

Product Availability

**A comprehensive guide to troubleshooting products & SKUs
that are incorrectly showing unavailability.**

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Defining Unavailability

When referring to an unavailable product, we will define it as a product that is not displaying or available for purchase on the front end site in the PDP or PLP or checkout. Does the following screen shot look familiar when attempting to access a product page via the site? The following document will help bring clarity in regards to what steps should be taken when confronted with this issue.



PAGE NOT FOUND

1. Missing Catalog Data

Missing Catalog Data is one of the most common reasons for a product to display as unavailable on a site. Missing Catalog Data can refer to any piece of missing information for a product or SKU, but there are many catalog data fields that are not mandatory for a product to display on the site. The fields that ARE mandatory for a product to display on a site include the following:

Product and SKU Activation

Show on site	<input checked="" type="checkbox"/> Yes
Product active	<input type="checkbox"/> Yes
Activate SKU if possible	<input checked="" type="checkbox"/>
SKU Activated?	<input type="checkbox"/>

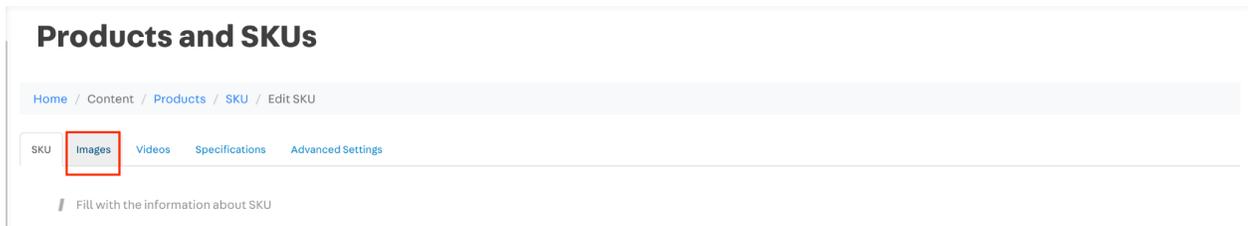
Brand Activation (The Brand that the SKU is associated with MUST be active. Performed in Catalog > Brands)

Activate Brand	<input checked="" type="checkbox"/>
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Category Activation (The Category that the SKU is associated with MUST be active. Performed in Catalog > Categories)

Menu	<input checked="" type="checkbox"/>	Category appears in the top menu and side menu of the Site
Active	<input checked="" type="checkbox"/>	Category is active on site
Menu with active link	<input checked="" type="checkbox"/>	Category has an active link on the Site
Brand Filter	<input checked="" type="checkbox"/>	Category has Brand filter
Score (used for search ordering)	<input type="text"/>	
Product display mode	Following definition of the SKU specification ▾	

Has An Image (A SKU can not be active unless it has an image associated with it. Please ensure your SKU has an image attached. This image upload feature is found on the SKU-level editor)

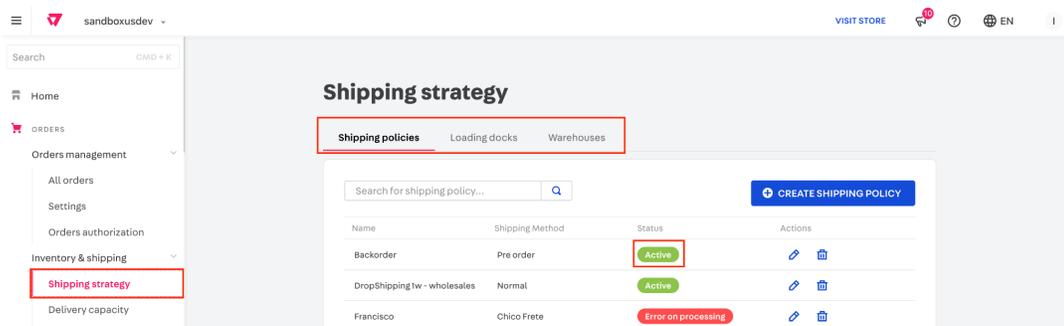


Note: All of these items must be checked off for the SKU to be available on the site.

2. Missing Logistics Data

Along with missing Catalog data, missing Logistics data is another one of the most common causes for a product not being available for purchase on the site. Below, the mandatory Logistics data will be listed out. Please ensure you have all of the mandatory data present for your SKU to be available on the site

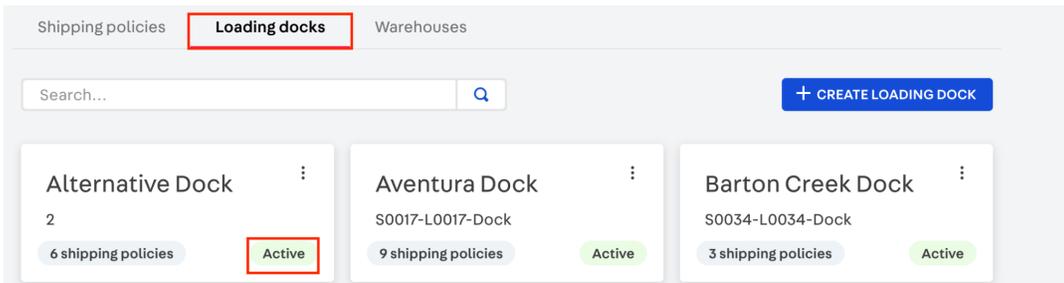
- ❑ **Warehouse, Loading Dock & Shipping Policy Activation** (Please note that each of these three items **MUST** be activated for the product to be available for purchase so that shipping, taxes, etc can be correctly calculated via the logistics module. In the Admin this is found in the Inventory & Shipping module under the Shipping Strategy sub-module):



The screenshot shows the 'Shipping strategy' admin page. The 'Shipping policies' tab is selected. A table lists the following policies:

Name	Shipping Method	Status	Actions
Backorder	Pre order	Active	[Edit] [Trash]
DropShipping tv - wholesales	Normal	Active	[Edit] [Trash]
Francisco	Chico Frete	Error on processing	[Edit] [Trash]

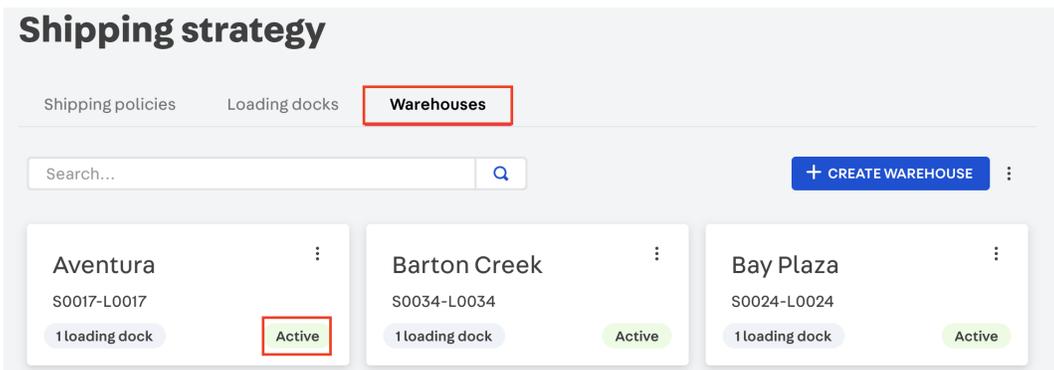
ensure loading docks is active as well:



The screenshot shows the 'Loading docks' admin page. Three docks are listed, all with an 'Active' status:

- Alternative Dock** (ID: 2): 6 shipping policies, Active
- Aventura Dock** (ID: S0017-L0017-Dock): 9 shipping policies, Active
- Barton Creek Dock** (ID: S0034-L0034-Dock): 3 shipping policies, Active

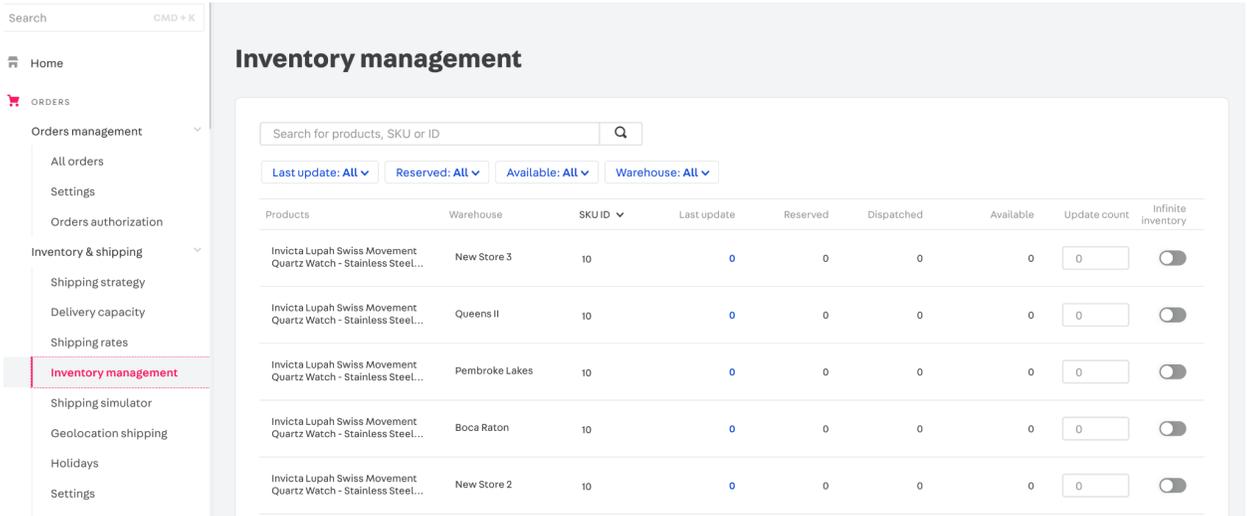
and finally, ensure Warehouses are active:



The screenshot shows the 'Warehouses' admin page. Three warehouses are listed, all with an 'Active' status:

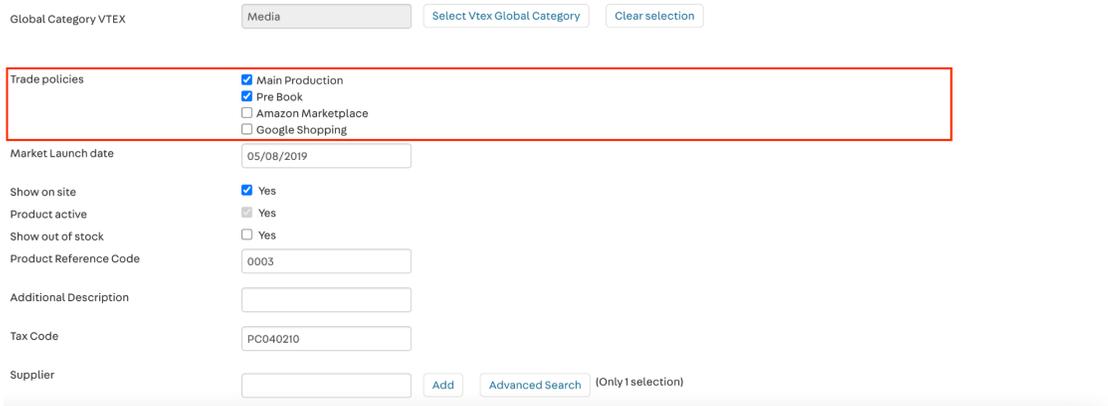
- Aventura** (ID: S0017-L0017): 1 loading dock, Active
- Barton Creek** (ID: S0034-L0034): 1 loading dock, Active
- Bay Plaza** (ID: S0024-L0024): 1 loading dock, Active

- Ensure the SKU has inventory (This can be found in the Inventory module which is under Admin > Inventory & Shipping > Inventory Management. Here you can search the SKU you are looking for to ensure inventory is correctly assigned. PLEASE NOTE: if there is inventory in a warehouse make sure that associated Warehouse IS ACTIVE.



Products	Warehouse	SKU ID	Last update	Reserved	Dispatched	Available	Update count	Infinite inventory
Invicta Lupah Swiss Movement Quartz Watch - Stainless Steel...	New Store 3	10	0	0	0	0	0	<input type="checkbox"/>
Invicta Lupah Swiss Movement Quartz Watch - Stainless Steel...	Queens II	10	0	0	0	0	0	<input type="checkbox"/>
Invicta Lupah Swiss Movement Quartz Watch - Stainless Steel...	Pembroke Lakes	10	0	0	0	0	0	<input type="checkbox"/>
Invicta Lupah Swiss Movement Quartz Watch - Stainless Steel...	Boca Raton	10	0	0	0	0	0	<input type="checkbox"/>
Invicta Lupah Swiss Movement Quartz Watch - Stainless Steel...	New Store 2	10	0	0	0	0	0	<input type="checkbox"/>

- Ensure that the correct Trade Policy is Assigned to the Product (In some stores who have multiple trade policies,, a loading dock may only include one or two of the Trade Policies, but not all of them. Or in other scenarios a PLP may only display products that are checked with a specific trade policy, Please make sure the correct Trade Policies are checked in the Product Editor, which can be found under Catalog > Products & SKUS



Global Category VTEX Media Select Vtex Global Category Clear selection

Trade policies Main Production Pre Book Amazon Marketplace Google Shopping

Market Launch date

Show on site Yes

Product active Yes

Show out of stock Yes

Product Reference Code

Additional Description

Tax Code

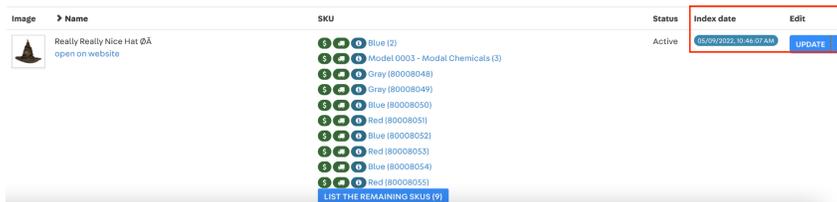
Supplier Add Advanced Search (Only 1 selection)

Note: Please ensure the following are correct for your SKUs to be available

3. Outdated Index

When use the word 'Index' we will have to ensure we have clarity on the 2 different types of indexes on a VTEX store. The first is Catalog Index, and the second is Search Index. The Catalog Index is responsible for scanning the catalog data to ensure that all Product, SKU, Category, Brand, SKU Image, etc data is up to date on the front facing site. The Search Index is, just as the name suggests, related to the search module and will be responsible for scanning the search information and data set up in the Search module to ensure is displaying correctly on the sites PLPs.

- **Ensure the Catalog Index is up to date** (If all of your Product/SKU and Logistics information is correct please ensure that the Index Date is "up to date" by checking the date and time of it's last index. Please note that the catalog will automatically index and reindex Products and SKUs as they are updated in the catalog, but from time to time there will be situations where the Index Date is not in alignment with the most recent changes. TO UPDATE: simply click into a product to edit and click save (even without making any changes, and this will force a product reindex)



- **Ensure the Search Index is up to date** (if all of your catalog data is correct and you still are unable to find your product, specifically in the PLP, or search results, there is a chance you may have an outdated Search Index. Our intelligent Search is built to automatically reindex a product within search when that product is updated in the catalog, however, there are rare scenarios where this still may be out of date. In these cases you will need to Reindex the Search under Search > Search Configuration > New Index. NOTE: Only VTEX staff can run this reindex. If you are store-owner please contact your support team)

