

## Integration+ | FAQ's

### How do I handle cancelations?

Cancellations are not part of Integration+. You will handle them manually within Seller Central. If your Distributor sends a cancelation for an order to ePS, we will notify you via email. You will need to reach out to the customer through buyer messaging and request that they cancel the order themselves (preferred). If the customer does not cancel, you can mark the order as canceled in Seller Central.

**Additional Information here:** <https://sellercentral.amazon.com/gp/help/G69126>

### How do I handle returns?

Returns are not part of Integration+. You will handle them manually within Seller Central. Buyer will need to initiate the return, once product is received back to the distributor, refund can be initiated.

**Additional Information here:** <https://sellercentral.amazon.com/gp/help/G69126>

### Who calculates and remits sales tax?

Amazon calculates tax. Every seller will setup tax settings within Seller Central. Majority of the time, Amazon remits sales tax, but there are certain times where the seller will need to remit sales tax. There are tax reporting(s) and articles within Seller Central that can be read and shared with your tax attorney.

**Additional information here:** <https://sellercentral.amazon.com/gp/help/G7VYHGGJ8ZT2M58CP>

### What is FBA?

If you want to use Fulfillment by Amazon, you will have to send stock directly to an Amazon fulfillment center. When an order gets placed for one of your items in FBA, Amazon will ship the product versus your Distributor drop shipping the product. Your Amazon rep can give you more guidance on this.

**Additional Information here:** <https://sellercentral.amazon.com/gp/help/G53921>

### What reporting do I get from Seller Central?

There is extensive reporting with Seller Central. You can report on Total Sales, B2B Sales, Shipped Sales, B2B Shipped Sales, etc.

**Additional Information here:** <https://sellercentral.amazon.com/gp/help/G200633570>

## **When will I see a return on investment?**

ROI depends on many factors: What is your credit line with your distributor? How large is your offering? How committed are you? Are you thinking strategic with your pricing? Are you offering quantity discounts? Are you providing exceptional customer service? Are you maintaining a good relationship with your distributor?

## **How will I be competitive?**

Competition on the Marketplace is fierce! You may not be competitive on every single Item you sell - you are sometimes competing against the manufacturer or Wholesaler/Distributor themselves! There are over 2 Million Business Buyers that are looking to spend with Small Businesses, so it is important to showcase your certifications within your Amazon Seller Profile.

## **How long does it take to get setup?**

If all required pieces are in place from each party (the Seller, ePS, the Distributor), you can be up and running on Amazon within two weeks.

## **How much time will I need to commit to this?**

You will want to monitor activity within your Seller Central daily. Our most successful sellers have a dedicated resource to handle all business within Amazon.

## **How can I expand my product offering?**

Expand to Distributors within different spend segments! ePS can help make introductions to ones we are already integrated with.

## **Will you Integrate with my Distributor?**

Our team will reach out to your Distributor to discuss all technical requirements needed to support the integration. If your Distributor meets the technical requirements and the ePS business requirements, we will engage in an integration.

## **How can I establish a credit line with a Distributor?**

Credit is granted by the Distributor, and each Distributor has different requirements and qualifiers. We strongly advise having a credit line set up with your distributor as opposed to a credit card on file with the Distributor. Payment terms with your distributor directly correlates to the size of your catalog.

## **How do I get paid?**

Amazon collects payments from the customers. Amazon pays sellers every two weeks. The disbursement of funds will already have the Amazon Referral Fee taken out.

**Additional Information here:** <https://sellercentral.amazon.com/gp/help/14911>

## Can I sell on the Mexico and Canada Amazon Marketplaces?

Integration+ is only available for the US Amazon Marketplace (including to Puerto Rico).

## How often will my Inventory be updated?

We receive inventory from your Distributor. As soon as we receive the inventory, we will feed it to your Seller Central. Each Distributor's capabilities is different, but our preference is for the Distributors to send it hourly.

## How does ePS match to Amazon ASINs?

We compare SKU data provided by your Distributor to the Amazon ASIN database. It is not uncommon for Amazon to provide many ASINs for one SKU. Our solution uses a unique algorithm to determine which ASIN is the right one.

## Will I be charged freight?

Yes, your Distributor will charge you a freight fee to drop ship products to Amazon customers. Each Distributor has different freight policies, so it's important you receive and review that information. It's Imperative that you take into consideration your freight fee as you determine pricing for your items.

## Does ePS integrate into QuickBooks?

ePS developed reports that fully integrate Into Seller's QuickBooks System. The only thing a Seller needs to purchase is a "QuickBooks Plug-In" called, Transaction Pro. You are able to import transactions including purchase orders and invoices into QuickBooks within minutes. There Is no additional fee from ePS.

**Additional Information here:** <https://www.transactionpro.com/>

## What is the average Amazon Referral Fee?

The average Amazon Referral fee is 15%. The percentage is dependent on commodity being sold.

**Additional Information here:** <https://sellercentral.amazon.com/gp/help/G19211>

## How do I get to the Amazon Buy Box?

There are many factors to winning the Amazon Buy Box, and they are constantly changing. It's important to have sharp pricing and keep good metrics on your Account Health. A reseller's account health, inventory, and price are a few things that Amazon will consider.

**Additional Information here:** <https://sellercentral.amazon.com/learn>