



Inventory management

Import/export products

Last updated 2023-04-27

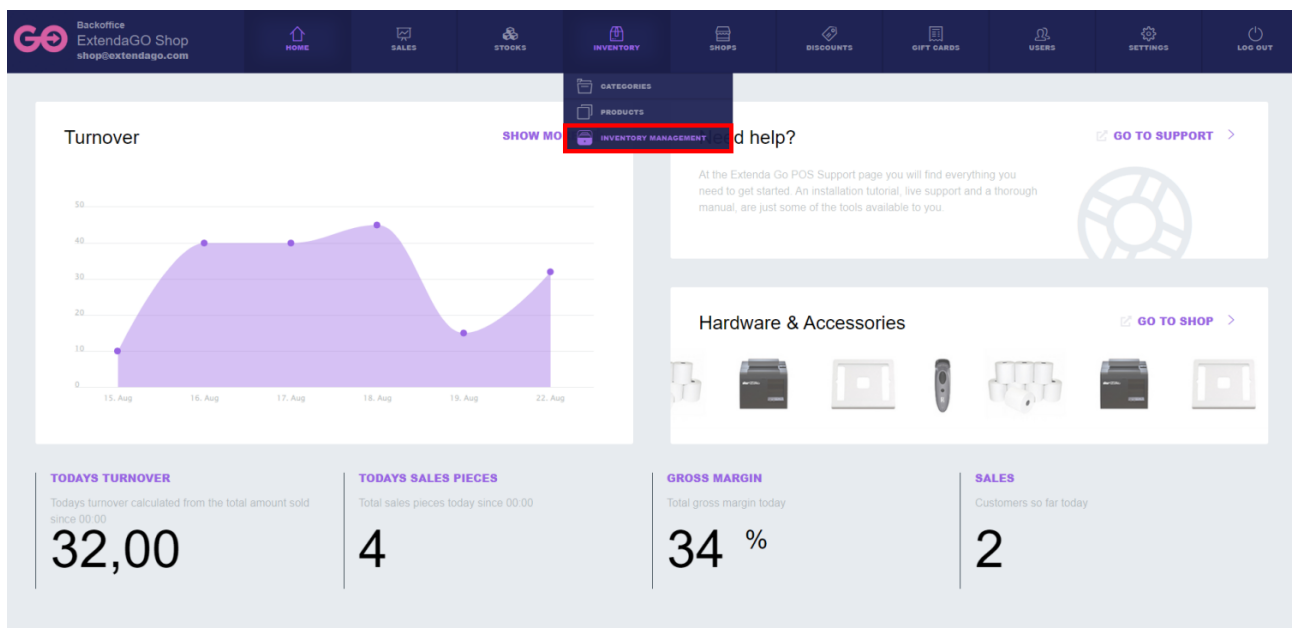


TABLE OF CONTENTS

Prepared your import file	3.
Import of products with csv. file	9.
Products import failed	10.
Update your existing products	11.
Troubleshooting	12.
- Wrong format in the csv. file in Excel	12.
- Importing with Google Sheets - set custom separator	13.



Prepare your import file

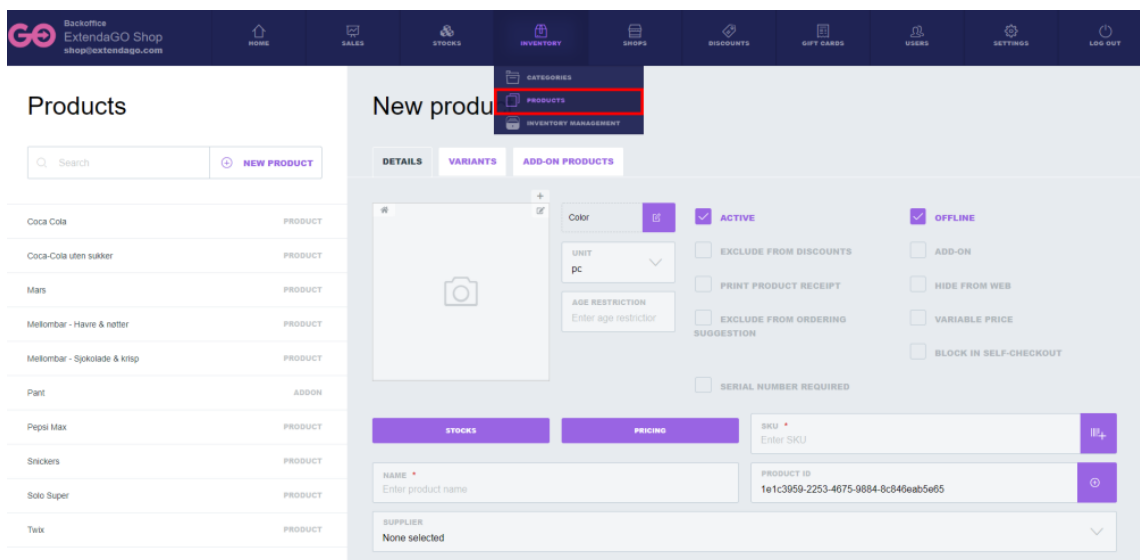
IMPORTANT!

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.

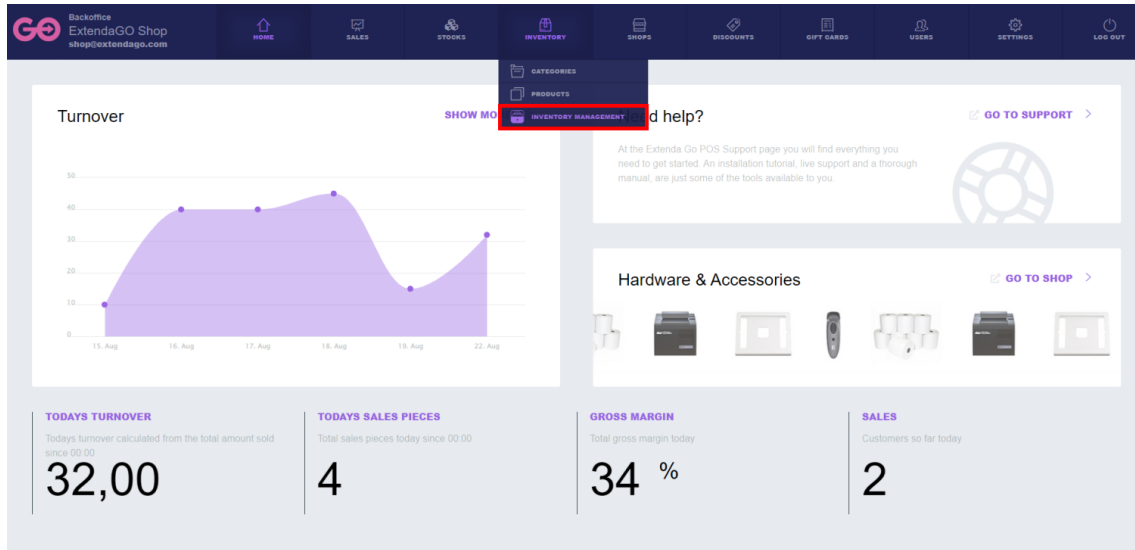
- Manually add a product (with or without variants, or both)



The screenshot shows the 'Backoffice ExtendaGO Shop' interface. The top navigation bar includes links for HOME, SALES, STOCKS, INVENTORY, SHOPS, DISCOUNTS, GIFT CARDS, USERS, SETTINGS, and LOG OUT. The 'INVENTORY' menu is highlighted, and a sub-menu is open showing 'CATEGORIES', 'PRODUCTS' (highlighted with a red box), and 'INVENTORY MANAGEMENT'. On the left, a 'Products' list shows items like Coca-Cola, Mars, and Twix. The main area is the 'New product' form, which has tabs for 'DETAILS', 'VARIANTS', and 'ADD-ON PRODUCTS'. The 'DETAILS' tab is active, showing fields for 'Color', 'UNIT' (set to 'pc'), 'AGE RESTRICTION', 'ACTIVE' (checked), 'OFFLINE' (checked), 'EXCLUDE FROM DISCOUNTS', 'PRINT PRODUCT RECEIPT', 'EXCLUDE FROM ORDERING SUGGESTION', 'SERIAL NUMBER REQUIRED', 'ADD-ON', 'HIDE FROM WEB', 'VARIABLE PRICE', and 'BLOCK IN SELF-CHECKOUT'. There are also sections for 'STOCKS', 'PRICING', 'SKU' (with a plus icon), 'NAME' (with a red asterisk), 'PRODUCT ID' (1e1c3959-2253-4675-9684-8c846eab5e65), and 'SUPPLIER' (None selected).

Step 2:

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



Step 3

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

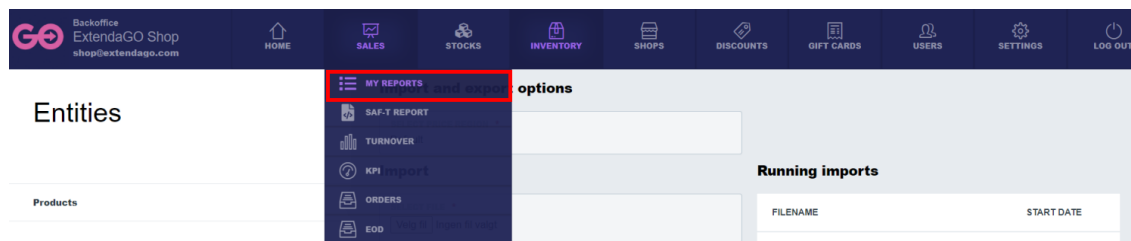
The screenshot shows the 'Products' page in the ExtendaGO Shop Backoffice. The left sidebar has 'Entities' and 'Products' listed. The main content area is titled 'Products' and contains 'Import and export options'. A red box highlights the 'SELECT PRICE REGION' dropdown menu, which is set to 'Default'. Below it is a 'SELECT FILE' input field with a file named 'Veig fil' selected. To the right, there is a 'Running imports' section with a table for FILENAME and START DATE. Below the import options, there is an 'Export' section with a red box highlighting the 'EXPORT' button. At the bottom, there is a 'Delete' section with a 'DELETE ALL PRODUCTS' button.

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

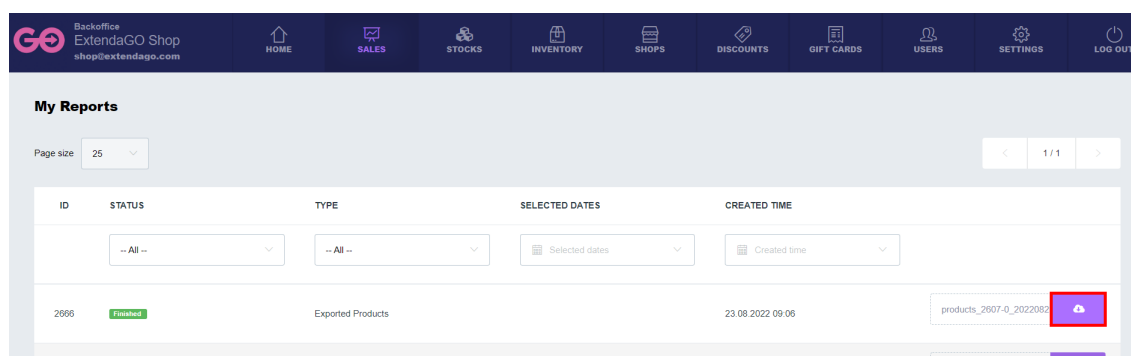
The screenshot shows the 'Products' page with the 'EXPORT' button highlighted. Below the 'EXPORT' button, there is a 'DELETE ALL PRODUCTS' button. On the right side, there is a success message box with a green checkmark and the text 'BACKGROUND DOWNLOAD - SUCCESS' and 'products report completed'.

Step 4

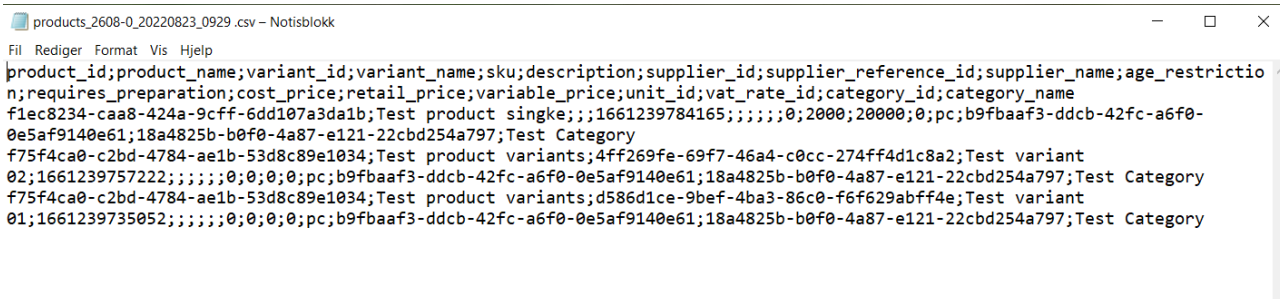
- Go to **SALES** in the menu and select **MY REPORTS**



- Download the Exported Products csv. file.

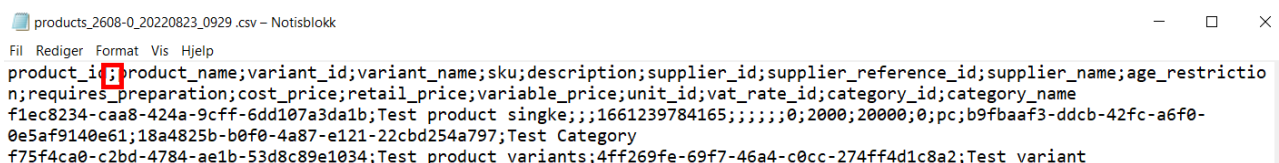


- csv. the file will look like this. Note that the price is in cents/øre. For example for a price of \$20 the value used is 2000.



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

A1	product_id	product_name	variant_id	variant_name	sku	description	supplier_id	supplier_reference_id	supplier_name	age_restriction	requires_preparation	cost_price	retail_price	variable_price	unit_id	vat_rate_id	category_id	category_name
1	product_id	product_name	variant_id	variant_name	sku	description	supplier_id	supplier_reference_id	supplier_name	age_restriction	requires_preparation	cost_price	retail_price	variable_price	unit_id	vat_rate_id	category_id	category_name
2	f1ec8234-caa8-424a-9c9f-6r	Test product single			1661239784165							0	2000	20000	0	pc	b9baaf3-ddcb-4	18a4825b-b0f0-Test Category
3	f75f4ca0-c2bd-4784-ae1b-5	Test product variants	4ff269fe-69f7-4c	Test variant 02	1661239757222							0	0	0	0	pc	b9baaf3-ddcb-4	18a4825b-b0f0-Test Category
4	f75f4ca0-c2bd-4784-ae1b-5	Test product variants	d586d1ce-9bef-	Test variant 01	1661239735052							0	0	0	0	pc	b9baaf3-ddcb-4	18a4825b-b0f0-Test Category
5																		
6																		

- 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)

H20	product_id	product_name	variant_id	variant_name	sku	description	supplier_id	supplier_reference_id	supplier_name	age_restriction	requires_preparation	cost_price	retail_price	variable_price	unit_id	vat_rate_id	category_id	category_name
1	product_id	product_name	variant_id	variant_name	sku	description	supplier_id	supplier_reference_id	supplier_name	age_restriction	requires_preparation	cost_price	retail_price	variable_price	unit_id	vat_rate_id	category_id	category_name
2		Test product single										2000	20000		pc			
3																		
4																		
5																		

- 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)

O1	product_id	product_name	variant_id	variant_name	sku	description	supplier_id	supplier_reference_id	supplier_name	age_restriction	requires_preparation	cost_price	retail_price	variable_price	unit_id	vat_rate_id	category_id	category_name
1	product_id	product_name	variant_id	variant_name	sku	description	supplier_id	supplier_reference_id	supplier_name	age_restriction	requires_preparation	cost_price	retail_price	variable_price	unit_id	vat_rate_id	category_id	category_name
2	100000	Test product variants		12345 Test variant 02								1000	20000		pc			
3	100000	Test product variants		67890 Test variant 01								1000	20000		pc			
4																		
5																		
6																		



"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".

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
product_id	product_name	variant_id	variant_name	sku	description	supplier_id	supplier_referen	supplier_name	age_restriction	requires_prepar	cost_price	retail_price	loyalty_points	variable_price	unit_id	vat_rate_id	to_go_price	to_go_vat_rate	category_id	category_name	
	Test product										1000	20000			pc						

Backoffice
ExtendaGo
kent.kirkhaug@extendaretail.c...

[HOME](#)
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[DISCOUNTS](#)
[GIFT CARDS](#)
[USERS](#)
[SETTINGS](#)
[LOG OUT](#)

VAT Rates

[NEW VAT RATE](#)

Zero Rate - 0%	DEFAULT
ftdof - 6%	
Sprit - 12%	
Reduced - 15%	
Reduced 2 - 15%	
Default - 25%	DEFAULT
Test - 70%	

Reduced

ID

78124975-4434-32fe-541b-af89631072d5

NAME

Reduced

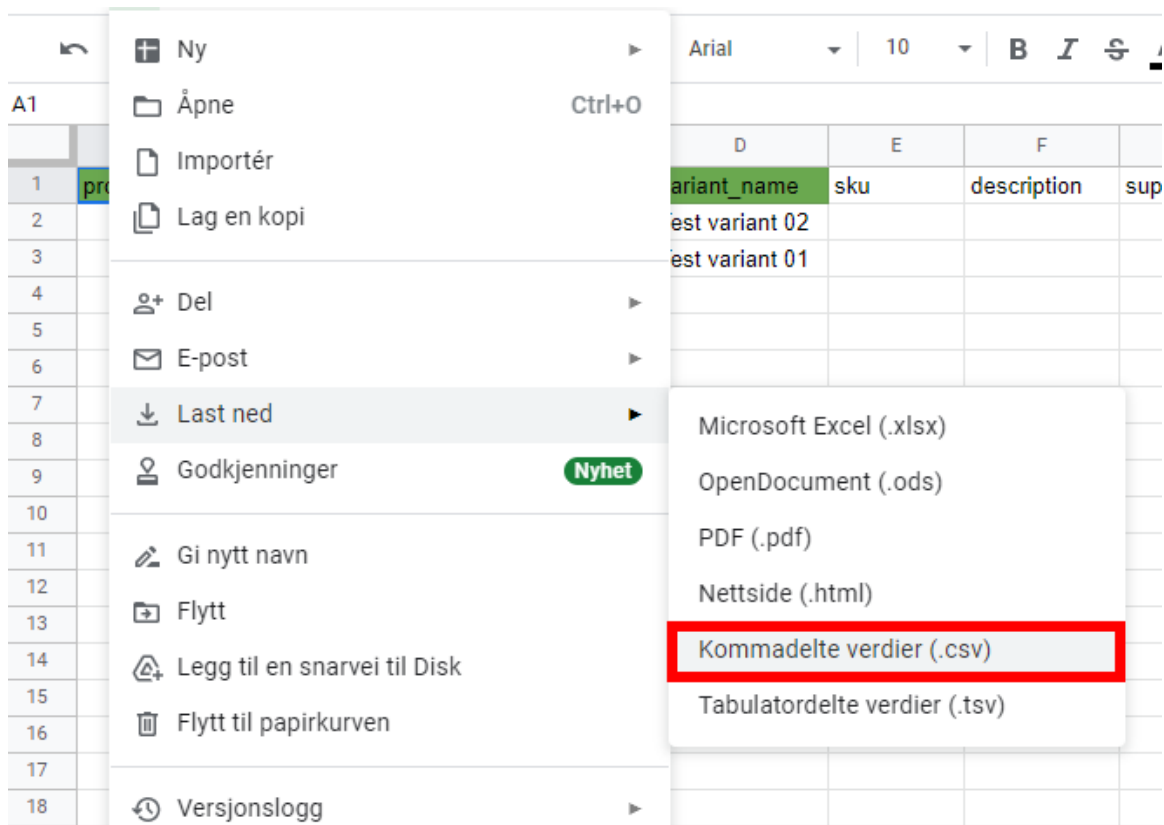
PERCENTAGE

15

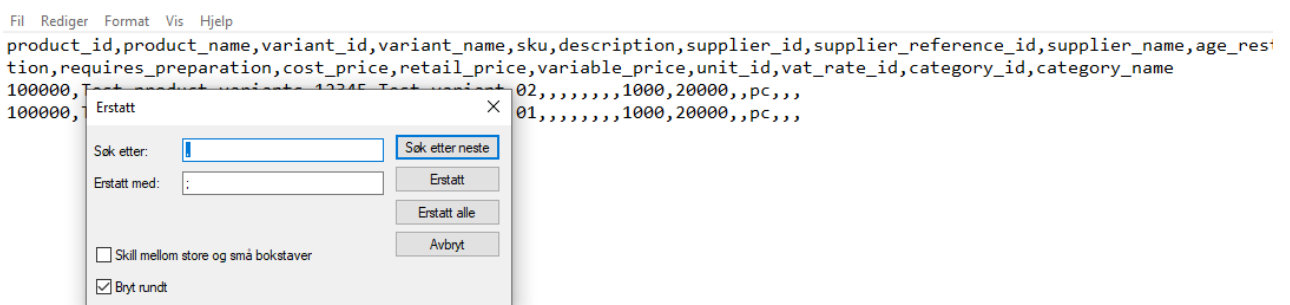
- ACCOUNT
- PAYMENTS
- INTEGRATIONS
- REGISTERS
- CUSTOMER PREFIXES
- REASON CODES
- RETURN REASON CODES
- VAT RATES**
- PRICE REGIONS
- CURRENCY CONVERSION R...
- ELECTRONIC JOURNAL
- OTHER TENDER TYPES
- CONFIGURATIONS

Step 7

- Save and download the file as csv.



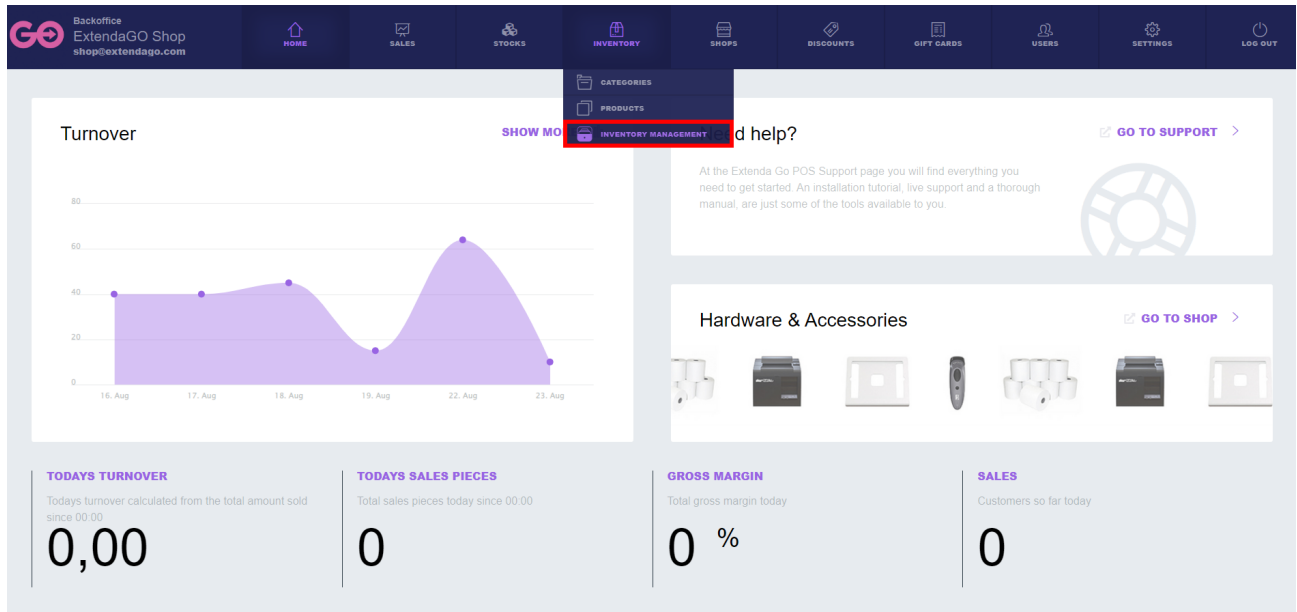
- **IMPORTANT:** Remember to change the separator to a semicolon ";" in the new csv. file.



Import of products using csv. file

Step 1

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

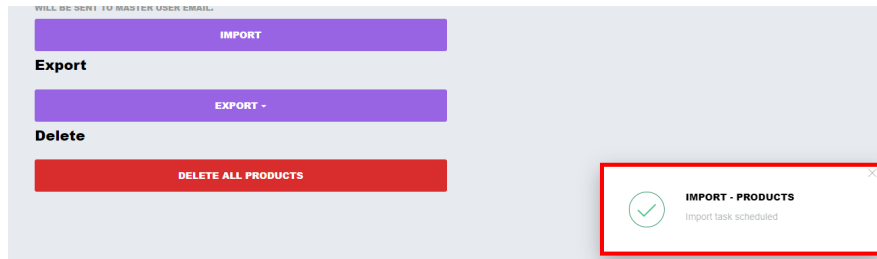


Step 2

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

The screenshot shows the 'Products' page in the ExtendaGO Shop Backoffice. On the left, there's a sidebar with 'Entities' and 'Products'. The main content area is titled 'Products' and contains 'Import and export options'. It includes three numbered steps: 1. 'SELECT PRICE REGION' with a dropdown set to 'Default'; 2. 'SELECT FILE' with a file input field containing 'Veig fil test.csv'; 3. 'IMPORT' button. Below these are 'Export' and 'Delete' sections. The 'Export' section has an 'EXPORT -' button. The 'Delete' section has a 'DELETE ALL PRODUCTS' button. On the right, there's a 'Running imports' table with columns 'FILENAME' and 'START DATE', showing 'No running imports found'.

- 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.

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

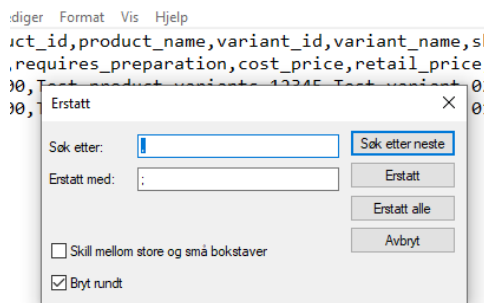
The top screenshot shows an Excel spreadsheet with the following data:

variant_id	variant_name	sku	description	supplier_id	supplier_reference_id	supplier_name	age_restriction	requires_preparation	cost_price	retail_price	variable_price	unit_id	vat_rate_id	category_id	category_name
12345	Test variant 02	1661323184030							1000	10000	0	pc	b9fbaaf3-ddcb-42fc-a6f0-0e5af9140e61		
67890	Test variant 01	1661323184066							1000	20000	0	pc	b9fbaaf3-ddcb-42fc-a6f0-0e5af9140e61		

The bottom screenshot shows the same spreadsheet after updates:

variant_id	variant_name	sku	description	supplier_id	supplier_reference_id	supplier_name	age_restriction	requires_preparation	cost_price	retail_price	variable_price	unit_id	vat_rate_id	category_id	category_name
12345	Test variant 02	1661323184030							2000	70000	0	pc	b9fbaaf3-ddcb-42fc-a6f0-0e5af9140e61		
67890	Test variant 01	1661323184066							1000	20000	0	pc	b9fbaaf3-ddcb-42fc-a6f0-0e5af9140e61		

- 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.

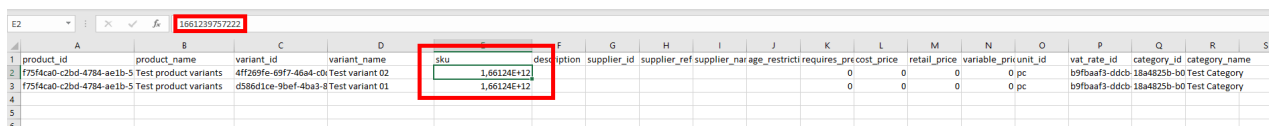


Troubleshooting

- **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

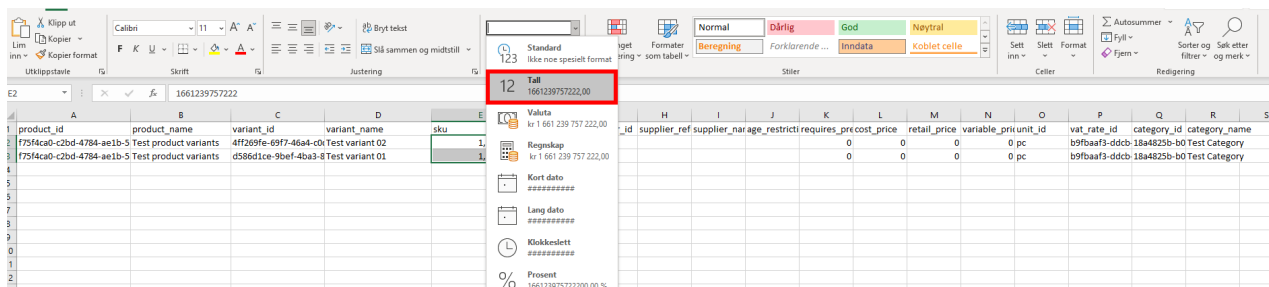
- If you use Excel to edit the csv. file, you may find that the format is incorrect as shown in the image below.



The screenshot shows an Excel spreadsheet with a CSV file imported. The 'sku' column contains the value '1.66124E+12', which is a scientific notation representation of the number 1661239757222. This indicates that Excel has incorrectly formatted the data as a number instead of a text string.

product_id	product_name	variant_id	variant_name	sku	description	supplier_id	supplier_ref	supplier_nar_age_restricti	requires_precost_price	retail_price	variable_pri	unit_id	vat_rate_id	category_id	category_name
7754ca0-c2bd-4784-ae1b-5	Test product variants	4f7269fe-69f7-46a4-c0	Test variant 02	1.66124E+12					0	0	0	0	pc	b9fbaaf3-ddcb-18a4825b-b0	Test Category
7754ca0-c2bd-4784-ae1b-5	Test product variants	d586d1ce-9bef-4ba3-8	Test variant 01	1.66124E+12					0	0	0	0	pc	b9fbaaf3-ddcb-18a4825b-b0	Test Category

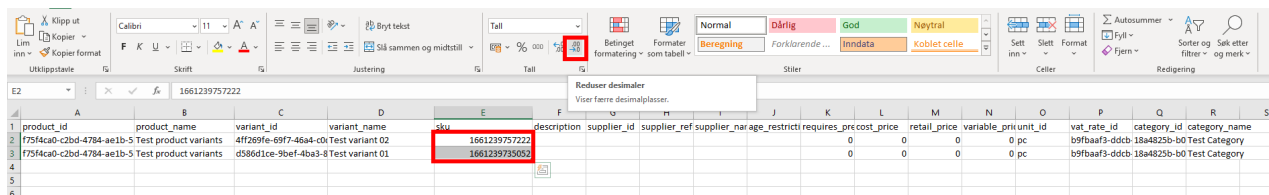
- Change the format by highlighting the column or field(s) and switch to the "Number" format. (See example in picture below)



The screenshot shows the Excel ribbon with the 'Number' format selected. The 'sku' column now displays the full number '1661239757222.00'. The 'Format' dropdown menu is open, showing various options like 'Standard', 'Text', 'Date', etc., with 'Number' being the active selection.

product_id	product_name	variant_id	variant_name	sku	description	supplier_id	supplier_ref	supplier_nar_age_restricti	requires_precost_price	retail_price	variable_pri	unit_id	vat_rate_id	category_id	category_name
7754ca0-c2bd-4784-ae1b-5	Test product variants	4f7269fe-69f7-46a4-c0	Test variant 02	1661239757222.00					0	0	0	0	pc	b9fbaaf3-ddcb-18a4825b-b0	Test Category
7754ca0-c2bd-4784-ae1b-5	Test product variants	d586d1ce-9bef-4ba3-8	Test variant 01	1661239757222.00					0	0	0	0	pc	b9fbaaf3-ddcb-18a4825b-b0	Test Category

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



The screenshot shows the Excel ribbon with the 'Number' format selected, and the 'Reduced decimal places' button (the icon with a red 'X') is highlighted. The 'sku' column now displays the number '1661239757222' without decimal places.

product_id	product_name	variant_id	variant_name	sku	description	supplier_id	supplier_ref	supplier_nar_age_restricti	requires_precost_price	retail_price	variable_pri	unit_id	vat_rate_id	category_id	category_name
7754ca0-c2bd-4784-ae1b-5	Test product variants	4f7269fe-69f7-46a4-c0	Test variant 02	1661239757222					0	0	0	0	pc	b9fbaaf3-ddcb-18a4825b-b0	Test Category
7754ca0-c2bd-4784-ae1b-5	Test product variants	d586d1ce-9bef-4ba3-8	Test variant 01	1661239757222					0	0	0	0	pc	b9fbaaf3-ddcb-18a4825b-b0	Test Category

Importing with Google Sheets - set custom separator

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

