

**Title:** Requesting Reimbursements for Lost or Damaged Items in Amazon Fulfillment Centers

**Department:**

**Date:** [Insert Date]

**Version:** 1.0

**Prepared by:** [Your Name]

**Approved by:** [Approver's Name]

## Objective

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To ensure the systematic and timely recovery of funds for items lost or damaged in Amazon's Fulfillment by Amazon (FBA) centers by identifying, filtering, and submitting reimbursement claims through Seller Central.

## Scope

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This procedure applies to all items stored and managed through Amazon's Fulfillment by Amazon (FBA) program, and it aims to help ensure sellers recover funds for lost or damaged inventory that has not been reimbursed automatically by Amazon.

## Responsibility

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The Account Manager or designated team member is responsible for monitoring inventory losses, filtering reports, and submitting reimbursement claims to Amazon via Seller Central.

## Procedure

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### Step 1: Gather the Necessary Data

You will need to gather data from several reports related to payments and reimbursements. Follow these steps:

1. **Log into your Seller Central account.**
2. **Navigate to:**
  - Reports → Fulfillment (or Fulfillment by Amazon) → Inventory Ledger.
3. **Download the report by selecting:**
  - Detailed View → Event Type: Adjustments → Set your desired Date Range (up to 365 days).
  - Request the download in your preferred format (e.g., Excel).
4. **Click Update and Download.** Save this report in a tab labeled "Refunds."

### Step 2: Filter Your Report

Once you've downloaded the report, you'll need to filter it to identify the relevant data. Look for the following:

## Standard Operating Procedure (SOP)

**Title:** Requesting Reimbursements for Refunded Items Never Returned

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- **Disposition:** Filter for "Sellable."
- **Reason Codes:** Look for entries with the reason codes "E" (lost) and "M" (damaged).
- **Reconciled Quantity:** Filter for entries where the reconciled quantity is 0 (meaning the item has not been reimbursed or replaced).

This will provide you with a list of Transaction IDs for items that have been lost or damaged in Amazon's fulfillment centers but have not yet been reimbursed.

### Step 3: Submit Your Reimbursement Request

Now that you've identified the items in question, it's time to submit your claim for reimbursement.

If you're based in the USA, use this [LINK](#) to begin the reimbursement process. Simply copy and paste each TRID from your filtered report and submit it through Amazon's claims system.

For sellers based in the UK or EU, follow this [LINK](#) for your region-specific process.

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## Tips for Handling Amazon Support

It's not uncommon to receive unclear or "gibberish" responses from Amazon's Seller Support team when submitting reimbursement claims. Don't let this discourage you!

If you receive a confusing reply, continue to push for clarification or escalate the case if necessary. Persistence is key in ensuring that you receive the compensation you're owed.

## Final Thoughts

Actively pursuing claims for lost or damaged items in Amazon's fulfillment centres is crucial for maximizing your profits and maintaining healthy cash flow. By following the steps outlined above, you can ensure that Amazon reimburses you for items lost or damaged under their supervision.

Remember, Amazon is contractually obligated to reimburse you, but in many cases, they won't take action unless you do. Don't leave money on the table—stay proactive and keep track of your inventory adjustments regularly.