Virtual Inventory import

Questions & answers

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Q: What type of file do the upload need to be?

A: File type: xlsx.

Q: What is the maximum size of the file upload?

A: Maximum size: 100Mb

Q: Which role do I need to have to be able to upload the file?

A: Role: organization admin. You can then import the list of the company's inventory items into the Virtual Inventory system by clicking the [Import inventory] button in the top right corner.

Q: What exact columns do I have to include in the file for upload?

A: A file with inventory must be prepared by the user in advance. Ensure that your file follows the reference template which can be downloaded from the Virtual inventory window –link the reference template.

Q: How can I upload the file?

A: There are two possible ways to add a file to the inventory:
1. Browse the file on your PC;
2. Drag and drop the file to the highlighted area.

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Q:Is it possible to stop the process of a file upload?

A:Yes. After the file is added, the upload begins. You can see the progress bar and you are able to stop the process before it is completed. When the upload has been successfully completed, you can proceed by clicking the "Process file" button (or cancel the import).

Q: Can an upload fail?

A:Yes. If the upload failed, you will see the cause in the system, and you are able try again (or cancel the import).

Q:What does mean each group in the system report provided after file has been processed?

A:When the process is finished the system provides a report with the following groups of processed items (explanation hints are available next to each group name):

a)New lines: the items which are not present in the system but present in the file, will be added the local catalog;

b)Updated lines: the items which identified as the same (field values are identical) will still be present in the system but field values will be updated accordingly; *(to be continued on the next page)*

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A:When the process is finished the system provides a report with the following groups of processed items (explanation hints are available next to each group name):

c)Relevant to ongoing request: the items which are present in the system and are in request ongoing process but not present in the file;

d)Failed: all failed rows will be added to the list: Validation rules: Duplicated rows –if all fields are the same, rows are defined as duplicates;

e)Quantity –value must be the number;

f)Lines without changes: the items which identified as the same (field values are identical) will be still present in the system.

Q: How can the import process be finalized?

A:If the results of the validation process are as expected, the import process can be finalized by clicking the "Update inventory" button. Then you will get a notification that the inventory has been updated successfully.

Additionally, you can start a new import.

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Q:What does "inventory items were imported" mean?

A:All imported items are searchable in the system by all the users of the system.

Q:Does the system support multiple uploads?

A:Only one inventory import process per company can be done, the system does not support multiple uploads per company simultaneously.

Q: How long does it take from when the validation and comparison is finished to the moment when the next file can be imported to the system?

A: If the user did not cancel the current import (e.g., if it was cancelled by another user in the same company), it takes one hour from the validation and comparison is finished to when the next file can be imported into the system.