

Fulfilment by Amazon

Preparation, Label and Shipping Guide

Prepare

Some products require specific preparation in order to ensure that items are delivered safely to Amazon's Fulfilment Centres. Prep information is entered in Step 1 of the [Send to Amazon](#) workflow when you create a shipment. You can also request that Amazon do the prep for you for a per-item fee.

What is FBA Prep Service?

What do I need to know if I sign up for [FBA Prep Service](#)?

- ASIN: Each unit must have a **scannable barcode (ISBN, UPC, EAN, or JAN)**. The unit's barcode must not be punched out, marked over, covered or otherwise obstructed
- There are separate fees for standard-size and oversize products
- Your qualifying units may be split into multiple additional shipments
- If you choose to have Amazon prep your products, for selected products [FBA label service](#) may be automatically included in the prep activities on those products, and you will also be charged according to [FBA label service pricing](#)

How do I enable FBA Prep Service?

1. In Step 1 of [Send to Amazon](#) workflow, welect a product that you want Amazon to prep
2. In the Packing Details section, select the **Preps category** and Select Amazon in the **Who preps units? field and click save.**

Are there specific requirements if I chose SPD vs LTL delivery?

- If you chose Small parcel delivery, follow the instructions on [Small parcel delivery](#) to Amazon
- If you chose Truckload delivery follow the instructions on [Truckload delivery](#) to Amazon



Packaging Requirements

What do I need to know about packaging?

- Any FNSKU that you use on a unit must be unique and must correspond to one unique product. Eg. Each size or colour will have a different FNSKU
- Each unit must have an exterior scannable [barcode](#) or label
- Cover existing barcodes with opaque tape to prevent incorrect barcode from being scanned during the receiving process
- For specific requirements on [how to pack](#) visit [here](#)
- For specific [product requirements](#) visit [here](#)

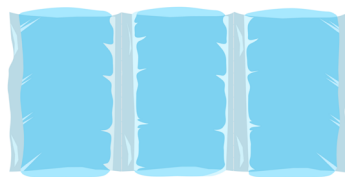
Which box to use?

- Use a rigid, six-sided box with flaps intact
- Regular slotted carton (RSC)
- B flute
- ECT-32 (edge crush test)
- 14kg/cm² (burst strength)

How can I package safely?



Bubble Wrap



Inflatable air pillows



**Polyethylene
foam sheeting**



**Full sheets of paper
(heavy-weight craft
paper is best)**

How do I package my product? Spot your product now.



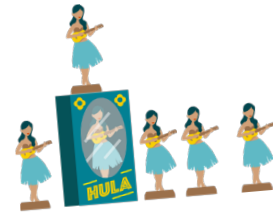
Liquids, pastes, gels and creams



Glass, ceramic breakable and fragile units



Jewellery



Small products



Batteries



Sharp units



Pellets, powders, and granular products



Baby Products



Adult Products



Apparel, fabric and textiles

What will happen if I don't package correctly?

If you don't package correctly, we may perform unplanned services to help successfully process products into your sellable inventory. Non-compliance with Amazon's requirements may cause costly delays in making products available to customers and affect your ability to sell products quickly.

See [Shipment Performance dashboard](#) for further details on problems with shipments received in Amazon fulfilment centres and the action to take to avoid these issues in the future.



Labelling Requirements

How does Amazon identify products?

There are 3 kinds of barcodes for identifying products:

1. Manufacturer barcodes (eligible barcodes include UPC, EAN, JAN, and ISBN)
2. Amazon barcodes (such as FNSKU)
3. Transparency authenticity codes (brand owner only, may be required to help prevent counterfeit)



Note: If your brand has been approved for [Amazon Brand Registry](#) and you don't have a manufacturer barcode for your products, you can [apply for a GTIN exemption](#).

When should I use manufacturer barcodes?

Amazon will use the manufacturer barcode to track eligible inventory throughout the fulfilment process, unless you change your barcode setting. You will only need to attach a manufacturer barcode to your package.

To use **manufacturer barcodes**, follow this process [FBA virtual tracking](#).

When should I use Amazon barcodes?

Amazon barcodes must be applied to all products. Each product that you send to a fulfilment centre requires a barcode so that it can be tracked. Types of products include:

- Products that are not in new condition
- Products that don't have a scannable UPC, EAN, JAN, or ISBN barcode
- [Restricted products](#) and [dangerous goods](#)
- Products with an [expiration date](#)
- Consumable or topical products
- Media products
- Toys and baby products

To use Amazon barcodes, follow the process on [Use an Amazon barcode to track inventory](#) and [FBA Label Service](#).



When should I use Transparency codes?

Transparency codes are secure, unique codes that identify individual units, stop counterfeits from reaching customers, improve customer engagement, and give brands valuable insights to help optimise supply chains.

Your Transparency-enabled products for sale on Amazon must be appropriately labelled with Transparency codes or brand-issued serial number barcodes. The Transparency-enabled ASINs you source from vendors must also include Transparency codes or serial number barcodes.



To learn more and see a sample sticker, go to [Transparency](#).

Note: Products enrolled in the program are eligible for virtual tracking, to learn more, go to [Transparency 2D barcode requirements](#).

How to label products?

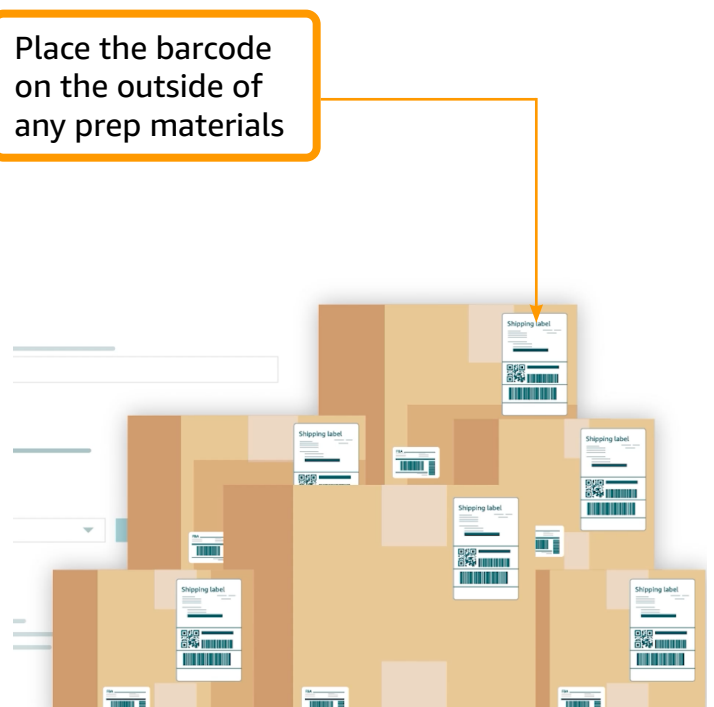
Things to remember:

The shipping label must be affixed on the flat side of packaging (ensure you place **only the Amazon label**)

Allow 0.63 cm between the edge of the label and the edge of the packaging

You do not place the barcode on a curve or corner of the package

Each item in a case pack has an Amazon barcode and that any barcodes on the case have been



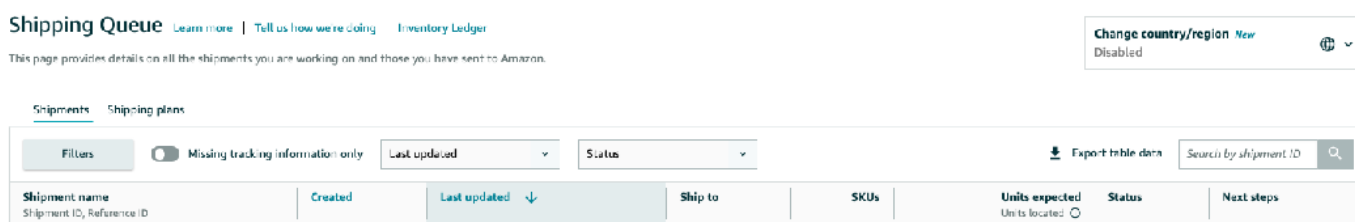
Prefer to watch a video? Watch [here](#).

Shipment FAQ's

How do I track my shipment?

The [Shipping queue](#) page provides details on all the shipments you are working on and those you have sent to Amazon. The Shipment summary page provides details of a specific shipment sent to Amazon. To find the **shipping queue**, select **Manage FBA Shipments** from the **Inventory** drop-down menu in Seller Central.

For more information visit [here](#).



The screenshot shows the 'Shipping Queue' page in Seller Central. At the top, there are links for 'Learn more', 'Tell us how we're doing', and 'Inventory Ledger'. A 'Change country/region' dropdown is set to 'Disabled'. Below this, there are tabs for 'Shipments' and 'Shipping plans'. A filter bar includes a 'Filters' button, a toggle for 'Missing tracking information only', and dropdowns for 'Last updated' and 'Status'. An 'Export table data' button and a search box for 'Search by shipment ID' are also present. The main table has columns for 'Shipment name' (with subtext 'Shipment ID, Reference ID'), 'Created', 'Last updated' (with a downward arrow), 'Ship to', 'SKUs', 'Units expected' (with subtext 'Units located'), 'Status', and 'Next steps'.

How do I prepare my shipment?

Depending if you chose: Small parcel delivery or Less-Than or Full Truckload delivery, follow the instructions in this [help page](#) to ensure you accurately prepare to ship your products to Amazon.

What if I want to cancel a shipment?

We understand that due to normal business events, you might need to change the contents of a shipment after shipment creation. Follow the instructions [here](#) to action this.

How to resolve inbound performance alerts?

To help streamline the inventory process in our fulfilment centres, we provide notifications to sellers in the Shipment summary page and the [Shipment Performance dashboard](#) when inbound problems occur. To find out how to resolve these click [here](#).