

## Ship Compliant Errors Quick List

Compliance Error	Problem	Solution
Unknown street specified in shipping address.	Street in Shipping address provided is not recognized by SC.	Double check address, validate that street is correct (spelling, spacing, etc). Correct errors as needed then re check compliance. If there are no errors to check and you can validate the address, commit the order and ignore errors.
Rule has not been acknowledged.	Rules within Ship Compliant Set up have not been acknowledged. This usually has something to do with the individual state set up.	Go to ShipCompliant, open the State profile in question and acknowledge the rules that have yet to be acknowledged.
Product matching given BrandKey/ProductKey does not exist [(Brand), (Product Name)].	Product or brand is not set up in ShipCompliant. AND/OR Product or brand is not listed in eWinery to match how it is listed in ShipCompliant	Check product setup in eWinery and ShipCompliant for product listed. Be sure product SKU and Brand key are set up on both sides and that the match.
At least one shipment item must be specified in the shipment.	Item not set up in Ship Compliant	Set up Item in ShipCompliant, recheck and commit order.
You have shipped ____ gallons to this individual between MM/DD/YYYY and MM/DD/YYYY and thus are over the customer aggregate volume limit of ____ gallons every ____ days/month/year. The next available date for a shipment of this size to this individual should be MM/DD/YYYY.	Customer is over their aggregate limit of wine for the given time period.	Check customer purchase history, if there's room with in their aggregate limit you can split the order and ship it at different times or contact the customer and split the order among different shipping addresses/names
Shipping FirstName field is required.	Order is missing First Name in Shipping Address	In eWinery, Open order and go to the "Edit Address" tab, make your corrections and save. Recheck compliance.
Shipping LastName field is required.	Order is missing Last Name in Shipping Address	In eWinery, Open order and go to the "Edit Address" tab, make your corrections and save. Recheck compliance.
Address out of range in shipping address.	Address is not recognized as valid by Ship Compliant.	Verify address, make changes if necessary. If no changes are needed, commit order ignoring errors and process.
The following products either do not have a label associated with them or are associated with labels that do not have valid label registrations: (Product Name) .	Expired or non-existent label registration for given product(s).	Check Label Registrations and expirations in Ship Compliant. Correct and recheck compliance.
You do not have any valid licenses in this region for the time of this shipment.	You are not licensed to ship to this state.	Enter License info or change ship to address to a state that you can ship to.
Billing State field is required.	missing ship to state	In eWinery, Open order and go to the "Edit Address" tab, make your corrections and save. Recheck compliance.
Non-deliverable shipping address specified.	Most likely address is a PO Box	In eWinery, Open order and go to the "Edit Address" tab, make your corrections and save. Recheck compliance.
At least one shipment must be specified in the sales order.	missing shipping carrier	Add Shipping Carrier to order. In eWinery go to Edit Order Tab, select carrier from shipping pull down menu.
Sales Order does not exist (order number) .	Can occur for a few different known reasons, which can be corrected once you update/recreate the orders. 1) The shipping option has dropped or was never entered. 2) The product skus are duplicates/no longer active. 3) Bottle quantities in case are not set - this seems to only occur for third party wines as you will get a blue screen error when attempting to save a first party wine without the bottle quantity marked for case. 4) For orders that include products that have a weight – removing g the weight will work on wine products but do not remove the weight on non-wine products as this will result in a shipping rate compliance failure.	Check all product setup for errors. Recreate order and recheck compliance. If you still get error, contact EWS support.
Order Group not compliant.		

Ship Compliant Support - (303) 996-2356

eWinery Support - (707) 253-7405