

# Returns & Reimbursement Summary (FBA)

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## Overview

In this article, you will learn about Sellercloud's **FBA Returns and Reimbursement Summary** report. This report facilitates the process of reconciling FBA refunds with returns and reimbursements. It provides a summary of FBA returns and reimbursements for a specific period.

It includes information about the returns and reimbursements, as well as details about the orders:

- **Returns Summary:** Quantity Original, FBA Quantity Returned, RMA Quantity Returned, and Quantity Balance.
- **Reimbursement Summary:** Refunds, Cash Reimbursed, and Inventory Reimbursed.
- **Order Details:** Company, Order Number, and Channel Order Number.

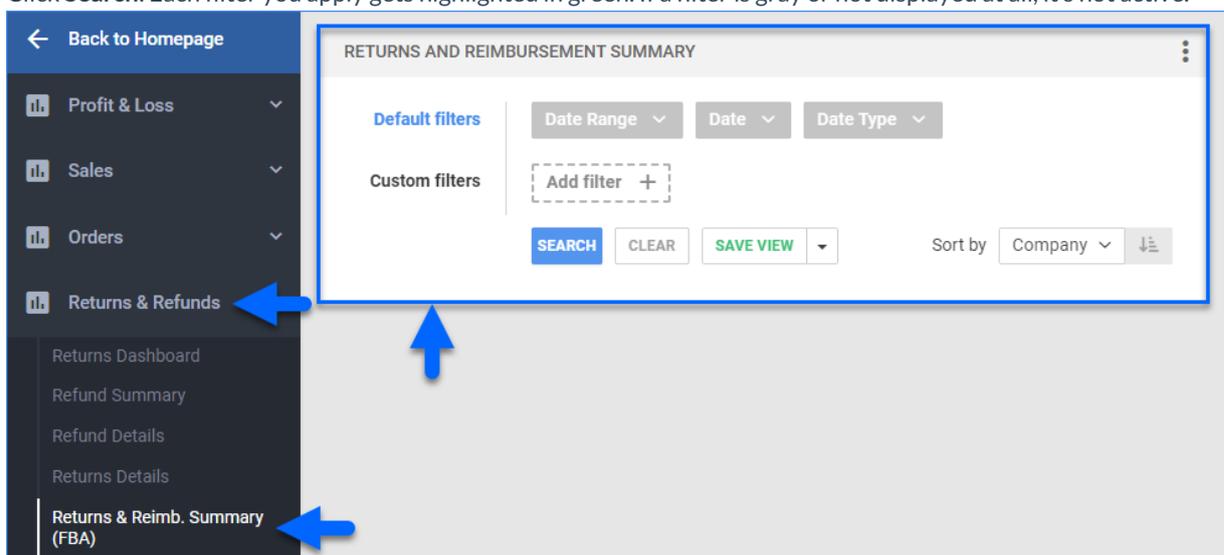
For more information and other ways to view FBA returns and reimbursements, see [FBA Returns and Reimbursements](#). You can run this report automatically on a regular basis with [Scheduled Tasks](#).

For more information about Sellercloud's Financial Reporting Suite, see the [Reports FAQ](#).

## Access and Customize the Report

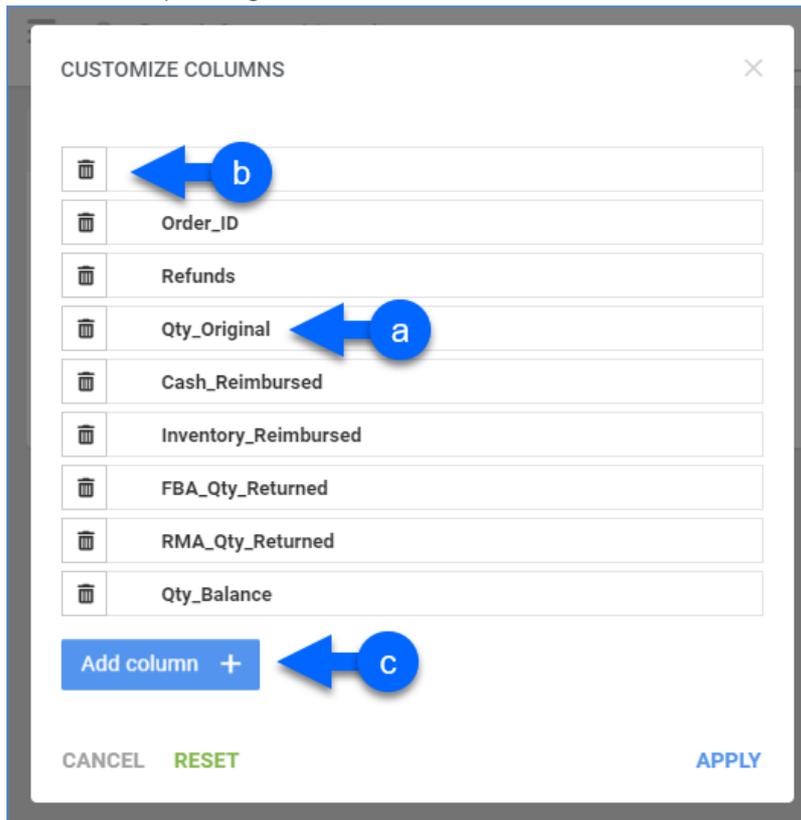
To use the report, follow these steps:

1. Navigate to **Reports > Returns & Refunds > Returns & Reimb. Summary (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.



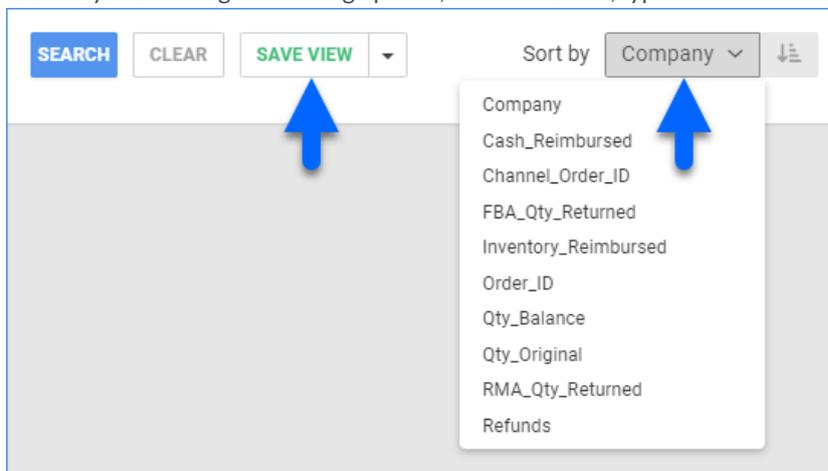
4. To manage the columns in the report, click the three dots icon on the top right and select **Customize Columns**. You can:
  - a. Reorder columns by dragging them up or down in the list;
  - b. Hide columns by clicking the **Trash** icons;

c. Add columns by clicking **Add column**.

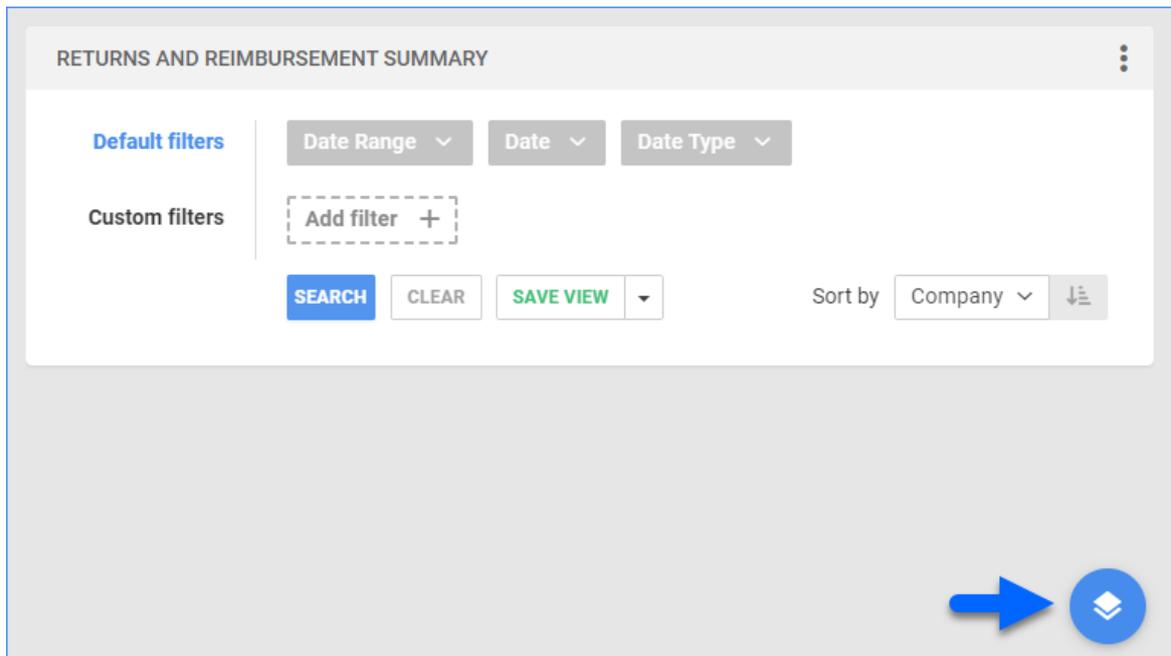


5. To sort the data differently, use the **Sort by** menu.

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.

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