

FAQ: SiteOne Catalog Import

Q: I completed the admin setup but don't see items?

A: Catalog Items are imported and updated overnight. You will see them day after establishing the sync. Once imported any cost updates will update overnight.

Q: How are categories assigned when Items are imported?

A: Categories are assigned using the naming convention on the Import SiteOne Price Book tab in branch setup. SiteOne categories are Nursery, Landscape Supplies, Outdoor Lighting, Irrigation, Maintenance. Once an item a category can be changed if there are existing categories you would prefer to continue using.

Q: How are unit types assigned when items are imported?

A: Unit types are assigned by Setup in SiteOne's catalog. If an existing catalog is in place there could be similar unit types. example: Unit type of BX existed, SiteOne had unit type of BOX.

Q: I had an items catalog in Aspire before importing SiteOne items. Does this effect my current item list?

A: No. Importing SiteOne items does not change any existing items that were already in place.

Items to Consider:

- Are there items that should be made inactive now that I imported SiteOne items?
- Before Inactivating an inventory item is there a QTY on hand balance that should be transferred to the new SiteOne item?
- Do templates have to be updated to add SiteOne Items?
- Do Kits have to be updated to include SiteOne items?

Q: Will importing items change anything in purchasing assistant?

A: No. Any opportunities that are won will remain as is. Purchasing assistant will show original catalog items that were estimated.

Q: How can I identify SiteOne catalog items vs. Catalog items I add to Aspire?

A: Two Ways

- In Admin, Manage Items there is a field called Vendor Catalog that can be used to filter, display, sort, group SiteOne Items.
- When estimating and adding an item the magnifying glass for Advanced Item Search can be clicked. Vendor catalog can be used as a filter to display SiteOne catalog items only.

When allocating inventory items from crew mobile SiteOne items are not specified. Crew Leaders will see Item names as they exist today. In purchasing assistant SiteOne items are not specified. It will work as it exists today.

Q: What if I believe there are items missing in my Aspire Catalog after the sync is complete who should I contact?

A: Call Support at SiteOne 1-800-SITEONE (1-800-748-3663).