

## Etail Systems Tip Sheet

*Objective: To validate & import a product CSV file.*

The following tells you how to achieve this;-

CSV files are handy way of exporting & importing your product data. See below on how to export your data.

### Exporting your CSV

Firstly, if you have the correct permissions, you'll be able to see Products > Import Export.



You'll then need the Product Export Downloads mini tab.



You'll then see the following screen:

A screenshot of the 'Product Export Downloads' form. It contains several text input fields for 'Description', 'Client Ref', 'Model number', 'Brand', 'Manufacturer', 'Department', and 'Supplier'. There is a dropdown menu for 'Status' with 'All' selected. Below these is a section for 'Columns' with a list of checkboxes: 'Incl Prices and stock', 'Incl Descriptions', 'Incl Images', 'Incl Label override text', 'Incl Depts, Relations, Files and Flags', 'Incl Miscellaneous fields', and 'Incl Prefix on ClientRef, SKU and GTIN fields'. The last checkbox is checked.

Here is where you can define what information you want to download, by Description, Client Ref, Model Number, Brand, Manufacturer, Department, Supplier or Status (Status is Live, Dead, Suspended or New). If you want to download a full CSV of everything, then leave all the text boxes blank & make sure 'All' is selected in the Status dropdown.

The second part to the CSV downloads is the tick boxes. If you want to download everything, make sure all the boxes are ticked, or just tick the ones that are appropriate. **The 'Incl Prefix on ClientRef, SKU and GTIN fields'** should always be ticked, as this stops information from being corrupted by Excel.

If you're just wanting a stock & price file, then fill in all the text boxes you wish to define by (or not, as the case may be) & just tick this box: ☐ OR Stock & Price file :

You'll then need to scroll to the bottom of the page & click

**Export Products**

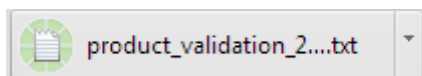
If you're editing a full CSV file, please request the **Product CSV Spec** to see what fields are required, character limits & character types. The spec answers a lot of questions you may initially have about CSV files also.

## Importing your CSV - Validating

You'll need to validate your CSV file before importing it (unless it's a stock & price, image or department import file) under the 'Product Import Validation' mini tab. This just makes sure all your information has been input correctly for our system requirements.

Choose your file, make sure the tick box is selected, & click 'Validate'.

A log file is created when you validate a file, which will automatically download. Open this file to see the report.



If everything is successful, the log file will just show something like below:

'3280' sku's in file  
'1458' products in file

## Importing your CSV - Common Issues

If anything looks like it could be an issue, it'll be flagged up.

Anything starting with '**WARN**' is just a warning, & although it may cause a bit of an issue, it's not a big deal.

But if something starts with '**ERROR**', then this means it won't run into the system.

The most common issues are below:

**WARN at line 56 - Client ref:'ref:D2D5374' - MainImages is blank** – it's as it says – your product doesn't have a main image. This is fine if you want to add images manually.

**WARN at line 116 - Client ref:'ref:HOLDFIR' - Field LongDescription contains illegal UTF-8 characters and may become corrupt** – this is usually something like an accented e. It's best to take these out if uploading via CSV.

**WARN at line 177 - Client ref:'ref:ZERSLV' - Field MetaDescription will be truncated to 255 chars** - again, pretty straight forward – anything that exceeds the character limit in a given field will be truncated. You can either import this anyway & edit it in COMS, or edit it in the CSV before you validate it again.

## Importing your CSV file

Once you're happy that everything is as it should be, you'll need the 'Product Import Uploads' tab.

Product Import Validation	Product Import Uploads	Product Export Downloads	Product Reviews Import	Log Files
Product CSV or XML import	<input type="button" value="Choose File"/> No file chosen		<input type="button" value="Import Products"/>	
Product Stock CSV update	<input type="button" value="Choose File"/> No file chosen		<input type="button" value="Update Stock"/>	
Product Image CSV update	<input type="button" value="Choose File"/> No file chosen		<input type="button" value="Update Images"/>	
Product Department, Relationship, File and Flag CSV update	<input type="button" value="Select Site"/> <input type="button" value="Choose File"/> No file chosen		<input type="button" value="Update Departments"/>	

The options are as follows:

**Product CSV or XML import:** this is a full CSV import. Even if you run everything in here, **you'll still need to run it in the Department CSV update also** to assign products to a department.

**Product Stock CSV update:** this is just for stock & price file, & if you try & put a different type of file here, COMS will throw an error.

**We have a new way of doing large stock, price & status amendments – if your file has 100 or more lines in it, please ask us for the “Stock, Price & Status Web Service” spec. Once we’ve set you up with a Service Account (Etail staff will do this for you), when importing, you’ll need to select your file & tick the “Use Web Service” tick box before clicking “Update Stock”.**

Product Stock CSV update

<input type="button" value="Choose File"/> No file chosen	<input type="checkbox"/> Use Web Service - Needs Service account	<input type="checkbox"/> Batch process	<input type="button" value="Update Stock"/>
---	--	--	---

Updates Quantity in stock and Prices (RRP, selling, offer and wholesale). See 'Product CSV Price Stock update specification' for details.

**Product Image CSV update:** this is more for Etail staff to use when batch uploading images.

**Product Department, Relationship, File and Flag CSV update:** if you have multiple sites, you can select what site you want to update here.

Again, you'll get a log file of the import, but you'll have to go & get that from the 'Log Files' mini tab. The dropdown here lets you search the different types of import to get the correct file.

Product Import Validation	Product Import Uploads	Product Export Downloads	Product Reviews Import	Log Files
Log type: <input type="button" value="Product Import"/> <input type="button" value="Search"/>				
Date				
07/03/2013 12:50:00				<input type="button" value="Open"/>
07/03/2013 12:41:00				<input type="button" value="Open"/>
06/03/2013 09:59:00				<input type="button" value="Open"/>
07/01/2013 10:09:00				<input type="button" value="Open"/>
13/11/2012 16:56:00				<input type="button" value="Open"/>

The date & time of the import will indicate which files were uploaded when. To open the file, just click the 'Open' button. The common errors are much like the validation file. If you have any queries over any errors you see, please get in touch.

If you need any help with validating or importing CSV files, please call 0844 483 0908 or email [support@etailsystems.com](mailto:support@etailsystems.com)