



SellerFlex Handbook

2026

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Section 1: Overview

1.1 The SellerFlex Program

SellerFlex is a fulfilment program that provides the necessary resources to fulfil Prime orders nationwide from Selling Partners' facility(s). Using this program, you will leverage Amazon's Warehouse Management System (WMS) or API solution (SmartConnect) and transportation network. You will be given access to our FBA technology, processes, and our very own carrier, AMXL, who offers 2-man-handling together with the following benefits:

- ✓ **Scheduled Delivery:** Sellers can offer customers convenient 4-hour timeslots for delivery on checkout, reducing the costs associated with missed deliveries and improving the customers' experience.
- ✓ **Access to Prime Badge:** Whether it's a Single or Multi box item, Seller's gain access to fast delivery times, using our class leading carrier network AMXL.
- ✓ **Additional delivery services made easy:** Sellers will be offering their customers a wide range of services, including: Installations & Unboxing, Room of Choice delivery, 2-man Delivery, and recycling of old appliances.
- ✓ **Amazon's Customer Service:** Amazon takes care of customer service for you and will answer to all of the questions regarding the delivery.
- ✓ **It's free to sign up:** No up-front costs, no complicated contracts.

This Handbook will provide all the tools for the warehouse teams to successfully inbound, prepare and dispatch all Heavy Bulky products delivered through the SellerFlex program. There are 2 ways to be onboarded into SellerFlex, and different steps will be required according to the integration:

- **WMS** (Warehouse Management System): is a tool created by Amazon to help you manage your SellerFlex Inventory and seamlessly pick, pack and send customer orders with automatically generated delivery labels.
- **Smartconnect:** is an API suite that allows Selling Partners to integrate their own WMS with Amazon's SellerFlex platform, enabling logistic partners to dynamically manage inventory and dispatch orders via API.

1.2 Heavy Bulky definition

SellerFlex is enabled for **Heavy Bulky** products only. We define a product as Heavy Bulky when they meet any of the requirements below:

- Weight > 23kg or,
- Length > 175cm or,
- Girth* > 360cm or
- Multibox



We further split Heavy Bulky into two categories:

- **Heavy Oversize / Heavy Non-Sort (HNS):** Any product which weighs between 23Kg - 31.5Kg
- **Special Oversize / Heavy Bulky (HB):** Any product which weighs >31.5Kg, or with package length >=175cm, or Girth* >= 360cm

Girth = length+2(width+height)

Section 2: Onboarding

This section explains the Program requirements and summarizes the Onboarding steps. Please make sure you understand and commit to the program requirements before submitting your application.

2.1 SellerFlex Program Requirements

SellerFlex is an eligibility-based program. Before any submission, you need to check:

- ✓ You own Heavy Bulky selection and will **only include Heavy Bulky selection** in the Program.
- ✓ You have read the [Terms & Conditions](#) for EU SellerFlex Program (T&C) and consent to them.
- ✓ As per the T&C, you understand that the Program requires a **minimum of 10 units per collection** in UK,FR,IT,ES, and a **minimum of 16 units per collection** in DE. You are confident that you will meet this minimum collection requirement within the first 12 weeks after launching.

2.2 Onboarding Steps

The onboarding process is the required preparation process to ensure you are ready to launch in SellerFlex. Please find below a summary of the onboarding steps:

- 1.2.1 **Submission:** Submit your application to join SellerFlex by filling in the Onboarding survey. Once your application is complete, we will review your application and contact you on the next steps.
- 1.2.2 **Onboarding:**
 - 2.1 Set up Seller Central.** In Section 3 you will find all the steps to setup your Seller Central Account:
 - Create the SellerFlex SKUs
 - Setup the Returns
 - Remove international listings
 - 2.2 Warehouse preparation.** In Section 4 you will find all the steps to prepare your warehouse
 - Physical Warehouse Setup
 - Setting up your Printers (Printing your test label)
 - WMS Setup
 - Smartconnect Setup
 - 2.3 Process your first order.** Section 5 summarizes the steps to process your first order.
 - Manage Inventory
 - Prepare the orders: Shipment process and Loading process
 - 2.4 Set up FMC.** Section 6 covers the Freight Management Console (FMC), which is the Amazon portal where you can view and manage your AMXL collections and the time of these collections.
- 1.2.3 **Launch:** once you are ready, your SellerFlex SKUs will become available for sale and we will collect the first orders from your 3PL warehouse.
- 1.2.4 **Ramp up:** is the post-launch period where we monitor that you are correctly using SellerFlex program with dedicated support during the first weeks.
- 1.2.5 **Growth:** the last step is to grow by increasing the selection on SellerFlex Program and to forecast the stock for high volume events such as Prime Day and Black Friday.

Section 3: Setting up Seller Central

The first step is to select all products that you will sell with SellerFlex. Once identified, you need to create the SKUs in Seller Central and share the list with your 3PL for them to add the available stock (see instructions on section 3.1). The last steps are to setup the Returns and the International settings correctly in Seller Central.

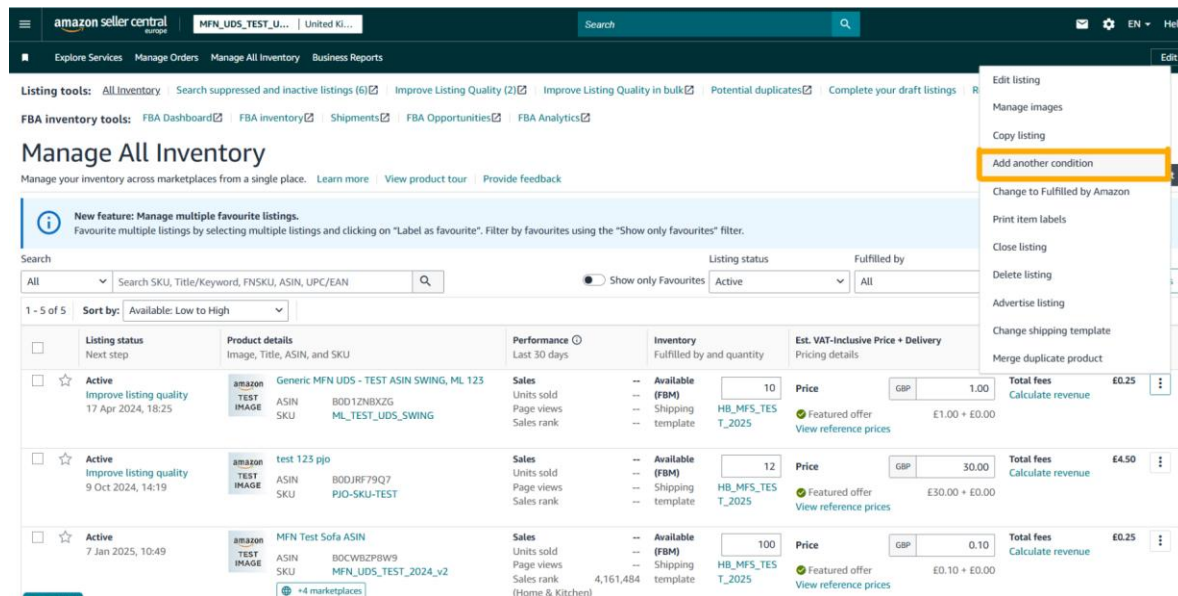
3.1 Create SellerFlex SKUs

First of all, identify all products that will be sold on SellerFlex. Once identified, create a “Fulfilled by Amazon” listing within Seller Central. This process is similar to FBA.

Steps to create SellerFlex SKUs:

Go on your Seller Central Account > Inventory > Manage Inventory

Enter the ASIN of the product you want to list for SellerFlex in the Search box – Press “Search”



The screenshot shows the Amazon Seller Central interface. At the top, there's a search bar with 'MFN_UDS_TEST_U...' entered. Below the search bar, there's a navigation bar with 'Explore Services', 'Manage Orders', 'Manage All Inventory', and 'Business Reports'. The main heading is 'Manage All Inventory'. Below this, there's a search bar with 'Search SKU, Title/Keyword, FNSKU, ASIN, UPC/EAN'. The table below shows three inventory items. The first item is 'Generic MFN UDS - TEST ASIN SWING, ML 123' with a price of £1.00. The second item is 'test 123 pjo' with a price of £30.00. The third item is 'MFN Test Sofa ASIN' with a price of £0.10. A dropdown menu is open on the right side of the page, showing options like 'Edit listing', 'Manage images', 'Copy listing', and 'Add another condition'. The 'Add another condition' option is highlighted with an orange box.

On the right side, click on the drop of the drop-menu by “Edit” – Select “Add another condition”:

Fill in the 5 boxes:

“Your price” – You can keep the same price or set-up a new one

“Seller SKU” – Please use your normal SKU and add _SF at the end to easily identify the Seller Flex SKU

“Quantity” – You can put “1”

“Offering Condition” – Select “New”

“Fulfilment Channel” – Select the second option: “Amazon will dispatch and provide customer service”



MFN Test Sofa ASIN
GBPE 10
ASIN: B0CWBZPBW9
Amazon Sales Rank: 4160602
Competing Marketplace Offers:
1 New from £0.10+ £0.00 delivery
[View Listings on Amazon](#)
[More Info](#)

Offer

or edit your current listings for this product, click here.

Seller SKU

* Your Price BIL-enabled
[Override BIL price](#)

Currency conversion

* Offering Condition Type

* Fulfilment Channel ☐ I will ship this item myself (Merchant Fulfilled)
☒ Amazon will dispatch and provide customer service (Fulfilled by Amazon)
[Promo Eligible](#)

You have chosen to have Amazon fulfill orders for this item. Your item will be available for sale, when Amazon receives it. Fulfillment by Amazon fees will apply. [Learn More](#)

Remember to de-activate the listings abroad – SellerFlex is a domestic program, so you can only list products in the country where you are storing them.

Manage offers in other marketplaces

You may be able to sell this product in other marketplaces. Provide a price and quantity for each. If the detail page does not yet exist, Amazon will attempt to translate your local content automatically, for free. You can modify translated content later. The same SKU and condition will be used globally. [Learn more](#)

[Build International Listings](#) [Foreign exchange rates](#)

Marketplace	BIL connection	Quantity	Your price	Lowest price
Europe				
☒ United Kingdom	BIL-enabled	-	Pound Sterling (GBP) 1.00	
☐ Germany		-	Euro (EUR) Ex: 50.00	
☐ France	BIL source	-	Euro (EUR) Ex: 50.00	
☐ Italy		-	Euro (EUR) Ex: 50.00	
☐ Spain		-	Euro (EUR) Ex: 50.00	
☐ Belgium		Be the first to sell this product in Belgium		Sell in Belgium
☐ Poland		Be the first to sell this product in Poland		Sell in Poland

Press "Save and finish"

Now your SKU is ready to **List as FBA**:

Select "Amazon Barcode" in order to create a unique identifier for your SellerFlex offers. This step is necessary to create an FNSKU (Amazon's Fulfilment Network SKU) which will enable us to identify your SellerFlex products to your Seller account and to the country where they are for sale.

List as FBA [Learn more](#) | [Rate this page](#)

The new List as FBA workflow is a simpler and more comprehensive workflow that will make conversion of products easier. On this page, we verify that your products are eligible for FBA before you list and send them as FBA inventory. You may be required to provide additional information to complete some listings.

1 / 1 of your selected listings are ready to List as FBA
Proceed to send inventory.

Image	Product name	Fulfilment method	Actions
	MFN Test Sofa ASIN SKU: MSF_SKU ASIN: B0CW8ZP8W9	Merchant → FBA	Ready to list as FBA Barcode type: Amazon barcode only Why? Don't want to use Amazon barcodes? Tell us more

Total listings: 1

List as FBA

List as FBA and Send to Amazon

Once a product is Listed as FBA, the offer will be inactive until we receive inventory at an Amazon fulfilment centre.

Press “List as FBA” to create the SellerFlex listing – it can take up to 24 hours to update.

Once created, you will see your new SellerFlex ASINs on your Seller Central Account > Inventory > Manage FBA Inventory. Your ASIN will remain inactive (out of stock) until you are ready and until your 3PL inbounds the SKU in SellerFlex and adds the stock.

Listing status	Product details	Performance	Inventory	Est. VAT-Inclusive Price + Delivery	Estimated fees
Out of stock Ready to ship 17 Apr 2024, 18:42	chair SF TEST GTS ASIN: B0CZ96L1X1 SKU: SF_ML_GTS FNSKU: X00200A1J72	Sales Units sold Page views Sales rank	Available (FBA) Inbound Unfulfillable Reserved	Price GBP 1.00 Featured offer View reference prices	Total fees FBA fee Calculate revenue £10.92 £10.67
Out of stock Ready to ship 5 Apr 2024, 10:11	Test SF GTS CHAIR ASIN: B09354Z8KP SKU: SF_ASIN_GTS_FR FNSKU: B09354Z8KP	Sales Units sold Page views Sales rank	Available (FBA) Inbound Unfulfillable Reserved	Price GBP 1.00 Featured offer View reference prices	Total fees FBA fee ...

If you are using an API to manage the inventory, you can also take the equivalent steps in your API to create the SellerFlex SKUs. Remember to always remove the international listings.

3.2 Setup Returns

The SellerFlex program follows the same [customer return process as Fulfilment by Amazon \(FBA\)](#) and we use Amazon's [Return Policies](#) to determine if an item purchased from SellerFlex is eligible for return. Please review the document for all the details: [How does return and refund work](#) (Note that SellerFlex and SellerFlex return process is the same).

When a SellerFlex Customer Return request is made, our carrier will collect the items from the customers at **no extra cost for you**. This is a part of a 4-step workflow. Below is a summary of the return process with links to relevant help pages:

1. The customer returns your items
2. When the returned item arrives at the fulfilment centre, we review its condition and process it

accordingly. The items will then go through the Value Recovery Funnel in our Return Centers where they will be assessed according to your [Automated Unfulfillable Settings](#) in Seller Central before being returned to you, if applicable.

3. For use cases when Amazon takes responsibility, you are refunded proactively.
If you haven't received a reimbursement for a customer return and you believe you are eligible, you can submit a removal order for those units and file a claim with us.
4. In case your items are unsellable, you can remove unsellable inventory at any time by submitting a removal order at [Remove inventory from a fulfilment centre](#). You can also choose to have unsellable inventory refurbished, graded, liquidated or returned to you automatically by enabling the service in your seller account. Ensure to update the settings for both the UK and the EU. For more information, go to [Fulfilment by Amazon value-recovery services](#) and [FBA Grade and Resell](#).

Automated unfulfillable settings Rate this page

Automated unfulfillable settings
Find out more

☒ Enable
☐ Disable

Enrol in value recovery options New

You can select value recovery options and we will try to recover value on your unfulfillable inventory before it is returned or disposed of.

Automated value recovery options

① Your unsellable inventory will flow through the following value recovery options in the order listed below. If inventory is not eligible for the value recovery options, it will be returned or disposed of.

Your unsellable inventory

↓

Furbishment

↓

Grade and Resell

↓

Liquidations

↓

Return or dispose

☒ **Furbishment** Find out more

Depending on the item, Fulfilment by Amazon can re-tape, re-glue and re-staple boxes; remove excessive tape, non-product labels and stickers; and re-box branded and unbranded corrugated boxes. Shoes and clothing refurbishment can include steaming and removing stains and odours.
By selecting this value recovery option, you have accepted the [terms and conditions](#)

Select product categories to enroll in **Furbishment**

Select product categories

23 product categories selected

☒ **Grade and Resell** Find out more

Recover value from your unfulfillable customer returns. Enrolled ASINs are automatically graded and assigned a used condition, and then added to your active inventory. You set the price and manage the listing, as you do for your current new and used items. When a used item is graded as sellable, a per-item processing fee applies.
By selecting this, you have accepted the [terms and conditions](#).

Set your price

⚠ Please set the price for your products

Exclude products from **Grade and Resell**

Enter one or more ASINs to exclude

☒ **Liquidations** Find out more

FBA Liquidations helps you recover value from your overstock and returned inventory by selling it to a network of trusted Amazon partners at pre-contracted rates.
By selecting this, you have accepted the [terms and conditions](#).
⚠ Activate VAT calculation services VAT calculation services before submitting a liquidation order. Set up your VAT profile [Set up your VAT profile](#) to continue.

Exclude products from **Liquidations**

Enter one or more ASINs to exclude

3.3 Delete International Listings Onboarding Steps

The last step is to ensure that your SF SKUs will not go live in other locales in case you have enabled Global Selling or you can remove a connection between your source marketplace and a target marketplace by following the steps on [Remove a connection using Build International Listings](#)

A/ Check if you have enabled Build International Listings (BIL) in Inventory > Sell Globally

amazon seller central MFN_UDS_TEST_U... United Kingdom Search

Explore Services Manage Orders Manage All Inventory Business Reports

Sell Globally | Understand the basics | Build International Listings | Find a Provider | Marketplace Product Guidance | European Expansion Accelerator | Remote Fulfilment with FBA | Export Central [NEW]

Sell Globally [Take a tour](#) | [Learn more](#) | [Rate this page](#)

Only the owner of the current selling account can link to another selling account in a different region from this page.

With Amazon Global Selling, you can reach hundreds of millions of new customers. List and sell your products on any of our marketplaces in North America, Europe, Asia-Pacific, Middle East and North Africa. Use the tabs below to help you get started. Note: The FBA Export programme enables international customers to order FBA products on Amazon and have them shipped to their international address. [Learn more](#)

Americas **Europe** ✓ Asia-Pacific Middle East and North Africa

Amazon can help you sell in UK, Germany, France, Italy, Spain, Belgium, Poland

UK Germany France Italy Spain Belgium Poland

Next steps
 To add your existing listings to another European marketplace, create a connection using [Build International Listings](#).
 To create new listings for unique items, use the [Add a Product](#) page.
 To comply with your European VAT obligations, [review and complete your Tax settings](#).
 To stay informed of changes related to Brexit, visit the [Prepare your Amazon Business for Brexit](#) help page.

Guide to selling in Europe

Set up your account in Europe ^

With your Amazon European account, you can sell your products on Amazon.co.uk and other European marketplaces by using Amazon's seller tools to list products and manage orders in multiple marketplaces.
[Learn more](#)

Europe tax and regulations v

Managing offers in Europe v

Using Fulfilment by Amazon in Europe v

Customer support and returns v

Payments for global accounts v

More tools v

B/ Exclude the SF SKUs from the connection accross different counties.

If you also manage the inventory via API, please make sure the SF SKUs are only for sale in the country where your 3PL and the stock is.

amazon seller central MFN_UDS_TEST_U... United Kingdom Search

Explore Services Manage Orders Manage All Inventory Business Reports

Sell Globally → Home Understand the basics **Build International Listings** Find a Provider Marketplace Product Guidance European Expansion Accelerator Remote Fulfilment with FBA Export Central

Build International Listings [Learn more](#) | [Rate this page](#)

Source marketplace: Amazon.fr

Target marketplace: Amazon.pl, Amazon.co.uk, Amazon.com.be, Amazon.de, Amazon.it

Your last report has expired in Amazon.de
 Generate a new report to see your latest synchronisation status for this marketplace.
[Generate new report](#)

Frequently asked questions

Does Build International Listings synchronise inventory between marketplaces?
 No, Build International Listings does not synchronise inventory. There are instances where inventory can be shared if you are enrolled in Remote Fulfilment with FBA. Please see [Share your available inventory](#) for more information.

Why is my listing not appearing in certain target marketplaces?
 Please generate and download a report using the links above to see a SKU-level breakdown of all offers synchronised with Build International Listings, along with their corresponding statuses and errors.

Connection settings

Amazon.fr
 Amazon.de

Offer types Edit

Offers selected: 1 offer

Pricing rules Edit

Price synchronisation
 List price and sale price

Price FBA listings
 Same as the source marketplace, adjusted for taxes and fees

Price Fulfilled by Merchant listings
 Same as the source marketplace

Applied currency rate
 1 EUR = 1 EUR
 Calculated on 05/06/24

[Edit connection](#)
[Remove connection](#)

Product exclusions

ASIN	Product Name
B00ZP531XQ	
B0P19ZJNGD	
B0DGS49C75	

[Manage all exclusions](#)

In each locale, Manage Exclusions and paste the SellerFlex SKUs to remove these offers from being sold out of country.

Build International Listings > Manage exclusions

Manage exclusions

Source marketplace

Amazon.fr

Target marketplace

Amazon.pt

Amazon.co.uk

Amazon.com.be

Amazon.de

Amazon.it

+ Add source or target marketplaces

Build International Listings allows you to exclude SKUs from BIL price synchronisation.

When you exclude offers:

- Build International Listings will not reprior offers when the source offer prices are updated or currency exchange rates are changed.

When you reconnect offers:

- The price of these offers will resynchronise based on the price in your selected source marketplace and the price rules that you selected for this connection in Build International Listings.
- The price of these offers will update as you change your offer price in the source marketplace.
- Build International Listings will also automatically update prices on these offers in the target marketplace based on exchange rate fluctuations.

Input SKUs, with each SKU in a new line, to be excluded from selected target marketplace:

HLPT_SKU

999 SKUs left

Exclude offers

Reconnect excluded offers

Search SKU Search Reconnect all offers Reconnect selected offers (0 SKUs)

SKU	ASIN	Product Name	Exclusions method
☐ HL-GTS-2-DE	B0BGS9C7C5		OVERWRITE
☐ HL-GTS-DE	B0BGP37M2		OVERWRITE
☐ TEST-SOPR-GTS-HL-NR34H	B0FVNC3K2D		OVERWRITE

1 to 3 of 3

Page 1 of 1

Remember SellerFlex is a domestic program, so it is critical that the SellerFlex listings are only active on the country where your 3PL warehouse is located.

Section 4: Warehouse Preparation

This section focuses on the instructions to get the warehouse ready for SellerFlex. Please check that you have the required thermal printer and barcode scanner before any further step.

BASIC REQUIREMENTS	
Thermal Printer	230 or 300 DPI Thermal Printer (Required). Recommended Printer: Zebra GX430t - Shipping Labels: A6
Barcode Scanner	2D Barcode Scanner (Data matrix code on shipping labels)

4.1 Physical Warehouse Set-up

You will need to setup the warehouse by identifying the products that will be offered through SellerFlex and assigning them a proper location (bin) in your own WMS.

Here are some basic definitions on how to identify the products:

1/ ASIN: An Amazon Standard Identification Number (ASIN) is a type of Amazon internal catalogue number. Each ASIN is unique and always associated with a particular product or product variation. Every ASIN will be 10 digits and consist of a combination of letters and digits. For example, Samsung Series 6 fridge ASIN: *B0DFH7MZ2M*. This identifier is provided by Amazon when creating the product in Seller Central.

2/ SKU: A Stock Keeping Unit (SKU) is an identification code created by the Seller which is used to track a product for inventory purpose. It sometimes provides details about a product such as colour, size, fit and other variations. An SKU helps in stock keeping and tracking individual inventories easily. For example: for a fridge in different colours, the SKU could be *Samsung-Series6-Silver*, *Samsung-Series6-White*. This identifier is provided by the Seller when creating the product in Seller Central.

3/ FNSKU: Fulfilment Network SKU is an identifier for items that are considered fungible within the Amazon Fulfilment Network (AFN). Any two items identified by the same FNSKU are interchangeable for fulfilment. This identifier is provided by Amazon when the item is “fulfilled by Amazon” and uses “Amazon barcode” as the preferred barcode. If you are using “Manufacturing barcode”, the FNSKU will equal the ASIN.

IMPORTANT: Please ensure that the dimensions and weights of the SKUs in your system match the physical ASIN details provided by the seller. Misalignments will prevent orders from planning correctly and labels from being printed.

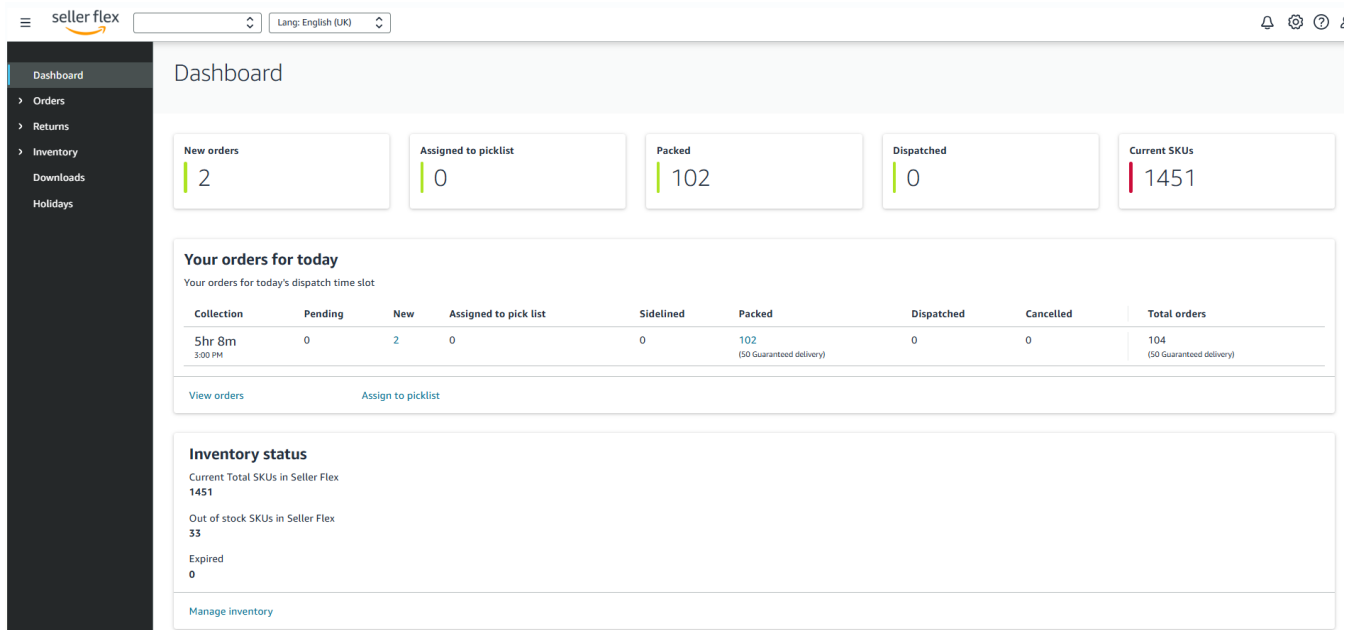
4.2 Setting up your Printers (Printing your test label)

You will need to set up the printers to ensure that once the order is placed and the picking list is ready, you can print all the order labels in bulk or one by one. Find here an example of how a test label should look.



4.3 WMS Setup

WMS (Warehouse Management System) is a tool created by Amazon to help you manage your SellerFlex Inventory and seamlessly pick, pack and send customer orders with automatically generated delivery labels.



When you get access to the WMS, your Account Manager will walk you through the system. Section 5 goes through a more detailed step-by-step guide of utilising the WMS to process your first order. Please watch the [WMS Walkthrough](#) video to get to know SellerFlex WMS. For further details, please check the [WMS Setup guide](#).

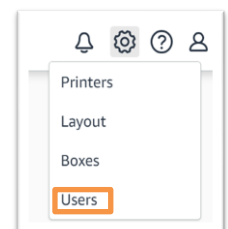
4.1 Log into your WMS

1. Open your Chrome Web Browser
2. Visit sellerflex.amazon.co.uk/de/fr/it/es
3. The first login must be done using your Seller Central Admin User
4. If your login is successful, the WMS "Orders" page appears
5. If unsuccessful, please reach out to your Account Manager

SellerFlex Sellers can now add WMS users with assigned roles with varying levels of access to the WMS. You can control what access you provide. Please watch the [WMS User Management](#) video on how to set up your User Management here if you want to add more users.

To add additional users to your node, please perform the steps listed below:

1. Navigate to the Settings tab
2. Click on the Users link within the Settings dropdown.
3. Click on Add New User at the top right of the User Access Details page.
4. When creating a new user, you will be required to input the following fields
 - a. Name (Required)
 - b. Email Address (Required)
 - c. Contact Number (Optional)



d. Role Assignment (Required)

5. After the inputs have been entered/selected, click “Add User” to send invite.

User settings [Role Configurations](#)

This is a list of all the users who have been given access and their access details.

[+ Add New User](#)

NAME	EMAIL ID	CONTACT	ASSIGNED ROLE	CAN ACCESS	STATUS	
Vaishali	@amazon.com		Admin	ALL	Invite Sent	CANCEL INVITE
Elliot	@amazon.com		Admin	ALL	Invite Sent	CANCEL INVITE
Takeshi	@amazon.co.jp		Admin	ALL	Invite Sent	CANCEL INVITE
Dominic	@amazon.com		Practice Role	Orders : Pick, Pack, Ship, Manage Orders Inventory : Inbound, View Inventory, Adjustments	Invite Sent	CANCEL INVITE
Vaishali	@gmail.com		Admin	ALL	Active	MANAGE
Brian	@gmail.com		Picker	Orders : Pick	Active	MANAGE

After a user has accepted their invite:

1. You may add a new role to assign to users by clicking on **Role Configurations** at the top left of the User Settings Details page.
2. To add a new role and dictate permission levels for the new role, click on Add New Role at the top right of the Role Configuration page.
 - a. You can create a distinguishable name for each role and select varying permissions for the role you're creating.
 - b. After a name has been entered and permissions have been selected, click Add Role
3. To update the permissions per role, select Manage within Role Configuration page.
4. To select a different role for an already existing user, select Manage within the User Access Details page.

4.2 Setting up your Printers

Please watch the [WMS Printer Setup](#) video guide on how to set up your Printers here

- Navigate to your SellerFlex Website.
- Click on the settings cog icon on the top right corner of the screen, then select “Printers”
- **Step 1:** Here you start the installation of both, Java and QZ Tray 2.0.

Printers

Step 1: Install software

Please install the required software mentioned below. You need to install this software as it is needed to enable printing.

Java
To run QZ Tray 2.0
[Install Java software](#)

QZ Tray 2.0 Installed
To communicate information between WMS and your printers.
[Install QZTray 2.0 software](#)

- **Step 2:** Select the printer you would like to designate for the corresponding task:
 - Print Delivery Labels: Select your Thermal Printer and define the resolution (203 or 300 DPI).
 - Print invoices, pick lists and gift messages: Select your Laser Printer (letter/A4 size).

- Print FNSKU level barcodes: Select your Thermal Printer.
- Print Gift messages: Select your Laser Printer (letter/A4 size).

Click on Save

Step2: Assign printers

Select printers to the printing tasks. We have recommended models best suited for your warehouse. You can choose options based on your need.

To print delivery labels (size 4" X 6") Microsoft XPS Document Writer	Select resolution in DPI 203 DPI
To print invoices and pick lists (letter/A4 size) Microsoft XPS Document Writer	
Print SKU level barcodes (size 1" X 1") Microsoft XPS Document Writer	
Print gift messages (letter/A4 size) Microsoft XPS Document Writer	

Save

- **Step 3:** Print a test delivery label and scan it to finish set-up
 - Click on the hyperlink: "Print your test delivery label here"
 - Now scan the label to verify that the barcode is scannable. If it is, the barcode should appear in the white text box on the page.
 - Send a scan of this test label over to your Account Manager.
 - If the barcode does not appear, click on the "Need Help?" Link to find the printer specifications.

Step3: Print test delivery label and verify printer settings

Print test label

Scan the barcode on the test label

Scan or enter barcode

ⓘ Awaiting scan of the correct test barcode. If your printed barcode does not fit on the delivery label, try changing the delivery label resolution in DPI. [Need help?](#)

- If you log into WMS on a different computer, repeat this process in setting selections.

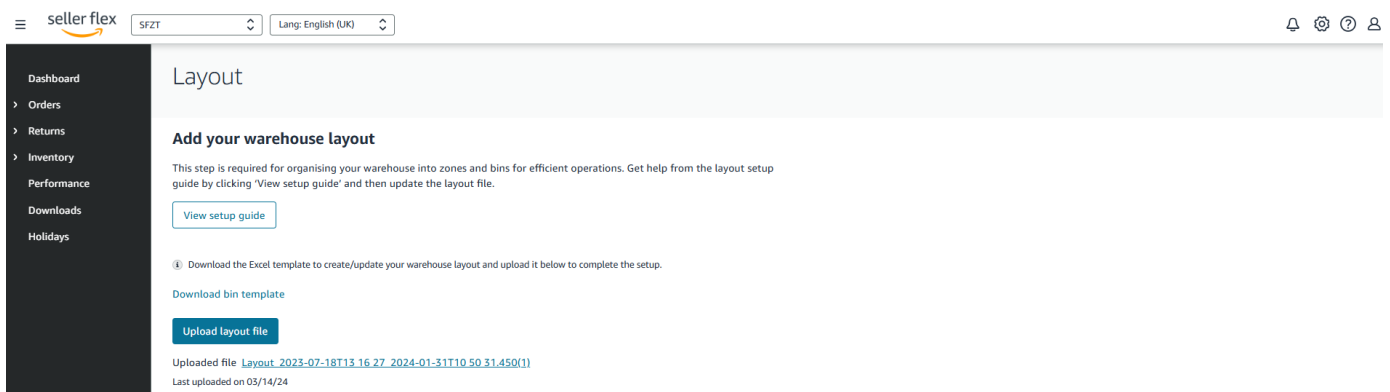
3.3 Layout Management/Bin Setup

Please watch the [WMS Bin Layout](#) video guide on how to set up your Warehouse Layout here.

Note: A default configuration will be applied which you should not delete. This will show all your products as being in the same location on the pick list. If you are happy with this, then you can keep it as it is. If you want to add more bins, follow the below guide on how to do so.

While using your WMS, you will be storing your SellerFlex inventory in different bins. This section provides the instructions on how to set up these bins. It is important to replicate your virtual bins based on the physical bins located in your shelves. Replicating these bins will provide ease when locating product during order fulfilment

1. Navigate to your SellerFlex Website.
2. Click on the settings cog icon on the top right corner of the screen, then select "Layout".
3. Click on "View setup guide" to see how to optimise picking efficiency with bins.
4. Now, click on "Download bin template" which should open a .csv file.



5. In the .csv file format you will see the following:

- a. BinId: Name of the bin - Only alphanumeric characters can be used (No special characters)
- b. BinSequence Index: The distance bin is from the packing station.
- c. Depth: Depth of bin
- d. Width: Width of the bin
- e. Height: Height of the bin
- f. Zone: Specific zone of the bins, this can be used to break up workloads efficiently

BinId	BinSequencer	Depth	Width	Height	Zone
A1	1	1	5	3	A
A2	1	1	5	3	A
A3	1	1	5	3	A
A4	1	1	5	3	A
A5	1	1	5	3	A

6. When you are satisfied with all the fields for the bins, Click File > Save, ensuring the .csv format is preserved.

7. Now click "Upload layout file" and select the .csv file and click on the 'open' button.

- a. If your upload is successful, you will see a green bar showing the updated added/deleted bins.
- b. If you receive a failure, the error provided should describe why the action was not possible

4.4 Smartconnect Setup

SmartConnect is a comprehensive API suite that allows Selling Partners to integrate their own Warehouse Management System (WMS) with Amazon's SellerFlex platform. This Handbook will focus on the basic knowledge to work with SmartConnect, but full instructions on how to build the API will be shared separately. Please use the instructions to setup your Smartconnect API.

Section 5: Processing Your First Order

In order to process your first order, first you will need to inbound the inventory eligible for SellerFlex and then prepare the orders by picking, packing and dispatching every order.

5.1 Manage Inventory

The first step is to inbound to SellerFlex all the ASINs and allocate the stock to the desired location in your warehouse. Remember to choose the correct identifier (SKU) and quantity in order to avoid running out of stock. Once received, it may take a couple of hours for your items to become available for sale.

For WMS, watch the [WMS Add Inventory](#) video and follow the steps to inbound inventory either manually one-by-one or in bulk using a flat file. For written instructions, you can check the [WMS inventory management guide](#).

For SmartConnect, you will be able to add inventory and update inventory following the instructions via API.

5.2 Prepare the orders

The second step is to prepare the orders and load them into AMXL truck in their assigned collection date. Each order will be identified by the Order id, Shipment Id, and Merchant SKU.

For WMS, watch the [WMS Processing and order](#) video and follow the steps to view, pick, pack and dispatch your orders.

For SmartConnect, you will be able to see the orders that need to be ready for a specific collection date, and you must prepare them on time to preserve the delivery promise and the customer experience.

Shipment Process

When a customer buys an item in your warehouse, the order will drop with a unique identifier (order_id), and a date in which it should be shipped ("Expected Ship Date" – "ExSD").

The shipment process should include these basic steps:

- Create a **pick list** with the orders to be shipped (within 24h before the collection time)
- Identify all the products in the pick list and their locations on your warehouse
- **Print the shipping labels** (within 24h before the collection time)
- Prepare and **pack** the products
- The truck will arrive approx. 1 hour before the collection time
- **Load the products to the truck** before the collection time
- Mark the products as shipped once the collection has taken place.

Loading Process

AMXL will be your only carrier and all orders should be loaded into the trucks in line with the [AMXL loading standards](#).

You will see labels printed for other carriers (see full list below), but all SellerFlex orders are to be loaded into the AMXL trucks.

- UK carriers: AMXL, ArrowXL, AIT, DPD
- DE carriers: AMXL, DHL, Hermes, DPD
- FR carriers: AMXL, Relco, Chronopost
- IT: AMXL, Tgroup, SDA
- ES: AMXL, Ontime, SEUR

Please view the loading standards document to ensure you comply with AMXL requirements, unsafely loaded trucks could be rejected by the sort centre and sent back to yourselves to safely reload.

WMS Pick, Pack and Dispatch Appendix:

1. Picklist Tab Breakdown

- Create – New orders that are able to have picklists created/generated appear here.
- Active pick lists– Any active pick lists with items that need to be picked appear here.
- Completed – Pick lists that have already been picked appear here.
- Future Picks – Displays upcoming orders for the next 4 days that require picklists
- Custom pick lists – Allows customization of picklists to include Dangerous Goods, gift orders, etc.
- Channels – Not relevant as of now.
- Search Bar – Search for new/active/completed picklists.
- Picklist Preferences – Additional preferences such as maximum order count.
- Upcoming Pick-ups – Number of orders associated with the upcoming pick-ups for the day
- Activate and print pick list – Generates a picklist based preferences of orders selected.

The screenshot shows the 'Pick' interface with the following elements and annotations:

- A:** 'Create' button
- B:** 'Active pick lists' button
- C:** 'Completed' button
- D:** Future Picks section showing dates and order counts:
 - Today, Monday Dec 30th: 0 of 524 orders to be picked
 - Thursday Jan 2nd: 43 orders to be picked
 - Friday Jan 3rd: 1 order to be picked
 - Monday Jan 6th: 2 orders to be picked
 - Tuesday Jan 7th: 2 orders to be picked
- E:** 'Custom pick lists' button with subtext 'Create your own pick lists'
- F:** 'Channels: All' dropdown menu
- G:** Search bar with placeholder 'Search pick list ID'
- H:** 'Pick list preferences' gear icon
- I:** Carrier pick up times for Thursday Jan 2nd:

Time	Orders to be picked
3:00 PM	6 orders to be picked
4:15 PM	33 orders to be picked
4:30 PM	4 orders to be picked
- J:** 'Activate and print pick list' button

Below the carrier times, it states '5 pick lists created based on your pick list preferences' and shows a table with columns: Priority, Orders, Pick up.

Priority	Orders	Pick up
1	6 Single	3:00 PM

Buttons at the bottom right: 'Activate and print 0 selected' (disabled) and 'Activate and print pick list' (active).

2. Physical Picklist Breakdown

- A: Picklist ID** – Picklist ID number and scan-able barcode used for packing.
- B: Bin Location** – Physical & virtual item location for picking.
- C: SKU** – Alphanumeric item identifier to pick for the order. Ensure SKU matches item(s) in hand.
- D: Date & Time** – The expecting dispatch date and time of the picklist and orders within it.
- E: Quantity** – The amount of items required from bin to complete order.

The diagram shows a physical picklist form with the following fields and labels:

- A:** Picklist ID : P1546294068594 (with a barcode below it)
- B:** BIN (containing B1-01)
- C:** SKU (containing X001Z26VBZ)
- D:** Expected Dispatch Time : 30 Dec 2018 11:59 PM
- E:** Quantity (containing 1)

Other fields visible include MSKU (DCD1), UPC / CUSTOM ID (0748927054316, 74 8927054316), and TITLE (OPTIMUM NUTRITION ESSENTIAL AMINO ENERGY, Peach Lemonade, Preworkout and Essential Amino Acids with Green Tea and Green Coffee Extract, 30 Servings).

3. AMXL and ArrowXL labels examples



4. Dispatch Tab Breakdown

- A: Handover Tab** - Buttons and total orders prepared for carrier.
- B: Handover Reports Tab** – Displays reports of Handovers including status and carrier type (see next section).
- C: Carrier List** – List of order expecting carriers appear here.
- D: Total Packed/Pending Handover** - Number of shipments expected.
- E: Handover Button** – Alerts customers of incoming orders, required to complete order workflow

The diagram shows a Dispatch Tab interface with the following fields and labels:

- A:** HANDOVER button
- B:** HANDOVER REPORTS button
- C:** CARRIER (containing AMAZON)
- D:** TOTAL PACKED (containing 416) and PENDING HANDOVER (containing 416)
- E:** HANDOVER button

5. Handover process

PROCESS FLOW – updated in January 2026

Step 1: You have the option to 'Edit' the shipment list on the Product Handover page in the Ship section for a specific ship date. This page displays the number of shipments in 'Packed & Pending status' and shows whether any shipments have been excluded.

The screenshot shows the 'Ship' page in Seller Flex. The page has a sidebar with navigation options: Orders, Order summary, All orders, Pick, Pack, Ship, Returns, Inventory, Performance, Downloads, and Holidays. The main content area is titled 'Ship' and has two tabs: 'Product handover' (selected) and 'Handover reports'. Below the tabs, there is a date selector showing '12/10/2025'. A message states: 'When you physically handover packages to carriers, press the handover button below per carrier pickup to notify customers that items have shipped and create a handover report with tracking IDs.' Below this is a table with the following data:

Carrier	Shipout time	Packed & pending	To be Excluded	Actions	Excluded	Handed over
LA_POSTE	10 Dec 2025 12:00 PM	2	0	Edit Handover	0	0
FRANCE_EXPRESS	10 Dec 2025 12:00 PM	1	0	Edit Handover	0	0
Total		3	0		0	0

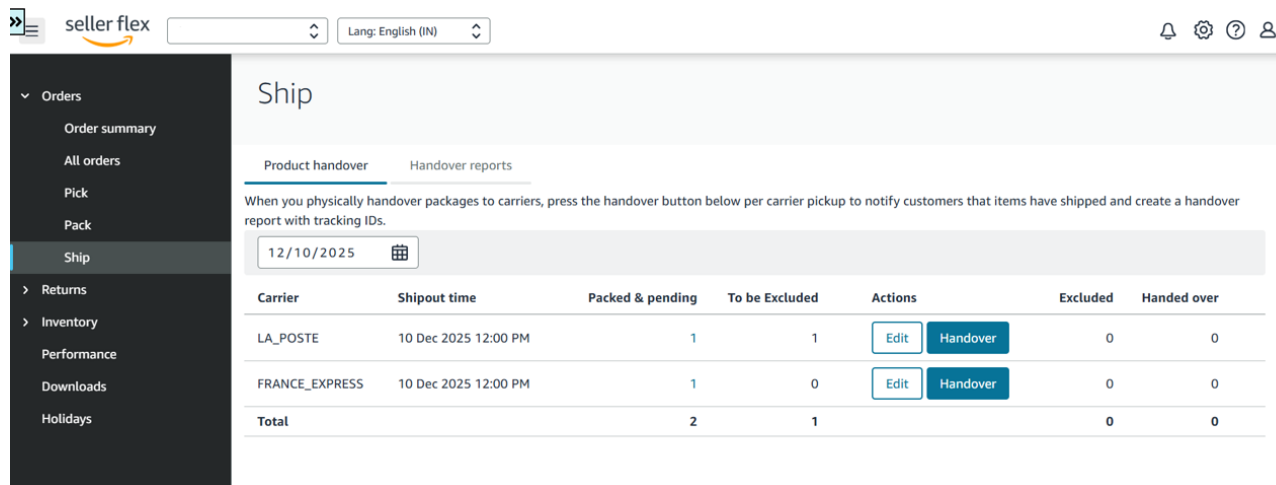
Step 2: By clicking 'Edit', you can exclude a specific shipment from Handover by unticking the box next to each shipment (all shipments are ticked by default). Additional details such as shipment tracking ID, SKU, number of boxes, and carrier help you to identify which shipments to hand over.

The screenshot shows the 'Pending orders' page in Seller Flex. The page has a sidebar with navigation options: Orders, Order summary, All orders, Pick, Pack, Ship, Returns, Inventory, Performance, Downloads, and Holidays. The main content area is titled 'Pending orders' and has a 'Save changes' button in the top right corner. Below the button, there is a table with the following data:

Shipment ID	Shipment tracking ID	SKU	Number of boxes	Carrier	Shipout time	Include in handover
TI [redacted]	NP [redacted]	SF_ML_GTS	1	LA_POSTE	12:00 PM	☒
TI [redacted]	NP [redacted]	SF_ML_GTS	1	LA_POSTE	12:00 PM	☐

The screenshot shows the 'Pending orders' page in Seller Flex with a modal dialog box open. The modal dialog box is titled 'Save changes to handover' and contains a warning message: 'Note that you cannot exclude a shipment from Handover more than once!'. Below the message, it asks 'Are you sure you want to include / exclude these shipments from handover?' and has 'Cancel' and 'Save' buttons. The background table is the same as in the previous screenshot.

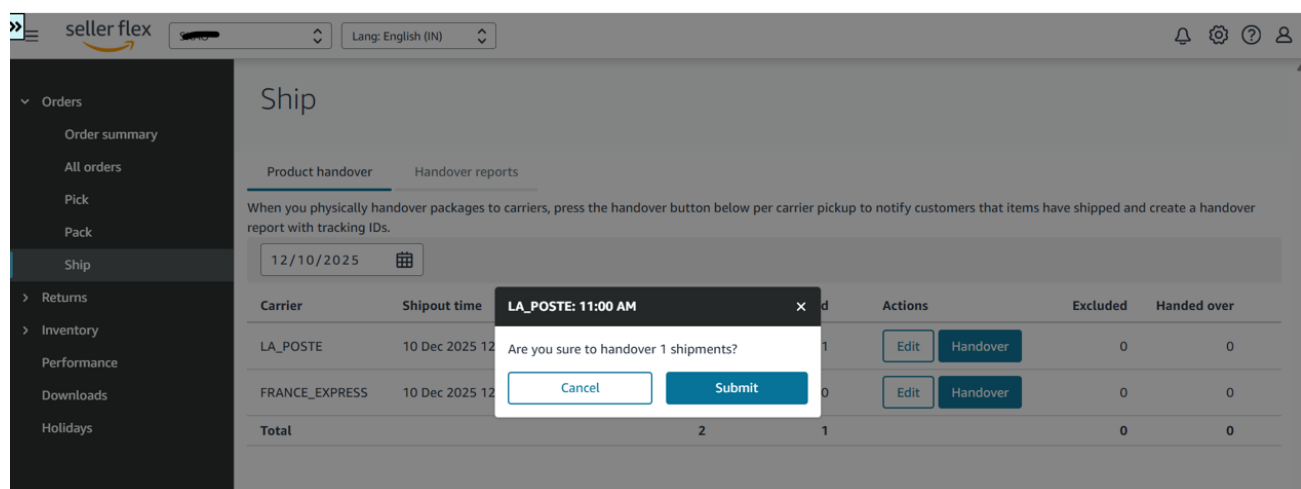
After saving the changes, the excluded shipment count will appear in the respective column. You can edit the list multiple times before clicking 'Handover' to confirm your final selection.



The screenshot shows the 'Ship' page in Seller Flex. The left sidebar contains navigation links: Orders, Order summary, All orders, Pick, Pack, Ship, Returns, Inventory, Performance, Downloads, and Holidays. The main content area has tabs for 'Product handover' and 'Handover reports'. Below the tabs is a date selector set to '12/10/2025'. A table lists shipments with columns: Carrier, Shipout time, Packed & pending, To be Excluded, Actions, Excluded, and Handed over. The table shows two carriers: LA_POSTE and FRANCE_EXPRESS, each with 1 packed and pending shipment and 0 to be excluded. The total row shows 2 packed and pending shipments and 1 to be excluded shipment.

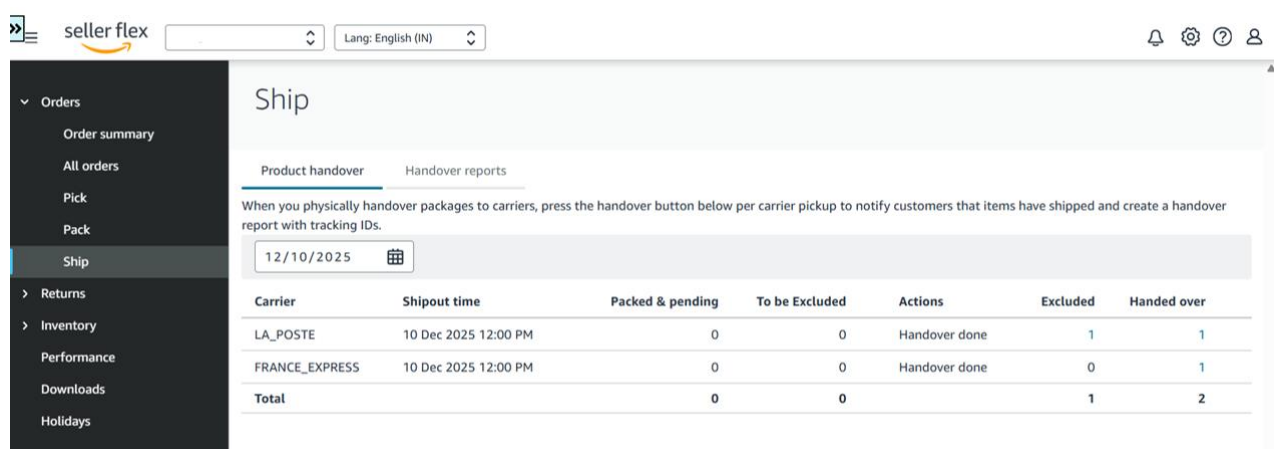
Carrier	Shipout time	Packed & pending	To be Excluded	Actions	Excluded	Handed over
LA_POSTE	10 Dec 2025 12:00 PM	1	1	Edit Handover	0	0
FRANCE_EXPRESS	10 Dec 2025 12:00 PM	1	0	Edit Handover	0	0
Total		2	1		0	0

Step 3: After editing the shipment list, click 'Handover' to confirm your selection and 'Submit' the shipments to be handed over.



The screenshot shows the 'Ship' page with a confirmation dialog box open. The dialog box has the title 'LA_POSTE: 11:00 AM' and the text 'Are you sure to handover 1 shipments?'. It has two buttons: 'Cancel' and 'Submit'. The background table is dimmed, showing the same data as the previous screenshot.

After submission, the shipment count on the Product Handover page will update to reflect the number of shipments handed over and excluded.



The screenshot shows the 'Ship' page after the handover process. The table now shows that the 'Packed & pending' count for both carriers is 0, and the 'To be Excluded' count is 0. The 'Excluded' count for LA_POSTE is 1, and for FRANCE_EXPRESS it is 0. The 'Handed over' count for LA_POSTE is 1, and for FRANCE_EXPRESS it is 1. The total row shows 0 packed and pending shipments, 0 to be excluded shipments, 1 excluded shipment, and 2 handed over shipments.

Carrier	Shipout time	Packed & pending	To be Excluded	Actions	Excluded	Handed over
LA_POSTE	10 Dec 2025 12:00 PM	0	0	Handover done	1	1
FRANCE_EXPRESS	10 Dec 2025 12:00 PM	0	0	Handover done	0	1
Total		0	0		1	2

Click the count links to view the details of both handed over and excluded shipments.

Carrier	Shipout time	Packed & pending	To be Excluded	Actions		
LA_POSTE	10 Dec 2025 12:00 PM	0	0	Handover done	1	1
FRANCE_EXPRESS	10 Dec 2025 12:00 PM	1	0	Edit Handover	0	0
Total		1	0		1	1

Step 4: Excluded shipments return to pack status in the orders list and can be handed over for the next CPT. Alternatively, click the Excluded shipment ID count to hand over selected shipments from there.

Carrier	Shipout time	Packed & pending	To be Excluded	Actions		
LA_POSTE	10 Dec 2025 12:00 PM	0	0	Handover done	1	1
FRANCE_EXPRESS	10 Dec 2025 12:00 PM	0	0	Handover done	1	0
Total		0	0		2	1

Importantly, following the ship date, these orders will appear in the Missed orders list, along with an alert on the Order Summary page, so you should only exclude orders when necessary.

seller flex

Lang: English (IN)

01/13/2026

Order summary

ⓘ You have 3 missed order(s) that must be resolved. [Please view them here and take action.](#)

ⓘ No orders found for selected date. [View all orders.](#)

Shipout time	Pending	New	Assigned to Picklist	Sidelined	Packed	Shipped	Cancelled	Total Orders
--------------	---------	-----	----------------------	-----------	--------	---------	-----------	--------------

seller flex

Lang: English (IN)

Missed orders

All orders > Missed orders

Shipment ID	Shipment tracking ID	Order status	Expected ship date	Channel	Pending action	Attributes
Tn [redacted]	NP98007255 [redacted]	Packed	Wed, Dec 24th 2025, 12:00 PM	Seller Flex		
Tw [redacted]	NP98007255 [redacted]	Packed	Fri, Jan 23rd 2026, 12:00 PM	Seller Flex		
T [redacted]	1Z98V71K000092291	Packed	Mon, Jan 26th 2026, 12:00 PM	Seller Flex		

Orders shipped after the ship date will negatively affect your account performance metrics. Please make sure to ship again on time.

Section 6: FMC tool

The Freight Management Console (FMC) is the Amazon portal where you can:

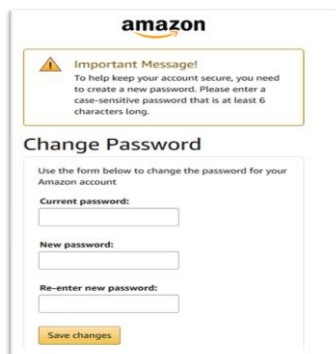
- ✓ View and manage your **AMXL** collections and the time of these collections. The Amazon driver will use FMC to ask you questions about pick up (e.g. If there is an access issue or if they are running late).
- ✓ Raise cases with Amazon's support team if you have any problems related to the collection of your shipments.

Expectation:

1. You should be checking FMC in the run up to each collection and answer any questions directed at you promptly.
2. If you need to add more user addresses to receive notifications you should reach out to your account manager.

6.1 Access the FMC tool

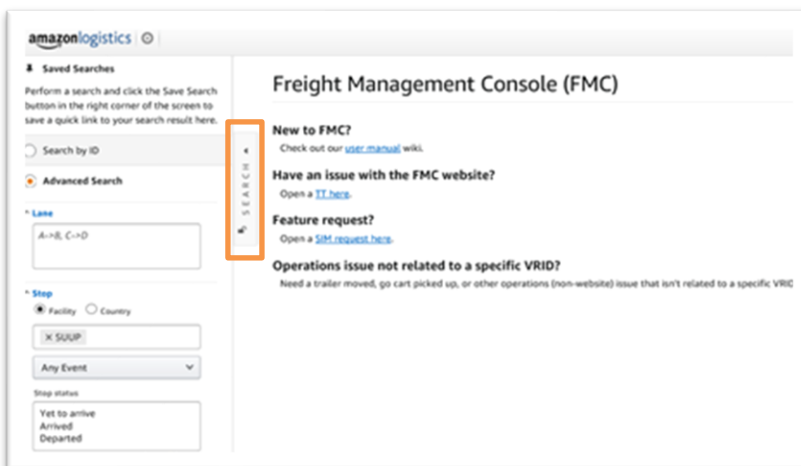
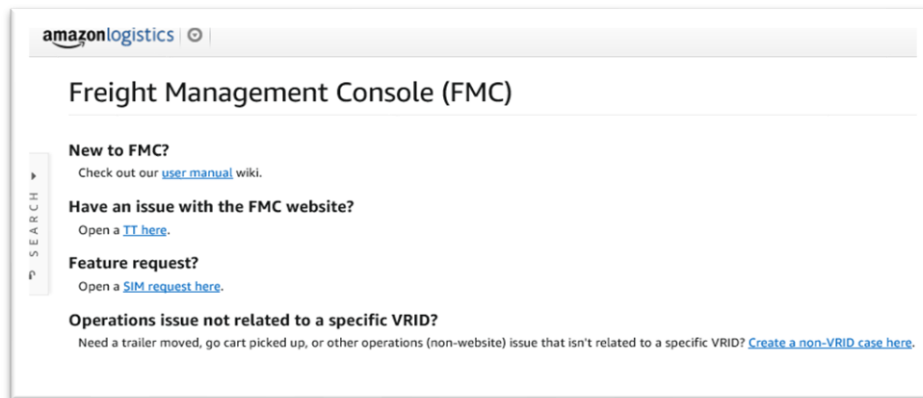
1. Access Amazon Logistics here: <https://www.amazonlogistics.eu>
2. Sign in with the e-mail address (login) and the temporary password provided to you, you will be asked to change this password after initial sign-in.

The image shows a screenshot of the Amazon account password change page. At the top, the Amazon logo is visible. Below it, there is an 'Important Message!' box with a warning icon, stating: 'To help keep your account secure, you need to create a new password. Please enter a case-sensitive password that is at least 6 characters long.' The main heading is 'Change Password'. Below this, a sub-heading says 'Use the form below to change the password for your Amazon account'. The form contains three input fields: 'Current password:', 'New password:', and 'Re-enter new password:'. At the bottom of the form is a yellow button labeled 'Save changes'.

3. Once signed in you will see the screen below with the e-mail address (login) provided on the top right.
4. You are now logged in and able to access FMC.
5. To access FMC, click on the Amazon Logistics logo (top-left), and select TBA from the drop-down menu, then move the cursor to the fly-out menu and select Freight Management Console.



6. You should now see either page as below, with either the search menu visible or hidden.



6.2 How to use the FMC tool

To search for your collection schedule:

- If the search menu is not visible, click on the fly-out search tab (and click again to hide).
- From the menu selection on the left, (if not already populated) enter your Amazon 4-character Node code, and select all stop statuses.
- Enter the date range you wish to search.
- Select 'All' from vehicle run status.
- Scroll to the bottom and click search.

SEARCH

New to FMC?
Check out our [user manual](#) wiki.

Have an issue with the FMC website?
Open a [TT here](#).

Feature request?
Open a [SIM request here](#).

Operations issue not related to a specific VRID?
Need a trailer moved, go cart picked up, or other operations (non-VRID)?

Stop
☒ Facility ☐ Country

 Any Event
 Stop status
 Yet to arrive
 Arrived
 Departed
 Select: All None

Relative
 Absolute
 From: 04/23/2021 00:00
 To: 04/24/2021 00:00
 Yesterday Today Tomorrow

☐ Show without vehicle run

Vehicle run status
 Not started
 Execution started
 In transit
 Arrived at final destination
 Select: All None

Asset
Business type

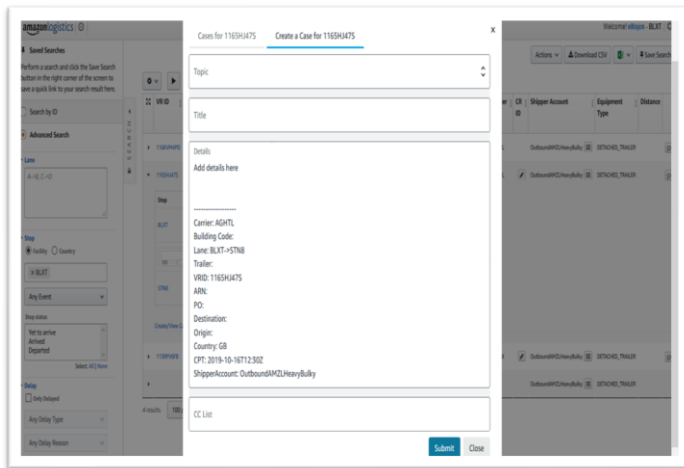
Reset Search

VR ID	Plan ID	Facility Sequence	Truck filter	First Dock Arrival	First Dock Departure	Last Dock Arrival	CPT	Carrier	Sub-carrier	CR ID	Carrier Account	Equipment Type
115F454YW	TP-42403157	DNW4->CIB		2021/01/25 22:00	2021/01/25 22:15	2021/01/26 11:30	2021/01/26 11:31	TRLOG	ATSEU	EMPTY_Prime_T_1/25_2245-1/26_11:05	FleetManagementEquipmentRepositioning	DETACHED_TRAILER
114YN9V9V	TP-42403725	CIB->SDEV	AMZL_SDEV	2021/01/26 11:30	2021/01/26 12:30	2021/01/26 18:45	2021/01/26 12:30	TRLOG	ATSEU		OutboundAMZLHeavyBulky	DETACHED_TRAILER
113W7M62F	TP-42598195	XRF->CIB		2021/01/26 13:14	2021/01/26 13:14	2021/01/26 22:54	2021/01/26 13:14	GRTD	AZNG		FleetManagementEquipmentRepositioning	DROP_TRAILER
111KCC62P	TP-42397094	DTMB->CIB		2021/01/27 10:15	2021/01/27 10:30	2021/01/27 11:21	2021/01/27 11:22	GRTD	ATSEU		FleetManagementEquipmentRepositioning	DROP_TRAILER
112VNDK2Z	TP-42396636	CIB->SDEV	AMZL_SDEV	2021/01/27 11:30	2021/01/27 12:30	2021/01/27 18:45	2021/01/27 12:30	GRTD	ATSEU		OutboundAMZLHeavyBulky	DETACHED_TRAILER
1113WHKSG	TP-42415095	DNW4->CIB		2021/01/27 17:36	2021/01/27 17:51	2021/01/28 11:30	2021/01/28 11:31	KREIS	ATSEU	EMPTY_Prime_T_1/27_1845-1/28_11:29	FleetManagementEquipmentRepositioning	DETACHED_TRAILER
114WNSJ57	TP-42413775	CIB->SDEV	AMZL_SDEV	2021/01/28 11:30	2021/01/28 12:30	2021/01/28 18:45	2021/01/28 12:30	KREIS	ATSEU		OutboundAMZLHeavyBulky	DETACHED_TRAILER

If you search by the search parameters in the previous slide you should see your collection schedules similar to the below:

Key information

1. **VRID** (the unique reference number used by Amazon and the carrier for that particular collection).
2. The estimated arrival time of the vehicle at your yard/building.
3. The **CPT** (the scheduled departure time).
4. The carrier (and sub carrier) used for the collection, this may or may not be branded on the vehicle.
5. Equipment type (the type of vehicle arriving for your collection).

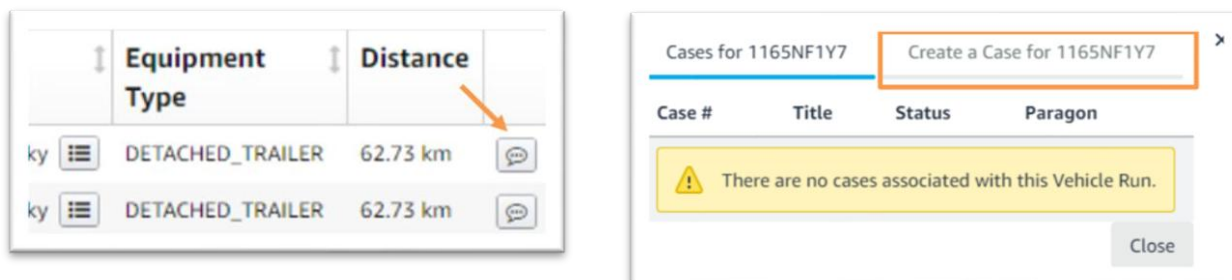


6.3 Collection Management: Troubleshooting

To request support from Amazon you will first need to search for the unique VRID of the collection that you wish to request the support for.

Once you have found the VRID scroll to the far and you will see a speech bubble, click this (as you hover over the speech

bubble it will say "See Related Cases"), once clicked a popup will open a new window to create or view cases for the VRID. To create a new request for support (CASE) click on "create case for #VRID number).



Once you have followed the steps on the previous slide you will see the CASE popup screen (as below) where you can enter the details of the support you require.

When creating a case enter ALL relevant details, plus an indication of what you need to resolve. Our Relay Operation Team (ROC) will respond and follow up accordingly.

1. Select the 'Topic' that best fits your support needs.
2. Complete title and details as required.
3. Add relevant emails to cc list. (Please also include your personal email address and any other email addresses relevant into the cc list to ensure there is visibility within your business, allowing for quick resolution)
4. Select status 'pending Amazon action'.
5. Click submit.

Example 1 Topic: Truck arrived delayed

Scenario: The truck arrived after estimated arrival time or CPT

Possible outcome: Our support team might schedule a new collection with you, this new collection will be visible in FMC as a new VRID. Further, our support team will escalate this issue with the carrier.

Topic to choose in dropdown: FMC-Delay

Example 2 Topic: Delay in your warehouse

Scenario: You are experiencing an unforeseen delay/closure in your operation and you will need the scheduled collection postponed to a later time in the day or pushed to the next available day.

Possible outcome: Our support team will schedule a new collection with you, this new collection will be visible in FMC as a new VRID.

Topic to choose in dropdown: FMC – Delay

Example 3 Topic: Equipment

Scenario: The wrong type of vehicle has arrived compared to what was scheduled and you are not able to dock the vehicle, or you are not able to fit all the shipments due for that day on the vehicle sent. (if the wrong vehicle type arrives and you can dock and load all the shipments please do so but still raise the CASE and state this so we can give feedback to the carrier).

Possible outcome: Our support team will schedule a new collection with you, this new collection will be visible in FMC as a new VRID.

Topic to choose in dropdown: FMC - Equipment

Example 4 Topic: Add truck

Scenario: You have noticed that the shipment being loaded today (or due for tomorrow) will not fit on the vehicle due to unexpected shipment/pallet size and you require an additional collection

Possible outcome: Our support team will schedule an additional collection with you, this additional collection will be visible in FMC as a new VRID

Topic to choose in dropdown: FMC – Add Truck

6.4 Operational Callouts

For instances where your site is requested to provide feedback for an operational call out (such as a truck rejection from a loading standard call out), you be required to complete a Plan of Action (POA) form. This form documents the incident, explains what happened, and outlines specific steps to prevent similar issues in the future.

If your site fails to provide sufficient feedback through the POA process, order capacity restrictions may be implemented. Your operations point of contact will provide guidance and support to help you avoid such restrictions whenever possible.

6.5 Performance Thresholds

Your site will be measured on the below performance thresholds,

Metric	Description	Performance threshold
Late Handover Rate/ Missed ExSD compliance	The rate of shipments that fail to leave your SellerFlex Warehouse on the time outlined in the picklist shown in your WMS ("Expected Ship Date" – "ExSD"). Late shipments caused by delayed carrier pick up will not be considered for any enforcement action.	<1%
Missed On-time Shipping label generation	The rate of shipments where shipping labels are either printed after ExSD or more than 24 hours prior to the collection date outlined in the picklist shown in your WMS.	<1%
Order Cancellation Rate	The Order Cancellation Rate is the percentage of total orders registered in the Program and cancelled by the seller before collection by the assigned carrier.	<1%

Section 7: Support & FAQs

7.1 Support

Collection issues: For AXML issues (e.g. trucks have not arrived on time) you should escalate via the FMC Tool, instructions on how to do this can be found in the section above. Please also notify eu-sellerflex-support@amazon.com to allow them to escalate as required.

Inbound, order processing or other API issues: Please first check the FAQ and if this does not solve your issue, please contact eu-sellerflex-support@amazon.com

7.2 FAQs

Dimensions

What are the max dimensions/weights SellerFlex can handle?

SellerFlex can handle items up to 4x2x2 meters and 120KG.

Dangerous goods

Can I sell Dangerous goods in SellerFlex?

Yes, Dangerous goods (also called hazmat) are regulated substances or materials that may pose a risk during storing, handling or transporting because they contain flammable, pressurised, corrosive or otherwise harmful substances. Refer to the [Dangerous goods identification guide](#) to identify if your products are Hazmat. If you still have questions about incorrect product classifications, refer to [FBA dangerous goods review process](#) to learn when and how to contact Selling Partner Support.

To learn how to list Hazmat product, go to [How to list a product in the Dangerous Goods programme](#).

Returns Policy

What is the returns policy and who is responsible for the cost?

SellerFlex uses the FBA return process and policy. The sellers will be able to set their own return settings in seller central, please direct them to this link for full details <https://sellercentral-europe.amazon.com/help/hub/reference/G200379860>.

Shipping Labels

When can I print the shipping labels?

You should print the shipping labels maximum 24hours before the collection.

Holiday Requests/Warehouse Closure

What should I do if I need to close my warehouse? You can set warehouse closure by contacting eu-sellerflex-support@amazon.com. Please note: you must set warehouse closure 14 days in advance to prevent customers placing Scheduled Delivery orders that need to be picked up while you are closed. Your node is automatically configured as closed for any local public/bank holidays such as Christmas Day and New Year's Day.

Cancelling Orders

I need to cancel an order what should I do?

If you need to cancel an order please reach out to eu-sellerflex-support@amazon.com with the order detail, ASIN and reason for cancelling. Please note that this will impact your cancellation rate if this exceeds 1% of your total collection.

Collection Issues

What should I do if my packages are not picked up by the carrier? Check FMC the morning of your collection to confirm the arrival time. If the carrier has not shown up by 30 minutes after their scheduled pickup time or if you need an additional collection, please use the FMC guide in Section 4 to raise a case and email eu-sellerflex-support@amazon.com to allow us to follow up.

Order Cut-Off Times

When will orders stop dropping in for the day?

Orders stop dropping 6 hours before each carrier pickup time. For example, if your pickup time is 12:00pm, no orders due out that day will drop for that cpt after 06:00a.m.

Handover Process

Why do I need to click Handover when the orders are collected?

By clicking **Handover**, you prevent missed orders and notify customers with an order tracking number. If **Handover reports** is not clicked on the same day, you must do so the next day and immediately notify the Performance team of the missed handover step

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