



CSV Feed Setup Guide

Getting started :

How can I enable feeds?

Why am I/my developer not able to see 'Feed setup' in the menu?

How to set up markups for feeds?

Can I set markups for every type of feed that I have?

Can I set markups for gemstones feeds?

How To's :

How to set up a new CSV feed and use Nivoda's FTP server to store the file?

How to set up a new CSV feed and use your own FTP server to store the file?

How to set up a new CSV feed and get a download link for the file?

How do I filter stones I get in the CSV file?

How do I customize the columns I get in the CSV file?

Do the filters and column customization on the feed setup page apply to the API feeds?

I have updated the filters/markups/currency on the feed setup page. Does the CSV file get updated immediately?

Can I add more feeds than the default?

Webooks :

Is there a way I can get updates about diamonds that get sold between CSV file refreshes?

Media :

How can I get the image of a diamond/gemstone from CSV feeds?

How do I use the image/video url from the feed to show it on my website?

Your video url isn't working well with my website. Is there another way to do this?

Can I change the size of the frame of the image or video?

Can I make the video play automatically?

Adding Suppliers :

Can I select suppliers that I want for my feed?

How long does it take for changes made to the Feed center to reflect in the feed?

Do changes made on the Feed center apply to CSV feeds?

Getting started with Feeds

- How can I enable feeds?

To integrate feeds into your website

1. Login to the Nivoda platform
2. Open the side menu
3. Towards the bottom you will find 'Feed setup', click on it
4. This will open a page with the Feeds setup guide which will guide you set up feeds on your website based on how you want to integrate feeds with your platform

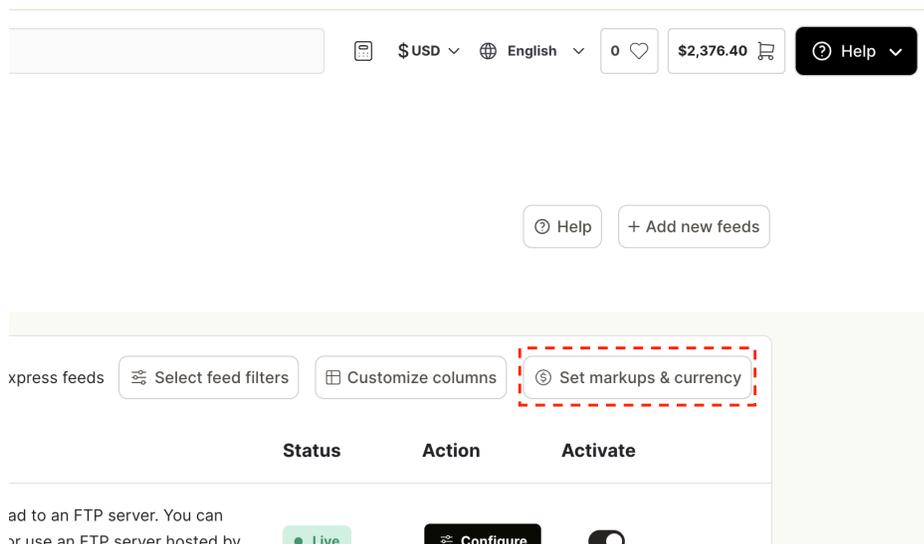
- Why can't I see 'Feed setup' in the menu?

Please check your user type. Only users of type 'Owner' can access the feed setup page.

If you are the owner and cannot see this page, please contact us.

- How can I set my markups?

Within the Nivoda platform, the customer can access the Feed Setup page using the following link: Nivoda Account > Menu > Feed Setup > 'Set markups and currency'



Any updates to the markups or currency will reflect in the next CSV upload

- Can I set markups for every type of feed that I have?

You cannot set markups for gemstone feeds. You will need to configure these markups directly on our website with your web developer.

How To's

- How to set up a new CSV feed and use Nivoda's FTP server to store the file?

CSV feeds are completely self-serve.

1. Go to the Feed setup page
2. You have 5 different feeds for Natural White, Natural Fancy, Lab grown White, Lab grown Fancy and Gemstones
3. For getting the CSV file via Nivoda's FTP, use the first option

Feed Setup

Connection status: ● Inactive Help + Add new feeds

Natural Lab grown **Natural White** Natural Fancy Lab grown White Gemstones

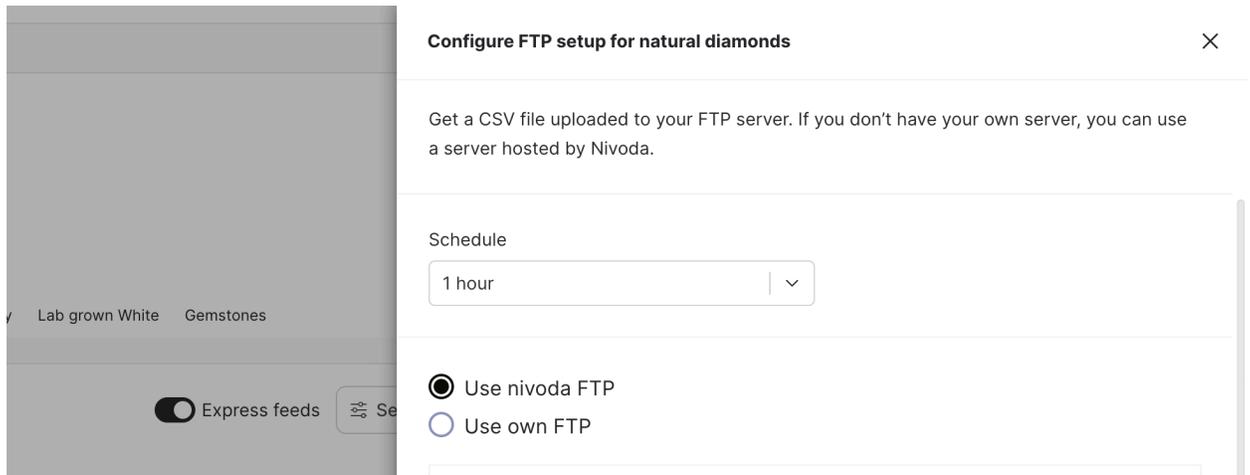
Natural White Express feeds

Feed type	Description	Status	Action	Activate
FTP setup	The CSV file of your feed will upload to an FTP server. You can add your own FTP server details, or use an FTP server hosted by Nivoda.	● Inactive	<input type="button" value="Configure"/>	<input type="checkbox"/>
Download links	The CSV file of your feed is also available at any time as a download link.	● Inactive	<input type="button" value="Configure"/>	<input type="checkbox"/>

Current feed count: Previous feed count:

4. Toggle the activate switch for the 'FTP setup' option. This will also activate the 'Download links' option
5. Click on 'Configure' to open the configuration for the feed of your choice
6. Configure the schedule to set the frequency at which you want the file to update. The default is 3 hours.

7. To use Nivoda's FTP, you can find the credentials in the first option configuration



- How to set up a new CSV feed and use your own FTP server to store the file?

CSV feeds are completely self-serve.

1. Go to the Feed setup page
2. You have 5 different feeds for Natural White, Natural Fancy, Lab grown White, Lab grown Fancy and Gemstones

3. For getting the CSV file via FTP, use the first option

Feed Setup

Connection status: ● Inactive ? Help + Add new feeds

Natural Lab grown **Natural White** Natural Fancy Lab grown White Gemstones

Natural White Express feeds

Feed type	Description	Status	Action	Activate
FTP setup	The CSV file of your feed will upload to an FTP server. You can add your own FTP server details, or use an FTP server hosted by Nivoda.	● Inactive	<input type="button" value="Configure"/>	<input type="checkbox"/>
Download links	The CSV file of your feed is also available at any time as a download link.	● Inactive	<input type="button" value="Configure"/>	<input type="checkbox"/>

Current feed count: Previous feed count:

4. Toggle the activate switch for the 'FTP setup' option. This will also activate the 'Download links' option
5. Click on 'Configure' to open the configuration for the feed of your choice
6. Configure the schedule to set the frequency at which you want the file to update. The default is 3 hours.
7. To get the CSV file delivered in your own FTP/SFTP, you can enter the credentials in the first option configuration under 'Use own FTP'

- How to set up a new CSV feed and get a download link for the file?

CSV feeds are completely self-serve.

1. Go to the Feed setup page and dismiss the guide.
2. You have 5 different feeds for Natural White, Natural Fancy, Lab grown White, Lab grown Fancy and Gemstones

3. For getting the direct download link to the CSV file, use the second option

The screenshot shows the 'Feed Setup' page for 'Natural White'. At the top, there's a navigation bar with 'Menu', a search bar, currency (\$USD), language (English), a shopping cart with '0' items and '\$0.00', and a 'Help' button. Below the navigation, the page title is 'Feed Setup' and the connection status is 'Inactive'. There are 'Help' and '+ Add new feeds' buttons. A breadcrumb trail shows 'Natural > Lab grown > Natural White > Natural Fancy > Lab grown White > Gemstones'. The main content area is titled 'Natural White' and includes a toggle for 'Express feeds' and buttons for 'Select feed filters', 'Customize columns', and 'Set markups & currency'. A table lists two feed options:

Feed type	Description	Status	Action	Activate
FTP setup	The CSV file of your feed will upload to an FTP server. You can add your own FTP server details, or use an FTP server hosted by Nivoda.	Inactive	Configure	<input type="checkbox"/>
Download links	The CSV file of your feed is also available at any time as a download link.	Inactive	Configure	<input type="checkbox"/>

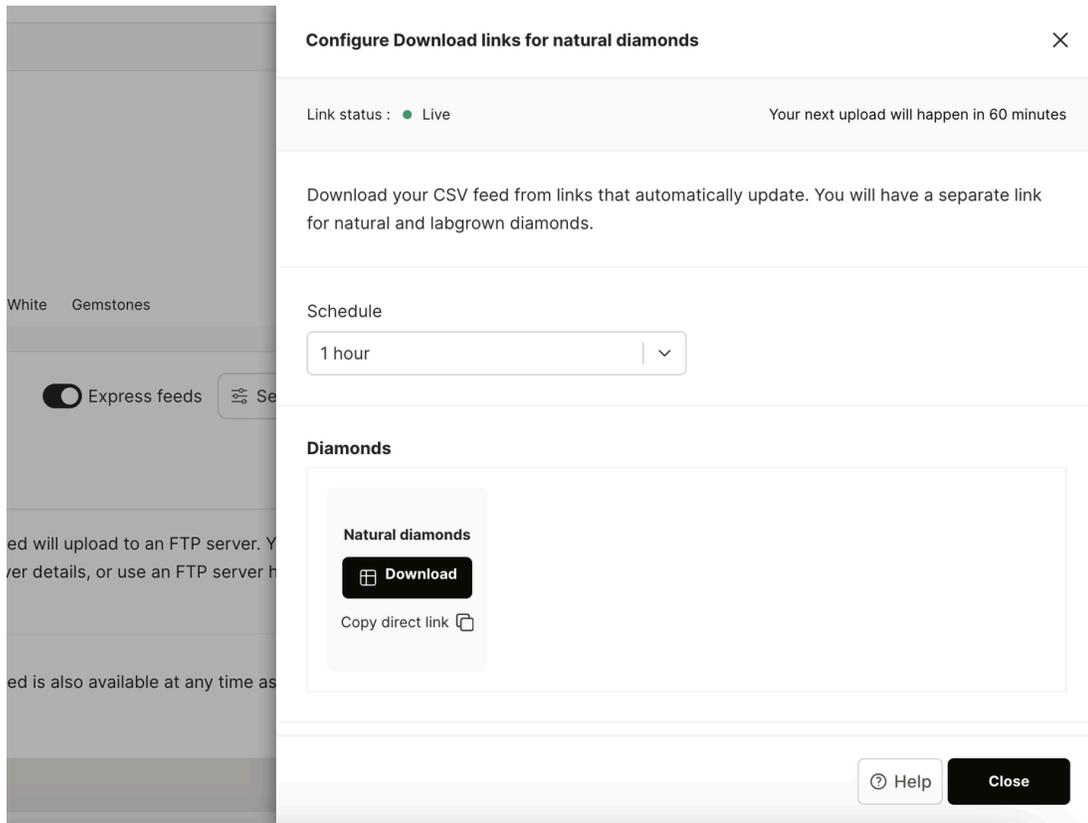
At the bottom of the table, there are fields for 'Current feed count:' and 'Previous feed count:'.

4. Toggle the activate switch for the 'FTP setup' option. This will also activate the 'Download links' option

5. Click on 'Configure' to open the configuration for the 'Download links'

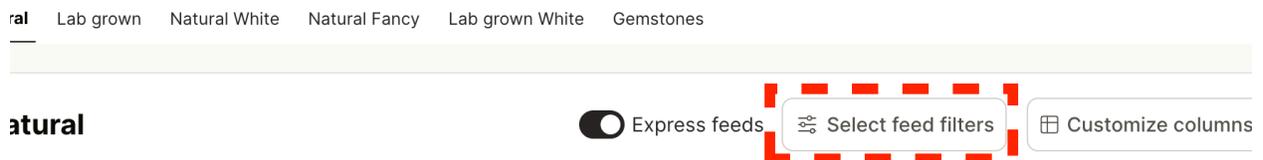
6. Configure the schedule to set the frequency at which you want the file to update. The default is 3 hours.

7. To get the download link, you can find it in the configuration of the second option



- How do I filter stones I get in the CSV file?

You can select filters for a feed using the ‘Select feed filters’ option, where you will find all the relevant filters



You can apply a different set of feed filters for every feed that you have

- How do I customize the columns I get in the CSV file?

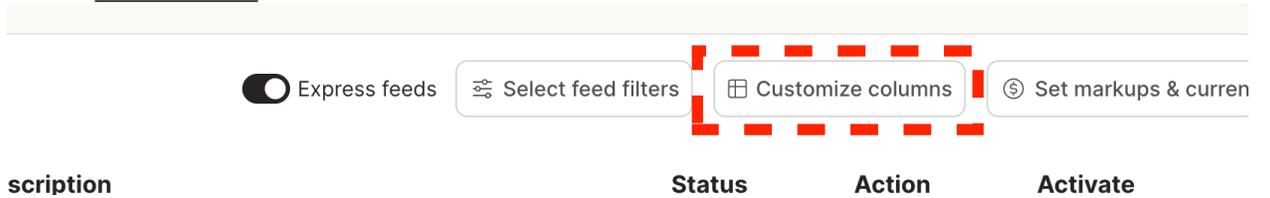
You can :

1. Choose which columns you want in the CSV file
2. Rename the columns based on your requirement

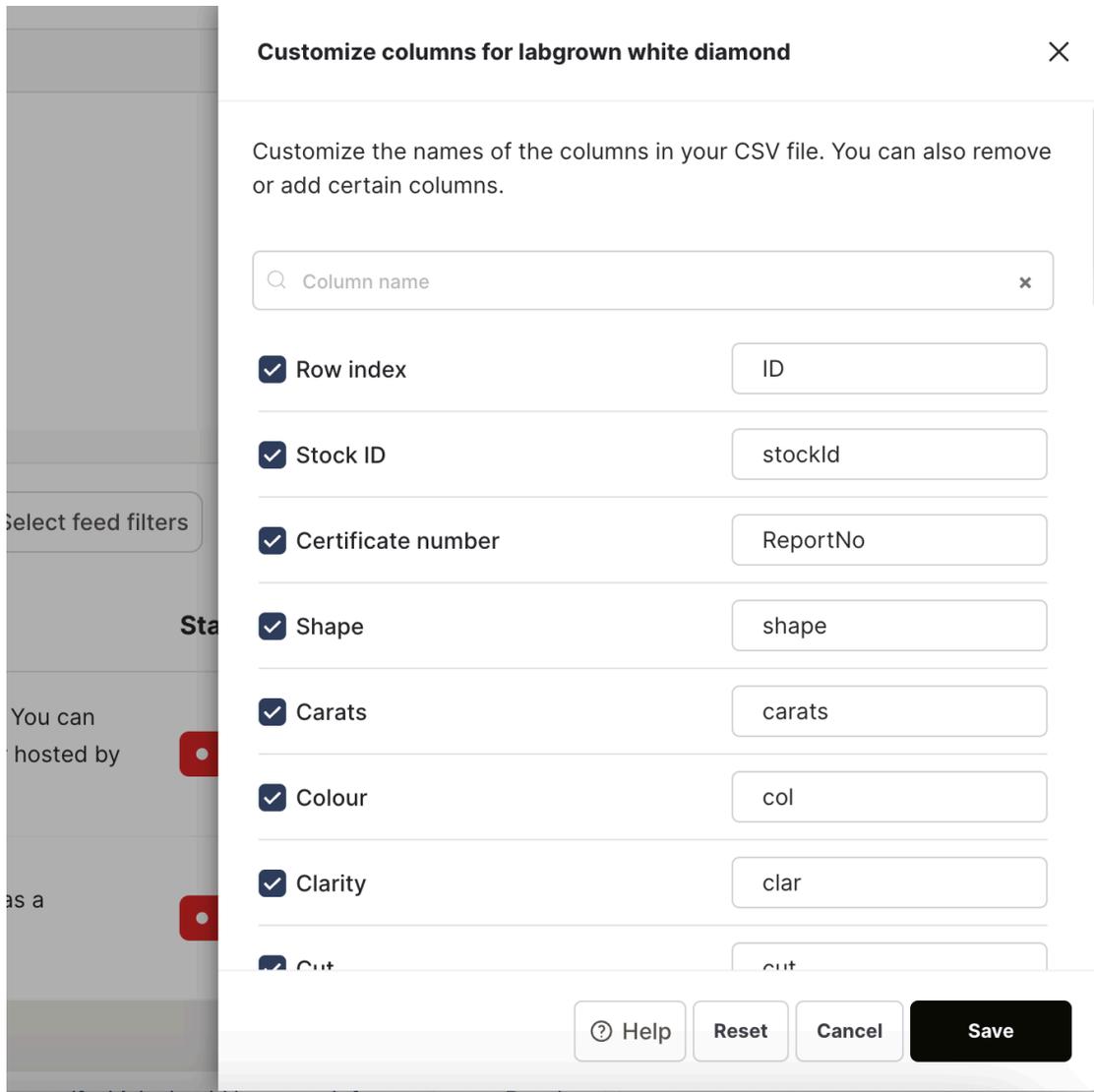
To do this :

1. Click the 'Customize columns' option

al Fancy **Lab grown White** Gemstones



2. Select the columns you want in the CSV file and enter the name you want for any of them



You can choose different columns and rename them differently for every feed that you have

- Do the filters and column customization on the feed setup page apply to the API feeds?

No, you can filter using query parameters in the API request and map columns to your internal field names as required.

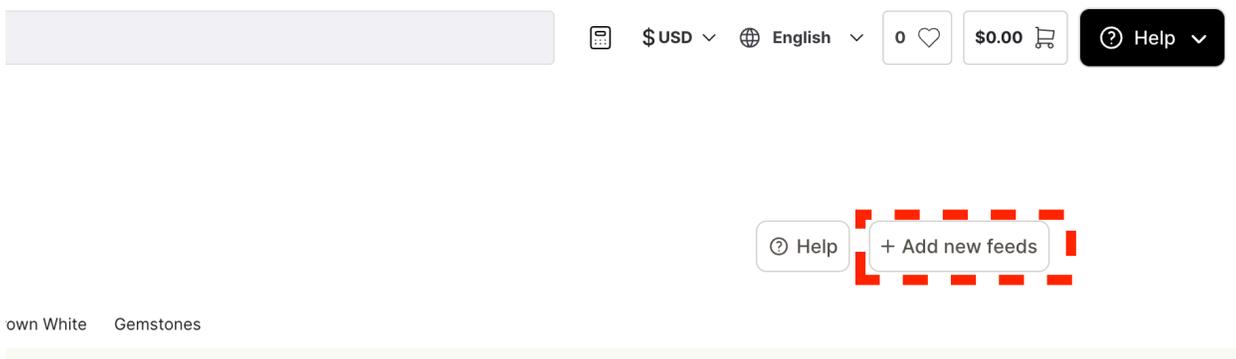
- I have updated the filters/markups/currency on the feed setup page. Does the CSV file get updated immediately?

Yes, the changes will reflect the next time the file is updated

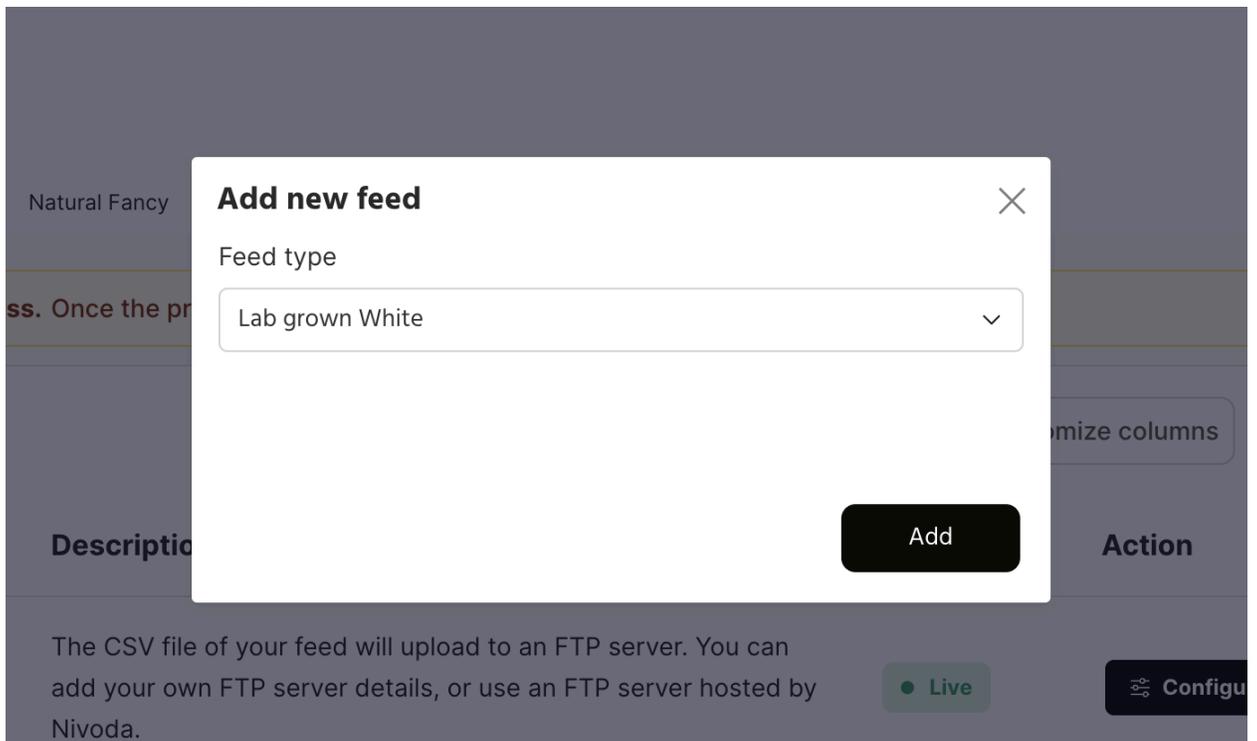
- Can I add more feeds than the default?

Yes, you can add up to 8 feeds in total. Steps to add a feed are :

1. Click on 'Add new feeds'



2. Choose the feed type and click 'Add'



Webhook notifications for unavailable diamonds

- Is there a way I can get updates about diamonds that get sold between CSV file refreshes?

Yes, we have webhooks that you can configure to get notifications about diamonds that are made not available.

Steps to integrate are as follows :

To enable this feature, feed customers need to provide a webhook endpoint with basic authentication. You will need to share the username and password that they expect Nivoda to authenticate with.

Basic authentication is a very simple authentication scheme that is built into the HTTP protocol. You will send us HTTP requests with the Authorization header that contains the Basic word followed by a space and a base64-encoded username:password string. For example, a header containing the demo / p@55w0rd credentials would be encoded as:

Authorization: Basic ZGVtbzpwQDU1dzByZA==

```
{"certificate_id": "e7a2f40c-d221-55fc-b910-bdf4fb7a0c82",
```

```
  "certNumber": "LG628471868",
```

```
  "d_id": "ddac137d-f17e-4661-8117-ca1a205a8325",
```

```
  "supplierStockId": "100747497022",
```

```
  "certificate_type": "LabgrownCertificate"}  
}
```

We don't have webhook notifications for Gemstones yet

Images and videos in CSV/API feeds

- How can I get the image of a diamond/gemstone from CSV or API feeds?

Look for a column named 'image'. This contains the url of the image of the diamond.

- How do I use the image/video url from the feed to show it on my website?

The most popular way of doing this is by using an iframe and passing the image url as source

- How can I get the video of a diamond/gemstone from CSV feeds?

Look for a column named 'video'. This contains the url of the video of the diamond.

- Your video url isn't working well with my website. Is there another way to do this?

We also provide the high quality images of some stones where a video is available for customers to create their own video. This is readily available on request for our CSV users, please email tech@nivoda.com

- Can I change the size of the frame of the image or video?

Yes, you can adjust the frame size by changing the dimensions at the end of the image/video link. By default it is /500/500 → 500 by 500 frame size

- Can I make the video play automatically?

Yes, just at /autoplay to the video url

If you have any questions or concerns, please see our Help

Guide directly on the Nivoda platform.

Thank you!