

Checklist: When Should You Request an Amazon FBA Reimbursement vs. Keep Investigating?

Step 1: Confirm the inventory status

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Check whether the shipment or inventory is still:

- In Receiving
- In Transit
- Under Investigation
- Closed

Step 2: Compare your shipped vs. received quantities

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Review your shipment details and look for:

- Missing units
- Unexpected overages or shortages
- Units that haven't been checked in

Step 3: Check if Amazon has already acknowledged the issue

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Look for notifications about:

- Lost inventory
- Damaged inventory
- Customer returns
- Inventory adjustments

Step 4: Gather supporting documentation

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Before requesting reimbursement, make sure you have:

- Shipment IDs
- Tracking information
- Proof of delivery (if applicable)
- Invoices or supplier documentation (when requested)

Step 5: Consider the shipment age

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If the shipment is still within Amazon's normal receiving window, waiting may be the better option.

If it's well beyond the expected processing timeframe with no movement, it's usually time to investigate further.

Step 6: Look for patterns

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Ask yourself:

- Is this affecting multiple shipments?
- Is the same SKU repeatedly going missing?
- Has this happened before?

Step 7: Decide your next step

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Continue investigating if:

- The shipment is still actively being received.
- Inventory counts are changing.
- Amazon has an open investigation.
- Required documents are still missing.

Request reimbursement if:

- The shipment has stopped progressing.
- Inventory has been confirmed lost or damaged.
- Amazon's investigation has concluded.
- You have the documentation needed to support your claim.

Need a second opinion on your case? Seller Candy offers free consultations to help Amazon sellers determine the best next step before filing a reimbursement request.

👉 [Book your free consultation with Seller Candy.](#)