

SOP: Processing EU Exports via the TAUS Portal



For detailed procedures, refer to the TAUS Seller Guide.

1. Overview

As of Q3, all shipments originating in the US and destined for the European Union (via UK transit) must be processed through the **TAUS (Trans-Atlantic Unified Shipping)** system. This system synchronizes your existing Amazon Seller Central data with new mandatory EU customs and logistics fields.

2. Initializing a Shipment

1. Log in to **Seller Central** and navigate to **Orders > Manage Shipments**.
2. Select the orders destined for EU/UK and click "**Generate TAUS Export Manifest**."
3. Open the **TAUS Portal** (single sign-on enabled via Amazon credentials). The portal will auto-populate with order IDs, weights, and SKU descriptions.

3. Data Entry & Validation

You must provide the following supplemental data for EU compliance:

- **HS Code:** Select the 10-digit Harmonized System code for each SKU.
- **IOSS Number:** Enter your Import One-Stop Shop (IOSS) identifier for VAT.
- **Final Destination Hub:** Select the specific EU distribution center (e.g., FRA-2 for Germany, CDG-1 for France).

4. Special Logistics Scenarios

The TAUS system validates package dimensions in real-time. Follow these steps for non-standard loads:

A. Overweight/Oversized Packages (>31.5kg)

1. Check the "**Heavy/Bulky**" toggle in the Item Dimensions section.
2. Select "**Lift-Gate Required**" if the delivery destination is a residential address.
3. Affix the "**Heavy**" yellow label (standardized TAUS-A1) to all four sides of the carton.

B. Hazardous Materials (Hazmat)

- Upload the **Safety Data Sheet (SDS)** in PDF format.
- The system will generate a **Class 9 Lithium Battery** or relevant warning label if applicable.

5. Exception Handling & Edge Cases

Lost or Missing Shipments

A shipment is considered "At Risk" if there is no tracking update for **72 hours** after arriving at the UK transit hub.

1. Navigate to the **TAUS "Claims"** tab.
2. Select "**Initiate Investigation**."

3. **Required Documentation:** Commercial Invoice and Proof of Handover to the US domestic carrier.
4. Amazon will issue a resolution or reimbursement within **14 business days**.

Delayed Transit (Customs Holds)

If the portal status indicates "**Held at Border**," check the "Action Required" column.

- **Action:** If the status is "Documentation Missing," re-upload the **EORI number** validation.
- **Action:** If the status is "Physical Inspection," no action is required from the seller. Anticipate a 5-8 business day delay.

6. Compliance Checklist

- [] All weights are converted to **Kilograms (kg)**.
- [] Each individual SKU is labeled with its **Country of Origin (COO)**.
- [] The master manifest is printed in **High Resolution (300 DPI)** to ensure barcode scannability at the UK border.

7. Support and Resource Index

Critical Contact Channels

- **Technical Issue (Portal Errors):** If you encounter a 5xx error or data synchronization failure within the TAUS Portal, select **Help > Contact Us > Technical Support** in Seller Central. Include the **correlation ID** found in the portal footer.
- **Logistics Dispute:** For issues regarding the physical handling of packages by the new shipper, open a case under **Logistics > TAUS Carrier Dispute**.

Related Documentation

- **[EU VAT Compliance Guide]:** Detailed breakdown of IOSS and EORI registration requirements.
- **[Restricted Products List - EU Edition]:** A comprehensive list of SKUs that cannot be shipped via the UK transit lane.
- **[Packaging and Labeling Standards]:** Technical specifications for 300 DPI thermal printing and adhesive requirements for "Heavy/Bulky" tags.