



Packaging Guidelines (Item Category Types)

Seller Education Hub

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Non-Breakable Items

Non-Breakable Items

What qualifies as non-breakable?

Items that will not be deformed, broken, or damaged during shipment.

Examples:

T-shirt, curtain, rug, towel, bedding



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Non-Breakable Items

Non-Breakable Items



E.g.T-shirt



Correct pouch size



Correct box size



Cling wrap on the box

Item	Pouch	Box	Fillers	Warning stickers or markings
Specification	<ul style="list-style-type: none"> Use correct pouch size. No bubble wrap required. Pouch must be snugged/tucked according to parcel size. 	<ul style="list-style-type: none"> Use correct box size. No bubble wrap required. If using your own box, wrap 1 layer of cling wrap outside the box. 	<ul style="list-style-type: none"> Not required. 	<ul style="list-style-type: none"> Not required.
Can/Must Be Used	✓	✓	X	X



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Non-Breakable Items

Potentially Breakable Items

Potentially Breakable Items

What qualifies as potentially breakable?

Items that are not fragile or spillable, but could be deformed, broken, or damaged during shipment when not packed properly.

Examples:

Music album, shoes, bag, handphone casing, paper product, decorative item, snacks



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Potentially Breakable Items

Potentially Breakable Items



E.g. Music album



Correct pouch size



Correct box size



Cling wrap on the box



Sufficient fillers

Item	Pouch	Box	Fillers	Warning stickers or markings
Specification	<ul style="list-style-type: none"> Use correct pouch size. Use 3 tight layer of bubble wrap or other eco-friendly options around content. Pouch must be snugged/tucked according to parcel size. 	<ul style="list-style-type: none"> Use correct box size. Use 3 tight layer of bubble wrap or other eco-friendly options around content. If using your own box, wrap 1 layer of cling wrap outside the box. 	<ul style="list-style-type: none"> If using own packaging, ensure that box has sufficient fillers so that items would not drift or move. 	<ul style="list-style-type: none"> Not required.
Can/Must Be Used	✓	✓	✓	X



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Potentially Breakable Items

Spillable Items

Spillable Items

What qualifies as spillable?

Items with packagings or containers that could be deformed, broken, or damaged, and its content spilled during shipment when not packed properly.

Examples:

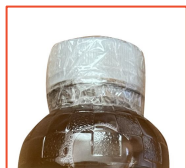
Liquid, emulsion, grains, powder, gel content, wet wipe, facial mask, food items with liquid/grains, pressurised liquids/emulsions



Spillable Items



E.g. Bottled drink



Secure lid



Correct pouch size



Sufficient fillers



Cling wrap & warning sticker on the box

Item	Pouch	Box	Fillers	Warning stickers or markings
Specification	<ul style="list-style-type: none"> • Use correct pouch size. • Use 3 tight layers of bubble wrap or other eco-friendly options. • Secure lids with plastic tape. • Pouch must be snugged/tucked according to parcel size. 	<ul style="list-style-type: none"> • Use correct box size. • Use 3 tight layers of bubble wrap or other eco-friendly options. • Secured lid with plastic tape. • Wrap 1 layer of cling wrap outside the box. 	<ul style="list-style-type: none"> • If using own packaging, ensure that box has sufficient fillers so that items would not drift or move. 	<ul style="list-style-type: none"> • Fragile • Liquid • This side up <p>Handwritten markings are strictly not acceptable. Must attach the fragile sticker indicating the right-side up.</p>
Can/Must Be Used	✓	✓	✓	✓



Fragile and Breakable Items

Fragile and Breakable Items

What qualifies as fragile and breakable?

Items that have a very high tendency of being deformed, broken, or damaged during shipment when not packed properly.

Examples:

Candle, ceramic plate, glass jar, fragile toy, collectibles, electronics



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Fragile and Breakable Items

Fragile and Breakable Items



E.g. Ceramic bowls



Sufficient bubble wraps & fillers



Cling wrap & warning sticker on the box

Item	Pouch	Box	Fillers	Warning stickers or markings
Specification	<ul style="list-style-type: none"> Not allowed. 	<ul style="list-style-type: none"> Use correct box size. Use 3 tight layers of bubble wrap or other eco-friendly options. If using own box, wrap 1 layer of cling wrap outside the box. 	<ul style="list-style-type: none"> If using own packaging, ensure that box has sufficient fillers so that items would not drift or move. 	<ul style="list-style-type: none"> Fragile <p>Handwritten markings are strictly not acceptable. Must attach the fragile sticker indicating the right-side up.</p>
Can/Must Be Used	X	✓	✓	✓



Dangerous or Hazardous Items

Dangerous or Hazardous Items

What qualifies as dangerous or hazardous?

Items that are physically dangerous, flammable, corrosive, poisonous, or explosive.

Examples:

Knife, pesticide, aerosol spray, Liquefied Petroleum Gas (LPG)



Note: For liquids, please also follow guidelines for Spillable Items.



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Dangerous or Hazardous Items

Dangerous or Hazardous Items



E.g. Knife



Sufficient bubble wraps & fillers



Cling wrap & warning sticker on the box

Item	Pouch	Box	Fillers	Warning stickers or markings
Specification	<ul style="list-style-type: none"> Not allowed. 	<ul style="list-style-type: none"> Use correct box size. Use 3 tight layers of bubble wrap or other eco-friendly options. Secure lids with plastic tape. If using own box, wrap 1 layer of cling wrap outside the box. 	<ul style="list-style-type: none"> If using own packaging, ensure that box has sufficient fillers so that items would not drift or move. 	<ul style="list-style-type: none"> Fragile Hazardous Material Flammable Dangerous <p>Handwritten markings are strictly not acceptable. Must attach the fragile sticker indicating the right-side up.</p>
Can/Must Be Used	X	✓	✓	✓



Bulky, Heavy, or Irregular-shaped Items

Bulky, Heavy, or Irregular-shaped Items

What qualifies as bulky, heavy, or irregular-shaped?

Bulky and heavy items are those with high volumetric weight (length, width or height exceeds 100cm) or high actual weight (more than 10kg).

Irregular-shaped items are those with dimensions and angles that do not fit a standard box.

Examples:

TV, monitor, machine, motor, appliance, ring light, camera tripod



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Bulky, Heavy, or Irregular-shaped Items

Bulky, Heavy, or Irregular-shaped Items



E.g. Monitor



Fitted styrofoam inserts



Cling wrap & warning sticker on the box

Item	Pouch	Box	Fillers	Warning stickers or markings
Specification	<ul style="list-style-type: none"> Not allowed. 	<ul style="list-style-type: none"> Use correct box size. Place irregular-shaped items inside a regular-shaped box (BOX-IN-BOX packaging). Use 3 tight layers of bubble wrap or other eco-friendly options Secure lids with plastic tape. If using own box, wrap 1 layer of cling wrap outside the box. 	<ul style="list-style-type: none"> Fitted styrofoam inserts/cushions and other fillers are required. 	<ul style="list-style-type: none"> Fragile This Side Up <p>Handwritten markings are strictly not acceptable. Must attach the fragile sticker indicating the right-side up.</p>
Can/Must Be Used	X	✓	✓	✓



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Bulky, Heavy, or Irregular-shaped Items

Multiple Items

Multiple Items

What does 'Multiple Items' mean?

'Multiple items' refer to orders or packages that contain items from the different groups mentioned above.

Examples:

- T-shirt (non-breakable) + music album (potentially breakable)
- Handphone (fragile and breakable) + handphone casing (potentially breakable)
- Potato chips (potentially breakable) + bottled drink (spillable)

How do I pack?

If your parcel contains multiple items, follow the stricter packaging guidelines that are applicable to these items.



Multiple Items

Example: T-shirt + music album



Non-breakable



Potentially breakable

Follow the **potentially breakable** guidelines because the music album is more likely to be damaged during shipment.



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Multiple Items

Multiple Items

Example: handphone + phone casing



Fragile and breakable



Potentially breakable

Follow the **fragile and breakable** guidelines because the handphone is more likely to be damaged during shipment.



Multiple Items

Example: potato chips + bottled drink



Potentially breakable



Spillable

Follow the **potentially breakable** and **spillable** guidelines because both items are likely to be damaged during shipment.



Multiple Items



T-shirt

Music album



Correct pouch size



Correct box size



Sufficient fillers

Item	Pouch	Box	Fillers	Warning stickers or markings
Specification	<ul style="list-style-type: none"> Use correct pouch size. Use 3 tight layer of bubble wrap or other eco-friendly options around content. Pouch must be snugged/tucked according to parcel size. 	<ul style="list-style-type: none"> Use correct box size. Use 3 tight layer of bubble wrap or other eco-friendly options around content. If using your own box, wrap 1 layer of cling wrap outside the box. 	<ul style="list-style-type: none"> If using own packaging, ensure that box has sufficient fillers so that items would not drift or move. 	<ul style="list-style-type: none"> Not required.
Can/Must Be Used	✓	✓	✓	X



Multiple Items

Guidelines on Proper Shrink Wrapping Techniques

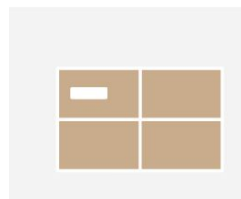
Do take note of the following criteria:

1. Items that are shrink wrapped together should all be of a **similar shape and size**.
2. **Oddly-shaped or oddly-sized items should not** be shrink wrapped together to ensure the integrity of the arrangement.
3. Ensure that shrink wrapped items can be **easily carried by a single person** without the use of supporting equipment.

*Note: Bundled parcels that do not comply with the above packaging requirement will **not** be accepted by the Shopee Supported Logistics partners.*



Do's



Don'ts



Small Items in Pouch Packaging

Small Items In Pouch Packaging

When using pouch packaging for small items:

- Pouch must be tucked and snugged repeatedly.
- There should be minimal excess space.
- Ensure enough space for the air waybill.
- Follow the other requirements of the group your item belongs to.

Examples:

Flash drive, small accessories, sticker, jewelry



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Small Items In Pouch Packaging

Essential Sealing Guidelines

Proper Sealing of Package

How to seal your package properly:

01 Use strong carton sealing tape

- pressure-sensitive plastic tape,
- water-activated paper tape or
- reinforced tape

Tape should be at least **2 inches wide**.

02 Use the H-shape taping technique

Install tape evenly across to the top and bottom flaps and seams.

For parcels with sensitive exteriors (e.g. gift boxes, books, etc.), ensure they are shrink or bubble-wrapped and packed in a cardboard box.

Carrier bags must be fully sealed up to prevent contents from dropping out.



Air Waybill Labelling

Air Waybill Labelling

All parcels must not contain any old labelling.

1. Remove old labels

Too many label affects the delivery process. Do not stick new ones on top of the old.

2. Print new labels

Use self-adhesive labels and ensure the the label is clear. Faded ink or blurred lines would make scanning difficult.

3. Affix firmly

Label must be visible and affixed flat and wrinkle free on the largest side of the parcel. There must not be any tapes or wrapping on top of the label.

4. Put a backup inside

Place a copy of shipping documents inside the box before sealing.



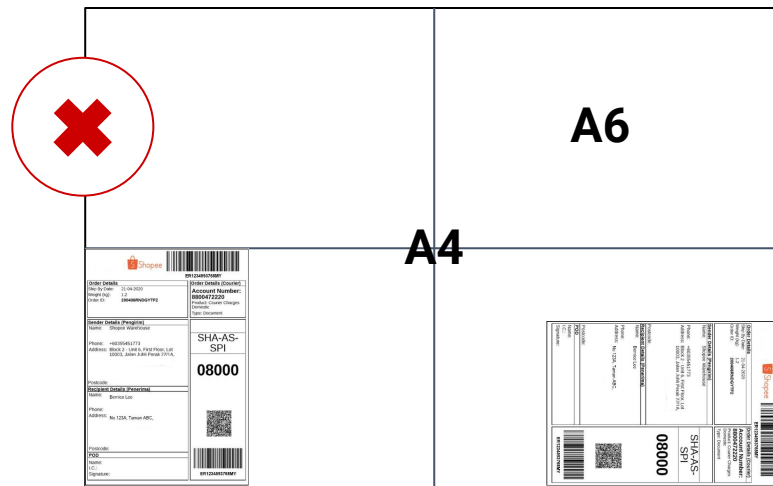
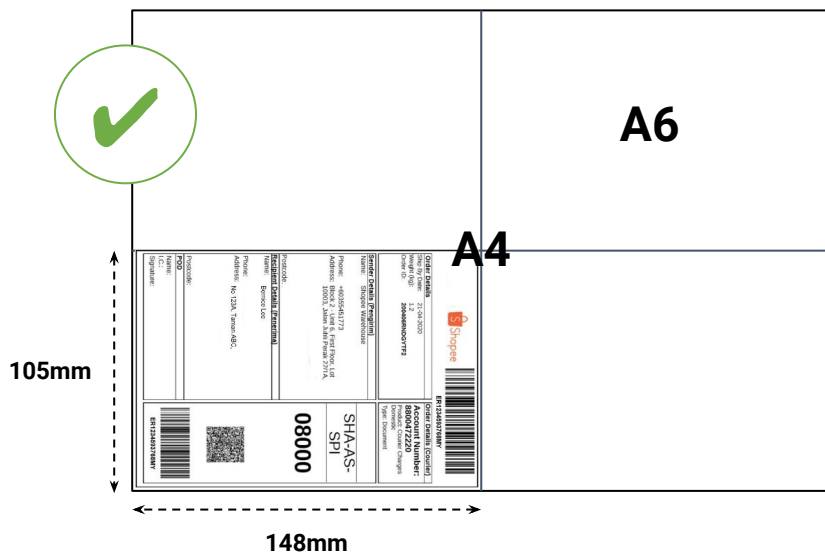
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Air Waybill Labelling

Air Waybill Labelling

Shipping Label Size

Actual shipping label must have a minimum of size of A6 (105mm x 148mm).



Order Packing Checklist

01	Wrap the item with 3 - 5 rounds of bubble wrap and pack accessories separately.
02	Choose a box or pouch that is slightly larger than the item , and fill the remaining space with filler material (e.g. paper, packing peanuts).
03	Tape any openings of the box or pouch and reinforce the seams .
04	Take note of the different requirements for packing special items such as clothing, high-value electronics, and liquid products.
05	Items that require special handling (e.g. Fragile items) should be labelled with the right stickers . Ensure that the stickers are clearly visible .
06	Make sure that the barcode of the Air Waybill is clearly visible on the packed order, and print an extra copy for your own records .





Thank you

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