



Fulfilling Squarespace orders using the Prodigy Dashboard

CSV Order Importer Guide



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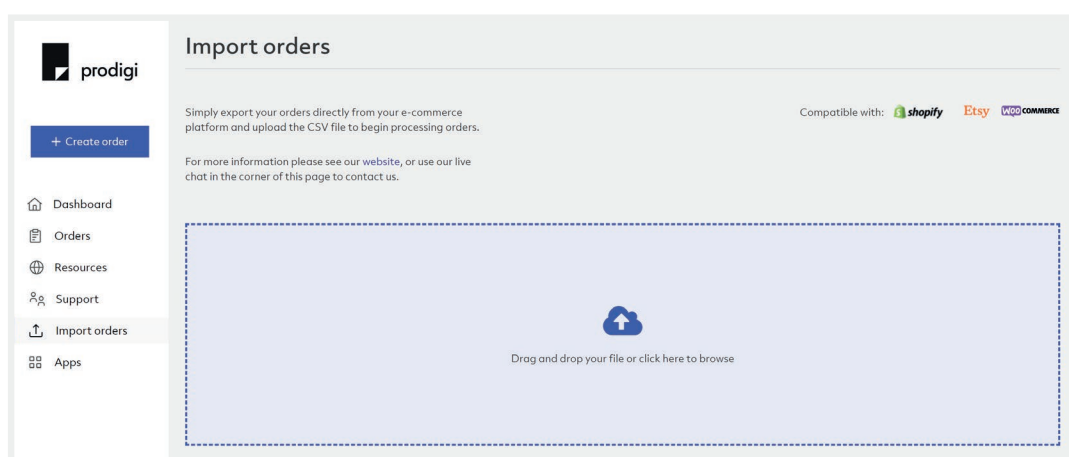


Introducing the CSV Importer

Our CSV Importer is a feature of our Prodigy online ordering platform. It's the perfect solution for clients using marketplaces such as Squarespace, 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 Prodigy 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 several 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 Squarespace 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 Squarespace 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 Squarespace seller, the below changes aren't essential but 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 Squarespace, there's a helpful guide on how to do this [here](#). As part of the process, you'll come across a section called 'Inventory'.

Photo printed mug

Our top quality sublimation 11oz mugs are dishwasher safe and are pure white Orca coated.



Thumbnail Image

Pricing

Price

£10.00

On Sale

☐

Inventory

Unlimited Quantity

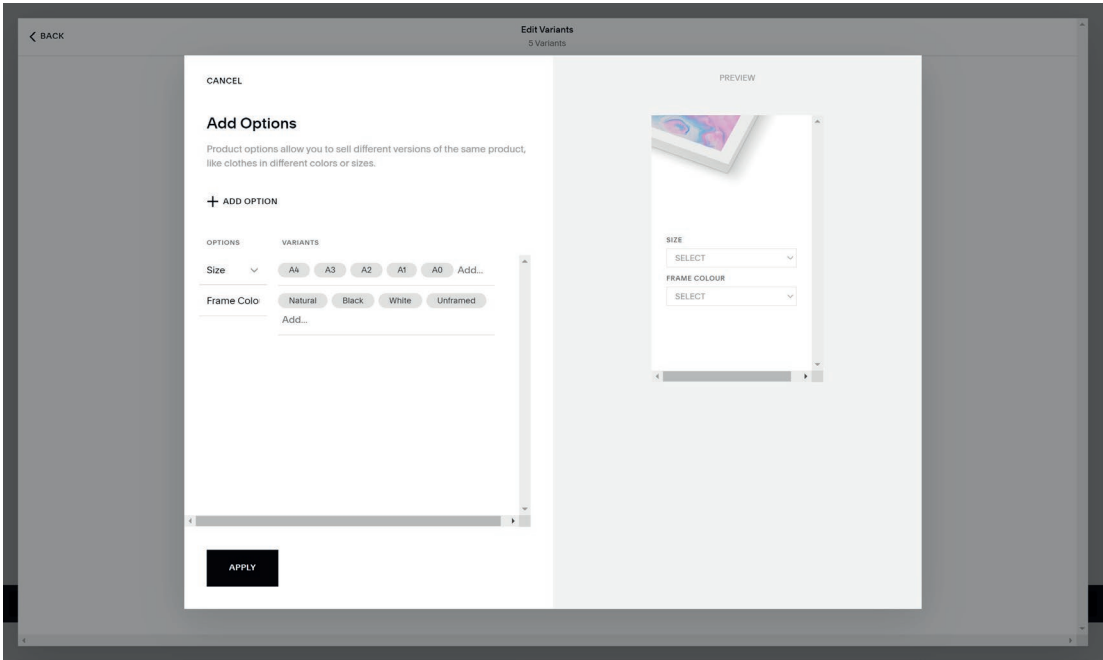
☒

SKU

mug_11oz

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 in Squarespace as "Variations" – such as a range of sizes for a canvas – then you can leave the main SKU field here blank. A section labelled 'Variations' will appear below the SKU Inventory section. Click the 'Add' button to begin building your variant options. You can use the 'Add options' screen to help you quickly build your different variations, such as frame colours and canvas sizes.



With each variation created, you can then update the variant-specific details, such as the price, image and SKU. Once you're happy with the variant details that you want to offer, you can press 'Back' and save the product, then you're ready to go.

IMAGE	VARIATION	SKU	UNITS	PRICE	SALE PRICE	SHIPPING
	A4 Natural	SQ81998	00	£125.00	--	--
	A4 Black	SQ83160	00	£125.00	--	--
	A4 White	SQ110161	00	£125.00	--	--
	A4 Unframed	SQ57573	00	£125.00	--	--
	A3 Natural	SQ75774	00	£125.00	--	--
	A3 Black	SQ48570	00	£125.00	--	--
	A3 White	SQ611444	00	£125.00	--	--
	A3 Unframed	SQ74265	00	£125.00	--	--
	A2 Natural	SQ63754	00	£125.00	--	--
	A2 Black	SQ87672	00	£125.00	--	--
	A2 White	SQ13149	00	£125.00	--	--
	A2 Unframed	SQ66560	00	£125.00	--	--

Downloading orders from Squarespace

Once you start receiving orders, you can download them directly from Squarespace. To do this, simply follow the steps below:

1. Select the 'Orders' menu option in the 'Commerce' section of your 'Admin' area
2. Click the 'Export' button in the top-right corner
3. Deselect the options for 'Fulfilled orders' and 'Cancelled orders'
4. Select the date range that you require in the export, e.g. Last 7 days
5. Select the product(s) you want to export (this could be your whole range or a selection that you want Prodigy to fulfil for you)

The image displays three sequential screenshots of the 'Select Orders to Export' interface in Squarespace, illustrating the steps to configure an order export.

Screenshot 1 (Step 1 of 3): The interface is titled 'Select Orders to Export' with a progress indicator '1 of 3'. Under the heading 'FILTER BY ORDER STATUS', it instructs to 'Select orders to include depending on status.' There are three radio button options: 'Pending Orders' (which is selected with a checked radio button), 'Fulfilled Orders', and 'Cancelled Orders'. At the bottom are 'CANCEL' and 'NEXT' buttons.

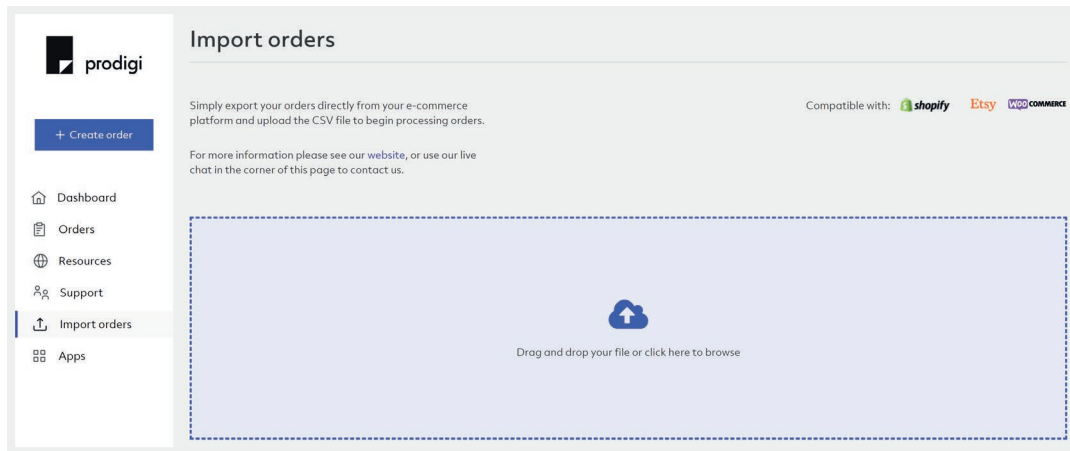
Screenshot 2 (Step 2 of 3): The interface is titled 'Select Orders to Export' with a progress indicator '2 of 3'. It features a dropdown menu labeled 'Include Orders From' with 'Last 7 days' selected. Below the dropdown, it says 'Filter orders by when they were created.' At the bottom are 'CANCEL' and 'NEXT' buttons.

Screenshot 3 (Step 3 of 3): The interface is titled 'Select Orders to Export' with a progress indicator '3 of 3'. It has a dropdown menu labeled 'Specific Product' with a downward arrow. Below this, it provides instructions: 'Export details for orders of All Products or of a specific product. Exports of a specific product will include Product Form data if available.' There is a 'Find a Product' section with a search input field. At the bottom, there is a checked radio button for 'Include product form data' and 'CANCEL' and 'SAVE' buttons.

A CSV order file will automatically begin to download.

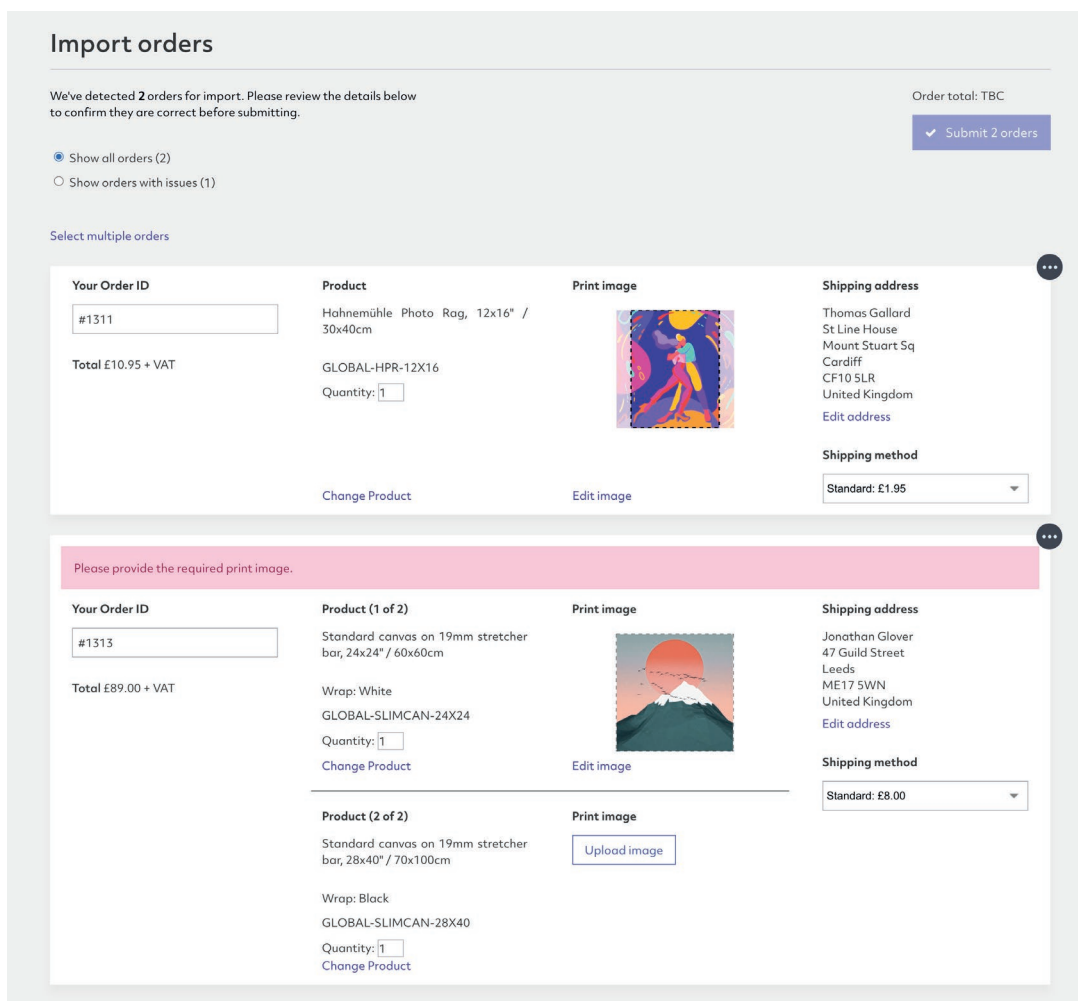
Uploading into the Prodigy dashboard

Once you've downloaded your orders from Squarespace, simply navigate to the Prodigy dashboard and select 'Import orders', then upload the orders CSV you exported.



Editing & reviewing your orders

Once you've imported your Squarespace 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 and 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.

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) 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.

Edit image



Edit position

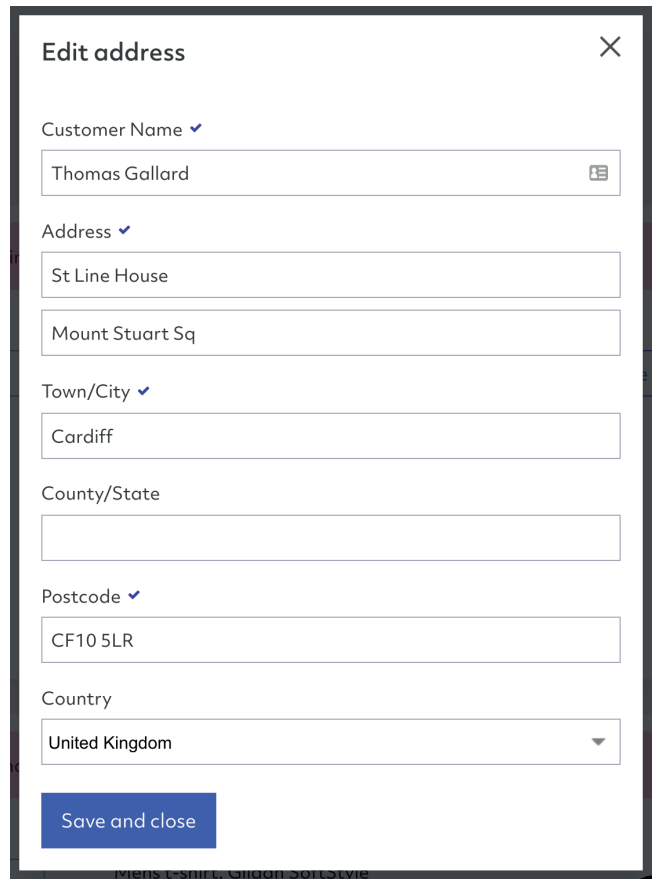
Change image

Recommended size:
4680x5790px (300dpi)

Save and close

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.



The 'Edit address' form is a modal window with a close button (X) in the top right corner. It contains several input fields with checkmarks indicating they are required or validated: '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.

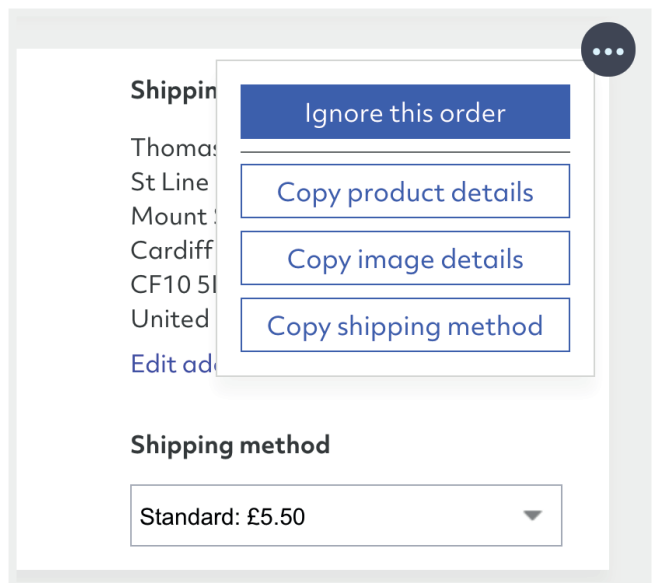
Editing multiple orders together

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.



The 'Shipping' section shows a list of order details (Thomas, St Line, Mount, Cardiff, CF10 5L, United) and an 'Edit address' link. An action menu is open, showing options: 'Ignore this order', 'Copy product details', 'Copy image details', and 'Copy shipping method'. Below the menu, the 'Shipping method' is set to 'Standard: £5.50'.

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 orders fail to submit, they 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

Updating your Squarespace orders

Once your orders have been processed by Prodigy, don't forget to update them in Squarespace. To do this, simply:

1. Select the 'Orders' menu option in the 'Commerce' section of your 'Admin' area
2. Tick the individual orders you have processed
3. Choose to 'Mark fulfilled'

These orders will then be updated so that they're not present in your next order export.

< COMMERCE		ALL ORDERS	Q Search...		EXPORT		
ORDER	PLACED ON	CUSTOMER	EMAIL		TOTAL	PAYMENT	STATUS
✓ #00001	TEST	Oct 12, 2021 at 4:39pm	Craig Delonnette		craig.delonnette@prodigi.com	£580.00	PAID
CLEAR SELECTION		PRINT		MARK FULFILLED		DELETE TEST ORDER	

Need to know more?

We hope this guide has provided a useful overview. However, if you need more information or if you have any additional questions, please contact us at support@prodigi.com

