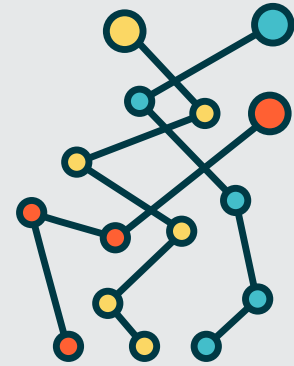


FOUR51

BATCH UPLOAD GUIDE



Introduction

The batch upload service allows you to upload tab-delimited data files directly into Four51 Storefront using specified formats (Microsoft Excel-based templates) for different kinds of uploads.

Batch upload jobs can be submitted through the Four51 administrator interface in both the test environment and the production (live) environment.

The Test environment checks and runs jobs every minute and the production environment checks and runs jobs every 5 minutes. If the option is selected, you will receive an email notification when your upload has been processed (on production only).

It is required that all uploads are processed and reviewed in the test environment before submitting them to the production environment. Once a job has been submitted to production, there will be a significant fee should you wish to have us work on a project to fix data. So please test!

Job Setup and Submission

To use the Batch Upload interface, log on to the Storefront admin env. and navigate to Admin > Batch Uploads. (If you are not able to see this section, ask your administrator to give you the required permissions.)

To create a new upload job, click on "New Upload Job" in the left hand navigation bar. You'll see the following options:

- **External Job ID:** This is a job identifier that should be unique and have a brief description. (When submitting a case regarding a batch upload job, please include this ID.)
- **Description:** This is an open-text field that will help you organize and communicate within your organization.
- **Buyer Company:** Your data will be uploaded to the Buyer site you designate here. Check the upload spreadsheet to learn more about using this field.

New Upload Job

External Job ID ?

Description

Buyer Company ▼

Once "Save" is clicked on the new job, you may add your data files and select the templates that will be used to process them:

Upload Template: To add a data file, select the appropriate upload template. The format must explicitly match the template specifications found in the upload spreadsheet. Keep the following in mind when adding files:

- Only one template of each type is allowed on each upload job
- Multiple "Attachment" files may be added. However, each attachment should be no more than 15 MB. For multiple attachment files, name them attachment1.zip, attachment2.zip, and so on
- Any template marked by a "*" is a delayed template. Any job containing a delayed template will be processed when the delayed template is processed. If multiple delayed templates are used, the job processing time is determined by the latest delayed template

Data File: Select the data file that matches the template. The file must be a tab-delimited file of type .txt unless the value in the Upload Template drop down is ATTACHMENT, then the file must be a .zip file.

Finally, Clicking "Add Template" will add your template to the job. Repeat these steps to add any other files you wish to be submitted in the job. Add the files in any order you like -- the system will determine the order in which they must be processed.

NOTE: Every column in the upload spreadsheet must be accounted for in the tab-delimited file even if there are no values.

NOTE: Do not include the header row with the column names in the tab-delimited file. Only data that you want uploaded should be in the tab-delimited file.

Attachments: Attachments must be submitted as a .zip file. The zip file may contain multiple folders but duplicate names are not supported. If there are multiple images with the same name, it cannot be guaranteed that the correct file will be used. Your data file may contain multiple references to the same image.

Submit

Your job will not be processed until "Submit Upload Job" is clicked. A job cannot be canceled once it has been submitted. The status of your upload and the results of the upload may be found by browsing/refreshing the batch upload screen.

If "Send Email Results" is selected (only supported on the production environment), the user submitting the file will receive an email with the upload results. The results may also be found within the application by clicking on the job once it has been processed.



Job Status

Every five minutes on the production environment and every minute on the test environment, the batch upload utility checks to see if there are jobs ready to be processed. If there are jobs to be processed, the jobs go into the current batch. Job status will be one of the following:

- Waiting - Job is not yet part of the current batch of jobs
- Queued - Job is part of the current batch of jobs
- Processing - Job is currently being executed by the upload utility
- Complete - Job is processed

Troubleshooting

The Batch Upload process assumes clean data:

- No duplicate rows
- Correctly ordered columns/number of columns
- No invalid characters
- Valid external keys

Error handling exists for some common problems, however, due to the sheer volume of possible environmental circumstances that could cause errors, we cannot check for all possible problems. Please review your data for integrity and verify the results in the test environment.

There are three categories of job processing errors:

Preprocessing – Preprocessing occurs as soon as a job file is located. The following items are checked during preprocessing:

- All required files present
- Integrity of file (corrupt?)
- Naming conventions, integrity (buyer, distributor valid, etc.)

If the job is missing files or the buyer/distributor are not valid, the job immediately aborts. If the application is able, it sends a notification with more information.

Handled/Processing – During an upload the integrity of each row is checked. Among the items validated are:

- Associative data (ex: existence of group you are trying to associate to)
- Column count matches template requirements

If an error occurs during this phase, specific errors are logged and reported. Typically the system is able to report useful information back to you to help resolve the issue(s). Since the error is at the row-level, the file continues to process.

Unhandled – Unhandled errors occur when it appears that the system has what it needs to complete an upload but runs into an unexpected error. When such an error occurs the log will report an error similar to the following examples:

An error occurred while processing this file. Please check your data and try again. LINE: 40 MESSAGE: Conversion failed when converting the nvarchar value to data type int.

This error means that you put a character in an integer/decimal field.

String can be truncated

This error means that a value in the data file has more characters than the max character length of that field.

Unhandled errors usually occur when there is a data-type mismatch. If you receive an unhandled error, check the following:

- Columns out of order? If the system is trying to insert a price but the columns shifted to a text string, an error will occur
- Text characters in a number column? (\$, commas, etc.)
- Required columns with no data?
- Special characters in the column?
- Does your data match the requirements? ('Y' instead of 'Yes', etc.)

Other Considerations

Always make sure your columns are in order. A simple out-of-order file can appear to process correctly but actually generate errors. For instance, if you are assigning a user to a group and you keep getting a "Group Not Found" error, it may be that the file is using a different column to find the group rather than the column you intended.

Support

Please submit a case or contact your account representative if you experience any issues or have any questions/suggestions.

About Four51

Storefront is an enterprise B2B commerce and order-management platform giving you the power to manage your B2B commerce, content, and customer experience across every channel and on any device.