

# Customs Clearance and Shipping Services on Amazon

## Shipping Guide: Partnered Carrier Programme (PCP) Pallet Solution



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.

[Amazon 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](mailto:c2s2-customer-service@amazon.co.uk).

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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 Partnered Carrier Programme (PCP) Pallet 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 either France or Germany, you can also start selling in Italy, Spain, Poland, Sweden and Belgium, increasing your customer base.

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

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

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

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

## Amazon Customs Clearance and Shipping Services

### Shipping cross-border between the UK and EU

**"Selling back into Europe has been a lot simpler with this solution. With a more streamlined approach and being cost-effective for us, it has allowed us to scale up again in the EU" – Philip, Managing Director of The Golden Bear**

We have 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. (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 (1<sup>st</sup> year), FREE Brokerage (for first shipment)**. See T&Cs: [ATS AVASK](#), [ATS RXO](#), [UPS AVASK](#), [RXO FTL](#), [PCP Pallet](#).

## **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.

### 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, UPS AVASK and PCP Pallet Solution, 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 Pallets solution. Please note:

- You can only be active on one small-parcel solution at one time (you can request to switch solution using [this form](#)).



- You can be active on 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 White Glove FTL Pallets, please complete this [registration form](#).

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

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

- Merchant Token (To find your Merchant Token, make sure you are signed into your **UK** Seller Central account and click [this link](#). Copy and paste the "Merchant Token" into the box below, for example - 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](#).

## Partnered Carrier Programme (PCP) Pallet Solution- Overview

### What is the Partnered Carrier Programme (PCP) Pallet solution?

The Partnered Carrier Programme (PCP) Pallet shipping solution allows you to ship directly between the UK and EU FBA Fulfilment Centres through Amazon PCP approved carriers. Using the '[Send to Amazon](#)' workflow on Seller Central and integrated customs portal, you benefit from a seamless shipment creation process. Based on your carrier assignment in Send to Amazon, track your shipments using either the [KN tracking portal](#) (for Kuehne+Nagel shipments) or [RXO tracking portal](#) (for RXO shipments).

### Active shipping lanes:



- UK to Germany
- UK to France
- Germany to UK
- France 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 (1st year)	€ 0
Customs Brokerage Fees (per shipment)	€ 60	First shipment FREE*	€ 60

\* (valid till 31/12/25) If you have never shipped with us before (ship within 3 months of onboarding) – [T&Cs here](#)

### Transportation Fees:

Transportation from your domestic warehouse to the cross-border FBA Fulfilment Centre is a partnered carrier shipment and the cost can be viewed on the shipment creation stage of your shipment. As this is a PCP shipment, final pricing will be calculated based on your specific details including origin location, destination fulfillment center, and pallet count. If not currently onboarded, you can view estimated PCP costs on Send To Amazon Workflow by following steps on p7-10.

### Potential Fees Incurred During Shipment:

Service	To be paid by Selling Partner
Import VAT (per shipment)	<ol style="list-style-type: none"> <li>1. UK&gt;FR: No import VAT incurred through PCP Pallet solution as this will be automatically deferred.</li> <li>2. UK&gt;DE: Import VAT deferment for RXO. Upfront VAT payment for Kuehne+Nagel (KN).</li> <li>3. EU&gt;UK: No import VAT incurred through PCP Pallet solution as this will be automatically deferred.</li> </ol>
Duties (per shipment/ASIN)	Varies per product type, find out your products duties here: <ol style="list-style-type: none"> <li>1. <a href="#">UK to EU shipments</a></li> <li>2. <a href="#">EU to UK shipments</a></li> </ol>
Inspection (per consignment)	Impacts <5% shipments. If inspected, potential costs are: <ol style="list-style-type: none"> <li>1. UK to FR: 240 EUR at Calais</li> <li>2. UK to DE: £425 at Rotterdam</li> <li>3. EU to UK: £100-£250</li> </ol>

## Partnered Carrier Programme (PCP) Pallet Solution – Creating a Shipment

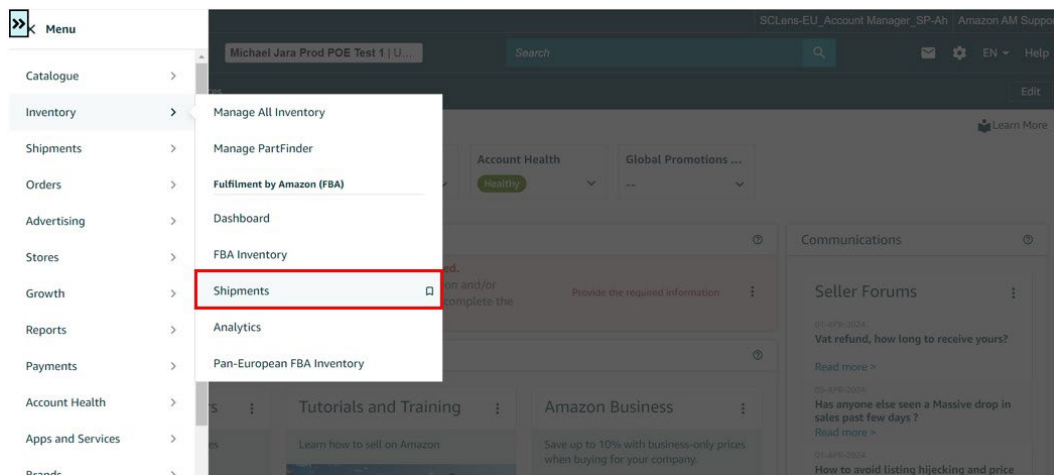
The following pages walk you through the steps to create a shipment using the Partnered Carrier Programme (PCP) Pallet solution. This will show you a UK to EU shipment.

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

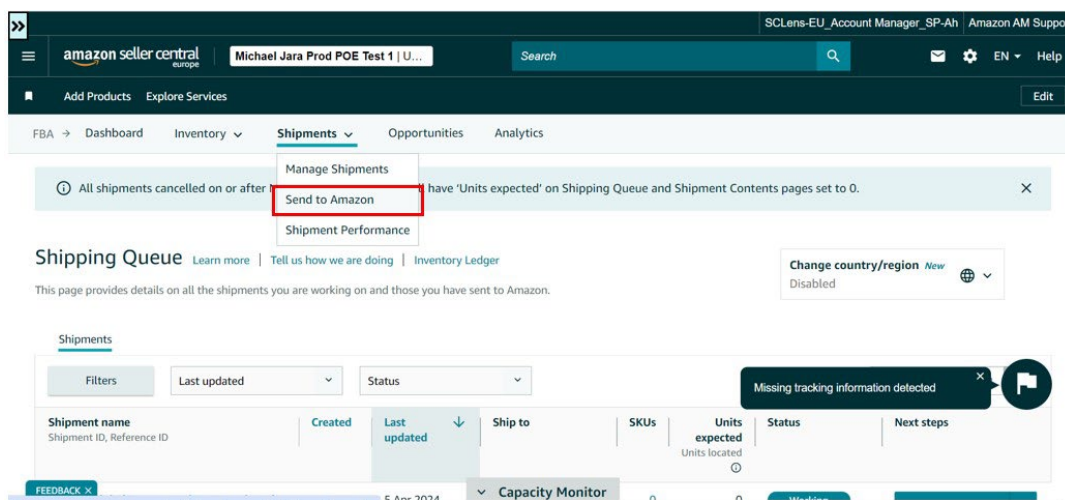
Log onto your Seller Central account, and navigate to your shipping queue



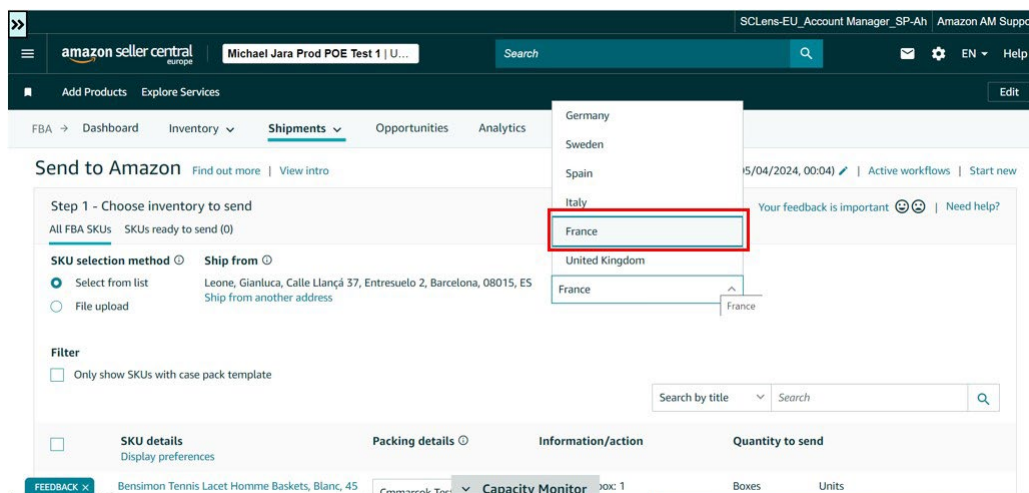




Create a new shipment on Seller Central using the [“Send to Amazon”](#) workflow.



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.





**Step 1 - Choose inventory to send** Your feedback is important 😊 😞 | Need help?

All FBA SKUs SKUs ready to send (0)

**SKU selection method** ☒ Select from list ☐ File upload

**Ship from** 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

Search by title Search

SKU details	Packing details	Information/action	Quantity to send
<input type="checkbox"/> Bensimon Tennis Lacet Homme Baskets, Blanc, 45 EU SKU: 4N-927N-40RQ ASIN: B01MTV2G9X	Cmmarcok Test	Units per box: 1 Prep not required Unit labelling: By seller - Print SKU labels <a href="#">More inputs</a>	Boxes: <input type="text"/> Units: <input type="text"/>
<input type="checkbox"/> LOTUS BABY Douceur Naturelle - Couches Taille 1 (2-5 kg/Nouveau-né) Pack 1 mois - 80 couches SKU: 5P-HN83-CAVS ASIN: B07N8QBYSM	Individual units	Prep not required Unit labelling: By seller - Print SKU labels <a href="#">More inputs</a>	Boxes: <input type="text"/> Units: <input type="text"/>

FEEDBACK x Bensimon Tennis Lacet Homme Baskets, Blanc, 45 Capacity Monitor required Boxes Units

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

**Step 2 - Confirm shipping** Your feedback is important 😊 😞 | Need help?

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)

FEEDBACK x Step 2 - Confirm shipping Find out more Capacity Monitor

## Step 2: Confirm Shipping:

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 lolly 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

**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 €399.44

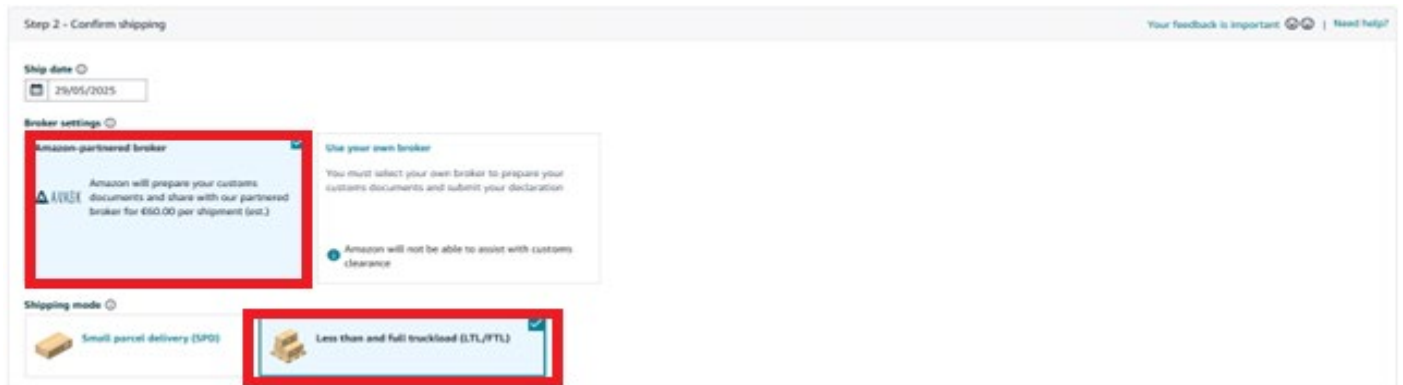
Number of shipments: 2

Shipment #1 Shipment #2

FEEDBACK x

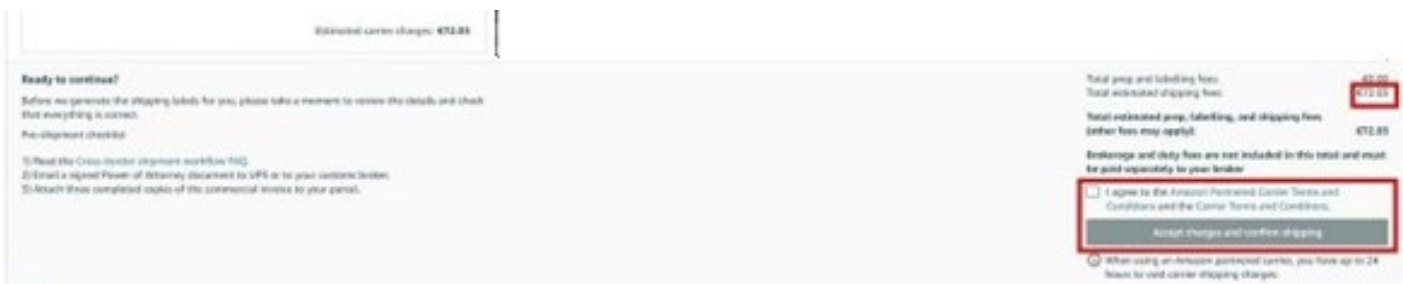


Select your broker. For this service, you should be already onboarded and see your broker appear as an option in an Amazon-partnered broker' box. Select 'Less than and fill truckload (LTL/FTL)' as shipping mode.



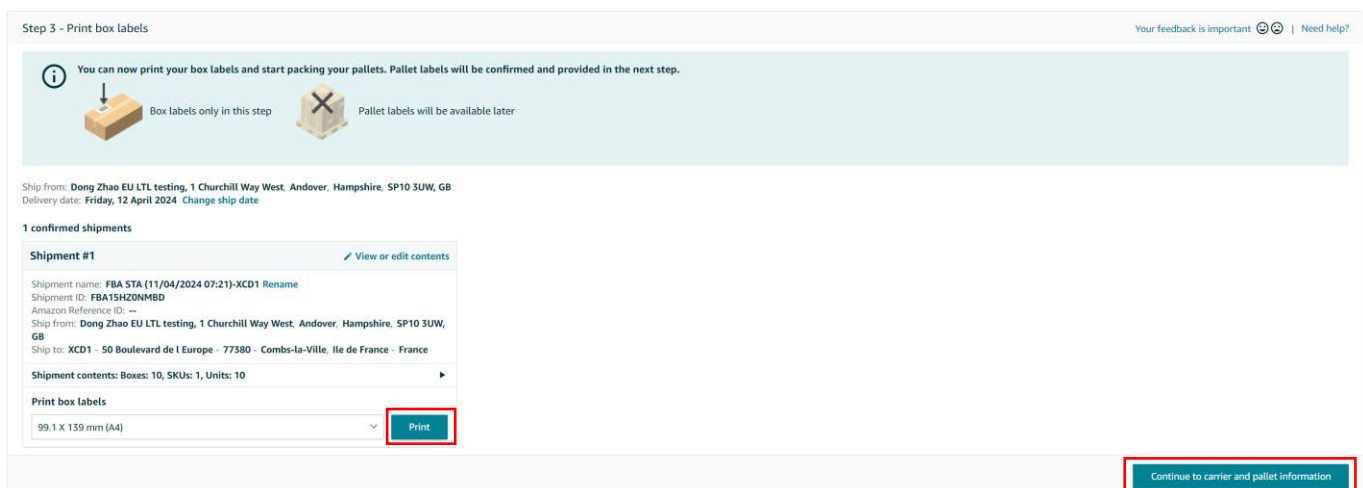
Check that the summary box looks correct. Your ship to address should be the cross-border destination FBA Fulfilment Centre. If correct, click 'Confirm shipping destinations'.

Please note you will also be able to see the estimated Partnered Carrier shipping costs for your shipment on the bottom right corner.



### Step 3: Print Amazon Box Labels:

Print box labels in Seller Central, verify shipment details, and select 'Continue to Carrier and Pallet information' to proceed with pallet packing.



### Step 4: Confirm carrier and pallet information:

This step displays the total estimated price (prep, labelling, shipping fees, and other fees may apply) based on confirmed shipment information.

Add your contact information by clicking on 'Add Contact' box.

Step 4: Confirm carrier and pallet information

Confirm carrier and pallet information ⓘ

Amazon partnered carrier ☒

£1.15  
Estimates based on shipment information below

Non-partnered carrier (use your own carrier)

Partnered carrier unavailable for these shipments

Confirm shipment information

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

Shipment name: FBA STA (30/01/2025 07:14)-LIL1 Rename  
Shipment ID: FBA15BTZ1X2B  
Amazon Reference ID: --  
Ship from: EU - New Merchant, 41 Buckingham Palace Road, London, London, SW1W 0 PS, GB  
Ship to: LIL1 - 1, Rue Amazon - 59353 - LAUWIN PLANQUE CEDEX - France

Contact information

**Add contact**

Shipment contents: Boxes: 2, SKUs: 1, Units: 4

Pallet estimates: Number of pallets: 1

1(1) pallets with a total weight of 44 kg Confirm

Freight ready date

Now provide Pallet Estimates:

- **Freight Declared value:** Enter the Freight Declared Value (cost price) of the confirmed shipments in the box in EUR.
- **Generate Pallet Packing information:** Click on 'Generate Excel File' to provide pallets packing information for each shipment.

Shipment contents: Boxes: 2, SKUs: 1, Units: 4

Pallet estimates

Freight declared value:

Pallet packing info: Generate and download a template, fill in your packing information and upload file to confirm pallet details for each shipment.

**Generate Excel file**

1(1) pallets with a total weight of 44 kg Confirm

Follow the 'Instructions' tab guidelines and complete relevant information in "FBAXX... Pallet packing list" tab in the excel file. View a [sample file](#) for reference.

**Note:** Each pallet must be non-stackable, standard-sized and weigh between 30-500kg. Refer [here](#) for Shipment Prep and Transportation details

### Pallet Type & Packing:

#### UK>EU

- **MUST** be a Euro/CHEP Pallet.
- **Dimensions:** 1200x800x1800mm
- **Maximum allowed pallets:** 33 pallets/shipment



## EU>UK

- **MUST** be a GMA grade B or higher or CHEP Pallet.
- **Dimensions:** 1200x1000x1800mm
- **Maximum allowed pallets:** 26 pallets/shipment

Provide the pallet details for this shipment below. Refer to the instructions sheet if you have questions.

**Shipment: FBA105KD9Y**

Total pallet count: **5**

Status	FBA external box ID
Box is in 1 pallet(s)	FBA105KD9Y000001
Box is in 1 pallet(s)	FBA105KD9Y000002
Box is in 1 pallet(s)	FBA105KD9Y000003
Box is in 1 pallet(s)	FBA105KD9Y000004
Box is in 1 pallet(s)	FBA105KD9Y000005
Box is in 1 pallet(s)	FBA105KD9Y000006

Pallet 1	Pallet 2	Pallet 3	Pallet 4	Pallet 5
X				
	X			
		X		
			X	
				X
				X

Status	Pallet info
5 pallet(s) have boxes	Number of boxes in pallet:
5 pallet(s) have value	Pallet length (cm):
5 pallet(s) have value	Pallet width (cm):
0 pallet(s) have value	Pallet height (cm):
0 pallet(s) have value	Pallet weight (kg):
5 pallet(s) have value	Stackable:

Pallet 1	Pallet 2	Pallet 3	Pallet 4	Pallet 5
1	1	1	1	2
120	120	120	120	120
100	100	100	100	100
0	0	0	0	0

Click on 'Confirm' to confirm number of pallets and total weight of the shipment. Enter 'Freight ready date'.

### Step 5: Print Pallet Labels and provide customs compliance information:

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

- Edit Compliance – here you will add SKU level compliance information.
- Once complete, you can click 'Send To Broker' for your Customs Broker to review.

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

Shipment name: FBA STA (08/04/2024 10:06)-KCD1 Rename  
Shipment ID: FBA1SHYNSFLK  
Amazon Reference ID: SNK9HCWJ  
Ship from: Dong Zhao EU LTL testing, 1 Churchill Way West, Andover, Hampshire, SP10 3UW, GB  
Ship to: SKW2 - 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](#)

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. You will also receive an email notification from the Broker on approval/rejection.

Print pallet label(s) and Bill of lading (BOL) post receiving brokerage approval. Ensure that there is a label on four sides of the pallet.

**Print pallet labels and bill of lading**



Apply one label on each of the four sides of the pallet. For single-SKU pallets, also apply an additional label with "single-SKU" printed in a highly visible color.

**Print format:**  
 99.1 X 139 mm (A4) ▼ Print pallet labels

**Bill of lading:**  
 Currently unavailable ⓘ

In the final step, review your shipment details where you'll find your shipping information and assigned PCP carrier details for your PCP pallet shipment.

✓ Step 5 - Print pallet labels View

✓ Final step: Tracking details Your feedback is important 😊 | Need help? | Close

Shipment no.1 - 23 Sept 2025  
 Shipment ID: FBA15KWLFXSM  
 Carrier: UPSUK

**Bill of Lading (BOL)**  
 Amazon Reference ID: 6Y3OJDCE  
 Print Bill of Lading (BOL) document: FBA15KWLFXSM  
[Find out more](#)  
Download bill of lading

Shipment Pickup Date, Shipment ID,  
Assigned PCP carrier

Thank you for choosing an Amazon partnered carrier. Your shipment or shipments are complete and marked as shipped.

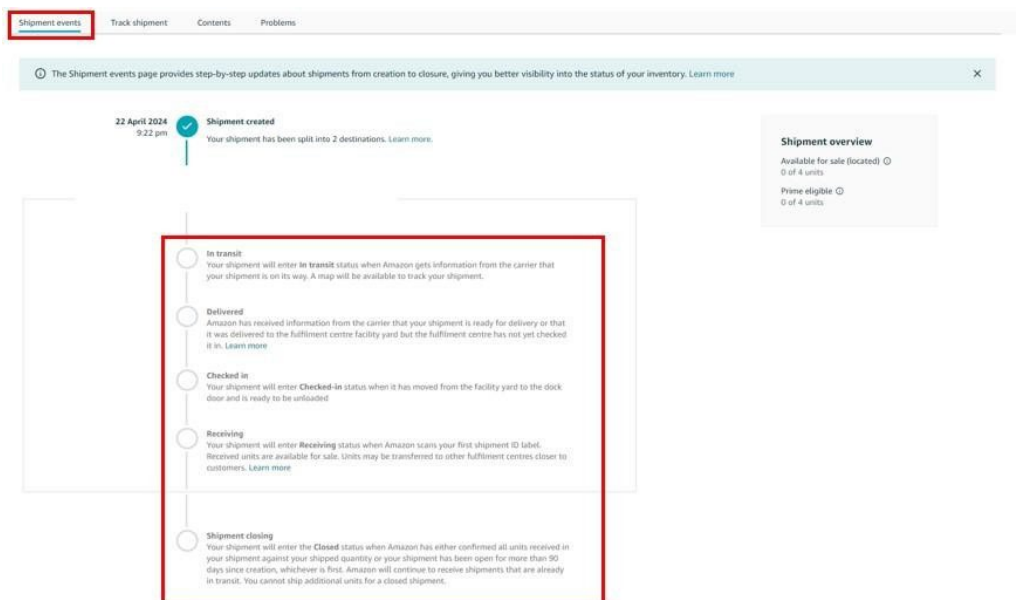
Transportation Cost

Cost summary	
Total prep and labelling fees:	£0.00
Total estimated shipping fees:	£173.86
<b>Total estimated prep, labelling, and shipping fees (other fees may apply):</b>	<b>£173.86</b>

## Step 6: Track your shipment:

You will be able to track the progress of your shipment through the Send To Amazon Workflow.

If you would like to check the status of your shipment at any time, go to your shipments, select this shipment using the FBA ID/shipment name, view the progress of your shipment in the 'Shipments events' tab.



Alternatively, you can track your KN shipment through [KN tracking portal](#) by entering the Amazon reference number (ARN).

Find your ARN in Seller Central's Track Shipment tab or in the confirmation email from KN sent 24 hours before collection.

OR

You can track your RXO shipment through [RXO tracking portal](#) by entering your FBA ID in 'This Value'.

## Step 7: 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.

**Note: Pay the €60 brokerage fee directly to AVASK through their [portal](#) or email payment link. This fee is not charged or collected by Amazon. € 200**

## 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 is the onboarding process for Partnered Carrier Programme (PCP) 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 and RXO as you will need to onboard with both to use this solution.

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

## FAQ4 - 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

## FAQ5 - What are the correct pallets to ship with on the Partnered Carrier Programme (PCP) 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.**

## FAQ6 - 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 on Amazon solution you can register for both a parcel solution and pallet solution together using [this form](#).

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

## FAQ7- 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.

## 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 - How do I contact AVASK for support?

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

## 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](mailto:pcppromo@avaskgroup.com) or [pcpshipments@avaskgroup.com](mailto: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. 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 a 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 - Can I choose my carrier for the PCP Pallet solution?

No, for the Partnered Pallet solution, carriers are automatically assigned based on your pickup zip code, destination country's Amazon Fulfillment Center. This system ensures you receive the best available carrier at the lowest price for your specific shipment requirements.

## FAQ17 - How should I prepare my PCP 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 - Will I need to take any action after requesting customs clearance in Send to Amazon?

Yes, you may need to. AVASK might reach out to you to complete a Power of Attorney (POA) process. This step is required to onboard you with the specific carrier assigned to your shipment through the Send to Amazon workflow.

## FAQ19 - How do I pay for PCP pallet shipment and customs brokerage fees??

The PCPC pallet shipment costs involve 2 separate charges:

- Transportation – Displayed during shipment creation and charged through Seller Central.
- Brokerage Fees (€60) – Paid directly to AVASK through their portal or via email payment link.

## FAQ20 - How will I receive pickup confirmation for my shipment?

Your assigned carrier will send an automated email 24 hours before your selected pickup date (Freight Ready Date) to confirm pickup. Please ensure, to keep your shipment ready for pickup on confirmed pickup date to avoid failed pickup and delays.



## 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](mailto: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](#).

### Registration Links:

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

### Seller Central Pages:

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

### T&Cs:

- [FTL Pallet T&Cs](#)
- [PCP Pallet T&Cs](#)

### Amazon Customs Clearance & Shipping Services Handbooks:

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

### EU Selling Handbooks:

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





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