



# Amazon Customs Clearance & Shipping Services Handbook

## For UK<>EU Shipping



# Contents

## Introduction 3-4

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

## Amazon Shipping Solutions 5-6

- What is the Amazon Customs Clearance and Shipping Service for shipping cross-border?
- AVASK as a customs broker
- Introduction to Amazon Transportation Services (ATS) AVASK & UPS AVASK – the two small parcel shipping solutions for UK<>EU shipments

## Compliance 7-9

- What do you need to ensure your products can be sold in the UK/EU?
- What do you need to start using the shipping solutions?
  - VAT Registration
  - EORI Number
  - HS Codes
  - Country of Origin
  - Valuation of goods
  - Power of attorney
  - Commercial invoice

## Registration 10

- Account Set up
- Broker Onboarding

## ATS AVASK 11-12

- Overview
- Rate Card
- Shipment Creation

## UPS AVASK 13-14

- Overview
- Rate Card
- Shipment Creation



**FAQs** 15-16

**Helpful Links** 17



# 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 UK<>EU. This Handbook is not intended to provide you with Legal guidance, which you should obtain independently.

A basic understanding of the requirements for selling into the UK and EU Amazon Stores is necessary to know what selection is eligible before creating a shipment. You can find information on compliance by downloading our Compliance Handbook [here](#).

## Why ship cross-border?

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

For EU Selling Partners, the UK Amazon Store expands your reach to a whole new pool of potential Prime customers.

For the UK Selling Partners, you can access 8 new Amazon Stores 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 Amazon Stores, 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 UK<>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 EU, affecting the movement of goods shipped across the border.

What this means is that most Selling Partners will need to use a customs broker as well as freight forwarder to ship UK<>EU, to ensure you are compliant.

For all Selling Partners, an indirect representative is required.

### Importer of Record:

In most cases, you will act as the importer of record (IOR), although you can also appoint one. The IOR is responsible for the following:

- Ensuring that imported goods comply with local laws and regulations
- Filing a completed customs entry summary form and associated documents with the information provided by you
- Paying the assessed import duties and other taxes on those goods



## Customs Representation:

A customs representative, typically a customs broker, is required to submit customs declarations to the relevant customs authorities. A customs broker can either represent you via direct or indirect representation:

- **Direct representation** means that the customs representative acts on your behalf but is not responsible for maintaining records, providing an audit trail to customs, or paying customs debts. As the importer or exporter, you must meet all obligations arising from the declaration.
- **Indirect representation** means that you and the customs representative acting on your behalf are jointly responsible for all customs debts and liabilities arising from customs-related transactions. The indirect representative maintains the full audit trail and, along with you, is liable for all customs issues that arise from an incorrect declaration.

Customs authorities will require indirect representation if either of these conditions apply:

- If you are a UK business and you don't have an established business in the EU but are importing, exporting, or both in the EU OR
- If you are an EU business and you don't have an established business in the UK but are importing, exporting, or both in the UK

For more information, go to [Check if you're established in the UK for customs](#).



# Amazon Customs Clearance and Shipping Services

## What are the Amazon Customs Clearance and Shipping Services for shipping crossborder?

“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 to enable you to inbound directly into an EU Fulfilment Centre when shipping from UK, or inbound into a UK Fulfilment Centre when shipping from EU.

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

There are two solutions:

1. **ATS AVASK** – Ship from your warehouse to a domestic Amazon Sort Centre, and Amazon Transportation Services (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 UK<>EU into an FBA Fulfilment Centre and receive discounted 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.

## AVASK as a Customs Broker

Given the ever-changing legislation updates in the UK and Europe 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 the-ground inspections at customs;
- Assisting with any additional paperwork that customs authorities may request.

Benefits:

- Both the ATS AVASK and UPS AVASK solutions are **integrated with AVASK**, and provide **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.
- In these programs, 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**.
- AVASK utilise customs clearances in multiple different locations in the UK and Europe, and **can ensure that import VAT is deferred helping smooth cash flow**.



## Introduction to 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>First annual fee for AVASK's indirect representation costs</i>	€200 (annually)	€200 (annually)
<i>Brokerage cost per shipment</i>	€60	€60
<i>Transportation</i>	Shipment to a domestic Amazon sort centre using only non-Partnered Carrier UPS/DPD (UK to EU) or non-Partnered Carrier DHL (DE to UK)/DPD (DE, AT, CZ, NL, PL to UK). Then shipped cross border by Amazon Transportation Services <b>for free</b> .	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) or DHL (for DE to UK)/DPD website (for DE, AT, CZ, NL, PL to UK) 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 discounted ~50% by Amazon
<i>Shipping arcs</i>	UK to DE UK to FR DE to UK AT to UK CZ to UK NL to UK PL 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>	<a href="#">Small-parcel</a>	<a href="#">Small-parcel</a>
<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

## Compliance

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

You will need to ensure your selection is compliant with new UK and EU regulations before sending cross-border to be stored locally. This includes EPR, WEEE, EU Responsible Person requirements. You can read through these in more detail 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 UK/EU Amazon Stores, 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 UK and 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-UK or non-EU based Selling Partners 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 Amazon Store.
- It is likely that you will need both a UK and an EU EORI number.
- AVASK can assist you with applying for an EU EORI number **for free** as part of your application.
- 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 Amazon Customs Clearance & Shipping Services

## Account Set Up:

If you have checked the terms and conditions ([ATS Avask](#) & [UPS Avask](#)) 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. The link above directs you to a third party website (AVASK's) and the data you provide will be subject to AVASK's privacy policy.

You will be able to indicate on this form whether you are looking to use the ATS AVASK or UPS AVASK solution.

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.

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

- Merchant Token (i.e. A123456BCD7891YZ)
- 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 throughout this process – please contact AVASK directly at: [pcppromo@avaskgroup.com](mailto:pcppromo@avaskgroup.com)



# ATS AVASK

## 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
- Germany, Austria, Czech Republic, Netherlands Poland to UK

## Rate Details:

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

\*Amazon promotion is valid until 31/12/26

\*\* FREE of charge for first year after sign up

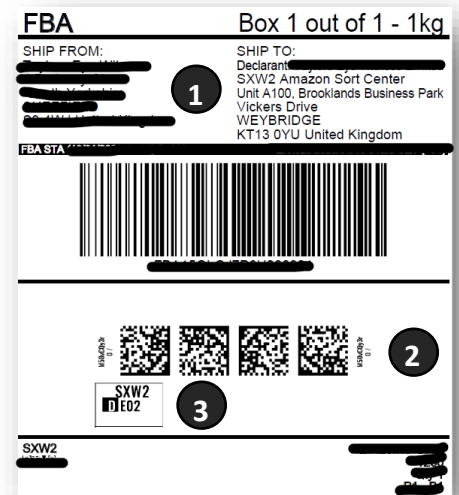
\*\*\* If you have never shipped with us before – [T&Cs here](#)

## Shipment Creation:

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

### Step 1: Book your shipment on Seller Central:

- Create a new shipment on Seller Central using “[send to Amazon](#)”.
- Provide “Ship from address:
  - If UK based, provide your UK address as “Ship From” address.
  - If DE based, provide your DE address as “Ship from” address.
- Select the intended Amazon Store destination for your goods
  - For UK to EU you can choose Germany or France ONLY
  - For DE to UK you can choose UK ONLY
- 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 (for UK to EU shipments) or DHL (DE to UK) or DPD (for DE, AT, CZ, NL or PL to UK shipments).
- Select “Accept charges”: it will be zero.
- Download box labels and ensure:
  - **For UK to EU shipments:**
    - Label address is: “Amazon Unit 101A 303 Vickers Dr N, Weybridge KT13 0YU”
  - **For DE to UK shipments:**
    - Label address is: “Amazon Verteilzentrum Krefeld GmbH An der Römerschanze 19 D-47809 Krefeld”
- 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.
- 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, DHL or DPD portal:

- Create a new shipment with UPS or DPD (for UK to EU shipments) or DHL (for DE to UK) /DPD (for DE, AT, CZ, NL or PL to UK shipments).
- Enter Amazon UK Sort Centre (SXW2, Amazon Unit 101A 303 Vickers Dr N, Weybridge KT13 0YU) as shipment destination (for UK to EU shipments) or Amazon DE Sort Centre (DTM8, Amazon Verteilzentrum Krefeld GmbH An der Römerschanze 19 D-47809 Krefeld) as shipment destination (for EU to UK shipments).
- 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/DHL label).
- Wait the pick-up of your box(es) by UPS/DPD/DHL.

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 Amazon Store.

## UPS AVASK

### 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.



## Active Shipping Lanes:

- UK to Germany
- UK to France
- Germany to UK
- France to UK
- Italy to UK
- Spain to UK

### Rate Details:

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

\*Amazon promotion is valid until 31/12/26

\*\* FREE of charge for first year after sign up

\*\*\* If you have never shipped with us before – [T&Cs here](#).

## Shipment Creation:

### Step 1: Book your shipment on Seller Central:

- Create a new shipment on Seller Central using “[send to Amazon](#)”.
- Provide your UK/EU4 address as “Ship From” address.
- Select the intended Amazon Store destination for your goods
  - For UK to EU you can choose Germany or France ONLY
  - For EU to UK you can choose UK ONLY
- Box SKUs (Box dimension restricted to 63.5cm per side; box weight restricted to 30Kg).
- 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.
- 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 invoices you for customs clearance (duties and VAT)



## FAQ

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

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

You will be able to indicate whether you would like to use ATS AVASK or UPS AVASK within the form.

### 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 long do the shipping solutions take to arrive in an FBA Fulfilment Centre?

For ATS AVASK: Inbound time is between 4-8 business days

For UPS AVASK: Inbound time is between 6-11 business days

The inbound times will vary based on which arc you are shipping with (i.e. UK to France or UK to Germany) and can change at any point. Please check with AVASK to ensure you receive the most up to date lead times.

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

You can reach out directly to AVASK by raising tickets through the support portal:

<https://helpdesk.avask.com/hc/en-gb>

### How do I pay for any customs related fees?

AVASK will bill you for any customs related fees directly.

This could include: Any Import VAT (if shipping UPS AVASK UK to DE) or Tariffs.

### 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 Amazon Store 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

### How can I switch solutions or deregister?

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



## On the ATS AVASK promotion, 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.  
EU to UK shipments can be sent to the Krefeld sort centre via DPD/DHL.

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

If you are a UK Selling Partner, UK to EU shipments need to be sent to Amazon Unit 101A, 303 Vickers Dr N, Weybridge KT13 0YU.

If you are an EU Selling Partner, DE to UK shipments need to send to Amazon Verteilzentrum Krefeld GmbH An der Römerschanze 19 D-47809 Krefeld.

## Are there any limitations to the number of parcels I can send?

There is no limitation on the quantities you can send on ATS AVASK promotion.

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

## How will the VAT and 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 for the amounts.

## 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.

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

- 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 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.



## Helpful Links

[Register for ATS AVASK or UPS AVASK here](#)

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

[ATS AVASK T&Cs](#)

[UPS AVASK T&Cs](#)

[PanEuropean FBA Handbook](#)

[VAT Handbook](#)

[Compliance Handbook](#)





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