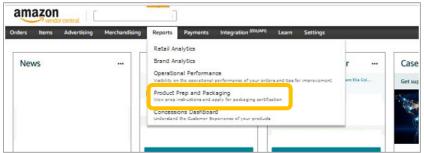
## Vendor Central, Product Prep and Packaging Dashboard: NA User Guide

The Product Prep and Packaging Dashboard is available in Vendor Central to all of US, CA, and EUS.

This dashboard allows vendors to view Product Prep instructions and Ships in Own Container (SIOC) certification status for their ASINs and provides reporting to take action to reduce Product Prep required by Amazon and/or to identify eligible ASINs to certify as SIOC. Product Prep instructions help ensure vendors or Amazon perform packaging prep on products adequately before shipping to customers to protect products and reduce damages. Product Prep instructions are a list of steps a vendor should follow to prepare (prep) the ASIN to reduce risk of defects or ensure customer safety (e.g. bagging, boxing, stickering, suffocation warning, etc.). SIOC is a certification that allows an ASIN to be shipped to customers using the vendor's packaging without an added Amazon overbox improving the customer experience with less material waste. This dashboard also gives visibility to chargebacks details for Product Prep and Packaging and the incentives available for SIOC packaging conversion.

1) Navigate to Amazon Vendor Central > login to your account > from the Reports menu select 'Product Prep and Packaging". This will load the dashboard with ASINs associated with the vendor codes connected to your login account (overview of dashboard shown in step 6).



2) Here you will see the 'Product Prep and Packaging' dashboard, you can search by product Name, ASIN, EAN, SKU, UPC, GTN\*

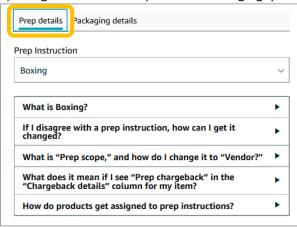


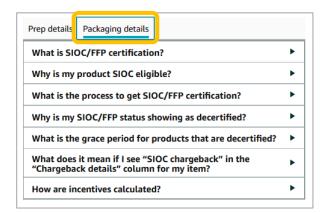
<sup>\*</sup>You will only have access to the vendor codes associated to the account in which you've logged in from and the dashboard only shows ASINs that vendors have received an order for in the trailing 12 months. If you believe an ASIN or vendor code are missing from the report, please submit feedback (see step 9).

3) You can find frequently asked questions by clicking the FAQ button. These will provide more details on a specific Prep instruction or SIOC packaging requirements and help you identify next steps prevent chargebacks and take action to meet the requirements.

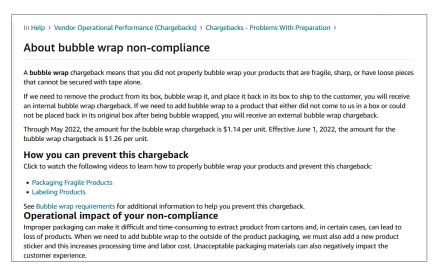


4) Navigate to either Prep or SIOC Packaging questions:





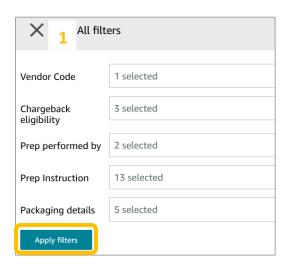
The Prep details FAQs will navigate you to a detailed page in Vendor Central which provides an explanation of a specific Prep Instruction (boxing, bagging, bubble wrap, stickering, etc.) and how to prevent the associated chargeback. Here is an example for bubble wrap non-compliance:



The Packaging details FAQs also provide links to detailed sources which provide SIOC packaging certification guidelines and link to our <u>packaging website</u> containing case study examples, testing requirements, and enrollment instructions.

5) Optional: use the (1) All Filters drop down to filter by Vendor Code, Chargeback eligibility, Prep performed by, Prep Instruction, or Packaging details or use the (2) Chargeback eligible items drop down.





6) Download your ASIN list by clicking the 'export' data button.



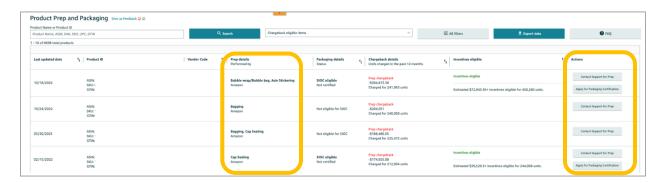
You will see an 'Export in progress' bar pop-up while the file downloads.

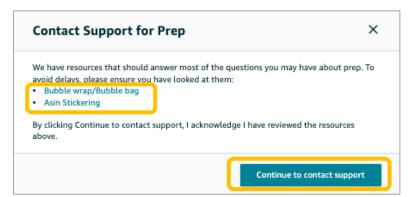


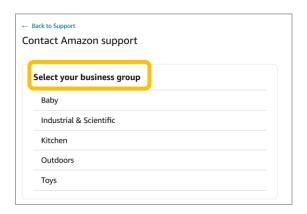
You can then navigate to your downloaded files to open in excel.

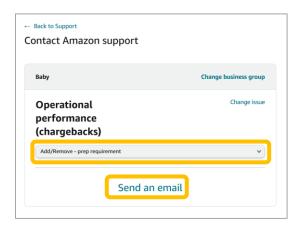


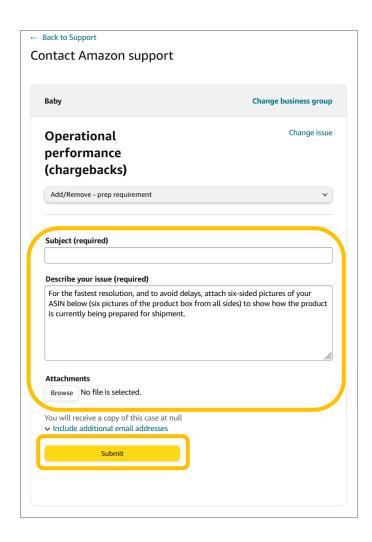
7) In the dashboard (or the export) you can see any prep details, SIOC eligibility and chargeback details <u>Prep Details</u>: will list applicable prep activities and who is performing (Amazon or Vendor). For more information see the <u>Product Restrictions and Prep Instructions document</u>. There are Action buttons should you need Prep Support – to avoid delays, we suggest reviewing the Prep FAQs or the resources suggested prior to contacting support.



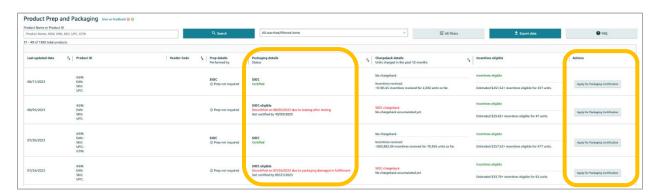




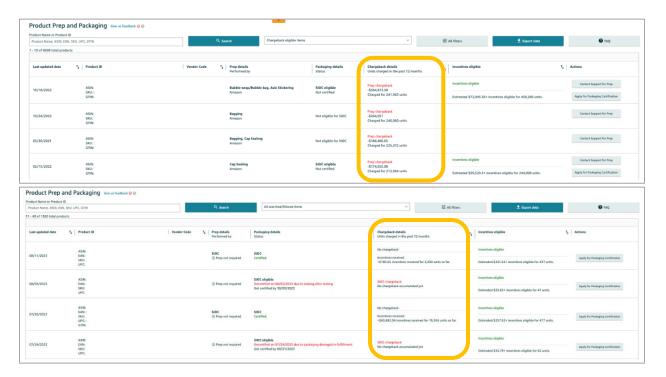




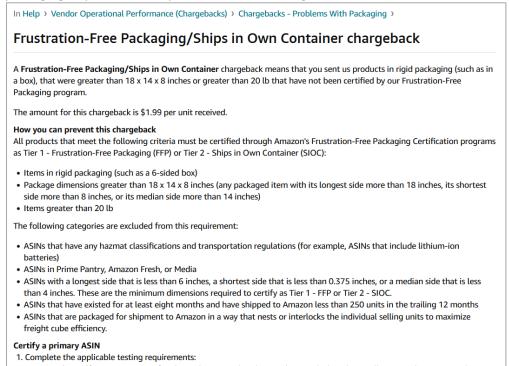
8) <u>Packaging details</u>: will inform if an ASIN is SIOC eligible, if it is certified (SIOC or FFP), if the ASIN is decertified, and when and why it was decertified. Actions options will provide more information on the SIOC program or for more details on the enrollment process visit our website: <a href="https://www.amazon-packaging.com/enroll">https://www.amazon-packaging.com/enroll</a>.



9) <u>Chargeback details</u>: will inform on if an ASIN is receiving Prep, SIOC, or Prep and SIOC chargebacks. It will also inform on the chargebacks received and number of units the chargebacks were received for in the past 12 months.



10) Apply for Packaging Certification: This will take you to a page to learn more about SIOC and FFP packaging requirements to prevent the SIOC Chargeback.



11) Incentive Eligible: will indicate if the ASIN is Incentive eligible for SIOC and estimated incentive.



12) Provide Feedback, using the 'give us feedback' selection at the top the dashboard

