Data import – Data import FAQs

A quick reference guide to frequently asked questions about data import.

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- **Is it possible to create a custom data import file?**
  No. All data imports must use the specific templates provided by Qargo. The templates are available for download in the **Data import overview** help article.
- **Which type of import is being attempted, and how are the required template and mandatory fields identified?**
  The type of import depends on the data being uploaded to the system. Each dedicated import article outlines the required templates, mandatory fields, and prerequisites. For example, company data must exist in Qargo before contact data can be imported, as contacts must be linked to a company. More information is available in the **Data import overview** help article.
- **Where is the template to import customers?**
  All import templates are available in the **Data import overview** help article.
- **How is an additional field added?**
  Additional fields can be created by navigating to **Configuration > Additional fields**. Once a new field is created, its key can be copied and added as a column to the corresponding data import template. For detailed instructions, see the **Data import overview** help article.
- **Is it possible to import orders via a CSV file?**
  Yes. Qargo offers a basic import template for importing orders, available in the Order import help article. Contact the Support team for assistance with configuring this template and for help with the import process. If a specific file format is needed, the Qargo team can help with a custom solution.