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Amazon Logistics is Amazon's delivery service. Orders shipped by Amazon Logistics will appear as sent from Amazon. Tip: The safety of the emergency hotline on the roads is Amazon's top priority. While most deliveries make it to customers without problems, we are ready to support you in case of an emergency involving Amazon Logistics and Amazon Flex delivery drivers. If you have witnessed or experienced a serious traffic accident involving a delivery driver, please defend your own safety. Call 911 if police or emergency medical attention is needed. Report the incident to Amazon by calling 844-311-0406 to get 24/7 immediate assistance. Track your order you can track your Amazon order in your orders. If you need more help tracking your package, please visit Track Your Package. You can find out more about the expected Windows delivery here. Delivery information If no one is at the address when you try to deliver, we will leave the package in a safe place. If there is no secure location, or delivery requires someone to be present, Amazon will send an email to the email address in the file. We will make three delivery attempts in successive days. If the third delivery attempt fails, your package will be returned to Amazon for a refund. You may find that tracking sometimes shows that the package was delivered, but you didn't get it. In these cases, check to see if the package remains with the administrator or neighbor. Delivery can take place from 6 a.m. to 10 p.m. local time. Not to disturb you, our drivers will knock on the door, ring the doorbell, or directly contact you for delivery only between the hours of 8:00am - 8:00pm local time if your delivery is scheduled or requires a signature. For scheduled and subscription deliveries, our drivers will call the phone number you provided for your order, but will not attempt to deliver the package out of service from 8 a.m. to 8 p.m. if they can't contact you. You can visit Find the Missing Package, which shows how delivered for more information. If you have checked these places and you still can't find your package, please contact us and we will be happy to review it for you. Access codes and delivery instructions If the delivery address requires an access code, please provide this code before delivering the item through the Office Address Book. Find the address you want to update and click the Change button, and then provide the access code to the security access code box. This information will be retained and applied to any future orders you place. If you're already order, you can update the access code, request cancellations, or add delivery instructions for that individual order through your orders. Note: Real estate managers can provide Amazon with delivery and access to information for their properties through A secure delivery access tool. Preference for weekend delivery When adding a new address, you can choose whether you want to receive deliveries on weekends according to the Extra Delivery Preference menu. You can update this preference with the Manage address book. Notifications If you've registered to send updates via text, you'll also receive updates on your phone or other mobile device. Amazon Customer Service handles all requests for deliveries sent from Amazon. You can contact us if you need to reschedule delivery or any other issues you may have. To select items, you can choose shipping at checkout that works best for you. If you choose to deliver Front Porch, the carrier will deliver your order to the first dry, safe area just outside your front door. You are not required to be present for delivery. However, if you live in an apartment complex or a gated community, your presence may be required during delivery to access your porch (the first area directly outside your individual unit). Note: Not all goods or postcodes are eligible for checkout delivery. Delivery options available to you based on goods or zip code will be displayed on the checkout page. 100Join Yahoo Answers and get 100 points today. The terms PrivacyAdChoicesRSS HelpAbout AnswersCommunity GuidelinesLeaderboardKnowledge Partners (PointsSend Feedback) Every time you make an order through a shopping cart that contains more than one delivery date, you can choose for your order, which will be sent in several possible packages or for your order, which will be sent as soon as possible. You can change your shipping preferences in your account at any time after placing an order until the order has yet entered the delivery process. Prime Customers FREE Shipping in several possible packages Is a free shipping option for prime members buying prime right items that are in stock. Your Prime orders will be combined into the smallest number of possible packages and may take longer to ship depending on the availability of the product. I want my items faster. Ship each item as soon as it becomes available It's also a free shipping option for prime members buying prime right items that are in stock. Your prime items ship as they become available. You have to choose this option if you want to get each item as fast as possible. Non-Prime Customers Shipping items in several possible packages For items that are in stock, your orders will be combined into the fewest deliveries possible. May take longer to ship depending on the availability of the product, but there will be only one shipping fee for the entire order. I want my items faster. Send each item as soon as it becomes available (at extra cost) For items that are in stock, your items ship as they are they Available. You have to choose this option if you want to get some items quickly. The number of shipments that we make for your order depends on: Location in our network of fulfillment If your order has different items such as, book, computer, and wireless drill, they can send separately, depending on where in our network of execution they are located. Items requiring special delivery and processing (such as items that are large and/or heavy) these items are marked on their product details pages and will be shipped separately from other items in your order. Note: You will not pay more for shipping than the amount that was originally specified to you at the time you place the order. Shippers are selected depending on the weight of the packaging and the distance it must travel from our execution center, requests for specific shippers will not be placed. On this page you'll find out what's required of you, the FBA seller, less than a truck (LTL) and a full truck load (FTL) delivery to Amazon's execution centers. You can also download the Full Container Load Delivery Guide (FCL). Sticky: Here are the requirements for LTL/FTL deliveries to Amazon's fulfillment centers. Following these guidelines, and making sure that your carriers and suppliers follow them will help: Make sure your deliveries are accepted to include the most efficient and accurate unloading, receipt and storage of your inventory Preventing you from having to remove or dispose of, or pay additional fees for deliveries that do not meet these guidelines one batch of LTL may not exceed 5,000 boxes. To send more than 5000 boxes, you need to create a second batch. Requirements for pallets Use 40 x 48 inches, 4-way access wooden pallets. Do not load units on pallets made of weak material such as plastic, cardboard or board particles. If one, a large unit can't fit on a 40 x 48 inch pallet with no overhanging edges, use the size of the pallet and the type that fits the device. Ship units on GMA Standard B pallets or above. Regardless of the material (lumber, plywood, composite, etc.), GMA Standard B score pallets have: 6 or 7 tips on top, depending on the width of the board at least 4 boards on the bottom stringers for additional support 4-way entry No Block repair stringer ship products on the GMA 1A Score pallets only. GMA 1A Class POSTDons have: 7 boards on the top 5 boards on the lower stringers for additional support for 4-way entry No block repair stringers Only GMA 1A and 1B Class pallets are acceptable for health and personal care and beauty products. GMA 1B CLASS 1B boards have: 6 or 7 boards on top, depending on the width of the board At least 4 boards on the lower stringers for Support 4-way input Only 1 stringer can have a fork or other type of ship repair only on pallets that are in good condition. Broken and damaged pallets are unacceptable can be rejected at the seller's expense. Assembling pallets All partner carriers, not delivered by small carriers of parcels, must be loaded on pallets. For non-partner carrier deliveries that cannot be shipped on pallets and must be loaded on the floor, see follow these recommendations when laying boxes on the pallet: When delivering multiple ASINs on the pallet, physically separate asiNs, so they are easy to differentiate when receiving. Any guidelines shown on the box packaging must be followed, such as stack height highs, box orientation requirements, and processing restrictions. Build pallets with FBA box ID labels facing outwards so that every barcode on the box is scanned without breaking the pallet. Stack the boxes on pallets so that they are stable and flush on all sides. Brick styling, with heavy elements at the bottom, is recommended. For single ASIN pallets, all boxes must be stacked equally (i.e. horizontal or vertical). Boxes can still be turned in different directions, but they should all be stacked in the same way. Pallets ideally have a pack height of no more than 50 inches (45 inches for boxes and 5 inches for the pallet) and are stacked, as this space is efficient and maximizes the trailer space. The non-layered pallets may not exceed 72 inches in height and are less effective in space. Watch this short video for more information about creating a pallet. How to build a pallet Each packaging on the pallet must meet Amazon's packaging requirements. Build: The units on each pallet must belong to the same ID shipment. Place delivery boxes that are for sale together, such as a set, and which weigh more than 100 pounds on a single pallet (one selling block on each) or clamp them together. Single, non-clamping shipping boxes or units such as furniture that weigh more than 100 pounds, more than 80 inches long, or more that 30 inches wide should be placed on their own pallet. Weight and height: The total weight of the pallet should not exceed 1,500 pounds. Single pallets should not be above 72 inches, including the height of the pallet, unless only one unit is above 72 inches. One pallet can be up to 98 inches, including the height of the pallet, if it complies with the clamp instructions outlined in the floor loading policy. One pallet that is 98 inches will be compressed and split into two pallets of truck clamp so units can be obtained. Note: Single pallets sent from Amazon affiliate carriers should be no higher than 72 inches on pallets 40 x 48 inches. To maximize the efficiency of freight, pallets must be stacked and no higher than 100 inches (50 inches per pallet). For more information, see Styling and Packaging: Scenic boxes that only use requirements for laying pallets. Don't bundle delivery boxes using bags, elastic, or extra extra Content should not hang over the edge of the pallet. All pallets should be wrapped several times in a plate stretch film with no breaking stretch wrap or break the carrier's notice. The stretch wrapper should completely hold the product on the pallet to prevent the shift during transit. The stretch wrapper should wrap from the top of the stack, right down to the pallet and including it. Stretching should not be used to stabilize the load on the pallet; The contents should be stable as soon as the stretch wrapper is removed. Marking: Each shipping box must have a unique FBA box ID label that meets Amazon's shipping labeling requirements. Wrapped pallets should have FBA pallet labels placed on all four sides outside the stretch wrap. Loading: The total height of the pallets should allow 6 inches of clearance from the top of the stack to the roof of the container. Allow at least 3 inches between pallets and walls while on the go using scum to ensure stability, non-metal straps, or safety nets to prevent the load from shifting or falling. Allow at least 8 inches of clearance from the last row of pallets to container doors to attract the dock leveler. Amazon's double stacked pallets run by centers take double stacked pallets provided they are safe to download and unload and do not cause product damage during transit. You can double the stack of pallets as needed to maximize the efficiency of shipping. Follow the above guidelines, as well as the following for double-stacking pallets: Two folded pallets may not exceed 100.00 inches of total height (50.00 inches per pallet stack) Allow at least 6 inches of space from the top of the pallet to the ceiling of the container to ensure the safe unloading of pallets with a loader. Stack the boxes evenly and straight from corner to corner and don't allow the box to hang over the pallet edge. Boxes should be stacked in rotating layers to ensure stack stability. Brick laying; Heavy boxes should be on the lower layers of the stack and pallets to prevent lighter boxes from crushing or damaging. The sides and top of the stacked boxes are washed away to ensure the stability of the stack. Stack pallets with enough space to unload. The folded pallets should have weight and box stacks in the center to ensure stability and prevent pallets from tilting or falling during transit. Requirements for the label of pallets Place the labels of FBA pallets on all four sides of the pallet on the outside of the stretch wrapper. Attach FBA pallet labels to each pallet (flour on the pallet, one on each side in the top center) and FBA box ID labels for each box on the pallet. You can print FBA Box ID and labels From the shipping preparation page. Place the labels directly (not at an angle) on all four sides of the pallet so that the forklift driver can see them as they approach the loader to lift the pallet. Single ASIN ASIN pallet label if it only contains one ASIN. When delivering multiple SKUs on the pallet, physically separate the SKUs, so they are easy to distinguish from each other when received in the execution center. Below are the special requirements for the labeling of pallets. Important: When you ship a shipment to your local performance center, Amazon Freight requires additional sets of four Amazon carrier pallet ID labels. Place a copy of the same label on all four sides of the pallet with the FBA pallet label. Make sure that all the labels on each pallet have the same Pallet Count number. For more information see Special Requirements for Labeling Of Products Types Include the following label information, When it applies: Label A applies to: Team Lift single boxes that exceed 50 pounds Of Mech Lift single whole boxes that exceed 100 pounds of mixed SKU pallets and boxes that contain more than one type of sold unit (various SKU or condition) Sold as a set of Sellable units that consist of several products that are intended for sale as a single SKU. When possible, wrap the units in the set together inside the box to prevent them from separating. Important: Boxes should not exceed the standard weight limit of 50 pounds unless they contain one oversized unit that exceeds 50 pounds. Box weight and size policies are strictly enforced. Sending redundant or oversized boxes to the execution center can block future deliveries. For more information see for more information on specific categories of products that require specialized training, see Lading Accounts (BOLs) For each batch of LTL/FTL you create in your shipping queue, you must provide a valid lading account (BOL) to the carrier, so it can schedule a delivery assignment. Shipments of BOLs that do not meet the requirements listed below will be denied delivery. For deliveries, LTL/FTL, in partnership with Amazon BOL, will be generated in the morning delivery date and available in the Track Shipment tab in the shipment summary. You can additionally download an empty BOL to fill in for your carrier shipping partner here. Follow these recommendations when filling out the BOL form provided by your carrier. The information should be printed, not handwritten. We recommend using a standard BOL template that helps ensure that your cargo is easily identifiable and received in a timely manner. If your operator doesn't provide a template, make sure your BOL includes the following information: all Amazon iDs and IDs contained in the shipment. You can find them in a summary of the shipping workflow. Seller's name From address (street address, city, state, postal The seller's legal name is the name of the carrier and the standard carrier alpha code (SCAC) Carrier in shippers reference number (PRO) Processing unit quantity of quantity Box, each) Information Trailer and Seal Number (only loading capacity) cargo and count or SLC (if the trailer is loaded, locked and sealed, not allowing the driver to count or check the contents of the cargo Proper pallet and the number of boxes the number of cargo numbers include the BOL number on the label of the container or pallet. This allows you to quickly check the shipments when delivered to the Amazon execution center. Page 2 Selling on Amazon Sign in English文 Deutsch Espańol Francois Italiano 日本語 한국어 Start Selling on Amazon © 1999-2020, Amazon.com, Inc. or its affiliate affiliates