

# Catalog SOP: How to File a Ticket in Seller Central

10/09/2024 2:07 pm CDT

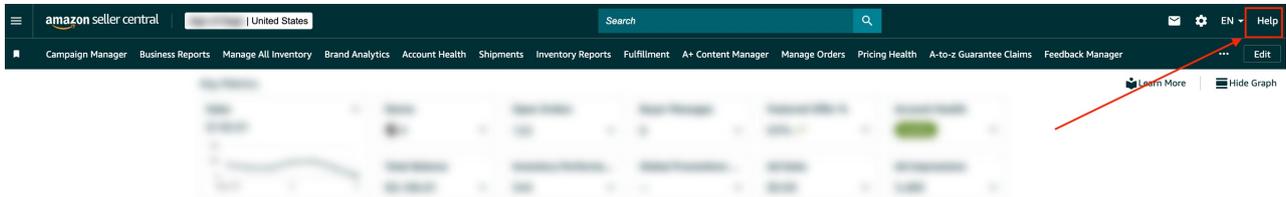


**Who is this for?** This is for Amazon Sellers and other employees who need to get in touch with Amazon Seller Associates to escalate an issue within the Seller Central account.

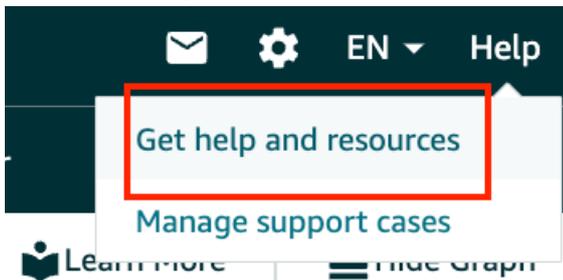


**Objective:** To provide a step-by-step process on how to file a ticket to troubleshoot or report an issue in Seller Central.

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



2. Click “Get help and resources”.



3. On the Get Support page, Choose the issue from the menu or click “My issue is not listed” if you can’t find it in the menu.

# Get Help

You may be asked follow-up questions about your issue before connecting to an associate.

[Go to Case Log](#) | [Get help with a new issue](#)

## 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

Request to reconcile or reimburse missing inventory in fulfillment centers

#### Listing not buyable

Investigate inactive or blocked listings

#### Brand - update

Reconcile or update brand name information on the detail page

#### FBA Returns Reimbursement

Resolve issues related to FBA returns, refunds, and reimbursements

#### Inventory missing from inbound (ILAC/MFI/WMS)

Request a reconciliation or dispute missing units in an FBA shipment

#### Adding a product

Learn about how to create a listing or reconcile listing errors (5461, 5665, 8572, 8541)

#### Title, description, bullets update

Fix incorrect or missing details on the detail page, like the title, bullets, or description

#### Inventory damaged in FBA warehouse

Request to reconcile or reimburse for inventory damaged or disposed of in warehouse

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4. If your issue is not listed, Provide a short and concise description of the problem. If you updated a listing manually and via flat file, mention these here and add the Batch ID as well. You can also attach screenshots showing the actual error or any screenshots to prove your point. **Note:** Ideally, we keep the maximum number of SKUs attached in one case to 5. If you need to ticket for more than 5 SKUs, you may file separate tickets.

Or, describe your issue

Do not include personal or sensitive data in your description

What is personal or sensitive data? ?

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"

Account related   FBA related   Product or listing related   Amazon Custom   Amazon Business (B2B)

Marketplace Web Service (Amazon MWS)   Amazon Global Logistics

6. Make sure you update the short description and choose "email" as your contact method.

**Contact an associate**

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

**Select a language**

English ▼

**Short description**

Other account issues

**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](#)

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7. Enter your email address to receive email notifications from Seller Support, including any updates or requests for additional information needed to resolve the case. They may request proof of product ownership, such as a link to the product on the client's website displaying the UPC or a GS1 certificate.

8. Carefully review the information above and then submit it.

Note: The exact steps may vary based on the type of case you're creating and the reason for the case.