

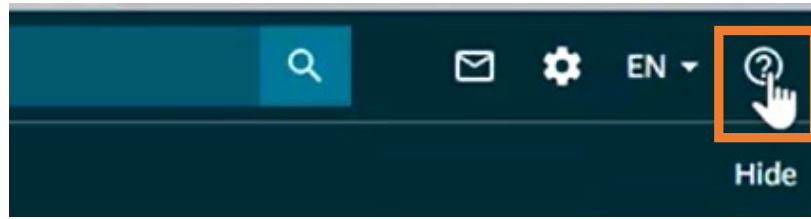
# Amazon Easy Ship FAQ

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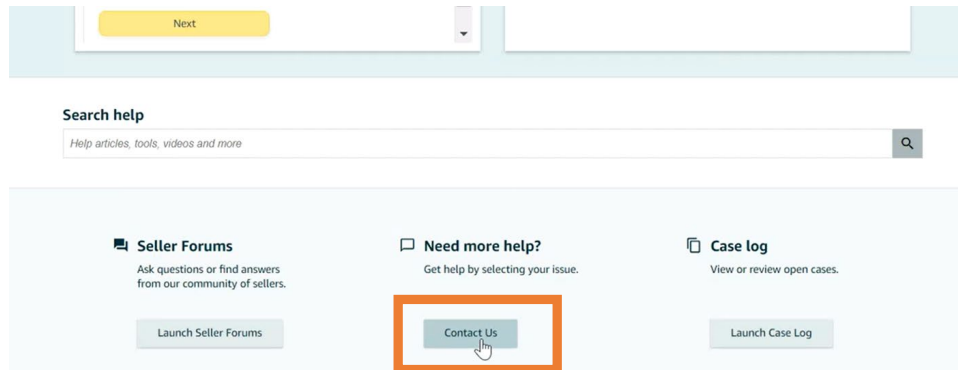
# Contact Seller Support

# FAQ 1: Where can sellers find Amazon Seller Support?



1

Click on the Question mark, on the top right hand of your account page



2

Scroll to the end and click on “Contact Us”

## Contact us

### What can we help you with?

Note: It appears you are using Spoofers or Peek Now. Cases can not be created while using Spoofers or Peek now.

Open cases <span>2</span>	<input type="text" value="Contact Reason"/>
Customers and orders	<input type="text" value="AES"/>
Fulfillment by Amazon	
Products and inventory	
Your Account	
<b>Other issues</b>	
Make a suggestion	
Tax questions	
Deal, vouchers and promotions	

Please describe your issue. *Required*

Contact method

3

Navigate to “Other Issues” and type contact reason as AES to begin your inquiry

# Registration and Opt-Out

## FAQ 2: Can sellers register for Amazon Easy Ship from any account?

- **No.**
- Only the primary account holder has permission to sign up for the Amazon Easy Ship service and change the Amazon Easy Ship settings
- The following error message will pop out if this is not done
  - **Error:** You cannot register to Amazon Easy Ship because this account is not the primary account holder. Only the primary account holder can grant permissions to use this feature. To gain access, contact the primary account holder. The primary account holder is the person who initially registered with Amazon.

### FAQ 3: Can sellers have both FBA and Easy Ship orders?

- **Yes.**
- Opting for Easy Ship **does not affect your ability to register your products in Fulfillment by Amazon (FBA)**
- Once a seller registers for Amazon Easy Ship, all its eligible **Merchant Fulfilled Network (MFN) orders** will be shipped using Amazon Easy Ship

## FAQ 4: What should sellers do if their warehouse address is not available for pick up?

- Amazon Easy Ship is **available to all sellers with a Singapore shipping address**
- However, there may be **certain specific areas where pickup is not available**, such as certain Free Zones.
- If your warehouse address is showing as ineligible for Amazon Easy Ship and is not in the Free Zones such as Jurong Island, Airport, etc, **please [contact us](#) for more information**

## FAQ 5: Once sellers are registered under Amazon Easy Ship, can they opt out of Amazon Easy Ship for certain orders?

- **No.**
- Once you register for Amazon Easy Ship, **all of your eligible seller-fulfilled orders** will be shipped using Amazon Easy Ship
- However, restricted products, such as heavy/bulky items, oversize items, or prohibited dangerous goods, will be **excluded**
  - Orders that are not eligible for easy ship will not have the “Schedule Pickup” option. This means sellers will need to self-ship any orders that are not eligible for the Amazon Easy Ship service.
  - All remaining orders will be shipped using Amazon Easy Ship.

## FAQ 6: Can sellers switch back to their previous shipping setting if they want to stop using Amazon Easy Ship?

- **Yes.**
- Sellers would need to contact the Seller Support Team to opt-out from Amazon Easy Ship
  - **Note:** Opt-out requests can take up to two business days to process. Within these 2 business days, the orders would still be categorized under Amazon Easy Ship so sellers would have to continue arranging pickups

## FAQ 7: Can sellers, who have previously opted-out from Amazon Easy Ship, opt-in for Amazon Easy Ship again?

- **Yes.**
- However, sellers will not be able to view Amazon Easy Ship Settings once they have opted out. As such, sellers would need to contact the Seller Support Team to opt in and the registration will be done for the seller.
  - **Note:** Opt-in requests can take up to two business days to process

# Product Dimensions

## FAQ 8: Are there any product dimension restrictions for Amazon Easy Ship?

- **Yes.**
- The following heavy and bulky products are not eligible to be shipped using the Amazon Easy Ship service in Singapore
  - Any product weighing **over 30 kgs**, or
  - Any product where the greatest dimension (i.e. the length, width or height) of the product **exceeds 150cm** and girth (length + width + height) of the product **exceeds 300cm**

## FAQ 9: Can sellers key in parcel dimensions for multiple orders in one go?

- **Yes.**
- Sellers can set their **Default Shipping Package option** on Seller Central
  - Seller Central → Settings → Account Info → Amazon Easyship → Package Dimensions
- When sellers schedule pick up for orders, sellers can select these default package dimensions directly from the drop down list
  - **Note:** If sellers have different dimensions for different orders, please ensure that the correct dimensions are filled in

Package dimensions preferences

Create custom package dimensions here. These will available to you while scheduling orders.

Package name	Length	Width	Height	
standard box	120 cm	89 cm	10 cm	Default

[Add a new package](#)

Package dimensions preferences

Create custom package dimensions here. These will available to you while scheduling orders.

✔ Package dimensions saved

Package name	Length	Width	Height	
Package 1	120 cm	89 cm	10 cm	Default

cm  cm  cm  Set as default

**FAQ 10:** For multiple orders that have a very small difference in product dimensions, can sellers use the same dimensions for all?

- **Sellers are advised to key in exact measurements** as product dimensions impact the shipping charge
- If the consignment is **oversized**, it is likely to be **rejected** by the carrier

## FAQ 11: How will sellers be impacted if they input incorrect weight and dimensions?

- Sellers are responsible for providing accurate weight and dimension information when scheduling pickups for your Amazon Easy Ship orders in accordance with the [Amazon Easy Ship Service Terms](#)
  - Incorrect information may not only require more time for fulfillment but may also cause additional logistical expense
- If the weight or dimension of the Amazon Easy Ship consignment, as determined by Amazon or the applicable carrier, differs from that submitted on Seller Central:
  - **Case 1: Consignment weighs more or is larger than submitted** – Sellers may have to pay more than the quoted Amazon Easy Ship fee
  - **Case 2: Consignment weighs lesser or is smaller than submitted** – Sellers may have to pay more as they will be charged the full amount of the quoted Amazon Easy Ship fee. Sellers can raise a case to Seller Support via “Help > Contact Us” to check if they can get a refund
- **If you have repeatedly provided incorrect information relating to the weight or dimensions of consignments and failed to take corrective actions reasonably advised to you, we may suspend or terminate your use of Amazon Easy Ship.**

# **Bulk Confirmation, Pickup and Download**

## FAQ 12: How can sellers do bulk confirmation/schedule bulk-pickup for the orders?

- To schedule orders in bulk, select all relevant orders and click on 'Schedule pickup' as highlighted below
  - Note:** Please only select Amazon Easy Ship orders before clicking 'Schedule pickup'. Selecting self-ship orders will lead to an error.

Manage Orders [Find out more](#) | [Video tutorials](#) Order ID ▾ Search  Search

Seller fulfilled

0 Pending **2 Unshipped** Cancelled Shipped [View FBA orders >](#)

Quick Filters: [Ship by today](#) [Premium unshipped](#) [Self Ship](#)

Refine by:

**Ship by date**

All dates  
 Ship by today  
 Ship by tomorrow

**Shipping service**

Premium

**Payment method**

Convenience store payment

**Hide Filters** **2 orders** Last 30 days Last 30 days ▾ Order date (descending) ▾ 50 ▾ Set Table Preferences Refresh

Action on 2 selected **Schedule pickup** Print packing slip Confirm shipment

<input checked="" type="checkbox"/>	Order date	Order details	Image	Product name	Customer option	Order Status	Action
<input checked="" type="checkbox"/>	6 hours ago 09/01/2022 6:52 pm SGT	<b>250-2788699-2015032</b> Buyer name: lanyanga+testSGProd@amazon.com Fulfilment method: Seller Sales channel: Amazon.sg		Key Lock Box Wall Mounted, 4 Digit Combination Lock Box for House Key Weatherproof Safe Security Key Storage Lock Box for Outside Realtors Garage Spare Keys (Grey) ASIN: B081GNBQ3K SKU: Easyship_4 Quantity: 1 Item subtotal: S\$1.00	<b>Standard</b> Ship by date: 10 Jan 2022 to 11 Jan 2022 Deliver by date: 11 Jan 2022 to 12 Jan 2022	<b>Unshipped (1)</b>	<b>Schedule pickup</b> Print packing slip Cancel order More information ▾
<input checked="" type="checkbox"/>	6 hours ago	250-1365569-9070055		Dark Tool AWS 7.7 Max Hex and Torx	Standard	Unshipped (1)	Schedule pickup

# FAQ 13: How can sellers do bulk confirmation/schedule bulk-pickup for orders?

amazon seller central | liayi\_Easyship\_UAT | Singapore | Search | EN | ?

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## Schedule pickup in Bulk

Cancel and go back to Manage Orders

Schedule pickup for 2 orders.

No. of Orders : 2      Shipment Service : Standard

Wed, Jan 12 09:00 AM - 12:00 PM

Schedule handover

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1 Click on the suggested time slot to see your orders



## Schedule pickup in Bulk

Cancel and go back to Manage Orders

Schedule pickup for 2 orders.

No. of Orders : 2      Shipment Service : Standard

Wed, Jan 12 09:00 AM - 12:00 PM

Order details	Weight	Dimensions	Package Settings
 <a href="#">250-2788699-2015032</a> Key Lock Box Wall Mounted, 4 Digit Combination Lock Box for House Key Weatherproof Safe Security Key Storage Lock Box for Outside Realtors Garage Spare Keys (Grey) SKU : Easyship_4   Quantity : 1	522 g	12.7 x 10.01 x 5.21 cm	Package dimensions Remove
 <a href="#">250-1365568-8079066</a> Park Tool AWS-7 3-Way Hex and Torx Compatible Wrench SKU : easyship_3   Quantity : 1	90.01 g	19 x 15 x 3 cm	Package dimensions Remove

Schedule handover

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2 Click on 'Schedule handover' to schedule your pickup

## FAQ 14: How do sellers bulk download all shipping labels?

- Once the bulk pick up schedule is processed (takes a few minutes after clicking 'refresh'), please download the shipping labels by clicking '**Download Shipping Labels**' under Actions

Shipping Confirmation Adjustments Order Cancellation **Bulk Pickup Scheduling**

Review Bulk Scheduling Requests refresh

View the status of your last 10 bulk scheduling requests. If the processing report indicates any errors, modify your bulk request on Manage Your Orders and try again. [Learn more](#)

Date & Time	Batch ID	Status/Results	Actions
9/2/22 11:28:37 AM SGT	50006019032	Status: Request Submitted Number of records processed from this upload: 0	
13/1/22 5:23:38 PM SGT	50004019005	Status: Done Number of records processed from this upload: 2 Number of records that were activated: 2 Number of records with errors: 0 Number of records with warnings: 0	<a href="#">View Processing Report</a> <b>Download Shipping Labels</b>
13/1/22 5:13:34 PM SGT	50003019005	Status: Done Number of records processed from this upload: 2 Number of records that were activated: 2 Number of records with errors: 0 Number of records with warnings: 0	<a href="#">View Processing Report</a> <a href="#">Download Shipping Labels</a>
6/1/22 2:26:32 PM SGT	50002018998	Status: Done Number of records processed from this upload: 2 Number of records that were activated: 2 Number of records with errors: 0 Number of records with warnings: 0	<a href="#">View Processing Report</a> <a href="#">Download Shipping Labels</a>

## FAQ 15: How do sellers bulk download all shipping labels?

- **Note:** Under Amazon Easy Ship Settings, you can choose your printing preference for shipping labels under API-based or bulk scheduling.
  - Multiple shipping labels per sheet will print up to 6 shipping labels per page

### Printing preference for API-based and bulk scheduling

Select the way you want to download your shipping labels and invoices after bulk scheduling.

One shipping label per sheet   **Multiple shipping labels per sheet**   Save

*\* This screenshot is only an example and you will see Singapore time and Singapore currency in your Singapore seller central account.*

# Packaging

## FAQ 16: Is it mandatory to pack the orders in an Amazon brand box?

- **No, it's not mandatory.**
- Any box can be used as long as the order is packaged securely according to our [packaging guidelines](#)

## FAQ 17: How should sellers pack fragile products?

**Generic packaging guidelines** to ensure safe transit and delivery of the package to the customer:

- i. External packaging: Ensure package is not oversized for the product (appropriate product package ratio)
- ii. Sealing: Seal packages using "H" taping technique to ensure they do not open during transit. This refers to taping each side as well as across the center opening of the package. Packages should be sealed without any gaps open on the side. Please use good quality packaging tape (at least 2" wide).
- iii. Shipping Label: The shipping label should be of good quality (eg., printed on good quality paper)
- iv. Outbound Labels: Orientation (eg., "This Side Up") and category labels (eg., Fragile) should be used
- v. Adequate cushioning should be provided to prevent the movement of item(s) within the package

**Packaging guidelines for fragile products:**

- These are suggestions that do not cover all the possible ways you can securely package your items for shipment with Amazon Easy Ship nor does it cover all possible product types

Category	Example	Package Material	Packaging Guidelines
Fragile	Glass, Porcelain picture frames, Clocks, Mirrors	Bubble wrap, double boxing	<ul style="list-style-type: none"><li>• Bubble wrap items individually with cushioning</li><li>• Double box heavier items (items &gt;13.5 kg)</li><li>• Add orientation and fragile labelling</li></ul>

**Note:** It is the seller's responsibility to ensure that the packages are packaged in a manner that is fit for carrier and complies with applicable laws."

## FAQ 18: How should sellers pack liquid products?

- **Liquid products** such as soaps, spray bottles and lotions products are recommended to be wrapped with a poly-bag box wrapping.
- For liquids without double seal, tighten the lid, wrap the container in a fully sealed strong plastic bag or plastic sheet and tightly seal all the seams
- For more carrier specific advice on packaging, please refer to the link below:
  - [J&T](#)

# Labelling

## FAQ 19: What should sellers take note for shipping labels?

- All parcels **must not** contain any old shipping label(s)
  - Remove old labels: More than 1 label affects delivery process
- Labels supported measure 99.1 X 139 mm (A4) on plain paper
  - **Note:** Any labels smaller than A6 may be rejected upon collection and returned to sender or subjected to additional cost born by shipper due to reprinting
- Labels need to be printed clearly in good quality. They should be scannable and readable
- Do not place labels on a seam of the box where they are likely to get cut by a box cutter.
- Do not place labels over the edge of the box. Affix them to one of the main flat surfaces of the package.
- Each box you send in the shipment should have its own label. Items for a given order should be sent within one package.

## FAQ 20: Can ASIN be printed on the shipping label?

- **No.**
  - However, **“Print packing slip”** has the ASIN label
  - Sellers can print packing slip with all the order details and paste together with the shipping label on the parcel

## FAQ 21: Are sellers required to include Customer Order Slip print outs for the scheduled pick up?

- **Not Necessary**
  - **Shipping labels must be printed** but customer order summary slips are optional
  - **How to retrieve shipping label?** On the *Print Documents* page, the shipping label is provided in the *Documents required for this package* section. To print the label, click the *Print* link given along with the label. Once the label is successfully printed, you can go back to *Manage Orders* page to schedule another order. You can also print the packing slip for the order, which you should include in the package as you prepare it for the pickup.

### Print Documents

✓ Your pickup has been scheduled

Order ID: 250-5147401-7527839

#### Documents required for your delivery

Shipping Label



Print Shipping Label and paste it on the package

Print

Manage Orders

# Carrier Pickup and Delivery

**FAQ 22:** If the Amazon seller has orders from other online stores and such online stores also use the same carrier, can the Amazon seller pass all its orders (both Amazon orders and other online stores orders) to the carrier?”

- **Not recommended**
  - To avoid confusions, sellers should not pass other online stores' orders to the carrier who's there to collect Amazon's orders at the scheduled pick up time
  - However, if the carrier has both tracking IDs for sellers' orders from Amazon and other online stores, sellers can pass all their relevant orders to the carrier

## FAQ 23: Are sellers allowed to self-ship Amazon Easy Ship eligible ASINS?

- **No.**
- Once sellers register with Amazon Easy Ship, sellers **must** utilize Amazon Easy Ship to fulfil the orders. There will be no option for sellers to self-ship unless the ASINs are not eligible for Amazon Easy Ship.
- Please take note that sellers **should never self-ship an Amazon Easy Ship eligible order** as Seller Central will not capture the seller's shipment confirmation.
  - This means the order will not be recognized as shipped and thus will be cancelled after 7 days, with a refund being made to the buyers i.e. **sellers will not receive all the sales proceeds for the shipped order.**
- If there are any issues with scheduling pick-ups for Amazon Easy Ship eligible ASINs, please contact Seller Support immediately

## FAQ 24: Is there a minimum number of consignments required to schedule a pickup by a carrier?

- **No.**
- There is no minimum number of consignments required in order for a pick up to be scheduled

## FAQ 25: For orders that come in on weekends, when can pickup be arranged?

- **Scenario 1 - Order comes in on Sunday**
  - Sellers set a 1-day handling time: Sellers are advised to check on Monday morning and schedule a pickup on Monday as the order needs to be shipped by Monday
  - Sellers set a 2-day handling time: Sellers can choose to set the pick up on Tuesday as well
  - **Note**: The cut off time to schedule pick ups is 2 hours before the slots
- **Scenario 2 - Order comes in on Friday night**
  - Amazon considers Saturday an operating day
  - Sellers set a 1-day handling time: Sellers need to arrange a pickup on Saturday
  - Sellers set a 2-day handling time: Sellers can arrange a pickup on Monday
  - **Note**: If sellers do not work on the weekends, it is advisable to set a 2-day handling time

## FAQ 26: Can sellers schedule a pickup from carrier even without a customer's contact?

- **Depends**
- If the customer's contact is **invalid**, carriers will try to **deliver according to the customer address provided**. However, there is a risk of the parcel being undelivered. As such, it's up to the seller on whether they would want to take such a risk.
  - 3 scenarios could happen:
    - 1) Carrier makes a delivery with the customer directly and acknowledges the recipient of parcel
    - 2) Carrier tries to make a delivery, however, the customer is absent. The carrier will take the parcel back and try 3 delivery attempts in total. If all of them fail, the order will be returned to seller
    - 3) Carrier makes a delivery in the customer's absence. The carrier will take a call to leave the parcel safely based on his/her judgement (e.g. riser, door box) and take a proof of delivery.
- If customer's contact is **blank**, sellers **should not schedule a pickup** as the carrier would not be able to deliver

## FAQ 27: Will the “deliver by” date be appropriately extended during public holidays?

- **Yes.**
- The promised delivery date will be **automatically extended** when it comes to Sundays or Public holidays
  - E.g. Your handling time is 1 day and Amazon Easy Ship transit time is 1 day: If orders are placed on Fridays, your promised delivery date will be fulfilled on Sundays
  - If a Public Holiday falls on Fridays, your promised delivery date will be extended to Mondays

## FAQ 28: During peak sales season, will there be a scenario where there are no time slots available for pick up?

- **Unlikely to happen.**
- Amazon takes active steps with its carriers to ensure that such scenarios don't occur
- In the event it happens, please **contact us through Seller Support** via Help > Contact us > Others
  - Please refer to FAQ 1 for a visual walkthrough to contact Seller Support

## FAQ 29: What should sellers do if there are late or missed pickups?

- Sellers should go to Seller Support → Choose “Others” → Indicate “AES” under contact reason and submit a query **with a tracking ID**
- Once it’s submitted, an Amazon Seller Support Associate will help to schedule a quick pickup for the order **within a day**

## FAQ 30: Can sellers liaise with the carrier directly when there are missed/late pickups?

- **No.**
- Please **contact Amazon Seller Support** immediately for assistance
- We actively prioritize missed/late pickups and reschedule delivery to pick up on the same day to ensure sellers' accounts aren't impacted by the Late Dispatch Rate

# FAQ 31: Is tracking available to check whether item is successfully delivered?

- **Yes.**
- Tracking details can be found on seller central.
  - Click on the shipped order → Locate “**Tracking ID**” on the page → Click on it to get more information
  - Sellers will only be able to view tracking information once a pickup is done

**Package 1**


Action on package 1 [Reprint Label](#) [Print packing slip](#)

<b>Ship date</b>	Mon, 10 Jan 2022
<b>Carrier</b>	AJTEX
<b>Shipping service</b>	

**Tracking ID** [JTAMZ00000021](#)

**Shipping label purchase**

<b>Pickup:</b> Mon, 10 Jan 2022, 9:00 am SGT to 12:00 pm	<b>Package type:</b> Package	<b>Easy Ship Fee :</b> SGD 3.42
	<b>Dimensions (LWH):</b> 12.7 x 10.0 x 5.2 CM	<b>Total shipping cost :</b> SGD 3.42
	<b>Package weight:</b> 0.0 KG 522.0 G	

Image	Product name	More information	Quantity	Proceeds
	Key Lock Box Wall Mounted, 4 Digit Combination Lock Box for House Key Weatherproof Safe Security Key Storage Lock Box for Outside Realtors Garage Spar ASIN: B081GNBQ3K SKU: Easyship_4	Condition: New Order item ID: 27091088945990	1	Item subtotal: SGD 1.00 Shipping total: SGD 0.50 Item total: <b>SGD 1.50</b>

## Item(s) Shipped in Package

Product Details	Quantity Ordered	Quantity in this Shipment	Shipping details
Key Lock Box Wall Mounted, 4 Digit Combination Lock Box for House Key Weatherproof Safe Security Key Storage Lock Box for Outside Realtors Garage Spar ASIN: B081GNBQ3K SKU: Easyship_4	1	1	Ship date: Mon, Jan 10, 2022 12:00 PM SGT Tracking ID: JTAMZ00000021

## Tracking information

Time	Location	Event details
Wed, Jan 12, 2022 05:08 PM SGT		Delivered
Wed, Jan 12, 2022 10:16 AM SGT		Out for delivery
Tue, Jan 11, 2022 06:09 PM SGT		Parcel arrived at a carrier facility
Tue, Jan 11, 2022 10:33 AM SGT		Item has been picked up by the carrier.
Tue, Jan 11, 2022 10:36 AM SGT		Carrier picked up the package.

[Return to order details](#)

# **Cancellation, Returns, Damaged and Lost Orders**

## FAQ 32: For rejected and undeliverable customer orders, what happens to the consignments?

- The carrier will **attempt to deliver the consignment 3 times** to the customer
- However, if all delivery attempts fail, the consignment will be returned to the seller
- Shipping fee will still be charged
- If the consignment is either lost or damaged, sellers can raise a ticket through Seller Support to ask for a refund/reimbursement
  - For more details on the reimbursement policy please visit [this link](#)

**FAQ 33:** For items damaged by Amazon or carrier partner during delivery, Amazon will reimburse 40% of the list price. Will Amazon return the damaged products as well?

- **Yes.**
- Amazon will reimburse you 40% of the list price paid by the customer for the relevant item and the damaged products will be returned to the seller as well
- Refunded Amount = 40% x (Total order amount – Commission charged by platform)
  - **Note:** The reimbursement amount for any single item will not exceed S\$2,000. For items valued at more than S\$2,000, we recommend that you consider purchasing third-party insurance.

## FAQ 34: If customers request to cancel the order due to late carrier pickup and delivery, will sellers be compensated?

- **Yes.**
- For all customer cancellation orders, regardless of reason, shipping cost will be charged. However, the item will be returned to the seller

## FAQ 35: Will sellers' performance matrix be affected because of undeliverable or late delivery?

- **Maybe.**
- Seller's late dispatch rate will only be affected if the **pickup did not happen within ship-by date**
- Undeliverable delivery will not impact seller's performance matrix unless the first-time delivery attempt time **occurs later than the delivery promise given**

## FAQ 36: When orders are undelivered due to uncontactable buyers, will there be a refund of the delivery fee and a return of the goods to the seller?

- **Yes.**
- The goods and order amount will be refunded but **a shipping fee will still be charged.**
- In the absence of a buyer's contact, it is up to the sellers' decision to either ship the item out or cancel the order
- **Note:** the order cancellation from sellers will impact their cancellation rate metric

**Thank You**