

Catalog SOP: How to Change FBM Shipping Cut-Off Times

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Who is this for? Intended for the use of employees and management personnel who are responsible for managing the FBM shipping process on Amazon.



Objective: To provide clear instructions on how to change FBM (Fulfillment by Merchant) shipping cut-off times and ensure accurate and timely delivery of customer orders.

Walkthrough Video:

The **Order Fulfillment Settings** page allows you to define the operating days, delivery days, and order cut-off times for your products. You will need to review and edit your Order Fulfillment Settings for both Prime and non-Prime products. The settings defined on this page will influence the Delivery Promise shown to customers, as well as the date you are expected to ship your orders.

To change the FBM shipping cut-off times,

1. In Seller Central, go to **Settings** and click **Shipping Settings**

The screenshot shows the Amazon Seller Central dashboard. At the top, there's a navigation bar with 'amazon seller central' and 'United States'. Below that, a search bar and a menu with options like 'Business Reports', 'Campaign Manager', 'Inventory Planning', etc. The main dashboard area features several widgets: 'MARKETPLACES' (3), 'OPEN ORDERS' (237), 'TODAY'S SALES' (\$1,940.06), 'BUYER MESSAGES' (5), 'BUY BOX WINS' (91%), 'IPI' (560 - 947), and 'GLOBAL PROMOTIONS SALES' (\$0.00). Below these are five columns: 'Buyer Messages' (1 over 24 hours target, 4 under 24 hours target), 'Customer Experience' (113 in-stock issues), 'Ship Orders' (10 orders to ship), 'Returns and Refunds' (99 open return requests), and 'News'. On the right, a settings menu is open, with 'Shipping Settings' highlighted in red.

2. Under **General Shipping Settings**, identify the **Order Fulfillment Settings** section and click **Edit**

Shipping settings [Take the tour](#)

General shipping settings

Shipping Templates

Default shipping address		Edit
Address name	Steven Pope	
Full address	4164 Duckpond Ct, Berkeley Lake, GA, 30096, United States	
Time zone	(UTC-5:00) America/New_York	

Order Fulfillment Settings		Edit
General Fulfillment Settings	One Day, Two Day, Three Day, Four Day, Standard, Expedited, and Arranged Delivery Order Cut-off Time: 02:00 PM	
	Operating Days Monday, Tuesday, Wednesday, Thursday, Friday	
	Cut off times for manual shipping templates Monday through Saturday will be considered as a delivery day for Seller Fulfilled Prime orders using Premium Shipping Options	
	Weekend Operation Settings Saturday no pick up Sunday no pick up	
Fulfillment Settings for Shipping Region Automation	New Feature: Shipping Region Automation <ul style="list-style-type: none">Take the guesswork out from setting shipping regions by leveraging automation.This enables you to configure operating days and cut-off times by each day of the week and provides greater control on your Order Fulfillment process.Learn more about enabling Shipping Region Automation.	

3. Under **General Fulfillment Settings**, look for **Weekend Operation Settings** and check the box for Saturday and/or Sunday operations.

Shipping settings > Order Fulfillment Settings

Order Fulfillment Settings

Address	Address
Operating days	The default shipping address is the primary physical location used for shipping orders.
Account level preferences	Default Address
	Time zone: (UTC-5:00) America/New_York
	Operating days
	<input type="radio"/> This page's design has been updated recently; however no changes have been made to your configurations.
	<input checked="" type="radio"/> Set by week
	<input type="radio"/> Set by days
	Pick up availability
	Account level preferences
	Monday to Friday
	Saturday
	Sunday
	<input type="checkbox"/> Pick-up
	No pick-up
	No pick-up
	Cut off times for manual shipping templates
	Monday through Saturday will be considered as a delivery day for Seller Fulfilled Prime orders using Premium Shipping Options when delivery regions are not determined based on Shipping Region Automation. Learn More about Weekend Delivery.
	Standard, Expedited, Premium Ship
	Option (PSO) for non-carrier specific ship options
	11:59 pm
	11:59 pm
	11:59 pm
	One Day, Two Day, Three Day, Four Day, Standard, Expedited, and Arranged Delivery
	02:00 PM
	02:00 PM
	02:00 PM
	Cancel
	Save

4. Save.