SOP: Fixing Stranded Inventory

1. Stranded Inventory can be due to a number of reasons.

2. Stranded inventory is FBA inventory in Fulfillment Centers that does not have an associated active offer and thus is not available for sale on Amazon.

3. When inventory is stranded, it requires either reactivating the listing or removing inventory.

4. When you delete or close a listing or change it from Fulfilled by Amazon to Fulfilled by Merchant, it might strand your inventory.

5. Product listing issues, infringement concerns, or system errors can also result in stranded inventory.

6. If you have units of an ASIN stranded in the Fulfillment Center, do not send additional inventory of that ASIN to Amazon.

7. If you add an ASIN with stranded inventory to your shipment, you will receive an alert and your shipment will not be processed.

8. Amazon will notify you about stranded inventory in three ways:

   ‣ By email,

   ‣ On a Fix Stranded Inventory link accessible via the tab on "Manage Inventory", and

   ‣ On the Fix Stranded Inventory page.

9. If you address the cause for the stranded inventory yourself, please allow 24 hours for the updates to reflect in your stranded inventory.

10. You can avoid the stranded inventory issues in the following ways:

   ‣ Do not close or delete a listing immediately after selling through your inventory: If there is lost inventory at the fulfillment center, or if there are customer returns of an item, without an active offer, this inventory will be stranded.

   ‣ Bulk upload templates: If the quantity column is populated on Bulk Upload template (e.g., Inventory Loader), listings will change from Fulfilled by Amazon to Fulfilled by Merchant automatically, which strands your inventory. Additionally, if you do not fill out the Is this product a battery or does it require batteries? column, it may strand your inventory in some categories.

   ‣ Avoid creating multiple offers for the same product: When you create a new or revise an existing listing, make sure the ASIN, SKU, and condition are the same as the inventory in your stranded inventory list.

   ‣ Include all vital information for a listing before sending a shipment, including the brand, category, price, and condition.

11. In order to Manage your Stranded Inventory, you would need to go to your "Manage Inventory" page by selecting "Manage Inventory" from the Drop Down Menu of the "Inventory" tab on the top menu of Seller Central.

12. On the next page, click on the "Fix Stranded Inventory" link at the top of the page.

13. This page will provide you with a table of your stranded SKUs.

14. You will see a "Stranded Reason" column in the table.

15. This column shows why each listing is stranded and when you hover over this reason, you will see more information and instructions on how to fix the stranded SKU.

16. Sometimes a listing shows as Active on Manage Inventory while it shows as Stranded on Fix stranded inventory.

17. Note that Fix stranded inventory has the most accurate and up-to-date information.

18. You will be able to Filter by "Stranded reason" and "Recommendations", which will allow you to sort and better understand why listings are stranded and what to do to resolve each issue.

19. The "Date of stranded event" column shows you how long your inventory has been stranded while accumulating storage fees.

20. You can also use the date shown in this column to help locate email and performance notifications related to the listing.

21. The following 1-click actions are also available for each line item in the table:

▸ 1-click relist allows you to relist without leaving the page. To edit the listing before activating it, click Edit or Relist.

▸ 1-click change to FBA allows you to change fulfillment channels without leaving the page. This option is available only for listings that include dangerous goods information. You must provide a dangerous goods submission for all listings. If you have not provided this information for a product, or if you need to change it, select Change to FBA.

22. The following Bulk and automatic actions are available:

▸ Bulk relist allows you to select up to 25 items to relist at once. After choosing these items, you can then relist all listings at once with 1-click relist as the recommended action. When relisting in bulk, you cannot make catalog or listing changes for any of the affected listings. To edit the listing before activating it, click Edit or Relist.

▸ Bulk 1-click change to FBA allows you to select 25 items at once to change fulfillment channels. After choosing these items, you can then relist all listings at once with 1-click Change to FBA as the recommended action. When using 1-Click Change to FBA in bulk you cannot provide or update dangerous goods information. To provide dangerous goods information, use Change to FBA.

23. Automatic relist will automatically relist inventory that has been stranded for 30 days under these stranded reasons:

- ‣ Listing closed
- ‣ Listing closed and inventory error
- ‣ Item discontinued

24. You can adjust this setting by clicking the "Edit automatic-action settings" button at the top of the page.

25. For listings that you don't want automatically relisted, select "Opt out of auto action" in the drop-down arrows to the right of the listing.

26. Automatic change to FBA will automatically change the fulfillment channel to FBA for inventory that has been stranded for 30 days under the stranded reason Merchant fulfilled.

27. You can adjust this setting by clicking the "Edit automatic-action settings" button at the top of the page.

28. For listings that you don't want changed to FBA, select "Opt out of auto action" in the drop-down arrows to the right of the listing.

29. Auto-relist can be set to relist in as little as two days.

30. Auto-change to FBA can change fulfillment channels in less than one day if you set it to 0 days.

31. If you manage expiration dates by stranding inventory, you can avoid automatic reactivation by setting the "Start selling date/Offer start date" to strand the inventory until a future time.

32. Automatic actions will not apply to these listings.

33. If your inventory remains stranded, you will receive an email notification from Amazon.

34. Thirty days after this notification, your inventory will be classified as unsellable.

35. Once it is classified as unsellable, you will have 30 days to remove your inventory or it will be disposed of.

36. Reasons for a product to be stranded can be found in the Drop Down Menu of the "Stranded Reasons" Filter at the top of the table on the left.

37. If you have large quantities of stranded inventory, you may be able to fix these issues in bulk by clicking on the "Fix Stranded Inventory in Bulk" link at the top of the page.

38. Here you can update prices or change listings to Fulfilled by Amazon.

39. The tool does not support actions requiring special documentation, for example if an appeal or approval process is required.

40. Click on the "Fix Stranded Inventory in Bulk" link at the top of the page and then click the yellow "Request Download" on the next page.

41. When the report is ready, click the link beneath the "Report Status" header and open your report in the bottom left corner of the page.

42. Add any missing attributes, such as Price, ASIN, SKU, and Condition and then proceed to upload your file through the "Add Products via Upload" page as previously explained, remembering that you need to convert your report to .txt format before uploading.

43. Note that any options where there are suggestions or not applicable will not show up on the top menu.

See Also:

- SOP: Adding Existing Amazon ASINs Manually ↗
- SOP: Adding Existing Amazon ASINs via File Template ↗
- SOP: Creating New ASINs (Not Listed on Amazon) Manually ↗
- SOP: Creating New ASINs (Not Listed on Amazon) via File Template ↗
- SOP: Using the Lister Loader Template ↗
- SOP: Editing ASINs Manually ↗
- SOP: Editing ASINs via File Template ↗
- SOP: Editing Pricing ↗
- SOP: Removing or Deleting ASINs ↗
- SOP: Changing from FBA to FBM and Vice Versa ↗
- SOP: Adding, Editing and Removing Videos ↗
- SOP: Creating Variations Manually ↗
- SOP: Creating Variations via File Template ↗
- SOP: Editing Variations Manually ↗
- SOP: Editing Variations via File Template ↗
- SOP: Removing an ASIN as a Variation ↗
- SOP: Splitting Variations ↗
- SOP: Adding a Stand-Alone ASIN to an Existing Variation Family ↗
- SOP: Creating a New Variation Family by Combining Existing Stand-Alone ASINs ↗
- SOP: Merging Variations ↗
- SOP: Locating Style Guides ↗
- SOP: Locating Browse Tree ↗
- SOP: Managing Pricing ↗
- SOP: Managing Inactive Inventory ↗
- SOP: Managing Inventory Amazon Fulfills ↗
- SOP: Managing Listing Enhancements ↗
- SOP: Managing Suppressed Inventory ↗

- ▸ [SOP: Removing Unfillable Inventory](#) ⧉