



Is upload enabled?

Configuration > Stock Upload > Enable Stock Upload ticked?

Upload will not take place for any channels

Data Service must be running for stock upload to take place

When should upload take place?

Stock Quantity Upload Type set to Automatic or Manual?

Data Service performs upload automatically

User clicks Upload Stock Levels button in Products

Which channels should be included?

In Channels, are both Active and Upload ticked?

Upload will not take place for that channel

Stock is uploaded

Attempt to communicate with marketplace to pass stock levels

FBA channels are automatically excluded from upload as Amazon manages inventory

Is the channel type Amazon FBA?

Upload will be attempted for that channel

Logs > Issues > Synchronisation Issues will details any problems communicating with accounts software or the marketplace

Configuration > Stock Control set to Accounts Software?

If uploading to Bigcommerce, eBay, Shopify or Woocommerce, have product IDs been downloaded?

Product Records and Mappings exist in Products > Mappings in Tradebox?

Product IDs must be downloaded for these channels through Products > Actions > Import Products

Products need to be imported and product mappings set up before upload can take place