

# FBA – Shipment Creation Quick Launch Guide



**How to send FBA shipments  
to Amazon in a smooth and  
efficient way**

**amazon**services

## > Agenda



- 1** **Creating a shipment in Seller Central**
- 2** **Stickerless/Stickered configuration**
- 3** **What happens at the Fulfilment Centre?**
- 4** **Restrictions**
- 5** **Packaging Requirements**
- 6** **Common issues in the receiving process**
- 7** **References**

## > Creating a shipment in Seller Central

### 1. Convert your listings to 'Fulfilled by Amazon' in the All Inventory View

Search SKU, Title, ISBN, A:

us: Active Fulfilment Type: All

Fulfilment Type ▾

**Create your shipment from the All Inventory View**

			Listing ID
		Stand_alone_birds New	0127PHNNEI
<input checked="" type="checkbox"/>	Active	No image available Stand_alone_cats New	0127PHNMV
<input checked="" type="checkbox"/>	Active	No image available Stand_alone_puppies New	0127PHNMT

### 2. Change the Fulfilment Type to Amazon, tick SKUs you want to ship and select 'Send/Replenish Inventory'

Search SKU, Title, ISBN, A:

us: Active Fulfilment Type: Amazon

Fulfilment Type ▾

**Create a shipment**

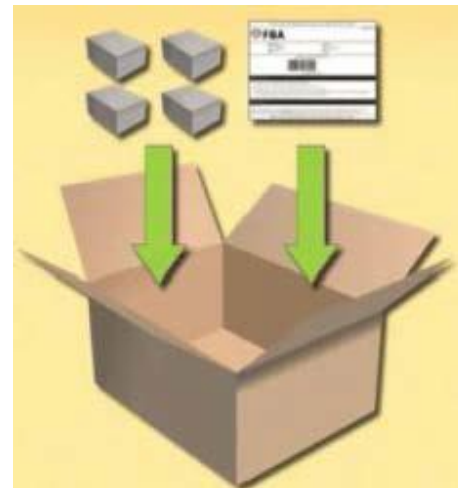
			Listing ID
		KV-NPHO-Z710 New	1006O1O5KPL

## > Creating a shipment in Seller Central

### 3. Go through the shipping workflow

Set Quantity   Prepare Products   **Label Products**   Review Shipments   Prepare Shipment   Summary

### 4. Label, pack and ship your goods





Let's see how it works in  
practice...

## > Let's see how it works in practice

### 1 Convert listings in « All Inventory View »

Tip: you can also directly convert listings to Amazon fulfilled when you add them manually or in flatfiles (in that case select 'AMAZON\_EU' in the fulfilment field, and leave the quantity blank)

#### Convert to 'Fulfilled by Amazon'

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

#### Important Messages

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

Do Not Ship Any [FBA Excluded Products!](#)

### 2 Send Inventory to us

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

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

Create new or add to an existing shipping plan?

Shipping plan [What's this?](#)

- Create a new shipping plan
- Add to an existing shipping plan

Ships from

Caroles's Business  
Amazon office  
Luxembourg 1234  
LU

[Ship from another address](#)

Ship to: United Kingdom

[What's this?](#)

[Enable Multi-Country Inventory](#)

Item Pkg. Type [What's this?](#)

- Individual products
- Case-packed items

[Continue to shipping plan](#) 

## > Let's see how it works in practice

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

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

Create new or add to an existing shipping plan?

<b>Shipping plan</b> <a href="#">What's this?</a> <input checked="" type="radio"/> Create a new shipping plan <input type="radio"/> Add to an existing shipping plan	<b>Ships from</b> Caroles's Business Amazon office Luxembourg 1234 LU <a href="#">Ship from another address</a>	<b>Ship to: United Kingdom</b> <a href="#">What's this?</a> <a href="#">Enable Multi-Country Inventory</a>	<b>Item Pkg. Type</b> <a href="#">What's this?</a> <input checked="" type="radio"/> Individual products <input type="radio"/> Case-packed items
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- You might have to enter your products' packaged dimensions if they have never been processed by our Fulfilment Centres before:

All products Information required Removal required [Add Products](#)

Provide missing information, remove ineligible products and specify the quantity for each product you want to include in this shipping plan.

1 to 1 of 1 product

Merchant SKU	Product name	Condition	Action required	Units	Remove
	<a href="#">Show ASIN/FNSKU</a>			10	
D0-2U35-EJGP	ECTACO Partner EP500 English <-> Polish - Talking Electronic Dictionary and Audio PhraseBook Size: Standard-Size EAN: 0033587444653	New	<span>Missing package dimensions</span> Please provide the dimensions of the product given in the manufacturer's original packaging. [ ] x [ ] x [ ] centimetres <a href="#">Save</a>	10	<a href="#">X</a>
Totals				10	

1 to 1 of 1 product

[Delete plan](#) [Duplicate](#) [Continue](#)

Please review the Information required and Removal required tabs to correct any issues with your inventory.

## > Let's see how it works in practice

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

**Send/Replenish Inventory** [Learn more](#)  
PLN (08/12/2014 15:20) [Rename](#)

**Set Quantity** Prepare Products Label Products Review Shipments Prepare Shipment Summary

Ships from: Caroles's Business, Amazon office, Luxembourg 1234, LU. [Ship from another address](#)

Item Pkg. Type What's this?: Individual products, [Change to case packed](#)

All products Information required Removal required [Add Products](#)

Provide missing information, remove ineligible products and specify the quantity for each product you want to include in this shipping plan. **ENTER THE CORRECT UNITS HERE**

Merchant SKU	Product name	Condition	Action required	Units	Remove
	<a href="#">Show ASIN/FNSKU</a>			10	
5M-IJX5-JE2F	Formulex 500ml Liquid Size: Standard-Size EAN: 5025644645009	New	--	10	<a href="#">X</a>
Totals				10	

1 to 1 of 1 product

[Delete plan](#) [Duplicate](#) [Continue](#)

- **Prepare Products:** You can use the FBA Preparation Services to have your products correctly packaged and prepared for fulfilment by Amazon itself. [Learn more](#)

Prep required Preparation may be required All products [View prep help](#)

Review preparation guidance, choose a product [Need packaging and prep materials](#)

1 to 14 of 14 products

Merchant SKU	Prep guidance	Who prepares?	Units	Preparation cost	Remove
5M-IJX5-JE2F	Apply to all	Apply to all	10	--	<a href="#">X</a>
99-VZO9-PAP6	Choose category	--	10	--	<a href="#">X</a>
B00RBRAF96-PS	Choose category	--	10	--	<a href="#">X</a>

**Prep activities**

Formulex 500ml Liquid  
Merchant SKU: 5M-IJX5-JE2F

Choose category: Choose one [Choose](#)

- Choose one
- Powders, Pellets and Granulars
- Baby products
- Fragile/Glass
- Clothing, Fabric, Plush, and Textiles
- Perforated Packaging
- Small
- Liquids (non glass)
- No Prep Needed



## > Let's see how it works in practice

- Select the appropriate shipping method and carrier for your shipment. You can choose Amazon's-discounted **Partnered Carrier** to benefit from competitive transportation rates. [Learn more](#)
- Click [here](#) for a **Step-by-Step Guide** on creating a shipment with the UPS Partnered Carrier Programme

### 2. Delivery service

#### Delivery method

- Small parcel delivery (SPD)**  
I'm shipping individual boxes
- Less than Truckload (LTL)**  
I'm shipping pallets

[Which method should I choose?](#)

#### Carrier

I'd like to use Amazon's-discounted Partnered Carrier [Learn more](#)

**UPS**

I'd like to use my own

**Other carrier:** CITY LINK

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

### 3. Delivery labels

Number of Boxes Paper type

1

99.1 X 139 mm (A4)

**Print box labels**



Print a unique label for each box. [Learn more](#)

**PRINT THE LABELS  
COMING OUT IN PDF**

PLEASE LEAVE THIS LABEL UNCOVERED

<b>FBA</b>	<b>Media</b>
SHIP FROM: Caroles's Business Amazon office Luxembourg, null 1234	SHIP TO: c/o FBA Amazon.co.uk Amazon Fulfillment Centre Amazon Way Fife DUNFERMLINE KY11 8ST United Kingdom
FBA 000122014 10431 - 1	
FBAGQWVK2ZU001	
Mixed SKUs	

#### Instructions

##### Packing your Boxes

- **Packing slips are no longer required.**
- Boxes may not exceed 15 kgs. unless one single shippable unit exceeds 15 kgs. by itself. Boxes with a single unit exceeding 15 kgs. must be clearly labelled "Heavy Weight" on the top and sides and may not exceed 30 kgs.
- Use only approved packing material
- Please note that the Partner Carrier Program cannot be used for transporting hazardous (HAZMAT) products

##### Labelling your boxes

- **Print the full set of labels. Each label is unique: do not photocopy, reuse or modify labels for use on additional boxes.**
- The shipping label should be affixed to the outside of your sealed box, in addition to the carrier label.
- Place labels so they don't cover box seams.

[Learn more about shipping and routing requirements](#)

Work on another shipment

Delete shipment

Duplicate

Complete shipment

## > Let's see how it works in practice

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

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

[Set Quantity](#) [Prepare Products](#) [Label Products](#) [View Shipments](#) [Prepare Shipment](#) **[Summary](#)**

<b>Ships from</b> Marta Adorjan 23 London London city, London RH135BS GB	<b>Shipment name/ID</b> <b>Name:</b> FBA (16/02/2015 10:35) - 1 <b>ID:</b> FBAHK5005 <b>Amazon Reference ID:</b> -- GB	<b>Ship to</b> Amazon.co.uk Amazon Fulfilment Centre Dunfermline, Fife KY11 8ST GB (EDI4)	<b>Shipment contents</b> 1 MSKUs 10 Units	<b>Shipment status</b> READY TO SHIP <b>Created:</b> 16 Feb 2015 <b>Updated:</b> 16 Feb 2015 <a href="#">Mark as shipped</a>
---	---	---	---	--

[Track shipment](#) [Shipment contents](#) [Reconcile](#) **NEW**

**i** To change the number of boxes, please go back to the previous page. If your shipment contains multiple boxes and your carrier has provided only one single tracking ID number for all boxes, please copy the same tracking ID number for each box below

Box #	Tracking #	Carrier status
1	<input type="text" value="Enter tracking number"/>	--

[Save All](#)

- You can view any discrepancies in your shipments in the **Reconcile** tab where you will find the **Shipment Reconciliation Tool**. [Learn more](#)



# Stickered vs. Commingled configuration

## > Stickered vs. Commingled configuration

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



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



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

[More information](#) on Stickerless and commingled inventory

## > Practical points about stickered configuration

### Not all stock can be stickerless/commingled!

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

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

### Print labels in the shipping workflow if required:

**Send/Replenish Inventory** [Learn more](#)  
PLN (08/12/2014 15:31) [Rename](#)

[Set Quantity](#) [Prepare Products](#) [Label Products](#) [Review Shipments](#) [Prepare Shipment](#) [Summary](#)

Ships from: Caroles's Business, Amazon office, Luxembourg 1234, LU  
Item Pkg. Type: Individual products  
Contents: 1 MSKUs

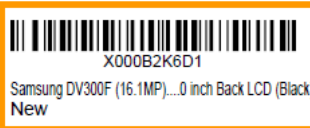
Labelling required [All products](#)

Select who will label your products. For products you choose to label yourself, enter the number of labels to print, print your labels, and affix your labels to the individual units. Amazon can provide labelling services for a fee.

1 to 1 of 1 product

Merchant SKU	Product name	Condition	Units	Who labels?	Number of labels to print	Label cost	Remove
L3-Z3LI-2F37	Samsung DV300F (16.1MP) Smart Digital Camera 5x Optical Zoom 1.5 inch Front + 3.0 inch Back LCD (Black) Size: Standard-Size EAN: 8806071878294	New	1	Seller	1	-	

27-up labels 63.5 mm x 29.6 mm on A4 [Print labels for this page](#) Total labels: 1



#### Tip:

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

#### Note

- *There are rare exceptions when inventory will require additional preparation at the fulfilment centre before being commingled, like units with expiry dates*
- *Labelling may also be mandatory for certain brands or individual products*



# Automate with Marketplace Web Services (MWS)

## > Automate with Marketplace Web Services (MWS)

- MWS helps merchants integrate and trigger FBA transactions within their own ERP or inventory management system
- This is done through **Inbound**, **Outbound** and **Inventory** APIs. These interfaces allow you to program and perform FBA functions such as:
  - Creating and sending shipments of inventory to our centres
  - Requesting fulfilment of orders passed on non-Amazon sales channels using inventory stored at our centres
  - Checking the status of your inventory at our centres
- There is **no charge for using Amazon MWS**. Only fees for the underlying FBA services apply.



Visit <https://developer.amazonservices.co.uk/> if this is of interest



Now, let's look at what happens in the real world



## > What happens to my stuff at the FC?

- We receive your shipment, open it, and scan every item out of the box



- If it has never been received before, we measure the item's dimensions



### **Inbound shipments to the FC by the seller**

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

### **Shipment to consumers**

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



## > Restrictions and forbidden products

- **Dangerous/HAZMAT products**



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

- **Perishable / Expiry date products**

(ex: food, ink cartridges, pregnancy tests)



- **Heavy products**

Individual items weighing more than 30kg, or boxes of more than 15kg will be refused

- **Others**

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

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

### SIZE OF SHIPMENT

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



# Pallet requirements

## > Pallet Deliveries

### Pallet requirements

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



### Scheduling Delivery Appointments

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

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



# Packaging requirements

## > Packaging requirements

Pellets and granular:



Liquids:



Breakable and fragile:



Breakable and fragile:



## > Packaging requirements

Toys:



Good

Toys:



Bad

Textiles:



Good

Textiles:



Bad



# Common issues in the receiving process



## > Common issues in the receiving process

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

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

Problematic items will be put as '**unfulfillable**'. You can get them back by creating a removal order in Seller Central.

<a href="#">Unfulfillable</a>	<a href="#">Your Price</a>	
▼	▼	
11 ⚠	£999.99	

**Amazon Fulfilled Quantity**

⚠ **Why are my items unfulfillable?**  
Items are designated as unfulfillable when they are damaged, defective or otherwise unfit for sale or shipment.  
[Learn more](#)

Unfulfillable Reason	Units
Customer damaged	1
Distributor Damaged	10
Total	11

**Create removal order**

- [For this item](#)
- [For all unfulfillable inventory](#)

## > A few concrete examples of what not to do...

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

### Obvious ones



Pallets must not be higher than 1.7m



Do not put dangerous items posing a safety hazard



Same stickers for different products



Liquid products not securely sealed which leaked

## > A few concrete examples of what not to do...

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

### Not so obvious



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

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



Receiving 1 Reebok cricket helmet?....

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



Stickered so ok, right?...

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



## > FBA Prep Video Tutorials

- ➔ Certain products require special preparation prior to their being shipped to Amazon fulfilment centres
- ➔ Watch our Prep Video Tutorials to learn how to prepare specific products such as apparel and textiles, baby toys, breakable items, liquids and other products that require extra preparation for shipment and storage
- ➔ You can find the Prep Video Tutorials [here](#)



## > Useful References

[Video](#): Shipping your first shipment to Amazon

[FBA Manual](#): Comprehensive help resources about Fulfilment by Amazon

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

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

[Prep Matrix Sheet](#): How to prepare your products for shipment

Visit our [Winning with FBA website](#) for more information

[Step-by-Step Guide](#): Creating a shipment with the UPS Partnered Carrier Programme

*This presentation highlights key steps to create a shipment. Please always refer to Seller Central help pages or contact Seller Support in case of doubt or if you have further questions.*

## > Do not forget

Sending a shipment to us will always be quicker than shipping thousands of individual orders!

### **So, try FBA today to:**

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

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