Working Listing Errors

Finding 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 export the listings with errors. In the exported file the errors will live in the error column.
- 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 Errors - Variations

- **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 Errors

- 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

- 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