

Standing Operating Procedure

YOUR SUPPLIERS

- You know where your invoices are for the last 365 days
- You have scanned them and keep them organized digitally
- Your invoices account for sales volumes over that period
- Your invoices are clean and easy to read
 - Not handwritten
 - Not edited
 - Not over redacted
 - Translated into English
- Your invoices include:
 - Supplier Information (name, phone number, address, website)
 - Buyer Information (name, phone number, address, website)
 - Invoice Date
 - Item Descriptions
 - Item quantities
 - Payment info (terms, payment method).
 - Shipping info (date, method, tracking, etc.).
 - Chinese government stamp showing official approval of the sale and shipment.
- Your suppliers are easily verifiable online
- Your suppliers have a professional website
- Your suppliers are listed as an Authorized Reseller on the manufacturer's website
- You have scrutinized the condition of items received from any supplier, looking for any defects
 - The boxes have not been opened and resealed
 - There is no shelf wear evident in the packaging?
 - The items meet Amazon's criteria for a "New" item as defined in the Amazon Condition guidelines

YOUR PRODUCTS

- You have opted out of FBA commingling
- You have opted out of the FBA repackaging program
- Your item 100% matches the product detail page, including packaging
- All consumables nearing expiration have been removed from FBA

COMMUNICATION

- You get back to your buyers ASAP (within 24 hours) when they report order problems of any nature to you
- You have backup for providing customer support on weekends, holidays and “off hours”
- You have responded to all policy warnings showing that you have taken serious steps to resolve the matter
- You have asked and received written confirmation that Amazon has annotated your account with your resolution

SHIPPING

Note: Q4 is auto-suspension time for Late Shipment Rate violations.

- You’ve adjusted your lead times to account for any Q4 delays
- You have confirmed your supplier/ vendor’s ability to get them to you or FBA in time
- You are not using any drop shippers with unreliable lead times
- You have tested your shipping automation i.e. test listings integration tools or software to make sure items are properly mapped
- You have an SOP in place to ensure all items are shipped on time
- You have an SOP in place to ensure items are marked as shipped on time