



INDITION COMMERCE

Google Merchant V5

FAQ

Answers to common setup and support questions

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Access and credentials

Where is the feature

Open **Shop** → **Google Merchant Feed**. If the entry is unavailable, ask an administrator to check the feed installation and your route permission.

What does auto generation do

The button fills a random username and a strong random password in the form. It does not save automatically. Copy the password, then save settings to activate the new values.

Can I view a saved password

No. Only a hash is stored. Leave the password blank to keep it, or generate a replacement and update Merchant Center after saving.

Does my admin password work for the feed

No. The feed uses its own username and password. Staff login and feed access are separate.

Why is a storefront missing from the selector

It needs an active default storefront URL, an assigned frontend store and a matching environment file. Ask an administrator to check those settings.

Product inclusion

Does it use the manual export selection

Yes. The manual export and automatic file share the Google export product flag, status and SKU rules. Automatic files additionally use the selected storefront's store assignment.

Why is the automatic count smaller

The manual export may be run across all stores. The automatic feed is store-scoped and skips selected items without a usable price, URL, public image, title or description. Review selection first, then the generation log.

Are all variants included

The existing default SKU only setting decides. If it is on, only the default enabled SKU qualifies. Otherwise all enabled SKUs meeting the product rules qualify.

Refreshes and failures

Do product edits appear immediately

They appear in the XML after a successful build and reach Google after its fetch. Use **Save & refresh feed** to prepare changes sooner.

What happens when no products are valid

Generation reports an empty-catalogue error and keeps the previous complete file. It does not publish an empty replacement. The retained file is still subject to the seven-day age limit.

Why do older counts remain after an error

The time and counts describe the last successful publication. The latest error describes a later failed attempt. Read both together.

What does HTTP 401 mean

The username or password is missing or incorrect. Use the credentials last saved for that storefront.

What do HTTP 404 and 503 mean

404 can indicate a disabled feed, wrong feed key or wrong storefront host. 503 means the file is missing, stale, built for an outdated context or the storefront configuration cannot be used. Confirm settings and regenerate.

Google and existing integrations

Does a successful build mean products are approved

No. Shop verifies publication; Google processes the source and evaluates its products separately. Review Merchant Center results.

Does the feed replace shipping or returns settings

No. Maintain those in Merchant Center. The generator does not invent shipping, condition or category values.

Does this retire the existing CSV or SFTP feed

No automatic retirement is included. The manual CSV export remains available. Coordinate any existing delivery process before changing or disabling it.

Can Shop show Google disapproval reasons

The current feature shows generation and access information. A Merchant Center status dashboard is a future enhancement.