Warehouse SOP: FBM Instruction Guide

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FBM Instruction Guide

Cancelled Orders

(Steps 1-3 performed by Senior Brand Support Specialists)

1) In Outlook open the Cancellation Requests folder.   Also look in Replyco > Tickets > Smart Filters > Cancellations. Also check for cancelled orders in Archive.

2) Check email messages to make sure customers want to cancel their orders and don't have another issue.

3) Message FBM Order Details group in Teams & paste order number and state the order is cancelled.

4) In ShipStation click on Orders and use the search bar to paste the cancelled order number. You may have to click the magnifying glass icon or a button for Apply.

a) Check mark the box on the left of the shipment line next to Awaiting Shipment.

b) Above that look for the button with a drop down titled Other Actions.

c) From the drop-down selections choose Cancel and OK the cancel in the window that pops up.

6) In SkuVault select Sales and View Sales from the tabs on the left of the screen.

a) Paste your cancellation order number in the search field showing Sale ID or SKU.   Press enter or click the Filter button below.

b) Near the bottom of the screen select the box to the left of the order number.

c) Press the Change Status button. A window will pop up with a drop-down selection.   Choose Cancel and Save.

7) In SalesForce paste the cancelled order number in search.

a) Click on the order number to bring up the detail page.

b) Look for Order Status in the top section, right hand side. Change it to Cancelled and Save.

8) Message FBM Order Details group in Teams to inform them of the order you cancelled.

Expedited Orders

1. In SalesForce select the Orders tab. From the dropdown for View choose Warehouse EXPEDITED Unshipped Order.

2. In SkuVault select Create Session under the Inventory tab on the left of the screen.

1. Click the Manual Search button.
2. Scroll down to the bottom. Click Load More Sales if there is over 100. Repeat this until all sales are showing.
3. Copy an expedited order number from SalesForce. In SkuVault on the create session page press Ctrl+F. Paste the expedited order number and press enter. Select the box on the left of the order number that you found.
4. Repeat this for all Expedited orders, unless there is more than 21, then split them up.
5. At the bottom of the page click the blue button for Select these Sales and Items and Preview a Session.
6. On the next page click the blue button for Create the Session and start creating another.
7. In SkuVault under inventory select Sessions.
8. The session you just created will be the last/bottom session listed. Slack FBM and tell them the session ID number and tell them it is expedited.
9. In SalesForce change the view from Warehouse EXPEDITED Unshipped Orders to Warehouse MFN Orders > 150.
10. Repeat the process for creating sessions for expedited orders. The > $150 order can be put into a session with the expedited orders if there aren't too many orders.

Tik-Tok and Target Orders

1. In SalesForce select the Orders tab. From the dropdown for View choose Tik-Tok or Target orders.

1. Make sure the Order Time is sorted by the newest orders at the top of the list.
2. For any new orders check mark the box on the left for all orders, up to 10 at a time. Then press the Send to SV button above.
3. After a minute refresh the page to make sure the orders have pushed to SkuVault.
4. Any orders that are time stamped on or before 11 am need to ship same day. Check for orders again after lunch break.

Unshipped FBM Orders

1. In SalesForce select the Orders tab. From the dropdown for View choose Amazon CA MFN UnShipped Orders. Check for any unshipped orders that are older than the sessions you have completed for the day.

Creating Batch Sessions

1. In SkuVault in Create Sessions under the Inventory tab begin the process described above to bring up the Sessions Warehouse page of orders. Do no scroll to the bottom of the page to load more than 100 orders.

1. Press the blue Filter button near the top of the page.

2. From the drop-down menu choose Product SKU and press +Add.

3. Enter the SKU of the item that there are many orders for. Press the blue Search button.

4. For a batch session make sure all orders have the same items in the same quantities. You may need to check what is on the order by clicking the blue button Items for each order.

5. In SkuVault under inventory select Sessions.

6. Slack the session number for the batch you created to FBM and tell them it is a batch. You can include what kind of items are in the batch such as “a batch of poppers and kits” or “a batch of Madagascar extract 4 oz.”

Creating Regular Sessions

1. In SkuVault in Create Sessions under the Inventory tab begin the process described above to bring up the Sessions Warehouse page of orders.

1. For major brands you can search for them by only entering the first three or four numbers of the brand’s SKU numbers as described above for searching SKUs for Batch Orders.

2. Create sessions for major brands first. Check what is on the orders by clicking the blue button Items for each order. Small items can be put into sessions first, in sessions of 21 orders to fit on the picking carts. Larger items can be put in sessions of 10-15 orders to fit on the flat carts. It helps FBM if similar items are together in sessions.

3. For non-major brands follow the process in the step above, putting smaller items in sessions of 21 orders and larger items in sessions of 10-15 orders.

Logging In to Shipstation –

1. FBM1 is the computer on the left and FBM2 is the computer on the right.

2. Login to Windows and ask your supervisor if you do not have a password.

3. Open Google Chrome and create 2 tabs to work from.

4. On the top left of the Google Chrome screen there will be icons for Ship Station and SkuVault.

    1. In one of the tabs click on Ship Station and click SkuVault on the other tab. Use the appropriate login and password for each.

5. Tablet scanners will only need one window of SkuVault open for pulling orders.

Picking a Session –

1. On the tablet, in SkuVault, choose “Inventory” along the left of the screen.

2. Then click “sessions” below that.

3. There should be one or more boxes with an ID number, such as “ID: 1776.” You can click “view” to preview

what items are in the session. This view will have the total number of orders, number of different items and the total number of items.

4. Click the "start" button to begin pulling the session.
    1. For each item, it will display the item SKU number and the description beneath.
    2. The location and quantity will be in bright blue boxes for the item needed.
    3. If you have multiple orders in a session it will tell you which order that item is for. Underneath all of that information in the white fields will first be the quantity you are pulling. It is 1 by default. You can change the quantity if multiple of an item are needed before you scan the item.
    4. In the product field, you can enter the SKU number for items that do not have a bar code. Make sure the cursor is in this field before you scan an item.
    5. The third box has the location (again). Make sure that to the right of the field "express fill location" is checked.
5. After you scan the first item or type the SKU and press "enter," the next item should pop up.
6. If an item is out of stock, or the only one left in stock is damaged click on "I don't see this item."
7. After all items for the session are scanned, the screen should change and a message "All possible picks have been completed" should be at the top of the screen.
8. Click "send to shipping."
9. On the next screen at the bottom, click on "send to shipping and close."
10. Locate the "Print" button near the top left of the screen.
    1. You will have to press Print on three different screens. Make sure you are close to the printer at the FBM station before pressing Print for the third time.
    2. Collect the papers that print and put them with the cart of items. Place a corner of the papers under a bin or box so that they won't blow away.

Packing –

1. If the packer forgets to print the order sheets you will have to figure out the session number.
    1. In a SkuVault tab under "Inventory," click on "sessions."
    2. You will need to change the state from "new" to "all selections."
    3. In the "Sessions ID" box enter the session number (1776 for our example)
    4. Then press the "search" button.
    5. In the order ID box, press the "print" button. You will have to press print on two more windows before it will print your orders sheets.
2. In the ShipStation tab, make sure to select "orders" from the top of the screen.

    1. From the order sheets, scan the bar code for the first order.
    2. For regular orders, you will double-click on the bar with the order information. This will open a shipping window.
    3. Check the “requested shipping” method and change the “service” to match if needed. There are several different shipping types, some exceptions, and some odd types that only show up once in a while. It’s always best to ask if you are uncertain.
3. The weight listed for the order will probably need to be changed. Place the box on the scale and press the scale icon or manually type the weight.
    1. 50 pound oat bags in boxes are 52 pounds, but you shouldn’t lift them up on the scale. These oats are an exception for the requested shipping and the service that we use. They will always be FedEx Ground or FedEx Home and not FedEx SmartPost parcel select.
4. Click the “Create Label,” button and on the next small window that opens, click “create label” again.
    1. Both the shipping label and packing slip will print. If there is no green button to “create label,” check if the address is not verified. Click the words “verify address.” If there is still no “create label” button, close the shipping window and select the white button above the order “mark as paid” and then “confirm.” If there are no amounts in the fields for “amount paid” and “shipping paid” then enter zero and confirm.
    2. Reopen the shipping window and the “create label” should be there.
5. For delivery, freight, or local pick-up (will-call) orders, the process is a little different.
6. Click once on the order but do not open the shipping window.
    1. Click the white “print” button above the order
    2. Click “packing slips” for each box that may need one.
    3. Then click the white button to the far right of that “other actions.”
    4. From the drop-down menu select “mark as shipped.”
    5. In the new window that opens under “tracking” enter “will-call” for local pick-up orders, “freight,” or “delivery.”
    6. You must check the box under “Notify marketplace” to let the front office know that the order is complete.
    7. Then click the “mark as shipped” green button. For freight orders Logistics will need the number of cases and the total weight of the pallet.