

How to Create a Shipment fulfillment by **amazon**



How to Create a Shipment

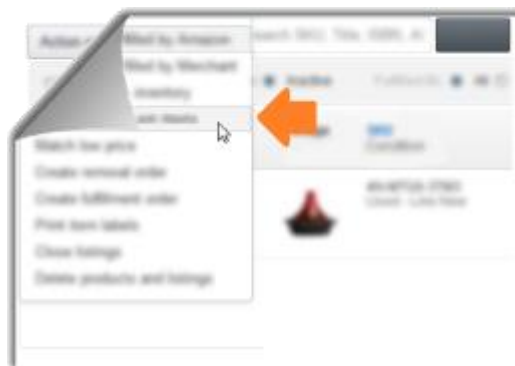
The shipment creation workflow helps you create shipping plans for your shipments to Amazon fulfillment centers. A shipping plan is a virtual collection of products that you want to send to Amazon fulfillment centers.

You use the shipment creation workflow tools to select the products you want to send, including the quantity of each product, your shipping method, and whether or not you want to prep and label your inventory yourself or have Amazon do it. The workflow also provides guidance on how to prep your products and provides printable product and shipping labels. After you create your shipping plan, you're ready to begin preparing and packing your products so that you can ship them to the fulfillment centers.

It's important to remember that a single shipping plan may be broken into in multiple shipments directed to different fulfillment centers. By distributing your inventory across different regions ("distributed inventory placement"), your products are closer to the customers who buy from you, and can be shipped and delivered quickly and efficiently.

Send or replenish inventory

The first step in creating a shipping plan is to choose the products in your inventory that you want to ship to Amazon. On the **Manage Inventory** page, select each item that you want to ship and then select **Send/Replenish Inventory** from the **Actions** drop-down menu.



On the **Send/Replenish Inventory** page, select one of the following:

- **Create a new shipping plan** to create a shipping plan from scratch.
- **Add to an Existing Shipping plan** to add items to an open shipping plan. Select an open plan from the **Add to shipping plan** drop-down list.

Next, confirm your ship-from address. Your ship-from address is the location where your shipment will be picked up. It may be your home or business. If you work with suppliers, it may be from their warehouse. To change the ship-from address, click **Ship from another address**.

Confirm the packing type of the items you are shipping to Amazon. Individual products are single items of varying quantities and conditions. Case-packed products are multiples of the same item packaged by the manufacturer, each case containing the same quantity in the same condition. See Appendix 1 for more information.

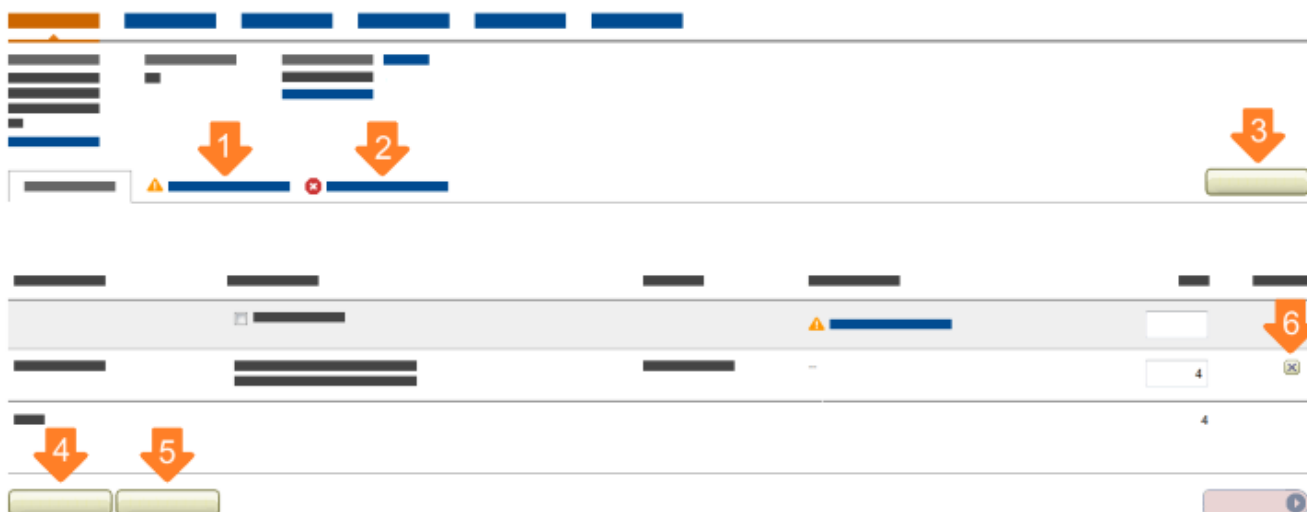
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Click **Continue to shipping plan** to enter the shipment creation workflow.

Set quantity

The **Set Quantity** page consists of three tabs:

- **All products** lists all of the products that you have selected to include in your shipping plan.
- **Information required** is a list of products in your shipping plan for which you must provide additional information
- **Removal required** is a list of products you may not send to Amazon fulfillment centers due to certain FBA product restrictions.



Make sure that you click both the **Information required** and the **Removal required** tabs to ensure that you are providing the appropriate information and not including any prohibited products in your shipment.

To set the quantity, under **Units** on the **All products** tab, type the number of each item that you want to send.

If there are products missing from your list that you want to include in your shipment:

1. Click **Add Products** at the right of the page.
2. Type the product name, ASIN, or MSKU in the text box, and click **Search my inventory**. (**Important:** Only inventory previously converted to FBA are searchable.)
3. For each product in the list that you want to add, click **Add Product**.

You can also remove products from your plan by clicking **X** in the **Remove** column.

If you send in the same products on a regular basis, you can save time by duplicating a previous plan and making adjustments. To duplicate a plan, click **Duplicate** and then choose the plan you want to copy.

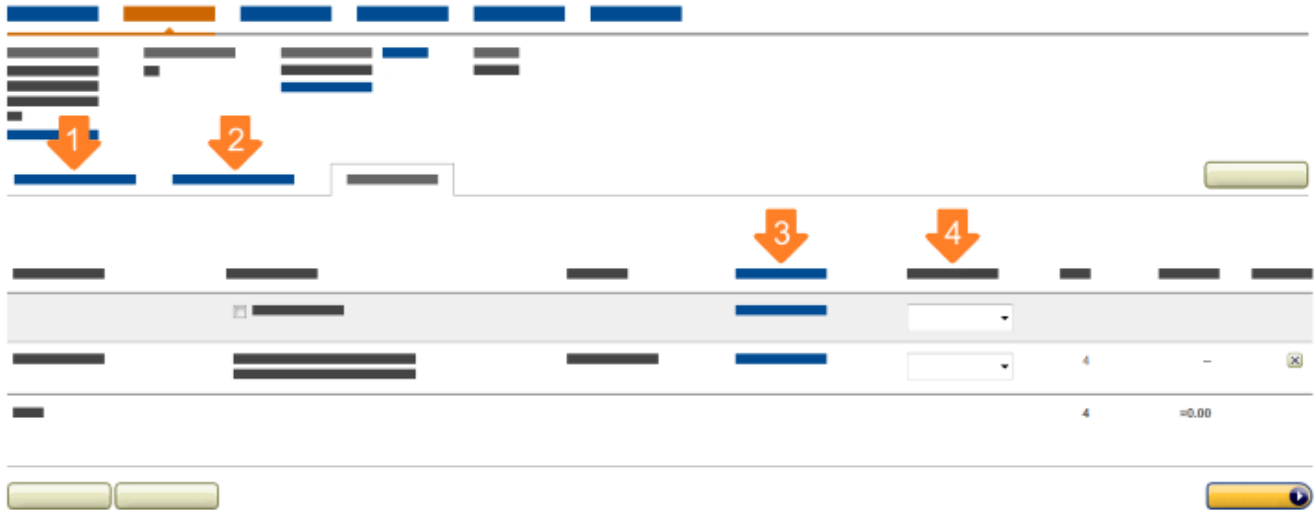
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You can delete a plan you're working on by clicking **Delete**.

After you've made all of the adjustments that you want to make, click **Continue**.

Prepare products

FBA has product preparation requirements that must be adhered to for products to be fully received at Amazon fulfillment centers.



The **Prep required** tab on the **Prepare Products** page provides prep guidance for items that have known preparation requirements. If you have questions about the guidance provided or disagree with the suggested prep, contact Seller Support.

Click the **Prep may be required** tab to view products for which the prep guidance is unknown. This may be because the product hasn't been sent in before, or hasn't been previously classified as having a specific prep requirement.

Important: It is your responsibility to determine the type of preparation required to ship your products safely to Amazon, even if prep guidance is not available in the shipment creation workflow. Review packaging and prep requirements to determine if your products require product prep and follow any general product preparation requirements.

If you know the prep required for products with no prep guidance available:

- Click **Choose category** in the **Prep guidance** column and select the prep category that best suits your product from the drop-down list. If your product does not require additional prep, you can skip this step or select **No prep**.

The prep categories are:

- **Fragile includes** items can break or shatter (glassware, china, picture frames).
- **Liquids includes** liquid or gels of more than 16 oz. in plastic bottles or jars (liquid soap, sprays, lotions). Liquids in glass bottles or jars should be treated as fragile.
- **Textiles includes** products made of cloth or fabric (apparel, blankets, linens).

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- **Plush/baby includes** plush toys or products for children 3 and under (teddy bears, pacifiers, baby bottles) and items with cutouts greater than 3 inches.
- **Sharp includes** sharp items or items with sharp edges (knives, scissors, tools).
- **Small includes** products smaller than 2½ inches on the longest side (jewelry, key chains, flash drives).
- **Adult includes** products displaying potentially offensive material (explicit magazines and movies).

If you prefer, you can have Amazon prep your products for a per-item fee. However, you still need to package your products in such a way that they arrive safely at the fulfillment center. For more information, see [FBA Prep Service](#) in Seller Central.

To have Amazon prep your products, select **Amazon** in the **Who preps** drop-down list. If you select **Merchant**, you are responsible for preparing the product yourself.

Important: FBA can only prep products with UPCs.

Label products

Products that do not qualify for stickerless, commingled inventory (Appendix 2) must have



Amazon product labels in order to be received at Amazon's fulfillment centers.

Select **Labeling required** on the **Label Products** page to see a list of products in your shipping plan that require labels.

For products that require labels, affix a label to each item, and make sure to cover any existing barcodes.

Printing labels

You can print product labels from several pages inside Seller Central:

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- From the **Label Products** page: Type the number of labels that you want in the **# of labels to print** column for each product in your shipping plan, and then click **Print labels for this page**.
- From the **Manage FBA Inventory** page: Select the products in the left column and select **Print Item Labels** from the **Apply to Selected Item(s)** drop-down menu.
- From the **Manage Inventory page**: Select the products in the left column and select **Print Item Labels** from the **Actions** drop-down menu.

If you selected **Amazon** in the **Who preps** column of the **Prepare Products** page, you are required to use the FBA Label Service, and Amazon is automatically applied to the **Who labels** column. If you are prepping a product yourself, you can choose to use the FBA Label Service by selecting **Amazon** in the **Who labels** column. A per-item fee applies. For more information, see [FBA Label Service](#) in Seller Central.

Important: FBA can only label products with UPCs.

Preview shipments

On the **Preview Shipment** page, you can review and approve your shipping plan.

The fulfillment centers you ship to are selected based on the products you're shipping and where you are shipping from.



Your inventory may be split into multiple shipments in order to:

- Distribute your inventory throughout Amazon's fulfillment network to optimize shipping speeds and minimize delays.
- Manage special storage or handling requirements.
- Ensure proper processing at the fulfillment center.

To view the contents of each shipment, click **View shipment contents**.

After you approve your shipment, it's important to know that:

- You can't delete shipments.
- Your ability to update product quantities is limited.
- Any listings currently listed as **Fulfilled by Merchant** will be changed to **Fulfilled by Amazon**. Previous listings will become inactive on Amazon.com and you will no

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longer be able to fulfill orders for those products yourself. After your inventory is received at the fulfillment center, those listings will become active again and Amazon will begin fulfilling orders those products for you.

- Shipments that you approve will be expected at the assigned Amazon fulfillment centers. If you don't ship to the fulfillment center assigned for that shipment, receiving your inventory will be delayed.

To complete a shipment, click **Work on shipment**.



Your shipments are automatically saved with each step you complete, so you can leave and return to complete them at a later time.

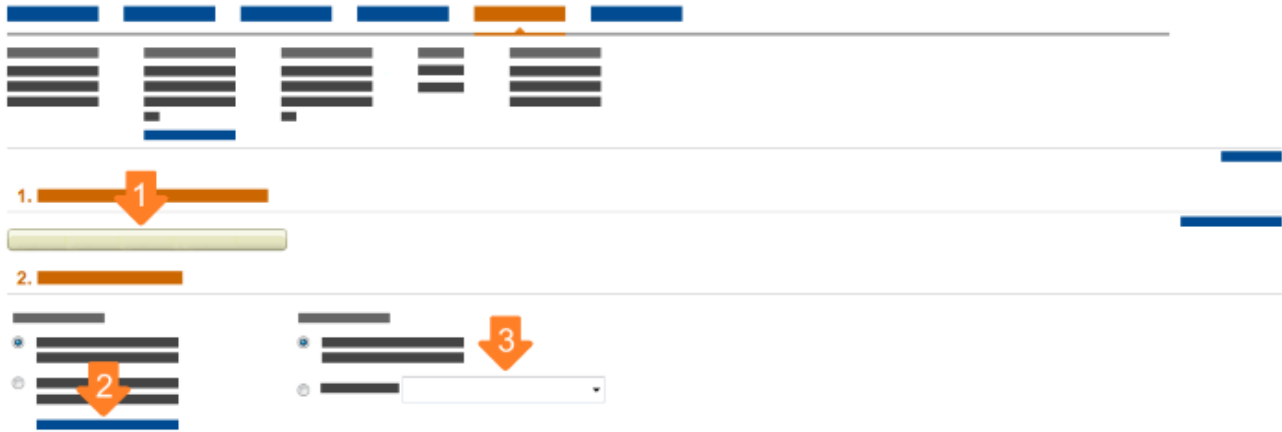
To work on a shipment-in-progress, click **Shipping Queue**.

Note: After you approve a shipment, the **Preview Shipments** page becomes the **Review Shipments** page.

Prepare shipment

The **Prepare Shipment** page helps you plan the details of how you want to ship your inventory to Amazon. The steps required vary depending on whether you choose small parcel delivery (SPD) or less-than-truckload shipping (LTL).

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For small parcel delivery (SPD)

4. Select **Small parcel delivery (SPD)** and your preferred carrier.
5. Type the number of boxes in your shipment, and then click **Set number of boxes**.
6. Add the weight and the dimensions of each box. For each additional box, click **Add another box**. **Note:** Boxes cannot exceed 50 lbs. or 25 inches on any side.
7. After you have finished adding the boxes, click **Calculate** to get an estimate of your shipping charge. Select **I agree to the terms and conditions**, and then click **Accept charges**.
8. Make sure that you have the label stock that is selected and then click **Print box labels**. A PDF is generated. You can open it with Adobe Acrobat Reader and print your labels immediately or save the file and print your labels later. Make sure you print the full set of labels. There are two labels for each box in your shipment: an address label for the carrier, and an FBA shipping label used at the fulfillment center to verify the arrival and contents of the box. Make sure you put the correct label on each box. If you modify the number of boxes after you have already printed your labels, you must reprint the entire set of labels for your shipment. **Important:** Each label is unique and required. Do not photocopy, reuse, or modify labels for use on additional boxes.
9. Affix the FBA shipment labels to the boxes. If you are reusing boxes from previous shipments, remove any other shipment labels or markings. Shipment labels must not be placed on the seam of the box where they can be damaged when the box is opened, making the barcodes unscannable. Whenever possible, place shipment labels no closer than 1¼ inches from any natural edge of the box. The tape used to seal the box should not cover the shipment labels.

For less-than-truckload shipping (LTL)

10. Select **Less than truckload (LTL)** and your preferred carrier.
11. Type the number of boxes in your shipment and the number of labels (one per box). Click **Print box labels**.

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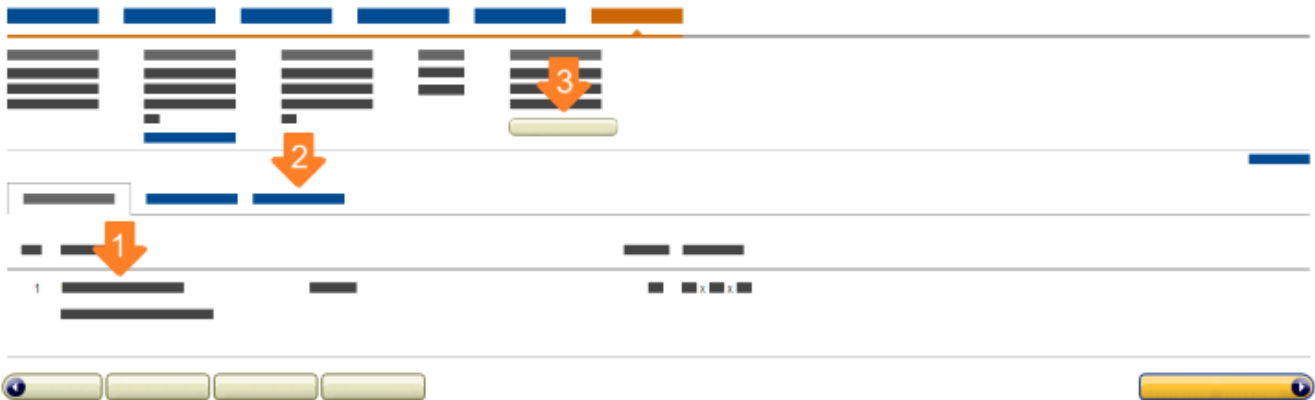
12. Affix a label to the outside of each box so they will be visible when the pallet is unpacked at the fulfillment center.
13. Type the height of your fully packed pallets (which cannot exceed 48 inches), the weight of each pallet (which cannot exceed 1500 lbs.), and the total number of pallets. Select Stackable pallets if your packed pallets can be stacked.
14. If you have pallets of differing heights and weights, click **Add another row** to add more pallet definitions.
15. Under **Freight-ready date**, enter the date that your shipment will be ready for pick-up.
16. Confirm that your contact information is correct. To modify your contact information, click **Change contact**.
17. Select your freight class from the **Freight class** drop-down list. If you do not know the freight class, the carrier you selected will estimate it for you.
18. After you finish adding the boxes, click **Calculate** to get an estimate of your shipping charge. Select **I agree to the terms and conditions**, and then click **Accept charges**.
19. Click **Print box labels**. A PDF is generated. You can open it with Adobe Acrobat Reader and print your labels immediately, or save the file and print your labels later. Make sure you print the full set of labels. Four (4) copies of each FBA shipping label for each pallet in your shipment will be generated. The FBA shipping label is used at the fulfillment center to verify the arrival and contents of the box. If you modify the number of pallets after you have already printed your labels, you must reprint the entire set of labels for your shipment. **Important:** Each label is unique and required. Do not photocopy, reuse, or modify labels for use on additional boxes.
20. Affix an FBA shipping label to the top-center of each of the four sides of every stretch-wrapped pallet in your shipment.

Make sure you follow the Amazon shipment packaging requirements to help prevent damage to your products while in transit. For more information, see [Shipment Packaging Requirements](#) or [Shipping and Routing Requirements](#) in Seller Central.

View summary

On the **View Summary** page, you can review your shipment contents, track your shipments, and their receiving status at the fulfillment center. If there are problems with your shipment, you will be notified on the **View Summary** page and in the **Shipping Queue**.

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To enable us to provide you with accurate shipment tracking, we require additional information about your shipment.

- For small parcel delivery, you must provide tracking numbers if you are not using an Amazon-partnered carrier. Amazon-partnered carriers provide your tracking numbers for you.
- For LTL and FTL, you must provide your bill of lading (BOL) and freight number if you are not using an Amazon-partnered carrier. Amazon-partnered carriers provide a BOL to you. You are required to give the carrier the Amazon generated bill of lading, which will be available in the partnered workflow the day of your pickup.

Reconcile your shipment

You can view any discrepancies between your shipping plan and what Amazon reports as received at the fulfillment center on the **Contents** tab of the **View Summary** page.



The **Reconcile** tab will provide specific information about these missing items as well as a link to submit a request to Amazon's Seller Support team for additional research.

To be eligible for research, your shipment must:

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- Have tracking information available. For small parcel shipments, Amazon needs the tracking numbers for each of the packages shipped. If you did not use an Amazon-partnered carrier and did not provide the tracking information at the time you created the shipment, you will need to enter it before you are eligible for additional research. You can upload tracking numbers on the **Track Shipment** tab.
- Have been fully received. If your shipment was sent in multiple boxes, the boxes may be delivered to the fulfillment center at different times. Amazon cannot begin researching discrepancies until all of the boxes in your shipment have arrived at the fulfillment center.
- Exceeded the standard receive timeframe. After your shipment is delivered to the fulfillment center, it enters the receiving queue to be unpacked, prepped as needed, and received. Different items from the same shipment can be processed at different times, so please allow 72 hours for all of the items in your shipment to be fully received before requesting an investigation.

After the 72-hour receive time has passed, information about items in your shipment that have been accounted for will appear under the **Reconcile** tab. Explanations may include:

- **Received** These items were added to your inventory through the normal receive process, and the quantity is displayed on the **Shipment Summary** tab.
- **Found** If an Amazon associate miscounts the number or scans the wrong barcode during the receiving process, and the discrepancy is later found and corrected, these found items will be added to your inventory as an inventory adjustment and be listed as **Found**.
- **Reimbursement** Reimbursements occur when Amazon recognizes that your items were lost or damaged and Amazon accepts responsibility for the loss. These reimbursements can be seen on the **View Transactions** tab of the **Payments** report.

Hazardous materials

To ensure that the inventory in our fulfillment centers are safe for customers and transport, products in your shipment may be subject to review in order to determine whether or not they meet the criteria for hazardous materials (Hazmat) as defined by the U.S. Department of Transportation (DOT). These products cannot be fully received while they are under review. Items under review will appear as “Under Hazmat Review.”

Discrepancies

You can either supply the cause or request that the Seller Support research any remaining discrepancies. To submit your request, select the discrepancy type in the **Select an Option** drop-down menu. Correct classification will expedite the process.

Your options are:

- For missing items (shortage)

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- **OK – Units not Shipped** You recognize that you or your supplier did not ship these items or shipped a different item instead and they should not be classified as missing.
- **Missing – Please Research** You know that these items were included in your shipment and are requesting that Amazon investigate.
- For extra items received (overage)
 - **OK – Extra Units Shipped** You recognize that you or your supplier included additional items or an item that differed from those originally recorded on your shipment.
 - **Unexpected – Please Research** You did not ship these items and are requesting that Amazon investigate.

Documentation

For more complex cases, Seller Support may request additional information from you. If additional documentation is required to process your claim, that information will appear under the **Reconcile** tab. You can attach these documents to your case after submission. These documents may include:

- **Proof of Purchase** An invoice from your supplier will help identify any potential discrepancies that may have occurred when the shipment was being packed. An invoice must show the following information:
 - Date of purchase
 - Titles of the missing units
 - Quantity purchased
- The price you paid for the units is not required. If you prefer, you may hide this information. If you are the manufacturer, please provide a copy of the packing slip with the information detailed above.
- **Bill of lading** For LTL/FTL shipments, a bill of lading (BOL) showing the number of boxes in the shipment and total weight when it was picked up by the carrier will help verify that the entire shipment was picked up and shipped as expected.

You can also provide any additional information that will help Seller Support in their investigation, including:

- Any known discrepancies. For example, did you ship fewer items than you originally expected? More? A different model?
- A description of the shipping boxes. Our team does a physical check of the fulfillment center, so information about the color, size, or any distinguishing marks on your shipping boxes can help us find your box more quickly.
- UPC/EAN codes. Verify the UPC or EAN on your items. Does it match the UPC/EAN shown in Seller Central? If not, please let Seller Support know.

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- Any prep activity that was missed. An item was not properly prepped before being shipped can cause delays in the receiving process, as we must prep the item for you.

Submission and next steps

After you have identified the discrepancies in your shipment, you can submit the case to Seller Support for additional research. Review your selection and, if everything is correct, click **Submit**.

After you submit the case, you'll be provided with a case number. This case number will also be displayed under the **Reconcile** tab. You can review status updates and communications by clicking the case number or by going directly to your case log.

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Appendix 1: Packing type

A shipment can consist of either individual products or case-packed products. If your inventory includes both packing types, each type will need to be sent in separate shipments.

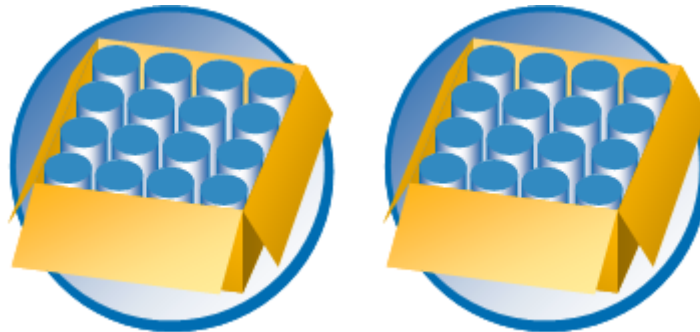
Individual products

Select **Individual products** if your shipment consists of individual items with different SKUs and in different conditions.



Case-packed products

Select **Case-packed products** if your shipment consists of cases previously packaged by the manufacturer that contain identical items with matching SKUs in the same condition. Each case must contain the same number of items.



In some cases, a manufacturer or distributor may package multiple cases into a larger box called a master carton. Master cartons do not qualify as a case pack and must be split into cases. On the **Set Quantity** page, **Units per Case** refers to the number of items in the case, not the number of cases in the master carton.

Important: For case-packed products, you must remove or cover any scannable barcode on the case itself. Only the individual items inside the case should have scannable barcodes.

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Appendix 2: Stickerless, commingled inventory

All products entering Amazon fulfillment centers require an FNSKU, a barcode that identifies the product and its owner. For some products sold by multiple sellers, you can choose to “commingle” your inventory. When you commingle inventory, your products become interchangeable with identical products from other sellers for the purposes of both order fulfillment and removals.

With stickerless, commingled inventory, your eligible inventory is commingled with individual items of the same product from other sellers who have also chosen stickerless, commingled inventory. When a customer orders one of these products from you, you are the seller of record, but the item sent to fulfill the order may come from another seller’s inventory.

For more information, see [Stickerless, Commingled Inventory](#) in Seller Central.

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Appendix 3: Amazon partner carriers

Amazon partner carriers offer deeply discounted rates. The cost is billed to your account as an inbound transportation charge. The rates apply to deliveries within the 48 contiguous United States. You can cancel up to 24 hours after approving the charges.

Small parcel delivery (SPD)

We provide a shipping label that you can print for use with our carrier. After you've finished packing your shipment, give the box to your regularly scheduled UPS pick-up driver or take the package to your local UPS location.

Note: UPS has regularly scheduled web server maintenance every Sunday between 10 a.m. and 12 noon (ET). Between these hours, UPS labels may not be available for Amazon partnered-carrier shipments to fulfillment centers. If you encounter any problems creating an Amazon-partnered carrier shipment with UPS during this time, try again after the maintenance period.

Less-than- or full truckload (LTL/FTL)

If your total shipment weight is more than 150 lb., the less-than-truckload (LTL) shipping method may be a more cost-effective solution.

For more information, see [Partnered Carrier Options](#) in Seller Central.