



Introducing C2S2 Premium FTL Shipping Service

What has launched?

We have launched our new **Customs Clearance and Shipping Services (C2S2)** Premium Full Truck Load (FTL) Shipping Solution, in collaboration with RXO (formerly known as UPS SCS) and AVASK . This service is designed to streamline and enhance your cross-border operations between the United Kingdom and Europe.

Here is how you can get started:

- ✔ Get onboarded with C2S2 by completing this **form**.
- ✔ Get onboarded with RXO filling this **form** if you never shipped with them.
- ✔ If you have previously shipped with RXO, reach out to **upsamazon@ups.com** and request contract rate agreement (CRA) change before shipping.
- ✔ Please await confirmation from AVASK and RXO on your successful onboarding.
- ✔ Create a shipment in **Send to Amazon**.
- ✔ Get Commercial Invoice approval via **AVASK portal** or contact AVASK for support through your dedicated Account Manager.
- ✔ Book your RXO shipment and provide manifest to **upsamazon@ups.com** (Ensure you have approval from AVASK to ship before booking your collection with RXO).
- ✔ Send your Full Truck Load and receive inbound confirmation within 3-4 days*.
- ✔ Reach millions of new customers in the destination country!.

* Timeline achievable under specific conditions - more information available in the Table.

Theme	White Glove FTL Service Benefits (from 1st April 2025)		Additional Guidelines
Lanes	UK<>DE; UK>FR		
Brokerage for Full Truck Load (FTL)	160 EUR per FTL shipment (regardless the #of FBAlDs). Seller can provide any kind of template and AVASK to figure out and provide final Cl."	Addition cost: An Indirect Representation fee of 0.5% of the shipment value will apply, with a minimum charge of €50 for shipments valued under €10,000, and a maximum charge of €500 for shipments exceeding €100,000.	
Transportation for FTL	New rate card, ~30% cheaper.	Contact Amazon Account Managers to get more details.	
Sign-up Promotion	EUR 260 incentives as sign-up promotion during first shipment creation. (This is only for new sellers joining C2S2).		
Account set up AVASK and RXO (from sign-up to onboarding)	Within 1 day (depending on Seller engagement).		
AVASK Customs Invoice (CI) approval	6 hours.	CI approval will be provided on the same day if information is shared with AVASK before 12 PM; if submitted after 12 PM, approval will be granted the following morning.	
AVASK Import/export SLA	3-4 hours.		
RXO Lead Time (from your warehouse pick up to Amazon Fulfillment Centres delivery)	UK to France: 24 hours (collection day 1, delivery day 2). UK to Germany (and vice versa): 24-48 hours (collection day 1, delivery day 2 or 3).	To meet the 24-hour SLA, requests must be submitted between Monday and Thursday for France, and between Monday and Wednesday for Germany. All requests must be submitted before the 12:00 PM (noon) cut-off time. Depending on collection/delivery address, Lead Time might increase (UK to France: 24-48hs and UK to Germany, and vice versa: 24-72hs).	
RXO SLA (from truck booking to truck pick up to SP’s warehouse)	1 day (depends on Amazon slot availability at destination).	To meet the 24-hour SLA, requests must be submitted between Monday and Thursday.	
End to end SLA (from shipment creation to delivery)	3-4 days max (during business hours).		
AVASK/RXO dedicated priority support/ account management	Priority support with dedicated response within 3 business hours from AVASK and RXO and dedicated/assigned AM from AVASK.	ftlsupport@avaskgroup.com upsamazon@ups.com	
Amazon Support	Priority support with dedicated response within 24 business hours (Response on the same day if reached out prior 1 PM CET, early next morning if reached out after 1 PM CET).	Reach out for Amazon Support here: c2s2-whiteglove@amazon.com	
Customs Compliance information (Commercial Invoice generation)	Flexibility - Seller can provide any kind of template and AVASK will support with final CI.		
RXO multiple loads	Possibility of multiple loads to different destinations into a single FTL.	Extra 50 pounds for any additional drop offs – reach out to RXO.	