

FBA Unreceived Shipments

04/30/2025 3:19 pm CDT

Overview

Shipments may only be partially received for several reasons. The most common ones are that either Amazon is still in the process of receiving the shipment or the items got lost in transit. However, sometimes, an FBA shipment may get stuck in a partially received state when the shipment incorrectly states more quantity than what was shipped. When this happens, there will be more units in the In-Transit warehouse in Sellercloud than were actually shipped to and received by Amazon. On this page, you can:

- View all unreceived or partially received FBA shipments in your Sellercloud account
- Use search filters to show only specific unreceived or partially received shipments
- Save your filters to effortlessly repeat searches
- Sort the list of shipments based on different columns
- Show or hide data columns from the list
- Perform individual and bulk actions related to shipments

Page Overview

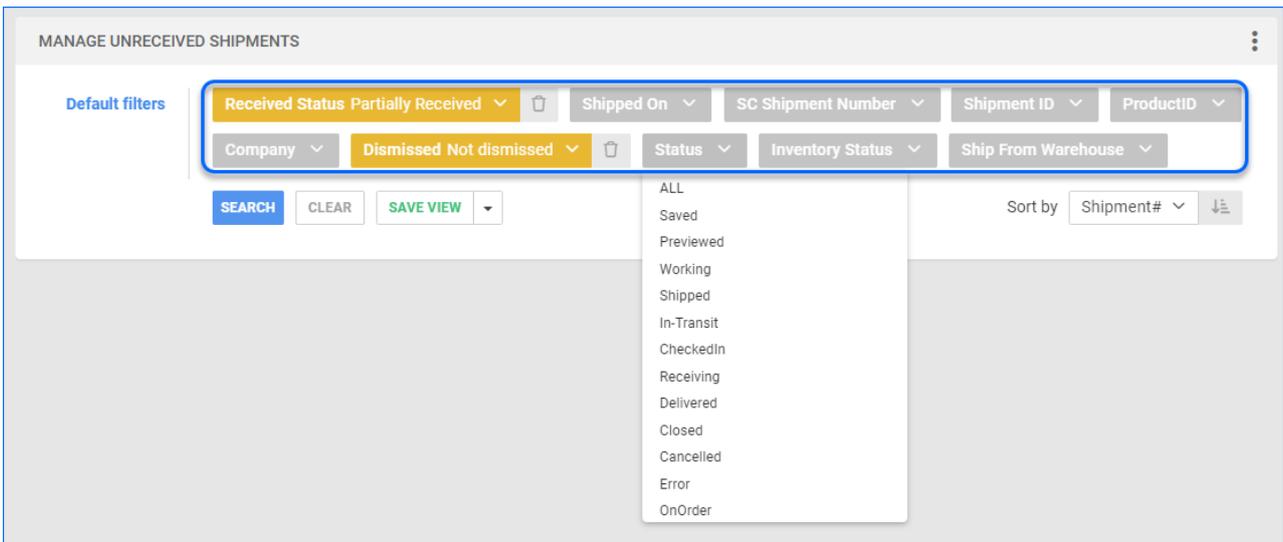
To access your unreceived FBA shipments, go to **Inventory > FBA Inbound Shipments > Manage Unreceived Shipments**.

The **Manage Unreceived Shipments** page consists of:

1. **Search Filters** – Use to get specific results. You can save searches for repeat use.
2. **Search Results** – A list of unreceived or partially received FBA shipments matching your search filters. You can sort it differently and show or hide data columns.
3. **Action** – Actions related to unreceived or partially received FBA shipments.

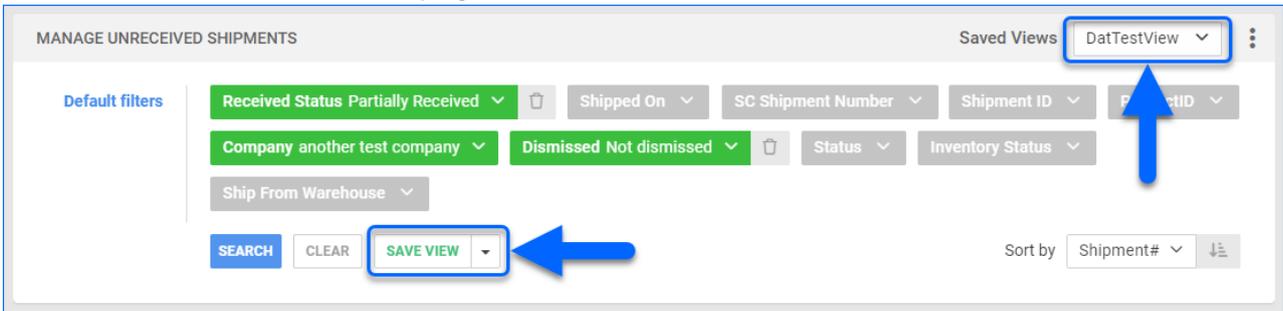
Search Filters

Filters offer multiple-choice selection lists or allow you to enter specific values. Your choices build on each other. Each subsequent choice narrows the scope of your search results further and affects what the page displays. You can add as many filters as you like or none at all (Received Status and Dismissed filters cannot be removed).



After you click **Search**, each filter you apply gets highlighted in orange or green. If a filter is gray or not displayed at all, it's not active. You can add or remove filters and search again at any time.

Once you set up your filters, click **Save View** to save the search. Then, you can repeat the same search by selecting it from the **Saved Views** menu on the top right.

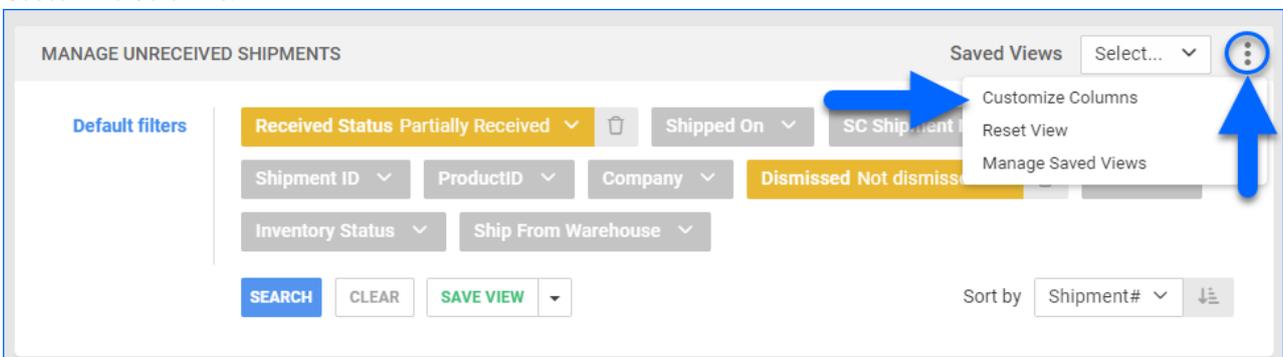


For a list of all filters and their descriptions, see the [Filter Descriptions](#).

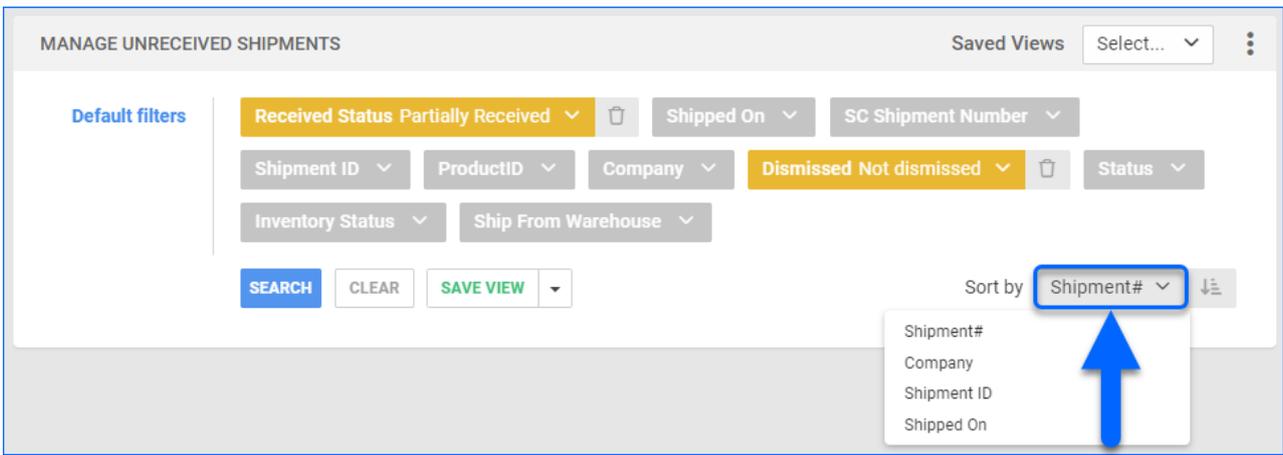
Search Results

The search results display a list of unreceived or partially received shipments matching your search criteria, with data columns showing various shipment details.

You can add, remove, and even reorder data columns. To do so, click the three dots icon at the top right and select **Customize Columns**.



In the pop-up modal, you can reorder columns by dragging them vertically in the list. You can also sort the shipments list in a different order based on a specific column using the **Sort by** dropdown menu.



For a list of all data columns and their descriptions, see the [Column Descriptions](#).

Actions

The **Actions** icon is located on the bottom right of the page. Select shipments from search results by checking the boxes to their left and clicking the **Actions menu** icon to manage all selected shipments.

<input type="checkbox"/>	SHIPMENT#	SHIPMENT ID	COMPANY	DESTINATION	SHIPPED ON	STATUS	PRODUCTID	QTY SHIPPED	QTY RECEIVED	IN TRANSIT QTY
<input checked="" type="checkbox"/>	4761		Dat Test Company		04/16/2021	Closed	02550081122x6b	4	2	0
<input checked="" type="checkbox"/>	4761		Dat FBA Company		04/16/2021	Closed	02550081122x6	4	2	0

2 selected 

You can use the search to find a specific action quickly. Click the **Star** icon next to any frequently used action to pin it to the top of the actions list for quick access.

Some of these actions will display a notification at the bottom of the screen when used, telling you that a **Queued Job** has been created. You can click the link to the queued job to view it. Make sure to refresh the page to update the job's **Status**.

For a list of all actions and their descriptions, see the [Action Descriptions](#).

Descriptions

This section lists and defines all available elements on the Manage Unreceived Shipments page. This includes the search filters, the columns that display shipment data and sort results, and the actions you can perform on selected shipments. This article lists the elements by category for your convenience.

Filter Descriptions

The following default filters are available in the search:

Filter	Description
Received Status	Search shipments based on their Partially Received or Not Received status. Only one of the two statuses can be selected.
Shipped On	Search shipments shipped within a specific date range.

SC Shipment Number	Show only shipments that match specific Sellercloud identification numbers. This filter accepts multiple shipment numbers separated by a comma.
Shipment ID	Show only shipments that match a specific Amazon identification number. This filter accepts multiple shipment IDs separated by a comma.
ProductID	Show only shipments containing a specific SKU. This filter accepts multiple SKUs separated by a comma.
Company	Search by one or more Companies .
Dismissed	Search only by Dismissed or Not Dismissed shipments.
Status	Show only shipments matching the selected Shipping Status from the dropdown list.
Inventory Status	Search by inventory status. Clear will only pull up shipments where the In-Transit Qty has been cleared to 0. Not Clear will pull up only shipments with In-Transit Qty .
Ship From Warehouse	Search by From Warehouse . This filter accepts multiple warehouse names.

Column Descriptions

The following columns are available in the results grid:

Column	Description
Shipment#	The internal Sellercloud shipment number. Clicking the Shipment# takes you to the FBA inbound shipment details page.
Shipment ID	The shipment's unique Amazon-specific identification number.
Company	The Company associated with the shipment.
Destination	The Amazon facility where the shipment is being sent.
Shipped On	The date when the shipment was sent from the shipping warehouse.
Status	The shipping status of the shipment, such as Previewed , Receiving , or Shipped .
ProductID	The product identifier (SKU).
Qty Shipped	The quantity shipped to Amazon.
Qty Received	The quantity received by Amazon.
In Transit Qty	The quantity that's currently on the way.

Action Descriptions

You can perform the following actions:

Action	Description
Dismiss	Flags the selected shipments as dismissed and removes them from the list.
Un-Dismiss	Brings back shipments that have been Dismissed into the list.

Clear In-Transit Warehouse Inventory	Resets the In-Transit Qty to 0, removes the inventory from the Interim warehouse , and completely removes any associated inventory adjustments from the product's Inventory Movement History .
Transfer Un-Received to ShipFrom Warehouse	Transfer some or all of the In-Transit Qty to any warehouse of your choice. This adjustment is visible in the Inventory Movement History .
Export to Excel with SKU	Downloads an Excel file with shipment information such as ShipmentID , Destination , ProductID , and In-Transit Qty .
Query Status	Refreshes the shipping status of selected shipments based on information from Amazon.
Transfer or Clear In-Transit Inventory	This brings up a Transfer or Clear In-Transit Inventory modal where you can modify multiple shipments at once.

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Manage Unreceived Shipments

You can see shipments that were only partially received by Amazon from **Inventory > FBA Inbound Shipments > Unreceived Shipments**. Use the following options from the Action Menu to clear out the In-Transit warehouse:

- **Dismiss** – removes shipment from the list
- **Clear In-Transit Inventory** – zeroes out the inventory stuck in the In-Transit Warehouse
- **Transfer Un-Received to ShipFrom Warehouse** – moves inventory back to the ShipFrom Warehouse on the shipment

