



# Using and troubleshooting your Amazon 4 upload

## Overview

In this document we'll discuss which type of upload file you should choose based on what is being uploaded and offer some tips on uploading. We'll also show you some troubleshooting guides and provide some links to areas on the Amazon Seller's site that can be very helpful.

## Using the Amazon 4 Upload

### AMAZON Upload Formats

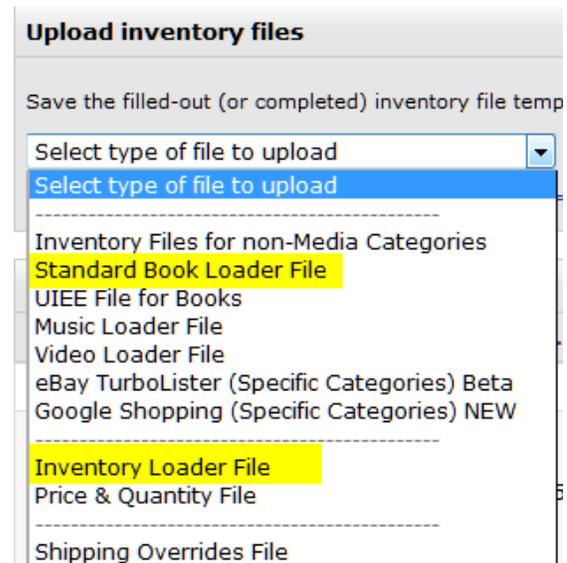
Within Anthology there is only one Amazon 4 upload format. However, when you view the Seller's pager there are two options for uploading your Amazon 4 upload file (Shown here). **NOTE: Each method expects the records to contain different data.**

1. **Standard Book Loader File** – expects bibliographic information.
2. **Inventory Uploader File** – expects an ISBN

In the example below we see records that represent the data needed for both types.

Line 2 contains a record where the ITEM/UPC field in Anthology did not contain an ISBN so Anthology “fleshed” out the record using available data from the inventory record in Anthology. To upload this type of record you will need to choose the **Standard Book Loader**. Providing all the data is accurate and complete Amazon will attempt to use “Title Match” to verify the item. This record will fail to upload using **Inventory Loader** because data expected in that format isn't present – namely an ISBN in the **product-id** field.

Likewise lines 3 and 4 will process using **Inventory Loader** because an ISBN was present in the ITEM/UPC field in the inventory. This record will fail using **Standard Book Loader** because the data this format expects has not been provided (author, title, publisher, etc.).



1	sku	author	title	publisher	pub-date	binding	price	product-id	product-id-type	quantity	item-condition
2	3388	Max Crawford	The Red and the White	Max Crawford	1996	Hardcover	200			1	1
3	9780393066807						60	393066800	1	1	2
4	1594487340-01						13.98	1594487340	1	2	1
5											

Because of this it is very important to review the data in the inventory records being selected for upload. We recommend that for stores selling both pre-isbn books and books with ISBNs that two separate uploads be sent. An easy way to keep the pre-isbn separate from other books is to possible create a department for them called “Pre-ISBN” or some other designation.

## Troubleshooting Guide

### Standard Book Loader File

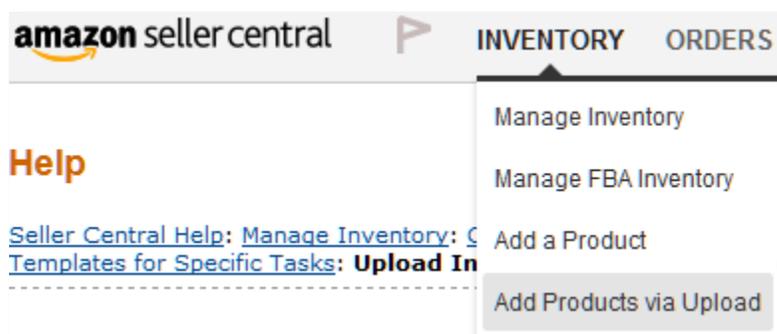
#### Using Check My File

If you have a professional seller account Amazon provides a tool called “Check my file” that allows you to view the results of an upload before actually processing the data. This feature is **only available when using the “Standard Book Loader File”**. If you remember from the sister document to this “Working with Amazon 4 Upload” the Standard Book Loader File is used when an ISBN is not present and additional bibliographic information is needed. This feature can be invaluable to finding out why items are not being accepted “before” you process.

#### Steps

Go to your Amazon Seller’s page and log in.

Next choose Inventory | Add Products via Upload menu option



This is where you select the type of upload file Amazon should be reading.

**NOTE:** if you have an ISBN listed in the ITEM/UPC field of your Anthology inventory record then use “Inventory Uploader” – If you do not have an ISBN you’ll need to use the “Standard Book Loader File” – if you have a mix we recommend separating them into two separate uploads. It is easier to troubleshoot and you’ll have far better results.

### Upload inventory files

Save the filled-out (or completed) inventory file template as a tab-delimited text file and upload your file below. [Learn more](#)

Select type of file to upload

Selecting a file type will show a description of it here. [Learn more about all file types](#)

Once you have located your file (browse) you have two options. Choose option 1

1. Check my file
2. Upload now

Locate your inventory file to upload:  MYTEST2.TXT

Processing Report Format  Text  Excel **NEW**

Click the "Check my file" button to check your file for common warnings or errors. Note: This feature won't add your listings to Amazon. [Learn more](#) **NEW**

In the upload status section you'll see a listing for the file being checked and the "Actions" column is blank – you may need give the system a few minutes to process and then choose "Refresh". When everything is ready you'll see "View Checked File" in the Actions column. Click this link and choose open with Excel if you have this product on your computer.

### Inventory file upload status

View the status of your last 10 inventory file uploads. If your processing report shows errors, modify your inventory file and upload it again. [Learn more](#)

Date & Time	Batch ID	Status/Results	Actions
9/30/14 9:05:16 AM PDT	11295857664	Status: Done Number of records processed from this upload: 13 Number of records with errors: 3	<a href="#">View Checked File</a>

What should Firefox do with this file?

Open with

Save File

When the spreadsheet opens there will be three tabs at the bottom of the screen. Let's discuss the second and third tabs.

Checked File Instructions

**Checked File Summary**

Template

1. Checked File Instructions
2. Checked File Summary
3. Template

## Checked File Summary

The spreadsheet is divided into several sections.

Checked File Summary – shows the total number of records, number of records with errors, and number of records with warnings.

### Checked File Summary

Number of records checked	13
Number of records with errors	3
Number of records with warnings	13

This section shows the fields or columns where an error or warning is present and the number of times it failed.

### Top 3 attributes with most errors or warnings

Attribute name	Count of errors or warnings
main-image-url	12
binding	2
sku	1

The next two sections show the errors and warnings in more detail.

**NOTE:** Errors are gold where Warnings are yellow... can be very confusing

Type of error	Number of errors	Error message example
90118	1	The sku field contains an invalid value: Called the "Dean of the West," Stegner culled this collection of 16 essays from 30 years' worth p... The value exceeds the maximum number of bytes allowed: 40.
99001	2	A value is required for the "binding" field.
<b>Total number of errors</b>	<b>3</b>	

Type of warning	Number of warnings	Warning message example
99040	12	A value was not provided for "main-image-url". Please provide a value for "main-image-url" so the product has an image. Images appear in search results and on the product detail page, and help customers evaluate products.

## Template Tab

In this view we see the actual file being checked. There are two colors used to distinguish an error from a warning – they are very similar.

1. Yellow fields are warnings
2. Orange files are errors.

If you hover your mouse over the highlighted fields you'll see the message associated with the problem. In this case an error in the binding field – This is a required field. Also note there is an error in the SKU field. If I hover over that field I'll see that the sku field contains an invalid value.

Error Codes	sku	author	title	publisher	pub-date	binding	price	product-id	product-id-type	quantity	item-condition
99040, 99041	4346	Crawford, Max	TEST UPLOAD NC	Max Crawford	1996	Hardcover	450.00			1	6
99040, 99041	9780395770146	Rick BASS	TEST UPLOAD NC	Houghton Mifflin	1996	Hardcover	25.00			1	6
99040, 99041	9780395716878	Rick Bass	IN THE LOYAL MC	Houghton Mifflin	1995	Hardcover	30.00			4	5
99040, 99041	9780375420771	Terry Tempest W	TEST NOT FOR SA	Pantheon	2001	Hardcover	25.00			1	6
99040, 99041	9780393066807	David Quammen	TEST NOT FOR SA	W.W. Norton & C	2012	Hardcover	60.00			1	6
99040, 99041	9780393066807B	David Quammen	Spillover	W.W. Norton	2012	Hardcover	55.00			1	6
99040, 99041	9780393066807C	David Quammen	Spillover	W.W. Norton	2012	hardcover	60.00			1	6
99040, 99041	9780393066807D	David Quammen	Spillover	W.W. Norton	2012	hardcover	55.00			1	6
99040, 99041	9780810919648	Keith F. Davis	NOT FOR SALE At	Harry N Abrams	1995	Paperback	8.99			1	6
99001, 99040, 99041	0756633400										
99040, 99041	0385177208	Wallace Stegner	NOT FOR SALE O	Doubleday	1982	LEATHER_BOUND	9.99				
90118	Called the "Dear										
99001, 99040, 99041	1594487340-01						13.99				

## Inventory Loader File

When using the **Inventory Loader File** the option to “Check File” is not available. Instead you get the “View Processing Report”. Click the “View Processing Report” link and open with Excel.

Inventory file upload status <span style="float: right;">Refresh</span>			
View the status of your last 10 inventory file uploads. If your processing report shows errors, modify your inventory file and upload it again. <a href="#">Learn more</a>			
Date & Time	Batch ID	Status/Results	Actions
12/3/14 1:05:24 PM PST	52079016407	Status: Done Number of records processed from this upload: 3 Number of records that were activated: 2 Number of records with errors: 1	<ul style="list-style-type: none"> <li><a href="#">View Processing Report</a></li> </ul>

Below is an example of the report for the screen shown above. Remember this upload file expects to find a valid ISBN in the ITEM/UPC field of your Anthology inventory. To make this example fail I changed the value of the ITEM/UPC from **0671042742** which is a valid ISBN-10 to **0671042744** which is not. If I use the SKU column and look up this item in my inventory – I can easily see the problem.

Inventory	
ISBN / SKU *	9780671042745
Alt ISBN	0671042742
Item / UPC	0671042744

This report is more difficult to read than “Check My File” but can still provide a wealth of information regarding your upload files.

	A	B	C	D	
1	Feed Processing Summary:				
2		Number of records processed			3
3		Number of records successful			2
4					
5	original-record-number	sku	error-code	error-type	error-message
6	0		90061	Warning	The author field heading is invalid, so values in this field were ignored. To correct this error, d
7	0		90061	Warning	The binding field heading is invalid, so values in this field were ignored. To correct this error, d
8	0		90061	Warning	The dust-jacket field heading is invalid, so values in this field were ignored. To correct this error
9	0		90061	Warning	The edition field heading is invalid, so values in this field were ignored. To correct this error, d
10	0		90061	Warning	The illustrator field heading is invalid, so values in this field were ignored. To correct this error
11	0		90061	Warning	The language field heading is invalid, so values in this field were ignored. To correct this error,
12	0		90061	Warning	The main-image-url field heading is invalid, so values in this field were ignored. To correct this
13	0		90061	Warning	The offer-image-1 - offer-image-4 field heading is invalid, so values in this field were ignored.
14	0		90061	Warning	The package-height field heading is invalid, so values in this field were ignored. To correct this
15	0		90061	Warning	The package-length field heading is invalid, so values in this field were ignored. To correct this
16	0		90061	Warning	The package-length-unit-of-measure field heading is invalid, so values in this field were ignor
17	0		90061	Warning	The package-weight field heading is invalid, so values in this field were ignored. To correct thi
18	0		90061	Warning	The package-weight-unit-of-measure field heading is invalid, so values in this field were ignor
19	0		90061	Warning	The package-width field heading is invalid, so values in this field were ignored. To correct this
20	0		90061	Warning	The pub-date field heading is invalid, so values in this field were ignored. To correct this error,
21	0		90061	Warning	The publisher field heading is invalid, so values in this field were ignored. To correct this error
22	0		90061	Warning	The signed-by field heading is invalid, so values in this field were ignored. To correct this error
23	0		90061	Warning	The subject field heading is invalid, so values in this field were ignored. To correct this error, d
24	1	9780671042745	13013	Error	This SKU does not exist in your Amazon inventory so we could not process this record. To corre

## Tips

### *A note on required fields*

When a field is required in an Amazon upload often that value will need to exactly match Amazon’s naming convention. For example “leather\_bound” and “hardcover” are accepted by Amazon where something like “Leather” and “hardbound” are not.

For a complete list as of the time of this writing please download the Excel spreadsheet at:

[https://images-na.ssl-images-amazon.com/images/G/01/rainier/help/ff/release\\_1\\_4/standard-book-template.xls](https://images-na.ssl-images-amazon.com/images/G/01/rainier/help/ff/release_1_4/standard-book-template.xls)

Once downloaded refer to the bottom of the spreadsheet for the “Valid Values” book.



### *Where does Anthology look for my ISBN?*

Anthology looks at the ITEM/UPC field for the ISBN (if available) and uses that field to populate the “product-id” column in the upload file. If product-id is not populated, then the following fields are required:

- SKU – does not need to be an ISBN but must be unique.
- Author
- title
- publisher
- pub-date (The publication date should be the latest copyright date and NOT the original date of publication.)

- binding
- price

If you don't provide accurate data then Amazon will not be able to use "Automatic Title Matching" to locate the item and it will be rejected.

***A note on condition codes***

If your store sells collectable items you need to have a special designation from Amazon before you can use the conditions labeled "Collectable". If your store is not approved by Amazon to use these codes and you do – those records will be rejected.

