



FAQ

Digital Product Passport Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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FAQ

Does the extension guarantee EPR or battery compliance?

No. It provides storage, templates, schema validation and publication channels. Your organization remains responsible for determining applicable rules, choosing the data model and verifying the truth and sufficiency of published data.

Which passport levels are supported?

Records can be identified at model level with no batch or serial, at batch level with a batch ID, or at item level with a serial number. The bundled template structure describes the intended granularity for each template.

Which statuses are public?

Only Published. Draft, Active and Archived records are excluded from the public SKU services, product-page block, QR endpoint and JSON-LD output.

Does the completeness score control publication?

It can derive Published or Draft only when no status is selected. An explicitly selected status takes precedence. Published status always triggers payload and schema validation.

Is a high completeness score proof that the payload is complete?

No. The score counts seven top-level record fields equally and does not assess legal relevance, data accuracy or schema depth.

Can I create custom templates in Admin?

You can create template metadata and structure JSON. The form does not provide a schema-definition field, so a new Admin-only template cannot publish passports until a schema is supplied through a controlled implementation.

Can a used template be deleted?

No. It cannot be deleted while passports reference it, and its code cannot be changed. Other metadata can be updated.

Does a custom GS1 domain work automatically?

No. The setting changes generated URLs. DNS, TLS and proxy routing must already send the custom host to Magento.

Does the extension register or validate GTIN ownership?

No. It reads a product attribute, normalizes generated GTIN paths and resolves storefront records. Identifier issuance and ownership remain outside the extension.

What happens when no passport exists at the standard HTML URL?

The page renders a no-passport message in a normal HTML response. JSON-LD and QR requests return 404 for missing or unpublished records.

Are the APIs authenticated?

The documented REST and GraphQL reads are anonymous. Only publish information that may be exposed publicly.

How is multi-store output handled?

Passport records carry a store ID. Public page, QR and JSON-LD generation use that store's context. Pass the intended `storeId` to SKU APIs when the integration must select a particular store. The standard product form is not a multi-store passport manager.