

Customs Clearance and Shipping Services on Amazon

Shipping Guide: ATS AVASK



This guide will teach you how to create and export shipments, manage your shipment, and make payments using the Amazon Transportation Services (ATS) AVASK small-parcel shipping & customs clearance solution for shipping between the UK and EU.

Help Centre

- Request [one-to-one support](#) from Amazon Account Managers.
- For queries related to registration, shipment creation or broker service satisfaction, email us at c2s2customer-service@amazon.co.uk

Contents

Introduction (2)

- Why ship cross-border?
- What you need to know about shipping cross-border between the UK and the EU

Amazon Customs Clearance & Shipping Solutions (2-3)

- Introduction to cross-border shipping services
- AVASK as a customs broker

Compliance (3-5)

- How to ensure your products can be sold in the UK and the EU.
- How to start using this shipping solution

Registration (6-7)

- Account Set up
- Broker Onboarding

ATS AVASK: Overview (7-8)

- What is the ATS AVASK solution?
- Active Shipping Lanes
- Rates

ATS AVASK: Creating a Shipment (8-14)

- Create your shipment on Seller Central
- Print Amazon box labels
- Book your collection and pack your shipment
- Track your shipment
- Pay your broker

FAQs (14-15)

Resources to learn more (16)



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 or the UK using the ATS AVASK Solution.

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 France, Germany, Netherlands, Poland, Austria or Czech Republic thereby 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 three small-parcel shipping solutions and three pallet shipping solutions that will enable you to inbound directly into an EU or UK FBA Fulfilment Centre when shipping from the UK or EU.

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 (ATS), UPS, RXO and Kuehne+Nagel (KN).. AVASK operates 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. (This guide)
2. **ATS RXO** – 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.



3. [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

There are three pallet options:

Less-Than Full Truck Load (LTL) Pallet Solution:

1. [Partnered Carrier Programme \(PCP\) Pallet Solution](#) – Ship less-than full-truck pallets or full-truck pallets with Amazon partnered carriers (RXO or KN) from your domestic storage facility, cross-border between the UK and EU directly into an FBA Fulfilment Centre. (This guide)

Full Truck Load (FTL) Pallet Solutions:

1. [RXO RXO FTL Pallet Solutions](#) – Ship full-truck pallets using RXO as carrier from your domestic storage facility, cross-border between the UK and EU directly into an FBA Fulfilment Centre with RXO as your customs broker.
2. [AVASK RXO FTL Pallet Solutions](#) – Ship full-truck pallets using RXO as carrier from your domestic storage facility, cross-border between the UK and EU directly into an FBA Fulfilment Centre with AVASK as your customs broker.

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 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, Indirect Representation & Brokerage:

We are currently offering a promotion on our shipping solutions whereby once registered, you will receive: **FREE Account Set up, FREE Indirect Representation** (1st year), **FREE Brokerage** (for first shipment). See T&Cs: [ATS AVASK](#), [UPS AVASK](#), [ATS RXO](#), [RXO FTL](#), [PCP Pallet](#).

Compliance

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

You will need to ensure your selection is compliant with new UK & 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 this shipping solution?

Once you are sure that your selection meets all requirements to be sold in EU and/ or UK 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 country 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](#).
- Visit *Seller University* to access country-specific VAT compliance guides *and* registration processes. Navigate to required country's guidelines [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 a UK or EU EORI (only for non-EU entities) number **for free** as part of your application.

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. AVASK will be acting as your POA for the ATS AVASK, UPS AVASK and AVASK RXO FTL Pallet solutions, while RXO will be acting as your POA for solutions like ATS RXO and RXO RXO FTL Pallet Solutions.

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 a 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](#).

You will be able to indicate on this form that you are looking to use the ATS AVASK 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 any of the Pallet solutions at the same time as being active on either one small-parcel solution. If already on ATS AVASK or ATS RXO or UPS AVASK and you want to enable PCP Pallet or any FTL Pallets solution, 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 - A190DUARU0OG94)
- 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 you are set up, you are ready to go onboard. Onboarding time is less than 5 days. If you complete all the information correctly, we expect this to be 1 day.

If you have any questions before or throughout this process – please contact AVASK directly through their support portal: [Zendesk](#)

Or book in a 1:1 call with an AVASK Account Manager [here](#).

ATS AVASK - Overview

What is the ATS AVASK solution?

The ATS AVASK shipping solution allows you to ship between the UK and EU FBA Fulfilment Centres. Using the '[Send to Amazon](#)' workflow on Seller Central and integrated customs portal, you benefit from a seamless shipment creation process. You will also have support from AVASK for customs clearance.

Active shipping lanes:

- UK to Germany
- UK to France
- Germany to UK
- Netherland to UK
- Poland to UK
- Austria to UK
- Czechia to UK

Rates:

Customs Brokerage Fees:

Service	Rate	Amazon Promotion*	To be paid by Selling Partner
Account Set Up (one time)	€0	€0	€0
Indirect Representation (annual)	€200	€200 (1 st year)	€0
Customs Brokerage Fees (per shipment)	€60	First shipment FREE*	€60

* (valid till 31/12/26) If you have never shipped with us before (ship within 3 months of onboarding) – [T&Cs here](#)

Transportation Fees:

Transportation from your warehouse to your domestic country's designated cross-border sort centre is paid directly to UPS/DPD (off Amazon)

Transportation from this designated cross-border sort centre to the destination country's FBA Fulfilment Centre (UK/EU) is free.



Potential Fees Incurred During Shipment:

Service	To be paid by Selling Partner
Import VAT (per shipment)	No import VAT incurred through ATS AVASK as this will be automatically deferred
Duties (per shipment/ASIN)	Varies per product type, find out your products duties here: <ol style="list-style-type: none">1. UK to EU shipments2. EU to UK shipments
Inspection (per consignment)	Impacts <5% shipments. If inspected, potential costs are: <ol style="list-style-type: none">1. UK to FR: 240 EUR at Calais2. UK to DE: £425 at Rotterdam3. EU to UK: £100-£250

Limited Time Promotion – FREE: Account Set Up, Indirect Representation & Brokerage:

We are currently offering a promotion on our shipping solutions whereby once registered, you will receive:

1. **FREE Account Set up**
2. **FREE Indirect Representation (1st year)**
3. **FREE Brokerage (for first shipment).**

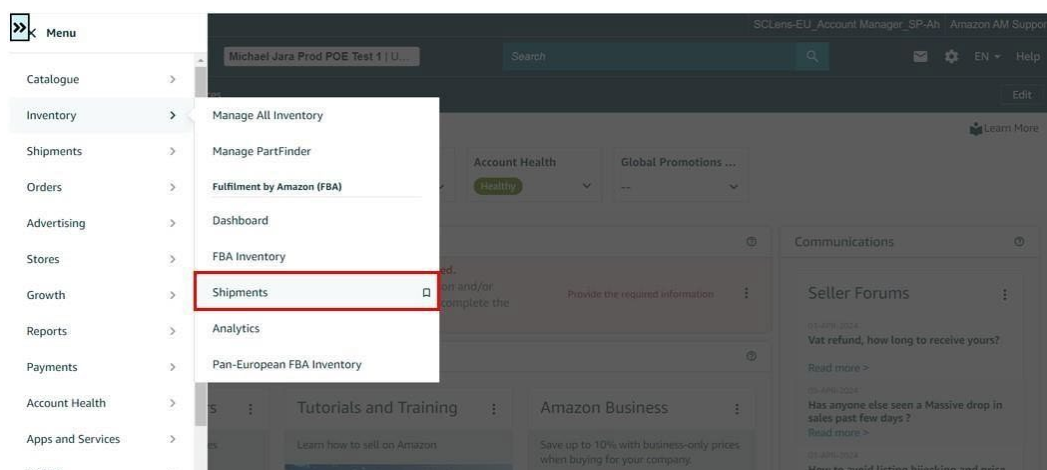
See T&Cs: [ATS AVASK](#).

ATS AVASK – Creating a Shipment

The following pages walk you through the steps to create a shipment using the ATS AVASK solution. This will show you a UK to EU shipment.

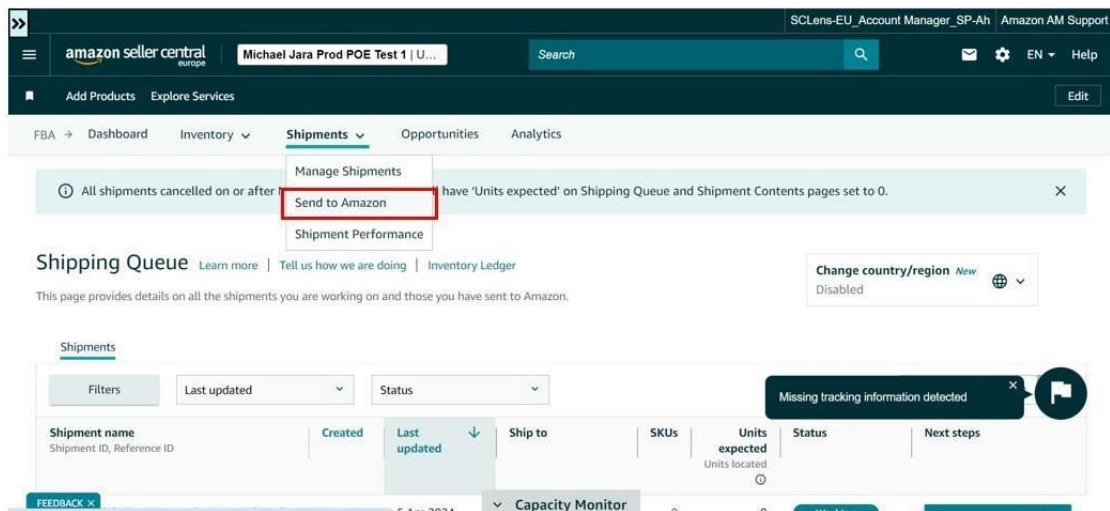
Step 1: Create your shipment on Seller Central:

Log onto your Seller Central account and navigate to your shipping queue.

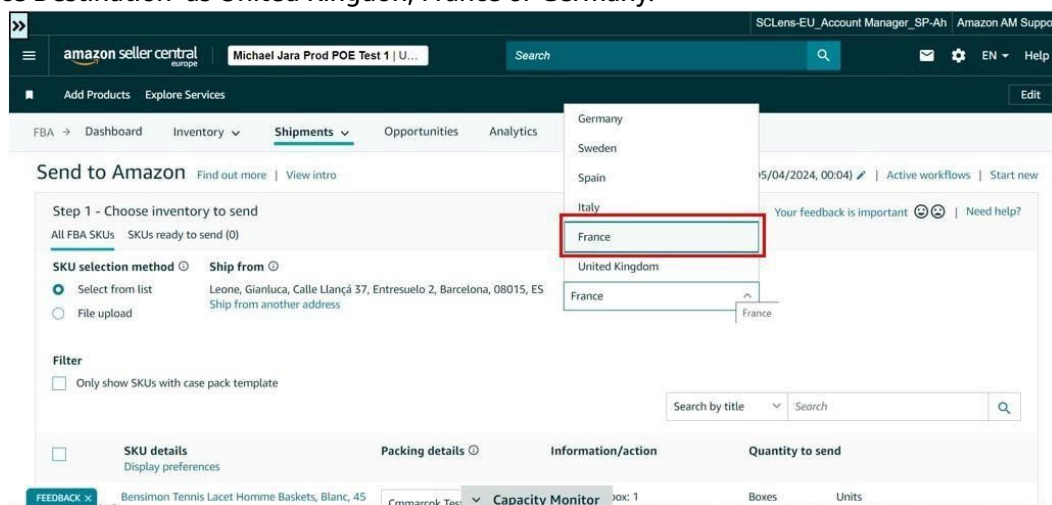


Create a new shipment on Seller Central using the “[Send to Amazon](#)” workflow.

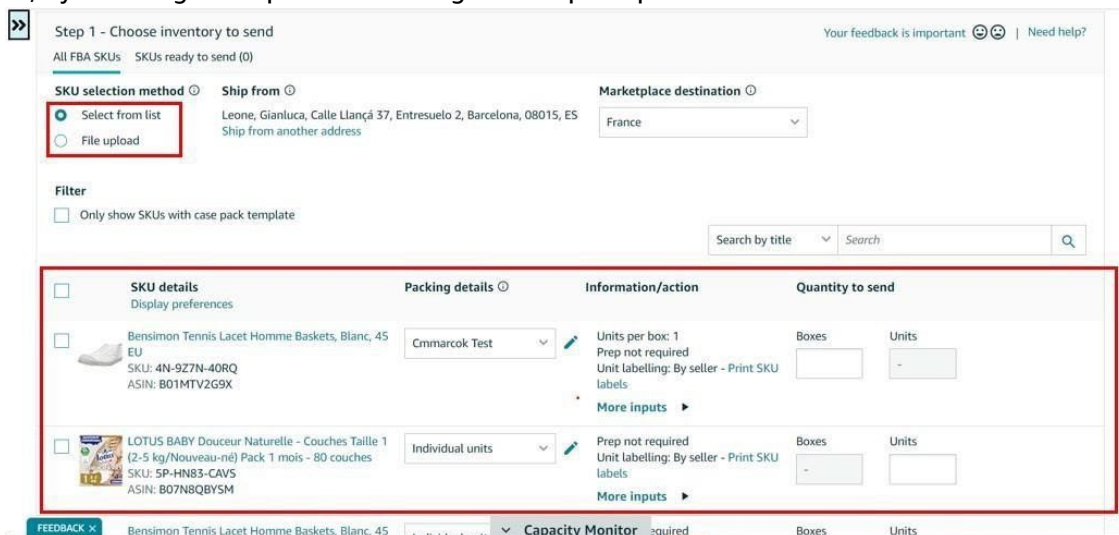




Select 'Marketplace Destination' as United Kingdom, France or Germany.



Select stock to send in this shipment. You can do this by either selecting 'Select from list' and adding in quantities from the below list. Or, by selecting 'File upload' and using the template provided.



Once you are happy with your inventory selection, select 'Confirm and continue' to proceed to next stage



Step 2 - Confirm shipping Find out more

FEEDBACK X

Capacity Monitor

SKU	Product Name	Units	Boxes	Prep	Labeling	Barcode
EU SKU: H4-6GYT-TT12 ASIN: B01MXSP5VJ		10	10	Prep not required	Unit labelling: By seller - Print SKU labels	Manufacturer barcode
EU SKU: ND-J4CZ-G3W3 ASIN: B01MXSP5VJ	Bensimon Tennis Lacet Homme Baskets, Blanc, 42	Individual units	-	Prep and labelling details needed	More inputs	
EU SKU: VF-3932-C40K ASIN: B01MXSP5VJ	Bensimon Tennis Lacet Homme Baskets, Blanc, 42	Individual units	-	Prep and labelling details needed	More inputs	
Grand Phone Cases Couverture de passeport // Q05690648 Chihuahua chapeau ciel bleu // Universal passport leather cover SKU: phoneCaseTest ASIN: B072M8M955	Jayye	Units per box: 10 Prep not required Manufacturer barcode	100	Ready to send (Modify or remove)		

SKUs ready to send: 3 (120 units)

Print all SKU labels: 2 (20 units)

Total prep and labelling fees: €0.00

Confirm and continue

Please review SKUs ready to send (3)

Select the date you are planning to send your shipment.

Send to Amazon Find out more View intro

Current workflow STA (08/04/2024, 10:21) Active workflows Start new

Step 1 - Confirmed inventory to send Boxes: 20 SKUs: 2 Units: 20 Ship from: Michael Jara Prod POE Test 1, via lolli 71, mirandola (mo), Italy, 41037, IT View/edit

Step 2 - Confirm shipping Your feedback is important Need help?

Ship date 10/04/2024

April 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Less than and full truckload (LTL/FTL) Estimates starting at €223.00

UPS (Amazon partnered carrier)* Non Amazon partnered carrier Tracking information must be provided

FEEDBACK X 1.73

Select your broker. For this service, you should be onboarded already and see your broker appear as an option in an Amazon-partnered broker' box.

Step 2 - Confirm shipping Your feedback is important Need help?

Ship date 10/04/2024

Broker settings

Amazon-partnered broker

Amazon will prepare your customs documents and share with our partner broker for €60.00 per shipment (est.)

Use your own broker

You must select your own broker to prepare your customs documents and submit your declaration

Amazon will not be able to assist with customs clearance

Shipping mode

Small parcel delivery (SPD) Starting at €79.20

Less than and full truckload (LTL/FTL) This mode is not available with an Amazon-partnered broker

Merge workflow Merge workflows is not available for small parcel shipments

FEEDBACK X

Select 'Small parcel delivery (SPD)', and then 'Non Amazon Partnered carrier'. You can use either DPD or UPS, so select the carrier you are using (if there is no option available for either you can choose 'Other'), and then select 'Ground'.



broker for €60.00 per shipment (est.)

Amazon will not be able to assist with customs clearance

Shipping mode

Small parcel delivery (SPD)
Starting at €79.20

Less than and full truckload (LTL/FTL)
This mode is not available with an Amazon-partnered broker

Merge workflow
Merge workflows is not available for small parcel shipments

Select shipping carrier

N/A
Amazon-partnered carrier

Non Amazon partnered carrier
Tracking information must be provided

Select carrier

UPS (non-partnered carrier)

Air
Ocean
Ground
Please select

* The Amazon Partnered Carrier programme offers discounted shipping rates, the convenience of buying and printing shipping labels when you create shipments, and automated tracking. Note that Amazon does not schedule pickup for small parcel delivery (SPD) shipments.

FEEDBACK x more

Check that the summary box looks correct. Your ship to address should be the cross-border destination FBA Fulfilment Centre. If correct, confirm your delivery window and click 'Accept charges and confirm shipping'.

If the shipping address is not reflecting LCY8, please review the previous steps or ask support – having the wrong address will bring to print non-compliant labels and can affect your shipment.

Also fill in the Delivery Window here, this is when you expect the shipment to arrive at the EU Fulfilment Centre and should be ~10 days after collection.

Number of shipments: 1

Shipment #1

Ship from: Dong Zhao EU LTL testing, 1 Churchill Way West, Andover, Hampshire, SP10 3UW, GB/Change

Ship to: SKW2 - Unit A100, Brooklands Business Park, Vickers Drive - KT13 0YU - Weybridge, United Kingdom

Shipment contents

Boxes: 20
SKUs: 2
Units: 20
Weight: 110 kg

View contents

SKUs that need labelling by seller: 2 (20 units)

Delivery window

The delivery window is when you expect your shipment to arrive at the fulfilment centre. This information will help us get your products in stock faster. Choose an estimated 14-day date range. You can update this when you enter tracking details. [Find out more](#)

DD/MM/YYYY

April 2024

Ri	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Be		1	2	3	4	5	6
th	7	8	9	10	11	12	13

ease take a moment to review the details and check

Total prep and labelling fees: €0.00
Total estimated shipping fees: €0.00
Total estimated prep, labelling, and shipping fees (other fees may apply): €0.00

Step 2: Provide customs compliance information:

You are now on the stage of shipment creation where you can provide your customs information. You can submit this directly to your broker through Seller Central, and any information inputted and approved will be saved for future shipments.

For ATS AVASK, because you are sending an off-Amazon shipment to the designated domestic cross-border sort centre, you are requested to add in your estimated shipping fees and insurance fees (if you have this).



1 confirmed shipments

After you print box labels, the shipment will change to 'Ready to ship' status.

Shipment #1 [View or edit contents](#)

Shipment name: **FBA STA (08/04/2024 10:06)-XCD1** [Rename](#)
 Shipment ID: **FBA15HYNSFLK**
 Amazon Reference ID: --
 Ship from: **Dong Zhao EU LTL testing, 1 Churchill Way West, Andover, Hampshire, SP10 3UW, GB**
 Ship to: **SXW2 - Unit A100, Brooklands Business Park Vickers Drive - KT13 0YU - Weybridge, - United Kingdom**

Shipment contents: Boxes: 20, SKUs: 2, Units: 20

Fees for shipping your parcels to Amazon's local facility

This information is required to prepare your customs documents

Shipping fees €

Insurance fees (optional) €

[Confirm and continue](#)

Customs compliance *Awaiting completion of shipping fees*

Print box labels *Awaiting completion of customs compliance*

[FEEDBACK](#)

You can now add SKU specific customs information. Please refer to the [Customs Clearance Guide](#) for walkthrough on how to complete this step.

1. Edit Compliance – here you will add SKU level compliance information.
2. Once complete, you can click 'Send To Broker' for your Customs Broker to review.
3. You can check on the status of your customs information in Step 2 as this shows whether your shipment has been approved by your Customs Broker.

Shipment #1 [View or edit contents](#)

Shipment name: **FBA STA (08/04/2024 10:06)-XCD1** [Rename](#)
 Shipment ID: **FBA15HYNSFLK**
 Amazon Reference ID: **3NX9ICWJ**
 Ship from: **Dong Zhao EU LTL testing, 1 Churchill Way West, Andover, Hampshire, SP10 3UW, GB**
 Ship to: **SXW2 - Unit A100, Brooklands Business Park Vickers Drive - KT13 0YU - Weybridge, - United Kingdom**

Shipment contents: Boxes: 20, SKUs: 2, Units: 20

Fees for shipping your parcels to Amazon's local facility

Customs compliance

Please follow these 3 steps:

1. Provide compliance information for products in your shipment

Incomplete: 1 SKUs | **Complete: 1 SKUs** [Refresh](#)

[Edit compliance](#)

2. Send the customs information to the broker. By clicking this button, you are attesting that the preferential-origin status of your SKUs is accurate, to your knowledge. Broker approval can take up to 48 hours.

[Send to broker](#)

Print box labels *Awaiting completion of customs compliance*

[FEEDBACK](#)

Step 3: Print Amazon box labels:

Once your shipment has been approved by the broker, you can print your box label(s). Ensure that there is a label on each parcel.

You will only be able to print these labels once your customs compliance information has been approved by the Customs Broker.



Step 4: Book your collection and pack your shipment:

Box dimensions follow Amazon's [small-parcel guidelines here](#). (box dimension is restricted to 63.5cm per side; box weight restricted to 23kg).

For the ATS AVASK solution, you will also need to organise your off Amazon domestic shipment to the designated domestic cross-border sort centre. This shipment must be with [UPS](#) or [DPD](#) and must be off-Amazon (so not partnered carrier). The ship to address should be shown on your Send To Amazon Workflow: *LCY8/ILN2 Amazon Sort Center, Medway commercial park James, Unit 1a London, Swallow Way, Rochester ME3 9GX*. On each box you should have both the Amazon label and the UPS/DPD label stuck side by side.

Download the box label(s) and ensure:

- Label address is "LCY8/ILN2 Amazon Sort Center, Medway commercial park James, Unit 1a London, Swallow Way, Rochester ME3 9GX."
- 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.

Wait for the pick-up of your box(es) by UPS or DPD.

Step 5: Track your shipment:

You can now track your shipment on Seller Central using your Case Log.

Log in to the Case Log (Help > Go to Case Log) and find historical information about all shipments sent under the same Paragon case:

9127931702	Needs Your Attention	contact@mdwditd.co.uk	[Unmonitored case] Your ATS-AVASK shipment status
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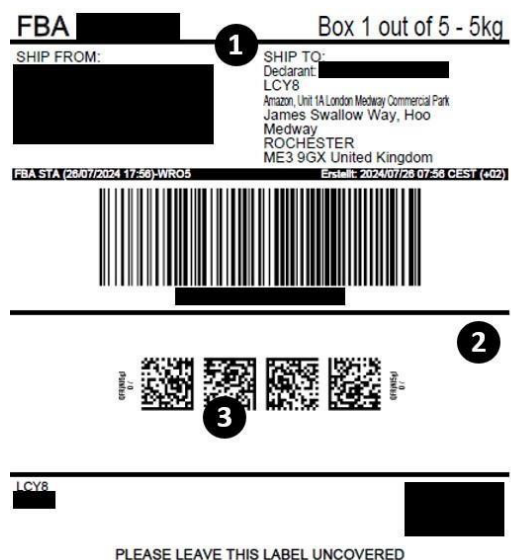
Important: the opened case will remain at the stage of the First case's creation date, meaning that even if you are actively shipping you won't see the case appearing within the recent cases – i.e. if the case was created in December, the case will remain under December. We suggest you to manually search for ATS in the search bar. You will find the case as "[Unmonitored case] Your ATS-AVASK shipment status".

You will receive a first case that explains how to read the upcoming communications:

<p>Amazon</p> <p>Dear Selling Partner,</p> <p>Thank you for choosing ATS- AVASK program.</p> <p>You are currently on-boarded with Customs Clearance & Shipping Services (formerly known as Amazon Small Parcel Cross-border solution) with Amazon Transportation Service (ATS) - AVASK. We have created this case to inform you the status of all the shipments/partial shipments that you will create through ATS - AVASK program.</p> <p>Note: In case if we receive partial shipments at sort center, we will send the status notification of the split shipments addressing as 'A', 'B' etc. (Example: If shipment FBA123456 is split in to two, then we will address them as FBA123456-A and FBA123456-B)</p> <p>Thank you for your support, Customs Clearance & Shipping Services Team</p> <p>In case you want to unsubscribe from ATS notification, can you unsubscribe here - https://amazon.eu.a1.qualtrics.com/jfe/form/SV_eFpsotk9KEf3dc</p> <p>Thank you for selling with Amazon.</p>

If you are not be interested in receiving these notifications, you can unsubscribe clicking [here](#).

You will receive details on i. FBAID ii. departure date from SC along with one of the following two status a. departed from SC or b. delivered to the Import Country: A. Shipment Departed



Dear Selling Partner,

Thank you for choosing ATS- AVASK program.

This is regarding the FBA shipment 'FBA15HG215FJ-A' departed on '11/9'. This is to inform you that the shipment has departed from the SXW2 to the final destination. If you have any queries, please reach out to AVASK at pcpshipments@avaskgroup.com. Please mention your shipment reference in the subject.

*This case is not monitored, please do not reply to the case.

Thank you for your support,
Customs Clearance & Shipping Services Team

In case you want to unsubscribe from ATS notification, can you unsubscribe here (https://amazon.eu.a1.qualtrics.com/jfe/form/SV_eFpsotk9KEft3dc)

Thank you for selling with Amazon.

B. Shipment delivered to Import Country and you will have the possibility to rate your experience

Dear Selling Partner,

Thank you for choosing ATS- AVASK program. This is regarding the FBA shipment 'FBA15HG215FJ-A' departed on '11/9'. This is to inform you that the shipment is delivered to final destination.

Overall, how satisfied are you with your recent shipment(s) with Customs Clearance and Shipping Services on Amazon? You can rate your shipment here https://amazon.eu.a1.qualtrics.com/jfe/form/SV_3R9Ac6pLjX0E8m. If you have any queries, please reach out to AVASK at pcpshipments@avaskgroup.com. Please mention your shipment reference in the subject.

*This case is not monitored, please do not reply to the case.

Thank you for your support,

Customs Clearance & Shipping Services Team

In case you want to unsubscribe from ATS notification, can you unsubscribe here https://amazon.eu.a1.qualtrics.com/jfe/form/SV_5BB6b6NUnvt40Z0n, can you unsubscribe here https://amazon.eu.a1.qualtrics.com/jfe/form/SV_5BB6b6NUnvt40Z0n

Thank you for selling with Amazon.

Step 6: Pay your Broker

Payment procedure: Customs brokerage fee is paid at shipment approval. Import duty is paid after import clearance is completed.

Payment deadlines: The payment for your Customs brokerage and duties are paid by the broker at the time of declaration. It is therefore critical that you process payments after the shipment has been cleared to avoid delays and ensure future shipments are not blocked due to non-payment of previous shipments.

Penalties for Late Brokerage Payments: Currently no penalties are applied for late payments. However, it is advised that you clear payments with your broker at the earliest. Brokers will reject future shipments if dues on previous shipments haven't been cleared

FAQs:

FAQ1 - 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
- 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

FAQ2 - How long does it take to get onboard onto the ATS AVASK solution?

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

FAQ3 - Are there any product categories ineligible to be shipped?

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 that any products being sent fit within the dimension restrictions for parcels (see above).

FAQ4 - 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 available pallet solutions at the same time. If not on any Customs Clearance and Shipping Services solution on Amazon 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 available pallet solutions using [this form](#).

FAQ5 - 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.

FAQ6 - Are there any limitations to the number of parcels I can send through ATS AVASK?

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

FAQ7 - 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 Rochester sort centre via UPS or DPD. This must be a non-partnered carrier shipment.

FAQ8 - Can I escalate any issues I am having with shipment?

Yes, if you are having any issues with your shipment, please submit a ticket through AVASK's [Zendesk](#) support portal.

FAQ9 - 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

FAQ10 - What's changing with AVASK's support system?

For all service-related queries, AVASK now provides support through their [Zendesk](#) portal. After July 14th, 2025, all emails to AVASK support addresses (pcppromo@avaskgroup.com or pcpshipments@avaskgroup.com) will automatically redirect you to Zendesk with further guidance.

FAQ11 - 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. Then AVASK will then invoice you directly.

FAQ12 - How will the import VAT payment happen (UK to DE)?

Can be deferred as shipment enters the EU through NL, if correct procedure is followed no payment is needed at a later stage.

FAQ13 - How will the import VAT payment happen (UK to FR)?

Can be deferred as shipment enters EU through FR, if correct procedure is followed no payment needed a later stage.

FAQ14 - 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.

Resources to learn more

Contact information for support teams:

How to get support from Amazon and their contacts details:

- You can book in a call with an Amazon account representative [here](#).
- You can email us at c2s2-customer-service@amazon.co.uk.

How to get support from AVASK and their contacts details:

- You can book in a call with an AVASK Account Manager [here](#).
- You can reach out directly to AVASK by raising tickets through support portal: [Zendesk](#)

Registration Links:

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

Seller Central Pages:

- [Customs Clearance and Shipping Seller Central Page](#)
- [Compliance Page](#)

T&Cs:

- [ATS AVASK T&Cs](#)
- [AVASK T&Cs](#)

Amazon Customs Clearance & Shipping Services Handbooks:

- [Customs Clearance Guide \(Manage Your Compliance\)](#)
- [ATS RXO- Small-Parcel - Shipping Guide](#)
- [UPS AVASK – Small-Parcel - Shipping Guide](#)
- [Partnered Carrier Programme \(PCP\) – Pallet – Shipping Guide](#)
- [Full Truck Load \(FTL\) - Pallet – Shipping Guide](#)

EU Selling Handbooks:

- [Pan European FBA Handbook](#)
- [VAT Handbook](#)
- [Compliance Handbook](#)





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