Fulfilling WooCommerce orders using the Prodigi Dashboard

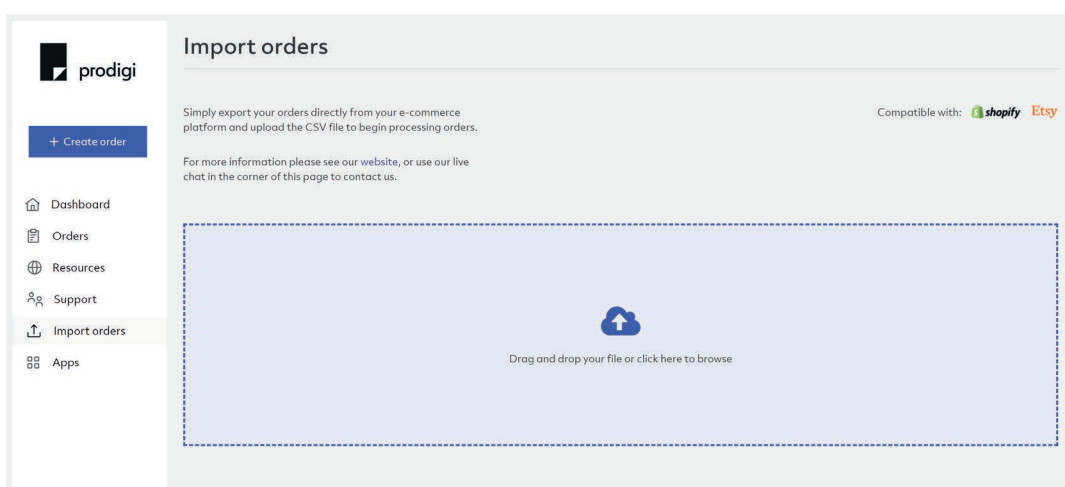CSV Order Importer Guide

prodigi

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Introducing our CSV Importer

Our CSV Importer is a feature of our Prodigi online ordering platform. It's the perfect solution for clients using marketplaces such as WooCommerce, who are unable to integrate with the full print API, but require the ability to process significant daily order volumes. Designed to make CSV bulk ordering as simple as possible, the CSV Importer lets you upload orders directly from your online store in just a few quick steps.

Prodigi online ordering

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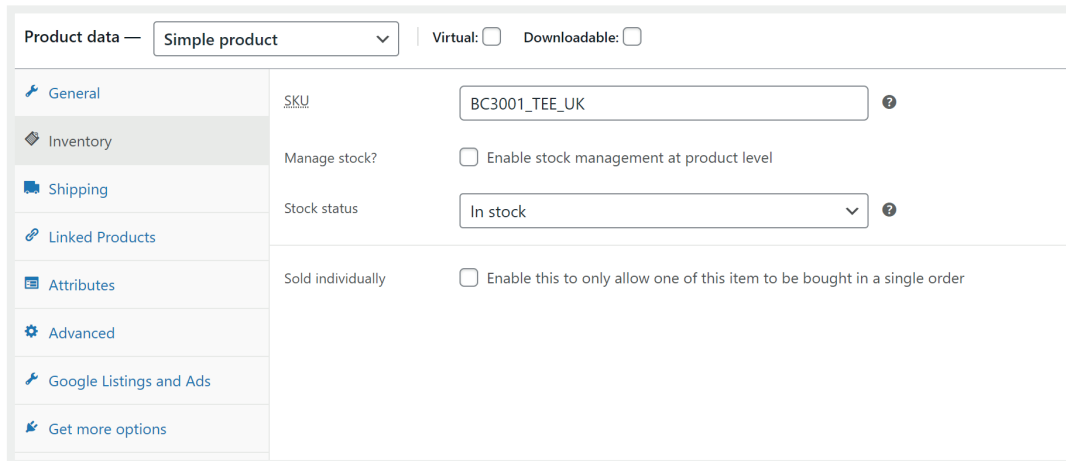

The CSV Importer supports a number of existing order formats from the most popular e-commerce platforms, including **WooCommerce**, **Etsy** and **Shopify**. We also support our own order format that you can use regardless of where your orders are coming from – this is the perfect solution for placing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

Setting up your WooCommerce product listings

One of the great features of our online ordering platform is that you remain in control of your products and selling experience. When setting up your WooCommerce products for easy ordering with us, you can continue to follow your normal routine. The description, images and sizes can all be inputted as usual; the key difference being around inventory and variants set-up. If you're an existing WooCommerce seller, the below changes aren't essential. However, we do recommend this optional step to help streamline the ordering process.
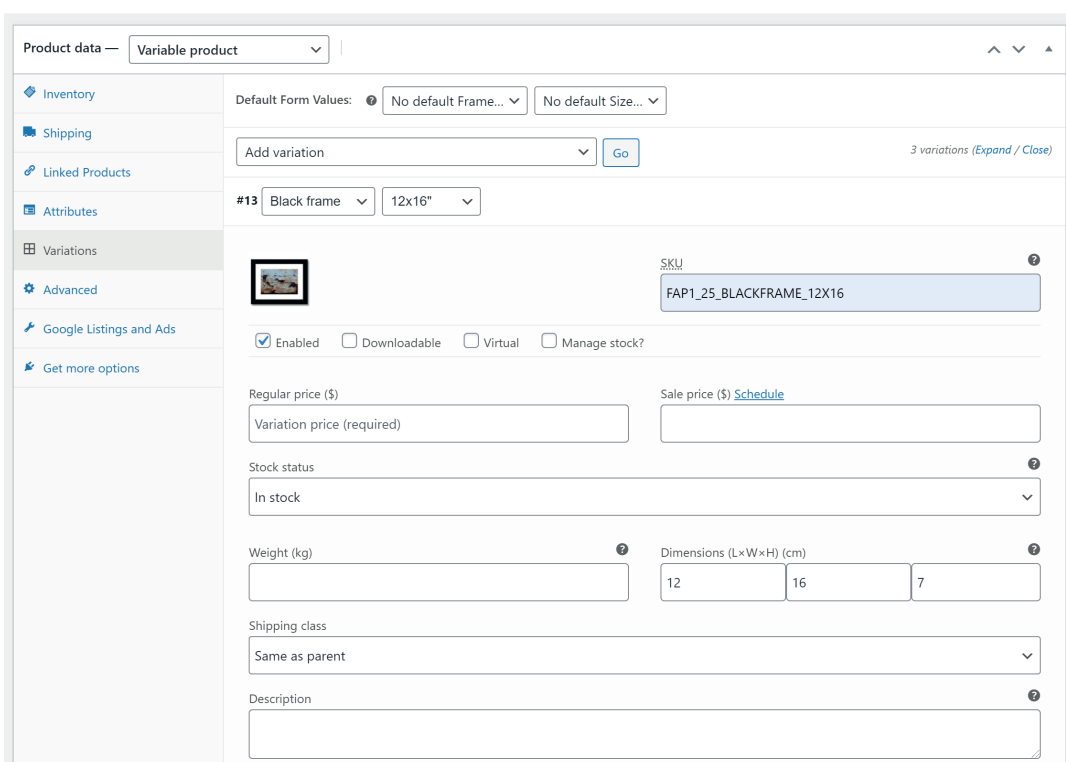
To begin, start by creating a new listing. If you're new to WooCommerce, there's a helpful guide on how to do this here. As part of the process, you'll come across a section called 'Inventory'.

If you're selling a single product that has no variants, such as a cushion or notebook, 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 ones to use.

If the product that you're setting up has multiple variants, known by WooCommerce as a "Variable Product" – such as a range of sizes for a canvas – then you should leave the main SKU field here blank. A new tab option will appear called 'Variations' – click the 'Add variations' button. You can use the 'Attributes' button to help quickly build your different variations, such as frame colours and canvas sizes. With each variation created, you can then expand the option and specify the variant-specific details, such as the price, description and SKU. Once you're happy with the variation details that you want to offer, you can press 'Publish' and you're ready to go.

Downloading orders from WooCommerce

Once you start receiving orders, you can download them directly from WooCommerce. To do this, we recommend using a free plug-in called **'Advanced Order Export For WooCommerce'**, which you can download here.

To save you the trouble of manually setting up the export, we've created a settings file that will generate an order file in the correct structure for you.

Once you've installed the plug-in, simply follow the steps below:

1. Click the **'WooCommerce'** menu option in your **'Admin'** area
2. Choose **'Export orders'** to open the **'Advance order export'** tool
3. Select the **'Tools'** tab
4. Copy and paste this code into the **'Import settings'** box, then click the **'Import'** button

You'll only need to carry out this step once – the tool will automatically default to these specific settings for all reports you generate in future.

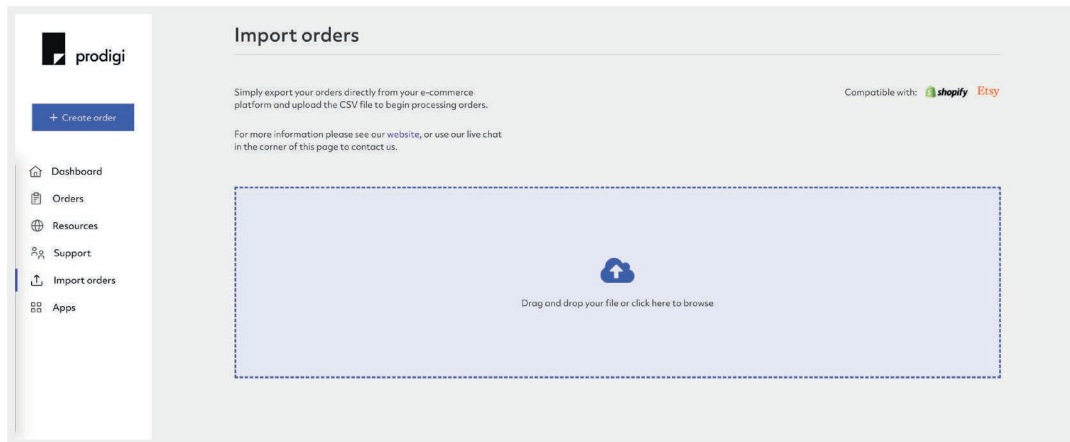With the settings applied, you can now export your orders like so:

1. Click the **'Export now'** tab
2. Select the **'Export'** button at the bottom of the screen

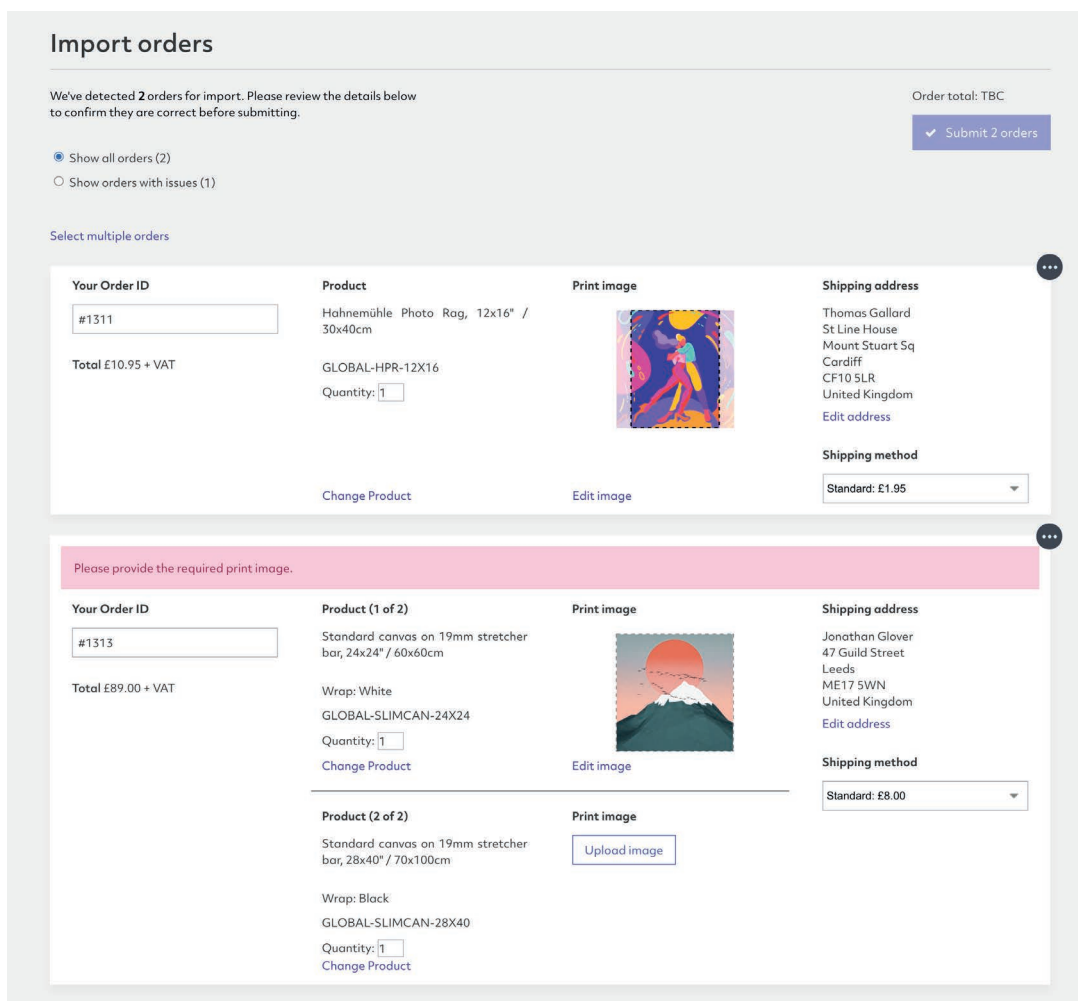A CSV order file will automatically begin to download.

Uploading into the Prodigi dashboard

Once you've downloaded your orders from WooCommerce, simply navigate to the Prodigi dashboard, select 'Create order', then choose the **'CSV order import'** option to upload the CSV.

Editing & reviewing your orders

Once you've imported your WooCommerce 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 of your screen, this means our software has flagged that some details might be missing, and these orders will need to be thoroughly checked before submitting.

Reviewing & selecting product details

With access to our complete product catalogue, there's a lot to choose from. The product SKU and attributes can be included in your upload, or you can add them in manually for each order. 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.

Changing & editing print images

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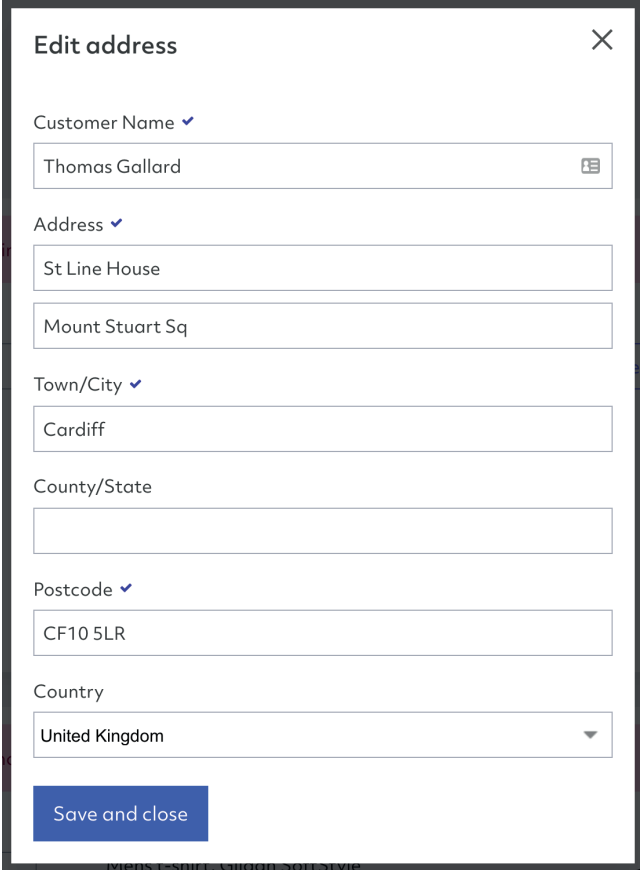
Reviewing shipping details

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 prices for you to choose from. We'll always default to our standard shipping, giving the best balance between speed and cost.
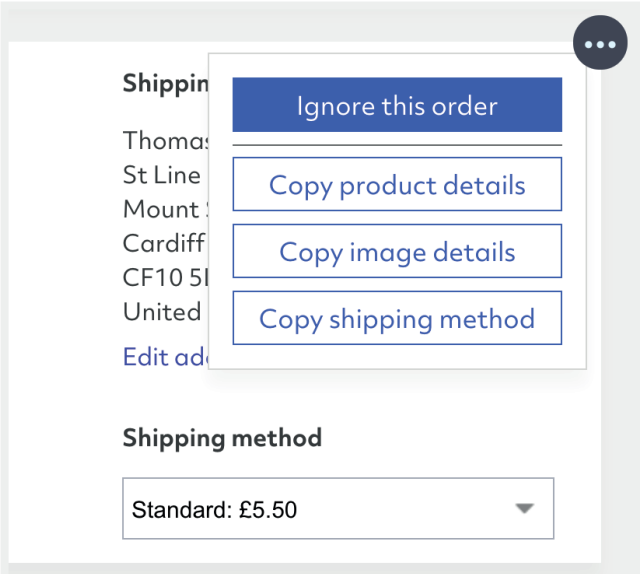

Editing multiple orders together

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 change to several more, you can easily select any number of other orders and copy the image across.

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

To copy the product details, 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 the image, product and shipping details between orders this way.

Submitting your orders

Once you're happy with your orders, 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**

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