

Catalog SOP: How to Remove a Listing from a Parentage

10/08/2024 1:51 pm CDT



Who is this for? This is for individuals who need to remove a listing from an existing parentage.



Objective: This SOP intends to give guidance on how to successfully remove a listing from an existing parentage.

Ways to remove a listing from parentage:

1. File an urgent case w/ Seller Support asking them to "break the exact ASIN from its parentage."
2. Delete the listing and re-list right away

NOTE: There is a potential risk associated with deleting a listing. Make sure to confirm that the listing is ready and you have a backup file before you proceed.

Instructions:

Back-up file

Download the Category Listings Report (CLR).

The screenshot displays the Amazon Seller Central dashboard with the following sections:

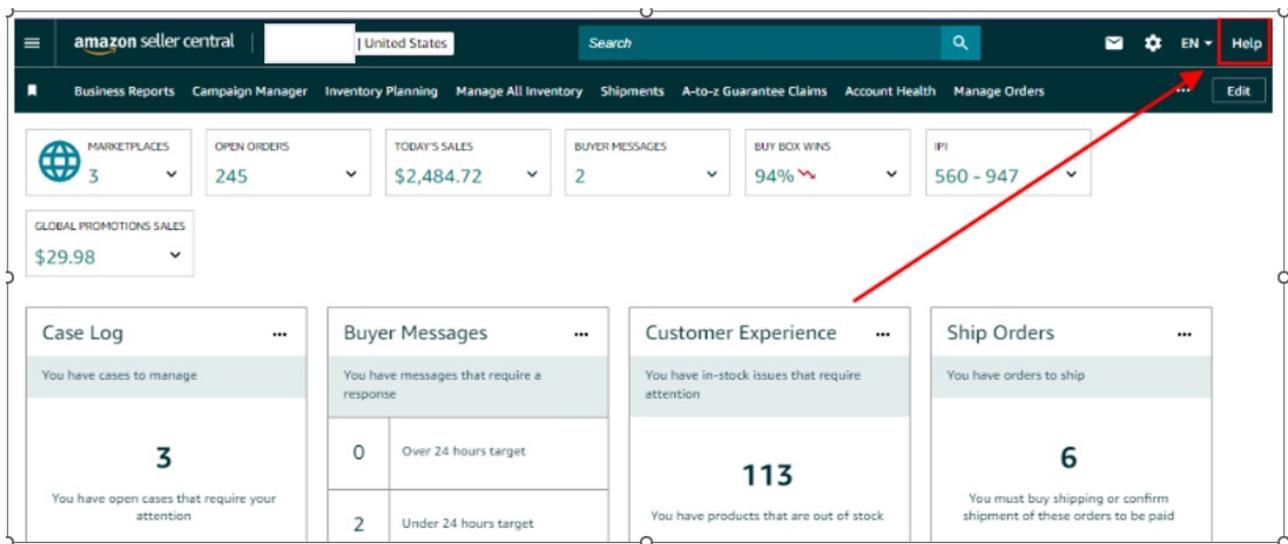
- MARKETPLACES:** 3
- OPEN ORDERS:** 190
- TODAY'S SALES:** \$1,090.11
- BUYER MESSAGES:** 1
- BUY BOX WINS:** 39%
- TOTAL BALANCE:** \$51,072.82
- IFI:** 486
- GLOBAL PROMOTIONS SALES:** \$243.92

Key alerts and metrics include:

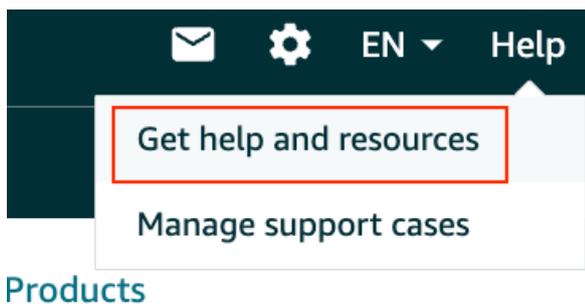
- Buyer Messages:** 0 Over 24 hours target, 1 Under 24 hours target.
- Returns and Refunds:** 30 open return requests.
- Restock Inventory:** 111 sales in the last 30 days, 3 days of supply, 20 total inventory, 325 recommended quantity.
- News:** Seller Summit: Home Improvement, Lawn & Garden, and Tools.
- Out of Stock:** 593 sales in the last 30 days, 0 days of supply, 0 total inventory.
- Low Inventory:** 270 sales in the last 30 days, 8 days of supply, 230 total inventory.
- Lending:** \$82,000.00 available.
- Selling Applications:** 8 recent applications pending submission.
- Videos May Grow Sales:** 643 product views, 11.04% conversion rate, 71 units ordered.
- List Globally:** Get help reaching millions of customers by listing internationally.
- Amazon Business:** Business-only pricing offers, flexible delivery and payment.
- Improve Listing Quality:** Improve discoverability and detail page experience of your active SKUs.

Submit an urgent ticket to Seller Support.

1. Click "Help" on the upper right corner of the Seller Central dashboard.



2. Click "Get help and resources".



3. On the this page select the issue from the menu or click "My Issue is not listed"

Where is your issue happening? **Important**

Select the store

 United States

Select a service 

Selling on Amazon

Select an issue to resolve

Inventory lost in FBA warehouse <input type="radio"/> Request to reconcile or reimburse missing inventory in fulfillment centers	Listing not buyable <input type="radio"/> Investigate inactive or blocked listings
Brand - update <input type="radio"/> Reconcile or update brand name information on the detail page	FBA Returns Reimbursement <input type="radio"/> Resolve issues related to FBA returns, refunds, and reimbursements
Inventory missing from inbound (ILAC/MFI/WMS) <input type="radio"/> Request a reconciliation or dispute missing units in an FBA shipment	Adding a product <input type="radio"/> Learn about how to create a listing or reconcile listing errors (5461, 5665, 8572, 8541)
Title, description, bullets update <input type="radio"/> Fix incorrect or missing details on the detail page, like the title, bullets, or description	Inventory damaged in FBA warehouse <input type="radio"/> Request to reconcile or reimburse for inventory damaged or disposed of in warehouse

My issue is not listed 

4. Put a brief description of your issue and click continue.

Sample ticket request:

Amazon,

Please remove ASIN XXXX from its current parent.

Or, describe your issue

Do not include personal or sensitive data in your description

What is personal or sensitive data? 

Continue 

5. Click on a category that relates to the reason you're filing the case. For product information-related issues, choose "products, Listings, or Inventory"

Having trouble with variations?

What are you trying to do?

Remove a child ASIN from a variation family	Add a child ASIN to existing variation family	
Learn how to create a variation family	Fix issue with variations out of order	Synchronize customer reviews across ASINs
Variations displayed seperately on Detail page	Report a violation	

6. Suppose we opt for "Remove a child ASIN from a variation" and complete the required information to submit a ticket. Click Continue.

Or, describe your issue

Amazon,
Please remove ASIN XXXX from its current parent.

What is personal or sensitive data? ⓘ

Having trouble with variations?

What are you trying to do?

Remove a child ASIN from a variation family	Add a child ASIN to existing variation family	
Learn how to create a variation family	Fix issue with variations out of order	Synchronize customer reviews across ASINs
Variations displayed seperately on Detail page	Report a violation	

Enter the ASIN or FNSKU you are trying to remove

[Get ASIN from Manage Inventory](#)

Example: B00347A8NK

Continue

NOTE: Ensure to tick the tiny checkbox to signal Seller Support that prompt action is necessary for your request.

Contact an associate

All provided information will be included as part of your case.

Select a language

English ▼

Short description

Title Update

Contact method

Email Phone Chat

Your email Add CC

Your number (optional, if you would like a callback)

This issue is urgent and requires immediate attention.

[+ Add attachments](#)

7. Carefully review the information above and then submit it. Keep track of Amazon Seller Support's response to the created case.

Delete the listing and re-list right away using a full update upload flat file.

Please follow the steps outlined in the [Delete-Relist SOP](#) to review how to delete and relist a listing.

IMPORTANT NOTE: In the standard delete-relist process, the listing is deleted and then relisted after 24 hours. However, in the case of removing a listing from a parentage, the listing will be relisted immediately after confirming its deletion from the catalog.

NOTE: Before relisting, ensure that the various attributes of the child listing are removed from your flat file to guarantee that the child ASINs will be detached from the current parent listing and appear as individual listings on your inventory page after relisting.

Example:

From this:

TemplateType=fp Version=2023.0 Variation					
Product Type	Seller SKU	Parentage	Parent SKU	Relationship Type	Variation Theme
feed_product_	item_sku	parent_	parent_sku	relationship_t	variation_the
drinkingcup	2V-V3	Child	-PARENT	Variation	ColorName
drinkingcup	H0-EI	Child	-PARENT	Variation	ColorName

To this:

TemplateType=fp Version=2023.0 Variation					
Product Type	Seller SKU	Parentage	Parent SKU	Relationship Type	Variation Theme
feed_product_	item_sku	parent_	parent_sku	relationship_t	variation_the
drinkingcup	2V-V3				
drinkingcup	H0-EI				