

Catalog SOP: FBM Late Shipment

03/03/2025 10:49 am CST



Who is this for? Individuals who are responsible for managing or checking late shipments for merchant-fulfilled orders.



Objective: This SOP will guide you on how to check late shipments

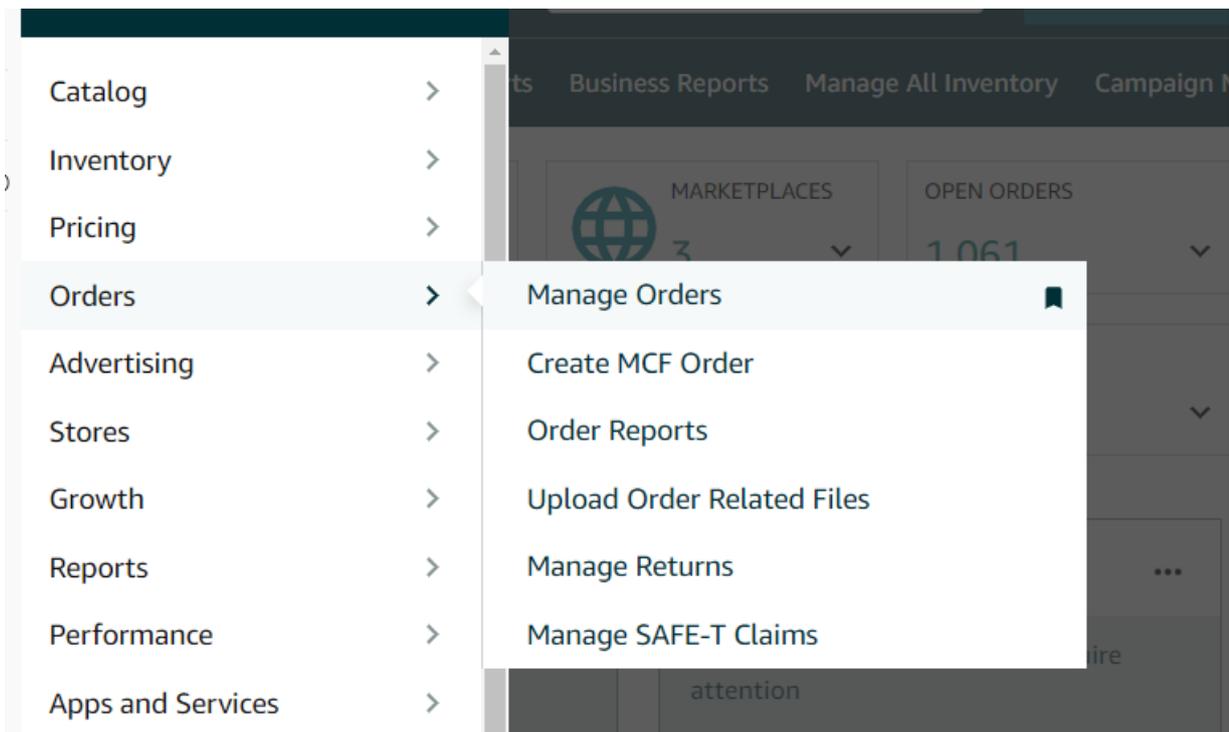
Note:

- Only accounts with merchant-fulfilled listings are applicable for this task.
- Ensure your computer's time zone is set to EST only when checking for the Daily Late Shipment for data accuracy.
- See the sample image below:

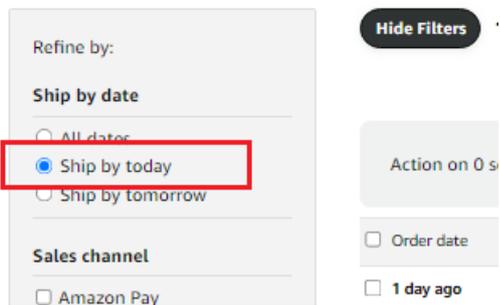
The screenshot shows the 'Manage Orders' interface in Seller Central. At the top, there are search filters for 'Order ID' and a search button. Below this, the status of orders is shown: 0 Pending, 19 Unshipped, 0 Canceled, and 0 Shipped. There are also quick filters for 'Ship by today', 'Premium unshipped', and 'Business customer unshipped'. The main table displays a list of orders with columns for Order date, Order details, Image, Product name, Customer option, Order Status, and Action. Two orders are visible, both marked as 'Unshipped (1)'. The first order is from 11/8/2022, and the second is from 11/8/2022. The interface includes various filters on the left and right, and action buttons for each order.

HOW TO CHECK LATE SHIPMENT/S:

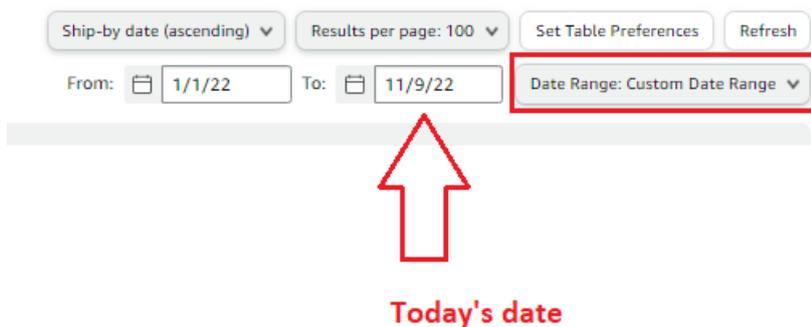
1. Log in to the Seller Central Account
2. Go to the **Orders** tab and choose **Manage Orders**



3. On the left navigation portion, please select **Ship by Today**



4. Select Date Range: Custom date range



5. On the lower right of the page, select "**Results per page**" and select "**100**" so we can see the maximum number of orders that can be displayed on a single page.