

1. Verify you are editing the correct Recipient:

Check the Recipient|Requirement Set show bar to verify it reads the recipient you are wanting to publish to. If it does not, click the show bar, select the correct one from the dropdown option.

2. Verify the requirement set is at 100% readiness:

While viewing the requirement set, verify the Readiness Score reads 100%. If it does not, it will inform you of what attributes need to be populated. Complete all required attributes until the Readiness Score is 100%.

- **Ensure a Category is added:** Click the Properties tab. Under “Product Category,” ensure a category is added. If it is not, click “Add Product Category,” click the recipient you wish to send the data to and follow the prompts to generate a product category. If your recipient does not show up then select “Syndigo”

3. Check for feedback and errors:

While viewing desired requirement set, if the “Needs Review,” “Critical errors,” or “Required Not Populated” buttons are highlighted red, there are errors that need to be corrected to successfully publish. Click each button to identify the needed changes.

4. Check for ID changes in Syndigo Default:

If no errors are found, check the “Syndigo – Syndigo Default” requirement set. Click “Needs Review” if it is highlighted in red. If the “Needs Review” message starts with “Error!” and references an Identifier, open a Syndigo Support case.

5. Ensure publication was made to the Recipient:

While Viewing the desired requirement set, click the “Publications” tab. Here you will see a history of the publication statuses for the product. If the publication date precedes the date the changes were made, or there is no publication date, the product will need to be republished.

Note: If all the above steps are you are still experiencing challenges, complete, please open a Syndigo Support case. <https://www.syndigo.com/support/>