

Catalog SOP: Purchase Quantity Variance Shortage Claims

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Who is this for: This Amazon Catalog SOP: Purchase Quantity Variance Shortage Claims is for anyone who is responsible for managing inventory or logistics and is involved in the process of sending invoices to Amazon for a number of items.



Objective: To provide a clear and concise process for disputing a shortage claim resulting from a Purchase Quantity Variance (PQV).

A shortage occurs when you send an invoice to Amazon for a number of items that are higher than the quantity received. The discrepancy between the quantity invoiced and the quantity received results in what Amazon calls a **Purchase Quantity Variance (PQV)**, which results in a shortage claim.

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Shortages are due to the following causes:

- Catalog setup
- Advanced Shipment Notification
- Invoicing
- Labeling
- Vendor Lead Time
- Delivery Compliance
- Inbound Receive
- Loss Prevention

To dispute a shortage claim, you'll need to provide the quantities, barcodes as well as shipment date of each item. To start the process:

1. Select Payments → Invoices

The screenshot shows the Amazon Vendor Central interface. The top navigation bar includes 'Orders', 'Items', 'Advertising', 'Merchandising', 'Reports', 'Payments', 'Integration (EDI/API)', 'Learn', and 'Settings'. The 'Payments' tab is selected, and a dropdown menu is open, highlighting 'Invoices'. Other options in the dropdown include 'Financial dashboard', 'Payments overview', 'CoOp', 'Review Payments Related to CoOp', 'Remittance', 'Product returns', 'Review deductions related to returns', 'Dispute Management', 'Financial Scorecard', and 'Direct Fulfillment Invoices'. On the left side of the page, there is a message: 'We Need Some Information From You' with a sub-message: 'We're setting up new ways to do business with you. In this case, the new vendor code for your company, which we can use to track purchase orders, shipments, items, payments, etc. In order to set up this new vendor code, we need you to provide us with your company's tax ID and other information. Please complete this setup process now, or you can complete this process later by clicking the "Vendor Setup" link under the "Settings" tab.' Below the message are two buttons: 'Get Started' and 'Remind Me Later'.

2. Click the Review/dispute shortages button

Invoices

Complete the Available Actions below so that your invoices can be paid in a timely manner. Help

Available Actions

Need to create a new invoice?

Create invoice

69 Rejected invoices

Invoice failed our approval process.

Review rejected invoices

25 Recent shortage invoices

Review/dispute shortages for the past month.

Review/dispute shortages

6 Invoices with a price discrepancy

We have identified a price discrepancy.

Review/Dispute Price Discrepancies

Invoice Summary

105 Invoices queued for payment

Invoices will be paid according to your contract terms.

Search existing invoices

View all Invoices

Invoice or PO number:

Search

- When you access this tool, a list of invoices affected by a shortage claim is displayed. To start the dispute, click on the **Action** button, and in the pop-up window, click **Dispute shortage by ASIN**.

Review/Dispute Recent Shortages

REVIEW YOUR SHORTAGES FROM THE LAST MONTH.

1-15 of 15 total results | [Export All](#)

Payee	Invoice #	Invoice Creation Date	Invoice Date	Due Date	Invoice Amount	Source	Invoice Status	Any Deductions	Actual Paid Amount	Qty Variance Amount (shortage claim)	Dispute Status	Alert Dispute	Available Actions
	4	15/10/2019	31/7/2019	30/8/2019	69,57 €	MANUAL	Submitted	<input type="checkbox"/>		69,57 €	Resolved	<input checked="" type="checkbox"/>	Dispute shortage by ASIN View invoice details View printable invoice Cancel invoice
	4	15/10/2019	31/7/2019	30/8/2019	71,66 €	MANUAL	Submitted	<input type="checkbox"/>		71,66 €	Resolved	<input type="checkbox"/>	
	4	15/10/2019	31/7/2019	30/8/2019	1.641,12 €	MANUAL	Submitted	<input type="checkbox"/>		1.641,12 €	Resolved	<input type="checkbox"/>	
	4	20/10/2019	26/8/2019	25/9/2019	5.651,05 €	MANUAL	Submitted	<input type="checkbox"/>		4.960,65 €	Not Yet disp...	<input type="checkbox"/>	Actions
	4	7/10/2019	30/8/2019	29/9/2019	16,83 €	MANUAL	Submitted	<input type="checkbox"/>		16,83 €	Not Yet disp...	<input type="checkbox"/>	Actions

- The shortage claim dispute process requires that you provide additional information for each item/ASIN which was deducted from the payment of your invoice. Select the individual lines you want to dispute or click **Select All**.

Step 1: Select invoice line item(s)

Shortages on an invoice can be disputed only once. Select the invoice line item(s) that you want to dispute.

Continue

Dispute amount : 0,00 EUR

Invoice < 4 (0 line items selected) < Previous Next >

Payee Code	Invoice Date	Due Date	Currency	Invoiced quantity	Dispute Quantity	Dispute amount
	26/8/2019	25/9/2019	EUR	243	0	0,00

1-9 of 9 total items [Select all](#)

PO	ASIN	EXTERNAL ID	SHORTAGE QUANTITY	SHORTAGE AMOUNT	DISPUTE QUANTITY	DISPUTE AMOUNT	SHIPPED PRODUCT	SHIPPED DATE
<input type="checkbox"/>	270... B	Y 4905524727685	78	421,20	0			

- Fill in the data in the **Dispute Quantity**, **Shipped Product**, and **Shipped Date** columns.

Step 1: Select invoice line item(s)
 Shortages on an invoice can be disputed only once. Select the invoice line item(s) that you want to dispute. Continue

Dispute amount : \$

Invoice < Previous Next >

Payee Code Invoice Date Due Date Currency Invoiced quantity Dispute Quantity Dispute amount

Provide Shipped Date for the entire invoice

Filter: Apply Clear

1-1 of 1 total items Deselect all

EXTERNAL ID	SHORTAGE QUANTITY	SHORTAGE AMOUNT	DISPUTE QUANTITY	DISPUTE AMOUNT	SHIPPED UPC/EAN/SKU/GTIN	SHIPPED DATE	COMMENTS	INV QUANTITY
10	2	172.84	2	172.84	400-1402	6/9/2022		

6. Add **Comments** and enter any additional information to help Amazon in its research and click **Save**. (We suggest that you provide as much information as possible to confirm your claims. Information such as the ASINs for the shipment and images of the carton level label can expedite the process.)

Dispute amount : \$

Invoice < Previous Next >

Payee Code Invoice Date Due Date Currency Invoiced quantity Dispute Quantity Dispute amount

Provide Shipped Date for the entire invoice

Filter: Apply Clear

1-1 of 1 total items Deselect all

SHORTAGE QUANTITY	DISPUTE QUANTITY	DISPUTE AMOUNT	SHIPPED UPC/EAN/SKU/GTIN	SHIPPED DATE	COMMENTS	INVOICED QUANTITY	INVOICED AMOUNT	UNIT PRICE
2	2	172.84	400-1402	6/9/2022		2	172.84	172.84

Dispute comment

Add more details

Cancel Save

7. Click **Continue**.

8. Provide the **Dispute title**, **Dispute summary**, **Optional items**, and **Supporting documents**.

Create dispute

Save as Draft
Cancel

Please provide more information to review the deduction(s)



Step 2: Add dispute details

Please add details for the dispute and link documents if any.

Dispute amount

Dispute title
Dispute against Invoices with shortage - 52...5...SCF CR
Characters remaining: 146

Dispute justification summary

Amazon,
Please investigate the shortage claims, as we have sent a complete list of items according to the invoice number and PO number.
Invoice Number: 5 15...J5CR R
PO Number: 12LZ 4%
Shipment ASN #: 3...326 002
Attached are the invoices/POs and labels for this shipment

Characters remaining: 2725

(Optional) Select additional email address(es) that you would like to included in dispute communication

Upload supporting documents
Drag or select the documents you want to upload

9. When done, click **Continue**. Review your dispute and click the **Submit** button to complete the process. Amazon will initiate an investigation based on the data submitted.

Training reference [here](#)