



The price of at least one product is missing a currency

Channable Connect for Magento 2

This guide helps you resolve the Channable feed error "The price of at least one product is missing a currency" when using [Channable Connect](#). This error means one or more products in your feed have a price value without a currency suffix (e.g. `10.00` instead of `10.00 EUR`). Below we explain why this happens and how to fix it.

How Channable Expects Prices

Channable requires all price fields in the format `<value> <currency code>`, for example `19.99 EUR`. If any product row contains a bare number without the currency code, Channable rejects the feed with this error.

Cause 1: Negative or Corrupted Price Data

The most common cause is a product with a negative price in the Magento price index. This can happen when:

- The price index is stale or corrupted
- A catalog price rule calculates a negative discount
- A product import (CSV, API, or third-party integration) writes incorrect price values
- An external pricing API (ERP, PIM) pushes invalid or negative prices
- A custom price attribute contains invalid data
- Tier prices or special prices are misconfigured, leading to negative final prices after calculation

When a product has a negative price, the module outputs the raw number without appending the currency code.

How to identify:

1. Open the feed URL in your browser and search for prices without a currency code
2. Add `&page=1`, `&page=2`, etc. to narrow down which page contains the problematic product
3. Look for negative values or prices that don't end with a currency code like `EUR`

Solution:

1. Reindex the Magento price index:

```
bin/magento indexer:reindex catalog_product_price
```

2. If the issue persists after reindexing, check for products with invalid prices:

```
SELECT entity_id, final_price, price
FROM catalog_product_index_price
WHERE final_price < 0 OR price < 0;
```

3. Fix the product prices in the Magento admin or via import

4. Reindex again after correcting the data:

```
bin/magento indexer:reindex catalog_product_price
```

5. Clear cache and regenerate the feed:

```
bin/magento cache:flush
```

Prevention:

- Keep your indexers in "Update on Schedule" mode so prices stay up to date
- Validate price data before importing products
- Review catalog price rules to ensure they can't result in negative values

Cause 2: Extra Field Named "price" Overwriting Built-in Price

If you added an extra field in the Product Feed configuration with the name `price` (or `sale_price`), it overwrites the module's built-in price output. The built-in price includes currency formatting, tax calculation, and exchange rates. An extra field with the same name replaces all of that with the raw attribute value — which has no currency suffix.

How to identify:

1. Go to **Stores** → **Configuration** → **Channable** → **Product Feed** → **Advanced Options** → **Extra Fields**
2. Check if any extra field has the name `price`, `sale_price`, or `final_price`

Solution:

Remove or rename the extra field. If you need a custom price attribute in the feed, use a different field name like `custom_price` or `original_price`. The module's built-in price fields already handle:

- Regular price with currency
- Sale price with currency
- Tax calculations (incl/excl)
- Exchange rates for multi-currency stores
- Min/max prices for configurable products

There's no need to add a separate extra field for price data unless you specifically need a secondary price field with a distinct name.

Prevention:

- Never use reserved field names (`price` , `sale_price` , `sale_price_effective_date` , `discount_perc`) for extra fields
- If you need additional price formats, use the "Add both Excl. and Incl. prices" option or the rendered price feature in the Advanced Options

Still Having Issues?

If the error persists after trying both solutions:

1. Enable **Debug Mode** under **Channable** → **General** → **Debug & Logging**
2. Preview the feed for a specific product by appending `/pid/<product_id>` to the feed URL
3. Check if the price field for that product contains a currency code

Need More Help?

Documentation:

- [All Help Articles](#) - Complete documentation overview

Support:

- [Contact Support](#) - Get help from our team

For a complete overview of features and configuration options, see the Channable Connect extension on magmodules.eu

All articles for Channable Connect

Installation

1	Installation using Composer (recommended)
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