

Orders Template

The Orders template for the [import/export tools](#) describes orders in your system, including their current status, the account that placed them, their total value, where they are shipped, the products they contain, and so on.



You cannot import orders using the Kibo eCommerce Import/Export tools. Importing orders is a complex process and must be done via the Kibo eCommerce API. Kibo eCommerce strongly recommends contacting your professional services representative if you want to import orders from a previous eCommerce solution to Kibo eCommerce. Refer to [Order API documentation](#) for more information and examples of importing orders using the API.

	A	B	C	D	E	F
1	SiteId	Order Number	Customer Account ID	IP Address	Comments	Status
2	12345	1254	1320	10.87.254.245		Abandoned
3	12345	1255	1001	10.87.254.247		Accepted
4	12345	1256	1003	10.87.254.243		Accepted
5	12345	1257	1003	10.87.254.243		Accepted
6	12345	1258	1003	10.87.254.241		Cancelled
7	12345	1259	1002	10.87.254.245		Cancelled
8	12345	1260	1003	10.87.254.241		Completed
9	12345	1261	1316	10.87.254.245		Completed
10	12345	1262	1002	10.87.254.246		Completed
11	12345	1263	1002	10.87.254.246		Completed
12	12345	1264	1003	10.87.254.241		Completed
13	12345	1265	1002	10.87.254.241		Completed
14	12345	1266	1004	10.87.254.242		Abandoned
15	12345	1267	1001	10.87.254.246		Abandoned
16	12345	1268	1002	10.87.254.240		Abandoned

Access the Tools

With the [Mozu Import-Export Application](#) installed and enabled, go to **Main > Orders > Import/Export** in Kibo eCommerce Admin.

Supported File Formats

- **CSV (.csv):** Each sheet is a separate CSV file. For both imports and exports, sheets are compressed into a ZIP file. When importing, the ZIP file can have any file name but each individual CSV file name must match the export file name and the sheet. You can remove CSV files for data you do not want to import.

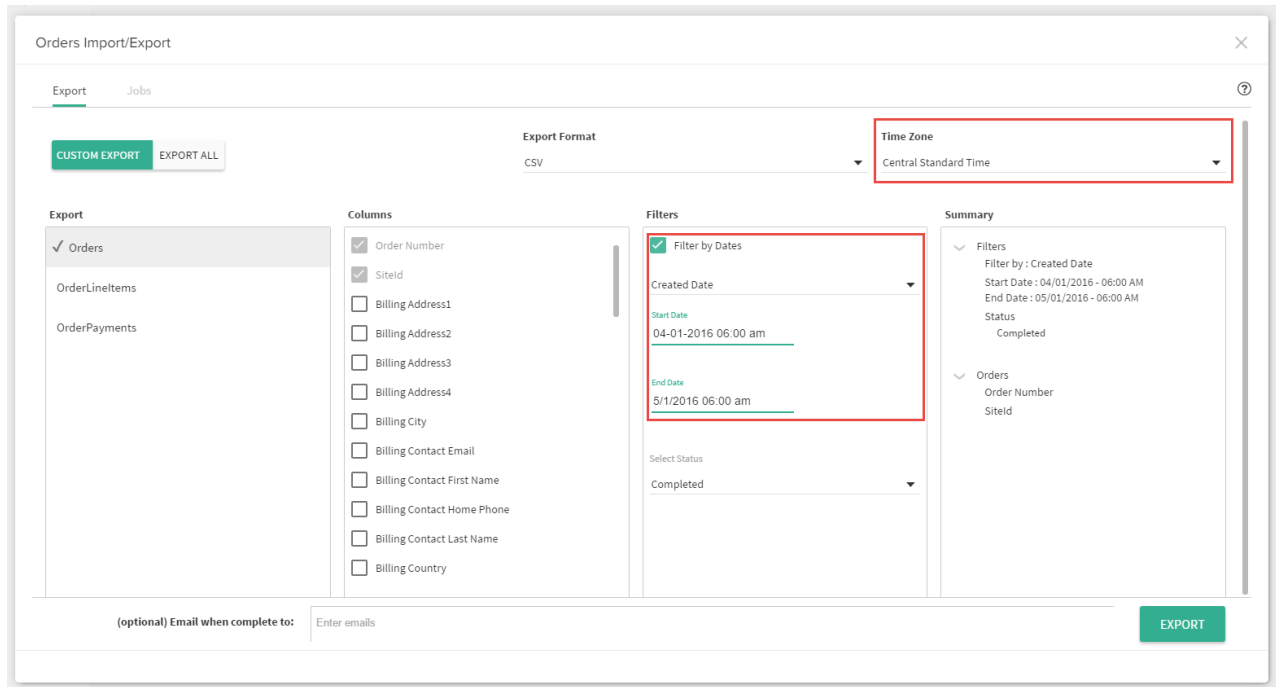
These CSV files should not be opened in Excel, as that may cause errors with their formatting. Instead, use a different CSV editing program to make changes to the data.

You should only use the default Windows zipper to zip the files, as using different software may cause errors. You can upload multiple files at once as long as they all are zipped.

Date Filters and Time Zones

When you export orders, you can use the date filters in combination with the time zone selector to accurately target the orders you want to export.

For example, you can use the time zone selector with a created date filter to export all completed orders created from 6am CSD on April 1st to 6am CSD on May 1st:



The Order template supports the following date filters: Created Date, Submitted Date, and Modified Date.

The time zone selector automatically defaults to your local browser time, but you can select a different time zone as needed.

Template Key

For each sheet, we define each column and describe valid values for the column. Some values are not required for an import, but are required Kibo eCommerce data. For example, you do not have to specify a customer's `FirstName` every time you modify the customer account, but all customer accounts require a `FirstName` when they are created. If you have questions or concerns specific to your data, please contact your integration partner or Kibo eCommerce Support.

Information Provided for Each Sheet of the Template

Corresponding REST API Resource	Every column in a sheet corresponds to a property in the Kibo eCommerce REST API. For each sheet, we provide a link to any API resources that contain properties in the sheet.
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Information Provided for Each Sheet of the Template

Column Name	The name of the column in the sheet.
Description	A description of the data a column contains.
Valid Values	Lists valid values for the column.

Sheets

Orders

Corresponding REST API Resource: [commerce/orders](#)

This sheet describes high-level details about orders, including who placed them, the current status, the sub-total, shipping status and location, and so on. The actual products included in an order are described on the [OrderLineItems](#) sheet.

Column Name	Description	Valid Values
Siteld	The unique identifier for the site that took the order. This number can be found in the URL of the live site as well as some areas of the Admin, such as under System > Structure > Site , preceded by an "s-". For example: <code>https://t0000.sandbox.mozu.com/Admin/s-11111/website</code> in a sandbox environment.	Any integer that is a valid site ID.
Order Number	The order number that the customer sees on the storefront when they place the order.	Any integer that is unique among all order numbers.
CheckoutID	The unique identifier of the checkout.	Any string that is a valid checkout ID.
Customer Account ID	The unique identifier for the customer account that placed the order.	Any integer that is a unique customer account ID.
IP Address	The IP address of the device used to place the order.	Any integer.

Column Name	Description	Valid Values
Comments	Any notes that were entered and saved with the order. Comments can be entered by customers or through Admin .	Any string.
Status	The current status of the order.	A string matching one of the following: <ul style="list-style-type: none"> • Pending • Submitted • Processing • Completed • Cancelled • Abandoned • Validated • Accepted • PendingReview • Errored
Shipping Total	The calculated total shipping amount for the order, including tax. Kibo eCommerce uses a combination of shipping location, shipping method, and product information such as the package size and weight to calculate this total.	Any decimal value.
Tax	The total calculated tax for the order. This value is the combined total of the Shipping Tax, the Handling Tax, and the Item Tax.	Any decimal value.
Total	The total calculated amount for the entire order, including all shipping and taxes.	Any decimal value.
Currency	The currency for the monetary amounts.	Any three-letter currency code. For example: USD .
Tax Exempt	Indicates whether the order is tax exempt.	A Boolean value, specified as TRUE or FALSE .

Column Name	Description	Valid Values
Sub Total	The estimated subtotal for all items in the cart, excluding shipping or tax.	Any decimal value.
Shipping Tax	The total calculated tax on the shipping charges for the order.	Any decimal value.
Handling Amount	The handling cost for the order. This value includes all handling costs for each line item in the order, excluding taxes and discounts.	Any decimal value. This value is not calculated for digital delivery or in-store pickup.
Handling Tax	The total calculated tax on the handling charges for the order.	Any decimal value.
Item Tax	The total calculated tax on all the items in the order.	Any decimal value.
Discounted Sub Total	The subtotal for all items in the order, including costs associated with shopper-defined options or extras and any applied discounts.	Any decimal value.
Discount Total	The estimated total of all discounts applied to the order.	Any decimal value.
Fee Total	The calculated total of all fees incurred on the order.	Any decimal value.
Shipment Status	The current shipping, or fulfillment, status of the order.	A string matching one of the following: <ul style="list-style-type: none"> • Fulfilled • NotFulfilled • PartiallyFulfilled
Payment Status	The current payment status of the order.	A string matching one of the following: <ul style="list-style-type: none"> • Unpaid • Pending • Paid

Column Name	Description	Valid Values
Return Status	The status of the return, if the customer chose to return an item in the order. If there is no return associated with the order, this value is <code>None</code> .	A string matching one of the following: <ul style="list-style-type: none"> • <code>None</code> • <code>InProgress</code> • <code>ReturnedInFull</code>
Shipping Method	The shipping method the customer selected for the order.	A string matching any shipping method you configured for the site in Kibo eCommerce. For example: <code>FedEx 2Day</code> or <code>Flat Rate</code>
Shipping Contact First Name	The first name of the person receiving the shipment or picking up the order.	Any string.
Shipping Contact Last Name	The last name of the person receiving the shipment or picking up the order.	Any string.
Shipping Contact Email	The email address of the person receiving the shipment or picking up the order.	Any string.
Shipping Address1	The first line of the shipping address.	Any string. Character limit: 200.
Shipping Address2	The second line of the shipping address.	Any string. Character limit: 200.
Shipping Address3	The third line of the shipping address.	Any string. Character limit: 200.
Shipping Address4	The fourth line of the shipping address.	Any string. Character limit: 200.
Shipping City	The city or town name for the shipping address.	Any string.

Column Name	Description	Valid Values
Shipping State	The state, province, or territory for the shipping address, typically expressed as a two-letter code. For example, TX.	Any string.
Shipping Country	The 2-letter ISO country code for the country in the shipping address.	Any 2-letter country code.
Shipping Postal Code	The postal code or zip code for the shipping address.	Any string. This can be a full 9-digit code with a dash or an international postal code.
Shipping Contact Home Phone	The home phone number of the person receiving the shipment or picking up the order.	Any string. This field supports spaces and characters.
Billing Contact First Name	The first name of the person getting billed for the order.	Any string.
Billing Contact Last Name	The last name of the person getting billed for the order.	Any string.
Billing Contact Email	The email address of the person getting billed for the order.	Any string.
Billing Address1	The first line of the billing address.	Any string. Character limit: 200.
Billing Address2	The second line of the billing address.	Any string. Character limit: 200.
Billing Address3	The third line of the billing address.	Any string. Character limit: 200.
Billing Address4	The fourth line of the billing address.	Any string. Character limit: 200.

Column Name	Description	Valid Values
Billing City	The city or town name for the billing address.	Any string.
Billing State	The state, province, or territory for the billing address, typically expressed as a two-letter code. For example, TX.	Any string.
Billing Country	The 2-letter ISO country code for the country in the billing address.	Any 2-letter country code.
Billing Postal Code	The postal code or zip code for the billing address.	Any string. This can be a full 9-digit code with a dash or an international postal code.
Billing Contact Home Phone	The home phone number of the person getting billed for the order.	Any string. This field supports spaces and characters.
Submitted On	The date and time at which the order was submitted.	A date and time in UTC format.

OrderLineItems

Corresponding REST API Resource: [commerce/orders](#)

This sheet describes the line items or products included in each order, including the quantity requested, the subtotal, any discounts, and so on. If an order contains multiple items, each item is a new line in the sheet.

Column Name	Description	Valid Values
Order Number	The order number that the customer sees on the storefront when they place the order.	Any integer that is unique among all order numbers.

Column Name	Description	Valid Values
Product Code	The unique identifier for the product or line item. You use this code throughout Kibo eCommerce to refer to the product.	Any number that is unique among all product codes in the master catalog. If the customer selects a product variation, this value is the code for the base product. Character limit: 3-30.
Product Variation Code	The unique identifier for the variation of the product that the customer selected.	Any string. For simplicity, this string is typically created by appending a hyphen and number to the ProductCode. For example, Product Code 133188 can have a Variation Code of 133188-1 .
Product Name	The name of the product.	Any string.
Item Qty	The quantity of the product that the customer ordered.	Any integer.
Is Taxable	Indicates whether the item is subject to taxation.	A Boolean value. If empty, the item is taxable.
Sub Total	The subtotal for just this item. This value does not include any taxes, shipping, or handling.	Any decimal value.
Taxable Total	The total monetary amount that is taxable for the item. This value is typically the same as the subtotal for the item, before any discounts are applied.	Any decimal value.
Discount Total	The total monetary amount of discounts applied to the item.	Any decimal value.
Total	The total for the item, including all taxes, fees, and discounts.	Any decimal value.

OrderPayments

Corresponding REST API Resource: [commerce/orders/payments](#)

This sheet describes the payments that have been applied to an order. If multiple payments are applied to the same order, each payment appears on a new line in the spreadsheet.

Column Name	Description	Valid Values
Order Number	The order number that the customer sees on the storefront when they place the order.	Any integer that is unique among all order numbers.
Payment Type	The type of payment applied to the order.	A string matching one of the following: <ul style="list-style-type: none">• CreditCard• Check• StoreCredit• A third-party payment provider such as PayPal or Amazon.
Payment Workflow	The workflow in which the payment was processed. For most payment gateways, this will be Mozu .	A string matching a supported workflow. For example: <ul style="list-style-type: none">• Mozu• VisaCheckout• PayPalExpress2• PayWithAmazon
Mozu Id	The unique identifier for the payment in Kibo eCommerce. This is the Authorization ID that appears for the payment in Admin.	A 32-character, case-insensitive, alphanumeric string.
External Reference Id	The external/third-party transaction ID for this payment. This field is used to store the transaction ID from a digital wallet, such as Visa Checkout. This value appears as the Reference ID for the payment in Admin.	Any string that is a valid transaction ID from a third-party payment provider.
Card Type	The type of credit card used for a credit card payment.	A string such as VISA or AMEX .

Column Name	Description	Valid Values
Amount Requested	The total amount originally requested for this payment.	Any decimal value.
Amount Collected	The total amount collected for this payment.	Any decimal value.
Transaction History	Transaction information for the payment. If multiple interaction types (such as authorize and capture) occur for the payment, info for each type appears on a new line in the cell.	A string in the format: [Transaction ID] - [Interaction Type] - [Amount Requested]. For example: 2222222222 - Authorized - 53.13

OrderPackages

Corresponding REST API Resource: [commerce/orders/packages](#)

This sheet describes the packages associated with an order for shipment or in-store pickup.

Column Name	Description	Valid Values
Code	The unique identifier of the package.	Any string. This string displays underneath the Package field in the Fulfillment tab of the Orders editor in Admin.
Fulfillment Date	The date and time when a shipment completes fulfillment by delivery to a customer's physical address or through in-store pickup.	A date and time in UTC format.

Column Name	Description	Valid Values
Fulfillment Location Code	The code that identifies the location used to fulfill the package, be it a physical store location for in-store pickup or a warehouse location that creates a shipment.	Any string that matches an existing location code.
Id	The unique identifier of the package.	This is a read-only, system-generated ID. If you are creating an import of a package, leave this field blank.
Order Number	The order number that the customer sees on the storefront when they place the order.	Any integer that is unique among all order numbers and matches an existing order number.
Package Items	The product codes and quantities of the products contained in the package.	A string specifying the product codes and quantities in the following format: <code>productCode, Qty : quantity</code> . When specifying multiple products in a package, place each product on a new line. For example: <code>PSU-001-650W, Qty : 1</code> <code>CPU-6800, Qty : 1</code>
Package Type	Specifies how the package is fulfilled.	Either <code>Shipping</code> or <code>Pickup</code> .
Packaging Type	The type of the physical package.	Possible values include <code>Tube</code> , <code>Letter</code> , <code>Pak</code> , <code>Carrier_Box_Small</code> , <code>Carrier_Box_Medium</code> , <code>Carrier_Box_Large</code> , or <code>Custom</code> .

Column Name	Description	Valid Values
Shipment Id	Unique identifier of the shipment associated with the package.	<p>This is a read-only, system-generated ID. If you are creating an import of a package, leave this field blank.</p> <p>When a package is first created, it is not associated with a shipment, so this field may display blank in an export. However, once the CreatePackageShipments operation runs, it creates a shipment for the package (and any other packages that are part of the shipment) and generates shipping labels.</p>
Shipment Method Code	The unique identifier of the shipment method associated with the package.	Any string that matches an existing shipment method code. This field corresponds to the Custom Code field in Admin when you navigate to System > Shipping > Carriers, and then click on an existing rate or on Create New Custom Rate.
Shipment Method Name	The name of the shipment method associated with the package.	Any string that matches an existing shipment method name. This field corresponds to the Name field in Admin when you navigate to System > Shipping > Carriers, and then click on an existing rate or on Create New Custom Rate.
Status	The fulfillment status of the package.	<p>A string matching one of the following:</p> <ul style="list-style-type: none"> Fulfilled NotFulfilled PartiallyFulfilled
Tracking Number	The tracking number for the package, if applicable.	Any string.