



# CSV Import Problems

Quick Order Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

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# CSV Import Problems

## The preview contains no items

- Make sure the file is a `.csv` or `.txt` file.
- Match the file's delimiter to **CSV Delimiter** in configuration.
- Include `sku` and `qty` headers, or use SKU and quantity as the first two columns in a headerless file.
- Do not leave the file or pasted input empty.

## A valid SKU is rejected

The product must be enabled, assigned to the current website and one of the product types allowed in Quick Order. Check storefront visibility and salability in the buyer's context as well.

## Quantities become 1

A missing, invalid or non-positive imported quantity is normalized to `1`. Check the delimiter and the store's numeric format, then confirm that the quantity is in the expected column.

## Configurable options are invalid

Use `attribute_code=value` and separate multiple selections with `|`, for example `color=Black|size=M`. The attribute must belong to the configurable product and the value must be available for that product.

## Bundle options are invalid

Use `option_id:selection_sku:qty` and separate selections with `|`. Confirm that the option ID belongs to the bundle and that the selection SKU belongs to that option.

## Duplicate rows behaved unexpectedly

**Add** increases the quantity when the product and its options match an existing row. **Overwrite** replaces the matching row's quantity and options. Rows with different configurable or bundle selections are treated as distinct.

See [CSV Import and Export](#) for complete examples.