

CRM That Makes A Difference

Sage 200 Integration Pack

Version 2.1.4

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## 1. Introduction

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The Sage 200 Integration tool allows you to link typical functions with Gold-Vision. The purpose of this document is to:

- Explain the scope of the standard integration package, what it can and can't do.
- Provide an overview of the implementation approach with typical time requirements.
- Provide a list of standard fields available for integration.
- Stipulate technical requirements of the integration.

It is important that if you are unclear about aspects of this integration, you speak with your pre-sales or project consultant.

Please ensure you complete and return the information form found at the end of this document.

## 2. Functionality Overview

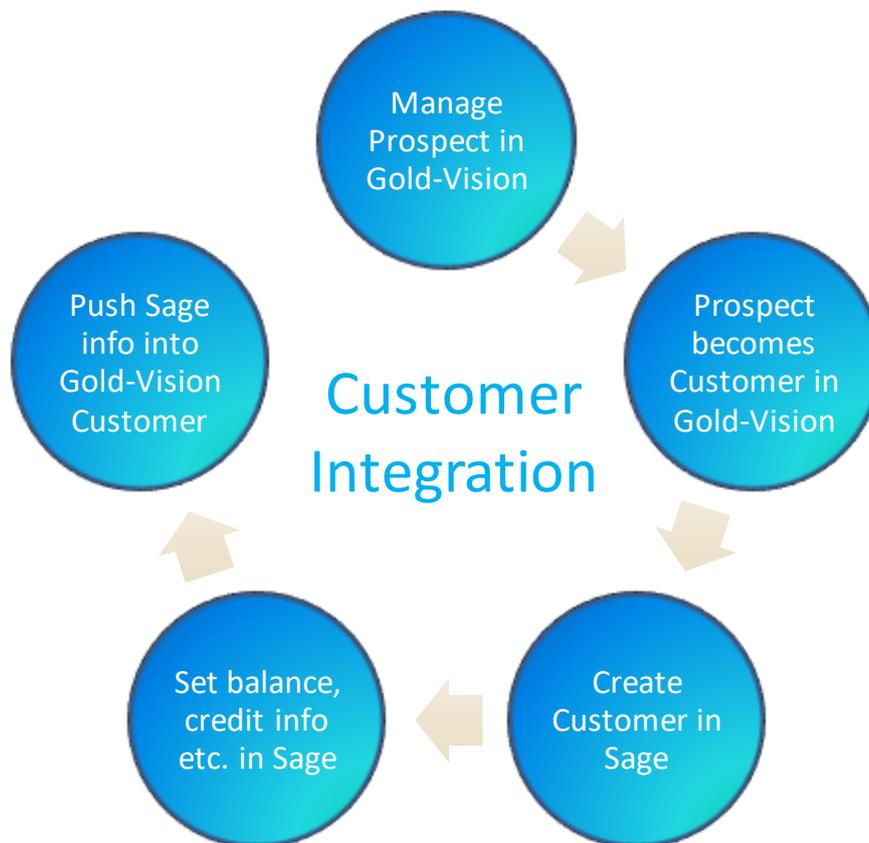
The integration between Gold-Vision and Sage 200 is achieved via an automated integration tool. The tool runs regularly throughout the day to push data to Sage and typically once a day to transfer data from Sage to Gold-Vision.

Standard modules available:

- Create new Sage customer from Gold-Vision account
- Push Sage customer information to linked Gold-Vision account
- Import Sage product list to Gold-Vision
- Create new Sage sales order from Gold-Vision quotes
- Import Sage transaction history to Gold-Vision

### 2.1. Account Integration

The minimum level of integration is to integrate Gold-Vision accounts with Sage customers. This involves creating a new customer in Sage when an account reaches a specific state in Gold-Vision (e.g. their type becomes "Customer") and regularly updating Gold-Vision with Sage data (e.g. credit limit, balance etc.)



On initial setup, existing Sage customers may be imported to Gold-Vision. We will establish a link between these Gold-Vision accounts and their Sage 200 counterparts when implementing the integration.

Once the integration is live, accounts should be created in Gold-Vision and pushed to Sage via the integration tool. The trigger for flagging when an account is ready to be pushed to Sage is customisable via standard Gold-Vision alerts.

Once a link exists between a Gold-Vision account and Sage customer, Sage customer data can be pulled into Gold-Vision via the integration tool.

For fields which are common between the two systems, such as Billing Address, Sage becomes the master for that data. Updates made to these fields in Sage can update corresponding Gold-Vision details via the integration tool.

## 2.2. Sales Order Integration

The next level of integration is to integrate Gold-Vision quotes with Sage sales orders. This involves creating a new sales order in Sage when a Gold-Vision quote is closed “Won”.



Products are created and maintained in Sage. The integration tool is used to import those products to Gold-Vision. Once in Gold-Vision, additional detail can be added (such as product images) and price lists can be created.

When a user creates a quote in Gold-Vision, the products they see will be those sourced from Sage. Prices will be in line with the Sage base price or based on a selected Gold-Vision price list.

A key benefit of using Gold-Vision for quoting is the ability to create more flexible proposal or quote formats using Microsoft Word.

When the Opportunity or Quote is “closed-won”, associated quotes are exported to Sage’s Sales Order Processing functionality, allowing final review by the accounts team and easy conversion to an invoice without re-keying.

Sales team users do not require Sage 200 licences for this process.

### 2.3. Transaction History Module

The transaction history import is a standard solution we can enable for integrations if required. Transaction history is imported to purposed built extension tables within Gold-Vision.

Importing transaction history into Gold-Vision allows users to:

- Utilise Gold-Vision dashboards for the purpose of generating sales reports sourced from Sage 200 data.
- Review purchase history for a customer when they make an enquiry.
- Create a new campaign based on transaction history.
- The transaction history import does not indicate when an order has been despatched, invoiced or paid.

Transaction History is imported for all integrated customers and includes Sales Orders, Invoices and Credit Notes:

- Account Code
- Transaction Date
- Delivery Address
- Base Net Value
- Currency Net Value
- Order Number
- Transaction Type
- Invoice Name
- Base VAT Value
- Currency VAT Value
- Customer Name
- Delivery Name
- Invoice Address
- Currency Code
- Exchange Rate

Transaction line information is also imported to Gold-Vision:

- Stock Code
- Quantity Moved
- VAT Code
- Stock Description
- Currency Unit Price
- VAT Rate
- Quantity
- Currency Line VAT

Once in Gold-Vision, Transaction Headers and Lines can be queried using standard Gold-Vision functionality.

Our Reference	Transaction Date	Delivery Name	Invoice Name	Base Net Value	Base VAT Value
000005119	03/12/2014 00:00:00		French Fromage Supplies	155.25	31.05
000005118	03/12/2014 00:00:00		French Fromage Supplies	82.47	16.49
000005117	02/12/2014 00:00:00	Delivery 1	French Fromage Supplies	82.47	16.49
000005116	11/11/2014 00:00:00		Better Kitchens	719.52	143.90
000005115	11/11/2014 00:00:00	Better Kitchens	Better Kitchens	719.53	143.91
000005113	11/11/2014 00:00:00		Better Kitchens	767.05	134.24
000005114	11/11/2014 00:00:00	Better Kitchens	Better Kitchens	719.53	125.92
000005112	10/11/2014 00:00:00		Better Kitchens	718.81	128.59

Complete dashboard functionality can be utilised.



Transactions are also available as a sub list within the parent account.

Account		Edit		Undo		Close	
Account Name:	Better Kitchens	Main Phone:	44 01793 992345				
Primary Contact:	Not Assigned	Main Fax:	44 01793 992344				
Primary Contact Phone:		Web Site:					
Account Manager:	Not Assigned	Alert:	Not Set				

Sage 200 Transactions			
Our Reference	Transaction Date	Base Net Value	Base VAT Value
	Select a date...	Σ	Σ
0000005131	14/01/2015 00:00:00	568.05	113.61
0000005122	07/01/2015 00:00:00	719.52	143.90
0000005116	11/11/2014 00:00:00	719.52	143.90
0000005115	11/11/2014 00:00:00	719.53	143.91
0000005114	11/11/2014 00:00:00	719.53	125.92
0000005113	11/11/2014 00:00:00	767.06	134.24
0000005112	10/11/2014 00:00:00	734.83	128.59
0000005111	10/11/2014 00:00:00	734.83	128.59
0000005110	10/11/2014 00:00:00	734.83	128.59
0000005109	10/11/2014 00:00:00	734.83	128.59
0000005108	10/11/2014 00:00:00	734.83	128.60
0000005107	10/11/2014 00:00:00	757.40	132.55

Records 1 to 12 of 33

Transaction items can be drilled into to view more detail and see transaction lines.

**Transaction History** Close

Our Reference:	0000005098	Currency Code:	CAD
Transaction Date:	15/10/2012 00:00:00	Exchange Rate:	2.27
Transaction Type:	SOR		

**Details**

Delivery Name:	Ottawa Kitchens (Can)	Invoice Name:	Ottawa Kitchens (Can)
Delivery Address 1:	Unit 34 Hudson Mall	Invoice Address 1:	Unit 34 Hudson Mall
Delivery Address 2:	677 Pierce Street	Invoice Address 2:	677 Pierce Street
Delivery Address 3:	Ottawa	Invoice Address 3:	Ottawa
Delivery Address 4:	Ontario Canada	Invoice Address 4:	Ontario Canada
Delivery Address 5:		Invoice Address 5:	
Delivery Address Postcode:	K1P 5D2	Invoice Address Postcode:	K1P 5D2

Base Net Value:	1,816.30	Currency Net Value:	4,115.60
Base VAT Value:	0.00	Currency VAT Value:	0.00

**Transaction History** Close

Our Reference:	0000005098	Currency Code:	CAD
Transaction Date:	15/10/2012 00:00:00	Exchange Rate:	2.27
Transaction Type:	SOR		

**Transaction Lines**

Stock Code	Description	Quantity	Unit Price
WT/GREY/LAM/120	Marble Grey Laminated ...	1.00	67.98
TILE/COL/10x10	Tiles Coloured 10cm x 1...	4.00	135.96
PM/SINK/SINGLE/WHITE	Single sink unit white en...	5.00	305.90
PM/SINK/DOUBLE/WHITE	Double sink unit white e...	1.00	397.44
CANWALL/H92/BEECH	Beech Wall Cabinet H92...	1.00	489.21
ABFSE/14/0/2	AB Freestanding Electric...	3.00	362.55

Records 1 to 6 of 6

### 2.4. Multi-Company Compatibility

All of the standard modules described previously are multi-company compatible. This means a single instance of Gold-Vision can integrate with multiple Sage 200 companies / datasets. For example, a single Gold-Vision account can exist in multiple Sage 200 companies. Sage 200 details for that customer can be pushed back and collated against the single Gold-Vision account.

Sage 200 Transaction History is imported against the single Gold-Vision account giving users the ability to view a complete sales history for the account or choose to filter the sales history by Sage Company.

Products can be imported from all Sage Companies into Gold-Vision's single product catalogue but they remain associated with the Sage Company from which they were imported.

When quoting, the user will select the Sage 200 Company to which the quote will eventually be pushed as a sales order. This also restricts the products available when building the quote to those sourced from the corresponding Sage 200 Company.

The account below exists in two Sage Companies.

Account		Edit		Undo	Close
Account Name:	Gold-Vision	VAT Reg Number:			
Primary Contact:	Gold-Vision Sales	Comapny 1 Currency:	Not Set		
Primary Contact Phone:	+44 (0) 1788 511 110	Comapny 2 Currency:	Not Set		
Account Manager:	Gold-Vision Administrator	GV Account Type:	Supplier		

Financial Entities		Add	
Name	Company Code		
DemoCompany1	DEMO01		X
DemoCompany2	DEMO02		X

Records 1 to 2 of 2

When building a quote, it is associated with one of the Sage Companies.

Quote		Save		Close
Summary:	Demo 2 Quote	Opportunity:		
Account:	Gold-Vision	Include in Opportunity:	YES	
Contact:	Not Assigned	Currency:	[Base Currency] (£ GBP)	
Type:	Not Set	State:	Open	

Details			
Price List:	[None / Default]	List Price:	
Financial Entity:	DemoCompany2	Item Discount:	
Actual Close Date:	Not Set		
Created By:	DemoCompany2	Sub Total:	
Created Date:		Tax:	
Owner:		Total:	

When selecting products, only those imported from the company dataset targeted above will be available for selection.

### 3. Administration Process

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The Gold-Vision to Sage 200 integration is designed to run automatically and therefore the integration itself has little administrative overhead.

The configuration of Gold-Vision alerts and frequency of jobs processing, which control the integration, are discussed with the implementation team when the integration is being configured.

In the event of a query or error regarding the integration, there are several views available in the Gold-Vision Administration Console to assist with trouble shooting. The implementation team will talk you through these screens during the integration training.

Please note that the management of credit notes (plus associated potential stock returns etc.) are beyond the scope of the Gold-Vision integration. The adjustments would therefore be made in Sage.

## 4. Implementation Approach and Timings

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Gold-Vision to Sage integration requires installing and configuring. During this process, key users are trained. This is typically an accounts user and a Gold-Vision Administrator. The configuration process essentially involves the mapping of fields between the systems, and configuring how these are viewed in Gold-Vision.

Typically, accurate customer details are available from your Sage 200 and so represent a useful source of data for initial load into Gold-Vision, especially since this load also includes the Sage Customer ID which is then used for on-going synchronisation.

For new prospects or customers, we work with you to agree the right process and triggers for new customers to be initiated from Gold-Vision, as described in section 2. These are defined using standard Gold-Vision alerts.

There are 2 main levels of integration as follows:

### Level 1 – Account Synchronisation

- On initial setup, existing Sage 200 customers may be imported to Gold-Vision as accounts.
- The Gold-Vision Account may be updated with Sage 200 information fields (e.g. Credit Limit).
- Transaction History is pulled into Gold-Vision and associated with the relevant parent Accounts

### Level 2 – Order and Invoice Processing

- Level 1 plus...
- The Sage 200 product list may be imported into Gold-Vision. Where additional Gold-Vision descriptions, images etc. have been added, these are not overwritten.
- Gold-Vision “won” quotes may be exported to sales order processing for easy invoicing.

It is also important to consider which system becomes the master at different stages of the process. Our approach is that once a Gold-Vision account has been set up in Sage and synchronised, then the Sage record becomes the master for key information. The billing address is controlled and changed in Sage – this is a basic fraud prevention control. Therefore, billing address changes made in Gold-Vision could trigger an automatic e-mail to the accounts users to update the Sage address.

The integration tool is a standard solution, with configuration options. If your Sage 200 integration requirement is not covered by the functionality described in this document, then please feel free to discuss your requirement with us.

## 4.1. Implementation Process

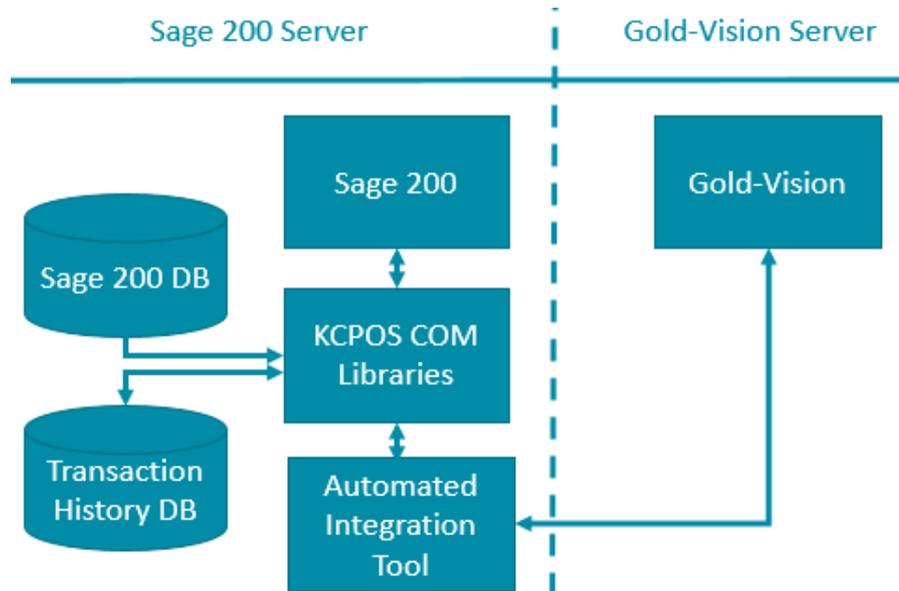
Typically, the following steps are taken when implementing a new integration:

1. Customer returns the Return Form found in this integration pack and grants appropriate access to various servers as applicable (please see section 5).
2. Customer / Project consultant imports Sage 200 customer codes to Gold-Vision ready for linking with Sage 200.
3. Technical consultant installs a basic integration with a Sage 200 test company (ideally the test company will be a copy of your live company). Links are created between Gold-Vision accounts and Sage 200 customers.
4. Technical and project consultant will walk the customer through the integration process.
5. Customer takes some time to test the integration and determine any required adjustments. Adjustments are fed back to the technical consultant.
6. Technical consultant completes implementation of the integration and connects to the live Sage 200 company.

## 5. Technical Considerations

### 5.1. Architecture

The integration tool utilises KCPOS Libraries for communication with Sage 200. These are third party libraries which allow us to integrate with a number of accounting systems. The KCPOS Libraries are installed on the Sage 200 server as part of the installation process.



### 5.2. Requirements

We require RDP access to the Sage 200 and Gold-Vision servers to complete implementation. We cannot implement the integration via applications such as Go-To-Assist and Team Viewer.

#### 5.2.1. Sage 200 Server

- RDP Access
- Sage 2011, Sage 2013 or Sage 2013 R2 (N.B. We do not integrate with “Sage 200 Online” versions)
- .NET 4.0
- Access to the Sage 200 toolkit
- User access to Sage 200 (this requires a Sage 200 licence) with full administrative rights
- Access to the Sage 200 database
- Permissions to create and maintain new transaction history staging database
- Permissions to register KCPOS COM libraries
- Permissions to install the integration tool as a windows service

#### 5.2.2. Gold-Vision Server

- RDP Access
- This can be the same server as Sage 200 unless Gold-Vision is hosted (we do not host the integration tool)
- Permissions to install additional Gold-Vision files in the application directory

## 5.3. Details

### 5.3.1. Gold-Vision

- The latest version of Gold-Vision is recommended.
- Gold-Vision alerts will be used to control the flow of data to Sage 200.
- Custom procedures and screens will be added to the Gold-Vision database and file structure. None of the Gold-Vision standard components will be modified.

### 5.3.2. KCPOS COM Libraries

- Responsible for communication with Sage 200 via the Sage 200 Toolkit and direct database calls.
- All direct database calls are to retrieve data only.
- Must be registered on the Sage 200 server.

### 5.3.3. Transaction History DB

- A new database created specifically to allow transaction history integration.
- Used to store transaction history pulled from Sage 200 DB prior to forwarding to Gold-Vision.

### 5.3.4. Integration Tool Windows Service

- Service always installed on Sage 200 server.
- Must have access to Gold-Vision.

## 6. Return Form

Sage version (e.g. 2011, 2013 R2):

Sage key user(s):

(Users will be contacted throughout the implementation process)

Gold-Vision key user(s):

(Users will be contacted throughout the implementation process)

**Modules to implement:**

Customer Synchronisation (including Pushback):

Sales Order Creation from Gold-Vision Quote:

Product import:

Transaction History Import:

+ Transaction Lines:  
(Resource Intensive)

**Sage companies to integrate:**

(Please include details of a test company)

**Technical considerations understood?**

(See section 5 regarding appropriate access and user permissions.)

## 7. Appendix

### 7.1. Customer Integration

Green and orange fields can be pushed to Sage when creating a new customer. Only green fields can be read out of Sage and back into Gold-Vision as part of the pushback process.

The screenshot shows a software window titled "SL - Amend Account Details for Test Company". It features several tabs: Company, Contacts, Trading, Payment, Credit, Documents, Attachments, Memo, and Web. The "Company" tab is active, displaying the following fields:

- Account section:** A/C ref: (dropdown), Name: (text), Short name: (text), Account balance: £ 0.00, Credit limit: £ (text).
- Currency details:** Currency: (dropdown).
- Company details:** Address: (text), City: (text), County: (text), Postcode: (text), Country: (dropdown).
- Telephone:** Country: (dropdown), Area: (text), Number: (text).
- Fax:** Country: (dropdown), Area: (text), Number: (text).
- Web site:** (text).
- Contacts:** A table with columns: Default, Name, Telephone, E-mail. The "Name" and "E-mail" cells in the first row are highlighted in orange.

Buttons at the bottom include Save, Clear, Delete, and Close.

Alternative address mapping (if City and County fields are unlocked in Sage 200).

This image shows a close-up of the "Company details" section from the previous screenshot. The fields are:

- Address:** (text)
- City:** (text)
- County:** (text)
- Postcode:** (text)

## 7.2. Gold-Vision Quote to Sage Sales Order

Green fields can be populated from Gold-Vision; orange fields are calculated by Sage automatically.

SOP - View Order

Order Details | Delivery & Invoicing | Payment with Order

Account selection

A/C ref:

Short name:

Postcode:

Name:

By default supply from:

Order detail

Order no:

Order status:

Document date:

Date requested:

Date promised:

Customer order no:

Show values  Show quantities

Item	Description	Quantity	Unit Price	Disc. %	Tax Rate	Gross

View Item...

Exchange rate

Rate:  Currency:

Subtotals

Goods: EUR

Charges: EUR  0.00

Ord disc: EUR  0.00

Totals

Net: EUR

Tax: EUR

Gross: EUR

Invoices... Credit Notes... Despatches... Close

SOP - View Order

Order Details | Delivery & Invoicing | Payment with Order

Delivery address

Postal name:

Address:

City:

County:

Postcode:

Country:

Contact:

Telephone:

Fax:

E-mail:

Use invoice address

Invoice address

Postal name:

Address:

City:

County:

Postcode:

Country:

Early settlement discount

Discount %:  0.00 if paid within:  0 days

Order discount / surcharge

Discount %:  0.00 Value: EUR  0.00 Discount

Order taken by

Name:

Order priority

1

Tax details

Tax number:

Tax code:

Country code:

Triangulated

Analysis codes

Analysis Code	Value
Sales Area	North
Sales person	None

Invoices... Credit Notes... Despatches... Close

### 7.3. Gold-Vision Quote Item to Sage Sales Order Line

**SOP - View Order Line Details**

Line type  
 Standard item     Free text item     Additional charge     Comment line

Product item  
 Code:     Name:    
 Warehouse:      Amend item line description

Item values  
 Quantity:     Selling price unit:     Unit discount %:   
 Unit price: EUR     Unit discount: EUR   
 Disc. unit price: EUR

Item totals  
 Tax rate:     Gross EUR     Tax value: EUR

Document Comments  
   

Project analysis    Nominal analysis

Project analysis  
 Code:     Revenue:  

Delivery dates  
 Requested:    
 Promised:  

## 7.4. Sage Product to Gold-Vision Product

The screenshot shows the 'ST - Amend Stock Item Details' window. The 'Stock item' section at the top has 'Code' and 'Name' fields highlighted with green boxes. Below this are tabs for 'Details', 'Manufacturing', 'Suppliers', 'Web / POS', 'Analysis', 'Alternatives', 'Locations', 'Attachments', 'Memo', and 'Comments'. The 'Details' tab is active, showing several sections:

- Item classification:** 'Product group' is highlighted with a green box. 'Product type' is set to 'Stock'.
- Item status:** 'Current status' is set to 'Active'. 'Inactivation date' is empty.
- Trading settings:** 'Stock unit' is set to 'Each'. 'Tax rate' is empty.
- Manufacturer details:** 'Manufacturer' and 'Part no.' are empty.
- Label printing options:** 'Label printing option' is set to 'Label not required'.
- Sales orders:** 'Allow sales orders' is checked.
- Costing method:** 'Cost method' is set to 'FIFO'. 'Average buying price: £' is set to '149.99000'.
- Item description:** A large text area is highlighted with a green box. Below it is a checkbox 'Use item description on orders and invoices'.
- BOM details:** 'Component' is selected with a radio button. Other options are 'Built item', 'Phantom item', and 'Built/Bought'.

At the bottom of the window are buttons for 'Save', 'Selling Prices', and 'Close'.

Other Fields:

- Cost
- Standard Price
- Quantity in Stock