



Amazon Customs Clearance & Shipping Services Handbook

For shipping between the UK and the EU



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Introduction

Important: The purpose of this Handbook is to provide end to end guidance on how to use Amazon's Customs Clearance and Shipping Services to send your stock to FBA Fulfilment Centres in the EU.

A basic understanding of the requirements for selling into the EU is necessary to know what selection is eligible before creating a shipment. You can find information on compliance by downloading our UK to EU Cross-Border Shipment Manual [here](#).

Why ship cross-border?

Amazon Customs Clearance and Shipping Services simplify the process for shipping inventory across the EU customs border and offers you the opportunity to increase your reach to millions of new customers.

For the UK sellers, you can access 8 new marketplaces and benefit from reduced shipping costs by selling through the [Pan-European FBA Program](#). Through this, by shipping into either France or Germany, you can also start selling in Italy, Spain, Poland, Sweden and Belgium, increasing your customer base.

By storing locally in these marketplaces, you will receive a range of benefits including:

- **Local FBA fulfilment fees** – full breakdown can be found [here](#).
- **Eligibility for the Prime badge**
- **Fastest shipping times to customers**
- **Eligibility for Pan European FBA** – check which ASINs are eligible [here](#).

What you need to know about shipping between the UK and the EU

As of 1st January 2021, the UK has now left the EU's Single Market and Customs Union and there is a customs border between the UK and the EU, affecting the movement of goods shipped across the border. What this means is that most sellers will need to use a customs broker as well as freight forwarder to ship between the UK and the EU, to ensure compliance. For more information, go to [Check if you're established in the UK for customs](#).



Amazon Customs Clearance and Shipping Services

Shipping cross-border between the UK and EU

“Selling back into Europe has been a lot simpler with this solution. With a more streamlined approach and being cost-effective for us, it has allowed us to scale up again in the EU”

– Philip, Managing Director of The Golden Bear

We have two small-parcel shipping solutions and one pallet shipping solution that will enable you to inbound directly into an EU FBA Fulfilment Centre when shipping from UK.

The solutions provide the services of third-party service provider AVASK Accounting & Business Consultants, in addition to cross-border freight forwarding with Amazon Transportation Services and UPS. AVASK operate as a fully integrated customs partner to help alleviate the post-Brexit complexities.

There are two small-parcel shipping solutions to choose from:

1. **Amazon Transportation Services (ATS) AVASK** – Ship from your warehouse to a domestic Amazon Sort Centre, and ATS will ship the goods across the customs border on your behalf for free.
2. **UPS AVASK** – Ship with UPS from your domestic storage facility, cross-border between the UK and EU into an FBA Fulfilment Centre and receive partnered carrier rates for the entire shipment.

These are both small parcel shipping solutions so you will need to meet the FBA requirements for shipping small parcels.

There is one pallet option: **NEW**

1. **UPS SCS AVASK Pallets** – Ship pallets with UPS SCS from your domestic storage facility, cross-border between the UK and EU directly into an FBA Fulfilment Centre.

For UK to EU shipments, you must ship with EU EPAL pallets or BLUE CHEP sized 800mm x 1200mm.

AVASK as a Customs Broker

Given the ever-changing legislation updates in the UK and the EU in the post-Brexit period, it is very beneficial to have a specialist to help you navigate the various components of being customs compliant. A customs broker will be able to assist you with:

- The preparation and submission of documentation required to facilitate your cross-border shipments.
- Being the liaison between yourself and the respective customs authorities or even act on your behalf on on-the-ground inspections at customs.
- Assisting with any additional paperwork that customs authorities may request.

Benefits of integration with AVASK:

- AVASK will provide you with **end-to-end customs and brokerage services**. AVASK have been working alongside Amazon for over 8 years, and alongside customs have great experience with taxation, compliance, and EPR.
- AVASK will provide you with **indirect representation, brokerage services and customs requirements** for shipping into the UK, Germany and France.
- AVASK has also created a **dedicated customs portal** for you to use when shipping cross-border, meaning that the **shipping process should be smooth and easy**.
- AVASK will ensure that your products are checked before your shipments are dispatched, meaning that you can **obtain full guidance and a personal touch to your customs experience**.

Promotion – FREE Account Set Up & Brokerage:

We are currently offering a promotion on our shipping solutions whereby once registered, you will receive: **FREE Account Set up, FREE Brokerage** (for first shipment). See T&Cs: [ATS AVASK](#), [UPS AVASK](#), [UPS SCS AVASK Pallets](#).



Introduction to Small Parcel Solutions: ATS AVASK & UPS AVASK

The two solutions have unique benefits. The table below breaks down their differences so you can decide which is best suited for your business.

<i>Feature</i>	<i>ATS AVASK</i>	<i>UPS AVASK</i>
<i>Brokerage Provider</i>	AVASK	AVASK
<i>One-off Avask account set up cost</i>	€280 (total subsidised by Amazon)	€280 (total subsidised by Amazon)
<i>Annual fee for AVASK's indirect representation costs</i>	€200 (annually)	€200 (annually)
<i>Brokerage cost per shipment</i>	€60 (FREE for first shipment)	€60 (FREE for first shipment)
<i>Transportation</i>	Shipment to a domestic Amazon sort centre using only non-Partnered Carrier UPS/DPD (UK to EU) Then shipped cross border by Amazon Transportation Services for free .	Collection from Selling Partners domestic warehouse. UPS deliver directly to cross-border FBA Fulfilment Centre.
<i>Shipment creation</i>	Stage 1: Create FBA shipment on Seller Central using the Send to Amazon (STA) workflow Stage 2: book transportation on UPS/DPD website (for UK to EU) Stage 3: Provide information for customs in the AVASK platform	Stage 1: Create FBA shipment on Seller Central using the Send to Amazon (STA) workflow Stage 2: Book your pick up on the UPS website. Stage 3: Provide information for customs in the AVASK platform
<i>Shipping cost</i>	UPS/DPD (Non-PCP) domestic shipping cost. Cross-border shipping fee covered in full by Amazon	Negotiated UPS PCP cross border shipping fee
<i>Shipping arcs</i>	UK to DE UK to FR DE to UK	UK to DE UK to FR DE to UK FR to UK ES to UK IT to UK
<i>Import VAT payment (UK to DE)</i>	Can be deferred as shipment enters EU through NL, if correct procedure is followed no payment needed at a later stage	19% up-front VAT payment (reclamation period is up-to 1-year)
<i>Import VAT payment (UK to FR)</i>	Can be deferred as shipment enters EU through FR, if correct procedure is followed no payment needed at a later stage	Can be deferred as shipment enters EU through FR, if correct procedure is followed no payment needed at a later stage
<i>Parcel type</i>	Small-parcel	Small-parcel
<i>Maximum parcels per shipment</i>	Unlimited	200 *If sending over 30 in one shipment, please contact UPS directly to arrange a larger pickup.
<i>Total inbound lead time</i>	4-8 Business Days	6-11 Business Days

*Lead times can change at any point, please check with AVASK for the most up to date lead times



Introduction to Pallet Solution: UPS SCS AVASK

The table below breaks down the pallet process so you can decide whether your business is more suited to pallets, parcels, or both.

<i>Feature</i>	<i>UPS SCS AVASK Pallets</i>
<i>Brokerage Provider</i>	AVASK
<i>One-off Avask account set up cost</i>	€280 (total subsidised by Amazon)
<i>Annual fee for AVASK's indirect representation costs</i>	€200 (annually)
<i>Brokerage cost per shipment</i>	€60 (FREE for first shipment)
<i>Transportation</i>	Collection from Selling Partners domestic warehouse. UPS SCS deliver directly to cross-border FBA Fulfilment Centre.
<i>Shipment creation</i>	Stage 1: Create FBA shipment on Seller Central using the Send to Amazon (STA) workflow Stage 2: Fill in UPS webform to book UPS collection Stage 3: Provide information for customs in the AVASK platform
<i>Shipping cost</i>	UPS SCS Pallets Rate Card – see here .
<i>Shipping arcs</i>	UK to DE UK to FR
<i>Import VAT payment (UK to DE)</i>	Can be deferred as shipment enters EU through NL, if correct procedure is followed no payment needed at a later stage
<i>Import VAT payment (UK to FR)</i>	Can be deferred as shipment enters EU through FR, if correct procedure is followed no payment needed at a later stage
<i>Parcel type</i>	Pallets: For UK to EU shipments: use 800x1200 mm EPAL/BLUE CHEP pallets .
<i>Maximum pallets per shipment</i>	30
<i>Total inbound lead time</i>	Approx 10 Business Days

*Lead times can change at any point, please check with AVASK for the most up to date lead times

Compliance

What do you need to ensure your products can be sold in the EU?

You will need to ensure your selection is compliant with new EU regulations before sending cross-border to be stored locally. This includes EPR, WEEE, EU Responsible Person requirements. You can learn whether these are applicable to your selection and how to become compliant in our Compliance Handbook [here](#).

What do you need to start using the shipping solutions?

Once you are sure that your selection is meeting all requirements to be sold in EU marketplaces, for shipping you will need to ensure you have the following information:

VAT Registration:

When storing goods in a warehouse (i.e. Amazon FBA, Third Party Logistics Centres) in the EU you are required by law to register for VAT so that you can declare your sales activity. VAT (Value Added Tax) is chargeable at various rates across Europe, see here for more information.

- You will need to be VAT registered in any countries you are planning on storing in. This means you will need to be VAT registered in the country you are sending stock into.
- You can apply for VAT through Amazon [here](#).
- You can read about VAT compliance and the process for registering [here](#).

EORI Number:

An Economic Operators Registration and Identification (EORI) number refers to the registration of a Customs identification number for non-EU based sellers who intend to ship goods through customs in any of the EU-27 and/or the UK.

- If you import or export in the UK, you will need a UK EORI number.
- If you import or export in Europe, you will need an EU EORI number.
- For shipping UK to EU, you will need just one EU EORI number in any EU marketplace.
- It is likely that you will need both a UK and an EU EORI number.
- AVASK can assist you with applying for an UK EORI number **for free** as part of your application.
- Depending on your incorporation country, AVASK can support you with your EU EORI number for free as part of your application. Please reach out to AVASK for further information.
- If applying for VAT through Amazon, you can also [apply for your EORI for free](#) as a part of this process.

Power of Attorney:

Power of Attorney A Power of Attorney (or POA) in international trade enables the authorised party (i.e. fiscal representative; customs clearance agent) to act on behalf of its customers (i.e. a selling partner) when required to file customs declaration and represent its customers in cross-border customs clearance tasks. For the ATS AVASK and UPS AVASK solutions, AVASK will be acting as your POA.

A POA has normally a functional use as it may authorise the customs broker to handle clearance tasks such as:

- Process customs clearance paperwork
- Clear an unlimited number of shipments
- Or any other task that may be agreed between the two parties

HS Codes:

Harmonised System (HS) codes (or otherwise HS Nomenclature) are used when goods are exported internationally. HS codes form part of the internationally standardised system of specified code digits for various goods classifications and commodities. It is important to verify an HS code both at an international level but also at the destination customs classification system An example of HS classification is [here](#).



Your product manufacturer and your appointed customs broker could assist you in finding out the correct HS code for your goods.

- A 10-digit commodity code is required for importing into the UK. These codes determine the duties and import VAT for your products.
- Each different ASIN will need to be classified with the correct commodity code. It is important to ensure that you are using the correct commodity code for your items. Both the [UK government](#) and the [European Commission](#) provide more information.
- You can also [download a list](#) of ASINs and corresponding tariff codes, then filter for ASINs that you might have. This list is for guidance only and should be verified with your own research. Amazon does not take responsibility for any incorrect tariff codes.

Country of Origin:

- The country of origin determines the customs duties and import tariffs that will be applied. Work directly with your supplier to determine the country of origin for all of your products and ensure that you are compliant. For more information, go to the [UK government's website](#) and the European Commission's [Rules of origin](#).

There are two types of country of origin: preferential and non-preferential. Preferential country of origin relates to any free trade agreement (FTAs) supported by duty free arrangements for a number of goods in the bilateral customs status provided that the country of origin status can easily be clarified.

To determine the country of origin status you are required to ensure that the product is wholly produced in one country with no involvement from any other country. Once any other country is involved in the production process duties may be applicable in a preferential country of origin scenario.

There are 4 rules on how to determine the country of origin test: Last, Substantial, Economic and Process:

- Last: the last place that processing took place;
- Substantial: processing took place at a reasonable level;
- Economic: there is added value to the finished product;
- Process: The product should undergo a level of manufacture which transforms the combined materials to that of the finished product often changing tariff heading.

If your product has passed those 4 rules, the 'nationality' (non-preferential origin) of your product will be listed in 1. 'Last'. i.e. GB, FR, IE. This is your country of origin.

Example: If I am selling handbags produced in the UK and I import a handle from China and I incorporate it in my handbag, it is likely that this is not going to alter the country of origin.

Valuation of Goods Methodologies:

Customs valuation of goods refers to the determination of the economic value of goods declared for importation. Such valuation is essential for assessing any customs debt. There are six methods for valuing your goods. The primary method is the transaction value method which comprises the total amount paid (or to be paid) for the imported goods – for more information read [Union Customs Code](#).

Commercial Invoice:

A commercial invoice is issued by the exporter (i.e. manufacturer of your goods) for the importer (Selling Partner) and outlines the description of the purchased goods, the actual event of the purchase of the goods in question, the cost of goods and the details of the producer and the intended buyer.

For the ATS AVASK and UPS AVASK solutions, AVASK will use the information you provide to them on the above points to fill out a commercial invoice on your behalf.





Registration for Amazon Customs Clearance & Shipping Services

Account Set Up:

If you have checked the [terms and conditions](#) and want to take part in this promotion, start by filling out [this form](#) for a one-time account set up with AVASK for customs service.

You will be able to indicate on this form whether you are looking to use the ATS AVASK solution, UPS AVASK solution or the UPS SCS Pallets solution. Please note:

- You can only be active on one small-parcel solution at one time (you can request to switch solution using [this form](#)).
- You can be active on the UPS SCS Pallet solution at the same time as being active on one small-parcel solution. If already on ATS AVASK or UPS AVASK and you want to enable Pallets, please complete [this registration form](#).

This will signify to AVASK that you are looking to use the desired solution and they will set up your customs account. AVASK will then reach out via email to confirm that the account is ready to use (can take up to 5 business days).

You will need the following information to complete the onboarding survey:

- Merchant Token (To find your Merchant Token, make sure you are signed into your **UK** Seller Central account and click [this link](#). Copy and paste the "Merchant Token" into the box below, for example - A190DUARU00G94)
- Entity Name
- Primary contact Telephone number
- Primary contact Email Address
- Company Registration Number
- Primary contact person First Name
- Primary contact person Last Name
- Registered Business Address, including:
 - Street Name
 - Town/City
 - Post Code
 - Country of Incorporation
- GB EORI
- EU EORI
- UK VAT Number
- France VAT Number (if you have one)
- Germany VAT Number (if you have one)
- Are you using Postponed VAT accounting? (UK Import Specific)
- Which country are you looking to send your products?
- Proof of address
- Proof of identity
- POA's for Imports & Exports (Specific to the lane being used)

Broker Onboarding:

Once you have received confirmation from AVASK that your customs account is set up, you are ready to onboard. Onboarding time is less than 5 days. If you complete all information correctly, we expect this to be 1 day.

If you have any questions before or throughout this process – please contact AVASK directly at: pcppromo@avaskgroup.com Or book in a 1:1 call with an AVASK Account Manager [here](#).



ATS AVASK (small-parcel shipping solution)

Overview:

The Amazon Transportation Services (ATS) AVASK Small-Parcel shipping solution allows you to ship between the UK and EU directly into FBA Fulfilment Centres. Partnered with AVASK, this solution offers customs and freight service.

Active Shipping Lanes:

- UK to Germany
- UK to France

Rate Details:

Service	Rate	Amazon Promotion	To Be Paid
Account Set Up	€ 280	€ 280	€ 0
Indirect Representation (per annum)	€ 200	€ 0	€ 200
Brokerage (per shipment)	€ 60	First shipment free*	€ 60
Transportation	Free international shipping via ATS		

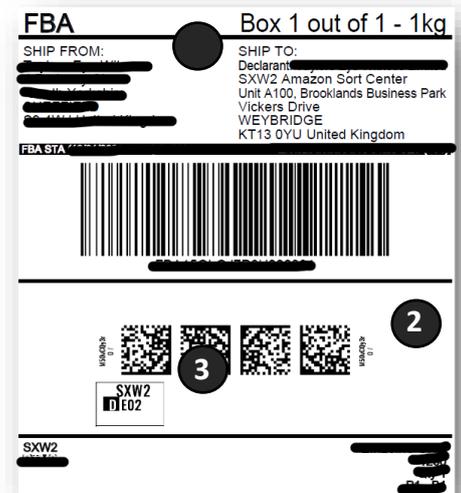
* (valid till 31/12/24) If you have never shipped with us before (ship within 3 months of onboarding) – [T&Cs here](#)

Shipment Creation:

[Watch how to create your shipment here](#)

Step 1: Book your shipment on Seller Central using “[send to Amazon](#)”.

- Provide “Ship From” address:
 - Provide your UK address as “Ship From” address.
- Select the intended Marketplace destination for your goods
 - You can choose Germany or France ONLY
- Add inventory from list of available FBA SKUs
 - Choose Select from list as SKU selection method
 - Fill in [case pack templates](#) and confirm ready to send
- Box SKUs (Box dimension restricted to 63.5cm per side; box weight restricted to 23Kg)
- Indicate the ship date you prefer
- Select “Small Parcel Delivery” as shipping mode
- Select “Non-Amazon Partnered Carrier” and indicate UPS or DPD.
- Select “Accept charges”: it will be zero.
- Download box labels and ensure*:
 - Label address is: “Amazon Unit 101A 303 Vickers Dr N, Weybridge KT13 0YU”
 - In the presence of QR code
 - Visual sortation marker (perfect image on the right)
- Print box label(s) from Seller Central and add label(s) on each box.



Step 2: Provide information for customs declaration on [AVASK portal](#):

[Watch how to use the AVASK portal here.](#)

- Select “Book clearance” and indicate “Amazon Transportation Service”.
- Provide Shipment ID (generated by Seller Central in Step 1) and indicate your inventory destination.
- Provide items information per each box.
 - For mixed ASINs it is fastest to upload this via excel.



- Pay EUR60 per each consignment (not box).
- Receive AVASK approval to ship.

Important Note: Shipments must be verified on the AVASK portal prior to shipping to the Amazon sort centre.

Step 3: Book your domestic shipment on UPS or DPD portal:

- Create a new shipment with [UPS](#) or [DPD](#) (for UK to EU shipments).
- Enter Amazon UK Sort Centre (SXW2, Amazon Unit 101A 303 Vickers Dr N, Weybridge KT13 0YU) as shipment destination.
- Print and add the label(s) to the box(es), next to Amazon label(s) (you now have two labels on your box(es): Amazon label and UPS/DPD label).
- Wait the pick-up of your box(es) by UPS/DPD.

Important Note: This has to be a **non-partnered carrier shipment** and done directly through the shipping provider (not through Seller Central).

Step 4: Goods Delivered:

You will receive a notification from the external transportation provider once the goods have arrived at the Amazon sort centre. Goods will then be shipped cross-border to arrive at the selected destination marketplace.

Defects Procedure:

To ensure shipments are not delayed due to incorrect process being followed, there is a defects procedure that will be implemented for repeat defected shipments.

A Defective shipment is defined as the Selling Partner not following the above SOPs and having incorrect labelling, packaging, or shipment creation.

1. If a defective shipment is sent, you will receive communications via email and your Case Log informing you of the default.
2. If a defective shipment is sent for a second time, you will receive 1-1 coaching on how to correctly book and send a shipment.
3. If a defective shipment is sent for a third time, you will receive a communication via Case Log where you will be required to choose between 3 options: 1) continue shipping via ATS by proving you understood how to book and send your shipments, or 2) start shipping via another Amazon Customs Clearance & Shipping solution, or 3) stop shipping via Amazon Customs Clearance & Shipping solutions. In case of not receiving your feedback in 42 days, you will be suspended from using Amazon Customs Clearance & Shipping solutions.

Will you be able to re-join the solution after being suspended?

Yes. You will need to complete a survey that will be sent to you upon receipt of third defective shipment.

You will need to ensure you complete this survey within 42 days of receipt, otherwise you will be automatically removed from the solution.



UPS AVASK (small-parcel shipping solution)

Overview:

The UPS AVASK Small-Parcel shipping solution allows you to ship between the UK and EU directly into FBA Fulfilment Centres. Using the 'send to Amazon' workflow on Seller Central you benefit from a seamless shipment creation process.

If you are based in the EU outside of Germany, this will be the solution you need to ship with to send your stock into the UK.

Active Shipping Lanes:

- UK to Germany
- UK to France

Rate Details:

Service	Rate	Amazon Promotion	To Be Paid
Account Set Up	€ 280	€ 280	€ 0
Indirect Representation (per annum)	€ 200	€ 0	€ 200
Brokerage (per shipment)	€ 60	First shipment free*	€ 60
Transportation	Amazon negotiated UPS PCP freight rates		

* (valid till 31/12/24) If you have never shipped with us before (ship within 3 months of onboarding) – [T&Cs here](#)

Shipment Creation:

[Watch how to create your shipment here](#)

Step 1: Book your shipment on Seller Central:

- Provide "Ship From" address:
 - Provide your UK address as "Ship From" address.
- Select the intended Marketplace destination for your goods
 - You can choose Germany or France ONLY
- Add inventory from list of available FBA SKUs
 - Choose Select from list as SKU selection method
 - Fill in [case pack templates](#) and confirm ready to send
- Box SKUs (Box dimension restricted to 63.5cm per side; box weight restricted to 23Kg).
- Indicate the ship date you prefer.
- Select "Small Parcel Delivery" as shipping mode.
- Select Partnered Carrier" and indicate UPS.
- Select "Accept charges"
- Download box labels and ensure:
 - Label address is the destination FBA Fulfilment Centre.
 - In the presence of QR code
- Print box label(s) and add label(s) on each box.

Step 2: Provide information for customs declaration on [AVASK portal](#):

- Select "Book clearance" and indicate "UPS AVASK".
- Provide Shipment ID (generated by Seller Central in Step 1) and indicate your inventory destination.
- Provide items information per each box.
 - For mixed ASINs it is fastest to upload this via excel.
- Pay EUR60 per each consignment (not box).
- Receive AVASK approval to ship.



Important Note: Shipments must be verified on the AVASK portal prior to shipping to the Amazon sort centre.

Step 3: Pay customs fees:

AVASK will invoice you for customs brokerage fees, import duties and import VAT (where applicable). After you have submitted your invoices and paid the fee, you'll receive confirmation that your shipment due diligence has been approved.

Step 4: Schedule UPS pickup:

Arrange the shipment's pickup with UPS. Read the [UPS pickup documentation](#).

Step 5: Goods delivered:

Your goods are then shipped cross-border to arrive at a fulfilment centre in the EU. You will be able to track the entire journey of your shipment through Seller Central. AVASK will invoice you for customs clearance (duties and VAT).



UPS SCS AVASK Pallets

Overview:

The UPS SCS AVASK Pallets shipping solution allows you to ship from the UK directly into an EU FBA Fulfilment Centre in France or Germany.

Using the '[send to Amazon](#)' workflow on Seller Central and AVASK's dedicated customs portal, you benefit from a seamless shipment creation process.

You will also be given access to a [UPS SCS tracking portal](#) whereby you can track your shipment throughout its entire journey.

Active Shipping Lanes:

- UK to Germany
- UK to France

Rate Details:

AVASK Rates (customs brokerage):

Service	Rate	Amazon Promotion	To be paid by Selling Partner
Account setup (one time)	€ 280	€ 280	€ 0
Indirect Representation (Annual)	€ 200	€ 0	€ 200
Customs Brokerage Fees (per shipment)	€ 60	First shipment free*	€ 60

* (valid till 31/12/24) If you have never shipped with us before (ship within 3 months of onboarding) – [T&Cs here](#)

UPS SCS Rates (freight):

UPS Freight fees differ based on your Post Code. You can view full fee breakdown [here](#).

To read the rate card:

Pick up	Pick up postal	Delivery country	Delive ry FC	Curre ncy	1 pal.	2-4 pal.	5-7 pal.	8-10 pal.	11-15 pal.	16-20 pal.	21-25 pal.	FTL	FTL Min. Pals
GB	1 AL	2 FR	CDG7	GBP	3 137.70	137.00	4 136.01	121.14	120.63	120.22	120.01	5 707.22	12

1. 'Pick up postal' column refers to the first 2 letters of your UK postcode that the delivery will be collected from.
2. 'Delivery Country' column refers to the destination marketplace you are sending to. This will be either France (FR) or Germany (DE).
3. '1 pal.' column gives you the cost of a 1 pallet shipment.
4. '5-7 pal.' Column gives you the cost per-pallet of shipping between 5-7 pallets in one shipment.
5. 'FTL' column gives you the total shipment cost of shipping between 12-30 pallets.

UPS SCS Onboarding:

You will first need to ensure you have completed the AVASK Onboarding (see p13). Please note if you are already onboarded onto one of the small parcel solutions, this is a different process:

AVASK Onboarding:

- If not already onboarded with AVASK for an Amazon Customs Clearance & Shipping Service (ATS AVASK/UPS AVASK) you are invited to [fill out this survey](#) for a one-time account set up with AVASK as your customs broker.
- If already onboarded with AVASK for an Amazon Customs Clearance & Shipping Service (ATS AVASK/UPS AVASK) you are invited to [fill out this survey](#) to enable pallet shipments with AVASK as your customs broker.

You will now need to also onboard with UPS SCS (which will take up to 5 working days to be activated):



UPS SCS Onboarding:

- Once AVASK onboarding is complete, you will be sent the UPS SCS webform so UPS SCS team can make contact via email. You will need to sign a CRA to authorise UPS SCS account set-up.

Shipment Creation:

Step 1: Book your shipment on Seller Central:

- Provide “Ship From” address:
 - Provide your UK address as “Ship From” address.
- Select the intended Marketplace destination for your goods
 - For UK to EU you can choose Germany or France ONLY
- Add inventory from list of available FBA SKUs
 - Choose Select from list as SKU selection method
 - Fill in [case pack templates](#) and confirm ready to send
- Indicate the ship date you prefer.
- Select “Less than and full truckload LTL/FTL” as shipping mode.
- Select ‘non-partnered carrier’ and indicate UPS SCS (or ‘Other’ if not available).
- Total cost of shipment should be €0.
- Download box labels and ensure:
 - Label address is the destination FBA Fulfilment Centre.
 - In the presence of QR code
- Print box label(s) and add label(s) on each box.

Step 2: Provide information for customs declaration on [AVASK portal](#):

- Input customs related invoices & data on the [AVASK portal](#) – you can also watch a [video walkthrough](#) of how to use this portal.
 - For mixed ASINs it is fastest to upload this via excel.
- You may liaise with AVASK directly in case there are any customs specific questions. You can book in time with an AVASK Account Manager [here](#).

Step 3: Book your UPS SCS collection

- Once registered for the Pallets Solution, UPS SCS will send you the shipment manifest excel template via email.
- To book your shipment, fill in this manifest and email to: upsamazon@ups.com.
- Ensure you have approval from AVASK to ship before booking your collection with UPS SCS.
- Once approved collection is booked for the next available working day.

Step 4: Pay customs fees:

- AVASK will invoice you for customs brokerage fees, import duties and import VAT (where applicable). After you have submitted your invoices and paid the fee, you’ll receive confirmation that your shipment due diligence has been approved.

Step 5: Track your shipment:

- You can track your shipment through the UPS SCS tracking system [here](#).
- Any queries can be raised by customer service ticket through UPS.

Step 6: Goods delivered:

- Your goods will then be shipped cross border to arrive at an Amazon FBA Fulfilment Centre.



How can I prepare for Amazon Customs Clearance and Shipping Services between the UK and the EU?

The following information will be required before you can create a shipment:

- [Registered VAT numbers](#) in the destination marketplace where you plan to send inventory
- An EORI number for both the UK and one EU country ([apply here for free](#))
- Tariff (HS) codes for products
- Product customs value information (view [UK guidance](#) and download [EU guidance](#))
- Country-of-origin information
- An import reference number, provided by the carrier

How do I sign up for one of the shipping solutions?

You can register for the AVASK solutions using [this link](#).

You will be able to indicate whether you would like to use ATS AVASK or UPS AVASK within the form and whether you would also like to enrol onto the Pallet Solution.

If you select to enrol onto the Pallet Solution, you will also need to complete the UPS SCS [registration form here](#).

I'm already on ATS AVASK/UPS AVASK, how do I also enrol onto the Pallet Solution?

If already enrolled onto ATS AVASK/UPS AVASK you will need to fill [in this form](#) to also enrol onto Pallets.

You will also need to complete the UPS SCS [registration form here](#).

How long does it take to set up the account with AVASK?

The process takes maximum 5 business days after you have registered. Please ensure to have everything listed in the onboarding section to guarantee a smooth onboarding process.

How can I speak with an AVASK Account Manager about the customs specific side of the solutions?

To speak to AVASK over email to AVASK about these solutions, you can contact: pcppromo@avaskgroup.com.

To have a FREE 1:1 call with an AVASK Account Manager about the solutions you can [book your call here](#).

How will the VAT and customs duties be paid to the customs authorities?

AVASK will pay any import duties and import VAT (where applicable) on your behalf. AVASK will then invoice you directly.

Am I being charged an admin fee for the payment of VAT and duties?

No, you will be paying AVASK back the exact same amount they have paid at customs.

Can I escalate any issues I am having with a shipment?

Yes, if you are having any issues with your shipment, you can contact: pcppromo@avaskgroup.com.

If shipping from the EU to UK with ATS AVASK, do I have to ship from within Germany to the German FBA Fulfilment Centre?

Yes, the ATS AVASK solution can **only be used on the following approved routes**:

1. UK to Germany
2. UK to France
3. Germany to UK

If you are not based within Germany, you cannot use the ATS AVASK solution to ship into the UK and must use the UPS AVASK solution instead.



On the ATS AVASK solution, where do I need to send my products to when they are ready to be dispatched?

UK to EU shipments need to be sent to:
Amazon Unit 101A, 303 Vickers Dr N, Weybridge KT13 0YU.

On the ATS AVASK solution, can I use any transport company to deliver the stock to the local sorting centre?

UK to EU shipments can be sent to the Weybridge sort centre via UPS or DPD.

Are there any limitations to the number of parcels I can send through ATS AVASK & UPS AVASK?

There is no limitation on the number of parcels you can send on ATS AVASK promotion.

There is a limit of 200 parcels per shipment on UPS AVASK.

Also note that if you are sending more than 50 parcels in one shipment, you will need to phone UPS directly to organise the pick-up. This is so they can ensure the collection has enough space for your parcels.

On the UPS AVASK promotion, why can I see some RTS (Returned to Sender) from my shipment?

This occurs when one of the following is true:

- The shipping label or physical copy of the commercial was not affixed.
- Specific to Germany: The EAD is missing
- A required certificate was missing – this is applicable to certain type of goods.

When I book from the UK to Germany, I sometimes receive an FBA address in Poland, Can I still ship?

Yes. When you follow the correct process to create your shipments, (as explained above) you will need to have your end destination as the address given by Amazon on the send to Amazon workflow.

Are there any product categories ineligible to be shipped via ATS AVASK and UPS AVASK?

Yes. Any product category that requires additional steps at the border (i.e. medical items) are not able to be shipped through these solutions. Hazmat items are also excluded. Please refer to [this page](#) to understand product restrictions in full.

You will also need to ensure any products being sent fit within the dimension restrictions for parcels (see above).

Am I able to register for pallets and parcels at the same time?

Yes. You can be onboarded onto both a parcel solution and the pallet solution at the same time.

If not on any Amazon Customs Clearance and Shipping Services solution you can register for both a parcel solution and pallet solution together using [this form](#).

If already registered for a parcel solution, you can onboard onto the pallet solution using [this form](#).

What are the correct pallets to ship with on the Pallet Solution?

When delivering stock to EU countries, use **800x1200 mm EPAL or BLUE CHEP**.

How can I switch solutions or deregister?

You can switch or deregister by filling in [this form](#). The process can take 5 business days and you will receive confirmation via email once this has gone through.



Helpful Links

Registration Links:

- [Register for all AVASK shipping solutions here](#)
- [If already on ATS/UPS AVASK - Register for pallets here](#)

Seller Central Pages:

- [Customs Clearance and Shipping Seller Central Page](#)
- [ATS AVASK Seller Central Page – UK](#)
- [UPS AVASK Seller Central Page – UK](#)
- [Compliance Page](#)

Promotion T&Cs:

- [ATS AVASK T&Cs](#)
- [UPS AVASK T&Cs](#)
- [UPS SCS AVASK Pallets T&Cs](#)

Broker T&Cs:

- [AVASK](#)

Handbooks:

- [PanEuropean FBA Handbook](#)
- [VAT Handbook](#)
- [Compliance Handbook](#)





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