

Troubleshooting SOP: Creating Cases for Customer Unrefunded FBA Returns

10/08/2024 11:28 am CDT



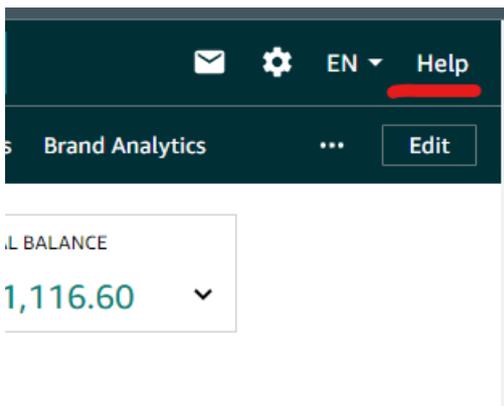
Who is this for? For anyone who is responsible for managing fba orders.



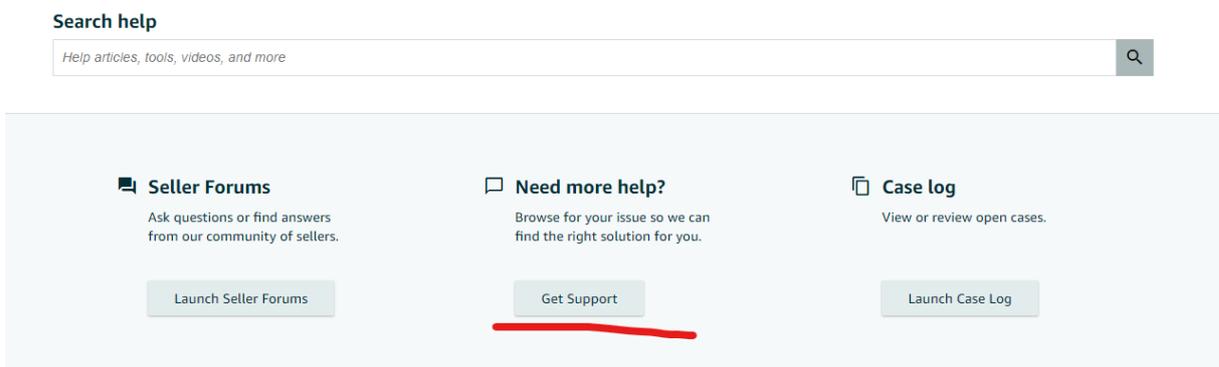
Objective: To develop a systematic approach for creating cases to handle customer returns that were not refunded.

To create a case for customer returns that haven't been refunded, follow these steps:

1. Go to the "Help" page by clicking on the "Help" link in the top right corner of your Seller Central Account.



2. At the bottom of the "Help" page, click on the "Get Support" button.



3. Select "Selling on Amazon" then click on "Browse for your issue"

Get support

 This is a new way for you to get support from Amazon. Tell us what you think

Describe Your Issue

Your description will be included as part of your case.

Do not include personal or sensitive data in your description.

What is personal or sensitive data? 

Continue

Confirm Your Issue

Resolve Your Issue

Or, browse for your issue in the menu

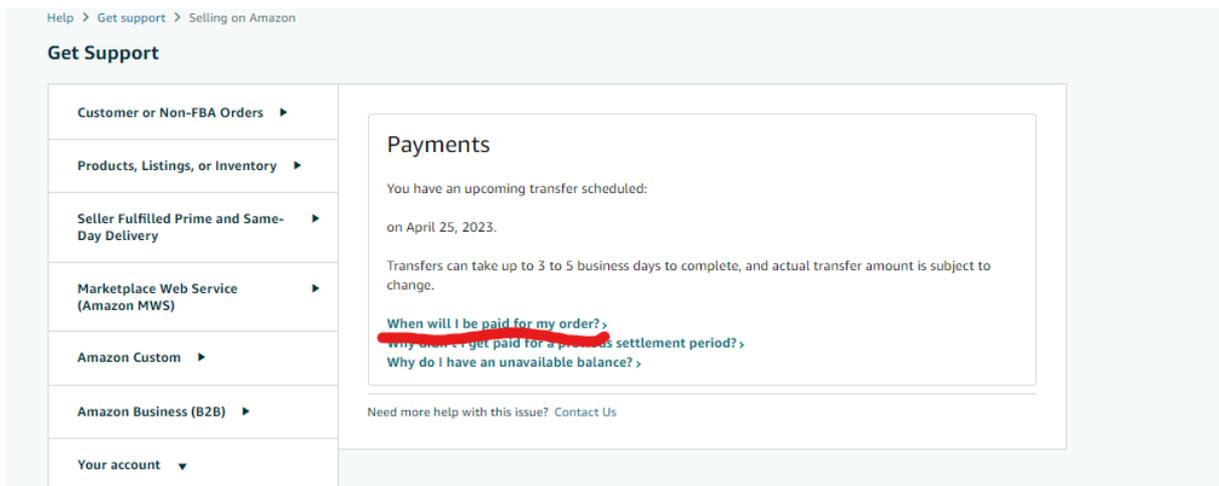
4. From the drop-down menu, choose "Disbursements and Payments" under the "Your Account" heading.

Help > Get support > Selling on Amazon

Get Support

Customer or Non-FBA Orders ▶	<p>Browse for your issue. Start by making a selection in the menu.</p>
Products, Listings, or Inventory ▶	
Seller Fulfilled Prime and Same-Day Delivery ▶	
Marketplace Web Service (Amazon MWS) ▶	
Amazon Custom ▶	
Amazon Business (B2B) ▶	
Your account ▼	
Change selling plan or close your account	
Reinstate your account	
Update credit card information	
Update bank account information	
Disbursements and Payments	
Other account issues	
Account Fees	
Account Health or Performance Metrics	
Amazon Global Logistics ▶	
Fulfillment by Amazon ▶	

5. Click on the "When will I be paid for my Order?" link.



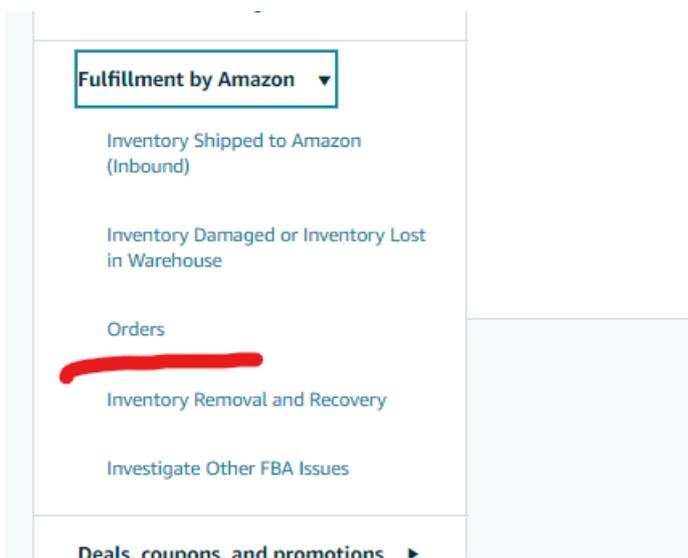
6. Enter your Order ID and click the "Investigate Order or next" button.

Enter order ID

Example: 112-4585264-6696225

Next

7. Click on the "View Payments Report" button to see the total refund amount and when you can expect reimbursement. 8. If you do not have a pending payment report, you can search and open a case for the missing reimbursement by returning to the "Help" page, selecting "Selling on Amazon" as the issue, and choosing "Orders" from the "Fulfillment by Amazon" section.



9. Select "Request Order Reimbursement" and enter your Order IDs one at a time. Then click on the "Check status" button.

What issue do you need help with?

Request Order Reimbursement [\(Change\)](#)

Check FBA order reimbursement status

Find out if your customer refund, return or replacement is reimbursed, pending or ineligible

Enter an order ID

Example: 112-458526-96225

Check status

Need more help with this issue? [Contact Us](#)

NOTE: If the returned item is in a sellable condition and Amazon has not paid you for it yet, they will not reimburse you. The customer will be refunded instead. If the item is unsellable, Amazon will determine its disposition and reimburse you if the fault wasn't yours.

10. Once you have filled in all the necessary details, click the "Submit" or "Send" button at the bottom of the page.