# Adding products to your store

There are two ways to add products to your Sitepro store: manually or in bulk.

Manual entry requires you to add each product one by one. However, if you're transferring large amounts of products or already have your products listed out in a spreadsheet, a bulk import with the help of a csv file may be your best option.

Adding products manually

To add the products to your Sitepro store do the following:

1. Go to your Control Panel → Catalog → Products.
2. Click +**Add New Product**:
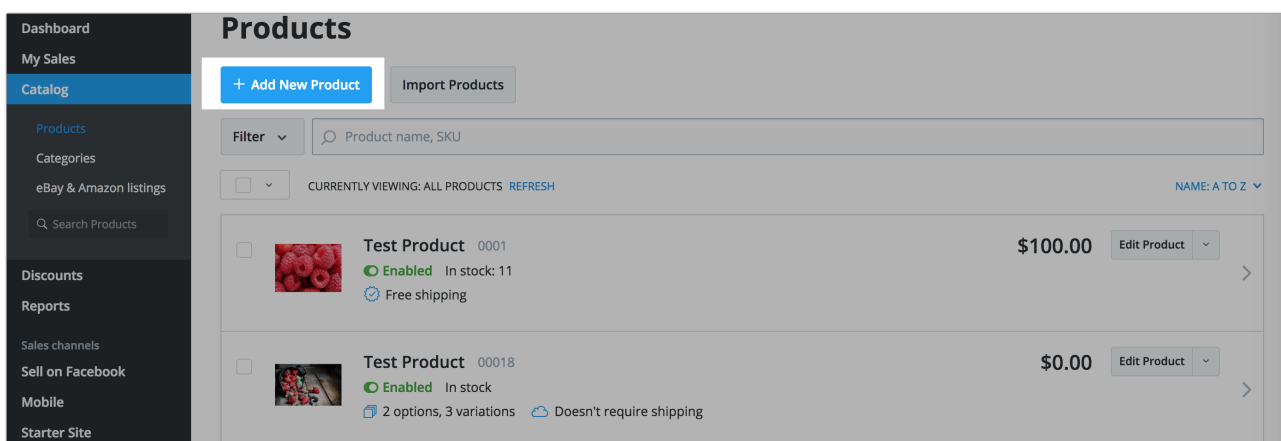
3. Enter the main product details: name, SKU, description and price. If you will ship the product, enter the weight as well:

Add New Product

Dashboard	
My Sales	
Catalog	
Products *	
Categories	
eBay & Amazon listings	
Search Products	
Discounts	
Reports	
Sales channels	
Sell on Facebook	
Mobile	
Starter Site	
All Sales Channels	

Add New Product | Duplicate Product

General* | Attributes | Options | Gallery | Files | Tax and Shipping | SEO | Related Products | "Buy Now" button

Add image

Name
New test product

SKU
newtest

Weight, lbs
1

☑ Requires shipping or pickup

Description

This is the test description for the new test product.

Price
$ 20.00

Availability
Enabled [Disable]

Stock Control
In Stock (∞) [Manage]

Preview product

4. Add in image to best display your product
5. Limit the stock if your product is limited.
6. Click **Save**.
7. **That's it. You successfully added a product to your store.**

Click **Preview Product** to see how this product will look in your online store.

New test product

Dashboard	
My Sales	
Catalog	
Products	
Categories	
eBay & Amazon listings	
Search Products	
Discounts	
Reports	
Sales channels	
Sell on Facebook	
Mobile	
Starter Site	
All Sales Channels	

Add New Product | Duplicate Product

General | Attributes | Options | Gallery | Files | Tax and Shipping | SEO | Related Products | "Buy Now" button

Add image

Name
New test product

SKU
newtest1

Weight, lbs
1

☑ Requires shipping or pickup

Description

This is the test description for the new test product.

Price
$ 20.00

Availability
Enabled [Disable]

Stock Control
In Stock (∞) [Manage]

Preview product

Open in storefront

Adding products using CSV import

Product import is the fastest way to upload or edit your catalog. Product import is based on CSV (comma separated values) files, which can be edited as spreadsheets.

CSV file basics

A [CSV](#) file contains plain text entries separated by delimiters. Each entry represents a cell in a spreadsheet, each line represents a new row, and each delimiter (comma, semicolon, or tabulation) indicates where one entry ends and another entry begins.

You can view and edit CSV files in plain text editors (e.g., Notepad for Windows, Sublime Text, TextEdit for Mac) or in spreadsheet editors (e.g., OpenOffice, LibreOffice, Google Sheets). Spreadsheet editors are generally more convenient.

Contents

Each line in a product import file represents a list of attributes (name, SKU, description, price, etc) associated with a certain product in your store. Each attribute is separated by a delimiter (comma, semicolon, or tabulation) that should be the same throughout the file.

The first line in the file may represent the column headers.

If your file contains column headers, check the **Skip first line** option in your import settings so this line is excluded from the product attributes.

To see the import settings in your Sitepro store go to [Control Panel → Catalog → Products](#) and click **Import Products**. Find the **Skip First Line** option:

CSV   XCart   LiteCommerce

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File
[Choose File] No file chosen

Import columns
Drag and drop items to sort

☑ Name

Delimiter
[Semicolon ▼]

☑ SKU

☑ Description

☐ Store front page

Character Encoding
[UTF-8 ▼]

☑ Category 1

☑ Category 2

☑ Skip First Line
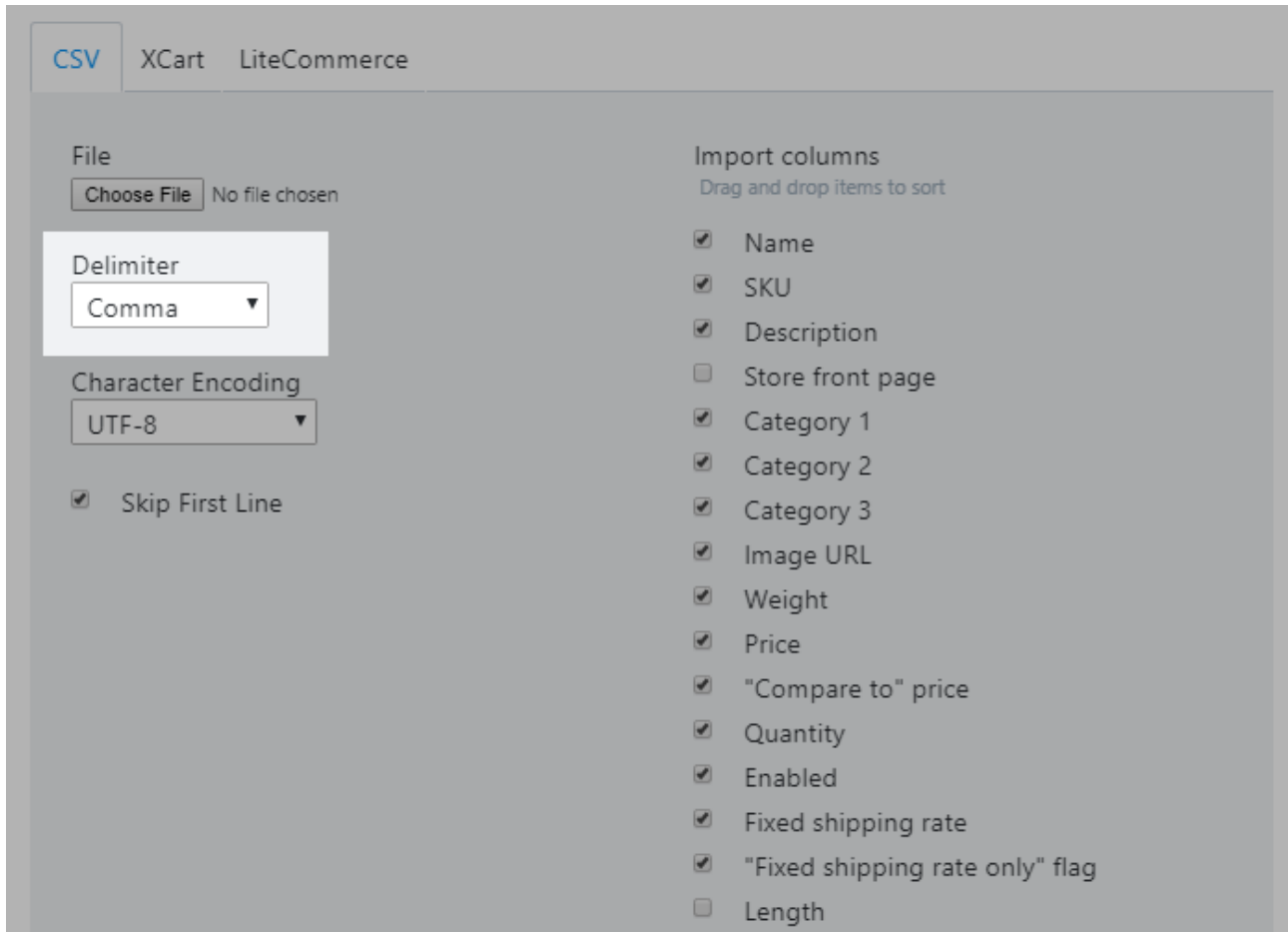
☑ Category 3

☑ Image URL

☑ Weight

☑ Price

☑ "Compare to" price

☑ Quantity

☑ Enabled

☑ Fixed shipping rate

☑ "Fixed shipping rate only" flag

☐ Length

Delimiters

Delimiters indicate where one product attribute ends and another one begins. Sitepro supports three delimiters in CSV files: commas, semicolons, and a tabulation.

When you import your CSV file, please make sure that the delimiter in the file and in the import settings is the same.
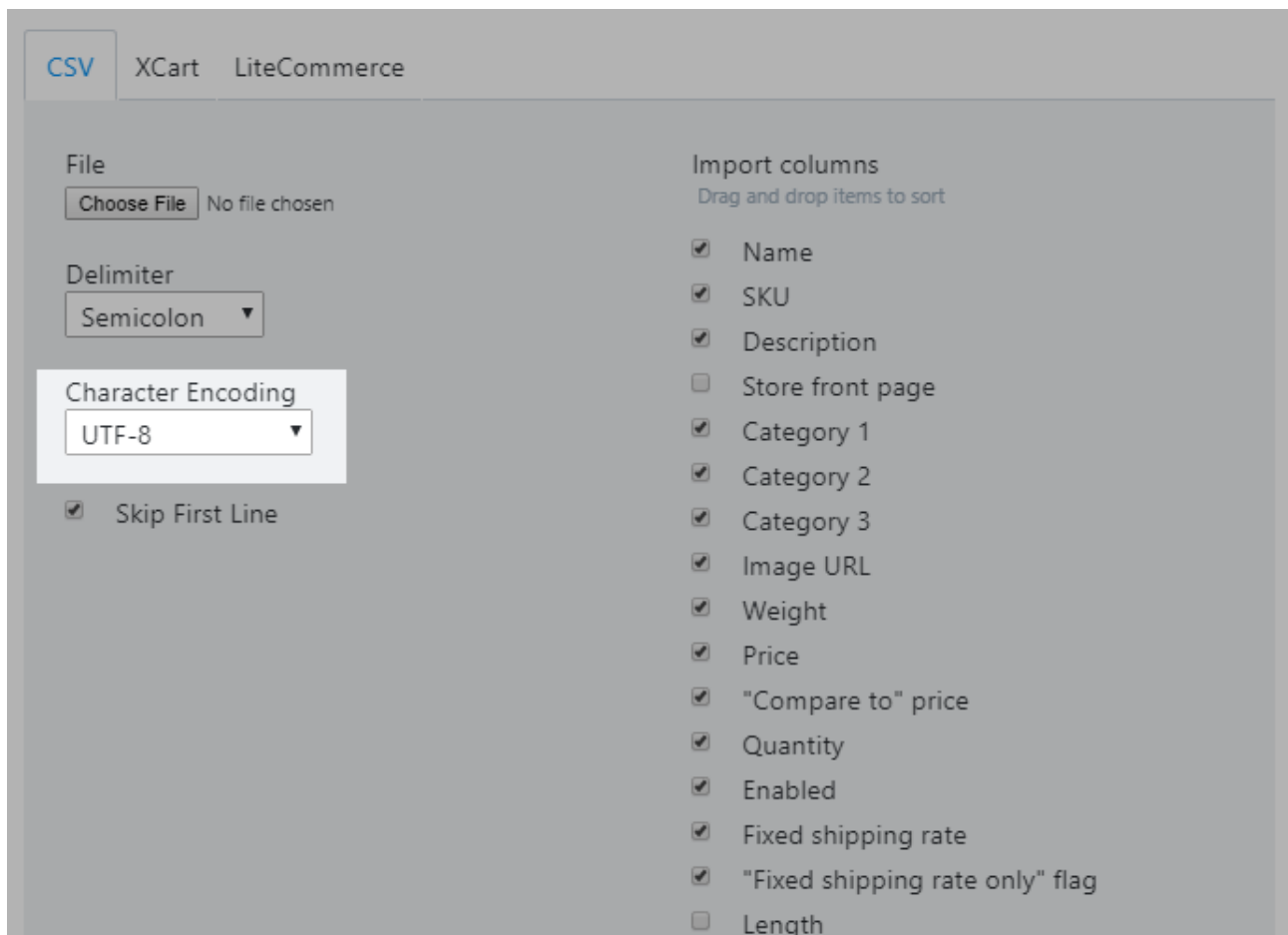
Encoding

Sitepro supports more than ten charsets, including UTF-8, UTF-16, and US-ASCII. When you import your CSV file, please select the same encoding used in your CSV file for proper import.

If you don't know how your CSV file is encoded, try UTF-8. It's the most universal charset.

Numbers format

Sitepro requires CSV imports to:

- use a dot (a full stop) to separate the decimals (e.g., 3.5 or 10.99)
- not use a separators for large numbers (e.g., 1350, not 1,350)

CSV file format

To see the import settings in your Sitepro store go to [Control Panel → Catalog → Products](#) and click **Import Products**.

Product import in Sitepro recognizes 21 product attributes. This means your CSV may contain up to 21 columns. Here is a brief description of each attribute:

Column name	Type	Description	Requirement	Limits
SKU	String	Product SKU	SKU or Name field is required	255 symbols
Name	String	Product name	SKU or Name is required	255 symbols
Description	String	Product description	Optional	No
Enabled	Boolean	Product availability (enabled/disabled)	Optional	"true", "yes", "on", "Y", "1" for enabled, any other values for disabled
Weight	Floating number	Product weight	Optional	Any valid floating number for weight, empty value for digital product or services
Price	Floating number	Product price	Optional	Any valid floating number
Recommended price	Floating number	Product "Compare to" price	Optional	Any valid floating number
Quantity	Integer	Product quantity in stock	Optional	Any valid integer, empty value for unlimited quantity
Image	String	URL path to product image	Optional	http:// or https:// URLs
Category 1	String	Category name or path to category (e.g.Books/Science/Biology)	Optional	255 symbols
Category 2	String	Path to the second category	Optional	255 symbols
Category 3	String	Path to the third category	Optional	255 symbols
Store front page	Boolean	Indicates that a product belongs to the store root category	Optional	"1" for true, "0" or empty value for false
Fixed shipping rate	Floating number	Product [shipping freight](#) value	Optional	Any valid floating number
Fixed shipping rate only	Boolean	Indicates that the product has only [fixed shipping rate](#)	Optional	"true", "yes", "on", "Y", "1" for true, any other values for false
UPC	String	Product 'UPC' attribute (see also: [Product types and attributes](#))	Optional	255 symbols
Brand	String	Product 'UPC' attribute (see also: [Product types and attributes](#))	Optional	255 symbols
Page title	String	[SEO field](#), meta title tag	Optional	55 symbols
Meta description	String	[SEO field](#), meta description tag	Optional	160 symbols

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Width	Floating number	Product dimension for shipping calculation (see also: Product dimensions)	Optional	5 symbols
Height	Floating number	Product dimension for shipping calculation (see also: Product dimensions)	Optional	5 symbols
Length	Floating number	Product dimension for shipping calculation (see also: Product dimensions)	Optional	5 symbols

Importing a CSV file

Once you've prepared your CSV file, go to Control Panel Catalog → Products and click Import products.

In the import dialogue window:

1. Click Choose file and select the CSV file from your computer.
2. Select the delimiter used in your file (comma, semicolon or tabulation).
3. Select the character encoding used in your file:

Import Products

Importing products is a quick way to upload your products' data from another e-commerce site, update your Ecwid product catalog with new arrivals, or make multiple changes to existing inventory. For detailed instructions and file formatting rules please visit our Help center.

| CSV | XCart | LiteCommerce |

File
[Choose file] No file chosen

Delimiter
[Semicolon ⬍]

| US-ASCII |
| ✓ UTF-8 |
| UTF-16 |
| ISO-8859-1 |
| ISO-8859-2 |
| ISO-8859-3 |
| ISO-8859-4 |
| ISO-8859-5 |
| ISO-8859-6 |
| windows-1250 |
| windows-1251 |
| windows-1252 |
| windows-1253 |
| windows-1254 |
| windows-1255 |
| windows-1256 |
| Big5 |

Import columns
Drag and drop items to sort

- ☑ Name
- ☑ SKU
- ☑ Description
- ☐ Store front page
- ☑ Category 1
- ☑ Category 2
- ☑ Category 3
- ☑ Image URL
- ☑ Weight
- ☑ Price
- ☑ "Compare to" price
- ☑ Quantity
- ☑ Enabled
- ☑ Fixed shipping rate
- ☑ "Fixed shipping rate only" flag
- ☐ Length
- ☐ Width

4. Arrange columns (drag and drop) to mimic your file.

5. Uncheck the columns that are not used in the file

6. Use the **Skip column** option to exclude up to three columns:

File

Choose file   No file chosen

Delimiter

Semicolon ▲▼

Character Encoding
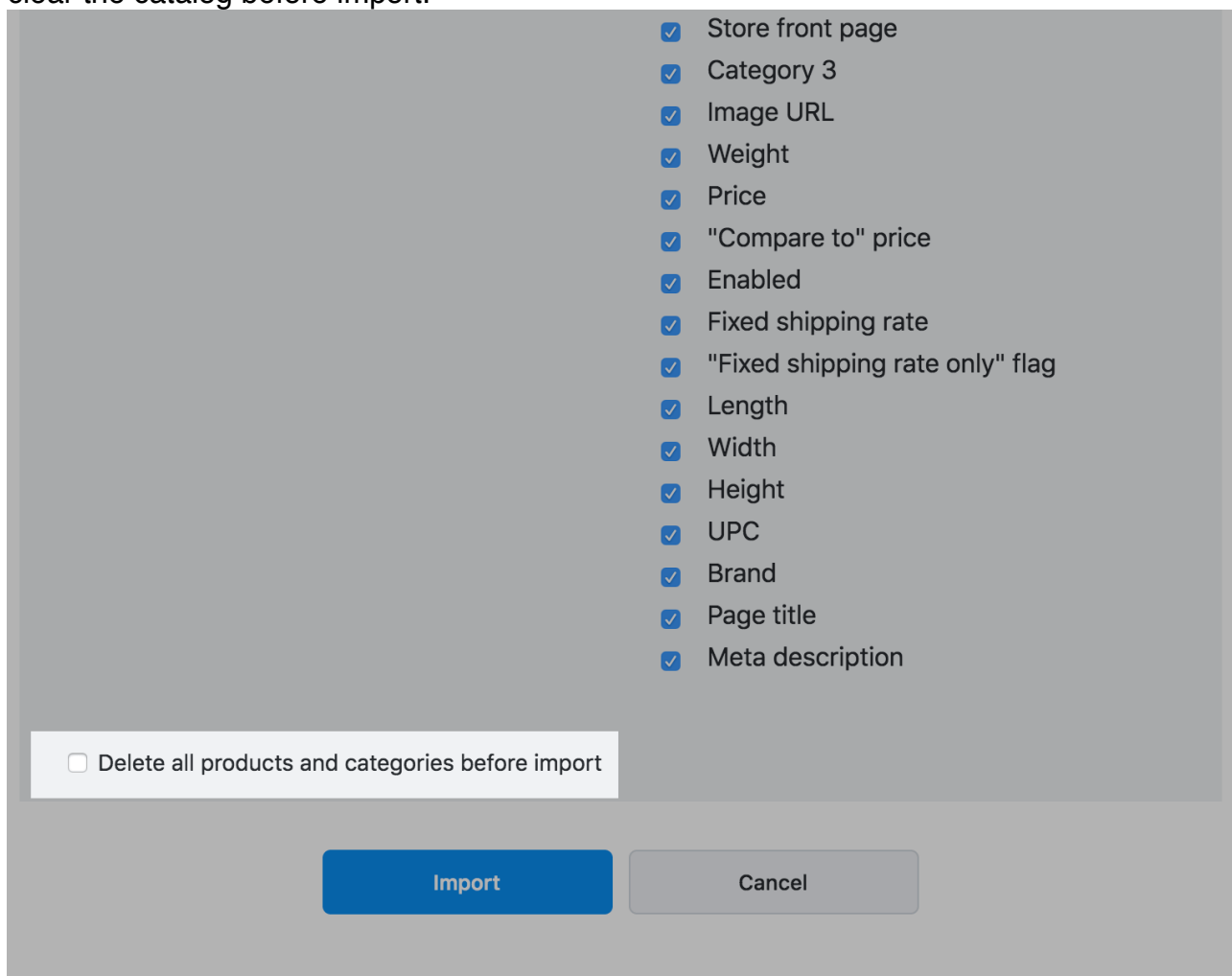
UTF-8 ▲▼

☑ Skip First Line

Import columns
Drag and drop items to sort

☑ SKU

☑ Description

☑ Name

☐ Skip column

☐ Skip column

☐ Skip column

☑ Quantity

☑ Category 1

☑ Category 2

☑ Store front page

☑ Category 3

☑ Image URL

☑ Weight

☑ Price

☑ "Compare to" price

☑ Enabled

7. Check the option **Delete all products and categories** before import, if you want to clear the catalog before import.

	Store front page ☑
	Category 3 ☑
	Image URL ☑
	Weight ☑
	Price ☑
	"Compare to" price ☑
	Enabled ☑
	Fixed shipping rate ☑
	"Fixed shipping rate only" flag ☑
	Length ☑
	Width ☑
	Height ☑
	UPC ☑
	Brand ☑
	Page title ☑
	Meta description ☑

☐ Delete all products and categories before import

Import   **Cancel**

This will delete all the products that are in your store. They will be replaced with the products from the CSV file you import.

Get a sample CSV file for import

Download a sample product CSV file to use as a template for creating your own CSV files. This includes an example product with comma-separated values.

Common errors

You may come across the following errors during import:

In Sitepro maximum category depth is limited to 50. Your import file contains category /Category1/Category2/.../Category80, which has depth of 80. Please reduce the number of its parent categories and try again.	You have too many nested categories and must reduce the category path.
Category name' is too long (400 symbols). The maximum allowed length is 255 symbols.	Category names are limited to 255 symbols maximum. Please reduce the name's length.

Wrong columns count. You have selected 10 columns in import dialog, but the file contains only 8.	If you select 10 columns for import, each line must contain 10 values. Please select the proper number of columns.
Unsupported image format (http://www.example.com/image.psd)	Sitepro supports JPG, BMP, PNG, and GIF image file formats. Please use one of these.
Image http://www.example.com/image.jpg is bigger than 4 Mb	
SKU' or 'Name' column has to contain value	Every product line has to contain at least one value: SKU or Name. Please make sure each product line in the file contains an SKU and/or Name value.
SKU' is too long (300 symbols). The maximum allowed length is 255 symbols.	Sitepro limits SKU numbers to 255 symbols. Please reduce the SKU number.
Name' is too long (350 symbols). The maximum allowed length is 255 symbols.	Name values are limited to 255 symbols. Please reduce the Name value.
Incorrect 'price'/'weight'/etc value	The entry in the column has a wrong format. For example, the value contains letters, whereas only numbers are supported. Please make sure you use the supported data format for each column.
Malformed image URL htp://example.com/image.jpg	The URL is formatted incorrectly. Please use the format: [protocol]://[server]/[file path]. For example: https://www.example.com/image.jpg
Cannot upload image http://www.example.com/image.jpg	Sitepro cannot upload the image from server example.com due to server failures, timeouts, or other network problems. Please make sure that your image files are accessible online for download.
Sitepro has a limitation of 1000 categories per store.	Sitepro allows 1,000 unique categories per store. Please reduce the number of categories in your import file.

How can I generate inventory report (my products' stock quantities)?

In order to get a list of your products' stock levels, you'll need to use Export tool:

- Go to Control panel → Catalog → Products
- Click **Export all** at the bottom of the page
- In the **Export products** settings pop-up tick the 'Product name', 'SKU' and 'Quantity' columns

- Click 'Download CSV file' and save the resulting file on your computer

It is also possible to get a list of all your products that are out of stock currently. In order to find your **Out of stock products**, visit <u>Control panel → Catalog → Products</u>, and in the filter above the Availability column of the products table choose **Enabled, but out of stock**. The products table will show the out of stock products, that you can export into a file by clicking the **Export all found** button below the table.

How can I download all my products in a file?

In order to get your store products, you'll need to use Export tool:

- Go to <u>Control panel → Catalog → Products</u>
- Click "Export all" at the bottom of the page
- In the "Export products" settings pop-up tick the fields you want to export: 'Product name', 'SKU', 'Quantity', etc.
- Click 'Download CSV file' and save the resulting file on your computer

It is also possible to export just a part of your inventory matching some criteria. You can filter your products in Sitepro C<u>ontrol panel → Catalog → Products</u> using the filters in the column headers or use the product search field on the top right, then click **Export all found**.

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