

Etsy Orders Not Imported / No Address Data

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FAQ-Artikel-Ausdruck

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Schlüsselwörter

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Frage (öffentlich)

Why are Etsy orders not being imported, or why are they created without address data?

Lösung (öffentlich)

As of July 2025, Etsy no longer transmits address data for orders placed through third-party integrations such as magnalister. This decision was made solely by Etsy — even after an explicit request by magnalister, Etsy was not willing to grant any exceptions. 1. Affected Merchants In general, all merchants who connected Etsy via magnalister on or after July 1, 2025 are affected. Existing merchants with an active connection prior to that date are generally not affected.

Important Note: There are individual cases in which existing merchants also stop receiving address data after renewing their token. If you have renewed your Etsy token and subsequently experience issues with order imports, your connection may be affected as well. 2. Impact Depending on the shop system, the following limitations may occur:

- Orders are not imported at all, or
- Orders are created without address data

Shipping confirmations to Etsy are also no longer possible. 3. Recommended Course of Action Please manage affected orders directly through your Etsy Seller Portal, where the complete address data remains available. A resolution through magnalister is not possible due to the unilateral restriction imposed by Etsy. We also encourage you to contact Etsy directly and make clear, as a merchant, how important these features are.