Updating Stock, Prices & Statuses (via our Web Service)

Etail Systems Tip Sheet

Objective: To update your product stock, prices & statuses via a CSV, using our Web Service.

The following tells you how to achieve this;-

Firstly, you'll need our "Stock / Price / Status Import Spec". Please ask if you do not already have this. This spec will show you the required fields & optional fields. The example below will show the Status Update CSV, although the process is the same no matter what fields you're updating.
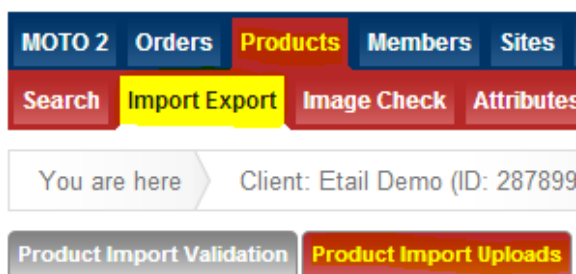
Preparing the CSV File

For a Status Update, you only need two columns – "ClientSKURef" & "SKUStatusID".

	A	B
1	ClientSKURef	SKUStatusID
2	ref:000000017	1
3	ref:000000047	1

NB: Please make sure all headings appear exactly the same as on the spec. If not, the column heading will not be recognised. Common mistakes are missing out a capital letter or adding a space inbetween words.

Save your file as a CSV (comma delimited) & it's now ready to be uploaded to COMS.

Importing your CSV File via our Web Service

In COMS, go to Products > Import Export > Product Import Uploads. You'll need to upload your file under the "Product Stock CSV update". **Please tick the "Use Web Service" tick box, & then click "Update Stock".** A success message should appear if all is correct, or an error message will appear if there were issues. In either case, please check the Log Files & these will show you what the issue was. If you need help with the log file, please let us know.

NB: If you haven't been told you've been set up with a Service Account, please let us know. The tick box will appear whether you have or haven't been set up.

If you need any help with updating your stock, prices & statuses, please call 0844 482 0908 or email support@etailsystems.com