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For more details see how the Import Customers for Magento 2 extension works.

Guide for Import Customers for Magento 2

Move customers from CRM systems, third-party sources, marketplaces and other stores into your Magento 2 instance. Configure Import Customers for Magento 2 extension to set flexible integrations and operate your customer base more effectively.

- Import customer data from the third-party platforms, marketplaces, Magento and non-Magento online stores
- Prevent database errors and losses with file validation
- Create multiple import profiles suitable for specific platforms
- Execute import profiles manually or automatically
- Import huge volumes of data (up to 100.000 users in 15 min)
- Solve various business challenges with the 2 extra Amasty Import interfaces

Download the sample data in CSV, XML, ODS and XLSX formats:

sample-customer-data.zip

Struggling with setting up the customer import?

Explore the Useful Tips and Popular Import Use Cases to find practical information on import setup, including a Google Sheet sample file with the minimum set of necessary fields for customer import.

The Import Structure

Amasty Import by now has 3 separate modules to carry out import tasks:

- **Import Customers:** a separate import interface to deal with customer entities on the regular basis
- **Amasty One-time Import:** suitable for a one-time import of any available entity
- **Amasty Import Cron Jobs:** a tab to create cron jobs concerning import activity

The more Amasty modules you have, the more entities you will be able to import in the simplified module and in the Cron Jobs version. Follow **Import & Export solution updates** to discover new possibilities.
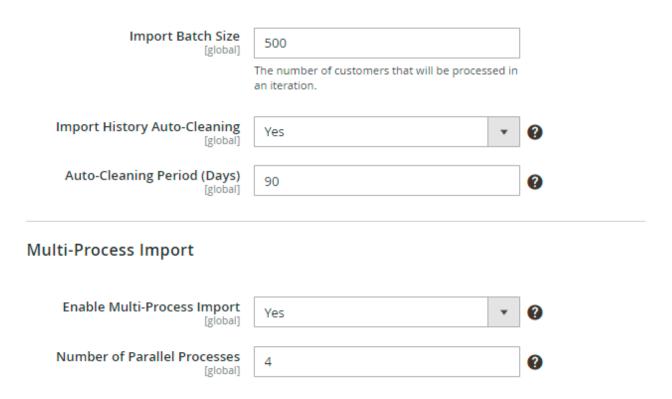
Import Customers Configuration

Before building import profiles, configure the basic import performance options.

Go to **Stores → Configuration → Amasty Extensions → Import Customers**.

General Settings

Import Batch Size [global]	500
	The number of customers that will be processed in an iteration.
Import History Auto-Cleaning [global]	Yes ▼ ❓
Auto-Cleaning Period (Days) [global]	90 ❓

Multi-Process Import

Enable Multi-Process Import [global]	Yes ▼ ❓
Number of Parallel Processes [global]	4 ❓

General Settings

Import Batch Size - set number of customers that will be processed in an iteration.

Import History Auto-Cleaning - choose *Yes* to clean logs automatically. The records will be removed from Import History after the period specified below.

Auto-Cleaning Period (Days) - define the period after which import history will be cleaned.

Multi-Process Import

Enable Multi-Process Import - enable this option to perform import in multiple threads and speed up the import process.

The 'Multi-Process Import' feature requires the PHP extension 'pcntl' to be installed on the server. If you enable the feature and no performance boost happens, please ask your hoster/system administrator to check if the 'pcntl' extension is installed.

Number of Parallel Processes - if the previous option is enabled, specify the number of processes according to your server capabilities. The more parallel processes are set, the faster the import process goes, but the higher the load on the server is.
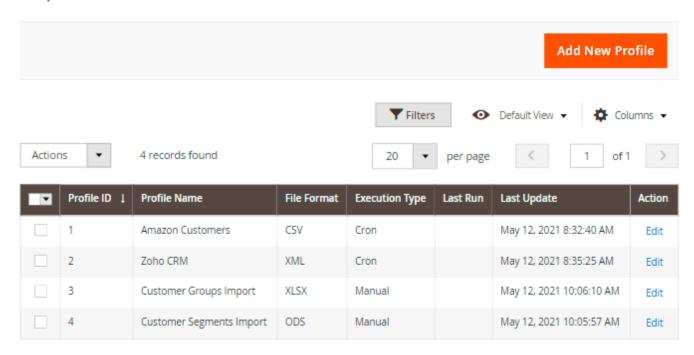
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Keep in mind, that the multi-process for Amasty One-time Import and Amasty Import Cron Jobs should be enabled in the other tab.

Import Customers Profiles

The extended customer import functionality allows you to create flexible profiles for import and execute it on regular basis. To view all the profiles, proceed to **System → Import Customers → Profiles**.

Import Profiles

Add New Profile

Filters   Default View ▼   Columns ▼

Actions ▼   4 records found   20 ▼ per page   <   1 of 1   >

	Profile ID ↓	Profile Name	File Format	Execution Type	Last Run	Last Update	Action
☐	1	Amazon Customers	CSV	Cron		May 12, 2021 8:32:40 AM	Edit
☐	2	Zoho CRM	XML	Cron		May 12, 2021 8:35:25 AM	Edit
☐	3	Customer Groups Import	XLSX	Manual		May 12, 2021 10:06:10 AM	Edit
☐	4	Customer Segments Import	ODS	Manual		May 12, 2021 10:05:57 AM	Edit

Here you can see all existing profiles, their IDs, names, file formats, execution types and the dates of the last run/update.

New Profile Creation

Let's consider the case of new profile creation. For example, we want to set automatic import of customers from Amazon.

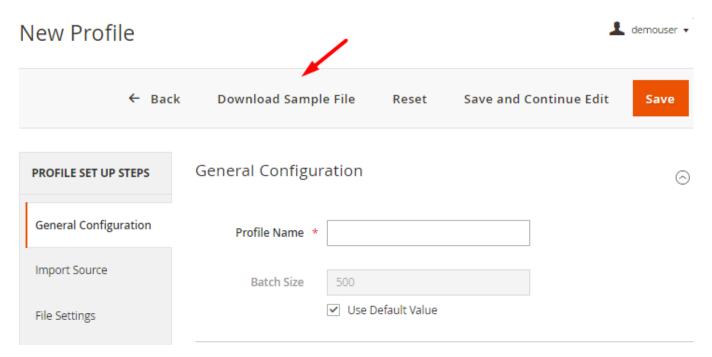First of all, hit the **Add New Profile** button.

You can duplicate the already created profiles if you want to build a profile similar to the existing one.
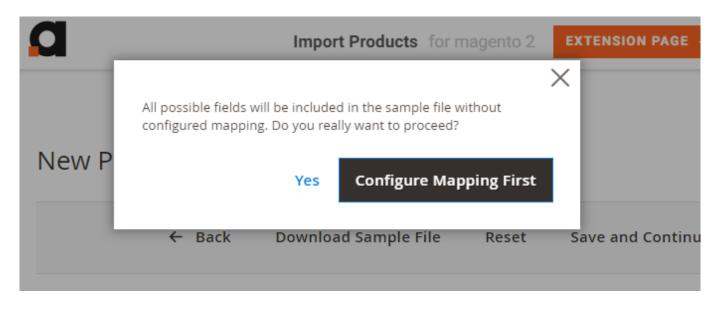
Sample Files

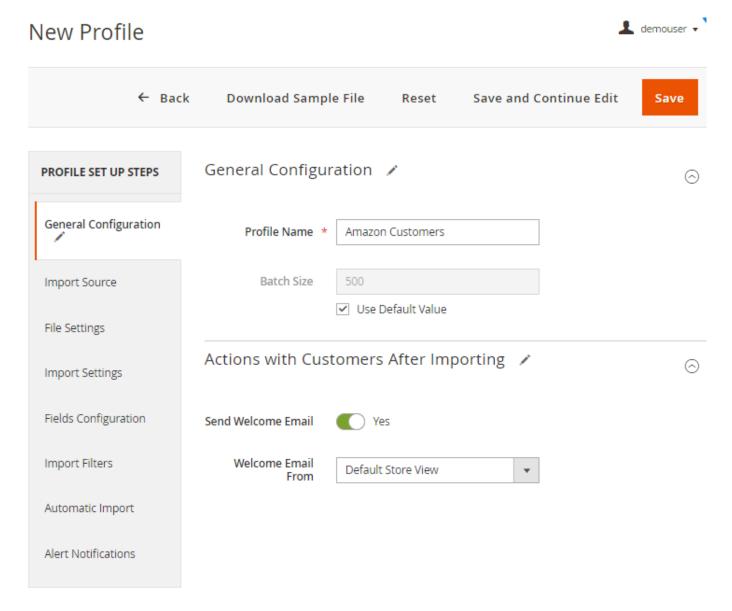To avoid mistakes and complete configuration faster, you can use sample files.

To download it, fill in the required fields for profile creation (such as Name, Import Source, etc.). If you have no fields added yet, the file will include all possible data. If you want to generate a specific sample file, proceed to the Fields Configuration first so that the generator could compose a relevant file including only those fields that you've added.

General Configuration

Profile Name - specify the name of the profile for internal usage. This name will be displayed in the grid.

Batch Size - set the number of customers that will be processed in an iteration. You may configure batch size for each profile separately or specify the value in general configuration and use this default value.

Actions With Customers After Importing

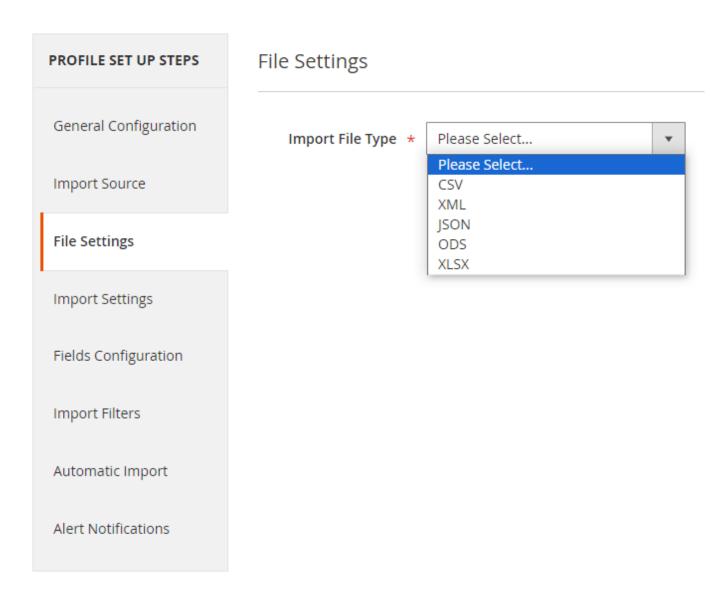You can also automatically send welcome emails when the customers are imported.

Send Welcome Email - set to *Yes* to enable the option.

Welcome Email From - choose a store view to send emails from.

File Settings

Now we need to choose the required file type and configure its settings.

The following formats are available:

- CSV
- XML
- JSON
- ODS
- XLSX

For **CSV**, **ODS** and **XLSX** formats you can:

Rows Merged into One - enable this option if the rows in the import files are merged.

Also, specify the **Merged Rows Data Delimiter**.

For a **CSV** file you can additionally set:

- Field Delimiter
- Field Enclosure Character

For a **JSON** file you can additionally set:

- Header
- Items Container Name
- Footer

For a **XML** file specify the path to the node in the **Data XPath** field, e.g. if you have *<items><item>1</item><item>2</item></items>*, the path will be *items/item*.

XSLT Editor

The extension includes an XSLT editor so that you could import XML files with any custom formatting. Using this functionality, you can create custom templates for XML documents and add, remove, rearrange or sort elements in the file.

What is XSLT?

A lot of 3rd-party platforms you are integrating with use custom XML table formatting. Magento itself can't import such files since it is impossible to match the attributes with the custom names properly. XSLT (Extensible Stylesheet Language Transformations) helps to interpret the document, match the values in the file with the Magento database and import data correctly.
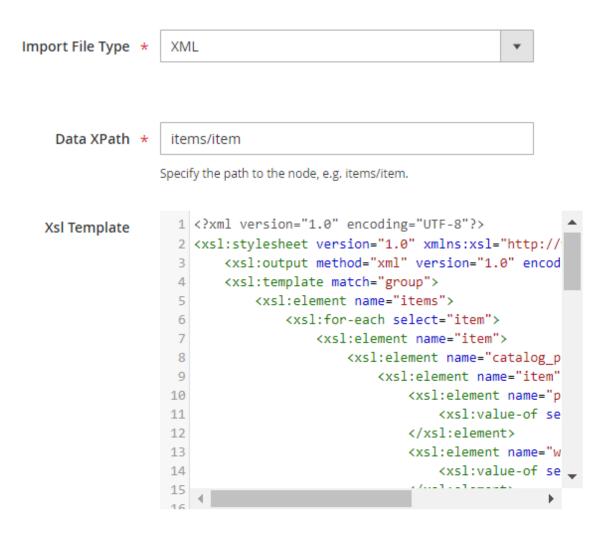
Find out how the XSLT works in this tutorial.

Before importing a custom XML file, review the formatting and find out how the attributes provided in the document are named and structured in Magento. Then, create an **Xsl Template** to match the values.

To simplify template creation, download this ready-made sample file:
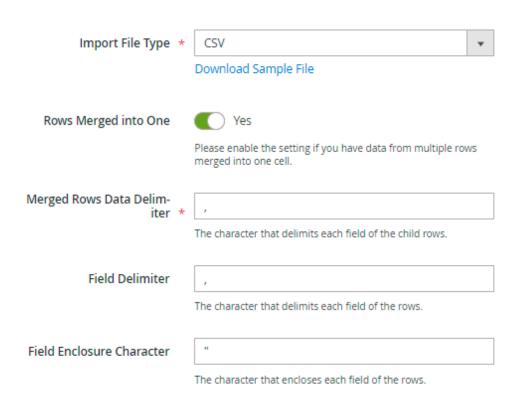xsl-template-for-import.zip

File Settings

Import File Type * | XML ▼

Data XPath * | items/item

Specify the path to the node, e.g. items/item.

Xsl Template

```
1  <?xml version="1.0" encoding="UTF-8"?>
2  <xsl:stylesheet version="1.0" xmlns:xsl="http://
3      <xsl:output method="xml" version="1.0" encod
4      <xsl:template match="group">
5          <xsl:element name="items">
6              <xsl:for-each select="item">
7                  <xsl:element name="item">
8                      <xsl:element name="catalog_p
9                          <xsl:element name="item"
10                         <xsl:element name="p
11                             <xsl:value-of se
12                         </xsl:element>
13                         <xsl:element name="w
14                             <xsl:value-of se
15
16
```

We've chosen a CSV format.

File Settings

Import File Type * CSV

Download Sample File

Rows Merged into One [Yes]

Please enable the setting if you have data from multiple rows merged into one cell.

Merged Rows Data Delim-
iter * [,]

The character that delimits each field of the child rows.

Field Delimiter [,]

The character that delimits each field of the rows.

Field Enclosure Character ["]

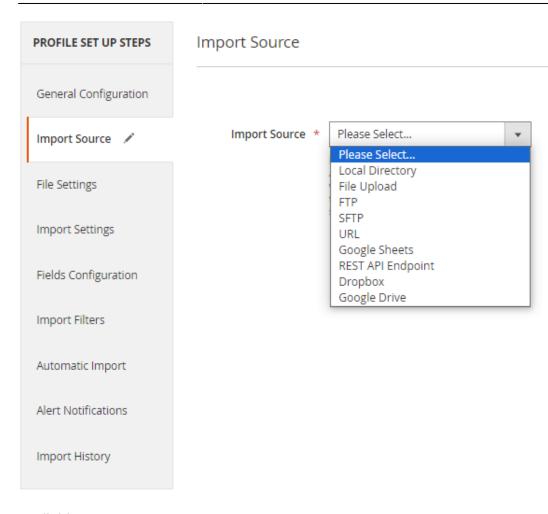The character that encloses each field of the rows.

You can download sample files for the appropriate file formation.

Import Source

Now choose a suitable import source.

Available sources:

- Local Directory
- File Upload
- FTP
- SFTP
- URL
- Google Sheets
- REST API Endpoint
- Dropbox
- Google Drive

For **Local Directory** specify a *File Path* relative to Magento installation (e.g. var/import/import.csv).

For **File Upload** select the file to import. Make sure your file isn't more than 2M and it is saved in UTF-8 encoding for proper import.

If you want to use **FTP / SFTP** for import, you will need to fill the following fields:

- Host
- User
- Password
- File Path
- File Name for FTP/SFTP.

For FTP you can also enable a *Passive Mode*.

For **URL** source, apart from the URL itself, provide *Basic Authentication Username* and *Password*.

The document should be opened by a direct URL, and the URL should contain the file format, e.g. `https://example/download?id=19&file=-1.xml` (here we use XML format). It is necessary since in Google Cloud the link to the file is used without an extension, and the Import Customers module can't validate it. Thus, you need to add the format. Additionally, if the access is shared for all users, then the username and password fields are not required. If only certain users can see the file, then you need to enter their credentials for access.

For **Google Sheets** specify the required URL.

When using Google Sheets (you can import a file of different formats there), you need to specify the required format and specify the same format when importing. The link to the doc should be shared with everyone.

For **REST API Endpoint** provide the endpoint (e.g. `https://magento.instance/rest/all/V1/some/endpoint`) and choose the required authentication method (No Auth, Bearer, Basic).

Keep in mind that only CSV и XML file types can be used when importing with Rest API Endpoint.

Dropbox Configuration

To import using Dropbox, you will need to provide the access token. Follow the steps below to get the token.

1. Go to https://www.dropbox.com/developers and sign in.

2. Hit the **Create Apps** button.

DBX Platform

Develop apps for 700 million Dropbox users

Integrate your apps with the content and collaboration solution trusted by more than 700 million users and 500,000 teams. Whether you're building your business or optimizing internal workflows, the DBX Platform lets you add Dropbox features to your apps, such as file storage, sharing, previews, and search.
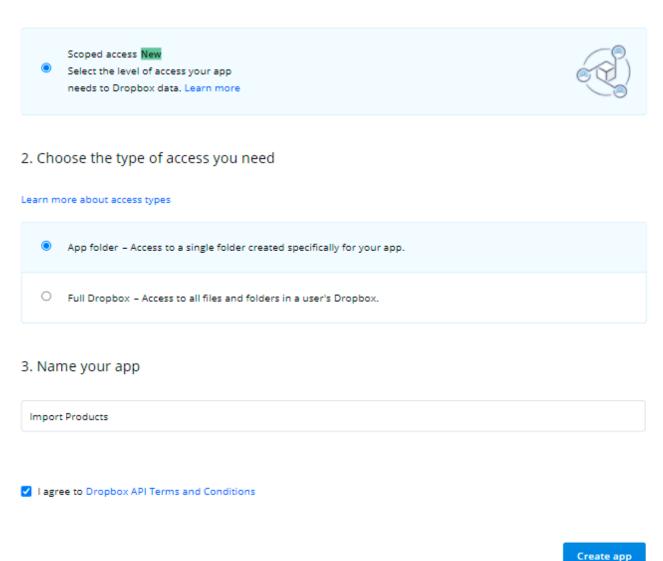
Create apps

Or click here to view documentation

3. Choose an API, a type of access you need and specify the title for your folder.

Create a new app on the DBX Platform

1. Choose an API

Scoped access New
Select the level of access your app
needs to Dropbox data. Learn more

2. Choose the type of access you need

Learn more about access types

App folder – Access to a single folder created specifically for your app.

Full Dropbox – Access to all files and folders in a user's Dropbox.

3. Name your app

Import Products

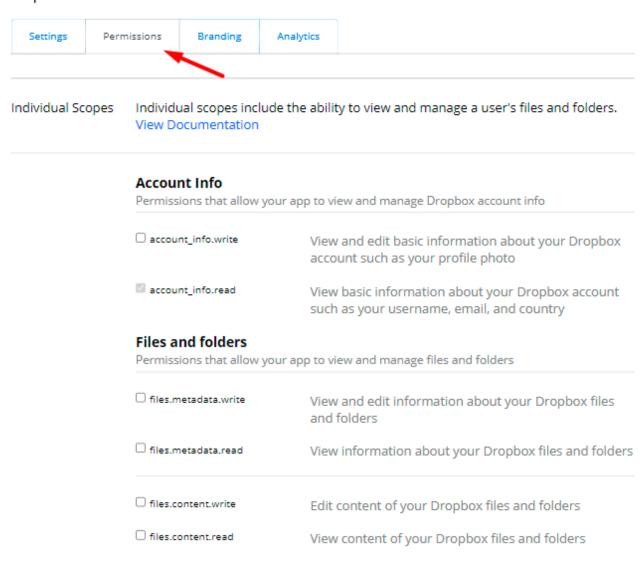☑ I agree to Dropbox API Terms and Conditions

Create app

Agree with the terms & conditions and click **Create App**. You will be automatically redirected to the folder configuration.

4. Proceed to the **Permissions** tab.

Import Products

Settings	Permissions	Branding	Analytics

Individual Scopes   Individual scopes include the ability to view and manage a user's files and folders.
                      View Documentation

Account Info
Permissions that allow your app to view and manage Dropbox account info

☐ account_info.write   View and edit basic information about your Dropbox
                              account such as your profile photo

☑ account_info.read   View basic information about your Dropbox account
                              such as your username, email, and country

Files and folders
Permissions that allow your app to view and manage files and folders

☐ files.metadata.write   View and edit information about your Dropbox files
                              and folders

☐ files.metadata.read   View information about your Dropbox files and folders

☐ files.content.write   Edit content of your Dropbox files and folders

☐ files.content.read   View content of your Dropbox files and folders

Grant the permissions to write the files and click **Submit**.

Account Info

Permissions that allow your app to view and manage Dropbox account info

☑ account_info.write   View and edit basic information about your Dropbox account such as your profile photo

☑ account_info.read   View basic information about your Dropbox account such as your username, email, and country

Files and folders

Permissions that allow your app to view and manage files and folders

☑ files.metadata.write   View and edit information about your Dropbox files and folders

☑ files.metadata.read   View information about your Dropbox files and folders

☑ files.content.write   Edit content of your Dropbox files and folders

☑ files.content.read   View content of your Dropbox files and folders

Collaboration

Permissions that allow your app to view and manage sharing and collaboration settings

☑ sharing.write   View and manage your Dropbox sharing settings and collaborators

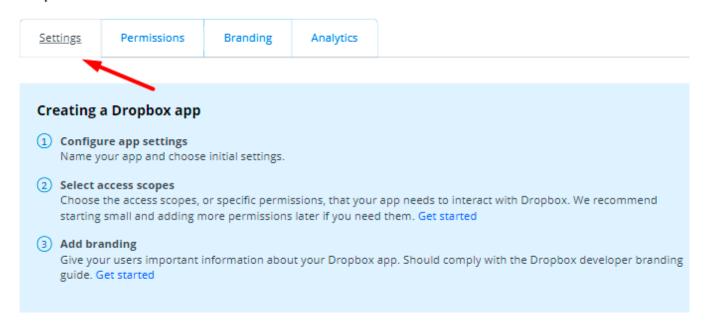hen you are done making changes. (Existing access tokens will not be affected)   Undo   **Submit**
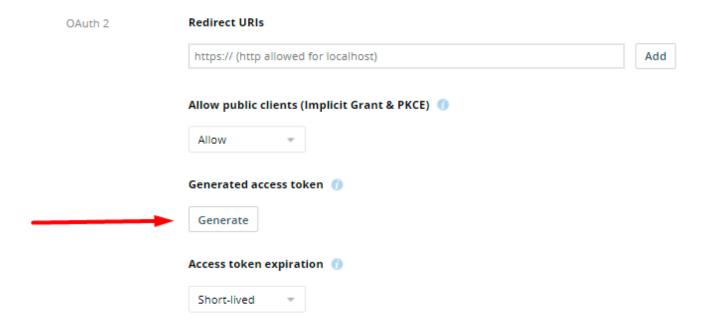
5. Return to the **Settings** tab.

Import Products

| Settings | Permissions | Branding | Analytics |

Creating a Dropbox app

① **Configure app settings**
Name your app and choose initial settings.

② **Select access scopes**
Choose the access scopes, or specific permissions, that your app needs to interact with Dropbox. We recommend starting small and adding more permissions later if you need them. Get started

③ **Add branding**
Give your users important information about your Dropbox app. Should comply with the Dropbox developer branding guide. Get started

6. Find the OAuth 2 section and hit the **Generate** button below the *Generated access token* field.

OAuth 2

Redirect URIs

https:// (http allowed for localhost)   Add

Allow public clients (Implicit Grant & PKCE) ⓘ

Allow ▾

Generated access token ⓘ

Generate

Access token expiration ⓘ

Short-lived ▾
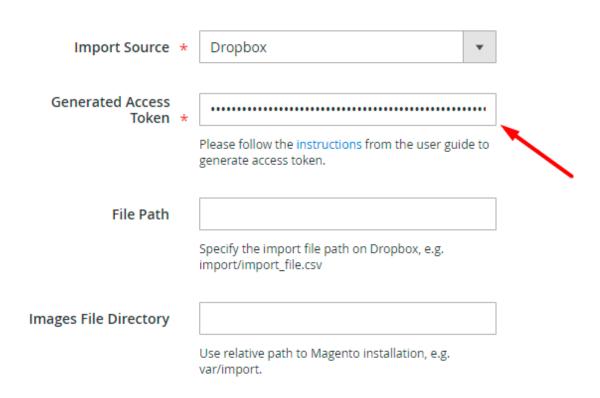
7. Copy the token and paste it into the **Generated Access Token** field.
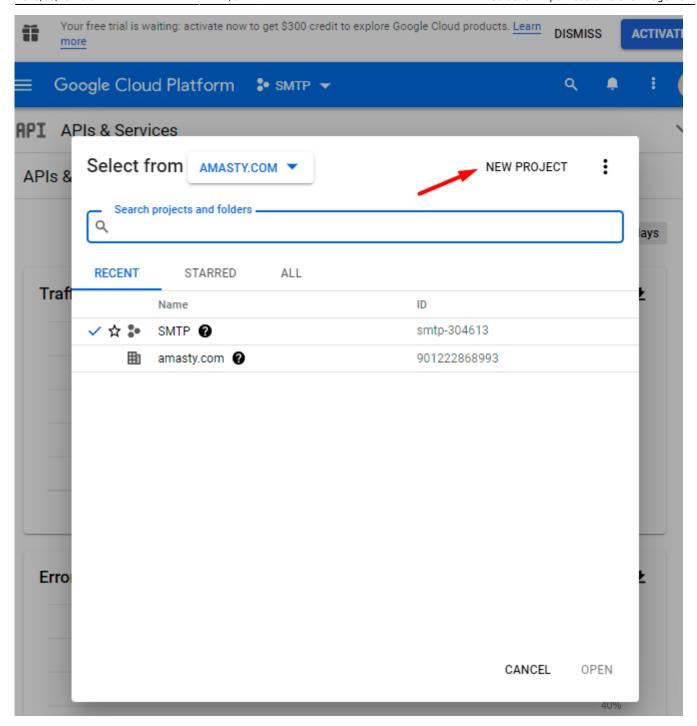
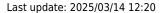## Import Source

Google Drive Configuration

To set the integration with Google Drive, you need a specific API key. To get the key and configure this import source correctly, follow the steps below.
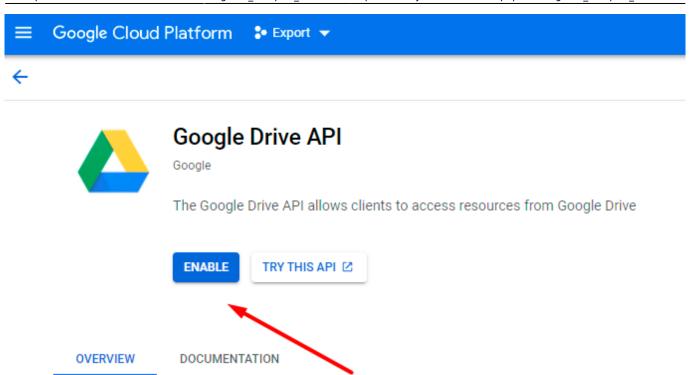
1. First of all, you need to install **Google APIs Client Library** on your Magento instance. Click here and install **composer require google/apiclient:"^2.0"**.

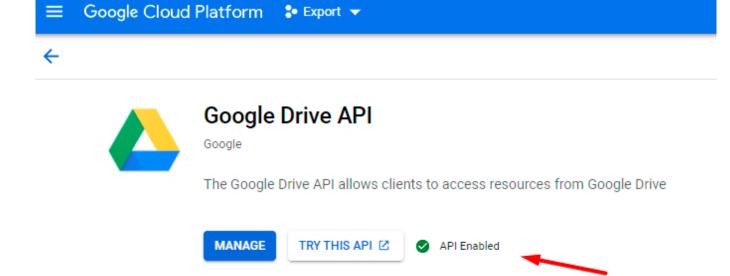2. Go here and choose a project or create a new one if necessary.

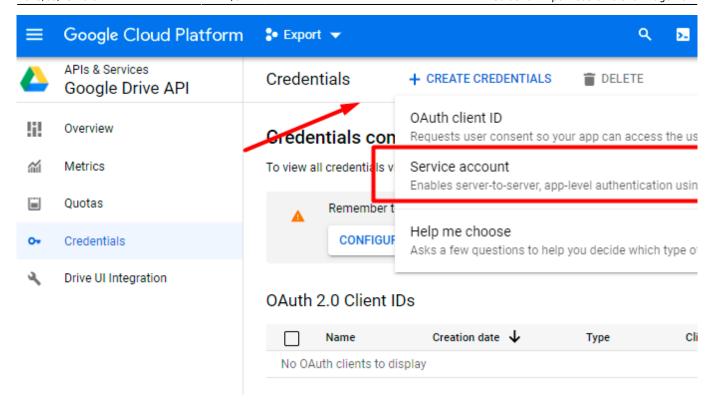3. When the required project is chosen, return to this page and enable Google Drive API.

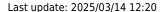4. If everything is correct, you will see the following status:
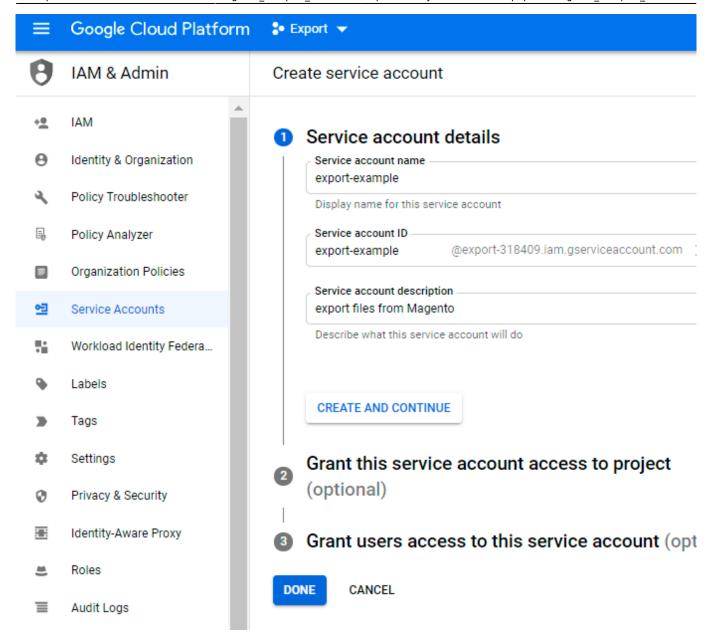

5. Click **Manage** and proceed to **APIs & Services → Credentials**. There click **Create Credentials →Service account**.

6. Provide **Service account details**. You can skip Step 2 and Step 3.
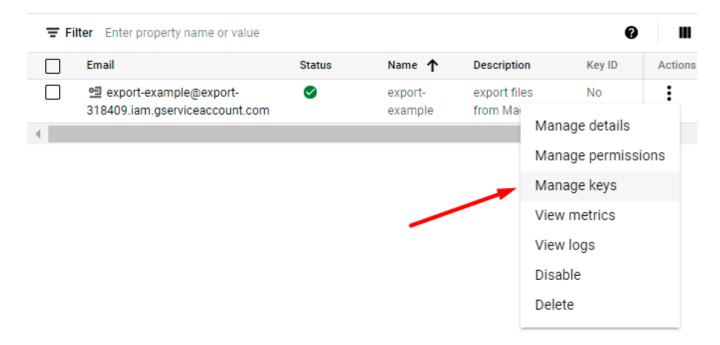
Click **Done**.

7. Navigate to the **Service accounts** tab and find the required service. Expand the *Actions* dropdown and hit the **Manage keys** option.

Service accounts   **+ CREATE SERVICE ACCOUNT**   🗑 DELETE   **+👤 MANAGE ACCESS**
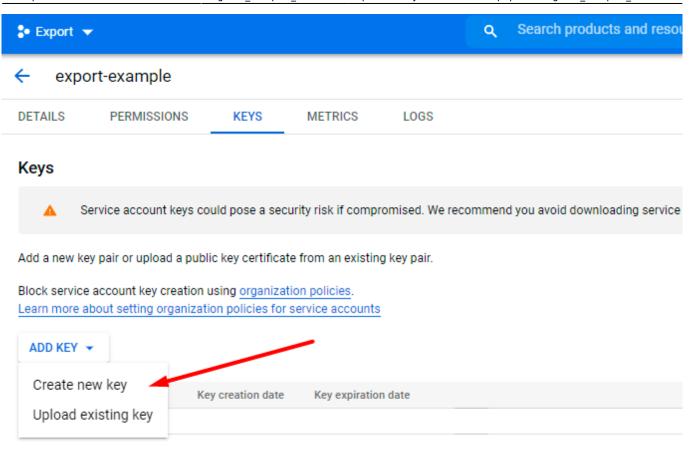
Service accounts for project "Export"

A service account represents a Google Cloud service identity, such as code running on Compute Engine VMs, App Engine apps, or systems running outside Google. Learn more about service accounts.
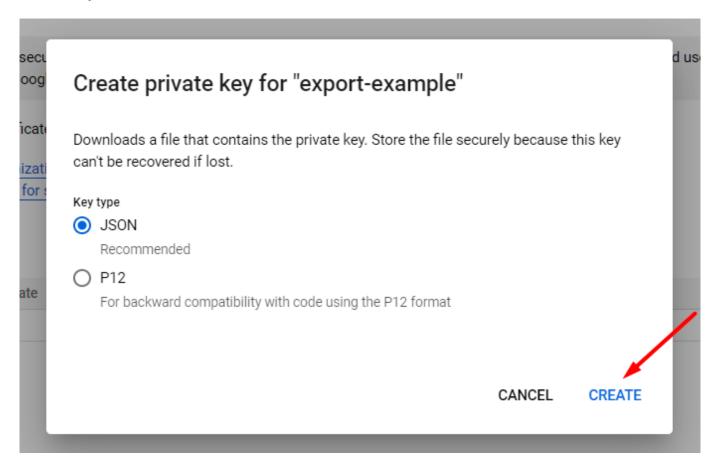
Organization policies can be used to secure service accounts and block risky service account features, such as automatic IAM Grants, key creation/upload, or the creation of service accounts entirely. Learn more about service account organization policies.

☰ Filter   Enter property name or value   ❓   ▌▌▌

	Email	Status	Name ↑	Description	Key ID	Actions
☐	🖳 export-example@export-318409.iam.gserviceaccount.com	✅	export-example	export files from Ma	No	⋮

Manage details

Manage permissions

Manage keys

View metrics

View logs

Disable

Delete

8. Expand the **Add Key** dropdown and select **Create new key**.

9. Choose **JSON** file format and hit the **Create** button.

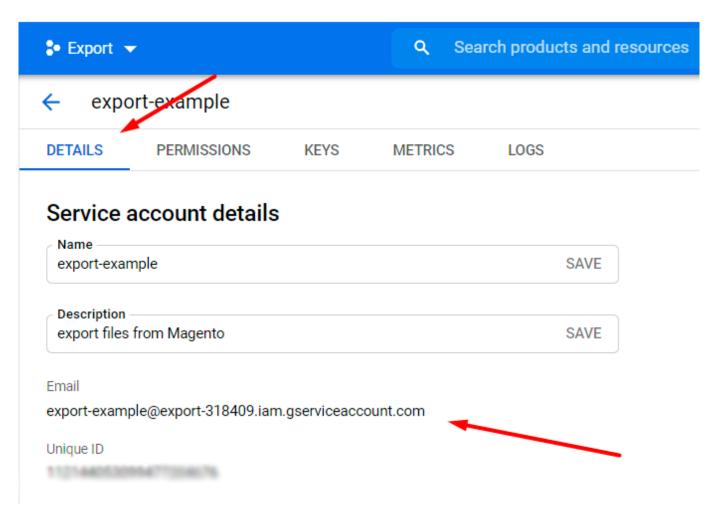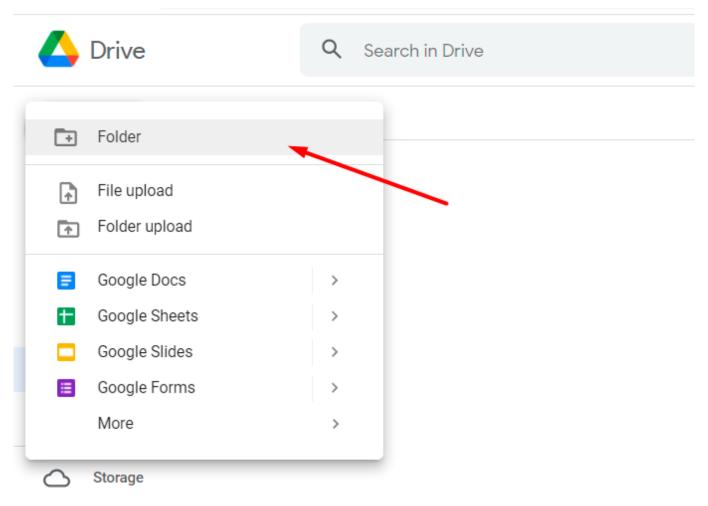The file will be automatically generated and downloaded.
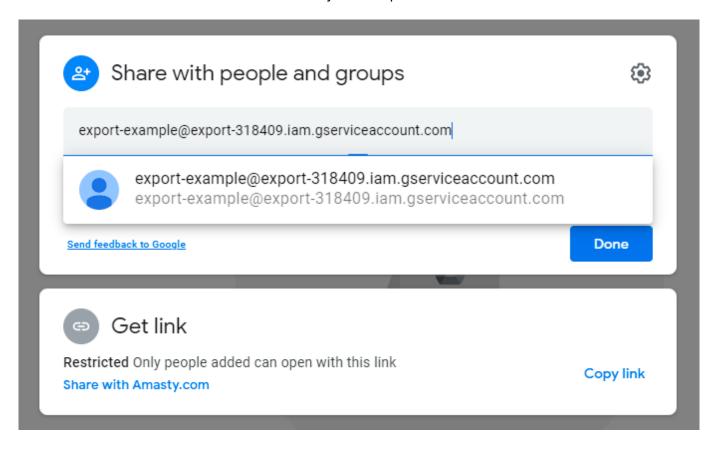
10. Proceed to the **Details** tab and copy the email.

11. Go to My Drive. Create a folder from which the files will be imported to Magento. Specify the title.
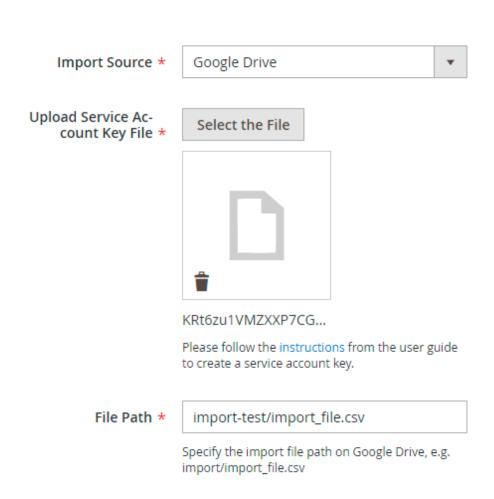
12. Now click **Share** and insert the email that you've copied. Click **Done**.

13. Return to the admin panel. Upload a JSON file, provide the path to the created folder and file title.

Import Source

Import Source *	Google Drive ▼

Upload Service Ac-
count Key File * **Select the File**

KRt6zu1VMZXXP7CG…

Please follow the instructions from the user guide
to create a service account key.

File Path *	import-test/import_file.csv

Specify the import file path on Google Drive, e.g.
import/import_file.csv

The configuration is ready. Run import profile and check the result.
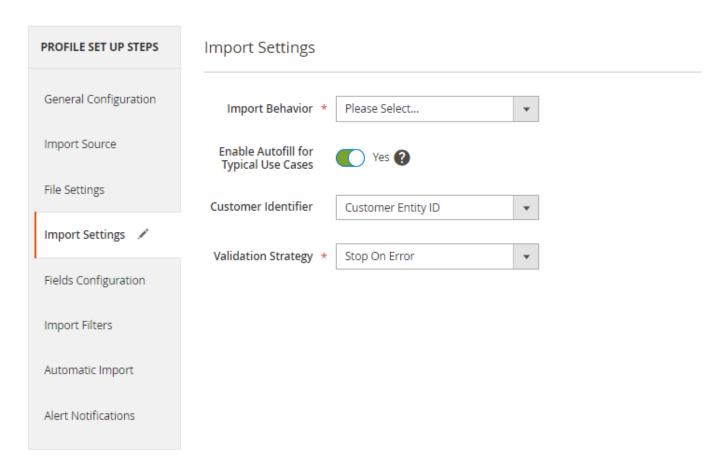
As we already have a CSV file to import, we've chosen the File Upload option.

Import Source

Import Source `*` File Upload ▼

Select File To Import `*` [Select the File]

Make sure your file isn't more than 2M and it
is saved in UTF-8 encoding for proper import.

Import Settings

In this tab, you can adjust import behavior.

PROFILE SET UP STEPS

- General Configuration
- Import Source
- File Settings
- Import Settings ✎
- Fields Configuration
- Import Filters
- Automatic Import
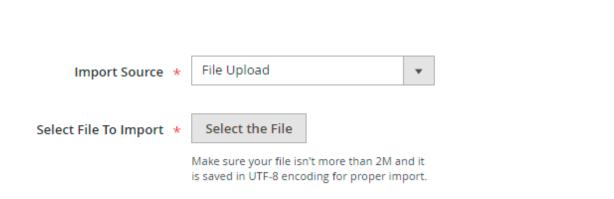- Alert Notifications

Import Settings

Import Behavior `*` Please Select... ▼

Enable Autofill for Typical Use Cases (◉ Yes ❓)

Customer Identifier Customer Entity ID ▼

Validation Strategy `*` Stop On Error ▼

Import Behavior - choose a suitable behavior for import:

- **Add/Update** - in this case, the extension compares customer IDs from the import file and the already existing ones in the Magento instance. If an ID is unique and doesn't exist in Magento, a new customer will be created. If a customer with the same ID exists, the extension just changes/adds the data specified in the import file.

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- **Only Add** - the extension imports customers with new IDs and skips the already existing ones.
- **Only Update** - the extension updates the information of the existing customers and skips not existing ones.
- **Delete** - the extension deletes the customers specified in the import file from Magento.

Enable Autofill for Typical Use Cases - if enabled, Fields Configuration will be automatically filled in with the settings to perform the typical use cases for importing customers from third-party systems. The setting can be used only during new profile creation.

Customer Identifier - choose the way to identify customers: by ID or by email.

Validation Strategy - you can either stop the import process if any error appears (*Stop On Error* option) or skip invalid data and continue importing (*Skip Error Entities* option).

Please, note that if you *Skip Error Entities* and some configuration issues exist, the extension will complete the import with a 'Success' status, but 0 customers will be imported.

| SUCCESS | Mar 29, 2021 9:46:23 AM | Show Log | Created: 0, Updated: 0, Deleted: 0 |

If you choose *Stop on Errors* option, the status will be 'Failed'.

| FAILED | Mar 29, 2021 9:09:21 AM | Show Log | Created: 0, Updated: 0, Deleted: 0 |

Allowed Errors Count - specify the number of errors to halt the import process.

Fields Configuration
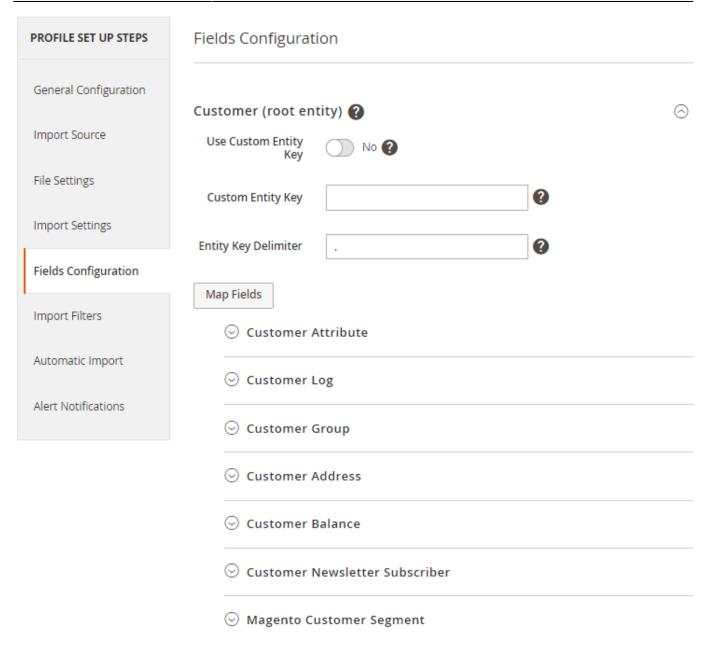
In this tab, you need to choose the required entities and map fields. If you enabled the **Autofill for Typical Use Cases** option previously, the required fields will be automatically added and you can proceed to mapping. If the option was not enabled, you need to add the entities and fields manually.

Please, attentively check all the fields before importing. Otherwise, the extension won't be able to match the columns and will display an error.

The functionality has a tree structure. Thus, you can add any entity, any field within a particular entity, customize entity keys/field names/delimiters and so on to match the requirements of the import.

Below you can see all available for importing entities:

PROFILE SET UP STEPS

General Configuration

Import Source

File Settings

Import Settings

Fields Configuration

Import Filters

Automatic Import

Alert Notifications

Fields Configuration

Customer (root entity) ❓   ⌃

Use Custom Entity Key   ⬜ No ❓

Custom Entity Key   [   ] ❓

Entity Key Delimiter   [.   ] ❓

[Map Fields]

⌄ **Customer Attribute**

⌄ **Customer Log**

⌄ **Customer Group**

⌄ **Customer Address**

⌄ **Customer Balance**

⌄ **Customer Newsletter Subscriber**
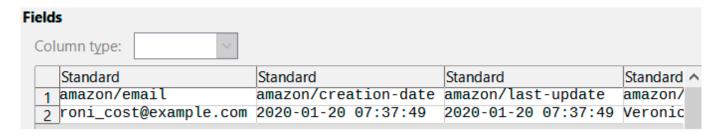
⌄ **Magento Customer Segment**

Apart from adding required entities and fields, you need to map all required fields and additional fields that you want to import from the file.

Let's see how to configure the mapping.
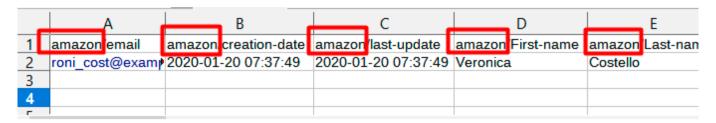
First of all, open your import file and check how it is configured. Pay attention to column names and delimiters.

Fields

Column type: [⌄]
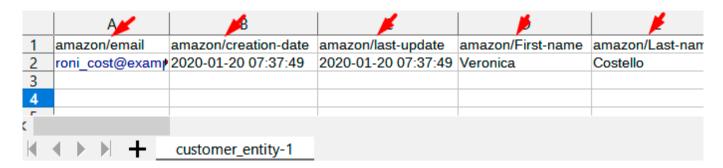
	Standard	Standard	Standard	Standard ⌃
1	amazon/email	amazon/creation-date	amazon/last-update	amazon/
2	roni_cost@example.com	2020-01-20 07:37:49	2020-01-20 07:37:49	Veronic

amasty

As we see, in our file all columns have a custom entity key - *amazon*.

	A	B	C	D	E
1	amazon email	amazon creation-date	amazon last-update	amazon First-name	amazon Last-nam
2	roni_cost@examp	2020-01-20 07:37:49	2020-01-20 07:37:49	Veronica	Costello
3					
4					

In this case, we need to provide the same entity key in the fields configuration.
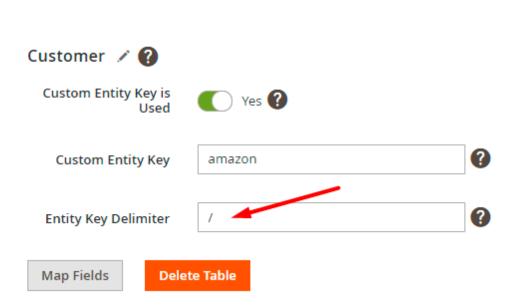
Fields Configuration

Customer ✏ ❓

Custom Entity Key is Used	🟢 Yes ❓
Custom Entity Key	amazon ❓
Entity Key Delimiter	❓

Map Fields   Delete Table

Then we check the delimiters. In our file we have a slash as the delimiter in all root columns:

	A	B	C	D	E
1	amazon/email	amazon/creation-date	amazon/last-update	amazon/First-name	amazon/Last-nam
2	roni_cost@examp	2020-01-20 07:37:49	2020-01-20 07:37:49	Veronica	Costello
3					
4					

customer_entity-1

Thus, we need to specify the same delimiter in the configuration:

Fields Configuration

Customer ✏ ❓

Custom Entity Key is Used	⬤ Yes ❓
Custom Entity Key	amazon ❓
Entity Key Delimiter	/ ❓

Map Fields   **Delete Table**
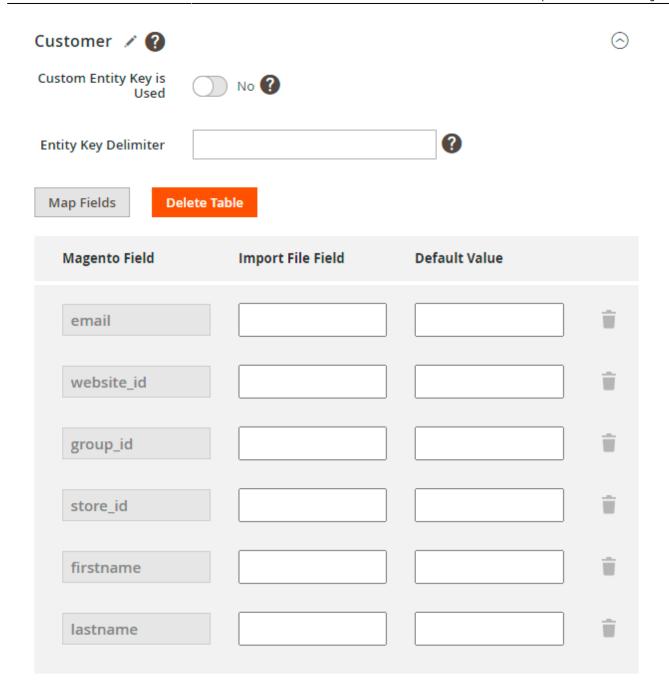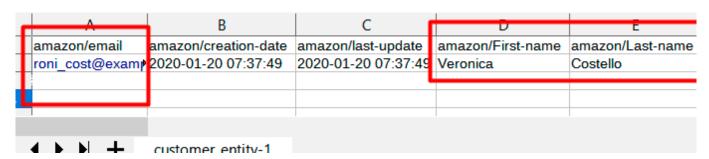
If ready, proceed to column names.

Since we've enabled the **Autofill for Typical Use Cases** and selected the **Only Add** behavior (as we are importing those customers for the first time), the root entity already has all obligatory fields added. Thus, we must map these ones and add any other optional fields if needed.

Customer ✎ ❓   ⌃

Custom Entity Key is   ◯ No ❓
Used

Entity Key Delimiter   [   ] ❓

[Map Fields]   [Delete Table]

Magento Field	Import File Field	Default Value	
email	[ ]	[ ]	🗑
website_id	[ ]	[ ]	🗑
group_id	[ ]	[ ]	🗑
store_id	[ ]	[ ]	🗑
firstname	[ ]	[ ]	🗑
lastname	[ ]	[ ]	🗑

Now we check if we have the same columns in our import file.

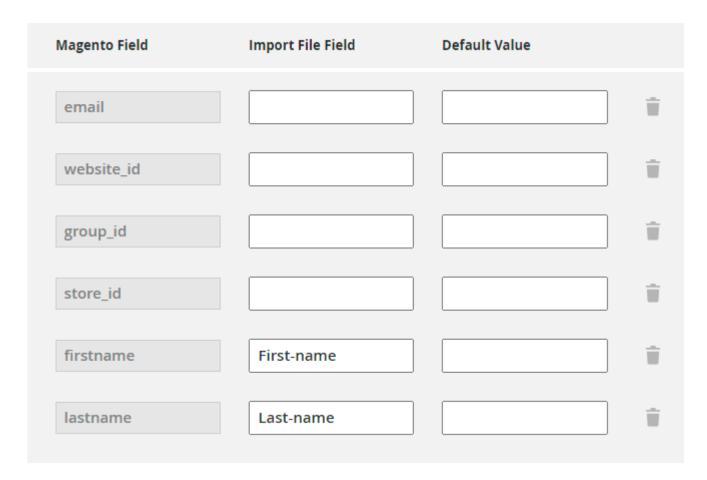|	A	B	C	D	E
	amazon/email	amazon/creation-date	amazon/last-update	amazon/First-name	amazon/Last-name
	roni_cost@examp	2020-01-20 07:37:49	2020-01-20 07:37:49	Veronica	Costello

◀ ▶ ▶❚ ➕   customer entity-1

Here we see that some columns are present. **Email** column has the same title after the custom key and delimiter, but the rest have a different column name, e.g. instead of **firstname** we have **First-name**. If the titles are identical (as we have for the **email** column), just leave the **Import File Field** empty. If they are different, we should match the other titles from the import file with the titles in
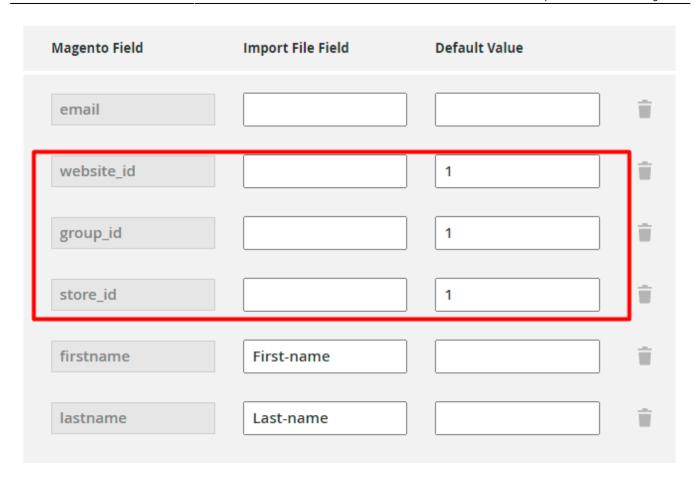
Magento.

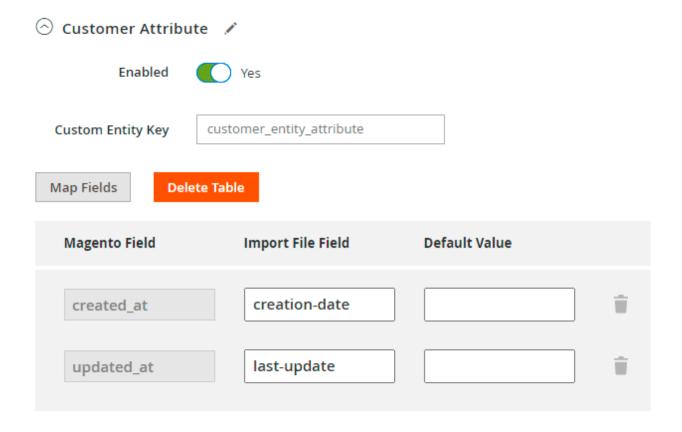| Magento Field	Import File Field	Default Value	
email			🗑
website_id			🗑
group_id			🗑
store_id			🗑
firstname	First-name		🗑
lastname	Last-name		🗑

If you check all fields and see that some of the required ones are absent in the import file, set the **Default Value**. For example, Magento requires **store_id** column, but we don't have this one in our file as Amazon doesn't have this parameter. In this case, we can just provide the required ID in the Default Value field (e.g. 1).

Magento Field	Import File Field	Default Value	
email			🗑
website_id		1	🗑
group_id		1	🗑
store_id		1	🗑
firstname	First-name		🗑
lastname	Last-name		🗑

This way, you need to check all fields and map the titles so that the extension could import customers properly. Add any entities and provide custom entity keys if needed.
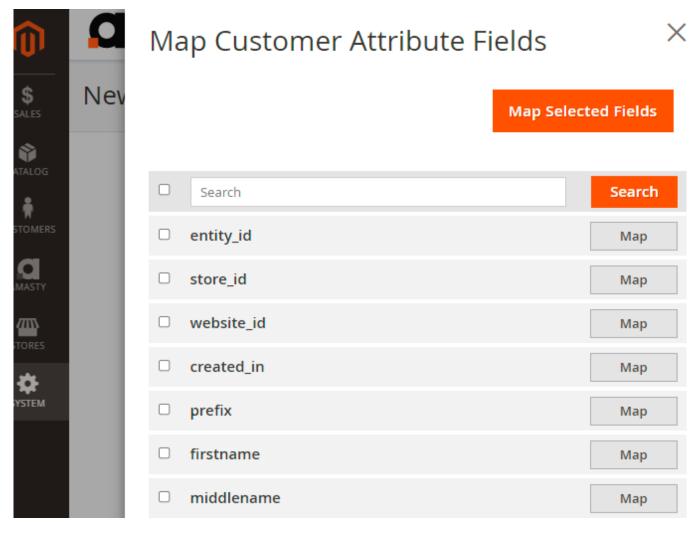
Customer Attribute ✎

Enabled ☑ Yes

Custom Entity Key   customer_entity_attribute

Map Fields   Delete Table

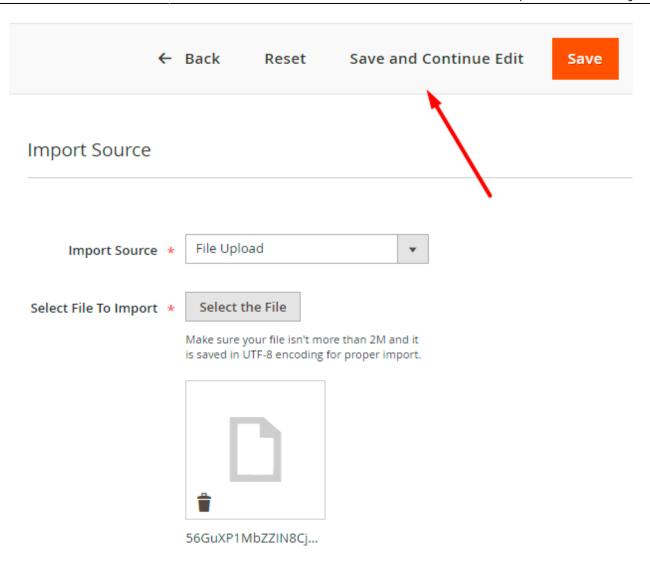| Magento Field	Import File Field	Default Value	
created_at	creation-date		🗑
updated_at	last-update		🗑

NOTE: If customers belong to customer groups or segments that are not present in Magento, you need to import those groups and segments separately. See how to do it in this section.

To add the fields, click Map Fields and choose the necessary ones in the modal window. Use the search field to speed up configuration.
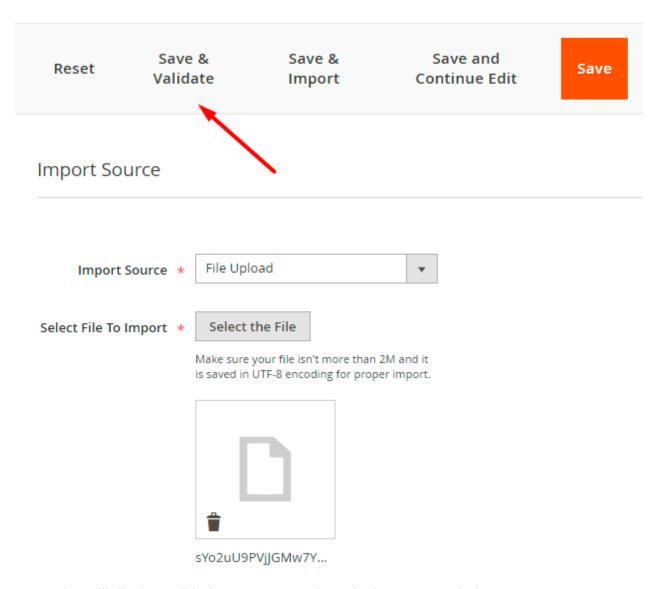

You can autofill **region_id** value if the **region** is provided and vice versa. For example, you can specify *Washington* as a region, and the region ID (e.g. 62) will be added automatically.
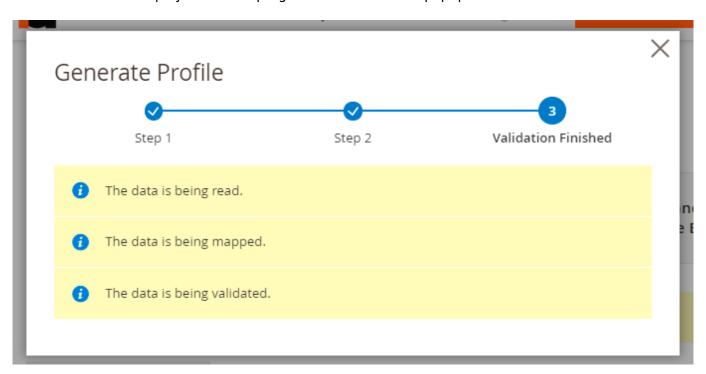
When the configuration is ready, upload the file in the **Import Source** tab. Click **Save and Continue Edit**.

← **Back** **Reset** **Save and Continue Edit** **Save**

Import Source

Import Source * File Upload

Select File To Import * Select the File

Make sure your file isn't more than 2M and it is saved in UTF-8 encoding for proper import.
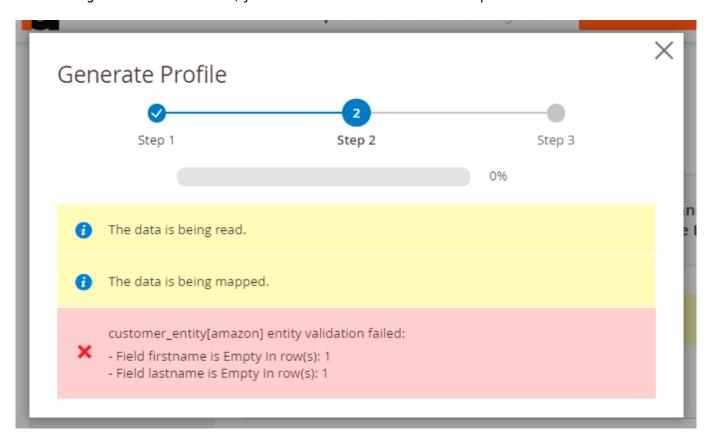
56GuXP1MbZZIN8Cj...

Now you can **Validate** the file.

The extension will display validation progress and results in a popup window.

If the configuration was incorrect, you will see an error with the description.
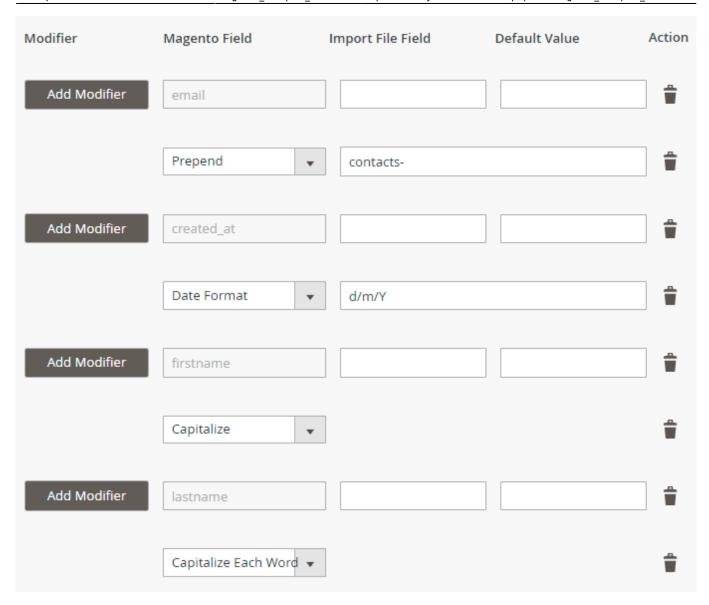

In case of successful validation, you can start the import.
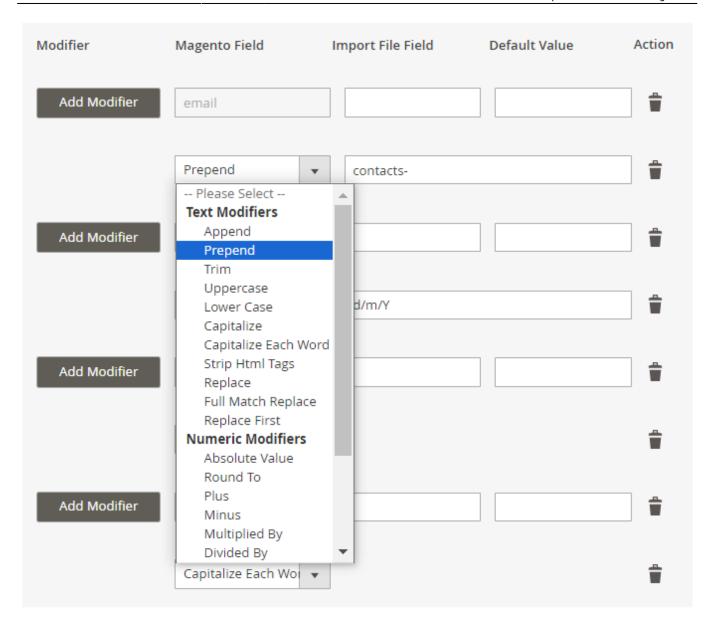
Modify Values Before Import

Now you can use modifiers to change the values specified in a file before importing. For example, you can change the date format, add any text and apply various mathematical actions to prices (e.g. rounding, multiplication, etc.).

Modifiers are added right during the fields configuration.

Modifier	Magento Field	Import File Field	Default Value	Action
Add Modifier	email			🗑
	Prepend ▾	contacts-		🗑
Add Modifier	created_at			🗑
	Date Format ▾	d/m/Y		🗑
Add Modifier	firstname			🗑
	Capitalize ▾			🗑
Add Modifier	lastname			🗑
	Capitalize Each Word ▾			🗑

Hit the **Add Modifier** button and choose the required action in a dropdown.

Types of modifiers you can use:

- **Text Modifiers:** Adjust the text of the text values by appending, prepending, capitalizing, etc.
- **Numeric Modifiers:** Use for number modifications, e.g. rounding prices.
- **Date Modifiers:** Specify a suitable date format.
- **Custom Modifiers:** Replace the output of one field with the value of another.

Text Modifiers

Append - Adds the text after the value in the column. The text is specified in an additional field that appears when this modifier is selected.

Prepend - Adds text before the value in the column. The text is specified in an additional field that appears when this modifier is selected.

Trim - This modifier removes spaces from the beginning and the end of the string (there is already a `trim`).

Upper Case - After selecting this modifier, the entire word in a value field is capitalized.

Lower Case - After selecting this modifier, the whole word is written in lowercase.

Capitalize - After selecting this modifier, the value in the column is capitalized.

Capitalize Each Word - After selecting this modifier, each word starts with a capital letter.

Strip Html Tags - Modifier removes all HTML tags from the string (the modifier is useful when importing meta titles, descriptions, etc.).

Replace - After choosing this modifier, 2 fields appear: in the first one we indicate the word that needs to be replaced, and in the second one - the word to be replaced with.

Full Match Replace modifier functions similarly to the **Replace** modifier. However, it only replaces the value from the first field (**From**) with the value from the second field (**To**) when the value from the first field is fully matched.

*For example, if you specifically need to replace only '2' with '3', it's better to choose the **Full Match Replace** modifier. This is because if you opt for the **Replace** modifier instead, specifying **From**: '2' and **To**: '3', it might result in '122' being replaced with '133' due to the presence of '2'.*

Replace First - the same as Replace, but for the first case only.

Numeric Modifiers

Absolute Value - Modifier changes the negative value in the column to positive. Example: was **-5** → now is **5**.

Round To - When this modifier is selected, an additional field appears, in which we indicate the number of decimal places to which we round the number in the column. Example: **33.75** → enter 1 → get **33.8**.

Plus - When this modifier is selected, indicate the number that is added to the number in the column.

Minus - Indicate the number that is subtracted from the number in the column.

Multiplied By - Specify the number that is multiplied by the number in the column.

Divided By - Provide the number by which the number in the column is divided.

Modulo - Indicate the number by which the number in the column is divided, and when division occurs, we get the remainder of the division in the export file. Example: we have **10**, entered the number 3, received **1** in the file.

Truncate - Modifier removes decimal numbers without rounding. For example: **33.75** → Truncate → **33**.

Ceil - Modifier allows you to round a number up to the nearest whole number.

amasty

Floor - Modifier allows you to round a number down to the nearest whole number.

Date Modifiers

Date Format - Specify the date format that is applied to the date in the file.

Custom Modifiers

In most cases, custom modifiers replace the output of the value of one field with the value of another. For example, *Option Label to Option Value*: instead of *label*, the *value* will be imported. Or, for instance, *Status Code for Status ID*: instead of *code*, the *id* will be imported.
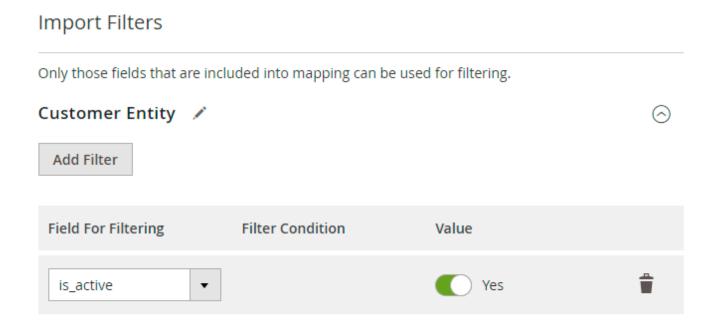
Additionally, you can use the *Convert group_code to group_id* modifier to import customers and assign them to a customer group using the customer group name.

Moreover, in some import cases (for some EAV attributes), you can use the *Create New Attribute Value* modifier. This modifier allows you to import specific attribute values, even if they are not currently present in the system, automatically generating them after import.

Please note that the *Create New Attribute Value* modifier can be used only alongside with the *Add/Update* and *Only add* options of the *Import Behavior* setting.

Import Filters
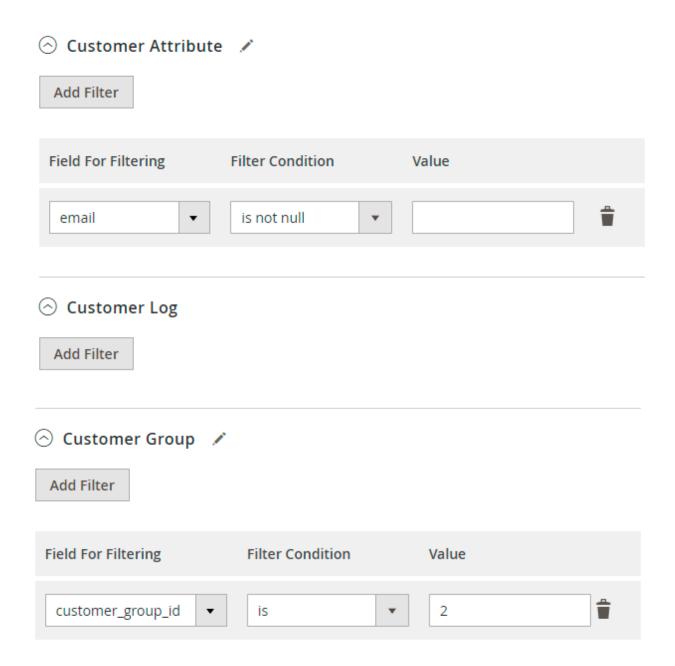
In this tab, you can filter all customers and import only required ones. For example, import only **Active** customers.

Import Filters

Only those fields that are included into mapping can be used for filtering.

Customer Entity ✏

Add Filter

Field For Filtering	Filter Condition	Value	
is_active ▾		🟢 Yes	🗑

Filtering duplicates the *field configuration* structure, which means that you can filter data by any field

you've added.

Customer Attribute ✏

Add Filter

Field For Filtering	Filter Condition	Value	
email ▼	is not null ▼		🗑

Customer Log

Add Filter

Customer Group ✏

Add Filter

Field For Filtering	Filter Condition	Value	
customer_group_id ▼	is ▼	2	🗑
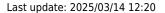
Additionally, you can use specific filters for the *Date* parameter, e.g. upload customers with accounts created in the **last X days** or weeks.

Customer Entity ✏
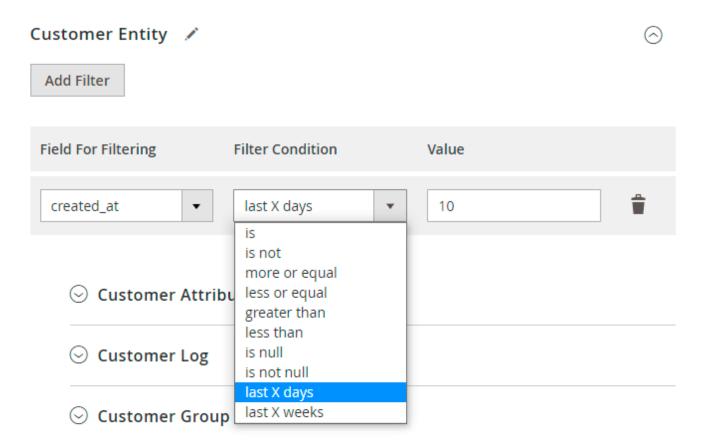
Add Filter

Field For Filtering	Filter Condition	Value
created_at ▾	last X days ▾	10 🗑

is
is not
more or equal
less or equal
greater than
less than
is null
is not null
last X days
last X weeks

⌄ Customer Attribu

⌄ Customer Log

⌄ Customer Group
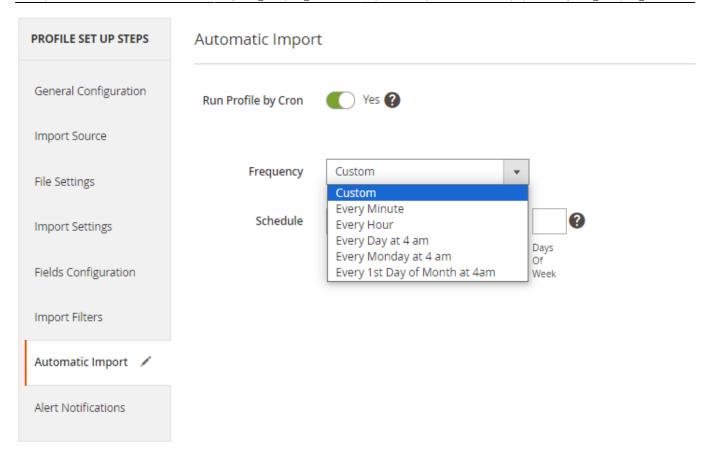
Automatic Import

If you have configured the mapping and the customers were imported successfully, you can set the automatic import of future users.

Run Profile by Cron - if enabled, the import will be initiated automatically by cron according to the schedule specified.
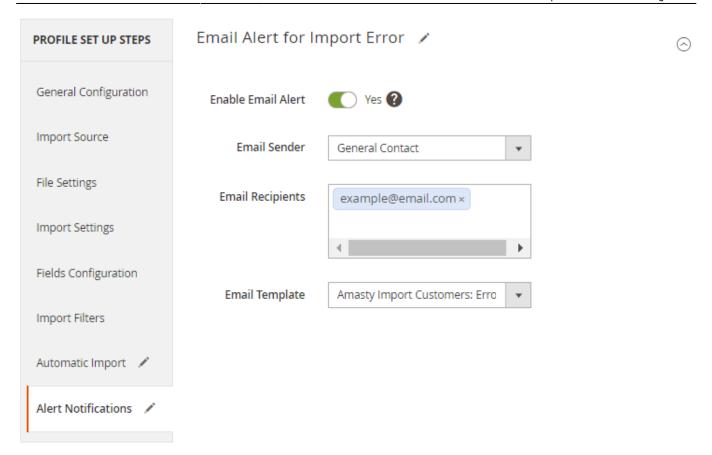
Frequency - choose a suitable import schedule.

If you choose a custom one, provide the schedule manually.

Alert Notifications

Using this tab, you can enable email notifications about errors for a particular profile.

Enable Email Alert - set to *Yes* to notify the recipients about failed imports.

Email Sender - choose the contact that will send automatic emails.
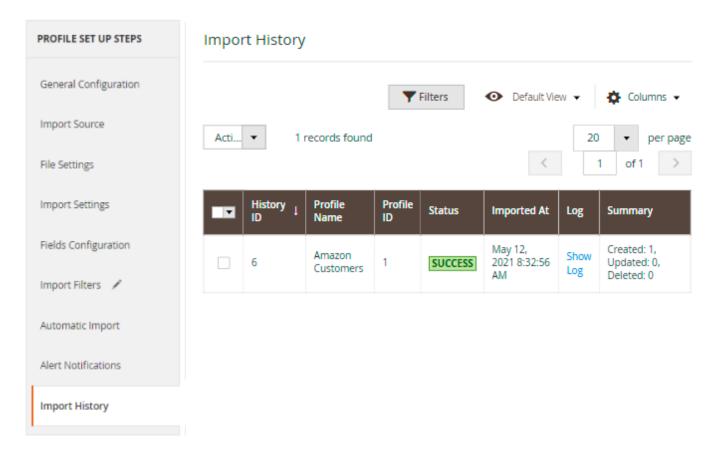
Email Recipients - set to whom the emails will be sent.

Email Template - select the template for failure notifications.

Profile Import History

For each profile a separate import history is available. Check the statuses, dates and logs.

PROFILE SET UP STEPS

General Configuration

Import Source

File Settings

Import Settings

Fields Configuration

Import Filters ✎

Automatic Import

Alert Notifications

Import History

Import History

🔻 Filters   👁 Default View ▾   ⚙ Columns ▾

Acti... ▾   1 records found   20 ▾   per page

‹   1   of 1   ›

▢▾	History ID ↓	Profile Name	Profile ID	Status	Imported At	Log	Summary
☐	6	Amazon Customers	1	**SUCCESS**	May 12, 2021 8:32:56 AM	Show Log	Created: 1, Updated: 0, Deleted: 0

Customer Groups and Segments Import

If you import customers that belong to customer groups and segments that are not present in Magento, you need to import those data separately. Let's see how to do it step by step.

1. Create a separate profile.

PROFILE SET UP STEPS

General Configuration

Import Source

File Settings

Import Settings

Fields Configuration

Import Filters ✎

Automatic Import

Alert Notifications

Import History
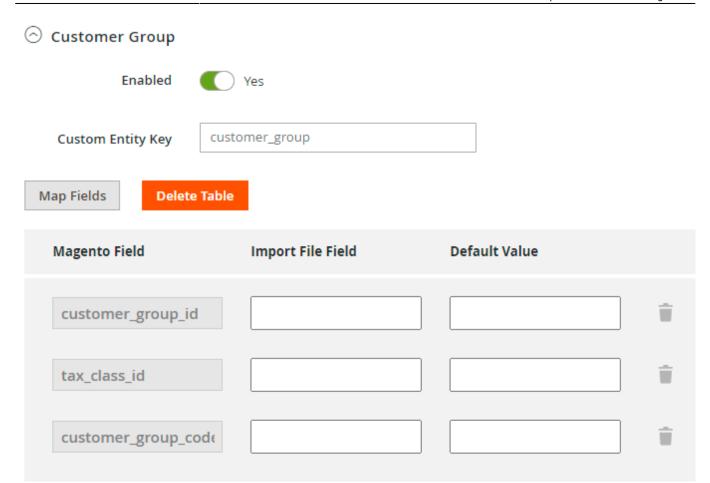
General Configuration

Profile Name * | Customer Groups Import

Batch Size | 500

☑ Use Default Value

Actions with Customers After Importing

2. Configure File Settings, Import Source and Import Settings as described in the previous section. **Do not** enable the *Autofill for Typical Use Cases* option.

3. Proceed to the **Fields Configuration** tab and expand the **Customer Group** section.

⊙ **Customer Attribute**

⊙ **Customer Log**

⊙ **Customer Group** ✏

   Enabled   ⬤▢ No

⊙ **Customer Address**

⊙ **Customer Balance**

⊙ **Magento Customer Segment**
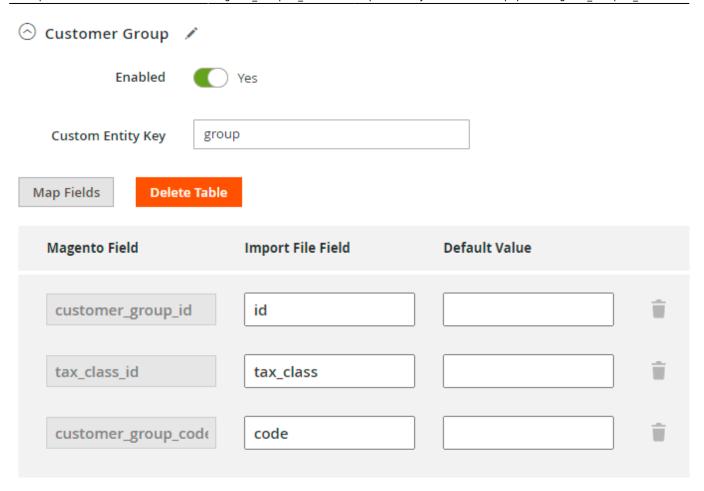
4. Enable the section and add all the fields.

Customer Group

Enabled   ◯ Yes

Custom Entity Key   `customer_group`

Map Fields   **Delete Table**

Magento Field	Import File Field	Default Value	
customer_group_id			🗑
tax_class_id			🗑
customer_group_code			🗑

5. Find these fields in your import file and check the naming.

	AG	AH	AI	AJ
	group/id	group/code	group/tax_class	customer_address_
	5	VIP	3	
	6	Dropshippers	3	
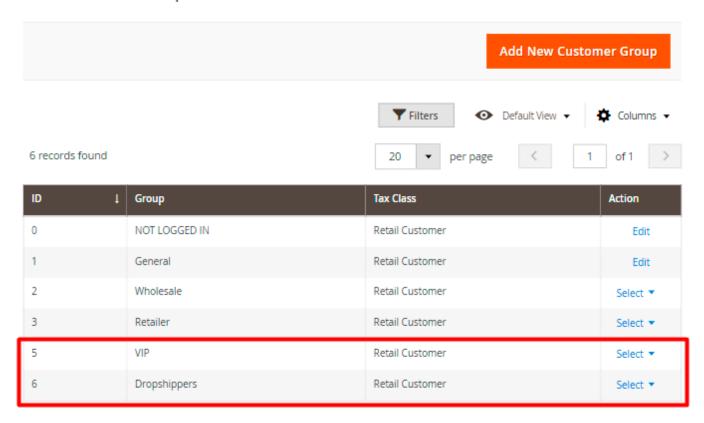
6. Map entity key, delimiter and field titles as described in the fields configuration section.

⌃ **Customer Group** ✎

Enabled   ◉ Yes

Custom Entity Key | group |

| Map Fields | **Delete Table** |

Magento Field	**Import File Field**	**Default Value**	
customer_group_id	id		🗑
tax_class_id	tax_class		🗑
customer_group_code	code		🗑

Don't forget to provide default values in cases any of these fields are absent in the file.

7. Validate the file and import it. As the result, you will see the new groups in the **Customer Groups** section of Magento.

Customer Groups
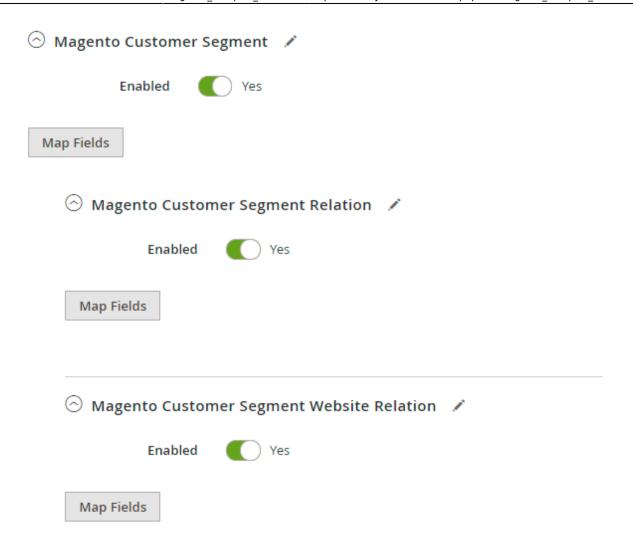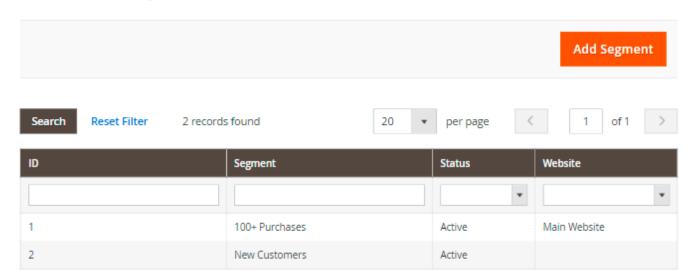

To import customer segments, create a new profile, enable the appropriate subentities and use the same algorithm as for the groups.

⊗ **Magento Customer Segment** ✎

Enabled ⬤ Yes

Map Fields

⊗ **Magento Customer Segment Relation** ✎

Enabled ⬤ Yes

Map Fields

⊙ **Magento Customer Segment Website Relation** ✎

Enabled ⬤ Yes

Map Fields

We've added all the fields and mapped them. As a result, new segments have appeared.

Customer Segments

| | | | | **Add Segment** |

Search Reset Filter 2 records found | 20 ▼ per page | < | 1 | of 1 | >

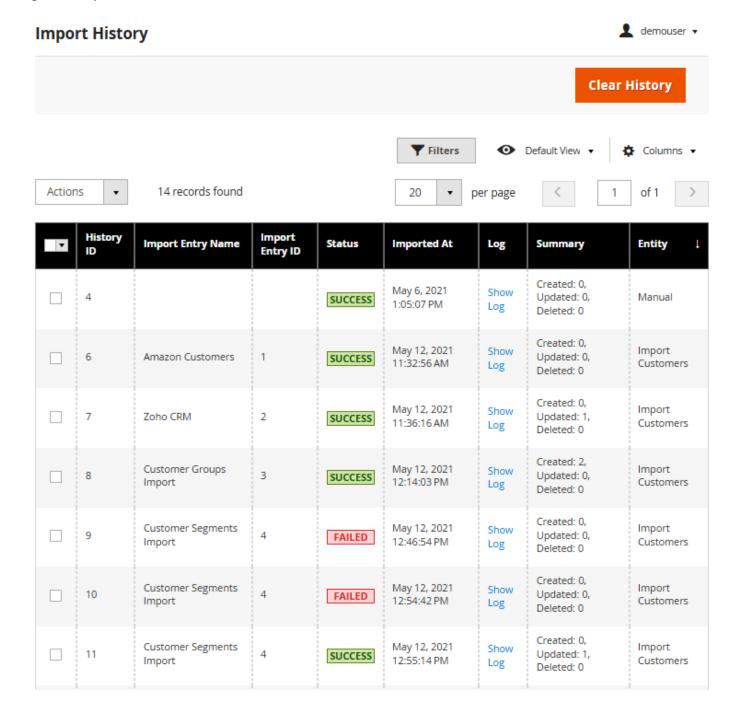| ID	Segment	Status	Website
		▼	▼
1	100+ Purchases	Active	Main Website
2	New Customers	Active	

Now you can import customers with the relevant groups and segments.

General Import History

You may also check the logs for all customer imports (one-time, cron jobs, and profiles) in one place. Navigate to **System → Amasty Import → Import History**. See the statues and check the details to get a full picture.

Import History

demouser ▾

Clear History

▼ Filters   👁 Default View ▾   ⚙ Columns ▾

Actions ▾   14 records found   20 ▾ per page   <   1   of 1   >

	History ID	Import Entry Name	Import Entry ID	Status	Imported At	Log	Summary	Entity ↓
☐	4			SUCCESS	May 6, 2021 1:05:07 PM	Show Log	Created: 0, Updated: 0, Deleted: 0	Manual
☐	6	Amazon Customers	1	SUCCESS	May 12, 2021 11:32:56 AM	Show Log	Created: 0, Updated: 0, Deleted: 0	Import Customers
☐	7	Zoho CRM	2	SUCCESS	May 12, 2021 11:36:16 AM	Show Log	Created: 0, Updated: 1, Deleted: 0	Import Customers
☐	8	Customer Groups Import	3	SUCCESS	May 12, 2021 12:14:03 PM	Show Log	Created: 2, Updated: 0, Deleted: 0	Import Customers
☐	9	Customer Segments Import	4	FAILED	May 12, 2021 12:46:54 PM	Show Log	Created: 0, Updated: 0, Deleted: 0	Import Customers
☐	10	Customer Segments Import	4	FAILED	May 12, 2021 12:54:42 PM	Show Log	Created: 0, Updated: 0, Deleted: 0	Import Customers
☐	11	Customer Segments Import	4	SUCCESS	May 12, 2021 12:55:14 PM	Show Log	Created: 0, Updated: 1, Deleted: 0	Import Customers

You can easily identify the import method in the **Entity** column:

- **Manual** - one-time imports;
- **Cron** – imports via cron job interface;
- **Import Customers** – profile imports.

REST API and CLI requests

It is possible to run import and export profiles using the REST API and CLI.

REST API:

- "/V1/am_import_export/get_profile_runners/" method="GET" - to get available profile runners
- "/V1/am_import_export/run_profile/" method="POST" - to run a profile
- "/V1/am_import_export/check_profile_status/" method="POST"- to check profile status

CLI:

- php bin/magento am-import-export:show-profile-runners-list
- php bin/magento am-import-export:run-profile product_import_profile 1
- php bin/magento am-import-export:check-profile-status product_import_profile %identity_from_run_command%

Amasty One-time Import: Fast & Easy

This extension is helpful to perform one-time operations as it has a simplified UI. If you have only the Import Customers extension, you will be able to import any customer entity, but if you will have other import extensions by Amasty, you will easily import any available entity in one place.
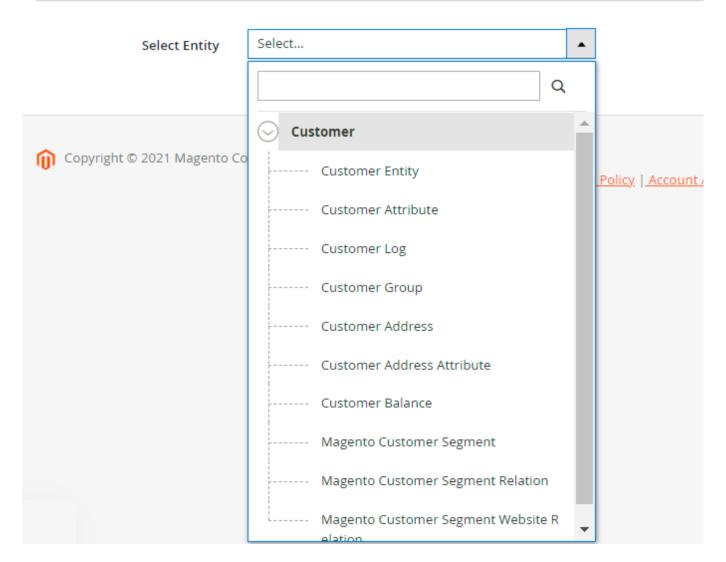
Go to **System → Amasty Import → Import** and select the entity to import.

Import

Check Data

Import Settings

Select Entity Select... ▲

🔍

⌄ **Customer**

├------- Customer Entity

├------- Customer Attribute

├------- Customer Log

├------- Customer Group

├------- Customer Address

├------- Customer Address Attribute

├------- Customer Balance

├------- Magento Customer Segment

├------- Magento Customer Segment Relation

└------- Magento Customer Segment Website R
elation

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Policy | Account

As soon as you choose the entity, you will be able to configure import details, such as format, title, included fields, etc. Check each configuration detail for each tab in the Import Profile Configuration sections.

General Settings for One-time Import

To configure the basic options for Amasty Import, navigate to **Stores → Configuration → Amasty Extensions → Import**.
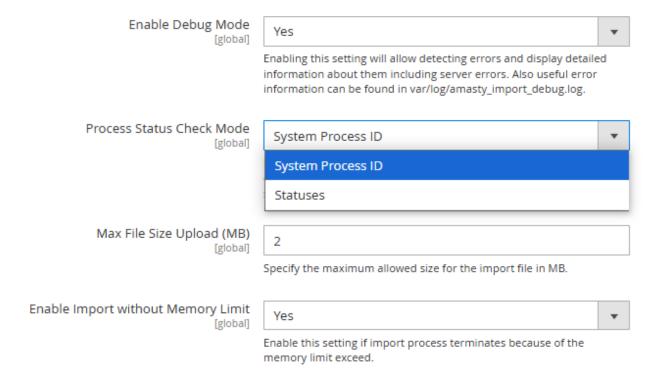
Multi-Process Import

Enable Multi-Process Import - set to *Yes* to speed up the import.

The 'Multi-Process Import' feature requires the **PHP extension 'pcntl'** to be installed on the server. If you enable the feature and no performance boost happens, please ask your hoster/system administrator to check if the 'pcntl' extension is installed.

Number of Parallel Processes - specify the number of processes according to your server capabilities. The more parallel processes are set, the faster the import process goes, but the higher the server loads.

Advanced

Enable Debug Mode - set to *Yes* to allow the system to detect errors and display detailed information about them in the popup (including server errors). Also, error information can be found in **var/log/amasty_import_debug.log**.

Process Status Check Mode - select the **Statuses** option if you are using a multi-node environment (this helps prevent possible errors). If you are not using a multi-node environment,

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please leave the **System Process ID** option selected.

Max File Size Upload (MB) - specify the maximum allowed size (in MB) for the import file. This setting applies to both one-time imports and import profiles.

The **Max File Size Upload (MB)** setting manages file size restrictions within the extension. However, the allowed file size may also be restricted by PHP (upload_max_filesize) or server (client_max_body_size) settings. If the file size limit in the server or PHP settings is lower than the value set in **Max File Size Upload (MB)**, an error will occur. To prevent conflicts, you may need to adjust the file size limits in PHP and server settings accordingly.

The **Max File Size Upload (MB)** setting is available only as a part of an active product subscription or support subscription. You can find the **amasty/module-import-subscription-functionality** package for installation in composer suggest.

Enable Import without Memory Limit - enable the setting if the import process terminates because the memory limit exceeds to allow using all available memory volume for the import process.

CLI PHP Path - using this option, you can check the Magento path which is used by our extension when running the commands directly during the processing of PHP requests. To change it, please run the following command:

```
bin/magento config:set amasty_base/system/cli_php_path %CLI_PHP_PATH%
```

If you run a command and a new path is not displayed in this setting, please recheck the path you've specified. In case the path is incorrect, the changes won't be applied to the admin panel and you'll see the default path.
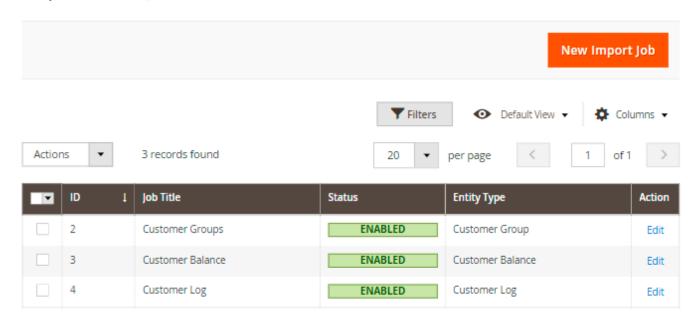
Amasty Import Cron Jobs

Also, the extension includes Amasty Import Cron Jobs features: you can create regular cron jobs to import any available entity.

Go to **System → Amasty Import → Cron Jobs**.
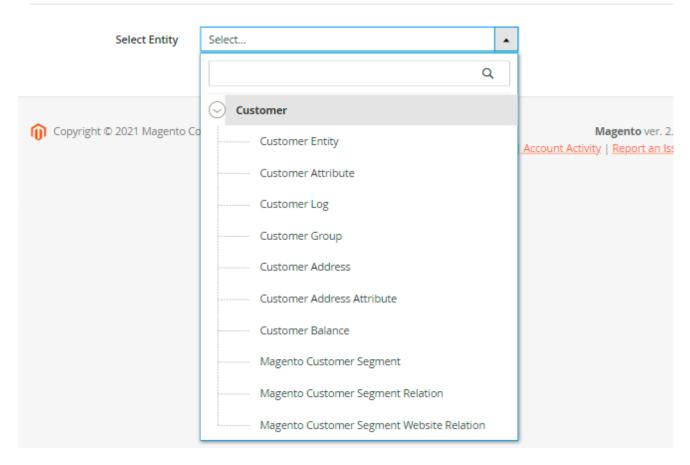
Import Cron Jobs

The more installed **Amasty Import extensions** you have, the more entities you can import by cron.

Click **New Import Job**.

New Import Cron Job

Job Settings

Select Entity   Select...   ▲

🔍

Customer

---------- Customer Entity

---------- Customer Attribute

---------- Customer Log

---------- Customer Group

---------- Customer Address

---------- Customer Address Attribute

---------- Customer Balance

---------- Magento Customer Segment

---------- Magento Customer Segment Relation

---------- Magento Customer Segment Website Relation

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Magento ver. 2.

Account Activity | Report an Iss

Choose the entity, specify the cron job title for internal use and set the schedule for importing. The file configuration algorithm is the same as described in the Import Profile section.

Find out how to install the **Import Customers** extension for Magento 2 via Composer.

From:
https://amasty.com/docs/ - **Amasty Extensions FAQ**

Permanent link:
https://amasty.com/docs/doku.php?id=magento_2:import_customers

Last update: **2025/03/14 12:20**