






SOP: Creating Cases for Inbound Fulfillment by Amazon (FBA) Shipment Discrepancies

1. In order to create a case and open an investigation into a discrepancy of units you shipped and Amazon received on a shipment you created through Seller Central, you would need to return to the "Manage FBA Shipments" page found in the Drop Down Menu of the "Inventory" tab on the top menu of Seller Central.
2. On the next page, you will be provided with the table of your shipments we discussed previously, referring you again to the two columns indicating "Shipped" units and "Received" units.
3. If these units do not match, you have a discrepancy and can open an investigation.
4. Note, however, that the "Status" of the shipment must be "Closed" otherwise you will not be able to open the investigation.
5. Click on the shipment link to the left of the line of the closed Shipment with the discrepancies in order to open the shipment in question.
6. Click on the "Reconcile" tab along the top on the next page.
7. The items that have the discrepancies will already be present in the table on the "Reconcile" tab, again indicating what was shipped, what Amazon claims they received, and whether it is a shortage (with a negative icon in front of the difference in shipped and received units) or an overage in the "Discrepancy" column.
8. Alongside each individual line, is a "Select an Option" Drop Down Menu in the "Status/Action Required" Column.
9. If you know from your own investigation into your own systems that you did actually end up short-shipping these units, then select the "Units not Shipped" option from the Status/Action Required" Column Drop Down Menu; or if you knew you did actually ship the products you didn't record on your shipment plan, then select the "Units Shipped" option from the Status/Action Required" Column Drop Down Menu.
10. However, if you have done thorough research on your own side and you can clearly see that you did indeed ship those units (or not ship them), then choose the "Missing – Please Research" option from the Status/Action Required" Column Drop Down Menu.
11. You would need to go down each line item presented and individually select the correct action from the Status/Action Required" Column Drop Down Menu per SKU.
12. Amazon would then require you to upload proof that these items were or were not shipped as applicable.
13. You would need to upload the Proof of Delivery which can either be the Bill of Lading you printed from your Summary Page of your Shipment, or the Proof of Delivery Document you were supplied by your carrier if you selected your own carrier to collect and deliver your shipment to Amazon.
14. You would also need to upload the Proof of Purchase, which is the Manufacturer invoice if you purchased the product from someone else and you are not the manufacturer, or your own invoice as the Seller if you manufacture and own the brand yourself.

15. Once you have these documents, click on the “Choose File” button, locate your document, select it and click on the “Upload” button until all the relevant documents have been uploaded.
16. You have a further option under section three at the bottom of the page to provide additional information, such as, Known discrepancies; Description of shipping boxes; UPC/EAN of units, if different from listed; and Any missed prep activity.
17. Once you are happy with all the information you have input into the case, click on the yellow “Preview Your Request” button at the bottom of the page.
18. Your case will then be opened and Amazon will do their own investigation and search for the missing item or items.
19. If they are able to locate the item, they will add the inventory to our account.
20. If not, they will reimburse you for the missing units.
21. You can view the status of your case log on the home page of Seller Central along the lower right side of the page.

See Also:

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