Troubleshooting SOP: UPC Upload Error (UPC Codes Don't Match Product) Fix

10/09/2024 1:16 pm CDT

> ℹ️ **Who is this for?** The SOP is for sellers who are experiencing the UPC upload error when trying to list new products and want to use legally purchased GS1 UPC codes.

> ✅ **Objective:** This is an SOP for overcoming the UPC upload error that many sellers are currently seeing when listing new products.

Note: This SOP is only for new products that are not allowing you to list due to UPC errors. Do not attempt these steps without first trying to add products via the upload file.

Here are some steps that you can follow:

1. Create an account with GS1: https://www.gs1.org/

2. Purchase UPC codes under the company prefix. These UPC codes can be viewed at the following link: https://dh.gs1us.org/

3. Access the GS1 Data Hub, and click "Print Identifier Certificate"

4. On the next page, click "Identifier Certificates"
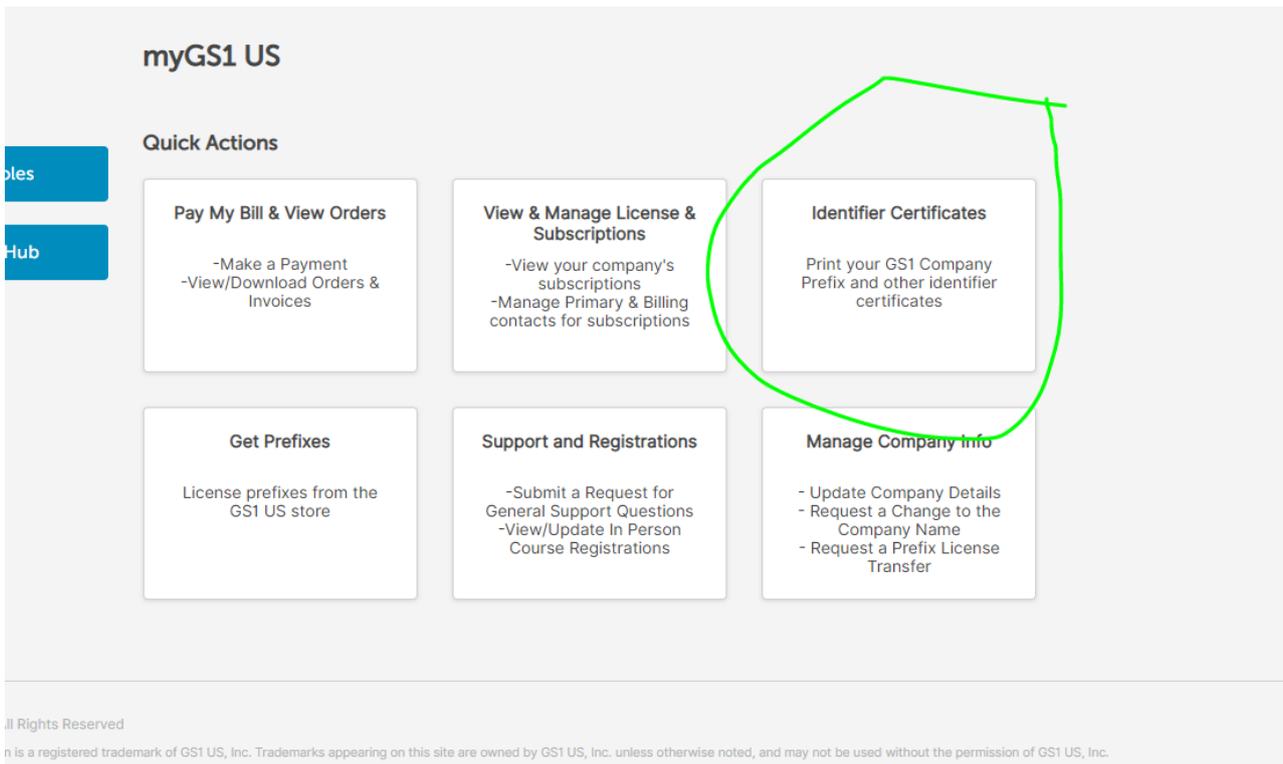
5. Download all UPC code certificates required for the new listings. **(Note that in some cases, there may not be separate certificates for each identifier, but rather a single certificate with the brand prefix, which can also be used.)**

6. Go back to Seller Central and create a case

7. Case template below - Also attach all GS1 certificates and the batch file that was giving you the UPC errors.

Use the template below as a starting point, and adjust it to fit your specific scenario:

Amazon,

We are attempting to create new listings using UPC codes that we purchased legally using GS1.

I am attaching the processing report batch file upload that we are receiving the errors on Batch ID (enter the batch ID)

As you can see, we are being told that the UPC codes do not match the products, but this is not the case as we purchased these codes directly for these products.

I am attaching the GS1 certification documents to this case.

Please correct this error so we can list out new products.

Thanks,