

User Guide | Import Utility App

Overview

The Import Utility App for Bigcommerce is a powerful admin tool designed to help BigCommerce store administrators efficiently manage bulk data operations for B2C stores. The app supports importing and exporting Tax Rates, Categories, and Historical Orders, with robust background processing, detailed logs, and error handling.

This guide explains how to use each module, prepare CSV files, monitor import progress, and follow best practices for successful imports.

Import Utility App

As the app is successfully installed, the admin user will have access to the following utilities in the Bigcommerce admin

- Tax Rates
- Categories
- Historical Orders

Import Utility App: Tax Rates

Upon launching the app, the admin user will access the following option in the Tax sections ;

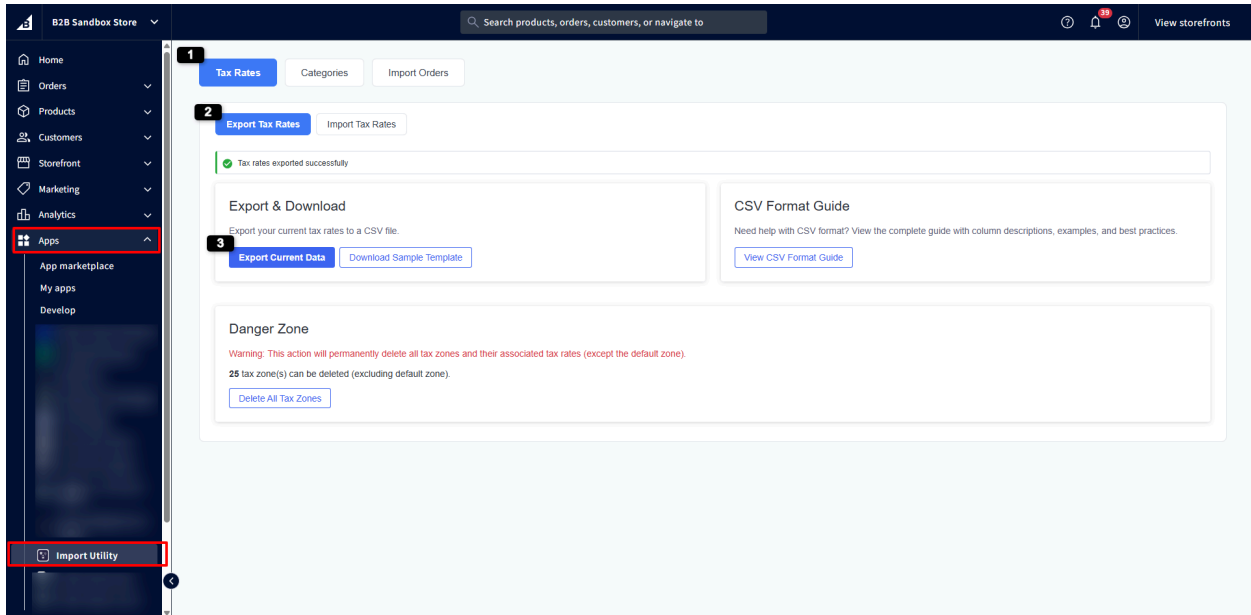
- Export Tax Rates
- Import Tax Rates

Export Tax Rates: The Export Tax Rates feature allows exporting all configured tax zones and rates to CSV.

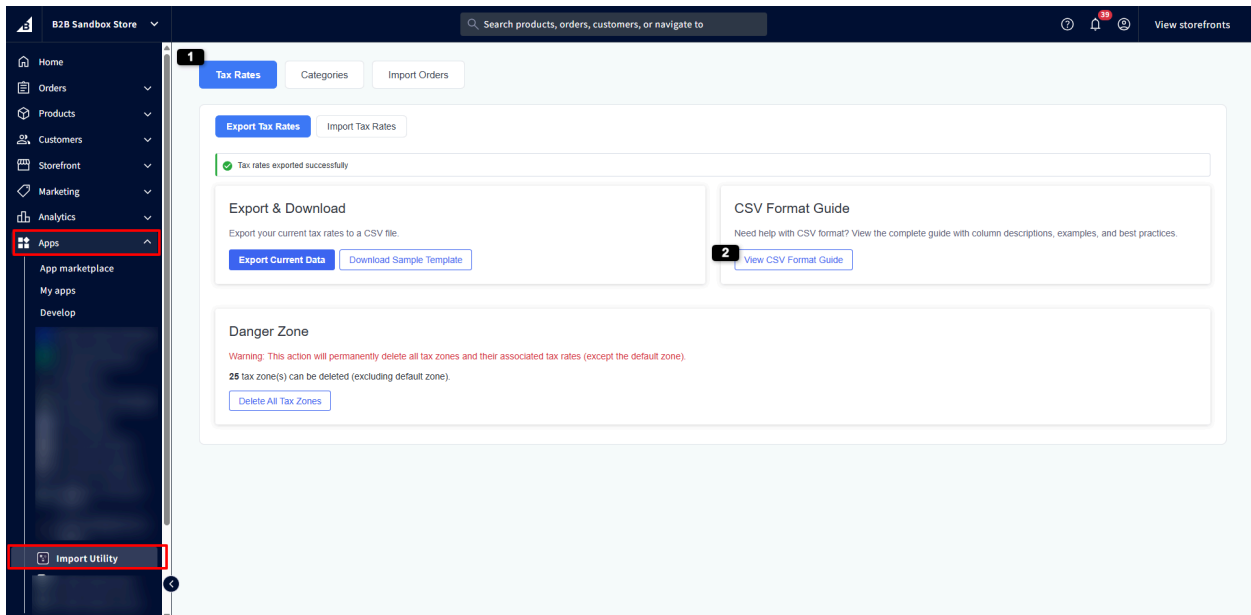
Steps to Export

- Navigate to **Tax Rates** → **Export Tax Rates**
- Click **Export Tax Rates**
- Download and review the CSV file

The exported format matches the import template, enabling easy edits and re-imports. Once downloaded, you can access the file on your local machine.

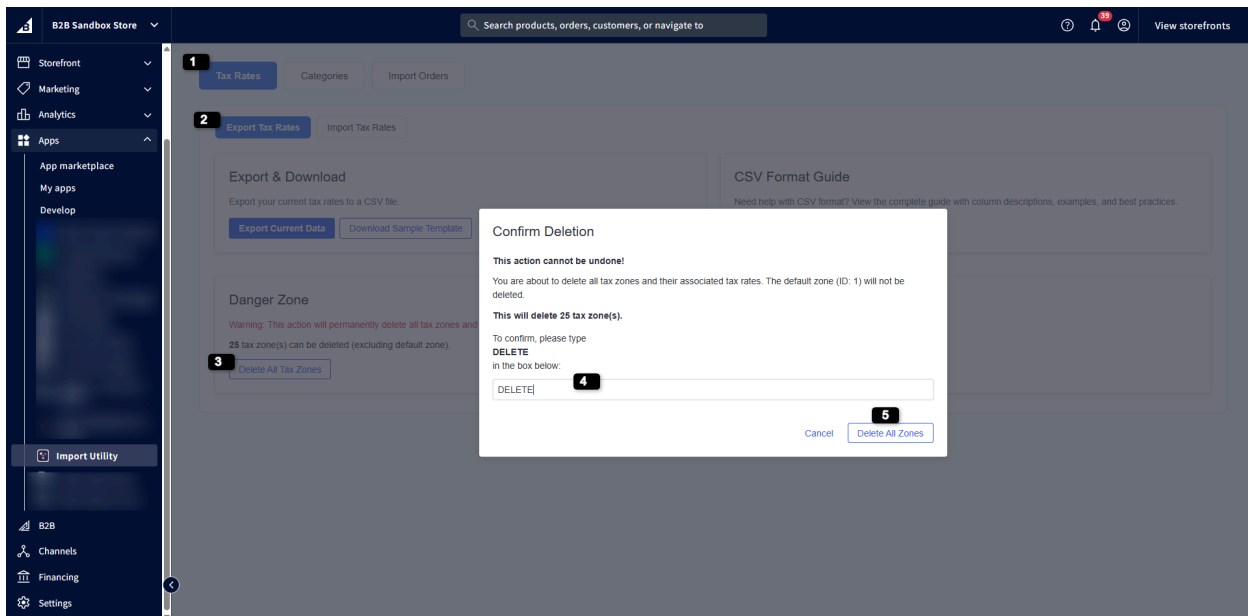


CSV format Guide: For assistance and better understanding of the csv file format, you can access the csv format guide in **Tax Rates > CSV Format Guide > View CSV Format Guide**



Danger Zone: Delete All Tax Rates: You can also bulk delete the tax rates and tax zones in the Import Utility App from **Tax Rates > Danger Zone Delete All Tax Rates**

- Click Delete All Tax Rates, and a pop-up will appear
- Type Delete in the box (Case sensitive)



Import Tax Rates: The Import Tax Rates feature allows administrators to bulk import tax zones and tax rates using CSV files. This is ideal for initial tax setup or migration from another platform.

Steps to Import Tax Rates

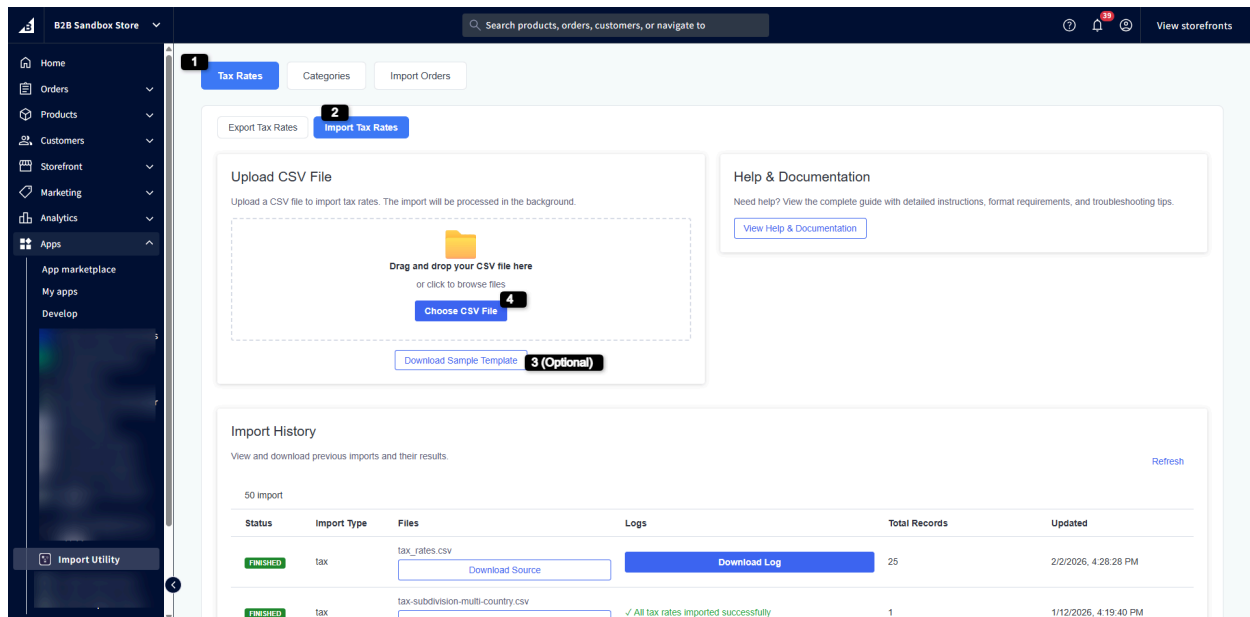
- Navigate to **Tax Rates** from the top navigation
- Open the **Import Tax Rates** sub-tab
- Click **Download Sample Template** to get a store-specific CSV format (Optional)
- Prepare your CSV file with valid tax data
- Upload the CSV file using drag-and-drop or file selection
- Track progress in the **Import Status** panel

CSV Format Requirements

The CSV file must include the following columns (in order):

- `tax_zone_id`
- `tax_rate_id`
- `tax_zone_name`
- `countries` (ISO-2 codes, separated by |)
- `subdivisions` (states/provinces)
- `postal_code`
- `customer_group`

- `status` (1 = enabled, 0 = disabled)
- `show_inclusive` (0/1)
- `plp_price` (0/1)
- `pdp_price` (0/1)
- `tax_rate_name`
- `[Dynamic Tax Class Columns]`
- `priority`
- `tax_rate_status`

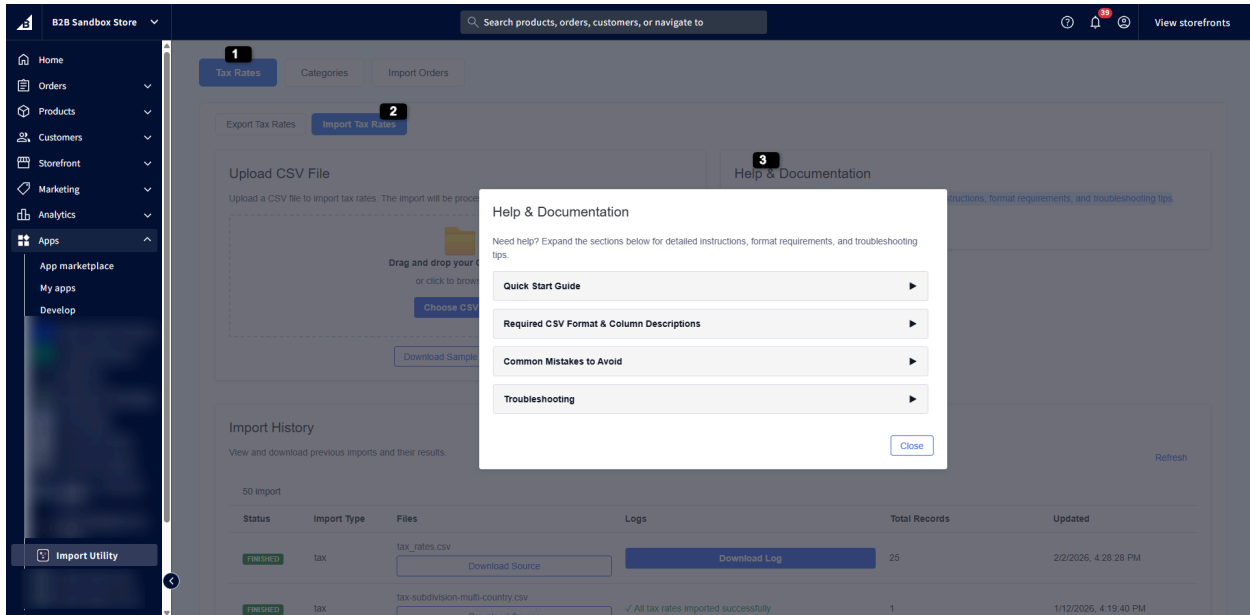


Help & Documentation: For detailed instructions, format requirements, and troubleshooting tips, you can access this section.

Import Results & History

After completion, admins can review:

- Total records processed
- Successful imports
- Failed rows with reasons



Import History: To view the import history, you can scroll down to the bottom of the import Tax rates section. The **Import History** section allows downloading:

- Source CSV file
- Error-only CSV file
- Processing log file

Import Utility App: Category

The category module enable the admin user to ;

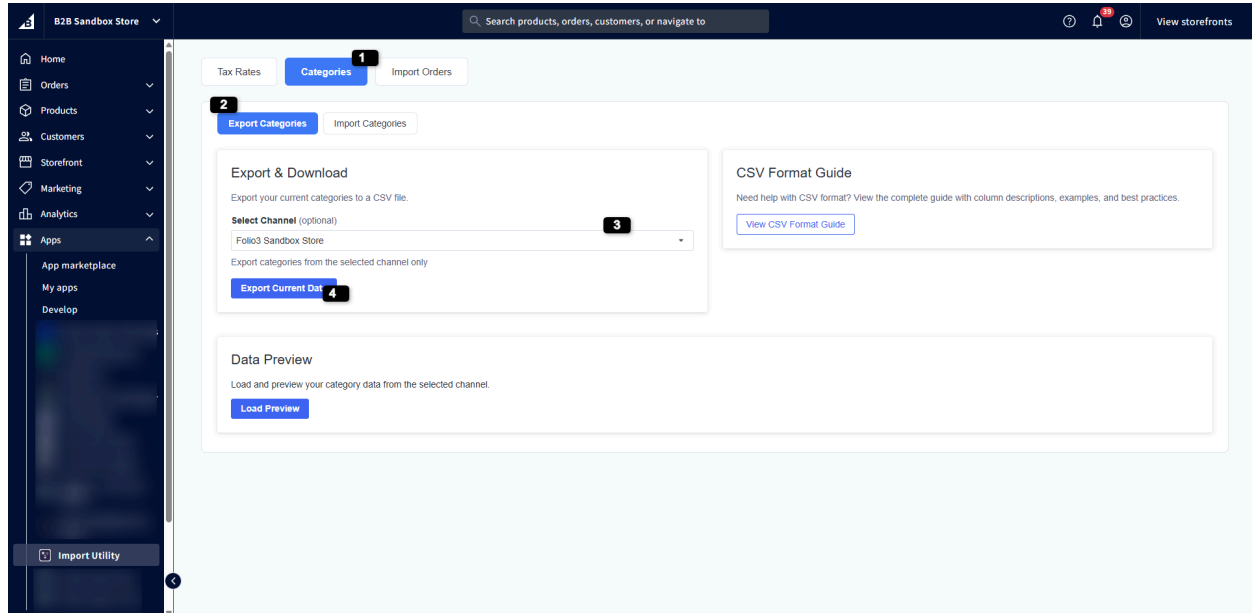
- Export Categories
- Import Categories

Export Categories: Under the Export Category tab, the admin user can bulk export the categories in a csv file.

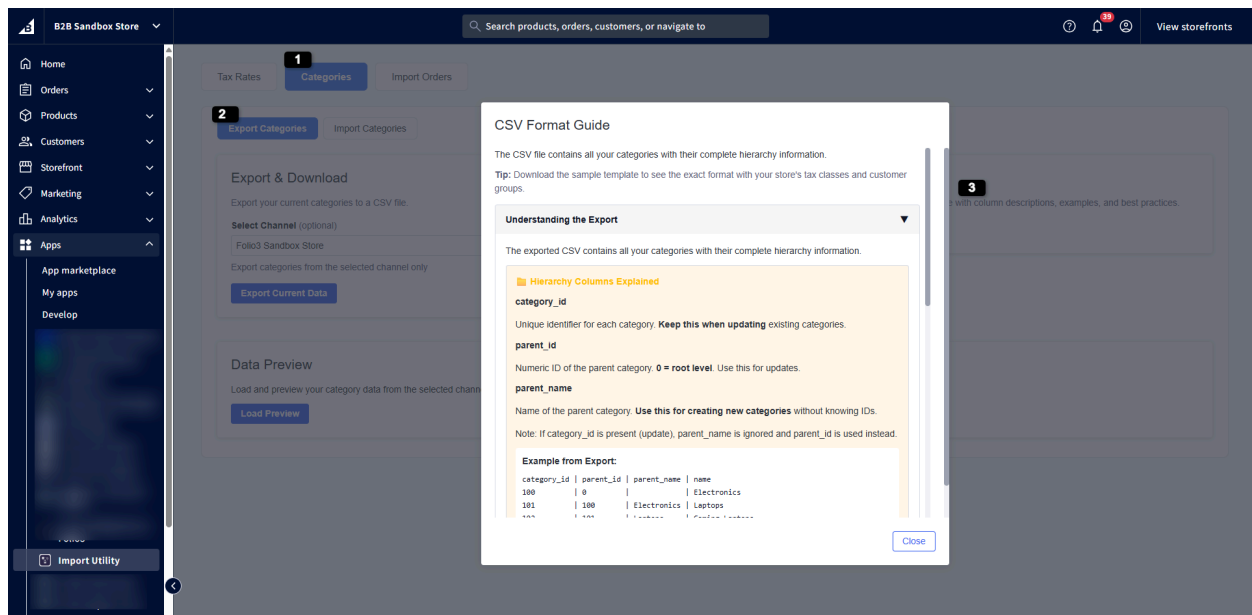
Steps to Export

- Navigate to **Categories** → **Export Categories**
- Select channel (or All Channels)
- Click **Export Current Data**
- Download and verify the CSV file

A preview option is available to validate export data before downloading.



CSV Format Guide : To understand the csv file's format or any assistance related to file you can view the guidelines accessed via CSV Format guide



Data Preview: Load Preview: To Preview the categories from you selected channel , you can select the channels from the channel drop down and click on the Load Preview .

Export & Download
Export your current categories to a CSV file.

Select Channel (optional)
Folio3 Sandbox Store 1

Export categories from the selected channel only

[Export Current Data](#)

CSV Format Guide
Need help with CSV format? View the complete guide with column descriptions, examples, and best practices.
[View CSV Format Guide](#)

Data Preview
Load and preview your category data from the selected channel.

2 [Load Preview](#)

ID	Channel	Name	Parent ID	Sort Order	Visible
840	1	Women's	0	1	Yes
841	1	Women's Apparel	0	1	Yes
842	1	Accessories	0	1	Yes
843	1	Bottoms	0	2	Yes
844	1	Dresses	0	3	Yes
845	1	Outerwear	0	4	Yes
846	1	Sleepwear	0	5	Yes
847	1	Tops	0	6	Yes
848	1	Women's Shoes	0	2	Yes
849	1	Athletic	0	1	Yes

Import Categories: The admin user can bulk import the categories , using the import utility app .

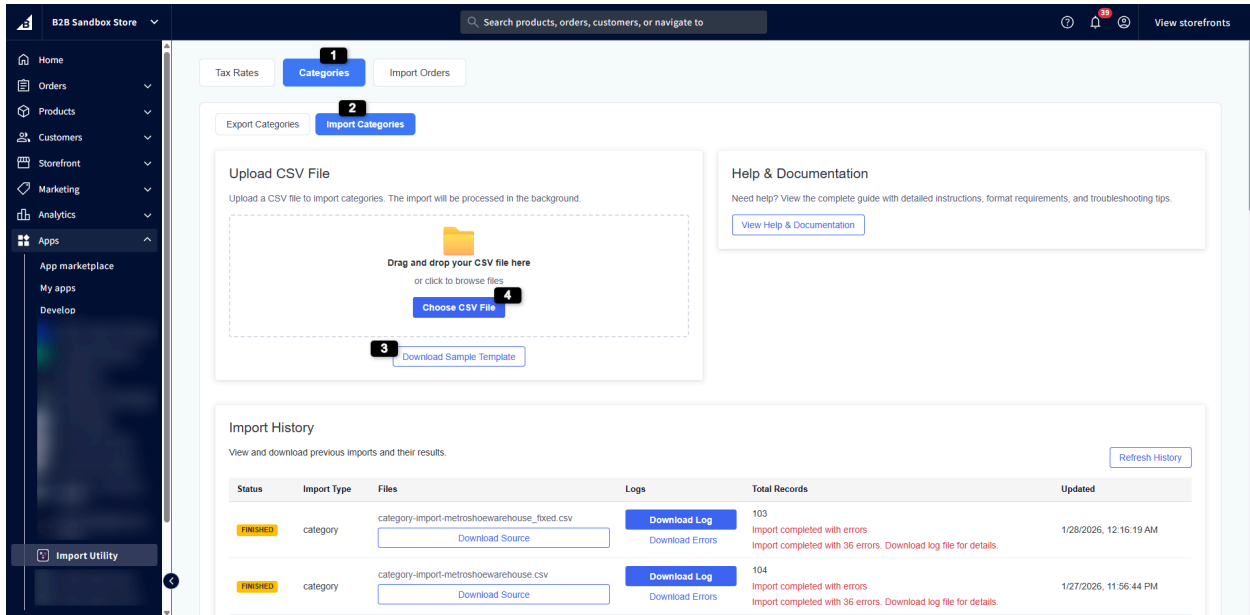
Steps to Import Categories

1. Navigate to **Categories** → **Import Categories**
2. Download the sample CSV template
3. Populate category data
4. Upload the CSV file

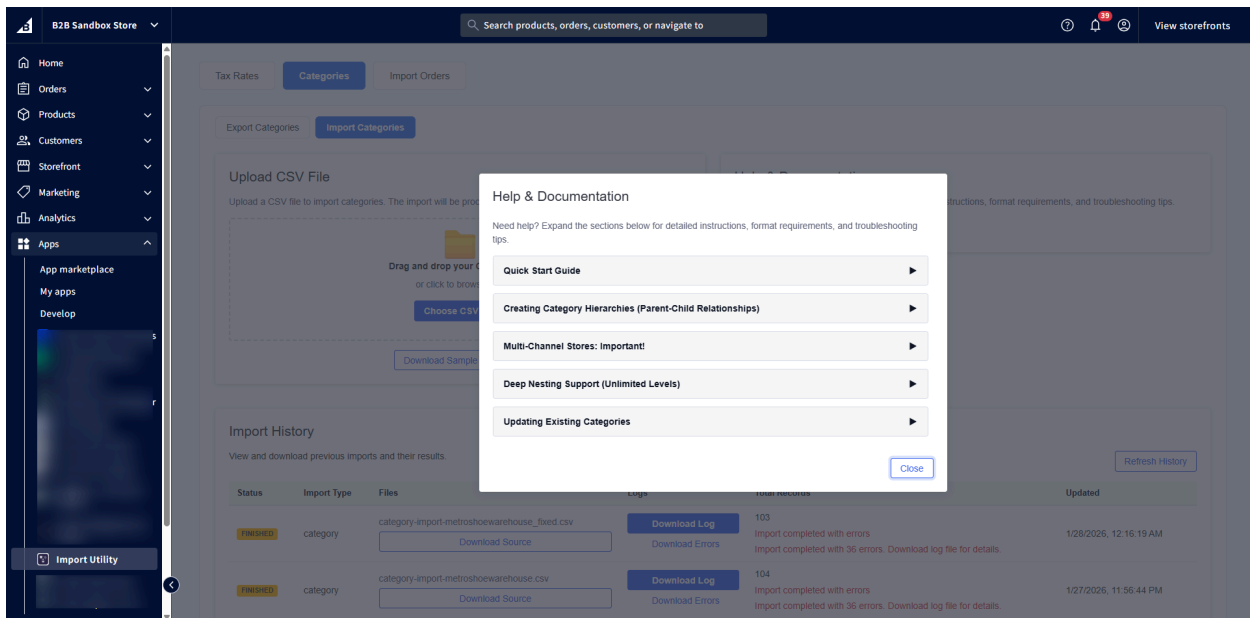
CSV Format Requirements

Supported columns include:

- name (required)
- parent_id
- description
- sort_order
- is_visible
- page_title
- meta_keywords
- meta_description
- layout_file
- image_url
- custom_url



Help & Documentation: For detailed instructions, format requirements, and troubleshooting tips, you can access this section.



Import History: To view the import history, you can scroll down to the bottom of the import Tax rates section. The **Import History** section allows downloading:

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- Error-only CSV file
- Processing log file

Status	Import Type	Files	Logs	Total Records	Updated
FINISHED	category	category-import-metroshoewarehouse_fixed.csv Download Source	Download Log Download Errors	103 Import completed with errors Import completed with 36 errors. Download log file for details.	1/28/2026, 12:16:19 AM
FINISHED	category	category-import-metroshoewarehouse.csv Download Source	Download Log Download Errors	104 Import completed with errors Import completed with 36 errors. Download log file for details.	1/27/2026, 11:56:44 PM
FINISHED	category	category_hierarchy_create.csv Download Source	Download Log	9	1/27/2026, 11:11:40 PM
FINISHED	category	category_hierarchy_create.csv Download Source	Download Log	9	1/27/2026, 8:16:16 PM
FINISHED	category	test-categories-deep-nesting.csv Download Source	Download Log	7	1/27/2026, 6:33:33 PM
FINISHED	category	category_hierarchy_create.csv Download Source	Download Log Download Errors	9 Import completed with errors Import completed with 3 errors. Download log file for details.	1/27/2026, 6:19:12 PM
FINISHED	category	category_hierarchy_create.csv Download Source	Download Log Download Errors	9 Import completed with errors Import completed with 3 errors. Download log file for details.	1/27/2026, 6:12:42 PM
FINISHED	category	category_hierarchy_create.csv Download Source	Download Log Download Errors	9 Import completed with errors Import completed with 3 errors. Download log file for details.	1/26/2026, 7:35:53 PM
FINISHED	category	category_hierarchy_create.csv Download Source	Download Log Download Errors	9 Import completed with errors Import completed with 3 errors. Download log file for details.	1/22/2026, 8:50:53 PM

Import Utility App: Orders

The Import Orders module allows bulk importing of historical orders using CSV files. All these orders will be uploaded as the **Guest Orders**, and will not be linked to the existing customers.

Additionally, please note that all products within the imported orders will be created as **Offline Products**. As a result, product images and SKUs will not be reflected for these items.

Steps to Import Orders

1. Navigate to **Import Orders**
2. Select the target **Channel** (required)
3. Download the sample CSV template
4. Prepare order data
5. Upload the CSV file

Import Limits

- Maximum **1,000 rows per file**
- For large imports (100,000+ orders), it is recommended to contact our support

Required CSV Columns

- Billing First Name
- Billing Last Name

- Billing Street 1
- Billing City
- Billing State
- Billing Zip
- Billing Country
- Product Name
- Quantity
- External Order ID

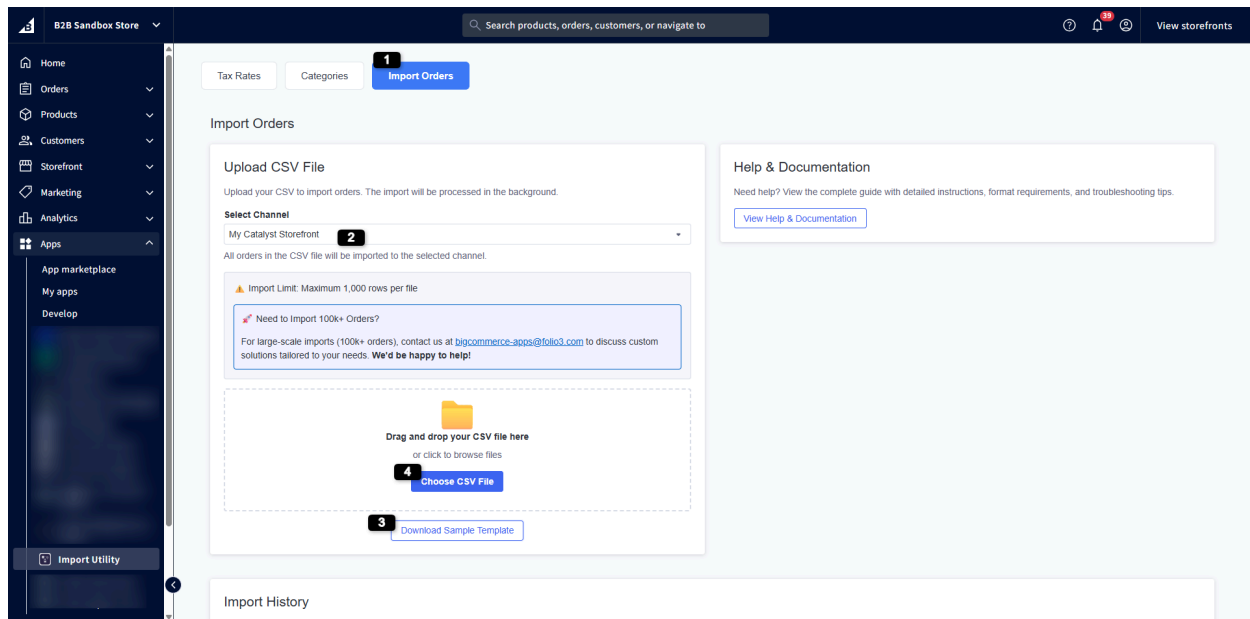
Optional Columns

Includes customer email, shipping details, pricing, payment method, shipping costs, and order date.

Column names are **case-insensitive** and support alternate naming conventions.

Multiple Products Per Order

- Use one row per product
- Use the same **External Order ID** for the grouped product



About Us.

To support admin users more effectively, we've seamlessly integrated an **About Us** section where you can access customer support details along with information about other Folio3 apps for BigCommerce. This feature enables users to contact us directly, ensuring quick and efficient resolution of any concerns.

