



**K E N S I U M**

## Frequently Asked Questions

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### **Acumatica-BigCommerce Connector**

Connector Version: 6.1

Supported Acumatica Version: 6.1

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## LICENSING AND INSTALLATION

1. What type of licensing is required for the connector to work?

Licenses are required for both the BigCommerce Connector and Acumatica, with the connector license installed on top of the Acumatica license. Even demo versions of Acumatica require the BigCommerce Connector license.

2. Is there an Acumatica add-on that is required?

Yes, the BigCommerce Connector customization packages will be published. A data provider needs to be created in order to fetch data through BigCommerce APIs (see screenshot below):

* Name:	BigCommerce Provider	
* Provider Type:	BigCommerce	
	<input checked="" type="checkbox"/> Active	
Parameters Schema		
RELOAD PARAMETERS		
Name	Description	Value
Url	Url	
Login	Login	
UserName	UserName	
KeyToken	KeyToken	

3. Is the licensing model annual or perpetual?

Both annual and perpetual licenses for the connector are available. For those who choose the perpetual license, an annual maintenance fee equivalent to 18% of the annual license is charged each year.

4. What does the Annual Maintenance Contract (AMC) cover?

The AMC provides access to the latest versions of the software, which will be needed as Acumatica updates its technology.

5. How often are new versions of the connector released?

The connector product is typically not certified for every new version of Acumatica, but Kensium can obtain the certification upon customer requests.

6. How do renewals work?

On recurring/annual licenses, the customer is sent an invoice from Kensium/their partner. Upon receipt of the payment, the license is renewed for an additional year.



7. Do I need to subscribe to the AMC?

Without the AMC, customers using the perpetual license will not have access to support or the latest version of the software. Any support requests would be charged by the hour, and software updates would require subscribing to the AMC and paying for any previous years' payments, along with a 10% fee.

8. What is the cost of the connector?

The connector costs vary based on the type of installation. Please contact your sales representative for the pricing.

9. Is the connector sold directly to the customer by Kensium?

Kensium sells the connector directly to Acumatica customers, but it also sells the product to other Acumatica resellers. Sales made by other Acumatica Partners are carried out by the particular reseller.

10. What are the commissions to the Acumatica reseller?

Kensium includes commissions to the reseller as per the table below. Kensium will raise an invoice to the VAR for the amount excluding the margins.

# Licenses Sold Per Year	Sales Margin	Maintenance Margin
Less than or equal to 2	30%	10%
Greater than 2 and less than or equal to 5	40%	15%
Greater than 5	50%	25%

11. Is there a trial or development license available?

No, there are no trial or development licenses available.

12. How do I know that my license is about to expire?

Email notifications are sent to the email address that was used to register for the license 30, 7, 3, 2, and 1 day(s) before expiration. This "registered" email address can be changed by contacting your sales representative or the Kensium support team.

13. After the license expires, what would happen?

Upon expiration of the license, all BigCommerce Connector features are disabled, and you must request a new license key from Kensium in order to reactivate the connector's capabilities.

14. How can I renew an annual/recurring license?

You can accomplish this by contacting your sales representative or account executive.

15. If I send a license request for renewal one month before expiration, would the remaining one month of validity get added to the renewed license?

Yes, remaining time left on the previous license would be carried forward to your renewal.



16. Do I need to purchase another license if I create a new store in the existing website?

Yes, the connector license is based on your BigCommerce installation and the number of stores. If a new store is added to the BigCommerce installation, a new license is required for the additional store.

## SALES

1. How many implementations have you done?

This product is relatively new to the market, and Kensium has successfully implemented the BigCommerce Connector for 1 customer. However, our Magento Connector has been successfully implemented for more than 40 customers.

2. How long does a connector implementation take?

A typical implementation can take anywhere between 60 and 80 hours without any customizations. This includes questionnaire reviews, connector installation, verification, etc. A more accurate estimate can be provided after a discovery session in which we discuss your customizations and specific requirements.

3. Who does the actual implementation?

The BigCommerce Connector installation and implementation are carried out by Kensium's team.

4. Who provides support if I need it?

Kensium provides 24x7x365 support for connector services.

## TECHNICAL

### Setup Related Questions

1. Is there a middleware component involved?

No, there isn't any middleware involved.

2. What additional components do I need on BigCommerce or Acumatica?

On Acumatica, you need to install a customization package that provides the ability to sync entities from BigCommerce to Acumatica (and vice versa).

3. How are images and videos managed?

The connector doesn't support the sync of images or videos.

4. What BigCommerce API calls does Acumatica use?

Acumatica uses API calls related to customers, products, and orders.



## Supported Functionality Related Questions

1. Do you support matrix inventory items?

Yes, the BigCommerce Connector supports matrix inventory items.

2. Do you support multiple stores / websites?

No, the current version of the BigCommerce Connector doesn't support this, but this feature is included in the product roadmap.

3. Can this tool be used for migrating data from existing BigCommerce sites into Acumatica?

We do not recommend using this tool to migrate large volumes of data via API calls. We advise using export/import scenarios for one-time data import. Kensium provides this support on a separate contract.

4. How do you handle gift cards?

Currently our connector does not support gift card functionality.

5. How do you handle reward points?

Currently our connector does not support reward points functionality.

6. How are discounts handled?

Because Acumatica natively does not recognize BigCommerce discounts and promotions, the connector passes these price reductions through the system as "manual" discounts at the item level. BigCommerce cart-level discounts are distributed across the sales order line items proportionally.

7. Can you handle authorizations in BigCommerce and capture in Acumatica?

Both authorization and capture happen in BigCommerce.

8. Are partial shipments supported?

Yes, partial shipments are supported and synced to BigCommerce.

9. Are Acumatica Kits handled by the connector?

No, the connector does not handle Acumatica Kits.

10. Does the connector support drop shipping?

No, the connector does not support drop shipping.

11. Does the connector handle BigCommerce custom options?

Yes, options are attributes within Acumatica.



## How and What?

1. What data is synced between BigCommerce and Acumatica?

Attributes (Customer and Product), Categories, Products, Customers, Orders, and Shipments are all synced.

2. Will data get synced automatically after the BigCommerce Connector is installed and configured?

Data synchronization can be performed only after setting up the automatic sync schedules.

3. Between BigCommerce and Acumatica, which one is the system of record?

The connector allows the data to be synced bi-directionally. However, in an ideal situation, the parameters below are followed.

- Customer data can be synced bi-directionally
- Product data should be flowing from BigCommerce to Acumatica
- Inventory sync is done from Acumatica to BigCommerce
- Order payments are authorized and captured in BigCommerce and synced to Acumatica
- Shipment details are synced from BigCommerce to Acumatica

4. Is the logging saved in BigCommerce or is it external?

No logging mechanism is available for BigCommerce, but Acumatica import scenarios provide a process history.

5. Do the syncs happen in real time?

No, real-time syncs are not supported by the current version of the connector.

6. What data is synced back to BigCommerce from Acumatica upon fulfillment of an order?

When an order is fulfilled, a shipment label is created in Acumatica. The connector creates a shipment in BigCommerce and updates it with the shipment number, shipment type, shipment date, quantity, line items, and tracking number.

7. Is an order required for a customer to be synced?

No, BigCommerce allows a customer record to be created even if they only set up a new account. Customer data is synced to Acumatica via the customer sync process, which is not reliant on orders.

8. How often can I run the syncs?

Because each sync only pushes/pulls outstanding changes from the previous sync, the recommended frequency depends on the throughput of your operations. We establish times for your automated syncs after we learn more about your business and goals during the discovery process.



9. Is the order number the same between Acumatica and BigCommerce?

The BigCommerce order number can be maintained in Acumatica by setting the order sequence number in Acumatica to “manual.”

10. What is the unique identifier for customers?

The customer’s Email ID is a unique key for customers on BigCommerce. When a customer is created on BigCommerce, the connector checks for the ID’s existence in Acumatica. If the customer record is found, the record from Acumatica is saved in BigCommerce. If not found, a new record is created in both systems.

11. Is inventory managed in BigCommerce?

Yes, BigCommerce maintains its own inventory for products, which is decremented when an order is created. However, inventory syncs replace data in the site with the latest inventory data from Acumatica.

12. What happens on the BigCommerce front end if the two systems cannot reach each other?

BigCommerce continues to sell the inventory from the latest sync, but will not be updated with incoming inventory from Acumatica until the systems can communicate again.

13. How do taxes work between Acumatica and BigCommerce?

Tax rates can be configured using built-in tax tables in BigCommerce and Acumatica, or a tax service can be used. Taxes calculated in BigCommerce can be passed to Acumatica on the sales order, so Acumatica doesn’t recalculate the tax once the order is synced. Acumatica can recalculate taxes if the sales order is changed.

14. How are BigCommerce transactions in different currencies handled?

The base currency, configured in BigCommerce, is the transaction value that is pushed to Acumatica. Any currency conversions/exchanges are made after the transaction reaches Acumatica.

15. Can you activate products in bulk?

Yes, you can activate several products at once through import scenarios in Acumatica.

16. Can I sync a specific item?

Yes, support exists for an admin user in Acumatica to sync a specific Product, Category, Customer, or Order.

17. How do APIs in BigCommerce work, and how do they differ from Acumatica’s APIs?

The BigCommerce framework provides integrators and developers with a way to create products and add-ons that allow BigCommerce to communicate with other platforms, such as Acumatica. Within Acumatica, actions performed on the screen can be converted to APIs, while BigCommerce’s APIs are used to transfer data between the store and Acumatica.



## 18. What are some of the reasons for an order to not sync from BigCommerce into Acumatica?

There are several scenarios that can result in a failed synchronization of an order to Acumatica. Some are:

- Order shipping method or carrier is not configured in Acumatica
- Order payment method is not configured in Acumatica or BigCommerce
- Item is not defined in Acumatica
- Sales order sequence number error
- Unsupported product types
- Credit limit for customer is preventing the order creation in Acumatica
- Infrastructure issues, such as lack of disc space on either the Acumatica or BigCommerce
- Network connection issues

## 19. Can I re-sync failed orders individually?

Yes, you can run an import scenario to sync the failed orders.

## 20. How are order edits managed?

BigCommerce supports editing of orders until they are paid and shipped. After that point, no more edits can be made.

## 21. How are RMAs handled?

RMAs are not currently supported by the BigCommerce Connector.

## 22. How is refunding handled?

Refunds are not currently supported by the BigCommerce Connector.

## 23. How does the connector handle multiple units of measure (UOMs) defined on the same stock item in Acumatica?

BigCommerce does not support multiple UOMs.

## 24. When syncing orders, are customers automatically synced?

In some cases, such as a new customer, yes.

When an order is pushed from Acumatica to BigCommerce, the system checks to see if the customer's Email ID already exists in Acumatica. If it is not found, the customer is created and the order is then synced.

If the customer already exists, the customer data is not updated, but the customer information on the order is populated with the information from BigCommerce. This is because both BigCommerce and Acumatica allow customer information on a sales order to be different than the customer's default information.

However, if the customer logs into BigCommerce and updates their default billing or shipping address, Acumatica is updated on the next scheduled sync.



25. Will order-level billing and shipping information be saved to the customer record?

No, this information will be synced to the order only. The customer must change their default information for it to be synced throughout the system.

26. Does the connector create invoices in BigCommerce?

Invoice generation is not currently supported by the BigCommerce Connector.

27. Can the connector handle split shipments (multiple delivery addresses)?

No, orders cannot be split by the customer on the BigCommerce front end (meaning they cannot be synced by the connector). Realistically, the order could still be split using just Acumatica, but restrictions on BigCommerce make this impossible without the customer contacting you directly to manually place an order.

28. How does the connector handle freight charges between BigCommerce and Acumatica?

Out of the box, Acumatica will recalculate freight costs when the sales order is passed to Acumatica from BigCommerce. Since this may result in conflicting totals from the two platforms, the connector setup includes an option to ignore the Acumatica-calculated value. With this option, the BigCommerce value is referenced throughout the system.

29. Are newsletter subscribers in BigCommerce synced into Acumatica?

No, newsletter subscribers are not synced by the connector at this time.

30. How are markdowns handled?

All markdowns – permanent and temporary – are handled as regular price changes in Acumatica.