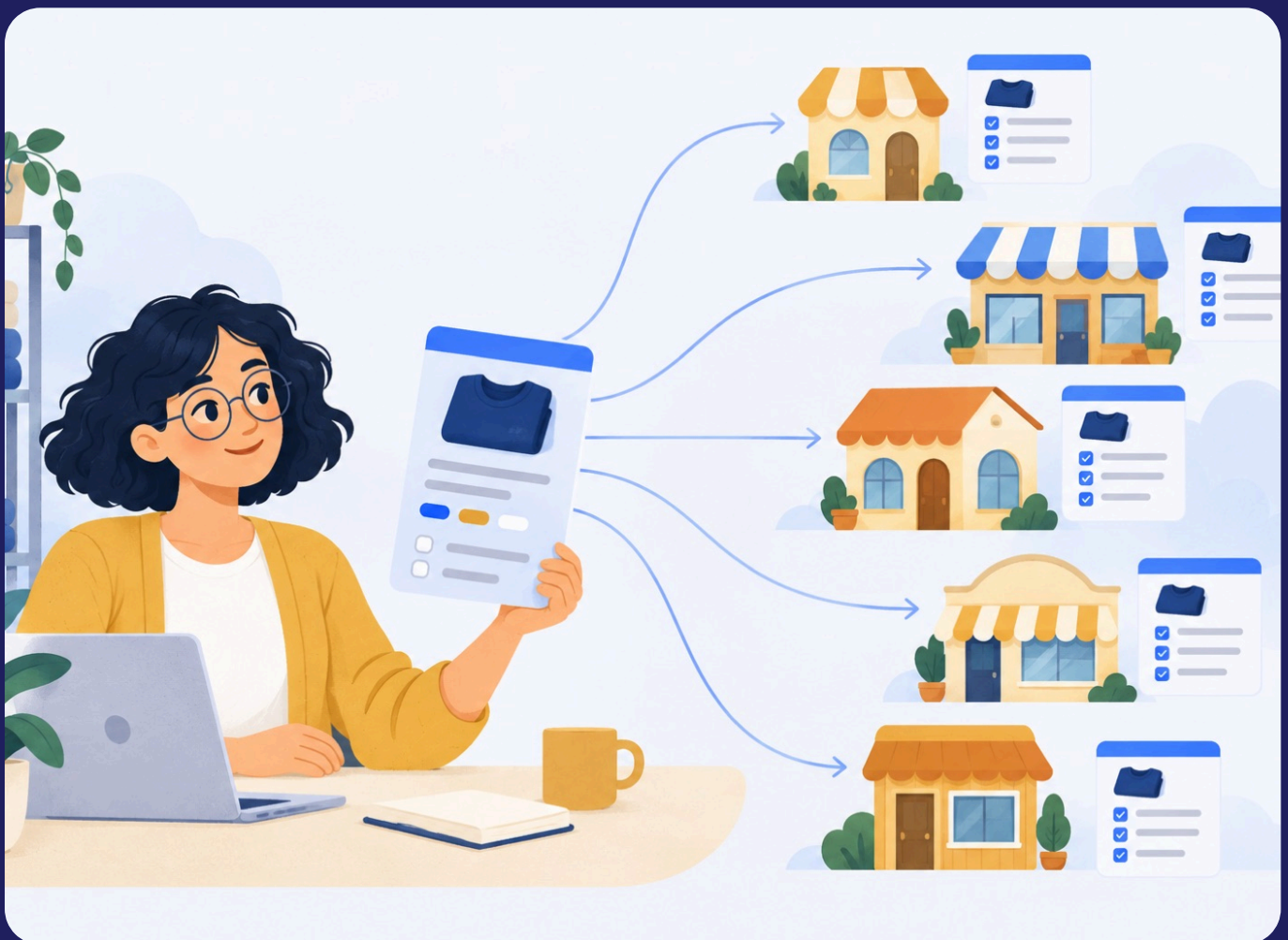


Sending products to your sales channels

How do you put a product on your online store or marketplace, take it off again, and decide when your changes go out?



Done this before? Try the questions on **page 15**. All of them right? Go on to module 4.

Your channels follow OneSila

After the import, OneSila holds your products. You decide which ones go to which channel, and you change them in OneSila. Your channels follow.

This module covers every sales channel: online stores like Shopify, Magento and WooCommerce, and marketplaces like Amazon and eBay. Sending works the same way on all of them. The next two pages show where they differ. Where one channel does something its own way, we name it as an example.

In this module you learn to

1. Explain how online stores and marketplaces differ, and what mapping does on each.
2. Add a product to your channel.
3. Find the extra settings your channel asks for, like categories.
4. Remove a product from your channel.
5. Choose whether changes go out by themselves, and resync when needed.
6. Lock a product while you work on it.
7. Know how prices go out, and resync them when needed.
8. Use the Queue to see what's waiting, and what went out.
9. Find the products that failed or need action, and see why.
10. Know why every change happens in OneSila, never in your channel.

This module builds on Importing a channel (module 2) and on Properties, Rules & Mapping.



Online stores: you set the structure

On your own online store, OneSila is in charge. Your product rules decide what a product page shows, and OneSila builds what's needed on the store for it.

Mapping is for the import

During the import, you mapped your store's fields to your own properties. After that, OneSila keeps the structure the import set up.

What you mapped

OneSila sends it back into the store's own fields. Your store's setup stays as it was.

What you didn't map

It's sent as it was created in OneSila. OneSila creates the field on the store when the first product needs it: an attribute on Magento, for example, or a metafield on Shopify.

No one checks it for you

A store takes what you send. A product goes out as soon as it meets your own product rule, and your shoppers see exactly what OneSila sent. So the quality is in your hands.

This is also why you edit in OneSila only. More on that on the Watch out page.

Marketplaces: they set the rules

A marketplace has its own product types, fields and values. It only accepts a listing that meets them. So on a marketplace, mapping isn't just for the import: it's how every product goes out.

Mapping works both ways

Only what's mapped is sent. You keep your mapping on the channel's own tabs:

- **Product Rules** links each of your product rules to the marketplace's product type or category.
- **Properties** and **Select Values** link your properties and values to the marketplace's fields.

Optional and not mapped

Skipped. The listing still goes out, without it.

Required and not mapped

The listing is blocked, and shows **Action required**. Map it, then resync the product.

The marketplace has the last word

Even a complete listing can be held for review, or refused later by the marketplace itself. You see that as the listing's status, like **Pending approval** or **Approval rejected**. The Problems pages show where to look. Module 4 shows how to fix them.

Adding a product to your channel

Every product has a **Channels** tab. It lists your channels, and for each one, whether the product is on it.

Changes go to every channel as usual. Every included channel view can now be marked as Added, Excluded or left Undecided. Lock all channels			
State	Name	Status	Actions
ADDED	devtest20260909	Completed	

Green is Added, yellow is Undecided, red is Excluded.

- 1 Open the product, and go to its **Channels** tab.
- 2 Find your channel, and set its state to **Added**.
- 3 OneSila sends the product straight away: its texts, images, prices and properties, as its product rule says. The status shows when it's done.

Undecided means you haven't chosen yet. **Excluded** means this product doesn't belong on that channel. Neither sends anything.



The extra settings for your channel

Some details only exist on your channel, not in OneSila. Categories are the common one. You set them per product, for that channel.

ADDED

devtest20260909

Completed 100%

Shopify category
Assign one leaf Shopify taxonomy category for this product and sales channel.

Categories

Search categories...

Current All

> Animals & Pet Supplies Select

> Apparel & Accessories Select

> Arts & Entertainment Select

Current category

No category selected.

For example, Shopify asks for one category from its own list.

1 On the product's **Channels** tab, click the arrow at the end of your channel's row.

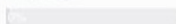
2 Pick what your channel asks for, and save. The product goes to your channel with it.

What you find under the arrow depends on your channel. Some ask for one category, others let you pick several of your own.



Removing a product from your channel

You remove a product the same way you added it: with its state on the **Channels** tab.

State	Name	Status	Actions
EXCLUDED 	devtest20260909	Excluded 	    

A product set to Excluded: it's no longer on that channel.

- 1 Open the product's **Channels** tab.
- 2 Change your channel from **Added** to **Undecided** or **Excluded**, and confirm.
- 3 OneSila removes the product from your channel, straight away.

UNDECIDED OR EXCLUDED: SAME RESULT

Going from Added to either one deletes the product from your channel. The difference is only for you: Undecided means you haven't decided yet, Excluded means it doesn't belong on that channel.

What your channel does with it

By default, the channel deletes the product. Some can keep it out of sight instead. Shopify is an example: with Archive instead of delete switched on, the product is archived, so its orders and sales history are kept.

Auto sync or not, and resyncing

Whether you want changes to go out automatically or get approved manually is a choice to make with your organisation. It depends on **Auto sync**, which you set at the top of your channel's **General** tab. Let's look at how that works.


Auto sync
Off

Content-related changes wait in the queue until you send them by hand.

Adding, removing and resyncing a product never wait: they go first in line.

Price changes ignore auto sync: they always go out at once.

Off

On

Auto sync is off for every channel until you switch it on.

Auto sync off

Your changes only go out when you resync a product manually, or send them in bulk from the **Queue**.

Auto sync on

All changes get published 15 minutes after the last edit on a product, without further approval.

Adding, removing and resyncing a product never wait, whatever Auto sync says.

PRICES DON'T FOLLOW AUTO SYNC

Price changes go out by themselves, whether Auto sync is on or off. Page 10 explains how.

Manually resyncing a product

State	Name	Status	Actions
ADDED	devtest20260909	Completed 100%	

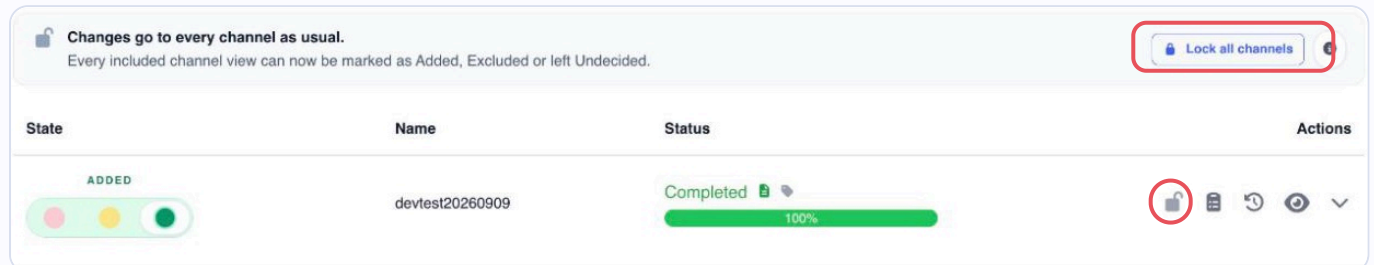
The Resync button, at the end of your channel's row on the product's Channels tab.

A resync sends a product in full again. When a product needs one, its Resync button turns orange. To resync many products at once, go to **Integrations › Assignments**, filter on your channel and on **Needs resync**, select them, and click Bulk Resync.

Use it when you switched your channel back on, after a failed sync you fixed, or to send a product's waiting changes with Auto sync off.

Locking a product

Auto sync sends every change by itself. Sometimes one product should stay as it is on your channel for a while: you're reworking its texts and images, or someone still has to check them. Lock it, and nothing goes out for that product until you unlock it.



The lock in your channel's row locks that channel. Lock all channels, at the top, locks every channel at once.

How to lock

- 1 Open the product, and go to its **Channels** tab.
- 2 Click the lock in your channel's row. Or click **Lock all channels** to lock them all.
- 3 The line above the list now says where the product is locked.

While it's locked

- Your channel keeps the product as it is.
- Its changes wait in the Queue, under **Held by a lock**. Even with Auto sync on.
- Adding, removing and resyncing it are refused.
- Prices aren't held: they still go out.

When you unlock

Click the lock again, or **Unlock all channels**. You can also unlock from the Queue.

The held changes then go out like any other change: by Auto sync, or when you resync or send them.

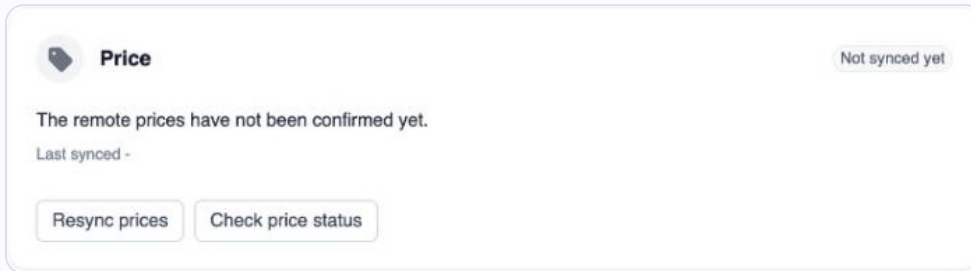
Lock all channels only locks the channels you have now. A channel you add later isn't locked.

Prices ignore Auto sync

Prices don't follow Auto sync. Change a price, an RRP or a price list, and it goes out by itself, shortly after you save.

OneSila checks your channel

After sending a price, OneSila reads it back from your channel until the two match. You see the result per channel, on the product's **Channels** tab: click **Sync history**, the second button in your channel's row.



The Price card in Sync history.

PRICE STATUS	WHAT IT MEANS
Completed	Your channel has the right price.
Pending confirmation	Sent. OneSila is checking whether your channel took it.
Out of sync	Your channel shows a different price than OneSila. Someone may have changed it in your channel.
Update failed	Your channel refused the price. Fix what it says, then resync.

Resync prices

Resync prices sends only the prices again. **Check price status** reads the price on your channel once more. Normally you won't need either: use them when a price shows Out of sync or Update failed.

Price changes also show in the Queue, under **Price updates**. With Sync Prices switched off for your channel, no prices are sent at all.

The Queue: what's waiting, and what went out

Every channel has a **Queue** tab. It shows all changes that will be auto-synced or need a manual sync, and the history of all changes. To see all your channels at once, go to **Integrations › Processing Queue**.

devtest2... Auto sync on

1 failed today

1 failed today
Retry them from the list below

0 selected of 3

	Product	Sales channel	Change	Status	Actions
☐	Rainy Bear Carrier Grey 1fc23da34ee22f · All stores	devtest20260909.myshopify.com	Product sync 19:12	Done	
☐	Rainy Bear Carrier Grey 1fc23da34ee22f · All stores	devtest20260909.myshopify.com	Add to channel 19:11	Failed Channel refused it	
	Customizable Wooden Chair CHAIR-CONFIG-007 · All stores	devtest20260909.myshopify.com	Product sync · 4 changes 19:10	Done	

Three changes: one product sync carrying four changes, one the channel refused, and one done.

STATUS	WHAT IT MEANS
Waiting	Ready, but not sent yet. With Auto sync off, it stays here until you send it.
Queued · Syncing	On its way to your channel, or being sent right now.
Failed today	The channel refused it. Open it to see why, fix the product, and retry it from the list.
Done · Merged · Skipped	History. Merged means several changes went out together. Skipped shows why it wasn't sent.

To send: pick one and click **Send now**, tick a few and click **Send selected**, or click **Send all waiting**. Don't want a change to go out? **Remove from queue**.

Where to spot problems

Sometimes your channel refuses a product, or something needs fixing first. OneSila shows you where: first across all your channels, then per product.

1 · Your channels at a glance

Integrations lists your channels. **Action required** counts the products on each channel that need you. You also see whether each channel is active and connected.

Hostname	Type	Active	Connected	Action required	Actions
https://magentodemo.onesila.dev/	Magento	✓	✓	5	Delete
https://tweave-tech-demo.myshopify.com	Shopify	✓	✓	1	Delete
https://woocom.onesila.dev	Woocommerce	✗	✓	2	Delete
Tweave Tech Ltd	Amazon	✓	✓	11	Delete
https://mag-onesila-demo-multistore.onesila.dev/	Magento	✓	✓	3	Delete
https://jamesandfrank-co-uk.myshopify.com	Shopify	✓	✓	2	Delete
Ebay Tweave	Ebay	✓	✓	8	Delete
Temu Test	Temu	✓	✓	3	Delete
Shein UK	Shein	✓	✗	0	Delete
MyFanceBed - Amazon	Amazon	✓	✗	0	Delete

2 · Every product, on every channel

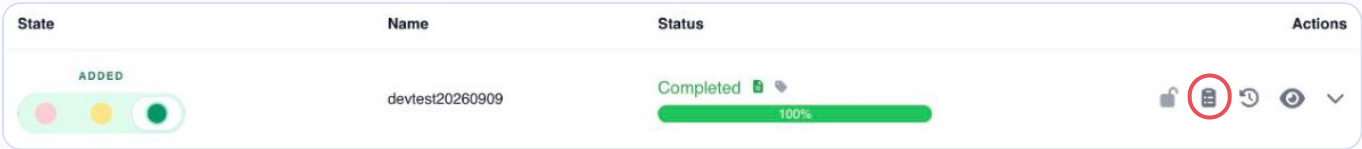
Integrations › Assignments lists every product on every channel, with its status. Under **Failed** or **Action required**, you see why. Filter on a channel or a status to see what needs fixing. Your channel's own **Products** tab shows the same for that one channel.

☐	Name	Type	Active	Status	SKU	Store	Created At
☐	Wooden Chair, Blue	Simple Product	✓	Failed Listing: System Error - contact support	CHAIR-WOOD-001	dev_app_test_0521	23/05/2025
☐	Wooden Chair, Blue	Simple Product	✓	Processing	CHAIR-WOOD-001	Ebay - Great Britain	09/09/2026
☐	Wooden Chair, Blue	Simple Product	✓	Processing	CHAIR-WOOD-001	Main Website	07/07/2026
☐	Wooden Chair - Red	Simple Product	✓	Completed	CHAIR-WOOD-002...	Main Website (magento246p3)	08/04/2025
☐	Wooden Chair - Green	Simple Product	✓	Completed	CHAIR-WOOD-003...	Main Website (magento246p3)	10/06/2025
☐	Glass Table	Simple Product	✓	Completed	TABLE-GLASS-00...	Ebay - Great Britain	19/11/2025
☐	Queen Size Bed	Simple Product	✓	Completed	BED-QUEEN-006	devtest20260909	17/09/2026
☐	Queen Size Bed	Simple Product	✓	Action required Listing: Product BED-QUEEN-006 name for language en must ...	BED-QUEEN-006	Ebay - Great Britain	18/11/2025

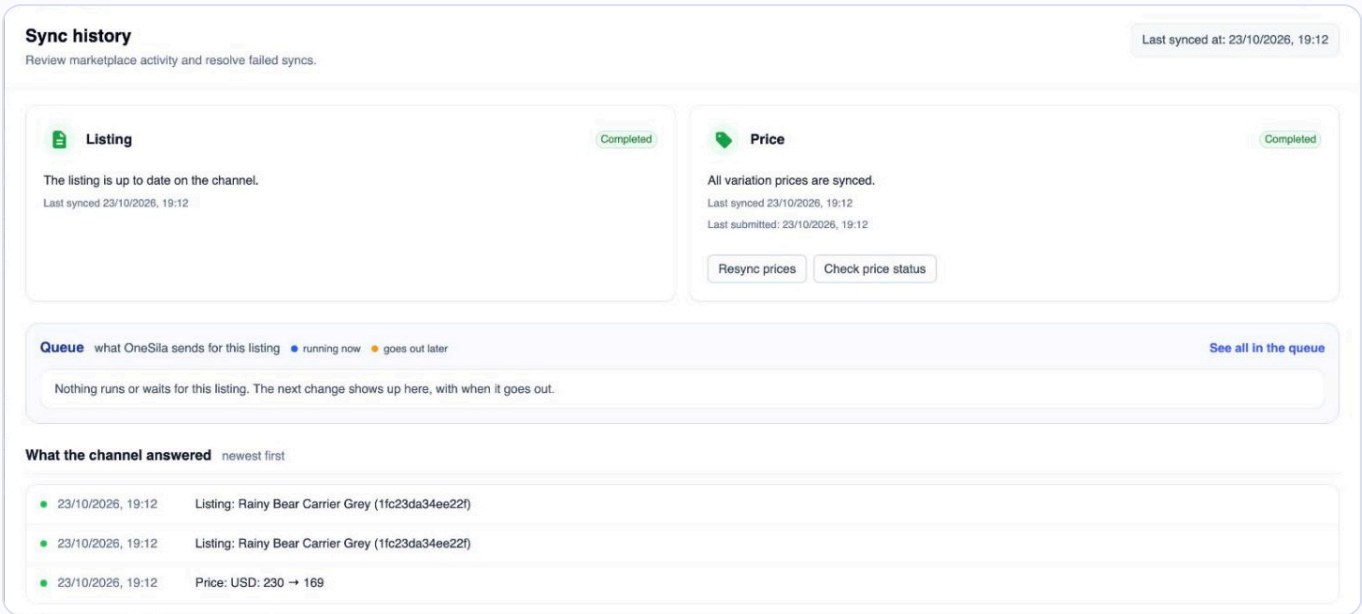


What happened to one product

Found a product that failed or needs action? Open it, go to its **Channels** tab, and click **Sync history**: the second button in your channel's row.



Click Sync history in your channel's row.



Sync history for one product on one channel.

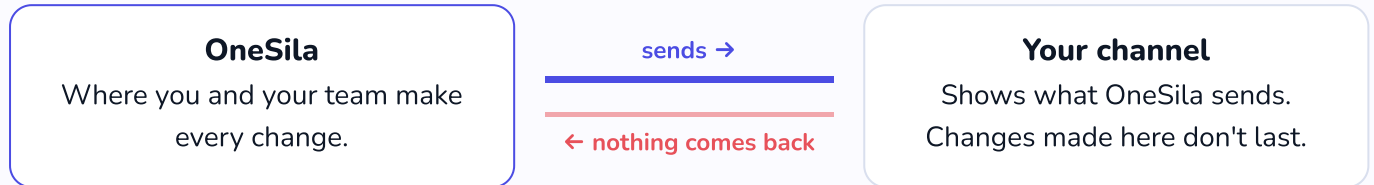
PART	WHAT IT SHOWS
Listing	Whether the product on your channel is up to date, and when it last synced.
Price	Whether your channel has the right price. More on the prices page.
Queue	What's waiting to go out for this product, or going out right now.
What the channel answered	Everything OneSila sent, newest first, with your channel's answer. A failed one tells you why.

DON'T KNOW THE ERROR?

On your channel's **Products** tab, click **See common errors**. It lists known errors, what causes them, and how to fix them.

Edit in OneSila, never in your channel

OneSila is your master data. Changes go one way: from OneSila to your channel. Nothing comes back.



FOR EXAMPLE

You spot a typo in a product title and fix it on the channel itself. Later, someone adds an image in OneSila. The product syncs, and the typo is back.

Do

- Change titles, texts, images and properties in OneSila.
- Found something on your channel that OneSila doesn't have? Add it in OneSila first.
- Let OneSila send it.

Don't

- Fix products on the channel itself, not even quickly.
- Delete a property in OneSila without checking your online store. On some stores, Magento for example, its field goes too, with all its values.

YOUR TURN

Open **Integrations** and pick one of your channels. On the **General** tab: is Auto sync on or off? Then open the **Queue** tab: is anything waiting, or did anything fail today?

Nine questions

Pick one answer for each. The answers, and why, are on the next page.

1 On a marketplace, a Required field isn't mapped. What happens to the listing?

- A. It goes out without that field
- B. It's blocked, and shows Action required until you map it
- C. OneSila fills in a value
- D. It goes out, and the marketplace fills it in

2 How do you put a product on your channel?

- A. Set your channel to Added on the product's Channels tab
- B. Create it in your channel's admin
- C. Run a new import
- D. Switch Auto sync on

3 Your channel needs a category for a product. Where do you set it?

- A. In the product rule
- B. In your channel's admin
- C. Under the arrow at the end of your channel's row, on the product's Channels tab
- D. On the channel's General tab

4 You change a product from Added to Excluded for your channel. What happens?

- A. Nothing, until the next sync
- B. It's removed from your channel straight away
- C. It's deleted in OneSila
- D. It waits in the Queue

5 Auto sync is off. You change a product's description in OneSila. What happens?

- A. It goes to your channel straight away
- B. It waits in the Queue until you resync the product or send it
- C. It's lost
- D. It goes out after 15 minutes

6 Auto sync is on. You're reworking a product's images, and your channel shouldn't show it half done. What do you do?

- A. Remove it from your channel, and add it again later
- B. Switch Auto sync off for the whole channel
- C. Lock the product on your channel, and unlock it when you're done
- D. Work on it on the channel itself instead

7 The Queue shows a product under Failed today. What do you do?

- A. Nothing, OneSila tries again tomorrow
- B. Remove the product from your channel
- C. Switch Auto sync on
- D. Open it to see why, fix the product, and retry it

8 Your channel shows 3 under Action required on the Integrations list. How do you find out which products, and why?

- A. Run the import again
- B. Open Integrations › Assignments, and filter on your channel and Action required
- C. Switch Auto sync off and on
- D. Check the channel itself

9 You fix a typo in a product title on the channel itself. What happens at the next sync?

- A. OneSila's title replaces your fix
- B. OneSila picks up your fix
- C. The sync stops with a warning
- D. Both titles are kept



Answers, and why

B**Question 1 · B. It's blocked, and shows Action required until you map it**

On a marketplace, only what's mapped is sent. An optional field that isn't mapped is skipped (A). A required one blocks the listing.

A**Question 2 · A. Set your channel to Added on the product's Channels tab**

OneSila sends it straight away, whatever Auto sync says.

C**Question 3 · C. Under the arrow at the end of your channel's row, on the product's Channels tab**

Details that only exist on your channel are set there, per product. What you find depends on your channel.

B**Question 4 · B. It's removed from your channel straight away**

Removing never waits. Your channel deletes the product, or archives it where the channel offers that.

B**Question 5 · B. It waits in the Queue until you resync the product or send it**

With Auto sync off, changes wait for you. That's the default for every channel.

C**Question 6 · C. Lock the product on your channel, and unlock it when you're done**

Its changes wait until you unlock it. Your other products keep syncing as usual.

D**Question 7 · D. Open it to see why, fix the product, and retry it**

The channel tells you why it refused the change. Fix that in OneSila, then retry from the list.

B**Question 8 · B. Open Integrations › Assignments, and filter on your channel and Action required**

Each product shows its status, and the reason under it.

A**Question 9 · A. OneSila's title replaces your fix**

OneSila is your master data and never reads back from your channel. Make the fix in OneSila.

NEXT

Module 4 · Dealing with marketplace challenges: blocked listings, refusals and sync errors, and how to solve them.



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