

Sellerise Smart Alerts Tool

Instructions for responding to key notifications

These instructions give recommendations for what an *Amazon* seller should do when they receive the following notifications:

- *Hijacker* - this notification means that, on the seller's listing, offers of the same product from other sellers (hijackers) have appeared.

Information about the hijacker is available in the notification: *Seller ID*, *Condition* of the product, type of storage of the goods (*FBA/FBM*), the *Listing Price* of the item on the hijacker's listing, the *Shipping Price* of goods from the hijacker, the number of *Feedbacks* about the hijacker, and the hijacker's *Rating*.

• Hijacker on April 8 at 3:28 am
You have new offers on your listing B02TOB215B. These sellers: A1R2R3T4J5W6Q7 have started selling on your listing. Please check if these are known sellers, otherwise, take action! Hide Unresolve

New Hijackers New & FBA - 1 Offer New & FBA - 2 Offer

SELLER ID	CONDITION	TYPE	LISTING PRICE	SHIPPING PRICE	FEEDBACKS	RATING
A1R2R3T4J5W6Q7	NEW	FBA	\$13.99	\$0.00	386	★★★★★

- *Inactive Offer* - this notification means that the specified offer of the seller (*ASIN*) has become inactive (for example, due to the lack of goods in stock at *Amazon*, blocking of goods due to lack of documents, lack of important information in the *backend* of the listing, etc.). So, the listing exists, but the offer is not available: the product may be available from other sellers that trade on the same listing or a different *SKU* may be available from the same seller on the same listing.

• Inactive Offer on April 11 at 10:11 pm
Your offer SKU1-FBA for B07B8VCXD1 has become inactive. Information from Amazon: "Status: Pending Customer OrdersStatus: Pending FC ProcessingStatus: Product in Transit". Check your offer and verify if this should have happened! Hide Unresolve

This product has units in multiple Reserved Inventory statuses. For more information, refer to the sections below:
[Status: Pending Customer Orders](#)
[Status: Pending FC Processing](#)
[Status: Product in Transit](#)

- *Listing Suppression* - this notification means that the seller's specified listing (ASIN) has been suppressed and excluded from the search results on Amazon.

● Listing Suppression on March 11 at 3:03 am
 Your listing [B01TJ3SVK6](#) has been suppressed and can no longer be found on Amazon. Take action to get it back!

Unresolve

- *Stranded Inventory* - this notification means that the specified item in the FBA warehouse is stranded and cannot be sold due to a listing block, lack of documents, or other reasons. Additional fees may apply for such inventory.

The notification also provides the following details of the stranded inventory: *SKU*, *Strand Day*, the number of units stored in the warehouse that can / cannot be sold (*Fulfillable / Unfulfillable Qty*), the number of received/reserved units (*Inbound Shipped / Reserved Qty*), the reason for blocking (*Stranded Reason*).

● Stranded Inventory on October 20 at 8:17 pm
 New stranded inventory with fulfillable true items for your SKU: SKU1-234. Reason: Qualification required.

Hide Unresolve

SKU	STRAND DAY	FULFILLABLE / UNFULFILLABLE QTY	INBOUND SHIPPED / RESERVED QTY	STRANDED REASON
SKU1-234	20 Oct, 2022	151 / 3	0 / 5,431	Qualification required

- *Adult* - this notification means that the specified listing (ASIN) has been tagged in Amazon as offering "adult products".

● Adult on April 1 at 3:40 pm
 Your listing [B01NT6PGB3](#) has been tagged as adult. Take action to get it back!

Unresolve

- *Problems with Shipment* - this notification means that Amazon has requested additional information about the specified product batch (ASIN) received at the FBA warehouse (the bar code is not readable, the declared weight and parameters of the boxes do not match, there are problems with the documents, etc.).

• Problems with Shipment on June 6 at 2:55 pm

Inbound shipment FBA183Z34Q9S (product B0A1ZMY42G) has 1 defect found. Review your shipment and take action!

Hide

Resolve

Box-level problems

COACHING LEVEL	PROBLEM	QUANTITY	MEASUREMENT UNIT
Standard	Carton overweight	1	Boxes

[More details](#)



• Problems with Shipment

Inbound shipment FBB289Y89W3Y (product BZC1MLY42P) has 1 defect found. Review your shipment and take action!

June 6 at 2:55 pm

- *Dimensions Changed* - this notification means that for the specified product (ASIN), Amazon has changed the dimensions by which the marketplace commissions, as well as items storage and fulfillment fees, are calculated.

• Dimensions Changed on April 13 at 11:43 pm

Dimensions of B014BCD1BS (SKU1-FBA), B014BCD1BS (SKU1-FBM) have been changed.

Check if the sizing tier of this product is still the same because it can affect your FBA fees. Also, check if there is a difference in the volume because that will impact your storage fee too.

Hide

Unresolve

Before

5 Changes

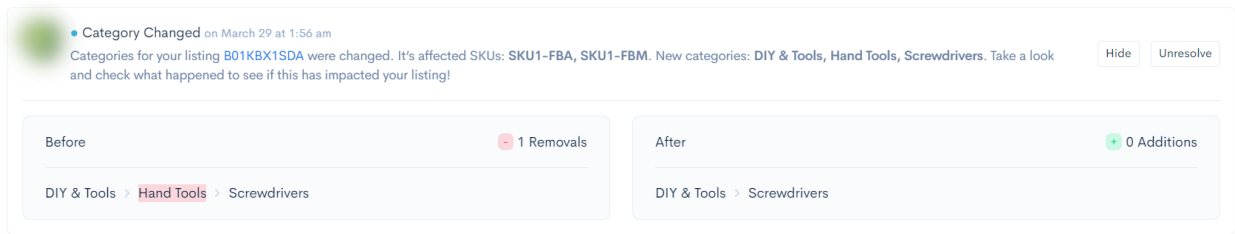
STORAGE FEE		SHIPMENTS FEE	
Tier		Large standard-size	
Volume		0.108	
Height		7.90 Inches	
Length		3.80 Inches	
Width		6.20 Inches	
Weight		2.42 Pounds	

After

5 Changes

STORAGE FEE		SHIPMENTS FEE	
Tier		Large standard-size	
Volume		0.176	
Height		9.70 Inches	
Length		4.90 Inches	
Width		6.40 Inches	
Weight		2.65 Pounds	

- *Category Changed* - this notification means that the category of the specified listing (*ASIN*) was changed:



What to do if you receive a *Hijacker* notification

If the product listing where the hijacker appeared is protected by a registered *Trademark* in the country of sale and/or is enrolled in the *Amazon Brand Registry*, the seller has the option to remove the hijacker using the *Amazon Project Zero* tool, developed by the marketplace specifically for such cases, or by selecting the *Report a violation* option.

Both tools are available on the website, <https://brandregistry.amazon.com>. However, the process of removing the hijacker depends on whether the product is enrolled in the *Amazon Brand Registry*.

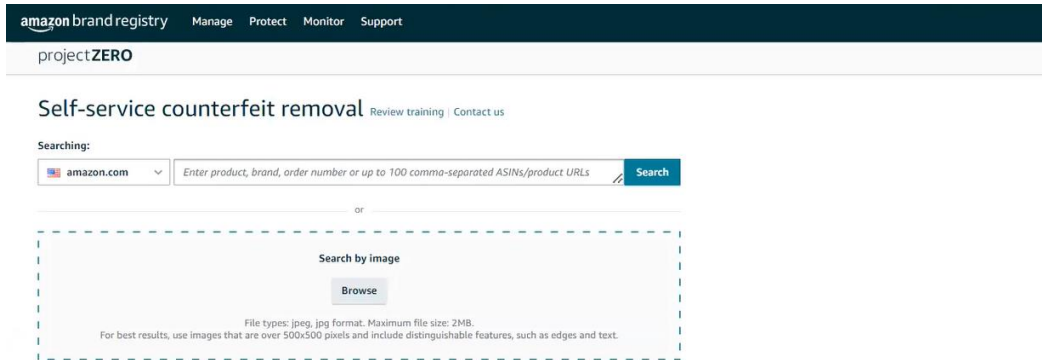
For products enrolled in the *Amazon Brand Registry*, do the following:

1. In the *Protect* menu, select *Project Zero*.



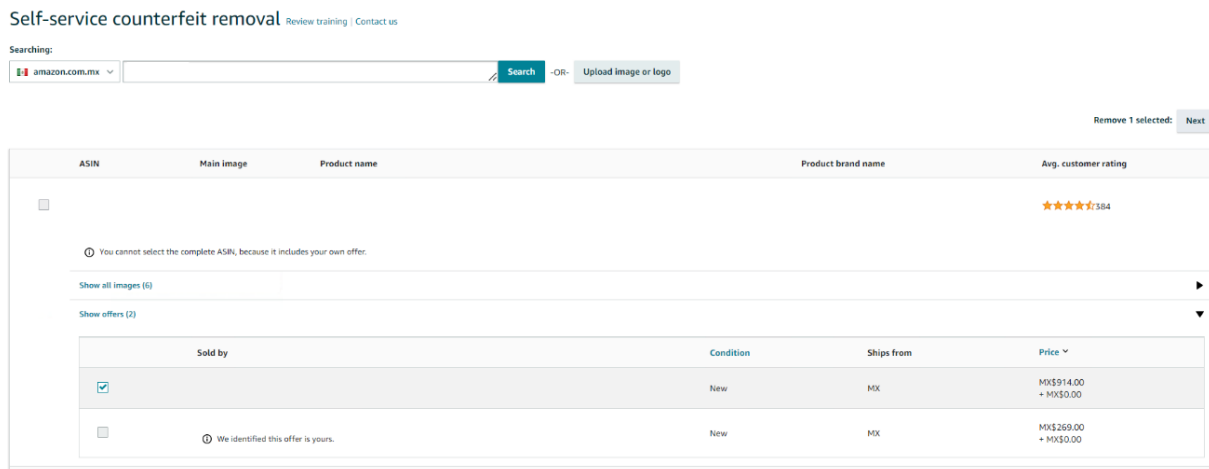
2. Select the country of sale of the product where the hijacker was found, and enter the ASIN of your product in the search bar.

! This tool also allows you to find images "borrowed" from a registered product listing by other sellers without permission, and to submit requests to the marketplace regarding the actions of such sellers. To do an image search, click the *Browse* button in the *Search by image* panel of the *Project Zero* window, then upload an image.

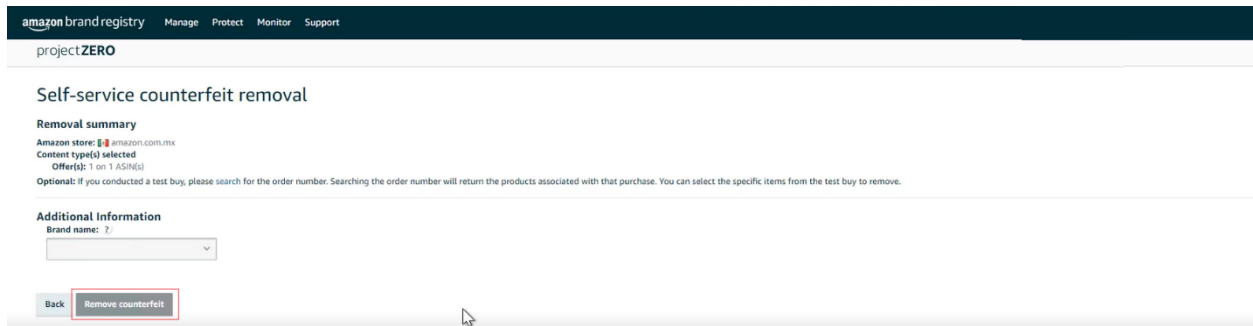


- The tool window will display product information, while the *Show offers* tab will list all the offers of the product available on Amazon in the selected country. For each available offer, you can see the seller details (*Sold by*), the product *Condition* (new or used), the country of dispatch of the goods (*Ships from*), and the *Price* of the product + its shipment cost.

To mark a seller who has been identified as a hijacker, just tick a check in the box to the left of their name, and then click *Next* above the upper-right corner of the product information panel.



- In the window that opens, use the drop-down menu to select the brand name under which the product was registered in the *Amazon Brand Registry*, and then click the *Remove counterfeit* button. The hijacker will be removed within 10 minutes.



If the product is not enrolled in the *Amazon Brand Registry* in the country of the listing with a hijacker, the tool will not allow automatic removal, even if it is registered in other countries.

For example, if a product brand is in the *amazon.com (Amazon US) Brand Registry*, this method will not help to remove a hijacker selling goods in Mexico, if the product is not in the *amazon.com.mx Amazon Brand Registry*.

For products sold under a registered trademark, but which are not in the Amazon Brand Registry in the country where the hijacker is present, do the following:

1. In the *Protect* menu, select *Report a violation*.



2. Select the country of sale where the hijacker has been found, and in the search bar, enter the ASIN of your product, just as you would if it were in the *Amazon Brand Registry*.

Self-service counterfeit removal [Review training](#) [Contact us](#)

Searching:

or

Search by image

File types: jpeg, jpg format. Maximum file size: 2MB.
For best results, use images that are over 500x500 pixels and include distinguishable features, such as edges and text.

- The tool window will display product information, while the *Show offers* tab will list all the offers of the product available on Amazon in the selected country. For each available offer, you can see seller details (*Sold by*), product *Condition* (new or used), the country of dispatch of the goods (*Ships from*), and the *Price* of the product + its shipment cost.

To mark a seller identified as a hijacker, just tick the check in the box to the left of their name, and then, in the *Select Issue* drop-down menu (above the upper-right corner of the product information panel), select *Trademark infringement*.

Report a violation [Learn how to best use this tool](#)

This form is intended for use by intellectual property rights owners and their agents to notify Amazon of alleged intellectual property infringements.

To report other policy violations or forms of abuse, [contact us](#).

You can now view the history of your reported violations and their status on the [Submission history](#) page.

Searching: 7:

ASIN	Main image	Product name	Product brand name	Avg. customer rating																								
<input type="checkbox"/>	<p style="font-size: small;">You cannot select the complete ASIN because it includes your own offer.</p> <p style="font-size: x-small;"> Show all images (0) Show offers (0) </p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th style="width: 15%;">Sold by</th> <th style="width: 15%;">Condition</th> <th style="width: 20%;">Ships from</th> <th style="width: 50%;">Price</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>New</td> <td>TX, US</td> <td>CAS9228 + CAS000</td> </tr> <tr> <td><input type="checkbox"/></td> <td>New</td> <td>OH, CA</td> <td>CAS4681 + CAS000</td> </tr> <tr> <td><input type="checkbox"/></td> <td>New</td> <td>CN</td> <td>CAS0205 + CAS000</td> </tr> <tr> <td><input type="checkbox"/></td> <td>New</td> <td>CN</td> <td>CAS4990 + CAS000</td> </tr> <tr> <td><input type="checkbox"/></td> <td>New</td> <td>CN</td> <td>CAS4990 + CAS000</td> </tr> </tbody> </table>				Sold by	Condition	Ships from	Price	<input checked="" type="checkbox"/>	New	TX, US	CAS9228 + CAS000	<input type="checkbox"/>	New	OH, CA	CAS4681 + CAS000	<input type="checkbox"/>	New	CN	CAS0205 + CAS000	<input type="checkbox"/>	New	CN	CAS4990 + CAS000	<input type="checkbox"/>	New	CN	CAS4990 + CAS000
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<input type="checkbox"/>	New	CN	CAS4990 + CAS000																									
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Report 1 selected:

Select issue type

Copyright infringement

Design right infringement

Patent infringement

Trademark infringement

- In the window that opens, you must specify additional information. As data is filled in, new panels will be displayed in the window.

In particular:

- When answering the question, *What best describes your issue?*, you should select *A product or its packaging has my trademark on it*;
- In the *Brand name* section, you must specify the name of the registered trademark;
- When answering the question, *Which of this brand's trademarks do you believe is being infringed?* select *No one of these trademarks* from the drop-down menu if the product is not in the *Amazon Brand Registry* (if it is, use the *Project Zero* tool as described above to remove the hijacker);
- In the *Is the trademark registered?* section, you must also specify *No* if the product is not in the *Amazon Brand Registry*.

Additional Information

What best describes your issue? Why can't I select some of the options below?

A product detail page is unlawfully using my trademark (e.g. in product title, product images, product description).

A product or its packaging has my trademark on it.

A product is counterfeit.

Brand name: ?
You can report potential infringements for brands in which you have the rights owner or registered agent role. If you don't see your brand below, an administrator for the brand can update your role in User Permissions.

Which of this brand's trademarks do you believe is being infringed?
Only trademarks added to your Brand Registry account and those enforceable in the jurisdiction of the selected Amazon store (e.g., IMPI for amazon.com.mx) can be selected.

Not one of these trademarks

Is the trademark registered?

Yes

No

Date of the mark's first use in commerce:

dd/mm/yyyy

Please provide an example of the mark as used in commerce:

Provide links (URLs) to examples on your website or on the web

Please provide details about the goods/services for which the mark is used

Examples of goods/services are apparel, consumer electronics, software, food, cosmetics, etc.

Have you bought the item and confirmed that the product or its packaging has your trademark on it?

Yes

No

Pay special attention to filling in the fields that appear at the end of the report template. You must fill in the following:

- *Date of the mark's first use in commerce*;
- *Please provide an example of the mark as used in commerce* (this can be a link to a website, etc.);
- *Please provide details about the goods/services for which the mark used.*

An important success factor in filing a trademark infringement report is that you purchased the product from a hijacker. Therefore, in the *Have you bought the item and confirmed that the product its packaging has your trademark on it?* section, you must choose *Yes*, then in the *What is the order ID number?* field, indicate the order number of the hijacker's goods.

Also, in the *Please provide more information to help us understand your issue* section, you can specify any additional data confirming the misuse of the trademark. The very fact of selling the same product, in this case, is not a reason to remove the hijacker - it is the misuse of the brand that is a violation, and it is important to focus on this.

Is the trademark registered?

Yes

No

Date of the mark's first use in commerce:

dd/mm/yyyy

Please provide an example of the mark as used in commerce:

Provide links (URLs) to examples on your website or on the web

Please provide details about the goods/services for which the mark is used

Examples of goods/services are apparel, consumer electronics, software, food, cosmetics, etc.

Have you bought the item and confirmed that the product or its packaging has your trademark on it?

Yes

No

What is the order ID number? Please share the order ID number(s) below in a comma-separated list. Check that the order ID(s) capture all items selected for your report.

##-#####-#####

Please provide more information to help us understand your issue

Example: We disassembled the product and have confirmed it is not authentic, we don't make this product in the color blue, the packaging does not have our logo in the correct place.

3000

Back Submit

5. To submit the report, click the *Submit* button at the bottom of the window.

You can find out about the decision made by the marketplace regarding the hijacker by selecting *Submission history* in the *Monitor* menu:

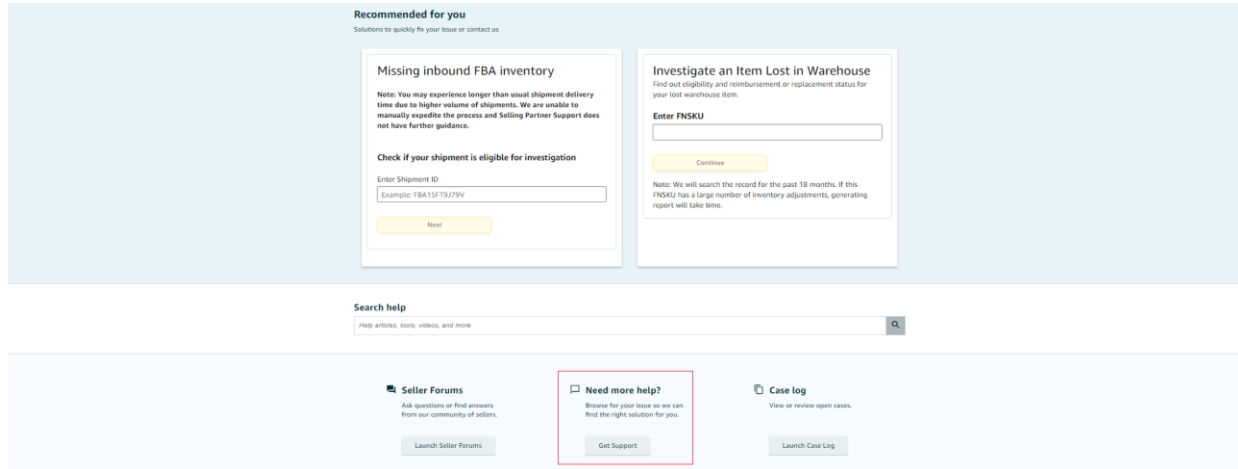


What to do when you receive an *Inactive offer* notification

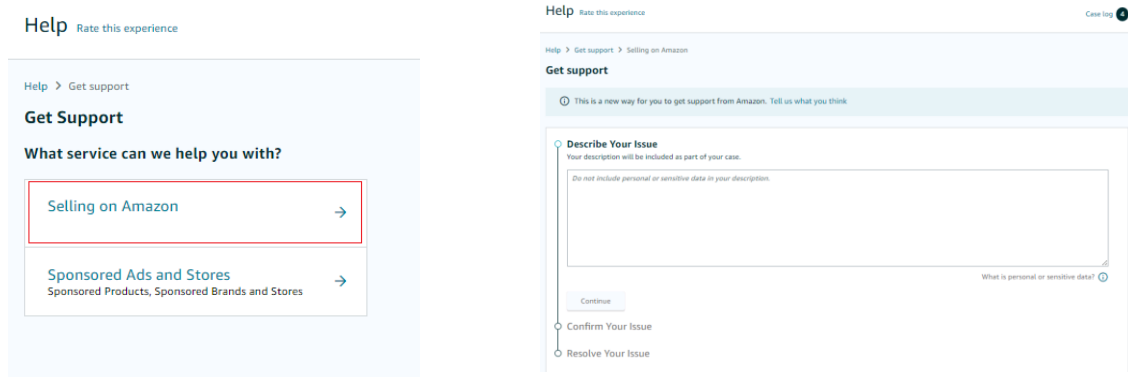
If you receive an *Inactive Offer* notification, the main task is to establish the reasons for the inactivity of the offer, for which it is necessary, first of all, to check the availability of inventory in the warehouse, check the listing for completeness of the information (including data in the listing *backend*), etc.

In part, the information contained in the notification can help to solve this problem. After the cause is found, it must be rectified - replenish the inventory, enter the missing information, etc.

If it has not been possible to determine the reason for the inactivity of the offer, you should submit a request to Amazon Seller Support by clicking the *Get Support* button at the bottom of the *Help* page on Amazon Seller Central.

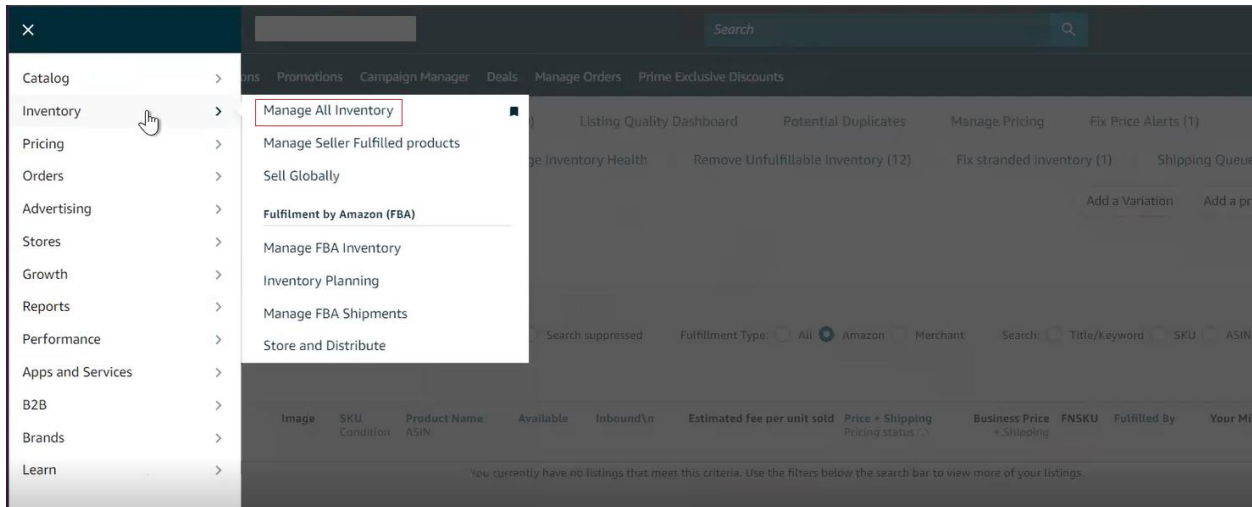


In the menu that appears on the screen, select the *Selling on Amazon* section. Then in a new *Describe Your Issue* window, you need to describe the situation, and provide the ASIN and SKU of the product, as well as the status indicated in the notification.



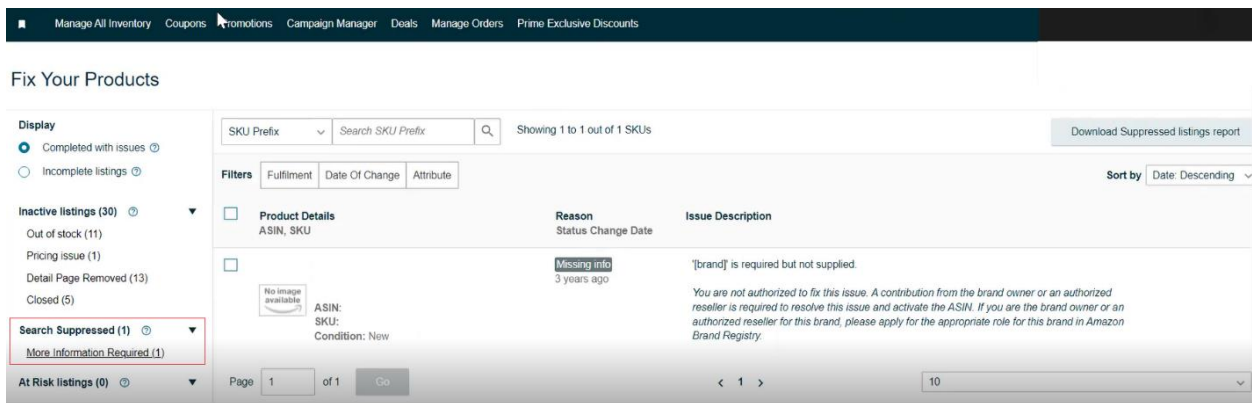
What to do when you receive a *Listing Suppression* notification

In order to find out the reason for the exclusion of a listing from the search results, select *Inventory* → *Manage All Inventory* on Amazon Seller Central.



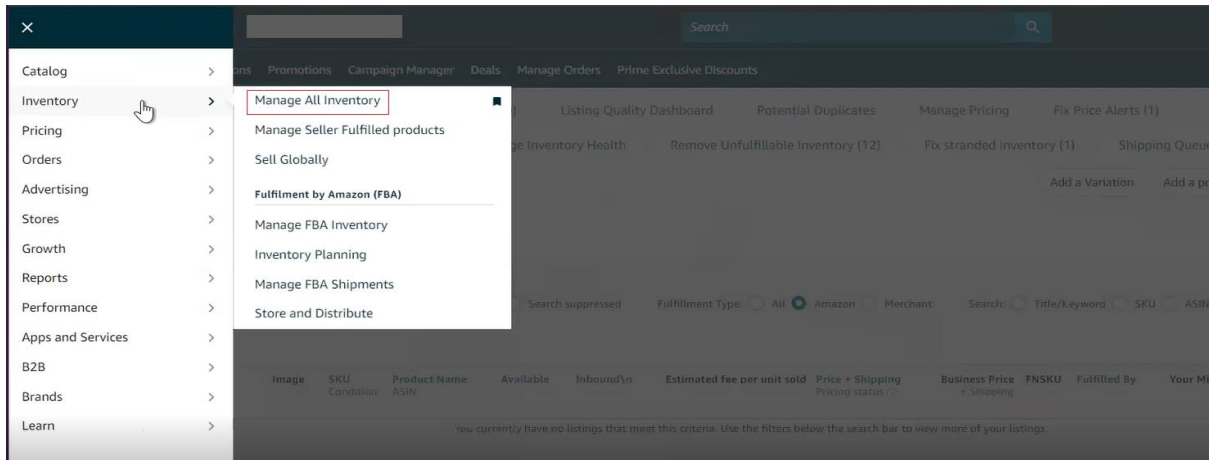
In the window that opens, select the *Search Suppressed and Inactive Listings* tab and then the *Search Suppressed* section containing data about problematic listings:

- *Product Details, ASIN, and SKU;*
- *Reason and Status Change Date* (the reason and date of exclusion of the listing from the search results);
- *Issue Description*

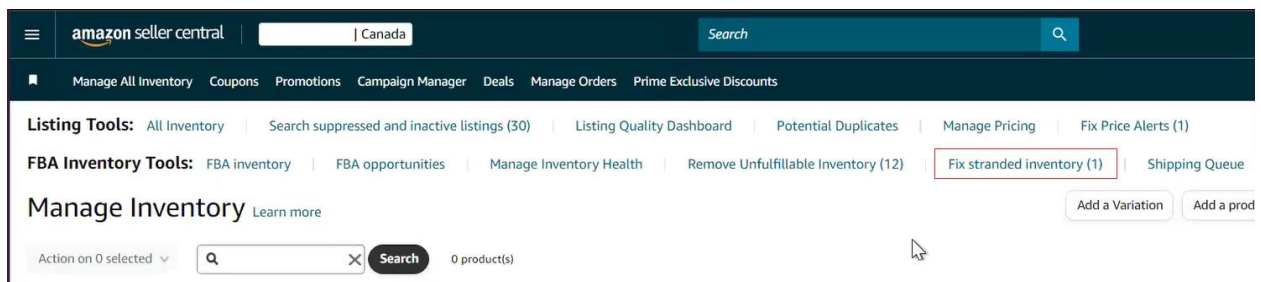


What to do if you receive a *Stranded Inventory* notification

In order to find out and address the reason that the goods were “stranded” in the *Amazon* warehouse, go to the *Amazon Seller Central* menu and select *Inventory* → *Manage All Inventory*



In the window that opens, select the *Fix Stranded Inventory* tab, which contains data about problematic items.



For each item, you can see:

- the *SKU / Condition* of the product;
- the *FN-SKU* code;
- *Product Name / ASIN* code;
- *Your Price* of the product;
- the *Available* number of items in stock at *Amazon*;
- *Date of stranded event*;
- *Auto removal date*;
- *Stranded reason* - how the product received this status;
- *Fulfilled by* - the fulfillment services provider.

Fix stranded inventory [Learn more](#) | [Rate this page](#)

[Edit automatic-action settings](#) [Fix stranded inventory in bulk](#) [Download Report](#) [Preferences](#)

There are no active listings on Amazon for inventory currently in fulfillment centers.

What's new?

Aged stranded inventory will be automatically removed according to your preferences. To customize your preferences, click the **Edit automatic-action settings** button and click the link on the pop-up screen. The **Auto removal date** column shows when units are scheduled for removal and the removal method (dispose of or return units). **If you change your automated removal settings, it may take up to 24 hours for the Auto removal date column to update.** If you would like to delay removal for a specific FNSKU, use the drop-down arrows to the right of the listing and select **Delay auto removal for 30 days**.

SKU Condition	Product Name ASIN	FNSKU	Your Price	Available	Auto removal date	Date of stranded event	Stranded reason	Fulfilled by	Save all
<input type="checkbox"/>	New		\$ 61.99	3	05/27/2023 Disposal	02/26/2023	Restricted product ASIN	Amazon	Appeal

When you click the *Appeal* menu button to the right of the product data fields, the following options become available:

- *Appeal*;
- *Edit listing*;
- *Create removal order*;
- *Refresh stranded reason*;
- *Delay auto removal for 30 days*.

Fix stranded inventory [Learn more](#) | [Rate this page](#)

[Edit automatic-action settings](#) [Fix stranded inventory in bulk](#) [Download Report](#) [Preferences](#)

There are no active listings on Amazon for inventory currently in fulfillment centers.

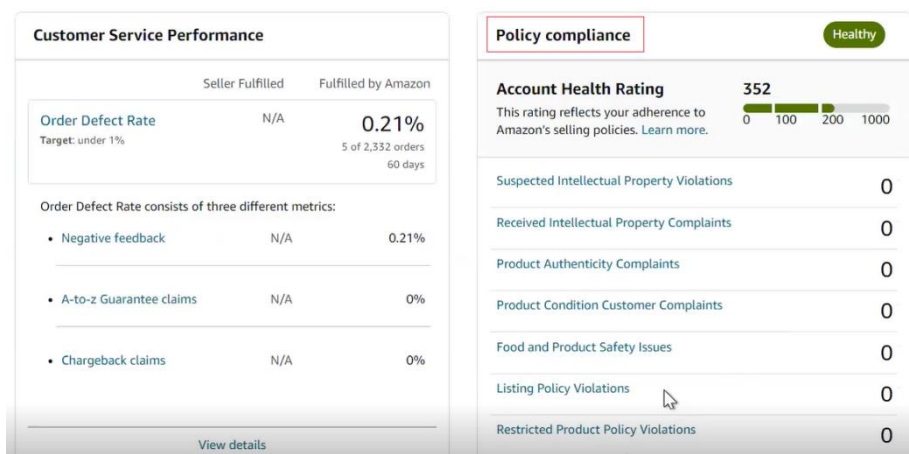
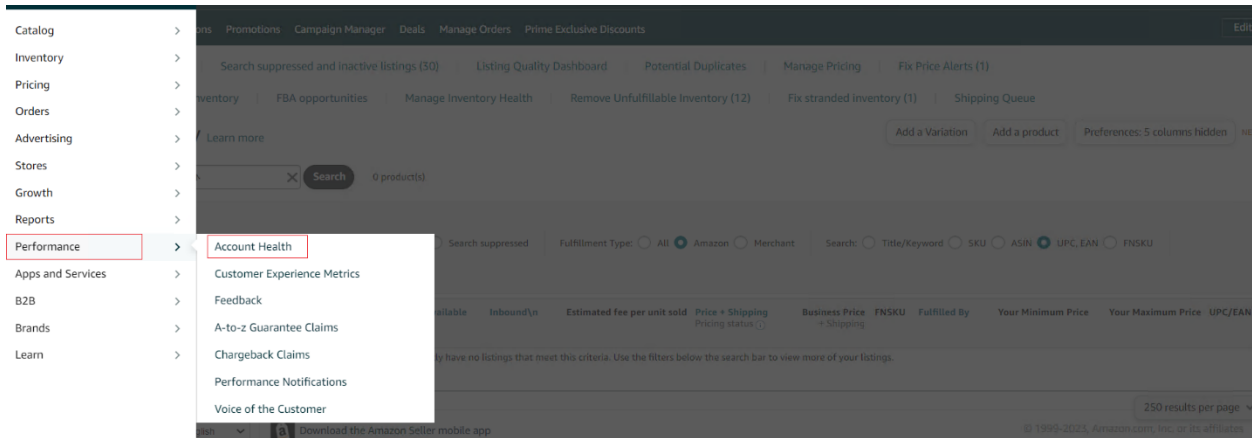
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SKU Condition	Product Name ASIN	FNSKU	Your Price	Available	Auto removal date	Date of stranded event	Stranded reason	Fulfilled by	Save all
<input type="checkbox"/>	New		\$ 61.99	3	05/27/2023 Disposal	02/26/2023	Restricted product ASIN	Amazon	Appeal Edit listing Create removal order Refresh stranded reason

To see detailed information about the reasons for the *Stranded* status, hover over the short description in the *Stranded reason* panel - additional details will show up in a pop-up window.

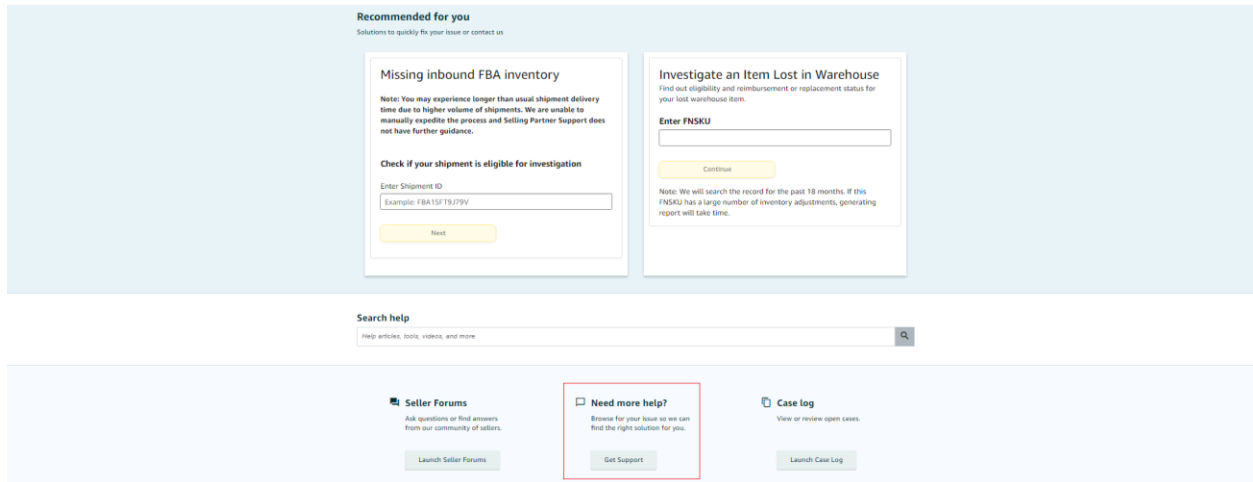
If data about the product specified in the notification is missing from the list of goods in the *Fix Stranded Inventory* tab, you need to check if the product listing is blocked. To do this, in the menu, click *Performance* → *Account Health* on *Amazon Seller Central*, and check if there are any notifications about violations of the marketplace policies (in the *Policy Compliance* panel).



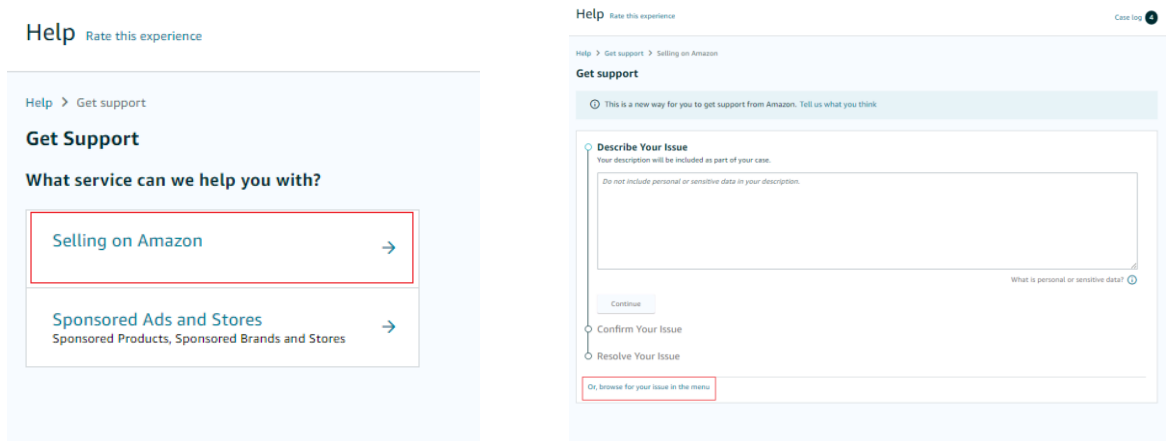
If a problem is found, it must be addressed by following the instructions provided by Amazon.

If there are no policy violations, you can find out the reasons why the product was blocked by analyzing marketplace notifications in the email inbox associated with the seller's account, or by sending a request to *Amazon Support Center*.

In order to send a request, go to the *Help* section on *Amazon Seller Central* and click the *Get Support* button at the bottom of the page.



In the menu that appears on the screen, select the *Selling on Amazon* section. Then in the new *Describe Your Issue* window, instead of filling in the text box, we recommend clicking the link labeled *Or, browse for your issue in the menu* - this will allow you to more accurately describe the issue and speed up the processing of the request.



In the menu that appears after clicking the link, you must select *Customer or Non-FBA Orders* → *Products, Listing, or Inventory* → *Investigate Other Product, Listings, or Inventory Issues*.

After selecting the menu item, a contact form will be displayed in the right part of the window, where you can describe the problem and provide your email and phone number for communication.

Customer or Non-FBA Orders ▶

Products, Listings, or Inventory ▼

- Merge duplicate or split product pages.
- Fix a product page
- Change a product's category
- Listing **Not Active**
- Climate Pledge Friendly
- Incorrect listing variation
- Add or remove newer model link on the product detail page
- Trouble Adding a Product
- Inventory file upload issue
- Product Reviews
- Promotions
- Find Product IDs or request exemption (UPC, EAN, JAN, ISBN, etc.)
- Featured Offer
- Check if your product requires approvals
- Investigate Other Product, Listings, or Inventory Issues**

Step 1
Describe your issue

Pls investigate

What is personal or sensitive data? ⓘ

Step 2
Based on your description, which best matches your issue?

Investigate missing inventory shipped to Amazon (inbound)

Step 3
Connect with an Associate

Select a language from the drop-down list

English ▼

Short description

Other account issues

Contact method

Email

Phone

Your number

(xxx) xxx-xxxx

Ext.

United States ▼

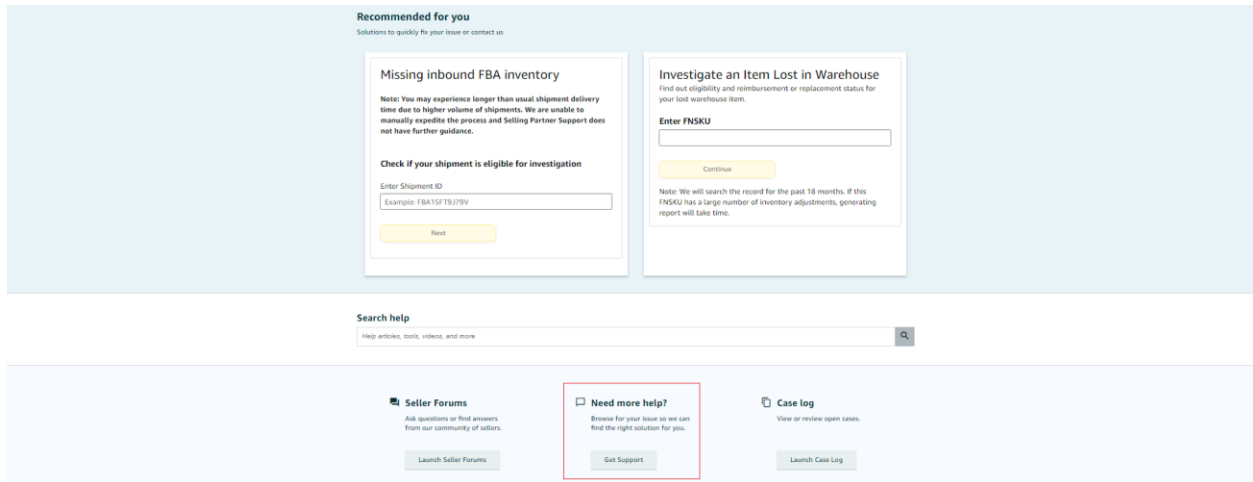
This issue is urgent and requires immediate attention.

Schedule Call

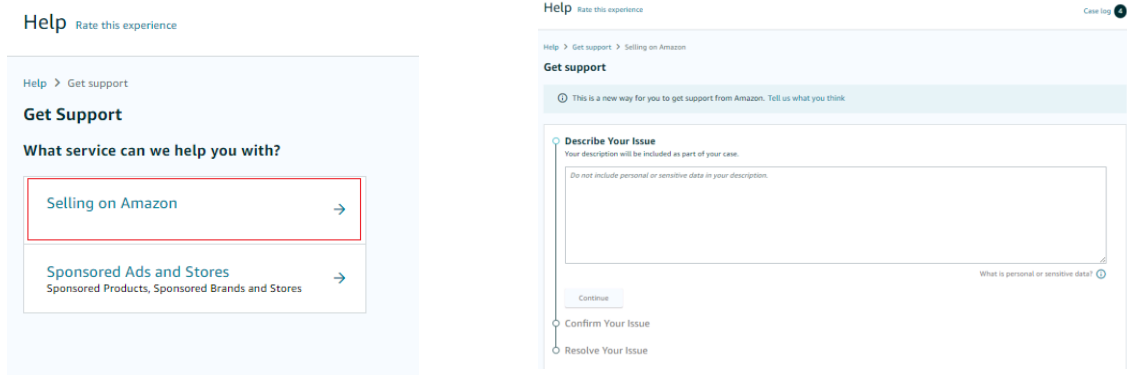
Call me now

What to do if you receive an *Adult* notification

The reason for a listing labeled as offering “adult products” may be something done by the marketplace or by dishonest actions of competitors or buyers. In any case, items marked as belonging to the *Adult* category are significantly limited in terms of search results, advertising opportunities, etc. Therefore, upon receiving an *Adult* notification for a listing that does not offer products in this category, you should immediately open a request in the *Help* section on *Amazon Seller Central* by clicking the *Get Support* button at the bottom of the page.



In the menu that appears, select the *Selling on Amazon* section. Then in the new *Describe Your Issue* window, describe the situation, and provide the ASIN and data that can confirm that the product on the listing is not an “adult product”.



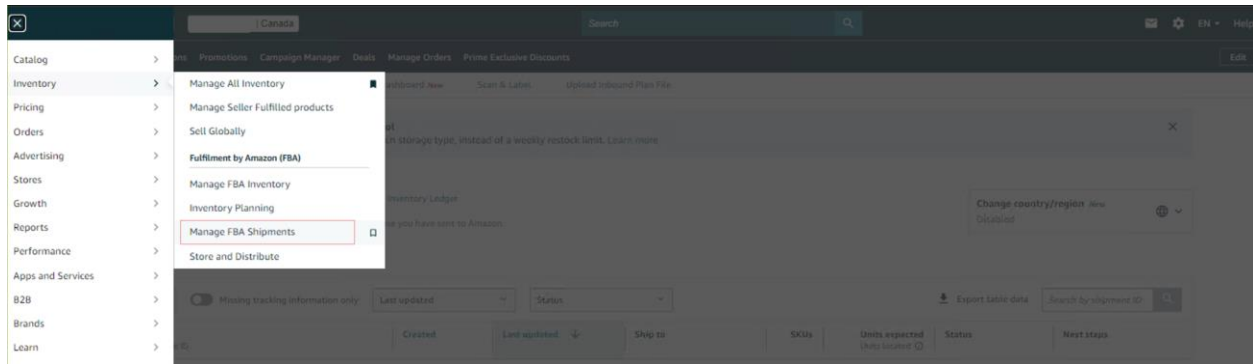
In most cases, Amazon fixes the problem fairly quickly; however, for some items that may be categorized as *Adult* (for example, medical products, etc.), the marketplace may request additional information or documents, or require you to change the packaging: hide particular images, make it opaque, etc.

What to do if you receive a *Problems with Shipment* notification

In the event of a *Problems with Shipment* notification, it is important to respond to it as quickly as possible. Depending on what type of problem requires additional information, Amazon may only provide a warning or block the invoice (*shipment*) along with the consignment of goods that arrived at the FBA

warehouse. In some cases, invoices for all items in an account may be blocked.

To find out the reason for the request and what specific actions the marketplace expects from the seller, go to the menu on *Amazon Seller Central* and select *Inventory* → *Manage FBA Shipments*.



In the *Shipping Queue* window, a list of invoices (*shipments*) will be shown with their *ShipmentID*, *Shipment name*, when the invoice was *Created / Last updated*, the identifier of the warehouse to which the goods were sent (*Ship to*), number of *SKUs*, and the number of *Units expected*, as well as the status of the invoice.

Shipping Queue [Learn more](#) | [Tell us how we're doing](#) | [Inventory Ledger](#)

This page provides details on all the shipments you are working on and those you have sent to Amazon.

Change country/region [New](#)
Disabled

Shipment filters: Missing tracking information only | Last updated: [dropdown] | Status: [dropdown] | Export table data | Search by shipment ID [input]

Shipment name	Created	Last updated	Ship to	SKUs	Units expected	Status	Next steps
Shipment ID, Reference ID					Units located		
View problems with this shipment	Feb 28, 2023 2:05 p.m.	Mar 15, 2023 2:21 p.m.	YOW3	1	686 685	Closed	Track shipment [dropdown]

When responding to a notification of problems with a product that has arrived at the *FBA* warehouse, you should pay attention to goods that have *Closed* status.

To find out more about the issue, click the *View problems with this shipment* link under *ShipmentID* and the invoice name.

Clicking this link opens a window with detailed information about the *Problems* with the goods/invoice.

Shipment name: Rename shipment | Status: Closed | Last updated: Mar 15, 2023

Shipment	Ship From	Ship to	Contents	Fees (estimated)
Created: Feb 28, 2023 ID: Created using: Send to Amazon (view) Amazon reference ID: Show more			1 MSKUs 888 Units View contents	FBA manual processing fee: CA\$0.00 Prep and labelling: Calculated for overall shipping plan View details

Shipment events | Track shipment | Contents | **Problems 1**

There were problem(s) found with your shipment.
 Necessary steps were taken by Amazon to remedy the situation and receive your inventory. Detailed information about each problem is provided below. Please use this information to adopt best practices to avoid future problems. Lack of compliance can result in delays in receiving your inventory and possible charges to your account. [Learn more](#)

Your shipment contains 0 shipment level problems, 0 box level problems and 1 product level problems

Shipment-level problems
 No shipment-level problems to resolve.

Box-level problems
 No box-level problems to resolve.

Product-level problems

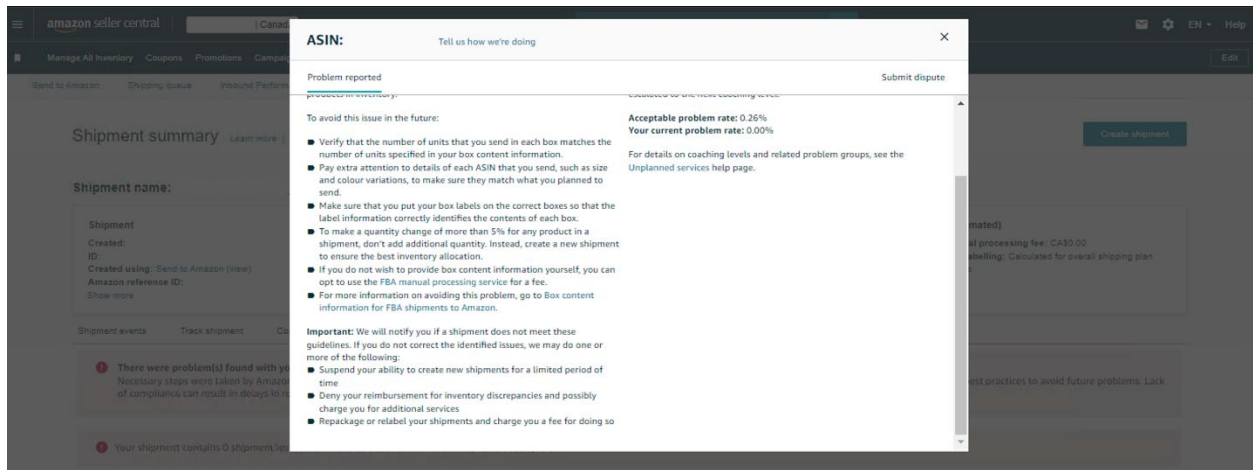
Coaching level	Problem	Box ID MSKU	Title ASIN and FNSKU	Problem quantity	Performance Measurement Unit	Next steps
Standard	▲ Inaccurate item quantity in box			2	Units	Resolve

An item or invoice may have one or more types of problems:

- *Shipment-level problems* - problems with the invoice document;
- *Box-level problems* - for example, the number of boxes or the number of goods in a box is incorrectly indicated, or the weight and dimensions of the box are incorrectly indicated, etc.;
- *Product-level problems* - for example, the bar code is not readable, the packaging does not meet the requirements of the marketplace, etc.

Regardless of the type of problem, there is the *Resolve* button to the right of the description and data about the goods/box, which you can click to open the instructions for solving the problem.

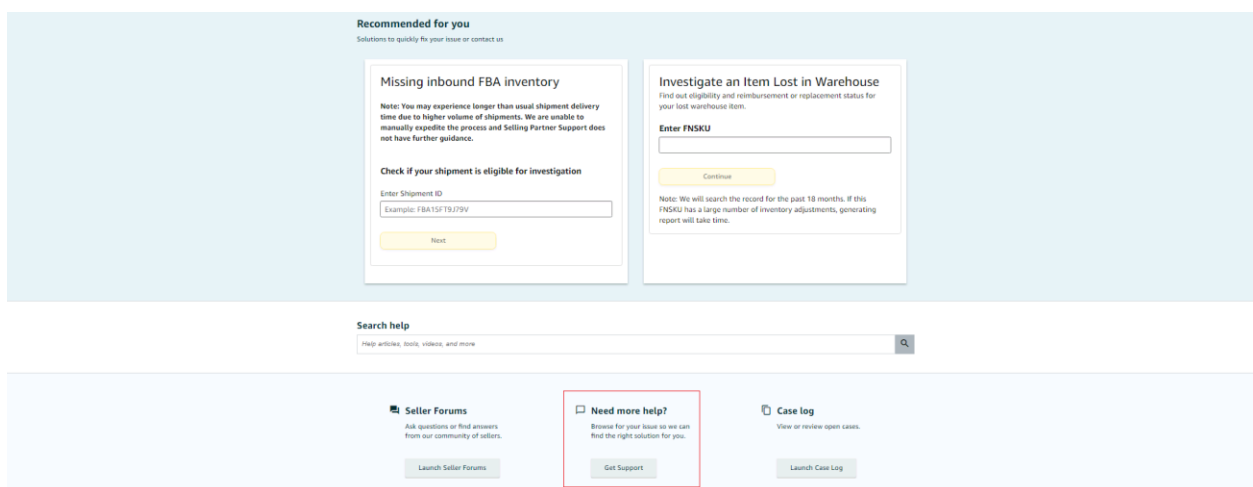
Depending on the specific situation, the instructions may vary. Below is a sample of one set of instructions.



What to do when you receive a *Dimensions Changed* notification

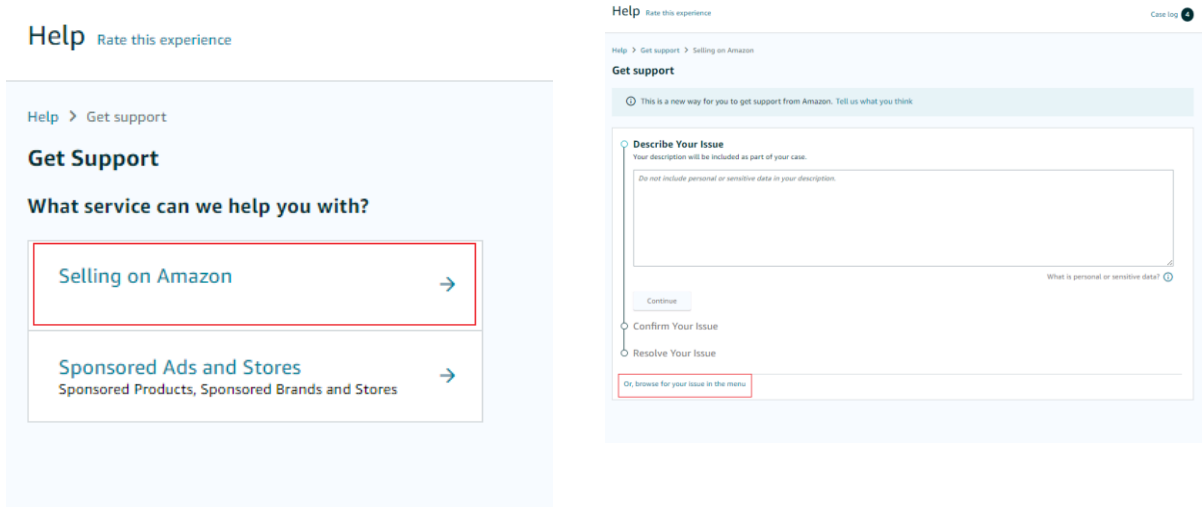
! Learn more about the possible reasons for Amazon changing the dimensions of goods, as well as the rules for measuring the dimensions, weight, and dimensional weight of goods, in the ["Guide on measuring dimensions, estimating Amazon FBA fees, and preparing a reimbursement claim to Amazon for excess fees"](#). This guide is available in the *Help Hub* of the *Reimbursement Tool*.

If you receive a notification about a change in the overall dimensions of the product and disagree with the new dimensions used by the marketplace for calculating fees, apply for re-measurement of the dimensions in the *FBA* warehouse by going to the *Help* section on *Amazon Seller Central* and clicking the *Get Support* button at the bottom of the page.



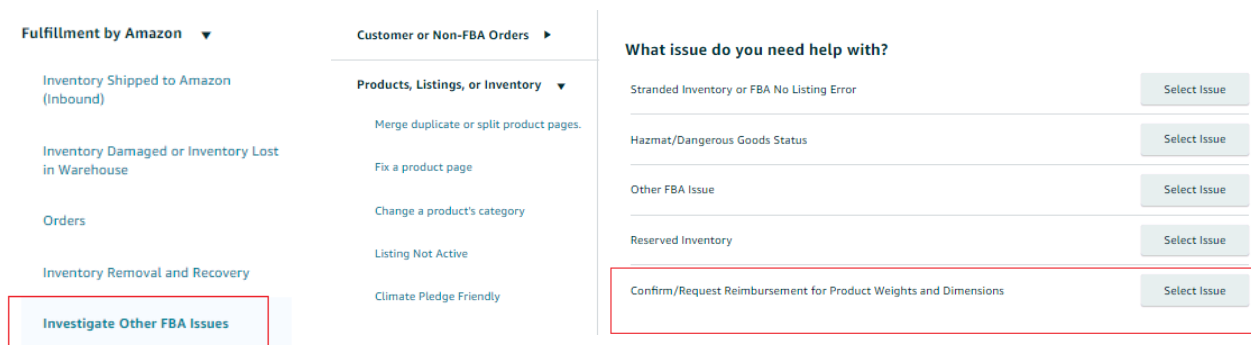
In the menu that appears, select the *Selling on Amazon* section. Then in the new *Describe Your Issue* window, instead of filling in the text box, we recommend you

click the link labeled *Or, browse for your issue in the menu* - this will allow you to more accurately specify the issue and speed up the processing of the request.



In the menu that appears after clicking the link, select *Fulfillment by Amazon* → *Investigate Other FBA Issues*.

In the additional menu, click the *Select Issue* button next to *Confirm / Request Reimbursement for Product Weights and Dimensions*.



In the application panel that appears, you just need to fill in the fields, specifying *ASIN / FNSKU* and briefly describing the essence of the issue.

Also, we recommended you add a photo and video of the product, with a ruler showing its dimensions. You can do this by clicking *Add attachments* below the email address field.

!! It is important that the photo and video clearly show the *barcode* of the measured product, allowing the marketplace to match the product with a specific *ASIN / FNSKU*.

What issue do you need help with?
Confirm/Request Reimbursement for Product Weights and Dimensions [\(Change\)](#)

Select a language from the drop-down list

English

Short description

Confirm/Request Reimbursement for Product Weights and Dimensions

Please describe your issue

ASIN/FNSKU

Previous Reimbursement ID (if applicable)

Contact method

Email

Your email Add CC

+ Add attachments

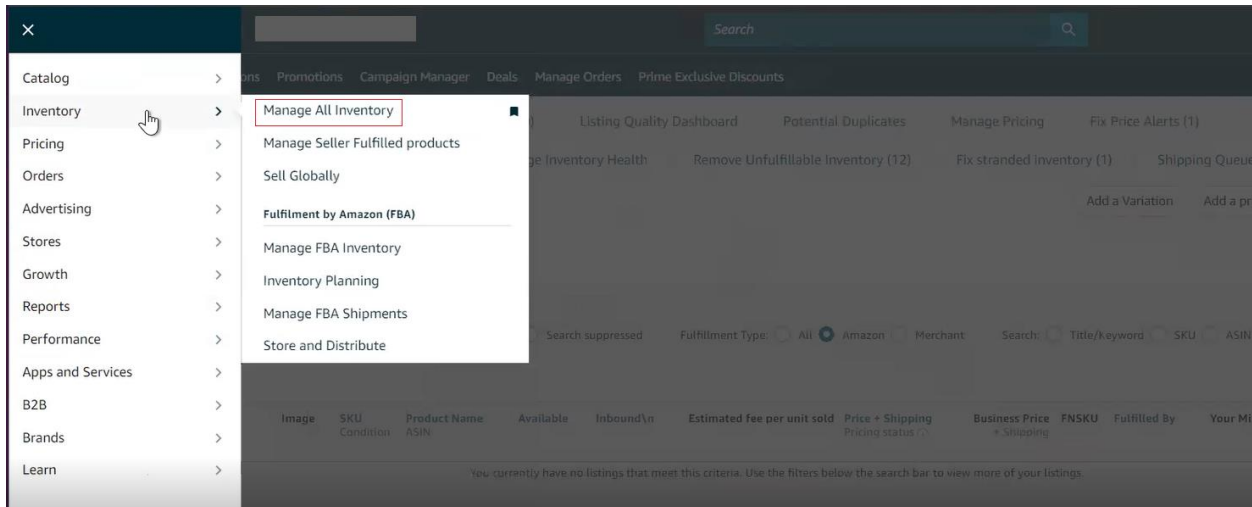
Send

To send your request to *Amazon*, click the *Send* button at the bottom of the block.

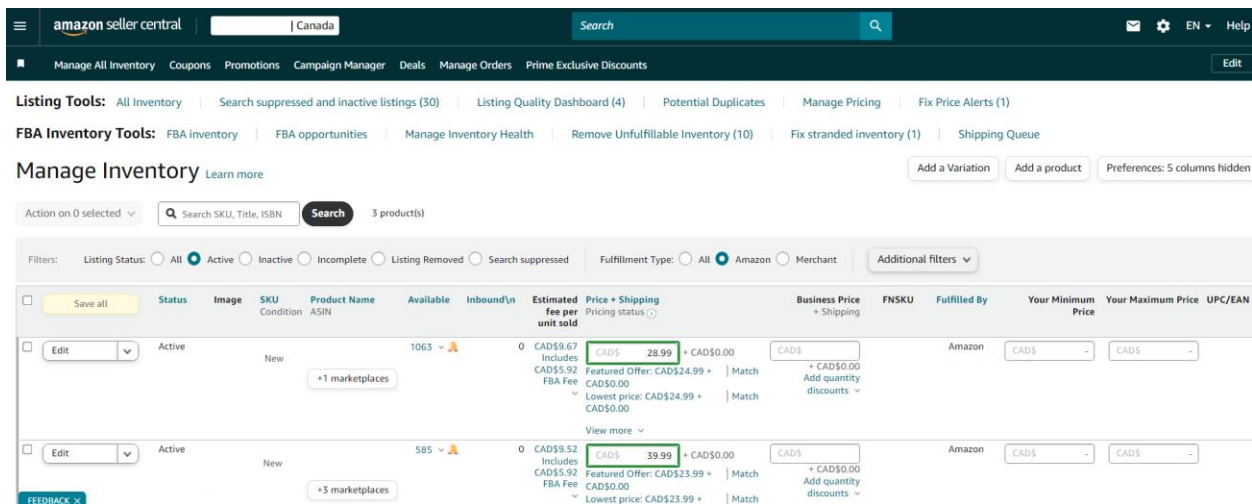
What to do if you receive a *Category Changed* notification

Change of the product category can be caused by a routine *Amazon* procedure, when the marketplace, based on an analysis of the listing and search queries leading to a purchase, can initiate the transfer of a product to another category, or it can happen due to other reasons.

If you need to reset the product category to its original one, you can do this by selecting *Inventory* → *Manage All Inventory* on *Amazon Seller Central*.



In the window that opens with a list of products, you should click the *Edit* button to the right of the name of the product whose category has been changed (this product is listed in the notification).



Next, in the product card, find the *Category* and change it to what you want. If it is not possible to change the parameter in the way described above (the *Category* is not displayed, or the marketplace has disabled changing it for the selected product), you can reset a category by submitting a request to *Amazon Help Center*.

To submit a request, go to *Amazon Help Center*, click the *Get Support* button at the bottom of the page, and then, in the window that opens, click *Selling on Amazon*.

Recommended for you
Solutions to quickly fix your issue or contact us

Missing inbound FBA inventory
Note: You may experience longer than usual shipment delivery time due to higher volume of shipments. We are unable to manually expedite the process and Selling Partner Support does not have further guidance.

Check if your shipment is eligible for investigation

Enter Shipment ID
Example: FBA15FT9J79V

Next

Investigate an Item Lost in Warehouse
Find out eligibility and reimbursement or replacement status for your lost warehouse item.

Enter FNSKU

Continue

Note: We will search the record for the past 18 months. If this FNSKU has a large number of inventory adjustments, generating report will take time.

Search help
Help articles, tools, videos, and more

Seller Forums
Ask questions or find answers from our community of sellers.

Launch Seller Forums

Need more help?
Browse for your issue so we can find the right solution for you.

Get Support

Case log
View or review open cases.

Launch Case Log

Help [Rate this experience](#)

Help > [Get support](#)


Get Support

What service can we help you with?

- [Selling on Amazon](#) →
- [Sponsored Ads and Stores](#)
Sponsored Products, Sponsored Brands and Stores →

In the *Get Support* window, click *Or, browse your issue in menu*.


Get support

 This is a new way for you to get support from Amazon. Tell us what you think

Describe Your Issue

Your description will be included as part of your case.

Do not include personal or sensitive data in your description.

What is personal or sensitive data? 

Continue

Confirm Your Issue

Resolve Your Issue

[Or, browse for your issue in the menu](#)

In the menu that appears, select *Change a product's category*, which will open an input field in the right part of the window to enter the *ASIN* of the product whose category has been changed. After entering the data, click the *Next* button to indicate the desired category and send a request to *Amazon*.

Customer or Non-FBA Orders ▶

Products, Listings, or Inventory ▼

- Merge or split product page
- Fix a product page
- Change a product's category**
- Listing Not Active
- Incorrect listing variation
- Add or remove newer model link on the product detail page
- Trouble Adding a Product
- Inventory file upload issue
- Product Reviews
- Promotions
- Find Product IDs or request exemption (UPC, EAN, JAN, ISBN, etc.)

Change a product's category browse node

Browse node changes affect how customers discover your products.
Enter the ASIN of the product you wish to update:

Next

[Referral Fee category question >](#)
[Change category for multiple ASINs using the Add a Product tool >](#)

If changing the category is disabled, you should submit a support ticket for more information about the reasons for the category change and how to restore it.