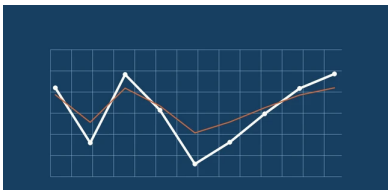
Merchant feed diagnostic



We trace up to 20 rejected feed items to source fields and supply a correction file.

Who it helps

Merchants and online retail teams

The problem to solve

Repeated feed rejections can originate in a source field used by several products.

Working through the brief

1. **Collect merchant rejection messages**

   Gather the agreed inputs. Target channels or markets, product range and the relevant account or feed information.

2. **Trace the source fields**

   Track “Rejected item” and “Source field” together so the reviewer can connect the source information to the result.

3. **Prepare targeted corrections**

   Use the correction file to repair the upstream mapping and avoid fixing the same error row by row.

4. **Check the scope at handover**

   Subscriptions, platform fees, advertising and fulfilment charges are separate.

Worked example

A channel rejects a feed row even though the product is live. Match the rejection to the field in the exported record.

Read the service scope / COM-021

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