

User manual

Exact Online Wholesale 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 orders
5. Deliveries
6. 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 Compliance 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 order 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.

Whenever the shipping address of the account deviates from the billing address the connector will create a separate account in the CRM of Exact Online, since the API of Exact Online currently has no support for adding multiple addresses to a single account.

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 order in Exact Online.

3. Sales orders

When an order is placed in Magento and it has the correct status*, the content of the order will be synchronized as a sales order to Exact Online. The following data from the headers will be synchronized as a sales order:

Magento - Order	Exact Online - Sales order
Ordered by / Deliver to - customer	Account from section 1
Order for - customer	Account from section 1
Order date	Order date
Order number	Your reference
Order number	Description
Remarks	Remarks
	Payment condition*

* This status can be configured during the installation and one of the following statuses can be chosen: "pending", "processing" or "completed".

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

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

Magento - Order	Exact Online - Sales order lines
Product	Item*
Description	Description
Amount	Quantity
Total price	Total price (including VAT)
	VAT-code**

* This is a reference to an item which has been created as seen in section 2

Two separate lines are used in the sales order for the shipping and/ or payment costs. You can read more about this in section 2.2 of this user manual.

** 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.

4. Stock

The stock level from Exact Online will be synchronized to Magento using the following formula:

Actual stock - planned outbound stock

The synchronization will be scheduled for every 5 to 10 minutes. The stock levels for items with a change in stock (For example a stock count, sales order or purchase order) will be synchronized in Magento.

5. Deliveries

When a goods delivery is added to a sales order created by the connector, it will be synchronized back to Magento as a delivery.

The content of this delivery consists of the items in the delivery and the tracking code from the delivery. Dependent on your configuration during the installation, a parameter can be synchronized to Magento, allowing the Magento store to send a notification e-mail to the customer.

6. Sales invoices

When a sales invoice is added to an sales order created by the connector in Exact Online, the information from the sales invoice will be synchronized to the Magento store.

The information from the sales invoice consists of the following data:

- The invoiced items
- The amount of invoiced items

The actual sales invoice in PDF format or the invoice number is not synchronized to Magento because this is created by the Magento store itself. If you would like this feature, please contact us for custom adjustments to your Exact Online connector.

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.
- The item group configured during the installation should include a general ledger account for costs, stock and revenue.
- 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.
- Exact Online will be leading regarding the stock synchronization, therefore the stock positions in Magento will be overwritten by the stock positions present in Exact Online.