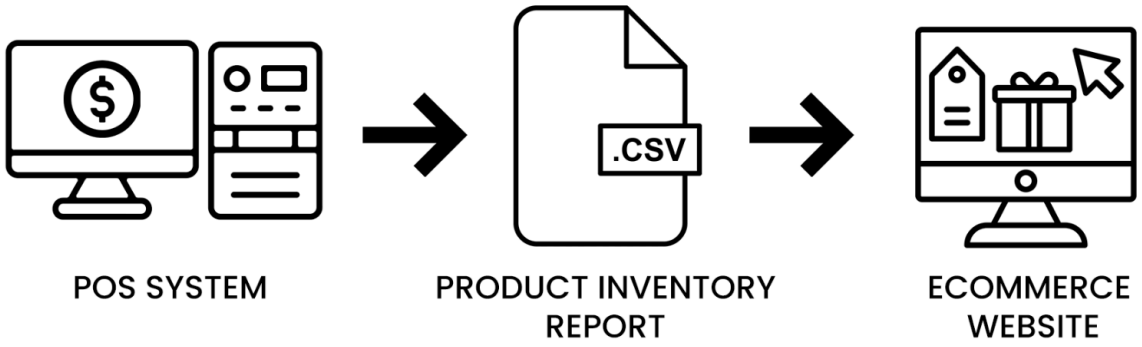
📄 CSV File Requirements for PDBHub

For POS-Based Inventory Sync & Product Matching

PDBHub supports automated data syncing via CSV file uploads from your POS system. This guide explains the required file structure, formatting best practices, and upload process to ensure accurate product and inventory updates on your website.



🔁 Use Case 1: Inventory Sync

To update inventory and pricing in your eCommerce store, your CSV file must include:

Field	Required	Notes
SKU (Item ID)	✅ Yes	Unique identifier used to match products
Product Price	✅ Yes	Retail price shown on website
Quantity On Hand (Location 1)	✅ Yes	Use one column per inventory location
Quantity On Hand (Location 2)	Optional	Add columns as needed for additional locations

✅ *You can upload a single CSV with all locations or one CSV per location.*

SAMPLE (SINGLE FILE): prod_data_inventory_sync.csv

SAMPLES (FILE per LOCATION): store_1.csv | store_2.csv

🔧 Use Case 2: Product Matching & Creation

To add new products or perform a full product sync, use this format:

Field	Required	Notes
SKU (Item ID)	✅ Yes	Must match your POS SKU
Product Name	✅ Yes	Display name for product
Vendor Name	✅ Yes	Supplier/manufacturer name
Vendor Product SKU	✅ YesI	Vendor-specific identifier (used for catalog matching)
Barcode 1 (UPC)	✅ Yes	Primary scannable code
Barcode 2 (ISBN)	Optional	Useful for books or media
Barcode 3 (EAN)	Optional	For international products or alternate formats
Product Price	✅ Yes	Retail price shown on website
Quantity On Hand (Location 1)	✅ Yes	Use one column per location
Quantity On Hand (Location 2+)	Optional	Add additional columns as needed

📦 *Product matching CSVs can also serve as inventory sync files.*

SAMPLE: prod_data.csv

📅 Upload Frequency Recommendations

File Type	Recommended Frequency
Product Matching & Creation	Weekly or Daily

Inventory Sync	Hourly, Every 2–4 Hours, or Daily

🔄 Incremental Uploads (Recommended)

Whenever possible, upload only products that have **recently changed**.
Example: If syncing every 2 hours, include items modified in the last 2.5 hours (to allow for small time discrepancies).

🗓️ Once per week, upload a full file of **all products** you intend to sell online.

❌ Handling Zero Inventory / Discontinued Items

If a product sells out in-store:

- You **must continue uploading it** with a quantity of `0` until the website has removed or marked it as out-of-stock.
- After the site reflects the zero inventory status, it may be excluded from future uploads.

🏬 Multi-Location Inventory

You may:

- Upload **one CSV** with a separate quantity column for each location.
- Or upload **one CSV per location** with the same basic fields (SKU, Price, Quantity).

🔠 Column Headers

PDBHub does **not require specific column headers**. You may name columns whatever makes sense for your internal team (e.g., `QTY1`, `Loc1Qty`, `Retail Price`, etc.).

However:

- The CSV ingestion process **relies on column order (position)**, not header names.
- Once a file layout is established, **do not change the column order** without contacting us.
- If you plan to add or remove columns, let us know so we can update the ingestion script accordingly.

📂 File Naming & FTP Uploading

PDBHub relies on consistent file naming for automated ingestion via FTP. Please follow these guidelines:

🔤 Default Filenames

- `prod_data.csv` – Used for **product matching** or **product matching + inventory data**
- `store_1.csv`, `store_2.csv` – Used for **inventory sync** by location

> These are the **preferred default filenames**, but consistency is the most important factor.

📌 Key Requirements

- Each CSV must **use the same filename every time** it is uploaded.
- The FTP upload must be set to **overwrite the previous file** of the same name.
- If your system **cannot reuse the same filename**, contact us—we can set up a script to handle filename changes on our end.
- **Avoid special characters** in filenames (e.g., `@`, `#`, `&`, `%`, etc.) to ensure compatibility.

🧾 CSV Format Requirements

Setting	Value

File type	`.csv`
Encoding	UTF-8
Delimiter	Comma `,`
Field Encasing	Double quotes `"`
Header row	Required (but names can vary)

⚠️ Common Pitfalls to Avoid

⚠️ Special Characters

Avoid unescaped commas or quotes inside field values.
Example:
`"Race Car, Blue 9"" Body"` ← may cause parsing issues if not properly formatted.

If your files contain problematic characters, contact us for help formatting your output correctly.

⚠️ Avoid Duplicate SKUs in CSV Files

If the **same SKU (Item ID)** appears more than once in a single CSV file:

- The **last row** will overwrite earlier entries for that SKU.
- This can cause inventory, price, or product data errors.

✅ **Best Practice**: Ensure every SKU appears only **once per file**.

⚠️ Barcode Formatting from Excel

If you're exporting CSV files from Excel:

- Excel often auto-formats long numbers (like UPCs or EANs) into **scientific notation** (e.g., `3.45E+11`).

- This corrupts barcode data when imported to your eCommerce site.

✅ **Best Practice**:

- Format barcode columns as **Text** in Excel before saving as CSV.
- Double-check that barcodes appear as full numeric strings in your CSV file.