Bigcommerce Integration Guide

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Bigcommerce Integration Overview

Tradebox imports sales from Bigcommerce via an **API**, which needs to be created, by the user, within the Bigcommerce control panel. Tradebox integration with Bigcommerce enables users to:

- Rapidly download orders, either routinely or on demand, based on order status
- Create customers and invoices in Sage
- Update stock levels in Sage (if required)
- Batch change Order Status on the Bigcommerce website
- Upload Sage free stock levels directly to the Magento inventory
- Accurately calculate VAT liability for all sales, including overseas sales.

Tradebox creates an invoice/order in Sage Accounts for every order downloaded from Bigcommerce. Each invoice/order created in Sage reflects the purchase made online and contains all items in an order, the VAT liability of each item, the carriage, the carriage VAT, as well as the customer billing and shipping details. All invoices are created in Sage unposted to the ledgers.

Tradebox can be configured to create individual customer records in Sage for each unique buyer. Alternatively, Tradebox can be configured to use a single generic default customer in Sage. If you select to link your online SKU's (or product codes) with stock in Sage, Tradebox can also upload your Sage free stock quantities back to your Bigcommerce inventory on demand. Setting up products in Sage is NOT mandatory but only required if the user wishes to gain stock control in Sage.

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

Sage Accounts set up

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

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

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

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

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.

Sage setup checklist

Action	Verify
Compatible version of Sage installed and registered	
3rd party integration activated in Sage Accounts	
Set up Sage user specifically for Tradebox	
Nominal codes created for sales	
Nominal codes created for 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	

Obtaining API credentials from Bigcommerce

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

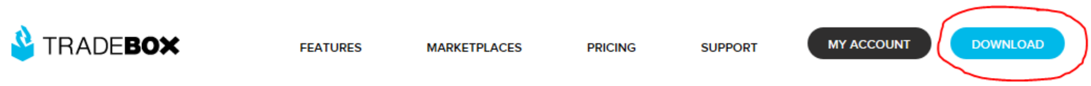
- Username
- API Path
- API Token

These can be obtained from the Bigcommerce admin panel by navigating to Advanced Settings > Legacy API Settings > Create a Legacy API Account.

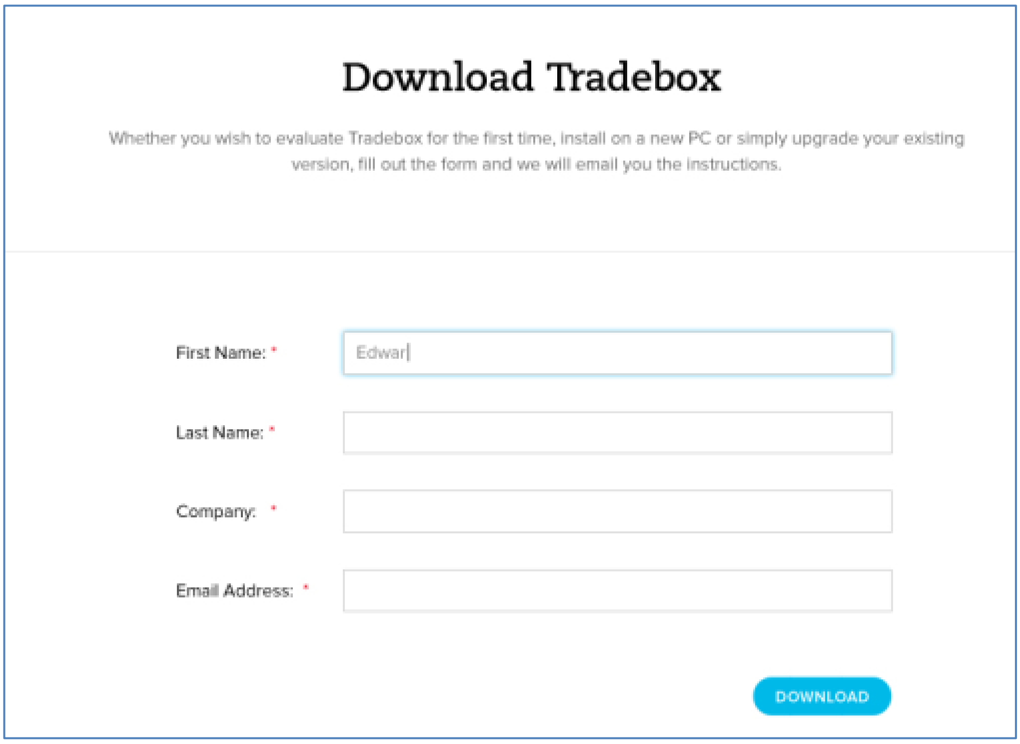
1. Log into Bigcommerce (you may need admin permissions)
2. Select **Advanced Settings** from the left hand menu
3. Select **Legacy API Settings**
4. Click on the **Create a Legacy API Account** button
5. Enter a **User Name**
6. Click on the **Generate New Token** button
7. Take a note of the **User Name**, **API Path** and the **API Token**. You will need to copy these credentials into the Bigcommerce channel in Tradebox.

Installing Tradebox Finance Manager

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



This will generate the download page:

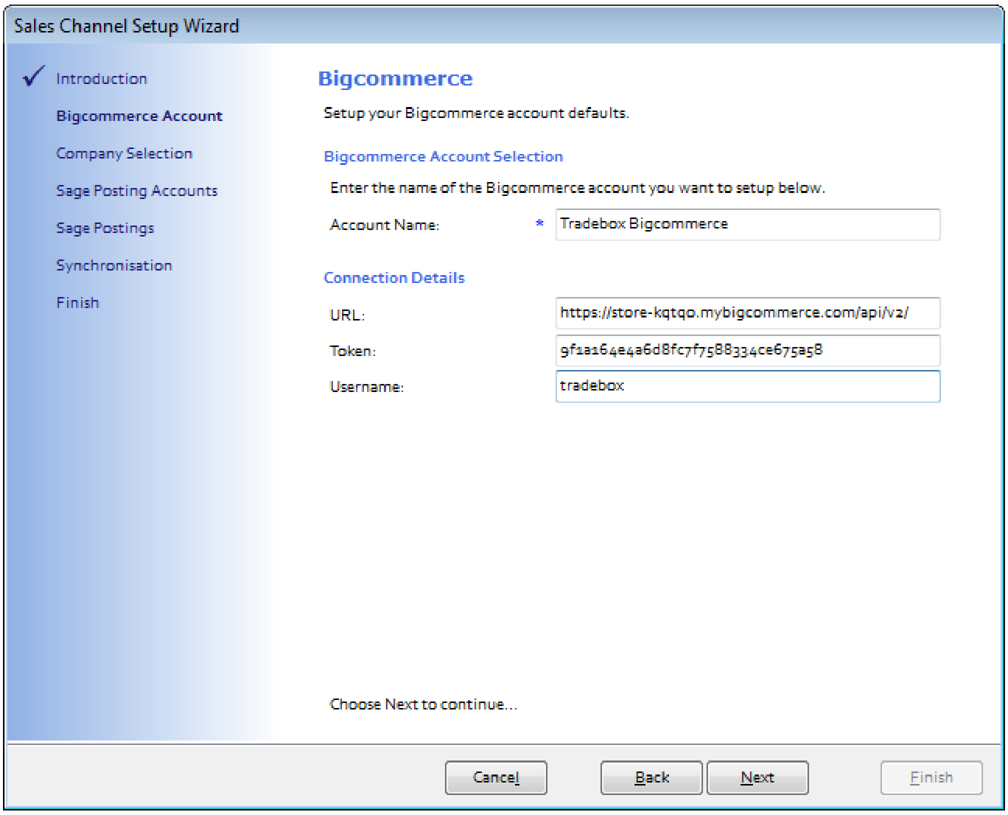


Simply fill out the form and select **Download** button at the bottom of the form. Tradebox will send you an automated email (to the email provided in the form) with a full set of download and installation instructions.

Creating a connection for Bigcommerce in Tradebox

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

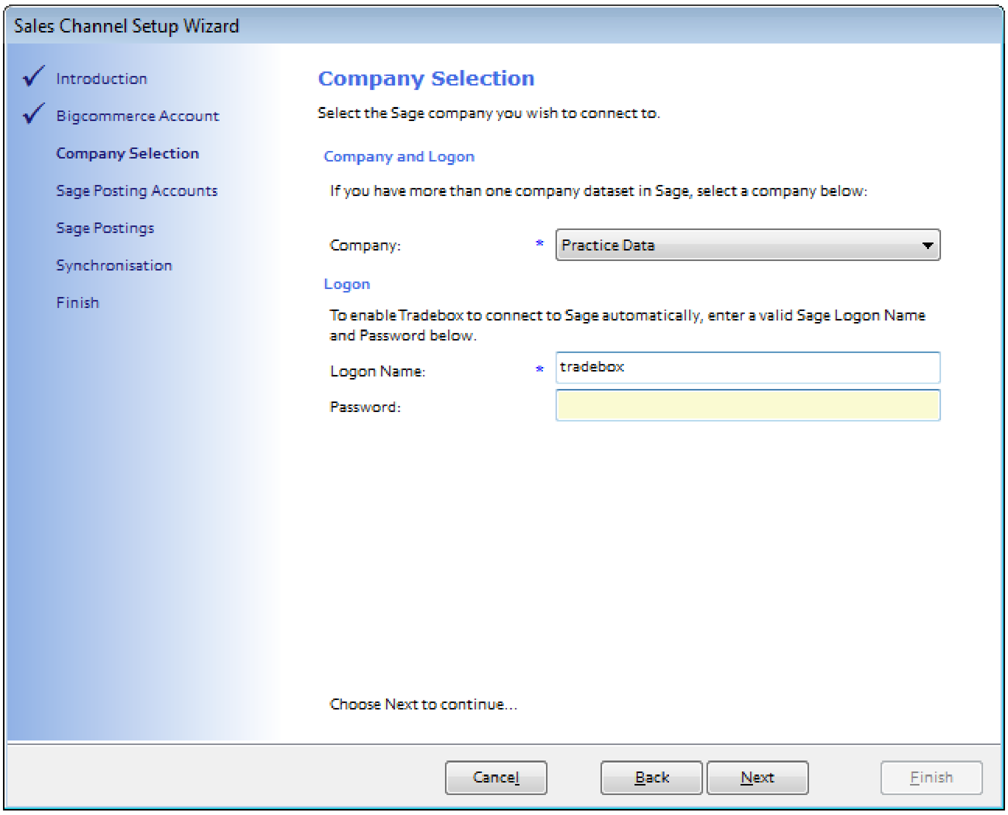
   a. The **Account Name** for the connection. This is simply a label and can be called anything the user wishes. Every connection to an online marketplace in Tradebox Finance Manager must be unique. Generally, for Bigcommerce websites, the website URL is used.



   b. **API Path**, **API Token** and **Username**.

5. Click **Next**.

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



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

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

9. Click on **Next.**

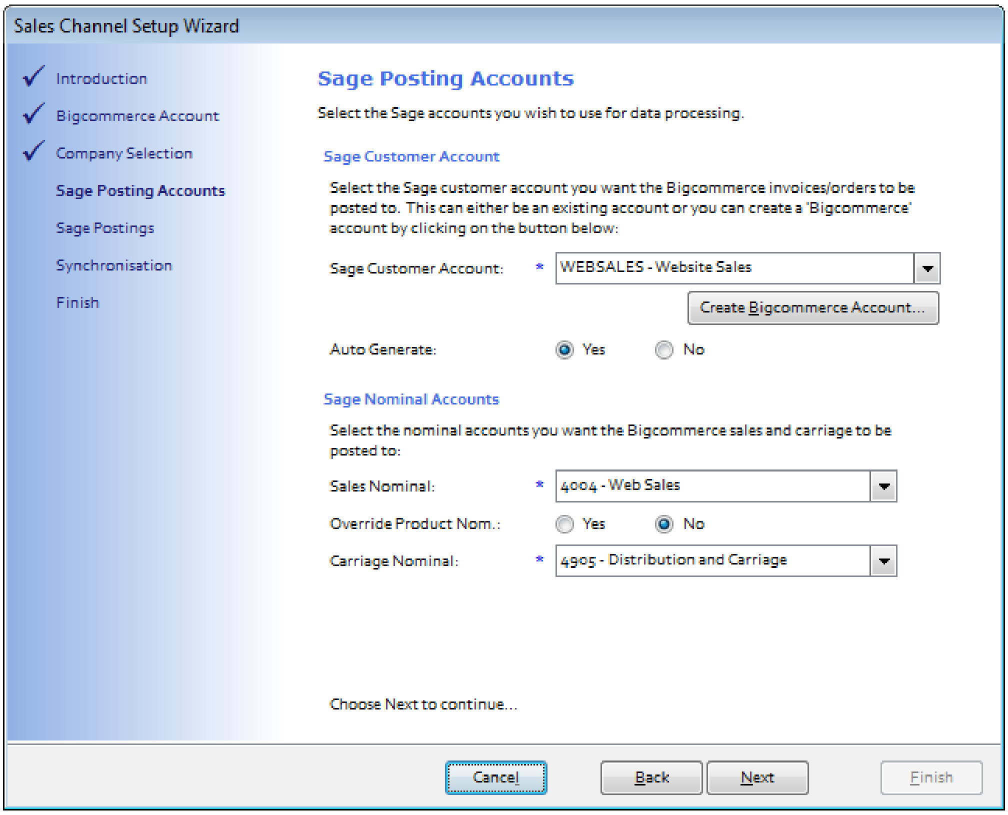
10. The fourth screen in the wizard is entitled **Sage Posting Accounts** and enables the user to decide how to create Customer Accounts in Sage and to establish global nominal settings to report sales and carriage income to.

11. Users can choose to use a **single generic customer** account in Sage to report all Bigcommerce 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.



12. From the **Sales Nominal** field choose a Sales Nominal Code from Sage to report your Bigcommerce 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**.

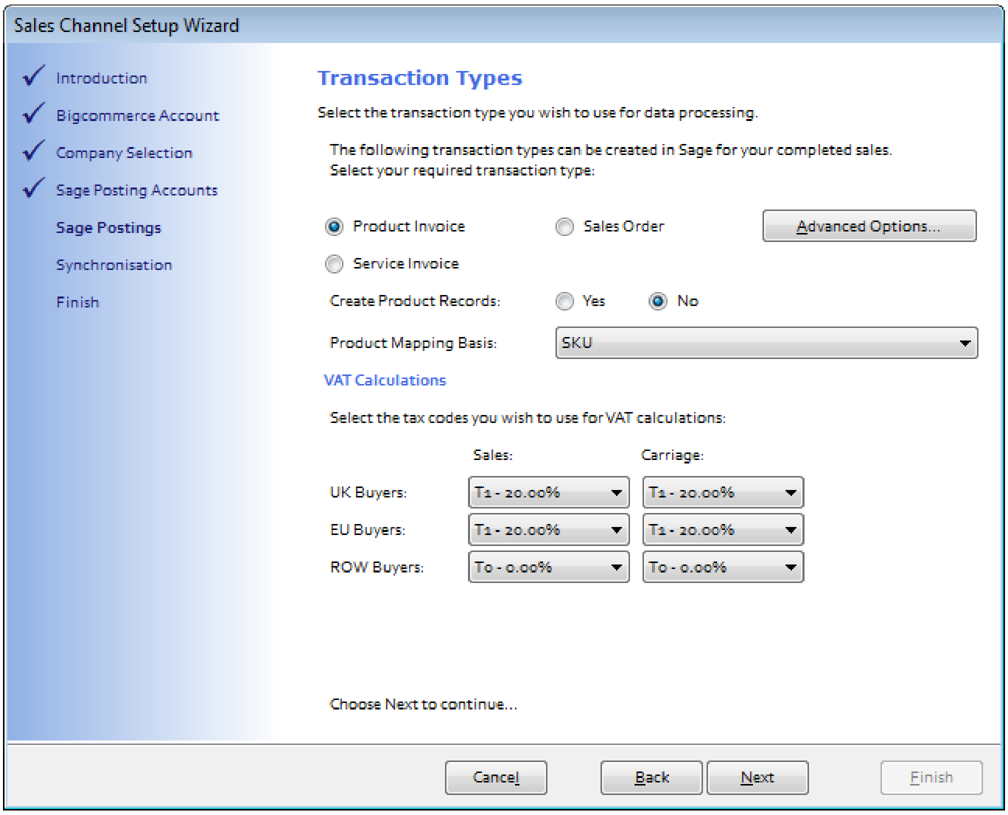
13. From the **Carriage Nominal** field choose a Sales Nominal Code from Sage to report your carriage income to. Again, this is a global setting. Different shipping options can be mapped to separate sales nominal codes after the connection has been established.

14. Click on **Next.**

The fifth screen in the wizard is entitled **Transaction Types** and enables the user to choose what type of transactions 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.



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.

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

    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.

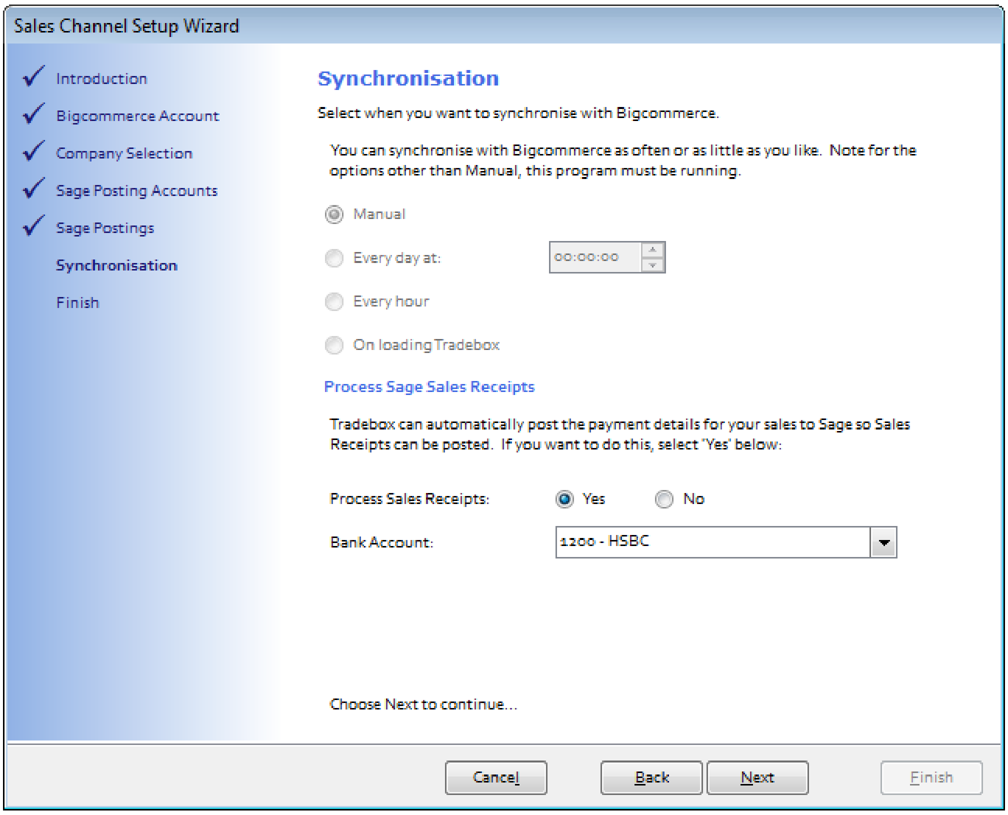
16. Click on **Next.**

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.

17. The user has 4 **Synchronisation** options:
    a. Manual – every time they select the Synchronise button
    b. Every day at a specified time
    c. Every hour
    d. On loading Tradebox

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

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



18. Under the **Process Sage Sales Receipts** area of the wizard screen, the user can choose whether or not to automatically pay an individual sales receipt 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.

Sales Orders

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

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.

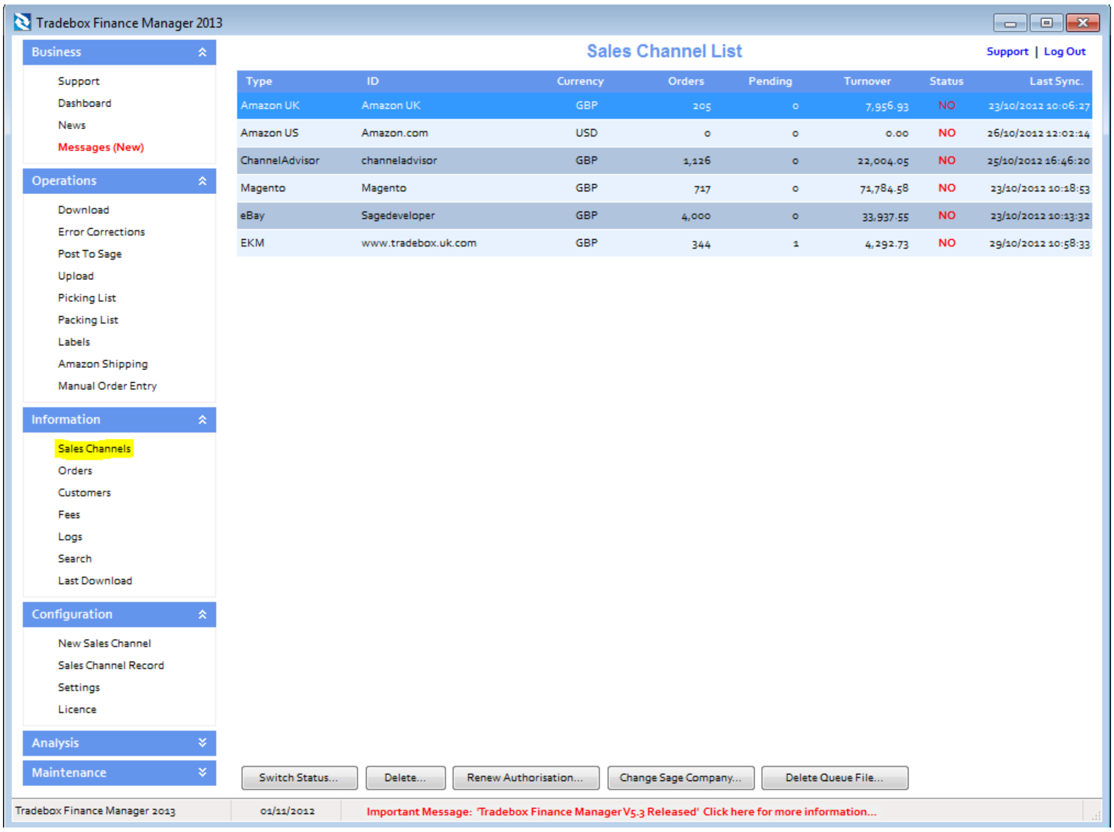
The work around can only be applied after the set up wizard is complete and the connection has been set up. Once done, select the Sales Channel List and double click on the connection. In the screen displayed, untick the **Post Sales Receipts** tick box and then re-tick it. A dialog box will be displayed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

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

Applying and refining additional settings

Sales Channel List

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

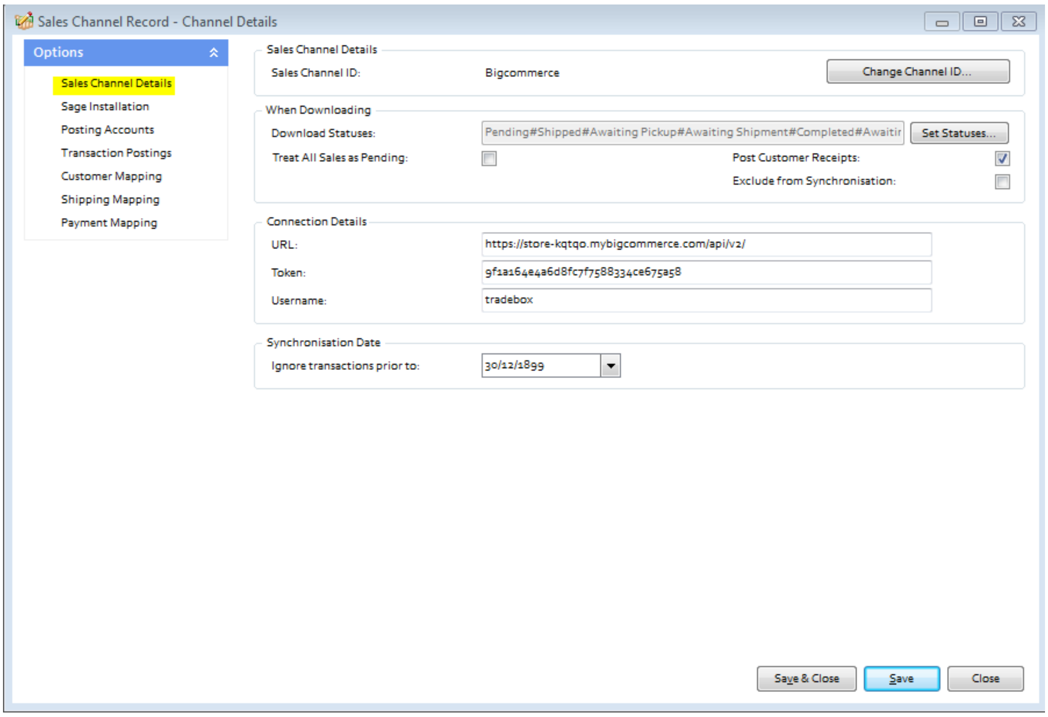
Double clicking on the connection in the Sales Channel List opens the **Sales Channel Record** which contains all of the settings and configuration for that specific connection. The Sales Channel Record also holds all of the **mapping tables** for the connection which record and store the relationships between the data downloaded from the online marketplace/website and the entries in Sage.

These tables cover mappings for:

- Customers
- Products
- Shipping Methods
- Payment Methods

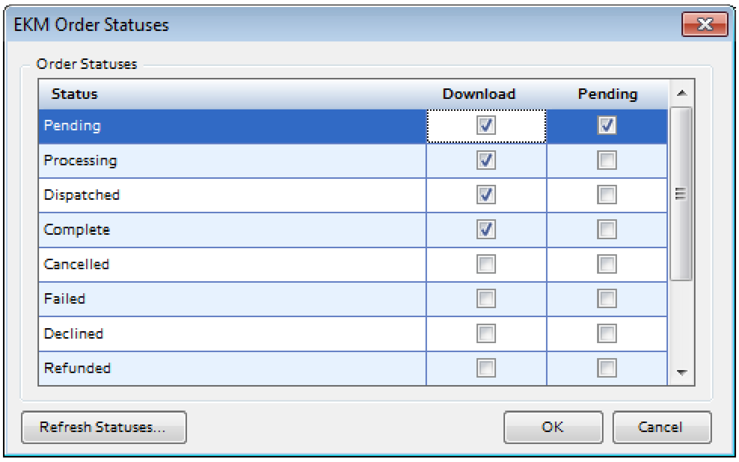
The following pages will cover additional features and settings not explained in the previous wizard walkthrough.

Sales Channel Details



The **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.

Download Statuses allows the user to apply a filter against which sales can be downloaded and which sales should be excluded. This filter is based upon the **order status**. If no filters are established, Tradebox will download every sale regardless of status. To apply a filter, click on the **Set Statuses** button. Tradebox will retrieve the user's specific Webstore statuses and display them in the following grid:



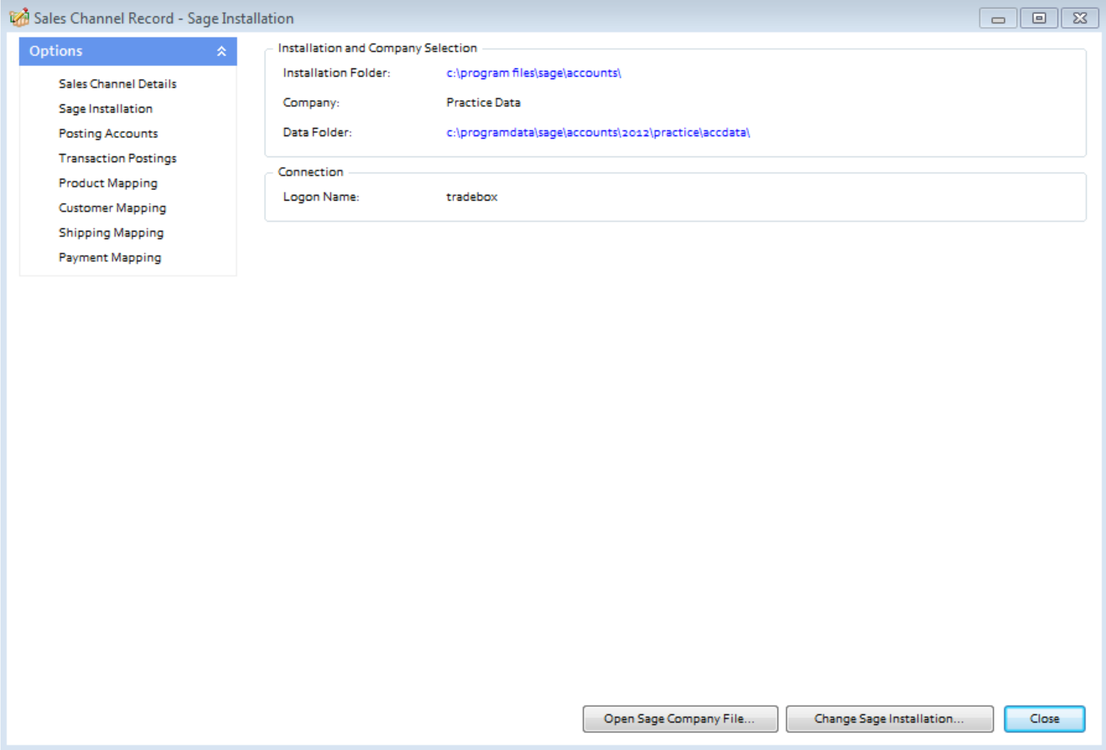
Simply tick the **Download** box next to the order statuses you wish to download. If you wish to download specific orders but NOT send them to Sage, tick the **Pending** box next to the appropriate order status. In the above example, Tradebox has been configured to download sales with a status of Pending but not to automatically send them to Sage. This allows the user to trap the orders with a status of Pending in Tradebox and rapidly view if the payment for these orders has been successful. The user can then bulk change the status of chosen orders and reflect this change on Bigcommerce.

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

Exclude from Synchronisation suspends the connection and excludes it from the synchronisation process. The status of each connection is displayed in the **Sales Channel List**. A green tick indicates the connection is active; a 'No Entry' sign indicates the connection has been excluded. The connection status can also be changed in the Sales Channel List by right clicking on the connection and choosing the **Switch Included Flag**, which toggles the status between active and excluded.

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

Sage Installation

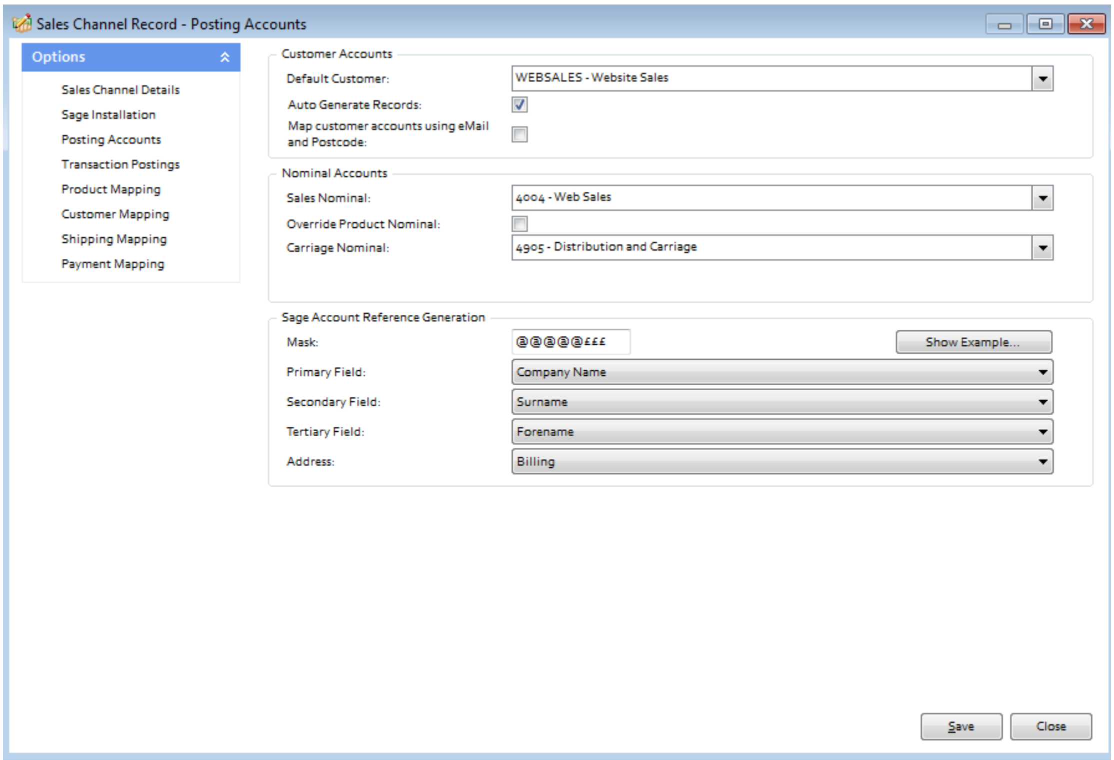


The Sage Installation screen shows the user which Sage Company Tradebox is pointing to and where the Bigcommerce Sales details will be created. This screen also shows the Sage username that has been provided by the user to enable Tradebox to log into Sage. Tradebox highly recommend creating a unique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

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

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

Posting Accounts



Default Customer: A default customer is always required, regardless of whether the user has chosen to create individual customer records. The default customer can be changed by selecting an existing Sage customer from the drop down list.

If the user wishes to **create individual customers in Sage**, then the **Auto Generate Records** box should be ticked.

If the user wishes to simply **use a single generic customer**, then the **Auto Generate Records box should NOT** be ticked.

If the user has selected to auto generate individual customer records in Sage then they can also choose to search through Sage customer records for existing customers prior to creating a new record. To do this the '**Map Customer Accounts using email and Postcode**' option should be ticked.

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

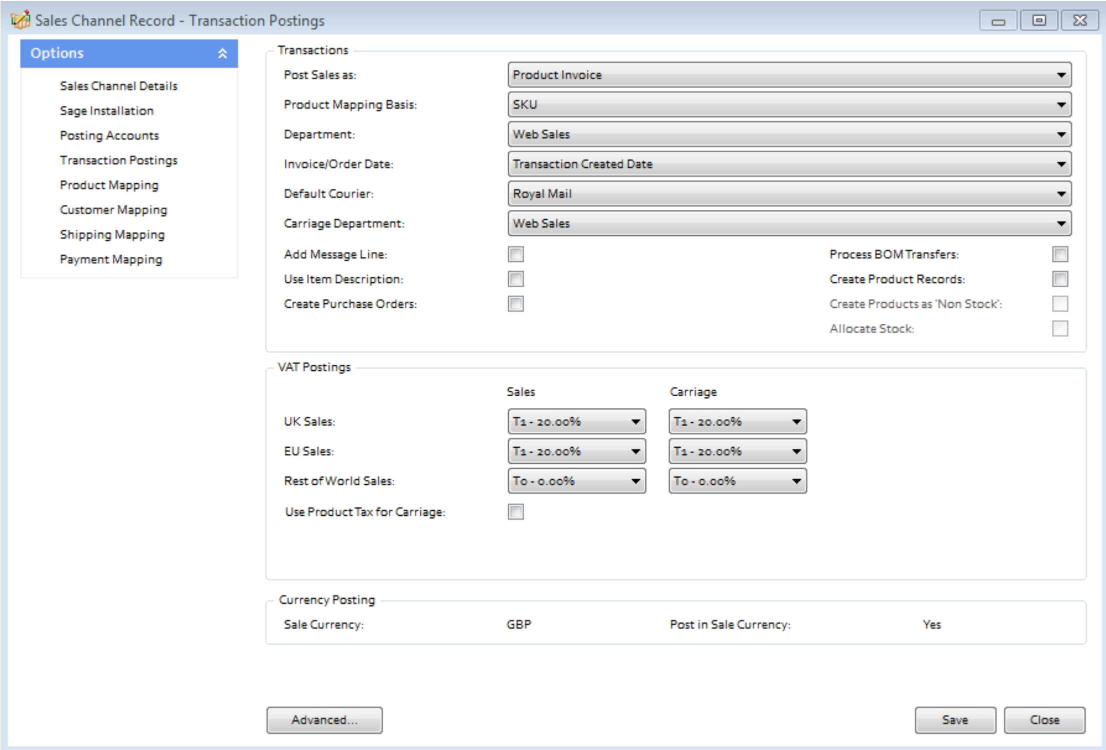
Using the above example (@@@@@£££) Tradebox would create the SCAR using the first 5 characters of the data followed by 3 numbers. The numbers are incremental to allow separation of different customers with similar information. For example, if John Smith and Adam Smith made purchases Tradebox would create 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 Bigcommerce) then you would simply type the letters into the mask as follows:

E@@@@£££

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 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 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 the user to allocate carriage income 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 description from the Bigcommerce 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 Bigcommerce SKU it cannot automatically match to an existing Product in Sage. This is only achievable if the SKU column in the Bigcommerce export file is populated with a unique SKU. 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.

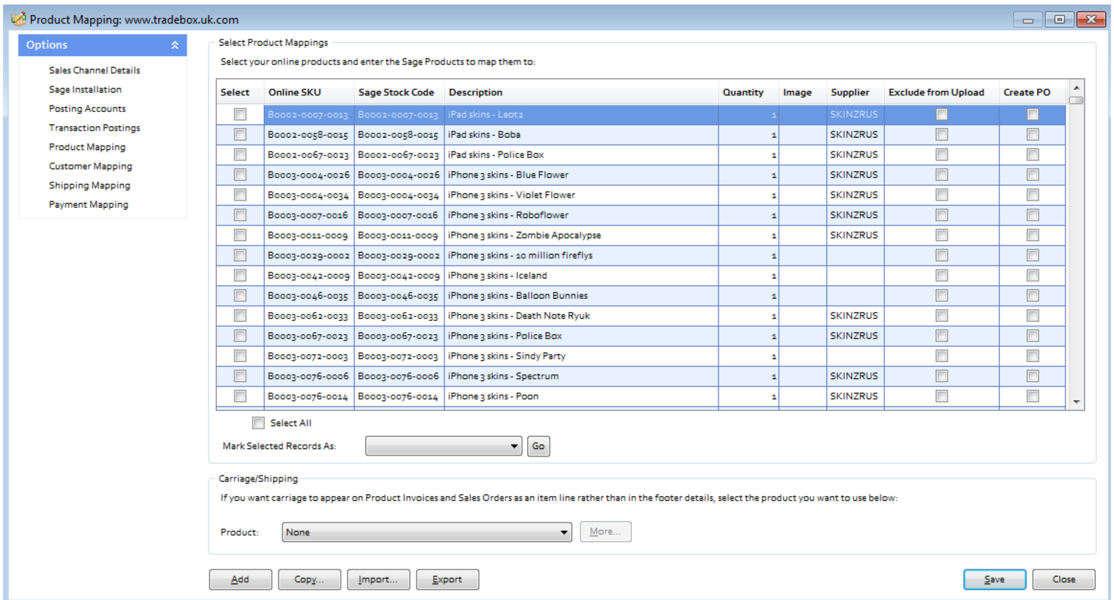
Allocate Stock: Where Sales Orders have been chosen as the transaction type to be created, Tradebox will automatically allocate stock to the Sales Order upon creation.
Requires Sage 50 Accounts Professional

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 products in the order. Effectively, this setting allows the carriage to be zero rated where ALL ITEMS in the orders are VAT EXEMPT. If a there is a mixture of VAT and NON VAT items in the order, the carriage will default to the carriage tax code.

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 this table is created automatically as sales are imported into Tradebox. Online products are either mapped automatically (because the online SKU and the Sage Stock Code are an exact match) or they are manually allocated where Tradebox cannot automatically find a matching Sage Stock Code. Users can import these relationships 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.

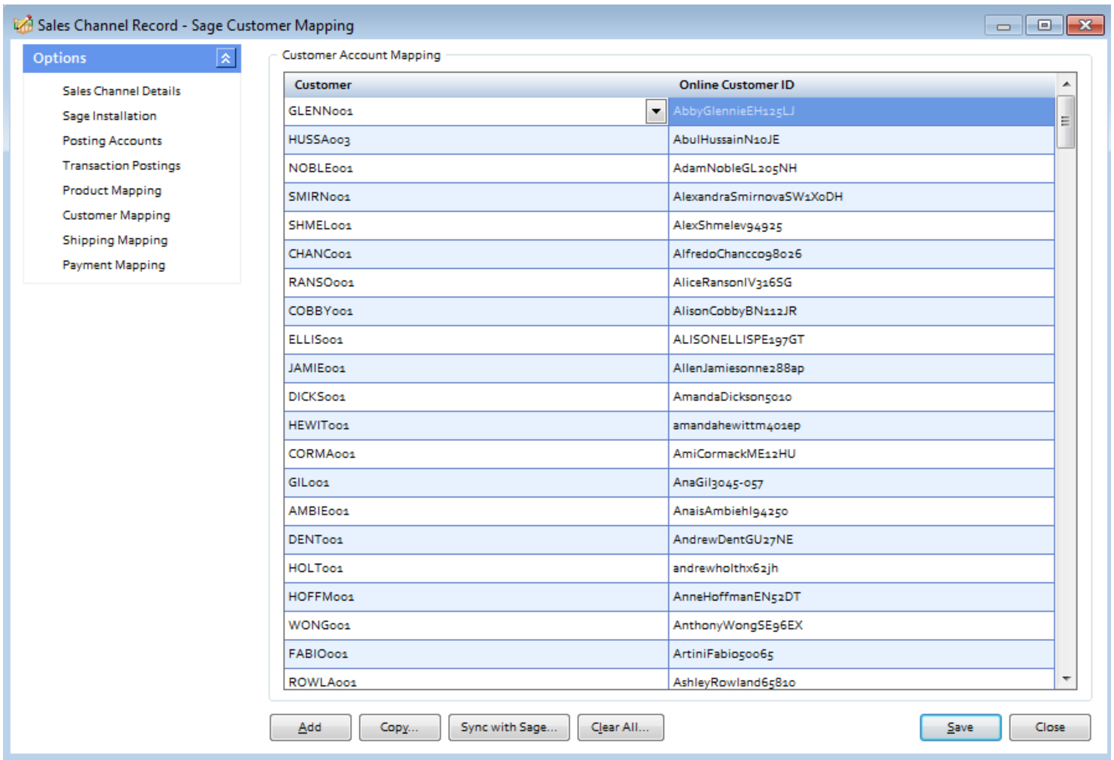
Where the user wishes to automatically create Purchases Orders in Sage for given products these need to be identified in this screen by ticking the **Create PO** box next to the relevant product. The **Create Purchase Orders** box also needs to be ticked in the **Transaction**

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.

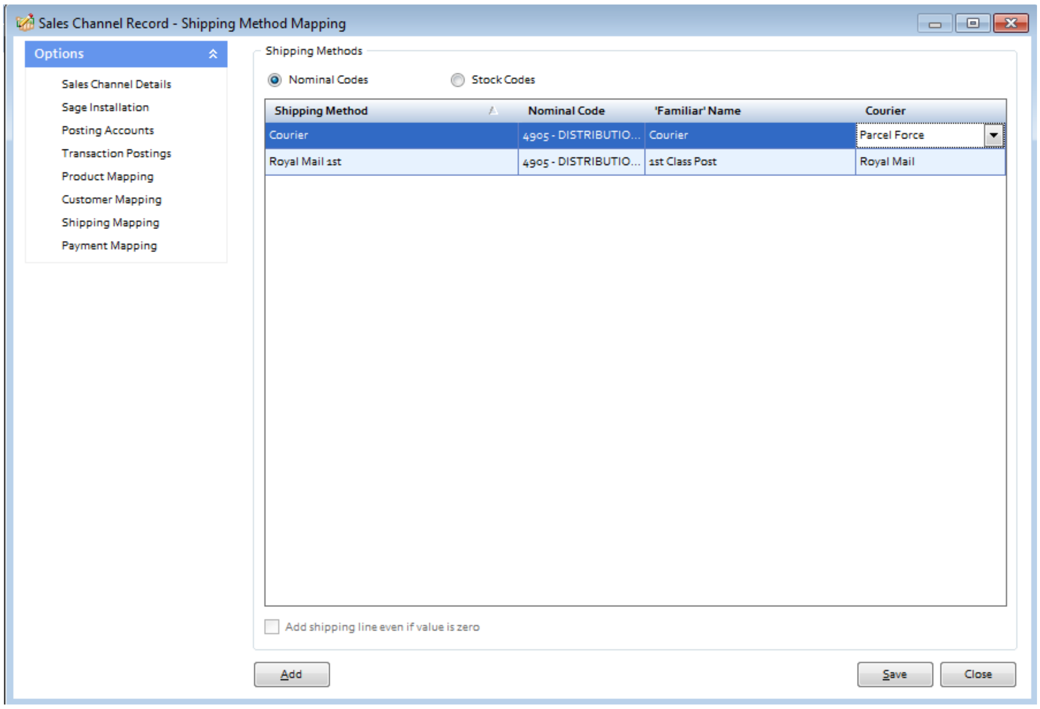


A common mapping error results when Sage Customer accounts that have been created by Tradebox, are deleted from Sage. The error results because the Sage Customer Account Reference (SCAR) held in the Tradebox database no longer exists in Sage. Selecting the **Sync with Sage** button will recreate any 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 on the carriage footer of the Sage invoice and reports the carriage income to the default carriage nominal code, as established in the wizard. Nominal code reporting can be amended in this screen so different shipping methods are reported to different nominal codes.

If the Shipping Method has been mapped to a field on the Invoice or Order (Notes 1, 2 or 3) then this can be substituted for a **Familiar Name**, if entered into the grid. If **Couriers** have been set up in Sage (Settings – Internet Resources) then these can be mapped against the shipping method which will result in the Sage courier being populated in the courier field on the Sage invoice (Footer Details Tab)



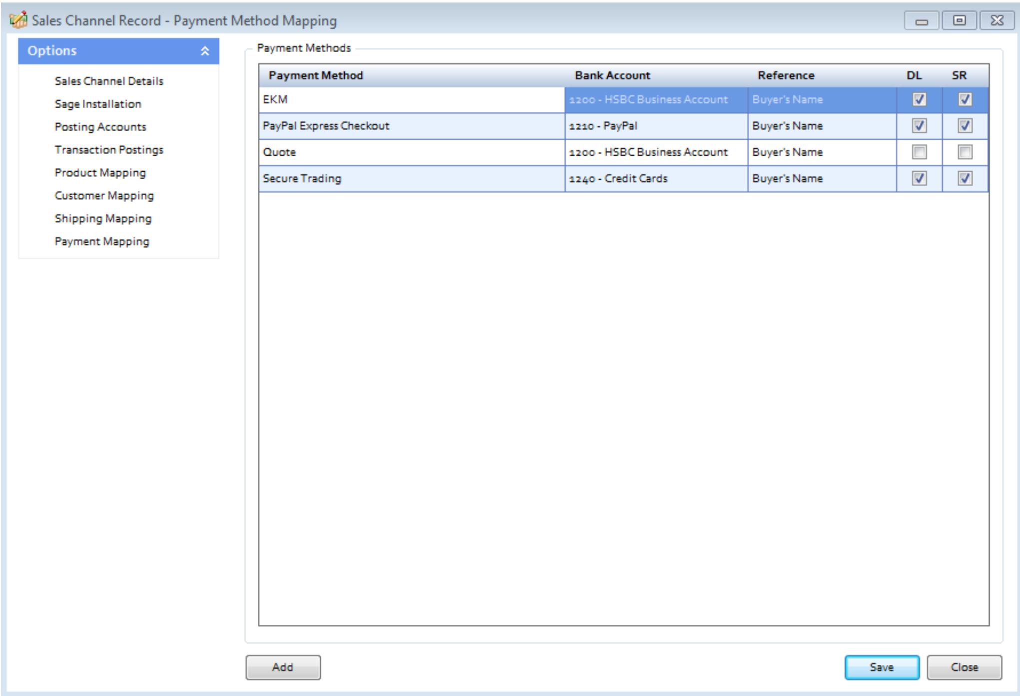
Alternatively, carriage can be displayed as a product line on an invoice. To do this a default carriage product needs to be selected from the drop down menu under the Carriage/Shipping section of the **Product Mapping screen**. Once done, the shipping method will appear as Stock Codes at the top of the 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 screen 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)
- Which payment methods to download



The above table contains a list of payment methods recorded against sales imported from Bigcommerce. 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 **Process Sales Receipts** option was chosen 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. Unticking the **DL** (Download) box will prevent any orders with that payment method from downloading.

Optimising Tradebox and Sage Accounts for reporting

Before importing sales from Bigcommerce 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:

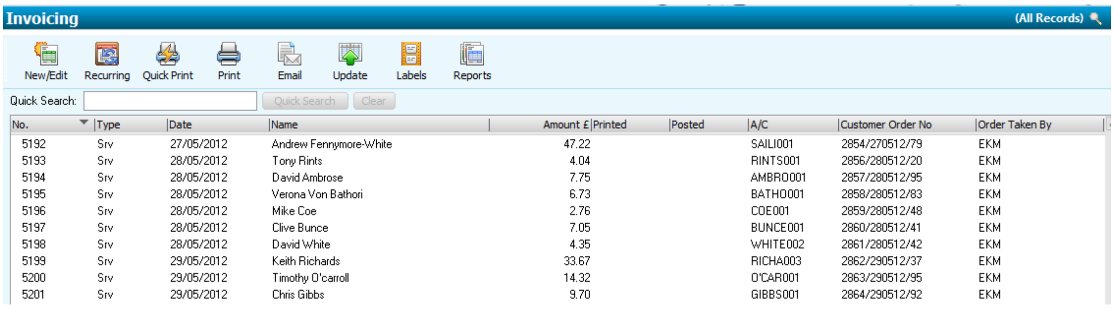
- Order ID = Cust_Order_Number
- Order Taken By = Sales Channel Name
- Payment Method = Notes 1
- Shipping Method = Notes 2

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:



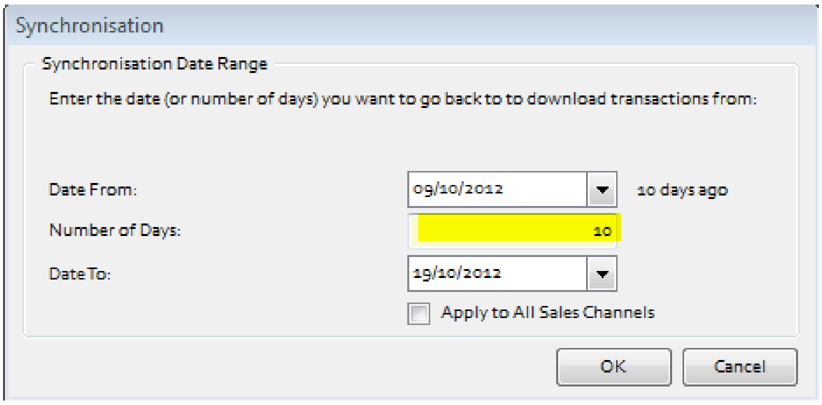
No.	Type	Date	Name	Amount £	Printed	Posted	A/C	Customer Order No	Order Taken By
5192	Srv	27/05/2012	Andrew Fennymore-White	47.22			SAILI001	2854/270512/79	EKM
5193	Srv	28/05/2012	Tony Rints	4.04			RINTS001	2856/280512/20	EKM
5194	Srv	28/05/2012	David Ambrose	7.75			AMBRO001	2857/280512/95	EKM
5195	Srv	28/05/2012	Verona Von Bathori	6.73			BATHO001	2858/280512/83	EKM
5196	Srv	28/05/2012	Mike Coe	2.76			COE001	2859/280512/48	EKM
5197	Srv	28/05/2012	Clive Bunce	7.05			BUNCE001	2860/280512/41	EKM
5198	Srv	28/05/2012	David White	4.35			WHITE002	2861/280512/42	EKM
5199	Srv	29/05/2012	Keith Richards	33.67			RICHA003	2862/290512/37	EKM
5200	Srv	29/05/2012	Timothy O'carroll	14.32			O'CAR001	2863/290512/95	EKM
5201	Srv	29/05/2012	Chris Gibbs	9.70			GIBBS001	2864/290512/92	EKM

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

Downloading Orders from Bigcommerce

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



Either enter the number of day's worth of sales in the 2nd box or enter a **Date From** and a **Date To**. Then select OK. Tradebox will only download sales that have NOT previously been downloaded and that have a permissible order status, as established in the settings.

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

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

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

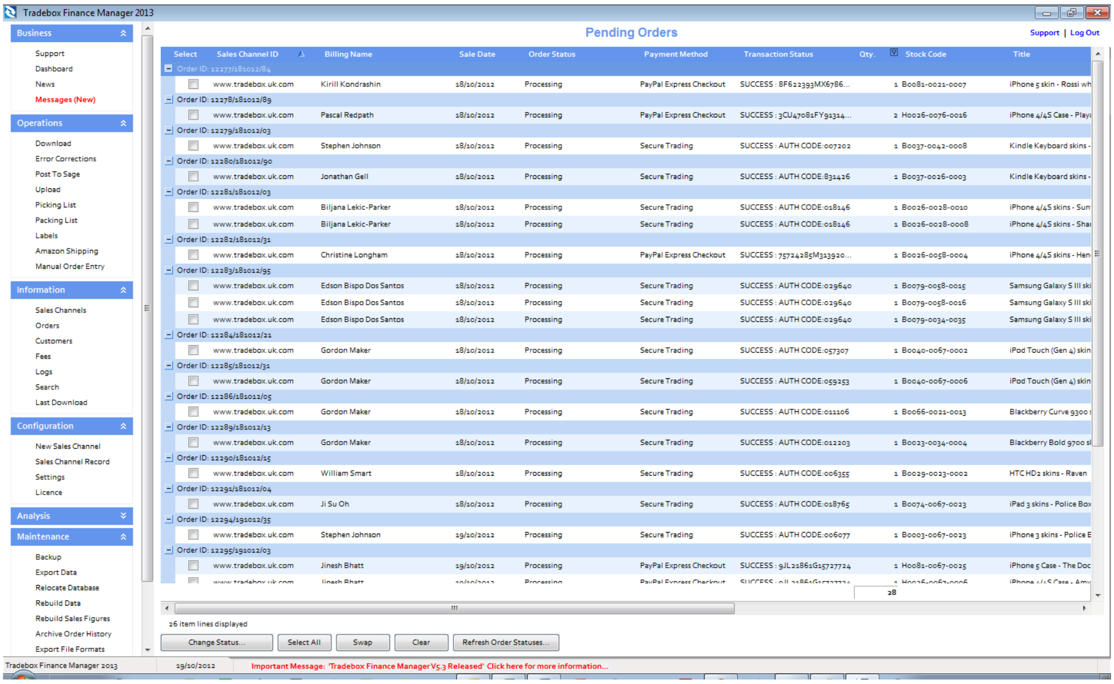
Check the Error Log for details

Alongside the Operations Log are the **Process Log** and the **Error Log**. Click onto the Error Log to see details of each issue Tradebox has encountered. Generally errors are generated because of mapping issues. 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 downloaded SKU can be manually mapped to a Sage Product Code. Once done, this relationship can be saved. 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.

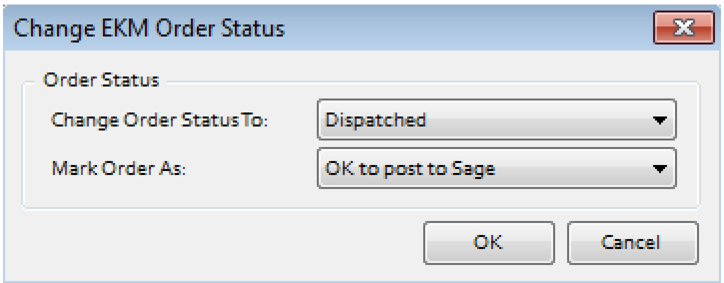


The imported orders chosen in the dialog box are presented in a configurable grid. Columns can be added, removed and sorted into the order required by the user. To move the columns, simply click on the column headers and drag the column into the required position. To add or remove columns, right click 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.

Batch changing order statuses

Click on the **Orders** option under the **Information** menu. This will generate the '**Imported Orders Criteria**' dialog box. Choose your Bigcommerce connection from the Sales Channel drop down list and Pending Orders from the Order Type drop down list. This will generate the Pending Orders grid.

By grouping the **Order Status**, **Payment Method** and **Transaction Status** columns together, the user can rapidly identify which pending orders have been successfully paid for. These can then be quickly selected and their order status changed in Tradebox and Bigcommerce by selecting the **Change Status** button. This will generate the following dialog box:



The dialog box allows the user to:

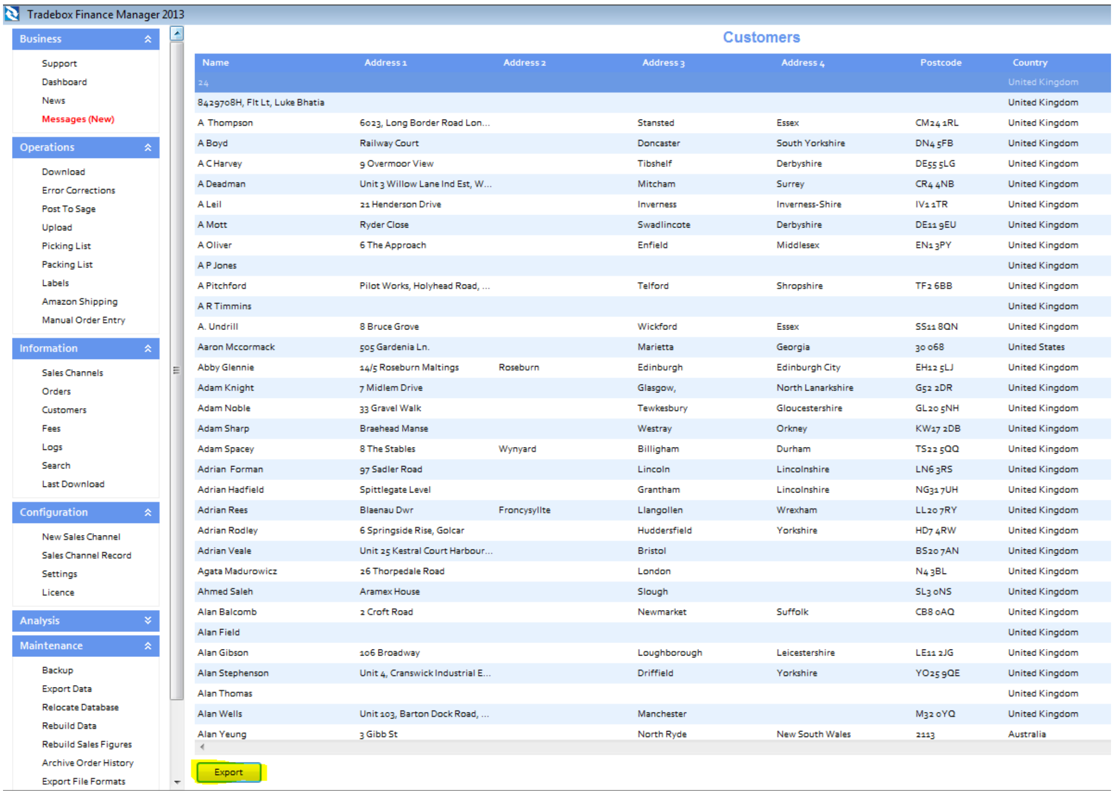
- Change the status of the chosen orders
- Mark the selected orders as OK to post to Sage.

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.

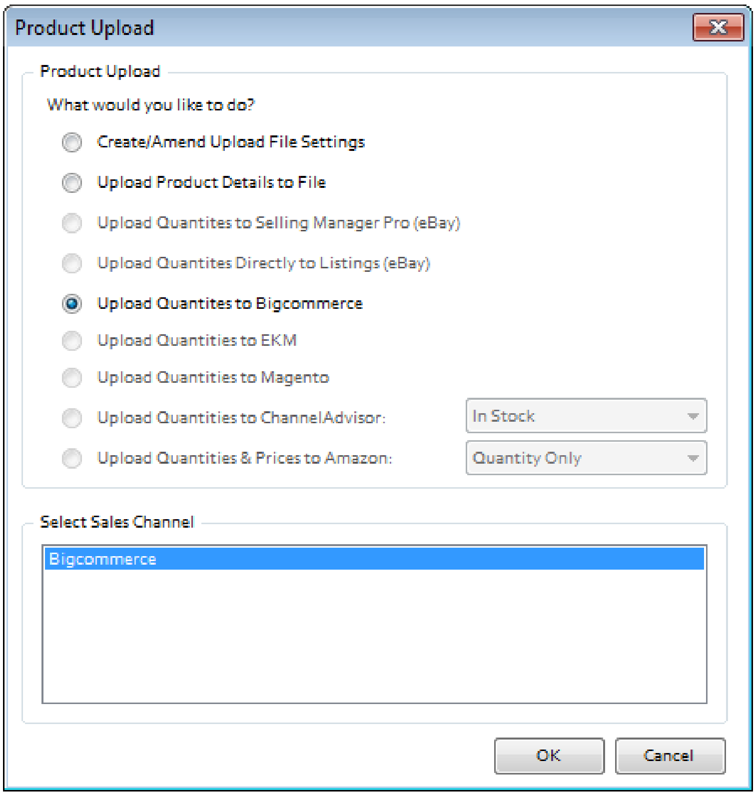


All customer details held in Tradebox can be exported into Excel by selecting the **Export** button.

Uploading Stock Quantities

Tradebox enables users to upload Sage ‘free’ stock quantities back to Bigcommerce. Free stock quantities are defined as the Sage quantity in stock minus any allocated stock.

The upload process is currently manual and can only be done on demand. To pass free stock levels from Sage to the Bigcommerce inventory, select the **Upload** option from the **Operations** menu. This will generate the following screen:



- Choose Upload Quantities to Bigcommerce
- Choose the relevant Bigcommerce Sales Channel and select OK.

A progress screen will show the upload and confirm when complete. Quantities are taken directly from the free Sage Stock positions **only** for those Bigcommerce SKU’s mapped to Sage products in the Product Mapping table.

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.