



Key FAQs if you use
**Royal Mail Services via Amazon
Seller Fulfilled Prime**



1. Click and Drop

When I buy labels in Amazon MSS, these orders are not removed from my Click and Drop account. Can we remove these as it is confusing for managing orders?

To remove these labels simply set up a 'shipping rule' within Click & Drop, following the process found here: <https://help.parcel.royalmail.com/hc/en-gb/sections/115000380233-Creating-shipping-rules>

Note: When asked which postage details to supply, please select 'Mark order as despatched by other courier'.

I want to be able to use my Royal Mail Click and Drop account to buy shipping for Prime, as this is how I manage all of my orders across my other channels. Is this possible?

Unfortunately this is not possible. Sellers are only able to buy shipping via Amazon for the purposes of joining SFP.

2. End of Day Form

How do I download my End of Day form/manifest for Royal Mail?

Simply log into 'Seller Central', and click on 'Order Reports' --> 'End of Day Form'. You can find the link for this process here: <https://sellercentral-europe.amazon.com/buy-shipping/manifest>

Do I need to provide two End of Day forms/manifests?

Yes. At the end of each day please print one end of day form/manifest for any Amazon SFP parcels and a second for all other non-Amazon Royal Mail parcels. Please keep this paperwork so that it can be seen and scanned by your Collection driver.

3. Liability

I have lots of goods that are valued at more than £100 which I would like to put in Prime. However, Royal Mail's liability is only £100. Are there plans for higher/additional insurance for higher value goods?

Yes. Once Royal Mail Special Delivery Guaranteed is integrated with Amazon Buy Shipping, we will be able to address this issue. Amazon and Royal Mail are working together to have this implemented this year. We will update you once this is available.

4. MSS

We prefer to use Royal Mail Special Delivery Guaranteed for our Prime orders as it has a much better performance. When will this be available?

Once Royal Mail Special Delivery is integrated with Amazon Buy Shipping, we will be able to address this issue. Amazon and Royal Mail are working together to have this implemented this year. We will update you once this is available.

When will I be able to ship my Royal Mail packages from multiple pick up locations?

Amazon does not currently support multiple collection locations for the purpose of SFP. Amazon and Royal Mail are working together to resolve this. We will update you once this is available.

Why are the rates I agreed with Royal Mail for my Tracked services different from the ones which are reflected on Seller Central?

The agreed rates should not be different. Please contact your Royal Mail Account Manager who will help you resolve.

I think I have lost my Amazon Prime status. What do I do?

If you believe that you have lost your Prime status, then you should raise a case in Seller Central to Amazon Seller Support. You can do so by using the following link:

https://sellercentral-europe.amazon.com/cu/contact-us?ref_=ag_contactus_shel_home#

What is the difference between Seller Fulfilled Prime and Shipping with Amazon?

Seller Fulfilled Prime is a Prime program that allows Sellers to earn the Prime badge on their products by fulfilling directly from their own warehouse. Sellers in this program are required to use at least one of the supported Prime carriers for this program. Shipping with Amazon, also known as 'Amazon Shipping' or 'Amazon Logistics', are one of the supported Prime carriers (in addition to Royal Mail) for this program. Here, Amazon Shipping/Logistics collect the goods from the Merchant and Amazon then decides which carrier will deliver the item.

Why can my customer not see multiple service occurrences on SFP?

Currently, we are unable to support multiple service occurrences on SFP. However, Amazon are working on making this available for Sellers soon. Please speak to your Amazon/Royal Mail account manager if you would like to register your interest.

5. Parcel preparation

Do I need to separate Amazon SFP Royal Mail Tracked 24/48 from any non-Amazon SFP Royal Mail Tracked 24/48?

No, you do not need to separate any Amazon SFP Royal Mail Tracked 24/48 from any non-Amazon SFP Royal Mail Tracked 24/48 parcels.

However, you do need to separate any Royal Mail Tracked 24® (whether Amazon SFP or non-SFP) from Royal Mail Tracked 48® parcels - ensuring they are clearly labelled in separate bags and sealed with a plastic bag tie.

6. Royal Mail Account details

Where can we find the Poster Location number?

Log into your Royal Mail Business account (OBA), click on the 'Orders' tab and search for any 'Completed' orders. You can then reprint any order, which shows the posting location in the left hand corner of the paperwork underneath the cruciform and 'Your Description'.

If you are still unsure, please contact your Royal Mail Account Manager.

I have sent my form to Royal Mail to set up my business account and Tracked services - but haven't heard anything back. What should I do?

For existing Royal Mail account holders, please allow up to 72 hours for new service add-ons or service re-activations. For new customers, please allow up to 2 weeks for the account setup process to finalise. If you are still experiencing problems, please contact your Royal Mail Account Manager.

I am unable to find my Royal Mail Tracked 24[®] and/or Royal Mail Tracked 48[®] contract IDs. I don't have an invoice; where else can I find this information?

If you do not have a recent invoice to hand, you should be able to find your contract ID on any paperwork sent to you when signing up to Royal Mail Tracked and/or any pricing review paperwork.

If you are still unable to find your contract ID, please contact your Royal Mail Account Manager.

I have registered my account with Royal Mail, but Amazon has told me the registration has been rejected. What do I do?

It can take between 24 – 48 hours for the registration process to finalise, so please check again with Amazon after 48 hours. If you are still experiencing problems contact your either your Amazon Account Manager.

7. Royal Mail Account Linking

I operate out of a business park where there are multiple businesses who use the same Royal Mail account. We all would like to join SFP and link the same account to different Amazon accounts. We are all different businesses with our own entities. Is this possible?

No. Only the registered owner of the Royal Mail account can link accounts with Amazon.

8. Royal Mail Collection time

Can I continue with my current cut off time (6:30pm) or will it be 2pm when I start SFP?

If you have an already agreed collection time with Royal Mail, this will not change for the purposes of SFP. However, your collection time will need to be post 2pm in order to guarantee that you will be able to fulfil all Prime orders placed before the 1pm website cut-off for next day delivery.

9. Royal Mail Tracked rates

Are there any other components in the pricing for Royal Mail Tracked services other than Base Price, VAT, Fuel Charges which we will be charged?

Please contact your Royal Mail Account Manager regarding any issues with your rates.

I don't know what incremental volumes I will be able to ship once I launch on Prime. Will I be able to get better rates once I've have ramped on SFP? Will Royal Mail offer a discount rate card for Sellers joining SFP?

Royal Mail will conduct an annual review of your rates. However, if you feel there has been a significant change in volumes please contact your Royal Mail Account Manager.

10. Royal Mail services for SFP

Can any customer use Tracked Letter Boxable (LBT)?

Yes. All variants of Royal Mail Tracked 24[®] and/or Royal Mail Tracked 48[®] are available on SFP as long as you meet the standard T&Cs (apart from High Volume which is due to be available soon).

Where can I go for more support?

For more details on the SFP Program, you can go directly to our help pages in your Amazon Seller Central: <https://sellercentral-europe.amazon.com/gp/help/G201812230>