

Customs Clearance and Shipping Services on Amazon

Shipping Guide: Pallet Solutions



This guide will teach you how to create and export shipments, manage your shipment, and make payments using the RXO AVASK 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 the RXO AVASK Solution and White Glove FTL Service.

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

Why ship cross-border?

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

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

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

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

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

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

Amazon Customs Clearance and Shipping Services

Shipping cross-border between the UK and EU

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

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

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

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

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



There are three pallet options:

1. **RXO AVASK LTL Pallets** (formerly named UPS SCS AVASK) – Ship less-than full-truck pallets with RXO from your domestic storage facility, cross-border between the UK and EU directly into an FBA Fulfilment Centre. (This guide)
2. **WGS AVASK FTL Pallets** (White Glove FTL service) – Ship full-truck pallets with RXO from your domestic storage facility, cross-border between the UK and EU directly into an FBA Fulfilment Centre. (This guide)
3. **KN-AVASK Pallets** – Ship less-than full-truck (LTL)/ full-truck (FTL) Amazon partnered pallets with KN from your domestic storage facility, cross-border between the UK and EU directly into an FBA Fulfilment Centre.

AVASK as a Customs Broker

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

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

Benefits of integration with AVASK:

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

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

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

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

EORI Number:

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

- If you import or export in the UK, you will need a UK EORI number.
- If you import or export in Europe, you will need an EU EORI number.
- For shipping UK to EU, you will need just one EU EORI number in any EU marketplace.
- It is likely that you will need both a UK and an EU EORI number.
- AVASK can assist you with applying for an 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 a valuation is essential for assessing any customs debt. There are six methods for valuing your goods. The primary method is the transaction value method which comprises the total amount paid (or to be paid) for the imported goods – for more information read [Union Customs Code](#).

Commercial Invoice:

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

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

Registration for Amazon Customs Clearance & Shipping Services

Account Set Up:

If you have checked the [terms and conditions](#) and want to take part in this promotion, start by filling out [this form](#).

You will be able to indicate on this form that you are looking to use the RXO AVASK Pallets solution. Please note:

- You can only be active on one small-parcel solution at one time (you can request to switch solution using [this form](#)).
- You can be active on the RXO Pallet solution at the same time as being active on either one small-parcel solution or other available pallet solutions (White Glove AVASK FTL Service or KN-AVASK). If already on ATS



AVASK or UPS AVASK or KN-AVASK and you want to enable RXO AVASK LTL 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](#).

EAD:

Export Accompanying Document (EAD) is a customs document required for certain cross-border shipments (DE>UK). It contains information about the exported goods and must accompany the shipment when crossing customs borders.

AVASK will advise sellers at the time of invoice creation whether an EAD is required for their specific shipment. This determination is based on the nature of the goods being shipped and current customs regulations.

EAD process overview:

- AVASK notifies seller if EAD is required during invoice creation
- Seller chooses to file EAD themselves or have UPS support on their behalf



- If using UPS, seller provides required information to AVASK - Pick-up address (where goods are physically present) and possible timeslot for potential physical customs inspection
- AVASK submits EAD request to UPS
- UPS processes EAD request with customs authorities
- EAD is made available once approved by customs
- Seller must provide EAD and invoice at time of pickup
- UPS SLA for EAD processing is 48 hours, depending on submission within opening hours

RXO AVASK - Overview

What is the RXO AVASK solution?

The RXO AVASK (formerly named UPS SCS AVASK) Pallets 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 AVASK's dedicated customs portal, 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 (FTL shipment only)

(New) White Glove FTL Service:

All Full Truck Load (FTL) shipments automatically qualify for White Glove FTL Service, providing enhanced service levels and dedicated support. This premium service includes:

Service Benefits:

- Priority customs clearance with same-day brokerage approval (before 12 PM CET cut-off). Next business day approval if submitted after 12 PM CET.
- Dedicated response within 3 business hours from AVASK and RXO (ftlsupport@avaskgroup.com) and dedicated/assigned AM from AVASK (ftlsupport@avaskgroup.com). You can also reach AVASK through their new support portal: [Zendesk](#)
- 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 will support with final commercial invoice (CI).
- Guaranteed next-day collection by RXO 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 import/export is 3-4 hours.

Lead Times under White Glove FTL Service:

- UK to France: 24 hours (collection day 1, delivery day 2)
- UK to Germany: 24-48 hours (collection day 1, delivery day 2 or 3)
- Germany to UK: 24-48 hours (collection day 1, delivery day 2 or 3)

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.



Note:

Existing pallet shipping selling partners currently using RXO services must email amazonrequests@rxo.com to request the application of the new rate card and sign a new Contract Rate Agreement (CRA) to access White Glove FTL rates and benefits.

Rates:

Shipment Size	Service	Rate	Amazon Promotion*	To be paid by Selling Partner
LTL	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
White Glove FTL	Account Set Up (one time)	€ 0	€ 0	€ 0
	Indirect Representation (annual)	€ 200	€200 (1st year)	€ 0
	Customs Brokerage Fees (per shipment)	€ 160	First shipment FREE* + €260 additional credit***	€ 160
	Indirect Representation Fee (per shipment) **	0.5% of shipment value	N/A	0.5% of shipment value

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

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

***Additional €260 credit applies to first White Glove FTL shipment only, effectively covering the standard brokerage fees and providing extra savings compared to LTL service

Transportation Fees:

Pick-up Country	Pick-up Postal	Delivery country	Delivery FC	Cost Breakdown
UK	All UK post-codes	DE	DTM2	LTL (price per pallet): £158
UK	All UK post-codes	FR	CDG7	LTL (price per pallet): £144
UK	All UK post-codes	DE or FR	Select during shipment creation	White Glove FTL (price for up to 33 pallets): Reach out to your account representative or email at c2s2-whiteglove@amazon.com to receive a quotation.
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 incurred through RXO AVASK as this will be automatically deferred
Duties (per shipment/ASIN)	Varies per product type, find out your products duties here: <ol style="list-style-type: none"> UK to EU shipments EU to UK shipments
Inspection (per consignment)	Impacts <5% shipments. If inspected, potential costs are: <ol style="list-style-type: none"> UK to FR: 240 EUR at Calais UK to DE: £425 at Rotterdam EU to UK: £100-£250

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

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

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

See T&Cs: [RXO AVASK Pallets](#), [KN-AVASK Pallets](#).

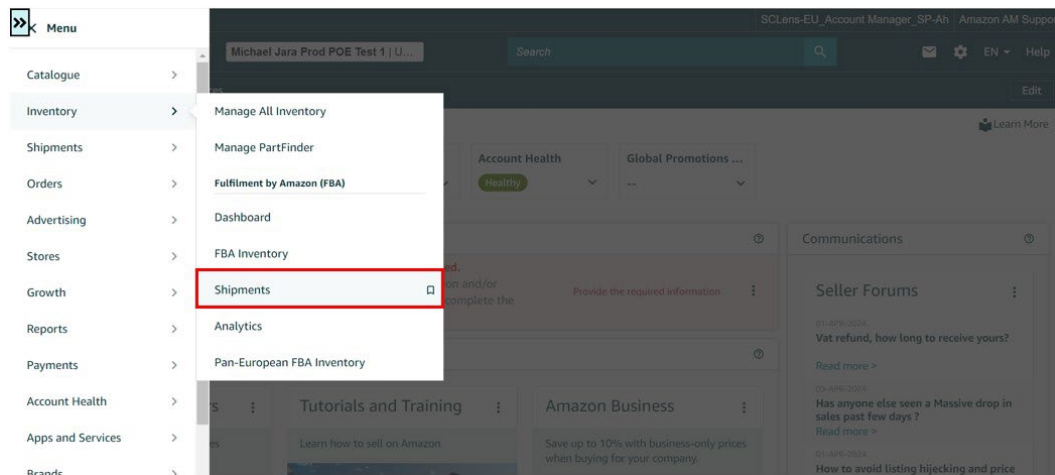


RXO AVASK – Creating a Shipment

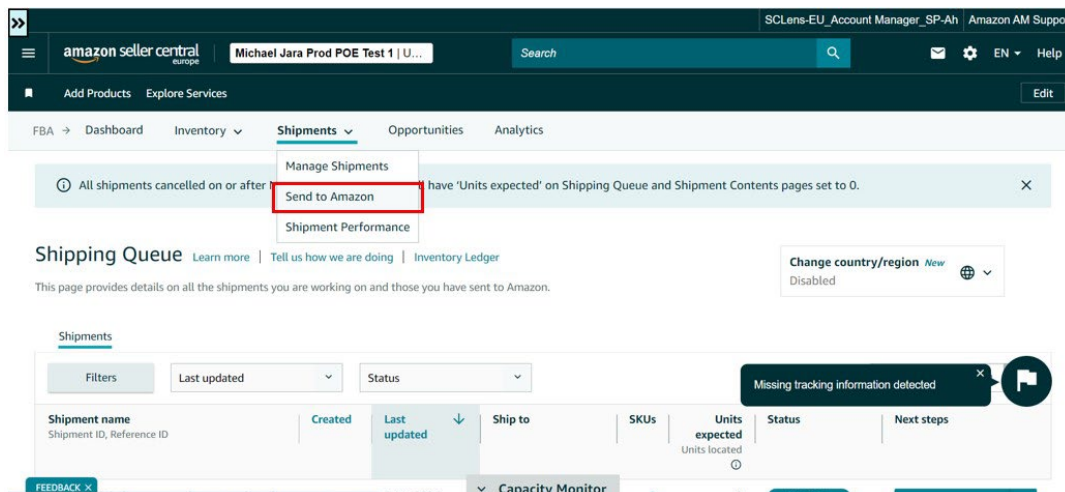
The following pages walk you through the steps to create a shipment using the RXO AVASK solution. This will show you a UK to EU shipment.

Step 1: Create your shipment on Seller Central:

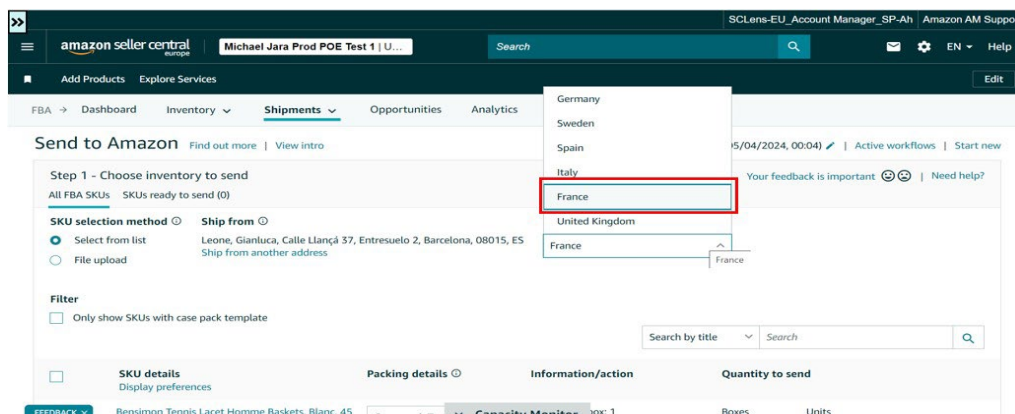
Log onto your Seller Central account, and navigate to your shipping queue



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



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



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

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-9Z7N-40RQ ASIN: B01MTV2G9X	Cmmarcok Test	Units per box: 1 Prep not required Unit labelling: By seller - Print SKU labels More inputs	Boxes: Units:
<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 More inputs	Boxes: Units:

FEEDBACK x Bensimon Tennis Lacet Homme Baskets, Blanc, 45 Capacity Monitor 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)

<input type="checkbox"/> EU SKU: H4-6GYT-TT12 ASIN: B01MXSP5YJ	Prep not required Unit labelling: By seller - Print SKU labels More inputs	Boxes: 10 Units: 10
<input type="checkbox"/> Bensimon Tennis Lacet Homme Baskets, Blanc, 42 EU SKU: ND-J4CZ-G3W3 ASIN: B01MXSP5YJ	Prep and labelling details needed More inputs	Boxes: Units:
<input type="checkbox"/> Bensimon Tennis Lacet Homme Baskets, Blanc, 42 EU SKU: VF-3932-C40K ASIN: B01MXSP5YJ	Prep and labelling details needed More inputs	Boxes: Units:
<input type="checkbox"/> Grand Phone Cases Couverture de passeport // Q05690648 Chihuahua chapeau ciel bleu // Universal passport leather cover SKU: phoneCaseTest ASIN: B072M8M955	Jayye Units per box: 10 Prep not required Manufacturer barcode More inputs	✓ Ready to send (Modify or remove) Boxes: 10 Units: 100

< 1 >

FEEDBACK x Step 2 - Confirm shipping Find out more 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 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 'Use your own broker' – even though this solution is with AVASK, as you currently complete customs compliance information directly on AVASK'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 | View/edit

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

Ship date 🕒
📅 07/05/2024

Broker settings 🕒

Amazon-partnered broker

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


Onboarding started


Use your own broker ✓

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

Amazon will not be able to assist with customs clearance

Shipping mode 🕒

 **Small parcel delivery (SPD)**
Starting at £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.


» 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 Iolli 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 the 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

Select carrier

UPS (non-partnered carrier) ▼

Air

Ocean

Ground

Please select ^

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

FEEDBACK x [more](#)



Print box labels directly from Seller Central.

Print Pallet labels directly from Seller Central.

You are now able to complete your shipment.



Step 3: Provide customs compliance information in AVASK portal:

- 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.

Note:

For faster processing, you can schedule your RXO collection while awaiting AVASK brokerage approval for White Glove FTL shipments.

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.
- **For LTL shipments:** check [this page](#) and **FAQ 4** below, to ensure that your products can be shipped via LTL service. If not, you can choose FTL service.
- Also ensure you have the required destination marketplace compliance for any goods you are sending.

Once registered for the Pallets Solution, RXO will send you the shipment manifest excel template via email. If you are unsure who your contact at RXO is, please email: sales@rxo.com

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)



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

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

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

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](#).

If already registered for Kuehne+Nagel (KN)-AVASK pallet solution), you can onboard onto RXO AVASK LTL or White Glove AVASK FTL Service using [this form](#) and signing a POA for the same.

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 a 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 or pcpshipments@avaskgroup.com) will automatically redirect you to Zendesk with further guidance.

FAQ11 - How will the VAT and customs duties be paid to the customs authorities?

AVASK will pay any import duties and import VAT (where applicable) on your behalf. 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 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 do I fill in the AVASK Bulk Upload form?

Please refer to [this guide](#) for information on how to correctly fill in the AVASK bulk upload form for your customs compliance.

FAQ16 - Is the Germany to UK and France to UK lane available for LTL shipments?

No, currently the Germany to UK lane and France to UK is only available for Full Truck Load (FTL) shipments.

FAQ17 - Why can't I book FTL shipments at LTL rates?

All FTL shipments automatically qualify for White Glove FTL Service, which includes premium benefits such as priority customs clearance, dedicated support, and enhanced SLAs. For detailed pricing and comprehensive benefits, please refer to the RXO AVASK Overview section. While the brokerage fees differ from LTL, while new sellers' benefit of €260 sign-up incentive all sellers get ~30% reduction on transportation costs through our premium FTL rate card.

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 RXO customer service 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](#)

Seller Central Pages:

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

T&Cs:

- [RXO AVASK T&Cs](#)
- [AVASK T&Cs](#)
- [KN-AVASK T&Cs](#)

Amazon Customs Clearance & Shipping Services Handbooks:

- [ATS AVASK – Small-Parcel - Shipping Guide](#)
- [UPS AVASK – Small-Parcel - Shipping Guide](#)
- [KN-AVASK – Pallets – Shipping Guide](#)

EU Selling Handbooks:

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



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