

The following list represents some common errors that are associated with flat file submissions. These errors are applicable to confirms, inventory, and invoice files that are submitted in XML format.

If your submission(s) are failing to process successfully, please consult the following list and verify that none of these issues are the root cause.

For XML Files:

- Missing end tag (XML)

Additional Common Errors:

- Non-numeric values are in numeric fields
- Values are in scientific notation
- Required field(s) are missing
- Missing detail line (package information – confirm)
- There are spaces in an “optional” or numeric field
- Incorrect spec is being used
- Invalid characters (foreign, unprintable characters) are being used
- Field(s) exceed the maximum length restriction

Questions:

If you should require further assistance please contact the CommerceHub Customer Support Team via email, at customersupport@commercehub.com, or by phone, at 518-810-0700 and select option 2 from the main menu. Customer support is available Monday through Friday from 8:00 A.M. to 6:00 P.M., Eastern Standard Time.