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## Checkout issue: "Verifying Stock levels..." message appears when trying to Checkout from the website and this does not go any further

Elenor A. - 2021-12-08 - Stock Control

This happens when you have enabled "Automatic Stock Control" but did not upload the stock file.

More importantly, ALL Products in your shop must have unique Catalog Number

The screenshot shows a checkout page with a dark theme. On the left, there is a navigation menu with links for Page 4, Page 5, Page 7, Page 8, Other URL, and Vouchers!, along with social media icons for Facebook, Google+, and Twitter. The main content area is divided into two sections: '1. Select a shipping destination' with dropdown menus for 'Australia' and 'Victoria', and '2. Select a payment method' with radio buttons for American Express, Mastercard, PayPal, Discover, and Bank transfer. A 'Comments' field contains 'TESTING 101'. A checkbox for 'I am eligible for tax exemption' is present. The subtotal is 'A\$61.75'. The total is 'A\$61.75' with 'GST 10% (inc): A\$5.61'. A red box highlights the 'Verifying stock levels...' error message with a star icon. At the bottom, there is a disclaimer: 'Clicking on "Secure check out" will connect you to our secure ordering system. You may cancel the secure order process at any time during the ordering process until you click on the "Send Order" button. No details will be passed on to us, until you click on the "Send Order" button.'

- Open your shop in ShopFactory
- At the left tree menu, click on the **LIST of Contents**
- Check all your products have unique catalog number/ item number.
- If your products have OPTIONS and CHOICES, then make sure you also go into the Product dialog -> More... -> Options and Choices and assign unique catalog number for each choice.

Once you have completed the above, tick "Enable automatic updates of stock levels" under Services menu.

<https://shopfactory.deskpro.com/en-GB/kb/articles/en-automatic-realtime-stock-control>

You need to publish the stock file again via **Central** -> Stock Levels dialog.

**NOTE:** Please make sure that your Publish SETUP dialog box contains your correct hosting details.

ShopFactory uses the details in the publish setup dialog to connect to your Host.