

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.

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Sage Accounts set up

- 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.
- IMPORTANT: If you use <u>Sage 50 Accounts 2008</u>, you MUST download and install the <u>Sage SDO Hotfix</u> prior to using Tradebox
- 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.
- 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.
- If you wish to gain stock control establish Product Records in Sage. An overview of how to do this is available by clicking <u>here</u>.

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	

Sage setup checklist

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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.

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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.

🗳 TRADE BOX	FEATURES	MARKETPLACES	PRICING	SUPPORT	MY ACCOUNT	DOWNLOAD
	FEATURES	MARKETPLACES	PRICING	SUPPORT	MT ACCOUNT	DOWNLOAD

This will generate the download page:

Wh		ate Tradebox for the first time, install on a new PC or simply upgrade your existing ilon, fill out the form and we will email you the instructions.
	First Name: *	Edwar]
	Last Name: *	
	Company: *	
	Email Address: *	

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 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.

Sales Channel Setup Wizard	
✓ Introduction	Bigcommerce
Bigcommerce Account	Setup your Bigcommerce account defaults.
Company Selection	Bigcommerce Account Selection
Sage Posting Accounts	Enter the name of the Bigcommerce account you want to setup below.
Sage Postings	Account Name: * Tradebox Bigcommerce
Synchronisation	Connection Details
Finish	URL: https://store-kqtqo.mybigcommerce.com/api/vz/
	Token: 9f1a164e4a6d8fc7f7588334ce675a58
	Username: tradebox
	Choose Next to continue
	Cancel Back Next Einish

- b. API Path, API Token and Username.
- 5. Click Next.

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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.

Sales Channel Setup Wizard	
✓ Introduction	Company Selection
V Bigcommerce Account	Select the Sage company you wish to connect to.
Company Selection	Company and Logon
Sage Posting Accounts	If you have more than one company dataset in Sage, select a company below:
Sage Postings	Company: * Practice Data
Synchronisation	Logon
Finish	To enable Tradebox to connect to Sage automatically, enter a valid Sage Logon Name and Password below.
	Logon Name: * tradebox
	Password:
	Choose Next to continue
	Cance <u>I</u> Back <u>N</u> ext <u>E</u> inish

- 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.

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- 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.

Introduction	Sage Posting Accounts
Bigcommerce Account	Select the Sage accounts you wish to use for data processing.
Company Selection	Sage Customer Account
Sage Posting Accounts	Select the Sage customer account you want the Bigcommerce invoices/orders to be posted to. This can either be an existing account or you can create a 'Bigcommerce' account by clicking on the button below:
Synchronisation	Sage Customer Account: * WEBSALES - Website Sales
Finish	Create <u>B</u> igcommerce Account
	Auto Generate: 💿 Yes 💿 No
	Sage Nominal Accounts
	Select the nominal accounts you want the Bigcommerce sales and carriage to be posted to:
	Sales Nominal: * 4004 - Web Sales 🗸
	Override Product Nom.: O Yes O No
	Carriage Nominal: * 4905 - Distribution and Carriage 💌
	Choose Next to continue
	Cance <u>I</u> Back Next Einis

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- 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.

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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 <u>here</u>.

Sales Channel Setup Wizard	
 ✓ Introduction ✓ Bigcommerce Account ✓ Company Selection ✓ Sage Posting Accounts Sage Postings Synchronisation Finish 	Transaction Types Select the transaction type you wish to use for data processing. The following transaction types can be created in Sage for your completed sales. Select your required transaction type: Product Invoice Sales Order Service Invoice Create Product Records: Yes Yeduct Mapping Basis: SKU
	VAT Calculations Select the tax codes you wish to use for VAT calculations: Sales: Carriage: UK Buyers: T1 - 20.00% EU Buyers: T1 - 20.00% ROW Buyers: T0 - 0.00% T0 - 0.00% T0 - 0.00% Choose Next to continue
	Cance <u>l</u> <u>B</u> ack <u>N</u> ext <u>F</u> inish

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.

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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.

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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.

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.

Introduction	Synchronisation	
Bigcommerce Account	Select when you want to synci	hronise with Bigcommerce.
 ✓ Bigcommerce Account ✓ Company Selection ✓ Sage Posting Accounts ✓ Sage Postings Synchronisation Finish 	options other than Manual, Manual Every day at: Every hour On loading Tradebox Process Sage Sales Receipt Tradebox can automatically	gcommerce as often or as little as you like. Note for the this program must be running.
	Process Sales Receipts:	🖲 Yes 💿 No
	Process Sales Receipts: Bank Account:	 Yes No 1200 - HSBC

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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:

- 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.
- 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.

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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.

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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.

Tradebox Finance Manager 20	13							
usiness 🏾 🛠			Sales	Channel Lis	st			Support Log O
Support	Туре	ID	Currency	Orders	Pending	Turnover	Status	Last Syn
Dashboard	Amazon UK						NO	
News	Amazon US	Amazon.com	USD	٥	٥	0.00	NO	26/10/2012 12:02:
Messages (New)	ChannelAdvisor	channeladvisor	GBP	1,126	0	22,004.05	NO	25/10/2012 16:46:
Operations	Magento	Magento	GBP	717	٥	71,784.58	NO	23/10/2012 10:18
Download	eBay	Sagedeveloper	GBP	4,000	٥	33,937-55	NO	23/10/2012 10:13:
Error Corrections	EKM	www.tradebox.uk.com	GBP	344	1	4,292.73	NO	29/10/2012 10:58
Post To Sage								
Upload								
Picking List								
Packing List								
Labels								
Amazon Shipping								
Manual Order Entry								
nformation 🛠								
Sales Channels								
Orders								
Customers								
Fees								
Logs								
Search								
Last Download								
Configuration 🛠								
New Sales Channel								
Sales Channel Record								
Settings								
Licence								
Analysis 🛛 🕹								
Maintenance ¥	Switch Status	Delete Renew Aut	thorisation Cha	inge Sage Company	Delete	Queue File		

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

Sales Channel Record - Cha	hannel Details			
Sales Channel Details	Sales Channel ID: Bigcommerce Change Chan		nnel ID	
Sage Installation Posting Accounts Transaction Postings Customer Mapping	When Downloading Download Statuses: Treat All Sales as Pending:	Pending#Shipped#Awaiting	Pickup#Awaiting Shipment#Completed#Awaitin Post Customer Receipts: Exclude from Synchronisation:	iet Statuses
Shipping Mapping Payment Mapping	Connection Details URL: Token:	https://store-kqtqo.mybigcon 9f1a164e4a6d8fc7f7588334ce tradebox]
	Username: Synchronisation Date Ignore transactions prior to:	30/12/1899		
		L		

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:

Status	Download	Pending	1
Pending		V	
Processing	V		
Dispatched	V		Ξ
Complete	V		
Cancelled			
Failed			
Declined			
Refunded			٦.

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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.

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Sage Installation

💖 Sales Channel Record - Sage Insta	Ilation		
Options 🕆	Installation and Company	Selection	
Sales Channel Details	Installation Folder:	c:\program files\sage\accounts\	
Sage Installation	Company:	Practice Data	
Posting Accounts	Data Folder:	c:\programdata\sage\accounts\2012\practice\accdata\	
Transaction Postings			
Product Mapping	Connection Logon Name:	tradebox	
Customer Mapping	Logon Name:	LI AGEDOX	
Shipping Mapping			
Payment Mapping			
		Open Sage Company File Change Sage Installation	. Close

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.

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Posting Accounts

💖 Sales Channel Record - Posting	Accounts		
Options 🛠	Customer Accounts	·	
Sales Channel Details	Default Customer:	ts	•
Sage Installation	Auto Generate Records:		
Posting Accounts	Map customer accounts using eMail and Postcode:		
Transaction Postings	Nominal Accounts		
Product Mapping	Sales Nominal:	4004 - Web Sales	-
Customer Mapping	Override Product Nominal:		
Shipping Mapping	Carriage Nominal:	4905 - Distribution and Carriage	-
Payment Mapping			
	 Sage Account Reference Generation — Mask: 	222200	
			npie
	Primary Field:		
	Secondary Field:	Surname	-
	Tertiary Field:	Forename	-
	Address:	Billing	-
		Save	Close

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

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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.

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Transaction Postings

	Transactions				
Sales Channel Details	Post Sales as:	Product Invoice			
Sage Installation	Product Mapping Basis:	sкu			
Posting Accounts	Department:	Web Sales			
Transaction Postings	Invoice/Order Date:	Transaction Created D	ate		
Product Mapping	Default Courier:	Royal Mail			
Customer Mapping	Carriage Department:	Web Sales			
Shipping Mapping Payment Mapping	Add Message Line:			Process BOM Transfers:	ſ
Payment Mapping	Use Item Description:			Create Product Records:	[
	Create Purchase Orders:			Create Products as 'Non Stock':	E
				Allocate Stock:	
	UK Sales: EU Sales: Rest of World Sales: Use ProductTax for Carriage:	T1 - 20.00%	Carriage T1 - 20.00% T1 - 20.00% T0 - 0.00% T0 - 0		
	Currency Posting Sale Currency:	GBP	Post in Sale Currency:	Yes	

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.

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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 preexisting 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 becreated, 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

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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.

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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.

ons 🛠		oduct Mappings							
Sales Channel Details	Select yo	our online products an	d enter the Sage Pro	ducts to map them to:					
Sage Installation	Select	Online SKU	Sage Stock Code	Description	Quantity	Image	Supplier	Exclude from Upload	Create PO
Posting Accounts		B0002-0007-0013	B0002-0007-0013	iPad skins - Leota		1	SKINZRUS		
Transaction Postings		B0002-0058-0015	B0002-0058-0015	iPad skins - Boba		1	SKINZRUS		
Product Mapping		B0002-0067-0023	B0002-0067-0023	iPad skins - Police Box		1	SKINZRUS		
Customer Mapping		B0003-0004-0026	B0003-0004-0026	iPhone 3 skins - Blue Flower		1	SKINZRUS		
Shipping Mapping		B0003-0004-0034	B0003-0004-0034	iPhone 3 skins - Violet Flower		1	SKINZRUS		
Payment Mapping		B0003-0007-0016	B0003-0007-0016	iPhone 3 skins - Roboflower	:	1	SKINZRUS		
		B0003-0011-0009	B0003-0011-0009	iPhone 3 skins - Zombie Apocalypse		1	SKINZRUS		
		B0003-0029-0002	B0003-0029-0002	iPhone 3 skins - 10 million fireflys		1			
		B0003-0042-0009	B0003-0042-0009	iPhone 3 skins - Iceland		1			
		B0003-0046-0035	B0003-0046-0035	iPhone 3 skins - Balloon Bunnies	:	1			
		B0003-0062-0033	B0003-0062-0033	iPhone 3 skins - Death Note Ryuk		1	SKINZRUS		
		B0003-0067-0023	B0003-0067-0023	iPhone 3 skins - Police Box		1	SKINZRUS	[[]	
		B0003-0072-0003	B0003-0072-0003	iPhone 3 skins - Sindy Party	:	1			
		B0003-0076-0006	B0003-0076-0006	iPhone 3 skins - Spectrum	:	1	SKINZRUS		
		B0003-0076-0014	B0003-0076-0014	iPhone 3 skins - Poon		1	SKINZRUS		
		Select All		i					
		lected Records As:		Go					
	Carriage/	Shipping							
	-		on Product Invoices	and Sales Orders as an item line rather than in the footer det	ails, select the pro	oduct you v	vant to use bel	ow:	
	Product	None		✓ <u>M</u> ore					

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**

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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**.

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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.

ptions 🏾 🌊					
Sales Channel Details	Customer		Online Customer ID		
Sage Installation	GLENN001	•	AbbyGlennieEH125LJ		
Posting Accounts	HUSSA003		AbulHussainN10JE		
Transaction Postings	NOBLE001		AdamNobleGL205NH		
Product Mapping	SMIRNoo1		AlexandraSmirnovaSW1XoDH		
Customer Mapping	SHMELoos		AlexShmelev94925		
Shipping Mapping Payment Mapping	CHANC001		AlfredoChanccog8o26		
r ayment mapping	RANSO001		AliceRansonIV3165G		
	COBBY001		AlisonCobbyBN112JR		
	ELLISoo1		ALISONELLISPE197GT		
	JAMIEcol		AllenJamiesonne288ap		
	DICKSoo1		AmandaDickson5010		
	HEWIToos		amandahewittm401ep		
	CORMADO1		AmiCormackME12HU		
	GIL001		AnaGil3045-057		
	AMBIE001		AnaisAmbieh194250		
	DENTOO1		AndrewDentGU27NE		
	HOLToos		andrewholthx62jh		
	HOFFMooi		AnneHoffmanEN52DT		
	WONG001		AnthonyWongSEg6EX		
	FABIO001		ArtiniFabio50065		
	ROWLA001		AshleyRowland65810		

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.

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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)

Options x Sales Channel Details Sales Channel Details Sage Installation Posting Accounts Transaction Postings Product Mapping Customer Mapping Shipping Method Shipping Mapping Payment Mapping	
Sales Claimle Details Shipping Method Nominal Code 'Familiar' Name Courier Posting Accounts Courier 4905 - DISTRIBUTIO Courier Parcel Force Transaction Postings Royal Mail 1st 4905 - DISTRIBUTIO ast Class Post Royal Mail Customer Mapping Shipping Mapping Shipping Mapping Ast Class Post Royal Mail	
Posting Accounts Courier 4905 - DISTRIBUTIO Courier Parcel Force Transaction Postings Royal Mail 1st 4905 - DISTRIBUTIO 1st Class Post Royal Mail Product Mapping Customer Mapping Shipping Mapping Shipping Mapping	
Transaction Postings Royal Mail 1st 4905 - DISTRIBUTIO ast Class Post Royal Mail Product Mapping Customer Mapping Shipping Mapping	
Product Mapping Customer Mapping Shipping Mapping	-
Customer Mapping Shipping Mapping	
Shipping Mapping	
Add shipping line even if value is zero	
Add	lose

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 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

	Payment Methods				
Sales Channel Details	Payment Method	Bank Account	Reference	DL	S
Sage Installation	EKM	1200 - HSBC Business Account	Buyer's Name		1
Posting Accounts	PayPal Express Checkout	1210 - PayPal	Buyer's Name	V	[
Transaction Postings	Quote	1200 - HSBC Business Account	Buyer's Name		[
Product Mapping	Secure Trading	1240 - Credit Cards	Buyer's Name	V	[
Customer Mapping		1			
Shipping Mapping Payment Mapping					
Payment Mapping					

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.

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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

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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:

Invoicing												(All Record	ds) 🔍
New/Edit	Recurring	Quick Print	Print	Email	Update	E Labels	Reports						
Quick Search:				Quick Sea	rch Clea	r							
No.	▼ Type	Date		Name				Amount £ Printed	Posted	A/C	Customer Order No	Order Taken By	
5192	Srv	27/05/2	012	Andrew F	ennymore-Wh	ite		47.22		SAILI001	2854/270512/79	EKM	
5193	Srv	28/05/2	012	Tony Rint	s			4.04		RINTS001	2856/280512/20	EKM	
5194	Srv	28/05/2	012	David Am	brose			7.75		AMBR0001	2857/280512/95	EKM	
5195	Srv	28/05/2	012	Verona Vo	on Bathori			6.73		BATH0001	2858/280512/83	EKM	
5196	Srv	28/05/2	012	Mike Coe				2.76		COE001	2859/280512/48	EKM	
5197	Srv	28/05/2	012	Clive Bun	се			7.05		BUNCE001	2860/280512/41	EKM	
5198	Srv	28/05/2	012	David Wh	ite			4.35		WHITE002	2861/280512/42	EKM	
5199	Srv	29/05/2	012	Keith Rich	hards			33.67		RICHA003	2862/290512/37	EKM	
5200	Srv	29/05/2	012	Timothy O	'carroll			14.32		0'CAR001	2863/290512/95	EKM	
5201	Srv	29/05/2	012	Chris Gibb	s			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

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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:

Synchronisation	
Synchronisation Date Range	
Enter the date (or number of days) y	you want to go back to to download transactions from:
Date From:	09/10/2012 💌 10 days ago
Number of Days:	10
Date To:	19/10/2012 🗸
	Apply to All Sales Channels
	OK Cancel

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.

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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.

radebox Finance Manager 20	13								- 6
isiness 🌣	•				Pen	ding Orders			Support Log
Support	Selec	t Sales Channel ID 💧	Billing Name	Sale Date	Order Status	Payment Method	Transaction Status	Oty. 🗵 Stock Code	Title
Dashboard	🔲 Orde	r ID: 12277/181012/84							
News		www.tradebox.uk.com	Kirill Kondrashin	18/10/2012	Processing	PayPal Express Checkout	SUCCESS: 8F622393MX6786	1 B0081-0021-0007	iPhone 5 skin - Rossi v
Messages (New)	- Orde	er ID: 12278/181012/89							
perations 🕆		www.tradebox.uk.com	Pascal Redpath	18/10/2012	Processing	PayPal Express Checkout	SUCCESS : 3CU47081FY91314	2 H0026-0076-0016	iPhone 4/45 Case - PI
perations ×	- Orde	er ID: 12279/181012/03							
Download		www.tradebox.uk.com	Stephen Johnson	18/10/2012	Processing	Secure Trading	SUCCESS : AUTH CODE:007202	1 B0037-0042-0008	Kindle Keyboard skir
Error Corrections	- Orde	er ID: 12280/181012/90							
Post To Sage		www.tradebox.uk.com	Jonathan Gell	18/10/2012	Processing	Secure Trading	SUCCESS : AUTH CODE:831426	1 B0037-0026-0003	Kindle Keyboard skir
Upload	- Orde	r ID: 12281/181012/03							
Picking List		www.tradebox.uk.com	Biljana Lekic-Parker	18/10/2012	Processing	Secure Trading	SUCCESS : AUTH CODE:018146	1 80026-0028-0010	iPhone 4/4S skins - S
Packing List	E E	www.tradebox.uk.com	Biljana Lekic-Parker	18/10/2012	Processing	Secure Trading	SUCCESS : AUTH CODE:018146	1 B0026-0028-0008	iPhone 4/45 skins - 5
Labels	- Orde	er ID: 12282/181012/31							
Amazon Shipping		www.tradebox.uk.com	Christine Longham	18/10/2012	Processing	PayPal Express Checkout	SUCCESS : 75724285M313920	1 80026-0058-0004	iPhone 4/45 skins - H
Manual Order Entry	-I Orde	r ID: 12283/181012/95	-						
ormation 🛠		www.tradebox.uk.com	Edson Bispo Dos Santos	18/10/2012	Processing	Secure Trading	SUCCESS : AUTH CODE:029640	1 80079-0058-0015	Samsung Galaxy S II
ormation 🛛			Edson Bispo Dos Santos	18/10/2012	Processing	Secure Trading	SUCCESS : AUTH CODE:029640	1 80079-0058-0016	Samsung Galaxy S II
Sales Channels			Edson Bispo Dos Santos	18/10/2012	Processing	Secure Trading	SUCCESS : AUTH CODE:029640	1 80079-0034-0035	Samsung Galaxy S II
Orders		r ID: 12284/181012/21	Edson Bispo Dos Santos	18/10/2012	Processing	Secure Frading	SUCCESS : AUTH CODE:029640	1 80079-0034-0035	Samsung Galaxy S II
Customers		www.tradebox.uk.com	Gordon Maker	18/10/2012	Processing	Secure Trading	CUCCECC	1 80040-0067-0002	iPod Touch (Gen 4) :
Fees		_	Goroon Maker	18/10/2012	Processing	Secure Frading	SUCCESS : AUTH CODE:057307	1 80040-0067-0002	IPod Touch (Gen 4)
Logs	_	r ID: 12285/181012/31							
Search	E	-	Gordon Maker	18/10/2012	Processing	Secure Trading	SUCCESS : AUTH CODE:059253	1 80040-0067-0006	iPod Touch (Gen 4) s
Last Download	_	er ID: 12286/181012/05							
		_	Gordon Maker	18/10/2012	Processing	Secure Trading	SUCCESS : AUTH CODE:011106	1 80066-0021-0013	Blackberry Curve 93
nfiguration 🛠	- Orde	er ID: 12289/181012/13							
New Sales Channel		www.tradebox.uk.com	Gordon Maker	18/10/2012	Processing	Secure Trading	SUCCESS : AUTH CODE:012203	1 B0023-0034-0004	Blackberry Bold 970
Sales Channel Record	_	r ID: 12290/181012/15							
Settings		_	William Smart	18/10/2012	Processing	Secure Trading	SUCCESS - AUTH CODE:006355	1 B0029-0023-0002	HTC HD2 skins - Rav
Licence	_	r ID: 12291/181012/04							
		www.tradebox.uk.com	Ji Su Oh	18/10/2012	Processing	Secure Trading	SUCCESS : AUTH CODE:018765	1 B0074-0067-0023	iPad 3 skins - Police I
atysis 🛛 🛠	- Orde	ir ID: 12294/191012/35							
intenance 🛠		www.tradebox.uk.com	Stephen Johnson	19/10/2012	Processing	Secure Trading	SUCCESS : AUTH CODE:006077	1 B0003-0067-0023	iPhone 3 skins - Poli
Backup	- Orde	er ID: 12295/191012/03							
Export Data		www.tradebox.uk.com	Jinesh Bhatt	19/10/2012	Processing	PayPal Express Checkout	SUCCESS : 9JL 21861G15727724	1 H0081-0067-0025	iPhone 5 Case - The D
Relocate Database		www.tradeboy.uk.com	linach Rhatt	104012012	Prorection	PauPal Everace Charlon et	SUCCESS - All 2486464722224	4 H0036-0063-0006	iPhone x1x5 Case . A
Rebuild Data								28	
Rebuild Sales Figures	٠			III					
Archive Order History	26 item	n lines displayed							
	-	hange Status Select	All Swap Clear	Refresh Orde	Statuses				

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 \square . Clicking on the control allows the user to filter the grid by data in the column, for example showing all sales between 2 dates.

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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:

Change EKM Order Status	
Order Status	
Change Order Status To:	Dispatched 💌
Mark Order As:	OK to post to Sage 🔹
	OK Cancel

The dialog box allows the user to:

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

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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 \square . 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 indepth information on the customer, as well as a history of purchases.

s 🔹 🚔				C	ustomers		
port	Name	Addressi	Address 2	Address 3	Address 4	Postcode	Country
hboard	2.4						
vs	8429708H, Fit Lt, Luke Bhatia						United Kir
ssages (New)	A Thompson	6023, Long Border Road Lon.		Stansted	Essex	CM241RL	United Kir
ons 🛠	A Boyd	Railway Court		Doncaster	South Yorkshire	DN4 5FB	United Kir
vnload	A C Harvey	9 Overmoor View		Tibshelf	Derbyshire	DE55 5LG	United Kir
or Corrections	A Deadman	Unit 3 Willow Lane Ind Est, W.		Mitcham	Surrey	CR4 4NB	United Kir
To Sage	A Leil	21 Henderson Drive		Inverness	Inverness-Shire	IV11TR	United Kir
bad	A Mott	Ryder Close		Swadlincote	Derbyshire	DE11 9EU	United Kir
ting List	A Oliver	6 The Approach		Enfield	Middlesex	EN13PY	United Kir
king List	A P Jones						United Kir
els	A Pitchford	Pilot Works, Holyhead Road,		Telford	Shropshire	TF₂ 6BB	United Kir
azon Shipping	A R Timmins						United Kir
nual Order Entry	A. Undrill	8 Bruce Grove		Wickford	Essex	5511 8QN	United Kir
tion 🛠	Aaron Mccormack	505 Gardenia Ln.		Marietta	Georgia	30 068	United St
s Channels E	Abby Glennie	14/5 Roseburn Maltings	Roseburn	Edinburgh	Edinburgh City	EH12 5LJ	United Ki
ers	Adam Knight	7 Midlem Drive		Glasgow,	North Lanarkshire	G52 2DR	United Ki
omers	Adam Noble	33 Gravel Walk		Tewkesbury	Gloucestershire	GL20 5NH	United Ki
	Adam Sharp	Braehead Manse		Westray	Orkney	KW17 2DB	United Ki
5	Adam Spacey	8 The Stables	Wynyard	Billigham	Durham	TS22500	United Ki
ch	Adrian Forman	97 Sadler Road		Lincoln	Lincolnshire	LN6 3RS	United Ki
Download	Adrian Hadfield	Spittlegate Level		Grantham	Lincolnshire	NG317UH	United Ki
ration 🛠	Adrian Rees	Blaenau Dwr	Froncysyllte	Llangollen	Wrexham	LL207RY	United Ki
Sales Channel	Adrian Rodley	6 Springside Rise, Golcar		Huddersfield	Yorkshire	HD7 4RW	United Ki
s Channel Record	Adrian Veale	Unit 25 Kestral Court Harbour		Bristol		BS207AN	United Ki
ngs	Agata Madurowicz	26 Thorpedale Road		London		N43BL	United Ki
nce	Ahmed Saleh	Aramex House		Slough		SL3 oNS	United Ki
	Alan Balcomb	2 Croft Road		Newmarket	Suffolk	CB8 oAQ	United Ki
*	Alan Field						United Ki
ance 🛠	Alan Gibson	106 Broadway		Loughborough	Leicestershire	LE11 2JG	United Ki
cup	Alan Stephenson	Unit 4, Cranswick Industrial E.		Driffield	Yorkshire	YO259QE	United Ki
ort Data	Alan Thomas						United Kir
cate Database	Alan Wells	Unit 103, Barton Dock Road,		Manchester		M32 oYQ	United Kir
uild Data	Alan Yeung	3 Gibb St		North Ryde	New South Wales	2113	Australia
uild Sales Figures	4						

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

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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:

roduct	Upload		×
Produ	ct Upload		
What	would you like to do?		
\bigcirc	Create/Amend Upload File Settings		
\bigcirc	Upload Product Details to File		
0	Upload Quantites to Selling Manager Pro (eB	ay)	
0	Upload Quantites Directly to Listings (eBay)		
۲	Upload Quantites to Bigcommerce		
0	Upload Quantities to EKM		
	Upload Quantities to Magento		
	Upload Quantities to ChannelAdvisor:	In Stock	-
0	Upload Quantities & Prices to Amazon:	Quantity Only	-
	Sales Channel		
		OK Canc	el

- 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 <u>only</u> for those Bigcommerce SKU's mapped to Sage products in the Product Mapping table.

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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 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

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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.

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