

Client Meta Sync Errors

16th February 2024

OVERVIEW

Errors are being seen in Flexify, a Shopify app. Meta is not accepting the data uploads because of the errors in the data.

ERRORS and RECOMMENDED FIXES

1. missing required attribute "description"

Affected product: Navidium Shipping Protection

Issue: Needs description on product

2. unknown google product category

Affected products: Dual Sandal, Gatsby Leopard Flat, Gatsby Skull Flat, Gatsby Emblem (Black Velvet and Navy Velvet)

Issue: Require product category to be updated. Product category should be only Apparel & Accessories > Shoes. Finer detail is not supported as Google category.

3. no shopify product type

Affected product: Navidium Shipping Protection

Issue: Needs description on product

4. the GTIN is invalid

Affected products: Gatsby Palm Flat (Natural Linen, Navy Linen, Black Linen) and Bellerose Ballerina Flat (Gold Linen)

Issue: Items need GTIN removed or corrected. GTIN seems to have been wrongly added, as it is duplicate to MPN.

5. the product type is not mapped to a google product category

Affected products:

- Ballerina (25 products)
- Booties (6 products)
- Espadrilles (5 products)
- Flats (7 products)
- Gatsbys (10 products)
- Lug Soles (11 products)
- Mary Janes (4 products)
- Mules (7 products)
- Pumps (30 products)
- Sandals (14 products)

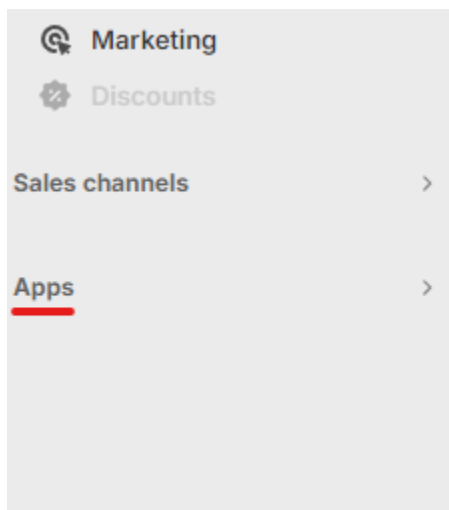
Issue: Items need to be assigned to Google product category Apparel & Accessories > Shoes. Adding Google product category resolves mapping issue.

HOW TO FIX

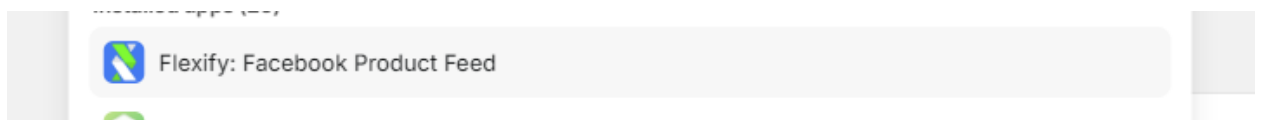
Some errors must be corrected in Flexify, others are required to be corrected in Shopify Products.

Flexify Errors

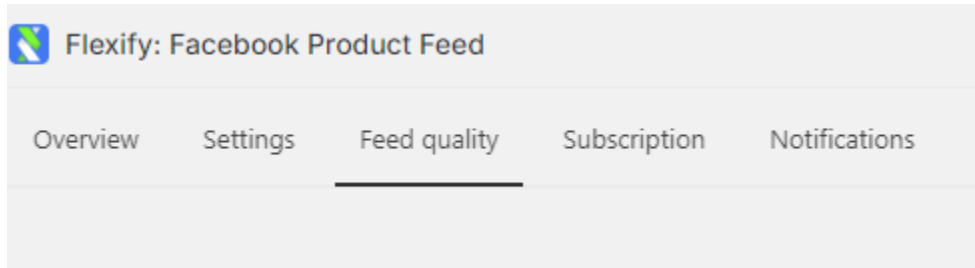
1. In Shopify, click Apps (right hand side)



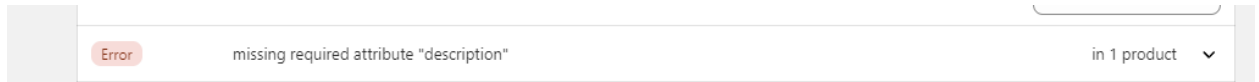
2. Click on Flexify



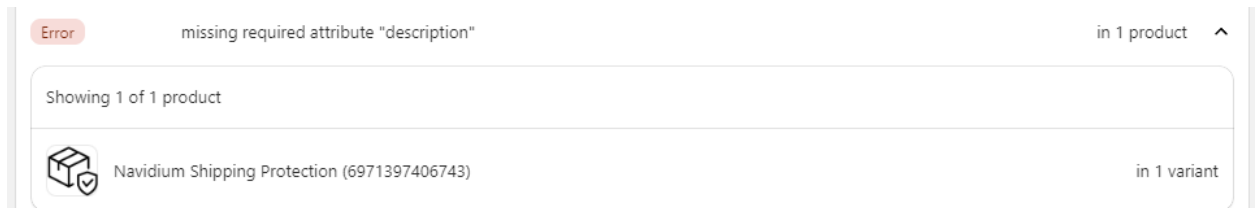
3. Click Feed Quality



4. Click on error or warning to expand

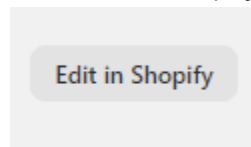


5. Click on product, under warning or error, to fix or edit in Flexify



🟡 missing required attribute "description"

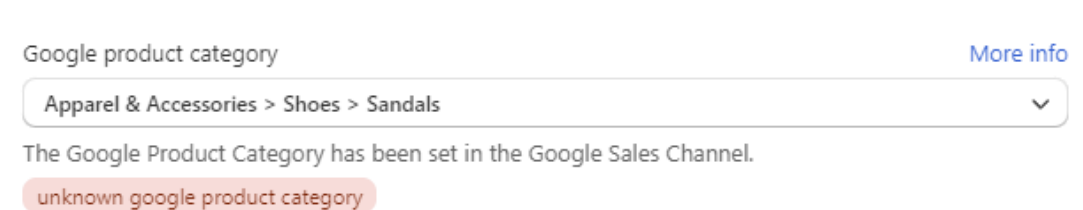
i. Click Edit in Shopify button



ii. Add product description

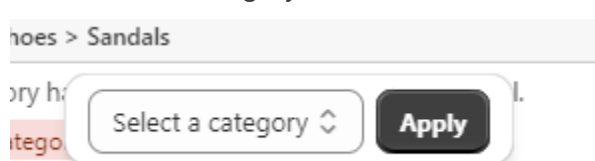
🟡 unknown google product category

i. Scroll down to Google product category

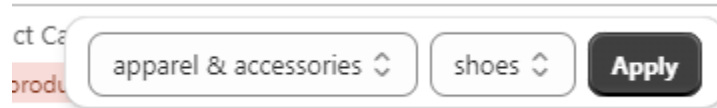


ii. Click drop down

iii. Click Select a category



- iv. Drill down to category for product, to level of detail available



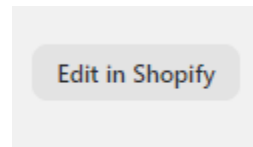
ct Ca
produ

apparel & accessories ↕ shoes ↕ **Apply**

- v. Click Apply

🌐 no shopify product type

- i. Click Edit in Shopify button

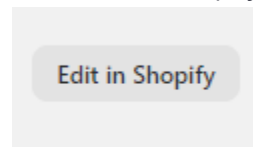


Edit in Shopify

- ii. Add product type

🌐 the GTIN is invalid

- i. Click Edit in Shopify button

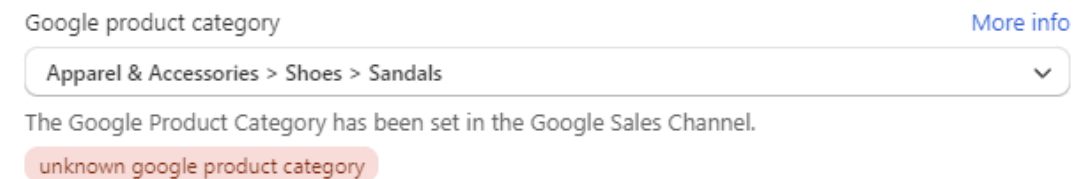


Edit in Shopify

- ii. Remove GTIN from product or update to corrected GTIN.

🌐 the product type is not mapped to a google product category

- i. Scroll down to Google product category



Google product category [More info](#)

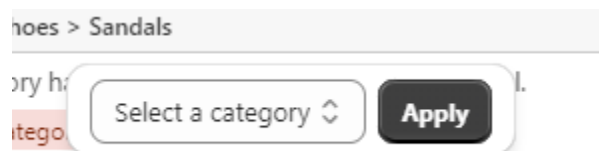
Apparel & Accessories > Shoes > Sandals ▼

The Google Product Category has been set in the Google Sales Channel.

unknown google product category

- ii. Click drop down

- iii. Click Select a category

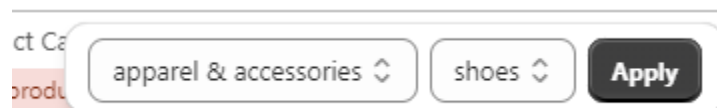


shoes > Sandals

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Select a category ↕ **Apply**

- iv. Drill down to category for product, to level of detail available



ct Ca
produ

apparel & accessories ↕ shoes ↕ **Apply**

- v. Click Apply

After Error Fixes

After all errors and warnings have been fixed in Flexify, from Meta Commerce Manager resume upload schedule.

OTHER RECOMMENDATIONS

New Products

When a new product is added to the catalog, errors should be checked in Flexify and corrected as needed. It may be possible to add specific Flexify Metafields to the products to make this process easier and able to be accomplished when adding new products.