



North American Vendor Shipment Preparation and Transportation Manual

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The North American Vendor Shipment Prep and Transportation Manual provides Amazon's Vendor partners with information, best practice guidelines and requirements regarding fulfilling, preparing (i.e. picking, packing, etc.) and transporting Purchase Orders to Amazon's Fulfillment Centers (FCs). The policies and procedures described in this manual are intended to maximize operational efficiencies and maintain the highest safety and quality standards for both Amazon and our vendors. To ensure that these goals are met, please follow the guidelines at all times. Please note that failure to comply with the requirements may cause a delay in receipt of your goods, delay in payment and / or result in a chargeback

The shipping to Amazon Playbook is a wealth of information in only 30+ pages to not only avoid chargebacks, but also to increase sales, improve the flow of goods through our network and increase your product's speed to market, get paid timely and accurately and comply with the Amazon requirements that allows our competitive advantage to work to grow your company, Where else can you find a more powerful document?

Save this to your browser favorites as the latest version of this file can be found at <https://vendorcentral.amazon.com/st/vendor/members/home> Resource Center, Operations, North American Vendor Shipment Guidelines, NA Vendor Prep and Trans Manual.



Table of Contents

Summary of latest changes	3
1. Fulfillment of Purchase Order	3
2. Packing Inventory	4
2.1 Item Packaging	4
2.2 Carton Packaging.....	5
2.3 Pallet Building	6
3 Labeling Inventory.....	7
3.1 General Labeling Requirements	7
3.2 Item Labeling.....	9
3.3 Carton Labeling	11
3.4 Warning Labels on Cartons	16
3.5 Pallet Labels	17
4 Documents Required for Shipments – Bill of Lading (BOL)	17
5 Information Required for Shipment - Advanced Shipment Notification (ASN).....	18
6 Transporting your shipments	20
6.1 Amazon Paid Freight [Collect / WePay]	20
6.2 Vendor Paid Freight [Prepaid / TheyPay].....	21
6.3 Carrier Appointment Request Portal (CARP)	22
7 Loading Shipments	23
7.1 Floor-Loading	23
7.2 Clamp Truck Guidelines.....	23
8 Safety and Quality Requirements	24
8.1 Trailer/Shipment Safety and Loading Requirements	24
8.2 Quality Assurance	25
9 Returns	25
10 International Shipments.....	26
11 Glossary of Terms.....	26
12 FAQs	28
13 Appendix 1 – BPS Sample (Barcode Packing Slip)	32
14 Appendix 2 – Sample Bill of Lading	33
15 Quick Reference Shipment Checklist	34



Summary of latest changes

Version	Release Date	Section # and Comments
2016 Q2	9/01/2016	2.1.5.1 – Tweaked existing information regarding SIOC shipments 2.2.2 – Added more information to handle the Prep items 3.3.2.4 – Added GTIN14 as a standard carton barcode compliant solution Addendum 7 – Introduced vendor facing Intermodal loading guidelines
2016 Q1	5/30/2016	2.1.5.2 – Addition of SIOC product stack along with illustrative picture example 2.2.3 – Updated maximum carton weight and dimensions to avoid chargebacks 3.4 – Sample warning labels for ‘team’ / ‘mechanical’ lift and ANSI Z535 standards Addendum 1 – Addition of Garment on Hanger (GOH) policy and updated prep charges Addendum 6 – Perfect Inbound Playbook for ASN Match / Accuracy & Efficient Receive
2015 Q4	2/15/2016	2.1.5.1 – Specified Ship In Own Container (SIOC) packaging damage standards for team and mech-lift items 2.2.5 – Provided minimum carton dimensions to avoid damage or misplace 2.3.6 – Added requirement to keep TVs upright on pallets during shipments 2.3.8 – Specified no pallets may be stacked on top of TVs in double stack guidelines 3.2.7.2 – New online resource for Apparel vendors instead of the legacy video 3.3.2 – Updated GTIN-14 carton labeling section with more details 3.4.4 – Added more clarifying information to ‘Sold As Set’ warning stickers 7.1.1 – Clarified floor loading guidelines for TVs
2015 Q3	10/19/2015	2.3.13 – Securing stacked pallets with load bars shown using illustrations 3.3.2 – Revised information for compliant carton labels 7 – Updated Loading Shipments section (Clamp Truck & Floor loading guidelines revised and Slip Sheets section removed) 8.1.2 – Reiterated Trailer / Shipment Safety and Loading Requirements
2015 Q2	7/15/2015	3.3.2 – Table indicating compliant label format to EDI 856 ASN status End of manual – Revamped quick reference shipments checklist
2015 Q1	4/1/2015	5 – Revised ASN section in tabular form based on new chargeback logic 3.2.3 – New text and Master / InnerPack FC pictures with illustrations

1. Fulfillment of Purchase Order

Ensure that all terms of the Purchase Order (PO) are met, including:

- 1.1. Exactly the same items (same UPC, EAN, ASIN, ISBN etc.) are being shipped in the same quantities that were ordered and confirmed. Verify that the unit of measure (individual vs. case, for example) being shipped is consistent with the PO. In case you shipped more quantities than the ones you actually confirmed, a chargeback for Overage will be incurred. It can also lead to ASN (Advance Shipment Notification) and receive challenges, resulting in short payments.
- 1.2. Amazon does not accept substitutions or replacement products. Shipped products that were never ordered are subject to disposal, or if received, subject to a chargeback fee and may result in liquidation from inventory. This includes product that was ordered on the PO but we received a quantity in excess of expected quantity (overage). In case of disposal or liquidation, Amazon will not pay vendors.
- 1.3. POs are required to be acknowledged, i.e., accept, reject, or backorder (if allowed) within one day of the order date. It is acceptable for vendors to edit PO confirmation information up to two days after the order date or 14 days before the ASN Ship Date, whichever is later. If you follow this accordingly, you will avoid Late Acknowledgement (accepting PO after one day of order date) and Confirmation Change (modifying the availability and/or quantity of the PO) chargebacks. Please note that if you edit PO confirmation information within the deadline, new quantities confirmed should never be higher (only equal or lower) than previous quantities confirmed because Amazon could have already ordered the difference from other vendors.



- 1.4. Accepted PO items are expected to ship or arrive at Amazon within the specified ship/delivery window that is defined in the PO header. The ship/delivery window is defined by Amazon and updating your ESD (Expected Ship Date) / EDD (Expected Delivery Date) does not extend your ship/delivery window.
- 1.5. An ESD or EDD must be provided every time a backordered PO acknowledgement is submitted. Backordered PO items are expected to ship or arrive at Amazon within the ESD/EDD provided by the vendor so you avoid 'Backordered without Ship/Delivery date' chargebacks. When some or all of the backordered PO are fulfilled, do not change the original acknowledgement status.
- 1.6. If you are a collect vendor (Amazon arranges and pays for freight charges), freight must have a routing request freight ready date within the shipping window. Routing requests must be submitted at least one day before freight ready date, no later than 10 AM PST for a Static Milk Run. If you are a prepaid vendor (Vendor arranges and pays for freight charges), your carrier must request an appointment date in CARP (Carrier Appointment Request Portal – Section 6.3) that falls within the delivery window.
- 1.7. PO on-time compliance infraction will be incurred if a vendor ships/delivers outside the given window. In-stock managers are not able to override windows on an ad-hoc basis.
- 1.8. Vendors will incur 'Unfilled by cancel date' chargebacks if Amazon has not received the full confirmed quantity for each line item on a PO before the PO is auto-cancelled by Amazon systems. The timing of when a PO will auto-cancel is different for different businesses. However, vendors can view their 'Past Due' PO Items within Vendor Central by going to Orders > Purchase Orders > Update past due PO items.
- 1.9. All units must arrive free of damage or defects (see section 2 for packing instructions to help protect items in transit).
- 1.10. If for any reason you cannot fulfill the exact terms of the PO or you believe terms of the PO were created in error, please open a 'Contact Us' feature in Vendor Central or Advantage website with 'Purchase Order Management' as Support Topic.

2. Packing Inventory

2.1 Item Packaging

- 2.1.1 Do not include any unauthorized marketing or promotional materials, such as pamphlets, display materials, price tags and/or other non-Amazon stickers with any items.
- 2.1.2 If you believe any items will require special handling, notify your Retail Representative via the 'Contact Us' feature in Vendor Central or Advantage website prior to shipping items.
- 2.1.3 Amazon requires vendors to comply with all applicable Federal, State, and Local laws, rules, regulations, ordinances, and directives with respect to product packaging materials. Vendors should direct any related questions to their legal counsel. Generally, suffocation warnings should be present on all plastic bags (1 mil or less thickness) that have a 5" or greater opening. Meaning, if a bag is thicker than 1mil it will not need suffocation warning label regardless of the designed opening. Required warning language and presentation may vary on the state and local levels. Required warning language and presentation may vary on the state and local levels. At a minimum, Amazon requires that vendors include a message on plastic bags consistent with the following:
WARNING – To avoid danger of suffocation, keep this plastic bag away from babies and children. Do not use this bag in cribs, beds, carriages or play pens. This bag is not a toy.
- 2.1.4 General prep guidelines and special packaging requirements for liquids, sharp items (i.e. cutlery), breakables, perishables, textiles, hazardous materials, batteries etc. can be found in 'Addendum 1 - Amazon Product Restrictions and Special Packaging Instructions' document, downloaded with this manual whereas E-commerce ready & frustration free packaging (FFP) details can be found in 'Amazon Packaging Certification Guidelines' document from Legal section of Vendor Central Resource Center.
- 2.1.5 **Heavy and Bulky Products (H/B)**
 - 2.1.5.1 Cartons are classified as heavy and bulky products if the weight of the carton is more than 150 lbs (68kg) or any of the carton dimensions are more than 108 inches. These cartons need special handling requirements. Ex: If you have multi boxes flowing to any Non-sort or Special handling network, then all boxes need to be strapped to a pallet.
 - 2.1.5.2 Amazon can reject the items (TheyPay) or liquidate (WePay) upon receiving damaged goods or if the criteria is not met.
- 2.1.6 **Ship in Own Container (SIOC)**
 - 2.1.6.1 For items, with at least one dimension more than 25" or weight in excess of 50.0 lbs/22.7kg or greater, Ship in Own Container (SIOC) packaging is required. This means that the item is sent to Amazon in ship-ready packaging, and is ready to ship to the customers without any additional protection provided by Amazon. For items over 50 pounds, SIOC containers must not have holes, rips, water damage, or crushed corners. These damage guidelines applies to carton packaging as well.



2.1.6.2 SIOC container must have stack height; total number of same product units that can be vertically stacked without damaging bottom unit.



2.1.6.3 To verify your package is ready for SIOC you can get the item tested against the ISTA 6-Amazon.com Series 6 Test Standard or ISTA 3A in one of the ISTA labs. The entire list of labs can be found [here](#). Test results to be sent to your Retail Representative.

2.2 Carton Packaging

2.2.1 The following Sections utilize the term “carton”; however, the same information applies to all types of containers that might hold individual items, even the direct import shipments that come from overseas to North America.

2.2.2 Pack cartons with items relating to only one PO. If cartons must contain items for more than one PO, ship items for no more than 5 POs per carton and apply ‘Mixed SKU’ warning sticker. For ‘Mixed SKU’ product, do not mix product that requires PREP or special handling. Doing so reduces the speed of receipt and forces Associates to handle product in the manual environment vs. electronic receipt.

2.2.3 Cartons that contain more than one sellable unit must not weigh more than 50.0 lbs/22.7 kg. Also, cartons must not exceed 25” in length, width, or height, unless they contain sellable unit(s) that themselves measure more than 25”. Such cartons put Amazon’s FC Associates at risk of injury and FC equipment at risk of damage. You will incur chargebacks for cartons that exceed these weight/dimension thresholds unless:

(a) The carton weighs over 50.0 lbs/22.7 kg because it contains a single sellable unit that itself weighs over 50.0lbs/22.7 kg (Warning labels must be applied, refer to Section 3.4).

(b) The carton measures over 25” because it contains one or more sellable units that themselves measure over 25” (Warning labels must be applied if a carton measuring over 25” weighs more than 35.0 lbs/15.8 kg, refer to Section 3.4).

2.2.4 Cartons containing jewelry or watches must be packed to weigh no more than 40.0 lbs/18.2 kg.

2.2.5 Cartons sent to Amazon FCs must have a minimum size of 6” x 4” x 1”. This is to prevent your shipments from getting damaged or misplaced during the inbound receive process.

2.2.6 Cartons and packing materials (e.g. dunnage, void fill) must sufficiently protect items in transit. As an example of an appropriate carton spec, we use an RSC (regular slotted carton), 32 ECT (edge crush test) or 200 lb Mullen (burst strength) in B flute. Use of unacceptable packaging materials for shipping products to our fulfillment center will attract chargebacks

2.2.7 Use large-sized dunnage, such as air pillows, full sheets of paper, sheet foam or bubble wrap. Do not use loose fill of any kind, such as styrofoam peanuts or shredded paper.

2.2.8 Choose a carton size which ensures minimum empty space after items are placed inside it. Space utilization can also be maximized by packing multiple units in single carton whenever possible (without damaging the items). The picture shown is an example of what NOT to do.



2.2.9 Cartons must not be bundled using bagging, elastic, tape or extra straps. Do not use large staple pins or nylon fiber based tapes as they are safety hazards to our FC associates. Cartons must be staged using standard pallet stacking requirements. Image shown on right is an example of what NOT to do. Please refer to Section 2.3 for pallet building requirements.



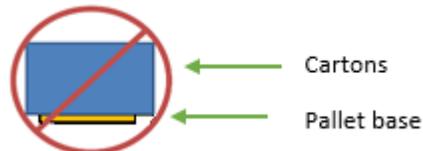
2.2.10 Poly or plastic bags cannot be used as carton.



- 2.2.11** Cartons that are intended to be sold together (i.e. a set) a total of 100.0 lbs/45.4 kg or greater must be placed on a single pallet (one sellable unit on each pallet) or be clampable. (See Sections 2.3 for pallet requirements).
- 2.2.12** A single, non-clampable sellable carton or unit (e.g. furniture) weighing 100.0 lbs/45.4 kg or greater should always be individually palletized. Do not ship items in gaylords (pallet-sized cartons).

2.3 Pallet Building

- 2.3.1** Palletize all LTL and TL shipments. Palletized loads are always preferred; however, Section 7 below presents instructions for floor loaded shipments. Loaded pallets must have solid, flat tops that can be stacked for better truck utilization with the exception of TV pallets which should never be double stacked.
 - 2.3.1.1** When palletizing cartons for shipment, build pallets with the carton labels facing outwards to allow each barcode on carton to be scanned without breaking down the pallet.
- 2.3.2** Use GMA grade B or higher, 40" x 48" / 1m x1.25m 4-way access, wood pallets. GMA grade A pallets are required for grocery items. If a single, large item has any overhang on a standard 40" x 48"/1m x1.25m pallet, use a pallet size and type that is suitable for the item with no overhang and 5" maximum underhand on any one side.
 - 2.3.2.1** Do not ever use pallets that are broken or pallets with missing slats.
 - 2.3.2.2** CHEP or PECO pallets meeting GMA grade A and B industry standards are acceptable.
 - 2.3.2.3** CHEP or PECO pallet returns or exchanges are also not supported by Amazon
 - 2.3.2.4** Pallet slats should be less than 5" apart to reduce opportunity for compression damage.
 - 2.3.2.5** Do not ship items on pallets made of weak materials, such as cardboard or particle board.
- 2.3.3** Any guidelines shown on the carton packaging must be followed, such as stack height maximums, carton orientation requirements, and handling restrictions
- 2.3.4** When shipping multiple SKUs on a pallet, physically separate the SKUs so that they are unmistakably easy to differentiate upon receipt. Affix a "Mixed SKU" warning label to the pallet (see Section 3.5).
- 2.3.5** Stack cartons on pallets so that they are stable and flush on all sides, whenever possible. Brick stacking, with heaviest items on the bottom is recommended. When building TVs pallets, ensure that the outermost TV's screens are facing inwards in order to prevent clamp machines from touching the screen side of the TV and also to avoid damage during transit. TVs must be upright on a pallet during transportation, with the TV height positioned vertically.



- 2.3.6** Do not let cartons overhang the edges of pallets.
- 2.3.7** Pallet Height Standards - Pallet height can be either 50" (Short) or 100" (Tall). Two Short pallets can be double stacked to be one Tall pallet, with the exception of TVs, where pallets should never be placed on top of TVs. No random height pallets are



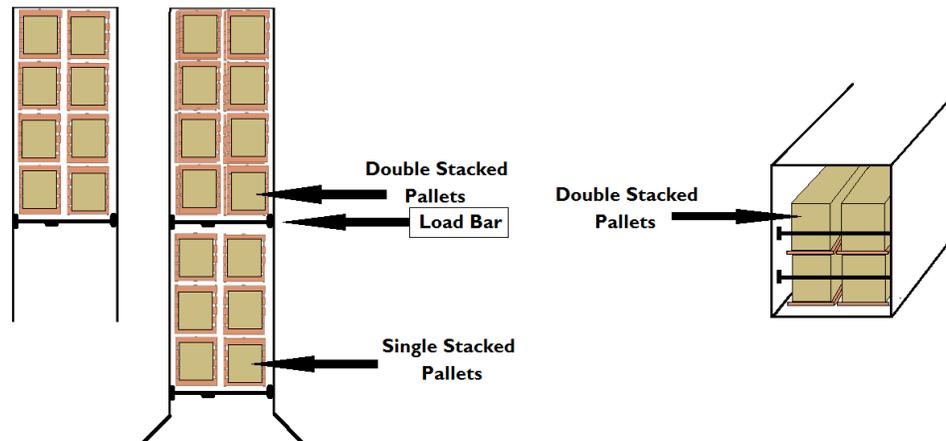
allowed. To allow for maximum truck cube, double stack pallets to maximize freight efficiency. Build pallets to a height of 50" (45" of inventory + 5" of pallet height).

- 2.3.8** Pallets must be built to come as close to the standard height without going over to allow for lift clearance and stacking opportunity. When double stacking of pallets is not possible due to product characteristics, pallets can be built to a height of 104" (99" of inventory + 5" of pallet height) leaving a minimum clearance of 6" from top of pallets to roof of container (standard trailer is 110" high).
- 2.3.9** All inventories on pallets above 72" must be approved for handling with a squeeze clamp truck and comply with the clamp truck guidelines in Section 7.2 of this guide. Inventory that can't be handled with a squeeze clamp truck may not use this pallet option.
- 2.3.10** Regardless of pallet option, pallets may not exceed 1500.0 lbs/680.4 kg in gross weight.
- 2.3.11** Securely stretch-wrap cartons to pallets or secure larger items to pallets using non-metallic bands. Ensure that stretch-wrap completely affixes product to the pallet, so as to prevent shifting during transit and creates stable platform for pallet stacking

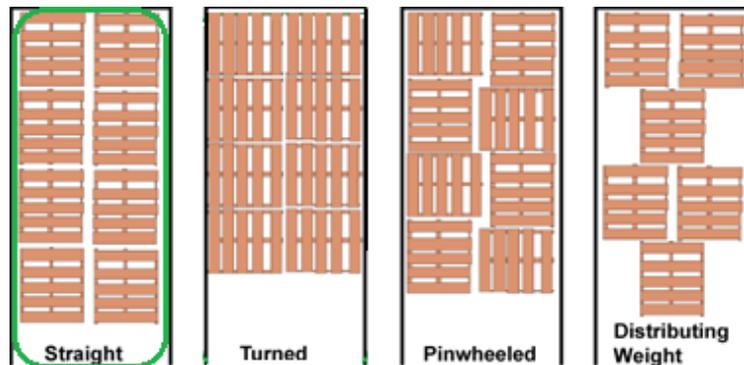


in transit. The use of clear stretch-wrap (vs. black) is preferred. Use corner boards to help protect and maintain the stability of cartons in transit. Inventory should be loaded on the pallet in a stable way so when the stretch wrap is removed inventory will not easily fall over but remain stable on the pallet.

- 2.3.12 Arrange double stacked pallets so that both pallets are accessible by a forklift from the same side. Load bars, tension straps, air pillows, and/or diamond corrugate shims must be used to secure any double stacked pallet that may shift in transit or has a large void of space to the pallet's front, rear, or sides. Load bars or tension straps must also be used to secure the final pallets placed on a trailer in order to prevent freight from falling when doors are opened. Tension straps must not be hanging free and should be secured if not used.



- 2.3.13 Pallet loading for TL shipments should use a "Straight" configuration. This is 2 rows of pallets with the 48" dimension running on the width of the trailer and the 40" dimension running along the length dimension (see example below). This provides the best overall mix of utilization and load stability. This will also allow for easy off-loading with PIT equipment, electric pallet jacks or manual pallet jacks for a diversified handling scenario.



- 2.3.14 Refer to the Prep Instructions – Building a Pallet document in Vendor Central Resource Center under Operations section for a short video demonstration on building pallets

3 Labeling Inventory

3.1 General Labeling Requirements

Printer Requirements

Use a thermal transfer or laser printer:

- 3.1.1 Each label must be readable and scannable for 24 months. This means that the label must not smudge or fade for at least two years. To ensure that your labels last a long time, use the proper print media for your printer. For example, use laser paper and laser toner with a laser printer.
- 3.1.2 Do not use inkjet printers. Inkjet printers are more susceptible to smearing and blurry images making the labels difficult to read or scan.



- 3.1.3 For supported printers and labels, check the software you're using to manage your inventory.
- 3.1.4 Amazon highly recommends periodically testing the scannability of the barcodes. Use a tethered scanner to ensure each barcode scans properly.
- 3.1.5 Most labeling errors are caused by dirty printer heads. We recommend testing, cleaning, or replacing printer heads on a regular basis.
- 3.1.6 Print a test page to ensure that your printer head is aligned properly.
- 3.1.7 Amazon reserves the right to dispose of or liquidate mislabeled units if the owner is unknown or re-label a product at the vendor's expense (when ownership is known).

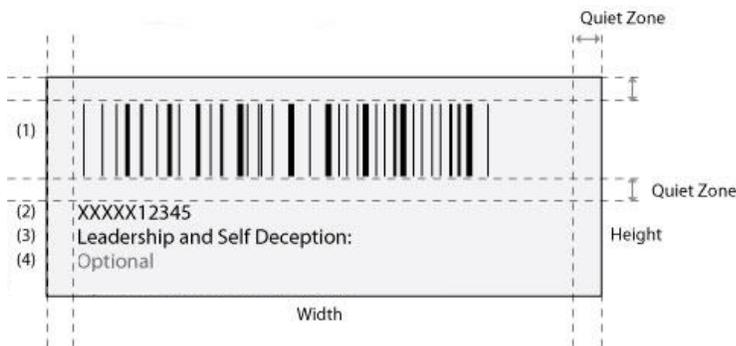
Printing Labels

- 3.1.8 When you print your labels, make sure print settings do not scale the image or make it smaller to fit within the printable area.
- 3.1.9 By default, many printers will try to scale PDF files to fit within the printable margins. This will cause the labels to be misaligned when printed.
- 3.1.10 By default, many printers will try to scale PDF files to fit within the printable margins. Some printers might refer to this as 'size to fit' or 'print to fit'. This will cause the labels to be misaligned when printed.
- 3.1.11 Depending on your printer and the software you are using, you should be able to set the scaling to 'none' or 100%.
- 3.1.12 If you are unable to locate printer settings and the labels are misaligning, we recommend contacting the printer manufacturer's technical support department or seeking support locally for additional assistance.

Printing Your Own Labels

The label that you place on each Unit must include the following information:

- 3.1.13 Barcode, with appropriate quiet zone areas.
- 3.1.14 FNSKU: An identifier used by Amazon fulfillment centers to identify individual stock keeping units of a specific retail sellable unit (ASIN). This is how Amazon identifies every Unit you send to us.
- 3.1.15 Title and description
- 3.1.16 Unit specific information: This optional field is reserved for text / numbers only. It can be used for providing apparels' size, expiry date for perishable products, etc. Do not use any additional barcodes. Any additional information you provide may affect the accuracy and speed of inventory tracking.



3.1.17 Print Specifications:

Amazon supports ten label sizes:

- 30-up labels 1" x 2-5/8" on US Letter
- 24-up labels 63.5 mm x 33.9 mm on A4
- 24-up labels 66.0 mm x 33.9 mm on A4
- 24-up labels 70.0 mm x 37.0 mm on A4
- 40-up labels 52.5 mm x 29.7 mm on A4
- 21-up labels 63.5 mm x 38.1 mm on A4
- 24-up labels 64.6 mm x 33.8 mm on A4
- 24-up labels 70.0 mm x 36.0 mm on A4
- 27-up labels 63.5 mm x 29.6 mm on A4
- 44-up labels 48.5 mm x 25.4 mm on A4

SPECIFICATION	DESCRIPTION
Label color	White
Font type	Consolas (Windows), Monaco (Mac), Andale Mono (Linux)
Font size	Unless otherwise noted, we recommend that you use the normal font weight (not bold) and that the font size be 8 point.
Label size	Use a label with a height by width dimension between 1" x 2" and 2" x 3". For example, you could use a label that is 1" x 3" or 2" x 2", as long as all the required information is included.
Label type	Removable adhesive

3.1.18 Item Barcode Specifications

SPECIFICATION	DESCRIPTION
Format	Code 39, Code 128, UPC-A, EAN-13, GS1-128 (EAN-128)



Height	Greater than 0.35"
Module Width (i.e., the width of the narrowest element)	0.010" (0.254 mm) whereas the optimal is twice 0.020" (0.508 mm)
Wide-to-narrow element ratio	3:1
Quiet zone (sides)	Greater than 0.25"
Quiet zone (top and bottom)	Greater than 0.125"

Barcode quality: ANSI Grade A or B, minimum. For reference see <https://www.bar-code.com/verifiers/LaymansGuidetoANSI.pdf>

Note: The barcode should only scan to the product. No extra characters should be present in the barcode.

Additional Information

For printing barcodes directly on units:

- 3.1.19** If you would like to print barcodes directly on Units, use the GS1-128 barcode. The GS1-128 barcode standards are available on [their site](#).
- 3.1.20** Amazon uses the GS1-128 barcode symbology to encode the ASIN in the barcode. However, we don't use any leading or trailing digits (application identifiers or checksum digits).
- 3.1.21** If you are building the barcode from scratch, you can review the standards or purchase software (there are many barcode applications available for free or at reasonable prices). [GS1 Operational Guidance for Setting Up a Verification Service](#)
- 3.1.22** ANSI-Compliant Barcode Verifiers in the marketplace (examples): [Stratix](#) and [Webscan](#)

Books Mass Market Paperback Barcode Policy

Our Item Packaging and Labeling requirements for books require that each shippable/sellable unit has an International Standard Book Number (ISBN) that is barcoded, as well as printed numerically on an easily-visible and scannable part of the **exterior** of the item. With Mass Market Paperbacks, there is often a barcode on the inside front cover and on the exterior of the book. Our Fulfillment Centers standard process is to scan the barcode on the exterior of the units. Common errors occur when the exterior barcode does not scan or will link to an incorrect unit. This slows down the process by which Amazon can receive your inventory and make it available for sale.

3.2 Item Labeling

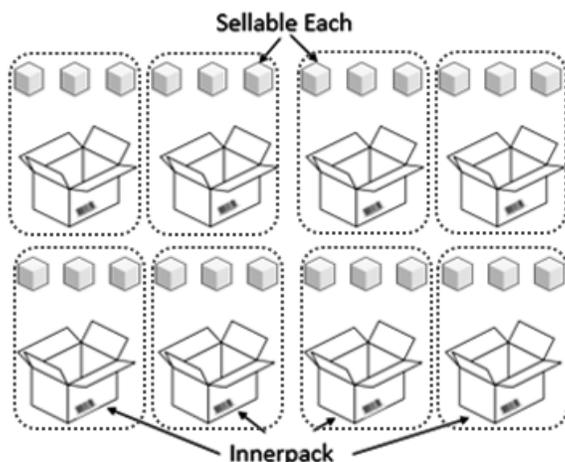
- 3.2.1** Ensure that each shippable/sellable unit has one product identification number (UPC, ISBN, EAN, ASIN etc.) that is barcoded, as well as printed numerically on an easily-visible and scannable part of the exterior of the item or its point of sale packaging (see 3.1 for barcode specifications).
- 3.2.2** DO NOT...
 - 3.2.2.1** Place faded, torn, smudged labels on your Units.
 - 3.2.2.2** Place the labels against a shiny or a very dull background that makes the label unscannable.
 - 3.2.2.3** Wrap your label around corners or curves on the Unit because this makes the label unscannable.
- 3.2.3** Only one scannable and unique barcode is permitted on a single shippable/sellable unit. If the same barcode is also present on the InnerPack and/or MasterPack, it must be covered over such that it cannot be scanned. You may apply a scannable barcode on the InnerPack ONLY if it is different from the barcode on the single units contained within. Similarly, you may apply a scannable barcode on the MasterPack ONLY if it is different from the barcodes on the InnerPacks AND single units contained within. This applies to scenarios where there are InnerPacks (left picture) as well as scenarios where there are no InnerPacks (right picture).



Master > Inner > Each



Master > Each (No Inner)



If the MasterPack or InnerPack is itself the sellable unit, it MUST have a unique scannable barcode. If the above guideline is not followed properly, there is a very high risk of your InnerPacks & MasterPacks being incorrectly received as single units, leading to shortages. This will impact the accuracy and timeliness of your payments.

- 3.2.4 Make sure those items intended to be sold together as a single SKU (i.e. sets) are packaged and uniquely barcoded as a single unit. The product identification numbers of the units within the set should not be visible when the unit is packaged together. This ensures that your merchandise can be received, stocked, and sold properly.
- 3.2.5 The expiration date is the date that determines the limit of consumption or use of a product. Its meaning is determined based on the trade item context (e.g., for food, the date will indicate the possibility of a direct health risk resulting from use of the product after the date, for pharmaceutical products, it will indicate the possibility of an indirect health risk resulting from the ineffectiveness of the product after the date). It is often referred to as "use by date" or "maximum durability date".
- 3.2.6 If you are shipping perishable items, explicitly mention the expiry dates information on every shippable/sellable unit. All units must arrive at an Amazon Fulfillment Center at least 90 days before expiration. Failure to comply will result in liquidation/destruction and chargebacks. Please refer the **Prep Instructions - Items with Expiration Dates** in the Vendor Central Resource Center under the Operations section for more information.
 - Providing Expiration Dates on the ASN are mandatory for all perishable goods
 - Expiration dates should be provided within the EDI 856 v5010 in the YYYYMMDD Format.
 - ASIN/SKU/UPC should not have multiple expiration dates within the same carton when using SSCC, AMNCC or BPS labels as carton label.
 - An ASIN/SKU/UPC should not have multiple expiration dates within the same shipment when using GTIN14 as carton label.
- 3.2.7 For cylindrical shaped units (i.e. pill bottles, beverage cans, etc.) barcodes must be placed vertically along the axis rather than horizontally around the cylinder to facilitate electronic scanning.
- 3.2.8 Cartons that have multiple individual units within the carton are required to be labeled on the outside of the carton. The preferred label would state "MIXED PACK" in a highly visible color. If appropriate for the type of item, also include style, size, color, etc. on the product label.

3.2.8.1 Watches are required to be inserted in their boxes with a product label on the outside of the box, not on the watch.



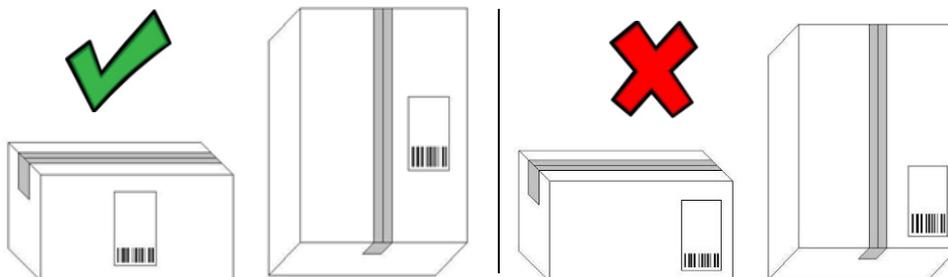
3.2.8.2 Apparel vendors should reference the Prep Instructions – Apparel & Textiles video provided in <https://s3.amazonaws.com/vendorcentral/EN/shipping/apparel/story.html>. In addition, detailed prep requirements for Softlines GLs (apparel, shoes etc.) can be found at Resource center > Operations > North American Vendor Shipment Guidelines > *Addendum_1-Amazon_Product_Restrictions_Packaging_Instructions.pdf*.

3.3 Carton Labeling

It is mandatory for vendors to provide the information about the contents of carton on a label pasted outside it. This label is required for every carton sent to Amazon and must have information in both **text** (section 3.3.1) and **barcode** (section 3.3.2) on same label.

3.3.1 General Labeling Requirements:

- 3.3.1.1** Print or affix a carton label on the exterior of each carton in an un-obscured and easily visible location, preferably on the side of the carton. **Include a label on every carton.**
- 3.3.1.2** Carton labels are recommended to be 4" x 6"/10.2cm x 15.2cm (including barcode), but can vary with different size boxes as needed. The "quiet zone" or white space preceding and following each bar code is to be at least 0.25"/0.64cm wide
- 3.3.1.3** Bar codes must always be printed in black ink. Color ink bar codes are not read by the scanners and may cause delays in receiving the product due to non-compliance.
- 3.3.1.4** All bar coded information, except PO, on the carton label is to be encoded in accordance with GS1-128 symbology specifications. (20 mils) is required, to support high-speed scanning. For PO, Code39 or Code128 can be used.
- 3.3.1.5** Include the following information on carton labels in at least 12 point font:
 - Ship From : (Your Company's Name and postal address with ZIP code)
 - Ship To : Amazon FC node (e.g. PHX6) with postal address and ZIP code.
 - PO# : (list of all PO#s both in text & barcode). No PO on cartons will attract chargebacks.
 - Carton# : (# _____ of total # _____)
 - BOL# : (include the BOL# whenever possible)
 - Carrier Name & PRO #: (include if available)
 - Lot ID : (if applicable)
 - Logistical unit identifier: Barcode format (it can be one of the four options mentioned in section 3.3.2)
- 3.3.1.6** For cartons that contain only one kind of item, also include:
 - Product ID# : (UPC / ASIN / EAN / ISBN, or another) in text and NOT as barcode
 - Quantity : (number of units contained)
- 3.3.1.7** For cartons or pallets that contain more than one kind of item, include Mixed SKUs instead of product ID#.
- 3.3.1.8** For items certified to Ship in Own Container (SIOC), where the inbound carton is itself shipped out to the customer without additional over boxing, a scannable barcode identifying the product (UPC, EAN, GTIN, or ASIN) must be clearly printed in the empty space on the carton shipping label, close to the PO barcode. Alternately, this scannable product ID# can be applied as a separate label close to the carton shipping label.
- 3.3.1.9** No pricing information or the name of another retailer should appear anywhere on the label.
- 3.3.1.10** If the products shipped contain perishable items then explicitly mention the expiry date information in the master carton label. All units must arrive at an Amazon Fulfillment Center at least 90 days before expiration. Refer to Prep Instructions - Items with Expiration Dates in Vendor Central Resource Center under Operations section for more information.
- 3.3.1.11** Do NOT place carton labels over a seam or towards the corners of the carton. To preserve the machine readability of carton labels, center them away from corners, edges or tape that may cover or distort the label. See diagrams below for recommended and NOT recommended ways of placing top and side shipping labels:





- 3.3.1.12** If shipping Small Parcel, each individual carton should have its own shipping label and PRO (tracking number). The earlier picture from Section 2.2.9 of four cartons bundled together is an example of what NOT to do. Instead, each box should be its own small parcel shipment with its own shipping label.
- 3.3.1.13** A complete list of Amazon North American FC names, addresses and EDI SAN codes can be found in the Amazon North America Fulfillment Center Address List document, located in the in the Vendor Central or Advantage website Resource Center <http://vendorcentral.amazon.com> (or <http://vendorcentral.amazon.ca> for Canadian vendors or <https://advantage.amazon.com> for Advantage vendors).

3.3.2 Compliant carton labeling requirements

Vendors are required to provide identifiers on every carton shipped to Amazon. These identifiers carry carton content data in a barcode format and **MUST** be provided in **any one of the four** formats (in ZONE F as shown in sample next page):

- a) SSCC (Serial Shipping Container Code) for License Plate Receive
- b) BPS (Barcode Packing Slips)
- c) AMZNCC (Amazon Container Code) labels
- d) GTIN14 Labels

These formats are guided by the EDI status of ASN along with size of the vendor’s shipments. Below is a table for quick reference. So an EDI 856 live vendor must NOT use AMZNCC solution within Vendor Central. They must send SSCC labels. Failure to comply with any of these four carton labeling solutions will lead to ‘No Carton Content Label’ chargeback of \$5 per carton for US vendors. More details on this infraction can be found within Vendor Central > Help > Vendor Operational Performance (chargebacks) > Chargeback - problem with receive process > No carton content label

Label format	EDI 856 ASN status	Size of the shipment
SSCC	EDI live (5010 version) only	Any Carton count
AMZNCC	Non-EDI (Vendor Central) only	Carton count < 250
BPS	Both EDI and non-EDI	2D data string < 1600 characters
GTIN	EDI if perishable. Can be sent via Vendor central if non perishable	Any Carton count



In the label above Zone C and D are strongly recommended (good to have) while Zone A, B, E and F are mandatory (must have).

3.3.2.1 SSCC (Serial Shipping Container Code) for LP Receive

License Plate (LP) receive is an industry-wide inbound process requiring Advance Shipment Notice (ASN) (refer section 5 for more details) with unique Serial Shipping Container Code (SSCC) for every individual carton. This unique identifier **SSCC must be mentioned in ASN and provided in both text and barcode form on all cartons labels**. By scanning this SSCC code, shipments can be linked to the product information available in ASN and all items under shipment can be received into the building without having to scan each item. For sending SSCCs on cartons and ASN, **vendor has to be EDI856 enabled** and must provide ASN with accurate carton level information (PO, ASIN, quantity of the items in the carton, expiry date (if applicable)). Please ensure:

- 3.3.2.1.1** Each carton label must have a unique Serial Shipping Container Code (SSCC) number purchased from GS1. Refer to <http://www.gs1us.org/> for further information on GS1-128 standards and implementation.
- 3.3.2.1.2** Provide SSCC numbers at carton level hierarchy in EDI856 under MAN*GM section.
- 3.3.2.1.3** Each SSCC label must contain the following: The words 'SSCC', the numeric SSCC (in case the barcode doesn't scan) and a scannable SSCC-18 barcode preceded by the two leading 00s as the application identifier (AI). Sample carton label for LP is shown in previous page.
- 3.3.2.1.4** Once assigned to a shipping container, an SSCC number must not be reused to identify another shipping container for a minimum of 12 months from the time it is shipped to Amazon.



3.3.2.1.5 The SSCC label must be placed away from the side, top edges of carton, and placed towards the center as shown in Section 3.3.1.11. The label must not be placed over a carton seam, or in a place where it might become obstructed by tape or another label, rendering it not scannable.

3.3.2.2 BPS (Barcode Packing Slips)

This is applicable for both EDI 856 ASN and Vendor Central (Non-EDI) enabled vendors. You can communicate the carton content information using a 2D barcode shipping label. Amazon accepts three types of 2D barcode shipping label symbology (PDF417, data matrix, and QR code). The barcode must meet the minimum standard below:

a) **PDF417**

Module Width Minimum: 0.020" (0.508 mm)

Row Height Minimum: 3 Modules

Error Correction Minimum: Level 6

b) **Data matrix**

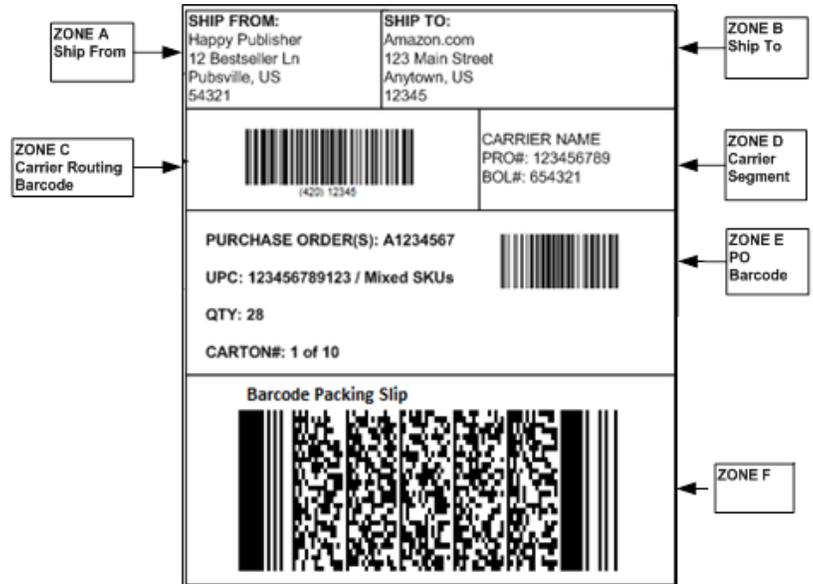
Supported versions: 14x14, 16x16, 18x18, 20x20 or 22x22

Module Width and Height Minimum: 0.040" (1.016 mm)

c) **QR Code**

Module Width and Height Minimum: 0.040" (1.016 mm)

Error Correction Minimum: High Level



In the label above Zone C and D are strongly recommended (good to have) while Zone A, B, E and F are mandatory (must have).

The above 'minimum barcode set' can be printed at 600 dpi from this [PDF](#).

Data captured in these barcodes must follow this hierarchy of variables:

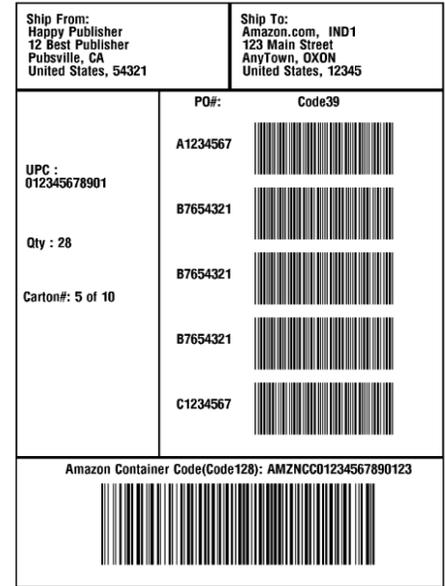
- Starting 4 characters of every string should be AMZN
- Purchase Order Number (Code: PO)
- Item identifier (Code: ASIN/UPC/EAN/ISBN)
- Quantities (Code: QTY)
- Expiry date of items, applicable for perishable items only (Code: EXP)
- LOT ID , applicable for perishable items only (Code: LOT)

Every segment of BPS hierarchy should be separated with Commas. Colons are to be used between code and its values. Sample Labels and their desired output can be found in [APPENDIX 1](#). Sample PDF417 label for BPS can be found on previous page.



3.3.2.3 AMZNCC (Amazon Container Code) labels

This is applicable to non-EDI 856 ASN live vendors who use Vendor Central to submit Advance Shipment Notifications. These vendors will be required to provide the detailed item level information within Vendor Central Shipments workflow for every carton. This information will be linked to a unique number generated by Amazon (AMZNCC) for every carton and this label will be available for download in 1D barcode format. Vendors must put this Amazon Container Code label on corresponding carton and complete ASN within Vendor Central. AMZNCC will work exactly same way as SSCC for Amazon at our FCs. Sample AMZNCC label can be found on right and step by step instructions to print AMZNCC labels are [here](#).



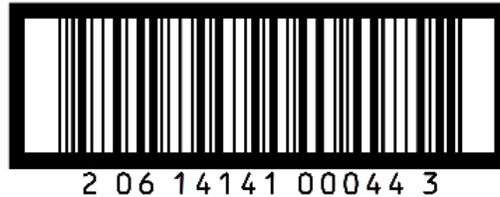
3.3.2.4 GTIN 14 labeling solution

Amazon is utilizing the **GS1 standard GTIN-14** as one more form of carton compliant labeling. More information on the Global Trade Item Number from GS1 website can be found [here](#). Note that we don't accept GTIN-8 or GTIN-12 at the moment. GTIN-14 barcodes can be encoded in GS-128 or ITF14/Interleaved 2 of 5 format. GTIN14 barcodes in GS-128 format needs to have an application identifier (01) prefixed to 14 digit code.

GS1-128 Barcode Encoding a GTIN-14



ITF-14 barcode symbol



However apart from good physical GS1 GTIN-14 coverage, we need ASNs matching to carrier appointments (refer Section 5.1 for information on ASN Match) for this solution to work. Vendors must also trade the 5010 version of the EDI 856 which contains both the pallet and carton level hierarchy.

This is applicable to vendors who already have GTIN14 labels present on the cartons or are willing to provide GS-1 compliant GTIN14 labels on the master case. To help Amazon Auto Receive the cartons shipped it is mandatory for the vendor to comply on following two points

- **ASN:** For vendors shipping perishable goods, need to submit ASN only via EDI856 in 5010 version with expiration dates. For vendors with non-perishable items, vendors can submit the ASN using Vendor Central/ EDI.
- **GTIN14 library:** Vendor needs to download the GTIN14 template from [here](#) and submit the filled library to gtinlibrary@amazon.com and contact the same email alias for further information. Please submit only **.com** ASIN's **do not** include **Pantry** or **Fresh ASIN's**.

GTIN14 library received is validated by Amazon and uploaded. Our team will reach out to you acknowledging receipt of library and upload. GTIN14 barcodes on the cartons need to be in compliance to following specifications.

	A	B	C	D	E	F	S	AP
1	No.	Vendor Name	Vendor Code	ASIN	GTIN14	QUANTITY IN A CARTON	length	Good
2	1	Vendor123	ABC123	B000051BVP	791083007863		4	12 not GTIN14
3	2	Vendor123	ABC123	B00007L64I	00791083304870		3	14 good

Note: For best results, use a Module Width that is twice the minimum and print barcodes using a laser printer at 600 dpi.

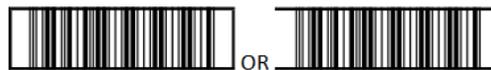
1D: Interleaved 2 of 5, ITF-14

- Module Width
 - Minimum: 0.010" (0.254 mm)
 - Optimal: 0.020" (0.508 mm)

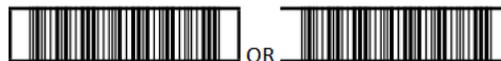


- Bar Height
 - Minimum: 0.35" (8.89 mm)
 - Optimal: 0.70" (17.78 mm)
- Bearer Bars (if present)
 - Rectangle or Top/Bottom
 - Left/Right Quiet Zone of 13 Modules, minimum

ITL 2 of 5 (0.35" bar height x 10 mil module width)



ITF-14 (0.35" bar height x 10 mil module width)



GS1-128 (0.35" bar height x 10 mil module width)



1D: GS1-128 (EAN-128) (With Application Identifier "01")

- Module Width (i.e., the width of the narrowest element)
 - Minimum: 0.010" (0.254 mm)
 - Optimal: 0.020" (0.508 mm)
- Bar Height
 - Minimum: 0.35" (8.89 mm)
 - Optimal: 0.70" (17.78 mm)

3.4 Warning Labels on Cartons

Warning labels affixed to cartons (in addition to carton labels) help to ensure accuracy and safety at our FCs. Warning labels must be impossible to miss. They should be large, brightly colored and positioned in multiple, prominent locations on all applicable cartons. **Information about recommended warning labels and compliance with the ANSI Z535 standard can be found [here](#).** Please ensure warning labels are NOT covering carton or pallet labels. Affix the following warning labels, as appropriate, to each carton in your shipment:

3.4.1 "Team Lift" –Affix this warning label to every carton that:

(a) Weighs between 50.0 lbs/22.7 kg and 100.0 lbs/45.4 kg. Note that this is allowed only if the carton contains a single sellable unit OR

(b) Measures more than 25" on any side, and weights more than 35.0 lbs/15.8 kg. Note that this is allowed only if the carton contains one or more sellable units themselves measuring over 25".

Sample of "Team Lift" warning label:



Sample of "Mechanical Lift" warning label:



3.4.2 "Mechanical Lift" –Affix this warning label to every carton that weighs 100.0 lbs/45.4 kg or greater. Note that this is allowed only if the carton contains a single sellable unit.

3.4.3 "Mixed SKUs" –Affix this warning label to every carton/pallet that contains more than one type of sellable unit (i.e. more than one SKU).

3.4.4 "Sold as Set / Quantity 1" – Affix this warning label to every sellable unit that contains multiple items intended to be sold together as a single SKU. For example: (1) special course materials or books for students (2) water bottle and bottle brush combination. Additionally, items that are part of a set must be securely packaged together within the shipping carton in order to prevent them from being separated. If your ASIN is a Pack of N (for example, a pack of 3 bottles of the same shampoo), you must provide a unique scannable item identifier (UPC, EAN, GTIN, or ASIN) for the set, which must be different from the scannable identifier on each individual bottle. Relying solely on a "Sold as Set" sticker is likely to cause errors, delay receipt of your shipment, and subject you to chargebacks.

3.4.5 "Multi-box Item: Part X of X" – Affix this warning label to any single item being shipped in more than one carton. Contact your Retail Representative via email prior to shipping multi-box items.

3.4.6 "ORM-D" -- Affix this warning label to every carton that contains product that has been classified as hazardous.

3.4.7 "Weights" – Affix this warning label to every carton that contains exercise/fitness weights such as dumbbells, etc.

Special packaging instructions can be found in the Amazon Product Restrictions and Special Packaging Instructions, located in the Resource Center of Vendor Central or Advantage website.



3.5 Pallet Labels

- 3.5.1 Every pallet must have a pallet label with the following information:
Pallet # _____ of _____ total - Bill of Lading number (BOL#) - SKU# (if pallet contains single SKU)
or “Mixed SKU” label - PRO, waybill, or other carrier tracking number - PO number(s)
- 3.5.2 Pallet labels must be placed squarely (not on an angle) on two sides of the pallet on the fork lift entry sides. If the pallet is wrapped in plastic, the pallet labels must be placed on the outside of the plastic wrap.
- 3.5.3 Vendors should provide pallet level SSCCs in case of single ASIN pallets. Pallet SSCCs must be clearly distinguishable from carton level SSCCs or other labels on the carton.
- 3.5.4 A pallet SSCC must be accompanied by an EDI 856 (ASN) that conforms to the 5010 specifications. The SOPTI structure must be used, with the pallet SSCC at the Tare level. For more details, refer the EDI Specification for 856 Advanced Shipment Notification 5010 Version available in Vendor Central Resource Center.
- 3.5.5 Pallet SSCCs are NOT a substitute for the carton shipping labels mentioned in Section 3.3.2

SHIP FROM: Happy Publisher 12 Bestseller Ln Pubsville, US 54321	SHIP TO: Amazon.com 123 Main Street Anytown, US 12345
Carrier: ABF Bill of Lading: 4007775 PRO: 012567201 ARN: 473486701	PO(s):  A1234567
Pallet 1 of 5 Cartons on pallet: 15	SINGLE ASIN SKU: 123456789123
Pallet SSCC:  (00)012345678101112131	

Pallet Label for single ASIN pallets

4 Documents Required for Shipments – Bill of Lading (BOL)

4.1 The following information is required on all BOL's. **Information must be printed, NOT handwritten:** BOL's missing the required information will need to be corrected and reprinted at time of pickup:

- Vendor Name
- Street Address
- City, State and Zip Code
- DC Contact Name and Phone
- Amazon FC Name
- Street Address
- City, State and Zip Code
- Carrier Name and SCAC
- **Amazon Reference Number(s) (Collect/ Wepay shipments only)**
- Carrier's reference number (PRO #)
- **Specify freight terms: COLLECT, PREPAID, 3rd PARTY (check box on BOL form)**
- ALL Amazon Purchase Orders and invoice numbers (if you have invoice number at the time of shipping) contained in the shipment
- Handling unit quantity (pallet, carton, each) information. All 3 units of measure are required (not just pallet).
- Trailer and seal number
 - All seals must be ISO 17712 compliant and meet the following criteria:
 - Strong and durable against weather, chemical action, and undetectable tampering.
 - Must be easy to apply and seal.



- Permanently and uniquely marked / numbered, and marked with an easily identifiable manufacturer’s logo.
 - All truckload shipments, high-value shipments (>\$250,000 USD) and shipments traveling more than 250 miles from origin to destination must receive a high-security bolt seal, with seal number notated on BOL.
 - “Shipper Load and Count” or “SLC” printed on BOL when trailer is loaded and sealed without driver being given the opportunity to count or inspect freight
- 4.2** When shipping multiple orders from the same pick up location to the same FC on the same day, consolidate into a single shipment and prepare one BOL document. For example, you can combine multiple Amazon Reference Numbers (ARNs) to a single BOL if more than one ARN is going from same pickup location to the same FC on the same day.
- 4.3** Include the BOL number on the carton and pallet label(s), allowing for quick freight verification upon delivery.
- 4.4** Do not combine Amazon shipments with shipments for other sellers that fulfill through Amazon FCs. If shipping orders for a party that fulfills through Amazon FCs, create a separate BOL.
- 4.5** Original BOL information must be made available to the carrier in order for carrier to arrange a delivery appointment at the FC.
- 4.6** All shipments whose BOL’s do not meet the above requirements will be refused upon delivery.
- 4.7** BOLs can also be printed within *Vendor Central > Orders > Shipments > Last 10 or 90 days history > Actions* button for shipments which were submitted via Vendor Central only
- 4.8** Vendors are responsible for ensuring that pallet and carton count quantities listed on the BOL are correct. Shortages discovered upon delivery may result in the filing of a freight claim.
- 4.9** A paper BOL must always include the BOL Number and Carrier Reference Number (PRO Number). A paper BOL must also reference ALL Purchase Orders, invoice numbers (if you have invoice number at the time of shipping) and Amazon Reference Numbers (Collect/WePay shipments only) that are included in a shipment so we may tie back to the invoice if there are any problems.
- 4.10** In turn, the EDI Advance Shipment Notification (ASN) must always reference ARN (Amazon Reference Number) for Collect shipments, PRO number and BOL number for all shipments. Additionally, an ASN must provide details for all POs included on a shipment. Vendors are expected to provide a valid PRO number for the carrier (SCAC) they are shipping under. A list of common SCACs and their PRO number format is available in Vendor Central Resource Center under the Operations section.

A sample Bill of Lading has been provided in [APPENDIX 2](#).

5 Information Required for Shipment - Advanced Shipment Notification (ASN)

- 5.1** ASN is a virtual notification message to communicate information about a shipment prior to delivery. Amazon matches ASNs from Vendors to Shipment Delivery Notifications (SDNs) from Carriers based on ARN / PRO / BOL to support the shipment during the receiving process. (i.e. ASN Match). Vendors are required to submit ASNs for all shipments, regardless of size or freight payment terms.
- 5.2** ASNs must be sent within 30 minutes of departure from the vendor warehouse/distribution center or at least 6 hours prior to the carrier appointment time at the Amazon destination warehouse, whichever is sooner. If the Amazon destination FC is in close proximity to vendor’s shipping location, we recommend sending ASNs before the departure of the trailer from the shipping location. Vendor must ensure all of the required ASN information is received by Amazon in advance to avoid chargebacks, i.e., you must get a Shipment Identifier (PRO) from the Transportation Carrier in advance. If a shipment is received without an on-time or accurate ASN, it will be subject to chargebacks. For further information on ASN chargebacks, please refer to ‘Chargeback - problem with ASN’ Help link within ‘Vendor Operational Performance (Chargebacks)’ Help section within Vendor Central.

5.3 ASNs should accurately reflect the following parameters:

Parameter	Requirements	Descriptions & Comments
ARN (Amazon Reference Number)	Mandatory for WePay / Collect TL/LTL shipments	ARN is generated at the time of routing request. Invalid or missing ARN in ASN can potentially lead to chargebacks. For more information, refer to file ‘ <i>Addendum 2 - Amazon Shipping Process (Collect Freight only)</i> ’ available with this manual



PRO (Progressive Rotating Order) / Carrier Reference Number	Mandatory for all shipments	The PRO number is a unique identifier issued by the Transportation Carrier picking up freight to be used to track a shipment from pickup to delivery. This PRO number must be used by the Transportation Carrier delivering the shipment to Amazon (this number CANNOT be changed in-transit). In case of multi box Small Parcel Shipments, a valid PRO number (a.k.a Tracking ID) for each carton must be provided in the ASN. Invalid or missing PRO can lead to chargebacks. PRO number must match the PRO-SCAC Logic document available at Vendor Central > Resource Center > Operations to bypass Amazon's validation notifications.
BOL (Bill of Lading) Number	Optional for Vendor Central ASN and mandatory for EDI ASN	BOL is generated by the Vendor and is given to the carrier. This number must be unique for each shipment.
SCAC (Standard Carrier Alpha Code)	Mandatory for all shipments	SCAC is a unique two to four letter code used to identify transportation companies in North America and are assigned by The National Motor Freight Traffic Association, Inc., (NMFTA). For information on SCACs that are commonly used by Carriers that deliver to Amazon, please refer to the PRO-SCAC Logic document available at Vendor Central > Resource Center > Operations
Purchase Order(s)	Mandatory for all shipments	Order ID which is transmitted by Amazon in Vendor Central or EDI 850
Line Items: UPC/ISBN/ASIN	Mandatory for all shipments	Line items pertain to the one or multiple unique items that are on a purchase order issued by Amazon. For EDI vendors, please ensure that the correct item identifier is being used to identify the item on the EDI 856. For example, UA for UPC, IB for ISBN and BP for ASIN. For further information, please refer to the EDI technical specifications document available at vendor central > resource center > operations.
Shipping quantities	Mandatory for all shipments	This includes number of units, cartons and pallets. Vendors should ensure that the quantities mentioned in the ASN are as per those confirmed in the PO. Overstated quantities can lead to chargebacks.
Expiration Date & Lot Number	Expiry date (mandatory) Lot number (optional)	All Perishable goods must carry Expiration date and Lot number
Weight & Volume of Shipment	Mandatory for all shipments	Total weight and total volume of shipment or carton wise
SSCC (Serial Shipping Container Code) only for EDI	Carton SSCC labels are mandatory for all cartons and Pallet SSCC is mandatory for all single-ASIN pallet shipments	For more information on SSCC or carton labels, please refer to section 3.3.2.1 of this manual

5.4 EDI enabled vendors must only send the EDI 856 ASN and should not use Vendor Central for manual ASN submission, unless they are experiencing temporary EDI system outages.

5.5 Advantage Vendors should use the Advantage website to submit their ASNs.

5.6 ASNs cannot be deleted /canceled but they can be edited for 7 days from submission date or till the corresponding shipment arrives at our FCs (whichever is sooner). ASN can be edited via both EDI 856 and Vendor Central ASN Edit feature. Please search for 'Editing an Advance Shipment Notification' Help pages within Vendor Central.



- 5.7 Vendors can request a block (set) of PRO numbers from each of Amazon's Contracted LTL Carriers. Refer to 'Addendum 4 - Amazon Contracted LTL Carrier PRO Distribution Guide' downloaded with this manual.
- 5.8 Starting 1st July 2014, Amazon is using X12 5010 version for EDI856 ASNs. For the detailed EDI 856 ASN specifications, refer 'Addendum 3 - NA EDI ASN Business Requirements' downloaded with this manual.
- 5.9 Due to the extreme importance of the timeliness and accuracy of an ASN, we ask all vendors to utilize the self-service testing portal in Vendor Central to test ASN changes that will be made to your EDI or internal warehouse/ordering systems to support continued company growth. Simply click on EDI and Self-Service Set-Up. The self-service testing allows EDI 856 ASN test scenarios to be verified and completed prior to install to avoid failures in the transmission or accuracy of 856 ASN data or the assessment of chargebacks for non-compliance. In addition, please utilize the Contact Us Case option (choosing EDI as the support topic) to provide raw data for Amazon EDI review when changes must be made in production to correct a current non-compliant issue.
- 5.10 It is important that vendors send accurate information in ASN. The key requirements and information can be found in 'Addendum 5 - ASN Training' downloaded with this manual.

6 Transporting your shipments

6.1 Amazon Paid Freight [Collect / WePay]

Small Parcel:

- 6.1.1 ROUTING REQUESTS: Routing Requests are REQUIRED for Small Parcel shipments. Amazon will use the information in the routing request to determine the exact method of shipment, as well as the most suitable carrier. Submit your carrier request shortly after confirming the order and as soon as you have an accurate estimate of your shipping details like carton count, weight etc. Amazon will then email the tender details to both vendor and the assigned carrier by 5 AM PST on the freight ready date.
 - 6.1.1.1 **Under no circumstances shall a vendor with Collect freight terms select their own Small Parcel carrier. Failure to route in Vendor Central and ship with the assigned carrier will result in a chargeback and may delay delivery of your shipment.**
- 6.1.2 CARRIER: Assigned by Amazon in the routing email confirmation sent to vendors once each day. UPS or FedEx SERVICE (US only): Standard UPS Ground or FedEx Ground Service (US only). DO NOT CHOOSE AIRFREIGHT. If you have questions regarding this, please inquire using the "Contact Us" feature in Vendor Central or Advantage website.)
- 6.1.3 INSURED/DECLARED VALUE: Do NOT provide this to the carrier. (If you have questions regarding this, please inquire using the 'Contact Us' feature in Vendor Central or Advantage website.)
- 6.1.4 ACCOUNT #: The carrier specific account numbers are available in the **Small Parcel Account Numbers & FAQ - Amazon Paid Shipments** document within Vendor Central or Advantage website Resource Center or <http://vendorcentral.amazon.ca> for Canadian vendors for third party billing.
- 6.1.5 ADVANCE SHIPMENT NOTIFICATION (ASN): All shipments require an ASN to be submitted via EDI 856 transmission or through Vendor Central / Advantage website.
- 6.1.6 SHIPMENTS COMING INTO NORTH AMERICA: Please refer to the **Import Requirements** document in the Vendor Central Resource Center for international account numbers and additional requirements. UPS is the only approved carrier for international shipments.
- 6.1.7 REFERENCE NUMBERS: All of the following information must be provided on the Bill of Lading document – Amazon Purchase Orders, Vendor Invoice Number (if you have invoice number at the time of shipping), Carrier PRO, and Amazon Reference Number (ARN).

Less-Than Truck Load (LTL) and Full Truck Load (TL):

- 6.1.8 CARRIER: Assigned by Amazon in the routing email confirmation sent to vendors by 5 AM PST (2 PM PST for milkruns) on Freight Ready Date.
- 6.1.9 SERVICE: Standard Ground.
- 6.1.10 TERMS: Collect or Freight Collect.
- 6.1.11 ACCOUNT #: Not Required.
- 6.1.12 ROUTING REQUESTS: Routing Requests are REQUIRED for LTL and TL shipments. Amazon will use the information in routing request to determine the exact method of shipment, as well as the most cost effective carrier. To enable that decision making process, please ensure that you enter accurate pallet, carton, weight and cube information for your shipment. Non-palletized shipments must be properly entered in the routing request submission form with pallet count as zero. Submit your carrier



request shortly after confirming the order and as soon as you have a reasonably accurate estimate of your shipping details like carton count, weight etc. Amazon will then email the tender details to both vendor and the assigned carrier by 5 AM PST on the freight ready date.

- 6.1.12.1** Under no circumstances shall a vendor with Collect freight terms select their own LTL/TL/SP carrier. Failure to route in Vendor Central and ship with the assigned carrier will result in a chargeback and may delay delivery of your shipment.
- 6.1.12.2** After your routing request has been processed and assigned to a carrier, the carrier will contact you to schedule a pickup appointment. TL carriers will schedule a pick up appointment once they receive an Amazon FC appointment confirmation. LTL carriers will provide a two 2 hour window for pick up on the date the tender notification is sent. WePay LTL carriers cannot accommodate 24 hour notice for pickup appointments, a vendor that requires the same may cause pickup delay.
- 6.1.12.3** Vendor must be ready to ship the freight by 8 AM local time on freight ready date, unless vendor freight ships on a predefined milk run lane.
- 6.1.12.4** A vendor cannot submit a routing request with same day freight ready date, unless the vendor ships on a pre-defined milkrun lane.
- 6.1.13** REFERENCE NUMBERS: All of the following information must be provided on the Bill of Lading document – Amazon Purchase Orders, Vendor Invoice Number (if you have invoice number at the time of shipping), Carrier PRO, and Amazon Reference Number (ARN) for Collect/WePay vendors only. BOL's missing the required information will need to be corrected and reprinted at time of pickup:
- 6.1.14** Before surrendering freight to any Amazon Carrier, verify that they are the assigned Carrier and have proof of a valid ARN.
- 6.1.15** Routing Requests and ASNs (for non EDI live vendors) can be submitted using the Shipments tool under ORDERS tab in Vendor Central. Additional information related to ASNs, Routing Requests and the manner in which pickups will be scheduled can be found in the FAQ Section of this manual and also in Vendor Central HELP section under Shipment Management category.
- 6.1.16** More information on ARN can be found in 'Addendum 2 - Amazon Shipping Process - Collect Freight' downloaded with this manual.

Expedited Shipping:

- 6.1.17** Shipments are to be expedited at the discretion of your Retail Representative.
- 6.1.18** If you have not been instructed to expedite a shipment and you believe your shipment should be expedited, please submit a Routing Request with the earliest possible Freight Ready Date and notify your Retail Representative via email.
- 6.1.19** In some cases, the decision to expedite a shipment will occur after routing has been submitted and/or the shipment has been tendered to a carrier. When this occurs, work with your Retail Representative, Amazon's Network Operations Center (NOC) team, and the assigned carrier, which may revise, to schedule a revised pickup time based on your availability.

6.2 Vendor Paid Freight [Prepaid / TheyPay]

- 6.2.1** Though we acknowledge the discretion of our vendors to ship prepaid shipments via their own carrier, Amazon strongly recommends that you utilize our preferred carriers. Amazon's preferred carriers are better prepared to handle shipments into our locations, as they are fully aware of the particular freight management requirements that are necessary to best serve our account and accomplish deliveries in the most expeditious and economical manner possible. Please refer the **Amazon NA Preferred Carrier Contact Details** document in the Vendor Central Resource Center under the Operations section for our partnered carrier's contact details.
- 6.2.2** **All shipments, including Small Parcel shipments, require an ASN (Advanced Shipment Notification).** ASNs can be submitted via Vendor Central or Advantage website (in the Shipments tool under the ORDERS tab) or EDI 856 (see EDI Specifications Document in the Resource Center of Vendor Central).
- 6.2.3** Carrier Expectations
 - 6.2.3.1** Carriers that are selected by the vendor to deliver "Vendor Paid" shipments to Amazon FCs must comply with this manual. **It is the responsibility of the vendor to ensure that the requirements outlined in this manual are followed by the carrier.** Vendors should note that the failure of a carrier to comply with these requirements may cause the delivery to be refused.
 - 6.2.3.2** Vehicle Condition: The following standards of vehicle condition are required when delivering goods to Amazon FCs:



- 6.2.3.2.1 The vehicle floor must be able to withstand a pallet jack, fully laden.
- 6.2.3.2.2 The vehicle floor must be well maintained, safe, and free from any obstructions and damage, such as holes.
- 6.2.3.2.3 The use of trailers with uneven or corrugated floors, (such as in refrigerated trailers) is highly discouraged. In the event that product must be shipped in a climate controlled trailer, product must be palletized.
- 6.2.3.2.4 The vehicle must be water tight, clean and free of strong odors, especially when delivering food and healthcare products.
- 6.2.3.2.5 Securing straps **must not** be allowed to hang freely. Straps, unless actually securing a load(s), **must** be firmly fixed to the vehicle so that they present no danger to staff and ensure accessibility to the goods being unloaded. As stated in section 2.3.13, Load bars, tension straps, air pillows, and/or diamond corrugate shims must be used to secure any double stacked pallet that may shift in transit or has a large void of space to the pallet's front, rear, or sides. Load bars or tension straps must also be used to secure the final pallets placed on a trailer in order to prevent freight from falling when doors are opened.
- 6.2.3.2.6 If side loading, trailer must be able to support weight and height of 13'6" powered industrial truck to offload freight.

6.2.4 Timeliness of Deliveries

- 6.2.4.1 The Amazon FCs schedule appointments and labor resources to ensure a vehicle's waiting time is kept to a minimum. In order to achieve this, suppliers must ensure that the agreed appointment time is met. Suppliers are also reminded to carefully check the warehouse address before the delivery is made.
- 6.2.4.2 Late deliveries are subject to refusal and/or chargebacks. Where a carrier/supplier recognizes that a delivery may be late, they must contact the respective FC Transportation Scheduler and submit a case stating the expected time of arrival and the reason for the delay. The FC and Amazon's TOC Scheduler will make every effort to accommodate late arrivals, provided this does not adversely affect other suppliers' delivery times. Failure to comply will result in chargeback.
- 6.2.4.3 An appointment will be given a 30 minute grace period past the scheduled delivery time before it is considered late. Appointments that miss the 30 minute grace period will be required to request a new appointment through Amazon TOC's Scheduler and Case Management.

6.2.5 Carrier is required to provide the following information upon making delivery. Failure to provide this information will lead to freight refusal or delay in receiving:

- 6.2.5.1 Amazon Delivery Appointment Number (ISA #)
- 6.2.5.2 Bill of Lading documentation (see Section 4 for BOL requirements)
- 6.2.5.3 Carriers that sub contract to another carrier must also provide that sub contracted carrier with the above 2 along with PRO # or carrier tracking number given to vendors.

6.2.6 Amazon reserves the right to suspend or deny scheduling of delivery appointments to any carrier or driver, with sufficient notice, on grounds of repeated or excessive late delivery or disruptive behavior or violation of any yard policy (including, but not limited to speeding and / or littering).

6.3 Carrier Appointment Request Portal (CARP)

6.3.1 All carriers are required to utilize CARP (<http://transportation.amazon.com/>) to request a delivery appointment at Amazon's FCs. Please note that this requirement applies to less-than-truckload (LTL) and truckload (TL) shipments and does not apply to small parcel shipments. For more information on small parcel, please refer to the **Small Parcel Account Numbers & FAQ** document in the Resource Center of Vendor Central.

6.3.2 What should vendors do?

- 6.3.2.1 Vendors must inform their carriers of this portal. Carriers need to visit the Transportation Central Portal at <https://transportation.amazon.com/login.do> and request an account. Vendors must provide complete order information to carrier to ensure accurate and complete information upload into CARP.
- 6.3.2.2 Vendors must ensure carriers have a valid SCAC code before the carrier submits a CARP account request.
- 6.3.2.3 Vendors must not request a CARP account on behalf of their carrier as that request will be denied.
- 6.3.2.4 Vendors must ensure carriers provide accurate pallet count, carton count and unit count information in CARP.

6.3.3 Carriers must utilize the 'HELP' link located on the Login page for assistance.



- 6.3.4** Additional Appointment Information for Vendor Paid Freight:
 - 6.3.4.1** All carriers delivering Vendor Paid freight are required to schedule delivery appointment 24 hours or more in advance of the desired appointment date. The carrier must specify a desired appointment date and time on the request form.
 - 6.3.4.2** Prepaid Vendors are responsible for ensuring their carriers deliver within the delivery window.
 - 6.3.4.3** No shipments will be accepted at the FC without a scheduled appointment. If the scheduled appointment is missed by 30 minutes or more, the freight will be refused and a chargeback fee may be assessed. A new appointment request will be required to grant a new appointment for delivery.
 - 6.3.4.4** Vendors must provide the carrier with a complete list of Purchase Order #s, PRO # and BOL information, and instruct the carrier that Amazon will require this information when scheduling a dock appointment.
 - 6.3.4.5** Upon arriving at FC, the carrier must provide a physical BOL document that meets Amazon’s requirements. All shipments whose BOL documents do not meet the requirements will be refused upon delivery. Please refer Section 4 for BOL requirements.
- 6.3.5** If your carrier is having appointment related issues: Ask your carrier to contact the respective FC Scheduler and/or submit a case through Amazon TOC Case Management. For respective FC Scheduler details or any technical assistance, carrier can refer their CARP help section. If your carrier doesn’t find a solution to their issue, please create a ‘Contact Us’ case via vendor central.

7 Loading Shipments

Amazon is providing the following loading shipment guidelines as a summary description of general best practices for ensuring that shipments are loaded in a manner that will prevent shifting and also improve loading, transportation and unloading. The requirements of an exceptional situation may require alternative measures. Under all circumstances, loading must be completed by or in consultation with the carrier, and any conflicting carrier instruction will supersede these guidelines. Please note additional guidelines for loading of intermodal containers in **Addendum 7**.

7.1 Floor-Loading

- 7.1.1** Palletize all shipments as much as possible to ensure earlier delivery appointments. Trailers loaded without the use of pallets are referred to as being ‘Floor Loaded’. Floor-loaded shipments requiring extensive handling may be refused for safety reasons (i.e. boxes greater than 50.0 lbs or TVs of any size). By definition, Amazon considers floor loading to be loose, stacked cartons, which are under 50.0 lbs in weight that will be unloaded by hand. Any additional charges assessed would vary based on the extra labor required which can vary significantly from shipment to shipment.
- 7.1.2** Stack cartons into columns in an alternating pattern to provide stability (T-Stacked). Cartons must not be bundled together with any kind of straps, zip ties, tape, etc.
- 7.1.3** Only floor-load freight into containers that are at least 96”/ 2.5m tall.
- 7.1.4** When loading the trailer, maintain stability between cartons stacks and container walls. Cartons must never be forced into a trailer into spaces that are smaller than the box size to prevent difficulty during the unload process.
- 7.1.5** All shipments must be properly secured using load bars/straps. It is the shipper’s and the carrier’s responsibility to ensure that shipments are loaded into a trailer in a manner that prevents the load from shifting during transit.



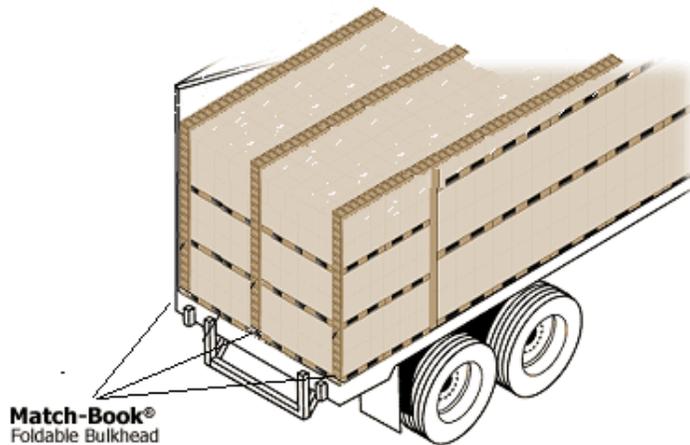
Example of floor loaded product correctly staged in a container

7.2 Clamp Truck Guidelines

- 7.2.1** Any Floor Loaded trailer must be categorized as being ‘clampable’ or ‘non-clampable’. If freight is described as clampable, it must be able to be completely unloaded from a trailer using a Clamp attachment to a powered industrial equipment for lift. If freight is described as non-clampable, it can only be unloaded from a trailer by hand. ‘clampable’ or ‘non-clampable’ freight must meet the following:
 - 7.2.1.1** Item Weight: Items weighing in excess of 49 lbs must be clampable.
 - 7.2.1.2** Item Dimension: Items with any side that exceeds 17” (the average shoulder width of a human) must be clampable.

During the CARP process, this information must be communicated to Amazon’s Network Transportation Center Inbound Freight Scheduler

- 7.2.2 When loading the trailer, maintain at least 6"/ 16 cm between freight and container ceiling, as well as 6" at the back of the trailer to allow space for the dock plate to be engaged. Air pillows, diamond corrugate shims, or dunnage must be used for stability and to maintain the separation in transit.



- 7.2.3 Cartons that are considered clampable must be a minimum of 24" in width and no longer than 72" to be able to accommodate min and max clamp truck restrictions. Clampable cartons must not be forced into a trailer during the load process.
- 7.2.4 The product must also be oriented in such a manner that it can be clamped without having to rearrange the load. For example, if mattresses are oriented in such a fashion that the larger flat surface is facing the rear end of the truck, a clamp truck can't move them without rearranging such that the larger flat surface faces the side walls of the trailer.
- 7.2.5 Arrange each tier to be uniform and aligned relative to the other tiers on the footprint so that all four sides of the freight stack can be safely 'squeezed' by a clamp. Tier heights may vary
- 7.2.6 Use spacers between stacks to prevent them from shifting during transit. All shipments must be properly secured using load bars/straps. It is the shipper's and the carrier's responsibility to ensure that shipments are loaded into a trailer in a balanced manner that prevents the load from shifting during transit or unloading.



8 Safety and Quality Requirements

8.1 Trailer/Shipment Safety and Loading Requirements

- 8.1.1 Due to safety concerns, the use of trailers with uneven or corrugated floors such as those in refrigerated trailers are discouraged but are acceptable for use. In the event that product must be shipped in a climate controlled trailer, product is preferred to be palletized. Non-palletized (floor loaded) product that arrives to Amazon FCs on a trailer with uneven or corrugated floors will be refused.



- 8.1.2 A trailer, shipment or portion of a shipment is subject to refusal at the FC if FC associates are unable to safely unload product from the trailer or to verify the contents of a shipment. Common reasons for freight refusals include, but are not limited to:
 - 8.1.2.1 Pallets shifting in transits.
 - 8.1.2.2 Pallets/product stacked in a manner that prevents the FC from safely unloading the product.
 - 8.1.2.3 Over-sized floor loaded product that exceeds 100 lbs (mech lift) and cannot be unloaded by a clamp.
- 8.1.3 If there are multiple pallets for the same PO, all pallets of the same PO must be loaded together throughout the trailer, provided all overweight axle guidelines are met.
- 8.1.4 Under all circumstances, shipments must be loaded in a manner that is balanced and that prevents the load from shifting.



8.2 Quality Assurance

In an effort to help our vendors meet operational expectations, Amazon collects and reviews vendor operational performance data on a continual basis. We use this data to identify and address noncompliance in vendor operations. Depending on the severity of noncompliance, Amazon may initiate communication with vendors in a number of ways to help bring awareness and a resolution to the situation. Vendors may receive a one-time contact regarding an isolated incident or may have ongoing communication with an Amazon representative in order to rectify consistent problems. Amazon will often share data in order to educate vendors on operational issues. Whenever necessary, Amazon may return merchandise at vendors' expense and/or assess charges to vendors to offset expenses incurred as a result of vendor non-compliance with operational standards. More information on vendor chargebacks is available in the **Infraction Management** section of HELP inside Vendor Central. To help ensure continuous levels of quality, it is necessary to communicate to your Retail Representative well in advance of any circumstances that may compromise or interrupt service, such as system changes or facility closures.

9 Returns

- 9.1 Returns of items that were received and met the requirements of fulfilling a purchase order (see Section 1) will be subject to the terms agreed upon by the vendor and Amazon Retail Representative.
- 9.2 All deliveries to Amazon that do not meet the requirements of fulfilling a purchase order (e.g. overages, damaged product, wrong delivery location) may be rejected or returned to the vendor at the FC or Retail Representative's discretion, and at the vendor's expense (e.g. charge-back or damage allowance). These returns are not subject to the agreed upon terms of returns, as they are considered to be caused by vendor non-compliance.
- 9.3 Vendors must attempt to find resolution prior to refusing any returned items by opening a 'Contact Us' case in Vendor Central. If the vendor believes they were incorrectly billed for a return (Shortage, Rejection, Pricing, etc.) they can submit a dispute using the same 'Contact Us' case feature present at the top of all pages on Vendor Central. When submitting your dispute using a 'Contact Us' case, please use the **Accounting** a Support Topic and one of the following Specific Issues:
 - 9.3.1 **Vendor Returns (VRET) - Request Proof of Delivery (POD)/Back up detail/Inquiry**

This specific issue must be selected when you require more details about your return that you were unable to find using the Vendor Returns detail search located under the PAYMENTS tab of Vendor Central.
 - 9.3.2 **Vendor Returns (VRET) – Dispute**

This selection must only be used if you wish to request repayment or a reduction in your balance owed for a Return that was billed to you. When submitting a dispute, please ensure you include a completed copy of the **Returns Discrepancy Form** located under the Operations section of the Resource Center. If your dispute is for rejected product, and is found valid by Amazon, you may be requested to send the rejected product back to Amazon. Please do not send rejected returns to Amazon's billing address. If you have been asked to send the rejected returns to Amazon, and you do not have the address of the proper Amazon warehouse, please request it within your dispute 'Contact Us' case.
- 9.4 The **Amazon Returns Shipment ID**, located on the returns packing slip, must be included with the vendor's credit memo. Please note that you do not need to submit a credit memo to Amazon for returns unless your account is not setup to deduct from payment. In most cases a credit memo must not be sent. If you are uncertain of your account setup, please ask your Retail Representative.
- 9.5 Please ensure that you keep your **Vendor Return Address** information in Vendor Central or Advantage website ('Return Addresses' Section under 'Account Settings' heading) up to date.



9.6 Return Merchandise Authorization (RMA)

- 9.6.1 RMA enables the vendor to query and authorize their own returns in Vendor Central or Advantage website. For the removals, requiring authorization, an auto email is sent to the vendor (through Vendor Central or Advantage website) notifying them they need to take some action on the removal.
- 9.6.2 Vendors can review and authorize the removals by going to the Returns Section of the ORDERS tab in Vendor Central or Advantage website. Vendors can authorize the entire return or approve the individual items.
- 9.6.3 The vendor must take action on the returns within 2 weeks. In the case if those remain untouched for 1 week, an escalation email is sent to the vendor and the respective Retail Representative. In the case if those returns remain untouched for 2 weeks, then system may automatically consider those as authorized, confirm them and send to vendor.
- 9.6.4 When unit needs to be returned across border (US to CA or CA to US), we need broker name, email, and phone number as a mandatory information to process vendor returns.

9.7 Avoid Disputes

In order to avoid disputes, we recommend that you review the following definitions of key terms used in our agreements. Please contact your Vendor Manager in case you need more information about the return rights that you have agreed upon with Amazon.

- 9.7.1 Damaged: A product that Amazon determines is no longer sellable to a customer as new based on the product or its packaging
- 9.7.2 Customer Damaged: A product that has been returned by a customer and is not in new condition because, for example, the product packaging is damaged or the product shows signs of use, wear or damage (including where the customer has broken the seal, opened the box, and/or used or tested the product)
- 9.7.3 Carrier Damaged: A product that is either: (a) damaged during transit or delivery to an Amazon customer; or (b) damaged during return transit or delivery to an Amazon fulfillment center following a customer return
- 9.7.4 Vendor Damaged: A product that is damaged before the point of delivery to Amazon (including damage due to handling by the vendor or the vendor's carrier)
- 9.7.5 Defective: A product that Amazon has determined is defective; this includes but is not limited to items that are missing parts, manuals, instructions, or warranty information
- 9.7.6 Warehouse Damaged: A product that is damaged after the point of delivery to Amazon but before leaving Amazon's fulfillment center for delivery to an Amazon customer (including damage due to handling in Amazon's fulfillment center)
- 9.7.7 Undamaged / Undamaged Overstock: Products that are not damaged or defective but for which Amazon does not have customer demand (i.e., overstocks)
- 9.7.8 Expired: Products that are past their expiration date, or will expire in 90 days or less

10 International Shipments

Amazon has arranged with few vendors to provide products directly from overseas, which require the engagement of international freight forwarding, international transportation, US customs brokerage, and other services not otherwise required for domestic shipments. This includes vendors whose physical address may be in the United States but has arranged a transaction with Amazon.com under INCOTERMS FOB or FCA (Foreign port of lading). **Section 2 & 3** of this manual regarding packing & labeling inventory are applicable to import shipments as well. Please see the **Direct import vendor workflow**, located in the Help of Vendor Central, for further information regarding International shipments. For direct imports via small parcel and LTL/TL between US, CA and MX, commercial invoices must be provided for all shipments. Commercial invoices can be generated via Vendor Central during both the ASN and Routing Request submission process. To learn more, please search Vendor Central help for "**commercial invoice**." If you are unable to create a commercial invoice in Vendor Central, please ensure that a commercial invoice is completed according to the requirements found in the Trade Compliance section of the Import Vendor Workflow. Documentation of requirements specific to importing and exporting across the US/Canadian/Mexican border can be obtained by contacting the North American Import Manager at imports@amazon.com.

11 Glossary of Terms

ASN (Advanced Shipment Notification): An electronic notification of pending deliveries; a virtual packing list that needs to be sent before the arrival of physical shipment at fulfillment centers for proper labor resource planning.



ARN (Amazon Reference Number): The ARN is a reference number that Amazon generates when a shipment has been routed and a Carrier has been assigned to make a pick-up. This number is ONLY generated for Collect (WePay) shipments that Amazon assigns to Truckload, Less than Truck Load and Small Parcel carriers.

ASIN (Amazon Standard Item Number): A unique identifier for all products in the retail catalogue

BOL (Bill of Lading): A document issued by an entity providing transportation services that serves three purposes: 1) serves as receipt for the goods delivered to the carrier for shipment, 2) defines the contract of carriage of the goods from the point of origin to the point of destination according to the responsibilities of the service provider listed on the bill of lading, 3) under certain conditions, provides evidence of title for the goods.

BOL (Bill of Lading) Number: A unique number assigned by the shipper when creating the Bill of Lading.

CARP (Carrier Appointment Request Portal): Web based portal that carriers utilize to request a delivery appointment at Amazon's FCs.

CHEP Pallet: Commonwealth Handling Equipment Pool Pallet provided by CHEP Pallet Pooling service.

Collect: The consignee (Amazon) pays the freight charges.

Consolidation: Occurs when multiple shipments are combined into one truck.

Cube: The amount of space / volume a shipment occupies on a trailer

EAN (European Article Number): A 13-digit product identifier representing products as a barcode used internationally.

EDI (Electronic Data Interchange): A method of transmitting data in formatted messages electronically between Amazon, vendors, carriers, and drop shippers using the EDI standards X12 (for US and JP) or EDIFACT (for EU).

FBA (Fulfilled By Amazon): is a service purchased by third party sellers worldwide to have Amazon store and then pack, ship, and provide customer service for their products.

FC (Fulfillment Center): Amazon facilities, designed to hold goods for extended periods of time and ship product directly to our customers.

GMA Pallet: Pallet specifications provided by Grocery Manufacturers Association (GMA) Pallet Recycling Corporation.

Hazmat (Hazardous Materials): Products which are classified as dangerous goods under the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) because they contain flammable, pressurized, corrosive, environmentally hazardous or otherwise harmful substances.

ISBN (International Standard Book Number): Global industry-standard identifier, used principally for books and used some DVDs, CDs, etc.

ISTA (International Safe Transit Association): Leading industry developer of testing protocols and design standards that define how packages should perform in the global distribution environment. LINK: <https://www.ista.org/>

LTL (Less than Truckload): A shipment that does not fill a full truckload (generally, < 50% of a truck) is picked up by an LTL carrier and consolidated with other Vendor's shipments before being delivered to Amazon's FC.

LP (License Plate) Receive: Receive process where items are received by scanning a barcode (SSCC / AMZNCC) on the outside of the package, thus eliminating the need to scan each item.



ORM-D: Marking for consumer commodities in the United States that identifies other regulated materials for domestic transport only. Packages bearing this mark contain hazardous material in a limited quantity that presents a limited hazard during transportation, due to its form, quantity, and packaging.

Packing List: A vendor prepared document that lists all items and quantities of those items in a particular shipment.

Pallet: Movable platform used to stack cases or boxes to facilitate handling.

PECO Pallet: Pallet from the PECO pallet rental service.

Prepaid: The consignor (Vendor) pays the freight charges.

PRO Number: A unique number assigned by a motor freight carrier to identify a specific shipment.

PO (Purchase Order): The actual contract that we have with the vendors that represents Amazon's product orders from those vendors.

Retail Representative: Person from Amazon side who purchases goods/manages inventory and/or manages the Amazon/Vendor relationship.

RMA (Return Merchandise Authorization): A process that enables the vendor to query and authorize their own returns in the Vendor Central or Advantage website.

Routing Request: A vendor-facing, web based application that facilitates the routing of inventory from a Vendor's distribution center to an Amazon FC. Required for all collect shipments irrespective of weight

SCAC (Standard Carrier Alpha Code): A unique, four-letter alpha code used to identify a carrier.

SSCC (Serial Shipping Container Code): An 18-digit number with 2 zero prefix used to identify logistics units; used in LP Receive.

AMZNCC (Amazon Container Code): A 14 digit number prefixed with AMZNCC text that gets generated within Vendor Central and used in LP receive.

BPS (Barcode Packing Slip): The 2D barcode shipping label indicating the contents of the carton without any dependency on ASN.

SKU (Stock Keeping Unit): A merchant specific identifier for a purchasable good.

UPC (Universal Product Code): A standard type of barcode widely used in North America for tracking trade items.

Vendor: The party from whom Amazon purchases goods.

12 FAQs

12.1 Shipment Preparation

12.1.1 What if my product has some special packaging or shipping requirements?

Do not mix items that require PREP or have special handling instructions with product that does not. Doing so reduces the speed of receipt and forces Associates to handle product in the manual environment vs. electronic receipt. Please refer *Addendum 2 - Product Restrictions and Special Packing* Instructions or contact your Retail Representative for guidance.

12.2 Vendor Central or Advantage website

12.2.1 How do I obtain access to Vendor Central or Advantage website?



Contact your company's Vendor Central or Advantage website account administrator or your Retail Representative. The website address can be found at <http://vendorcentral.amazon.com> (<http://vendorcentral.amazon.ca> for Canadian vendors, <https://advantage.amazon.com> for Advantage vendors).

12.2.2 How do I add additional users to Vendor Central or Advantage website?

See your company's Vendor Central or Advantage website account administrator or contact your Retail Representative for assistance. The account administrator must send an invitation to the new user for login creation.

12.2.3 Why are user associations and member permissions to Vendor Central or Advantage important?

Keeping your member permissions up to date will ensure that you/your company are always able to access and manage your business through the Vendor Central/Advantage websites. Also, managing your contacts list will make sure all Amazon Communications like monthly newsletters reach the appropriate owners in your company.

12.2.4 What is an Amazon Reference Number (ARN)?

The ARN is a reference number that Amazon generates when a shipment has been routed and a Carrier has been assigned to make a pick-up. This number is ONLY generated for Collect (WePay) shipments that Amazon assigns to Truckload, Less than Truck Load and Small Parcel Carriers.

12.2.5 How do I get access to Routing Requests on the internet?

Once you have logged into Vendor Central; if you do not see 'Shipments' under ORDERS as an option – reach out to one of your Vendor Central Administrator for assistance. These individuals have the ability to provide you with this access. If however these individuals are not available, please contact your Amazon Buying Representative.

12.2.6 What do I do if I have forgotten my Vendor Central or Advantage website password?

If you have forgotten your password, please use the 'forgot your password' link on the Vendor Central or Advantage website login screen.

12.3 Routing Requests

12.3.1 What is the difference between an ASN and a Routing Request?

An ASN is used to notify Amazon of a shipment that is in transit to the Amazon warehouse. The ASN is at the line item PO/ASIN level. A Routing Request is a notification to Amazon that a freight shipment of vendor products is ready to be picked up from the vendor's location and delivered to the Amazon warehouse.

12.3.2 Who must use Routing Requests?

All Vendors who ship freight to Amazon, where Amazon is paying for the freight (Collect) must use the Vendor Central Routing Request function.

12.3.3 When can I start using the Amazon Vendor Central website for my Routing Request submissions?

Once you have been given a sign-on into your company's Vendor Central account, you must begin utilizing this system immediately. Instructions are located within the "Help" link within your Vendor Central account.

12.3.4 Is the Vendor Central Routing Request function a requirement?

Yes. Routing Request is a must for all collect POs as that is the process we use to tender shipments to carriers. Once your request has been submitted, Vendor Central then sends out this data in an automated format to the designated carrier, as well as the assigned Amazon FC.

12.3.5 When must a Routing Request be submitted?

No sooner than 7 days in advance of the Freight Ready Date (FRD) but as soon the freight requirements and FRD have been determined. Do NOT wait until after the PO is ready for ship as ship window (Collect) has to be met strictly.

12.3.6 Where can I obtain Vendor Central Routing instructions?

You can access the instructions in Vendor Central, listed under the HELP > Shipment Management Section link.

12.3.7 How many PO's must I put on my Routing Request?

Please consolidate and add as many PO's that are going to the same location as possible to one Routing Request.

12.3.8 I'm trying to submit a Routing Request and am asked to provide BOL #, but I don't have one. What do I do?

If you are unable to provide the BOL # at the time of routing, you can use an alternate reference number such as an internal order or invoice number (if you have invoice number at the time of shipping). The reference number must be a unique number that your firm would use to reference this shipment. You must later enter the actual BOL # in your ASN and provide the same to the carrier.

12.3.9 When will I receive a response to my Routing Request?

If you are selecting FRD as Wednesday, routing request needs to be submitted before 11:59 PM PST on Tuesday. Our system will start processing the routing requests at 12 AM PST on Wednesday and routing confirmations will be communicated by 5



AM PST on Wednesday. If the loads are not assigned, it means that we are looking for consolidation of loads and this might take 2 business days.

Who must I notify if I have feedback or concerns about Routing Requests or routing responses?

Please submit this information to us via “Contact-Us” (link located at the top of every Vendor Central page) and select ‘Shipments’ as the Support topic and ‘Routing Requests – ...’ as the Specific issue.

12.3.10 I am not receiving email confirmations for submitted Routing Requests/I want the routing response emails to go to someone else in my company, how do I change this?

You can update the contacts and email addresses for your company in the Warehouse Address link of Vendor Central or Advantage website.

12.3.11 Who do I call to have my shipment picked up?

Unless instructed otherwise by Amazon Transportation, the assigned carrier will contact you to arrange for pickup of the shipment. Your Routing Request response will contain the carrier’s contact information in case you need to make special arrangements or follow up on your request.

12.3.12 When will I be contacted by the carrier to pick up my shipment?

For LTL shipments, the carrier will contact you within one business day from the receipt of your request.

For Truckload shipments, the carrier will first secure the delivery appointment with the destination FC. Once the delivery appointment is finalized, the carrier will contact you to schedule the pick-up appointment.

12.3.13 Who must I contact regarding ‘Amazon Paid Shipment’ Carrier related pick-up and delivery issues?

Please use “Contact Us” to report this information to use. Select “Routing Requests” or Shipment Management as the issue and “Freight Not Picked Up” as the sub-issue.

12.3.14 How do I make changes to my Routing Request after it has been submitted / processed?

Routing Requests can be edited or deleted after submission until they are tendered but they cannot be modified after they have been processed or tendered to a carrier. If you have any questions regarding editing your routing request, please submit a “Contact Us” case within Vendor Central. Select “Shipments” as the Support topic and “Routing Requests - Edit Routing Request details” as the Specific issue.

12.3.15 How can I add a PO to my already submitted / processed Routing Request?

You cannot add new POs to an already submitted/processed Routing Request. If you have additional POs to ship, please submit a separate Routing Request.

12.3.16 Additional information about the Routing Request submission process, including other commonly asked questions, can be found in the Help Section of Vendor Central.

12.4 License Plate Receive

12.4.1 What is License Plate (LP)?

License Plate is a type of receive that utilizes electronic information provided by the vendor (via an EDI 856 ASN transmission), in conjunction with industry-standard GS1-128 SSCC labeling on each carton. The items are received by scanning a SSCC or AMZNCC barcode on the outside of a carton, eliminating the need to scan each item. LP receive is an industry practice and widely adopted by many retailers.

12.4.2 What is an ASN?

The ASN represents Advanced Shipment Notification from vendor to Amazon that communicates the shipment contents and carrier tracking information to Amazon. This notification is sent in advance of the arrival of the shipment at the destination warehouse. The ASN needs to be received by Amazon before the appointment time.

12.4.3 What is EDI?

EDI or Electronic Data Interchange is a method of transmitting data in formatted messages electronically between Amazon, vendors, carriers, and drop shippers using the EDI standards X12 (for US and JP) or EDIFACT (for EU). We strongly advise you to implement EDI system and process.

12.4.4 What is an SSCC?

SSCC stands for Serial Shipping Container Code, which is an 18-digit number used to identify logistics unit used in LP Receive. The number is always accompanied by 2 leading zeros which is the application identifier for this code. The total digits making up the SSCC is 20. The SSCC has to be a unique number and cannot be reused for a period of 1 year.

12.4.5 How do I obtain SSCC information

You can follow the information below to learn more about SSCC information and how to implement:

<http://www.gs1us.org/resources/standards/sscc>



Phone: +1.937.435.3870

E-mail: info@gs1us.org

12.4.6 I am a non-EDI vendor, will I be able to do LP?

Yes but first, we strongly advise you to make plan to implement EDI system and process in future. Until then as you are not an EDI 856 live vendor, send ASN through Vendor Central and use AMZNCC solution as explained in section 3.3.2 to do LP receive.

12.4.7 I am an EDI vendor, but I cannot send SSCC. Will I be able to do LP?

No, we strongly recommend you to send SSCC as that is the best way to LP receive EDI 856 live vendor's shipments. You can also use Barcode Packing Slip (BPS) but using AMZNCC solution within Vendor Central explained in section 3.3.2 is strictly prohibited as that is for non-EDI vendors.

12.4.8 Can multiple ASINs or multiple POs be sent in one carton?

Yes mixed ASINs and mixed POs (maximum 5 POs) are allowed in the same box, and they must all tie to the unique SSCC assigned for the box (as well as the same SSCC code in ASN).

12.4.9 Can items requiring prep or special handling be received as LP?

Currently ASINs that require prep, cubiscan, photo sidelining, or mixed hazmat items are identified as exceptions and cannot be received via the LP process path. Vendors are strongly advised to NOT mix LP exception ASINs with other ASINs that have no exception situations. Doing so reduces the speed of receipt and forces Associates to handle product in the manual environment

12.4.10 Can errors in the ASN be corrected?

Yes, errors in the EDI ASN like missing information, wrong SSCC etc. can be corrected by resending the ASN with the same BSN02 segment. This will be considered an ASN edit and the information will be updated in the ASN. Errors in ASN submitted from Vendor Central by non-EDI vendors can also be edited for 7 days or until shipment arrival (whichever is sooner).

12.4.11 Is there chargeback for LP violations?

Yes, currently there is a \$5 per carton direct chargeback for LP violation, i.e., carton label must conform to one of the defined compliant forms to avoid this penalty.

12.4.12 How will I know my LP performance?

Currently LP defect rate is not published in Vendor Central. We are working on providing visibility to LP receive and your shipment accuracy between physical and virtual confirmation. On the other hand, you may be contacted by Amazon with specific examples when LP defects occur. In such cases we will need your support for root cause investigation and corrective actions.

12.4.13 Who can be contacted to know more about the program?

Your vendor managers can provide information and answer your general questions about the LP program. You can also send email to lp-vendor-interest@amazon.com to get support from the LP team.

12.5 Miscellaneous

12.5.1 Where can I download the latest copy of the Vendor Prep & Transportation Manual?

This manual can be found in the Resource Center of Vendor Central under Operations section

12.5.2 How do I report website issues or errors?

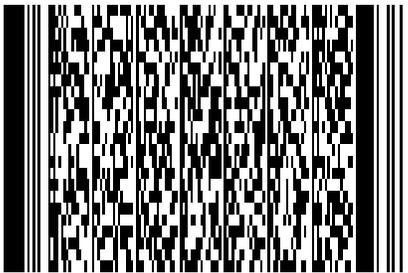
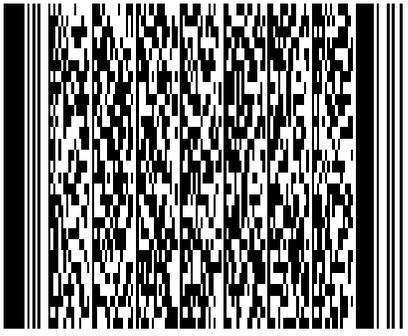
Please submit this information via a "Contact Us" case available at top of every vendor central page. Please select the correct Support Topic and Specific Issue to reach the concerned team directly.

12.5.3 What do I do if an FC has rejected a trailer due to safety concern or other loading violation?

The respective FC that has rejected your trailer due to safety or load compliance will initiate a case with Amazon TOC. The carrier must contact their dispatch and respond to case's expectations.



13 Appendix 1 – BPS Sample (Barcode Packing Slip)

Example	Barcode Sample
<p style="text-align: center;">1 PO with 1 item</p> <p>PO# = 3T435V4Y UPC = 847603044631 or ASIN = B00H1BPQ1Y Quantity = 24 Expiration Date = 28 Feb 2014 Lot Number = AMC78D018-124B</p> <p><u>This is how scanned barcode must read (Barcode Sample 1):</u> AMZN,PO:3T435V4Y,UPC:847603044631,QTY:24,EXP:140228,LOT:AMC78D018-124B</p> <p>Alternatively, you can also use ASIN as the item identifier. Refer barcode sample 2.</p> <p>AMZN,PO:3T435V4Y,ASIN:B00H1BPQ1Y,QTY:24,EXP:140228,LOT:AMC78D018-124B</p>	<p style="text-align: center;">Barcode Sample</p> <p style="text-align: center;">1 </p> <p style="text-align: center;">2 </p>
<p style="text-align: center;">1 PO with multiple items</p> <p style="text-align: center;">The item identifier must be either UPC or ASIN</p> <p>PO# = 3T435V4A ASIN = B00H1BPQ1Y UPC = 847603044555 UPC = 847603044888 Quantity = 10 Quantity = 15 Quantity = 20 Expiration Date = 01 Mar 2014 Expiration Date = 01 Apr 2014 Lot Number = AMC7D18-12B Lot Number = AMC7E19-13C</p> <p><u>This is how scanned barcode must read:</u> AMZN,PO:3T435V4A,ASIN:B00H1BPQ1Y,QTY:10,EXP:140301,LOT:AMC7D18-12B,UPC:847603044555,QTY:15,EXP:140401,LOT:AMC7E19-13C,UPC:847603044888,QTY:20</p>	<p style="text-align: center;"></p>
<p style="text-align: center;">Multiple POs with Multiple items</p> <p>PO# = 3T435V4Y UPC = 847603044631 Quantity = 10 Expiration Date = 01 Mar 2014 Lot Number = AMC78D018-124B</p> <p>PO# = 3T435V4A UPC = 776403045999 UPC = 776403045720 Quantity = 15 Quantity = 20 Expiration Date = 01 Apr 2014 Expiration Date = 01 May 2014 Lot Number = AMC79E019-125C Lot Number = AMC80F019-126D</p> <p><u>This is how scanned barcode must read:</u> AMZN,PO:3T435V4Y,UPC:847603044631,QTY:10,EXP:140301,LOT:AMC78D018-124B,PO:3T435V4A,UPC:776403045999,QTY:15,EXP:140401,LOT:AMC79E019-125C,UPC:776403045720,QTY:20,EXP:140501,LOT:AMC80F019-126D</p>	<p style="text-align: center;"></p>

In case, Expiry Date or LOT ID is not applicable, kindly do not include EXP or LOT code. For e.g. example 1 in above table without expiry date and lot ID must be read as: **AMZN,PO:3T435V4Y,UPC:847603044631,QTY:24**

Most Common Errors to avoid in your Barcode Packing Slip

- Size of the 2D barcode being very small. The minimum barcode dimensions must be followed as mentioned in Section 3.3.2.2
- Spaces in between the strings. No spaces must be allowed between the string
- Expiry date not in the required yymmdd format. Instead it being in other formats such as mmddyy.
- Listing out an item not being shipped by entering 0 quantities. You can simply skip that item.
- Having more than 100 different items within the same carton. This restriction applies to SSCC and AMZNCC options as well.



15 Quick Reference Shipment Checklist

GENERAL INSTRUCTIONS	
During Picking & Packing	<ul style="list-style-type: none"> ▪ Place a Carton Content Label (CCL) on each & every carton of the shipment ▪ CCL must be one of the following: Serial Shipment Container Code (SSCC), or Amazon Container Code (AMZNCC) or Barcode Packing Slip (BPS) ▪ If using BPS as CCL then expiration date for all perishable items must be included in the BPS string ▪ Do NOT paste the labels on the corners/edges/uneven surfaces or seam ▪ Do NOT superimpose any other label on CCL. No taping/strapping/plastic cover over CCL ▪ Labels should be of good quality & per barcode specifications provided in the vendor manual ▪ Each retail sellable item should have one ASIN/UPC/EAN/ISBN barcode on it & updated in catalog ▪ Ensure that every item is prepped based on the prep feedback for that item in Vendor Central and that these items are not mixed with items that do not require prep. <p>From the Carrier:</p> <ul style="list-style-type: none"> ▪ Collect the accurate tracking number / PRO for all your shipments ▪ For small parcel shipments ensure that every carton has a unique tracking number ▪ Advise carriers to use the same ARN/PRO/BOL# while submitting the Shipping Delivery Notification (SDN) in Carrier Appointment Request Portal (CARP) ▪ Carrier should not paste any labels over CCL. Taping/strapping to be strictly avoided
While Submitting ASN	<ul style="list-style-type: none"> ▪ Submit an Advance Shipment Notification (ASN) within 30 minutes of departure of the carrier ▪ If your warehouse is located very close to Amazon FC then request carrier to share shipment tracking number (PRO) prior to departure of the shipment for timely ASN submission ▪ All tracking details (PRO & BOL) must be accurately populated in the ASN. For Collect TL/LTL shipments, Amazon reference no. (ARN) must also be included in the ASN ▪ If the quantity shipped is different from the Purchase Order (PO) quantity, then the ASN should include the actual quantity shipped ▪ The unit of measurement (Case or Each) in the ASN must be same as the unit mentioned in the PO ▪ For all perishable items, expiration date or manufacturing date + shelf life must be in the ASN

MODE OF ASN SUBMISSION	
If Using EDI 856 – Upgrade to 5010 version from existing 4010 version	If Using Vendor Central
<ul style="list-style-type: none"> ▪ Only SSCC labels or BPS to be used ▪ SSCC should be of 20 Digits & satisfy the check sum logic in accordance with GS1-128 Standards ▪ SSCC must be mentioned virtually in the ASN within the MAN*GM section of the EDI 856 file ▪ Each ASN must have a Unique Shipper ASN ID. Only for editing an existing ASN, the Same Shipper ASN ID must be used within 7 days or before arrival of the physical shipment at our Amazon FC ▪ If GTIN-14 barcodes are used on cartons, then ASN must be submitted through EDI 856 version 5010 	<p>Only AMZNCC labels to be used as CCL</p>

Additional Technicalities	<ul style="list-style-type: none"> ▪ The hierarchical structure of EDI ASN file must be in accordance with EDI 856 technical specifications ▪ In ASN, each Carton level section should mention the items & quantity specific to that carton alone ▪ For ASNs submitted through EDI856, data validation error messages indicating defects should be probed for rectification ▪ For EDI 856 enabled vendors, expiration dates can only be consumed from the version 5010 so ensure that you are using the right version for sending your EDI 856 transmissions
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