Multi-Channel Fulfilment: Fulfil orders for your sales channels

Amazon Multi-Channel Fulfilment (MCF) fulfils orders for your sales channels at the same delivery speed as Fulfilment by Amazon (FBA). For more information, go to [Multi-channel fulfilment](#), our programme page.

Delivery speed

Delivery times are calculated from the time an order ships from our fulfilment centre to when it is delivered to the buyer:

- 1 working day (Expedited)
- 3 working days (Standard)

Exporting orders to buyers outside of the EU is currently not available.

Create orders

~~Multi-Channel Fulfilment (MCF) fulfils orders outside of Amazon, including your own website.~~ You can create MCF orders through our [quick order form](#), [bulk order upload](#) or [API integrations](#) with providers such as Shopify, ChannelAdvisor, ShipStation and WooCommerce.

~~A quick order form allows you to place a single deliver or hold older against available FBA inventory by entering your customer's delivery address, items and delivery speed. Multi-Channel Fulfilment bulk orders allows users to create and cancel multiple orders at once by uploading a completed template.~~

~~If you select 'place order', you will create a 'deliver' order that will plan and dispatch within two working days for Standard speed and next working day for Expedited and Priority speeds. Creating a hold order will plan an order, reserving your inventory. The order must be activated on Multi-Channel Fulfilment order details page before the expected dispatch date to dispatch and meet the expected delivery date. If the order is activated after the expected dispatch date, the order will likely be delivered at a later date and may not update the expected delivery date. If the hold order is not activated within two weeks, the order will be cancelled.~~

Cancel orders

If you want to cancel your order, please try clicking the "cancel" button on the order details page. ~~You can cancel any MCF order for up to five minutes after placing the order by clicking on the 'Cancel' button in the Order details page.~~

If the cancel button does not appear as an option, If you would like to cancel an order after the first five minutes have passed, contact us. We will try to cancel it for you but cannot guarantee successful cancellation.

You are not charged for MCF orders that are successfully cancelled before dispatch. If some items in an order have dispatched, charges for the dispatched items apply.

Fees

MCF charges fulfilment fees for domestic orders.

Packaging

MCF currently does not offer Blank Box services in Europe, and MCF orders ship in Amazon-branded packaging.

Reimbursements

You are eligible for reimbursements on your MCF orders if we determine that they have been lost or damaged. Check the status of your existing reimbursements on the Amazon Fulfilled Inventory report or the Payments report.

You are ineligible for reimbursements if any of the following applies:

- You use MCF as a way to remove items from a fulfilment centre. Instead, create a removal order. For more information, go to Remove inventory (overview).
- You use MCF as a way to fulfil Amazon orders. Instead, use FBA. For more information, go to Getting started with Fulfilment by Amazon (FBA).

Additional notes:

- MCF fulfilment fees cannot be reimbursed. Fulfilment fees are inclusive of pick, pack and deliver.
- Proof of your buyer's delivery address is mandatory (for example, a screenshot of your order or a picture of the delivery label on the package) to receive a reimbursement. You have up to 90 days after the promised delivery date to submit your claim.
- Reimbursement requests for lost orders must be submitted within 90 days of the promised delivery date to be considered for reimbursement.

How we calculate reimbursement value

If your item qualifies for a reimbursement, our goal is for the reimbursement amount to match your estimated proceeds from a sale of that item. If we don't have enough information to

calculate the estimated sale price of a unit using a comparison of several price indicators, we will assign an estimated sale price based on the price of a comparable product. We may ask you for additional information or documentation to help us determine that value.

Lost orders

If your order is not delivered within seven days after the estimated delivery date, you are eligible to file for lost reimbursement by contacting Selling Partner Support. You have up to 90 days after the promised delivery date to submit your claim, which must **include all three of the following**: ~~Orders that are marked as delivered by the carrier are not eligible for reimbursement.~~

1. Order ID
2. Proof of the original non-Amazon order, such as a screenshot of your Shopify order. The order must include the customer's name and address.
3. Proof of refund or replacement provided to the customer, including the customer's name and address.

The reimbursement amount is calculated according to the FBA lost and damaged inventory reimbursement policy. Amazon reimburses you, not the buyer. It is your responsibility to resolve the issue with the buyer.

Damaged, Wrong, or Missing Items ~~orders~~

If your order is damaged in transit to the buyer, contains wrong item(s), or is missing someitem(s), you are eligible to file for ~~damaged~~ reimbursement by contacting Selling Partner Support. To receive a reimbursement, you must provide photographic proof of the damaged item, wrong item(s), or missing item(s) or items within the package.

When submitting a reimbursement claim for an order that contains damaged, wrong, or missing items, you must provide **all of the following**:

1. Order ID, damaged/missing ASIN or FNSKU, and quantities of each impacted unit
2. Proof of the original non-Amazon order, such as a screenshot of your Shopify order. The order must include all ASINs and corresponding quantities, as well as the customer's name and address.
3. Proof of refund or replacement provided to the customer, including the customer's name and address
4. Images of the shipping box and all shipping labels
5. Also provide the following based on the issue:
   o **For damaged items**, Images of the whole item (including the damage), shipping box, and all shipping labels. For electronics, such as TVs and printers, include images of the serial and model numbers.
   o **For wrong items**, images of the incorrectly received item showing the ASIN/FNSKU/LPN sticker. If available, include images of the model number and serial number.

Returns

MCF supports returns to Amazon fulfilment centres. You can generate a return merchandise authorisation (RMA) and track the status of a return by checking your Order details page under **Orders**. For FBA customer returns, you can track the status in the Returns report. Go to MCF programme for more details.

Settings

You can change the name and text on your packing slip in Multi-Channel Fulfilment settings.