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 Ap You have new offe take action!	ril 8 at 3:28 am ers on your listing B02TC	B215B. These sellers: A1R	2R3T4J5W6Q7 have started selling	on your listing. Please check i	f these are known sellers, ot	herwise, Hide	Unresolve
New Hijackers					New & F	FBA - 1 Offer New & FBA	- 2 Offer
SELLER ID	CONDITION	ТҮРЕ	LISTING PRICE	SHIPPING PRICE	FEEDBACKS	RATING	
A1R2R3T4J5W6Q7	NEW	FBA	\$13.99	\$0.00	386	****	r

 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 80788VCXD1 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!

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!

• 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.

Unresolve

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 In New stranded	nventory on October 20 at 8: I inventory with fulfillable tro	17 pm Je items for your SKU: SKU1-234. Reason: Quali	fication 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	Uprocehuo	
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 a Inbound shipment FBA183Z34Q9S (pro	roblems with Shipment on June 6 at 2:55 pm pund shipment FBA183Z34Q9S (product B0A1ZMY42G) has 1 defect found. Review your shipment and take action!				
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.

Check if the sizing tier of this product is st storage fee too.	till the same because it can affect your FBA fees. Also,	check if there is a difference in the volume becau	se that will impact your
fore	- 5 Changes	After	+ 5 Change
STORAGE FEE	SHIPMENTS FEE	STORAGE FEE ↑	SHIPMENTS FEE
Tier	Large standard-size	Tier	Large standard-size
Volume	0.108	Volume	0.176
Height	7.90 Inches	Height	9.70 Inches
Length	3.80 Inches	Length	4.90 Inches
Width	6.20 Inches	Width	6.40 Inches
Weight	2.42 Pounds	Weight	2.65 Pounds

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

 Category Changed on March 29 at 1:56 am Categories for your listing B01KBX1SDA were and check what happened to see if this has in 	e changed. It's affected SKUs: SKU1-FBA, SKU1-I mpacted your listing!	FBM. New categories: DIY & Tools, Hand Tools, Screwdrivers. Take a look	Hide Unreso
Before	- 1 Removals	After	+ 0 Addition
DIY & Tools > Hand Tools > Screwdrivers		DIY & Tools > Screwdrivers	

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, <u>https://brandregistry.amazon.com</u>. 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 <u>your</u> 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.

amazon brand registry	Manage Protect	Monitor Support				
project ZERO						
Self-service c	ounterfeit re	moval Review training Contact us				
🎫 amazon.com 🛛 🗸	20 Enter product, brand, order number or up to 100 commo-separated ASINs/product URLs Z					
		or				
		Search by image Browse				
For best results,	File types: jp use images that are over 500	eg, jpg format. Maximum file size: 2MB. xS00 pixels and include distinguishable feature	es, such as edges and tex	t		

3. 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 upperright corner of the product information panel.

Self-se	rvice counter	feit removal	Review training Contact us					
Searching:								
amazon.o	com.mx ~			Search -OR-	Upload image or logo			
								Remove 1 selected: Next
	ASIN	Main image	Product name				Product brand name	Avg. customer rating

	You cannot select the	complete ASIN, because it i	includes your own offer.					
	Show all images (6)							•
	Show offers (2)							•
		Sold by				Condition	Ships from	Price Y
						New	МХ	MX\$914.00 + MX\$0.00
		We identified this	s offer is yours.			New	MX	MX\$269.00 + MX\$0.00

4. 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.

imazon brand registry Manage Protect Monitor Support
project ZERO
Self-service counterfeit removal
Removal summary
Amazon store: [] amazon.com.mx Content type[0] selected Offereits: In a 16.0114
Optional: if you conducted a test buy, please search for the order number. Searching the order number will return the products associated with that purchase. You can select the specific items from the test buy to remove.
Additional Information Brand name: 7)
v

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 <u>your</u> product, just as you would if it were in the Amazon Brand Registry.

amazon brand registry	Manage Protect Monitor Support	
project ZERO		
Self-service c	counterfeit removal Review training Contact us	
🧾 amazon.com 🗸 🗸	Enter product, brand, order number or up to 100 comma-separated ASINs/product URLs 💦 Search	
	or	
	Search by image	
	Browse	
For best results,	File types: jpeg, jpg format. Maximum file size: 2MB. use images that are over 500x500 pixels and include distinguishable features, such as edges and text.	

3. 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 v	violation Learn how to best us	e this tool							
This form is intended To report other polic Vou can now view th	for for such products (product) products (product) to such a such								
Searching: ?)									
[+] amazon.ca	~		Search -OR-	Upload image or logo					
								Report 1 selected:	Select issue type \sim
	ASIN	Main image	Product name			Product brand name		Avg. customer rating	Copyright Infringement
								★★★★ ☆32161	Design right infringement Patent infringement
	③ You cannot select the complete ASIN	, because it includes your own offer.							Trademark infringement
	Shew all Images (0)								•
	Show offers (S)								•
	5	ald by				Condition	Ships from	Price *	
						Networ	TX, US	CA\$59.28 + CA\$0.00	
						New	ON, CA	CA\$54.61 + CA\$0.00	
						New	CN	CA\$50.20 + CA\$0.00	
						New	CN	CA\$49.90 + CA\$0.00	
						New	CN	CA\$49.90 + CA\$0.00	

4. 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 of the packsing has my trademark (e.g. in product title, product images, product description). @ A product of sepacksing has my trademark on it.
Brand name: 1)
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.
v
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., IMP! for amazon.com.mi) can be selected. Not one of these trademarks v
Is the trademark registered?
O Yes
O No
Date of the mark's first use in commerce:
dd/mm/}999
Please provide an example of the mark as used in commerce:
Provide links (UREs) 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? Ves. 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? ○ Ves ● 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 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 ru	eport.
###-##################################	
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.

Ri Sa	ecommended for you lutions to quickly fix your issue or contact us				
	Missing inbound FBA inventory Note: You may experience lenger than usual subjences time due to higher volume of adapterests. We are usual memory approximation for the process and Setting Partner So one have better optical and the theory of the process and Setting Partner So one have better optical and the subject of the partner So one have better optical and the subject of the subject of the subject of the Description of the subject of the subject of the Next	ti delivery ble to ppport does tion	Investiga Find out eligible your lost warel Enter FNSKU Enter FNSKU Note: We will s FNSKU has a la report will take	tet an Item Lost in Warehouse Big and risbuscement or replacement status for hower loss. arrow arrow cases the record for the past 18 months, if this grap number of inventory adjustments, generating time.	
Se	earch help				٩
	Seller Forums Aut quantions or find answers from our community of sellers. Launch Seller Forums	Need more Browse for your i find the right sol Get Support	help? Issue so we can ution for you.	C Case log View or review open cases. Launch Case Log	

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.

Help Rate this experience	Help Rate this experience Cense log
····	Help > Get support > Selling on Amazon
Help > Get support	Get support
Get Support	O This is a new way for you to get support from Amazon. Tell us what you think
What service can we help you with?	Describe Your Issue Your discription will be included as part of your case.
Selling on Amazon →	De net include personal er semiliter dete in your description.
Sponsored Ads and Stores Sponsored Products, Sponsored Brands and Stores	What is personal or sensitive data?
	Confirm Your Issue
	O Resolve Your Issue

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 \rightarrow Manage All Inventory on Amazon Seller Central.

×			Search	Q
Catalog	>	ons Promotions Campaign Manager Deals Manage		
Inventory الس	>	Manage All Inventory		
Pricing	>	Manage Seller Fulfilled products		
Orders	>	Sell Globally		
Advertising	>	Fulfilment by Amazon (FBA)		
Stores	>	Manage FBA Inventory		
Growth	>	Inventory Planning		
Reports	>	Manage FBA Shipments		
Performance	>	Store and Distribute	n suppressed 💦 Fulfillment Type: 👘 All 🗿 Amazon 👘	
Apps and Services	>			
B2B	>	Image SKU Product Name Available		ning Business Price ENSKU Fulfilled By Your Mi
Brands	>	Condition ASIN		
Learn	>	You currently have n	o listings that meet this criteria. Use the filters below the search	bar to view more of your listings.

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

Manage All Inventory Co	upons Promotions Campaign Manager Deals	Manage Orders Prime Excl	lusive Discounts	
Listing Tools: All Inventory FBA Inventory Tools: FB	Search suppressed and inactive listings (30) Search suppressed and inactive listings (30) A inventory FBA opportunities Manag	Listing Quality Das	hboard Potential Duplicates Remove Unfulfillable Inventory (12)	Manage Pricing Fix Price Alerts (1) Fix stranded inventory (1) Shipping Queue
Manage Invento	ry Learn more			Add a Variation Add a product
Action on 0 selected 🗸	Search 0 product(s)			
Manage All Inventory Coupons Fix Your Products Display	Tormotions Campaign Manager Deals Manage Orders	Prime Exclusive Discounts		
• Completed with issues ③	SKU Pretix V Search SKU Pretix Q	Showing The Fourth Forces		Download Suppressed listings report
 Incomplete listings (2) 	Filters Fulfilment Date Of Change Attribute			Sort by Date: Descending ~
Inactive listings (30) ⑦ ▼ Out of stock (11)	Product Details ASIN, SKU	Reason Status Change Date	Issue Description	
Pricing issue (1) Detail Page Removed (13) Closed (5)	No image evaliable ASIN:	Missing info 3 years ago	"[brand]" is required but not supplied. You are not authorized to fix this issue. A contribu reseller is required to resolve this issue and activa	tion from the brand owner or an authorized ise the ASIN. If you are the brand owner or an
Search Suppressed (1) ③ ▼ More Information Required (1)	SKU: Condition: New		authorized reseller for this brand, please apply for Brand Registry.	the appropriate role for this brand in Amazon
At Risk listings (0) ③ 🔹	Page 1 of 1 Go		< 1 >	10 ~

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 \rightarrow Manage All Inventory



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

=	amazon seller central	Canada	Search	٩	
	Manage All Inventory Coupons	Promotions Campaign Manager De	eals Manage Orders Prime Exclusive Discounts		
List	ing Tools: All Inventory	Search suppressed and inactive listing	s (30) Listing Quality Dashboard Potential Duplicates	Manage Pricing	Fix Price Alerts (1)
FBA	Inventory Tools: FBA invent	tory FBA opportunities N	Aanage Inventory Health Remove Unfulfillable Inventory (12)	Fix stranded invent	ory (1) Shipping Queue
Ma	anage Inventory Lea	arn more			Add a Variation Add a prod
Act	cion on 0 selected v	Search 0 produc	tt(s)		

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.

ix :	stranded	inventory Learn more	Rate this page				Edit automatic-action setting	s Fix stranded inve	ntory in bulk	Download Report	Preferences
tere a	re no active listing	s on Amazon for inventory curre	ntly in fulfillment ce	enters.							
0	What's new	?									
Action	Aged stranded inventory will be automatically removed according to your preferences. To customize your preferences, click the Edit automatic-action settings button. 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 rem 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.					omatic-action settings button an u change your automated remov val for 30 days.	l click the link on the p al settings, it may ta	op-up screen	an. hours for the Auto	removal	
	SKU Condition	Product Name ASIN	FNSKU	Your Price	Available	Auto removal date	Date of stranded event +	Stranded reason	Fulfilled by	Save a	
	New			\$ 61.99	3	05/27/2023 Disposal	02/26/2023	Restricted product ASIN	Amazon	Appeal	~
FEEDB	ACK ×										0

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.

-	What's new	?								
	Aged stranded in The Auto remove date column to If you would like	iventory will be automatically re ral date column shows when ur update. to delay removal for a specific f	moved according to nits are scheduled for FNSKU, use the drop	your preferences. To cust r removal and the remova p-down arrows to the right	omize your pret I method (dispo of the listing ar	ferences, click the Edit auto use of or return units). If you nd select Delay auto remov	omatic-action settings button ar u change your automated remov val for 30 days.	id click the link on the val settings, it may ta	pop-up screen. ake up to 24 he	ours for the Auto removal
tion	on 0 selected 😒	Q Search SKU, ASIN, or F	NSK Search	Filters: 0 applied 🗸	1 product					
	SKU Condition	Product Name ASIN	FNSKU	Your Price	Available	Auto removal date	Date of stranded event .	Stranded reason	Fulfilled by	Save all
	Nou			E 61.00	2	05/27/2023	03/36/3033	Restricted	Amozon	E
	INEW			\$ 01.99	3	Disposal	02/20/2025	product ASIN	Amazon	Appeal Edit listing
										Create removal order
										create removat on

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 \rightarrow 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.

R	ecommended for you Iutions to quickly fix your issue or contact us					
	Missing inbound FBA inventory Netr You may experience longer than usual shipmer time due to higher volume of shipmers. We are usu munually expedient the process and shipmers of not have further goldance. Check (if your shipment is eligible for investign Enter Shipment ID Example: FREASTROPY Netr	nt delivery ble to upport does ation	Investiga Find out eligibi your lost warel Enter FNSKU Note: We will s FNSKU has a to report will take	tete an Item Lost in Warehouse Big and reductment or replacement status for board item. antime earch the record for the past 18 months. If this reproducts of inventory adjustments, generating time.		
S	earch help			٩	I	
	Seller Forums Ad-quastions or find answers from our community of adders. Laurch Seller Forums	Need more h Browse for your is find the right solu Get Support	nelp? Issue so we can Irtion for you.	Case log View or review open case. Launth Case Log		

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.

	Help Rate this experience	Case log
ICLP Rate this experience	Hulp > Get support > Selling on Amazon	
	Get support	
lp > Get support	① This is a new way for you to get support from Amazon. Tell us what you think	
et Support	Describe Your Issue Ywar denciption will be included in part of your case.	
hat service can we help you with?	Do not include personal or sensitive data in your description.	
Selling on Amazon →	Not a second or second	<i>h</i>
Sponsored Ads and Stores Sponsored Products, Sponsored Brands and Stores	Confirm Your Issue	
	Or, broases for your haue in the menu	

In the menu that appears after clicking the link, you must select Customer or Non-FBA Orders \rightarrow Products, Listing, or Inventory \rightarrow 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.

	Step 1 Describe your issue
roducts, Listings, or Inventory 🔻	Pls investigate
Merge duplicate or split product pages.	
Fix a product page	
Change a product's category	
Listing Not Active	What is personal or sensitive data?
Climate Pledge Friendly	Step 2 Based on your description, which best matches your issue?
Incorrect listing variation	 Investigate missing inventory shipped to Amazon (inbound)
Add or remove newer model link on the product detail page	Step 3 Connect with an Associate
Trouble Adding a Product	Select a language from the drop-down list
Inventory file upload issue	English ~
Product Reviews	Other account issues
Promotions	Contact method
Find Product IDs or request exemption (UPC, EAN, JAN, ISBN, etc.)	🖾 Email 🔍 Phone
Featured Offer	Your number (2000) 2000-2000X Ext. United States ~
Check if your product requires approvals	This issue is urgent and requires immediate attention.
Investigate Other Product, Listings,	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.

R	ecommended for you utions to quickly fix your issue or contact us				
	Missing inbound FBA inventory Nete: You may experience lenger than usual shipmen time due to higher volume of shipments. We are our memory operative the process and setting Partner 5 on there there publics. Check flyour shipment is eligible for investigat Enter Shipment JB Example FRASTD1707V Nett	nt delivery ble to uppert does ttion	Investiga Find out eligib your lost ware Enter FNSKU Note: We will in FNSKU has a la report will take	ate an Item Lost in Warehouse Billy and reinkursment or replacement status for house item.	
Si	arch help			c	۶.
	Seller Forums Aut quantions or find answers from our community of safers. Launch Seller Forums	Need more Browse for your i find the right sol Get Support	help? Issue so we can ution for you.	C case log View or review open cases. Laureth Cese Log	

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".

Help Rate this experience	Help Ruse this experience Case log O
	Help 3 Get support 3 Selling on Amazon
Help > Get support	Get support
Get Support	
What service can we help you with?	Oescribe Your Issue Your description will be included as part of your case.
Selling on Amazon →	De not include paraonal or sensitive data in your discription.
Sponsored Ads and Stores Sponsored Products, Sponsored Brands and Stores	a What is personal or sensitive data?
	Confirm Your Issue

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 \rightarrow Manage FBA Shipments.

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Catalog	>					Edit
Inventory	>	Manage All Inventory				
Pricing	>	Manage Seller Fulfilled products				
Orders	>	Sell Globally pl				
Advertising	>	Fulfilment by Amazon (FBA)				
Stores	>	Manage FBA Inventory				
Growth	>	Inventory Planning				
Reports	>	Manage FBA Shipments				
Performance	>	Store and Distribute				
Apps and Services	>					
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Brands	>					
Learn	>					

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 This page provides details on all the shipments you are working on and	Inventory Ledger those you have sent to Ama	izon.				Change cour Disabled	ntry/region New	• ~
Shipments								
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Shipment ID, Reference ID	Feb 28, 2023	Mar 15, 2023	YOW3	1	Units located ①	Closed	Track shipment	~
Shipment name Shipment ID, Reference ID O View cooklems with this shipment	Created Feb 28, 2023 2:05 p.m.	Last updated Ψ Mar 15, 2023 2:21 p.m.	Ship to YOW3	SKUs 1	Units expected Units located ① 686 685	Closed	Next steps Track shipmen	t

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.

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Shipment events	Track shipment Co	ntents Problems 1					
There were Necessary	e problem(s) found with yo	ur shipment.	eceive your inventory. Detai	ied information about each	problem is provided below. Please use	this information to adopt t	sest practices to avoid future problems. L
of complia	nce can result in delays in re	ceiving your inventory and po	ssible charges to your accourt	nt. Learn more	providen la provided below. Please alle		ten protects to arour fotore protection.
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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 Reserve 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 <u>"Guide</u> 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.

Re Solu	commended for you utions to quickly fix your issue or contact us				
	Missing inbound FBA inventory Netri You may experience lenger than usual subjement time due to higher volume of subjements. We are usual manually expedite the process and selling Partner So on there further publicate. Check flyour subjement is eligible for investigat Lenger FRAST01909V Note	t delivery be to popert does	Investigate a Find out eligibility an your lost warehouse Enter FNSKU Continue Note: We will safer report will take time	In Item Lost in Warehouse reinbursenert or replacement status for tem. hereason for the past 18 months. If this method of liventary adjustments, generating	
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	Laurch Seller Forums	Need more he Browse for your iss find the right soluti Get Support	etp? we so we can on for you.	Case log View or review open cases. Launch Case Log	

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.

Holp		Help Rate this experience	Case log 🗳
Help Rate this experience		Help > Get support > Selling on Amazon	
		Get support	
Help > Get support		O This is a new way for you to get support from Amazon. Tell us what you think	
Get Support		O Describe Your Issue Your description will be included as part of your case.	
What service can we help you with?		Da not include personal ar sensitive dete in your description.	
what service can we help you with:			
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	7	Continue	
		Confirm Your Issue	
Sponsored Ads and Stores	→	Ö Resolve Your Issue	
Sponsored Products, Sponsored Brands and Stores		Ur, snowse tor your issue in one menu	

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

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

Fulfillment by Amazon 🔻	Customer or Non-FBA Orders	What issue do you need help with?	
Inventory Shipped to Amazon (Inbound)	Products, Listings, or Inventory 🔻	Stranded Inventory or FBA No Listing Error	Select Issue
Inventory Damaged or Inventory Lost	Merge duplicate or split product pages.	Hazmat/Dangerous Goods Status	Select Issue
in Warehouse	Fix a product page	Other FBA Issue	Select Issue
Orders	Listing Not Active	Reserved Inventory	Select Issue
Inventory Removal and Recovery	Climate Pledge Friendly	Confirm/Request Reimbursement for Product Weights and Dimensions	Select Issue
Investigate Other FBA Issues			

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*.

nat issue do you need help with? firm/Request Reimbursement for Product Weights and Dimensions (Change)	
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Your email	Add CC
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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 \rightarrow 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).

	amazon seller central	Canada		Search	٩	🖾 🏟 EN 🗸 Help
	Manage All Inventory Coupons Prom	otions Campaign Manager	Deals Manage Orders Prime Exclu	usive Discounts		Edit
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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.

R Se	commended for you utions to quickly fix your issue or contact us			
	Missing inbound FBA inventory Net: You may experience lenger than usual hipmer time due to hipher volume of disponets. We are usu manady conditioned the process and Setting Partner S on these therite publicate. Check (P your shipment is eligible for investigat Enter Shipment ID Example FRASTD1797V Net	t delivery ble to papert dess tion Note: We report will	Igate an Item Lost in Warehouse (patility and rinkbursement or replacement status for exclusional elem: SKU Control all learch ther record for the past 18 months, 8 this a large number of liventory adjustments, generating take there.	
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What service	can we help you with?		
Selling on	Amazon	<i>→</i>	
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In the Get Support window, click Or, browse your issue in menu.

Help Rate this experience	Case log 4
Help > Get support > Selling on Amazon Get support	
③ This is a new way for you to get support from Amazon. Tell us what you think	
O 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 da	ita? (j
Continue	
O Confirm Your Issue	
O 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.



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.