



Cat Tech

**EASEEsell™ to MYOB
Interface
Users Guide**

Version 4.2

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Table of Contents

Overview	4
Installation and Set up	5
Prerequisites	5
Cat Tech EASEEsell software Version 3.3 or greater	5
MYOB accounting software Versions	5
MYOB ODBC Driver that hatches your version of the software	5
MYOB Data fields	7
Customer Card fields	8
Inventory Item fields	8
Referral Source	9
Cash Sales	9
Setup EASEEsell to MYOB Interface Software	10
Maintenance Functions	11
General Group	11
MYOB Details Group	12
Customer Details Group	13
Item Detail Group	14
Database Connection Group	15
Interfacing EASEEsell with MYOB	16
The Synchronization window	16
Updating Shipping	17
Updating Items	17
Updating Item Pricing	18
Updating Customers	19
Retrieving Orders	19
Updating Order Status	20
Printing	21
Troubleshooting	22

Overview

The Cat Tech **EASEEsell™ to MYOB Interface** allows you to support Business to Business (B2B) eCommerce from your MYOB accounting software.

Inventory sold by you, and maintained within MYOB is quickly and seamlessly published on the internet, showing Recommended Retail Pricing to the public yet allowing customers to access their Pricing Levels via a secure login.

Customer cards maintained within MYOB are interfaced with the Web based product allowing Customers to securely logon to the Web Site and review prices, check inventory levels, place new orders and track the progress of existing orders.

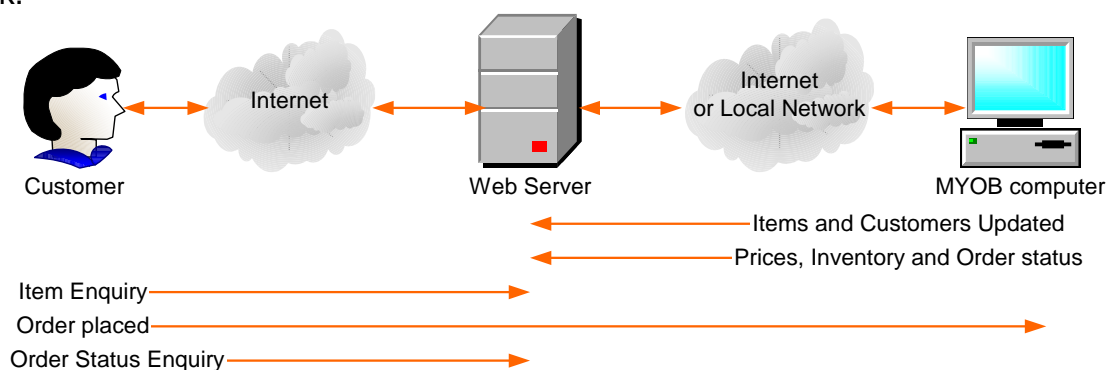
Orders placed on the internet are automatically imported back into MYOB as either orders or invoices, depending on payment arrangements. There is no re-keying of data, the customers are now entering order details into your MYOB system.

The progress of orders to invoices, through to receipt of payment and finalisation can be tracked by the Customer on the Web. As orders progress through the different stages from order, to invoices, to paid, and then closed, the status is updated on the web.

Credit Card payments or Payment Terms are all supported from the software. If you set up online real time Credit Card authorisation with a gateway, or you process Credit Cards later as a Mail Order/Telephone Order, or you invoice with funds transfer to you bank account all payment details are secure. The EASEEsell product recommends that 128 bit digital security be in place or the utilisation of an authorised payment gateway.

Business-to-Business eCommerce is fully supported by the EASEEsell software. Purchase Orders, Shipping Notices and Electronic Invoices are all supported from EASEEsell. This allows your MYOB product to interface direct with an ever growing number of Public and Private eMarketplaces and procurement solutions. The number of interfaces continually grows so check our Web Site for the latest list.

In the past **B2B** has been expensive to establish, and was the privilege of large organisations with large IT budgets. Now with the Cat Tech EASEEsell product you can support full end to end eCommerce for a fraction of the cost. Have your customers do the hard work and enter their orders direct into your system 24 hours a day 7 days a week.



Installation and Set up

Prerequisites

Before installing the Cat Tech EASEEsell to MYOB interface all of the following need to be fully installed and functioning.

Cat Tech EASEEsell software Version 3.3 or greater

A fully functioning Cat Tech powered web site needs to be installed and functioning. It need not have any data created within it as the first synchronisation (see below) will populate all the data from the MYOB database. Refer to the Cat Tech EASEEsell User Guide for details on how to download and install an EASEEsell catalogue.

After setting up the EASEEsell software on a server the Catalogue Coding Structure needs to be loaded. As there is no function within MYOB to support a catalogue structure this needs to be performed only once and is a function of the standard EASEEsell administration functions. Please refer to the EASEEsell User Guide for loading a catalogue. After loading your products can be associated with the catalogue, refer to Item Detail Group in the maintenance functions below.

NOTE: if you are using one of Cat Tech authorised resellers they will already have created your website for you. If you are hosting your own web site or building your own on your selected ISP then you need to ensure that the SetUp function has been run to build the EASEEsell database.

MYOB accounting software Versions

The MYOB accounting packages that support the EASEEsell to MYOB interface are:

- MYOB Accounting v15 through to v18
- MYOB Accounting Plus v15 through to v18
- MYOB Premier v9 through to v12
- MYOB Enterprise v4 through to v6
- All MYOB AccountRight v19 Products

For earlier versions of MYOB are supported with the EASEEsell to MYOB interface version 1.0, please contact your supplier to obtain this version.

There are some prerequisites of data that will need to be configured see below. This needs to be done prior to the first synchronisation between the web and your MYOB system.

MYOB ODBC Driver that hatches your version of the software

The MYOB ODBC Driver is required to be installed and activated for Add-on Solutions before the EASEEsell to MYOB interface can synchronise between your company files and the internet. Cat Tech support can advise which driver version you will need, alternatively you can contact MYOB

Installing MYOB ODBC Driver

The ODBC connection software is shipped with your MYOB software. In the MYOB program group (start > programs > MYOB Premier n) you will find a MYOB tools group and within that an MYOB ODBC group click in the Install MYOB ODBC Direct (start > programs > MYOB Premier

n > MYOB tools > MYOB ODBC). Follow the prompts to install the MYOB ODBC Direct software.

For **Premier 12, Accounting 18 and Enterprise 6** contact Cat Tech for the correct driver.

Connecting EASEEsell to MYOB

In MYOB software, information about your company's MYOB software license is held within the company data file itself. To connect EASEEsell to your company file you must update that licence. There is no charge for the updating of this licence.

In order to connect EASEEsell to MYOB, please follow the steps below:

- 1.) Call 1300 555 151 and select the option "to connect an add-on solution to MYOB". You will be required to quote this Add-on Solution activation number - **3258649** - and your MYOB serial number.
- 2.) Open the company file and login using the Administrator ID and Password. In the case of a multi-user system, you should use the 'Single User' option.



- 3.) Once logged in, from the 'Setup' menu select 'Company Information'



- 4.) Choose the 'License' button at the bottom left of the Company Information screen.

Phone Number:	03 9555 4567	
Fax Number:	03 9555 7886	Sales
E-mail Address:	info@clearwater.com.au	P
Conversion Month:	July 2003	Current F
Accounting Periods:	Twelve	Last Month in F

 Help F1	 License	 BAS Info
---	---	--

- 5.) Follow the onscreen instructions to update the license information held within the company file.

Enable Licence X

To purchase additional workstation licences, call 1 300 555 151 Monday - Friday 9am to 5:30pm ET.

Enable Additional Licence Online
 If you have already purchased a workstation licence you can easily enable it online by clicking Enable Online below.

Enable Additional Licence by Phone
 If you already have a confirmation code you can enter it below.
 To receive a confirmation code for your workstation licences, call 1 300 664 585 (24 hours a day, 7 days a week). This is an automated phone service. Follow the instructions to receive a confirmation code and enter it below.

Serial Number:
 Company File Code:
 Enter Confirmation Code:

Once these steps have been completed, the file will be activated for your Add-on Solution and EASEEsell software will be able to integrate with your MYOB company data file.

MYOB Data fields


The EASEEsell software requires data in a specific format. EASEEsell software interfaces with other systems for e-commerce, this interface has stringent data requirements. Just as MYOB has a stringent data requirement for accounting functions. In order that this can take place EASEEsell requires the following mandatory and optional data be in place.

Customer Card fields

In order that customers can login to the website and place orders their details are uploaded to the EASEEsell software. Most of the customer details are already held in the MYOB system however you will need to set a number of fields up.

- **Password** – the customer will be able to login using their Card ID as their User ID however MYOB does not have a password field. Allocate one of the Custom Fields within the Customer Cards List to do this in MYOB on to the “Lists” Menus then “Custom Lists and Field Names” and then “Customers” see MYOB help for further details.
- **General Discount** (optional) – the software allows customers to have a general discount on the RRP separate to any item price level. If you wish to use this feature you will need to set up a Custom list or field to support this.
- **OBI/ETP Enabled** (optional) – the EASEEsell software supports Open Buying Internet or Electronic Trading Partner this allows a customer to browse and order from your WEB catalogue without the need to enter Credit Card Details (see the EASEEsell manual for more details). The field can be set to “Yes” or “No”. Set up a Custom list or field to support this.
- **Address Location** – the MYOB address location (standard customer profile data) to use for the Delivery Address, this will be the default delivery address for the customer when an order is placed. This can be overwritten on order by order bases by the customer.

The Cat Tech EASEEsell to MYOB interface software will require you to allocate the above data fields when you install the software.

 **Tip:** all optional fields can be added later and the website will be automatically updated with the next synchronisation.

Inventory Item fields

In order that Inventory Items can be uploaded to the website and displayed for customers to view the EASEEsell software requires additional information. Most of the item details are already held in the MYOB system however you will need to set up a number of additional fields, some are optional. Also as MYOB uses only some fields as information there are requirements to set these to specific values as detailed below.


- **Manufacturer** (optional) – the items manufacturer and be displayed and search by within the EASEEsell software. If you wish to use this feature then you will need to allocate data within MYOB Allocate one of the Custom Fields within the Item Details, to do this in MYOB go to the “Lists” Menus then “Custom Lists and Field Names” and then “Items” see MYOB help for further details.
- **Manufacturer Part Number** (optional) – as with the Manufacturer above the EASEEsell software supports the Manufacturers Part Number for displaying and searching. Use one of the custom lists or fields to support this.
- **Manufacturer URL Link** (optional) – The EASEEsell software allows you to link direct to the Manufacturers site. Often the Manufacture will have detail specifications of their products on the WEB. Rather than duplicate this you can simply allow your customer to link through. Find the product on the web and then “cut” and “past” the address in to this data. Use one of the custom list or fields to support this.
- **Material Data Safety Sheet (MDSS) URL Link** (optional) – The EASEEsell software allows you to link direct to a MDSS anywhere on the WEB. Find the

MDSS on the web and then “cut” and “past” the address in to this data. Use one of the custom list or fields to support this.

- **UNSPSC Code** (required for B2B) – The EASEEsell software supports the storing of the UNSPSC classification code for each product. This can also be used as the catalogue structure (See EASEEsell manual for more details) The UNSPSC code is mandatory in many e-commerce systems. Depending upon who you wish to integrate the EASEEsell software with this may or may not be mandatory. Use one of the custom list or fields to support this.
- **Catalogue Code** – The EASEEsell software requires that all items be catalogued into a drilldown structure. See the EASEEsell manual for more details on the catalogue structure. A Commodity Code is required to be allocated to every item. Use one of the custom list or fields to support this. **Note** either the UNSPSC code or the Catalogue Code is mandatory for the support of the catalogue structure.
- **Shipping Costs** (optional) – The EASEEsell software allows the allocation of a shipping cost to per item. This cost is added to the item price when the item is purchased. Use one of the custom list or fields to support this, this must hold a numeric value to 2 decimal places, do not include ‘\$’ dollar or currency symbols. **Note** this charge is deferent from a Shipping Code where charges are per order regardless of items, see details below.
- **Selling Units of Measure** – This is a standard MYOB data field in the Item Selling Details information. MYOB allows free format of this data, however the EASEEsell product requires this matches on of the standard UOM codes as specified in the EASEEsell manual. Each item will require a correct dose to be entered here. **Note** codes are case sensitive, “EA” for each is acceptable but “ea” will cause errors.

The Cat Tech EASEEsell to MYOB interface maintenance software requires that you set “Sold items contains” parameter. This can be set to “items only” or “items & services”. Where MYOB supports both items and services the software will only upload items that have the “I Inventory This Item” field ticked. Where MYOB holds only items then all items will be uploaded regardless of inventory.

The Cat Tech EASEEsell to MYOB interface software will require you to allocate the above data fields when you install the software.

 **Tip:** all optional fields can be added later and the website will be automatically updated with the next synchronisation.

Referral Source

The software automatically imports orders places on the WEB pages. These orders will have a referral source of “**WEB**”. Prior to importing orders the referral source needs to be setup. To do this in MYOB go to the “Lists” Menus then “Sales and Purchases Information” and then “Referral Source” see MYOB help for further details.

If the referral source is not set up importing orders will generate a warning message.

Cash Sales

The software automatically imports orders places on the WEB pages. These orders will be allocated to a customer with the name of “**Cash Sales**”. The exact spelling is important as the

software will do a match on this data. If you do not have an existing customer with a name of “Cash Sales” then create one. See MYOB help for further details on creating customers.

If the “Cash Sales” customer does not exist importing orders will fail with errors.



Tip: The minimal MYOB setup to run the EASEEsell software is as follows:

1. Allocate a Password for any customers you wish to use the website, no password no access.
2. Create a customer of Cash Sales if you are to take credit card payments.
3. Allocate a Catalogue Code to each item that is to be sold.
4. Set the units of measure for each item that is to be sold.
5. Set up the Referral Source of “WEB”

This is the minimal required to support the EASEEsell product.

Setup EASEEsell to MYOB Interface Software

The software is supplied on CD or downloaded from the Cat Tech web site. Run the **install.exe** file (will automatically run when the CD is put into the computer). This will setup the software for synchronisation with the WEB software. Follow the prompt on the screen to set up the software. In most cases the default setting will be sufficient, if unsure check with your system administrator.

*** IMPORTANT:** for network installations of MYOB the software needs to be installed on only one system. Installing and running from more than one system will result in duplicate orders being created within the MYOB software.

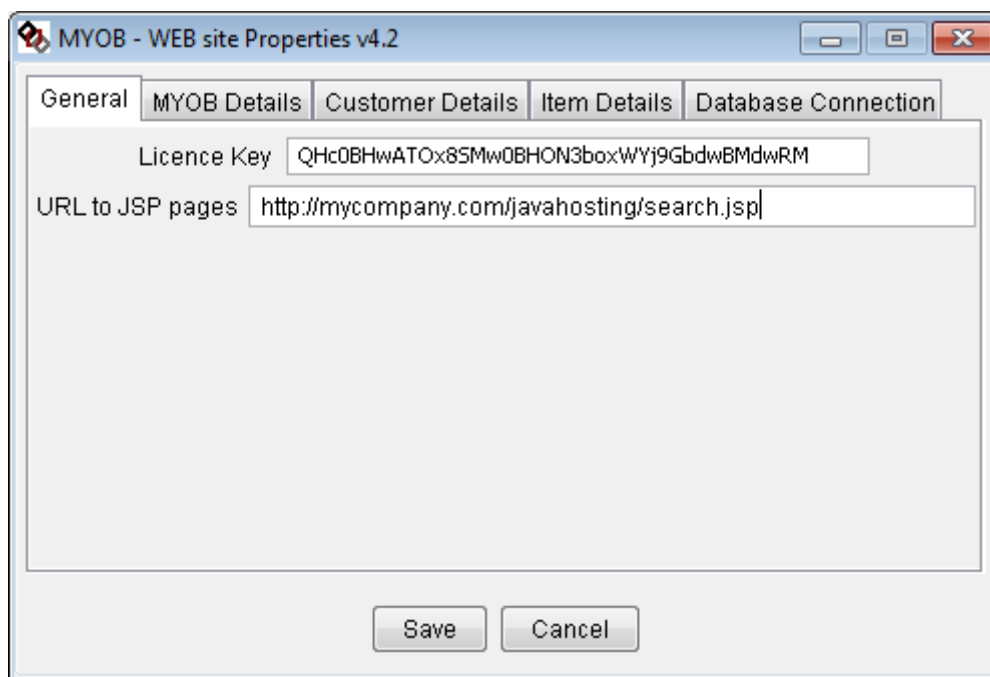
When the Cat Tech EASEEsell to MYOB interface software has successfully installed the Maintenance function will be automatically started. Ensure that all fields are setup correctly. You can rerun the maintenance function at any time if you are unsure of the details.

Maintenance Functions

The Cat Tech EASEEsell to MYOB interface software requires that you inform the software about how your MYOB installation is set up. To do this you need to set some required values in MYOB (**Custom Password, Catalogue Code & Selling Units of Measure**) and a list of optional data. This function tells the software how you have set up your system. The software maintenance is split into 5 logical groups, General, MYOB Details, Customer Details, Item Details and Database Connection.

- General Group covers the installation of the EASEEsell to MYOB interface software.
- MYOB Details Group covers the MYOB software installation.
- Customer Details Group is for allocating of custom fields and lists on Customer Cards
- Item Detail Group is for the allocating of custom fields and lists on Inventory Items
- Database Connection Group is for the installation of MYOB ODBC Direct

General Group



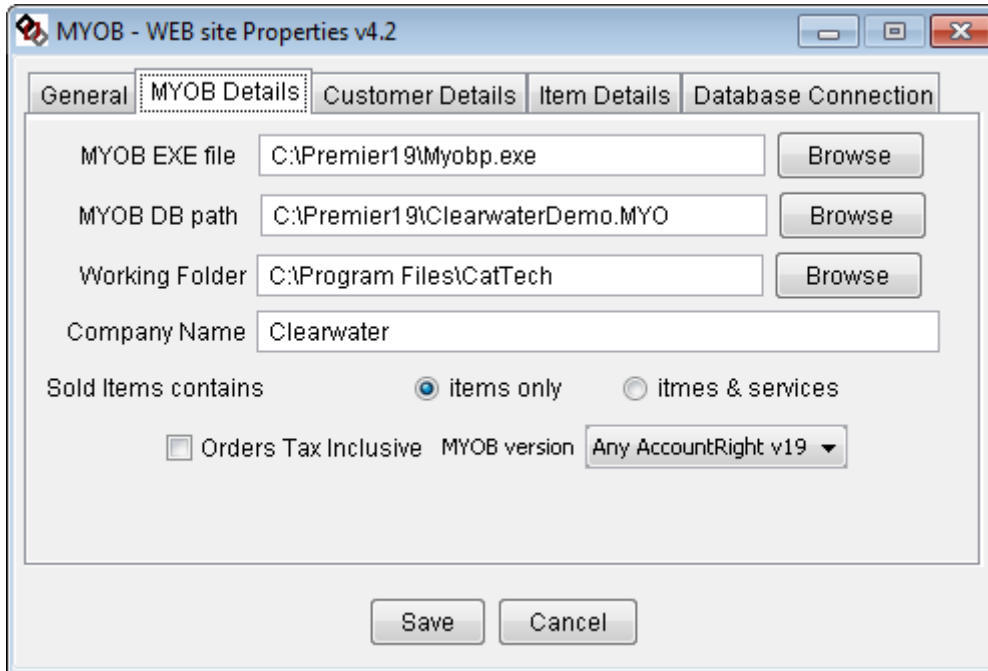
This group describes how and where your EASEEsell software is installed. The Licence key is the same license key used with your EASEEsell software.

The Licence Key will be supplied by Cat Tech, it is recommended that you “cut” and “paste” the license key into this field. It is important that every character is in the correct case or the license key will be invalid. The License Key is needed to activate the software.

The URL to the JSP pages is to direct the software where you have installed your EASEEsell software. The URL can be different for every installation. In the above example the URL of <http://mycompany.com/javahosting/search.jsp> has been “cut” and “pasted” from the address filed in the web browser when the search page of the EASEEsell software is displayed.

Tip: the software will alter the URL after you save it for the first time. In the above example the URL would be saved as mycompany.com/javahosting there is no need to alter this format on subsequent alterations.

MYOB Details Group



This group describe how MYOB is installed on your system and where working files should be stored.

MYOB EXE file is the main program used to start MYOB this will be “Myobp.exe” for an MYOB Premier Installation or “Myob.exe” for an MYOB Accounting installation. Use the Browse button to navigate to where your MYOB is installed.

Tip: to find where your MYOB is installed right click on the MYOB icon in your start menu and then click the properties tab. The value in the Target field can be cut and pasted here.

MYOB DB path is the full path to your company files. When you open MYOB this is the file you select in the “OPEN your company file” screen.

Tip: to find where your MYOB company files are stored click the drop down arrow to the right of the Look in field at the top. Keep a not of the path and then navigate to this path with the Brows button.

Working Folder will default to where the Cat Tech EASEEsell to MYOB interface software was installed usually “C:\Program Files\CatTech” but you can set this to an area of your system, it is recommended that is backed up. This is where the data relating to what has been uploaded and downloaded is kept if this changed all the “.dat” files should also be moved to the new location.

If data requires reloading from the start this can take some time and overload your internet connection. Cat Tech attempts to keep this to a minimum by only uploading changed data.

The software monitors what has been changed in the following files

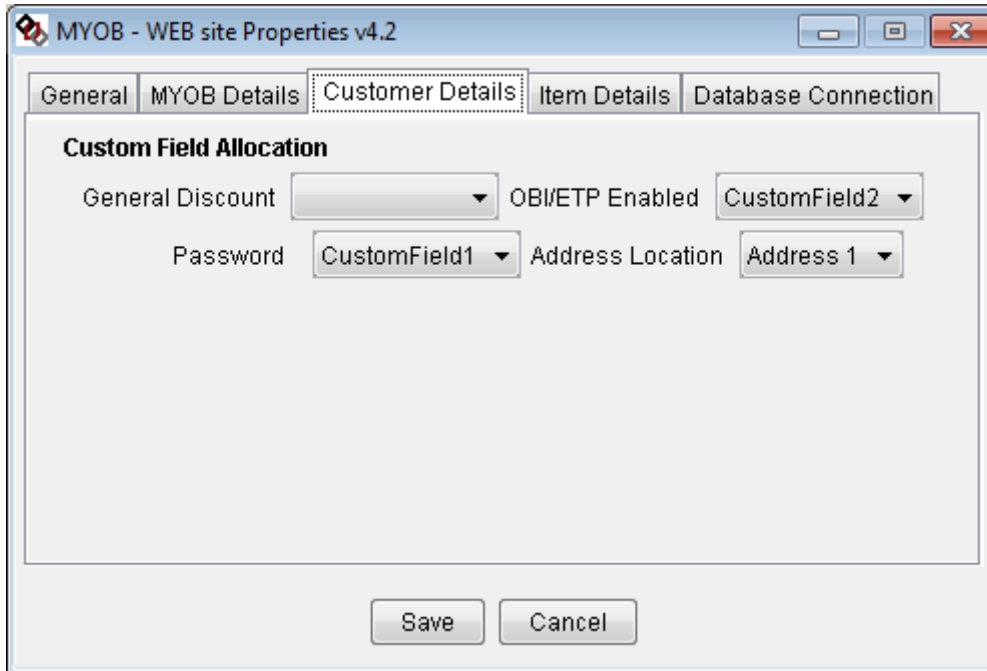
products.dat – details on the items changed and when they were last changed, this includes and item images.

profiles.dat – details on the item pricing and the quantity level pricing breaks.

users.dat - details on customer, addresses pricing structure etc .

*** IMPORTANT:** if this is changed all data will re-synchronise and orders may be duplicated within MYOB. Take care when changing this field.

Customer Details Group



This group describes how additional customer data is to be stored within MYOB. MYOB allows six customer specific fields to be stored for each and every customer. Three are fields and can contain any data and three are lists and must contain one of the drop-down list fields.

General discount is a percentage off the regular price of a product. If a client has a pricing level this is not usually necessary however the EASEEsell software does support this. This is best suited to a Custom List field. The acceptable values on the customer card must be numeric to 2 decimal places IE 5.99 is a discount of 5.99%. This is optional and you do not have to allocate a custom field, this will default all customers to “0.00” as a percentage discount.

OB/ETP Enabled is a “Yes/No” field. If a customer has this set as “Yes” then the EASEEsell software will allow them to place an order on the website without a credit card number, it assumes that they are regular trading partners that you trust. If the Customer uses one of the supported eMarketplace interfaces then this should be “Yes” If this is “No” or blank then the customer will be required to enter a valid credit card to place an order. Depending upon your setup funds may be already credited to your account by the time you receive the customer order. This is optional and you do not have to allocate a custom field, this will default all customers to “No”.

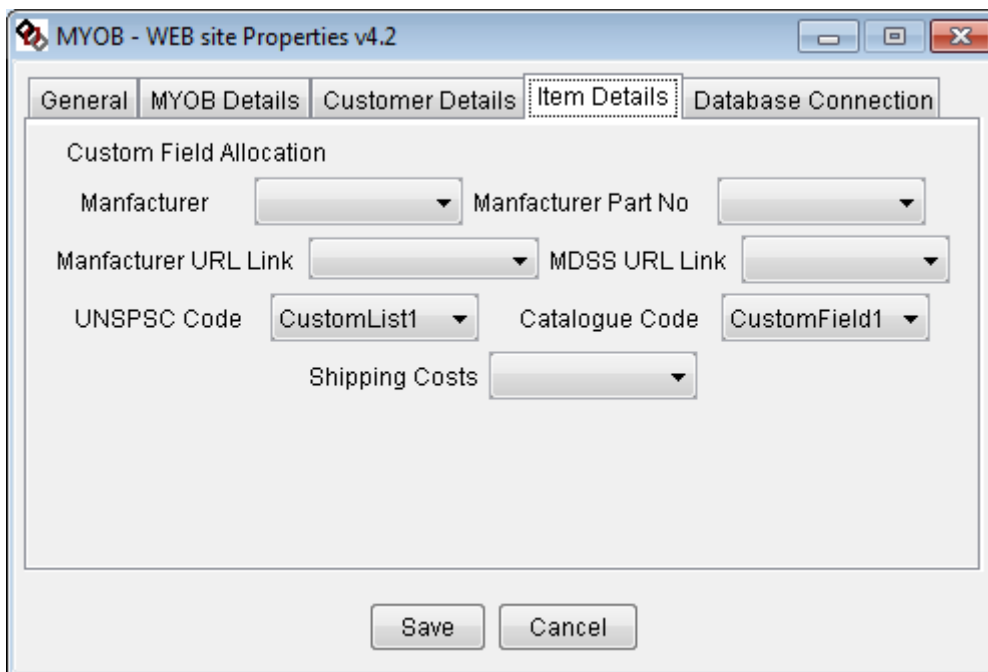
Password is a mandatory field if you require customers to login and order from your website. If a customer is not allocated a password then their details will not be uploaded to the web site. If

a customer is flagged inactive they will be uploaded but they will not be able to login. To login to the website the customer must know their MYOB Card ID and their password.

Address Location is a mandatory field and defaults to "Address 1". This is the address the EASEEsell software will use as the Customers delivery address and relates to which address in the Customer Card Profile information to load to the website.

Tip: you can only use one custom field or list for one data field. The software will check that all data fields are allocated a different custom field.

Item Detail Group



The screenshot shows a window titled "MYOB - WEB site Properties v4.2" with five tabs: "General", "MYOB Details", "Customer Details", "Item Details" (which is selected), and "Database Connection". Under the "Item Details" tab, there is a section titled "Custom Field Allocation". This section contains the following fields:

- Manufacturer: dropdown menu
- Manufacturer Part No: dropdown menu
- Manufacturer URL Link: dropdown menu
- MDSS URL Link: dropdown menu
- UNSPSC Code: dropdown menu with "CustomList1" selected
- Catalogue Code: dropdown menu with "CustomField1" selected
- Shipping Costs: dropdown menu

At the bottom of the dialog, there are two buttons: "Save" and "Cancel".

This group describes how additional item data is to be stored within MYOB. MYOB allows six customer specific fields to be stored for each and every inventory item. The EASEEsell software has seven additional fields of data therefore not all fields can be held in MYOB. MYOB custom data fields for items are three fields that can contain any data and three that are lists and must contain one of the drop-down list fields.

Manufacturer field allows you to hold the true manufacturer of the item. This is then displayed to the customer on the web pages and is available to search by the manufacturer.

Manufacturer Part Number field allows you to hold the true manufacturer part number of the item. This is then displayed to the customer on the web pages and is available to search by this number.

Manufacturer URL Link field allows you to hold a web address (URL) of the true manufacturer product page. Many manufactures publish very detail information on their products on the internet. By using this link the amount of information held by your company is reduced. Cat Tech recommends where possible the URL is the full link to the actual product no just to the Manufacturers home page.

MDSS URL Link (Material Data Safety Sheet) field allows you to hold a web address (URL) of any data safety sheets published on the internet. This is important with many products used for business and by linking to the manufacturer reduces the amount of information you require to hold and keep up-to-date.

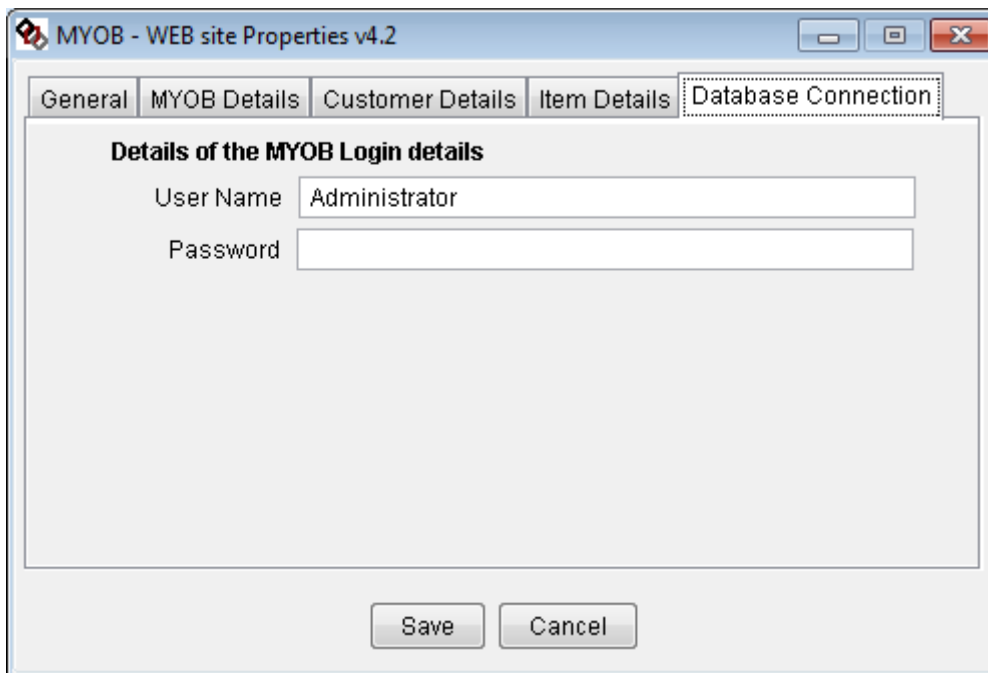
UNSPSC Code field allows you hold the eight digit Unified Standard Products and Services Classification (UNSPSC) for each item. The UNSPSC is required for many e-Commerce integrations. The UNSPSC is not mandatory if you are not undertaking B2B ecommerce.

Catalogue Code field allows you to hold a catalogue commodity code for the item. In order for large numbers of items to be viewed logically the EASEEsell software supports 4 levels of a coding structure, it then allows customers to traverse up and down these codes to find the required items. This allows the customer to quickly find a single item within a catalogue of thousands of items. See the EASEEsell User Guide for a detailed description on developing and setting up of a coding structure. The Catalogue Codes should be loaded in the EASEEsell administration functions prior to running your first synchronisation. (This is the only administration function required outside the MYOB Interface software).

Tip: Catalogue Code Filed is the minimum mandatory data, however it is not mandatory if the EASEEsell software can also be configured to use the UNSPSC as its catalogue structure, in this case the UNSPSC is the minimum mandatory data.

Shipping Costs field allows you to hold a fixed cost to ship the item. This should not be confused with Shipping Codes where charges are per order regardless of items. If a particular item is very large or heavy and attracts a special shipping requirement then the cost associated with the shipping of this item can be entered in this field. The value must be a numeric value to two decimal places and contain no currency symbols.

Database Connection Group



The screenshot shows a dialog box titled "MYOB - WEB site Properties v4.2" with a tabbed interface. The "Database Connection" tab is selected. The dialog contains a section titled "Details of the MYOB Login details" with two input fields: "User Name" (containing "Administrator") and "Password" (empty). At the bottom, there are "Save" and "Cancel" buttons.

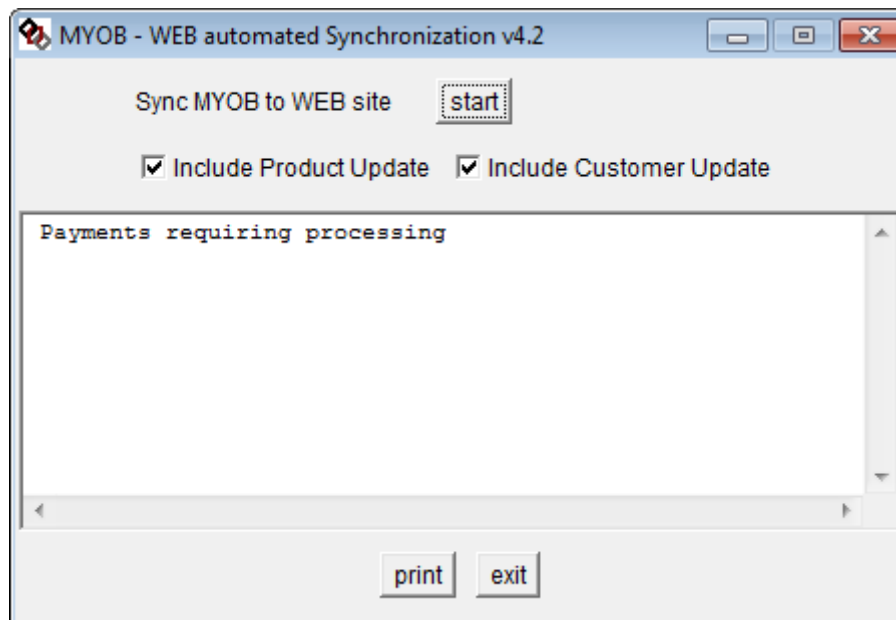
This group allows you to set the user and password to access your company files.

Interfacing EASEEsell with MYOB

The Synchronization function of the EASEEsell to MYOB interface software updates the WEB database with the changes made in the MYOB database. To keep internet traffic to a minimum and the synchronization as quick as possible the software only transmits changed data since the last synchronization. The first time this is run however it may take some time depending upon the speed of your internet connection and the number of item in the MYOB system.

The Synchronization window

The synchronization window has a start button, an information window a print button and an exit button. Start the synchronization and the description of each phase will be displayed. The information window will show any errors or orders that require manual credit card processing. When completed the information window display the status of orders imported. The print button allows you to print the contents of the status window to your default printer.



Press the Start button to commence synchronization. There are 6 stages to the synchronization process. As the process commences each stage the stage is displayed to the right of the start button. The six stages and the order of process are as follows:

1. Updating Shipping
2. Updating items
3. Updating item pricing
4. Updating customers
5. Retrieving orders
6. Updating order status

You can skip the first 4 stages and advance straight to retrieving orders by un ticking (clicking) the Include Product Update and/or Include Customer Update. This allows you to quickly get and import an urgent order. Also if you are not updating products and prices then it save the software comparing each data element where there is nothing to do anyway and speeds the process.

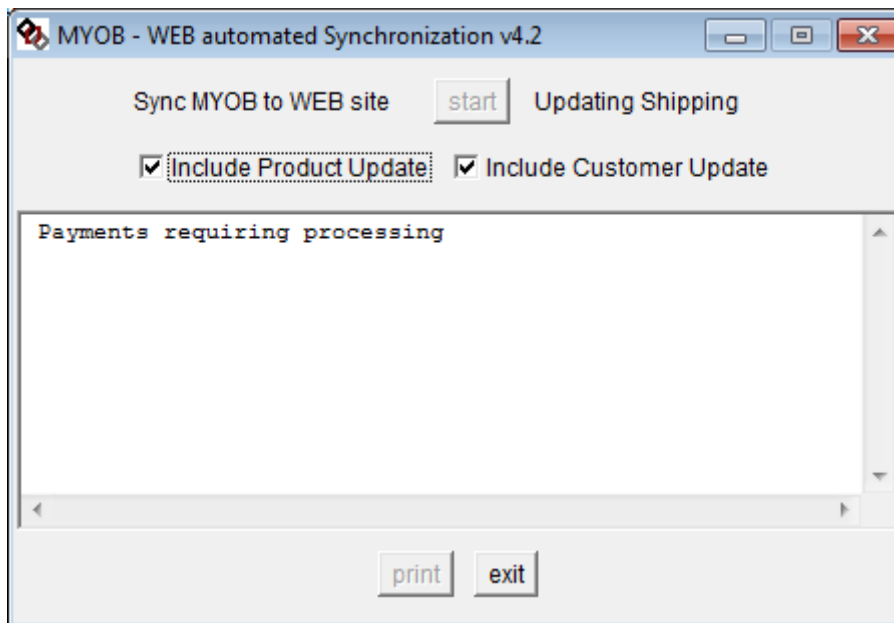
When the process has completed successfully the stage description area will show “Sync finished” and the information window will show the status of orders processed. If an error has occurred then the information window will show the details of the error refer to the troubleshooting section of the Manual in regards to any errors.

The details of what each stage of the synchronization process does are as follows.

Updating Shipping

The first phase of the synchronization is to update the shipping methods held within MYOB. To view or alter the Shipping Methods in MYOB go to the “Lists” Menus then “Sales and Purchases Information” and then “Shipping Methods” see MYOB help for further details. Shipping methods are held for each customer on the Card Selling Details panel.

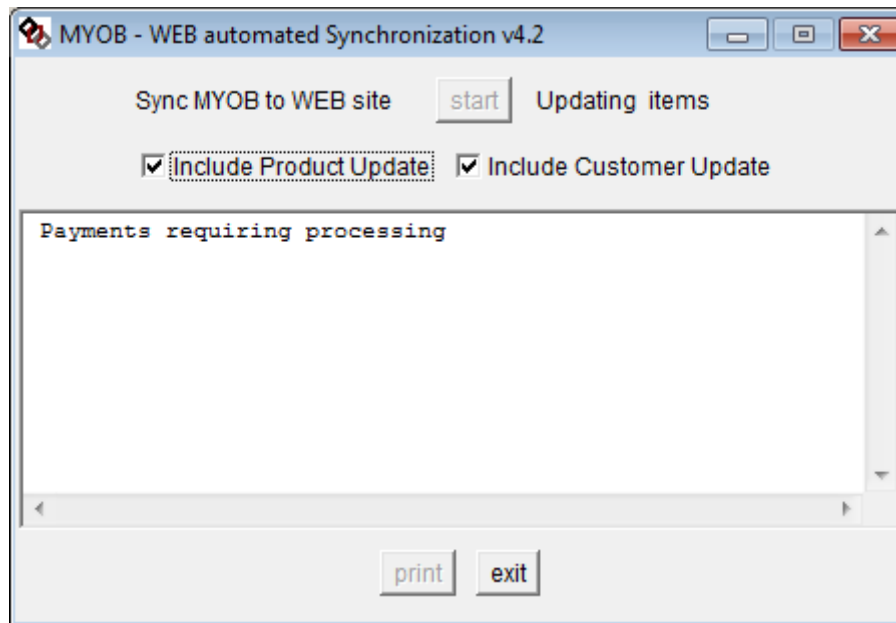
MYOB uses the Shipping Details for information only. However the EASEEsell software can automatically charge shipping costs to an order if required. See the EASEEsell software manual for more details. Shipping details will need to be maintained from within the EASEEsell administration pages.



Tip: The customer can select any appropriate shipping method and associated cost when placing an order. Shipping methods can be for all customers or a selected customer. The allocated MYOB shipping method will be their default selected method.

Updating Items

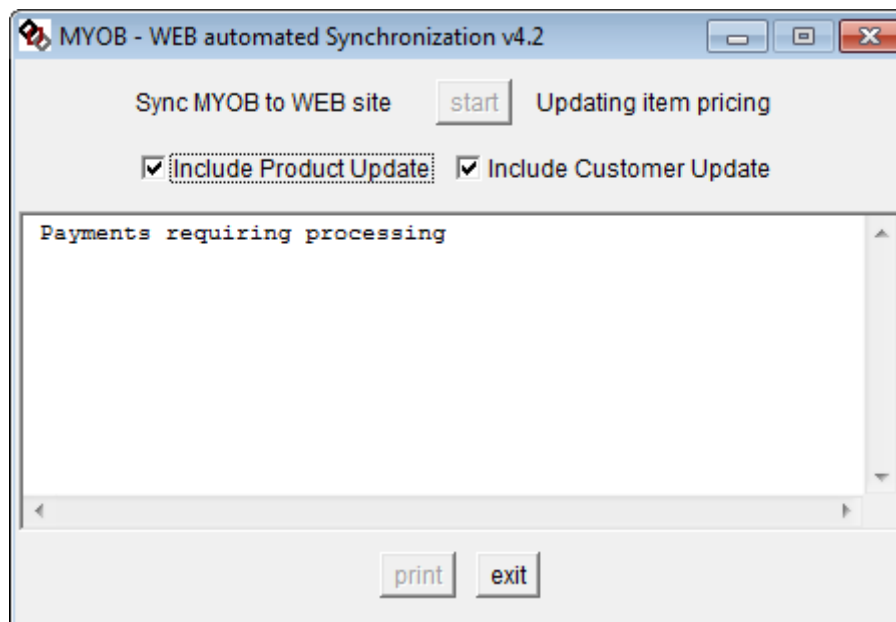
Any items changed since the last synchronization will have all the details full refreshed in the web site.



Tip: The item picture is checked by name change only. If you are changing the image associated with an item ensure that the new image has a different name.

Updating Item Pricing

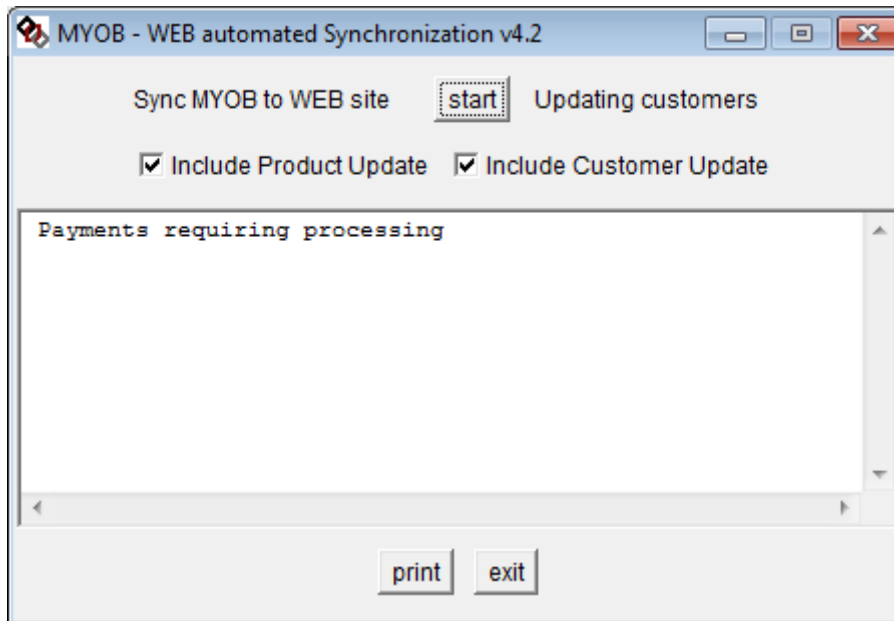
Any items pricing level changes and quantity breaks are updated on the web site. If one price is altered then all pricing levels and quantity breaks are fully rebuilt for that item.



Tip: Due to the fact that each item can have 6 pricing levels and 5 different quantity breaks that makes 30 individual prices for the one item that requires synchronisation. The first time a synchronisation is processed this phase can take some time.

Updating Customers

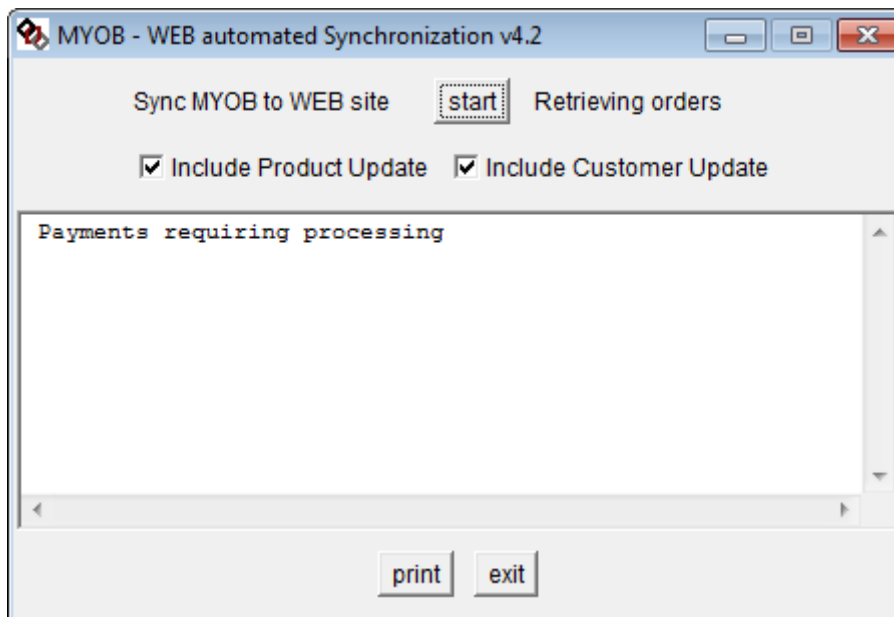
Any Customer details changed since the last synchronization will have all their details full refreshed in the web site.



Tip: Customers that require a specific contact pricing can be supported through the standard EASEEsell administration function.

Retrieving Orders

All orders that have been placed through the web site will be retrieved from the web site in this phase of the process. Only the orders since the last synchronisation will be retrieved from the web site.



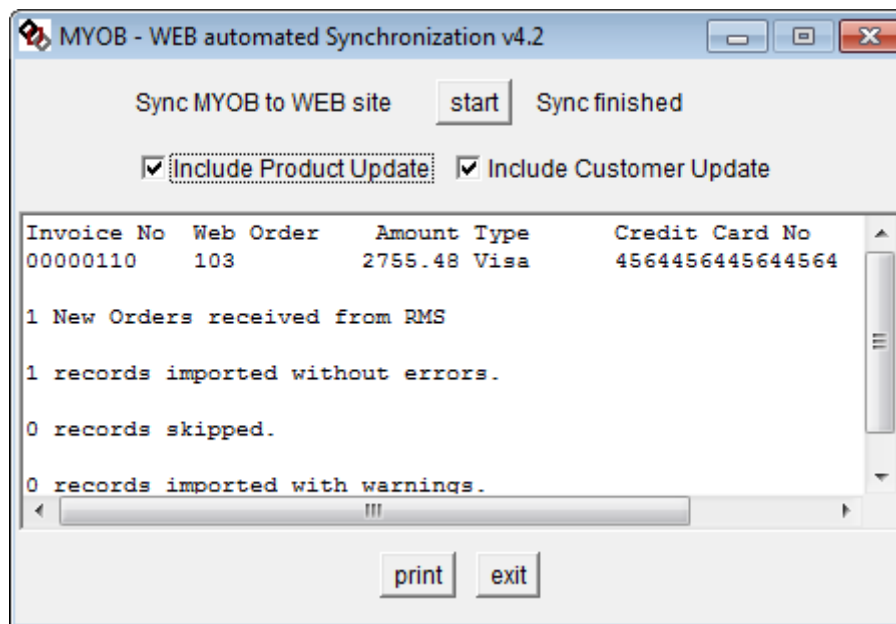
Tip: The number of orders should correspond to the “Online order received” notification emails received since the last synchronisation. The EASEEsell system sends an email to a designated address immediately advising you that an order has placed over the internet

Tip: Check the number of records imported matches the number of emails received.

Updating Order Status


Any orders that have progressed further down the order fulfilment work flow will have this process reflected on the web site. For example if an order has been changed to an invoice then the web site is updated. When the customer enquires on the order via the web site, then they see a true and accurate view of the order status.

As the EASEEsell software supports fully integrated Business-to-Business transaction processing then the change of status will initiate the sending of “Advanced Shipping Notices” and “Electronic Invoices” refer to the EASEEsell manual for full details of these processes.



NOTE: As the order details have now been imported the information window now contains details of the orders imported. Where an order required a Manual Processing of credit card details (IE the Web site is not connected to a payment gateway) the credit card details are shown. The number of credit cards to be processed may be less than the number of orders received as some customers may not require credit card to order.

The triggering of the sending of B2B transactions based on the change of order status will vary from organisation to organisation. The EASEEsell software allows this to be controlled by several parameters. See the EASEEsell User Guide for full details on the Order Status parameters.

 **Tip:** This process can also automatically send emails to your customers refer to the EASEEsell User Guide for the configuration of this function.

Printing

When all the synchronisation process have completed the status will read “Sync finished”.

Review the details in the information window and ensure all orders where imported.

Where there is still credit card processing to be done manually (Site set up for Mail order/Telephone order) the credit card number will need to be authorised via your POS terminal by entering the credit card number. When an authorisation number has been obtained the details will need to be entered into MYOB. Use the Print Button to print the details of the information window if processing is unable to be done immediately.

A customer that has the OBI/ETP field set to yes will not be requested to enter a credit card. In this case an order is created in MYOB.


NOTE: if the web site is integrated to a payment gateway the authorisation number will already be obtained and the funds credited to your account. The order will be an invoice within your MYOB system and no further data input is required by you.

The printed output appears as follows:

Invoice No	Web Order	Amount	Type	Credit Card No	Expiry	Name
00000110	103	2755.48	Visa	4564456445644564	1213	Test
1 New Orders received from RMS						
1 records imported without errors.						
0 records skipped.						
0 records imported with warnings.						

The “Invoice No” is the invoice or order number within the MYOB system. “Web Order” is the reference to the order in the EASEEsell software. The remaining details are then payment details that require processing for that order.

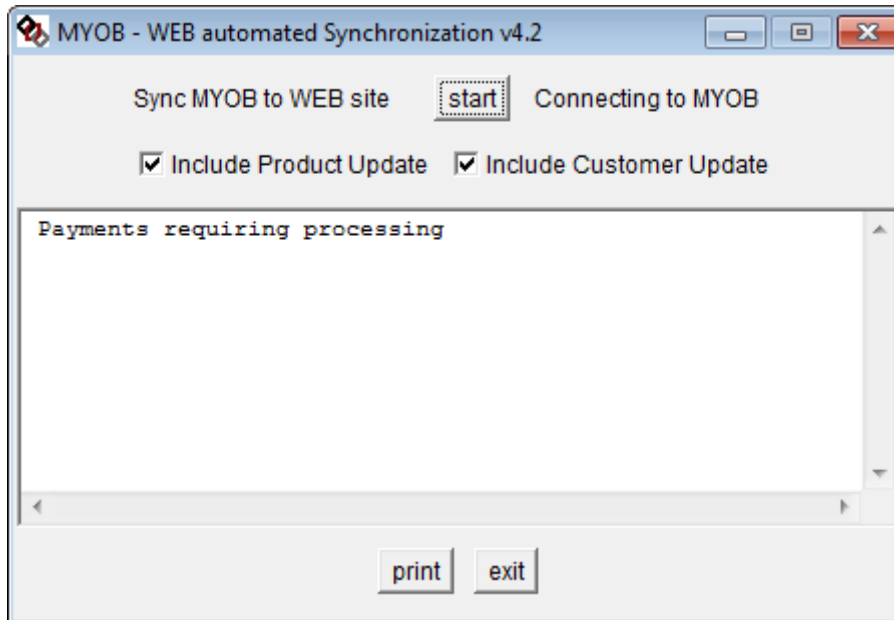
The processing total shows the total number of orders imported to MYOB not the number of orders that still required manual Credit Card processing.

 **Tip:** Check the number of orders skipped and the number of orders imported with warnings. Refer to the troubleshooting guide for more details. All warning will require to be fixed and all skipped records will need to be manually entered.

Troubleshooting

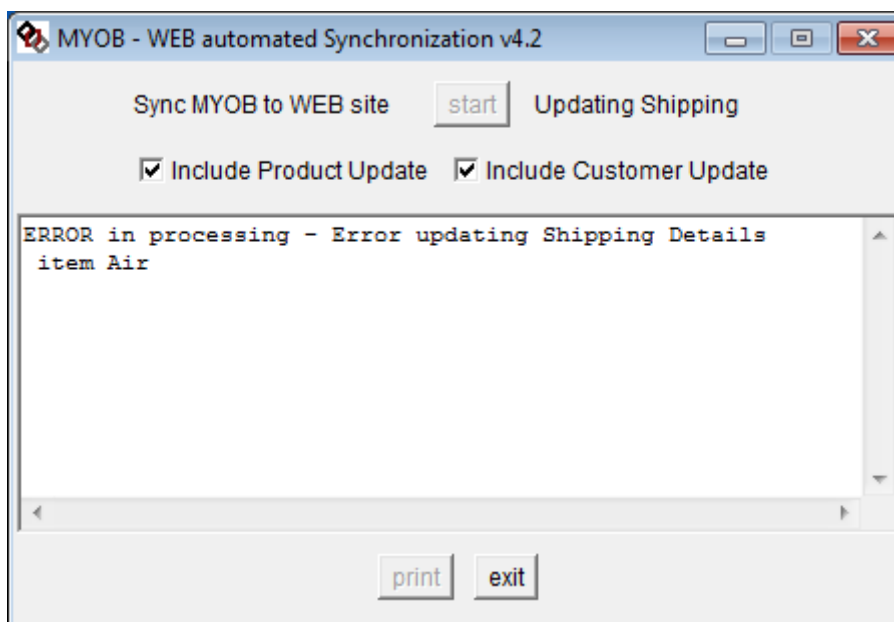
The following is a list of common problems and solutions.

Slow connections:



Opening the MYOB database for the first time may take some time. This is due to the software requiring establishing and validating the connection and user details. Having MYOB open on the same computer helps to speed this process up. The software does not use another user license once up and running.

Unable to update shipping details



The most common cause of this error is the lack of internet connection. Make sure you can access your EASEEsell web site. Reset your internet connection.

MYOB Import Errors

MYOB maintains a log of any errors that occur in the importing of orders. The log can be found in the root directory and is called "MYOBODBCErrors.txt". This log is overwritten every import. If errors do occur check this log before starting the synchronizing process again.

Cat Tech Errors

Cat Tech software maintains a detail error log in the working directory called "CatTechError.log" if errors occur check this log for details and contact Cat Tech support.