

The Shipment Creation Workflow helps you create your shipments to Amazon fulfillment centers using Shipping Plans. A Shipping Plan is a collection of products that you would like to send to Amazon fulfillment centers. Building your Shipping Plan consists of selecting the products you want to send, indicating the quantity of each product, and preparing your products for shipment and storage.

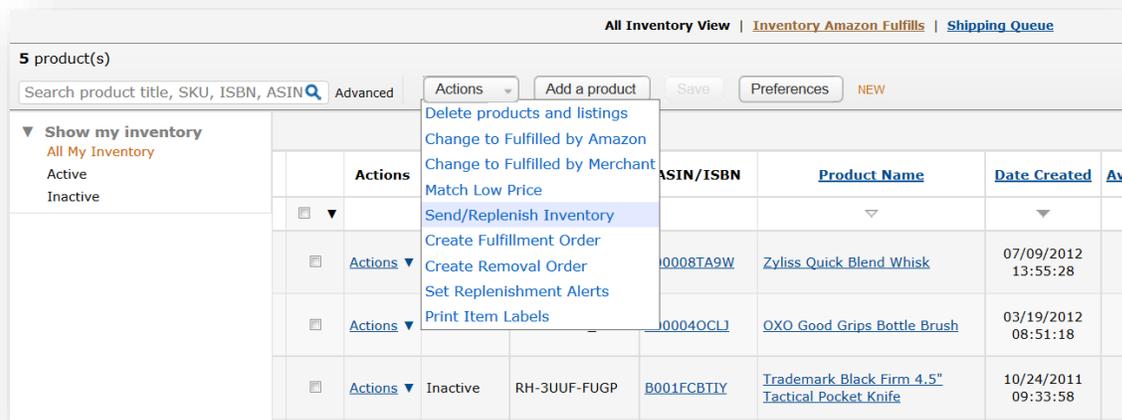
Note: A single Shipping Plan may result in multiple shipments.

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Send or Replenish Inventory

First, you will want to choose the products in your inventory that you wish to ship to Amazon. You can do this from the **Manage FBA Inventory** page or from the **Manage Inventory** page. Select each product you want to ship and then choose Send/Replenish Inventory from the **Apply to Selected Item(s) drop-down menu** on Manage FBA Inventory or the **Actions** drop-down menu on the Manage Inventory page.



You will then be directed to the Send/Replenish Inventory page where you will make the following decisions:

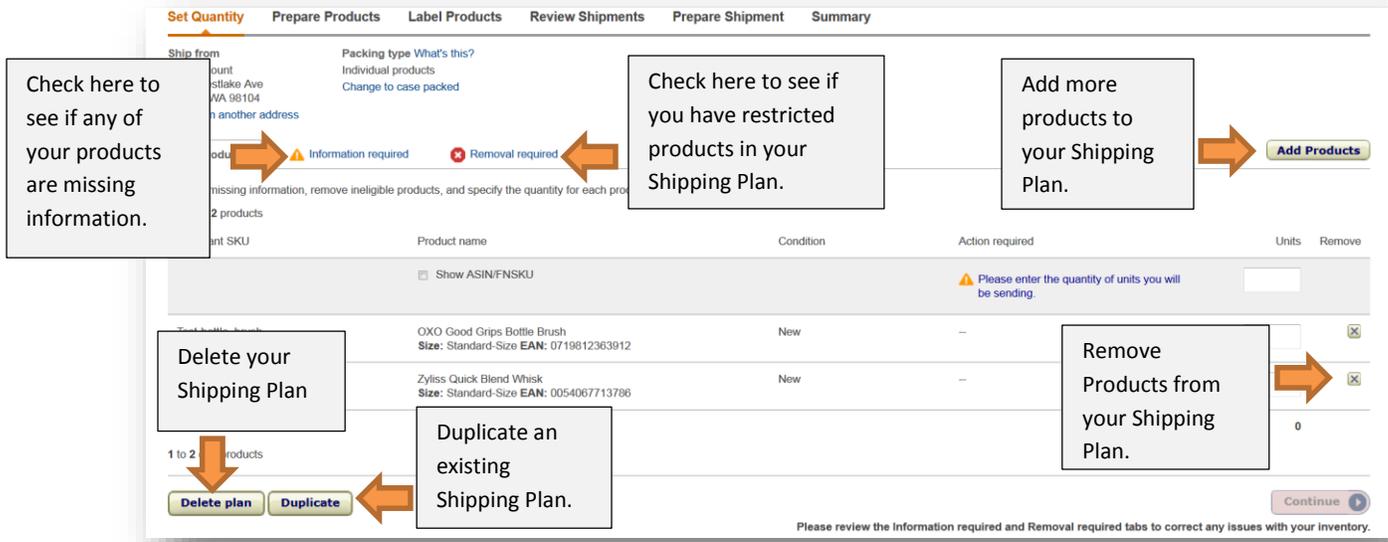
- **Create a new Shipping Plan or Add to an Existing Shipping plan:** If you have open shipping plans you can quickly choose an open plan from the drop down menu once you select Add to an Existing Shipping Plan.
- **Confirm your ship-from address:** If it is correct, do nothing. Otherwise you can choose the Ship from another address link and enter in a new ship-from address.
- **Choose which packing type you are shipping to Amazon:** Here you will select either individual products or case-packed products. See Appendix 1 for definition of case-packed products



Once you have made your choices, choose the **Continue to shipping plan** button to begin the workflow.

Set Quantity

On the **Set Quantity** page you will be able to select the quantity of units of each product you wish to send either one by one, or in bulk.



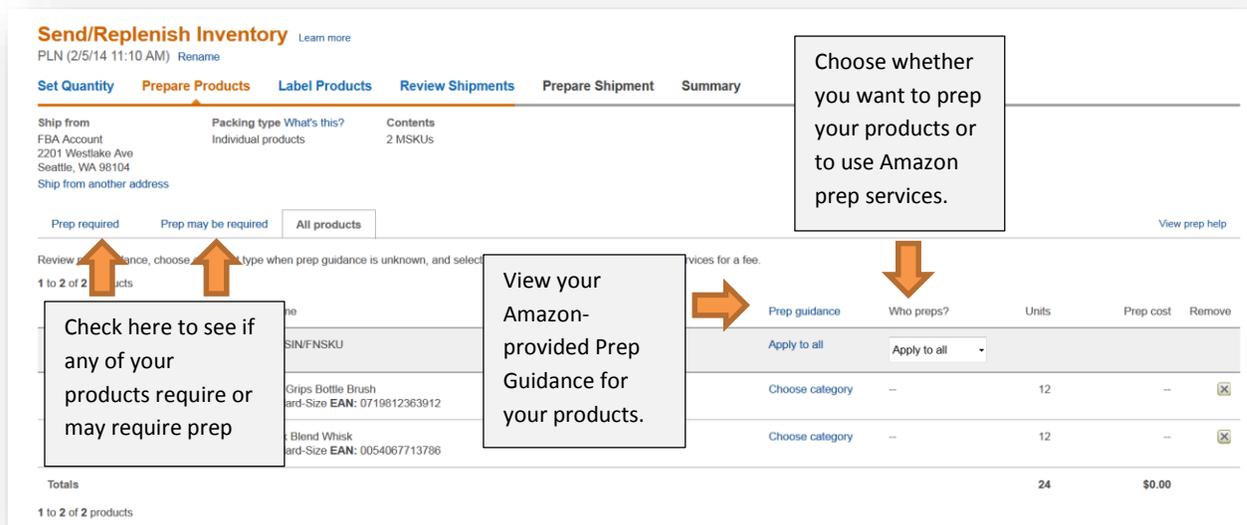
You will also see an Information Required tab and a Removal Required Tab where you can view the following information.

- **Information Required:** Products in your shipping plan that require additional information before you can create a shipment.
- **Removal Required:** Products in your shipping plan that you are unable to send to Amazon fulfillment centers due to certain FBA product restrictions.
- **Add More Products to Your Shipping Plan:** From the Set Quantity page, you can add new products to your plan without leaving the workflow. Products can be added to your Shipping Plan by taking the following steps:
 1. Select the **Add Products** button.
 2. Enter the product name, ASIN, or MSKU in the search box. (Please note: only previously converted FBA product are searchable.)
 3. Select the product from the search results by selecting the **Add Products** button.

If you need to remove products in your plan, you can do so by choosing the X button in the **Remove** column. You also have the option to duplicate a previous plan and make adjustments to a previous shipment by choosing the **Duplicate** button and choosing a previous plan to clone. Or you can delete the plan you are creating altogether by choosing the **Delete** button.

Once you have added the quantity of units for each product in your plan, you can choose **Continue** to move forward in the workflow.

Prepare Products



FBA has product preparation requirements that must be followed in order for units to be received at Amazon fulfillment centers. From the **Prepare Products** page you can review Amazon provided Prep Guidance. If you have questions about the guidance provided, please contact Seller Support for select products in your Shipping Plan based on the Prep Category they belong to. A list of these products can be displayed using the **Prep required** tab. **Prep Guidance** provides instructions for packaging and protecting your products.

It is your responsibility to determine the appropriate packaging necessary to ship your products safely to Amazon. For some products, the Prep Category may not be identified, and Prep Guidance may not be available; however, product prep may still be required for these products. A list of these products can be displayed under the **Prep may be required** tab. When preparing a product, please 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 Category for products with no Prep Guidance available, you can assign a Prep Category by clicking the **Choose prep** link in the Prep Guidance column and selecting from a list of Prep Categories that best suits your product. If you determine that a product does not need any additional prep, you can leave the category blank or select **No prep**.

If you do not want to perform product prep yourself, Amazon can perform the prep for a fee. For products we prep for you, we will provide an estimated fee based on the activities listed in Prep Guidance or the Prep Category you assign to the product when you create your Shipping Plan. The actual fees charged will be based on the prep activity that we provide for each unit as determined by Amazon.

Prepare Products continued:

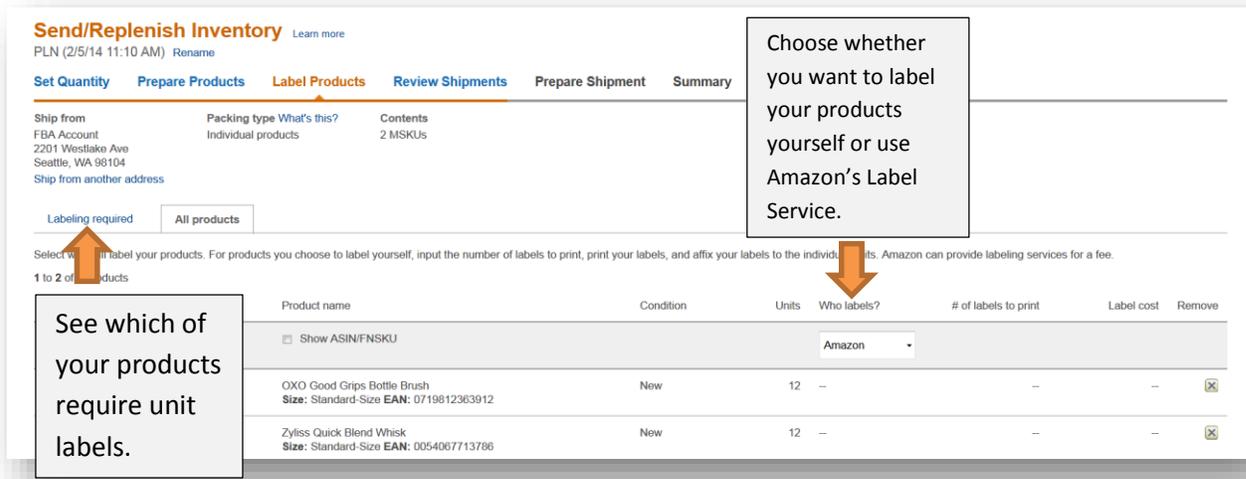
To have Amazon prep your products, select **Amazon** from the **Who preps?** column. When you select **Merchant** under **Who preps?** for a product, you will be responsible for preparing the product yourself.

FBA can only prep products with UPCs.

The prep categories are as follows:

Prep Category	Description and Examples
Fragile	Products that can break or shatter: glass, china, picture frames, etc.
Liquids	Products that are liquid or gel: liquid soap, spray bottles, lotions, etc.
Textiles	Products made of cloth or fabric: Apparel, Blankets, Linens, etc.
Plush/Baby	A plush toy or a product for children under 3: teddy bears, pacifiers, baby bottles, etc.
Sharp	Product is sharp or has sharp edges: knives, scissors, tools, etc.
Small	Products smaller than 2-1/8" on the longest side (about the width of a credit card): some jewelry, key chains, flash drives, etc.
Adult	Products that display potentially offensive material: explicit magazines and movies, etc.

Label Products



Products that do not qualify for **Stickerless, Commingled Inventory** (Appendix 2) must have FBA labels in order to be received at Amazon's fulfillment centers. By selecting the "Labeling required" filter on the Label Products page, you can view the products in your Shipping Plan that require labels. For products that require labels, you must affix a label to each unit of the product, and the label must cover any existing barcodes.

Printing labels

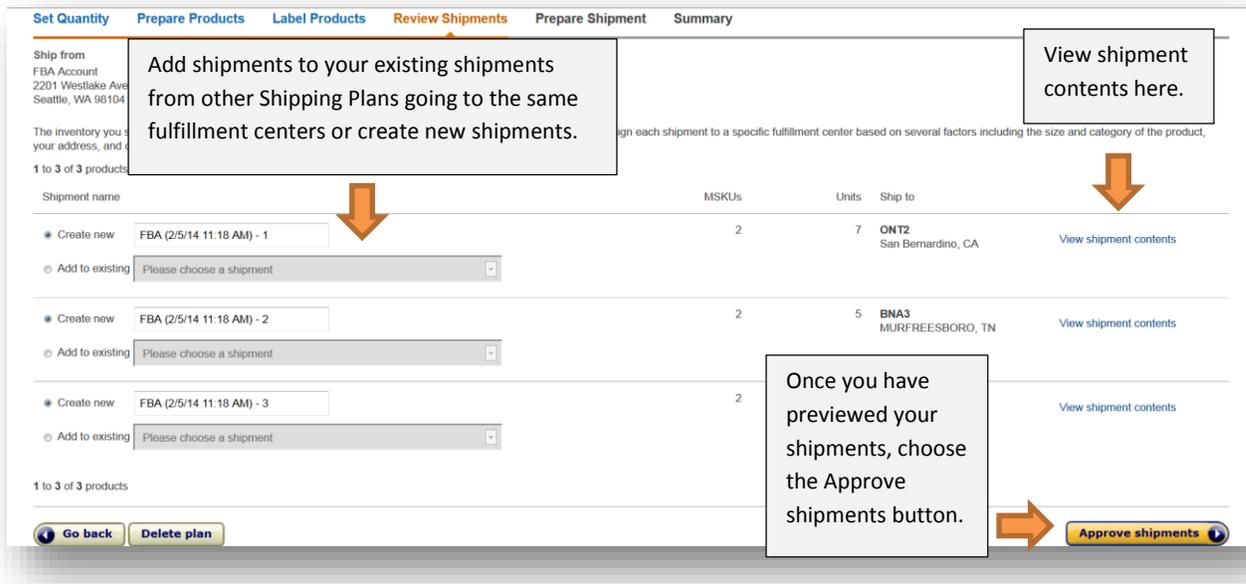
You have several options for printing product labels:

- You can print labels from the Label Products page by entering the desired label quantity in the **# of labels to print** column for each product in your Shipping Plan and selecting the **Print labels for this page** button.
- You can print labels from the Manage FBA Inventory page The option is located under the drop-down menu for **Apply to 1 Selected Item(s)**.
- You can print labels from the Manage Inventory page by choosing "your products" and selecting Print Item Labels from the **Actions** drop-down menu.
- If you have a barcode scanner, you can use FBA Scan & Label feature to create labels for your products.

If you have selected **Amazon** in the **Who preps?** column of the Prepare Products page for a given product, then you will be required to use Amazon Label Service and Amazon will be automatically applied to the **Who labels?** column. If you are prepping a product yourself, then you may still use Amazon Labeling by selecting **Amazon** in the **Who labels?** column on the Label Products page. Labeling fees will apply to all units that Amazon labels.

Amazon can only label products that have a UPC on the product itself.

Preview Shipments



On the Preview Shipment page, you can review and approve your final shipments. Fulfillment centers are selected based on the products you ship and where you are shipping from. In some Shipping Plans, your inventory may be split into multiple shipments. Reasons may include one or more of the following:

- Products in your shipment are distributed throughout Amazon's fulfillment network to optimize ship-to-customer speeds and reduce delays caused by local or regional events.
- Products in your shipment have special storage or handling requirements.
- Products in your shipment are processed differently at the fulfillment center.

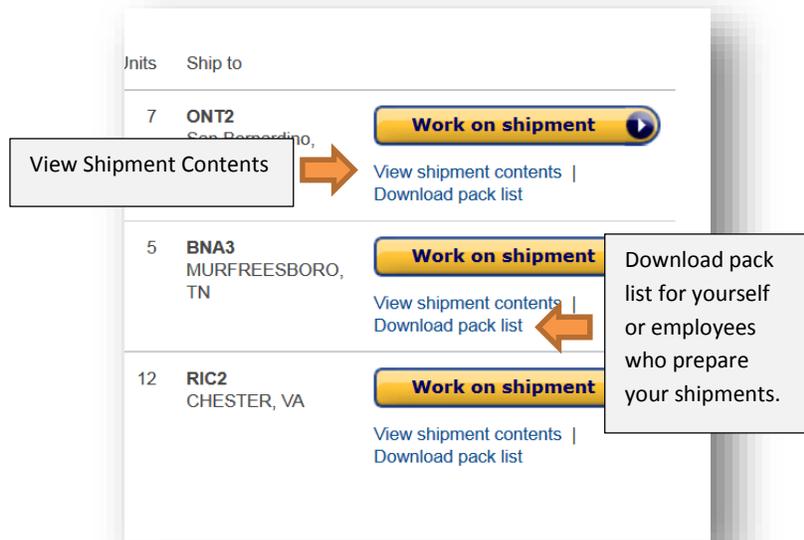
Once you approve your shipment:

- You won't be able to delete shipments and your ability to update product quantities will be limited.
- Any listings currently fulfilled by merchant will be changed to fulfilled by Amazon. They will become inactive on Amazon.com, and you will not be able to fulfill orders directly. Once your inventory is received at an Amazon fulfillment center, the listings will become active again, and we will begin fulfilling orders for you.
- Your approved shipments will be expected at the assigned Amazon fulfillment centers. If you don't ship to the assigned fulfillment center, your products will be delayed beyond the normal 72-hour receive window.

To view the content of each shipment, select the **View Shipment Contents** link.

Preview Shipments continued:

To approve each shipment click the **Work on Shipment** button.



Your shipments are automatically saved with each step you complete, so you can leave and return to complete them at a later time. To return to a shipment in progress, go to the Shipping Queue.

Prepare Shipments

The **Prepare Shipment** page will walk you through the process of creating each of your shipments. The steps required to complete a shipment may vary depending on whether you choose small parcel delivery (SPD) or less than truckload (LTL) delivery.

The screenshot shows the 'Prepare Shipment' page with the following sections:

- Navigation tabs:** Set Quantity, Prepare Products, Label Products, View Shipments, **Prepare Shipment**, Summary.
- Shipment details table:**

Shipment name/ID	Ship from	Ship to	Shipment contents	Shipment status
Name: FBA (2/5/14 4:17 PM) - 1	FBA Account 2201 Westlake Ave Seattle, WA 98104	Golden State FC LLC 1910 E. Central Ave San Bernardino, CA 92408-0123 US (ONT2)	1 MSKUs 5 Units	WORKING Created: Feb 5, 2014 Updated: Feb 5, 2014
ID: FBA1M6R7HN	Ship from another address			
Amazon Reference ID: --				
- 1. Review shipment contents:** Includes a 'Review and modify units' button. A callout box says: 'Review and modify your units if necessary.' Another callout box says: 'Choose what type of shipment you are shipping.' with an arrow pointing to the 'Review and modify units' button.
- 2. Shipping service:** Includes 'Shipping method' (Small parcel delivery (SPD), Less than truckload (LTL)) and 'Shipping carrier' (Amazon-Partnered Carrier (UPS), Other carrier: DHL EXPRESS (USA) INC). A callout box says: 'Choose which carrier you want to use.' with an arrow pointing to the carrier dropdown.

Follow these general steps:

1. Select the Shipping Method: SPD or LTL and the carrier.
2. Enter the number of boxes you are shipping and print shipment labels.
 - **Small Parcel Delivery (SPD):**
 1. Print the full set of labels. Because each label is unique, do not photocopy, reuse, or modify labels for use on additional boxes.
 2. If you need to modify the number of boxes after you have already printed your labels, you will need to reprint the entire set of labels for your shipment.
 - **Less than Truckload (LTL):**
 1. Indicate the number of box labels you will need (one per box) and print them.
 2. Place each label on the outside of each box, so they will be visible when unpacking the pallet at the fulfillment center.
3. Enter information regarding your shipment based on the type of shipment and the carrier.
4. Enter the number of shipment labels you need and print them to affix to each box.
 - SPD shipments require one label per box. LTL shipments require four labels per pallet.

Note: Make sure to follow our Shipment Packaging Requirements when you pack your shipment to help prevent damage to your products in transit. You can also view our Shipping and Routing Requirements

for guidance on sending your shipments. You can view this information in FBA Help by searching for **Shipment Packaging Requirements** or **Shipping and Routing Requirements** in Seller Central.

Summary

On the **View Summary** Page you can review the content of your shipment.

- For **Small Parcel Delivery**, you must provide your tracking numbers if you are not using Amazon Partnered Carrier (Appendix 3). When you use Amazon Partnered Carrier, your tracking numbers are provided for you. You can also upload your tracking numbers in bulk. You can find instructions to bulk upload in FBA Help by searching for Bulk Upload Tracking Numbers in Seller Central.
- For **LTL** and **FTL**, you must provide your Bill of Lading (BOL) and Freight Number unless you are using Amazon Partnered LTL. When you use Amazon Partnered LTL, Amazon will generate your BOL. You are required to give the carrier the Amazon generated Bill of Lading (BOL), which will be available in the partnered workflow the day of your pickup.

This information will enable us to provide you with accurate shipment statuses and visibility in the Shipping Queue.

The **Summary** page is your primary destination for monitoring your shipments. In addition to reviewing your products and quantities, you can track your shipments (if applicable), and watch the progress of your products as they are received at the Amazon fulfillment center. If there are problems with your shipment, you will be notified on the View Summary page and in the Shipping Queue.

IMPORTANT: If you need to modify the number of boxes after you have already printed your labels, you will need to reprint the entire set of labels for your shipment.

You can also view any discrepancies in your shipments in the **Reconcile** tab where you will find the **Shipment Reconciliation Tool**. If there are any differences between what was listed on the shipment and what is received, the Shipment Reconciliation Tool will provide information about these missing units, or allow you to submit a request to Amazon's Seller Support team for additional research.

Reconcile Your Shipment Using the Shipment Reconciliation Tool

After you have sent your shipment to an Amazon fulfillment center, the Contents tab on the Shipment Summary page will show as units are received to your shipment and added to your inventory. If there are any differences between what was listed on the shipment and what is received, the Reconcile tab will provide information about these missing units, or allow you to submit a request to Amazon's Seller Support team for additional research.

To be eligible for research, your shipment must meet the following conditions:

- **Tracking information available:** For Small Parcel shipments, Amazon needs the tracking numbers for all of the packages shipped. If this was not provided 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 for the shipment.
- **Shipment has been fully checked in:** After all boxes in your shipment have been delivered to the fulfillment center, they will be checked in as they enter the facility. If your shipment has been fully delivered but not checked in, allow 3 days for Amazon to initiate the check-in process. Please notify us if more than 3 days have passed since the latest status update and your shipment is still not fully checked in.
- **Standard receive timeframe has passed:** Once all boxes in your shipment have been checked in to the fulfillment center, they will enter our receiving queue to be unpacked, prepped as needed, and received to your inventory. Different units from the same shipment can be processed through the receiving queue at different times, so we ask that you allow up to 72 hours from check-in for your shipment to be fully received before we begin an investigation.

If any units in your shipment have not been fully received after the standard receiving time frame, the Shipment Reconciliation Tool will search for information to explain the discrepancy. This may include the following:

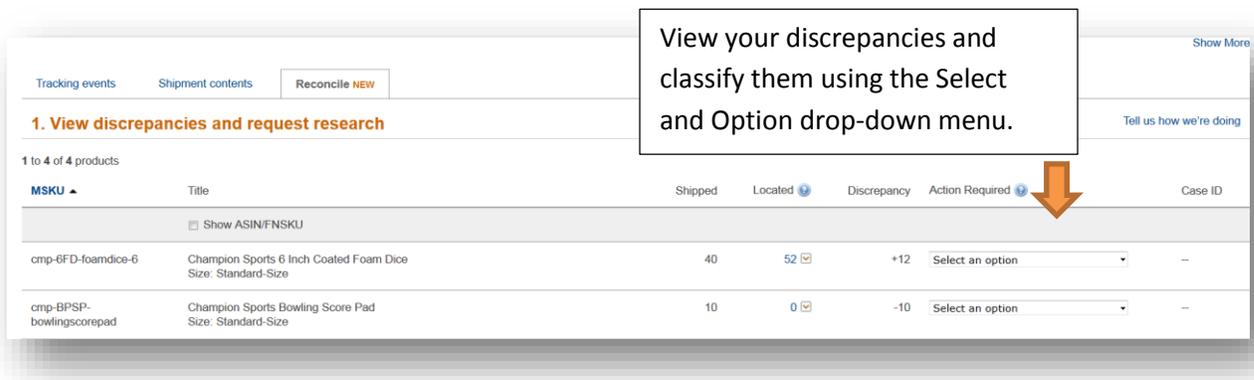
- **Received:** These are units that were added to your inventory through the normal receive process and are scanned into your inventory as they are unpacked from the shipment. This quantity will match what is displayed on the Shipment Summary tab.
- **Found:** If an Amazon associate miscounts or scans the wrong barcode during the receive process, and the discrepancy is later found and corrected, the correction will not appear as Received units. Instead, these units will be added to your inventory through an Inventory Adjustment, and displayed as Found units in the Shipment Reconciliation Tool.
- **Reimbursement:** Reimbursements occur when Amazon recognizes that your units 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 units in our fulfillment center are safe for transportation and for customers, products in your shipment may be subject to review to determine if they meet the criteria for hazard classes, or hazmat, as defined by the Department of Transportation. While these products are under review, they will not be fully received. The Shipment Reconciliation Tool will notify you if any of the products in your shipment are undergoing this review.

Remaining Discrepancies

You can request that the Seller Support team research these units further. To submit your request, please classify the discrepancies, using the Select an Option drop-down menu. Proper classification of your units will allow Amazon to complete research and take corrective actions as quickly as possible.



Discrepancy Type	Option	Explanation
Units Missing	OK – Units not Shipped	You recognize that you or your supplier did not ship these units or shipped a different unit instead and they should not be considered missing.
	Missing – Please Research	You know that these units were included in your shipment and need Amazon to research further.
Extra Units Received	OK – Extra Units Shipped	You recognize that you or your supplier included extra units or a different unit than was originally recorded on your shipment.
	Unexpected – Please Research	You did not ship these units and believe they were incorrectly added to your inventory.

Documentation

For complex cases, Seller Support will request additional information from you to ensure that they have all the resources necessary to reconcile your shipment. The Shipment Reconciliation Tool will notify you if additional documents will be needed to process your claim, and you should attach these documents to your case. 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, and if you prefer, you may hide this information. If you are the manufacturer, please provide a copy of the packing slip, including the same information as above.

Bill of Lading: For LTL/FTL shipments, please provide a bill of lading (BOL) showing the number of boxes in the shipment and total weight when it was picked up by the carrier. The document must be stamped by Amazon confirming that the shipment was received and signed for at the fulfillment center. Your carrier should have a copy of this document. This will help verify that the units on the shipment were shipped out as expected.

Proof of Delivery: For Small Parcel shipments, please provide proof that the carrier has delivered the shipment to the fulfillment center. A screenshot from the carrier's tracking site is acceptable. For LTL/FTL shipments, a stamped BOL will also act as proof of delivery.

Proof that shipment was given to carrier: For partnered-carrier shipments, if your shipment was given to the carrier and the carrier's tracking site indicates that it has not arrived at its facility, please provide a receipt showing that you have given the shipment to the partnered carrier.

If you have any additional information that would help the Seller Support team in researching your shipment, you can provide it. Suggested content includes:

- **Known discrepancies:** Did you ship fewer units than you originally expected? More units? A different model?
- **Description of 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 quicker.
- **UPC/EAN of units:** Verify the UPC or EAN code on your units. Does it match the UPC/EAN shown in Seller Central? If not, please let us know about any discrepancies.
- **Any prep activity missed:** If a unit that was not properly prepped before being shipped, this can cause delays in the receiving process as we prep the unit for you. If you believe this might be the case, let us know, and it will help direct the search efforts.

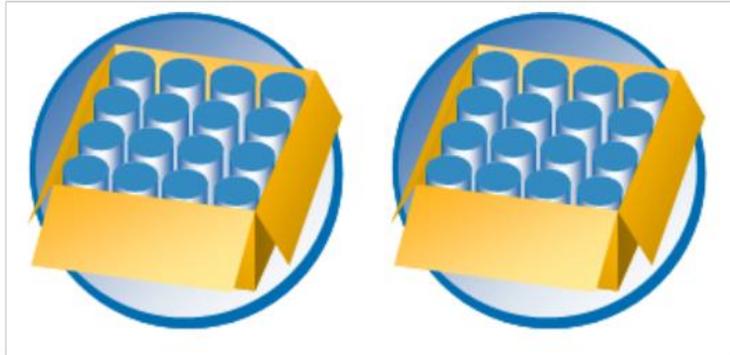
Submission and Next Steps

Once you have classified the discrepancies remaining on your shipment, you can submit the case to our Seller Support team for additional research. You'll be given a final opportunity to review your selections, and if everything is correct, submit the case for research.

After submitting the case, you'll be provided with a case number, which will also be shown in the Shipment Reconciliation Tool when you next visit the page. You can watch for status updates and communications by clicking on this case number or by going directly to your Case Log.

Appendix 1: Description of Case-Packed Products**Individual Items:**

Each box will contain one or more products of varying quantities and conditions.



Case-Packed Products: All products in a box will have matching SKU and condition. All boxes with the same product will contain equal quantities of that product in each box, and will have been previously packed by the manufacturer.

Case-packed products can be defined by the following:

- All products in a box will have matching SKU and condition and will have been previously packaged together by the manufacturer.
- All boxes with the same product will contain equal quantities of that product in each box. For example, a case-pack of 24 units must always contain 24 units.
- While receiving this type of shipment, the fulfillment center scans one unit from the box and the box is placed in inventory. There is no need to scan every unit because they are all the same.
- In some cases, a manufacturer or distributor may package more than one case-pack into a larger box called a master carton. Master cartons do not qualify as a case-pack and must be split at the appropriate case-pack level.
- Remove or cover scannable barcodes on the outside of a carton that includes multiple Units. Only the individual Units within the carton can have scannable barcodes.

Appendix 2: Definition of Stickerless, Commingled Inventory

All products that enter Amazon fulfillment centers require a means of identifying the product and its ownership. Often, a product is identified with a label you can print from your Seller Central Account. For some products sold by multiple sellers, you can select to “commingle” your inventory by enabling the Stickerless, Commingled Inventory setting. When you choose to commingle inventory, your products become interchangeable with the same products from other sellers for both order fulfillment and removals.

To summarize the differences:

- **Labeled Inventory:** (default setting): With this setting, a label must be applied to each unit your ship to our fulfillment centers, which designates that the product belongs to you. You can either print these labels when creating a shipment or enroll in the FBA Label Service for a per-unit fee. For more details, please review the Labeled Inventory page in FBA Help by searching for Labeled Inventory.
- **Stickerless, Commingled Inventory:** With this setting, your eligible units will not require unit labels. For the purposes of order fulfillment and removals, eligible units are treated as identical to units of the same product from other sellers who have also enabled Stickerless, Commingled Inventory. When a customer orders one of these products from you, you are the seller of record, but the unit used to fulfill the order may have been originally sourced from another seller's (or Amazon's own) inventory. When you choose Stickerless, Commingled Inventory, eligible units will be commingled but ineligible units will still require labels.

Learn more about Stickerless, Commingled Inventory in FBA Help by searching for **Stickerless, Commingled Inventory** in Seller Central.

Appendix 3: Amazon's Partnered Carrier Options

Amazon-Partnered Carrier (SPD)

Amazon-partnered carriers offer deeply discounted rates, and the cost is billed to your account as an "Inbound Transportation Charge." We will provide a shipping label you can print that you use with our carrier. The rates apply to deliveries within the 48 contiguous United States. You can cancel up to 24 hours after approving the charges.

After you've completed your shipment, give your box to your regularly scheduled UPS pick-up driver or take the package to a local UPS location.

Note: UPS has regularly scheduled web server maintenance every Sunday between 10 a.m. and 12 p.m. ET. During this maintenance period, UPS labels may not be available for FBA merchants using Amazon Partner Carrier shipments to fulfillment centers. If you encounter problems creating a UPS shipment with the Amazon Partner Carrier label during this time, try again after the maintenance period.

Amazon Partnered LTL/FTL (Partial Truckload/Full Truckload) Carrier

Amazon Partnered Carriers offer discounted rates to eligible sellers, and the cost is billed to your account as an "Inbound Transportation Charge." If your total shipment weight is more than 150 lb., you should consider using a Partnered Less Than Truckload (LTL)/Full Truckload (FTL) carrier for cost savings. Sellers enabled for Amazon Partnered LTL/FTL will have the option to choose it as their shipping method when creating an inbound shipment.

NOTE: On the Select Carrier tab in the Shipment Creation workflow, the Amazon Preferred Carrier option has been replaced by the Amazon Partnered Carrier option. You can still use the preferred carriers you have used in the past, but now you have the option to ship your products with an Amazon Partnered LTL/FTL carrier.

Learn more about Amazon Partnered Carrier Program in FBA Help by searching for **Partnered Carrier Options** in Seller Central.