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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 - Voorraadbeheer

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 sidebar on the left containing links like 'Page 4', 'Page 5', 'Page 7', 'Page 8', 'Other URL', and 'Vouchers!'. The main content area has a dark header with 'Subtotal: A\$61.75'. Below this, there are two sections: '1. Select a shipping destination' with dropdowns for 'Australia' and 'Victoria', and '2. Select a payment method' with radio buttons for American Express, Mastercard, PayPal, Discover, and Bank transfer. A checkbox for 'I am eligible for tax exemption' is also present. On the right, there's a 'Comments' section with 'TESTING 101'. At the bottom right, a box shows 'GST 10% (inc): A\$5.61' and 'Total: A\$61.75'. A red box highlights an error message: 'Verifying stock levels...' with a loading icon. At the bottom, there's 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.