CSM FOR AMAZON

An App by Suite Engine

MICROSOFT DYNAMICS 365 BUSINESS CENTRAL

FBA Inventory Management Setup

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AMAZON FBA INVENTORY MANAGEMENT SETUP

This document presents FBA Management module setup and usage information for the CSM for Amazon App.

The documentation for this FBA Inventory Module assumes that you have properly installed the CSM for Amazon app into your Dynamics 365 Business Central instance and have setup and are familiar with the CSM for Amazon Order Management Module.

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Introduction

Fulfillment by Amazon (FBA) is a service that Amazon offers to marketplace vendors in which the packing and shipping of products is handled by Amazon. Under the FBA model, vendors ship their products to Amazon fulfillment centers. As customers place orders, Amazon satisfies them with inventory from these fulfillment centers.

The advantage of the FBA model is that it allows vendors to transfer the responsibility of order fulfillment to Amazon's powerful logistics network. While this can simplify a vendor's business process from an overall perspective, it does require that vendors maintain insight into the inventory that is stored in Amazon locations and manage the movement of products to these fulfillment centers. CSM for Amazon contains FBA inventory management functionality that allows users to complete this task according to Amazon's processes, ensuring that your Business Central inventory stays in sync with your replenishment activities. Because Amazon never takes ownership of your inventory, CSM for Amazon leverages Business Central's transfer order features, allowing you to record the transfer of your products from your physical locations to a separate location that represents Amazon's fulfillment centers. As orders are filled, this offsite inventory is decremented accordingly.

A Note on Amazon APIs

In 2021, Amazon introduced its Selling Partner API (SP-API) as a modern replacement to its legacy Marketplace Web Service API (MWS API). These API suites are used by Amazon marketplace sellers to send data between their Amazon environment and external applications. While Amazon MWS API continues to be used by sellers who set up their Amazon marketplace prior to the introduction of SP-API, all new marketplace sellers receive and are expected to use the modern API suite. Although MWS API users are not required to migrate to SP-API, Amazon is no longer adding functionality to the MWS API set, and will be deprecating these legacy APIs at some point in the future.

CSM for Amazon supports both SP-API and MWS API suites. When you are in the process of setting up a new FBA sales channel (as described in the separate documentation on CSM for Amazon order management), CSM will prompt you to specify the API set you want to use. CSM will manage the exchange of data between Amazon and Business Central according to the API set you select.

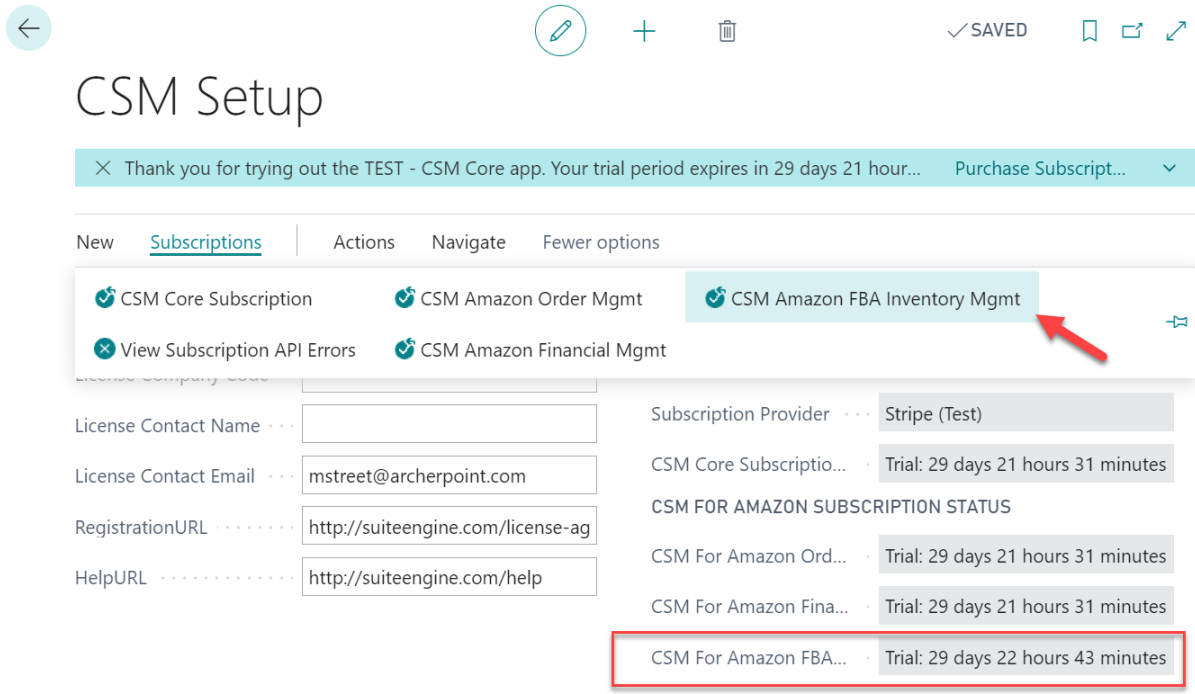
For more information on Amazon SP-API, please see here.

CSM for Amazon FBA Inventory Management Initial Setup

Software Subscription

To use the CSM for Amazon FBA Inventory module, you need a valid subscription. **For new users, a 30-day free trial is included**. If this is your first time using CSM for Amazon, you should first have installed the CSM for Amazon Order Management module in which a trial for all CSM for Amazon modules was initiated.

If you have been using CSM for Amazon Order Management and this FBA Inventory Module was added in an update, you can start the 30-day Trial for this module from the CSM Setup Screen. To start the Trial, just press the CSM Amazon FBA Inventory Mgmt button from the Subscriptions menu. Once the CSM for Amazon FBA Inventory Subscription Status is either active, or shows a Trial, you will be able to use the features described in this document.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CSM Setup
Thank you for trying out the TEST - CSM Core app. Your trial period expires in 29 days 21 hour...
Purchase Subscript...
New
Subscriptions
Actions
Navigate
Fewer options
CSM Core Subscription
CSM Amazon Order Mgmt
CSM Amazon FBA Inventory Mgmt
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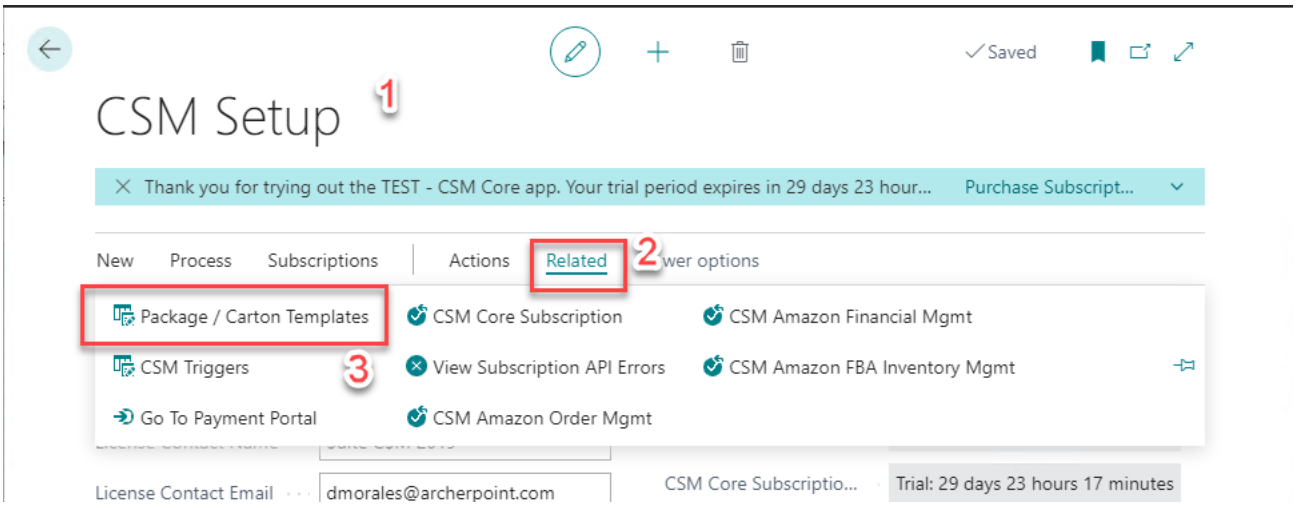
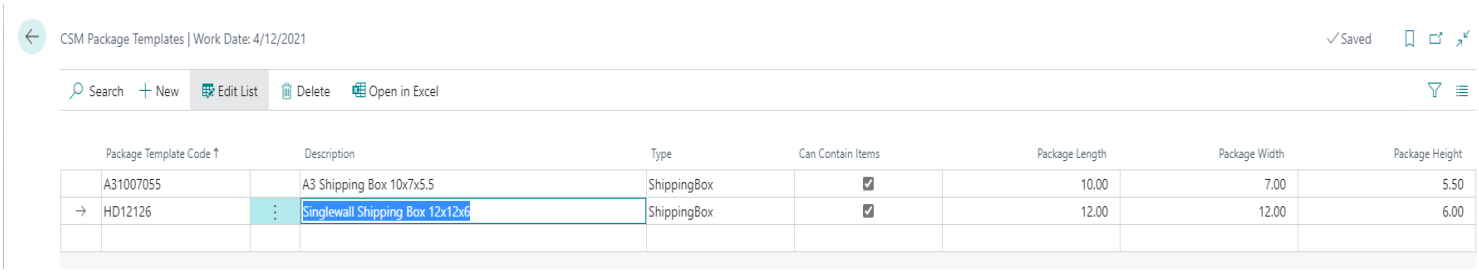
HelpURL
http://suiteengine.com/help
Subscription Provider
Stripe (Test)
CSM Core Subscriptio...
Trial: 29 days 21 hours 31 minutes
CSM FOR AMAZON SUBSCRIPTION STATUS
CSM For Amazon Ord...
Trial: 29 days 21 hours 31 minutes
CSM For Amazon Fina...
Trial: 29 days 21 hours 31 minutes
CSM For Amazon FBA...
Trial: 29 days 22 hours 43 minutes

Package / Carton Templates

To assist in rapidly creating Amazon Inventory Plans and Amazon FBA Inbound Shipment Data, CSM allows you to setup carton templates that you can use to case pack items, or specify for Mix box shipments. You can define these templates from the CSM Setup page and Navigating to Package / Carton Templates.



On this page, you can define the boxes / packages / cartons that you will use to send inventory to Amazon FBA fulfillment centers. You can always manually enter this information in for each Inbound shipment, but pre-defining this information will save time. You can also define your Pallet skids here as well.



FBA Inventory Setups on the Sales Channel

There are a number of fields that need to be configured as part of a new Amazon channel setup in Business Central. Please see the separate document on CSM for Amazon Order Management for a complete list of setup activities.

There are a few FBA-specific channel settings that must be configured in order to properly use CSM for Amazon's FBA inventory management features:

Order Management FastTab

- **Inventory Location:** enter or use the AssistButton to assign a location that represents the Amazon fulfillment centers from which your Amazon orders will be shipped. The location you assign in this field represents the aggregated inventory you have stored across all Amazon locations. The actual locations to which you ship your products change with each shipping plan; Amazon's logistics algorithms will determine which location is best suited to receipt of your items, and direct you accordingly.
- Multi-Channel Fulfillment fields: CSM for Amazon supports Amazon's multi-channel fulfillment functionality, which allows you to instruct Amazon to use your FBA inventory to fulfill orders that are placed through other eCommerce channels. Refer to the multi-channel fulfillment section of this documentation for more information on how to configure these fields.

Listing Management FastTab

- **Default SKU Method:** If you want to automatically create new CSM listings from the Item card, you must select the method by which sales channel SKU values will be assigned to these new CSM listing records. A sales channel SKU identifies the CSM listing as a unique record for the CSM sales channel. Sales channel SKUs can be assigned from an item's number; a combination of an item's number, variant, and unit of measure; item identifier; or barcode values.
- **Inventory Ship Plan Number Series:** Enter or use the AssistButton to assign a number series for FBA inventory shipping plans. Whenever a new shipping plan is created for the sales channel, CSM will assign the next available number from this number series.
- **Default Replenishment Location:** Enter or use the AssistButton to assign the default location from which you will supply inventory to Amazon fulfilment centers. When you create a new shipping plan for the sales channel, the default replenishment location will automatically be assigned as ship-from location on the related transfer activity. You can leave this field blank if you replenish inventory from multiple locations and want to assign this information on an order-by-order basis.

API Data FastTab

- **API Channel Identifier:** confirm that the value in this field is *AFN*. CSM for Amazon uses this code to differentiate FBA channels from other Amazon services.

CSM Listings

For each item that you would like to manage FBA inventory for on Amazon, you will need a CSM Listing Record that is associated with the CSM Sales Channel you are using for FBA Orders.

There are three ways in which you can create CSM listing records:

- **Listing Wizard:** a step-by-step process that walks you through the creation of a CSM listing record for a single Business Central record.
- **From BC Items Import:** allows you to create multiple CSM listing records for a group of Business Central records.
- **From the Item Card:** you can create listings for one or more sales channels directly from the Item card.

Creating Listings with the Listing Wizard

1. Open the CSM sales channel record for which you want to create listings.
2. Choose the **Listing** ribbon, then choose the **Wizard** action.
3. On the first page of the wizard, enter or use the lookup in the **Item No.** field to assign the Business Central item that will have a listing.
4. If the item exists in multiple variants or units of measure and you want to create separate listing records for each one, enter these values in the relevant fields.
5. Choose the **Next** button.
6. In the **Sales Channel SKU** field, enter a value that will identify the CSM listing as a unique record for the CSM sales channel. By default, CSM will assign a SKU in this field based on the values that were entered on the first page of the wizard, but you can modify this, if desired. It is strongly recommended that you ensure this value matches the Amazon seller SKU for the Amazon FBA product record.
7. Choose the **Next** button.
8. Choose the **Finish** button.

A new listing record is created for the sales channel based on the values that were entered in the wizard.

Creating Listings with BC Items Import

1. Open the CSM sales channel record for which you want to create listings.
2. Choose the **Related** ribbon, then select the **Listing** menu and choose the **Channel Listings** action.
3. On the **CSM Listings** page, choose the **Actions** ribbon, select the **Create Listing** menu, and then choose the **From BC Items** action.
4. On the **Create CSM Listing from BC Items** page, fill in the following fields:
   - **Listing Unit of Measure:** select the item unit of measure that will be assigned to newly-created CSM listing records. You can instruct CSM to assign an item's base unit of measure or sales unit of measure as the CSM listing's unit of measure.
   - **SKU Number:** select the method by which sales channel SKU values will be assigned to new CSM listing records. A sales channel SKU identifies the CSM listing as a unique record for the CSM sales channel. Sales channel SKUs can be assigned from an item's number; a combination of an item's number, variant, and unit of measure; item identifier; or barcode values.
5. If you only wish to create CSM listing records for a selected group of items, set the necessary filters on the **Filter: Item** FastTab.
6. Choose the **OK** button.

New listing records are created for the sales channel according to the criteria that you specified in the **Create CSM Listing from BC Items** page.

Creating Listings from the Item Card

It is possible to create CSM listings directly from the Item card in Business Central. You must have defined a default SKU method on every sales channel for which you want to create listings in this manner.

To create listings from the Item card:

1. Open the item record for which you want to create listings.
2. On the **Auto Create CSM Listings** FastTab, choose an available line.
3. In the **Sales Channel Code** field, enter or use the lookup to assign the sales channel that will have a listing.

   The sales channel's default SKU method is automatically assigned to the line. If the item has an existing value that corresponds to this SKU method, it will be automatically entered in the **Channel Item SKU** field.

4. If the line does not have a value in the **Channel Item SKU** field, you must enter one.
5. If you wish to create a listing for a specific item variant or unit of measure, adjust the values in the corresponding fields.
6. Repeat steps 3-5 on subsequent lines if you want to create listings for the item on other sales channels.
7. When you are ready to create the listing for a given sales channel, change the value in the **Auto Creation Status** field to *Ready*.
8. Choose the **Auto Create CSM Listings** menu option in the FastTab ribbon, then choose the **Create CSM Listings** action.
9. Choose the **Yes** button on the message asking you if you want to proceed.

CSM will attempt to create a new listing record for the selected line(s). If this process is successful, the line(s) will be removed from the **Auto Create CSM Listings** FastTab. If the process fails, a message explaining the failure will be presented in the **Error Text** field. Common reasons for failure include the auto creation status not set to *Ready* or the item already having a listing for the relevant sales channel.

You can also configure CSM to automatically create listings for any auto creation lines as part of a scheduled automation routine. To do so, you must create and schedule the AUTOCREATELISTINGS automation process to occur as part of your CSM listing automation.

> ***Note:*** *the AUTOCREATELISTINGS automation will be included with the next release of CSM for Amazon, at which point it will not be necessary to go through the process of manually setting this up for your sales channels.*

To create the AUTOCREATELISTINGS automation:

1. Open the sales channel for which you want to automate listing creation.
2. Choose the **Actions** ribbon, then select the **API and Automation** group and choose the **Automation List** action.
3. On the **CSM Automation List** page, enter a new line with the following values:
   - **Sales Channel Code:** this will automatically default to the code of the sales channel from which you opened the page.
   - **Automation Type:** select the *Listing* option.
   - **Sequence:** sequence this automation to occur in the same general range as your other listing automations.
   - **Code:** enter a code of *AUTOCREATELISTINGS*
   - **Codeunit ID Code:** enter a code of *LISTINGMGTDEFAULT*
   - **Scheduled:** place a check mark in this field.
   - **Scheduled Frequency:** assign a frequency to the automation. The same frequency that is being used for your other listing automations is probably sufficient.
   - All other fields can retain their default settings.

Once this automation routine is created, you can include it as part of your existing automation activities. When this automation routine is executed, CSM will attempt to create new listings for any auto creation lines with a *Ready* status.

For more information on how to automate CSM activities using job queues, please refer to the *CSM for Amazon* Order Management documentation.

CSM Listing Card

Once CSM listing records have been created, it is necessary to associate them to external platform records and perform other configuration activities:

1. Open the CSM sales channel record for which you want to configure listings.
2. Choose the **Related** ribbon, then select the **Listing** menu and choose the **Channel Listings** action.
3. On the **CSM Listings** page, open the record you want to configure.

You can then **add the information necessary for communication with Amazon** regarding this FBA SKU.

Note that a lot of information on the Listing pertains to product information. At the moment, CSM does not synch this product information with Amazon.

This **FBA Module, however, does rely on information on the Listings Inventory Information FastTab**.

CSM can retrieve some of this information for you if the Channel Item SKU matches the Seller SKU defined on Amazon for the product.

To retrieve the information:

1. Open the relevant CSM listing record.
2. Choose the **Actions** ribbon, then choose the **Get External Inventory Supply** action in the **External Inventory** menu.

This function will communicate with Amazon and retrieve the following information:

- General product information as well as the item's ASIN and fnSKU product identifiers are retrieved from Amazon and entered in the corresponding fields on the **Amazon Product Information** FastTab.
- Inventory information is obtained from Amazon and presented in the fields on the **Amazon FBA Supply** FastTab. Both the total amount of inventory that is on hand at Amazon's external locations as well as the quantity of that inventory that is available for sale is included. The level of detail you receive is determined by the related sales channel's assigned API set:
    - **MWS:** sales channels using Amazon's legacy API suite will retrieve basic information presenting the total amount of external inventory on hand in Amazon locations, as well as how much of that quantity is available for sale.
    - **SP-API:** sales channels using Amazon's modern APIs provide a much more detailed breakdown into the status of available inventory, including insight into on hand quantities that are unfillable (due to damage, defects, or expiration) or reserved for use in other activities.

  To illustrate, consider a scenario where we have 100 units of product at an Amazon location. Of those 100 units, 20 have been reserved for customer orders and another 5 have been reported as damaged. Under the MWS model, CSM would indicate that there are 100 units of product in Amazon locations, and 75 of those units are available for sale. A listing using the SP-API technology would indicate there are 100 units of product in Amazon

locations, 75 of those units are available for sale, 20 are reserved for other orders, and 5 are reported as damaged.

Note: *in SP-API deployments, the CSM automation routines that send and receive information between Business Central and Amazon will automatically execute the get external inventory supply action. While the ability to manually run this process described above is useful in testing or training scenarios, in practice CSM listing inventory values will be automatically updated via CSM's scheduled automation activities. This automation is not available with Amazon's legacy MWS API set, and users will be required to manually run this action in order to retrieve updated inventory data from Amazon.*

You can also retrieve this information for multiple listing records at once from the **CSM Listings** page:

1. Select the relevant CSM listing records.
2. Choose the **Actions** ribbon, then choose the **Get External Inventory Supply** action in the **External Inventory** menu.

CSM will retrieve on-hand product quantities and information from Amazon for the selected CSM listings. Any selected CSM listings that do not have an assigned external ID will not be included as part of this retrieval process.

It is necessary for you to perform additional setup on the **Amazon Product Information** FastTab. You will need to indicate whether this Item should default to being case packed, and the Inventory Movement Unit of Measure. The Inventory Movement Unit of Measure should indicate how many of the linked item base unit of measure units will be in a case sent to Amazon.

Also note, that the unit of measure of the listing may be different than the base. For example, the Base Unit of Measure could be 1, but the listing unit of measure could be a pack (2 of the base unit of measure), and the case packed unit of measure could be 4. It this case, we would be telling Amazon that we are sending two units in a case (2 packs) which would equal a base unit of measure of 4.

Amazon also wants to know if this item is media.

The Package Template and Case packed weight can also be entered here to quickly be able to create a plan and inbound shipments. Lastly, if you want to easily send expiration dates to Amazon for a listing, the Expiration Date Duration can specify a duration (period of time) from the date of the inbound shipment, that the units sent will expire. This is separate logic than sending up individual lot expiration dates. If you leave the Expiration Date Duration blank, then CSM will not send an expiration date to Amazon as part of the Inbound shipment information.

Loading CSM Listings from Amazon Data

It is possible to import product information from your connected Amazon platform into Business Central, then create CSM listings from this data. You can then link these CSM listings to Business Central items. This is useful if you have already created products on your Amazon platform, and would prefer to use this external platform, rather than Business Central, as the basis for your CSM listings.

Note: *the process of importing listing information from Amazon and into Business Central is meant to assist in the initial setup of your CSM listing management module. For the ongoing maintenance of products between platforms, we recommend using Business Central as the primary source and then exporting data to Amazon.*

To load listings from Amazon:

1. Choose the icon, enter **CSM Amazon Reports**, and then choose the related link.
2. Choose the **Actions** ribbon, then open the **Request New Report** group and choose the **Merchant Listing All Data** action.

   CSM will add a new line to the list of reports. The report type value for this line will be blank.

3. Select this report and choose the **Actions** ribbon, then open the **Other** group and choose the **Refresh** action.

   CSM retrieves the necessary product information from Amazon and will update the value type to *GET_MERCHANT_LISTINGS_ALL_DATA*.

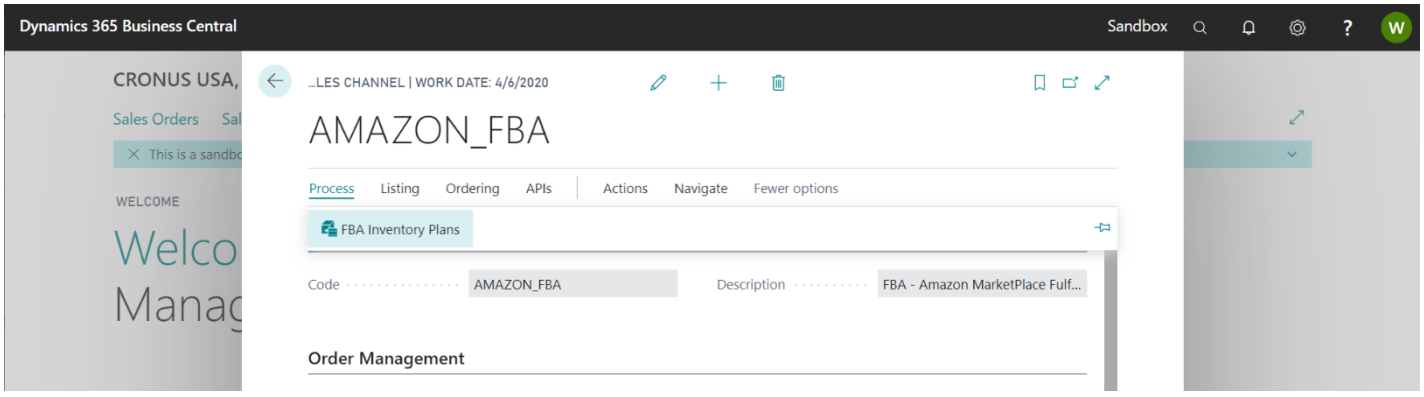
4. In the **Sales Channel Code** field, enter or use the AssistButton to select the sales channel for which you want to create listings with the report's information.
5. Choose the **Report Processing** ribbon, then choose the **Process Listing Report** action.

   New CSM listings are created for the selected channel based on the product information int the report.

   Note: *CSM will retrieve both FBM and FBA products as part of a single report. When you select a sales channel and process the report, listings will be created for all products. If you have separate FBM and FBA channels, you may need to review the listings that are created and delete any records for products that do not belong to the channel.*

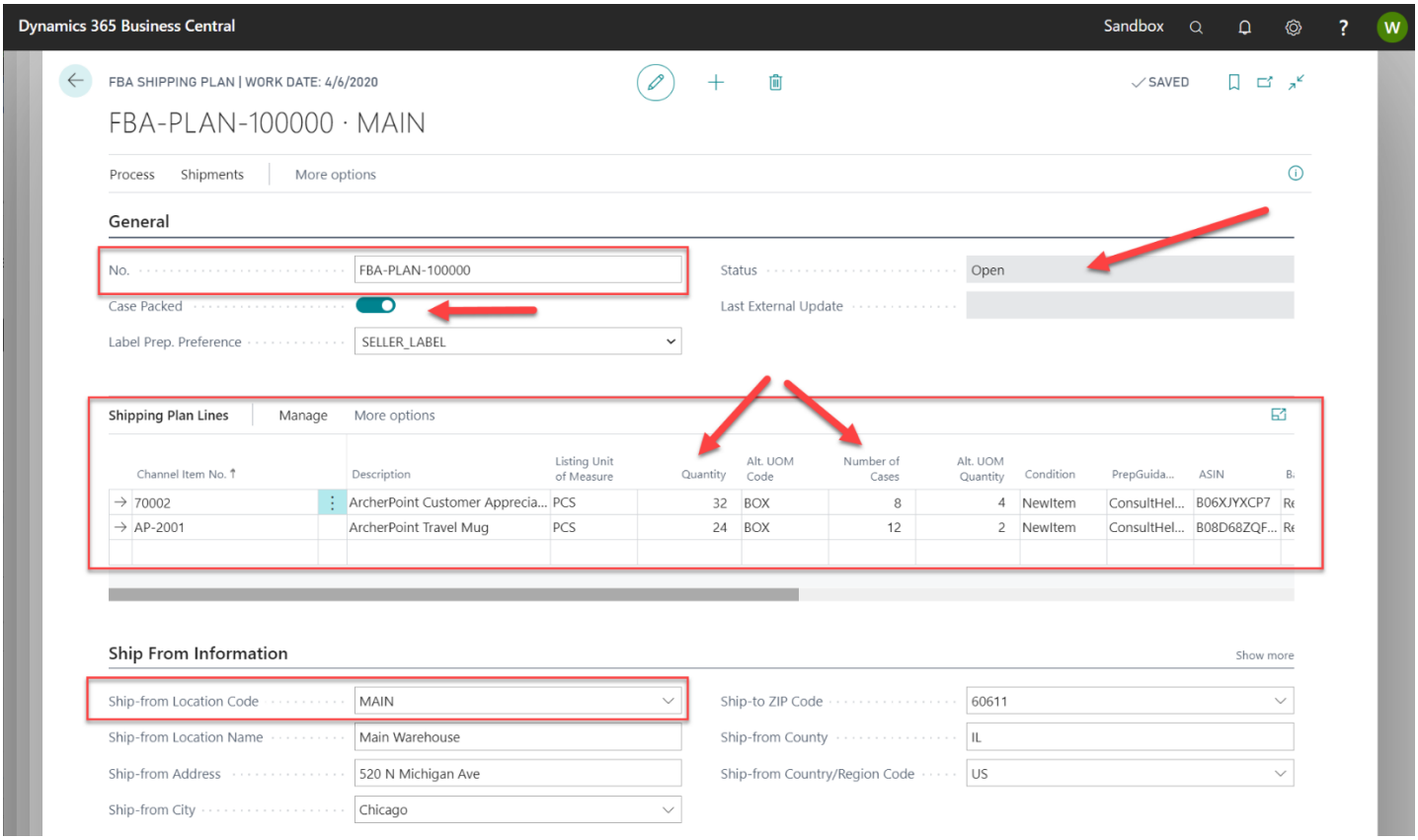
FBA Inventory Plans

You can view or create an FBA Inventory Plan by Navigating from the Sale Channel to Inventory Plans. The FBA Inventory Plan will be your communication to Amazon as what products you want to send to the Amazon Fulfillment Center, what quantity of each, and where will the items be shipped from.



New or Edit Plan

Press New to Create a new plan or edit an existing plan. Select your ship from location code and add the CSM Listings (product) lines that you want to be part of this plan.



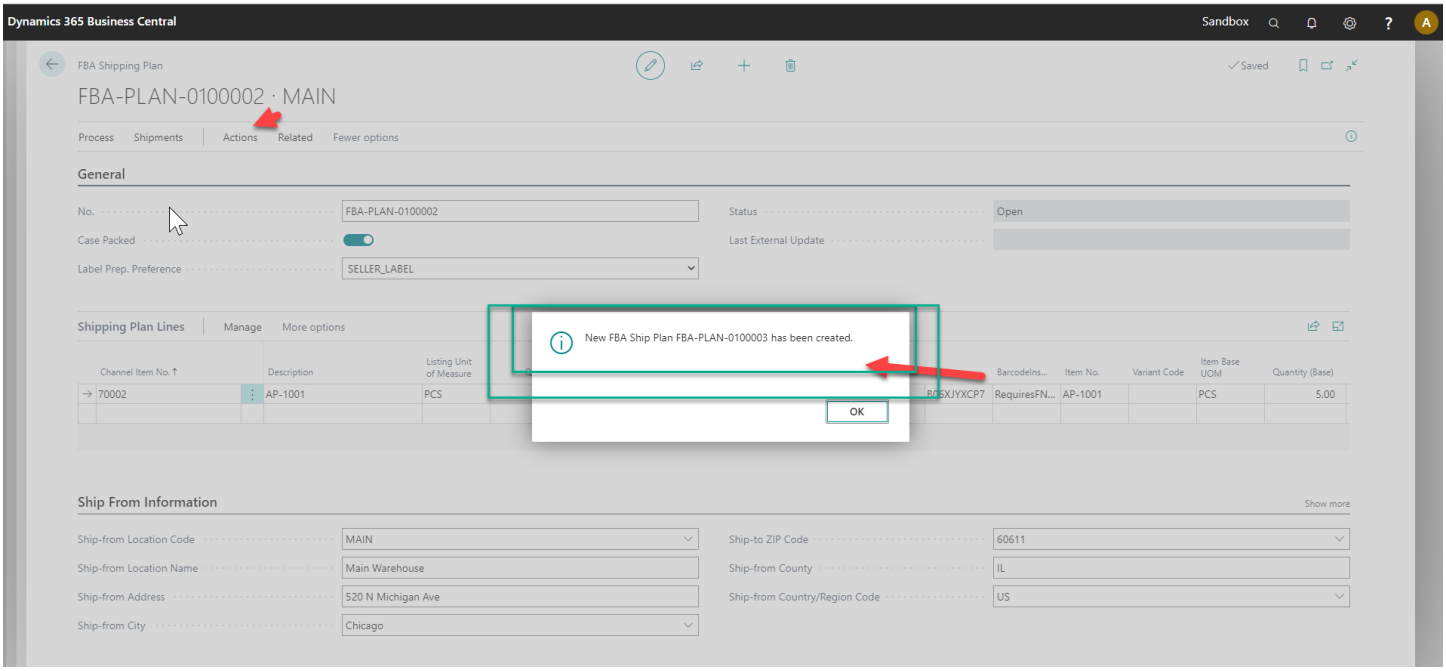
CSM enforces a few rules mostly to conform with Amazon.

- The status of the plan must be open to make changes. Once you finish, you should release the plan before submitting the plan to Amazon.
- There should be only one ship from location per plan.
- A plan can either be entirely case packed, or entirely mixed box.
- A single Channel Item No cannot be on more than one line.
- If the plan is case packed, then only quantities will be allowed that will result in full cases. You can type in the number of cases, and CSM will calculate the Quantity you are sending, or type in the quantity and CSM will round down the quantity to have full cases.
- Mixed Case items cannot span boxes.

Copy Plan

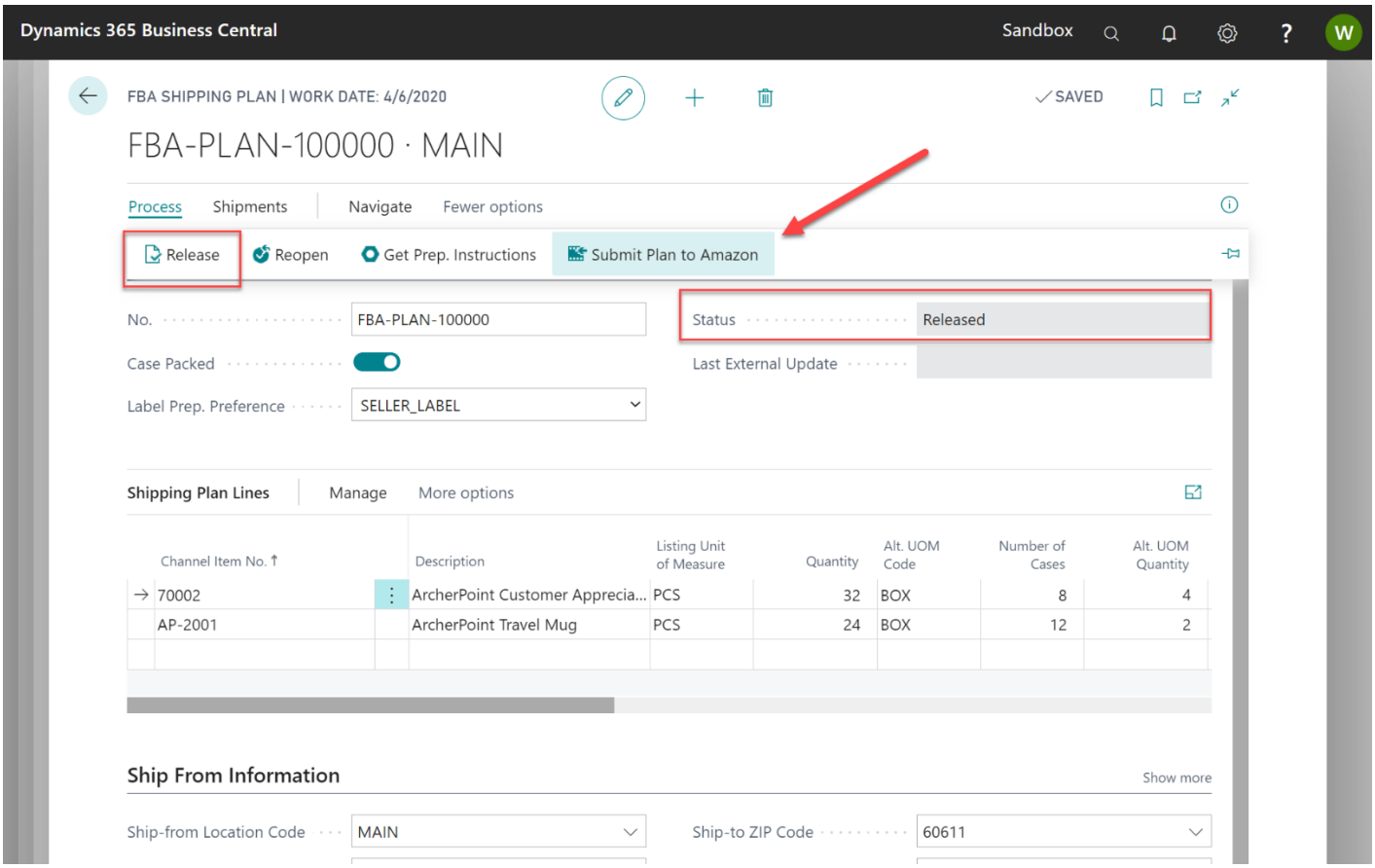
There may come times when you want to copy an FBA Shipping plan and slightly modify the copy or just submit as it is. We have heard the request from our customers and on this version, we added the functionality to copy the card of an FBA Shipping Plan.

Open an FBA Plan card > click Actions> click Functions > click Copy Plan. CSM app automatically creates a new plan in your 'No. Series' sequence.

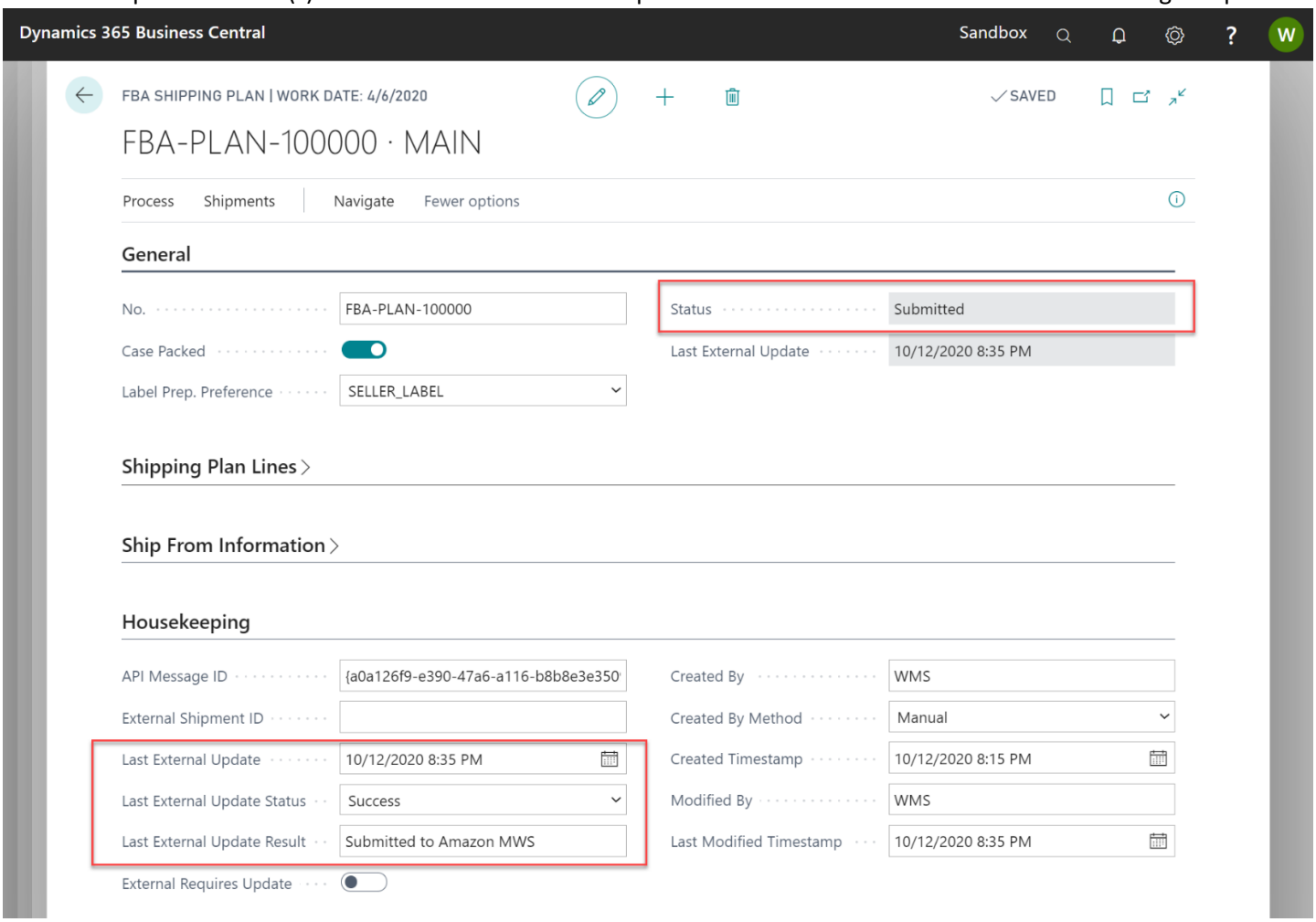


We will first walk through a Case Packed Example.

Once you have completed the plan > click Process, then 'Release.' You can see the status change on the plan's card. Click 'Process' then 'Submit Plan to Amazon.'



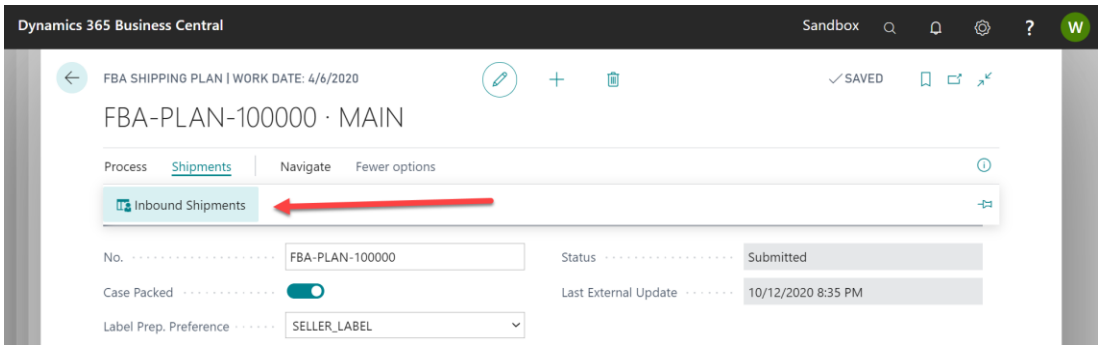
The plan will be communicated to Amazon. If it was successful, the Status should have changed to Submitted and Inbound Shipment Record(s) were added based on the Shipment Instructions received from Amazon during this process.



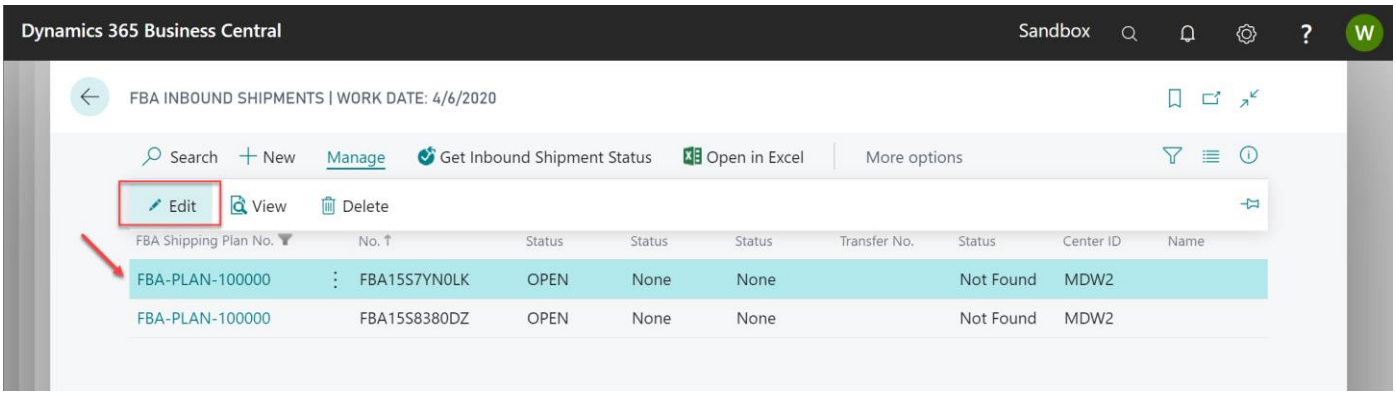
FBA Inbound Shipments

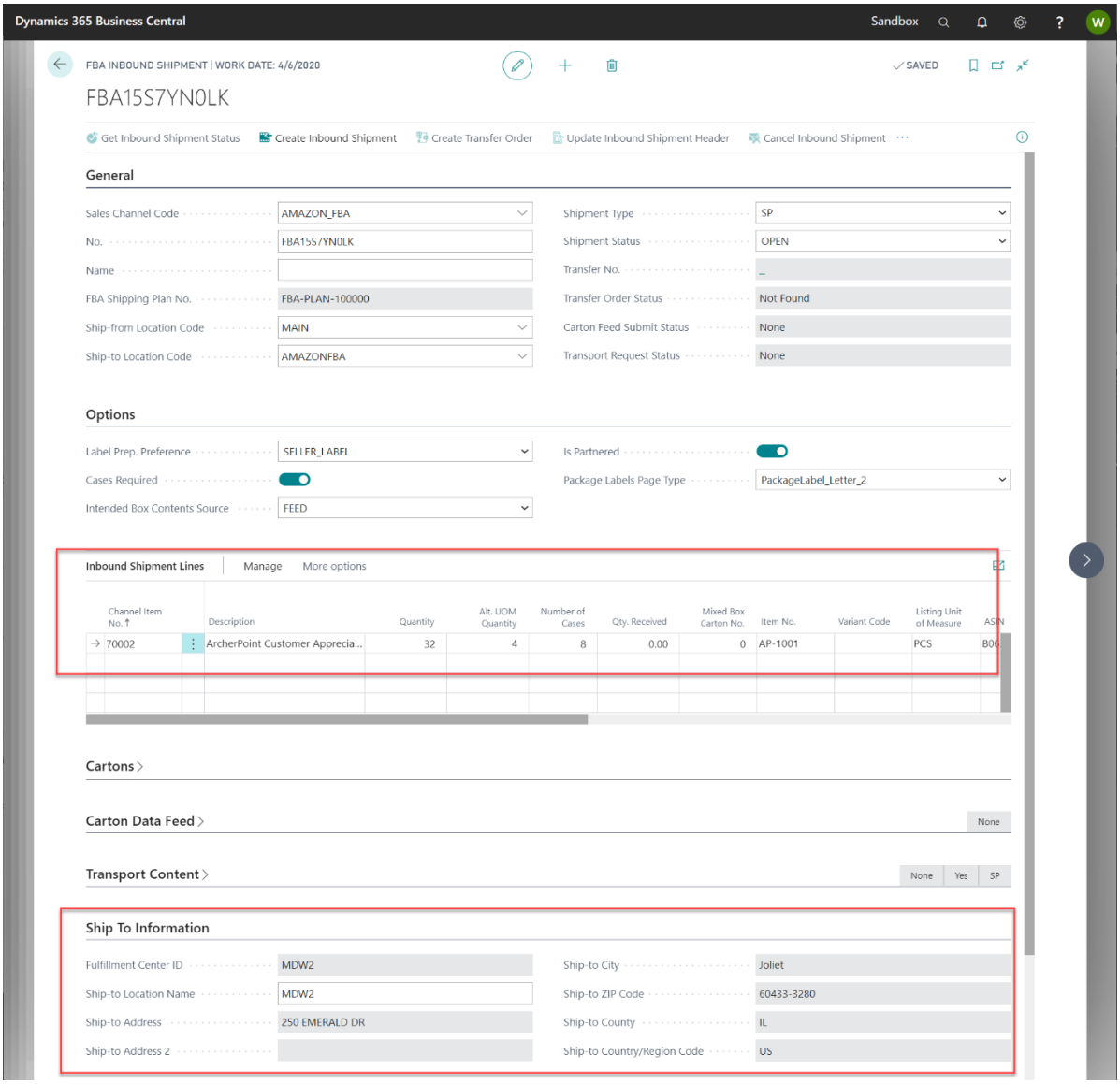
You can now view the Inbound Shipments created by submitting your FBA plan. These Inbound Shipments represent the Amazon Fulfillment Centers Amazon specifies for you to send the products to, based on your desired plan.

Press the Inbound Shipments button to view the shipment instructions that Amazon provided.



In our walkthrough, we can see that Amazon instructed us to send the inventory we planned in two inbound shipments to the same Amazon Fulfillment Center. Amazon may send back information instructing you to send shipments to different fulfillment centers, based on their algorithms. Further on in the process, each of the Inbound Shipments will be tied to Business Central Transfer Orders with the Ship-To Address of the fulfillment center supplied by Amazon in the Inbound Shipment Data. To see what items and quantities we should send where, we can View / Edit each of the Inbound Shipment Records.





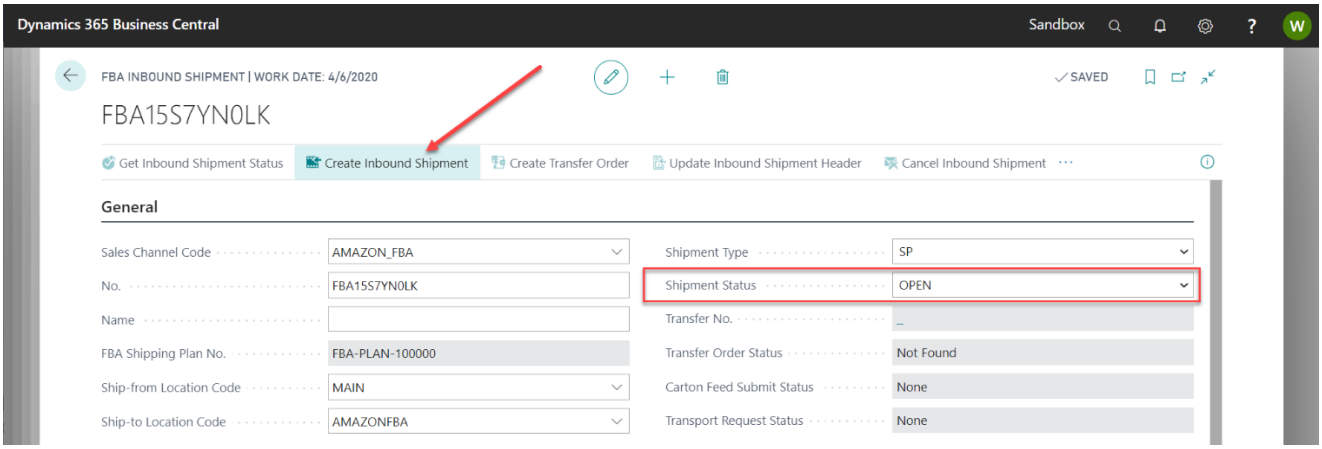
Above you can see the details of the specific shipping instructions that Amazon Sent us to complete this shipment of the plan.

It may be prudent at this time to make sure that your warehouse has sufficient supply to ship these items.

Create the Inbound Shipment on Amazon

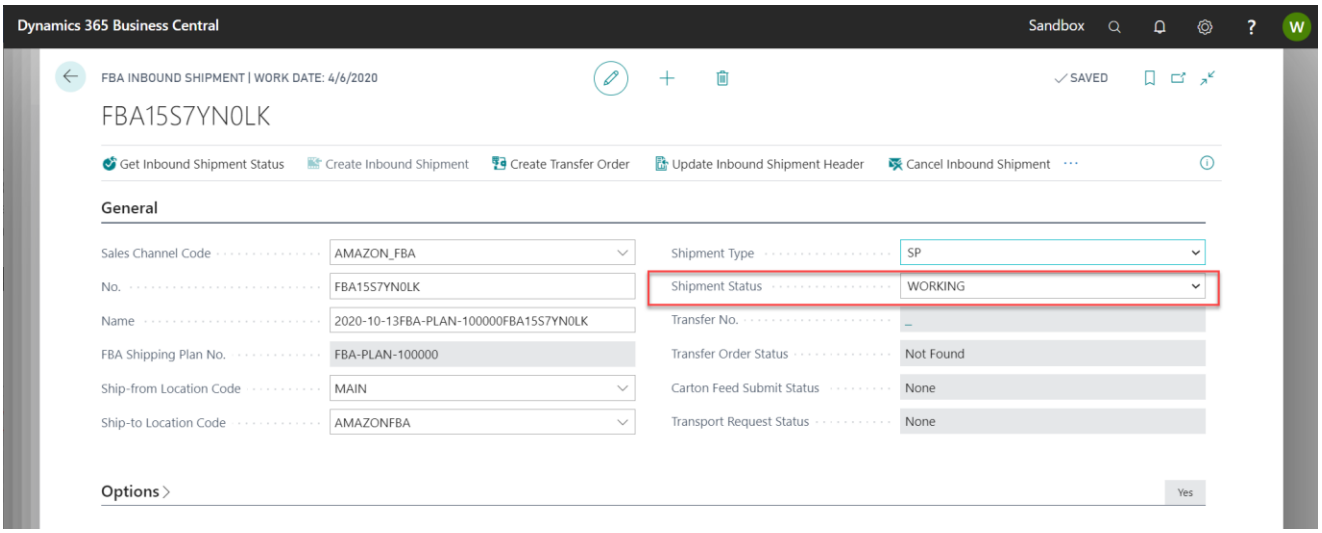
We now need to agree to this shipment and Submit the Inbound Shipment to Amazon. Amazon Seller Central will not show any activity we have done so far with the API calls, until an Inbound Shipment is Submitted.

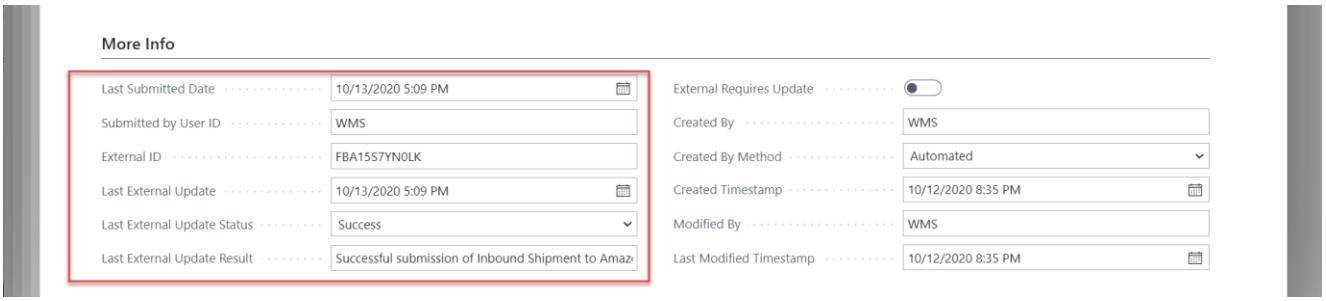
To do this, press the Create Inbound Shipment Button.



Note: A Shipping Plan is valid for 48 hours, you must submit Inbound shipments within that time window, or it will expire, and you will receive an error. Note also that Submitting the plan does not require you to immediately ship the items, you are just confirming the plan at this point, and you will still have an opportunity to cancel the plan before actually shipping the items.

After Submitting the Plan, the Shipment Status will change to working, and the last communication with Amazon information will update in the More Info section of the document.



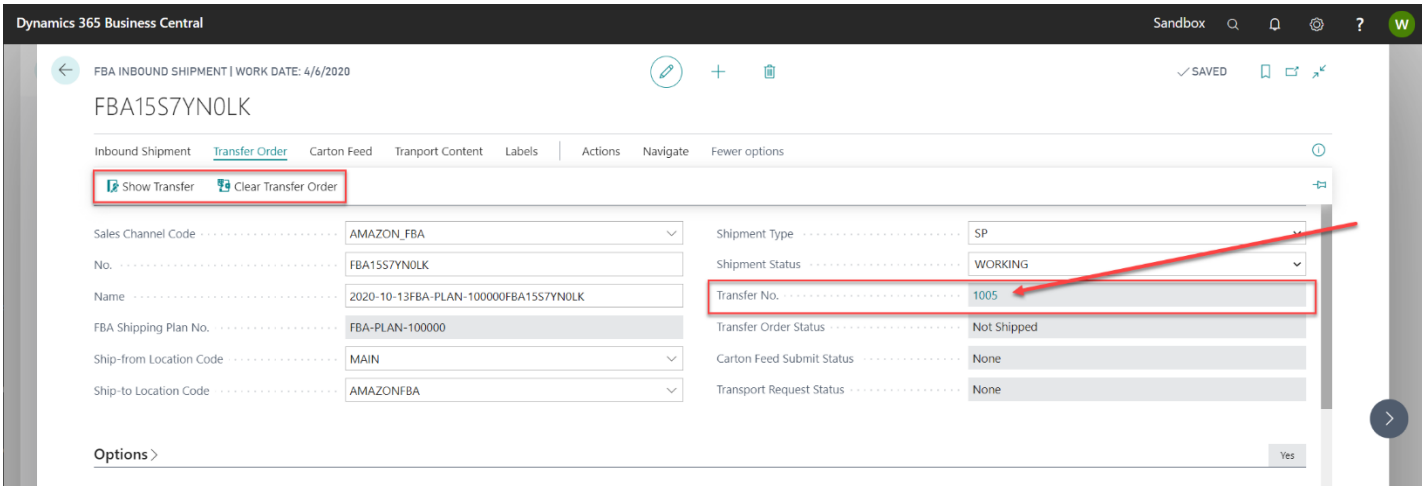


You can also now view this inbound shipment on Amazon Seller Central. (Note, this is just for reference, the whole point of our module is that you can do everything from Business Central, without having to visit Amazon Seller Central.)

Now that we have a "Working" Inbound Shipment on Amazon, we can proceed with the workflow on the Actions Ribbon of the CSM Inbound Shipment.

Create the Inbound Shipment Business Central Transfer Order

You should first create the Business Central Transfer Order. From a process standpoint, you may want to confirm that you have the inventory to fulfill the Inbound Shipment. To create the Transfer Order, simply press the Create Transfer Order on the action ribbon.

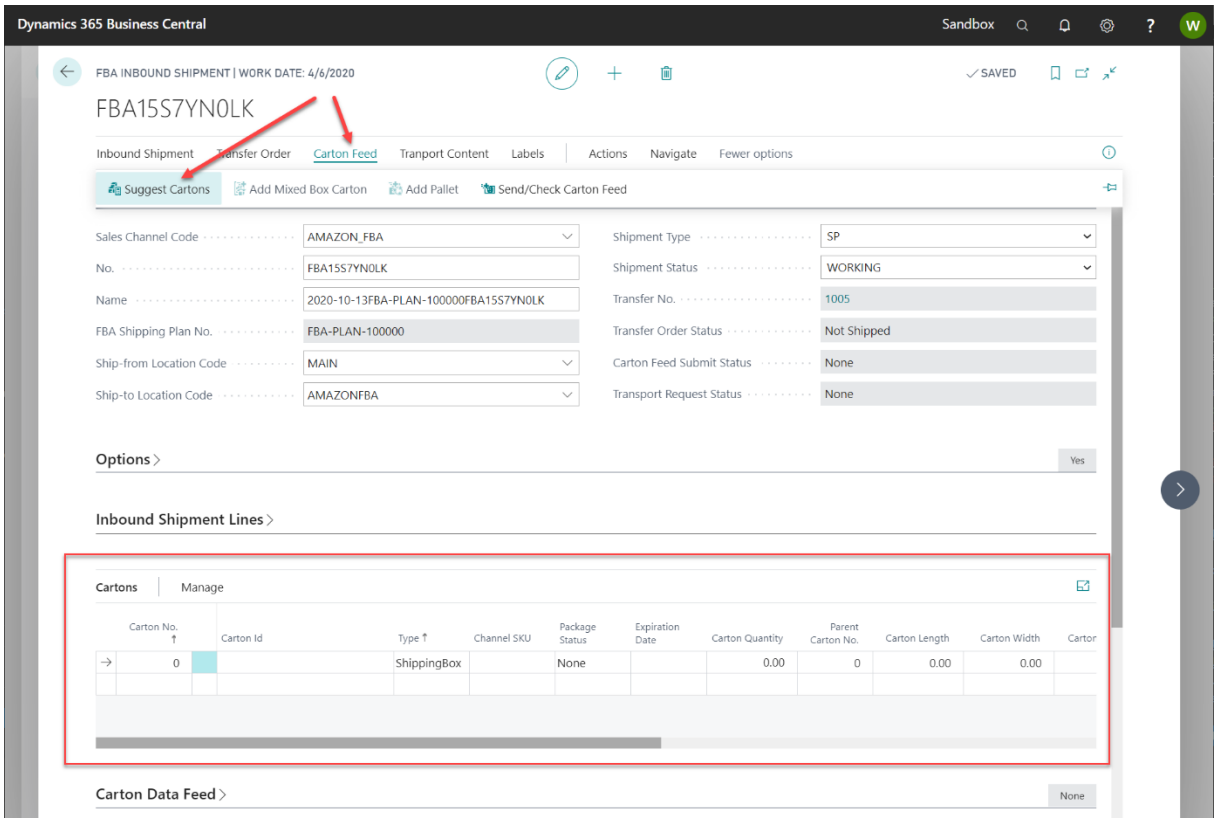


Notice that we now have a Transfer No. assigned, and the button on the Ribbon has changed to Clear Transfer Order. This can be used to un-link the transfer order from the Inbound Shipment, and then create a new one. To be able to Clear the link, the actual Transfer Order should have been deleted.

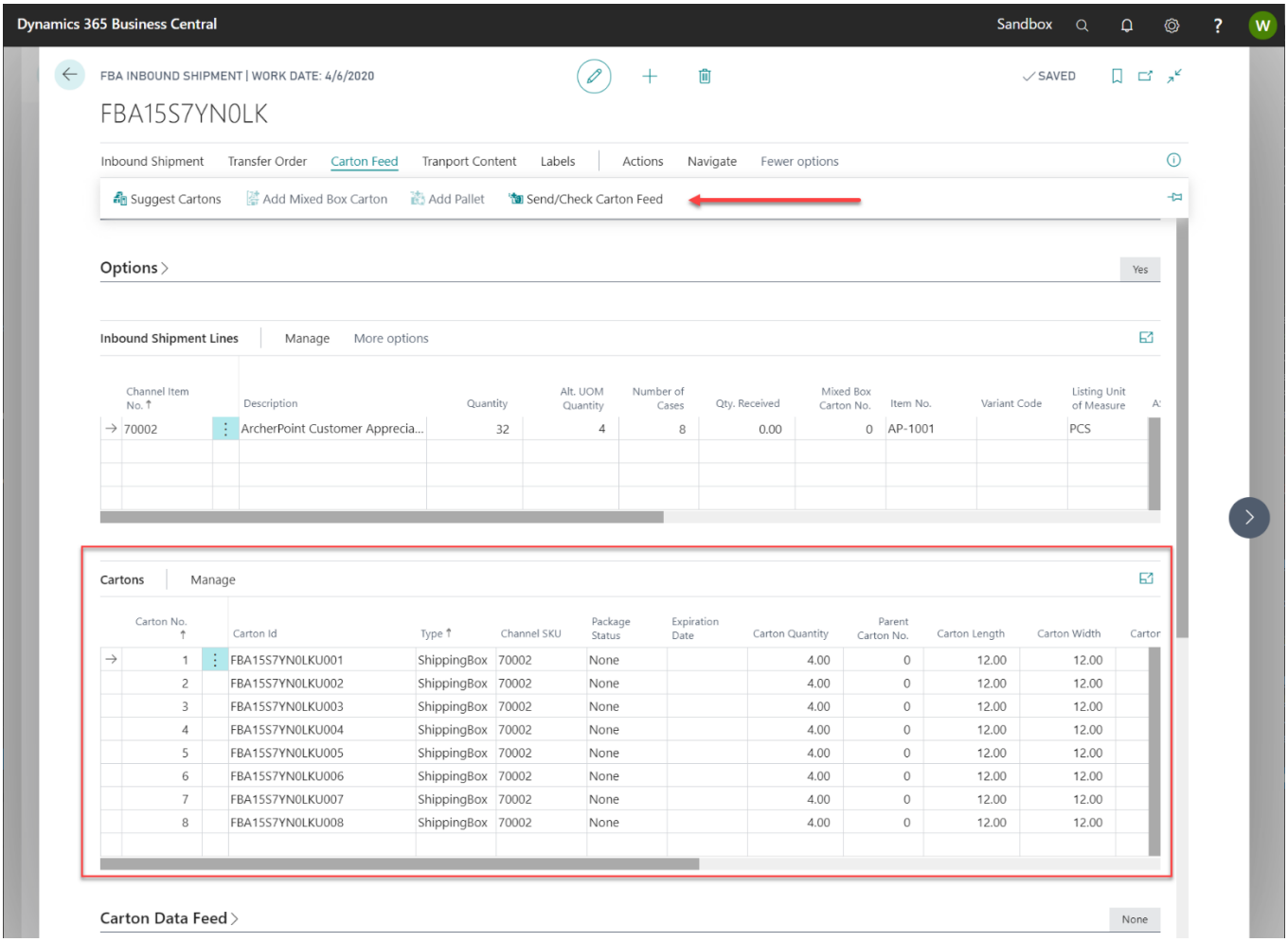
To view the Transfer Order, simply select the Transfer Order Number, or use the Show Transfer button in the actions ribbon.

Create and Send the Carton Feed to Amazon

Once the Transfer Order is Created, and you have confirmed that you have inventory to send, you can build the Carton details that Amazon will require in the process.

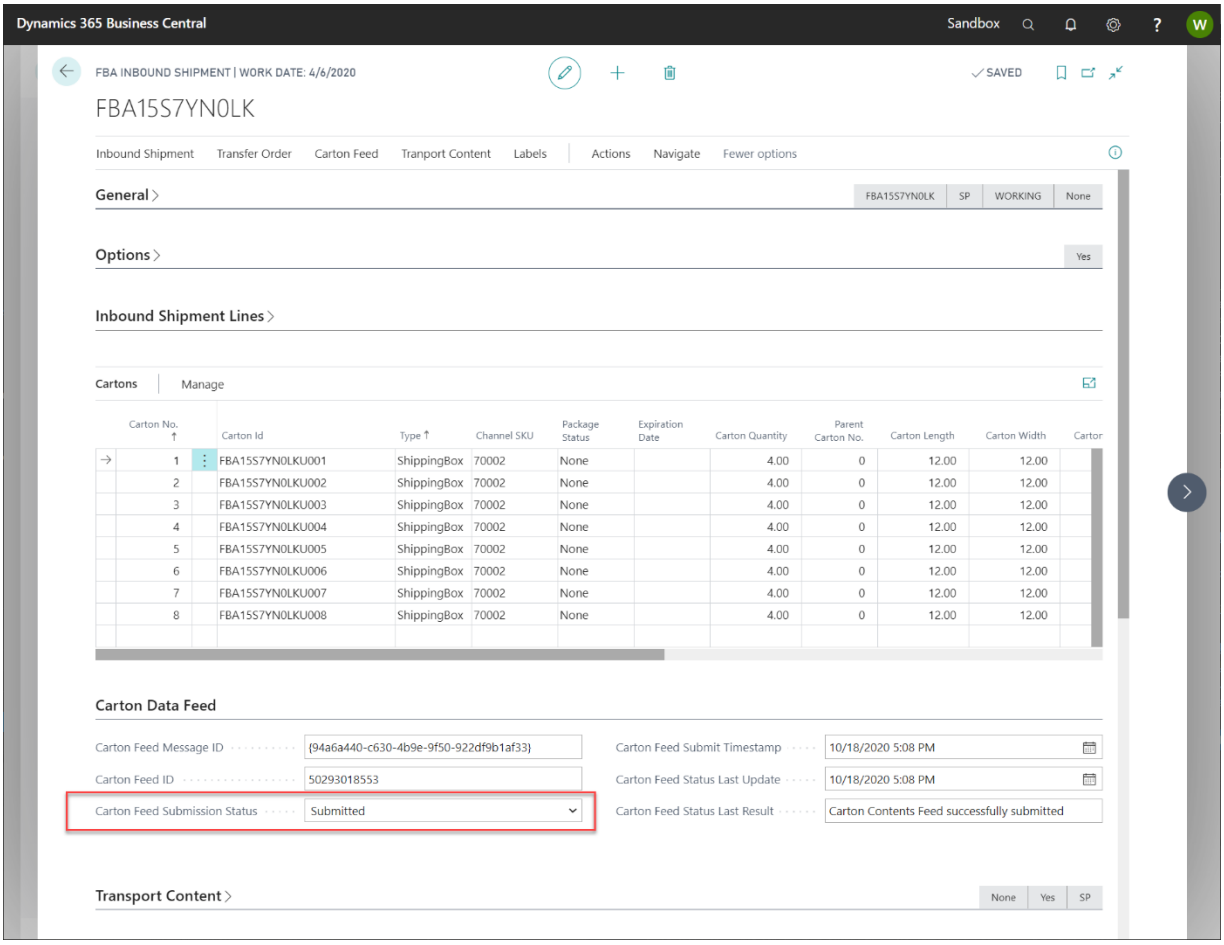


For Case packed shipments, CSM can build the Carton structure to send to Amazon, one Carton for each case. Pressing the Suggest Cartons button from the Carton Feed Menu will build the Carton Structure for case packed Inbound Shipments using the Case Packed Information you specified on the CSM Listings that are part of this Inbound Shipment.

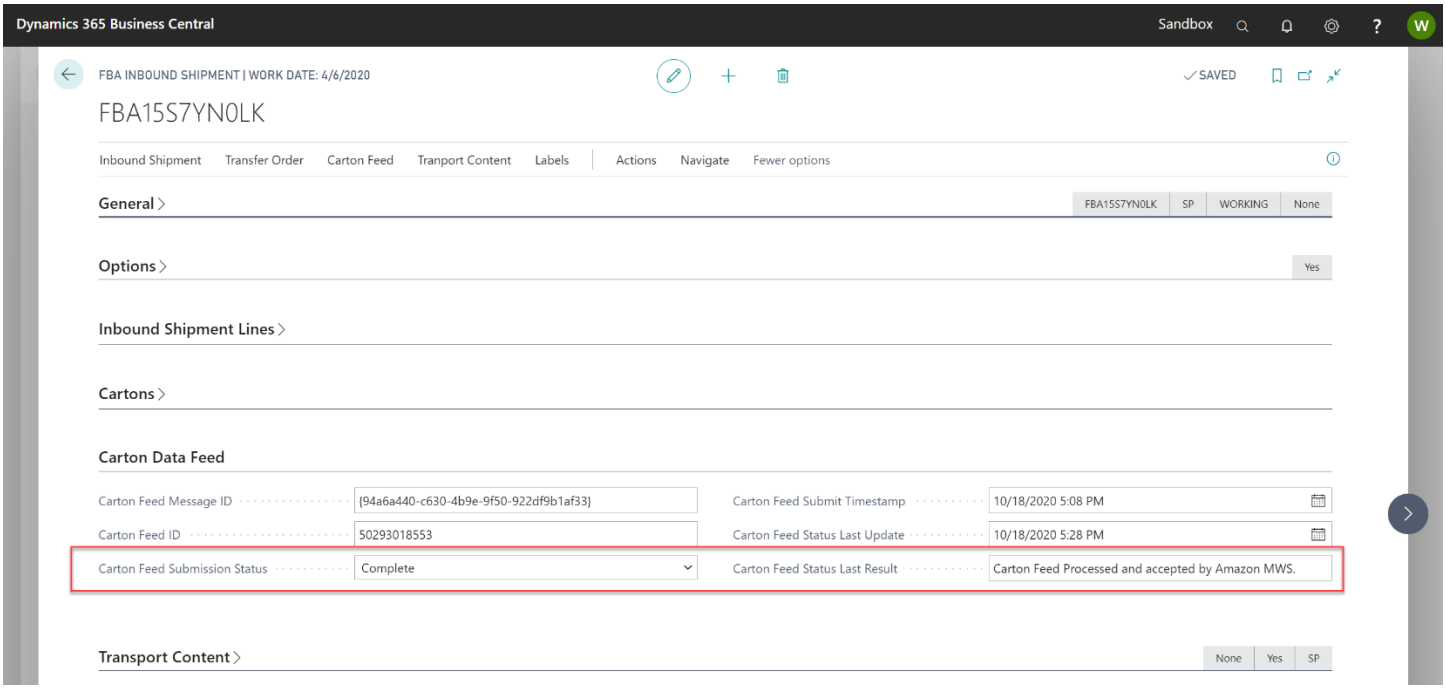


Once the Cartons are built, we can now submit the Carton Feed to Amazon, this is done by pressing the Send/Check Carton Feed button on the action ribbon.

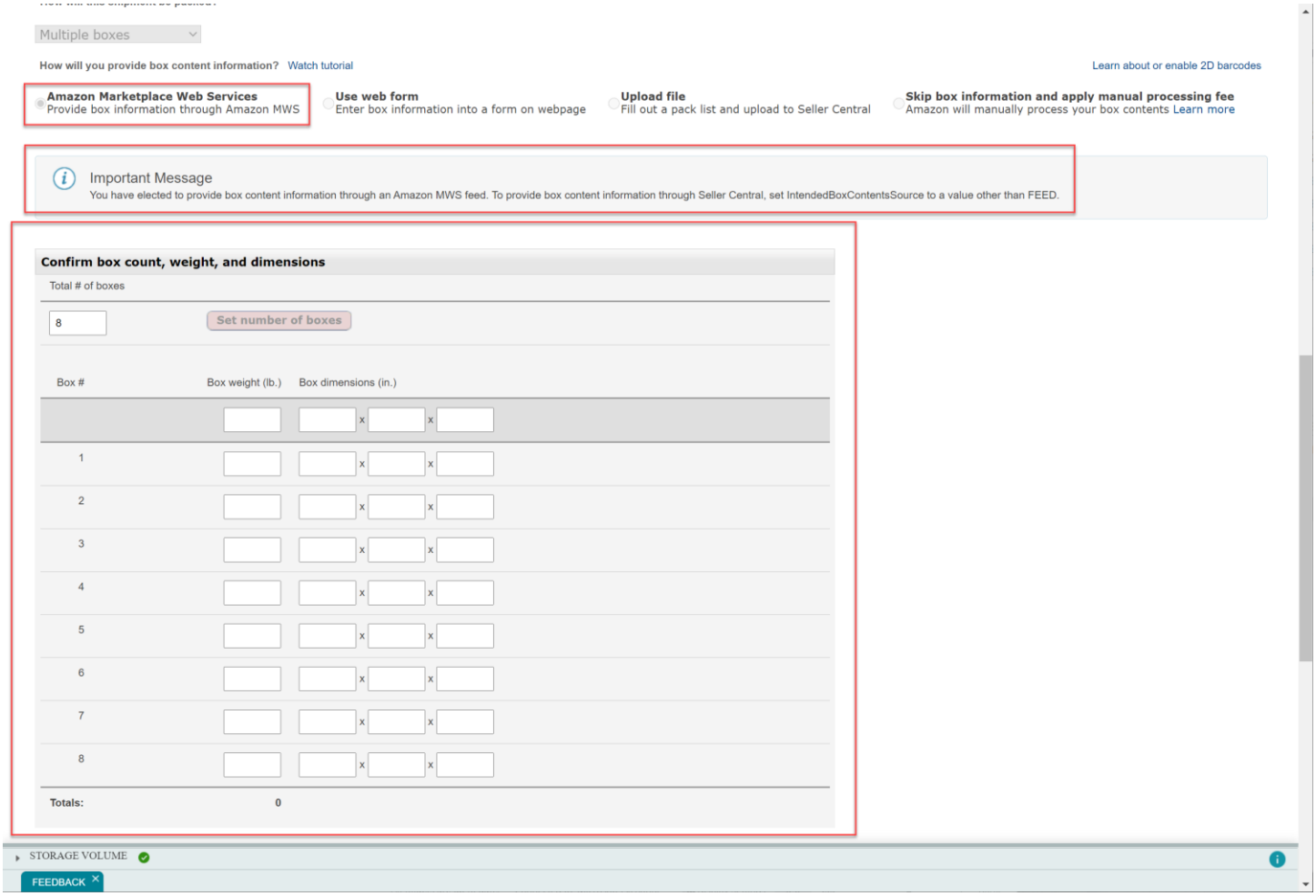
After CSM communicates with Amazon successfully, the Carton Feed Submission Status is now Submitted.



It takes Amazon a little time (maybe 2 minutes) to process the feed, **press the Send/Check Carton Feed Again** to update the Status of the Carton Feed Submission. The status should change to Complete once Amazon has processed the valid carton information.



On the Amazon Side, our Inbound Shipment now shows the Carton Contents, and indicates the number of boxes that would be in the shipment.



Create and Send Transport Details to Amazon

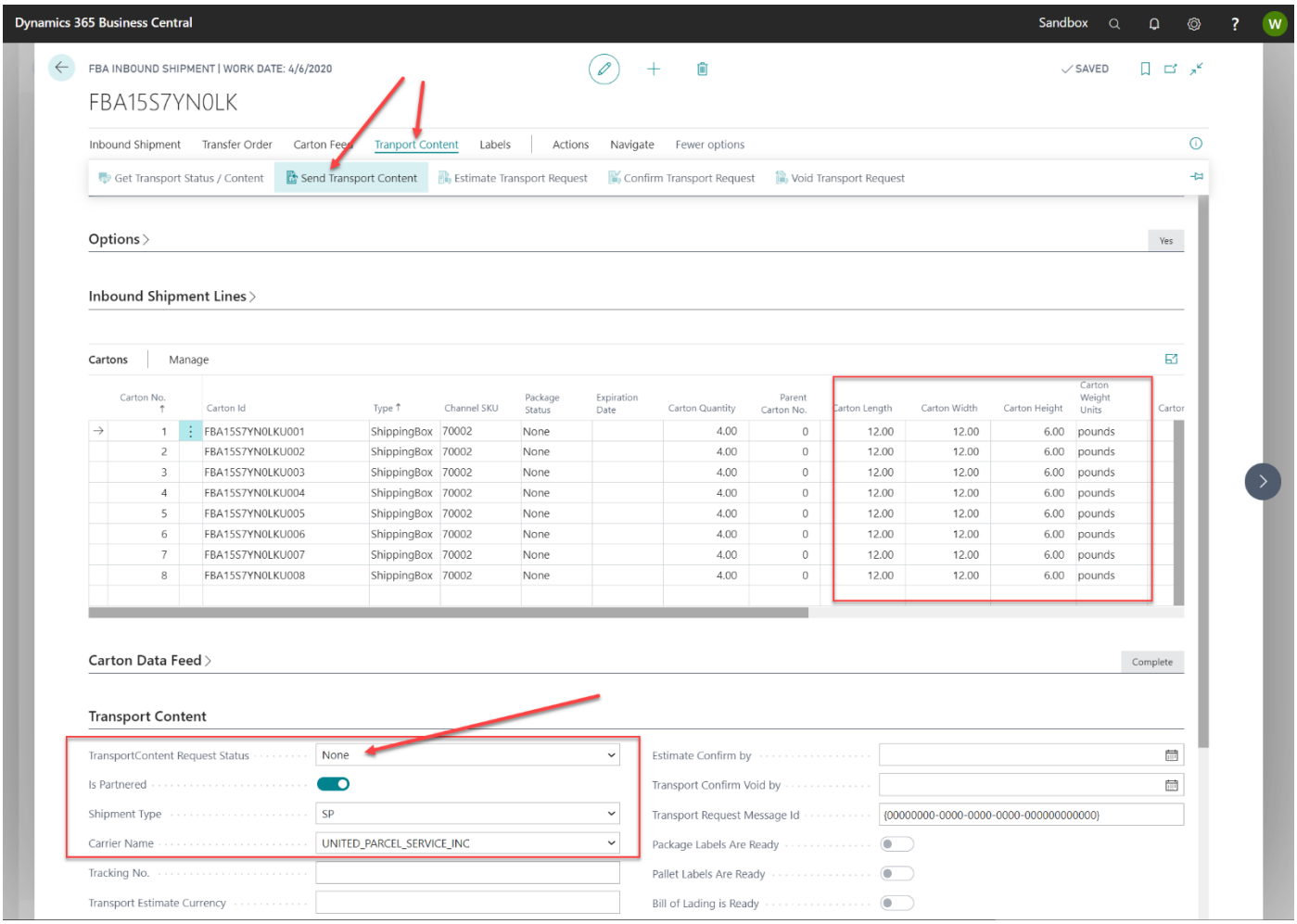
The next step differs depending on you shipping type (small parcel or LTL) and whether you are partnering with Amazon for the Carrier processing. Case Packed vs Mixed Box shipments also have different processing.

In our walkthrough example, since we are shipping case packed, and using Amazon Partnered Small Parcel, we are ready to submit the Transport Contents to Amazon. For other shipping methods, you will need to complete additional information before this step.

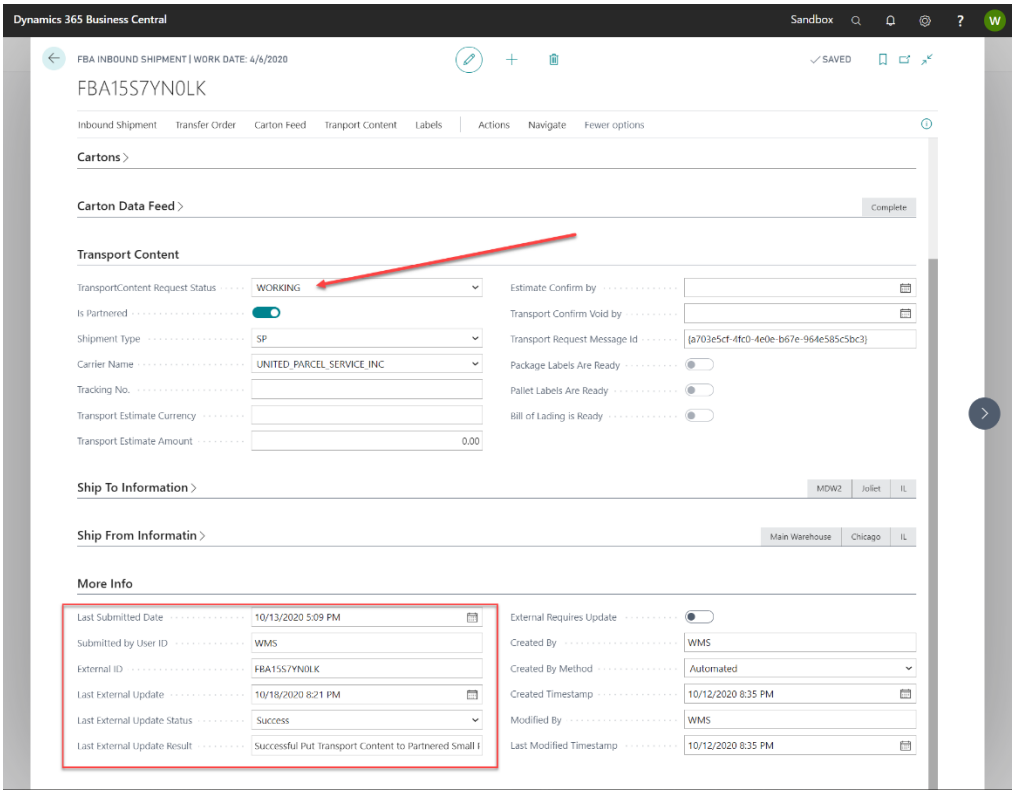
- For Mixed Box shipments, you will need to build the CSM FBA Shipment Cartons manually and assign each item to a carton.
- For LTL shipments, you will need to add Pallets to the CSM FBA Shipment Cartons.
- For Non-Partnered Small Parcel, you will need to add Carrier and Tracking Numbers to each carton in the shipment.
- For Non-Partnered LTL, you will need to add the Pro number to the LTL information.

- For Partnered LTL, you will need to complete the fields in the LTL section, and provide dimension and weight values for each pallet listed in the CSM FBA Shipment Cartons.

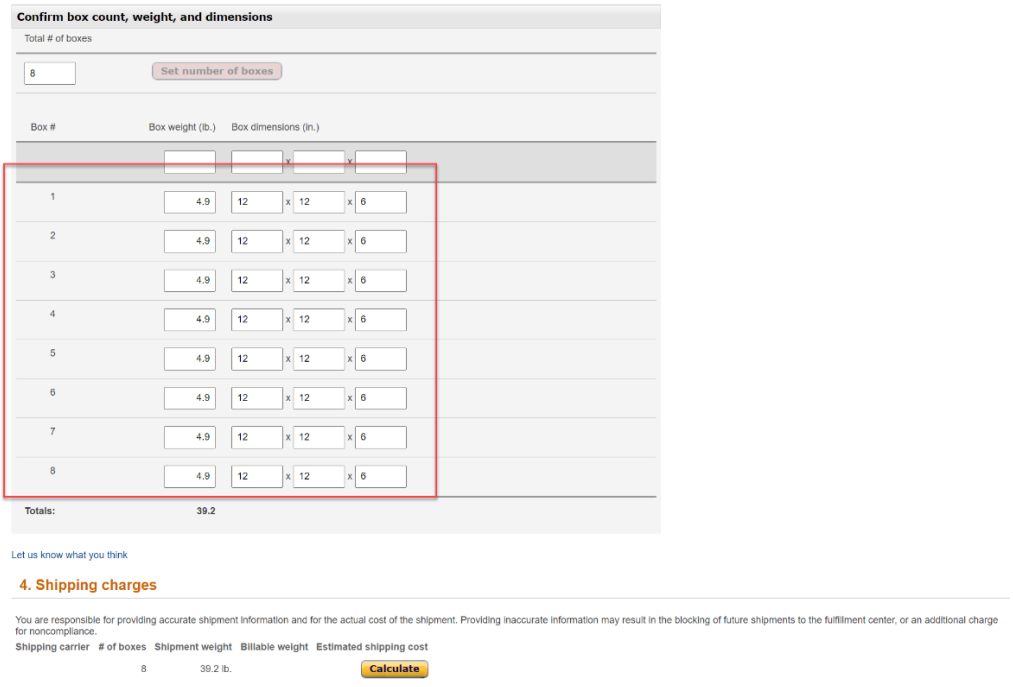
For Amazon Partnered – Small Parcel Shipping, the Send Transport Content Action on the Inbound Shipment, will send the dimension and weight values for each carton you have identified the CSM FBA Shipment Cartons detailed for the shipment. If you used the Suggest Cartons function, and your CSM Listing specified the Case packed weight and Package Template (which included the dimensions) you are all set to press the Send Transport Content Action. Otherwise, please verify that each Carton listed, has values for the dimensions and weight of the carton.



Once you send the Transport Content to Amazon, the Transport Content Request Status changes to working.

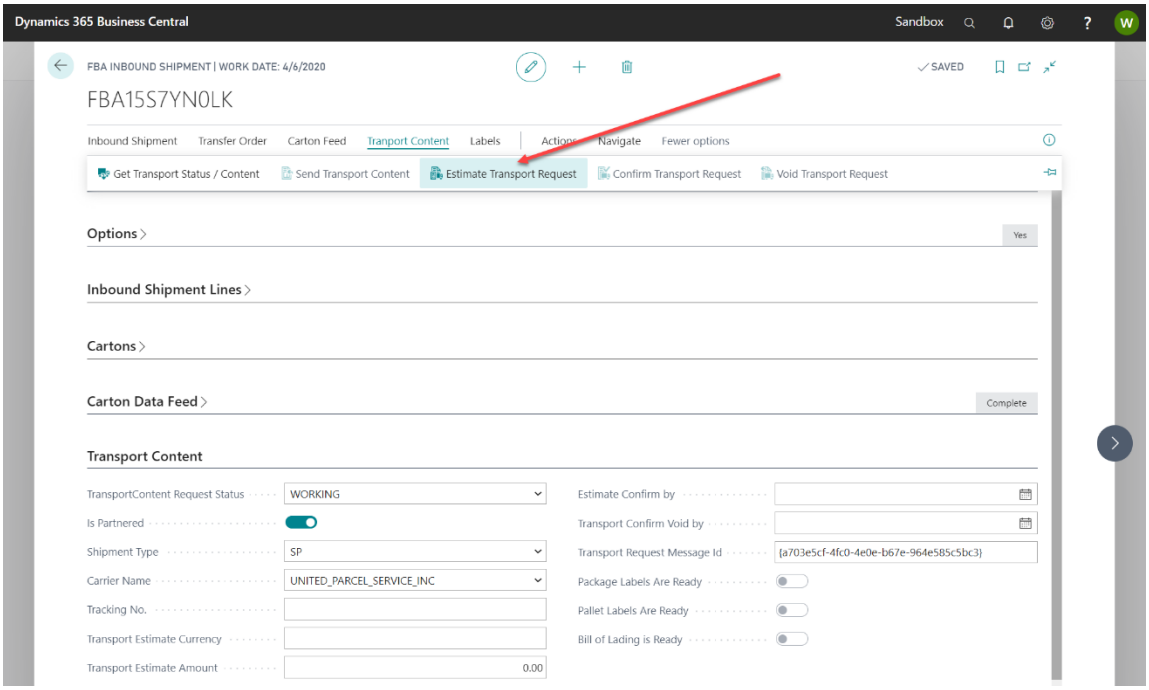


On Amazon Seller Central, we now see that the Box dimensions and weight are present.

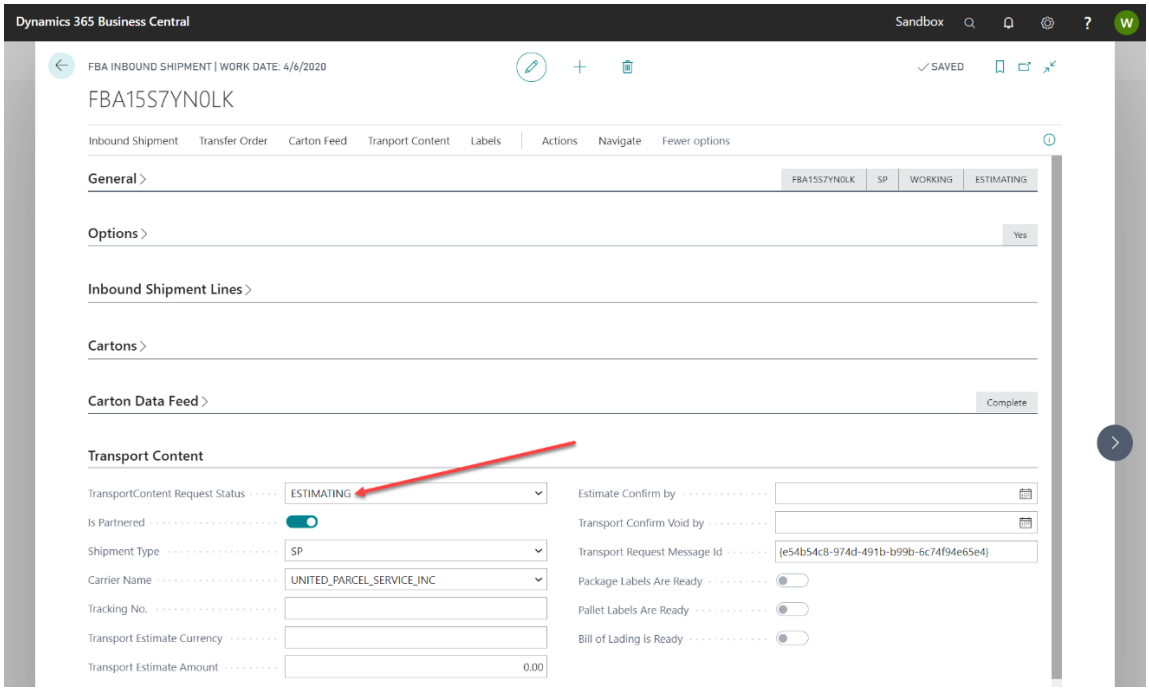


Estimate Amazon Partnered Charges for Transport

For Amazon Partnered Shipments, we now can estimate the charges that Amazon will bill us for the partnered shipment.

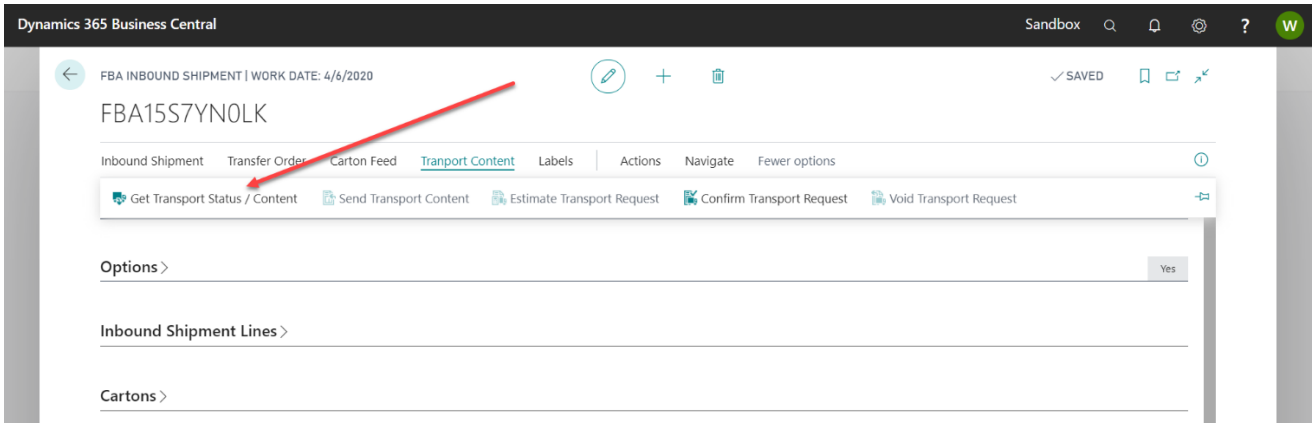


Press the Estimate Transport Request on the Action Ribbon.

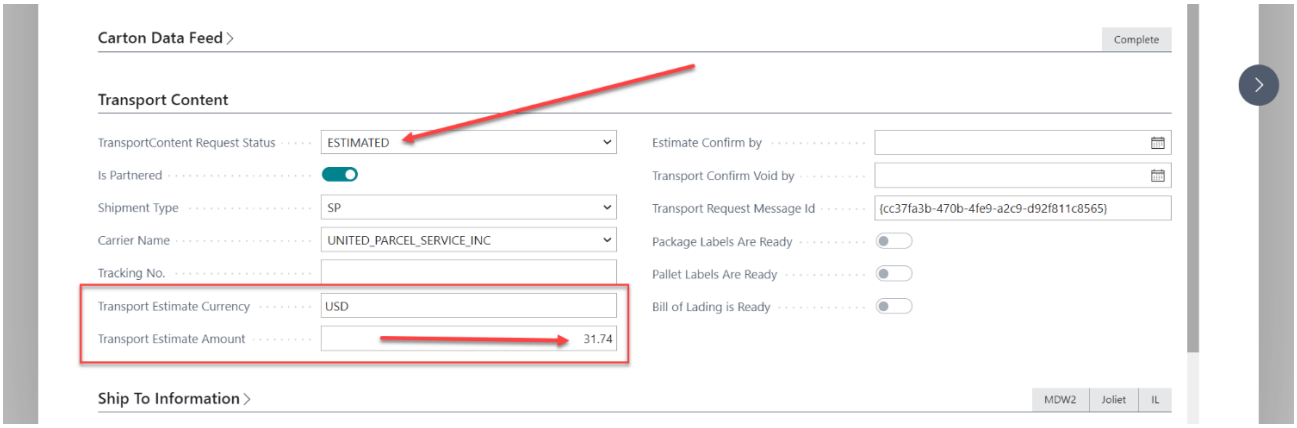


Notice that the Status of the Transport Content request changes to Estimating. Amazon is now working on the estimate and will change the status to Estimated once complete.

You can refresh the status by using the Get Transport Status/Content button on the action ribbon.

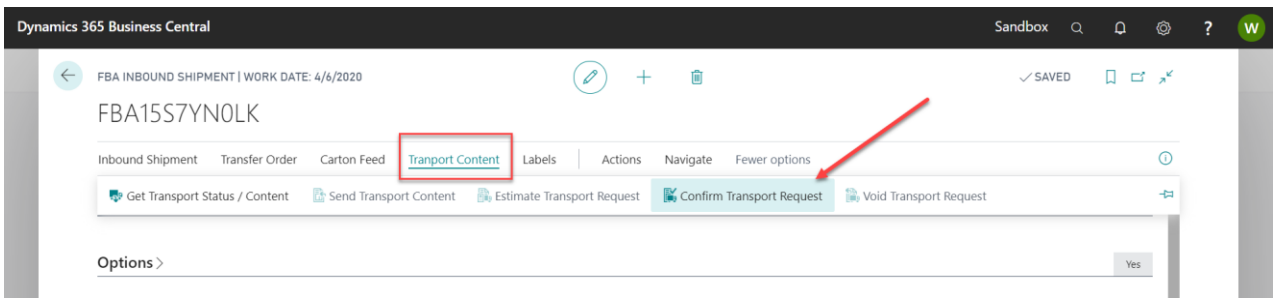


Notice that the status has now changed to Estimated and we now see the estimated amount of the charges Amazon will bill us for the shipment.

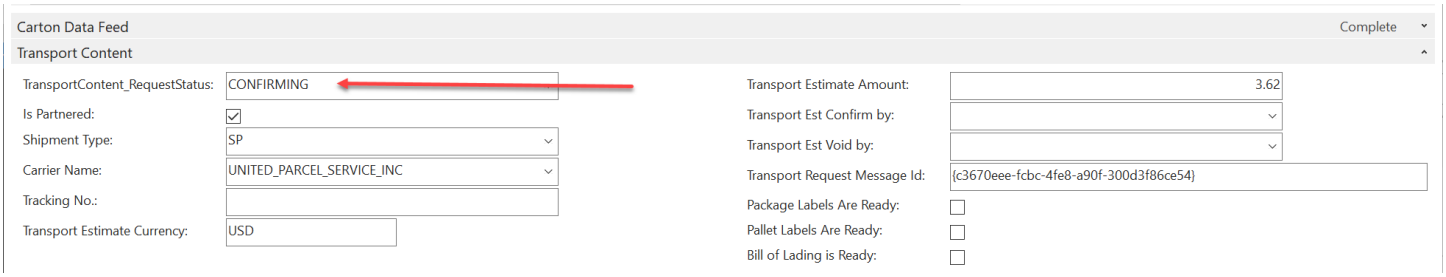


Confirming the Transport Estimate

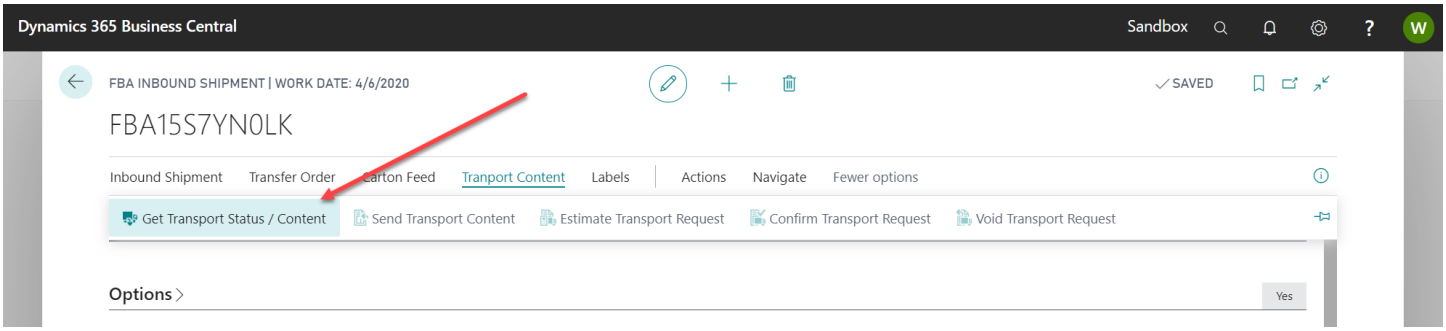
To Confirm this shipment (and the estimated charge), you can now press the Confirm Transport Request button on the action ribbon.



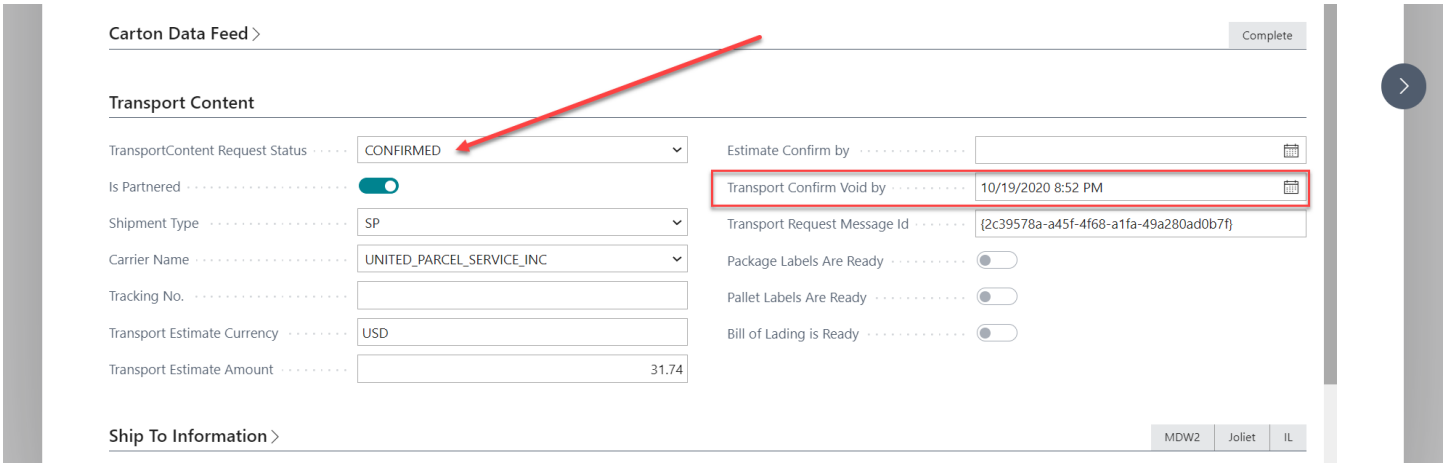
The status now changes to Confirming as Amazon works on the confirmation.



Again, you can refresh the status (by the Get Transport Status / Content function) until the status is CONFIRMED.



Notice that the Transport Content status changes to Confirmed, and Amazon returned a deadline timestamp to void the Transport Confirmation by.



Once confirmed, the Transport Estimate Void by Date and Time appear. **You can use the Void Transport Request to void the charges and the shipment before this Void date and time.**

Printing Labels

At any point in the process of working with an FBA inbound shipment, you can print labels for the items that are included on an inbound shipment line. These labels are affixed to each item, so the time at which you print these labels is dependent on your business process.

1. On the **Inbound Shipment Lines** FastTab, choose the line for which you want to print labels.
2. Choose the **Line** ribbon, then choose the **Print Labels** action.
3. In the **Amazon FBA Listing Labels** window, change any of the default settings that are automatically assigned by CSM for the printing activity.
4. Choose the **Print** button.

Business Central will print item labels according to the settings that were entered in the **Amazon FBA Listing Labels** window.

> ***Note:*** *the item labels that are printed are configured to meet the information, barcode font, and sizing requirements as set forth by Amazon. Please review these requirements here to confirm you have installed the proper barcode font and are working with labels that are sized appropriately.*

In addition to item labels, it is also necessary for you to print package labels (Amazon Label for the package), and the carrier label (since this is an Amazon Partnered Small Parcel Shipment). Unlike item labels, which can be printed earlier on in the process, package and carrier labels cannot be retrieved until after the inbound shipment is confirmed.

> ***Note:*** *Carrier Labels will only be retrieved if you have chosen Amazon Partnered / Small Parcel as the method for transport for this Inbound Shipment.*

To print package and carrier labels:

1. On the **Options** FastTab, choose the desired format of the package labels in the **Package Labels Page Type** field.
2. Choose the **Labels** ribbon, then choose the **Get Package Labels from Amazon** action.

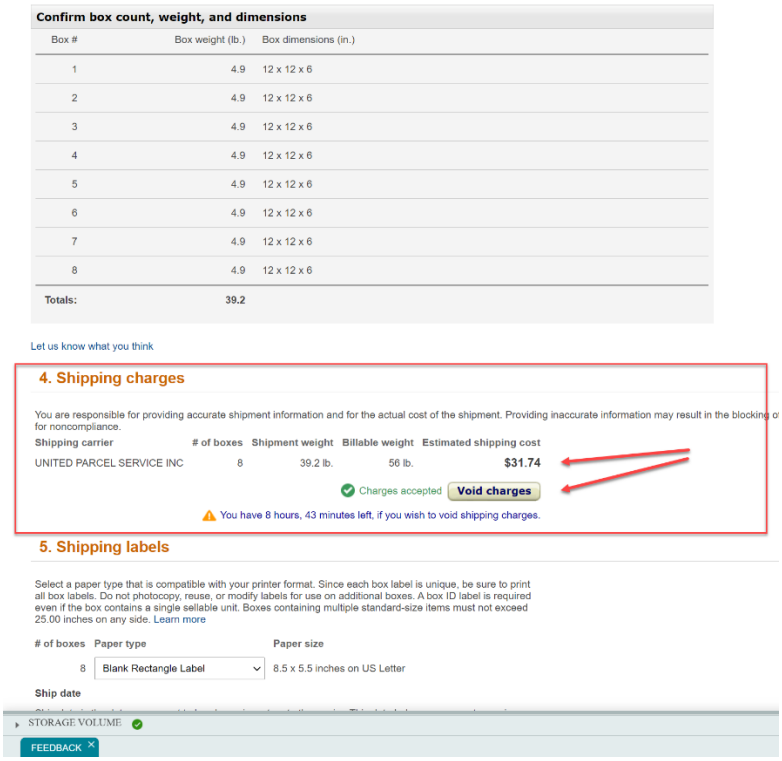
Amazon will generate a separate package label (and carrier label, if applicable) for each case that is assigned to the inbound shipment. For example, if an inbound shipment has three lines with 20 cases per line, Amazon will generate 60 package labels.

If the label retrieval process is successful, the **Package Labels Are Ready** field on the **Label Information** FastTab will become enabled. The manner in which package labels are retrieved from Amazon will differ depending on whether or not you are working with the SP-API or MWS API set:

- **SP-API:** the retrieved labels will automatically be downloaded as a PDF to your local machine. From here, you can print these labels and affix them to your packages. In addition, the **Package Label URL** field on the **Label Information** FastTab will be automatically updated with an Amazon-generated URL that links to these labels.
- **MWS:** you must instruct CSM to download retrieved labels by choosing the **Labels** ribbon, then choosing the **Download Package Labels** action. The labels are downloaded as a PDF to your local machine. From here, you can print these labels and affix them to your packages.

Shipping and Receiving the Inbound Shipment and Transfer Order

Just to check, Amazon Seller Central now shows the confirmed shipment and charges are reflected along with the Void expiration date and time. Note, we did all this from Business Central, we did not have to navigate to Amazon Seller Central to provide any of this information or workflow.



We can now ship the packages, and mark the Inbound Shipment as shipped. This will inform Amazon that the shipment is on the way and CSM will automatically post the shipment side of the Transfer Order.

On the ribbon, click on Inbound Shipment > Mark Shipped.

To update the status, click on Inbound Shipment> Get Inbound Shipment Status.

IMPORTANT: If you are testing, the functionality, DO NOT click on Mark Shipped.

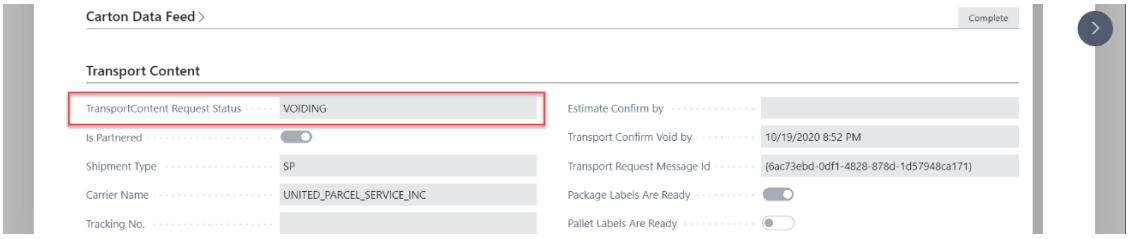
You can update the status as the Inbound shipment progresses through the process.

Once Amazon has fully processed the shipment (available for Customers to buy), Amazon will change the status to complete. **Once CSM recognizes that the status is complete, the Receipt side of the Transfer Order will be posted**.
Note: You must monitor the status until it is complete for CSM to automatically complete all processing (including managing the Business Central Transfer Order).

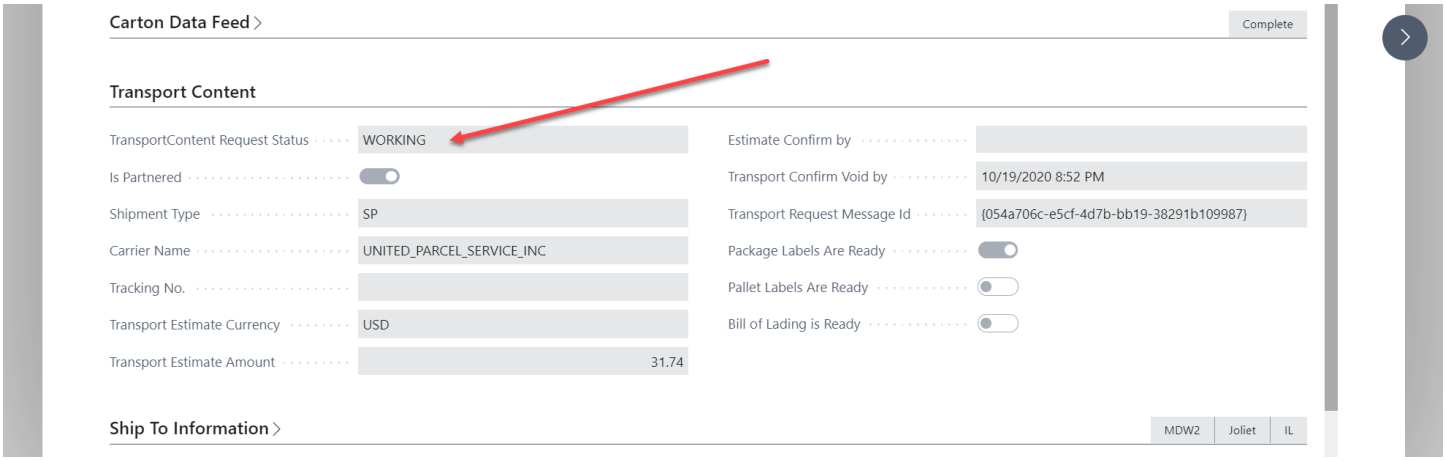
Voiding the Transport Content After Confirmation

If you wish to void the transport confirmation and have not reached the Amazon supplied deadline (as indicated in the **Transport Confirm Void** by field), you can void the transport contents of the FBA inbound shipment by choosing the **Transport Content** ribbon, then choosing the **Void Transport Request** action.

The transport content request status will update to Voiding, indicating that Amazon is working on voiding the confirmed transport content confirmation for the inbound shipment.



To confirm that the Amazon has successfully voided the confirmation, choose the **Transport Content** ribbon and then choosing the **Get Transport Status/Content** action to retrieve the latest status from Amazon. If the shipment has been successfully voided, the status will update to Working. You can now re-submit the carton feed and go through the transport content estimation/confirmation again.



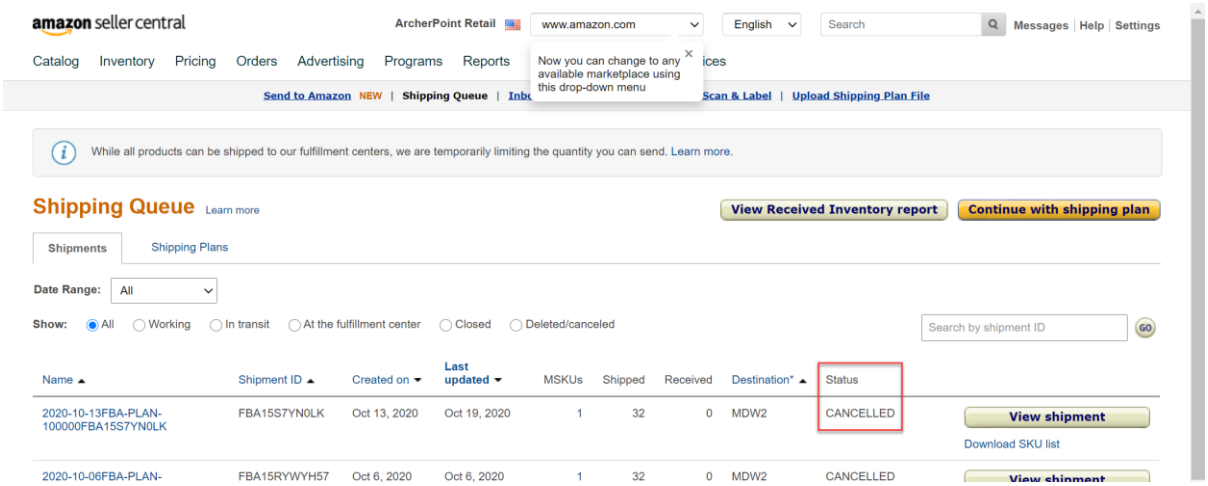
If the **Marked Shipped** action was executed against the FBA inbound shipment, it is still possible to void the transport content. You must manually update the value in the **Shipment Status** field on the **General** FastTab to *WORKING* and then refresh the page before choosing the **Transport Content** ribbon, then choosing the **Void Transport Request** action.

Canceling the Inbound Shipment

If you wish to completely cancel the FBA inbound shipment, you can do so by choosing the **Inbound Shipment** ribbon, then choosing the **Cancel Inbound Shipment** action. You must void an inbound shipment's transport content before you can cancel it.

Once the cancellation instruction is sent to Amazon, the **Shipment Status** field will change to *CANCELLED*.

You should also be able to see the status of this Inbound Shipment updated on Amazon Seller Central.



FBA Inbound Shipments – Other Transport Methods

Our walkthrough covered the Amazon Partnered – Small Parcel method. This section discusses the other methods that you may choose.

- Amazon Partnered – LTL
- Not Amazon Partnered – Small Parcel
- Not Amazon Partnered – LTL.

Although the basic workflow is the same, there are some differences as to what information you need to submit to Amazon, and whether you need to Estimate / Confirm the shipping amounts.

Amazon Partnered – LTL

This section highlights the different information and process that is required by an Amazon-partnered carrier to ship an LTL (less than truckload) inbound shipment. LTL shipments are used when you want to stack multiple boxes or cartons onto pallets.

Prior to creating the inbound shipment, confirm the following field values:

- The **Shipment Type** field on the **General** FastTab is set to *LTL*.
- The **Is Partnered** field on the **Options** FastTab is enabled.

Follow the same process as the partnered small parcel walkthrough described in the previous sections:

- Create the inbound shipment.
- Create the Business Central transfer order.
- Suggest cartons.

- Send the carton feed to Amazon.

When you arrive at the point of being ready to send the inbound shipment's transport content to Amazon, you must perform additional activities.

LTL Information

On the **LTL Information** FastTab, you must enter information in the following fields (note that this FastTab is only visible when the FBA inbound shipment is identified as an LTL shipment):

- **Transport LTL Contact** information: enter contact name, phone, e-mail, and fax number information for the resource or department within your organization that will serve as the contact for any LTL shipment issues. These fields are all mandatory.
- **Transport LTL Freight Class**: enter an Amazon partner carrier freight class value that identifies the billable weight and risk level of the shipment. Freight class values are determined by the National Motor Freight Traffic Association. While you are free to choose any freight class you wish, Amazon will review your selection for accuracy and may reject or investigate shipments if it does not agree with the assigned value. For more information on Amazon partner carrier freight classes, see here.
- **LTL Seller Declared Value Currency**: enter the currency in which you want to declare a value for the shipment.
- **LTL Seller Declared Value Amount**: enter the declared value of the shipment.
- **LTL Preview Pickup Date**: enter the date on which you want the Amazon partner carrier to pick up the shipment.

Adding Pallets

You must add one or more pallets to the LTL shipment. Amazon will use this information to estimate partner carrier freight charges, as well as for the generation of pallet labels.

To assign a pallet to the shipment:

1. Choose the **Carton Feed** ribbon, then choose the **Add Pallet** action.

   A new line for a pallet is added to the **Cartons** FastTab. The carton length and width and fixed values, but the carton height must be defined, as this value is dependent on the number of boxes that are stacked on the pallet.

2. Enter the height of the pallet and its contents in the **Carton Height** field. This value is entered in terms of inches. A pallet's height cannot be greater than 50 inches; if your total height exceeds 50 inches, you must use a second pallet.
3. Enter the weight of the pallet and its contents in the **Carton Weight** field. This weigh must be at least 150 pounds; if your shipment is less than 150 pounds, you cannot ship via the LTL method.
4. Repeat these steps if you wish to include additional pallets to the inbound shipment.

At this point, you can continue the standard FBA inbound shipment process by choosing the **Transport Content** ribbon, then choosing the **Send Transport Content** action. CSM will communicate the entered pallet information to Amazon along with the transaction's carton contents.

The process of estimating and confirming shipping charges remains the same for partnered LTL shipments as it is for partnered small parcel shipments.

Printing Labels

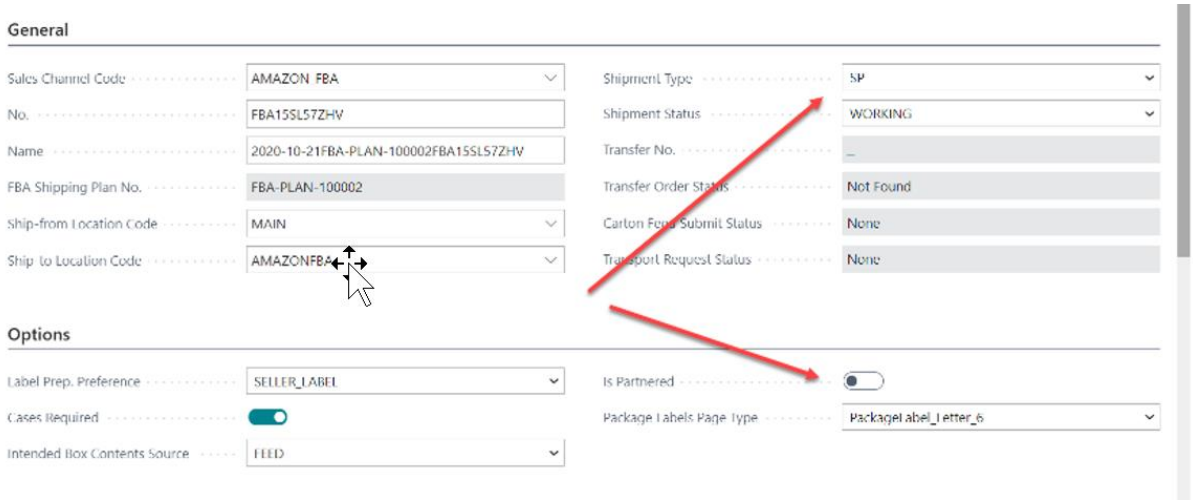
In addition to printing package labels for each carton, you must also print pallet labels and a bill of lading (BOL) for your LTL shipments. These actions are available on the Labels ribbon.

- **Pallet Labels:** Amazon will generate four pallet labels for each pallet that is assigned to the inbound shipment so that a label can be affixed to each side of the pallet. For example, if an inbound shipment has two pallets, Amazon will generate 8 pallet labels. Pallet labels are available for retrieval immediately upon your confirmation of the shipping charges. You can choose the format of these pallet labels in the **Pallet Labels Page Type** field on the **Options** FastTab of the **FBA Inbound Shipment** page.
- **Bill of Lading:** the bill of lading for partnered LTL shipments is not generated until the morning of the shipment's pickup date. At that time, you can retrieve the bill of lading for the FBA inbound shipment. You must provide this bill of lading to the carrier at the time of pickup.

Non-Partnered – Small Parcel

This section highlights the different information and process that is required by an Non Amazon-partnered carrier to ship a small parcel inbound shipment.

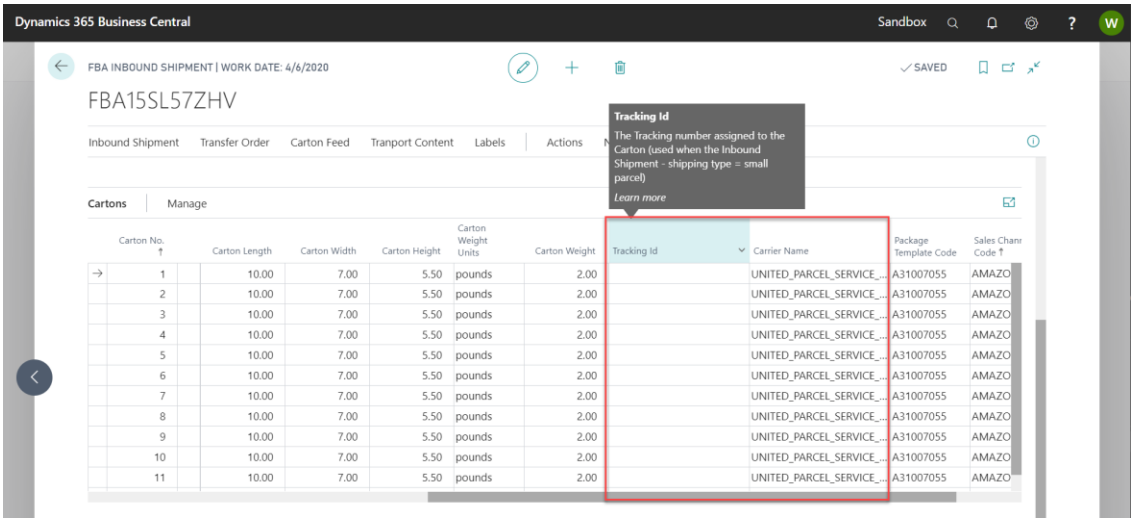
Before you Create the Inbound Shipment you will want to change the Is Partnered Toggle to off, and make sure that the Shipment Type is set to SP (Small Parcel).



Follow the instructions from our above Partnered Small Parcel walkthrough until you are ready to Send the Transport Content.

Carton Tracking Information

On the Cartons FastTab, you will need to provide the Tracking Id of each carton as assigned by your carrier. Also ensure that the Carrier Name is correct, if not, change it to the correct carrier. Note, that the Suggest Cartons function will automatically populate the Carton level Carrier with the Carrier Name populated in the Transport Content section.

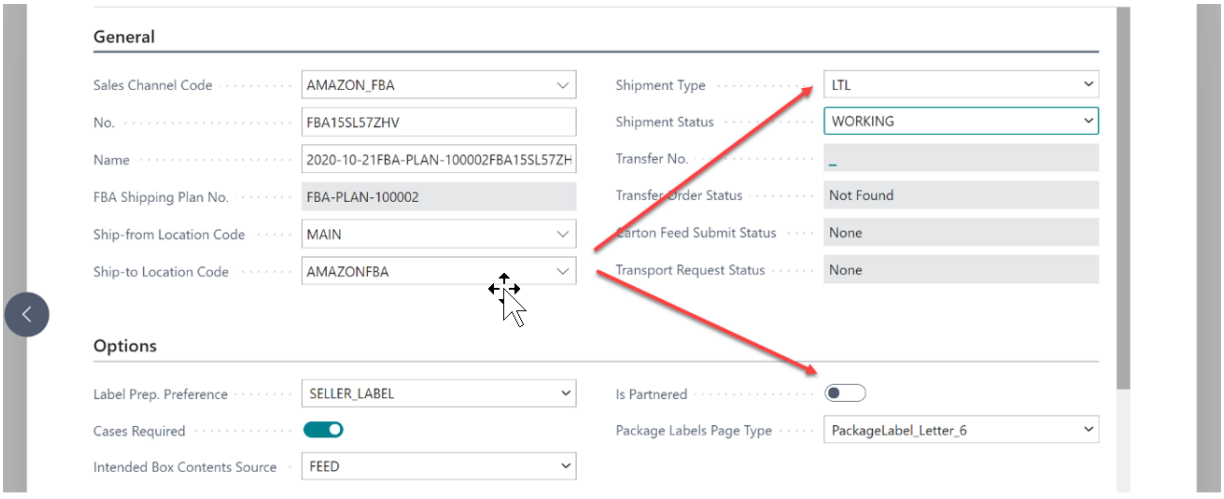


Once you have added the tracking information to the cartons, you can now Send the Transport contact to Amazon. There is no need to Estimate or Confirm the Transport content since this is not a partnered Transport. You can however download and print the package carton labels from Amazon when you are ready to print labels.

Non-Partnered – LTL

This section highlights the different information and process that is required by a LTL Inbound Shipment that is not Amazon Partnered.

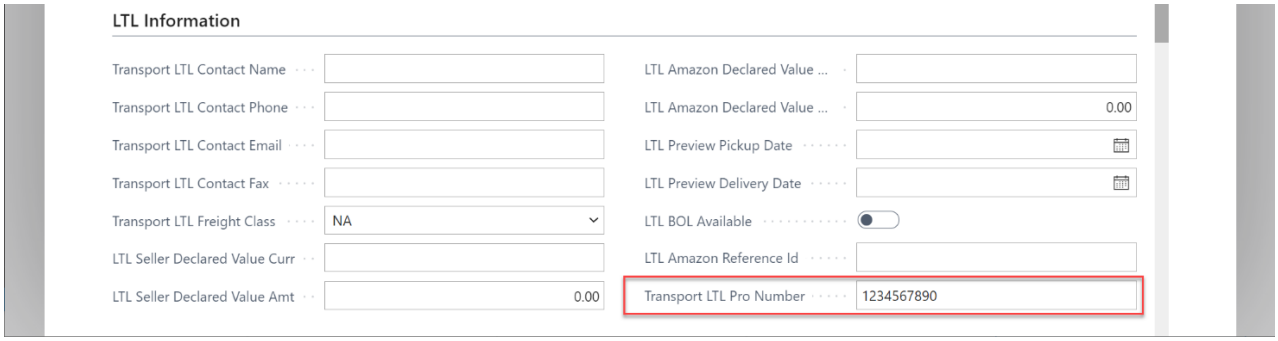
Before you Create the Inbound Shipment you will want to change the Is Partnered Toggle off, and make sure that the Shipment Type is set to LTL (Less than a Truckload). On the FBA Inbound shipment:



Follow the instructions from our above Partnered Small Parcel walkthrough until you are ready to Send the Transport Content.

LTL Information

On the LTL FastTab, you will need to provide the Transport LTL Pro Number of the shipment.



Once you have added the LTL Pro Number for your shipment, you can now Send the Transport contact to Amazon. There is no need to Estimate or Confirm the Transport content since this is not a partnered Transport. You can however download and print the package carton labels from Amazon when you are ready to print labels.

Multi-Channel Fulfillment

Amazon's multi-channel fulfillment functionality allows you to instruct Amazon to use your FBA inventory to fulfill orders that are placed through other eCommerce channels such as Magento or Shopify. This allows you to leverage Amazon's fulfillment network in the processing of all your eCommerce orders, not just those that were taken via Amazon.

CSM supports this functionality by allowing you to create multi-channel fulfillment orders from your FBA sales channel in Business Central in order to fulfill orders that you have retrieved from another, connected sales channel.

Setup and Configuration

A number of setup and configuration fields are visible on the **Order Management** FastTab of the **CSM Sales Channel** card for Amazon FBA sales channels. These fields are not visible on Amazon FBM sales channels or channels that exist for other eCommerce platforms.

In order to create multi-channel fulfillment orders, fill in the fields as follows:

- **MC Fulfillment Order No. Series:** enter or use the AssistButton to assign the number series that will be used for multi-channel fulfillment orders.
- **MC Fulfillment Default Currency:** enter or use the AssistButton to assign the default currency that will be used for multi-channel fulfillment order lines. You must assign a default currency, as Amazon will use this when calculating shipping rates for multi-channel fulfillment orders.
- **MC Fulfillment Default Action:** select the default action that will be taken when a multi-channel fulfillment order is sent to Amazon from Business Central. Options are:
    - *Hold:* the order quantity of the item will be held in Amazon so that it cannot be used to fulfill other orders. Following additional instructions from you, this inventory will be shipped to the designated customer.
    - *Ship:* Amazon will be immediately instructed to ship the product to the designated customer.
- **MC Fulfillment Default Policy:** select the default policy by which multi-channel fulfillment orders will be created in Amazon with data from Business Central. Options are:

- *Fill Or Kill:* CSM will only create a multi-channel fulfillment order if there is enough FBA inventory available to fulfill all items. If the FBA inventory is insufficient for any item on the order, CSM will not create ("kill") the multi-channel fulfillment order.
- *Fill All:* CSM will create a multi-channel fulfillment order for all items, regardless of whether there is sufficient FBA inventory. Any items that cannot be fulfilled at the time of order creation will be automatically placed on hold so that they may be shipped at a later time.
- *Fill All Available:* CSM will create a multi-channel fulfillment order for only those items that have sufficient FBA inventory. Items that do not have sufficient FBA inventory will not be included as part of the multi-channel fulfillment order.

Previewing Multi-Channel Fulfillment Orders

Once you have configured your FBA sales channel, you can create multi-channel orders for sales orders that you have retrieved into Business Central from other eCommerce channels:

1. Choose the icon, enter **Sales Orders**, and then choose the related link.
2. Open the sales order for which you want to create a multi-channel fulfillment order.
3. Choose the **Actions** ribbon, then select the **Functions** group and choose the **Create MC Fulfillment Preview** action.

   If multiple Amazon FBA channels have been set up in Business Central, these will be presented to you.

4. Choose the sales channel for which you want to create the multi-channel order, then choose the **OK** button.

   CSM will initiate an API call to Amazon to retrieve a preview of available multi-channel shipping options. If a CSM listing does not exist for any order items, the preview creation process will fail.

5. If a preview is created, CSM will present a notification message asking if you want to view it. Choose the **Yes** button.

The **Multi-Channel Fulfillment Previews** page presents a number of different shipping speed options. If the order can be fulfilled for a given option, the **Result – Is Fulfillable** field will be checked. In addition to insufficient quantity, Amazon may not be able to fulfill an order for a particular shipping speed due to other factors. For example, Amazon may not be able to ship via priority shipping to a rural location, but it can fulfill the order via standard shipping. Each shipping speed option also has a fee, which is calculated via factors such as the order's shipping address, number of items, and weight.

You can view more information about a shipping option by selecting the relevant line, then choosing the **Edit** action in the ribbon. The preview card that opens presents more detailed information about the selected shipping method, including the sales order number, items to be shipped, shipping address, delivery date and time, weight, and shipping fees.

If Amazon determines that an order is not fulfillable, it will not calculate information such as weight and fees on the multi-channel preview. You can adjust the value in the **MCF Quantity to Ship** field on any lines that are not fulfillable, then choose the **Calculate Fee** action in the ribbon to re-calculate this information.

In some instances, it may be necessary to update a multi-channel fulfillment preview. For example, if a preview has been sitting open for an extended period of time, you may want to update it to ensure the shipping fees are still accurate. Another scenario would be a reduction in the total number of items to ship on the original sales order. If CSM determines that a multi-channel fulfillment order preview is no longer accurate, it will automatically update its status to Refresh Required. If you need to update a particular multi-channel preview, you can do so from the **Multi-Channel Fulfillment Preview** card by choosing the **Actions** ribbon, then choosing the **Refresh Preview** action. CSM will retrieve updated shipping information from Amazon and present it on the multi-channel preview. You cannot create multi-channel fulfillment orders from previews that require a refresh.

Creating Multi-Channel Fulfillment Orders

When you have determined which shipping option you want to use to fulfill the order, you can generate a multi-channel fulfillment order from the **Multi-Channel Fulfillment Preview** card:

1. Choose the **Actions** ribbon, then choose the **Create Amazon MC Fulfillment Order** action.
2. In the **Displayable Order Comment** field on the **General** FastTab, enter any comments that you wish to include on the order's packing slip, if desired.
3. On the **Multi-Channel Fulfillment Order Lines** FastTab, enter any item-specific comments in the relevant **Gift Message** field.
4. Choose the **Related** ribbon, select the **Release** group, and choose the **Release** action.

   When an order is released, it can no longer be edited by a user. If it is necessary to make changes to an order, you must reopen it by choosing the **Related** ribbon, selecting the **Release** group, and choosing the **Reopen** action.

5. Choose the **Actions** ribbon, then choose the **Send to Channel** action.

CSM will attempt to send the multi-channel fulfillment order to the connected Amazon FBA channel, where a corresponding multi-channel fulfillment order will be created. This process will be successful in the following scenarios:

- All items on the order's lines are fulfillable.
- One or more items on the order's lines are not fulfillable and the fulfillment policy is *Fill All* or *Fill All Available*.

If one or more item's on the order's lines are not fulfillable and the fulfillment policy is *Fill or Kill*, CSM will not send the order to the connected Amazon channel. An error message will be presented to the user indicating that there is insufficient inventory to fulfill the order.

If the process of creating a new multi-channel fulfillment order on the Amazon channel is successful, the multi-channel fulfillment order's status in Business Central will be updated and SKU information will be retrieved from Amazon and entered on each order line, along with shipping/arrival date estimates.

You can view the number of multi-channel fulfillment orders that have been created for a sales order in Business Central in the **Multi-Channel Fulfillment Order** field on the sales order. Clicking the value in this field will present a list of the multi-channel fulfillment orders that exist for that sales order.

The multi-channel fulfillment order's action will determine whether additional processing must be performed by you:

- If the action is *Ship*, CSM sends a command to ship the order at the same time it sends the multi-channel fulfillment order to Amazon. Once the order is created on Amazon, it will immediately be ready for processing. No further action is required on your part.
- If the action is *Hold*, CSM will instruct Amazon to create a new multi-channel fulfillment order, but there will be no command to ship it. The multi-channel order exists within Amazon in a planning state. You must ship the order within two weeks of creation; if the order is not shipped it will be automatically cancelled by Amazon. You can instruct Amazon to ship the order from the multi-channel order in Business Central by choosing the **Actions** ribbon, then choosing the **Ship Order** action. CSM will instruct Amazon to ship the order.

In addition to the **Ship Order** action, there are two other actions you can perform from the **Actions** ribbon:

- **Get Order Status:** this will update the multi-channel order in Business Central with any new order information from Amazon. If the order has been shipped by Amazon, this information will be retrieved and used to build a separate multi-channel fulfillment shipment record in Business Central.
- **Cancel Order:** this will instruct Amazon to cancel the order. You cannot cancel an order once Amazon has shipped it.

  Note: *you can cancel an order at any point prior to instructing Amazon to ship it. Once you send this instruction to Amazon, you still have an opportunity to cancel it prior to Amazon completing the request. The window of time you have to cancel an order is impacted by the shipping speed of the multi-channel order. For example, an order with a priority speed may ship the day after you instruct Amazon to fulfill the order, while an order with a standard speed may remain open for a few days before it ships.*

Posting Multi-Channel Fulfillment Shipments

Once a multi-channel order is shipped by Amazon, CSM can retrieve this information into Business Central and create a new multi-channel fulfillment shipment. This process of retrieving shipment information can be manual or automatic:

- To manually create multi-channel fulfillment shipments, choose the **Actions** ribbon on the relevant multi-channel fulfillment order and choose the **Get Order Status** action.
- To automatically create multi-channel fulfillment shipments, enable and schedule the GET3PLSHIPMENTSTATUS automation routine that is included with CSM for Amazon.

You can view the shipments that have been created for a multi-channel fulfillment order by choosing the **Related** ribbon, selecting the **Order** group, and choosing the **Shipments** action. Multi-channel fulfillment shipments contain detailed information about the shipment, including the fulfillment center from which it was processed, the shipment date, and package number information. You can obtain more detailed information about an item's packaging information by selecting the item in the **Shipment Items** FastTab, then choosing the **Manage** ribbon and choosing the **Show Package Info** action. A separate page will present information about each package that was used to ship the item,

including unique package tracking numbers. Package tracking numbers are represented as hyperlinks that will direct you to Amazon's tracking page so that you can obtain full details of a shipment. This is especially useful if the item was shipped in multiple packages.

A multi-channel fulfillment shipment must be posted to update the related sales order and relieve inventory in Business Central. Again, this activity can be manual or automatic:

- To manually post a multi-channel fulfilment shipment, choose the **Post Shipment** action in the ribbon.
- To automatically post a multi-channel fulfilment shipment, enable and schedule the CREATE3PLBCSHIPMENT automation routine that is included with CSM for Amazon.

Posting a multi-channel fulfillment shipment will post the sales order from which the multi-channel fulfillment order was created, resulting in a posted Business Central shipment. When this activity is posted, however, inventory will be relieved from the inventory location that has been defined for your Amazon FBA channel, rather than the location on the relevant sales order lines. When a new shipment is created, CSM retrieves the posted shipment number and presents it on the **General** FastTab of the multi-channel fulfillment shipment.

If the sales order in question was retrieved for another CSM sales channel, shipment information will be sent back to the related eCommerce platform based on the sales channel's configuration.