

# Catalog SOP: Update FBA Weight and Dimension (Cubiscan)

10/08/2024 1:44 pm CDT



**Who is this for?** Individuals who are responsible for managing inventory



**Objective:** To ensure accurate and up-to-date product measurements and prevent clients from being overcharged for shipping due to incorrect dimensions and weights.

*Item package weight and dimensions* refer to the weight and dimensions of the individual unit that you're listing under an FNSKU. The weight and dimensions include the unit's packaging, such as the individual box or polybag. The item, item package, and case can all have distinct weights and dimensions. FBA fees are based on item package weight and dimensions.

## How do I request a remeasurement?

1.) You can request a remeasurement through the Remeasure FBA products and confirm fees widget. Locate the widget by typing "*remeasure*" into the search bar.

The screenshot shows a search bar with the word "remeasure" entered and a magnifying glass icon. Below the search bar, the text "SEARCH RESULTS" is displayed. Underneath, there is a section titled "Recommended solution" which contains the following text: "Remeasure FBA product and confirm fees", "You have 20 of 20 re-measurement requests remaining this month. [Learn more here.](#)", and "Submit your re-measurement request below.". At the bottom of this section, there is a text input field labeled "Enter FNSKU or ASIN" with the example text "Example: X0123456789, B012345BC6" and a "Next" button.

2.) Enter the FNSKU or ASIN in the “Enter FNSKU or ASIN” box and then select the “FBA” SKU. Click **Next**.

**Remeasure FBA product and confirm fees**  
We found multiple SKUS for [redacted]. Please select one:

SKU

ITNT-4

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3.) Check the package weight and dimensions and FBA fulfillment fees before requesting re-measurement or reimbursement then “Select your issue” and click **Next**.

### Remeasure FBA product and confirm fees

#### Details for FNSKU

Package Dimensions	17.32 x 13.86 x 8.15 inches
Package Weight	5.82 pounds
FBA Fulfillment Fees	15.19 USD

Select your issue:

- Remeasure: My FBA order fees may be incorrect and I want to check my item's dimensions
- Reimbursement: My product dimensions are correct but I was overcharged in the past for this item
- Other: Contact Support for help with something else by describing your issue

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[Look up a different item >](#)

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

4.) Choose the reason for the remeasurement request and then click **Next**.

## Remeasure FBA product and confirm fees

### Reason for remeasurement request:

Select the most accurate reason why your item dimensions need to be updated.

- Previous remeasurement request returned wrong values
- I have reduced my packaging size
- I have increased my packaging size
- Items measurements have become incorrect, despite no change to my packaging

Expected Length (inches)

Expected Width (inches)

Expected Height (inches)

Expected Weight (pounds)

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5.) Once the request is submitted, Amazon will provide the current weight and dimension as well as the FBA fees. Amazon mostly responds to re-measurement requests within five business days however, some cases may take longer.

## What are other reasons why a remeasurement request may not be processed?

Other reasons we may not be able to process re-measurement requests include the following:

- There is no inventory in our fulfillment centers, or inventory is not in a location that is accessible to associates.
- You have already submitted two remeasurement requests for the same FNSKU within the last 60 days. This cap is independent of account-level remeasurement limits. Even if an account is still able to measure additional FNSKUs in a given month, each FNSKU can only be re-measured twice within the preceding 60 days.

**Please Note:** We only get 20 re-measure requests per account, per month.

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