

StockX

 *shopify*

StockX | Shopify

FAQ & Troubleshooting

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1) General & Onboarding

a) Onboarding guide

- i) Find [here](#). We recommend reading this before consulting the FAQ.

b) Video guides

- i) [Shopify | StockX - Getting Started](#)
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c) What is StockX?

- i) StockX is your gateway to the hottest sneakers, apparel, electronics, collectibles, trading cards, and must-have accessories, all trading at real-time market prices. Dive into over 200,000 products from iconic brands like Nike, Adidas, Air Jordan, ASICS, Supreme, Louis Vuitton, Pop Mart, Sony PlayStation, and many others. Check out the [list of brands here](#), or use the [search function](#) to find the products you sell. Get ready to elevate your collection and join the ultimate marketplace for today's most coveted items.
- ii) With over 35 million average monthly visitors and over 60 million lifetime trades, StockX provides access to the world's most coveted items. Plus, sellers on StockX skip the hassle of chargebacks, uploading product photos, writing descriptions, and dealing with rogue buyers. **We handle everything to make sure you can sell with confidence.**
- iii) Here's how it works: sellers list items they wish to sell, setting an "Ask" price, which is the minimum they are willing to accept. Buyers, in turn, can place a "Bid" which is the maximum they are willing to pay for an item or purchase immediately at the lowest current Ask.
- iv) Sellers have two ways to match with a Buyer:
 - (1) Utilizing the "Sell Now" feature to sell your product to the highest bidder.
 - (2) Placing an "Ask" which is the minimum price you are willing to accept.

- v) Every item sold on StockX goes through our proprietary multi-step verification process with our team of verification experts, or comes directly from a StockX Verified Seller who has met StockX's rigorous standards for condition, safety, and security. For more information on Our Process, [visit our website](#).

d) How does selling on StockX work?


- i) Read more here: <https://stockx.com/about/selling-on-stockx>

2) Getting Started


a) What if the Start Matching button is disabled?


Getting Started Hide


Products listed on StockX must be new condition.


- 

Exclude products you don't want included in this sales channel

[Go to products](#)
- 

Configure your data (see **"How we match"** section below)
- 

Click **"Start matching"** button below
- 

Set your prices in **"Ready to list"** section (by default we will use your Shopify price)
- 

Click **"Publish listings"** to list your products on StockX

How we match your products

We match products and variants that have been **included in the StockX Sales channel** using the following (example images below):

GTIN/Barcode Matching on the variant

Barcode (ISBN, UPC, GTIN, etc.)
197599160328




Metafields within Product and Variant Pages

Product Level Metafields (required):
StockX Size Chart
UK

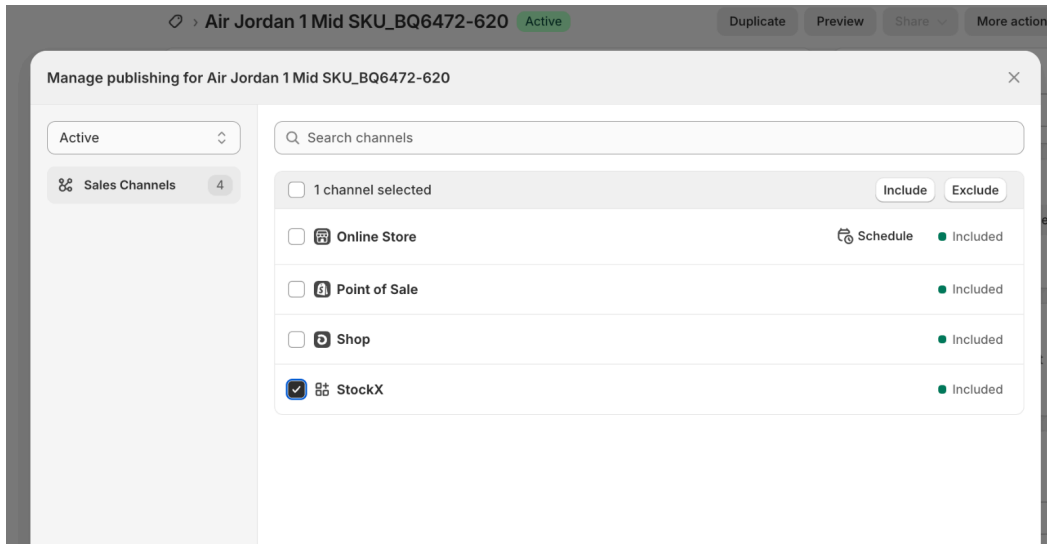
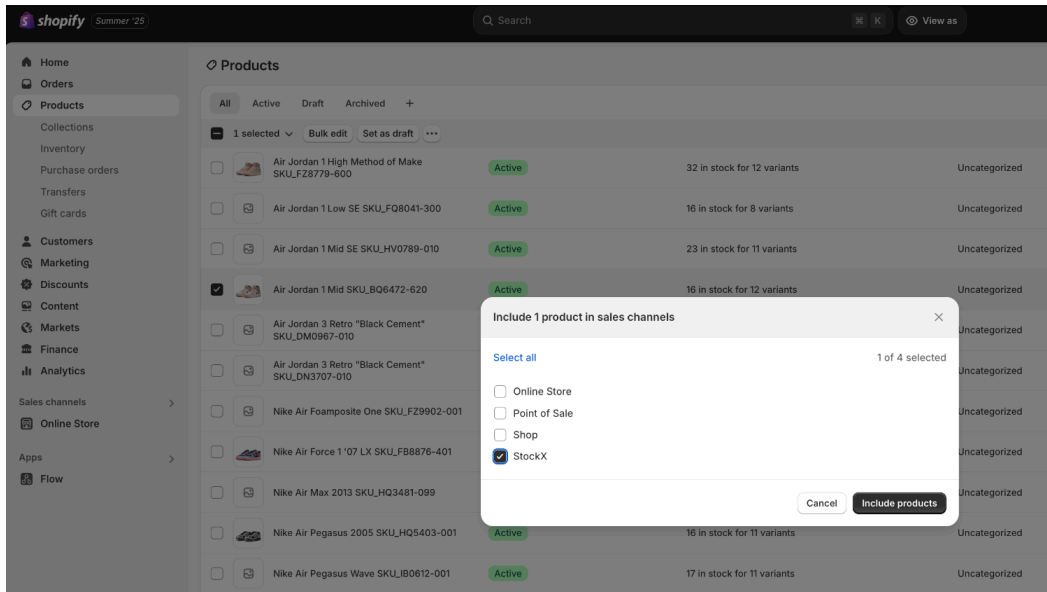
Inventory Matching

0 products included in sales channel. These products will attempt to match to StockX's catalog and will be available to list.

[Start Matching](#)

-  0 Products Matched - 0 variants [View](#)
-  0 Products Partially Matched - 0 variants [View](#)
-  0 Products Unable to Match - 0 variants [View](#)

No products are published to the StockX sales channel yet. Publish at least one product to proceed with matching.



3) Setup & Matching

a) How do I find the Size Chart and Size for a particular product?

- i) The value in the Size field after the last space is considered the "Size," and the rest of the value becomes the "Size Chart". Refer to the tables below for examples.
- ii) You can also refer to the size chart selections on Stockx.com
- iii) Sneakers:

Category	Value on StockX	Size Chart to be selected in product metafield in Shopify	Size Value to be added on variant metafiled in Shopify
Men	US M 3.5	US M	3.5
Women	US W 7	US W	7
Grade School(GS)	US 3.5Y	US	3.5Y
Pre School(PS)	US 8K	US	8K
Toddler	US 2C	US	2C

- iv) Apparel

Category	Value on StockX	Size Chart to be selected in product metafield in Shopify	Size Value to be added on variant metafiled in Shopify
Men	US XS	US	XS
Women	US M	US	M

Asia Sizing	ASIA M	ASIA	M
Pants	US 35	US	35
Toddler	US 2C	US	2C

Nike Air Max 1 '86 OG
Big Bubble Royal (Women's)

Size: US Women's 12 ^

Size and Conversions

US W US M UK CM KR EU

All \$48

US W 5 \$48	US W 5.5 \$75	US W 6 \$97
US W 6.5 \$101	US W 7 \$104	US W 7.5 \$91
US W 8 \$87	US W 8.5 \$108	US W 9 \$94
US W 9.5 \$113	US W 10 \$99	US W 10.5 \$93
US W 11 \$93	US W 11.5 \$85	US W 12 \$83
US W 12.5	US W 13	US W 13.5

products

b) Products are not matching. What are the steps to triage?

- i) **Check Variant Metafield:** Inspect the variant metafields on the Shopify product variant page.
- ii) **Look for Matching Status and Error:** Check for the "StockX Match Status" and any error messages in the "StockX Match Failure Reason" field.

Metafields

StockX Size	<input type="text"/>
StockX Listing Error	<input type="text"/>
StockX Listing Price	<input type="text"/>
StockX Listing Status	<input type="text"/>
StockX Match Failure Reason	Invalid GTIN / Invalid Style ID
StockX Product Url	<input type="text"/>
StockX Match Status	Failed
Google: Age Group	<input type="text"/>

iii)

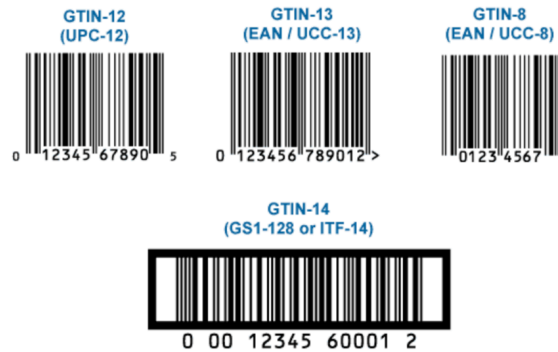
c) How and Where do I add GTINs on Shopify?

- i) Use the correct Global Trade Item Number (GTIN) in the Barcode field of the relevant products in your Shopify admin. Learn more about [adding barcodes to your products](#).

d) What if I have an incorrect GTIN format?

- i) The following GTIN formats are supported:
 - (1) GTIN-12 (UPC-12): A 12-digit number used primarily in North America. The UPC-A barcode is the common symbol used to encode GTIN-12.
 - (2) GTIN-13 (EAN/UCC-13): A 13-digit number used predominantly outside of North America.
 - (3) GTIN-8 (EAN/UCC-8): An 8-digit number used predominantly outside of North America.
 - (4) GTIN-14 (GS1-128 or ITF-14): A 14-digit number used to identify trade items at various packaging levels.
- ii) You can check if the GTIN value is correct here: <https://www.ean-search.org/>.

GTIN Data Structures



▼ GTIN-12 (UPC-12)

The 12-digit number used primarily in North America. The **UPC-A barcode** is the common symbol used to encode GTIN-12.

[LEARN MORE](#)

▼ GTIN-8 (EAN/UCC-8)

An 8-digit number used predominately outside of North America.

▼ GTIN-13 (EAN/UCC-13)

A 13-digit number used predominately outside of North America.

▼ GTIN-14 (EAN/UCC-14 or ITF-14)

A 14-digit number used to identify trade items at various packaging levels

[LEARN MORE](#)

e) What if some of my product size variants are not matching on StockX?

- i) Ensure you are using the correct GTIN/UPC or STYLE ID for the product. Consider using the Style ID for matching.
- ii) Missing sizes can be added to the StockX catalog if a list is provided; contact your account manager or shopifysupport@stockx.com.

f) What are Shopify metafields and How do I add values to metafields?

- i) Metafields help you to customize the functionality and appearance of your Shopify store by letting you save specialized information that isn't usually captured in the Shopify admin. You can use metafields for internal tracking, or to display specialized information on your online store in a variety of ways.
- ii) Add values to metafields:

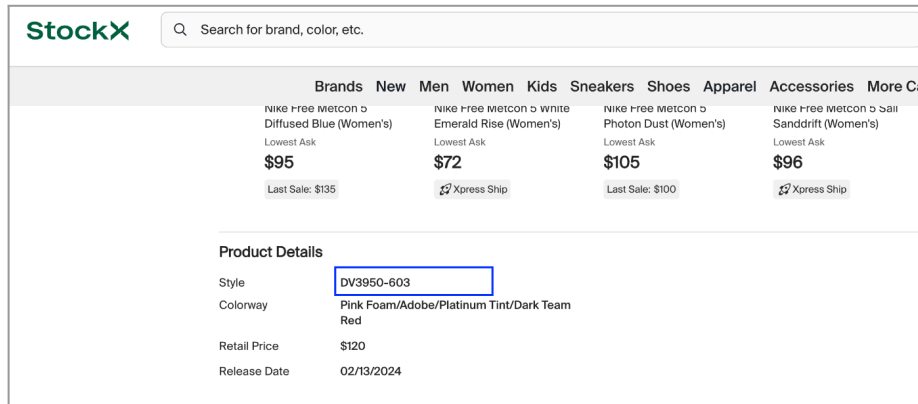
(1) In the Metafields section, do the following:

- (a) Add the correct StockX Style ID as the [metafield value](#) for the default StockX Style ID metafield definition.
- (b) Select the correct StockX Size Chart as the [metafield value](#) for the default StockX Size Chart metafield definition.
- (c) In the Metafields section of the product variants, enter a numerical-only size value for the StockX Size metafield definition. The Size value must correspond to the values that are available in the relevant Size Chart that you use. For example, if you set US M as a product's Size Chart metafield definition, then the Size values that you use for that product's variants must correspond to US M.
- (d) Click Save.

g) What is a Style ID? How do I figure out the Style ID?

- i) A Manufacturer Style ID, more commonly known as a style number or Style ID, is a unique alphanumeric code assigned to a specific product design or model by a manufacturer. This identifier is a tool for internal tracking and communication throughout the entire production and supply chain process, particularly in the apparel, footwear, and accessories industries.
- ii) Think of the style ID as the primary identifier for a core product design, before accounting for variations like color, size, or material. For instance, a specific design or model of a sneaker will have one style ID. Each color and size combination of that same sneaker will then typically have a more granular identifier, known in Shopify as a variant.
- iii) To find the Style ID on StockX:
 - (1) Open the particular product page on stockx.com.

(2) Under the "Product Details" section, check the "Style" field



- iv) Alternatively, confirm the Style ID from the manufacturer.
- v) If you believe a Style ID is incorrect or missing on StockX, contact your account manager or shopifysupport@stockx.com.

h) How are products on Shopify matched to the StockX catalog?

- i) Shopify products are matched to the StockX catalog using the GTIN/UPC (primary method) or the Style ID and size (secondary method). See the Matching section of the [Onboarding Guide here](#).

4) Listing, Inventory, & Pricing

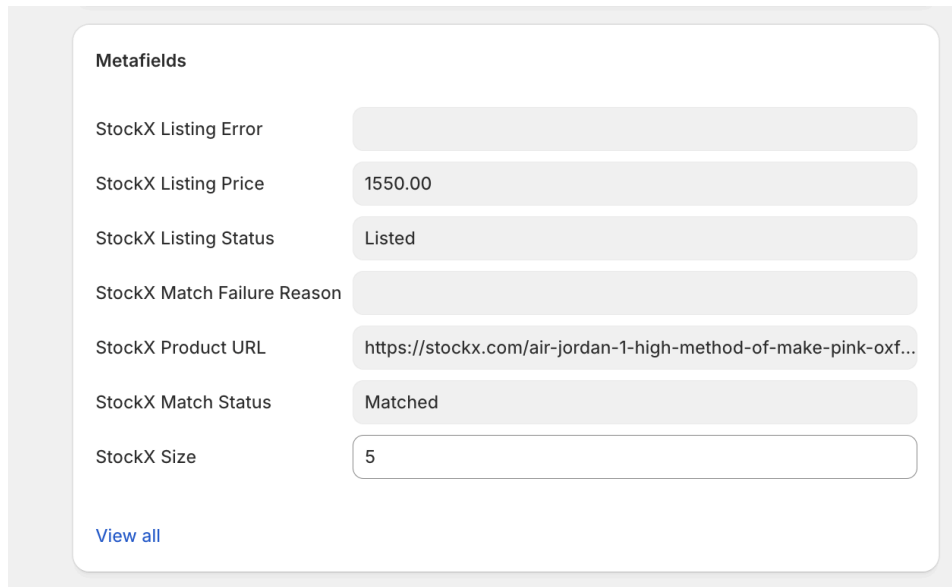
a) What pricing tools exist for StockX listings?

- i) You can apply a markup or markdown percentage to your Shopify price for all listings on StockX.
- ii) Prices can be individually adjusted on StockX directly. Use stockx.com/selling or [StockX Pro](#), which provides our best tools for sellers.

b) At what price is my product listed on StockX?

- i) The products are listed at "Price" value of the variant on Shopify.
- ii) In case a mark-up or mark-down is added on the app homepage then it will be taken into account while listing.
- iii) You can check the exact listed price of the product either on StockX.com or StockX pro listings section

iv) You can also view the same on variant page on Shopify under listed price metafield



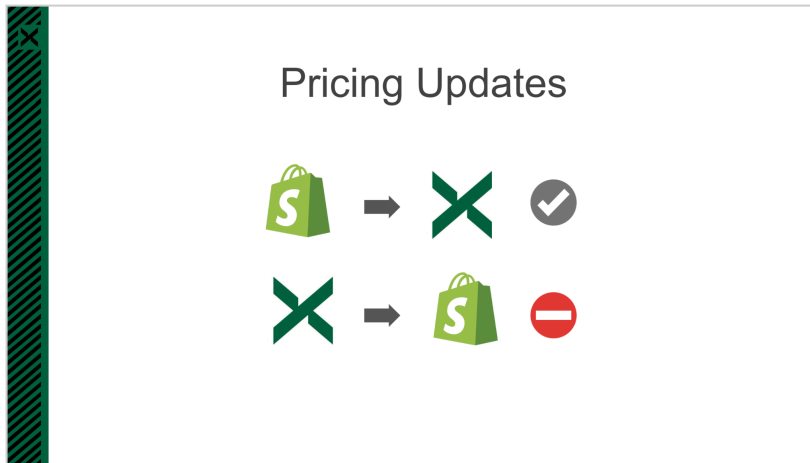
v)

c) I have products that don't have a GTIN/UPC or a Style ID. Can I list these on StockX via Shopify?

- i) Currently we only support matching and listing via GTIN/UPC or Style ID through Shopify. Stay tuned for more product matching options in the future.
- ii) Listings can still be created and managed directly on StockX.

d) How will new listings and quantities work?

- i) Only one quantity of each product will be listed on StockX.
- ii) Once a sale occurs on StockX, the Shopify quantity will be decreased.
- iii) The StockX listing will be replaced by a new one if there is remaining quantity in Shopify.
- iv) Products with zero quantity on Shopify or zero price will not be listed.
- v) Markup cannot be done for individual products.
- vi) Any product or price-related changes made directly on StockX will **not** reflect on Shopify.
- vii) Shopify price changes **will** be pushed to StockX and override any price there.



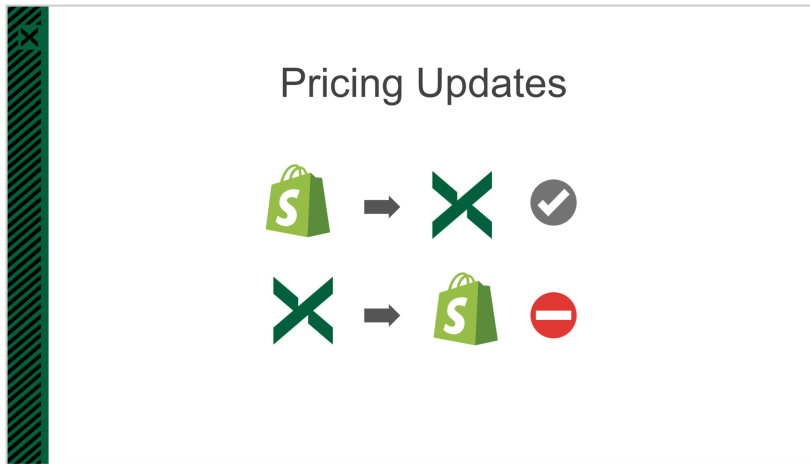
viii)

e) How will my existing StockX listings created outside Shopify be impacted if the same SKU/variant is listed through Shopify?

- i) During the matching process, if a match is found between a pre-existing listing on StockX and a SKU/variant in Shopify, the listing is linked and the order will flow back to Shopify.
- ii) **Price Changes:** Any price changes made on Shopify will be reflected on StockX. If an order is completed, the order will be placed on Shopify, and the inventory will be adjusted accordingly.
- iii) **Deleting Listings:** Deleting a listing from StockX will not delete the listing from Shopify. The listing may get relisted at any time; you would need to exclude the product from the StockX sales channel on Shopify to avoid relisting.

f) How do price updates work if the listings are created via Shopify?

- i) If you have a listing from Shopify, the price will be updated on StockX whenever you update the price on Shopify.
- ii) You can also update the price for individual products directly on StockX.
- iii) However, these prices on StockX will be overwritten whenever the product price on Shopify is updated.



iv)

g) My products are not listed. How do I triage?

- i) **Check Variant Metafield:** Inspect the variant metafields on the Shopify product variant page.
- ii) **Look for Listing Status and Error:** Check for the "StockX Listing Status" and any error messages in the "StockX Listing Error" field.

⊕ Add customs information

Metafields

StockX Size	<input type="text"/>
StockX Listing Error	No inventory available to list
StockX Listing Price	<input type="text"/>
StockX Listing Status	Failed
StockX Match Failure Reason	<input type="text"/>
StockX Product Url	https://iron.staging.stockx.io/converse-chuck-taylor-all-star-70...
StockX Match Status	Matched

h) What if I am not seeing the latest information on StockX for my Shopify product? How do I re-list the product with StockX?

- i) You can trigger a re-list of a product by excluding and including the product to the sales channel.
- ii) (Do not do this in bulk for all products: it will remove the listings and re-create the listings)

i) What pricing update rules should I be aware of?

i) Negative Payout Prevention:

- (1) If you reduce the price on Shopify such that the payout would become negative on StockX, the Ask will not be updated on StockX.
- (2) The previously listed Ask will remain unchanged.

j) How do I list only a few variants of a product?

- i) Currently, listing only select variants of a product is not supported; you can only publish all variants of the product. However, you can delist a specific variant by removing the GTIN or size value of that particular variant.

5) Fees, Restrictions, & Fulfillment

a) How do I ship StockX orders from my Shopify store?

- i) StockX orders must be shipped using the carrier label and documents provided by StockX. You can find these at stockx.com/selling or pro.stockx.com.
- ii) To find out more, refer to [How To Properly Ship Your Item to StockX](#).

iii) Orders shipped not using StockX-provided documents within two business days may be canceled and not paid out.

The screenshot shows the StockX Pro interface. At the top, there is a search bar and navigation links for News, About, Help, Sell, and user icons. Below the navigation is a menu for Brands, New, Men, Women, Kids, Sneakers, Shoes, Apparel, Accessories, More Categories, and Deals. The main content area is titled 'Varun DR' and includes a profile section with shipping, email, password, and shoe size information. There are sections for Buying (Active Bids, In-Progress, Completed Orders), Selling (Active Asks, Sales, Seller Profile), Favorites (Items and lists you've saved), Portfolio (See the value of your items), Message Center (See the latest news), Wallet (Payments, Payouts, Gift Cards, Credits), Settings (Security and Notifications), Debug Menu (Custom settings for debugging purposes), and Log Out. A prominent green banner at the top of the main content area reads 'Use StockX Pro for professional tools like bulk listing, quick actions, and Sponsored Asks. Learn More'. Below this is a 'Pending' tab with 12 items and a 'History' tab with 147 items. A 'Seller Level 5' badge is visible. A 'New to Bulk Shipping?' section offers a checklist and a 'Learn More' button. A search bar for 'Search name, order #' is present. The main table lists items with columns for Item, Sale Date, Ship By, Sale Price, and Status. The items listed are:

Item	Sale Date	Ship By	Sale Price	Status
adidas Samba OG Cloud White Core Black Size: US M 6 BZ0057878806 434872969	06/17/25	06/20/25	\$140	Ship Today 220069860790771381
adidas Samba OG Cloud White Core Black Size: US M 4.5 BZ0057878806 434872969	06/17/25	06/20/25	\$140	Ship Today 220069860790776243
adidas Samba OG Cloud White Core Black Size: US M 5.5 BZ0057878806 434872969	06/17/25	06/20/25	\$140	Ship Today 2200412469398982402

The screenshot shows the StockX Pro interface with a 'No active boxes' message. The message reads: 'No active boxes. Create a box using the button above.' Below the message is a search bar for 'Search listings by name or style ID' and an 'Export' button. The main table lists items with columns for Name, Size, Order Number, Sale Price, Sale Date, Ship by, and Status. The items listed are:

Name	Size	Order Number	Sale Price	Sale Date	Ship by	Status
adidas Samba OG Cloud White Core Black BZ0057878806 Size: US M 6	6	434872969	\$140	06/17/25	06/20/25	Ship Today
adidas Samba OG Cloud White Core Black BZ0057878806 Size: US M 4.5	4.5	434872968	\$140	06/17/25	06/20/25	Ship Today
adidas Samba OG Cloud White Core Black BZ0057878806 Size: US M 5.5	5.5	434872966	\$140	06/17/25	06/20/25	Ship Today
Jordan 1 Retro High OG Black Toe Reimagined 025485-106 Size: US M 8.5	8.5	434836052	\$183	02/24/25	02/26/25	Ship Today
New Balance 327 Black Pink Grey U327WEM Size: US M 9	9	434825918	\$200	01/23/25	01/27/25	Ship Today

b) Are there additional fees for using the StockX app on Shopify?

- i) No, there are no additional fees for using the StockX app on Shopify; only standard StockX selling fees apply. See our [Help Center here](#) for more information.

c) Are there any other selling restrictions on StockX I should be aware of?

i) Seller Limit Enforcement:

- (1) StockX has certain limits on listing in order to protect the integrity of the marketplace.
- (2) If you increase the price above a certain seller limit or try to list more than the allowed number of listings, the Ask will not be listed on StockX.
- (3) The previously listed price will remain unchanged.
- (4) For more information, see: <https://stockx.com/help/articles/why-am-i-unable-to-place-an-ask>.

d) An incorrect product was sold. Why did this happen and how can I troubleshoot it?

- i) If you suspect a wrong product was sold (e.g., you have Product A but it was matched and sold as Product B on StockX), follow these steps:
- ii) Identify the Order: Click on the order in Shopify that you believe involves the incorrect product. The order number on Shopify will reflect the second portion of the full StockX order number.
 - (1) Ex: StockX order number: 434678362-43786534234 will show as 43786534234 on Shopify.
- iii) View Order Details: On the order page, you can see the product and the order number.
 - (1) The "Additional details" section will show the StockX order number

The screenshot displays a Shopify order page for order #1129, which is currently 'Unfulfilled'. The left sidebar shows navigation options like Home, Orders (28), Drafts, Shipping labels, Abandoned checkouts, Products, Customers, Marketing, Discounts, Content, Markets, Finance, Analytics, Sales channels, Online Store, Point of Sale, Shop, StockX - Staging, Apps, and Flow. The main content area is divided into several sections:

- Unfulfilled (1)**: Shows the delivery method as 'Shipping' and a list of items. One item is highlighted with a blue box: 'Air Jordan Mens 1 Retro High OG Shoes 555088-134' with a price of \$400.00. Below the item name, the SKU '555088-134-9' is visible. Buttons for 'Fulfill item' and 'Create shipping label' are present.
- Notes**: Contains 'No notes from customer' and 'Additional details' which includes the 'StockX Order Number' '434962786-434862545' (highlighted with a blue box), 'Shipping Instructions', and a link to 'Download shipping label and invoice from StockX'.
- Channel Information**: Shows the channel as 'StockX - Staging'.
- Customer**: Lists the customer as '* Gupta' with '4 orders'. It also includes 'Contact information' (No email, No phone), 'Shipping address' (StockX LLC, 8370 S. Kyrene Rd Suite E-101, Tempe AZ 85284, United States, +1 313-343-1228), and 'Billing address' (* Gupta, 2*** p***** S*****, Los Angeles CA, United States).
- Timeline**: A comment section with a 'Post' button and a list of events:
 - May 6: StockX - Staging updated the shipping address for this order. (9:52 PM)
 - Confirmation #PM87TEKL8 was generated for this order. (9:51 PM)
 - * Gupta placed this order on StockX - Staging. (9:51 PM)
- Conversion summary**: A section at the bottom right.

(2)

iv) Check Product Linking: Click on the product from the order page. You will be redirected to the variant page.

(1) On the variant page, look for the "StockX Product URL" metafield. This URL shows which StockX product the Shopify product is linked to.

Location	Unavailable	Committed	Available	On hand
Shop location	0	1	0	1

Shipping

This is a physical product

Weight:

[Add customs information](#)

Metafields

StockX Size:

StockX Listing Error: No inventory available to list

StockX Listing Price:

StockX Listing Status: Failed

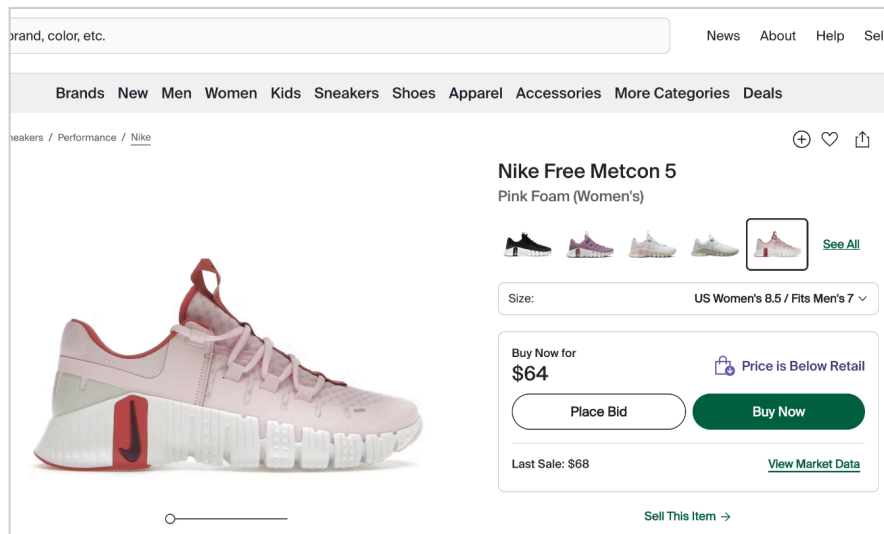
StockX Match Failure Reason:

StockX Product Url: <https://iron.staging.stockx.io/air-jordan-1-retro-high-white-univ...>

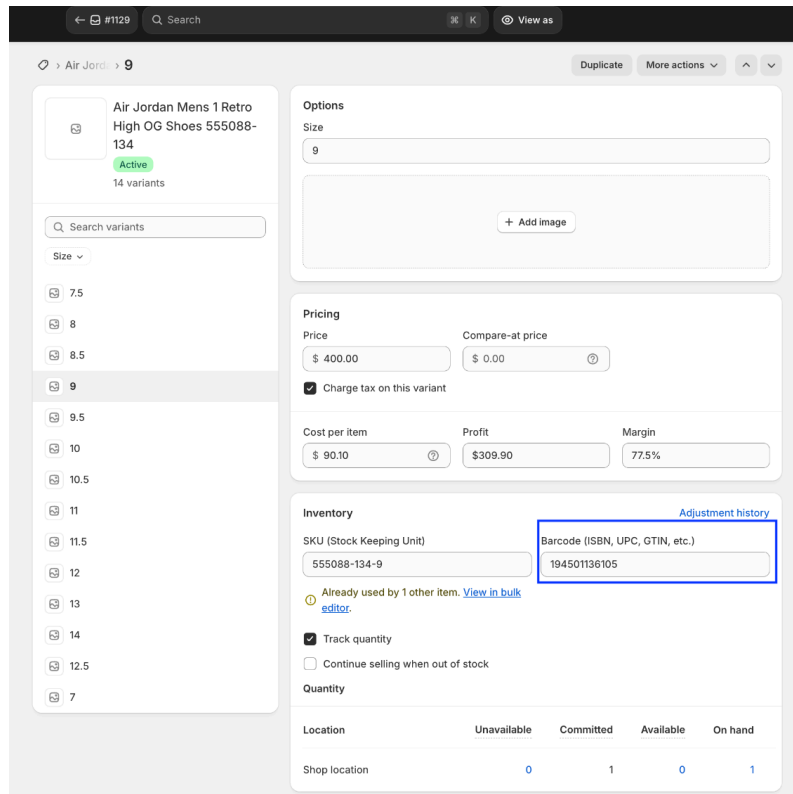
StockX Match Status: Matched

(2)

v) Verify on StockX: Open the URL found in the "StockX Product URL" metafield



vi) Check for Mismatch and Barcode: If there is a mismatch between the Shopify product and the StockX product, check if the barcode field (ISBN, UPC, GTIN, etc.) on the Shopify product variant page has a value added.



(1)

(2) Identify the Cause: If a barcode value is present, the mismatch could be due to a wrong GTIN at the seller's end or StockX's end.

vii) Fix the Issue:

(1) To fix the issue, remove the barcode value and match the product using the StyleID metafield.

(2) If you prefer to not remove the barcode value, you can un-publish (exclude) the product from the StockX sales channel to remove the listing from StockX.

6) Troubleshooting Other Issues

a) What should I do if the product image on StockX is incorrect?

- i) Double-check the Style ID and make sure it matches the product on your Shopify site. Correct the Style ID on Shopify to ensure it syncs to the correct product. If you believe the image is incorrect for the given Style ID, contact StockX support at shopifysupport@stockx.com.

b) How do I resolve account errors?

- i) If an Account error banner displays in your StockX sales channel saying that your product listings have been removed from StockX, then you might need to resolve one or more of the following issues in your StockX profile:
 - (1) Your billing address is missing
 - (2) Your shipping address is missing
 - (3) Your payout details are missing
 - (4) You have StockX vacation mode activated
 - (5) Your email address hasn't been verified on StockX
 - (6) Your Shopify and StockX selling currencies don't match
- ii) After you fix the account issue, reload the StockX sales channel in your Shopify admin, and then click Publish listings in the Ready to list section to republish your product listings on StockX.

c) What will be the order value displayed on Shopify?

- i) The order value reflects the listing price at which the product was sold.
- ii) Sellers can view the payout amount (the amount credited to them) on the StockX website.

d) I have a generic product but my product is listed as a special edition or a different variation of the product?

- i) On the variant page, look for the "StockX Product URL" metafield. This URL shows which StockX product the Shopify product is linked to.
- ii) Check the StyleID and if you find 2 products with the same StyleID on [StockX.com](https://stockx.com).
- iii) Unpublish the product from sales channel to delist.
- iv) Please contact our support team at shopifysupport@stockx.com for assistance.

e) What if items are selling on StockX that I do not have in stock, and have 0 listed in Shopify?

i) Please contact our support team at shopifysupport@stockx.com for assistance.