



WIX

Fulfilling Wix orders
using the Prodigy
Dashboard

CSV Order Importer Guide



prodigi

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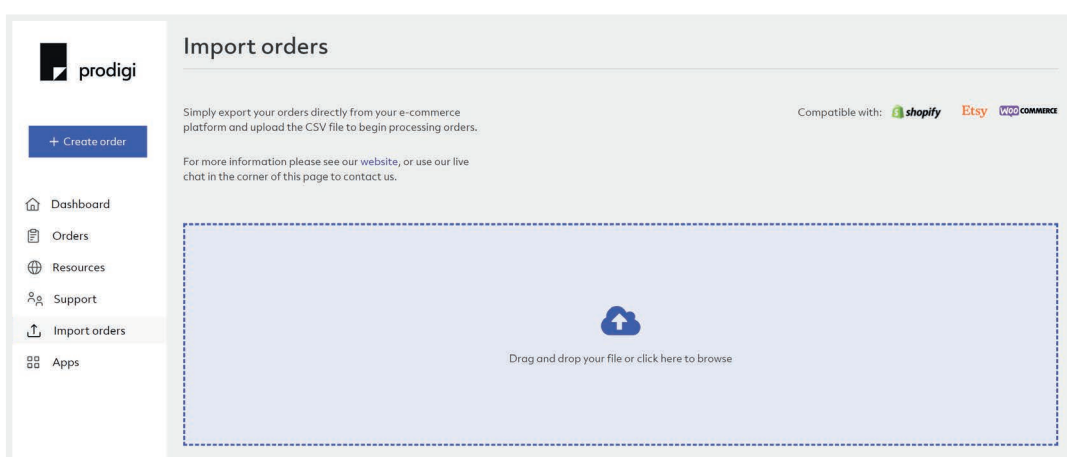


Introducing the CSV Importer

Our CSV Importer is a feature of our Prodigy online ordering platform. It's the perfect solution for clients using marketplaces such as Wix, 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.

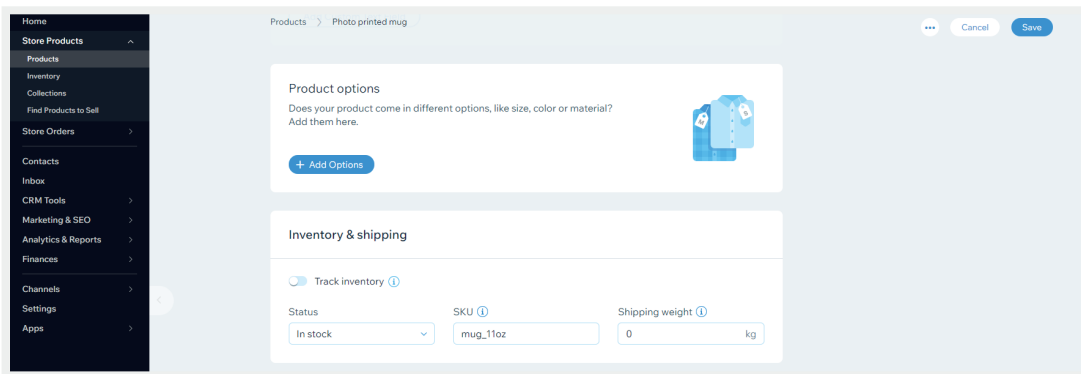


The CSV Importer supports several existing order formats from the most popular e-commerce platforms, including **WooCommerce**, **Etsy** and **Shopify**. We also support our own order format that you can use regardless of where your orders are coming from – this is the perfect solution for placing orders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

Setting up your Wix product listings

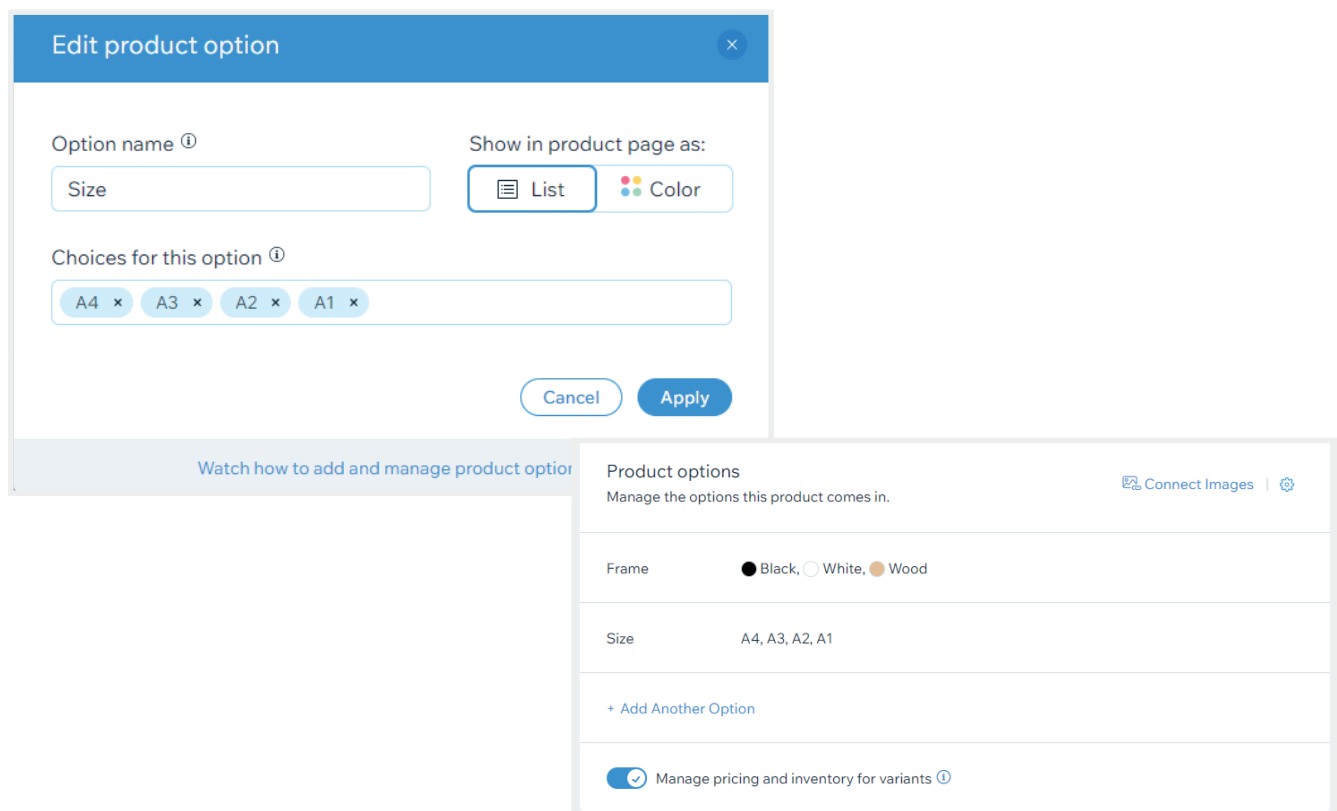
One of the great features of our online ordering platform is that you remain in control of your products and selling experience. When setting up your Wix products for easy ordering with us, you can continue to follow your normal routine. The description, images and sizes can all be inputted as usual; the key difference being around inventory and variants set-up. If you're an existing Wix 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 Wix, there's a helpful guide on how to do this [here](#). As part of the process, you'll come across a section called 'Inventory & shipping'.

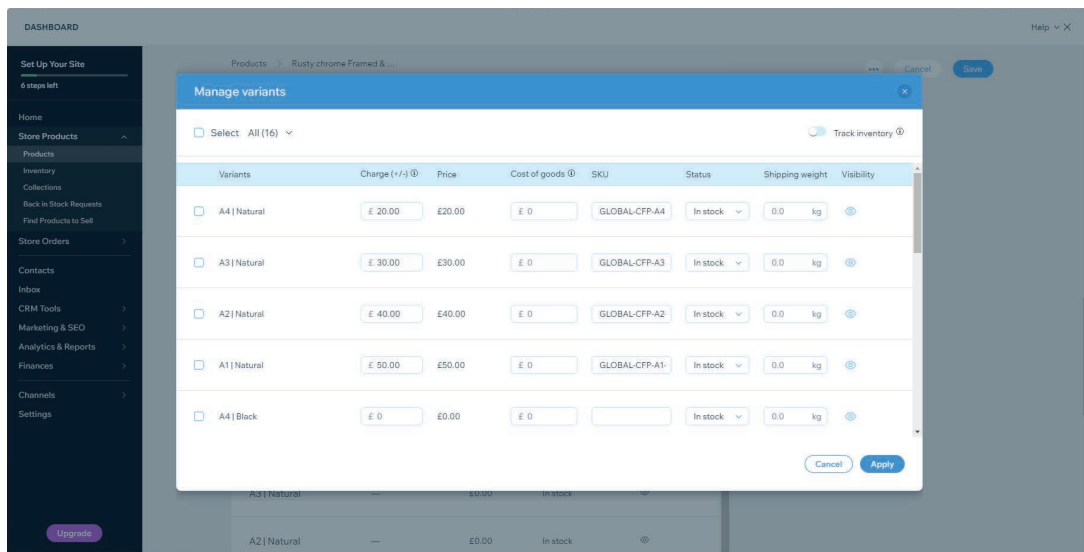


If you're selling a single product that has no variants, such as a cushion or notebook, you can enter the product SKU into the field in this section. Our SKUs can be found on our [website](#), but feel free to reach out to us if you need advice on which ones to use.

If the product that you're setting up has multiple variants, known in Wix as "Product options" – such as a range of sizes for a canvas – then you can leave the main SKU field here blank. Click the button labelled 'Add options' and enter the different sizes, colours, etc., that you require. You also have the option to toggle a switch so that you can manage pricing and inventory for variants. This is useful if you want to adjust your pricing depending on the size of the print.



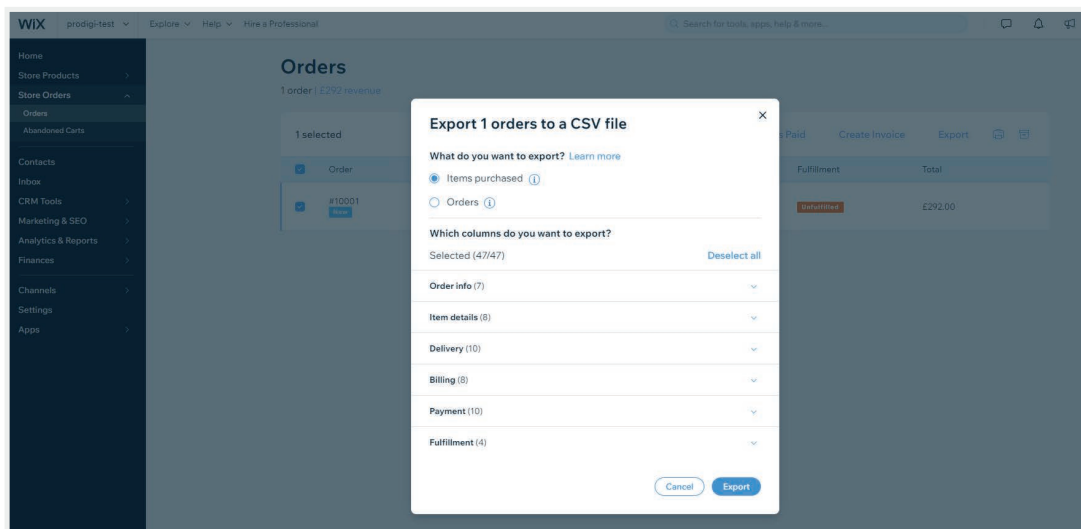
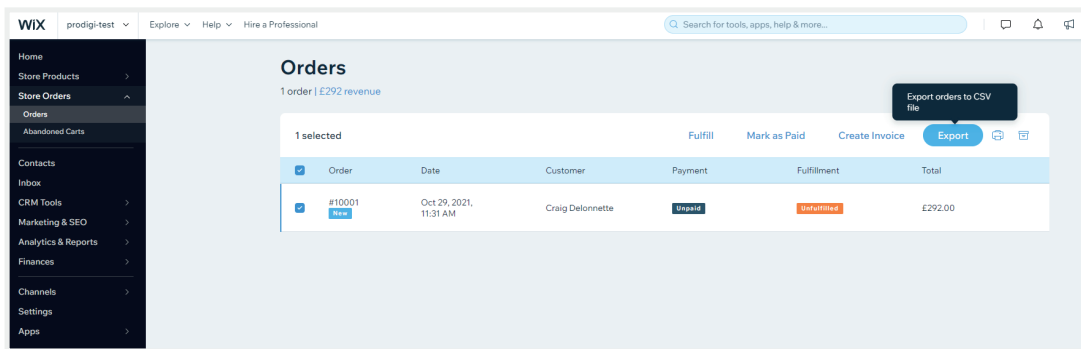
A section labelled 'Manage variants' will appear below the product options section, along with your different variants. Each variation will be created for you, at which point you'll have the option to update the variant-specific details, such as the price, cost, weight and SKU. Once you're happy with the variant details that you want to offer, you can press 'Apply' and then finish by saving the product.



Downloading orders from Wix

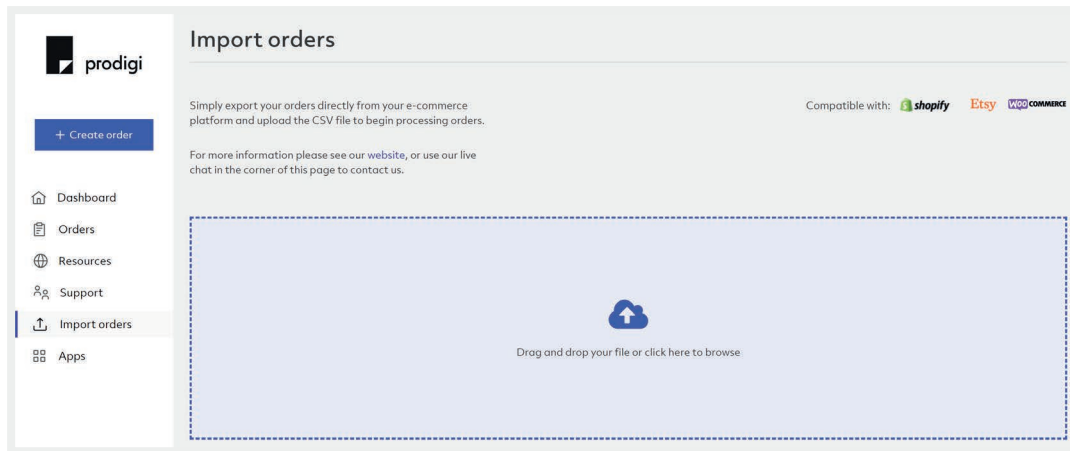
Once you start receiving orders, you can download them directly from Wix. To do this, simply follow the steps below:

1. Select the 'Store orders' menu option in the 'Admin' area
2. Apply any filters you require, such as a date range or order status
3. Tick the checkbox for any orders you wish to export
4. Click the 'Export' button in the top-right corner
5. Keep the option for 'Items purchased' selected
6. Keep all order columns selected in the extract
7. Click 'Export' and a CSV order file will then automatically begin to download.



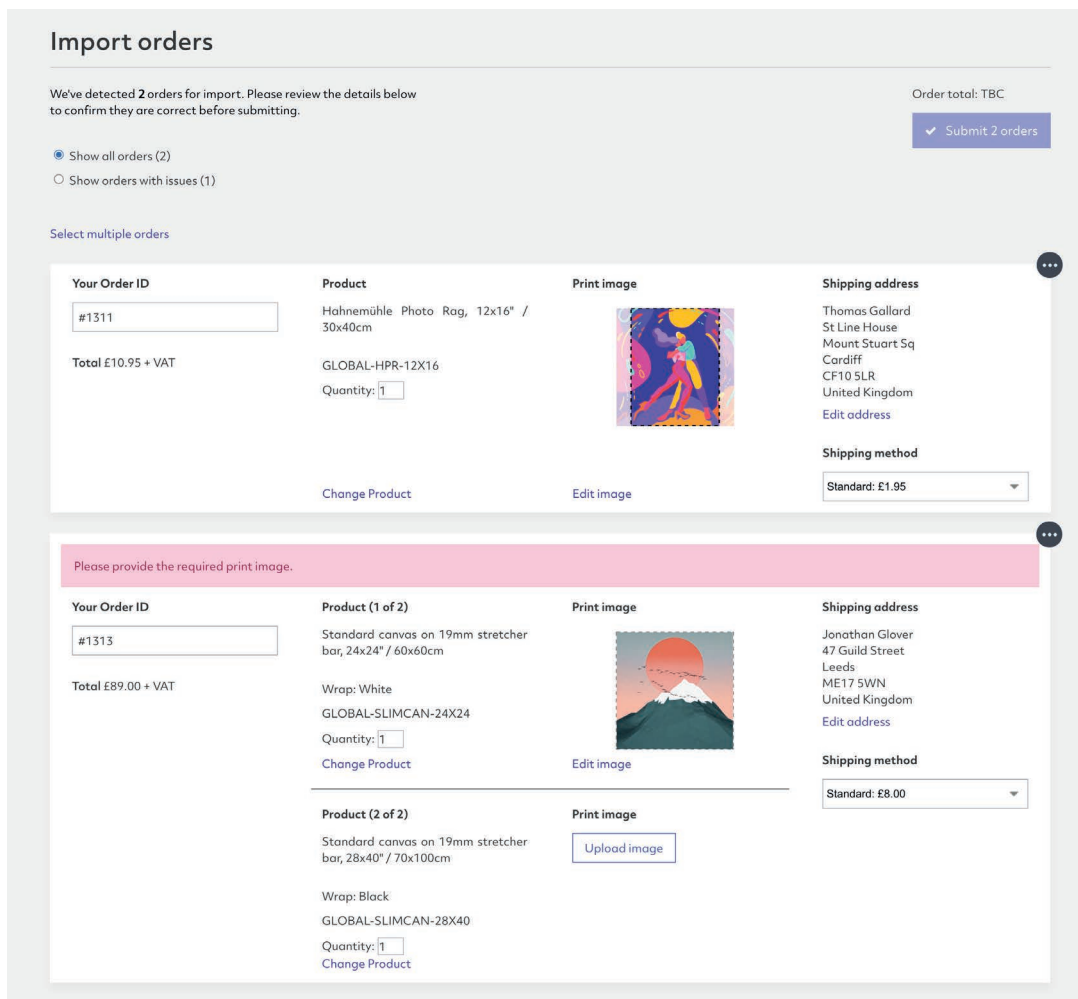
Uploading into the Prodigy dashboard

Once you've downloaded your orders from Wix, simply navigate to the [Prodigi dashboard](#) and select 'Import orders', then upload the orders CSV you exported.



Editing & reviewing your orders

Once you've imported your Wix 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 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) 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.

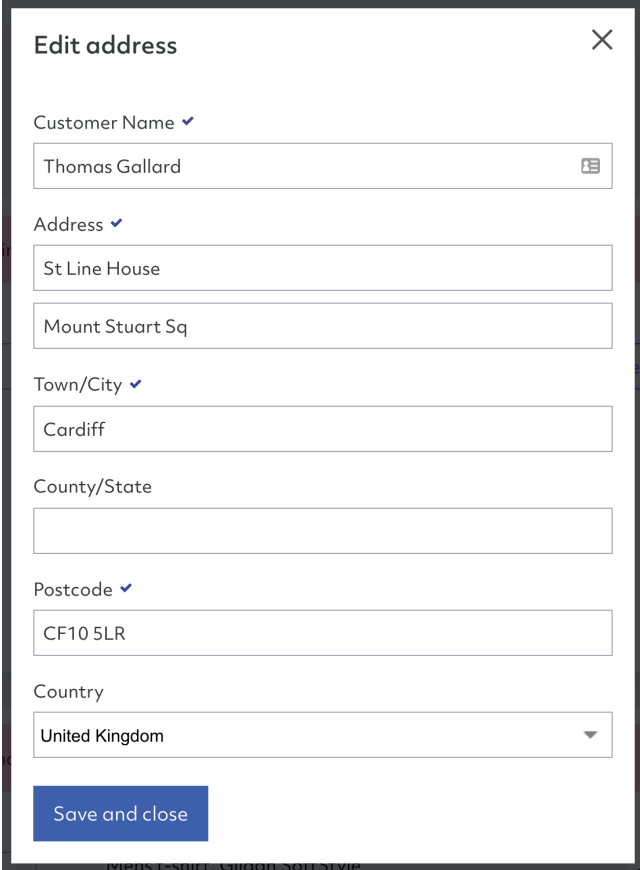
Edit image



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 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 the following fields:

- Customer Name** (with a dropdown arrow): Thomas Gallard
- Address** (with a dropdown arrow): St Line House, Mount Stuart Sq
- Town/City** (with a dropdown arrow): Cardiff
- County/State**: (empty field)
- Postcode** (with a dropdown arrow): CF10 5LR
- Country** (with a dropdown arrow): United Kingdom

A blue button labeled 'Save and close' is located at the bottom of the form.

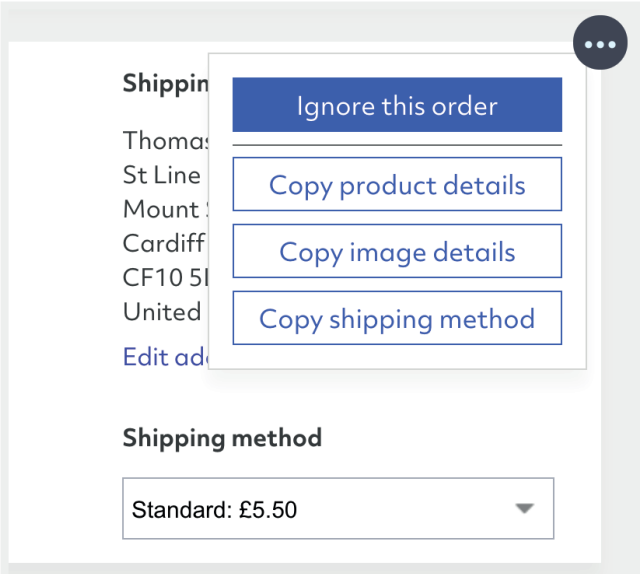
Editing multiple orders together

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 screenshot shows a shipping details section with a three-dot menu icon in the top right corner. The menu is open, showing the following options:

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

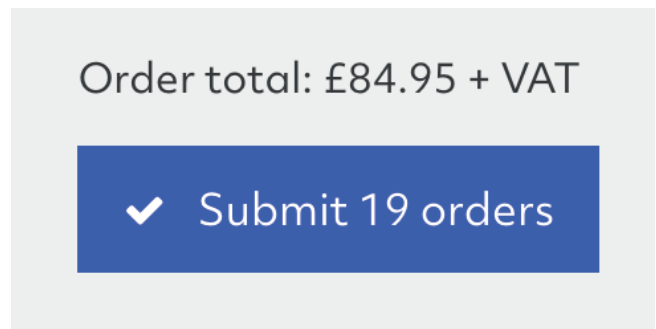
Below the menu, the shipping method is displayed as 'Standard: £5.50' with a dropdown arrow.

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.



Updating your Wix orders

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

1. Select the 'Store orders' menu option in the 'Admin' area
2. Apply any filters you require, such as a date range or order status
3. Tick the checkbox for any orders you wish to update
4. Select the option to 'Fulfill'

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

1 selected		Fulfill					Mark as Paid	Create Invoice	Export		
<input checked="" type="checkbox"/>	Order	Date	Customer	Payment	Fulfillment	Total					
<input checked="" type="checkbox"/>	#10001 <small>New</small>	Oct 29, 2021, 11:31 AM	Craig Delonnette	<small>Unpaid</small>	<small>Unfulfilled</small>	£292.00					

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

