*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.*

## Bubble wrap/bag

For all product sets with the phrase “Bubble wrap/bag” in the prep instructions, tightly wrap all items included in each set (as indicated by the phrase “Pack of” in the item title) with two layers of bubble wrap, as shown below. Make sure to tape the bubble wrap tightly shut so that it no items in the set can fall out.



## ASIN stickering and Blank stickering

For all product sets with the phrase “Bubble wrap/bag”, “ASIN stickering” or “Blank stickering” in the prep instructions, a barcode label must be added to the outside of the packaging. As shown in the example below, this barcode label must be clearly visible on the outside of the product packaging so that an Amazon warehouse associate can easily scan the barcode without breaking apart the product set.

