Customize CSV and XML templates for advanced media ingestion

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> **This article is designated for administrators.**

About

This article explains how to customize Kaltura's CSV and XML bulk upload templates to support advanced ingestion workflows.

You can extend the templates to include custom metadata, account-specific settings, and advanced content options such as multiple thumbnails or transcoding flavors.

Use this article when you need to modify the sample templates downloaded from the Rich Media Content Management System (Rich Media CMS).

Each row in a CSV file or `<item>` element in an XML file represents one media entry created in your account using the metadata defined in the file.

> - For instructions on uploading media in bulk, see Upload media in bulk.
> - For guidance on preparing a CSV file, see Prepare a CSV file for media bulk upload.

How validation works

When you upload a CSV or XML file, Kaltura validates it before processing. The system checks:

- Structure of the file
- Required fields
- Order and formatting of metadata elements
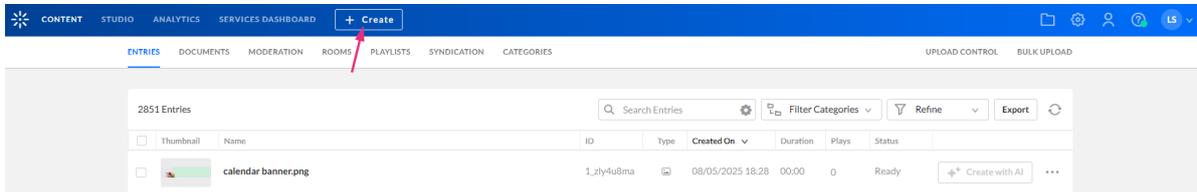- Compliance with Kaltura's XML schema (XSD), when using XML files

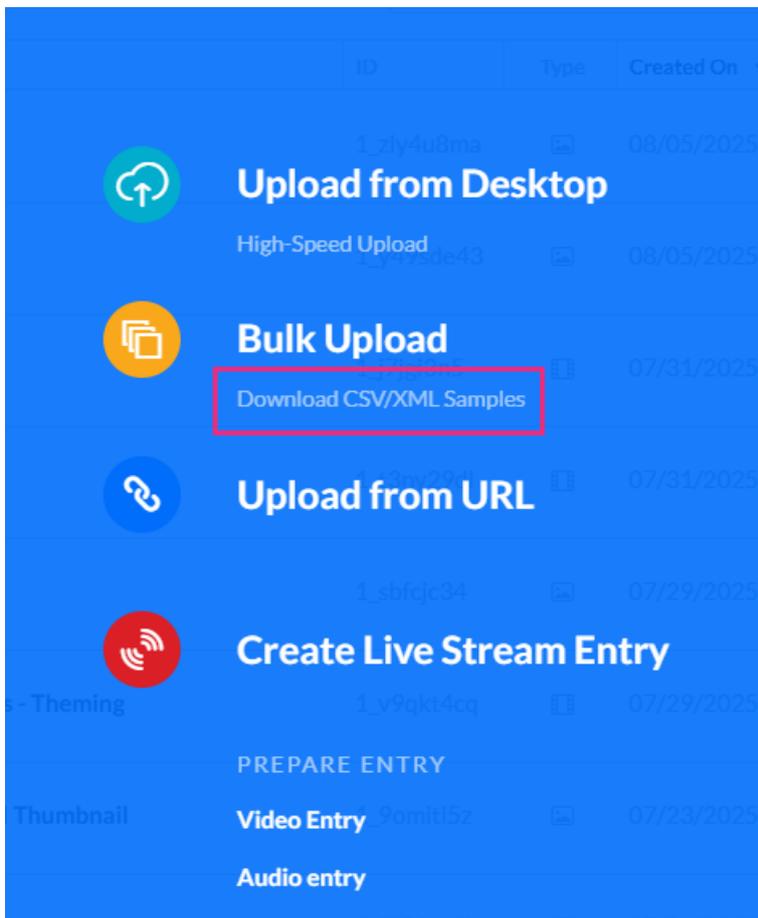> To learn more about the structure of CSV and XML files, see Introduction to bulk upload.

Use sample files

Start with the sample templates provided in Rich Media CMS. These files include the correct field structure and example metadata values.

1. Click the **+Create** button in the Rich Media CMS.

2. Click **Download CSV/XML Samples**.

3. Open the downloaded folder and fill in the relevant metadata fields.

Add advanced options

You can modify the sample templates to support more advanced ingestion scenarios.

- Multiple or custom metadata fields
- Multiple thumbnails
- Multiple transcoding flavors

- Entry updates using the update action
- Account-specific metadata profiles

> ✅
> Make sure the XML structure follows the XSD schema to avoid validation errors.

Learn more

To explore the XML structure for custom data items, refer to the official schema documentation:

- customDataItems element
- customData element