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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 dark theme. At the top right, it says 'Subtotal: A\$61.75'. Below this, there are two main sections: '1. Select a shipping destination' and '2. Select a payment method'. The shipping destination is set to 'Australia' and 'Victoria'. The payment methods include American Express, PayPal, Mastercard, Discover, and several 'Bank transfer' options. There is a checkbox for 'I am eligible for tax exemption'. On the right side, there is a 'Comments' section with the text 'TESTING 101'. At the bottom right, the total amount is 'Total: A\$61.75' with 'GST 10% (inc): A\$5.61'. A red box highlights an error message: 'Verifying stock levels...' with a starburst 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.