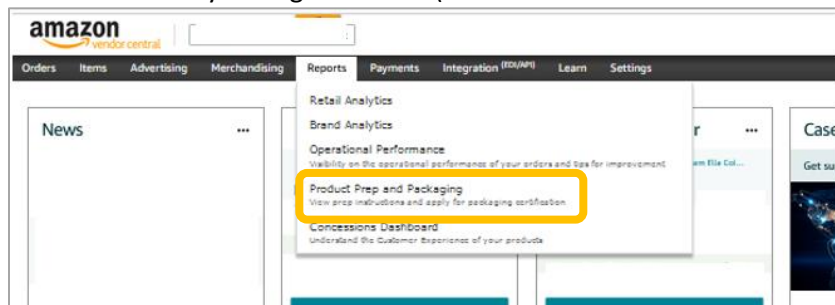


Vendor Central, Product Prep and Packaging Dashboard: EU User Guide

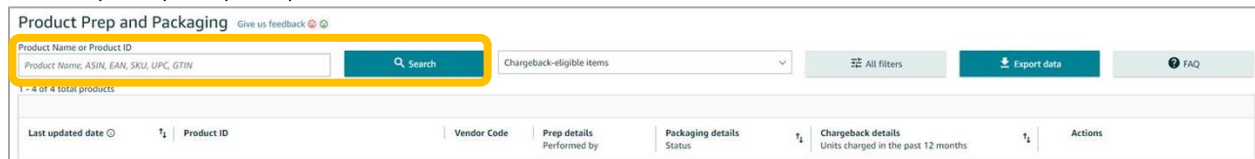
The Product Prep and Packaging Dashboard is available in Vendor Central to all of US, CA, and EU5.

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 chargeback details for Product Prep and Packaging.

- 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, GTIN*



*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.

Product Prep and Packaging [Give us feedback](#)

Product Name or Product ID [Search](#) [All filters](#) [Export data](#) [FAQ](#)

1 - 4 of 4 total products

Last updated date	Product ID	Vendor Code	Prep details Performed by	Packaging details Status	Chargeback details Units charged in the past 12 months	Actions
-------------------	------------	-------------	------------------------------	-----------------------------	---	---------

4) Navigate to either Prep or SIOC Packaging questions:

Prep details Packaging details

Prep Instruction

Boxing

- What is Boxing?
- If I disagree with a prep instruction, how can I get it changed?
- What is "Prep scope," and how do I change it to "Vendor?"
- What does it mean if I see "Prep chargeback" in the "Chargeback details" column for my item?
- How do products get assigned to prep instructions?

Prep details **Packaging details**

- What is SIOC/FFP certification?
- Why is my product SIOC eligible?
- What is the process to get SIOC/FFP certification?
- Why is my SIOC/FFP status showing as decertified?
- What is the grace period for products that are decertified?
- What does it mean if I see "SIOC chargeback" in the "Chargeback details" column for my item?
- How are incentives calculated?

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:

In Help > Vendor Operational Performance (Chargebacks) > Chargebacks - Problems With Preparation >

About bubble wrap non-compliance

A **bubble wrap** chargeback means that you did not properly bubble wrap your products that are fragile, sharp, or have loose pieces that cannot be secured with tape alone.

If we need to remove the product from its box, bubble wrap it, and place it back in its box to ship to the customer, you will receive an internal bubble wrap chargeback. If we need to add bubble wrap to a product that either did not come to us in a box or could not be placed back in its original box after being bubble wrapped, you will receive an external bubble wrap chargeback.

Through May 2022, the amount for the bubble wrap chargeback is \$1.14 per unit. Effective June 1, 2022, the amount for the bubble wrap chargeback is \$1.26 per unit.

How you can prevent this chargeback

Click to watch the following videos to learn how to properly bubble wrap your products and prevent this chargeback:

- [Packaging Fragile Products](#)
- [Labeling Products](#)

See [Bubble wrap requirements](#) for additional information to help you prevent this chargeback.

Operational impact of your non-compliance

Improper packaging can make it difficult and time-consuming to extract product from cartons and, in certain cases, can lead to loss of products. When we need to add bubble wrap to the outside of the product packaging, we must also add a new product sticker and this increases processing time and labor cost. Unacceptable packaging materials can also negatively impact the customer experience.

The Packaging details FAQs also provide links to detailed sources which provide SIOC packaging certification guidelines and link to our packaging website [\[UK/DE/FR/IT/ES\]](#) 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.

Product Prep and Packaging Give us feedback

Product Name or Product ID
Product Name, ASIN, EAN, SKU, UPC, GTIN

Search

Chargeback-eligible items

All filters

Export data

FAQ

1 - 4 of 4 total products

Last updated date	Product ID	Vendor Code	Prep details Performed by	Packaging details Status	Chargeback details Units charged in the past 12 months	Actions
-------------------	------------	-------------	------------------------------	-----------------------------	---	---------

✕ 1 All filters

Vendor Code 1 selected

Chargeback eligibility 3 selected

Prep performed by 2 selected

Prep Instruction 13 selected

Packaging details 5 selected

Apply filters

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

Product Prep and Packaging Give us feedback

Product Name or Product ID
Product Name, ASIN, EAN, SKU, UPC, GTIN

Search

Chargeback-eligible items

All filters

Export data

FAQ

1 - 4 of 4 total products

Last updated date	Product ID	Vendor Code	Prep details Performed by	Packaging details Status	Chargeback details Units charged in the past 12 months	Actions
-------------------	------------	-------------	------------------------------	-----------------------------	---	---------

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

Export in progress
Your download should begin as soon as the export is complete.
1%

Export complete
Check your browser for your downloaded file.
100%

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Last updated date	Product Name	ASIN	EAN	SKU	UPC	GTIN	Vendor Code	Prep details	Prep performed	Packaging details	Decertified on	Get certified by	Reason for Chargebacks applicable	Chargeback amount	Total charged units	
2	12/16/2022 0:00								Bagging	Amazon	SIOC eligible	12/16/2022 0:00	2/13/2023 0:00	SIOC chargeback/Prep chargeback	575.45	677	
3	5/8/2023 10:19								Bubble wrap/Bubble bag/Asin Sticker	Amazon	SIOC eligible			Prep chargeback	452.34	359	
4	12/6/2021 0:00								Bagging	Amazon	SIOC eligible	12/6/2021 0:00	2/3/2022 0:00	SIOC chargeback/Prep chargeback	315.35	371	
5	5/31/2023 14:03								Bubble wrap/Bubble bag/Asin Sticker	Amazon	SIOC eligible			Prep chargeback	170.1	135	

7) In the dashboard (or the export) you can see any prep details, SIOC eligibility and chargeback details
Prep Details: will list applicable prep activities and who is performing (Amazon or Vendor). For more information see the [Product Restrictions and Prep Instructions document](#). 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.

Product Prep and Packaging [Give us feedback](#)

Product Name or Product ID
 Product Name, ASIN, EAN, SKU, UPC, GTIN

Search Chargeback-eligible items All Filters Export data FAQ

1 - 10 of 89 total products.

Last updated date	Product ID	Vendor Code	Prep details Performed by	Packaging details Status	Chargeback details Units charged in the past 12 months	Actions
05/05/2022	ASIN: EAN: SKU:		Bagging Amazon	Not eligible for SIOC	Prep chargeback -€19,511.8 Charged for 35,476 units	Contact Support for Prep
11/11/2022	ASIN: EAN: SKU:		Bagging Amazon	SIOC eligible Not certified	Prep chargeback -€16,792.6 Charged for 30,532 units	Contact Support for Prep Apply for Packaging Certification
06/15/2023	ASIN: EAN: SKU:		Bagging Amazon	SIOC eligible Not certified	Prep chargeback -€12,939.85 Charged for 23,527 units	Contact Support for Prep Apply for Packaging Certification
02/28/2023	ASIN: EAN: SKU:		Bagging Amazon	SIOC eligible Not certified	Prep chargeback -€5,949.9 Charged for 10,818 units	Contact Support for Prep Apply for Packaging Certification

Contact Support for Prep

We have resources that should answer most of the questions you may have about prep. To avoid delays, please ensure you have looked at them:

- Bubble wrap/Bubble bag
- Asin Stickers

By clicking Continue to contact support, I acknowledge I have reviewed the resources above.

Continue to contact support

[Back to Support](#)

Contact Amazon support

Select your business group

Baby

Industrial & Scientific

Kitchen

Outdoors

Toys

[Back to Support](#)

Contact Amazon support

Baby [Change business group](#)

Operational performance (chargebacks) [Change issue](#)

Add/Remove - prep requirement

Send an email

[← Back to Support](#)

Contact Amazon support

Baby
Change business group

Operational performance (chargebacks)
Change issue

Add/Remove - prep requirement ▼

Subject (required)

Describe your issue (required)

For the fastest resolution, and to avoid delays, attach six-sided pictures of your ASIN below (six pictures of the product box from all sides) to show how the product is currently being prepared for shipment.

Attachments
Browse No file is selected.

You will receive a copy of this case at null
 ▼ [Include additional email addresses](#)

Submit

8) Packaging details: 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 [\[UK/DE/FR/IT/ES\]](#).

Product Prep and Packaging Give us feedback

Product Name or Product ID

Product Name, ASIN, EAN, SKU, UPC, GTIN

Search

Chargeback-eligible items

All filters

Export data

FAQ

1 - 4 of 4 total products

Last updated date	Product ID	Vendor Code	Prep details Performed by	Packaging details Status	Chargeback details Units charged in the past 12 months	Actions
11/19/2022	ASIN: EAN: SKU: GTIN:		⦿ Prep not required	SIOC eligible Decertified on 11/19/2022	SIOC chargeback -€544 Charged for 320 units	Apply for Packaging Certification
11/19/2022	ASIN: EAN: SKU: GTIN:		⦿ Prep not required	SIOC eligible Decertified on 11/19/2022	SIOC chargeback -€319.6 Charged for 188 units	Apply for Packaging Certification
11/19/2022	ASIN: EAN: GTIN:		⦿ Prep not required	SIOC eligible Decertified on 11/19/2022	SIOC chargeback No chargeback accumulated yet	Apply for Packaging Certification
11/19/2022	ASIN: EAN: GTIN:		SIOC ⦿ Prep not required	SIOC Certified	No chargeback	

9) Chargeback details: 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.

Product Prep and Packaging Give us feedback

Product Name or Product ID

Product Name, ASIN, EAN, SKU, UPC, GTIN

Search

Chargeback-eligible items

All filters

Export data

FAQ

1 - 10 of 89 total products

Last updated date	Product ID	Vendor Code	Prep details Performed by	Packaging details Status	Chargeback details Units charged in the past 12 months	Actions
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Product Prep and Packaging Give us feedback

Product Name or Product ID

Product Name, ASIN, EAN, SKU, UPC, GTIN

Search

Chargeback-eligible items

All filters

Export data

FAQ

1 - 4 of 4 total products

Last updated date	Product ID	Vendor Code	Prep details Performed by	Packaging details Status	Chargeback details Units charged in the past 12 months	Actions
11/19/2022	ASIN: EAN: SKU: GTIN:		Prep not required	SIOC eligible Decertified on 11/19/2022	SIOC chargeback -€544 Charged for 320 units	Apply for Packaging Certification
11/19/2022	ASIN: EAN: SKU: GTIN:		Prep not required	SIOC eligible Decertified on 11/19/2022	SIOC chargeback -€319.6 Charged for 188 units	Apply for Packaging Certification
11/19/2022	ASIN: EAN: GTIN:		Prep not required	SIOC eligible Decertified on 11/19/2022	SIOC chargeback No chargeback accumulated yet	Apply for Packaging Certification
11/19/2022	ASIN: EAN: GTIN:		SIOC Prep not required	SIOC Certified	No chargeback	

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.

In [Help](#) > [Vendor Operational Performance \(Chargebacks\)](#) > [Chargebacks - Problems With Packaging](#) >

Frustration-Free Packaging/Ships in Own Container chargeback

A **Frustration-Free Packaging/Ships in Own Container** chargeback means that you sent us products in rigid packaging (such as in a box), that were greater than 18 x 14 x 8 inches or greater than 20 lb that have not been certified by our Frustration-Free Packaging program.

The amount for this chargeback is \$1.99 per unit received.

How you can prevent this chargeback

All products that meet the following criteria must be certified through Amazon's Frustration-Free Packaging Certification programs as Tier 1 - Frustration-Free Packaging (FFP) or Tier 2 - Ships in Own Container (SIOC):

- Items in rigid packaging (such as a 6-sided box)
- Package dimensions greater than 18 x 14 x 8 inches (any packaged item with its longest side more than 18 inches, its shortest side more than 8 inches, or its median side more than 14 inches)
- Items greater than 20 lb

The following categories are excluded from this requirement:

- ASINs that have any hazmat classifications and transportation regulations (for example, ASINs that include lithium-ion batteries)
- ASINs in Prime Pantry, Amazon Fresh, or Media
- ASINs with a longest side that is less than 6 inches, a shortest side that is less than 0.375 inches, or a median side that is less than 4 inches. These are the minimum dimensions required to certify as Tier 1 - FFP or Tier 2 - SIOC.
- ASINs that have existed for at least eight months and have shipped to Amazon less than 250 units in the trailing 12 months
- ASINs that are packaged for shipment to Amazon in a way that nests or interlocks the individual selling units to maximize freight cube efficiency.

Certify a primary ASIN

1. Complete the applicable testing requirements:

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

Product Prep and Packaging [Give us feedback](#)

Product Name or Product ID

Product Name, ASIN, EAN, SKU, UPC, GTIN

[Search](#)

1 - 10 of 53 total products

Last updated date	Product ID	Vendor

Rate This Page

How satisfied are you with the features on this page?

☐ ☐ ☐ ☐ ☐

Feedback subject

Select a subject

What is your feedback?

Do not include personal or sensitive data in your feedback.

What is personal or sensitive data? ⓘ 500 characters remaining

[Cancel](#) [Submit](#)