

Everything You Need to Know About the ‘Fulfilled by AutoDS’ Service

Article link: <https://help.autods.com/autods-managed-accounts-full-explanation-faq>

Tags: Managed;managed accounts;managed accounts for shopify;orders automation;automatic;automation; FBA;auto processing;Fulfillment service;Fulfilled by AutoDS

Meta description: Learn how the Fulfilled by AutoDS service simplifies order fulfillment and improves your dropshipping workflow.

Subtitle: Simplify Your Order Fulfillment with the Fulfilled by AutoDS Service.

Introduction

Managing your dropshipping business efficiently requires time, attention, and seamless processes. The **Fulfilled by AutoDS service** takes care of the heavy lifting by offering full automation for product ordering, tracking updates, and return handling.

In this article, you'll learn what the **Fulfilled by AutoDS service** is, how it works, its main benefits, and common FAQs. By the end, you'll understand how to use it to simplify your daily operations and scale your business with less manual work.

Why Use Fulfilled by AutoDS?

Fulfilled by AutoDS provides a complete hands-off experience for busy sellers.

Here are the main advantages:

- With the **Fulfilled by AutoDS** service, you no longer need to worry about issues such as account restrictions, order cancellations, or credit card cash flow and spending limits. All orders are placed using AutoDS' managed accounts, eliminating the need to use your own buyer accounts or payment methods.
- You can easily fund your AutoDS balance via **PayPal**, **Payoneer**, or **Credit Card**, and the system will automatically process your orders, providing full automation from purchase to delivery.
- Tracking numbers are automatically updated to your selling platform, giving your buyers timely shipping information.
- Orders are managed and monitored automatically by the system, ensuring a **higher order success rate and fewer supplier-related issues**.
- When it comes to returns, the process is just as simple. With a single click, you can **request a return by updating the order status to “Request Return.”** AutoDS will then handle the return process, generate the appropriate return label, and upload it directly to the system for you to download ([Terms and Conditions](#) apply).

Quick Jump

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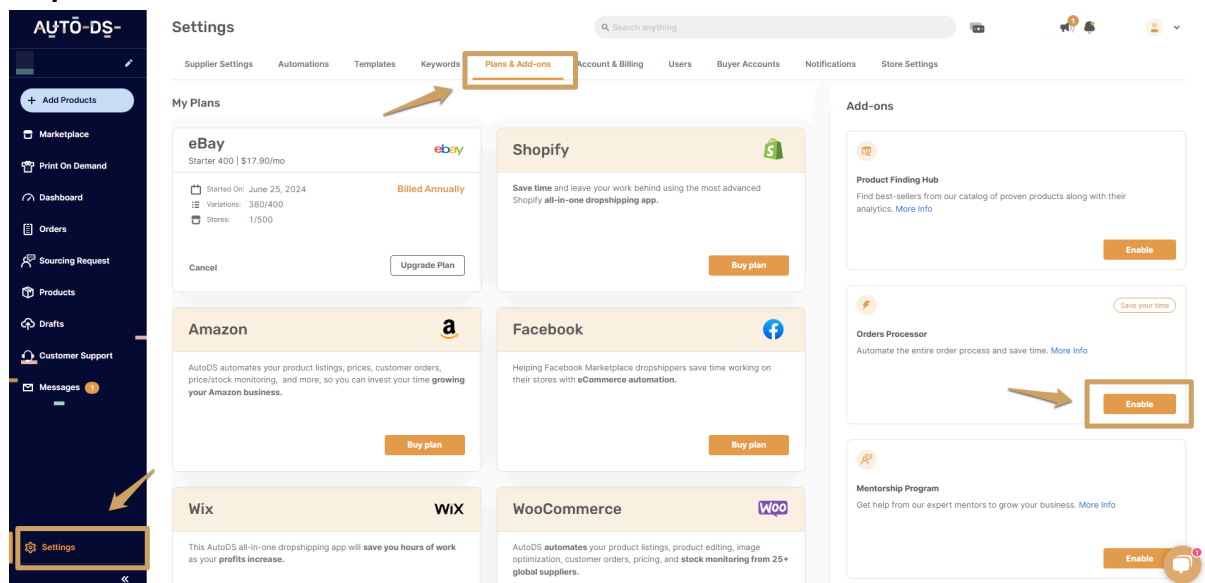
Getting Started with Fulfilled by AutoDS

Before using the Fulfilled by AutoDS (FBA) service, please make sure the following requirements are met:

- Your supplier is **supported by the Fulfilled by AutoDS** service. (For the FBA Service's supported suppliers and regions, click [here](#).)
- The **Orders Processor Add-On** is enabled. (Note: The **Orders Processor** is billed separately from your main subscription plan.)
- You have **sufficient [Fulfilled by AutoDS Balance](#) and [Auto-Order Credits](#)**.

Instructions:

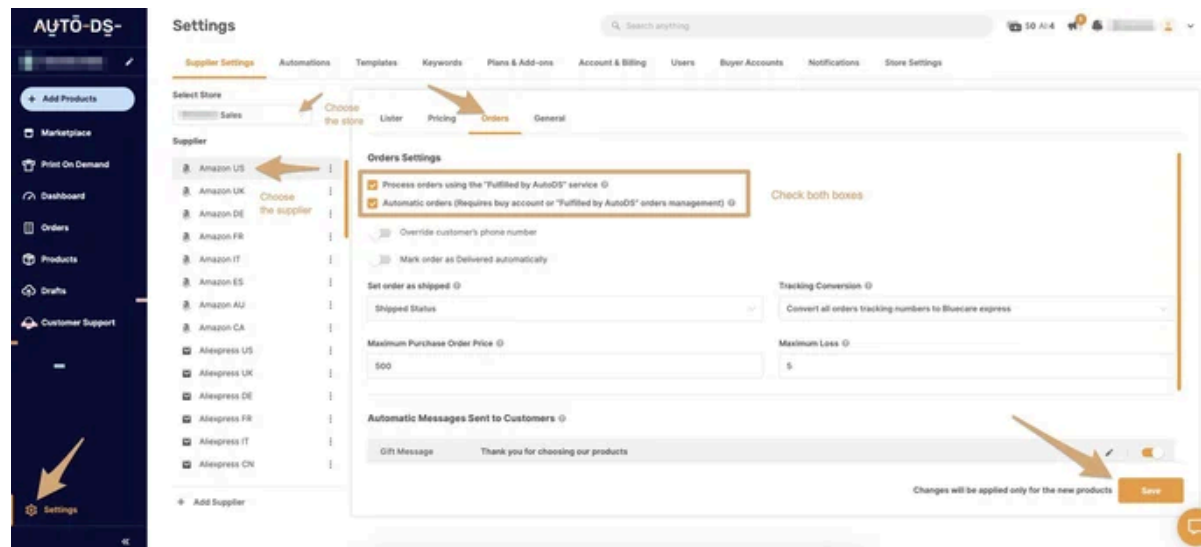
1. Step 1: Enable the Orders Processor add-on



2. Step 2: Enable the Fulfilled by AutoDS service

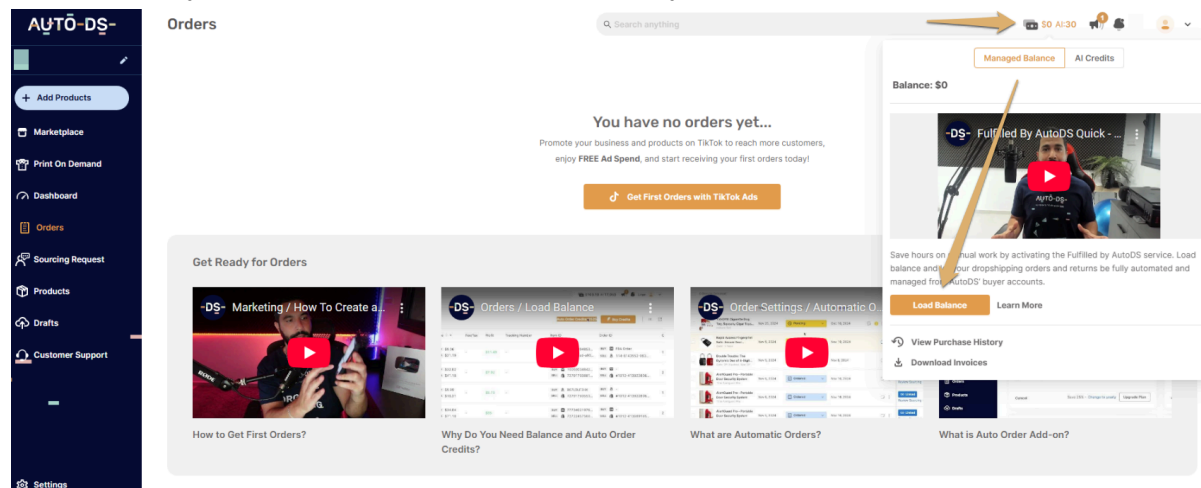
- Go to the Supplier Settings under the Orders section
- Enable the **Process orders using the “Fulfilled by AutoDS” service** option. Kindly enable the **Automatic Orders** option as well if you wish your orders to be automatically sent to automation as soon as the orders appear

on the **AutoDS Orders** page:



3. Step 3: Load Balance to your AutoDS account

- AutoDS uses your **FBA balance** to fulfill orders on your behalf.



- Please check this [article](#) for more detailed instructions on **how to load your FBA balance**.

4. Step 4: Orders Are Automatically Processed

- AutoDS automatically purchases the item from the supplier.
- You will receive order status updates within your AutoDS dashboard.

5. Step 5: Managing Returns

- Go to the **Orders** page. Look for the order you'd like to request a return for and click the status.
- Choose the **Request Return** option.
AutoDS will handle the return process according to the supplier's policy.
- Learn more about managing return requests here:
[How Do Returns Requests work on the Fulfilled by AutoDS Service?](#)

Possible Issues & Workarounds

- Issue: My order is stuck in "Pending" status.**
Solution: Please note that the system usually processes orders within 24 to 48 hours, and everything is already in the queue.
If the order is still not processed after the given timeframe, please try resending the

order to automation:

1. Change the order status to **Pending**.
2. Once it's in Pending status, click on the status again and select **Send to Auto Order**.

Please submit a ticket if the order is still not processed after 72 hours, so we can check further.

- **Issue: My supplier isn't supported.**

Solution: Please look for the same product from another [supplier supported via Fulfilled by AutoDS](#). If you find one, kindly change the product details of the order on the **Orders Page** and then resend the order to automation.

- **Issue: ETA is today or has passed, but the tracking number is still not available.**

Solution: Tracking details are supposed to be updated 6-12 hours from the time the order has shipped. AutoDS will update tracking automatically. If no tracking number is available by the ETA. Please submit a ticket for further assistance.

Frequently Asked Questions (FAQ)

- **Q: What is the full order process for an order that was fulfilled by AutoDS?**

A: We will show you the full process that your order went through. To read about all possible order statuses and the full process, please click [here](#).

- **Q: My order keeps failing. What should I do?**

A: Kindly check the failure reason of the order and try to workaround it on your end. You can check in this [article](#) the common failure reasons and workarounds for each. If the issue persists, please submit a ticket so we can check further.

- **Q: How can I get the return label?**

A: Kindly change the status of the order to 'Request Return' in the Orders page. AutoDS will process the return on the supplier site, and the return label will be attached to the platform once available.

- **Q: When will the product arrive?**

A: All necessary information should be automatically updated on the platform once processed. This includes the **estimated delivery date** of the order based on the ETA provided by the supplier. If any information is missing on the platform, kindly submit a ticket.

- **Q: Can I have the Buy Order ID for this order?**

A: We provide tracking numbers and updates from the supplier side to keep you informed of your order's progress. You can always check the status of your orders [here](#).

Unfortunately, we cannot share the Buy Order ID due to privacy and financial concerns. Please refer to our [Terms & Conditions](#) for more information.

- **Q: Why has the order profit changed after the order was processed?**

A: Please note that the **initial profit** displayed on the platform (shown before an order is placed) may differ from the **final profit** shown after the order is charged. This discrepancy can occur if additional costs are applied to the order, such as **supplier fees or tax charges**, as these are not factored into the initial profit calculation and are only accounted for once the order is processed.

- **Q: There is a shipping fee on the supplier site, but why is it not calculated in the buy price of my order?**

A: Depending on your supplier, for instance, if your supplier is from the China region,

you might have set the "**Ship to Warehouse**" option to **Worldwide** in your supplier settings.

That is why even if you have "**Include shipping price**" enabled for that supplier, the shipping price will not be included in the listing price. It would be best to have a specific region on "**Ship to Warehouse**" so that the system could adequately monitor the shipping prices and include them in your selling price.

Please check this [article](#) for more information regarding the **Include Shipping Price** feature.

Related articles

[Fulfilled by AutoDS- Supported Suppliers, Regions, and Pricing](#)

['Fulfilled by AutoDS' Orders - Order Statuses Explained](#)

['Fulfilled by AutoDS' Service - Terms and Conditions](#)

[What to do When A 'Fulfilled by AutoDS' Order Fails? \(aka Managed Accounts\)](#)