

# Disconnect vs Disable Inventory

04/30/2025 3:21 pm CDT

## Overview

When you enable a product for a channel, you usually also allow Sellercloud to send automatic updates regarding the available inventory to the channel. However, there are cases when you may need to pause these automatic updates, for example, if you're managing your listings through another system or want to avoid overselling during a daily deal.

The **Disconnect Inventory** and **Disable Inventory** product actions allow you to stop sending updates for specific products' available inventory to any of your integrated channels.

## Disconnect from Inventory

The **Disconnect From Inventory** action prevents Sellercloud from sending any new quantity updates to the channel, leaving the current quantity on the channel intact.

The [Client Setting Allow Disconnect Inventory from Channels](#) must be enabled for this workflow.

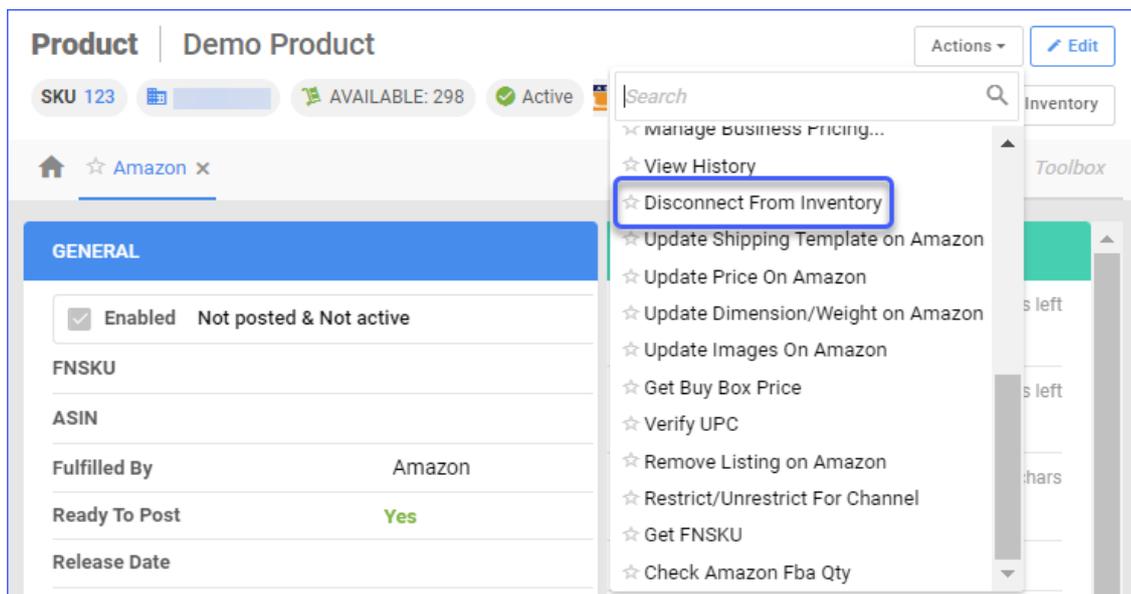
You can disconnect products from inventory updates individually or in bulk.

## Individually

To disconnect a single product from Inventory:

1. Go to the [Product Details Page](#).
2. Click **Toolbox** and select **Channel Properties**, where **Channel** is the name of the channel you want to stop sending inventory updates to.
3. Click **Actions** and select **Disconnect From Inventory**.

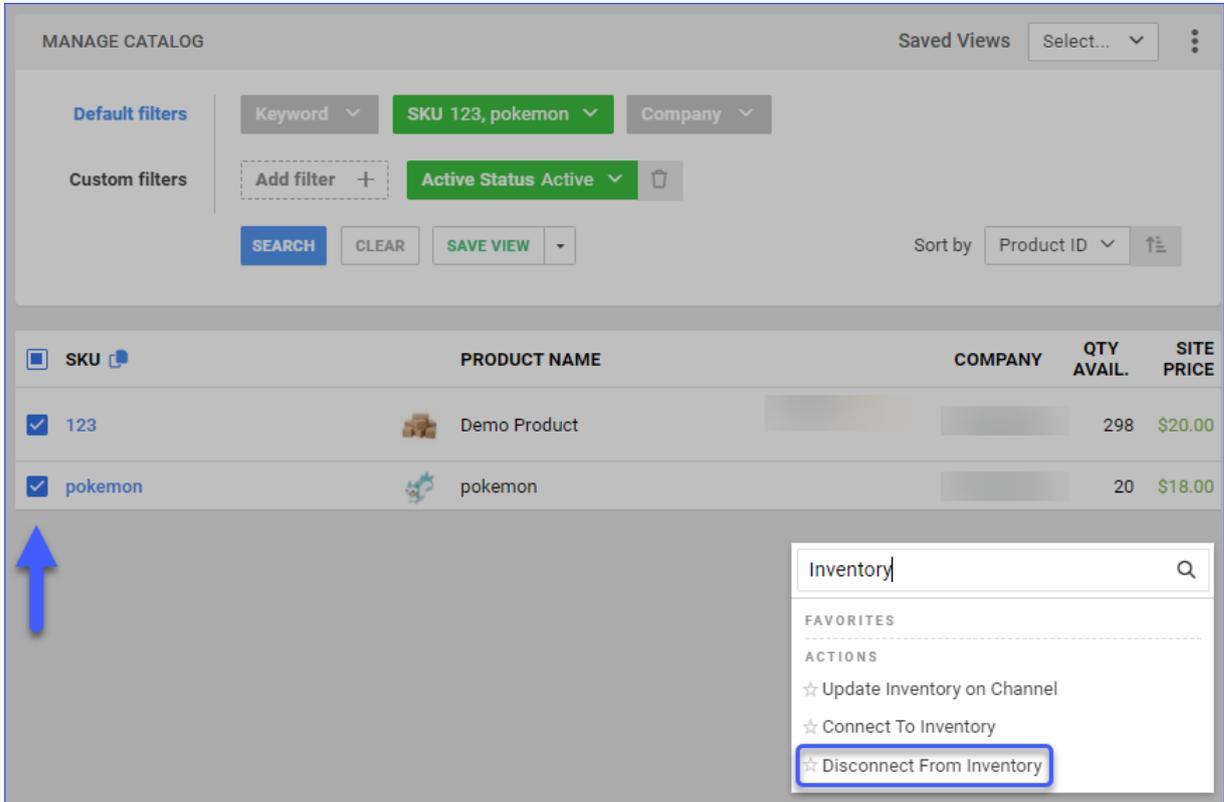
After a product is disconnected, a **Connect to Inventory** option becomes available in the **Actions** menu. Re-connecting the product will resume quantity updates to the channel.



# In Bulk

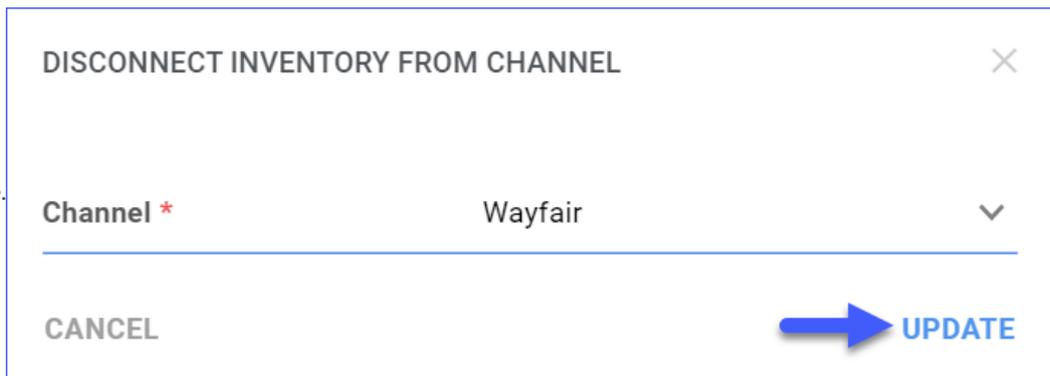
To disconnect multiple products from inventory:

1. Go to **Catalog > Manage Catalog**.
2. Find and select products.
3. Click the blue **Actions** icon and select **Disconnect from Inventory**.

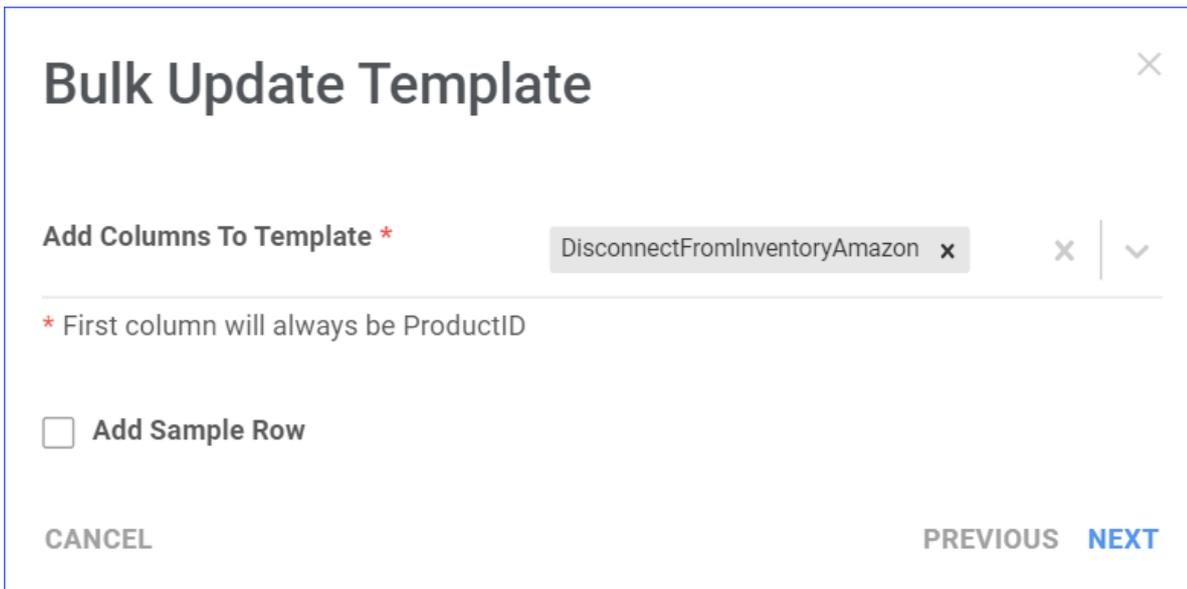


4. In the pop-up window, choose your desired channel from the dropdown menu or select **All**.

5. Click **Update**.



You can also disconnect inventory via a **Bulk Update** by using column headers. Type in the header name based on the channel (e.g. `DisconnectFromInventoryAmazon` for Amazon), and enter **True** below.



## Manage Disconnected Inventory

To view and manage all items that are currently disconnected from inventory updates on specific channels:

1. Go to **Catalog > Tools > Disconnected Inventory**.

SKU	PRODUCT NAME	AVAILABLE QTY	DISCONNECTED CHANNELS
!!!!@FGSA-10a-test	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	15771	
!!!!@FGSA-10a-test-basi-M-0	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	3	
!!!!@FGSA-10a-test-basi-US-188-0	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	-1505	
!!!!@FGSA-10a-test-basi-XL	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	-1	
!!!!@FGSA-10a-test-blue-2XL	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	-5	
!!!!@FGSA-10a-test-blue-XL	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	0	ebay
!!!!@FGSA-10a-test-green-2XL	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	0	
!!!!@FGSA-10a-test-green-L	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	0	
!!!!@FGSA-10a-test-green-M	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	-75	
!!!!@FGSA-10a-test-green-S	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	-4	
!!!!@FGSA-10a-test-green-US-10	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	0	
!!!!@FGSA-10a-test-green-US-12	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	10	
!!!!@FGSA-10a-test-green-US-14	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	0	
!!!!@FGSA-10a-test-green-US-16	2019 Planner - Weekly & Monthly Pla...Wall Calendar, 8.3" x 8.7" (Black)	0	

2. Optionally, use the filters at the top left before you click **Search**:

- a. **Channel** – Show only products disconnected from specific channels.
- b. **Company** – Show only products from specific companies.
- c. **SKUs** – Show only specific SKUs.

3. The following information is displayed in the grid:

- a. **SKU** – The product's SKU.
- b. **Product Name** – The product's name.
- c. **Available Qty** – The product's available quantity.
- d. **Disconnected Channels** – A list of all disconnected channels. You can click the channel icons to reconnect the product.

4. There are two action icons at the top right:

- a. **Export disconnected inventory** – Download the entire report to an Excel spreadsheet.
- b. **Three dots icon** – allows you to reconnect the selected products to specific channels or to all channels at once.

## Disable Inventory

With the **Disable Inventory** product action, often referred to as **Disable for Channel**, you can zero out the inventory of your channel listings and stop sending further updates.

For most Sellercloud core channels, such as Amazon and eBay, if a product is not enabled but has an existing listing, an inventory update with a quantity of zero will be sent. To exclude it from the inventory feed completely, you must [Disconnect](#) it instead.

There are some exceptions to this rule:

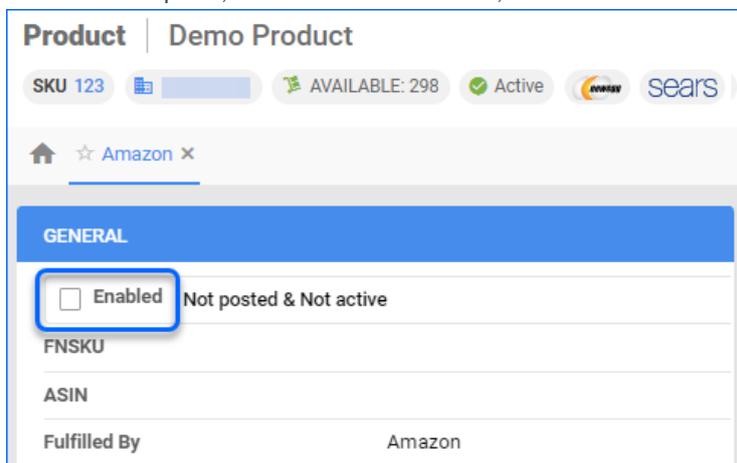
- For Etsy, you can go to the [Etsy Account Settings](#) and enable **Update Inventory For Etsy Enabled Products Only** to prevent sending a quantity of zero for disabled products.
- By default, zero quantities are not sent when you disable inventory for DSW, Gilt, Newegg, Newegg Business, One Stop Plus, or Wayfair. To send zero quantity for products disabled for these channels within the last 24 hours, enable the [Client Setting](#) called **Include Channel Disabled Products In Inventory Update Feed**.
- For plugin integrations, the functionality of the plugin may vary. Check the related help article or contact [Sellercloud Support](#) for details.

You can disable products either individually or in bulk.

### Individually

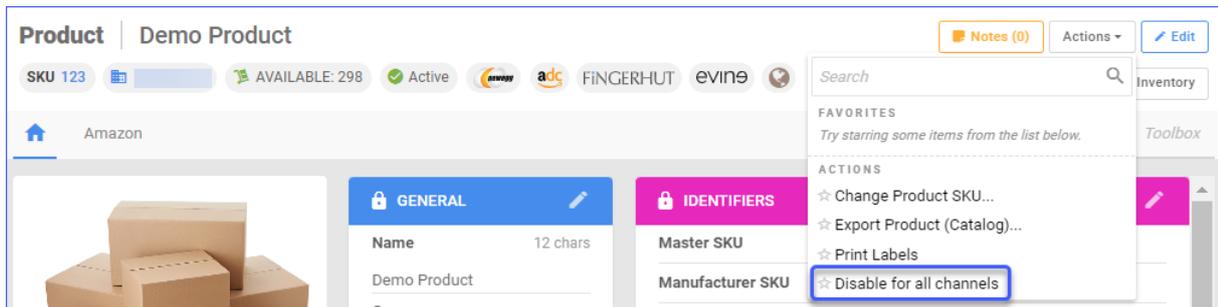
To disable a single product for a specific channel:

1. Go to a [Product Details Page](#).
2. Click **Toolbox** and select **Channel Properties**.
3. Click **Edit**.
4. In the **General** panel, uncheck the **Enabled** box, and click **Save**.



Alternatively, you can disable a single product for all channels without having to go to each channel-specific properties page to manually uncheck the enabled boxes. To do that:

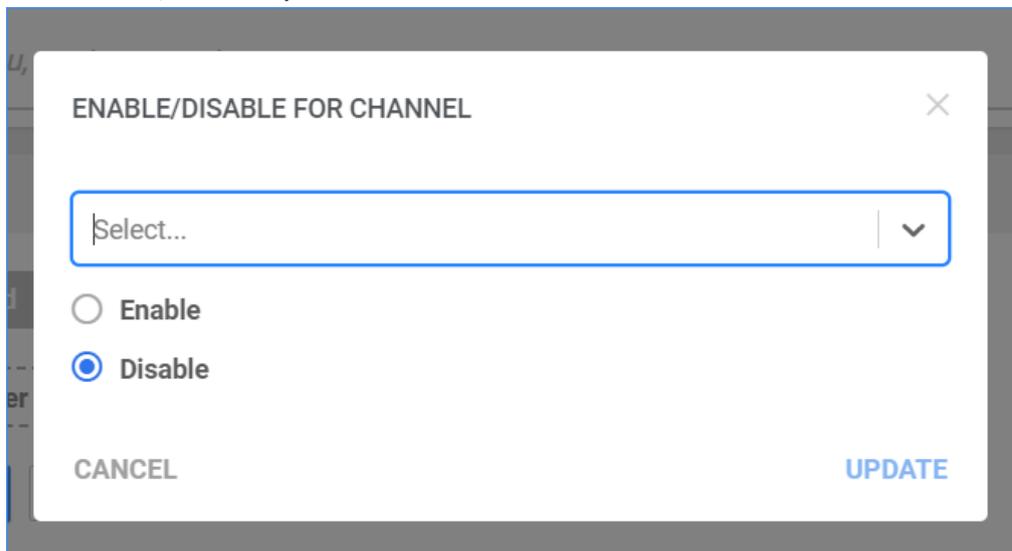
1. Go to the [Product Details Page](#).
2. Click **Actions** and select **Disable for all Channels**.



## In Bulk

To disable Inventory for multiple products:

1. Go to **Catalog > Manage Catalog**.
2. Find and select products.
3. Click the **Actions** icon and select **Enable/Disable for Channel**.
4. In the pop-up window, select your desired **channel**.
5. Select **Disable**, and click **Update**.



You can also disable inventory with a [Bulk Update](#) by adding the column headers for enabling a product on a channel (such as [AmazonEnabled](#) for Amazon) and then entering **False** in the column.

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When you enable a product for a channel, you usually also allow Sellercloud to send automatic updates regarding the available inventory to the channel. However, there are cases when you may need to pause these automatic updates, for example, if you're managing your listings through another system or want to avoid overselling during a daily deal.

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### Individually

To disconnect a single product from Inventory, navigate to:

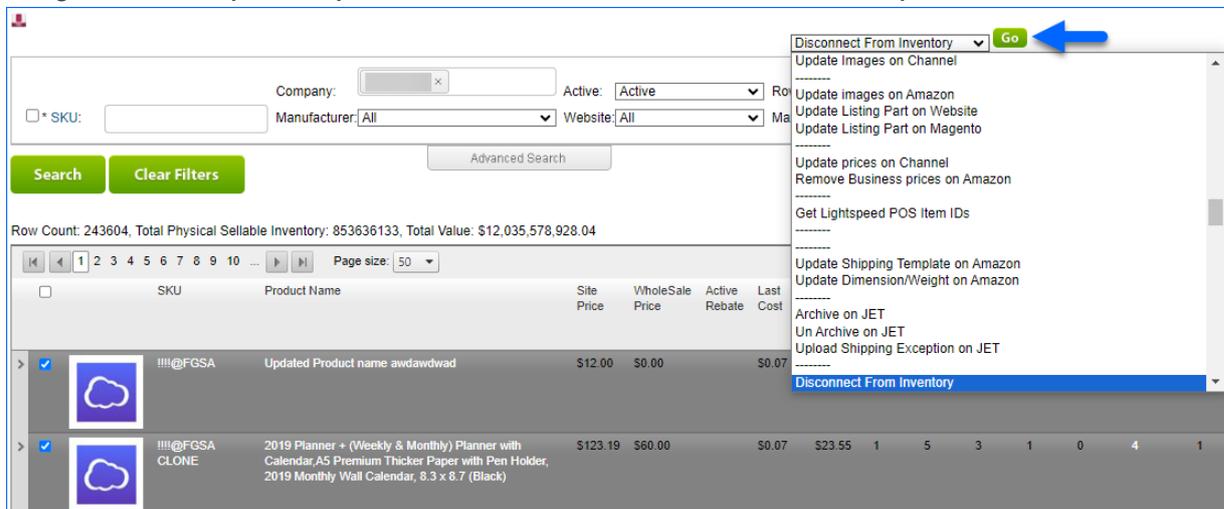
1. **Inventory** > Open a **product**.
2. From the **Toolbox**, select **Channel Properties**.
3. **Actions menu** > **Disconnect From Inventory** > **Go**.

After a product is disconnected, a **Connect to Inventory** option becomes available in the Actions menu. Re-connecting the product will start sending the aggregate quantity to the channel.

### In Bulk

To disconnect multiple products from inventory:

1. Navigate to **Inventory** > **Select products** > **Action menu** > **Disconnect from Inventory**.

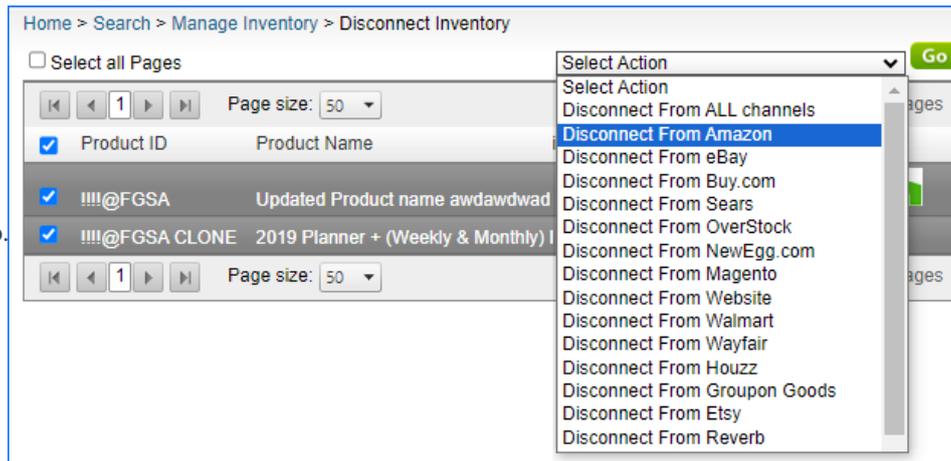


The screenshot shows the Sellercloud interface with a dropdown menu open. The menu items include: Disconnect From Inventory (highlighted), Update Images on Channel, Update images on Amazon, Update Listing Part on Website, Update Listing Part on Magento, Update prices on Channel, Remove Business prices on Amazon, Get Lightspeed POS Item IDs, Update Shipping Template on Amazon, Update Dimension/Weight on Amazon, Archive on JET, Un Archive on JET, Upload Shipping Exception on JET, and Disconnect From Inventory (highlighted). A blue arrow points to the 'Go' button next to the 'Disconnect From Inventory' option.

SKU	Product Name	Site Price	WholeSale Price	Active Rebate	Last Cost
!!!!@FGSA	Updated Product name awdawdwad	\$12.00	\$0.00	\$0.07	
!!!!@FGSA CLONE	2019 Planner + (Weekly & Monthly) Planner with Calendar, A5 Premium Thicker Paper with Pen Holder, 2019 Monthly Wall Calendar, 8.3 x 8.7 (Black)	\$123.19	\$60.00	\$0.07	\$23.55

2. From the new window, select the **channel** or select **Disconnect From All Channels**.

3. Click Go.



You can also disconnect inventory via a [Bulk Update](#) by using column headers. Type in the header name based on the channel (e.g. `DisconnectFromInventoryAmazon` for Amazon), and enter True in the column.

To view all items that are disconnected from the channels, go to **Inventory > Disconnected Inventory**.

## Disable Inventory

With the **Disable Inventory** product action, often referred to as **Disable for Channel**, you can zero out the inventory of your channel listings and stop sending further updates.

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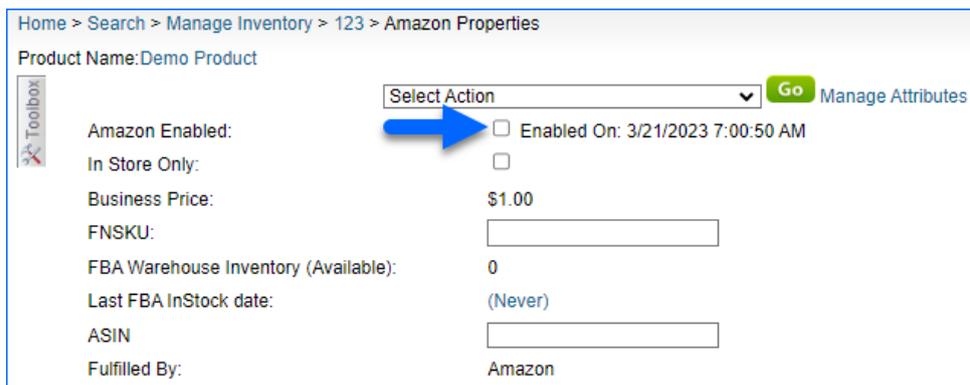
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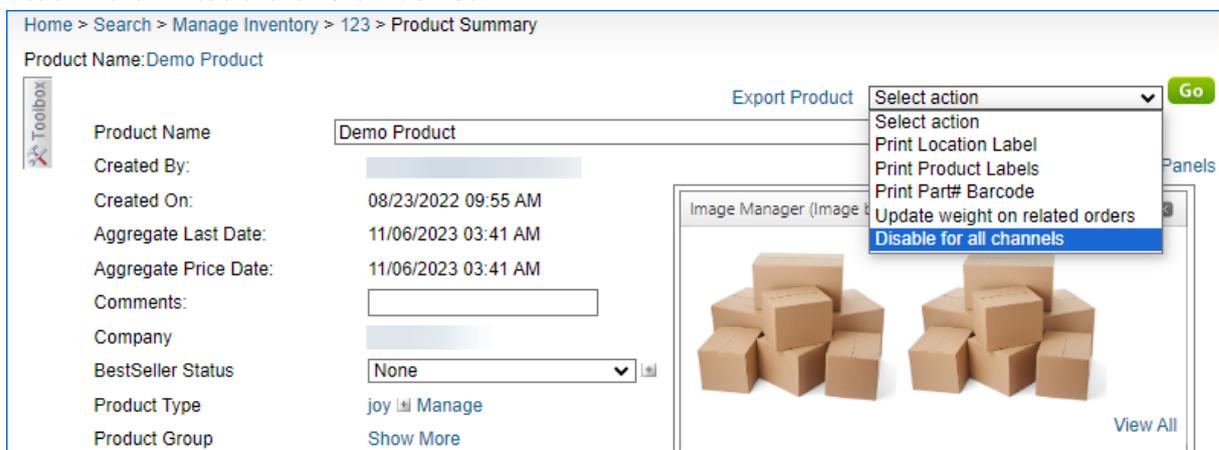
To disable a single product for a specific channel:

1. Go to **Inventory > Open a product**.
2. From the **Toolbox**, select **Channel Properties**.
3. Uncheck the **Enabled** box, and click **Save**.



Alternatively, you can disable a single product for all channels, without having to go to each channel-specific properties page to manually uncheck the enabled boxes. To do that:

1. Go to **Inventory** > Select your **product**.
2. **Action Menu** > **Disable for all Channels** > **Go**.



## In Bulk

To disable Inventory for multiple products, navigate to:

1. **Inventory** > Select **products**.
2. **Action menu** > **Enable/Disable for Channel** > **Go**.
3. In the new window, choose your desired channel/s.
4. Select **Disable** from the dropdown menu and click **Update**.

Home > Search > Manage Inventory > Enable/Disable for Channel

Select ALL Unselect ALL

Channel:

<input checked="" type="checkbox"/> Amazon	<input type="checkbox"/> Direct Fulfillment	<input type="checkbox"/> Houzz	<input type="checkbox"/> OneStopPlus	<input type="checkbox"/> Target
<input type="checkbox"/> ATGStores	<input type="checkbox"/> DSW	<input type="checkbox"/> JET	<input type="checkbox"/> Overstock	<input type="checkbox"/> TopHatter
<input type="checkbox"/> BackMarket	<input type="checkbox"/> eBayOrder	<input type="checkbox"/> KMart	<input type="checkbox"/> PriceFalls	<input type="checkbox"/> UnbeatableSale
<input type="checkbox"/> BedBathAndBeyond	<input type="checkbox"/> Etsy	<input type="checkbox"/> Kohls	<input type="checkbox"/> Reverb	<input type="checkbox"/> VendorCentral
<input type="checkbox"/> BestBuy	<input type="checkbox"/> FingerHut	<input type="checkbox"/> Lightspeed POS	<input type="checkbox"/> Sears	<input type="checkbox"/> Walmart
<input type="checkbox"/> BestBuyDS	<input type="checkbox"/> GoogleExpress	<input type="checkbox"/> Magento	<input type="checkbox"/> ShopHQ	<input type="checkbox"/> Walmart Marketplace
<input type="checkbox"/> Bonanza	<input type="checkbox"/> Groupon	<input type="checkbox"/> MercadoLibre	<input type="checkbox"/> SmartBargains	<input type="checkbox"/> Wayfair
<input type="checkbox"/> Buy	<input type="checkbox"/> GrouponMarketplace	<input type="checkbox"/> NewEgg Business	<input type="checkbox"/> Staples	<input type="checkbox"/> Website
<input type="checkbox"/> Choxi	<input type="checkbox"/> HomeDepot	<input type="checkbox"/> NewEggdotcom	<input type="checkbox"/> Tanga	<input type="checkbox"/> Wish

Enable/Disable:

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