



DubaiStore
متجر دبي الإلكتروني

SHOP WITH TRUST
SELL WITH SUCCESS

Bulk Upload Guide

Upload Process Phases

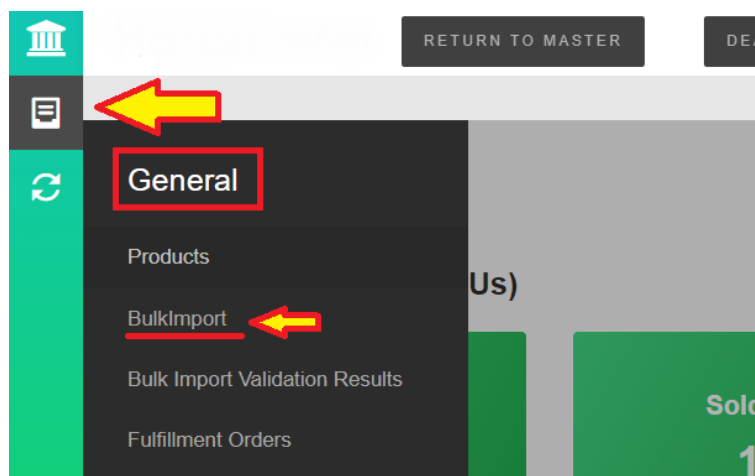
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Phase 1: Download Template

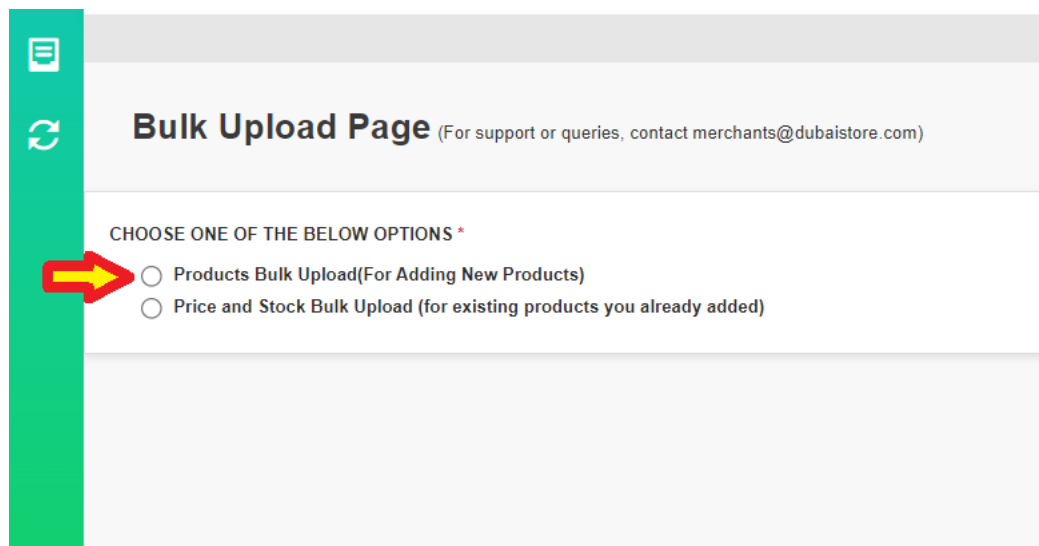
The DubaiStore Merchant Bulk Upload Template has been designed to seamlessly integrate between your physical SKU inventory and its digital counterpart on DubaiStore.

After filling in the template with the required specifications, upload and await confirmation that your template is in review. Once the SKUs are approved, the uploaded listings will go live on your merchant store once you update price and quantity (if needed).

- Go to your **Merchant store dashboard** then navigate to **Bulk Import** under **“General”** menu tab and navigate to bulk import page:



- At the Bulk Import page select the option of **“Products Bulk Upload”**:



➔ Select the categories that you want to upload your products on from the “**SELECT A CATEGORY**” drop-down list. You may select multiple categories

Bulk Upload Page (For support or queries, contact merchants@dubaistore.com)

CHOOSE ONE OF THE BELOW OPTIONS *

Products Bulk Upload(For Adding New Products)
 Price and Stock Bulk Upload (for existing products you already added)

SELECT A CATEGORY *

Click here to select ...

- Strollers and Prams
- Water Sports
- Tennis & Racket Sports
- Team Sports
- Outdoor Sports
- Leisure & Game Room Sports

Scroll Down to see all the categories

➔ Select the “**CLICK HERE**” link to download the template:

Bulk Upload Page (For support or queries, contact merchants@dubaistore.com)

CHOOSE ONE OF THE BELOW OPTIONS *

Products Bulk Upload(For Adding New Products)
 Price and Stock Bulk Upload (for existing products you already added)

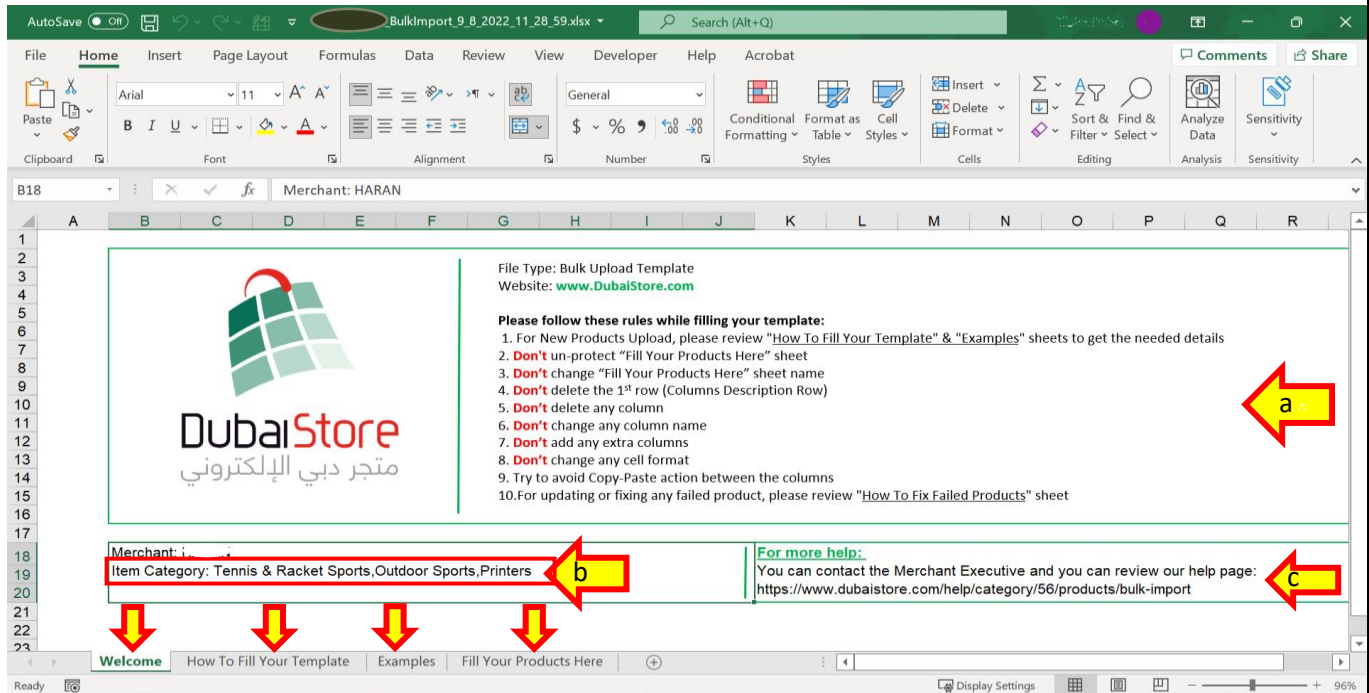
SELECT A CATEGORY *

Tennis & Racket Sports × Outdoor Sports × Printers ×

[CLICK HERE](#) to Download the template

Phase 2: Fill Template

➔ Open the downloaded file to see the template format below:



The screenshot shows an Excel spreadsheet titled 'BulkImport_9_B_2022_11_28_59.xlsx'. The 'Welcome' sheet is active, displaying the DubaiStore logo and a list of rules for filling the template. The rules are:

1. For New Products Upload, please review "How To Fill Your Template" & "Examples" sheets to get the needed details
2. **Don't** un-protect "Fill Your Products Here" sheet
3. **Don't** change "Fill Your Products Here" sheet name
4. **Don't** delete the 1st row (Columns Description Row)
5. **Don't** delete any column
6. **Don't** change any column name
7. **Don't** add any extra columns
8. **Don't** change any cell format
9. Try to avoid Copy-Paste action between the columns
10. For updating or fixing any failed product, please review "How To Fix Failed Products" sheet

Below the rules, there are input fields for 'Merchant: HARAN' and 'Item Category: Tennis & Racket Sports,Outdoor Sports,Printers'. A 'For more help:' section provides a link to the help page: <https://www.dubaistore.com/help/category/56/products/bulk-import>. Red arrows labeled 'a', 'b', and 'c' point to the rules, the input fields, and the help link respectively.

➔ **"Welcome" Sheet:** The sheet is divided into three sections –

- a. Rules and Guidelines while filling the template
- b. Merchant Name and Item Category
- c. More Help & Contact Information

➔ **"How To Fill Your Template" Sheet**

AutoSave 09 | BulkImport_9_8_2022_11_28_59.xlsx | Search (Alt+Q)

File Home Insert Page Layout Formulas Data Review View Developer Help Acrobat

Clipboard Font Alignment Number Cells Editing Analysis Sensitivity

A2 You have to select from "Category" drop-down list One Value that related to your product.

How to fill your bulk import template?

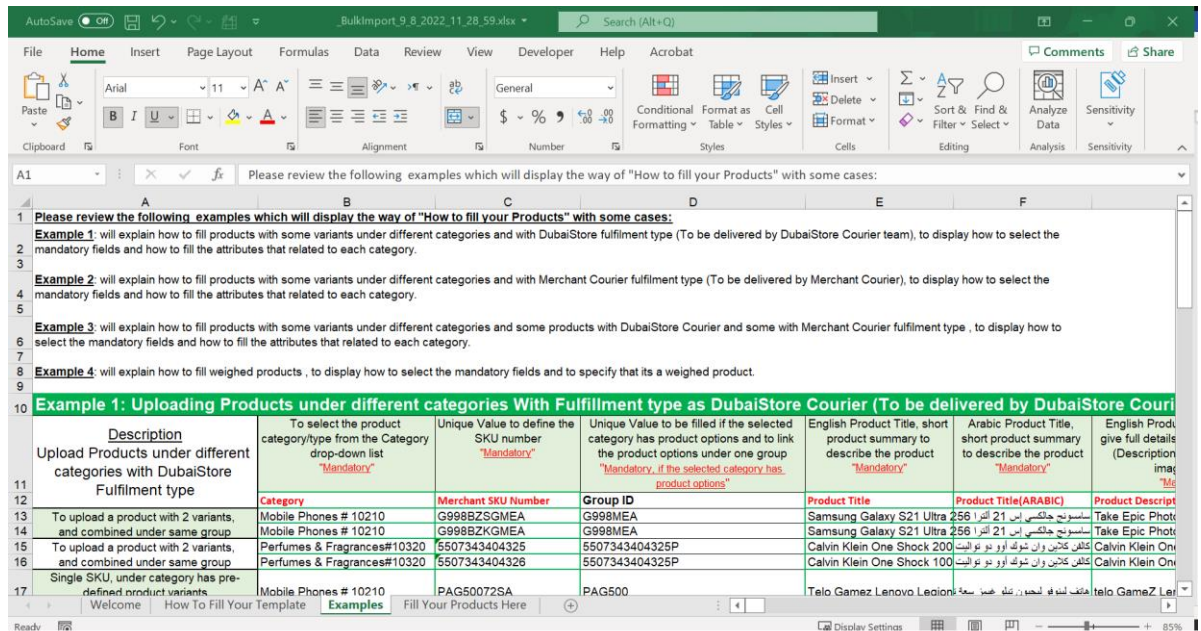
You have to select from "Category" drop-down list **One Value** that related to your product.
 By selecting the "Category" value the related and mandatory fields will be highlighted with green border which has to be filled,
 and the unrelated details will be marked with gray background which should be kept empty.
 You can fill the related and mandatory fields as per the following details and validation rules

| Field Name | Mandatory/Optional | Description | Validation & Accepted Values | Example |
|------------------------------|---|--|---|---|
| Category | Mandatory | To select the product category/type | Category that is matching the product alphanumeric with special characters . - _ and max length 100 character | Mobile Phones |
| Merchant SKU Number | Mandatory | Unique Value to identify the SKU number | alphanumeric with special characters . - _ and max length 100 character | MA330959 |
| Group ID | Mandatory, if the selected category has product options | Unique Value to be filled if the selected category has product options and to link the product options under one group | alphanumeric with special characters . - _ and max length 100 character | MA330 |
| Product Title | Mandatory | English Product Title, short product summary to describe the product | alphanumeric with max length of 200 character | Samsung Galaxy S21 Ultra 256GB Phantom S |
| Product Title(ARABIC) | Optional | Arabic Product Title, short product summary to describe the product | alphanumeric with max length of 200 character | تاسونج جالكسي اس 21 الترا 256 جيجابايت فانتوم س |
| Product Description | Mandatory | English Product Description, to give full details about the product (Description text can include images also) | alphanumeric with max length of 50000 and can accept images. | Take Epic Photography: Capture epic shc |
| Product Description(ARABIC) | Optional | Arabic Product Description, to give full details about the product (Description text can include images also) | alphanumeric with max length of 50000 and can accept images. | الموصفات الطرازات بترم وجود 1 بطاربات ايتوم بوليم |
| Retail Price (JAFD incl VAT) | Mandatory | Product Retail Price (VAT Inclusive) | numbers only with 2 decimal places | 5199.99 |

Ready | Display Settings | 85%

| Field Name | Mandatory/Optional | Description | Validation & Accepted Values | Example |
|---|--------------------|---|---|---|
| Fulfillment Type | Mandatory | To select the value of "DUBAISTORE_COURIER" for products which will be delivered by DubaiStore Courier | DUBAISTORE_COURIER | DUBAISTORE_COURIER |
| Weighed Item | Optional | To be filled with "YES" if the product will be sold by weight, and with "NO" if the product is packaged with pre-defined weight | YES NO | NO |
| Product Attributes (Specifications) | Optional | Product Specifications, to select one value from each custom field that related to your product to give the customer more details about the product specifications. | Product Specifications, to select one value from each attribute that related to your product to give the customer more details about the product specifications All SKUs under same group should be | customField[mobile_type] == Smartphone customField[mobile_brand] == Samsung customField[SIM_Size] == Nano |
| Product Variants | Mandatory | Product Variant(s) to specify product variant(s) that related to your product, like size and color | To select one value from each product variant that related to your product | options[Mobile_Tablet_Color] == Silver options[Electronics_Storage_Capacity] == 256 GB |
| For Drop Ship Items (Large Items which will be delivered by the merchant) the following fields will be visible and required to be filled | | | | |
| Fulfillment Type | Mandatory | To select the fulfillment type of MERCHANT_COURIER for products that will be delivered by merchant courier | MERCHANT_COURIER | MERCHANT_COURIER |
| Merchant Shipping To | Mandatory | To select your availability to deliver the product in DUBAI only or to ALL EMIRATES | DUBAI ALL_EMIRATES | ALL_EMIRATES |
| Merchant Shipping Cost (VAT Inclusive) | Mandatory | To define your courier delivery cost (VAT Inclusive) | numbers only with 2 decimal places | 26.25 |
| Installation Capability | Mandatory | To specify if the product will require any installation on delivery | Yes No | Yes |
| Installation Fee (VAT Inclusive) | Mandatory | To define the installation fee (VAT Inclusive) | numbers only with 2 decimal places | 15.75 |
| Installation Details | Optional | To define the installation details, to give the customer more details (text and images) about how to fix the product. | alphanumeric with max length of 50000 and can accept images. | |

➔ **“Examples” Sheet** - Examples sheet has samples about how to fill your products which are covering the following upload cases:



Please review the following examples which will display the way of "How to fill your Products" with some cases:

Example 1: will explain how to fill products with some variants under different categories and with DubaiStore fulfillment type (To be delivered by DubaiStore Courier team), to display how to select the mandatory fields and how to fill the attributes that related to each category.

Example 2: will explain how to fill products with some variants under different categories and with Merchant Courier fulfillment type (To be delivered by Merchant Courier), to display how to select the mandatory fields and how to fill the attributes that related to each category.

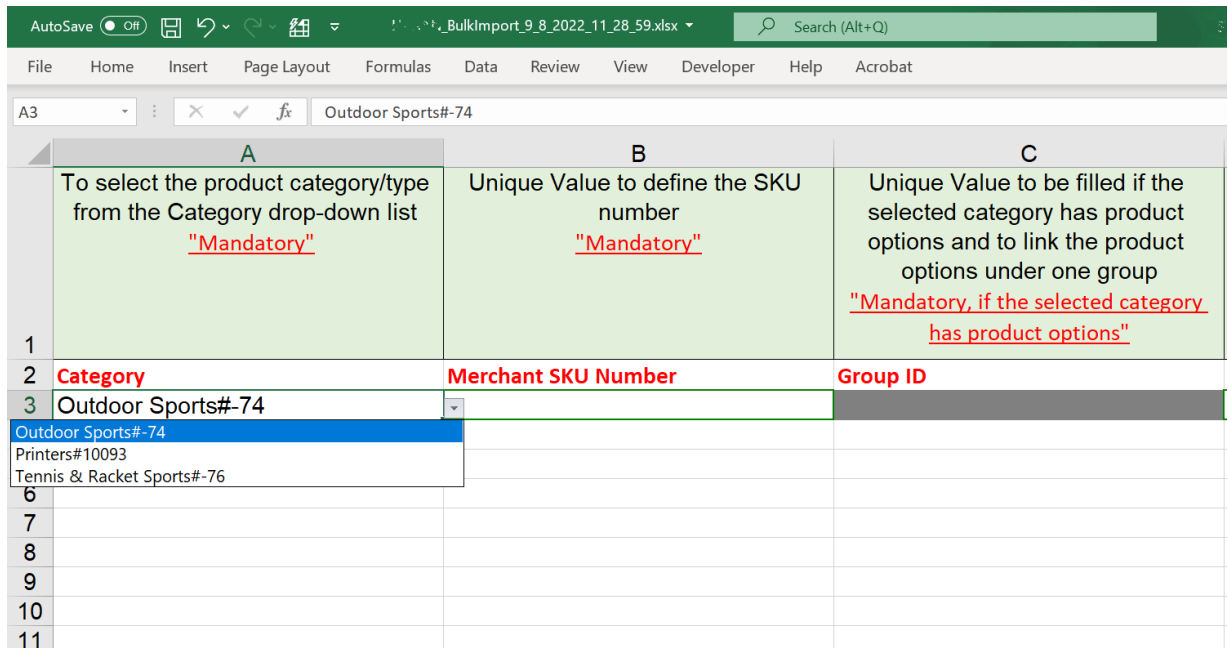
Example 3: will explain how to fill products with some variants under different categories and some products with DubaiStore Courier and some with Merchant Courier fulfillment type , to display how to select the mandatory fields and how to fill the attributes that related to each category.

Example 4: will explain how to fill weighed products , to display how to select the mandatory fields and to specify that its a weighed product.

Example 1: Uploading Products under different categories With Fulfillment type as DubaiStore Courier (To be delivered by DubaiStore Courier)

| Description | To select the product category/type from the Category drop-down list "Mandatory" | Unique Value to define the SKU number "Mandatory" | Unique Value to be filled if the selected category has product options and to link the product options under one group "Mandatory, if the selected category has product options" | English Product Title, short product summary to describe the product "Mandatory" | Arabic Product Title, short product summary to describe the product "Mandatory" | English Product Title, short product summary to describe the product "Mandatory" |
|---|--|---|--|--|---|--|
| Upload Products under different categories with DubaiStore Fulfillment type | Category | Merchant SKU Number | Group ID | Product Title | Product Title(ARABIC) | Product Description |
| To upload a product with 2 variants, and combined under same group | Mobile Phones # 10210 | G9988BZSGMEA | G9988MEA | Samsung Galaxy S21 Ultra 256 | سامسونج جالكسي إس 21 أتر 256 | Take Epic Photo |
| To upload a product with 2 variants, and combined under same group | Perfumes & Fragrances#10320 | G9988BZKGMEA | G9988MEA | Samsung Galaxy S21 Ultra 256 | سامسونج جالكسي إس 21 أتر 256 | Take Epic Photo |
| Single SKU under category has pre-defined product variants | Perfumes & Fragrances#10320 | 5507343404325P | 5507343404325P | Calvin Klein One Shock 200 | كلفين كلين وان شوك اودو 200 | Calvin Klein One Shock 200 |
| | Perfumes & Fragrances#10320 | 5507343404325P | 5507343404325P | Calvin Klein One Shock 100 | كلفين كلين وان شوك اودو 100 | Calvin Klein One Shock 100 |
| | Mobile Phones # 10210 | PAG50072SA | PAG500 | Telo GameZ Lenovo Legion | تيلو جيمز ليدو ليجيون | telo GameZ Legion |

➔ **"Fill Your Products Here” Sheet** – This is the main sheet which you have to fill with your Products/SKUs:



| | A | B | C |
|----|--|---|--|
| 1 | To select the product category/type from the Category drop-down list "Mandatory" | Unique Value to define the SKU number "Mandatory" | Unique Value to be filled if the selected category has product options and to link the product options under one group "Mandatory, if the selected category has product options" |
| 2 | Category | Merchant SKU Number | Group ID |
| 3 | Outdoor Sports#-74 | | |
| 4 | Outdoor Sports#-74 | | |
| 5 | Printers#10093 | | |
| 6 | Tennis & Racket Sports#-76 | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |
| 11 | | | |

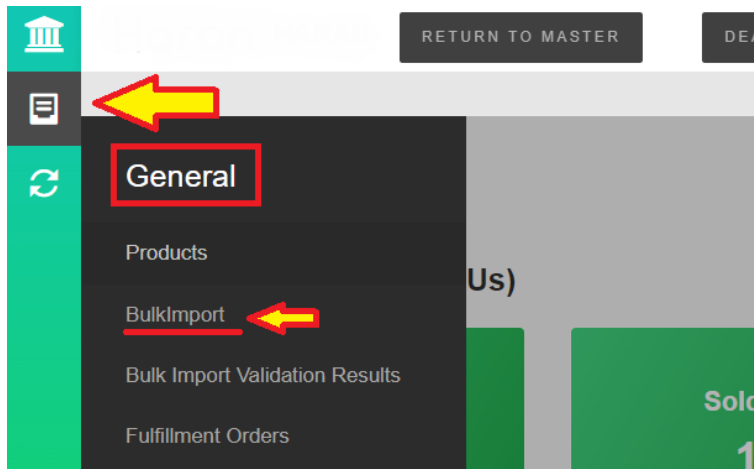
➔ You can fill your Products/SKUs by considering the following actions:

- a. You may select from the "Category" drop-down list the relevant value for your listing
- b. Upon selecting the "Category" value:
 - a. Mandatory fields will be highlighted with green border to be filled and
 - b. Unrelated details will be grayed-out which must remain unfilled
- c. You can fill the related and mandatory fields by following the validation rules mentioned in the "How to Fill Your Template" sheet

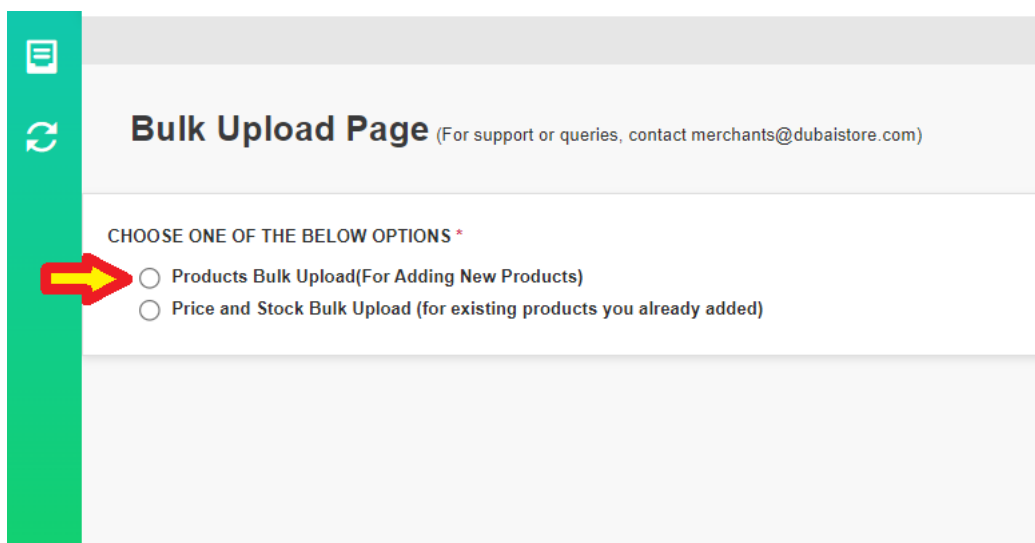
Phase 3: SKU Validation

➔ **Template Upload** - After filling your products in the template, follow the steps below to upload your products:

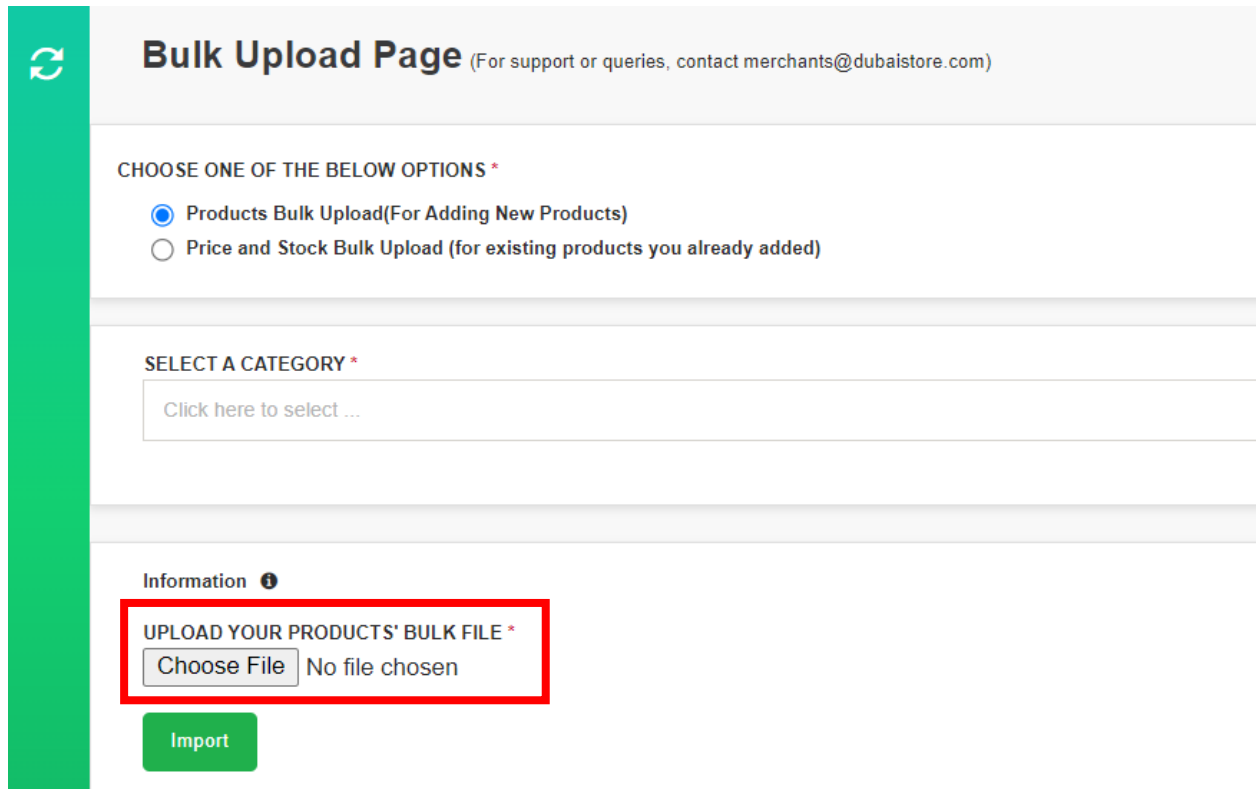
1. Navigate to the “Bulk Import” menu item under “General” menu tab and select the Bulk Import link



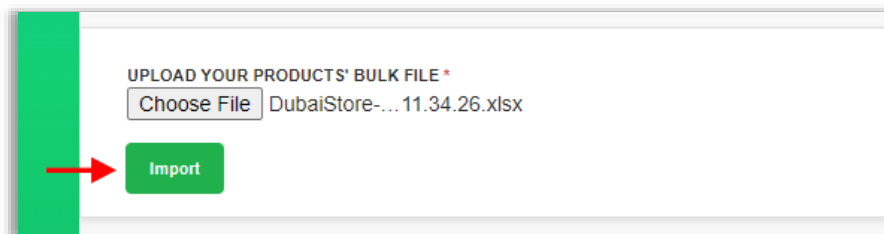
2. At the Bulk Import page, select the option of “Products Bulk Upload”



3. Click on “Choose File” at “UPLOAD YOUR PRODUCTS' BULK FILE” section



4. Choose your file and click on “Import” button

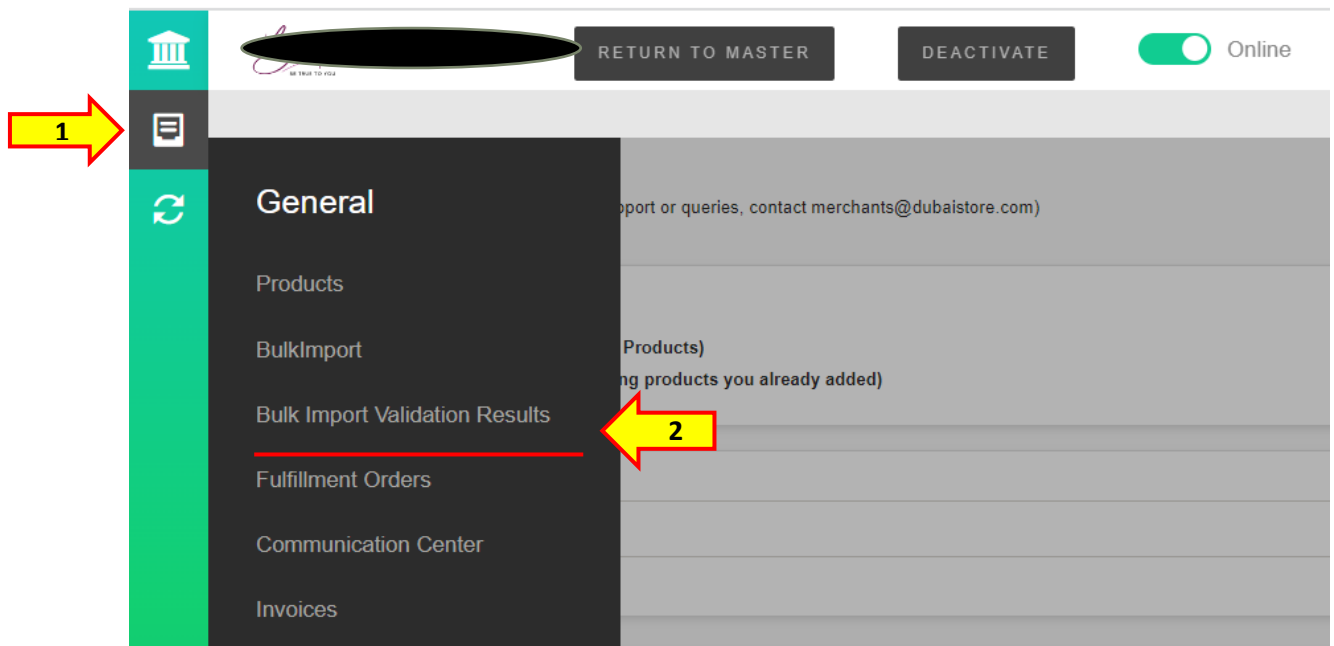


5. If the **file is uploaded successfully** then the system will display the following message:
“Your file has been uploaded successfully, and to be validated within 24 hours, you should receive an email with the validation results shortly, for any query you can contact our support team on content@dubaistore.com”
6. If there is **any error while uploading** the file, then the system will display the following message:
“Oops something went wrong. Please check the file and try to upload it again, for any query you can contact our support team on content@dubaistore.com”

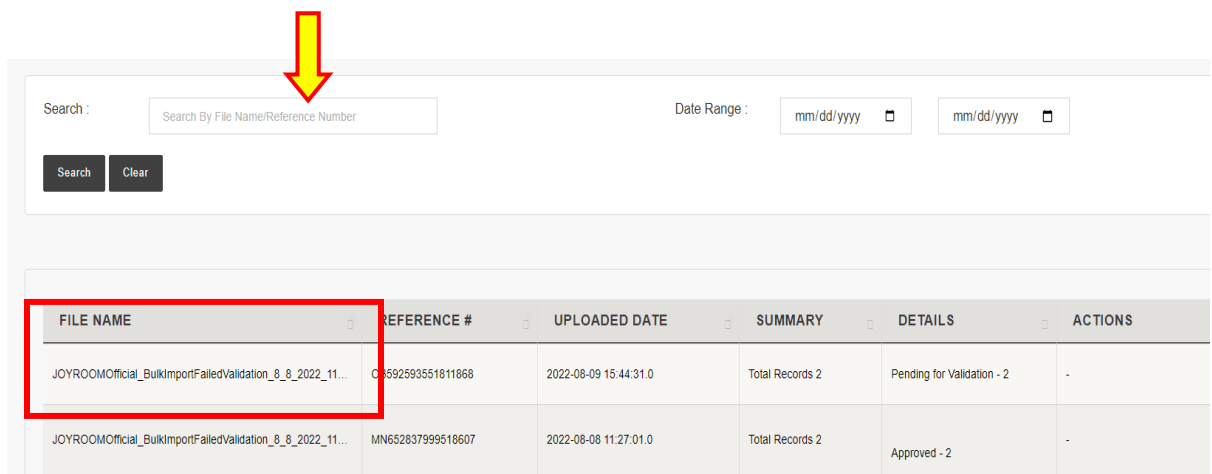
Phase 4: Failed Validation

➔ Products/SKUs Validation process

1. After **successful upload**, the system will start validating the uploaded Products/SKUs and once the validation is done you can view the results by performing the following actions:
 - 1) Login to your Store Dashboard.
 - 2) Navigate to Bulk Import Validation Results under “General” menu tab



- 3) Search for the File Name that mentioned above in the list.



The screenshot shows the search results table. A yellow arrow points to the search input field. The table has columns: FILE NAME, REFERENCE #, UPLOADED DATE, SUMMARY, DETAILS, and ACTIONS. Two rows are visible, with the first row highlighted by a red box.

| FILE NAME | REFERENCE # | UPLOADED DATE | SUMMARY | DETAILS | ACTIONS |
|---|-------------------|-----------------------|-----------------|----------------------------|---------|
| JOYROOMOfficial_BulkImportFailedValidation_8_8_2022_11... | CS592593551811868 | 2022-08-09 15:44:31.0 | Total Records 2 | Pending for Validation - 2 | - |
| JOYROOMOfficial_BulkImportFailedValidation_8_8_2022_11... | MN652837999518607 | 2022-08-08 11:27:01.0 | Total Records 2 | Approved - 2 | - |

| SUMMARY | DETAILS | ACTIONS |
|-----------------|----------------------------|--|
| Total Records 2 | Pending for Validation - 2 | - |
| Total Records 2 | Approved - 2 | - |
| Total Records 3 | Approved - 3 | - |
| Total Records 2 | Failed Validation - 2 | Download Validation Error Report |

- 4) Review the result of your upload. One of the following messages will appear:
- Pending For Validation:** File is uploaded and will be validated soon
 - In Review:** File is successfully processed and is now pending review and approval by DubaiStore Content Team
 - Failed Validation:** File did not pass validation and has been refused by the system – errors will show in the Validation Error Report
 - Rejected:** File/SKUs were rejected by the DubaiStore Content Team

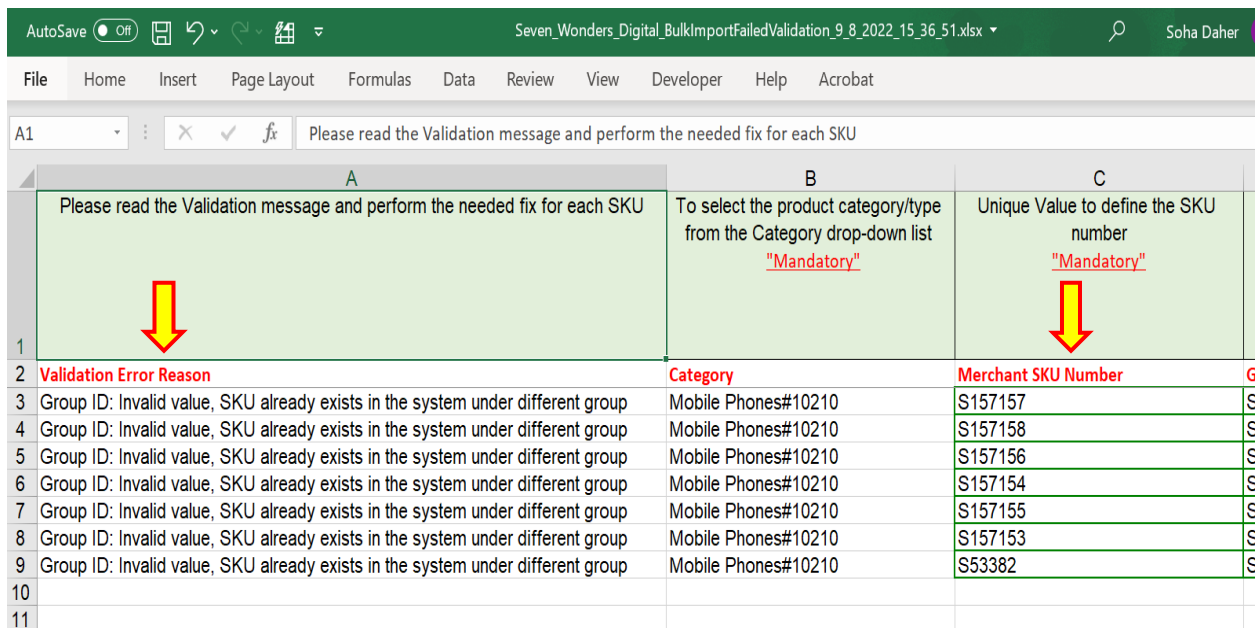
Phase 5: Error Fix

➔ In case you have some **failed validation records**, please proceed with the following actions:

a) Download validation error report

| | | |
|-----------------|-----------------------|--|
| Total Records 2 | Failed Validation - 2 | Download Validation Error Report |
|-----------------|-----------------------|--|

b) Review the failed validation reason for each record.



| | A | B | C |
|----|---|---|--|
| 1 | Please read the Validation message and perform the needed fix for each SKU | To select the product category/type from the Category drop-down list "Mandatory" | Unique Value to define the SKU number "Mandatory" |
| 2 | Validation Error Reason | Category | Merchant SKU Number |
| 3 | Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S157157 |
| 4 | Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S157158 |
| 5 | Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S157156 |
| 6 | Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S157154 |
| 7 | Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S157155 |
| 8 | Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S157153 |
| 9 | Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S53382 |
| 10 | | | |
| 11 | | | |

c) Do the needed fixes for the failed records and re-upload

Phase 6: In Review

➔ Products/SKUs Review and Approval process

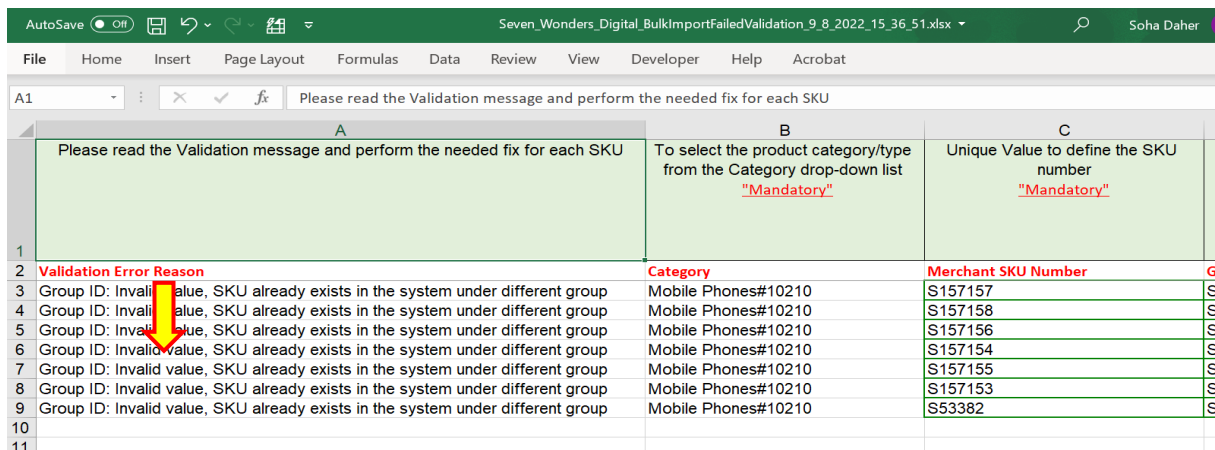
- a. Products/SKUs that passed the success validation will be promoted to be reviewed by DubaiStore Content team, once the review process is done, products will be listed on your store
- b. After the review and approval results you can view the results by performing the following actions:
 - 1) Login to your Store Dashboard
 - 2) Navigate to Bulk Import Validation Results page
 - 3) Search for the File Name that mentioned above in the list
 - 4) Review the results

➔ In case you have some **failed review records**, please proceed with the following actions:

- d) Download error report

| | | |
|-----------------|-----------------------|--|
| Total Records 2 | Failed Validation - 2 | Download Validation Error Report |
|-----------------|-----------------------|--|

- e) Check the failed review reason for each record.



The screenshot shows an Excel spreadsheet with the following data:

| Validation Error Reason | Category | Merchant SKU Number |
|---|---------------------|---------------------|
| Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S157157 |
| Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S157158 |
| Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S157156 |
| Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S157154 |
| Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S157155 |
| Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S157153 |
| Group ID: Invalid value, SKU already exists in the system under different group | Mobile Phones#10210 | S53382 |

- f) Do the needed fixes for the failed records and re-upload

Phase 7: Failed Review / Approved

All SKUs which pass initial System Validation and are “In Review” will pass through the final stage of a routine Quality Assurance Check on all uploaded SKUs. with one of two outcomes:

Outcome 1: SKUs require further adjustment and may be rejected with another “[Download Error Report](#)” link generated. In that case, follow steps outlined in Phase 6 and reupload fixed report.

Outcome 2: SKUs pass review stage and will now show the status of “Approved”