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# WHY PRODUCT CREATION/UPDATE CAN FAIL

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## Foreign characters should not be stated in the product Name and its translations

An error report is generated with the message saying that Name and Name Translations have not allowed characters. Check the list [here](#)

Only use allowed Characters in the Product Name and Translations to avoid getting an error message.

## **Brand or Seller Name should not be stated in the product Name and its translations**

An error report is generated with the message saying that Name and Name Translations have the brand and/or seller name.

Brand name should not be part of the product name: Please use brand in only brand field, and not in the product name. It will reflect accordingly on the website.

# Missing mandatory fields or have an invalid value

An error report is generated with the message saying what fields are missing and/or invalid.

# Fail to pass one or more restrictions

For more information on this topic, please check the [Quality Control – Restrictions.](#)

# **Seller SKU already exists on SC**

When creating a product in VC with a Seller SKU that already exists on SC (Seller Center), this new VC product won't be created on SC (won't be broadcasted to SC ventures). It will only exist in VC.

# Product fails a restriction that is applied in all countries

**The product is not created in any country. Error report is generated with the message saying why it failed.**

- If the product was restricted because of a restricted keyword, an error report is generated with a message saying what is the word and in what fields is being used.

E.g. "Name contains restricted words: Keyword"

**If the product was restricted because of a keyword that is prohibited the word won't be shown in the error report**

- This happens if when creating the Restriction the checkbox Hidden from sellers was selected

E.g. "Product not authorized."

## Product fails a restriction that is applied only in one country

The product is not created in any country. Error report is generated with the message saying why it failed.



## **Product fails a restriction that is applied in all countries and a restriction that is country specific**

No error report will be generated because the product was created.

How to know in which country the product was not created?

Go to Products > Search the product > Click on the icon in the “Visible” column  
> Click on “Product Creation” > Check in which countries the product has status “Unsuccessful”