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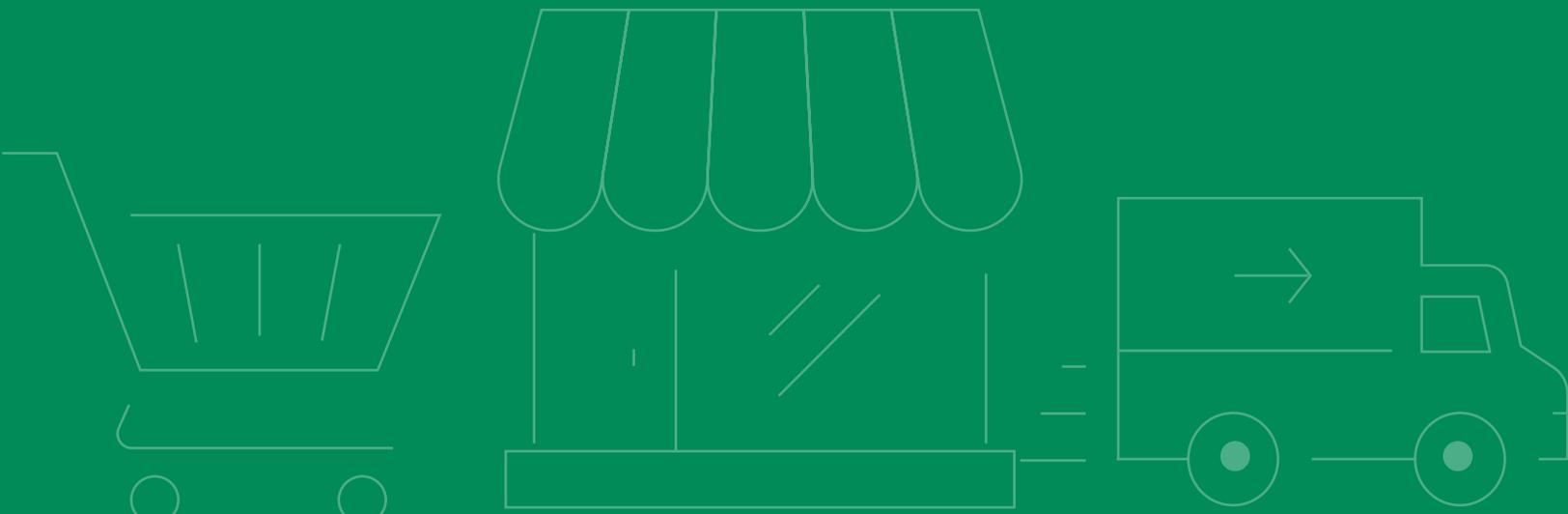
This simple guide will help you migrate your BigCommerce store to Zoho Commerce. To make migration as quick and easy as possible, we recommend that you set up a **Zoho Commerce store** if you don't already have one.

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

STEP 01
Export products from BigCommerce

1. Log in to your BigCommerce store.
2. To export all your products, go to **Products > Export:**
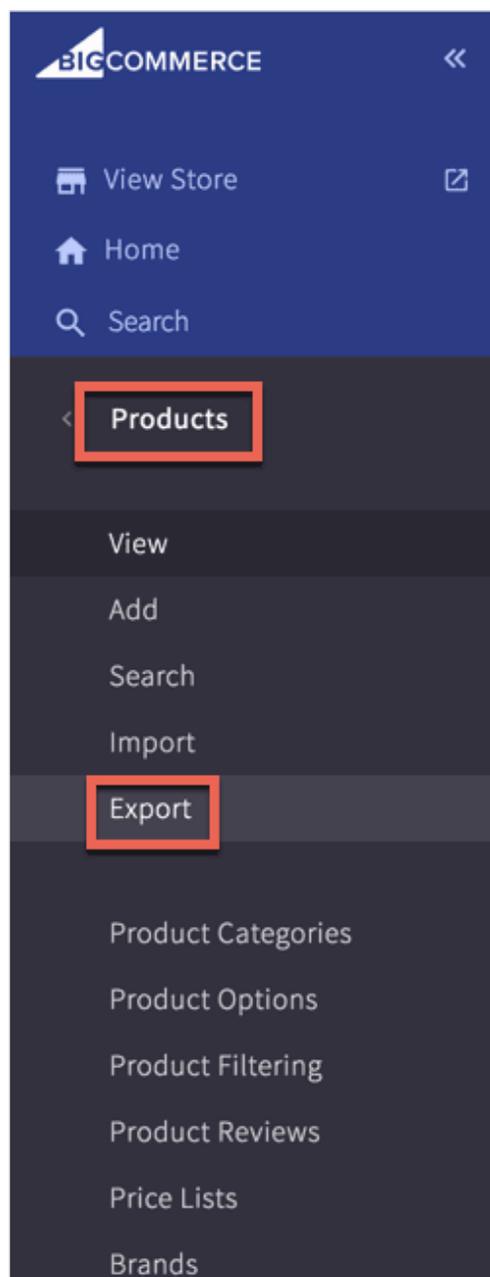
3. Select **Export These Products** from the **Choose an action** dropdown:
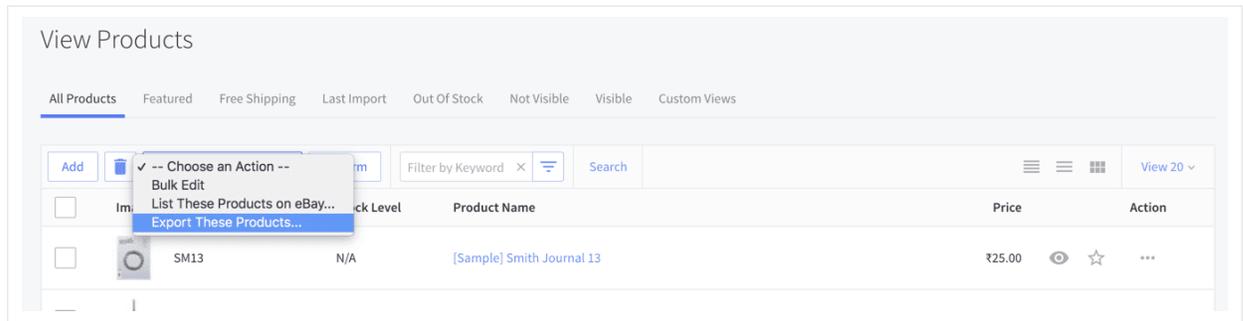
4. Select the products to be exported, then click **Confirm.**
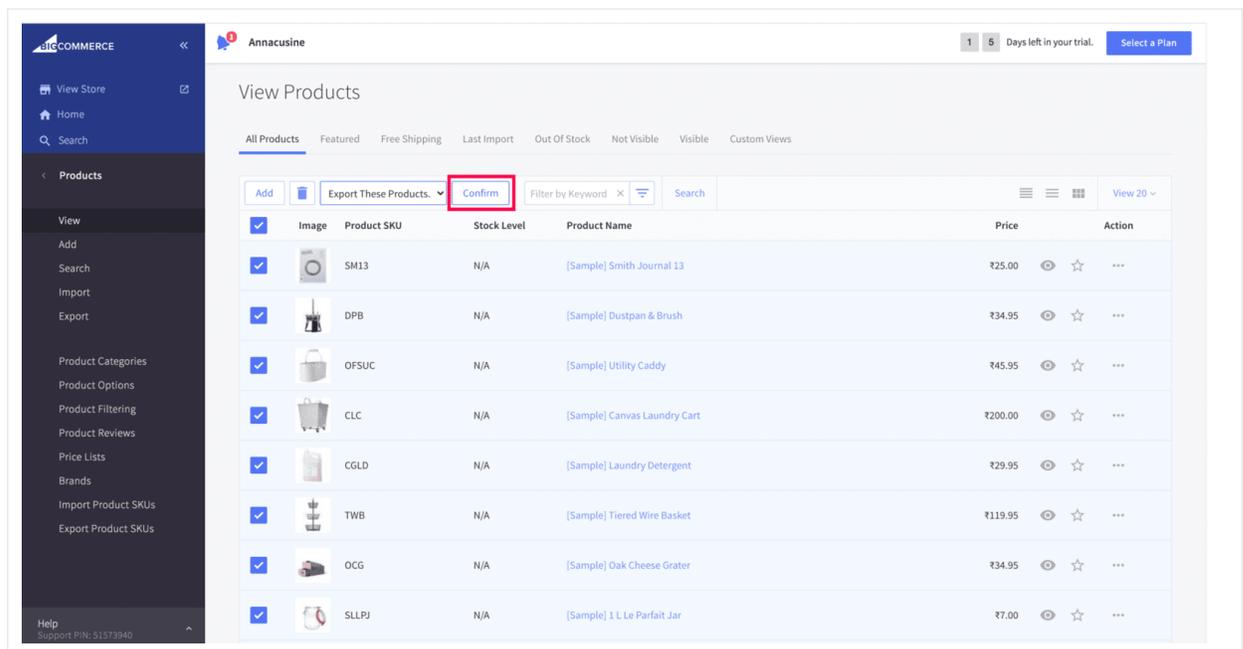
5. Choose **Bulk Edit** for templates. This can only be used if no customized template was used.
6. Choose **Export to Microsoft Excel as CSV** as the file format.
7. Click **Continue.**
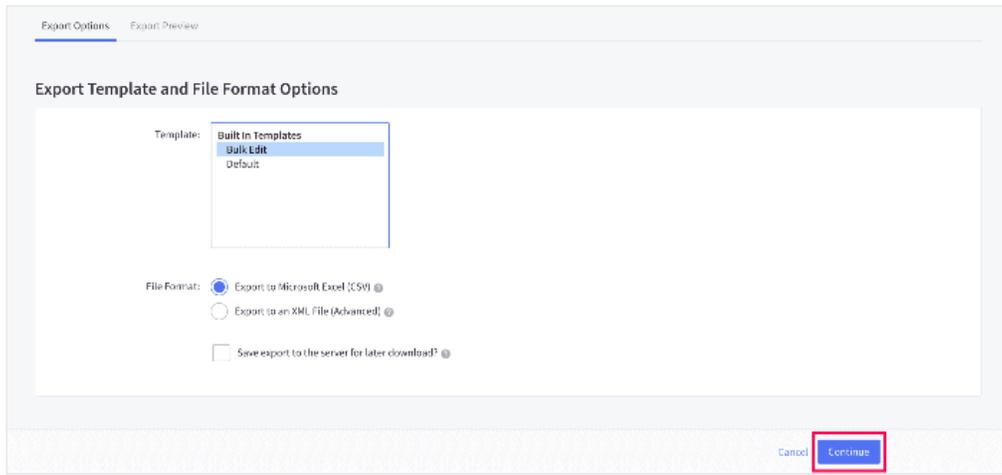
8. Click **Export my Products to a CSV file** to start exporting.
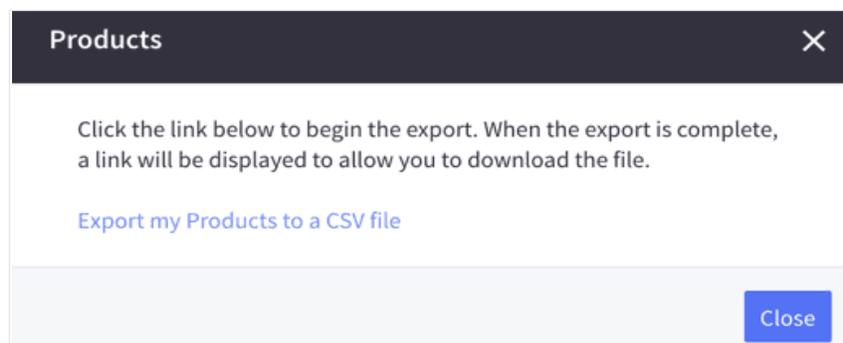
9. Wait for the export to complete. Click Download my Products file to download the CSV file.
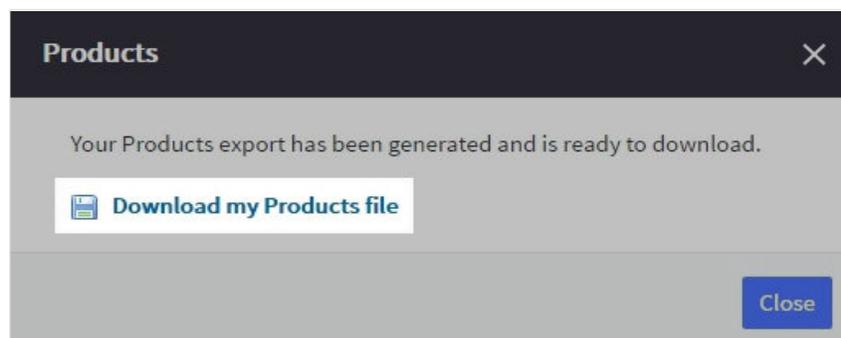
A CSV file containing all the selected data of your products will be downloaded to your system.

STEP 02
Import products into Zoho Commerce

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 **Create your Store now**.

1. Sign in to your Zoho Commerce store.
2. Select **Products** from the dashboard.
3. Select **Import Products**.
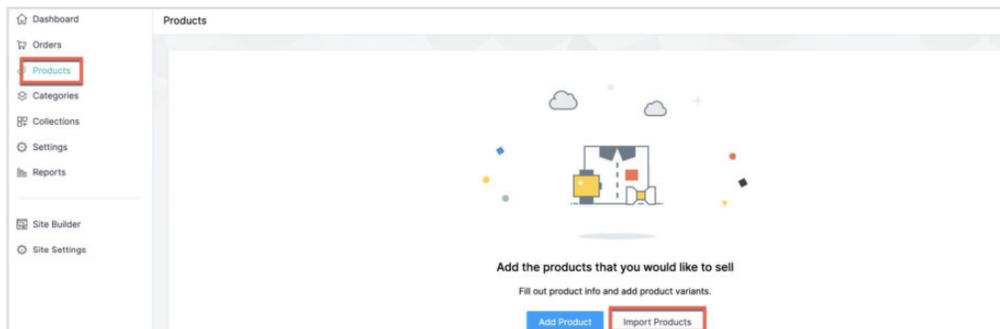
4. Choose the file to be uploaded and then click **Next**. This is the CSV file we exported from BigCommerce in Step 1.
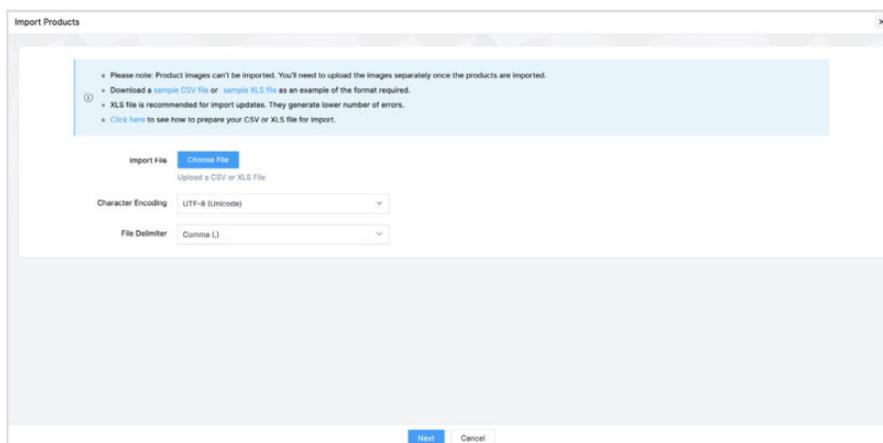
5. You will need to map the columns in the CSV file to the product detail fields on your Zoho Commerce panel. The columns from the file appear in the dropdown, and you can associate each one with the corresponding field name in Zoho Commerce.
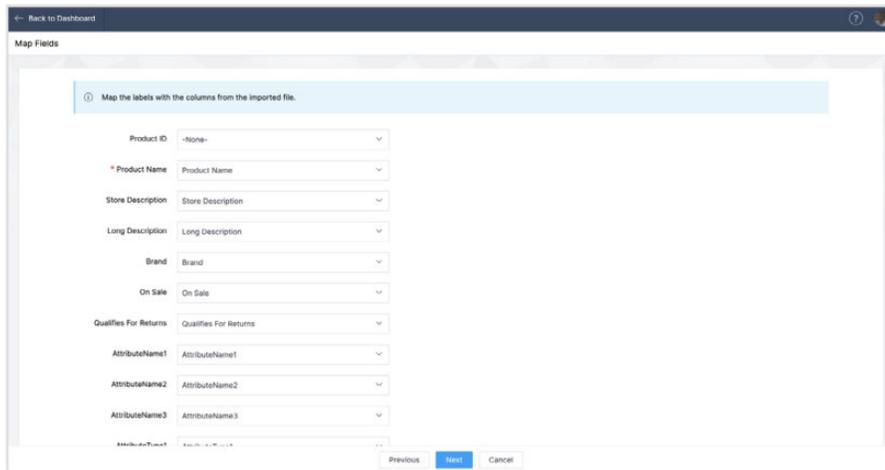
Mandatory columns, such as Product Name and Price, must be associated with a column on the CSV file. You may add dummy fields if you wish to make the changes manually in the future.

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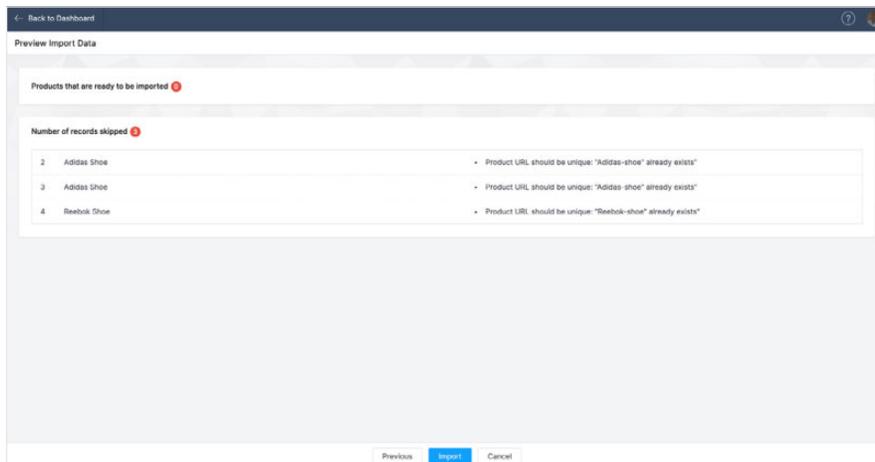
Read more to know how to import or export products in Zoho Commerce.

STEP 03
Migrate Product Images

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:

1. 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!