

# Do I need to do anything after my website is connected to Pietra's Fulfillment Center?

group: Warehousing, Shipping & Fulfillment

If you are using Pietra's Fulfillment Center to store and ship your products to your customers then there is nothing more you need to do after your website is connected to Pietra other than sit back and make sales.

There are some optional things you can do after your website is connected. You can list your products on multiple sales channels and grow your sales effortlessly. You can set up multiple DTC, retail, and wholesale channels here:

<https://creator.pietrastudio.com/ecommerce-services>

During setup, a Pietra specialist will ensure your website is properly connected to Pietra's Fulfillment Center. When a customer purchases your product, whether it be from your website, or a connected sales channel, Pietra will ship the item from the fulfillment center directly to your customer.

If you are selling products on the Creator Marketplace, all fulfillment and platform fees will be automatically deducted from each sale. If you are selling on your own website, you will be charged a fulfillment and shipping fee for fulfilling your orders.

Optionally, Pietra offers the ability to manage your website's returns and exchanges. Minimum volumes apply. If you are interested, please reach out to [Creators@pietrastudio.com](mailto:Creators@pietrastudio.com)

In order to log an incident within the Creator Hub, go to E-Commerce Tools > Orders > Report An Incident. You can navigate here with this URL: <https://creator.pietrastudio.com/fulfillment-services>

You can also email us for any order related support at [creators@pietrastudio.com](mailto:creators@pietrastudio.com).