



CUSTOMER RELATIONSHIP MANAGEMENT  
& WEB DEVELOPMENT

A large decorative graphic consisting of a blue swoosh that curves across the page, with a white stylized '@' symbol integrated into it. The swoosh is set against a light grey background that also features a subtle wave pattern.

# CRM ONLINE AUSTRALIA PTY LTD CLOUD ACCOUNTING CONNECTOR

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# 1 OVERVIEW

This document is a user guide for the Cloud Accounting Connector for SugarCRM. It provides a step by step guide to installing the connector into SugarCRM and also how to connect it to your cloud-based accounting package. The connector currently supports two leading cloud-based accounting packages:

1. Saasu Net Accounts
2. Xero Online Accounting

The Cloud Accounting Connector is one of the most advanced CRM & Accounting integrations available and provides a single point of entry from sales through to accounting. The connector offers the following core features:

1. Synchronisation of client details from the CRM to the accounting package and back when updated in the accounting package. This synchronisation is selective in that it will only push client details to the accounting package once a purchase or sale has been created against the CRM account.
2. Ability to create invoices directly within the CRM against accounts, contacts, opportunities, cases and projects.
3. Ability to print and email invoices directly from the CRM.
4. Support for creating both item and service-based invoices where the accounting package supports this.
5. Synchronisation of payment status back to the CRM against invoices with the ability to trigger events off the payment of invoices.
6. Full multi-currency support.
7. Support for multiple entities within the one CRM. For example, if you need to separately account for two business entities, but just want to run one CRM, the connector allows for the separation of this information at the invoice creation stage.
8. Ability to convert quotes directly to invoices within the CRM.
9. Synchronisation of product catalogue between the CRM and accounting package.
10. Ability to import clients, products and invoice history from the accounting package when connecting the CRM to an existing accounting file.

The remainder of this document describes the process for installing the module and connecting it to your accounting package as well as day to day use of the cloud accounting module.

## 2 INSTALLATION GUIDE

This section describes the process of installing the Cloud Accounting Connector into SugarCRM.

### 2.1 Install the SugarCRM Module

In order to install the SugarCRM Accounting module, you must first be logged in as an administrator. Once logged in, go to Admin->Module Loader, as shown below.

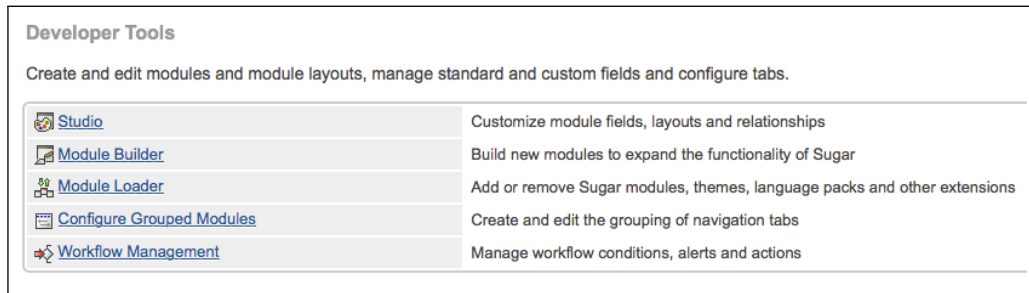


Figure 1: Accessing the Module Loader

Then, upload the installation file supplied as shown below. The installation file is compatible with the CE, PRO, CORPORATE and ENTERPRISE versions of SugarCRM.

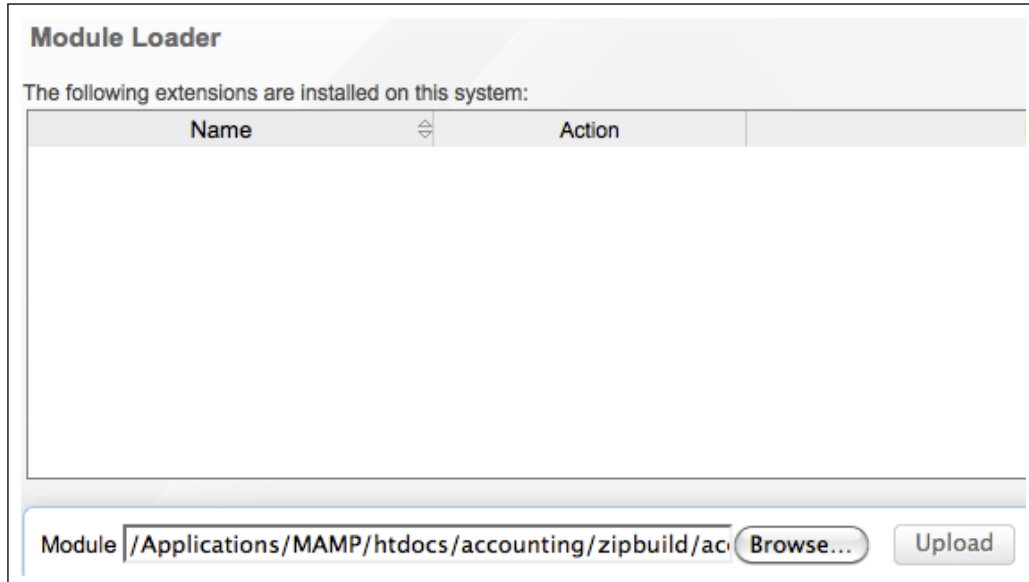


Figure 2: Upload the Accounting Module

Once the file is uploaded, click on the install button as shown below.

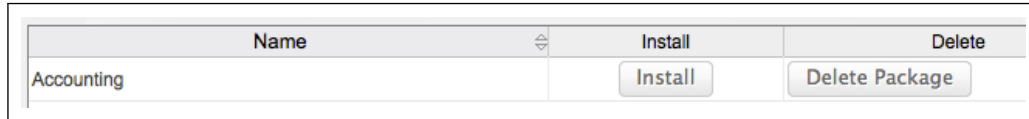


Figure 3: Install the Accounting Module

You'll need to agree to the terms and conditions before proceeding.

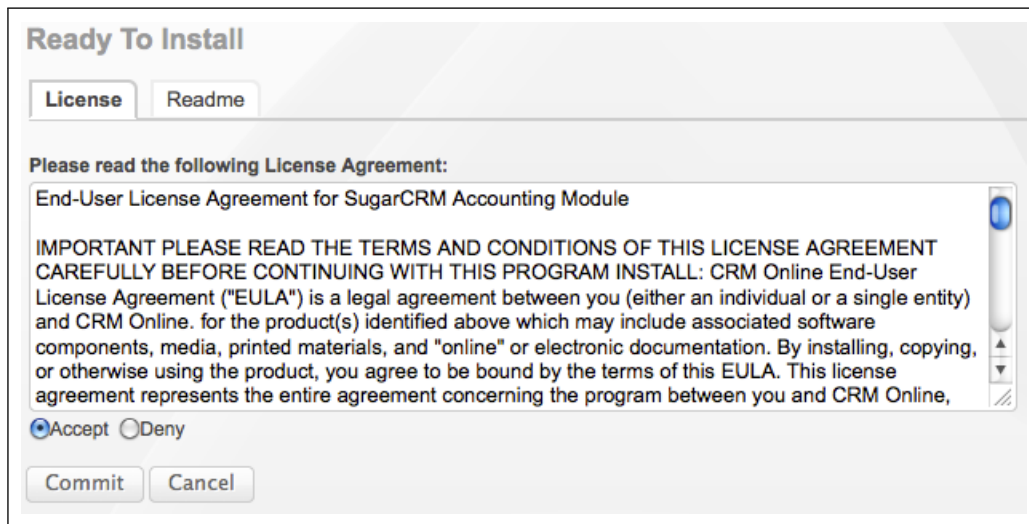


Figure 4: Accept the Terms & Conditions

Once you hit commit, the installation will complete as shown below. Note that in order for this to complete successfully, you'll need to ensure that you have the ioncube php module installed on your server as per the pre-requisites.

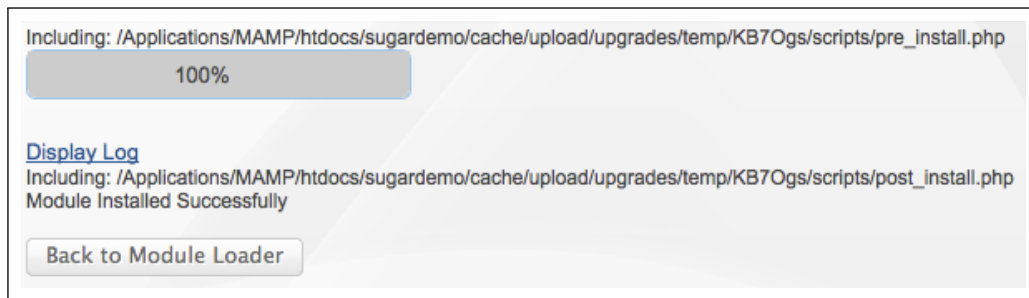


Figure 5: Installation Completed

Once the module is installed as above, it's recommended that you perform the following actions within SugarCRM:

1. Proceed to the repair options at Admin->Repair.
2. Perform a quick repair and rebuild
3. Repair relationships
4. Rebuild Sugar Logic functions

5. Repair roles
6. Log out and then in again.

Once the above steps have been completed, you should be able to proceed with licensing your accounting module.

## 2.2 Apply the License

In order to proceed with the configuration of the accounting module, the accounting module needs to first be licensed. In order to do this, navigate to the licensing option as shown below.

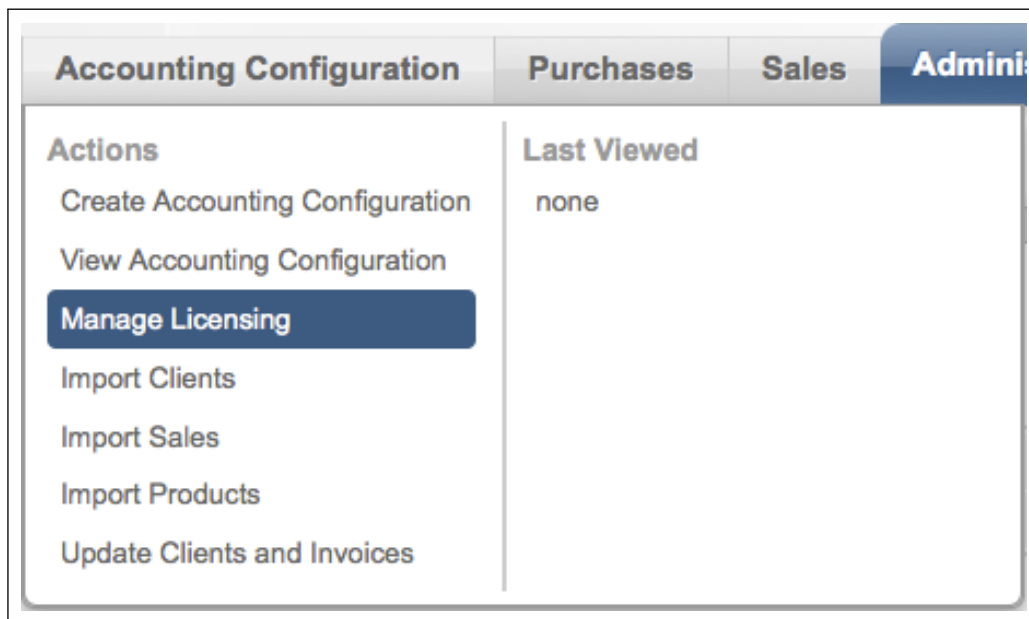


Figure 6: Access License Menu

You should then see the licensing screen as shown below. Enter in the license key provided to you by CRM Online and hit the "Update License" button.

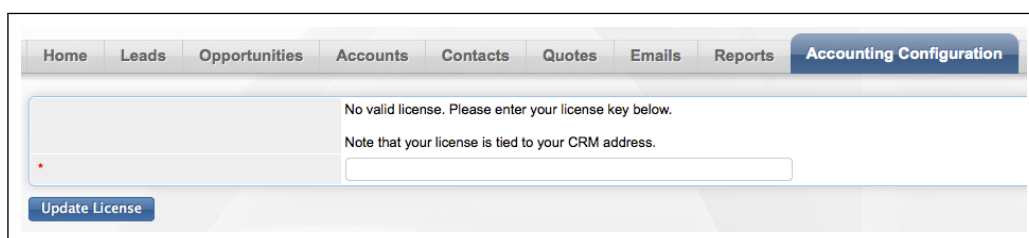


Figure 7: Apply Your License

If the license update is successful, you should see the screen shown below. If the license update is unsuccessful, please contact CRM Online to remedy.

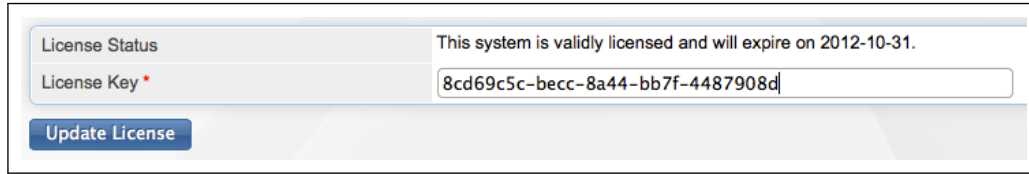


Figure 8: License Successful

## 2.3 Configure the Accounting Connection

In order to connect the SugarCRM module to the accounting system, the module must first be authorised to communicate with the accounting system. The process for setting this up is discussed for each of the accounting packages below.

### 2.3.1 Xero Online Accounting

In order to use the SugarCRM connector for Xero, you will need to authorize the SugarCRM connector to connect to your accounting package. In order to do this, proceed to <http://api.xero.com/> and login using your Xero credentials.

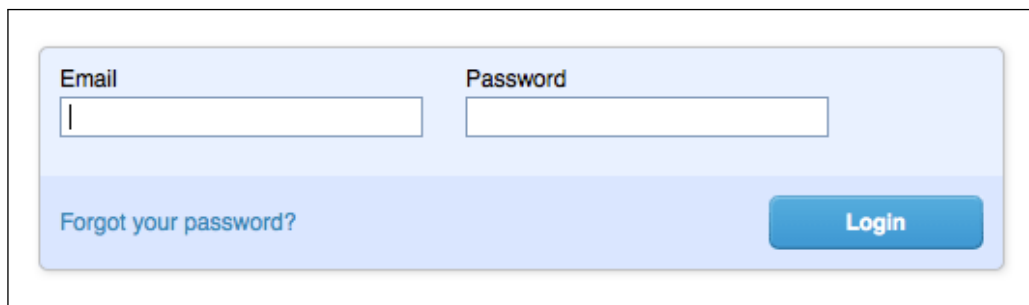


Figure 9: Xero Login Screen

Once you have logged in, you'll see the screen shown below. Click on the "Add Application" button as shown below.

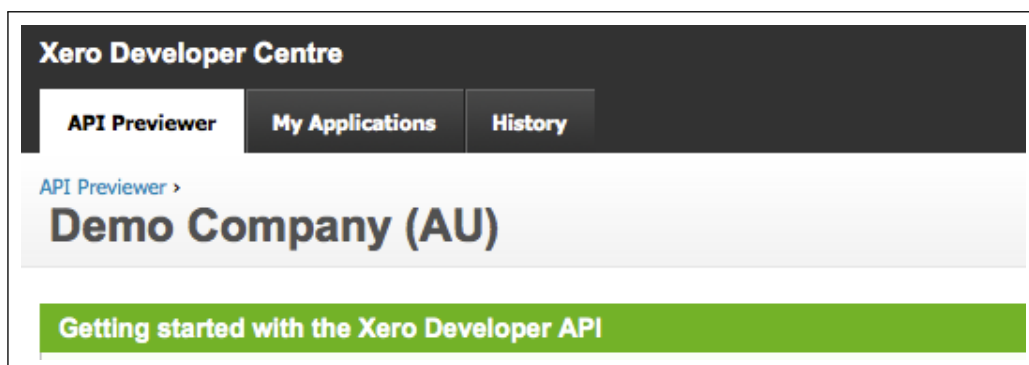
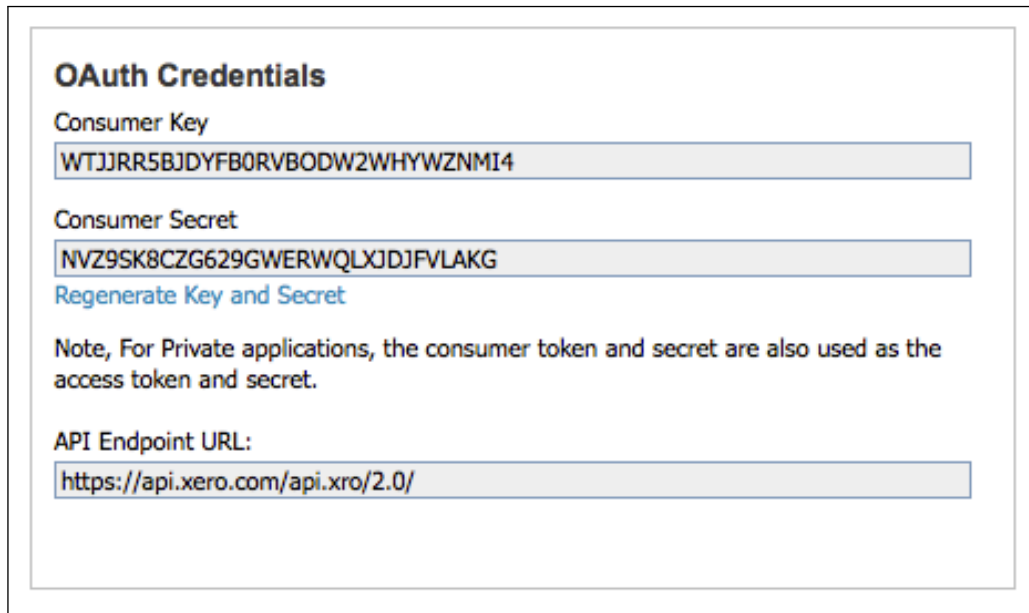


Figure 10: Access the My Applications Menu

Once you've accessed the "My Applications" area, you'll need to enter the settings for the SugarCRM Xero





**OAuth Credentials**

Consumer Key  
WTJJRR5BJDYFB0RVBODW2WHYWZNM14

Consumer Secret  
NVZ9SK8CZG629GWERWQLXJDJFVLAKG

[Regenerate Key and Secret](#)

Note, For Private applications, the consumer token and secret are also used as the access token and secret.

API Endpoint URL:  
<https://api.xero.com/api.xro/2.0/>

Figure 12: Accessing your OAuth Credentials

Take note of the consumer key and secret as you will need to enter these values in the SugarCRM module to enable the connection. Proceed to the section on configuring your company file in SugarCRM.

### 2.3.2 Saasu Net Accounts

## 2.4 Configuring your Company File

Once you have enabled the connection to your accounting package, you need to create the company file reference in SugarCRM. You can do this by creating a new accounting configuration as shown below.

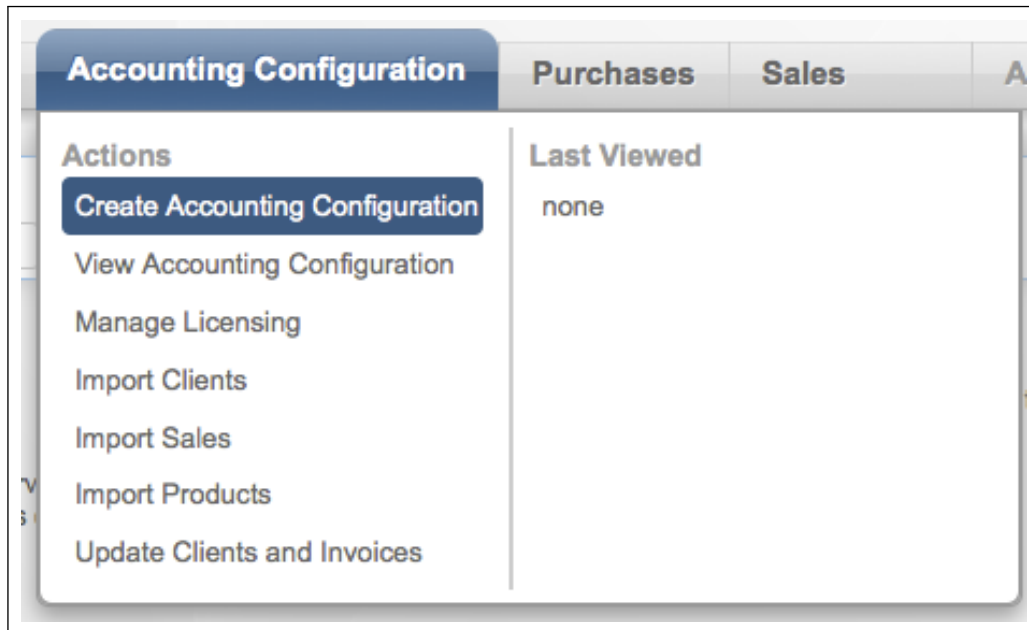


Figure 13: Creating the Accounting Configuration

Once you access the accounting configuration, enter your API Key and Secret to match the values given to you by your accounting package.

A screenshot of a 'Create' configuration form. The form has a 'Save' button and a 'Cancel' button at the top left. It contains the following fields:

- 'Accounting Package:' with a dropdown menu set to 'Xero'.
- 'API Key: \*' with a text input field containing 'WTJJRR5BJDYFB0RV8ODW2WHYWZNM14'.
- 'API Secret: \*' with a text input field containing 'NVZ9SK8CZG629GWERWQLXJDJFVLAAG'.
- 'Default Values' section with the following fields:
  - 'Name: \*' with a text input field containing 'SugarCRM Development'.
  - 'Sale Account:' with a dropdown menu.
  - 'Sales Tax:' with a dropdown menu.
  - 'Sale Includes Tax?:' with a checkbox.
  - 'Purchase Account:' with a dropdown menu.
  - 'Purchase Tax:' with a dropdown menu.
  - 'Purchase Includes Tax?:' with a checkbox.

At the bottom left, there are 'Save' and 'Cancel' buttons.

Figure 14: Configuration Settings

Once you save the configuration, you'll be ready to test your connection.

## 2.5 Testing the Connection

In order to test that your connection to your accounting package is working correctly, simply navigate to the sales module as shown below and select "Create Sale Invoice".



Figure 15: Access the Create Sale Invoice Menu

You should now see a create invoice screen. On load, the system will attempt to load the tax and account codes directly from the accounting package. If successful, you will see a list of tax and account codes in your invoice edit screen as shown below.

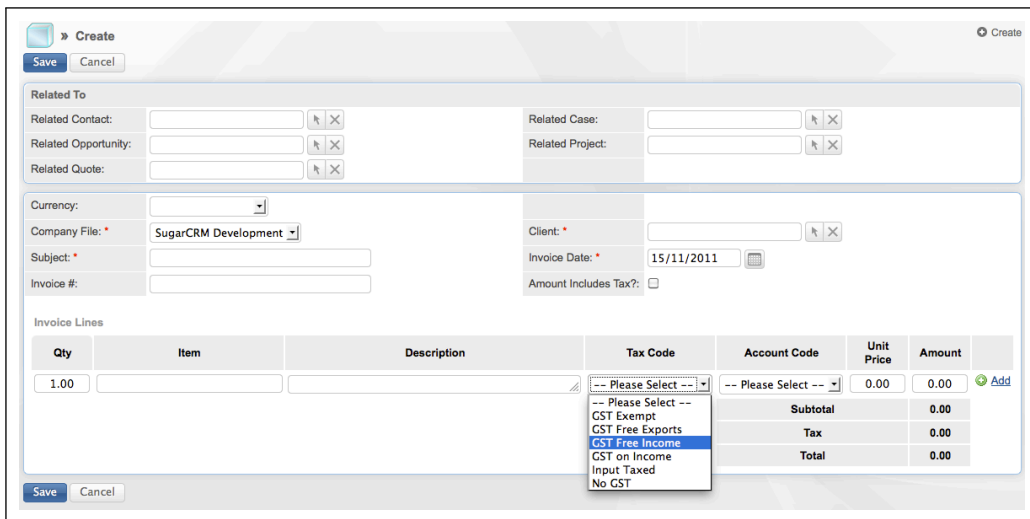


Figure 16: Checking that the Connection is Valid

## 2.6 Importing Clients, Invoices and Products

The process for importing clients, invoices and products into SugarCRM from the accounting package is relatively straight forward. You can access these options from the "Accounting Configuration" option as shown below. Simply select the option and the module will import data from the accounting package and display the results.

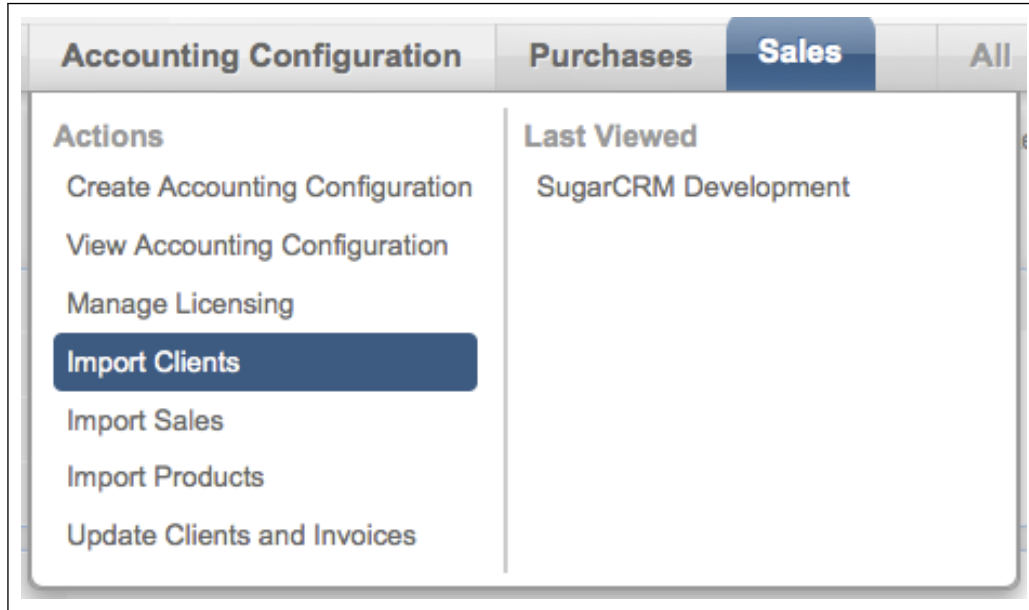


Figure 17: Importing Clients

## 2.7 Configuring the Scheduler

The final step to configuring the accounting module is to configure the scheduler. This is required in order to automatically update the status of invoices from the accounting package back to the CRM.

The scheduler can be accessed by going to Admin and then Scheduler. Once in the scheduler module, the system will list the currently enabled scheduled items. We need to create a new scheduled item by selecting "Create Scheduler" as shown below.

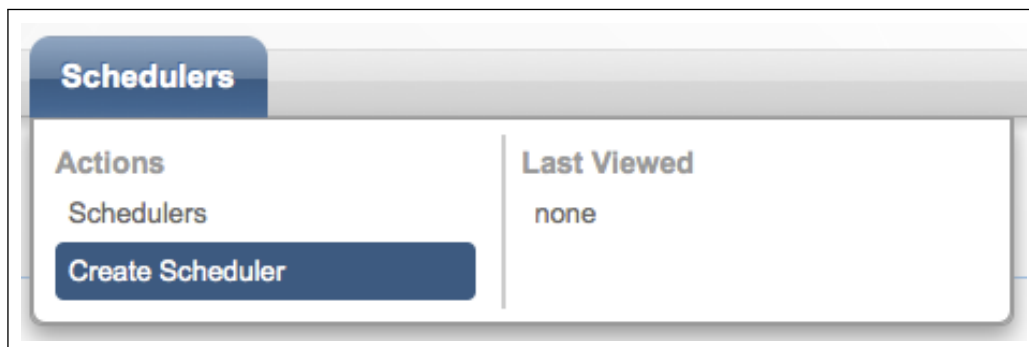


Figure 18: Create a New Scheduled Item

Set up your new scheduled job as per the screenshot below.

1. Set the name of the job to be "Synchronise Accounting"
2. Select the job from the dropdown list as "Synchronise Accounting"
3. Set the schedule for how often the scheduled job runs. A typical setup would run the update once every 30 minutes.

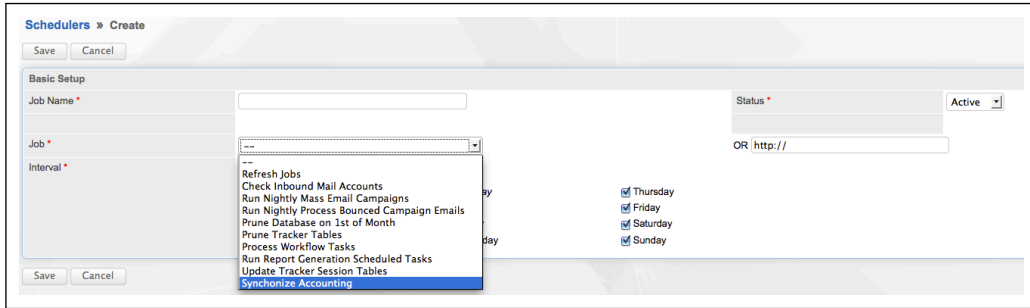


Figure 19: Scheduler Settings

Once these settings are entered, save the job and you've completed the setup of your accounting connector.