

Customs Clearance and Shipping Services on Amazon

Shipping Guide: Full-Truck Load (FTL) Pallet Solutions



This guide will teach you how to create and export shipments, manage your shipment, and make payments using the Pallet 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 c2s2-customer-service@amazon.co.uk.
- For queries specific to White Glove FTL Service, email us at c2s2-whiteglove@amazon.com.

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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 or the UK using Full-Truck Load (FTL) Pallet Solutions.

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](#).

If you are new to cross-border shipping between the UK & the EU, go through the section [Essentials of Customs Clearance and Shipping Services](#) on Page 12.

Full-Truck Load (FTL) Pallet - Overview

What is the Full-Truck Load (FTL) Pallet solution?

The Full-Truck Load (FTL) Pallet shipping solution allows you to ship directly between the UK and EU FBA Fulfilment Centres. Using the '[Send to Amazon](#)' workflow on Seller Central and dedicated customs clearance support from AVASK/RXO, you benefit from a seamless shipment creation process. You will also be given access to a [RXO tracking portal](#) whereby you can track your shipment throughout the entire journey.

Active shipping lanes:

- UK to Germany
- UK to France
- Germany to UK

Note: If you wish to send LTL pallet shipment from France to UK, choose our [PCP Pallet solution](#).

Service Benefits:

All FTL Pallet shipments automatically qualify for enhanced service with RXO/AVASK. This premium service includes:

- Priority customs clearance with same-day brokerage approval (before 12 PM CET cut-off). Next business day approval, if submitted after 12 PM CET.
- Priority support response – Both customs brokers (RXO and AVASK) guarantee **responses within 3 business hours** for all FTL queries with dedicated support channels.
- Access to premium FTL rate card with ~30% cost reduction. **Reach out to your account representative or email at c2s2-whiteglove@amazon.com to receive a quotation.**
- Flexibility – You can provide any kind of template for customs compliance information and AVASK/RXO will support with final commercial invoice (CI).
- Guaranteed next-day collection by RXO (carrier) when booked Monday-Thursday.
- Multiple drop-off locations option in a single FTL shipment (additional £50 per drop-off – reach out to RXO)
- SLA for AVASK/RXO import/export is 3-4 hours.

Broker Features & Rates Comparison

C2S2's FTL Pallet Solutions offers two customs broker options, each with distinct features and benefits:

- AVASK have been working alongside Amazon for over 8 years, and alongside customs have great experience with taxation, compliance, and EPR. 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.



- RXO has connected the UK and Europe with precision, speed, and care. For more than 30 years, RXO has been delivering tailored logistics solutions that keep businesses moving. With strategically placed offices across the UK and EU, RXO combines local expertise with international reach. RXO dedicated in-house customs team completes over 10,000 clearances every year, ensuring every shipment moves smoothly, stays compliant, and arrives secure and on time. From collection to delivery, RXO is your trusted partner for seamless, end-to-end logistics.

| Features | Description | RXO | AVASK |
|-----------------------------|---|--|---|
| Service Model | Services Provided | End-to-end customs & transportation provider | Customs clearance only (transportation by RXO) |
| Brokerage Fee | Fees charged for customs clearance | €110 per FBA ID* | Flat €160 regardless of FBA ID count |
| Indirect Representation Fee | Annual | € 200 | NA |
| | Per Shipment | No additional Cost | 0.5% of shipment value** |
| Customs Clearance Process | Customs Clearance Method | Email at c2s2@rxo.com | Login into AVASK portal |
| HS Codes Fee | Cost per additional code (first 3 free) | €12-14*** | € 5 |
| Support Channels | Dedicated support channels | Email at c2s2@rxo.com (customs) & customerservice@rxo.com (transport) | Email at ftlsupport@avaskgroup.com OR raise a ticket through Zendesk |
| Best Suited For | Optimal Use Case | Single FBA ID per FTL shipment | Multiple FBA IDs per FTL shipment |

*Additional €260 credit applies to first FTL shipment effectively covering the standard brokerage fees and providing extra savings compared to PCP LTL pallet service

**Indirect Representation Fee details: - Minimum charge: €50 (for shipments valued under €10,000) - Maximum charge: €500 (for shipments exceeding €100,000)

***Cost varies by product category

Transportation Fees:

| Pick-up Country | Pick-up Postal | Delivery country | Delivery FC | Cost Breakdown |
|-----------------|-------------------|------------------|---------------------------------|--|
| UK | All UK post-codes | DE or FR | Select during shipment creation | Reach out to your account representative to receive a quotation. For shipments with AVASK as broker you can also email at c2s2-whiteglove@amazon.com . |
| DE | All DE post-codes | UK | | |
| FR | All FR post-codes | UK | | |

Potential Fees Incurred During Shipment:

| Service | To be paid by Selling Partner |
|------------------------------|--|
| Import VAT (per shipment) | No import VAT is incurred through FTL Pallet solution 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 shipments 2. 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 Calais 2. UK to DE: £425 at Rotterdam 3. EU to UK: £100-£250 |

Lead Times:

| Lane | Total Lead Time | Collection on | Delivery on |
|------------|-----------------|---------------|-------------|
| UK>Germany | 24 hrs. | Day 1 | Day 2 |
| UK>France | 24-48hrs. | Day 2 | Day 2 or 3 |
| Germany>UK | 24-48hrs. | Day 3 | Day 2 or 4 |



Note: To meet the 24-hour SLA, requests must be submitted between Monday and Thursday for France, and between Monday and Wednesday for Germany. All requests must be submitted before the 12:00 PM (noon) cut-off time. Lead times are subject to variation based on collection/delivery address locations: UK to France shipments may extend to 24-48 hours CET, and UK to Germany shipments (and vice versa) may extend to 24-72 hours CET.

Onboarding to broker:

| | RXO | AVASK |
|-----------------------|--|--|
| New to Cross-Border | Registration Form (select "Transport & Customs") | Registration Form |
| Enroll to FTL Pallets | | Registration Form (select "RXO") |
| Terms & Conditions | Link | Link |

Once you have received confirmation from AVASK/RXO 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 your chosen customs broker:

- AVASK – Either through their support portal: [Zendesk](#) or book in a 1:1 call with an AVASK Account Manager [here](#).
- RXO – Email at c2s2@rxo.com for customs queries and customerservice@rxo.com for transport queries.

Limited Time Promotion for new joiners – FREE: Account Set Up and €260 Credit:

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

1. **FREE Account Set up** with AVASK/RXO
2. **€260 Credit for 1st FTL shipment** to cover brokerage & transportation costs

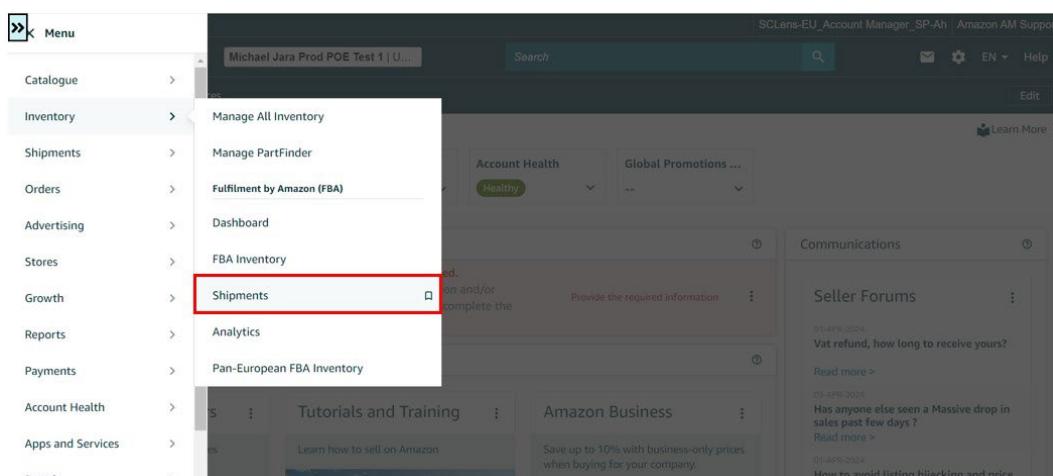
See T&Cs: [RXO RXO Pallet Solution](#), [AVASK RXO Pallet Solution](#).

Full-Truck Load (FTL) Pallet Solution – Creating a Shipment

The following pages walk you through the steps to create a shipment using the Full-Truck Load (FTL) Pallet 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.



Amazon Seller Central - Europe | Michael Jara Prod POE Test 1 | U... | Search | Edit

FBA → Dashboard Inventory Shipments Opportunities Analytics

Manage Shipments

① All shipments cancelled on or after [date] have 'Units expected' on Shipping Queue and Shipment Contents pages set to 0.

Send to Amazon (highlighted with a red box)

Shipment Performance

Shipping Queue Learn more | Tell us how we are doing | Inventory Ledger

Change country/region New Disabled

Shipments

Filters Last updated Status

Shipment name Created Last updated Ship to SKUs Units expected Status Next steps

Missing tracking information detected (highlighted with a red box)

Feedback Capacity Monitor

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

Amazon Seller Central - Europe | Michael Jara Prod POE Test 1 | U... | Search | Edit

Add Products Explore Services

FBA → Dashboard Inventory Shipments Opportunities Analytics

Send to Amazon Find out more | View intro

Step 1 - Choose inventory to send

All FBA SKUs SKUs ready to send (0)

SKU selection method Ship from Select from list File upload

Leone, Gianluca, Calle Llançà 37, Entresuelo 2, Barcelona, 08015, ES
Ship from another address

Filter

Only show SKUs with case pack template

Marketplace destination France

Germany
Sweden
Spain
Italy
United Kingdom
France

15/04/2024, 00:04 | Active workflows | Start new

Your feedback is important 😊 | Need help?

Feedback Capacity Monitor

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.

Step 1 - Choose inventory to send

All FBA SKUs SKUs ready to send (0)

Your feedback is important 😊 | Need help?

SKU selection method Ship from Select from list File upload

Leone, Gianluca, Calle Llançà 37, Entresuelo 2, Barcelona, 08015, ES
Ship from another address

Marketplace destination France

Filter

Only show SKUs with case pack template

SKU details Display preferences

Packing details

Information/action

Quantity to send

Search by title | Search

Bensimon Tennis Lacet Homme Baskets, Blanc, 45 Cmmarcok Test Capacity Monitor

More inputs

| SKU details | Packing details | Information/action | Quantity to send |
|---|------------------|---|------------------|
| Bensimon Tennis Lacet Homme Baskets, Blanc, 45 EU SKU: 4N-9Z7N-40RQ ASIN: B01MTV2G9X | Cmmarcok Test | Units per box: 1 Prep not required Unit labelling: By seller - Print SKU labels | Boxes Units |
| LOTUS BABY Douceur Naturelle - Couches Taille 1 (2-5 kg/Nouveau-né) Pack 1 mois - 80 couches SKU: 5P-HN83-CAVS ASIN: B07N8QBYSW | Individual units | Prep not required Unit labelling: By seller - Print SKU labels | Boxes Units |

Feedback Capacity Monitor

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



EU
SKU: H4-6GYT-TT12
ASIN: B01MXSP5YJ

Prep not required
Unit labelling: By seller - Print SKU labels
Boxes: 10
Units: 10

More inputs >

| | | | | |
|--|---|---|---|--|
| <input type="checkbox"/> Bensimon Tennis Lacet Homme Baskets, Blanc, 42 EU SKU: ND-JAC2-G3W3 ASIN: B01MXSP5YJ | Individual units <input type="button" value="▼"/> <input type="button" value="More inputs >"/> | Prep and labelling details needed <input type="button" value="More inputs >"/> | Boxes <input type="button" value="▼"/> | Units <input type="button" value="▼"/> |
| <input type="checkbox"/> Bensimon Tennis Lacet Homme Baskets, Blanc, 42 EU SKU: VF-3932-C40K ASIN: B01MXSP5YJ | Individual units <input type="button" value="▼"/> <input type="button" value="More inputs >"/> | Prep and labelling details needed <input type="button" value="More inputs >"/> | Boxes <input type="button" value="▼"/> | Units <input type="button" value="▼"/> |
| <input type="checkbox"/> Grand Phone Cases Couverture de passeport // Q05690648 Chihuahua chapeau clé bleu // Universal passport leather cover SKU: phoneCaseTest ASIN: B072M8M95S | Jayye <input type="button" value="▼"/> <input type="button" value="More inputs >"/> | Units per box: 10 Prep not required Manufacturer barcode <input type="button" value="More inputs >"/> | Ready to send (Modify or remove) Boxes: 10 Units: 100 | |

SKUs ready to send: 3 (120 units)

Total prep and labelling fees: €0.00

Please review SKUs ready to send (3)

Step 2 - Confirm shipping [Find out more](#)

FEEDBACK X **Capacity Monitor**

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: 30 SKUs: 3 Units: 120 Ship from: Michael Jara Prod POE Test 1, via lolli 71, mirandola (mo), italy, 41037, IT

Step 2 - Confirm shipping

Your feedback is important | [Need help?](#)

Ship date Shipping date will be the same for all shipments

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 | | | | | |

Number of shipments: 2

Shipment #1 **Shipment #2**

Select 'Use your own broker' – even though this solution is with AVASK/RXO, as you currently complete customs compliance information directly on AVASK/RXO's portal for this solution, you will need to select 'Use your own broker' here.

Send to Amazon [Find out more](#) | [View intro](#)

Current workflow STA (03/05/2024, 15:25) | Active workflows | Start new

✓ Step 1 - Confirmed inventory to send Boxes: 2 SKUs: 1 Units: 2 Ship from: Michael Jara Prod POE Test 1, Domagkstraße 28, München, 80807, DE

Total prep and labelling fees: €0.54

Step 2 - Confirm shipping

Your feedback is important | [Need help?](#)

Ship date

Broker settings **Amazon-partnered broker**

An Amazon-partnered broker will prepare your customs documents and submit your declaration

AVASK customs documents and submit your declaration

Onboarding started

Shipping mode **Small parcel delivery (SPD)** Starting at £13.02 **Less than and full truckload (LTL/FTL)**

Merge workflow I want to merge this workflow

Select 'Less than and full truckload (LTL/FTL)' option.



✓ Step 1 - Confirmed inventory to send Boxes: 30 SKUs: 3 Units: 120 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 ⓘ

Shipping date will be the same for all shipments

 10/04/2024

Shipping mode ⓘ

Shipping mode will be same for all shipments



Small parcel delivery (SPD)

Starting at €491.09



Less than and full truckload (LTL/FTL)

Estimates starting at €399.44

Merge workflow ⓘ

I want to merge this workflow

Select 'Non Amazon partnered carrier' and select carrier as 'UPS (non-partnered carrier)', and transport as 'Ground'. If you do not see UPS as an option, please select 'Other' instead.

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

Air

Ocean

Ground

Select carrier

UPS (non-partnered carrier)

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](#) [more](#)

Step 2: Print Amazon Box Labels:

Print box labels directly from Seller Central.

Step 3 - Print box labels

Your feedback is important 😊 | [Need help?](#)



You can now print your box labels and start packing your pallets. Pallet labels will be confirmed and provided in the next step.



Box labels only in this step



Pallet labels will be available later

Ship from: Dong Zhao EU LTL testing, 1 Churchill Way West, Andover, Hampshire, SP10 3UW, GB
Delivery date: Friday, 12 April 2024 [Change ship date](#)

1 confirmed shipments

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

Shipment name: FBA STA (11/04/2024 07:21)-XCD1 Rename

Shipment ID: FBA15HZ0NMBD

Amazon Reference ID: --

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

Ship to: XCD1 - 50 Boulevard de l Europe - 77380 - Combs-la-Ville, Ile de France - France

Shipment contents: Boxes: 10, SKUs: 1, Units: 10

Print box labels

99.1 X 139 mm (A4)

[Print](#)

[Continue to carrier and pallet information](#)

Print Pallet labels directly from Seller Central.



Confirm shipment information
After you print pallet labels, the shipment will change to 'Ready to ship' status.

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

Shipment name: FBA STA (11/04/2024 07:21)-XCD1 Rename
Shipment ID: FBA15H20NMBD
Amazon Reference ID: --
Ship from: Dong Zhao EU LTL testing, 1 Churchill Way West, Andover, Hampshire, SP10 3UW, GB
Ship to: XCD1 - 50 Boulevard de l Europe - 77380 - Combs-la-Ville, Ile de France - France

Shipment contents: Boxes: 10, SKUs: 1, Units: 10

Carrier
Tracking information must be provided

Non Amazon partnered carrier [How will they be transported?](#)
Other [Ground](#)

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](#)

12/04/2024 [Delivery window: 12 Apr 2024 - 25 Apr 2024](#)
This delivery window can be edited in the final step up to 12 Apr 2024.

Pallet information:
How many pallets will you be shipping? 1

Print pallet labels
99.1 X 159 mm (A4) [Print](#)

The status of this shipment is [Working](#)

What's next?

1. Apply one label to each of the four sides of the pallet. For single-SKU pallets, apply an additional label with 'Single SKU' printed in a highly visible colour.
2. Work with your carrier to create the carrier shipping labels for your pallets.
3. Arrange pickup with your carrier and hand off your pallets to the carrier. Note your carrier Bill of Lading (BOL) and PRO/freight bill number, which are required for the next step.

Pre-shipment checklist

Check the resources with your carrier before shipping. This will likely involve the following steps:

Cost summary

| | |
|---|--------------|
| 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 |

[Proceed to enter tracking details](#)

You are now able to complete your shipment.

Final step: Tracking details

Your feedback is important [Send feedback](#) | [Need help?](#)

Shipment no.1 - 12 Apr 2024 (Edit window)
Shipment ID: FBA15H20NMBD
Carrier: Other (Change carrier)
PRO/freight bill number not yet entered

Delivery window: 12 Apr 2024 - 25 Apr 2024 (Edit window)
This delivery window can be edited in the final step up to 12 Apr 2024.

Enter PRO/freight bill number:
Provide accurate tracking details from your carrier to help us receive your shipments up to 30% faster and make your products available for sale sooner.

Track by Bill of Lading (BOL) Number:

Shipment ID FBA15H20NMBD (recommended)

Other

PRO/freight bill number:

[Save](#)

What's next?
Your shipment or shipments are complete once you have provided tracking information

Bill of Lading requirements
The Bill of Lading must include the Amazon Reference ID (PO) for the shipment, as well as box and pallet counts.

Amazon reference ID: --

Delivery appointment requirements
Your carrier will be required to schedule a delivery appointment. When scheduling the appointment, they must provide box and pallet counts, the Amazon reference ID and PRO numbers from the Bill of Lading. [View detailed instructions](#)

Cost summary

| | |
|---|--------------|
| 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 |

Thank you for using Send to Amazon
We would love to hear from you. Leave us your feedback so that we can continue to improve.

Step 3: Provide customs compliance information to respective customs broker:

AVASK:

- Input customs related invoices & data on the [AVASK portal](#) – you can also watch a [video walkthrough](#) of how to use this portal.
- Proceed to book collection of your inventory post receiving Brokerage approval from AVASK.

RXO:

- Send customs related invoices & data to RXO at c2s2@rxo.com.

Note:

Already shipped **FTL pallets** with **RXO** as your **broker**? Book your shipment collection right away - no need to wait for customs clearance.



Step 4: Book your collection and pack your shipment:

Pallet Type & Packing:

UK>EU

- **MUST** be an EU EPAL Pallet with logo, or a **BLUE CHEP** Pallet.
- Dimensions: 800x1200mm

EU>UK

- **MUST be an EPAL Pallet with logo, or a BLUE CHEP Pallet.**
- **Dimensions: 1000x1200mm**

Restricted Products:

- 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.
- Also ensure you have the required destination marketplace compliance for any goods you are sending.

Once registered for the FTL Pallet Solution, RXO will send you the shipment manifest excel template via email. To book your shipment, fill in this manifest and email to: amazonrequests@rxo.com. The manifest will need you to provide the following information:

1. Supplier name – your registered business name for your Amazon business
2. Full Truck Load or Consolidated Load check box – contact AVASK/RXO for FTL requirements.
3. Provide collection code and your pick-up address
4. Fill in table with details of your shipment – Destination gives you a drop-down list of EU and UK Fulfilment Centers from the second tab (Lists)

For detailed instructions on uploading your manifest to the RXO portal, please follow the step-by-step guide available [here](#) – you can also watch a [video walkthrough](#) of how to use this portal.

Once uploaded, it is essential to generate pallet labels from the [Qargo portal](#) and affix them correctly to their corresponding pallets. Correct label placement ensures accurate tracking and successful delivery of your shipment.

Once AVASK/RXO has notified RXO(carrier) of approval, Amazon booking will be requested on Carrier Central, and you will receive email confirmation of your collection and delivery date once obtained.

Please ensure Pallets are compliant before collection takes place, guides can be obtained through Seller Central.

Note: If you are unsure who your contact at RXO is, please email: c2s2@rxo.com



Step 5: Track your shipment:

- You can track your shipment through the RXO tracking system [here](#). (Please enter your FBA ID in 'This Value')
- Any queries can be raised by creating a customer service ticket through Qargo Portal [here](#).

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 – Where should I start learning about UK-EU cross-border shipping?

Review our '*Essentials of Customs Clearance and Shipping Services*' section for complete information about expanding your FBA business between the UK and EU. This guide covers shipping solutions, customs processes, and service options available to cross-border sellers.

FAQ2 - 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

FAQ3 - How long is the onboarding process for Full-Truck Load (FTL) Pallet shipping solutions?

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. And ensure you reply to emails from AVASK/RXO as you will need to onboard with both to use this solution.

FAQ4 - 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 any products being sent fit within the dimension restrictions for parcels (see above).

FAQ5 - There are also restrictions based on product category and destination Fulfilment Centre:

Restricted Product Categories for DE/DTM2



| Product Category | |
|------------------|---|
| 1 | Specific categories within luxury Beauty |
| 2 | Food or beverage |
| 3 | Oversize or heavy/bulky items (greater or equal to 45cm x 34cm x 26cm, 11.9kg.) |
| 4 | Shoes |
| 5 | Wine |

Restricted Product Categories for FR/CDG7

| Product Category | |
|------------------|---|
| 1 | Specific categories within luxury Beauty |
| 2 | Oversize or heavy/bulky items (greater or equal to 45cm x 34cm x 26cm, 11.9kg.) |
| 3 | Softlines |
| 4 | Wine |

FAQ6 - What are the correct pallets to ship with on the Partnered & Non-Partnered Pallet Solutions?

When delivering stock to EU countries, use **800x1200 mm EPAL or BLUE CHEP. With Logos.** When delivering stock to UK, use **1000x1200 mm EPAL or BLUE CHEP. With Logos.**

FAQ7 - 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. Fill out the form ([AVASK](#) or [RXO](#)), based on the chosen customs broker to start enrollment process to pallets.

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

Yes, if you are having any issues with your shipment, please submit a query to your respective customs broker. Reach out to AVASK by raising a ticket through [Zendesk](#) support portal. For RXO you can escalate by emailing at c2s2escalations@rxo.com.

FAQ9 - How do I contact RXO for support?

For customs queries email at c2s2@rxo.com, for transport related issues email at customerservice@rxo.com and for escalations email at c2s2escalations@rxo.com.

FAQ10 - How do I contact AVASK for support?

You can contact AVASK through their new support portal: [Zendesk](#).

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. The AVASK team will then invoice you directly.

FAQ12 - 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

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 at later stage.

FAQ14 - How will the import VAT payment happen (UK to DE)?

Import duties/VAT will be invoiced and require upfront payment. Import VAT cannot be deferred like in France, as shipment enters EU through DE.

FAQ15 – How will the import VAT payment happen (EU to UK)?



Can be deferred if you are enrolled in UKs in Postponed VAT Accounting (PVA) process which allows you to file a return/postpone VAT payment till time of sale.

FAQ16 – How to choose my customs broker partner for the Full-Truck (FTL) Pallet solution?

Choose your broker based on number of FBA IDs in your FTL pallet shipment:

1. AVASK – Best for shipments with multiple FBA IDs with flat €160 brokerage fees + 0.5% IT of the total shipment value.
2. RXO – Best for shipments with single FBA ID with €100 brokerage fees and no additional IR charges.

FAQ17 – How should I prepare my FTL pallet?

1. Ensure that your parcels are packed in accordance with the [Fulfilment by Amazon packaging requirements](#). Also, make sure that your pallets are packed in accordance with [Fulfilment by Amazon pallet requirements](#).
2. Ensure that both the Fulfilment by Amazon pallet label and ARN are clearly visible on the pallet. The ARN can be written by hand on the pallets.

FAQ18 – Can I send a Less than Full-Truck Load pallet shipment?

Yes, LTL pallet shipments are available through our PCP Pallet Solutions. View the [PCP Pallet Shipment Guide](#) for complete instructions.

Essentials of Customs Clearance and Shipping Services

Why ship cross-border?

“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

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](#).

Shipping cross-border between the UK and EU

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 three 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. [**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.

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. (This guide)
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. (This guide)

Customs Broker Services and Benefits

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. Through C2S2, you can choose from two Amazon-approved customs brokers - **RXO** or **AVASK** - to handle your cross-border shipping needs. 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 & RXO:

- AVASK/RXO will provide you with **end-to-end customs and brokerage services**.
- AVASK/RXO will provide you with **indirect representation, brokerage services and customs requirements** for shipping into the UK, Germany and France.
- AVASK/RXO has also created dedicated **customs support** for you to use when shipping cross-border, meaning that the **shipping process should be smooth and easy**.
- AVASK/RXO 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**.

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 these shipping solutions?

Once you are sure that your selection meets 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 a UK or EU EORI (only for non-EU entities) number **for free** as part of your application.

Note: RXO doesn't provide free EORI service as of now.

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.

When AVASK or RXO acts as your customs broker (regardless of your chosen shipping solution - ATS, UPS, PCP Pallet, or FTL Pallet), they will use the information you provide to prepare and submit commercial invoices on your behalf.

Account Registration and Set Up:

For FTL Pallet shipments, select either AVASK or RXO as your customs broker and complete their respective account setup process.



Refer to Page 3, Section – Onboarding to broker for respective [registration links](#) for AVASK and RXO.

The information filled in the above forms will signify to AVASK/RXO 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)

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 a ticket through support portal: [Zendesk](#)
- You can watch a walkthrough of how to use the AVASK portal [here](#).

How to get support from RXO and their contact details:

- You can reach out to an RXO Account Manager via email here: sales@rxo.com /Phone - 02079 490 333
- For customs related queries email at c2s2@rxo.com.
- For RXO transport related queries email at customerservice@rxo.com.
- For all Amazon related queries with RXO email at amazonrequests@rxo.com.

How to get support for White Glove FTL Service and their contact details:



- You can reach out to your designated Amazon account representative/directly email here: c2s2-whiteglove@amazon.com
- You can reach out directly to AVASK via email here: ftlsupport@avaskgroup.com or raise a ticket through support portal: [Zendesk](#)
- You can reach out to an RXO Account Manager via email here: amazonrequests@rxo.com

Registration Links:

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

Seller Central Pages:

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

T&Cs:

- [AVASK RXO FTL T&Cs](#)
- [FTL Pallet T&Cs](#)

Amazon Customs Clearance & Shipping Services Handbooks:

- [ATS AVASK – Small-Parcel - Shipping Guide](#)
- [UPS AVASK – Small-Parcel - Shipping Guide](#)
- [ATS RXO- Small-Parcel - Shipping Guide](#)
- [Partnered Carrier Programme \(PCP\) – Pallet – Shipping Guide](#)

EU Selling Handbooks:

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





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