



INDITION COMMERCE

Data Migration and Import

Frequently Asked Questions — quick answers about moving your store
from your old system.

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Before you start

Where is it?

Apps → Bring my store across in your admin menu. If you do not see it, add Data Migration and Import from **Apps → App Store**.

What do I need?

Your admin address, username and password, and your Indition store set up with the price level, product page, locations and (for repairs) Service & Repair you want to use. The Setup Guide has the full checklist.

Does it change anything in my old system?

No. It only ever reads. You can keep trading in your old system while it reads.

How long does it take?

Reading takes about ten hours for a store of 30,000 records at the standard pace of one record a second. Moving the data in usually takes a few hours more. It runs in the background; you do not need to keep the page open.

Can I try it first?

Yes. Choose **A sample first** on Connect to read the first 1,000 of each kind of record in minutes, or choose **Extract only** to read everything and look at it before anything is written.

While it runs

Can I close the page?

Yes. It works in the background and carries on by itself. Come back to **Apps → Bring my store across** at any time.

It says "Sign in again". What happened?

Your old system no longer accepts the stored sign-in, usually because the password was changed or the sign-in was deleted. Sessions that simply expire are renewed automatically, so this is not routine. Enter it again on the Progress screen and press **Sign in and carry on**. Nothing already read is lost, and it carries on from where it stopped.

Can I make it go faster?

Yes, from **Admin → Settings → Data Migration and Import → Extraction rate (records per second)**. It is gentle by default because your old system is still live while it is read. Two a second halves the time.

It says "Paused for a decision".

A question on Decisions needs an answer. Answer it, then press **Carry on moving my data in** on Progress.

Why don't I see the till question yet?

Tills are found when the read reaches your customers' purchase histories. Until then the question says it is coming. The same goes for repair locations, which are found at the read's last step. Nothing is moved in before you can answer them.

Where things go

We have two shops. Will all orders end up in one?

No. Each till in your old system is mapped to the shop it stood in, so each order lands in its own shop. Several tills can belong to one shop. Repairs work the same way, by the location recorded on each one.

How do I know which till is which?

Each till is shown with its number of sales, the dates of its first and last sale and the clerks who used it most. Your staff names usually settle it.

What about web orders?

A web order collected in one of your shops goes to the shop the customer chose, as it does when they check out here; each such shop gets a row of its own on the till question. Other web orders stay in your online store with no location, unless you choose one.

Will my order numbers stay the same?

No. Imported orders take new numbers from your store's own sequence, so they never clash with orders you take afterwards. Repair work orders take your repair numbering in the same way.

A customer is already in my store. Will they be duplicated?

No. Customers already here with the same email are matched, and you choose on Decisions whether to skip, merge or replace them. Their history links to them whichever you choose. Products are matched the same way, by SKU.

Do pending or refunded sales come across?

No. Only completed sales are brought across.

Afterwards

Some records were left out. Should I worry?

What arrived lists every reason, most common first, and says whether it matters. Most are records that could not be placed, such as an address with no street.

Can I undo it?

Yes. At the bottom of the Migration report, tick the confirmation and press **Undo this migration**. Records it added are removed and fields it filled in are put back. Anything edited since is left alone and listed for you to look at.

When is my stored sign-in deleted?

After 30 days, or straight away when you press **Forget my sign-in** on What arrived.

Do my old product links still work?

Yes. Each old product address redirects to the new product page.

Where are my product images?

They are fetched after the products arrive and attach themselves over the next few hours.