



Amazon Responsible Person (ARP) Service

User Guide

Amazon Global Selling Seller
Compliance Team

> Table of Contents

- **ARP Service Introduction** 3
- **ARP Service Enrollment Guide** 4
- **Useful Links** 8

> ARP Service Introduction

The Amazon Responsible Person (ARP) service is an easy solution for sellers based outside the EU, selling through Amazon FBA, to comply with the requirement under Regulation (EU) 2019/1020 (the “Market Surveillance Regulation”) to have an EU-based Responsible Person for CE-marked products. All CE marked products are covered by this rule except for medical devices, explosives for civil uses, and certain lifts and cableway installations.

Once subscribed to this service, Amazon will act as the EU Responsible Person for the CE-marked products for which you have submitted the required documentation. Amazon charges a flat fee of EUR 25 per month (excluding VAT) to cover all products of your brand(s) for which you have submitted the requested compliance documentation. The service is limited to brand owners and resellers authorized by the brand to sell in the EU to sell products in the EU using Fulfilment by Amazon (FBA). Subscribe now and use the Amazon Responsible Person service for free until 12/31/2021!

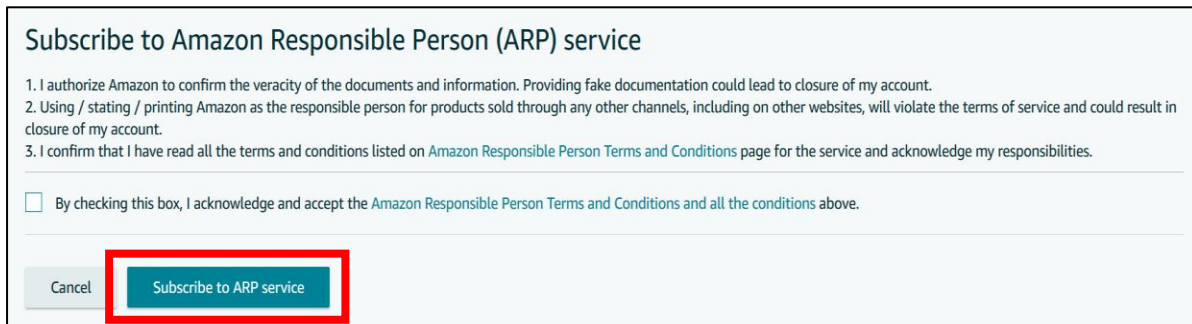
> ARP Service Enrollment Guide

1. Subscribe ARP Service

The ARP service is accessible to qualifying sellers through the Responsible Person Dashboard in Seller Central. Login to your Seller Central, click the link below or copy the link into your browser:

<https://sellercentral-europe.amazon.com/cross-border-compliance/responsible-person/arp-subscription>

Click **【Subscribe to ARP service】** .



Subscribe to Amazon Responsible Person (ARP) service

1. I authorize Amazon to confirm the veracity of the documents and information. Providing fake documentation could lead to closure of my account.
2. Using / stating / printing Amazon as the responsible person for products sold through any other channels, including on other websites, will violate the terms of service and could result in closure of my account.
3. I confirm that I have read all the terms and conditions listed on [Amazon Responsible Person Terms and Conditions](#) page for the service and acknowledge my responsibilities.

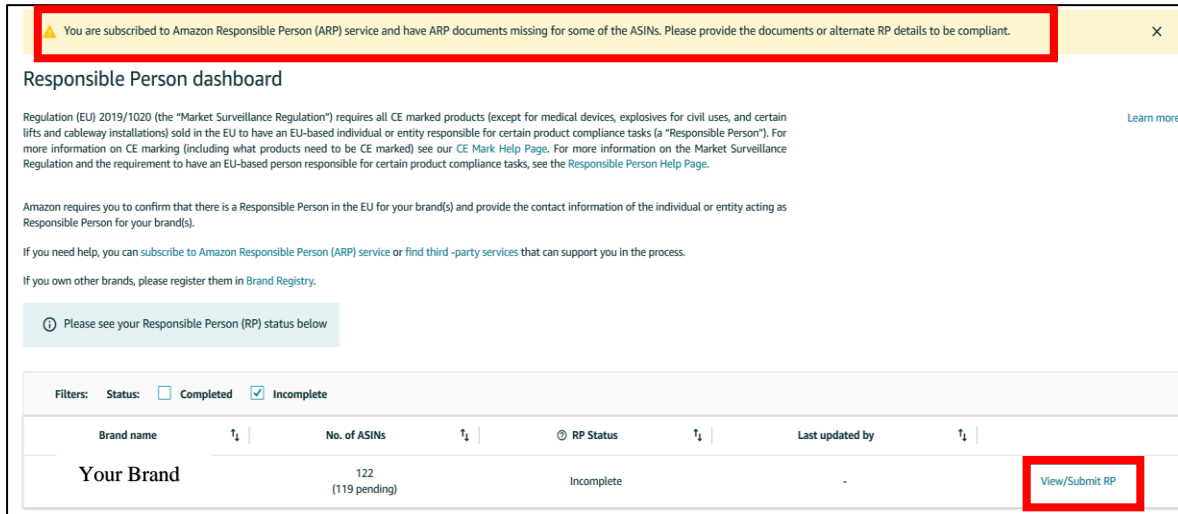
By checking this box, I acknowledge and accept the Amazon Responsible Person Terms and Conditions and all the conditions above.

2. Return to dashboard

You will see a message states you have already subscribed ARP service. Click **【Return to dashboard】** .

3. View ASINs which need to submit ARP documents

Brands that need to comply with the Responsible Person requirement will be shown in this page. The yellow box at page top reminds you to submit ARP documents to be compliant. Click **【View/Submit RP】** of a brand.



⚠ You are subscribed to Amazon Responsible Person (ARP) service and have ARP documents missing for some of the ASINs. Please provide the documents or alternate RP details to be compliant.

Responsible Person dashboard

Regulation (EU) 2019/1020 (the "Market Surveillance Regulation") requires all CE marked products (except for medical devices, explosives for civil uses, and certain lifts and cableway installations) sold in the EU to have an EU-based individual or entity responsible for certain product compliance tasks (a "Responsible Person"). For more information on CE marking (including what products need to be CE marked) see our [CE Mark Help Page](#). For more information on the Market Surveillance Regulation and the requirement to have an EU-based person responsible for certain product compliance tasks, see the [Responsible Person Help Page](#).

Amazon requires you to confirm that there is a Responsible Person in the EU for your brand(s) and provide the contact information of the individual or entity acting as Responsible Person for your brand(s).

If you need help, you can subscribe to Amazon Responsible Person (ARP) service or find third-party services that can support you in the process.

If you own other brands, please register them in [Brand Registry](#).

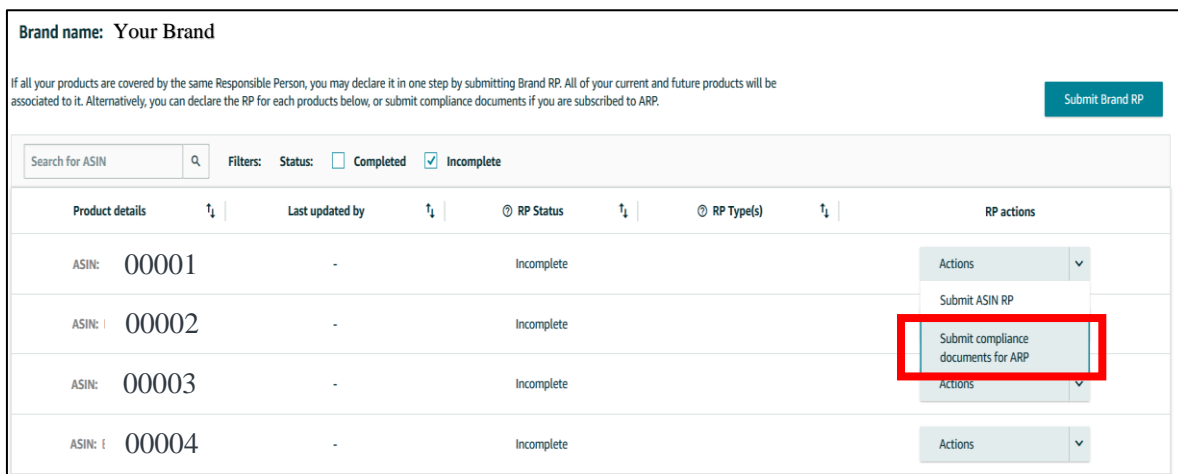
Please see your Responsible Person (RP) status below

Filters: Status: Completed Incomplete

Brand name	No. of ASINs	RP Status	Last updated by	
Your Brand	122 (119 pending)	Incomplete	-	View/Submit RP

4. Choose to submit document(s)

ASINs which need to submit documents will be shown in this page. Click **【Actions】** , choose **【Submit compliance document for ARP】** .



Brand name: Your Brand

If all your products are covered by the same Responsible Person, you may declare it in one step by submitting Brand RP. All of your current and future products will be associated to it. Alternatively, you can declare the RP for each products below, or submit compliance documents if you are subscribed to ARP.

[Submit Brand RP](#)

Search for ASIN Filters: Status: Completed Incomplete

Product details	Last updated by	RP Status	RP Type(s)	RP actions
ASIN: 00001	-	Incomplete		Actions Submit ASIN RP Submit compliance documents for ARP
ASIN: 00002	-	Incomplete		Actions
ASIN: 00003	-	Incomplete		Actions
ASIN: 00004	-	Incomplete		Actions

5. Submit document(s)

Click **【Add Document】** to upload “Declaration of Conformity” document. If you need help with submitting a “Declaration of Conformity” document, click the link [Declaration of Conformity](#) for more information.

*You are required to submit the Declaration of Conformity. You are also required to have the technical documentation, e.g., testing reports and certificates, supporting the compliance of your products. Submitting this technical documentation through this form is optional. If you don't submit these technical documents as part of this submission, Amazon might reach out to you to request them either for an Amazon audit, or pursuant to an EU Market Surveillance Authority request. Once requested, you must provide the requested technical documentation within 2 business days.

Click **【Submit】** once you have completed uploading documents for the ASIN.

Declaration of Conformity: ⓘ

Before submitting the document, please make sure that it:

- (a) has the title “Declaration of Conformity” (or “Declaration of Performance” for construction products)
- (b) is issued by the manufacturer or authorised representative (not a 3rd party organization)
- (c) refers to all applicable directives and standards

Please note that if you do not upload a Declaration of Conformity the ASIN status will remain ‘Incomplete’ and the ASIN will not be covered by ARP Service.

Add Document (.pdf, .jpg and .png only)

Technical documentation to demonstrate compliance ⓘ

You are required to have the technical documentation supporting the compliance of your products. You can choose to submit these documents here. If you don't submit the documents as part of this submission, Amazon might reach out to you to request them either for an Amazon audit, or pursuant to an EU Market Surveillance Authority request. Once requested, you must provide the requested documentation within 2 business days.

Add Document (.pdf, .jpg and .png only)

With the above submission I declare that:

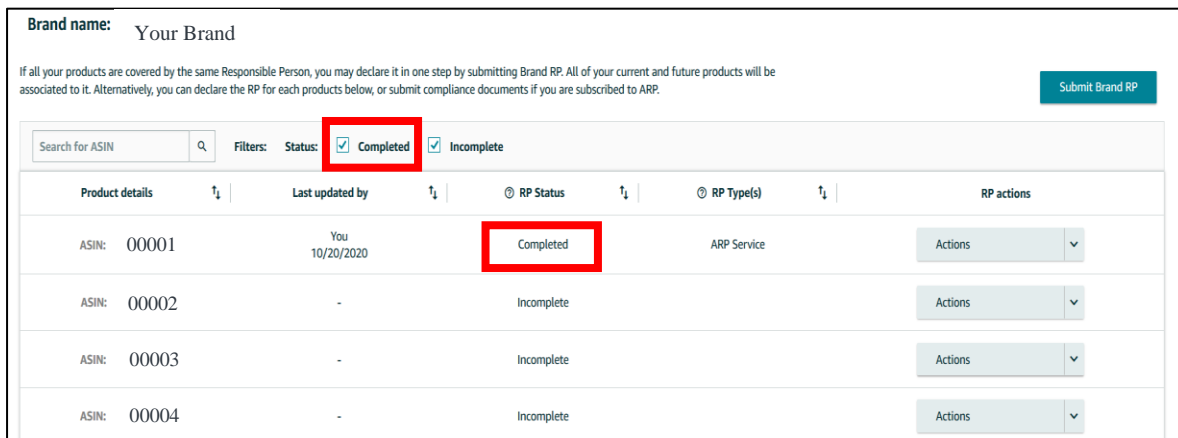
1. I authorize Amazon to confirm the veracity of the documents and information. Providing fake documentation could lead to closure of my account.
2. I confirm that I have read all the terms and conditions listed on [Amazon Responsible Person Terms and Conditions](#) page for the service and acknowledge my responsibilities.

By ticking this box, I acknowledge and accept all of the conditions above.

[Return to Dashboard](#) [Submit](#)

6. Finish enrollment of an ASIN

The page will return to dashboard after document(s) are successfully submitted. You need to submit relevant document(s) for all ASINs that you want ARP service to cover. Please repeat step 4 and 5 to submit document(s) for other ASINs. Click **【Completed】** in dashboard page to check the ASIN you have already submitted document(s). *If you have already subscribed ARP service, you don't need to submit Brand or ASIN RP.



Brand name: Your Brand

If all your products are covered by the same Responsible Person, you may declare it in one step by submitting Brand RP. All of your current and future products will be associated to it. Alternatively, you can declare the RP for each products below, or submit compliance documents if you are subscribed to ARP.

Submit Brand RP

Search for ASIN Filters: Status: Completed Incomplete

Product details	Last updated by	RP Status	RP Type(s)	RP actions
ASIN: 00001	You 10/20/2020	Completed	ARP Service	Actions
ASIN: 00002	-	Incomplete		Actions
ASIN: 00003	-	Incomplete		Actions
ASIN: 00004	-	Incomplete		Actions

7. Post enrollment

If you subscribe Amazon Responsible Person Service (ARP) and submit the requested compliance documentation, Amazon will take care of labeling the FBA units for which Amazon is the Responsible Person. From June 2021, the FBA shipment labels will include the ARPS Responsible Person contact details, so that the shipments are not blocked at Customs. You do not need to take any action on the actual products. Amazon will add ARPS Responsible Person contact details to all customer shipments from our FCs. Please upload your documents in the dashboard to ensure we have full visibility into the ASINs you wish to have covered by ARP.

> Useful Links

1. [ARP FAQ](#)
2. [CE Marking](#)
3. [Declaration of Conformity](#)
4. [Responsible Person Dashboard FAQ](#)
5. [Responsible Person requirements for CE-marked products](#)