

# Catalog SOP: How to Generate an FBA Customer Returns Report

10/11/2024 11:28 am CDT



**Who is this for?** For sellers using Amazon Seller Central who need guidance on generating an FBA Customer Returns Report, downloading it in either CSV or TXT format, and setting up automated report generation for this specific report.

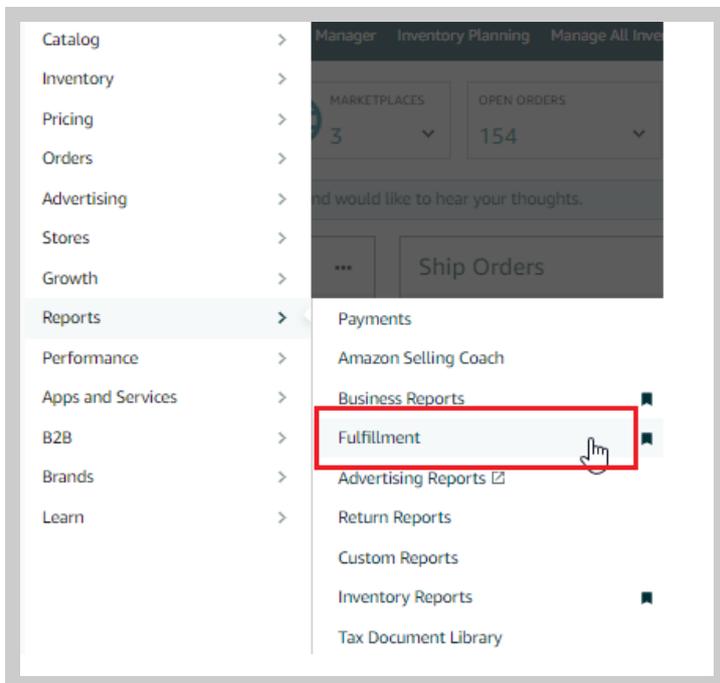


**Objective:** To provide clear instructions on how to generate an FBA Customer Returns Report on Amazon Seller Central. It aims to guide users in selecting the desired event date range, downloading the report in the preferred format, and setting up automated report generation at a specified frequency.

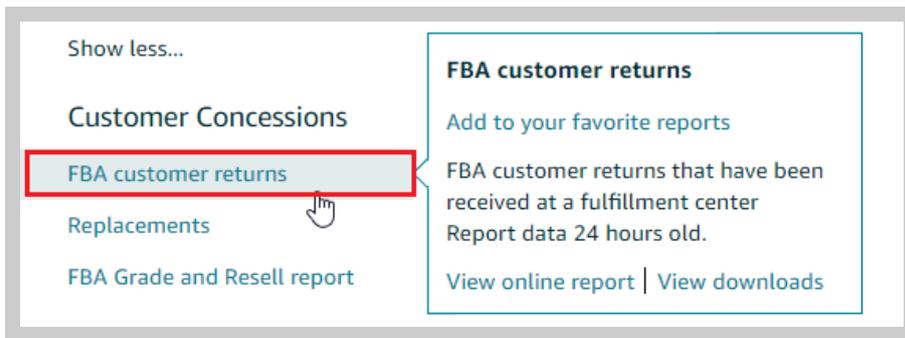
The FBA Customer Returns Report is a valuable tool for sellers on Amazon Seller Central to track and analyze customer returns. This SOP will walk you through the step-by-step process of generating this report, including selecting the event date range and specifying additional filters for a more specific report. Additionally, it will provide instructions on how to download the report in either CSV or TXT format. Furthermore, the SOP will outline the process for automating the report generation at your preferred frequency, ensuring you have the latest data available for analysis.

To generate an FBA Customer Returns Report, follow these steps:

1. Go to the "Reports" tab on the top menu of Seller Central and select "Fulfillment" from the drop-down menu.



2. Under the "Customer Concessions" header on the left-hand side of the page, click on the "FBA Customer Returns" link.



3. On the following page, choose the event date by selecting from the drop-down menu or selecting "Exact Dates" and entering the "From" and "To" dates using the calendar icons. You can also enter your Merchant SKU, Amazon Order ID, FNSKU, ASIN, or LPN to generate a more specific report.

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FBA customer returns that have been received at a fulfillment center

[View Online](#) Download Schedule

Merchant SKU  Amazon Order Id  FNSKU

ASIN  LPN

Event Date  
Exact dates ▾

**Generate Report**

To download a Txt or a CSV copy of the report, follow the instructions below:

1. On the same page, click "Download".

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Merchant SKU  Amazon Order Id  FNSKU

ASIN  LPN

Event Date  
Exact dates ▾

**Generate Report**

- Select the event date by choosing from the drop-down menu or selecting "Exact Dates" and entering the "From" and "To" dates using the calendar icons.

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Event Date  
last day (yesterday) ▾

**Request .csv Download** **Request .txt Download**

Use .csv to open the report in a spreadsheet. Opening the report in .csv format will drop the leading zeros in MSKUs, ASINs, and FNSKUs. [Learn more](#)

Report Type	Date Range Covered	Date Requested	File Format	Report Status
FBA customer returns	5/15/23, 1:39 AM - 5/16/23, 11:01 AM	May 16, 2023	.txt	<b>Download</b>

- Click the "Request .csv Download" button to download the report in Excel format, or click the "Request .txt Download" button to download it in text format.

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Event Date

Exact dates

[Request .csv Download](#) [Request .txt Download](#)

Use .csv to open the report in a spreadsheet. Opening the report in .csv format will drop the leading zeros in MSKUs, ASINs, and FNSKUs  
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4. The "Report Status" column in the table below will show the status as "In Progress".

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Event Date

Exact dates

[Request .csv Download](#) [Request .txt Download](#)

Use .csv to open the report in a spreadsheet. Opening the report in .csv format will drop the leading zeros in MSKUs, ASINs, and FNSKUs.  
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Report Type	Date Range Covered	Date Requested	File Format	Report Status
FBA customer returns	4/2/23, 12:00 AM - 5/12/23, 11:59 PM	May 17, 2023	.csv	In Progress <a href="#">Cancel</a>

5. Once the report is ready for download, the status will change to "Download". Click the "Download" button in the "Report Status" column to download your report.

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FBA customer returns that have been received at a fulfillment center

[View Online](#) [Download](#) [Schedule](#)

Event Date

Exact dates

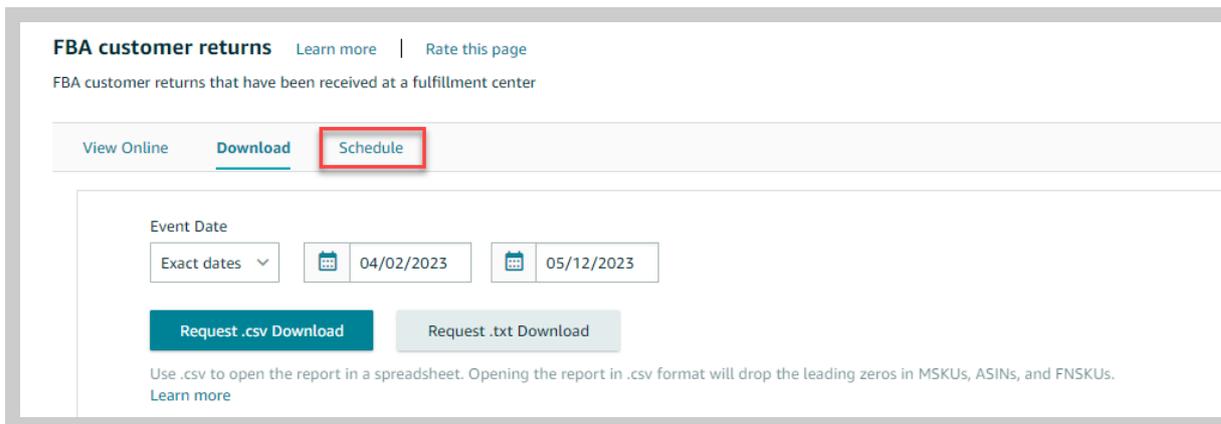
[Request .csv Download](#) [Request .txt Download](#)

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Report Type	Date Range Covered	Date Requested	File Format	Report Status
FBA customer returns	4/2/23, 12:00 AM - 5/12/23, 11:59 PM	May 17, 2023	.csv	<a href="#">Download</a>

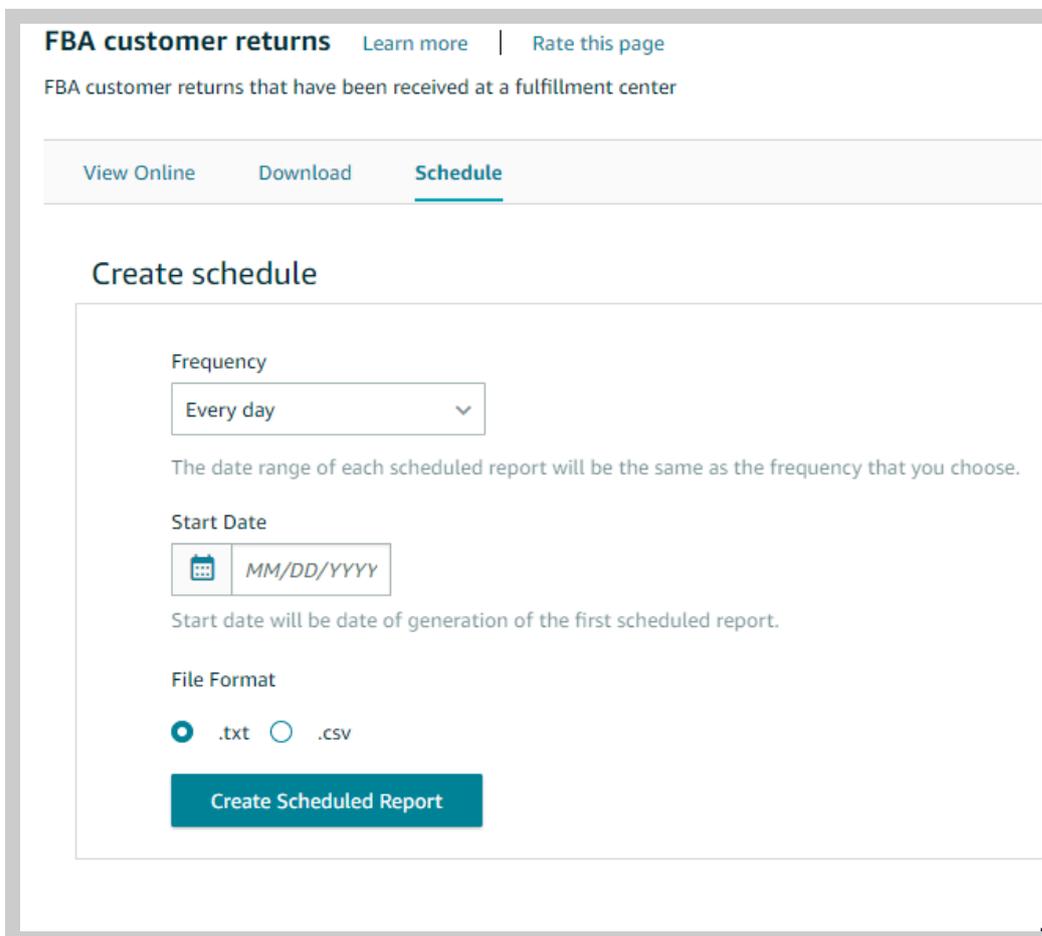
To automate report generation at your preferred frequency, follow the steps outlined below.

1. Select the Schedule tab under the FBA Customer Returns page.



The screenshot shows the 'FBA customer returns' page. At the top, there are links for 'Learn more' and 'Rate this page'. Below that, a description reads 'FBA customer returns that have been received at a fulfillment center'. A navigation bar contains three tabs: 'View Online', 'Download', and 'Schedule'. The 'Schedule' tab is highlighted with a red box. Below the navigation bar, there is an 'Event Date' section with a dropdown menu set to 'Exact dates'. Two date pickers are visible, showing '04/02/2023' and '05/12/2023'. Below the date pickers are two buttons: 'Request .csv Download' (highlighted in teal) and 'Request .txt Download' (greyed out). At the bottom, there is a note: 'Use .csv to open the report in a spreadsheet. Opening the report in .csv format will drop the leading zeros in MSKUs, ASINs, and FNSKUs. Learn more'.

2. Choose the desired frequency, start date (which must be in the future), and report format from the provided drop-down menus.



The screenshot shows the 'Create schedule' form. At the top, there are links for 'Learn more' and 'Rate this page'. Below that, a description reads 'FBA customer returns that have been received at a fulfillment center'. A navigation bar contains three tabs: 'View Online', 'Download', and 'Schedule'. The 'Schedule' tab is highlighted with a blue underline. Below the navigation bar, the heading 'Create schedule' is displayed. The form contains three sections: 'Frequency' with a dropdown menu set to 'Every day'; 'Start Date' with a date picker showing 'MM/DD/YYYY' and a note: 'Start date will be date of generation of the first scheduled report.'; and 'File Format' with two radio buttons: '.txt' (selected) and '.csv'. At the bottom of the form is a teal button labeled 'Create Scheduled Report'.

3. Click on "Create scheduled report".

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FBA customer returns that have been received at a fulfillment center

[View Online](#)

[Download](#)

[Schedule](#)

### Create schedule

Frequency

Every 7 days

The date range of each scheduled report will be the same as the frequency that you choose.

Start Date

05/22/2023

Start date will be date of generation of the first scheduled report.

File Format

.txt  .csv

Create Scheduled Report

**Notes:** Your schedule will be displayed in the "My Schedule" section of the page. To make changes to the schedule, delete the current scheduled report and create a new one. Only one schedule is allowed per report.

The report will be generated around midnight in the time zone of your store, based on the selected frequency. Each time a scheduled report is generated, it will appear in the "Scheduled Reports" section. This section can hold a maximum of 30 reports, arranged chronologically.