

How to troubleshoot errors when using inventory files

- How to find out about listing errors?
- What are the most common errors?
- How to resolve errors?
- Q&A
- Useful References

Check the status of your uploaded file

- Go to '[Upload Products & Inventory](#)' after having uploaded your inventory file :



- Check the [File Status](#). Processing Reports are available for your last 10 uploads:

Review File Status and History Refresh			
View the status of your last 10 uploads. If the processing report indicates any errors, modify your Inventory File and return to step 2 above. Learn more			
Date & Time	Batch ID	Status/Results	Actions
10/02/2012 21:25:12 GMT	2740239268	Status: Done Number of records processed from this upload: 5 Number of records that were activated: 5 Number of records with errors: 0	<ul style="list-style-type: none"> View Processing Report
10/02/2012 21:09:08 GMT	2740178370	Status: Done Number of records processed from this upload: 5 Number of records that were activated: 0 Number of records with errors: 5	<ul style="list-style-type: none"> View Processing Report

- [Processing Reports](#) will indicate errors for each individual record.

Element	Description
original-record-number	The record number in the original file you uploaded where the error occurred. The first two rows of your feed are not considered records. Therefore, an error in record one corresponds to line three in your template.
error-code	A number used by Amazon to identify the error message. This is the number to use when reviewing Error Codes Explanations .
error-type	One of two values, error or warning. Warnings refer to data that was successfully processed, but might not appear as intended. Errors refer to data that is inadequate or flawed in some way that prevents the record from processing successfully.
error-message	A brief explanation of the error. The error message might suggest corrective measures.

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1) Errors affecting the whole file upload:

- **Incorrect File Format:**

For example using a media template to upload non-media products, uploading an excel file instead of a text file, etc.

- **Listing in Another Marketplace:**

With the [European Account](#), you need to use the template of the *local* marketplace where you want to list your products.

- **Restricted Category or Products:**

Some products are restricted (eg: Apparel), you need to obtain prior approval before you can upload your offers.

2) Invalid Values: you did not follow the correct format.

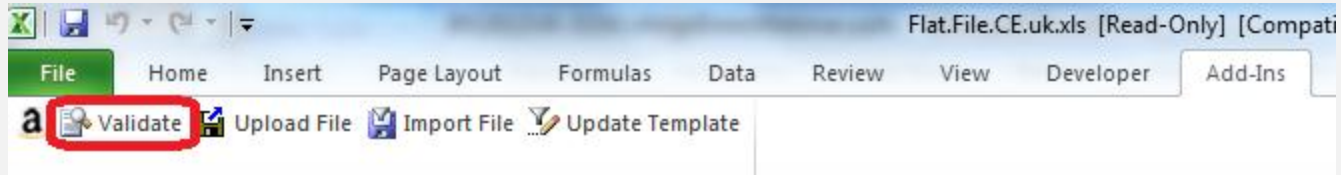
- **Error 6000**: For example, putting a decimal comma instead of a decimal point in the price column.
- **Error 8020**: “Invalid StandardProductID”. EANs have 13 digits, UPCs have 12.
-> For example: Make sure Excel did not remove the zero at the start of your EANs before you saved your file.
- **Fulfilment Channel**: for FBA products, you must leave the Quantity column empty and select ‘Amazon_EU’ as Fulfilment-center-id.
- **Variation Errors**: For example, you put a price for the parent SKU.

3) Matching Errors: your information corresponds to another product in the Amazon catalogue.

- **Error 8023**: “The data for your SKU conflicts with previously submitted data”, for example if you re-used the same barcode.
-> You should provide more, or different information to clearly distinguish the 2 SKUs. You cannot make duplicate offers.
- **Error 8541**: “The product_id provided with <SKU> corresponds to ASIN <ASIN>, but some of the information submitted contradicts information in the Amazon catalogue.”
-> Make sure you are listing against the correct ASIN, using the correct barcode.

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- Make sure all **required** fields are filled in.
- Make sure you don't have duplicate SKUs or don't re-use the same barcodes for different items.
- Use the [Template Amazon Macros](#) to validate your data and spot errors before uploading it:



- Let's look at a live demo.

- [Text File Templates](#)
- [Building an Inventory File Video Tutorial](#)
- [Creating Variations with a Flatfile Video Tutorial](#)
- [Build Your Inventory File](#)
- [Upload Your Inventory File](#)
- [Modify My Inventory File](#)
- [Review My Inventory Results](#)
- [Product Matching Guidelines](#)
- [Template Amazon Macros](#)
- [Error Code Explanations](#)
- [Webinar Invitations and Recordings](#)

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Thank you for attending!

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