

# Adding related, associated, recommended & replacement products (via CSV)

## Etail Systems Tip Sheet

*Objective: To add related, associated, recommended & replacement products via a CSV file.*

The following tells you how to achieve this:-

### Associated, recommend & related products

You can assign associated, recommend & related products via CSV – to do this, you just need to put the 'ClientRef' of the products you want to associate with this listing in the desired column, using the pipe separated lists.

**NB: The | symbol is called a 'pipe' & you can get this by pressing the Shift key & the button next to it, which has a backwards slash on it (if you're on a Mac, try holding Shift, then hitting the 'backslash' key above the 'return' key on your keyboard. This may vary depending on your Mac.)**

You don't need a pipe at the start or end of a list; just use them to separate each ClientRef.

e.g. L1245|21PW|L1246|21PX

See below for an example of how these look in a CSV file:

DE
AssociatedProducts
L1245 21PW
L1245 21PW
L1245 21PW
L1245 21PW

You can rename associated, recommended & related products in COMS (the name stays the same in the CSV column titles, but it's shown on the site as whatever you wish to call it) – some examples are 'Other items you may like', 'Customers also bought' & 'Featured products'. Please ask if you'd like to rename these options.

### Replacement Product

You can only have one replacement product per product (just add one ClientRef into the field) – when you add a replacement product to a suspended item, this will do a 302 redirect (temporary redirect) from the item to the replacement product. If you add a replacement product against a dead item, this will do a 301 redirect (permanent redirect) from the item to the replacement product. All the redirects are automatically handled for you, you just need to add the replacement product.

If you need help with this feature, please call 0844 482 0908 or email [support@etailsystems.com](mailto:support@etailsystems.com).