

# HOW TO START SELLING ON AMAZON IN AUSTRALIA

# Expand to Australia

## Your journey to successful selling on Amazon in Australia

Knowing whether you're ready to start selling in Australia can be challenging. This checklist is designed to help guide your understanding of Amazon in Australia and ensure you're set up for success. Be sure to familiarize yourself with all the tools Amazon provides, which will make many of the requirements listed below simpler and easier to manage.



## Prepare to sell

- 1 [Learn about the growth opportunity in Australia](#) and how customers are shopping on Amazon.com.au
- 2 [Learn about the different products](#) you can sell in Australia on Amazon and understand which categories are restricted or require approval.

## Register and list

### NEW TO SELLING ON AMAZON?

- 3 [Understand how Amazon's Australian selling account works](#) and learn what information you need to provide during registration.
- 4 [Complete account verification](#) and understand the documents required to pass



### ALREADY HAVE AN AMAZON SELLER ACCOUNT?

- 3 [Learn how to link your existing Amazon account](#) and manage your product offerings across different marketplaces with a single seller account.
- 5 [Understand the listing tools available in Australia](#) and learn more about how Build International Listings (BIL) helps you manage your listings

## Ship and fulfill

### WITH SELF-FULFILLMENT

- 6 [Understand fulfillment options in Australia](#) and choose between Fulfillment by Amazon or self-fulfillment for your products.
- 7 [Understand international fulfillment requirements](#), including import and export regulations

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# Prepare to sell

## 1. Learn about the growth opportunity in Australia and how customers are shopping on Amazon.com.au.

When you sell on Amazon in Australia, you can reach millions of customers and make your products easier to find and easier to buy for Australian customers. Start selling and grow your customer reach globally. In 2019, [Amazon.com.au](https://www.amazon.com.au) experienced +52% YoY growth of average monthly unique visitors<sup>1</sup> and ecommerce sales in Australia grew +3.8% in 2019<sup>2</sup>. You too can benefit from this growth by selling in Australia. Amazon gives you state-of-the-art logistics, and powerful tools to help you comply with tax and product regulations, and create effective listings in more than 30 product categories. [See how companies like yours are making Amazon part of their success story globally.](#)



**Things to know before you get started:** Just like in the US, you can choose between two selling plans that enable you to sell in Australia. [Use the Amazon fee calculator in Australia](#) to estimate your average fee charges and potential revenues.

- The Basic plan is for those who sell fewer than 35 items per month. You pay Amazon a fee only when you sell something.
- The Professional plan is for those who sell more than 35 items per month. You pay a fixed monthly fee.

## 2. Learn about the different products you can sell in Australia and understand which categories are restricted or require approval.



Make sure you're allowed to sell the product. Understand your distribution rights. Also, be aware that Australian safety and compliance regulations differ from those in other geographic regions.

[Learn which product categories are open to start selling in Amazon's Australian store.](#)

### Eligible product categories and restrictions

Customers trust that they can always buy with confidence on Amazon. It is your responsibility to make sure that you and your products comply with all applicable laws and with Amazon's policies concerning [Category, Product and Content Restrictions](#). Review the requirements by category [here](#). If you have questions about your products' compliance or your legal obligations in Australia, we advise you to consult with one of our [external solution providers](#).

[Research on current best sellers on amazon.com.au.](#)



# 4. Complete account verification and understand the documents required to pass

## Seller Identity Verification

After you register but before you start selling, Amazon will verify your identity with the Seller Identity Verification process (SIV). Sellers need to complete SIV at registration and provide documents to verify the primary contact person. This is the person who has access to the Selling on Amazon payment account, provides the registration information on behalf of the account holder (the registered seller), and initiates transactions such as disbursements and refunds. Actions taken by the primary contact person are deemed to be taken by the account holder. Required documentation includes:

**A document proving national identity** (Typically a passport or driver's license and birth certificate for US citizens)

### Document must meet the following requirements:

- ✓ Submit a scanned color copy of both sides of your government issued national ID.
- ✓ Copies should be legible.
- ✓ If you submit a document other than your passport, it must be in one of the following languages: Chinese, English, French, German, Italian, Japanese, Portuguese, or Spanish. If it is not in one of these languages, please provide a notarized translation of your document into one of these languages.
- ✓ The name on the national ID should match the name on your registered Amazon account.
- ✓ The national ID should not be expired.



## Bank account or credit card statement

### Document must meet the following requirements:

- ✓ Submit a scanned color copy of both sides of your government issued national ID.
- ✓ Scan or take a picture of the original document in color using your mobile device. If you are downloading a statement from online, it must be in PDF format. Do not submit in Excel format or a screenshot.
- ✓ Your document must be in one of the following languages: Chinese, English, French, German, Italian, Japanese, Portuguese, or Spanish. If it is not in one of these languages, provide a notarized translation of your document into one of these languages.
- ✓ The name of the point of contact or company mentioned on the statement should either match the point of contact name or business name provided during registration.
- ✓ The address on the bank account statement should match the address on your registered Amazon account. If you need to change the address on your Amazon account, follow the instructions [here](#) first before submitting this application.
- ✓ Document should be legible and must have been issued within the past 180 days. Documents must not be password protected. Please do not provide a photo of your credit card or debit card.

## Two-Step Verification

Go through [the account safety two-step verification](#) (2SV). This is your best protection against unauthorized access to your seller account, even if your password is stolen and especially if you use the same password across multiple sites. Once you have enabled Two- Step Verification, when you access your account, you will first enter your Seller Central user name and password. Then, you will be prompted to enter a security code. This code is sent via text message to your SMS-enabled phone, received through a voice call, or obtained from an authenticator app, which does not require cell service. It has been mandatory for all sellers worldwide since November 1, 2017.

[Get more guidance](#) on how to provide the required documents post account registration.

# 5. Understand the listing tools available in Australia and learn more about how Build International Listings (BIL) helps you manage your listings

## Build International Listings

The [Build International Listings](#) tool helps you create and update offers from a single source marketplace to one or more target marketplaces. You save time and effort by managing offers in one marketplace. From that source marketplace, the tool will update eligible offers and prices in the target marketplaces based on settings that you specify and currency exchange rates.

Build International Listings works across regions when you have connected them by [linking accounts](#) and performs the following automated tasks:

- Creates offers from a source marketplace to a target marketplace where the same ASINs already exist in both marketplaces.
- Synchronizes the offer prices in target marketplaces based on the price you set in the source marketplace and your price rules.
- Adjusts prices periodically to reflect currency conversion fluctuations in the target marketplaces' currencies. The frequency of these updates may vary from daily to weekly. These updates will not show changes of less than 1%.
- Adds or deletes offers in the target marketplaces when you make changes to eligible ASINs in the source marketplace.

## Listing in small batches or in bulk

You can list a small number of products using [the Add-a-Product tool](#), or you can use inventory files to [list your products in bulk](#). Inventory file templates let you to add or edit product listings in bulk. You can create a template to suit your specific requirements and list different types of products across multiple categories using one template.



## High quality detail page and images

High-quality listings make it easier for customers to find, evaluate, and purchase your products. High-quality listings begin with basic information: images, brands and descriptions. Detailed information, such as size, manufacturer part number and material type, can also help customers find your listings. For step-by-step instructions on improving your listing quality, see [Enhance your listings](#).

## Winning the Buy Box

The Buy Box is the box on a product detail page where customers can begin the purchasing process by adding items to their shopping carts. A key feature of the Amazon website is that the same product can be sold by several sellers. To give customers the best possible shopping experience, sellers must meet performance-based requirements to be eligible to compete for Buy Box placement. Since seller performance requirements can vary by category and are subject to change, we do not disclose specific targets needed to become an eligible seller. See [how the Amazon Buy Box works](#), how it can increase your sales, and how you can become eligible to win it.

# Ship and fulfill

## 6. Understand fulfillment options in Australia and choose between Fulfillment by Amazon or self-fulfillment for your products.

### Deliver your products to the customers

You can ship and fulfill the products you sell on Amazon from your own local inventory, or you can choose Fulfillment By Amazon (FBA). Note that if you choose to manage your own shipping, you are responsible for the customer experience from shipping to returns. Your service should include prompt delivery and customer support in the language of each store where you are active.

With FBA, you just send your inventory to one of our Australian fulfillment centers and we will pick, pack and ship your products. We will also handle customer service in the language of the store, and process any refund and return requests. Many Amazon sellers use FBA because it enables them to focus on growing their business rather than on fulfillment.



### Fulfillment by Amazon (FBA)

[Fulfillment by Amazon](#) (FBA) helps you increase your domestic and global online sales, and enhance customer satisfaction, by giving you access to Amazon's world-class fulfillment resources. When you sign up to sell on Amazon you are automatically registered for FBA:

- Select the Fulfillment by Amazon option when you list products
- Send your products to an Amazon fulfillment center
- Your products are enabled with Prime delivery options
- We pick, pack and ship your products directly to customers throughout Australia

The benefits of using FBA in Australia include:

- Increase your sales: When you join FBA, your offers become more visible and more competitive. Your eligible products qualify for [Amazon Prime](#) and [FREE Delivery to customers in Australia](#).





# 8.

Send inventory to an Australian Amazon fulfillment center, complying with package and customs duty requirements.  
(With FBA)

Fulfill international customers' orders and provide a great customer experience with prompt delivery (With self-fulfillment)

## Preparing products for FBA

To ensure a safe and efficient selling environment and satisfying Customer experiences, FBA sellers are required to comply with clear guidelines for selecting, preparing, and shipping products to Amazon. Learn about:

- [Inventory requirements](#) for listing, preparing and sending your FBA inventory to Amazon fulfillment centers.
- [Preparing your products](#) for shipment to Amazon fulfillment centers
- [FBA product restrictions](#) to know what is acceptable for the Amazon fulfillment process
- [Shipping and routing requirements](#) when sending inventory to FBA

## A-to-Z Guarantee

The A-to-Z Guarantee is designed to handle situations where a customer either never received a product or received a product that differs from what the customer ordered or expected.

In order to avoid claims and chargebacks, follow these best practices:

- Respond promptly to customer emails
- Refund proactively
- Describe products accurately and provide clear images
- Ship with care
- Confirm dispatches and provide tracking information
- Promptly cancel any out-of-stock orders
- Confirm appointments
- Complete all the tasks as outlined on the detail page of a listed service
- Fix the buyer's service quality issues: Offer to remedy a situation by fixing a buyer's quality issue free of charge

[Learn more about how to manage orders in Australia.](#)

# Manage your business

## 9. Manage customer support in the local language and either provide a local address for returns or offer a refund for international shipping. (FBA manages fulfillment and returns questions.)

### Customer support

**Local language customer support:** When you choose to fulfill customer orders yourself, it's not just the picking, packing, and shipping to customers that you'll need to handle; Amazon also requires that you handle customer support.

**Timely responses:** Customers expect prompt, helpful service when they have questions or concerns about your products. To maintain a healthy seller scorecard, you should have customer service specialists who understand your products, that know where the customer's product is and when it will be delivered, and who will be able to respond quickly (within 24 hours) to customer e-mail contacts in the local language. This may be challenging when selling in stores that are in different time zones from your place of business, as the time differences will shorten the timeframe in which you can respond to customers during your regular business hours.

**Customer support for Fulfillment by Amazon:** When you use FBA, Amazon will provide 24-hour customer support on your behalf in the local language of the relevant store. For many sellers, this feature of FBA is critical to selling in international stores successfully. With local language customer support already included in FBA, you can provide your customers with Amazon's world-class customer service, and you can focus on growing and managing your business.

### Customer returns

When listing in an international store and fulfilling items on your own, you must either provide customers with a local return address within the country of their Amazon store website or offer them free shipment for returns. This is a requirement to sell on Amazon's stores.

As you consider how your customers will return items that they purchase from you, please keep the following options in mind:

- Using Fulfillment by Amazon: When you choose FBA, Amazon will handle local returns on your behalf for FBA orders in that store, so you don't have to worry about providing a local return address.
- Implementing restocking fees and offering partial refunds: In certain situations, it might be appropriate to charge the customer a restocking fee or offer a partial refund on the product being returned. Restocking fees or partial refunds must comply with Amazon's policies on returns.
- Engaging a third-party International Returns Provider: We have created a list of returns providers that can accept returns in your customers' countries. Depending on your sales volume and unit

price, international returns providers may offer solutions that reduce the costs you incur when customers in other countries return your products. For example, some providers will consolidate returns and ship them back to you or ship them to another customer.

### Monitor and improve your performance

We strongly encourage you to monitor your performance regularly on the Customer Metrics page of your seller account. This tool provides data on all of your performance metrics so you can easily see if you are meeting our selling targets.

[Check out Seller University](#) for a wealth of information about selling on Amazon, our policies for sellers, and the tools, products, and services that can help you swiftly grow your business.

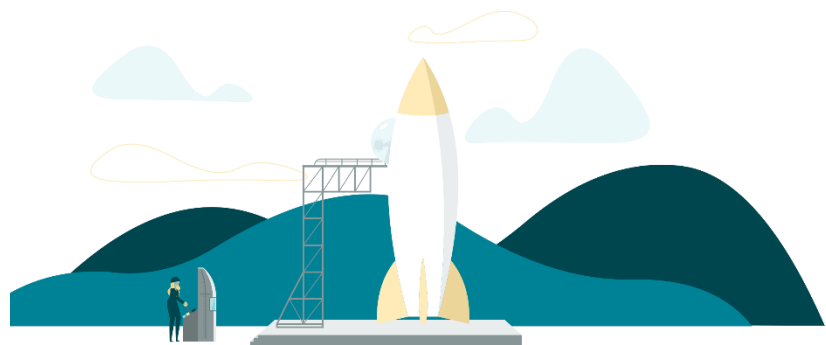
# 10. Promote your products to grow sales to customers in Australia

## Raise your visibility with Sponsored Products

Advertising on Amazon is an easy way for you to promote your listings. Ads appear prominently where customers will see them, such as on the first page of search results or product detail pages. You place bids on relevant keywords, and if your bid wins and your ad matches the search, your ad gets displayed to shoppers. These targeted ads can help you increase sales by showcasing your products to a wider audience.

We have two effective advertising solutions: Sponsored Products for promoting individual listings, and Headline Search Ads to help registered brand owners to promote their brand and product portfolio. Both solutions are designed to:

- Help you increase sales
- Help customers find what they're looking for
- Get your products discovered
- Control your costs. You pay only for the clicks your ads receive. Campaign reports track your ads' performance, so you can measure Return on Investment, and adjust your bids and budget to optimize results.



## How to get started

- Log in to Seller Central and click on the Advertising tab
- Choose the products you want to advertise
- Decide how much you'll bid for clicks and set an overall budget
- In just a few minutes, you can launch your first campaign

