Product Data / Sales Details Troubleshooting / Seller Product Onboarding

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This leaflet contains a compilation of errors that may arise during the upload of product data and sales details, and during the data integration process. This includes both errors at the Mirakl backend and issues detected during the checks carried out by Conrad afterwards.

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Please keep in mind that error checking is a step-by-step process. Which is why we recommend following the order shown in the Table of Contents.
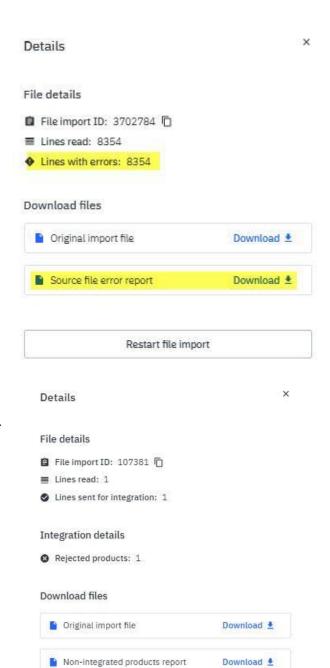
Product Data Upload Troubleshooting

Overview of errors/reports in the import history (product data upload)

There are two types of error reports generated as a result of product data upload issues. You always need to check both. Because the fact that there are no data integration errors doesn't necessarily exclude the possibly of conversion errors.

1. **Conversion error report**
    → Checks by Mirakl with regard to Mirakl's different sets of requirements.

    a. [Mirakl import history](#)
    b. Shown as "Lines with errors".
    c. For potential error messages, see Section 1.2

2. **Data integration error report**
    → Checks by Conrad with regard to their own processes that are not part of the Mirakl framework.

    a. [Mirakl import history](#)
    b. Shown as "Rejected products"

3. **Messages displayed in the Seller Portal (Legal Dashboard)**
   → There are other checks based on additional requirements that are not accessible via Mirakl. For instance, for some product categories, you might need to provide different sets of information only some of which are mandatory. Any issues there will be flagged using messages displayed in different segments of one of your Seller Portal dashboards. Dashboard content will be updated once a day. .

   a. Legal Dashboard of the Seller Portal
      i. Product content (Content & Compliance)
      ii. Product requirements (Content & Compliance)
      iii. Products banned from sale
      iv. WEEE
      v. Category overwrites

The following section explains this in more detail using examples.

Checks by Mirakl (data conversion errors)

Mirakl carry out these checks based on their own criteria. They provide a detailed explanation of common error messages on their portal pages.

Product Data Upload Troubleshooting

Here are some examples:

Report / error type	Error message	Cause	Solution
Conversion error	The attribute {0} is required.	Mandatory attribute is missing/has not been mapped.	Check whether content and/or mapping on Mirakl is complete.
Conversion error	The category {0} is unknown.	Category information is missing/has not been mapped.	Check whether content and/or mapping on Mirakl is complete.
Conversion error	The attribute {0} is not in the possible values set in the value list.	Attribute value does not match the relevant Conrad value, or was spelled differently.	Check whether content and/or mapping on Mirakl is complete. Check the spelling of individual values.

Checks by Conrad (data integration errors)

These checks are carried out by Conrad's PIM system, to ensure compliance with specific validation presets. As any issues will be related to Conrad's own systems, just looking for conversion errors won't be enough. Which is why we carry out an additional check.

Please keep in mind that there are two types of reports that can be generated for each logged upload, namely integration error messages and warnings.

Error messages referring to products not integrated on Conrad systems are shown in the integration *error* reports. On the other hand, warnings are displayed in the integration reports. All products listed in an integration report are basically ready for PIM master data creation. Nevertheless, you can still get warnings since e.g. invalid image URLs do not prevent product master data creation. This is why warnings are shown in the integration reports.

- Report referring to products that are not yet integrated
- Report containing added products (integration report)

Here are some examples:

Report / error type	Error message	Cause	Solution
Integration error	Brand 'Brand.X' not found for transformation.	Error during the processing of the brand.	Please get in touch with your Conrad Marketplace contact.
Integration error	Duplicate ean+packaging or brand+manufacturer +packaging within the same import and sellerId [ABC, 1234]	Upload contains multiple products with the same combination of EAN, MPN and content quantity. However, this combo needs to be unique for each product.	Check product content and all relevant master data sets. Amend if appliable.
Integration error	Products of this brand cannot be created without a valid EAN (GTIN)	Master data creation for this product requires an EAN.	Please provide the EAN of the product.
Integration error	Invalid EAN format, Checksum or Instore EAN used.	In-store EANs are not permissible, or incorrect format of the provided EAN.	Please crosscheck and amend the provided EANs, if applicable.
Integration error	The usage of No-Name brand without providing an EAN is not allowed	Unbranded products must have an EAN assigned.	Please provide EANs for all unbranded products.
Warning	No primary image URL was set with attributed	No URL to main product image provided.	Check whether you provided all required info. If not, please do so.

	'Product.PrimaryImageURL_MP'.		
Warning	URL 'https://host.com/image' for the primary image is invalid.	URL failed the regex test "^(http|ftp)(s)?:\\/\\/.\\.(jpg|bmp|png|gif|eps|jpeg|svg)((\\/|\\?|&).)?$";	Check URL format and amend if applicable.
Warning	The sale of products with this brand is restricted. You need approval to sell products with this brand.	Only authorised sellers are allowed to sell this product.	You will need to provide written proof of being authorised to sell the product. Otherwise, we can't enable the sale.
Warning	Attribute 'ATT.XXX' is shorter than 6 characters and will be ignored.	Text attribute contains less than 6 characters per line.	Check and amend content if applicable.
Warning	The content unit provided in ATT.GLOBAL.NoCUperOU__UNIT is not allowed for the selected category.	Some categories stipulate the use of specific content quantities.	Check and amend content if applicable.

Compliance and content errors (Legal Dashboard of the Seller Portal)

All provided product-related content will be examined again after the master data have been created. The system checks for incorrect product details and compliance with technical and other sensitive matters. If applicable, error messages will be displayed on the [Legal Dashboard](#) of your Seller Portal.

These product-related checks are carried out on both the seller and the platform level. For details, see below.

The dashboard has four main segments, namely

- incorrect product data (product - content)
- missing product information (product - requirements)
- products/categories that are banned from sale
- WEEE compliance

Here are some examples:

Content issue	Value code	Solution
Product-related content contains seller-specific	SellerSpecificContent	Remove seller-specific content.

information		
Product description includes item condition	Conditionindatalncorrect	Product condition is a part of the sales details, not the product description. Please remove any condition-related information from product descriptions.
Incorrect documentation	DocumentsIncorrect	Please review and amend/delete the provided documents, if applicable.
Incorrect energy efficiency ratings	eekIncorrect	Please make sure you provide all necessary EEC information. Full details on how to do this are available here.
Incorrect content format/codes	maliciousCode	Please revise your text format to comply with the required standards. Full details on how to do this are available here.
Incorrect GTIN/EAN	GtinIncorrect	Please cross-check and amend the provided GTIN / EAN if applicable.
Incorrect MPN	PartNoIncorrect	Please cross-check and amend the provided MPN if applicable.
Incorrect content quantity	NoCUperOUIncorrect	Please cross-check and amend the provided content quantity if applicable.
Incorrect category	CategoryIncorrect	Please cross-check and amend the provided category if applicable.
Incorrect brand	BrandIncorrect	Please cross-check and amend the provided brand name if applicable.
Incorrect product description (incl. technical specs)	ProductDescriptionIncorrect	Please cross-check and amend the product description if applicable.
Wrong language	LanguageIncorrect	Please check the content language. Make sure it matches the sales channel you use.
Incorrect VAT rate	SalesTaxIncorrect	Please cross-check and amend the tax rate if applicable.
Incorrect sales unit	incorrectBaseUnit	Please check and amend the provided sales unit if applicable.
Incorrect product variant	VariantValueIncorrect	Please check the info related to the product variant group and the variants listed in that group. Amend if applicable.
Incorrect image	ImageIncorrect	Please check and replace the image if applicable.
Incorrect safety information (symbols, disclaimer, MSDS)	SafetyInfoIncorrect	Please check that you've provided all required information. Full details on how to do this are available here.
Not authorised to sell the product	ProductSupplyIncorrect	You need to be an authorised dealer to sell products by this brand. Please get in touch with you Conrad marketplace contact.
Missing main image (space holder/no image provided)	imageplaceholder	Please check and replace the provided image material if applicable. Using image space holders is not permitted.
NoName / seller GTIN combination	noMatchCode	Please provide a valid EAN.
Product is banned from sale!	notAllowedProduct	The product cannot be sold via Conrad Marketplace.
Products by this brand need an EAN	gtinRequiredForBrand	Products by some brands need to have an EAN assigned. Provide any missing EANs.

Legally required information related to the EEC is missing.	EEKDatasheetMissing EEKLabel+DatasheetMissing EEKvalueMissing EEKvalue!=EEKLabel	Please check whether you've provided all required information. This includes (see here): - EEC value (Energy Efficiency Class) - EE label (link to a JPG or PNG file) - EE data sheet (link to a PDF file) Please make sure that the provided EEC matches the info on both label and data sheet
Legally required information related to the Radio Equipment Act (FuAG) is missing.	FuAGdataIncomplete	Please check whether you've provided all required information. This includes (see here): - Charging capacity (max) SI unit and value - Charging capacity (min) SI unit and value - REA-compliant charger provided (yes / no / not applicable)
Legally required HAZMAT and Safety information is missing	HazmatInformationMissing RefAndHazmatInformationMissing	Please check whether you've provided all required information. This includes (see here): - GHS H-statements - Safety data sheet - Signal word
This product is subject to ongoing legal issues	TemporaryRestrainingOrder	You don't need to do anything. The product cannot be sold until the issues have been resolved.
Legally required information related to the Repairability Index is missing.	RepairIndexDatasheetMissing RepairIndexValueMissing RepairIndexDatasheetValueMissing	At the moment, this only applies to products sold to customers in France. Provide the necessary information if applicable.
Legally required information related to the Durability Index is missing	DurabilityIndexDatasheetMissing	At the moment, this only applies to products sold to customers in France. Provide the necessary information if applicable.

Sales Details Upload Troubleshooting

Overview of errors/reports in the import history (sales details upload)

Similarly to product data, sales details uploads may also trigger data processing errors. So, please carry out checks at regular intervals. However, unlike product data feeds, sales data uploads create one type of error report only.

These reports are shown in the Sales Details Import History tab of your Mirakl account.

Checks by Mirakl (list of errors)

Whilst these checks are carried out by Mirakl, please keep in mind that some of the error messages may trace back to platform-specific attribute fields.

These fields are defined by the marketplace operator requiring mandatory information. The link below points to a list of mandatory attributes you need to provide to upload sales details successfully.

This document explains the most common error messages in detail and can be viewed directly on Mirakl.

Sales Details Upload Troubleshooting

The initial step of validation involves checking whether the product associated with the newly provided sales details is in the database. If not, the first error message will always read "The product does not exist". However, even if the product does exist, consecutive checks might flag issues, for instance, if you did not provide certain attribute values.

Here are some examples:

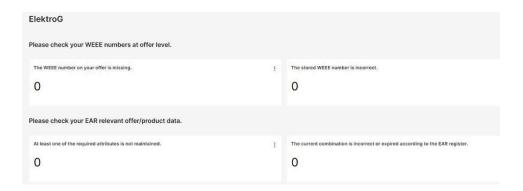| Error message	Cause	Solution
'The product does not exist'	Unable to assign sales details to a product. Details might not be assigned based on a "SHOP_SKU" product-id preset.	Check whether you entered the correct names for the sku, product-id and product-id-type field, and whether the provided info matches the product code ("Product.SellerProductID") used in the product data feed.
'No existing offer to update'	The "sku "value and existing sales details don't match.	Check that the attributes in the header are spelled correctly. Choose the "Normal" import mode to update sales details only.
'The sku field is duplicated in the source file'	Multiple sales details in the file share one sales SKU ("sku"). SKUs must be unique.	Remove duplicate SKUs from the "sku" column.

'The state of the product is unknown'	The status attribute has no value or the provided value is incorrect or the column doesn't	Check whether the attribute exists and has been assigned the correct value.
'The product linked to the new offer is different from the product linked to the existing offer.'	One set of sales details was deleted. Recreating the sales details with the same sales SKU fails.	Wait one day before creating the sales details again using the same SKU. Alternatively, use a different sales SKU.

Checks by Conrad (sales details validation)

Even after a successful upload of sales details, you still need to check some settings in your Mirakl account, to enable the information to be displayed on our webshop pages.

This involves providing details regarding the relevant warehouse locations and WEEE numbers in compliance with *Stiftung EAR* standards.

- Sales Tax ID check applied to provided warehouse location
  - Overview of warehouse locations in your Mirakl account
  - Conrad checks whether the provided VAT IDs match information held on Germany's Federal Tax Office database. If this isn't the case, the respective products will not display on our webshop pages (despite Mirakl labelling them as "active")
- WEEE number check applied to sales data feed
  - Shown in the 'producer-id[DE-WEEE] field
  - Report on the Legal Dashboard fo the Seller Portal
    → shows whether the WEEE is missing/incorrect.

The information contained in the report updates once a day (between 8am and 9am). Means any changes made will show on the next day.

If sales details are not properly displayed on our webshop pages after all checks have been completed, please get in touch with your Conrad Marketplace contact.