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IVEND RETAIL SAGE ONE STARTUP GUIDE

iVend Retail Sage One Clients

Purpose

This document serves to highlight the process to follow for the installation and setup of the iVend Retail and Sage One Software Package

TABLE OF CONTENTS

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NEW CLIENT PROCESS FOR IVEND RETAIL SAGE ONE PACKAGE.

OVERVIEW

This start-up guide will give you an overview of the steps you can take to get your system up and running as soon as possible.

The start-up guide has reference to other documents that can either be found on the WLM Software, Sage One or iVend Retail Websites. Each reference will show you where you can find these documents.

Each step is designed to be easy and user-friendly but if you need any additional help, please let us know and we will point you in the right direction. All contact details will be on the last page of this document.

There are some documents that you will need to fill in to activate the account. All of these documents can be obtained from the bottom of the WLM Software website here:

The Sage One iVend Package Overview setup Video, coming soon, will run through the complete process but it will not go into detail on why each step is taken. You can find the video here. The technical details will be outlined here under each section and also in the videos that will be linked to each step.

At the end of this document, from page 92, you will find the links to all the installation and setup videos for the iVend Retail software. All the videos can be found here: https://knowledge.citixsys.com/elearning

> This document will only guide you to get your system up and running. No other settings will be discussed unless it has a major influence on the system. For more details on the settings please visit the eLearning section on the iVend Retail website here: https://knowledge.citixsys.com/elearning
> If you need help with implementation please refer to the support section below.

DOCUMENT FLOW

This is the flow that the document will follow and the process for setting up your system.

Payment Procedures and Forms

↓

Software Downloads

↓

Software Installation

↓

Software Configuration

↓

Transaction Mapping

↓

Store Initialisation

↓

Daily Procedures

↓

Product Documentation & Videos

↓
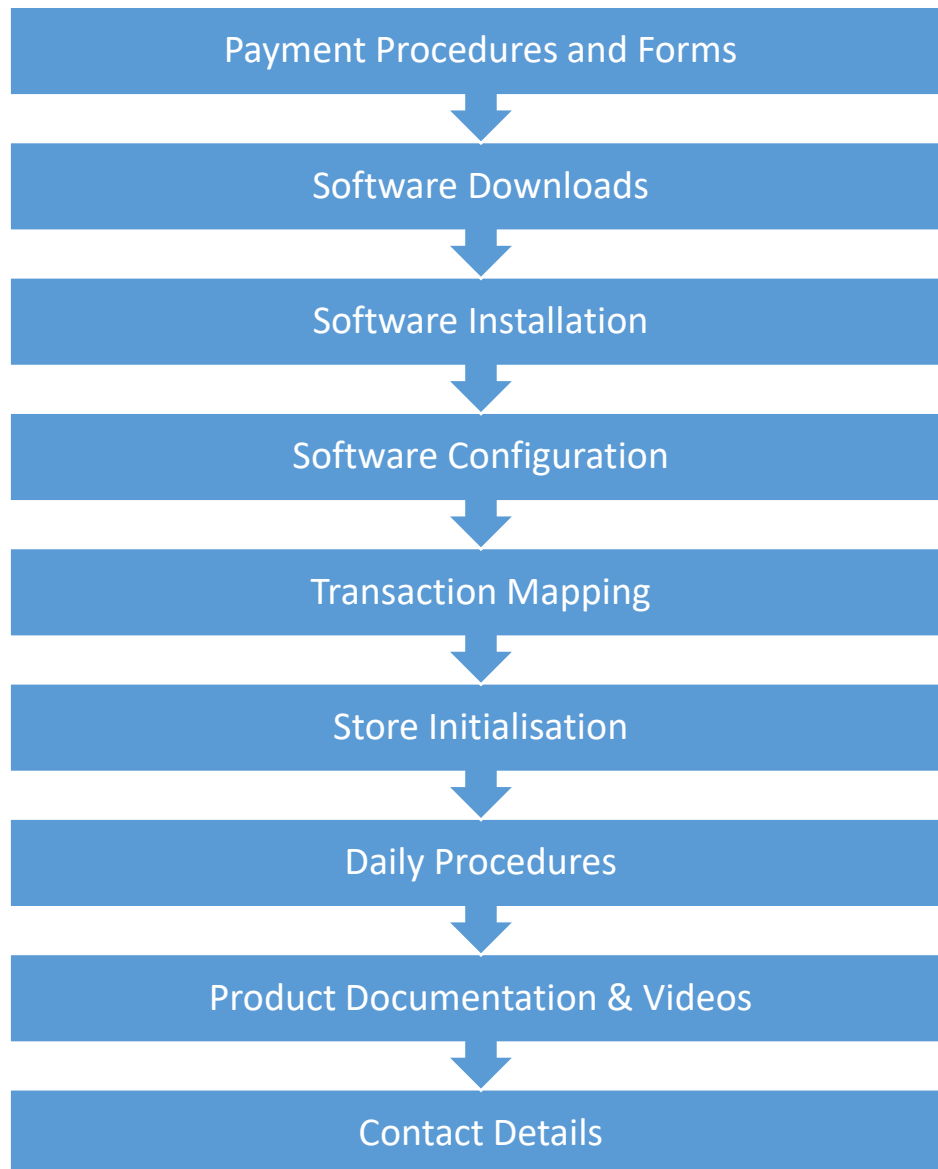
Contact Details

SUPPORT

Support for the iVend Retail Software integrated to Sage One, is broken in two parts.

1. Free Support:
   You have access to free resources on the websites of both product providers in the form of videos, articles and white papers. All contact details are listed at the end of this document.
   On pages 139 to 147, you will find the videos for most of the processes described within this document. All the videos are available here: https://knowledge.citixsys.com/elearning

2. Paid Support:
   As value added distributor for iVend Retail and a Sage Partner, WLM Software supply direct support in 3 levels.

R 299.00	1 Hours a month Telephone, Email and Remote Support
R 799.00	3 Hours a month Telephone, Email and Remote Support
R 1 299.00	8 Hours a month Telephone, Email and Remote Support
* Support through Email and Telephone will be billed in increments of 15 minutes.	
* Out of bundle support will be billed at a rate of R 650.00 per hour in increments of 15 minutes.	

If you are interested in direct support, please contact WLM Software Support Desk at support@wlmscs.co.za and we will send you the contract. You can also find it on the WLM Software website on the iVend Retail & Sage One page here:

Within the form, you will find 3 payment options and a selection box for the support you need. Please select the support structure under the payment method, tick the one that suits you best and supply us with the required information.

A confirmation email will be sent back to you to confirm your support.

Support will be billed through a debit order or EFT basis. If any out of bundle support is used, the cost will be added to an invoice and sent to you on the 28th of the month as described in the Sage One iVend Retail Support Payment Form Terms & Conditions.

If you need more information on the support, please contact us at support@wlmscs.co.za.

Direct Support Infrastructure

If you opted for direct support, you will need the link below when we need to use TeamViewer on your system:

https://get.teamviewer.com/grat9ck

Please save this link. You can also come back to this document to find it if you need to use the link.

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STEP 1 – PAYMENT INFORMATION AND PAYMENT METHOD FORMS

The first step from here is to download the Sage One iVend Retail Payment Form from the bottom of the page on the WLM Software website. Within this form you will find all the terms and conditions of the product and each payment method. You will also find a form for each payment option within the document. Please read through this, fill in the details in the payment method you prefer, initial all pages, sign the last page and send it back to us at sales@wlmscs.co.za

> You will need your Sage One Account login details for the above mentioned form so please skip to the Sage One section below to get this information.

When this form is received by WLM Software, an activation license will be requested from iVend and sent to you. You will need the licence to install the software.

> Note that the above mentioned form is not the same form as discussed in the support section. Both Product and Support have their own payment form.

SAGE ONE

Sage One is an online cloud service and thus no download is needed. You only need to register an account on the website. Here are the steps to follow:

Go to the Sage One website here:

https://accounting.sageone.co.za/SignUp.aspx?ProductReferralReference=R348481

> The last block asks for a Referral Code. If it is not automatically filled in, please use this code: R348481

Fill in your details and click the Terms & Conditions tick mark and click on Buy Now.

You will receive an activation code through email to activate your Sage One Account. Now you can log in.

STEP 2 – SOFTWARE DOWNLOADS

IVEND RETAIL DOWNLOAD

To download the iVend Retail Software, you will need to register on the iVend Retail Knowledge Portal. Follow this link: http://knowledge.citixsys.com

> Please note that you will only be able to register on the website when WLM Software has sent you the iVend Retail activation license. If you have not received it yet, please contact the WLM Software support desk by emailing support@wlmscs.co.za and make sure that Step 1 has been completed.

When the website opens up, click on the Register Button in the top right hand corner. Follow the instructions by filling in all your details. When you have registered, you will receive an e-mail with a link to change your password.

Follow the link and change your password and log into the knowledge portal.

From the Home Page, click on the Downloads tab.

You will find 2 iVend Retail downloads. The top download is always the most recent release or update.

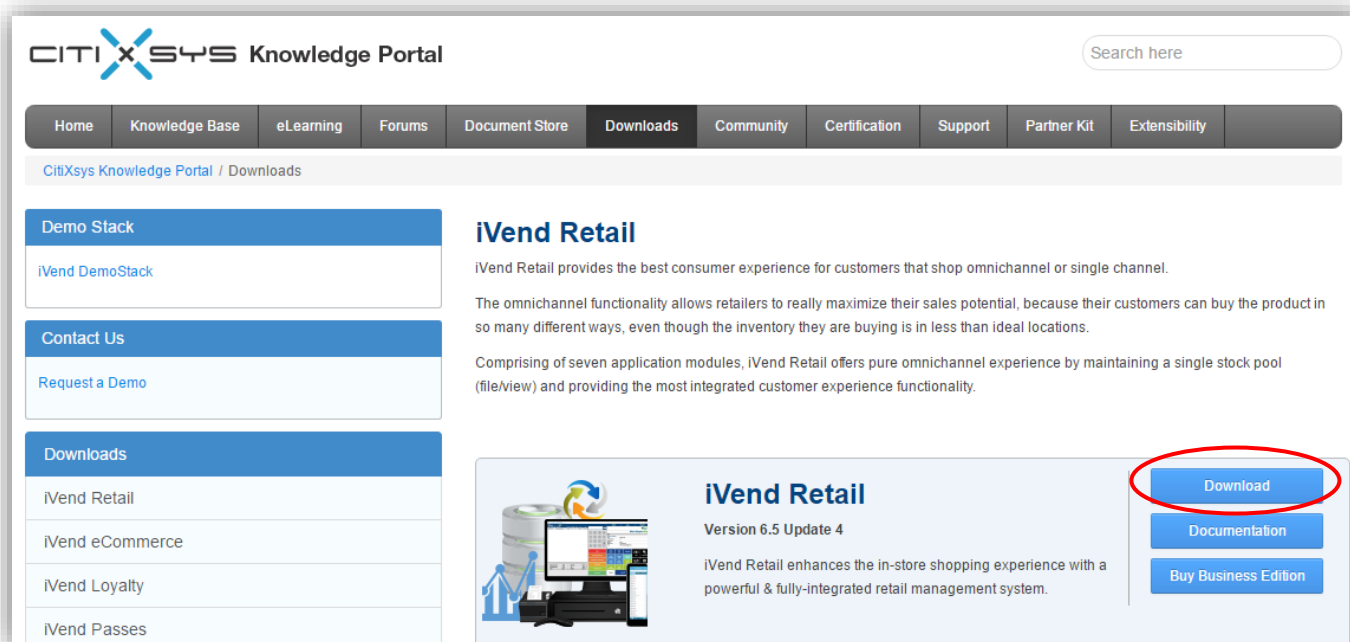Click on the download button and follow the prompts for the latest version.

Figure 1 - CitiXsys Knowledge Portal

SAGE ONE IVEND RETAIL INTEGRATION DOWNLOAD

Download the connector for Sage One iVend Retail here: ftp://154.0.160.203/iVend-SageOne_Connector.exe

When you have downloaded the integration, you don't need to do anything with it now. The installation process will follow later on in this document.

STEP 3 – SOFTWARE INSTALLATION

IVEND RETAIL INSTALLATION

Before installing iVend Retail, please go through the Hardware and Software Specification Guide to make sure that your hardware and software comply with the minimum specifications. You can find the guide here.

http://knowledge.citixsys.com *> Document Store > Product Documentation > iVend Retail >iVend Retail 6.5 >*
iVend Retail 6.5 Update 4 – Hardware & Software Specification Guide.

> You need to be logged in on the iVend Retail Knowledge Portal to have access to these folders.

IVEND COMPONENTS

Enterprise Server

The Enterprise Server is where enterprise information is entered and where settings are made that affect all stores in the system. The Enterprise Server is where data from all stores are consolidated.

Store Server

The Store Server is where settings are that affects the behaviour and limitations of each user and each Point of Sale register within the store. Master record information is synchronized to and from the Enterprise Server to this server. This primarily installs a database for the store and the replication service on the machine.

Point of Sale

Each register has a point of sale client installed through which all forms of sales transactions are conducted.

Management Console

Management console connects to either Enterprise Server or Store Server for proving the User Interface for the data store on these servers. Based on the database server it is connected to, from Management Console settings for the Enterprise or Store can be defined. Inventory transactions including inventory movement, pricing and discounts can be managed from this User Interface.

Loyalty Customer Portal

iVend Loyalty Customer Portal enables retailer's customers to see and manage their loyalty points and transaction information.

> The installation that follows below is for either a Single Store Installation or a Multiple Store Installation. Choose the system you want to install and follow the steps.

INSTALLING IVEND RETAIL (SINGLE STORE ENVIRONMENT)

Purpose

1. Installation includes Enterprise Server, Management Console, Point of Sale and iVend APIs.

PROCEDURE

1. Run iVend POS 6.5 Update 4 Setup.exe. This will launch the installation wizard.
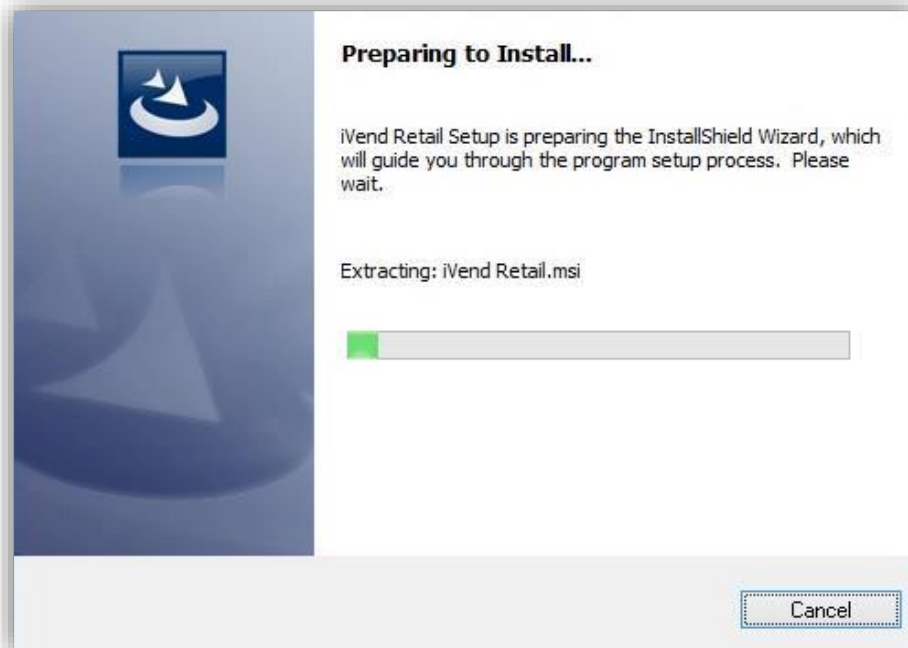2. Follow the instructions on the window to complete the installation of iVend Retail.

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Figure 2 - SETUP WIZARD INITIALIZATION WINDOW

3. In the following window, click Next.

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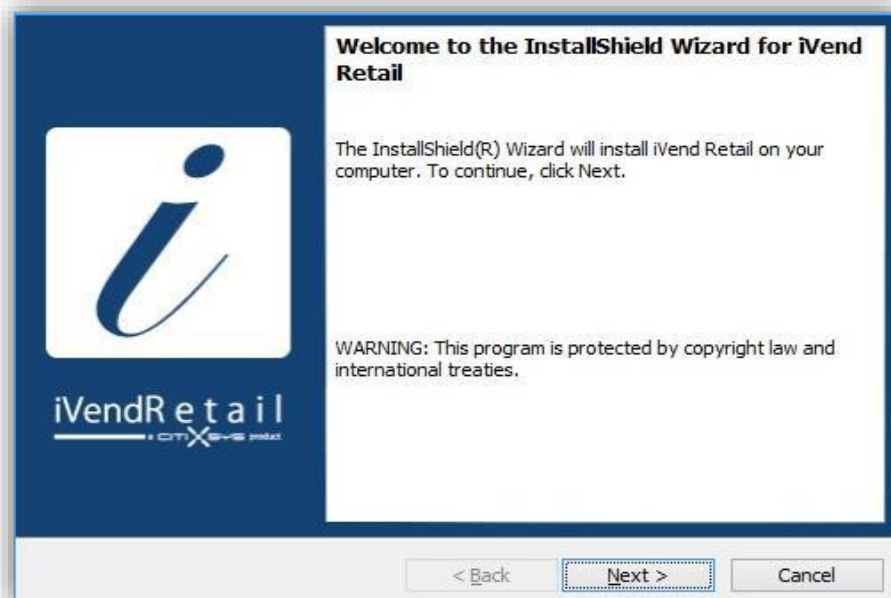+27 82 451 4871
willem@wlmscs.co.za

Figure 3 - SETUP WIZARD WELCOME WINDOW

4. In the License Agreement window, select **"I accept the terms in the license agreement".** Click Next.
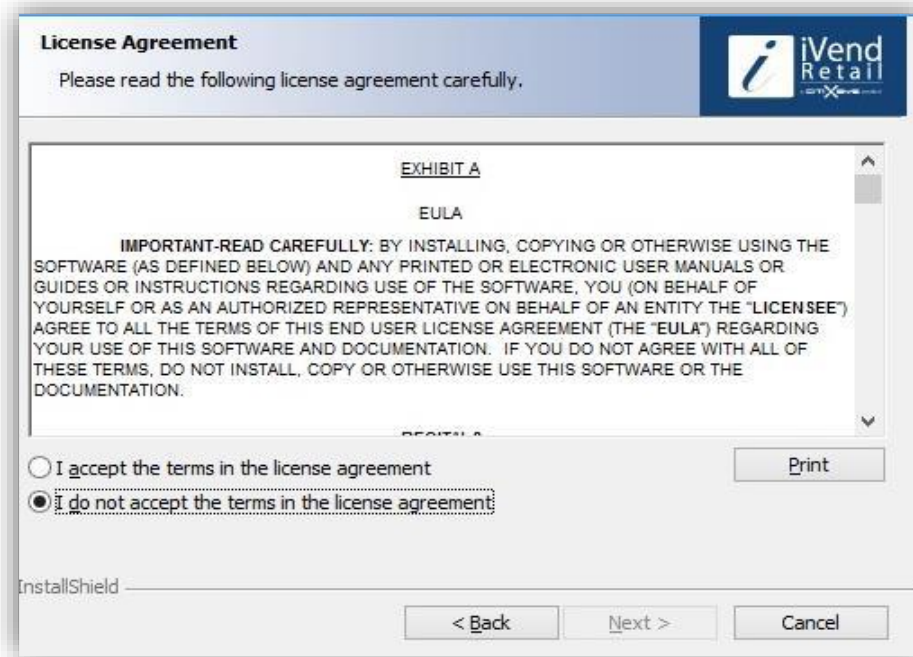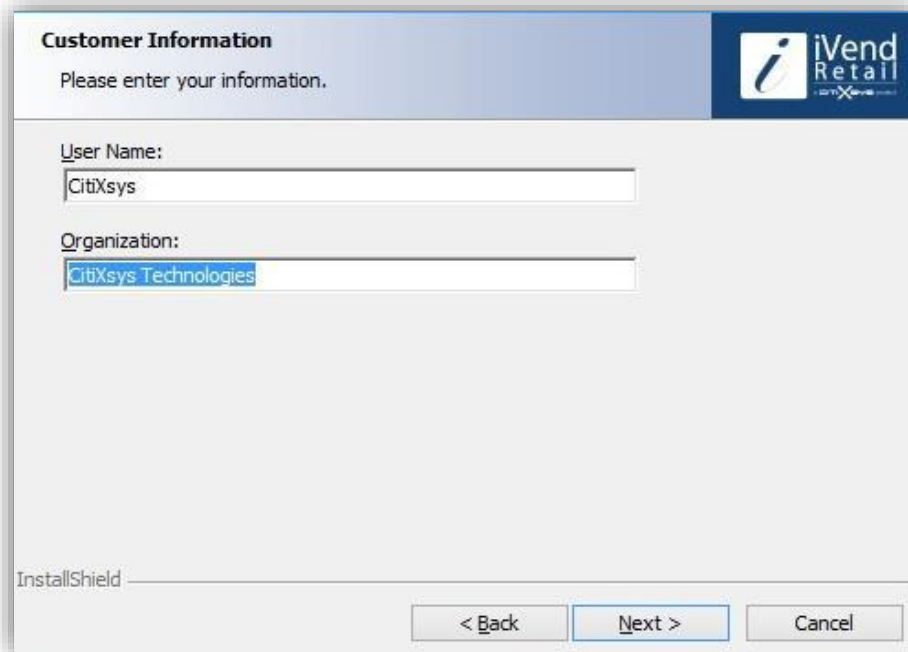

Figure 4 - SETUP WIZARD LICENSE AGREEMENT WINDOW

5. In the Customer Information window, enter User Name (no specific name necessary) and Organization name. Click Next.

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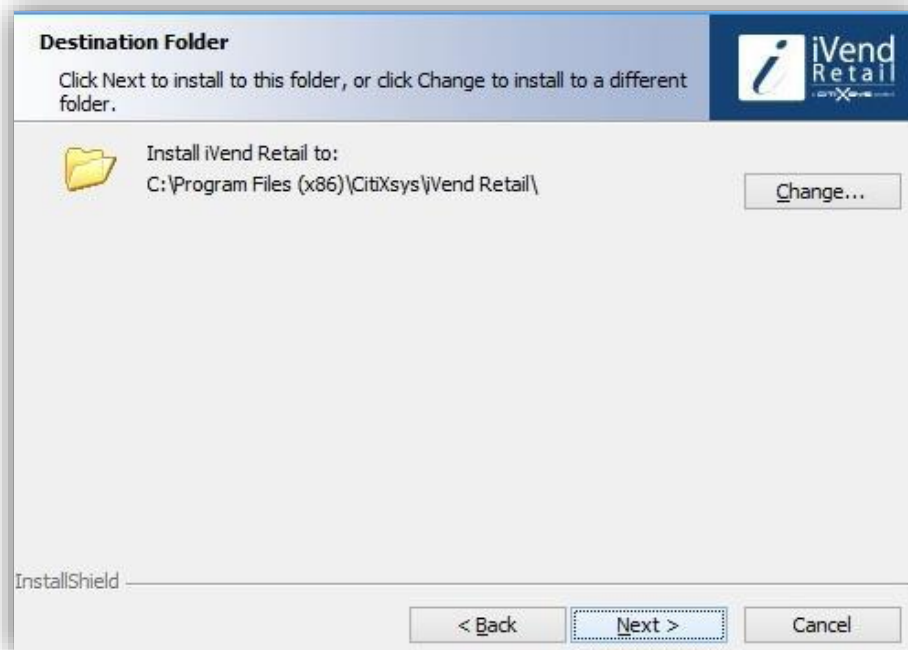
Figure 5 - COMPANY/USER INFORMATION WINDOW

6. In the Destination Folder window, select Change button to change the installation location and click Next.

Figure 6 - DESTINATION FOLDER WINDOW

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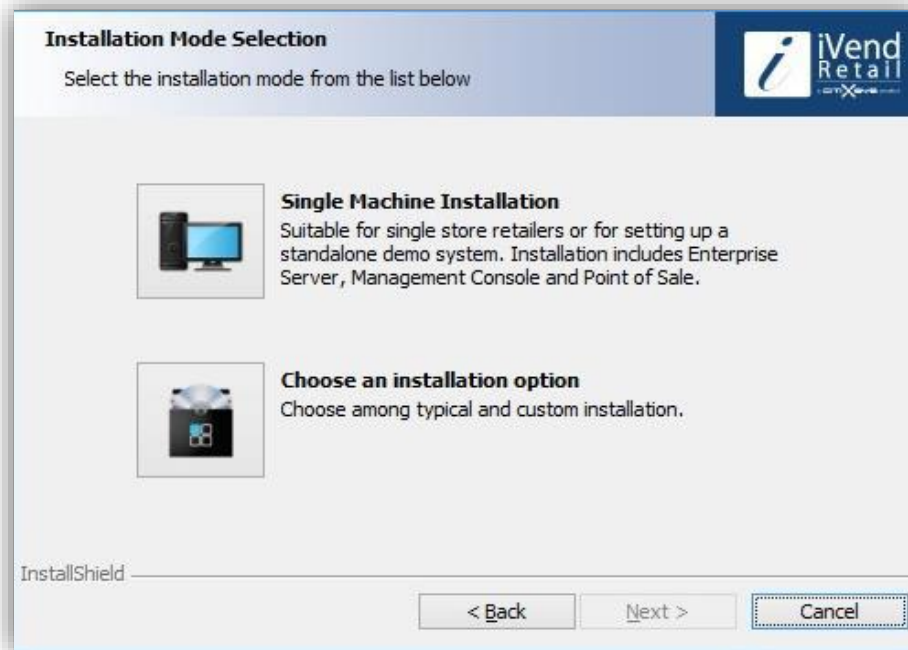7. In Installation Mode Selection window, select Single Machine Installation icon.

Figure 7 - INSTALLATION MODE SELECTION WINDOW

8. In the Database Setup Selection window, select Database Process Mode and click Next.
    - **Create New Database**: Select this option to create a production database.
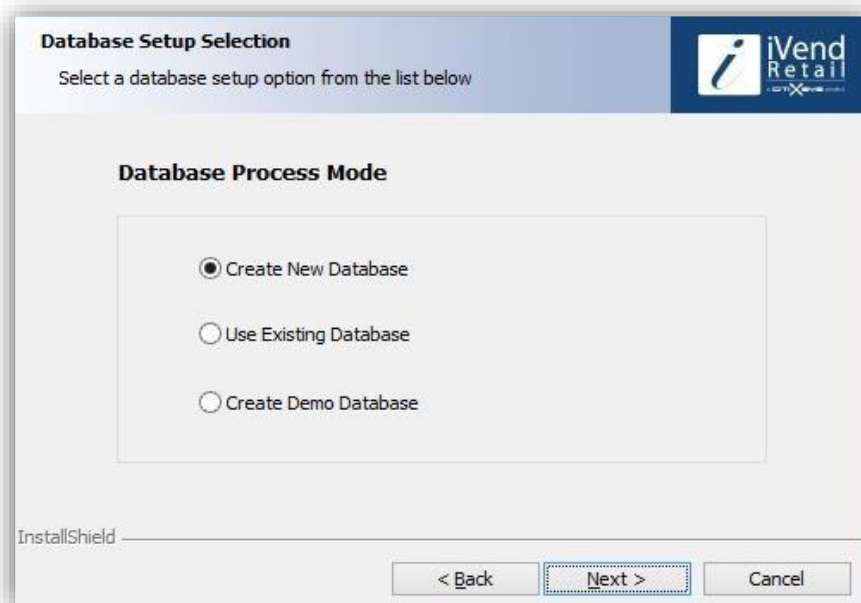
Figure 8 - DATABASE SETUP SELECTION WINDOW

> If the installer does not find SQL Server installation on local machine, then an option to install SQL Server 2008 R2 Express Edition is shown to the user.

> If installer does not find IIS Server installation on local machine, then an option to install IIS Server is shown to the user.
> - In this case you can skip point 9 below.
> - If you do have SQL server installed then complete point 9 as iVend will use the existing installed instance to configure the database.

9. In the Database Server window, enter the following information and click Next.
   - Database Server
   - Login Id
   - Password
   - Database Name

Figure 9 - DATABASE SERVER WINDOW

10. In the Customer Portal Database Server window, enter the following information and click Next.
    - Database Server
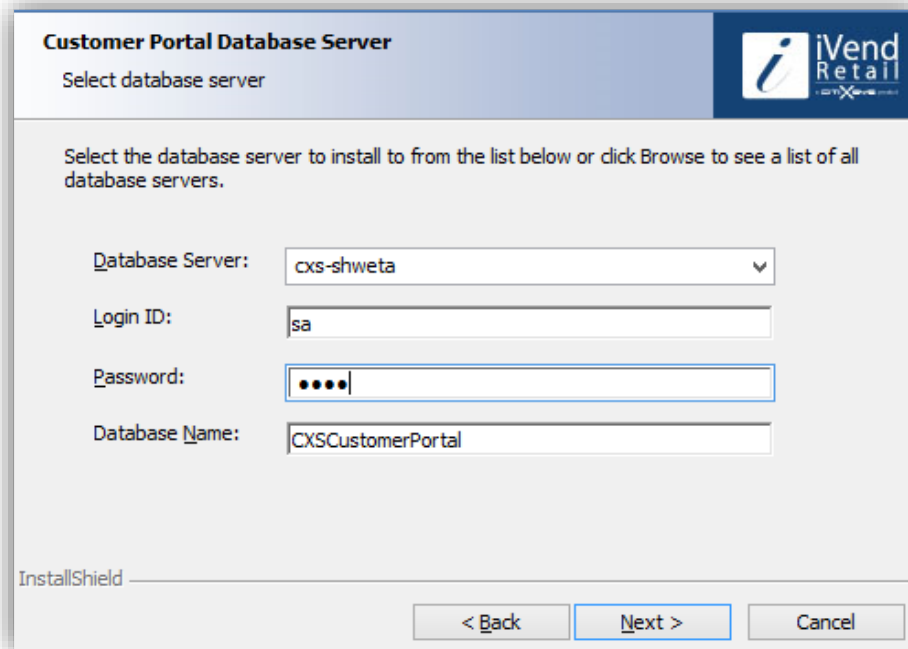   - Login Id
    - Password
    - Database Name

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Figure 10 - CUSTOMER PORTAL DATABASE SERVER

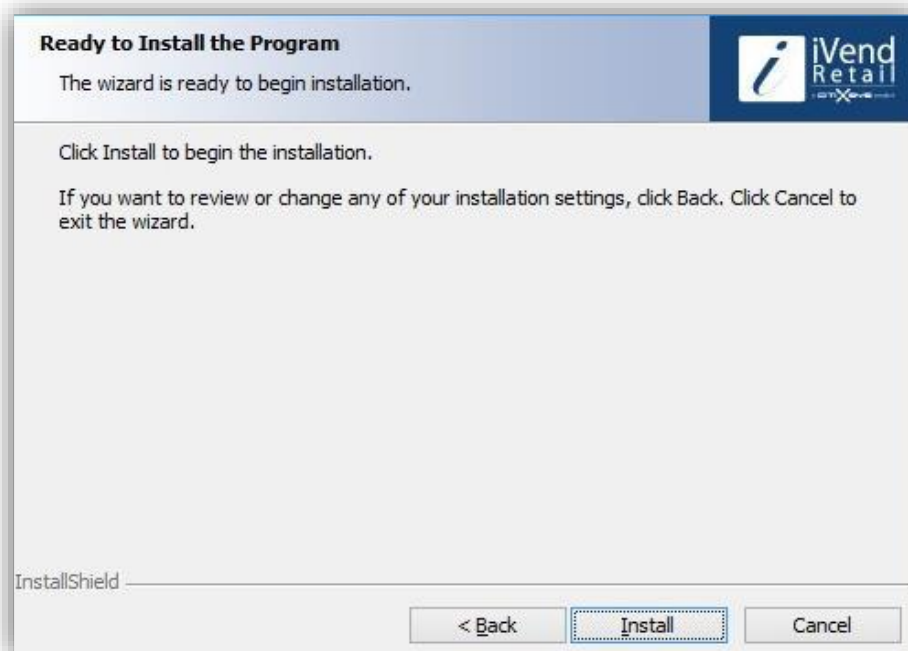11. In the Ready to Install window, click Next.

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Figure 11 - INSTALL WINDOW

12. Installer will run the installation process and would copy the files and database scripts.

Figure 12 - COPYING FILES

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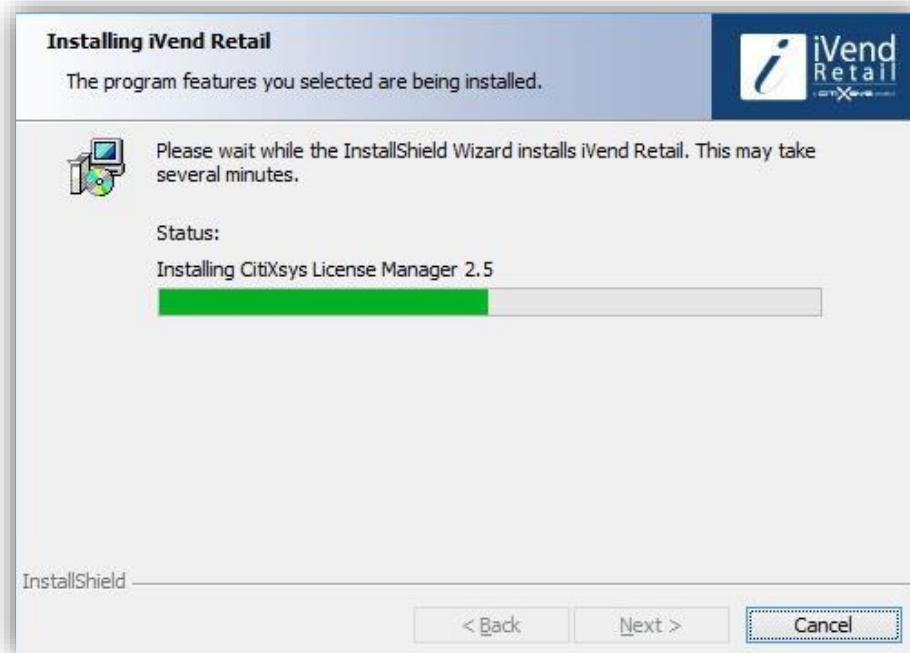Cnr Old Johannesburg Road & Lenchen Ave
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Figure 13 - EXECUTING DATABASE SCRIPTS

13. In the following window, click Finish to complete the installation.

Figure 14 - INSTALLATION COMPLETION WINDOW

LICENSE MANAGER

Activating license for CitiXsys Products

- After iVend has been installed, you must activate the license provided from WLM Software.
    - Go to **Start > All Programs > CXS License Administration Tool**.
- In the CitiXsys Licensing Wizard, Introduction Screen select **"Activate a License"** and click next.

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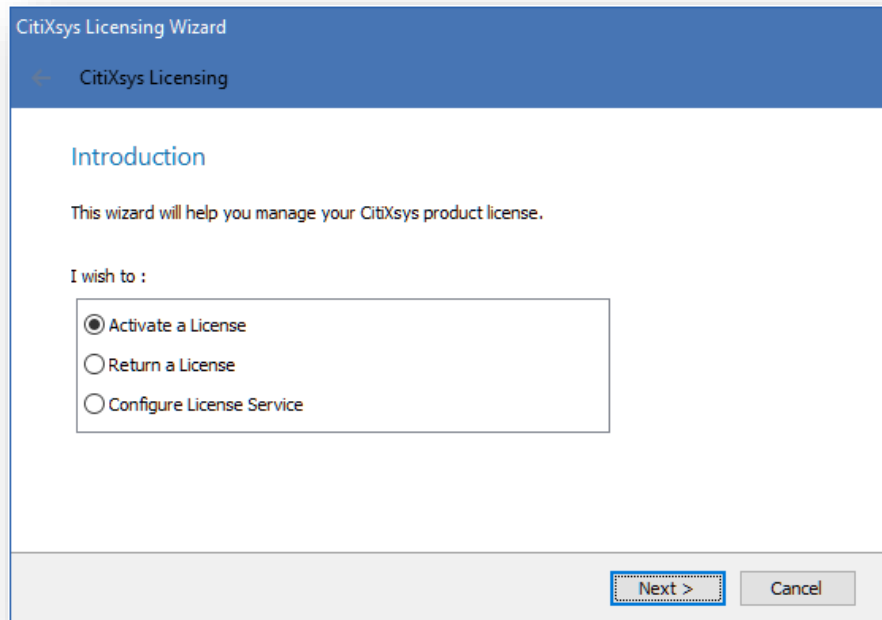willem@wlmscs.co.za

Figure 15 - CitiXsys Licensing Wizard - Introduction Screen

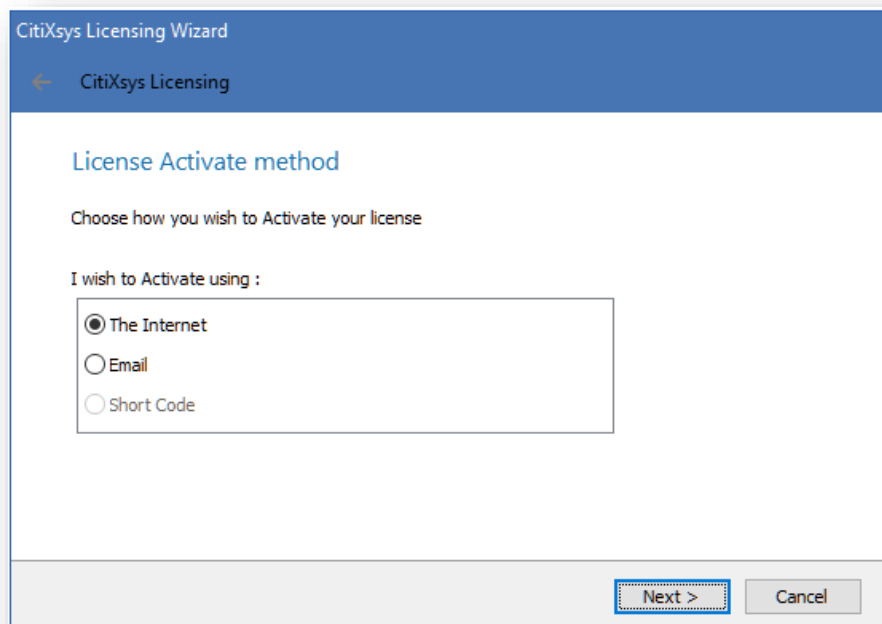- Ensure you have internet, then ensure The Internet option is selected and click next.

Figure 16 - CitiXsys Licensing Wizard - License Activation Method Screen

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- If the Internet is set up with a Proxy then complete the Proxy setting, else ensure the option is on "No Proxy server" and click next
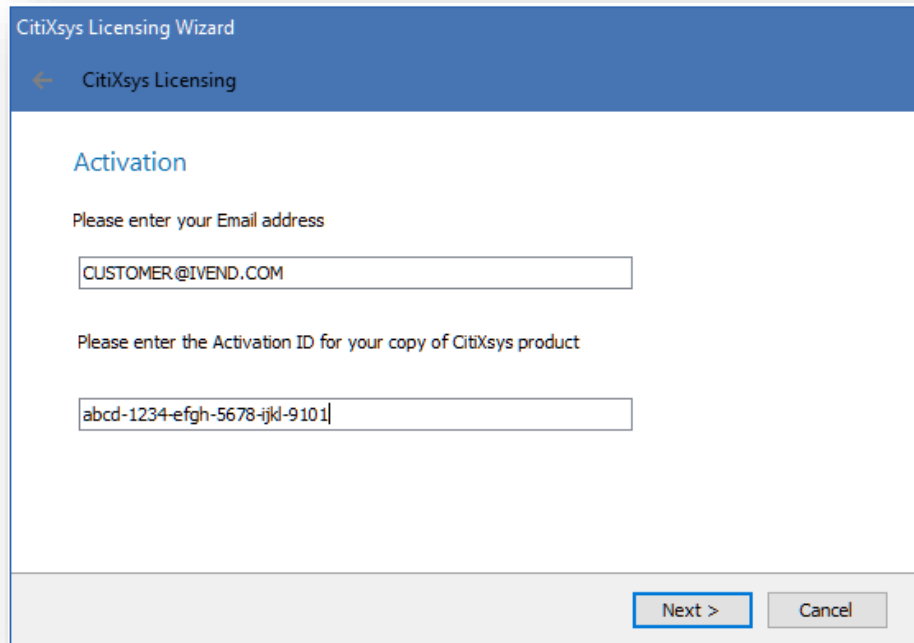
Figure 17 - CitiXsys Licensing Wizard - Internet Proxy Settings Screen

- Enter in the email address supplied for license registration and copy in the activation code emailed to you.
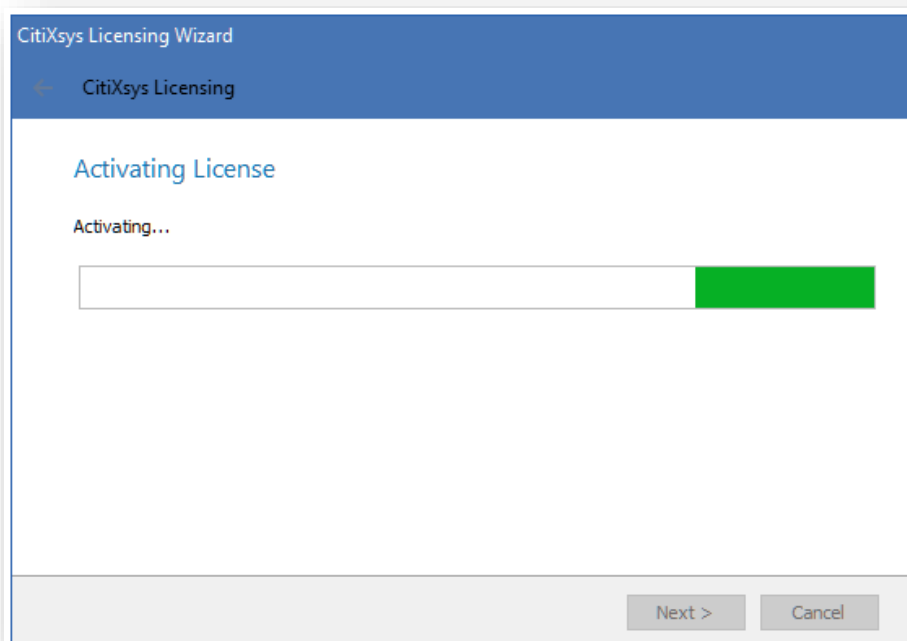
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- Activation will commence and on successful activation you can close and proceed to open iVend Management Console.

Figure 19 - CitiXsys Licensing Wizard - Activating License Screen

- On activation failure, try to re-activate the activation supplied, also ensure you have internet. Alternatively contact support@wlmscs.co.za for further assistance.

- If the license is installed on the server, then the client machine should automatically pick the license from the Server.
- If the client machine does not pick the license from the server, then you need to specify the address of the server when prompted by the license administrator.

INSTALLING IVEND RETAIL (MULTI STORE/BRANCH ENVIRONMENT)

Purpose

1. This option installs an instance of the iVend Retail **Enterprise Server** at the head office or a **Store Server** at the store.

PROCEDURE

1. Run iVend POS 6.5 Update 4 Setup.exe. This will launch the installation wizard.
2. Follow the instructions to complete the installation of iVend Retail.

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Figure 20 - SETUP WIZARD INITIALIZATION WINDOW

3. In the following window, click Next.

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Figure 21 - SETUP WIZARD WELCOME WINDOW

4. In the License Agreement window, select **"I accept the terms in the license agreement"**. Click Next.
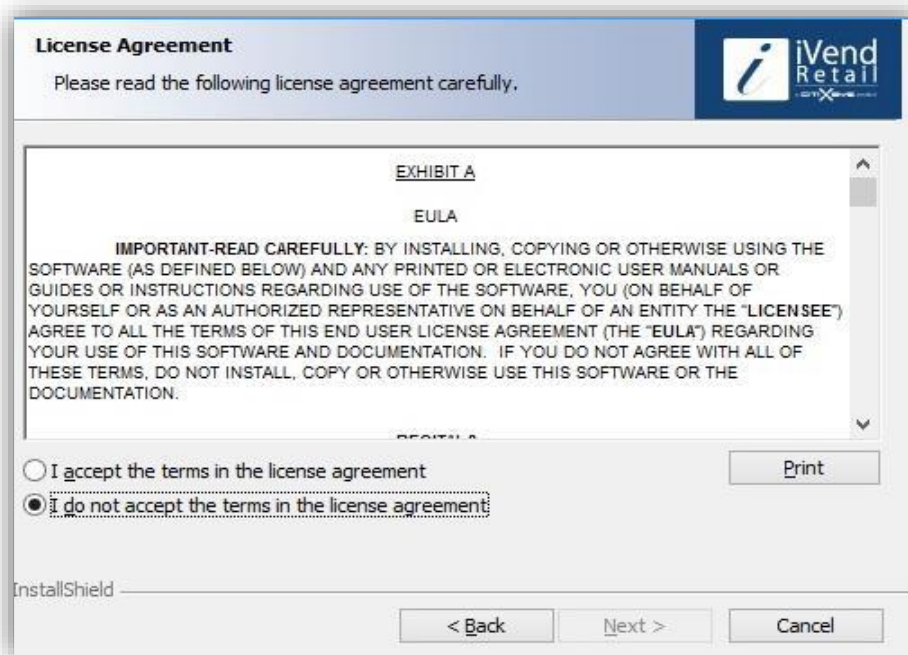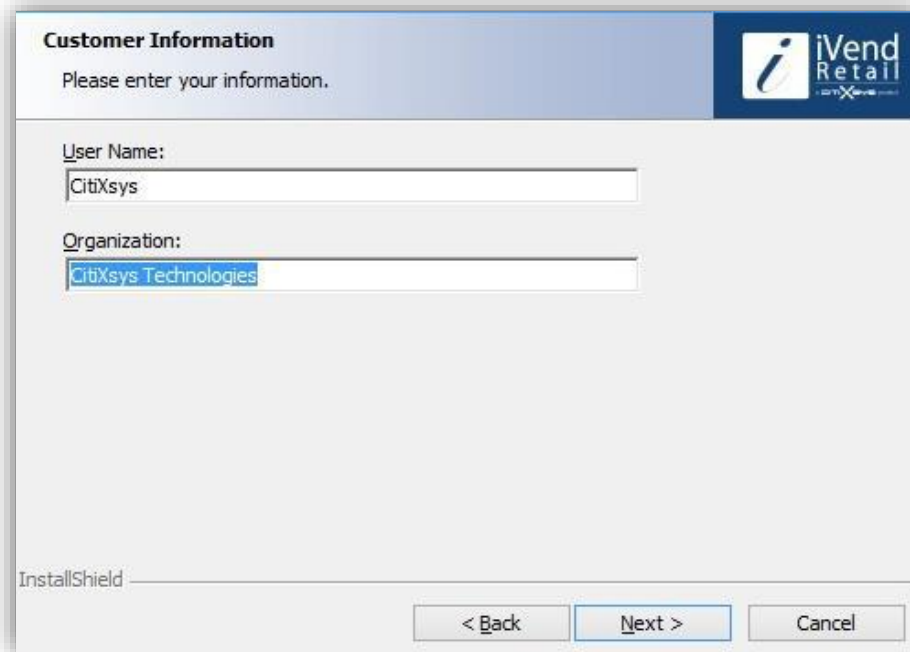

Figure 22 - SETUP WIZARD LICENSE AGREEMENT WINDOW

5. In the Customer Information window, enter User Name (no specific user name necessary) and Organization name. Click Next.

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willem@wlmscs.co.za
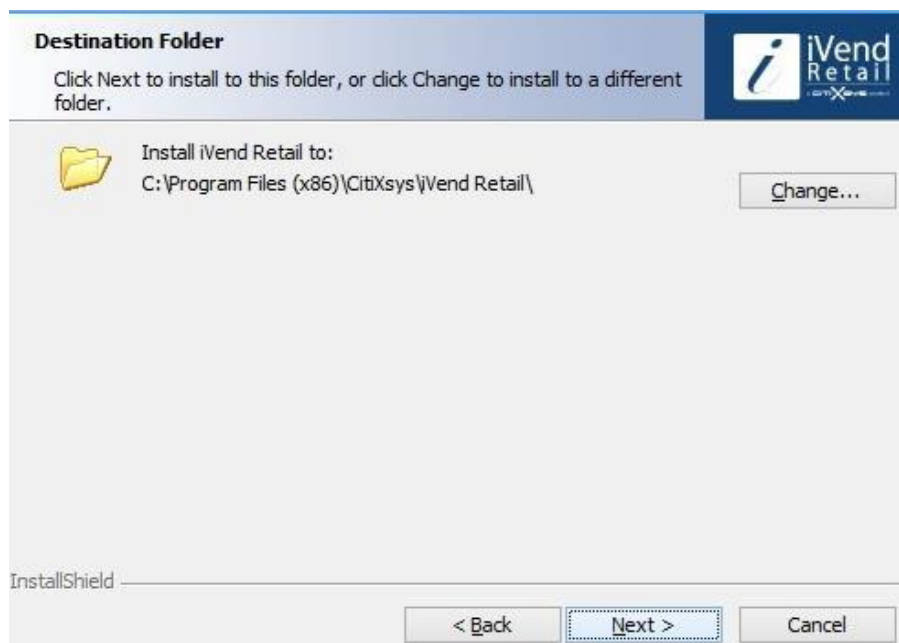
Figure 23 - COMPANY/USER INFORMATION WINDOW

6. In the Destination Folder window, select Change button to change the installation location and click Next.

Figure 24 - DESTINATION FOLDER WINDOW

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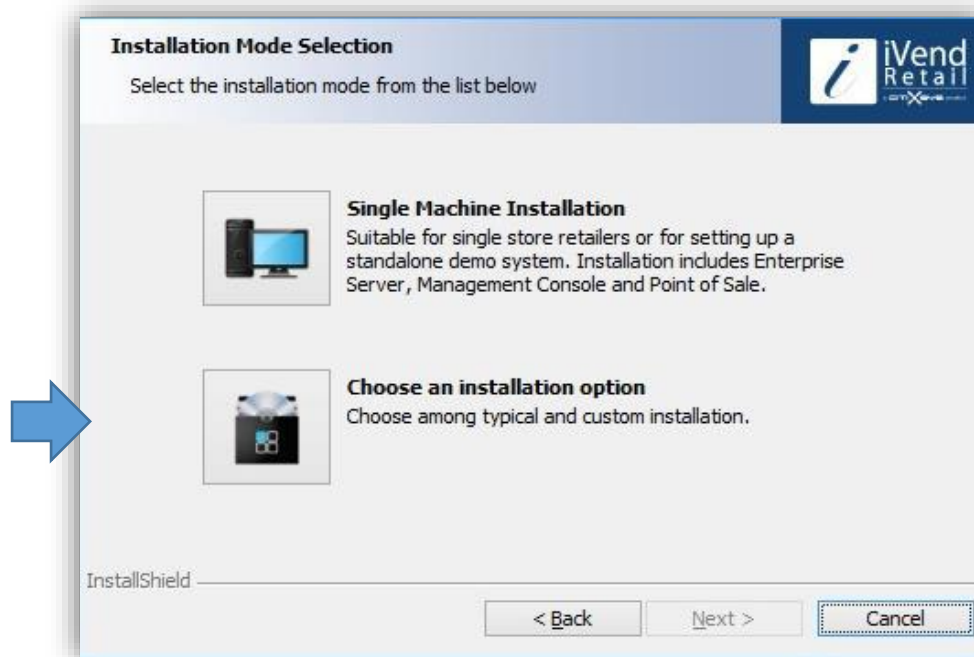7. In Installation Mode Selection window, select choose an Installation option icon.

Figure 25 - INSTALLATION MODE SELECTION WINDOW

8. In the Installation Option window, select one of the options based on the following:

Figure 26 - INSTALLATION OPTION WINDOW

- Server Installation: Select this option to install iVend Enterprise or iVend Store on the current machine without the client components like Management Console or iVend POS. This will also give an option to install iVend APIs along with other server components. Select iVend APIs as component to install if you would like to connect iVend Mobile to your stores or enterprise server.
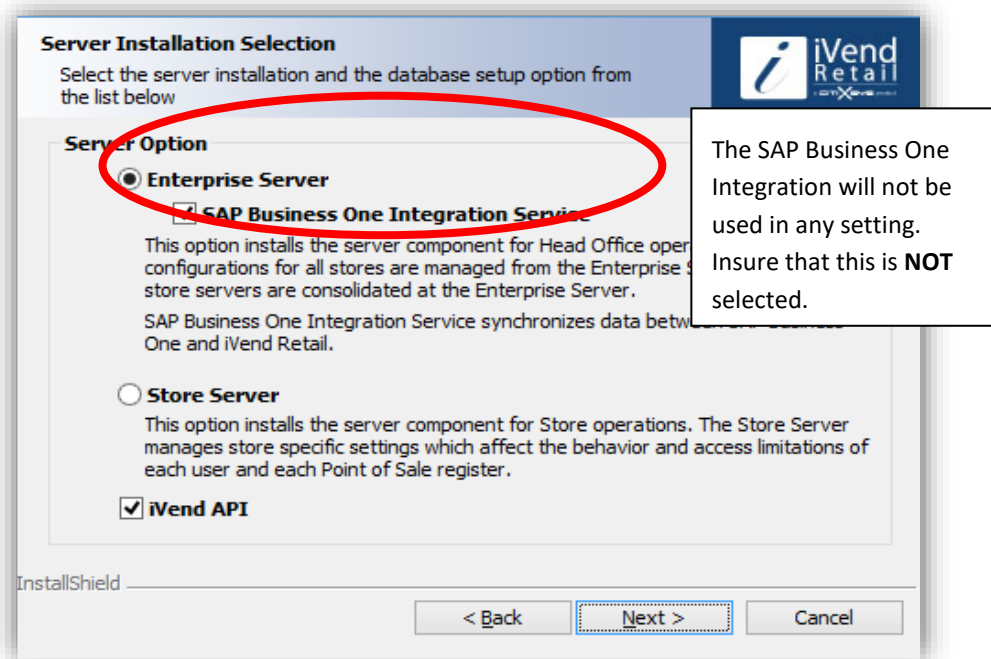

The SAP Business One Integration will not be used in any setting. Insure that this is **NOT** selected.

Figure 27 - SERVER INSTALLATION OPTION WINDOW

- Client Installation: Select this option to install iVend Management Console and/or iVend POS only on the current machine.
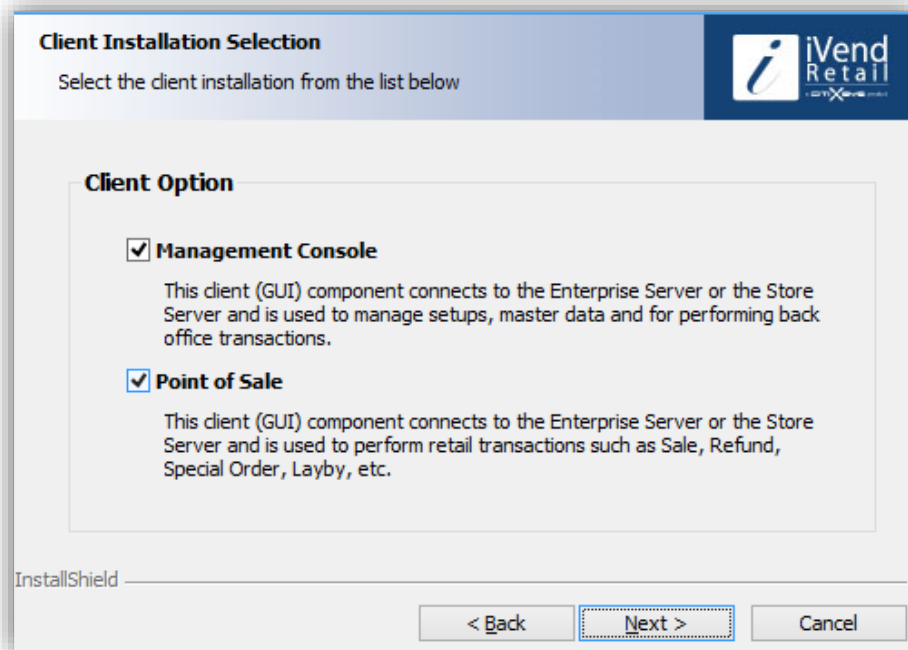
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Figure 28 - CLIENT INSTALLATION OPTION WINDOW

- Custom Installation: Select this option to install both iVend server and client components on the current machine.
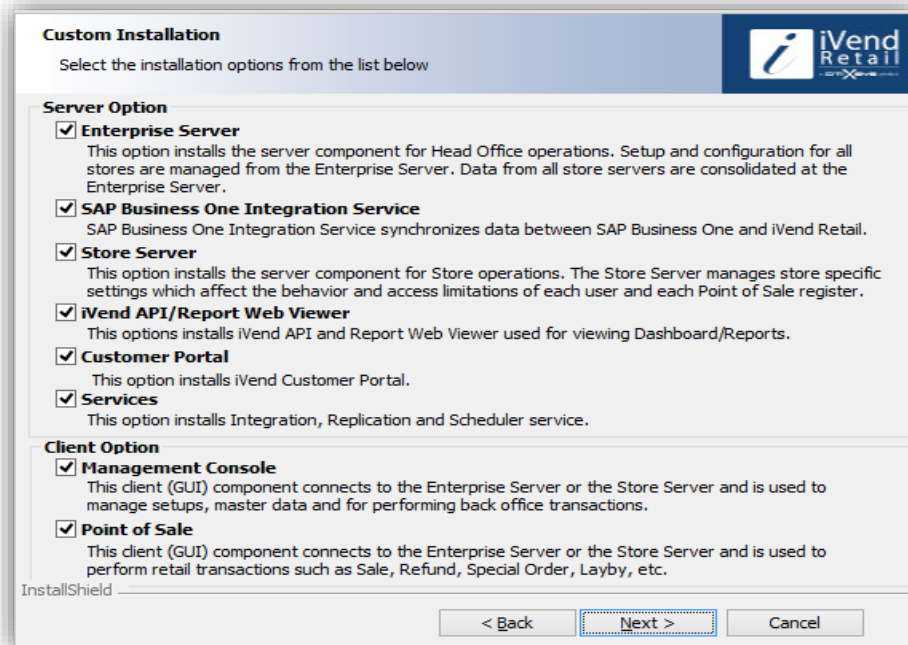
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Figure 29 - CUSTOM INSTALLATION OPTION WINDOW

9. If the Customer Portal checkbox (as shown in the Figure 23) is selected then clicking Next gives two options for installation; Local Install, and Web Install.
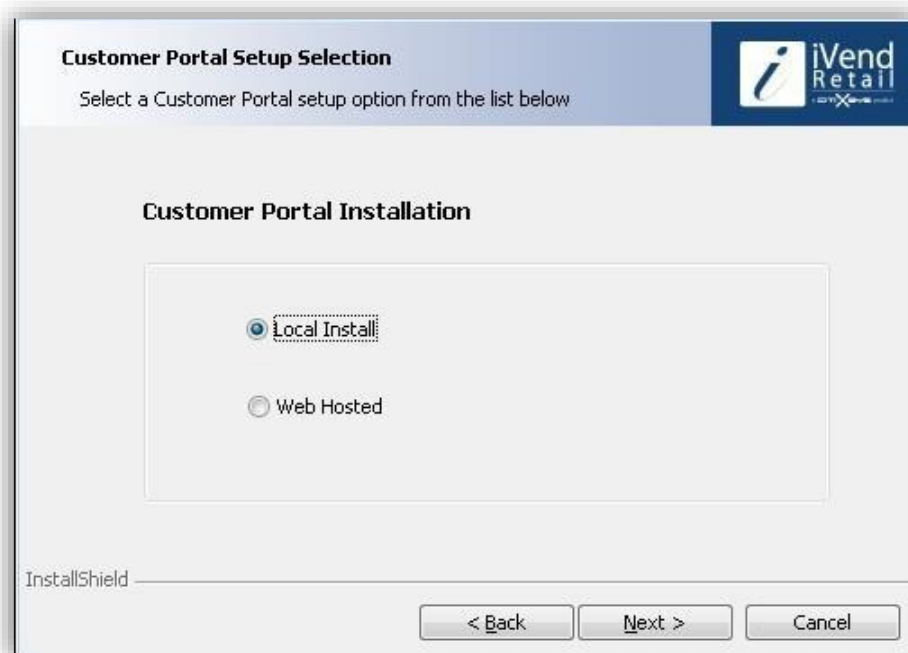

Figure 30 - CUSTOMER PORTAL SETUP SELECTION WINDOW

- In the Customer Portal Setup Selection window, select one of the options based on the following:
  - Local Install: The Local Install option installs the Customer Portal Files and Database Scripts then executes them before beginning the installation process. Selecting the Local Install radio button advances you through the ***Database Setup Selection > Database Server > Customer Portal Database Server > Ready to Install Program*** window.

  - Web Hosted: Choose this option to dump the Customer Portal application files and Database Scripts on local machine then begin the installation process.
    Selecting the Web Hosted radio button advances you through the ***Database Setup Selection > Database Server > Ready to Install Program*** screen.
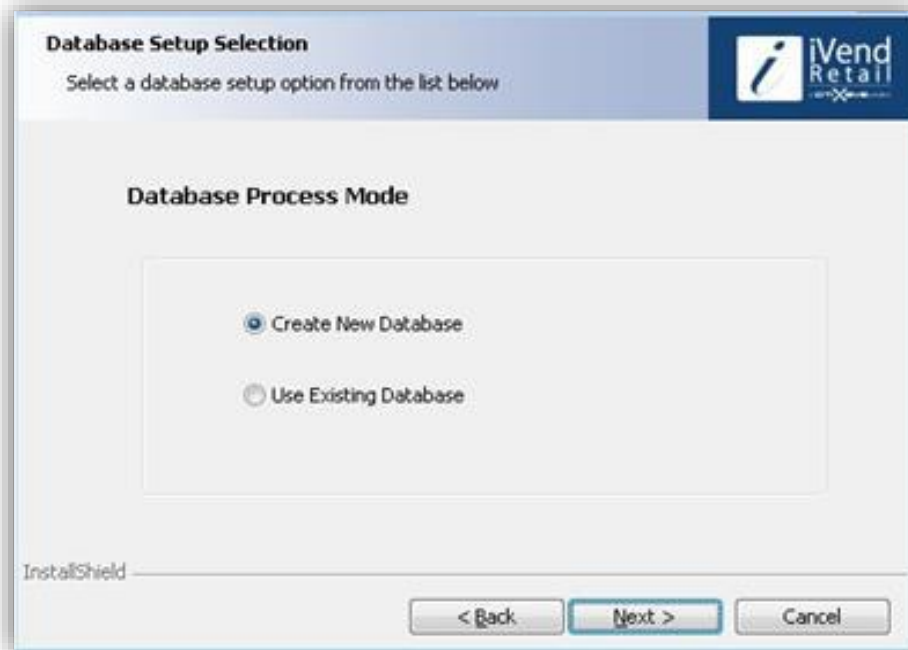
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Figure 31 - DATABASE SETUP SELECTION

> ⓘ Selecting the Create New Database or Use Existing Database radio button takes you to the Database Server window where you can enter the database credentials as guided below.

10. In the Database Server window, enter the following information and click Next.
   - Database Server
   - Login Id
   - Password
   - Database Name

Figure 32 - DATABASE SERVER WINDOW

11. In the Customer Portal Database Server window, enter the following information and click Next.
- Database Server
- Login Id
- Password
- Database Name

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Figure 33 - CUSTOMER PORTAL DATABASE SERVER

12. In the Ready to Install window, click Next.

Figure 34 - READY TO INSTALL WINDOW

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13. Installer will run the installation process and would copy the files and database scripts.

Figure 35 - COPYING FILES

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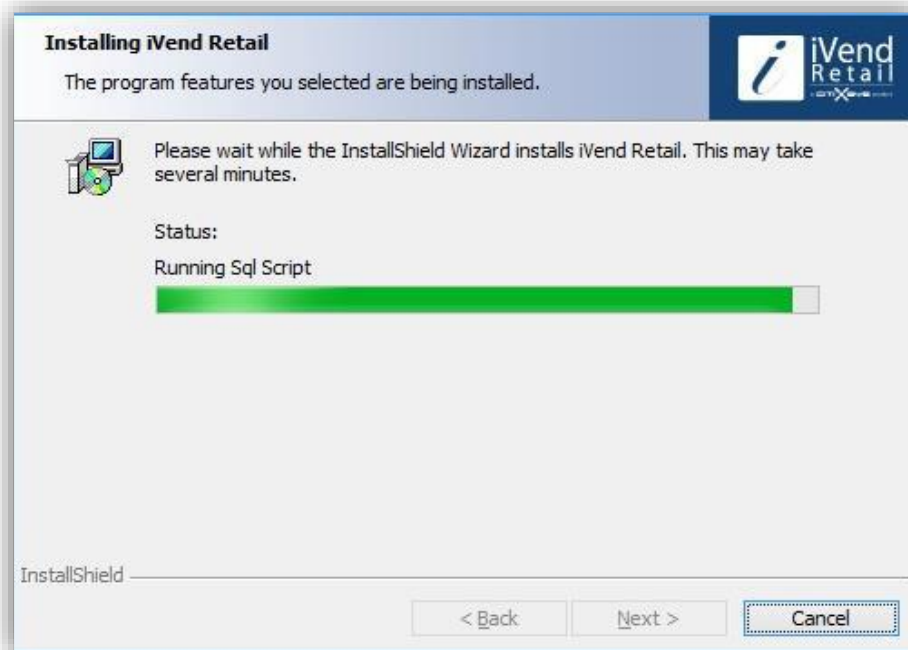Centurion 0046
+27 82 451 4871
willem@wlmscs.co.za
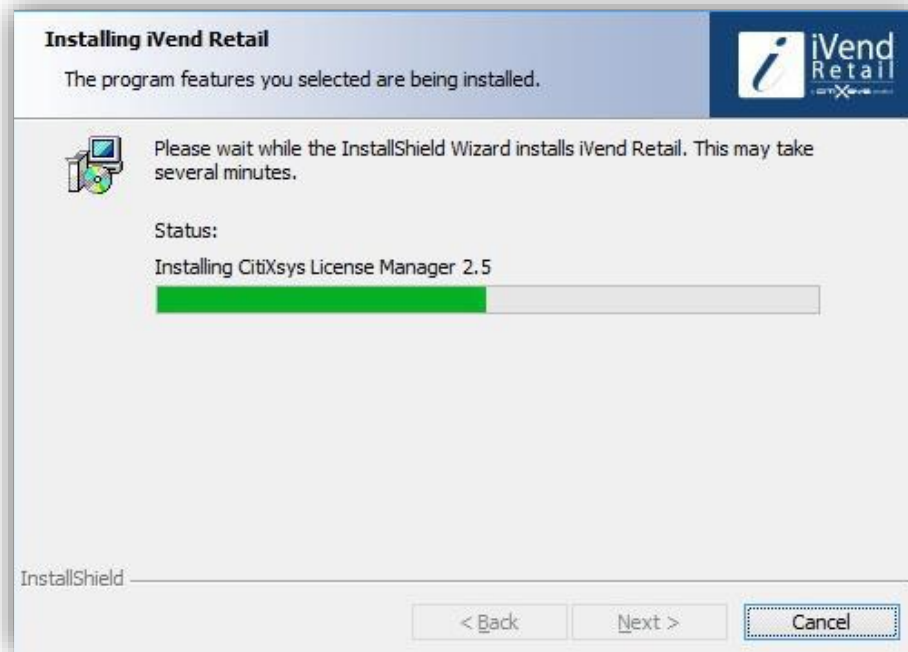
Figure 36 - EXECUTING DATABASE SCRIPTS

14. In the following window, click Finish to complete the installation.

Figure 37 - INSTALLATION COMPLETION WINDOW

After successful installation, user has to configure the Point of Sale and the Management Console.

SAGE ONE IVEND RETAIL INTEGRATION INSTALLATION

INSTALLATION

PREREQUISITES

Before installing the Sage One Connector, ensure the below has been installed on the server.

- Dot Net Frameworks 4.5
- Dot Net Frameworks 4.6.1
- iVend Retail version 6.5 Update 4
- Active internet connection required for configuration.

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CONNECTOR INSTALLATION

Run the iVend-SageOne_Connector.exe as administrator (right click on the EXE) as downloaded in "Sage One iVend Retail Integration Download" op page 11.

Figure 38 - IVEND SAGE ONE CONNECTOR INSTALLATION FILE

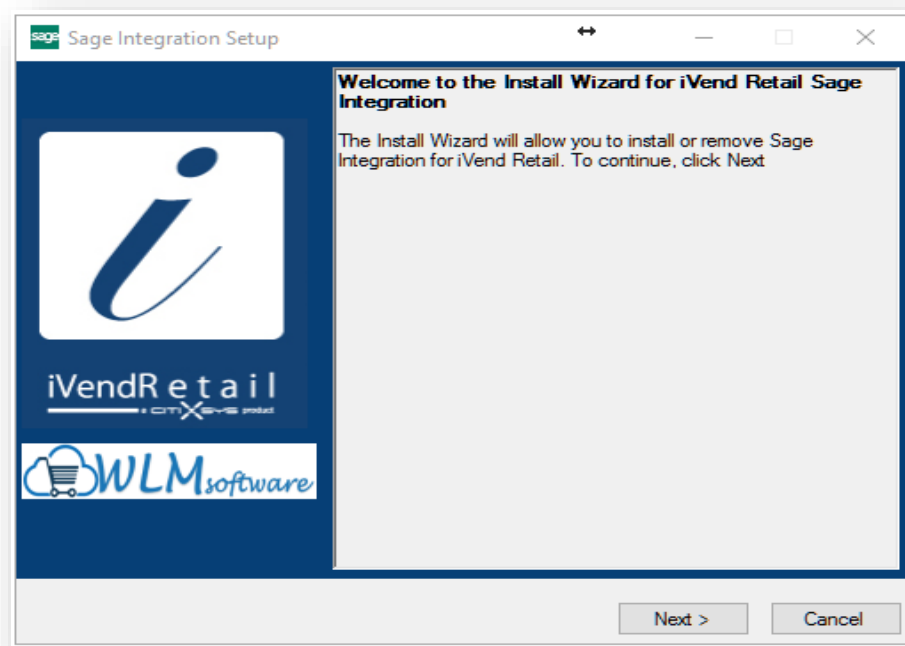On the Installation Welcome screen click the Next button.

Figure 39 - INSTALL WIZARD - WELCOME SCREEN

On the legal agreement screen, read through the EULA End user license agreement. If you agree to the terms tick the accept box and click the Next button to continue the install.
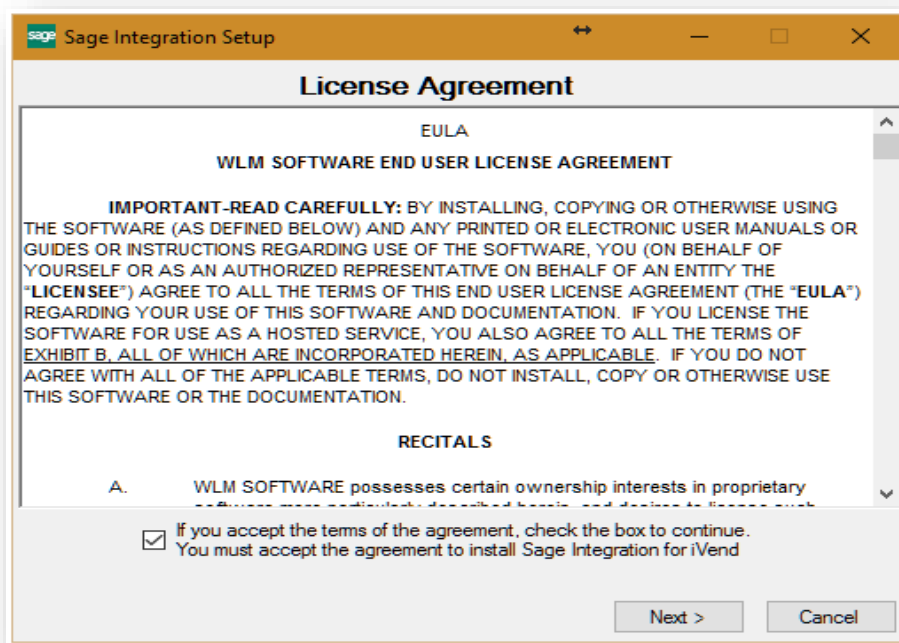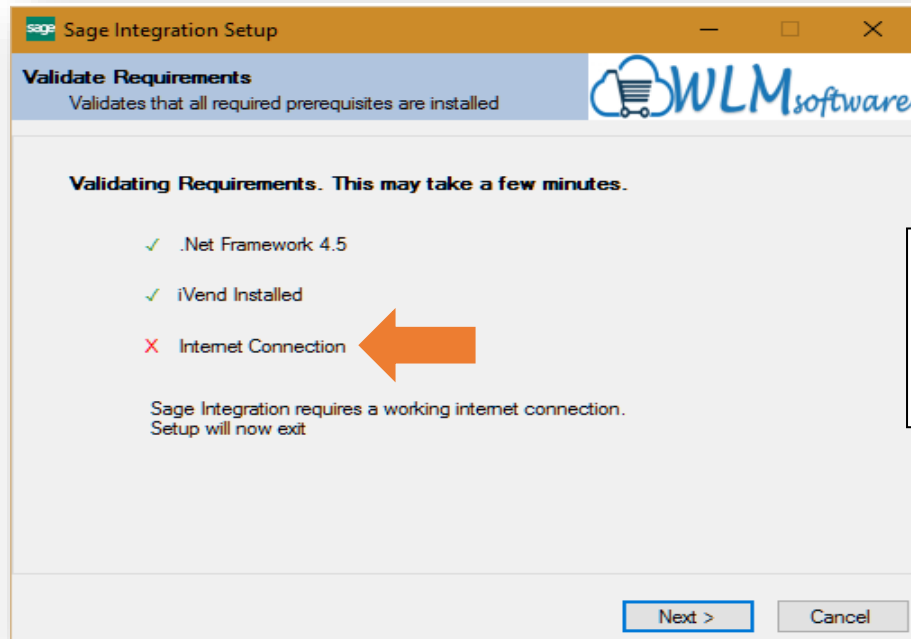

Figure 40 - INSTALL WIZARD - LICENSE AGREEMENT SCREEN

The installation will verify that all Prerequisites has been installed. When presented with a prerequisite that is missing, the installation will exit (Click Next). Once you have installed and fixed the prerequisite issues faced, installation will commence when you click the next button.

Installation Prerequisite problem

Figure 41 - INSTALL WIZARD - INCORECT VALIDATION SCREEN
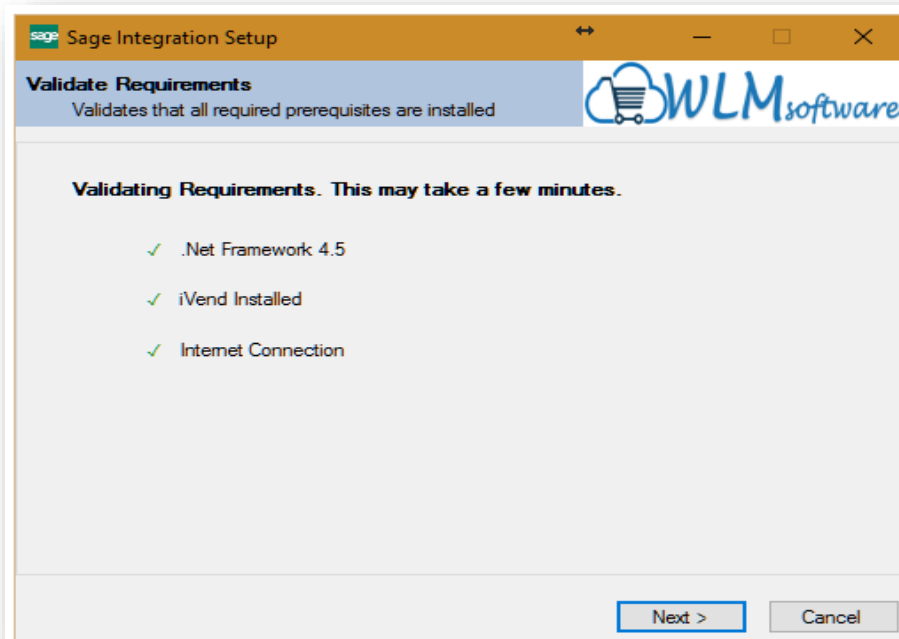
Installation Prerequisites successful

Figure 42 - INSTALL WIZARD - CORECT VALIDATION SCREEN

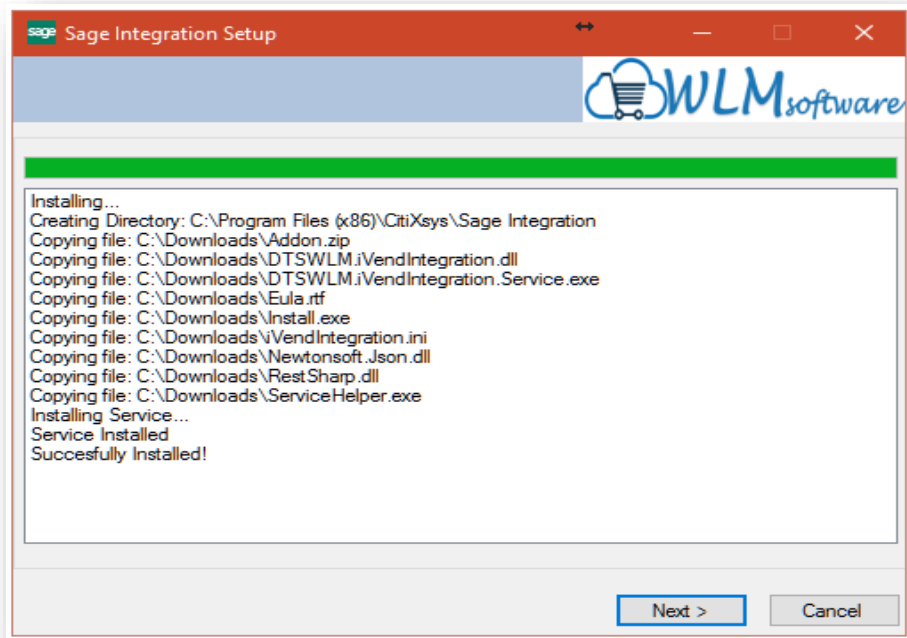Installation will commence at this point.

Figure 43 - INSTALL WIZARD - INSTALLATION SCREEN

Once it has completed the installation click next.

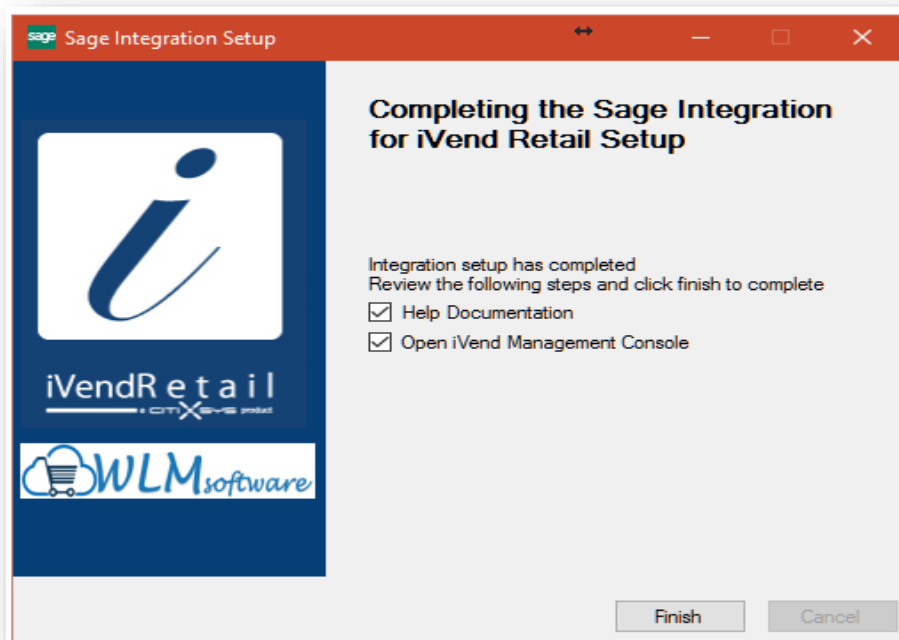On the integration complete click finish to close the installation screen.

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Figure 44 - INSTALL WIZARD - SETUP COMPLETION SCREEN

If you have selected the option on the installation completion screen to open the Help file and to open the iVend Management console the installer will open these option as it closes.

TROUBLESHOOT

REPAIR SAGE ONE CONNECTOR INSTALLATION

Use the below step to re-install the Sage One Connector if you had a faulty installation.

Run the install.exe as administrator.

Figure 45- IVEND SAGE ONE CONNECTOR INSTALLATION FILE

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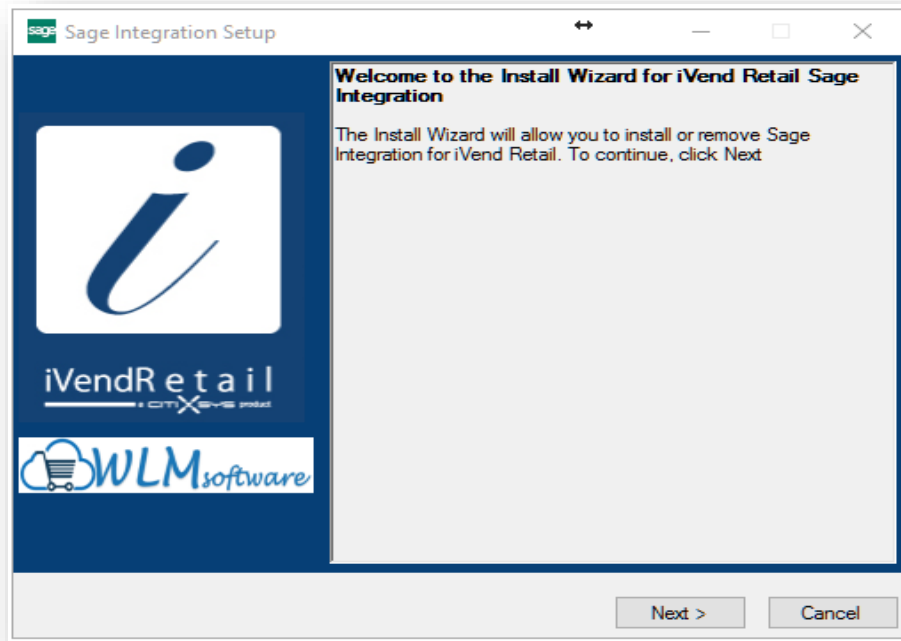On the Installation Welcome screen click the Next button.

Figure 46 - INSTALL WIZARD - WELCOME SCREEN

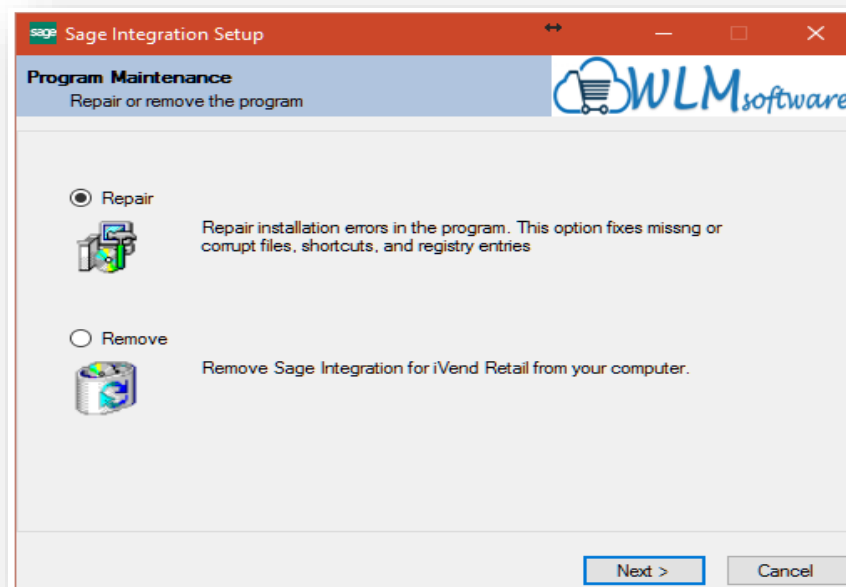You will be presented with the Program Maintenance screen. Select the Repair option and click next.

Figure 47 - INSTALL WIZARD - PROGRAM MAINTENANCE SCREEN

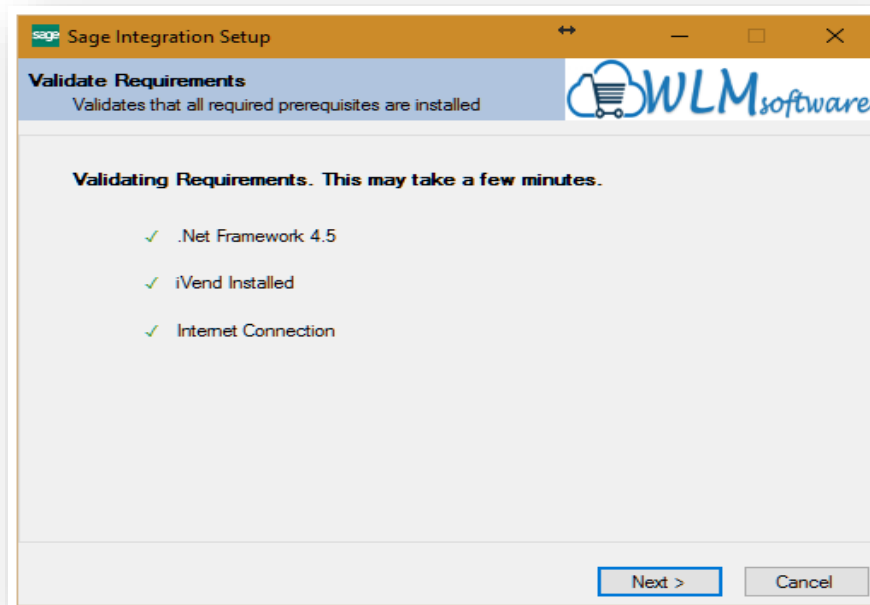The Installer will run the prerequisites verification again, Click next.

Figure 48- INSTALL WIZARD - CORECT VALIDATION SCREEN

The installer will indicate that it has removed and Re-Installed the Sage One Connector, click Next.
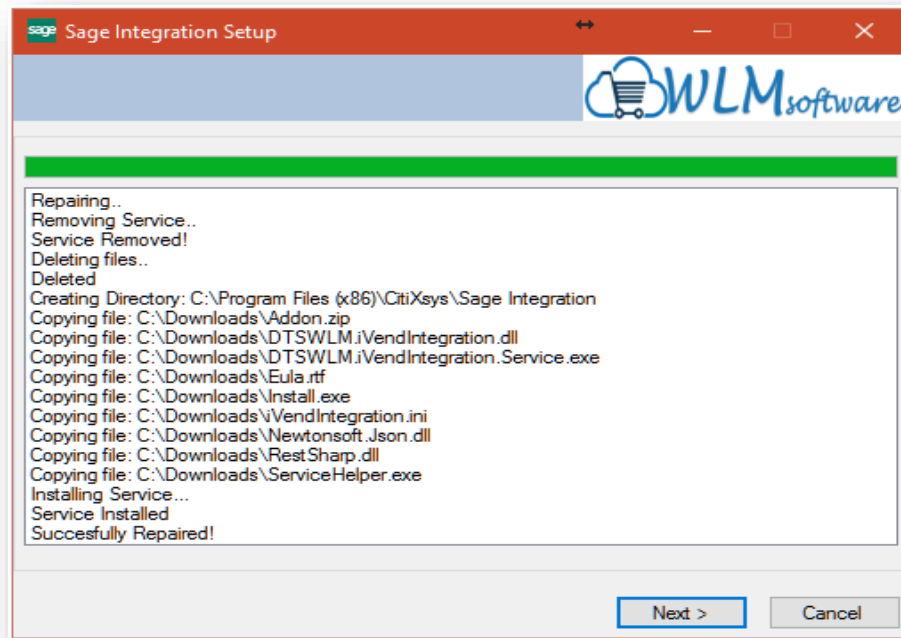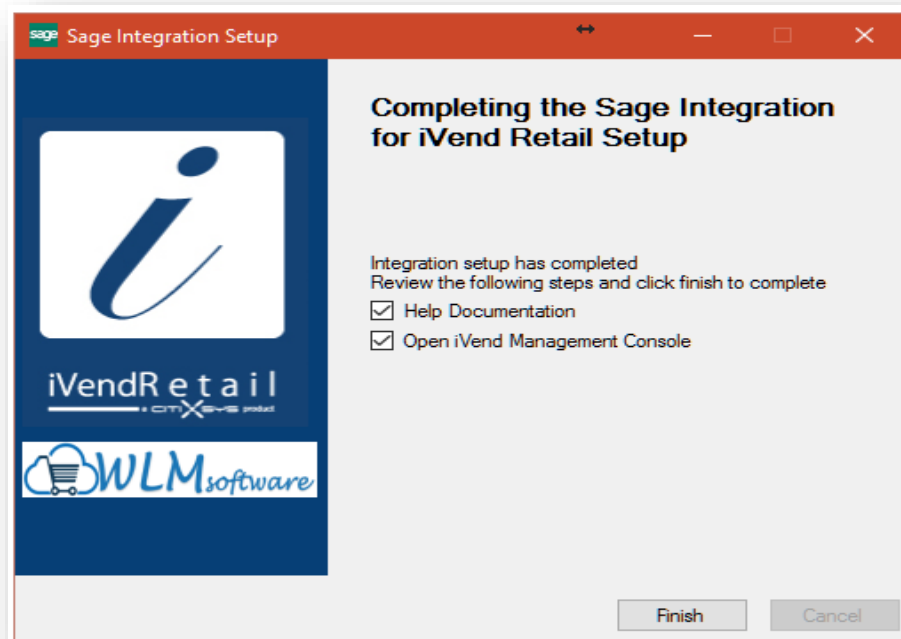
Figure 49- INSTALL WIZARD - INSTALLATION SCREEN

Figure 50- INSTALL WIZARD - SETUP COMPLETION SCREEN

You have successfully repaired the Sage One Connector installation.

UNINSTALLING SAGE CONNECTOR

Run the install.exe as administrator.

Figure 51- IVEND SAGE ONE CONNECTOR INSTALLATION FILE

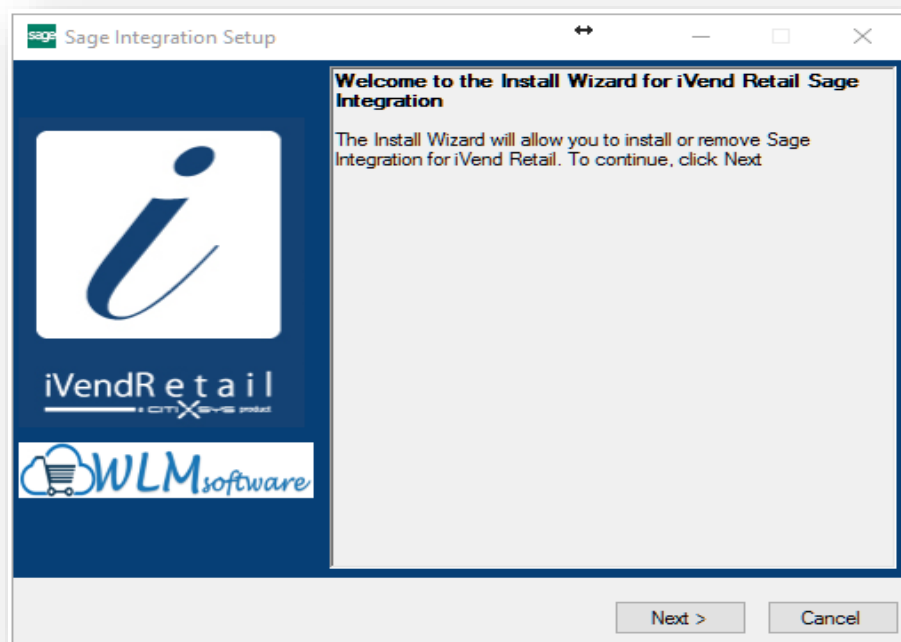On the Installation Welcome screen click the Next button.

Figure 52 - INSTALL WIZARD - WELCOME SCREEN

You will be presented with the Program Maintenance screen select the Remove option and click next.

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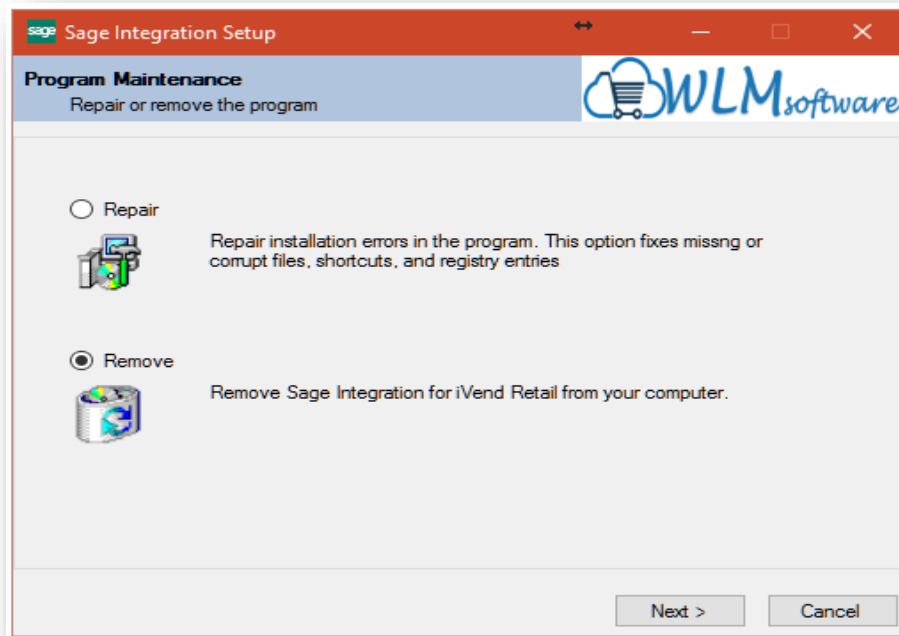+27 82 451 4871
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Figure 53- INSTALL WIZARD - PROGRAM MAINTENANCE SCREEN

The installer will indicate that it has removed the installation of Sage One Connector, click Next.
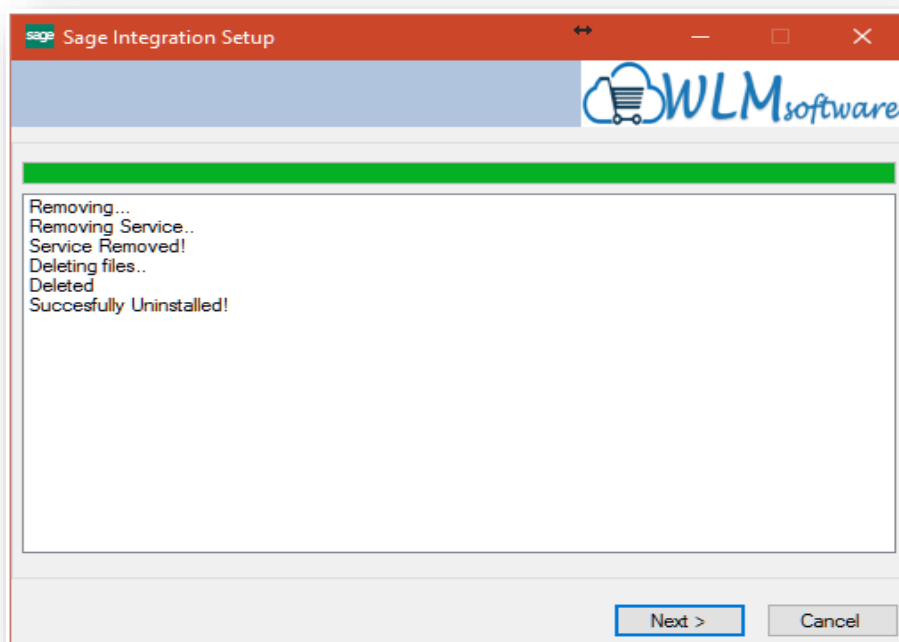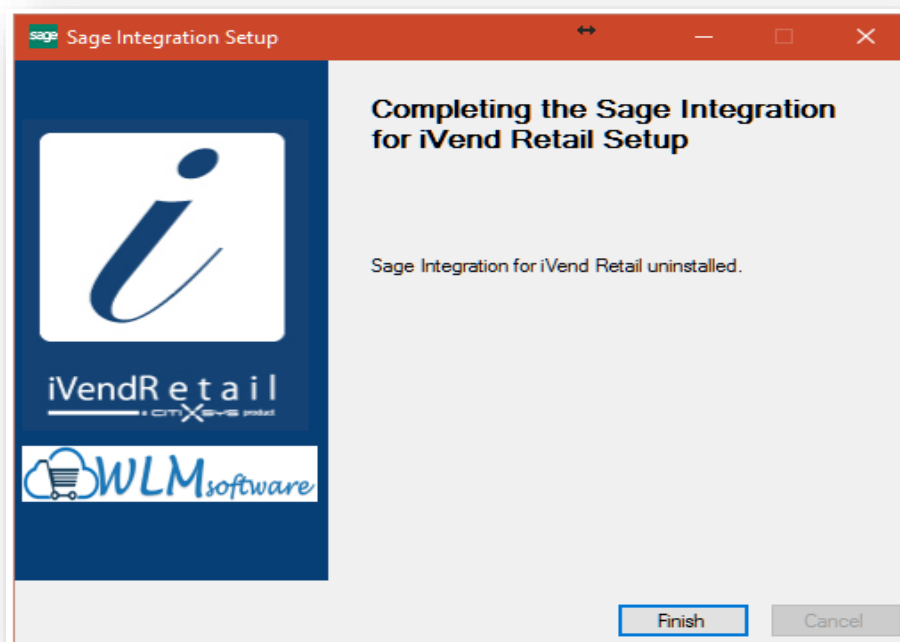
Figure 54- INSTALL WIZARD - UNINSTALLATION SCREEN

Figure 55- INSTALL WIZARD - SETUP COMPLETION SCREEN

You have successfully uninstalled the connector.

STEP 4 – SOFTWARE CONFIGURATION

IVEND RETAIL ENTERPRISE/HEAD OFFICE/SINGLE SITE SERVER CONFIGURATION

MANEGEMENT CONSOLE
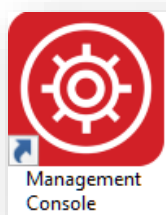
Open iVend Management Console from your desktop

Figure 56 - IVEND RETAIL MANAGEMENT CONSOLE SHORTCUT ICON

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When you are presented with the Connection Manager Screen enter the connection details for the SQL server.

Default connection details:

- **Server Name:** (local)/iVend
- **Database Name:** CXSRetail
- **User Id:** sa
- **Password:** Pass@123

Click Update

If you have installed your own SQL instance and have an existing SQL server instance that you have specified during the iVend installation process, then enter in your SQL server credentials.

The Management Console will now open.

Next you will be prompted to enter in your customer Id. Refer to the mail send and used during the license manager registration on Page 21, you will find the customer id on the mail.

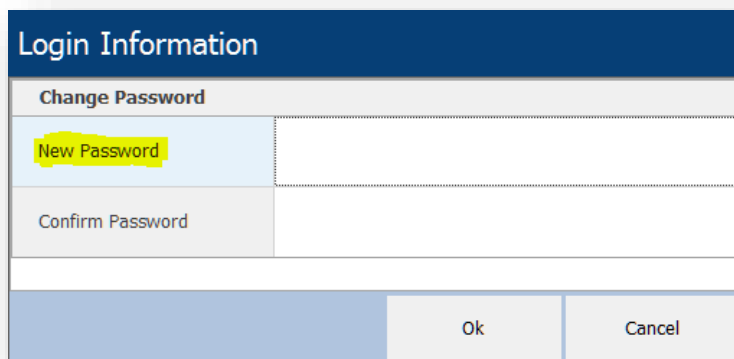Next will be presented with the Management Console selection screen, click ok.

Next the login screen will display, type in your default username and password (U: 1 & P: 1) then change your password and log into the Management console.
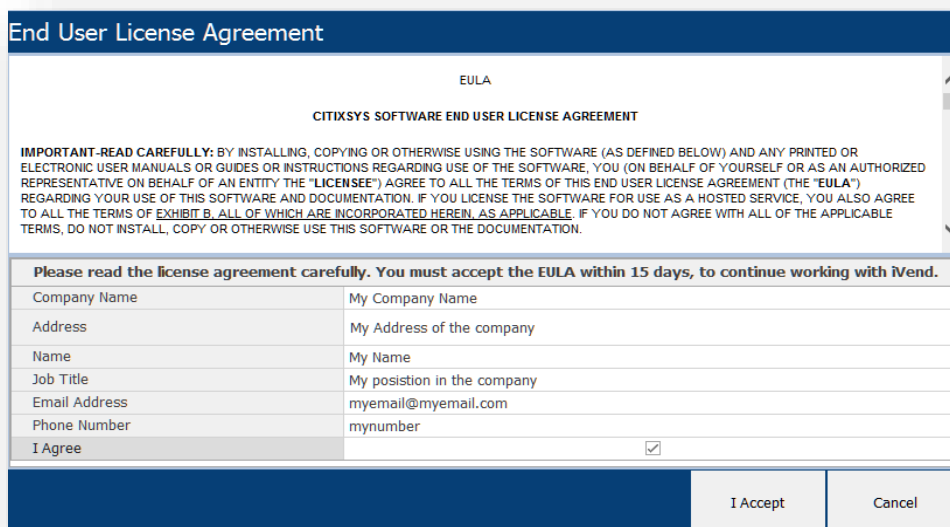
Figure 58 - LOGIN SCREEN

Figure 59 - CHANGE PASSWORD SCREEN

When you login for the first time you will be presented with the CitiXsys iVend Retail EULA (end User License Agreement) screen. Enter in the details, tick **"I Agree"** and then click I Accept.

Figure 60 - IVEND RETAIL END USER AGREEMENT SCREEN

Mangement Cosole will open and display the License Entitlements screen, click ok

My License Entitlements

General

Enterprise Name	
Edition Type	Business

Entitled Features	Entitlement Count	Entitlement Balance
Edition	Business	N/A
Upgrade Expiry Date	2017/10/10 12:00:00 AM	173 Days
Store	2	2
eCommerce Store	1	1
POS	4	4
Management Console User License	3	3
Loyalty Cards	2000	2000
Loyalty Customer Portal License	Yes	N/A
Handheld License	1	1
Web Viewer License	2	2
Forecasting	Yes	N/A
Business One Integration	Yes	N/A
Navision Integration	Yes	N/A

Ok

Store Manager 2017/04/19 10:54:30 AM Notifications: 0

Figure 61 - IVEND RETAIL LICENSE ENTITLEMENT SCREEN

⚠ Enterprise not setup. Please setup the Enterprise

General

Company Name	✖
Email	✖
Address	
ERP System Type	None
Localization Type	None
Sales Tax Code	
Purchase Tax Code	
Federal Tax Id	
Retail Profile	✖
Allow Negative Inventory	☐
Culture Info	✖

Global Settings

Check Credit Limit	☐
Show Product By Vendor	☐
Allow Price Change while GRPO	Hide
Pricing Resolution	None
Apply Sale Discount On - Transaction Total After Tax	☐
Support Multiple Transaction Type Mode	☑
Allow Multiple Sales Person On Transaction Item	☐
Open Sales Attribute Automatically	☑
Collect Entire Sales Order Amount in Advance	☐
Gift Certificate - Allow Sale and Redemption in Single Transaction	☐
Improve iVend Retail by sending anonymous usage data	☐
Automatically Select Serial/Batch	Manual
Allow User Defined Product Id	☐
Allow Partial Receiving of Inventory	☑
Replication Batch Size	5000
Allow Add Item In Goods Return For GRPO	☑
Allow Back Date At End Of Day Process	☑
Allow Duplicate BarCode On Product	☑
Expiry Date Required For Batch Item	☐
Expiry Date Required For Serial Item	☐
Use Advance Authorization	☐
Allow Over Receiving In GRPO	☐

Add Logo | Remove Logo | Custom Series | Import Settings | Ok | Cancel

Store Manager 2017/04/19 10:54:30 AM Notifications: 0

Next the system will take you to the Enterprise Setup screen, we need to configure a few settings and setups first before we continue. All other settings can be changed afterwards again.

Figure 62 - IVEND RETAIL MANAGEMENT CONSOLE SETUP SCREEN

Company Name: Type in the company name here.

Take note this field cannot be changed afterwards

Email: Type in a valid email address for correspondence

ERP system Type: SelectUnplugged from the drop down list

Localization Type: Select your country. If your country is not available in the list, please select SOUTHAFRICA

Sales Tax: Click on the 3 dots button to the right of the screen and follow the instructions below;

- The tax Code Search screen will open. Click the New button (F3)
- This will open the Tax code setup screen
- We need to add a Temporary tax code to complete the enterprise setup. This tax code won't be used at all, as the correct tax codes will sync from Sage One.

Figure 63 - IVEND RETAIL TAX CODE SCREEN

Enter in the below details:

- **Code:** DNU
- **Description:** Do not Use
- Leave the rest and click the Add Detail button
- To the right of the screen change the Date to the previous day's date.
- Click ok, system will go back to the Tax Code search screen, click ok again.

Figure 64 - IVEND RETAIL TAX CODE SCREEN

You will see that the Tax Code created has been added to the Sales Tax Code section on the enterprise setup

Purchase Tax Code: Click the 3 dots button to the right of the screen this will open the Tax Code search screen. You will see the Temporary Tax Code created in the previous step, click on the Tax Code and click Ok at the bottom of the screen.

Both sales and Purchase Tax code indicate the DNU tax code.

Retail Profile: Click the 3 dots button to the right of the screen and select the Default Retail profile from the selection screen.

Culture Info: From the drop down list select your culture info generally English (United States) Or English (United Kingdom)

Custom Series: Lastly click on the Custom Series button at the bottom of the screen.

- The custom series screen requires Prefixes for customers, suppliers and products to be set up before they can be created in the iVend system.
    - Prefix: Refers to the letter/s that will be added in front of the customer code generated by the system when a new customer is added in iVend. As an example CUS for customers, VD for vendors and ITM for products.
    - Start number: refers to the sequence number that will be used when the first customer will be created
    - Length: refers to the amount of numbers to be reflected in the customer, vendor or product code, for example 9, which will then create a customer/Vendor or Product code 13 digits long – excluding the Prefix I.E. CUS000000001

- When you have completed the Custom series setup click ok

Figure 65 - IVEND RETAIL MANAGEMENT CONSOLE CUSTOM SERIES SCREEN

This concludes the enterprise setup, you can return afterward to further configure general settings of your enterprise/Company.

Click ok.

Figure 66- IVEND RETAIL MANAGEMENT CONSOLE SETUP SCREEN

IVend will now prompt you that it needs to restart the Application, click ok.

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Figure 67 - IVEND RETAIL RESTART SCREEN

Next we will start with the first steps of the Sage One integration connecter setup in iVend.

SAGE ONE IVEND RETAIL INTEGRATION CONFIGURATION

SAGE ONE SETUP REQUIREMENTS

Ensure the below setup is done in Sage One before continuing with the Connector setup in iVend.

Contact your Sage One support representative to assist if needed.

- Sage One Setup & Configurations Required
    - Company details
    - Company Additional information
    - General Settings
        - Financial Years
        - Rounding
        - Regional Settings
    - Vat Settings
        - Change Vat % to correspond to your Local Vat % for the different Vat options
    - Multi-Currency
        - If using multi-currency, set up all related currencies
    - Sage One Bank Accounts
    - Cash Customer for over the counter sales
    - Create GL Accounts for sales, cost of sales, inventory, and cash up variance if the system default won't be used.

SAGE ONE CONFIGURATION

- Go to http://www.sageone.co.za/get-accounting-help/
- You will find a couple of buttons as below. Click on the 'NEW TO ACCOUNTING" button.
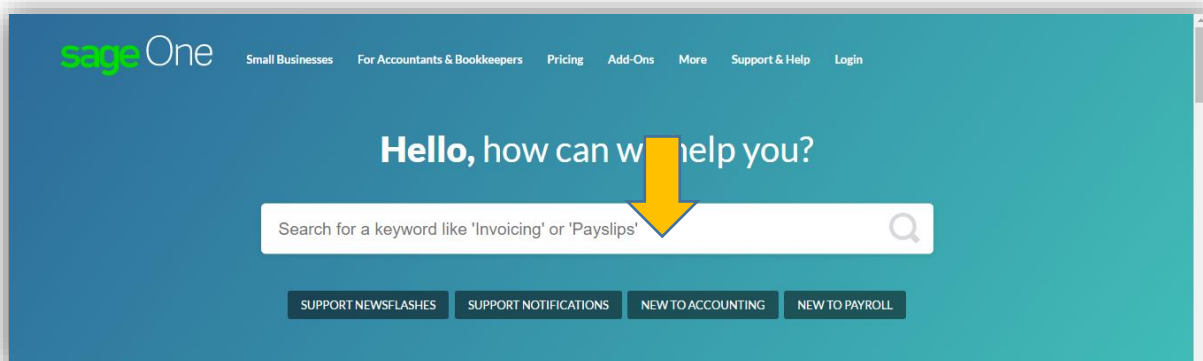
- **Figure 68 - SAGE ONE WEBSITE HELP SECTION**

CONNECTOR SETUP

INTEGRATION CONFIGURATION

Open iVend Management Console on the server (you need to be logged in as the administrator windows user or run the Management Console as Administrator)

Figure 69- IVEND RETAIL MANAGEMENT CONSOLE SHORTCUT ICON

Once you have logged into the Management Console Go to *Administration > Sage Integration*

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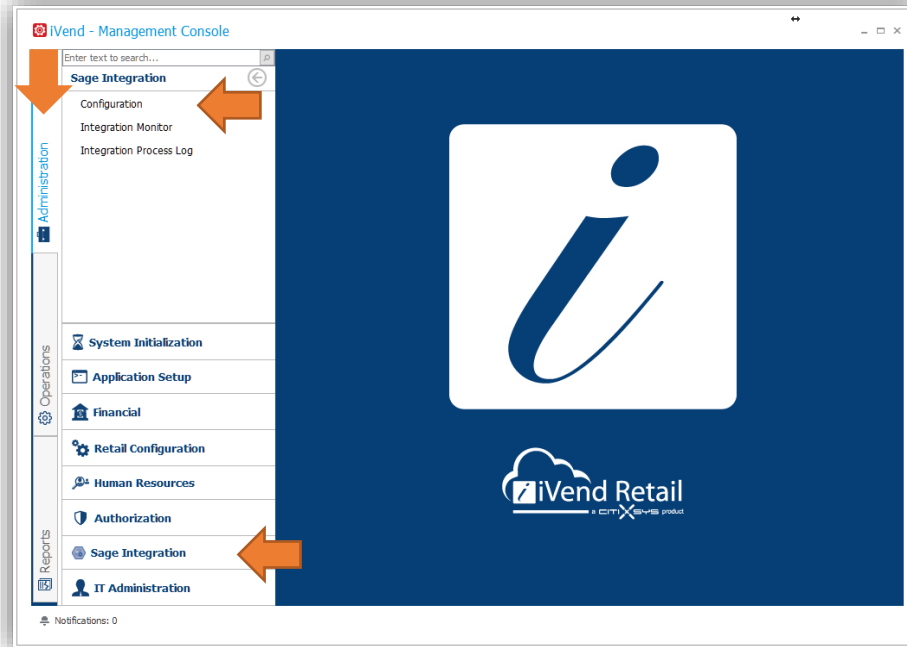willem@wlmscs.co.za
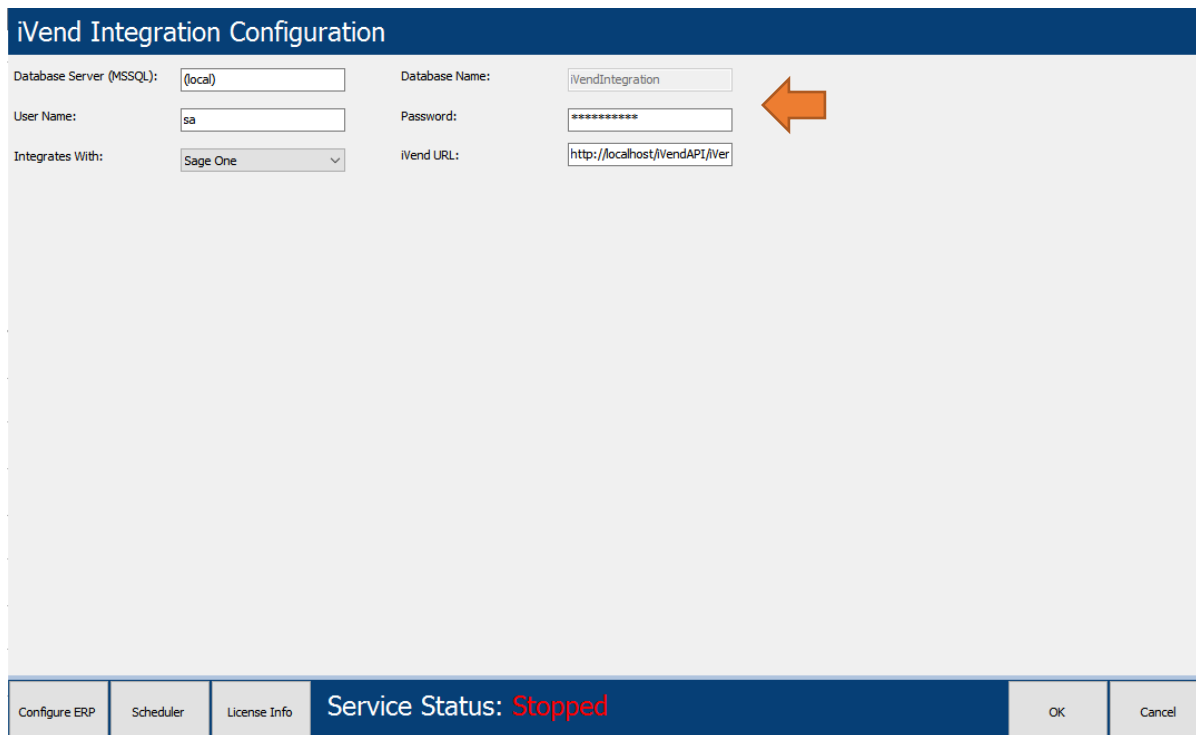
Figure 70 - IVEND MANAGEMENT CONSOLE HOME SCREEN

Select the Configuration option under Sage Integration

On the iVend Integration Configuration screen populate the information required

Figure 71 - IVEND RETAIL MANAGEMENT CONSOLE INTEGRATION CONFIGURATION SCREEN

- **Database Server (MSSQL)**: Refers to the Microsoft SQL server instance name that iVend database has been attached/Installed to.
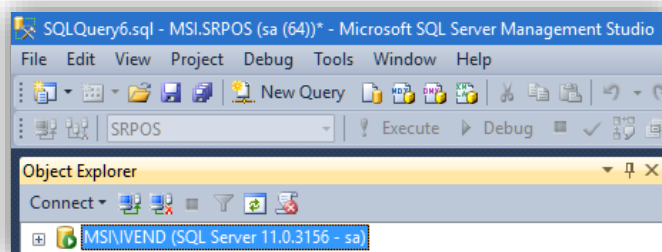
Figure 72 - SQL DATABASE NAME

- **Database Name:** Refers to the Integration Database that will be added to the Database Server instance, this is not editable.
- **Username:** Refers to the MSSQL server username to be used to logon to the MSSQL server
- **Password:** Refers to the MSSQL server Password for the username above.
- **Integrates With:** Refers to the Accounting system from Sage that you are integrating with
- **iVend URL:** Refers to the iVend API address as to where the iVend API was installed.

Schedular:The integration runs constantly to puch and pull data between iVend and Sage One, if how ever you want to schedule the integration , use the schedular to configure the intregration manually.

License Info:Enter in the integration license info(Customer Id only) emailed to you on successful registration of your iVend and Sage One purchase.Click update license in the bottom left corner of the screen.

Once you have entered in all the required information, click the Configure ERP button.

This will test that all the information entered is correct and take you to the Sage One Configuration mapping screen.

Enter your Sage One online Accounting login details and click get Companies. The System will then obtain all the Companies linked to your Sage One login details. Select the Company you wish to integrate iVend Retail with.

Figure 73 - IVEND RETAIL MANAGEMENT CONSOLE SAGE ONE CONFIGURATION SCREEN

Note that you need to complete the warehouse, store and payment type setups first before completing the configuration process.

SAGE ONE & IVEND PRE-CONFIGURATIONS

Once you have made a successful connection to your Sage One Company in the Connector setup in iVend, the Connector will then pre-configure the below changes.

You don't need to do anything under the Sage One or iVend headings in this section below. The connector will automatically make the changes.

SAGE ONE:

- GL Accounts the connector will create in Sage One
    - Cash-Up Variance (Cash)
    - Cash-Up Variance (Credit Card)
    - Cash-Up Variance (Cheque)
    - Cash-Up Variance (EFT)
    - Inventory (iVend)
    - Cost of Sales (iVend)
    - Sales (iVend)
    - Clearing Account (iVend)
- Bank (Clearing iVend)
- Price List (Standard Retail Pricelist)
- Create a Default Cash Customer
- Create a Default Sales rep

IVEND RETAIL:

- Product Group (Open Items)
- Product (Open Item with open price & a UPC Code of 123)
- User Defined Field – Supplier Document No.
    - This is added to the Purchase Order Screen , Goods Receipt & Returns screens
- UOM Group Each

After you have made a successful connection and selected the Sage One Company you would like to integrate to click ok and exit the connector.

We need to complete a few iVend setups first before we continue with the Sage One integration connector setup.

IVEND RETAIL CONFIGURATION

WAREHOUSE SETUP

It is mandatory to create the warehouses in iVend Retail. You are required to specify the warehouse while creating the store in iVend Retail.
You must take the following points under consideration while creating the warehouse in iVend Retail:

- You must set up at least one warehouse as In-transit Warehouse.
  In order to create the transit warehouse, you must select the warehouse type as "InTransit"

- You must choose "Retail Store" as Warehouse Type for all retail stores.

To open the warehouse setup screen, *choose **Administration > Retail Configuration > Warehouse***.
Select F3 New to create a new warehouse

In the Warehouse setup, choose "Retail Store" as Warehouse Type and attach the In-transit warehouse to it
and choose Ok.

- **General:** A general warehouse is attached to the Head Office. For an Enterprise, multiple General
  warehouses can be set up.
- **Retail:** A retail warehouse is attached to the Store. For a store, only one warehouse can be set up.
- **In transit:** "In transit" warehouse is a virtual warehouse. When stock is being transferred from one
  warehouse to another, the merchandise is considered to be in "in transit" warehouse until the time it
  is not received at the receiving warehouse. "In transit" warehouse is not available for selection
  whenever warehouse has to be specified for a store.

Figure 74 - WAREHOUSE

STORE SETUP

In iVend Retail, you can create multiple stores as per your requirement. The Store can be set up in two modes,
Mixed Mode or Enterprise Mode.

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Mixed mode is where a store is linked to the enterprise installation where a separate store server is not required. Typical example of a Mixed Mode is for businesses that have a distribution centre or a warehouse with the single retail store in front of the same premises.

To open the store setup window, choose **Administration > Retail Configuration > Store.**
1. Click New to add store in the system.
2. Enter the store code and description.
3. Associate a Retail warehouse
4. Attach a Pricelist to the Store
5. Define the Custom Series for the Store.

Figure 75 - IVEND RETAIL STORE SETUP SCREEN

POINT OF SALE SETUP

User can create the POS, using this setup menu under iVend Retail Management console. Creation of the POS's would be depended upon the number of seat counts (License counts) allowed within the license key.

In iVend Retail, you can set up multiple POS as per your requirement and attach them to stores.
The POS setup in the system is then assigned to the physical point of sale machine.

To open the store setup window, choose **Administration > Retail Configuration > POS.**
1. Click New to add POS in the system.
2. Enter the POS code and description.
3. Define the POS Type – PC Based or Mobile.

4. Choose a store that the POS will be at. This will automatically update the Site ID field.
5. Enter all the required information for the POS and choose Ok.

Figure 76 - POS SETUP

For more information, refer the POS section under Administration in Management Console User Manual.

Also, you can refer the POS Setup video available at CitiXsys Knowledge Portal.

PRODUCT SETUP

PRODUCT MASTER DATA

iVend Retail enables you to manage all products that you purchase or sell. You can create the products manually or import them from an import template available in the system. After installation, the templates will be located in the folder where iVend is installed (usually C:\Program Files (x86)\CitiXsys\iVend Retail\ManagementConsole\Import Templates). The template for products is called"Products.xls"

The POS transactions can only be performed when products have been set up within the iVend Retail system.
Note:
You must set up the product group first before setting up the product. The user can create groups that correspond to the business areas and assign the products to the business area using the group.
To open the product setup window, choose *Operations > Inventory > Product.*
1. Click New to add Product in the system.

2. As Product Group is a required field, you can set up the product group from the product master by clicking the button with the 3 dots in product group field

   a. This will open the Product Group Search. To create a new group, select F3 New at the bottom
   b. You are required to only add a code, but it is suggested to add both Code and Description to make reading the groups easier to understand. The "Is Default" option allows you to set the group as the default group for each <u>new</u> product that is created in iVend

3. On Product window, enter all the necessary information for the Product and choose Ok.

Figure 77 - IVEND RETAIL PRODUCT SETUP SCREEN

Note

For more information, refer the Product section under Operation in Management Console User Manual.

Also, you can refer the Product Management video available at CitiXsys Knowledge Portal here.

PRICE LIST SETUP

iVend Retail allows you to create different price lists for items, giving you the flexibility to offer your customers customized prices. You can define prices for products in price lists. You can have different price list for sale price and Purchase price.

During the sale, iVend Retail derives item prices directly from a price list which is attached to a store.

To open the price list window, choose **Operations > Pricing and Promotion > Price List.**

1. Click New to add Price list in the system.
2. On Price list window, enter the code and name.
3. Add the products to the price list and set up the prices.
4. Choose Ok.

Figure 78 - IVEND RETAIL PRICE LIST SETUP SCREEN

Note

For more information, refer the Price Lists section under Operation in Management Console User Manual.

Also, you can refer the Price Lists video available at CitiXsys Knowledge Portal here.

PAYMENT TYPE SETUP

In iVend Management Console, click on **Administration > Financial > Payment Type**

To create a new payment type, click on F3 New at the bottom. You will be presented with the screen below.

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Fill in a code to identify the payment type

Fill in a description for the payment type, e.g. CASH, EFT, etc.

Select a type from the provided list:

- **Cash** – tells iVend that the payment type must be handled as Cash

- **CreditCard** – tells iVend to handle the payment type as a Credit Card. iVend will then use integrated card systems to collect payment

- **Check** – Tells iVend that the payment type is cheque

- **Custom** – Tells iVend that the payment type is custom and will not use integrated card system

- **DebitCard** – same as CreditCard

- **EBT** – used where Electronic Benefits Transfer is in use

- **GiftCertificate** – Tells iVend to use a gift certificate generated in the system

- **StoreCredit** – used when store credit is given to customers

- **Loyalty** – uses customers loyalty available points or currency to pay for transactions

- **ForeignCurrency** – allows the store to accept foreign currency as payment

- **OnAccount** – used where the customer has an account

- **TravellersCheck** – accepts travellers cheques as payment

- **Voucher** – used when a voucher is presented by the customer

Each payment type from the above list can only be used once.

Select **"Counted"** if this payment type is to be counted at the end of the day

Select count type as either Detail or Summary

Enter the display order. Display order must be unique

By default the new payment type will be set as active. This can be changed at any stage if required

Leave the default amount as the value provided by iVend. This will ensure that when this payment type is selected, it will automatically populate the entire sales amount or due amount when tendering off a transaction

You can set the Minimum and maximum amount if required to do so. This is helpful in cases where a minimum amount is required to accept payment on the specific payment type

Select Authorized if the payment type has to be approved through any payment processor. Used in the cases where integrated card systems are in place

Select refundable if this payment type can be refunded

Select Require Signature if a signature capture device is to be used

Select Print Payment Receipt if a separate receipt must be printed for the payment details only

Enter the number of receipts that must be printed in "print payment receipt count"

Select to open the cash drawer when this payment type is used

Select the rounding method

Select whether or not this payment must integrated with your ERP

If the payment type is OnAccount, select the "Treat As On Account" option

If manager authorization is required, select this option

If manager authorization is required for refunds on this payment type, select this option

The "Mask card number" option is only available for credit card payment types where a payment processor is used

If the payment type is allowed to over tender, then select this option and set the over tender options in rate type and rate

Only cash will affect tipple amount, so only select this for cash and foreign currency types

By default, iVend allows partial tendering on all payment types

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The setup button will allow you to set up the payment processor options and will be unique to each payment processor

Each payment type can be assigned to specific stores. By default, all stores will have the newly created payment type, unless explicitly set in "Store applicable"

The surcharge button will allow you to define a surcharge per payment type over and above the transaction amount

The discount button will allow you to add discounts when using this payment type and the payment value is greater than a specified amount

EXPENSE REASON CODE SETUP

In iVend Management Console, click on **Administration > Retail Configuration > Reason Code**

To create a new reason code, click on F3 New at the bottom. You will be presented with the screen below.

Reason Code	
General	
Code	1
Description	Stationary Expenses
Type	Expense
Active	☑

Ok   Cancel

Simply fill in a code to identify the reason code and type in a detailed description for this reason. Then select "Expense" from the Type field. Click OK to create the expense reason code

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CONFIGURE POINT OF SALE SCREENS

iVend has added the ability to customize the Point Of Sale screen to each company / individual's needs. As you will see in the section below, each user can have their own retail profile and ultimately their own customized POS screen. Customizing the POS screen will allow you to add your own button colours, logos as background images in the POS detail grid, company logo in a logo control, buttons to perform certain functions like open the cash drawer, add items to the sales screen, etc.

To access this feature, open the management console and log in. Then browse to **Administration > POS Customization**
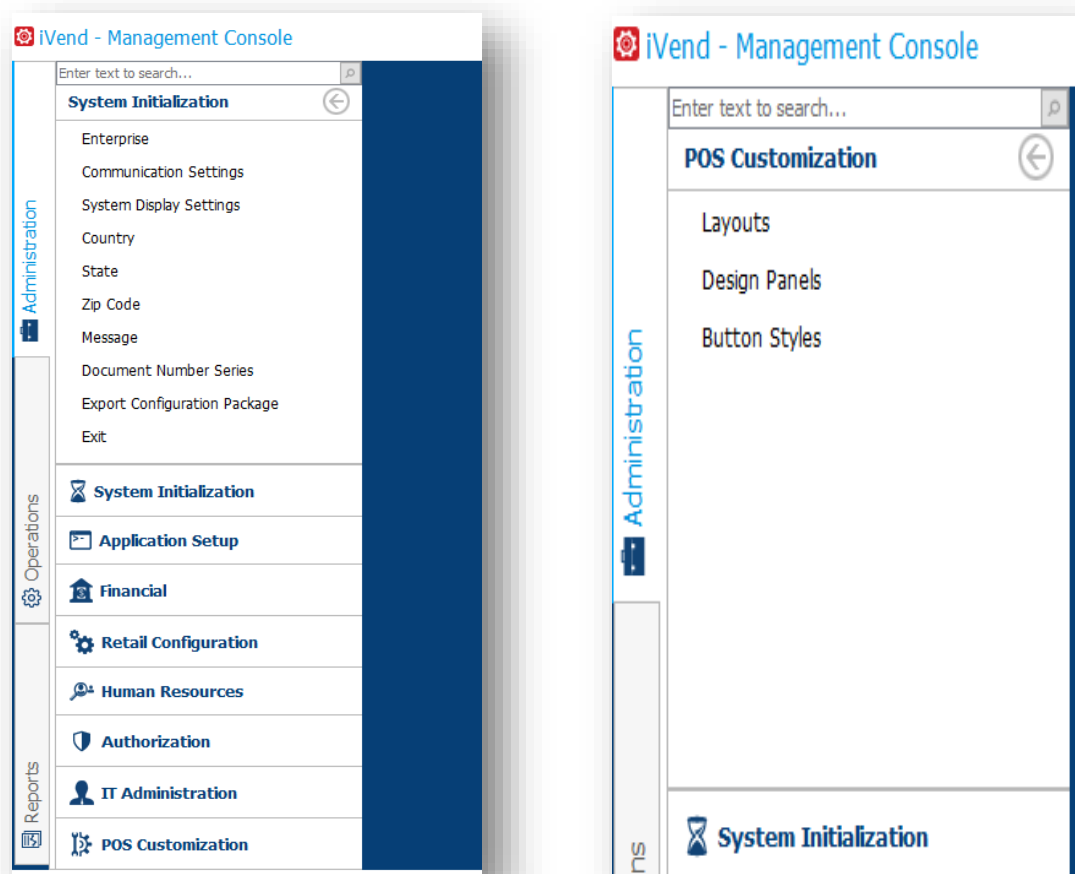

Figure 79 - IVEND RETAIL POS CUSTOMIZATION

Clicking on the Layouts option will show you pre-designed POS screens which may be edited. This is a great place to start learning how the POS customization works, but always refer to eLearning material on
https://knowledge.citixsys.com/elearning

For a lot more information and detail on customizing POS screens or designing new screens, please visit https://knowledge.citixsys.com/elearning and expand "POS Designer". Start from the "Overview of POS Designer" video.

Be aware that for any features in the default POS template, like customer information, line item information, quick button panel and upsell items, these controls must first be added to your POS design by clicking the "Customization" button in the bottom left.

Under the Hidden Items, select the desired control and drag it onto the screen and drop it where you would like to see it
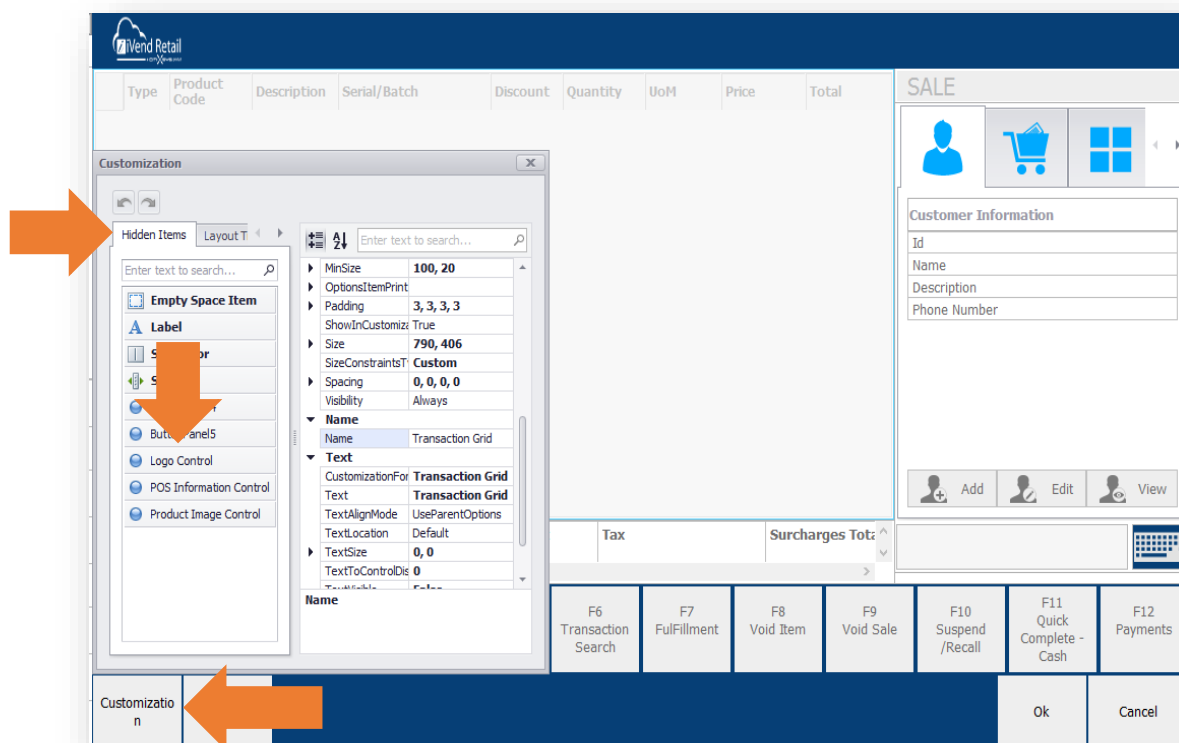

Figure 80 - IVEND RETAIL POS CUSTOMIZATION SCREEN
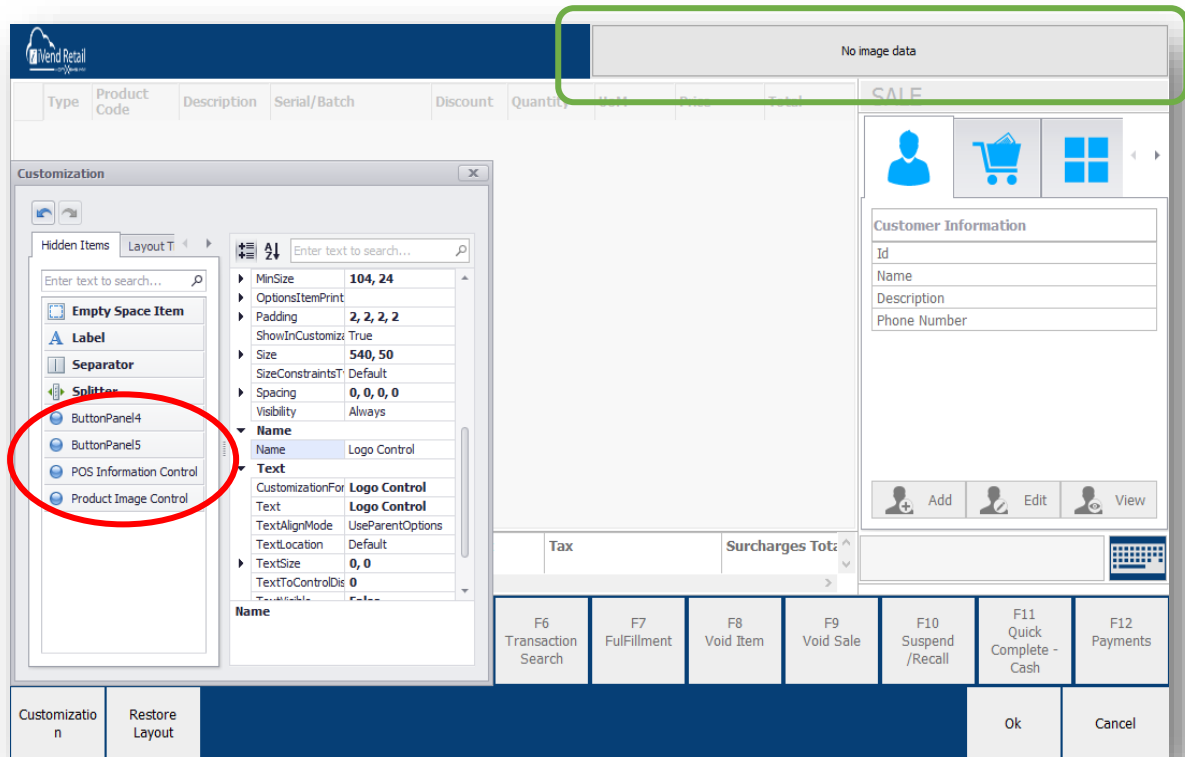
Figure 81 - IVEND RETAIL POS CUSTOMIZATION SCREEN

As per the figures above, you will notice that once a control has been added to the screen, it will no longer be listed under the Hidden Items section

QUICK BUTTON PANEL

The quick button panel gives the ability to list products/product groups in buttons on the POS screen for quick transaction entry.

- To create your own panel, in Management Console, click on ***Administration > Application Setup > POS Transaction Info Grid***

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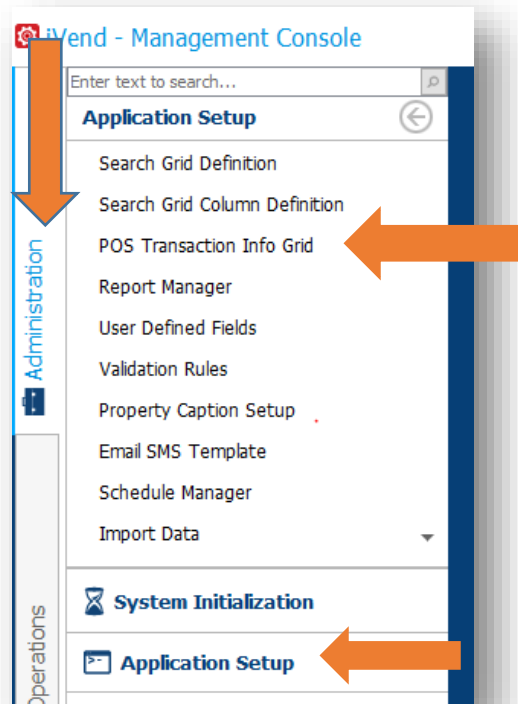Cnr Old Johannesburg Road & Lenchen Ave
Centurion 0046
+27 82 451 4871
willem@wlmscs.co.za

Figure 82 - IVEND RETAIL APPLICATION SETUP SELECTION

- Click on F3 New at the bottom to create a new panel

Figure 83 - IVEND RETAIL POS TRANSACTION INFORMATION GRID SCREEN

- In the header section fill in the following:
    - **Id**: Identification of the button panel
    - **Description**: Descriptive text of the panel
    - **Section Type**: Select Quick Button Panel or Matrix Item
        - **Quick Button Panel**: Allows to add products for quick entry
        - **Matrix Item**: Allows for quick viewing of matrix type items

- o **Section Caption**: another descriptive text for the button panel
  - o **Is Default**: marks this button panel as the default for all stores
  - o **Row Count**: How many rows of buttons the panel can contain.
  - o **Column Count**: How many columns the rows must be broken up to
  - o **Display Price**: Shows the item price on the buttons
  - o **Display Quantity**: Shows current available quantity in that store for that item
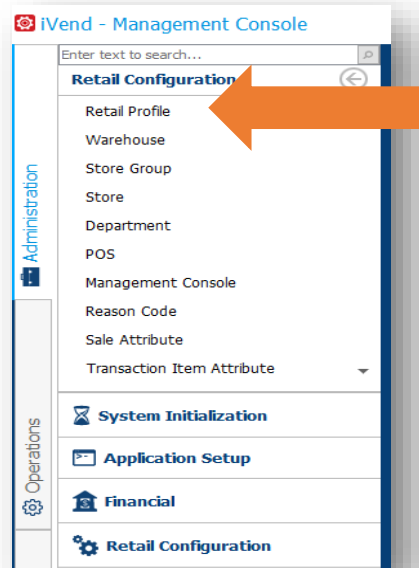- Next is to fill in the detail section. This is where each button is defined

Figure 84 - IVEND RETAIL POS CUSTOMIZATION BUTTONS

- To add new rows, click on "Add Row" in the bottom left
  - o **Button Type**: The type of button to display. Select Product, Product Group, Product Category, Custom or Blank
  - o **Caption Type**: The type of caption. Select code (will use code/id from button type), description, short description or none.
  - o **Caption**: this is a free text field where custom captions may be added to buttons
  - o **Product**: In case of product button type, the finder (…) will show product finder, for product group button type, the finder will show product group search, etc.
  - o **Product Image**: Select this option of the buttons must display product images
  - o **Group Number**: Use this to classify items into specific groups
  - o **Colour**: Used to change the colour of the button
  - o **Active**: select this option to make the button active
  - o **Font Colour**: used to specify what colour the text on the button must be
  - o **Bold**: Changes the button text to bold font style
  - o **Font Size**: Change the size of the button text
- Buttons may be removed from the panel by clicking the "**Delete Row**" button
- Buttons may be moved around by clicking either "**Up**" or "**Down**"
- Add Detail Row button will allow to add child buttons below the selected button
- Ok will save the button panel layout
- Cancel will cancel the design and not save anything
- To add the quick button panel to the POS screen, make sure that the Quick Button Control has been added to your customized POS screen

o In Management Console, browse to **Administration > Retail Configuration > Retail Profile**
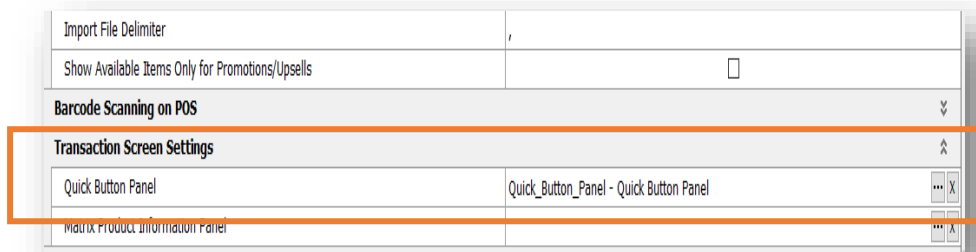

o Open the retail profile attached to the store or user by selecting it and clicking on Edit.

o Scroll down and expand "Transaction Screen Settings" then click the finder button (…) next to "Quick Button Panel" to search for and select your desired quick button panel

Import File Delimiter	,	
Show Available Items Only for Promotions/Upsells	☐	
Barcode Scanning on POS	⌄	
Transaction Screen Settings	⌃	
Quick Button Panel	Quick_Button_Panel - Quick Button Panel	··· X
Matrix Product Information Panel		··· X

CREATE USERS

Creating a new employee within iVend Retail by utilizing the Management Console.

On the left hand side menu, select the Human Resources menu. Within the Human Resources menu, select Employee. Once you do that, you can see the list of existing employees is displayed with their code, their job title, and their first name.

Now, you have a number of options available on the screen at the bottom. You can search on the existing list, you can create a new employee, you can edit an existing one, you can delete one, and you also have a Copy feature.

To create a new employee select F3 for new. The first two fields here are highlighted with a red cross. This indicates that these fields are mandatory and needs to be completed to complete the new employee process, so you need to give it a code. This field has a limitation of 20 alphanumeric characters. Fill in the required details in each field. The title field has a limitation of 40 alphanumeric characters.

You have to define at least one address line, so you need to click on the Lookup (…) button on the right hand side, and you can see the field that is required to be completed is highlighted by the red cross, complete this field and click OK.

You can assign a department if one is applicable. Click OK.

You can add a team if this employee is going to be part of a team in the store. I.e. where there may only be one or two Point of Sale terminals, but maybe there is going to be 5 or 6 employees that are able to use that Point of Sale. You need to set them up as part of a team and assign them to team banking. Team banking is explained later.

Assign a team by clicking on the lookup (…) button.

Select the team and click OK.

In the next field you will assign a position. Click on the lookup (…) again and select the position and click OK.

Next you need to assign a Retail Profile. A retail profile defines the options that are allowed for that employee at this level to be able to perform within the store, so you are going to select that.

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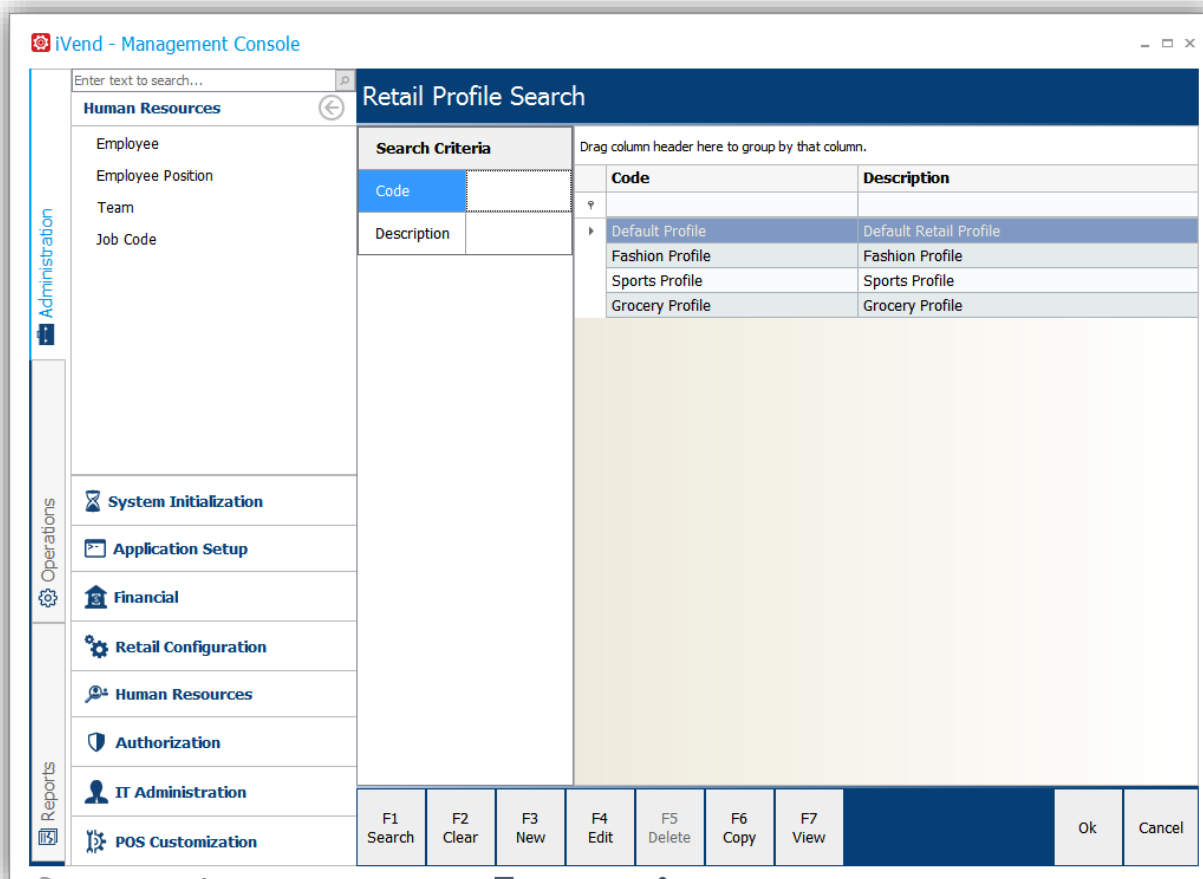
The next 6 fields are all tick boxes:

Transaction Entry: Will this employee have access to do transactions.

Active: This will automatically be ticked. When an employee leaves the company, you can just untick this to make him/her inactive.

Team Banking: As previously mentioned, if you assigned them to a team you want to make them part of a team banking. By selecting this option, it allows the employee to be part of that team. Now the employee can use a specific Point of Sale terminal with other users.

Time Clock: Is this employee using the time clock function.

Manager: Is this employee a manager or a normal cashier.

Is Sales Person: Is this employee a sales person. This is important for reporting functions.

Preferred: This is the preferred language of the employee. This can be changed if the employee uses a language other than the default language.

Allow End of Day from POS: Can this employee do end of day from the POS.

The final step here is to define a particular job, role, or code. At the bottom of the screen, select the "Add JobCode" button and this window will open.

Select the role you need and click OK.

You now have completed the steps required to create the new employee and all that is required now is to select OK.

SAGE ONE ACCOUNT MAPPING

SALES AND PURCHASES MAPPING

All Product Groups in iVend has to be mapped to a Sage One GL Account and a Sage One GL Purchases account

The setup of the Sage Accounts to Product Group Mapping identifies which Sage One Account the integration should add to the Invoice/Credit/Supplier Invoice / Supplier Return in Sage One. This Account is what will be debited or credited.

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SAGE ONE BANKING MAPPING

Each Payment Type linked to a Store has to be mapped to a Sage One Clearing Bank and linked to a Sage One GL variance account.

The setup of the "Sage One Bank to Payment Type Mapping" refers to the Sage One Clearing Bank account mapping that identifies which Sage One Clearing Bank the iVend receipt generated at the POS on the completion of a Sales or Refund transaction it should integrate to.

During the cash up when a variance on the Payment type is captured, the integration will post the cash up variance per payment type to the mapped Sage One GL account.

Figure 85 - - IVEND RETAIL MANAGEMENT CONSOLE SAGE ONE CONFIGURATION SCREEN

Expense Accounts can be mapped under the Map expense Reason Code Button, this however requires that you have created expense reason codes in iVend first before continuing with the mapping.

Once you have completed the mapping click the OK button to save and close the mapping screen

You can at any stage go back to the mapping screen to make amendments to the mapping.
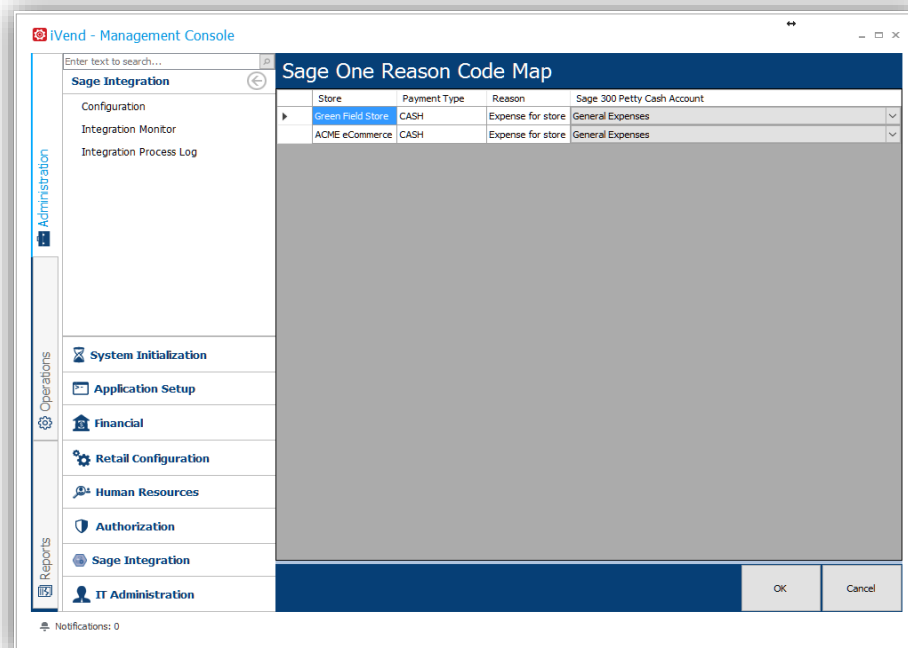
Figure 86 - IVEND RETAIL MANAGEMENT CONSOLE SAGE ONE REASON CODE MAP SCREEN

INTEGRATION MONITOR

Accessing the Integration Monitor go to *Administration > Sage Integration.*
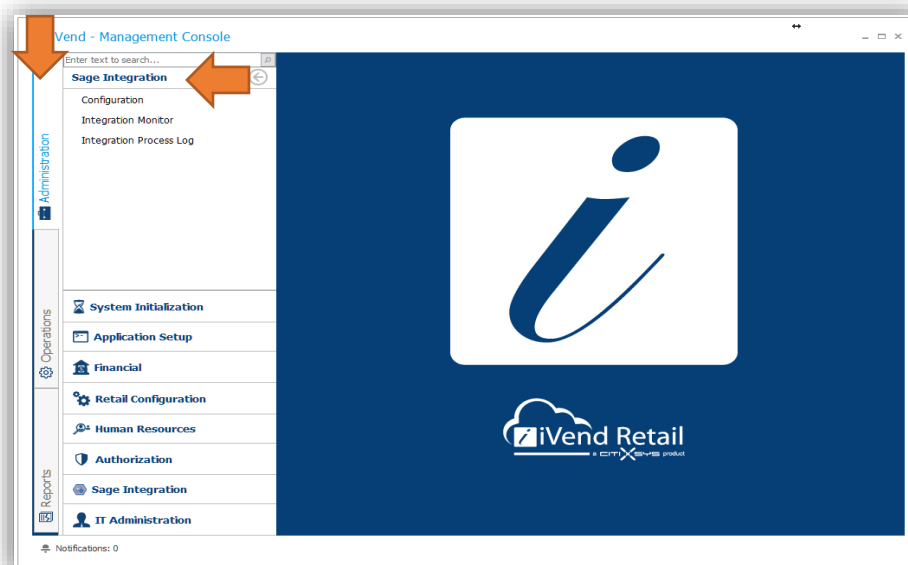
Figure 87- IVEND RETAIL MANAGEMENT CONSOLE HOME SCREEN

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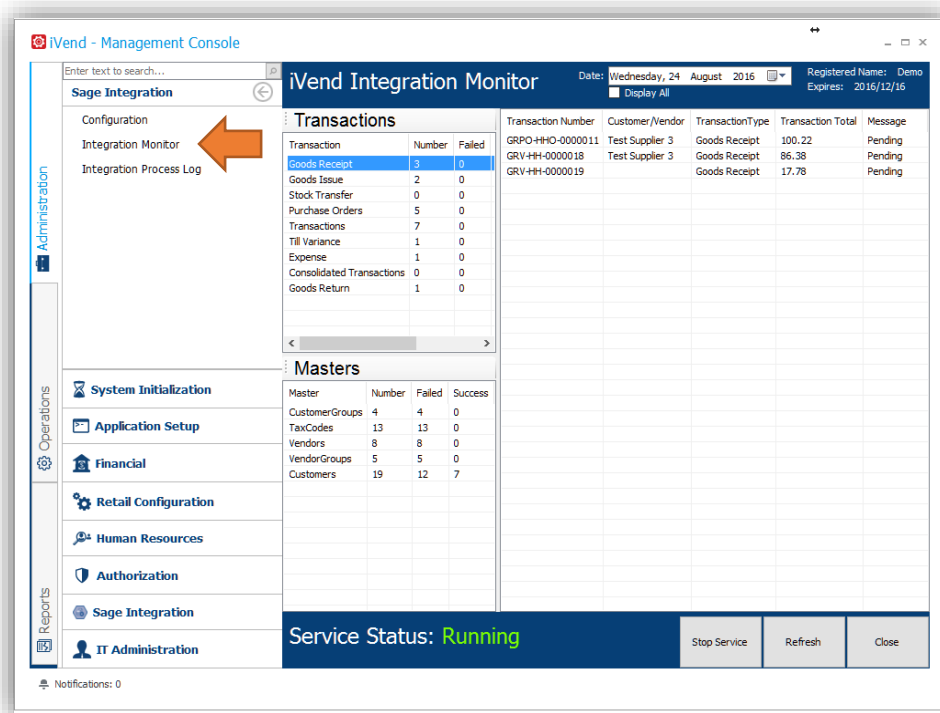
Figure 88 - IVEND RETAIL MANAGEMENT CONSOLE INTEGRATION MONITOR SCREEN

Select the Integration Monitor option under Sage Integration.

INTEGRATION MONITOR OVERVIEW

The integration monitor screen shows an overview of transactions for the day and whether they are pending integration, have integrated or failed during integration.

When selecting a Transaction row in the left hand pane, the right hand pane will show summary details of all the transactions.

INTEGRATION SERVICE

The integration monitor screen also indicates if the integration services has started. If you would like to stop the integration services and manage the integration to Sage One manually you can stop it and start it at any given time.

MONITOR REFRESH

The integration monitor refresh button will quickly update the transaction overview when selected.

INTEGRATION PROCESS LOG

Accessing the Integration Process Log to go to **Administration > Sage Integration.**
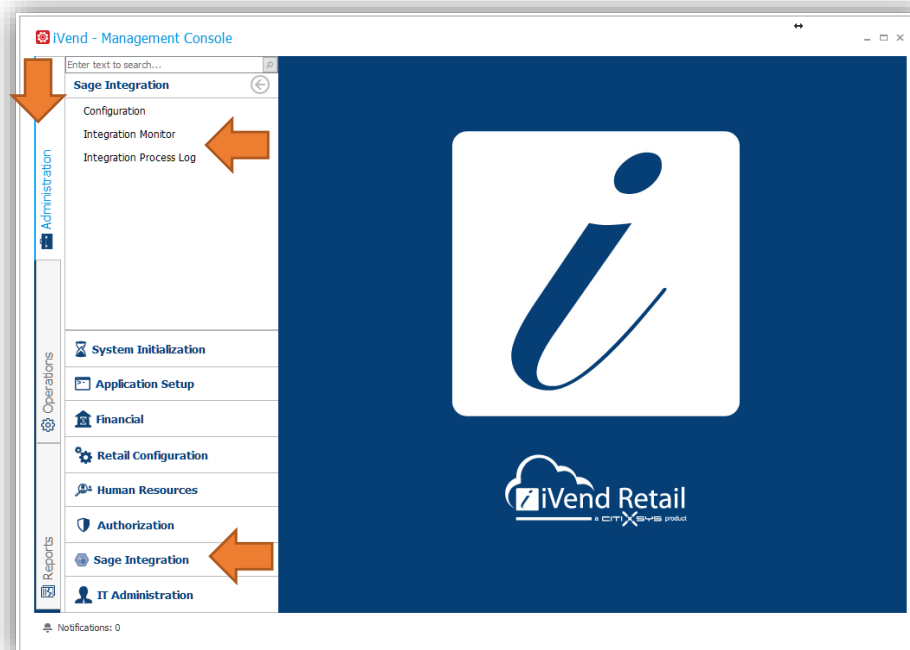
Figure 89 - IVEND RETAIL MANAGEMENT CONSOLE SAGE INTEGRATION HOME SCREEN

Select the Integration Process Log option under Sage Integration.
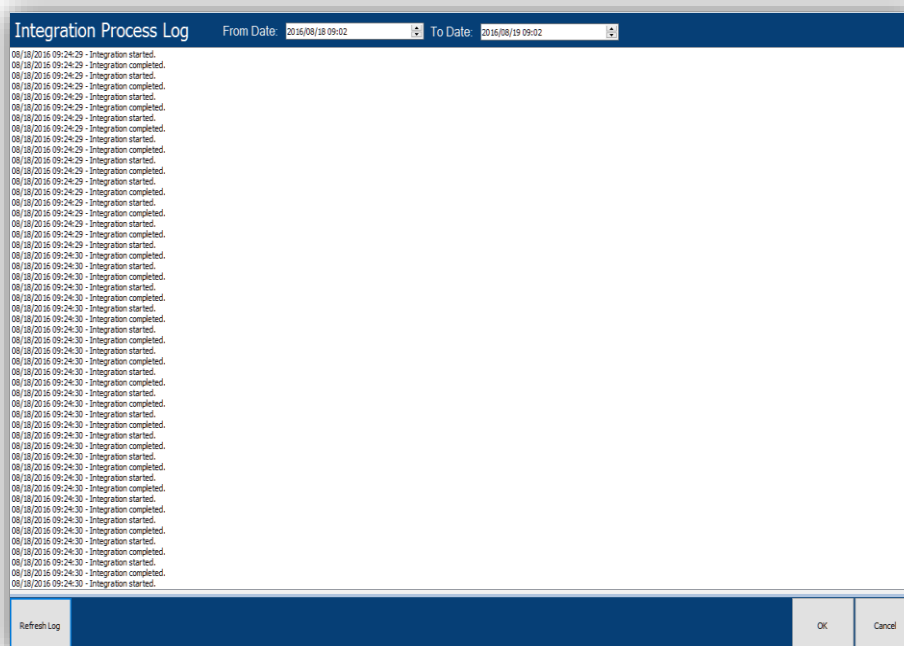
Figure 90 - IVEND RETAIL MANAGEMENT CONSOLE SAGE ONE INTEGRATION PROCESS LOG SCREEN

INTEGRATION PROCESS LOG OVERVIEW

The integration Process log screen shows an overview detail regarding what was processed to Sage One and when. The Process log will also indicate error messages and relay Master data sync information.

STEP 5 – SAGE ONE TRANSACTION MAPPING

OVERVIEW

This section serves to highlight the different type of transactions in iVend that integrates to the Sage One online Accounting system.

MASTER DATA

MASTER DATA FROM SAGE ONE TO IVEND

The below list indicates which Master Data records are synchronized from Sage One to iVend

From **Sage One** to **iVend;**

- **Customers (Bi-directional)**
  - o Customer Categories
- **Suppliers (Bi-directional)**
  - o Supplier Categories
- **GL Accounts**
  - o Relates to Configuration and mapping only
- **Tax Codes (One-directional)**
  - o Default Tax Code
- **Payment Types (One-directional)**
  - o Default Sage One Payment Type
- **Sales Reps (One-directional)**

Bi-directional – Indicates that if created in Sage One it will sync and create in iVend, if created in iVend it will integrate and create in Sage One

One-directional – Indicates that if created in Sage One it will sync and create in iVend. If created in iVend it will not integrate to Sage and cause integration issue if changed in iVend.

MASTER DATA (CUSTOMERS - CASH)

Sage One Cash Customer

iVend Management Console > Operations > Business Partner > Customer

Master Data (Customers - Cash) - Detailed info:

- **Customer Name** in Sage One will sync to First Name and Company Name in iVend.
- **Customer Category** in Sage One syncs to Customer Group in iVend.
- **Credit Limit** in Sage One will sync to Accounts Credit Limit in iVend.
- **Balance** in Sage One will be displayed in Accounts under iVend Customers.
- **Customer Vat No** will sync to Tax Number in iVend.
- **Cash Sales Customer** when selected in Sage One will deselect the option **"Can order items"** on the customer in iVend

- **Sales Rep** in Sage One will be synced to a User Defined Field on the customer in iVend "Sales Rep"
- Do not tick "**Auto Allocate Receipts to Oldest Invoice**" in the Sage One customer setup for Cash Customers.
- **Postal Address** in Sage One will be added to Customer Billing Address & Address in iVend.
- **Delivery Address** in Sage One will be added to Shipping Address in iVend
- **Contact Name** in Sage One syncs to Primary Contact in iVend.
- **Email** in Sage One syncs to Email in iVend.
- **Telephone** in Sage One syncs to Phone Number in iVend.
- **Mobile** in Sage One syncs to Mobile Phone in iVend.
- **Fax** in Sage One syncs to Fax Number in iVend.
- **Web Address** in Sage One syncs to Web Page in iVend.
- **Default Discount** in Sage One syncs to Discount in iVend.
- **Default VAT Type** in Sage One Syncs to Sales Tax Code in iVend.

MASTER DATA (CUSTOMERS - ACCOUNT)

Sage One Account Customer

Customer Name	Test Account 1	Active	☑
Category	WLM Soft	Credit Limit	R 0.00
Cash Sale Customer	☐	Customer VAT Number	407778945615
Opening Balance	R 0.00	Sales Rep	Sales Rep Default
Opening Balance as At	09/07/2016	Accepts Electronic Invoices	☐
Auto Allocate Receipts to Oldest Invoice	☑		

Details | Activity | Additional Contacts | Notes | User Defined Fields | Sales Graph | Quotes | Invoices | Report Layouts

Postal Address

123 Dream Ave
Miracle City
Cape Town
South Africa
Postal Code 0001

Delivery Address

Delivery Address
447 Lion road
Mountain Ridge
Cape Town
South Africa
Postal Code 0002

Copy from Postal Address   Map

Contact Details

Contact Name	Willem Meyer
Email	support@wlmscs.co.za
Telephone	+27824514871
Mobile	+27824514871
Fax	
Web Address	www.wlmscs.co.za
Allow this customer to view invoices online	☑

Default Settings

Statement Distribution	Email
Default Discount	10.00 %
Default Price List	Default Price List
Default VAT Type	Standard Rate (14.00%)
Due Date for Payment	0 End of the current Month
Currency	South African Rand

iVend Management Console > Operations > Business Partner > Customer

Master Data (Customers - Account) - Detailed info:

- **Customer Name** in Sage One will sync to First Name and Company Name in iVend.
- **Customer Category** in Sage One syncs to Customer Group in iVend.
- **Credit Limit** in Sage One will sync to Accounts Credit Limit in iVend.
- **Balance** in Sage One will be displayed in Accounts under iVend Customers.
- **Customer Vat No** will sync to Tax Number in iVend.
- **Cash Sales Customer** when selected in Sage One will deselect the option **"Can order items"** on the customer in iVend
- **Sales Rep** in Sage One will be synced to a User Defined Field on the customer in iVend "Sales Rep"
- Do not tick "**Auto Allocate Receipts to Oldest Invoice**" in the Sage One customer setup for Cash Customers.
- **Postal Address** in Sage One will be added to Billing Address & Address in iVend.
- **Delivery Address** in Sage One will be added to Shipping Address in iVend
- **Contact Name** in Sage One syncs to Primary Contact in iVend.
- **Email** in Sage One syncs to Email in iVend.
- **Telephone** in Sage One syncs to Phone Number in iVend.
- **Mobile** in Sage One syncs to Mobile Phone in iVend.
- **Fax** in Sage One syncs to Fax Number in iVend.
- **Web Address** in Sage One syncs to Web Page in iVend.
- **Default Discount** in Sage One syncs to Discount in iVend.
- **Default VAT Type** in Sage One Syncs to Sales Tax Code in iVend.

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MASTER DATA (CUSTOMERS - CATEGORIES)

Sage One Customer Category

iVend Management Console > Operations > Business Partner > Customer Group

Master Date (Customers Groups) - Detailed info:

- Customer Category in Sage One Syncs to Customer Groups in iVend

MASTER DATA (SUPPLIERS/VENDORS)

Sage One Suppliers

iVend Management Console > Operations > Business Partner > Vendor

Master Date (Supplier/Vendor) - Detailed info:

- Supplier Name in Sage One will sync to Company Name in iVend.
- Supplier Category in Sage One syncs to Vendor Group in iVend.
- Supplier Vat No will sync to Tax Number in iVend.
- Ensure you have ticked "Auto Allocate Payments to Oldest Invoice"
- Postal Address in Sage One will be added to Billing Address & Address in iVend.
- Delivery Address in Sage One will be added to Shipping Address in iVend
- Contact Name in Sage One Syncs to Primary Contact in iVend.
- Email in Sage One syncs to Email in iVend.
- Telephone in Sage One syncs to Phone Number in iVend.
- Mobile in Sage One syncs to Mobile Phone in iVend.
- Fax in Sage One syncs to Fax Number in iVend.
- Web Address in Sage One syncs to Web Page in iVend.
- Default VAT Type in Sage One Syncs to Purchases Tax Code in iVend.

MASTER DATA (SUPPLIER/VENDOR - CATEGORIES)

Sage One Customer Category

iVend Management Console > Operations > Business Partner > Customer Group

Master Date (Vendor Groups) - Detailed info:

- Supplier Category in Sage One Syncs to Vendor Groups in iVend

MASTER DATA (PAYMENT TYPES)

Sage One Payment Receipt Payment types

iVend Management Console > Administration > Financial > Payment Type

MASTER DATA (ACCOUNTS)

Sage One Accounts

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iVend Management Console > Administration > Sage Integration > Configuration > Configure ERP

Master Date (Accounts) - Detailed info:

- Accounts in Sage One sync to iVend Sage integrations Configure ERP mapping selection.

MASTER DATA (COMPANY SETTINGS – VAT SETTINGS)

Sage One Vat Settings

iVend Management Console > Administration > Financial > Tax Codes

Master Date (Tax Codes) - Detailed info:

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- Vat/Tax Name in Sage One will sync to Description in iVend.
- Vat% in Sage One will sync to Rate in iVend.

TRANSACTION INTEGRATION FROM IVEND TO SAGE ONE

The below indicates which iVend Transactions integrates from iVend to Sage One

From **iVend** to **Sage One**;

- Sales Transactions
    - Sales Invoice
        - Cash
        - Account
    - Sales Refund
        - Cash
        - Account
    - Advance Payments (Account Payments)
        - Account Customers
    - Payment Receipts
    - Special Order Shipments / Fulfillments
    - Quotes
- Purchases
    - Purchase Orders
    - Goods Receipts with Linked PO
    - Goods Receipts with no PO
    - Goods Returns with linked Receipt
    - Goods Returns with No Receipt
- Inventory
    - Goods issue (Non vendor selected – Partner type None)
    - Goods Receipt (Non vendor selected – Partner type None)
    - Stock revaluation
- Cash up Variances
- Expenses
- Surcharges (Planned for the Next Big Release)
- Multi-Currency (Sage One API does not support Multi currency integration yet – TBA)

POS TRANSATIONS

SALES TRANSACTIONS

SALES INVOICE CASH CUSTOMER- CASH TENDER)

IVend POS Transaction screen

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Sage One – Customer Invoice Screen

Sales Transactions - Detailed info:

- **Customer Code** in iVend integrates to the **Customer** field in Sage One.
- **Transaction Code in iVend POS integrates to the Document No. field in Sage One**
- **Business Date in iVend integrates to the Date field in Sage One.**
- **Products on the iVend transaction:**
  - Each **Product** sold on the iVend transaction will create a Sage One Invoice detail line
  - The detail line in Sage One will be set to Account and the **Account** selection is based on the Product group to Sage One Account mapping done in the configuration of the Integration connector setup, refer to the *Sage One Connector configuration guide*.
- **Price on the transaction detail line is integrated to the Excl. Price field on the matching detail line in Sage One**
- **Discount on the transaction detail line is integrated to the Disc% field on the matching detail line in Sage One**
  - When an Amount discount is added in iVend it will be converted to a Percentage discount when integrated to Sage One
- **Payments on the transaction ingrates to the Customer Receipt which is allocated to the invoice**

SALES INVOICE ACCOUNT CUSTOMER- ACCOUNT TENDER)

IVend POS Transaction screen

iVend Retail - Point of Sale

Type	Product Code	Description	Discount	Quantity	UoM	Price	Total
SALE	100103	Mens Ralp Lauren Suit	0.00 %	1		R72.00	R82.07
SALE	100113	Womens ASICS Running	0.00 %	1		R12.85	R14.65
SALE	100130	Grace - Richard Paul Evans	0.00 %	1		R14.99	R17.09

SALE

Customer Information

Id	6242392
Company	Test Account 1
Name	Test Account...
Credit Limit	R10,000.00
Available Points	0

Item(s)/Quantity	Sub Total	Discount	Tax	Surcharges	Total
3/3.00	R99.84	0.10 %	R13.96	R0.00	R113.70

F1 Transaction Mode	F2 Customer Search	F3 Product Search	F4 Sale Edit	F5 Item Edit	F6 Transaction Search	F7 FulFillment	F8 Void Item	F9 Void Sale	F10 Suspend /Recall	F11 Quick Complete -	F12 Payments

iVend Retail - Point of Sale

Transaction Search

Search Criteria			Transaction Code	First Name	Business Date	Actual Date	Store	Total
Transaction Code	80							
Customer Code		...	WLM-MP1-0000080	Test Account 1	7/9/2016	07/09/2016 01:38:23 PM	GreenFieldStore	R113.70
Customer Group		...						

Sage One – Customer Invoice Screen

Sales Transactions - Detailed info:

- **Customer Code** in iVend integrates to the Customer field in Sage One.
- **Transaction Code in iVend POS integrates to the Document No. field in Sage One**
- **Business Date in iVend integrates to the Date field in Sage One.**
- **Products on the iVend transaction:**
  - Each **Product** sold on the iVend transaction will create a Sage One Invoice detail line
  - The detail line in Sage One will be set to Account and the **Account** selection is based on the Product group to Sage One Account mapping done in the configuration of the Integration connector setup, refer to the *Sage One Connector configuration guide*.
- **Price on the transaction detail line is integrated to the Excl. Price field on the matching detail line in Sage One**
- **Discount on the transaction detail line is integrated to the Disc% field on the matching detail line in Sage One**
  - When an **Amount discount** is added in iVend it will be converted to a **Percentage discount** when integrated to Sage One
- **Payments on the Account transactions does not create a Receipt in Sage One as it is on Account.**

Sage One Cash Customer Balance:

The Statement indicates the Invoice that Debited the Cash Customer Account and The Payment Receipt that credited the Account.

Cash Customers should always have a zero balance.

SALES PAYMENT RECEIPTS

iVend Sales Transaction Receipt

Revision 2
Date: June 2017
100
WLM Software Consulting Services (Pty) LTD
Reg. No. 2012/188454/07,
VAT Number: 4470264088 Director W.L. Meyer

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Unit 18, Miracle Retail Park
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willem@wlmscs.co.za

	Payment Details							
Payment Type	Account Number	Ref. Number	Paid Amount	Discount	Surcharge	Change	Cash Back	Foreign C...
CASH			R82.08	R0.00	R0.00	R0.00	R0.00	R0.00

Sale Refund	Sale Exchange	Sale Payment	Special Order Edit	Special Order Payment	Fulfillment	Layaway	Print Transaction		Ok	Cancel

Sage One Customer Receipt

View Receipt - CASH10000000001000077

Customer Details

Customer: Test Customer 1
Balance: R 298.08

Receipt Details

Document No.: CASH100000000010
Receipt Amount: R 82.08
Reference: WLM-MP1-0000095
Bank Account: ABSA_TEST_1

Description:
Comments:
Date: 10/07/2016   Payment Method: Cash
Reconciled: [ ]

Sales Transactions Receipt- Detailed info:

- **Customer Code** in iVend integrates to the **Customer** field in Sage One.
- **System Generated Receipt Number** integrates to the **Document No.** field in Sage One
- **Transaction code** in iVend integrates to the **Reference** Field in Sage One.
- **Paid Amount** in iVend integrates to the **Receipt Amount** field in Sage One.
- **Business Date** in iVend integrates to the **Date** field in Sage One.
- **Payment Type** in iVend integrates to the **Payment Method** field in Sage One.
- **Mapped Bank** in iVend Connector mapping integrates to the **Bank Account** field in Sage One.

SALES WITH SPLIT PAYMENTS

iVend Sales Transaction Receipt

iVend Retail - Point of Sale

Transaction Search

Search Criteria			Transaction Code	First Name	Business Date	Actual Date ▼	Store	Total
Transaction Code								
Customer Code	...	▶	WLM-MP1-0000096	Test Customer 1	7/11/2016	07/11/2016 06:54:19 AM	GreenFieldStore	R82.08

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Payment Details

Payment Type	Account Number	Ref. Number	Paid Amount	Discount	Surcharge	Change	Cash Back	Foreign C...
CASH			R50.00	R0.00	R0.00	R0.00	R0.00	R50.00
CREDIT CARD	XXXXXXXXXXX1...		R32.08	R0.00	R0.00	R0.00	R0.00	R32.08

Sale Refund	Sale Exchange	Sale Payment	Special Order Edit	Special Order Payment	Fulfillment	Layaway	Print Transaction		Ok	Cancel

Sage One Customer Receipt

Customer Receipts

Add Receipt   Allocate Receipts

Search: 00096   View: Search Results

Actions   Print   Delete

	Customer Name	Doc. No.	Ref.	Date ⌄	Total
☐	Test Customer 1	CASH10000000001000078	WLM-MP1-0000096	10/07/2016	R 50.00
☐	Test Customer 1	CREDIT CARD10000000001000079	WLM-MP1-0000096	10/07/2016	R 32.08

Sales Transactions Receipt- Detailed info:

- **Customer Code** in iVend integrates to the **Customer** field in Sage One.
- **System Generated Receipt Number** integrates to the **Document No.** field in Sage One
- **Transaction code** in iVend integrates to the **Reference** Field in Sage One.
- **Paid Amount** in iVend integrates to the **Receipt Amount** field in Sage One.
- **Business Date** in iVend integrates to the **Date** field in Sage One.
- **Payment Type** in iVend integrates to the **Payment Method** field in Sage One.
- **Mapped Bank** in iVend Connector mapping integrates to the **Bank Account** field in Sage One.

SALES REFUND

IVend POS Transaction screen

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Sage One – Customer Credit Note Screen

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Process Customer Credit Note

Sales Transactions Refund - Detailed info:

- **Customer Code** in iVend integrates to the **Customer** field in Sage One.
- **Transaction Code** in iVend POS integrates to the **Document No.** field in Sage One
- **Business Date** in iVend integrates to the **Date** field in Sage One.
- Products on the iVend transaction:
    - Each **Product** sold on the iVend transaction will create a Sage One Invoice detail line
    - The detail line in Sage One will be set to Account and the **Account** selection is based on the **Product group** to Sage One Account mapping done in the configuration of the Integration connector setup, refer to the *Sage One Connector configuration guide*.
- **Price** on the transaction detail line is integrated to the **Excl. Price** field on the matching detail line in Sage One
- **Discount** on the transaction detail line is integrated to the **Disc%** field on the matching detail line in Sage One
    - When an **Amount discount** is added in iVend it will be converted to a **Percentage discount** when integrated to Sage One
- **Payments Refunds** on the transaction ingrates to the Customer Receipt.

QUOTES

SALES QUOTATION

iVend POS Transaction screen

Sage One – Customer Invoice Screen

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Process Quote

Sales Quote Transactions - Detailed info:

- **Customer Code** in iVend integrates to the Customer field in Sage One.
- **Transaction Code** in iVend POS integrates to the Document No. field in Sage One
- **Business Date** in iVend integrates to the **Date** field in Sage One.
- Products on the iVend transaction:
    - Each **Product** sold on the iVend transaction will create Sage One Invoice detail line
    - The detail line in Sage One will be set to Account and the **Account** selection is based on the Product group to Sage One Account mapping done in the configuration of the Integration connector setup, refer to the *Sage One Connector configuration guide*.
- **Price** on the transaction detail line is integrated to the **Excl. Price** field on the matching detail line in Sage One
- **Discount** on the transaction detail line is integrated to the **Disc%** field on the matching detail line in Sage One
    - When an **Amount discount** is added in iVend it will be converted to a **Percentage discount** when integrated to Sage One

---

ADVANCE PAYMENT

Capture Advance payment to an Account Customer for account settlement or due payments.

iVend Sales Advance Payment

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Sage One – Customer Receipts

Sales Advance Payment (Account Payments) - Detailed info:

- **Customer Code** in iVend integrates to the **Customer** field in Sage One.
- **System Generated Receipt Number** integrates to the **Document No.** field in Sage One
- **Transaction code** in iVend integrates to the **Reference** Field in Sage One.
- **Paid Amount** in iVend integrates to the **Receipt Amount** field in Sage One.
- **Business Date** in iVend integrates to the **Date** field in Sage One.
- **Payment Type** in iVend integrates to the **Payment Method** field in Sage One.
- **Mapped Bank** in iVend Connector mapping integrates to the **Bank Account** field in Sage One.

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COST OF SALES

After each Sales or Refund POS transaction, integration will Process a journal in Sage One to either debit or Credit Inventory and affect the Cost of Sales account based on the mapping setup.

Process Journal Entries

Show Previous Journal Entries ☑

From Date   18/08/2016

To Date   18/08/2016   Refresh   Export Data

Import

Select the account and enter the amount exclusive of VAT to be posted to that account. The amount inclusive of VAT will be posted to the "By Affecting Account".

	Date ▲	Effect	Account	Reference	Description	VAT Type	Amount	VAT	Incl. VAT	by Affecting Acc.	
	18/08/2016	Debit	Inventory	ASCO-INV-0...	ASCO-INV-0000051 Cos...	No VAT	R 12.43	R 0.00	R 12.43	Cost Of Sales	🖉 ➕ ➖

GIFT CARD / STORE CARD SALES & REDEMPTION

When processing a gift card or store card sale in iVend the sales integration process works the same as a normal sale. The only difference is that we link the Gift Card and Store card product group to a Gift or Store card liability account.

Further we link the gift or store card payment types used when redeeming the card to their own clearing Bank account in Sage One. The below process diagram then explains how the transaction then will be applied in Sage One

Gift Card Sales

Liability Sales Account		Clearing Bank		Actual Bank	
Credit	Debit	Credit	Debit	Credit	Debit
100			100		100
	100	100			

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Gift Card Redemption

	Sales(Products)		Clearing Bank(Gift)	
	Credit	Debit	Credit	Debit
	100			100
			100	

On a sale the liability account link to the gift card will be credited and the clearing bank will be debited, when the deposit hits the actual bank in Sage One it will then be offset against the clearing account, this way the actual bank containing the 100 clearing is zero and the gift liability account has 100. When redeemed, the product sales account will be credited, the gift card payment clearing bank will be debited. When we see that it is a gift card payment we automatically add a bank entry to the gift card clearing account affecting the gift card liability account zeroing the liability and clearing bank account.

MANAGEMENT CONSOLE TRANSATIONS

PURCHASE ORDERS

iVend Purchase Order Screen

Sage One Supplier Purchase Order screen

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Process Purchase Order

Purchase Order - Detailed info:

- **Vendor** in iVend integrates to the **Supplier** field in Sage One.
- **PO Reference Number** in iVend POS integrates to the **Document No.** field in Sage One
- **Business Date** in iVend integrates to the **Date** field in Sage One.
- **Vendor Tax Number** in iVend integrates to the **Vat Reference** Field in Sage One.
- **Vendor Address** in iVend integrates to the **Physical** and **Postal** address field respectively.
- **Supplier Invoice** in iVend integrates to the **Supplier Inv. No.** field in Sage One

- Products on the iVend transaction:
  o Each **Product** Purchased on the iVend Goods Receipt transaction will create a Sage One Supplier Invoice detail line
  o The detail line in Sage One will be set to Account and the **Account** selection is based on the Product group to Sage One Purchase Account mapping done in the configuration of the Integration connector setup, refer to the *Sage One Connector configuration guide*.
- **Price** on the transaction detail line is integrated to the **Excl. Price** field on the matching detail line in Sage One

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GOOD RECEIPTS LINKED TO A PO (SUPPLIER INVOICE)

IVend Goods Receipt with PO screen

Sage One Supplier Invoice screen

Goods Receipt - Detailed info:

- **Vendor** in iVend integrates to the **Supplier** field in Sage One.
- **Goods Receipt Number** in iVend POS integrates to the **Document No.** field in Sage One

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- **Business Date** in iVend integrates to the **Date** field in Sage One.
- **Vendor Tax Number** in iVend integrates to the **Vat Reference** Field in Sage One.
- **Vendor Address** in iVend integrates to the **Physical** and **Postal** address field respectively.
- **Supplier Invoice** in iVend integrates to the **Supplier Inv. No.** field in Sage One

- Products on the iVend transaction:
  - o Each **Product** Purchased on the iVend Goods Receipt transaction will create a Sage One Supplier Invoice detail line
  - o The detail line in Sage One will be set to Account and the **Account** selection is based on the Product group to Sage One Purchase Account mapping done in the configuration of the Integration connector setup, refer to the *Sage One Connector configuration guide*.
- **Price** on the transaction detail line is integrated to the **Excl. Price** field on the matching detail line in Sage One

GOOD RECEIPTS NOT LINKED TO A PO (SUPPLIER INVOICE)

IVend Goods Receipt with PO screen

Sage One Supplier Invoice screen

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Process Supplier Invoice

Send ▼   Edit   Options ▼

Supplier Details

				Physical Address		Postal Address
Supplier	Supplier Test 1 ▼	VAT Reference	44778945673	Physical Address ▼		123 Dakota Ave
Balance	R 11.23	Credit Limit	R 10,000.00	123 Dakota Ave		Springfield

Invoice Details

				Springfield		Cape town
Document No.	GRPO-HH-0000004	Date	10/07/2016	Cape town		South Africa
Supplier Inv. No.	INV59	Due Date	31/07/2016	South Africa		0001
From Purchase Order	▼	Discount %	0.00 %	0002		
Layout	Default (Modern) ▼					

☐ Use Inclusive Amounts

Use Last Supplier Invoice Detail

Type	Selection	Description	Unit	Qty	Excl. Price	VAT Ty...	Disc %	Discount	Exclusive	VAT	Total		
🟨 Account	Inventory	Men's So;id Polo		1.00	R 11.23	Standa...	0.00%	R 0.00	R 11.23	R 1.57	R 12.80	➕	➖
🟨 Item	Select Item						0.00%					➕	➖

Add Additional Costs

Message		Total Discount	R 0.00
Set Default Message		Total Exclusive	R 11.23
		Total VAT	R 1.57
		Total	R 12.80

Goods Receipt - Detailed info:

- **Vendor** in iVend integrates to the **Supplier** field in Sage One.
- **Goods Receipt Number** in iVend POS integrates to the **Document No.** field in Sage One
- **Business Date** in iVend integrates to the **Date** field in Sage One.
- **Vendor Tax Number** in iVend integrates to the **Vat Reference** Field in Sage One.
- **Vendor Address** in iVend integrates to the **Physical** and **Postal** address field respectively.
- **Supplier Invoice** in iVend integrates to the **Supplier Inv. No.** field in Sage One
- Products on the iVend transaction:
  - Each **Product** Purchased on the iVend Goods Receipt transaction will create a Sage One Supplier Invoice detail line
  - The detail line in Sage One will be set to Account and the **Account** select is based on the Product group to Sage One Purchase Account mapping done in the configuration of the Integration connector setup, refer to the *Sage One Connector configuration guide*.
- **Price** on the transaction detail line is integrated to the **Excl. Price** field on the matching detail line in Sage One

GOODS RETURNED (SUPPLIER RETURNS)

iVend Goods Return

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Sage One Supplier Returns screen

Goods Return - Detailed info:

- **Vendor** in iVend integrates to the **Supplier** field in Sage One.
- **Goods Return Number** in iVend POS integrates to the **Document No.** field in Sage One
- **Business Date** in iVend integrates to the **Date** field in Sage One.
- **Vendor Tax Number** in iVend integrates to the **Vat Reference** Field in Sage One.
- **Vendor Address** in iVend integrates to the **Physical** and **Postal** address field respectively.
- **Supplier Invoice** in iVend integrates to the **Supplier Inv. No.** field in Sage One

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- Products on the iVend transaction:
  - Each **Product** Purchased on the iVend Goods Receipt transaction will create a Sage One Supplier Invoice detail line
  - The detail line in Sage One will be set to Account and the **Account** selection is based on the Product group to Sage One Purchase Account mapping done in the configuration of the Integration connector setup, refer to the *Sage One Connector configuration guide*.

Price on the transaction detail line is integrated to the **Excl. Price** field on the matching detail line in Sage One

GOODS ISSUE (SUPPLIER RETURNS – NOT LINKED TO A GOODS RECEIPT PO)

IVend Goods Issue

Sage One Supplier Returns screen

Process Supplier Return

Send ▼   **Edit**   **Options** ▼

Supplier Details

				Physical Address	Postal Address
Supplier	Supplier Test 1	VAT Reference	44778945673	Physical Address ▼	123 Dakota Ave
Balance	R 11.23	Credit Limit	R 10,000.00	123 Dakota Ave	Springfield

Return Details

Document No.	GRPO-HH-0000003	Date	10/07/2016	Springfield	Cape town
Supplier Ref.				Cape town	South Africa
From Invoice	▼	Discount %	0.00 %	South Africa	0001
Layout	Default (Modern) ▼			0002 ✕	

☑ Use Inclusive Amounts

Use Last Supplier Return Detail

Type	Selection	Description	Unit	Qty	Incl. Price	VAT Ty...	Disc %	Discount	Exclusive	VAT	Total	
Account	Computer Exp...			1.00	R 11.23	No VAT	0.00%	R 0.00	R 11.23	R 0.00	R 11.23	➕ ➖

Message / Set Default Message	

Total Discount	R 0.00
Total Exclusive	R 11.23
Total VAT	R 0.00
Total	R 11.23

Goods Issue - Detailed info:

- **Vendor** in iVend integrates to the **Supplier** field in Sage One.
- **Goods issue Reference Number** in iVend POS integrates to the **Document No.** field in Sage One
- **Business Date** in iVend integrates to the **Date** field in Sage One.
- **Vendor Tax Number** in iVend integrates to the **Vat Reference** Field in Sage One.
- **Vendor Address** in iVend integrates to the **Physical** and **Postal** address field respectively.
- **Supplier Invoice** in iVend integrates to the **Supplier Inv. No.** field in Sage One
- Products on the iVend transaction:
  - Each **Product** Purchased on the iVend Goods Receipt transaction will create a Sage One Supplier Invoice detail line
  - The detail line in Sage One will be set to Account and the **Account** selection is based on the Product group to Sage One Purchase Account mapping done in the configuration of the Integration connector setup, refer to the *Sage One Connector configuration guide*.

Price on the transaction detail line is integrated to the **Excl. Price** field on the matching detail line in Sage One

GOOD RECEIPT – STOCK ADJUSTMENT (INCREASE)

IVend Goods Receipt – No Business Partner Selected type is "None"

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Sage One Journal Entry Screen

Goods Receipt Stock Adjustment (Increase) - Detailed info:

Adjusting the Stock in the on hand section in iVend using a Goods Receipt will generate a Sage One Journal debiting inventory and crediting Cost of Sales

Accounts selected will be based on the mapping done in the Sage One integration configuration setup screen

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GOOD ISSUE – STOCK ADJUSTMENT (DECREASE)

iVend Goods Issue – No Business Partner Selected type is "None"

Sage One Journal Entry Screen

Goods Issue Stock Adjustment (Decrease) - Detailed info:

Adjusting the Stock in the on hand section in iVend using a Goods Issue will generate a Sage One Journal Crediting inventory and debiting Cost of Sales

Accounts selected will be based on the mapping done in the Sage One integration configuration setup screen

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INVENTORY REVALUATION

Coming Soon!

DAY END / CASH UP VARIANCE

IVend Day End – Cash up Variances

TILL CLOSING

ACME RETAIL   Print Date : 10-Jul-2016

\-

Filter Criteria

From Date : 10-Jul-2016   **Store :** GreenFieldStore   **TILL :**

To Date :   10-Jul-2016   **POS :**

Date :	10-Jul-2016					Store :	GreenFieldStore	
Pos	**Till**	**Cash In**	**Cash Out**	**Expense**	**Opening Amount**	**Transaction Amount**	**Closing Amount**	**Variance Amount**
POS	MT-2016/07/10 11:46:06 AM	$0.00	$0.00	$0.00	$0.00	$82.08	$80.00	**($2.08)**
	Store Total For The Day :				**$0.00**	**$82.08**	**$80.00**	**($2.08)**
Grand Total:					**$0.00**	**$82.08**	**$80.00**	**($2.08)**

Sage One Bank transaction

Variance - Detailed info:

- **Cash up Variances** in iVend will integrate per payment type to Sage One as a **Bank** transaction against the Account specified in the Sage integration Account mapping setup.

EXPENSES

iVend POS or MC expenses

Expense	
General	
Store	GreenFieldStore - Green Field Store
Amount	$20.00
Reason	Expense - Expense for store
Comment	
Business Date	8/17/2016
Entry Date	8/18/2016

Sage One Banking Screen

Banking

★ **Click here to set up Bank Feeds** for this account. **Click here** to find out what Bank Feeds are and how to save time on your banking!

Bank or Credit Card ABSA_TEST_1 ▼   **R 1,790.91** Bank Balance   **1 Transactions** To be Reviewed

New Transactions Reviewed Transactions

↶ Actions | Mark as Reviewed | 🗑 Delete | ✏ Batch Edit | Import Bank Statements | Export   Shortcut Keys 🔍 ⚙

You have **1** new Bank Statement transactions to review and process.

	Date	Payee	Description	Type	Selection	Reference	VAT	Spent	Received	Rec.	Foreign	Exch. Rate	Actions
☐	19/08/2016			Account	General Expenses	Expense	No VAT	R 20.00		☐	-	-	∨ ≣ ↗ 🔗 ✕ ➕ ➖
☐	19/08/2016			Account	(None)		Standard Rate			☐	-	-	∨ ≣ ↗ 🔗 ✕ ➕ ➖

Expenses - Detailed info:

Creating expense transactions in iVend will generate Sage One banking transactions against the mapped account specified in the integration expense mapping setup.

SAGE ONE CLEARING RECONCILIATION

iVend integrates all receipt, expense and cash up variance values to the clearing Bank account in Sage One. This Bank is only used to reconcile to your actual Bank account where day to day payment and deposit would take place.

Process to follow to ensure that your Clearing Bank is always zero (or should always be zero).

 Step 1:

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When you import the Bank statement into Sage One or if you have it linked to your bank and it Auto imports the statement for you, create a rule on the Bank that will auto allocate all deposits done from the day's taking (Cash or Card) to the Clearing Account found under your Sage One Account. The Sage One integration connector will auto create this Account for you on install.

The Example below show how it would look in the Actual Bank account on Sage One:

Step 2:

In your Clearing Bank on Sage One, create an entry on the bank for the same value as what was allocated in the Actual Bank but enter the value into the spent column.

The transaction in the Clearing Bank will contra out the amount in the clearing account, leaving the clearing Bank account with a zero balance.

Always ensure your Clearing Bank is Zero

If your Clearing bank is not zero after you follow the above steps it could relate to one of the following: Amount short banked, Cash up done wrong resulting in wrong variance values posted.

IF you cannot determine why there a variance, please contact your Sage One support consultant or Accountant to assist with the correction entries in Sage One.

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SAGE ONE INTEGRATION SUPPORT

Please log a support ticket with WLM Software by sending an email to support@wlmscs.co.za using the caption "**Sage One integration installation**" in the subject of the email.

STEP 6 – STORE INITIALISATION

INSTALL AND LINK POINT OF SALES

Before a POS can be used to ring up sales, a Till needs to be assigned to every POS. A Till is essentially the cash drawer where the cash is maintained in the system by the user of the POS. Each POS will require at least one Till to be created.

To create a Till, a master Till is created, which is a template of what can be done with the Till by the user.

To open the Master Till setup window, choose *Operations > Till Management > Master Till*.

1. Click New to add Master Till in the system.
2. Enter the code and description.
3. Define the Mode – User or Team.
4. Specify the POS for this till
5. Enter all the required information for the Mater Till and choose Ok.

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Master Till Setup

6. Once the till is created on the Master till screen user has to select this newly created till and Press the button "Assign Till" on Master Till search screen.

For more information, refer the Till section under Operations in Management Console User Manual. Also, you can refer the Till Setup video available at CitiXsys Knowledge Portal.

iVend – New Store Initialization (Restore)

iVend Configuration Manager > Database Restore

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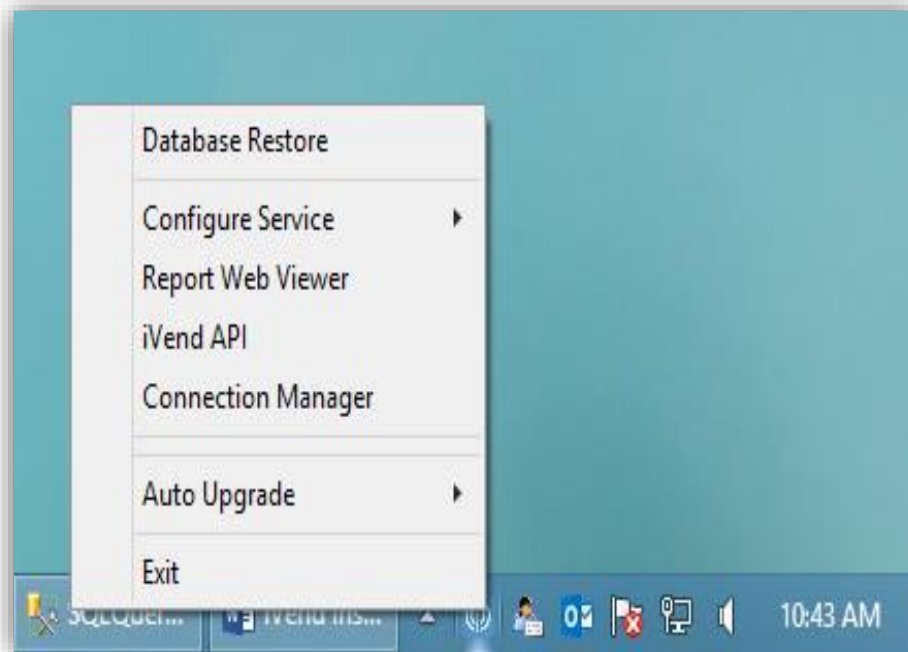
Figure 91 - DATABASE RESTORE

This screen allows restoring the master data backup created at the enterprise. This backup can be used to create a new store by using the restore utility thus saving the time and effort required to initialize master data replication for each store.

> Before restoring the data in iVend, a data backup needs to be done. This data backup can be done from iVend Management Console > IT Administration > Database Backup. For more information, refer "iVend Retail 6.5 Update 4 – Management Console User Manual".

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Figure 92 - NEW STORE INITIALIZATION (RESTORE)

Field	Description/Activity
Connection Properties	
Server Name	Specify the SQL Server name/IP of the SQL Server of iVend Store Database.
Database Name	Enter the name of the iVend Store Database.
User Id	Enter the SQL DB User ID for the iVend Store Database.
Password	Enter the DB Password for the iVend Store Database.

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Backup File	Browse and select the Backup file that was generated at iVend enterprise for this site id.
Buttons	
Connect	Fill in the required information and click Connect to establish connection to iVend store database.
Restore	Click Restore for database restoration.
OK	Closes the form with the entered values.
Cancel	Closes the form without the entered values.

Replication Service Configuration – At iVend Enterprise
iVend Configuration Manager > Configure Service > Replication

The Enterprise Replication Windows Service needs to be configured and started. The iVend Enterprise database credentials need to be entered.

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Figure 93 - REPLICATION ENTERPRISE SETTINGS INFORMATION

Field	*Description/Activity*
Enterprise Settings	
Company Name	Specify the unique company name in case multiple iVend Enterprise instances are configured on the same server.
Server Name	Specify the SQL Server name/IP of the SQL Server of iVend Enterprise Database.
Database Name	Enter the name of the iVend Enterprise Database.
User Id	Enter the SQL User ID for the iVend Enterprise Database.
Password	Enter the password for the iVend Enterprise Database.
Fail-over Server	Enter the SQL Server Name if the mirror server is configured for the server defined in Server Name field. For more information see setting up mirror server
Buttons	
	After filling the required fields and updating the settings, click the button below to start the services.
	Click the button below to stop the running service
	Click the button below to create new database when creating multiple instances of iVend.
Update	After filling the required filed, click Update to update the changed settings.
Cancel	Click to close the form without saving details.

CREATE TILLS

To create a Till, a master Till is created, which is a template of what can be done with the Till by the user.
To open the Master Till setup window, choose ***Operations > Till Management > Master Till.***

1. Click New to add Master Till in the system.
2. Enter the code and description.
3. Define the Mode – User or Team.

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4. Specify the POS for this till
5. Enter all the required information for the Mater Till and choose Ok.

6. Once the till is created on the Master till screen user has to select this newly created till and Press the button "Assign Till" on Master Till search screen.

> For more information, refer the Till section under Operations in Management Console User Manual.
> Also, you can refer the Till Setup video available at CitiXsys Knowledge Portal.

STEP 7 – IVEND RETAIL DAILY PROCEDURE

CASH UP

After processing all sales, each till must be closed off and all transaction payments must be accounted for. This is called Cash Up. To start this process, open the iVend Management Console then browse to **Operations > End of Day > Remove Till**

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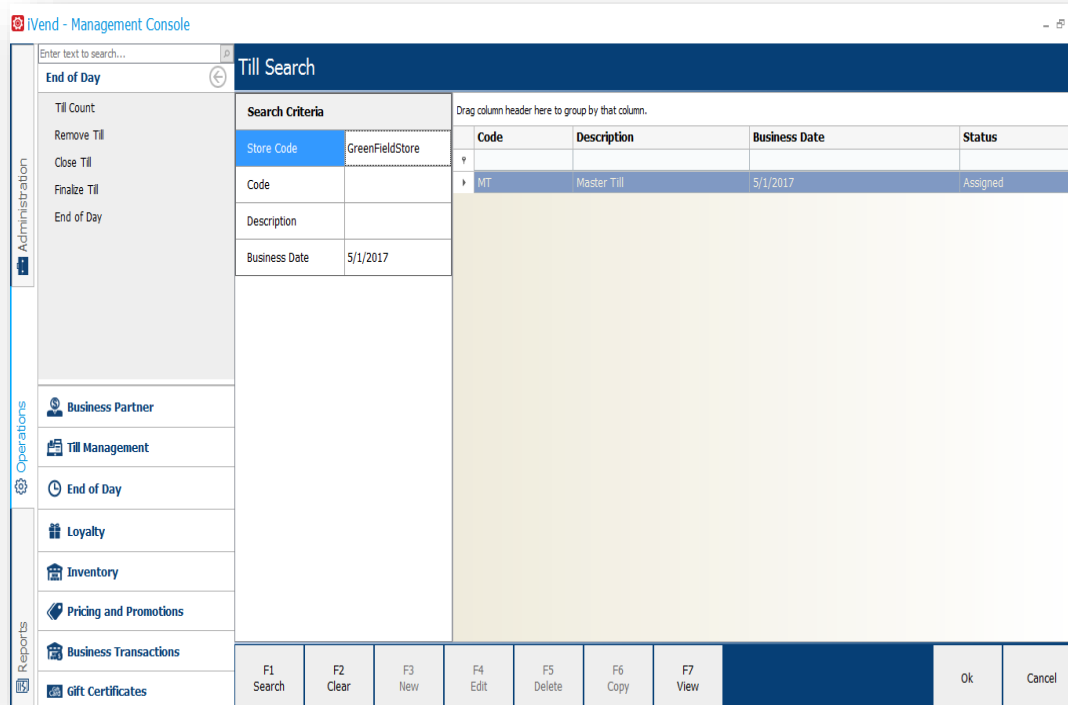
Click on the till that you will be cashing up, then click OK. Do the same for "Close Till"

Next step is to finalize the till. In this step, you will be given the opportunity to count the cash and credit/debit card payment receipts. Once Finalize Till has been clicked from **Operations > End of Day > Finalize Till**, select the till that you are closing off and click OK at the bottom. You will now be given the opportunity to fill in the counted amounts for each payment type

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Payment Type	Opening Amount	System Amount	Amount	Variance	Document Count
CASH	R0.00	R0.00	R0.00	R0.00	0
Voucher	R0.00	R0.00	R0.00	R0.00	0
CREDIT CARD	R0.00	R0.00	R0.00	R0.00	0
Gift Card	R0.00	R0.00	R0.00	R0.00	0
StoreCredit	R0.00	R0.00	R0.00	R0.00	0
ForeignCurrency	R0.00	R0.00	R0.00	R0.00	0
Card	R0.00	R0.00	R0.00	R0.00	0
	R0.00	R0.00	R0.00	R0.00	0

For the payment types (usually only cash) where detail counts (denomination counts) are required, clicking the "Details" button in the bottom left, which will open the denomination screen where each denomination must be counted and the value must be entered. Only enter the denomination count and not the total value for each denomination as iVend only requires the count. Based on the denomination setup, iVend will calculate the value of each count. For the payment types where summary counts are sufficient, the total amount received can be entered in the Amount column.

Once all payment types have been counted and variances have been investigated and resolved, click OK. This will finalize the till and if any variances occurred, iVend will record this variance and the reason provided for the variance

END OF DAY

The final step in the daily procedures is to run the End of Day process. This process re-assigns all tills for the store and updates the business date in the iVend System to the following day.

Start the process by browsing to **Operations > End of Day > End of Day**

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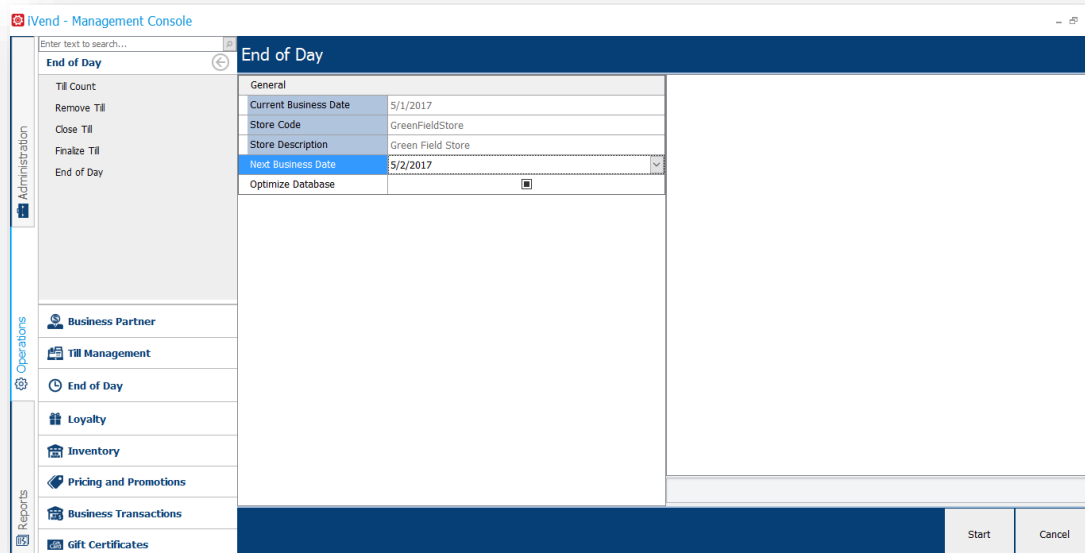
The only thing to do here is to verify that the "Next Business Date" is the next day after the "Current Business Date" then click the Start button.

STEP 8 – SAGE ONE DAILY PROCEDURE

Follow the below daily procedures to ensure your Sage One is stable and healthy after an iVend integration.

- Ensure that all transactions have been integrated from iVend to Sage One (view the integration monitor in iVend for integration status)
- Import your bank statement to your Actual Bank Account
- Link all deposits made from the store or credit card receipts to the iVend Clearing account

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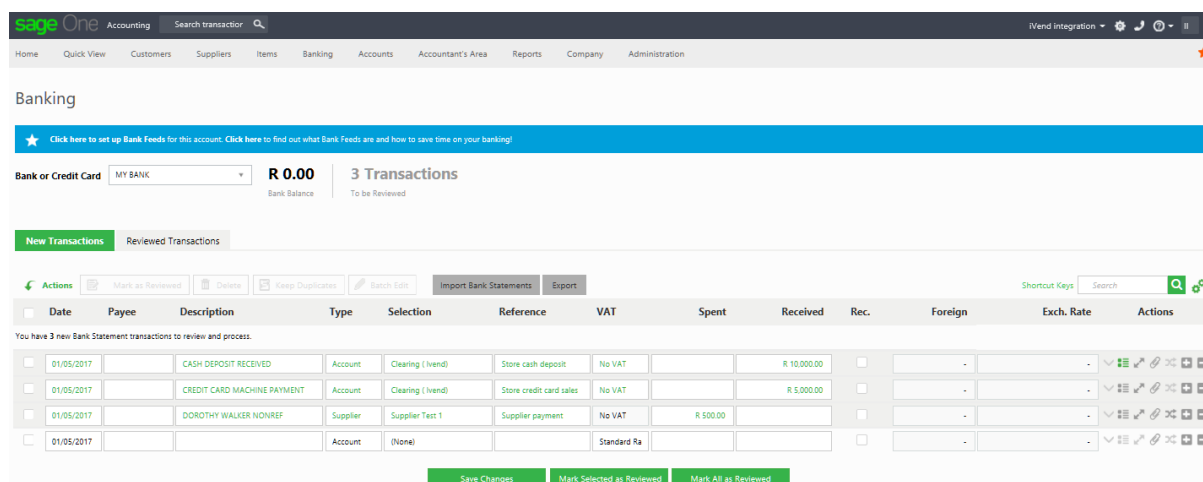
- Next create the deposit entries in your clearing Bank account, as an opposite to the Actual bank account entry. Meaning the deposit in the Actual bank account will be a received amount and the opposite entry in the clearing bank account will be a spent.

- This reconciliation procedure ensure that the money that the iVend system indicated and posted to the Clearing bank account along with the cash up variances posted for the day reconciles with the money deposited into the actual bank account.
- Your clearing account should always be zero or if there is a balance related to the following
    - Actual bank deposit not replicated in the clearing bank account
    - Cash up variance not recovered or written off
    - Credit card deposit not yet received in actual to replicate
- When making use of Gift Cards in iVend, the integration connector will create a Gift card Clearing Bank account in Sage One, you won't need to process anything here, just monitor that the balance in this Bank clearing is always zero, refer to transaction mapping on Gift card that explains the process of a transaction account wise.

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PRODUCT DOCUMENTATION

https://knowledge.citixsys.com/document-store?_20_folderId=3319023&_20_viewEntries=1&_20_viewFolders=1&_20_struts_action=%2Fdocument_library%2Fview&p_p_id=20&p_p_lifecycle=0&_20_entryStart=0&_20_entryEnd=30&_20_folderStart=0&_20_folderEnd=20&_20_action=browseFolder

IVEND RETAIL SUPPORT VIDEOS

ENTERPRISE SETUP

https://knowledge.citixsys.com/elearning

TOPICS COVERED:

- License Administration
- Installation at the Enterprise
- User Creation and Management
- Security Roles and Users
- Setting up retail profiles
- Payment Types
- Tax Setup
- Print Profiles Setup
- Gift Certificate Setup
- Reason Codes management
- Quick Buttons setup
- Report Manager
- Export and Import Data
- Replication Monitor
- Messages
- iVend Receipt Designer
- POS & Store Management Console Information
- Dashboards
- Purchase Order Authorization
- User defined Fields on iVend Objects

INVENTORY MANAGEMENT

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Products, Groups, Classes and Categories setup
- Alternate Products, Alternative UPC and Upsells setup
- Stock Transfer between store locations

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- Goods Receipts and Goods Issues
- Purchase Orders, GRPOs and Goods Returns
- Kits setup and build or break
- Inventory Counting
- Notifications on Acceptance or rejection of stock transfer request
- Barcode Masking
- Label Design
- Partial receiving in stock transfer
- Forecasting
- MRP
- Merchandise Hierarchy

SALES PERSON

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Login and navigation at POS
- Opening and Closing Procedures at POS
- How to search products and add customers at the POS
- How to create a sale and take payments
- Performing a sale edit
- Voiding items and a sale at the POS
- Suspending and recalling transactions at the POS
- Sales refunds and exchanges
- Special orders, surcharges and fulfilment
- Special order – Final payment and delivery
- Gift Card – Sell, redeem and recharge
- Advance Payments on Account
- Layaway Setup and utilisation
- Quotations – Create and convert to a sale
- Attributes – Sales and transaction line items
- Expenses, Cash In and Cash Out
- Resolving negative inventory at the POS
- Coupons – Issue and redemption at the POS
- Selling serial and batch managed items at the POS
- Matrix item selection view at the POS
- Product and customer dashboards at POS
- Executing EOD from POS
- Shutdown the POS

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STORE MANAGER

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TOPICS COVERED

- Till management
- End of Day
- Promotions and coupons
- Special prices and discount management
- Manager authorizations and discount management
- Store manager reports
- Loss prevention dashboard
- Product, customer and manufacturer discounts
- X Tape report
- Filtering the scan area on basis of user rights
- Settings to hide fields on the transaction screen

STORE SETUP

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Creating a store
- Document number series
- Installation at the store
- Backup and restore a store database
- Point of Sale setup
- Master Till setup
- Hardware management
- Replication monitor at store

POS DESIGNER

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Overview of POS designer
- Defining styles for buttons
- Creation of button panel
- Creation of buttons
- Designing a POS
- Creation of customer information control

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- Creation of transaction item information control
- Creation of transaction information panel
- Creation of miscellaneous controls
- Import and export for POS designer
- Tips and Tricks for designing POS

IVEND MOBILE POS

IVEND MOBILE SETUP

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TOPICS COVERED

- Installation of iVend API and API Health Check
- Set up mobile POS in Management Console
- Installing mobile POS application on iOS and Android devices
- Mobile POS setup and initialize over air

CONFIGURING RETAIL PERIPHERALS

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Configure Linea Pro with iVend Mobile POS
- Configure Socket Mobile Scanner with iVend Mobile POS
- Configure IDTECH magstrip reader with iVend Mobile POS
- Configure IDTECH Bluetooth reader with iVend Mobile POS
- Configure Koamtac KDC400 with iVend Mobile POS
- Configure Air and Bluetooth printer with iVend Mobile POS
- Configure Wi-Fi printer and Cash Drawer with iVend Mobile POS
- Configure Touch ID with iVend Mobile POS
- Configure Ingenico iSMP with iVend Mobile POS

MANAGING CUSTOMER DATA

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Add and update customer information from Mobile POS

MOBILE POS TRANSACTIONS

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Sale transaction from Mobile POS
- Refund Transaction from Mobile POS
- Special order transaction from Mobile POS
- Layby transaction from Mobile POS
- Gift Certificate sale, recharge, cashback and redemption from Mobile POS
- Coupon issue and redemption from Mobile POS
- Sales order fulfilment from Mobile POS
- Quotation from Mobile POS
- Preview transaction – recall suspended transaction, re-print or email completed transaction

LOYALTY CUSTOMER REGISTRATION

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TOPICS COVERED

- Loyalty customer registration

IVEND LOYALTY

LOYALTY SETUP

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TOPICS COVERED

- Loyalty configuration
- Points expiry setup
- Loyalty special days
- Loyalty notification setup
- Loyalty level
- Pre-printed loyalty card

LOYALTY PLANS

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TOPICS COVERED

- Loyalty plan

CUSTOMER MANAGEMENT

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TOPICS COVERED

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- Loyalty customer registration
- Loyalty membership group
- Adjust customer balances
- Loyalty card transfer

AWARD & REDEEM LOYALTY POINTS AT POS

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TOPICS COVERED

- Award / redeem loyalty points at POS

LOYALTY REPORTS

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Loyalty reports

CUSTOMER PORTAL CONFIGURATION

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Customer portal configuration

IVEND ECOMMERCE

INITIALIZATION

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Pre initialization steps
- Initialization steps

GENERAL CONFIGURATION

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TOPICS COVERED

- Configuring SEO (Search Engine Optimization) in iVend eCommerce
- Configuring tax inclusive / exclusive item handling in iVend eCommerce

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- General configuration

LOCALIZATION

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TOPICS COVERED

- Managing multiple Locales and Currency in iVend eCommerce
- Using string resource manager feature in iVend eCommerce

SHIPPING DELIVERY

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TOPICS COVERED

- Instore pickup functionality
- Order delivery management
- Shipping calculation
- Delivery scheduler

PRODUCT MANAGEMENT

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Manage attributes
- View failed and fraudulent orders
- Product management
- Setting and display for downloadable products
- Restricted return functionality
- Item comparison feature
- Barcode duplication check

PRICING AND PROMOTION

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Gift card, coupons and loyalty management
- Gift registry for shoppers
- Passbook configuration
- Pricing and discount feature

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SHOPPERS PAGE CONFIGURATION

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TOPICS COVERED

- Configuring shoppers console entity page
- Configuring shoppers console home page
- Configuring shoppers console product page

PORTAL MANAGEMENT

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Manage topics
- Management of home page slider banners
- Managing the Newsletter
- Mass mail manager

CART AND CHECKOUT MANAGEMENT

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Anonymous checkout functionality
- Managing wish list feature

ORDER MANAGEMENT

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Creating and viewing recurring orders
- Order options for online shoppers
- Phone order functionality
- Processing orders start to end in iVend eCommerce
- View and manage orders
- View failed and fraudulent orders
- Attributes display in carts for matrix items

VIEWS AND DELIVERIES

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TOPICS COVERED

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- Creating custom reports
- Standard reports available in iVend eCommerce

MASTER MANAGEMENT

https://knowledge.citixsys.com/elearning

TOPICS COVERED

- Customer management in iVend eCommerce
- Master data management in iVend eCommerce
- Organization management in iVend eCommerce
- Create account page validation
- User defined fields in iVend eCommerce
- Customer account balance check in iVend eCommerce

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IVEND RETAIL

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https://knowledge.citixsys.com/forums

https://knowledge.citixsys.com/elearning

https://knowledge.citixsys.com/knowledge-base

SAGE ONE

http://www.sageone.co.za/get-accounting-help/

https://www.sageone.co.za/

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