amazonservices
Europe

Common Feed Errors
How to fix guide

What Causes errors 8541 & 8524?

These errors are commonly referred to as _matching errors_ and they occurs when the EAN on the product that comes in the feed already exists on Amazon but some other data on that same feed for that products (title, brand, color, size, etc.) does not match the data we currently have on Amazon.

Samples:

There are two types of Errors in this section:

- Single Matching (8541): occurs when the EAN matches only one ASIN on Amazon.

```
Error   The SKU data provided conflicts with the Amazon catalog. The standard_product_id
value(s) provided correspond to the ASIN  B004L1P7XY, but some information contradicts
with the Amazon catalog. The following are the attribute value(s) that are conflicting:
part_number (Merchant: '8808956110307' / Amazon: '420383')….
```

- Multiple matching (8542): occurs when the EAN matches multiple ASINs on Amazon.

```
Error   The SKU data provided conflicts with the Amazon catalog. The standard_product_id
value(s) provided correspond to the ASIN  B00RBUMR6M, …If your product is this ASIN, then
modify your data to reflect the Amazon catalog values. Else, check your value(s) for
standard_product_id are correct. The SKU data provided conflicts with the Amazon catalog.
The standard_product_id value(s) …
```

How to solve errors 8541 & 8542?

You should create an interface in your solution where the Sellers can see the details of the products with such errors from their feeds alongside the data from the products on Amazon highlighting the data that is different. With this interface a Seller should be able to continue with the following process:

1) Check if the product is the same as they actually intended to sell.

   a. If it is the same product they could just say it is and on the next upload you would simply need to use the ASIN from Amazon instead of the EAN code the Seller provides, or alternatively change the data that is not matching so that is matches the data on AmaSzon.

   b. If it is not the same the Seller must check their own data and correct anything that is wrong.

   c. If they are sure that their data is correct you should direct them to contact Seller Support and report an error with the product data on and Amazon ASIN.

Note   In order to get the product data form Amazon you can use the Amazon Product API.

You can also implement a preventive measure by checking the EANs of the products provided by the Sellers using the Amazon Product API before you upload the Sellers' catalogs, this way you can highlight potential conflicts to the Seller beforehand.

What causes error 90122?

This error occurs when there is HTML content on the product description that is in the product data feeds. HTML content is not allowed on the product description on Amazon.

Sample:

<ResultMessageCode>90122</ResultMessageCode>
    <ResultDescription>The Message/Product/DescriptionData/Description field contains an invalid value:
The ARCTIC F PWM series outperforms other 80mm/92mm/120mm fans in the market. The patented PWM Sharing Technology(PST) regulates the speed of up to 5 fans via BIOS. With efficient central cooling; the ARCTIC F PWM series offers excellent cooling performance for the system.</p></table>. HTML content is not allowed in this field.</ResultDescription>

How to solve and prevent errors 90122?

You have two options to tackle this type error:

1) Parse the descriptions from the seller and remove any HTML characters or tags and then upload the fixed descriptions.

Caution: This sometimes may cause the descriptions to lose their formatting.

2) Identify if there are any HTML characters in the products descriptions before uploading the feed form the Seller and prevent the upload until the Seller has fixed this.

We recommend that you use the first method and additionally show a warning to the sellers identifying which product descriptions have been modified so they can fix them if they are not showing correctly

What causes error 8059?

This error occurs when there are restriction to list this products on Amazon at item level. On some occasion we block certain item from being created automatically by Sellers in order to prevent customer issues with those products (for example: products being recalled by the manufacturer, products where we detect that there is a high chance of it being a counterfeit, products in which customer are reporting a high number of issues, etc.)

Sample:

Error The item you are attempting to list (SKU: <SKU number>) is restricted by Amazon for your locale, therefore this record was ignored.

How to solve and prevent error 8059?

Once you detect this type of errors on the feed for a Seller you should present a list of products or SKU to the Sellers and you should instruct the Seller to contact Seller Support from their account in Seller Central to understand why are does products restricted and if it is possible for them to sell those products on Amazon.

Your application should block the SKUs with these errors from uploading until the Seller confirms they have the approval to sell in those restricted categories. Alternatively if you see SKUs with this errors you should inform the Seller about this and program you application to retry these same products after 24 hours.

What causes error 8016?

This error occurs when you are creating products with variations (parent and child products) but the data provided on the products is not sufficient to create a variation. The most common causes for this are:

- You are not using the same variation theme on the parent products and on the child products of the same family
- The variation attributes associated to the variation theme you choose are not filled on the child products.

Sample:

The product data provided was insufficient for creating a variation (parent/child) relationship for SKU: <SKU Number >Ensure that the parent and child share the same variation theme and that there is a submission for variation theme attributes (eg. size and color for size_colour variation theme).

How to solve and prevent error 8016?

You application should validate the feeds before uploading them to Amazon in order to ensure that:

1) Both the parent and the child products of the same family have the same variation theme.
2) Ensure that all the attributes associated to the variation theme are filled for every child product on the feed.
   a. The most common attributes associated to the variation theme are:

Variation theme	Product Attributes
Color	ColorName
Size	SizeName
ColorSize or SizeColor	ColorName and Size Name

Note: it is enough that one of these errors happens only in one product of a family, and it will prevent the whole product family from being created correctly on the seller's catalog on Amazon. Ensuring that these errors are not present in the feeds before uploading them will reduce the amount of resources your application needs to use to check the processing reports and ensure that the feeds are processed faster.

What causes error 8032?

This error occurs when you are trying to associate the same child SKU to multiple parent SKUs on the feed that are being uploaded for one seller.

Sample:

The child SKU you have provided is already assigned to a parent SKU. A child SKU can only have one parent SKU assigned to it. Please delete your child SKU and recreate it with the intended parent SKU.

How to solve and prevent error 8032?

Your solution should validate this on the feeds before they are uploaded to Amazon or alternatively prevent the Seller from assigning the same child SKU to multiple parent from your interface.

Note: it is enough that one of these errors happens only in one product of a family, and it will prevent the whole product family from being created correctly on the seller's catalog on Amazon. Ensuring that these errors are not present in the feeds before uploading them will reduce the amount of resources your application need to sue to check the processing reports and ensure that the feed are processed faster.

What causes error 8566?

This error occurs when the EAN code provided on the feed for a product does not match any products in Amazon and the rest of the data provided is not sufficient to create a new ASIN or product on the Amazon catalog.

Sample:

The SKU does not match any ASIN and the product data provided is not eligible for ASIN creation.

How to solve and prevent error 8566?

When you see this type of errors in the Sellers feed your solution should automatically prevent the Seller from uploading the same SKU again without the mandatory data that is needed to create a new products on amazon depending on the correct category.

If your solution allows the creation of new ASINs on Amazon you should point out to the Seller how to use your solution to do this.

If your solution does not allow the creation of new ASINs on Amazon you should point the Seller to instruction on how to create a new ASIN or products from Seller Central. You should additionally block the synchronization of that SKU for the Seller until they confirm that the product is already on the Amazon Catalog.

Note: You can also use the Products API to verify if the products exists on Amazon before uploading the Seller's catalog for the first time in order to prevent this errors from happening. This will also allow you to inform the Seller using your solutions which part of their catalog will not be created if they only use the listing or matching functionality of your solution.

What causes error 8026?

This error occurs when the Seller is not authorized to list products in the category they are trying to list. There are certain categories per marketplace that are locked for listing and seller would need to first contact Seller Support in order to unlocked them for their account.

Sample:

You are not authorized to list products in this product line or category. You can apply for approval to sell products in this category by following the instructions given here: …

How to solve and prevent error 8026?

Once you detect this errors you should inform the Seller using your application which products or SKUs they are not able to list due to restrictions form his account you should also check for those products using the Product API and show in which categories are those products currently listed on Amazon.

You should have instructions pointing the Sellers to the correct help pages on Seller Central that highlights the steps to follow to get approval to sell on restricted categories on Amazon. (You can access the link here).

Note   Keep in mind that these restrictions may be marketplace specific

Your application should block the SKUs with these errors from uploading until the Seller confirms that they have the approval to sell in those restricted categories. Alternatively, if you see SKUs with these errors you could inform the seller about this and program you application to only retry these same products after 24 hours.