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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. At the top right, the subtotal is A\$61.75. The page is divided into two main sections: '1. Select a shipping destination' and '2. Select a payment method'. In the shipping section, 'Australia' and 'Victoria' are selected. The payment section offers various options like American Express, PayPal, Mastercard, Discover, and Bank transfer. A checkbox for 'I am eligible for tax exemption' is present. The total amount is A\$61.75, with GST 10% (inc) of A\$5.61. A red box highlights a 'Verifying stock levels...' error message with a loading spinner icon. The left sidebar contains navigation links for pages 4, 5, 7, and 8, along with social media icons and a 'Vouchers!' section. At the bottom, there is a disclaimer about the secure checkout process.

- 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.