



## Fulfilling Shopify orders using the Prodigy Dashboard

CSV Order Importer Guide



prodigi

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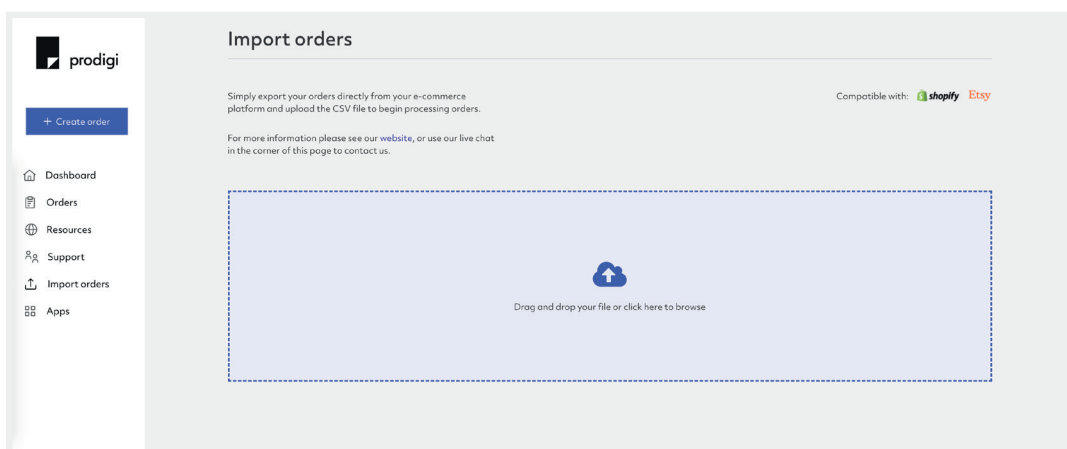
## Introducing the CSV Importer

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, our 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

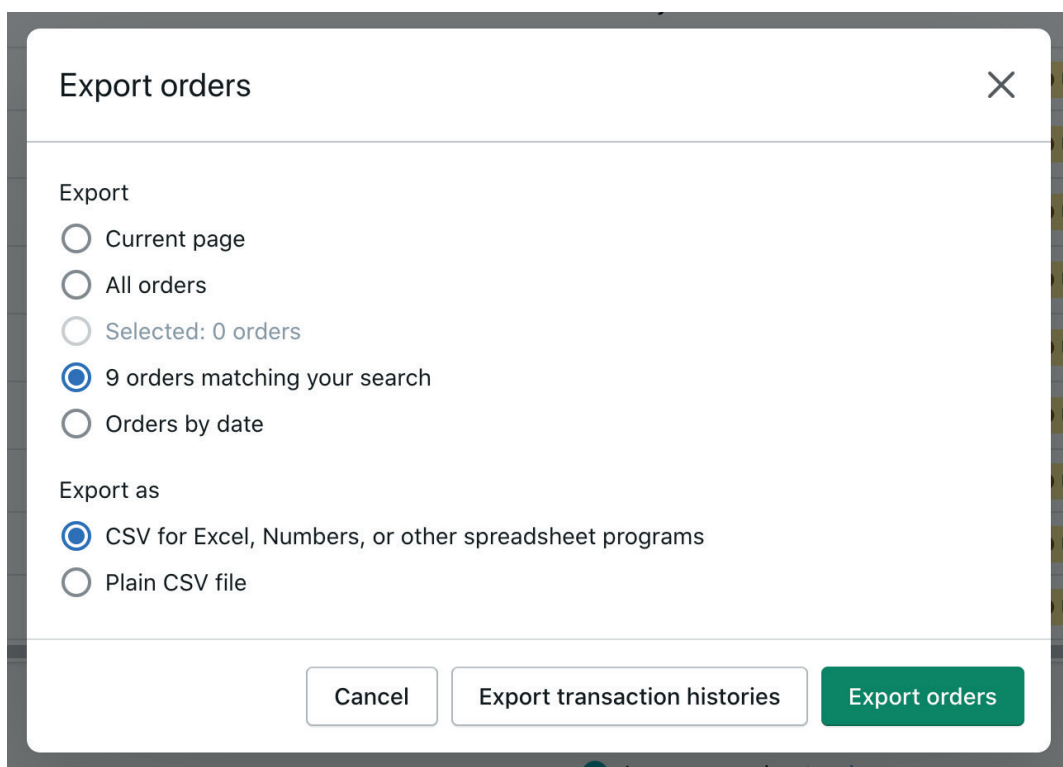
12x18 X 24x36 X

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:

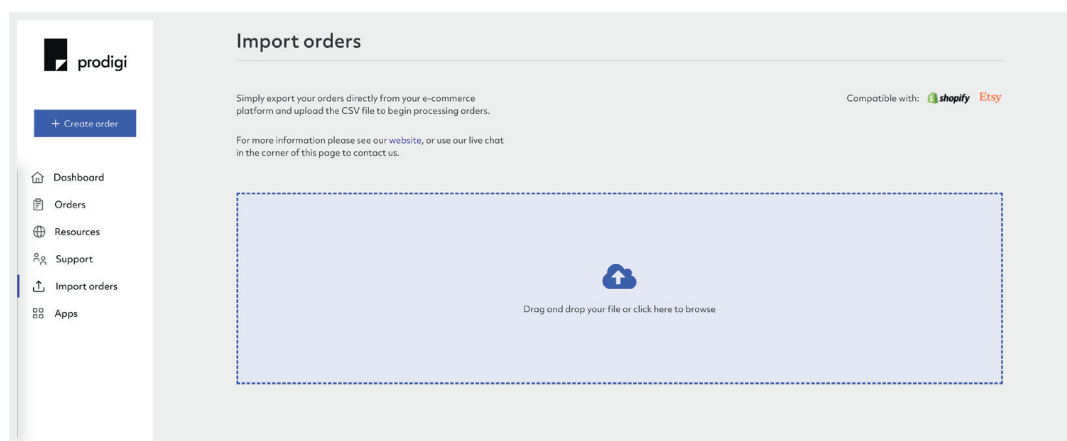
1. Log in to your Shopify admin account, and click on 'Orders'.
2. Select the orders you want to be fulfilled by Prodigy by using the tick boxes on the left-hand side. If you want to select all orders in your store, you can skip this step.
3. At the top of the page, click the 'Export' button. From the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

<b>Your Order ID</b> #1311  Total £10.95 + VAT	<b>Product</b> Hahnemühle Photo Rag, 12x16" / 30x40cm  GLOBAL-HPR-12X16 Quantity: <input type="text" value="1"/>  <a href="#">Change Product</a>	<b>Print image</b>   <a href="#">Edit image</a>	<b>Shipping address</b> Thomas Gallard St Line House Mount Stuart Sq Cardiff CF10 5LR United Kingdom <a href="#">Edit address</a>  <b>Shipping method</b> Standard: £1.95
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Please select and review the required product SKU and attributes.

<b>Your Order ID</b> #1312	<b>Product</b> <a href="#">Select Product</a>	<b>Print image</b>	<b>Shipping address</b> Rosie Marshall 52 Bath Rd London W12 4DF United Kingdom <a href="#">Edit address</a>  <b>Shipping method</b> Heavy goods (not available)
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Please provide the required print image.

<b>Your Order ID</b> #1313  Total £89.00 + VAT	<b>Product (1 of 2)</b> Standard canvas on 19mm stretcher bar, 24x24" / 60x60cm  Wrap: White GLOBAL-SLIMCAN-24X24 Quantity: <input type="text" value="1"/> <a href="#">Change Product</a>	<b>Print image</b>   <a href="#">Edit image</a>	<b>Shipping address</b> Jonathan Glover 47 Guild Street Leeds ME17 5WN United Kingdom <a href="#">Edit address</a>  <b>Shipping method</b> Standard: £8.00
	<b>Product (2 of 2)</b> Standard canvas on 19mm stretcher bar, 28x40" / 70x100cm  Wrap: Black GLOBAL-SLIMCAN-28X40 Quantity: <input type="text" value="1"/> <a href="#">Change Product</a>	<b>Print image</b> <a href="#">Upload image</a>	

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## 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  Category

Mens t-shirt, Gildan SoftStyle  
BAF7LH (A-MT-GD64000)  
  From £8.50


Womens t-shirt, Gildan SoftStyle  
ZCJ6MJ (A-WT-GD64000L)  
  From £9.95

Kids t-shirt, Gildan SoftStyle  
Y1BE73 (A-KT-GD64000B)  
  From £8.00

## 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 ✕



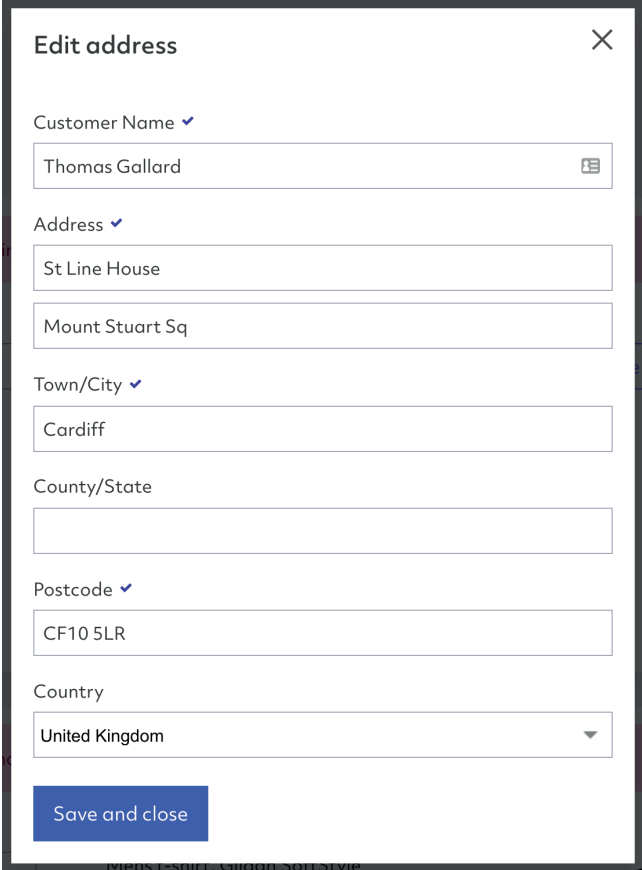
Recommended size:  
4680x5790px (300dpi)

## 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.



**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

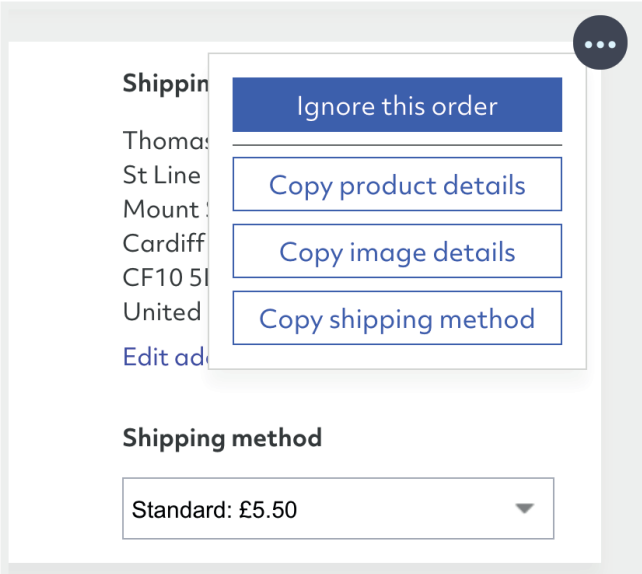
## Editing multiple orders together

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.



**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](mailto:support@prodigi.com)



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