

Catalog SOP: How to Reconcile FBA Shipments - Missing and Overage Units

03/03/2025 10:51 am CST



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



Objective: This SOP explains how to submit an investigation for missing or overage units from inbound shipments and to know how to use the Shipment Reconciliation tool, which can be found in the shipping workflow.

To navigate to the Shipment Reconciliation tool:

1. On the Inventory tab, click Shipments.
2. Find your shipments and then click Track Shipment.
3. On your shipping workflow, click the Contents tab.

The Contents tab on the Shipment summary page will display the status of the units as they are received. If there are any differences between what you have sent in the shipment and what is received, use the tools within the Contents tab to:

- Get detailed information about discrepancies between your shipping plan and what the fulfillment center received
- Provide more information about the shipment contents
- Request an investigation for missing or overage items

Shipment name: FBA STA (04/27/2022 13:09)-MEM1 Rename shipment | Status: **Closed** | Last updated: Jun 7, 2022

Shipment Created: Apr 27, 2022 ID: L123456789 Created using: Send to Amazon (view) Amazon reference ID: 876543210 Show more	Ship From 1234567890 1234567890 1234567890 1234567890 1234567890 1234567890	Ship to MI 1 1234567890 1234567890 1234567890 US (F...)	Contents 2 MSKUs 72 Units View contents	Fees (estimated) FBA manual processing fee: \$0.00 Amazon partnered carrier cost: \$30.36 Prep and labeling: Calculated for overall shipping plan View details
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Shipment events | Track shipment | **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

Show discrepancies only

MSKU ↑	Title Condition	Additional information	Units expected Units located	Discrepancy	Status
1234567890	Dishwasher Case Air Em Barlet Black New	1234567890 1234567890 1234567890 1234567890 1234567890 1234567890	48 36	-12	Action required

Things to check before submitting a request to reconcile shipment:

1. Shipment must be eligible for investigation.
2. Proof of inventory ownership (Invoice or packing slip).
3. Proof of delivery (POD): For LTL or FTL shipments, a bill of lading showing the number of boxes in the shipment and the total weight when it was picked up by the carrier. The document must be stamped by Amazon confirming that the shipment was received and signed for at the fulfillment center. Your carrier should have a copy of this document. This information helps verify that the entire shipment was picked up and shipped as expected.

Products in the shipment that are eligible for additional research will have “Action required” options for you to select from in the Status column. Every product with a status of “Action required” must have an option selected before you can preview and submit the research request.

⚠ 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

Show discrepancies only

MSKU ↑	Title Condition	Additional information	Units expected Units located	Discrepancy	Status
1234567890	Dishwasher Case Air Em Barlet Black New	1234567890 1234567890 1234567890 1234567890 1234567890 1234567890	48 36	-12	Action required

1 to 1 of 1 product

Submit and Upload documents

Use the Choose File button to select all documents and the Upload button to attach documents to the research request.

Follow the document best practices below to avoid delays in your request:

Resolution should be 2,000 x 1,500 pixels or higher

The 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

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
- File formats: .jpg, .jpeg, .png, .tif, .tiff, or .pdf file formats

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.

Preview and submit your request

After you have classified the discrepancies remaining on your shipment, click Preview your request, review the information, and, if everything is correct, click Submit Request. The submission will create a case with Selling Partner Support for the products that require research.

After submitting the request, you will be provided with a case number, which will also be shown in the Shipment Reconciliation tool when you next visit the page. You can watch for status updates and communications by clicking on the case number or going directly to your Case Log.

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

Go to this help page for more information about how to reconcile FBA shipments:
<https://sellercentral.amazon.com/help/hub/reference/G201214140>
