

Catalog SOP: FBA Shipment Reconciliation

03/03/2025 10:51 am CST



Who is this for?: Individuals who are involved in managing inventory and tracking shipments.



Objective: To help us learn and understand the standard process for shipment reconciliation, which will ensure the accurate tracking of shipments and the efficient management of inventory.

Before a customer can buy your items in your FBA Inventory, it needs to be received at the fulfillment center. Most items are received by Amazon successfully. If there's ever a difference between the number of units sent and the number of units received after Amazon closes the shipment, you can identify it in the shipment summary to learn more about the discrepancies.

To submit a reconciliation request to research the discrepancy, Amazon needs the following:

- Supplier invoice
- A receipt from another seller
- A signed packing slip or similar document

For LTL and FTL shipments, Amazon needs a *Bill of Lading (BOL)* that lists the number of boxes and total shipments. The BOL must be stamped by Amazon to verify proof of delivery and should be available through your carrier.

For Small Parcel Delivery (SPD), keep receipts from your carrier that shows the weight of each box they received.

How to submit a reconciliation request for a shipment?

1. Go to Inventory → Shipments → Locate the shipment you want to review in the shipping queue.

Note: Make sure that the status is closed or shipment is eligible for reconciliation.

2. If the units expected and units received don't match, click the Track Shipment button and then click on the Contents tab to learn more about the discrepancy.

Shipping Queue [Learn more](#) | [Tell us how we're doing](#) | [Received inventory report](#)

This page provides details on all the shipments you are working on and those you have sent to Amazon.

[Fulfillment center shipments](#) [Amazon upstream storage shipments](#) [Shipping plans](#)

Shipment name	Created	Last updated	Ship to	SKUs	Units expected Units received	Status	Next steps
CPS23	Feb 3, 2022 10:36 PM	Mar 23, 2022 4:34 AM	CLT2	19	231 231	Closed	Track shipment
CPS0	Feb 24, 2022 9:52 PM	Mar 16, 2022 6:38 AM	CLT2	1	18 18	Closed	Track shipment
CP_	Dec 22, 2021 10:25 PM	Mar 16, 2022 6:17 AM	CLT2	22	607 607	Closed	Track shipment
CPS0	Jan 28, 2022 5:42 AM	Mar 10, 2022 5:20 AM	CLT2	2	21 20	Closed	Track shipment
CP50207	Feb 3, 2022 11:21 PM	Mar 4, 2022 5:18 AM	CLT2	4	80 80	Closed	Track shipment

[Send to Amazon](#) [Shipping queue](#) [Inbound Performance Summary](#) [Scan & Label](#) [Upload Shipping Plan File](#)

Shipment summary [Learn more](#) | [Tell us how we're doing](#)

[Create shipment](#)

Shipment name: [Rename shipment](#) Status: **Closed** Last updated: Feb 21, 2022

Shipment	Ship From	Ship to	Contents	Fees (estimated)
Created: Dec 14, 2021 ID: FBA Created using: Send/replenish inventory (view) Amazon reference ID: View details Show more		Amazon.com Services, Inc. 10240 Old Dowd Rd Charlotte, NC 28214-8082 US (CLT2)	15 MSKUs 403 Units View contents	FBA manual processing fee: \$0.00 Amazon partnered carrier cost: \$83.33 Prep and labeling: Calculated for overall shipping plan View details

[Shipment events](#) [Tracking events](#) [Pallets](#) [Contents New](#) [Problems](#)

Amazon has received your shipment and a discrepancy has been found in one or more of your items. Review the details and status of each discrepancy below.

Step 1. [View discrepancies and request research](#)

[Learn More](#) | [Tell us how we're doing](#)

3. For each discrepancy that is eligible for reconciliation, make the appropriate selection in the drop-down menu.

- Select 'Units not Shipped' - to confirm that you or your supplier didn't ship the number of units indicated by a negative discrepancy.
- Select 'Extra Units Shipped' - to confirm that you or your supplier shipped the number of additional units indicated by a positive discrepancy.
- Select 'Research Missing Units' - if you confirm that the number of units indicated by the negative discrepancy was included in your shipment and you want them investigated.
- Select 'Research Extra Units' - if you confirm that the number of units indicated by the positive discrepancy was not included in your shipment.

4. After selecting an option for each eligible discrepancy, upload a document that verifies you own the inventory associated with each discrepancy you requested for research.

Show discrepancies only

MSKU	Title	Additional information	Units expected	Discrepancy	Status
	Condition		Units located		
14-7AM-045	28 25	-3	Research missing units Action required Units not shipped

1 to 1 of 1 product

Step 2. Upload documents

Additional documents required to research this shipment.

Proof of inventory ownership

Review the document requirements and upload a proof of inventory ownership document. Follow the document best practices below to avoid delays in your request:

- Resolution should be 2,000 x 1,500 pixels or higher
- Document should be properly oriented (not sideways or upside down)
- Only one document per submission, uploaded in a single file
- Submit only .jpg, .jpeg, .png, .tif, .tiff, or .pdf file formats

Choose file No file selected

Upload file

Proof of delivery

Review the document requirements and upload a proof of delivery document.

Choose file No file selected

Upload file

5. When your reconciliation is complete, click the 'Preview your Request' button, then the 'Submit' in the pop-up. The status column next to an eligible discrepancy will say "Case Submitted"

1 to 1 of 1 product

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Choose file No file selected

Upload file

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Choose file No file selected

Upload file

Step 3. Provide additional information.

Please provide additional information to help us research your shipment, such as:

- Known discrepancies.
- Description of shipping boxes.
- UPC/EAN of units, if different from listed.
- Any missed prep activity.

2000 characters remaining

Preview your request

Show discrepancies only

MSKU	Title	Additional information	Units expected	Discrepancy	Status
	Condition		Units located		
14-7AM-045	14 0	-14	Case submitted