magmodules

GALAXUS

GTIN & ManufacturerKey Validation

Digitec Galaxus for Magento 2

This page explains the "Not valid GTIN (8-14 numbers) or ManufacturerKey" validation error in the Digitec Galaxus Integration. If products are being excluded from your feed and you see this error in the Items grid, this guide covers what the validation checks, why it fails, and how to fix it. Understanding these requirements helps keep your product feed clean and accepted by Digitec Galaxus.

What This Error Means

Digitec Galaxus requires every product to be uniquely identifiable. As part of their marketplace requirements, each product must have **at least one** of the following:

- A valid **GTIN** (Global Trade Item Number) — between 8 and 14 numeric digits
- A valid **ManufacturerKey** — the manufacturer's own product number, unique within each brand

This is a **Digitec Galaxus marketplace requirement**, not just a module-level validation. Products without a valid identifier cannot be listed on the marketplace. The module enforces this upfront so invalid products are caught before the feed is sent, rather than being rejected by Digitec Galaxus after upload.

If **both** are missing or invalid, the product fails validation and is excluded from the feed with the error:

> Not valid GTIN (8-14 numbers) or ManufacturerKey

Why Digitec Galaxus Requires This

Digitec Galaxus uses GTIN and ManufacturerKey to match your products to their catalog. Without a valid identifier:

- The product **cannot be matched** to an existing listing on the marketplace
- Digitec Galaxus **will reject** the product during import
- Orders and stock updates **won't work** because there's no link between your catalog and theirs

The ManufacturerKey serves as an alternative when a product doesn't have a standard GTIN — for example, custom products, private-label items, or accessories without an EAN. The ManufacturerKey must be unique within each brand.

How the Validation Works

The module checks in this order:

1. Is a **ManufacturerKey** present? If yes — product passes, GTIN is not checked.
2. If ManufacturerKey is empty — check the **GTIN** value:
    - Must be **numeric only** (no letters, spaces, or hyphens)

- Must be **8 to 14 digits** long

So the error only triggers when ManufacturerKey is empty **and** the GTIN is missing or invalid.

Common Causes

Cause	Example	Fix
GTIN attribute is empty	No EAN entered on product	Add the EAN/GTIN to the product
GTIN contains non-numeric characters	`EAN-5901234123457` or `590 123 412`	Remove letters, spaces, hyphens
GTIN too short	`123456` (6 digits)	Verify correct EAN — must be at least 8 digits
GTIN too long	`123456789012345` (15 digits)	Check for extra digits or concatenated values
Wrong attribute mapped	SKU used instead of EAN attribute	Update GTIN attribute mapping in config
ManufacturerKey attribute empty	No manufacturer number set	Add ManufacturerKey or ensure GTIN is valid

Valid GTIN Formats

These are all accepted:

- **GTIN-8** (EAN-8): 8 digits, e.g. `96385074`
- **GTIN-12** (UPC-A): 12 digits, e.g. `012345678905`
- **GTIN-13** (EAN-13): 13 digits, e.g. `5901234123457`
- **GTIN-14**: 14 digits, e.g. `15901234123457`

How to Fix

Step 1: Check Your Feed Output

Start by disabling data validation so you can inspect what the module is actually sending:

1. Go to **Digitec Galaxus → Product Data → Advanced**

2. Set **Enable Data Validation** to **No**
3. Regenerate the feed
4. Open the CSV and check the **GTIN** and **ManufacturerKey** columns

This tells you whether the correct attribute values are being used. Common findings:

- **Columns are empty** — the mapped attributes don't have values on your products
- **GTIN contains SKUs instead of EANs** — the default mapping uses `sku`, which is likely not your EAN attribute
- **Values look wrong** — the wrong attribute is mapped

Once you know what's in the feed, pick the right fix below.

Option 1: Fix the Attribute Mapping

The GTIN attribute defaults to `sku`. If your EANs are stored in a different attribute:

1. Go to **Digitec Galaxus → Product Data → Stock & Pricing**
2. Update the **GTIN** field to point to the correct attribute (e.g. `ean`, `barcode`, or a custom attribute)
3. Do the same for **ManufacturerKey** if needed
4. Regenerate the feed

Option 2: Fix the Product Data

If the mapping is correct but products are missing values:

1. Go to **Digitec Galaxus → Items** in the admin
2. Filter on products with validation errors
3. Edit those products in the catalog and add a valid EAN/GTIN or ManufacturerKey value
4. Regenerate the feed

Option 3: Add ManufacturerKey

If your products don't have GTINs (e.g. custom or private-label products):

1. Navigate to **Digitec Galaxus → Product Data → Stock & Pricing**
2. Ensure **ManufacturerKey** is mapped to an attribute that contains the manufacturer's product number
3. Fill in that attribute on the affected products
4. Regenerate the feed

Troubleshooting

Mapping looks correct but products still fail

The attribute mapping in the module config (e.g. **EAN / GTIN code** → `EAN`) may be set on a specific **store view**. If the feed generates for a different store view, the mapping might not apply.

Check: Make sure the EAN/GTIN attribute mapping is configured for the store view that the feed is generated for, not just the default scope.

Product has a valid EAN but still gets the error

The EAN attribute on the product may have a value, but the feed might not be picking it up. This can happen when:

- The **attribute mapping is set at store view level** and the feed runs on a different store view
- The product's EAN value is only set on one store view but the attribute scope is store view (not global)

Check: Open the CSV (with validation disabled) and verify the GTIN column actually contains the expected EAN value for the affected product. If the column is empty despite the product having an EAN, the mapping or scope is the issue.

Verifying the Fix

After making changes:

```
bin/magento digitecgalaxus:feed:generate --type=data -vvv
```

Check the output for the valid/invalid product counts. You can also review the Items grid in the admin to confirm errors are resolved.

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 Digitec Galaxus extension on magmodules.eu

All articles for Digitec Galaxus

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

Configuration

1	Quick Start Guide
2	Configuration Guide
3	Order Handling Process

Troubleshooting

1	**GTIN & ManufacturerKey Validation (current)**
2	Troubleshooting

Background

1	Best Practices
2	CLI Commands