



Fulfilling Shopify orders using the Prodigi Dashboard

CSV Order Importer Guide



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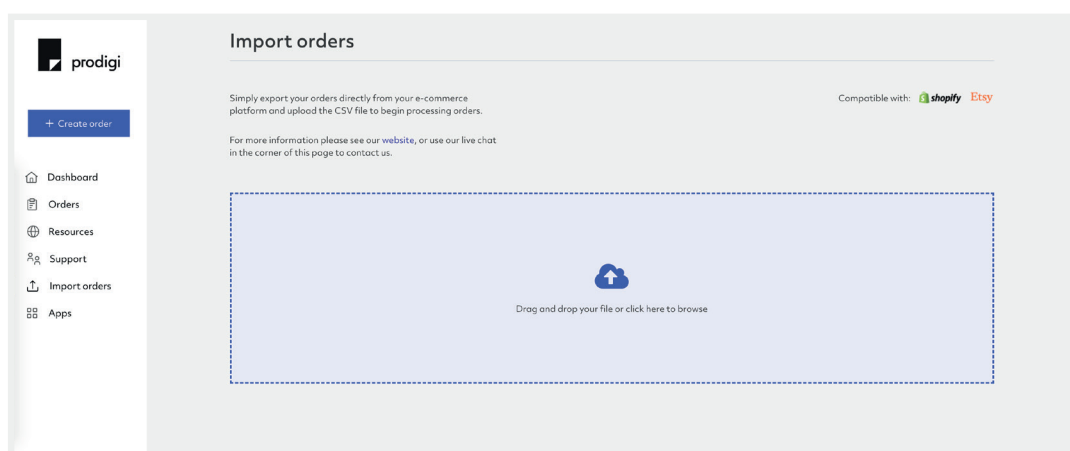
Introducing the CSV Importer

Our CSV bulk order importer is a feature of the Prodigy online ordering platform. It's the perfect solution for clients using marketplaces such as Shopify, who are unable to integrate with the full print API and don't want to use our app, but need to process significant volumes of daily orders.

Designed to make bulk ordering as simple as possible, the CSV Importer lets you upload orders directly from your online shop in just a few quick steps.

Prodigi online ordering

Once you've set up your free Prodigy customer account, you can submit your orders to us through a personalised online dashboard. Our platform allows you to place either individual orders through the manual order form, or submit them to us in bulk by using the CSV Importer tool.



The CSV Importer supports a number of existing order formats from the most popular e-commerce platforms, including **Shopify** and **Etsy**. We also support our own order format that you can use regardless of where your orders are coming from. This is perfect for placing orders if you manage multiple ecommerce stores.

For Shopify customers specifically, we also have an app which can be used instead of, or alongside, these complementary ordering tools.

Setting up your Shopify product listings

One of the great features of our order import platform is that you remain in control of your products and selling experience. When setting up your Shopify products for easy ordering with us, you can continue to follow most of your normal routine. The description, images, sizes can all be inputted as usual, the key difference here is around the inventory and variants setup. If you are an existing Shopify seller and don't want to make the below changes, it's not essential. However we would recommend this optional step to streamline the ordering process.

Start by creating a new listing. If you're new to Shopify there's a helpful guide on how to do this available [here](#). As part of the process, you'll come across a section called 'Inventory'.

Inventory and pricing

Price *
Remember to factor in the costs of materials, labour, and other business expenses. If you offer free delivery, make sure to include the cost of postage so it doesn't eat into your profits.

£ 45.00

Quantity *
For quantities greater than one, this listing will renew automatically until it sells out. You'll be charged a \$0.20 USD listing fee each time.

100

SKU Optional
SKUs are for your use only — buyers won't see them. [Learn more about SKU.](#)

GLOBAL-CFPM-18x2

If you're selling a single product that has no variants, such as a cushion, notebook or stickers, then you can enter the Product SKU into the field in this section. Our SKUs can be found on our [website](#), but feel free to reach out to us if you need advice on which to use.

If the product that you're setting up has multiple variants - such as a range of sizes for a canvas - then you should leave the main SKU field here blank. Then, scroll down to the section just underneath, called 'Variants' and click the box at the top to confirm that the product has multiple options.

Variants

☒ This product has multiple options, like different sizes or colors

OPTIONS
Option 1

Size

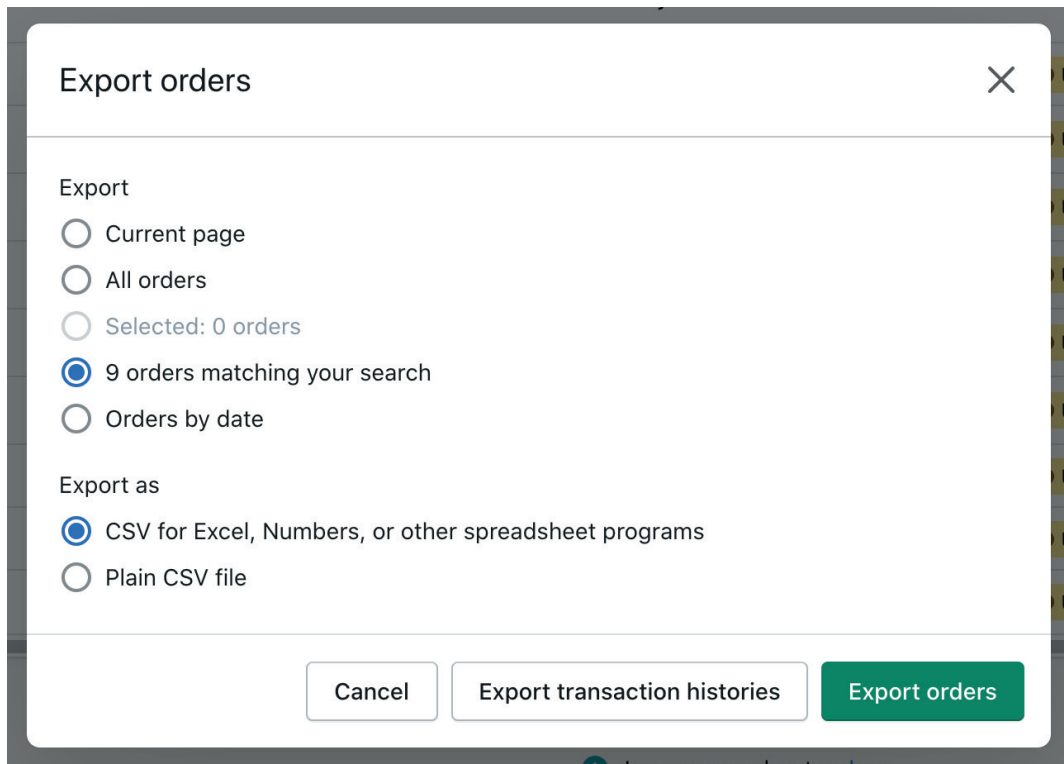
12x18 ✕ 24x36 ✕

Here, you can then select the type of variant, and include the different options that you wish to sell. You'll then be given an option to 'Edit SKUs' for those new options. Setting up the individual variant details like this will make it easier for the order importer to correctly identify exactly which product a customer has ordered.

Downloading orders from Shopify

Once you're receiving orders, you can easily download these directly from your Shopify account. Simply follow the steps below:

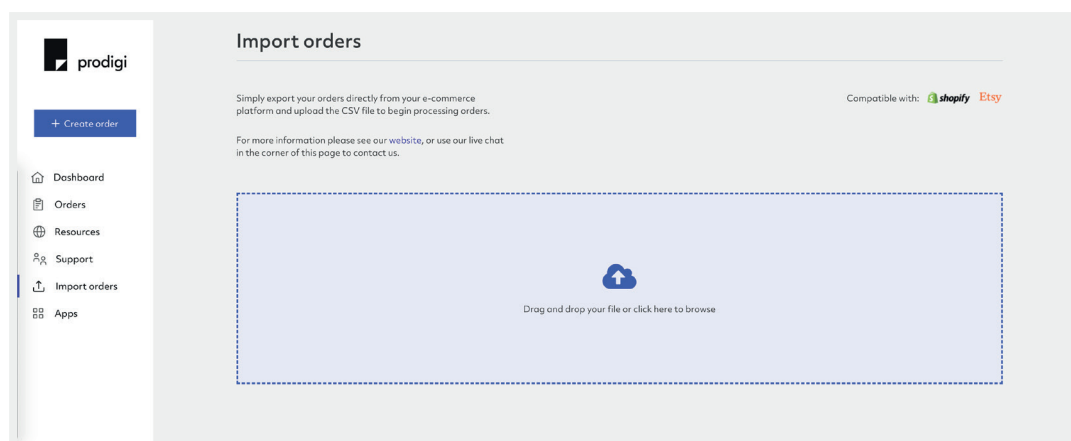
1. Log in to your Shopify admin account, and click on 'Orders'.
2. Select the orders you want to be fulfilled by Prodigy by using the tick boxes on the left-hand side. If you want to select all orders in your store, you can skip this step.
3. At the top of the page, click the 'Export' button. From the options listed, select either 'all orders', or 'selected orders'. Then press 'export orders'.



Depending on how many orders there are, a CSV file will either be downloaded automatically, or the file will be emailed to you.

Uploading into the Prodigy dashboard

Once you have your downloaded orders from Shopify, simply navigate to the Prodigy dashboard, select 'Create order', then choose the CSV Order Import option to upload the CSV.



Editing & reviewing your orders

When you have imported your orders, we provide powerful controls to let you review and edit the order details - including full image editing control - so that you can be sure your products are produced to a high quality with perfect accuracy. In the example below, you can see how your orders will be presented on screen. If a red banner appears across the top, our software has flagged that some details might be missing and these orders will need to be thoroughly checked before submitting.

Import orders

We've detected 3 orders for import. Please review the details below to confirm they are correct before submitting.

Order total: TBC

☒ Show all orders (3)
☐ Show orders with issues (2)

Select multiple orders

Your Order ID
#1311

Total £10.95 + VAT

Product
Hahnemühle Photo Rag, 12x16" / 30x40cm

GLOBAL-HPR-12X16
Quantity:

[Change Product](#)

Print image


[Edit image](#)

Shipping address
Thomas Gallard
St Line House
Mount Stuart Sq
Cardiff
CF10 5LR
United Kingdom
[Edit address](#)

Shipping method
Standard: £1.95

Your Order ID
#1312

Product
[Select Product](#)

Print image

Shipping address
Rosie Marshall
52 Bath Rd
London
W12 4DF
United Kingdom
[Edit address](#)

Shipping method
Heavy goods (not available)

Your Order ID
#1313

Total £89.00 + VAT

Product (1 of 2)
Standard canvas on 19mm stretcher bar, 24x24" / 60x60cm

Wrap: White
GLOBAL-SLIMCAN-24X24
Quantity:
[Change Product](#)

Print image


[Edit image](#)

Shipping address
Jonathan Glover
47 Guild Street
Leeds
ME17 5WN
United Kingdom
[Edit address](#)

Shipping method
Standard: £8.00

Product (2 of 2)
Standard canvas on 19mm stretcher bar, 28x40" / 70x100cm

Wrap: Black
GLOBAL-SLIMCAN-28X40
Quantity:
[Change Product](#)

Print image
[Upload image](#)

Reviewing & selecting product details

With access to our complete product catalog, there's a lot of choice on offer. The product SKU and attributes can be included in your upload, or you can add them in for each order manually. The system will automatically try to determine the correct product. If we're missing any details, we'll flag the order so that you can quickly update it.

Select product

Order line item details (from your file import)
Pop Art -- Softstyle T-Shirt - S / Black

Search all products

Softstyle

Category

Please choose...

Mens t-shirt, Gildan SoftStyle
BAF7LH (A-MT-GD64000)

Black

S

From £8.50

Select

Womens t-shirt, Gildan SoftStyle
ZCJ6MJ (A-WT-GD64000L)

Select Colour

Select Size

From £9.95

Select

Kids t-shirt, Gildan SoftStyle
Y1BE73 (A-KT-GD64000B)

Select Colour

Select Size

From £8.00

Select

Changing & editing print images

We recommend that the images you provide are suitable for printing, at a high resolution (300 DPI recommended), cropped for the product you're ordering. We provide full image editing and positioning tools as part of the ordering dashboard so that you can review and edit the print images. We'll also highlight if the image quality may not be good enough for the selected product.

Edit image



Edit position

Change image

Recommended size:
4680x5790px (300dpi)

Save and close

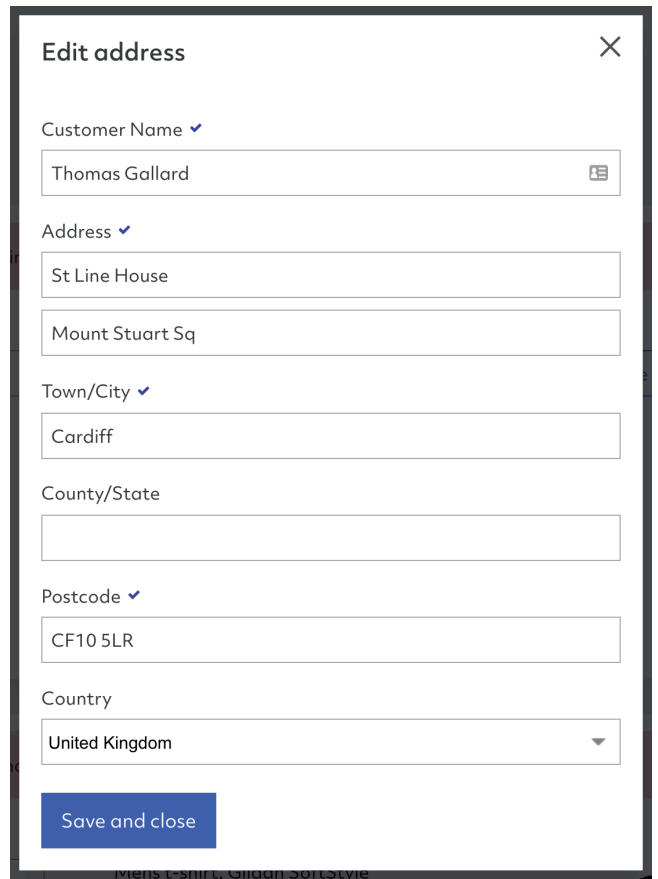
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Reviewing shipping details

Full address details are imported for each order and displayed on the bulk order summary page for you to review.

Once the product and address details are confirmed, we'll automatically display the available shipping methods and their prices for you to choose from.

We'll always default to our standard shipping, giving the best balance between speed and cost.



The 'Edit address' form is a modal window with a close button (X) in the top right corner. It contains several input fields for address details, each with a checkmark icon indicating it has been validated. The fields are: Customer Name (Thomas Gallard), Address (St Line House, Mount Stuart Sq), Town/City (Cardiff), County/State (empty), Postcode (CF10 5LR), and Country (United Kingdom). A blue 'Save and close' button is at the bottom.

Edit address ✕

Customer Name ✓
Thomas Gallard

Address ✓
St Line House
Mount Stuart Sq

Town/City ✓
Cardiff

County/State

Postcode ✓
CF10 5LR

Country
United Kingdom

Save and close

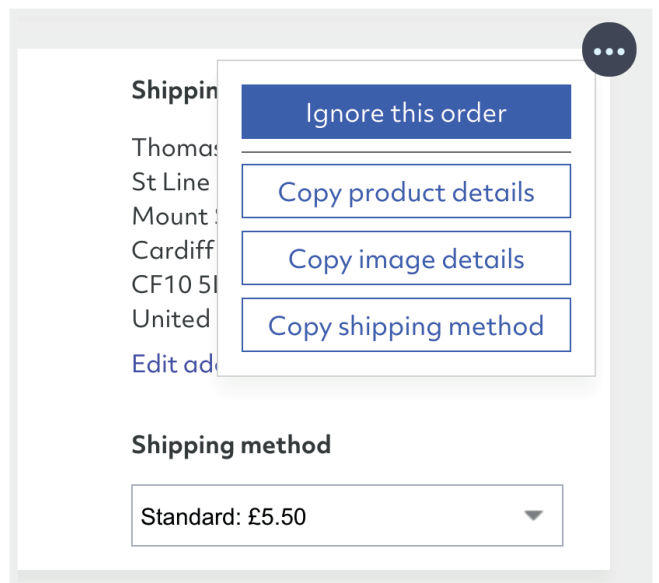
Editing multiple orders together

Once you've set up one product, we've made it really easy to share those changes between any number of orders that are part of the same upload. For example, if you needed to change the image for an order and then wanted to apply that to several more, you can easily select any number of other orders then copy the image across.

If you want to select particular items to copy, click on 'select multiple orders' at the top of the screen and you'll then be able to choose whichever orders you would like. Once they're all highlighted, you can copy the product details as outlined below.

To copy, simply select the action menu in the top-right corner of the order that you want to copy from, and choose 'copy image details to selected orders'. The image will then be added to the other orders selected, and, where the product matches, we'll copy any image edits that you made as well.

You can copy image, product and shipping details between orders this way.



The screenshot shows a 'Shipping' section with a dropdown menu open. The dropdown menu has four options: 'Ignore this order', 'Copy product details', 'Copy image details', and 'Copy shipping method'. Below the menu, the 'Shipping method' is shown as 'Standard: £5.50' with a dropdown arrow.

Shipping

Thomas
St Line
Mount
Cardiff
CF10 5L
United
Edit ad

Ignore this order
Copy product details
Copy image details
Copy shipping method

Shipping method

Standard: £5.50

Submitting your orders

Once you're happy that all orders are complete and accurate, you can submit them all in one go by pressing the 'Submit orders' button in the top right corner of the page. This button will only be available to press once all orders are ready, or you've ignored any that aren't completed.

If any order fails to submit, it will remain on the page and highlight the reason to you. We'll also share the unique order number with you which you can use should you need to contact our customer services team. There's also an option to retry submitting failed orders.

Once you press submit, we'll start processing each order individually. They'll start to disappear from the list once they're submitted, so you can monitor the progress. It typically takes a couple of seconds for an order to submit, so a large import may take a few minutes.

Order total: £84.95 + VAT

✓ Submit 19 orders

Need to know more?

We hope this guide has provided a useful overview.

However if you need more information please contact us on support@prodigi.com

