Returns & Reimbursement Details (FBA)

04/30/2025 3:25 pm CDT

Overview

In this article, you will learn about Sellercloud's **FBA Returns and Reimbursement Details** report. This report facilitates the process of reconciling FBA refunds with returns and reimbursements per order item with return reason and disposition. It provides detailed information about FBA returns and reimbursements for a specific period.

You can see the following:

- **Returns Details:** Quantity, FBA Quantity Returned, RMA Quantity Returned, Quantity Balance, Return Reason, Disposition, and LPN.
- **Reimbursement Details:** Refunds, Cash Reimbursed, Inventory Reimbursed, Refund Date, Transaction Date, and Transaction Number.
- **Order Details:** Order Number, SKU, Channel Order Number, Order Date, and Order Item Number.
- **Company Details:** Company.

Whenever a customer returns a product to FBA for a refund they obtained, Amazon will assess the product's disposition as sellable or unsellable and proceed as follows:

- **Sellable** – The item is returned to stock in the FBA warehouse and available for purchase.
- **Unsellable** (for various reasons) – Amazon may issue you, as the seller, a reimbursement for the value of the item, either as:
  - The cash value of the item
  - The actual item

For more information and other ways to view FBA returns and reimbursements, see FBA Returns and Reimbursements. Amazon will only issue reimbursements if they take responsibility for a product's unsellable disposition. Conversely, if the seller is deemed responsible, no reimbursement will occur. Instead, Amazon will return the item to the FBA warehouse as unsellable, and the seller must issue an order for removal. Otherwise, Amazon will dispose of the product within a pre-determined time.

You can run this report automatically on a regular basis with Scheduled Tasks.

For more information about Sellercloud's Financial Reporting Suite, see the Reports FAQ.

## Access and Customize the Report

To use the report, follow these steps:

1. Navigate to **Reports** > **Returns & Refunds** > **Returns & Reimb. Details (FBA)**.

2. Set up the **Default** and **Custom filters** to have the report show precisely what you need.

3. Click **Search**. Each filter you apply gets highlighted in green. If a filter is gray or not displayed at all, it's not active.
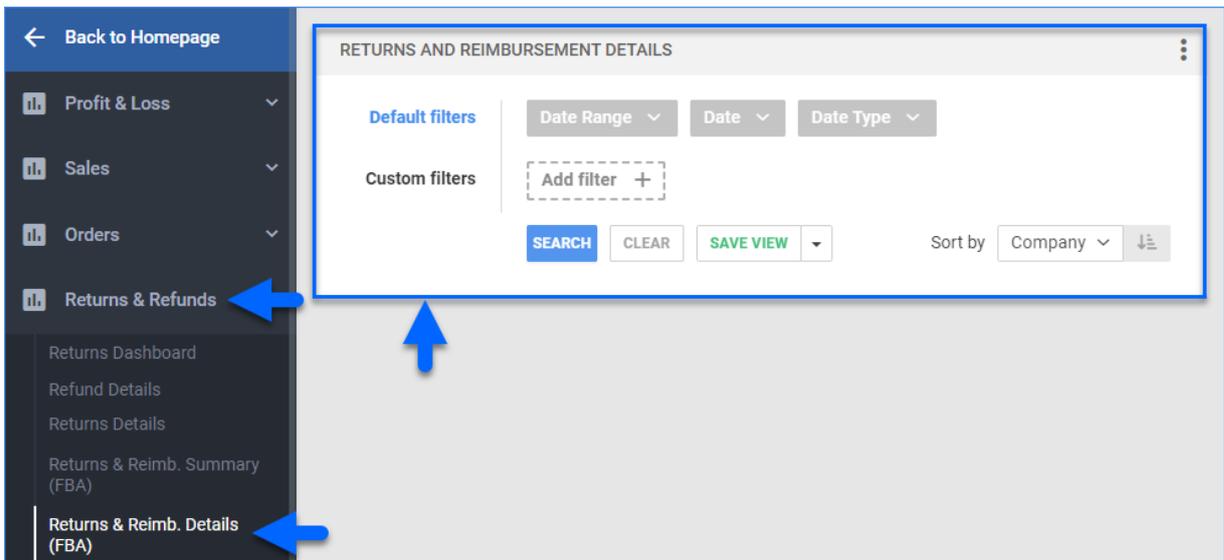
4. To manage the columns in the report, click the three dots icon on the top right and select **Customize Columns**. You can:

   a. Reorder columns by dragging them up or down in the list;

   b. Hide columns by clicking the **Trash** icons;

   c. Add columns by clicking **Add column**.
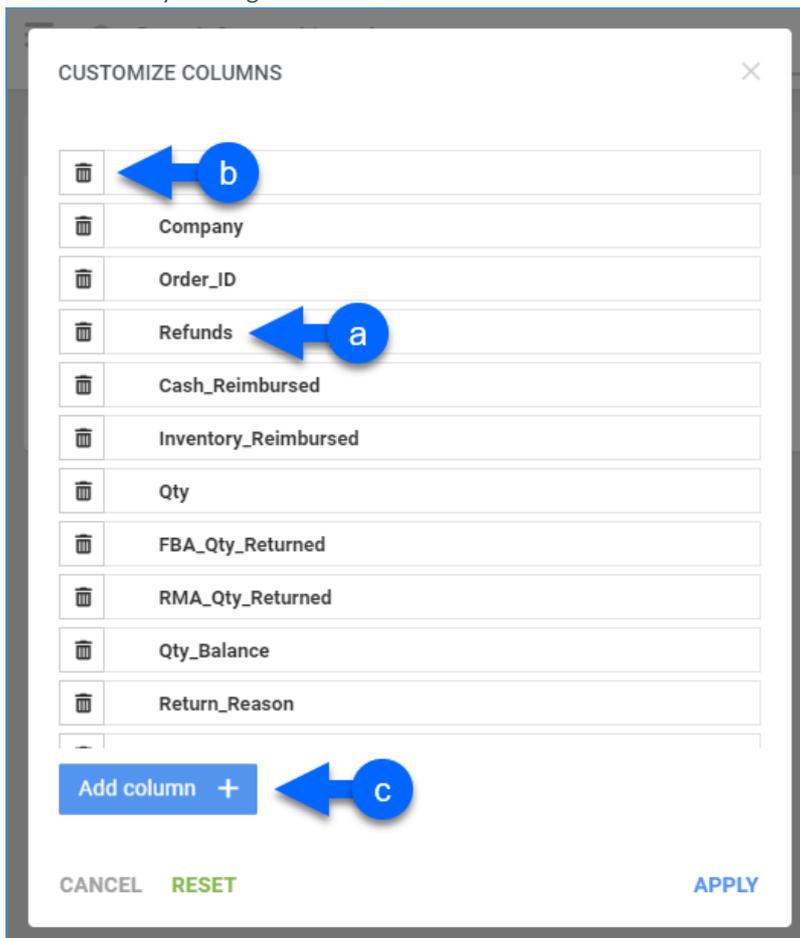
5. To sort the data differently, use the **Sort by** menu.

6. To save your filtering and sorting options, click **Save view**, type a **Name** and click **Save**.
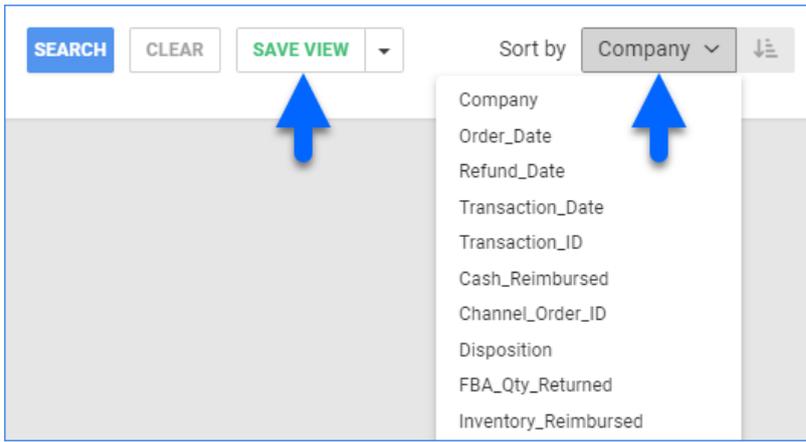
7. To export the full report to a spreadsheet, click **Actions** on the bottom right and select **Export to Excel**. Spreadsheets include all columns, including those hidden in the report.
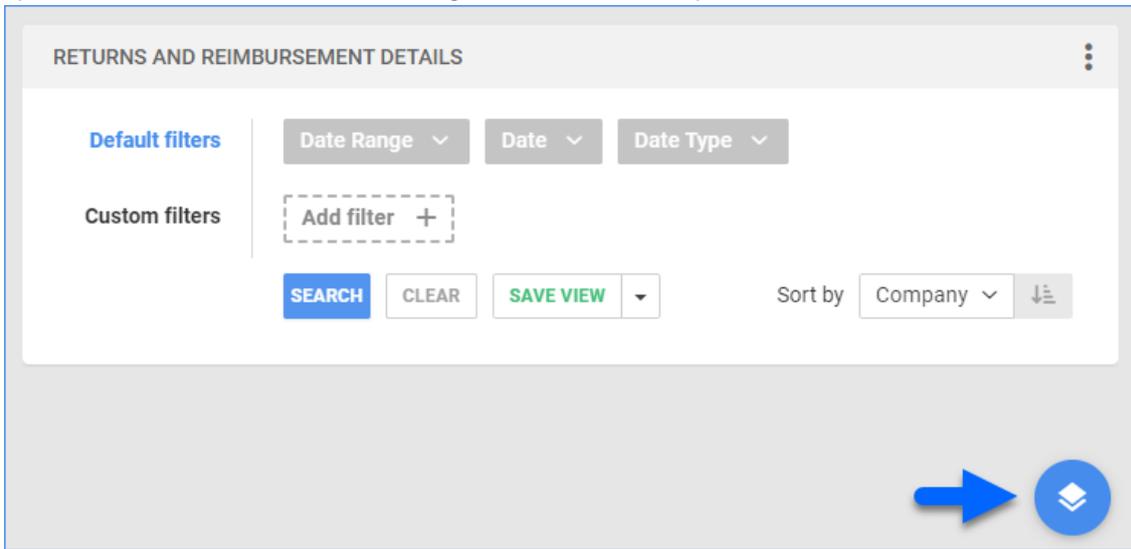
Filter and Column Definitions

Click the drop-downs below for filter and column descriptions.
Default Filters
Custom Filters
Report Data

Interpret the Report

Here's how to use this report to reconcile your FBA refunds. The table below outlines all four possible scenarios. Compare your report's results against these scenarios to determine if you need to follow up with Amazon.

REPORT RESULTS	ACTION NEEDED
Scenario 1 • Qty Original = 2 • Cash Reimbursed = 0 • Inventory Reimbursed/FBA Qty Returned = 2 • RMA Qty Returned = 0 • Qty Balance = 0	No action is needed. The Qty Balance is 0.

Scenario 2

- Qty Original = 2
- Cash Reimbursed = Yes
- Inventory Reimbursed/FBA Qty Returned/RMA Qty Returned = 0
- Qty Balance = 0

No action is needed. The Qty Balance is 0.

Scenario 3 (within the timeframe)

- Qty Original = 2
- Cash Reimbursed = 0
- Inventory Reimbursed/FBA Qty Returned/RMA Qty Returned = 0
- Qty Balance = 2

No action is needed yet. The Qty Balance is 2, but is still within the expected timeframe for processing.

Scenario 4 (past the set timeframe)

- Qty Original = 2
- Cash Reimbursed = 0
- Inventory Reimbursed/FBA Qty Returned/RMA Qty Returned = 0
- Qty Balance = 2

Action is needed. The Qty Balance is 2 and is now past the expected timeframe for processing. Contact Amazon to investigate why no return or reimbursement has occurred.