

CPSC eFiling CSV Upload Errors

Advanced Diagnostic and Recovery Guide

For U.S. importers troubleshooting root causes, cascade errors, blocking rows, identifier conflicts, partial imports, silent failures, and controlled retries.

ADVANCED TROUBLESHOOTING FIELD GUIDE - JULY 2026

Full article: polandoc.com/cpsc-efiling-csv-upload-errors/

Free guides: polandoc.com/cpsc-efiling-downloadable-guides/

Registry Intelligence: polandoc.com/



START HERE

The error message is only one layer of the failure

A reliable diagnosis follows the data from raw file through Registry state, commit, and certification instead of editing the named cell immediately.



ROOT-CAUSE RULE: FIRST IDENTIFY THE FAILED LAYER, THEN CORRECT THE SOURCE VALUE OR SYSTEM STATE.

Sources: CSV Upload Guide v3; Product Registry Guide v3; API Specification v4 [1]-[3]. Pipeline is an RI diagnostic model.

QUESTION 01

Which of the four failure classes are you seeing?

Not every bad outcome appears as a red row. The recovery path depends on whether the problem is visible, secondary, silent, or uncertain.

EXPLICIT

A field or row returns a message

Use the exact field, message, and dependency group as the starting evidence.

CASCADE

One driver creates many errors

Fix the upstream directive or identifier before repairing dependent fields.

SILENT

The row imports but the result is wrong

Verify stored party, version outcome, and certification status after import.

AMBIGUOUS

The client cannot prove what committed

Stop retries and reconcile Activity Feed, import log, and Registry records first.

A clean import review proves that the submitted values passed current checks. It does not prove that the correct stored party, version, or evidence was selected.

CLASSIFY THE OUTCOME BEFORE CHOOSING A FIX.

Sources: CSV Upload Guide v3; API Specification v4; Product Registry Guide v3 [1]-[3]. Failure classes are RI guidance.

QUESTION 02

Which error should be corrected first?

Correcting messages in screen order can waste hours. Resolve commit uncertainty and upstream drivers before leaf-level formatting.

01

COMMIT STATE

Did anything import?

02

FILE STRUCTURE

Can the batch be parsed?

03

DIRECTIVE FIELDS

What dependencies were triggered?

04

IDENTITY RESOLUTION

Does the referenced object exist?

05

DEPENDENT DETAILS

Are required child fields complete?

06

OPTIONAL METADATA

Are URLs and report references valid?

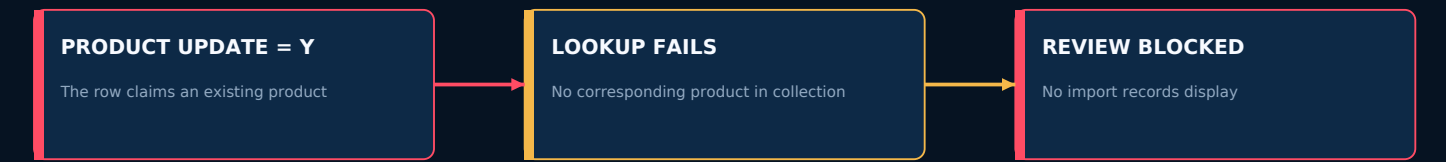
After every driver-level correction, run validation again. Secondary messages may disappear or change, which prevents unnecessary edits to valid evidence.

PRIORITY RULE: FIX THE EARLIEST FAILED LAYER, NOT THE LOUDEST MESSAGE.

QUESTION 03

Why can one update row hide the entire import review?

CPSC documents a blocking condition in which 'The product was not found' appears at the top and no import records display.



ROOT-CAUSE SET

The update directive may be wrong, or the intended product may not exist in the selected Product Collection. Verify destination collection, Primary Product ID and type, Current Version ID, and whether the row is truly an update.

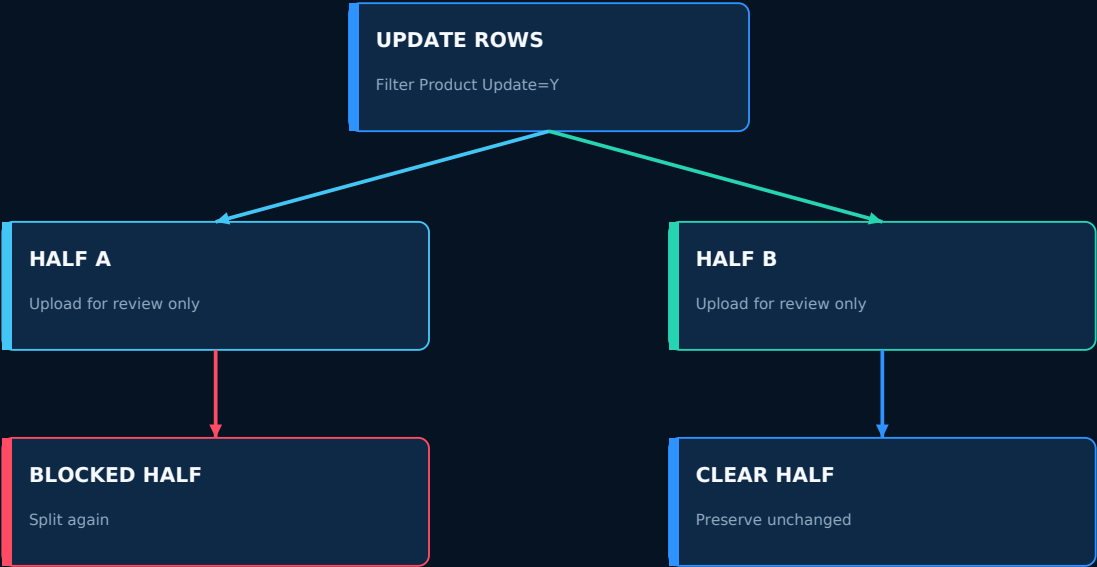
- Filter Product Update=Y rows before changing any product identifier.
- Compare every update key to the actual destination collection, not an old export or another account.
- If the record is new, correct the workflow directive; do not manufacture a Current Version ID.
- Once the blocker is removed, review the newly visible row errors as a separate population.

BLOCKER RULE: RESOLVE PRODUCT EXISTENCE BEFORE TRUSTING THE ABSENCE OF ROW-LEVEL ERRORS.

QUESTION 04

How can one bad update be isolated in a large batch?

When the global blocker hides row details, use controlled review-only partitioning. Do not import any test subset.



REVIEW-ONLY SAFETY

Keep the official headers and exact row values. Upload each subset to the same destination collection, observe whether the blocker appears, then select Cancel. CPSC states that Cancel imports no new product data.

- Repeat only on the blocked half until the offending row or small group is identified.
- Record every subset name and result so no review file is mistaken for a production retry.

NEVER CLICK IMPORT VALID PRODUCTS DURING ISOLATION.

Source: CSV Upload Guide v3, upload review and Cancel behavior [1]. Binary isolation is an RI recovery method.

QUESTION 05

Why does the same identifier produce four different errors?

Alternate ID and GLN errors describe different lifecycle states. Changing the string blindly can create the wrong trade party.

STATE	API SIGNAL	WHAT IT MEANS	SAFE NEXT ACTION
INVALID	2003 / 2004	Format or field contract failed	Inspect raw value and correct from source
EXISTING	2005 / 2006	ID already belongs to stored party	Reference existing party or resolve collision
IN-BATCH	2019 / 2020	Earlier bulk row is creating same ID	Create once, reference in later rows
NOT FOUND	2024 / 2025	Reference lookup found no party	Verify collection, privacy, ID, and Is New

CHANNEL NOTE: numeric codes are published for the API. The CSV screen may show related messages without these numbers. Use the dictionary as diagnostic vocabulary, not as a promise about CSV display.

IDENTITY RULE: DETERMINE THE OBJECT'S LIFECYCLE STATE BEFORE EDITING ITS IDENTIFIER.

Source: API Specification v4 error codes 2003-2006 and 2019-2025 [3]

QUESTION 06

Why can the first trade-party row break later rows?

Bulk rows are not always independent. A row that creates a reusable party can become an upstream dependency for every later reference.



DEPENDENCY FAILURE

If Row 001 fails, later reference rows may not be able to resolve the party. If every row is marked Is New=Y, later rows can instead report that the same identifier is already being created in a previous bulk row.

- Group all rows by trade-party identifier before preparing the upload.
- Choose one controlled create row and reference the exact identifier thereafter.
- When the create row fails, reconcile the whole dependency group, not only the first message.
- For high-risk batches, pre-create the party and verify it in the destination collection before upload.

RECOVERY UNIT: TREAT ALL ROWS USING THE SAME NEW PARTY AS ONE DEPENDENCY GROUP.

QUESTION 07

Why can a correct-looking value still be invalid?

The workbook display can hide characters and transformations that the CSV parser receives literally.

INVISIBLE WHITESPACE	ABC123	ABC123 + trailing space
LOCALE DATE	04/10/2026	10/04/2026
UNICODE HYPHEN	Lab-01	Lab[U+2011]01
EMBEDDED BREAK	Company LLC	Company + line break + LLC
LEADING ZERO LOSS	001234	1234
RAW-TEXT CHECK: inspect the exported CSV in a plain-text editor, compare character length, reveal whitespace and line breaks, and restore the value from its authoritative source.		

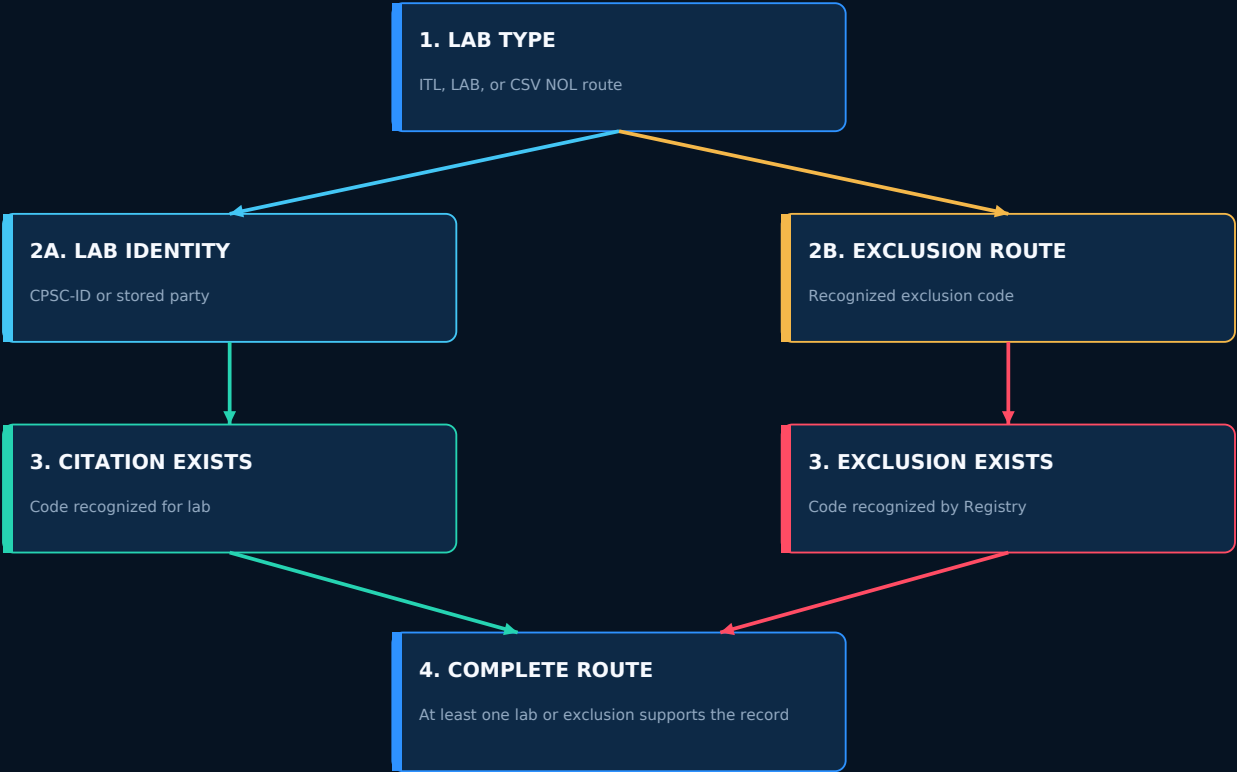
SCOPE NOTE: THESE ARE GENERAL CSV FORENSICS, NOT SEPARATE PUBLISHED CPSC ERROR RULES.

Source: CSV Upload Guide v3 formatting requirements [1]. Raw-character diagnostics are Registry Intelligence controls.

QUESTION 08

In what order should lab and citation errors be diagnosed?

A citation message cannot be trusted until the laboratory route and identity are valid.



API diagnostic sequence: 2023 Lab Type, 2027 lab not found, 2026 no labs or exclusions, 3006 citation not found, 3007 no citation, and 3008 exclusion not recognized.

EVIDENCE RULE: FIX THE ROUTE AND IDENTITY BEFORE EDITING CITATION TEXT.

QUESTION 09

Which driver fields create cascades of secondary errors?

A driver changes what the Registry expects from the rest of the row. Repair the branch condition before its dependent values.

PRODUCT UPDATE

Y triggers existing-product and version lookup

IS NEW

Y triggers full party identity and contact group

LAB TYPE

Selects CPSC-ID, trade party, or exclusion route

IS COMPONENT

Yes makes component description material

POC TYPE

Other can trigger party identifier and details

CORRECTION LOOP: verify the driver from the intended workflow, update the source record, rerun validation, and only then evaluate the remaining child-field errors.

DO NOT FILL DEPENDENT FIELDS UNTIL THE DRIVER VALUE IS PROVEN CORRECT.

Source: CSV Upload Guide v3 field dependencies [1]. Cascade priority is an RI diagnostic method.

QUESTION 10

Why can the same CSV pass yesterday and fail today?

The file may be unchanged while the destination Business Account and Product Collection have moved to a new state.



CONCURRENCY RULE: VALIDATE AGAINST THE CURRENT REGISTRY, NOT ONLY THE FILE'S CREATION DATE.

QUESTION 11

How can a trade-party row succeed but use the wrong data?

When Is New is N or blank, CPSC states that supplied name, address, and contact details are ignored in favor of the stored party reference.

VISIBLE ROW

Looks complete

The row contains an identifier plus a corrected name, address, phone, and email. A reviewer may assume those details will be saved.

REGISTRY RESULT

Stored party wins

With Is New=N or blank, the Registry associates the existing party identified by GLN or Alternate ID and ignores the supplied descriptive fields.

SILENT SUBSTITUTION RISK

If the identifier points to an outdated or different party, the row can be accepted while the resulting certificate uses facts that do not match the visible CSV details.

- Resolve the identifier in the exact destination collection before upload.
- After import, expand a representative certificate and verify the actual associated party.

SUCCESS CHECK: VERIFY THE STORED OBJECT, NOT ONLY THE ACCEPTED SOURCE ROW.

QUESTION 12

Why can an accepted update fail to create the expected version?

During certain Registry states, CSV interprets the row as an update to the current entry instead of creating a separate version.

EXISTING STATUS	GRACE / USE	CSV OUTCOME	CONTROL
INCOMPLETE	N/A	Update current entry	Do not expect a new version
AWAITING CERTIFICATION	N/A	Update current entry	Certify after correction
COMPLETE	Grace active	Update current certificate	Verify and re-certify
COMPLETE	Grace ended	New version possible	Use new unique Version ID

SILENT OUTCOME: a syntactically valid New Version ID does not prove that a new version was created. Verify version history and the current default version after import.

STATE RULE: DEFINE THE EXPECTED TRANSITION BEFORE UPLOAD AND VERIFY IT AFTERWARD.

Sources: CSV Upload Guide v3, pp. 4-5; Product Registry FAQ v1.4 grace-period rules [1][4]

QUESTION 13

How do you determine whether an uncertain attempt committed data?

A timeout, browser interruption, or API null response is not permission to resend the same batch blindly.

CSV / UI

Interrupted after confirmation

Check Activity Feed, View Import Log, the filtered imported-product view, and the actual Product ID and Version ID records before retrying.

API

Null or uncertain response

CPSC warns that a null response does not always mean no data were ingested. A replay may return Version ID errors.

NO RECORD FOUND

Return row to controlled retry

RECORD FOUND

Freeze as committed

STILL UNCERTAIN

Stop and contact support

Never infer commit state only from the local spinner, HTTP interruption, or absence of an immediate screen message. Reconcile the authoritative Registry state.

RETRY GATE: PROVE NOT COMMITTED BEFORE RESENDING A NEW-PRODUCT OR NEW-VERSION ROW.

QUESTION 14

What changes after Import valid products is selected?

The original batch becomes two populations with different Registry states. They must never be treated as one retry file again.



PARTIAL IMPORT RULE: THE ORIGINAL CSV IS NOW HISTORICAL EVIDENCE, NOT A REUSABLE RETRY FILE.

QUESTION 15

How should each row be classified before a retry?

Retry directives depend on current Registry state, not on what the row was intended to do in the first attempt.

ROW STATE	EVIDENCE	RETRY ACTION
REVIEWED ONLY	Cancel selected; no import	Retain original new/update intent
REJECTED	Import log shows row error	Correct source; retry as not imported
IMPORTED	Record exists in collection	Exclude or use controlled update workflow
AWAITING	Imported but not certified	Correct/update if needed, then certify
CERTIFIED	Complete version exists	Do not overwrite; apply version rules
AMBIGUOUS	Evidence conflicts or is missing	Stop; reconcile or escalate

A row intended as a new product becomes an update problem if the first attempt actually created the record. Recompute directives from verified current state.

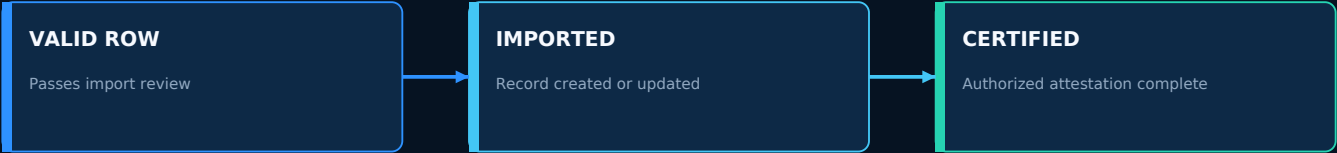
RETRY RULE: NEVER COPY THE PREVIOUS DIRECTIVE WITHOUT RECHECKING THE REGISTRY.

Sources: CSV Upload Guide v3 update and version workflows [1]. Retry-state model is RI guidance.

QUESTION 16

Why is import success not certification success?

A valid row can be imported into the collection while remaining unusable as a completed certified record.



CHECKED

Certify upon import

Authorized CSV users can select the certification checkbox. In the API, an authorized user can set doCertify=true.

UNCHECKED / ABSENT

Awaiting Certification

If the option is unchecked or not visible due to permissions, imported certificates require a later authorized certification step.

POST-IMPORT CONTROL: use the Activity Feed link to inspect the imported population, verify status, complete certification if authorized, and confirm the final version before broker handoff.

STATUS RULE: ACCEPTED, IMPORTED, AWAITING CERTIFICATION, AND COMPLETE ARE DIFFERENT OUTCOMES.

ESCALATION

What should be sent to CPSC Support after retries stop?

A reproducible evidence packet is more useful than 'the CSV does not work' and reduces the risk of another destructive retry.

CHANNEL	CSV UI or API; Registry version if shown	TIME	Timestamp and time zone of the attempt
DESTINATION	Certifier ID and collection name/ID	IMPORT EVIDENCE	Import ID, Activity Feed entry, or import log
ROW KEY	Product ID, type, Current/New Version IDs	ERROR	Exact message, field, code, and screenshot
SOURCE VERSION	Template and guide versions used	REPRODUCTION	Redacted row/payload and steps already tried

STOP CONDITIONS: ambiguous commit, repeated exact failure after verified correction, account/permission issue, unresolved official-document conflict, or a result that would require inventing compliance data.

eFilingSupport@cpsc.gov

ESCALATE WITH EVIDENCE; DO NOT HIDE THE ORIGINAL ATTEMPT OR ITS POSSIBLE COMMIT STATE.

Sources: CPSC Document Library support contact; API Specification v4 null-response escalation guidance [3][7]

FINAL RECOVERY GATE

Checklist, official sources, and working links

Use this gate before every retry. A corrected value is safe only when the batch population, Registry state, and supporting evidence also reconcile.

1

Commit state proved for every attempted row

2

Blocking update rows isolated and resolved

3

Driver fields corrected before dependent details

4

Trade-party identifier lifecycle state confirmed

5

Lab, citation, and exclusion route revalidated

6

Accepted population excluded from retry delta

7

Imported records checked for version and party outcome

8

Certification status confirmed before broker handoff

REGISTRY INTELLIGENCE WORKING LINKS

Full article - CPSC CSV Upload Errors

CPSC eFiling Resource Center

Free CPSC eFiling PDF guide library

Registry Intelligence - polandoc.com

Official source set

[1] CSV Guide v3

[2] Product Registry Guide v3

[3] API Specification v4

[4] Registry FAQ v1.4

[5] Bulk Template v3

[6] eFiling FAQ

[7] Document Library

[8] Code list

[9] 16 CFR Part 1110

CPSC Accepted Laboratory Search

Regulatory and technical review: July 19, 2026. Independent educational and data-recovery resource. API numeric codes are used as diagnostic vocabulary and may not appear in the CSV user interface. Registry Intelligence is not affiliated with or endorsed by CPSC or CBP. This guide is not legal advice, customs brokerage, testing, certification, or a government filing service. Current official instructions and product-specific facts control.