iWeb Development

User manual

Exact Online Accounting Advanced- Magento

Introduction

Thank you for choosing the Exact Online connector from iWebDevelopment. In this user manual the various parts of the connector are explained as well as a brief overview of the synchronization with Exact Online. Do not hesitate to contact iWebDevelopment in case of questions!

The following chapters have been included in this document:

1. Requirements
2. Accounts
3. Items
4. Sales invoices

Requirements

For correct functioning of the synchronization it is important that your online shop meets the following requirements:

- Magento 1.6 or above. Magento 2.0 is not supported yet.

- Support SOAP Webservices

- Standard Magento configuration

- No price or discount affecting extensions

- Only default Magento order states

- The WS-I Complaince has to be disabled.
  This can be done by going to "System" -> "Configuration" -> "Services" -> "Magento Core API" and disabling the WS-I compliance.

1. Accounts / Customers

When an order is placed in the Magento shop, the customer will be synchronized as an account in the Exact Online CRM system. The data from the invoice created by Magento will be synchronized. The following table shows which account data will be imported from Magento into Exact Online:

Magento - Customer	Exact Online - Account- information
Company name	Name
First name - Prefix - Last name	Name (if company name is empty)
Address 1	Address 1
Address 2	Address 2
Postal code	Postal code
City	City
Country	Country
Phone number	Phone
E-mail	E-mail
VAT number	VAT number (if valid)

Magento - Customer	Exact Online - Contact- information
First name	First name
Prefix	Prefix
Last name	Last name
Phone number	Phone
E-mail	E-mail

* All VAT numbers are validated by the EU-VIES service. In case of an invalid VAT number, it will not be entered.

2. Items

2.1. General item synchronisation

When a product is created in Magento, an item will also be created in Exact Online which is connected to the Magento product. When the item is created in Exact Online or edited in Magento, the following information will be synchronized from Magento:

Magento - Product	Exact Online - Item
SKU / Product ID	Item code* (maximum of 30 characters)
	Item group**
Name	Description
Description	Extra description
Sales price (including VAT)	Sales price

* The item code is determined by various fields:

- If the SKU field is filled in and not longer than 30 characters, this will be used as the item code.

- If the SKU field is empty or longer than 30 characters, the Product ID will be used as item code.

It is important to know that the item code field will only be filled in during the creation of a product and not for further product adjustments.

** The item group as configured during the installation will be used.

2.2. First synchronization after installation

In relation to various limitations we can synchronize a maximum of 35 items per 5 minutes to your Exact Online account. To synchronize a larger catalogue it will take a little longer.

In addition to the items from your catalogue, 2 additional items will be created in Exact Online:

- payment

- shipment

- adjustment

This items will be used to register payment- and/or shipping costs when creating a sales invoice in Exact Online.

3. Sales invoices

When an invoice is attached to an order, the content of the invoice will be synchronized as a sales invoice to Exact Online. The following data from the headers will be synchronized as a sales invoice:

Magento - Order / Invoice	Exact Online - Sales invoice
Ordering customer	Account from section 1
	Salesjournal*
Order date	Order date
Order number - Invoice number	Description
Order number	Your reference
Order number	Payment reference
	Payment condition**

* Salesjournal code is determined during the configuration part of the installation.

** This is the payment condition which has been configured during the installation of the connector.

The data of the sales invoice (the lines) will synchronized based on the following information from the Magento invoice:

Magento - Order / Invoice lines	Exact Online - Sales invoice lines
	General ledger account*
Product	Item**
Description	Description
Amount	Quantity
Total price	Total price (including VAT)
	VAT-code***

* General Ledger account:

1. For products:

The general ledger account is based on the country of the customer. If a customer is from the country your company is located in, it will be recorded under 'Domestic revenue'.

When the customer has a valid VAT number and resides in an EU country, it will be recorded in the 'EU ledger account'.

If the customer does not reside in the EU, it will be recorded as 'Export sales'.

2. For shipping- and/ or payment costs:

The sales invoice uses 2 separate lines for the shipping and/or payment costs. These will be derived from the general ledger accounts as configured during the installation.

** This is a separate reference to the item that is created as described in section 2

** VAT-code

If the customer is from the country your company is located in, the VAT-code will be used based on the VAT rate from Magento, and use the VAT-code as configured during the installation.

When the customer has a valid VAT number and resides in an EU country, it will use the ICP-VAT-code as configured during the installation.

If the customer does not reside in the EU, the export VAT-code will be used as configured during the installation.

Important

- Make sure you have created a new financial year before the start of a new year. This will make sure the connector can keep functioning properly.
- In case you change the domain or when there is a change to for example HTTPS you need to make sure you have indicated this to us.
- Please let us know any adjustments in the SKU-field of items by sending a mail to our support at info@iwebdevelopment.com. This way we can manually re-synchronize these items to prevent errors from occurring.
- Items or accounts should not be deleted, deduplicated or recreated in Exact Online to ensure correct functioning of the connector.