



ONBOARDING GUIDE

# From signed scope to first invoice

Standard SunPort onboarding timeline · two-week steady-state cutover · no setup fees

**SunPort Prep Center**

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This guide walks a new client through the standard SunPort onboarding — from the 15-minute scoping call to the first monthly invoice. The timeline below assumes a single-channel Amazon FBA engagement at standard volumes. Multi-channel and kitting setups follow the same shape with an extended Week-1 to configure the additional flows.

## **DAY 0** Scoping call (15 minutes)

- We capture monthly volume, SKU count, marketplace channels, and packaging constraints.
- You receive a written quote against our published Schedule A within one business day — no commitment required.
- If the scope sits inside the standard SKU footprint, the rate card you sign is the same one published at [sunport-prep.com/services](https://sunport-prep.com/services).

## **DAYS 1-3** Agreement & SKU master

- Countersign the Warehouse Services Agreement and Schedule A. No setup fees for standard onboarding.
- Send us your SKU master: FNSKU per SKU, supplier carton dimensions, units per case, expiration/lot rules, hazmat or category flags.
- We load the master into our WMS and set up your account in the receiving and outbound queues.

**DAYS 4-7**

### **First inbound**

- Your supplier (or freight forwarder) ships to: 1320 Stirling Rd, Dania Beach, FL 33004.
- We receive against the packing list, count, inspect for damage, and issue a photo-documented receiving report the same business day.
- Any discrepancies — short counts, damage, wrong items — are flagged in writing immediately. No silent absorption.

**DAYS 8-10**

### **Test batch**

- We label, polybag where the SKU SOP requires, box to Amazon's carton rules, and dispatch a small test batch to a single Amazon FC.
- The remainder of the inbound is held in storage until the FC confirms clean check-in.
- If your scope includes DTC, we run a parallel test on a handful of customer orders through your shipping carriers.

**DAYS 11-14**

### **Steady-state cutover**

- FC check-in confirmed → we process the rest of the inbound into outbound shipments at the cadence you've requested (typically weekly for FBA inbound, daily for DTC).
- First monthly inventory statement is pushed to you, alongside the cycle-count log when it runs.
- Your billing cycle starts: storage in advance, fulfillment and handling in arrears, Net 30 from invoice date.

**MONTH 1+****How the relationship runs**

- **Inbound:** arrives on your cadence. Each shipment generates a receiving report with photos and a unit count within one business day.
- **Outbound:** FBA on a weekly LTL cadence; DTC parcels picked, packed, and dispatched daily; LTL or FTL when retail-channel volume calls for it.
- **Reporting:** one monthly inventory statement and one invoice per cycle. No "request a report" workflow.
- **Change requests** (new SKUs, new kits, new carrier mix) are picked up in writing and live in the WMS within one business day.

**DOCUMENTS WE NEED FROM YOU**

- Countersigned Warehouse Services Agreement & Schedule A.
- Certificate of insurance (general liability + cargo) listing SunPort Prep Center Corp as additional insured for goods stored at the warehouse.
- SKU master file (CSV or spreadsheet) with FNSKU, supplier carton dimensions, units per case, expiration handling, and category flags.
- Inbound shipment notice (BOL or commercial invoice) emailed to sales@sunport-prep.com at least 24 hours before arrival.
- Authorized contacts list — who can approve changes, returns, and disposals on your account.

**HOW WE COMMUNICATE**

- **Receiving reports** emailed the same business day as arrival — quantities + photos.
- **Inbound shipment confirmations** when boxes leave for Amazon (with carrier + tracking).
- **Monthly inventory statement** with on-hand counts by SKU, before each invoice.
- **Change requests** handled in writing — emailed acknowledgement within one business day, live in the WMS within one business day after that.
- **Escalations**— Nataliia Svyshcho (Operations) is your day-to-day; Nick Roy (Founder) is cc'd on anything commercial or contractual.

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## BILLING REMINDER

Storage is billed **monthly in advance** (your first storage charge is on the first invoice after Week 1). Fulfillment, handling, kitting, labeling, and labor are billed **monthly in arrears**. Payment terms are **Net 30 from invoice date**, with late-payment interest at 1.5% per month per the agreement. Carrier charges (UPS, FedEx, USPS, LTL) pass through at cost on the same statement.

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