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Essential Points

- You should do a manual backup before performing any imports.
- You can import Products, Suppliers, Customers, or Customer/Supplier Contacts.
- You must rearrange your target fields to match your source data.
- Some field values, such as those for Supplier, Class, and Family, must exist in LightSpeed before those values are imported.
- To import images, collect them as jpg files together in a folder and include their file name in the source data.
- Multiple Customer Contacts can be imported within a single Customer card.
- Existing Products and Customers can be updated by matching on a particular field and importing data into others.
- Import Logs are files saved to your desktop and which indicate which data was not imported.

Introduction

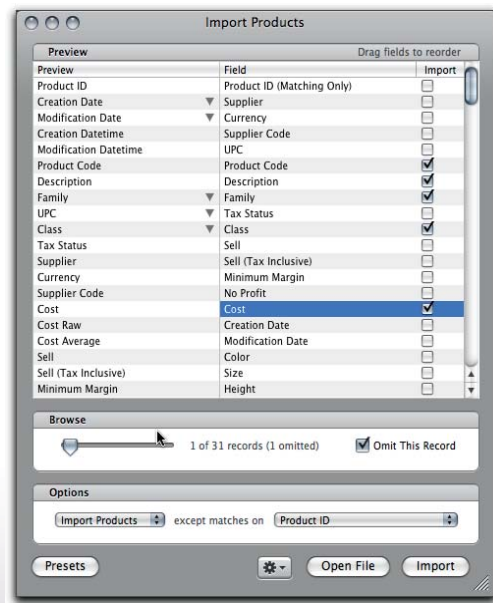
As you transition from your previous system to LightSpeed, or if you simply want to add a supplier's pricelist to your database, *Import Tools* (**Tools > Import Tools**) provides you a simple way to import or update data into LightSpeed in a batch, whether it's **Products, Suppliers, Customers, or Customer Contacts**.

 You should perform a backup before importing or updating. (**TOOLS > UTILITIES > BACKUP DATABASE**)

With Import Tools, you match your **target fields** (UPC, Description, Telephone, etc) with your **source data** (the original file) by dragging



To download a template that lists all the fields in the same order that they appear in Import Tools, go to the Training page of www.xsilva.com.



Import Products window

and dropping them into the correct order (see image). For complete definitions of each importable field, please see the end of this document.

Presets

Once you have matched fields, and have checked off which fields to import/update, you can save the order as a preset for future imports. Click *Presets*, enter the name of your field arrangement, and click *Save*. You may also **export** and **import** preset files to have your fields automatically arranged according to an imported Preset file. For example, you have an associate who has already matched fields for source data that you are also importing - you can swap preset files with them to save time. Click the *Action* menu in the pop-out Presets drawer, and select *Import Preset* to bring in a preset that had already been exported, or select a preset and choose *Export Preset* to export your preset.

To apply a preset, you must first open the source data file. Select the desired preset, and click *Apply*.


General Import Steps

- 1 In the main *Import Tools* window, select the button that corresponds with the data you wish to import: *Products*, *Customers*, *Suppliers*, or *Contacts*.
- 2 Then, in the window that appears, click the *Open File* button to locate the source file containing your original data. This file must be a **tab-delimited text file or a comma-separated text file**, and each line should represent a different record. It is recommended that you include the column headings in your file as they can be omitted when you do the import, but are useful for matching fields. To omit a record, click *Omit This Record* when it is displayed using the *Browse* slider. (see Step 4)
- 3 Using the window's two-column layout, match **target fields** (in the second column) with your **source data** (in the first) by dragging and dropping them into the proper order. If you do not want to import data into a particular field, uncheck its checkbox. Use the *Action Menu* (gear icon) at the bottom to check or uncheck all fields.

If there is a down-pointing arrow in the first column (see *Pre-Defined Values* image), it is an indication that this field currently has a **pre-defined set of values** set up in LightSpeed. Data being imported into these fields may be one of three types:

Values must pre-exist in LightSpeed for import to work

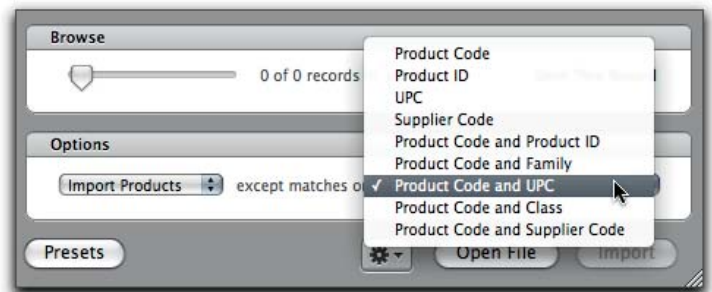
- *Class, Family, Tax Status, Supplier, Currency, Web Categories, User, Color, Size, GL Accounts...*



Product Code is a required field in LightSpeed and should be a **unique** value. You must have a column for Product Codes when you import Products.

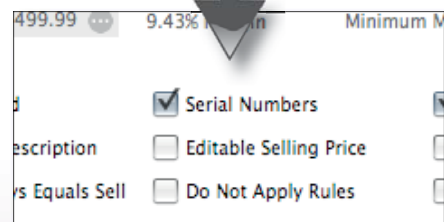
Class	Class	<input checked="" type="checkbox"/>
Tax Status	Tax Status	<input checked="" type="checkbox"/>
Supplier	Supplier	<input checked="" type="checkbox"/>
Apple Service	Currency	<input checked="" type="checkbox"/>
Ferris Ltd.	Supplier Code	<input checked="" type="checkbox"/>
Kantek Technology	Cost	<input checked="" type="checkbox"/>
Projekka	Sell	<input checked="" type="checkbox"/>
Sell (Tax Inclusive)	Sell (Tax Inclusive)	<input checked="" type="checkbox"/>

Pre-Defined Values



Import Options for Products

Inventoried	Inventoried	<input checked="" type="checkbox"/>
Serilaized	Serialized	<input checked="" type="checkbox"/>
Yes	Editable	<input checked="" type="checkbox"/>
No	Editable Sell	<input checked="" type="checkbox"/>
	Auto Add Related	<input checked="" type="checkbox"/>
	Inventory Quantity	<input checked="" type="checkbox"/>
Web	Web	<input checked="" type="checkbox"/>
Web Price	Web Price	<input checked="" type="checkbox"/>



Enabling Attributes

For example, if you have “speakers” in your source data and you want to import it into LightSpeed’s “Class” target field, the word “speakers” must already be in LightSpeed’s list of *Classes*. (see **Field Definition tables** below for more info)

Values can pre-exist in LightSpeed, but do not need to

- *City, State/Province, Country*

For example, if you have “Tucson” in your original data, it will be added to your Customer/Supplier record, but will not modify your list of pre-defined values in LightSpeed.

Values that exist in a pre-defined value list in LightSpeed

- *Phone Types, Inventoried, Serialized, Editable Sell, etc.*

In some cases, where the target field is a **checkbox** attribute within LightSpeed (eg. *Serialized*), the original data must say “Yes” or “No” (without quotations), or you click the detail arrow to select one value - yes or no - to be imported into each record. Yes values will enable the attribute, No values will not. **Note:** The original data may use “1” or “0” (without quotations) rather than “Yes” or “No”, respectively.

Some fields use other pre-defined value lists that are already part of LightSpeed, such as *Phone Type*, which has values such as *Work* or *Fax*.

If you click the down-pointing arrow, you can choose one of the pre-defined values to have **one value** auto-added into **all** the records you import. If you **do not** click the arrow, the various values from your source data will be imported into the target field of each imported record.

For example, if you are importing *Billing Address Cities*, you can either bring in a number of various cities in one import, or you can click the down-pointing arrow, and choose ONE pre-defined city to be imported into **ALL** the records you’re importing.

For more information on pre-defining fields such as *Class* or *Family*, please see the *Getting Started Guide*.

- 4 Using the *Browse* slider, skim through your original data to ensure it will be imported the way you expect. If there are any records you wish to omit from the import, use the *Omit This Record* checkbox when you are browsing the record you want to omit.
- 5 Once you have finished arranging your data, but before you click *Import*, you can click *Presets* to save this configuration for a future, similar import, so you do not have to manually re-match the same field order. (see *Presets* section above for more info)
- 4 Click *Import* to import your data. LightSpeed will tell you how

many records were imported, and how many were not. For a detailed list of which records were not imported and why, see the *Import Log(s)* saved to your desktop. (see *Import Log* below for more information)

Importing Products

Products can be imported from a text file that your supplier provides you, and can be used to save time in the creation or maintenance of Products. Each line item in the source data will represent one record in LightSpeed. When importing new Products, LightSpeed will create a new Product card for each line item you import. Alternatively, you can **update** existing Products by matching on a particular field, and importing new data into any number of fields that you specify (see below).

Skipping Records

When importing Products, you have the option to skip records that match on particular fields. For example, choosing *except matches on Product Code* will skip any records that have a Product Code identical to one already in the system. This means that if your original data matches a Product Code with the existing Products in LightSpeed, that record will be skipped. It also means that if the Product Codes in your original data are not unique, only the first line item will create a new Product.

You can also select matches on Product ID, UPC, Supplier Code, or on matches of both Product Code in combination with several other fields, in the case that different manufacturers or distributors use the same code.

Importing Images

Rather than manually dragging *.jpg* files to the photo drawer of every Product card after the Products have been imported, you may incorporate these images into your original data using their file names, and adding a column to your original data that includes this file name, resulting in a batch import of your Product images.

- 1 Collect all the image files you wish to import into **one** folder saved to your hard drive. Each image must be in *.jpg* or *.png* format.
- 2 Next, enter the name of each Product's image file, including the file type, in its own column in the original data file. (see image)



You cannot import **Size-Color Matrix Child Products**, as they will not maintain their relationship to the Matrix Master Product. Size-color combination products must be created within LightSpeed from a Master if they are to establish the Master-Child Product relationship. (see the *Size-Color Matrix* document for more info)

	A	B	C	D
1	Product ID	Product Code	Description	Photo
2	P-1005	LDDR	Ladder	ladder.jpg
3	P-1006	STPL	Stapler	stapler.jpg
4	P-1007	BNDR	Binder	binder.jpg

Source Data with Image Names

13.3	Weight	<input checked="" type="checkbox"/>
12.1	Width	<input checked="" type="checkbox"/>
ladder.jpg	Photo	<input checked="" type="checkbox"/>
extendable	Notes	<input checked="" type="checkbox"/>

Matching Fields for Image Import

- 3 Save the data file as a tab- or comma-separated text file and use the same procedure for setting up the import as outlined above. Match the column that contains the names of your image files to the *Photo* field in column 2 of the *Import Products* window.
- 4 Click *Import*.
- 5 When prompted, indicate the folder that contains all of your image files, and click *Select*.

Update Products

You are able to update your **existing** records using the *Update Products* option, allowing you to change information in LightSpeed without having to delete and re-enter your Products.

- 1 Go through the general steps 1-3 as described above. However, you need only to check the field you're matching on, and the fields you're updating.
- 2 Next, choose *Update Products* from the first pop-up menu, and choose which fields you wish to match on from the second pop-up menu.
- 3 Click *Import* to update your existing records.

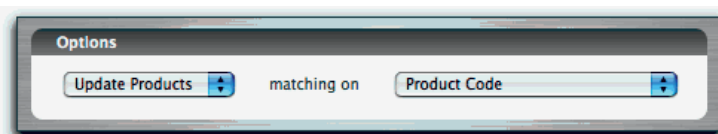
Update Costs

You are able to add **new** Product costs, or update the **existing** Product costs (default and non-default), by using the *Update Products* option, allowing you to add or change information in LightSpeed without having to delete and re-enter your Products.

- 1 Go through the GENERAL steps 1-3 as described above. However, you need only to check the field you're matching on, and the fields you're updating. In this case, it must include Supplier, Supplier Code, and Cost, as well as you're matching field.
- 2 Next, choose *Update Costs* from the first pop-up menu, and choose which fields you wish to match on from the second pop-up menu.
- 3 Click *Import* to update your existing records.



When updating Products matching on *Product Code* or *Product Code* plus another field, you must check the checkboxes for the fields you're updating as well as the fields you're matching on.

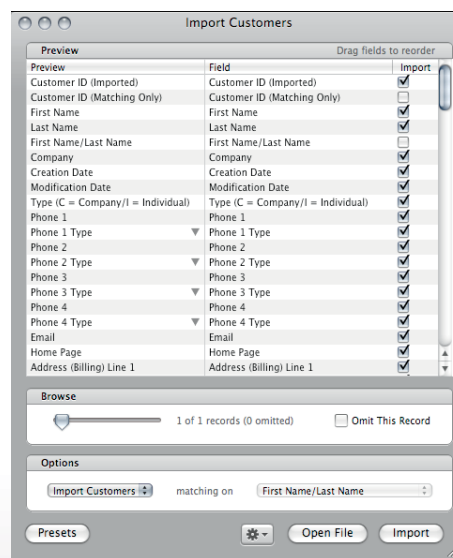


Update Options for Products



You should use *Update Costs* to modify existing Supplier Costs in LightSpeed. Using *Update Products* may modify the Cost Average of existing inventory, or cause non-default Supplier Costs to become the default Cost.

Also, when updating Costs using *Update Costs*, you **MUST** import the Supplier, the Supplier Code and Cost, in addition to the field you're matching on. Not doing so will result in an incorrect value replacing the existing Supplier Code for the Cost being modified.



Import Customers

Customers and Suppliers

As with Products, Customers and Suppliers may be imported or updated using the “General Steps” outlined at the beginning of this document. The guidelines are the same, including the requirement that any data imported into a “pre-defined” field indicated by a downward-pointed arrow **must already exist** in LightSpeed exactly as it appears in the original data.

For example, if your source data contains an Account Status of “Waiting”, this must be added to the list of *Account Statuses* in LightSpeed prior to importing. Auto-populate fields can also include value lists that are already pre-defined in LightSpeed, such as *Phone Types* (Home, Work, etc), and all of the **checkbox attribute** fields use a built-in Yes/No value list.

To import Contacts **within** Customers or Suppliers, you must import a unique value into the field *Customer/Supplier ID (Imported)*, either when the Customer or Supplier is first created, or later (for Customers only), with *Update Customers*. See *Importing Contacts* below for more information.

It is possible to import **images** for your Customers and Suppliers using the same method outlined in the *Importing Products* section above.

Importing Contacts

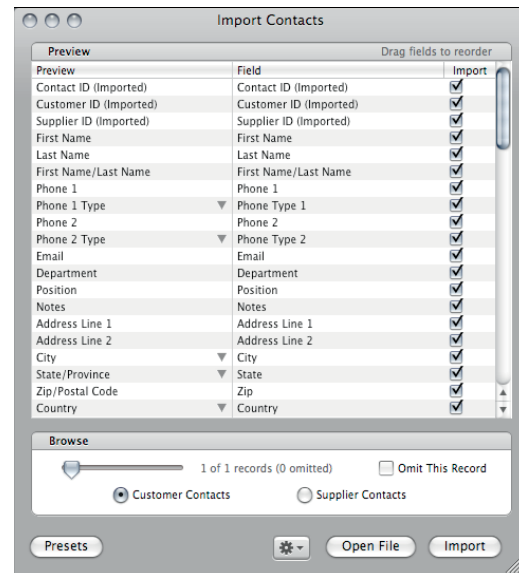
Contacts in LightSpeed are separate entries, representing people or locations, that are part of one organization, and are stored within the same **Customer** or **Supplier** record.

LightSpeed will allow you to import Contacts within a Customer or Supplier record, including alternate billing or shipping addresses, Custom Fields, and more. To create a Contact **within** a Customer or Supplier, the Customer/Supplier **must first exist** in LightSpeed. The essential steps for importing Customers and Suppliers are outlined above. To be able to then import **Contacts**, you must have imported a unique value for the field *Customer/Supplier ID (Imported)*. This can be done when importing your Customers the first time, or can be imported later using *Update Customers*. For Suppliers, this must be imported on the first import that creates the Suppliers.

For example, you have two companies. Donaldson and Sons has a unique *Customer ID (Imported)*, and Miller Construction also has a unique *Customer ID (Imported)*. If Miller Construction has 3 separate *Contacts*, each *Contact* would have its own line in the source data, and the *Customer ID (Imported)* would be the same for each of those *contacts*. (see image)



If you are going to be importing Contacts for your Customers or Suppliers, your original data must include a value for the field *Customer/Supplier ID (Imported)*. **This value is not to be confused with the Customer ID that is assigned automatically to a Customer when it is created and has the C-xxxx format.** It may be a number, or it could also be a duplication of the company name - as long as it is a unique value according to the main Customer/Supplier.



Import Contacts

	A	B	C
1	Customer ID	Company	Contact
2	DON	Donaldson and Sons	
3	MIL	Miller Construction	Jamie Miller
4	MIL	Miller Construction	Donna Miller
5	MIL	Miller Construction	Randy Miller
6			

Sample source data for Import Contacts

Having imported this unique value to “Customer ID (Imported)”, you can then match this same value (whether it is a number, or a duplication of the company name column) from the original Customer Contacts data to the target data field - *Customer Contact (Imported)* - in LightSpeed. Individual contacts will then be created within the Customer profile.

When importing Contacts, match the Customer ID or Supplier ID in the data above with the *Customer/Supplier ID (Imported)* field.

The basic steps to importing **Customer** Contacts are:

1 Import or create your Customers.

If importing, include a column for a unique Customer ID for each Customer that will have a Customer record. Match this value to the field *Customer ID (Imported)*.

If creating Customers individually, or if your source data did **not** include a unique Customer ID, you must add a unique Customer ID to each existing Customer record by using the *Update Customers* feature of the *Import Customers* window. Choose the field(s) to match on, and then import a unique Customer ID into each Customer record.

2 Import your Customer Contacts.

The source data must include a unique Customer ID for each Customer, imported into *Customer ID (Imported)*, and the information you’re importing for each contact, and can include name, department, position, and more. (see image).

This source data can be the same file you’d used for Step 1.

Importing Supplier Contacts will use a similar method, however, you **must** import a *Supplier ID (Imported)* **when the Supplier is created the first time**, and it must be created through an import.

Import Log

Each import or update you do results in an error log file saved to your desktop that notifies you if any data failed to import, and why.

The Import Log indicates which line was not imported, the Product Code, and the reason. The name of the file saved to your desktop reflects the type of import or update you are doing. Eg. ***supplier_import_log.txt***.

On the next page is a list of the error messages for records that failed to import, and the reasons.

IMPORT TYPE	DESCRIPTION	REASON
Import Product	"Warning: Unable to import quantity for serialized product, skipping inventory quantity field"	Serialized Products cannot have their quantities or serial numbers imported using Import Tools - they must be <i>counted</i> using <i>Count Inventory</i>
	"Error: Product already exists in database, skipping duplicate product"	<i>Import Tools</i> detected a duplicate product based on the field you've chosen to match on
Update Product	"Warning: Unable to update quantity for serialized product, skipping inventory quantity field"	Serialized Products cannot have their quantities or serial numbers imported using Import Tools - they must be <i>counted</i> using <i>Count Inventory</i>
	"Error: Product does not exist, unable to update product"	<i>Import Tools</i> was not able to match an existing product based on the field you've chosen to match on
Import Customer	"Customer exists in database, skipping duplicate customer"	Customer was found to already exist in the database based on a matching First Name/Last Name
Update Customer	"Customer does not exist, unable to update customer"	Customer was not found in the database based on the field you've chosen to match on
Import Supplier	"Supplier exists in database, skipping duplicate supplier"	Supplier was found to already exist in the database
Import Contact	"Contact exists in database, skipping duplicate contact"	Contact was found to already exist in the database based on a matching First Name/Last Name.

Import Log Messages

Product Import Definitions

FIELD	DESCRIPTION	AUTO-POPULATE
Product Code	The Product Code as it appears in LightSpeed	
Product ID (Matching Only)	Product ID used for matching purposes only.	
Description	Product Description	
Family *	Product Family	Can auto-populate with a pre-defined Family
UPC	Product UPC	
Class *	Product Class	Can auto-populate with a pre-defined Class
Tax Status	Product Tax Status	Can auto-populate with a pre-defined Tax Status
Supplier *	Supplier of Product	Can auto-populate with a pre-defined Supplier
Currency *	Currency of Product Supplier	Can auto-populate with a pre-defined Currency
Supplier Code	Product Supplier Code	
Cost	Product Cost	
Sell	Product Selling Price	
Sell (Tax Inclusive)	Product Selling Price with Tax Included	
Minimum Margin	Minimum Margin setting for Modified Selling Price	
Cost Always Equals Sell	Y/N Does Cost always equal Sell Price?	Can auto-populate with Yes or No
Creation Date	Date Product was created	
Modification Date	Date Product was modified	
Color & Size *	Product Color and Size	
Height, Length, Width	Dimensions of Product Box (Used for Web Shipping)	
Weight	Weight of Product Box (Used for Web Shipping)	
Photo	Product Image	
Notes	Special Notes	
Current	Y/N Is Product current?	Can auto-populate with Yes or No
Inventoried	Y/N Is Product inventoried?	Can auto-populate with Yes or No
Serialized	Y/N Is Product serialized?	Can auto-populate with Yes or No
Editable	Y/N Is Description editable?	Can auto-populate with Yes or No
Editable Sell	Y/N Is Product Selling Price editable?	Can auto-populate with Yes or No
Auto Add Related	Y/N Is this an auto-add Related Product?	Can auto-populate with Yes or No
Inventory Quantity	Total Quantity	
Web	Y/N Sell on Web Store?	Can auto-populate with Yes or No
Web Price	Special Web Selling Price	
Web Keywords 1 - 3 *	Web Store Keywords 1-3	
Web Long Description	Description on Product detail page of Web Store	
Web Short Description	Description on Product overview page of Web Store	
Web Categories	Web Store Categories (Primary, Secondary, Tertiary)	Can auto-populate with a pre-defined Web Category
Reorder Type	Sets Reorder Amount or Reorder to Max	
Reorder Point	Quantity for Reorder Point	
Reorder Amount	Quantity for Reorder Amount or Reorder to Max	
Pricing Level 1 -10 Cost	Costs for each Pricing Level	
Pricing Level 1 - 10	Pricing Level Prices	
GL Inventory/Asset Account *	Product Inventory/Asset GL Account	
GL Income Account *	Product Income GL Account	
GL COGS/Expense Account *	Product COGS/Expense GL Account	
Custom Text Fields 1 - 10	Product Custom Text Fields	
Custom Date Fields 1 - 10	Product Custom Date Fields	
Custom Check Fields 1 - 10	Product Custom Check Fields	
Quantity Discounts 1-5	Qty and Corresponding Sell Price of Quantity Discounts	

Customer Import Definitions

FIELD	DESCRIPTION	AUTO-POPULATE
Customer ID (Imported)	Customer ID you can import for use with Contacts (undisplayed)	
Customer ID (Matching Only)	Customer ID for matching purposes only (not importable)	
First Name	Customer First Name	
Last Name	Customer Last Name	
First Name/Last Name	Customer First Name/Last Name in same field	
Company	Company Name	
Creation Date	Date Customer was created	
Modification Date	Date Customer was modified	
Type (C = Company/I = Individual)	Is customer a company or individual?	
Phone 1 - 4	Customer Phone Numbers	
Phone 1- 4 Type*	Phone Number Types (Work, Home, Mobile)	Can auto-populate with one of the 7 phone types
Email	Customer Email	
Home Page	Customer Website	
Address (Billing) Line 1	Billing Address Line 1	
Address (Billing) Line 2	Billing Address Line 2	
City (Billing)	Billing Address City	Can auto-populate with a pre-defined city
State/Province (Billing)	Billing Address State/Province	Can auto-populate with a pre-defined state/province
Country (Billing)	Billing Address Country	Can auto-populate with a pre-defined country
Zip/Postal Code (Billing)	Billing Address Zip/Postal Code	
Address (Shipping) Line 1	Shipping Address Line 1	
Address (Shipping) Line 2	Shipping Address Line 2	
City (Shipping)	Shipping Address City	Can auto-populate with a pre-defined city
State/Province (Shipping)	Shipping Address State/Province	Can auto-populate with a pre-defined state/province
Country (Shipping)	Shipping Address Country	Can auto-populate with a pre-defined country
Zip/Postal Code (Shipping)	Shipping Address Zip/Postal Code	
Photo	Customer Image	
Notes	Special Notes	
Credit Hold	Y/N Is Customer on Credit Hold?	Can auto-populate with Yes or No
Credit Limit	\$ Customer Credit Limit	
Tax Status *	Customer Tax Status	Can auto-populate with a pre-defined Tax Status
Account Status *	Account Status	Can auto-populate with a pre-defined Account Status
Customer Category *	Customer Category	Can auto-populate with a pre-defined Category
Currency *	Customer Default Currency	Can auto-populate with a pre-defined Currency
Tax Code *	Customer Default Tax Code	Can auto-populate with a pre-defined Tax Code
Terms *	Credit Terms	Can auto-populate with a pre-defined Term
User *	LightSpeed User assigned to Customer	Can auto-populate with a pre-defined User
Language	Customer Default Language for Printed Documents	
Custom Text Fields 1 - 10	Customer Custom Text Fields	
Custom Date Fields 1 - 10	Customer Custom Date Fields	
Custom Check Fields 1 - 10	Customer Custom Check Fields	

* Field values **must** pre-exist in LightSpeed exactly as they appear in the imported data

Supplier Import Definitions

FIELD	DESCRIPTION	AUTO-POPULATE
Supplier ID (Imported)	Supplier ID you can import (not displayed)	
First Name	Supplier Contact First Name	
Last Name	Supplier Contact Last Name	
First Name/Last Name	Supplier Contact First Name/Last Name	
Supplier	Supplier Company Name	
Currency *	Supplier Currency	Can auto-populate with a pre-defined currency
Phone 1 - 4	Supplier Phone Numbers	
Phone 1- 4 Type*	Phone Number Types	Can auto-populate with a pre-defined phone type
Email	Supplier Contact Email	
Home Page	Supplier Website	
Address (Billing) Line 1	Billing Address Line 1	
Address (Billing) Line 2	Billing Address Line 2	
City (Billing)	Billing Address City	Can auto-populate with a pre-defined city
State/Province (Billing)	Billing Address State/Province	Can auto-populate with a pre-defined state/province
Country (Billing)	Billing Address Country	Can auto-populate with a pre-defined country
Zip/Postal Code (Billing)	Billing Address Zip/Postal Code	
Address (Shipping) Line 1	Shipping Address Line 1	
Address (Shipping) Line 2	Shipping Address Line 2	
City (Shipping)	Shipping Address City	Can auto-populate with a pre-defined city
State/Province (Shipping)	Shipping Address State/Province	Can auto-populate with a pre-defined state/province
Country (Shipping)	Shipping Address Country	Can auto-populate with a pre-defined country
Zip/Postal Code (Shipping)	Shipping Address Zip/Postal Code	
Photo	Supplier Image (Logo)	
Notes	Special Notes	
Tax Status *	Supplier Tax Status	Can auto-populate with a pre-defined Tax Status
Account Status *	Account Status	Can auto-populate with a pre-defined Account Status
Terms *	Your terms with the Supplier	Can auto-populate with a pre-defined Term
Custom Text Fields 1 - 10	Supplier Custom Text Fields	
Custom Date Fields 1 - 10	Supplier Custom Date Fields	
Custom Check Fields 1 - 10	Supplier Custom Check Fields	

* Field values **must** pre-exist in LightSpeed exactly as they appear in the imported data

Contacts Import Definitions

FIELD	DESCRIPTION	AUTO-POPULATE
Contact ID (Imported)	Contact ID you can import (not displayed)	
Customer ID (Imported)	Customer ID you can import (not displayed)	
Supplier ID (Imported)	Supplier ID you can import (not displayed)	
First Name	Contact First Name	
Last Name	Contact Last Name	
First Name/Last Name	Contact First Name/Last Name	
Phone 1 - 2	Contact Phone Numbers	
Phone 1 - 2 Type	Phone Number Types	Can auto-populate with one of the 7 phone types
Email	Contact Email	
Department	Contact's Department	
Position	Contact's Position	
Notes	Special Notes	
Address Line 1	Contact Address Line 1	
Address Line 2	Contact Address Line 2	
City	Address City	Can auto-populate with a pre-defined city
State/Province	Address City/Province	Can auto-populate with a pre-defined state/province
Zip/Postal Code	Address Zip/Postal Code	
Country	Address Country	Can auto-populate with a pre-defined country
Custom Text Fields 1 - 10	Contact Custom Text Fields	
Custom Date Fields 1 - 10	Contact Custom Date Fields	
Custom Check Fields 1 - 10	Contact Custom Check Fields	

* Field values **must** pre-exist in LightSpeed exactly as they appear in the imported data