

## Amazon: FBA orders (Fulfillment by Amazon) are not being imported

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### Keywords

FBA order import error magnalister Amazon FBA order-import orders Fulfillment missing not-imported configuration expert-settings shipment-report Seller-Central Bestellimport import error troubleshoot

### Frage (public)

My Amazon FBA orders (Fulfillment by Amazon) are not being imported into my shop by magnalister - what could be the reason?

### Lösung (public)

For FBA orders to be imported, two settings in magnalister must be configured correctly. Additionally, delays on Amazon's side are possible.

Step 1: Enable order import

Open the magnalister plugin and navigate to Amazon → Configuration → Order Import. Check that the import is enabled:

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Activate import must be set to Yes.

Step 2: Check expert settings - FBA import not disabled?

On the same page, scroll down to the Actions section and click Expert Settings.

In the expert settings, verify the following fields:

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FBA Order Import: The checkbox "Do not import FBA orders" must not be checked.

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Status for FBA orders: Set the desired status (e.g., "Completed").

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Shipping method for FBA orders and Payment method for FBA orders: Ensure that valid values are configured.

Step 3: Consider delays on Amazon's side

Please note the following technical details:

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Amazon only provides FBA order reports via the API after the goods have been shipped.

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The reports are typically delayed by 1 to 3 hours, and in exceptional cases up to 24 hours.

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magnalister therefore retrieves FBA order reports approximately every 8 hours.

Step 4: Check FBA reports in Amazon Seller Central

If paid FBA orders have not been imported into your shop within 30 hours, verify that Amazon is providing the reports correctly:

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Open Amazon Seller Central ([1]<https://sellercentral.amazon.com>).

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Click the Menu icon (☰) in the top left corner.

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Navigate to Reports → Fulfilment by Amazon.

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In the left sidebar under Sales, click Amazon Fulfilled Shipments.

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Select the Event Date range that should contain the missing order.

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Click Request .csv Download and check whether the missing order is included in the report.

Make sure that your missing orders fall within the selected date range of the report.

Step 5: Contact magnalister support

If the issue persists, please provide us with the following information:

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An affected Amazon order number

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Valid shop admin credentials

This will allow us to investigate the case further for you.

[1] <https://sellercentral.amazon.com>