






SOP: Reconciling Inbound Fulfillment by Amazon (FBA) Shipments

1. When you ship products to Amazon, Amazon sometimes records more units of a specific SKU than you recorded you shipped, or less units of a specific SKU that you recorded you shipped.
2. The first step would be to find out whether there are any discrepancies and the way to do this on Seller Central is by reconciling your Inbound FBA Shipments.
3. On Seller Central, select the “Manage FBA Shipments” option from the Drop Down Menu of the “Inventory” tab on the top menu of Seller Central.
4. On the next page, you will be provided with a table of your shipments, most notably the two columns indicating “Shipped” units and “Received” units.
5. If these units do not match, that is, Amazon received more or less than what you actually shipped, you have a discrepancy.
6. You can choose to ignore these, or you can choose to open a case for investigation into these discrepancies.
7. The most common and most notable discrepancies are the following:
 - ▶ Shortages – Amazon claims they received fewer units than what you actually shipped them. For example, you ship them 100 units of a single SKU and Amazon claims they received only 98 of these units for this SKU.
 - ▶ Overages - Amazon claims they received more units than what you actually shipped them. For example, you ship them 100 units of a single SKU and Amazon claims they received 103 of these units for this SKU. Alternately, Amazon can claim they received units of a SKU you didn’t ship to them at all!

See Also:

- ▶ [SOP: Forecasting for Fulfillment by Amazon \(FBA\) Shipments](#) 
- ▶ [SOP: Creating Shipments for Fulfillment by Amazon \(FBA\)](#) 
- ▶ [SOP: Creating Cases for Inbound FBA Shipment Discrepancies](#) 
- ▶ [SOP: Reconciling the FBA Inventory Report](#) 
- ▶ [SOP: Creating Cases for Reimbursements from FBA Inventory](#) 
- ▶ [SOP: Reconciling FBA Customer Returns Reimbursements](#)
- ▶ [SOP: Creating Cases for FBA Customer Returns not Refunded](#) 