



DESTINATION
— KNITTING —

CSV Order Import

Customer User Guide

Destination Knitting
CSV Order Import Module

1. Introduction

The CSV Order Import feature lets you build and submit a large order in a single upload, without having to add each product manually through the catalogue. You prepare a spreadsheet listing the products you want to buy and their quantities, upload it from your cart, review the preview, and proceed to checkout as usual.

This guide walks you through every step of the process, explains the file format, and describes how to recover gracefully if something goes wrong.

2. What You Need

- A customer account on the Destination Knitting store, and an active session (you must be logged in).
- A spreadsheet application such as Microsoft Excel, Google Sheets, Apple Numbers, or LibreOffice Calc.
- A list of the product IDs you wish to order. You can obtain them by downloading the product catalogue directly from the cart.

3. Accessing the Import Tool

1. Sign in to your customer account on the store.
2. Click the cart icon in the header to open the cart drawer.
3. The CSV import panel appears inside the drawer: when the cart is empty it is centred on the panel; when the cart already contains items it appears beneath the list.

Note

You do not have to empty the cart before uploading a CSV. Items from the file are added to whatever is already in the cart.

4. Downloading the Product Template

To guarantee that every product ID you enter is valid, the recommended workflow is to start from the template we provide. Two download options are offered inside the CSV import panel:

Download sample CSV	A small, illustrative file with a handful of products and example quantities already filled in. Useful as a reference to see the required column layout.
Generate full catalog CSV	Produces an up-to-date file containing every available product in the store, with the qty column left empty for you to fill in. This is the recommended starting point for placing a real order.

1. Inside the CSV import panel, click 'Generate full catalog CSV'.
2. Your browser downloads a file named 'products-template.csv'.

3. Open the file in your spreadsheet application.

The file contains seven columns:

id_product	The unique product identifier used by the store. Never modify this value.
name_product	The product title. Provided for your reference only.
upc	The product barcode. Provided for your reference only.
price	The unit price in the store's active currency. Reference only.
suggested_retail_price	The suggested retail price (SRP). Provided for your reference only.
wholesale_bag_size	The wholesale bag size. Provided for your reference only.
qty	The number of units you want to order. Leave blank to skip the row.

Important - Do not remove the "=" wrapper

When you open the downloaded CSV in Excel or Google Sheets, every value in the `id_product` and `upc` columns will be wrapped in "=" - for example `"47170831319278"` instead of `47170831319278`. THIS IS INTENTIONAL AND MUST NOT BE REMOVED. Product IDs and UPCs are long numbers, and without the wrapper Microsoft Excel automatically converts them to scientific notation (for example `4.72609E+13`) and the last digits are permanently lost. Once the file is corrupted in this way there is no way to recover the original IDs and the upload will fail. The wrapper forces the spreadsheet to treat the cell as text. When you save the file the wrapper is removed automatically by Excel, and our system also accepts files with or without it - so simply edit the `qty` column, save, and re-upload as normal.

5. Why Some Cells Look Like ="12345"

When you open the downloaded CSV in Excel, Google Sheets, Numbers, or LibreOffice Calc, you will notice that the `id_product` and `upc` columns are formatted like this:

<code>id_product</code>	<code>name_product</code>	<code>upc</code>
<code>"47170831319278"</code>	Erika Knight Wool ...	<code>"4260765914950"</code>
<code>"47170831319285"</code>	Erika Knight Wool ...	<code>"4260765914967"</code>

This is not a bug. The "=" wrapper is a standard spreadsheet instruction that tells Excel to treat the cell as text rather than as a number. We use it because product IDs and UPCs in the store are very long numbers (12 to 15 digits). Without this protection, Excel would automatically display them in scientific notation - for example, `4260765914950` would become `4.26E+12` - and quietly drop the last digits the moment the file is saved. The IDs would then no longer match anything in the store and your upload would fail.

What you should do

- Leave the "=" wrapper alone in the `id_product` and `upc` columns. Do not delete the equals sign or the quotation marks.
- Edit only the `qty` column to enter the quantities you want to order.
- Save the file as CSV. Excel will normally remove the "=" wrapper automatically when it writes the file - this is fine, the system accepts the file either way.

- If you need to manually type a new id_product or upc value, type it as ="YOUR-VALUE-HERE" (with the equals sign and the double quotes) so the cell is preserved as text.

Reminder

The ="..." wrapper is your safety net against losing digits. The easiest way to avoid any problem is to never edit the id_product or upc columns - just fill in qty and re-upload.

6. Filling in Quantities

1. Locate the rows for the products you wish to order.
2. Enter a whole, positive number in the qty column.
3. Leave the qty cell empty for any row you do not want to include.
4. Save the file, keeping the '.csv' extension and the comma(',') separator.

You may also delete rows you do not need. You are not required to preserve the original ordering, and any additional columns you add will be ignored. The id_product column is the only column used by the system to identify the product - the other columns are there to help you recognise each item at a glance.

7. Uploading the File

1. Return to the cart drawer on the store.
2. Click the 'Upload CSV' button.
3. Select your edited CSV file.
4. The system reads the file and shows a preview of the rows it could match.

8. Reviewing the Preview

Before anything is added to your cart, a preview panel lists every row the system was able to read. Each row is also cross-checked against the live catalogue so you can see at a glance which products exist and which do not. The preview shows:

- Row - the line number in your CSV for cross-reference.
- ID Product - the identifier from your file.
- Product - the matching product name.
- UPC - the product barcode from your file (when provided).
- Price - the unit price from your file (when provided).
- Qty - the quantity you entered.
- Status - OK if the product exists in the store; 'Not found' (in red) if the id_product value does not match any product in the catalogue.

Products marked 'Not found'

Rows flagged as 'Not found' are listed beneath the table and are NOT added to your cart when you confirm. The Add to cart button summarises only the valid items; for example 'Add 5 item(s) to cart' on a file with six rows where one is not found.

Any rows with formatting problems (such as invalid IDs or invalid quantities) are listed beneath the table with a plain-English explanation. Warnings, such as empty quantities, are also shown but do not block the rest of the file.

When you are satisfied, click 'Add N item(s) to cart' to commit the order. If you spot a mistake, click 'Cancel' to discard the preview and start again.

9. Entering Your PO Number

A PO Number (purchase order number) is required on every order, whether you built the cart from a CSV upload, used the 'Add all' buttons, or added products manually. The field is shown both inside the cart drawer and on the full cart page, marked with a red asterisk (*).

1. Type your PO number into the 'PO Number' field.
2. The value is saved automatically as you type - there is no separate save step.
3. It is stored with the order and appears on your order confirmation.

Checkout is blocked until the PO number is filled in

If the PO Number field is empty, both the standard 'Checkout' button and the express / dynamic payment buttons (Shop Pay, PayPal, Google Pay, and similar) are disabled, and an inline error message is shown. Enter a PO number to unlock checkout. The drawer field and the cart-page field stay in sync, so you only need to fill it in once.

10. Completing the Order

After confirming, the cart drawer refreshes to reflect the newly added items. From this point the checkout experience is identical to a regular online order: make sure the PO Number field is filled in, click the 'Checkout' button, and complete payment, shipping, and any applicable B2B steps as usual.

11. Emptying the Cart

Occasionally a CSV upload may introduce more items than intended, or the session may be in an unexpected state. To start from a clean slate:

1. Open the cart drawer.
2. Click the 'Empty cart' button (shown next to the CSV import title when the cart contains items).
3. Confirm the action in the browser prompt.

All line items are removed at once. You can then upload a new CSV or continue shopping normally.

12. Other Ways to Add in Bulk

The CSV upload is the best tool for large, cross-catalogue orders. When you do not need a spreadsheet, the store also offers one-click 'add in bulk' buttons in three places. Each one adds the items straight into your cart drawer and refreshes it without reloading the page:

- Add all variants (product page) - on a product with more than one available variant, an 'Add all N variants to cart' button appears below the buy buttons and adds every in-stock variant at once.
- Add all in collection - at the top of a collection page, 'Add all N SKUs in this collection to cart' adds every in-stock variant of every product on the page in one action.
- Add from search results - each result in the predictive search dropdown has its own 'Add to cart' button.

Large batches and the PO number still apply

When you add many items at once they are sent to the cart in batches. If a single item cannot be added (for example, it has just gone out of stock) the rest are still added and only the problem item is skipped. As with any order, a PO number is still required before you can check out.

13. Error Reference

If a row is rejected, the preview shows the exact row number and a description. The most common errors are:

Missing columns	Your CSV does not include an <code>id_product</code> column and/or a <code>qty</code> column. Re-download the template and copy your quantities into it.
Shopify product export detected	You attempted to upload the raw Shopify product export (with columns such as Handle, Variant SKU, ...) instead of the import template. Generate the full catalog CSV from the cart and use that file.
Not found (in the Status column)	The <code>id_product</code> value does not correspond to any product currently listed in the store. Regenerate the catalog CSV to obtain up-to-date IDs, or check the value for typos. These rows are skipped on submit.
Truncated by Excel	The ID was saved in scientific notation and the real digits are lost. Re-download the template, copy your quantities into it, save, and re-upload.
Out of stock	The product exists but is not currently available for purchase. Remove the row or wait until it is restocked.
Invalid quantity	The value in the <code>qty</code> column is not a whole positive number. Correct it and re-upload.

14. Frequently Asked Questions

Why can't I check out - the button does nothing?

A PO Number is required on every order. If the PO Number field is empty, both the standard and the express checkout buttons are disabled. Fill in the field, in the cart drawer or on the cart page, and checkout will unlock. See section 9.

Do I need a PO number for CSV orders too?

Yes. The PO Number requirement applies to all orders regardless of how the cart was built - CSV upload, the 'Add all' buttons, or manual adds.

Why are the IDs and UPCs wrapped in ="..."?

To prevent Excel from corrupting them. Long numbers like 47170831319278 or 4260765914950 are silently converted to scientific notation (4.72E+13, 4.26E+12) by Excel and the last digits are lost. The ="..." wrapper forces the spreadsheet to keep the cell as text. Leave it alone, edit only the qty column, and the system will handle the rest.

Can I add the same product multiple times?

Yes. If the same ID appears on several rows, each row is processed in turn and the quantities are accumulated in the cart.

What spreadsheet applications can I use?

Any tool that can open and save comma-separated values (CSV) files will work. Microsoft Excel, Google Sheets, Apple Numbers, and LibreOffice Calc are all supported.

Do I need to log in before uploading?

Yes. You must be signed in to your customer account for the cart to be persisted across pages and for checkout to reflect your account-specific pricing and shipping.

Where is my data uploaded to?

The CSV is parsed in your browser. Only the parsed product IDs and quantities are sent to the store to build the cart. The file itself is not uploaded or stored on our servers.