

Etail Systems Tip Sheet

Objective: To add images to your products via a CSV file, using an FTP.

The following tells you how to achieve this;-

Firstly, you'll need all your images. It may be useful to rename your images so they match your ClientSKURef or a Model Number of each product.

NB: Please make sure all your images are the maximum size you can have e.g. 1600 x 1600, as COMS will automatically resize these for you if they need to be smaller.

CSV File

You'll then need a CSV file with all the products you wish to add images to. Please let us know if you need this file.

When you open your file, you'll need to go to where these headings are (the column letters might change depending on how much product information you have).

	CE	CF	CG	CH	CI	CJ	CK
1	MainImages	SmallThumbNails	LargeThumbNails	AdditionalImages	LargeImages	ChannellImages	ZoomImages
2	test-image_zi.jpg	test-image_zi.jpg	test-image_zi.jpg				test-image_zi.jpg

You'll need to enter your image names against each product & appropriate column.

NB: When you enter the information in the CSV file, please make sure you put the image name, the dot & the image type e.g.

test-image_zi.jpg

test-image_zi.png

test-image_zi.gif

The column names are as follows:

MainImages – this is the main image that will be on your product.

SmallThumbNails / LargeThumbNails – these are thumbnails used on various parts of the site & are usually the same as the MainImages.

LargeImages - if you want more images than just the main product image, then put these here.

Adding images to your products (via CSV)

ChannelImages – if you're selling on Amazon, eBay or Play Trade, you can select images to upload to those sites here (although you can't specify which image goes to which site). There is often a delay of around 12 hours for these images to be uploaded to the marketplace site.

ZoomImages – Again, this is the same as the main image.

If you want to have more than one image e.g. 2 Large Images, then separate these with a comma.

MainImages

test-image_zi.jpg,test-image_zj.jpg

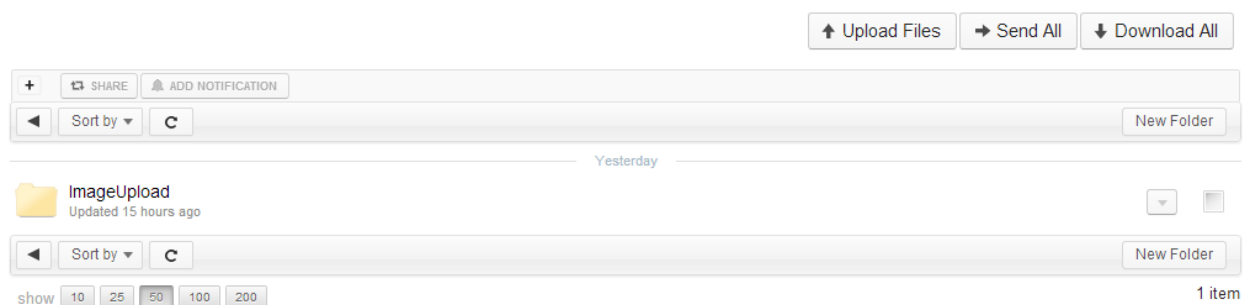
If you change the image file name at all, you'll need to reflect this in the CSV file. When everything is ready, you can email us the CSV file.

NB: Please make sure ALL your image names are UNIQUE. If you upload images with the same name to different products, the last image you uploaded with that name will replace the original image.

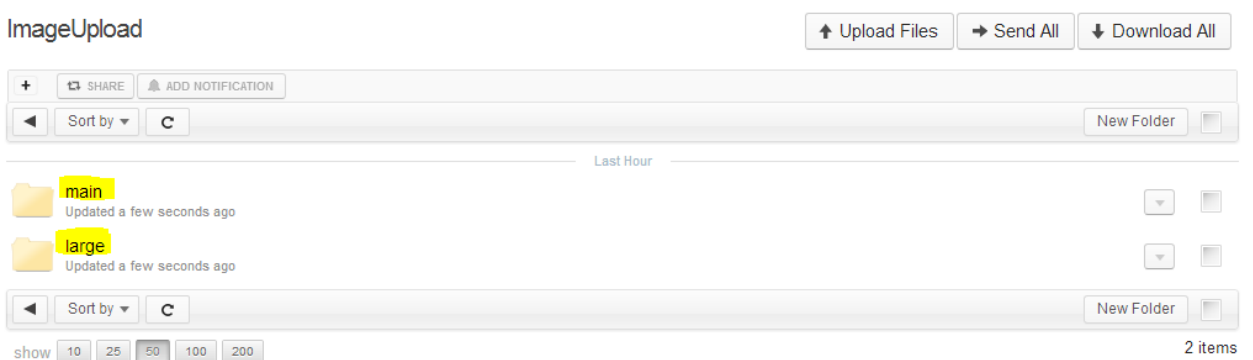
Sending the images

We upload images via an FTP – we use Exavault, but if you'd like to use another FTP, that's fine – we just need to username & password to be able to link it to COMS.

If we haven't invited you to your folder on Exavault, please let us know. Once you receive your invite email, you'll probably need to make a username & password. Once you're logged in, you'll need to click into the "ImageUpload" folder.



You'll now see this screen:



- All images for Main Image, Zoom Image, Small Thumb & Large Thumb will need to be in the folder

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called “main”.

- Any Large Images, Large Image Zooms or Additional Images need to be in the “large” folder.

All images will be automatically resized when they’re run into COMS.

NB: PLEASE DO NOT RENAME THESE FOLDERS. If you rename any folder in Exavault, the image import will not work.

We suggest uploading your images first, and then running in your CSV file.

NB: Exavault should NOT be used for storing images. Once any images have been uploaded into COMS, they will be deleted from Exavault automatically. If any images remain once the rest of have been imported into COMS, this means you have uploaded the wrong file, it has the wrong name or it’s not in the CSV you imported. Deleting any unused images is good housekeeping which we highly recommend.

Troubleshooting

If there are any ‘broken’ images, it means something didn’t work.



If it’s all of your product images looking like this, then let us know & we’ll look into it. If it’s just a few, then please check your image names in the CSV file, as sometimes it could be a simple spelling mistake.

If you need any help with this, please contact 0844 482 0908 or email support@etailsystems.com