

# Action required definitions & solutions



## REASON

## ICON

## SOLUTION

### Invalid item mapped

When an order is synced to ShipMonk from your shopping cart or online marketplace, but the SKU from the online marketplace does not match an existing SKU in the ShipMonk system. As a result, ShipMonk won't know which product needs to be fulfilled.

To avoid this issue, we recommend that you use the same SKU names in ShipMonk as you have in your shopping cart and marketplace.

**Note:** You can create a "bundle" where you map multiple SKUs in ShipMonk to a single SKU in your shopping cart.



- 1) Navigate to the **Orders** tab
- 2) Click the **order number** to access the order details of the invalid order
- 3) Scroll down to the **Product Information** section
- 4) Select "**Map SKU**" next to the item not mapped
- 5) Search for the product that you want to map the item to
- 6) Choose the correct SKU from the search query
- 7) Adjust quantity (optional)
- 8) Click "**SAVE**"

Mapping only needs to be done once and the ShipMonk system will remember the mapping for all subsequent orders. You can also map an item to multiple SKUs or multiple quantities of the same item, which we refer to as bundling.

### Shipping method not mapped

When an order is synced to ShipMonk from an online marketplace, each shipping option from your store will not automatically map to a specific shipping method. Each shipping option from your online store will need to be mapped to the shipping method in the ShipMonk system that best suits the needs of the particular shipping option selected.

**Example:**

The shipping option in your store is labeled "Free Shipping," so you'll need to map this option specifically to "USPS First Class Mail" (or another method), otherwise, the system won't know what "Free Shipping" means.



- 1) Navigate to the **Orders** tab
- 2) Click the **order number** to access the order details of the invalid order
- 3) Find **Requested Shipping Service:** within the **Packaging & Shipping** section
- 4) Select "**Map Shipping**"
- 5) Select shipping a **shipping method (or methods)** that corresponds to the shipping option your customer chose at checkout.
- 6) Click "**Apply**"

Once you map a shipping method, your order will automatically re-enter the processing stage. Mapping the shipping method only needs to be done once because the ShipMonk system will remember it for all future orders.

### Invalid shipping method

The shipping method chosen for the order cannot accommodate the size or weight of that particular order or a domestic shipping method is inadvertently selected for an international order.

**Example:**

If the shipping method chosen is restricted to a weight of one pound or less, but the order in question weighs more than one pound. You'll need to choose a shipping method that can accommodate more than one pound before the order can be submitted for fulfillment.



- 1) Navigate to the **Orders** tab
- 2) Click the **order number** to access the order details of the invalid order
- 3) Find **Shipping Service:** in the **Packaging & Shipping** section
- 4) Select "**Change**"
- 5) Choose an alternative shipping service

### Invalid address

This indicates that the address entered for this particular order has not passed the USPS address validation test. Most address issues are simple typos that can be fixed by searching for the address in Google Maps. If that doesn't help, you'll need to contact your customer and ask for the specific address.

**There are two types of invalid addresses:**

**1) Invalid address** - Indicates that something is fundamentally wrong with the address (i.e. zip code and city do not match).

**2) Address not found** - An address that is not registered in the database, but you have the option to override the system and force the order to be shipped.



- 1) Navigate to the **Orders** tab
- 2) Click the **order number** to access the order details of the invalid order
- 3) Select the (wrench icon)  in the **Customer Information** section
- 4) Edit the address
- 5) Click "**Save**"

If you're able to verify that an address receiving the "invalid address" tag is indeed legitimate, you can override our verification process by clicking the "Mark as Valid" button underneath the address.

Currently, international addresses are not subject to the verification process, so you'll want to make certain that the address entered for each international order is valid.