

## Sigma's FBA Order Guidelines

Thank you for your interest in our products and services. We prepared this guide to help you with submitting your FBA order. Please read through this guide thoroughly as it covers the entire process and should answer any questions you have.

### Before you place your FBA order

1. Please refer to Amazon's [FBA policies and requirements](#). Amazon has very specific requirements regarding shipping, routing and storage.
2. Select the items that you would like to store in an Amazon Fulfillment Center. Set-up the item(s) on your Amazon Seller Central account. This process is done entirely through Amazon. If you have any questions during this process, please contact Amazon support.
3. You will be asked for information on the size and weight of the boxes being sent in. You can find case dimensions and weight on our inventory report. The report can be found on our website, go to Resources > Inventory Report.

For larger FBA orders, or instances where an order may need repackaging to meet Amazon packaging requirements; you may need assistance from our warehouse to provide order dimensions and weight. When submitting your order to Sigma, please tell us in the email that you need order dimensions and weight, and we will request this from the warehouse.

*Note: To be Amazon compliant, the master case shipping box should be less than 25 inches on any side.*

### Placing Your FBA Order

4. FBA orders must be submitted by emailing the Special Handling order template to [customerservice@sigmaslc.com](mailto:customerservice@sigmaslc.com). Do not place FBA orders on our website – the warehouse will not be notified that your online order will need special handling. When emailing your FBA order - all appropriate item, box, and shipping labels should be included with the order file template. Please include in the email if order dimensions and weight is needed by the warehouse so that you can prepare prepaid shipping labels.
  - a. You can submit one file for multiple FBA orders going to different fulfillment centers.
    - i. Each FBA order should have its own unique order ID.
    - ii. Please enter item number, quantity and appropriate fulfillment center address.

OrderID	Date	Customer ID	MemberNo	Item#	Qty	ShipToName	ShipToCompany	ShipToStreet
FBA12345678F	12/4/2020	12345S SP : ABC CO	10012	12553	10	AMAZON		3923 S B ST
FBA87654321V	12/4/2020	12345S SP : ABC CO	10012	12287	20	AMAZON		3923 S B ST
FBA32145678X	12/4/2020	12345S SP : ABC CO	10012	29313	20	AMAZON		3923 S B ST

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- All special handling orders that need labeling should have the shipping method 'SLC Will Call'. If using Sigma's shipping - please tell us in the email and we will update this in our system once the warehouse has prepared the FBA order.

ShipToStreet	ShipToCity	ShipToState	ShipToZip	ShipToCountry	ShipToPhone	ShipToEmail	DropShip	ShippingMethod
3923 S B ST	Stockton	CA	95206-8202	United States				SLC Will Call
3923 S B ST	Stockton	CA	95206-8202	United States				SLC Will Call
3923 S B ST	Stockton	CA	95206-8202	United States				SLC Will Call

### Preparing your FBA Order

- We will follow-up with you by email for orders that require weight and dimension measurements. Once this information is sent, prepare your prepaid shipping labels and email the labels to [customerservice@sigmaslc.com](mailto:customerservice@sigmaslc.com). Please be sure to include the FBA/PO # in your email. *Note: Labels need to be formatted to be printed on 4x6 sticker labels*

Please note the following general order preparation timelines:

- FBA Orders that have no/minimal labeling and do not need reboxing: 2-3 days
  - FBA Orders with multiple item/carton labeling and reboxing: 5-7 days
- If scheduling an order pick-up by your own carrier, you will be provided a BOL (Bill of Lading) after scheduling. Please provide this document to us in PDF format and tell us the schedule pick-up day and time. ***Note: Our warehouse is open for pick-up Monday through Friday, 8am – 3pm and closed for lunch between 12:15 pm – 12:45pm. Please ensure scheduled pick-up follows our available warehouse hours.***

### Billing

- Your order will be billed as soon as the order is ready to ship (before actual order pick-up).

### Order Shipping

- Orders shipped through Sigma using FedEx: we will email you the tracking numbers. Orders shipped through your own carrier: we will email you the signed BOL. We will immediately notify you if the driver misses the pick-up for rescheduling.

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### Other Things to Know

#### Warehouse Prep Services

Prep Services includes labeling and packaging per Amazon's requirements. We currently do not charge an extra fee for these services.

#### FBA Max Threshold for FBA Ordering:

- For items that have an 'Obsolete' (discontinued) status, there is no max – you can take 100% of the remaining inventory
- For all other items, you can only take 50% of what we have on hand within a month period. Example: Frank orders 50% of the stock on July 9<sup>th</sup>, he cannot do that again for that item until August 9<sup>th</sup>, at which he would be allowed to take another 50% of what is left... and so forth if it continues on.
- If there are less than 36 units remaining – you can take the full qty

#### Warehouse Will Call Hours

Our warehouse is open for pick-up Monday through Friday, 8am – 3pm and closed for lunch between 12:15 pm – 12:45pm.

#### FBA Labels

All FBA labels should be formatted to print on a 4x6 label.

Amazon Requirements: Labels support a measurement of 3 1/3 x 4 inches. If you have a thermal printer, you now have the option to print directly on a 4 x 6 inches format by selecting **thermal printing paper** in the box and pallet label printing options.

#### Order Cancellation

FBA Order cancellations are subject to a 25% restock fee.