

## **IMPORTANT Handling Time changes coming for Seller Fulfilled Items**

### **Frequently Asked Questions**

#### **1. How is Handling Time for my existing products changing?**

Previously, the minimum Handling Time you could set for all products was 2 days.

Now, if you set (or have already set) a 1 day Handling Time for any item, orders for these products now have an expected dispatch date of 1 business day after the order day. Starting from October, if you previously left the Handling Time field blank, those products will also default to a 1 day Handling Time. Any products where you entered 2 or more days will continue to have their existing Handling Time.

#### **2. What happens to new products I start selling?**

Starting from October, new products added to Amazon will automatically have a 1 day Handling Time unless you enter a value of 2 or more. We will inform you about the exact date of the change later.

#### **3. Does handling time apply to weekends? Do I have to ship orders on Saturdays and Sundays?**

No. Handling Time is in business days which excludes weekends. For example, an order you receive on Friday with a 1 day handling time is expected to dispatch and confirm shipment before Monday midnight.

#### **4. What can I do if I don't want to dispatch in 1 business day?**

No problem, you can always set your own Handling Time for your products. [Click here](#) to learn how.

#### **5. How can I improve my Handling Time?**

Review all products that have a Handling Time of 2 days or more. If you dispatch faster than the current Handling Time, change it to a lower value accordingly.

#### **6. Anything else I should keep in mind while changing my Handling Time?**

Amazon requires that you keep your [Late Shipment Rate](#) under 4%. To avoid impacting your Late Dispatch Rate, please monitor your settings to help maintain your good delivery performance.

#### **7. Are other Sellers being defaulted to 1 day handling time?**

All sellers will be allowed to set 1 day handling time themselves, but only select sellers who already ship most items in 1 day are being defaulted to 1 day handling time.