

Amazon Marketplace for Prestashop FAQ (project)

Q: I try to synchronise with Amazon but the module displays that the products are Skipped.

R: The Reference field is **mandatory** and match the SKU on Amazon.

The screenshot shows the 'Back Office > Catalog' interface. The current product is 'iPod Nano'. The '1. Info.' tab is active, showing product global information. The 'Reference' field (SKU) is highlighted with a red circle and contains a yellowed-out value. The 'Name' field also contains 'iPod Nano'. Other fields include 'Supplier Reference', 'EAN13 or JAN' (1234567890123), 'UPC', 'Location (warehouse)', 'Status' (Enabled), 'Options' (available for order, show price, online only), 'Condition' (Used), 'Manufacturer' (Apple Computer, Inc), and 'Supplier' (AppleStore).

ATTENTION: The Reference field (SKU) is an unique identifier. The duplicates are not accepted by Amazon. Each SKU/reference must be unique.

Q: All my products have an EAN/UPC code and even after synchronizing they didn't appear on Amazon.























R: Did you think to take a look by using the Amazon search engine on their site ?

The screenshot shows the Amazon homepage with the search bar containing '53132132123132'. The search results show a message: 'Your search "53132132123132" did not match any products.'


In that case you should create the product in the creation mode. Please take a look to the documentation about this subject.

Q: I'm using combinations, i filled the EAN codes, why my products are not sent on Amazon ?

R: Because you didn't indicate a reference in the combination field, the reference match the SKU on Amazon and is mandatory.

| Attributes | Impact | Weight | Reference | EAN13 | UPC | Quantity | Actions |
|---|------------|--------|-----------|---------------|-----|----------|---|
| 2XL (Underwear Size) , Natural (Colour) | £ 0.000000 | 0lb | | 7896426316961 | | 3 |    |
| 3XL (Underwear Size) , Natural (Colour) | £ 0.000000 | 0lb | | 7896426316978 | | 3 |    |
| 4XL (Underwear Size) , Natural (Colour) | £ 0.000000 | 0lb | | 7896426316992 | | 2 |    |
| L (Underwear Size) , Natural (Colour) | £ 0.000000 | 0lb | | 7896426316947 | | 8 |    |
| M (Underwear Size) , Natural (Colour) | £ 0.000000 | 0lb | | 7896426316930 | | 8 |    |
| S (Underwear Size) , Natural (Colour) | £ 0.000000 | 0lb | | 7896426316923 | | 6 |    |
| XL (Underwear Size) , Natural (Colour) | £ 0.000000 | 0lb | | 7896426316954 | | 9 |    |
|  Delete all combinations | | | | | | | |

Q: I lauched the synchronization, i clicked on display report and i got this error message :

 **Rapport**

Flux Produit

Entrée

Erreur

Journal des Message

Résultat

FeedProcessingResultNotReady

Feed Submission Result is not ready for Feed Submission Id: 4411915404

[Afficher le Rapport](#)

R: This not an error. This message just meant that Amazon currently computing your file and the result of the report will be available in some minutes. Please wait some minutes and click again to obtain it.

Q

Q: How to activate the other marketplaces for Europe ?

R: You just have to activate the required language in "Tools > Languages" or in locales for Prestashop 1.5

Example :

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| <input type="checkbox"/> | ID | Logo | Nom | Code ISO | Code language | Activé | Actions |
|--------------------------|----|---|--------------------|----------|---------------|--------|---|
| <input type="checkbox"/> | 1 |  | English (English) | en | en-us | ✓ |   |
| <input type="checkbox"/> | 2 |  | Français (French) | fr | fr | ✓ |   |
| <input type="checkbox"/> | 3 |  | Español (Spanish) | es | es | ✓ |   |
| <input type="checkbox"/> | 4 |  | Deutsch (German) | de | de | ✓ |   |
| <input type="checkbox"/> | 5 |  | Italiano (Italian) | it | it | ✗ |   |
| <input type="checkbox"/> | 6 |  | English (USA) | us | en-us | ✗ |   |

After that the new languages tab will appear in the module configuration. You just should have to activate the Europe Option and place the marketplaces IDs in the appropriate tabs.

The marketplace Ids are :

| Marketplace | Domain | Marketplace Id |
|----------------|------------------|----------------|
| France | www.amazon.fr | A13V1IB3VIYZZH |
| Germany | www.amazon.de | A1PA6795UKMFR9 |
| Italy | www.amazon.it | APJ6JRA9NG5V4 |
| Spain | www.amazon.es | A1RKKUPIHCS9HS |
| United Kingdom | www.amazon.co.uk | A1F83G8C2ARO7P |
| United States | www.amazon.com | ATVPDKIKX0DER |

Q : I obtain a message like this, what does that mean ?

A server-side error has occurred. Please contact your server administrator

R : In most cases that means there were a 500 error occurred.

This kind of error indicate this error come from the server or a PHP limit overflow.

This is not the fault of the module and for that reason it can't handle the error.

You or your server administrator should look inside the server logs to know the reason.

Q : How long time it takes to obtain the results on Amazon ?

R : That depend on the Feed Size, that could take some minutes for some products and many minutes for many products ! For example, for 1000 products the first results will appear on Amazon after about 15 minutes.

Q : I obtain a message like this, what does that mean ?

Inconsistency for product (1/29) - Product code ean13(123456) seems to be wrong - Skipping product
Inconsistency for product (1/30) - Product code ean13(123456) seems to be wrong - Skipping product
Inconsistency for product (1/31) - Product code ean13(123456) seems to be wrong - Skipping product

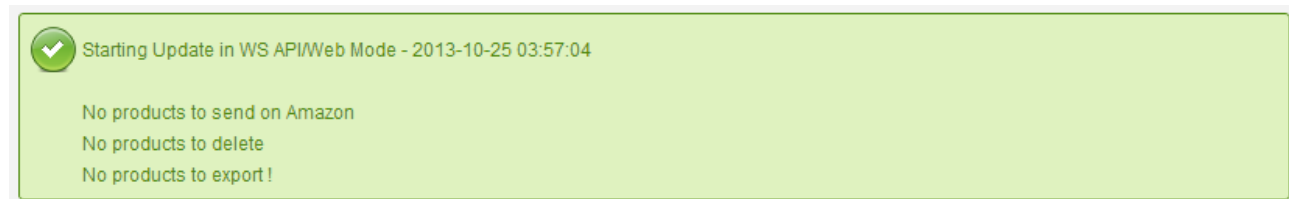
R : The EAN/UPC codes are checked before sending the product on Amazon. This code must be valid and a checksum is applied on each. The module will not send wrong or false codes. In all cases Amazon will reject these codes in case of mistake or wrong format.

Q : I synchronized my products, i asked for a report and i obtain a kind of message like this, what is it ?

SKU <SKU>, Missing Attributes <ATTRIBUTE1>, <ATTRIBUTE2>,
<SKU>does not match any ASIN. Creation of a new ASIN requires
the following missing attributes: <ATTRIBUTE1>,
<ATTRIBUTE2>, ... Feed ID: <FEEDID>. For more details, see
<http://sellercentral.amazon.com/gp/errorcode/8560/>

R : In most cases, that mean the product doesn't exists on Amazon and you have to send it through the "Creation Mode". Please refer to the module's documentation about creating articles on Amazon.

Q : I have many products synchronizables, but, on the synchronization tab, when i click on send, and i get this result :



R : As explained in the documentation, the module is based on stocks moves or products updates and the actions are saved in a log.

When you are trying to synchronize, the module reads the log and update the concerned offers on Amazon.

Contrariwise if the log is empty, you will obtain this message.

Your log should be empty because no products has been updated since the latest synchronisation.

To understand the workflow, try it by yourself: go on an eligible product sheet in your catalog, click on "Save" and move back to your Amazon Synchronization tab, the module will announce there is one product to update.

Q : I get this error message, what does that mean ?

Type: Error

Code: RequestThrottled

Message: Request is throttled

R : To regulate its trafic, Amazon implements requests policies. If you overload these, your requests are blocked until the recovery time will be reached.

For further information, please read :

<http://www.amazon sellers support blog.com/2011/01/understanding-throttling-in-amazon-mws.html>

Q : I get this error message, what does that mean ?

Code: InvalidParameterValue

Message: The CreatedBefore date or the LastUpdatedBefore date is later than two minutes before the time that your request was submitted.

R : Amazon allows 2 minutes of clocks drifts and after rejects the requests. Please ask to your webmaster or hostmaster to verify your server clock and fix it !