

# Inventory SOP: Stranded Inventory (Inventory Error)

03/17/2025 8:22 am CDT



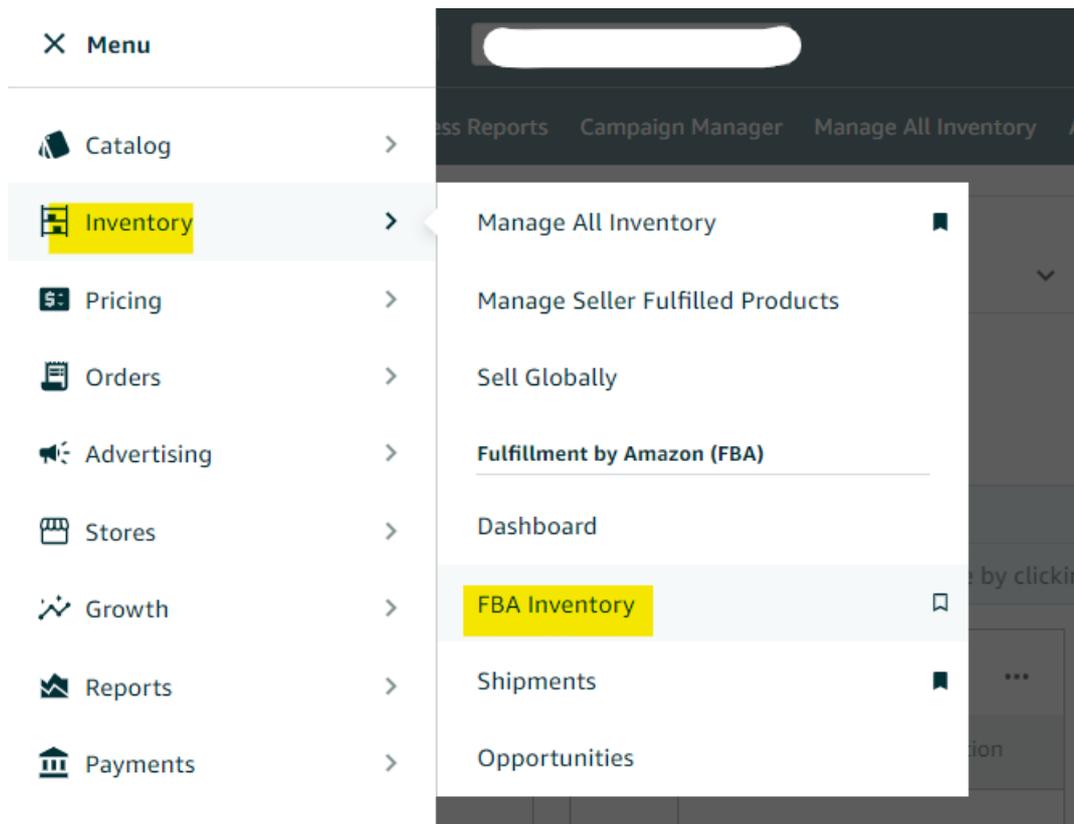
**Who is this for?:** This SOP is for those who are experiencing issues with stranded inventory within their FBA inventory. It is intended for those who need to troubleshoot and resolve an inventory error to ensure all products are active and available for purchase by customers.



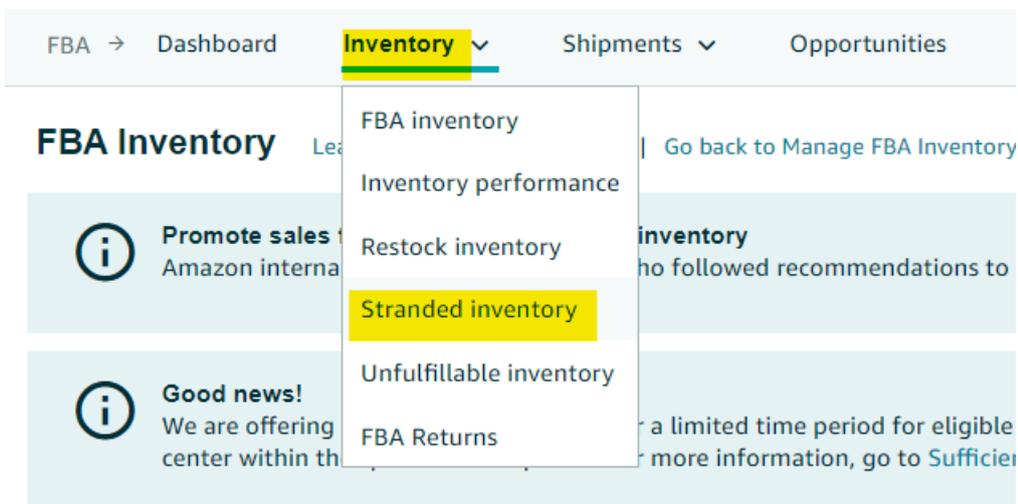
**Objective:** The objective of this SOP is to locate and resolve stranded inventory errors by identifying the reason for the issue, relisting the inventory, and uploading an updated category listings report to fix the ASIN connection. The ultimate goal is to ensure all inventory is active and available for sale, with any stranded inventory issues resolved in a timely and efficient manner.

In order to effectively troubleshoot Stranded Inventory (Inventory Error), please follow the detailed step-by-step instructions provided below:

1. From the Seller Central home page, click the 3 line bar on the left side and select "Inventory." Then, proceed to FBA Inventory.



2. Hover your mouse over "Inventory" and then select "Stranded Inventory."



### 3. Identify the Stranded Reason.

- On the Stranded Inventory page, you'll find a list of your stranded inventory items along with the reasons Amazon has flagged them. Hover over the specific issue to get a detailed explanation of the problem. Identify which listings have an inactive offer and prepare to address the issue.

Date of stranded event ▲	Stranded reason	Fulfilled by	
03/20/2022	<u>Inventory error</u>	Amazon	Uj ch
03/24/20			Uj ch

If the unit quantity is small, this error means that inventory is either under review or located in a fulfillment center that doesn't ship directly to customers. If the unit quantity is larger or the units are located in multiple fulfillment centers, check that your listing isn't missing any required attributes.

### 4. Resolve Amazon listing error

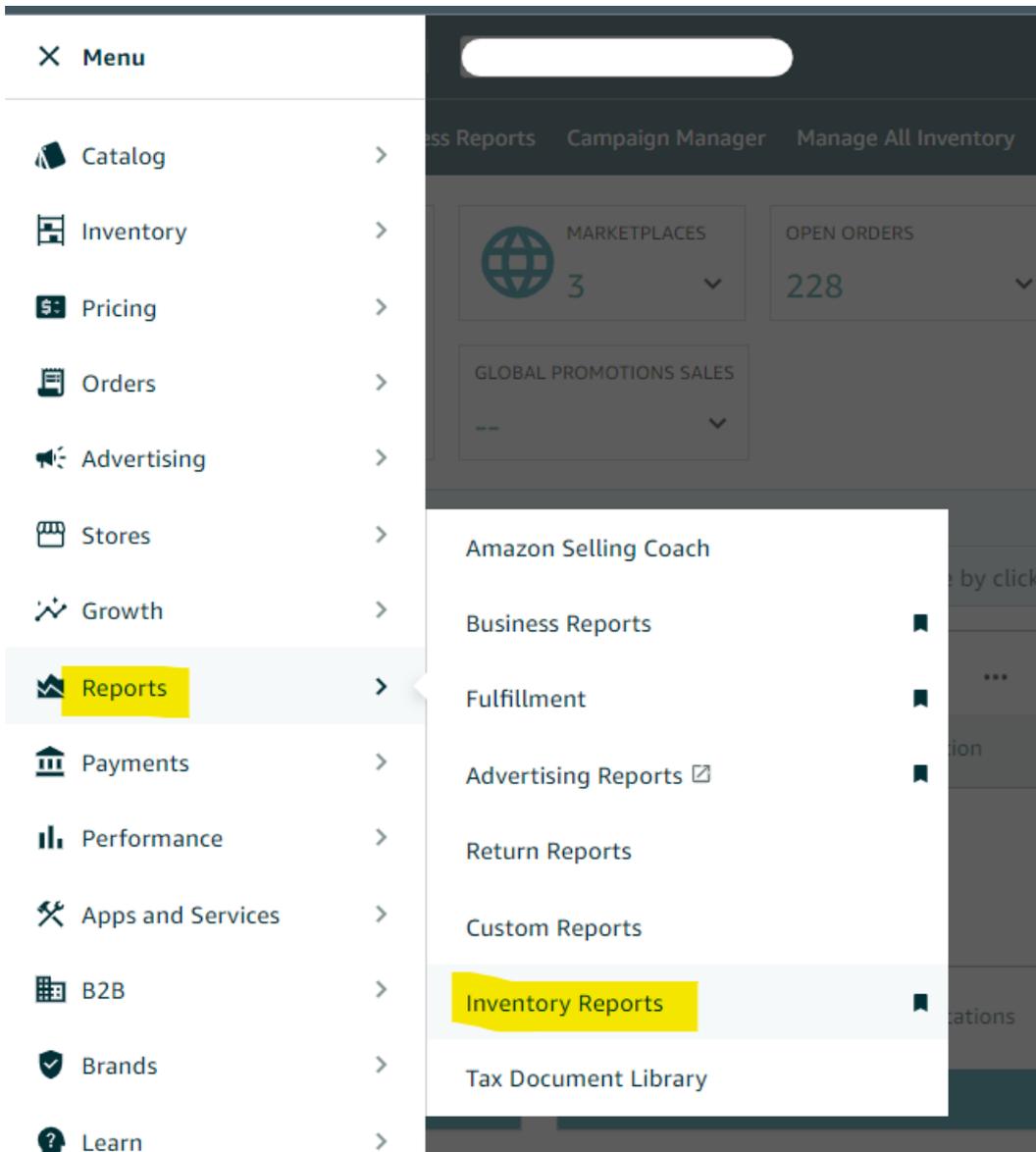
- If your product isn't connected to any ASIN, it's considered a listing error. This can occur if your listing was deleted or never created. To relist your inventory, go to the Stranded Inventory tab, locate the last column of the problematic listing, and select the option "Refresh stranded reason". Wait for a few minutes and repeat this process multiple times.



- If the listing is fixed, it will be removed from the Stranded Inventory, and the ASIN should show as "Active" in your inventory.
- If the issue persists, download the Category Listings Report and upload a full update on the ASIN.

5. Download the Category Listings Report

- Go to 'Reports' and then select 'Inventory Reports' from the menu.



- To generate the necessary report, click on the "Select Report type" dropdown menu and select the Category Listing Report. After selecting the desired report type, click on "Request report" to generate the report. Once

the report has been generated, click on "Download" to save a copy of the report to your computer.

### Inventory Reports

You can use your inventory reports to see a snapshot of your items. [Learn more](#)

Request an Inventory Report

Select Report Type: **Category Listings Report**  
Download a Category Listings Report for a list of items belonging to a particular category. This report can be uploaded as an Inventory File. [Learn more](#)

Select Category: All

Select Report Format:  Excel  Text

Listings Created After: mm/dd/yyyy

Select Status Filter: All

Category Listing Report is in BETA. Please note that the report and its features may be changed or removed at any time.

**Request Report**

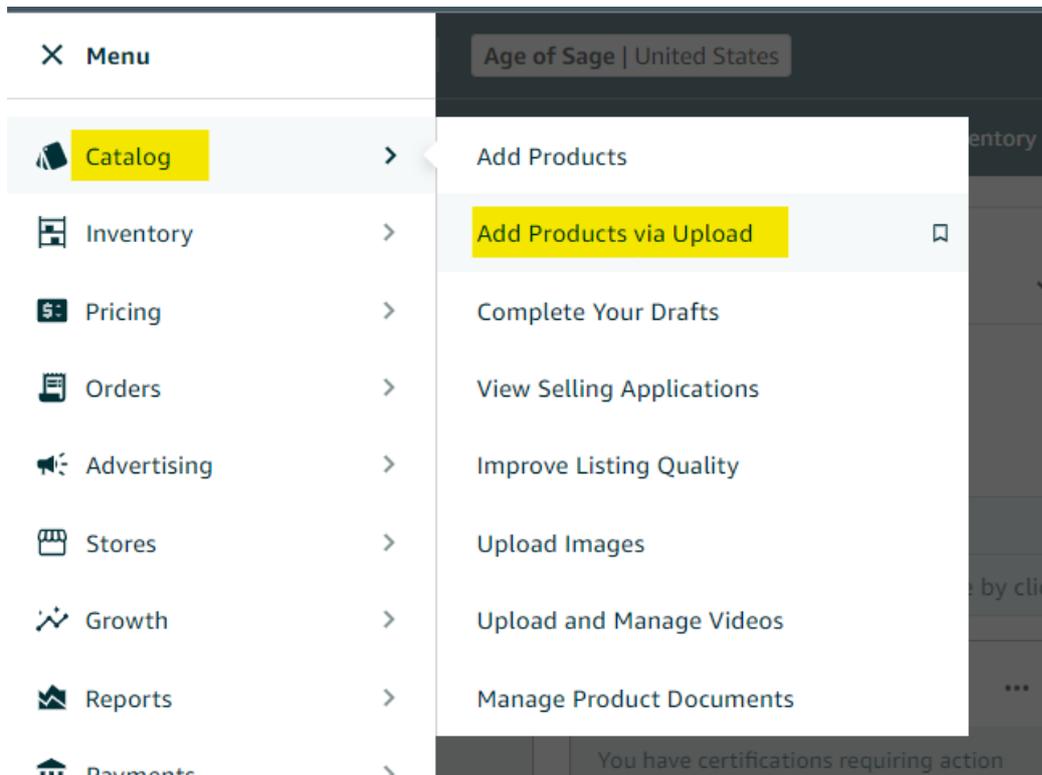
Check Report Status & Download

Report Type	Batch ID	Date & Time Requested	Date & Time Completed	Report Status	Download
Inventory Report	604357019452	4/4/2023 20:00:49 GMT-0400 (Eastern Daylight Time)	4/4/2023 20:01:08 GMT-0400 (Eastern Daylight Time)	Ready	Download
Category Listings Report (All)	604346019451	4/4/2023 19:16:26 GMT-0400 (Eastern Daylight Time)	4/4/2023 19:23:05 GMT-0400 (Eastern Daylight Time)	Ready	<b>Download</b>
Inventory Report	604342019451	4/4/2023 19:00:34 GMT-0400 (Eastern Daylight Time)	4/4/2023 19:00:57 GMT-0400 (Eastern Daylight Time)	Ready	Download

- Open the downloaded file and search for the problematic listing (SKU) in the 'Seller SKU' column. Note: Ensure that you only update the problematic listing(s).
- Review all details for accuracy before proceeding with the upload.

### 6. Upload the update file

- Save the corrected file and upload it to Amazon by navigating to 'Catalog' and then select 'Add Products via Upload'.



- From the 'Upload your spreadsheet' tab, click on "Drag and drop file or Browse files." Select the file you want to update and then click on the "Upload file" button.

### Upload your spreadsheet

[Purge and replace your inventory](#)



Drag and drop file or  
[Browse files](#)

Accepted file formats: Excel, TSV

**Email alert**  
Send an email alert when the upload is complete.

Remember my email address for future alerts

- Wait for at least 15 minutes for the inventory file to be processed.
- Ensure the file is uploaded successfully and record the BATCH ID.

### Spreadsheet upload status

Filter by:

File name / Submitted on	File type	Records successful/submitted	Status	Batch ID
AoS_HouseOfDragon_30oz_FU.xlsx 8:10 PM 4/4/23	Inventory Files for Specific Categories/ Listing Loader File	N/A	In Progress	604363019452
AoS_HouseOfDragon_reparent.xlsx 7:59 PM 4/4/23	Inventory Files for Specific Categories/ Listing Loader File	5 / 5	Done	604352019451
AoS_NBC_fm.xlsx 1:57 PM 4/3/23	Inventory Files for Specific Categories/ Listing Loader File	6 / 6	Done	603868019450
AoS_NBC_fba.xlsx 1:48 PM 4/3/23	Inventory Files for Specific Categories/ Listing Loader File	7 / 7	Done	603865019450

- Return to the 'Stranded Inventory' page to confirm whether the issue is resolved.
- Try to "Refresh Stranded Reason" again. Wait another 15 minutes – if it wouldn't disappear in stranded inventory and the listing wouldn't change to Active on its own, contact Seller Support and ask them to Reactivate this offer and provide the batch ID.