

# Catalog SOP: How to Generate a Replacements Report

10/11/2024 11:28 am CDT



**Who is this for?** For sellers using Amazon Seller Central who need guidance on generating a Replacements Report to track and analyze replacements issued to customers for completed orders.



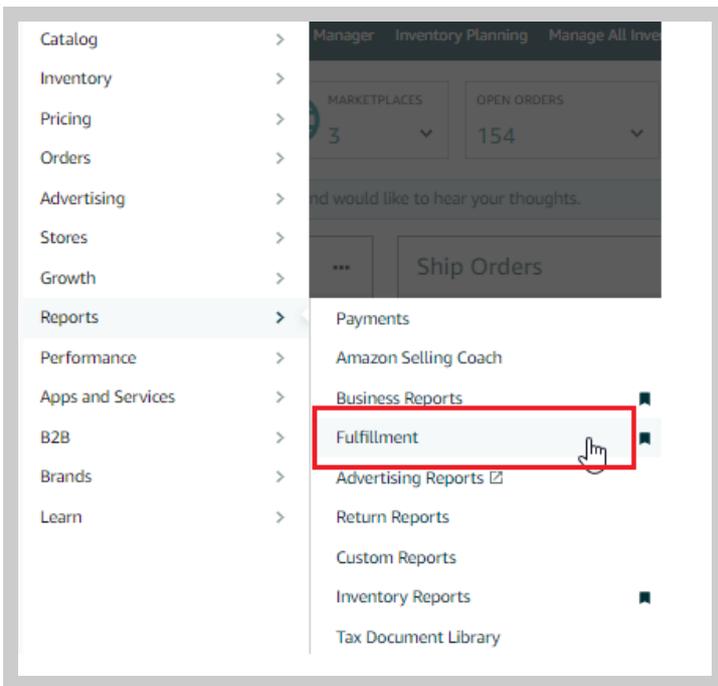
**Objective:** To provide clear instructions on how to generate a Replacements Report on Amazon Seller Central. It aims to guide users in selecting the desired event date range, downloading the report in either CSV or TXT format, and monitoring the report status for a successful download.

The Replacements Report is a valuable resource for sellers on Amazon Seller Central to monitor and analyze replacements issued to customers. Please expect the report to be updated within 24 hours.

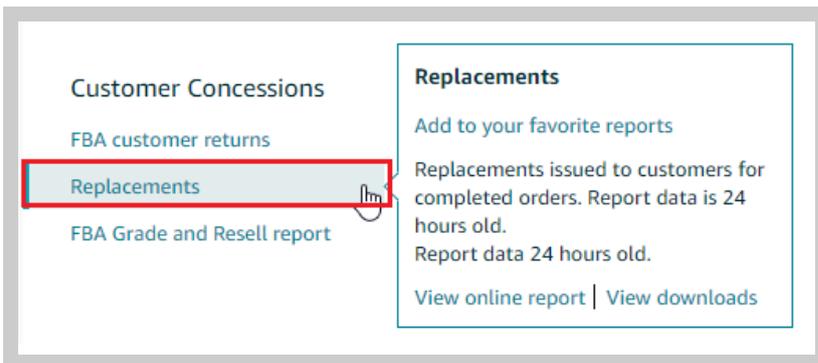
## Fee Replacement Reasons:

Code	Reason
0	Other
1	Was lost
2	Defective
3	Damaged in shipping
4	Shipped wrong item
5	Item missing from shipment
6	Lost by shipper
7	Catalog error/wrong item ordered
8	Shipped to wrong address
9	Delivery problem (correct address)
10	Damaged due to DC/FC handling
11	Shipment in cleanup: item not received
12	Policy exception/customer error

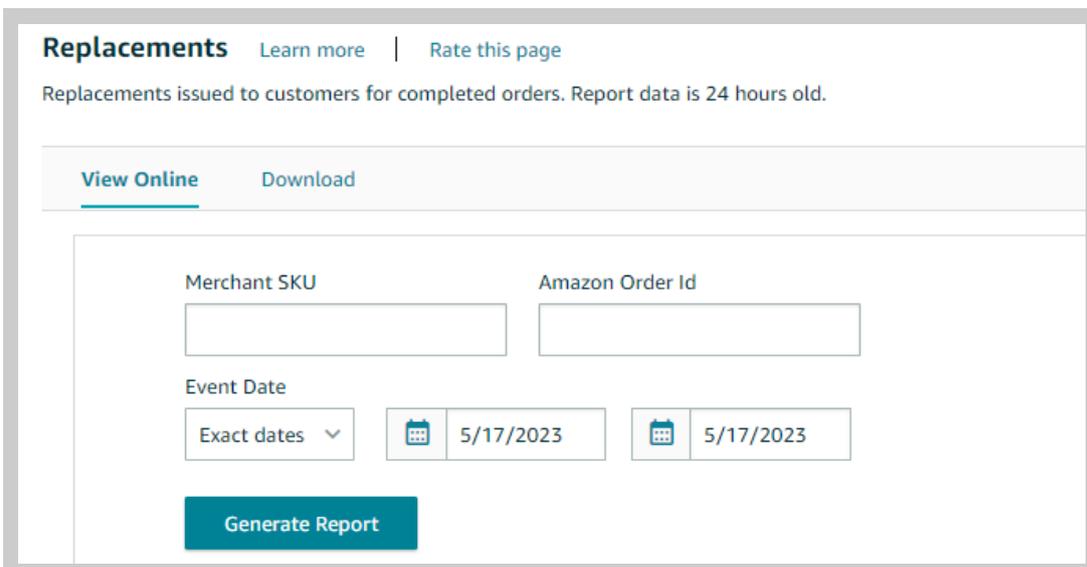
1. To generate a Replacements Report, navigate to the "Reports" tab on the top menu of Seller Central and select "Fulfillment" from the drop-down menu.



2. Under the "Customer Concessions" header located on the left side of the page, click on "Replacements."



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 or Amazon Order ID to generate a more specific report.



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

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

**Replacements** [Learn more](#) | [Rate this page](#)  
Replacements issued to customers for completed orders. Report data is 24 hours old.

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

Merchant SKU  Amazon Order Id

Event Date  
Exact dates   5/17/2023  5/17/2023

**Generate Report**

2. 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.

**Replacements** [Learn more](#) | [Rate this page](#)  
Replacements issued to customers for completed orders. Report data is 24 hours old.

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

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
You have not requested any reports.				

3. 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.

**Replacements** [Learn more](#) | [Rate this page](#)  
Replacements issued to customers for completed orders. Report data is 24 hours old.

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

Event Date  
Exact dates   04/01/2023  04/30/2023

**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](#)

4. The "Report Status" column in the table below will show the status as "In Progress".

## Replacements [Learn more](#) | [Rate this page](#)

Replacements issued to customers for completed orders. Report data is 24 hours old.

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

Event Date

Exact dates ▾



04/01/2023



04/30/2023

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
Replacements	4/1/23, 12:00 AM - 4/30/23, 11:59 PM	May 17, 2023	.txt	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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Replacements issued to customers for completed orders. Report data is 24 hours old.

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

Event Date

Exact dates ▾



04/01/2023



04/30/2023

Request .csv Download

Request .txt Download

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Report Type	Date Range Covered	Date Requested	File Format	Report Status
Replacements	4/1/23, 12:00 AM - 4/30/23, 11:59 PM	May 17, 2023	.txt	<a href="#">Download</a>