

# Adding Joy of Plants' Images & Texts to Bluepark (plus links to Plant Finder)

V6, 01/10/2020

## Overview

From [hub.joyofplants.com](http://hub.joyofplants.com) you can create and download a "Bluepark with JOP import file" that can be used to incorporate plant images & texts from our library into your Bluepark webshop product pages:

### Carex Evergold 3ltr



Price: **£8.99**  
(Inc. 20% VAT)

Quantity:

**ADD TO WHEELBARROW**

Linecode: 103249  
Bar Code: 3991721032494  
Brand: Bosworths

Availability:  5 in stock

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**Description** | **Reviews (0)**

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Carex Evergold 3L

*(Full plant info in our Plant Finder)*

**Carex oshimensis 'Evergold'**  
**Common name:** Evergold Japanese sedge, Japanese sedge grass, Oshima Kan suge  
Evergreen ornamental grasses with variegated green leaves and brown flowers in Spring  
**Other benefits:** brown fruits  
**Height & spread (approx.):** 0.25m x 0.38m  
**Position:** likes sun; tolerates part shade, light shade  
**Soil pH:** all soil types  
**Moisture:** likes dry soil, well drained soil, moisture retentive soil  
**Hardiness:** fully hardy  
RHS Award of Garden Merit

Our library has over 14,500 UK plants, and we work with suppliers to add new plants every year.

To see what our images & texts look like on live product pages (and how they can optionally be linked to our Plant Finder), see the Joy of Plants demo Bluepark site here: <https://bp400.betapark.co.uk/>

For general help in setting up a Bluepark webshop, please see the support pages in Bluepark. In this user guide we only cover the Bluepark functions used to work with Joy of Plants images & texts.

## Setting up to use our images & texts with Bluepark

Before you can add images & texts from our library to your Bluepark webshop, there are setup things to do:

1. **Register at [hub.joyofplants.com](http://hub.joyofplants.com), click "Image & Text Library" and request the upgrade.**  
Joy of Plants will contact you to enable your account in the library and send you instructions for your setup.
2. **If you don't have one already, set up your Bluepark webshop. Select the template you want to use for your Bluepark webshop, then contact the Bluepark support team to update your template to use the Joy of Plants images & texts. They will create a new template that you then set as the "Default" in "Design / Layout > Template Manager > Manage Installed Templates".**  
The changes they make enable the template to display the images and texts from our "import file". The template will display the Joy of Plants image as the main image for the plant product and images in other views as well. (These template changes are essential, as we deliver our images and texts via a custom "iframe" route.)  
See "[Bluepark Templates](#)" for more info.
3. **Log into [hub.joyofplants.com](http://hub.joyofplants.com) and use "Settings > Image & Text Library" to set your preferences for the product content to add to your Bluepark site.**  
See "[Image & Text Library Settings](#)" for more info.
4. **Optional: Add our Plant Finder to a page on your Bluepark site** so that it can be linked to plant product pages to provide more images and detailed plant information, *including care product recommendations*. Add the Plant Finder page to the Navigation menu and add a button to the webshop Home page.  
See "[Optional: Adding the Plant Finder \(with/without "Care Product Upgrade"\)](#)" for more info.

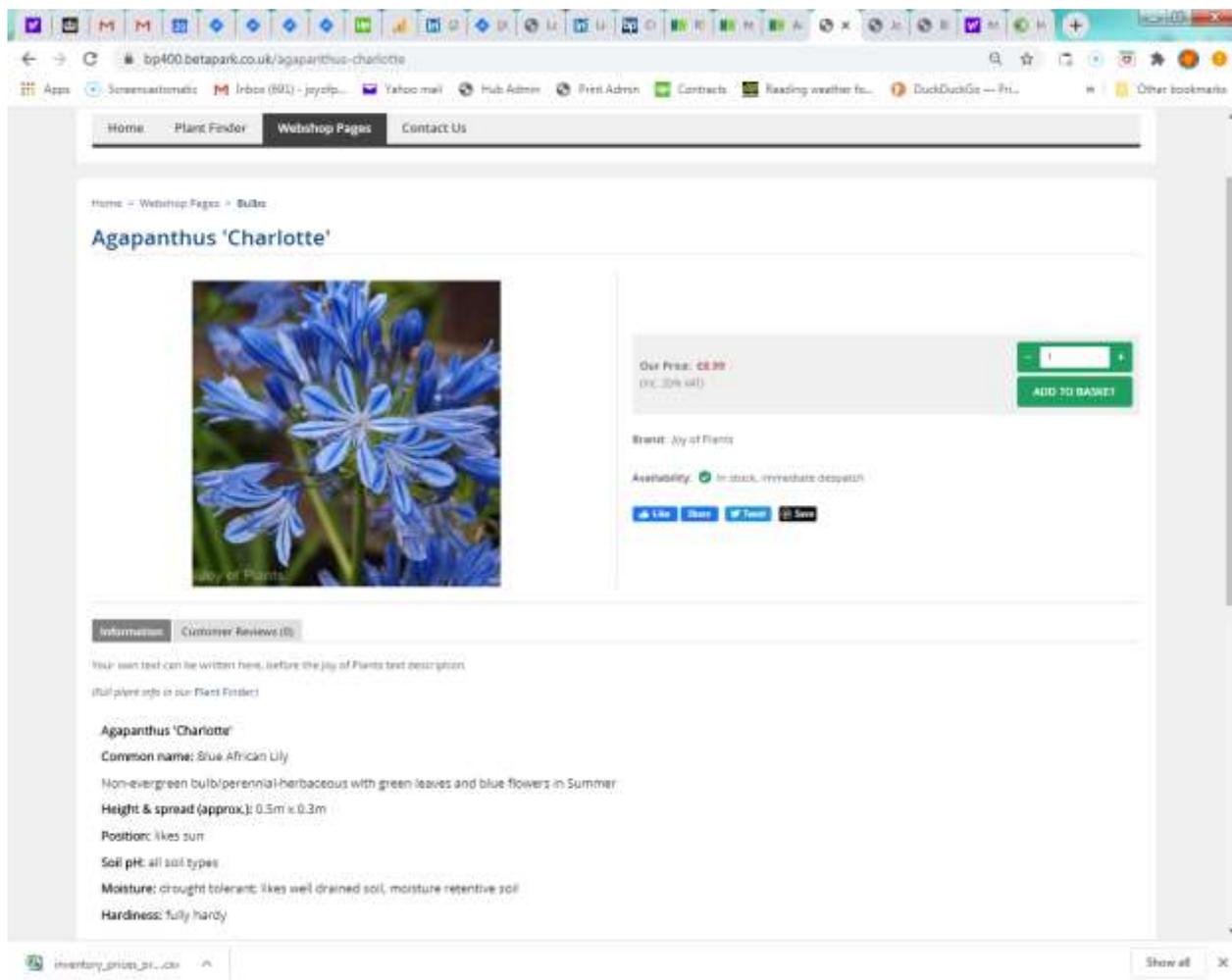
## Adding Joy of Plants' plant images & texts to Bluepark

1. **Create the plant list for the images & texts you want to add.**  
It's a good idea to add your plants/products to Bluepark first (import or add "SKU", "Product Title" and "Supplier" as a minimum for your product info). Then "export" the products as your plant list – as a minimum you need the "SKU", "Product Title", "Page content" and "Product URL" fields from Bluepark in your plant list. Note: we add Joy of Plants info to the "Custom data 7", "Custom data 8", "Custom data 9" and "Custom data 10" fields so those fields need to be free.  
Your file can be CSV, XLS or XSLX format. See "[Creating your plant list for upload](#)" for more info.
2. **Log into [hub.joyofplants.com](http://hub.joyofplants.com), go to the 'Image & Text Library' page, upload your plant list and download your "Bluepark with JOP import file".** Your plant list is matched to our database; you check you're happy with the "matched list", and then the "import file" is generated from it. The "import file" is downloaded as a ZIP.  
See "[hub.joyofplants.com - Uploading the plant list & downloading the import file](#)" and "[What we create in the Bluepark Import file](#)" for more info.
3. **Log into your Bluepark Admin and import the "Bluepark with JOP import file".**  
You'll find the "import Products" option on the "Products" menu in Bluepark. This "**Bluepark with JOP import file**" that we've made contains only the new columns of info needed; Bluepark adds them into your existing plant product entries.  
See "[Importing in Bluepark](#)" for more info.
4. **If you have our Plant Finder, upload the "JoP availability with Bluepark" file in [hub.joyofplants.com](http://hub.joyofplants.com) to update the Plant Finder's "plants we sell" list.**  
See "[Updating the Plant Finder "plants we sell" list](#)" for more info.
5. **If you wish, update the "Content, style & appearance of plant description" settings for your plant descriptions in [hub.joyofplants.com](http://hub.joyofplants.com).**  
Log into [hub.joyofplants.com](http://hub.joyofplants.com) and go to "Settings" > "Image & Text Library", make your changes and select "Save". You will need to "Refresh" your webshop page to see the results of your changes.  
See "[Image & Text Library Settings](#)" for more info.

6. **Set up your "Categories" of plants in the "Products > Categories" area in Bluepark.** You can create categories for the product Metatags (based on plant types) that we give you in the "import file". See "[Creating plant Categories in Bluepark Admin](#)" for more info.
7. **After uploading plants into Bluepark, if you haven't already, add other details like "pricing" and (perhaps) "inventory".** You might want to turn plant sales on and off according to when they are in stock and/or when you are handling online plant sales. See "[Managing inventory, turning plant sales on & off](#)" for more info.

## What a product page looks like with Joy of Plants content

After you have imported the "Bluepark with JOP import file" the plant's product page will display some elements from the Joy of Plants library, and some you've added yourself in the Bluepark Admin page – the location of the image and text will depend upon the template that you are using – the example below uses the "flat-blue" template:



The Price and "Add to Basket" buttons don't appear until after you've added "Selling price" and "Quantity in stock" info, see "[Adding pricing & stock \(inventory\)](#)" for more info.

Reminder: You can use the "Image & Text Library Settings" in [hub.joyofplants.com](http://hub.joyofplants.com) to change the text style and formatting (font, size, etc.) of the Joy of Plants plant text.

When you edit a product in the Bluepark Admin view you will find the Joy of Plants information has been inserted in two places – the text description is in the "Content" page within the "Page content":

Product Editor Carex Evergold 10.5cm

Properties | **Content** | Images | Values | Categories | Related Products | Attributes | Options | Additions | Channels | Tags

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Displayed in a List of Products

Short description

EDIT

HTML

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Displayed on the Product Page

Page content

EDIT

HTML

```
<p><b>Carex Evergold 10.5cm</b></p> <!--
JOPstart --> <p><i>(Full plant info in our <a
href="https://www.bosworthsonline.co.uk/plant
finder.html?plantid=3440" target="_blank"
title="Carex oshimensis 'Evergold'"
rel="noopener noreferrer">Plant Finder</a>)
</i></p> <iframe
```

And the images are in the "Channels" page, in the custom fields 7, 8, 9 and 10:

Custom data 7

3440

EDIT

HTML

Custom data 8

```
<iframe
src="https://imagesrv.joyofplants.com/image/g
et_image/3440/s/"
style="width:100%;height:100%;position:absolu
te;border:0;left:0;top:0;margin:0;padding:0;"
frameborder="0" scrolling="no"></iframe>
<script
```

EDIT

HTML

Custom data 9

```
<iframe
src="https://imagesrv.joyofplants.com/image/g
et_image/3440/m/"
style="width:100%;height:100%;position:absolu
te;border:0;left:0;top:0;margin:0;padding:0;"
frameborder="0" scrolling="no"></iframe>
<script
```

EDIT

HTML

Custom data 10

```
<iframe
src="https://imagesrv.joyofplants.com/image/g
et_image/3440/l/"
style="width:100%;height:100%;position:absolu
te;border:0;left:0;top:0;margin:0;padding:0;"
frameborder="0" scrolling="no"></iframe>
<script
```

EDIT

HTML

The Joy of Plants images are not added to the media files in the Bluepark CMS, so you won't find them there. **The images are included as HTML "iframe codes" in the "Custom data" fields in Bluepark. Don't edit these manually!**

See "[What we create in the Bluepark Import file](#)" for more info.

### Known limitations

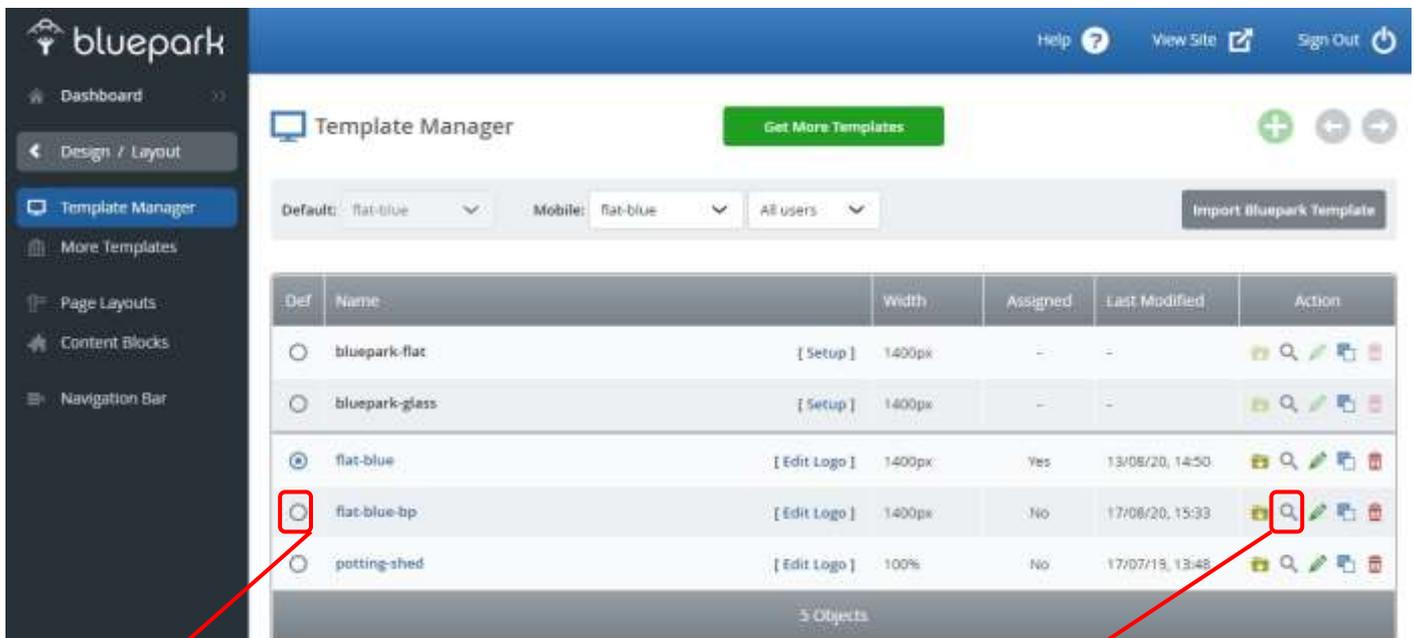
The Joy of Plants images appear in all the places where product images are normally shown in Bluepark, with the following known exceptions: the "Find product" suggestions list, the "Shopping Basket update" dialog, the "Shopping Basket", the "Recently viewed" block. You might like to add a "placeholder image" that represents plants and your logo to all your plant products that will be used in those locations. See "Uploading a placeholder image" later for more info.

## Reference

### Bluepark Templates

Bluepark staff will update your chosen template to use the Joy of Plants images & texts, and will add that template to your account. You will need to select that template as the "Default" (template to use).

1. Select "Design / Layout > Template Manager" and click on the "Manage Installed Templates" button:



The current "Default" above is "flat-blue".

2. Select the radio button for the template that's been updated to use Joy of Plants images & texts – in our case "flat-blue-bp". Click "OK" to confirm.
3. Click "Preview on site" to see the effect of the change.

After you have uploaded the "Bluepark with JoP" import file, you will see Joy of Plants' images and texts.

### Image & Text Library Settings

Log into [hub.joyofplants.com](http://hub.joyofplants.com) and then select "Settings" from the top menu, then "Image & Text Library" from the left menu.

**BEFORE** uploading your plant list and downloading your "import file" from [hub.joyofplants.com](http://hub.joyofplants.com), set the "Product content to add to Import file" and set what to do "When Joy of Plants and client both have images". Important: if you change these settings after doing your initial import of Joy of Plants data, you will need to do your upload and import again, because these settings change the contents of the "import file".

**AT ANY TIME**, set the "**Content, style & appearance of plant description**" to match the look and feel of your webshop. If you do this after the import, you can see the effect of changes you make in product pages.

The "**Website/Online shop**" settings are set for you when Joy of Plants staff create your account, you cannot change these yourself. Contact [support@joyofplants.com](mailto:support@joyofplants.com) if you change your webshop and need to change these settings.

### **Product content to add to Import file**

#### Product content to add to Import file

- Add link to 'Joy of Plants' Plant Finder pages to text (Plant Finder licensees only)
- Add "JopNo" as a code to all plants we don't match (helps to filter unmatched plants in exports)

For plants that matched Joy of Plants species only (no matching variety):

- Add Joy of Plants text only (recommended)
- Add Joy of Plants image only
- Add Joy of Plants text and image
- Add nothing, use client content only

For plants that matched Joy of Plants genus only (no matching species or variety):

- Add Joy of Plants text only
- Add Joy of Plants image only
- Add Joy of Plants text and image
- Add nothing, use client content only (recommended)

**If you don't have our Plant Finder:** Remove the tick from "Add link to 'Joy of Plants' Plant Finder pages to text (Plant Finder Licensees only):"

**If you *do* have a Plant Finder on your webshop:** Make sure that the 'Plant Finder URL for links' setting is correct for the page you've used to add the Plant Finder in the "Website/Online Shop" settings above, and tick this option.

The other settings control what happens when we don't match a plant in your plant list to a specific variety or cultivar in our database:

#### **Add "JopNo" as a code to all plants we don't match (helps to filter unmatched plants in exports):**

Leaving this option ticked, we add the code "JopNo" to the "Type" field in your Import file to indicate that we didn't match your plant to a variety/cultivar in our database. This is so that when you create exports of plants later, after we've published more new plants for example, you can filter your export by "Type" to find all the plants with "JopNo" and upload those to [hub.joyofplants.com](http://hub.joyofplants.com) again to establish matches to our new plants. But if you don't want another "Type" code for that extra info, untick this.

#### **For plants that matched Joy of Plants species only (no matching variety):**

If we don't have a variety/cultivar of yours in our database, but we do have the Species, you can choose whether or not to use our Species text and/or image. We provide a "generic" text that covers all plants in the species and this is likely to be better than nothing for your product page. However species images are not likely to be a good representation as plants within a species can vary a lot in appearance, so we don't recommend using our species images.

If you choose to use our text, we include the line "*Variety info to come; showing Species info*" above the species description to be clear to your customer what's being presented.

## For plants that matched Joy of Plants genus only (no matching species or variety):

If we don't have a Variety/Cultivar of yours in our database, and no Species either, but we do have the Genus, you can choose whether or not to use text and/or image or nothing. We provide a "generic" text that covers all plants in the genus. You may decide that this is better than nothing for your product page, though we would not recommend this, as data and images can vary hugely across a genus.

If you do choose to use our text, we include the line "*Variety info to come; showing Genus info*" above the genus description to be clear what's presented.

## Content, style & appearance of plant description

Tip: Have your webshop product page open in one tab in your browser and the [hub.joyofplants.com](http://hub.joyofplants.com) "Image & Text Library Settings" open in another tab. Then you can make changes to settings and save, then refresh your product page in the other tab to see the effect of your changes.

### Text content & style

Text content:

Text style:

Text content options:

- **Online text with names** (recommended) – the text from Joy of Plants will include the botanical name of the plant and common names from the Joy of Plants database, as well as the text description.
- **Online text** – the text will include just the plant description and no plant names.

Text style options:

- Classic hardiness – plant hardiness is written in "plain English", eg as "fully hardy"
- RHS hardiness – hardiness is written using the RHS temperature ratings, eg "very cold to -20C"
- USDA zones – hardiness is written as the lower and upper USDA zones, eg "USDA zones: 6 to 10"
- Benefits (sales oriented) – this is a sales oriented style of text that only mentions hardiness if the plant is not hardy.

The 4 styles compared:

Classic hardiness	RHS hardiness	USDA zones	Benefits (sales oriented)
Rosa 'Blessings' Common name: Hybrid tea (large flowered) rose  Non-evergreen shrub rose with green leaves and scented pink flowers in Summer,	Rosa 'Blessings' Common name: Hybrid tea (large flowered) rose  Non-evergreen shrub rose with green leaves and scented pink flowers in	Rosa 'Blessings' Common name: Hybrid tea (large flowered) rose  Non-evergreen shrub rose with green leaves and scented pink flowers in	Rosa 'Blessings' Common name: Hybrid tea (large flowered) rose  Shrub rose, non- evergreen. Spring: green leaves, Summer & Autumn: green

<p>Autumn</p> <p>Wildlife attraction: bees</p> <p>Height &amp; spread (approx.): 0.75m x 0.6m</p> <p>Position: likes sun</p> <p>Soil pH: all soil types</p> <p>Moisture: likes well drained soil, moisture retentive soil</p> <p>Hardiness: fully hardy</p> <p>Note: stems are prickly/thorny</p>	<p>Summer, Autumn</p> <p>Wildlife attraction: bees</p> <p>Height &amp; spread (approx.): 0.75m x 0.6m</p> <p>Position: likes sun</p> <p>Soil pH: all soil types</p> <p>Moisture: likes well drained soil, moisture retentive soil</p> <p>Winter hardiness: very cold to -20C</p> <p>Note: stems are prickly/thorny</p>	<p>Summer, Autumn</p> <p>Wildlife attraction: bees</p> <p>Height &amp; spread (approx.): 0.75m x 0.6m</p> <p>Position: likes sun</p> <p>Soil pH: all soil types</p> <p>Moisture: likes well drained soil, moisture retentive soil</p> <p>USDA zones: 6 to 10</p> <p>Note: stems are prickly/thorny</p>	<p>leaves &amp; scented pink flowers</p> <p>Wildlife attraction: bees</p> <p>Planting: containers &amp; borders, likes sun</p> <p>Height &amp; spread (approx.): 0.75m x 0.6m</p> <p>Note: stems are prickly/thorny</p>
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### Custom typography for Text iFrame

Custom font:

Custom font size:

Custom font colour:

Custom letter spacing:

Letter spacing in pixels.  
Two decimal places are recognised e.g. 0.75px

Line height:

Letter spacing in pixels.  
Two decimal places are recognised e.g. 0.75px

**Custom font:** options include a large selection of fonts from the Google font library. If the one you want to use isn't currently in our list, contact [support@joyofplants.com](mailto:support@joyofplants.com) and ask us to add it for you. You can check the Google font library here: <https://fonts.google.com/>

**Custom font size:** match the size to suit other text in your webshop. We'd suggest a minimum size of 15 – as many of your shoppers may be elderly and struggle with small lettering. (Note that the actual size of letters on screen will depend on the selected font and the particular screen.)

**Custom font colour:** the setting is in "hex" numbers. You can click on the colour box to get a colour picker if you don't want to add hex numbers. There's a useful online tool here if you need to convert colours from some other format: [https://www.w3schools.com/colors/colors\\_converter.asp](https://www.w3schools.com/colors/colors_converter.asp)

**Custom letter spacing:** *you won't normally need to change this.* Leaving this blank will use the standard spacing for the font. However you can play with this setting if the letters look too wide apart or too close to each other in your selected font.

**Line height:** *you won't normally need to change this.* Leaving this blank will use the standard spacing for the font. However you can play with this setting if it looks as though there is too much white space between lines of text, or too little and the lines looked squashed vertically.

## Creating your plant list to upload to [hub.joyofplants.com](https://hub.joyofplants.com)

### If you don't already have plant products in Bluepark, add them

You can "import" a list of plants/products into Bluepark (eg a list from each of your suppliers). Or you can add them one by one, though this will be very time consuming.

You can look at the example products in Bluepark to see how they are structured. Don't forget to delete them before you add your own.

You'll need to create a "new product import template" containing the fields of info you want to import.

#### 1. Choose "**Import > + Create import**":

On the "Properties" tab, select the fields to import in the "Map Product Fields to Spreadsheet Columns" section.

Here are our suggested fields to import:

Product Field	Spreadsheet column	Comment
SKU	Column 1 / A	Mandatory – unique product reference. If you don't add the SKU Bluepark will create one for you.  Imports of Joy of Plants data are matched to the SKU.
Product title	Column 2 / B	Mandatory – plant/product name  Include the genus as well as variety/cultivar name for plant names if you can. Our Plant Name List Matcher can also identify common names for plants that are commonly sold by common name, eg fruit.  Tip: For SEO purposes it has become a standard to include the plant pot size as part of the product title. Though this looks a bit ugly, we are told it gives better SEO results, and gives your customer an idea of the size of the plant they are buying.
Brand	Column 3 / C	Can be used to filter the export Note: we found problems with importing "Supplier" so we used the "brand" field instead of Supplier
Barcode	Column 4 / D	
Selling price	Column 5 / E	
Quantity in stock	Column 6 / F	
Export code	Column 7 / G	Can be used to filter exports  Tip: Add an "Export code" eg "P" for "plants" to products that you can later use to create the export of your plant list.
Variants	Column 8 / H	Create any variants of product eg for different pot sizes
URL text	Column 9 / I	This is used to define the URL for the product's page. If you don't specify this, Bluepark will use the SKU as the 'URL text'.

		<p>Important: Bluepark needs to create unique Product URLs from the URL text you supply &amp; if you add a "duplicate" 'URL text' it will revert to using the SKU.</p> <p>Instead of creating the 'URL text' yourself (and this is MUCH safer), you can click on the "Import options" tab and select the option for "Generate URL text", and the URL texts will be automatically created from your Product titles by Bluepark, taking account of any duplicate product names.</p>
Active	Column 10 / J	Indicates whether the product is active or not – add 1 for Active and 0 for inactive

- On the "Import Options" tab, select "Import from UTF-8" (unless the import source you are using uses 'Windows'/'Latin' as its encoding – see [Foreign characters, symbols and transferring data via CSV](#) later for more info).
- Click Save.

To download a sample spreadsheet to use for filling in plant/product data to import into Bluepark, go to "Products > Export > Create full backup > Download".

### Once you have plant products in Bluepark

...either with content that you would like to keep, or just the plant names as products without any other data, use the Bluepark "Export" function to define a "JoyofPlants export template", then "Download as CSV" to export your plant products and use this exported list as the upload to hub.joyofplants.com.

To create a "JoyofPlants export template":

- Choose "Export > + Create export":



- In the "Export Creator > Properties" page add the "Export name" eg JoyofPlants and "Optional filename" eg JOPBluepark.csv, then choose the fields to include in your export file, mapping them to specific spreadsheet columns.  
You might like to follow our "Product Fields to Export" guide below the screenshot.

bluepark

Help View Site

Export Creator

Recommended fields are highlighted

Properties Export Options Advanced Options

Details

Export name joyofPlants

Optional file name JOPBluepark.csv

Map Product Fields to Spreadsheet Columns

SKU	Column 1 / A	Custom heading..
Bar code	ignore	Custom heading..
Part number	ignore	Custom heading..
Product title	Column 2 / B	Custom heading..

### "Product Fields to Export"

You'll need to scroll quite a long way to find some of the fields

Product Field	Spreadsheet column	Comment
SKU	Column 1 / A	Mandatory – unique product reference we import data against
Product title	Column 2 / B	Mandatory – used to match plants to our library
URL text	Column 4 / D	Used to define the Product URL
Brand	Column 5 / E	Can be used to filter the export
Active	Column 15 / O	Shows whether the product is active or not
Page content	Column 6 / F	Shows what data you have added
Categories	Column 7 / G	Shows which Categories products belong to We add our plant type to this field, preserving your data, so you can use our plant types to create categories
Variants	Column 8 / H	Create any variants of product eg pot sizes
Export code	Column 9 / I	Can be used to filter the export
Custom data 7	Column 10 / J	We add the Joy of Plants PID to this field. It will contain 'JopNo' if you selected "Add 'JopNo' as a code to all plants we don't match" as a preference for your Import file and we did not match the plant
Custom data 8	Column 11 / K	We add the Joy of Plants small image code to this field
Custom data 9	Column 12 / L	We add the Joy of Plants medium image code to this field

Custom data 10	Column 13 / M	We add the Joy of Plants large image code to this field
Product URL	Column 3 / C	Needed for adding links to your product pages from Joy of Plants Plant Finder

- In the "Advanced Options" page select the "Export as UTF-8" option.
- If you've added "P" as the "export code" to your plant products, in the "**Export Creator Export Options**" page set the "Qualifying export codes" to "P" for Plants and make sure that 'Include column header row' and 'Include variant rows' is selected.

- Make sure that "Include column header row" is selected.
- Click the "Save" icon.
- When you are done click the "Return" icon, you'll see your new export template in the list:

**To export your plant list:** Click the "Export to CSV" button

Then click "Download CSV":



You can remove rows for any products that aren't plants from the export (or add the "Tags" we use for non-plant products and we will then ignore them: Chems, Ferts, Pots). We will create the import file preserving any of your existing data.

You can "filter" products after exporting them to create a subset of products, eg you might like to filter an export by "supplier" and save each supplier's product list separately for upload into hub.joyofplants.com. This will make it easier to check matches to our database. Then for any products that don't match to our database you can contact your supplier and request them to supply us with information to add to our library for you to use.

**Important:** make sure that whatever changes you make to the export file (removing products or creating a list per supplier for example), that you **preserve the column header row**.

## Uploading the plant list & downloading the import file

Log into hub.joyofplants.com

1. Click "Image & Text Library":

## Image & Text Library

### For e-commerce & websites

Your Image & Text Library account is set up for: **Bluepark**

If you ever need to change your ecommerce / website tool, please contact [support@joyofplants.com](mailto:support@joyofplants.com)

**How we support Bluepark:**

- First, we help match your plant names to our database.
- Then, from that, we create a "Bluepark with JoP" file for you to Import into Bluepark, with special codes added to certain fields. (So note: we don't send out any image files or texts.)

**Follow these steps:**

1. Export the list of plant names that you want to add images & texts for from Bluepark - Bluepark will export a csv file.
2. Use this tool: [Plant Name List Matcher](#) (it will open in a new tab when you click the link) to upload your file, and download a new file with added columns matching the plant names to our library
3. Check the matched file: if you think a matched name, in the 'JOP Plant Name' column, is wrong, delete the plant ID number ("PID") from the "JOP PID" column; or, if there's a plant mentioned in the 'Comments' column that you think is correct, copy its PID into the "JOP PID" column.
4. Upload this checked matched file here, to generate the "Bluepark with JoP" file for you to Import into Bluepark:

[Download user guide for Bluepark](#) [Upload Matched Plant List](#)

2. The first step is to match your plant list to our database - click the "Plant Name List Matcher" link to upload your plant list and match it.

Tip: It's a good idea to keep the numbers of rows in your plant list to a reasonable number, both to make the matching quicker and to make it easier for you to check the results. We'd suggest including no more than 500 lines in your plant list for matching.

3. **Download the "matched plant list", open it in Excel and check the matches that we've made.**  
**3a) Make any corrections by changing the "PID" column to the correct "Plant ID".** (For example: sometimes, when we are not quite sure how to match your product name to a plant, we suggest possible matches, each with their PID number, in the 'Comments' column. If one of those *was* the correct match, just type its PID into the PID column.)  
**3b) Make a note of the row number used for column titles, and the row number where PID codes start as you'll need this for your upload.**

Note: If you have problems opening the matched file in Excel, it may be because you have a long "path" to the location of the file on your computer – Excel limits file path lengths to around 255 characters, this is a known limitation of Excel. (The "path" to a location on your computer is eg c:\user\jo\documents\longpathname\lotsoffoldernames\matchedfile.xls.) If you have problems, just copy the file to a location closer to the "root" eg c:\\temp\matchedfile.xls.

4. Click "Upload Matched Plant List" to upload your matched file.
5. Add the row numbers you noted earlier:

## Upload Matched Plant List & Download "Bluepark with JoP" file

Step 2 of 3

Tell us which rows are which in your Matched Plant List:

Column titles are in row:

PID Codes start on row number:

(The tool will find the PIDs in a column titled 'JOP PID', or 'Pid'.)

6. Click "Next" and then we generate the "Bluepark with JoP" import file for you to Download. If your file contains a lot of plants, it may take a little while to generate the file, just wait.

## Upload Matched Plant List & Download "Bluepark with JoP" file

Step 3 of 3

### Step 3 – Download the "Bluepark with JoP" zip file

The ZIP contains the "Bluepark with JoP" file that you import into Bluepark - go to Bluepark Admin and use the "import" option in the "Products" area

Note: A "Zip file" is a single compressed file that contains other files. When you click on it your computer will open it so you can "extract" the files inside.

Cancel

Download File

File is ready...

- Download the file – it's a good idea to save the file downloaded in the same folder as the file you uploaded, then you keep everything together.  
The download ZIP file will contain a number of files: CSV and XLS versions of the file to import into Bluepark (they have "toBluepark" at the end of the filenames), plus CVS and XLS versions of a file you can use to update your Plant Finder (if you have one) with links to your webshop pages (they have "toPlantFinder" at the end of the filenames).

Name	Date modified	Type	Size
imglib_bluepark_export_xls_2020-08-16_16_43_38.zip	16/08/2020 17:45	WinZip File	153 KB
imglib_matched_bluepark_export_16082020_toBluepark.csv	16/08/2020 16:43	Microsoft Excel C...	66 KB
imglib_matched_bluepark_export_16082020_toBluepark.xls	16/08/2020 16:43	Microsoft Excel 97...	74 KB
imglib_matched_bluepark_export_16082020_toPlantFinder.csv	16/08/2020 16:43	Microsoft Excel C...	4 KB
imglib_matched_bluepark_export_16082020_toPlantFinder.xls	16/08/2020 16:43	Microsoft Excel 97...	10 KB
matched_bluepark_export_14082020.xls	14/08/2020 11:58	Microsoft Excel 97...	46 KB

## The "Bluepark with JoP" Import file: CSV vs XLS format

Originally the **Bluepark with JoP Import file** was created in Excel (.XLS) format, and you needed to open it in Excel, and use "Save as" and select 'CSV' format, to make a new 'CSV' version of the file, ready for Import into Bluepark.

Later in 2020 you should see that we also supply a 'CSV' version of the Import file for you - it will be part of the ZIP file you download. **You should be able to open the CSV file in Excel, should you wish, without problem.**

However, be warned: different versions of Excel can do different things to certain types of cell data, when opening/saving CSV files. It hasn't caused any customers problems yet as far as we know, but if you do find we have provided a CSV file in the output, it's *safest not to re-save it inside Excel*, and instead just Import it "as-is" into Bluepark.

## What we create in the "Bluepark with JoP" Import file

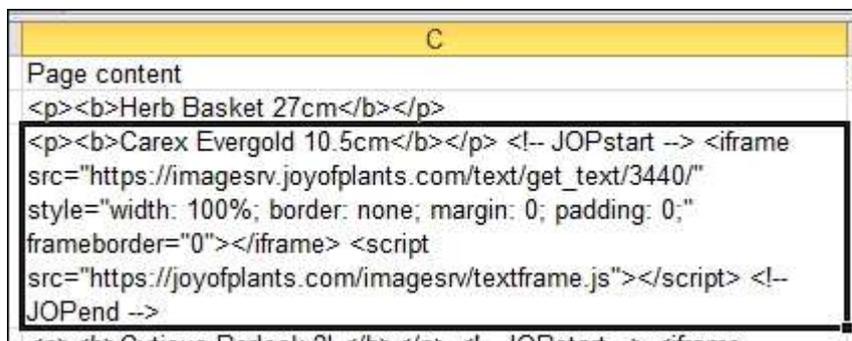
The Joy of Plants **Bluepark with JoP Import file** that we make for you contains the following data columns:

	A	B	C	D	E	F	G	H	I
1	SKU	Product title	Page content	Custom data 7	Custom data 8	Custom data 9	Custom data 10	Meta keywords	
2	100314	Herb Basket 27cm	<p><b>Herb Basket 27cm</b></p>						
3	100333	Carex Evergold 10.5cm	<p><b>Carex Evergold 10.5c	3440	<iframe src="htt	<iframe src="htt	<iframe src="htt	Grasses	
4	100340	Cytisus Porlock 2ltr	<p><b>Cytisus Porlock 2L<	632	<iframe src="htt	<iframe src="htt	<iframe src="htt	Shrubs	
5	100383	Trachelospermum jasminoides 1	<p><b>Trachelospermum ja	1117	<iframe src="htt	<iframe src="htt	<iframe src="htt	Climbers	
6	100389	Damson Fairleigh 12ltr	<p><b>Damson Fairleigh 12	801229				Fruit trees, Shrubs, Trees	
7	100399	Melaleuca Brackley 4ltr	<p><b>Melaleuca Brackley 4	720	<iframe src="htt	<iframe src="htt	<iframe src="htt	Trees	

- **"SKU"** - for plant product. This field will contain the SKU from your plant list upload file. SKU are the identifiers for products in Bluepark – they must be unique.
- **"Product title"** – your plant name
- **"Page content"** – this is the text description field. If you look at any "Page content" that our code generates, you will see that all the Joy of Plants content is between two HTML comments, which say  

```
<!-- JOPstart -- > and  

<!-- JOPend -- >
```



If you want to add your own (HTML) text to a product, you can add it either before the `<!-- JOPstart -->` comment or after the `<!-- JOPend -->`. You can do this in Excel or in Bluepark, but note that if you do it in Bluepark, it is *\*much\** safer to do it in the "HTML editor" (when you're editing the product, click the "HTML edit" button to see/Edit the HTML). Then you can see colour coding for HTML content types and be more sure your editing is not accidentally removing any of the Joy of Plants content.

Joy of Plants content includes the "iframe code" for the text description of the plant, the optional link to the plant in the Plant Finder, and a script that control the appearance of the text and image iframes on responsive screens.

- **"Custom data 7"** – contains the Joy of Plants PID (Plant IDentification number)
- **"Custom data 8"**, **"Custom data 9"**, **"Custom data 10"** – contain the iframe codes for Joy of Plants images in the three different sizes and their scripts that control the appearance of the image iframes on responsive screens.
- **"Categories"** – we add "plant types" so that you can create Bluepark "Categories" (eg Perennials, Bulbs). If you already had Category data in the file you imported to hub.joyofplants.com, we preserve your data and add ours. If you wish, update our "Categories" in the "Bluepark with JoP" import file to match the words you use for Categories before importing the file. You can also use Categories to categorise non-plant items (eg Chems, Ferts, Pots).

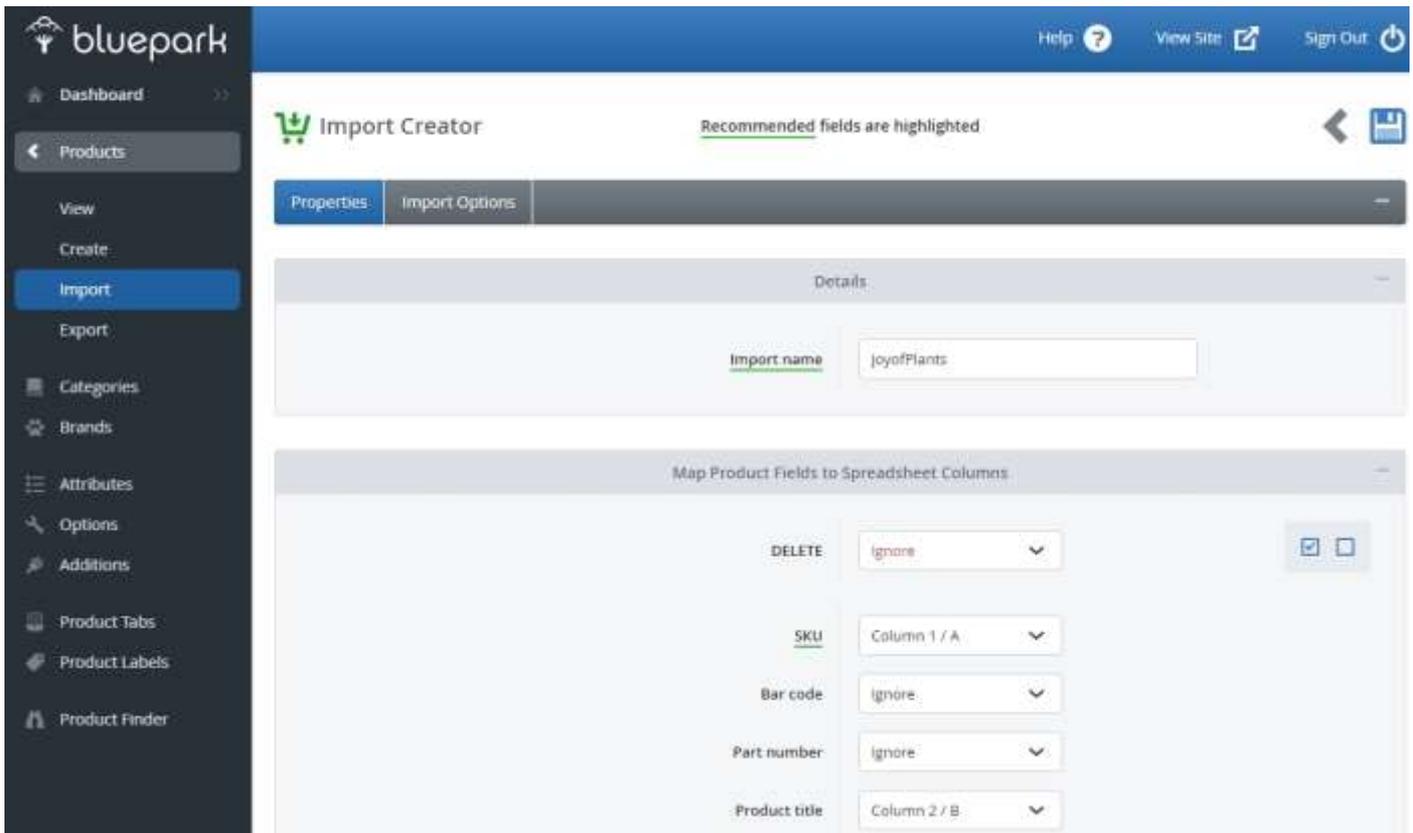
## Importing in Bluepark

First you need to set up a "JoyofPlants import template", then afterwards you can import the "Bluepark with JoP" import file using that template.

1. Choose **"Import > + Create import"**:



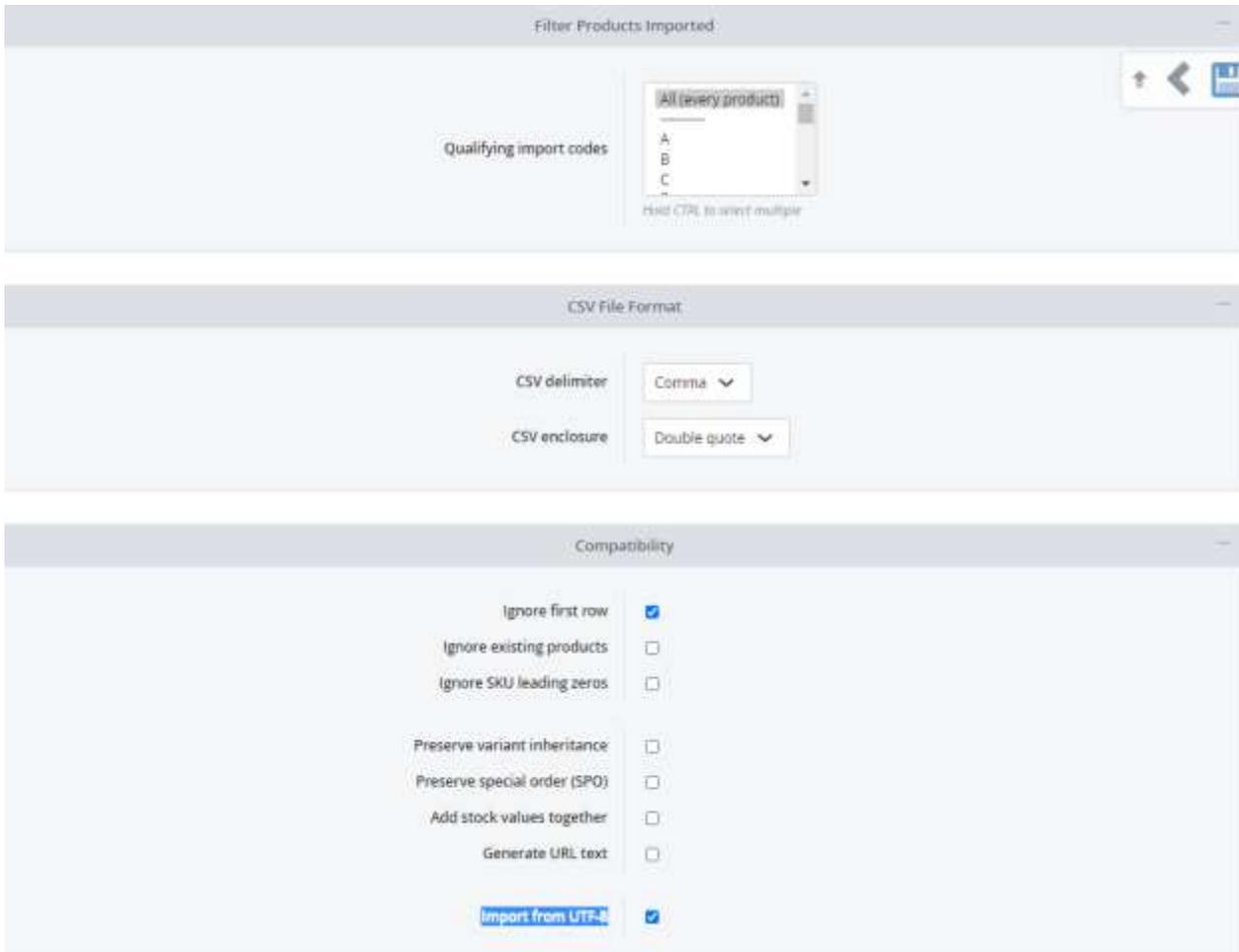
1. In the **"Import Creator Properties"** page add the "Import name" eg "JoyofPlants", then choose the fields included in your import file, mapping them to specific spreadsheet columns. Follow our "Product Fields to Import" guide below the screenshot to create the correct field mappings for the "Bluepark with JoP" import file:



Product Field	Spreadsheet column	Comment
SKU	Column 1 / A	Mandatory – unique product reference we import data against
Product title	Column 2 / B	Mandatory – used to match plants to our library
Page content	Column 3 / C	For the Joy of Plants text code
Custom data 7	Column 4 / D	For the Joy of Plants PID (Plant IDentification number)
Custom data 8	Column 5 / E	For the Joy of Plants code for the small image
Custom data 9	Column 6 / F	For the Joy of Plants code for the medium image
Custom data 10	Column 7 / G	For the Joy of Plants code for the large image
Categories	Column 8 / H	For the "plant type" information that you can use as a basis for "Categories" of plants. If you already have Category names, amend the Category names we have

		<p>given to match the Category names you already use before you import them</p> <p>See <a href="#">Creating plant Categories in Bluepark Admin</a> later for more info.</p>
--	--	---

- In the **"Import Creator > Import Options"** page set the "Qualifying import codes" to "All (every product)" so that all products with a matching SKU are updated, and select "Import from UTF-8"

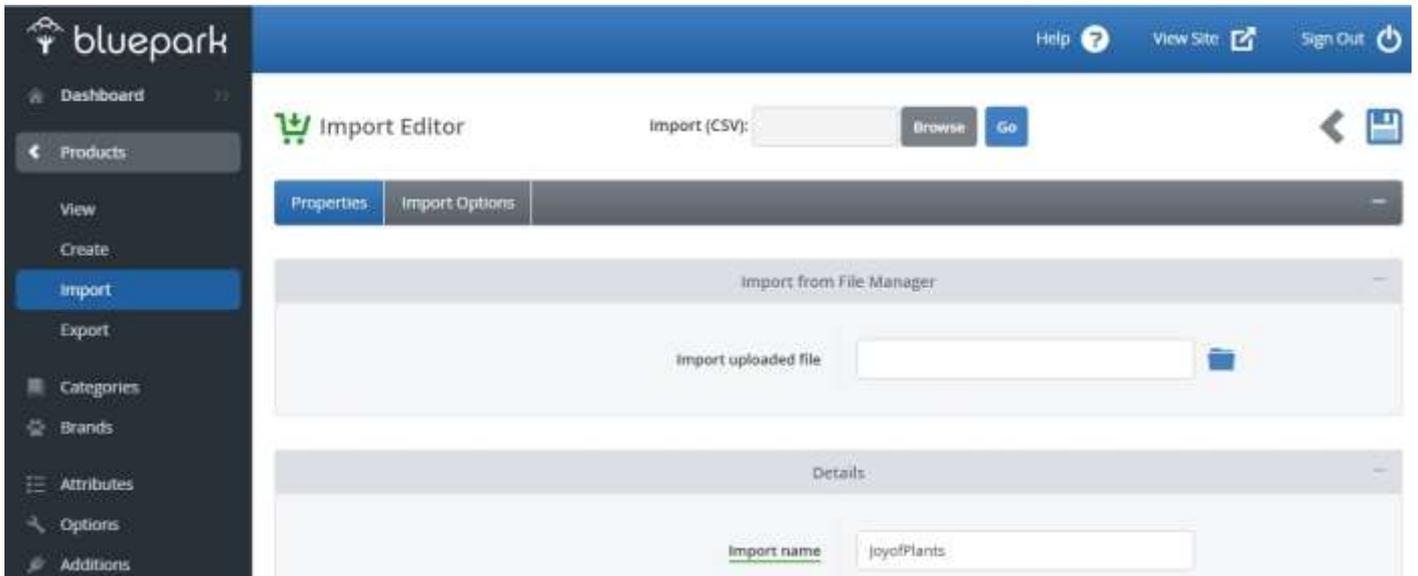


- Click the "Save" icon:
- When you are done click the "Return" icon, you'll see your new import template in the list:



To import your "Bluepark with JoP" file:

- Click the "JoyofPlants" import:



2. Click "Browse" to find your "Bluepark with JoP" file whose filename ends in "\_toBluepark.csv", then click "Go" to start the import.
3. You'll see a Preview of the data to import.
4. Click "Continue import". The import will take place and a message will appear when it's finished.
5. Click "View Site" to see the effect of the import.

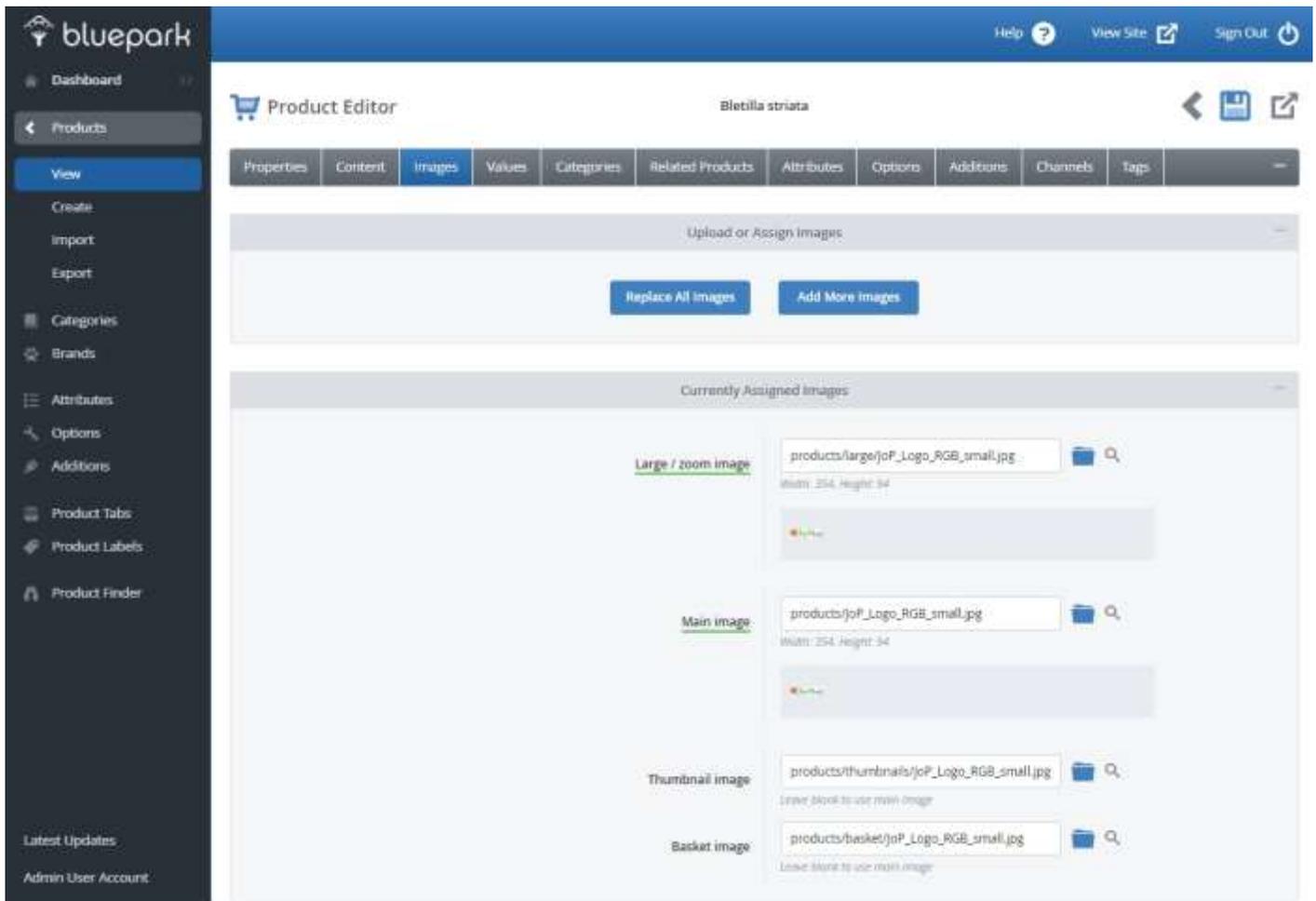
### ***Importing "placeholder" images for plants***

It's a good idea to add a "placeholder image" for all the locations where the Joy of Plants plant images cannot be shown: the "Find product" suggestions list, the "Shopping Basket update" dialog, the "Shopping Basket", the "Recently viewed" block. The placeholder image will also be used by plants where you don't yet have a Joy of Plants image, or your own image.

You could use your business logo for this, or design an image to represent "plants". You might create versions of this in different sizes to suit the different locations.

The easiest way to do this is:

1. Upload a copy of the image to your first plant product to add the image to the Bluepark CMS. Go to "Products > View", select your first plant to edit. Then add your image on the "Images tab" as the "Large image", "Main image", "Thumbnail image" and "Basket image" – here we have uploaded a file "JoP\_Logo\_RGB\_small.jpg" which is the Joy of Plants logo file:



2. Then create an "export template" and "import template" for the "Product images" fields:

Product Field	Spreadsheet column	Comment
SKU	Column 1 / A	Mandatory – unique product reference we import data against
Product title	Column 2 / B	Mandatory – used to match plants to our library
Large image	Column 3 / C	Appears on product page in zoom state
Main image	Column 4 / D	Appears on product page in zoom state
Thumbnail image	Column 5 / E	Appears wherever thumbnails are used
Basket image	Column 6 / F	Appears in checkout basket
Custom data 7	Column 7 / G	The Joy of Plants PID (Plant IDentification number)
Custom data 8	Column 8 / H	The Joy of Plants code for the small image
Custom data 9	Column 9 / I	The Joy of Plants code for the medium image
Custom data 10	Column 10 / J	The Joy of Plants code for the large image

3. Export the "Product Images" CSV.

4. Edit the file (in Excel) and copy & paste the URL for the placeholder image in the "Large image", "Main image", "Thumbnail image" and "Basket image" fields to all the plants. Save as CSV.

5. Import the "Product Images" CSV. This will add your placeholder image to all your plants.

## Creating plant Categories in Bluepark Admin

Categories allow you to group products for Navigation and browsing purposes.

You can use the Joy of Plants "plant type" Categories we provide in the "Bluepark with JoP" import file as a starting point for your Categories. If you wish to, amend the "Categories" field content to match the Category names and hierarchy you already use before you import them, using the format as follows:

Categories field entry	Comment
Perennials	Plant is in one category "Perennials"
Perennials; Annuals	Plant is in two categories "Perennials" and "Annuals" Separate multiple categories by ; space
Plants Perennials	Plant is in one sub-category "Perennials" which is under the parent category "Plants"
Plants Perennials; Plants Annuals	Plant is in two sub-categories "Perennials" and "Annuals" which are both under the parent category "Plants"

### ***How to design Categories so you can easily turn plant sales on & off***

In Bluepark you can add individual Categories to the "Navigation" within the Design/Layout, and you can make a Category "active" or not to quickly turn it on & off in your webshop without affecting other Categories.

If you want to be able to turn online sales of specific product groups on & off, create a Category for each of those groups, then add them to the Navigation.

For example, set up a separate Category and Navigation item to contain the "Plant" Parent Category and Sub-categories that you may not sell all year. Set up other Categories for product types that you sell online all year, eg Compost & feeds, and further Categories for seasonal product sales that you wish to turn on & off at other times, eg Christmas.

You will need to adjust the Navigation menus as well so that you don't allow access to all product groups from the menus.

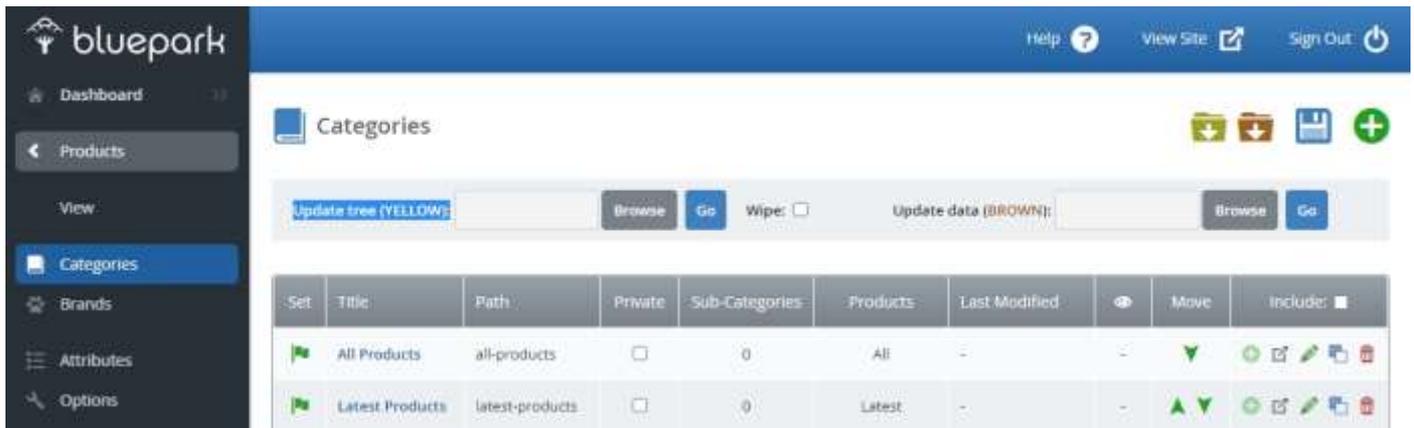
### ***Adding & changing Categories***

To manage your Categories, go to "Products > Categories":

The screenshot displays the Bluepark admin interface for managing categories. The sidebar on the left contains navigation links: Dashboard, Products, View, Categories (highlighted), Brands, Attributes, Options, Additions, Product Tabs, Product Labels, and Product Finder. The main content area is titled 'Categories' and features an 'Import from CSV File' button and several utility icons. Below this is a table with the following columns: Set, Title, Path, Private, Sub-Categories, Products, Last Modified, Move, and Include. The table lists several categories:

Set	Title	Path	Private	Sub-Categories	Products	Last Modified	Move	Include
<input checked="" type="checkbox"/>	All Products	all-products	<input type="checkbox"/>	0	All	-	-	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Latest Products	latest-products	<input type="checkbox"/>	0	Latest	-	-	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Plants for home delivery	plants-for-home-delivery	<input type="checkbox"/>	0	0	Yesterday, 21:59	-	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Perennials	perennials	<input type="checkbox"/>	0	1,285	Today, 13:55		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Orchids	orchids	<input type="checkbox"/>	0	5	Today, 13:55		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Biennials	biennials	<input type="checkbox"/>	0	41	Yesterday, 22:15	-	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Shrubs	shrubs	<input type="checkbox"/>	0	1,160	Yesterday, 22:15	-	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Climbers	climbers	<input type="checkbox"/>	0	295	Yesterday, 22:15	-	<input type="checkbox"/>

If you haven't yet imported Joy of Plants' Categories, or want to update them after the initial import, click on "Import from CSV file" at the top, then browse to the "Bluepark with JoP" import file in the "Update data (BROWN):" box:



Or you can add a list of new category names by uploading a CSV with the list of names in the "Update tree (YELLOW):" area.

**Important:** the "Wipe" option removes all existing Categories and replaces them with your new ones.

Now you can use the "Manage Categories" function to add images and descriptions for your Categories. You can also create a Category hierarchy by assigning an individual Category to a "Parent Category", eg you might add the Category "shrubs" to the parent Category "plants".

Select your Category, and make your changes. Here are some Category settings you might like to change:

Setting	Where to find it (Tab/Setting name)	Comment
Hierarchy - make Category a sub-category	Properties / Parent category	Adding all plant Categories to one parent Category will make it easy to turn them off if you need to
Order in which products appear in the Category	Properties / Default order	Order by Product Title to get plants to appear in alphabetical order
Add image	Images / Thumbnail image	Upload your own image or one of the ones Joy of Plants supplies for categories Set the image size to 250 x250

### ***Adding Categories to the Navigation & Home page***

First add to the Navigation bar:

1. Go to "Design / Layout > Navigation Bar". You will see the current items on the Navigation Bar in the "Navigation Bar Preview":

Navigation Bar

All links:  All parents:

Navigation Bar Preview:

Home Plant Finder All Products Blog Contact Us

Set	Title	Path	Type	Privacy	Move	Action
<input checked="" type="checkbox"/>	Home	index	Link	All users	▼	+ ✎ 🗑
<input checked="" type="checkbox"/>	Plant Finder	plant-finder	Link	All users	▲ ▼	+ ✎ 🗑
<input checked="" type="checkbox"/>	All Products	all-products	Link	All users	▲ ▼	+ ✎ 🗑
<input checked="" type="checkbox"/>	Blog	blog/	Link	All users	▲ ▼	+ ✎ 🗑
<input checked="" type="checkbox"/>	Contact Us	contact	Link	All users	▲	+ ✎ 🗑

5 Objects

2. Click the + (Add) icon to add a Category:

Navigation Link

Recommended fields are highlighted

Properties

Visibility

Active

Details

Link title: Plants for Home Delivery

Destination (URL): plants-for-home-delivery

Link to: Plants for home delivery

Link target: Current tab

List sub-categories below

- We add a Menu item for "Plants for Home Delivery", Linking to our Category "Plants for home delivery", and selecting "List sub-categories" below to display all the categories. Click "Save" and you will see the new menu item appear in the "Navigation Bar Preview".
- You can "drag & drop" it into place.
- You can turn off items that you don't want by clicking the "green flag", eg we turn off "All Products", and added the Category for "Plants for Home Delivery".
- Click "Save" when you've finished changing your Navigation items.

Set up Categories on your Home page:

1. Go to "Design / Layout > Content Blocks".
2. Copy an existing content block that has "Selected Categories" as the "Type".
3. Edit your new Content Block to change the name, and add the Categories to include in the block. Save changes.
4. Under "Page Layouts", edit the Home page to add your new Content Block containing your Categories to the Centre Blocks in the Home page. Remember to "Save".

## Managing "stock (inventory)", turning plant sales on & off

### ***Adding pricing & stock (inventory)***

For all new plants in Bluepark, you will need to add "quantity in stock" (inventory) and "selling price", as well as Shipping details. The "Add to Basket" button doesn't appear in the Product page until you add "Selling price" and "Quantity in stock".

You can create a new "export template" and "import template" for "Inventory updates" in the Product Export/Import Creator that includes the fields needed – here we are just adding the basic fields needed to get prices to appear on the webshop pages:

SKU	Product title	Brand	VAT rate	Selling price	Quantity in stock	Low stock threshold
SKU1	Rosa 'Bubbles'	Supplier Name	20	8.99	12	2
SKU2	Rosa 'Teatime'	Deny	20	8.99	12	2

Note: You can also add List prices and Cost prices to Bluepark.

"Export" the products list from Bluepark using this template, then update the columns and import the CSV file again using the import template to update the products.

Bluepark will automatically deduct from the inventory when you make a sale from your webshop.

Keep a copy of your product list as a CSV outside of Bluepark if you need to do manual stock takes – some customers do this every week. You might keep different lists for products from different suppliers. When products are out of stock, mark the quantity in stock as 0.

**Important:** if you are making sales from a bricks & mortar shop from the same "stock (inventory)" as you supply your online sales, you will also need to update Bluepark to deduct sales from the shop from the inventory, otherwise you will be in danger of selling plants online that you don't have. You will need to synchronise the inventory between Bluepark and any EPOS tool you use. Instructions for this are beyond the scope of this user guide.

### ***Shutting your entire webshop temporarily***

If you need to close the webshop you can put it in "maintenance mode".

Go to "General / Settings > Settings > Website (tab)" - the 'Maintenance mode' setting is at the bottom of the page. You can add your own "Maintenance message".

## **Optional: Adding the Plant Finder (with/without "Care Product Upgrade")**

The 'Joy of Plants' Plant Finder is our standalone website plug-in that can be added to a page in the Bluepark site, and plants within it linked to the Bluepark plant product pages. The Plant Finder can be used to provide a sophisticated search function for customers who don't know which plants to buy, and offer further images, plant care *and care product recommendations* to supplement the information given on the ecommerce product page.

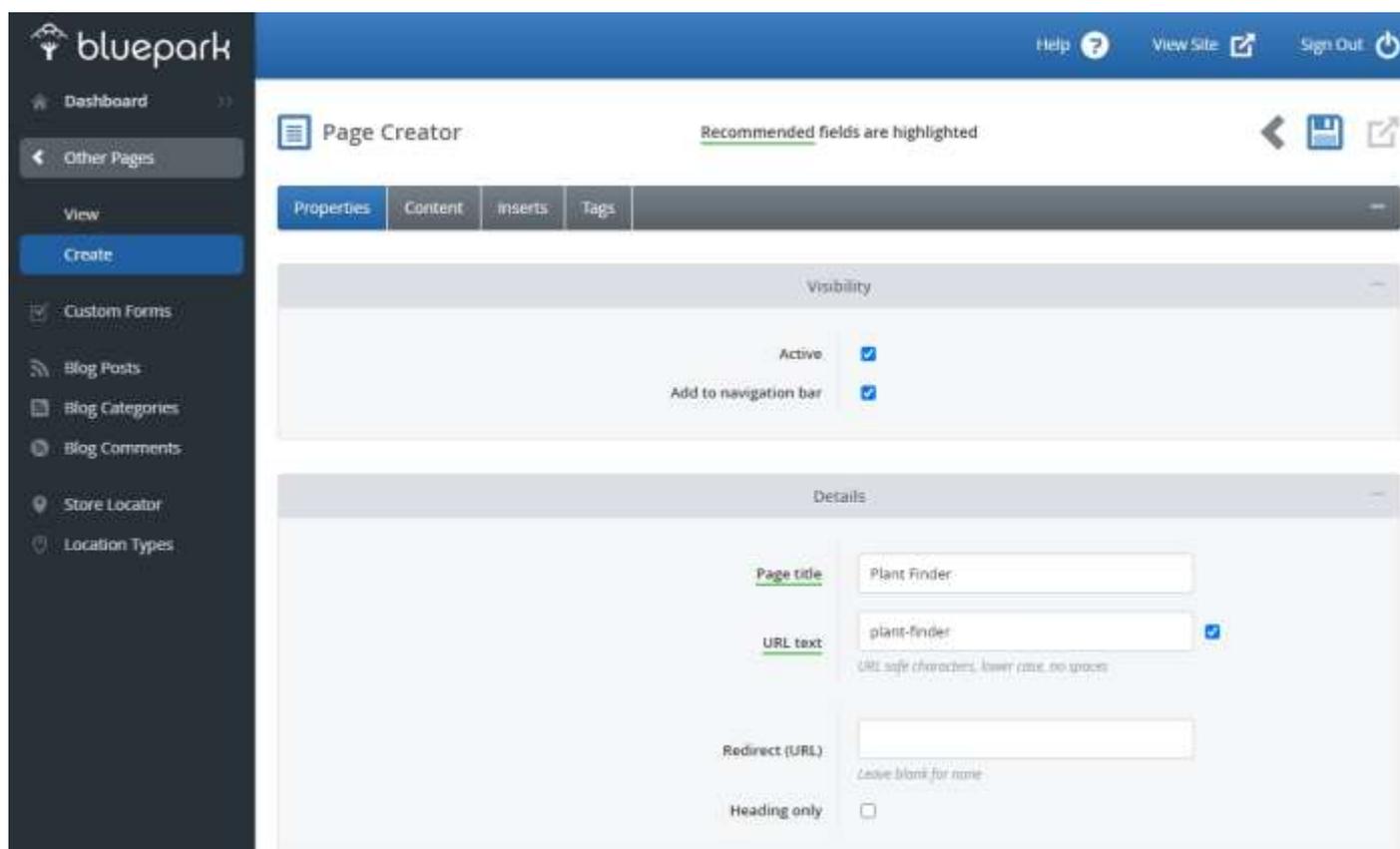
**To request the Plant Finder service from Joy of Plants:**

1. Log into [hub.joyofplants.com](http://hub.joyofplants.com).
2. Select "Plant Finder", and then click the button to "Upgrade to add a Plant Finder". Follow the on-screen prompts to request your upgrade.

Joy of Plants will set up your account and send you a text file containing the "code" to add to your Bluepark store, and will do most of the setup of your Plant Finder for you.

All you need to do is add the code to a new page in Bluepark, and set up the navigation to that page:

1. First create a new page template for the Plant Finder that does not contain any other content: choose "Design / Layout" > "Page Layouts".
2. Copy the "Other page", then edit the new page to add "Plant Finder" as the "Layout name", and remove the tick from "Display left column". Save.
3. Now go back to "Design / Layout" to add a new page - choose "Other pages" > "Create":



4. Add Plant Finder as the "Page Title" and "plant-finder" as the URL text. Scroll down to the "Optionally Customise the Template and Layout" section and choose "Plant Finder" as the "Layout".
5. Click the "Content" tab and paste the "javascript code" that Joy of Plants sent you into the "Page content" box and remove the tick from the "Show page title" (that way you can use the Plant Finder's own title).
6. Click "Save" to save the new page.
7. Add the Plant Finder page to the Navigation menu – close the "Other pages" page, then choose "Design / Layout" > "Navigation Bar".
8. You should see the "Plant Finder" page has been added to the navigation. You can click on the Up/Down arrows to change its position.
9. Click "Save menu" to save the changes to the menu.

You'll see a message that shows where the Plant Finder will appear on your page:

Plant Finder 2 is not enabled for this domain, please update your Plant Finder installation settings in [hub.joyofplants.com](http://hub.joyofplants.com) or contact [info@joyofplants.com](mailto:info@joyofplants.com)

- Send the URL link of the page you have created to Joy of Plants and we will finish the setup for you. After we've finished the setup, you will see the Plant Finder Home page on your page, and you can navigate to plants:



**Updating the Plant Finder "plants we sell" list**

If you have our Plant Finder, when [hub.joyofplants.com](http://hub.joyofplants.com) generates the "Bluepark with JOP import file" for your plant list, it also creates a "JoP availability with Bluepark" file which has "toPlantFinder.XLS" at the end of the filename that you can use to update your Plant Finder's "plants we sell" list and add "Buy Now" buttons to plants that link to your product pages.

Note: if you have duplicate plants in your list, then the "last" plant in the plant list file will be the one that is linked to from the Plant Finder. You might want to sort the file by "Pid" and remove duplicates, leaving just the plant you whose "Online sale URL" you want to link to.

- Log into [hub.joyofplants.com](http://hub.joyofplants.com).

2. Select "Plant Finder", then click the button to "Upload this "Matched plant list"".
3. Select the "JoP availability with Bluepark" file (the one with "toPlantFinder.XLS" at the end of the filename) and upload.
4. In the "Step 2" dialog, set the "Column for JOP PID code:" to "A" and "PID codes start at row number:" to "3". Choose whether you want to "Add" to your "plants we sell" list or "Replace". Click "Show Advanced options for Premium Plant Finders", and set the "Column for saleurl:" to B. Click "Next".
5. Click "Done" when the process has completed.

When you open a plant from your "plants we sell" list in the Plant Finder you will now see a "Buy Now" button that links to your webshop page.

## Plant Finder

🏠 Plant Finder
◀ Summer flowering plants
◀ Blue flowers for Summer

◀ 1 of 64 ▶

🛒 Buy Now

🔗 Actions ▼



© Susan A. Tindall






### Agapanthus africanus

Plant variety

**Common name(s):** Blue African lily, Lily of the Nile, Cape agapanthus

**Plant botanical type:** Perennial (herbaceous)

**Description:** *This lush and lovely agapanthus has large strappy rich green arching leaves and a big ball head of blue flowers, composed of many individual tubular flowers, and carried on long stems. It is generally too tender to remain outside all the year, and is generally grown in a container. It enjoys light fertile acidic soil and sunshine, standing around 65cm (2ft) high.*

**Growth:** *Significant improvement with outdoor plant food, especially plants in pots*

Less ▲

*Gives lush foliage, a longer season and more flowers with flowering plants:*

- use a slow release (one-off) feed
- or a regular feed when watering

*Eg: Miracle-Gro® Performance Organics All Purpose Liquid Concentrate Food or Miracle-Gro® All Purpose Continuous Release Plant Food*



Note that if you set a product to be hidden if there is no stock, then if a customer clicks the "Buy Now" button for the product in your Plant Finder, they will get an error message as the Plant Finder will not find the product's page. When you do your stock take and update products that are out of stock, you will also need to remove them from the Plant Finder's list of "plants you sell". To do this, in hub.joyofplants.com go to "Plant Finder" and use the options there to make changes to your "plants we sell" list.

### **Care products in the Plant Finder - and separately, in Bluepark**

The "Care Product Upgrade" for the Plant Finder adds recommendations of care products to plant descriptions. These include plant food, compost, and protection products like slug repellent from the UK's

main suppliers - Evergreen, Westland, Vitax etc. You just tick the brands you wish to promote, and we do the rest.

Separately, if required, Joy of Plants can also supply a CSV file with names, descriptions and image URLs for care products. You can then choose the ones you stock, and Import them as products into Bluepark.

## **Foreign characters, symbols and transferring data via CSV**

Sometimes, when you transfer plant data from one place to another as a CSV file, you find that foreign characters, or symbols like the Registered Trademark symbol '®', seem to have become "corrupted", i.e. they display as some other symbols or characters.

It's particularly worth knowing about this issue as the Registered Trademark symbol '®' is becoming more common in plant names.

If you encounter problems, here are some things to try. (The advice below may help irrespective of any Joy of Plants involvement, e.g. if you're using CSV files to move plant data into or out of your Webshop in general.)

The problem occurs because there are two possible ways of "encoding" such characters in CSV files:

- an older encoding, called "Windows" (or "WIndows-1252" or "Latin" or "ANSI" or...), which is dying out,
- and a newer encoding, called "UTF-8", which has almost entirely replaced it. (Actually, there are also two ways to write a "UTF-8" file!)

For example, looking at the most popular Webshop systems, Shopify and WooCommerce use exclusively "UTF-8" encoding when Exporting/Importing CSV files, while Bluepark uses "Windows" encoding by default, but has tickboxes in the Export and the Import settings to say "Use UTF-8".

### ***If you use Bluepark, choose between 'Windows'/'Latin' and 'UTF-8' encoding***

Most Bluepark users should be fine using the old 'Windows'/'Latin' encoding. To do this:

- When you Import or Export in Bluepark, leave "UTF-8" unticked.
- In Excel: in "Open", set "Files of type" to "Text files". In "Save as", set "Save as type" to "CSV".

All the everyday symbols (like '®') and common European foreign characters should transfer fine. (Any more esoteric symbols/characters, if you'd used them, might end up missing or replaced by a '?' character.)

If you want to move data to or from an \*old\* version of Excel, say (2003 or before), you'll \*have\* to use 'Windows'/'Latin' like this.

However, if you need to interact with more modern systems at any point - such as the output from the Joy of Plants "Plant Name List Matcher", say - set up another Export/Import in Bluepark that \*does\* have "UTF-8" ticked.

(Joy of Plants' own tools will import \*any\* kind of CSV file, while saving CSV files with UTF-8 encoding, ready for any Webshop.)

### ***If you're Importing data into ANY Webshop via CSV, and the foreign characters or symbols display wrongly:***

- return to the app / program where the data \*does\* still display correctly - a spreadsheet perhaps, or EPOS system
- use whichever command (such as 'Save as' or 'Export') it uses for creating CSV files
- in this dialog, look for an option that mentions 'UTF-8' - it may be part of a setting called 'Character set' or 'Encoding' or 'Filter Settings', or it may be a separate "file type".

Some programs, like Excel 2003 or earlier, may not have such a setting. One solution here is to open your spreadsheet file in the free-to-use Office suite, 'Libre Office'. Use its 'Save as' command, choose 'Text/CSV' or 'CSV', and tick the "Edit filter Settings" tickbox on this dialog *before* you click the 'Save' button. (If it then suggests you consider "ODF" format, decline the invitation and stick with "CSV".) It will then display a 'Field Options' dialog, in which the first line lets you set 'Character set' as "Unicode (UTF-8)". The other settings, eg using comma as a 'Separator', should be fine. The CSV file should import into your webshop without any characters being corrupted.

### ***If you're Exporting data from ANY Webshop via CSV, and the foreign characters or symbols display wrongly (eg in Excel):***

Again, if you have an old version of Excel (2003 or before) it won't know how to read these characters from a CSV, so use 'Libre Office' (mentioned above), use its File/Open and choose the CSV file; a "Text Import Wizard" is then shown which lets you set the "Character Set" to "Unicode (UTF-8)" and tick "Comma" as the "Separator". You can then use "Save as" and set "Save as Type" to "Excel 97-2003", and you'll have an "XLS" file with the correct foreign characters in it. (But of course, if you later want to get the data out of that Spreadsheet, it involves LibreOffice again, as mentioned above.)

But even newer versions of Excel (2007+) will sometimes make a mess of these characters, when you \*Open\* the CSV file. (Especially when exporting from Shopify.) If this happens to you, exporting from any Webshop, then instead of using Excel's "Open", make a new empty spreadsheet, and use Excel's "Data/From Text" (or "From Text/CSV") option. It should let you choose "UTF-8" as the type (or similar name eg "Unicode UTF-8" or even "65001: Unicode (UTF-8)"), and "Comma" as the "Separator". Your plant data will then be imported into your new spreadsheet.

### ***Advanced reference info (if you're stuck):***

- We mentioned above that there are two ways to write a "UTF-8" file: they are with, and without, a special "BOM" character at the beginning. And when Microsoft programs "Open" a CSV file which is supposedly in UTF-8 encoding, they require the BOM character to be there - otherwise, they assume the CSV is in the ancient "Windows/Latin" encoding, so if it was really in UTF-8, the characters get corrupted.

Shopify, Bluepark and WooCommerce will all Import UTF-8 files successfully whether or not they have this "BOM" character. However, in our tests (as of September 2020), when Shopify \*Exports\* a CSV file, even using its "for Excel" option, it stores the file with UTF-8 encoding but \*without\* this "BOM" character, which means if you then try to Open it in Excel (in the 2007+ versions which allegedly understand UTF-8), it's going to go wrong.

- One further, super-rare issue: we found that Bluepark imports any UTF-8 data perfectly, but when \*Exporting\* a CSV file, there's an issue. It saves it with UTF-8 encoding with "BOM" character, which is all great, and all the everyday symbols and common European foreign characters are saved perfectly as UTF-8, but any more esoteric symbols/characters in your plant data may be saved as \*HTML characters\*, ie "encoded for display on the web", and unless you were moving the data to some kind of use on the web, that's just going to convert each rare character to a sequence of characters like "&#362". (If you know why this happens, we'd love to hear from you!)