

Shopify Integration Guide

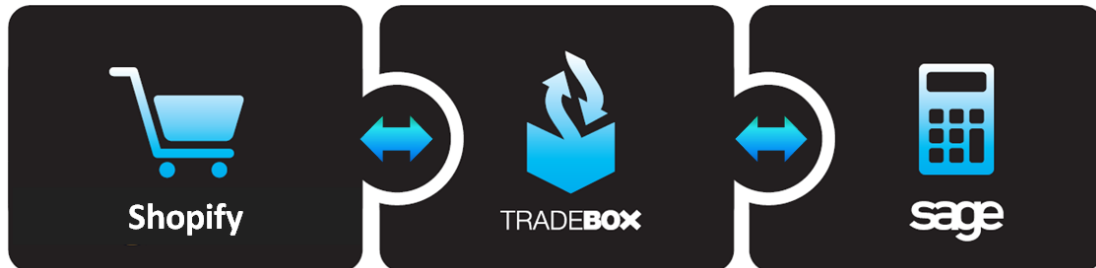


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Shopify Integration Overview

Integration with Shopify is achieved via a CSV import of web orders from a standard Shopify order file. The CSV file containing the web orders needs to be manually generated and then downloaded into a local folder on the user's PC or network, before being imported by Tradebox.

Integration with Shopify allows users to:

- Rapidly import sales based on order status
- Create Individual customers in Sage, or use a single generic customer
- Create individual invoices/orders in Sage for each unique order
- Adjust stock in Sage (if required)
- Calculate VAT liability on each item in a sale, including overseas sales
- Report sales and shipping income to nominal and department codes
- Automatically pay off invoices by creating Sales Receipts in nominated Sage bank accounts

Once an order is imported into Tradebox it will not be imported a second time, preventing any chance of duplication in Sage. Tradebox can **only import sales with a single currency**, which is established in the connection settings in the Tradebox software. If you have multiple currency sales in your export file you will need to create a separate connection in Tradebox for each currency.

Set Up Sequence

1. Configure Sage Accounts for Tradebox
2. Create local folders on PC or network
3. Generate and download Shopify order file into local folder.
4. Download and Install Tradebox
5. Create a Shopify connection in Tradebox
6. Refine Shopify connection settings
7. Start using Tradebox



Sage Accounts set up

1. Install and configure **Sage Instant** or **Sage 50 Accounts** on your pc. Finance Manager is compatible with Sage Instant Accounts version 15 onwards and Sage 50 Accounts version 12 onwards. **IMPORTANT:** If you use Sage 50 Accounts 2008, you **MUST** download and install the Sage SDO Hotfix prior to using Tradebox
2. 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.
3. Create a Sage Username 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 selecting **Settings – Access Rights**.

Sage Accounts set up 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 expenses/fees	
Departments created, if required	
Generic customer accounts created, if required	
Bank Accounts set up, as required	
Suppliers created, as required	
Products created, if required	
Stock levels adjusted against existing products, if required	

PC set up for Shopify File Import

On your PC or network create the following folders for the CSV connection:

- Website Sales
 - Web Sales In
 - Web Sales Out

Prior to the import, the CSV file needs to be in the **Web Sales IN** folder. This can either be manually saved in this location or can be electronically downloaded by Tradebox from the FTP.

Shopify Order File

1. **Login** to Shopify
2. Select **Orders**
3. Select **Export Orders**
4. Choose a monthly or quarterly order file
5. Shopify will email the chosen order file in a zipped folder
6. Extract the csv order file from the zipped folder and save in the **web sales IN** folder



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:

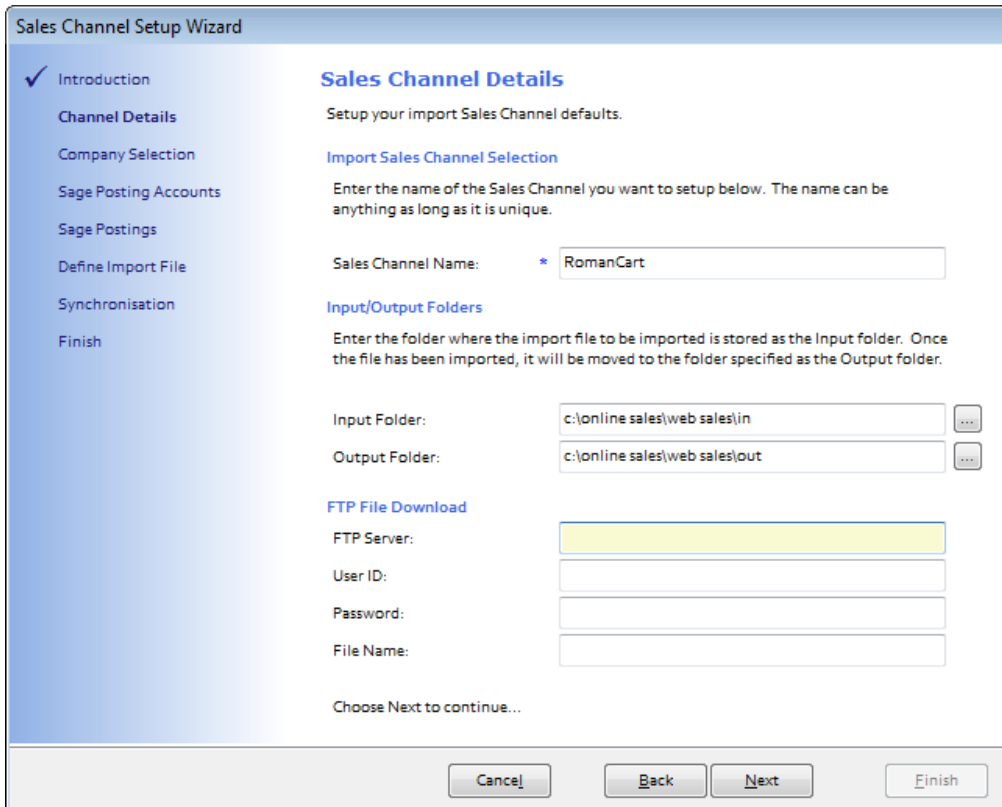
A screenshot of the "Download Tradebox" form. The title "Download Tradebox" is centered at the top. Below it is a paragraph: "Whether you wish to evaluate Tradebox for the first time, install on a new PC or simply upgrade your existing version, fill out the form and we will email you the instructions." The form contains four input fields: "First Name:" with the text "Edward", "Last Name:", "Company:", and "Email Address:". A blue "DOWNLOAD" button is located at the bottom right of the form.

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 Shopify connection in Tradebox

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

The **Sales Channel 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.



Sales Channel Setup Wizard

- ✓ Introduction
- Channel Details
- Company Selection
- Sage Posting Accounts
- Sage Postings
- Define Import File
- Synchronisation
- Finish

Sales Channel Details

Setup your import Sales Channel defaults.

Import Sales Channel Selection

Enter the name of the Sales Channel you want to setup below. The name can be anything as long as it is unique.

Sales Channel Name: * RomanCart

Input/Output Folders

Enter the folder where the import file to be imported is stored as the Input folder. Once the file has been imported, it will be moved to the folder specified as the Output folder.

Input Folder: c:\online sales\web sales\in

Output Folder: c:\online sales\web sales\out

FTP File Download

FTP Server:

User ID:

Password:

File Name:

Choose Next to continue...

Cancel Back Next Finish



The location of:

- i. The **Input Folder**. This is where the Shopify order file needs to be downloaded and saved into, prior to Tradebox importing the sales.
- ii. The **Output Folder**. This is the location where Tradebox will move the imported file to when the data import has been completed. The purpose of the Output folder is to simply act as an archive for imported files.

The **FTP Server** field enables Tradebox to connect to the user's FTP and electronically download the CSV file. These fields are only required if the CSV file is published to an FTP.

The **User ID** is the logon name required to gain access to the FTP

The **Password** is the FTP password required to gain access to the FTP

The **File Name** field contains the name of the file to be downloaded. If the file always has the same name simply enter the file name followed by .csv (tradebox.csv). If the file published to the FTP has a different name each time it is published, simply enter *.

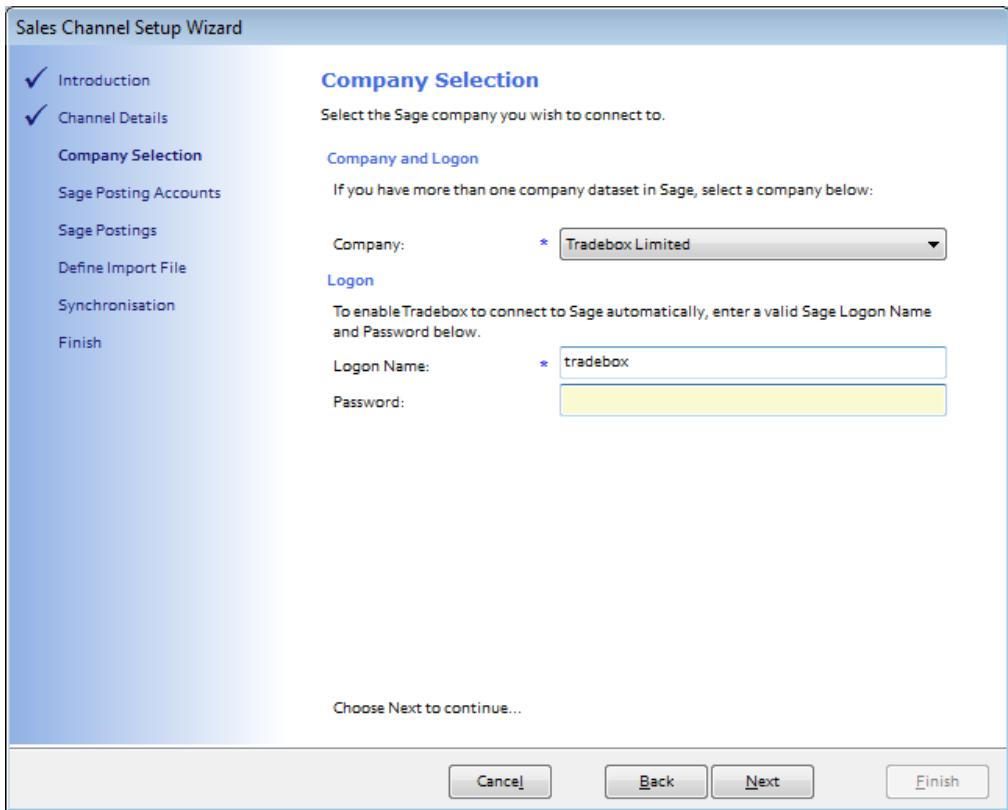
4. Click **Next**.



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. Tradebox automatically detects where Sage is installed on the user's PC and displays this information in the Sage Folder field.

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.

Provide an existing **Sage username** in the logon 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.

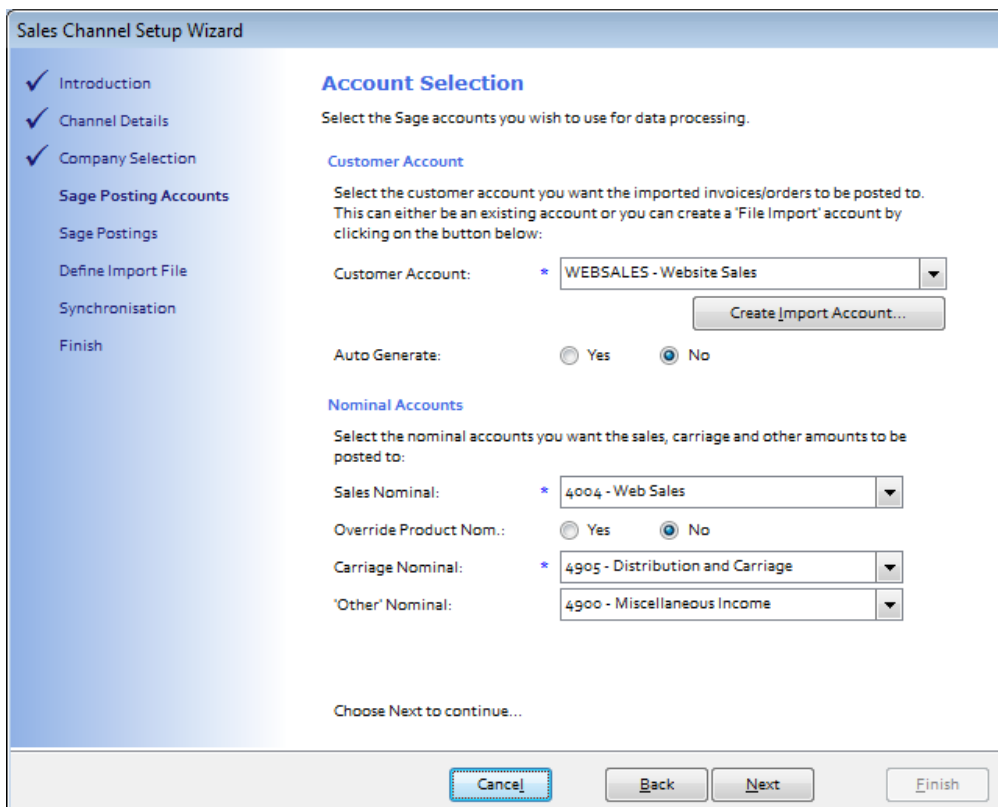


5. Click on **Next**.

The fourth screen in the wizard is entitled **Account Selection** and enables the user to decide how to manage Customer Accounts in Sage and also to establish global nominal settings to report sales and carriage income to.

6. Users can choose to use a **single generic customer** account in Sage to report all web sales to, or, **to create individual customer** accounts in Sage for every unique buyer. Regardless of this choice, a Generic Default Customer is always required.
 - a. To use a **single generic customer account**, select a pre-existing Sage account from the drop down list. Ensure the **Auto Generate** option is **NO**.
 - b. To create **individual customer accounts** in Sage a generic pre-existing Sage account still needs to be chosen from the drop down list Then ensure the **Auto Generate** option is **YES**.

Sage only accepts the following characters; **1 2 3 4 5 6 7 8 9 0 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ! " \$ % & () - _ ' # . /**. Where a customer name on an order contains any character other than the accepted characters, Tradebox will allocate the Sage invoice to the default customer.



From the **Sales Nominal** field choose a Sales Nominal Code from Sage to report your web sales to. This is a global setting. If you elect to create Product Invoices or Sales Orders (in the next page of the wizard) Tradebox will, by default, report the sales to the nominal code held within the **Sage Product Record**. If you wish to override this default and simply report sales income to the single global nominal code select the **YES** option next to **Override Product Nom.**

From the **Carriage Nominal** field choose a Sales Nominal Code from Sage to report your carriage income to. Again, this is a global setting. Different shipping options can be mapped to separate sales nominal codes after the connection has been established.

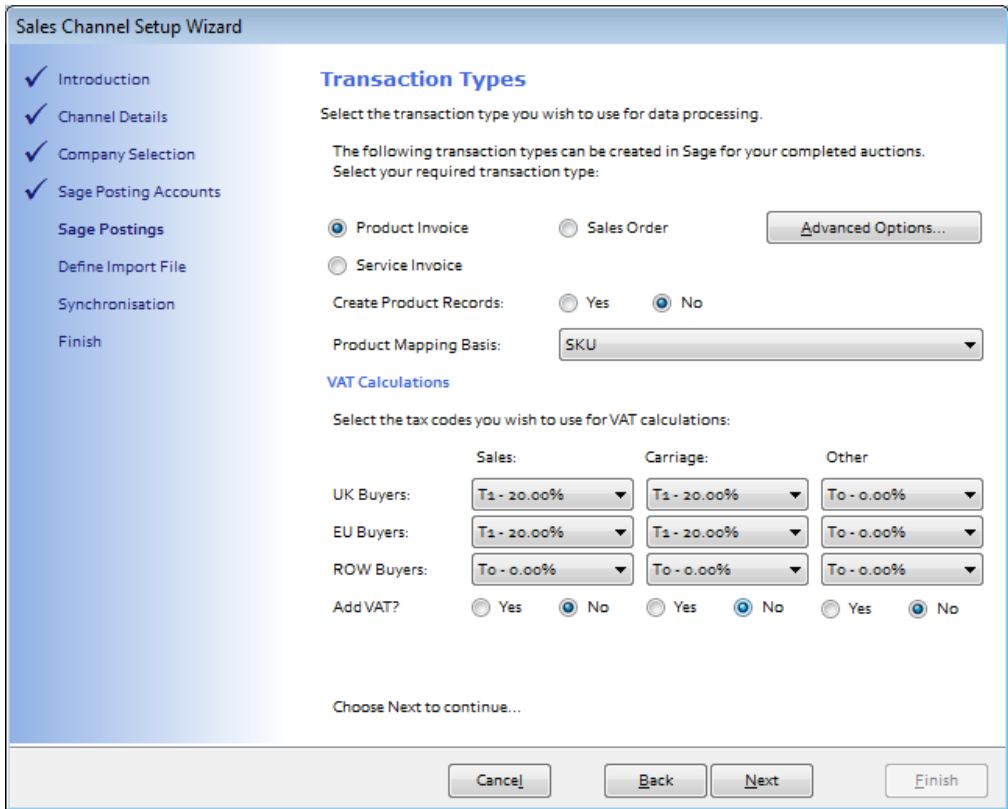
From the **Other Nominal** field choose a Sales Nominal Code from Sage to report any other values in your CSV file to e.g. such as **handling costs**. Again, this is a global setting.

7. Click on **Next**.

The fifth screen in the wizard is entitled **Transaction Types** and enables the user to choose what type of transaction they wish to create in Sage Accounts:

- Service Invoice – No Stock Control
- Product Invoice – Stock Control (Recommended for stock control)
- Sales Order – Stock Control (requires Sage 50 Professional)

If you are unsure of the best transaction type to create, please refer to the **online retailer's guide to Sage Accounts** which can be downloaded by clicking [here](#).



Sales Channel Setup Wizard

- Introduction
- Channel Details
- Company Selection
- Sage Posting Accounts
- Sage Postings**
- Define Import File
- Synchronisation
- Finish

Transaction Types

Select the transaction type you wish to use for data processing.

The following transaction types can be created in Sage for your completed auctions. Select your required transaction type:

Product Invoice Sales Order

Service Invoice

Create Product Records: Yes No

Product Mapping Basis:

VAT Calculations

Select the tax codes you wish to use for VAT calculations:

	Sales:	Carriage:	Other
UK Buyers:	<input type="text" value="T1 - 20.00%"/>	<input type="text" value="T1 - 20.00%"/>	<input type="text" value="To - 0.00%"/>
EU Buyers:	<input type="text" value="T1 - 20.00%"/>	<input type="text" value="T1 - 20.00%"/>	<input type="text" value="To - 0.00%"/>
ROW Buyers:	<input type="text" value="To - 0.00%"/>	<input type="text" value="To - 0.00%"/>	<input type="text" value="To - 0.00%"/>

Add VAT? Yes No Yes No Yes No

Choose Next to continue...

Create Product Records: Instructs Tradebox to automatically create a new product record in Sage for any SKU in the CSV file it cannot automatically match to an existing Product in Sage. Products created in Sage by Tradebox only contain a Product Code, Description, the Sage default tax code and the Sage default nominal code. All other information that can be entered against a Sage product, such as location, supplier, cost price,



sales price, quantity in stock etc., will need to be added manually. Generally this function is used as an initial option to get stock records set up in Sage. **It is NOT recommended to have this function permanently turned on.**

Where Product Invoices or Sales Orders have been chosen, a **Product Mapping Basis** needs to be selected to enable Tradebox to match the product sold online to a Product in Sage. Using SKU as the mapping basis is recommended. Where SKU is chosen, Tradebox will attempt to automatically match the online SKU to an existing Sage Product Code where both identifiers are identical. If Tradebox cannot find an exact match it will invite the user to manually map the SKU to a Sage Product Code in Error Corrections and will save this relationship for future use in the **Product Mapping** table.

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.

The **Add VAT** radial buttons allow the user to instruct Tradebox whether the values in the CSV file for sales, carriage and other are inclusive or exclusive of VAT. If the values are gross and contain VAT these buttons should be set to **NO**. If the values are net and do not contain VAT these buttons should be set to **YES**.

Tradebox always recommend dealing in gross prices in the CSV file.

If the user has chosen to create Product Invoices or Sales Orders, Tradebox will initially read the Tax code from the Sage Product Record and use this as the default for UK and EU sales.

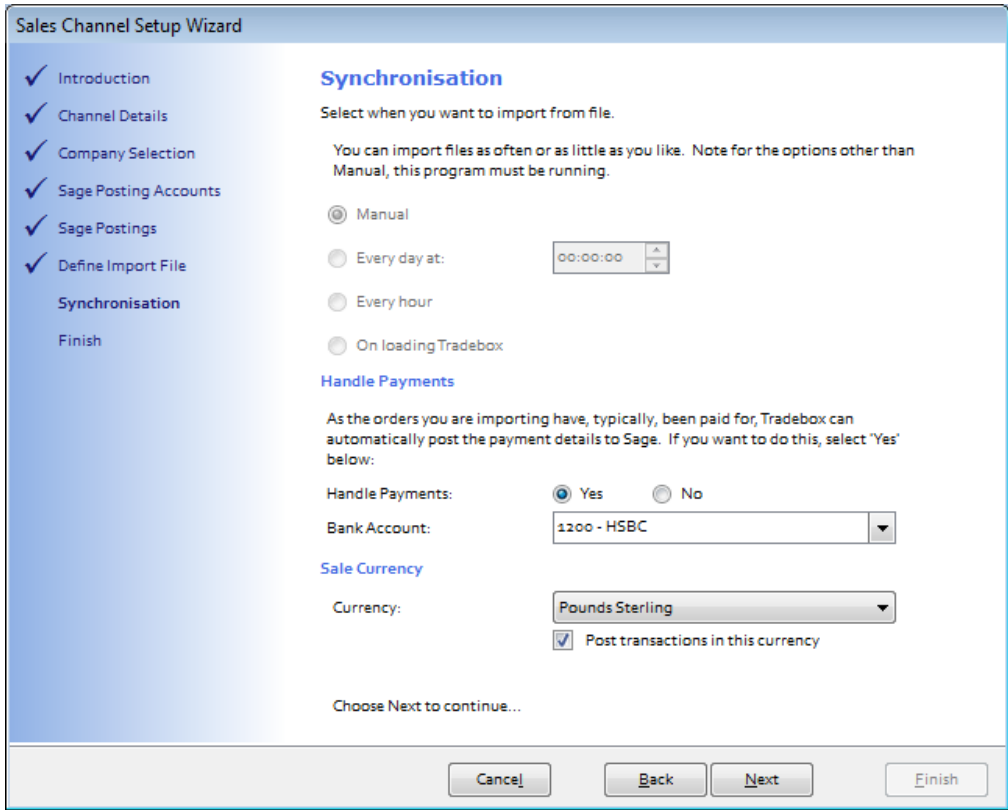
8. Click on **Next**.



The sixth screen in the wizard is entitled **Synchronisation** and enables the user to choose when to import sales and also how to handle Sales Receipts in Sage.

- 9. 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 (Tradebox must be closed and re-opened for this setting to take effect).
 - d. On loading Tradebox

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.





Under the **Handle Payments** area of the wizard screen, the user can choose whether or not to automatically pay an individual sales receipts (SR) into a nominated bank account in Sage. All invoices created by Tradebox in Sage are **unposted**. If you choose to process the sales receipt then this will be automatically paid into a nominated Sage bank account when the invoice is updated/posted to the ledgers.

Creating 'notional' banks in Sage to reflect and contain activity for a given payment method is a widely used approach by many online retailers. Doing this allows large volumes of individual transactions from a given payment method to be isolated away from the businesses other transactions, assisting in the reconciliation process.

The above is **NOT applicable** if Sales Orders (SO) have been chosen as the transaction type for Tradebox to create.

Sales Orders

If **Sales Orders** (SO) are chosen as the transaction type for Tradebox to create, Sales Receipts (SR) will NOT be paid into a bank, as illustrated above. This is because Sales Orders operate in a different way in Sage, as follows:

1. Sales Order is created in Sage by Tradebox automatically creating a Sales Receipt on Account (SA), against the Sage Customer Account. Effectively this credits the Sage Customer Account as a payment taken in advance of an invoice being raised.
2. Once the SO has been marked as dispatched, Sage will automatically create a Product Invoice. When the Invoice is updated to the ledgers a Sales Invoice (SI) is created against the Sage Customer Account. Generally this will contra off the SA leaving a balance on the Customer Account of zero.
3. However, both transactions will still be outstanding and will need to be allocated against



each within a bank. To do this the user needs select the relevant bank within Sage, click on the Customer button and choose the Customer Account from the drop down list. Both transactions (SA and SI) will appear. Marking both as paid in full will allocate the transactions together.

Where the user has chosen to create individual customer accounts in Sage, the task of allocating the transactions together in the bank will become significantly time consuming, especially if they conduct many online transactions.

A work around does exist for this is Tradebox, which prevents the creation of an SA to the Customer Account and allocates a Sales Receipt against the invoice, as described for Service and Product invoicing. However, this only works where the SO is fully dispatched and should not be used if SO's are partially dispatched.

The work around can only be applied after the set up wizard is complete and the connection has been set up. Once done, select the Sales Channel List and double click on the connection. In the screen displayed, untick the **Post Sales Receipts** tick box and then re-tick it. A dialog box will be displayed to confirm this setting. Click on **OK**.

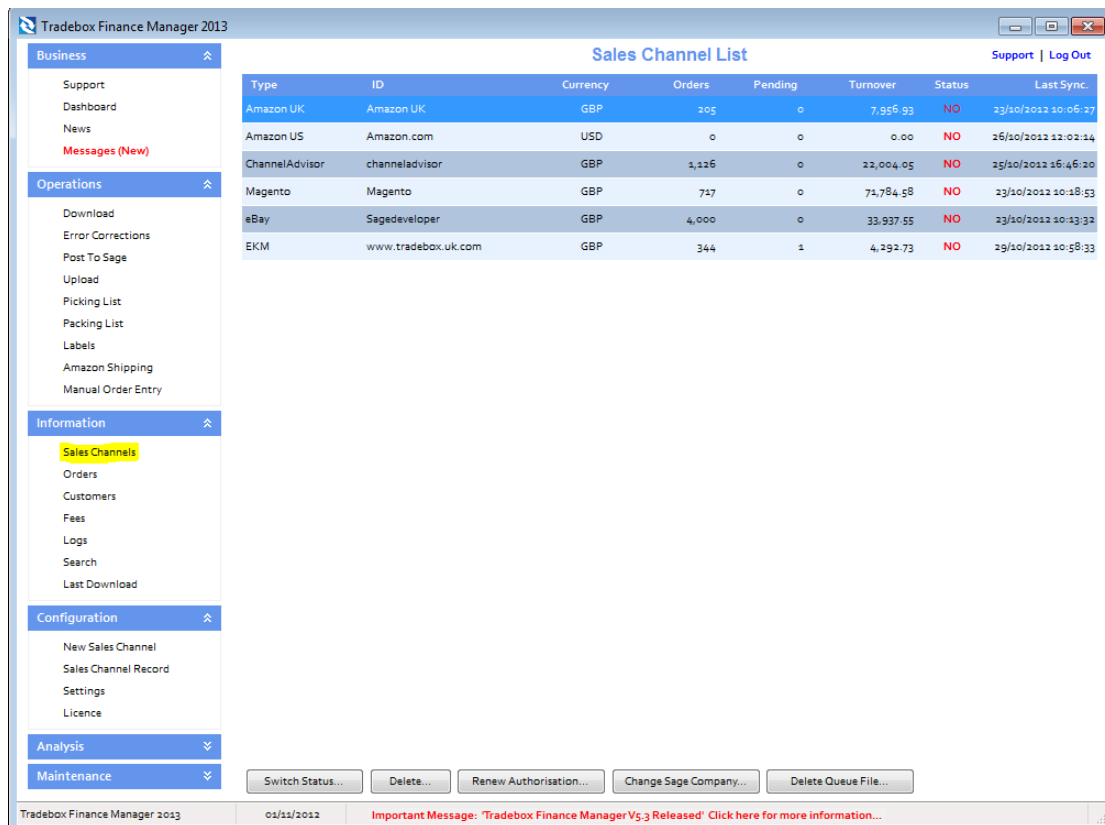
Sales Currency allows the user to specify the currency of the sales being imported and whether to post the sales to Sage in this currency, or, in the case of non GBP sales, convert to GBP.

Click **Next** and on the final page of the wizard select **Finish**.

Applying and refining additional settings

Sales Channel List

Upon completion of the **Sales Channel Setup Wizard**, a connection to Shopify 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 screenshot displays the 'Sales Channel List' window in Tradebox Finance Manager 2013. The window title is 'Tradebox Finance Manager 2013' and the main title is 'Sales Channel List'. The interface includes a left-hand navigation menu with categories: Business, Operations, Information, Configuration, Analysis, and Maintenance. The 'Information' menu is expanded, showing 'Sales Channels' as the selected option. The main area contains a table with the following data:

Type	ID	Currency	Orders	Pending	Turnover	Status	Last Sync.
Amazon UK	Amazon UK	GBP	205	0	7,956.93	NO	23/10/2012 10:06:27
Amazon US	Amazon.com	USD	0	0	0.00	NO	26/10/2012 12:02:14
ChannelAdvisor	channeladvisor	GBP	1,126	0	22,004.05	NO	25/10/2012 16:46:20
Magento	Magento	GBP	717	0	71,784.58	NO	23/10/2012 10:18:53
eBay	Sagedeveloper	GBP	4,000	0	33,937.55	NO	23/10/2012 10:13:32
EKM	www.tradebox.uk.com	GBP	344	1	4,292.73	NO	29/10/2012 10:58:33

At the bottom of the window, there are five command buttons: 'Switch Status...', 'Delete...', 'Renew Authorisation...', 'Change Sage Company...', and 'Delete Queue File...'. The status bar at the bottom shows 'Tradebox Finance Manager 2013', the date '01/11/2012', and an important message: 'Important Message: Tradebox Finance Manager V5.3 Released! Click here for more information...'.

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. The Sales Channel Record also holds all of the **mapping tables** for the connection which record and store the relationships between the data downloaded from the online marketplace/website and the entries in Sage.

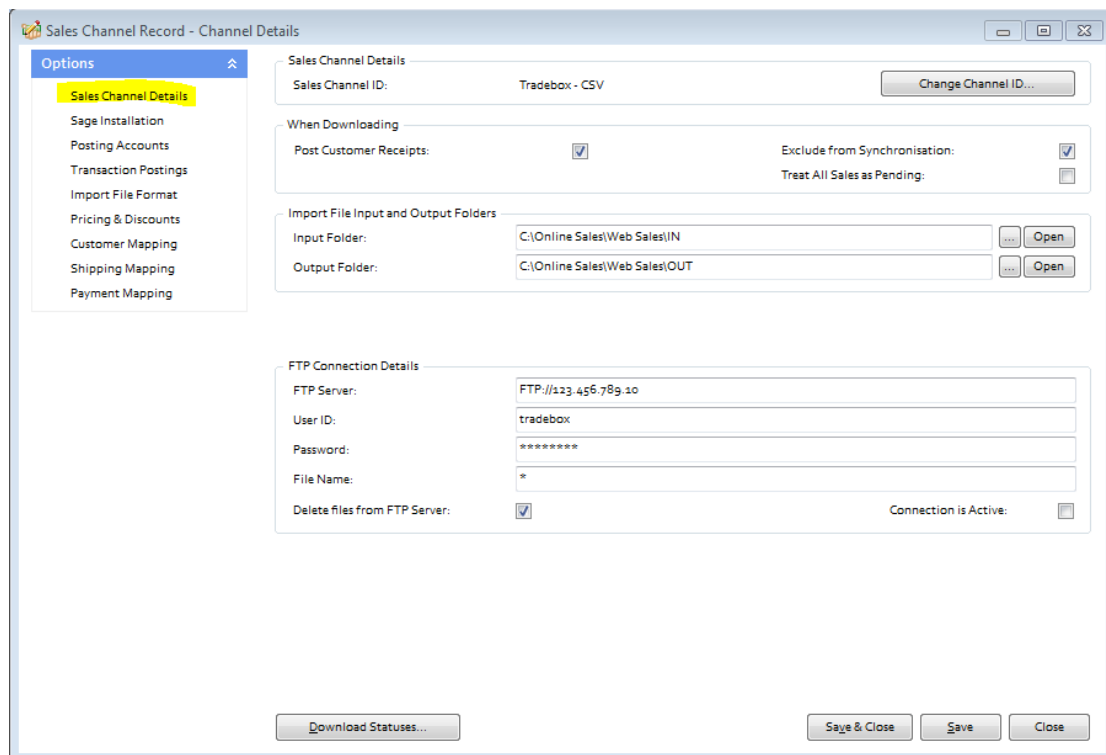
These tables cover mappings for:

- Customers
- Products
- Shipping Methods
- Payment Methods

The following pages will cover additional features and settings not explained in the previous wizard walkthrough.

Sales Channel Details

The first page of the Sales Channel record is the **Sales Channel Details** page. This page holds a variety of additional settings that can be applied and/or changed.



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.

'Post Customer Receipts' ensures that a Sales Receipt is paid into a nominated Sage bank upon updating the Sage invoice created by Tradebox.

Exclude from Synchronisation suspends the connection and excludes it from the download or upload process.

Treat all Sales as Pending places all sales imported from the connection directly into the **Pending Folder**.



The **Input Folder** field provides the path to the location of the IN folder, where the CSV file is downloaded into. This can be changed by clicking on the [...] button to the right of the field.

The **Output Folder** field provides the path to the location of the OUT folder, where CSV file is moved after it is successfully imported by Tradebox. This can be changed by clicking on the [...] button to the right of the field.

The **FTP Server** field enables Tradebox to connect to the user's FTP and electronically download the CSV file. This should always start with FTP:// or FTPS:// (if a secure FTP) followed by the address.

The **User ID** is the logon name required to gain access to the FTP

The **Password** is the FTP password required to gain access to the FTP

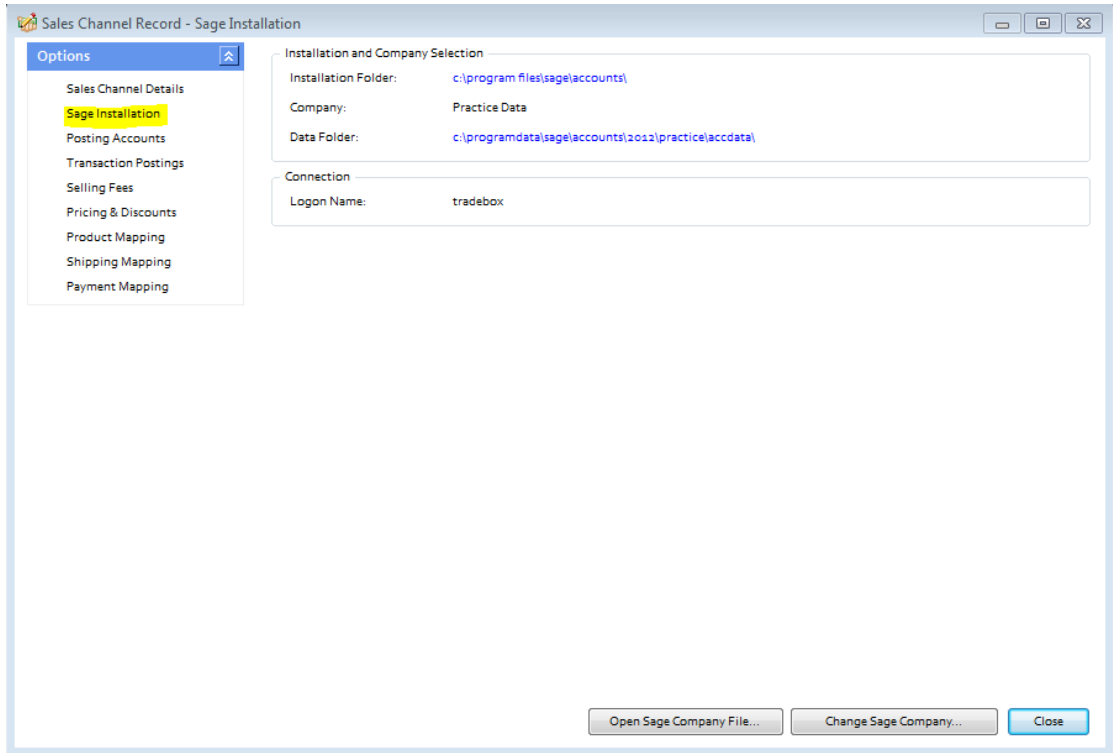
The **File Name** field contains the name of the file to be downloaded. If the file always has the same name simply enter the file name followed by .csv (tradebox.csv). If the file published to the FTP has a different name each time it is published, simply enter *.

Delete Files from FTP Server, if ticked, will remove the CSV file from the FTP location and save it into the local IN folder. This prevents the FTP location becoming full of CSV files and also speeds up the Tradebox download time.

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



Sage Installation



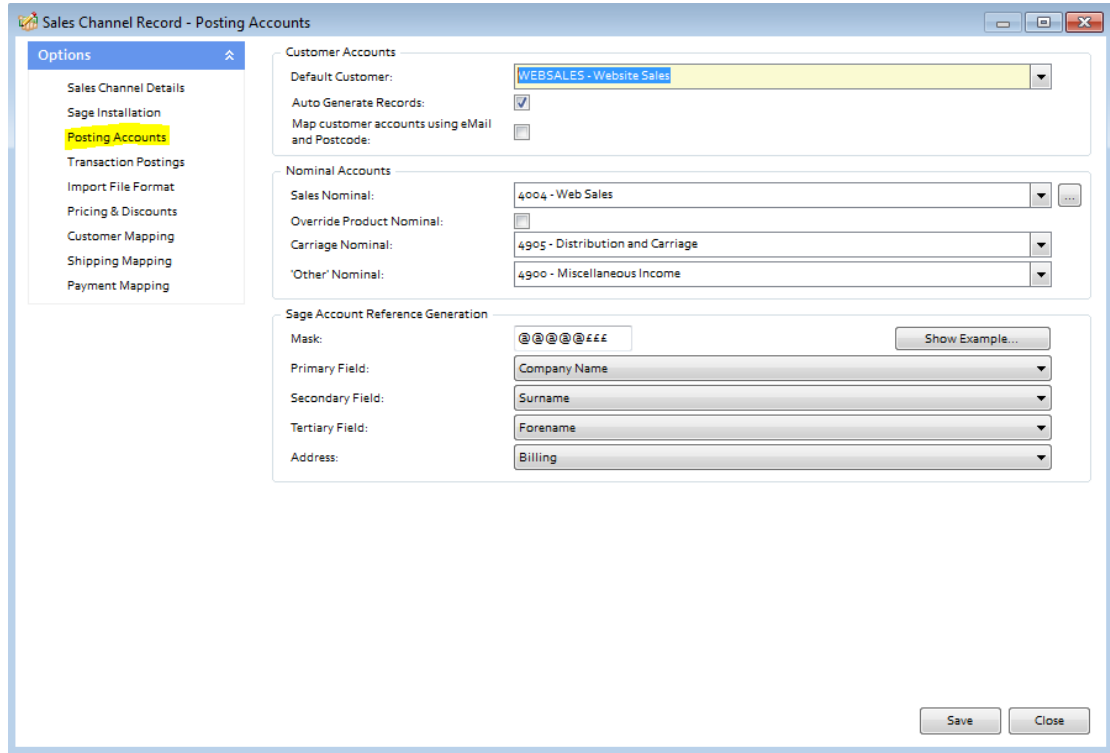
The Sage Installation screen shows the user which Sage Company Tradebox is pointing to and where the Sales downloaded will be created.

This screen also shows the Sage user name that has been provided by the user to enable Tradebox to log into Sage. Tradebox highly recommends creating a unique Sage user name specifically for Tradebox. Providing Tradebox with the standard Sage 'Manager' username, often leads to login conflicts.

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

Open Sage Company File opens the local Sage Company file (in Notepad) containing a list of all Sage companies in the user's data set. This feature should only be used when directed by Tradebox support.

Posting Accounts



Map Customer Accounts using email and Postcode is only applicable if the option to **auto generate individual customer** records in Sage has been chosen. Ticking this option instructs Tradebox to search through existing customer records in Sage and determine if a customer already exists based upon the email and postcode in the imported order. If there is a **match for both criteria** then Tradebox will link the order to the existing customer account. If there is not match Tradebox will create a new customer record. This feature will slow the import routine and requires that the Sage user name provided to Tradebox has Full Access.

Sage Account Reference Generation: This feature allows the user to determine how the **Sage Customer Account Reference (SCAR)** should be configured and is only applicable if the option to create individual customer records has been chosen. Customer Account References in Sage have a maximum of 8 characters. The tools in this section allow the user to determine:

- a. What information the SCAR should be based upon
 - i. Company Name
 - ii. Surname
 - iii. Forename



- b. The priority the data upon which the SCAR is based should be in
- c. Which address information to base the SCAR upon (billing address or shipping address)
- d. The format of the SCAR in terms of letter and numbers through the use of a Mask.

The 3 pieces of information upon which the Sage Customer Account Reference can be based are the buyer's company name, surname or forename. The priority of this information is established in the primary, secondary and tertiary fields. Where information on the highest priority field may not exist in the feed, Tradebox will move to the second priority and then the third. So, in the above example the highest priority is the company name. If this exists in the feed it will be used. If this field is blank, Tradebox will move to the second priority, which in the above example is the buyer's surname.

Mask: The mask allows the user to establish how many letters and/or number to use in the creation of the Sage Customer Account Reference (SCAR). In the mask:

@ equals a letter

£ equals a number

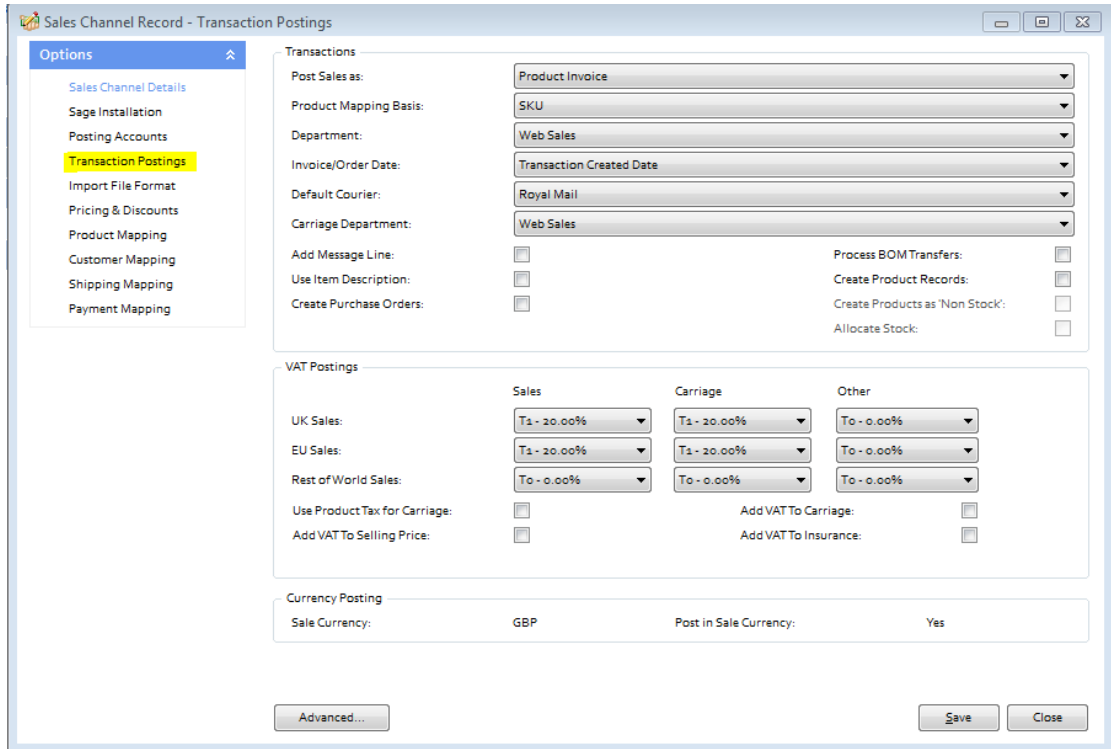
Using the above example (@@@@£££) Tradebox would create the SCAR using the first 5 characters of the data followed by 3 numbers. The numbers are incremental to allow separation of different customers with similar information. For example, if John Smith and Adam Smith made purchases Tradebox would create SMITH001 and SMITH002 Customer Account References in Sage.

The mask can also contain prefixes. So, if you wished to prefix the SCAR with an 'W' (for Website) then you would simply type the letter into the mask as follows:

W@@@@£££

The mask will always be limited to 8 characters, which is the maximum Sage allows.

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 from imported sales to an established department in Sage. This is useful to isolate sales income in Sage from a given marketplace.

Invoice/Order date: This is the date used on the Sage invoice. By default this is set to the date the transaction occurred. However this can be changed to the **Paid Date** or the **Downloaded Date**.

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

Carriage Department: allows carriage income to be allocated to an established department in Sage. This is useful to isolate carriage income in Sage from a given marketplace.

Add Message Line: allows the user to add any message left by the customers onto the invoice in Sage.

Use Item Description: uses the item title from CSV file on the Sage invoice, as opposed to using the description from the Sage Product record.

Create Purchase Orders: Automatically creates **Purchase Orders** in Sage to the supplier of the product, at the established cost price, for delivery to the buyer. Product needs to be specifically marked as a dropship item in the **Product Mapping** Screen first. **Requires Sage 50 Accounts Professional.**

Process BOM Transfer: Instructs Tradebox to transfer component parts into a pre-existing Bill of Materials (BOM) in Sage, as and when an order containing a BOM product is downloaded. Requires Sage 50 Accounts Plus or Professional.

Create Product Records: Instructs Tradebox to automatically create a new product record in Sage for any product in the CSV file it cannot automatically match to an existing Product in Sage. Products created in Sage by Tradebox only contain a Product Code, Description, the Sage default tax code and the Sage default nominal code. All other information that can be entered against a Sage product, such as location, supplier, cost price, sales price, quantity in stock etc., will need to be added manually. Generally this function is used as an initial option to get stock records set up in Sage. **It is NOT recommended to have this function permanently turned on.**

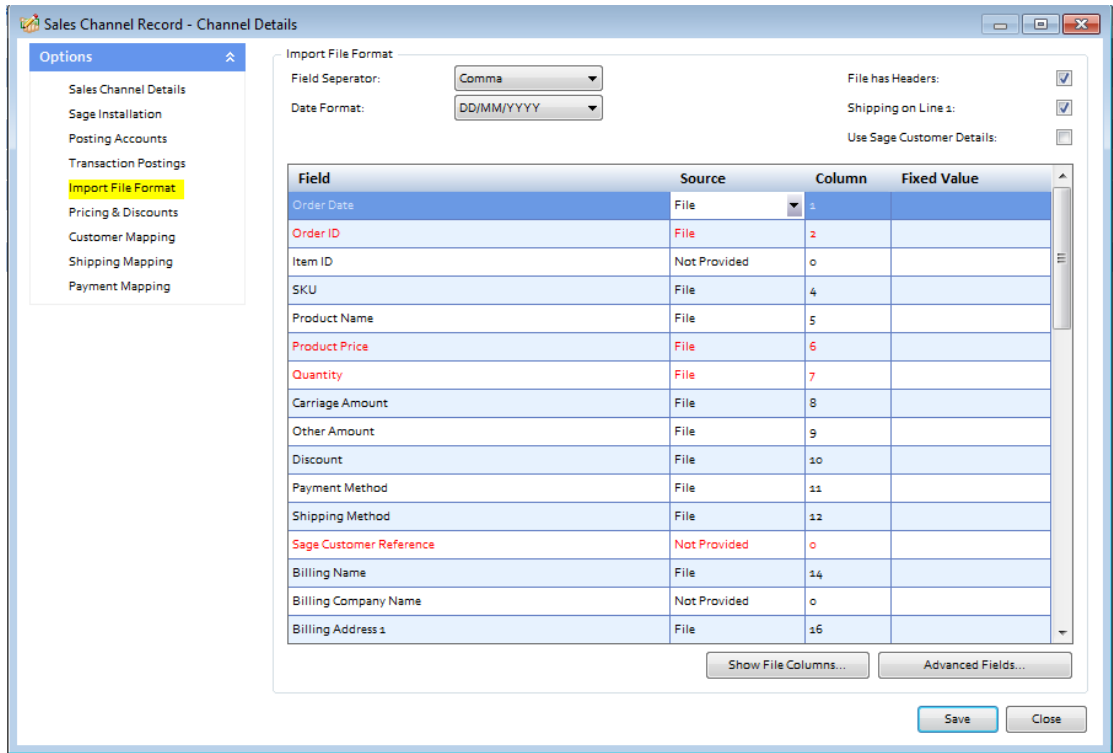
Create Products as Non Stock: If the user has chosen to auto create products in Sage then this setting allows them to specify the creation of Non Stock products, i.e. product records that do NOT carry a quantity.

Allocate Stock: Where Sales Orders have been chosen as the transaction type to be created, Tradebox will automatically allocate stock to the Sales Order upon creation. **Requires Sage 50 Accounts Professional**

Use Product Tax for Carriage: Where Product Invoices or Sales Orders have been chosen as the transaction type in Tradebox, the software has the ability to amend the VAT liability on Carriage in line with the first product in the order.

Import File Format

The Import File Format screen holds the configuration for the Shopify order file to be imported, as well as the mapping between the information Tradebox requires and the column number of this information in the CSV file. This grid is pre-populated based on the configuration of the standard Shopify order file.



The **Field Separator** drop down list informs Tradebox how the columns of data in the file are separated. Users can choose from comma, tab or semi-colon.

The **Date Format** drop down list informs Tradebox of the format of the sales date in the CSV import file. Users can choose from a UK format (DD/MM/YYYY) or a US format (MM/DD/YYYY).

The **File has Headers** tick box informs Tradebox whether the CSV import file has column headers, or not.

The **Shipping on Line 1** tick box should be ticked if the shipping cost is repeated across each line in the order. This informs Tradebox to only take the first shipping cost amount.



Column Mapping Grid

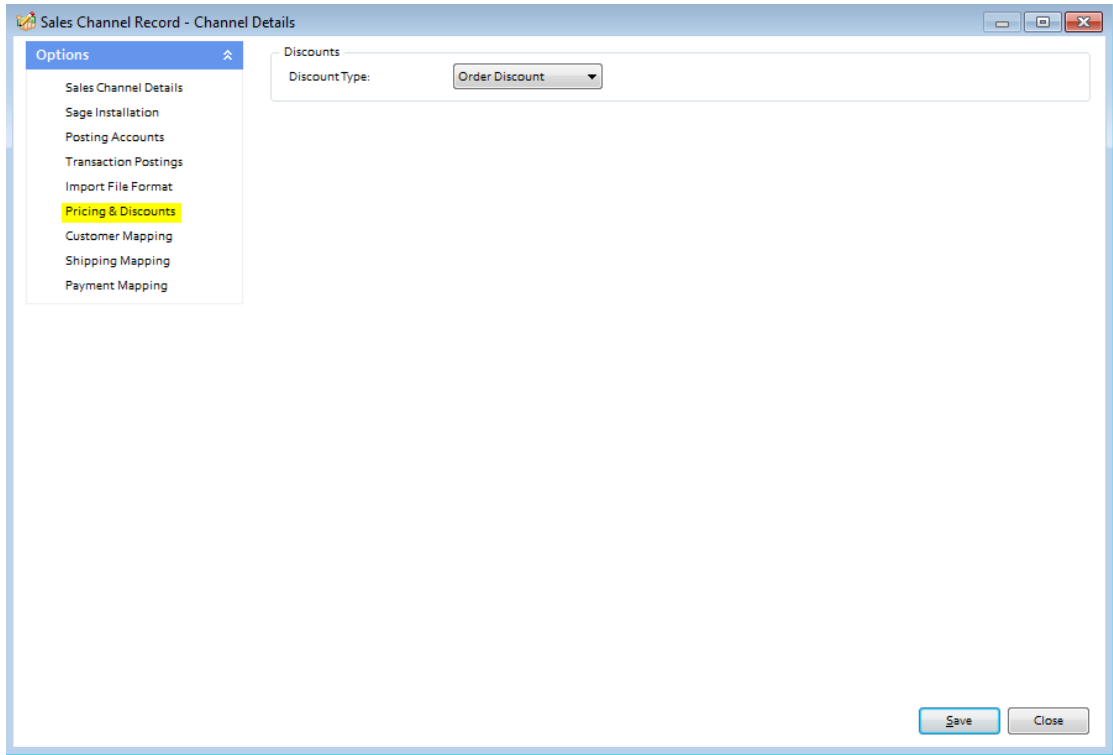
The column mapping grid informs Tradebox which column in the CSV file to take the relevant information from. By default, Tradebox requests 34 pieces of information that can be used to create customers and orders in Sage Accounts. The minimum mandatory fields are in red. However, the more information that is mapped in this grid allows for a greater depth of detail to be passed to Sage Accounts.

If the field of information is available in the CSV file, the user needs to ensure the **Source** drop down field shows File and that the relevant **column** number is added.

If the field of information isn't available, or the user doesn't wish it to be mapped, the **Source** drop down field should be changed to **Not Provided** and the column number shown as 0.

If 2 separate fields within the CSV file need to be added together (such as forename and surname) then this can be achieved by combining the column numbers together using a + symbol, i.e. if forename is in column 10 and surname in column 11, the user could map the billing name to 10+11.

Pricing & Discounts



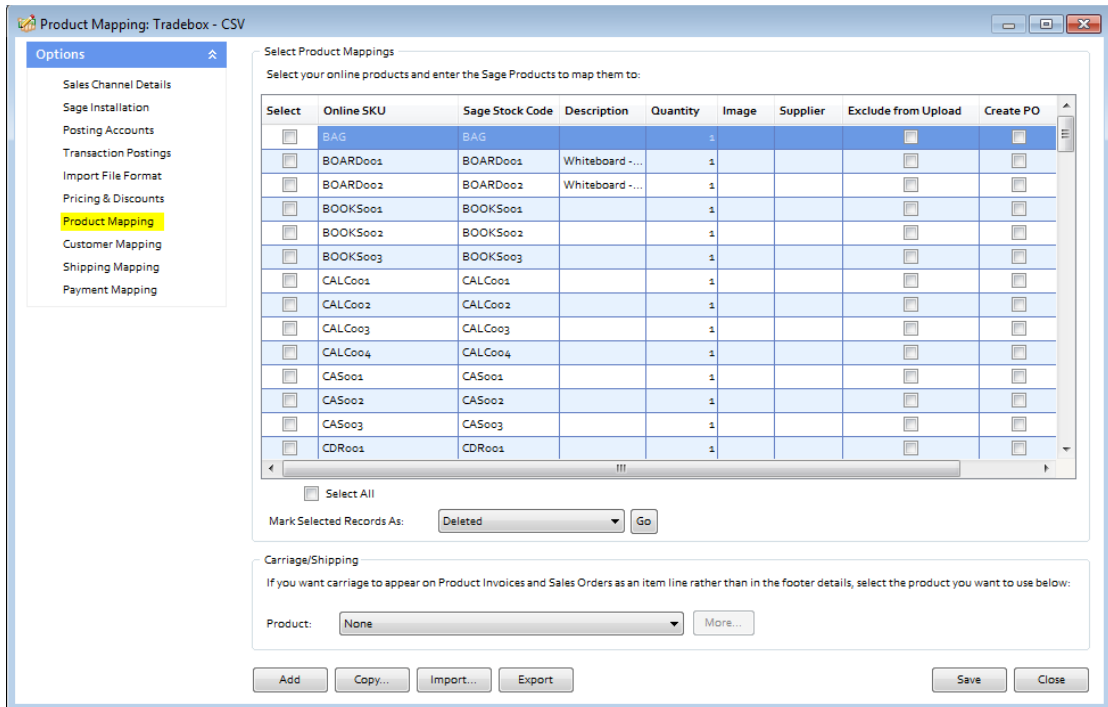
If a discount value appears in the CSV file and the column containing the discount has been mapped to Tradebox, the user can utilise this screen to determine whether the discount value is an **Order Discount** or a **Line Discount**.

An Order Discount will be applied proportionally across all of the items in the order. A Line Discount will be deducted off the item.

Product Mapping

The Product Mapping screen holds the relationship between the online product and the corresponding Sage Product Code. This relationship or mapping can be either **Online SKU** mapped to **Sage Product Code**, or, **Online Product Title** mapped to **Sage Product Code**

In both instances the online product identifier is always mapped to the **Sage Product Code**. This choice is established during the sales channel set up wizard.



In most cases the product mappings in the table are created **automatically** as sales are imported into Tradebox. Online product SKU's are mapped automatically when the online SKU and the Sage Stock Code are an exact match. If the online SKU imported does not match an existing Sage Stock Code, Tradebox alerts the user and invites them to manually allocate the non-matching online SKU to an existing Sage Stock Code.

Product Mappings can be added one at a time by clicking on the **Add** button.

Product Mappings can be copied from another existing connection by selecting the **Copy** button.



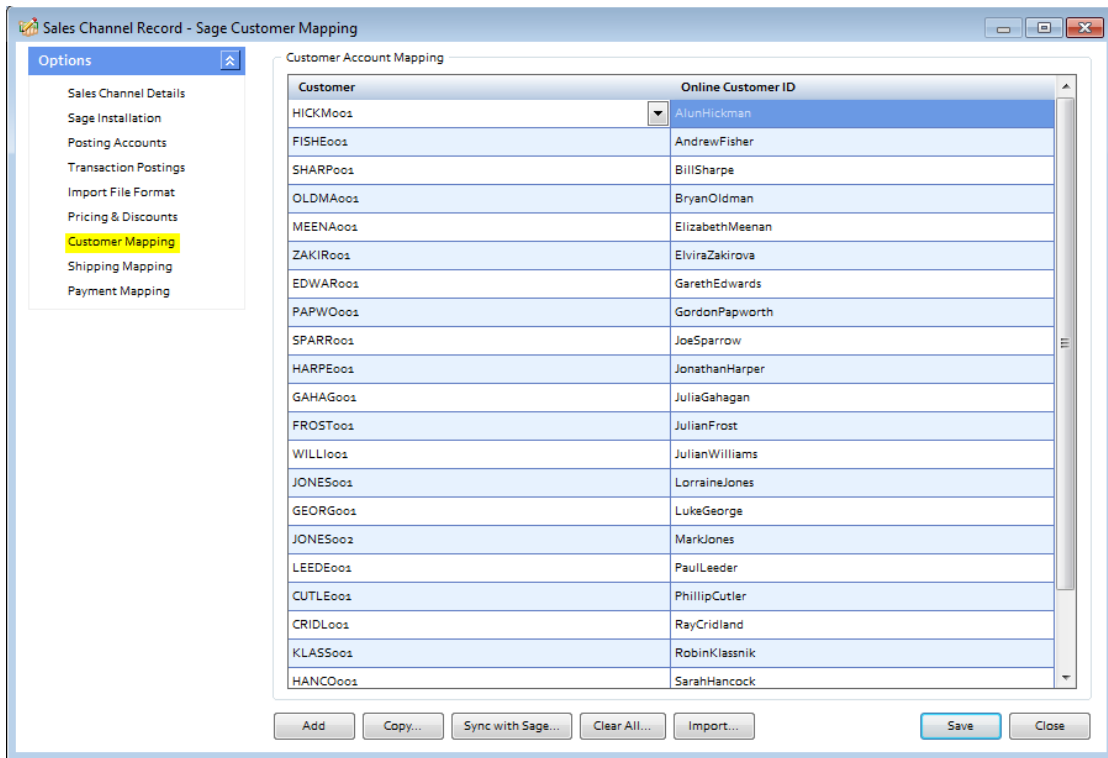
Alternatively, Product Mappings can be imported in a csv file in advance of using Tradebox by utilising the **Import** button. The csv template can be obtained by selecting **Export** button and saving the csv file locally.

Where the user wishes to automatically create Purchases Orders in Sage for given products these need to be identified in this screen by ticking the **Create PO** box next to the relevant product. The **Create Purchase Orders** box also needs to be ticked in the **Transaction Postings** section of the Account record. When Tradebox imports an order with a product that has been marked as **Create PO**, it will automatically raise a Purchase Order (PO) in Sage, with the Product Suppliers name and billing address, at the last cost price with the buyers shipping address. For this to work seamlessly, the Sage Product Record needs to have a supplier allocated to it and have cost prices recorded against it. **Requires Sage 50 Accounts Professional.**

If the user wishes the **shipping method to appear on the body of the Sage invoice/order** as a product line, rather than in the footer of the invoice, then a default carriage product needs to be selected from the drop down menu under the **Carriage/Shipping** section. Further settings need to be established in the **Shipping Mapping** section.

Customer Mapping

The Customer Mapping screen holds the relationship between the **Sage Customer Account** and the unique buyer details in Tradebox and enables Tradebox to recognise which existing Sage Account to use for a returning buyer.



Customer Mappings are created automatically by Tradebox when importing orders. However, Customer Mappings can be added by clicking on the **Add** button.

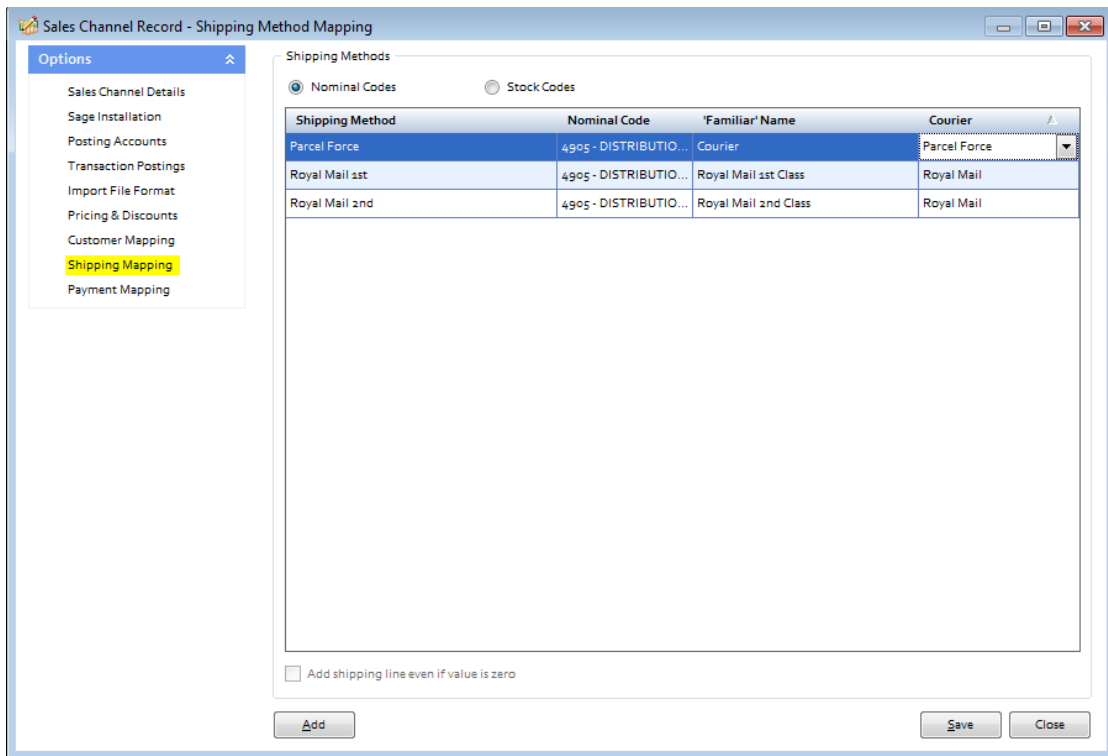
Customer Mappings can be copied from another existing connection by selecting the **Copy** button. Alternatively, Customer Mappings can be imported in a csv file in advance of using Tradebox by utilising the **Import** button.

A common mapping error results when Sage Customer accounts, that have been created by Tradebox, are deleted from Sage. The error results because the Sage Customer Account Reference (SCAR) held in the Tradebox database no longer exists in Sage. Selecting the **Sync with Sage** button will recreate any missing Sage Customer Accounts in Sage that are held in the customer mapping table. This can take some time depending upon the amount of customer records held in Tradebox and sage Accounts.

Shipping Mapping

The Shipping Mapping screen shows how carriage is reported onto a Sage invoice and also how the income from carriage is reported into Sage.

By default Tradebox displays the carriage amount on the carriage footer of the Sage invoice and reports the carriage income to the default carriage nominal code, as established in the Sales Channel Setup Wizard. Nominal code reporting can be amended in this screen so different shipping methods are reported to different nominal codes.



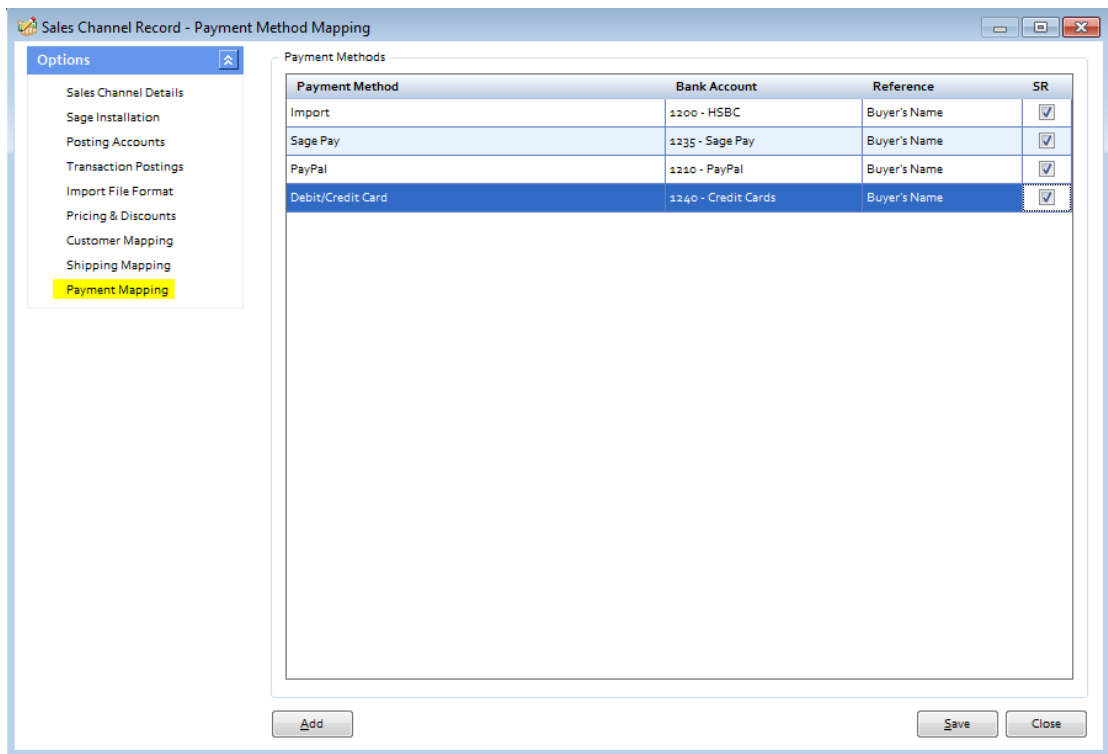
Alternatively, carriage can be displayed as a product line on an invoice. To do this a default carriage product needs to be selected from the drop down menu under the Carriage/Shipping section of the **Product Mapping screen**. Once done, the shipping method will appear as Stock Codes at the top of the Shipping Mapping screen. Each shipping method can then be allocated against an established carriage stock code in Sage.

Add shipping line even if value is zero allows the shipping method to still be included on the body of the invoice even if it is a free item.

Payment Mapping

The Payment Mapping allows the user to determine:

- Which payment methods are mapped to which Sage banks
- if the Sales Receipt (SR) should be paid into the Sage bank upon posting the invoice
- Which reference to use against the Sales Receipt (SR)



The above table contains a list of payment methods recorded against sales imported from CSV. New payment methods are automatically 'discovered' by Tradebox and the user prompted to map the new payment method to a bank in Sage in this screen. By default, all payment methods are opted in for the download.

If the **Pay Sales Receipt** option was chosen in the **Sage Sales Receipt** section of the set up wizard then sales receipts will automatically be paid into the Sage bank(s) upon invoice update, leaving no outstanding debt on the Sage Customer account. By unticking the box in the SR (Sales receipt) column, the user can choose not to have the Sales Receipt paid upon updating the Sage Invoice. This will leave an outstanding debt on the customer account that will need to be collected manually.



Optimising Tradebox and Sage Accounts for reporting

Before importing sales from the CSV file 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.

Dashboard Tab

Configure the settings to display the data as you wish to see it on the Tradebox Dashboard. The Group by Sage Code tick box groups products sold by the Sage Product Code, rather than the online SKU. This provides a more accurate overview of products sold where the same product has multiple online SKU's.

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
- Payment Method = Notes 1
- Shipping Method = Notes 2



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
6	Inv	02/02/2013	Iain Job	19.49		Yes	JOB001	38793	Zencart
7	Inv	02/02/2013	Nicola Ghauri	87.46		Yes	GHAUR001	38794	Zencart
8	Inv	02/02/2013	Carol Burnes	16.49		Yes	BURNE001	38795	Zencart
9	Inv	02/02/2013	David Howard	65.49		Yes	HOWAR001	38796	Zencart
10	Inv	02/02/2013	John Chambers	3.99		Yes	CHAMB001	38797	Zencart
11	Inv	02/03/2013	William Sinclair	15.99		Yes	SINCL001	38798	Zencart
12	Inv	02/03/2013	Terence Dunseath	22.99		Yes	DUNSE001	38799	Zencart
13	Inv	02/03/2013	Claire Alderson	16.49		Yes	ALDER001	38800	Zencart
14	Inv	02/03/2013	Ian Julian	5.99		Yes	JULIA001	38802	Zencart
15	Inv	02/03/2013	Richard Sharples	32.49		Yes	SHARP001	38803	Zencart
16	Inv	02/03/2013	James Brown	23.49		Yes	BROWN001	38804	Zencart
17	Inv	02/03/2013	Terence Hunt	4.99		Yes	HUNT001	38805	Zencart
18	Inv	02/03/2013	Dean Grice	19.49		Yes	GRICE001	38806	Zencart
19	Inv	02/03/2013	Nick Syms	272.49		Yes	SYMS001	38807	Zencart
20	Inv	02/04/2013	Tim Driver	61.49		Yes	DRIVE001	38812	Zencart
21	Inv	02/04/2013	Simon Taylor	15.99		Yes	TAYLO001	38813	Zencart
22	Inv	02/04/2013	Tim Wood	70.49		Yes	WOOD001	38814	Zencart
23	Inv	02/04/2013	Richard Docketty	17.99		Yes	DOCKE001	38815	Zencart
24	Inv	02/04/2013	Alan Bird	106.47		Yes	BIRD001	38816	Zencart

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

- The marketplace each invoice originated on
- The order 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



Importing Orders from CSV

Once the setup is complete, orders from CSV can be imported. To prevent common errors, ensure that:

- The CSV file has been created, downloaded and saved in the IN folder as a csv file. Do not open the file prior to import.
- The file is not open.
- The Regional and Keyboard settings on the PC are configured for the UK.
- The time/date on the PC is configured for the UK

Select the **Synchronise** option from the left hand menu. This will send Tradebox to retrieve the downloaded CSV file from the In Folder and import the sales into Sage. Only sales that NOT previously been imported into Tradebox will be imported.

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: XXXXXXXX.
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. The most common of these are Product Mapping errors where Tradebox cannot match the SKU in the downloaded order to an existing Product Code in Sage. Select the **Error Corrections** button to generate a grid where the mappings can be done manually. To see an explanation of the common errors, select the **Common Errors** button.




Orders

To view a list of orders imported into Tradebox click on the **Orders** 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 screenshot displays the 'Pending Orders' window in Tradebox Finance Manager 2013. The window features a sidebar menu on the left with categories like Business, Operations, Information, Configuration, Analysis, and Maintenance. The main area contains a table with the following columns: Select, Sales Channel ID, Billing Name, Sale Date, Order Status, Payment Method, Transaction Status, Qty, Stock Code, and Title. The table lists 26 items, each with a checkbox, a sales channel ID (e.g., www.tradebox.uk.com), a billing name (e.g., Kirill Kondrahin), a sale date (18/10/2012), an order status (Processing), a payment method (PayPal Express Checkout or Secure Trading), a transaction status (SUCCESS), a quantity (1), a stock code (e.g., B0026-0021-0007), and a title (e.g., iPhone 5 skin - Rossi wh). At the bottom of the table, there are buttons for 'Change Status...', 'Select All', 'Swap', 'Clear', and 'Refresh Order Statuses...'. A status bar at the bottom indicates '26 item lines displayed' and includes an 'Important Message' about a release.

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.



Customers

Regardless of whether you choose to create individual customer accounts in Sage or simply use a single generic Sage customer account, Tradebox will always hold comprehensive details of every individual customer that is processed through the software. To access the customer list simply click on the **Customers** option in the **Information** menu.

This will provide a configurable grid of customers that can sorted into the order required by the user. 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.

Double clicking into a customer will generate a customer details screen containing more in-depth information on the customer, as well as a history of purchases.



Name	Address 1	Address 2	Address 3	Address 4	Postcode	Country
842970BH, Fit Lt, Luke Bhatia						United Kingdom
A Thompson	6033, Long Border Road Lon...		Stansted	Essex	CM24 4RL	United Kingdom
A Boyd	Railway Court		Doncaster	South Yorkshire	DN4 5FB	United Kingdom
A C Harvey	9 Overmoor View		Tibshelf	Derbyshire	DE55 5LG	United Kingdom
A Deadman	Unit 3 Willow Lane Ind Est, W...		Mitcham	Surrey	CR4 4NB	United Kingdom
A Lelli	21 Henderson Drive		Inverness	Inverness-Shire	IV4 1TR	United Kingdom
A Mott	Ryder Close		Swadlincote	Derbyshire	DE11 9EU	United Kingdom
A Oliver	6 The Approach		Enfield	Middlesex	EN1 3PY	United Kingdom
A P Jones						United Kingdom
A Pitchford	Pilot Works, Holyhead Road, ...		Telford	Shropshire	TF1 6BB	United Kingdom
A R Timmins						United Kingdom
A. Undrill	8 Bruce Grove		Wickford	Essex	SS11 8QN	United Kingdom
Aaron McCormack	505 Gardenia Ln.		Marietta	Georgia	30 068	United States
Abby Glennie	14/5 Roseburn Maltings	Roseburn	Edinburgh	Edinburgh City	EH2 5LJ	United Kingdom
Adam Knight	7 Midlem Drive		Glasgow,	North Lanarkshire	G52 0DR	United Kingdom
Adam Noble	33 Gravel Walk		Tewkesbury	Gloucestershire	GL20 5NH	United Kingdom
Adam Sharp	Braehed Manse		Westray	Orkney	KW17 2DB	United Kingdom
Adam Spacey	8 The Stables	Wynyard	Billingham	Durham	TS22 5QQ	United Kingdom
Adrian Forman	97 Sadler Road		Lincoln	Lincolnshire	LN6 3RS	United Kingdom
Adrian Hadfield	Spittlegate Level		Grantham	Lincolnshire	NG31 7UH	United Kingdom
Adrian Rees	Blaenau Dwr	Francylyite	Llangollen	Wrexham	LL20 7RY	United Kingdom
Adrian Rodley	6 Springside Rise, Golcar		Huddersfield	Yorkshire	HD7 4RW	United Kingdom
Adrian Veale	Unit 25 Kestral Court Harbour...		Bristol		BS20 7AN	United Kingdom
Agata Madurowicz	16 Thorpedale Road		London		N4 3BL	United Kingdom
Ahmed Saleh	Aramex House		Slough		SL3 0NS	United Kingdom
Alan Balcomb	2 Croft Road		Newmarket	Suffolk	CB8 0AQ	United Kingdom
Alan Field						United Kingdom
Alan Gibson	106 Broadway		Loughborough	Leicestershire	LE11 2JG	United Kingdom
Alan Stephenson	Unit 4, Cranswick Industrial E...		Driffield	Yorkshire	YO13 9QE	United Kingdom
Alan Thomas						United Kingdom
Alan Wells	Unit 103, Barton Dock Road, ...		Manchester		M32 0YQ	United Kingdom
Alan Yeung	3 Gibb St		North Ryde	New South Wales	2113	Australia

All customer details held in Tradebox can be exported into Excel by selecting the **Export** button.



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.