

Amazon Shipping Manager

CTS Queue

The CTS Queue (Click to Ship) shows the status of items that are in process or have generated a error notify Amazon of the shipped status of a package. This is a very important tool to use as you will not get paid by Amazon unless the order has been flagged as shipped.

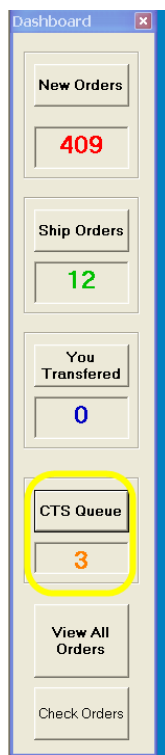


Figure 1

You will notice the number in this queue grow each time you process/ship an order. This is because the order at that time is move to the CTS status. There are 4 status levels, they are:

- | | |
|-------------|---|
| In Queue – | The order has been flagged to update the Data on Amazon but has not been sent to Amazon yet. Batches of Data is processed every few minutes and sent to Amazon for processing. Until they are sent they will remain in the “In Queue” status. |
| Submitted - | The order has been uploaded to Amazon with all the correct shipping and tracking information. |

Payment Complete - Amazon has accepted the Submitted order and has updated the buyer via email that the item has been shipped. Amazon has also confirmed with ASM that this item has been marked as a item they will now pay for.

Error - An Error has occurred while processing this CTS Queue Item. Follow the steps outlined below to correct this error.

Amazon Order #	Email Address	Item	Price	Order Date
105-5713368-4079443-01		His Last Walk [Enhanced] [Audio CD] blessthefall	\$5.40	8/28/2009 11:24 PM
105-7113932-5109818-01		Alpha Dog (Widescreen Edition) [DVD] (2007) Bruce	\$0.66	8/28/2009 10:03 AM
105-3392636-2950654-01		Pirates of the Caribbean - Dead Man's Chest (Wides	\$1.17	8/26/2009 1:22 PM

Total Amount: 7.23 Number of Items: 3

Buttons: Pick Report, Postage, Mark as Processed, Mark as Shipped, Select All, CTS Request, Seek, Exit

Figure 2

If you see you have an error or an Item has been in the same status for over an hour then you will want to send a new CTS Request. This can be done one of two ways. You can send from this screen by highlighting the item(s) in Yellow (like printing a Pick Report) and then pressing the CTS Request Button, or you can select the item (double click the order) and then click on the "Amazon CTS Status" button on the Order Detail page.

Price: \$4.27
 Shipping Credit: \$2.98
 Amazon Fee: -\$1.44
 Refunds: \$0.00
Total: \$5.81

Amazon CTS Status: Submitted

Date	Description
9/1/2009 10:16 AM	Amazon notified

Figure 3

If you have re-sent a CTS request and the status continues to display Error then contact the Retail Software Solutions Helpdesk so we can review this issue.