

Import and Export Tools

This guide explains how to interact with the import/export tools. For help understanding the template files that the tools use, refer to the individual template file topics. If you are using these tools for the first time, also refer to the [Prepare Your Tenant for Initial Import](#) section to ensure a smooth import/export process.

Versions 2.0 and 3.0 of the Import/Export application follow the same UI process, so the instructions outlined in this guide apply to either version.

The Import-Export Process

Current data should always be exported before any import is performed. When you edit a file and re-import it, the import process compares the differences between the old export data and the new import data to determine what should be updated on the tenant. Exporting your data before re-importing also helps ensure that you are using all of the required sheets and values in your import, that the column headers match, and that files are imported in the same order—all of which is required for a successful import.

Keep the following behaviors in mind:

- When importing data that already exists, Kibo eCommerce will overwrite the existing data.
- The Import/Export Tool only exports products that are live on your site(s). Products in a draft or staged state do not get exported. If you make edits to an existing product but do not push them live, the Import/Export Tool exports the old live data for that product.
- When making edits, do not use Microsoft Excel for any files other than those used for the Content template. Excel formats are not supported by the .csv file requirements of other templates.

Enable the Application

The Import-Export Application adds an **Import/Export** link in the Admin navigation menu for every module that it supports, but you must enable the app for these extensions to appear:

1. In Admin, go to **System > Customization > Applications**.
2. Click **Mozy Import-Export Application** for the version you want to use.
3. Toggle **Enable Application** on in the top right.
4. Refresh the browser to display the new menu items.

Configure an Export

Exporting is the recommended way to obtain the import/export template files you want to edit,

even if you have not yet added real data to your tenant. Performing an export ensures that you are aware of all existing data, and that all your data attributes are reflected in the templates. You also can use exports as a form of data backup.

1. In the Main menu, click **Import/Export** under the appropriate category (such as **Main > Catalogs > Import/Export**).
2. Click the **Export** tab.
3. Select an **Export Format**.
 - **CSV:** Export data to CSV files. This option exports a ZIP file in which each data domain is a separate CSV file. There is no limit to the size of CSV files.
 - **Excel:** Export data to Excel files in which each data domain is a separate sheet. This is only available for the Content template. Microsoft Excel limits both total file size and cell size. A single worksheet can contain a maximum of 1,048,576 rows and 16,384 columns. A single cell can contain up to 32,767 characters.
4. Choose a job version. Kibo recommends using V2.
5. Configure the export file by selecting which domains, columns, and filters you want to include. All of your selections will be displayed in the Summary pane.
 - Each column maps to a property in your Kibo eCommerce data. The columns displayed are specific to the highlighted domain. Columns that are required for a successful import operation are selected by default and cannot be excluded.
 - Filters apply globally to all data in all domains.
6. (Optional) Enter one or more email addresses to receive a notification when the export job is complete.
7. Click **Export** and the tool schedules your job. If it is the only job, the export will begin immediately.

The screenshot displays the 'Catalog Import/Export 3' interface. At the top, there are tabs for 'Import', 'Export' (which is active), and 'Jobs'. Below the tabs, there is a 'CUSTOM EXPORT' button. The main area is divided into several sections: 'Export Format' (set to CSV), 'Choose a job version' (set to Legacy), 'Export' (a list of domains including Attributes, ProductTypes, Categories, etc.), 'Columns' (a list of properties for the selected domain, with several checked), 'Filters' (currently empty), and 'Summary' (a list of all selected items). At the bottom, there is an optional email notification field and a large green 'EXPORT' button.

Configure an Import

Be sure that every column in a template file contains valid data before you import the file. If you do not want to update the data in a column that is not required, remove that column before importing the file OR use the same data as that included in the export file. Importing blank columns will overwrite any data for the corresponding properties with NULL values.

1. In the Main menu, click **Import/Export** under the appropriate category (such as **Main > Catalogs > Import/Export**).
2. Click the **Import** tab
3. Choose a file format.
 - **CSV:** CSV files must be contained in a ZIP file. The ZIP file can have any name, but the individual CSV filenames must match the name of the data domain as exported by Kibo eCommerce. For example, to import customer accounts, the CSV file must be named `CustomerAccounts.csv`.
 - **Excel:** This is only available for the Content template. The Excel file can have any name, but the name of each sheet in the file must match the name of the data domain as exported by Kibo eCommerce.
4. Choose a job version. Kibo recommends using V2.
5. Click the **Select File to import** icon and navigate to the file to upload. The file can have any name, but Kibo eCommerce recommends using some identifying information in the name. This is especially helpful if you are scheduling multiple jobs, such as if you are breaking up a large data import into multiple smaller imports.
6. (Optional) Enter one or more email addresses to receive a notification when the job completes.
7. Click **Import** and the tool schedules your job. If it is the only job, the export will begin immediately.

Catalog Import/Export 3

Import Export Jobs

Choose a file format

CSV

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Choose a job version

Legacy

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Select File to import



Please make sure that the file being imported is formatted correctly. Click [here](#) to download template

(optional) Email when complete to:

IMPORT

View Jobs and Logs

The Kibo eCommerce Import/Export Tool creates log files for every import and export you run. When a job completes, you can view these logs on the **Jobs** tab. This will display the date and time each job was processed, its status and whether any errors were experienced, and other information.

Import Export **Jobs** ?

REFRESH

Domain	Type	Format	Date	Submitted By	Status	Logs	Actions
Catalog	Import	CSV	Last Wednesday at 8:59 PM	Kibo admin	Completed	View	
Catalog	Import	CSV	Last Wednesday at 8:52 PM	Kibo admin	Completed With Error(s)	View	
Catalog	Import	CSV	Last Wednesday at 8:11 PM	Kibo admin	Completed With Error(s)	View	
Catalog	Import	CSV	Last Wednesday at 8:10 PM	Kibo admin	Completed With Error(s)	View	
Catalog	Export	CSV	Last Wednesday at 8:05 PM	Kibo admin	Completed	View	Download

Click **View** on any job to see an overview of the logs for that job, with messages describing each action that was performed. Click **Download Log** in the top right to obtain a more detailed .txt file.

Import Export **Jobs**

Refresh Back Download Log

Search:

Create Date	Type	Message
Yesterday at 12:59 AM	INFO	Done Import Job for tenant 12345, Job Id: 83d92eba-6730-4cee-b7a7-f51a8241afe7
Yesterday at 12:59 AM	INFO	Initializing FilePath - Pricelists
Yesterday at 12:59 AM	INFO	Total location group configurations added/updated=0
Yesterday at 12:59 AM	INFO	Total location groups added/updated=0
Yesterday at 12:59 AM	INFO	Total locations added/updated=0

Queue Multiple Operations

You can queue multiple import/export operations to execute in sequence. This is especially useful if you are importing or exporting very large data sets, because you can split a large job into smaller batches and more quickly see whether each small job succeeds.

1. Decide the order in which you want to process your jobs.
2. (Optional) For multiple imports, consider giving each ZIP or Excel file a unique name to help identify which part of the job it corresponds to.
3. Configure and start each import or export in the order you want them executed.
4. After you configure all your imports and exports, go to the **Jobs** tab in the Import/Export console to see the progress of each individual job.

If a job appears as Pending but doesn't show a date, you must manually schedule the job by clicking **Schedule**.