



# North American Vendor Manual

# North American Vendor Manual

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## Introduction

## Introduction

The *Amazon North American Vendor Manual* contains the information that you, our vendors and shippers, need to successfully fulfill Amazon purchase orders within our fulfillment network. This manual features guidelines, requirements, and best practices for everything from understanding purchase orders to ensuring that your shipment reaches our fulfillment center (FC) on time. The operations policies and procedures described here will help you maintain the highest safety and quality standards for both you and Amazon.

Amazon associates and customers depend on you to follow these guidelines at all times. Noncompliance may result in the following:

- Inaccuracies in shipping and receiving that result in the delivery of fewer items (a shortage) or more items (an overage) than are listed on a purchase order
- Inaccuracies in shipping that may affect timely payment
- Delays in delivery that cause Amazon to run out of stock at our fulfillment centers
- Rejection of your shipment at a fulfillment center and return of the order to you, at your expense
- Freight, handling, or other charges billed to you for mistakes made during the packing and shipping process

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## Quality Assurance

We at Amazon want our vendors to succeed, because we are all working together toward a shared goal: satisfying our customers. We have high expectations of our vendors and provide the support and incentives to help you meet them.

This manual describes the detailed process of being an Amazon vendor, summarized in table 1. Some of the steps in this process might overlap. For example, you might complete documentation as you package and label the items included in your shipment or as you prepare to transport your shipment. For your convenience, at the end of each section, you will find a printable checklist that includes the vital details for that phase.

Whenever necessary, we may return merchandise to you at your expense and/or assess charges to you to offset expenses incurred as a result of noncompliance with our operational standards. This manual is designed to help you avoid such returns and **chargebacks**.

In an effort to help our vendors meet operational expectations, Amazon collects and reviews vendor performance data on a

continual basis. With quality assurance in mind, we may initiate communication with you in a number of ways to heighten your awareness of a noncompliance issue or to resolve an issue. An Amazon representative may reach out to you regarding an isolated incident, or they may engage in ongoing communication with you to rectify consistent problems.

If you are experiencing circumstances that may compromise or interrupt your ability to fulfill your responsibilities as an Amazon vendor, such as system changes or facility closures, please reach out to your Amazon contact, or visit **Vendor Central > Support > Contact Us**.

## Additional Support

We recommend visiting the **Operational Performance Dashboard** weekly to review your chargebacks and to explore opportunities to improve your performance as an Amazon vendor and shipper based on recent shipments.

Download the most recent version of this manual by accessing the **Vendor Manual** support page in Vendor Central.

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**Table 1 End-to-End Supply Chain Process**

Process Stage	Resources
Confirm/Acknowledge Purchase Order (PO)	<ul style="list-style-type: none"> <li>Review chargebacks applicable to <b>purchase orders</b>.</li> <li>Accept, reject, or backorder items on your PO.</li> </ul>
Prepare Shipment	<ul style="list-style-type: none"> <li>Review chargebacks applicable to <b>preparation, packaging, and receiving</b>.</li> <li>Package and label items.</li> <li>Package and label cartons.</li> <li>Build and label pallets.</li> </ul>
Document Shipment	<ul style="list-style-type: none"> <li>Review chargebacks applicable to <b>Advance Shipment Notifications (ASNs)</b>.</li> <li>Review chargebacks applicable to <b>receiving</b>.</li> <li>Request Progressive Rotating Order (PRO) numbers from carriers.</li> <li>WePay (Collect) vendors: Submit routing request within ship window on PO.</li> <li>WePay (Collect) vendors: Receive Amazon Reference Number (ARN) for your shipment.</li> <li>TheyPay (Prepaid) vendors: Arrange shipping with carrier within delivery window on PO.</li> <li>Complete Bill of Lading (BOL).</li> <li>Create Advance Shipment Notification (ASN).</li> </ul>
Transport Shipment	<ul style="list-style-type: none"> <li>Review chargebacks applicable to <b>transportation and receiving</b>.</li> <li>Load pallets into trailer.</li> <li>Transmit Advance Shipment Notification (ASN).</li> <li>Schedule fulfillment center delivery appointment.</li> <li>Track delivery.</li> </ul>
Process Payments, File Disputes, and Resolve Returns	<ul style="list-style-type: none"> <li>File invoices.</li> <li>Create and review disputes.</li> <li>Access key resources via Vendor Central regarding <b>Dispute management</b> and <b>Reducing shortage claims</b>.</li> <li>Access key resources via Vendor Central regarding <b>Returns</b>.</li> </ul>

## Purchase Orders



## Purchase Orders

An Amazon **purchase order (PO)** is the digital document that lists the items Amazon has ordered from you, the **vendor**, from your product **Catalog** on our web-based portal **Vendor Central**. An Amazon PO is a written authorization for a vendor to ship products to us at a specified price. Once the vendor confirms a PO, it becomes a legally binding contract.

At least once per quarter, or whenever you add new products, verify the product descriptions and quantities in your Catalog so that we know exactly which products and quantities are available for order.

## Accessing Purchase Orders

We transmit POs to you via Vendor Central or via an Amazon-approved business-to-business software that allows your server to exchange information directly with our server. Integrating one of these systems—**Electronic Data Interchange (EDI)** or **Applications Programming Interface (API)**—into your workflow is similar to learning a new language, and many Amazon vendors have information technology (IT) or systems technology departments to manage them. Other vendors contract with third-party experts to manage these systems.

You can view and update your Amazon POs one of the following ways:

- Directly, via **Vendor Central > Orders > Purchase Orders**
- Via **EDI 850**, to receive PO information (seeing what products/quantities we have ordered from you)
- Via **EDI 855**, to confirm/acknowledge your POs (telling us what products/quantities you will send to us)
- Via **Procurement Orders APIs**

If you have set up electronic automation either EDI or API, your IT systems will receive and confirm the order automatically. You can verify the transmission and document exchanges in **Vendor Central > Integration (EDI/API) > Operational Analytics**.

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## General PO Requirements

Our PO contains all the details you need to fill our order. When you receive an Amazon PO, **you must confirm (acknowledge) it within one day of the order date** listed on the PO. You can confirm a purchase order one of the following ways:

- Sign in to Vendor Central and choose **Orders > Purchase Orders**.
- If you have set up electronic automation—either EDI or API—your IT system will receive and confirm the order automatically. You can verify the transmission and document exchanges via **Vendor Central > Integration (EDI/API) > Operational Analytics**.

Once you confirm a PO, you can change your confirmation information for up to two days after the order date or 14 days before the ship date listed on your **Advance Shipment Notification (ASN)**, whichever comes later.

During that grace period, you can lower the item quantities listed on the PO according to your inventory (down confirm) without incurring quantity-related chargebacks.

## Special PO Requirements

Each vendor has the choice of fulfilling a purchase order as a WePay (Collect) vendor or as a TheyPay (Prepaid) vendor, which determines how your freight is carried to a **fulfillment center (FC)**. If you choose to fulfill your POs as a **WePay (Collect) vendor**, your POs will include a ship window, and we will arrange a **carrier** to transport your shipments within that window.

If you choose to fulfill your POs as a **TheyPay (Prepaid) vendor**, your POs will include a delivery window, and you are responsible for finding a carrier to transport your shipments to our FC within that window.

Follow the guidelines in the appropriate row of table 2 to ensure that you are processing your purchase orders correctly.

### Confirm Your Purchase Order

Confirm each of the items listed on your PO in one of three ways:

**Accept** a PO when you have the items in stock and ready to ship.

**Reject** a PO when you do not have the items in stock, and they will not be available within the ship date range listed on the PO.

**Backorder** a PO when you meet all three of the following criteria:

1. You do not have the item in stock.
2. You know the item will be available to ship between the earliest and the latest ship date listed on the PO.
3. On the PO, the box is checked next to the question *Is Backorder Allowed?*

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Table 2 Fulfilling Amazon Purchase Orders

<b>WePay (Collect) Vendors</b>	<ul style="list-style-type: none"> <li>Amazon provides a <b>ship window</b> for your order. Once you have accepted the range of dates that appears on your PO, <b>you cannot extend this window</b> by updating your <b>Estimated Shipment Arrival Date (ESD)</b> on the PO.</li> <li>Amazon assigns and pays for an authorized Amazon carrier to deliver the items on the PO.</li> <li>When you backorder items on an Amazon PO, you must provide an ESD. When some or all of the backordered items have been shipped, do not change the original confirmation status on the PO.</li> </ul>
<b>TheyPay (Prepaid) Vendors</b>	<ul style="list-style-type: none"> <li>Amazon provides a <b>delivery window</b> for your order. Once you have confirmed an item on your PO, thereby confirming the range of dates that appears on your PO, <b>you cannot extend this delivery window</b> by extending the dates.</li> <li>TheyPay vendors must make arrangements with a carrier to transport shipment to the fulfillment center (FC) listed on the PO.</li> <li>Your carrier must register via the Amazon web-based portal <b>Carrier Central</b> and request an account. Once they have an account, they must request an appointment to deliver your shipment on a date that falls between the earliest and latest ship dates on your PO.</li> <li>Carriers for TheyPay vendors are expected to follow the policies and requirements described in the <b>North America–US Amazon Carrier Central Manual</b>. TheyPay vendors are responsible for the behavior of the carriers they choose. Note that when carriers fail to comply with Amazon guidelines, your delivery may be refused at the FC and returned to you at your expense. Carriers may be blocked from delivering to us in the future, and vendors may also incur <b>transportation</b> and <b>receiving</b> chargebacks.</li> <li>When you backorder items on an Amazon PO, you must provide an <b>Expected Delivery Date (EDD)</b>. We expect backordered items to arrive at Amazon on or before the EDD you provide. When some or all of the backordered PO have been delivered, <b>do not change the original confirmation status</b> on the PO.</li> </ul>
<b>WARNING</b>	<ul style="list-style-type: none"> <li>Amazon <b>does not accept</b> overages, substitutions, or replacement products for the items listed on our POs.</li> <li>When WePay vendors ship products that Amazon did not order, <b>these items are subject to rejection at the fulfillment center (FC) or disposal without compensation</b>.</li> <li>When TheyPay vendors send unordered products, <b>the items may be sold and the proceeds applied to the cost of processing the shipment at the FC (liquidation)</b>.</li> </ul>

## Verifying Information

Use the information in your PO to verify these details:

- **Number of items** confirmed on the PO. Do not send items in excess of the quantity listed on the PO (an overage), since you will not receive payment for overage items and may not get them back.
- **Unit of measure for the items** you are shipping. Does the PO list items individually or multiple items packaged by the set or case?

You can view purchase orders that are at risk of being canceled by going to **Vendor Central > Purchase Orders > Pending Cancellation PO Items**. There, you are able to update the expected ship or delivery dates of each SKU. You must update this detail before the specified cancel date listed on your PO, or your order will be canceled.

As you pick the items listed on the PO for shipping, verify that the **product identification number** on the items' scannable barcode matches the number listed on the PO—for example, an **Amazon Standard Item Number (ASIN)**, a **Universal Product Code (UPC)**, or an **International Standard Book Number (ISBN)**. See figure 2 for examples of these product identification numbers.

## The WePay Advantage

As a vendor, you are free to choose your own carrier to deliver your orders to our fulfillment centers (FCs). However, there are clear advantages to becoming an Amazon WePay vendor. Our contracted Amazon carriers are experienced in delivering shipments to our fulfillment centers, and, as a result, they understand the particular freight management requirements we have developed at Amazon to accomplish deliveries in the most expeditious and economical way possible.

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**Figure 2 Product Identification Numbers**

Amazon Standard Item Number (ASIN)



Universal Product Code (UPC)



GTIN-12



International Standard Book Number (ISBN)



European Article Number (EAN)



Japanese Article Number (JAN)



## Checklist for Purchase Order Accuracy

- ☐ Review PO On-Time Accuracy, Overage PO, and Unconfirmed PO chargebacks applicable to **purchase orders**.
- ☐ Confirm items on your purchase order by accepting, rejecting, or backordering them.
- ☐ WePay (Collect) vendors: When you backorder items on your PO, indicate the Estimated Ship Date (ESD) for those items.
- ☐ TheyPay (Prepaid) vendors: When you backorder items on your PO, indicate the Estimated Delivery Date (EDD) for those items.
- ☐ TheyPay (Prepaid) vendors: Make sure the carrier you have chosen is registered via the **Carrier Central** portal to deliver to the Amazon fulfillment center listed on your PO.
- ☐ If you need to change your confirmation information, do so within two days after the order date or 14 days before the ship date listed on your ASN, whichever comes later.

## Preparing Your Shipment

## Preparing Your Shipment

Once you have confirmed your Amazon PO, it is time to prepare your order for delivery to the Amazon FC. Preparing your shipment includes picking the items, packaging them, packing them in cartons, labeling the cartons, stacking the cartons on **pallets**, wrapping the pallets, and labeling the pallets so that they are ready to be loaded into your carrier's trailer.

### Preparing Items for Shipping

When picking items from your stock to fill our order, pay close attention to the product description on the Amazon PO, which we take directly from your Vendor Central Catalog. Each sellable unit—also known as a **stock keeping unit (SKU)**—must be labeled with the same product identification number barcode, such as an ASIN or a UPC, that is listed on the PO. If we order 100 two-packs of shampoo, for example, make sure to send the two-packs rather than 100 single bottles of shampoo, which would cause a shortage in receiving at our FC and lead to **Carton Content Accuracy** chargebacks for you.

It is vitally important when packaging products for shipping that you consider the safety of the Amazon associates who unload and receive them, as well as the safety of the customers who are waiting for your products at the end of the supply chain.

## The Frustration-Free Packaging Program

The Amazon Frustration-Free Packaging (FFP) Program offers three tiers of certification that help vendors meet customer expectations. Joining the FFP Program requires that you evaluate your product packaging to make sure that it meets program guidelines. You must also test your product packaging performance to verify that it meets distribution requirements to reach customers undamaged.

Certification in Tier 1—Frustration-Free Packaging (FFP) requires meeting recycling and customer experience standards, as well as the standards for **Ship in Own Container (SIOC)** described in Tier 2. Packages must be easily opened (within 120 seconds), and the packaging material must qualify as curbside recyclable. That might mean, for example, packing a product with recyclable dunnage rather than expanded polystyrene (EPS).

Tier 2—Ship in Own Container (SIOC) certification focuses on products that can safely ship in their manufacturer packaging, such as furniture, sports equipment, and diapers.

Tier 3—Prep-Free Packaging (PFP) certification focuses on items that are prepped by vendors and thus avoid Amazon prep charges, because they are ready to be shipped from the fulfillment center directly to the customer without additional prep. Vendor prep might include bagging, wrapping in bubble wrap, applying a **cap seal**, or labeling.



## The Frustration-Free Packaging Program (continued)

Certification in the FFP Program is done by specific product, packaged in either rigid or flexible packaging materials. If you think an item that appears in your Vendor Central Catalog is a good candidate, you can view specific packaging guidelines and begin the certification process by visiting our **Packaging web pages** for vendors.

These web pages include advice on transitioning to the FFP Program, including **how to have products tested** to meet **International Safe Transit Association (ISTA)** standards and **case studies** for solution inspiration.

The many benefits of the FFP Program are shown in table 3.1.

Table 3.1 Benefits of Frustration-Free Packaging Certification			
Amazon Packaging Certification Tiers			
Benefits	Tier 1 (FFP)	Tier 2 (SIOC)	Tier 3 (PFP)
Reduction/removal of Amazon prep chargebacks	✓	✓	✓
Reduction/removal of Amazon FFP/SIOC chargebacks	✓	✓	
Opportunity to reduce packaging costs	✓	✓	
Opportunity to reduce inbound transportation	✓	✓	
Opportunity to receive vendor incentive	✓	✓	
Packaged in recyclable materials; easy to open	✓		

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## Item Packaging

When an Amazon customer orders a product from our website, it often has a long journey along the supply chain before arriving at the customer's door. We depend on our vendors to package the items in their shipments properly, so that they arrive in our FCs free of damage or defects and can be sent on to our customers that way.

With our customers in mind, Amazon requires vendors to follow specific item-packaging requirements, based on two categories:

- The **type of item** being shipped (for example, apparel, food, toys, and jewelry)
- The **characteristics of the item** being shipped (for example, sharp objects, very small objects, fragile objects, liquids, and hazardous liquids)

You can find detailed packaging requirements and guidelines for the products you are shipping in two addendums to this manual:

- **Addendum 1: Product Restrictions and Prep Instructions.** This guide covers packaging for a wide range of products.
- **Addendum 1.1: Softlines Packaging Guidelines.** This guide focuses on Softline products—many of which are literally soft—including shoes, apparel, watches, and jewelry.

**We recommend reading the complete guidelines that apply to your products before you begin packaging the items listed on your PO.** Follow the guidelines to the letter to avoid chargebacks associated with **preparation, packaging, and receiving.**

## Item Labeling

Every **sellable each** that you send to Amazon must have one product identification number label (a UPC, EAN, GTIN-12, JAN, ISBN, or ASIN) printed in black ink on a white background and affixed to the item itself or to the item's exterior packaging, depending on how the item appears at the point of sale. The product identification number must appear as both a barcode and a printed numeral in a location where it can be easily spotted and scanned at the point of sale.

Each sellable unit should display only one scannable barcode—unless you also use a **Transparency 2D** or Unique Device Identifier (UDI) barcode, as shown in figure 3.1 and 3.2.

If you do use a **Transparency 2D** barcode, it must not be covered by any other labels.

Figure 3.1 Transparency 2D Barcode

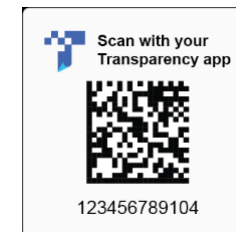


Figure 3.2 Unique Device Identifier (UDI) Barcode



## Item Labeling (continued)

When filling a **master pack** carton with multiple **inner packs**, take special care to label items correctly. If an inner pack contains several SKUs, each of those items or sets of items must be labeled with a scannable barcode that identifies the product. **Do not use item-level barcodes on inner packs**, as they will cause errors at the FC and lead to **receiving** chargebacks.

Certain items need special attention when you are labeling them for shipping.

### Labeling Items Sold as a Set

When preparing multiple items intended to be sold as one SKU—for example, a student textbook/workbook set or a water bottle/bottlebrush combination—you must package the items in each unit together and affix a label to the packaging reading *Sold as Set: Quantity 1*.

### Labeling Items Packaged in Plastic Bags

A plastic bag used as packaging can present a danger to children and therefore must contain a **suffocation warning** when it is one thousandth of an inch (mil) or less thick and has an opening of five inches or wider.

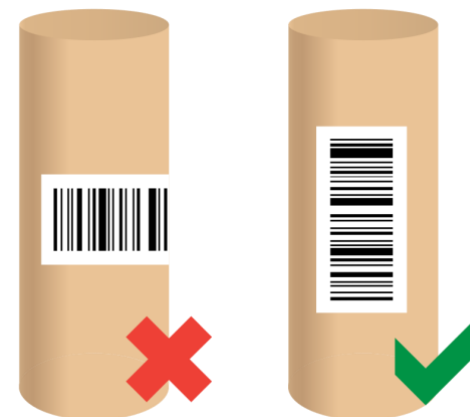
The warning must be printed in at least 12-point font, in a color that is clearly visible against the contents of the bag and distinct from any other printed matter on the bag. Amazon requires that the message be consistent with the following:

*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 playpens. This bag is not a toy.*

### Labeling Cylindrical-Shaped Units

Apply barcode labels to cylindrical units, such as pill bottles and beverage cans, vertically along the axis rather than horizontally around the cylinder, as shown in figure 3.3. This placement facilitates electronic scanning.

Figure 3.3 Cylindrical-Shaped Units



## Labeling Date-Sensitive Products

Some products are perishable, meaning there is a date after which their quality (food products) or efficacy (pharmaceutical products) can no longer be guaranteed. Figure 3.4 illustrates where you might find a product expiration date.

**Figure 3.4 Product Expiration Date**



If you offer perishable products in your Vendor Central **Catalog**, you must provide an expiration date or both a manufacture date and a shelf life in three places:

- In your Vendor Central Catalog
- On each sellable unit
- On your Advance Shipment Notification (ASN) when fulfilling an Amazon PO

**Vendor Central Catalog** You must provide correct values for the expiration date or both manufacture date and shelf life for perishable products in your Catalog. Expiration dates are sometimes referred to as “use by” dates or “maximum durability” dates. Go to **Vendor Central > Expiration Dates on Products** for more information about the products that are subject to expiration and manufacture date/shelf life requirements.

When your Catalog includes perishable items whose manufacturers have not specified expiration dates, you must instead provide both the manufacture date and the shelf life in your Catalog. The manufacture date is the date when goods were manufactured or packaged. The shelf life is the duration that product is valid for consumption or use after the manufacturing date.

**Sellable Units** When selling perishable goods, you must make sure that the expiration date is explicitly printed on every sellable unit in one of the following formats:

- MM-DD-YYYY
- MM-YYYY
- DD-MM-YYY

If the manufacturer has not printed the expiration date on the product, then you are responsible for labeling each SKU with that date. Include the expiration date in the barcode label for each SKU in a human-readable text.

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**Advance Shipment Notification (ASN)** If you are shipping items with a specific expiration date, you must include that date on your ASN.

If you have indicated in your Catalog that the items you are shipping have a shelf life rather than a specific expiration date, Amazon prefers that you provide an expiration date on your ASN but does not require it, unless you are an Amazon Fresh Business.

If you choose not to provide an expiration date in these instances, however, you should verify that the **Fulfillment Center Shelf Life** attribute in your Catalog is set correctly before we receive your goods at our fulfillment centers so we can correctly calculate the expiration date.

Amazon FCs will only accept perishable units that have an expiration date more than 90 days after the receive date. If you send a product that has either reached its shelf life (expired) or will expire in 90 days or less, you will receive an **Expired Product** chargeback. You will not be paid for expired items that arrive at our fulfillment centers. They will be marked for disposal and cannot be returned to you.

## Labeling Items with Lot or Batch Numbers

Some product types are assigned **lot numbers** or **batch numbers** that identify a group of items made at the same time, by the same manufacturer, using the same ingredients. Items commonly assigned lot/batch numbers include the following:

- Baby products, such as wipes and infant formula
- Consumable products, such as grocery items, dietary supplements, and over-the-counter drugs and medicines
- Beauty products, such as cosmetics and skin creams
- All items on the US Food and Drug Administration Food Safety and Modernization Act (FSMA) Section 204 Food Traceability List
- Certain pet supplies, such as pet food and medicines

For examples of where you might find a lot or batch number on a product, see figure 3.5. If you are shipping products that have lot/batch number tracking available, you must explicitly label or print the lot or batch number on every shippable/sellable each.

All Amazon vendors are also required to include lot/batch numbers on your Advance Shipping Notification (ASN) for all products that have lot number tracking available. See further guidelines regarding ASNs in the **“Documenting Your Shipment”** section in this manual.

You must also provide accurate lot/batch number information on each carton label. Each carton may only contain one lot number. For further guidelines on packing and labeling cartons and pallets containing products with lot/batch numbers, see the “Carton Packaging,” “Carton Labeling,” and “Pallet Labeling” segments later in this section of the manual, as well as table 3.6.

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## Labeling Items with Lot or Batch Numbers (continued)

The benefits of providing lot number information on your ASNs and carton labels include the following:

- Better inventory control through supply chain traceability
- Protection from broad-based product recalls
- Faster processing and improved receive accuracy for your inbound shipments

**Note:** Amazon policy requires that all vendors provide accurate printed lot/batch number information on both Advance Shipping Notifications (ASNs) and each carton label. Failure to comply with this requirement may result in receiving chargebacks.

Figure 3.5 Lot and Batch Numbers



## Labeling Federal Drug Administration (FDA) Medical Devices

A product is classified as a medical device according to Section 201(h) of the Federal Food, Drug, and Cosmetic Act if it is an “instrument, machine, contrivance, implant, or in vitro reagent . . . intended to treat, cure, prevent, mitigate, diagnose disease.” Examples of such medical devices are shown in figure 3.6.

Figure 3.6 FDA Medical Devices



Each medical device must have a Unique Device Identifier (UDI) label on the device packaging, in compliance with the FDA Unique Device Identification System Final Rule. **Do not place a label over the UDI.** Instead, place any additional scannable and unique barcodes on the device in a way that does not obscure the UDI.

For more information about UDIs, go to the **Amazon Business Professional Healthcare (PHC) Vendor Policy**.

# North American Vendor Manual

## Labeling Watches

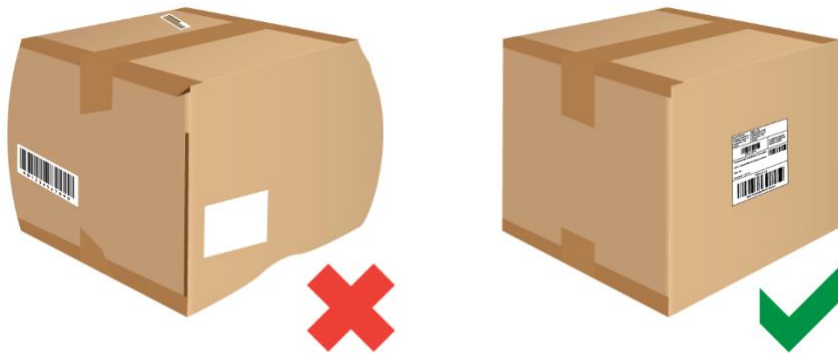
Pack each watch in its box with a scannable product label on the outside of the box, not on the watch. To avoid damage to the product, the maximum weight for a carton containing watches is 40 pounds.

Watches that cost more than \$500 each require certification through the Frustration-Free Packaging Program.

## Preparing Cartons

All the merchandise Amazon orders from you must be shipped in cartons free of holes, rips, water damage, and crushed corners, as illustrated in figure 3.7.

Figure 3.7 Packaging Dos and Don'ts



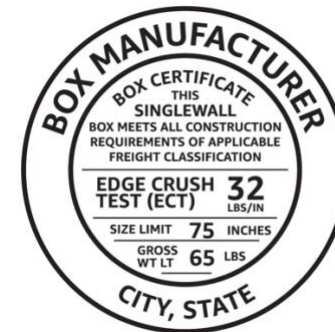
**Don't** package items in a carton with crushed edges and labels that cannot be read by Amazon scanners.

**Do** package items in a carton with six sides, square edges, and no markings other than the appropriate shipping label.

## Carton Packaging

Pack your order in sturdy corrugated cardboard cartons to ensure that your products arrive at Amazon FCs in good condition. Each carton must have a visible certificate, like the one shown in figure 3.8, proving that it has passed an edge crush test (ECT). Each carton certificate also includes guidelines for contents size and weight. Always follow these guidelines when packing your cartons for shipment.

Figure 3.8 Carton Certificate



When choosing the appropriate cartons for your shipment, follow the size and weight guidelines in table 3.2. Carton specifications must be within these acceptable limits **for cartons containing one or more sellable unit.**

# North American Vendor Manual

**Table 3.2 Carton Size and Weight Guidelines**

Specification	Minimum	Maximum
<b>Carton Dimensions (L" x W" x H")</b>	6" x 4" x 1"	25" x 25" x 25" (unless individual product is > 25")
<b>Carton Weight</b>	1 pound	50 pounds*
<b>Number of POs per carton</b>	1	5
<b>Number of ASINs per carton</b>	1	100 units
*For jewelry and watches, maximum carton weight is 40 pounds.		

## Master Packs and Inner Packs

The largest carton stacked on a shipping pallet is called the **master pack**. Master packs may contain either one large sellable each or multiple smaller items. The smaller items inside a master pack may themselves be packaged in smaller cartons called **inner packs**, which provide additional stability and protection during shipping. For example, when sending Ship in Own Container (SIOC) items to a fulfillment center, you might decide to pack several of them inside larger master packs to improve pallet stability.

See figure 3.11 in the “Carton Labeling” segment of this section for an illustration of the relationship between master packs and inner packs and how to label them for sellable quantities.

If there is space inside a master pack carton between single items or inner packs, use enough packing material (dunnage) to fill voids and sufficiently protect items in transit. Use only dunnage approved by Amazon, including air pillows, full sheets of paper, sheet foam, and bubble wrap. **Do not use loose fill of any kind**, such as expanded polystyrene (EPS) peanuts or shredded paper.

Please note that **Amazon may reject damaged goods** from WePay vendors at the receiving dock and return them to you, at your expense. When damaged goods arrive from TheyPay vendors, **we may liquidate these items**. When we dispose of or liquidate merchandise damaged through vendor noncompliance, we will not pay you for it.



# North American Vendor Manual

## Sortable, Non-sortable, and Extra-large Items

When we order products from you, we designate an FC to receive the shipment based on the description of the products in your Vendor Central Catalog. If we have ordered smaller items, we route them to one of our sortable fulfillment centers, where that type of product is processed, stowed, and shipped to customers.

If we have ordered large items from you, we route them to one of our non-sortable fulfillment centers, which are set up to handle and stow large items. If we have ordered extra-large, heavy, bulky items from you, we route them to our Amazon XL fulfillment centers (AMXL).

Do not overpack cartons with smaller items. A carton containing **multiple sellable units** is classified as large and cannot be processed in a sortable FC if any of the following is true:

- It weighs more than 50 lbs (22.7 kg).
- Any of its dimensions are more than 108".
- Its **girth** is greater than 165".

Using cartons that fall outside Amazon size guidelines or overpacking cartons so that they violate weight guidelines will result in chargebacks related to **transportation**.

Also follow sortability thresholds for individual units, as described in table 3.3, as you pack cartons to fulfill your purchase order.

Table 3.3 Sortability Thresholds					
Fulfillment Center Type	Length	Width	Height	Length + Girth	Weight
Sortable (Individual Unit)	< 18"	< 14"	< 8"		< 20 lbs
Non-sortable (Individual Unit)	> 18" and < 96"			< 130"	< 50 lbs
Amazon XL (AMXL) (Individual Unit)	> 96"			> 130"	> 50 lbs

# North American Vendor Manual

## Small Items

Pack small SKUs together in a master pack to protect them during shipping and to make them easier to process during receiving. A master pack of merchandise can contain either individual units that are sold separately, such as individual bottles of shampoo, or items sold as sets, such as a two-pack of shampoo or a brush/comb set. Each SKU inside a master pack must have a product identification number barcode. Make sure the barcode is easily scannable to make the receive process proceed smoothly.

## Large and Extra-Large Items

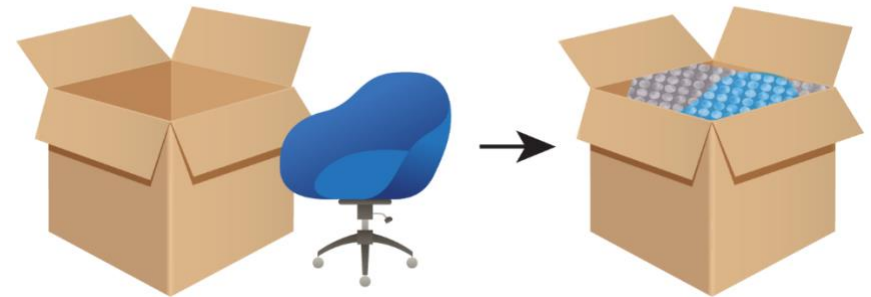
Some large items must be packed in cartons by themselves, and some extra-large items cannot fit inside an available carton. Additionally, some heavy, bulky cartons need special packaging, labeling, and shipping through Amazon's Frustration-Free Packaging program.

**A single sellable unit qualifies as large** if either of the following is true:

- It weighs more than 20 pounds.
- Its packaging measures more than 18" on the longest side, more than 14" on the median side, or more than 8" on the shortest side.

**Any single sellable each that weighs over 50 lbs** is considered extra-large. Some extra-large items, because they cannot fit in available cartons, must be shipped in item-protective packaging only, such as bubble wrap. If you are able to fit an extra-large item in a carton, you must use dunnage that prevents the weight of the item from shifting during handling.

**Figure 3.9 Extra-large Master Pack**



Before including large or extra-large items in your vendor Catalog, certify them through our Frustration-Free Packaging Program as either Tier 1—Frustration-Free Packaging (FFP) or Tier 2—Ships in Own Container (SIOC). Failure to certify these items will incur a **Frustration-Free Packaging/Ships in Own Container chargeback**. Note that certain product categories are excluded from these rules.

## Items with Expiration Dates or Lot/Batch Numbers

Do not include ASINs in one carton that have more than one expiration date or more than one lot/batch number. Follow the guidelines in table 3.5 when packing perishable products, and follow the guidelines in table 3.6 when shipping products with a lot or batch number.

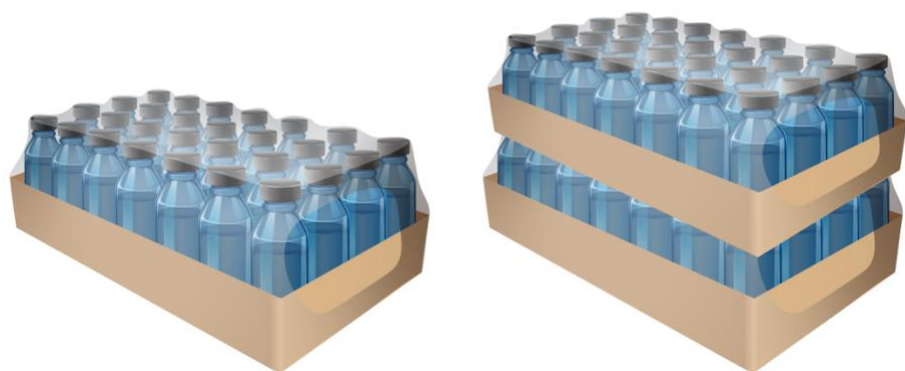
## Tray Pack Packaging

Some items, such as bottled beverages, are packaged for shipping in master tray packs rather than closed cartons. When you use corrugated trays, they must be continuous flat surfaces on all sides. They must have a minimum 3" high side wall for glass products (or to the neck of the bottle) or a minimum 2" high side wall for other products.

When bottles are packaged in master tray packs, they must be wrapped in plastic shrink wrap, as shown in figure 3.10. Only wrap tray packs with plastic that can withstand the abrasion, stacking, or protrusions encountered in normal handling, conveying, loading, and unloading. The shrink wrap must be at least 2 mils thick (0.002") or must demonstrate a minimum tear strength of  $\geq 130$  grams. Plastic wrap that meets these criteria must fit tightly around the master tray pack with no loose ends.

If SKU barcodes are visible on the bottles in a tray pack, package it in nontransparent plastic stretch wrap so that barcodes on individual items cannot be scanned inadvertently during shipping and receiving.

**Figure 3.10** Wrapped Tray Packs



## Carton Labeling

Every master pack carton you ship to Amazon must display at least one label that includes the following details:

- Text readable by humans that identifies the vendor/shipper and the destination
- Scannable barcode identification that communicates the carton's contents, encoded according to **GS1-128 symbology** specifications
- The lot or batch number when shipping perishable items

See table 3.4 later in this section for a complete list of details required for carton shipping labels. Note that even if all of the cartons in your order share the same ASIN and quantity, each carton must have its own label identifying its contents.

Our FC associates rely on you to make the barcodes on carton labels accurate and accessible. If the barcodes on your cartons do not match those on your purchase order, if they are blurred, or if they are difficult to access, you may be subject to **receiving** chargebacks.

Shipping labels usually contain more than one barcode—for example, one barcode that describes a carton's contents and another that lists the PO numbers included in the shipment. Remove any other barcodes before shipping.

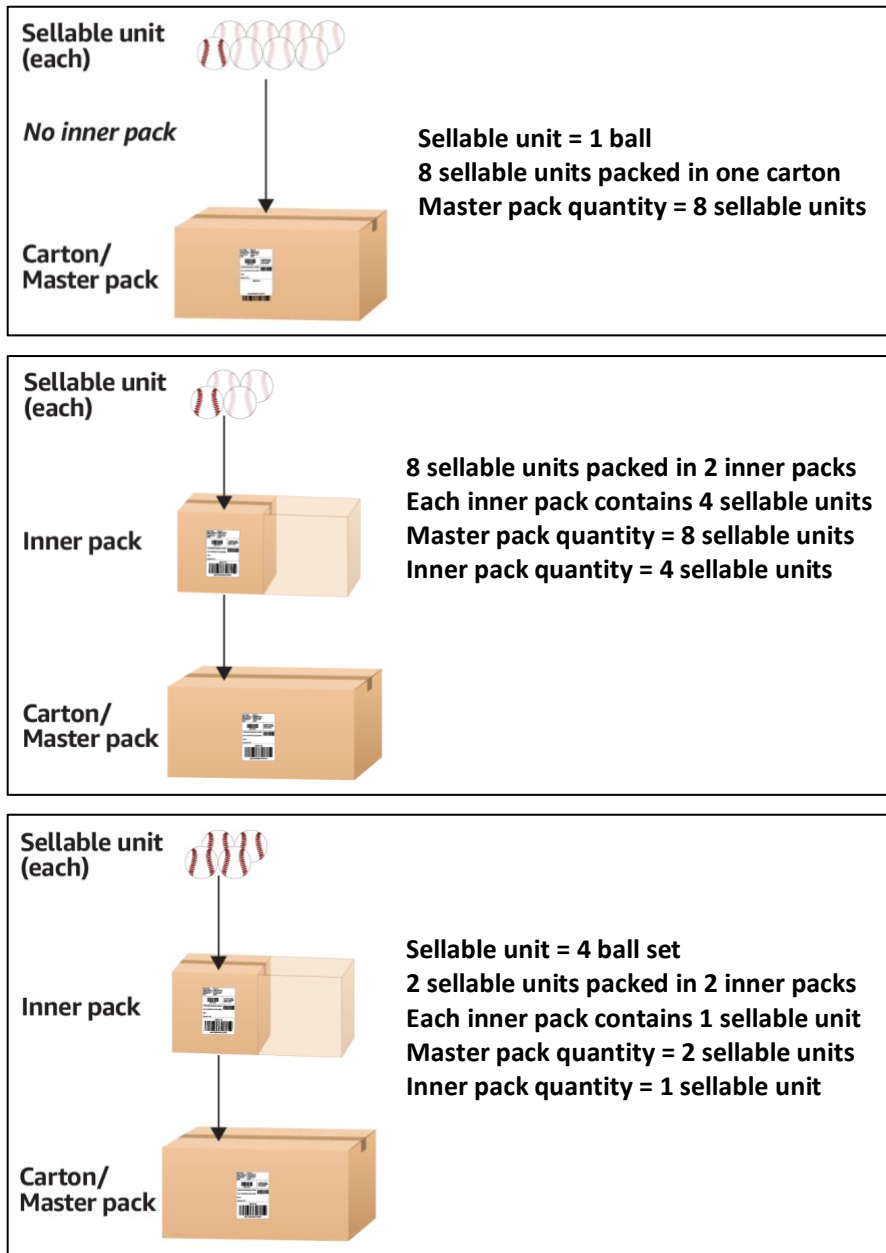
When your shipment contains inner packs inside master packs, make sure that they are labeled for sellable quantities. The scannable label for each inner pack must reflect only its contents, while the scannable label for each master pack carton must reflect its total contents.

Labeling for sellable quantities is illustrated in figure 3.11. Note that the bottom frame of figure 3.11 shows an inner pack that contains a set of four balls sold as one SKU. Labeling inner packs correctly will help you avoid **receiving** chargebacks.

Certain types of carton labels are compatible with certain ways of transmitting your Advance Shipment Notification (ASN) to the fulfillment center. For example, AMZNCC carton labels are only available to vendors who transmit ASNs via Vendor Central, not EDI. See the segment "Advance Shipment Notifications" in the "**Documenting Your Shipment**" section of this manual for more details on compatibility between certain carton labels and certain modes of transmitting ASNs.

# North American Vendor Manual

Figure 3.11 Labeling for Sellable Quantities



## Carton Label Location and Condition

When labeling master packs, follow the guidelines shown in figure 3.12. Place labels in the middle of the carton panel rather than over a seam or near the corners, since these areas may collapse or be crushed during shipping, making the labels more difficult to read and scan.

Figure 3.12 Label Placement



When printing labels for your cartons, use a thermal transfer or laser printer. Labels created with inkjet printers are more susceptible to smearing and blurry images, which make the information difficult to read and scan. Most labeling errors are caused by dirty printer heads. We recommend testing, cleaning, or replacing your printer heads on a regular basis.

# North American Vendor Manual

## License Plate Carton Labels

We allow carton labels in four formats but prefer two kinds of **License Plate (LP) labels**:

### 1. Serial Shipment Container Code (SSCC) Labels

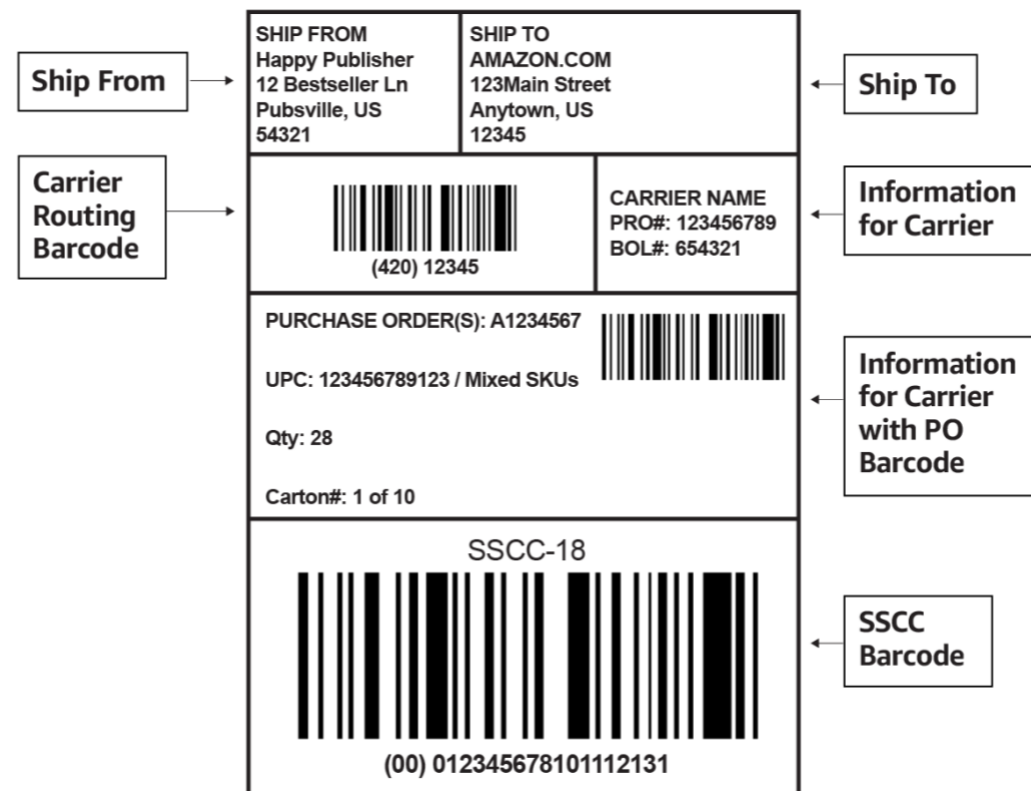
An SSCC is an 18-digit serialized number encoded into a GS1-128 barcode. An SSCC identifies a logistics unit—whether a carton, a pallet, or a truckload. Each SSCC carton label must contain a unique barcode created by a GS1 member company. Amazon accepts SSCCs in the following **symbolologies**: GS1-128, Code128,

C39, C93, and ITL25. For more information on GS1-128 standards and implementation, see the **GS1 Introduction to the SSCC**.

Vendors can purchase SSCC logistics labels from the nonprofit supply chain standards organization GS1 US or from a GS1 member company.

An SSCC label also includes two additional barcodes, one that reflects the PO number and one that reflects the Amazon carrier routing information. These barcodes are also printed in text on the label, as shown in figure 3.13.

**Figure 3.13 Serial Shipment Container Code (SSCC) Label (C128Format)**



# North American Vendor Manual

## License Plate Carton Labels (continued)

### 2. Amazon Container Code (AMZNCC) Labels

An AMZNCC is a 14-digit code that uses Code 128 **symbology**. Each AMZNCC label contains one AMZNCC barcode and PO barcodes for every ASIN in the PO. Vendors can generate AMZNCC labels free of charge by accessing the Vendor Central portal and following **these step-by-step instructions**.

The process of creating AMZNCC shipping labels for cartons and pallets is different for WePay (Collect) vendors and TheyPay

(Prepaid) vendors. Both types of vendors begin by adding purchase orders to a new shipment, entering the carton count, mapping items to cartons, and adding detailed shipment information. At that point in the process, WePay vendors submit a routing request, while TheyPay (Prepaid) vendors—who arrange for their own carriers—create an Advance Shipping Notice (ASN).

Detailed labeling instructions for WePay and TheyPay vendors is available in the **Vendor Central Shipments AMZN (Amazon Container Code) Labeling Guide**

Figure 3.14 Amazon Container Code (AMZNCC) Label



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## License Plate Carton Labels (continued)

The LP receive process, illustrated in figure 3.15, is the optimal path for reducing risk of **shortage claims**, because the SSCC or AMZNCC barcodes used in the process link to your Advance Shipment Notification (ASN). When you transmit your ASN, you create a pre-receive record at the fulfillment center. During the receive process, scanning the LP label on a carton allows us to automatically locate the container content data from that ASN to see the exact contents we are receiving. LP receiving removes the need to scan individual units during initial receiving, meaning shorter time from unload to receive at our fulfillment centers.

The LP receive process also simplifies processing your invoices. Access **Vendor Central > Reduce Shortage Claims** for more information.

### You must use LP labels under certain circumstances:

- If you want to transmit your ASN to the fulfillment center through Vendor Central.
- If you are shipping cartons containing **Direct Import Shipments**.
- If you are shipping all multi-SKU cartons.

Figure 3.15 License Plate Label Receive Process





# North American Vendor Manual

## Standard Carton Labels

Amazon also accepts cartons labeled with two kinds of standard carton contents identifiers:

### 1. Global Trade Item Number (GTIN-14) Labels

GTIN-14 is a 14-digit global data structure that we use to identify your carton contents. The GTIN-14 must be encoded into a linear barcode—using either the **GS1-128** barcode (GTIN-14 + dynamic data like lot/batch number + date) or **Interleaved 2 of 5 (ITF-14)**. When constructing the GS1-128 barcode, you must include the application identifier (01), which tells the scanner that the GTIN-14 (not starting with 00) is the first data element encoded into the barcode, followed by selected date and lot/batch number per the GS1 General Specifications. GS1 standard height of the barcode is 1.25". See the examples of GTIN-14 in figures 3.16.A and 3.16.B.

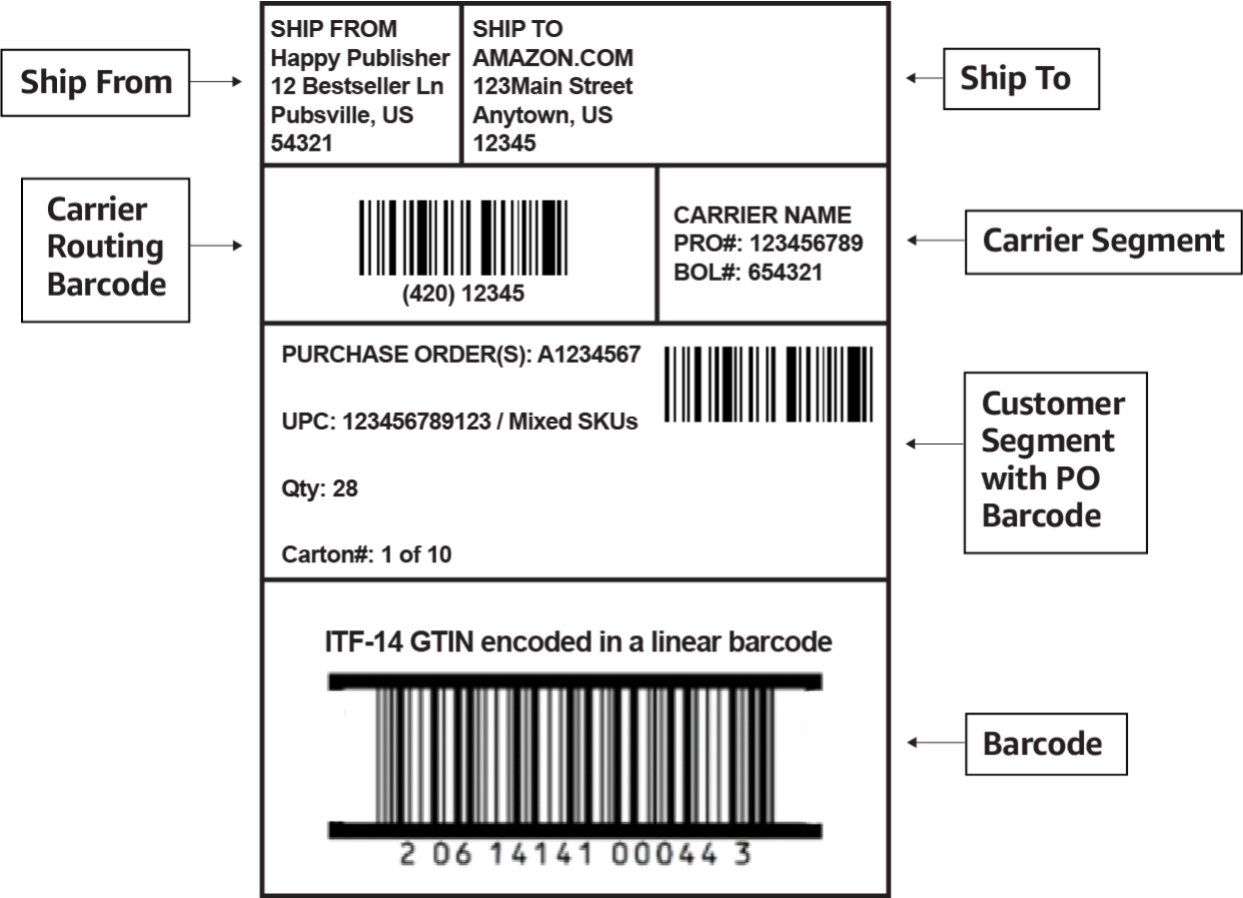
**Amazon does not accept GTIN-8 or GTIN-12 product identifiers on carton labels.** To use GS1-128 barcodes for your labels, **you must first contact GS1** to establish a prefix that identifies your company and the products you sell. When you want to use ITF-14 barcodes, you can get them from a barcode/label service or other retail barcode generator.

Vendors can only use GTIN-14 labels after Amazon has validated the ASINs in your shipment and included them on our GTIN Gold List. This process begins with downloading the **GTIN-14 Gold List template** and sending the completed file to **gtinlibrary-na@amazon.com** (standard ASINs) or **gtinlibrary-f3@amazon.com** (Amazon Fresh ASINs). We will validate your product information and then upload the data to our Gold List. Once Amazon uploads the GTINs, we will notify you that the GTINs are eligible for receiving using GTIN-14 labels. Keep in mind that **it may take up to four weeks for GTIN validation**.

We reference the GTIN Gold List library when we receive cartons with GTIN-14 labels. Differences between Gold List attributes and your actual physical shipment can lead to inaccurate receipt records, which may cause shortages and chargebacks. It is vital that you share the correct description of your products in your GTIN-14 Gold List template submissions. If you change a previously submitted description, you must notify us immediately by sending the **GTIN-14 Gold List template** with updated information to **gtinlibrary-na@amazon.com** (standard ASINs) or **gtinlibrary-f3@amazon.com** (Amazon Fresh ASINs). We will notify you when we have validated your changes. Note that **it can take up to four weeks for such changes to appear** on the Gold List.

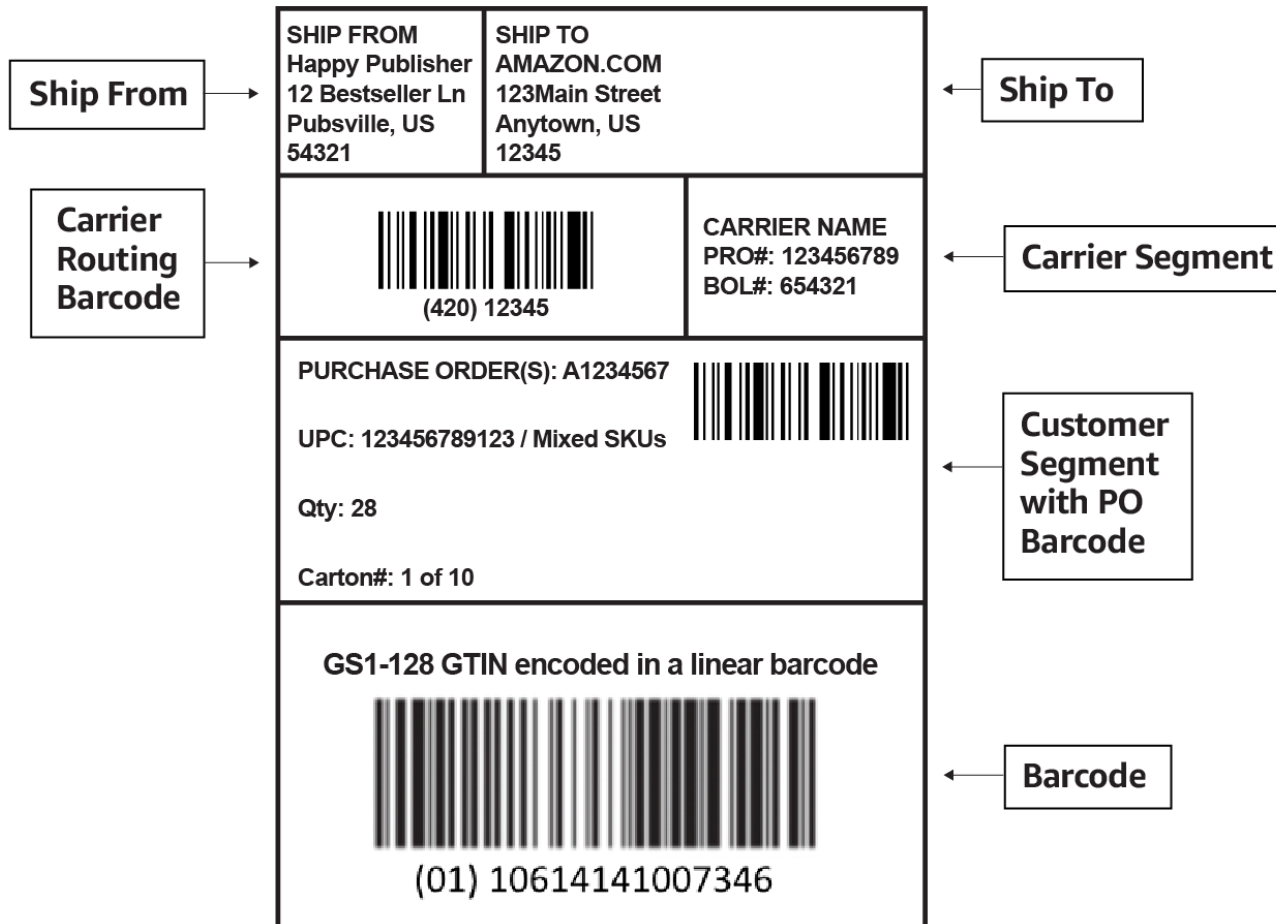
# North American Vendor Manual

Figure 3.16.A Global Trade Item Number (GTIN) Label



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Figure 3.16.B Global Trade Item Number (GTIN) Label



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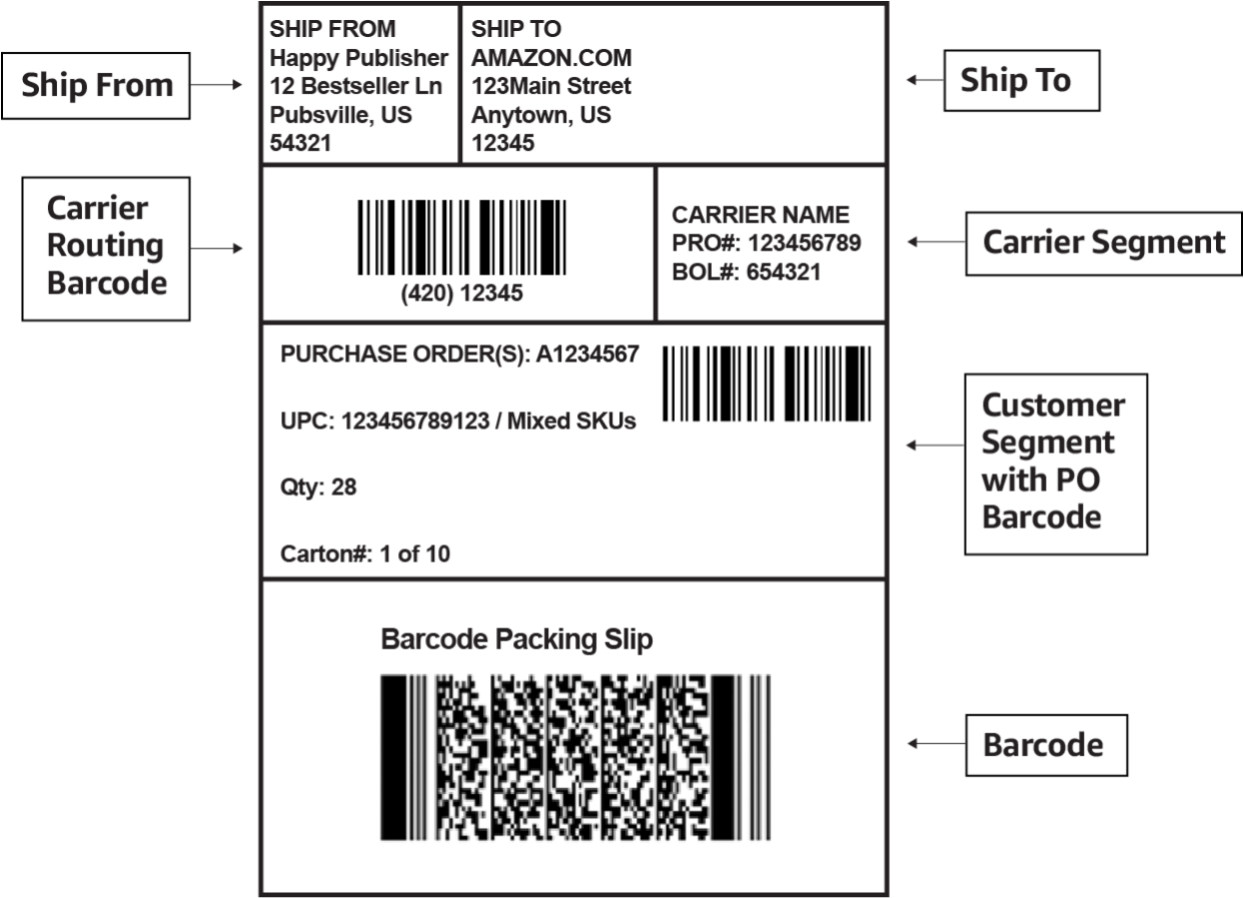
## Standard Carton Labels (continued)

### 2. Barcode Packing Slip (2D-BPS) Labels

These packing slips are two-dimensional barcodes that encode data both horizontally and vertically in the lines and spaces along the bar. You can purchase 2D-BPS labels like the one shown in

figure 3.17 from outside sources or purchase software for generating 2D barcodes. Amazon accepts three types of 2D barcode symbology: Data Matrix, PDF417, and QR Code. Note that **we do not accept 2D-BPS labels from Amazon Fresh vendors.**

Figure 3.17 Barcode Packing Slip (BPS) Label



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## Carton Label Content

All carton labels must include the required details listed in table 3.4, in at least 12-point font. When available, also include the additional details listed at the bottom of the table, in the font size

specified. For more information about the documents listed in table 3.4, such as **Bill of Lading (BOL)**, **Progressive Rotating Number (PRO)**, and **Amazon Reference Number (ARN)**, see the “**Documenting Your Shipment**” section of this manual.

**Table 3.4 Carton Label Content**

REQUIRED	<b>Ship From</b>	The postal address and ZIP code of your warehouse
	<b>Ship To</b>	Amazon fulfillment center code (e.g., PHX6) with postal address and ZIP code
	<b>Purchase Order (PO)</b>	List of all POs, both as alphanumeric text and as barcode(s)
	<b>Logistics Label Text</b>	Barcode type, in text (SSCC, AMZNCC, 2D-BPS, or GTIN-14 encoded into GS1-128 or ITF-14 barcode) Barcode string (barcode value) in numerals
	<b>Logistics Label Barcode</b>	Scannable barcode
	<b>Product ID</b>	UPC, EAN, GTIN-12, JAN, ISBN, or ASIN in text (not as a barcode) Mixed SKU cartons: Include <i>Mixed SKU</i> on the label in place of the specific Product ID
	<b>Quantity</b>	Number of units
INCLUDE WHEN AVAILABLE	<b>Carton #: __ of __</b>	For example, <i>5 of 10</i> , where you are shipping a total of 10 cartons containing the same ASIN
	<b>Bill of Lading (BOL) Number</b>	64 characters maximum
	<b>Carrier Name and Progressive Rotating Order (PRO) Number</b>	PRO number assigned by your carrier
	<b>Amazon Reference Number (ARN) and Barcode</b>	WePay shipments only
	<b>Expiration Date</b>	Perishable items only; use at least 36-point font
	<b>Lot/Batch Number</b>	If applicable, usually perishable items; use at least 36-point font

# North American Vendor Manual

## Labeling Ship in Own Container (SIOC) Items

Sellable units certified for Ship in Own Container (SIOC) or for Frustration-Free Packaging (FFP) are shipped to the customer without additional over-boxing. Each of these units must display **both** of the following labels, placed close together on the item:

- A separate scannable product identification label (UPC, EAN, GTIN-12, or ASIN)
- The appropriate shipping label (SSCC, AMZNCC, 2D-BPS) or GTIN-14 encoded into a GS1-128 or ITF-14 barcode. (See the “Carton Labeling” segment below for more information.)

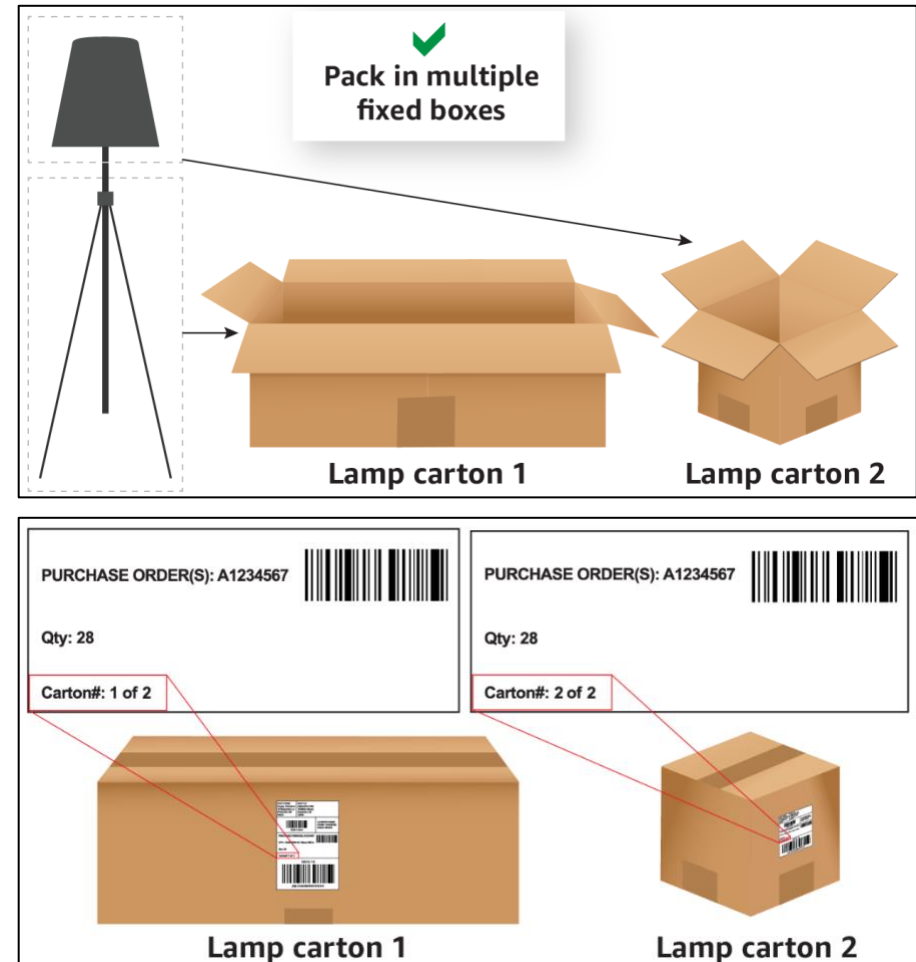
The shipping label ensures that the item will reach its destination FC, and the item-level barcode label makes the receive process more efficient and enables downstream stowing, picking, and shipping.

If the SIOC or FFP package is shipped to the fulfillment center in a master carton, then the carton must comply with the carton labeling requirements while the sellable unit requires only one product label.

## Labeling Multi-carton Items

When a single sellable unit must be shipped in more than one carton, the shipping label on each carton must indicate the relationship between the cartons, as illustrated in figure 3.18.

Figure 3.18 Multi-carton Item



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## Carton Labeling for Expiration Date and Lot/Batch Number

All Amazon vendors are required to provide accurate expiration date or lot/batch number information on each carton label and on their Advance Shipping Notifications (ASN). Each carton must only contain one lot number. Follow the guidelines in tables 3.5 and 3.6 for labeling cartons that contain products that expire and products that have lot or batch numbers.

**Table 3.5 Products That Expire**

Carton label type	Carton contents
SSCC AMZNCC 2D-BPS	<ul style="list-style-type: none"><li>Each ASIN must have just one expiration date per carton.</li><li>If there are multiple expiration dates for the same ASIN, they must ship in separate cartons.</li></ul>
GTIN-14 encoded into a GS1-128 barcode	<ul style="list-style-type: none"><li>Each ASIN must have just one expiration date per shipment.</li><li>If there are multiple expiration dates for the same ASIN, you must send them in separate shipments.</li></ul>

**Table 3.6 Products with Lot/Batch Numbers**

Carton label type	Carton contents
SSCC AMZNCC 2D-BPS	<ul style="list-style-type: none"><li>Each ASIN must have just one lot/batch number per carton.</li><li>If there are multiple lot/batch numbers for the same ASIN, you must send them in separate cartons.</li></ul>
GTIN-14 encoded into a GS1-128 barcode with date + lot/batch number	<ul style="list-style-type: none"><li>Each ASIN must have just one lot/batch number per shipment.</li><li>If there are multiple lot/batch numbers for the same ASIN, you must send them in separate shipments.</li></ul>

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## Tray Pack Labeling

When labeling master tray packs, apply the scannable barcode label to the outside of the wrapped tray pack. The barcode must indicate how many SKUs the master tray pack contains. For example, if a master tray pack contains 18 bottles of a beverage labeled for individual sale, as shown in the image on the left in figure 3.19, the correct master pack label will indicate a count of 18 SKUs.

**Figure 3.19 Tray Pack Labeling**



If another master tray pack contains 18 bottles of a beverage packaged and labeled for sale as three six-packs, as shown in the image on the right in figure 3.19, the master pack label must indicate a count of 3 SKUs.

Remember to wrap tray packs in nontransparent plastic stretch wrap to cover any barcodes on the product. If you fail to cover the barcodes on individual labeled bottles being sold as six-packs, you run the risk of an overage if associates over-count your bottles at the fulfillment center.

## Carton Warning Labels

Warning labels must be affixed to certain cartons to help ensure accuracy and safety at our fulfillment centers. These labels must be large and printed in highly visible print against highly visible colors, as dictated by the most recent version of the American National Standards Institute (ANSI) report on product safety signs and labels. ANSI guidelines state that “A product safety sign or label should alert persons to a specific hazard, the degree or level of hazard seriousness, the probable consequence of involvement with the hazard, and how the hazard can be avoided.”

**Fragile Contents** When you apply *Fragile* stickers to cartons containing breakable items, you protect both the contents of the carton and the associates who will be handling it. A warning like the one shown in figure 3.20 can mean the difference between an associate at a fulfillment center handling the package with care and an associate damaging the product and being injured while handling it.



**Figure 3.20** Fragile Warning Label



**Sharp Objects** Affix a warning like the one shown in figure 3.21 whenever a carton contains sharp objects that pose a danger of cuts or punctures to the associates handling them.

**Figure 3.21** Sharp Object Warning Label



**Hazardous Materials** You must affix warning labels to any cartons containing consumer products that have been classified as **hazardous materials**. As of January 1, 2021, the US Department of Transportation requires cartons shipped by highway or railway containing low-risk hazardous materials to be marked with the square-on-point symbol shown in figure 3.22. This symbol indicates limited quantities of consumer commodities classified as hazardous, such as nail polish remover and some cleaning products. If the carton contains liquids, it also must be labeled with directional arrows indicating which end of the carton is up, to prevent spills.

**Figure 3.22** Hazmat Warning Label



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**Heavy Items** Cartons containing heavy objects must display warning labels that meet ANSI guidelines, as shown in figure 3.23. Cartons used to ship gym weights must display the warning label *Weights*.

Figure 3.23 Heavy Object Warning Labels



Apply the *Heavy* warning label when a carton weighs between 30 and 50 lbs (13.6 to 22.7 kg).



Apply the *Team Lift* warning label when a carton containing one sellable unit weighs between 50 lbs (22.7 kg) and 100 pounds (45.4 kg) **OR** when a carton measures more than 25" on any side and weighs more than 35 lbs (15.8 kg).



Apply the *Mechanical Lift* warning label when a carton containing one sellable unit weighs 100 lbs (45.4 kg) or more.

## Preparing Pallets

# North American Vendor Manual

The number of cartons in your order, their weight, and their volume will help determine how many pallets you will need for your shipment. For WePay vendors, these factors will assist us in classifying your shipment as one of three modes: **Full Truckload (FTL)**, **Less-than-Truckload (LTL)**, or **Intermodal (IM)**. If you are a WePay vendor, as soon as you know the size of your shipment, you will request a routing number, and Amazon will automatically determine whether you need an FTL, LTL, IM, or Parcel carrier. If you are a TheyPay vendor, you must work with your carrier to determine the most efficient and cost-effective way of transporting your shipment. For more on shipping details, see the **“Transporting Your Shipment”** section in this manual.

Once your master packs are ready for shipping, load them onto standard wooden pallets that meet the specifications of the International Organization for Standardization (ISO):

- **Grocery Manufacturers Association (GMA)** grade A or B
- Footprint of 40” x 48”
- Slats less than 5” apart to reduce the risk of compression damage when loaded pallets are stacked

Loads shipped on standard pallets with four-way entry facilitate unloading at the FC, as they are designed to be lifted and moved by a forklift or a clamp attached to an industrial vehicle. Nonstandard pallets are subject to refusal at the dock. The associates at our FCs depend on you to use standard pallets to protect their safety. For their sake, never use pallets that are damaged or broken, and never ship items in pallet-sized boxes (gaylords).

## **Building Pallets**

When loading master packs onto pallets, follow Amazon pallet-building best practices to ensure efficiency and safety. We require that LTL shipments be palletized, and we prefer that FTL shipments be palletized. For our preferences regarding small parcel packaging, see the “Small Parcel” segment in the **“Transporting Your Shipment”** section of this manual.

## **Preferred Pallet-Building Methods**

Build pallets with the master pack barcodes facing outward, so the associates receiving the shipment can scan the barcodes on each carton without breaking down the pallet.

Stack cartons on pallets so that they are stable and flush on all sides. We recommend placing the heaviest items on the base of the stack, a method called **brick stacking**. Cartons may not overhang the edges of a pallet, and the maximum space between the stack and the edge of the pallet on any side must be 5” or less.

# North American Vendor Manual

## Preferred Pallet-Building Methods (continued)

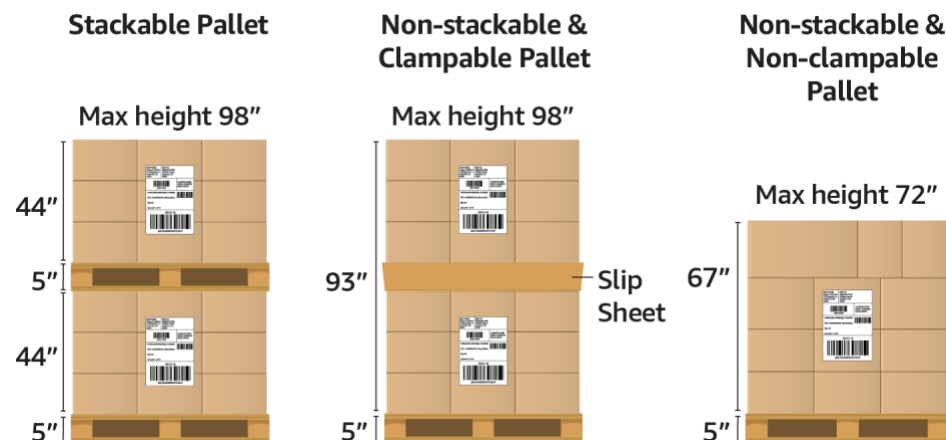
If you are building a single-ASIN pallet, you may turn the boxes to face different directions, but they must all be oriented the same way, either horizontally or vertically. If you are building a multi-ASIN pallet, separate the products so that they are easy to differentiate during the receive process.

Secure cartons, tray packs, or SIOC packages to pallets with clear plastic stretch wrap, wrapped around the load at least five times. You may also wrap the load with nonmetallic bands, but only in addition to plastic wrap. Loads must be secured to pallets tightly enough that they will not shift during transit. Use corner boards to protect cartons and keep them stable during transit.

To make optimal use of trailer space, build pallets 49" tall (44" of inventory + 5" of pallet height) with unbroken flat tops so that pallets can be stacked. Stacked pallets must be stable and straight, and they must not have a total weight of more than 1,500 lbs. The heaviest pallet should be placed at the bottom of the stack.

If inventory cannot be double-stacked, build clampable pallets up to 98" tall (93" of inventory + 5" of pallet height). Keep in mind that certain items, including paper products and pressurized cans, are not clampable, because they may be damaged by the clamp truck. Figure 3.24 illustrates pallet-building best practices.

Figure 3.24 Pallet Building Methods



Tall pallets require a separation into two parts at 49" of freight. Place a slip sheet between the two sections and wrap the sections separately in stretch wrap. The two sections loaded onto the pallet must be labeled separately so that the top portion can be received independently of the bottom portion of the pallet load, as shown in figures 3.24 and 3.25. For more information, see the Clamp Truck Guidelines in the **"Transporting Your Shipment"** section of this manual.

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Figure 3.25 Pallet Stacking Examples



Example 1: How to correctly double-stack your pallets

Example 2: How to correctly build tall pallets

## Least-Preferred Pallet-Building Methods

We prefer not to receive clampable loads.

## Pallets Containing Products with Lot/Batch Numbers

If your order includes products with lot or batch numbers, follow the guidelines in table 3.6 when packing your ASINs in cartons and stacking them onto pallets. Note that certain label types allow more than one lot/batch number per shipment, while other label types prohibit more than one lot/batch number per shipment.

If you participate in the Single-ASIN Pallet License Plate (LP) Receive program, you may only send ASINs with the same lot/batch number within any one shipment. If units of an ASIN have differing lot numbers, you must send them in separate shipments.

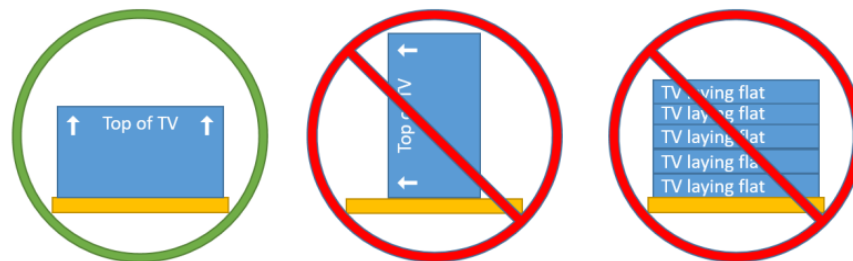
## Special Handling Requirements

Some items require special handling during preparation for shipping.

**Furniture** Individually palletize any single sellable each that weighs 100 lbs or more, such as furniture.

**Televisions** Pallets containing TVs must be built with only one model and size per pallet (single-ASIN), with no overhang allowed. The units must be positioned vertically rather than laid flat or tipped on their ends, as shown in figure 3.26. TV screens must face inward, to prevent damage during shipping and during the unloading process.

Figure 3.26 Palletized Televisions



Pallets of televisions may be built in layers, following the product guidelines for stacking, but TV pallets must never be stacked on top of one another. You may not layer stacks of televisions with pallets.

Televisions palletized in a noncompliant way will be received as damaged, and receiving chargebacks will apply.

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**Weights** Use grade A pallets when shipping gym weights used for fitness—including barbells, dumbbells, kettle bells, and weight plates. Brick stack the pallets, placing heavier cartons at the base of the stack. Do not stack pallets containing gym weights on top of one another.

## Special Handling Requirements (continued)

**Custom Pallets** If a product does not fit on a standard pallet or is unable to be handled by a clamp truck due to the product dimensions or handling requirements, the product should be shipped on a custom pallet that allows for safe unloading and prevents potential damage.

Figure 3.27 Custom Pallet



Custom pallets should not include structures or packaging that must be disassembled at the fulfillment center. Examples of freight that may require custom pallets are glass shower doors, white boards, and ping pong tables. Figure 3.27 illustrates a custom pallet.

If you are shipping a custom pallet that is a nonstandard size, indicate in your shipment documentation that you are sending two pallets for each pallet that exceeds 48" x 40". For example, a custom pallet that measures 56" x 48" needs two pallet spaces on a trailer.

## Pallet Labeling

Every pallet in your shipment must contain shipping labels (also called **placards**) outside the plastic stretch wrap that communicate—in human-readable text and in scannable barcodes—what the pallet contains.

**Place pallet-level labels squarely (not at an angle) on all four sides of the pallet, if possible. It is mandatory that you place pallet-level labels on at least two adjacent sides of each pallet.**

You may use the same type of label on the pallet level that you use on the carton level: license plate labels (SSCC or AMZNCC) or standard labels (2D-BPS or GTIN-14). But the content of these labels will differ based on whether a particular pallet contains a single ASIN or multiple ASINs.

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## Single-ASIN Pallet Labels

When an entire pallet contains multiple items that share one product identification number (also called an ASIN or SKU), you must label it *Single ASIN*. Figure 3.28 shows two types of single-ASIN pallet labels. Each of the cartons on a single-ASIN pallet must still display a carton-level shipping label that reflects its contents only.

As with carton-level labeling, we prefer license plate (LP) labels on the pallet level. The LP receive process is highly accurate when a single-ASIN pallet is labeled with SSCC or AMZNCC labels, which improves receive accuracy

Figure 3.28 Single-ASIN Pallet Labels

<b>SHIP FROM:</b> Happy Publisher 12 Bestseller Ln Pubsville, US 54321	<b>SHIP TO:</b> AMAZON.COM 123 Main Street Anytown, US 12345
<b>CARRIER: Name</b> BOL #: 654321 PRO #: 123456789 ARN: 98765431	<b>PO(s):</b>  A1234567
Pallet 1 of 5      Cartons on Pallet: 15	
<b>SINGLE ASIN - B001234567</b>	
<b>Pallet SSCC</b>  (00) 012345678101112131	

<b>SHIP FROM:</b> Happy Publisher 12 Bestseller Ln Pubsville, US 54321	<b>SHIP TO:</b> AMAZON.COM 123 Main Street Anytown, US 12345
<b>CARRIER: Name</b> BOL #: 654321 PRO #: 123456789 ARN: 98765431	<b>PO(s):</b>  A1234567
Pallet 1 of 5 Cartons on pallet: 15	<b>SINGLE ASIN</b> SKU: B001234567

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## Multi-ASIN or Mixed-SKU Pallet Labels

When a pallet contains more than one ASIN or SKU, the pallet label must indicate that it is *Mixed ASIN* or *Mixed SKU*, as shown in figure 3.29. Amazon does not support LP receiving for mixed-ASIN pallets, so if you are using LP receiving, you must send only single-ASIN pallets to our fulfillment centers.

Place pallet-level labels squarely (not at an angle) on all four sides of the pallet, if possible. It is mandatory that you affix pallet-level labels on two adjacent sides of every pallet. Print your pallet labels in black ink on a white background. Barcodes must be 20 mm (meaning the narrowest bar measures 20 mm), which is a medium-density barcode easily readable by a handheld scanner.

Figure 3.29 Mixed-SKU Pallet Label

<b>SHIP FROM:</b> Happy Publisher 12 Bestseller Ln Pubsville, US 54321	<b>SHIP TO:</b> AMAZON.COM 123 Main Street Anytown, US 12345
CARRIER: Name BOL #: 654321 PRO #: 123456789 ARN: 98765431	PO(s):  A1234567  A9876543
Pallet 1 of 5 Cartons on pallet: 15	Mixed SKU



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## Carton-Level vs. Pallet-Level Labels

Take care not to apply pallet-level barcode shipping labels to the cartons on that pallet. Compare the carton-level SSCC label to the pallet-level label in figure 3.30.

Figure 3.30 Carton-Level Label vs. Pallet-Level Label

**Carton SSCC Label:**  
One label per carton **REQUIRED**

PURCHASE ORDER(S): A1234567

UPC: 123456789123 / Single ASIN

Qty: 28

Carton#: 1 of 18

SSCC-18

(00) 012345678101112131

Same SSCC number must be entered in  
MAN\*GM segment of EDI 856 ASN

**Pallet SSCC/AMZNCC Label:**  
OPTIONAL: Only single-ASIN pallets are eligible.  
**Do not use pallet-level SSCC/AMZNCC barcodes on carton labels. Each carton must have a unique carton-level code.**

Pallet#: 1 of 18      Cartons on Pallet#: 18

**SINGLE ASIN - B001234567**

Pallet SSCC

(00) 012345678101112131

# North American Vendor Manual

## Progressive Rotating Order (PRO) Labels

For all LTL shipments, you must affix a PRO number pallet-level placard or sticker to the upper left corner of the front-loaded side of each pallet, as shown in figure 3.31. For a more detailed discussion of how to get PRO number stickers, see the “**Documenting Your Shipment**” section of this manual.

**Figure 3.31 How to Apply PRO Labels**

To print a label for each pallet, choose the PRO label option. Suggested label size is 4" x 6". Apply the label to the upper left corner of the front-loaded side of the pallet. If you cannot place the label on the front-loaded side, affix it to a clearly visible flat surface near the top of the pallet. The image below shows how to apply a PRO label to your pallet.



## Floor-Loaded Shipments

Palletize your shipments whenever possible. Shipments loaded into trailers without the use of pallets are referred to as **floor-loaded shipments**. Such shipments take longer to load and unload compared to palletized loads. Heavy, bulky items—such as tires and rugs—often will not fit on standard pallets and so must be floor-loaded.

Floor-loaded shipments are allowed for Full Truckload (FTL) shipments and are preferred for intermodal/rail shipments (IM). In contrast, **floor-loaded shipments are not allowed for Less-than-Truckload (LTL)** shipments. For more information on loading intermodal containers, see the *Amazon Intermodal Loading Guide*.

### Floor-Loaded TVs

Floor loaded TVs must be packaged for shipping so that they can be loaded into and unloaded from a trailer using a clamp truck. This means they must be positioned so that the clamp never touches their screens.

Stack the TVs vertically, as you would when palletizing them. Position the outermost layer of TVs facing inward. Wrap the stacks in clear stretch wrap to prevent shifting during transit. Use corner boards to improve stability.

When loading the stacks of TVs into the trailer, position them so that the broad back side of the television faces the doors of the trailer to ensure that a clamp truck can safely unload them by clamping the ends of the product boxes.

In cases where the length of the TV box is greater than 45" so that two rows of TVs will not fit side by side when facing the front of the trailer, floor-loaded stacks of TVs can be positioned facing the wall of the trailer.

### Small Parcel Shipments

Do not load Small Parcel (SP) shipments on pallets. SP shipments must be floor-loaded only. Make sure to label each individual parcel in an SP shipment with its own tracking identification number. You can learn more about Small Parcel shipments in the **"Transporting Your Shipment"** section in this manual.

## Checklist for Packaging and Labeling Accuracy

- ☐ Review chargebacks applicable to **preparation, packaging, and receiving**.
- ☐ Package SKUs according to the guidelines in
  - **Addendum 1: Product Restrictions and Prep Instructions** and/or
  - **Addendum 1.1: Softlines Packaging Guidelines**
- ☐ If you are participating in the Amazon Frustration-Free Packaging Program, carefully follow the guidelines and test your packaging to ensure that ASINs will make it through the supply chain undamaged.
- ☐ Make sure each ASIN in your order displays an easily accessible point-of-sale label that includes a standard scannable barcode and human readable text.
- ☐ Include in your shipment only the products and quantities that you confirmed on your PO.
- ☐ Follow carton size and weight guidelines closely when packing the items in your shipment.
- ☐ Pack SKUs in inner packs when appropriate. Label master pack cartons, but do not label inner packs.
- ☐ When needed, use recommended dunnage to keep items from shifting inside cartons during transit. Never use loose fill of any kind.
- ☐ Affix appropriate warning labels to cartons containing hazardous materials or heavy contents.
- ☐ If using SSCC carton shipping labels, review figure 3.13 to ensure you are including all required information.
- ☐ If using AMZNCC carton shipping labels, follow **Vendor Central guidelines** for creating and printing labels. Review figure 3.14 to ensure you are including all required information.
- ☐ If using GTIN-14 carton shipping labels review figure 3.16.A and 3.16.B to ensure you are including all required information.

**(Continued on next page.)**

## Checklist for Packaging and Labeling Accuracy (continued)

- ☐ If using BPS carton shipping labels, review figure 3.17 to ensure you are including all required information.
- ☐ Use GMA grade A or B pallets for your shipments.
- ☐ Make sure pallets have either SSCC or AMZNCC labels.
- ☐ Build your pallets within Amazon pallet height and weight limits, whether they are stackable, non-stackable and clampable, or non-stackable and clampable. See figures 3.24 and 3.25 for guidelines.
- ☐ Build your pallets straight and stable, using transparent stretch wrap to affix cartons to the pallet.
- ☐ Use corner boards to protect the master packs on your pallets during shipment.
- ☐ For tall pallets, place labels on each of the double-stacked pallets separated by either a pallet or slip sheet.
- ☐ Each pallet shipping label must indicate whether the pallet is a single-ASIN pallet or a multi-ASIN pallet.
- ☐ Affix a maximum of four and a minimum of two pallet-level shipping labels outside stretch wrap on adjacent sides of the pallet. These labels must reflect the pallet contents.
- ☐ If you are shipping LTL using an Amazon Freight carrier, affix one PRO sticker to the upper left corner of the front-loaded side of each pallet in your shipment.
- ☐ Use recommended dunnage between pallets inside the trailer or container to prevent shifting during transit.

# Documenting Your Shipment

## Documenting Your Shipment

Preparing your purchase order for shipping also entails documenting it properly to ensure that it arrives at the right place and within the ship window (WePay/Collect) or delivery window (TheyPay/Prepaid) on the PO. Documenting a shipment requires careful attention to detail. As soon as you know how many cartons and pallets will be included in your shipment, begin the process of documenting it for shipping. This process might overlap with the process of packaging and labeling the items included in your shipment.

### Routing Request

**Only WePay vendors are required to submit a routing request** for each shipment, via Vendor Central, EDI 753, or API.

To submit a **routing request** via EDI 753 and receive routing instructions via EDI 754, you must first integrate the messages by choosing **Vendor Central > Integration (EDI/API) > EDI Integration**, and then specifically integrating Routing Request and Routing Instructions messages.

For help submitting routing requests via EDI 753, access **Vendor Central > Support > Help > Automation at Amazon > EDI Message Formats > EDI Retail Messages > EDI Routing Request**.

To submit routing requests via API, you must first integrate shipment APIs by selecting **Vendor Central > Integration (EDI/API) > API Integration**, and then specifically integrating Shipment APIs.

For help submitting routing requests via API, visit the **Vendor Shipments API reference document**.

When you submit your request, the shipment details page is automatically populated with details, such as your warehouse location, the date, and the pallet weight and volume. Make sure the information in each field is correct before validating the routing request. Double-check that the pickup date on your routing request fall within the ship window on your PO to avoid **PO On-Time** chargebacks. Check that the carton and pallet quantities match the amount of product you are actually shipping, and that we are sending the right carrier on the right day.

We will automatically select your **freight-ready date (FRD)** by choosing the first Amazon Freight Inbound (AFI) carrier who has Less-Than-Truckload (LTL) or Full Truckload (FTL) capacity, depending on your shipping needs. To adjust the pickup date, open the calendar to see a list of available dates. Dates in green are “on time,” meaning the carrier is available to deliver your shipment on schedule.

Unavailable dates (dates without capacity) are grayed out so that you cannot select them. When we do not have capacity within the ship window on your PO, we will automatically provide an alternative date for you to select without the risk of incurring an **On-Time Accuracy** chargeback.

## Routing Request (continued)

If your shipment consists of only certain items (not all) listed on your PO, mark them as you are completing your routing request. If you are preparing a floor-loaded shipment, enter 0 as your pallet count.

We use your routing request to classify your shipment as Full Truckload (FTL), Less-than-Truckload (LTL), Intermodal (IM), or Small Parcel (SP). At that time, we also assign an authorized Amazon carrier to pick up your shipment.

When assigning a carrier for your WePay shipment, we generate a unique **Amazon Reference Number (ARN)** to track it from carrier pickup to delivery. The ARN is the governing number between you, Amazon, and the carrier. Having an ARN provides clear benefits:

- It allows you to track your shipment through Vendor Central.
- It ensures the security of your freight, because it is being transported by an authorized Amazon carrier.
- It makes unloading your shipment a high priority for our associates when it arrives at the fulfillment center.

Make sure your routing request is accurate, since the only aspect that can be edited after submission is the pickup date. To submit a new pickup date, access **Vendor Central > Edit Pickup Date**. You can reschedule the date up to 5:00 p.m. (local time zone) on the day before the scheduled pickup date. For example, if the carrier is scheduled to pick up your shipment at 10:00 a.m. on June 2, you can reschedule the pickup until 5:00 p.m. on June 1. Note that if the carrier arrives on-site on the scheduled pickup date and your freight is not ready to load, you will be subject to a **Pickup Accuracy** chargeback.

In the case that your carrier has already been assigned and you still need to edit your routing request, you must submit a Contact Us case in Vendor Central using the following path: **Contact Us > Shipments > I want to edit/cancel a routing request I've submitted**.

## TheyPay Vendor Shipping

If you are a TheyPay vendor, you must choose your own carrier for each shipment; we do not assign a carrier, a routing number, or an ARN to you. Before delivering to an Amazon FC, your carrier must register via the Amazon web-based portal **Carrier Central** and request an account. Your carrier must also understand the Amazon duties described in our **North America–US Amazon Carrier Central Manual**.



## TheyPay Vendor Shipping (continued)

You and your carrier are responsible for determining if your shipment is FT, LTL, or SP. Once you have confirmed your purchase order via Vendor Central, EDI, or API, your carrier must go to Carrier Central and request a delivery appointment (also called a dock appointment) at the fulfillment center designated on your PO. This delivery appointment must fall within the delivery window that appears on your purchase order.

As a TheyPay vendor, you are responsible for the behavior of the carriers you choose. Note that if your carrier fails to comply with Amazon guidelines, your delivery may be refused at the FC and returned to you at your expense. For more information on TheyPay shipping requirements, see the segment “TheyPay (Prepaid) Freight Requirements” in the section “**Transporting Your Shipment**” in this manual.

## Consolidating Purchase Orders

You may see when reviewing your outstanding Amazon POs that some of them share the same origin and destination, sometimes within overlapping ship windows. When this is the case, you must create **consolidated shipments**. Shipping separate POs together when possible saves time and money for you and for us.

WePay vendors submitting routing requests via Vendor Central will be prompted by the system to consolidate purchase orders whenever possible.

## Progressive Rotating Order (PRO) Numbers

Each Advance Shipment Notification (ASN) you complete for a shipment must include a valid, unique Progressive Rotating Order

(PRO) number that links your shipment to the carrier. The PRO number on your ASN matches the carrier’s Shipment Deliver Notification (SDN) number, which the carrier has provided to Amazon, allowing us to track your shipment. This “ASN match” allows us to track your shipment and ensure that the FC is fully equipped to receive your freight in a timely and accurate manner.

For FTL shipments, Amazon’s assigned FTL carriers attach PRO numbers to your shipment when they accept and arrange your freight pickup.

The process for assigning PRO tracking numbers is different for LTL shipments. Vendors are responsible for obtaining PRO numbers for LTL shipments. Both WePay (Collect) and TheyPay (Prepaid) vendors may request PRO numbers from your authorized Amazon LTL carriers on a shipment-by-shipment basis, but it is more efficient to instead request a block of PRO numbers from each of your LTL carriers. A carrier PRO is required on all ASNs, and compliance is enforced with chargebacks.

If you ship with Amazon Freight LTL and you get your PRO numbers electronically, you can print your own PRO pallet placards by following the **PRO Label link** (<https://freight.amazon.com/labels>) in the Carrier Finalized email you receive for your shipment, or by signing in to Vendor Central and selecting **Shipment Details > Print Shipping Label**.

The PRO numbers you receive in advance from your carriers are flexible; they may be used for Amazon and non-Amazon shipments. TheyPay (Prepaid) vendors using carriers not authorized by Amazon are encouraged to obtain blocks of PROs from the carriers of their choice. However, once a carrier has provided a PRO number to Amazon that is identified with your shipment, you must use that exact PRO number for that shipment.

## PRO Numbers (continued)

Similarly, PRO numbers are unique to each carrier. When shipping with more than one carrier, it is important to use the PRO number designated for that carrier on the shipment that carrier is transporting. For example, do not use a UPS Freight PRO number on a shipment that is picked up by Estes.

If we are not able to match the PRO number on your ASN with your carrier's SDN at the fulfillment center, your shipment will experience delays during the receive process, and you will experience delayed payment downstream. Failure to correctly include the PRO number may result in an **Invalid or Missing Information in ASN** or **ASN On-Time Noncompliance** chargeback.

Learn more about Carrier PRO numbers and Amazon ASN requirements	
Via Vendor Central	Sign in to Vendor Central, then select <b>Support &gt; Shipments &gt; Shipments Overview</b> .
Via EDI	Sign in to Vendor Central, then select <b>Support &gt; Help &gt; Automation at Amazon &gt; EDI Resources &gt; Retail X12 856 (ASN)</b> .
Via API	Access the <b>Vendor Shipment API reference</b> .

## PRO Request Requirements

When requesting a block of Progressive Rotating Numbers from a carrier, you must specify the following information:

### ✓ The Type of PROs being requested: electronic PROs or a book of PRO stickers

Consider the overall volume you ship with each carrier when selecting the type of PROs.

When you use electronic PRO numbers, you may be required to implement a check digit that will vary by carrier. Contact your IT or system tech department to determine what (if any) changes your company must make in the system if you want to use electronic PRO numbers.

Once you request electronic PRO numbers, the carrier will provide their check digit computation and requirements. Carriers will also provide necessary guidance and answer any questions regarding the consumption and use of Electronics PRO numbers.

If you are a new user of electronic PROs, we recommend communicating clearly and directly with your carrier that you have changed your method of getting your PRO numbers. If a carrier mistakenly thinks you haven't obtained a PRO number and assigns you a different one, you risk creating an ASN mismatch and the chargebacks that accompany it.

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## ✓ Whether the PROs will be used in one or multiple locations

Some Carriers may provide a unique sequence of PRO numbers by geographic shipping location.

## ✓ The vendor/shipper's company name and/or existing carrier account number

If the Shipper does not have an Account Number with the Carrier, without one.

## ✓ The physical delivery address or email address to which the carrier should deliver the block of PROs

Each carrier will arrange delivery of the block of PROs based on the delivery address specified. It is important to include ALL delivery addresses if you are requesting PROs for multiple locations. Failure to include accurate delivery address information may result in PRO number delays and subsequent fulfillment delays.

## ✓ The quantity of PROs being requested

Request enough PRO numbers to cover your shipment volume, considering your shipping volume history over the past 12 months (Amazon and Non-Amazon shipments).

If you are running low on your existing block of PRO numbers, follow the same request process to replenish your supply well before the PRO numbers you have run out.

## PRO Number Pallet Labels

Vendors/shippers must clearly print the PRO number on the paper Bill of Lading (BOL) and on pallet-level labels (SSCCs or AMZNCCs). If you get your PRO numbers electronically, you must print out corresponding PRO placards (labels) and affix one to the upper left of the front-loaded side of each pallet in your shipment. If you get your PRO numbers as a book of stickers, affix one to each of the pallets in your shipment.

If the PRO number is not clearly displayed on the BOL or pallet placards, or if the shipper uses a PRO belonging to another carrier, the carrier will be forced to “re-PRO” the shipment, resulting in a ASN mismatch, and the vendor/shipper will be subject to chargebacks.

For more information on PRO labels, see the segment “Pallet Labeling” in the **“Preparing Your Shipment”** section in this manual.

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### Figure 4.1 Sample Bill of Lading

## Bill of Lading

**A Bill of Lading (BOL)** is required for all FTL and LTL shipments. A BOL serves three purposes:

1. It acts as a receipt for the goods given to the carrier for shipment.
2. It defines the contracted agreement for the carrier to transport the goods from the point of origin to the destination.
3. It provides evidence of title (ownership) of the goods, under certain conditions, such as if the ownership of the goods is challenged

BOLs can be printed via Vendor Central or using your own printer. it is your responsibility to create the BOL for a shipment just before the carrier arrives to transport it to the FC. You can also download and fill in this [template](#) when you need to update the Vendor Central BOL. Bills of Lading come in different types. Figure 4.1 shows one example of a Bill of Lading.

The BOL information that follows is **mandatory and must be printed, NOT handwritten.**

### ✓ Ship From information

The name and address of the warehouse from which your shipment is being sent.

### ✓ Ship To information

The name and address of the FC to which your shipment is being sent.

[illegible]

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## ✓ Bill of Lading Number

If you are using an integrated EDI or API system, it will generate **Bill of Lading (BOL) numbers** for you. BOL numbers must be unique (not repeated) for every shipment and cannot be a date/time or single character. All Vendor Central and EDI ASNs have a 64-character BOL restriction. Include numeric and barcode formats on your BOL.

## ✓ Carrier Name and Standard Carrier Alpha Code (SCAC)

The **Standard Carrier Alpha Code (SCAC)** is assigned and maintained by the National Motor Freight Association (NMFTA). For information on SCACs that are commonly used by carriers that deliver to Amazon, refer to the Vendor Central **Carrier tracking number** support page.

## ✓ Carrier PRO number

The PRO number is used by a carrier to identify and then track a specific order turned over by a vendor for shipment. Carriers assign a PRO number or tracking number to each order.

## ✓ Freight Charge Terms

Check the box next to *Prepaid* if you are a TheyPay vendor and *Collect* if you are a WePay vendor.

## ✓ Customer Order Information

- Customer Order No. (Purchase Order number)
- Amazon Reference Number (ARN) (WePay only)
- Number of Packages
- Weight
- Pallet Slip indicator, circle Yes (Y) or No (N)

## ✓ Carrier Information

Number of Pallets, Carton Count, Each Count

## ✓ Shipper Load and Count (SLC)

If you, the vendor/shipper, have loaded and sealed the trailer before the carrier has had the opportunity to count and inspect the freight, you must print *Shipper Load and Count (SLC)* on the BOL.

## ✓ Trailer number

If you have this number before the carrier arrives, print it on the BOL. Otherwise, the carrier may handwrite it in the appropriate box on the BOL at pickup.

The carrier, before taking control of the shipment, must compare the information on the BOL to the load itself. If any required information is missing, the vendor/shipper must correct and reprint the document.

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## ✓ Seal Number

If you are sending an FTL shipment and transmitting your ASN via EDI 856, you must, once the trailer is loaded and the carrier has had the opportunity to inspect it, seal the lock on the trailer. All FTL shipments must have metal, plastic, or wire seals that meet the following criteria:

- ISO 17712 compliant
- Easy to apply and seal
- Strong and durable against weather, chemical action, and undetectable tampering
- Permanently and uniquely marked/numbered
- Marked with an easily identifiable manufacturer's logo

Figure 4.2 ISO Compliant Seal



The seal number may be handwritten on the BOL in the appropriate space. FTL carriers will refuse to accept a shipment if the seal number is missing from the BOL or if the numbers do not match. Carriers must check that the seal number on the BOL matches the seal number on the trailer, but **only vendors** may affix the seal to the trailer.

If you are sending an LTL shipment, no trailer seal is required, as the carrier might be adding freight from other vendors before reaching the FC.

## Advance Shipment Notification (ASN)

Whether you are a WePay or a TheyPay vendor/shipper, you must transmit your accurate virtual **Advance Shipment Notification (ASN)** before your shipment reaches the fulfillment center.

Send your ASNs to the fulfillment center via Vendor Central (AMZNCC labels only; Orders > Shipments), EDI 856, or Shipments API. If you cannot meet this requirement due to technical difficulties, please manually transmit your ASNs via **Vendor Central > Orders > Shipments**.

### ASNs help our associates . . .

- Prepare to receive your shipments
- Accurately and efficiently receive your shipments
- Pay your invoices on time
- Reduce out-of-stock notices
- Deliver orders to our customers on time

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## ASNs and Carton Labels

It is vital that your method of transmitting your ASN for each shipment agrees with the size of your shipment and the label format on your cartons. You cannot transmit your ASN via EDI, for example, if you want to use AMZNCC labels. Additionally, if you use AMZNCC labels, your shipment may contain a maximum of 2,500 cartons. If you are using LP SSCC labels and transmit your ASN via Vendor Central, your shipment may contain up to 40,000 cartons. See table 4 for acceptable ASN/label combinations.

Table 4 Carton Label Format and ASN Transmission			
Carton Label Format		Transmit ASN via Vendor Central	Transmit ASN via EDI 856 or Shipments API
License Plate (LP) Labels (Preferred)	Serial Shipment Container Code (SSCC)	Carton count $\leq$ 40,000	No shipment size restrictions
	Amazon Container Code (AMZNCC)	Carton count $\leq$ 2,500	Cannot be transmitted via EDI
Standard Labels	Barcode Packing Slip (2D-BPS)	2D data string < 1,600 characters	2D data string < 1,600 characters
	Global Trade Item Number (GTIN-14)	100 ASIN maximum	No shipment size restrictions

If your shipment includes only single-ASIN pallets and you want to transmit your ASNs via the Vendor Central portal, go to the **Advance Shipment Notification for single-SKU pallets** page in Vendor Central for instructions on printing single-ASIN AMZNCC labels or providing single-ASIN SSCCs.

If you want to transmit ASNs via EDI 856, your company must meet certain requirements that show you have successfully completed the Amazon EDI integration and can follow the necessary hierarchy when inputting data. ASNs for different types of shipments require different hierarchies. EDI guidelines provide the correct hierarchies for all types of shipments—FTL, LTL, and SP. The SOTPI hierarchy, for example, includes data for Shipment, Order, Tare, Package, and Item. Other hierarchies include SOPI and SOTI. Integrate the most recent EDI guidelines for ASN in Vendor Central.

The shipment level includes the entire load. The order level includes all the purchase orders in the shipment. The **tare** level refers to the pallets; the package level refers to the cartons; and the item level refers to the SKUs. If you are interested in SOTPI ASN sample files, sign in to Vendor Central and download the Retail X12 856 spec package by choosing **Support > Help > Automation at Amazon > EDI Resources > Retail X12 856 (ASN)**.

If you transmit ASNs via API, visit to the **Vendor Shipments API model** for instructions on constructing models for submitting the notifications.



# North American Vendor Manual

## **ASN Requirements**

When you complete an ASN, you will be required to supply the following details, so have them at hand. If you receive notification from us that your shipment has an inaccurate ASN, take corrective action immediately to avoid chargebacks. Keep your Primary and EDI **Contacts** updated in Vendor Central to ensure the correct members of your team receive these notifications.

### **✓ Shipment Identification**

Mandatory for all shipments. As an Amazon vendor, you provide a unique Shipment ID number—a Vendor ASN ID—when you complete your ASN transmission. We use this ID number to tell your multiple ASN transmissions apart. Then we assign each shipment a unique Amazon ASN ID number.

### **✓ Shipped Date**

Mandatory for all shipments. Indicate on your ASN the date your shipment left the vendor warehouse.

### **✓ Estimated Shipment Arrival Date (ESD)**

Mandatory for all shipments. List on your ASN the date you expect your shipment to arrive at Amazon's fulfillment center. You and the carrier can estimate the arrival date based on the carrier's average transit time. This information helps us to plan for the shipment if we do not receive an Estimated Delivery Date from the carrier.

### **✓ Carton Count**

Mandatory for all shipments. Total number of cartons in the shipment. This number must reflect the actual number of cartons being shipped. If you are transmitting your ASN via EDI, any carton-level SSCCs must be recorded at the Package level in the ASN data hierarchy.

### **✓ Pallet Count**

Mandatory for all shipments. List the number of pallets present in the shipment. This number must reflect the actual number of pallets being shipped. If you are transmitting your ASN via EDI, record this number at the Tare/Pallet level in the ASN data hierarchy.

### **✓ Standard Carrier Alpha Code (SCAC)**

Mandatory for all shipments. List on your ASN the unique two- to four-letter code used to identify your carrier.

### **✓ Bill of Lading (BOL) Number**

Mandatory for ASNs for all FTL and LTL shipments. The unique number assigned by the vendor/shipper when creating the Bill of Lading document that accompanies the physical shipment. The BOL number present on your ASN must match the paper BOL provided with the shipment.



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## ✓ Seal Number

Mandatory for all Full Truckload (FTL) and Intermodal shipments transmitted via EDI 856. List on your ASN the number of your ISO compliant seal.

## ✓ PRO Number

Mandatory for ASNs for all FTL and LTL shipments. If your PRO number changes for any reason, update it on your ASN immediately.

Every carton in a Small Parcel shipment must have its own PRO number. For more on Small Parcel shipments, see the “Small Parcel” segment in the “**Transporting Your Shipment**” section of this manual.

## ✓ Amazon Reference Number (ARN)

Mandatory for all Collect(WePay) vendors sending Advance Shipment Notifications (ASNs) via EDI and API. **Not applicable for TheyPay (Prepaid) shipments.** The Amazon Reference Number is a unique shipment identifier generated by Amazon for all WePay (Collect) shipments when a routing request is submitted for a shipment. The ARN is provided via Routing Instructions email, X12 754, or GetShipmentDetailsAPI.

One ARN is generated for each routing request, even if that routing request contains more than one PO. See figure 4.3 for a tutorial on the relationship between an ASN and an ARN.

If you receive an ASN monitoring error notification stating that the Amazon Reference Number on your ASN is invalid, access the Shipment landing page via Vendor Central and check to see if the ARN you have entered corresponds accurately with the POs included in that shipment. One or more of the POs you are shipping may have been assigned to a different ARN, in which case, **you must edit your Advance Shipment Notification to include only the POs that have been assigned to that Amazon Reference Number.**

## ✓ Origin Warehouse (Ship From) Postal Code

Optional but recommended for all shipments. The postal code for the Ship From address on the ASN must be a valid postal code that represents the origin warehouse/distribution center of the shipment.

## ✓ Shipping Location (Ship To)

Mandatory for all shipments. Include on your ASN the address and facility ID of the Amazon location where your products are being shipped.

## ✓ Purchase Order (PO) Numbers

Mandatory for all shipments. For more information about PO requirements for your ASNs, refer to the “**Purchase Orders**” section of this manual.

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## ✓ Carton Container Code (SSCC, AMZNCC, 2D-BPS, or GTIN-14)

For specific information on carton labels, refer to the “Carton Labeling” segment in the “**Preparing Your Shipment**” section of this manual.

## ✓ Pallet Container Code (SSCC or AMZNCC Barcode Identifier)

Provide this container code on your ASN for all single-ASIN pallet LP shipments. Not applicable for multi-ASIN pallet shipments. Providing pallet-level information for single-ASIN pallets allows for automated receiving at our FCs, helping to reduce product out-of-stock and shortage risk. Note that you must provide a pallet-level SSCC or AMZNCC in addition to carton-level SSCC or AMZNCC container identification numbers on the ASN.

If you are using SSCCs, they must be entered on the ASN with a 2 Digit Application Identifier (00), followed by the unique SSCC 18-digit identification code.

## ✓ Item Identification

Mandatory for each item on all shipments. Provide on your ASN the product ID (UPC, EAN, GTIN-12, JAN, ISBN, ASIN) for each unique item listed on the Amazon purchase order that you are fulfilling. If you transmit ASNs via EDI 856, make sure to use the correct item identifier. For example, use UA for UPC, IB for ISBN and BP for ASIN. For further information, refer to the **Retail EDI X12 856 ASN** technical specifications document (**Support > Help > Automation at Amazon > EDI Resources > Retail X12 856 (ASN)**) or the **Vendor Shipments API** reference.

## ✓ Quantity

Mandatory for all shipments. Indicate on your ASN the number of units shipped for each SKU. The quantities listed on your ASN must reflect the actual shipment contents.

## ✓ Lot/Batch Number

Mandatory for each item that has an assigned lot or batch number. Include on your ASN the lot or batch number that allows for traceability of the item itself or the ingredients contained in the item. For example, the number may indicate a production lot, a work shift, a machine, a time, or an internal production code.

## ✓ Expiration Date or Manufacture Date

Each perishable item (each item in your [Catalog](#) with the attribute **Is Product Expirable** set to **Yes**) must have an expiration date or a manufacture date listed on your ASN.

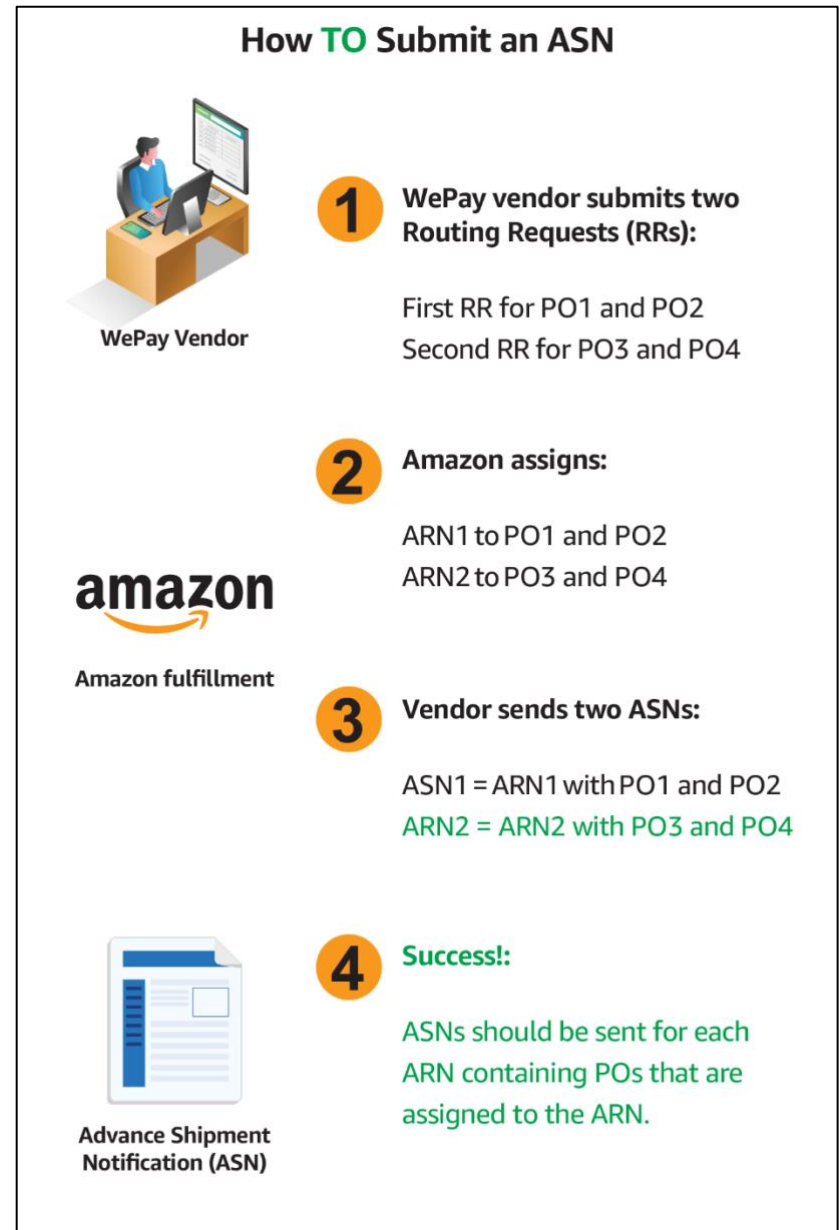
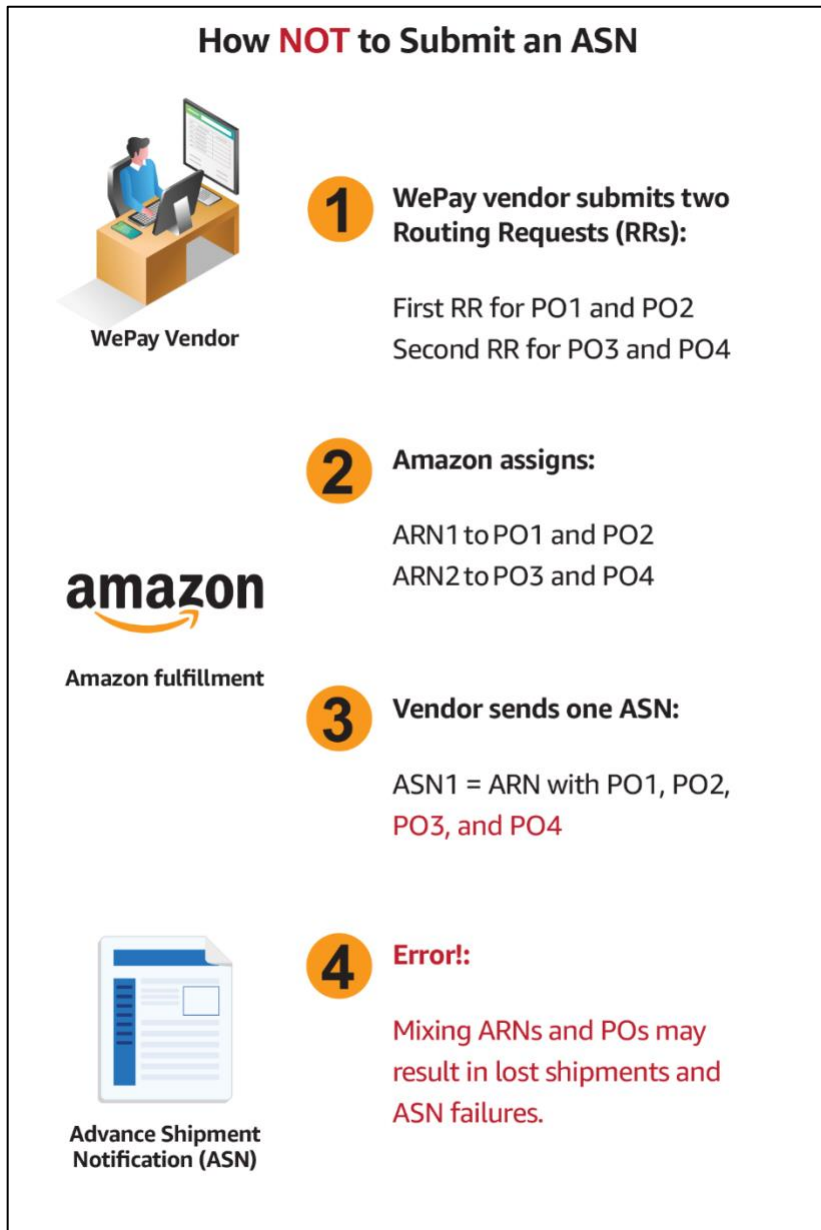
Expiration date, manufacture date, and lot/batch number should be defined at an item level. A carton/pallet may contain multiple ASINs, each with individual expiration dates, manufacture dates, and lot/batch numbers. However, you should never include in one carton or pallet a single ASIN with multiple expiration dates, manufacture dates, or lot numbers. Failure to comply with these requirements may lead to receiving chargebacks.

## ✓ Shipment Weight and Volume

Optional but recommended for all shipments. Include on your Advance Shipment Notification the total weight and total volume of your shipment.

# North American Vendor Manual

Figure 4.3 How to Submit an ASN (WePay/Collect)



## Checklist for Accuracy in Documenting Your Shipment

- ☐ Review chargebacks applicable to **Advance Shipment Notifications (ASNs)** to help resolve open defects in receiving efficiency and accuracy.
- ☐ Review chargebacks applicable to **receiving**.
- ☐ Request a block of Progressive Rotating Order (PRO) numbers from each of your carriers so that you always have some on hand.
- ☐ WePay (Collect vendors): Consolidate shipments whenever possible, prior to submitting a routing request.
- ☐ WePay (Collect) vendors: Submit a routing request once you know the extent of your shipment.
- ☐ WePay (Collect) vendors: Receive the Amazon Reference Number (ARN) for your shipment.
- ☐ WePay (Collect) vendors: Submit pickup request to carrier.
- ☐ TheyPay (Prepaid) vendors: Arrange shipping with carrier within delivery window on your PO.
- ☐ Complete Bill of Lading (BOL) before carrier pickup. See figure 4.1 for a sample BOL.
- ☐ When creating your Advance Shipment Notification (ASN), make sure it matches both your PO confirmation record and your physical shipment contents. If it does not, adjust the incorrect ASN data or the PO data.
- ☐ An accurate Advance Shipment Notifications (ASNs) must be available at the fulfillment center before your shipment arrives there.

# Transporting Your Shipment

## Transporting Your Shipment

All carriers transporting shipments to Amazon fulfillment centers are required to utilize our **Carrier Central** web-based portal to request a delivery appointment, adhering to the policies outlined in the ***North America–US Amazon Carrier Central Manual***.

Authorized Amazon carriers are automatically assigned to WePay (Collect) vendor shipments when WePay vendors submit a routing request.

### TheyPay (Prepaid) Freight Requirements

If you are a TheyPay (Prepaid) vendor, you must refer your carriers to Carrier Central and the *Carrier Central Manual*, and your carriers must submit a Carrier Central account request and be approved before delivering to Amazon FCs. You cannot request a Carrier Central account on your carrier's behalf.

Additionally, vendors and carriers for Prepaid freight must adhere strictly to the following requirements:

- Prepaid carriers must schedule a delivery appointment via Carrier Central 24 hours or more in advance of the desired appointment date. They must specify a desired appointment date and time on the request form.
- Prepaid vendors must ensure that their carriers request an appointment within the delivery window.
- Vendors must provide carriers with a complete list of purchase order numbers, the PRO number and the BOL number for the shipment, which Amazon will require when scheduling a dock appointment.
- Upon arriving at the FC, the carrier must provide an Amazon Delivery Appointment number and a paper BOL document. For a detailed description of our documentation requirements, see the section **“Documenting Your Shipment”** in this manual, which includes figure 4.1, a sample Bill of Lading.

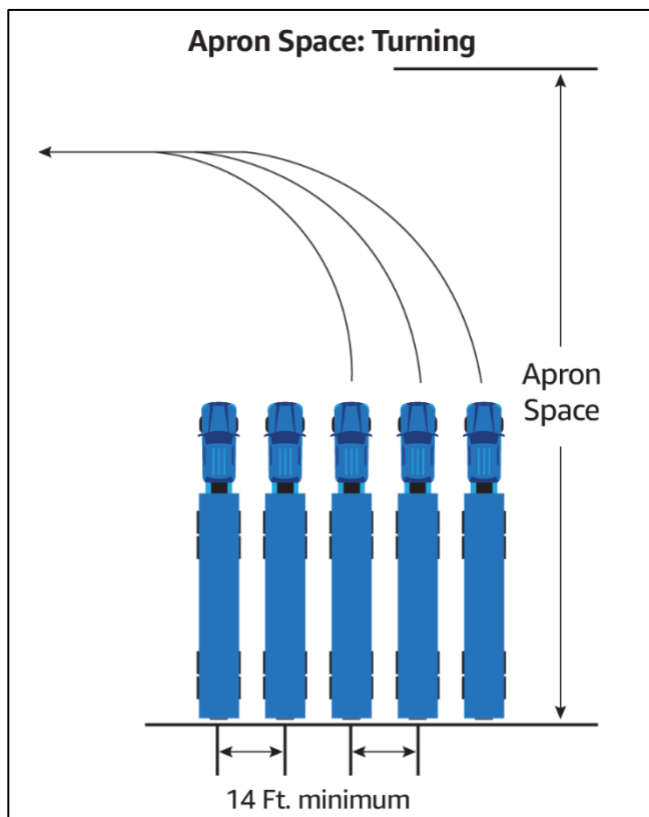
# North American Vendor Manual

## Dock Safety

We value the safety of our carriers, and we reserve the right to reject pickup requests in unsafe locations, including along main roads, in congested locations, and areas where our carriers may not be able to dock or park without having a negative impact on their own physical safety, local traffic, or pedestrian safety.

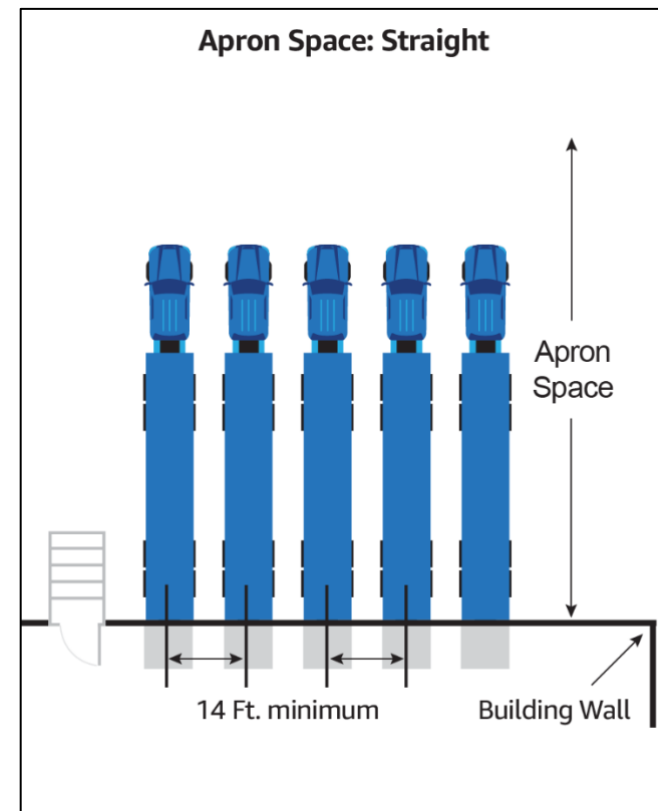
Your pickup location's dock must be able to support our carriers and their trailers in a safe way, as illustrated in figure 5.1.

Figure 5.1 Minimum Dock Apron Space



The minimum apron space required depends on the following elements:

- Center line distance between the dock door and the parking slip
- Length of the trucks
- Steering geometry of the trucks



# North American Vendor Manual

## Loading Shipments

You are responsible for loading Amazon shipments into your carrier's vehicle. Follow Amazon's best practices described here, but also consider your carrier's expertise in making decisions about loading shipments. Under all circumstances, loading must be completed in consultation with the carrier, and any conflicting carrier instruction will supersede these guidelines. Note additional guidelines for loading of intermodal containers in **Addendum 3: Vendor Intermodal Loading Guide**.

**Figure 5.2 Diamond Corrugate Shims**



## Vehicle Condition

Before loading your shipment, make sure the condition of the vehicle meets Amazon's standards for delivery to our FCs.

- ✓ The vehicle floor must be able to withstand the weight and height of a 13-foot, 6-inch powered industrial truck (or forklift) to offload freight.
- ✓ The vehicle floor must be well maintained, safe, and free from any obstructions and damage, such as holes.
- ✓ 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. Non-palletized (floor-loaded) product that arrives at an Amazon FC on a trailer with uneven or corrugated floors will be refused and returned to you at your expense.
- ✓ The vehicle must be watertight, clean, and free of strong odors, especially when delivering food and healthcare products.
- ✓ Securing straps must not hang freely. Straps, unless actually securing a load, must be firmly fixed to the vehicle so that they present no danger to staff and ensure accessibility to the goods being unloaded. Load bars, tension straps, air pillows, and diamond corrugate shims must be used to secure any double-stacked pallets that may shift during transit or have 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 the doors are opened at the FC.



# North American Vendor Manual

## Punctual Pickup and Delivery

Your shipments must be ready for loading at the precise scheduled date and time reflected on the Shipment details page available via the Vendor Central portal. Less-than-Truckload shipments must be ready for loading at 8:00 a.m. on the scheduled pickup date. Freight that is not ready to be picked up as scheduled is subject to **Freight Not Ready** chargebacks.

If you use a third-party logistics warehouse, make sure the workers there have your shipment ready to load at the appointed time and in accordance with all of Amazon's shipping policies and guidelines. Keep in mind that you, the vendor, are wholly responsible for managing the details of transporting your shipments, since Amazon's PO contract is with you.

Our associates work hard to keep carrier waiting time to a minimum at our FCs. Vendors and carriers must also hold up their end of the bargain by being on time for their scheduled deliveries. We will make every effort to accommodate late arrivals, provided it does not adversely affect other carriers' delivery times. We allow a 30-minute grace period past the scheduled delivery time before a shipment is considered a **No Call No Show (NCNS)**. If your carrier is an NCNS, we will cancel your delivery appointment, and the carrier must request a new one through Carrier Central.

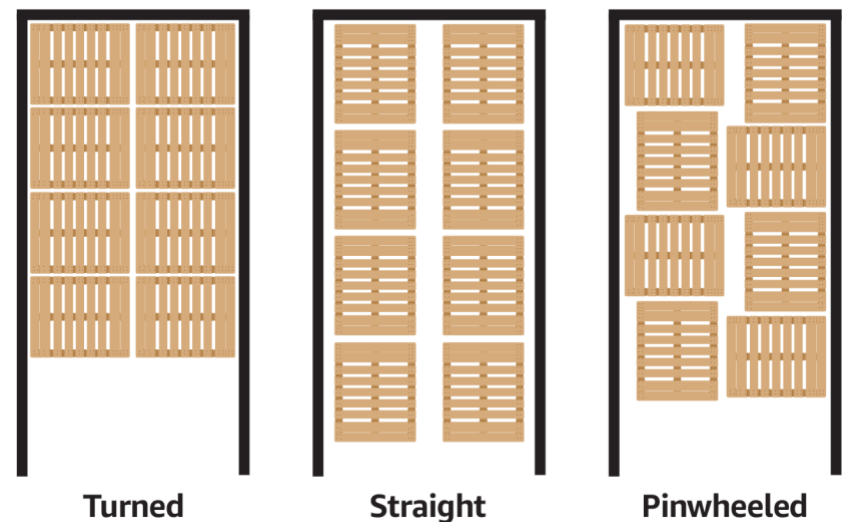
If a carrier realizes that a delivery will be late, they must reschedule their appointment via Carrier Central at least 24 hours in advance. If they have missed the 24-hour window, they may contact the FC Transportation Scheduler by cutting a case in Carrier Central via Case Management or via the ROC hotline (866-203-8372).

## Loading Pallets into Trailers

Authorized Amazon carriers are either designated to transport Full Truckload (FTL) or Less-than-Truckload (LTL) shipments. For FTL shipments, the maximum weight allowed is 40,000 lbs, and the maximum volume is 3,500 cubic feet (cu ft). This volume allows for 30 single-stacked standard pallets or 60 double-stacked standard pallets, if the pallets are arranged in a **turned configuration**. See figure 5.3 for images of possible pallet configurations.

Arrange double-stacked pallets so that both pallets are accessible by a forklift from the same side. Maintain at least 6" between freight and the container ceiling, as well as 6" at the back of the trailer to allow space for the dock plate to be engaged safely at the receiving dock.

**Figure 5.3 Pallet Configurations**



## Loading Pallets into Trailers (continued)

Additionally, leave 6" between freight and either side of the trailer and between freight and the center line, to allow a safe distance for the clamp truck driver to maneuver between pallets. Corrugate shims must be used in the 6-inch gaps between the walls and center lines to prevent sideways movement of the load.

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 with a space of up to 5" between the stack and the pallet's front, rear, or sides. When pallet loads do not reach the edges of the pallet, space is created that must be filled with appropriate dunnage to stabilize the goods during transit. See an example of such dunnage in figure 5.2.

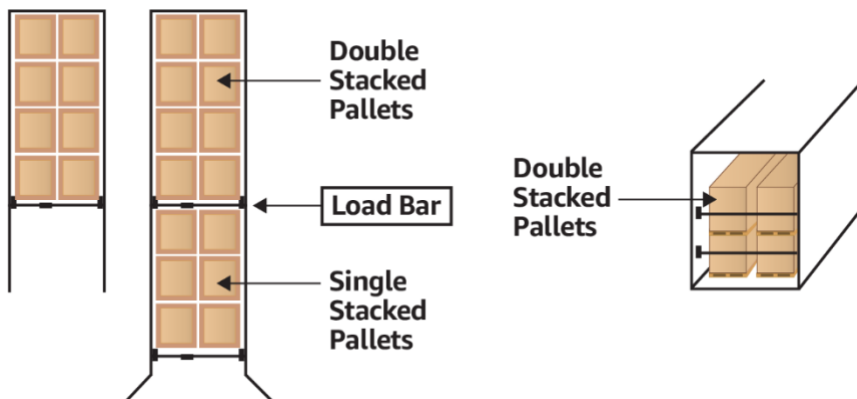
Load bars or tension straps must also be used to secure the final pallets placed on a trailer in order to prevent freight from falling when doors are opened. Tension straps must not be hanging free and must be secured if not used. See figure 5.4 for details.

When loading pallets for Less-than-truckload (LTL) shipments, load them straight, and arrange them so that pallet-level labels are facing the trailers' rear doors, so our associates who are receiving the shipment can easily access the shipment identification information.

For all loads, leave 6" at the back of the trailer to allow the dock plate to be engaged at the FC. Place adequate-strength cardboard against the cargo nearest the trailer's rear doors and secure it in place using load bars or tension straps to prevent the cartons from coming into direct contact with the doors.

It is the vendor/shipper and the carrier's responsibility to ensure that shipments are loaded into the trailer in a balanced manner that prevents the load from shifting during transit or unloading. Products must be stretch-wrapped together to prevent insecure loading. For intermodal loads, see the ***Amazon Vendor Intermodal Loading Guide***.

**Figure 5.4 Securing Pallets**



# North American Vendor Manual

## Floor-Loaded Trailers

Amazon defines **floor-loaded freight** as unpalletized stacked cartons or packaged heavy or bulky items that must be loaded and unloaded by hand. Only floor-load freight into containers that are at least 96" tall. Stack boxes into columns in an alternating pattern, a T-stack, to provide stability when possible, and stretch-wrap stacks of the same ASIN. Do not bundle cartons or items together with straps, zip ties, tape, or string.

When loading the trailer, maintain stability between stacked cartons and the container walls. Never force cartons into tight spaces, as it may cause difficulty during unloading. As with palletized shipments, if there are spaces between stacks of merchandise inside the trailer, use appropriate dunnage material to prevent the load from shifting during transit. Like other shipments, floor-loaded shipments must be properly secured inside the trailer using load bars and tension straps.

### Refusals

A trailer, shipment, or portion of a shipment is subject to refusal at the FC if Amazon associates are unable to safely unload the trailer or to verify the contents of a shipment. Common reasons for freight refusals include but are not limited to the following:

- Pallets shifting in transit
- Pallets or floor-loaded product stacked in a manner that prevents associates from safely unloading it from the trailer
- Oversized floor-loaded items that exceed 100 lbs apiece and so need to be mechanically lifted but cannot be unloaded by a clamp

Figure 5.5 Floor-Loaded Shipment



Floor-loaded shipments that require extensive handling by associates at a fulfillment center may be refused at the receiving dock for safety reasons—for example if multi-ASIN cartons weigh more than 50 lbs. (Parcel shipments are allowed to weigh more than 50 lbs if there is one ASIN per carton.) Additional chargebacks may apply based on the extra labor required to unload a floor-loaded shipment.

# North American Vendor Manual

## Clamp Truck Guidelines

A floor-loaded trailer must be clearly labeled as **clampable** or **non-clampable**. Clampable floor-loaded freight can be safely and completely unloaded from a trailer using an industrial vehicle with a clamp attachment (a clamp truck). Non-clampable freight can only be unloaded from a trailer by hand. Products that are greater than 50 lbs per unit must be clampable. Clampable freight must be less than 78" wide to allow the clamp to grip the freight.

Cartons of goods in a clampable floor-loaded shipment must be wrapped tightly in stacks that are no more than 40" wide, 48" long, and 98" tall, to be able to accommodate minimum and maximum clamp truck restrictions. If the individual SKU is packaged one unit per carton and weighs more than 50 lbs, the stack can be up to 40" wide, 72" long and 72" tall. If the individual unit is packaged one unit per carton and is too large to fit on the 40" x 48" or the 40" x 72" pallet, ship the unit on a custom pallet, as described in the **"Preparing Your Shipment"** section of this manual.

Orient clampable shipments so that the contents can be clamped without having to rearrange the load. For example, if mattresses are oriented in such a fashion that the wide flat surface is facing the rear of the truck, a clamp truck cannot move them without rearranging them such that the narrow edge of the mattresses face the rear of the truck. Leave 6" between freight stacks and the center line of the trailer so that the clamp truck operator can maneuver between stacks.

Arrange each tier in a clampable load 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. It is acceptable to vary tier heights.

Cartons containing pressurized products, such as cans of paint or carbonated liquids, and soft products, such as toilet paper, paper towel, or bags containing air-cushioned goods, are not clampable, because lifting them with a clamp could damage them.

Figure 5.6 Clampable Stacks



## Drop Trailer

If you are a WePay (Collect) vendor with a dock congestion problem, you may be able to set up a **drop trailer** with your authorized Amazon carrier. You must first initiate communication with the carrier directly to see if they can offer drop capacity.

The carrier will do an analysis of all business lines shipping out of your location to gauge if there is enough consistent volume to support leaving a drop trailer with you. If the carrier decides that there is, they may require you to sign a Shipper Load and Count (SLC) agreement, which allows you to load, count, and seal (if an FTL shipment) the shipment without the carrier's presence. (If you contract an SLC agreement with an FTL carrier, remember to write **SLC** on your BOL before the carrier leaves your facility.)

Under an SLC agreement, you may also be required to follow the carrier's PRO sticker guidelines.

When the drop trailer is loaded and ready for pickup, you are responsible for notifying the carrier. You must contact the carrier's local terminal by 10 a.m. local time to schedule a driver for same-day pickup. If the carrier is contacted later in the day, driver capacity is limited, and the load may roll to next day.

Provide the following mandatory details when scheduling pickup for a drop trailer: trailer number, ARNs, and pallet count. If there are only a few pallets loaded, the carrier may wait until the vendor has additional freight to load prior to pickup.

Upon pickup, have BOLs ready to hand to the driver.

## Small Parcel Shipments

Use Small Parcel shipping when you do not have enough freight for a Less-than-Truckload (LTL) shipment. A Small Parcel (SP) shipment is a packaged or enveloped non-palletized shipment that weighs less than 150 lbs per package and up to 300 lbs total. Small Parcel packages can measure up to 108 inches in length, and up to 165 inches in length and girth combined. If a Small Parcel carton exceeds 70 lbs, you must affix a Heavy Package warning sticker on the carton.

When you complete the Advance Shipment Notification for a Small Parcel shipment, ensure that the Standard Carrier Alpha Code (SCAC) is one of the following, since **other carriers are not permitted**:

- **UPS Main:** UPSN / UPSS / UPSZ
- **Federal Express:** FDE / RPSI / FXSP / FDEG / FEDX / FEDZ
- **United States Postal Service:** USPS
- **DHL Airways:** DHLA

Cartons affixed to full pallets in a FTL or LTL shipment are protected to a certain extent. Make sure the packages in your SP shipment are protected by sturdy cartons with a minimum edge crush test rating of 32 (ECT-32), and use dunnage sufficient to keep items from shifting during transit.

## Small Parcel Shipments (continued)

Unlike the cartons and pallets in FTL and LTL shipments, every carton in a Small Parcel shipment must have a valid PRO shipping label. You must provide that unique number for each carton in the PRO field of your ASN for that shipment, so the count of PRO numbers in your SP shipment should be equal to the number of cartons in your shipment.

Check with your Small Parcel carrier regarding tracking identification for your SP shipment. Tracking IDs are unique and affixed to the shipping label of each package shipped. Carrier distribution of tracking IDs may vary depending on your warehouse system.

## Direct Import Shipments

WePay (Collect) import vendors can arrange with Amazon to provide products directly from an international location. For more information on Direct Import Shipments, see the *Amazon Import Transportation Vendor Manual*. For help managing Direct Import shipments, refer to the tools and documents in **Direct Imports Help** via Vendor Central.

## Tracking Your Shipments

If you are a WePay vendor, you can track your shipments and see a list of events by signing into Vendor Central and selecting **Orders > Shipments > Shipment ID > Events and Tracking**.

## Transportation Issues

Both WePay (Collect) and TheyPay (Prepaid) vendors are our partners in coordinating shipment deliveries, and we encourage you to engage directly with the carriers who transport your Amazon shipments when things go well and when they go badly. TheyPay vendors are solely responsible for communicating with the carriers they contract with to transport their shipments to our Amazon FCs.

If you are a WePay vendor, before escalating a transportation complaint by reporting it to Amazon, first try to directly address your needs and concerns with the carrier. If a WePay pickup appointment has gone awry and you are unable to reschedule it directly with a carrier, notify us in a timely manner via **Vendor Central > Support > Contact Us > Shipments > Carrier Missed Pick Up (Collect)**.

In your message, provide as much detail about the case as possible, including ARNs and pallet quantities. Request an update on your problem no later than 48 hours after the missed pickup date.

When we reach out to a carrier about your pickup issue, we will copy you on our correspondence. In turn, you must provide a timely response to our requests about rescheduling your pickup, so that we can get your freight on the road as quickly as possible.

Occasionally, a pickup problem occurs because we have incorrect vendor information. Make sure that your **hours of operation and contact information** on Vendor Central are correct so that we can successfully plan freight pickups and contact you when necessary.



## Checklist for Accuracy in Transporting Your Shipment

- ☐ Review chargebacks applicable to **transportation** and **receiving** to help resolve open defects in receiving efficiency and accuracy.
- ☐ Check for warehouse hours and contact information by selecting **Settings > Warehouse Settings > Add/Edit PO warehouses**.
- ☐ Schedule carrier pickup.
- ☐ Provide a pickup loading dock that conforms to our carrier safety guidelines.
- ☐ If you experience dock congestion at your facility, discuss establishing a drop trailer agreement with your carrier.
- ☐ Before loading your shipment, make sure the carrier's vehicle is clean and well-maintained to meet Amazon's standards for delivery.
- ☐ For FTL shipments, do not exceed the maximum weight of 40,000 lbs and the maximum volume of 3,500 cu ft (30 single-stacked standard pallets or 60 double-stacked standard pallets).
- ☐ Whether your stacks of master packs are palletized or floor-loaded, make sure they are square, firmly stretch-wrapped, and stable.
- ☐ Configure your pallets or floor-loaded stacks in the trailer so that they can be easily accessed by a forklift or clamp truck during unloading.
- ☐ Schedule a delivery appointment at the fulfillment center (FC) that falls within the ship or delivery window listed on your confirmed purchase order.
- ☐ Track the delivery of your shipments via **Vendor Central > Orders > Shipments > Shipment ID > Events and tracking**.
- ☐ TheyPay (Prepaid) vendors: Resolve carrier issues directly with your contracted carrier.
- ☐ WePay (Collect) vendors: If you are unable to resolve issues with a carrier directly, notify us in a timely manner via **Vendor Central > Support > Contact Us > Shipments > Carrier Missed Pick Up (Collect)**.

# Processing Payments, Filing Disputes, and Resolving Returns



## Processing Payments

Transmit invoices for fulfilled purchase orders via the Vendor Central **Invoices** tab; via **EDI 810**; or via **Invoice API**.

When you use License Plate receiving, you create the optimal path for reducing the risk of **shortage claims**, delays, and defects to our receipt record that could prevent us from matching invoice and receipt records by the invoice due date.

If you are shipping products across an international border, you must provide commercial invoices for all shipments, including Direct Import, regardless of the mode of transportation. Refer to **About Commercial Invoices** in Vendor Central for more information.

The best guarantee of payment is documenting your shipment according to our guidelines. For example, if you are a WePay (Collect) vendor, failure to validate the Amazon Reference Number (ARN) we have assigned to your shipment may result in lost shipments or Amazon refusing freight payment for invoices received without a valid ARN.

Creating and transmitting your Advance Shipping Notification (ASN) for a shipment is a vital step toward fulfilling your PO and getting paid. ASNs help us accurately and efficiently receive your shipments and pay your invoices on time. ASNs help us assign our receiving record to the correct PO record. We cannot assign our receipt records correctly if the ASN for your shipment is not transmitted on time, if the ASN details are incorrect or missing, or if the item quantities between the ASN, purchase order confirmation, and physical shipment do not match. Mis-attribution may cause a shortage claim if it prevents us from matching the invoice, PO, and receipt records required for payment. Visit **Reduce Shortage Claims** to learn more.

## Filing Disputes and Resolving Returns

Create and review disputes about your shipment by signing in to Vendor Central and selecting the **Dispute Management** tab.

Amazon may return merchandise to you because you have not met the requirements of fulfilling your purchase order. All noncompliant deliveries—such as overages, damaged products, or shipments delivered to the wrong location—may be rejected and/or returned to you at Amazon’s discretion and your expense (e.g., freight and handling charges). You may dispute such returns, but please note that they are not subject to your standard purchasing terms, because they are caused by vendor noncompliance.

Product returns are processed per the specific return types you have agreed to with Amazon. You can view each return type referenced in your purchasing terms via **Vendor Central > Accepted/Rejected > Purchasing Terms > Agreements > Return Type Definitions**.

Before refusing any items we have returned to you, you must attempt to resolve return issues by filing a **Contact Us** case under **Payments > Co-Op/Vendor Returns VRET (VRET)/Freight Cost Issues**.

Follow the **Dispute a Product Return** instructions if you believe your items were incorrectly returned to you. If we find your dispute for rejected product is valid, we may ask you to send the rejected product back to Amazon. If we do ask you to send the rejected returns to us, but you do not have the address of the proper Amazon warehouse, request the address within your dispute case. **Never send rejected returns to Amazon’s billing address.**

## Filing Disputes and Resolving Returns (continued)

When we refund money to you, we do so by applying credit to your invoice account and emailing a credit memo to you for use toward future payments. The Amazon Returns Shipment ID, located on the returns packing slip, must be included with your credit memo when you use it for payment.

If we need to return a shipment to you, it is vital that we know where to send it. Keep your **Return Addresses** and Product Returns **Contacts** updated in Vendor Central. **Updating the return address for a particular shipment will only impact new removal orders.** Cut a **Contact Us** case or inform your Amazon point of contact about any address changes so that returns that are already in process can be updated.

In most cases, a credit memo must not be sent for returns. **You only need to submit a credit memo to Amazon for returns if your account is NOT set up to deduct from payment.** You can check whether your agreements are set up for deduct from payment in [Agreements](#). Via this portal, choose **Accepted/Rejected > Funding Type Refinement > Accrual**. Then select the title of a current agreement you have with us. The text of the agreement will identify how payments are made.

Refer to the **Returns** topic in Vendor Central for additional details about product returns.

## Return Merchandise Authorization (RMA)

You may at times want to initiate the return of your products from one of our fulfillment centers, whether because you have decided to no longer sell a certain item, because a new and improved version has become available, because you want to reduce long-term storage fees, or a variety of other reasons.

**Return Merchandise Authorization (RMA)** allows you to query and authorize your own returns in Vendor Central. We automatically email you for removals requiring your authorization.

Use the Vendor Central **Returns** portal to review and authorize removals from our FCs. You can authorize the return of an entire shipment or approve individual items.

You must begin return authorization requests by the auto-process date listed on the return authorization request, or we will auto-process the return or dispose of/liquidate your products.

When we return units to you across an international border—for example, from the US to Canada or from Canada to the US—we must have the broker's name, email, and phone number to process the return.

## Checklist for Accuracy in Processing Invoices, Filing Disputes, and Resolving Returns

- ☐ File invoices via the Vendor Central **Invoices** tab; via **EDI 810**; or via **Invoice API**
- ☐ Create and review disputes via the Vendor Central **Dispute Management** tab
- ☐ Access key resources via Vendor Central regarding **Dispute management** and **Reducing shortage claims**.
- ☐ Access key resources via Vendor Central regarding **returns**.

## Online Resources

## Online Resources

For your convenience, we have listed here the links to many of the online resources that appear throughout this manual.

### Chargebacks

Visit our [Chargeback Support Link](#) here to search for all chargeback types.

Review your chargebacks via the [Operational Performance Dashboard](#).

Find information on chargebacks in the following areas:

- Packaging
- Preparation
- Purchase Orders
- Receiving
- Transportation

Find information on specific chargebacks:

- Advance Shipment Notifications (ASNs)
  - Invalid or Missing Information in ASN
  - ASN On-Time Noncompliance
- Carton Content Accuracy Noncompliance
- Expired Product
- Freight Not Ready
- Frustration-Free Packaging/Ships in Own Container Noncompliance
- Pickup Accuracy
- PO On-Time Noncompliance

## Preparing Your Shipment

- *Addendum 1: Product Restrictions and Prep Instructions*
- *Addendum 1.1: Softlines Packaging Guidelines*
- *GS1 Introduction to the SSCC*
- *GTIN-14 Gold List template*
- *Packaging web pages*
- *Vendor Central Shipments AMZN (Amazon Container Code) Labeling Guide*

## Purchase Orders

### View and Update POs

- Directly, via **Vendor Central > Orders > Purchase Orders**
- Via **EDI 850**, to receive PO information (seeing what products/quantities we have ordered from you)
- Via **EDI 855**, to confirm/acknowledge your POs (telling us what products/quantities you will send to us)
- Via **Retail APIs**

### Confirm/Acknowledge POs

- **Vendor Central > Orders > Purchase Orders**
- If you have set up electronic automation—either EDI or API—your IT system will receive and confirm the order automatically. You can verify the transmission and document exchanges via **Vendor Central > Integration (EDI/API) > Operational Analytics**.
- **Vendor Shipments API reference document**

### Pending PO Cancellations

**Vendor Central > Purchase Orders > Pending Cancellation PO Items**

## Processing Payments, Filing Disputes, and Resolving Returns

Access key resources on the following topics:

- **Dispute Management**
- **Invoices**
  - **About Commercial Invoices**
  - **File invoices**
    - **Vendor Central > Invoices**
    - **EDI 810**
    - **Invoice API**
- **Reduce Shortage Claims**
- **Returns**
  - **Return Type Definitions**
  - **Dispute a Product Return**

## Routing Requests (WePay/Collect)

- **Vendor Shipments API reference document**

## Transporting Your Shipment

- *Addendum 3: Vendor Intermodal Loading Guide*
- *Amazon Import Transportation Vendor Manual*
- *Amazon Vendor Intermodal Loading Guide*
- **Carrier Central**
- *North America–US Amazon Carrier Central Manual*
- **Direct Imports Help**
- **Vendor Central > Edit Pickup Date**

## Vendor Central

- **Vendor Central Catalog**
- **Vendor Central guidelines for creating and printing labels**

## Vendor Policies

- **Amazon Business Professional Healthcare (PHC) Vendor Policy**
- **Vendor Manual support page**

## Glossary of Terms

**Advance Shipment Notification (ASN):** A virtual notification to Amazon alerting us to a pending delivery; a virtual **packing list** that must reach the fulfillment center before the arrival of your physical shipment for proper labor resource planning. [\[return to page\]](#)

**Amazon Container Code (AMZNCC):** A license plate–style barcode generated within Vendor Central that uniquely identifies a logistical unit (a carton or pallet) as it travels through the supply chain. [\[return to page\]](#)

**Amazon Reference Number (ARN):** The unique number Amazon generates for a WePay (Collect) shipment. The ARN indicates that a shipment from the vendor has been routed and a carrier assigned to pick up the items listed on the PO. [\[return to page\]](#)

**Amazon Standard Item Number (ASIN):** A unique identifier for each product in the Amazon retail catalog. [\[return to page\]](#)

**Applications Programming Interface (API):** Software that allows two digital applications to talk to each other via formatted messages. [\[return to page\]](#)

**Barcode Packing Slip (2D-BPS):** A two-dimensional barcode that when scanned indicates the contents of a carton or pallet. [\[return to page\]](#)

**Batch Number:** An identifier assigned to a certain quantity or group (batch/lot) of product units from a single manufacturer. Lot numbers allow Amazon to track product units, and they may help us identify affected inventory during recalls, quality control, or quarantine actions. [\[return to page\]](#)

**Bill of Lading (BOL):** A paper record of *lading* or loading, created by the vendor/shipper and given to the carrier who is accepting

the load for transport. [\[return to page\]](#)

**Bill of Lading (BOL) Number:** A unique number assigned to a shipment of goods by the vendor/shipper when creating the Bill of Lading. All BOL numbers issued when establishing an ASN via Vendor Central have a maximum of 64 characters. [\[return to page\]](#)

**Cap Seal:** A ring of tape, plastic, or plastic stretch wrap applied to the cap of a liquid, gel, or paste product to keep it from leaking during packing and shipping. A cap seal is not needed when the product has a double-sealed container. [\[return to page\]](#)

**Carrier:** The person who drives the motor vehicle that delivers vendor shipments to an Amazon fulfillment center or other Amazon facility. [\[return to page\]](#)

**Carrier Central:** A web-based portal that carriers use to request delivery appointments at Amazon FCs and to monitor their delivery performance. For more details, see the *North America–US Amazon Carrier Central Manual*. [\[return to page\]](#)

**Chargeback:** Charges billed to you to offset expenses incurred by Amazon as a result of vendor noncompliance with our operational standards. Chargebacks may occur because of noncompliance in processing purchase orders; in the preparation and packaging of merchandise that results in errors during the receive process; in sending ASNs; or in transporting shipments to our FCs. [\[return to page\]](#)

**Consolidated Shipment:** A shipment that combines the orders of multiple vendors/shippers into one truck bound for the same FC. [\[return to page\]](#)

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



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trailer. [\[return to page\]](#)

**Direct Import Shipments:** Shipments coming into North America from another continent. [\[return to page\]](#)

**Drop Trailer:** A trailer that a carrier drops off at the vendor/shipper's warehouse to load or unload at their convenience. [\[return to page\]](#)

**Electronic Data Interchange (EDI):** A method of transmitting data about purchase orders, shipments, and invoices in formatted messages electronically between Amazon and its vendors, its carriers, and its drop shippers, using the EDI standard X12 for the US. [\[return to page\]](#)

**Estimated Shipment Arrival Date (ESD):** The date a vendor shipment is expected to arrive at the Amazon fulfillment center, based on the average transit time for the carrier. [\[return to page\]](#)

**European Article Number (EAN):** A 13-digit product identification number barcode used internationally. [\[return to page\]](#)

**Expected Delivery Date (EDD):** A delivery date provided by TheyPay (Prepaid) vendors when they confirm items as backordered on a purchase order. [\[return to page\]](#)

**Floor-Loaded Freight:** Stacks of master packs that sit on the floor of a truck trailer or rail (intermodal) trailer, rather than on pallets. [\[return to page\]](#)

**Freight-Ready Date (FRD):** The date a WePay (Collect) vendor's shipment must be ready to load into the carrier's vehicle. [\[return to page\]](#)

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

**Fulfillment Center (FC):** An Amazon warehouse designed to hold goods for long-term storage and to ship them directly to Amazon

customers when ordered. [\[return to page\]](#)

**Full Truckload (FTL):** A shipment that fills more than 50 percent of a standard 53-foot trailer. [\[return to page\]](#)

**Girth:** To determine the girth of a package, calculate (2 x the width of the carton) + (2 x the height of the carton). [\[return to page\]](#)

**Global Trade Item Number (GTIN-14):** A 14-digit global data structure that identifies carton contents. The GTIN-14 must be encoded into a linear barcode. Before using GTIN-14 carton labels, all of the products you want to ship to Amazon must be included on the GTIN-14 Gold List. Begin this process by downloading the [GTIN-4 Gold List template](#). [\[return to page\]](#)

**Grocery Manufacturers Association (GMA) Pallet Recycling Association:** Organization that standardized pallet specifications for shipping over the course of the twentieth century. [\[return to page\]](#)

**GS1-128 Symbology:** Format for a one-dimensional barcode that can hold variable length alphanumeric data. [\[return to page\]](#)

**Hazardous Materials (Hazmat):** Products classified as dangerous goods under the 1957 European treaty the Agreement International Carriage of Dangerous Goods by Road (ADR), including substances that are flammable, pressurized, corrosive, environmentally hazardous, or otherwise harmful. [\[return to page\]](#)

**Inbound Cross Dock (IXD):** An Amazon warehouse that accepts freight from vendors that it then ships to various fulfillment centers.

**Interleaved 2 of 5 (ITF-14) symbology:** Format for a one-dimensional barcode that can hold variable-length numeric data. [\[return to page\]](#)

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**Intermodal (IM):** A shipment loaded into a container that can be carried via multiple modes of transportation (for example, trailer and train) to its final destination. [\[return to page\]](#)

**International Safe Transit Association (ISTA):** A leading industry developer of testing protocol and design standards that define how packages should perform in the global distribution environment. See the [ISTA website](#) for more information. [\[return to page\]](#)

**International Standard Book Number (ISBN):** A global industry-standard identifier used principally for books and some DVDs and CDs. [\[return to page\]](#)

**Less-than-Truckload (LTL):** Typically, a shipment that fills less than 50 percent of a standard 53-foot trailer. The carrier consolidates multiple LTL shipments from different vendors/shippers going to the same destination. [\[return to page\]](#)

**License Plate Labels:** Carton or pallet labels containing an SSCC or AMZNCC barcode, which link to a vendor's Advance Shipment Notification (ASN) data to identify the shipment contents and make the receive process more accurate and efficient. [\[return to page\]](#)

**Liquidate:** To sell at a discount because the merchandise has been damaged due to vendor error. Amazon keeps the proceeds from liquidated goods. [\[return to page\]](#)

**Lot Number:** An identifier assigned to a certain quantity or group (lot/batch) of product units from a single manufacturer. Lot numbers allow Amazon to track product units, and they may help us identify affected inventory during recalls, quality control, or quarantine actions. [\[return to page\]](#)

**Packing List:** A document prepared by the vendor that lists the items and quantities of items in a shipment. [\[return to page\]](#)

**Pallets:** Moveable platforms used to facilitate loading stacked

cartons into a trailer or shipping container. [\[return to page\]](#)

**Progressive Rotating Order (PRO) Number:** A number associated with a certain carrier in a multi-carrier shipping system. Carriers offer a block or range of PRO numbers to each vendor for storage in their transportation management system, which can then automatically generate a PRO for each shipment. [\[return to page\]](#)

**Purchase Order (PO):** The contract that Amazon makes with vendors representing our product orders from those vendors/shippers. [\[return to page\]](#)

**Return Merchandise Authorization (RMA):** A process that enables the vendor to query and authorize their own returns via the Vendor Central portal. [\[return to page\]](#)

**Routing Request:** An electronic request sent by a WePay (Collect) vendor via Vendor Central, EDI 753, or Shipments API to arrange for a carrier to take the inventory listed on a PO from the vendor's distribution center to an Amazon fulfillment center. [\[return to page\]](#)

**Sellable Each:** An item or set of items that constitutes one stock keeping unit (SKU). Synonymous with SKU. [\[return to page\]](#)

**Serial Shipment Container Code (SSCC):** An 18-digit license plate-style barcode that uniquely identifies a logistical unit (a carton, pallet, or trailer) as it travels through the supply chain. [\[return to page\]](#)

**Ship in Own Container (SIOC):** A sellable unit that can safely be shipped from a distributor to an Amazon FC and then on to the customer in its own manufacturer packaging without additional boxing. [\[return to page\]](#)

**Standard Carrier Alpha Code (SCAC):** A unique four-letter alpha code used to identify a carrier. [\[return to page\]](#)

**Stock Keeping Unit (SKU):** A number that identifies a sellable

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good arriving at a fulfillment center as unique to a particular Amazon vendor. Also referred to as a fulfillment network stock keeping unit (FNSKU). [\[return to page\]](#)

**Symbology:** Another term for a barcode, which uses black bars and white spaces to represent a sequence of numbers and/or letters assigned to a logistical unit (an item, carton, pallet, or trailer). Different symbologies require different scanners to read them. [\[return to page\]](#)

**Tare:** Pallet-level organization in the Advance Shipment Notification (ASN) hierarchy—Shipment, Order, Tare, Package, Item (SOTPI). [\[return to page\]](#)

**TheyPay (Prepaid) Vendor:** A shipping arrangement in which you—the vendor or consignor—pay the freight charges. [\[return to page\]](#)

**Third-Party Logistics (3PL):** Transportation, storage, or other services provided by a participant in the supply chain who is

neither the vendor nor the buyer.

**Transparency 2D:** Transparency is an Amazon program that proactively protects consumers against counterfeit products and ensures brands are accurately represented in the marketplace. Transparency 2D is a unique 26-digit alphanumeric code that displays as a 2D barcode. [\[return to page\]](#)

**Universal Product Code (UPC):** A standard type of barcode widely used in North America for tracking trade items. [\[return to page\]](#)

**Vendor:** A company from whom Amazon purchases goods. Also referred to as a vendor/shipper or a shipper. [\[return to page\]](#)

**Vendor Central:** A web-based portal that Amazon vendors use to process and fulfill purchase orders. [\[return to page\]](#)

**WePay (Collect): Vendor** A shipping arrangement in which Amazon—the buyer or consignee—pays the freight charges. [\[return to page\]](#)