

Enable the Compatibility Check action

Last Modified on 07/30/2025 12:55 pm EDT

The Compatibility Check action helps customers find products that are compatible with each other.

This feature saves customers' time by allowing customers to research and purchase all compatible items at once, or allows customers to find the exact part needed for their item. It can also help reduce returns and unhappy customers by ensuring they've purchased the correct item.

When you upload compatibility files and enable the Compatibility Check action, you expand alby's capabilities for your customers. Some of the uses of enabling the Compatibility Check action include:

- Finding all compatible accessories for a specific device (cases, chargers, and screen protectors that work with a specific phone model).
- Matching replacement parts with existing equipment (finding the correct filter for a specific air purifier model)
- Verifying compatibility before purchase (checking if a memory card works with a particular camera)

The action also generates relevant questions such as, "Does this fit my Honda Civic?" and "Is this compatible with a Samsung Galaxy Fold?"

By uploading a file to your SFTP, you can control which products are compatible with other products.

□

Prerequisites

- An SFTP connection setup with alby where you will send the file.
- The SFTP must have a folder named **compatibility_catalog**. if it doesn't exist, create one using this name. You will put the CSV file here.

Creating a compatibility file

To enable the Compatibility Check action, you must provide a compatibility file in CSV format via SFTP.

The file has three fields, the base product ID, the product ID of the compatible item, and the name of the compatible item.

This file will allow alby to map one product to another and use it when the Compatibility Check action is enabled.

Compatibility is not automatically bidirectional. When Product A is marked as compatible with Product B, this does not mean Product B is automatically compatible with Product A. To establish mutual compatibility, you must create separate entries for both products.

CSV format

The compatibility file must contain three columns in this specific order:

Column Name	Description	Required
-------------	-------------	----------

Column Name	Description	Required
product_id	Product ID of the item.	Yes
compatibility_model_key	Product ID of the compatible item.	Yes
compatibility_model_name	The display name of the compatible item.	Yes

If you're using the alby Shopify app, format your compatibility file the same way, but ensure each product_id starts with gid://shopify/Product/.

File structure

Example filename

Brand_Compatibility_YYYYMMDD_HHMMSS.csv

We recommend naming your file with the brand name followed by the export date and time. Use only alphanumeric characters and underscores in the filename—avoid spaces, colons, and other special characters.

CSV file requirements

While alby can auto-detect various delimiters, we recommend using standard commas. For successful processing, your CSV files must meet these requirements:

- **Format:** Files must be CSV format—Excel XLSX files are not supported.
- **Encoding:** All files must use UTF-8 encoding.
- **Header Row:** Files must include a header row that defines the columns.

Example CSV file

Here's a sample of the required CSV format:

product_id	compatibility_model_key	compatibility_model_name
V56573UEYT898	K97301TUEO922	Patio Seat Cushion

Once you follow these guidelines, your compatibility file will be properly uploaded and linked to the corresponding products on the alby platform.