

# Listing Creation & Management SOP: Checking Your Performance Metrics for Seller-Fulfilled Prime

03/17/2025 8:54 am CDT

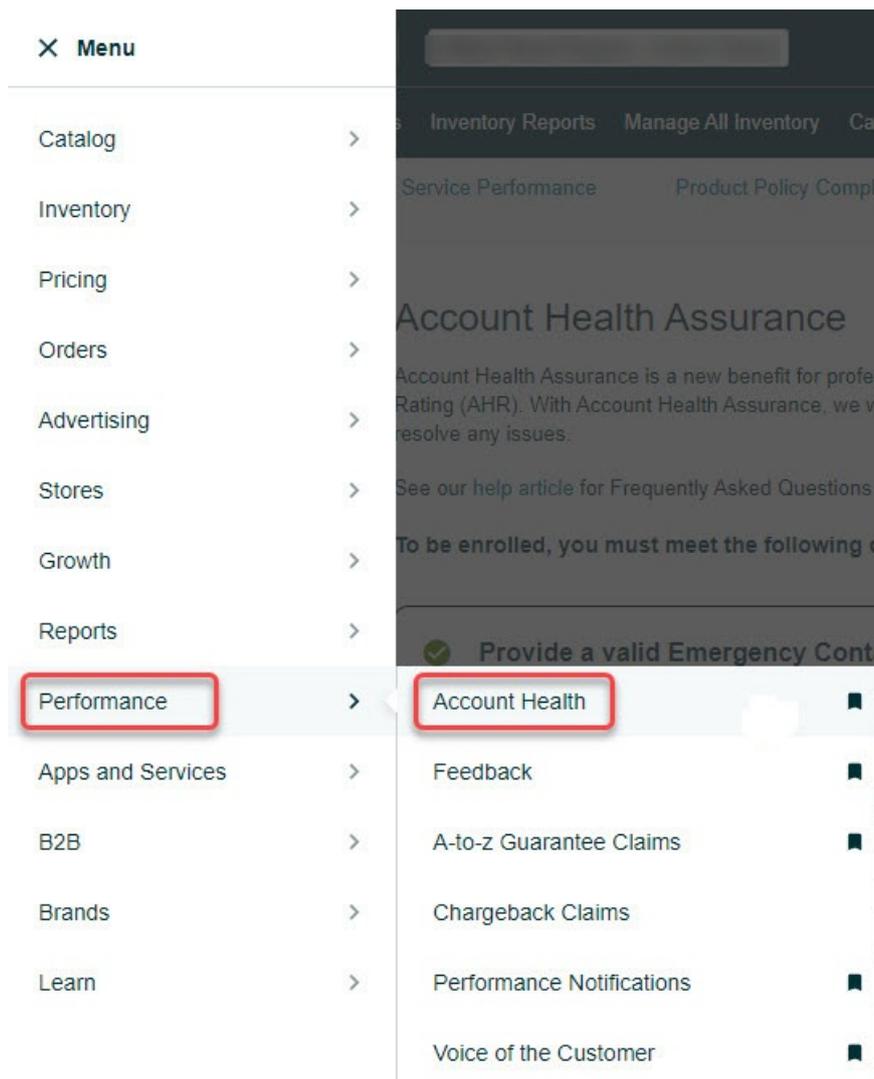


**Who is this for?** This is for sellers who have activated Seller-Fulfilled Prime and want to review their performance metrics on Seller Central.



**Objective:** This provides instructions on how to check your performance metrics for Seller-Fulfilled Prime on Seller Central.

1. To review your Performance Metrics for Seller Fulfilled Prime, go to the "Performance" tab on the top menu of Seller Central and select "Account Health" from the drop-down menu.



2. On the next page, navigate to the "Eligibilities" tab at the top of the page.

3. At the bottom of the page, look for the "Premium Shipping Eligibility" section. Click the "Go to the Premium Shipping Eligibility Page" button.

## Premium Shipping Eligibility

To see your Premium Shipping Eligibility information and download a Defect Report (if applicable), please use the button below to go to the Premium Shipping Eligibility page.

[Go to the Premium Shipping Eligibility Page](#)

4. On the next window, click the link under the "Seller Fulfilled Prime Performance" section.

### Seller Fulfilled Prime Performance

[Access your Seller Fulfilled Prime performance metrics here](#)

5. The next page will now display Program Eligibility Scorecard, Delivery Speed Metrics, and Delivery Performance Metrics.

### Seller Fulfilled Prime Performance

#### Program Eligibility Scorecard

**Program Status:** ✔ Prime Active SFP Program eligibility is calculated across a 7 day timeframe for On-Time Shipment, Buy Shipping Usage, Cancellation Rate, and Delivery Speed (standard-size and oversize) metrics. In addition, SFP Program eligibility requires nationwide delivery coverage for all standard-size products as well as weekend (Saturday or Sunday) delivery/pickups. [Learn more](#)

[Create POA](#) [Case Log](#)

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i 4/19/2023 Update: We have identified and resolved an issue that impacted the accurate reporting of delivery speed metrics from 4/01/2023 to 4/07/2023. We paused enforcement on these orders, and there is no need to contact us to mitigate impact to your Account Health.

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#### Delivery Speed Metrics

Previous **7 days** 30 days 6 months 1 year Custom date range Results from **May 23, 2023 - May 30, 2023** Total views 371 [Download Speed Report](#)

##### Delivery Speed (Standard-size)

Delivery speed is measured by the delivery promise of Prime offers based on your order fulfillment settings and shipping template setting. From October 25, 2020 onward, this does not include the effect of additional transit time padding from poor carrier performance.

##### Delivery Speed (Oversize)

Delivery speed is measured by the delivery promise of Prime offers based on your order fulfillment settings and shipping template setting. From October 25, 2020 onward, this does not include the effect of additional transit time padding from poor carrier performance.