

Welcome to Fulfillment by Amazon!

Congratulations on choosing Fulfillment by Amazon (FBA). You now have the same top-rated fulfillment process at your fingertips that has made Amazon.com popular throughout the world. In addition, your customers will benefit from the same professional fulfillment and customer service that they would receive if they were buying directly from us.

As you begin to use FBA, you will grow familiar with the Web site and the process for managing your inventory. Below is a quick overview of how FBA works and some of the most commonly used features you'll need to know to get started.

Overview

With this innovative program, you send your inventory to one of our fulfillment centers, and when orders are received, we take care of packing your products and shipping them to your buyers. Your customers can combine your products with Amazon items and receive free Super Saver Shipping and other benefits, such as customer service and returns support directly from Amazon.

How it works

1. You send your new or used products to Amazon's fulfillment centers.
2. Amazon stores your products in our ready-to-ship inventory.
3. Amazon fulfills orders on your behalf; orders placed directly on Amazon.com or fulfillment requests you submit for sales not on Amazon.
4. Fulfillment by Amazon picks your products from inventory and packages them.
5. Amazon ships the products to your customers from our network of fulfillment centers.

Amazon deposits the net proceeds from sales and charges net fees for fulfillment to your account as part of your normal settlement cycle.



Quick Facts about Fulfillment by Amazon

- You own and control your FBA inventory at all times and can send more or request returns at any time
- There are no minimum or maximum inventory or order requirements
- Fulfillment fees are charged per order at the time of the sale
- Storage fees are calculated daily for only the inventory you have in an Amazon fulfillment center
- You can combine Amazon fulfillment with your own order processing or let Amazon handle it for you
- Inventory is stored and processed in our climate-controlled, secure facilities and is insured against loss or damage
- Orders are processed immediately and are packed and shipped to arrive on time by whatever method the customer selects



You Send Products to Amazon

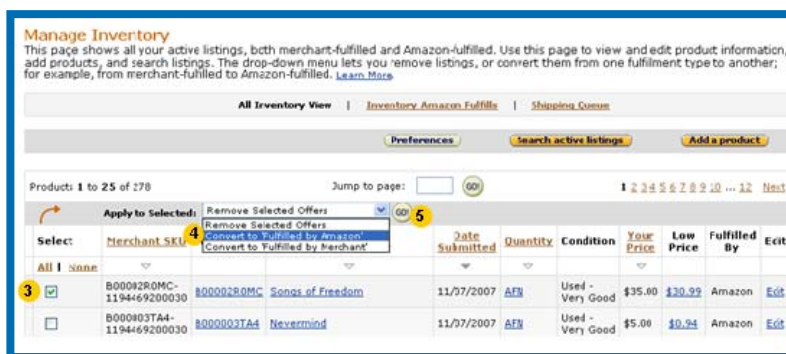
To send your products to Amazon you need to:

- Convert your listings to Fulfillment by Amazon
- Create a shipment
- Label your products
- Label your shipment

Convert your listings to FBA

If you have products listed on Amazon.com, you can easily convert them to FBA by following these steps (For instructions on how to add items Help see the **Add a Product** topic):

1. Log into your account.
2. Select the **All Inventory View**.
3. Select the item(s) you wish to fulfill through Amazon by checking the box to the left of the title.
4. In the **Apply to Selected** pull-down menu, select "Convert to Fulfilled by Amazon."
5. Click Go.



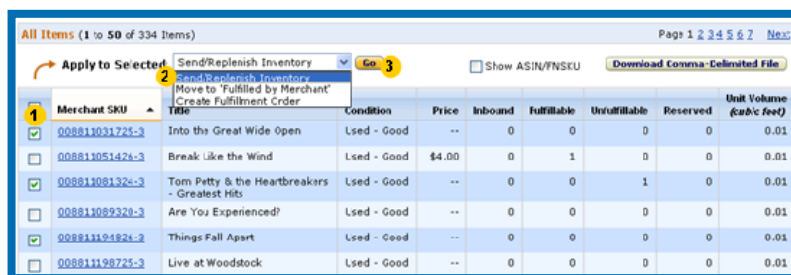
For more information on converting products to FBA: [Help > Fulfillment by Amazon > FBA Merchant Manual > 4.0 Getting Started with Amazon.com Fulfillment > 4.2.1 Convert Listings to Fulfilled by Amazon](#)

Create a shipment

Once you have your listings converted to FBA, you will need to create a shipment.

From the Inventory Tab, select "Inventory Amazon Fulfills."

1. Check the box beside the items you want to ship to Amazon.
2. From the **Apply to Selected** pull-down menu, select "Send/Replenish Inventory."
3. Click "Go."
4. A list of the items you selected will appear with the option to "Create a new shipment" selected below. Click "Submit."
5. Enter the "Ship From" address and the quantity and click "Save Shipment."



For more information on shipments: [Help > Fulfillment by Amazon > FBA Merchant Manual > 5.0 Shipping Inventory to Amazon.com > 5.1 Create a Shipment](#)

Label your products

All products must be properly identified for inventory and fulfillment. This can be accomplished by two methods. The first option involves printing labels from your account and affixing them to each unit (For example, if you are shipping 100 CDs to our facilities, you need to print 100 labels; one for each CD). The second option involves using existing scannable labels (UPC or EAN). If you do not have a stickerless account, you can print your own labels following these steps.

1. After clicking "Save Shipment," you will find yourself in the Shipping Queue. Click the "Print Labels" button.
2. You will next see a list of products in your shipment. Click the button above the list labeled "Print product labels." An Adobe Acrobat PDF file will open that you can save and print. Each label has a barcode with the SKU, name and condition of your product.
3. Affix the labels to your products.

SKU	Product Title	Qty in Shipment	Number of labels to print
0439827604-1178655644778	Harry Potter Hardcover Box Set (Books 1-6)	1	1
8000059K9Y-1178655644779	Babylon by Bus	1	1

For more information on product labels: [Help > Fulfillment by Amazon > FBA Merchant Manual > 5.0 Shipping Inventory to Amazon.com > 5.5 Print Product Labels](#)

For more information on Stickerless, Commingled Inventory: [Help > Fulfillment by Amazon > FBA Merchant Manual > 5.0 Shipping Inventory to Amazon.com > 5.5.1 Stickerless Inventory](#)

Label your shipment

Now that your products are labeled, you will need a shipping label, so you can send them in bulk to one of our fulfillment centers.

1. Click the "Print package labels" button at the bottom of the Print Labels for Individual Products page. The Web site creates an Adobe Acrobat PDF file that you can print as a label and affix to your shipment.
2. Once you've placed your shipment with the carrier, return to the Shipping Queue page and click the "Ship and Track" button to let Amazon.com know a shipment is on the way.
3. Do not cover the Amazon package label with the carrier label. Both labels need to be visible.

Shipment Name	Shipment ID	Destination	Last Updated	Created Date	Item Qty	Shipment Status	Print Labels	Track Shipment
CreateShipmentTestCase	SSP850-G12Z7D6V	RNO2	8/24/07	8/24/07	1	SHIPPED	Print Labels	Ship and Track
UpdateShipmentTestCase	SSP850-G12Z7D5N	RNO2	8/24/07	8/24/07	1	WORKING	Print Labels	Ship and Track
UpdateShipmentTestCase	SSP850-G12Z7D6B	RNO2	8/24/07	8/24/07	1	SHIPPED	Print Labels	Ship and Track

For more information on shipment labels: [Help > Fulfillment by Amazon > FBA Merchant Manual > 5.0 Shipping Inventory to Amazon.com > 5.8 Shipping Best Practices](#)



Amazon Stores Products

All fulfillment centers in the Amazon fulfillment network are secure climate-controlled facilities with highly automated pick, pack and ship processes to facilitate the safe and timely processing of merchant orders. Features include the 24-hour security, fully automated wireless and computer-networked order tracking, and high-value secure cage storage.

Managing Inventory

You can manage your FBA inventory online. When you register for FBA, you have a customized view of the Manage Inventory feature containing three main pages:

All Inventory View: The All Inventory View allows you to search for existing inventory or add a product and offers advanced features for classifying your products.

Inventory Amazon.com Fulfills: View and manage your Amazon-fulfilled listings, and initiate inventory shipments to Amazon.

Shipping Queue: View and manage your shipments to Amazon.

Incoming Inventory

When your shipment arrives, the package label is scanned, the inventory unpacked and all item labels are scanned. The dimensions and weight are recorded and placed in storage. At this time, the **Shipping Queue** will indicate that shipment is "Closed." The time for processing inventory can take up to 72 hours from the time it arrives.

Inventory Charges

When your inventory arrives in our fulfillment center, each unit is scanned and measured to 1/10". At the end of each day, a combined total of your entire inventory in the fulfillment network is recorded. At the end of the month, an average of the daily amounts is used for billing purposes.

For more information on Inventory Fees: [Help > Fulfillment by Amazon > Quick Reference: Calculating FBA Program Fees](#)

Cost per cubic foot per month	
January through September	\$.45
October through December	\$.60
Example: A 4'x4'x5' pallet would cost \$36.00 per month (first through third quarter)	



Customers Purchase Products

Once your products are listed through Fulfillment by Amazon, your customers will be able to take advantage of offers such as Super Saver Shipping, Prime shipping eligibility, 24x7 Amazon customer service, and One Day Shipping with Fast Track Messaging. When customers see "Fulfilled by Amazon" beneath your product listings, they know their orders will be fulfilled in a secure and timely manner.

Sales Charges

You will be assessed the same sales charges for selling your products on Amazon.com. The sales charges consist of three fees:

1. Sales Commission Fee
2. Variable Closing Fee (Media and Marketplace sellers only)
3. Per Sale Closing Fee OR Pro Merchant Subscription Fee (flat fee assessed monthly)

All sales fees are deducted at the time of sale from the total amount the buyer pays for the item. The remaining balance is added to your Payments Account and can eventually be disbursed to your bank account.

For more information on Sales Charges: [Help > Fulfillment by Amazon > FBA Guidelines and Frequently Asked Questions](#)
Topic: [Selling on Amazon Fees](#)



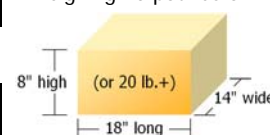
Amazon Picks & Packs Products

When your products are purchased through FBA, we process them using the same pick, pack and ship system used for all Amazon.com orders. Amazon processes millions of orders for millions of customers with accuracy and efficiency. You have the option to use Amazon.com Fulfillment or Basic Fulfillment.

Pick & Pack Fee

Amazon.com Fulfillment	Media	Non-media	Oversize*
Unit Priced Under \$25.00	\$.50	\$.75	\$ 3.00
Unit Priced \$25.00 or Greater	\$1.00	\$1.00	\$3.00

* Oversize units are greater than 18" long x 14" wide x 8" high or weighing 20 pounds or more.



Basic Fulfillment	Media	Non-media	Oversize*
Per Unit	\$.60	\$.75	\$3.00

For more information on Pick and Pack Fees: [Help > Fulfillment by Amazon > Quick Reference: Calculating Your FBA Program Fees](#)



Amazon Ships Products to Customers

Your products are purchased, packaged and ready for delivery. FBA ships your product to your customer using the shipping method selected by your customer. Your product can be combined with other items purchased through Amazon.com and be discounted using Super Saver Shipping or Prime shipping. If you're using Amazon.com Fulfillment, we'll deal with the customer on service issues and returns. If you're using Basic Fulfillment, your customers can deal directly with you.

Amazon.com Fulfillment Shipping Fees

Order Handling	Media	Non-media	Oversize*
Per Order	N/A	\$ 1.00	N/A
Weight Handling	Media	Non-media	Oversize*
Per Pound	\$.40	\$.40	\$.40

Amazon.com Fulfillment shipping fees cover all orders made through Amazon.com and fulfilled by FBA.

Basic Fulfillment Shipping Fees

Shipping Method (per shipment)	Media	Non-media	Oversize*
Standard Delivery (5-7 days)	\$ 1.90	\$ 4.75	\$ 7.00
Two-Day Delivery	7.40	7.75	10.00
Next-Day Delivery	14.40	14.75	17.00

Basic Fulfillment shipping fees apply to all orders that originate somewhere other than Amazon.com and fulfilled by FBA.

Shipping Weight (per pound) Total Weight Of Units	Standard	Two Day	Next Day
1-15 Pounds	\$.45	\$.55	\$ 1.50
Each add'l lb, up to 70 lb	.45	.70	1.75
Each add'l lb, up to 150 lb	.45	.85	2.00

For more information on Shipping Fees: [Help > Fulfillment by Amazon > Quick Reference: Calculating Your FBA Program Fees](#)

For more information on Basic Fulfillment: [Help > Fulfillment by Amazon > FBA Guidelines and Frequently Asked Questions Topic: Basic Fulfillment](#)