**ZOHO** Commerce

## Migrating a BigCommerce store to Zoho Commerce





This simple guide will help you migrate your BigCommerce store to Zoho Commerce. To make migration as quick and easy as possible, we recommend that you set up a **Zoho Commerce store** if you don't already have one.

The data will be migrated from your BigCommerce store in three simple steps:

- Export products from BigCommerce
- Import products into Zoho Commerce
- Migrate product images







- 1. Log in to your BigCommerce store.
- 2. To export all your products, go to **Products > Export:**





## 3. Select **Export These Products** from the **Choose an action** dropdown:

Products Featured Free Ship	ing Last Import Out Of Stock No	ot Visible Visible Custom Views		
Add	m Filter by Keyword >	× = Search	= = 1	View 2
Bulk Edit Im: List These Products Export These Products	on eBay ck Level Product Nar	me	Price	Action
anata (1)				

4. Select the products to be exported, then click **Confirm.** 

BIGCOMMERCE «	P Annacusine		1 5 Days left in your trial. Select a Plan
➡ View Store IZ ★ Home	View Products		
Q Search	All Products Featured Free Shipping	Last Import Out Of Stock Not Visible Visible Custom View	٧S
< Products	Add 📋 Export These Products. 🛩	Confirm Filter by Keyword × 😴 Search	
View	✓ Image Product SKU	Stock Level Product Name	Price Action
Add Search	SM13	N/A [Sample] Smith Journal 13	₹25.00 ⓒ ∑ …
Import Export	✓ DPB	N/A [Sample] Dustpan & Brush	₹34.95 ⊚ ☆ …
Product Categories Product Options	OFSUC	N/A [Sample] Utility Caddy	₹45.95 ⊚ 💥 …
Product Filtering Product Reviews	CLC	N/A [Sample] Canvas Laundry Cart	₹200.00 ⊚ ☆ …
Price Lists Brands	CGLD	N/A [Sample] Laundry Detergent	₹29.95 ⊚ ☆ …
Import Product SKUs Export Product SKUs	тwв	N/A [Sample] Tiered Wire Basket	₹119.95 ⊚ ☆ …
	CG 💦	N/A [Sample] Oak Cheese Grater	₹34.95 ⑥ ዃ …
Help	SILPJ	N/A [Sample] 1 L Le Parfait Jar	₹7.00 ③ ☆ …

- 5. Choose **Bulk Edit** for templates. This can only be used if no customized template was used.
- 6. Choose Export to Microsoft Excel as CSV as the file format.
- 7. Click **Continue.**



Export Options Export Preview	
Export Template and Fi	le Format Options
Template:	Built in Templates Builk Edit Defouit
File Format:	Export to Microsoft Excel (259)     Export to Microsoft Excel (259)     Export to ANUL File (Advanced)     Sove export to the server for later docamiload <sup>2</sup>
	Cancel Continue

8. Click Export my Products to a CSV file to start exporting.



9. Wait for the export to complete. Click Download my Products file to download the CSV file.



A CSV file containing all the selected data of your products will be downloaded to your system.





You are now ready to import products into your existing Zoho Commerce store. If you haven't created your new store with us yet, please do so by clicking on <u>Create your Store now</u>.

- 1. Sign in to your Zoho Commerce store.
- 2. Select **Products** from the dashboard.
- 3. Select Import Products.

G Dashboard	Products
다 Orders	
c) Products	
S Categories	
8 Collections	
O Settings	
film Reports	• 📩 🛃 🔹
Site Builder	
Site Settings	Add the products that you would like to call
	Figure service for early the first of a matrix to the matrix
	Pin out product into and add product variants.
	Add Product Import Products

4. Choose the file to be uploaded and then click **Next**. This is the CSV file we exported from BigCommerce in Step 1.

Import Products			
Please note: Produ     Ourriload a sampl     ALS file is recomm     Clock here to see h	xct images can't be imported. You'll nee e CSV file or sample XLS file as an exa ended for import updates. They genera ow to prepare your CSV or XLS file for i	to upload the images separately once the products are imported. gie of the format required. Jouer instead of errors. port.	
Import File	Choose File Upload a CSV or XLS File		
Character Encoding	UTF-8 (Unicode)	×	
File Delimiter	Comma (,)	~	
		Next Cancel	

5. You will need to map the columns in the CSV file to the product detail fields on your Zoho Commerce panel. The columns from the file appear in the dropdown, and you can associate each one with the corresponding field name in Zoho Commerce.

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Back to Dashboard			•
Fields			
(i) Map the labels with t	he columns from the imported file.		
Product ID	-None-	×	
* Product Name	Product Name	Ŷ	
Store Description	Store Description		
Long Description	Long Description	v	
Brand	Brand	×	
On Sale	On Sale	v	
Qualifies For Returns	Qualifies For Returns	×	
AttributeName1	AttributeName1	÷	
AttributeName2	AttributeName2	v	
AttributeName3	AttributeName3	v.	
Atteined a Transf	★ and The 1 at 1 <sup>(10)</sup> = 1 × 4		

Mandatory columns, such as Product Name and Price, must be associated with a column on the CSV file. You may add dummy fields if you wish to make the changes manually in the future.

6. Click Next.

The Preview Import Data page will display the number of products to import and the number of products skipped. Products are skipped if the CSV file has missing information in the Name and Price fields. The SEO Description also has a maximum character limit of 255. If products have been skipped, you must open the CSV file and manually correct it.

7. Click Import to complete the process. You will now be able to see the imported products under the Products section of the Zoho Commerce portal.

- Back to Dashboard		0 🤣
Preview Import Data		
Products that are ready to be imported 📀		
Number of records skipped 📀		
2 Adidas Shoe	Product URL should be unique: "Adidas-shoe" already exists"	
3 Adidas Shoe	<ul> <li>Product URL should be unique: "Adidas-shoe" already exists"</li> </ul>	
4 Reebok Shoe	<ul> <li>Product URL should be unique: "Reebok-shoe" already exists"</li> </ul>	
	Previous Import Cancel	

**Read more** to know how to import or export products in Zoho Commerce.





Your store is almost ready, but there is one final step to complete: The images need to be added to your store. Our helpful support team will upload the images to your store as a quick and easy backend process. Choose either of the methods below to prepare the images for upload:

- Send us the CSV file with the Product Image URLs. If not, please share a CSV with two columns, Column A with SKU and Column B with the Image URL. (For multiple images, add all the image URLs with comma separations in the same cell.)
- 2. Create a zip folder with the images properly assembled in the following file path: SKU/imagefile.
  - Go to **Settings** and select **Users** under Store Settings.
  - Click Add User in the top-right corner.

Add one of the email addresses below on the Invite User page based on your Data Center (DC). Your DC depends on the country where your account was created. If you are not sure which DC you are using, check the top level domain (TLD) of your store's website (e.g.: for www.abcd.com, .com is your TLD)

.com: US DC	-	sites-admin@services.zodoor.com
.in: IN DC	-	sites@services.zodoor.in
.eu: EU DC	-	sites@services.zodoor.eu
.au: AU DC	-	sites@services.zodoor.com.au

- Select Admin as the Role.
- Click Share.



3. Send us an email at presales@zohocommerce.com. We will verify your data and upload the images to your store. If there is anything we need to contact you for, we will reach out to you using the contact details you submitted when setting up your store.

Please contact us at support@zohocommerce.com for any queries.





## Congratulations,

your BigCommerce store has been migrated to **Zoho Commerce**!

Enjoy the experience of running your online business on Zoho's powerful new-age ecommerce platform. Happy selling!