DSD Business Systems

Sage 100 Enhancements

ARST

ServiceTrade Integration

Version 6.10

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ARST ServiceTrade Integration User's Manual
Version 6.10

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Table of Contents

Section A: Introduction

This manual contains a description and instructions for this DSD product. Operating instructions are included for the features added by this product to Sage 100. For instructions on using Sage 100, refer to the appropriate Sage 100 manual, or call your Sage 100 reseller. DSD Business Systems offers excellent Sage 100 support, at an hourly rate.

Web Resources

DSD web site: http://www.dsdinc.com

The Enhancement page contains:

> *Current Release Schedule*
> *Purchasing Information*
> *Installation Instructions*
> *Product Support*
> *Enhancement Links*

EEEE ARST ServiceTrade Integration:

http://www.dsdinc.com/enh/pages/EEEE.htm

The product web page contains:

> *Product Description*
> *Web Links*
> *Current Product Version Table*
> *Product Installation File Download*
> *Product Manual in .pdf Format*
> *Revision History*
> *FAQ*

Support

DSD provides product support through Sage 100 resellers. Support is provided for the current version. Older versions are supported at an hourly rate. DSD's telephone number is 858-550-5900. Fax: 858-550-4900.

For a hard error, where the program displays an error dialog, report:

> *Error number.*
> *Program name.*
> *Line number.*
> *Program version.*
> *Exact sequence that caused the error, including menus and menu selections.*
> *Other pertinent information.*

If leaving a message or faxing, please include:

Your name.
Your phone number (and fax if applicable) and extension.

It is possible to be unable to duplicate a problem, because of data corruption or because we have not exactly duplicated a particular operating environment. In such circumstances, we can only continue to try to fix the problem if we can either access the system remotely or by some other to duplicate the system.

ARST ServiceTrade Integration Features

This DSD enhancement allows and integration between Sage 100 and ServiceTrade, using a REST API protocol. There are two major features in this integration:

- Customer, Ship-To, and Item Code information is **synchronized** from Sage 100 to ServiceTrade real-time. This means that any addition, change, or deletion of a Customer, Ship-To, or Item will automatically synchronize to the ServiceTrade system.
- Sage 100 S/O Invoices can be generated from the **download** of ServiceTrade invoices.

Both Regular Items and Miscellaneous Items can be "flagged" as ServiceTrade items, and will be included in the synchronization.

Customers can be "flagged" as Service Trade Customers, and will be included in the synchronization, along with associated Ship-To Codes.

For more information on ServiceTrade, please visit: https://www.servicetrade.com/

Section B: Getting Started

CAUTION

- **If you reinstall or upgrade one of the Sage 100 modules listed in the following table, you must also reinstall this Enhancement.**

- Enhancements from different Sage Developers are generally not designed to work together. If installed together, problems are likely to occur.

- **Check with DSD before installing more than one Enhancement.**

Required Levels

Sage 100 Module	Module Required	Required Level
A/R	Y	6.10
S/O	Y	6.10
I/M	Y	6.10
C/I	Y	6.10

Installation

1. **Back-up:** Exit all Sage 100 sessions. Back-up existing Sage 100 data.
2. **Check Levels:** Sage 100 module levels **must match** those listed above.
3. **Run Enhancement Setup Program:** Save the executable installation program (sent to you or downloaded from our website) in a convenient location on the Sage 100 server. Launch the program from Windows Explorer or by selecting Start/Run, and then browse for the file in the location you saved it. Follow on-screen instructions.
4. **Send your Sage Serial Number to your DSD Representative:** Send your Sage Serial Number to your DSD representative in order for us to send you back the encrypted keys to unlock your system. This serial number can be found in Library Master\Setup\System Configuration, Tab 3. Registration as Serial Number.
5. **Re-Start Sage 100:** Sage 100 will be updated.
6. **Unlock the Enhancement:** DSD Enhancements must be unlocked to run. When any part of the Enhancement is run for the first time, the **DSD Enhancement License Agreement and Activation** window will appear. Follow the steps shown on that window. *You can click the Help button for more detailed instructions.*

   Note: On the next page is a screenshot of the DSD Enhancement License Agreement and Activation window.

   After accepting the License Agreement, you can then select the type of unlocking that you'd prefer. The choices are File, Web, Demo and Manual Entry.

   File Unlock: After receiving your encrypted serial number key file from DSD, and placing that file in the MAS90/SOA directory, selecting this option will unlock all products keys contained in the file. This means you can unlock all enhancements at once using this option.

   Web Unlock: If the system that is running the DSD Enhancement *has web access* and you *have sent DSD your Sage Serial number*, you can unlock the Enhancement without assistance using Web Unlock. When this option is selected, the program will attempt to download encrypted serial number key file from DSD *and then proceed to unlock all enhancements contained in the file.*

- *The Sage 100 system that is being used must have web access for this option to be effective.*
- *You can send your Sage Serial Number to your DSD Enhancements sales representative.*

Demo Unlock: If a Demo mode is available for the Enhancement you're running, you will be able to Demo unlock the product without assistance from DSD for demo purposes.

- *Creating a Demo Unlock is a good way to temporarily unlock DSD Enhancements off-hours, if you do not have web or email access. Later, you can unlock the product fully, during business hours.*

Manual Entry Unlock: If you want to unlock a single enhancement using a single encrypted key, you can select this option and enter the 64 character key you receive from DSD by copy and paste.

Note: *You can also unlock a DSD Enhancement through the* <u>DSD Enhancement Control Panel</u> *found on the Library Master Utilities Menu. Then, select the Enhancement with your mouse from the list of Enhancements and click the* **Unlock Product** *button on the right side of the window.*

7. **Convert Data:** After unlocking, the DSD Conversion Wizard will appear. Follow on-screen instructions to complete data conversion. *You can exit the conversion program without converting data. The Enhancement will not proceed, however, until data is converted. If you enter an enhanced program and data has not been converted, the conversion program will run again.*

DSD Enhancement Control Panel

Starting with version 3.61, all DSD Enhancement products include DSD's Enhancement Control Panel. The **DSD Enhancement Control Panel is accessed from the Library Master Utilities menu.**

The DSD Enhancement Control Panel is a simple to use yet powerful system to help maintain DSD Enhancements installed on a Sage 100 system. To use it, select an Enhancement product from the list on the window and then click the button, on the right side of the window, which corresponds with the desired task.

View Manual: This button will display the product manual for the selected Enhancement using Adobe Acrobat. For this to be possible, the PDF file for the corresponding manual must be in the "MAS90/PDF" folder in the Sage 100 system. If the file is not present, and the system has web access, the correct PDF file will be automatically downloaded from the DSD website, put into the "MAS90/PDF" folder and then displayed.

Check the Web for Updates: This button will check the DSD website to see what the current build is the selected Enhancement and alert the user if a later version is available. *This requires an internet connection on the Sage 100 system.*

Unlock Product: This will cause the DSD Enhancement License Agreement and Activation window to appear. Using this window is described on the previous page. *This button is disabled if the selected Enhancement is already unlocked or if unlocking is not required.*

Unlock All Products: This will cause the DSD Enhancement All License Agreement and Activation window to appear. This window is similar to the one described on the previous page, but has only web and file as options to unlock. *This button is never disabled.*

Convert Data: After verification, the selected Enhancement's data conversion program will run. Data conversion is non-destructive, and may be triggered any number of times. Sometimes this is required to fix data records imported or updated from a non-enhancement installation.

Multi-Convert Data: Multiple Companies can be converted at the same time for a given Enhancement. (*If you have a large number of Companies to convert, please do in batches of 20 or fewer due to memory limitations.*)
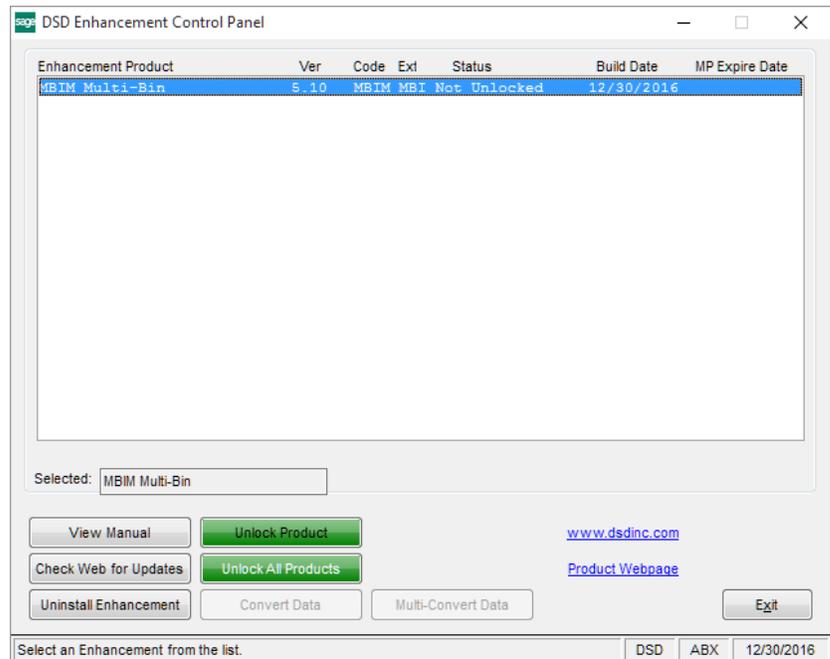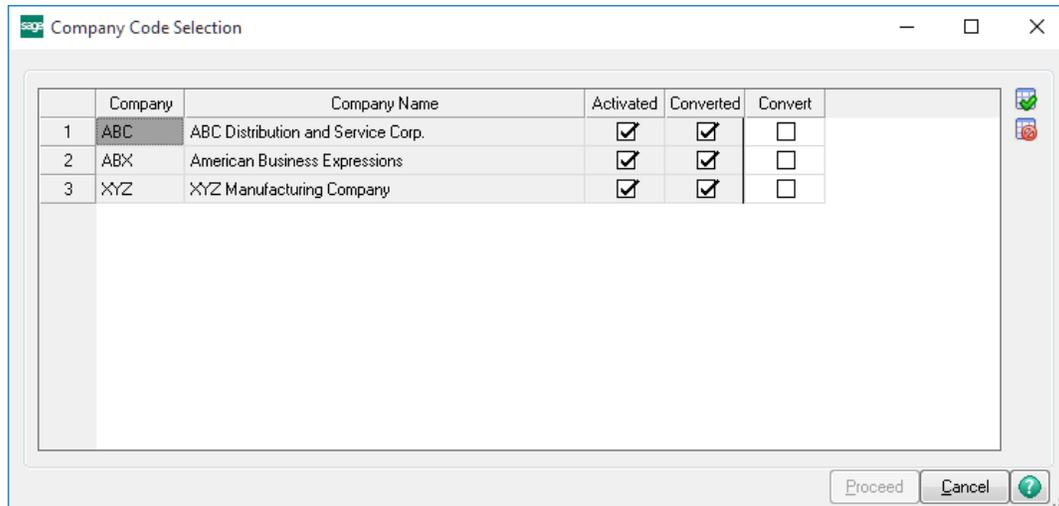
Help: The Help button, located at the bottom right of the window, opens an HTML help file.

Get Adobe Acrobat: Opens the Adobe Acrobat website to the page where Acrobat can be downloaded and installed.

Uninstall Enhancement If this option is available, then selecting this button will start the un-install process, removing the enhancement from the system. (for more information see Uninstall DSD Enhancements)
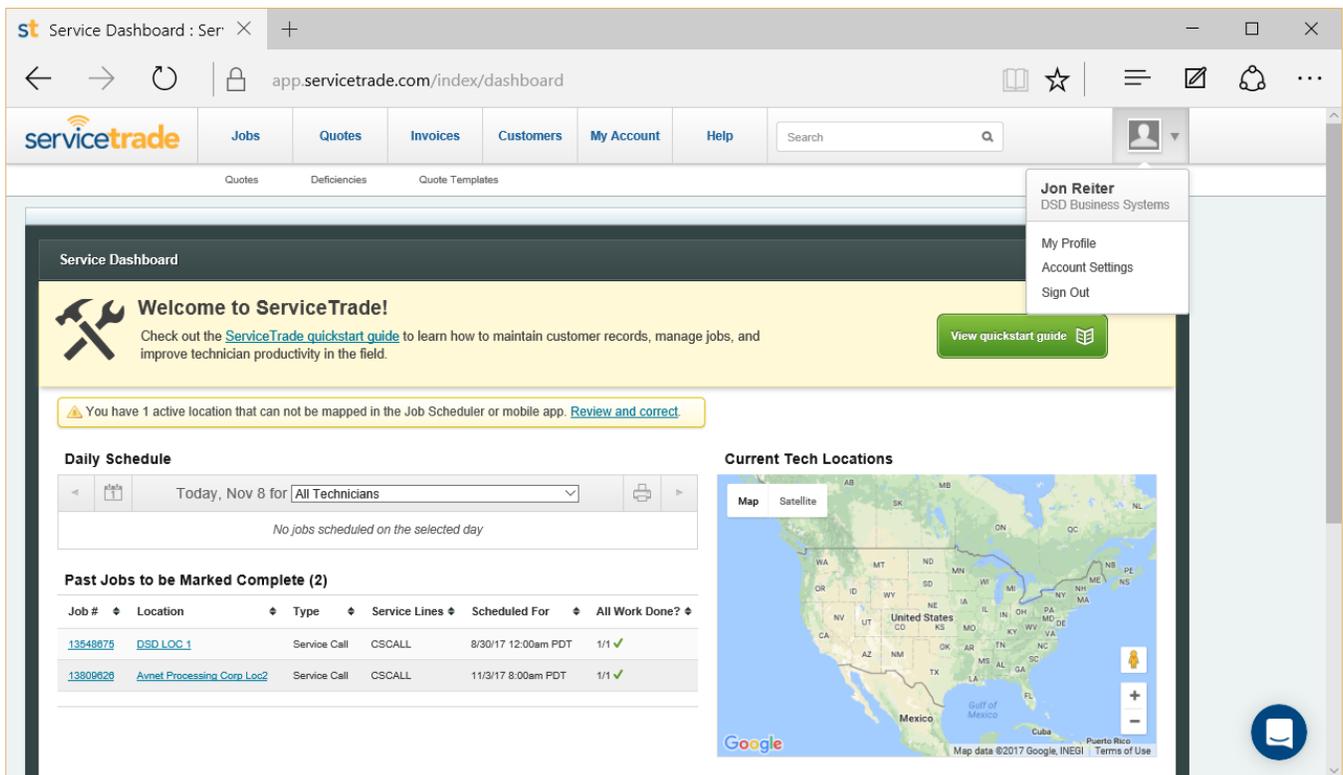
Section C: Setup

External Link Setup

ServiceTrade allows for a custom link to ERP systems, such as Sage 100, and it is important to first create that custom link in your ServiceTrade settings.

On the top-right of the ServiceTrade Dashboard panel, select the LOGIN button and select **Account Settings** to display the Account Details page. See below.

On the following panel, select the green button labeled "**Add an External System**".
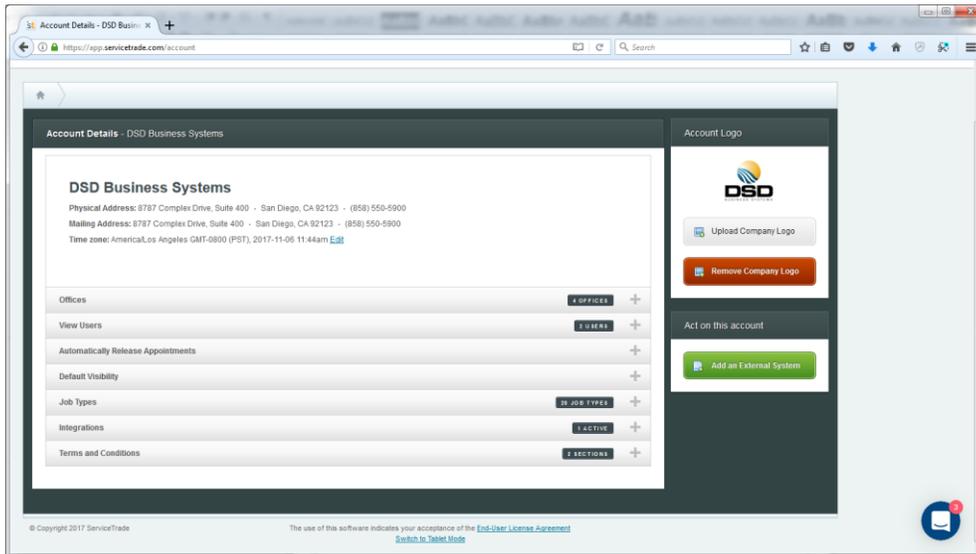
Set the **Name** to be "sage100" and the **Description** to be "Sage100".
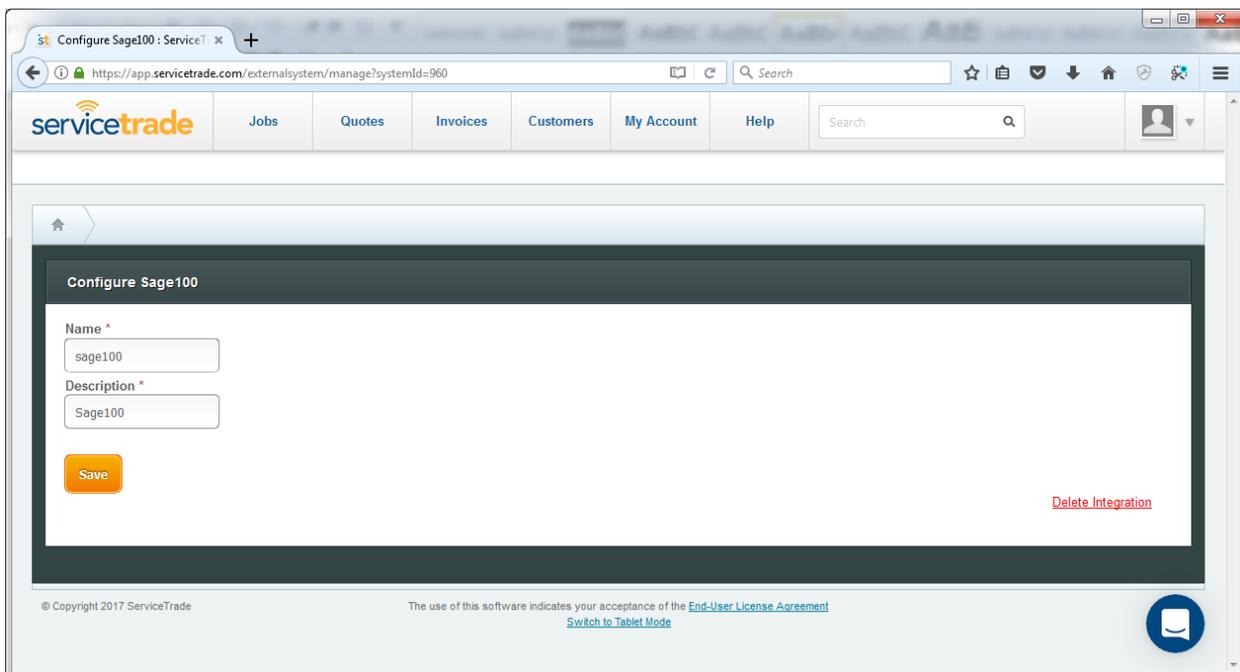
When finished, select the **Save** button.

User Setup

ServiceTrade allows setup of Technicians that are used for appointments. These technicians are tied to ServiceTrade User Logins, and can be linked to Sage 100 Salesperson Codes. During Sage 100 S/O Invoice Creation, these Salesperson Codes are added to the invoices.

NOTE: If you do not need Technicians to be added as Salespersons to S/O Invoices during Sage 100 S/O Invoice Creation, then this step can be skipped.

On the top-right of the ServiceTrade Dashboard panel, select the LOGIN button and select **Account Settings** to display the Account Details page. See below.

On the following panel, select the **View Users** "+" to access the technicians.

Select the User that is a technician, then select he **blue button** next to the user's name to access the External Link. The **Sage100** link will be displayed.

Enter the Sage 100 **Division No** and **Salesperson Code** (no spaces or dashes). If the Sage 100 company code does not have "Accounts Receivable Divisions" turned on, then enter the Division No as "00". Examples are: 000100, 020200, 020100, etc.

When finished, select the **Save** button.

Sage 100 Setup

A/R ServiceTrade Options has been added to the A/R Setup Menu. Select this new menu option to access the ServiceTrade integration settings.

URL Address: Enter the URL address for ServiceTrade. The standard URL address is: https://app.servicetrade.com.

User Name: Enter the ServiceTrade User Name. This name is used to login to ServiceTrade from Sage 100 to upload/download information.

Password: Enter the ServiceTrade Password for the User Name. Be sure to match the case sensitivity.

NOTE: Make sure that the user code that is entered in **A/R ServiceTrade Options** has full access rights to ServiceTrade.

The following fields are Custom Office UDFs that you must setup, and use Customizer to add the fields to the associated Maintenance Panels:

Name of Customer/Ship-To UDF (checkbox) for "ServiceTrade Customer/Ship-To": Enter the CHECKBOX UDF from the **AR Customer Master** entity. Be sure to add this checkbox to A/R

Customer Maintenance. This checkbox is used in Customer Maintenance to turn on the integration to ServiceTrade for each customer.

NOTE: You can choose to allow Ship-To Codes to have an "on/off" checkbox to integrate the <u>specific</u> Ship-To codes to Service Trade. To do this, you can add the same UDF (named the same) to the SO Ship-To Address entity. Be sure to add this checkbox to A/R Customer Maintenance / Ship To Address. If you ONLY want the "on/off" checkbox on the Customer, then do not add the UDF to the SO Ship-To Address entity.

Name of Customer/Ship-To UDF for "ServiceTrade Tag Field": Enter the UDF from the **AR Customer Master** entity. Be sure to add this field to A/R Customer Maintenance. This field is used in Customer Maintenance to enter the ServiceTrade "Tag" field for each customer, shich can be a Job Number, Route Number, or any tag of your choosing.

NOTE: You can choose to allow Ship-To Codes to have an independent tag field. To do this, you can add the same UDF (named the same) to the SO Ship-To Address entity. Be sure to add this field to A/R Customer Maintenance / Ship To Address. If you ONLY want the tag field on the Customer, then do not add the tag field UDF to the SO Ship-To Address entity.

Name of Item UDF (checkbox) for "ServiceTrade Item Code": Enter the CHECKBOX UDF from the **CI Item Master** entity. Be sure to add this checkbox to I/M Item Maintenance and C/I Miscellaneous Item Maintenance, if applicable. This checkbox it used in I/M Item Maintenance and C/I Miscellaneous Item Maintenance to turn on the integration to ServiceTrade for each Item Code.

Name of Item UDF for "ServiceTrade Service Line": Enter the UDF from the **CI Item Master** entity. Be sure to add this field to I/M Item Maintenance and C/I Miscellaneous Item Maintenance, if applicable. This field is used in I/M Item Maintenance and C/I Miscellaneous Item Maintenance to enter the ServiceTrade Service Line for each Item Code. For new installations, set this field to '4'.

Name of Item UDF for "ServiceTrade Item Type": Enter the UDF from the **CI Item Master** entity. Be sure to add this field to I/M Item Maintenance and C/I Miscellaneous Item Maintenance, if applicable. This field is used in I/M Item Maintenance and C/I Miscellaneous Item Maintenance to enter the ServiceTrade Item Type for each Item Code. For new installations, set this field to '4'

> **Note:** This can be a drop box field with the following selections:

> - o   None
> - o   Part
> - o   Fee
> - o   Inspection
> - o   Service
> - o   Labor
> - o   Other

Name of S/O Invoice UDF for "ServiceTrade Invoice ID": Enter the UDF from the **SO Invoice Header** entity. This field is used in store the ServiceTrade Invoice ID to be used during Sales Jornal Update. It is recommended that you also add this UDF to AR Invoice History Header, and link it from SO Invoice Header.

NOTE: You do <u>not</u> need to add this field to the S/O Invoice Header Panel using Customizer. If you do elect to add this field to the S/O Invoice Header Panel, then it is recommended that you set it to locked/disabled.

Use Sage 100 Next Invoice Number on Service Trade Import: Select this check box to use the 'Next Invoice Number' setup in Sage 100 S/O Options for the invoice numbers. Clear this check box to use the Service Trade Invoice Number for the Sage 100 Invoice Number.

Exclude Division in Customer Synch: Check this box if you do NOT use A/R Divisions, and you want the Service Trade Customer Link to exclude divisions.

Exclude Ship-To/Location Synch: Check this box if you do NOT want to synchronize Sage 100 Ship-to Code to the Service Trade. Selecting this checkbox will also exclude the Location import to Ship-To Code during the S/O Invoice Import.

Credit Hold Tag: If you want a Customer Tag in Service Trade that indicates if the Customer is on Credit Hold, then you can enter the Tag name in this field, and when the Customer is put on Credit Hold, the Service Trade Company will be updated with a Tag with this name.

COD Terms Code: If you want a Customer Tag in Service Trade that indicates if the Customer is on a specific Terms Code, then enter the Sage 100 Terms Code to use.

COD Tag: If you want a Customer Tag in Service Trade that indicates if the Customer is on a specific Terms Code, then you can enter the Tag name in this field, and when the Customer has a Terms Code that matches the "COD Terms Code", the Service Trade Company will be updated with a Tag with this name.

Standard Contract ID for Unit Prices: Enter the 6-digit ID from the Standard Contract panel. You must setup a "Standard Contract" for item pricing in Service Trade. After setup, select that contract and user the 6-digit ID from the URL that is displayed. The example below has the ID as 239588 (https://app.servicetrade.com/contract/view?id=239588).
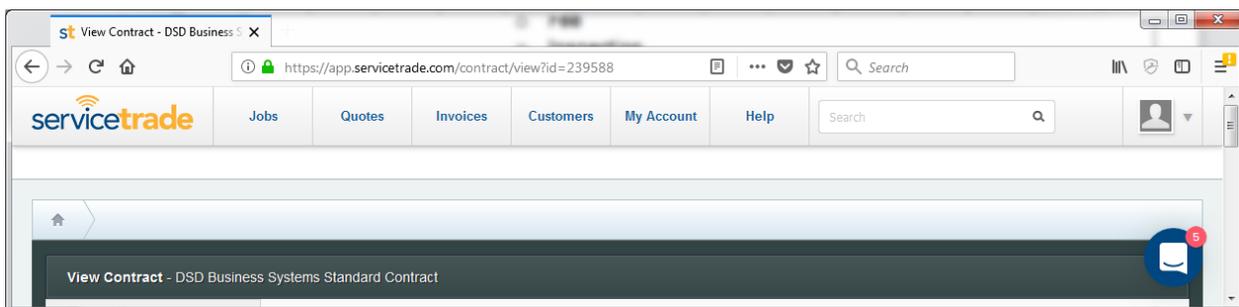
Name of External Link: Enter the ServiceTrade External Link setting. Recommended setting is "sage100" (all lowercase).

Section D: System Operations

Customer Maintenance

As mentioned in the Setup section of this User Manual, you must use Custom Office to add the following UDF fields to the Customer Maintenance Panel:

- Customer/Ship-To UDF (checkbox) for "ServiceTrade Customer / Ship-To"
- Customer UDF for "ServiceTrade Tag Field"

When Sage 100 Customers are added, changed, or deleted, Sage 100 will update ServiceTrade for the **Customers / Company** entity if the ServiceTrade Customer checkbox is checked.

When a Sage 100 Customer is added or changed, then the following fields are updated to ServiceTrade:

- Customer Name
- Customer Address = Customer Address 1+Customer Address 2+Customer Address 3
- City, State, Zip Code
- Telephone Number
- Tag Field
- Status – set to "active" when the ServiceTrade Customer checkbox is checked, and set to "inactive" when the ServiceTrade Customer checkbox is unchecked, or when the Customer is deleted.

When a Sage 100 Customer is deleted, then ServiceTrade is updated with the "status" set to **inactive.** Note that the customer is NOT deleted from ServiceTrade.

When the ServiceTrade Tag Field is added in Customer Maintenance, a "Tag" field is created for the customer in ServiceTrade.

If the ServiceTrade Tag Field is changed in Customer Maintenance, then the old "Tag" field is deleted, and the new one is added in ServiceTrade for both the Customer (Company) and all of the associated Ship-To Codes (Locations). If you have chosen to add the same Tag Field UDF to the Ship-To Code entity, then chaning the customer Tag field will only update the Service Trade Customer (Company).

Ship To Code Maintenance

When Sage 100 Ship-To Codes are added, changed, or deleted, Sage 100 will update ServiceTrade for the **Locations** entity if the ServiceTrade Customer checkbox is checked.

When a Sage 100 Ship-To Code is added or changed, then the following fields are updated to ServiceTrade:

- Customer Name
- Location Address = Ship-To Address 1+ Ship-To Address 2+ Ship-To Address 3
- Ship-To City, Ship-To State, Ship-To Zip Code
- Telephone Number
- Status – set to "active" when the **ServiceTrade Customer** checkbox is checked, and set to "inactive" when the **ServiceTrade Customer** checkbox is unchecked, or when the Customer is deleted.

When a Sage 100 Ship-To Code is deleted, then the ServiceTrade Location is updated with the "status" set to **inactive.** Note that the Location is NOT deleted from ServiceTrade.

As mentioned in the Setup section of this User Manual, you have the option of adding to the Ship-To Code entity in Custom Office the following UDF fields:

- **Customer/Ship-To UDF (checkbox) for "ServiceTrade Customer / Ship-To"**
- **Customer UDF for "ServiceTrade Tag Field"**

When Sage 100 Customers are added, changed, or deleted, Sage 100 will update ServiceTrade for the **Customers / Company** entity if the **ServiceTrade Customer** checkbox is checked and you have NOT setup the same UDF for the Ship-To Code entity.

Item Maintenance & Miscellaneous Item Maintenance

As mentioned in the Setup section of this User Manual, you must use Custom Office to add the following UDF fields to the Item Maintenance and Miscellaneous Item Maintenance Panels:

- **Item UDF (checkbox) for "ServiceTrade Item Code"**
- **Item UDF for "ServiceTrade Service Line"**
- **Item UDF for "ServiceTrade Item Type"**

When Sage 100 Item Codes are added, changed, or deleted, Sage 100 will update ServiceTrade for the **Item Codes** entity if the **ServiceTrade Item Code** checkbox is checked.

When a Sage 100 Item Codes is added or changed, then the following fields are updated to ServiceTrade:

- Name = Item Description
- Item Type
- Service Line
- Item Cost
- Item Price – this field is only updated if the **Standard Contract ID for Unit Prices** field is set in Service Trade Options.
- Taxable setting

- Active – set to "true" when the **ServiceTrade Item Code** checkbox is checked, and set to "false" when the **ServiceTrade Item Code** checkbox is unchecked, or when the Item Code is deleted.

When a Sage 100 Item Code is deleted, then ServiceTrade is updated with the "Active" set to **false.** Note that the Item Code is NOT deleted from ServiceTrade.

S/O Invoice Import from ServiceTrade

The **S/O Invoice Import from ServiceTrade** utility has been added to the S/O Setup Menu. This utility will scan ServiceTrade for all invoices, marked as "ok" or "sent", that are associated with a Sage 100 Customer.
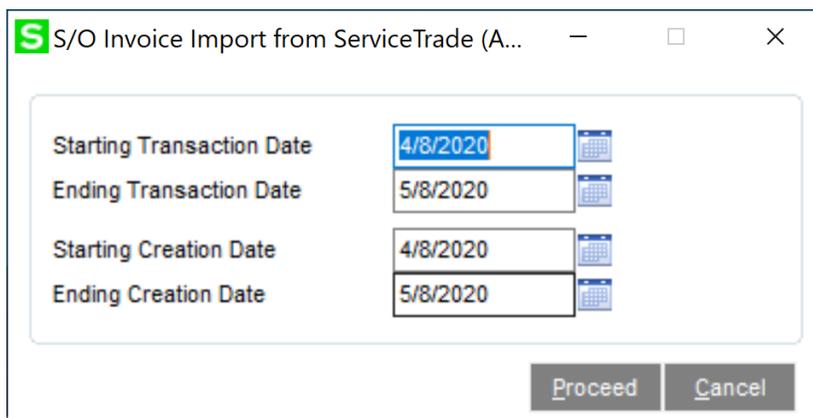
Starting Transaction Date: Enter the Starting Transaction Date for ServiceTrade Invoices to import. The default is the System Date minus 30 days.
Ending Transaction Date: Enter the Ending Transaction Date for ServiceTrade Invoices to import. The default is the System Date.
Starting Creation Date: Enter the Starting Creation Date for ServiceTrade Invoices to import. The default is the System Date minus 30 days.
Ending Creation Date: Enter the Ending Creation Date for ServiceTrade Invoices to import. The default is the System Date.

Select the **Proceed** Button to download all ServiceTrade invoices that, marked as "ok" or "sent", that have Transaction Dates in the selected range.

If you have S/O Invoice **Batches** turned on in S/O Options, then you will be prompted to select an existing batch, or to create a new batch. All invoices that are created during this process will be in the same selected batch.

When the Sage 100 S/O Invoices are created from this utility, the following fields are defaulted, or collected from ServiceTrade to populate each S/O Invoice:

- **Header Record**
    - o   **S/O Invoice Number** – Service Trade Invoice Number, or Sage 100 'Next Invoice Number' (see Service Trade setup options)
    - o   **Invoice Date** – Transaction Date of the ServiceTrade Invoice
    - o   **Customer Number** – Customer / Company from ServiceTrade
    - o   **Ship-To Code** – Location from ServiceTrade
    - o   **Customer PO Number** – PO Number from ServiceTrade
    - o   **S/O Invoice UDF for 'ServiceTrade Invoice ID'** – Invoice ID from ServiceTrade
    - o   **Salesperson Codes** – ServiceTrade Technicians used on the Invoice
- **Lines Record**
    - o   **Item Code** – Item Code from ServiceTrade
    - o   **Item Description** – Item Description from ServiceTrade
    - o   **Quantity** – Quantity from ServiceTrade
    - o   **Unit Price** – Price from ServiceTrade
    - o   **Extension** – SubTotal from ServiceTrade

After an invoice is successfully imported into S/O Invoice Data Entry, the ServiceTrade invoice status is changed to "**pending accounting**".

After the utility has completed, a Log File is displayed to the user (and saved into the **mas90\ServiceTradeLogs** directory. This Log file will show the following information:

- Batch information – Batch Number, Date, User Code
- Header Information – Invoice Number, Customer Number
- Salesperson Information – Salesperson Codes
- Line Information – Item Code, Quantity, Extension

The log file will also display WARNING information:

- Internet Connection Failed
- Invoice Batch could not be created due to file locking
- Missing Customer Number – The Service Trade Company does not have a correct Customer Number assigned in the External Link.
- Missing Ship-To Code – The Service Trade Location does not have a correct Customer Number / Ship-To Code assigned in the External Link. **NOTE: If the user excludes the Ship-To Code / Location synchronization then this check will be excluded.**
- Missing Item Code – The Service Trade Item does not have a correct Item Code assigned in the External Link.
- Missing Technician – The Service Trade Technician does not have a correct Salesperson Code assigned in the External Link.

The Log File Name that is created has the following naming convention:

"Log_" + System Date + Sequence Number

S/O Invoice Data Entry

For Salesperson Codes that are imported from ServiceTrade Invoice Technicians, the Split Commission percentages are defaulted to zero. The user is required to set the proper split commission percentages during data entry.

If a ServiceTrade Invoice is deleted from Sage 100 S/O Invoice Data Entry, then the Invoice in ServiceTrade is updated to have a statue of "**ok**" so that it can be imported again.

S/O Sales Journal Update

After the S/O Sales Journal Update is completed, the user will be prompted to update the status in ServiceTrade for ServiceTrade Invoices.

If the user selects **No**, then those Service Trade Invoices will be stored off to update later.

If the user selects **Yes**, then those Service Trade Invoices, along with any previous unposted Service Trade Invoices, will be updated back to ServiceTrade with a status of "**processed**".

Section E: Uninstall DSD Enhancements

A DSD Enhancements Uninstall Utility has been provided for the purposes of removing DSD Enhancements from your Sage 100 System. This utility may be accessed from the **DSD Enhancement Control Panel** menu option on the **Library Master / Utilities** menu.
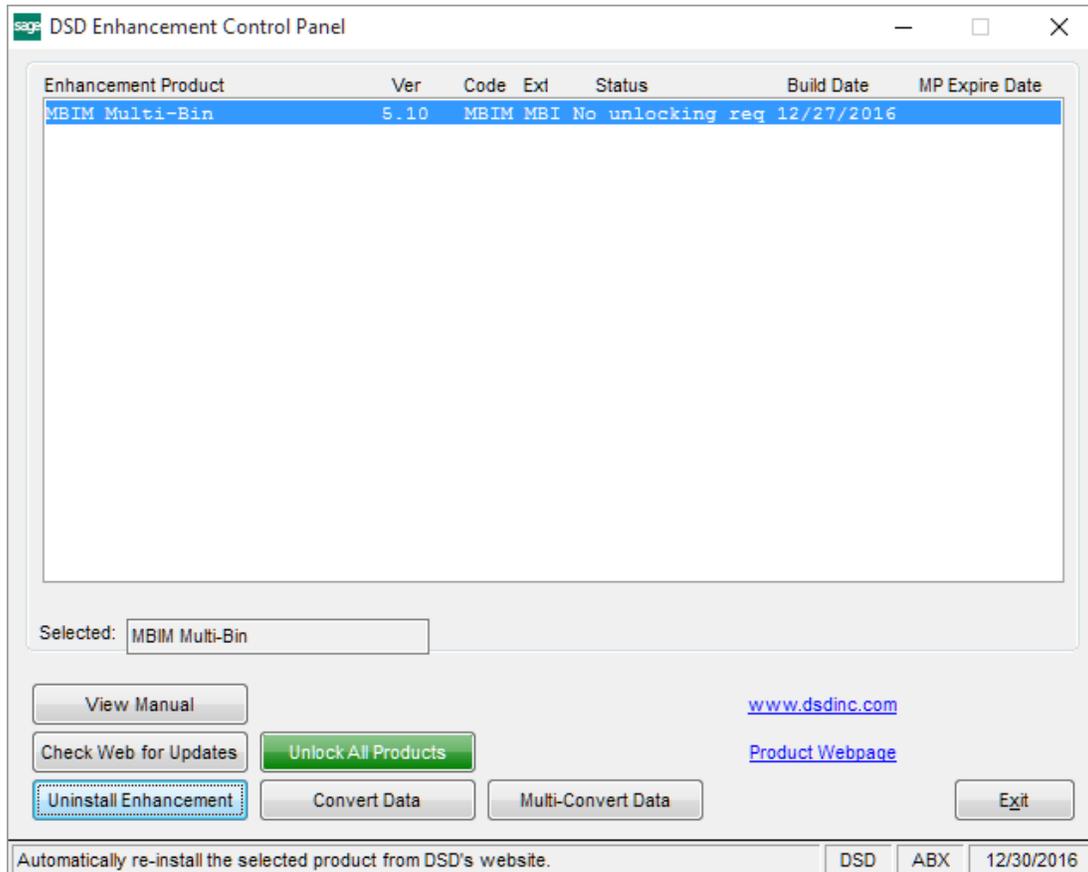

When accessing the **DSD Enhancement Control**, select the enhancement that you wish to Uninstall, and then select the **Uninstall Enhancement** button. The following message box will appear:
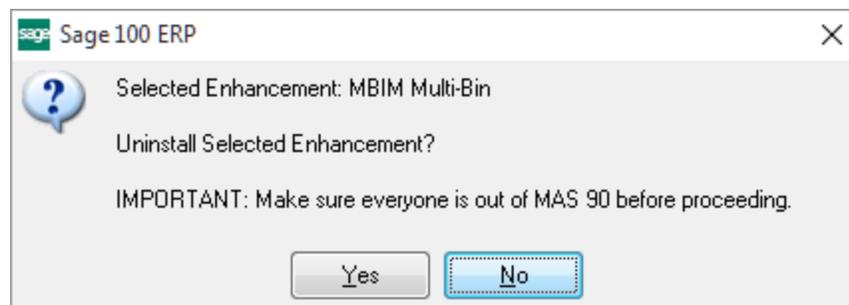
Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process.

The following message box will appear, to remind you that a complete backup of your entire Sage 100 system should be completed prior to uninstalling a DSD product.
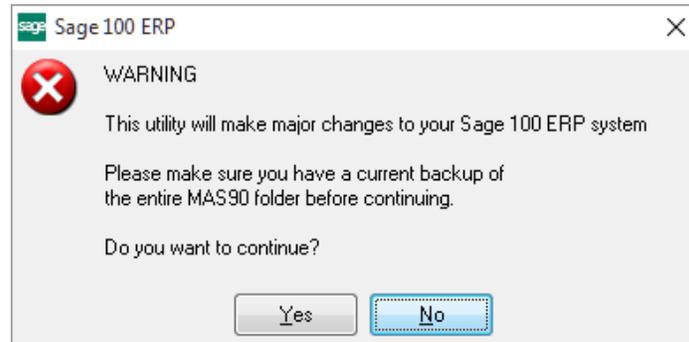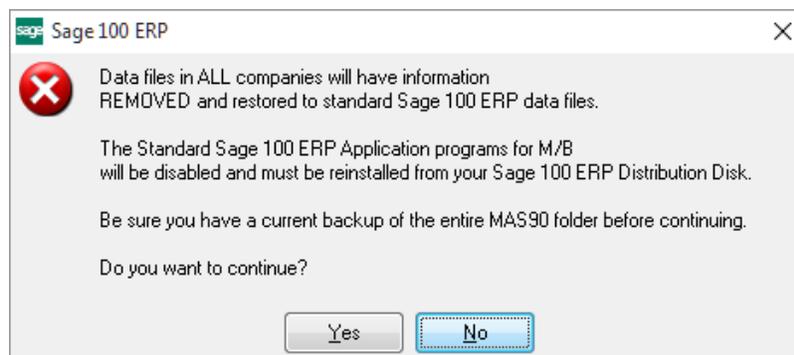

Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process.

After the Uninstall of the DSD Enhancement, you MUST reinstall certain standard Sage 100 modules, followed by reinstallation of Product Updates and Hot Fixes, if applicable.

A message box will appear, and will display which of those specific Sage 100 modules you must reinstall afterwards.

Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process.

The following message box will appear, displaying the final warning message.

Select **No** to exit the Uninstall Process.
Select **Yes** to continue with the Uninstall Process. At this point, the DSD Enhancement will be removed from the Sage 100 system.

After completion of the Uninstall, the following message box will appear. Select OK to continue.

Sage 100 ERP ✕

⚠ Enhancement uninstall complete.

OK
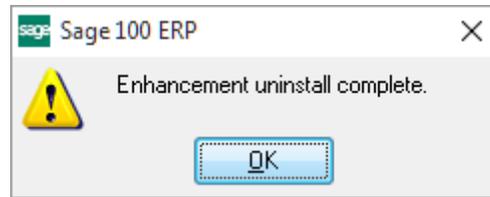
Now that the Uninstall process is completed, you must:

- Reinstall the applicable standard Sage 100 modules
- Reinstall the latest Sage 100 Service Pack/Updates, if applicable.
- Reinstall any other DSD Enhancements or Developer products that are affected from the reinstallation of the standard Sage 100 module(s).