

Operations Buildings



Amazon Operations has several different types of buildings, each with their own unique purpose!

You'll notice that your offer and confirmation emails state your building type. You can find out more about your assigned location by looking through the information provided below.

FC (Fulfillment Center) – Sortable: This type of building is the most common – it's our largest facility type with many associates and hundreds of thousands of products in inventory with a focus on small items. This type of facility requires the highest number of associates & managers. The main departments consist of Inbound, Outbound, Pick, Pack, Stow, and ICQA.

FC (Fulfillment Center) – Non-Sortable: This building type is where you'd most often find large items such as a lawnmower or big screen TV. It tends to require a smaller number of associates. The main departments consist of Inbound, Outbound, Pick, Pack, Stow, and ICQA.

Sort Center: These facilities are "the middle mile" in the fulfillment process for Amazon. During this stage, the products arrive here and are then sorted to be placed on trucks for local delivery. These locations are very closer to large markets to reach the surrounding area.

Delivery Station: This type of facility does not have any inventory. They are typically situated near a major metro area (i.e. San Francisco) and are much smaller in size than a Fulfillment Center. The team of associates & managers is also smaller and activity is focused around Inbound & Outbound. The packages received have already been packed by an FC and are ready for delivery directly to the customer. Most of the associates are employed by a vendor company and are not managed directly by Amazon managers.

AMXL: AMXL is our fulfillment and delivery network owning the end-to-end flow of products greater than 50 lbs, longer than 96", or products that require special delivery requirements. We are reimagining the heavy bulky customer experience in our fulfillment centers, sort centers, and delivery stations.

AIR: Amazon's dedicated air network is a critical conduit for delivering packages across longer distances. Air is Middle Mile Transportation, which means that every package that comes through an Air facility is in a box, on its way to a customer's doorstep. We work together to innovate on behalf of our rapidly growing number of Prime members who love fast delivery, low prices, and vast selection from Amazon.

Global Specialty Fulfillment (GSF): The name stands for Global Specialty Fulfillment, but when you hear about GSF you should think "Get Stuff Fast". GSF is a collection of 13+ businesses and over 600 locations worldwide that all have two things in common: we all do some type of special handling outside the scope of normal Amazon Fulfillment, and we're all supporting short click-to-deliver timelines from sites that are located at or near the last mile. Because of this, GSF sites are concentrated near major metro areas. You can think of us as the urban arm of Amazon Fulfillment.

SSD (Sub Same Day): This type of facility falls within the GSF business lane and is an exciting organization within Amazon specializing in delighting our customers with speed in which we can make items appear on their doorsteps. We are a combination of operations and support teams aligned to innovate for the last mile customer experience, and for the SSD team in particular, getting customers their packages in less than one day.

DC (Distribution Center): GSF Distribution Centers are the primary supplier of inventory for the Sub Same Day (SSD) fulfillment network. Our SSD sites get deliveries to customers faster than ever by being physically located near where our customers live. This means that you can only get same day delivery if the item you want to buy is available in your local fulfillment center. DCs solve this problem by providing the FCs with the just-right inventory mix at the just-right time.

Ultra Fast Fresh: Ultra Fast Fresh (UFF) offers Prime members a complete grocery selection at great prices, available with two-hour delivery and pickup from select locations. Customers can access Amazon Fresh using Amazon.com or the Amazon app, and orders are delivered directly from local fulfillment centers. Included in this are a collection of large-scale multi-temp (Chilled, Frozen and Ambient) site types that staff and operate based on a 24-hr operations schedule.

Fresh/ Pantry: This type of facility is where we run our Amazon Fresh & Pantry services. Typically, due to the nature of the products we ship from these facilities, the temperatures are a bit colder! You will find a large variety of fresh & refrigerated foods and many associates have specific food handling certifications for the specialized items we sell.

TOM (Transportation Operations Management): Amazon's dedicated Transportation Operations network. TOM is unique as it does not have its own building type, but primarily operates on the yard outside of our Fulfillment & Sort Centers. The TOM team's responsibilities include collaborating with Fulfillment Center & Sort Centers leadership teams on quality and customer experience metrics. Committing to all safety programs and OSHA compliance to ensure a safe work environment for all associates, and streamlining logistics through standard work and process improvement. TOM's key focus areas are safety, quality, customer experience, and productivity. Featured roles include Transportation associates, transportation area manager, & transportation operations manager.