



AMAZON LISTING RESOLUTION CASE STUDY

RESOLVING LISTING DATA ISSUES
& RESTORING CATALOG COMPLIANCE



OUR GOAL

Fix listing data errors and restore catalog compliance.



OUR APPROACH

Identified data conflicts, aligned attributes, and updated the listing.



OUR RESULT

Errors resolved successfully and listing reinstated.



BEFORE ISSUE

ACTIVE LISTING STATUS

The product listing was active and compliant in Amazon catalog with correct details.



ASIN: B0GJJYDCV



EAN: 8857127338200



Item: Erim Shring Starlized
LishitaFita



Status: Active

amazon seller central



GREEN WATER FARM Brine Shring Starlized for Jilable for Feed Medium & Small Fish and Newborn Fish

ASIN: B0GJJYDCV

EAN: 8857127338200

Amazon Sales Rank:

Competing Marketplace Offers:

No current offers

[View Listings on Amazon](#)

Product Details

Images

Variations

Offer

Safety & Compliance



When multiple sellers sell the same product through a single detail page, we combine and present the best product data to ensure customers get the best experience.



Show content currently live on the detail page

* Item Name ?

GreenWaterFarm Eriny Shrimp Brevaitait Jar Suitable for Feed Hatchiin & Small Fish and Newborn Fish



VARIATION TITLE UPDATED

The item title was updated to a new variation. Both listings were active without any errors.



ASIN: B0GJFC8V3C



EAN: 8857127338217



Item: Fairy Shrimp



Status: Active

amazon seller central



GreenWaterFarm Fairy Shrimp Beavertail Eggs Live Fish for Hatching and Culture Suitable for Feed Betta Fish

ASIN: B0GJFC8V3C

EAN: 8857127338217

Amazon Sales Rank:

Competing Marketplace Offers:

No current offers

[View Listings on Amazon](#)

Product Details

Images

Variations

Offer

Safety & Compliance

① When multiple sellers sell the same product through a single detail page, we combine and present the best product data to ensure customers get the best experience.

Show content currently live on the detail page

* Item Name ?

GreenWaterFarm Fairy Shrimp
Hatching and Culture Suit

Live Fish Food for



DATA MISMATCH ERROR & RESOLUTION

A data mismatch error occurred due to conflicting item name with the Amazon catalog.

We aligned the data with the catalog and resolved the issue successfully.

Product Details Images Variations Offer Safety & Compliance

Multiple sellers sell the same product through a single detail page, we present the best product data to ensure customers get the best experience.

Show content currently live on the detail page

* Item Name

GreenWaterFarm Brine Shrimp Starlized Jor
Medium & Small Fish and Newborn Fish

8541: The Listing data provided in *nittezezo fnare catalog*, "ne The standard product bis (such as USN, ISAN, GAN, or JION BOGJUDDCY), but some of the falling data as n't scress catalog. The Merching Shring taniitem seaned for item_name" [Merchant Jan_US: "Uliz'rm SeeFon Erima Srim Starlized for Hachum & Small Fish and Newbovn Filh"] an, gill. "GreenVat Starlized for Feod Medium & Small Fish and Newbfrom Starlized Arterian Aill - Suitable for Rewiom wnh", gill. "GreenWaterFarm Staril Santa Amjurrs on Elm" - Geisgete Fische niaile Jungfische"). To fix the usee, please follow feire Fische floove successfully.

ACTIONS TAKEN



Reviewed error details



Compared with Amazon catalog



Updated item name



Aligned attributes with catalog



Submitted changes for review

OUTCOME



Listing data aligned with Amazon catalog





AMAZON SUPPORT CONFIRMATION & RESOLUTION

Amazon Selling Partner Support confirmed the root cause and resolved the issue from their end.



KEY RESOLUTION POINTS

- ✓ Root cause identified as title differences across marketplaces (US, UK, Germany).
- ✓ Amazon updated the catalog data from their end.
- ✓ Error blocking listing updates has been removed.
- ✓ We can now update other listing attributes without any issues.
- ✓ Changes will reflect on the detail page by Feb 10, 2026.



STATUS: RESOLVED

Listing issue resolved by Amazon Support.



FINAL OUTCOME



Issue Resolved

Amazon updated the catalog and fixed the error.



Listing Reactivated

We can now update all attributes without any restrictions.



Changes Visible by Feb 10, 2026

Amazon confirmed the changes will reflect on the detail page.



Support Confirmed

Amazon Support confirmed resolution from their end.



Amazon

khonnarad.spr@gmail.com

Feb 03, 2026
11:36 PM GMT+7

Hello from Amazon Selling Partner Support.

I understand that you initially contacted us because your listing with ASIN B0GJYDCV was showing as inactive. After further investigation, you clarified that while the ASIN status itself was not the primary concern, you were experiencing the error when attempting to update other listing attributes such as unit count. This error was blocking you from making any updates to your listing information, even though the item name you were providing exactly matched the Amazon catalog value. You were not attempting to change the product title but simply needed to update other attributes, and the error on the item name was preventing you from saving or updating any other information. You also provided the following details for our investigation: your current title is "GREEN WATER FARM Brine Shrimp Sterilized Jar Suitable for Feed Medium & Small Fish and Newborn Fish", and while you would prefer to change it to "GreenWaterFarm Brine Shrimp Sterilized Jar Suitable for Feed Medium & Small Fish and Newborn Fish" if possible, your primary need was to remove the error blocking your ability to update other listing details. The product has EAN 8857127338200 and brand name GREEN WATER FARM.

After thoroughly reviewing your case, we identified that the Error was occurring due to title differences across different marketplaces (US, UK, and Germany) for your ASIN. This was causing a conflict that prevented you from updating any listing attributes, even when your item name matched the US catalog value.

We have made the required updates from our end to resolve the Error issue that was blocking your listing updates.

Please allow five business days for the error message to resolve and for the updates to be reflected in the detail page. The changes should be visible by February 10, 2026.

Once the error is resolved, you will be able to update other listing attributes such as unit count without encountering the Error blocking message.

To help us continually improve, we ask that you take a moment to complete our survey below to tell us about your experience with this specific interaction.

Were you satisfied with the support provided?

Yes No

Thank you for selling with Amazon.

Hema N.
Amazon.com Seller Support

MORE WAYS TO GET HELP:

Visit our Seller Forums for help from other sellers: <http://sellercentral.amazon.com/forums>
Browse all Seller Help topics: <http://sellercentral.amazon.com/gp/help>

Please note: this e-mail was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

To contact us again about this issue, please use the Contact Us form using the following link:
<http://sellercentral.amazon.com/gp/contact-us/contact-amazon-form.html?ie=UTF8&caseID=1934610831>



Problem Identified. Data Aligned. Issue Resolved. Listing Restored.



Thank You!

YOUR TRUSTED AMAZON GROWTH PARTNER



Amazon
Authorized Partner



5000+
Cases Resolved



Registered in
UK & USA



6+ Years
of Experience



20% Upfront
80% After
Resolution



Complete
A-to-Z
Account Management



**READY TO RESOLVE YOUR
AMAZON ACCOUNT ISSUES?**

We're here to help!



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Let's Grow Your Amazon Business Together.