



Transcription

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[00:00:06] In this video, we're going to cover Shipment Reconciliation. This is when you believe that Amazon has made an error in receiving your shipment.

We're going to need to navigate to the Shipping queue, and you can do that out of Manage Inventory or the manage FBA inventory screen. What we're going to do is go in here then we're going to look and we see shipping queue. We're going to click that. [00:00:32] That's going to take us directly into the Shipping Queue. Now, shipments won't be available for reconciliation for up to five to seven days. You're going to have to wait through a small period so that Amazon can make sure that the item's actually missing or whatever from the shipment that you just sent in.

We're going to scroll down and look for a discrepancy a little bit earlier. July 31st, there's a discrepancy. [00:01:01] Now, the things to note...I'm going to go back up here and cover this really quick...is this is the name of the shipment. You can name your shipments custom names. This is the shipment ID. If you ever need to start a case about a shipment, you're going to need to reference the shipment ID. This is the shipment created on date. The last time it was updated. The number of products that were in the shipment, the quantity of units shipped, and the quantity of units received. [00:01:31] Then ultimately where the destination was or the Amazon code for that warehouse, and then the status of the shipment, deleted, closed, shipped, received, things like that.

So like I said, we're going to scroll down here to this one particularly. It's a good idea, whenever you're checking to see what the error was to check your receipts, check your invoices, things like that, so that you give Amazon an accurate display of what went on. [00:02:02] You can track your shipment, you can check the shipment contents to see the products that you sent in, and then you see this button called, "Reconcile," we're gonna want to hit that. I'm going to show you how Amazon makes this process.

Amazon says that I claimed I was shipping one of this item but they received two. They claimed I was shipping two of this item and they received three.

[00:02:31] Then they claimed that I shipped eight of this item and they received seven. I've actually checked my invoices and receipts, and I've made a couple of errors. It's important to note to try to be as accurate as possible as Amazon definitely keeps track of these things and they keep track of your errors. So try not to make very many errors. We ship a lot of items into Amazon, so errors occasionally do occur. [00:03:01]

In this instance, we did ship extra units, and this instance, we also shipped extra units. But as you can see, if you did not ship that extra unit, you can have them research and find out where that unit came from. If you didn't ship that unit, you're going to want to do that because ultimately what's going to happen is if that item is wrong or there's something wrong with it, and a customer receives that, you will have to eat that complaint because ultimately you claim that that was your item. [00:03:33]

On this one, we definitely did ship eight units, so... "Missing, please research." But as an alternative "Units not shipped." If you go "Units not shipped," Amazon simply says, "Oh, sorry about that, guys, please be more accurate." Ultimately, nothing is going to happen here, but you do want to be as accurate as possible. So... "Missing, please research." What I'm going to do is... it says, "No additional documents are required." [00:04:03] Occasionally, you're going to have to show a picture of your receipts, or a picture of your invoice, or whatever to make sure that you're not gaming the system. Amazon's going to do that based on your error rate.

Fortunately for us, they're not requiring any additional documentation that we need to scan and then upload. We're going to preview our request, and then we're going to go ahead and submit that. [00:04:27] Amazon's going to create cases on our behalf. Ultimately they're going to say okay, okay, and then they're going to research. If we definitely had shipped in one of those items, they're going to add it to our inventory. If they can't locate the item, they're just simply going to give us a refund for the Amazon cost minus fees. So it's a great idea to go ahead and reconcile your shipments as they come up, such that you can

make sure that you're getting the right amount of inventory and get refunds whenever it's possible. [00:05:01]