kruger + kings-lynne

t +61 8 9328 4780 e info@kkl.com.au w kkl.com.au

User’s Guide to CRM*Connect* Pro for Exonet Version 1.5.4

Created by KKL Pty. Ltd.

Revision 1.3 May 2010

Contents

t +61 8 9328 4780 e info@kkl.com.au w kkl.com.au

Overview

CRM*Connect* Pro performs instantaneous, synchronous synchronisation of information between Exonet and Microsoft CRM.

CRM*Connect* Pro performs two-way synchronisation for:

- Accounts (known as *debtors* in Exonet, and from this point referred to simply as *accounts*)
- Contacts
- Relationships between contacts and accounts, and
- Relationships between accounts and their head accounts.

This synchronisation will take place for create, update, deactivate and delete actions.

As an example, Figure 1 shows the details of a contact, Timothy Jacksman, as they are displayed in Exonet and CRM. Modifications to any of the synchronised fields in one program will result in similar modifications automatically made in the other program.

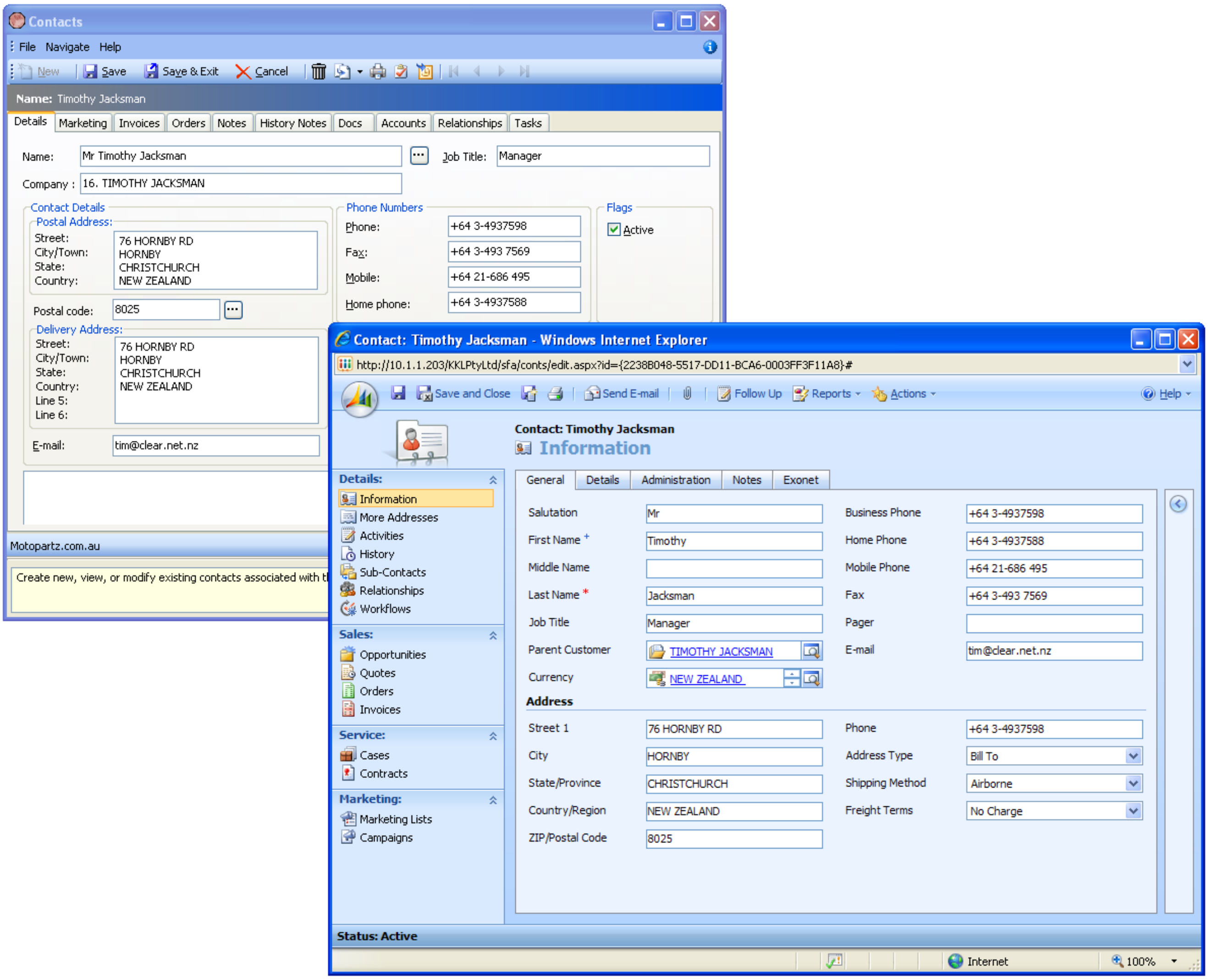


Figure 1. Details of the same contact shown in Exonet (left) and CRM (right).

t +61 8 9328 4780 e info@kkl.com.au w kkl.com.au

CRM*Connect* Pro also makes Exonet data available in CRM for the following entities:

- Stock items (known as products in CRM)
- Stock groups (known as subjects in CRM)
- Quotes
- Orders
- Invoices
- Currencies
- System users

In CRM, the user is not permitted to alter these entities.

Figure 2 depicts the functionality of CRM*Connect.*

t +61 8 9328 4780 e info@kkl.com.au w kkl.com.au

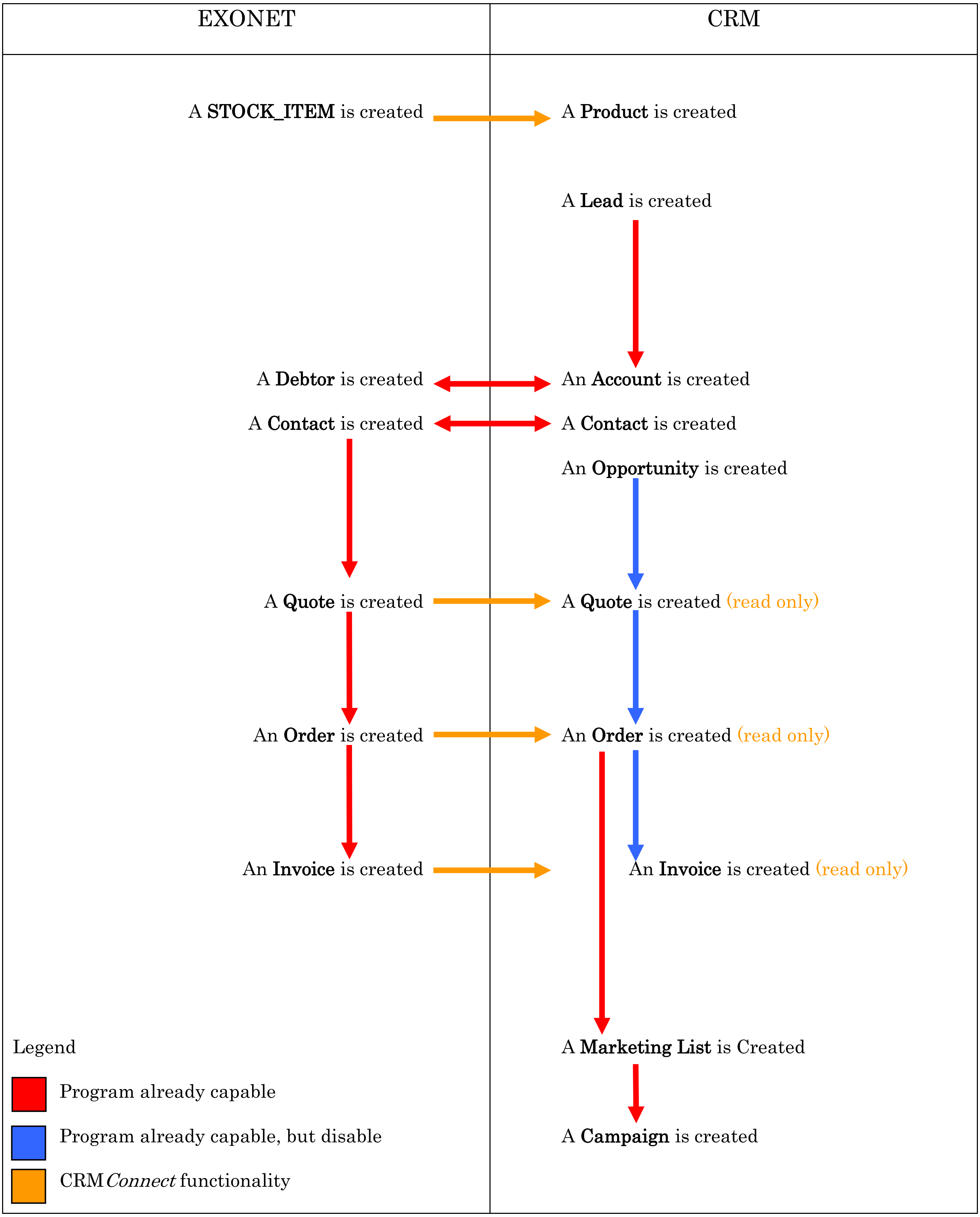


Figure 2. Functionality of CRM*Connect*

t +61 8 9328 4780 e info@kkl.com.au w kkl.com.au

Beginner’s tutorial

This tutorial explains how to use CRM*Connect* for accounts and contacts.

Starting up

Start Microsoft CRM. On the left hand side, click on **Accounts** to view all the accounts and click on **Contacts** to view all the contacts.

To start Exonet, double click on the shortcut to Exonet on the desktop. To view all debtors or contacts, click on the **Account** menu and choose debtors or contacts.

Updating entities

To begin, try updating a record in Exonet, by doing the following:

- Open an account in Exonet by clicking on the **Accounts** menu and choosing debtors. Double click on the account of your choice.
- Open the same account in CRM.
- Update any of the fields in Exonet (e.g. email) then click on “Save”
- Click on the CRM window for that account, and hit F5 to refresh. For all of the fields that are linked between the two programs, you will notice updates.
- Note: To refresh account windows in CRM press F5, but to refresh account windows in Exonet, hit the ‘Cancel’ button and reopen the window by double clicking on the account.
- Try updating fields in CRM and view the resulting changes in Exonet by closing and reopening the window.

Also, try updating a contact instead of an account.

Creating entities

To create a debtor in Exonet:

- Click on the Account menu and choose Debtors, then click on new.
- Populate any of the fields, then hit save.
- To view the new account in CRM, go to the main CRM window, click on **Accounts** on the left. If you already have the accounts window open, refresh the window by clicking on the  icon on the right hand side.
- Using the alphabetic letters on the bottom of the window, and scrolling down the page, find the account (going to the next page of accounts if necessary). Alternatively, search for the account by its name.

To create an account in CRM

- Click on Accounts, then New.
- Populate any of the fields, then hit Save.
- Refresh the window in Exonet to see the new account.

Also, try creating a **contact** instead of an account.

t +61 8 9328 4780 e info@kkl.com.au w kkl.com.au

Deleting entities

To delete an account in Exonet:

- Open the account in a new window and click on the icon. If the symbol is greyed out, you will need to save the account first.
- The account is now deleted from CRM. If you search for it, the account will not be found.
- Note that Exonet will not allow you to delete an account if it has balances or transactions on it.

To delete an account in CRM:

- From the list of accounts, highlight the account to be deleted.
- Click on the button at the top of the screen. The account will be deleted in both CRM and Exonet.
- Note that you cannot delete an account in CRM if it has balances or transactions on it because this would prevent synchronisation with Exonet.

Also, try deleting a contact. Note that a contact cannot be deleted if it is the default (or primary) contact. For more information about default contacts read the section later in this tutorial on relationships between entities.

Deactivating or reactivating entities

To deactivate an account:

- Open the account in a new window.
- On the right hand side, untick the **Active** box.
- Click save.
- In CRM, the account will appear in the **Inactive Accounts** list. To see the list, make sure you have **Accounts** selected on the left hand side, then use the drop down menu at the top right corner.
- To reactivate the account, tick the Active box, and hit save.

To deactivate an account in CRM:

- In the list of accounts, highlight the account to be deactivated.
- At the top of the window, under the **More Actions** drop down menu, choose deactivate.
- The deactivated account will be visible in Exonet (though greyed out) if you click the **All Accounts** box

Try deactivating or reactivating a **contact** instead of an account.

Relationships between entities

Relationships between multiple accounts

In Exonet, an account may have a head account. To see an account's head office, click on the **Show Head Office** button at the top of the window. If there is no head account, this button will be greyed out.

In CRM, an account may have a parent account – this is the analog of Exonet's head account. Open the account in a new window, and the **parent account** field will have this information. You can also see this relationship from the parent account's window: click on **Sub Accounts** on the left of the window.

t +61 8 9328 4780 e info@kkl.com.au w kkl.com.au

To set the parent account in Exonet:

- Open the account that you wish to be the parent.
- Click on the **Show Branches** button .
- Click the **Add** button and select an account.
- Choose **Select and Close.**
- The new head account is visible in CRM in the **parent account** field.

Important note about the **Show Branches** button : Exonet only expects at most two-level organisations. This means that an account cannot have a head account and at the same time have sub accounts. When you are viewing an account (call it A1) which already has a head account (call it A2), and you press the Show Branches button, the table shown will contain all the children - including A1 - of the head account A2. If you add a branch, you will be adding it to A2.

To set the parent account in CRM:

- Click on the magnifying glass on the **parent account** field.
- Select a parent account.
- Hit save.
- Refresh Exonet to see the new parent account.

Relationships between accounts and contacts

In Exonet

In Exonet, an account may have contacts associated with it. One or none of these contacts may be the default contact. To view an account's contacts, open the account in a new window and click on the **Contacts** tab. All of the contacts will be listed and the default will be highlighted in light blue (the dark blue, on the other hand, just indicates which of the contacts has been selected).

If you open a contact in a new window, you can see which account it is associated with by clicking on the **Accounts** tab.

To associate a contact with an account in Exonet:

- Open the account in a new window
- Click on the **Contacts** tab
- Click on the **Assign a New Contact** button
- Select a contact from the list, and click **Select and Close**
- If the chosen contact is already associated with an account, you will receive a message and the operation is cancelled. This is because a contact can only be associated with one account in order to ensure synchronisation with CRM.

To set a contact as the default contact:

- Navigate to the **Contacts** tab as above

- Select the contact and click on the **Set to Default Contact** button
- The contact should now be highlighted in light blue – however if it is the only contact it will be dark blue (as the selected contact).

To unassign a contact from an account:

- As above, but use the **Unassign Contact** button . Note you can only unassign a contact if it is not the default contact.

In CRM

In CRM, a contact may have a parent customer which can be either an account or a contact. If the parent customer is an account, this is reflected in Exonet by associating the contact with that account. If the parent customer is a contact, there is no analogous relationship in Exonet. To view a contact's parent customer, see the **Parent Customer** field in the contact's window. Alter this field to update the parent customer. This relationship can also be seen via the account's window: click on **Contacts** on the left hand side.

In CRM, an account may have a primary contact. This is analogous to the default contact in Exonet. To view an account's primary contact, look in its **Primary Contact** field. Alter this field to update the primary contact.

t +61 8 9328 4780 e info@kkl.com.au w kkl.com.au

Managing your configuration files

There are two configuration files, both called connect.config.xml which reside on your system. These files are located at:

- [CRM folder]/server/bin/assembly, and
- at C:/Program Files/KKL Pty Ltd

These files store information such as the mapping of fields in Exonet and CRM, the mapping of users in each system, and the level of tracing (debugging) information that is written to your event log. The following subsections describe these in greater detail.

In general, you will not be required to make changes to these configuration files. If you wish to alter the mappings between fields, or add new mappings, please contact KKL, as these changes are likely to be covered by your annual licence fee.

If you wish to alter your own configuration file, please note that is simplest (though not strictly required) to keep the two configuration files identical; any changes made to one configuration file should also be made to the other.

Mapping attributes

When you create, update or delete an entity, the synchronized fields are determined using two methods:

- Some field mappings are hardcoded into CRM Connect, and are not changeable. An example is the 'lastname' field in an Exonet contact being mapped to the 'lastname' field in a CRM contact.
- The other synchronized fields are specified in the configuration file, using lines such as: `<product crm="description" exonet="NOTES" type="string"/>`

These lines in the configuration file have the format

```
<@ENTITY crm="@CRMFIELD" exonet="@EXOFIELD" type="@TYPE"/>
```

`where`

@ENTITY can have one of the following values: product, currency, quote, quotedetail, sales order, salesorderdetail, invoice, invoicedetail

@CRMFIELD is the name of a field in the CRM database (and not necessarily the name of the field on the graphical user interface (GUI))

@EXOFIELD is the name of a field in the Exonet database (and again, not necessarily the name of the field in the GUI, and

@TYPE can have one of the following values: money, number, decimal, string, datetime, picklist

If you add a new mapping, it is important to make sure the CRM field has the same length (if it's a string) as the field in Exonet. You can do this via the GUI in CRM.

When synchronizing picklists, remember that their values are represented in the database as integers. So the Exonet picklist value that corresponds to 1 will synch to the CRM picklist value that corresponds to 1, and so on for all integers.

Ownership of entities

In CRM, the following entities have owners:

w kkl.com.au e info@kkl.com.au t +61 8 9328 4780

- Accounts
- Contacts
- Quotes
- Orders
- Invoices

You can see the owner of an entity by clicking on the **Administration** tab and looking at the **Owner** field. In Exonet, these same entities have sales people.

To synchronise owners and sales people, the configuration files are used. Here is an excerpt to show how the mappings are stored in the configuration file:

```
<defaultuser crm="@DOMAIN\@CRMDEFAULT" exonet="@EXONETDEFAULT"/>
<user crm="@DOMAIN\@CRMUSER1" exonet="@EXONETUSER1"/>
<user crm="@DOMAIN\@CRMUSER2" exonet="@EXONETUSER2"/>
```

If no mapping is found for a user, it is assigned to the default user on the other system.

Trace level

Tracing is generally used to find bugs, and so you will rarely use this feature, if ever. The trace level determines how much information is written to your event log.

Your configuration file may have a line that looks like:

```
<trace level="@LEVEL"/>
```

where @LEVEL may be `Off, Error, Warning, Info, Verbose`

w kkl.com.au e info@kkl.com.au t +61 8 9328 4780

Notes about each entity

Accounts

Accounts may have a head account. This is synchronized by CRM Connect. However note that Exonet assumes at most a two-level hierarchy; a head account may have several sub accounts, but none of these sub accounts is expected to be a head account themselves.

Contacts

Microsoft CRM records the relationships between contacts and accounts as:

- The primarycontactid attribute in accounts (an account may have one primary contact)
- The parentcustomerid attribute in contacts (a contact may have one parent customer, but an account may have many child contacts), or
- as customerrelationship entities, which were introduced in CRM 3.0 to add functionality such as relationships between a contact and multiple accounts.

In the second case, parentcustomerids may refer to accounts or contacts, but we can only replicate accounts as parent customers in Exonet, since it has no concept of contact-contact relationships.

In CRM, a contact may not have more than one parent customer. This relationship is assigned by setting the parent customer field in the contact form. The relationship is also seen in the account form in the contacts tab. An account may have more than one contact.

An account may only have one primary contact. This is assigned by setting the primary contact field in the account form. A contact may be the primary contact of more than one account. The contact form does not indicate whether the contact is a primary contact for any account.

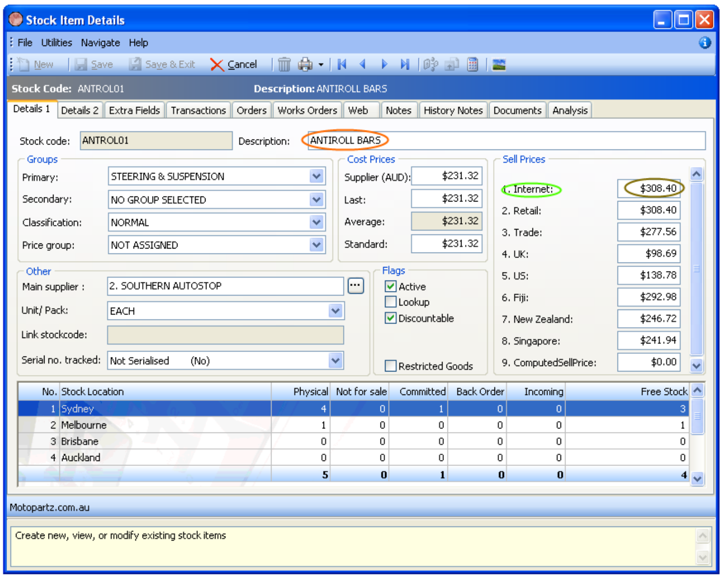
Exonet allows many-many relationships between accounts and contacts.

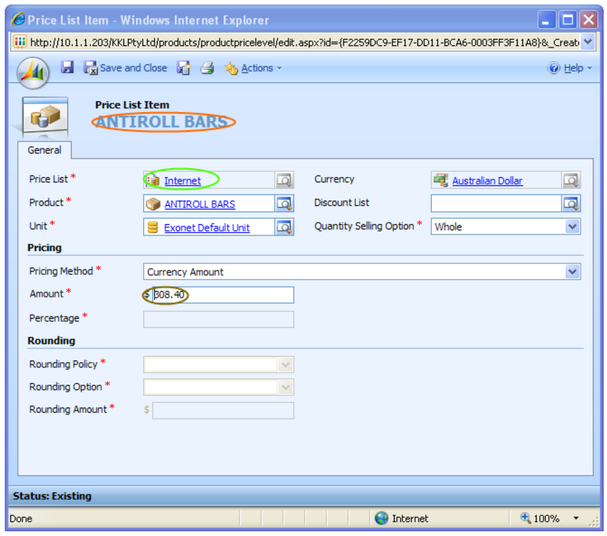
Products

These are called stock items in Exonet. The sell prices may be set in Exonet via the product's main window e.g as circled in black in the left image below.

In CRM, you can view the prices by opening the main window for the product, and choosing **Price List Items** on the left hand side. The pricelists (corresponding to Exonet's sellprices) will appear in the window. Click on the row (and not the underlined word) corresponding to the price list of interest to bring up a window similar to the right image below.

t +61 8 9328 4780 e info@kkl.com.au w kkl.com.au





Quotes, orders and invoices

Pricing in Exonet

This is how you work out the price for each product row in a quote, sales order or invoice:

- Quantity bought x unit price gives you base amount
- Multiply base amount by [(100 - %discount) / 100] to give the pretax amount
- Tax is pretax amount x (tax rate / 100)
- What you pay is the pretax amount plus tax

Pricing in CRM

This is how it is recreated in CRM:

- Quantity bought x unit price gives you base amount
- The “Tax” field is pretax amount x (tax rate / 100)
- The “Manual Discount” field takes care of the %discount, and it is equal to the Quantity bought x unit price minus the base amount i.e. the price without the discount minus the price with the discount.
- The “Extended Amount” field is the pretax amount plus tax

Currencies

To create a currency in Exonet, go to the Setup drop down menu -> Business admin settings -> Currencies (under Finance) -> New.

There’s one issue with currencies: CRM only lets you create currencies which have a recognised ISO currency code. This means that you can’t create any currencies in Exonet with an unrecognised code. Aussie dollars are also special because CRM does not let you delete this currency as it’s the base currency.

w kkl.com.au e info@kkl.com.au t +61 8 9328 4780

Smart updates

To increase the speed of Exonet operations, we only call an update trigger when any of the fields that have changed are a synchronised field. This means that synchronising fields that change in long batch processes could really slow things down. Therefore it's best not to synchronise certain fields.

Here are fields that change with different processes:

Table	**Field**	**Processes affected**
DR_ACCS:	LASTYEAR	Monthly rollover, Yearly rollover
	LASTMONTH	Monthly rollover
	AGEDBAL[0-4]	Monthly rollover
	MONTHVAL	Monthly rollover
	YEARVAL	Monthly rollover, Yearly rollover
	PRIOR_AGEDBAL[0-4]	Monthly rollover
	PRIOR_BALANCE	Monthly rollover
DR_TRANS	AGE	Monthly rollover
	ALLOCATED	Monthly rollover
	ALLOCAGE	Monthly rollover
	PREV _PERIOD_OPEN	Monthly rollover
	PREV_PERIOD_CLOSE	Monthly rollover
STOCK_ITEMS	MONTHUNITS	Monthly rollover
	YEARUNITS	Monthly rollover, Yearly rollover
	MONTHVALUE	Monthly rollover
	YEARVALUE	Monthly rollover, Yearly rollover
	LASTMONTHVALUE	Monthly rollover
	LASTYEARVALUE	Monthly rollover, Yearly rollover
	LASTMONTHUNITS	Monthly rollover
	LASTYEARUNITS	Monthly rollover, Yearly rollover

Contacting Us

If you have any questions about CRM*Connect*, please contact

Chris Johnstone

KKL Pty Ltd

support@kkl.com.au or +61 8 9328 4780

1A 300 Fitzgerald Street

Perth 6000