Linnworks Integration Guide

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Linnworks import overview

Tradebox imports sales from Linnworks via an order export file created specifically for Tradebox. The file contains all completed sales, in all currencies, from all marketplaces.

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.

If you are a Linnworks **EPOS** user you must **establish a currency in the EPOS settings** menu. Failure to do this will result in EPOS sales being ignored.

Where the currency of the sales imported are other than GBP, Tradebox can either convert to GBP or can post the sales into Sage in the base currency * *requires Sage 50 Professional with Foreign Trader activated.*

The Linnworks order export file also includes the store/marketplace name against each order in the file. If you wish to separate orders in Sage by store/marketplace (reporting to separate customer, nominal codes or departments) then you will need to apply a filter in the Tradebox connection to only import sales from given stores/marketplaces. This filter can be applied to multiple stores/marketplaces which need to be separated by a '#' symbol. For example, if you wish to group and import sales from multiple eBay ID's in a single connection in Tradebox, the filter could look something like:

EBAY EBAY0#EBAY EBAY1#EBAY EBAY2

This filter is case sensitive and is based on the name of the marketplace in the last column of the export file.

To determine the exact names and number of stores/marketplaces, Tradebox recommend looking at the export file. The stores/marketplace names are contained in last column in the export file.

Tip: Copying the last column from the Linnworks file into a separate Excel spreadsheet and running a 'remove duplicates' command will provide a concise list of your stores/marketplaces, with the correct casing. When doing this **do not** save the export file.

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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.

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 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**.

5. If you wish to gain stock control establish Product Records in Sage. An overview of how to do this is available by clicking here.

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	

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Setting up for Linnworks

On your PC or network create a folder for each connection you need to set up in Tradebox with IN and OUT sub folders, e.g:

- eBay UK Sales

    i. eBay UK IN
    ii. eBay UK OUT

- Amazon Euro Sales

    i. Amazon Euro IN
    ii. Amazon Euro OUT

The Linnworks export file then needs to be placed into the IN folder for each connection. This can be done manually, by creating the file through Linnworks, downloading and saving it into the IN sub folder for each connection.

Alternatively, Linnworks can be configured to automate the creation of the file, every time the Linnworks system synchronises.

If you are using **Linnworks Local** the Linnworks export file can be created directly into the IN folder on your PC or network.

If you are using **Linnworks Anywhere** and wish to automate the file download you will need to provide an FTP location for Linnworks to publish the file to. This is the user's FTP location. Each connection in Tradebox can be provided with the FTP location, including username and password, and download the export file electronically on demand, every hour or at a given time.

NB: If you are a Linnworks **EPOS** user you must **establish a currency in the EPOS settings** menu. Failure to do this will result in EPOS sales being ignored.

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Manually exporting data from Linnworks

a) In Linnworks, click on the "**Dashboards**" section then choose **Query Data**

b) Within the "**Query Type**" screen, choose the "**Tradebox Export**" report from the drop down list, then specify "**startDate**" and "**endDate**" parameters and click on "**Execute**" button
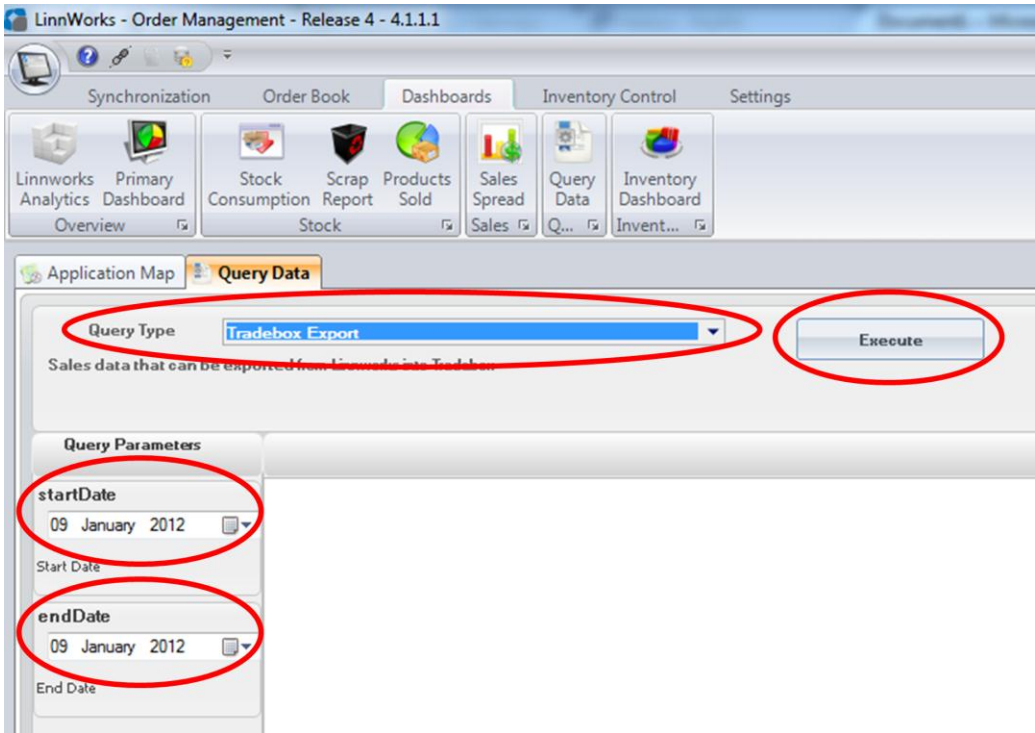
c) Once all required data is generated, click on "**Export to CSV**" file and save the file into **ALL** of the connection IN sub folders

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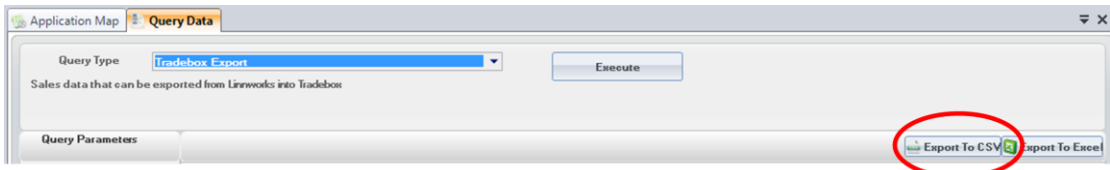
Automating the creation and download of the Linnworks export file

The creation of the Linnworks export file can be automated to occur at regularly scheduled intervals (every hour for example) and automatically saved to either:

a) A location on the user's PC, or
b) An FTP location – This is the user's FTP

Where the user only requires a single connection to be set up in Tradebox, then option A would probably be more beneficial, as the file can be saved directly to the IN sub folder.

Where more than 1 connection needs to be established in Tradebox, the FTP option may be more beneficial as Tradebox can be configured to download the same export file from Linnworks into multiple IN sub folders. Details on how to do this are held within the Tradebox connection set up instructions, further on in this document.

The location chosen to save the file to should ONLY contain the Linnworks export file. If other files are present in this location, errors will be generated in Tradebox.

Establishing automation rules in Linnworks
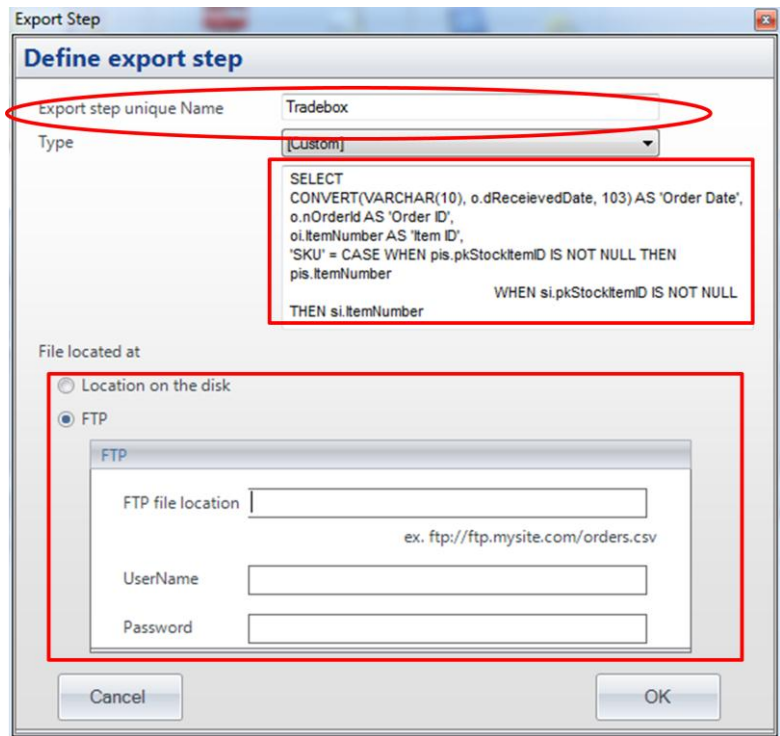
a) In Linnworks, click on the "**Settings**" section then choose **Import/Export Automation.**

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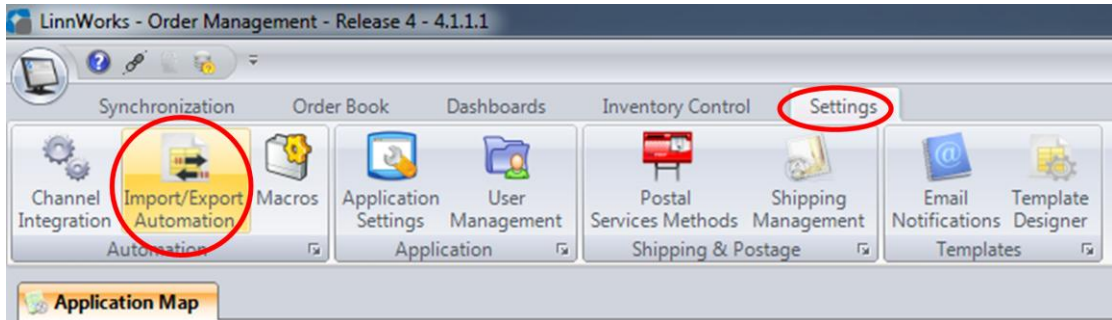
b) Within "**Import/Export Automation**" screen, click on "**Data Export**" tab and then select the "**Add New**" button.
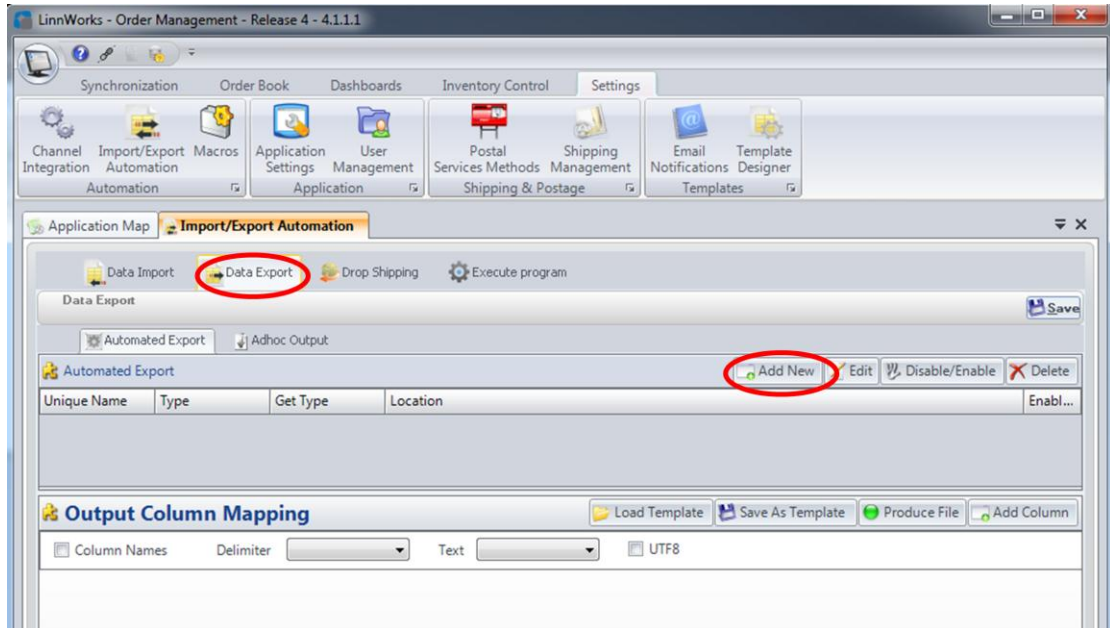
c) This will generate the **Define export step** screen (below).

d) Specify a unique name for the automation (i.e. Tradebox) in the **Export Step Unique Name** field.

e) In the highlighted square underneath the **Type** field, copy and paste the following text:

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```sql
SELECT  CONVERT(VARCHAR(10), o.dReceievedDate, 103) AS 'Order Date', o.nOrderId
AS 'Order ID', oi.ItemNumber AS 'Item ID', 'SKU' = CASE WHEN pis.pkStockItemID IS NOT
NULL THEN pis.ItemNumber WHEN si.pkStockItemID IS NOT NULL THEN si.ItemNumber
WHEN oi.ChannelSKU IS NOT NULL THEN oi.ChannelSKU ELSE 'SKU Not Supplied' END,
'Product Name' = CASE WHEN pis.pkStockItemID IS NOT NULL THEN pis.ItemTitle WHEN
si.pkStockItemID IS NOT NULL THEN si.ItemTitle WHEN sis.cItemName IS NOT NULL
THEN sis.cItemName ELSE 'Product Name Not Supplied' END, 'Currency' = CASE
o.cCurrency WHEN '£' THEN 'GBP' WHEN '$' THEN 'USD' WHEN '€' THEN 'EUR' WHEN ''
THEN 'GBP' ELSE o.cCurrency END, oi.fPricePerUnit AS 'Product Price', oi.nQty AS
'Quantity', o.fPostageCost AS 'Carriage Amount', ISNULL(ROUND((oi.fPricePerUnit / 100) *
oi.LineDiscount,2), 0) as 'Discount', ISNULL(b.AccountName, '') AS 'Payment Method',
ps.PostalServiceName AS 'Shipping Method', 'Billing Name' =
REPLACE(ISNULL(oia.BillingName,o.cFullName),'"',''), 'Billing Company Name' =
REPLACE(ISNULL(oia.BillingCompany,o.Company),'"',''), 'Billing Address 1' =
REPLACE(ISNULL(oia.BillingAddress1, o.Address1),'"',''), 'Billing Address 2' =
REPLACE(ISNULL(oia.BillingAddress2, o.Address2),'"',''), 'Billing Address 3' =
REPLACE(ISNULL(oia.BillingTown, o.Town),'"',''), 'Billing Address 4' =
REPLACE(ISNULL(oia.BillingRegion, o.Region),'"',''), 'Billing Address 5' =
REPLACE(ISNULL(oia.BillingPostcode, o.cPostCode),'"',''), 'Billing Country' =
ISNULL(oia.BillingCountryName, lc.cCountry), 'Billing Country Code' = CASE
lc.cCountryCode WHEN 'UNK' THEN 'GB' ELSE
isnull(billcountry.cCountryCode,lc.cCountryCode) END, o.cEmailAddress AS 'Customer
Email', o.BuyerPhoneNumber AS 'Customer Telephone', o.cFullName AS 'Shipping Name',
REPLACE(o.Company,'"','') AS 'Shipping Company Name', REPLACE(o.Address1,'"','') AS
'Shipping Address 1', REPLACE(o.Address2,'"','') AS 'Shipping Address 2',
REPLACE(o.Town,'"','') AS 'Shipping Address 3', REPLACE(o.Region,'"','') AS 'Shipping
Address 4', REPLACE(o.cPostCode,'"','') AS 'Shipping Address 5', lc.cCountry AS 'Shipping
Country', lc.cCountryCode AS 'Shipping Country Code', 'Order Status' = CASE o.nStatus
WHEN '1' THEN 'Complete' END, o.Source + ' ' + o.SubSource AS 'Marketplace' FROM
[Order] o INNER JOIN OrderItem oi on oi.fkOrderID = o.pkOrderID inner join StockItems sis
on sis.pkStockID = oi.fkStockID left outer join StockItem si on sis.fkStockControlStockItemId =
si.pkStockItemID left outer join StockItem pis on pis.pkStockItemID =
oi.fkStockItemId_processed INNER JOIN PostalServices ps on o.fkPostalServiceId =
ps.pkPostalServiceId INNER JOIN ListCountries lc on o.fkCountryId = lc.pkCountryId left
outer join Order_AdditionalInfo oia on oia.fkOrderId = o.pkOrderID left outer join
Accounting_Bank b on b.pkBankId = o.fkBankId left outer join (SELECT
cCountry,cCountryCode=MAX(cCountryCode) FROM ListCountries WHERE
bLogicalDelete=0 GROUP BY cCountry) as billcountry on billcountry.cCountry =
oia.BillingCountryName WHERE (oi.fkCompositeParentRowId = dbo.EmptyGuid() or
oi.fkCompositeParentRowId is null) and o.nStatus = 1 and (o.dReceievedDate BETWEEN
DATEADD(M,-1,GetDATE()) and GETDATE()) ORDER BY o.dReceievedDate ,o.nOrderId
```

f) Then select the location to copy the file to by choosing either "**Location on the disk**" or
   "**FTP**"

g) If the "**FTP**" option has been chosen, enter the FTP details in this screen

h) Then click "**OK**"

The Linnworks system is now set up to automatically export the required data file every time
you sync the system.

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In order to automate this process you need to go to **Settings > Application Settings** and specify "**Sync Periodically**" value, i.e. if you want the system to automatically export the data file every hour, simply choose "60 minutes" as the value.
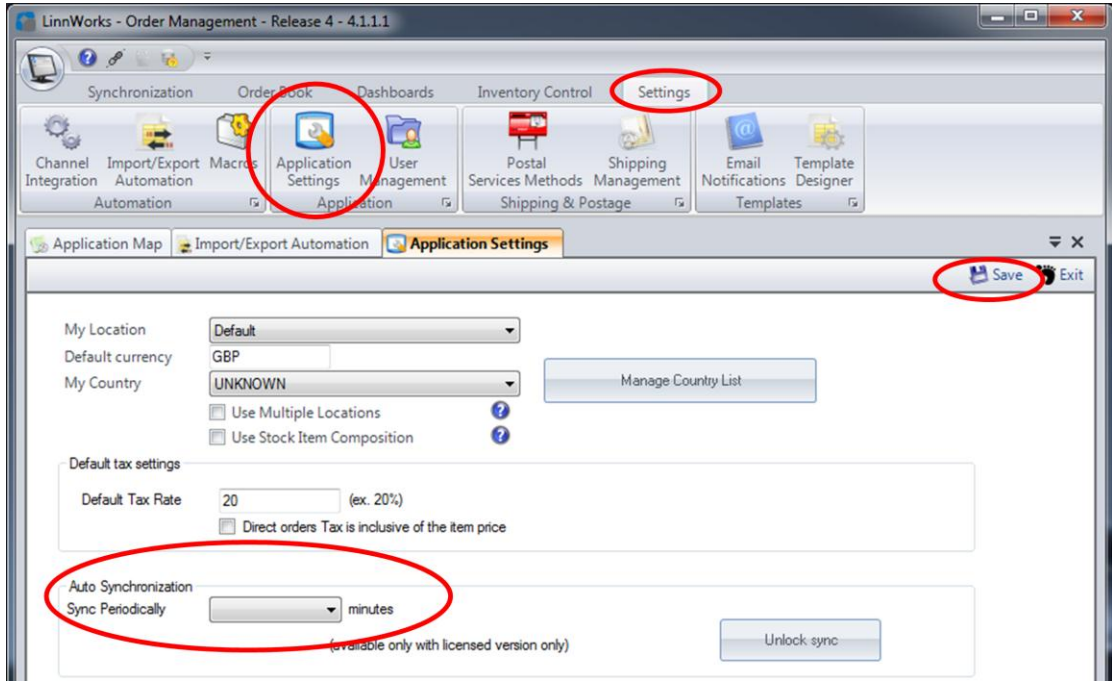
i)   Finally, select **Save** in the top right hand corner to save these settings.

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Installing Tradebox Finance Manager

Tradebox Finance Manager can be downloaded from the <u>Tradebox website</u> 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.

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Creating a connection to Linnworks in Tradebox

In Finance Manager, select **New Sales Channel** from the from the **Configuration** menu, select **Linnworks** from the drop down menu and click on **OK**.

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**.

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. However, it may be beneficial to provide the connection with a name which identifies what type of sales it will import. In the example below, the connection has been called eBay UK Sales to identify that the sales are all from eBay and are in a GBP currency. Every connection to an online marketplace in Tradebox Finance Manager must have a unique name.

The location of:

    i.   The **Input Folder**. This is where Tradebox will collect the Linnworks export file from. As discussed the file can be manually downloaded to this location or moved there electronically, either by Linnworks, or where FTP has been chosen, by Tradebox.

    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.

Marketplaces. This field allows the user to apply a filter on which sales to import from specified stores/marketplaces. This filter is case sensitive and is based upon the name of the marketplace as held within the last column of the Linnworks export file. This filter can be applied to multiple stores/marketplaces which need to be separated by a '**#**' symbol. For example, if you wish to group and import sales from multiple eBay ID's in a single connection in Tradebox, the filter could look something like:

    EBAY EBAY0#EBAY EBAY1#EBAY EBAY2

If this field is left blank, Tradebox will import all sales within the export file that meet the given currency (established later in the wizard).

Tip: Copying the last column from the Linnworks file into a separate Excel spreadsheet and running a '**remove duplicates**' command will provide a concise list of your stores/marketplaces, with the correct casing.

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 exclusively for Tradebox's use.


Click on **Next**.

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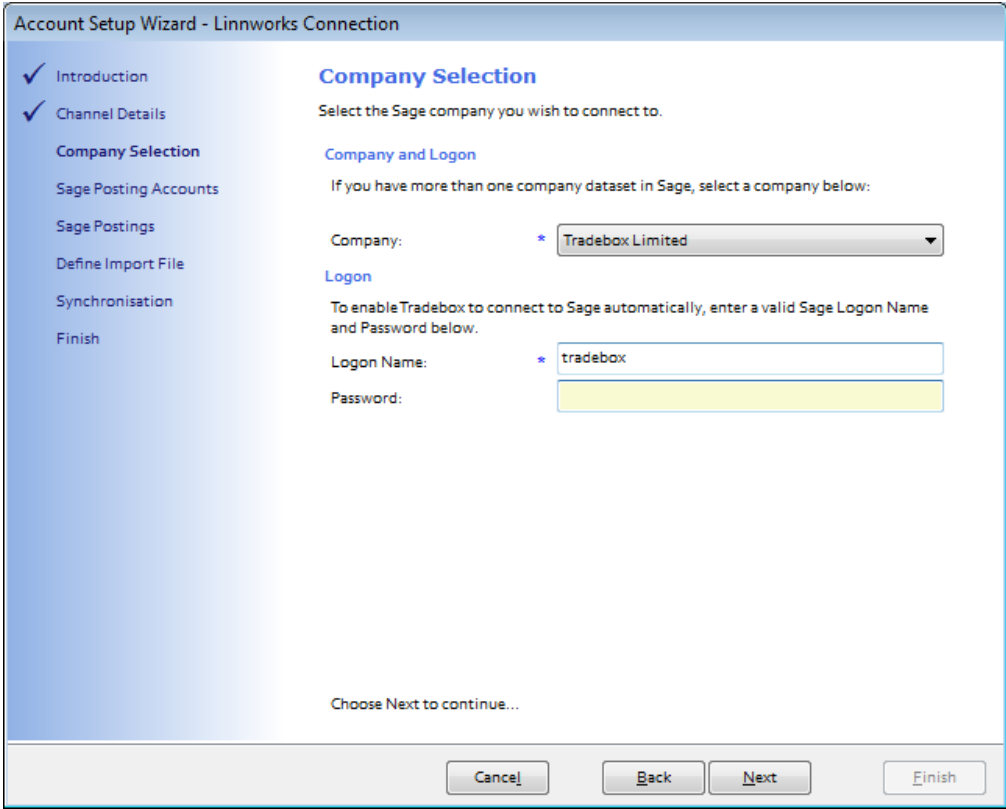
The fourth screen in the wizard is entitled **Account Selection** and enables the user to decide how to manage Customer Accounts in Sage and also to establish global nominal settings to report sales and carriage income to.

1. Users can choose to use a **single generic customer** account in Sage to report all 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.
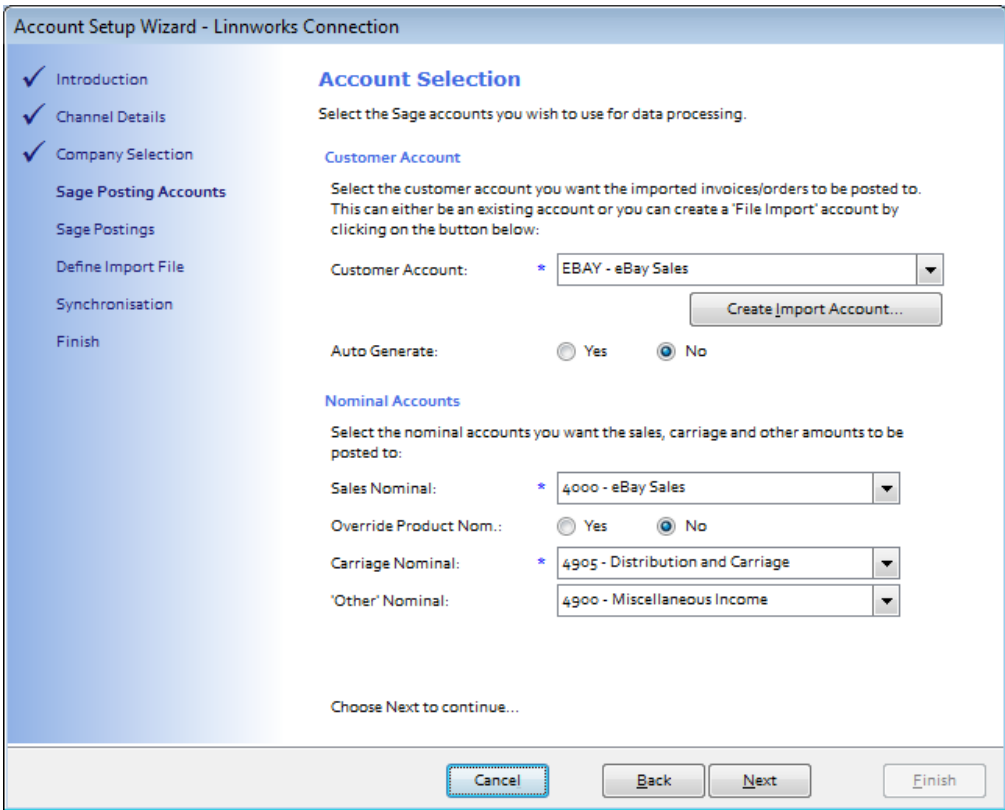
From the **Sales Nominal** field choose a Sales Nominal Code from Sage to report your Imported Sales to. This is a global setting. If you elect to create Product Invoices or Sales Orders (in the next page of the wizard) Tradebox will, by default, report the sales to the nominal code held within the **Sage 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 Linnworks file to e.g. such as **handling costs**. Again, this is a global setting.

Click on **Next**.

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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.
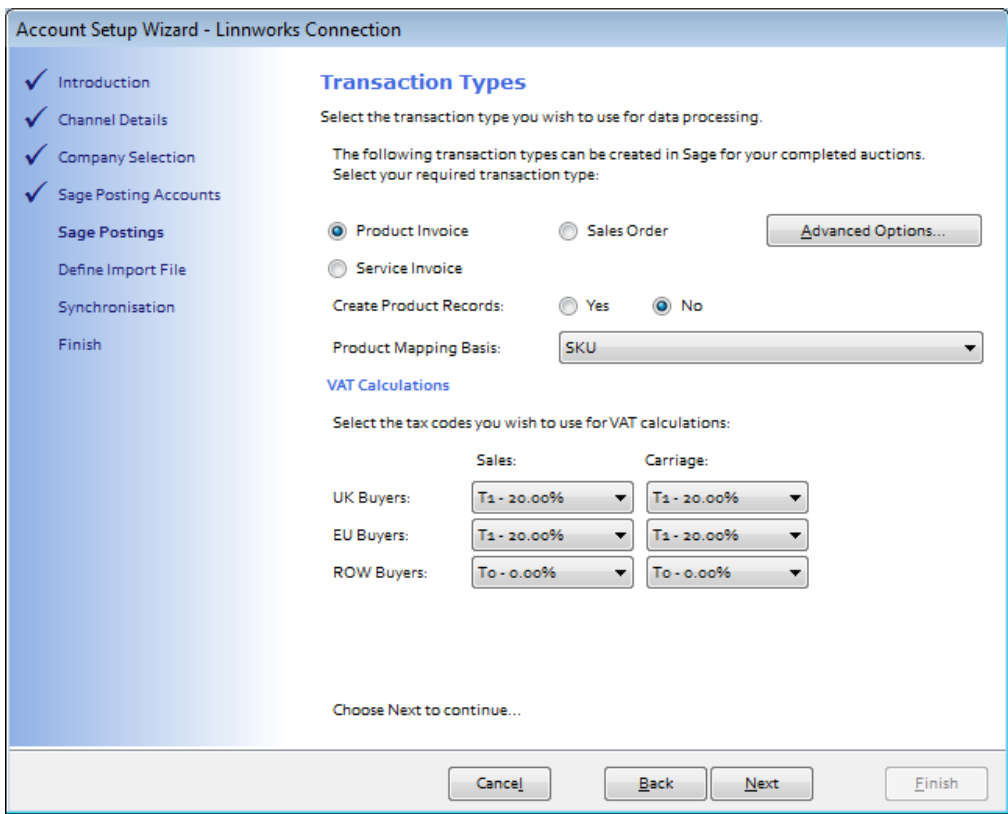
Create Product Records: Instructs Tradebox to automatically create a new product record in Sage for any SKU in the Linnworks file it cannot automatically match to an existing Product in Sage. Products created in Sage by Tradebox only contain a Product Code, Description, the Sage default tax code and 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.

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.

Click on **Next**.

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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.

The user has 4 **Synchronisation** options:

c. Manual – every time they select the Synchronise button
d. Every day at a specified time
e. Every hour (Tradebox must be closed and re-opened for this setting to take effect.
f. 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.

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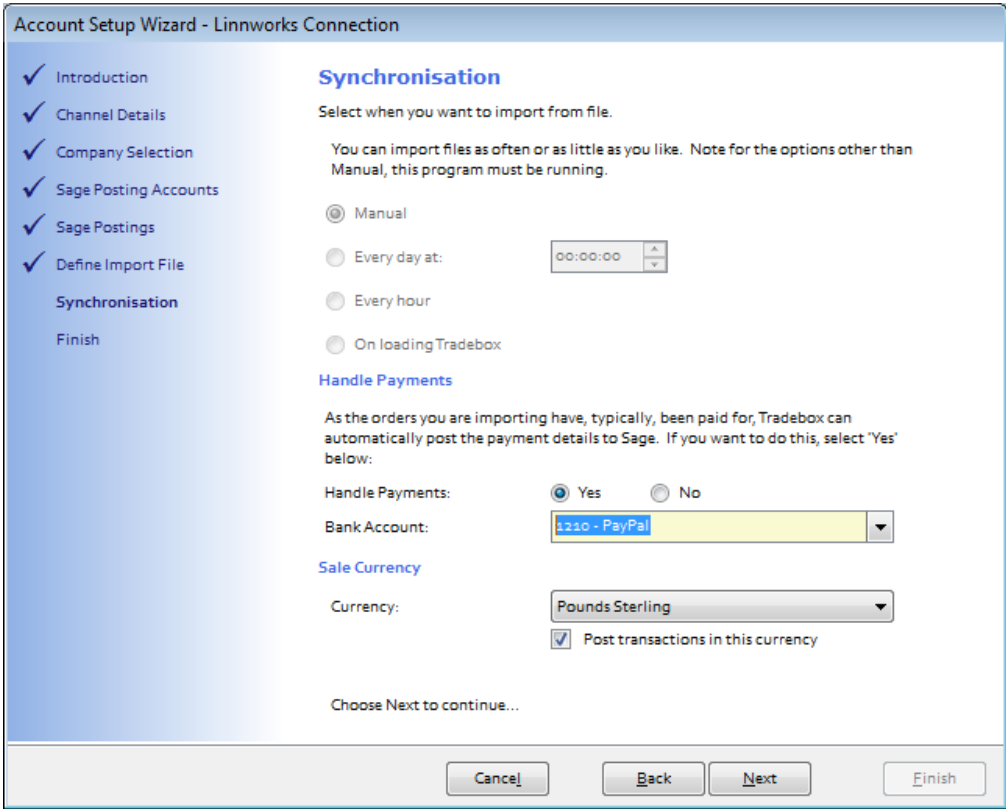
Under the **Handle Payments** area of the wizard screen, the user can choose whether or not to automatically pay an individual sales receipts (SR) into a nominated bank account in Sage. All invoices created by Tradebox in Sage are **unposted**. If you choose to process the sales receipt then this will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

Where a connection has multiple payment methods (PayPal, Sage Pay, WorldPay etc) these can be allocated to different banks in Sage, so all PayPal sales receipts get created in a PayPal bank in Sage and all WorldPay sales receipts get created in a WorldPay bank in Sage.

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

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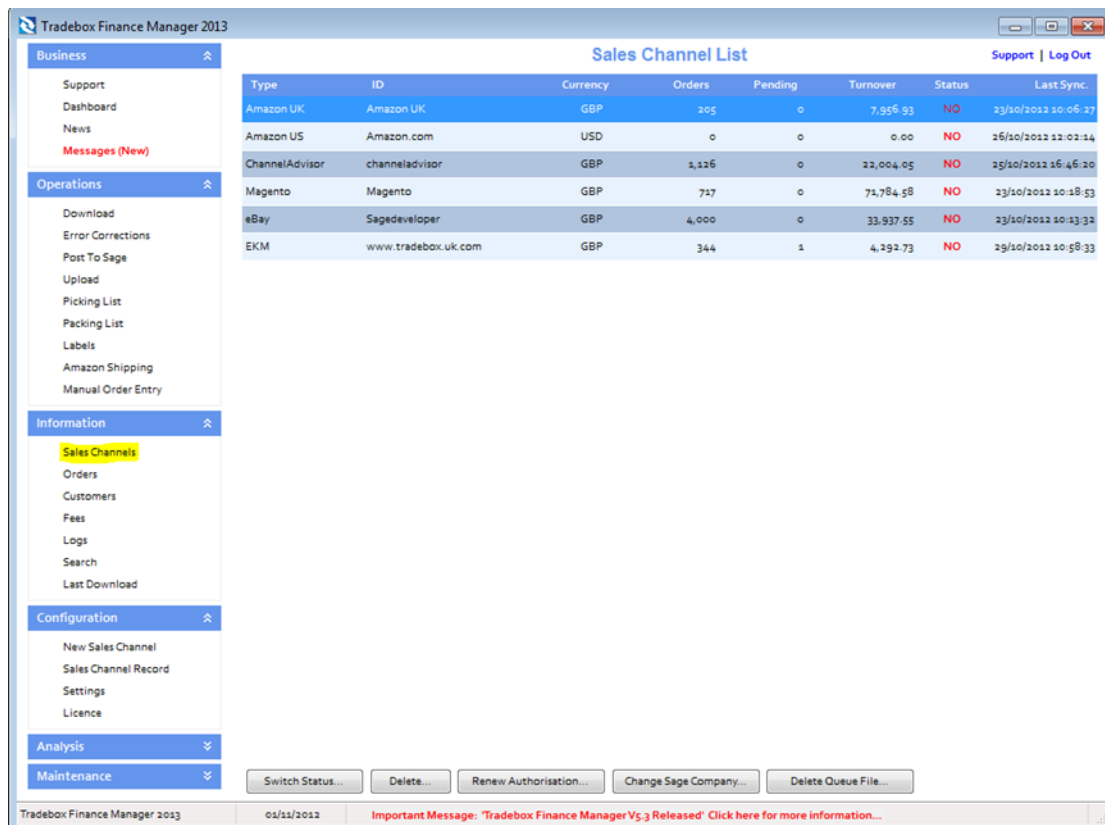
Sales Currency allows the user to specify the currency of the sales being imported and whether to post the sales to Sage in this currency, or, in the case of non GBP sales, convert to GBP.

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

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Applying and refining additional settings

Sales Channel List

Upon completion of the **Sales Channel Setup Wizard**, a connection to the Linnworks file 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. 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.

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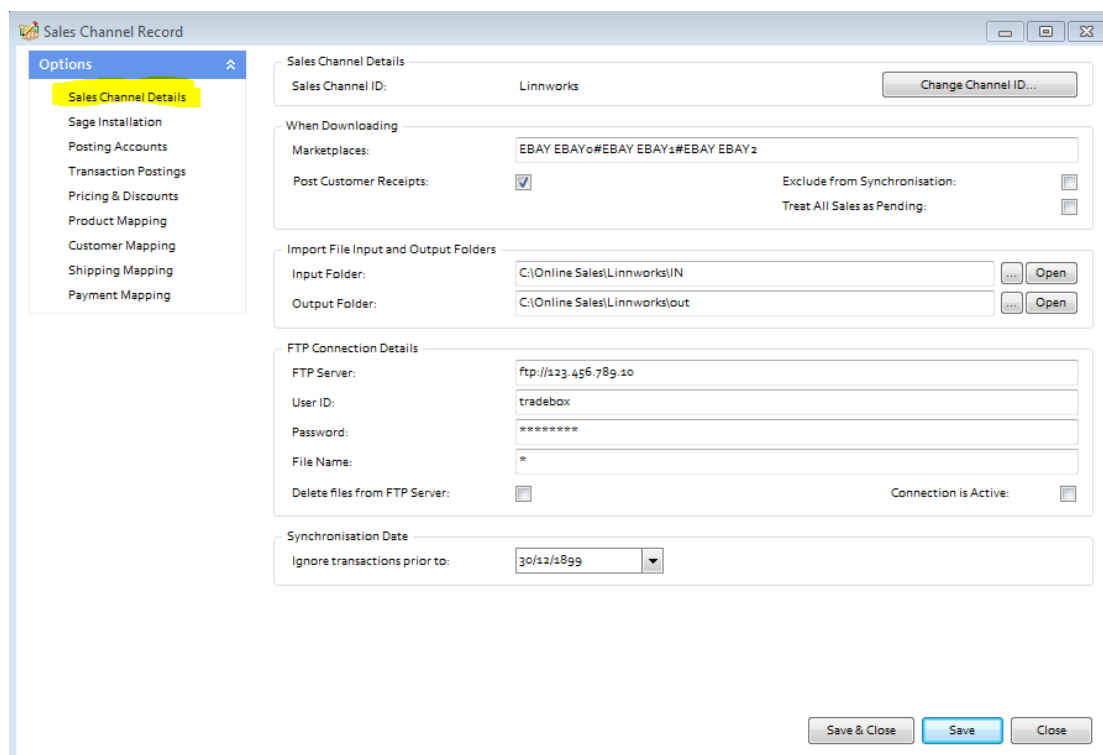
These tables cover mappings for:

- Customers
- Products
- Shipping Methods
- Payment Methods

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

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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.

The **Marketplaces** field shows the marketplaces/stores that have been selected to import sales for from the Linnworks export file. Only the sales in the file with **exactly** matching marketplaces/stores will be imported.

'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**.

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The **Input Folder** field provides the path to the location of the IN folder, where the Linnworks 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 the Linnworks 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 Linnworks file, if Linnworks has been automated to publish it there. 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 Linnworks file from the FTP location and save it into the local IN folder. This prevents the FTP location becoming full of files and also speeds up the Tradebox download time.

When all settings have been established in this screen, select **Save**.
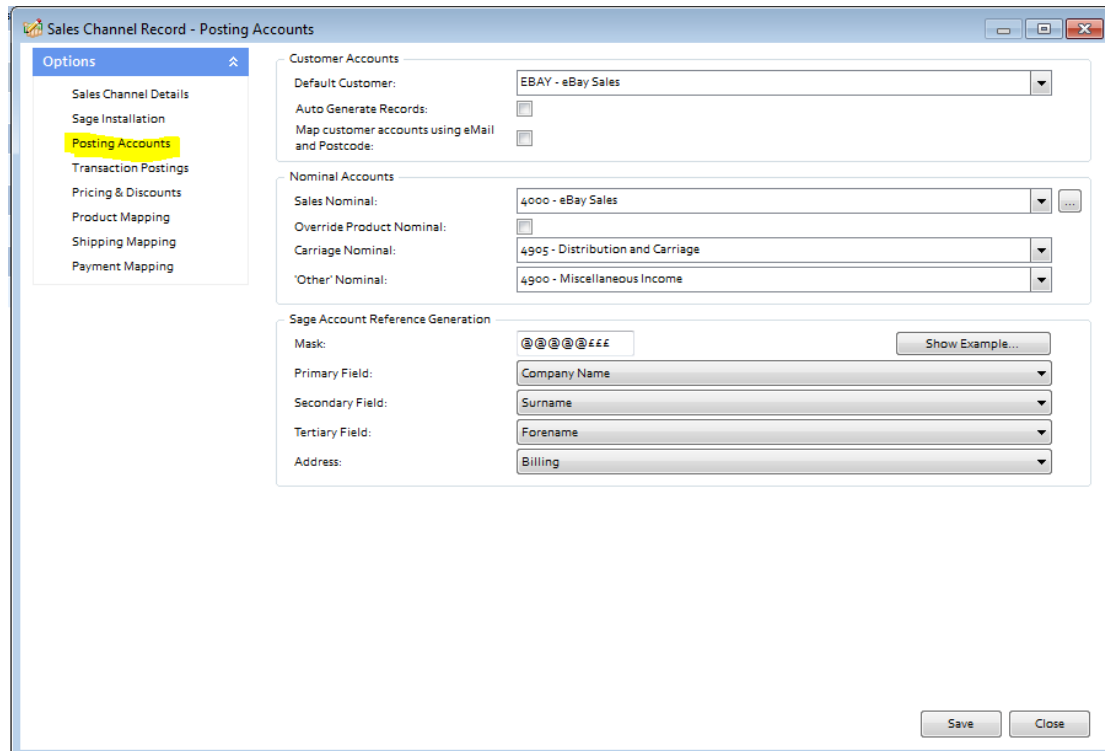
Sage Installation
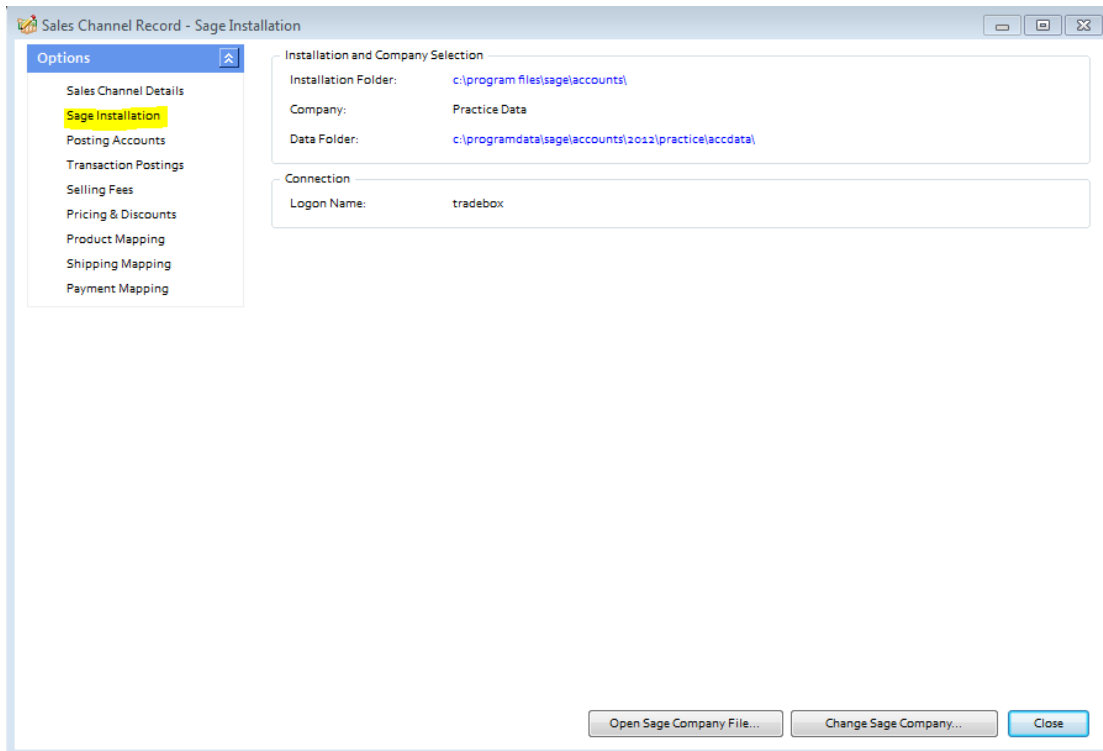
The Sage Installation screen shows the user which Sage Company Tradebox is pointing to and where the Sales downloaded will be created.

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.

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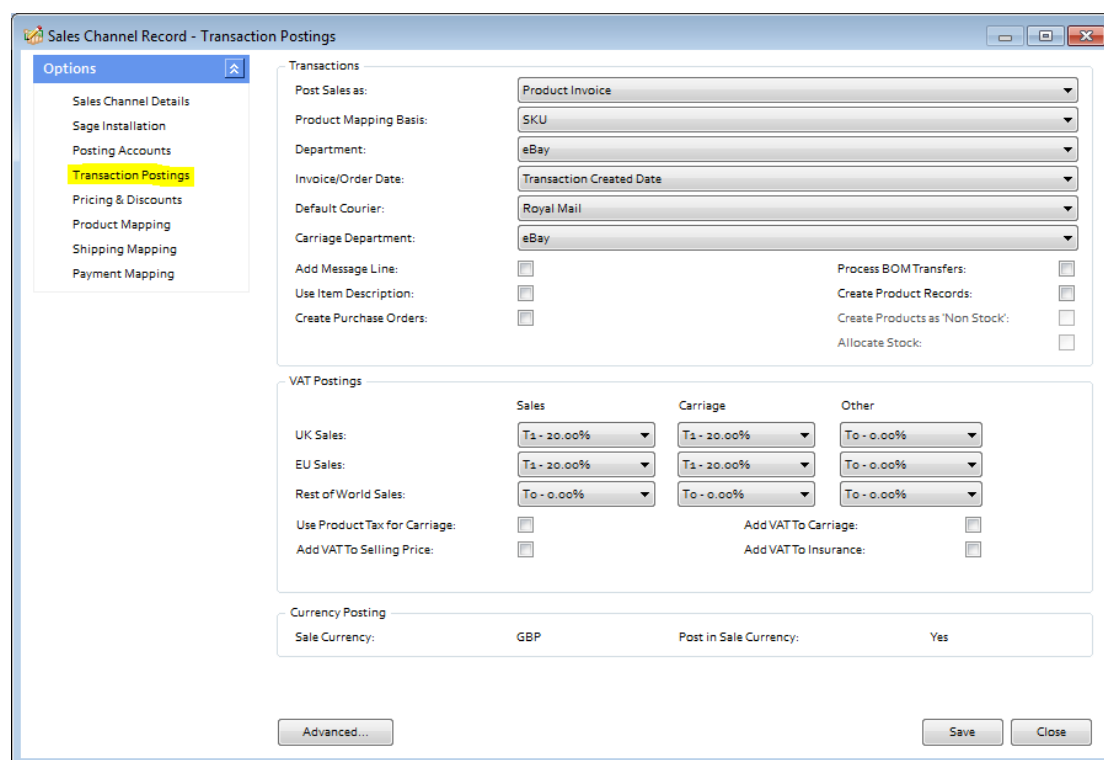
Using the above example (@@@@@£££) Tradebox would create the SCAR using the first 5 characters of the data followed by 3 numbers. The numbers are incremental to allow separation of different customers with similar information. For example, if John Smith and Adam Smith made purchases Tradebox would create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

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

E@@@@£££

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

Transcription 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.

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Use Item Description: uses the item title from the Linnworks 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 Linnworks 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.

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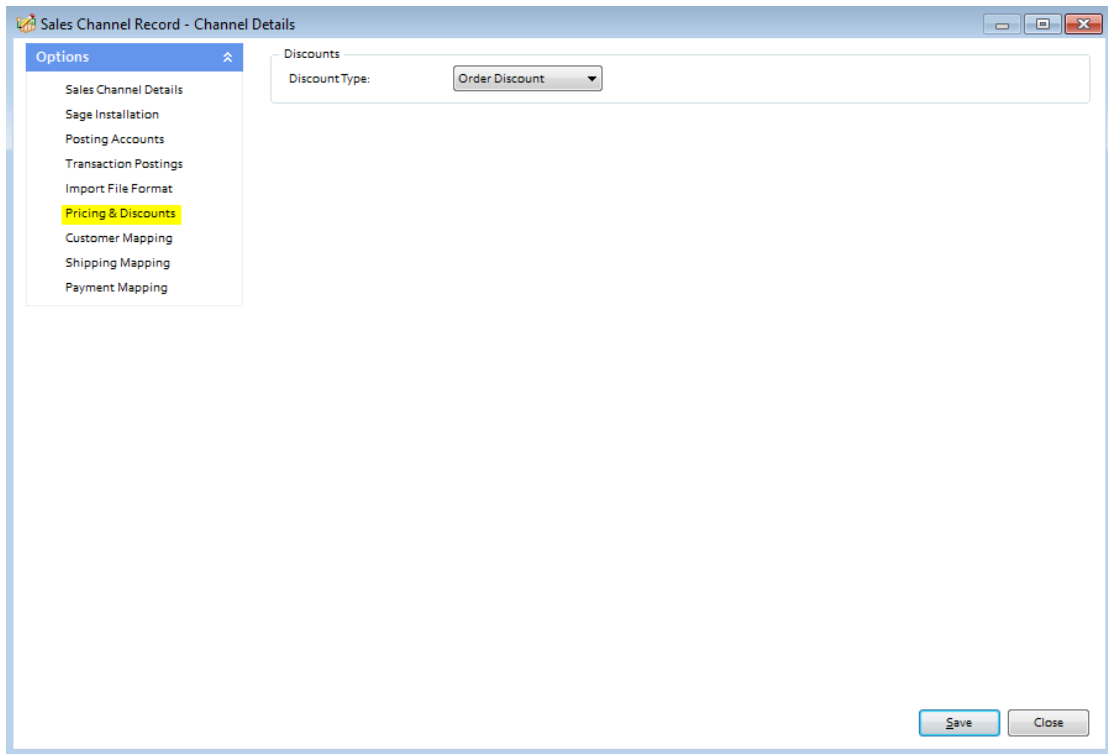
If a discount value appears in the Linnworks file and the column containing the discount has been mapped to Tradebox, the user can utilise this screen to determine whether the discount value is an **Order Discount** or a **Line Discount**.

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

By default, all discounts from Linnworks are Order Discounts.

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.
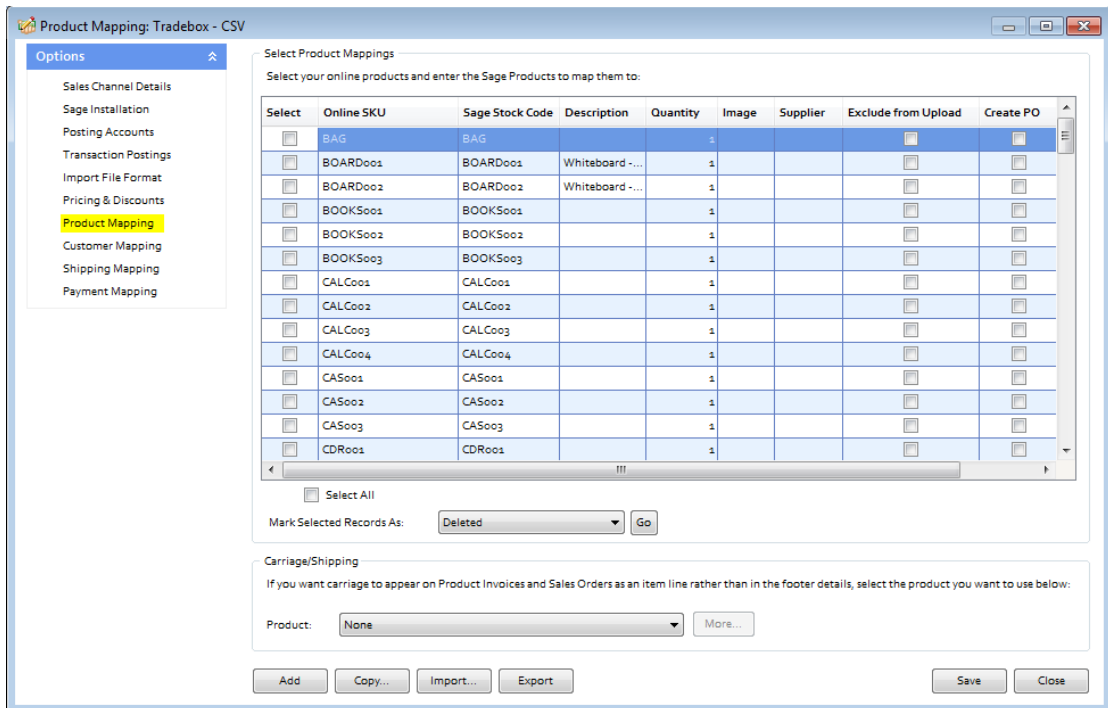
In most cases the product mappings in the table are created **automatically** as sales are imported into Tradebox. Online product SKU's are mapped automatically when the online SKU and the Sage Stock Code are an exact match. If the online SKU imported does not match an existing Sage Stock Code, Tradebox 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.

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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.
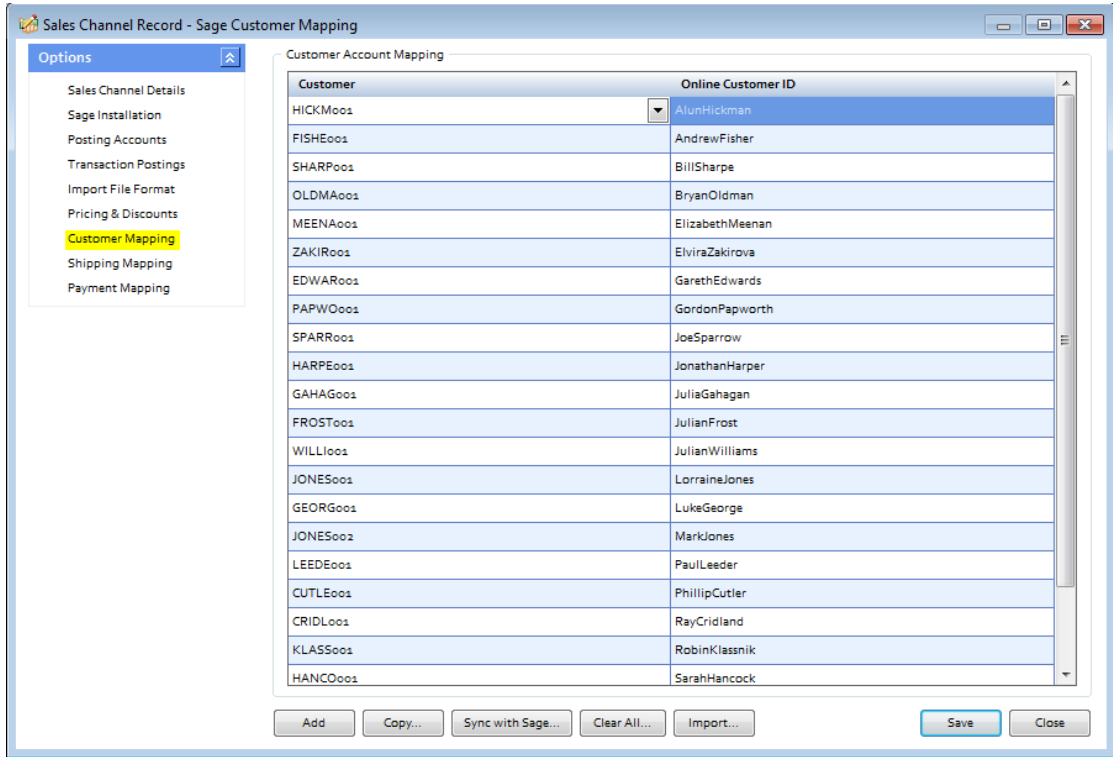
Customer Mappings are created automatically by Tradebox when importing orders. However, Customer Mappings can be added by clicking on the **Add** button.
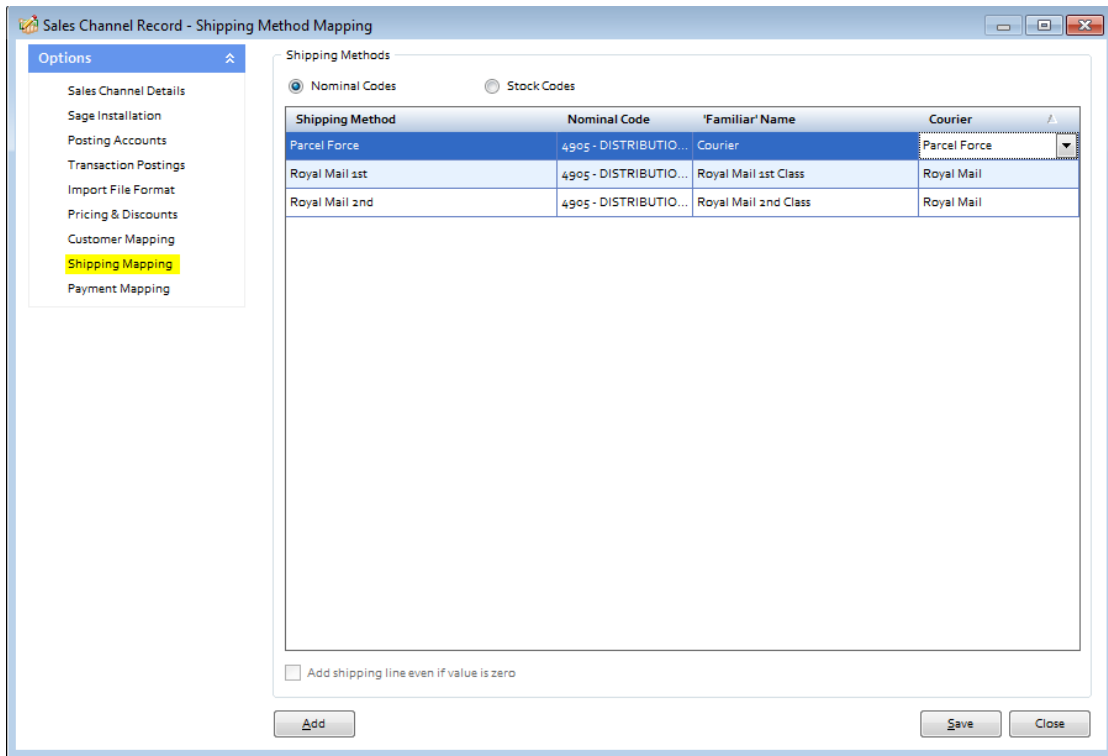
Customer Mappings can be copied from another existing connection by selecting the **Copy** button. Alternatively, Customer Mappings can be imported in a csv file in advance of using Tradebox by utilising the **Import** button.

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.

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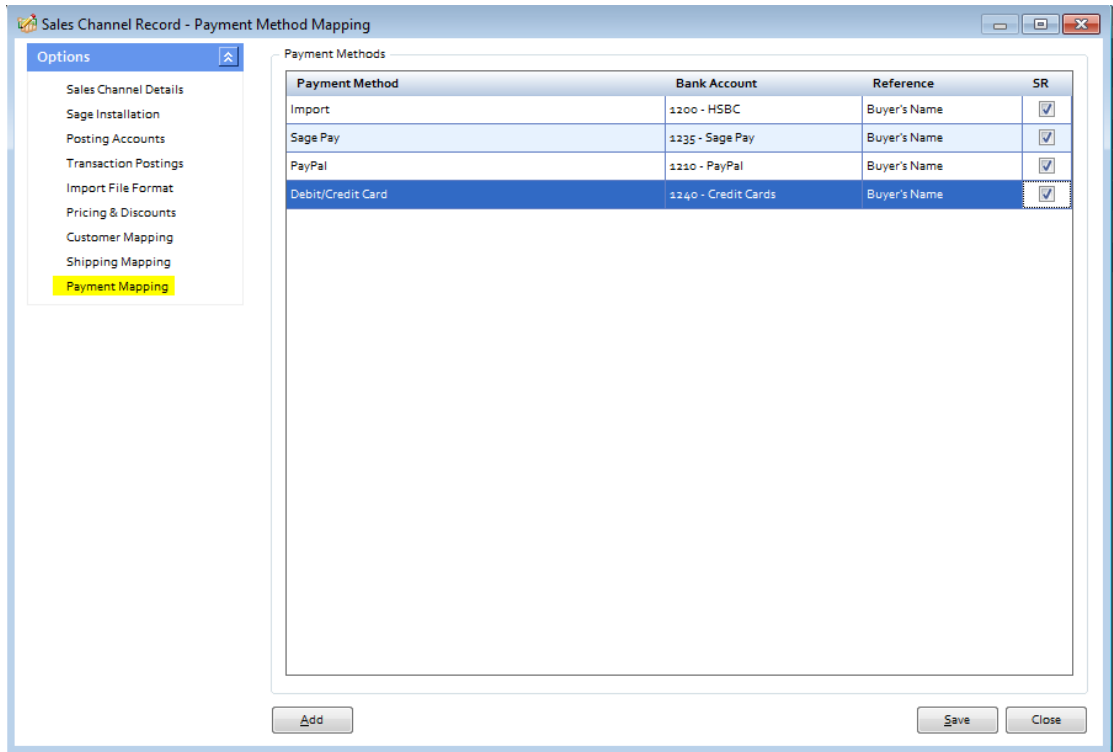
The above table contains a list of payment methods recorded against sales imported from the Linnworks file. New payment methods are automatically 'discovered' by Tradebox and the user prompted to map the new payment method to a bank in Sage in this screen. By default, all payment methods are opted in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

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Optimising Tradebox and Sage Accounts for reporting

Before importing sales from the Linnworks 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:

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 Linnworks

Once the set up is complete, orders from Linnworks can be imported. To prevent common errors, ensure that:

- The Linnworks 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 Linnworks file from the In Folder and import the sales into Sage. Only sales that have 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: 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. 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 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.

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

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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

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	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.

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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.

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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.

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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).

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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.