

I have a new website and I'm ready to add my products

Step 1 – Add Products



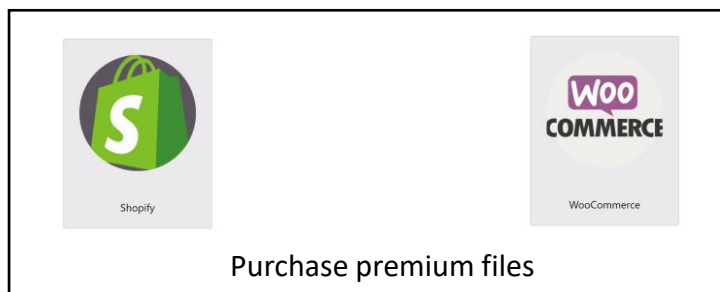
Go to Resources / Downloads in 'My Account' on the website.
Here you have two options to choose from.



Option 1



Option 2



File for Shopify

Drop the file into Shopify's basic import facility.

The product set up is all automated using this file.

Attributes such as prices, images, tags and sale prices will all be imported.

Categories will go into Shopify's collections.

Sub categories will be shown as tags.

If you want to customise your shop further you may wish to do some manual set up but only if you have experience to do this.

File for WooCommerce

Drop the file in to set up all the products the same as they are on the Alterego website.

The product set up is all automated using this file.

Attributes such as categories, brands and materials will all be imported.

Brands are added as tags.

Materials are added as custom fields.

The above two fields may need setting up so that your website reads them.



Free standard files

Free CSV or XML file

This file includes all the data for each product.

You need to decide what fields you would like to map to your website. *E.g if you require a barcode, map the barcode field.*

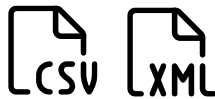
These files can be used with any system.

All the files can be filtered before uploading so you only take the products you want.
E.g new items, sale items, certain brands or categories.

Technical support is available if required, this is a chargeable service. We strongly recommend using a developer if you do not have a sound knowledge of setting up an e-commerce shop.

Step 2 – Start Selling

Go to Resources / Downloads in 'My Account' on the website.
Here you can find the latest stock file free to download or to use in automation set up.



How do I update stock levels?



Manual

Repeat step 1.

You may be able to select an option to update existing when uploading.

This method is very slow and not recommended.

NEW Barcode Feature

If you have existing products that require a barcode then the field must be mapped during step 1.



Automatic

To set up stock automation you will require a plugin. The plugin required will depend on your website and set up.

Set the automation to map the SKU and quantity, but you can also map the prices to ensure these are up to date too.

We recommend setting any automated stock control to run at no less than at 2 hour intervals.

How do I add new products?



Download the latest full product file, as per step 1.

Filter the file by date to see the latest products added.

You will only need to upload the latest ones, not the whole file.

Repeat step 1.

How do I remove discontinued/sold out products?



When a product is removed from the Alterego website it will no longer show on the product file or the stock file.

You will need to remove these products from your website manually.

We send a stock email to you every month and we list all the products that are no longer on the website to make it easier for you to take action and remove these from your own website.

*Depending on your stock update plugin used, it may be possible to set it up so that any SKU not in the stock file it removes it automatically.

Premium Files

If you are using Shopify or WooCommerce then you will find it simpler to purchase our premium files that are already formatted ready to upload directly to your website. This will save you time and development costs.

Contact customer support for more information or to purchase.

Technical support is available if required, this is a chargeable service. We strongly recommend using a developer if you do not have a sound knowledge of setting up an e-commerce shop.