Listing Troubleshooting

How to Resolve Listing Errors

This document aims to guide Sellers to identify and resolve the most common Feed errors encountered. It provides the necessary explanation of different feed errors and how they could be resolved and/or avoided.

Guide to use this document: (i) Go through the first three pages and (ii) search (ctrl+f) the error code you want to address.

How to identify errors in a file

Once you have uploaded any template through the option Inventory → Upload Products via Upload, you need to access Monitor Upload Status.

1. When the status is "done", click on Download your Processing Report
2. Open the file
3. If the document is a .txt, copy (crtl+a) and paste (crtl+c) in an Excel sheet.

In the Processing Report, you will find the SKU that identifies your product (Column B) and the error code and description assigned to each of them (Column C and E).

If you have uploaded a category-specific template, the view of the Processing Report changes. In this case, the Excel sheet includes a new tab called "Processing Summary" that groups all the errors encountered during the upload. Go the tab Template to see what specific rows have the errors (highlighted in dark orange).

Please, make sure to update the original template you have updated or to Complete Drafts to re-submit your upload when addressing errors.

Continue to the next page to check resolution for each error.

Error 4000

Your Seller Account is not approved to offer seller-fulfilled products in this category at this time. You can still sell these products on Amazon by using Fulfilment by Amazon (FBA).

To resolve this error change the shipment option to FBA. If you requires more information, please, open a case through Seller Support.

Error 5000

This error occurs due to all kinds of XSD violations i.e. due to malformed or invalid XML document. For example: Strings with too many characters, Wrong sequences of attributes, Missing required attributes, Wrong values in enumerations.

To resolve this error check the error message in the results i.e. feed processing report. This description will point to the exact row that is causing the error in the XML and will also briefly explain the error. Download the latest XSDs from Seller Central and validate your XML feed against these XSDs/ specific XSD as per error description.

Error 5002

This error is the result of an internal Amazon error. You should be able to resubmit your data without incident. If this error persists, please contact Seller Support.

Error 5003

There are too many errors in the data you submitted to continue processing it. To avoid repeating this error, you should try the following steps: (i) Compare the data file you are submitting with the data dictionary to ensure your values are valid; (ii) Submit a smaller set of data for troubleshooting purposes.

Error 5004 / 99001

This error occurs when your file is missing required information. To resolve this error, check the data file you are submitting to make sure that no required fields are omitted (compare the fields you are submitted with Data Definitions tab) and resubmit the data.

Error 5005

This error occurs when the Merchant/Seller Identifier value you provide is not valid for the credentials you provided. Your credentials are the same as your user name and password for accessing Seller Central. The Merchant Identifier value is your merchant token and looks something like M_ACMEINC_012345. This value is generated by Amazon when you register a new merchant account. To resolve this error, you must correct the Merchant Identifier value in your XML header or modify your client settings to pass valid credentials in your HTTP header. Go to Seller Central → Settings → Account Info → Your Merchant Token.

Error 5008

If you received this error after submitting an inventory file, then you supplied a value other than "Update" or "Delete" in the update-delete column. Please resubmit with one of the two valid values.

If you received this error after posting a data feed, then you supplied an OperationType value other than "Update" or "Delete" in your XML envelope. Please repost your document with one of the two valid values.

Error 5501

This error occurs when the product ID (EAN/UPC) provided by you is not available on Amazon. This could happen when you insert an invalid product ID or when you are trying to match products in bulk without already having checked if the product is available on Amazon.

To resolve this error check the product ID provided perfectly match, if your product does not have a GTIN, request an exemption.

Error 6014

This error occurs when your product matches a [restricted product](). Legal and other considerations prevent Amazon from listing all types of products. To resolve this error apply for an approval process.

Error 6024

This error occurs when seller is not authorized to list products under a brand name in a product line or category. Seller must meet additional qualifications to sell certain brands on Amazon. To resolve this error you must obtain prior approval to list these products. It can happen that the product appears as inactive in your Inventory (in this case, just request brand approval and resubmit data).

Error 6039

This error occurs when you are not authorized to sell products under this restricted product group. The restricted product class for the item being offered is not open for selling under this condition. To resolve the issue request approval to sell in the specified category .

Error 8003

You cannot provide LaunchDate and DiscontinueDate values that are in the past. All event flags must be associated with a future date. If you are attempting to modify the LaunchDate to a past date in order to make your products available on Amazon, you should instead provide a LaunchDate equal to today. It can take up to 24 hours before your products appear on Amazon. If you are trying to discontinue a product immediately, you should instead provide a DiscontinueDate equal to today and set the available product quantity to zero.

To resolve the error check the correct format of date and update it.

Error 8004

The Product with SKU may be identical to existing ASINs based on some attributes. The error message specifies the similar products by providing an ASIN and the similar item attributes.

To resolve the issue check that ASIN within the Amazon's catalog, if that's the product you are trying to sell, just add it as an existing product; if your product still does not match that ASIN, please, contact Seller Support.

Error 8005

This error occurs when you attempt to change an identity attribute for this SKU. To proceed, please, delete this SKU and recreate the SKU with the appropriate identity attribute. Check this page to resolve the error.

Error 8006

This error occurs when you try to delete a product that is still available for purchase on Amazon. Before you can delete a product, you must first set its available inventory level to zero. This prevents the product from deletion while it is in a customer's shopping basket.

To resolve this error using tab-delimited inventory files, you should:
1. Change the product's quantity to "0" (zero) in your inventory file.
2. Set the update-delete value to "Delete".
3. Resubmit your inventory file.

Error 8007

This error occurs when the parent SKU you reference has not been set up properly as a parent.

Common reasons include the following:

- You used the wrong SKU for the parent SKU.
- You used the right SKU, but you did not designate that SKU as a parent when it was created.
- You used the right SKU, but other errors prevented the parent SKU from being set up properly.
- You entered a value in the parent-sku column for an item that is itself a parent SKU.

Error 8008

This error occurs when the child SKU you reference in your relationship feed has not been set up properly using a product data feed. Common reasons why this might be the case include the following:

- You used the wrong SKU for the child SKU.
- You used the right SKU, but you did not designate that SKU as a child in a product data feed.
- You used the right SKU, but errors in your product data feed prevented the child SKU from being set up properly.

Error 8009

This error occurs when processing your data would change the ParentSKU that is associated with a child product. Before a child product can be related to a new parent, you must remove that child product from its existing parent-child relationship.

To eliminate a relationship, you can delete either the parent or child product. When you delete a parent, you remove the relationship between that parent and all its children. When you delete a child product, you eliminate the relationship between just that one child product and its parent.

After you remove the original relationship, you can re-assign the child product to a new parent product.

Error 8012

This error occurs when the ClothingType value in your product data feed or inventory file is missing or invalid. You must provide a ClothingType value, as this helps determine the department where your product appears within the Amazon.co.uk Apparel store. If you submit an inventory file, you can find a list of valid ClothingType values on the Data Definitions tab in the Apparel Product Template.

Error 8016 / 8017 / 8021 / 8022 / 8801

This error occurs when you do not provide enough product data to create a variation (parent/child) relationship between products or the data provided is not correct.

To resolve this issue go to the Create Variations module in Seller University.

Error 8019

This error occurs when you submit identical values in the SKU and Parent SKU columns. A product cannot be a variation of or accessory to itself. To correct this error, enter different values in the SKU and Parent SKU columns before resubmitting your inventory file.

Error 8020/8106/8108/8602

This error occurs when the Standard Product ID value you provide does not meet the requirements for the Product ID Type you specified.

Common reasons for invalid values include the following:
- You did not provide the required number of digits, because you omitted the check digit. You can verify or calculate your check digit using one of the many UPC or EAN validators available on the Internet.
- The check digit you provided is not valid. The check digit is the last digit in the string and is calculated based on the other digits in your string. You can verify your check digit using one of the many UPC or EAN validators available on the Internet.
- You did not provide the required number of digits because your StandardProductID begins with a zero, and Microsoft Excel removed that zero after you entered it in your Inventory File Template. If this is the case, reformat the StandardProductID column as text (Format > Cells...) before entering your StandardProductID value.
- You specified the wrong ProductIDType. If so, enter the correct ProductIDType.

Error 8023

This error occurs when a product you are creating appears to be identical to another product you have already created. Common reasons why this may be the case include the following:

- You did not provide a sufficient amount of product data to distinguish this product (Product B) from another of your products (Product A).
- You provided a StandardProductID for this product (Product B) which is already associated with another one of your products (Product A).
- You are resubmitting product data under a new SKU for a product which you previously sold on Amazon.co.uk but failed to properly delete.

Error 8024

This error can occur when you provide an insufficient amount of data. If you cannot resolve this error by resubmitting your current data, please use additional data elements before resubmitting.

Error 8025

This error can occur when you indicate an invalid BaseCurrencyCode. If you are unable to resolve this error by resubmitting your current data, please resubmit using a valid BaseCurrencyCode value. Valid values for BaseCurrencyCode include the following: USD, GBP, EUR or JPY.

Error 8026

This error occurs when you submit the product data for a category in which you are not authorised to list. You will need to obtain approval from Amazon before listing in certain product categories. These restrictions might be marketplace-specific.

Refer to the Help page for more details on the various categories and requirements for obtaining approval. Visit the Categories and products requiring approval page, and follow the instructions to submit your application.

Error 8032

Invalid variation relationship: The child variation is already assigned to a parent SKU. Please delete the old relationship before submitting a new relationship.

You must first delete the old relationship before submitting the new one. To eliminate a relationship, you can delete either the parent or child product. When you delete a parent, you remove the relationship between that parent and all its children. When you delete a child product, you eliminate the relationship between just that one child product and its parent. After you remove the original relationship, you can re-assign the child product to a new parent product.

Error 8055

This error occurs when you submit an invalid ASIN as the StandardProductID value in your inventory file or product data feed. To resolve this error, replace the ASIN with a valid value and resubmit your product data.
To check the validity of an ASIN, enter the ASIN in any search box on Amazon.co.uk and click Go. If the ASIN is valid, the product detail page associated with that ASIN appears in your browser. If the ASIN is invalid, no information appears.

Error 8056/8115

This error occurs when you submit an invalid ConditionType value in your inventory file or product data feed. To resolve this error, resubmit your product data with a valid ConditionType value. Go to the Data Definitions tab in the File and check valid values.

Error 8058

This error occurs when you have not provided a value for a particular field in your inventory file or product data feed. For example, you have not specified item_name for a particular SKU. Then, you will see an error: The following attributes are missing for SKU: [XXXXXXXX]: [item_name].

To resolve this error, resubmit your product data with an appropriate value in the required field. To determine the valid values, see the "Valid Values" tab in the template that you used to upload your inventory.

Error 8059 / 90202

This error occurs when there are restriction to list these 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.

Error 8101/8103

This error occurs when the ProductType value you submitted for this SKU does not match one of the valid ProductType values for the Amazon catalogue. To resolve this error, please resubmit your product data using a valid ProductType value.

To resolve this error check the valid values in the Data Definitions tab included in the File.

Error 8104

This error occurs when you fail to provide a name for your product in your inventory file or product data feed. To resolve this error, please resubmit your product data after including a product name.

Error 8124

This error occurs when you attempt to delete an item that is related to a large number of other items. This error applies to all relationship types, including variations and accessories. To avoid this error, you will first need to delete the relationships for this item and then delete the item itself.

Error 8555

This error occurs when the SKU you are referencing does not exist in the Amazon catalogue. One of four conditions is likely the case:
- You have not yet added this SKU to the Amazon catalogue.
- Previous errors in your inventory file or product data feed prevented the addition of this SKU to the Amazon catalogue.
- The SKU you are referencing is incorrect.
- The SKU was previously deleted from the Amazon catalogue.

Error 8541 / 8542

This error is commonly referred to as a "single matching error" and occurs when your Product ID (UPC, EAN, JAN, ISBN, etc.) corresponds to the Product ID of an existing ASIN; that is, some of the information you are submitting contradicts the product information (title, brand, colour, size, etc.) that is already present for that particular ASIN.

To solve this error:

- Check to make sure that the Product ID you had provided is correct. If it is incorrect, enter the correct product ID in your file and resubmit.
- If you have provided the correct product ID, replace your entry under the Product ID and Product ID Type column with the ASIN provided in the error report and resubmit your file. If the information in the Amazon catalogue for this product appears to be incorrect, contact Seller Support.

Error 8556

This error occurs when your product cannot be sold on Amazon because it matches a restricted product. Legal and other considerations prevent Amazon from listing all types of products from all merchants, even in cases where you were previously able to sell this product. If your product may be considered a toy or baby product, please see Product Guidelines for more information about which products can and cannot be sold.

Error 8560

This error occurs when the product data provided in the SKU do not meet the requirements for ASIN creation. The most common causes for this error are:

- The values entered for a specific attribute is invalid.
- The required fields are missing in the feed submitted by you.
- The product ID does not match any ASINs.

To solve this issue, (i) make sure that the product ID is correct and/or (ii) make sure all the required or conditionally required fields are completed with valid values.

Error 8566 / 8571

If you have not yet established a sales history with Amazon, you might see this error message SKU does not match any ASIN and the product data provided is not eligible for ASIN creation.As you increase your sales, your capacity to create new ASINs will increase.

If you are an established seller and have created a high number of new ASINs, we reserve the right to temporarily remove your ability to create new ASINs. Your status will be re-evaluated every month.

To solve this issue contact Seller Support.

Error 8572

This error occurs when the Brand associated with the EAN conflicts with the Brand used to upload i.e. the EAN used to list the product is not found to be valid for the brand name used.

For Ex: Seller linked 'XXXXX1X3XX7X' EAN with 'ABC' brand name while purchasing Barcodes and associated the same EAN with a different brand name 'XYZ' while listing on Amazon.

To solve this issue contact Seller Support team with your GS1 certification of the barcodes. Amazon will then examine the documents and whitelist the barcodes.

Error 8573

We have identified potential matches for the product you are listing. Before attempting to list, search the Amazon catalogue first to see if you can find an already existing listing. If your product does not yet exist and needs to be listed with a new ASIN, contact Seller Support and mention error code 8573.

Error 8804

This error occurs when you are updating a variation family that has an inconsistent value for an attribute that must be the same across all children. To resolve this error, do the following:

- Identify the different values that have been provided for the attribute (note that this includes differences in character space, punctuation and capitalisation)
- Determine what the correct action is and update the SKUs: Remove certain SKUs from the variation family since they are fundamentally different or Correct the SKUs to make it consistent.

Error 8805

This error occurs when you are attempting to update an attribute value on an SKU, which will make it inconsistent with the other products within the variation family.

To resolve this error, delete the SKU from the variation family and then perform the update.

Error 11003

This error occurs when your data associates a child product with a parent item other than its current parent. You cannot associate a child product with a new parent item without first deleting its relationship to an existing parent.

Common reasons why this error may have occurred include the following:

- You made a mistake in entering the SKU for either the child product or the parent item.
- You have not deleted the parent/child relationship between this product and its current parent item.

Error 13006

This error occurs when the StandardPrice/item-price value provided is invalid. Go the Data Definitions tab to check valid values/format. Make sure you are providing a positive value.

Error 13008

This error occurs when the SalePrice value provided is invalid. Go the Data Definitions tab to check valid values/format. Make sure you are providing a positive value.

Error 13043

This error occurs when you indicate a regular price or a sale price of 0.00 for a product. For a price to be valid, it must be equal to or greater than 0.01. If your SKU represents a parent item, you should simply leave the field blank.

Error 13013

This SKU does not exist in the Amazon catalogue. Your [price, override, inventory or product] data was not processed. No action can be taken for the SKU you provided because it does not exist in the Amazon catalogue. Common reasons why this might be the case include the following:

• The SKU was never successfully added to the Amazon catalogue.

• The SKU has been deleted from the Amazon catalogue.

If you receive this error after submitting a tab-delimited inventory file to update or create a product, there may be other errors associated with this SKU which prevented the SKU from being added to the catalogue successfully. You should check for and correct those errors. Then resubmit your inventory file and this particular error message will disappear.

If you receive this error after trying to re-create a deleted SKU, please wait for 24 hours from the time you deleted the SKU before you attempt to re-create the SKU.

Error 20002

The variation theme specified for SKU [your SKU] is different from the variation theme that already exists for this product in the Amazon catalogue. Your variation theme must be identical to, or include, the existing theme [variation theme].

To successfully upload the product, you must use a variation theme that uses or incorporates this 'existingTheme'. For example: if the product varies by Size and Colour ('SizeColour' variation), then you must specify a theme that includes both Size and Colour.

Error 20000

This errors occurs when we are unable to access the URL to retrieve product image or image doesn't have right format. You need to provide a public URL for images and/or upload images using correct format.

Error 20003/20006

This error occurs when Amazon was not able to process your image. The following factors can be responsible for this error:

- The image file in the URL does not have valid extension.
- The file format is not valid.
- The URL contains an argument which is not a direct path to the image. For example: question mark [?] in the URL.

The valid image file formats and extensions are:

- GIF (*.gif)
- JPEG (*.jpg)
- TIFF (*.tif)

Even if the URL ends in one of the three valid extensions, you should still check to make sure that the image file format is valid. Try this:

1. Use Internet Explorer for Windows to access the URL.
2. Click on 'View' menu and look for 'Source' option.
3. If you can select 'Source', then your file is really an HTML document. View the source of your document and use the URL written there.
4. If you are unable to select the 'Source' option, then your file is an image file. Right-click on the image and select 'Properties'. An information box will appear which specifies the type of image.
5. Make sure that your image type matches the list of valid extensions. If not, change the extension to match the image type.

Changing an image file's extension does not change the underlying image format. For example, you cannot turn a bitmap (*.bmp) or Adobe Photoshop (*.psd) image into a JPEG image simply by changing the extension to .jpg. A quick way to discover an image file's format using Internet Explorer for Windows is to right-click the image and choose 'Properties' from the context menu. The resulting information box indicates the image file format.

Error 20004

This error occurs when no image file exists in the specified URL. This is either when the image file is missing on the server or the URL is actually a redirect to the image file.

To fix this error, follow:

1. Access the URL using a web browser.
2. If no image appears, then the image file does not exist at that location. You should provide a different, valid URL.
3. If the image appears, check the URL that is displayed in the web browser's address bar.
4. If the URL in the address bar is different to the URL you originally entered, then your original URL is not an image file. It is an HTML redirect. You should resubmit using the URL in the address bar.
5. If the URL in the address bar is the same as the URL you originally entered, then your URL is valid. However, your image server may not have provided the image at the time it was requested by our image processor. In such cases, simply resubmit the URL.

Error 20005

This error occurs when Amazon cannot associate an image with this SKU because it was not created due to another error. Correct all other errors associated with it and resubmit your inventory file to resolve this error.

Error 20008 / 20009

The image you specified does not meet the minimum requirement for length on the shortest/longest side. Images must meet a minimum size requirement. Please resubmit your inventory file or product image data feed and reference an image that meets the minimum requirements indicated in the error message. Check the product image requirements.

Error 21037 / 21038

This error occurs when you have submitted a legacy version of the Listing Loader, Inventory Loader, or Price and Quantity File. Download the new versions of these files from Amazon Seller Central.

Error 90057

This error occurs when you have submitted data in a field that is not one of the pre-determined set of valid values required for the field.

To resolve this issue, check the Data Definitions tab and update the field with a valid value.

Error 90111

This error occurs when you are using invalid values in a numeric field.

To resolve this issue, check the Data Definitions tab and update the field with a valid value.

Error 90114

This error is created when you have submitted a file that has a numeric value that is lower than the minimum value allowed. Example: The value "0" is lower than the minimum value allowed: 0.01.

To resolve this error, ensure your value is within the limit and resubmit your feed.

Error 99010

This error occurs when there are missing or conflicting values in one of the conditionally required columns. For example, the three following columns are a group and are conditionally required to be meaningful: 1) sale_price 2) sale_from_date 3) sale_end_date. When the value of at least one attribute in a group is missing, the record is rejected.

To resolve this issue, ensure all attributes of a conditionally required group are populated with valid values.

To prevent this error, your solution should check 'Data Definition' and 'valid values' tab of category specific flat files and add such checks before uploading.

Error 99038

This error occurs when invalid (Ex: HTML Code) characters are used in Product Description or Name. To resolve this issue, check 'Data Definitions' in category specific flat files and provide values based on accepted values only.

Error 99040

This error occurs when a value was not provided for "main_image_url". Please provide a value for "main_image_url" so that the product has an image.

Error 99041

This error occurs when a value was not provided for "ATTRIBUTE NAME". Please provide a value for "ATTRIBUTE NAME".

Error 90114

This error is created when you have submitted a file that has a numeric value that is lower than the minimum value allowed. Example: The value "0" is lower than the minimum value allowed: 0.01.
To resolve this error, ensure your value is within the limit and resubmit your feed.

Error 99042

This error occurs when a value was not provided for "item_type". Please provide a value for "item_type". Please use the Product Classifier or download the category-specific Browse Tree Guide from seller Help to see a list of valid "item_type" values.

Error 99043

This error occurs when the value provided for "item_type" is not valid. Please use the Product Classifier or download the category-specific Browse Tree Guide from seller Help to see a list of valid "item_type" values.

Error 99044

This error occurs when The value provided for "item_type" and the Inventory File used are not a valid pairing. Please use the Product Classifier or download the category-specific Browse Tree Guide to determine which "item_type" or Inventory File to use to list your products.

Error 300060/300204/300404/300500/300503/300504

This error occurs when we could not access the media at URL!{imageUrl}. Ensure that the URL is correct and the media is publicly accessible.

Error 5665

Brand is new to Amazon and therefore it needs to be exempted or registered in Amazon. To resolve this error register the brand in Brand Registry or open a case through Seller Support.

Error 5461

Brand owner has restricted the creation of new ASINs for their brand. To resolve this error open a case through Seller Support and wait until it is resolved.

Error 8575

This error occurs when there are limitations to create a great number of ASINs per week. To resolve this issue wait to create the offers next week or contact Seller Support.