

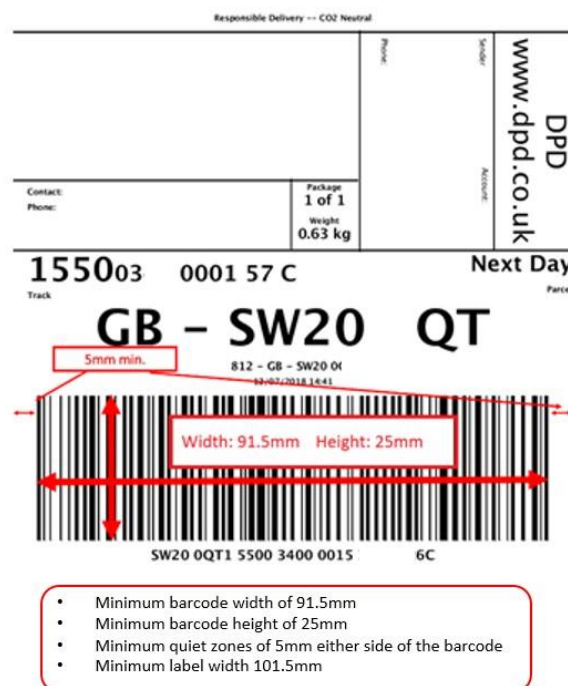
Seller Fulfilled Prime Onboarding - Generating and Sending your Test Label to DPD via Post

In order to complete DPD Carrier Onboarding for Seller Fulfilled Prime, DPD will need to review and approve your shipping label quality when purchased through Amazon's Buy Shipping service. The quality of the shipping label **must be verified** before (1) your first collection date is set; and (2) you can start shipping Seller Fulfilled Prime orders using DPD.

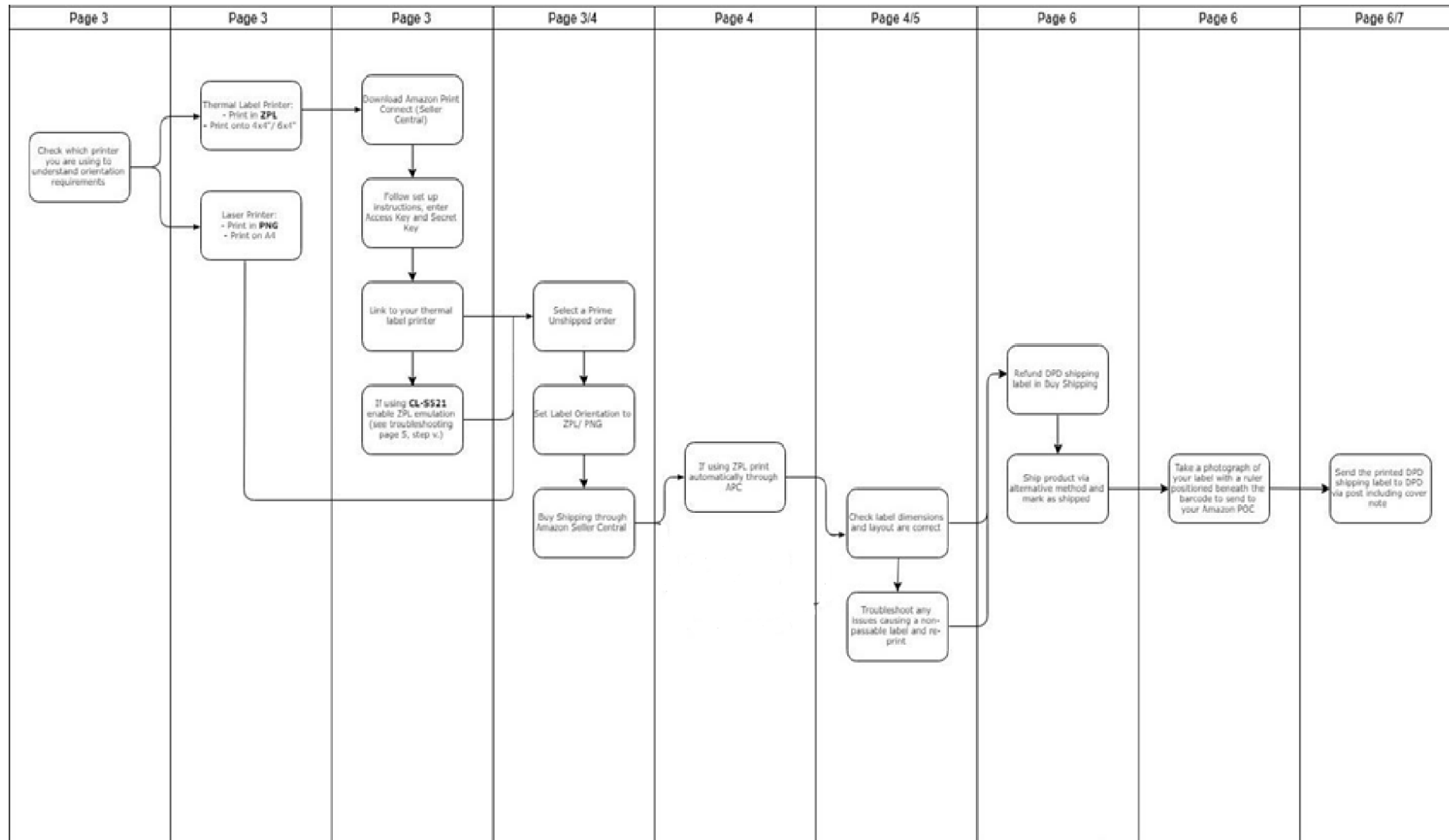
You should not ship any labels purchased from DPD through Buy Shipping unless you have completed the full onboarding process (even if you already have daily collections with DPD). If you ship these labels before the full onboarding process is complete, you may jeopardise your Prime delivery metrics, **resulting in removal of the Prime badge and selling privileges.**

Please follow this process to generate a test label and send it off for review, details below:

- Decide if printing in ZPL (6x4 or 4x4", thermal label printer) or PNG (A4, laser printer)
- Download Amazon Print Connect and link to your printer if using ZPL
- Select a Prime order
- Buy Shipping for a Seller Fulfilled Prime order
- Print the DPD shipping label
- Troubleshoot any issues causing a non-passable label and re-print
- Refund the DPD shipping label in Buy Shipping
- Take a photo of the label with clear ruled dimensions
- Send the printed DPD shipping label to DPD via post with cover note



Overview of Test Label process



1. **Decide if you are going to print labels in ZPL or PNG format.**

- i. ZPL: If you use a thermal label printer you will need to print in ZPL format onto 4x4 or 6x4 adhesive labels. **If using ZPL skip to step 2.**
 - a. Only certain printers can produce ZPL label formats e.g.TSC DA200, Zebra GK420D, and Citizen CLS-521 support ZPL format.
 - b. Please refer to the manufacturer's guidelines to enable ZPL format on the printer.
 - c. Shipping label must be true 4x4" or 6x4". If the label is less than 4" wide the label will be too small. If you do not have labels that meet the minimum width requirements (101.5mm) you can request suitable labels to be sent by DPD free of charge. Please contact their Seller Onboarding Team to request this. Once confirmed these will arrive with you within 48 hours: **DPD Onboarding and Collection Support:**
Email: selleronboarding@dpdgroup.co.uk
Number: 0121 275 4869 (Option 2)
- ii. PNG: If you use a laser printer you will need to print in PNG format onto A4 paper and attach this to your parcels using sellotape. **If using PNG skip to step 3**

2. **Download Amazon Print Connect and link to your printer**

- i. Search Seller Central for "Amazon Print Connect". This application prints labels directly to your thermal label printer when you purchase them through Buy Shipping
- ii. Download the application best suited to your computer: [APC 1.0 \(32 bit\)](#), [APC 1.0 \(64 bit\)](#).
 - 1.Must use Windows operating system (Windows 7 or above)
 - 2.Must use Mozilla Firefox, Google Chrome or Internet Explorer browser
- iii. Follow the instructions and enter the unique [Access Key and Secret Key](#) to authenticate
- iv. From your list of installed printers, select one to set as the default for printing your Buy Shipping labels.

3. **Select a Prime order:**

- i. If you are already live on Seller Fulfilled Prime you must use an existing Prime unshipped order to complete this test.
- ii. If you are in the Prime trial you can either
 - 1.Use an existing unshipped Prime order to complete the test
 - 2.Purchase the product from your own Amazon Customer account. This will take ~15 minutes to show in your "Prime Unshipped" orders. Note: If you are on the Seller Fulfilled Prime Trial, there will be no customer facing Prime Badge.
- iii. Please make sure that you have added SKUs to your Prime template
- iv. Please be aware, Seller Performance will take all orders (including Test orders) into account when reviewing your metrics. Please be sure to ship these orders on time to prevent any Seller Performance warnings / enforcement. If you are live on Seller Fulfilled Prime, you will need to ship this order using an alternative carrier, purchasing the label through Buy Shipping. If you are not live on Prime, you can ship this order using an alternative tracked service that will meet the delivery promise.
- v. Select a Seller Fulfilled Prime order: (*Seller Central → Manage Orders → Shipping Service Prime*)

4. **Buy Shipping for a Seller Fulfilled Prime order**

- i. On the Prime order, click on Buy Shipping (highlighted Red on the right hand side). Note: this will only appear for orders where Buy Shipping is available (Amazon UK mainland orders only).
- ii. Input the correct packaging and weights for the test product. DPD delivery services will appear.

- iii. Make sure that [Buy Shipping Preferences](#) have been set up to display your business name in Ship From section
 1. If no company name has been entered in Buy Shipping Preferences the default display is “Ship From”, if this is displayed the label will not pass. **Your label must display your business name.**
- iv. Select the preferred label print orientation (PNG or ZPL).
- v. Click on Buy Shipping to confirm purchase of shipping.

Order details
 Prime Case - Red
 QTY: 1 ASIN: [REDACTED] SKU: [REDACTED] RD
 Contact Buyer: [REDACTED]
 Sales channel: Amazon.co.uk
 Fulfillment method: Seller

Delivery
 Next Day
 Expected dispatch date: 2 Jul 2018
 Deliver by: 3 Jul 2018

Status
 Unshipped (1)

Action
 Print packing slip
 Confirm dispatch
 Buy shipping
 Cancel order

Buy shipping for your items that have not been dispatched

Select the number of items in this parcel
 Qty: 1

Complete details of the parcel delivery that you want to buy

Dispatch from: [REDACTED] Dispatch date: Wed, May 01 Label print orientation: (4 in x 6 in) ZPL

Packaging
 Custom 20 cm x 10 cm x 2 cm

Selected delivery service
 ExpressPak Next Day - Thu, May 02
 Parcel Next Day - Thu, May 02

Weight
 kg 450 g

Confirmation
 Signature confirmation

Declared value
 Note: The carrier selected does not offer the insurance selected in your preferences.

Pickup / Drop-off
 Carrier collection

Pre-selected shipment inputs reflect your Buy shipping preferences
 By clicking the button, you agree to the carrier's Terms and Conditions
 Click Buy Shipping to buy shipping services and confirm shipping.

Amazon Print Connect is enabled. Buy Delivery will print labels directly to your printer.

Total delivery charge [REDACTED] Buy Shipping

5. Print the DPD Shipping Label

- i. It is important you print this label using the printer and format you expect to use when you start shipping.
 1. **ZPL:** Amazon Print Connect will automatically print the label to your selected printer (if you're experiencing issues please refer to section 6, Troubleshooting)
 2. **PNG:** Print the label from the PDF that is generated.
- ii. If you're using a third party integrator to print shipping labels it is advised that you also test printing from their application. The actual test label you submit must be printed via Seller Central.
- iii. You will need to check label size requirements
 1. Labels must meet the minimum DPD size requirements as highlighted below
 2. The correct layout must also appear for all sections
 3. Ship from address: must be company name (edit in [Buy Shipping Preferences](#))

Order Status	Count
<p>You have 24 undispached orders for which you need to confirm dispatch in order to be paid. View undispached orders</p>	
Pending	0
Premium unshipped	0
Prime unshipped	1
Unshipped	24
Return requests	0
Seller Fulfilled	
In last day	31
In last 7 days	154
Fulfilled by Amazon	
In last day	0
In last 7 days	0
View your orders	

6. Troubleshooting incorrect labels:

If any of your dimensions do not measure up you will need to check the potential causes below, and reprint the label by going to: Order Detail Page → Select 'Reprint Label'. (See screenshots below). If you do not have any changes to make to the label, move forward to **step 7** (page 5).

- i. Poor label quality can be improved by:
 1. Reducing the print speed
 2. Cleaning the printer head
 3. Adjusting the printer heat
- ii. If your barcode appears to be “wavy” you must set your printer dithering settings to none
 1. Devices and Printers > Right Click on the Printer > Printer Preferences> Graphics > None.
- iii. If your label is too small:
 1. Devices and Printers > Right Click on the Printer > Printer Preferences> Page Setup...
 2. Stock Name: User > For 4 x 4 labels the setting are width 105mm & Height 102mm. Then click OK > Apply > OK
 3. You can request suitable labels to be sent by DPD free of charge. Please contact their **Seller Onboarding Team** to request this. Once confirmed these will arrive with you within 48 hours
- iv. If you are printing in the wrong format:
 1. If you are using a thermal label printer and shipping labels, you must print DPD labels in ZPL format. Printers such as TSC, Zebra and Citizen support this.
- v. Are you using a CL-S521 printer, ensure your printer is set to ZPL emulation.
 1. Change your Citizen CL-S521 emulation to ZPL with the below instructions (on page [29 in this guide](#)):
 - a. Turn on the printer holding down Pause and Feed keys together
 - b. The printer will beep three times and the Condition LED will flash
 - c. Press Feed Key twice for ZPL emulation
 - d. The printer will beep each time the feed key is pressed
 - e. To save the new selection, press the Mode / Repeat key
 - f. The printer will beep a further 3 times and then will restart
 - g. Make sure you connect the ZPL emulation driver to Amazon Print Connect (e.g. Change the default printer from CL-S521 to CL-S521Z)
- vi. Your label does not have the correct dimensions
 1. Quiet Zones too small
 - a. Ensure labels are minimum 101.5mm (full 4 inches) wide. If you do not have, contact DPD Seller Onboarding Team and they will send these free of charge in 48 hours.
 - b. Label paper/ printer adjustments:
 - Check spool is set straight
 - Label positioned to far left inside printer □ Reset printer settings to default:

- i. Open the Utility > Navigate to Tools > Actions > Load Factory Defaults
 - Check left position adjustment:
 - i. Device Printers > Printer Preferences > Adjustment Left Position [a negative number moves the layout to the right] **2.** If your barcode is too small
 - a. It is likely that you are printing in PNG on a thermal printer. Check settings.
- vii. Using a TSC printer: download [this TSC tool](#) to manage printer settings **viii.** If Amazon Print Connect does not work:
 1. Uninstall and reinstall;
 2. Check you are using compatible operating systems and web browsers (detail found on the [help page](#)); and
 3. Go through the troubleshoot steps [here](#).
 4. Note: When changing printing emulations / formats to ZPL, on some printers this will download a new driver (e.g. Citizen CLS-521Z for ZPL). Please ensure this driver / printer is selected as the default on Amazon Print Connect.

7. Once successfully printed, Refund the DPD Shipping label in Buy shipping (Select order → Refund Purchased Delivery Label) and either:

- i. If already live on Seller Fulfilled Prime, purchase shipping through an alternative Carrier via Buy Shipping services and ship the product. Mark as shipped.
- ii. If you are in the Trial Period of Seller Fulfilled Prime, ship the product using an alternative tracked shipping service outside of Buy Shipping services. Mark as shipped.

Order details Print packing slip Refund Order

Go back to List Orders

Order summary

Ship by:	Wed, 1 May 2019	Shipping service:	Next Day
Deliver by:	Thu, 2 May 2019	Fulfillment:	Seller
Purchase date:	Wed, 1 May 2019 10:39 BST	Sales channel:	Amazon.co.uk

Ship to

Contact Buyer: [Redacted]
Phone: [Redacted]

Order contents

Status	Image	Product name	More information	Quantity	Unit price (VAT exclusive)	Unit price (VAT inclusive)	Proceeds
Waiting for collection		[Redacted] ASIN: [Redacted] SKU: [Redacted]	Condition: New Listing ID: [Redacted] Order Item ID: [Redacted]	1	[Redacted]	[Redacted]	Item subtotal: [Redacted] Item total: [Redacted] Included VAT

Package 1

Action on parcel 1
Print packing slip
Refund Purchased Delivery Label
Reprint Label

Ship date	Wed, 1 May 2019	Tracking ID	[Redacted]
Shipping Carrier	DPD		
Shipping service	ExpressPak Next Day		

Delivery label purchase

Confirmation Services: Signature confirmation	Package type: Package	Shipping Label: [Redacted]
	Dimensions (LWH): 20.0 x 10.0 x 2.0 CM	Fuel Surcharge: [Redacted]
	Package weight: 0.0 KG 450.0 G	VAT: [Redacted]
		Total shipping cost: [Redacted]

Image	Product name	More information	Quantity	Proceeds
	Pipetto [Redacted] ASIN: [Redacted] SKU: [Redacted]	Condition: New Listing ID: [Redacted] Order Item ID: [Redacted]	1	Item subtotal: [Redacted] Item total: [Redacted] Included VAT

Refund Purchased Delivery Label

Reprint Label

Print package packing slip

- 8. As a final check it is advised you take a ruled photo of the printed label to send to your Amazon account manager to check everything looks correct.** If the label quality is noticeably poor, or any of the minimum dimensions on the example label above are not met, please do not send this to DPD as if the label does not get approved you will have to repeat this process.

9. **Send the printed DPD Shipping Label to DPD via post** The label should be shipped inside an envelope to the following address:

DPD UK - FAO Customer Automation Department
2nd Floor CCS Building
Roebuck Lane
Smethwick
West Midlands
B66 1BY

10. **Inside the envelope, you must include a note to be used as reference for DPD.** This must include:

Amazon Seller Name:

Amazon Merchant ID: e.g A1BCDEF12345 (you can find this in Seller Central → Settings → Account info → Your Merchant Token, please do not use the example above)

POC: Name Surname

POC: Email

POC: Phone Number Address

Line 1:

Address Line 2:

Postcode:

[If you are printing A4 labels only]: how you will be affixing your labels to the package e.g. Sellotape

11. **Email your Amazon account manager to confirm:**

- i. That you have sent this envelope to DPD
- ii. When you would expect the label to reach DPD.

Note: It is advised you send this envelope tracked / guaranteed delivery to monitor delivery. DPD will take ~2 business days to review your test label, once they have received it.

If you have any questions please reach your Amazon Account Manager or DPD using the contact details below:

DPD EDI / IT Support & Label Testing:

Email: edisupport@dpgroup.co.uk

Number: 0121 275 7336

For other queries regarding DPD Onboarding, please use the below contact details:

DPD Onboarding and Collection Support:

Email: selleronboarding@dpgroup.co.uk

Number: 0121 275 4869

Issues with Deliveries / Disputes & Raising a claim: Number:

0121 336 4829 or 0845 308 8711

amazonmfn@dpgroup.co.uk

Loss Damage Claims – Info [here](#)

Credit & Billing:

Email: amazonmfncarriage@dpgroup.co.uk