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Inventory management

Import/export products

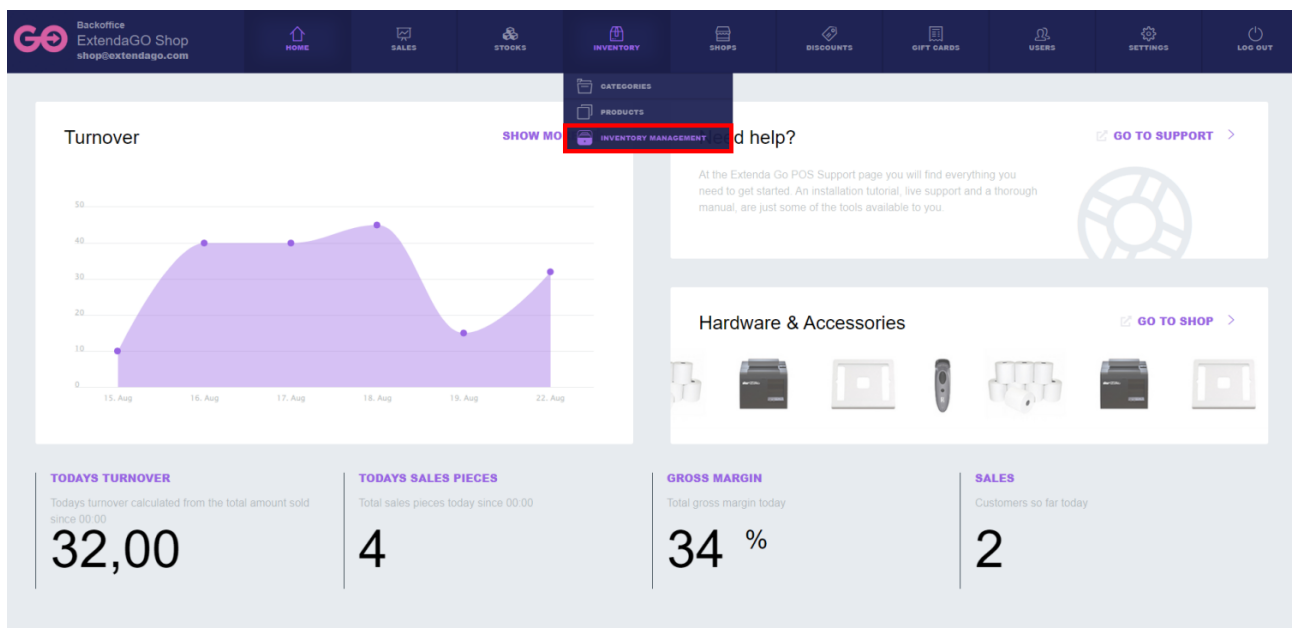*Last updated 2023-04-27*

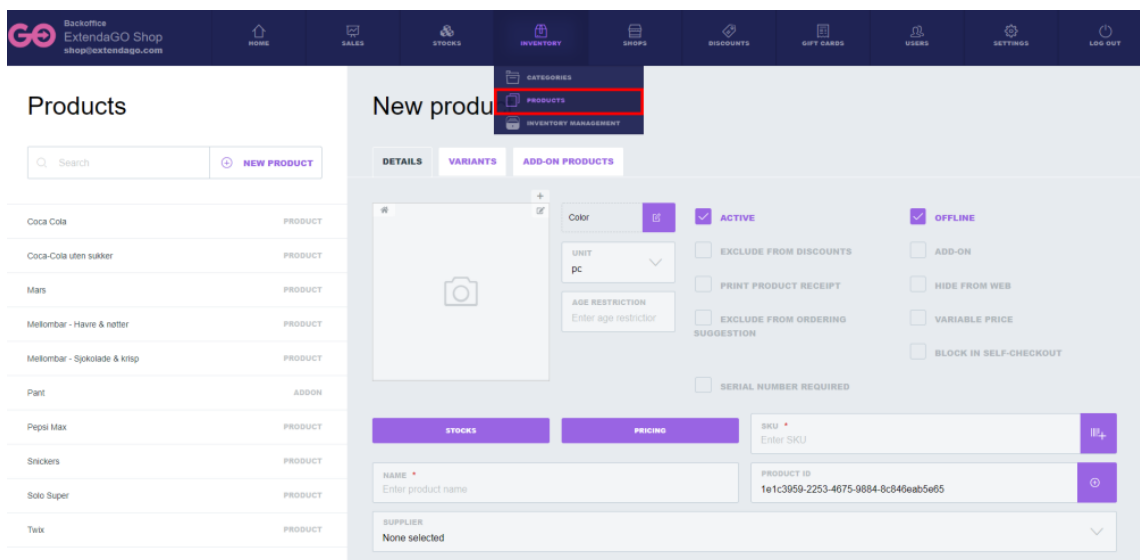**TABLE OF CONTENTS**

Prepare your import file

IMPORTANT!
Before you start make sure you've added at least one product in the back office products menu, with or without variants depending on what you want to import.

Feel free to add a single product and a product with variants so you can see the structure in the import file.
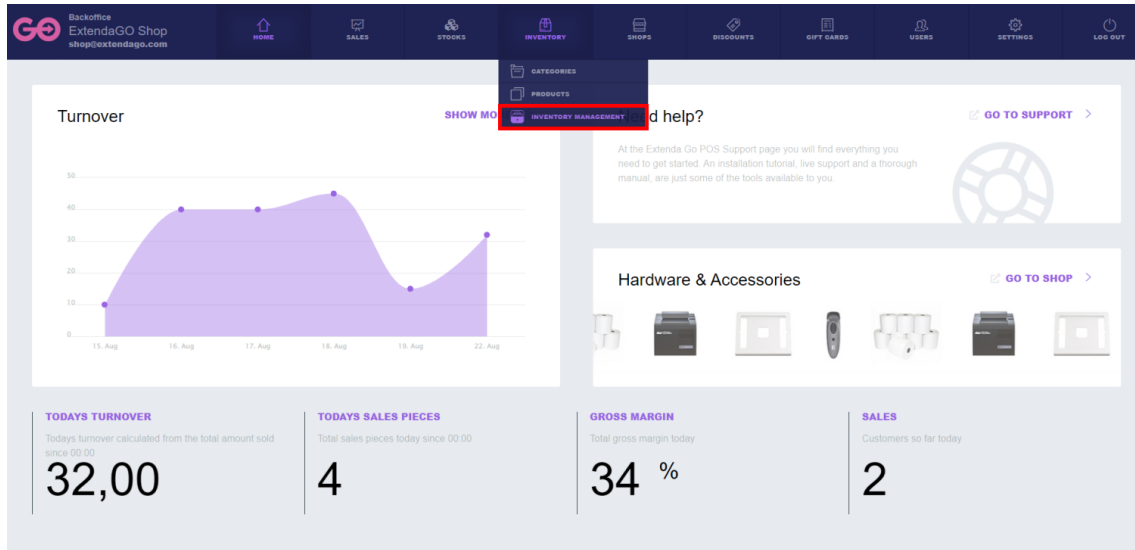
Step 1.
- Manually add a product (with or without variants, or both)

Step 2:
- Go to **INVENTORY** in the menu and select **INVENTORY MANAGEMENT.**

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Step 3

- Set **SELECT PRICE REGION** to **DEFAULT** (or your predefined price region).
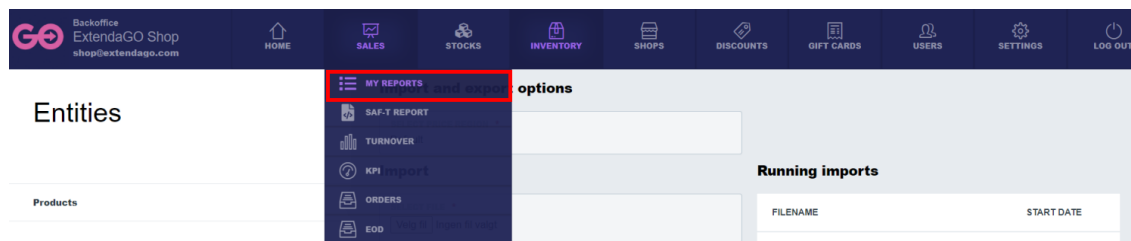- Press the **EXPORT** button to generate a csv. file.

- You will receive a message when the csv. the file has been downloaded.
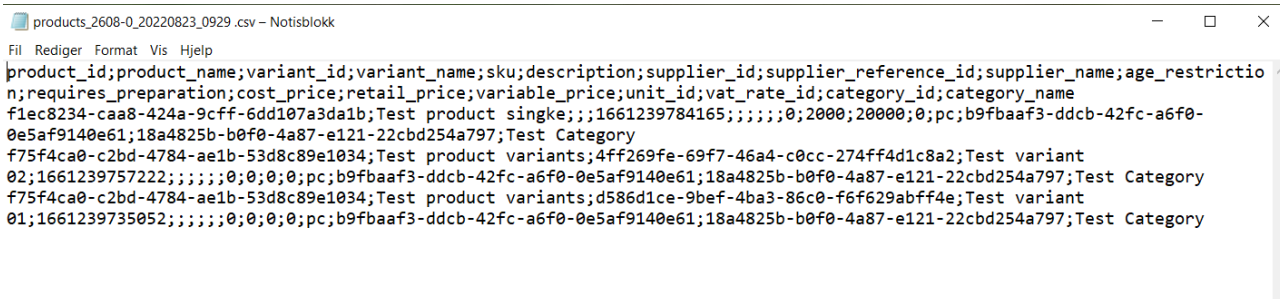

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Step 4

- Go to **SALES** in the menu and select **MY REPORTS**

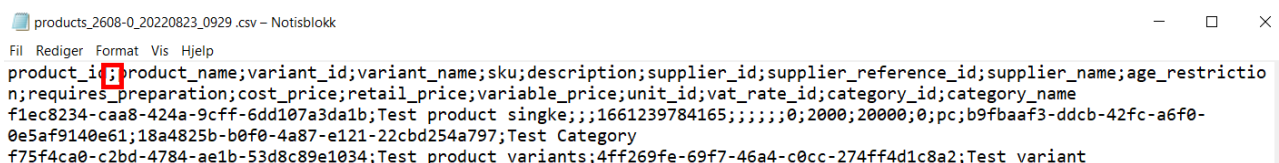- Download the Exported Products csv. file.
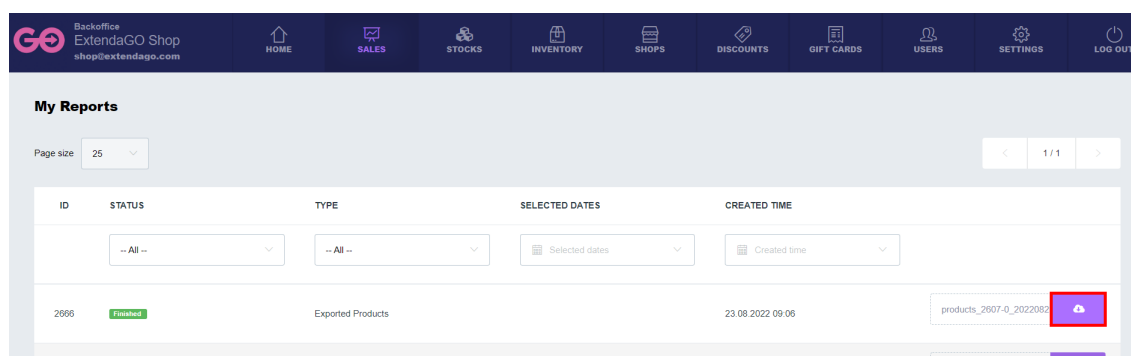
- csv. the file will look like this. Note that the price is in cents/øre. For example for a price of $20 the value used is 2000.

Step 5

- Import csv. file to Google Sheet or Excel for further adjustments
- **IMPORTANT!** Use the semicolon ";" as a separator. So remember to define which separator you use when importing to Google Sheet or Excel.

Step 6

- The file will look like this (Google Sheets)
- In this example, you see a single product and a product with variants

- The required fields for a single product that must be included in the file for an import to ExtendaGO, are marked in green (See picture below)

- The required fields for a product with variants must be included in the file for an import to ExtendaGO, are marked in green (See picture below)

"If you are using the "ToGo" price, you need to fill in the fields for "to_go_price" and "to_go_vat_rate_id" as well. The VAT rate ID can be found in the Backoffice under "SETTINGS - VAT RATES"."

Step 7

- Save and download the file as csv.
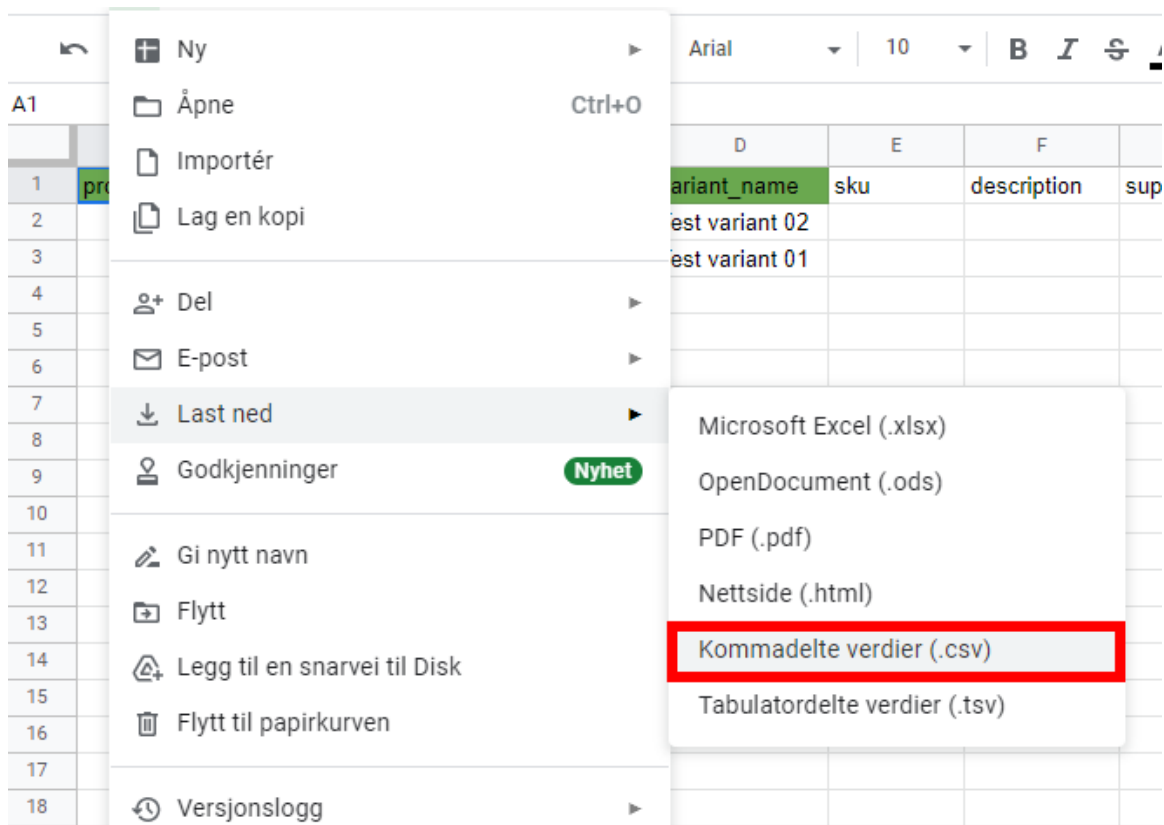
- **IMPORTANT:** Remember to change the separator to a semicolon ";" in the new csv. file.
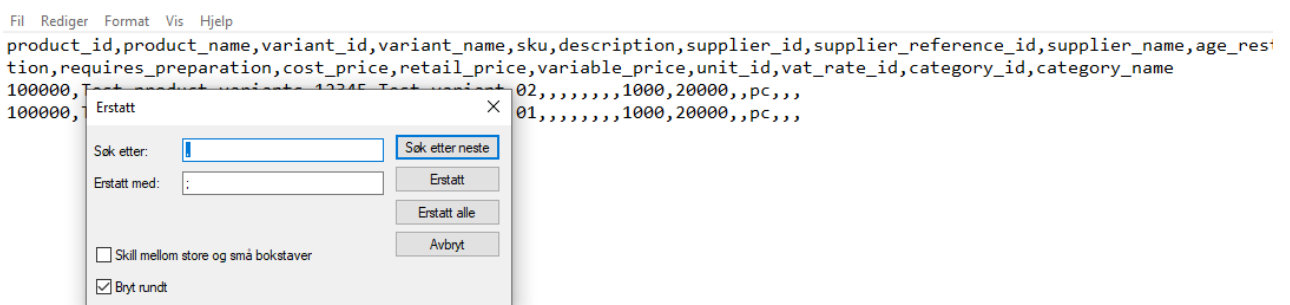
Import of products using csv. file

Step 1

- Go to **INVENTORY** in the menu and select **INVENTORY MANAGEMENT**
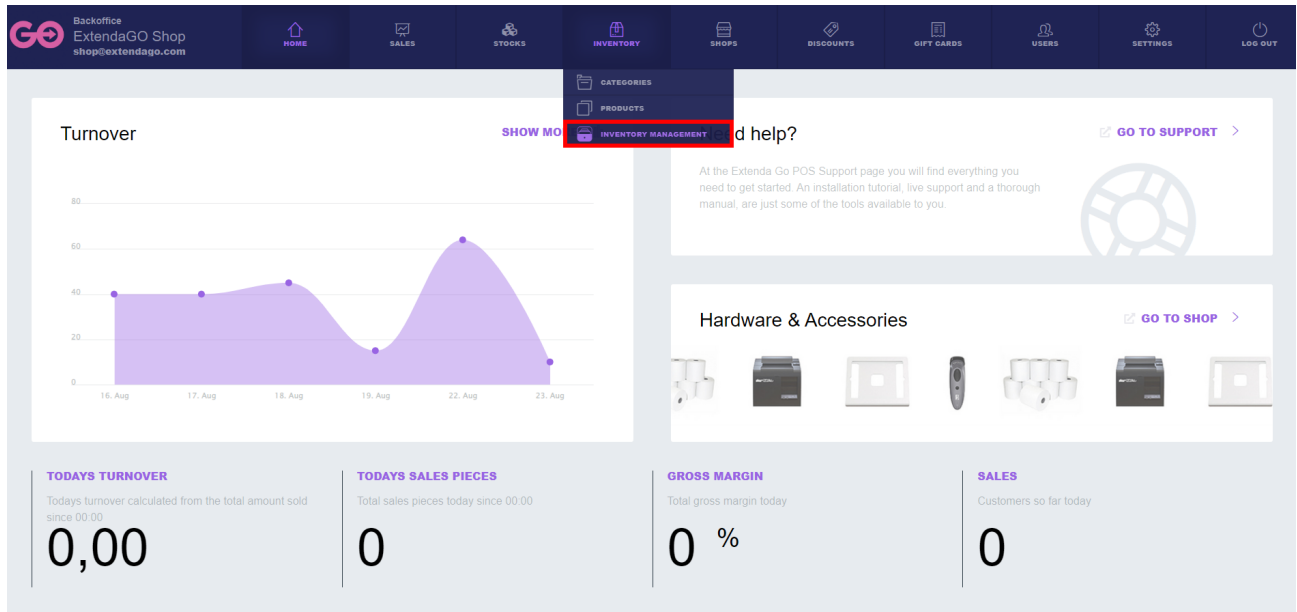
Step 2

- Set **SELECT PRICE REGION** to **DEFAULT** (or your predefined price region).
- Select csv. file to be uploaded.
- Press the **IMPORT** button.

- A message will appear when the import is scheduled

- **NOTICE!** The products will now appear under **INVENTORY** - **PRODUCTS**. How long it takes depends on the number of products you import.

Products import failed

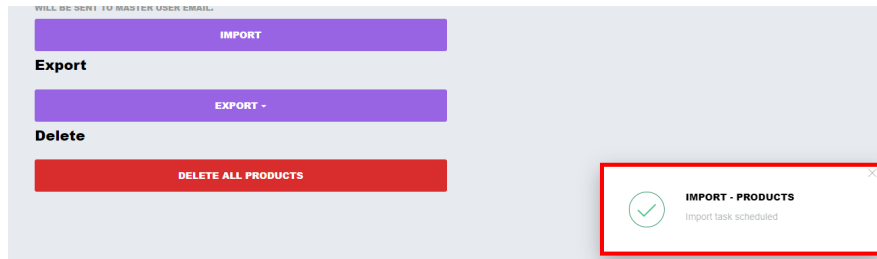**If the import fails**, the structure is incorrect, or there are deficiencies in the import, you will receive a notification by email with a detailed description of what was wrong. (See example in picture below). Fix the errors in the csv. file and import again.

Import failure information

Summary

Failed to import: products
File: imports/c1dec0f6-8646-4ca6-949b-96394dea2da9/products/products_123123.csv
Error message: There was an error in one or more of the models
Please check, if your import file does meet export structure and repeat the procedure

Errors

Entity	Field	Value	Error
Product Data	cost_price		Product cost_price cannot be empty.
Product Data	retail_price		Product retail_price cannot be empty.
Product Data	cost_price		Product cost_price cannot be empty.
Product Data	retail_price		Product retail_price cannot be empty.
Product Data	cost_price		Product cost_price cannot be empty.
Product Data	retail_price		Product retail_price cannot be empty.
Product Data	cost_price		Product cost_price cannot be empty.
Product Data	retail_price		Product retail_price cannot be empty.

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Update your existing products

If you want to change/update your products, you must first export a csv. file as explained under **"Prepared your import file"** - **"Step 3"**. (See page 3)

- In this example, we change the cost_price 1000 and retail_price 10000 to cost_price 2000 and retail_price 7000
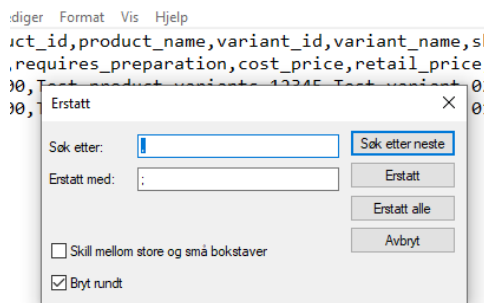

- Save updated csv. file and import the file in the same way as described under **"Import of products with csv. file"** (See page 7, 8).
- IMPORTANT! Remember to change the separator to a semicolon ";" in the updated csv. file.
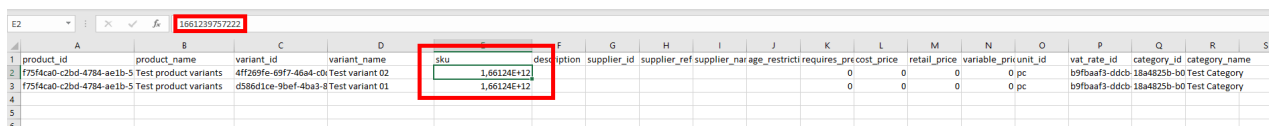
Troubleshooting

- **NOTICE!** We recommend using **Google Sheets** to edit the csv. file because Sheets reads csv. without changing the formats of fields.
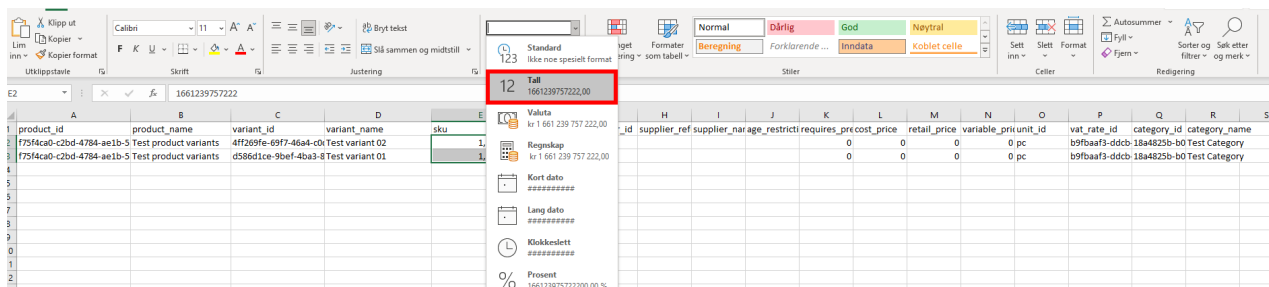
Wrong format in the csv. file in Excel

- If you use Excel to edit the csv. file, you may find that the format is incorrect as shown in the image below.
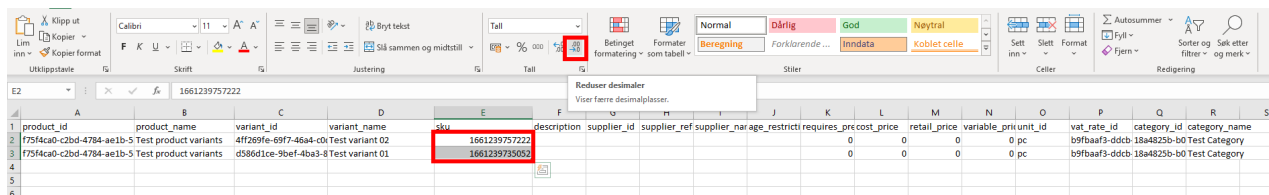

- Change the format by highlighting the column or field(s) and switch to the "Number" format. (See example in picture below)

- Change to 0 decimal places.(See example in picture below)

Importing with Google Sheets - set custom separator

- When importing with Google Sheet, remember to set custom separator to semicolon ";" (See image below)

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