

FAQs about Fulfilment by Amazon

1. Where is Amazon Fulfilment Centre and what are its operating hours for delivery?

A: Singapore FC (SIN8) Address: 5B Toh Guan Road East, Level 3, Singapore 608829. It is opened from Monday to Friday: 8:30 am – 4pm (please avoid delivery during lunch time 12.30 to 1pm).

2. Who can I reach if I want to check on my appointment status?

A: We don't have a phone number. Please reach out to roc-sg-inbound@amazon.sg for any appointment related questions.

3. When do I need to book a delivery appointment? How can I book a delivery appointment?

A: Please book an appointment in carrier central: <https://carriercentral.amazon.com/> if you have delivery of **above 15 parcels**. After booking appointment in carrier central. Please wait for 2 working days for the confirm appointment time/date. Please use this Appointment Guide to help you with. Please use this [Appointment Guide](#) to help you with delivery appointment booking.

4. How do I know my inventory storage limit? How to request a storage limit increase?

A: Please check storage capacity before creating your shipment. Go to 'Inventory' > 'Manage FBA Shipment' > 'Restock Limits' (scroll to the bottom) to see your inventory storage limit. If you need to increase storage limit, please prepare the FBA list with quantity, and send it to your Amazon Account Manager to request for capacity increase. If you do not know your Amazon Account Manager, please email to amazonsellersg@amazon.sg to request and provide your seller details (email address for your seller account).

5. Where is my FBA shipment?

A: After you have confirmed your FBA shipment, a shipment ID is generated. You can use this ID to see shipment details and tracking and reconciliation information in your [Shipping Queue](#). Learn more about how you can track your shipment [here](#).

6. Why was my seller's shipment rejected?

A: Below are some common reasons why your shipment was rejected. Please follow the shipment delivery requirements here.

- Incorrect type of vehicle (does not allow access to PPT from the dock)
- No booking scheduled
- Early or late delivery
- Cannot access the stock due to Amazon unknown causes
- Unsafe vehicle or unsafe pallet.
- Freight that has been tampered with.
- Damaged freight.
- No delivery paperwork.
- Inaccessible pallets (no access from the dock).
- Vehicles that do not allow Amazon to offload stock from the rear of the vehicle.
- Offensive behavior or lack of cooperation by drivers.

Note:

- Delivery should be attempted only during FC operational hours.
- Singapore FC's is operational from 08:00-17:00 Monday-Friday. (Break hours: 12:30-13:30).
- Few types of products are not allowed in the FC. You can refer to the list [here](#) & [here](#).

7. What are the inbound options available? Can I choose self-delivery instead of using a 3rd party logistics provider?

A: Both methods are feasible. Please refer to the guidelines [here](#) & [here](#) for more information.

8. Do you have any recommended logistics provider?

A: Yes, we do have. Please download this [guide](#) for a list of providers. You may also visit our [Service Provider Network \(SPN\)](#) for a directory of third-party service providers that can help you build, manage, and scale your business on Amazon.

9. Is there a pick-up service for FBA?

A: No, Amazon does not provide pick up of inbound shipments.

10. What is the FBA returns process?

A: To process return requests, go to your Manage Returns page, where you can review, authorise or decline requests. To get there from your seller account, click the Orders drop-down menu, and then click 'Manage Returns'. See [Process return requests](#) and learn more about return policies [here](#).

11. What are the expiry-dated inventory requirements for FBA?

A: Please review expiry-dated product requirements and restrictions [here](#). Note that Failure to include the expiry date on the outside of the prepped item may result in the item being relabeled at additional cost to you.

12. Can frozen and chilled food be stored in Amazon Fulfilment Centre?

A: Products in fulfilment centres must be able to withstand a minimum temperature of 10°C and a maximum temperature of 30°C during the product's shelf life without hurting its quality. Products requiring refrigeration, air conditioning or freezing are prohibited all year long. Perishable products, including but not limited to, fresh meats, fruits or vegetables are also prohibited throughout the year. Learn more about Melttable inventory requirements for FBA [here](#).

13. What products require the 33 controlled goods safety mark logo??

A: Any product that is regulated as a "Controlled Good" by Enterprise Singapore (ESG) that has not been registered with ESG and labelled with a valid SAFETY Mark. ESG has designated 33 product types as "Controlled Goods" including AC adaptors, computers, audio and video products, hair dryers, blenders, coffee makers and cooking appliances. Please refer to [ESG's website](#) for more information on the [Consumer Protection \(Safety Requirements\) Regulations](#) and [ESG's List of Controlled Goods](#) for more information.

14: What are FBA prohibited products?

A: See FBA prohibited products in these 2 lists: [Hazardous and Dangerous Items](#) and [Offensive and Controversial Materials](#).

15: Can I sell to other countries using FBA?

A: No, you are not able to sell to other countries using FBA on Amazon.sg. You will have to sign up for a selling account on the Amazon marketplace that you are interested in.