



Listing Process: Part 8 Working with Errors

Step 7

Working with Publishing Errors

- ▶ Any publishing errors will appear in the Error filter.
- ▶ Click on the error icon to see a pop up window of the error.
- ▶ You can also open the sku pane and navigate to the Listings Tab to see the marketplace specific errors.
- ▶ Adjust the fields that caused the error and republish.

Common Listing Errors and their resolutions

- ▶ **Error from SellerActive:** This variant's parent listing must have at least one variation attribute set.
 - ▶ Resolution - This item is a variation item. In the SKUPane of the Parent SKU, select the Variation tab. Select the variation attribute (or attributes) that apply. Most common are size and/or color.
- ▶ **Duplicate Variation Attributes.**
 - ▶ Resolution - In the variation group there will be 2 items with the exact same attributes. For instance, 2 red shirts with size small. You will need to unlink one of them from the variation group and then republish

Common Listing Errors and their resolutions 2

- ▶ Error from {Marketplace Name}: You are not authorized to list products under this brand
 - ▶ Cause: Brand restrictions on the marketplace.
 - ▶ Resolution: You will need to work with the marketplace to gain permission.
- ▶ Error from {MarketplaceName}: The quantity must be a number greater than 0
 - ▶ Resolution: You must have qty to list a product
- ▶ Error from ebay: Shipping (or Payment, or Return) Policy is required.
 - ▶ Cause: you have not opted in and assigned ebay business policies to SellerActive.
 - ▶ Resolution: Under Settings > Integrations > ebay

Tips & Tricks

- ▶ When working with large amounts of errors, export your listings to see the errors in an excel file format.
- ▶ We do log errors in our help page. Please refer to the resources section for a link to the article on errors and resolving errors.

Resources

- ▶ Ebay errors
 - ▶ <https://www.selleractive.com/en/support/ebay-publishing-errors-missing-location>
 - ▶ <https://www.selleractive.com/en/support/ebay-errors-on-ebay>
 - ▶ <https://www.selleractive.com/en/support/publishing-error-missing-policies>
- ▶ Walmart errors
 - ▶ <https://www.selleractive.com/en/support/walmart-publishing-errors-product-id-override>
- ▶ Variation errors
 - ▶ <https://www.selleractive.com/en/support/variation-themes>