

Order Manual Fulfillment, Replacement, and Free bottle

Department: Customer Service

Date: June 06, 2023

Purpose/Goal

The purpose of an Amazon Multi-Channel Fulfillment (MCF) order is to enable businesses to leverage Amazon's fulfillment network for orders placed on sales channels outside of Amazon.com. This allows for centralized inventory management, access to Amazon's efficient logistics and fast shipping speeds, and reduced operational overhead. MCF uses unbranded packaging to maintain brand consistency.

To ensure customer satisfaction and foster long-term loyalty, we will send a replacement product via MCF if an order arrives damaged, is lost in transit, or has missing items. We also use MCF orders to manually fulfill sample requests.

Resources Needed

Amazon Seller Central

- [Customer Service Issues Tracker](#)

Knowledge Base

-  Multi-Channel Fulfillment: Create fulfillment orders

Attach Loom Video of SOP Being Done

[MCF How-To-Video](#)

Overview of Steps

1. Click Create MCF order
2. Check marketplace
3. Fill out all the needed information
4. Click place order

5. FOR CS ONLY Copy the consumer order ID and expected delivery date, and share with the customer (Update replacement processed via [Customer Service Issues Tracker](#))

Manage All InventoryCreate MCF OrderAccount HealthCustomer Experience MetricsFeedbackPerformance NotificationsBusiness ReportsManage Orders

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Click create MCF order

Place a Multi-Channel Fulfillment (MCF) order

Go to Multi-Channel Fulfillment to learn more. Watch our video tutorial to learn how to place an order and set up automated order placement.

Create a Bulk Order

Save time by automating your order

Check if you're in the correct marketplace ex. UK or US

2. Add items

Start filling out the information

3. Select shipping speed

Place order

1. Enter customer address

Country United States

International postal addresses allowed

Full name

Street address

City

State / Province

ZIP / Postal code

Customer Contact Information

Phone number

Email address

2. Add items

Search by title, MSKU, ASIN, or FNSKU

Only ship with blank boxes

Block Amazon Logistics as a carrier for this order

SKUs

Units

Per Unit Value

Use the search field above to add items to this order

Order ID

Packing slip comments

Optional details

3. Select shipping speed

Standard

Expedited

Shipping Details Estimates

Shipping weight

Latest ship date

Latest delivery date

Order total

Place order

Create hold order

Quality Control

Revision History

Date	Version	Description	Approved
02-Jun-2023	1.0.0	Initial document created	Dez
30-Apr-2025	2.0.0	Removed unnecessary steps	PR
11-Jul-2025	3.0.0	Added How-To-Video / Edited Purpose & Steps	PR
29-Dec-2025		Updated the CS Tracker Link	Shellie