



FFT2 (FBA Financial Transactions 2) EU - VILT - Associate Guide

Welcome to the **FBA Financial Transactions 2 (FFT2)** session.

This course will be led by a Trainer and will instruct you on the FBA Financial Transactions 2 (FFT2) training.

Being an FBA associate, you most likely transferred these contacts to the FFT2 team up until now. After completing this training, you will be able to handle these types of contacts yourself. This enables you to support Selling Partners with concerns about inventory-related issues in Amazon's Fulfilment Centres, requesting reimbursements for them.


In order to identify, whether a Selling Partner is eligible for a reimbursement, you will follow specific Paragon Workflows and SOPs to investigate the issue, and to be able to provide an outcome to the Selling Partner.

Note: This training is applicable to EU stores: GB, IT, ES, FR, DE which also includes the Emerging Stores (EU 3PX): PL, NL, SE, BE and IE.

The duration of the course is **2290 minutes (40 hours including Live Practice)**

Click **Start Course** to begin!

LESSONS

 **FBA Financial Transactions 2 (FFT2) Overview**

 **IDR Portal**

 **Warehouse Damaged (WHD)**

 **FBA Customer Orders**


 **Warehouse Lost (WHL)**

 **FBA Removal Orders**

 **FFTD - Customer Damaged/Defective Disposition Disputes**

 **Multichannel Fulfillment Orders (MCF)**

 **Effective Communication Framework**

 **Assessment and Live Practice**

 **Summary**

FBA Financial Transactions 2 (FFT2) Overview

Introduction

Time: 15 minutes

Welcome to the FFT2 Training! FFT2 stands for FBA Financial Transactions 2. If you love investigating and looking for a "needle in a haystack", this is a place to be!



I'm Juan! I will introduce you today to the FBA Financial Transactions 2 (FFT2) training.

Being an FBA associate, you most likely transferred these contacts to the FFT2 team up until now. After completing this training, you will be able to handle these types of contacts yourself. This enables you to support Selling Partners with concerns about inventory-related issues in Amazon's Fulfilment Centres, requesting reimbursements for them.

In order to identify whether a Selling Partner is eligible for a reimbursement, you will follow specific Paragon Workflows and SOPs to investigate the issue, and to be able to provide an outcome to the Selling Partner.

Why is FFT2 important?

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A couple of years ago, it was found that there was an irregularity in reimbursements provided to Selling Partners all over marketplaces. Funds were disbursed more than actually required, rendering the Selling Partners in a surplus. FFT2 was then coined in order to maintain financial discipline and regularity within the day-to-day FBA processes, along with close interaction with our internal teams at Credit Ops. All this while keeping the following tenants in mind:

- Selling Partners are our customers and our business partners. Selling Partner trust is a direct result of Amazon's stewardship of Selling Partner inventory and consistent application of reimbursement decisions. We reimburse Selling Partners when they are entitled to be reimbursed, according to FBA policy.
- We choose reimbursement accuracy over the speed to resolve a case and over Selling Partner satisfaction of the reimbursement outcome.

- We lean towards Paragon Workflow adherence regarding reimbursement accuracy and policy. The only acceptable breaks are for documented exceptions (on the team wiki) and usage of tools for deep diving (e.g. Greasemonkey scripts).
- The perfect Selling Partner Experience begins with no help needed. We advocate for the Selling Partner by identifying and communicating areas of opportunity in our tools, policies and procedures to Seller Support Change Management.
- We are sincere, concise and useful in our communications to Selling Partners.
- We measure our success through the reduction of reimbursement-related defects.

NOTE

Our work revolves around the life of a unit after it enters into a Selling Partner's inventory. Note that FFT2 does NOT deal with discrepancies prior to this, such as an inbound shipment.

During interactions with Selling Partners, we prioritize clear, accurate, and positive communication while ensuring thorough understanding of their needs.

We maintain reimbursement accuracy and policy adherence by deep diving every case and tools as necessary.

Course Schedule and Topics

These are the topics that we will cover in this training:

Lesson	Type	Time
FBA Financial Transactions (FFT) Overview	VILT	15 minutes (0.25 hours)

Warehouse Damaged	VILT	200 minutes (3 hours 35 minutes)
FBA Customer Orders	VILT	190 minutes (3 hours 10 minutes)
Warehouse Lost	VILT	200 minutes (3 hours 40 minutes)
FBA Removal Orders	VILT	355 minutes (5 hours 55 minutes)
SPS - FFTD - Customer Damaged/Defective Disposition Disputes	VILT-Self direct	60 minutes (1 hour)
Multi-channel Refunds	VILT	240 minutes (3 hours)
Effective Communication Framework	VILT	10 minutes (0.5 hours)
Congratulations	VILT	10 minutes (0.5 hours)
Assessment and Live Practice		Assessment 60 minutes Live Practice: 2 days
Total Duration		2290 minutes (40 hours)

As you can see from the list of topics above, these are typically events that a unit goes through once it enters a Selling Partner's inventory and our warehouses. Units can go lost, get damaged, can be tied to a customer order or be sent back to the Selling Partner through a removal order.

In this training, you will learn how to investigate such events.

In this training, you will be equipped to help Selling Partners with a friendly and positive approach as you guide them through investigating various events related to their inventory and our warehouses.

Communications with Selling Partners about FFT2 cases will be sincere, concise, and useful, maintaining a friendly and helpful demeanor while managing expectations and explaining policies when required.

Group discussion

Group discussion

Based on what we have reviewed so far, ask any questions you may have to your facilitator before proceeding with the case practice section.



Let's open the following SOPs and discuss the transfer guidelines and annotations template for FFT cases.

- **Handle a Contact about FBA Reimbursement Request that Requires Manual Validation**

- **FFT Annotation Template Reference** (*Currently available only for EU, but it should be used for all marketplaces for standardization*)



Complete the content above before moving on.

IDR Portal



Inventory Defect and Reimbursement (IDR)

The IDR portal consolidates information from several different reports and applies policy checks on defects, making it easier for you to research and identify reimbursable opportunities.

It provides a comprehensive overview to sellers on discrepancies categorized as **Eligible for Claim, In Progress**, and **Resolved**.

Key benefits of using the IDR portal include:

- 1 Streamlined research process for potential reimbursements
- 2 Insight into trends based on time frame, defect type, or SKU
- 3 Ability to track the status of defects and its resolutions
- 4 Identification of areas where you can minimize future defects

Navigating to the IDR Portal

Method 1: Via FBA Dashboard —

1. Click the Inventory tab
2. Look for "Fulfillment by Amazon (FBA)"
3. Select "Dashboard"
4. Open the Inventory dropdown
5. Choose "Inventory Defect and Reimbursement"

Method 2: Through Fulfillment Reports —

1. Navigate to Fulfillment Reports
2. Find the **Inventory Ledger Report** section
3. Locate the Reimbursements area
4. Select "Inventory Defect and Reimbursement"

Method 3: From Reimbursements Report Page —

1. Visit either:
 - Reimbursements page
 - FBA customer returns page

2. Look for the information banner at the top
3. Click "Inventory Defect and Reimbursement"

Trainer Instruction: Share the HP: [Inventory Defect and Reimbursement \(IDR\) Portal](#)

Allow the associates to read and navigate the page for a few minutes and answer any questions they might come up with.

IDR Help Page

Take a few minutes to read the HP and annotate any questions to discuss with your trainer: [Inventory Defect and Reimbursement \(IDR\) Portal](#)

CONTINUE

Warehouse Damaged (WHD)

Agenda

Time: 215 minutes

- Introduction – 5 minutes
- Reimbursement claim for disposed of units – 15 minutes
- Inventory Adjustments – Inventory Ledger – 35 minutes
- Warehouse Damaged (WHD) Use Case – 20 minutes
- Handle claims regarding damaged units in Amazon FC – 35 minutes
- Case Demonstration – 60 minutes
- Activity – Let's investigate! - 25 minutes
- Review – 20 minutes



The purpose of this lesson is to introduce you to the SOPs and tools that will help you investigate Warehouse Damaged (WHD) events.



Complete the content above before moving on.

Resources and Preparation

Tools —

- [CSI Tool](#)
- [Serenity Tool](#)
- [RMS Tool](#)
- [FRPG Tool](#)

Help Pages —

- In ledger report > under Reason > if Reason code is G or Reason code I
[Inventory Ledger report](#)
- [Reimbursement policy](#)

SOPs —

- Handle a Seller Reimbursement Claim for Inventory Damaged in an Amazon Warehouse
- Handle an FBA Warehouse Damaged or Disposed of Contact
- Handle a Denied Reimbursement Appeal for Disposed of Expired Inventory

- Handle a case where a Seller is seeking reimbursement regarding a Defective or Buyer Damaged unit that was disposed of in a Fulfillment Center
- Handle a Seller Reimbursement Claim for an Unsellable unit that was moved to Warehouse Damaged, Warehouse Lost or Warehouse Disposal
- FFT Annotation Template Reference
- Acquire a Seller's Inventory Ledger Report Number



Complete the content above before moving on.

Introduction

Time: 5 minutes

Just like how there is a risk of units getting lost, there is also a risk of units getting damaged in our warehouses. And just like every other event, our systems maintain records in Fulfillment Reports so that Selling Partners can keep track of what goes on with their inventory. We, at Amazon Selling Partner Support also have access to these reports, since investigating inventories is part of our job.

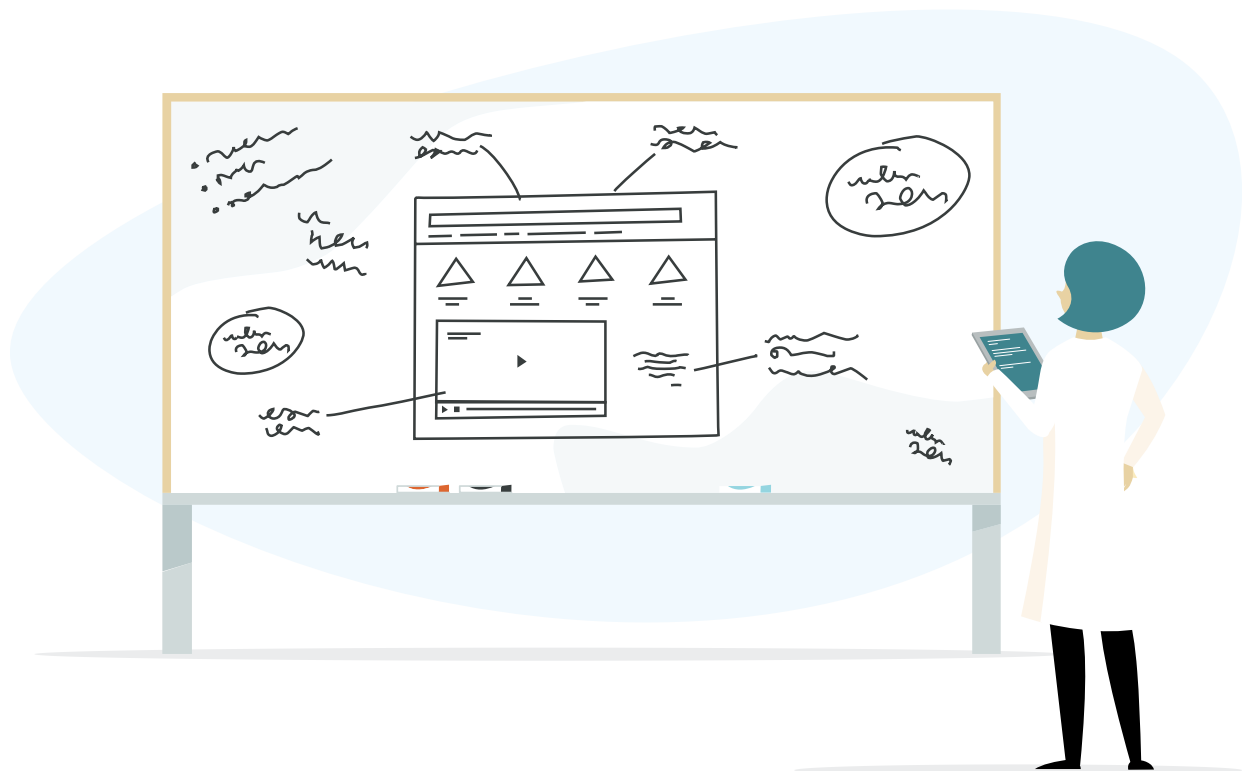
If the units are confirmed to be damaged, our automated systems will record the damaged event and process a reimbursement. The event can be found in [Inventory Ledger report](#) in Seller Central.

Before continuing with the Inventory Ledger report, let's first look at the SOP that will help to address a reimbursement claim for disposed on units.

Reimbursement claim for disposed on units

Reimbursement claim for disposed of units

Time: 15 minutes



Open the SOP together in class with your facilitator and find the prerequisites to address a reimbursement claim for disposed on units: **SOP Handle a case where a Seller is seeking reimbursement regarding a Defective or Buyer Damaged unit that was disposed of in a Fulfillment Center.**

Discuss the findings with your facilitator.

Steps to address a reimbursement claim for disposed on units

Before starting with the steps for reimbursement, make sure that:

1. You already follow SOP from Handle an FBA Warehouse Damaged or Disposed of Contact.
2. The Selling Partner has provided the transaction ID (TRID) of the event of concern.

Step 1

Open **Generate an Inventory Adjustment Report from Inventory Ledger Report in Seller Central**
SOP

Step 2

Search in [CSI - Blame-O](#): Confirm that the ASIN is one of the following product types:

- Dangerous goods (hazmat): Units containing hazardous chemicals or flammable substances, such as razors with alcohol in them, power tools with gasoline in them, batteries, perfumes, and so on. We will drain the chemicals/alcohol and dispose of these items.
- Broken glass products
- Opened personal care and sexual wellness items. We will only process a return for unopened, new units.
- Consumables such as food, mints and vitamins.
- Items with expiration dates or lot numbers.
- Bedding
- Baby items such as soothers, bottles, and baby monitors.

Step 3

Open the [Serenity tool](#).

- Enter the TRID (Tracking Id) into the Source Reference ID field.
- Click *I'm Feeling Graphy*
- If no results appear, search by the parameters listed below to find the transaction/order

Step 4

Enter the TRID into the Source Reference ID field.

Step 5

Click *I'm Feeling Graphy*.

If no results appear, use the following parameters:

- FNSKU of item(s) using the Fulfillment Network SKU.
- The fulfillment center ID in the Fulfillment Center ID column.
- A date range that is 7 calendar days before and after the reported date of the order

Now that you know how to **Handle a Case Where a Seller Is Seeking Reimbursement Regarding a Defective or Buyer Damaged Unit That Was Disposed of in a Fulfillment Center**, let's focus on the Inventory Ledger report, Serenity tool and FRPG tool that will help with your investigation.

Inventory Adjustments - Inventory Ledger

Inventory Adjustments - Inventory Ledger

Time: 35 minutes

Let's first take a look at the [Inventory Ledger Report](#).

This report allows Selling Partners to see updates and corrections made to their inventory. They can see quickly if a unit was damaged and also if it was automatically reimbursed.

11 of 13 items. Display is currently limited to 10,000 items. To display more items, you must download a report.

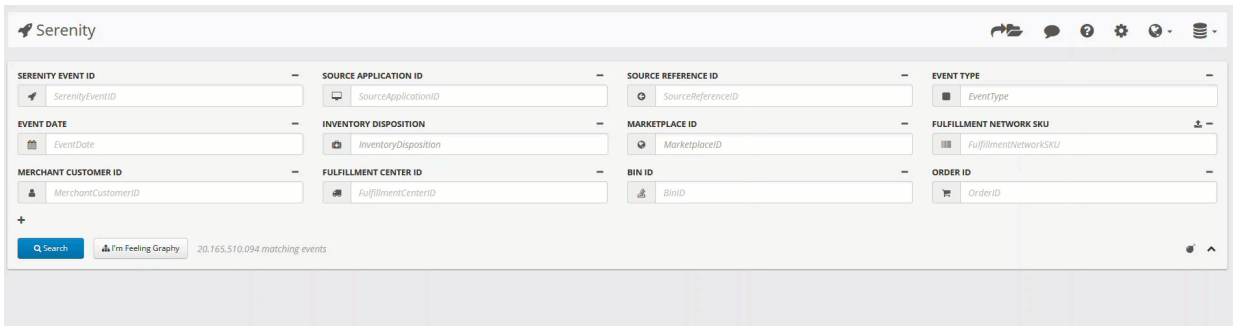
Date	Fulfillment network SKU (FNSKU)	ASIN	Merchant SKU	Title	Disposition	Starting warehouse balance	In transit between warehouses	Receipts	Customer shipments	Customer returns	Vendor returns	Warehouse transfer in/out	Found	Lost	Damaged	Disposed	Other	Ending warehouse balance	Unknown events	Location
08/24/2022	X0013X06J1	B081BBW4FK	MK-QQVD-CNPB	MBRTUX Bomba de Desagüe Universal magnética para diferentes Modelos de Lavadoras LG, Otsein, Samsung, Zanussi, Corber, Gorenje y Askoll. Modelo M231 - 46332 - 72124 - 72107	WAREHOUSE_DAMAGED	0	0	0	0	0	0	0	0	0	0	0	1	1	0	BCN1

(Click on the image to zoom in)

As you can see above, the **Transaction Item ID: 20004263964489** was recorded on August 24th, 2022. Now let's take a look at the event in our back end system Serenity.



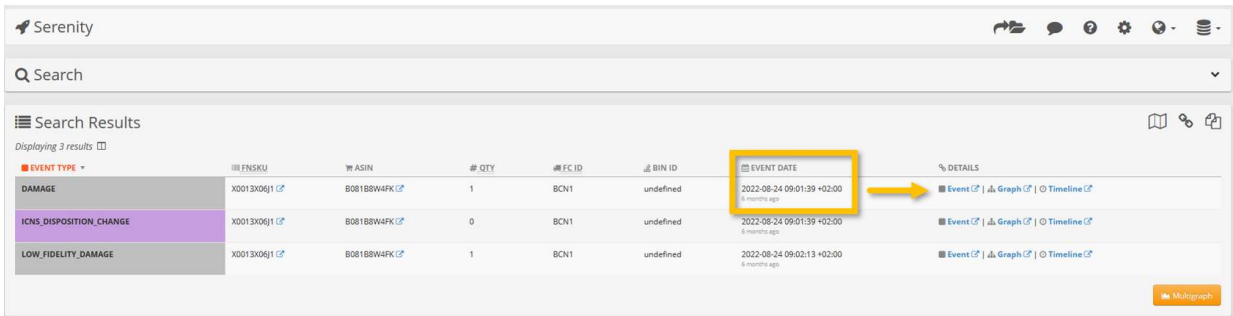
Open [Serenity](#), and add the custom field "Source Transaction Reference ID" by clicking the + symbol:



(Click on the image to enlarge)

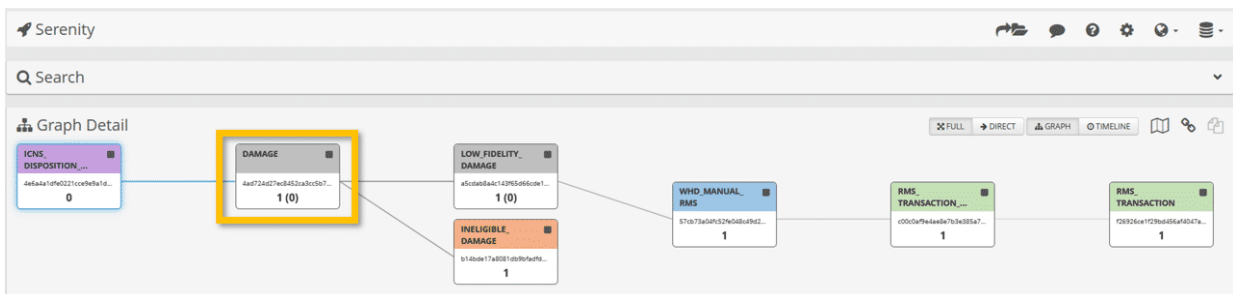
Once you add the field, you can search for the event by entering the Transaction Item ID found in the Inventory Ledger Reports. To get detailed information about the event, select Event under Details.

Note that the SOP also states that you can select the option "I'm Feeling Graphy" and we will display both options below:



(Click on the image to zoom in)

Standard Results



(Click on the image to zoom in)

'I'm Feeling Graphy' results

Keep in mind that it can take up to 30 days for the records to appear in Seller Central, which allow our teams at the warehouse to investigate the units. There may be instances in which the results in Serenity display an earlier date than what it's shown on the Inventory Ledger Report, due to this.

If the units are confirmed to be damaged, our automated system will record the damaged event as an adjustment in the Inventory Ledger Report and provide a reimbursement.

Group discussion

Activity - Let's do it



- Open the Serenity tool and replicate the steps above using one of the Transaction Item ID's 20061189850865/20061218974397
- Share the results with your Trainer



Please note that Transaction ID's expire frequently. Select a Transaction ID from an existing live case.

Continue with: Adjustment Reason Codes

Adjustment reason codes

The Inventory Ledger Report can be either viewed online in Seller Central or Selling Partners can download it as an offline version.

Inventory adjustments often occur in pairs. For example, if the inventory changes disposition from sellable to warehouse damaged, there will be two adjustments to the inventory, visible in the online version of the Inventory Ledger Report:

January 11, 2022	20007155212223	B005ZCKZRG	RATL-RGS3M	RATTLER ROPES 3 Ply Goat String Multi M	SELLABLE	DENS	Damaged at Amazon Fulfilment Center	1	-1	▼
							Reimbursed		1	
January 10, 2022	20007483228992	B005ZCKZRG	RATL-RGS3M	RATTLER ROPES 3 Ply Goat String Multi M	WAREHOUSE_DAMAGED	DENS	Inventory disposition change	2	1	

*The above screenshot comes from the Inventory Ledger Report, it shows 2 different reason codes
(Click on the image to zoom in)*

1

Every damaged event will have a primary event Damaged At Amazon Fulfilment Centre, which would include the reimbursement ID.

2

In addition to the primary event, the event inventory disposition change appears to indicate the change in the physical state of the unit. The event above indicates that 1 unit changed the state to WAREHOUSE_DAMAGED



The reason codes above will be reimbursed and accounted for under the Manual Warehouse Damaged reason type for Warehouse Damages and Manual Warehouse Disposal for warehouse disposals when found eligible.

In addition to the reason codes above, we also have the reason codes G and I which can appear in an Inventory report. These are "unknown" reason codes, which require FFT2 investigation.

In the offline version (downloading the file), the Selling Partners can find reason codes associated with the inventory adjustments. As the inventory can be marked as damaged due to different reasons, the reason codes are used to provide more details about the event.

Let's take a look at how we can download the Inventory Ledger Report.

Download the Inventory Ledger Report



There are 2 options to download the adjustment report:

1. As associates, we cannot request the creation of these reports on behalf of Selling Partners. They must request the report from their end, so we can download it from Seller Central.

2. Using the Feed and Report Gateway Operations Tool (FRPG), we can create and download the Ledger report. The FRPG tool enables the searching, viewing and management of feed and report requests for the NA, EU, JP and CN regions.

Let's check these 2 options!

Step 2

Option 1, Seller Central download

The screenshot shows the Amazon Fulfillment Reports interface. The left sidebar contains a navigation menu with categories like Inventory, Sales, and Payments. The 'Inventory Ledger' option is highlighted. The main content area shows the 'Inventory Ledger' report configuration page, which includes fields for ASIN, Fulfillment network SKU (FNSKU), and Merchant SKU. Below these fields are options for 'Type of report' (Summary view or Detailed view), 'Aggregate report by location' (Country or Fulfillment center), and 'Aggregate report by time period' (Daily). There are also fields for 'Date range', 'From Date', and 'To Date'. Two buttons are visible: 'Request .csv Download' and 'Request .txt Download'. At the bottom, a table lists report requests with columns for Report Type, Date Range Covered, Date Requested, File Format, and Report Status. The 'Date Requested' column and the 'Download' button in the 'Report Status' column are highlighted.

Report Type	Date Range Covered	Date Requested	File Format	Report Status
Detailed view	6/21/23, 5:00 PM - 6/22/23, 4:59 PM	Jun 23, 2023	.txt	Download
Summary view	6/21/23, 12:00 AM - 6/22/23, 12:00 AM	Jun 23, 2023	.txt	Download

On Seller Central locate, *Menu > Reports > Fulfillment > Inventory > Inventory Ledger*, click on it and open the main window of the report.

On the tabs, select "Download" and review on the list for the most recent file using the "Date Requested" column and confirm that the date is the best for your investigation; and then, click on the button "Download" on the right side.

Step 3

Option 2, FRPG download



The FRPG tool provides mechanism to submit feeds and report requests, search for feeds and reports, cancel or resubmit requests, manage report schedules and manage Merchant preferences.

Open the [FRPG Tool](#), select the appropriate marketplace (NA, EU).

Watch the video above to learn about the options on how you can download the Inventory Ledger Report through the FRPG tool.

This process can be complemented with this SOP: [Acquire a Seller's Inventory Ledger Report Number](#), which explains the right steps to follow.

Summary

Once you download the report, you can review the details about the units and continue your investigation.

Based on the information on this lesson, communication skills that will be reflected in interactions with Selling Partners include the following:

- You will engage with Selling Partners using a polite, supportive and empathetic approach throughout the interaction.
- Through detailed reading and understanding of Inventory Ledger Reports, you will efficiently inform Selling Partners about the status of their inventory, demonstrating proactive communication skills and minimizing idle time during the investigation process.
- You will provide clear, concise explanations of reimbursement processes, reinforcing Amazon's commitment to accurate and efficient support for Selling Partners.

Activity – Let's match!

Activity – Let's match!



Let's look for the Help Page: **Inventory Ledger Report** and complete the activity below.

Can you match the following reason codes with their correct definitions? Visit the help page *Inventory Ledger report*, to find the correct answers. Note, all the definitions states that there is an increase of the warehouse-damaged inventory level.

SUBMIT

Warehouse Damaged (WHD)

Warehouse Damaged (WHD) Use case

Time: 20 minutes

Activity – Select the correct option



Analyze the following scenario and answer the question below.

Select Seller Task

[View Validation History](#)

SELLER TASK	View Domain
FBA	+
↳ FBA Inventory	+
↳ Damaged Inventory	
Expired Products Inventory	
Lost Inventory	
Inventory Missing from Inbound (ILAC/MFI/WMS)	
Everything Else	
Removals/Disposals Issues	
Reserved Inventory	

-
- FBA > FBA Inventory > Lost Inventory
 - FBA > FBA Inventory > Damaged Inventory
 - FBA > FBA Inventory > Removals/Disposals Issues

SUBMIT



Complete the content above before moving on.

What to do if you are unable to resolve the case after running the Paragon Workflow?

If you don't get the resolution by running the appropriate Workflow, refer to the following SOPs to perform additional investigations:

- Handle an FBA Warehouse Damaged or Disposed of Contact
- Handle a case where a Seller is seeking reimbursement regarding a Defective or Buyer Damaged unit that was disposed of in a Fulfillment Center
- Handle a Seller Reimbursement Claim for Inventory Damaged in an Amazon Warehouse

When facing challenging conversations with Selling Partners, it is key to keep an empathetic approach, use positivity as you inform them of the situation.

Read the case details carefully, confirming understanding through probing questions and research efforts.



Looking at the SOP list, what keywords would you use to search for these SOPs in Paragon?

Discuss with your trainer.

Handle Claims Regarding Damaged Units in Amazon FC

Handle Claims Regarding Damaged Units in Amazon FC

Time: 35 minutes

Start by taking 5 minutes to open and review the SOP: **Handle an FBA Warehouse Damaged or Disposed of Contact.**

Let's go through the research steps you need to follow regarding a claim about a damaged unit in an Amazon Fulfillment Center (FC).

If you receive a claim from a Selling Partner regarding a damaged unit and you can't solve the issue by running the Paragon Workflow, you should follow the SOP Handle an FBA Warehouse Damaged or Disposed of Contact.

There are two prerequisites you have to think of before you follow the steps in the SOP:

1. You already run the *FBA Damaged Inventory* Paragon Workflow and were not able to solve the issue.
2. You obtained the transaction ID and ASIN/FNSKU, which was damaged.
 - a. If you don't have the transaction ID, send an outbound email to the Selling Partner asking them for the transaction ID and set the case to Pending Merchant Action (PMA).

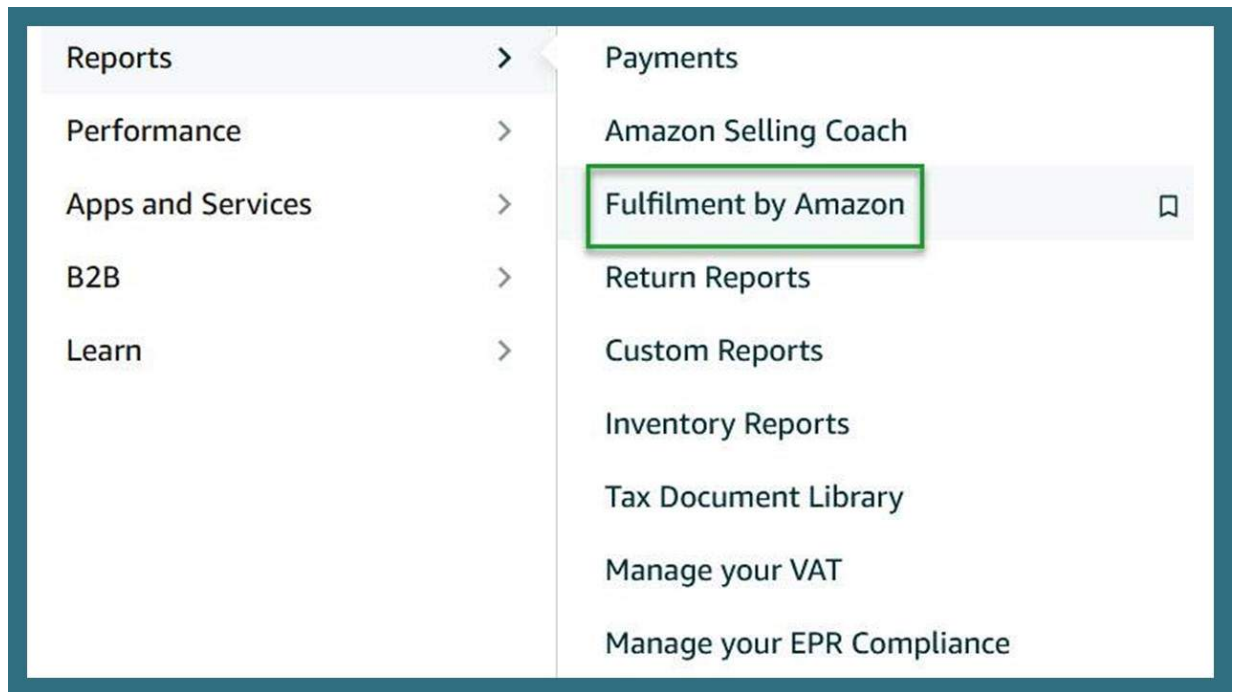
Once you meet the prerequisites, you can go ahead and solve the case by following the SOP.

Let's take a look at what your investigation should look like.

Research in Seller Central

After obtaining the transaction ID, peek the selling partner's account by selecting the View Seller Account button in the Paragon case. Once you are in the account:

Step 2



(Click on the image to zoom in)

Select the tab Reports and choose Fulfillment from the drop-down.

Step 3

Welcome to Reports

Favourite
Reports marked as favourite will appear here

Custom Report Builder NEW

Inventory
Inventory Ledger
Dangerous Goods (DG) Status
Restock Inventory
Stranded Inventory
Pan-European Eligibility: FBA ASINs
Pan-European Eligibility: Self-fulfilled ASINs
Show more...

Sales
Outlet Deals
Subscribe and Save Performance
Amazon Fulfilled Shipments
All Orders
Show more...

Overview
This information pertains to FBA Sellers only.
Welcome to the Fulfilment Reports page. All fulfilment reports can be found in the left-hand column. Reports are split up into Inventory, Sales, Payments, Customer Concessions and Removals. Read below for informative tips and help on getting the most out of your reports.
You can download reports as comma-separated values (.csv) or in text (.txt) format. Using .csv format will let you open reports in a spreadsheet. However, the leading zeros from MSKUs, ASINs and FNSKUs will be dropped. If you require the leading zeros, you can download the file in .txt format. For more information on how to import a .txt file, review the help content for the spreadsheet application that you use.
For help with issues not addressed in the fulfilment reports, contact [Seller Support](#)

Recently Viewed
Inventory Ledger
Reimbursements
All Orders
Amazon VAT Transactions Report
Amazon Fulfilled Shipments
Multi-Country Inventory

Most Popular Reports
1. All Orders
2. Inventory Ledger
3. Manage FBA Inventory
4. FBA customer returns

What's New
Six reports have been discontinued: Daily Inventory History, Monthly Inventory History, Inventory Event Detail, Inventory Adjustments, Inventory Reconciliation and Received Inventory. These reports have been consolidated and replaced with the Inventory Ledger report.
[Try it now>](#)

(Click on the image to zoom in)

On the left side, navigate to Inventory and select Inventory Ledger.

Step 4

The screenshot shows a web interface for generating a report. At the top, there are two tabs: "View Online" (which is underlined) and "Download". Below the tabs are three input fields: "ASIN", "Merchant SKU", and "Fulfilment network SKU (FNSKU)". A note below these fields states: "Enter a product identifier to generate a report for that product. Leaving these fields blank will generate a report for all products." Underneath is the "Type of report" section with two radio buttons: "Summary view" (unselected) and "Detailed view" (selected). The "Event type" is a dropdown menu. The "Reference ID" field has a yellow arrow pointing to it. Below that are "FC" and "Disposition" dropdown menus. The "Date range" is a dropdown menu set to "Exact dates". The "From Date" is 15/11/2021 and the "To Date" is 08/05/2023, with a yellow arrow pointing to the "To Date" field. At the bottom left is a blue "Generate Report" button.

(Click on the image to zoom in)

Enter the transaction ID in the Transaction Item ID field, select *Detailed View* and under *Event Date* select 18 months.



Based on the results you get in the online view of the Inventory Ledger report, refer to the possible outcomes to solve your case.

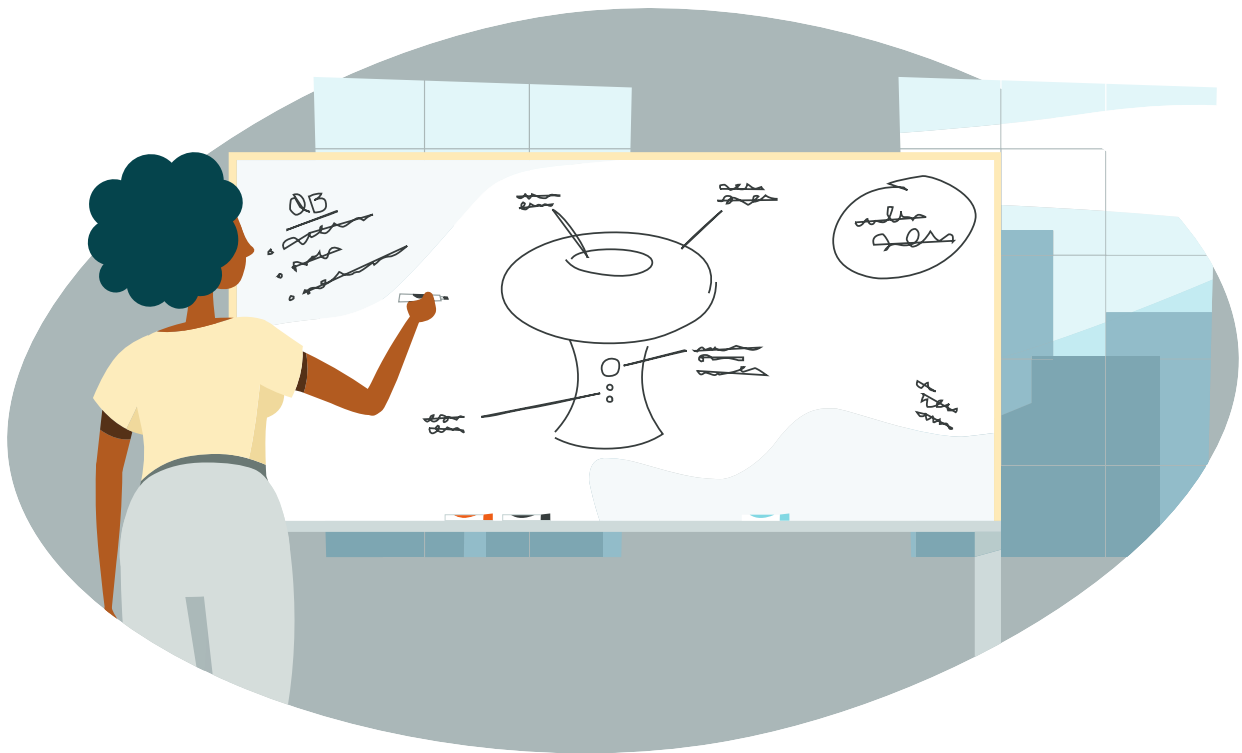
If the issue concerns damaged units in Amazon FC, approach the conversation with a helpful attitude, explaining the reimbursement process and providing guidance on next steps.

Throughout the interaction, maintain a calm and friendly tone, managing expectations and focusing on finding a resolution that meets both Amazon's policies and the Selling Partner's needs.

Dispositions

Dispositions

Let's now have a look to the different kind of Dispositions in case there are claims regarding damaged units in Amazon FC



Disposition Sellable - with a Reimbursement hyperlink

Disposition Sellable

With a Reimbursement hyperlink

- Click on the arrow next to the reason to see if the unit is reimbursed.
- If there is a reimbursed hyperlink, it means that the reimbursement of the unit has already been provided. Click on the hyperlink to go to the reimbursement report and find the reimbursement ID.
- Provide the reimbursement ID to the Selling Partner and resolve the case using the reason code: Fulfillment by Amazon (FBA) > FBA –Lost/damaged in warehouse.

(Click on the image to zoom in)

April 4, 2021	49068239564	B0000AVVU2	TRU-TG94	TRUGLO Gobble-Dot Sight - Universal, Red/Green	SELLABLE	FAT1	Damaged at Amazon Fulfillment Center	▼ -1 ▼
							Reimbursed	1

- You may find a Damaged at Amazon Fulfillment Centre event in the Inventory Report without a reimbursement hyperlink.
- In this case, it's necessary to investigate if there was a reimbursement done, even though it's not showing in the Inventory Ledger report.
- You may refer to SOP **Check if a Seller has Been Previously Reimbursed on an Order Using the Seller Reimbursement Website.**

February 2, 2022		B07GWZH2G2	FII5-FISTL10	Fix It Sticks FISTL10 10 Inch Lbs Small Portable Torque Limiter	SELLABLE	AKC1	Damaged at Amazon Fulfillment Center	-1
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Disposition Sellable - without a Reimbursement hyperlink

Disposition Sellable

Without a Reimbursed hyperlink

You may find a Damaged at Amazon Fulfillment Centre event in the Inventory Report without a reimbursement hyperlink.

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(Click on the image to zoom in)

February 2, 2022	[blurred]	B07GWZH2G2	FIIS-FISTL10	Fix It Sticks FISTL10 10 Inch Lbs Small Portable Torque Limiter	SELLABLE	AKC1	Damaged at Amazon Fulfillment Center	-1
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- Go to the [Seller Reimbursement Website](#) and click on Search. Image 1
- Enter the FNSKU and adjust the following:
 - Under Transaction Type, select *Warehouse Damage Exception* and *Warehouse Damage* (you can't select them both at the same time, so you will investigate one after another)

- o For the Completed and Requested date, select last 60 days from the drop-down and click Search.

- o **NOTE**

There can be multiple damaged events in the same FC. The number of reimbursements should match the number of damaged events in that FC.

(Click on the image

to zoom in)

Search By

- Approval Status
- Approved By
- Case Id
- Currency Code
- Declined By
- FNSku

Image 1

FNSku: B07GWZH2G2

Merchant Customer Id: []

Order Id: []

Completed Date: Last 18 Months (08/03/2020 - 02/03/2022)

Reimbursement Transaction Id: []

Transaction Status: []

Transaction Type: Warehouse Damage

Requested Date: Last 18 Months (08/03/2020 - 02/03/2022)

Search

Showing results 1 - 1

Image 2

No.	Request Date	Requester	Completion Date	Completer	Seller Id	Status	Type	Fnsku	TT	Amount	Detail
1	04/04/2021	ssof	04/04/2021			COMPLETE	WAREHOUSE_DAMAGE	B0000AVVU2		17.86 USD	7040366751

< 1 >

- Reimbursements for the FNSKU under selected *Transaction Type* will show up. Check each transaction by clicking on the link in column Detail and look for the FC ID in the reimbursement.

(Click on the image to zoom in)

Showing results 1 - 1

No.	Request Date	Requester	Completion Date	Completer	Seller Id	Status	Type	Fnsku	TT	Amount	Detail
1	04/04/2021	ssof	04/04/2021			COMPLETE	WAREHOUSE_DAMAGE	B0000AVVU2		17.86 USD	7040366751

< 1 >

- For each damaged event, a reimbursement is given in the Fulfilment Centre they were damaged in. Compare the FC ID you find under Details with the FC ID from your transaction ID.
- If the FC IDs match and there is only 1 warehouse damaged event in the last 60 days in that FC, make note of the transaction ID, provide it to the Selling Partner and resolve the case.
- **Note** as per updated info Policy for lost and damage timeframe must be 60 days.
 - Go to the Seller Reimbursement Website and click *Create*.
 - Choose the marketplace, where the unit was damaged.
 - Enter the Case ID, Merchant ID and Transaction ID of the damaged event. Provide the reimbursement ID to the Selling Partner and resolve the case by selecting the reason code Fulfillment by Amazon (FBA) > *FBA –Lost/damaged in warehouse*.

Disposition Warehouse Damaged

Disposition Warehouse Damaged

And the reason Inventory Disposition change

This is a secondary event (2) that is related to a warehouse damaged event (1) and shows a change in the physical state of a unit.

It can be understood as a correction made to the inventory, showing that a previously sellable unit was damaged in the warehouse and therefore changed from sellable to warehouse damaged.

NOTE

You can find the warehouse damaged event related to this disposition change by searching with FNSKU in the Inventory Ledger Report and setting a time frame of 7 days before and after the disposition change event.

Once you find the FC and Transaction ID of the warehouse damaged event, follow one of the previous two outcomes.

(Click on the image to zoom in)

January 11, 2022	20007155212223	8005ZCKZR6	RATL-RGS3M	RATTLER ROPES 3 Ply Goat String Multi M	SELLABLE	DEN3	Damaged at Amazon Fulfillment Center	1	-1	▼
							Reimbursed		1	
January 10, 2022	20007483228992	8005ZCKZR6	RATL-RGS3M	RATTLER ROPES 3 Ply Goat String Multi M	WAREHOUSE_DAMAGED	DEN3	Inventory disposition change	2	1	

Disposition Distributor Damaged

Disposition Distributor Damaged

This reason code indicates units that were damaged by a distributor or a vendor. To solve the case, you would follow the SOP Damaged Inbound Item Using Amazon Partnered Carrier.

(Click on the image to zoom in)

December 15, 2021			Carex Bed Buddy Heat Pad and Cooling Neck Wrap - Microwave Heating Pad for Sore Muscles - Cold Wrap Pack for Aches and Pain	DISTRIBUTOR_DAMAGED	LGB8	Inventory disposed of	-1
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Disposition Carrier Damage

Disposition Carrier Damage

This disposition indicates that the unit was damaged by the carrier. There are different steps to follow depending on when the damage happened:

- If the damage happened during the inbound to the Fulfillment Center, follow the relevant Paragon Workflow, as this use case is included.
- If the damage happens on the way from the customer back to the Fulfillment Center, the Selling Partner is eligible for automatic reimbursement and the reimbursement should be associated with the Order ID.

- If the damage happened on the way back to the Fulfilment Centre during a Removal order, verify the original condition of the removed unit in the [Removal Console](#).
 - If the original condition was *SELLABLE*, instruct the Selling Partner to create a new Removal order.

NOTE

All removal orders returned to the FC are marked as *CARRIER_DAMAGED* regardless of their real condition, and there is a chance these units are still *SELLABLE*.

- If the device was damaged before it was received by the Selling Partner, they can request a reimbursement at that point. In such case, launch the Paragon Workflow FBA > FBA Inventory > Removals/Disposals Issues.

When interacting with Selling Partners always be transparent about the steps taken and any policies involved, ensuring clear and concise communication.

Continue with Case Demonstration

Case Demonstration

Time: 60 minutes



- We are going to take a look at a case related to Warehouse Damaged issues.
- Navigate to the **Resources and Preparation** at the beginning of this module to find the relevant SOPs.
- Download the cases suggested by the trainer.
- Make sure to take notes and write down any questions.

Best practices for case demonstration:

- Identify the correct Paragon Workflow and check if the correct Atlas Card and Use Case was selected.
- Determine which SOP and what steps to follow in order to research the issue.
- Make sure to follow the steps from the relevant SOP.
- Determine what reimbursement/reason codes you should apply.
- Review the resolution outcome with your trainer.

As you can see in the FFT Annotations SOP, make sure to leave the following annotation in every case:

**** FFT MANUAL INVESTIGATION INITIATED -
Warehouse Damaged:**

FNSKU:

Methodology:

Full Reconciliation along with lost reconciliation if necessary.

Transaction Level (Transaction id, FC id, Quantity, Action)



WHD - Warehouse Damaged case example 1.png

415.9 KB





WHD - Warehouse Damaged case example 2.png

429 KB



WHD - Warehouse Damaged, previously reimbursed.png

447.7 KB



WHD - Disposed in 3 days.png

454.1 KB



WHD - Disposed in error.png

1012 KB



Activity – Let's investigate!

Activity – Let's investigate!

Time: 25 minutes

- When you receive a case regarding damaged/disposed units, you will need to launch the Paragon Workflow first. However, if you are not able to solve the case by following the Workflow, you will need to follow SOPs that help you with your investigation.
- You already reviewed the SOP **Handle a Seller reimbursement claim for inventory damaged in an Amazon warehouse**. This activity will help you get familiar with additional SOPs.

The purpose of this activity is to get familiar with the SOPs that will help you solve cases regarding disposed units.

Knowledge Checkpoint

Navigate to Paragon and open the SOP **Handle a case where a Seller is seeking reimbursement regarding a Defective or Buyer Damaged unit that was disposed of in a Fulfillment Center**.

Take some time to read the SOP and answer the questions below.

You received a case regarding a disposed unit. You navigate to the Inventory Ledger Report in Seller Central and see the event shown on the image associated with the unit.
(See the image on this question below)

Which of the following statements are true when it comes to this event? Choose the two that apply.

(Click on the image to zoom in)

The Selling Partner is always eligible for a reimbursement in case of defective products.

It's possible that the unit was a return from a customer and a removal order was not created within 20 days.

If the unit was considered counterfeit, the Selling Partner is not eligible for a reimbursement.

It's possible that the unit was considered counterfeit by the compliance team.

SUBMIT











CONTINUE

You received a case regarding a disposed unit. You navigate to the Inventory Ledger Report in Seller Central and see the event shown on the image associated with the unit.
(See the image on this question below)

Before you create a manual reimbursement, you need to verify if the event wasn't already reimbursed. What steps do you need to follow? Drag and drop the listed items into the correct order.

(Click on the image to zoom in)

November 30, 2021	B07G5GQFR6	TENS 7000 Official TENS Unit Replacement Pads - 48 Pack, Premium Quality OTC TENS Unit Pads, 2" X 2" - Compatible with Most TENS Machines, Replacement Electrodes Value Pack	SELLABLE	LG49	Inventory disposed of	-1
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 1	Navigate to the Seller Reimbursement Website and select Search	First Step	
 2	Add info, FNSKU, Transaction Type, set the date range to the last 60 days and Search	Second Step	
 3	Reimbursement transaction for the FNSKU will show up	Third Step	
 4	Check each transaction and compare the FC ID in the reimbursement with the Transaction ID	Fourth Step	
 5	Based on the findings, either provide the existing reimbursement or create a new one	Fifth Step	

SUBMIT

Group discussion

Group discussion

Time: 20 minutes



Based on what we have reviewed so far, ask any questions you may have to your facilitator before proceeding with the case practice section.

CONTINUE

FBA Customer Orders

Agenda

Time: 190 minutes

- Introduction – 10 minutes
- FBA Customer Orders Use Case – 20 minutes
- FBA Customer Returns and Refunds SOP – 30 minutes
- Case Demonstration – 60 minutes
- Activity – Let's research! - 60 minutes
- Review – 10 minutes



This lesson will introduce you on how to recognize an Atlas Cards for FBA customer orders in Paragon Workflows; and how to review SOPs that will help you investigate FBA customer order events.



Complete the content above before moving on.

Resources and Preparation for EU

Tools

- [Grass Tool](#)
- [Serenity](#)
- [CSI Tool](#)
- [RMS Tool](#)
- [FNSKU Mapping Tool](#)
- [SPOT](#)



Help Pages —

- [FBA customer returns](#)

SOPs —

- Verify the Details of a FBA Buyer Refunded Order
- Handle a FBA Buyer Returns and Refunds Contact
- Handle a Seller Dispute about Customer Damaged or Defective Disposition
- Handle a case where a seller is concerned an FBA order was not returned to their inventory
- Handle a case where a seller claims an FBA order was returned under a different SKU
- Handle a case where a seller is seeking reimbursement for an Other Concession or Goodwill Refund on an FBA order
- Handle a Case Where a Seller is Seeking Reimbursement on a Non-Returnable ASIN

- FFT Annotation Template Reference

Introduction

Time: 10 minutes

We, at Amazon are customer obsessed, and it's especially shown through our exceptional customer service.

When customers order products on Amazon, the orders are sent from a nearby facility and delivered to customers as quickly as possible.

If a customer is satisfied with the purchase and delivery, they usually keep the item. If they aren't satisfied, they can request a return, refund, or a replacement (Depending on the region).

Items returned to the fulfillment centers are checked by the relevant teams to see if they were returned in a sellable, *Customer Damaged* or *Defective Condition*. The Selling Partners are always informed about the condition of their items via Seller Central.


There can be various issues related to the FBA customer orders and in this module you will learn how to troubleshoot such issues by following relevant SOPs.

FBA Customer Orders Use Case

FBA Customer Orders Use Case

Time: 20 minutes

There are different actions related to FBA customer orders depending on the situation:

REFUNDS	RETURNS	REIMBURSEMENTS
<p>Customers receive refunds once they send the purchased item back to the Fulfilment Centre. In some cases, Amazon issues a returnless refund, which means that the customer is not required to send back the item.</p> 		

REFUNDS	RETURNS	REIMBURSEMENTS
<p>A return is an item a customer sends back to a Fulfilment Centre. Once the item arrives, we determine if it's sellable or unsellable (defective or damaged, for example) and we assess who caused the damage if</p>		

there is any. Based on this investigation, we decide if the Selling Partner is eligible for a reimbursement.

Verify the seller's reimbursement request falls within 105 days from the buyer's refund date.

NOTE

For items categorized as Defective or Customer Damaged, the Selling Partner must submit a removal order within 30 days after the returned item arrives at the Fulfilment Centre. Alternatively, they can request unsellable inventory to be returned or disposed automatically.

When Amazon refunds a customer for a FBA order, the Selling Partner's account is debited for all or part of the refund value.



REFUNDS	RETURNS	REIMBURSEMENTS
---------	---------	----------------

When Amazon refunds a customer for a FBA order, the Selling Partner's account is debited for all or part of the refund value.

NOTE

This transaction only applies between the Selling Partner and Amazon when Amazon is responsible for the amount of the unit.



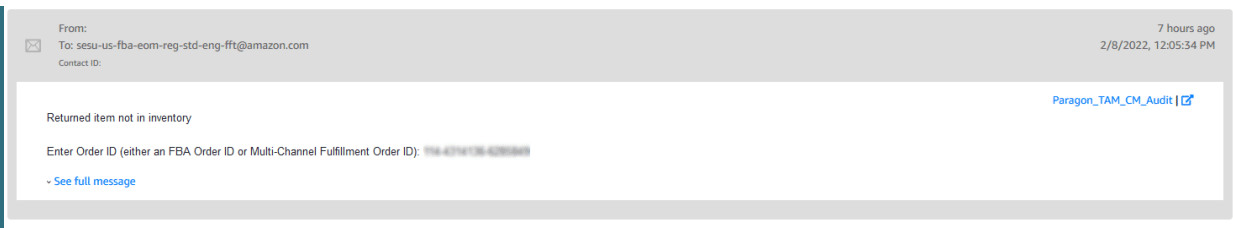
All three of the actions above are a natural part of an online buying experience and you may receive cases, in which the Selling Partners will ask for reimbursement or deeper investigation.

Knowledge Checkpoint

- **Check the scenario below and summarize it with your Trainer:** By looking at the list of the SOPs from our resources, what keywords would you use to search for any useful SOPs in Paragon?
- **Read the question below the scenario and share the answer with the Trainer**



Let's have a look at a possible case regarding a FBA customer order:



(Click on the image to zoom in)

Assuming the Order ID doesn't belong to a Multi-Channel Fulfillment Order ID. Which Atlas Card would you select to run the Paragon Workflow for the issue above? Click on the image to zoom in.

- FBA > FBA Orders > FBA Order Issues Pre-Customer Receipt
- FBA > FBA Orders > Multi-Channel Fulfillment (MCF) Orders, Returns and Cancellation Issues (not in IN and BR)
- FBA > FBA Orders > FBA Returns and Refunds Post Customer-Receipt

SUBMIT



Complete the content above before moving on.

What to do if you are unable to resolve the case after running the Paragon Workflow?

If you don't get the resolution by running the appropriate Workflow, refer to the following SOPs to perform additional investigations:

- Handle a FBA Buyer Returns and Refunds contact
- Handle a case where a seller is concerned an FBA order was not returned to their inventory
- Handle a case where a seller claims an FBA order was returned under a different SKU
- Handle a case where a seller is seeking reimbursement for an Other Concession or Goodwill Refund on an FBA order
- Handle a Case Where a Seller is Seeking Reimbursement on a Non-Returnable ASIN

When addressing cases related to FBA Customer Orders, greet Selling Partners warmly and inform them of the investigation process with a positive and empathetic tone, ensuring they feel supported and valued throughout the interaction.

Read and review SOPs carefully to efficiently identify the appropriate course of action based on the situation.

Confirm understanding of Selling Partner requests by asking probing questions and working collaboratively to determine the best resolution, whether it involves refunds, returns, or reimbursements, while managing expectations and explaining policies clearly and concisely.



Looking at SOP list, what keywords would you use to search for these SOPs in Paragon?

FBA Customer Returns and Refunds SOP

Handle a FBA Buyer Returns and Refunds Contact SOP

Time: 30 minutes

When you receive a case regarding an FBA order, you will start your investigation by launching the Paragon Workflow.

If you can't solve the issue by running the Workflow, you will proceed with a manual investigation.

As best practice, you can open the SOP Handle a FBA Buyer Returns and Refunds contact as it will redirect you to other SOPs based on the type of the issue related to FBA customer orders.

Search for the SOP **Handle a FBA Buyer Returns and Refunds Contact** in Paragon and review it for 10 minutes. Share feedback with your Facilitator.

As you can see in the SOP, make sure to leave the following annotation in every case:

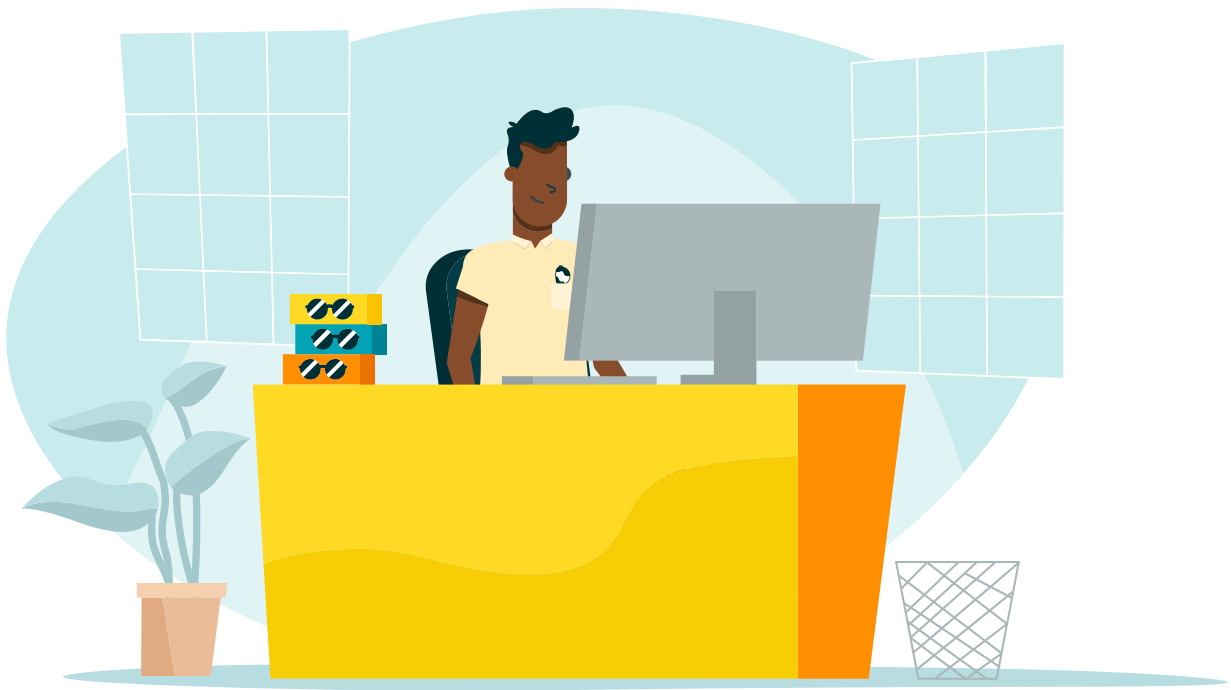
****FFT MANUAL INVESTIGATION INITIATED - Order**

Order ID:

Mapping (Y/N):

Use Case:

SOP Group discussion



Take 10 minutes to read through the SOP, then discuss with your trainer and your class the following question:

- **What information do you need to collect so you can investigate the case?**



Complete the content above before moving on.

Keep in mind that it can take up to 30/45 days for the records to appear in Seller Central, which allow our teams at the warehouse to investigate the units. There may be instances in which the results in *Serenity* display an earlier date than what it's shown on the Inventory Ledger Report, due to this.

If the units are confirmed to be damaged, our automated system will record the damaged event as an adjustment in the Inventory Ledger Report and provide a reimbursement.

Refund Reasons

FBA customer order refund reasons are not always available to Selling Partners. This can be one of the reasons they reach out to us.

Refund Reasons can be obtained by using SPOT Annotations and looking up the type "Refund", from there we can see if it was a Concession by Customer Service, like item arrived late or Other refund reason.



While the information might be available to us through our internal tools before the unit returns, such information shouldn't be shared with the Selling Partners at any cost.

However, what you can do, is to advise the Selling Partner to view the return reason in their Seller Central by following these steps:

- Navigate to Reports > Fulfilment > FBA Customer Returns
- Enter the *Order ID* and select *Generate*.
- Once the online report is ready, you can find the Customer return reason at the bottom right of the report.



Complete the content above before moving on.

Case Demonstration

Time: 60 minutes



- We are going to take a look at a case related to FBA Customer Order issues.

- Navigate to the **Resources and Preparation** at the beginning of this module to find the relevant SOPs.
- Download the cases suggested by the trainer.
- Make sure to take notes and write down any questions.

Best practices for case demonstration:

- Identify the correct Paragon Workflow and check if the correct Atlas Card and Use Case was selected.
- Determine which SOP and what steps to follow in order to research the issue.
- Make sure to follow the steps from the relevant SOP.
- Determine what reimbursement/reason codes you should apply.
- Review the resolution outcome with your trainer.

As you can see in the SOP, make sure to leave the following annotation in every case:

****FFT MANUAL INVESTIGATION INITIATED - Order**

Order ID:

Mapping (Y/N):

Use Case:



Case 1 - Unit not returned to inventory - approved.png

498.4 KB





Case 2 - Unit not returned to inventory - rejected.png

530 KB



Case 3 - Unit returned after different FNSKU.png

447.1 KB



Case 4 - Unit returned but not added to inventory.png

463.2 KB



Case 5 - Not eligible for reimbursement, 45 days from the customer return policy.png

364.5 KB



Case 6 - Not eligible for RMS due to manually yanked.png

325.2 KB





Case 7 - Not eligible for RMS due to non-returnable item.png

463.2 KB



Case 8 - Not eligible for RMS due to manually yanked.png

398.6 KB



Activity – Let's investigate!

Activity – Let's investigate!

Time: 60 minutes

In this activity, you will go through various scenarios related to FBA orders. You will have the opportunity to get familiar with processes and tools described in relevant SOPs.

Activity Purpose

The purpose of this activity is to get familiar with the SOPs that will help you resolve various issues related to FBA customer order refunds and reimbursements. Activity Instructions

Read the scenarios below and answer the questions for every scenario.

Tip: Use the SOP **Handle a FBA Buyer Returns and Refunds Contact** as a starting point for your research.

Take 40 minutes to complete this activity. Once you are done, send your answers via email to your trainer.

Scenario 1

I can see the order ID XY was refunded, but the item wasn't returned to my inventory. Can you please look into it?

- What SOP would you use to solve the issue?
- According to the SOP, which tools would you use and how?
- Describe, with your own words, the main checks that must be completed.
- What would be the solution if you find out that the item from the order is non-returnable?
- What Reimbursement Transaction Type would you select in case of a reimbursement?

Scenario 2

Hello,

Can you please help me understand the issue with order XY? I noticed that the order was refunded for the reason '*customer changed their mind/not faulty*,' with a total refund amount of 20€ instead of 17.50€.

- What SOP would you use to solve the issue?
- According to the SOP, which tools would you use and how?
- Describe, with your own words, the main checks that must be completed.
- What Reimbursement Transaction Type would you select in case of a reimbursement?

Scenario 3

Hello,

We were reconciling our account, and found that the following FBA Returns had the following discrepancies and need more research.

The wrong FNSKU was received for return with LPN XY for Order XY.

Customer Shipment Sales FNSKU: B08BLP3RJV

FBA Customer Return FNSKU: B07XC8YSX9

The FNSKU for the unit returned by the customer does not match the FNSKU from the original customer shipment sales order, and we are missing inventory for the customer return under FNSKU B08BLP3RJV.

Could you please research these products and credit my account where needed?

- What SOP would you use to solve the issue?
- According to the SOP, which tools would you use and how?
- Describe with your own words, the main checks that must be completed.

- What Reimbursement Transaction Type would you select in case of a reimbursement?

Scenario 4 —

Hello,

please investigate the Order ID XY. The total amount of the order was refunded but there was also an extra amount refunded on top of it. Could you please research this transaction and credit my account where needed?

- What SOP would you use to solve the issue?
- According to the SOP, which tools would you use and how?
- Describe, with your own words, the main checks that must be completed.
- What Reimbursement Transaction Type would you select in case of a reimbursement?

Group Discussion

Group Discussion

Time: 10 minutes

In this lesson, you were introduced to a FBA Customer Orders Use Case for Paragon Workflow and FBA Customer Orders SOPs for manual investigation.

Check the questions below and share your answers with the Trainer.



- **Which Atlas Cards would you select to troubleshoot a FBA customer order return?**

- **What was the most interesting/relevant/important information you learned in this lesson?**



Complete the content above before moving on.

Warehouse Lost (WHL)

Agenda

Time: 200 minutes

Lesson Agenda:

- Introduction – 20 minutes
- Warehouse Lost (WHL) Use case – 20 minutes
- Handle claims regarding missing units from inventory – 30 minutes
- Activity – You are the teacher! - 60 minutes
- Case Demonstration – 60 minutes
- Review – 10 minutes



This lesson will introduce you on how to recognize an Atlas Cards for Warehouse Lost in Paragon Workflows; and how to review SOPs that will help you investigate Warehouse Lost events.

Resources and Preparation

Resources and Preparation

Tools —

- [Serenity](#)
- [FRPG Tool](#)
- [CSI Tool](#)
- [RMS Tool](#)

Videos —

[Amazon Fulfillment Center Tour with AWS](#)

SOPs —

- Handle a Seller Contact Seeking Reimbursement for Lost Inventory or Inventory Reconciliation
- Handle a Seller Reimbursement Claim for an Unsellable unit that was moved to Warehouse Damaged, Warehouse Lost or Warehouse Disposal
- Confirm That a Seller Has Not Previously Been Reimbursed for a Warehouse Lost Transaction
- Handle a Seller Reimbursement Claim Where the Seller Provides a Transaction ID for a Misplaced Event in Warehouse
- Handle a Seller Claim for Reimbursement for Inventory Discrepancy or Reconciliation
- Submit an Issue with a Ticket or SIM That Requires Monitoring
- Handle a Case Where a Seller Provides only the FNSKU for Reimbursement of Missing Inventory or a Breakdown of Lost vs Found Events

- Seller Flex FAQ
- FFT Annotation Template Reference



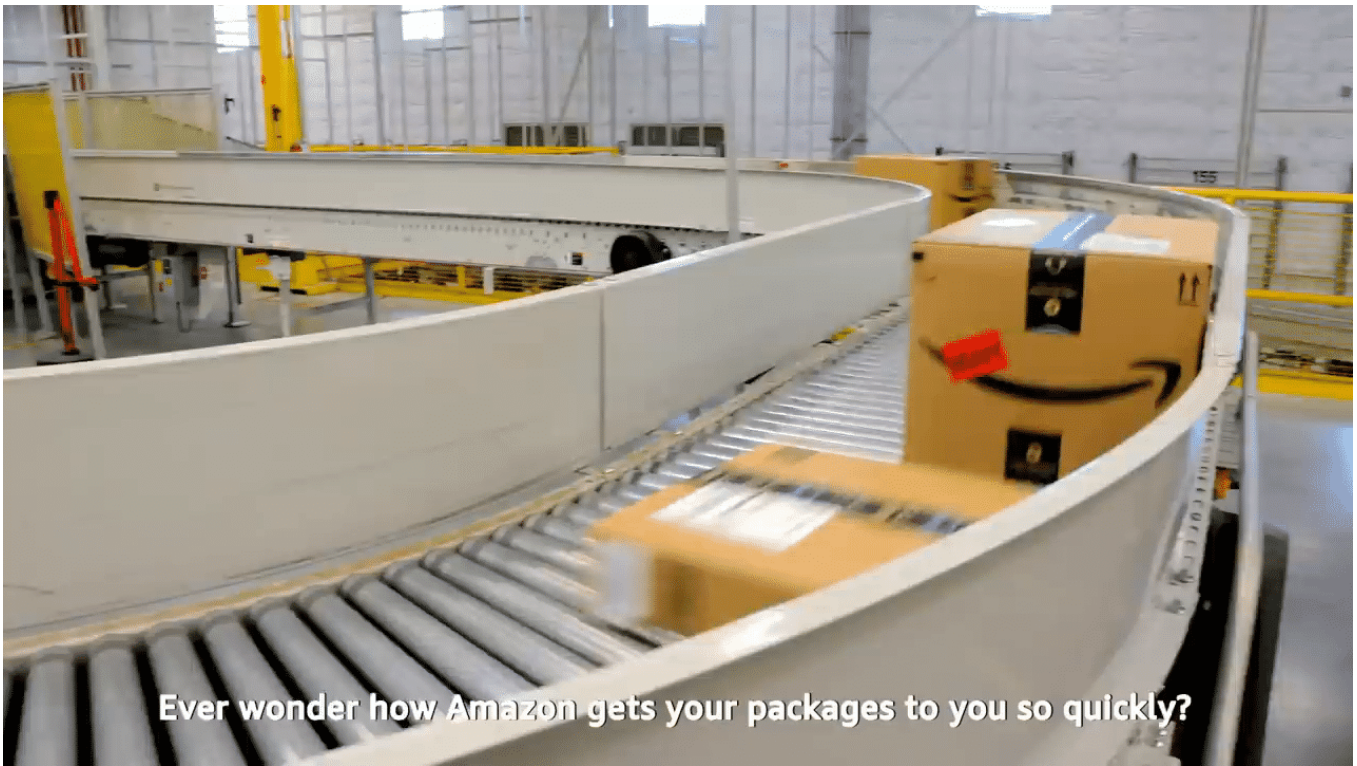
Complete the content above before moving on.

Introduction

Time: 20 minutes

What is, by far, the simplest of cases to investigate in the life of a unit in a Selling Partner's inventory, you ask? Let me introduce you to Warehouse Lost (WHL).

Let's watch a short video about Amazon Fulfillment Center to get an idea about the automatic processes that are present in our FCs:



Ever wonder how Amazon gets your packages to you so quickly?



Complete the content above before moving on.

When it comes to the Lost Inventory, Selling Partners may contact us with various use cases:

MISPLACED VS. FOUND

HOLISTIC

TRANSACTION BASED

- When the Selling Partner provides us with an FNSKU and asks us to investigate for missing units.
- When the Selling Partner gives us a breakdown of missing vs. found events, showing us a discrepancy for a particular item.

MISPLACED VS. FOUND	HOLISTIC	TRANSACTION BASED
<ul style="list-style-type: none"> • When a Selling Partner provides a reconciliation of different events involved in an inventory, showing discrepancy. • When a Selling Partner asks us to provide a complete reconciliation of a particular item. • When a Selling Partner refers to an event such as cancelled order, the unit went missing. <p>Note: According to SOP Handle a Seller Claim for Reimbursement for Inventory Discrepancy or Reconciliation, every time you receive one of these contacts requesting a holistic reconciliation, you will have to deny the reimbursement using the blurb: fba decline holistic reconciliation</p>		

MISPLACED VS. FOUND	HOLISTIC	TRANSACTION BASED
<ul style="list-style-type: none"> • When a Selling Partner contacts us with a Transaction ID (also known as Reference ID) that can be found in the Inventory Ledger Report. 		

Question



What do you think?

Why can an item get lost in a Fulfillment Center?

Share your answers with the Trainer.

Warehouse Lost (WHL) Use case

Warehouse Lost (WHL) Use case

Time: 20 minutes

Let's imagine you receive the following case and answer the question below:



(Click on the image to zoom in)

Which Atlas Card would you select to run a Paragon Workflow for the issue above? (click on the image to zoom in)

Select Seller Task

[View Validation History](#)

SELLER TASK	View Domain
FBA	+
↳ FBA Inventory	+
↳ Damaged Inventory	
Expired Products Inventory	
Lost Inventory	
Inventory Missing from Inbound (ILAC/MFI/WMS)	
Everything Else	
Removals/Disposals Issues	
Reserved Inventory	

-
- FBA > FBA Inventory > Lost Inventory
 - FBA > FBA Inventory > Damaged Inventory
 - FBA > FBA Inventory > Removals/Disposals Issues

SUBMIT

What to do if you are unable to resolve the case after running the Paragon Workflow?

What to do if you are unable to resolve the case after running the Paragon Workflow?

If you don't get the resolution by running the appropriate Workflow, refer to the following SOPs to perform additional investigations:

- Launched Paragon Workflows Info.
- Handle a Seller Claim for Reimbursement for Inventory Discrepancy or Reconciliation.
- Handle a seller contact seeking reimbursement for lost inventory or inventory reconciliation.
- Handle a Seller Reimbursement Claim Where the Seller Provides a Transaction ID for a Misplaced Event in Warehouse.

Note that the Transaction ID (TRID) is related to any of the following elements below, when checking the above SOP:

1. Overstock shipment.
 2. Found event.
 3. Refund.
 4. Inbound defect or shortage.
- Handle a Case Where a Seller Provides only the FNSKU for Reimbursement of Missing Inventory or a Breakdown of Lost vs Found Events.

Looking at the SOP list, what keywords would you use to search for these SOPs in Paragon?

Share your answer with the Trainer



Handle Claims regarding Missing Units from Inventory

Handle Claims regarding Missing Units from Inventory

Time: 30 minutes

When you receive a case regarding lost inventory, most of the time, the Paragon Workflow will help you solve the issue. Additionally, there are SOPs in place, which will help you perform manual investigation if necessary.

You can always start your investigation with the SOP to **Handle a Seller Contact Seeking Reimbursement for Lost Inventory or Inventory Reconciliation**, as it redirects you to other SOPs depending on the nature of your case.

As you can see in the SOP, make sure to leave the following annotation in every case:

**** FFT MANUAL INVESTIGATION INITIATED - Lost Inventory:**

FNSKU:

Methodology:

Results:

Reimbursement IDs:



Before cutting the TT to request the FC review via bin check, you can review the Denali tool to verify the status of units as indicated in different SOPs, as part of the investigation procedure, so you can prevent unnecessary investigation requests.

SOP Discussion

Open the SOP together in class with your facilitator and find the prerequisites to consider when working on a Lost Inventory cases: SOP **Handle a Seller Contact Seeking Reimbursement for Lost Inventory or Inventory Reconciliation** in Paragon.

Discuss the findings with your facilitator.



Missing units can be a delicate topic to discuss with Selling Partners. Make sure you keep in mind the following elements when handling these scenarios:

- Start your response to the Selling Partner's email with a standard greeting that is polite, friendly, and positive, setting a welcoming tone for the conversation and showing your willingness to assist them with their concern.
- Demonstrate active listening / reading to understand the specific details and concerns raised by the Selling Partner regarding the missing units, ensuring there are no periods of idle time or silence during the interaction, and proactively informing them that you will be reviewing the case details to better assist them.

- Provide reassurance that you will investigate the issue thoroughly to find a resolution, maintaining a calm and friendly tone throughout the exchange.

Activity – You are the teacher!

Time: 60 minutes



- Now that you're familiar with the prerequisites for a Warehouse Lost investigation, let's review specific SOPs you will follow to troubleshoot Warehouse Lost events.

- It's a well known fact that we learn the best by teaching others. Therefore, in this activity, you will have the opportunity to review SOPs and explain them to the rest of the class.

Activity Purpose

The purpose of this activity is to get familiar with the Warehouse Lost related SOPs.

Activity Instructions

In this activity, you will be divided into groups, and each group gets assigned 1-2 of the following SOPs:

- Handle a Seller Claim for Reimbursement for Inventory Discrepancy or Reconciliation.
- Handle a Seller contact seeking reimbursement for lost inventory or inventory reconciliation
- Handle a Seller Reimbursement Claim Where the Seller Provides a Transaction ID for a Misplaced Event in Warehouse
- Handle a Case Where a Seller Provides only the FNSKU for Reimbursement of Missing Inventory or a Breakdown of Lost vs Found Events

Present your SOPs

Based on your assigned SOPs, present your topics to the class.



- Prepare a demonstration of the process, and also prepare 2-3 review questions for your peers.
- After every demonstration, ask all your questions to your facilitator.



Complete the content above before moving on.

Case Demonstration

Time: 60 minutes



- We are going to take a look at a case related to Warehouse Lost (WHL) issues.
- Navigate to the **Resources and Preparation** at the beginning of this module to find the relevant SOPs.
- Download the cases suggested by the trainer.
- Make sure to take notes and write down any questions.



Case 1 - Misplaced vs Found.png

396.8 KB



Case 3 - Transaction based.png

358.5 KB



Case 4 - Lost PWF denied.png

455.4 KB



Best practices for case demonstration:

- Identify the correct Paragon Workflow and check if the correct Atlas Card and Use Case was selected.
- Determine which SOP and what steps to follow in order to research the issue.
- Make sure to follow the steps from the relevant SOP.
- Determine what reimbursement/reason codes you should apply.
- Review the resolution outcome with your trainer.

As you can see in the SOP, make sure to leave the following annotation in every case:

**** FFT MANUAL INVESTIGATION INITIATED - Lost Inventory:**

FNSKU:

Methodology:

Results:

Reimbursement IDs:



Complete the content above before moving on.

Group discussion

Based on what we have reviewed so far, ask any questions you may have to your facilitator before proceeding with the case practice section.



- Which Atlas Cards would you select to troubleshoot a Warehouse Lost event?
- What was the most *interesting relevant important* information you learned in this lesson?



Complete the content above before moving on.

FBA Removal Orders

Agenda

Time: 395 minutes

Lesson Agenda:

- Introduction – 10 minutes
- Removal Orders Use Case – 20 minutes
- Prerequisites – 15 minutes
- Damaged units from Removal Order – Use Case – 40 minutes
- Removal Order not delivered/lost – Use Case – 40 minutes
- Different product received (Switcheroo) – Use Case – 40 minutes
- Units are missing (accessory/component) – Use Case – 40 minutes
- Short shipment removal order – Use Case – 40 minutes
- Case Demonstration – 60 minutes
- Activity – Let's match! - 30 minutes
- Reimbursement Appeal Request – 10 minutes
- RMS Re-evaluation – 30 minutes
- Review – 20 minutes



This lesson will introduce you on how to recognize an Atlas Cards for Removal Orders in Paragon Workflows; and how to review SOPs that

will help you investigate Removal Orders events.

Furthermore, you will learn how to identify information required to initiate a manual investigation effectively; and how to match the reimbursement approval reasons with specific events.

INTRODUCTION

Introduction

Time: 20 minutes

In some cases, Selling Partners want to or need to remove their inventory from the Amazon FC. To get their inventory back from a fulfilment centre, they need to create a removal order. It may take 10-14 working days to process the removal order and for the inventory to leave the Fulfilment Centre.

It may take up to 30 working days or more during the holiday period (Prime week, October, November, and December). Selling Partners will be billed within 45 days of the removal.

Amazon notifies Selling Partners about required removals when the inventory is no longer sellable. We also make recommendations to remove inventory that would be subject to upcoming long-term storage fees.

A removal order is at the end a shipment sent out to the Selling Partner. And as you can imagine, there can be different issues that may come up with a shipment.

In this module, you will learn how to troubleshoot issues related to removal orders.

Resources and Preparation

Resources and Preparation

Tools

- [Removal Console](#)
- [Outbound Lookup Tool](#)
- [FBA Reimbursement tool](#)
- [CSI – Simple Reconciled Product Data View](#)

Help Pages

- [Removal Order Detail report](#)
- [Remove inventory \(overview\)](#)

SOPs

- Handle a Contact for FBA Removal Order Reimbursement Issues Edge Cases
- Search for a Removal Order with the Removal Order Console
- Handle a Seller Dispute about Customer Damaged or Defective Disposition
- Handle a FBA Removal Order Reimbursement
- Handle a Removal Order Case Where the Seller has Received a Shipment Meant for a Different Recipient
- Handle a Contact for an FBA Short Shipment Subtype Removal Order Reimbursement



Complete the content above before moving on.



What issues can a Selling Partner experience with a removal order?

Share your answers with the trainer.

CONTINUE

Removal Orders Use Case

Time: 20 minutes



Analyze the following scenario and answer the question below.

From: [redacted]
To: sesu-uk-fba-eom-reg-std-eng-ff1@amazon.co.uk
Contact ID: [redacted]

31 mins ago
1/5/2024, 11:50:14 AM

Audit |

Removal order ID: [redacted] BN
Shipment ID: [redacted]
FNSKU: X001N2RQFT
ASIN :
Shipment Date: 16 November 2023 at 14:24:17 GMT+0
Total SKUs: 1
Total Units: 7
Tracking Number(s): T00 [redacted] (HERMES)

The removal order is not delivered and 45 days windows have passed. Kindly provide us with proof of delivery. Otherwise, reimburse us in full for the missing shipment.

ASIN: B08FCP6GH1
FNSKU: [redacted]

[View translation](#) ▶

(Click on the image to zoom in)

Which Atlas Card would you select to run the Paragon Workflow for the issue above?

Select Seller Task

[View Validation History](#)

SELLER TASK	View Domain
FBA	+
↳ FBA Inventory	+
↳ Damaged Inventory	
Expired Products Inventory	
Lost Inventory	
Inventory Missing from Inbound (ILAC/MFI/WMS)	
Everything Else	
Removals/Disposals Issues	
Reserved Inventory	

-
- FBA > FBA Inventory > Lost Inventory
 - FBA > FBA Inventory > Damaged Inventory
 - FBA > FBA Inventory > Removals/Disposals Issues

SUBMIT



Complete the content above before moving on.

What to do if you are unable to resolve the case after running the Paragon Workflow?

If you don't get the resolution by running the appropriate Workflow, refer to the following SOPs to perform additional investigations:

- Removals and Disposals Issues SOPs Directory
- Search for a Removal Order with the Removal Order Console
- Handle a Seller Dispute about Customer Damaged or Defective Disposition
- Handle a Contact for FBA Removal Order Reimbursement Issues Edge Cases

* **EU:** Removal orders can take 10-14 working days to be dispatched from the fulfillment

center, and up to 30 working days or more during the holiday period (Prime week, October, November, and December). You will be billed within 45 days of the removal'

- Handle a FBA Removal Order Reimbursement
- Handle a Contact for an FBA Short Shipment Subtype Removal Order Reimbursement



By looking at the list of the SOPs, what keywords would you use to search for these SOPs in Paragon?

Share your answer with the Trainer

Prerequisites

Prerequisites

Time: 15 minutes

- When you receive a case regarding a removal order from a Selling Partner, the first step of your research will be launching the Paragon Workflow FBA > FBA Inventory > Removals/Disposals issues. If you are not able to solve the case by following the Workflow, you will need to manually investigate the issue.

NOTE

If you don't have the necessary information such as the Removal order ID, description of the issue, images (if required), send an outbound email to the Selling Partner asking for the details and set the case to Pending Merchant Action (PMA).

As you can see in the SOP, make sure to leave the following annotation in every case:

**** FF MANUAL INVESTIGATION INITIATED -
Removal Order:**

As you can see in the SOP, make sure to leave the following annotation in every case:

Removal order ID:

Shipment ID:

FNSKU

FC ID

Here are some of the issues Selling Partners may contact us about when it comes to the removal orders:

- Damaged units from removal order
- Primary component or accessory missing
- Entire shipment not delivered

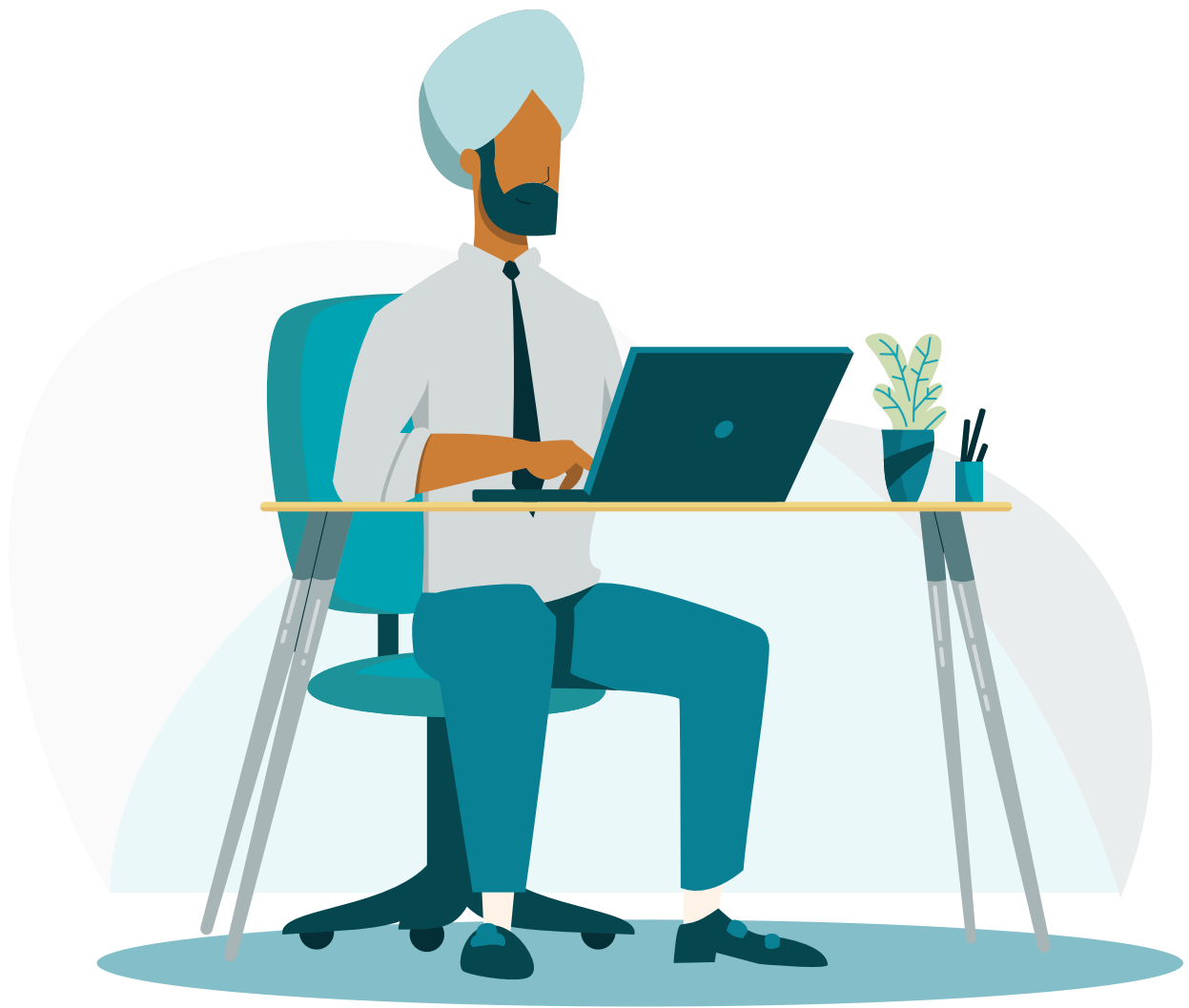
Let's take a look at the steps you would follow in order to solve these issues.

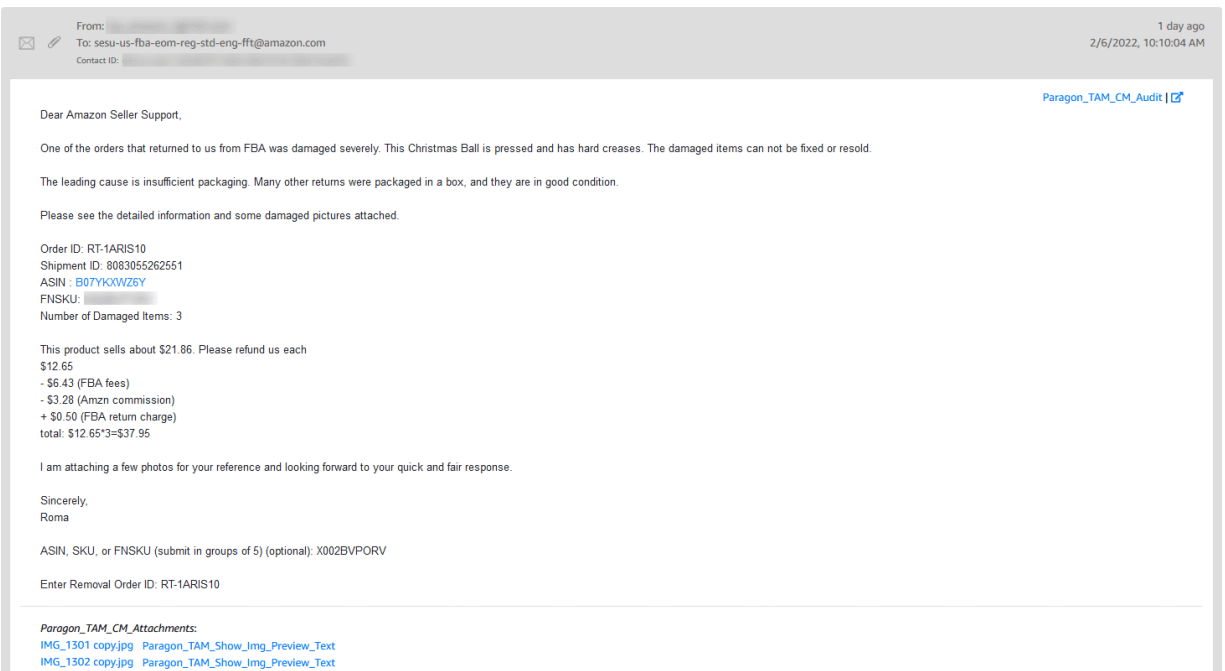
Damaged units from Removal Order – Use Case

Damaged units from Removal Order – Use Case

Time: 40 minutes

Analyze the following scenario and answer the question below.





(Click on the image to zoom in)

As you can see, the Selling Partner is claiming that there was an item damaged in the removal order. Therefore, you would start your investigation by running the Paragon Workflow:

FBA > FBA Inventory > Removals/Disposals Issues.

Which SOP would you select to investigate the issue from the case above? Select one correct answer.

- Search for a Removal Order with the Removal Order Console
- Investigate a Damaged Unit claim in a Removal Order



Handle a Seller Dispute about Customer Damaged or Defective Disposition

SUBMIT



Complete the content above before moving on.

Damaged units from Removal Order – Prerequisites

In many cases, the Paragon Workflow will help you solve the issue. However, if you need to investigate the issue manually, follow the steps in the SOP Handle a Contact for FBA Removal Order Reimbursement Issues Edge Cases.



- Open the SOP **Handle a Contact for FBA Removal Order Reimbursement Issues Edge Cases** and review it for 10 minutes.
- Answer the questions below

As with every SOP, there are some outcomes that you have to consider. Which scenarios can you find under a Seller is claiming there is a problem with a delivered shipment? Choose the 3 valid responses.

- The removal order creation date is not within the last 75 days.
- The Selling Partner is disputing who damaged the item or shipment.
- The Selling Partner is claiming they received empty boxes.
- The Selling Partner is claiming they have received a shipment intended for a different recipient.

SUBMIT

We use this SOP to address Removal Order Edge cases where the Selling Partner may be seeking a reimbursement. Is this statement true or false.

True

False

SUBMIT



Complete the content above before moving on.

How to manually investigate damaged units

Now that you've learned the prerequisites of a manual investigation, let's take a look at what steps you would need to complete.

**PEEK THE SELLING
ACCOUNT**

REVIEW THE IMAGES

**IDENTIFY THE LEVEL
OF DAMAGE**

REIMBURSEMENT

When you start your investigation, peek the selling account, navigate to *Report > Fulfillment > Removal Order Detail* and make sure to:

- Double-check the information provided by the Selling Partner.
- Verify that the removal order ID is not older than 60 days.
- How to manually investigate damaged units >
Under PEEK the Selling Account, Verify that the removal order ID is not older than 75 days.
If the removal order ID is older than 75 days, decline the reimbursement - Removal timeframe is 75 days.

If the removal order ID is older than 75 days, decline the reimbursement.

PEEK THE SELLING ACCOUNT	REVIEW THE IMAGES	IDENTIFY THE LEVEL OF DAMAGE	REIMBURSEMENT
---------------------------------	--------------------------	-------------------------------------	----------------------

If a Selling Partner is claiming that an item was damaged, we need images as a proof. Otherwise we can't verify if the damage happened or how serious the damage is.

As you learned in the prerequisites of the SOP, following images should be provided by the Selling Partner:

- Images of the damaged shipping boxes.
- Images of the tracking labels or packing slips from the packages that contained the damaged items.
- Images of the damaged items (detailed images of the damage to the items if the damage is not easily seen).

PEEK THE SELLING ACCOUNT	REVIEW THE IMAGES	IDENTIFY THE LEVEL OF DAMAGE	REIMBURSEMENT
---------------------------------	--------------------------	-------------------------------------	----------------------

We differentiate between three levels of damage:

- **Full damage**

- The unit returned to the Selling Partner is completely unsellable. In this case, we will initiate a full reimbursement.
- For the reimbursement:
 - Approval Reason: Full Credit: Photos show obvious carrier damage
 - Transaction Sub-type: Damaged

- **Packaging damage**

- The packaging of the item returned to the Selling Partner is damaged. If the Selling Partner is requesting a reimbursement for the packaging damage, confirm if the item is also damaged to avoid reimbursing the item twice.
- As the full reimbursement includes the packaging too, we can deny the reimbursement if the item is already reimbursed. If only the packaging is damaged and the item is sellable, we will initiate a reimbursement for 20% of the item price.
- For the reimbursement:
 - Approval Reason: Partial Credit 20% – Packaging damage
 - Transaction Sub-type: Damaged

- **Cosmetic damage**

- Minor damage of the item returned to the Selling Partner. For example, a bent in the hardcover. In this case, we will reimburse 50% of the item price.
- For the reimbursement:
 - Approval Reason: Partial Credit 50% – Cosmetic damage
 - Transaction Sub-type: Damaged

NOTE

The removal console automatically adjusts to the value selected. No manual adjustments required.

PEEK THE SELLING ACCOUNT	REVIEW THE IMAGES	IDENTIFY THE LEVEL OF DAMAGE	REIMBURSEMENT
<p>Based on the outcome of your investigation, you will either deny the reimbursement or initiate a reimbursement depending on the level of the damage.</p> <p>If you create a reimbursement, make sure to enter the correct Approval reason and Transaction Sub-type.</p>			

Claims Timeline

Before starting with the timeline, make sure that:

1. You already follow SOP: Handle a Seller Claim Regarding a Removal Order Reimbursement
2. Use the timeline to identify the claim type, determine the relevant timeframes, and evaluate whether the reimbursement claim meets submission requirements based on the creation date.

For Claims Made On or After October 23, 2024

1. Grading and Damaged Claims

- Action: Verify claim was created
- Deadline: Withing 60 days of the delivery date

2. Lost Item Claims

- Action: Confirm at least 15 days have passed since the last confirmed movement
- Ensure no more than 75 days have passed since the removal order creation date

For Claims Made On or Before October 22, 2024

- All Claims Types Action: Confirm the claim was created
- Deadline: Within 75 days of case creation

Now that you know the claim types, evaluate each case to determine eligibility and apply the correct submissions criteria. Let's focus on the Removal order next.



Complete the content above before moving on.

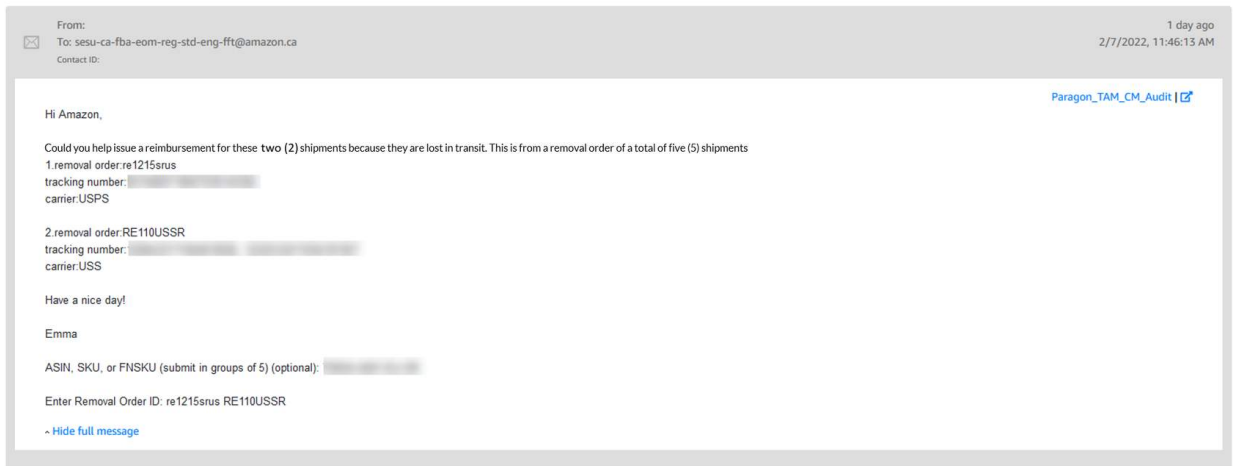
Removal Order not delivered/lost – Use Case

Time: 40 minutes

Sometimes Selling Partners contact us claiming that they've created a removal order but never received the shipment.



Analyze the following scenario and answer the question below.



(Click on the image to zoom in)

In such cases you will launch the Paragon Workflow "**FBA > FBA Inventory > Removals/Disposals Issues**" to start your investigation.

Which is the specific issues with the shipment from the case above? Select the correct specific issue.

Next Steps

In Paragon

1. Review case and seller correspondence
2. Determine seller's specific removal and disposal issue

****NOTE:** If the entire shipment is damaged or lost, run the workflow for every FNSKU in the removal order.

What was the **specific issue** with the shipment?

Select

- Incorrect units in shipment (switcheroo) / Received wrong item
- Unit(s) missing in shipment
- Unit(s) incorrectly removed as expired
- Entire shipment not delivered
- Damaged units or unit packaging damaged
- Units are missing parts or accessories or packaging

- FBA > FBA Inventory > Removals/Disposals Issues > Damage units or unit packaging damage
- FBA > FBA Inventory > Removals/Disposals issues > Unit(s) missing or not included/not present in shipping box (short-shipment case)
- FBA > FBA Inventory > Removals/Disposals Issues > Entire shipment not delivered

SUBMIT



Complete the content above before moving on.

Not delivered/lost Removal Orders – Prerequisites

If you can't solve the issue by running the Paragon Workflow, you will need to follow a SOP to perform a manual investigation. Navigate to Paragon and search for the SOP Handle a Contact for FBA Removal Order Reimbursement Issues Edge Cases.

How to manually investigate lost Removal Orders

Now that you've learned the prerequisites of a manual investigation, let's take a look at what steps you would need to complete.

PEEK THE SELLING ACCOUNT	VERIFY THE SHIPMENT STATUS	CHECK THE SHIPMENT DATE	TOOLS USED TO RETRIEVE THE TRACKING IDS	REIM
<p>When you start your investigation, peek the selling account, navigate to <i>Report > Fulfillment > Removal Order Detail</i> and make sure to:</p> <ul style="list-style-type: none"> • Double-check the information provided by the Selling Partner. Identify Tracking ID, carrier name and shipment date. • Verify that the removal order ID is not older than 60-75 days. <p>If the removal order ID is older than 60-75 days, decline the reimbursement.</p>				

PEEK THE SELLING ACCOUNT	VERIFY THE SHIPMENT STATUS	CHECK THE SHIPMENT DATE	TOOLS USED TO RETRIEVE THE TRACKING IDS	REIM
<p>It can happen that the shipment was delivered but to an incorrect address. To verify the address:</p> <ul style="list-style-type: none"> • Copy the Tracking ID and enter it on the carrier website (If Amazon is the carrier, use the Outbound Lookup Tool). • Verify the status of the shipment and compare the delivery address with the address in the Removal Order ID in Seller Central. <p>NOTE Always check the status of the Removal Order ID in Seller Central. If you find out that the status is Pending, inform the Selling Partner to wait for the shipment to be processed completely.</p>				

PEEK THE SELLING ACCOUNT	VERIFY THE SHIPMENT STATUS	CHECK THE SHIPMENT DATE	TOOLS USED TO RETRIEVE THE TRACKING IDS	REIM
<p>Confirm if 14 days passed after the shipment date.</p> <p>NOTE</p> <p>If 14 days after the shipment date have not yet passed – the Selling Partner must wait, as the shipment still can be delivered.</p> <p>If 14 days passed after the shipment date – the Selling Partner is eligible for reimbursement.</p>				

PEEK THE SELLING ACCOUNT	VERIFY THE SHIPMENT STATUS	CHECK THE SHIPMENT DATE	TOOLS USED TO RETRIEVE THE TRACKING IDS	REIM
<p>After confirmed that the status of the removal order is Completed.</p> <ul style="list-style-type: none"> • Retrieve the tracking information of the order in the appropriate removal order tool: <ul style="list-style-type: none"> - Click the removal order ID. - Click the fulfillment reference IDs. This will be a number starting with "VRET" found under the FC Reference IDs column. - Check Shipped Shipments - Copy the tracking ID and carrier name for the purposes of your investigation. • In case of shipment sent from an external FC, open a SIM to request the tracking information that isn't available in the tools. Use the CTI referenced in the SOP. • Use Outbound Lookup (OBLT) tool to track the shipment and confirm the actual delivery date. • If the information in the OBLT tool is not found, use the Quicksight tool. Login for the Quicksight tool is: amazonbi. 				


PEEK THE SELLING ACCOUNT	VERIFY THE SHIPMENT STATUS	CHECK THE SHIPMENT DATE	TOOLS USED TO RETRIEVE THE TRACKING IDS	REIM
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Based on the outcome of your investigation you will either deny or initiate a reimbursement. If you create a reimbursement, make sure to enter the correct Approval reason and Transaction Sub-type.

- Tracking shows delivered but no signature.
 - Approval Reason: Delivered, No signature
 - Transaction Sub-type: Lost

- Tracking shows the shipment not delivered or there is no update in the tracking.
 - Approval Reason: Not Delivered-Lost by Carrier
 - Transaction Sub-type: Lost

- Missing FNSKUs in the shipment.
 - Approval Reason: Short shipment
 - Transaction Sub-type: Lost

Complete the content above before moving on.

Different product received (Switcheroo) - Use Case

Time: 40 minutes

When the the Selling Partner contacts about a removal order where the unit received is different than the unit displayed on PDP, it is commonly referred to as a switcheroo.

To investigate when a different product is received (switcheroo), follow the steps in **Handle a Removal Order Case Where the Seller has Received a Shipment Meant for a Different Recipient SOP**.

Let's take a look at an example case from a Selling Partner:



Analyze the following scenario and answer the question below.

1 day ago
2/7/2022, 6:33:44 AM

Audit |

The item sent back was Catan Family Edition (<https://www.amazon.ca/Mayfair-Games-73002-Catan-Family/dp/B009B5GYP0>)

The item ordered was Catan 25th Anniversary Edition (https://www.amazon.ca/dp/B08CD3QS55?ref=myi_title_dp)

There is a \$100 price difference between them - this was fraud.

I am writing about FBA return order [REDACTED]. I was sent a fraudulent return. Item FNSKU [REDACTED] was sent back a different product, with the label switched. The product I was sent is much cheaper than what was ordered by the customer. I attached photos so you could see. This is return fraud associated with order [REDACTED] believe.

Attachments:

- [272734327_334844108517887_9062880609495244269_n.jpg](#) (show)
- [272763039_458985129034713_8344880532069069070_n.jpg](#) (show)
- [272805905_473936220945124_3025107323172818473_n.jpg](#) (show)

(Select the image to zoom in)

As you can see, the Selling Partner is claiming that they received a completely different product as requested in the removal order. Therefore, you would start your investigation by running the Paragon Workflow **FBA > FBA Inventory > Removals/Disposals Issues**.

Which is the specific issue with the shipment from the case above? Select the correct specific issue.

Next Steps

In Paragon

1. Review case and seller correspondence
2. Determine seller's specific removal and disposal issue

****NOTE:** If the entire shipment is damaged or lost, run the workflow for every FNSKU in the removal order.

What was the **specific issue** with the shipment?

Select ^

Incorrect units in shipment (switcheroo) / Received wrong item

Unit(s) missing in shipment

Unit(s) incorrectly removed as expired

Entire shipment not delivered

Damaged units or unit packaging damaged

Units are missing parts or accessories or packaging

- Incorrect units in shipment (switcheroo) / Received wrong item
- Unit(s) missing in shipments

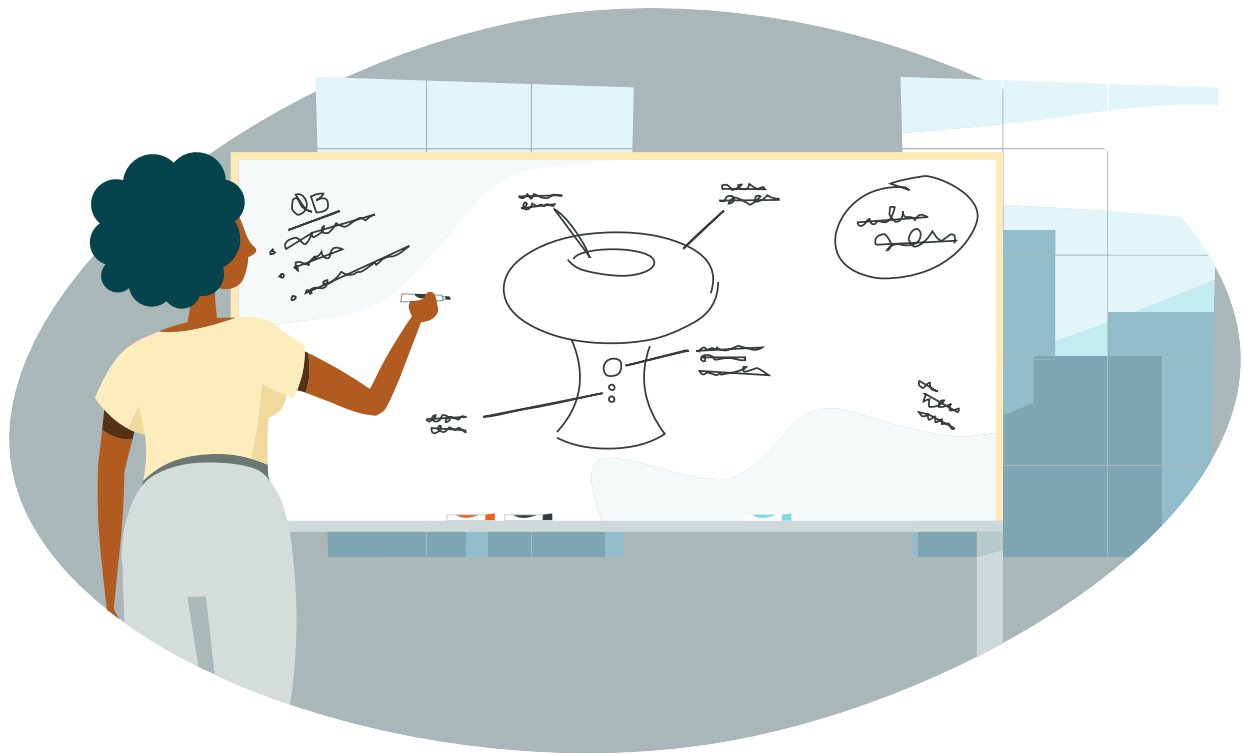
- Unit(s) incorrectly removed as expired
- Entire shipment not delivered
- Damage units or unit packaging damaged
- Units are missing parts or accessories or packaging

SUBMIT



Complete the content above before moving on.

Switcheroo – Prerequisites



In many cases, the Paragon Workflow will help you solve the issue. However, if you need to investigate the issue manually, follow the steps in the SOP: **Handle a Contact about FBA Removal Order Reimbursement Issues Edge Cases.**



Complete the content above before moving on.

How to manually investigate a Switcheroo issue

Now that you've learned the prerequisites of a manual investigation, let's take a look at what steps you need to complete.

CONFIRM THE DOCUMENTS	DIFFERENT ITEM WITH LPN NUMBER	ITEM IS A CUSTOMER RETURN	ISSUE A REIMBURSEMENT
<ul style="list-style-type: none"> • Images of ASIN, FNSKU, License Plate Number (LPN) stickers on affected units • Images showing difference (serial numbers, model numbers, material difference) • Order ID (if from a Buyer return) • Image of the unit's serial number (if the unit has one) • Full images of the actual unit out of product packaging 			

CONFIRM THE DOCUMENTS	DIFFERENT ITEM WITH LPN NUMBER	ITEM IS A CUSTOMER RETURN	ISSUE A REIMBURSEMENT
<p>If the Selling Partner received a different item that has an LPN number:</p> <ol style="list-style-type: none"> 1. Go to <i>Seller Central > Reports > Fulfillment > Customer Concessions</i> <i>FBA Customer Returns</i>. 2. Enter the LPN number to find the customer order ID. 3. Annotate the customer order ID required for creating a reimbursement. 			

CONFIRM THE DOCUMENTS	DIFFERENT ITEM WITH LPN NUMBER	ITEM IS A CUSTOMER RETURN	ISSUE A REIMBURSEMENT
<p>If the item is a customer return:</p> <ol style="list-style-type: none"> 1. Check the Customer Returns report. 			

2. Select the investigated customer order ID which will open the Order Details page.

3. In the Sales Channel section, find the store where the order was created.

CONFIRM THE DOCUMENTS

DIFFERENT ITEM WITH LPN NUMBER

ITEM IS A CUSTOMER RETURN

ISSUE A REIMBURSEMENT

Based on the outcome of your investigation, you will either deny or initiate a reimbursement.

If you create a reimbursement, make sure to enter the correct Approval reason and Transaction Sub-type.

- Tracking shows delivered but no signature.
 - Approval Reason: Delivered, No signature
 - Transaction Sub-type: Lost
- Tracking shows the shipment not delivered or there is no update in the tracking.
 - Approval Reason: Not Delivered-Lost by Carrier
 - Transaction Sub-type: Lost
- Missing FNSKUs in the shipment.
 - Based on the outcome of your investigation, you will either deny or initiate a reimbursement. If you create a reimbursement, make sure to enter the correct Approval reason and Transaction Sub-type.
 - FC Shipment Switcheroo (sellable)
 - Approval Reason: FC Shipment Switcheroo
 - Transaction Subtype: Wrong item
 - Completely different item received
 - Approval Reason: Material Difference
 - Transaction Sub-type: Wrong item

- Switcheroo
 - Approval Reason: Switcheroo
 - Transaction Sub-type: Wrong item

- Different model number
 - Approval Reason: Different model number
 - Transaction Sub-type: Wrong item

- Serial number mismatch
 - Approval Reason: Serial Number Mismatch
 - Transaction Sub-type: Wrong item



Complete the content above before moving on.

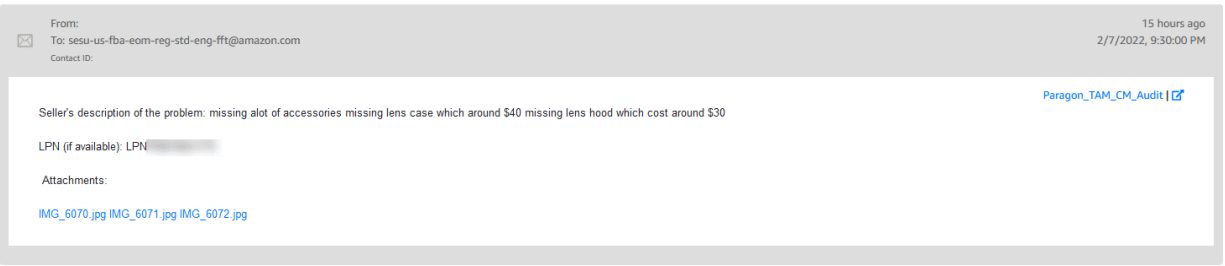
Units are missing (accessory/component) – Use Case

Time: 40 minutes

Now that you are familiar with prerequisites, let's take a look at an example case from a Selling Partner.



Analyze the following scenario and answer the question below.



(Click on the image to zoom in)

As you can see, the Selling Partner is claiming that some accessories are missing from the removal order. You would start your investigation by running the Paragon Workflow **FBA > FBA Inventory > Removals/Disposals Issues**.

Which is the specific issue with the shipment from the case above? Select the correct specific issue

Next Steps
In Paragon

1. Review case and seller correspondence
2. Determine seller's specific removal and disposal issue

****NOTE:** If the entire shipment is damaged or lost, run the workflow for every FNSKU in the removal order.

What was the **specific issue** with the shipment?

Select ^

- Incorrect units in shipment (switcheroo) / Received wrong item
- Unit(s) missing in shipment
- Unit(s) incorrectly removed as expired
- Entire shipment not delivered
- Damaged units or unit packaging damaged
- Units are missing parts or accessories or packaging



Incorrect units in shipment (switcheroo) / Received wrong item

- Unit(s) missing in shipments
- Unit(s) incorrectly removed as expired
- Entire shipment not delivered
- Damage units or unit packaging damaged
- Units are missing parts or accessories or packaging

SUBMIT



Complete the content above before moving on.

Units are missing (accessory/component) – Prerequisites

In many cases, the Paragon Workflow will help you solve the issue. However, if you need to investigate the issue manually, follow the steps in the SOP **Handle a Contact for FBA Removal Order Reimbursement Issues Edge Cases**.

How to manually investigate a Missing Components issue

Now that you've learned the prerequisites of a manual investigation, let's take a look at what steps you would need to complete.

PEEK THE SELLING ACCOUNT

REVIEW THE DETAIL PAGE

REIMBURSEMENT

When you start your investigation, peek the selling account, navigate to *Report > Fulfillment > Removal Order Detail* and make sure to:

- Locate the removal order ID and select it to open the removal order details page.
- Identify the missing components of the unit the Selling Partner is referring to.
- Check the status of the removal order ID (if it's pending, the Selling Partner needs to wait until it becomes completed).

NOTE

If the removal order ID is older than 75 days, decline the reimbursement.

Next, you will need to find the Customer order ID. In Seller Central, navigate to *Reports > Fulfillment > Customer Concessions > FBA Customer Returns* and enter the LPN number.

- If you found the Customer order ID, annotate it in the case.
- If no Customer order ID found, enter the LPN number in the Gravis Tool and obtain the Order ID associated with the LPN number.

PEEK THE SELLING ACCOUNT

REVIEW THE DETAIL PAGE

REIMBURSEMENT

Open the Product Detail Page of the ASIN and review the product description to see if the missing component should be part of the product.

- If the Product Detail Page doesn't mention the missing part, deny the reimbursement.
- If the Product Detail Page mentions the missing part as part of the product, the Selling Partner is eligible for a reimbursement.

PEEK THE SELLING ACCOUNT

REVIEW THE DETAIL PAGE

REIMBURSEMENT

Before you initiate a reimbursement, you will need to determine the type of component missing:

- Primary component
 - The entire item which is supposed to be returned to the Selling Partner is missing or the main item is missing, with the accessories returned.
 - For the reimbursement:
 - Approval Reason: Missing Main component
 - Transaction Sub-type: Missing parts
- Accessory is missing
 - The accessories of the primary component is missing from the item returned (such as cables, spoons, stickers, etc.).
 - For the reimbursement:
 - Approval Reason: Partial Credit-Missing Accessory
 - Transaction Sub-type: Missing parts


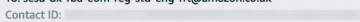
Short shipment removal order – Use Case


Short shipment removal order – Use Case

Time: 40 minutes




Analyze the following scenario and answer the question below.



From:  14 days ago
To: sesu-uk-fba-eom-reg-std-eng-fft@amazon.co.uk 12/21/2023, 8:41:27 AM
Contact ID: 

[Audit](#) | 


Hello,

We have received the parcel from Removal Order ID: FW-, Shipment ID: 5- 2. However, the packing slip was not sent together. We found out the order from the tracking number 1Z- on the box.

After checking the order details, we found that one unit of ASIN :B09G8J5WNZ was missing. Images were attached. Please provide us reimbursement.

Thank you.

ASIN: B09G8J5WNZ

[View translation](#) 

Attachments:

- [only one | !\[\]\(e0674ccb8a6824ff44820380fc7435c0_img.jpg\) 1.jpg](#) [\(show\)](#)
- [only one | !\[\]\(ec35729a9c828ca8f56db3473922154a_img.jpg\) 2.jpg](#) [\(show\)](#)
- [only one | !\[\]\(376c050500d13d7709b5bc56d1c51aae_img.jpg\) 3.jpg](#) [\(show\)](#)
- [only one | !\[\]\(ac8eb63603188e01b77a92f6601bd385_img.jpg\) 4.jpg](#) [\(show\)](#)

(Click on the image to zoom in)

As you can see, the Selling Partner is claiming a short shipment (quantity of received units are not corresponding with the shipped quantities). Therefore, you would start your investigation by running the Paragon Workflow:

FBA > FBA Inventory > Removals/Disposals Issues.

Which is the specific issue with the shipment from the case above? Select the correct specific issue

Next Steps

In Paragon

1. Review case and seller correspondence
2. Determine seller's specific removal and disposal issue

****NOTE:** If the entire shipment is damaged or lost, run the workflow for every FNSKU in the removal order.

What was the **specific issue** with the shipment?

Select ^

Incorrect units in shipment (switcheroo) / Received wrong item

Unit(s) missing in shipment

Unit(s) incorrectly removed as expired

Entire shipment not delivered

Damaged units or unit packaging damaged

Units are missing parts or accessories or packaging

- Incorrect units in shipment (switcheroo) / Received wrong item
- Unit(s) missing in shipments
- Unit(s) incorrectly removed as expired
- Entire shipment not delivered
- Damage units or unit packaging damaged
- Units are missing parts or accessories or packaging

SUBMIT



Complete the content above before moving on.

Short Shipment Subtype Removal Order – Prerequisites

In many cases, the Paragon Workflow will help you solve the issue. However, if you need to investigate the issue manually, follow the steps in the SOP **Handle a Contact for an FBA Short Shipment Subtype Removal Order Reimbursement**.

How to manually investigate a Short Shipment Subtype Removal issue

How to manually investigate a Short Shipment Subtype Removal issue

Now that you've learned the prerequisites of a manual investigation, let's take a look at what steps you would need to complete.

REVIEW EVIDENCE

CHECK UNITS

SHIPPED UNIT VS
RECEIVED UNIT

REIMBURSEMENT

Review evidence that the Selling Partner provided to establish the eligibility for reimbursement.

- Full images of what the seller received, outside of its product packaging (if anything)

- Shipping box with visible package condition
- Shipping label
- Packing slip with marked missing units
- Contents of the package
- Photos of all received units
- Image of ASIN, FNSKU, and LPN sticker on any received packaging or unit

REVIEW EVIDENCE	CHECK UNITS	SHIPPED UNIT VS RECEIVED UNIT	REIMBURSEMENT
<p>Check if the units were cancelled from the removal order.</p>			

REVIEW EVIDENCE	CHECK UNITS	SHIPPED UNIT VS RECEIVED UNIT	REIMBURSEMENT
<p>Compare the shipped unit quantities on the Removal Console with the received unit quantities that the Selling Partner provided.</p>			

REVIEW EVIDENCE	CHECK UNITS	SHIPPED UNIT VS RECEIVED UNIT	REIMBURSEMENT
-----------------	-------------	-------------------------------	---------------









Based on the evidence that the Selling Partner provided and your checks, determine whether the shipped quantities are different from the received quantities which indicates that the seller is eligible for reimbursement.

Here are some communication techniques to keep in mind when handling cases about Removal Orders:

- Greet Selling Partners warmly and positively when addressing inquiries about Removal Orders, demonstrating empathy and understanding of their concerns regarding damaged, lost, or missing units.
- Read and understand the specifics of the situation outlined by the Selling Partner, ensuring there are no gaps in comprehension and proactively informing them of the steps you'll take to investigate and resolve the issue.
- Confirm your understanding of the Selling Partner's request by asking clarifying questions to pinpoint the root cause of the problem, whether it involves damaged units, lost shipments, or receiving different products than expected.
- Research and troubleshoot effectively to identify the necessary information required to initiate a manual investigation, matching reimbursement approval reasons with specific events related to the removal order issue, and providing clear and concise explanations to Selling Partners.
- Close the interaction by explaining the next steps for addressing the Removal Order issue, including potential timelines for processing and billing, while managing expectations and maintaining a friendly and helpful tone throughout the exchange.

Use the SOP **Handle a Contact for an FBA Short Shipment Subtype Removal Order Reimbursement** to complete this matching activity. Match the outcome with the

corresponding next step.

 1	Removal order ID or VRET ID, and ASIN or FNSKU not provided.	Set case as PMA	
 2	Units were cancelled from the removal order	Inform the claimed units were cancelled from the removal order and, shipped in the package	
 3	The quantity of the shipped and received units are the same	Inform that the evidence shows all of the units have been received and resolve the case	
 4	The necessary evidence is provided and fewer units have been received than shipped	Use SOP Handle an FBA Removal Order Reimbursement	

SUBMIT



Complete the content above before moving on.

Case Demonstration

Time: 60 minutes



- We are going to take a look at a case related to FBA Removal Orders issues.
- Navigate to the **Resources and Preparation** at the beginning of this module to find the relevant SOPs.
- Download the cases suggested by the trainer.
- Make sure to take notes and write down any questions.

Best practices for case demonstration:

- Identify the correct Paragon Workflow and check if the correct Atlas Card and Use Case was selected.
- Determine which SOP and what steps to follow in order to research the issue.
- Make sure to follow the steps from the relevant SOP.
- Determine what reimbursement/reason codes you should apply.
- Review the resolution outcome with your trainer.

As you can see in the SOP, make sure to leave the following annotation in every case:

**** FF MANUAL INVESTIGATION INITIATED -**

Removal Order:

Removal order ID:

Shipment ID:

FNSKU

FC ID



Case 1 - Shipment not delivered.png

395.5 KB





Case 2 - Damaged units - not eligible for appeal.png

230.3 KB



Case 3 - Damaged units - eligible for appeal.png

412.5 KB



Case 4 - Primary component missing.png

408.7 KB



Case 5 - Accessories missing.png

486.1 KB



Case 6 - Switcheroo.png

460.5 KB





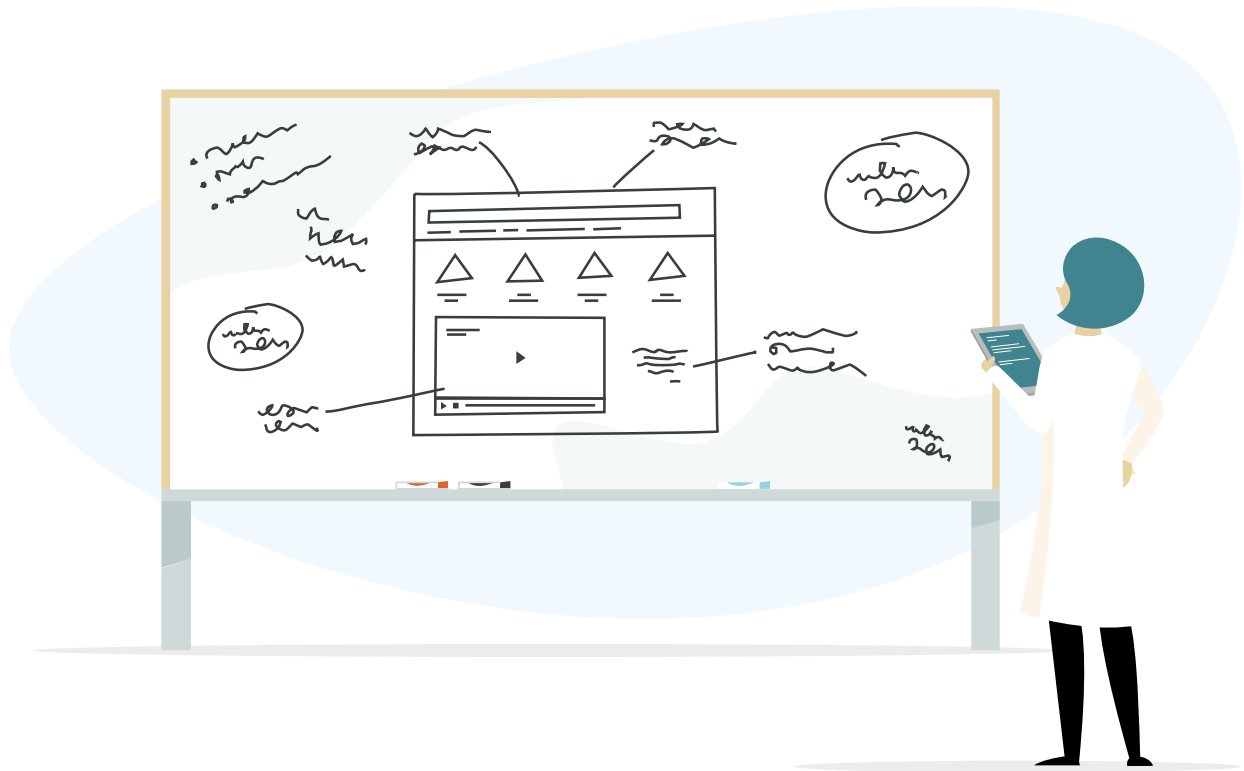
Complete the content above before moving on.

Activity – Let's match!

Time: 30 minutes

As you've learned in the previous lessons, with every reimbursement, there are specific approval reasons and transaction subtypes that you have to select to identify why the reimbursement was created. Let's see if you can identify them correctly.

Analyze the following table and complete the matching activity below.



Reasons	Events
<p>Units returned to the Selling Partner are damaged, unsellable. Approval reason.</p>	<p>Full Credit: Photos show obvious carrier damage Transaction subtype: Damaged</p>
<p>Missing FNSKUs in the shipment. Approval reason.</p>	<p>Short shipment Transaction subtype: Lost</p>

Reasons	Events
Completely different item received. Approval reason.	Material Difference Transaction subtype: Wrong Item
Product with different model number received. Approval reason.	Different model number Transaction subtype: Wrong Item
Only accessories returned to the shipment, the main item is missing. Approval reason.	Missing Main component Transaction subtype: Missing Parts
Tracking shows the shipment was not delivered. Approval reason.	Not Delivered – Lost by Carrier Transaction subtype: Lost
Tracking shows delivered but no signature. Approval reason.	Delivered, No signature Transaction subtype: Lost
There is minor damage found on the item delivered to the Selling Partner. Approval Reason.	Partial Credit 50% – Cosmetic damage Transaction subtype: Damaged

Use the table above to comprehend and complete this matching activity. Match the Reasons with the corresponding events.

≡

1

Units returned to the Selling Partner are damaged, unsellable.

Reason: Full Credit: Photos show obvious carrier damage
Transaction subtype: Damage

v

<div style="display: flex; align-items: center;"> ≡ <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px; margin-right: 10px;">2</div> <div>Missing FNSKUs in the shipment.</div> </div>	<div style="display: flex; align-items: center;"> <div style="flex: 1;"> Approval reason: Short shipment Transaction subtype: Lost </div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-left: 10px; text-align: center;"> ▼ </div> </div>
<div style="display: flex; align-items: center;"> ≡ <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px; margin-right: 10px;">3</div> <div>Product with different model number received.</div> </div>	<div style="display: flex; align-items: center;"> <div style="flex: 1;"> Approval reason: Different model number Transaction subtype: Wrong Item </div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-left: 10px; text-align: center;"> ▼ </div> </div>
<div style="display: flex; align-items: center;"> ≡ <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px; margin-right: 10px;">4</div> <div>Completely different item received.</div> </div>	<div style="display: flex; align-items: center;"> <div style="flex: 1;"> Approval reason: Material Difference Transaction subtype: Wrong Item </div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-left: 10px; text-align: center;"> ▼ </div> </div>
<div style="display: flex; align-items: center;"> ≡ <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px; margin-right: 10px;">5</div> <div>There is minor damage found on the item delivered to the Selling Partner.</div> </div>	<div style="display: flex; align-items: center;"> <div style="flex: 1;"> Approval Reason: Partial Credit 50% – Cosmetic damage Transaction subtype: Damaged </div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-left: 10px; text-align: center;"> ▼ </div> </div>
<div style="display: flex; align-items: center;"> ≡ <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px; margin-right: 10px;">6</div> <div>Tracking shows the shipment was not delivered.</div> </div>	<div style="display: flex; align-items: center;"> <div style="flex: 1;"> Approval reason: Not Delivered – Lost by Carrier Transaction subtype: Lost </div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-left: 10px; text-align: center;"> ▼ </div> </div>
<div style="display: flex; align-items: center;"> ≡ <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px; margin-right: 10px;">7</div> <div>Tracking shows delivered but no signature.</div> </div>	<div style="display: flex; align-items: center;"> <div style="flex: 1;"> Approval reason: Delivered, No signature Transaction subtype: Lost </div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-left: 10px; text-align: center;"> ▼ </div> </div>
<div style="display: flex; align-items: center;"> ≡ <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px; margin-right: 10px;">8</div> <div>Only accessories returned to the shipment, the main item is missing.</div> </div>	<div style="display: flex; align-items: center;"> <div style="flex: 1;"> Approval reason: Missing Main component Transaction subtype: Missing Parts </div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; margin-left: 10px; text-align: center;"> ▼ </div> </div>

SUBMIT



Complete the content above before moving on.

RMS Re-evaluation

Time: 30 minutes

In the case that you receive and appeal from a Selling Partner, with a request that a reimbursement needs to be re-calculated or reconsidered, you will need to follow the listed steps in the SOP below to assess the issue.

As FFT2 trained associates, you are the ones that will have the possibility to request the amount re-evaluation reimbursements.

Take 10 minutes to have a look this SOP Re-evaluate an FBA Reimbursement Amount Previously Issued to the Seller

Question	Answer
What is the first step in the process of working on such cases?	Reimbursement Amount Re-evaluation Annotation Template: Fill the template as you research your case
Which Rationale are essential for the reimbursement? One answer from each learner.	<ul style="list-style-type: none"><li data-bbox="873 1520 1175 1549">• DEFAULT<li data-bbox="873 1602 1198 1631">• DEFAULT_GL<li data-bbox="873 1684 1325 1759">• COMPETITIVE_LIST_PRICE + Unit Amount (Value – Fees) is zero<li data-bbox="873 1812 1300 1896">• ASIN_SALES_HISTORY + Unit Amount (Value - Fees) is zero

Question	Answer
	<ul style="list-style-type: none"> • COMPETITIVE_LIST_PRICE + Valid invoice proves a purchase price greater than Unit Amount • ASIN_SALES_HISTORY + Valid invoice proves a purchase price greater than Unit Amount
<p>For ILAC What is the procedure for "Amount is less than EUR/GBP SAR AED EGY PLN JPY SEK ?"</p>	<p>Submit a Reimbursement Request for an FBA Seller via the FBA Reimbursement Tool</p>
<p>What is the procedure for "Amount is more than EUR/GBP SAR AED EGY PLN JPY SEK"?</p>	<p>Transfer an Email Case to Another Team That Works in Paragon and Re-evaluate an FBA Reimbursement Amount Previously Issued to the Seller.</p> <ol style="list-style-type: none"> 1. Submit a Reimbursement Request for an FBA Seller via the FBA Reimbursement Tool: Request reimbursement for the difference between the previous reimbursement and the net profit. Note: provide your annotation template into the created SIM. 2. Relate the re-evaluation reimbursement ID to your case. Send blurb: fba_reimburse_dispute_new_amount. 3. Set a Case to Pending Amazon Action (PAA): Follow the status of the SIM to Credit Ops.
<p>What Blurb should be used, when the Rationale does not meet the requirements?</p>	<p>Blurb: fba_reimburse_dispute_no</p>



Complete the content above before moving on.

Group discussion

Time: 20 minutes



Based on what we have reviewed so far, ask any questions you may have to your facilitator before proceeding with the case practice section.



Complete the content above before moving on.

FFTD - Customer Damaged/Defective Disposition Disputes

Agenda

Time: 60 minutes

FBA Customer Damaged or Defective Returns Disputes - 10 minutes

SOP Prerequisites - 10 minutes

Research Steps - 20 minutes

Reimbursement Decision - 20 minutes

INTRODUCTION

Introduction



This module will prepare you for the resolution of Customer Damaged or Defective Returns Disputes requested by Selling Partners.

You will acquire the skills needed to navigate the correct procedures for addressing cases where Selling Partners claims the that the

returned items were incorrectly identified as customer damaged or defective.

This training aims to empower you to effectively handle and resolve such disputes, contributing to safeguard the Selling Partner experience with Amazon.

Resources and Preparation

Tools —

- [Gravis Tool](#) (Requires VPN)
- [CSI Tool](#)
- [RMS Tool](#)

Help Pages —

[FBA lost and damaged inventory reimbursement policy.](#)

SOPs

- Handle a Seller Dispute about Customer Damaged or Defective Disposition
- Handle a Contact about FBA Reimbursement Request that Requires Manual Validation



Complete the content above before moving on.

FBA Customer Damaged or Defective Returns Disputes

From: [REDACTED] 16 days ago
To: sesu-uk-fba-eom-reg-std-eng-fft@amazon.co.uk, [REDACTED] 11/3/2020, 4:26:13 PM
Contact ID: [REDACTED]

Hello, [Audit](#)

Item: UE55RU7020KX - 1029867
FNSKU - B07YP43CV6
Dispatch ID - vk7md3h655
Shipment ID - 505230377952

The damage is a smashed screen, consistent with damage during delivery. For this reason we request reimbursement. I have attached images evidencing this.

Kind regards,
Crampton and Moore

Attachments:
[1.PNG \(show\)](#)
[2.PNG \(show\)](#)
[3.PNG \(show\)](#)
[35465.jpg \(show\)](#)

(Select the image to zoom in)

As you can see in the example above, the Selling Partner provided us with evidence in form of attachments, which are very important to solve such queries.

To make sure that we can correctly investigate the issue, there's an SOP created with steps and checks we need to perform: **Handle a Contact about FBA Reimbursement Request that Requires Manual Validation**

SOP Prerequisites



When you open the SOP **"Handle a Contact about FBA Reimbursement Request that Requires Manual Validation"**, you can see that there are some prerequisites that should be checked before you proceed. Make sure to cover the following questions before you start your research:

Can I run the workflow? —

Confirm that the issue described by the Selling Partner isn't included in the available Use Cases of the Removal & Disposals Paragon Workflow. In case it is, run the Paragon Workflow by choosing the correct Use Case.

The screenshot shows a 'Contact Reason' dialog box with a close button (X) and a plus sign (+). It has two tabs: 'Select Seller Task' (active) and 'View Validation History'. Under 'SELLER TASK', there is a 'View Domain' link and a dropdown menu with 'FBA' selected. Below it are two more dropdowns: 'FBA Inventory' and 'Removals/Disposals Issues'. Under 'SELECT USE CASE', there is a list of 13 options:

- ASIN mismatch between FBA Inventory and MYI
- Batch upload removals
- Component is missing from removal order
- Damaged removal orders
- I received an empty box
- I received an incorrect product from my removal
- Removal Order Lost / Not Delivered
- Removal order cancellation
- Removal order is stuck in pending
- Removal order not created by Seller
- The entire contents of the package are different

Was the dispute submitted on time? —

You've confirmed that the case is within 30 days of the removal shipment delivery.



Do I have enough information? —

You've got the removal order ID and the order ID or LPN number (labeled on top of the FNSKU).



Are there images attached? —

Images of the item the Selling Partner received showing the LPN number on the item and damage incurred to the item.

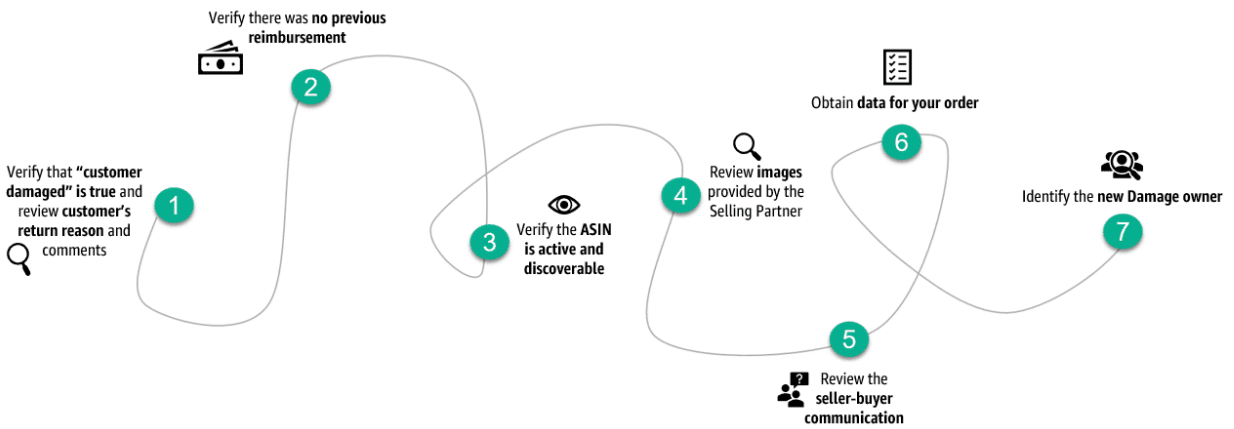


Complete the content above before moving on.

Research Steps



Let's take a look at the steps more in detail



(Select the image to zoom in)



Important

ROBIN tool has been revoked for North America FC Ops users since September 20th, 2023. Moving forward, all NA FC Ops users are expected to use [Gravis](#) for their reporting needs.

Reminder

Always follow steps available in the Handle a Seller Dispute about Customer Damaged or Defective Disposition, SOP.

Step 2

Verify that "customer damaged" or "customer defective" is true and review the customer's return reason and comments.

FBA customer returns [Learn more](#) | [Rate this page](#)

Customer returns received at Amazon

[View Online](#) [Download](#)

Merchant SKU	Amazon Order Id	FNSKU
<input type="text"/>	<input type="text"/>	<input type="text"/>
ASIN	LPN	
<input type="text"/>	<input type="text"/>	
Event Date		
<input type="text" value="last day (yesterday)"/>		
<input type="button" value="Generate Report"/>		

1. Run an [FBA Customer Returns Report](#).
2. Using the Order ID or LPN Number, verify that the item is in a defective or customer damaged disposition.
3. Locate the returned order and identify the Customer Return Reason and the Customer Comments.
4. If LPN cannot be located in the report, raise a [FBA Disposition Appeals ticket](#) to the FBA Credit Operations Team.

NOTE

If the item is not in a customer damaged or defective disposition, launch the Removal Orders

Paragon Workflow and follow the instructions.

Step 3

Verify that there was no previous reimbursement.

Search By ▼

- Approval Status
- Approved By
- Case Id
- Currency Code
- Declined By
- FNSku

FNSku	Merchant Customer Id	Order Id	Completed Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Reimbursement Transaction Id	Transaction Status	Transaction Type	Requested Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

1. Generate a Selling Partner's Reimbursement History Using the FBA [Reimbursement Tool](#).
2. Verify that the Selling Partner has not been previously reimbursed for this item in this order.
Enter the Merchant Customer ID or the Order ID.

NOTE

If the Selling Partner has previously been reimbursed for same item in this order, inform the Selling Partner and provide the reimbursement ID for reference.

Step 4

Verify the ASIN is Active.

CSI Data Viewer

View

Asin

Marketplace Id

Stage

[Advanced Options](#)

Filter:

1. Search in [CSI – Simple Reconciled Product Data View](#).
2. Verify that the ASIN is Active or Discoverable.

NOTE

If the ASIN is not active, deny the appeal and close the case.

Step 5

Review images provided by the Selling Partner.

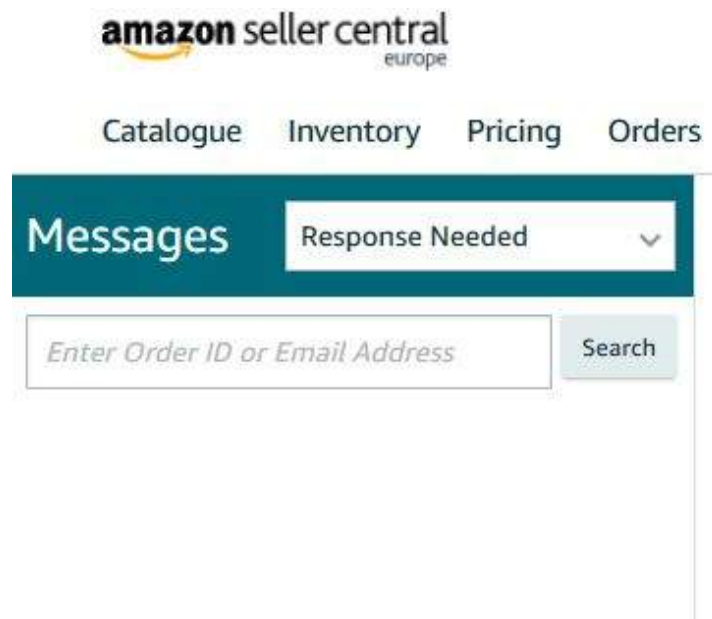
- Make sure the images show the damage described by the Selling Partner.

NOTE

If there is no damage visible in images, deny the appeal and close the case.

Step 6

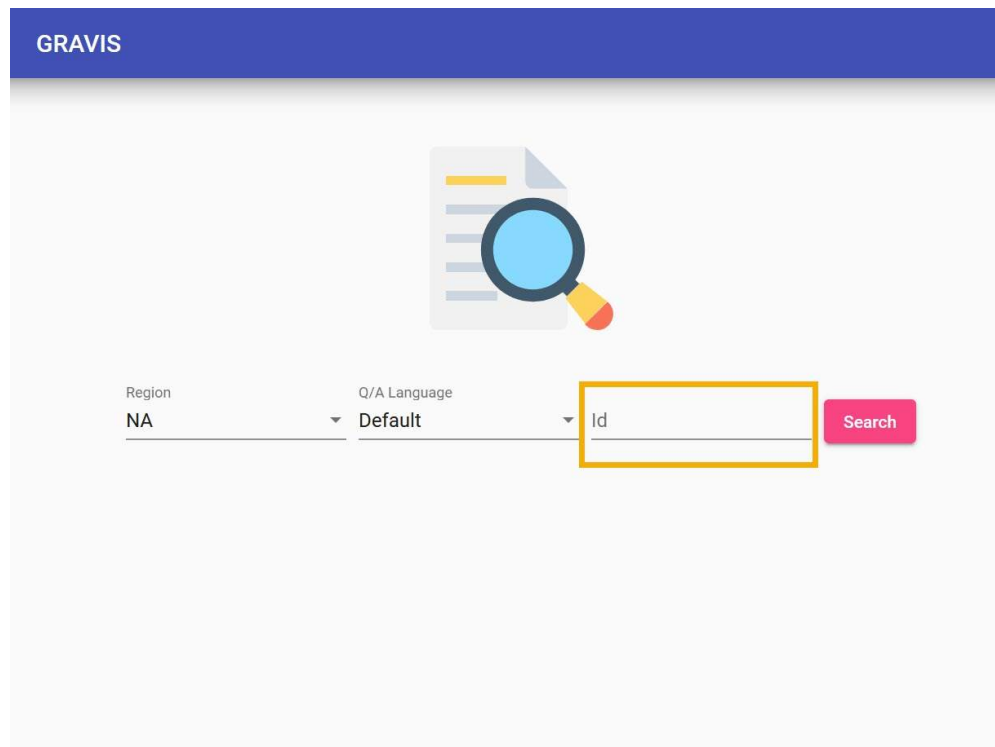
Review the seller-buyer communication.



In Seller Central, go to Messages in the top right corner and check if there is any communication from the buyer on this order.

Step 7

Obtain data for your order.



GRAVIS

Region: NA

Q/A Language: Default

Id

Search

Open [Gravis Tool](#):

1. On the ID space, add the LPN number of your order and select Search. This will give you information like the order ID, ASIN, description and picture of the product.
2. Scroll down on the results of the tool and select Show Questionnaire Data.
3. Select Show ABE attributes and then select the tab Consumed Attributes.

Step 8

Identify the new Damage Owner.

ID	Question String	Answer String	Next Action
Q1	Is the Defect ID listed "UnabletoVerifyComment" or "ConfirmedCommentDefect"?	Yes	Go to Return Reason question
		No	Go to Q1a
Q1a	Is the Defect ID "Expired"?	Yes	DamageOwner = Vendor (Rule 2000)
		No	Go to Q2
Q2	Is the Defect ID "MisLabel"?	Yes	Go to Q3
		No	Go to Q2a
Q2a	Is the Defect ID "MissingOrUsedParts"?	Yes	Go to Q3
		No	Go to Q4
Q3	Was the item commingled?	Yes	If the Defect ID is MisLabel Then DamageOwner = Fulfiller (Rule 9020), ELSE Go to Q3a
		No	Damage Owner = Vendor (Rule 9030)

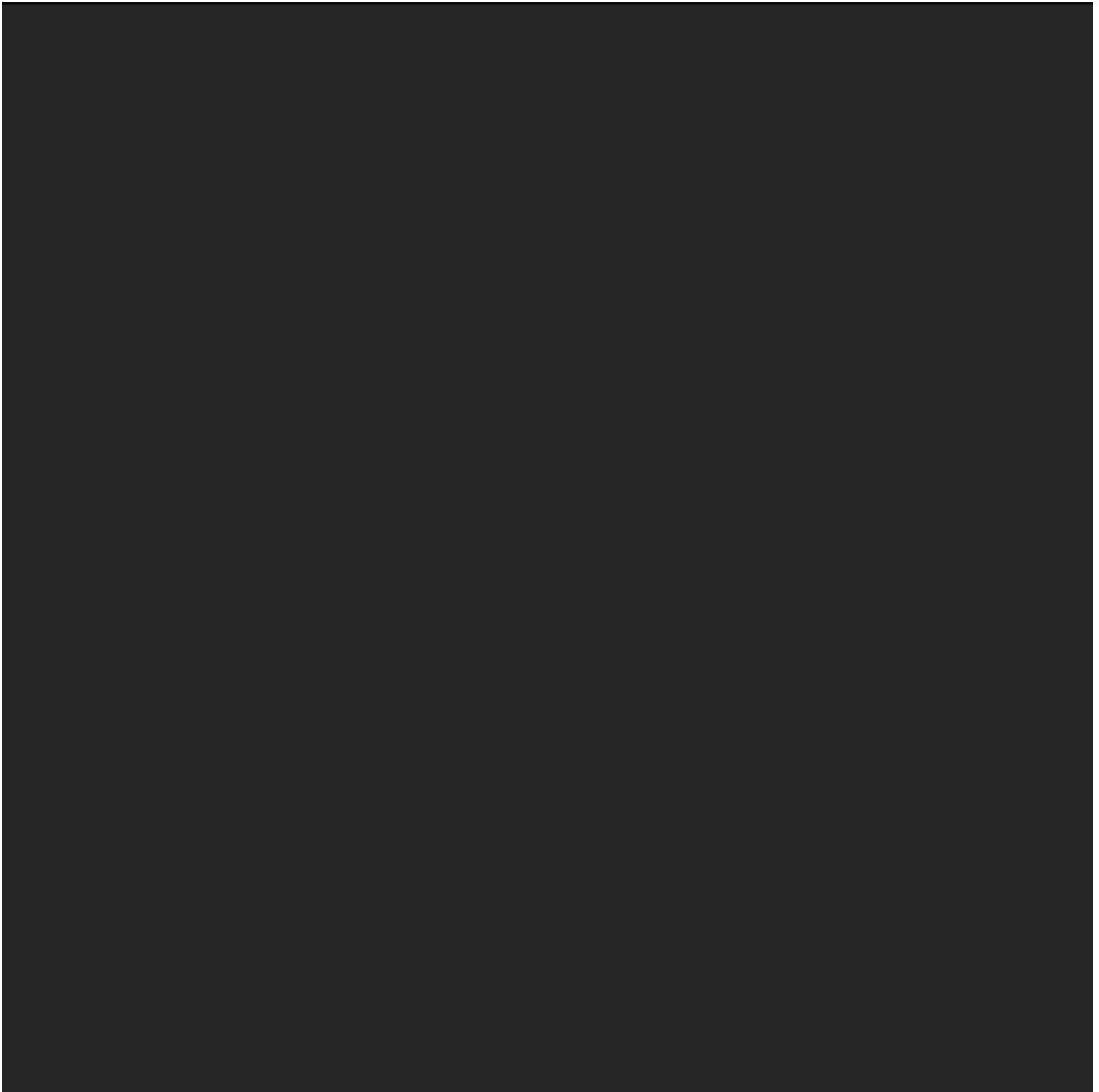
- Open the SOP Handle a Seller Dispute about Customer Damaged or Defective Disposition.
- Follow the questionnaire under step 8 of the SOP to identify the new Damage owner for the order. Make sure to start from Q1. NOTE: It may happen that the questionnaire is incomplete because the corresponding use case is missing. In this case, a ticket to Credit OPs needs to be filed.

NOTE:

If the damage owners are the same and there is no other indication of discrepancy from return reason, customer comments or buyer-seller messages, deny the appeal and close the case.

GRAVIS TOOL VIDEO

Let's watch this video to understand how Gravis tool works.



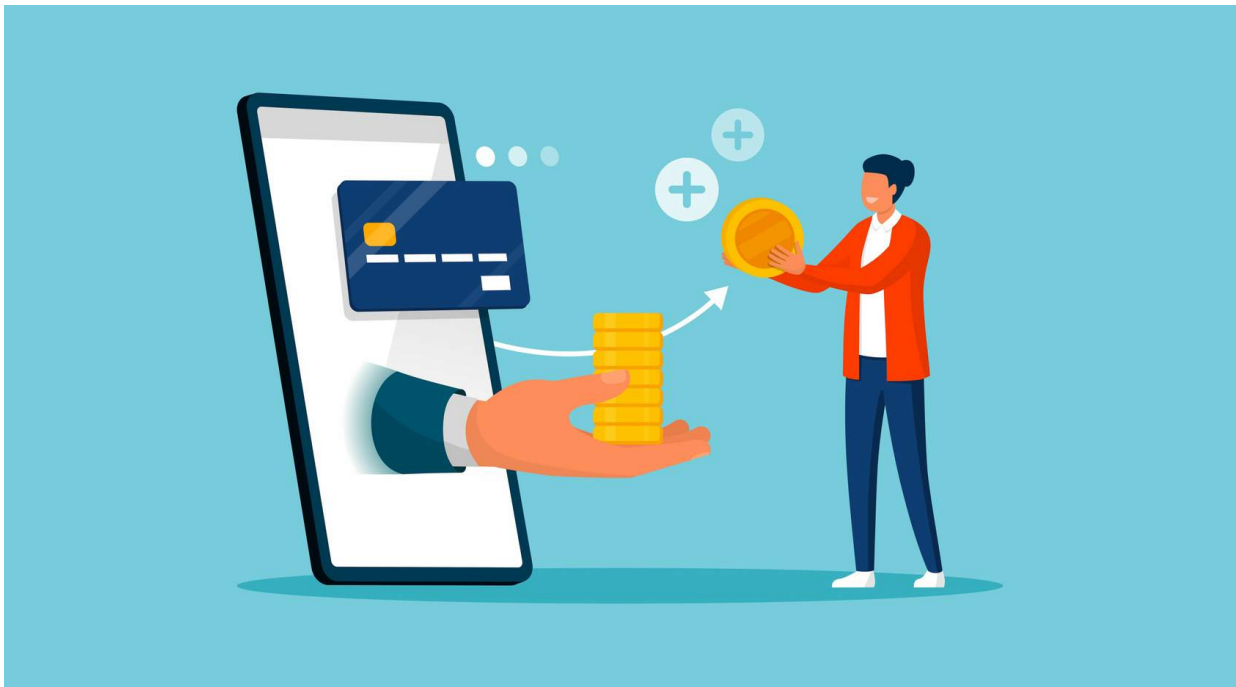
Important Note

Gravis tool uses the word "attributes" when referring to "defects" mentioned in the SOP Handle a Seller Dispute about Customer Damaged or Defective Disposition.



Complete the content above before moving on.

Reimbursement Decision



Using the questionnaire confirm one of the following:

- The new owner doesn't match the damage owner from the FBA Appeals Dashboard.

- The customer return reason, comments and/or information from buyer-seller communication do not align with the damage owner assigned to the order.

If confirmed

1. Review the information obtained from your research.
2. Once again open the images of the damaged item:
 - a. Does the damage look like it was caused by use (by a customer) or does it look more like damage by the carrier?
 - b. Pay attention to the item packaging. If the packaging is damaged, this often means that it was damaged during delivery.
3. If you deem the damage to be caused by the carrier, the unit should be reimbursed even if its disposition upon return was Defective or Customer Damaged.

If you raise a reimbursement:

- Choose the **Manual Customer Refund** reason and **CS Coding error** approval reason.
- Make sure to select correct marketplace.
- Provide associated Customer Order ID in the mandatory order id field.



NOTE

If total reimbursement amount exceeds the SPS threshold, summarize your research in the related SIM and wait for Credit Ops to review the case.



Associates can continue handling the queue **sesu-uk-fba-ecm-reg-std-eng-fft@amazon.co.uk** and in case of manual reimbursement for UK and DE MP, will transfer the case to **sesu-uk-fba-ecm-reg-tfr-eng-fft@amazon.co.uk**.

For more information, please refer to the "**Handle a Contact about FBA Reimbursement Request that Requires Manual Validation**" SOP.



Complete the content above before moving on.

For these contact types, make sure you read and understand the SOP "Handle a Contact about FBA Reimbursement Request that Requires Manual Validation" thoroughly, ensuring you have checked all necessary prerequisites before proceeding with the investigation into the disputed items.

Confirm your understanding of the Selling Partner's claims by reviewing the return reason and comments provided by the customer, asking clarifying questions to gather additional information and determine the validity of their dispute.

Close the interaction by explaining the next steps in the reimbursement process to the Selling Partner, providing clear and transparent communication about the resolution of their dispute.

Review

It's now time to review!

Let's do a quick review activity by answering the following questions.



It is now time to review! Let's do a quick review activity by answering the following questions.

In which tool can you find customer comments regarding an FBA return?

- FBA Customer Returns Report
- CSI - Simple Reconciled Product Data View
- FBA Reimbursement Tool

SUBMIT

CONTINUE

Selling Partners have 30 days to dispute a customer damaged disposition after removal shipment delivery.

- True

False

SUBMIT

CONTINUE

What information do you need to enter in the ROBIN FBA Appeals Dashboard?

LPN Number

Marketplace ID

ASIN

SUBMIT

CONTINUE

It is important to review buyer-seller messages when investigating customer damaged disputes.

True

False

SUBMIT

CONTINUE

Open the SOP **Handle a Seller Dispute about Customer Damaged or Defective Disposition** and review the investigation steps. Drag the options to arrange the investigation steps in a correct order.

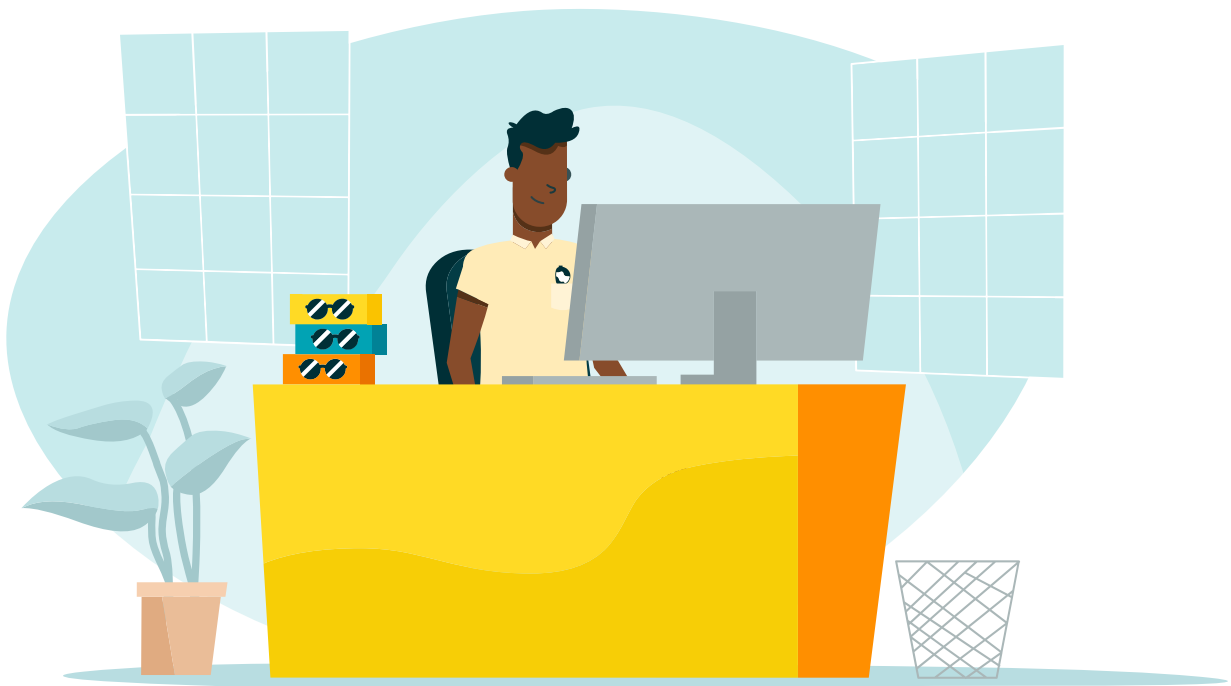
☰ 1	Check in the FBA Customer Returns Report if the item is in customer damaged disposition	1	▼
☰ 2	Open the FBA Reimbursement Tool and verify that there was no previous reimbursement for th	2	▼
☰ 3	Verify that the ASIN is active.	3	▼
☰ 4	Review images provided to confirm damage described by the Selling Partner.	4	▼
☰ 5	Check if there is any communication in buyer-seller messages.	5	▼
☰ 6	Use Gravis Tool to obtain additional data by entering the LPN number.	6	▼
☰ 7	Follow the Questionnaire in the SOP to identify the new Damage Owner.	7	▼
☰ 8	Based on the investigation deny or approve the reimbursement.	8	▼

SUBMIT



Complete the content above before moving on.

Group discussion



Take 10 to wrap up the lesson and discuss any pending questions you have with your trainer.



Complete the content above before moving on.

Multichannel Fulfillment Orders (MCF)

Agenda

Time: 240 minutes

- **Introduction** – 5 minutes
- **Multichannel Reimbursement Scenarios** – 15 minutes
- **MCF order post-delivery and reimbursements** – 10 minutes
- **Prepare to investigate a MCF Order Reimbursement Request** - 20 minutes
- **Group activity presentations** - 60 minutes
- **Incorrect MCF Order Fees** - 30 minutes
- **How to refund a MCF Order using the RMS 2.0 tool** - 30 minutes
- **Review** – 10 minutes



In this lesson, you will be introduced to the Multi-Channel Fulfillment (MCF) program and its different scenarios.

As part of your preparation, you will learn how to investigate a MCF Order Reimbursement Request.

Resources and Preparation

Tools —

- [CSI Tool](#)
- [RMS 2.0 \(NA\)](#)
- [RMS 2.0 \(EU\)](#)
- [Eagle Eye \(NA\)](#)
- [Eagle Eye \(EU\)](#)
- [Injection Console](#)

Help Pages —

- [Multi-Channel Fulfilment: Fulfil Orders for your Sales Channels](#)

SOPs —

- Handle a Multi Channel Fulfillment Order Reimbursement Claim
- Handle a Multichannel Fulfillment Order Damaged in Transit Claim
- Handle a Multichannel Fulfillment Order Damaged Unit Reimbursement Claim
- Handle a Multichannel Fulfillment Order Delivered but Not Received Claim

- Handle a Multichannel Fulfillment Order Missing Item Reimbursement Claim
- Handle a Multichannel Fulfillment Order Missing Parts Reimbursement Claim
- Handle a Multichannel Fulfillment Order Wrong Item Reimbursement Claim
- Submit a Reimbursement Request for Multichannel Fulfillment Order Issue in RMS 2.0
- Confirm if a Duplicate Reimbursement Exists for a Multichannel Fulfillment Order
- Verify if the Multichannel Fulfillment Order Under Investigation is within 90 Days of Placement
- Investigate Incorrect Multichannel Fee Charged on a Multichannel Fulfillment Order

Introduction

Time: 5 minutes

Multi-Channel Fulfillment (MCF) is an FBA program through which Amazon can store, pick, pack, and ship products to customers, even if they're not buying from Amazon.

For these types of orders, Selling Partners are responsible for more of the process in MCF orders than a standard FBA order (maintaining the relationship with the customer, managing all refund authorizations, exchanges, and customer service for MCF returns). Selling Partners are eligible for reimbursement on MCF orders if the order is determined to have been lost or damaged.

The purpose of this lesson is to getting you familiarize with the way Amazon supports Selling Partners regarding refunds on Multi-Channel Fulfillment (MCF) orders.

All MCF order IDs are composed of 17 digits and will begin with S0. (S01, S02, S03, etc)



Complete the content above before moving on.

Multichannel Reimbursements Scenarios

Time: 15 minutes

Selling Partners have the option to be reimbursed for MCF orders and MCF items if Amazon determines that they have been either **lost, damaged** or **the wrong item was delivered to the**

buyer (Switcheroo).

At the same time, Selling Partners can also be ineligible for reimbursements if they use MCF in either of the following scenarios:

1. Selling Partners use MCF as a way to remove items from a fulfillment center. Instead, they should create a removal order.
2. Selling Partners use MCF as a way to fulfill any order placed on the Amazon website, including self-fulfilled orders, FBA orders, or any related shipments.
3. MCF fulfillment fees and orders that are marked as delivered by the carrier.

While there is no particular Paragon Workflow available for MCF orders. Do not forget to launch the Atlas Card and register your annotations:

FBA & MCF >

FBA & MCF Programs >

Multichannel Fulfillment (MCF) - Order Shipping, Delivery, and Reimbursement Issues

CONTINUE

MCF order post-delivery and reimbursements

Time: 10 minutes

After a Multichannel Fulfillment order is processed, a Selling Partner or their buyer may come across either one of the following scenarios:

- Delivery issues (after it is shipped from an amazon warehouse, before it is delivered and received by the buyer) – these include Lost or Damaged in Transit, delivered not received

use cases, returning to seller

- Post-delivery issues (damaged unit, wrong item shipped, parts/accessories missing from the unit, one or more expected units missing from the shipment).

CONTINUE

Prepare to investigate a MCF Order Reimbursement Request

Time: 80 minutes.

You have received a reimbursement claim from a Selling Partner regarding a MCF Order with any of the issues listed above, make sure you have received the following from the Selling Partner's case:

- 1.** Selling Partner ID or Merchant Customer ID (from Paragon Case Details)
- 2.** Multichannel Order ID - Either an Amazon order ID (starting with S01, S02, S03...) or a Merchant Order ID
- 3.** Tracking IDs for the shipments in which the issues were identified (optional, if the order has only one shipment or if the impacted FNSKU is present only in one of the shipments in the order, as this can be located in our tools)
- 4.** If the Selling Partner has provided only the tracking ID, obtain the order ID with the following steps:
 - Open Eagle Eye EU
 - Click Scannable.
 - Enter the tracking ID or IDs.
 - Click Submit.
 - Get the order ID from the Order Id row.

Step 2

Step 1



Review Multichannel Fulfillment Order Details in Shipment Injection Console: Confirm that the MCF Order ID is associated with this selling account:

1. Review the Create Request Information section.
2. Verify that the Merchant Customer ID matches the one on the Paragon case.

Step 3

Step 2



Confirm that the impacted tracking ID(s) is associated with this Order ID, and contains the same quantity of units as indicated in the seller claim in the Shipment Injection tool:

Note: In the Shipment Injection tool, each shipment will have a separate section showing Shipment Number and details, along with Shipment Packages details and Shipment Items. If there are more than 10 shipments, there will be multiple pages of shipment details.

- Review the shipments sections to check the tracking ID against the Tracking ID in the shipment package details and confirm the tracking ID is present in this order.
- Check the Shipment Items section to confirm that the FNSKU and quantity impacted is present on this shipment.

Step 4

Step 3



Verify if the Multi Channel Fulfillment Order Under Investigation Is Within 90 Days of Placement.

Confirm that the Paragon case creation date falls within 90 days of the latest ship date or ship date.

Step 5

Step 4



Open the SOP for: **Confirm if a Duplicate Reimbursement Exists for a Multi Channel Fulfillment Order**

Step 6

Step 5

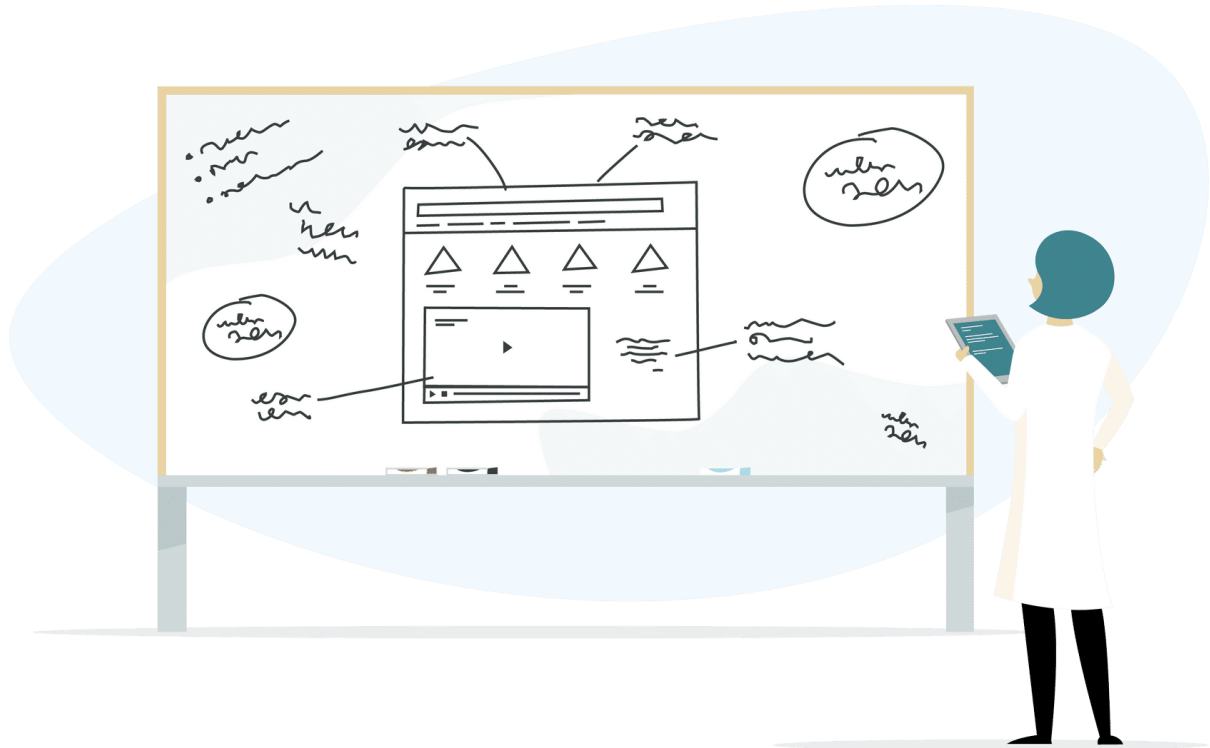
Outbound Lookup Tool													amazon.com	
<small>NOTE: If you are reading the following fields mentioned inside ws, then you can proceed reading further. The fields mentioned in the ws will not be present for Horizon use case. The existing(Non-Horizon) shipments don't have any impact. If you see any concerns, please reach out to trans-ccc@amazon.com</small>														
E-mail the results to (Please enter an e-mail id) : <input type="text"/> <input type="button" value="Send mail"/>														
<small>Perform another search Does Link (copy this link to use elsewhere)</small>														
Tracking Id	Load Id	Fulfillment Reference ID	Fulfillment Shipment Id	Ordering Order Id	Ordering Shipment Id	Package Id	Manifest Id	Carrier	Customer Id	FC	Stam Station	Ship Option	Ship Method	Marketplace ID
33748973901242166402		MERCHANT	2203277376004	130-130400-000100	2203277376004	1		USPS			DAL3	1112	std-n-us	MERCHANT
33748973901242166402	113839611	801-7924018-169563	27207265215201	501-7524018-169562	19461847540301	1	10504693503001	USPS						
<small>Fetches rows 0 to 2 of (1)</small>														

Confirm that the order was not placed to fulfill a Merchant Fulfilled order in the Outbound Lookup Tool:

1. Lookup the Order Details on Outbound Lookup Tool
2. In the Display Column section on the right-hand side, confirm the City, District, and State are selected in addition to the default selections.
3. Confirm there are no results stating "MERCHANT" in the Fulfillment Reference ID column.
 - o Results with MERCHANT: Confirm the Postal Code, City, District, State & Country columns for the "MERCHANT" order and the MCF order under investigation do not match. If they match, this MCF order was placed to fulfill a Merchant Fulfillment order.

Step 7

Step 6



Confirm that the order was not placed as a removal order.

1. Review the address in the Order Information section in Shipment Injection tool.
2. Review each of the addresses provided in the Selling Partner's Seller Central account.
 - **In Settings > Account Info > Business Information > Business Address.**
 - **In Settings > Account Info > Business Information > Official Registered Address.**
 - **In Settings > Account Info > Shipping and Returns Information > Return Address > Manage Return Addresses tab.**

3. Confirm that none of the addresses in the account match the one in the order.

Step 8

Step 7



In the Case and Customer Info section in Paragon, confirm that the Type is **Individual, Silver, Gold, or Platinum.**

Step 8



Confirm that the Selling Partner is concerned about a delivery issue or a post-delivery issue and follow the appropriate SOP:

- Delivery Issues SOPs:
 - Delivered not received / Delivered to Wrong address: **Handle a Multi Channel Fulfillment Order Delivered but Not Received Claim**
 - Lost / Damaged in Transit / Returning to seller: **Handle a Multichannel Fulfillment Order Delivery Issue Lost or Damaged in Transit or Return Issue**
- Post-delivery Issues SOPs:
 - Unit Damaged: **Handle a Multi Channel Fulfillment Order Damaged Unit Reimbursement Claim**

- Wrong Item (Switcheroo): **Handle a Multichannel Fulfillment Order Wrong Item Reimbursement Claim**
- Missing Item from Shipment: **Handle a Multichannel Fulfillment Order Missing Item Reimbursement Claim**
- Missing Parts: **Handle a Multichannel Fulfillment Order Missing Parts Reimbursement Claim**

Activity Time



Now that you have reviewed the steps to follow before you determine the correct scenario, your facilitator will split the class into groups.

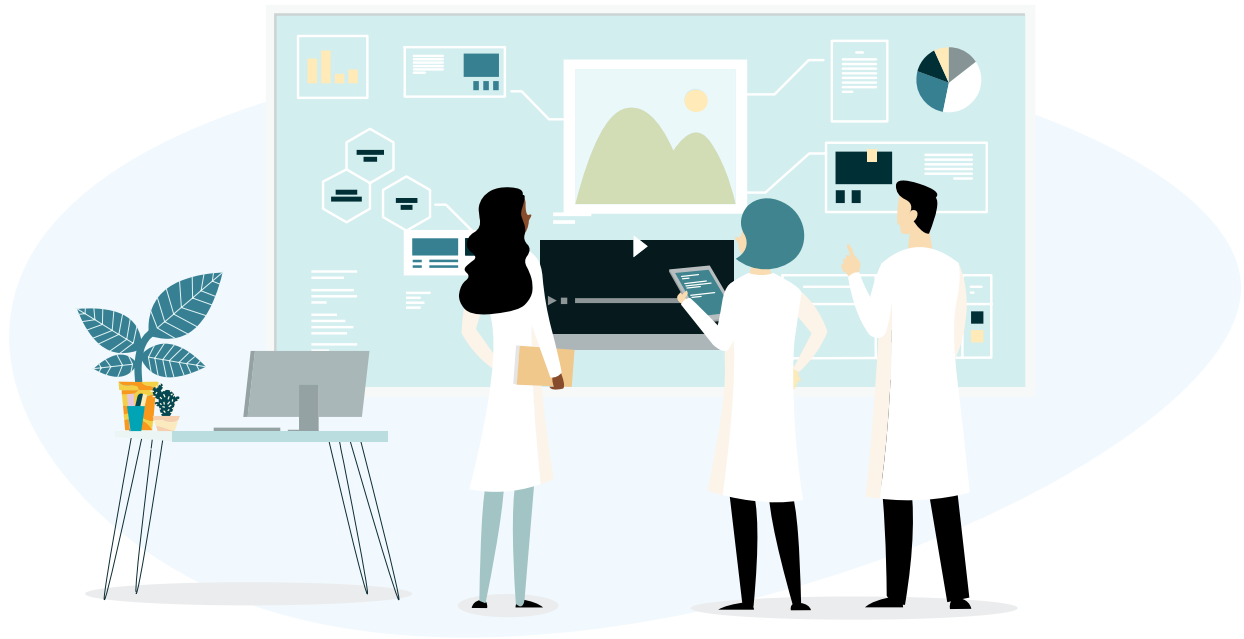
Each group will receive 2 SOPs from Step 8 and will be given 20 minutes to review and prepare a presentation to share with the rest of the class.



Complete the content above before moving on.

Group activity presentations

Each group will have 15 minutes to present both SOPs.



Make sure to leave additional 5 minutes for follow-up questions to your trainer and questions from your classmates.



Complete the content above before moving on.

Incorrect MCF Order Fees



Time: 30 minutes

The following steps will help you resolve a case for when a Selling Partner is asking for a fee reimbursement for incorrectly charged MCF orders, or for when the Selling Partner is asking why the MCF fees charged are high.

Before you begin, you must have the following elements ready and annotated on your case:

- FNSKU
- Incorrect fee charged on a MCF provided by the Selling Partner

- List and total number of the MCF order IDs per FNSKU

Step 2

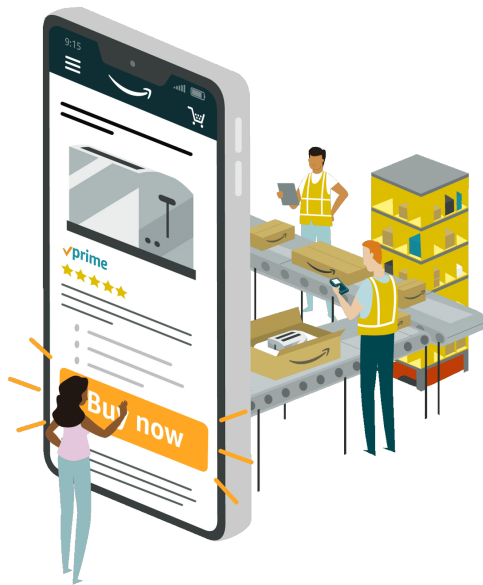
Step 1



Verify if the Multi Channel Fulfillment Order Under Investigation Is Within 90 Days of Placement and eligible for investigation.

Step 3

Step 2



Launch the **FBA Weights and Dimension Paragon Workflow** to request a Cubiscan to verify weight and dimensions.

Confirm that the seller has not exhausted the ASIN remeasurement quota, then set the case to Pending Amazon action and wait for remeasurement to complete.

Step 4

Step 3



Open the SOP: *Verify the Multichannel Fulfillment Fee Charged on the Payments Transaction Page.*

Step 5

Step 4



Open the SOP: *Verify the Current Dimension and Weight of an ASIN Using the AFT Tool* and annotate the Unit Weight and Dimension.

Step 6

Step 5



Based on the dimension obtained from the AFT Tool, identify the product size tier using Help Page: "*Fulfilment fees for Multi-Channel Fulfilment orders*" corresponding to your marketplace and annotate on the case.

Step 7

Step 6



Based on the latest Product Size Tier identified, identify under which MCF Fee Tier ASIN is falling using the Help Page: *"Fulfilment fees for Multi-Channel Fulfilment orders"* corresponding to your marketplace and annotate the MCF Fee on the case.

Open the Help Page: *"Fulfilment fees for Multi-Channel Fulfilment orders"* with your trainer and take 5 minutes to review before continuing.

Step 8

Step 7



Compare the latest MCF fees/Shipping weight which you have identified using the calculation from Step 6 vs old MCF fees/shipping weight which was showing up on MCF Order Preview page and confirm that your calculation shows a lower fee than that what is appearing on the Order Transaction page and seller is eligible for reimbursement.

Don't forget to annotate the number of order(s) impacted, calculation and your research on the case.

Step 9

Step 9



For UK, when the contact is in English, transfer the case to MCF dedicated support queue: sesu-uk-adsf-ecm-reg-std-eng-mcf@amazon.co.uk

For all other stores, or for UK, when associates receive a Chinese, Japanese, or French language support, translate the Selling Partner's concern in English and Submit an Issue with a Ticket or SIM That Requires Monitoring:

- [Internal Associates Ticket Link](#)
- [Partner Associates Ticket Link](#)

If you don't support any of the languages listed above, transfer the case to the corresponding language team for a proper translation to English.

Once the reimbursement is complete



Resolve as the following:

Multichannel Fulfillment (MCF) - Order Shipping, Delivery, and Reimbursement Issues > MCF Reimbursement Amount Dispute (Re-evaluation) and Fee Reimbursements.



Complete the content above before moving on.

How should we proceed if our investigation determines any of the following outcomes:

1. The MCF order incorrectly is outside of the 90-day policy.
 2. The seller has exhausted ASIN remeasurement quota.
 3. MCF fees remains same as per the the Order Transaction page or has increased after remeasurement.
-

- Transfer the case to appropriate FFT queue.
- Deny the reimbursement and educate the Selling Partner
- Cut a ticket that requires deeper evaluation

SUBMIT

CONTINUE

How to refund a MCF Order using the RMS 2.0 tool

Time: 30 minutes



So far, we have learnt how to investigate any reimbursement requests for MCF orders. In this final part of the lesson, let's open the following SOP and ask any pending questions you have with your trainer:

- **Submit a Reimbursement Request for a Multichannel Fulfillment Order Issue in RMS 2.0**

What's the name of the tool where you can confirm that a duplicate reimbursement exists for a Multichannel Fulfillment Order?

- Eagle Eye
- Serenity
- Seller Reimbursement Website

SUBMIT

CONTINUE

Match the MCF Store Name with the corresponding MCF Store ID

☰ 1 | DE

15321 | ▼

☰ 2 | FR

15331 | ▼

☰ |

| ▼

≡ 3	JP	71102	▼
≡ 4	US	31060	▼
≡ 5	IT	48761	▼
≡ 6	PL	712115121	▼
≡ 7	NL	328451	▼
≡ 8	SE	704403121	▼
≡ 9	BE	679831071	▼
≡ 10	IE	753556201	▼

SUBMIT



Complete the content above before moving on.

Final Review

Let's review what we have learned and know about **Multichannel Fulfillment Order Reimbursements**.

Raise any pending questions you have with your trainer and prepare for Live Practice preparation.



For MCF cases, it's crucial to approach interactions with Selling Partners with a warm and positive greeting, setting the tone for effective communication. As you deep dive into

investigating MCF Order Reimbursement Requests, ensure thoroughness in reading and understanding all relevant SOPs and guidelines to handle different reimbursement scenarios accurately.

Confirm your understanding of Selling Partner inquiries by asking probing questions and actively engaging in the investigation process to determine the root cause of issues such as lost, damaged, or incorrectly delivered items.

Throughout the interaction, maintain a friendly and helpful tone, managing expectations by explaining policies clearly and concisely, while reinforcing Amazon's commitment to providing reliable support and solutions.

CONTINUE

Live Practice Preparation

Click on the button to your right to start the Live Practice readiness with your trainer.

LIVE PRACTICE

Effective Communication Framework

Welcome to EMC Effective Communication

Our Selling Partners are business owners who deal with complicated problems. When they reach out to us for help, we treat them kindly and show we care. But if we don't make use of effective communication techniques, our efforts to help can get lost. This can lead to SPs losing trust in our services.

To build and maintain trust with our SPs, we must raise the Selling Partner Experience Bar.

Here's how we do it:

- Fixing the Selling Partner's issue
- Making sure it ends well
- Talking about it in a way they understand

This lesson is all about improving how we talk with our Selling Partners to make sure they're satisfied.

[CONTINUE](#)

Effective Communication

- Log into knet
- Look for: [Effective Communication Framework](#)
- Take 10 minutes to complete this lesson and return to this training

Assessment and Live Practice

JA Juliana Aristizabal

Assessment Time!

The assessment will measure your knowledge on FFT2. To complete this assessment, you must achieve a passing score of 73%.

Use your FFT2 resources (including SOPs and help pages) to answer the questions.

If you do not pass the first time, let your course facilitator know.

Estimated time to complete: 60 min

LIVE PRACTICE

Live Practice Time!

The duration of the live practice depends on which team you deliver the class for:

CRS team: 7 days of live practice

NA and EU FFT2 teams: 2 days of live practice

Navigate to the Trainer Preparation module of this Facilitator Guide to find the training schedule for both teams.

Now you will put in practice everything you have learned. You will take cases, and work on them on your own, under a mentor's supervision.

You can download this [Job Aid](#) that contains important SOPs and tools for this stage.

CONTINUE

Summary

Congratulations! 

You have successfully completed the **FBA Financial Transactions (FFT)**.

In this training module, you learned about issuing FBA refunds regarding:

- Warehouse Damaged
- FBA Customer Orders
- Warehouse Lost (WHL)
- FBA Removal Orders
- FFTD - Customer Damaged/Defective Disposition Disputes
- Multichannel Fulfillment Orders (MCF)

You may now exit this course.