User's Guide

info@hand Saasu Connector

1.1

Glenn Richmond

CRM Online Australia Pty Ltd
Perth
Australia
+61 (8) 9415 1366
Internet E-Mail: support@crmonline.com.au
Website: http://www.crmonline.com.au

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Introduction

This document covers the installation and configuration of the Syncme module for info@hand. The module implements a Syncml server that allows users to synchronize their contacts, tasks and calendar directly with any of the following devices or applications:

1) All phones that run the S60 operating system, including most Nokia models

2) Microsoft Outlook (via 3rd party plugin)

3) iPhone (via 3rd party plugin)

4) Windows Mobile (via 3rd party plugin)

5) Blackberry (via 3rd party plugin)

Since the protocol is an open standard, there are many free software clients that allow synchronization with your phone or groupware. The above options are only some of the devices supported.

In This Chapter

1. Typographical Conventions

Before you start using this guide, it is important to understand the terms and typographical conventions used in the documentation.

For more information on specialized terms used in the documentation, see the Glossary at the end of this document.

The following kinds of formatting in the text identify special information.

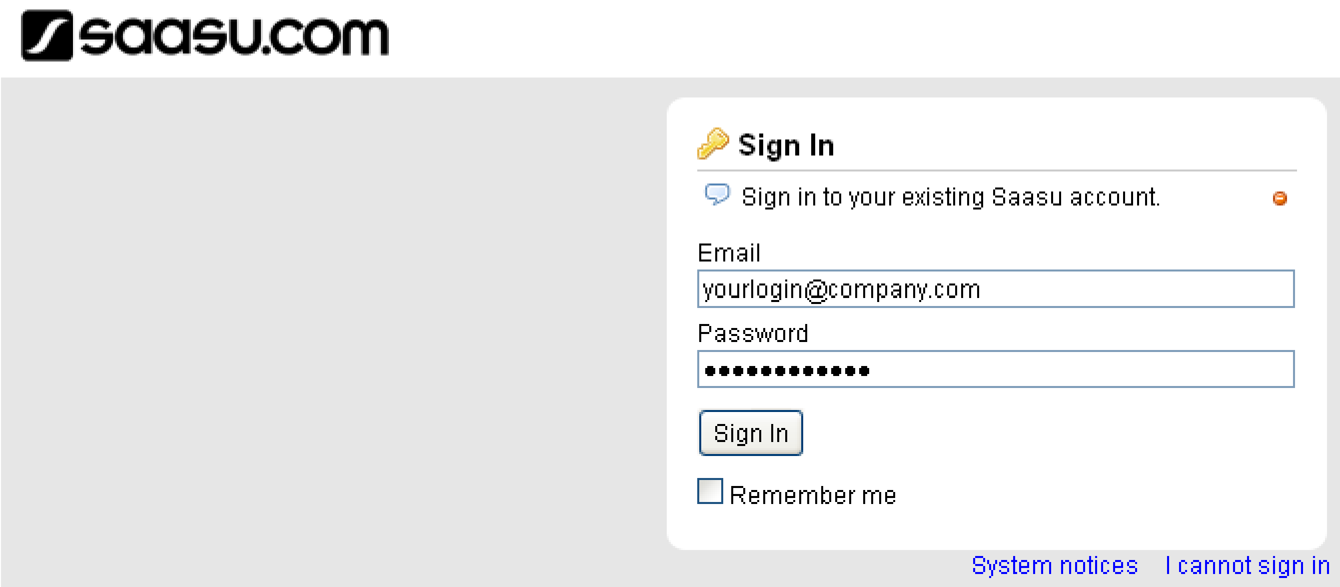
Formatting convention	Type of Information
Numerical Lists (1., 2. etc)	Step-by-step procedures. You can follow these instructions to complete a specific task.
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.
Emphasis	Use to emphasize the importance of a point or for variable expressions such as parameters.

Configuring Saasu Net Accounts

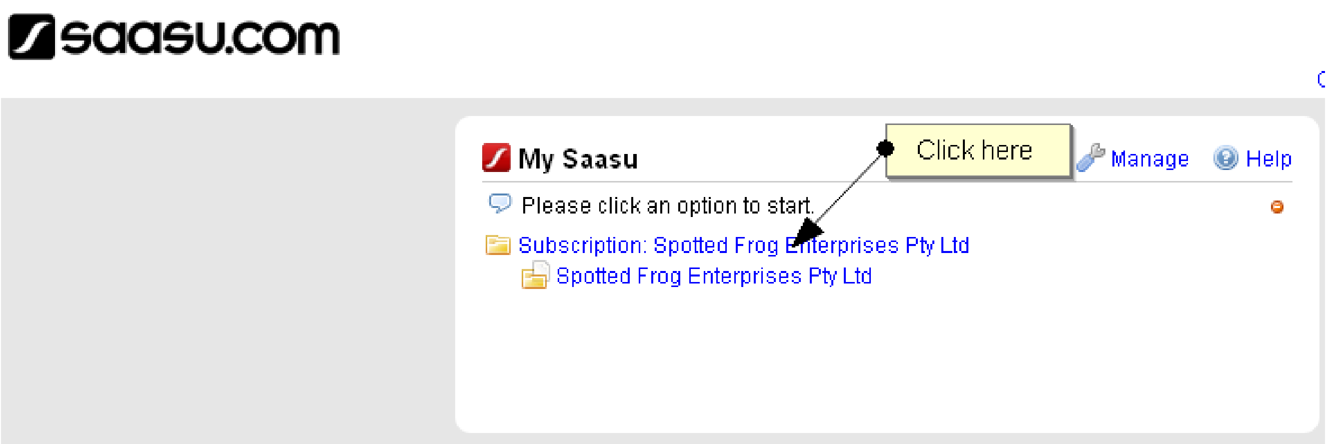
The first step to configuring your system is to configure the Saasu Net Accounts interface.

Note: It's highly recommended that you begin with either a blank info@hand system or a blank Saasu system when synchronizing initially. The system will work as a two way sync, though the first option is recommended.

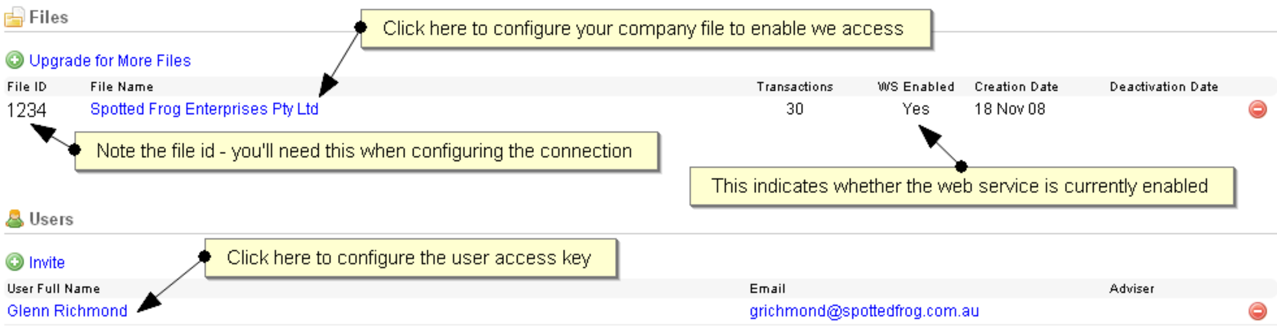
1) The first step is to log into your new Saasu Net Accounts system as shown below. This login page can be accessed from the Saasu home page (***http://www.saasu.com*** http://www.saasu.com).



2) Once you've logged into your system, you'll have the option to select your company file, as shown below. Note that you should select the top option - this will take you to the configuration screen.

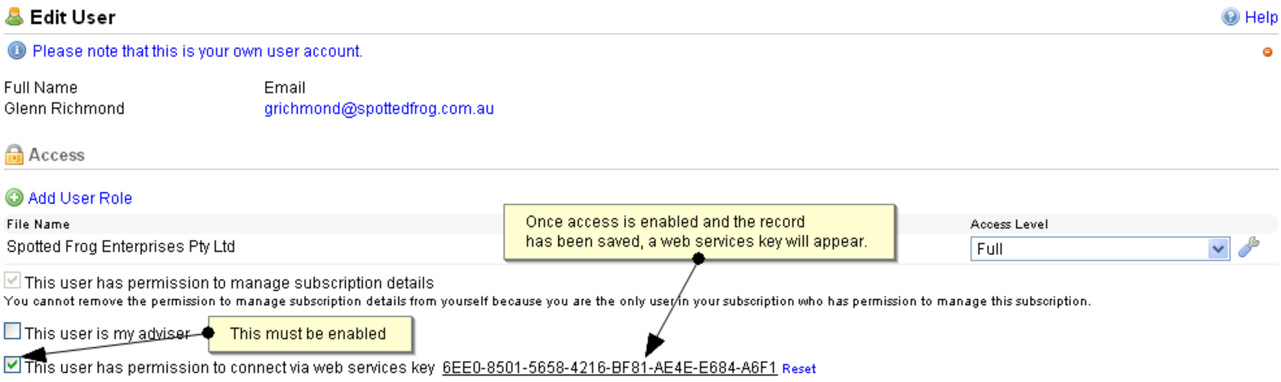


3) Once you've selected your company to configure, you'll be presented with the company summary screen as shown below. You need to do two things from this screen - enable the company file for web access and enable a user for web access. Click on your company file to start with in order to enable web access.



4) Once you're at the screen shown below, click on the checkbox as shown. You also need to ensure that the user is set to have full access.

5) Once you've enabled web services, navigate back to the previous screen and click on the user to configure per user access. Once there, you will be presented with the screen below. You need to enable web services as shown and save the record. Once you've done this, a web services key will appear. Copy this down as you'll require it when configuring your info@hand system.

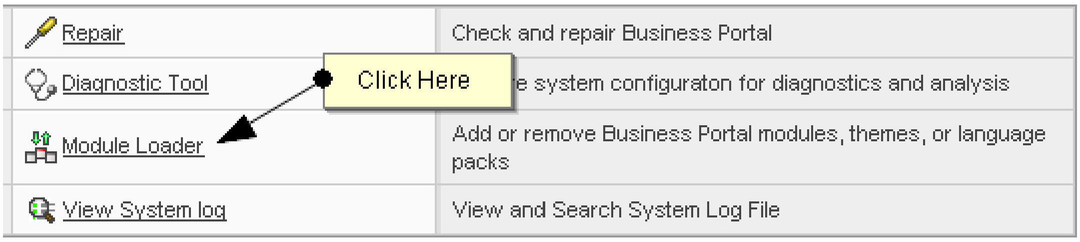


6) Once you've done this, you've completed configuring your Saasu system for access. The next step is installing your Saasu Net Accounts module in info@hand.

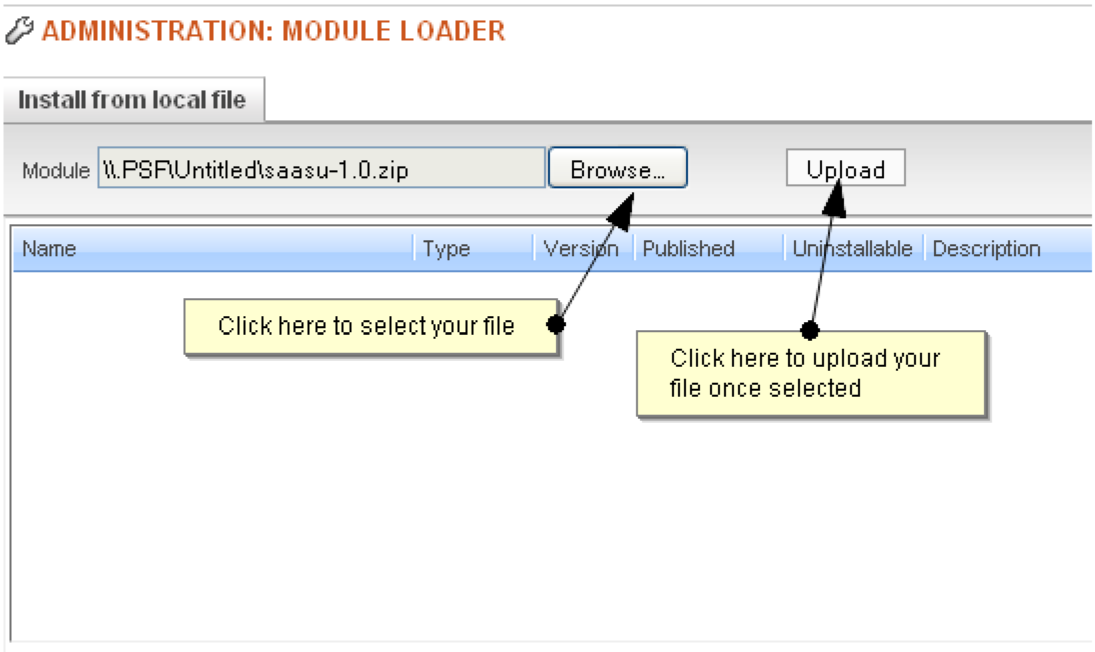
Installing the Saasu Net Accounts Module

Once you've configured your Net Accounts system for web access, you need to install the synchronization module for info@hand. You can do this by:

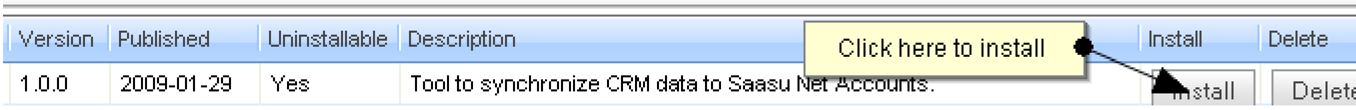
1) Log into your info@hand system and navigate to the admin section. Click on the link "Module Loaded" as shown below.



2) From the module loader screen, you'll need to upload your new module. You can do this by selecting your module file and clicking "Upload" as shown.



3) Once you've uploaded your file, it should appear in the list of available modules as shown. Click in the "Install" button to install the module onto your info@hand system.



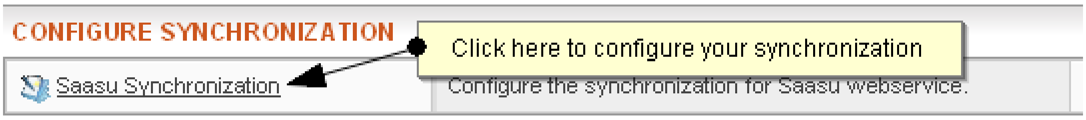
4) Once you've agreed to the license agreement, the system will install the module. If all goes well, you should have a screen as shown below. Once you've completed this step, the Saasu Synchronization module has been installed correctly. If you have any issues, ensure that you're info@hand application directory is writable and that you don't already have any saasu_syn tables in your database.

5) Once the above screen is displayed, your installation has been successful.

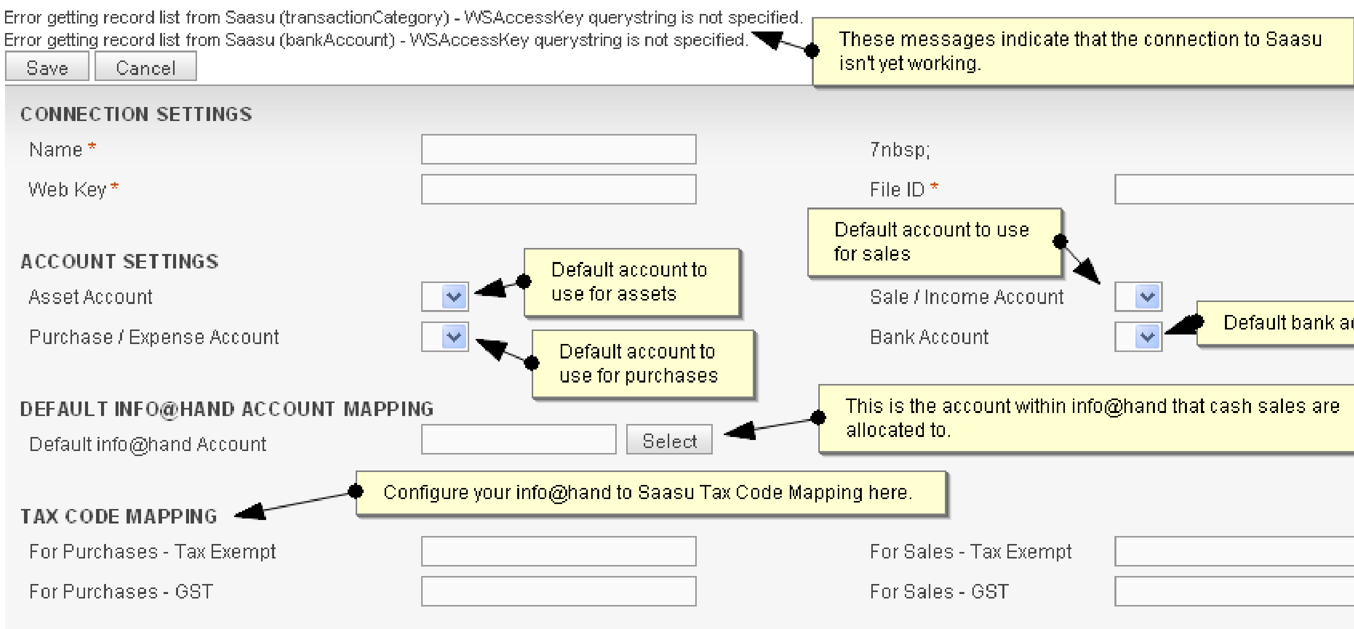
Configuring the Saasu Net Accounts Connector

Once your Saau Net Accounts module has been installed, your next step is to configure it. The steps for this are:

1) Navigate to the Admin->Saasu Configuration screen as shown below.



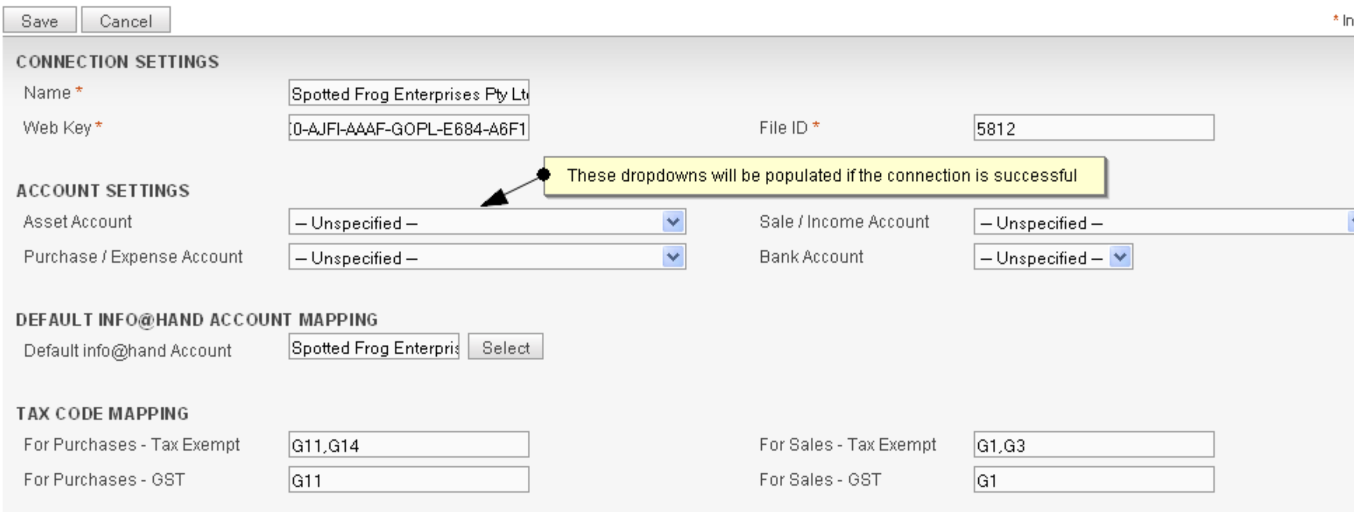
2) This will bring your to the Saasu Configuration screen as shown below. You can ignore the warning messages the first time the module is configured - this indicates that the connection isn't yet valid.



3) Note that you'll need to configure the connection in two parts. The first step will be to set up your connection settings and the second step will be to set up your account mappings for info@hand to Saasu accounts. Note that you'll need to save the settings once you've entered your connection settings so that it can retrieve the accounts from Saasu. The fields to configure initially are:

- Name - this is just the name of your connection.
- Web Key - this is the web key for your particular user that you wrote down when enabling api access to your Saasu Net Accounts system.
- File ID - this is the id of the particular company file within Saasu that you wrote down when configuring API access.
- Default info@hand account - this is the account that a cash sale is assigned to in info@hand.

1) Once you've configured the above settings, you can save your settings, which will bring you back to the administrator section. Click on Saasu Net Accounts configuration again to being your back to the above configuration page. If all goes well, the warning messages will disappear and your account dropdowns will be populated as shown below.



2) The account account settings can be set as desired. The remainder of the fields that need to be populated are:

- Asset account. This is the account that a product created within info@hand is assigned to by default. Note that once a product is uploaded to saasu, it can be assigned to a different account and this relationship will be maintained in future synchronizations.
- Sale / Income Account. This is the account that line items on an invoice created within info@hand will be assigned to. This has the exception when an item on an info@hand invoice is a product catalog item. In this case, the line item will be assigned to the account associated with the product.
- Purchase / Expense Account. This is the account that line items on a bill create within info@hand will be assigned to. This has the same exception above for line items that are related to existing products.
- Bank account. This is the default bank account that payments created within info@hand are associated with. If this is overridden within Saasu for a particular payment, that relationship will be maintained.
- Tax Code Mapping. These map the info@hand tax codes to the tax codes used within Saasu. Since Saasu Net Accounts has different tax codes for the same tax rate for purchases and sales, we must configure both a tax code for sales and a tax code for purchases for each info@hand tax code. The standard tax codes for tax exempt and GST purchases for Australia are shown above.

1) Once you've completed the configuration above, you are ready to do your initial synchronization.

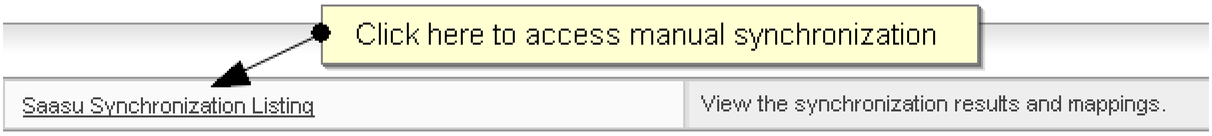
Running your first Synchronization

This section covers running your first synchronization process.

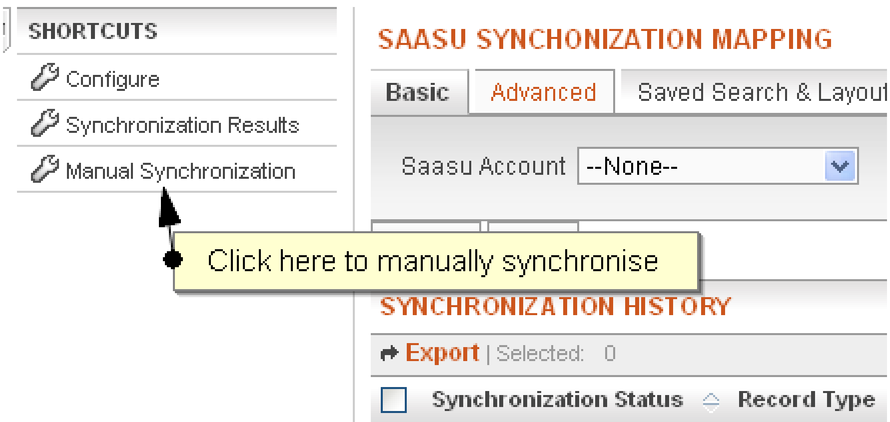
Note: It is highly recommended that you should run your initial synchronization on a cloned instance of your info@hand system.

In order to run your first synchronization, you must do the following:

1) Navigate to your admin section and select the "Saasu Synchronization Listing" option as shown below.



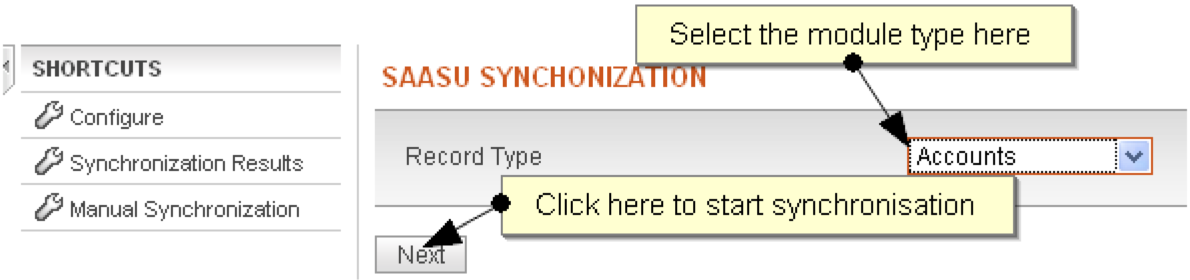
2) This will bring you to the Saasu synchronization results screen. This screen gives a summary of all records that have been synchronized along with any issues. On the left hand menu, click on "Manual Synchronization".



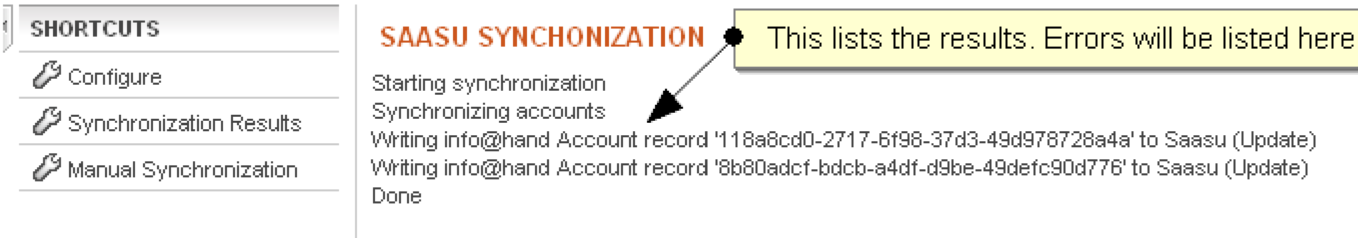
3) Once you've accessed the manual synchronization screen, you'll have the option of running a synchronization for accounts, invoices, bills, products and payment. In order to synchronize, select the record type from the dropdown list as shown and click "Next". It's recommended that you synchronize in the following order:

1. Accounts
2. Products
3. Invoices
4. Invoice Payments

5. Bills
6. Bill Payments

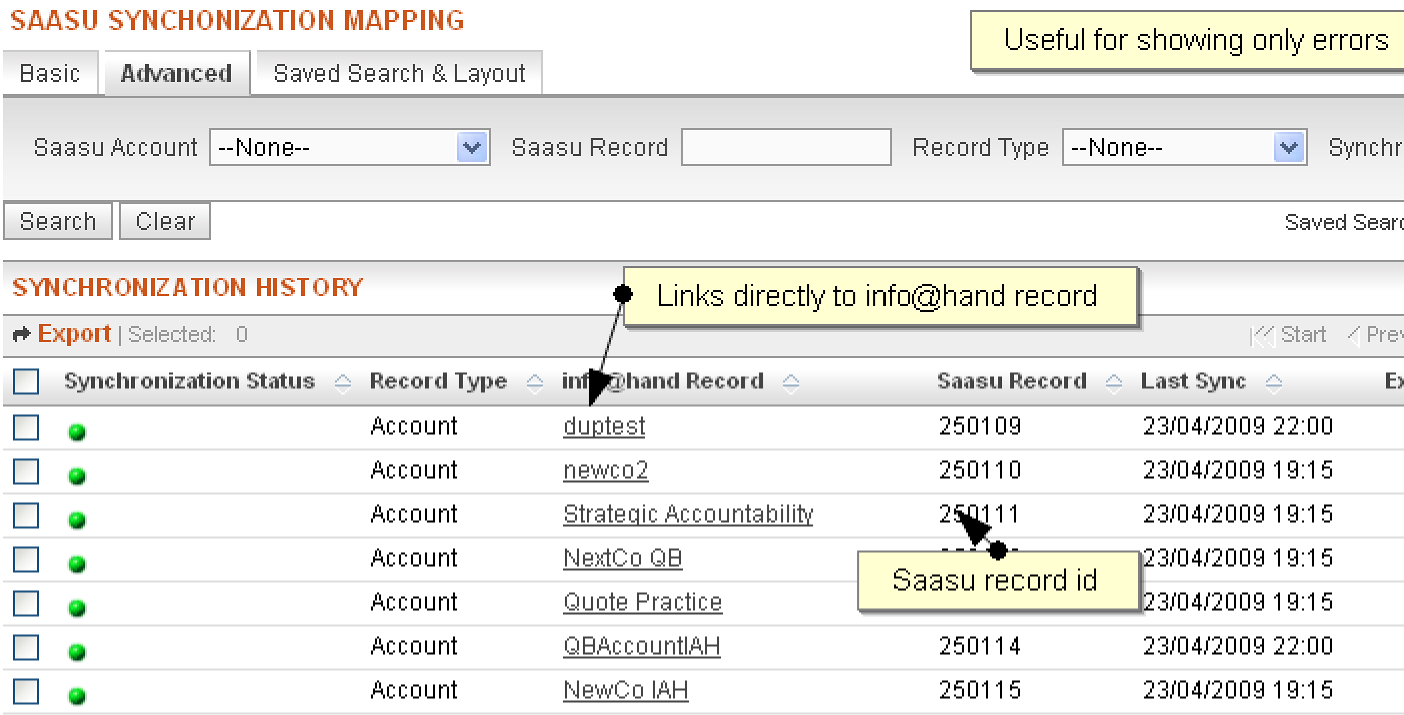


4) Once you've initialised a synchronization, you should see the following, or something similar. This will list all records that have been synchronised and any issues that have occurred. Proceed to do this for the remaining record types in the order above.



Debugging your Synchronization

The system tracks all attempted synchronizations on a per record basis and makes that information available for users to analyse. The synchronization listing screen can be accessed by going to Admin -> Saasu Synchronization Listing. The result is the screen shown below.



It's recommended that the advanced search tab is used to filter records as this contains more options for filtering. You can use the synchronisation status as shown above to show only errors. This allows users to identify and debug any issues that are encountered.

Note the following key features:

1) Ability to search by Saasu record id. All Saasu edit URLs contain a record id. For example, https://secure.saasu.com/a/net/contact.aspx?uid=123456&ref=ContactList.aspx displays the contact record with id 123456. This can be useful for debugging.

2) Ability to search by sync status. This allows simple identification of synchronizations that caused an error.

3) Ability to filter by record type. For example, you may only want to view synchronization of accounts at any one time.

To apply a filter, select your options within the advanced search tab and click "Search".

Record Mapping

This section contains information on the fields that are mapped between the record types.

In This Chapter

2. Accounts & Contacts

All financial records within info@hand are linked to Accounts where as all financial records are linked to Contacts within Saasu. This presents us with an interesting dilemma with the synchronization as we don't have a one to one mapping between record types. In order to deal with this, the accounts within info@hand are mapped to Saasu as "Company Contacts". This means that all contacts in Saasu are created with a contact name of "Accounts Department" and a company name of the related account. As a result, we don't map individual contacts from info@hand to Saasu - this doesn't present an issue, but it is something that users need to be aware of. The mapping of the records is shown in the table below.

info@hand Field Name	Saasu Field Name
Email Address	Email Address
Office Phone	Main Phone
Alternate Phone	Other Phone
Fax	Fax
Account Name	Organisation Name
Tax Information	Organisation ABN
Billing Address Street	Street
Billing Address City	City
Billing Address State	State
Billing Address Post Code	Post Code

Billing Address Country	Country
Shipping Address Street	Other Street
Shipping Address City	Other City
Shipping Address State	Other State
Shipping Address Post Code	Other Post Code
Shipping Address Country	Other Country

3. Products

The product synchronization is a direct synchronization between the info@hand Product Catalogue and the Saasu Items. Once point to note is that info@hand has no reference to an account of any sort. As a result, the mapping to the chart of account must be done within Saasu Net Accounts. The mapping will be retained once it's set. The mapping is shown below.

info@hand Field Name	Saasu Field Name
Manufacturer's Part Number (Must be unique)	Code
Name	Description
Description	Notes
All Stock	Stock on Hand
Tax code id	Purchase Tax Code
Purchase price (Adjustment made to include tax amount in price)	RRP Incl Tax

4. Invoices

The invoices within info@hand are mapped directly to the sale invoices within Saasu. Note that all line items on Saasu are created as service line items. This is because info@hand supports both custom and product-based line items on the same invoice, where as Saasu can only have one or the other. A couple of items to note:

1) All info@hand line items are pushed to Saasu as service line items
2) If an invoice within info@hand references a product, the service line item within Saasu Net Accounts that is created will be set to use the account that the product has been mapped to within Saasu.
3) Saasu is allowed to generate its own invoice numbers. The related info@hand invoice number is recorded within the description of the Saasu Invoice.

The mapping for invoices is shown below.

info@hand Field Name	Saasu Field Name
Date Entered	Invoice Date
[Invoice Number] + Name	Summary
Purchase Order Number	Purchase Order Number
Due Date	Due Date
Amount (Primary Currency) - Adjustment made to include tax	Total Amount Including Tax
Line Items	Service Line Items

5. Invoice Payments

The sale payments within Saasu Net Accounts map to the incoming payments within info@hand. The system supports mapping payments against multiple invoices. The mapping is shown below.

info@hand Field Name	Saasu Field Name
Customer Reference	Reference
Payment Id	Payment UID
Notes	Notes
Amount	Amount

6. Bills

The bills within info@hand are mapped directly to the purchase invoices within Saasu. Note that all line items on Saasu are created as service line items. This is because info@hand supports both custom and product-based line items on the same invoice, where as Saasu can only have one or the other. A couple of items to note:

1) All info@hand line items are pushed to Saasu as service line items
2) If a bill within info@hand references a product, the service line item within Saasu Net Accounts that is created will be set to use the account that the product has been mapped to within Saasu.
3) Saasu is allowed to generate its own purchase invoice numbers. The related info@hand bill number is recorded within the description of the Saasu Invoice.

The mapping for bills is shown below.

info@hand Field Name	Saasu Field Name
Date Entered	Invoice Date
Bill Number] + Name	Summary
Invoice Reference	Supplier Invoice
Due Date	Due Date
Amount (Primary Currency) - Adjustment made to include tax	Total Amount Including Tax
Line Items	Service Line Items

7. Bill Payments

The purchase payments within Saasu Net Accounts map to the outgoing payments within info@hand. The system supports mapping payments against multiple bills. The mapping is shown below.

info@hand Field Name	Saasu Field Name
Customer Reference	Reference
Payment Id	Payment UID
Notes	Notes

Amount	Amount

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