PayPal Integration Guide

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PayPal Integration Overview

Integration with PayPal is achieved via the PayPal API requiring a connection to be created in Tradebox to each PayPal account you wish to import transactions from. Integration with PayPal places the user in control, allowing any, or all, of the following transactions to be downloaded from PayPal into Sage Accounts:

- Sales
- Fees
- Purchases
- Refunds

All **sales** transactions downloaded from PayPal are created as unposted Service Invoices (SI) in Sage and are allocated against a single generic customer account. Upon posting (or updating) the invoices, individual Sales Receipts (SR) can be automatically created in the nominated Sage bank paying off each invoice.

Purchases and **refunds** are automatically posted to the nominated Sage bank, as Bank Payments (BP).

PayPal **fees** are trapped in Tradebox and presented within the Fees grid. These can be selected and posted into the nominated Sage bank as a single summary Bank Payment (BP) or as individual Bank Payments.

Settings can be applied to Tradebox to prevent all transactions downloaded being automatically sent to Sage without the user's authorisation.

As a payment gateway the sales data passed to PayPal is subject to the configuration of the website or marketplace the sale originates on. This often leads to missing or partial sales data, such as buyer details, product details, shipping details etc. If you wish to have comprehensive sales invoices or require stock control in Sage Accounts we would highly recommend using Tradebox to download your sales data **directly** from your website or marketplace. The PayPal integration in Tradebox could still be used to download PayPal fees, purchases and refunds. If you are looking to simply account for your PayPal transactions directly in a Sage bank account, then this can be achieved through the PayPal integration.

Tradebox records all transactions downloaded and cross references these against new transactions to prevent duplication in Sage. Once a PayPal transaction has been downloaded into Tradebox it will not be downloaded a second time.

Sage Accounts Setup

1. Install and configure **Sage Instant** or **Sage 50 Accounts** on your PC. Tradebox Finance Manager is compatible with Sage Instant Accounts version 15 onwards and Sage 50 Accounts version 12 onwards.

2. **IMPORTANT:** If you use **Sage 50 Accounts 2008**, you **MUST** download and install the **Sage SDO Hotfix** prior to using Tradebox

3. Enable Sage Accounts **to connect to a third party application**. This can be achieved within Sage Accounts by clicking on **Tools** – **Activation** – **Enable 3rd Party Integration**. This will take you to a screen with a full set of instructions of how to gain the required enable keys from Sage.

4. Create an additional user in Sage Accounts specifically for Tradebox to prevent logon issues. This does not require a multi user Sage licence as the username Tradebox utilises does not count against your Sage user allocation. This can be done in Sage by logging in as MANAGER and selecting **Settings** – **Access Rights**.

Sage setup checklist

Action	Verify
Compatible version of Sage installed and registered	
3rd party integration activated in Sage Accounts	
Set up Sage user specifically for Tradebox	
Nominal codes created for sales	
Nominal codes created for fees and purchases	
Departments created, if required	
Generic PayPal customer account created	
PayPal Bank Account set up	

Obtaining API credentials from PayPal

When setting up a PayPal connection in Tradebox 3 pieces of information are required from the PayPal site. These are the PayPal:

- API Username
- API Password
- API Signature

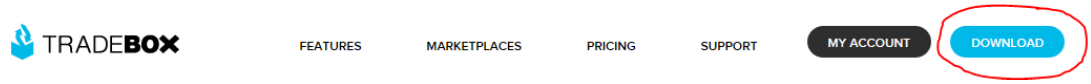
To retrieve this information:

1. Log into PayPal
2. Select **Profile** from the **My Account** menu.
3. Select **Request API credentials** from the Account Information list.
4. Under **Option 1 – PayPal API**, choose the "**Set up PayPal API credentials and permissions**" link.
5. Under **Option 2**, choose the "**View API Signature**" link.

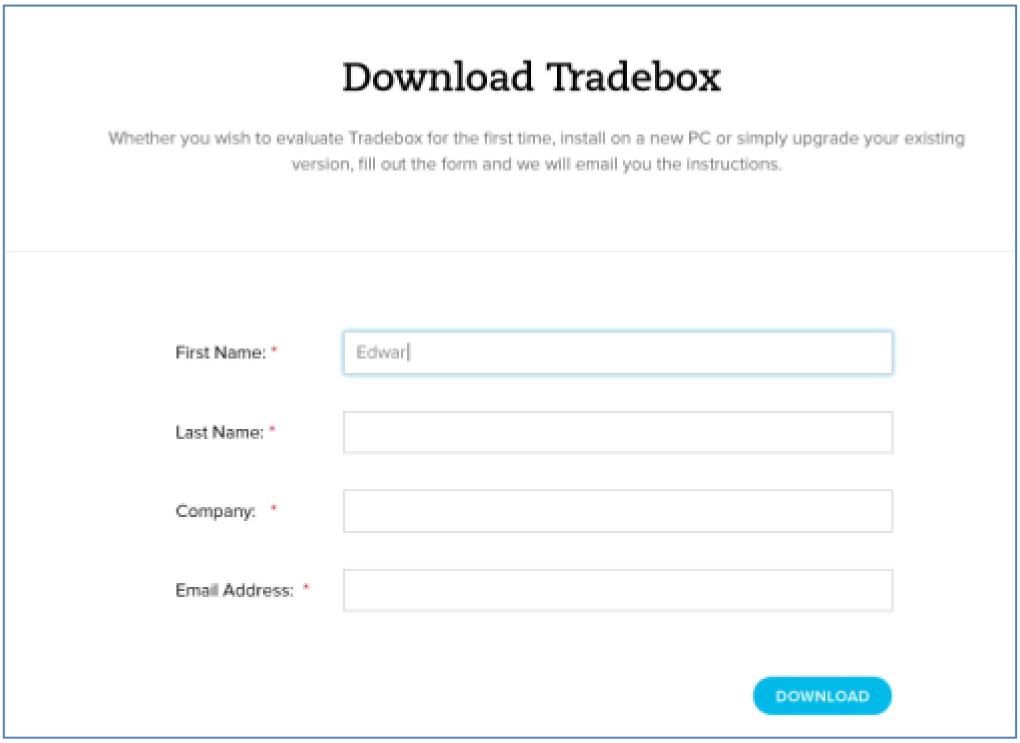
This will present the user's API username, password and signature which can be copied directly into the Tradebox software during the setup wizard.

Installing Tradebox Finance Manager

Tradebox Finance Manager can be downloaded from the Tradebox website by clicking on the **Download** button at the top of the web page.



This will generate the download page:

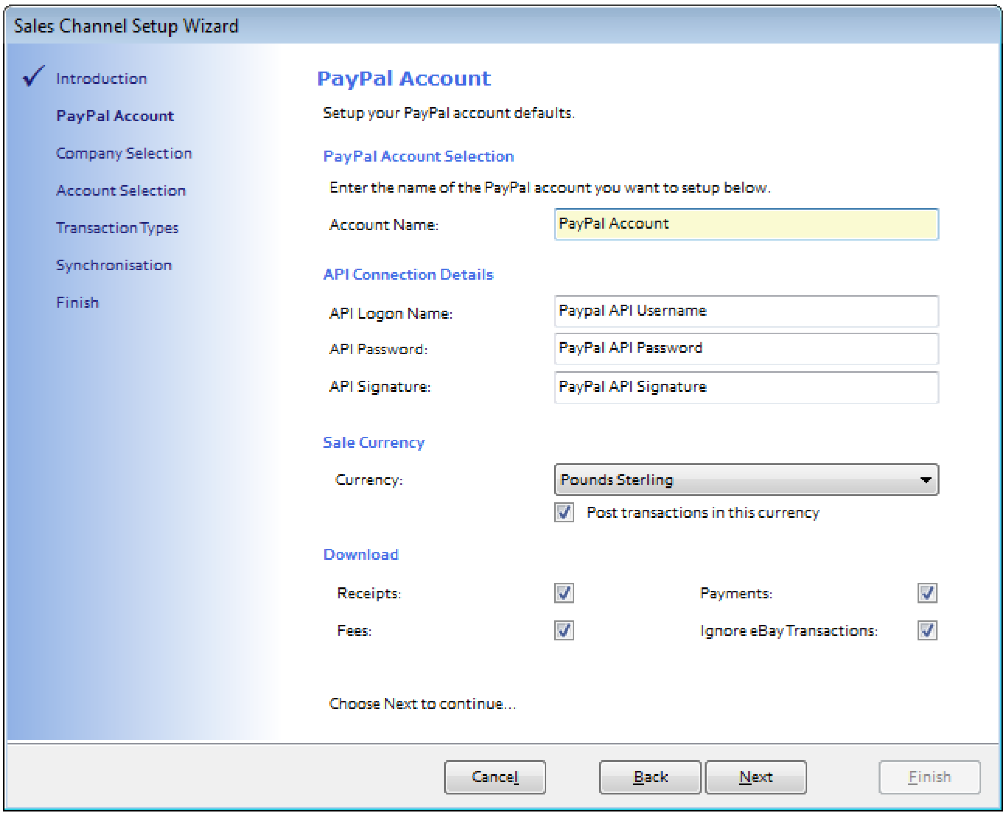


Simply fill out the form and select **Download** button at the bottom of the form. Tradebox will send you an automated email (to the email provided in the form) with a full set of download and installation instructions.

Creating a connection to PayPal in Tradebox

1. In Finance Manager, select **New Sales Channel** from the **Configuration** menu, select **PayPal** from the drop down menu and click on **OK**.
2. This will generate the **Sales Channel Setup Wizard** which is designed to guide the user through all of the configuration settings.
3. The first screen is the **Introduction** page. Read and then acknowledge the notice then select **Next**.
4. The second screen is entitled **PayPal Account** and enables the user to specify:

   a. The **Account Name** for the connection. This is simply a label and can be called anything the user wishes. Every connection to an online marketplace in Tradebox Finance Manager must be unique. Generally, for PayPal websites, the website URL is used.



   b. **PayPal API Username, PayPal API Password** and **PayPal API Signature**.

   c. **Sales Currency** of transactions to download

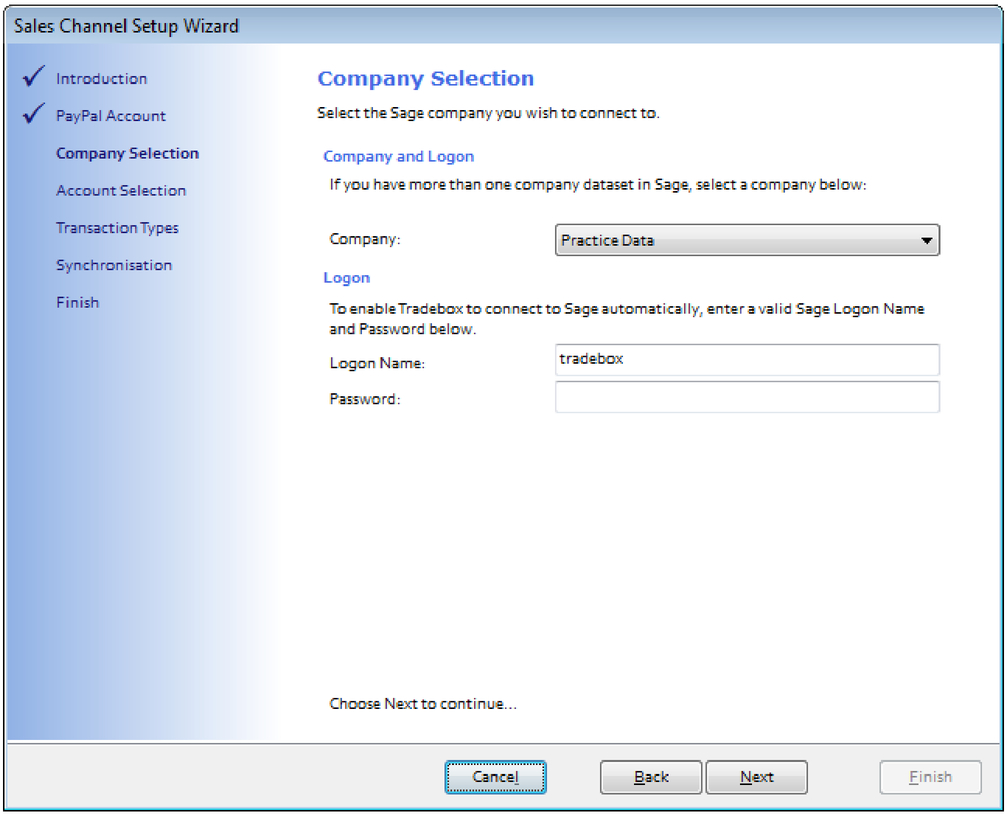
d. The type of transactions to download

   i. Receipts (or sales)
   ii. Payments (or purchases
   iii. Fees

e. Whether to ignore transactions that have originated on eBay

5. Click **Next**.

The third screen in the wizard is entitled **Company Selection** and enables the user to decide which company in Sage they wish to pass their sales into.

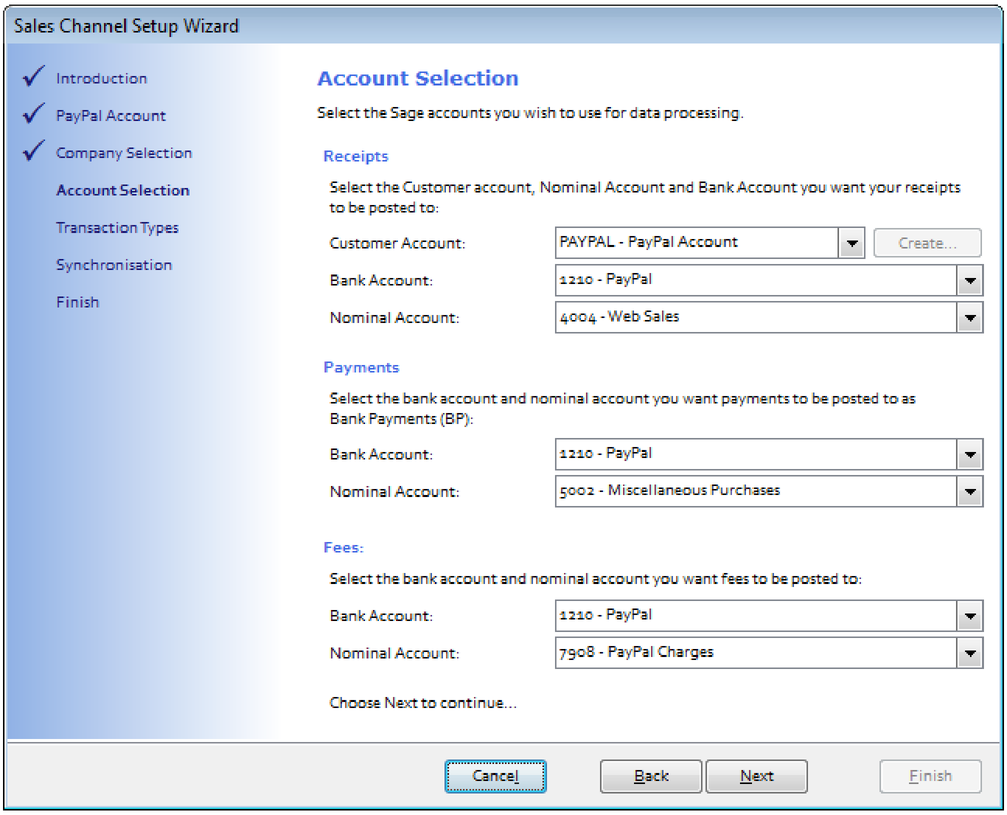


7. From the **Company** field select the Sage Company you wish to pass your sales data into. Please note that Tradebox enables you to pass data into the Sage Demo and Practice companies.

8. Provide an existing Sage username in the **Logon Name** field for Tradebox to use. Please note that providing Tradebox with the MANAGER username **often leads to logon conflicts**. Tradebox highly recommends creating an additional user in Sage specifically for Tradebox's use. This will not count against your Sage user licence.

9. Click on **Next.**

10. The fourth screen in the wizard is entitled **Account Selection** and enables the user to choose how to pass receipts, payments and fee transactions into Sage.



11. Under the **Receipts** section choose
    a. An existing generic **Customer Account** in Sage to allocate invoices to, or, select the create button and Tradebox will create a generic customer account in Sage called PAYPAL.
    b. An existing **bank** in Sage to post Sales Receipts (SR) to
    c. An existing **sales nominal** code to report sales to

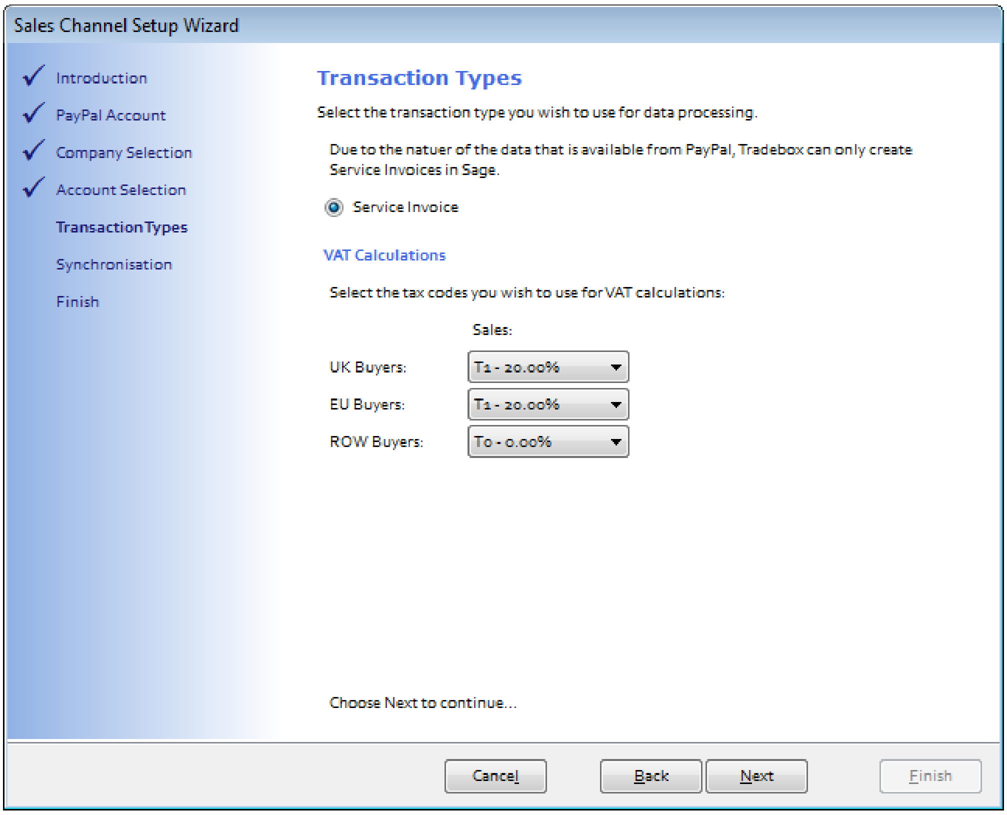
12. Under the **Payments** section choose
    a. An existing **bank** in Sage to post Bank Payments (BP) to
    b. An existing **purchase nominal** code to report purchases to

13. Under the **Fees** section choose
    a. An existing **bank** in Sage to post Bank Payments (BP) to
    b. An existing **expense nominal** code to report fees to

14. Click on **Next.**

The fifth screen in the wizard is entitled **Transaction Types**.

Because of the limited sales information that can be downloaded from PayPal the only type of invoice available is a Service Invoice.



15. The VAT calculations grid enables Tradebox to establish rules on calculating VAT on overseas sales. By default UK and EU sales are set to the Sage T1 tax code and Rest of World Sales (ROW) are set to T0. The tax rates for these codes are picked up directly from Sage.

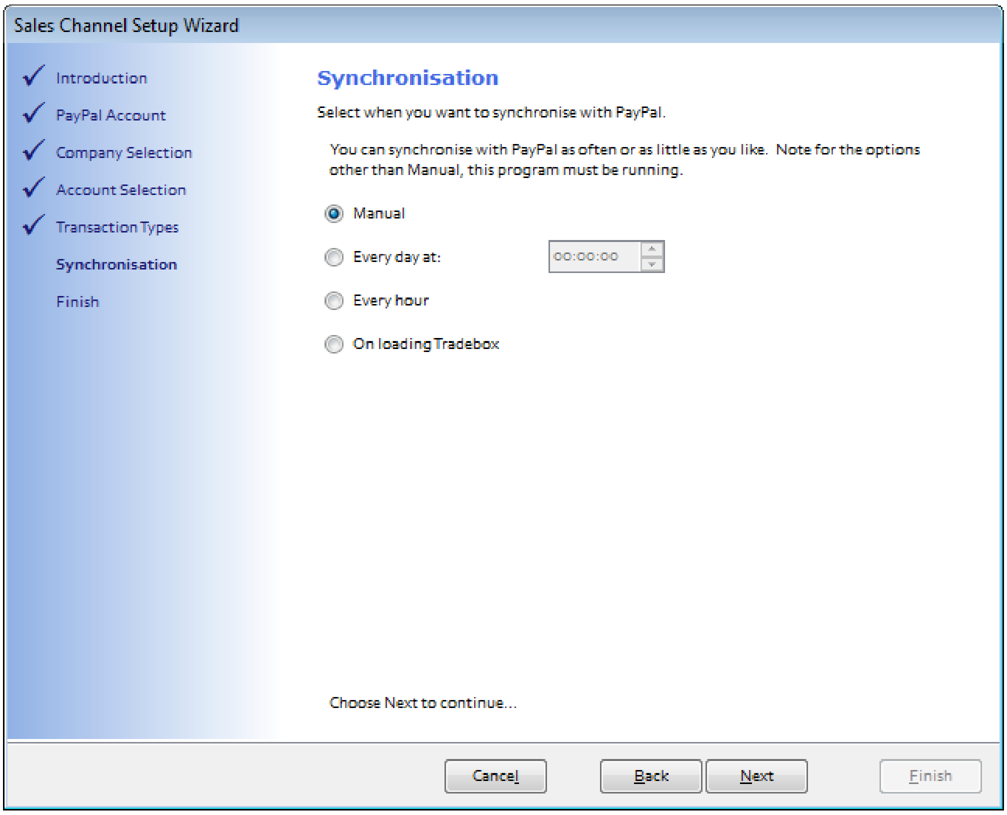
16. Click on **Next.**

The sixth screen in the wizard is entitled **Synchronisation** and enables the user to choose when to import transactions. The user has 4 **Synchronisation** options:

a. Manual – every time they select the Synchronise button
b. Every day at a specified time
c. Every hour
d. On loading Tradebox

Where an automated synchronisation method is chosen, the Tradebox program needs to be closed and re-opened for the setting to take effect.

The synchronisation method is a global setting so will apply to all connections. This option may appear 'greyed out' if another connection already exists. A manual synchronise can always be ran even if an automated option has been chosen.

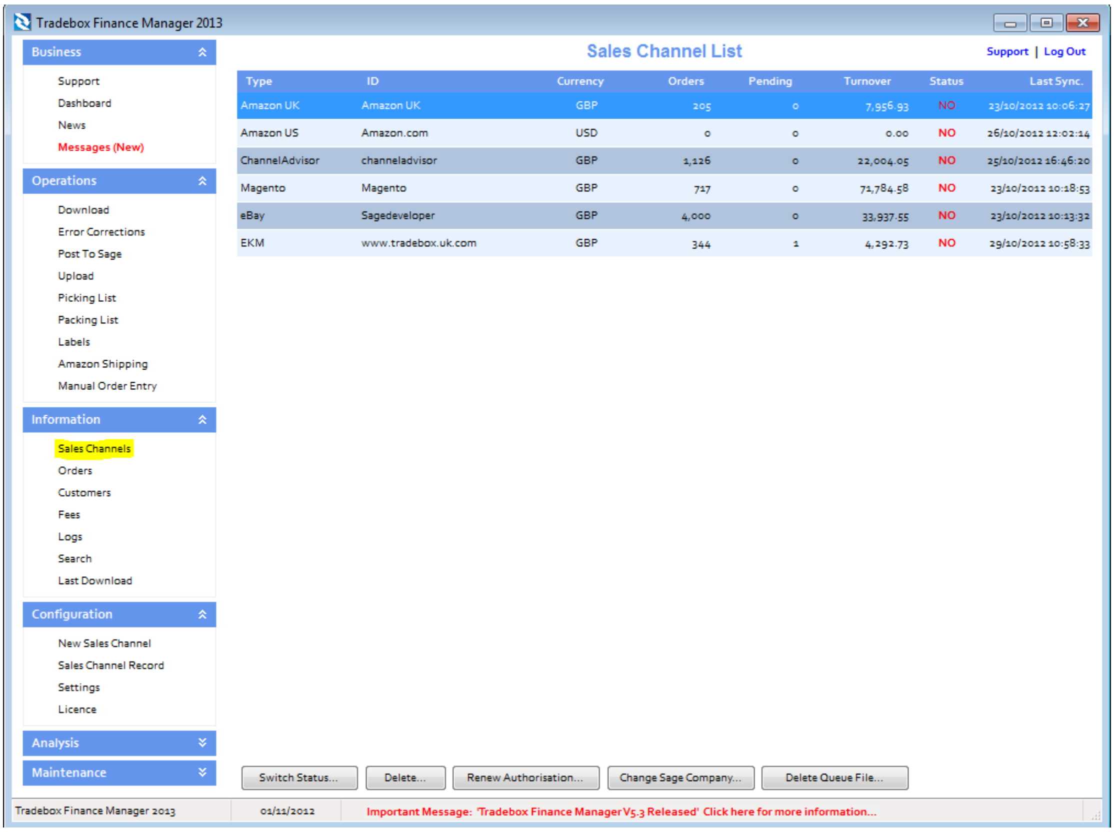


The final screen in the wizard is entitled **Finish**. Simply click on the Finish button to complete the wizard.

Applying and refining additional settings

Sales Channel List

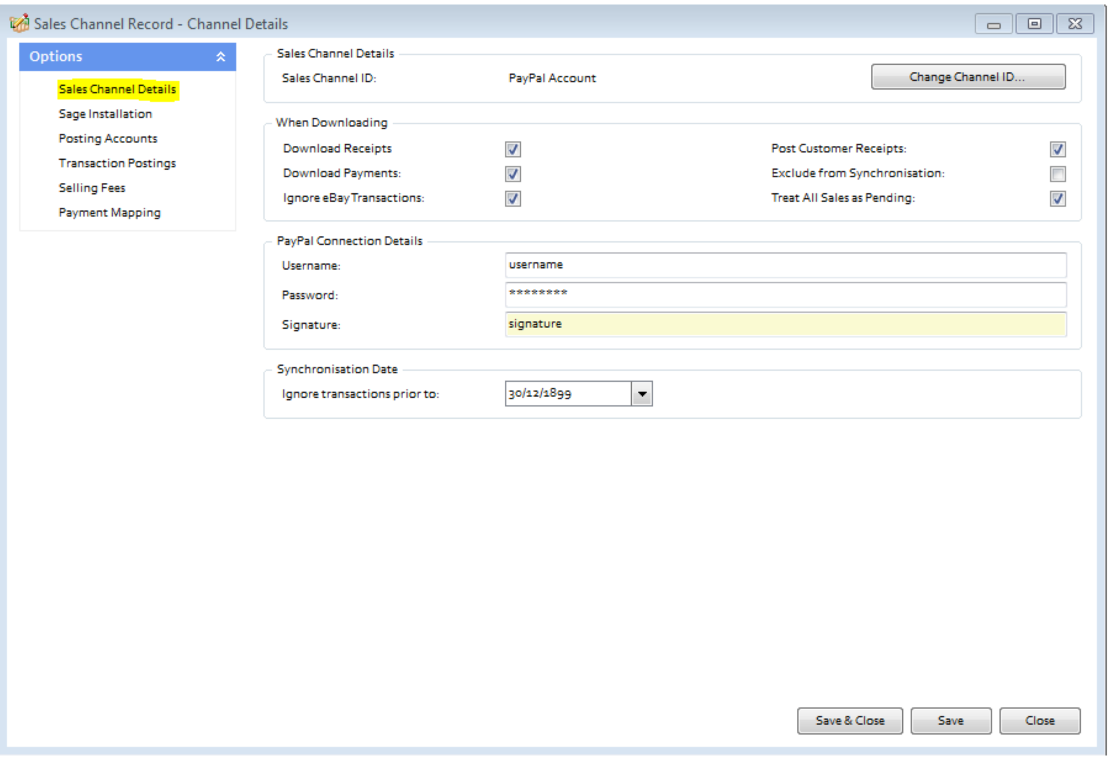
Upon completion of the **Sales Channel Setup Wizard**, a connection to PayPal will be established in the **Sales Channel List.** This is the working screen of the software and contains an overview of every marketplace/website a connection has been created for. To access the Sales Channel List, select the **Sales Channels** option from the **Information** menu.



The command buttons at the bottom of the Sales Channel List affect the connection selected in the list at the time of selection.

Double clicking on the connection in the Sales Channel List opens the **Sales Channel Record** which contains all of the settings and configuration for that specific connection.

Sales Channel Details



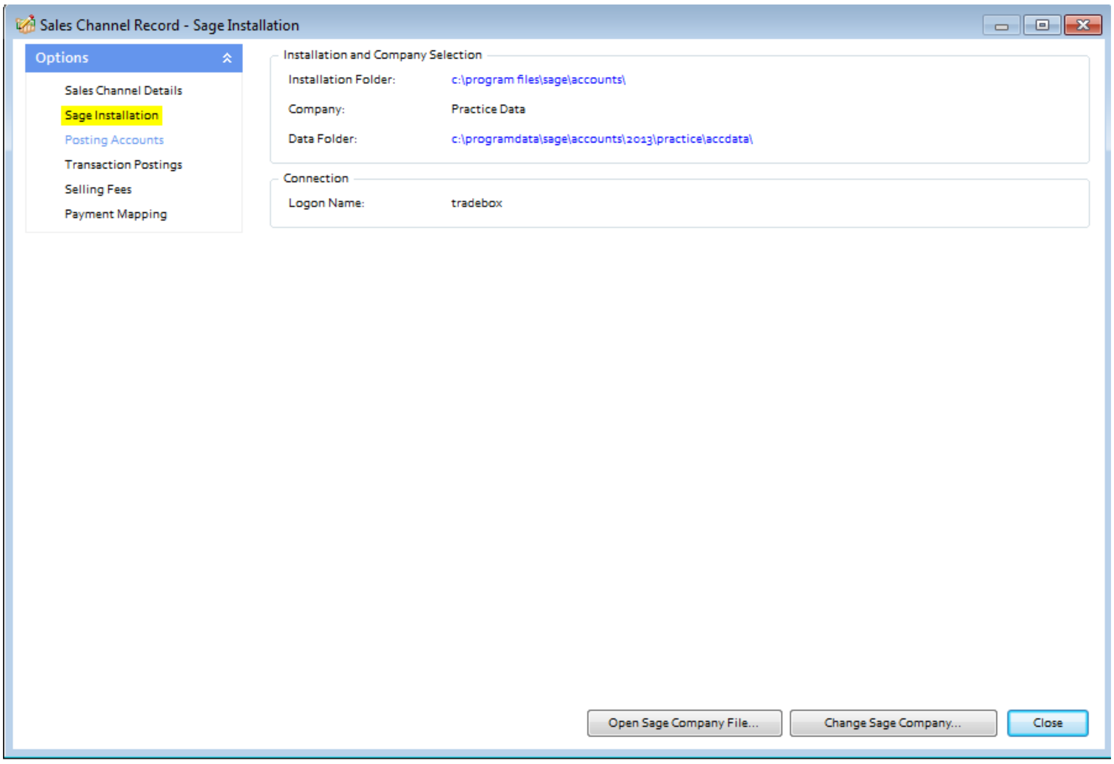
The **Change Channel ID** button allows the user to rename the connection. Simply click on this button and enter a new name. All sales channel names must be unique.

Treat all Sales as Pending places all transactions imported from PayPal directly into the **Pending Folder**. This ensures that no entries are posted to Sage unless the user marks them as OK. To access the Pending folder, select **Imported Sales** from the left hand menu. In the dialog box generated choose the connection from the **Sales Channel** drop down menu, choose **a Sales Type** of **Pending** and select **OK**. This will generate a list of orders that have been given a status of pending. Mark each sale individually, or use the **Select All** button and then choose **Mark as OK** to remove the pending status. These sales will be passed into Sage when the next synchronisation is run or the **Post to Sage** option is chosen from the left hand menu.

Exclude from Synchronisation suspends the connection and excludes it from the synchronisation process. The status of each connection is displayed in the **Sales Channel List**.

When all settings have been established in this screen, select **Save**.

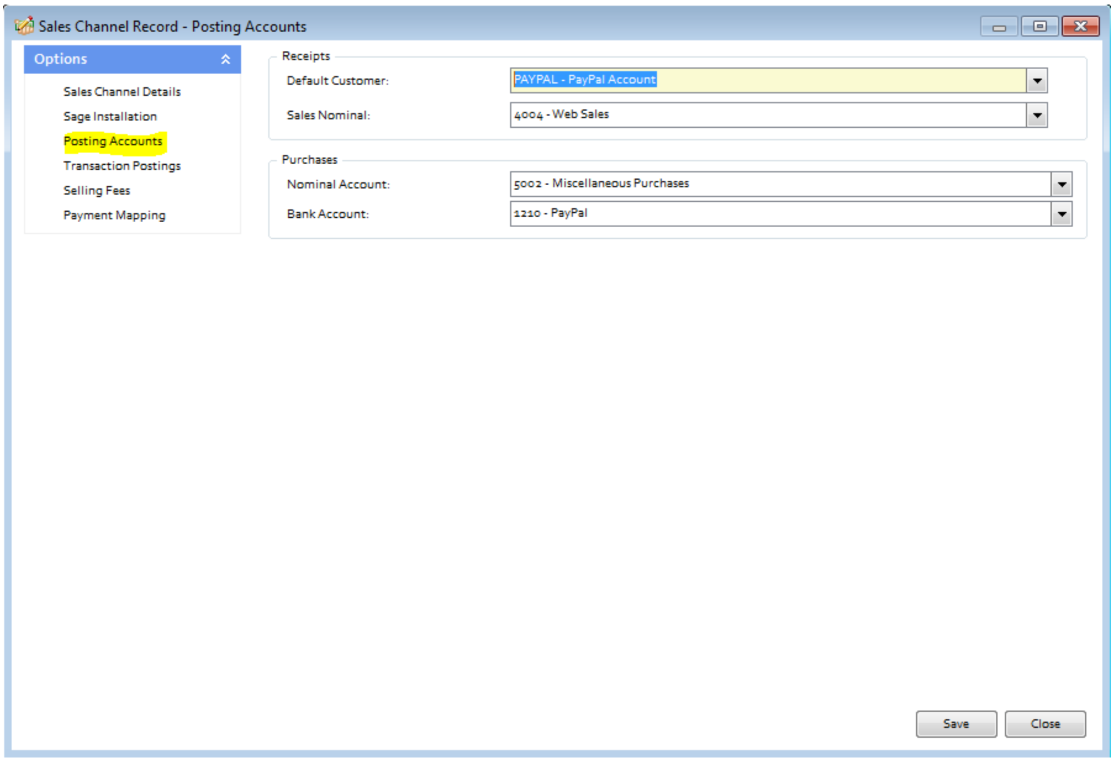
Sage Installation



The Sage Installation screen shows the user which Sage Company Tradebox is pointing to and where the PayPal transactions will be created. This screen also shows the Sage username that has been provided by the user to enable Tradebox to log into Sage. Tradebox highly recommend creating a unique Sage username specifically for Tradebox. Providing Tradebox with the Sage '**Manager**' username, **often leads to login conflicts**.

These details can be changed by selecting the **Change Sage Company** button.

Posting Accounts



Default Customer chosen to post invoices against

Sales Nominal Code chosen to repost sales against

Purchase Nominal Code chosen to repost sales against

Bank Account chosen to post purchases to

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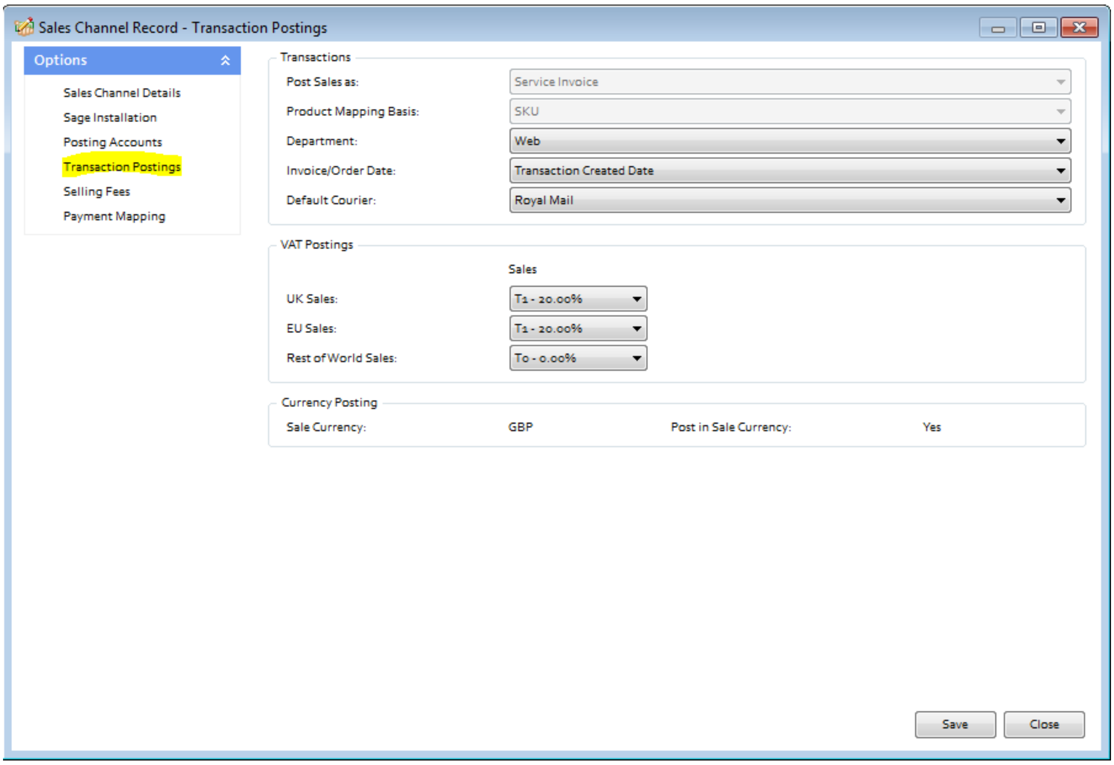
Transaction Postings



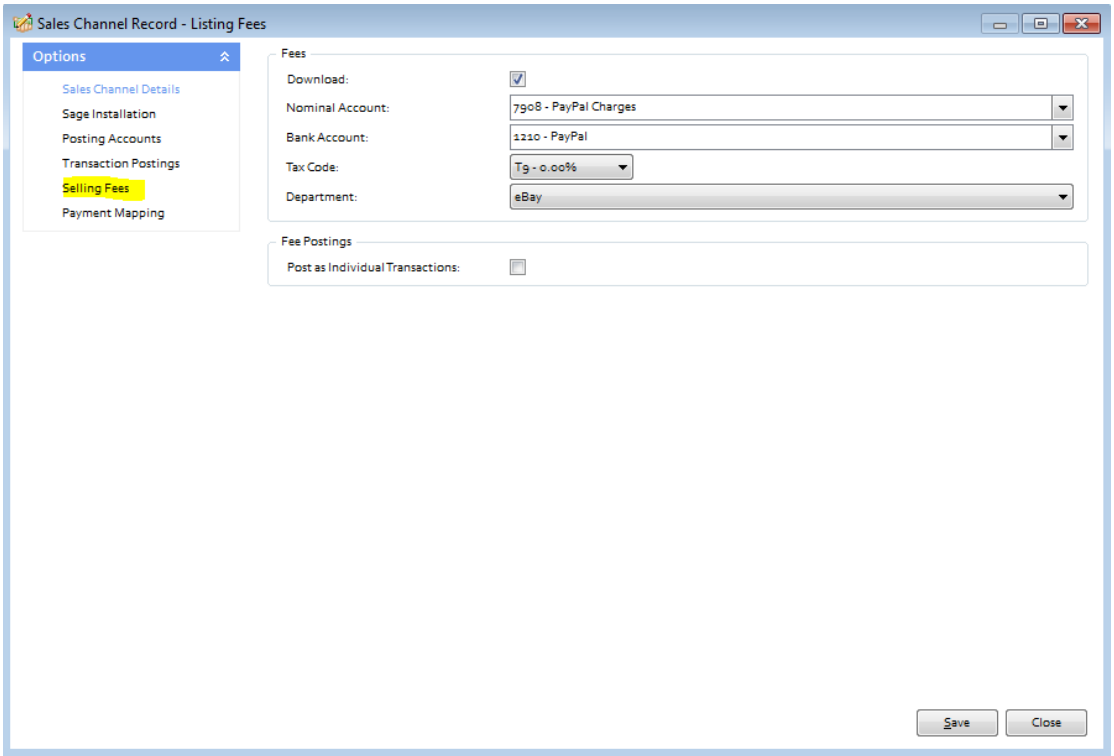
The Transaction Postings screen enables a number of additional settings to be applied, as follows:

Department: allows the user to allocate sales income to an established department in Sage.

Invoice/Order date: This is the date used on the Sage invoice. By default this set to the date the transaction occurred.

Default Courier: allows an existing default courier from Sage to be added to the order details on the Sage invoice

Selling Fees



Fees Nominal Code: chosen to report fees against

Bank Account: chosen to post fees to

Tax Code: used against the fees imported

Department: allows the user to allocate fees expenditure to an established department in Sage.

Post as Individual Transactions: allows the user to decide whether to post fees into Sage as separate entries or summary entries.

Optimising Tradebox and Sage Accounts for reporting

Before importing transactions from PayPal there are a couple of final tweaks that will be greatly beneficial for reporting purposes.

Tradebox Settings

In Tradebox select the **Settings** option from the **Configuration** menu which will generate the Settings Screen. This is split into multiple tabs.

Downloads Tab

If you wish to download sales manually (i.e. on demand), tick the '**Always prompt for days/date to download from**' tick box. Every time a download is ran, Tradebox will always prompt the user to provide the number of days to go back.

If you wish to download automatically, choose the **Interval** option and from the dropdown list choose the download interval; every 30 minutes, 1 hour, 2 hours, 4 hours, 8 hours or 12 hours.

Sage Field Mapping Tab

This section shows which data is reported onto the Sage customer account record and the Sage invoice/order. For the invoice/order settings the following mappings are recommended:

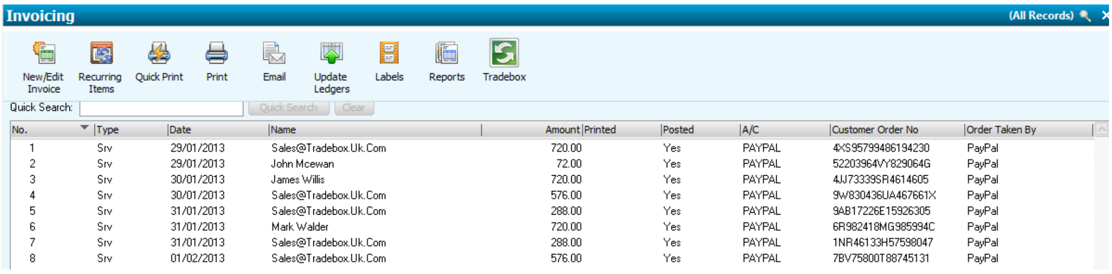
- Order ID = Cust_Order_Number
- Order Taken By = Sales Channel Name

Sage Invoice/Order List

The invoice/sales order list in Sage can be configured to provide useful ‘at a glance’ data by including certain columns. Right click on the column headers to reveal all of the available columns. Tradebox recommend including the following additional columns:

- A/C
- Customer Order No
- Order Taken By

Based upon the changes suggested in the Tradebox settings, the invoice list could look as follows:



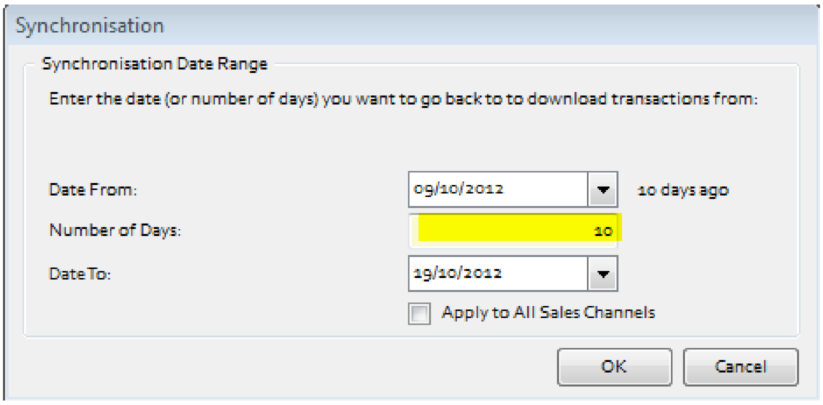
No.	Type	Date	Name	Amount	Printed	Posted	A/C	Customer Order No	Order Taken By
1	Srv	29/01/2013	Sales@Tradebox.Uk.Com	720.00		Yes	PAYPAL	4XS95799486194230	PayPal
2	Srv	29/01/2013	John Mcewan	72.00		Yes	PAYPAL	52203964VY829064G	PayPal
3	Srv	30/01/2013	James Willis	720.00		Yes	PAYPAL	4JJ73339SR4614605	PayPal
4	Srv	30/01/2013	Sales@Tradebox.Uk.Com	576.00		Yes	PAYPAL	9W830436UA467661X	PayPal
5	Srv	31/01/2013	Sales@Tradebox.Uk.Com	288.00		Yes	PAYPAL	9AB17226E15926305	PayPal
6	Srv	31/01/2013	Mark Walder	720.00		Yes	PAYPAL	6R982418MG985994C	PayPal
7	Srv	31/01/2013	Sales@Tradebox.Uk.Com	288.00		Yes	PAYPAL	1NR46133H57598047	PayPal
8	Srv	01/02/2013	Sales@Tradebox.Uk.Com	576.00		Yes	PAYPAL	7BV75800T88745131	PayPal

Where Tradebox has created the invoice, the user will be able to quickly ascertain:

- That the invoice was generated from a PayPal download
- The PayPal transaction number
- Which Sage Customer Account the invoice relates to
- Who the invoice is for
- The date of the order
- Whether it has been printed and/or updated

Downloading Transactions from PayPal

To download transactions from PayPal select the **Download** option from the **Operations** menu. The first time a download is ran the following dialog box will appear:



Either enter the number of day's worth of transactions in the 2nd box or enter a **Date From** and a **Date To**. Then select OK. Tradebox will only download transactions that have NOT previously been downloaded.

For all subsequent downloads, Tradebox will go back to the date/time of the last download. If you would like to always be prompted for the number of days to go back, select – **Settings** and in the **Download tab** tick the '**Always prompt for days/date to synchronise from**'.

Running a synchronisation takes place in the **Operations Log** which will show a script of the download procedure, detailing how many transactions have been downloaded and how many invoices/orders have been created in Sage. If Tradebox encounters any issues during the download or posting to Sage. It will generate the following message:

There may have been errors during the synchronisation for Sales Channel: XXXXXXX

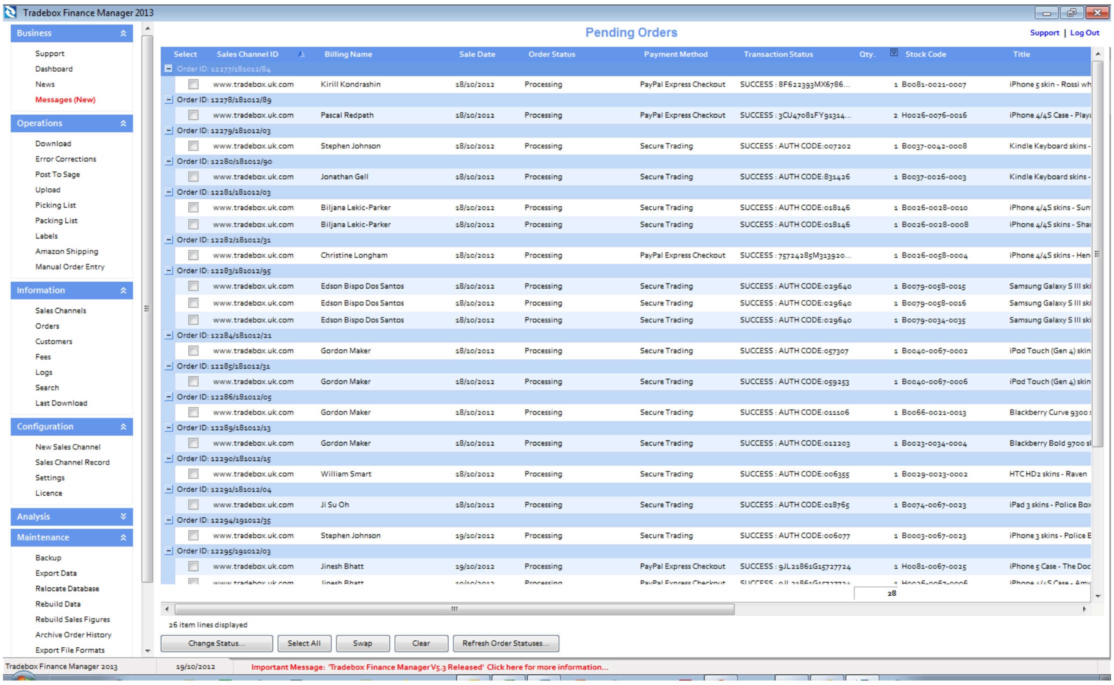
Check the Error Log for details

Alongside the Operations Log are the **Process Log** and the **Error Log**. Click onto the Error Log to see details of each issue Tradebox has encountered. Generally errors are generated because of mapping issues.

Payments

To view a list of payments imported into Tradebox click on the **Orders/Payments** option under the **Information** menu. This will generate the '**Imported Orders Criteria**' dialog box, with options to choose:

- Orders from all connections, or, orders from a specified connection
- The type of order you wish to see; Posted to Sage, Unposted or Pending.



The imported orders chosen in the dialog box are presented in a configurable grid. Columns can be added, removed and sorted into the order required by the user. To move the columns, simply click on the column headers and drag the column into the required position. To add or remove columns, right click on the column headers and from the drop down menu choose the **Select Columns** option. Data in the grids can be sorted in ascending or descending order by clicking on the column headers. Hovering the mouse above the columns will reveal a filter control . Clicking on the control allows the user to filter the grid by data in the column, for example showing all sales between 2 dates.

Menu Options

Business	
Support	Contains serial number, version number, licence type, expiry date, Tradebox contact details, installation path, data path, logs path, videos, guides, send/receive database function, remote support link and repair & compact utility.
Dashboard	Link to dashboard overview of sales processed by Tradebox
News	Indicates new Tradebox news when **emboldened**. Clicks through to news page on Tradebox website
Messages	Indicates new message from Tradebox when emboldened and red. Clicks through to message page on Tradebox website
Operations	
Download	Runs the download function to connect to online sales platform and import new sales before automatically posting to Sage Accounts. Sales Channel must be turned on (status of YES) in the Sales Channel List for download to occur.
Error Corrections	Loads Error Corrections grid, where sales that cannot be automatically posted to Sage (usually because of mapping issues) can be manually corrected and then posted to Sage.
Post to Sage	Runs the function to send any unposted sales in the Tradebox database to Sage without connecting to the online sales platform first. If there are any errors at the end of the Post to Sage routine, an alert will be displayed in the Operations Log. Full details of each issue encountered during the Post to Sage will be displayed in the Error Log.
Upload	Runs the Upload function to pass Sage 'free' stock quantities back to the inventory on the selected sales platform.

Picking List	Generates a Picking List of products and quantities for the criteria provided in the dialog box.
Packing List	Generates a Packing List for each individual order containing SKU's, quantities, delivery information etc.
Labels	Generates Avery Standard label sheets (either 3 x 7 or 2 x 7) of delivery addresses
Amazon Shipping	Generates the Amazon Shipping confirmation grid from where Amazon orders can be marked as despatched and this information passed back to the Amazon marketplace.
Manual Order Entry	Opens the Manual Order Entry form, if a manual entry sales channel has been established in the Sales Channel List.
Information	
Sales Channels	Opens the Sales Channel List which contains an overview of each sales channel established in the software. Double clicking on a sales channel opens the configuration settings for that sales channel and allows the configuration to be amended as required.
Orders	Opens a list of orders downloaded or imported into the Tradebox database. Users can choose to see all orders or orders from a specified sales channel.
Customers	Opens a list of customers.
Fees	Accesses the list of fees imported from specific marketplaces, such as eBay and Amazon.
Logs	Opens the Process and error logs for each day

Search	Generates a search utility.
Last Download	Opens the Operations log for the last download. From here the user can also access the Process and error log for the last download.
Configuration	
New Sales Channel	Click on New Sales Channel to generate the Sales Channel Setup Wizard to create a new sales channel in Tradebox
Sales Channel Record	Opens the configuration settings for the Sales Channel selected in the Sales Channel List.
Settings	Opens the generic settings for the application which include download options, dashboard options, exchange rates, address/labels, countries table, Sage field mapping and the feedback screen.
Licence	Accesses the Programme Activation screen to enter serial numbers and activation keys to activate, renew or upgrade the software licence.
Analysis	
Reports	Access the reports section
Sales Channels	Provides analysis graph comparing sales channels in Tradebox by turnover or units sold in the last 12 months. By default all products sold are included but graph can be refined to compare specific products by sales channels.
Units	Provides a Calendar 3 year graph overview of units sold across all sales channels. Can be refined to drill down to units from a specified sales channel.

Turnover	Provides a Calendar 3 year graph overview of turnover across all sales channels. Can be refined to drill down to turnover from a specified sales channel.
Products	Provides a Calendar 12 month graph illustrating the performance of a specified product. Performance can be changed between units, turnover and average selling price.
Products (All)	Provides a Calendar 12 month grid of all units sold. The grid can include all sales channels or a single specified sales channel. Product performance can be presented as units or turnover.
Countries	Provides an 'all time' graph of countries sold to. Graph can display all countries or be grouped into UK, EU and rest of World Sales. By default sales from all sales channels are included, albeit this can be refined to present country sales from a specific sales channel.
Sales v Fees	Presents a line graph illustrating a Calendar year of sales against fees. Only applicable for Amazon and eBay where fees are downloaded.
Fees	Presents a graph of fees, broken down into specific types. Only applicable for Amazon and eBay where fees are downloaded.
Time of Day	Provides and 'all time' graph of the time of day sales are made from eBay only.
Day of Week	Provides and 'all time' graph of the day of the week sales are made from all sales channels. This graph can be configured for time frames, sales channels and swapped between units and turnover.
Day of Month	Provides and 'all time' graph of the day of the month sales are made from all sales channels. This graph can be configured for time frames, sales channels and swapped between units and turnover.

Amazon Margins	Exports Amazon sales and fees data into an Excel spread sheet, comparing income against fees for each products sold
eBay Margins	Exports eBay sales and fees data into an Excel spread sheet, comparing income against fees for each products sold
Maintenance	
Backup	Enables the Tradebox data to be backed up. Includes options to automate the back up on closing the programme.
Export Data	Where an Export File Format has been created (see below) this function exports the data from a given date range into the existing template which can then be saved.
Relocate Database	Allows the user to export the Tradebox database off the client PC to a shared network drive. Also enables users to point additional installations of Tradebox at the existing database on a shared network drive.
Rebuild Data	Allows users to rebuild data in the Tradebox database. This can be for all channels or for specified channels. Data that can be rebuilt (deleted) includes sales information as well as mappings.
Rebuild Sales Figures	All the data in the Tradebox database to be rebuilt and all analysis and reporting to be recreated.
Archive Order History	Allows Tradebox data, older than 30 days, to be archived to improve performance.
Export File Formats	Allows users to create an export template of specified fields in a given order into a csv or excel spread sheet. Once the template is created and saved, the chosen data is exported using the Export Data option (see above).

Clear Order History	Deletes data from the Tradebox database prior to a given date.
Reset Sage Postings	Allows invoices to be recreated in Sage a second time by resetting the internal sage invoice number in Tradebox prior to a given date or invoice number. Once rebuilt, Tradebox can repost the invoices into Sage.
Restore	Restores previous backups.
Security	Allows a password to be added to the program or an existing password to be deleted or changed.