

Catalog SOP: Finding a Refund Report on Amazon Seller Central

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Who is this for : Sellers who are registered on Amazon Seller Central and are looking to find a refund report on their account.



Objectives : Knowing the overall amount of refunds issued over a specific time period. Examining the justifications for returns to find any possible problems with product quality or customer support.
Tracking the performance of the company by keeping track of the quantity and value of refunds over time and making necessary adjustments.

1. Log in to your Seller Central Account.

amazon seller central

Sign in

Email or mobile phone number
topline@myamazonguy.com

Password [Forgot your password?](#)
.....

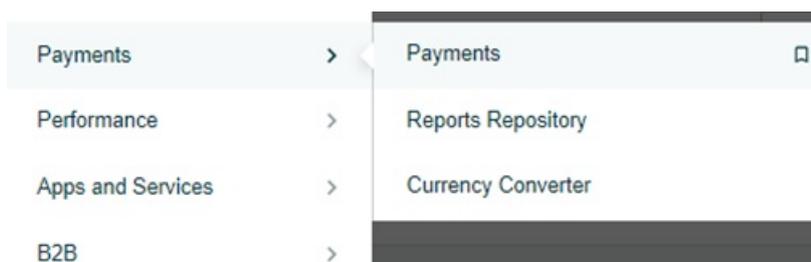
Sign in

By continuing, you agree to Amazon's [Conditions of Use and Privacy Notice](#).

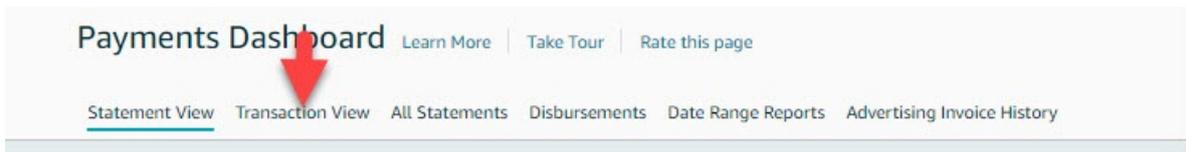
Keep me signed in. [Details](#) ▾

Register now

2. Click on the "Payments" tab at the left part of the page. Select "Payments".

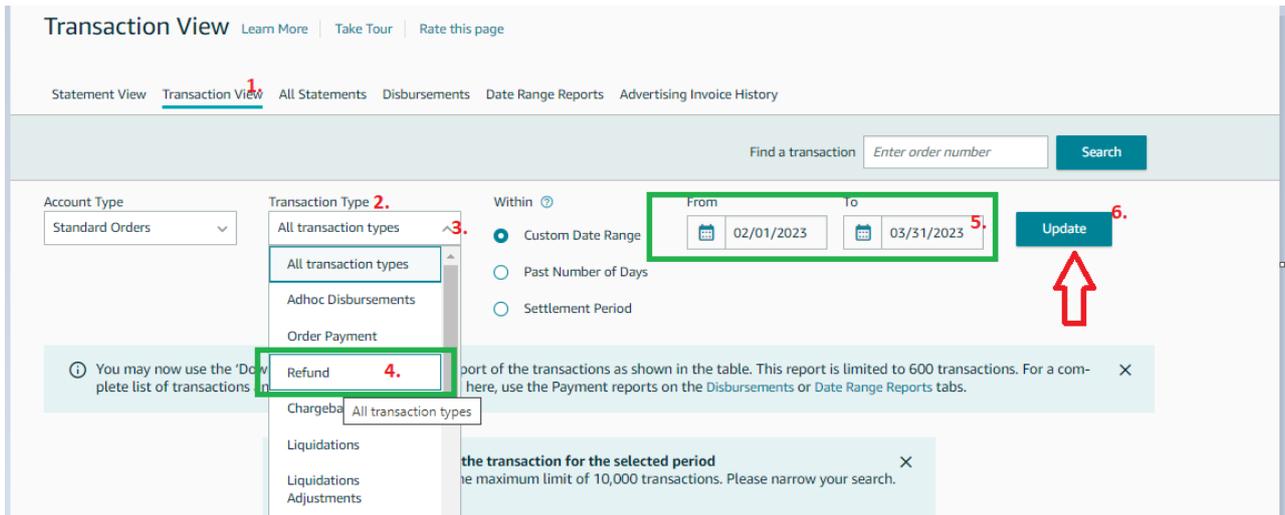


3. Once you've landed on the Payments page, click on the Transaction View Tab.

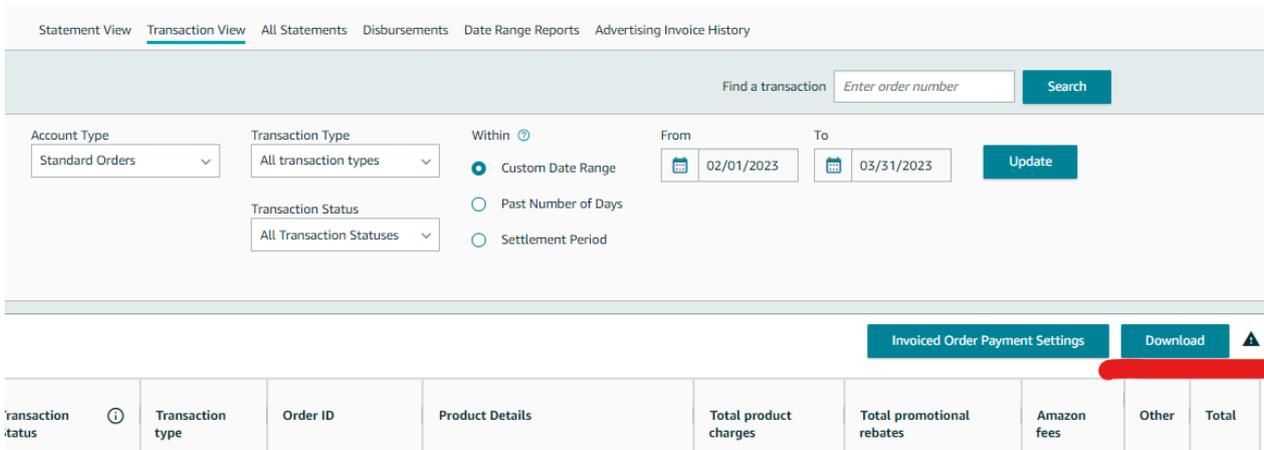


4. Once you're on this page click the drop-down tab labeled "Transaction Type" then select "Refund."

5. Choose a date ranges (Statement Period, Past number of days or Custom date range) and then click on the "Update" button.



6. Proceed to download your report by clicking the "Download" button.



7. After you click download, Amazon will generate a text file for you to work with. Simply copy and paste everything in the text file into an Excel sheet to read the report. Here you will be able to sort your information even further, allowing you to find exactly the information you're looking for.

