Importing products

The spreadsheet wizard, how duplicates are matched, and the limits of rolling an import back.

There are two ways to get products in: a spreadsheet and a supplier API. The spreadsheet is the one most people use.

The wizard

Upload the file, then work through the steps: import configuration, mapping your categories, ranges and item type, mapping the columns, then images, variants and specifications.

A **Supplier** is required — you cannot get past the second step without one, and there is no way to import supplier-less products.

How duplicates are matched

On the **identifier** in your file, together with the supplier. That is what makes repeat imports safe — the same file run twice updates rather than duplicating.

Strategy	On an existing product
Overwrite	Updates it in place.
Ignore	Leaves it completely alone.
Create	Does not look — always adds a new product.

> **IGNORE SAYS NOTHING WHEN IT SKIPS SOMETHING**
> An import set to Ignore reports itself as processed whether it did anything or not. If you expected updates and nothing changed, check the strategy before assuming the file was wrong.

Rows with no name are skipped entirely.

The action column deletes products

> **MAPPING IT MEANS ROWS MARKED "DELETE" REMOVE PRODUCTS**
> The wizard warns you when you map the action column, and it means it — a matching identifier with delete against it takes that product out of your catalogue. It is recoverable only through Gorilla Dash support. Do not map that column unless deleting is genuinely what the file is for.

Rolling an import back

> **ROLLBACK ONLY REMOVES PRODUCTS THE IMPORT CREATED**
> Products the import **overwrote** are not restored to their previous values. A bad overwrite run cannot be undone, so use Ignore or a small test file before running a large overwrite against a live catalogue.

Supplier catalogues

Open a supplier to see its own categories and items. For a supplier connected through OneSource, which shows a **OneSource** label on its page, **Fetch Latest Data** refreshes what the supplier is offering. The button is shown only to people who can edit suppliers. A supplier you added yourself has no **Fetch Latest Data** button, because there is nothing to fetch. If your organisation's OneSource connection has been removed, pressing the button shows an error message. This screen does not add the supplier's items to your catalogue. To bring products in, use a spreadsheet, as described above, or a supplier API.

Exports arrive by email

> **NOTHING DOWNLOADS IN YOUR BROWSER**
> Both product exports are prepared in the background and **emailed to you**. If you pressed the button and nothing happened, check your inbox rather than your downloads folder.