



Paragon TOOLS_{v2}

a project by edwhonti@amazon.ph



April 2025 Cumulative Update



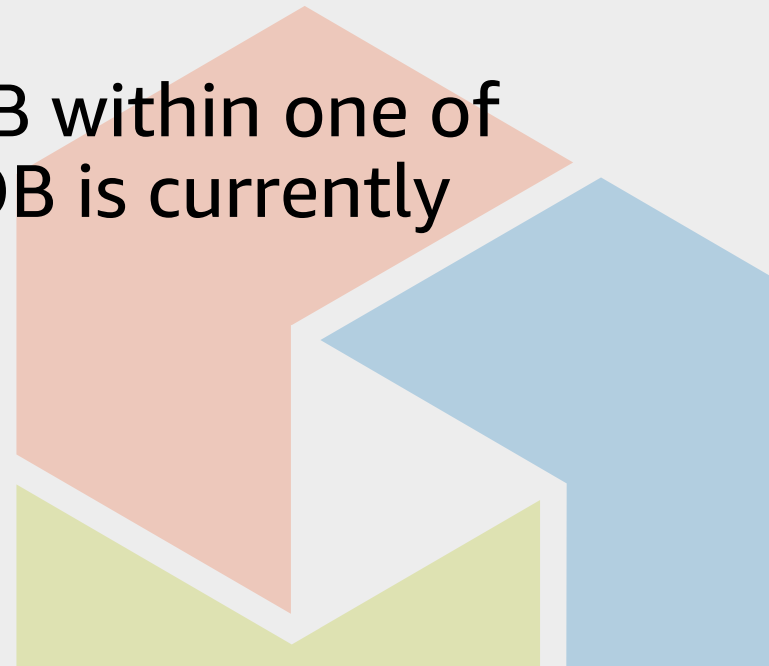
Selling Partner Services



What's new in this update?

This major cumulative update introduces new tools that will aid in the associates' efforts to improve their case handling routines in their respective LOBs, as well as major improvements for a pleasant user experience.

In addition, we have integrated a dedicated LOB within one of our regions as we have noticed that another LOB is currently administering their cases as usual.



Color Palette

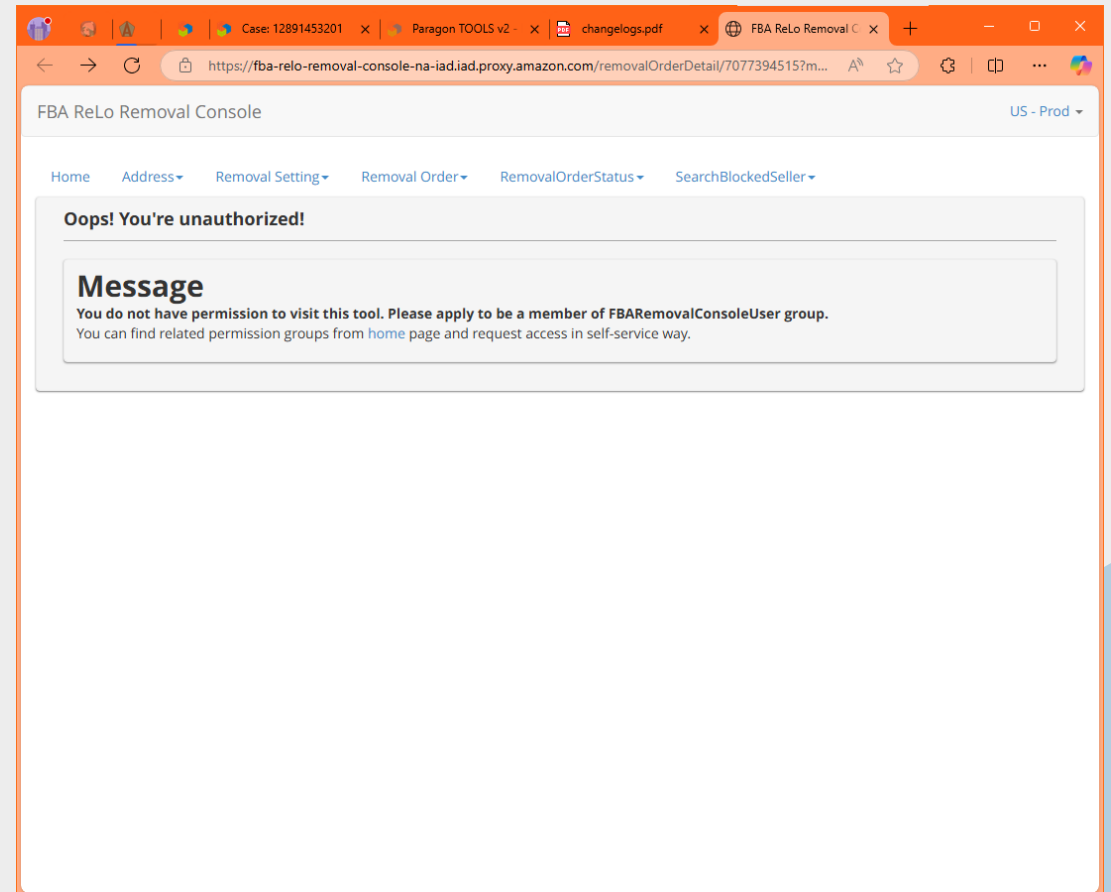
Unlike the previous iteration (Mar 2025 Cumulative Update), this update takes on a more eye-friendly approach to the color palette for both Light and Dark Mode.

In addition, the highlighter color has also changed to Deep Orange -- reflecting the color of the new Amazon Logo as shown below:



Goodbye ReLo, Hello REV

Many FBA+ associates may have been struggling to work on their cases regarding removals because of this screen:

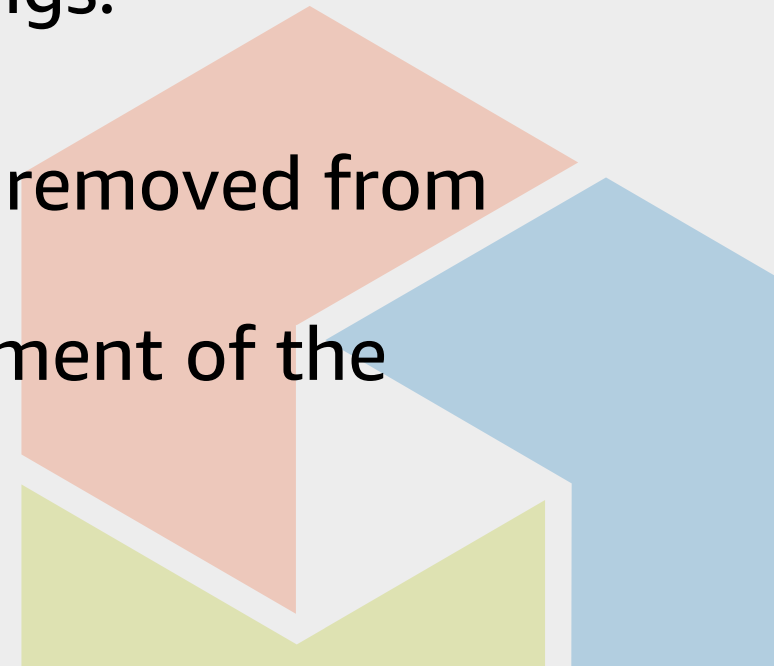


Goodbye ReLo, Hello REV

Starting from this cumulative update, we have decided to RETIRE ReLo and introduce a new tool in its place: Removals Execution Viewer (REV)!!

This tool serves two purposes among other things:

- Provide disposition for the FNSKUs that were removed from the Fulfillment Center
- Provide the expected arrival date for the shipment of the Removal Order



Goodbye ReLo, Hello REV

In order to begin using the tool, A VRET and FC IDs must be present. They can be obtained in two ways:

- **Through the Removal Order Packing Slip sent by the Selling Partner.** The VRET ID can be obtained on the Vendor Return section, with the RA# below it -- containing the FC ID. (*For more information, refer to SOP Removal and Disposal Orders Edge Cases FAQ*)
- **Through the Paragon Workflow with Atlas L3 of Removals/Disposals Issues.** Ensure that the "Show diagnostic details" is expanded to obtain the necessary information.

Wrapping Up Query Checks

Since the last Cumulative Update, this tool has received a lot of trial-and-error in order to get the correct way of defining the values and ensuring that none of the values in each sub-tool (unless explicitly required) are left empty.

For example: If a tool requests an ASIN to be submitted, it has to satisfy the following criteria:

- Must be 10 characters long
- Must start with "B0"



Wrapping Up Query Checks

Other identifiers, like the Case ID and RMS ID, share the same check as they align with the same criteria as shown here:

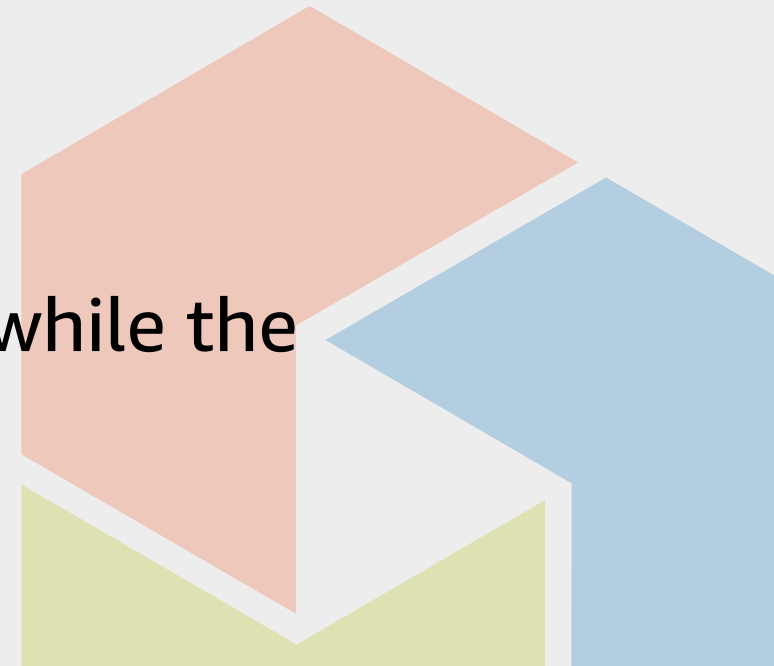
- Must be 11 characters long
- Must be a number



Wrapping Up Query Checks

The RMA ID -- which is classified as one of the identifiers in the "Manage Customer Order Returns" tool -- is a bit complicated unlike the ASIN, FNSKU, and PO ID. It has to satisfy the following criteria:

- Must be 12 characters long
- Must end with "RMA"
- Ensure that the "RMA" remains in uppercase, while the remaining characters are left intact



Wrapping Up Query Checks

Eventually, the checks are now completed and identifiers are now required moving forward. Notable exceptions were the following:

- Inventory Ledger
- Customer Shipment Sales



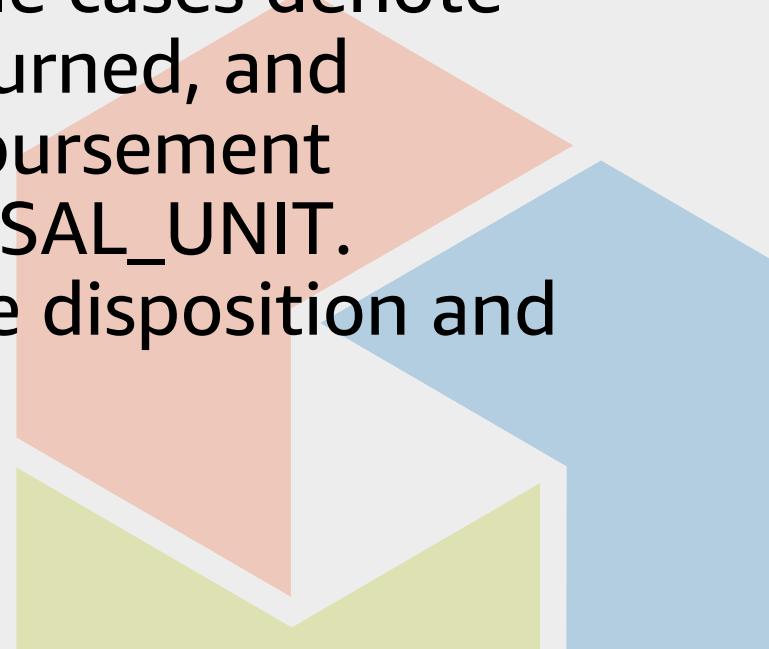
Some New Improvements to Existing Tools

Some tools have been given a facelift and new features as part of our ongoing effort to provide more options in determining the disposition of our identifiers!! Here is the quick rundown of improvements made:

- Global Selling Support Preferences is now working again thanks to a minor change in how to denote the region selection -- it is now in UPPERCASE.
- FC Research has added LPN ID as some cases have logged the presence of such ID.

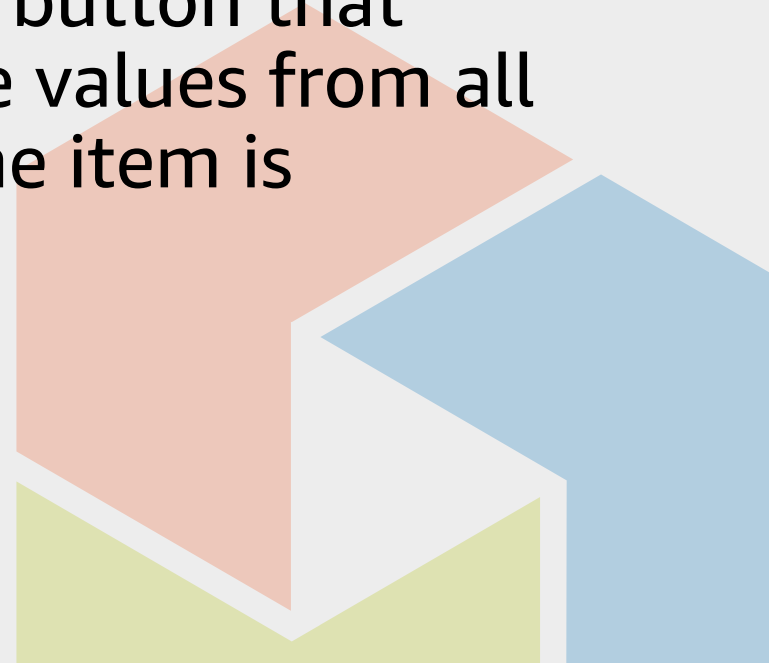


Some New Improvements to Existing Tools

- SWIVT can now fetch for inventory discrepancy dispositions, but they must be generated first. For this, a 5-second delay is imposed to provide the results after they have been provided to the tool.
 - Serenity has added Customer Order ID as some cases denote that the item was refunded but was never returned, and Selling Partner has attached such ID for reimbursement request; useful on determining the R2_REVERSAL_UNIT. FNSKU is also added in order to determine the disposition and reason for that specific disposition.
- 
- Decorative geometric shapes in the bottom right corner, including a large orange triangle, a blue triangle, and a green triangle.

Some New Improvements to Existing Tools

- Reimbursements Dashboard has removed the timeframe selection, as the RMS ID can be scanned on a 365-day period. Specific dates can be modified once inside the resulting window.
- Inventory Ledger now has a "Clear All Values" button that resets the values to defaults (and removes the values from all inputs), which is useful if the disposition of one item is different from another item.



Some New Improvements to Existing Tools

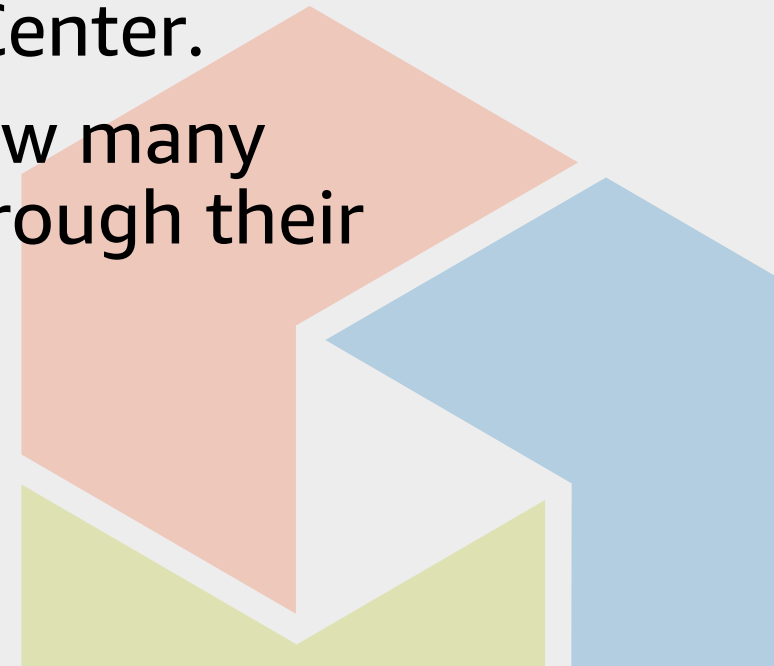
In addition, many selections and placeholders have been re-worded in order to better understand what other selections mean. To request a re-word for a selection or identifier, the contact details will be provided at the end of this document.



New Additions to the Suite

Alongside new improvements, we are also introducing new tools that will aid in the case handling routines:

- Prep Instruction Manager: This tool can be used to denote on how to pack the ASIN to send to Fulfillment Center.
- MYI Quantities Troubleshooter: Determine how many quantities are reported per Selling Partner through their FNSKU.



New Additions to the Suite

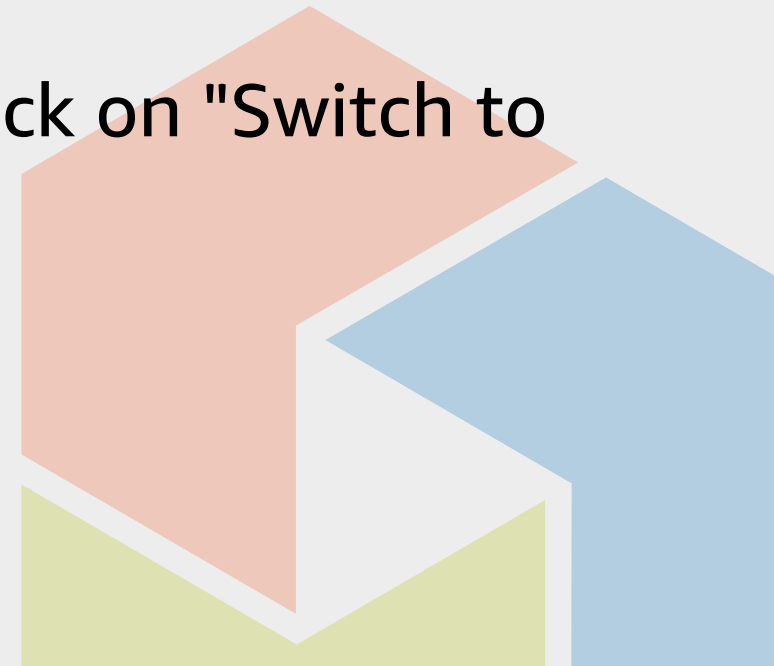
- GRAVIS: Analyze and retrieve data regarding FBA returns through Customer Order ID or LPN ID.
- Fix Stranded Inventory: Search for an NLE-bound item still stuck and/or pending removal from the Fulfillment Center via ASIN, SKU, or FNSKU.
- Manage Support Cases: This is like Paragon CASE but this can be used if the corresponding Case ID referenced by Selling Partner cannot be accessed in Paragon.



Hello, MEEN!!

Starting from this update, MEEN (Middle East English) has joined as a Regional LOB!! MEEN associates can now enjoy the same case handling routine benefits in the same way as the other LOBs.

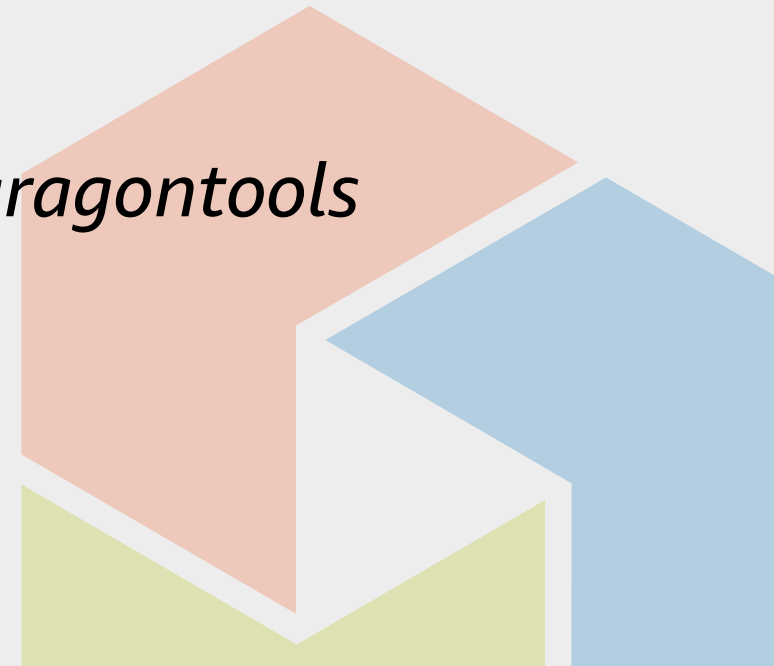
To get started, switch to EU Dashboard then click on "Switch to MEEN" below the title.



Obtaining the Suite (Source Code)

The tool can now be obtained through many ways:

- An email sent to select TLs, SMEs, and TQAs (Mailing List)
- OneNote
- Paragon Case ID 12891453201
- New website: <https://bebeciel835.github.io/paragontools>



Mailing List

- `llamado@` (*reymart.llamado@concentrix.com*)
- `briljoma@` (*jomarian.vargas@concentrix.com*)
- `brongcar@` (*carmella.brongan@concentrix.com*)
- `celguiao@` (*celin.guiao@concentrix.com*)
- `jinevjac@` (*jinever.jaca@concentrix.com*)
- `bonmaban@` (*bonjanrey.mabanta@concentrix.com*)
- `sntki@` (*kimberly.santiago@concentrix.com*)
- `btimbrez@` (*brucelevin.timbreza@concentrix.com*)
- `paquijoh@` (*johnlester.aquino@concentrix.com*)

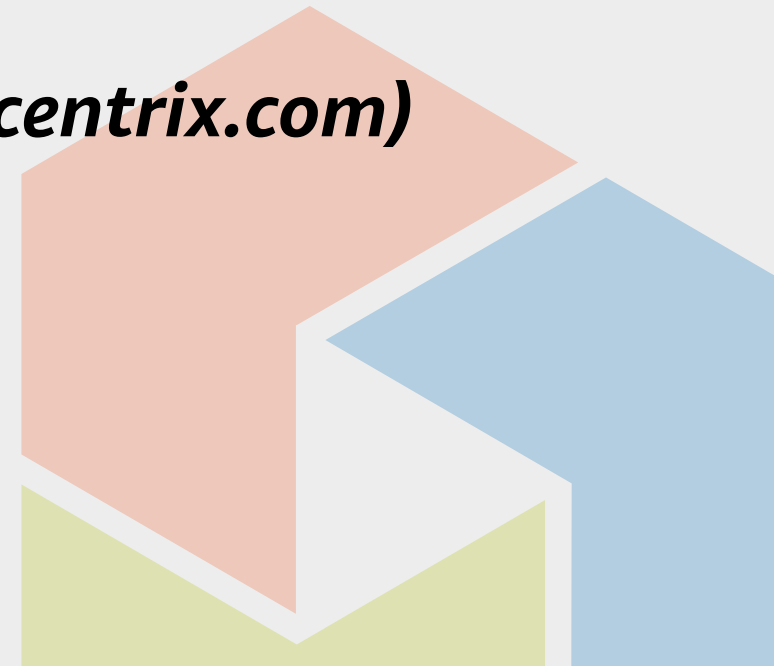
This Mailing List may change.



Questions? Bug Reports?

If you have questions about the tool and the source code, applying them to the WorkSpace for your case handling routines, or to report bugs; please forward your questions to your CSMs/SMEs/TLs and have them submit to:

edwhonti@ (*edwinjonmartin.hontiveros@concentrix.com*)



Until the next update!!

