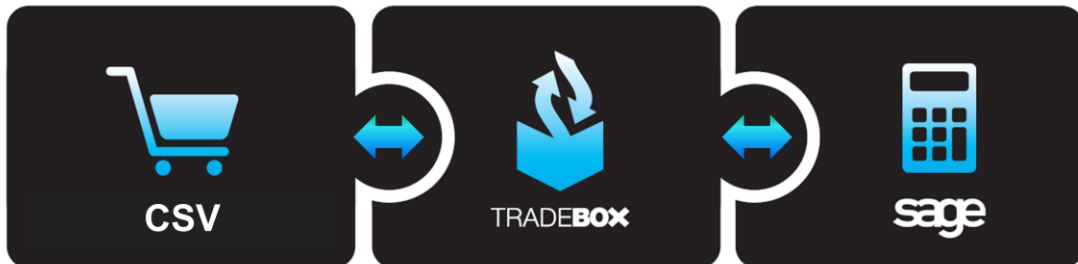# CSV File Specification

Tradebox Finance Manager enables users to import orders from a variety of online platforms into **Sage Instant** or **Sage 50** accounts, automatically accounting for all sales and providing stock control. Connections are created in Tradebox by selecting the relevant online platform from a dropdown list during the connection set up wizard. The following platforms are currently supported by Tradebox:

Amazon (MWS), **eBay** (API), **Play.com** (API)**, Magento** (API), **ChannelAdvisor** (API)**, Linnworks, EKM Powershop** (API)**, Big Commerce** (API)**, Zencart, Powa** (API)**, Shopcreator, Shopify, Romancart** and **LiquidShop**

Where the online platform is not natively supported by Tradebox, the option exists to create a connection in Tradebox to import a CSV File. A CSV template file containing example data can be downloaded by clicking **here**.

The following guide describes:

1. The structure of the export file
2. The format of the data in the file
3. Notes on publishing the file.

CSV File Overview

- Data can be separated by commas, tabs or semi-colons.
- Each individual item in an order appears on a separate line in the file.
- Multiple Item purchases have the same Order ID and need to be grouped together in the file.
- Shipping costs for a multiple line order should appear within the first item line within the order. Repeating the shipping cost on subsequent lines is fine as this can be handled by the Tradebox software.
- Column headers are required.
- Where data is **not provided** on individual orders the separator should still exist to keep the field in alignment.
- Financial information, such as sales prices, shipping prices, discounts etc, should be rounded to 2 decimal places.
- Financial information should NOT be preceded by currency signs (£, $ etc)
- Tradebox can only accept files in a **single currency**. If a website deals in multiple currencies then individual export files need to be created for each set of sales in the different currencies. These will need to be set up as separate sales channel connections in Tradebox.
- Where financial information is zero a 0 figure should be populated in the field.
- Financial information should be inclusive of VAT and reflect the gross item cost for each unit.
- Where a mixture of VAT and non VAT goods are sold a SKU needs to be present to allow Finance Manager to discriminate between the items in Sage.
- Ideally, the website SKU should match the Sage Product Code
- Date formats accepted are dd/mm/yyyy or mm/dd/yyyy.
- Export files with multiple orders statuses (completed, pending, failed etc) can be accommodated and filters applied against them.
- Once the format for the export file has been established this format needs to be retained for all future files otherwise Tradebox will need to be remapped.

Once a draft file has been created it can be sent to support@tradebox.uk.com for review and sign off. A CSV template file containing example data can be downloaded by clicking **here**.

Data Specification

The following list illustrates the data that makes up the ideal web export file. All fields in **red** are **mandatory**. Other fields are not mandatory but contain data which will be useful to the user. Each field is explained in greater depth further on in the document.

1. **Order Date**
2. **Order ID**
3. **SKU**
4. **Product Name**
5. **Product Price**
6. **Quantity**
7. **Carriage Amount**
8. **Discount**
9. **Payment Method**
10. **Shipping Method**
11. **Billing Name**
12. **Billing Company Name**
13. **Billing Address 1**
14. **Billing Address 2**
15. **Billing Address 3**
16. **Billing Address 4**
17. **Billing Address 5**
18. **Billing Country**
19. **Billing Country Code**
20. **Customer Email**
21. **Customer Telephone**
22. **Message**
23. **Shipping Name**
24. **Shipping Company Name**
25. **Shipping Address 1**
26. **Shipping Address 2**
27. **Shipping Address 3**
28. **Shipping Address 4**
29. **Shipping Address 5**
30. **Shipping Country**
31. **Shipping Country Code**
32. **Order Status**

1. Order Date

Order dates need to be in either a UK (dd/mm/yyyy) format (22/07/2014) or in a US (mm/dd/yyyy) format (07/22/2014)

2. Order ID

Order IDs need to be unique to each order. Where there are multiple items in an order, each item needs to appear on a separate line and have the same Order ID. Multi item orders should be grouped together in the file.

Order Date	Order ID	Item ID	SKU	Product Name	Product Price	Quantity
01/03/2010	1	0001-1	BOARD001	Whiteboard - Drywipe (900 x 1200)	20.00	1
01/03/2010	1	0001-2	BOARD002	Whiteboard - Drywipe (1000 x 1500)	22.00	2
01/03/2010	1	0001-3	BOOKS001	A4 Ledger Book - 5 Column	7.99	1
01/03/2010	1	0001-4	BOOKS002	A4 Carbon Copy Book - Triplicate	2.99	2
01/03/2010	1	0001-5	BOOKS003	Shorthand Notebook - 80 Sheets	4.50	1
01/03/2010	2	0002-1	CALC001	Calculator - Desktop	10.00	2
01/03/2010	2	0002-2	CALC002	Calculator - Pocket	6.00	1
01/03/2010	2	0002-3	CALC003	Calculator - Desktop (Printing)	17.00	2
01/03/2010	2	0002-4	CALC004	Calculator - Printing Rolls	6.00	5
01/03/2010	3	0003-1	CAS001	AT Mini Tower Case	15.00	1
01/03/2010	3	0003-2	CDR001	CDR08432 Read/Write CD Drive	154.00	1
01/03/2010	4	0004-1	CAS002	ATX Mini Tower Case	20.00	1
01/03/2010	4	0004-2	CDR002	CDR10432 Read/Write CD Drive	190.00	1
01/03/2010	5	0005-1	CAS003	ATX Desktop Case	30.00	1

3. SKU

The website SKU (Stock Keeping Unit) uniquely identifies the product being sold. Where stock control in Sage is required then the web SKU will be mapped to the corresponding Sage Product Code. Ideally the web **SKU and Sage Product Code will match, exactly**. However, if they don't then a relationship between the non-matching IDs can still be manually created in Tradebox. This only needs to be done once as Tradebox will remember the relationship. This also allows many online SKUs to be mapped to a single Sage Product Code.

4. Product Name

This field is the title of the product sold. The Product Name can also be manually mapped to the Sage stock code if no SKU is available. To achieve this, the Product Name need to be unique to the product.

5. Product Price

The product price is the price of the individual product regardless of quantity sold. It is **NOT** the total price of the products purchased.

The image below illustrates that the price of both products in the separate orders are £4.25 each. The fact that the first order has a quantity of 10, and the second order a quantity of 1, does not change the Product Price. The total price will be calculated by Tradebox.

Order Date	Order ID	Item ID	SKU	Product Name	Product Price	Quantity
01/03/2010	25	0025-1	LABELS001	A4 Labels (68x99) - Inkjet	4.25	10
01/03/2010	26	0026-1	LABELS002	A4 Labels (38x99) - Inkjet	4.25	1

The Product Price should be to **2 decimal** places and **cannot** be preceded by any currency signs (£,$,€). Tradebox can only accept files in a single currency. Values must always be positive. Product prices can either be inclusive or exclusive of VAT but MUST be uniform throughout the file. Tradebox recommends values inclusive of VAT.

6. Quantity

Quantity of products purchased. Value must be a whole number greater than zero.

7. Carriage Amount

The Carriage Amount should be to **2 decimal** places and **cannot** be preceded by any currency signs (£,$,€). Tradebox can only accept files in a single currency. Values must always be positive. Product prices can either be inclusive or exclusive of VAT but MUST be uniform throughout the file. Tradebox recommends values inclusive of VAT

Carriage can be configured in 1 of 2 ways:

The total carriage amount for the entire order populated on the **first line** in the order

A	B	C	D	E	F	G	H
Order Date	Order ID	Item ID	SKU	Product Name	Product Price	Quantity	Carriage Amount
01/03/2010	1	0001-1	BOARD001	Whiteboard - Drywipe (900 x 1200)	20.00	1	5.00
01/03/2010	1	0001-2	BOARD002	Whiteboard - Drywipe (1000 x 1500)	22.00	2	0.00
01/03/2010	1	0001-3	BOOKS001	A4 Ledger Book - 5 Column	7.99	1	0.00
01/03/2010	1	0001-4	BOOKS002	A4 Carbon Copy Book - Triplicate	2.99	2	0.00
01/03/2010	1	0001-5	BOOKS003	Shorthand Notebook - 80 Sheets	4.50	1	0.00

The total carriage amount for the entire order can be populated on every line. In the second example Tradebox needs to be instructed to only take the carriage amount from the first line.

A	B	C	D	E	F	G	H
Order Date	Order ID	Item ID	SKU	Product Name	Product Price	Quantity	Carriage Amount
01/03/2010	1	0001-1	BOARD001	Whiteboard - Drywipe (900 x 1200)	20.00	1	5.00
01/03/2010	1	0001-2	BOARD002	Whiteboard - Drywipe (1000 x 1500)	22.00	2	5.00
01/03/2010	1	0001-3	BOOKS001	A4 Ledger Book - 5 Column	7.99	1	5.00
01/03/2010	1	0001-4	BOOKS002	A4 Carbon Copy Book - Triplicate	2.99	2	5.00
01/03/2010	1	0001-5	BOOKS003	Shorthand Notebook - 80 Sheets	4.50	1	5.00

8. Discount

The Discount field allows a discount to be applied against the order. The discount value can be either a **Line Discount** or an **Order Discount**. If discounts are used then Tradebox needs to be configured to use either the Line or the Order discount method.

Line Discounts

The following image illustrates a **Line Discount**. Each item line in the order has its own unique discount value. This is the value to be subtracted off the Product Price **before** it is multiplied by the quantity ordered.

B	C	D	E	F	G	H	I	J
Order ID	Item ID	SKU	Product Name	Product Price	Quantity	Carriage Amount	Other Amount	Discount
1	0001-1	BOARD001	Whiteboard - Drywipe (900 x 1200)	20.00	1	5.00	0.00	2.00
1	0001-2	BOARD002	Whiteboard - Drywipe (1000 x 1500)	22.00	2	5.00	0.00	4.40

For the sake of clarity, the above order would be calculated as follows using an **Item Discount**:

Line 1

Product Price minus Discount: (20.00 – 2.00 = 18.00)

Adjusted price multiplied by quantity: (18.00 *1 = **18.00**)

Line 2

Product Price minus Discount: (22.00 – 4.40 = 17.60)

Adjusted price multiplied by quantity: (17.60 * 2 = **35.20**)

Total Product Price: (18.00 + 35.20 = **53.20**)

Total Product Price plus Carriage: (53.20 + 5.00 = **58.20**)

Order Discounts

The next image illustrates an **Order Discount**. This is the total discount value to come off the order **after** the Product Price has been multiplied by the quantity. The Order Discount is repeated on each line in the order.

B	C	D	E	F	G	H	I	J
Order ID	Item ID	SKU	Product Name	Product Price	Quantity	Carriage Amount	Other Amount	Discount
1	0001-1	BOARD001	Whiteboard - Drywipe (900 x 1200)	20.00	1	5.00	0.00	8.25
1	0001-2	BOARD002	Whiteboard - Drywipe (1000 x 1500)	22.00	2	5.00	0.00	8.25

For the sake of clarity, the above order would be calculated as follows using an **Order Discount**:

Line 1

Product Price multiplied by quantity: (20.00 *1 = **20.00**)

Line 2

Product Price multiplied by quantity: (22.00 *2 = **44.00**)

Total Product Price: (20.00 + 44.00 = **64.00**)

Total Product minus discount: (64.00 – 8.25 = **55.75**)

Total Product Price plus Carriage: (55.75 + 5.00 = **60.75**)

In Sage each item price would be reduced on an equal ratio basis. The pre-discount price of the entire order is £64.00. The total discount is £8.25. The discount value is 12.89% of the total sales value. Each item line in Sage would therefore be reduced by 12.89%, as follows:

SKU	Product Name	Price	Discount	Total Price
BOARD001	Whiteboard - Drywipe (900 x 1200)	20.00	2.58	17.42
BOARD002	Whiteboard - Drywipe (1000 x 1500)	44.00	5.67	38.33
Sub Total				**55.75**
Carriage				5.00
Total		**64.00**	**8.25**	**60.75**

9. Payment Method

Identifies the payment method used to purchase each online order. This field can be utilised by Tradebox and reflected in Sage.

10. Shipping Method

Identifies the shipping method chosen for each order. Useful for packing lists.

11. Billing Name

Billing Name of the customer who places the online order. Generally taken from a single field, i.e. John Smith. Tradebox can concatenate forename and surname fields together if provided as separate fields. This is done by adding the separate field numbers together in the file mapping section.

Define Import File

Tradebox can accept the following fields from the import file. Select where the data for each of the field will be coming from below:

Field Delimiter: Comma ▼ Ignore First Row: ☑

Date Format: DD/MM/YYYY ▼ Shipping on Line 1: ☑

Field	Source	Column	Fixed Value
Discount	File	10	
Payment Method	File	11	
Shipping Method	File	12	
Sage Customer Reference	File	13	
Billing Name	File	14+15	
Billing Company Name	File	0	

The billing name is used by default as the Sage Customer name.

12. Billing Company Name

If a Billing Company Name exists on an order then this can be used as the Sage customer name, as opposed to the Billing Name.

13. Billing Address 1

First line of the billing address, such as 4 Oakfield Drive

14. Billing Address 2

Second line of the billing address, if available, such as Melkton Park

15. Billing Address 3

Third line of the billing address, usually the town/city, such as Newcastle upon Tyne

16. Billing Address 4

Fourth Line of the billing address, usually the county, such as Tyne and Wear

17. Billing Address 5

Fifth line of the billing address, usually the postcode, such as NE28 9NZ

18. Billing Country

Billing Country, such as United Kingdom

19. Billing Country Code

2 character country code (ISO 3166 Country Codes). Auto defaults to GB if blank. A full list of ISO 3166 Country Codes can be found at:
http://www.iso.org/iso/english_country_names_and_code_elements

20. Customer Email

Email address will be populated in the Sage customer record (if individual customers have been configured) and also can be copied to a 'Notes' field on the invoice.

21. Customer Telephone

Telephone number can be populated in the Sage customer record (if individual customers have been configured) and also can be copied to a 'Notes' field on the invoice.

22. Message

If messages are included in the export file then these can be included on the body of the Sage invoice.

23. Shipping Name

If a Shipping Name exists on an order then this can be used as the delivery name of the Sage customer record and invoice.

24. Shipping Company Name

If a Shipping Company Name exists on an order then this can be used on the delivery address.

25. Shipping Address 1

First line of the shipping address, such as 4 Oakfield Drive

26. Shipping Address 2

Second line of the shipping address, if available, such as Melkton Park

27. Shipping Address 3

Third line of the shipping address, usually the town/city, such as Newcastle upon Tyne

28. Shipping Address 4

Fourth Line of the shipping address, usually the county, such as Tyne and Wear

29. Shipping Address 5

Fifth line of the shipping address, usually the postcode, such as NE28 9NZ

30. Shipping Country

Shipping Country, such as United Kingdom

31. Shipping Country Code

2 character country code (ISO 3166 Country Codes). Auto defaults to GB if blank. This field has an impact on the VAT liability of an entire order, if for example the delivery country is outside the EU. A full list of ISO 3166 Country Codes can be found at: http://www.iso.org/iso/english_country_names_and_code_elements

32. Order Status

Enables output file to contain orders with different statuses (Complete, Failed, Pending, etc). A filter can be applied on this column to only import orders with a specified status.

A	B	C	D	E	AI
Order Date	Order ID	Item ID	SKU	Product Name	Order Status
01/03/2010	18	0018-1	FLIP001	Flip Chart - A1 Pad	Complete
01/03/2010	19	0019-1	FLIP002	Flip Chart - A1 Pad (Recycled)	Complete
01/03/2010	20	0020-1	HAR001	10gb Hard Drive	Complete
01/03/2010	21	0021-1	HAR002	20gb Hard Drive	Complete
01/03/2010	22	0022-1	HAR003	30gb Hard Drive	Complete
01/03/2010	23	0023-1	INST001	Installation	Pending
01/03/2010	24	0024-1	KEY001	Standard Keyboard	Complete
01/03/2010	25	0025-1	LABELS001	A4 Labels (68x99) - Inkjet	Complete
01/03/2010	26	0026-1	LABELS002	A4 Labels (38x99) - Inkjet	Complete
01/03/2010	27	0027-1	LAM001	Laminator - A4	Complete
01/03/2010	28	0028-1	LAM002	Laminator Pouches - A4	Complete
01/03/2010	29	0029-1	MAIL001	Mailing Bag - Bubble Lined	Complete

Publishing the CSV File

Once the CSV file template has been created it needs to be saved into local folders on the user's PC or network to allow Tradebox to import the file. This can be achieved by either:

- Manually downloading the CSV file and saving it into the local folders, or,
- Creating a web script to routinely publish the CSV file to a location on the user's FTP where Tradebox can electronically collect it.

The main benefit of publishing and importing the CSV file from an FTP location is that Tradebox can then routinely download and import the sales without the need for the user to manually generate the file. Tradebox maintains a list of all sales it has previously imported and will only import new sales that it has not previously encountered, regardless of whether it is presented the same sales more than once. The following notes are worth considering:

- A web script is designed to create and export the CSV file at regular intervals, as required by the customer. This could be once per day, every 4 hours or every hour. In effect, as often as the end user requires it.

- The script could be designed to create a file with the same name every time it runs (e.g. Tradebox.csv). This would mean that the existing file on the FTP would be overwritten by the new file every time it is published. If this is the chosen route then some thought needs to be given to the amount of day's worth of the sales the file contains to prevent the user missing sales.

- An alternative is to create the file with a new name every time it is created (e.g.Tradebox20120804110503). This ensures that orders can never be overwritten. A setting in Tradebox allows the file to be removed from the FTP so this location does not become too full.

For support call Tradebox on 0344 381 9003 or email support@tradebox.uk.com.