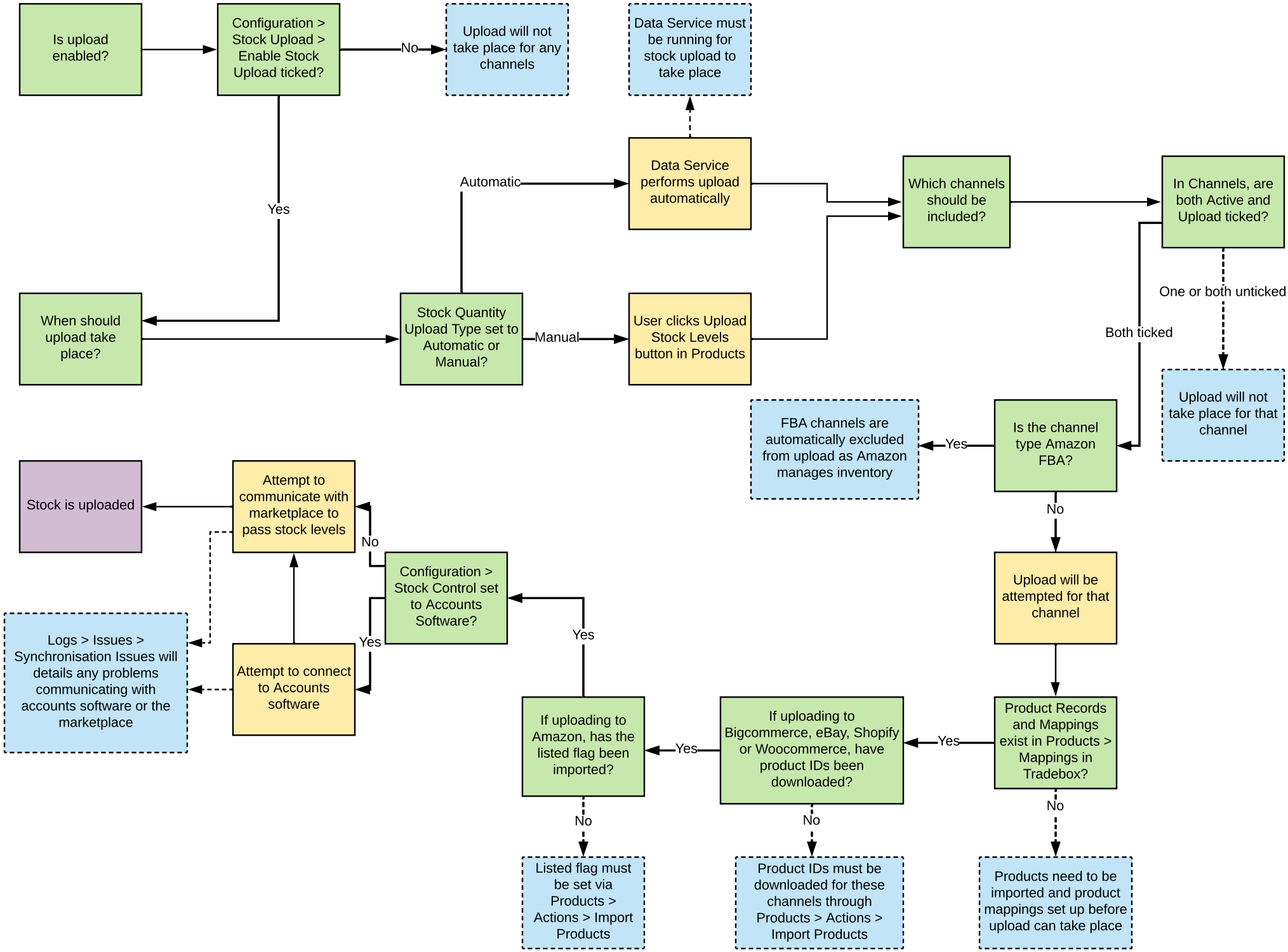
Is upload enabled?
Configuration > Stock Upload > Enable Stock Upload ticked?
No
Upload will not take place for any channels
Yes
When should upload take place?
Stock Quantity Upload Type set to Automatic or Manual?
Automatic
Data Service performs upload automatically
Data Service must be running for stock upload to take place
Manual
User clicks Upload Stock Levels button in Products
Which channels should be included?
In Channels, are both Active and Upload ticked?
One or both unticked
Upload will not take place for that channel
Both ticked
Is the channel type Amazon FBA?
Yes
FBA channels are automatically excluded from upload as Amazon manages inventory
No
Upload will be attempted for that channel
Product Records and Mappings exist in Products > Mappings in Tradebox?
Yes
No
Products need to be imported and product mappings set up before upload can take place
If uploading to Bigcommerce, eBay, Shopify or Woocommerce, have product IDs been downloaded?
Yes
No
Product IDs must be downloaded for these channels through Products > Actions > Import Products
If uploading to Amazon, has the listed flag been imported?
Yes
No
Listed flag must be set via Products > Actions > Import Products
Configuration > Stock Control set to Accounts Software?
Yes
No
Attempt to connect to Accounts software
Logs > Issues > Synchronisation Issues will details any problems communicating with accounts software or the marketplace
Attempt to communicate with marketplace to pass stock levels
Stock is uploaded