



# Introducing C2S2 Premium FTL Shipping Service

## What has launched?

We have launched our new **Customs Clearance and Shipping Services (C2S2)** Premium Full Truck Load (FTL) Shipping Solution, in collaboration with RXO and AVASK. This service is designed to streamline and enhance your cross-border operations between the United Kingdom and Europe.

## Here is how you can get started:

- ✓ Get onboarded with C2S2 by completing this **form**.
- ✓ Get onboarded with RXO filling this **form** if you never shipped with them.
- ✓ If you have previously shipped with RXO, reach out to [amazonrequests@rxo.com](mailto:amazonrequests@rxo.com) and request contract rate agreement (CRA) change before shipping.
- ✓ Please await confirmation from AVASK and RXO on successful onboarding.
- ✓ Create a shipment in **Send to Amazon**.
- ✓ Get Commercial Invoice approval via **AVASK portal** or contact AVASK for support through your dedicated Account Manager.
- ✓ Book your RXO shipment and provide manifest to [amazonrequests@rxo.com](mailto:amazonrequests@rxo.com) (Ensure you have approval from AVASK to ship before booking your collection with RXO). Send your Full Truck Load and receive inbound confirmation within 3-4 days\*.
- ✓ Reach millions of new customers in the destination country!.

\* Timeline achievable under specific conditions - more information available in the Table.

Theme	Premium FTL Service Benefits (from 1st April 2025)	Additional Guidelines
<b>Lanes</b>	UK<>DE; UK>FR	
<b>Brokerage for Full Truck Load (FTL)</b>	160 EUR per FTL shipment (regardless the #of FBAlDs). Seller can provide any kind of template and AVASK to figure out and provide final CI."	Addition cost: An Indirect Representation fee of 0.5% of the shipment value will apply, with a minimum charge of €50 for shipments valued under €10,000, and a maximum charge of €500 for shipments exceeding €100,000.
<b>Transportation for FTL</b>	New rate card, ~30% cheaper.	<b>Contact Amazon Account Managers</b> to get more details.
<b>Sign-up Promotion</b>	EUR 260 incentives as sign-up promotion during first shipment creation.  (This is only for new sellers joining C2S2).	
<b>Account set up AVASK and RXO (from sign-up to onboarding)</b>	Within 1 day (depending on Seller engagement).	
<b>AVASK Customs Invoice (CI) approval</b>	6 hours.	CI approval will be provided on the same day if information is shared with AVASK before 12 PM; if submitted after 12 PM, approval will be granted the following morning.
<b>AVASK Import/export SLA</b>	3-4 hours.	
<b>RXO Lead Time (from your warehouse pick up to Amazon Fulfillment Centres delivery)</b>	UK to France: 24 hours (collection day 1, delivery day 2).  UK to Germany (and vice versa): 24-48 hours (collection day 1, delivery day 2 or 3).	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.  Depending on collection/delivery address, Lead Time might increase (UK to France: 24-48hs and UK to Germany, and vice versa: 24-72hs).
<b>RXO SLA (from truck booking to truck pick up to SP's warehouse)</b>	1 day (depends on Amazon slot availability at destination).	To meet the 24-hour SLA, requests must be submitted between Monday and Thursday.
<b>End to end SLA (from shipment creation to delivery)</b>	3-4 days max (during business hours).	
<b>AVASK/RXO dedicated priority support/ account management</b>	Priority support with dedicated response within 3 business hours from AVASK and RXO and dedicated/assigned AM from AVASK.	<a href="mailto:ftlsupport@avaskgroup.com">ftlsupport@avaskgroup.com</a> <a href="mailto:upsamazon@ups.com">upsamazon@ups.com</a> or raise a ticket to AVASK through <b>Zendesk</b>
<b>Amazon Support</b>	Priority support with dedicated response within 24 business hours (Response on the same day if reached out prior 1 PM CET, early next morning if reached out after 1 PM CET).	Reach out for Amazon Support here: <a href="mailto:c2s2-whiteglove@amazon.com">c2s2-whiteglove@amazon.com</a>
<b>Customs Compliance information (Commercial Invoice generation)</b>	Flexibility - Seller can provide any kind of template and AVASK will support with final CI.	
<b>RXO multiple loads</b>	Possibility of multiple loads to different destinations into a single FTL.	Extra 50 pounds for any additional drop offs – reach out to RXO.