Shipping Best Practices

This guide is a quick reference for meeting operational expectations. It is not exhaustive of all requirements. Refer to the FBA Manual for more details.

Unit Labeling

Each shippable unit must have a product identification number. You can use existing UPCs for qualifying products or print labels from your seller account. Applying this label properly will help ensure the correct unit is received and your inventory is accounted for.

Labeling the Box

Each box must have the correct shipping label in a location and condition that is easily visible and scannable (e.g. next to the carrier-tracking label, not over the carton seam, or not on the side of the box). Shipping labels should be placed no closer than 1.25" from any natural edge and should not be covered by tape or anything that would cover any critical information. Limit one shipment per box.

Box Dunnage (void fill)

Acceptable forms of dunnage include foam, air pillows and full sheets of paper. Unacceptable forms include crinkle wrap, shredded paper and peanuts of any kind. Do not use "gaylords" (pallet-sized cartons) or point of sale packaging for shipping.

Packing and Labeling Sets

Clearly label separate items that are intended to be sold as a single set. The set must also have a single, barcode that identifies the entire set. Barcodes on individual component pieces of the sets must not be visible.

Safety Requirements

Boxes should not exceed 50 lbs. unless one single shippable unit exceeds 50 lbs. Clearly label boxes weighing more than 50 lbs "Heavy Weight" on the top and sides. Pallets must not exceed 72 inches in height, including the pallet, nor exceed 1,500 lbs in gross weight. Pallets must be free of damage that compromises usability or safety.

Pallets

Palletize all shipments that are not small parcel delivery and securely stretch wrap and label them "Pallet #____ of ____."

Delivery Appointments

For any shipment not being sent via Small Parcel carriers must schedule a delivery appointment no less than 24 hours before the intended delivery. In order to schedule a delivery appointment, the carrier must provide the PRO number, BOL number, all PO numbers contained in the shipment and total quantities of pallets, boxes and (when available) units.

Common Errors

We have found that the following errors will slow down the process with which we can receive and make your units available for sale:

- Cartons too heavy without proper warning label (more than 50 lbs)
- Item not labeled (no sticker)
- Unit mislabeled (sticker does not match unit)
- Unit label not scannable (low ink/toner in printer, smudged labels)
- Unit label missing information (missing barcode or MSKU, FNSKU, title)
- Unknown title (listing needs to be created)
- More units shipped than what is expected (overage)
- Unit does not match what is in catalog (wrong binding, version, edition)
- Unit is not part of the shipment
- Shipment box has extraneous label from previous use (has multiple UPS tracking numbers, etc.)
- Box contains units from multiple shipments
- Prohibited units included—hazardous materials
- Box labeled but the unit not labeled

DOs

- ✓ Verify that the quantity you are shipping for each SKU is equal to the quantity that you entered online for your shipment.
- ✓ Print labels on the appropriate size paper (items: 1" x 2 5/8"; shipment: 3-1/3" x 4") using a laser printer to ensure a quality image that will not blur or smudge.
- ✓ Affix a label to each individual item using the PDF file provided by Amazon (Does not apply to stickerless inventory).
- ✓ Make sure the labels you affix to the items match the title and condition of each item.
- ✓ Label each box you ship your items in placing the label next to the carrier's label.
- ✓ Use a carrier that can provide a tracking number, so Amazon can track the progress. Note: Shipping confirmation is not the same as a tracking number.
- ✓ Enter tracking numbers into the shipping workflow under Provide Details.

DON'Ts

- ⊘ Do not ship items without labels unless they qualify for stickerless, commingled inventory.
- ⊘ Do not print item or shipment labels using an inkjet printer.
- ⊘ Do not affix shipment labels to seams where the label can be ripped, cut or distorted making it unscannable.
- ⊘ Do not include unauthorized marketing materials with your packages.
- ⊘ Do not ship packages greater than 50 pounds without proper warning labels.
- ⊘ Do not combine items from different shipments in the same package. Item quantities must match shipment quantities in the Shipping Queue.
- ⊘ Do not ship more items than the quantity you entered online for the shipment.
- ⊘ Do not leave old shipping labels visible on packages from previous shipments.