





# SOP: Creating Cases for Reimbursements for Fulfillment by Amazon (FBA) Inventory

1. To create a case for FBA Inventory Reimbursements, we recommend that you don't try to put the full list of ASINs you require reimbursements for from your report unless they amount to less than 10 transactions.
2. It is easier for Amazon to manage a case with 5 to 10 transactions from your FBA Inventory Report than it is for them to manage 50 of them.
3. You may even wish to bundle your ASINs by Adjustment Code and Reason into separate cases but we do recommend you keep your ASINs to between 10 and 20 per case.
4. In order to create your cases, go to the "Help" page by clicking on the "Help" link in the top right hand corner of your Seller Central Account.
5. At the bottom of the "Help" page, click on the "Get Support" button.
6. On the following page, select the relevant issue, which in this case would be "Selling on Amazon".
7. From the Drop Down Menu provided thereafter, select the "Inventory Damaged or Inventory Lost in Warehouse" link beneath the "Fulfillment by Amazon" Header.
8. You will then be able to select one of the following as it pertains to your FBA Inventory Reconciliation and the Cases you wish to open:
  - ▶ Inventory Lost in FBA Warehouse; and
  - ▶ Investigate Inventory Damaged in FBA Warehouse.
9. Click the "Select Issue" alongside the relevant issue and proceed to fill in all the relevant details pertaining to your case.
10. Remember to attach your reconciliation report with those specific SKUs or ASINs only for that case.
11. Once you have completed all the relevant fields and attached all the relevant documentation, click the "Send" button at the bottom of the page.
12. Proceed to open as many cases as you require for the remaining Adjustments from your reconciled FBA Inventory Report.

## See Also:

- ▶ [SOP: Forecasting for Fulfillment by Amazon \(FBA\) Shipments](#) 
- ▶ [SOP: Creating Shipments for Fulfillment by Amazon \(FBA\)](#) 
- ▶ [SOP: Reconciling Inbound FBA Shipments](#) 

- ▶ [SOP: Creating Cases for Inbound FBA Shipment Discrepancies](#) 
- ▶ [SOP: Reconciling the FBA Inventory Report](#) 
- ▶ [SOP: Reconciling FBA Customer Returns Reimbursements](#)
- ▶ [SOP: Creating Cases for FBA Customer Returns not Refunded](#) 