



## CASE STUDY

# Amazon AWD Replenishment Error Resolution

Fixing Manufacturer Barcode Issue  
& Restoring Inventory Flow



### CHALLENGE

Manufacturer barcode issue preventing shipment creation in AWD.



### ACTION

Worked with Amazon Selling Partner Support to identify and resolve the issue.



### OUTCOME

Issue resolution in progress and inventory flow improvement initiated.



# THE ISSUE

## AWD Replenishment Error Challenge



### Error Detected

Product cannot use manufacturer barcode.



### Impact

Shipment creation was affected.



### Action Required

Issue needed immediate attention to proceed.



### Objective:

Resolve manufacturer barcode error and restore shipment creation.

Search ASIN, Title, MSKU, or FNSKU  1 product(s)

Filters:  SKUs in AWD  All eligible FBA SKUs

SKU Info  Inbound into AWD  Available in AWD  Res in J

SKU Info	Inbound into AWD	Available in AWD	Res in J
<p>ETERNAL LABS Marine...</p> <p>SKU: ETL-UNFL1 FNSKU: BOFZZWMSY ASIN: BOFZZWMSY</p>	0 units	162 units 3 cases	0 u

### Automated replenishment error details for MSKU: ETL-UNFL1

Last updated: Apr 25, 2025, 8:40 PM (Local Time)

#### Error details

Please note that these errors will continue until the next inventory replenishment attempt. If the underlying issue is resolved, this message will disappear after a successful replenishment; otherwise, it will persist with subsequent failed attempts. If there is no available to fix this shipment-creation error, please contact Selling Partner Support.

Error	Details	Action
<p>Product cannot use a manufacturer barcode.</p>	<p>This product must be removed from the shipment. To resume sending this product to Amazon, create a new offer and select Amazon barcodes as the barcode type.</p> <p><a href="#">Learn more</a></p>	<p><a href="#">Mark as fixed</a></p>

Fix errors



# ROOT CAUSE ANALYSIS

## Identifying The Problem

Amazon Support reviewed the error and identified that the issue was related to the manufacturer barcode requirement for the product.



### Issue Reviewed

Amazon Support analyzed the error details.



### Root Cause Identified

Manufacturer barcode requirement was causing the error.



### Corrective Action Needed

A resolution was required to remove the restriction and restore shipment creation.



### Key Takeaway:

The manufacturer barcode restriction was identified as the main cause of the error.

RE: Automated replenishment error for ASIN: B0F2ZWMXSY

Apr 25, 2025, 9:03 PM

From:

To:

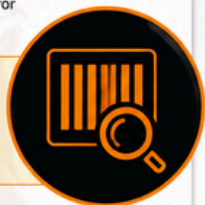
Hello,

Thank you for contacting Selling Partner Support.

I have reviewed the error you are encountering while creating the shipment for ASIN: B0F2ZWMXSY.

#### Root Cause Identified:

This error is occurring because the product is restricted from using a manufacturer barcode. Amazon requires a scannable barcode that is different from the manufacturer barcode for shipment creation.



#### What This Means:

- The existing barcode on the product is a manufacturer barcode.
- Amazon requires a unique Amazon barcode (GTIN) that can be scanned and is not the same as the manufacturer barcode.

Please let me know if you need further assistance.

Best regards,

**Selling Partner Support**



# AMAZON SUPPORT PROCESS

## Case Submitted & Initial Review

We contacted Amazon Selling Partner Support and submitted a case with all the required details for investigation.



### Case Submitted

A case was opened with Amazon Selling Partner Support regarding the AWD replenishment error.



### Details Provided

All requested information including ASIN, SKU, error screenshots and description were shared.



### Under Review

The case was assigned to the relevant team for investigation and resolution.



### Our Focus:

Providing accurate details to help Amazon investigate and resolve the issue quickly.

Case Created: 17740048301 – Automated replenishment error for ASIN: BOF2ZWMXSY

Inbox x



selling-partner.support@amazon.com  
to me ▾

Apr 25, 2025, 9:15 PM



Hello,

Thank you for contacting Amazon Selling Partner Support.

We have received your request regarding the automated replenishment error for ASIN: BOF2ZWMXSY.

We have created a case for you and our team will investigate the issue. You will receive an update via email.



Case ID: 17740048301

### Summary:

Automated replenishment error – Manufacturer barcode issue

### What happens next?

- Our team will review the details you provided.
- We may reach out if more information is needed.
- We will update you as soon as we have more information.

Thank you for your patience.

Best regards,

Amazon Selling Partner Support



# RESOLUTION PROGRESS

## Moving Towards Resolution

Amazon reviewed the case in detail and provided guidance on the required corrective action to resolve the manufacturer barcode issue.



### Issue Under Review

Amazon is actively working to resolve the barcode restriction error.



### Corrective Steps

Amazon provided the recommended steps to fix the issue.



### Resolution in Progress

The case is progressing well and a resolution is on the way.



### Current Status:

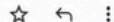
We are following Amazon's guidance and working on implementing the fix.

RE: Case 17740048301 – Automated replenishment error  
for ASIN: B0F2ZWMXSY External ☆ Inbox x



selling-partner.support@amazon.com  
to me ▾

Apr 26, 2025, 10:42 AM



Hello,

Thank you for your patience while we reviewed your case.

Our team has identified that the issue is due to the use of a manufacturer barcode, which is not allowed for shipment creation.

To resolve this, please create and apply an Amazon barcode (GTIN/UPC) on the product and ensure it is scannable and matches the listing.



### Recommended Action:

- Generate an Amazon barcode (GTIN) for the product.
- Print and apply the barcode to the product or packaging.
- Ensure the barcode is scannable and not covered.
- Reattempt shipment creation after applying the correct barcode.

Once you've completed these steps, the error should be resolved.

Please let us know if you need any further assistance.

Best regards,

**Amazon Selling Partner Support**



# INVENTORY FLOW IMPROVEMENT

## Recovery & Next Steps

Corrective actions have been taken and the replenishment process is now moving forward successfully.



### Issue Addressed

Manufacturer barcode issue has been successfully resolved.



### Inventory Flow Restored

Shipment creation is now working and inventory is moving smoothly.



### Operations Improving

Replenishment process is back on track with improved inventory flow.



### Ongoing Monitoring

We continue to monitor inventory and shipments to ensure smooth operations.



### Result:

The issue is resolved and inventory operations are now running successfully.

RE: Case 17740048301 – Automated replenishment error for ASIN: B0F2ZWMXSY External ☆ Inbox x



selling-partner.support@amazon.com  
to me ▾

Apr 27, 2025, 11:18 AM



Hello,

Thank you for following up.

We have reviewed the updates and confirm that the correct Amazon barcode has been applied to the product.



### Great News!

The automated replenishment error has been resolved. You can now create shipments and replenish inventory without any issues.

Please continue to use the Amazon barcode (GTIN/UPC) for all future shipments to avoid any restrictions.

We appreciate your cooperation throughout this process.

Best regards,

Amazon Selling Partner Support

Case Status: **Resolved**

Case ID: 17740048301

Last Updated: Apr 27, 2025



**RESOLVED**



### Outcome:

Replenishment process restored and inventory flow improved. Issue successfully addressed.



# SHIPMENT RECOVERY

## Shipment Flow Restored

After resolving the barcode issue and creating shipments with the correct Amazon barcode (GTIN/UPC), all shipments moved successfully through the fulfillment process.

### Shipping Queue

[Learn more](#) | [Tell us how we're doing](#) | [Inventory Ledger](#)

This page provides details on all the shipments you are working on and those you have sent to Amazon.

Change country/region **New**

Disabled

Fulfillment center shipments

Amazon distribution center shipments

Filters

Missing tracking information only

Last updated

Status

Export table  
data

Search by shipment ID

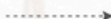
Shipment name Shipment ID, Reference ID	Created	Last updated	Ship to	SKUs	Units expected Units located	Status	Next steps
FBA ASDN (05/07/2025 22:54)-RMN3 FBA18X02TG3D, 8KNFQBCV	May 7, 2025 11:54 PM	May 10, 2025 5:54 PM	RMN3	1	54 54	Receiving	Track shipment
FBA ASDN (05/07/2025 22:54)-RMN3 FBA18X10ND5V, 6V16MSAY	May 7, 2025 11:54 PM	May 8, 2025 3:32 PM	RMN3	1	54 0	In transit	Track shipment
FBA ASDN (05/07/2025 22:54)-RMN3 FBA18X02H44P, 7ZSR1THH	May 7, 2025 11:54 PM	May 8, 2025 12:00 AM	RMN3	1	54 0	Shipped	Track shipment

### Shipment Journey



Receiving

Shipment received  
at Amazon facility



In Transit

Shipment in transit  
to destination



Shipped

Shipment delivered to  
destination facility



### Shipments Moving

Shipments are now progressing smoothly through Amazon's network.



### Status Updated

Status updated from Receiving → In Transit → Shipped.



### No More Holds

Shipments are no longer stuck or on hold.



### Key Takeaway:

With the correct Amazon barcode (GTIN/UPC), all shipments moved successfully without any holds or restrictions.



# INVENTORY UPDATE

## Inventory Restored & FBA Available

Once the correct Amazon barcode (GTIN/UPC) was applied, inventory was successfully updated and became fully available in FBA.

Search

Show only Favorites

1 - 2 of 2 Sort by:

Listing status Updated Fulfilled by

	Listing status	Product details	Performance	Inventory	Price and shipping cost	Estimated fees								
	Next step	Image, Title, ASIN, and SKU	Last 30 days	Fulfilled by and quantity	Pricing details	per unit sold								
<input type="checkbox"/>	Active	ETERNALLABS Marine Collagen Peptides Supplement   Unflavored Powder for Skin, Hair, Nails, Joint & Bone Health - 8.8185 oz   Easily Digestible, Mixes in Hot or Cold Liquids   Adult Wellness Support	Sales Units sold Page views Sales rank	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Available (FBA)</td> <td style="width: 50%; text-align: right;">54</td> </tr> <tr> <td>Inbound</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Unfulfillable</td> <td style="text-align: right;">0</td> </tr> <tr> <td>Reserved</td> <td style="text-align: right;">0</td> </tr> </table>	Available (FBA)	54	Inbound	0	Unfulfillable	0	Reserved	0	Price <input type="text" value="USD 29.99"/> Minimum price <input type="text" value="USD -"/> Maximum price <input type="text" value="USD -"/>	Total fees <b>\$8.65</b> FBA fee \$4.15 <a href="#">Calculate revenue</a>
Available (FBA)	54													
Inbound	0													
Unfulfillable	0													
Reserved	0													
		ASIN B0FZZWPKSY SKU ET1-UNFL1-FBA FNSKU X004N29FUS Condition New			Featured offer <input type="text" value="USD 29.99 + \$0.00"/> <a href="#">View reference prices</a>									

✔ **Inventory Summary**

- FBA Inventory Available: 54 units
- Unfulfillable Inventory: 0
- Reserved Inventory: 0
- Total Fees per unit: \$8.65

💡 **What This Means**

Your inventory is now fully available and fulfillable. Customers can place orders without any restrictions.



### FBA Inventory Available

Inventory is now available for sale and ready to fulfill customer orders.



### Unfulfillable Inventory Resolved

No more unfulfillable inventory issues. All units are now fulfillable.



### Stock Status Improved

Inventory status improved and stock is now in good standing with Amazon.



### Key Takeaway:

Correct barcode = Accurate inventory.  
 Accurate inventory = Smooth operations.



# LISTING ACTIVE AGAIN

## Business Back to Normal

The product listing is now active, buyable, and available for customers. Business operations are fully restored.



Roll over image to zoom in

Marine Collagen Peptides Supplement | Unflavored Powder for Skin, Hair, Nails, Joint & Bone Health - 8.8185 oz | Easily Digestible, Mixes in Hot or Cold Liquids | Adult Wellness Support

Brand: ETERNALLABS

[Search this page](#)

\$29<sup>99</sup> (\$3.40 / ounce)

Get \$50 off instantly: Pay \$0.00 upon approval for Amazon Visa. No annual fee.

Brand	ETERNALLABS
Flavor	Unflavored
Primary Supplement Type	chlgien
Unit Count	8.8185 Ounce
Item Form	Powder

[See more](#)

### About this item

- SUPPORTS SKIN, HAIR & NAILS:** Regular use of Eternalabs Marine Collagen Peptides helps promote a refreshed, youthful appearance while enhancing the health and strength of your skin, hair, and nails. Give your body the nutrients it needs for a vibrant look from within, all in a convenient collagen powder form.

[See more](#)

\$29<sup>99</sup> (\$3.40 / ounce)

FREE delivery on orders over \$35 shipped by Amazon.

[Deliver to Los Angeles 90001](#)

In Stock

Quantity: 1

Add to Cart

Buy Now

Ships from Amazon

Sold by TrendAxis

Returns Non-returnable due to Food safety reasons

Customer service Amazon

Add to List



### Listing Active

Product is now active on Amazon.



### Buy Box Restored

Customers can purchase without any issues.



### Customers Can Buy

Product is available and visible to customers.



### Business Restored

Operations are back to normal and growing again.



### FINAL RESULT

All issues resolved successfully!



Shipments  
Delivered



Inventory  
Available



Listing  
Active



Business  
Restored



SUCCESS

*Thank you for your trust!*

We're here to keep your Amazon business growing.



# 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  
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*Let's Grow Your Amazon Business Together.*