Amazon MWS for FBA Sellers

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Overview

This guide is for sellers who use Fulfillment by Amazon (FBA) and want to automate their business processes with Amazon Marketplace Web Service (Amazon MWS). The guide assumes general knowledge of FBA, as well as experience fulfilling customer orders using FBA and Amazon Seller Central. For more information about FBA, see the Fulfillment By Amazon section of the Amazon Seller Central Help for your marketplace.

Common tasks

The Common tasks section lists ways that FBA sellers can use Amazon MWS to automate common tasks such as customer order tracking, inventory management, and fulfillment order management. Many of these tasks can be handled by more than one Amazon MWS section. The Common tasks section indicates which Amazon MWS API sections can be used for specific tasks, and provides user scenarios that the various Amazon MWS API sections support.

Best practices

The Best practices section provides advice and tips to help you make the best use of Amazon MWS for automating your FBA-related business processes.

Definitions

The following are some important terms and definitions:

Amazon Fulfillment Network	Amazon's network of fulfillment centers. AFN is also a designation for an order fulfilled by Amazon.
Merchant Fulfillment Network (MFN)	Amazon sellers fulfilling their own customer orders. MFN is also a designation for an order fulfilled by the seller.
Multi-Channel Fulfillment (MCF)	Fulfilling AFN orders that are sold on a sales channel other than Amazon's website. This could be sales from an Amazon Webstore or a non-Amazon website.

Common tasks

This section contains common tasks for Fulfillment by Amazon (FBA) sellers using Amazon Marketplace Web Service (Amazon MWS). Note that most of the high volume tasks in this section, which Amazon MWS enables you to do programmatically, can also be accomplished using the Amazon Seller Central user interface.

Monitoring and tracking AFN Amazon orders

You can use the Orders API section or the Reports API section to monitor and track new Amazon Fulfillment Network orders on Amazon's website. The Orders API section provides real-time data and the Reports API section provides asynchronous batching of data. With these API sections you can track order identifiers for each new order item and use this information to update order records on your local systems. For the Reports API section, you can use the following report types:

- **Flat File All Orders Report by Last Update**
- **Flat File All Orders Report by Order Date**
- **XML All Orders Report by Last Update**
- **XML All Orders Report by Order Date**

For more information, see the Orders API section reference and the Reports API section reference.

Monitoring and tracking FBA shipment status

You can use the Orders API section or the **FBA Fulfilled Shipments Report** of the Reports API section to monitor and track the shipment status of each item in your FBA fulfilled customer orders, regardless of whether your orders were placed on Amazon's website or through other retail channels. The Orders API section provides real-time data and the Reports API section provides asynchronous batching of data. With these API sections you can update your local systems with billing information and customer payment information, including shipping fees, gift wrapping fees, and promotion information.

For more information, see the Orders API section reference and the Reports API section reference.

Getting inventory reports

You can use the Reports API section or the Fulfillment Inventory API section to check your Fulfillment by Amazon (FBA) inventory availability regardless of whether you are selling on Amazon's website or through other retail channels.

Inventory reporting using the Reports API section

The Reports API section is optimized for bulk data reporting and provides asynchronous batching of Fulfillment by Amazon (FBA) inventory data. The Reports API section supports a wide variety of user scenarios, such as support for making replenishment, removal, and repricing decisions; checking inventory levels; researching inventory events; and fulfilling tax obligations.

For a complete list and descriptions of the inventory report types that are available from the Reports API section, see "ReportType enumeration" in the Reports API section reference.

Inventory reporting using the Fulfillment Inventory API section

The Fulfillment Inventory API section is optimized for data synchronization and for retrieving Fulfillment by Amazon (FBA) inventory availability updates in real time. The Fulfillment Inventory API section enables you to do the following:

- **Synchronize your local systems with your FBA inventory availability.** You can identify and retrieve real-time inventory availability updates for items where availability might have changed. For more information, see Monitor inventory availability with the Fulfillment Inventory API section.
- **Get detailed availability status of for specified items.** You can get detailed availability information for items that you specify, including the earliest availability to pick from inventory. You can also find out whether items are in an Amazon fulfillment center, in an inbound shipment to an Amazon fulfillment center, or being transferred between Amazon fulfillment centers.

For more information, see "ListInventorySupply" in the Fulfillment Inventory API section reference.

Getting MCF outbound shipment reports

The Fulfillment Outbound Shipment API section has querying functionality for reporting on FBA outbound fulfillment shipments. Note that the reports that are returned by the Fulfillment Outbound Shipment API section apply only to Multi-Channel Fulfillment (MCF) orders.

Following are some reporting scenarios that the Fulfillment Outbound Shipment API section makes possible:

- **Get fulfillment previews.** Get previews of potential fulfillment orders, which provide estimated shipping costs, shipping dates, and arrival dates based on shipping speeds that you submit with the `GetFulfillmentPreview` operation.
- **Get status information for a list of MCF fulfillment orders.** Get status and other order level information for your MCF orders by submitting the `ListAllFulfillmentOrders` operation.
- **Get comprehensive information on a single MCF fulfillment order.** Get comprehensive order, shipment, and order item information for any existing MCF fulfillment order by submitting the `GetFulfillmentOrder` operation.

Note: Multi-Channel Fulfillment (MCF) is not available in India (IN).

For more information, see the Fulfillment Outbound Shipment API section reference.

Fulfilling MCF orders

The Fulfillment Outbound Shipment API section and the Feeds API section (using the **FBA Shipment Injection Fulfillment Feed** and the **FBA Shipment Injection Cancellation Feed**) have approximately equivalent functionality in terms of submitting and cancelling Multi-Channel Fulfillment (MCF) orders. The Fulfillment Outbound Shipment API section has the advantage of being real-time, however, while the Feeds API section operates asynchronously.

Note: Multi-Channel Fulfillment (MCF) is not available in India (IN).

For more information, see the Fulfillment Outbound Shipment API section reference and the Reports API section reference.

Shipping inventory to the Amazon Fulfillment Network

Use the Fulfillment Inbound Shipment API section to programmatically create multiple shipments of inventory to the Amazon Fulfillment Network. Once in the Amazon Fulfillment Network, your items can be used to fulfill orders on Amazon's website or through other sales channels.

The process of creating inbound shipments and sending them to the Amazon Fulfillment Network involves several tasks. Some tasks require submitting operations to Amazon Marketplace Web Service (Amazon MWS), and others require physical actions such as packing boxes and printing labels.

The following are tasks for creating inbound shipments and sending them to the Amazon Fulfillment Network:

1. Create a listing
2. Create an inbound shipment plan
3. Prepare the items for shipping
4. Create an inbound shipment
5. Use an Amazon-partnered carrier for your inbound shipment (optional)
6. Send shipment tracking numbers to Amazon
7. Package and label your shipments
8. Send your shipments to the Amazon Fulfillment Network
9. Mark your shipments as shipped

Step 1 - Create a listing

Before sending an item to the Amazon Fulfillment Network, you should create a listing for it in Amazon's catalog. This is true regardless of whether or not you intend to sell on Amazon's web site or through other sales channels. For information about listings see the Amazon Seller Central Help.

Be sure to mark your items as AFN (which means the items are to be fulfilled by the Amazon Fulfillment Network). You can mark your items as AFN by submitting the `SubmitFeed` operation of the Feeds API section. The following table shows examples of the FeedType enumerations that you can use:

Feed format	FeedType enumerations	Comments
Flat file	_POST_FLAT_FILE_INVLOADER_DATA_, _POST_FLAT_FILE_BOOKLOADER_DATA_	The Flat.File.InventoryLoader.xls and Flat.File.BookLoader.xls are examples of templates that you can use to mark your items as AFN. Depending on your marketplace, enter *AMAZON_NA*, *AMAZON_EU*, *AMAZON_JP*, or *AMAZON_CN* in the **fulfillment-center-id** column for each item you want to mark as AFN.
XML	_POST_INVENTORY_AVAILABILITY_DATA_	Use the Inventory.xsd file and make the following edits for each item that you want to mark as AFN: • Set the value of the **FulfillmentCenterID** element to either *AMAZON_NA*, *AMAZON_EU*, *AMAZON_JP*, or *AMAZON_CN*, or *AMAZON_IN* depending on your marketplace. • Replace the **Quantity** element with the **Lookup** element and set the value to *FulfillmentNetwork*. • Set the value of the **SwitchFulfillmentTo** element to *AFN*. Note that for Fulfillment by Amazon (FBA) orders, there are other elements that you need to assign values to, such as elements for package dimensions.

For more information, see the Feeds API sectionreference.

Step 2 - Create an inbound shipment plan

Create an inbound shipment plan by submitting the `CreateInboundShipmentPlan` operation of the Inbound Shipment API section. An inbound shipment plan groups into discrete shipments the items that you want to send to the Amazon Fulfillment Network. For example, stickerless, commingled inventory does not require item labels, and these items must be sent in a different shipment from items that require item labels. Items that require special handling at an Amazon fulfillment center because of their size might need to be sent to a different fulfillment center than items that don't require special handling. By submitting the `CreateInboundShipmentPlan` operation, you provide Amazon with key information about the items that you want to send. Amazon uses this information to create a shipment plan for your items, which is returned after Amazon receives the `CreateInboundShipmentPlan` operation. You use the shipment plan to group and send your items to the appropriate Amazon fulfillment centers.

Note: Amazon recommends that you create listings for all of the items that you want to include in an inbound shipment plan before submitting the `CreateInboundShipmentPlan` operation. After you have created listings for the items that you want to include in the `CreateInboundShipmentPlan` operation, include only the **SellerSKU** and **Quantity** request parameters when submitting the operation. Do not include the **ASIN** or **Condition** request parameters.

Label preparation preferences

A key input parameter that you include with the `CreateInboundShipmentPlan` operation is **LabelPrepPreference**. This parameter indicates your preference for label preparation for the items you are sending to the Amazon Fulfillment Network. The following are valid **LabelPrepPreference** values:

- *SELLER_LABEL* - Indicates that for items that require item labels (items that are not stickerless, commingled inventory) you will label each item yourself.
- *AMAZON_LABEL_ONLY* - Amazon attempts to label the items in the inbound shipment when labels are required. If Amazon determines that it does not have the information required to successfully label an item, that item is not included in the inbound shipment plan.
- *AMAZON_LABEL_PREFERRED* - Amazon attempts to label the items in the inbound shipment when labels are required. If Amazon determines that it does not have the information required to successfully label an item, that item is included in the inbound shipment plan and the seller must label it.

Note: Unless you are enrolled in the FBA Label Service, *SELLER_LABEL* is the only valid **LabelPrepPreference** value. The FBA Label Service is not available in India (IN). For more information about the FBA Label Service, see the Seller Central Help for your marketplace.

Amazon returns the **LabelPrepType** response element for each shipment in your shipment plan, which indicates the labeling requirements for the items in each shipment. The following are valid **LabelPrepType** values:

- *NO_LABEL* - No item labeling is required for this inbound shipment because the items are stickerless, commingled inventory. This value cannot be returned unless your Fulfillment by Amazon (FBA) account has been configured by Amazon for stickerless, commingled inventory. For more information about stickerless, commingled inventory and how to configure your FBA account for it, see the Amazon Seller Central Help for your marketplace.
- *SELLER_LABEL* - Items in this inbound shipment must be labeled by the seller before sending the shipment to the Amazon Fulfillment Network.
- *AMAZON_LABEL* - Label preparation by Amazon is required for this inbound shipment

Note: *AMAZON_LABEL* is available only if you are enrolled in the FBA Label Service. The FBA Label Service is not available in India (IN). For more information about the FBA Label Service, see the Seller Central Help for your marketplace.

For more information, see "CreateInboundShipmentPlan" in the Fulfillment Inbound Shipment API section reference.

Step 3 - Prepare the items for shipping

To prepare your items for shipping, do the following:

1. Make sure each item that you are shipping conforms to Amazon's product packaging requirements.

   For more information, see the Fulfillment by Amazon Prep Matrix for your marketplace:

   - **CA:** https://images-na.ssl-images-amazon.com/images/G/01/fba-help/QRG/FBA-Prep-Matrix.pdf
   - **CN:** https://images-na.ssl-images-amazon.com/images/G/28/rainier/help/FBA-Prep-Matrix-CN.pdf
   - **DE:** https://images-na.ssl-images-amazon.com/images/G/03/Image/FBA-Prep-Matrix_DE.pdf
   - **ES:** https://images-na.ssl-images-amazon.com/images/G/30/image/FBA-Prep-Matrix_ES.pdf
   - **FR:** https://images-na.ssl-images-amazon.com/images/G/08/image/FBA_Prep_Matrix_FR.pdf
   - **IN:** https://images-na.ssl-images-amazon.com/images/G/31/rainier/help/FBA_Prep_Matrix_IN_Final.pdf
   - **IT:** https://images-na.ssl-images-amazon.com/images/G/29/image/FBA_PrepMatrix_IT.pdf
   - **JP:** https://images-na.ssl-images-amazon.com/images/G/09/rainier/help/fba/Prep_Matrix_Text_JP.pdf
   - **UK:** https://images-na.ssl-images-amazon.com/images/G/02/images/FBA-Prep-Matrix_UK_EN_final.pdf
   - **US:** https://images-na.ssl-images-amazon.com/images/G/01/fba-help/QRG/FBA-Prep-Matrix.pdf

For more information about Amazon's product packaging requirements, see the Amazon Seller Central Help.

2. Group the items into separate shipments, one for each shipment in the shipment plan that was returned when you submitted the `CreateInboundShipmentPlan` operation.

3. If you are sending items that require item labels, create and apply the item labels.

   For more information about creating item labels, see [Item label specifications](#).

   For more information about when items require item labels, see [Step 2 - Create an inbound shipment plan](#).

Step 4 - Create an inbound shipment

For each shipment returned by the `CreateInboundShipmentPlan` operation, create an inbound shipment. You create an inbound shipment by submitting the `CreateInboundShipment` operation of the Inbound Shipment API section. Each inbound shipment you create indicates to Amazon that a shipment of items is soon to arrive at a particular Amazon fulfillment center. Each inbound shipment includes a list of items contained in the shipment, as well as a destination fulfillment center identifier and your label preparation preferences for item labels. For more information about label preparation preferences, see [Label preparation preferences](#).

For code samples for submitting the `CreateInboundShipment` operation, see the Client Library links on the Amazon Marketplace Web Service (Amazon MWS) portal for your region.

For more information, see "CreateInboundShipment" in the Fulfillment Inbound Shipment API section reference.

Step 5 - Use an Amazon-partnered carrier for your inbound shipment (optional)

Sellers in the United States (US) can take advantage of discounted shipping rates by using an Amazon-partnered carrier for their inbound shipments.

For more information, see [Using an Amazon-partnered carrier for your inbound shipment](#).

Step 6 - Send shipment tracking numbers to Amazon

When you use an Amazon-partnered carrier (available in the United States [US] only) for an inbound shipment, the carrier provides your shipment tracking numbers to Amazon as part of the process. However, even if you are not using an Amazon-partnered carrier for your inbound shipments, Amazon recommends that you send us the shipment tracking numbers for your inbound shipment. Providing this information helps Amazon process your inbound shipment at the Amazon fulfillment center faster and more accurately.

You can provide shipment tracking numbers for an inbound shipment in one of two ways:

• Call the `PutTransportContent` operation from the Fulfillment Inbound Shipment API section.
• Submit the *_POST_FLAT_FILE_FBA_SHIPMENT_NOTIFICATION_FEED_* using the `SubmitFeed` operation from the Feeds API section.

Getting the shipment status of your Small Parcel shipments

Providing shipment tracking numbers to Amazon for your non-Amazon-partnered shipments enables you to get the shipment status for your Small Parcel shipments.

To get shipment status for the boxes of your non-Amazon-partnered Small Parcel shipments:

1. Call the `PutTransportContent` operation. This provides your shipment tracking numbers to Amazon.

2. Call the `GetTransportContent` operation. Amazon returns shipment status in the **PackageStatus** response element.

For more information, see the Fulfillment Inbound Shipment API section reference and the the Feeds API section reference.

Step 7 - Package and label your shipments

Package and label each of your shipments. To package and label a shipment, do the following:

1. Package into boxes the items from a shipment that you created when you submitted the `CreateInboundShipment` operation.

    For more information about creating an inbound shipment, see Step 4 - Create an inbound shipment.

    For more information about packaging requirements, see the Amazon Seller Central Help for your marketplace.

2. Get a shipping label for each box in the shipment.

    You can call the `GetPackageLabels` operation of the Fulfillment Inbound Shipment API section to get shipping labels for your shipment. For more information about the `GetPackageLabels` operation, see "GetPackageLabels" in the Fulfillment Inbound Shipment API section reference. If you want to create your own shipping labels, see Shipping label specifications.

    Note: To help ensure that your shipment is processed in a timely manner when it reaches the Amazon Fulfillment Network, never photocopy a shipping label and put the copied label on multiple boxes in a Small Parcel shipment. Each shipping label for a Small Parcel shipment should have a unique barcode and should be placed on a different box in the shipment.

Step 8 - Send your shipments to the Amazon Fulfillment Network

Send each of your shipments to the Amazon Fulfillment Network. To send a shipment to the Amazon Fulfillment Network, do the following:

1. Seal each box in the shipment and attach the appropriate shipping labels to the outside of the boxes. If you are using an Amazon-partnered carrier, attach carrier labels to the outside of the boxes.

    For more information about getting carrier labels from Amazon, see Step 7 - Package and label your shipments.

    For more information about creating shipping labels, see Shipping label specifications.

2. Send your shipment to the Amazon Fulfillment Network using a professional carrier that is registered with Amazon.

    For more information about sending shipments to the Amazon Fulfillment Network, see the Amazon Seller Central Help for your marketplace.

Step 9 - Mark your shipments as shipped

After sending a shipment to the Amazon Fulfillment Network, you should submit the `UpdateInboundShipment` operation of the Inbound Shipment API section. Include the **ShipmentId** that you used when you submitted the `CreateInboundShipment` operation for that shipment. Also include the **ShipmentStatus** request parameter with its value set to *SHIPPED*. For more information about the Inbound Shipment API section, see the Inbound Shipment API Section Reference. For code samples for submitting the `UpdateInboundShipment` operation, see the Client Library links on the Amazon Marketplace Web Service (Amazon MWS) portal for your region.

For more information, see the Fulfillment Inbound Shipment API section reference.

Using an Amazon-partnered carrier for your inbound shipment

Sellers in the United States (US) can take advantage of discounted shipping rates by using an Amazon-partnered carrier for their inbound shipments.

Important:

Before using an Amazon-partnered carrier for an inbound shipment, you must read the Seller Central Help about the partnered carrier program to help ensure that you successfully follow the program instructions and guidelines:

• US: https://sellercentral.amazon.com/gp/help/201119120

To use an Amazon-partnered carrier for an inbound shipment, begin by following the first four steps of the Shipping inventory to the Amazon Fulfillment Network section. After you create an inbound shipment you can request that your shipment be shipped by an Amazon-partnered carrier.

Following are the steps for requesting that your shipment be shipped by an Amazon-partnered carrier:

1. Submit the transportation information for your inbound shipment to Amazon
2. Request that an estimate be generated for the shipping costs
3. Get an estimate for the shipping cost
4. Confirm the transportation request
5. Request transportation documents for your inbound shipment
6. Package and ship your inbound shipment

Step 1 - Submit the transportation information for your inbound shipment to Amazon

Call the `PutTransportContent` operation and specify either **PartneredSmallParcelData** or **PartneredLtlData**, depending on whether your inbound shipment is a Small Parcel or a Less Than Truckload/Full Truckload (LTL/FTL) shipment. This provides the information that an Amazon-partnered carrier needs to provide an estimate for shipping costs. It also provides information that an Amazon fulfillment center can use to forecast and plan for the arrival of your shipment.

Step 2 - Request that an estimate be generated for the shipping costs

Call the `EstimateTransportRequest` operation to request that an estimate be generated for an Amazon-partnered carrier to ship your inbound shipment.

Step 3 - Get an estimate for the shipping cost

Call the `GetTransportContent` operation to get an estimate for the cost to ship your shipment with an Amazon-partnered carrier. The estimate is returned in the **PartneredEstimate** response element. Note that the estimate will not be returned until the **TransportStatus** value of the inbound shipment is *ESTIMATED*, *CONFIRMING*, or *CONFIRMED*. Because the `GetTransportContent` operation returns **TransportStatus** values, you can use this operation to monitor the progress of your inbound shipment. If a **PartneredEstimate** value is not yet available, retry the operation later.

Step 4 - Confirm the transportation request

Call the `ConfirmTransportRequest` operation to accept the Amazon-partnered shipping estimate, agree to allow Amazon to charge your account for the shipping cost, and request that the Amazon-partnered carrier ship your inbound shipment.

> **Important:** After confirming the transportation request, if you decide that you do not want the Amazon-partnered carrier to ship your inbound shipment, you can call the `VoidTransportRequest` operation to cancel the transportation request. Note that for a Small Parcel shipment, you have 24 hours after confirming a transportation request to void it. For a Less Than Truckload/Full Truckload (LTL/FTL) shipment, you have one hour after confirming a transportation request to void it. After the grace period has expired your account will be charged for the shipping cost.

Step 5 - Request transportation documents for your inbound shipment

You can request package labels or bills of lading, depending on the type of shipment you are using.

Small Parcel

For a Small Parcel shipment using an Amazon-partnered carrier, you can call the following operation to get transportation documents:

- `GetPackageLabels` - Returns document data for printing shipping labels and carrier labels for the boxes in your inbound shipment.

Less Than Truckload/Full Truckload (LTL/FTL) shipments

For an LTL/FTL shipment using an Amazon-partnered carrier (available in the US only), you can call the following operations to get transportation documents:

- `GetPackageLabels` - Returns document data for printing shipping labels for the boxes and for the outside of the shrink-wrapped pallets of your inbound shipment.
- `GetBillOfLading` - Returns document data for printing a bill of lading for your inbound shipment.

Step 6 - Package and ship your inbound shipment

Do one of the following:

- **For Small Parcel shipments.** Go to the "Shipping inventory to the Amazon Fulfillment Network" section and continue at Step 7 - Package and label your shipments.
- **For Less Than Truckload/Full Truckload (LTL/FTL) shipments.** Follow the instructions in the Seller Central Help for an LTL/FTL shipment using an Amazon-partnered carrier (available in the US only): https://sellercentral.amazon.com/gp/help/201119120.

For more information, see the Fulfillment Inbound Shipment API section reference.

Creating an inbound shipment containing over 200 items

Amazon recommends that you specify no more than 200 items (as defined by **SellerSKU**) when submitting the `CreateInboundShipmentPlan` operation. If you need to create an inbound shipment that includes more than 200 items, you can do this by following these general guidelines:

1. Divide your items into batches, with each batch containing 200 items (**SellerSKU** values) or fewer.
2. Submit the `CreateInboundShipmentPlan` operation for the first batch of items. For each inbound shipment plan that is returned, create a separate inbound shipment by submitting the `CreateInboundShipment` operation.
3. Submit the `CreateInboundShipmentPlan` operation for the second batch of items. If an inbound shipment plan is returned that matches an inbound shipment created in Step 2, (i.e. they have the same **DestinationFulfillmentCenterId** and **LabelPrepType** values), then add the items from that inbound shipment plan to the matching inbound shipment. Do this by submitting the `UpdateInboundShipment` operation. Otherwise, create a new inbound shipment by submitting the `CreateInboundShipment` operation.
4. Submit the `CreateInboundShipmentPlan` operation for each batch of items. Continue matching the returned inbound shipment plans with existing inbound shipments, adding items to existing inbound shipments (using the `UpdateInboundShipment` operation) when possible and creating new inbound shipments (using the `CreateInboundShipment` operation) when necessary.

The following is a hypothetical workflow that illustrates in detail how to create an inbound shipment containing more than 200 items. In the example below, the inbound shipment contains 500 items.

1. Submit the `CreateInboundShipmentPlan` operation for items 1 through 200.

   Suppose the following two inbound shipment plans are returned:

   - Plan 1: 50 items, **ShipmentId** = FBAEX0001, **DestinationFulfillmentCenterId** = RNO1 **LabelPrepType** = *NO_LABEL*
   - Plan 2: 150 items, **ShipmentId** = FBAEX0002, **DestinationFulfillmentCenterId** = PHX3, **LabelPrepType** = *NO_LABEL*

2. Submit the `CreateInboundShipment` operation twice to create the following two inbound shipments:

   - Shipment FBAEX0001: 50 items
   - Shipment FBAEX0002: 150 items

3. Submit the `CreateInboundShipmentPlan` operation for items 201 through 400.

   Suppose the following two inbound shipment plans are returned:

   - Plan 3: 180 items, **ShipmentId** = FBAEX0003, **DestinationFulfillmentCenterId** = RNO1, **LabelPrepType** = *NO_LABEL*
   - Plan 4: 20 items, **ShipmentId** = FBAEX0004, **DestinationFulfillmentCenterId** = RNO1, **LabelPrepType** = *SELLER_LABEL*

4. Submit the `UpdateInboundShipment` operation to add the 180 items from Plan 3 to shipment FBAEX0001, as Plan 3 and Plan 1 have identical **DestinationFulfillmentCenterId** and **LabelPrepType** values.

5. Submit the `CreateInboundShipment` operation to create a new shipment FBAEX0004 for the 20 items in Plan 4, as the **DestinationFulfillmentCenterId** and **LabelPrepType** values of Plan 4 do not match those of any existing inbound shipments.

6. Submit the `CreateInboundShipmentPlan` operation for items 401 through 500.

   Suppose the following inbound shipment plan is returned:

   • Plan 5: 100 items, **ShipmentId**: FBAEX0005, **DestinationFulfillmentCenterId**: PHX3, **LabelPrepType**: *NO_LABEL*

7. Submit the `UpdateInboundShipment` operation to add the 100 items from Plan 5 to shipment FBAEX0002, as Plan 5 and Plan 2 have identical **DestinationFulfillmentCenterId** and **LabelPrepType** values.

The following three inbound shipments have been created:

• Shipment FBAEX0001: 50 + 180 items, **DestinationFulfillmentCenterId** = RNO1, **LabelPrepType** = *NO_LABEL*

• Shipment FBAEX0002: 150 + 100 items, **DestinationFulfillmentCenterId** = PHX3, **LabelPrepType** = *NO_LABEL*

• Shipment FBAEX0004: 20 items, **DestinationFulfillmentCenterId** = RNO1, **LabelPrepType** = *SELLER_LABEL*

For more information, see the Fulfillment Inbound Shipment API section reference.

Labeling items one by one and including them in an inbound shipment

If your workflow calls for you to label items one by one and add them to one or more inbound shipments, you can do this by following the steps below:

1. Submit the `CreateInboundShipmentPlan` operation for a single item—the item that you want to label and ship.

   If you have previously created a listing for this item, specify only the **SellerSKU** for the item.

   OR

   If you have not yet created a listing for this item, specify the **SellerSKU**, **ASIN**, and **Condition** for the item.

   > **Note:** For many items, it is difficult to know the **ASIN** before creating a listing for it. Specifying the wrong **ASIN** will lead to the wrong **FulfillmentNetworkSKU** being returned and subsequent problems receiving your shipment in the Amazon Fulfillment Network. For this reason, whenever possible you should create a listing for an item before submitting the `CreateInboundShipmentPlan` operation for that item.

   The response elements include **FulfillmentNetworkSKU**, **DestinationFulfillmentCenterId**, and **ShipmentId**.

2. Use the **FulfillmentNetworkSKU** returned in Step 1 to create a label for your item, and then label the item.

3. Check the **DestinationFulfillmentCenterId** returned in Step 1 to determine which Amazon fulfillment center to ship the item to.

4. This step depends on whether an inbound shipment already exists for the item's destination.

   If this is the first item of a new inbound shipment, or if the **DestinationFulfillmentCenterId** returned in Step 1 indicates an Amazon fulfillment center that is different from any existing inbound shipment that you have in progress, do the following:

   • Submit the `CreateInboundShipment` operation to initiate a new inbound shipment, using the **ShipmentId** that was returned in Step 1.

   OR

   If you are adding this item to an existing inbound shipment, do the following:

   • Identify the **ShipmentId** of an existing inbound shipment that has the same **DestinationFulfillmentCenterId** as the **DestinationFulfillmentCenterId** returned by the **CreateInboundShipmentPlan** operation in Step 1.

- Submit the `UpdateInboundShipment` operation using the **ShipmentId** identified in the preceding bullet, as well as the **SellerSKU** and **QuantityShipped** values for the item.

For more information, see the Fulfillment Inbound Shipment API section reference.

Scheduled Delivery

A scheduled delivery shipping method is available for Multi-Channel fulfillment (MCF) orders in Japan. The scheduled delivery shipping method enables you to choose a delivery window within which your fulfillment order will be delivered.

> **Note:** Scheduled Delivery is available only in Japan.

To schedule an MCF fulfillment order

1. Call the `GetFulfillmentPreview` operation, specifying the following:

   - **ShippingSpeedCategories** = *ScheduledDelivery*
   - **IncludeDeliveryWindows** = *true*

   A range of **DeliveryWindow** response elements are returned, each containing a **StartDateTime** and an **EndDateTime** response element.

2. Determine which **DeliveryWindow** response element accurately delimits the time range in which the fulfillment order should be delivered.

3. Call the `CreateFulfillmentOrder` operation, specifying the following:

   - **ShippingSpeedCategory** = *ScheduledDelivery*
   - The **StartDateTime** and **EndDateTime** values contained in the **DeliveryWindow** response element from the previous step.

   > **Important:**
   >
   > - The **StartDateTime** and **EndDateTime** values included with a call to the `CreateFulfillmentOrder` operation must be specified exactly as they were returned by the `GetFulfillmentPreview` operation. If you specify **StartDateTime** and **EndDateTime** values that were not returned by the `GetFulfillmentPreview` operation, the service returns an error.
   > - It is possible that delivery windows that are available when you call the `GetFulfillmentPreview` operation will no longer be available when you later call the `CreateFulfillmentOrder` operation. If this happens the service returns an error. In this case you will need to start again from step 1.

For more information, see "What you should know about the Fulfillment Outbound Shipment API section" in the Fulfillment Outbound Shipment API section reference.

Best practices

This section contains best practices to help Fulfillment by Amazon (FBA) sellers make the best use of Amazon Marketplace Web Service (Amazon MWS) for automating their business processes.

Enter a fulfillment-center-id value for every item in an inventory feed

When you submit inventory feeds (from the Feeds API section) to update inventory levels for items that you sell on Amazon's website, never leave the **fulfillment-center-id** null. For Merchant Fulfillment Network (MFN) items, enter DEFAULT in this column. For Amazon Fulfillment Network items, enter either *AMAZON_NA*, *AMAZON_EU*, *AMAZON_JP*, or *AMAZON_CN*, *AMAZON_IN* depending on your marketplace. This helps ensure that each item is fulfilled as you expect it to be.

For more information, see "Listings Reports" in the Reports API section reference.

Monitor inventory availability with the Fulfillment Inventory API section

The Fulfillment Inventory API section provides Amazon's most efficient mechanism for maintaining real-time Fulfillment by Amazon (FBA) inventory availability data on local systems. To obtain availability information for your inventory in the Amazon Fulfillment Network, do the following:

1. Submit the `ListInventorySupply` operation.
2. Include the **QueryStartDateTime** request parameter and do not include the **SellerSkus** request parameter.

This returns items in your Fulfillment by Amazon (FBA) inventory that have had changes in availability since the **QueryStartDateTime**.

For more information, see "ListInventorySupply" in the Fulfillment Inventory API section reference.

Create listings before submitting CreateInboundShipmentPlan

Amazon recommends that you create listings for all of the items that you want to include in an inbound shipment plan before submitting the `CreateInboundShipmentPlan` operation. After you have created listings for the items that you want to include in the `CreateInboundShipmentPlan` operation, include only the **SellerSKU** and **Quantity** request parameters when submitting the operation. Do not include the **ASIN** or **Condition** request parameters.

For more information, see [Shipping inventory to the Amazon Fulfillment Network](#).

Test new processes on a small number of items

Whenever you are implementing a new process or changing an existing process, test it with a small number of items before trying it with large quantities. For example, if you begin sending items to the Amazon Fulfillment Network using the Inbound Shipment API section, test the process by sending in just a few items the first time. If everything works as expected, then try it with larger quantities. Likewise, if you begin creating your own item labels and shipping labels, test them with an inbound shipment that contains just a few items, even after getting your label samples approved by Amazon. If your first try is successful, then put your labels into production using larger quantities.

Note that you can practice with the operations of the Inbound Shipment API without actually sending any items to the Amazon Fulfillment Network. If you practice with the Inbound Shipment API in this way, please be sure to cancel any large inbound shipments that you submit immediately after your test, or as part of your test.

Amazon recommends that you create listings for all of the items that you want to include in an inbound shipment plan before submitting the `CreateInboundShipmentPlan` operation. After you have created listings for the items that you want to include in the `CreateInboundShipmentPlan` operation, include only the **SellerSKU** and **Quantity** request parameters when submitting the operation. Do not include the **ASIN** or **Condition** request parameters.

For more information, see [Shipping inventory to the Amazon Fulfillment Network](#).

Do not request FBA reports more frequently than they are generated

There are limits to how often Amazon will generate Fulfillment by Amazon (FBA) reports that you request using the Reports API section. These limits depend on whether an FBA report is a near real-time report or a daily report. See the "Fulfillment By Amazon (FBA) Reports" table of the "ReportType enumeration" section of the Amazon Marketplace Web Service (Amazon MWS) Reports API Section reference to see which FBA reports are near real-time and which are daily.

Near real-time FBA reports

Amazon generates near real-time FBA reports from content that is updated continually throughout the day.

Amazon generates near real-time FBA reports no more than once every 30 minutes. This means that after a near real-time FBA report is successfully generated following your report request, a 30-minute waiting period must pass before Amazon will generate an updated version of that report. If you request the same report again before the 30-minute waiting period has passed, the `GetReportRequestList` operation will return a **ReportProcessingStatus** value of _*CANCELLED*_.

Daily FBA reports

Amazon generates daily FBA reports from content that is updated once a day.

Amazon generates daily FBA reports no more than once every four hours. This means that after a daily FBA report is successfully generated following your report request, a four-hour waiting period must pass before Amazon will generate an updated version of that report. If you request the same report again before the four-hour waiting period has passed, the `GetReportRequestList` operation will return a **ReportProcessingStatus** value of _*CANCELLED*_.

FBA report generation behavior

The following points explain the FBA report generation behavior that you can expect:

- The 30-minute and four-hour waiting periods described here begin with the **CompletedDate** timestamp that is returned by the `GetReportRequestList` operation.
- If you request the generation of an FBA report more frequently than is permitted, the `GetReportRequestList` operation will return a **ReportProcessingStatus** value of _*CANCELLED*_. Try calling the `RequestReport` operation again after the required waiting period has passed.

If you need updated Amazon Fulfillment Network (AFN) inventory information more frequently

If you need AFN inventory information more frequently than once every 30 minutes, you should use the `ListInventorySupply` operation of the Amazon MWS Fulfillment Inventory API section. The `ListInventorySupply` operation returns updated FBA inventory information at a greater frequency than the Reports API section.

For more information, see "Fulfillment By Amazon (FBA) Reports" in the Reports API section reference.

Tips for using the FBA Fulfilled Shipments Report

The **FBA Fulfilled Shipments Report** from the Reports API section contains detailed order, shipment, and item information for Fulfillment by Amazon (FBA) fulfillment shipments. The following are some best practices for using this report:

- **Do not request the report more frequently than once every 24 hours.** This report is refreshed once every 24 hours, so requesting it more often than that provides no new information and counts against your overall Amazon Marketplace Web Service (Amazon MWS) throttling limit.
- **Request successive reports with some overlap.** To avoid missing shipments in automated implementations, you should incorporate some overlap in the time frame of successive reports. For example, you could request a daily report for the previous three days.
- **Use the ShipmentItemId to disambiguate duplicate shipment reports.** Use the **ShipmentItemId** (not the **OrderId** or the **OrderItemId**) to disambiguate duplicate shipments from overlapping reporting time frames.

For more information, see "Fulfillment By Amazon (FBA) Reports" in the Reports API section reference.

EU sellers: Automate VAT invoicing for FBA orders on Amazon

If you are fulfilling orders in an EU marketplace using Fulfillment by Amazon (FBA) for sales on Amazon's website, consider investing in automating the creation of VAT invoices for your buyers. Amazon does not issue VAT invoices on behalf of sellers and it is your sole responsibility to comply with all legal and VAT requirements for issuing VAT invoices to buyers in respect to your sales transactions. If you are unsure as to whether you have to issue a VAT invoice to a buyer we suggest that you contact your tax advisor. Amazon cannot assist you with legal or tax advice. Buyers can include in their Seller Feedback your customer service in relation to their VAT invoice requests.

You can use the **FBA Fulfilled Shipments Report**, from the Reports API section, to get important buyer information such as the ship to address and the billing address for your FBA-fulfilled sales on Amazon's website. The report also contains the amounts charged to the customer for shipping and gift wrap services.

Combining multiple shipments from a single order into a single invoice

A single customer order can contain multiple shipments. If you want to combine all of the shipments from a customer order into to a single invoice, you can use the **FBA Fulfilled Shipments Report** and the "All Orders" reports from the Reports API section. If the shipments from a single customer order are spread across multiple **FBA Fulfilled Shipments Report** reports, you can use one of the "All Orders" reports from the Reports API section to return order item identifiers from a single customer order. You can then cross reference the order item identifiers from the "All Orders" report and from one or more Fulfillment by Amazon (FBA) reports to obtain the ship to address and billing address for the items in single customer order.

For more information about VAT invoicing, see the "VAT Invoice for the Buyer" topic of the [Amazon.co.uk Help](#).

For more information about the **FBA Fulfilled Shipments Report**, see "Fulfillment By Amazon (FBA) Reports" in the Reports API section reference.

Shipping Specifications

Two types of labels are required when shipping items to the Amazon Fulfillment Network:

- **Item label.** The label that you place on each individual item that you send to the Amazon Fulfillment Network. You do not need to place labels on eligible stickerless, commingled inventory. Note that stickerless, commingled inventory is not available for India (IN). IN sellers must label their items before shipping them to the Amazon Fulfillment Network. For more information about product eligibility for stickerless, commingled inventory, see the Amazon Seller Central Help for your marketplace.
- **Shipping label.** The label that you affix to the outside of each box or carton that you ship to the Amazon Fulfillment Network.

Note: Amazon recommends that you implement pixel shaving to remove one pixel from each barcode combination. This will increase the readability of the barcode and will not affect its symbology.

Item label specifications

When labeling your items, follow these guidelines to ensure that your items can be processed in a timely manner after they reach the fulfillment center:

- **Cover all existing barcodes.** Unless you are sending stickerless, commingled inventory, be sure to cover the existing barcodes on each item.
- **Use the proper print media for your printer.** Each label must be readable and scannable for at least 24 months. This means that the label must not smudge or fade over that period of time. Using laser paper and laser toner with a laser printer, for example, can help keep labels readable and scannable.

Item label example
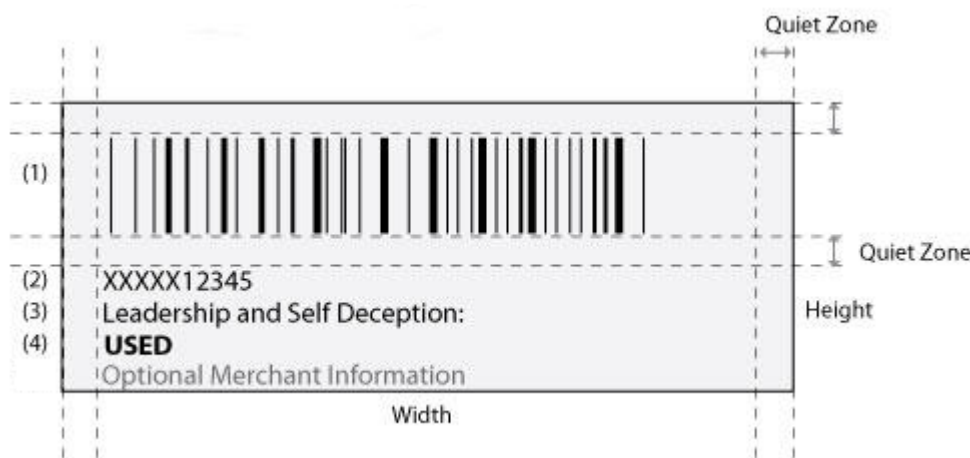
The label that you place on each item must include the following information:

1. Barcode, with appropriate quiet zone areas (the clear area surrounding a bar code).
2. String identifier for the barcode.
3. Title and description.
4. Condition (for example, **USED**).

Note: You can include optional, seller-specified information at the bottom of the item label. This area is reserved for text only. Do not use any additional barcodes. Any information that you provide in addition to the label information listed here could have a negative impact on the accuracy and speed of inventory tracking.

Print specifications

Specification	Description
Label color	White
Font	See Label Font Specifications.
Label size	Use a label with a height by width dimension from 1" x 2" (2.5 cm x 5.0 cm) up to 2" x 3" (5.1 cm x 7.6 cm). For example, you could use a label that is 1" x 3" (2.5 cm x 7.6 cm) or 2" x 2" (5.1 cm x 5.1 cm), as long as all of the required information is included.
Label type	Removable adhesive.

Barcode specifications

Specification	Description
Format	Code 128A
Height	Greater than 0.25" (6.3 mm), or 15% of the barcode length.
Narrow barcode element	The specification depends on your printer's resolution. • **For 300 dpi:** 13.33 mils (.3386 mm) • **For 200 dpi:** 20 mils (.508 mm)
Wide-to-narrow element ratio	3:1
Quiet zone (sides)	Greater than 0.25" (6.4 mm)
Quiet zone (top and bottom)	Greater than 0.125" (3.2 mm)

Shipping label specifications

Note that you can use the `GetPackageLabels` operation of the Fulfillment Inbound Shipment API section to get shipping labels that are ready to be printed and affixed to each box in your shipment. If your workflow requires you to generate your own shipping labels, use the following guidelines. For more information about the `GetPackageLabels` operation, see "GetPackageLabels" in the Fulfillment Inbound Shipment API section reference.

The shipping label that you place on the outside of each box must include the following information:

- Seller name.
- **Ship to** address (the fulfillment center address that Fulfillment by Amazon (FBA) provided to you).
- **Ship from** address.
- FBA shipment identifier (the barcode that identifies a box in a shipment). For Small Parcel shipments, the shipping label for each box should have a unique barcode. This helps ensure that your shipment is processed in a timely manner when it reaches the Amazon Fulfillment Network. To construct unique barcode values for each box in a shipment, do the following:

  1. Start with the Shipment ID value and append "U" and "001" to get the barcode value for the first box in the shipment.
  2. To get the barcode values for each successive box in the shipment, (1) increment "001" by one, and then (2) append "U" and the incremented number to the Shipment ID value. Do this for each box in the shipment.

  Example: If you have three boxes in a shipment with a Shipment ID value of FBA1MMD8D0, your three barcode values would be FBA1MMD8D0U001, FBA1MMD8D0U002, and FBA1MMD8D0U003.
- A section clearly marked **Internal Use Only**.

  On the right side of the Internal Use Only section, do the following:

  - For a box that contains units all of the same SKU, indicate the quantity of units.

- For a box that contains units with different SKUs, indicate "Assorted SKUs".
- For a master carton (a box made to contain a certain number smaller boxes) that is not full, indicate "Partial case".

On the left side of the **Internal Use Only** section, indicate any preparation that is required at the fulfillment center. For example, if you require labeling, indicate that as follows:

FC Prep Required - LABELING

- A section clearly marked **Seller Use Only**, below the **Internal Use Only** section (optional). Use this if you want to provide any seller-specific information.
- An indication of whether the shipment contains media or non-media items. Provide this in the top right corner of the label by indicating "Media", "Non-Media", or leaving it blank. See the following descriptions:

  - "Media" - Indicates that the shipment contains only Books, Music, Video, DVD (BMVD) items.
  - "Non-media" - Indicates that the shipment contains only non-BMVD items.
  - blank (no text) - Indicates that the shipment contains a combination of BMVD and non-BMVD items.

Shipping label example

Shipping label print specifications

Specification	Description
Label color	White
Font	See the Label Font Specifications section.
Label size	Amazon recommends that you use a label with a height by width dimension of 4" x 6" (10.2 cm x 15.2 cm). However you can use a label size up to 6" x 8" (15.2 cm x 20.3 cm).
Label type	Permanent adhesive

Shipping label barcode specifications

Specification	Description
Format	Code 128A
Height	Greater than 0.5" (1.3 cm), or 15% of the barcode length

Specification	Description
Narrow barcode element	Greater than 0.0075" (.19 mm)
Wide-to-narrow element ratio	3:1
Quiet zone (sides)	Greater than 0.25" (6.4 mm)
Quiet zone (top and bottom)	Greater than 0.125" (3.2 mm)

Scan test

After you design your labels, test them with a scanning device to help ensure that they will scan properly at an Amazon fulfillment center. The following are the most common issues that cause scanning failure:

- The bars in the barcode are blurred.
- The bars in the barcode are too compact.
- The recommended font was not used.

Pallet specifications

If you are shipping your items on a pallet, use the following guidelines to help ensure that your items are processed in a timely manner when they reach the Amazon Fulfillment Network:

Physical pallet specifications

For height, overhang, wrapping, and pallet type specifications, see the "Arranging for an LTL or Truck Load Delivery to Amazon" section of the Amazon Seller Central Help for your marketplace.

Pallet label specifications

Specification	Description
Label	Each pallet must be labelled with **pallet # __of __ pallets** indicator.
SKU indication	Pallets with mixed SKUs must be labeled **MIXED SKU**.

Label font specifications

The font you use for your labels can help speed up the processing of your inventory in the Amazon Fulfillment Network. Choose a font that clearly distinguishes letters from numbers.

For optimal processing in the Amazon Fulfillment Network, Amazon recommends the following:

- Use a font that clearly distinguishes a zero from the letter "O". For example, use a slashed zero.
- Use a font that clearly distinguishes the number one from a lowercase letter "L" and an uppercase letter "I".
- Unless otherwise noted, Amazon recommends that you use the normal font weight (not bold) and that the font size be 8 point.

Recommended Font Types

Amazon recommends the fonts listed in the following table.

Font	Operating System	Download
Consolas	Windows	This system font is installed with Windows Vista and Microsoft Office 2007. To download Consolas, go to http://www.microsoft.com/downloads/.
Monaco	Mac	This system font is installed with all Mac OS versions.
Andale Mono	Mac, Linux	This system font is installed with the Mac OS for version 10.4 and above. For information about downloading Andale Mono to a Linux computer, go to http://corefonts.sourceforge.net/.

Translations for label instructions

Fulfillment center instructions on shipping labels should be in the local language of the Amazon fulfillment center that is receiving the shipment. The following tables show common fulfillment center instructions translated into several languages.

English	French	German
Amazon Use Only	Réservé à Amazon	Zur internen Verwendung bei Amazon
Mixed SKUs	SKU multiples	Verschiedene SKUs
Items in this shipment (carton) **REQUIRE** FBA Item Labels - Please scan the FBA Item Label barcode to receive.	Les articles dans cette expédition (carton) **NECESSITENT** des étiquettes article FBA - Veuillez scanner le code barre de l'étiquette article FBA pour recevoir.	Die Artikel dieser Lieferung (dieses Kartons) **ERFORDERN** Versand-durch-Amazon-Artikeletiketten. Scannen Sie hierzu bitte den entsprechenden Artikeletiketten-Strichcode.
Items in this shipment (carton) **DO NOT REQUIRE** FBA Item Labels - Please scan the existing / original item barcode (e.g. UPC / ISBN) to receive.	Les articles dans cette expédition (carton) **NE NECESSITENT PAS** des étiquettes article FBA - Veuillez scanner le code barre article existant / d'origine (par ex. UPC / ISBN) pour recevoir.	Artikel dieser Lieferung (dieses Kartons) **ERFORDERN KEINE** Versand-durch-Amazon-Artikeletiketten. Scannen Sie hierzu bitte den ursprünglichen Artikelstrichcode (z. B. UPC/ISBN).

Italian	Spanish
A uso esclusivo di Amazon	Para uso exclusivo de Amazon
SKU misti	Identificadores SKU mixtos
Gli articoli in questa spedizione (cartone) **NECESSITANO** di etichette articolo Logistica di Amazon - Scansiona il codice a barre sull'etichetta articolo Logistica di Amazon per la ricezione.	Los artículos de este envío en caja **requieren** etiquetas de Logística de Amazon. Escanea el código de barras de la etiqueta del artículo para recibir el envío.
Gli articoli in questa spedizione (cartone) **NON NECESSITANO** di etichette articolo Logistica di Amazon - Scansiona il codice a barre esistente / originale dell'articolo (ad es. UPC / ISBN) per la ricezione.	Los artículos de este envío en caja **norequieren** etiquetas de Logística de Amazon. Escanea el código de barras original del artículo (p. ej., EAN o ISBN) para recibir el envío.