# Frequently Asked Questions

➕➖ Why can't I log into SellerCloud? I am getting an error that my password is incorrect.

➕➖ Why can't I post to Amazon? I am getting a response that the request is throttled.

➕➖ Why can't I preview my FBA Shipment?

➕➖ Why are my eBay orders not downloading?

➕➖ Where can I download the latest ShipBridge version?

➕➖ Why aren't my filters showing in ShipBridge?

➕➖ Why is SellerCloud slow right now? Even navigating between pages takes time.

➕➖ Why is my queued job taking a while to process?

➕➖ Why can't I transfer data from QuickBridge to QuickBooks? The system is showing errors.

➕➖ Why are the desktop applications – ShipBridge, ReceiveBridge, ImageBridge, or QuickBridge – not working properly?

➕➖ Why didn't my inventory update when an order came in? The time on the order says 7:00 PM, but my inventory in SellerCloud didn't update until 10:00 PM.

➕➖ Why am I not getting product information when I use the "Get Info from Amazon" action? Also, sometimes I cannot access product information when adding the product through the Add via Amazon feature.

➕➖ Why does my listing have a quantity of zero when there is available quantity?

➕➖ Why does my product have an "Inactive" status on Amazon when it has available inventory in Seller Central?

➕➖ Is the Order Status updated on FBA orders that are refunded?

➕➖ How to change a SKU on an order?