

# **Import/Export Guide**

## **for X-Cart 4.1.12**

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Company website: [www.x-cart.com](http://www.x-cart.com)



# **Import/Export Guide**

## **for X-Cart 4.1.12**

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*This document is X-Cart's official guide on importing store data into X-Cart 4.3.x and on exporting store data from X-Cart 4.3.x. This guide is applicable for both X-Cart GOLD and X-Cart PRO versions.*

# **Import/Export Guide for X-Cart 4.1.12**

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# 1 General Information on Import/Export in X-Cart

This section provides a brief introduction to import and export of data in an X-Cart-based store and provides lists of data types that can be imported/exported by different types of X-Cart back-end users.

See:

- [Import/Export in X-Cart](#)
- [Roles in Importing/Exporting Data](#)

## 1.1 Import/Export in X-Cart

X-Cart 4.1.12 allows exporting of almost all types of store data from the database to an external file (or files) in CSV format. It also supports importing of data from specially formatted CSV files to the database.

In most cases, export and import come as two sides of one process, allowing you to first export data from your store and then to re-import it back into the store in original or modified form. You may find import and export useful for updating your store data (in the first place, product information) or for transferring data from an old X-Cart store to a new one when upgrading your store or moving your store to a new location.

## 1.2 Roles in Importing/Exporting Data

If you are an X-Cart GOLD administrator/provider, you can import and export:

- config data,
- states,
- users,
- categories (including international category descriptions),
- products (including international product descriptions, featured products and product links),
- destination zones,
- taxes (including tax rates),
- shipping rates,
- orders (export only, including order items),
- other types of data (depending on the set of enabled modules and add-ons).

If you are an X-Cart PRO administrator, you can import and export all types of X-Cart data:

- config data,
- states,
- users,
- categories (including international category descriptions),
- products (including international product descriptions, featured products and product links),
- destination zones,
- taxes (including tax rates),
- shipping rates,
- orders (export only, including order items),
- other types of data (depending on the set of enabled modules and add-ons).

Note that, when exporting products, destination zones, tax rates, shipping rates and orders, it is possible to export all data or just the data of a specific provider. Also note that these types of data can only be imported specifically for different providers (which means that before importing you will be supposed to specify the name of the provider for whom you are importing the data).

If you are an X-Cart PRO provider, you can import and export:

- your products (including international product descriptions and product links),
- your destination zones,
- your tax rates,
- your shipping rates,
- orders (export only, including order items),
- other types of data according to your access privileges (depending on the set of enabled modules and add-ons).

## 2 Understanding CSV

This section provides some general notes on the CSV format and clarifies the structure and the principles of formatting of CSV files generated by X-Cart or intended for importing into X-Cart.

See:

[General Notes on CSV Format](#)

[Structure/Formatting of a CSV File for Use with X-Cart](#)

### 2.1 General Notes on CSV Format

The file format used to import/export X-Cart store data is called CSV, where CSV stands for 'Comma Separated Values'. It is a popular delimited data format that nicely suits the purposes of exporting data from X-Cart database tables, editing the exported data in an external spreadsheet editor and re-importing the data back into X-Cart.

A CSV file is a text file where each line represents a separate data record. Each record consists of fields separated by a designated delimiter (a comma, a semicolon or a tabulation).

Being a text file, a file in the CSV format can be opened and edited with any decent text editor. However, editing large volumes of CSV-formatted data with a text editor is likely to turn out a frustrating experience, so you might prefer to use your favorite spreadsheet software application, like MS Excel, to arrange the contents of your CSV file as columns and rows. Arranging your store data as columns and rows in a spreadsheet software application is sure to make editing a whole lot easier, but please be aware that, depending on the spreadsheet application you use, you might need to readjust the cell format for some data types so the data is displayed properly. Before re-importing the data edited in an external spreadsheet program back into X-Cart, be prepared to check the CSV file for any extra spaces or punctuation marks that might have been inserted by the spreadsheet program.

### 2.2 Structure/Formatting of a CSV File for Use with X-Cart

#### Structure and general formatting principles

Depending on your needs, a CSV file generated by X-Cart or intended for importing into X-Cart may contain

data of one or more X-Cart data types (for example, categories, products, users, destination zones, etc). All types of X-Cart data imported/exported as CSV come as string or numeric values.

**Note:** Graphics (like category icons, product thumbnails, detailed product images) or other complex data objects (like digital media files for ESD products) do not get saved to the CSV file itself, they are just referenced by URLs or filepaths pointing to their location.

The principles of formatting are the same for both import and export CSV files:

- Within the file, the data is grouped into sections according to the data type.
- Each section has a title. A section title represents the name of the data type imported/exported in the section, written in capital letters and enclosed in square brackets. In data type names consisting of more than one word, the words are separated by underscores. For example, if you export your store's config data, information on users, user memberships and product extra fields, you will get sections titled [CONFIG], [USERS], [MEMBERSHIPS] and [EXTRA\_FIELDS] respectively.  
Exact section titles can be found in the chapters discussing the format of import/export sections for various types of data (See the section [CSV Format for Various Data Types](#) of this guide).
- Within any section in your import/export CSV file, the section title is followed by a header row - a row containing field names. Each field name serves as a column heading, is written in capital letters and is preceded by an exclamation mark. Below the header row goes the data imported/exported through the section. The data comes as a list of records, where each record begins on a new line and provides values for every field named in the header row. Both in the header row and in the data records, fields are separated with a delimiter. The delimiter may be a comma, a semicolon or a tabulation (The same delimiter is used throughout the file).

Example:

[ZONES]	<- section title
!ZONEID;!ZONE;!COUNTRY;!STATE;!COUNTY;!CITY;!ADDRESS;!ZIP	<- header row
1;New York;US;US_NY;;New Yo%;;	<- data row

Names of import/export fields and information on the format of data that can be imported/exported through these fields can be found in the chapters discussing the format of import/export sections for various types of data (See the section [CSV Format for Various Data Types](#) of this guide).

- If a certain field contains the delimiter symbol as part of its value, the whole field is enclosed in double quotes (""). If a text field enclosed in double quotes contains another double quote symbol, that double quote symbol is doubled to be considered a symbol rather than the end of the string marking.

The following is a sample of a CSV file with a comma delimiter and double-quote text qualifier symbols enclosing the !DESCR field value (also note the duplicate double quote symbol after the double quote denoting inches):

[PRODUCTS]
!PRODUCTID,!PRODUCTCODE,!PRODUCT,!DESCR
182,SKU182,Hunting Knife w/sheath,"This 8 1/4 "" beauty will make a great addition to your knife collection or a great gift for that special person.   <EOL> <EOL>A quality hunting knife with a heavy 4-inch blade and an overall length of

8.25-inches. Hand crafted from only the finest materials. <EOL>"

The same data will look like the example below if a semicolon delimiter is used (no double quotes around the !DESCR field, as well as no duplication of the "inches" double quote symbol):

[PRODUCTS]

!PRODUCTID;!PRODUCTCODE;!PRODUCT;!DESCR

182;SKU182;Hunting Knife w/sheath;This 8 1/4 " beauty will make a great addition to your knife collection or a great gift for that special person.<br /><br /> <EOL> <EOL>A quality hunting knife with a heavy 4-inch blade and an overall length of 8.25-inches. Hand crafted from only the finest materials.<EOL>

Fields may always be delimited with double quotes.

## Notes on importing

Typically, X-Cart's data import functionality is used for re-importing the data previously exported from an X-Cart store. Import of a CSV file generated by X-Cart usually goes without a hitch, provided that the format of the CSV file has not been corrupted after exporting. However, if, for some reason, you are importing a manually created CSV file or an X-Cart-generated CSV file that has been altered in some way, you need to be very careful: a file whose structure and/or format of data representation do not comply with X-Cart's requirements will not be imported or will be imported incorrectly causing damage to the data in the database.

For successful import, your data will need to be arranged in exactly the way that X-Cart will be able to "understand". In this guide, we tried to provide a comprehensive explanation of how different types of data need to be laid out in CSV format when being imported. However, because of the structural complexity of some data types (like product options), some of the explanations may still be confusing. For cases where the explanation of the import format provided by this guide does not seem clear enough, we recommend you use the user interface of your X-Cart store to manually enter into the database some sample data of the type you wish to import (for example, configure some product options using the appropriate page of the 'Product Management' section of X-Cart back-end), then export that data to a CSV file and study the format. Exporting existing data seems to be the easiest way to find out the import data format for your specific needs.

When preparing a CSV file for importing into X-Cart, be aware of the following considerations:

- X-Cart does not support importing of orders. You can export orders, but you cannot re-import them into X-Cart.
- Data pertaining to X-Cart modules and add-ons cannot be imported when the respective modules or add-ons are disabled or not installed. Before importing data for a module or add-on, ensure that the module/add-on is enabled.
- All the fields that can be imported through a certain import section are declared in the list of importable columns for the respective data type (See the table provided in the 'Import options' section of the '

Import data' dialog box). You should not expect X-Cart to be able to import any new fields (not declared in the list of importable fields for the section), unless your store has been customized in a way that enables it to import/export these fields.

- It is not necessary to import the complete set of fields importable through a certain section every time you import. Most data fields can be excluded from an import CSV file without any negative effect on X-Cart's ability to import the file.

**Note:** Two types of fields cannot be excluded from an import file: required fields and key fields. See an explanation further in this chapter.

Removal from a CSV file of fields that do not need to be updated as a result of importing is strongly recommended: it makes the CSV file more compact and helps you avoid accidental updating of the data that does not need to be updated. To remove a field from a CSV file means to remove the respective column completely, including the column heading, any values contained in that field in all the data records and all the instances of the delimiter symbol pertaining to the field.

For example, you have two products at your store:

Product name:	product1	product2
ProductId:	17560	17561
SKU:	SKU1	SKU11
Weight (lbs):	1	1
Short description:	Description text for product1	Description text for product2
Price (\$):	15	20
Other product fields:	not defined	not defined

You wish to update the prices for these products to \$14 and \$19 respectively and to change the productcode for the second product from SKU11 to SKU2.

The said goal can be achieved by importing a CSV file arranged like this:

```
[PRODUCTS]
!PRODUCTID;!PRODUCTCODE;!PRODUCT;!WEIGHT;!LIST_PRICE;!DESCR;!FULLDESCR;!KEYWORDS;!AVAIL;!
RATING;!FORSALE;!SHIPPING_FREIGHT;!FREE_SHIPPING;!DISCOUNT_AVAIL;!MIN_AMOUNT;!DIM_X;!DIM_Y;!DIM_Z;!
LOW_AVAIL_LIMIT;!FREE_TAX;!CATEGORYID;!CATEGORY;!MEMBERSHIP;!PRICE;!THUMBNAIL;!IMAGE;!TAXES;!
ADD_DATE;!VIEWS_STATS;!SALES_STATS;!DEL_STATS;!RETURN_TIME;!MANUFACTURERID;!MANUFACTURER;!
PRODUCT_TYPE
17560;SKU1;product1;1;;Description text for product1;;;;;;14;;;;;;
17561;SKU2;product2;1;;Description text for product2;;;;;;19;;;;;
```

or like this:

```
[PRODUCTS]
!PRODUCTID;!PRODUCTCODE;!PRICE
17560;SKU1;14
17561;SKU2;19
```

In our example, both the files provide the same result if imported. The principal difference is that the first file updates all the fields importable through the [PRODUCTS] section, while the second, more compact CSV file updates only the fields !PRODUCTCODE and !PRICE. The advantage of the second

file over the first one is that it can be used safely regardless of whether the fields !PRODUCT, !WEIGHT, !LIST\_PRICE, !DESCR, !FULLDESCR, !KEYWORDS, etc contain any data or not. (The first file is not safe because it will overwrite any data in the fields !FULLDESCR, !KEYWORDS, !AVAIL, !RATING, !FORSALE, !SHIPPING\_FREIGHT, !FREE\_SHIPPING, !DISCOUNT\_AVAIL, !MIN\_AMOUNT, !DIM\_X, !DIM\_Y, !DIM\_Z, !LOW\_AVAIL\_LIMIT, !FREE\_TAX, !CATEGORYID, !CATEGORY, !MEMBERSHIP, !THUMBNAIL, !IMAGE, !TAXES, !ADD\_DATE, !VIEWS\_STATS, !SALES\_STATS, !DEL\_STATS, !RETURN\_TIME, !MANUFACTURERID, !MANUFACTURER and !PRODUCT\_TYPE with empty values, removing all the data that might have been stored in these fields).

- Some fields in some import sections have the status *required*. Required fields are fields that contain indispensable information and, thus, cannot be excluded from an import CSV file. To find out which fields are required for a specific data type, refer to the 'Import options' section of the 'Import data' dialog box in your X-Cart back-end. In the table providing lists of importable fields for various data types, all required fields are marked bold. For example, a required field for [CATEGORIES] section is !CATEGORY (There is obviously no point in importing a category without a name.) To be imported successfully, a data section needs to contain all the required columns that it is supposed to contain, and the fields in the required columns need to contain valid values for each data record being imported.
- Besides required fields, there is another set of fields that plays an important role in the process of importing: *key* fields. Key fields are not marked in any way in the 'Import options' section, but can be easily remembered, as there are just five of them:
  - !PRODUCTID,
  - !PRODUCTCODE,
  - !PRODUCT,
  - !CATEGORYID,
  - !CATEGORY.

The fields !PRODUCTID, !PRODUCTCODE and !PRODUCT serve as key fields for all the sections in which they occur, including [PRODUCTS], [FEATURED\_PRODUCTS], [DETAILED\_IMAGES], [WHOLESALE\_PRICES], [DISCOUNT\_COUPONS], [PRODUCTS\_EXTRA\_FIELD\_VALUES], [PRODUCT\_OPTIONS], [MULTILANGUAGE\_PRODUCT\_OPTIONS], [MULTILANGUAGE\_PRODUCT\_OPTION\_VALUES], [PRODUCT\_VARIANTS], [PRODUCT\_OPTION\_EXCEPTIONS], [PRODUCT\_OPTION\_JSCRIPT], [CUSTOMER\_REVIEWS] and [MULTILANGUAGE\_PRODUCTS].

The fields !CATEGORYID and !CATEGORY serve as key fields for just one section: [MULTILANGUAGE\_CATEGORIES]. (In the section [CATEGORIES], the required field !CATEGORY is the only key field).

The main function of key fields is to provide data record identifiers, telling X-Cart, for which product or category each specific data record is being imported. For example, you cannot import a product price

or a product description without telling X-Cart, what product they are intended for; so, before importing a product price or description, you need to provide an ID, a productcode (SKU) or a product name of the product that is the owner of the price/description. From this viewpoint, the presence of key fields in a CSV file is required; however, you are not required to have all the key fields for every data record at the same time. For example, to identify a product, you often do not need to use all the three fields (!PRODUCTID, !PRODUCTCODE and !PRODUCT) - just two fields or even a single field may be enough. In any case, at least one key field per data record must be present and have a value.

The following are two examples of correct CSV files:

```
[PRODUCTS]
!PRODUCTID;!PRODUCTCODE;!PRODUCT
17560;;product1
::product2
```

```
[PRODUCTS]
!PRODUCTID;!PRODUCTCODE;!PRODUCT
17560;;
17561;;
```

The following is an example of an incorrect file:

```
[PRODUCTS]
!PRODUCTID::;!PRODUCT
17560;;product1
17561;;product2
```

This file will cause an error, because the second semicolon delimiter after !PRODUCTID (probably left after the removal of the !PRODUCTCODE field) creates an empty column heading. Empty column headings are not allowed in import CSV files, no matter whether it is a key field or not.

- Depending on your needs, the data being imported can update the data in the database or simply be added to it. The result depends on the import options used when importing, on the nature of the data being imported and on the order in which the data is arranged in the file being imported.

As to import options, the table with importable data types located in the 'Import options' section of the 'Import data' dialog box provides check boxes allowing you to specify, whether you wish the data of a specific data type to be dropped from the database before import. If you select a check box, all the data of the respective data type will be removed from the database and replaced by the data imported from the CSV file. If, however, you leave the check box unselected, the data from the import CSV file will be added "on top" of the data stored in the database. This means that, if the values of all the key fields in a certain data record contained in the import CSV file coincide with the values of the key fields of a certain data record in the database, the record in the database will be overwritten by the record from the CSV file; if, however, the record identifiers contained in the key fields of a record in the import CSV file are found to have no correspondence with any records of the same type in the database, the record in the CSV file will be treated as completely new and will simply be added to the database.

*Example 1:*

You have one product in the database:

Product name:	product1
ProductId:	17560
SKU:	SKU1
Weight (lbs):	1
Short description:	Description text for product1
Price (\$):	15
Other product fields:	not defined

You import the following CSV file:

```
[PRODUCTS]
!PRODUCTID;!PRODUCTCODE;!PRODUCT;!WEIGHT;!DESCR;!PRICE
17561;SKU2;product2;1;Description text for product2;17
```

If the check box telling X-Cart to drop all data of the type "PRODUCTS" is not selected at the time of importing, you get two products - "product1" (the product you had in the database before importing) and "product2" (a new product created by importing):

Product name:	product1	product2
ProductId:	17560	17561
SKU:	SKU1	SKU2
Weight (lbs):	1	1
Short description:	Description text for product1	Description text for product2
Price (\$):	15	17
Other product fields:	not defined	not defined

If, however, the "PRODUCTS" check box is selected, you get a single product in your database, "product2" (17561, SKU2), because the product "product1" has been removed before importing.

In both cases, the product "product2" simply gets added to the database.

#### *Example 2:*

If you have one product in your database ("product1" from the previous example), and you import a CSV file like this:

```
[PRODUCTS]
!PRODUCTID;!PRODUCTCODE;!PRODUCT;!WEIGHT;!DESCR;!PRICE
17561;SKU1;product1;1;Description text for product1;15
```

(provided the check box for "PRODUCTS" is unselected) you also get two products:

Product name:	product1	product1
ProductId:	17560	17561
SKU:	SKU1	SKU
Weight (lbs):	1	1
Short description:	Description text for product1	Description text for product1
Price (\$):	15	15
Other product fields:	not defined	not defined

You can see that this time both the products are called "product1". Although it may seem somewhat strange, two products with the same name here is not a bug; on the opposite, it is a good demonstration of X-Cart's import mechanism working correctly.

Let us take a closer look at what causes such unusual results. Despite that the values of all the fields (except the field !PRODUCTID) are the same for both the product in the database and the product from the import file, the product from the import file does not replace the product in the database. The trick is that the key fields !PRODUCTID, !PRODUCTCODE and !PRODUCT have different priority for product identification. During an import procedure, the named three key fields are processed successively (in the order !PRODUCTID -> !PRODUCTCODE -> !PRODUCT). As a result, when all the three key fields are present in the import file, the importing goes as follows:

- i. X-Cart reads a product's ProductId in the CSV file being imported (which corresponds to the !PRODUCTID field of the respective product record) and checks whether it coincides with any of the ProductId's of the products in the database. If an equal ProductId is found in the database, X-Cart assumes that the product being imported already exists in the database and simply needs to be updated. Regardless of what is contained in the other two key fields of the product record in the import CSV file (!PRODUCTCODE and !PRODUCT), X-Cart overwrites the product record in the database using the data from the import CSV file. If, however, X-Cart finds the ProductId from the CSV file to have no equivalents in the database, it assumes, the product record from the CSV file needs to be added to the database as a new product.
- ii. In the latter case, X-Cart accepts the ProductId from the import file as the ProductId of the new product and proceeds to the next field - !PRODUCTCODE - to ensure that the Product code (SKU) of the product being imported is not already used for some other product in the database (in X-Cart PRO - for some other product of the same provider). If the Product code (SKU) of the product being imported is found to be unique, X-Cart uses it to overwrite the Product code (SKU) in the database. If, however, the database is found to contain a Product code (SKU) equal to the Product code (SKU) of the product being imported, X-Cart discards the Product code (SKU) being imported and generates a new unique Product code (SKU), which it assigns to the new product in the database.
- iii. After that, X-Cart moves on to the !PRODUCT field of the import file. Unlike Product codes, Product names in X-Cart do not have to be unique, so X-Cart simply overwrites the field in the database by the value being imported - without even checking the Product name for uniqueness.

In full accordance with the procedure described above, in our example, the new product in the database has been assigned the ProductId "17561", the Product code "SKU1" contained in the import file has been deemed non-unique and replaced by the automatically generated value "SKU", and the Product name "product1" has simply been imported "as is".

*Example 3:*

If you have not got any products in your database, and you import a CSV file like this:

```
[PRODUCTS]
!PRODUCTID;!PRODUCTCODE;!PRODUCT;!WEIGHT;!DESCR
17560;SKU1;product1;10;Description text for product1
17560;SKU2;product2;;Description text for product2
```

you get just one product:

Product name:	product2
ProductId:	17560
SKU:	SKU2
Weight (lbs):	not defined
Short description:	Description text for product2
Other product fields:	not defined

The result is due to that, after importing the first product record (product1-17560-SKU1), X-Cart checks the !PRODUCTID field of the second product record (product2-17560-SKU2) for uniqueness and finds that the ProductId 17560 is already contained in the database; after that, it simply overwrites the first product record with the second one.

*Example 4:*

If you have not got any products in your database, and you import a CSV file like this:

```
[PRODUCTS]
!PRODUCTID;!PRODUCTCODE;!PRODUCT;!WEIGHT;!DESCR
17560;SKU1;product1;10;Description text for product1
;SKU1;product2;;Description text for product2
```

you get two products:

Product name:	product1	product2
ProductId:	17560	17561
SKU:	SKU1	SKU11
Weight (lbs):	10	not defined
Short description:	Description text for product1	Description text for product2
Other product fields:	not defined	not defined

X-Cart imports the first product record as usual; then, as it begins importing the second product record, it becomes evident that a value for the !PRODUCTID field in the second record is missing. The absence of a value in the !PRODUCTID field does not harm the process of importing, as there are still two other key fields that do have values. However, X-Cart cannot just ignore the absence of a ProductId in the second product record, as the !PRODUCTID column is present in the CSV file. As a result, X-Cart generates a new ProductId (17561) and uses it as the ProductId for the second product record. Then, X-Cart proceeds to the next field being imported (!PRODUCTCODE) and checks it for uniqueness. As the code "SKU1" has just been imported into the database with the first product record, X-Cart rejects the value "SKU1" that we are trying to import with the second product record and, again, generates a new value: "SKU11". This value gets written to the product's SKU field in the database, so thus we get the results cited above.

- The columns within an import section may go in any order. The following two CSV files are identical:

```
[PRODUCTS]
!PRODUCTID;!PRODUCTCODE;!PRODUCT;!WEIGHT
10;SKU10;productX;30
20;SKU20;productY;40
```

```
[PRODUCTS]
!WEIGHT;!PRODUCTID;!PRODUCT;!PRODUCTCODE
30;10;productX;SKU10
40;20;productY;SKU20
```

- The presence of empty lines in a CSV file does not have any negative effect on X-Cart's ability to read/import the file, no matter whether there is just one line or multiple empty lines that go together, and whether the empty line(s) appear between any two sections or within a section. However, you should understand that a sequence of empty fields is not an empty line and will cause an error.

For example, you will be able to import the following file:

```
[PRODUCTS]
!PRODUCTID;!PRODUCTCODE;!PRODUCT
17560;;product1

17561;;product2
```

without errors, but a file like this:

```
[PRODUCTS]
!PRODUCTID;!PRODUCTCODE;!PRODUCT
17560;;product1
::
```

will cause an error because the second import line represents a sequence of empty fields (not a single key field value is present).

- Importing of data from a CSV file goes line by line, from the top of the CSV file to the bottom, in the same order in which the lines are arranged in the file being imported. The order of importing may affect the order in which the data is displayed in the user interface of your store, so you should consider this when importing data that should be sorted in a certain way.

For example, if you import a product option group "Size" like this:

```
[PRODUCT_OPTIONS]
!PRODUCT;ICLASS;!TYPE;!DESCR;!OPTION
product1;Size;;Choose size;M
product1;Size;;Choose size;S
product1;Size;;Choose size;XL
product1;Size;;Choose size;L
```

individual option values will appear in the user interface in the order "M, S, XL, L", which may not be convenient to handle if you are more used to the traditional order "S, M, L, XL".

Note that the order of lines in the import CSV file would not matter if you imported the above option values specifying the position of each value in the !OPTION\_ORDERBY field like so:

```
[PRODUCT_OPTIONS]
!PRODUCT;ICLASS;!TYPE;!DESCR;!OPTION;!OPTION_ORDERBY
product1;Size;;Choose size;M;20
product1;Size;;Choose size;S;10
```

```
product1;Size;;Choose size;XL;40
product1;Size;;Choose size;L;30
```

- Individual sections in your import CSV file may go in any order, as long as the following condition is satisfied: sections containing data dependent on other data types may be imported no sooner than the data on which they are dependent appears in the database. For example, if you wish to import product options, product extra field values, detailed product images or any other type of data associated with products, you first need to ensure that the products for which they are intended are already in the database or are being imported by the section [PRODUCTS] earlier in the same file.
- Data import procedure alters the formatting of text pieces that contain leading and/or trailing space characters adjacent to field separators: any space characters adjacent to field separators are dropped.

If you import a file like this:

```
[PRODUCTS]
!PRODUCT;IDESCRIPT;!PRICE
product1; Description text for product1 ;15
```

the space characters around the text "Description text for product1" will be removed, so if you look at the product's 'Short description' field in the store's user interface after import, there will be just the text "Description text for product1", without the spaces.

This means that if you want space characters at the beginning or at the end of a certain field value, you need to use the &nbsp; entity in the place of every space character that needs to be inserted.

- In formatted text pieces (product/category descriptions and language variables) being imported, newlines need to be represented by <EOL> (*end of line*) service tags.
- Sections with multilanguage data may be imported from a separate file or, if the language charset of the multilanguage data that needs to be imported is the same as the charset of the default language, from the same file from which all the data in the default language is imported (In other words, putting multilanguage data in a separate file - the way it is done in X-Cart's data export procedure - is not necessary, as long as you can write data for different languages using the same charset in one file).

## Notes on exporting

Data exported from an X-Cart store is saved to files with the extension .csv in the directory /xcart/var/tmp, where "/xcart" stands for the store installation directory. The default admin language representation of the data types selected for exporting is normally exported to one CSV file, while the data in other languages (multilanguage data) is exported to separate CSV files (each language in a separate file).

A name for the main export file (the one containing data in the default admin language) is formed according to the scheme "export\_YYYYMMDD\_HHMMSS.csv", where YYYYMMDD stands for "4-digit year, month, day" and HHMMSS - for "hours, minutes, seconds". Names for multilanguage data export files use a similar format: "export\_YYYYMMDD\_HHMMSS\_XX.csv", where XX stands for a 2-letter language code.

If you use the export option 'Data rows per file' to split the results of exporting into several files so each file would contain a specified number of lines, you might get multiple CSV files with data in the default admin language and multiple CSV files with data in other languages. The file name format for such files is almost the same, with the exception that a numeric index is added to the file name like so: "export\_YYYYMMDD\_HHMMSS\_INDX.csv" or "export\_YYYYMMDD\_HHMMSS\_XX\_INDX.csv", where INDX stands for a numeric index.

Images are exported separately to a directory named the same as the name of the main export CSV file. For example, if product information is exported to files named export\_20070101\_125401.csv and export\_20070101\_125401\_DE.csv, images will be saved to the directory /xcart/var/tmp/export\_20070101\_125401, where "/xcart" stands for X-Cart installation directory.

As to the formatting of export files, be aware of the following considerations:

- If, in response to your request to export a certain data type, X-Cart does not find any records of the specified data type in the database, the corresponding section is not printed in the export CSV file.
- When formatted text pieces (product/category descriptions and language variables) are exported, the newlines contained in them (represented by \n, \r or \r\n sequences) are translated to <EOL> service tags.
- When you export multilanguage product options and/or multilanguage product option values, the presence in the main export file of the sections [MULTILANGUAGE\_PRODUCT\_OPTIONS] and [MULTILANGUAGE\_PRODUCT\_OPTION\_VALUES] containing data in the default admin language is explained by the way X-Cart handles product option group and product option value names. The thing is that X-Cart allows product option groups and product option values to have service names in a language that does not have to be the default admin language, while the respective names in the default admin language are treated as multilanguage data. By service names, we understand names used by X-Cart internally to identify product option groups and product option values. These names do not normally appear in the store's user interface, but they may be displayed in the place of the respective names in the default admin language if the names in the default admin language are missing for some reason. Further in this Import/Export Guide, we will refer to the language of the product option group and product option value service names as *original*. You will notice that, in the chapters describing the CSV format for various types of store data, the fields whose value may be in the original language are marked "original" like this:

:ICLASS - Option group name (original)

Please be aware that, although X-Cart allows you to have service names not in the default language, you may prefer not to use this feature. When creating product options by importing, feel free to define the "original" fields using the default admin language, if that is more convenient to you. In this case, you will be able to omit the sections [MULTILANGUAGE\_PRODUCT\_OPTIONS] and [MULTILANGUAGE\_PRODUCT\_OPTION\_VALUES] from your import file altogether.

- Similarly to the way X-Cart uses service names for internal identification of product option groups and product option values, it also uses service names for xcart\_config table data (Only this time, multilanguage descriptions exist in the form of language variables). Thus, you will find that the !COMMENT field of the [CONFIG] export section contains data in the "original" language.



# 3 Importing/Exporting Data

This section provides detailed instructions for exporting data from X-Cart database to an external file in CSV format and for importing data from a CSV file into X-Cart.

See:

[Exporting Data from X-Cart](#)

[Importing Data into X-Cart](#)

## 3.1 Exporting Data from X-Cart

Export of X-Cart data can be performed using the 'Export data' section of your store back-end.

To access this section:

1. Go to the 'Import/export data' section of your store back-end:

*If you are an X-Cart GOLD administrator/provider or an X-Cart PRO administrator:*

Click the link Import/Export in the Administration menu.

*If you are an X-Cart PRO provider:*

Click the link Import/Export in the Products menu.

2. In the 'Import/export data' section menu, click the link Export data.

The 'Export data' section looks something like this (with the reservation that the section **[+] Select provider** is available only to X-Cart PRO administrators, and the set of data types available for exporting varies depending on the type of user account being used):

**Export data**

This form allows you to export your store data. Adjust the export options below to define how your store data should be exported.

[\[+\] Select provider](#)

**Export data**

**CSV delimiter:** Semicolon

**Category path separator for "category" field:** /

This must be a single char or a sequence of chars that does not occur in the category names.  
Examples: Books/Software, Books//Software, Books||Software

[Check all](#) / [Uncheck all](#)

	DATA TYPE	RANGE
<input type="checkbox"/> CATEGORIES		
<input type="checkbox"/> MULTILANGUAGE CATEGORIES		
<input type="checkbox"/> CONFIG		

<input type="checkbox"/> ORDERS	0 <a href="#">Change</a> / <a href="#">Remove data range</a>
<input type="checkbox"/> ORDER ITEMS	
<input type="checkbox"/> SHIPPING RATES	

**Export** **Reset**

To export data to a CSV file:

1. Use the settings of the 'Export data' dialog box to specify, what data you wish to be exported and how you wish that to be done:
  - a) (*If you are an X-Cart PRO administrator*) If you wish to export not all the data, but just the data of a specific provider, specify the username of the provider whose data you wish to export: expand the 'Select provider' subsection of the 'Export data' dialog box by clicking the **[+] Select provider** link, enter the username of the provider into the appropriate field and click the **Go** button.
  - b) Use the 'CSV delimiter' drop-down box to select a delimiter that you wish to be used in the resulting CSV file (*Semicolon, Comma, Tab*).
  - c) If you wish the export spreadsheet to be split into several portions (each in a separate file), use the 'Data rows per file' field to specify the maximum number of data rows which may be contained in one

- file. Leave the field empty or enter 0 (zero) if you do not want to split the export file.
- d) Specify, whether you wish to export images (Yes/No).
  - e) Use the field 'Category path separator for "category" field' to type in a character or a sequence of characters that you wish to be used as the 'category' field separator in the export CSV file. You can use any character or sequence of characters that does not occur in the category names.
  - f) Select the data that needs to be exported:
    - i. If you are going to export USERS, PRODUCTS or ORDERS, adjust the respective data ranges (use the links in the RANGE column).
    - ii. Select the types of data that need to be exported by selecting the check boxes next to the names of these types.

**Note:** Please note that data types in the 'Export data' table are organized into a tree structure so that some data type headings are nested within the others. This symbolizes the dependence of the nested data types on the data types in which they are nested. The data types' being dependent on one another provides you flexibility when selecting the data for exporting: if you specify a data range for the main data type and select the check boxes of both the main data type and the dependent data type, X-Cart will export the data of the dependent type only for the selected data range of the main type; if, however, you select the check box only of the dependent type without selecting the check box of the main type, X-Cart will export all the data of the dependent type that exists in the store or (in X-Cart PRO) all the data of the dependent type that belongs to the specified provider. *Example:*

If you select the data types for exporting like so:

DATA TYPE	RANGE
<input checked="" type="checkbox"/> ORDERS	2 <a href="#">Change / Remove data range</a>
<input type="checkbox"/> ORDER ITEMS	
<input checked="" type="checkbox"/> GIFT CERTIFICATES	

X-Cart will export only the gift certificates purchased by the selected two orders (if any).

If you select the data types for exporting like so:

DATA TYPE	RANGE
<input type="checkbox"/> ORDERS	2 <a href="#">Change / Remove data range</a>
<input type="checkbox"/> ORDER ITEMS	
<input checked="" type="checkbox"/> GIFT CERTIFICATES	

X-Cart will export all the gift certificates that exist in the store.

2. Click the **Export button** at the bottom of the 'Export data' dialog box. X-Cart should start exporting the data. Export packs will be saved to the directory `/xcart/var/tmp`. As soon as the export process is completed, you should see an Information box with a confirmation message and a link to the export packs.
3. Click the **Export packs** link in the Information box or scroll down to the bottom of the 'Export data' section. You should see a new subsection in the 'Export data' dialog box - 'Export packs' - listing the CSV files created as a result of exporting procedure.
4. Download the export pack files onto your local machine by clicking the file name links.

If you wish to remove export packs from the directory to which they are saved by X-Cart (`/xcart/var/tmp`), you can delete them using X-Cart interface.

To delete export packs:

1. Expand the 'Export packs' subsection of the 'Export data' dialog box.
2. Select the check boxes next to the export packs that need to be removed.
3. Click the **Delete selected** button.

The selected export packs should be removed. You should see an Information box with a confirmation message.

## 3.2 Importing Data into X-Cart

Import of X-Cart data can be performed using the 'Import data' section of your store back-end.

To access this section:

1. Go to the 'Import/export data' section of your store back-end:

*If you are an X-Cart GOLD administrator/provider or an X-Cart PRO administrator:*

Click the link Import/Export in the Administration menu.

*If you are an X-Cart PRO provider:*

Click the link Import/Export in the Products menu.

2. In the 'Import/export data' section menu, click the link Import data.

The 'Import data' section looks like this (with the reservation that the section **[+] Select provider** is available only to X-Cart PRO administrators, and the set of data types available for importing varies depending on the type of user account being used):

**Import data**

This section allows you to import into your store various kinds of data stored in CSV format. Typically, data import functionality is used for re-importing automatically generated CSV files to which store data was exported before upgrading the store or moving it to a new location. If for some reason you need to import manually created files, be sure to arrange the data in these files in the format that X-Cart will be able to recognize. The simplest way to find out what the importing format for a specific data type should be is to export existing data of that type and use the resulting CSV file as an example.

[See a sample import file here](#) ➔

[\[+\] Select provider](#)

**Import data**

By importing data via the form below you can create new zones and tax rates as well as update the existing ones.

**CSV delimiter:**  
Semicolon ▾

**The source of import file:**  
 Server  
 Home computer  
 URL

**CSV file is located on the server:**  
/u/xcart/public\_html/eshop\_dohtr/files/import.csv

The file path specified here must be absolute,  
e.g.: /u/xcart/public\_html/eshop\_dohtr/files

[\[+\] Import options](#)

▶ [Import](#)

To import data into X-Cart:

1. Prepare a CSV file for import. Make sure it contains all the necessary required fields (For a list of fields that are required for a specific data type, refer to the table in the 'Import options' section of the 'Import data' dialog box (accessible by clicking the link **[+]Import options**). Make sure the types of data you are going to import are listed in the table (If not, ensure that the modules/add-ons that use these types of data are enabled)).
2. Use the settings of the 'Import data' dialog box to specify, what data you wish to be imported and how you wish that to be done:
  - a) (*If you are an X-Cart PRO administrator*) Certain types of X-Cart data (like PRODUCTS, SHIPPING RATES, TAX RATES, etc) cannot be imported without an indication of which provider they belong to. If

you are importing provider-specific data, be sure to specify the username of their owner: expand the 'Select provider' subsection of the 'Import data' dialog box by clicking the **[+] Select provider** link, enter the username of the provider into the appropriate field and click the **Go** button.

- b) Use the 'CSV delimiter' drop-down box to select a delimiter that is used in the CSV file which you are going to import (*Semicolon, Comma, Tab*).
- c) Specify the source of the import file:
  - i. Select the appropriate radio button to specify, whether the CSV file is located on the server where your X-Cart is installed, on your local machine or some web-accessible location (*Server, Home computer, URL*).
  - ii. Depending on the location selected, provide a file path or a URL.
- a) Expand the section 'Import options' by clicking the **[+] Import options** link and adjust the settings in this section:
  - i. If you are importing users, specify, whether customer passwords are encrypted (Yes/No).
  - ii. If you are importing products, set the Default category (a category where your products will go if you did not specify a category in the 'Category' column. Just leave this field alone if you have specified a category in your CSV file).
  - iii. If your CSV file contains mention of subcategories (for example, if some of the products being imported will go to subcategories), make sure the Category path separator for "category" field specified in the 'Import options' section is exactly the same as the separator used in your CSV file.
  - iv. If you are importing images (thumbnail images, product images, category icons, etc) and wish to import them from a single directory, specify this directory as Directory where images are located.
  - v. If your store database already contains data of the types that you are going to import, you have the option to drop this data (clean-up the respective database tables) before importing your CSV file. To drop certain types of data stored in the database, select the DROP check boxes next to the names of the data types that need to be dropped prior to importing. To keep the data in the database and simply append the data from your CSV file to the existing database records, do not select any DROP check boxes.

**IMPORTANT:** If you choose to clean up certain types of data from the database, please note that they will be removed from the database permanently. You will not be able to restore them unless you have made a backup of your database.

2. Click the **Import** button at the bottom of the 'Import data' dialog box. X-Cart should start importing the data.

As soon as the import process is completed, you should see an Information box with a confirmation message.

# 4 CSV Format for Various Data Types

This section provides an explanation of the CSV format for the following types of X-Cart data:

- [categories](#) (subtype: [multilanguage categories](#))
- [config](#)
- [memberships](#)
- [states](#)
- [users](#)
- [zones](#)
- [taxes](#) (subtype: [tax rates](#))
- [extra fields](#)
- [products](#) (subtypes: [customer reviews](#), [detailed images](#), [featured products](#), [multilanguage products](#), [product links](#), [extra field values](#), [product options](#), [wholesale prices](#))
- [orders](#) (subtypes: [order items](#), [gift certificates](#))
- [discount coupons](#)
- [shipping rates](#)

## 4.1 Categories: CSV Format

Category data is imported/exported through the section [CATEGORIES].

*Format:*

[CATEGORIES]

!CATEGORYID - CategoryId (ID of the category being imported or exported)

!CATEGORY - Category (Category name or, if the category is a subcategory, category path with category and subcategory names separated by a category separator symbol, like '///' or '||')

!DESCR - Description of the category (html allowed)

!AVAIL - Category's availability status (Y - enabled, N - disabled)

!ORDERBY - Position of the category relative to the other categories located on the same level and branch of the category tree

!META\_DESCRIPTION - META description of the category

!META\_KEYWORDS - META keywords for the category

!VIEWS\_STATS - Number of views received by the category (according to category views statistics)

!PRODUCT\_COUNT - Number of products contained in the category

!MEMBERSHIPID - MembershipId (ID of the membership to which the category is available)

!MEMBERSHIP - Membership to which the category is available

!ICON - Category icon image file name and (if necessary) file location

*Required field:*

!CATEGORY

*See also:*

[Multilanguage Categories: CSV Format](#)

## 4.1.1 Multilanguage Categories: CSV Format

International category descriptions are imported/exported through the section [MULTILANGUAGE\_CATEGORIES].

*Format:*

[MULTILANGUAGE\_CATEGORIES]

!CATEGORYID - ID of the category whose international description is being imported or exported

!CATEGORY - Category whose international description is being imported or exported (Category name or, if the category is a subcategory, category path with category and subcategory names separated by a category separator symbol, like '///' or '||')

!CODE - ISO 3166-1 alpha-2 code of the country corresponding to the language of the category's international description

!CATEGORY\_NAME - Category name as stated by the international description

!DESCR - Category description in the language of the international description

*Required field:*

!CODE

## 4.2 Config: CSV Format

xcart\_config table data is imported/exported through the section [CONFIG].

*Format:*

[CONFIG]

!NAME - Name of the config variable that stores the config option in xcart\_config table

!CATEGORY - Internal X-Cart's name of the category to which the config option belongs (corresponds to a subsection of General settings)

!VALUE - Config option value

!COMMENT - Config option text (original). The value provided in this field is meant to be used internally and does not appear in the user interface as long as the language variable that renders the respective config option exists and the mechanism responsible for displaying language variable values is functioning

correctly.

**!ORDERBY** - Position of the config option relative to the other config options in the respective subsection of General settings.

**!TYPE** - Type of the config option (*text, checkbox, numeric, selector*)

**!DEFVALUE** - Default config option value. The value provided in this field is used by X-Cart if the option is not adjusted.

**!VARIANTS** - Other config option values (A separate line is used for each value). The field must be completed only if the option is a *selector*. The field format is "*N:Name*", where *N* is the internal X-Cart's service name for the config option value, *Name* - the value that you can see in the option selectbox.

*Required fields:*

**!NAME**

## 4.3 Memberships: CSV Format

Information on membership levels is imported/exported through the section [MEMBERSHIPS]. Import/export of membership levels became available since X-Cart version 4.1.4.

*Format:*

[MEMBERSHIPS]

**!MEMBERSHIPID** - MembershipId (ID of the membership being imported or exported)

**!MEMBERSHIP** - Membership name

**!ORDERBY** - Position of the membership relative to the other memberships (within the user type)

**!AREA** - X-Cart area for which the membership being imported or exported is intended (C - Customer, A - Admin, P - Provider, B - Partner)

**!FLAG** - Flag defining how the membership limits or extends the user's access privileges (Empty - the membership does not affect the user's privileges, RP - Root provider, FS - Fulfillment staff)

*Required fields:*

**!MEMBERSHIP**

## 4.4 States: CSV Format

States are imported/exported through the section [STATES].

*Format:*

[STATES]

**!STATE** - Name of the state being imported or exported

**!CODE** - State code

**!COUNTRY** - Country code (ISO 3166-1 alpha-2 code of the country in which the state is located)

*Required fields:*

**!STATE**

**!CODE**

**!COUNTRY**

## 4.5 Users: CSV Format

Users are imported/exported through the section [USERS].

*Format:*

[USERS]

**!LOGIN** - User login name

**!USERTYPE** - User type (A - admin, P - provider, B - partner or C - customer). The type B is introduced by X-Affiliate add-on module for X-Cart.

**!PASSWORD** - User password (encrypted)

**!B\_TITLE** - Billing title

**!B\_FIRSTNAME** - Billing firstname

**!B\_LASTNAME** - Billing lastname

**!B\_ADDRESS** - Billing address

**!B\_ADDRESS\_2** - Billing address (line 2)

**!B\_CITY** - Billing city

**!B\_COUNTY** - Billing county

**!B\_STATE** - Billing state

**!B\_COUNTRY** - Billing country

**!B\_ZIPCODE** - Billing zip/postal code

**!TITLE** - Title

**!FIRSTNAME** - Firstname

**!LASTNAME** - Lastname

**!COMPANY** - Company

**!S\_TITLE** - Shipping title

**!S\_FIRSTNAME** - Shipping firstname

**!S\_LASTNAME** - Shipping lastname

**!S\_ADDRESS** - Shipping address

**!S\_ADDRESS\_2** - Shipping address (line 2)

**!S\_CITY** - Shipping city

**!S\_COUNTY** - Shipping county

**!S\_STATE** - Shipping state

!IS\_COUNTRY - Shipping country  
!IS\_ZIPCODE - Shipping zip/postal code  
!EMAIL - Email address  
!PHONE - Phone number  
!FAX - Fax number  
!URL - Website URL  
!STATUS - Account status (N - suspended, Y- enabled, Q - not approved, D- declined). The statuses Q and D are used for X-Affiliate add-on module.  
!REFERER - URL from which the user was referred to the store website  
!ISSN - Social Security Number  
!LANGUAGE - Language that the user used on his or her previous visit to the store website  
!CART - Serialized content of the user's shopping cart  
!CHANGE\_PASSWORD - Flag designating whether change of password should be requested of the user on next log in  
!ACTIVITY - Activity (Y - enabled, N - disabled)  
!MEMBERSHIP - Actual membership of the user  
!PENDING\_MEMBERSHIP - Membership for which the user signed up using the field 'Signup for membership' in the user profile form.  
!TAX\_NUMBER - Tax number  
!TAX\_EXEMPT - Tax exemption (Y - exempt, N - not exempt)  
!LAST\_LOGIN - Date and time of the user's previous login  
!FIRST\_LOGIN - Date and time of the user's first login

*Required fields:*

!LOGIN  
!USERTYPE  
!PASSWORD

## 4.6 Zones: CSV Format

Destination zones are imported/exported through the section [ZONES].

*Format:*

[ZONES]  
!ZONEID - ID of the zone being imported or exported  
!ZONE - Zone name  
!COUNTRY - Country (ISO 3166-1 alpha-2 code of the country)  
!STATE - State (Country and state codes joined by an underscore - like 'US\_NY' for 'United States, New York')

!COUNTRY - County (Country code, state code and name of county joined by underscores - like 'US\_MD\_Calvert' for 'United States, Maryland, Calvert')

!CITY - City mask

!ADDRESS - address mask

!ZIP - Zip/postal code mask

*Required field:*

!ZONE

## 4.7 Taxes: CSV Format

Taxes are imported/exported through the section [TAXES].

*Format:*

[TAXES]

!TAXID - ID of the tax being imported or exported

!TAX - Tax name

!FORMULA - Formula defining what the tax should be applied to

!ADDRESS\_TYPE - Tax rates depend on shipping/billing address (S - shipping, B - billing)

!ACTIVE - Tax availability status (Y - enabled, N - disabled)

!PRICE\_INCLUDES\_TAX - Included into the product price Y or N

!DISPLAY\_INCLUDING\_TAX - Display product price including tax Y or N

!DISPLAY\_INFO - Also display: R- Rate value, V - Calculated tax cost, A - Rate value and tax cost, empty - Nothing

!REGNUMBER - Tax registration number

!PRIORITY - Priority

*Required field:*

!TAX

*See also:*

[Tax Rates: CSV Format](#)

## 4.8 Extra Fields: CSV Format

Extra fields are imported/exported through the section [EXTRA\_FIELDS]. The format is the same for both the default admin language file and multilanguage data files.

*Format:*

[EXTRA\_FIELDS]

!FIELDID - ID of the extra field being imported or exported

!SERVICE\_NAME - Service name of the extra field

!CODE - ISO 3166-1 alpha-2 code of the country corresponding to the language of the extra field

!FIELD - Name of the extra field as it will appear in the user interface

!DEFAULT - Default value

!ORDERBY - Position of the extra field relative to the other extra fields

!ACTIVE - Availability status (Y - available to customers, N - disabled)

*Required fields:*

!SERVICE\_NAME

!CODE

## 4.9 Products: CSV Format

Product data is imported/exported through the section [PRODUCTS].

*Format:*

[PRODUCTS]

!PRODUCTID - ProductId of the product

!PRODUCTCODE - SKU number of the product

!PRODUCT - Product name

!WEIGHT - Product weight

!LIST\_PRICE - List price

!DESCR - Short product description (html allowed)

!FULLDESCR - Detailed product description (html allowed)

!KEYWORDS - Search keywords (a comma-separated list)

!META\_DESCRIPTION - META description of the product

!META\_KEYWORDS - META keywords for the product

!AVAIL - Quantity in stock (items)

!FORSALE - Availability status (Y - Available for sale, N or empty - Disabled, B - Bundled, H - Hidden, but available for sale)

!SHIPPING\_FREIGHT - Shipping freight (a product-specific shipping cost)

!FREE\_SHIPPING - Free shipping Y or N

!DISCOUNT\_AVAIL - Apply global discounts Y or N

!MIN\_AMOUNT - Min order quantity

!DIM\_X - x dimension of the product package (column currently not used by X-Cart but reserved for possible customizations)

!DIM\_Y - y dimension of the product package (column currently not used by X-Cart but reserved for possible customizations)

!DIM\_Z - z dimension of the product package (column currently not used by X-Cart but reserved for possible customizations)

!LOW\_AVAIL\_LIMIT - Low limit in stock

!FREE\_TAX - Non-taxable Y or N

!CATEGORYID - CategoryId of the product category

!CATEGORY - Product category (Category name or, if the category is a subcategory, category path with category and subcategory names separated by a category separator symbol, like '//' or '|')

!MEMBERSHIP - Membership to which the product is available

!PRICE - Price of the product

!THUMBNAIL - Thumbnail image file name (if the image is located in the directory specified as the 'Directory where images are located' in 'Import options') or Thumbnail image file name and file location

!IMAGE - Product image file name and (if necessary) file location

!TAXES - Taxes applied to the product (name of the tax as set up in the Taxes section of X-Cart)

!ADD\_DATE - Date on which the product was added

!VIEWS\_STATS - Number of times the product was viewed

!SALES\_STATS - Number of times the product was purchased

!DEL\_STATS - Number of times the product was deleted from cart

!DISTRIBUTION - Product distribution (for Egoods module)

!MANUFACTURERID - ManufacturerId of the product manufacturer

!MANUFACTURER - Product manufacturer

**Note:** If a product being imported/exported belongs to more than one categories, a separate record line is created for each combination of the fields !CATEGORYID and !CATEGORY.

*Example:*

```
[PRODUCTS]
!PRODUCTID;!PRODUCTCODE;!PRODUCT;!CATEGORYID;!CATEGORY
102;SKU102;Quality Kitchen Knife Set;123;Gifts
102;SKU102;Quality Kitchen Knife Set;124;Household
```

#### Required fields:

none

#### See also:

[Customer Reviews: CSV Format](#)  
[Detailed Images: CSV Format](#)  
[Featured Products: CSV Format](#)  
[Multilanguage Products: CSV Format](#)  
[Product Links: CSV Format](#)  
[Extra Field Values: CSV Format](#)  
[Product Options: CSV Format](#)  
[Wholesale Prices: CSV Format](#)

### 4.9.1 Customer Reviews: CSV Format

Customer reviews are imported/exported through the section [CUSTOMER\_REVIEWS].

*Format:*

[CUSTOMER\_REVIEWS]  
!PRODUCTID - ProductId of the product whose review is being imported or exported  
!PRODUCTCODE - SKU number of the product  
!PRODUCT - Name of the product  
!EMAIL - Name and (optionally) email address of the author of the review  
!MESSAGE - Text of the review

*Required fields:*

!EMAIL  
!MESSAGE

### 4.9.2 Detailed Images: CSV Format

Detailed product images are imported/exported through the section [DETAILED\_IMAGES].

*Format:*

[DETAILED\_IMAGES]  
!PRODUCTID - ProductId of the product whose detailed product image is being imported or exported  
!PRODUCTCODE - SKU number of the product  
!PRODUCT - Name of the product  
!IMAGE - Detailed product image file name and (if necessary) file location  
!ALT - Alternative text for the image  
!ORDERBY - Position of the image relative to the other detailed images of the same product (if any)

*Required fields:*

none

### 4.9.3 Featured Products: CSV Format

Featured products are imported/exported through the section [FEATURED\_PRODUCTS].

*Format:*

[FEATURED\_PRODUCTS]  
!PRODUCTID - ProductId of the product

!PRODUCTCODE - SKU number of the product

!PRODUCT - Product name

!CATEGORYID - ID of the category in which the product is listed as featured

!CATEGORY - Category in which the product is listed as featured (Category name or, if the category is a subcategory, category path with category and subcategory names separated by a category separator symbol, like '///' or '||')

!ORDER - Position of the featured product relative to the other featured products in the same category

!AVAIL - Availability status of the featured product Y or N

*Required fields:*

none

#### 4.9.4 Multilanguage Products: CSV Format

Product international descriptions are imported/exported through the section [MULTILANGUAGE\_PRODUCTS].

*Format:*

[MULTILANGUAGE\_PRODUCTS]

!PRODUCTID - ProductId of the product whose international description is being imported or exported

!PRODUCTCODE - SKU number of the product

!PRODUCT - Product name

!CODE - ISO 3166-1 alpha-2 code of the country corresponding to the language of the product's international description

!PRODUCT\_NAME - Product name as stated by the international description

!DESCR - Short product description in the language of the international description (html allowed)

!FULLDESCR - Detailed product description in the language of the international description (html allowed)

!KEYWORDS - Search keywords in the language of the international description (a comma-separated list)

*Required fields:*

!CODE

#### 4.9.5 Product Links: CSV Format

Product links are imported/exported through the section [PRODUCT\_LINKS].

*Format:*

[PRODUCT\_LINKS]

!PRODUCTID - ProductId of the product that is the 'owner' of the upselling link  
!PRODUCTCODE - SKU number of the product that is the 'owner' of the upselling link  
!PRODUCT - Name of the product that is the 'owner' of the upselling link  
!PRODUCTID\_TO - ProductId of the link product (the product that is pointed to by the upselling link)  
!PRODUCTCODE\_TO - SKU number of the link product  
!PRODUCT\_TO - Name of the link product  
!ORDERBY - Position of the link relative to the other links of the same product

*Required fields:*

none

## 4.9.6 Extra Field Values: CSV Format

Extra field values are imported/exported through the section [PRODUCTS\_EXTRA\_FIELD\_VALUES].

**Important:** Before importing extra field values using the format below, you need to have created the extra fields for which you are going to import the values.

*Format:*

[PRODUCTS\_EXTRA\_FIELD\_VALUES]  
!PRODUCTID - ProductId of the product  
!PRODUCTCODE - SKU number of the product  
!PRODUCT - Name of the product  
!<EXTRA\_FIELD\_SERVICE\_NAME> - Extra field value. A separate column needs to be used for each extra field.

*Required fields:*

none

*Example:*

To import values for the extra fields 'ISBN' (service name 'ISBN') and 'Author' (service name 'SERVICE\_NAME01'), arrange your CSV like this:

```
[PRODUCTS_EXTRA_FIELD_VALUES]
!PRODUCTID;!PRODUCTCODE;!PRODUCT;!ISBN;!SERVICE_NAME01
10;SKU10;Alice in Wonderland;0517051915;Lewis Carroll
12;SKU12;Treasure Island;0590434063;Robert Louis Stevenson
```

## 4.9.7 Product Options: CSV Format

Product options are imported/exported through the section [PRODUCT\_OPTIONS].

*Format:*

**[PRODUCT\_OPTIONS]**

**!PRODUCTID** - ProductId of the product for which the product option value is being imported or exported

**!PRODUCTCODE** - SKU number of the product

**!PRODUCT** - Name of the product

**!CLASSID** - ClassId (ID of the product option group)

**!CLASS** - Option group name (original)

**!TYPE** - Option group type (Y - price modifier, T - custom text field, empty - product variant)

**!DESCR** - Option text (appears on the Product details page in the Customer zone providing instructions for customers as to how to select an option)

**!ORDERBY** - Position of the option group relative to the other option groups of the same product (if any)

**!AVAIL** - Availability status of the option group Y or N

**!OPTIONID** - OptionId (ID of the option value)

**!OPTION** - Name of the option value (original)

**!PRICE\_MODIFIER** - Amount by which choosing the option value modifies the product price

**!MODIFIER\_TYPE** - Type of the modifier (\$ or empty - absolute, % - percent)

**!OPTION\_ORDERBY** - Position of the option value relative to the other option values within the product option group

**!OPTION\_AVAIL** - Availability status of the option value Y or N

*Required field:*

**!CLASS**

*See also:*

[Multilanguage Product Options](#)

[Multilanguage Product Option Values](#)

[Product Option Exceptions](#)

[JavaScript Product Option Validation](#)

[Product Variants](#)

#### 4.9.7.1 Multilanguage Product Options: CSV Format

Multilanguage descriptions of product option groups are imported/exported through the section **[MULTILANGUAGE\_PRODUCT\_OPTIONS]**.

*Format:*

**[MULTILANGUAGE\_PRODUCT\_OPTIONS]**

**!PRODUCTID** - ProductId of the product for which the product option group description is being imported or exported

**!PRODUCTCODE** - SKU number of the product

**!PRODUCT** - Name of the product

!CODE - ISO 3166-1 alpha-2 code of the country corresponding to the language of the product option group description

!CLASS - Option group name (original)

!CLASS\_NAME - Option group name in the default language

!DESCR - Option text in the default language (appears on the Product details page in the Customer zone providing instructions for customers as to how to select an option)

*Required fields:*

!CODE

!CLASS

#### 4.9.7.2 Multilanguage Product Option Values: CSV Format

Multilanguage descriptions of product option values are imported/exported through the section [MULTILANGUAGE\_PRODUCT\_OPTION\_VALUES].

Note that this section may be used in the default admin language import file only if the section [MULTILANGUAGE\_PRODUCT\_OPTIONS] containing the respective multilanguage product option groups has already been imported into the store or is being imported in the same file before the section [MULTILANGUAGE\_PRODUCT\_OPTION\_VALUES].

*Format:*

[MULTILANGUAGE\_PRODUCT\_OPTION\_VALUES]

!PRODUCTID - ProductId of the product for which the default admin language description of the product option value is being imported or exported

!PRODUCTCODE - SKU number of the product

!PRODUCT - Name of the product

!CODE - ISO 3166-1 alpha-2 code of the country corresponding to the language of the product option value description

!CLASS - Option group name (original)

!OPTION - Name of the option value (original)

!OPTION\_NAME - Name of the option value in the default language

*Required fields:*

!CODE

!CLASS

!OPTION

#### 4.9.7.3 Product Option Exceptions: CSV Format

Product option exceptions are imported/exported through the section [PRODUCT\_OPTION\_EXCEPTIONS].

*Format:*

[PRODUCT\_OPTION\_EXCEPTIONS]

!PRODUCTID - ProductId of the product for which the product option exception is being imported or exported

!PRODUCTCODE - SKU number of the product

!PRODUCT - Name of the product

!EXCEPTIONID - ExceptionId (ID of the product option exception)

!CLASS - Option group name (original)

!OPTIONID - OptionId (ID of the option value)

!OPTION - Name of the option value (original)

*Required fields:*

!EXCEPTIONID

!CLASS

!OPTION

#### 4.9.7.4 JavaScript Product Option Validation: CSV Format

JavaScript product option validation scripts are imported/exported through the section [PRODUCT\_OPTION\_JSCRIPT].

*Format:*

[PRODUCT\_OPTION\_JSCRIPT]

!PRODUCTID - ProductId of the product for which the validation script is being imported or exported

!PRODUCTCODE - SKU number of the product

!PRODUCT - Name of the product

!JSCRIPT - Script code

*Required fields:*

!JSCRIPT

#### 4.9.7.5 Product Variants: CSV Format

Product variants are imported/exported through the section [PRODUCT\_VARIANTS].

*Format:*

[PRODUCT\_VARIANTS]  
!PRODUCTID - ProductId of the product for which the product variant is being imported or exported  
!PRODUCTCODE - SKU number of the product  
!PRODUCT - Name of the product  
!VARIANTID - VariantId (ID of the product variant)  
!VARIANTCODE - SKU number of the product variant  
!WEIGHT - Product variant weight  
!PRICE - Product variant price  
!AVAIL - Product variant quantity in stock  
!DEFAULT - Default product variant Y or N  
!IMAGE - Product variant image file name and (if necessary) file location  
!CLASS - Option group name (original)  
!OPTION - Name of the option value (original)

*Required fields:*

!VARIANTCODE  
!CLASS  
!OPTION

#### 4.9.8 Wholesale Prices: CSV Format

Wholesale prices are imported/exported through the section [WHOLESALE\_PRICES].

*Format:*

[WHOLESALE\_PRICES]  
!PRODUCTID - ProductId of the product for which a wholesale price is being imported or exported  
!PRODUCTCODE - SKU number of the product  
!PRODUCT - Name of the product  
!VARIANTCODE - SKU number of the product variant (if the wholesale price is being imported/exported for a product variant)  
!QUANTITY - Quantity of product items that a customer needs to order to be able to get the wholesale price  
!MEMBERSHIP - Name of the membership level for which the wholesale price should be available  
!MEMBERSHIPID - MembershipId (ID of the membership level)  
!PRICE - Wholesale price

*Required fields:*

!QUANTITY  
!PRICE

#### 4.9.9 Tax Rates: CSV Format

Tax rates are imported/exported through the section [TAX\_RATES].

*Format:*

[TAX\_RATES]  
!RATEID - ID of the tax rate being imported or exported  
!TAX - Tax name  
!ZONE - Name of the destination zone to which the tax rate is applied (empty for Zone Default)  
!RATE - Rate value  
!TYPE - Type (\$ - absolute, % - percent)  
!MEMBERSHIP - Membership  
!FORMULA - Formula defining what the tax rate should be applied to  
!PROVIDER - Login name of the provider whose tax rate is being imported or exported

*Required fields:*

!TAX  
!RATE  
!TYPE

#### 4.10 Orders: CSV Format

Orders are exported through the section [ORDERS].

**Important:** X-Cart does not support importing of orders; the layout demonstrated here applies only to export CSV files.

*Format:*

[ORDERS]  
!ORDERID - OrderId (ID of the order being exported)  
!LOGIN - Login name of the customer who placed the order  
!MEMBERSHIP - Membership of the customer who placed the order  
!TOTAL - Order total amount  
!GIFTCERT\_DISCOUNT - Portion of the order total amount that is paid by gift certificate redemption  
!APPLIED\_GIFTCERT\_ID - ID of the gift certificate  
!APPLIED\_GIFTCERT\_COST - Amount from the gift certificate that is applied to the order

!SUBTOTAL - Order amount before any discounts or taxes are applied (a sum of prices of all the items ordered)  
!DISCOUNT - Calculated amount of the purchase discount applied to the order  
!COUPON - Coupon code  
!COUPON\_DISCOUNT - Calculated amount of the coupon discount applied to the order  
!SHIPPINGID - ID of the shipping method selected for the order  
!TRACKING - Order tracking number  
!SHIPPING\_COST - Calculated cost of shipping  
!TAX - Tax amount applied to the order  
!TAXES\_APPLIED - Serialized data on applied taxes  
!DATE - Date and time of order placement  
!STATUS - Status of the order in terms of X-Cart (I - Not finished, Q - Queued, F - Failed, D - Declined, P - Processed, C - Complete, B - Backordered)  
!PAYMENT\_METHOD - Name of the payment method selected for the order  
!CUSTOMER\_NOTES - Customer notes (entered by the customer on the place order page)  
!NOTES - Order notes (not visible to customer)  
!DETAILS - Order details  
!CLICKID - ID of the database record that registered the click on an affiliate banner that resulted in the placement of the order  
!B\_TITLE - Business title  
!B\_FIRSTNAME - Business firstname  
!B\_LASTNAME - Business lastname  
!B\_ADDRESS - Business address  
!B\_CITY - Business city  
!B\_COUNTY - Business county  
!B\_STATE - Business state  
!B\_COUNTRY - Business country  
!B\_ZIPCODE - Business zip/postal code  
!TITLE - Title  
!FIRSTNAME - Firstname  
!LASTNAME - Lastname  
!COMPANY - Company  
!S\_TITLE - Shipping title  
!S\_FIRSTNAME - Shipping firstname  
!S\_LASTNAME - Shipping lastname  
!S\_ADDRESS - Shipping address  
!S\_CITY - Shipping city  
!S\_COUNTY - Shipping county

!IS\_STATE - Shipping state  
!IS\_COUNTRY - Shipping country  
!IS\_ZIPCODE - Shipping zip/postal code  
!EMAIL - Email address  
!PHONE - Phone number  
!FAX - Fax number  
!URL - Website URL  
!TAX\_NUMBER - Tax number  
!TAX\_EXEMPT - Tax exemption (Y - exempt, N - not exempt)  
!LANGUAGE - Language that the customer was using when he or she placed the order  
!EXTRA\_FIELD - Order extra field name (a field used by X-Cart application to associate certain types of data with the order - for example, ip address of the customer who placed the order)  
!EXTRA\_VALUE - Value of the order extra field

**Note:** If one order is paid for by multiple gift certificates, a separate record line is created for each combination of the fields !APPLIED\_GIFTCERT\_ID and !APPLIED\_GIFTCERT\_COST.

*Required fields:*

N/A

*See also:*

[Order Items: CSV Format](#)  
[Gift Certificates: CSV Format](#)

## 4.10.1 Order Items: CSV Format

Product items contained in orders are exported through the section [ORDER\_ITEMS].

*Format:*

[ORDER\_ITEMS]  
!ORDERID - OrderId (ID of the order for which order items are being exported)  
!ITEMID - ID of the ordered product item (a unique number defining the position of the product item among all the ordered items in all the orders)  
!PRODUCTID - ProductId (ID of the product)  
!PRODUCTCODE - SKU number of the product  
!PRODUCT - Product name  
!PRICE - Product price  
!AMOUNT - Quantity ordered  
!PROVIDER - Login name of the product provider  
!OPTION\_CLASS - Product option class name  
!OPTION\_VALUE - Product option value name

!EXTRA\_DATA - Extra data pertaining to the item

*Required fields:*

N/A

## 4.10.2 Gift Certificates: CSV Format

Gift certificates are imported/exported through the section [GIFT\_CERTIFICATES].

*Format:*

[GIFT\_CERTIFICATES]

!GCID - ID of the gift certificate

!ORDERID - OrderId (ID of the order by which the gift certificate was purchased; 0 if the gift certificate was created by the store admin)

!PURCHASER - Name of the gift certificate purchaser

!RECIPIENT - Name of the gift certificate recipient

!SEND\_VIA - Method of sending the gift certificate (E - email, P - postal mail)

!RECIPIENT\_EMAIL - Gift certificate recipient email address

!RECIPIENT\_FIRSTNAME - Gift certificate recipient firstname

!RECIPIENT\_LASTNAME - Gift certificate recipient lastname

!RECIPIENT\_ADDRESS - Gift certificate recipient address

!RECIPIENT\_CITY - Gift certificate recipient city

!RECIPIENT\_COUNTY - Gift certificate recipient county

!RECIPIENT\_STATE - Gift certificate recipient state

!RECIPIENT\_ZIPCODE - Gift certificate recipient zip/postal code

!RECIPIENT\_COUNTRY - Gift certificate recipient country

!RECIPIENT\_PHONE - Gift certificate recipient phone

!MESSAGE - Gift certificate message

!AMOUNT - Amount for which the gift certificate was issued

!DEBIT - Amount on the gift certificate after partial redemption

!STATUS - Status of the gift certificate (A - Active, P - Pending, B - Blocked, D - Disabled, E - Expired, U - Used)

!ADD\_DATE - Date when the gift certificate was created

!BLOCK\_DATE - Date when the gift certificate was blocked

!TPL\_FILE - Template file used by the gift certificate

*Required fields:*

!GCID

!PURCHASER

!RECIPIENT

!AMOUNT

## 4.11 Discount Coupons: CSV Format

Discount coupons are imported/exported through the section [DISCOUNT\_COUPONS].

*Format:*

[DISCOUNT\_COUPONS]

!COUPON - Coupon code

!DISCOUNT - Discount that is given by the coupon

!COUPON\_TYPE - Type of the discount (absolute or percent)

!PRODUCTID - ProductId of the product (if the conditions for applying the coupon are based on a product)

!PRODUCTCODE - SKU number of the product (if the conditions for applying the coupon are based on a product)

!PRODUCT - Product name (if the conditions for applying the coupon are based on a product)

!CATEGORYID - CategoryId (if the conditions for applying the coupon are based on a category)

!CATEGORY - Category name (if the conditions for applying the coupon are based on a category)

!RECURSIVE - Flag defining whether the category includes subcategories Y or N

!MINIMUM - Minimum subtotal that an order is required to have for the customer to be able to use the discount coupon

!TIMES - Number of usage times for which the coupon was issued

!TIMES\_USED - Number of times the coupon was used

!EXPIRE - Coupon expiration date and time

!STATUS - Coupon status (A - Active, D - Disabled, U - Used)

*Required fields:*

!COUPON

!COUPON\_TYPE

!TIMES

!EXPIRE

## 4.12 Shipping Rates: CSV Format

Shipping rates are imported/exported through the section [SHIPPING\_RATES].

*Format:*

[SHIPPING\_RATES]

!SHIPPINGID - ID of the shipping method

!SHIPPING - Name of the shipping method  
!ZONE - Zone for which the shipping rate is available  
!MINWEIGHT - Minimum weight for which the shipping rate can be used  
!MAXWEIGHT - Maximum weight for which the shipping rate can be used  
!MINTOTAL - Minimum subtotal amount for which the shipping rate can be used  
!MAXTOTAL - Maximum subtotal amount for which the shipping rate can be used  
!ABSOLUTE\_RATE - Flat charge amount  
!ITEM\_RATE - Per item charge amount  
!WEIGHT\_RATE - Per lbs charge amount  
!PERCENT\_RATE - Percent charge amount  
!TYPE - Type of the charge (D - shipping rate, R - shipping markup on real-time shipping methods)

*Required fields:*

none



# 5 Troubleshooting

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**Problem:** You cannot import a CSV file that you have just exported from your own store. The error message reads:

Error on line 8: The image file pointed to by the filepath in the column 'THUMBNAIL' is not found...

**Solution:**

*If the image(s) causing the problem really need to be imported into the store:*

Check the spelling of image filenames/filepaths your CSV file. If the names of the problem image files are specified in your CSV file without a filepath, make sure the field 'Directory where images are located' is not empty and provides a correct path to the image directory. Make sure the images being imported are actually at the location specified by the respective image filepaths.

*If importing images was not your intention:*

You are probably trying to re-import a file that was exported with the option 'Do you wish to export images?' enabled. On export, your image files were saved to a temporary directory /var/tmp/export\_YYYYMMDD\_HHMMSS corresponding to the name of the main export file, while the image filenames were written to the export CSV file without filepaths. As you were not going to import images, you probably failed to specify a 'Directory where images are located', which caused the error. To import the CSV file into the store without importing images, remove the column containing image filenames from the CSV file altogether (or create a new export CSV file, this time setting the option 'Do you wish to export images?' to 'No').

---

**Problem:** You edited your CSV file in an external spreadsheet editor, and now you cannot import it. X-Cart generates an error like this:

Error on line 4: A heading is missing in section "PRODUCTS". (PRODUCTS)

**Solution:** You probably removed a column in a wrong way or accidentally inserted an extra delimiter symbol in one of the heading rows, which produced a file layout similar to this:

[PRODUCTS]  
!PRODUCTID;;!PRODUCT;!DESCR

(Note the two semicolon characters after !PRODUCTID).

Normally, X-Cart interprets two delimiter symbols following one after another as an empty field; however, the combination must not be used in heading rows like in the example above, as column headings may not be empty. To solve the problem, remove any delimiters leading X-Cart to believe there is an empty column

heading.

---

**Problem:** You edited your CSV file in an external spreadsheet editor, and now you cannot import it. X-Cart generates an error like this:

Error on line 14: Wrong data type: 'PRICE'.

**Solution:** Check the problem field in your CSV file: something must have got into it that was not supposed to be there. Most probably, a textual value was assigned to a numeric field (For example, the above error could occur if you tried to import a word in the field !PRICE, where a numeric value was expected).

Also note that some spreadsheet editors, like MS Excel, may interpret the format of some data fields wrongly when opening CSV files. This may cause the format of some fields to be corrupted at the time of opening, which, in its turn, may cause problems at the stage of importing. Typically, MS Excel may convert field values written as decimal fractions or as sequences of digits separated by periods to calendar dates. For example, decimal prices like "5.06" or "5.0006" may be converted by MS Excel to "1 May 2006" and "1 May 6" respectively. A code/index like "15.05.06" may also be converted to a calendar date, "15 May 2006". You should be aware of this feature and check CSV files you have opened in a spreadsheet editor very carefully so you do not save corrupted data. If your spreadsheet editor tends to change the format of fields in CSV files as described above, be sure to adjust the format of data presentation for individual cells in your file before the file is opened in your spreadsheet editor.

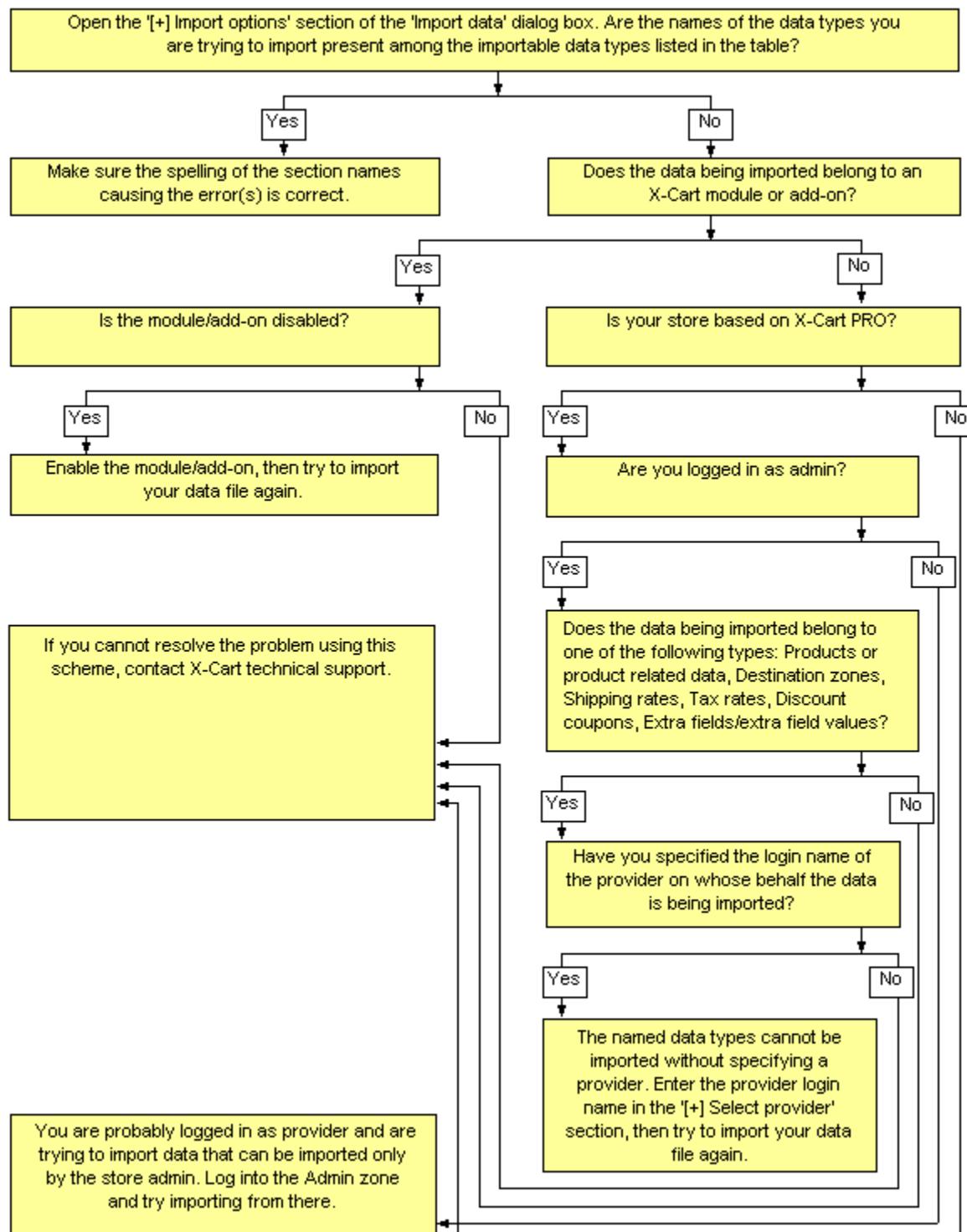
---

**Problem:** Attempting to import a CSV file, you get one or more errors of the following type:

Error on line 1: Unknown section name: [ZONES]...

Error on line 4: Unknown section name: [PRODUCTS]...

**Solution:** Analyze the issue using the scheme below.



## **Import/Export Guide for X-Cart 4.1.12**

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