

SFTP Sales Channel

1. Overview

The SFTP (Secure File Transfer Protocol) channel lets you exchange data by dropping CSV files on a secure server. It's ideal if you prefer file-based workflows instead of APIs.

2. Features

- **Four File Types:** Orders, Products, Inventory, Fulfillments
 - **Automatic Processing:** Files are processed on a schedule
 - **Secure Transfer:** All data moves over SFTP
 - **Column Mapping:** You can map your own column names
 - **File Tracking:** Processed files go into a `processed/` folder and get a timestamp suffix
 - **Error Handling:** Errors are logged for you to review under channel transactions
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3. Setup

3.1 Basic Configuration

You will need to supply these details when you add the SFTP channel in your system settings:

- **Host** (e.g. `sftp.example.com`)
- **Port** (usually `22`)
- **Username**
- **Password**
- **Base path** (optional; defaults to `/`)

3.2 Directory Structure

When you connect, the system creates these folders automatically under your base path:

```
/
├─ orders/
└─ processed/
```

```
├─ products/
|  └─ processed/
├─ inventory/
└─ fulfilments/
```

4. File Guidelines

- **Maximum lines:** 5,000 per file
- **Format:** CSV (headers in first row)
- **Filenames:** Any name is fine—just drop into the correct folder (orders, products, inventory, fulfilments)
- **Processing order:** Oldest modified file first

Orders files with multiple items

- Repeat all order-level columns on each row
- Fill in only the `item_` prefixed columns with that item's data
- Example: a 2-item order becomes 2 rows identical except for `item_` columns
- **Import grouping:** The system will automatically group rows by `order_id`.

Fulfilments files with multiple items

- Repeat all non-`item_` columns on each row
- Use the `item_` prefixed columns for each fulfilled item's data
- Example: a 2-item shipment becomes 2 rows identical except for `item_` columns

5. File Format Requirements

5.1 Orders

Required columns:

```
order_id
order_date
customer_name
customer_email
shipping_address_name
shipping_address_company_name
```

shipping_address_line_one
shipping_address_line_two
shipping_address_city
shipping_address_country_iso_code
shipping_address_zip
shipping_address_phone
billing_address_name
billing_address_company_name
billing_address_line_one
billing_address_line_two
billing_address_city
billing_address_country_iso_code
billing_address_zip
billing_address_phone
item_price_currency
item_discount_currency
item_discount_tax_currency

5.2 Products

Required columns:

product_id
product_alt_id
sku

5.3 Inventory

Required columns:

product_id
product_alt_id
sku
quantity

5.4 Fulfilments

Required columns:

```
order_id
tracking_number
courier
item_id
item_product_sku
item_quantity
```

6. Sync Intervals

By default, the system checks for new files at these intervals. You can change them per channel if you need to.

File Type	Interval
Orders	180 seconds (3 min)
Products	43 200 seconds (12 h)
Inventory	300 seconds (5 min)
Fulfilments	300 seconds (5 min)

7. Best Practices

1. File Naming

- Use clear names (e.g. `orders_20250508.csv`)
- Include a timestamp
- Avoid special characters

2. Processing

- Wait until the file is fully uploaded
- Check the `processed/` folder to confirm success
- Review channel logs for any errors

3. Security

- Use strong, unique passwords
- Rotate credentials regularly
- Restrict SFTP access to only the needed folders

4. Performance

- Keep files under a few hundred megabytes each
- Don't drop dozens of files at once

- Stick to the recommended sync intervals

8. Example File Structure

Orders CSV

```
order_id,order_date,customer_name,customer_email,shipping_address_name,shipping_address_company_name,
shipping_address_line_one,shipping_address_line_two,shipping_address_city,shipping_address_country_iso_code,
shipping_address_zip,shipping_address_phone,item_id,item_product_sku,item_quantity
ORD123,2024-03-20 10:00:00,John Doe,john@example.com,John Doe,ACME Inc,123 Main St,Apt 4B,New
York,US,10001,+1234567890,ITEMA,SKU123,1
ORD123,2024-03-20 10:00:00,John Doe,john@example.com,John Doe,ACME Inc,123 Main St,Apt 4B,New
York,US,10001,+1234567890,ITEMB,SKU456,2
```

Fulfilments CSV

```
order_id,tracking_number,courier,item_id,item_product_sku,item_quantity
ORD123,TRK123456,USPS,ITEMA,SKU123,1
ORD123,TRK123456,USPS,ITEMB,SKU456,2
```

9. Troubleshooting

- **Connection Errors**
 - Check host, port, username and password
 - Ensure the base path exists
- **File Processing Errors**
 - Verify CSV format, headers and max line count
 - Check file and folder permissions
 - Look in the channel logs for error messages
- **Sync Problems**
 - Confirm the channel is set to “active”
 - Review any rate-limit messages in your logs

10. Support

If you still have questions or run into issues:

1. Review the channel logs in your dashboard.
2. Double-check your CSV headers, folder layout, and line count.
3. Contact our support team with the exact error message and a screenshot of your folder structure.

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