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How to resolve

common feed errors

Common Feed Errors

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Introduction

Feed errors are a safeguard that protects errors in the sellers' product catalogue from being displayed on the Amazon website. This document aims to guide the developers to tackle the most common Feed errors encountered by MWS users. It provides the necessary explanation of different feed errors and how they could be resolved and/or avoided.

At Amazon, we strongly believe that every product detail and description is critical to facilitate buying decisions for our customers. The products that have incomplete and/or inaccurate information will not be uploaded to Amazon successfully. Therefore, the buyers will not be able to find those products on Amazon. Hence, we insist all the developers to download the Feed processing report after every feed upload and bring it to the attention of the sellers. The GetFeedsubmissionResult operation under MWS Feeds API returns the Feed processing reports.

Note: We recommend showing the errors in an actionable way in your interface to Sellers. This will help them act upon the feed errors at the earliest to ensure that, they do not lose sales because of erred listings.

Before we dive into the feed errors, please follow the guidelines below to maximize feed processing performance:

1. Avoid submitting a large number of feeds with only a few records in each feed. When possible, combine the data into less frequent larger feeds.
2. Include only the products that need to be updated, not the entire inventory of the sellers.
3. Upload one feed of the same type no more than every 20 minutes.
4. Keep file size below 10 MB.

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What causes error 4000?

This error is an associative error that occurs due to repeated processing failures.

Samples:

<ResultMessageCode>4000</ResultMessageCode>

<ResultDescription>Your file contains an error that is causing repeated processing failures. After you update the file we will again attempt to process it. Please correct the following error and upload your file again: You are attempting to change an identity attribute for this SKU. To proceed, please delete this SKU and recreate the SKU with the appropriate identity attribute. For more information and detailed instructions, see: > http://sellercentral.amazon.co.uk/gp/help/23191</ResultDescription>

How to solve and prevent error 4000?

To resolve this error, check the error description and resolve the actual error.

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What causes error 4400?

This error occurs when the Merchant is only authorized to sell products using Amazon Fulfilment Network (AFN). If the merchant is trying to sell using Merchant Fulfilment Network (MFN), offer will be un-buyable.

Sample:

<ResultMessageCode>4400</ResultMessageCode>

<ResultDescription>Your seller account is not approved to offer seller-fulfilled products in this category at this time. For more information, please see our Help page: http://sellercentral.amazon.co.uk/gp/errorcode/4400</ResultDescription>

How to solve and prevent error 4400?

To resolve this error, create list of such products and then you can use the inventory file to Switch fulfillment to AFN and start the inbound process.

*Note: You can also encounter this error if your seller does not have approval to sell in MFN and your solution is updating quantities for AFN products. This switches products from AFN to MFN landing up in this error. Hence, your solution should also **not** upload quantities to products that are tagged under AFN.*

What causes 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 sequence of attributes
- Missing required attributes
- Wrong values in enumerations

Sample:

<ResultMessageCode>5000</ResultMessageCode>

<ResultDescription>XML Parsing Warning at Line 7, Column 57: Finished parsing 'AmazonEnvelope', but no 'Message' elements were found. The envelope appears to be empty. </ResultDescription>

How to solve and prevent error 5000?

To solve this error, check the error message in the results i.e. feed processing report. This description will point to the exact location of the error in the XML and will also briefly explain the error. If the description is generic, please use XML validation tools together with the relevant XSD to find the errors in the file.

Note: If there are multiple occurrences of "Error 5000", you might not have used the updated XSD. Please download the latest XSDs and submit the feed again.

Download the latest XSDs from Seller Central (https://sellercentral.amazon.co.uk/gp/help/G1611?) and validate your XML feed against these XSDs/ specific XSD as per error description. Make modifications in your API based on the required XSD.

As a good practice, we advise to download the latest XSDs from https://sellercentral.amazon.co.uk/gp/help/G1611 at frequent intervals.

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What causes 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.

Sample:

Original record number	SKU	Error code	Error type	Error message
1	ABCD	5501	Error	We did not find any products on Amazon using the product-id (XXXXXXXXXXXXX) provided by you. If you already know the Amazon Standard Id (ASIN), please provide it in the product-id field and set the product-id-type as ASIN.

How to solve and prevent error 5501?

The best way to prevent this error is to call the Products API for 'GetMatchingProductforID' before creating feeds. This will confirm that all the products that are in the list are available on Amazon. You can even check the corresponding ASIN for that product.

To know more about 'GetMatchingProductforID', click on the link below:
http://docs.developer.amazonservices.com/en_UK/products/Products_GetMatchingProductForId.html

Common Feed Errors

What causes 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.

Sample:

<ResultMessageCode>6024</ResultMessageCode>

<ResultDescription> You are not authorized to list products under this brand. To sell products under this brand, please try adding one of your SKUs under this brand through the 'Add a Product' page and follow the application instructions. </ResultDescription>

How to solve and prevent error 6024?

1) To solve this error, follow below procedure:

    a)   In Seller Central, click the inventory link and select 'Add a Product'.
    b)   Run a search for the item you wish to sell.
    c)   In the search results, click the 'Listing limitations apply' link for that item.
    d)   Click the Request Approval button to begin the application process.

To check the status of an application, return to the 'Add a Product' tool and click the Selling application status link located toward the top of the page. For more details go to https://sellercentral.amazon.co.uk/gp/help/200333160

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What causes 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.

Sample:

<ResultMessageCode>6039</ResultMessageCode>

<ResultDescription>Merchant is not authorized to sell products under this restricted product group. </ResultDescription>

How to solve and prevent error 6039?

Your solution should create list of restricted products and provide it to the seller. The seller can then login to Seller Central to request approval to sell in the specified category. To request approval, either contact Seller Support or follow the steps below:

a)   In Seller Central, click the inventory link and select 'Add a Product'.
b)   Run a search for the item you wish to sell.
c)   In the search results, click the Listing limitations apply link across from the item.
d)   Click the Request Approval button to begin the application process.

To check the status of an application, return to the Add a Product tool and click the Selling application status link located toward the top of the page. For more details go to https://sellercentral.amazon.co.uk/gp/help/200333160.

What causes error 8016?

This error occurs when you do not provide enough product data to create a variation (parent/child) relationship between products. To create a variation (parent/child) relationship, you must provide a Variation Theme value for both the parent and the child product. For each child product, you must also provide the variation data that corresponds to the Variation Theme that you indicated.

The most common causes for Error 8016 are:

- Submitting a different Variation Theme for the parent SKU and the child SKUs within the same variation family.

- The variation attributes associated to your variation theme are missing for the child SKUs.

    - For example, if you designate a Variation Theme value of Size Color for your parent product and child products, you must also provide a specific size and color for each child product.

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 (Ex. 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
Color Size or Size Color	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.

Common Feed Errors

What causes error 8026?

This error occurs when you submit the product data for a category in which the seller is not authorized to list. The seller needs to obtain approval from Amazon before listing in certain product categories.

Sample:

<ResultMessageCode>8026</ResultMessageCode>

<ResultDescription> You are not authorized to list products in this category. To sell products in this category you need to obtain approval by following the instructions given here: http://sellercentral.amazon.co.uk/gp/help/200333160 </ResultDescription>

How to solve and prevent error 8026?

You should let the sellers see the information provided on this page before they list. The sellers should apply for relevant permissions if required, before they list certain products or list in a particular category. You can also check the product categories using the Products API (GetMatchingProductforID) and request the sellers to confirm that they have the necessary permissions to list products in the restricted categories.

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.

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What causes error 8032?

This error occurs when you are trying to associate the same child SKU to multiple parent SKUs on the feed.

Sample:

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

How to solve and prevent error 8032?

Your solution should validate before uploading the feeds to Amazon or alternatively prevent the seller from assigning the same child SKU to multiple parent from your interface. To submit a delete feed, enter Delete in the **Update/Delete** field in your data file for the SKUs that you would like to reassign variation parent/child relationships for and upload the template to Seller Central. Once the SKUs are deleted from your inventory, remove Delete from the **Update/Delete** field in your data file, update the relationship data as desired and upload the file containing the new relationship data to Seller Central.

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.

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What causes 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].

Sample:

<ResultMessageCode>8058</ResultMessageCode>

<ResultDescription>The following attributes are missing for SKU [SKU]: [Field Name]. For more details, see https://sellercentral.amazon.co.uk/gp/help/24501 </ResultDescription>

How to solve and prevent error 8058?

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. You can download the templates on our Inventory File Templates help page.

To prevent this error, ensure your solution always provides latest valid values as per XSDs and flat files available on Seller Central.

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What causes error 8059?

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 (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 these types of errors on the feed for a seller, you should present a list of products or SKU to the sellers. Instruct the seller to contact Seller Support from their account in Seller Central to understand why those products are 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 these errors you should inform the seller about this and program your application to retry these same products after 24 hours.

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What Causes errors 8541?

This error occurs when the product ID (UPC, EAN, JAN, ISBN, ASIN etc.) appears to correspond to an existing ASIN, but some of the information submitted does not match the product information that is already in the Amazon catalogue for that ASIN. For example, if you try to list a book that is hardcover, but the ISBN for that book in the Amazon catalogue has a paperback binding, you will receive this error.

A common cause of this error is the result of manufacturers reusing UPCs or EANs; for example, in apparel, barcodes are sometimes reused after 3 years. Please ensure you are matching to the correct ASIN.

Sample:

<ResultMessageCode>8541</ResultMessageCode>
<ResultDescription>The SKU data provided is different from what is already in the Amazon catalog. The item_id data provided matches ASIN BXXXXXXXXX, but the following data is different from what is already in the Amazon catalog: standard_product_id (Merchant: [Merchant value]; / Amazon: [Amazon value]). If this is the right ASIN for your product, update your data to match what is in the Amazon catalog. If it is not the right ASIN, make sure that your data for item_id is correct. </ResultDescription>

How to solve errors 8541?

You should create an interface in your solution where the sellers can see the details of the products with such errors along with the conflicting data i.e. Amazon value and Merchant value. Please note that your solution should be able to pick both the values from error report.

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, you need to use the ASIN from Amazon instead of the EAN code the seller provided.
   b. If it is not the same, the seller must check their own data and correct anything that is wrong.
   c. If the seller is sure that his/her data is correct, you should direct them to contact Seller Support and report an error with the product data on Amazon.
   d. If you have used ASIN while uploading the product, either change the conflicting data or only use SKU and ASIN with no other product information.

You can also implement a preventive measure by checking the EANs of the products provided by the sellers using the Amazon Products API before you upload the sellers' catalogs. This way you can show potential conflicts to the seller beforehand.

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What Causes errors 8542?

This error is commonly referred to as a "multiple matching error" and occurs when your product ID (UPC, EAN, JAN, ISBN, ASIN etc.) is currently associated with two or more ASINs, but the other attributes you have provided in your inventory template (title, brand, color, size, etc.) do not match any of these ASINs.

Sample:

<ResultMessageCode>8542</ResultMessageCode>

<ResultDescription>The SKU data provided conflicts with the Amazon catalog. The standard_product_id value(s) provided correspond to the ASIN BXXXXXXXXX, but some information contradicts with the Amazon catalog. The following are the attribute value(s) that are conflicting: size (Merchant: [Merchant value]/ Amazon: [Amazon value]). 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. </ResultDescription>

How to solve errors 8542?

You should create an interface in your solution where the sellers can see the details of the products with such errors along with the conflicting data i.e. Amazon value and Merchant value. Please note that your solution should be able to pick both the values from error report.

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, you need to use the ASIN from Amazon instead of the EAN code the seller provided.

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

    c. If the seller is sure that his/her data is correct, you should direct them to contact Seller Support and report an error with the product data on Amazon.

    d. If you have used ASIN while uploading the product, either change the conflicting data or only use SKU and ASIN with no other product information.

You can also implement a preventive measure by checking the EANs of the products provided by the sellers using the Amazon Products API before you upload the Sellers' catalogs. This way you can show potential conflicts to the seller beforehand.

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What causes 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.

Samples:

<ResultMessageCode>8560</ResultMessageCode>
<ResultDescription>SKU XXXXXX, Missing Attributes product_type. SKU XXXXXX does not match any ASINs. Make sure that all standard product ids (such as UPC, ISBN, EAN, or JAN codes) are correct. To create a new ASIN, include the following attributes: product_type. Feed ID: 0. For more troubleshooting help, see http://sellercentral.amazon.co.uk/gp/errorcode/200692370
</ResultDescription>

How to solve and prevent error 8560?

Your solution should validate the following on the feed:

1. Make sure that the product ID is correct.

- Check character requirements. For example, UPCs have 12 digits, EANs have 13 digits, and ISBNs have 10.
- Check for barcode validation.
- Update your data and resubmit.

2. Make sure all required fields are complete.

- Use the correct inventory file template/ feed for your product category.
- Required attributes vary from category to category (For example product_type) Hence check 'Data Definition' tab of specific category in flat files to determine required attributes and populate the same in feeds. (Download category specific template from here >https://sellercentral.amazon.co.uk/gp/help/G1641)
- Update your data and resubmit.

Either fix an incorrect product ID, or create a new ASIN using a new product ID.

What causes error 8571?

You have reached the limit on the number of ASINs you are allowed to create. You can continue to match your products against existing ASINs. Please refer to the ASIN Creation Policy page for more information on how to avoid receiving this error message.

You might see this error if you have not yet established a sales history with Amazon. As you increase your sales, your capacity to create new ASINs will increase.

Sample:

<ResultCode>Error</ResultCode>
<ResultMessageCode>8571</ResultMessageCode>
<ResultDescription>We have temporarily removed your ability to submit listings (creating new offers or new ASINs) because an unusually high number of listings have been created from your account. Please refer to the ASIN Creation Policy page (https://sellercentral-europe.amazon.com/gp/help/201844590) for more information on how to avoid receiving this error message. If you believe your listing creation privileges have been removed in error, please contact Seller Support by using the following link: https://sellercentral-europe.amazon.com/cu/contact-us.</ResultDescription>

How to solve and prevent error 8571?

To resolve this error, educate seller to contact Seller Support by using the following link: https://sellercentral-europe.amazon.com/cu/contact-us.

Note: *This error has an associative error with it i.e. 8566. Hence you should ignore 8566 error associated with the SKUs erred out with 8571.*

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What causes 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.

Sample:

<ResultCode>Error</ResultCode>
<ResultMessageCode>8572</ResultMessageCode>
<ResultDescription>You are using UPCs, EANs, ISBNs, ASINs, or JAN codes that do not match the products you are trying to list. Using incorrect UPCs, EANs, ISBNs, ASINs or JAN codes is prohibited and it can result in your ASIN creation privileges being suspended or permanently removed. Please ensure you are always using the appropriate UPC, EAN, ISBN, ASIN or JAN code when listing a product. If you have reached this message in error, please contact Seller Support using the following link: https://sellercentral.amazon.co.uk/hz/contact-us. For more information, refer to the ASIN Creation Policy Help Page - https://sellercentral.amazon.co.uk/gp/help/201844590</ResultDescription>

How to solve and prevent error 8572?

To resolve this error, your solution should list such products along with EANs and provide it to the seller. Based on the list provided, seller has to reach out to Seller Support team with their GS1 certification of the barcodes. Amazon will then examine the documents and whitelist the barcodes.

To prevent this error, ensure that you buy EANs directly from GS1 rather than buying it from a third party vendor. This will avoid any conflict in the data.

Note: This error has an associative error with it i.e. 8566. Hence you should ignore 8566 error associated with the SKUs erred out with 8572.

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What causes 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.

Samples:

<ResultMessageCode>90057</ResultMessageCode>

<ResultDescription>The Message/Price/StandardPrice/@currency field contains an invalid value: EUR. To correct this error, choose from the valid set of values. </ResultDescription>

<ResultMessageCode>90057</ResultMessageCode>

<ResultDescription> The Country of Origin field contains an invalid value: Europe (exc. United Kingdom and Germany). To correct this error, choose from the valid set of values. </ResultDescription>

<ResultMessageCode>90057</ResultMessageCode>

<ResultDescription> <ResultMessageCode>90057</ResultMessageCode>

<ResultDescription> The Product Type field contains an invalid value: Video Games. To correct this error, choose from the valid set of values. </ResultDescription>.

How to solve and prevent error 90057?

To resolve this error, your solution should replace the invalid value with one of the accepted values provided in 'Valid Values' tab in category specific flat files. (Download category specific template from here > https://sellercentral.amazon.co.uk/gp/help/G1641)

To prevent this error always provide valid values to fields based on 'Valid Values' tab in flat files.

Note: You might see different valid values for same field in different categories. For Ex: A valid variation theme in Beauty is 'Size-Scent,' however, 'Size-Scent' is not a valid variation theme in the Apparel category. Hence, you are advised to check 'Valid Values' tab on the category-specific flat file in which you are listing.
The error will also occur for using non-marketplace specific values. I.e. the use of 'GBP' as the standard currency for a marketplace where 'EUR' is the Standard currency.
Please refer to http://docs.developer.amazonservices.com/en_UK/feeds/Feeds_EU_Global_Seller.html, before sending feeds to multiple marketplaces.

What causes error 90111?

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

Samples:

<ResultMessageCode>90111</ResultMessageCode>

<ResultDescription>The Message/Price/MaximumSellerAllowedPrice field contains an invalid value: 8.14. The value "8.14" is not a valid CURRENCY</ResultDescription>

How to solve and prevent error 90111?

To resolve this issue, review the 'Data Definitions' tab in the category specific flat file to determine accepted field value formatting. For example, Currency needs to be entered with decimal (.) or comma (,) depending on the marketplaces (8.5 or 8,5) when filling out the price field.
To prevent this error, you should check 'Data Definitions' and 'Valid Values' tab in category specific flat files and provide values based on the same.

Common Feed Errors

What causes 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.

Sample:

<ResultMessageCode>90114</ResultMessageCode>

<ResultDescription>The Message/Price/StandardPrice field contains an invalid value: 0.00. The value "0.00" is lower than the minimum allowed: 0.01.</ResultDescription>

How to solve and prevent error 90114?

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

To prevent this, your application should validate the feeds before uploading them to Amazon in order to ensure that the value in Shipping Weight/ Price/ StandardPrice fields/ columns are at least 0.01. Also, note that ShippingWeightUnitOfMeasure is mandatory when you specify Shipping Weight. Please review the list of possible valid values for ShippingWeightUnitOfMeasure in the flat files.

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: < br /& gt; 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 five fans via BIOS. With efficient central cooling, the ARCTIC F PWM series offers excellent cooling performance for the system. Lt; /p> < /table&gt. 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, 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.

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What causes error 90202?

This error occurs when there is a restriction in effect at the item level. Amazon has restrictions on certain ASINs that prevent sellers from listing against them without prior approval. Attempting to list with condition-type "Used-Like-New" against an ASIN with condition-type "New" is a common cause for error 90202.

Sample:

<ResultMessageCode>90202</ResultMessageCode>

<ResultDescription>There is a restriction in effect at the item level (because of Item-Level gatings on an offer). </ResultDescription>

How to solve and prevent error 90202?

Once you detect this error on the feed for a seller, check with the seller to ensure that the condition type mentioned in the file is correct. If the condition type was wrong, correct the same and resubmit the data.

If the issue does not get resolved, instruct the seller to contact Seller Support from their account in Seller Central to understand why these products are restricted and if it is possible for them to sell those products on Amazon. Your application should block such SKUs with these errors from uploading until the seller confirms that they have received a good to go from the Seller Support to upload these products.

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What causes error 99001?

This error occurs when your input feed has missing mandatory attributes.

Sample:

<ResultMessageCode>99001</ResultMessageCode>

<ResultDescription>A value is required for the "Message/Product/DescriptionData/Brand" field. </ResultDescription>

How to solve and prevent error 99001?

To solve this error, check the category-specific mandatory attributes and their valid values (use latest XSDs and flat files from Seller Central to perform this check). List all products erring out and share them with the seller to provide missing information/correct values. Until you get the missing data, do not upload these products and only resubmit when the seller has provided the information.

To determine required attributes, check 'Data Definition' of specific category in flat files and for valid values, check 'Valid Values' tab in the category specific flat file. To download category specific template go to https://sellercentral.amazon.co.uk/gp/help/G1641 .

To prevent this error, ensure that all mandatory attributes are filled and the values are in accordance with the 'Valid values' tab in the flat file.

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What causes 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.

Samples:

<ResultMessageCode>99010</ResultMessageCode>

<ResultDescription>A value is missing from one or more required columns from this group: [Message/Price/Sale/SalePrice = "1868.00"], [Message/Price/Sale/StartDate = "0014-11-17T00:00:00Z"], [Message/Price/Sale/EndDate = "0014-11-17T00:00:00Z"]. </ResultDescription>

How to solve and prevent error 99010?

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.

A few examples of conditionally required fields include:
1) If you are provide Sale Price, you also must provide Sale start date and sale end date. -
2) If you provide sale price along with sale start date and end date, but your date format is incorrect (i.e. DD_MM_YYYY), you'll receive an error
3) If you are provide product_id, you must also provide product_id_type
4) If you provide 'Parentage', you must also provide 'variation theme'.

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What causes error 99038?

This error occurs when invalid (Ex: HTML Code) characters are used in Product Description or Name.

Sample:

<ResultMessageCode>99038</ResultMessageCode>
<ResultDescription>The Message/Product/DescriptionData/Description field contains an invalid value. The product_description field contains an invalid value. Please provide a valid value for the field and try again.
</ResultDescription>

How to solve and prevent error 99038?

To resolve this issue, check 'Data Definitions' in category specific flat files and provide values based on accepted values only.

Note: The Description can contain spaces, but it cannot contain a carriage return (#0D), a line break (#0A), or a tab (#09). Note on html escape codes—do not use.

For example, data description should not contain ASCII characters as mentioned in 'Data Definition'

Product Description	A text description of the product.If you see #### signs where you should see the text, clear the format of the cell.This can be done by clicking Edit in main menu, select Clear & then Formats.	A text string; 2000 characters maximum in length. Note: Type 1 High ASCII characters (®, ©, ™, etc.) or other special characters are not supported.