Warehouse SOP: Amazon Damaged and Lost Inventory Reimbursements

03/17/2025 8:20 am CDT

> **ⓘ** **Who is this for?:** Intended for individuals or businesses who sell products through Amazon and have experienced lost or damaged inventory.

> **✓** **Objective:** Provide guidance on the process of tracking and investigating lost and damaged inventory, as well as the process for requesting reimbursement from Amazon. By following the procedures outlined in this SOP, individuals will be better equipped to navigate the reimbursement process with Amazon.

LOST ITEMS

1. Go into your Amazon seller account. Then hover over Reports and click on Fulfillment.
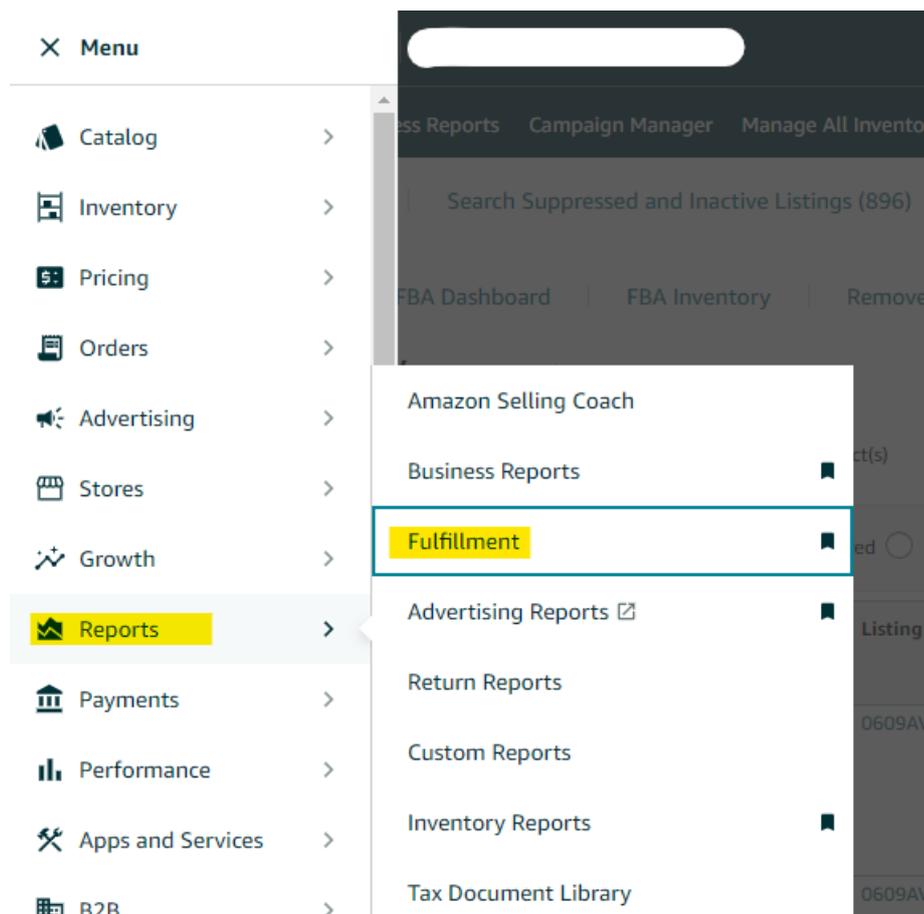
2. From the Inventory header, select Inventory Ledger.

Amazon Fulfillment Reports   Learn more | Rate this page

Overview

Welcome to Reports

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All Orders

Bulk Fix Stranded Inventory

Restock Inventory

Manage FBA Inventory

Monthly Storage Fees

FBA Inventory

This information pertains to FBA Sellers only.

Welcome to the Fulfillment Reports page. All fulfillment reports can be found in the left-hand column. Reports are split up
Payments, Customer Concessions, and Removals. Read below for informative tips and help on getting the most out of you

You can download reports as comma-separated values (.csv) or in text (.txt) format. Using .csv format will let you open rep
However, the leading zeros from MSKUs, ASINs, and FNSKUs will be dropped. If you require the leading zeros, you can dow
For more information on how to import a .txt file, review the help content for the spreadsheet application that you use.

For help with issues not addressed in the fulfillment reports, contact Seller Support

Custom Report Builder NEW

Inventory

Multi-Channel Fulfillment
Inventory

Inventory Ledger

Dangerous Goods (DG) Status

Global FBA Inventory

Restock Inventory

Stranded Inventory

Reserved Inventory

Recently Viewed	Most Popular Reports	What's New
Inventory Ledger	1. All Orders	Six reports ha
Amazon Fulfilled Shipments	2. Inventory Ledger	Inventory His
Manage FBA Inventory	3. Manage FBA Inventory	History, Inver
All Orders	4. FBA customer returns	Adjustments,
Customer Shipment Sales		Received Inve
FBA Inventory		been consolid
Monthly Storage Fees		Inventory Lec
Restock Inventory		Try it now>
FBA customer returns		

3. Click the "Download" link from the Inventory Ledger page.

Amazon Fulfillment Reports   Learn more

Welcome to Reports

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FBA Inventory

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Inventory Ledger   Learn more | Rate this page

The Inventory Ledger report is like a bank statement for your inventory that shows inventory movements to and from Amazon fulfillment centers.

View Online   Download

ASIN	Merchant SKU	Fulfillment network SKU (FNSKU)

Enter a product identifier to generate a report for that product. Leaving these fields blank will generate a report for all products.

Type of report

○ Summary view   ○ Detailed view

Aggregate report by location   **Aggregate report by time period**

○ Country   ● Fulfillment center   Daily   ∨

4. Make sure to select the following:
- Type of Report: Detailed View
- Event Type: Adjustments
- Date Range: Exact Dates (go back as far as you can and select the present day)

5. Click on Request csv or txt Download button. Open the file, and filter the "**Reason**" column to "M" and "5". Then, filter the "**Unreconciled Quantity**" column to 1 or more. Make sure to delete duplicates under the data "FNSKU" column. See sample file below.

Date	FNSKU	ASIN	MSKU	Title	Event Type	Reference	Quantity	Fulfillmen	Dispositio	Reason	Country	Reconciled (	Unreconciled Quantity	Date and
07/10/2	X002WU	B095	?YL 3E-M	IRS-4 We	g Gif Adjustments	)034	9151	-1	B'	SELLABLE	M	US	0	1	7-10T00:00:0
07/29/	X002IWH	B088	FLK MO	795 ; Fu	Wine Adjustments	)079	4120	-1	RI	SELLABLE	M	US	0	1	7-29T00:00:0
07/29/	2 X002IW	JN B088	FLK MC	795 ; Fu	Wine Adjustments	)079	4020	-1	RF	SELLABLE	M	US	0	1	7-29T00:00:0
07/29,	'2 X002I	'FP B08'	/RZ8 MC	757 Nir	lass fo Adjustments	)08(	)8020	-1	RP.	SELLABLE	M	US	0	1	7-29T00:00:0
07/28/	2 X002F	1FH B07	Q6Y3 N	132 jey !	iless \ Adjustments	)18	83540	-1	RIN	SELLABLE	M	US	0	1	7-28T00:00:0
07/27/	2 B0S	14LLS B09	14LLS MAS	(865(sent	l - 4 Adjustments	)18	33740	-1	RIN	SELLABLE	M	US	0	1	7-27T00:00:0
07/02/2	B0.	JN41QYB09	41QY FRT	8643 sentia	- 4 Adjustments	)04.	31300	-1	RNN	SELLABLE	M	US	0	1	7-02T00:00:0

6. Once you have all the transaction/reference id, request reimbursement for lost inventory by going to this link https://sellercentral.amazon.com/help/hub/reference/GGEV4254LJJ9BAEG
7. Scroll to the bottom of the page and look for "**Investigate an Item Lost in Warehouse**"

FBA inventory reimbursement policy: Fulfillment center operations claim

On this page
Claim window
Before you submit a claim
Submit your claim

This page applies to eligible items that are lost or damaged by an Amazon fulfillment center or a facility operated on behalf of Amazon, after we receive them from you. These lost or damaged items are reported in your Inventory Ledger > Detailed view > Event type = Adjustments

The process to a file a claim varies by where in the fulfillment process your item is lost or damaged:

- Shipment to Amazon
- Fulfillment center operations
- FBA customer returns
- Removals

Claim window

You must submit your claim no later than 18 months after the date the item was reported lost or damaged in your Inventory Ledger report. Claims submitted outside of this window are not eligible for reimbursement.

Before you submit a claim

- Check your Inventory Ledger > Detailed view > Event type = Adjustments, to confirm the date and adjustment code of the loss or damage to your items.
- Check your Manage FBA Inventory report to confirm that the lost or damaged item was not found or restored to your inventory in a sellable condition or in a damaged condition for which Amazon was not at fault (for example, the item was defective).
- Check your Reimbursements report to see if you have already been reimbursed for the lost or damaged item FNSKU and date to filter the results.

Scroll down

Submit your claim
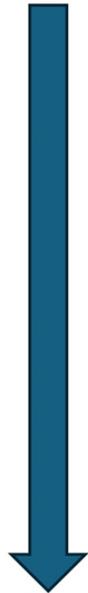
8. Enter the FNSKU (one by one) and click "Continue"

For lost items, enter the FNSKU in the following tool to check your eligibility and file a claim. You can find the FNSKU in the Inventory Adjustments report.

Investigate an Item Lost in Warehouse
Find out eligibility and reimbursement or replacement status for your lost warehouse item.

Enter FNSKU

[   ]

Continue

Note: We will search the record for the past 18 months. If this FNSKU has a large number of inventory adjustments, generating report will take time.

Cancel and restart

Was this article helpful? Yes   No

9. Amazon will come back with their findings:

Investigate an Item Lost in Warehouse
Results for FNSKU: ▮▮▮▮▮▮▮

Items	Reimbursement	Details
9	Reimbursable	Create a case to reimburse these eligible items
2	Reimbursed	For more information, go to Reimbursement Report
1	Ineligible under policy	This item is not eligible for reimbursement. This may be because the event is outside the reimbursement window, your account status is not normal, or selling contract is not eligible for reimbursements. As per Amazon FBA Inventory Reimbursement Policy.
17	Found	These items were found.

Create a case

10. Click on the "Create a Case" button.

11. If successful, a case will be created. It will either be approved to reimburse the account or a "further investigation is needed" one. It will look like this:

Case created for P4S automated reimbursement attempt for FNSKU: ██████████ , merchant: ████████████ through Warehouse Lost workflow

ID ██████████

Answered Case

Details about this Case

		Edit

Primary E-mail ██████████████████████

Cc

Short Description: Case created for P4S automated reimbursement attempt for FNSKU: ████████ , merchant: ██████████ through Warehouse Lost workflow

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Need more support? **Get Help**

Amazon

09:17 PM
02/14/2023

Found units: We have found the inventory that went missing from your account. These units are returned to your account:

FNSKU / Units found

██████████ / 3

To verify your units in inventory, refer to the Inventory Adjustments report in Seller Central.
https://sellercentral.amazon.com/gp/ssof/reports/search.html#orderAscending=&recordType=INVENTORY_ADJUSTMENT&inventoryAdjustmentReason

Reimbursable units: The following FNSKU(s) are confirmed as missing and they are processed for reimbursement:

FNSKU / Quantity / RMS ID

██████████ / 4 / 1180274██

Allow 4-5 days for the reimbursement to post to your account. You can see your reimbursement in Seller Central in your Reimbursements report with the respective RMS ID.

Reimbursement policy: https://sellercentral.amazon.com/gp/help/200213130
Reimbursements report: https://sellercentral.amazon.com/reportcentral/REIMBURSEMENTS/0

Reimbursed units: The following FNSKU were reimbursed, you can view more details in the Reimbursements report:

FNSKU / Quantity

██████████ / 1

FEEDBACK × ement policy: https://sellercentral.amazon.com/gp/help/200213130

OR

Warehouse Lost Investigation into FNSKU: ████████████

ID ████████

Open Case : Action Needed By Amazon   View Your Case and Request Log

Details about this Case   Edit

Primary E-mail ████████████████
Cc
Short Description: Warehouse Lost Investigation into FNSKU ████████

[Reply]   [Close this case]

████████████████   09:17 PM
                                                              02/14/2023

A case has been created for Amazon Selling Partner Associates to investigate.

Contact reason: Selling partner requested a Warehouse Lost investigation into FNSKU.

Information from the Seller:
FNSKU: ████████
^ See less

Help   Program Policies   [English ▾]   [a] Download the Amazon Seller mobile app

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12. This will most often be instant reimbursement to your account.

DAMAGED ITEMS

Reimbursement for damaged inventory follows a similar process. You can use the exact same list you generated above.

1. Simply filter the "**Reason**" column to include values 6, 7, E, H, K, U, and filter the "**Unreconciled Quantity**" column to 1 or more. Also, ensure to delete duplicates under the "FNSKU" column in the data. See sample file below.

Date	FNSKU	ASIN	MSKU	Title	Event Type	Reference	Quantity	Fulfillmen	Dispositio	Reason	Country	Reconciled C	Unreconciled Quantity	Date and
07/04/	BC	M4LLS B	5M4LLSMA	K8650sen	Dil - 4 Adjusti	ts)L	417666	-1	I	SELLABLE	E	US	1	1	7 00:00:0
07/0	J23 X00	HX5 B0E	GLG7E-NE	ACE-gistry	entia Adjustr	ts)03	86593	-1	I	SELLABLE	E	US	1	1	7-0. 00:0
06	200 B089E	3K B08S	Z3K SHAI	347 obey	nles Adjust	nts)03	12911	-1	I /	SELLABLE	E	US	1	2	6-271 0:0
0t	.3 X003J2	Z B0BN	K7CI-RSPI	YVNSoap	ar Sc Adjus	ents)03	38929	-2	L .4	SELLABLE	E	US	2	1	6-21T00:00:0

2. Go to this link again: https://sellercentral.amazon.com/help/hub/reference/GGEV4254LJJ9BAEG

3. Copy each Transaction/Reference ID and paste them in the box under *"check warehouse damaged reimbursement status"*, and request reimbursement.

You may be asked to provide additional information such as the date or location (for example, the Amazon fulfillment center ID) of the loss or damage to your item.

For damaged items, enter the transaction item ID in the following tool to check your eligibility and file a claim. You can find the transaction item ID in the Inventory Adjustments report.

Check warehouse damaged reimbursement status

Find out eligibility and reimbursement or replacement status for your damaged or lost in warehouse item.

Enter Transaction ID (TRID)
Enter up to 25 transaction IDs

```
Example: 24512753873
```

(You will be directed to a new tab to check status if you enter multiple items)

Next

Cancel and restart

4. Amazon will let you know if the transaction id is eligible for reimbursement:

Check warehouse damaged reimbursement status

Outcome for Transaction ID ▮▮▮▮▮▮▮

Items	Reimbursement	Details
1	Reimbursable	The transaction ID you provided can be processed for reimbursement.

Back   Continue

Create a case to process the reimbursement.
Look up another damaged event. ›

Cancel and restart

5. Click on "Continue".

This only works for FBA SKUs so if you get a drop-down menu to choose an SKU, pick the FBA SKU. If successful, a case will be created for the claim. You can review it in the case log. The case will look like this:

Warehouse damage bulk case

ID 120024492█

Open Case : Action Needed By Amazon

Details about this Case

Primary E-mail ███████████████

Cc

Short Description: Warehouse damage bulk case

Edit

[Reply]   [Close this case]

███████████████   09:32 PM
                                                         02/14/2023

The FNSKU ████████ damaged in event ███████████ was identified as missing, please investigate.

The FNSKU ████████ damaged in event ███████████ was identified as missing, please investigate.

Please reimburse.

∧ See less