The 7-Day SOP Checklist — Never Miss the Prepaid Label Window

Companion to: *Amazon Prepaid Return Labels from 18 December 2026: The 7-Day Rule, and Whether the Label Is Worth Sending (2027 Guide)*

The rule, in one line: within **7 calendar days** of a US seller-fulfilled return request, upload a prepaid label against the request in **Manage seller-fulfilled returns** — or issue a full returnless refund. A label sent by Buyer-Seller Messaging does **not** count.

Roles (fill in before you start)

- Daily owner: _____
- Backup (weekends / holidays / absence): _____
- Who may approve a returnless refund: _____
- Returns are received at: _____

The daily pass (every day, oldest first)

- Open Manage seller-fulfilled returns and sort by request age — oldest first
- Anything at **day 5 or older**: resolve today, no exceptions (internal trigger — day 7 is Amazon's deadline, not yours)
- Pile A — Amazon already generated the label: note it, no upload needed
- Pile B — covered items needing your action: apply the written cutoff per SKU
- Returnless-list SKUs: issue the full refund immediately
- All others: buy the prepaid label and **upload it against the return request in the workflow**
- Pile C — exempt or unclear (heavy/bulky candidates, special categories): flag for verification — never assume exempt
- **Verify the submission shows against the request inside Amazon** — a bought label or a buyer message is not a submission
- Log every action: date, request, action taken, who acted

The other clocks (checked in the same pass)

- Manual-authorisation categories answered within **24 hours**
- Refunds issued within **2 business days** of any return arriving
- International returns (non-US return address) actioned within **2 days** — a different, faster clock

Weekly

- Reconcile the week's return-label charges in Settlement / Payments reports against the log
- Compare actual label costs with the worksheet assumptions — if labels run higher, update the SKU cutoffs
- Review the log for ageing patterns (one person? one day of the week? one SKU?)

Before 18 December 2026 (one-time setup)

- Catalogue sorted by how returns are labelled today (Amazon-generated / address-only / hand-made / by message)
- Exemption status checked per SKU in Seller Central (Handmade, certified pre-owned watches, non-physical, dangerous goods, extra-large/heavy; per-SKU exemption requested where needed)
- Listing weight and size data corrected — Amazon prices generated labels from it
- Return address confirmed current, and the receiving point can match items to order + RMA
- Returnless cutoffs written per SKU / price band and signed off
- One full test run completed: label bought, uploaded against a request, submission confirmed in Amazon
- Everyone who answers buyer messages briefed: **a label in a message does not count**