SKU Channel Mapping:

1. **Why do we need to do SKU Channel Mapping?**

   A: SKU Channel mapping allows the user to map the Marketplace listings with Vin-eRetail SKU Listing for proper flow to orders and inventory to happen. User can Map the Vin-eRetail SKU with Marketplace SKU also known as "Channel SKU" and Marketplace Product Id/Serial No./Variant Id, also known as "Channel product Id"

2. **How can we do the listing/ Mapping of SKU's pulled from the marketplace?**

   If the SKUs created on channel and SKUs created on Vin-eRetail both are different, then it will be visible to the user under Un-mapped SKUs screen. You can navigate to this screen as below:
   Sales << SKU Channel Link << Unmapped SKU

   SKU channel mapping can be done one by one or in bulk through file upload

   > Using the "Link" Button, users can link the Channel SKU and Channel Product id with Vin-eRetail SKU one by one.

   > To do Bulk Mappings, users can download the export of Un-mapped SKUs screen, set correct Vin-eRetail SKU in Eretail SKU Column, and import the data in SKU Channel Link Screen using the SKU Channel Link Import Template.

   For more details please refer below document:
   https://vinculumhelpdesk.freshdesk.com/a/solutions/articles/9000200046

3. **We have created the Channel but listing is not pulled in Eretail?**

   A: Vin-eRetail have the provision of SKUPull using which the SKUs created on Webshops/Marketplaces will be pulled in Vin-eRetail automatically.

   To enable this Use please navigate to the below options:
    Sales > Manage Channels >Channel Create/Edit >Channel SKU

   Users can choose Pull to Pull the SKUs from the channel to Vin-eRetail.
   In SKU pull the user is given with two options: 1: Create 2: Moderate

   CREATE: In create Mode, All the SKU will be pulled from that channel and created on the Vin-eRetail using some predefined SKUs Create configuration.
   MODERATE: In moderate mode, only the Channel SKU, Channel Product Id's of that channel will get pulled and then mapped with the Vin-eRetail's SKU Id's.

4. **How can i see the channel wise listing done in Eretail**

   A: In order to see the channel wise listing you have to navigate to SKU Channel listing tab
   Sales << SKU Channel Link << SKU/Link Search Channel << Put channel filter and click search.
   This section will display search results of the SKU mapping on different marketplaces. Here the user can select the sales channel for which the user is interested to view SKU–channel mapping details like Channel SKU, Product ID etc. and can update the same as per requirement.

5. **How can we update existing SKU channel mapping individually?**

   A: In order to update the existing SKU channel listing you have to navigate to SKU Channel listing tab
   Sales << SKU Channel Link << SKU/Link Search Channel << Put channel filter and click search.

   All the SKUs linked with this channel will come to the display list. Now, either the user can choose the Product ID or Channel SKU ID that he wants to edit on this screen. OR
   The user can directly select the SKU to update the Channel SKU ID or Channel Product ID etc. and edit the details. The user can alos update the Price, Picking Instructions, Status (Active/Inactive) and update the button. The SKU details will be updated on the selected channel.

6. **How can we change / Update the listing in Bulk for any specific marketplace**

   A: Users can add or Update the SKU channel link record in bulk from the SKU/channel link import screen by importing the Excel SKU Channel Link Template. All the details that were mentioned on the "Add New" action button are listed in the excel sheet. Also, it gives users an opportunity to perform various functions with SKUs like Create, update, or Remove.

   Users can download the CSV template and enter or copy/paste the details as per need. After entering the required details, User can save the file on the computer and give the path of file through the "Choose File" tab and upload it.

7. **Trying to update the listing in bulk but it is giving an error as Server Encountered?**

   A: Please check that the number of rows you are trying to upload must be greater than 5000, please try to upload within the limit.

8. **While uploading the file getting error as SKU doesn't exists**

   A: SKU must be available in the system against which you are trying to upload the mapping, please add the SKU in the SKU master then try to upload the mapping.

9. **Getting error as Product/channel id not found in inventory sync tab and inventory is not getting updated on channels.**

   A: You are getting this error as SKU channel mapping is not present against the SKU. Please do the mapping first then try to push the inventory. You may refer to the document below for more details.

   https://vinculumhelpdesk.freshdesk.com/a/solutions/articles/9000200046