

Import Products

Importing Products – Step-by-Step Guide

Step 1: Open Import Page

1. Go to **Products** in the menu.
2. Click on **Import Products**.



Step 2: Download the Template

1. Download the **import template file**.
2. This template contains all required column names and instructions.

⚠ Important:

- Do **not** delete or rename any column headers.
- Fill in the data exactly as shown in the template.



Step 3: Fill in Product Details

1. Enter all product information under the correct columns.
2. Follow the format mentioned in the template for each field.

Step 4: Upload the File

1. After completing the file, upload it using the **Import** option.
2. Wait for the system to process the file.



Common Import Errors and How to Fix Them

Error 1: “UNIT not found”

Reason:

The unit mentioned in the Excel file does not exist in the system.

Solution:

1. Go to **Products → Units**.
2. Add the required unit.
3. Re-upload the import file.

Error 2: “The separation symbol could not be found”

Reason:

The expiry date format is incorrect.

Solution:

1. In Excel, select the **expiry date column**.
2. Change the cell format to **Text**.
3. Enter the date in this format:
MM-DD-YYYY (example:)
4. Save the file and import again.

Handling Unclear or Unexpected Errors

Sometimes the system may show unclear errors such as:

- “Non-numeric value encountered”
- Other undefined import errors

Best Practice to Resolve This

1. Split your Excel file into smaller files.
2. For example:

- If you have **500 products**, divide them into **two files of 250 products each**.
3. Import each file separately.

This helps identify problematic records and reduces system errors.

Revision #1

Created 2026-01-31 04:23:33 UTC by Shanil Verma

Updated 2026-01-31 04:23:33 UTC by Shanil Verma