



K E N S I U M

Frequently Asked Questions

MYOB - Magento Connector

Connector Version: 2.2

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LICENSING AND INSTALLATION

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

Yes, License is required on Magento Installation; we do support three types of Licenses.

- 1) Trial
- 2) Annual
- 3) Perpetual

On MYOB, there is no separate license required. MYOB customizations for eCommerce will need to be added to your MYOB installation, which provides additional functionality such as the eCommerce tab for stock and non-stock items; additional web services end points, etc.

2. Is there an MYOB add-on (Customization project) that is required to be installed?

Yes, we will be publishing MYOB - Magento customization packages.

3. Does the MYOB add-on require additional licensing?

No, licensing is only applied on the Magento side of the solution.

4. How is the connector product licensed?

Connector license is required for EACH Magento instance, and for multiple stores/websites on the same installation.

5. What is the licensing model? Annual or Perpetual?

MYOB Magento connector's license is available both in annual and perpetual model. In case of Perpetual license, an annual maintenance fee is charged. AMC cost each year will be 18% of the cost of the Annual license.

6. What does the Annual Maintenance Contract Cover?

AMC provides the customer with access to the latest versions of the software, which will be needed as MYOB, or Magento release new upgrades to their solutions.

This may need to be elaborated/rephrased such as we provide software only for free of cost, but Customizations and Verification will be charged extra.

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

The connector product is typically certified within a few weeks of the release of new versions of MYOB, or Magento. In addition, there could be a planned feature release of the connector solution, which will be notified to the customers.

8. How do renewals work?

On the recurring/annual licenses, Customer is sent an invoice from Kensium/Partner/Balance Internet, and upon receipt of the payment, the license is renewed for an additional year.

9. Do I need to subscribe to the Annual Maintenance Contract?



On the Perpetual License, without the AMC, customer will not have access to the latest version of the software, or support. Any support requests would be charged by the hour at the prevailing rates, and software updates would require subscribing to AMC, and paying for any previous years' payments along with a 10% fee.

10. What is the cost of the connector?

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

11. Is the Connector sold directly to the customer by Kensium?

Kensium customers has to purchase the connector from Kensium and for other sale routed via MYOB Var should be via MYOB VAR

12. What are the commissions to the MYOB 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%

13. Is there a trial or development license available?

Yes, a trial license of the connector is available and not the development license

14. What are the limitations of the trial license?

Trial license has a validity of 30 days, and limits the sync to 100 records for each entity.

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

Email notifications would go on 30, 7, 3, 2, and 1 days before expiration, and these notifications would be sent to the "Admin" email that is configured in the license request screen.

A notification will also be shown on the Admin section in Magento, when the administrator logs-in.

16. After the license expires, what would happen?

Once the license expires, all of the MYOB-Magento Connector features will be disabled and only help & License sections will be active and accessible.

17. How can I renew an Annual/Recurring license?

Please contact our Sales/Account executive.



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

Yes, remaining time left on the previous license would be carry forwarded/added to the renewal.

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

Yes, connector license is based on Magento installation, and the number of stores. If a new store is being added to a Magento installation, which exceeds the number of licensed stores, a new license needs to be generated for the additional store.

SALES

1. How many implementations have you done?

Kensium has implemented the connector between Magento and MYOB for over 40 customers.

2. If my customer is looking for a Magento site along with the connector implementation, can you help?

Kensium is a Magento Enterprise level partner, and has one of the largest development teams with a large capacity to deliver and support medium and large enterprise scale solutions. In addition, Kensium also has the largest certified MYOB Developers as in-house implementation assist services and can augment your sales team with any pre-sales and implementation activity for the website as well.

3. How long does a connector implementation take?

A typical connector implementation would take around 80 hours spread over 3-4 weeks. However, the actual time and effort would depend on any customizations that are needed, and would be determined upon discovery.

4. Who does the actual implementation?

Magento website development and implementation will be handled by Kensium, unless the customer has an existing Magento website.

MYOB implementation services will be provided by Kensium or a certified commerce edition VAR.

Connector implementation services will be provided by Kensium.

5. Are the Connector & Product Configurator sold together or separately?

Both solutions work independently as well as together. So, they can be sold separately, if the customer wants only one solution.

6. In case of support needed for the connector, who provides it?

Kensium provides 24x7x365 support for the connector services. VARs can also utilize Kensium to offer support services to their customers for Magento, as well as MYOB.

TECHNICAL

Setup Related Questions

1. Is there a middleware component involved?



No, there isn't any middleware component. MYOB connector is a native Magento extension that communicates with MYOB directly via web services.

2. What versions of Magento does the connector support?

The MYOB-Magento connector supports Magento versions

- 1.9.x Community
- 1.14.x Enterprise
- 2.x Community/Enterprise editions

3. What additional components do I need on Magento or MYOB?

Other than the customizations provided as part of the connector solution, no other components are needed for the connector on MYOB side.

On Magento, ionCube loader is required along with SSH access to the server to setup the connector.

4. Can I install other extensions on Magento after MYOB-Magento Connector is installed?

Yes, Magento connector is built based on Magento extension framework, and should work with other extensions that are also built as per Magento standards. However, we recommend that you first install the all the components on a staging instance, test for any incompatibilities and then push the changes to production.

5. How are multiple images and videos managed? Do they live in MYOB? How can MYOB handle 10 high res images per product if a client has 10000 SKU's?

While the connector supports, and one can load images into MYOB, and can sync them with Magento, this would not be an ideal situation, as you do not want such high res images sitting in Magento as well. A better option would be to host these on a CDN.

6. What MYOB API framework does the connector use? Screen or Contract based APIs?

The connector uses a combination of both frameworks. Certain functionality within MYOB performs better in one framework versus others (e.g. Screen based API for Order Creation is faster than Contract based API – lesser number of calls).

Supported Functionality Related Questions

1. Do you support Matrix inventory items?

Yes, the Magento connector supports Matrix inventory (also known as configurable products in Magento). In addition, the extension also works with Product Configurator for MYOB (an extension that Kensium has on the MYOB extensions catalog)

2. Do you support Multiple Stores / Websites?

Yes. The connector supports multiple stores. Configuration settings are required to maintain orders in MYOB for each store (using branches in MYOB).



Default supported setup assumes that there are multiple stores in the same Magento instance. If there are multiple instances of Magento (each having one or more stores), all pointing to the same MYOB instance, then additional customization is needed to ensure data from the various Magento instances are kept unique.

3. Can this tool be used for migrating data from existing Magento sites into MYOB?

The connector tool uses Web Services to exchange data between Magento and MYOB. Hence it is better suited for real-time transactions, than as a bulk data migration tool.

We advise export/import scenarios for one time Data import, which Kensium provides that support on separate contract.

4. How do you handle Gift Cards?

Magento Community Edition does not support Gift Cards out of the box, but Enterprise edition does. MYOB does not have Gift Card functionality, so this payment type is mapped to a cash account in MYOB.

5. What about purchase of gift cards with x value? Is this set up as a liability in MYOB?

Yes, this will be a setting within MYOB on how the line item on the order is dealt with from a GL perspective.

6. How do you handle Reward Points?

Customizations are required if reward points are to be maintained in MYOB. Custom attribute can be created on the customer record to hold the current rewards points balance. In addition, accounting needs to be setup to handle the balance as liability in MYOB.

7. How are Discounts handled?

Magento supports both Item and Cart level discounts which can be with or without discount code. MYOB requires a discount code and sequence to be applied for each discount. Since Marketing programs and discounts can vary quite a bit, it would be difficult for an ERP (MYOB) to keep up. So, the sync tool passes item level discounts as "Manual" Discounts at item level on the sales order. Cart level discounts on Magento are distributed across the line items proportionally on MYOB.

8. Magento offers discount on Shipping Amount as well. In that case, there is a possibility of total discount amount on Magento to be greater than order subtotal (Sum of line totals) on MYOB (Shipping is sent to premium freight field). How is this case handled by Connector?

Connector distributes non shipment discount to line totals proportionately and sends final shipment amount (after discount) to premium freight field. Example: Let's say the order total in Magneto is \$100(\$80 subtotal + \$20 shipping charges) and there is a discount of 99%. Now Connector will proportionately divide the discount amount and sends \$1 as the final shipment amount (premium freight field).

9. Can you handle Authorizations in Magento, and Capture in MYOB?

Yes, as long as the same tokenized payment gateway such as Authorize.net CIM is used, payment can be authorized in Magento, and captured in MYOB.



10. How do you integrate with Market Places?

Magento already has a lot of established extensions that connect to market places such as Amazon, eBay, etc. These can be used to integrate the market places to Magento, and the Magento-MYOB connector can be used to transfer this data from Magento to MYOB, and vice versa.

11. Do you support multiple warehouses?

MYOB supports multiple warehouses, but Magento only supports a single warehouse out of the box. So, a default warehouse needs to be selected.

Alternately, Magento does have multi-warehouse extensions, which can be setup and customized.

12. Are partial shipments supported?

Yes, partial shipments are supported, and synced to Magento.

13. Are partial invoices supported?

No, partial invoices are not supported by the connector on Magento.

14. Are MYOB KITS handled by the Connector?

No, the Connector does not handle MYOB Kits. If similar functionality is needed, please check into Product Configurator on the MYOB extensions catalog, which provides this via Grouped as well as Bundle product types.

15. Does the connector support Drop Ship type items?

Since Drop Ship is ERP functionality, Magento, and the Connector do not really manage this functionality. However, MYOB can be setup to automatically create drop-ship POs based on the item. But if the shipping information is passed back to SO level, connector handles this out of the box.

16. Can vendor drop ship inventory be managed in MYOB and synced to Magento?

This functionality is not available by default, but can be achieved with some customizations. Vendor drop-ship inventory can be maintained via an attribute on the Vendor table, which can then be pulled into Magento via a customized Inventory sync.

17. Does the connector handle multiple part-numbers (cross-reference feature) in MYOB?

No, the connector out of the box does not handle cross-reference functionality, but this can be customized to be passed to Magento in the alternate search fields or custom attributes.

18. Does the connector handle Magento Custom Options?

With some small customizations, this can be supported. Custom options can be synced with the Product Configurator module in MYOB, or just pulled in as additional line items on the sales order, or as Notes associated with each line item on the sales order.

19. When does the Connector end support for Magento 1.x?

Same as sunset date for Magento 1.x, which currently is November 2018.



How and What?

1. What data is synced between Magento and MYOB?
Attributes (Customer and Product), Categories, Products, Customers, Orders, and Shipments
2. Will data get synced automatically after MYOB-Magento Connector is installed and configured?
Data synchronization starts only after configuring the sync schedules in Magento. The admin determines whether the sync process takes place on a scheduled basis or manually.
3. Between Magento and MYOB, which one is the system of record?
The connector solution allows the data to be synced bi-directionally and can be setup to have either of the system as the master. However, in an ideal situation, MYOB should be the system of truth for Product Catalog related information, with the customers and orders created in Magento flowing into MYOB.
4. Is the logging saved in Magento or is it external?
Logs are saved on the Magento instance. The next version of the connector, expected by end of May will have a new logging mechanism, which will use Magento logging framework fully.
5. Is the sync bi-directional?
Yes and one can also choose the direction of the sync at an attribute level and not just at the entity level.
6. Are the Syncs happening in real-time?
Only Order Sync can be configured to be run in real-time (as soon as the order is placed in Magento). All other syncs are set on a schedule (cron jobs).
7. Can the orders be synced into MYOB in real-time?
Yes, Order sync can be configured to work in real-time or in a batch mode.
8. Does order sync have to be real time, or can we just do inventory delta and sync orders asynchronous?
Order sync can be configured in real time or as a cron job. Inventory is cron only.
9. What data is synced back to Magento from MYOB upon fulfillment of an order?
When an order is fulfilled, and a shipment record is created in MYOB, connector creates the shipment in Magento and also updates it with Shipment Number, Ship Via, Shipped Date, Quantity, Line Items and Tracking number.
10. Is an order required for a customer to be synced?
No. Magento allows a customer record to be created even without an order (New Account setup). These records are synced to MYOB via the Customer Sync process, which is not dependent on orders.
11. When does the live order sync happen? During customer hitting on submit and waiting for order number, or post this event?



Order sync is post the customer getting the order number. It is not synchronous, and the customer does not have to wait for the call to MYOB.

12. Can we run inventory and price updates in real-time? If not can it do deltas? How often can it sync and what are the latency limitations on cron timing and duration? i.e. If we had to update inventory and price on 100,000 SKUs how long would this take? How often could we do it?

Yes, it is always in deltas (covered above, and copying here for convenience). How often the sync should run depends on the number of records that could be modified between two consecutive syncs. Since each sync process is only pulling/pushing the changes (delta) from the previous sync, the interval between two consecutive syncs depends on the time it takes to sync the data that would have changed. This is estimated during the discovery process. On 100K SKUs, it may take around 20-30 mins to update.

13. Speed, given its cloud to cloud, please outline latency issues and limitations in MYOB and Magento -crons and real-time.

Only Order Sync is real-time. The rest are in crons. Speed or Latency is not as big a concern as the volume of data to sync. If the Delta is too much, and there are a lot of products to update, MYOB APIs may not be able to return the data. E.g. 10,000 products updated at once, etc.

14. How often can I run the syncs?

This depends on the number of records that could be modified between two consecutive syncs. Since each sync process is only pulling/pushing the changes (delta) from the previous sync, the interval between two consecutive syncs depends on the time it takes to sync the data that would have changed. This is estimated during the discovery process.

15. Is the order number the same between MYOB and Magento?

Magento order number can be passed to MYOB, and the same order number can be maintained by setting the order sequence number in MYOB to Manual. The challenge is to ensure that the users in MYOB are not creating orders with number that conflict Magento orders. This can be achieved by setting up a specific order type for orders coming from the web (WO), and controlling permissions on these orders.

16. What is the unique identifier for customers?

Email ID is a unique key for a customer in Magento. When a new customer is created on Magento, the connector checks for customer existence based on the Email ID. If the customer record is found, the MYOB Customer ID is saved on the Customer record in Magento, which will then be used for subsequent transactions. Otherwise a new customer is created.

17. Is Inventory managed in Magento?

Yes, Magento maintains its own inventory for products, which is decremented when an order is created. However, inventory sync replaces inventory data in Magento with the latest data from MYOB.

18. What happens on the Magento front-end if the two systems cannot reach each other?

Magento will continue to sell with its current data/inventory level etc. Once the link comes back, the updates are synced.



19. If one system goes down and there are stock changes, how will MYOB handle overselling assuming Magento will begin pushing orders through once the connection is back?

This is an edge case and it is not handled. However, Magento will only sell the inventory that it is aware of (data synced prior to the connection going down).

20. Does Magento pull stock from an allocation to the website? Is this set up as a 'warehouse' in MYOB or is it combined stock level?

Connector can pull from a specific warehouse in MYOB or from a combined stock level. The customization for multi-warehouse in Magento would create a mapping table in the Magento admin.

21. How do taxes work between MYOB, and Magento?

One can setup taxes utilizing in-built tax tables in both Magento and MYOB, or a customer can also use a tax service in both the systems. Taxes calculated in Magento can be passed on to MYOB on the sales order, so it doesn't re-calculate in MYOB unless there is a change on the sales order.

22. How are Magento transactions in different currencies handled?

The base currency that is set at the website level is the currency which is pushed into MYOB. Any conversion etc. is then configured in MYOB.

23. Will data get synced automatically after MYOB-Magento Connector is installed and configured?

No, Data synchronization starts only after configuring the sync schedules in Magento. The admin can determine whether the sync process takes place on a scheduled basis or manually.

24. What Magento product types are supported by MYOB-Magento Connector?

The Connector supports stock and non-stock (simple) items. In addition, if the Product Configurator module is installed on MYOB, the connector also syncs composite (Configurable, Bundled and Grouped) products.

25. Can you bulk activate products?

Yes, through import scenarios in MYOB.

26. What does product configurator do? How can this be used? How does this integrate with Connector?

The configurator brings Magento Product types such as Configurable, Bundle, Grouped, Virtual, and Downloadable into MYOB, so you can have the same functionality on sales and purchase orders. Details here: <http://www.acumatica.com/extensions/kensium-solutions-product-configurator/>

27. Can I sync a specific item?

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

28. How do APIs in Magento work and how do they differ to MYOB?

The Magento web API framework provides integrators and developers the means to use web services that communicate with the Magento system.

Key features include:



- Support for both REST (Representational State Transfer) and SOAP (Simple Object Access Protocol). In Magento 2, the web API coverage is the same for both REST and SOAP.
- Three types of authentication:
 1. Third-party applications authenticate with OAuth 1.0a.
 2. Mobile applications authenticate using tokens.
 3. Administrators and customers are authenticated with login credentials.
- All accounts and integrations are assigned resources that they have access to. The API framework checks that any call has authorization to perform the request.
- Any Magento or third-party service can be configured as a web API with a few lines of xml.
- To configure a web API, you define XML elements and attributes in a webapi.xml configuration file. If a service is not defined in a configuration file, it will not be exposed at all.
- The framework is based on the CRUD (create, read, update, delete) & search model. The system does not currently support web hooks.
- The framework supports field filtering of web API responses to conserve mobile bandwidth.
- Integration style web APIs enable a single web API call to run multiple services at once for a more efficient integration. An example of this behavior can be seen in the Catalog where one web API call can create a product; if your payload includes the inventory object and media object then the framework will also create the product's inventory & media in that one API call.
- The APIs can be used to perform a wide array of tasks. For example:
 - Create a shopping app. This can be a traditional app that a user downloads on a mobile device. You could also create an app that an employee uses on a showroom floor to help customers make purchases.
 - Integrate with CRM (Customer Relationship Management) or ERP (Enterprise Resource Planning) back-end systems, such as Salesforce or Xero.
 - Integrate with a CMS (Content Management System). At present, content tagging is not supported.
 - Create JavaScript widgets in the Magento storefront or on the Admin panel. The widget makes AJAX calls to access services.

29. What are some of the reasons for an order to not sync from Magento into MYOB?

There are several possibilities that can result in an order to not sync from Magento into MYOB:

- Order Shipping Method or Carrier not configured in MYOB, matching Magento
- Order Payment Method not configured in MYOB or Magento
- Item not defined in MYOB
- Sales Order Sequence number error
- Unsupported Product Types
- Credit limit for customer preventing the order creation in MYOB
- Magento and MYOB cannot be connected to each other.
- Infrastructure issues such as lack of disc space on either the MYOB or Magento
- Network connection issues

30. Does the connector tool maintain a log of all syncs and updates?



Yes, the connector maintains two different logs. The first one is for the data that is synced between the two systems, and another to track any updates to the configuration.

31. Can I re-sync failed orders individually?

All orders after number of attempts of sync (number can be defined by Admin), are placed in a failed orders queue, and the errors are shown in the failed order log. Once the errors have been corrected, either on Magento (e.g. invalid customer zip code), or on MYOB (e.g. Product missing in MYOB), the sync process for that order can be initiated again individually or via failed order sync feature.

32. How are order edits managed?

Magento (both Community and Enterprise editions) do not support editing of orders. So, in most installations, order edits are made in MYOB, but not fully synced back to Magento.

However, extensions do exist for Magento to allow order edits, and if such extensions are implemented, then the connector code can be customized to support order edits.

33. How are RMAs handled?

RMA is an Enterprise Edition only feature in Magento and has some basic functionality such as initiating a return. The Admin section of Magento provides managing RMAs as well.

The connector supports limited integration for RMAs on Enterprise edition of Magento, where an RMA in Magento is pushed into MYOB with the appropriate RMA Order Type.

RMAs on Community Edition of Magento can be supported as a customization based on the extension that is installed on Magento.

34. Can refunds to store credit be achieved?

This is not part of the default connector, but we can do a customization for this if needed.

35. Does the integration handle store credit (Magento Enterprise)?

This is not part of the default connector, but we can do a customization for this if needed.

36. How is refunding handled? Magento has the ability to refund directly to the customer's credit card depending on the payment gateway, or via PayPal. This raises a credit memo in Magento, does this reflect in MYOB?

Credit memo in Magento is synced back to MYOB. Refunds in MYOB can be customized to be pushed back to Magento.

37. Can the connector handle quoting?

Yes, this can be customized. On Magento, one can install the Cart2Quote extension, which can then be pushed to QT order type in MYOB.

38. How does the Connector handle multiple UOMs defined on the same stock item in MYOB?



Magento does not have multiple UOM functionality. So, a design decision would have to be made based on the customers' product setup (how they are purchased and merchandised). Accordingly, a customization is needed to set these up as either Configurable Products, or a Simple Product with Custom Options in Magento.

39. When Syncing orders, are customers automatically synced?

When an order is pushed from MYOB to Magento, the sync solution checks to see if the customer already exists in MYOB (Search by Email ID), and if one is not found, the customer is created and the orders is then synced.

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

However, if the customer logs into the customer-area in Magento, and updates the default billing or shipping address on their customer record, the same is updated into MYOB on the next Customer sync cycle.

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

No, this information will be synced to the order only, as explained above.

41. Does the connector create invoices in Magento?

Yes, once an order is processed completely in MYOB and an invoice is created, the connector creates the invoice in Magento as well, and marks the order as Complete in Magento.

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

Not as per native Magento. The order can be split in MYOB but the customer on Magento front-end can't natively choose which products are shipped to which address. Might either be a customization, but the workaround would be for the customer to place two orders.

43. How does the connector handle freight charges between Magento and MYOB?

MYOB re-calculates freight when sales order is created (based on the Ship Via code passed in the sales order). Since this may result in a discrepancy in order totals, Connector setup includes configuration to ignore the calculated value (via Shipping Terms) and passes the Magento value in Premium Freight field.

44. Are newsletter subscribers in Magento synced into MYOB?

No. Newsletter subscribers are not synced at this time.

45. How does the connector handle customer special or contract pricing?

MYOB has customer classes, which are used to set up customer class specific pricing. These can be synced with Magento Customer Groups. This is handled as a customization based on the rules needed.

46. How markdowns are handled (permanent vs temporary)?

This is handled just as a regular price change in MYOB.



47. Where do detailed and complicated promotions live? Magento or MYOB?

Magento supports both Item and Cart level discounts both with and without a discount code. MYOB requires a discount code and sequence to be applied for each discount. Since Marketing programs and discounts can vary quite a bit, it would be difficult for an ERP (MYOB) to keep up. So, the sync tool passes item level discounts as "Manual" Discounts at item level on the sales order. Cart level discounts are distributed across the line items proportionally.