

# Catalog SOP: Update Attributes Using Item Maintenance Form

10/09/2024 12:04 pm CDT



**Who is this for?** The vendor may request from the Amazon vendor support team regarding specific attributes updates by filing a ticket and using the Item Maintenance Form.



**Objective:** To ensure that the product information on Amazon is accurate, optimized, and up-to-date.

1. Access the account by going to <https://vendorcentral.amazon.com/>.



## Sign in

Mobile phone number or email

Password

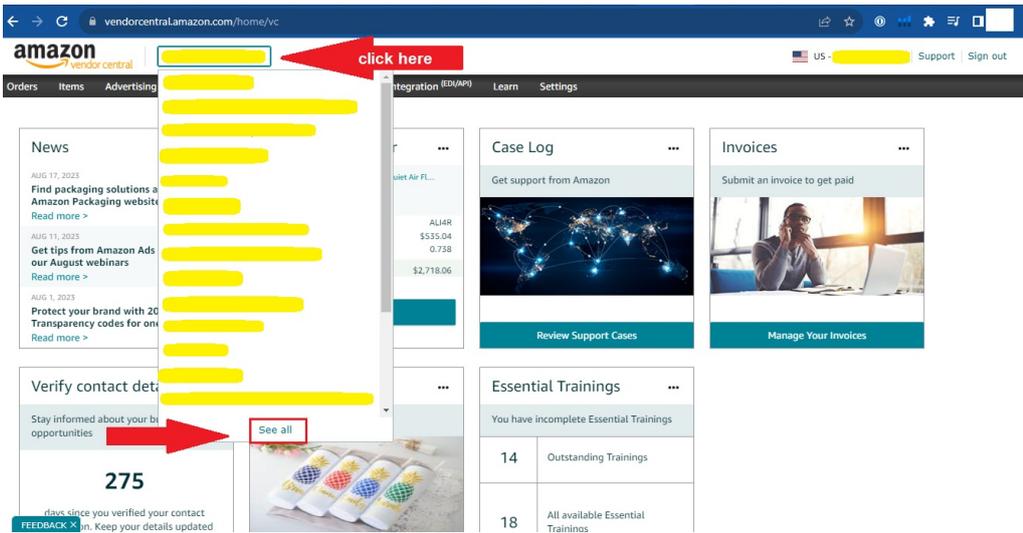
[Forgot your password?](#)

Sign in

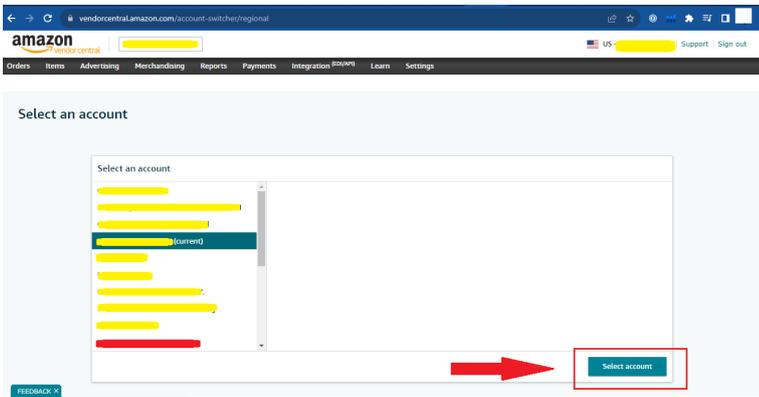
By continuing, you agree to Amazon's [Conditions of Use and Privacy Notice](#).

Keep me signed in. [Details](#) ▾

2. Once logged in and you are not redirected to the correct account, click the account name at the left top then click **See all** to see the complete list of accounts.



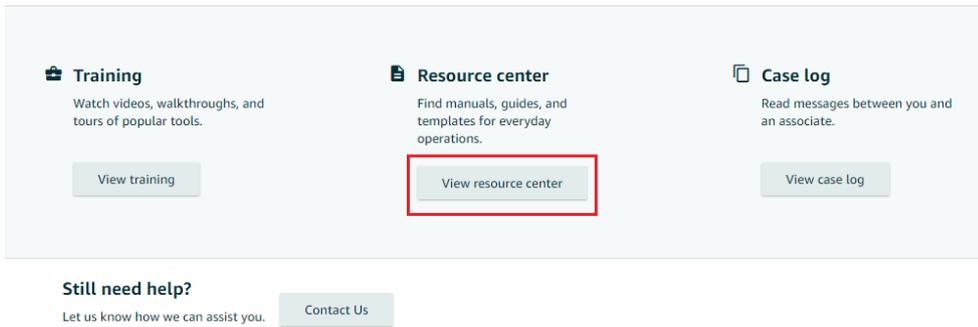
3. Choose the account that you need to work on.



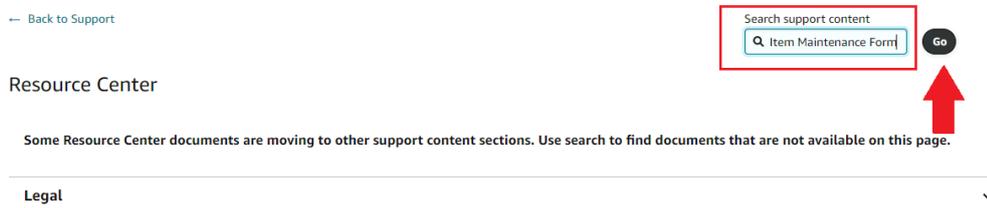
4. After choosing the correct account click **Support**.



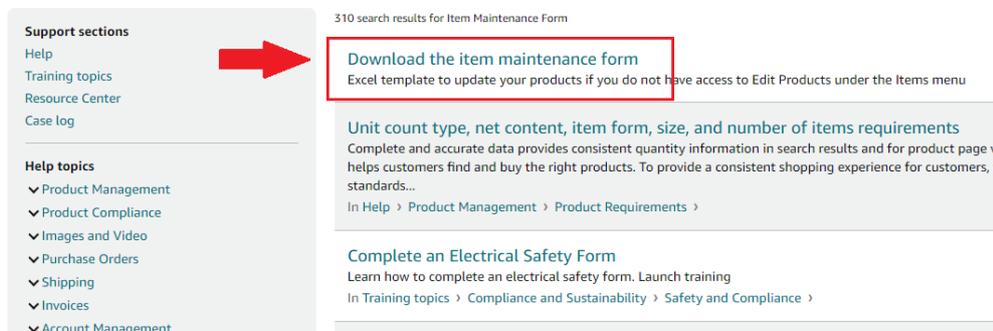
5. Scroll down and find the **View Resource Center** button.



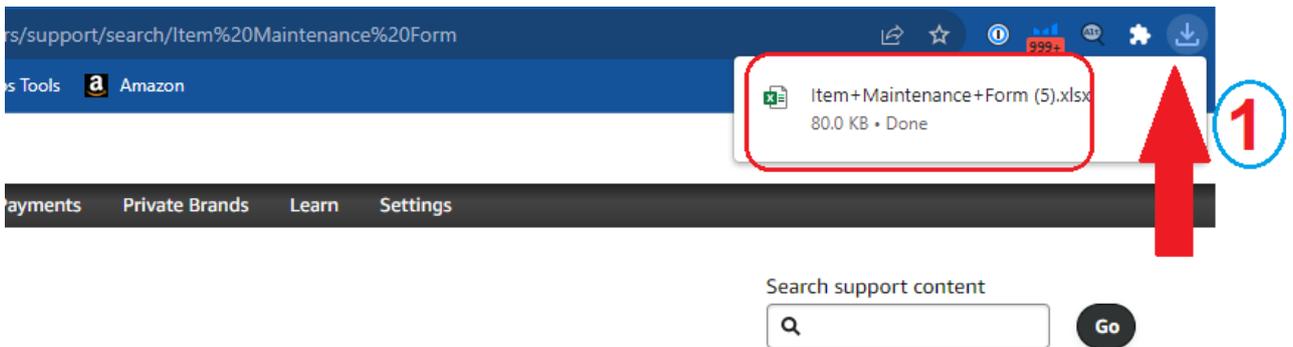
6. In the search box type "Item Maintenance Form" and click "Go" button.



7. Click the [Download the Item Maintenance Form](#) link from the searched result to download the Item Maintenance Form.



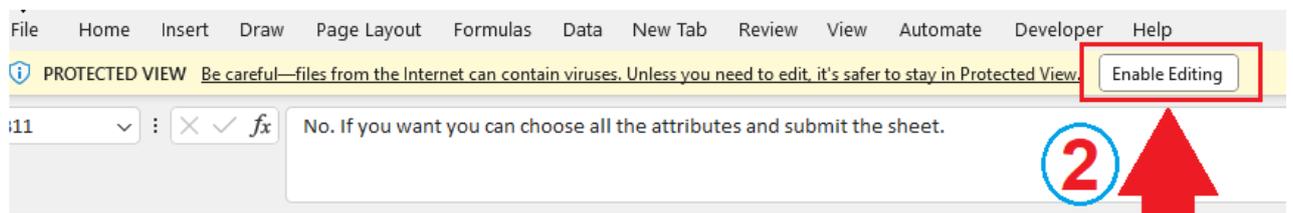
8. Open the Item Maintenance Form, you will get a pop-up window just press **Yes** and **Enable Editing** (Macros)



10 search results for Item Maintenance Form

### Download the item maintenance form

Excel template to update your products if you do not have access to Edit Products under the Items menu



[Go to Selection sheet ----->](#)

## FAQ/Instructions

1. Do I need to select all the attributes?  
No. In the Selection sheet, choose only the attributes that you need to update.

9. Select the **Selection Sheet** tab and check the attributes that you wish to update and then **Submit**.

[Go to FAQ instruction sheet ----->](#)

Choose the attributes that you want to update and click **Submit**.  
On the Data sheet, Add the ASIN and fill in the changes.

<input type="checkbox"/> Item Name	<input type="checkbox"/> Size_name	<input type="button" value="Submit"/>
<input type="checkbox"/> Brand Name	<input type="checkbox"/> Color_name	
<input type="checkbox"/> Model Name	<input checked="" type="checkbox"/> Style_name	
<input type="checkbox"/> Vendor_sku	<input type="checkbox"/> replenishment_category	<input type="button" value="Select All"/>
<input type="checkbox"/> UPC/EAN	<input type="checkbox"/> Ingredients	<input type="button" value="Reset"/>
<input type="checkbox"/> Bullet_point_1	<input type="checkbox"/> Item_length	
<input type="checkbox"/> Bullet_point_2	<input type="checkbox"/> Item_width	
<input type="checkbox"/> Bullet_point_3	<input checked="" type="checkbox"/> Item_height	
<input type="checkbox"/> Bullet_point_4	<input checked="" type="checkbox"/> Item_weight	
<input checked="" type="checkbox"/> Bullet_point_5	<input type="checkbox"/> Product_category	
<input type="checkbox"/> Product_description	<input type="checkbox"/> Product_subcategory	
<input type="checkbox"/> Search_keywords	<input type="checkbox"/> Release_date	
	<input type="checkbox"/> Warranty	

↓

FAQ instruction sheet   **Selection sheet**   Data sheet   +

10. After you click on the Submit button, proceed to the **Data Sheet** Tab and fill in the attribute that you need to update plus the ASIN/s. Once filled out save the file.

Sample of filled-out file

	A	B	C	D	E	F	G	H	I	J
			<a href="#">Back --&gt;</a>		Clear					
ASIN										
	Item Name	Bullet_point_1	Bullet_point_2	Bullet_point_3	Bullet_point_4	Bullet_point_5	Product_description	Search_keywords		
	Small Light St	GREAT DESIGN: DURABLE MATE	QUICK DRYING: MULTI-USE TO	ABOUT OUR BR	What a great way to sh	shampoo color dyes hair brown bl				
	Large Light St	LARGE CAPACIT	FUNCTIONAL D	VARIOUS DESIG	EXCELLENT GIF	ABOUT OUR BR	Start your morning with shampoo color dyes hair brown bl			
	Medium Light	COFFEE MUG W	DURABLE and L	EASE OF USE AN	TWO IN ONE: A	ABOUT OUR BR	Start your morning with shampoo color dyes hair brown bl			

11. Once the file is saved, go back to Vendor Central. Open a support case by clicking on **'Contact Us'** on the support page.

**Training**

Watch videos, walkthroughs, and tours of popular tools.

[View training](#)

**Resource center**

Find manuals, guides, and templates for everyday operations.

[View resource center](#)

**Case log**

Read messages between you and an associate.

[View case log](#)

**Still need help?**

Let us know how we can assist you.

[Contact Us](#)

←

12. Choose **Manage My Catalog** -> **Detail Page Issues**

[← Back to Support](#)

## Contact Amazon support

Grocery & Gourmet Food Change business group

**What can we help you with?**

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Amazon Packaging Certification

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Born to Run (BTR)

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EDI Integration

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**Manage My Catalog** ^

- ACFF Feeds
- Browse Node / Categorization Update
- Climate Pledge Friendly / Compact by Design
- Cost Price Inquiries
- Detail Page Issues (Offer Display, Customer Reviews)**
- GDSN Feeds

13. Click **Still need help?**

### Skip the wait, solve it now



The offer display box is where customers can click to buy the featured offer (also known as the Buy Box)

#### Missing the featured offer (Buy Box)?

Price is a key factor in determining if a product becomes the Featured offer.

[Review cost recommendations](#)

#### Need to report a customer review?

If you believe that a review violates our community guidelines, click **Report abuse** under the actual review.

[Product reviews Help page](#)

[Still need help?](#)

14. Click **Send an email**

**Manage My Catalog** [Change issue](#)

Detail Page Issues (Offer Display, Customer Reviews) ▾

**Send an email**

15. Fill out the case information: Subject, ASIN, Describe your issue, and attach the Item Maintenance Form file.

*Sample of filled-out case information*

**Manage My Catalog** [Change issue](#)

Detail Page Issues (Offer Display, Customer Reviews) ▾

**Subject (required)**

Title, Bullet Points, Description, and Search Terms Update

**ASIN (required)**

[Redacted]

**Describe your issue (required)**

Amazon,

Please help us update the Title, Bullet Points, Description, and Search Terms Update of our ASINs.  
Item Maintenance Form is attached.

**Attachments**

Item Maintenance Form.xls (0.06 MB) ✕

Browse

You will receive a copy of this case at [topline@myamazonguy.com](mailto:topline@myamazonguy.com)

▾ [Include additional email addresses](#)

**Submit**

16. A new case will be created, get the case ID for monitoring. Vendor support typically responds after an hour or so.

### Sample of Vendor support response

#### Detail Page Issues (Offer Display, Customer Reviews): Item Maintenance Form Submission

ID [REDACTED]

Answered Case

[View Your Case and Request Log](#)

##### Details about this Case

Primary E-mail [REDACTED]

[Edit](#)

Cc

Short Description: Detail Page Issues (Offer Display, Customer Reviews): Item Maintenance Form Submission

Need more support?

[Get Help](#)

Amazon

06:45 AM  
08/24/2023

Hello from Amazon Selling Partner Support,

I understand that you have a concern regarding creating variation. I am glad to assist you and would provide the required support. Furthermore, I understand the importance of this in your business.

I would like to share that I reviewed your concern. I would like to share that we have updated the title for the provided ASINs. Allow 48 to 72 hours for the change to reflect on the product detail page. This change will not affect any open purchase orders. Instead, it will take effect at the beginning of your next order cycle.

To edit product details in the future, you can go to Vendor Central and follow these steps:

1. Go to the "Items" drop-down menu and select "Catalog."
2. Select the boxes next to the items that you want to edit, and then click "Edit product details."
3. Select "Product identity," and enter the new attributes.
4. Click "Submit and continue."

I appreciate your cooperation and understanding.

Please let us know how we did.

Were you satisfied with the support provided?

Very dissatisfied

Dissatisfied

Neutral

Satisfied

Very satisfied

17. You may still need to reopen the case and respond to Amazon Vendor support if the request was not granted.