

M-Shop

Uit RedWiki

1 Welcome

Welcome to RedAnt M-Shop!

M-Shop is an interface between Mamut Business Software and Magento. It is able to import and export data between the two systems, ranging from product and customer information to orders.

The product is created to be as easy to use as possible, but as there are a lot of configuration settings we strongly recommend reading the manual before your first use. Of course, you can always refer back to this document to find more information on M-Shop's options and use.

2 Basic Processes

In this section, we will describe which pieces of data are transferred between Magento and Mamut, and what the relevant settings are that influence the main processes in M-Shop.

Four of the processes (Upload products, download orders, upload contacts and upload orders) have an internal lock. This means each of the processes is designed to run only once at any given moment in time. The lock is a means to ensure this. The lock is set to 20 minutes when the process is started, reset during each individual action during the process (e.g., with each other when orders are being uploaded) and is removed when the process finishes, either successfully or unsuccessfully. Should the M-Shop application crash during the process, the lock will automatically expire in 20 minutes, after which the process can be started again.

2.1 Uploading Products to Magento

Only *active* products that have the setting *Should be available for sale in one or more websites* enabled and carry checkmarks at the appropriate Magento shops (store views) will be uploaded to Magento. Please note that when you disable the *Should be available...*-setting for a product, it will be disabled in Magento as well (Status = Disabled). However, when you make a product inactive, there is no way for us to see whether or not it has been active before. In that case, you will manually need to disabled it in Magento as well.

2.1.1 Product Groups / Categories

Product groups can be defined in Mamut in 4 hierarchical levels, which roughly correspond to Magento's categories (please note that a *Mamut* product category is something different entirely and can only be linked to a Magento custom product attribute). M-Shop creates a separate category 'branch' in Magento's category tree list, that is called *Mamut product groups*.

This tree is completely managed by M-Shop: categories may be renamed, deleted, added and products are inserted and removed from those categories to reflect changes in Mamut. However, any changes made *outside* of this *Mamut product groups* branch are always left alone. So, you can safely create a Magento

branch or a new root category and add your products to that.

2.1.2 Product Fields

The following fields are created when uploading products. All products are created as simple products in Magento, with the exception of variant main products (see below).

Products that have been created are added to the appropriate Magento web *sites* on creation and update. In which store views they are made visible depends on which store views have been selected in the webshops tab in Mamut's product register.

| Mamut description | RedAnt code | Magento code | Magento description | Only financial? |
|--|------------------------|----------------------|----------------------------|------------------------|
| Product no. | ProductID | sku | Product SKU | Yes |
| Product name | Description | name | Name | No |
| Web > Default information > Detailed description | WebDescriptionDetailed | detailed description | Description | No |
| Web > Default information > Brief description | WebDescriptionBrief | short_description | Short description | No |
| Weight | Weight | weight | Weight | No |
| Price > Sales Price | Price | price | Price | Yes |
| Price > Cost Price | CostPrice | cost | Cost | Yes |
| Output VAT | VatID | tax_class_id | Tax class | Yes |

2.1.3 Custom Product Attributes

Custom product attributes are only uploaded when they have been created manually in Magento and attached to the default attribute set that has been selected in the M-Shop settings. Because of their Mamut-specific nature, these are also uploaded when *Upload only financial info* is selected in the M-Shop settings.

| Mamut description | RedAnt code | Magento code |
|---|-----------------------|-----------------------------|
| Price Calculator > Advanced > Recommended Sales Price | RecommendedSalesPrice | mamut_recommendedsalesprice |
| Delivery Time | DeliveryTime | mamut_deliverytime |
| Volume | Volume | mamut_volume |
| Category | Category | mamut_category |
| Unit | Unit | mamut_unit |
| Qty. per unit | Quantity | mamut_unitqty |
| Miscellaneous > EAN code | EAN | mamut_ean |
| Miscellaneous > Commodity code | CommodityCode | mamut_commoditycode |
| Miscellaneous > The industry's product no. | IndustryProductID | mamut_industrycode |
| Miscellaneous > Intrastat code | IntrastatCode | mamut_intrastat |
| Miscellaneous > WWW | WWW | mamut_www |
| Miscellaneous > Project | Project | mamut_project |
| Miscellaneous > Department | Department | mamut_department |
| Settings > Campaign product | IsCampaignProduct | mamut_campaign |

| | | |
|---|----------------|--------------------|
| Supplier > Default supplier | Supplier | mamut_mainsupplier |
| Product information > Sales information | SalesNote | mamut_salesnote |
| Product information > Technical information | TechNote | mamut_technote |
| Product information > Support | SupportNote | mamut_support |
| Product information > Production | ProductionNote | mamut_production |
| Product information > Other | OtherNote | mamut_miscnote |

2.1.4 Product Name and Descriptions in Other Languages

Product names can be configured in Mamut for different languages using the ...-button next to the product's name. Please note that the product information entered in this screen is not used by M-Shop. Which language is used for uploading to which store view is determined by the store view's language, which is specified in Magento under *System > Configuration > General > Locale Options* for a specific store view (change the *Current configuration scope* selector on the top left of the page to the appropriate store view).

When you have a Magento store view that has a language that is not defined in Mamut by default, there are some additional steps to take. For instance, if your store view is in Italian, you would need to go to Mamut, *View > Settings > Reports*, then choose *Report/Label editor* and select the little pencil icon to *Edit constants*. Now select Italian from the list and Mamut will ask if you want to *Create a new language for use in the Sales and invoicing reports..* If you now click *Yes*, the language will be created and can properly be connected to your store view. If you do not take these steps, the store view will not show up under Mamut's web tab in the product register and no language-specific descriptions can be created for this language.

Descriptions, both brief and long, can be set per store view when you select the store view in the Mamut product register web tab. These will be uploaded to Magento with a fall back to the default description when none is entered. When no default description is given in the web tab, the regular product name will be used as both description and short description in Magento.

2.1.5 Tier Prices

Because of current limitations in the default Magento installation, only tier prices (*Quantity > Discount* in the product register) that are defined for a *fixed* price will be uploaded (i.e., tier prices defined as a percentage discount are not transferred to Magento). For the same reason, *From first number* must be selected instead of *Steps*. Discounts that do not adhere to these two criteria will not be uploaded to Magento. Tier price are only supported by M-Shop on Magento versions 1.6 and up, and will be created for all websites, for all customer groups.

2.1.6 Product Bundles

Product bundles defined in Mamut will be created as *simple* products in Magento, thus losing information about their components (of course, you can add this information in the description if you so desire). The components themselves will not be uploaded either, unless, of course, you enable the component for sale in one or more webshops.

When a product bundle is ordered in Magento, however, it will be added as a regular product bundle on the order when downloaded to Mamut, so then all components will be on your Mamut order as if the product had been added manually on a sales order.

2.1.7 Variants / Configurable or Grouped Products

Variant products can be created in Magento as either configurable or grouped products (this is a setting in M-Shop). All the underlying products are first created in Magento as simple products. The visibility of these products is set to *Not visible individually*, so they won't show up in the regular store views.

For every combination of Mamut attributes for the variants, a new product attribute set will be created. This attribute set will be based on the default attribute set that has been selected in the M-Shop configuration. One or two additional attributes will be created, for instance `mamut_attribute_4` for *Color* or `mamut_attribute_8` for *Size*, and added to the attribute set. The number in the attribute code refers to the internal Mamut variant property ID. The attribute set that is created in this fashion will have a name like *Default, Color + Size*, meaning it is based on the *Default* attribute set with attributes for color and size added.

All the simple products that have been created for the underlying variant products will receive the proper values for the created attributes.

2.1.7.1 Grouped Products

When the creation of grouped products is selected, a grouped product will be created for every configuration of variants in Mamut (i.e., for the main variant product). No special attributes are set for this grouped products, only the variant simple products are added to it. The resulting view in Magento under the standard configuration will be a list of all the different variants with their SKU and description from Mamut.

2.1.7.2 Configurable Products

Configurable products are created like grouped products, only the user will have more flexibility in selecting one of the variants based on a selection of the attributes. Here, the attribute values of the variant products play a more important role. Attribute values can be translated within Magento per store view.

2.1.8 Updating of Existing Products

Whether or not existing products will be updated, depends on your M-Shop configuration. If you choose not to update your Magento products, any change you make in Mamut (such as a new sales price) needs to be translated manually into Magento. Therefore, there's an alternative that leaves the most important Magento settings alone: *Upload only financial information*.

When a new product is created in Magento by M-Shop, all available fields are uploaded, even when you have selected *Upload only financial information* in your M-Shop configuration. However, when a product is updated, all fields marked *No* in the product fields list above will be left alone. This means only the product's price, cost price, and tax rate are updated, apart from its categories (product groups) and any additional Mamut custom product attributes you have created in Magento.

2.1.9 Only Changes

To optimize the product uploading process and save a considerable amount of time, bandwidth, and processing power, M-Shop only updates changed products in Magento.

Whether or not a product has been changed is determined by the row version in a number of Mamut's database tables: `g_prod`, `g_price`, `g_prodvend`, `g_prodonweb` and `g_disc`, containing the product's main information, prices, suppliers, web descriptions and tier discounts, respectively.

In addition, changes that have been made to products in Magento since the last product upload are taken into

account and will be overwritten with data from Mamut.

2.2 Synchronizing Stock

The synchronization of stock is an M-Shop process that is deliberately detached from the updating of products. So, neither creating a product nor updating it through the *Upload products* action is going to set an inventory value in Magento. These actions have been uncoupled to allow for a semi-realtime stock sync using a scheduled task, where as little information as possible is transferred each time.

Stock synchronization first retrieves applicable stock from Mamut. This can be selected by choosing the appropriate warehouses in your M-Shop configuration. Each of the warehouses in Mamut can be ignored or included. When included, a difference is made between 'direct available stock' and 'include from suppliers'. The first option, direct available stock, includes the column 'Stock' (current warehouse inventory) minus the column 'To customers' (reserved for outstanding sales orders or invoices not yet delivered). The latter option, include from suppliers, makes the calculation 'Stock' + 'From suppliers' - 'To customers', like Mamut does for its 'Available' column.

For all warehouses, these stock numbers are summed and then taken as the available stock that is transferred to Magento.

But what if there are orders in Magento that have not yet been downloaded to Mamut, so whose content is not yet known in Mamut and therefore not deducted from the stock levels in Mamut?

When synchronizing the stock, M-Shop will first look into all orders in Magento not yet downloaded, and summarizes the product totals on those orders. These outstanding orders are then subtracted from the stock levels in Mamut, thus resulting in the proper stock levels in Magento.

2.2.1 Additional Magento Inventory Switches

When stock is updated by M-Shop, most fields are unaffected, some influence the updating process, and some are updated by M-Shop. Settings are taken into account on the product level, if the product level settings are different from the general configuration. Please see the table below:

| Magento field | Updated | Description |
|--|---------|--|
| Qty | Yes | |
| Manage stock | No | if set to <i>No</i> , no changes will be made |
| Qty for item's status to become out of stock | No | |
| Minimum qty allowed in shopping cart | No | |
| Maximum qty allowed in shopping cart | No | |
| Qty uses decimals | No | |
| Backorders | No | if set to <i>Allowed</i> , <i>Stock availability</i> will always be set to <i>In stock</i> |
| Notify for quantity below | No | not taken into account at all (see fast processing below) |
| Enable qty increments | No | |
| Stock availability | Yes | |

So, the *Stock availability* field is always set to *In stock* when *Backorders* is set to *Allowed*. Otherwise, the value in this field depends on *Qty* and *Qty for item's status to become out of stock*: if *Qty* is smaller than *Qty for item's status to become out of stock*, the *Stock availability* will be set to *Out of stock*. It is set to *In stock*

otherwise.

2.2.2 Fast Processing

Because M-Shop utilizes a custom stock updating function in Magento, some of the default Magento actions are not triggered when updating stock levels from M-Shop. For instance, Magento has a function that allows customers to receive an e-mail message when an out-of-stock item becomes back in stock. The sending of this message is not triggered when doing a stock update from M-Shop. For this specific case, we have a good workaround in the form of an additional extension that checks stock levels. Please contact us in case you have this requirement or want to trigger other processed based on an M-Shop stock update.

2.3 Downloading Orders

The downloading of orders is the most complex process in M-Shop, and a lot of the settings in your M-Shop configuration influence how orders are transferred from Magento to Mamut. Questions that will be answered in this section:

- Which orders are transferred to Mamut?
- Which fields in Magento correspond to which fields in Mamut?
- Which contact and contact person are selected when orders are imported?

2.3.1 Which Orders Are Transferred to Mamut?

2.3.1.1 Order Range

Before you have downloaded orders to Mamut for the first time, you have the option to set a starting point for the order download in your M-Shop configuration. This is the Magento database ID for the order, *not* the increment ID that includes the store view number (e.g., 100000039). The database ID can be found in the Magento URL when an order is opened in your Magento Admin. For example, the URL `/admin/sales_order/view/order_id/49/key/.../` contains the order ID 49.

The order ID in the M-Shop configuration is automatically incremented every time new orders are downloaded to Mamut.

2.3.1.2 Order Status

Which orders will be downloaded, is dependent on the *Workflow* tab in the M-Shop configuration. In this tab, you select what will happen with orders that have a specific status in Magento. The options are:

- *Download as invoice*: download this order to Mamut and directly invoice it. This ensures all the appropriate journals will be created in Mamut and the order cannot be changed anymore afterwards.
- *Download as order*: download this order to Mamut and keep it as an unprocessed order.
- *Reserve stock*: do not download this order to Mamut, but do reserve ordered products when synchronizing stock.
- *Try again later*: do nothing and do not reserve stock. The order will be reviewed every time the order downloading process is ran, until the order status changes to a status that triggers an action.
- *Ignore permanently*: this order will be marked and will never be reviewed again by M-Shop. Use this for order statuses that are immutable, such as closed or cancelled, to speed up the order download process.

By default, unknown Magento order statuses will be set to 'Try again later'.

2.3.2 Order Header

The order header is imported into Mamut using the following field definitions:

| Magento description | Magento order . code | RedAnt code | Mamut description |
|-----------------------|---|-------------------------------|---|
| Order # | increment_id | Reference | Order reference |
| Invoice # | mshop_invoice_id | Reference | When orders have already been invoiced, the order invoice increment ID is added to the order reference with a prefixed 'F', divided by a slash (/) from the order increment ID. |
| Billing address | billing_address.street billing_address.postcode billing_address.city billing_address.region billing_address.country_id | InvoiceAddress | Order's invoice address |
| Shipping address | shipping_address.street shipping_address.postcode shipping_address.city shipping_address.region shipping_address.country_id | DeliveryAddress | Order's delivery address |
| Order currency | base_currency_code | Currency | |
| Payment method | payment.method | PaymentTermsID DirectDebit | Payment method, based on M-Shop configuration. The check box for direct debit is set when a payment method of class direct debit is used. |
| Shipping method | shipping_method (before the _) | DeliveryMethodID | Delivery method, based on M-Shop configuration. |
| Invoice date | mshop_invoice_date | InvoiceDate | Invoice date, if applicable |
| Customer name | customer_firstname customer_lastname | YourReference | Your reference |
| Customer comment | mshop_customer_comment | DeliveryNoteText | Delivery note text |
| Order weight | weight | TotalWeight | Order total weight |
| Customer company name | billing_address.company or billing_name or billing_address.first_name + billing_address.mshop_middle_name + billing_address.last_name | g_order.contname | The customer name that is displayed on the order, which can differ from the customer's name in the contact register in Mamut. |
| Customer contact name | billing_address.first_name + billing_address.mshop_middle_name + billing_address.last_name | g_order.refyour | Text of the <i>Your reference</i> field in the order. |

Additional order header fields that have no direct equivalent in Magento:

| RedAnt code | Mamut description |
|--------------------|--|
| Department | The order department is determined by the M-Shop configuration for the current store view. |
| Language | The order language is determined by the M-Shop configuration for the current store view. |
| UseLineGrossPrices | Whether an order will be created using gross or net prices (including or excluding VAT) is determined by the 'Gross' checkbox in the M-Shop settings per store view. |
| ReadyForInvoicing | Ready for invoicing will be checked when the payment class is not <i>Advance payment</i> . |

In addition, because Mamut stores order addresses as a large text blurb, the address fields are stored in the M-Shop database for further processing (please note that these will obviously not be updated when the order address is later updated in Mamut). This is done in the `orderDownloadHistory` and `CreditnoteDownloadHistory` tables.

2.3.3 Order Lines

Individual order lines are imported into Mamut using the following field definitions:

| Magento description | Magento order . code | RedAnt code | Mamut description |
|----------------------------|--|------------------------|--|
| SKU | sku | LineProductID | Product ID |
| Name | name | LineProductDescription | Product description |
| Price per product | mshop_base_price_incl_tax (gross) or mshop_base_price_excl_tax | LineProductPrice | Product price |
| Quantity ordered | qty_ordered or qty_refunded (credit note) | LineQuantity | Quantity ordered |
| Discount percentage | mshop_discount_percent | LineDiscountPercentage | Discount (%) |
| Tax class | mshop_taxclass_rule_id | LineVatCodeID | Tax rate, using M-Shop configuration store view settings |

Additional order line fields that have no directly corresponding field in Magento:

| RedAnt code | Mamut description |
|--------------------|--|
| LineWarehouseID | The default warehouse on order lines is determined by your M-Shop configuration per store view |

2.3.3.1 Shipping Fees

Because Mamut does not have a special shipping fee field like Magento, all shipping fees must be translated to regular order lines to send a complete picture to Mamut. This done using the selected product in your M-Shop configuration.

| Magento description | Magento order . code | RedAnt code | Mamut description |
|----------------------------|-----------------------------|--------------------|--------------------------|
|----------------------------|-----------------------------|--------------------|--------------------------|

| | | | |
|----------------------|---|------------------------|--|
| Shipping description | shipping_description | LineProductDescription | Product description |
| Shipping rate | mshop_gross_shipping_amount (gross) or base_shipping_amount | LineProductPrice | Product price |
| Tax class | mshop_shipment_tax_rule | LineVatCodeID | Tax rate, using M-Shop configuration store view settings |

2.3.3.2 Product Types

For a number of Magento product types, the import is a little different.

- *Simple, Downloadable, Virtual*: Imported as regular order lines with no special rules;
- *Configurable*: A configurable product is split into two different order lines in a Magento export, linked together using the `mshop_item_id` and `mshop_parent_item_id`. These lines are merged together by M-Shop before importing;
- *Bundle*: Product bundles are a little more complex due to their implementation in Magento. Please see below.

Magento has two different kinds of bundles, fixed and dynamic. First off: note that none of these are exactly like Mamut product bundles and are not to be confused with those.

Dynamic Bundles

The price of a dynamic bundle in Magento is the sum of all its associated products. Such a bundle would look like:

| | |
|------------------------|------|
| 1 DYNAMICBUNDLE | |
| 1 PART1 | € 10 |
| 1 PART2 | € 20 |

In Mamut, the price for the DYNAMICBUNDLE product will be imported as € 0, and the associated products are imported like they are registered in Magento.

Fixed Bundles

A fixed bundle has a price of its own, that is independent of the prices of its associated products. In Magento:

| | |
|----------------------------|---|
| 1 FIXEDBUNDLE € 100 | |
| 1 PART1 | - |
| 1 PART2 | - |

In Mamut it is, however, paramount to associate the right sales value to the different bundle parts. In Magento, these underlying product prices can be set in the tab *Bundle items*, for instance, PART1 = € 30 and PART2 = € 90. The price of the bundle can then be seen as the difference between the sales price and the price of the bundle parts, i.e., $€ 100 - (1x € 30 + 1x € 90) = -/- € 20$.

In Mamut, this would be registered as:

| |
|--|
| |
|--|

| | |
|-------------------------------|------|
| 1 FIXEDBUNDLE -/- € 20 | |
| 1 PART1 | € 30 |
| 1 PART2 | € 90 |

If the customer has received a discount (percentage) on the bundle product: this discount is calculated for all bundle parts, so if the bundle has an 8% discount, all product parts will receive the same discount percentage in Mamut.

2.3.4 Product Fields

When **new** products are created by M-Shop (i.e., when these do not already exist and the checkbox *When downloading orders, automatically create unknown products in Mamut* is enabled in the M-Shop configuration), the following fields are utilized:

| Magento description | Magento <code>order.items.code</code> | RedAnt code | Mamut description |
|---------------------|---------------------------------------|-------------|---------------------|
| SKU | sku | ProductID | Product no. |
| Name | name | Description | Product description |

In addition, the checkbox *Should be available for sale in one or more websites* is checked and the appropriate store views will be selected.

2.3.5 Contact (Person) Selection

An order is created for a contact and associated contact person in Mamut. This process is one of the most complex processes in M-Shop, and we will use this section to outline the inner details. Please note that for each Magento contact, both a contact and a contact *person* in Mamut may be created. Whether a contact is created depends on the guest account settings (see directly below). A contact person entry will always be created.

2.3.5.1 Guest or Not?

The first important distinction that is made for an order is whether it has been placed using a guest account (i.e., the customer has elected not to create an account in Magento for this order) or not. This can be determined using the `customer_is_guest` field in a Magento order. If a customer has been created using a guest account, it will be registered in Mamut under the customer that has been designated *Mamut contact for Magento guest customers*.

There is one exception: if the customer is part of the group that is selected under *Always register customers in group* in the M-Shop configuration, a separate contact will be created in Mamut nonetheless, even if the customer checked out as a guest. Note that if you set this setting to the special *NOT LOGGED IN* group, in effect an account will be created for all customers.

There is also a setting that changes the functionality the other way around: if you check the *Use for all new customers* option, no accounts will be created in Mamut and all customers will be created as contact persons under the designated *Mamut contact for Magento guest customers*.

2.3.5.2 Which Contact Will be Used?

There's a fallback mechanism that determines which contact and/or contact person will be selected for a

specific order download. This is done based on a number of criteria:

- *Mamut ID*: if a Mamut contact person ID has been stored in the Magento database, the order is always created for the specified contact person;
- *Stored Magento ID*: if an order for the same Magento contact ID has been downloaded before, the resulting contact person will have received a *Magento ID* custom field, containing the ID of the associated Magento contact. If such a person is found, the order is attached to that same contact person, even if the name, email address and other details of the contact person have changed in the meantime;
- *E-mail address of contact person*: If a contact person can be found in the Mamut database that has the exact same e-mail address as the Magento contact that has placed the order, the order will be imported for this contact person;
- *E-mail address of contact*: If a contact (not a contact person) can be found in the Mamut database that has the exact same e-mail address as the Magento contact that has placed the order, the order will be created for this contact. The contact *person* that is associated with the order will either be found using the person's exact first and last name (if this person already exists in Mamut), or created under the found contact;
- *Guest account*: If no contact person can be found and the setting *Use for all new customers* is on (i.e., no new accounts are to be created in Mamut), then the order is created for the guest customer with a new contact person;
- *Create a new contact person*: Finally, if all the rules above do not result in finding a contact or contact person in the Mamut database, a new contact and/or contact person will be created.

Whenever a contact person is created or found using the steps above, M-Shop creates a custom field for this contact person called *Magento ID* that contains the associated ID for the Magento contact. The next time an order is placed for this customer, it will be directed quickly to the right contact person using this custom field.

2.3.5.3 Contact Fields

Whenever **new** contacts and contact persons are created by M-Shop, the following fields are utilized. Please note that existing contacts and contact persons are never updated by M-Shop, so as not to interfere with oftentimes carefully administered client records maintained in Mamut.

| Magento description | Magento order . code | RedAnt code | Mamut description | Applies to |
|---------------------|---|--|-------------------|-----------------|
| Company name | billing_address.company or billing_name or billing_address.first_name + billing_address.mshop_middle_name + billing_address.last_name | Name | Customer name | Contacts |
| First name | billing_address.firstname | FirstName | First name | Persons |
| Middle name | billing_address.mshop_middle_name | MiddleName | Middle name | Persons |
| Last name | billing_address.lastname | LastName | Last name | Persons |
| E-mail address | customer_email | Email | E-mail address | Both |
| Billing address | billing_address.street billing_address.postcode billing_address.city billing_address.region billing_address.country_id shipping_address.street | InvoiceStreet InvoiceZip InvoiceCity InvoiceRegion InvoiceCountryISO DeliveryStreet | Invoice address | Both |

| | | | | |
|------------------|--|---|------------------|---------|
| Shipping address | shipping_address.postcode shipping_address.city shipping_address.region shipping_address.country_id | DeliveryZip DeliveryCity DeliveryRegion DeliveryCountryISO | Delivery address | Both |
| Billing phone | billing_address.phone | Phone | Phone | Both |
| Shipping phone | shipping_address.phone | Phone2 | Phone 2 | Both |
| Billing fax | billing_address.fax | Fax | Fax | Both |
| Shipping fax | shipping_address.fax | Fax2 | Fax 2 | Both |
| Prefix | mshop_customer_prefix or customer.prefix | Title | Title | Persons |
| Suffix | customer.suffix | Title2 | Title 2 | Persons |

Additional contact fields that have no direct equivalent in Magento:

| RedAnt code | Mamut description |
|-------------|--|
| IsCustomer | For obvious reasons, all created contacts get their <i>Customer</i> checkbox checked. |
| Language | The contact's preferred language is determined by the M-Shop configuration for the current store view. |

3 How-To's

3.1 Create an administrator role in Magento

In order to use M-Shop Connector, you need to have a working Magento shop already setup. You need to follow a number of steps in order to give M-Shop Connector access to the information stored in Magento. First off, you need to login to your Magento Admin Panel (go to your shop's web address, followed by /admin, for instance, <http://magentoshop.com/admin>).

Creating an administrator role

1. Go into the *System > Web Services > Roles* menu.
2. Click the *Add New Role* button.
3. In the *Role Name* field, enter *Administrator*.
4. In the tab *Role Resources*, set *Resource Access* to *All*.
5. Click the *Save Role* button.

Creating a Mamut Connector user

1. Go into the *System > Web Services > Users* menu.
2. Click the *Add New User* button.
3. In the *User Name* field, enter *Mamut* (or another name).
4. Enter your first name, last name and e-mail address.
5. In the *New API Key* field, enter a safe passphrase. Be sure to remember this carefully, as you will need to enter it in M-Shop's settings later on. If you've printed this manual, you can write it down below.
6. In the tab *User Role*, please select the *Administrator* role you've just created.
7. Click the *Save User* button.

3.2 Multiple Configurations

If you launch the program for the first time, it will ask you for a name for your M-Shop configuration. Usually, this is a name like 'Test' or 'Production', that signifies the type of configuration you want to use M-Shop for. In this fashion, you can set up a configuration for testing and one for your 'live' environment. Please note that it is unfortunately not possible to copy configuration settings between different configuration profiles.

M-Shop will try to auto-configure your Mamut instance and database settings based on your Mamut configuration. If auto-configuration should fail, you can contact RedAnt support or read the next section on the `Config.xml` file.

You can create additional configuration profiles and manage existing ones from within M-Shop, by selecting the menu option *View > Other M-Shop configurations....* If you have multiple configuration profiles, M-Shop will ask you which one you would like to use whenever you launch the application.

3.2.1 The `Config.xml` File

The configuration is stored in a special file called `Config.xml`, and usually will be created and maintained by M-Shop automatically. Here's an example:

```
<?xml version="1.0" standalone="yes"?>
<ConfigDataSet xmlns="http://tempuri.org/DataSet1.xsd">
  <Config>
    <ID>1</ID>
    <Description>Test</Description>
    <Instance>REDANT\MAMUT</Instance>
    <MamutSystemDatabase>1</MamutSystemDatabase>
    <DatabaseName>RedAnt_MShop_Test</DatabaseName>
  </Config>
  <Config>
    <ID>2</ID>
    <Description>Production</Description>
    <Instance>REDANT\MAMUT</Instance>
    <MamutSystemDatabase>1</MamutSystemDatabase>
    <DatabaseName>RedAnt_MShop_Production</DatabaseName>
  </Config>
</ConfigDataSet>
```

On modern systems (Windows Vista, Windows 7, Windows Server 2008), this file is located in the `%ProgramData%\RedAnt\M-Shop` folder (usually `C:\ProgramData\RedAnt\M-Shop`). In older systems (Windows XP, Server 2003), it might be located under `C:\Documents and Settings\All Users\Application Data\RedAnt\M-Shop` or a similar directory.

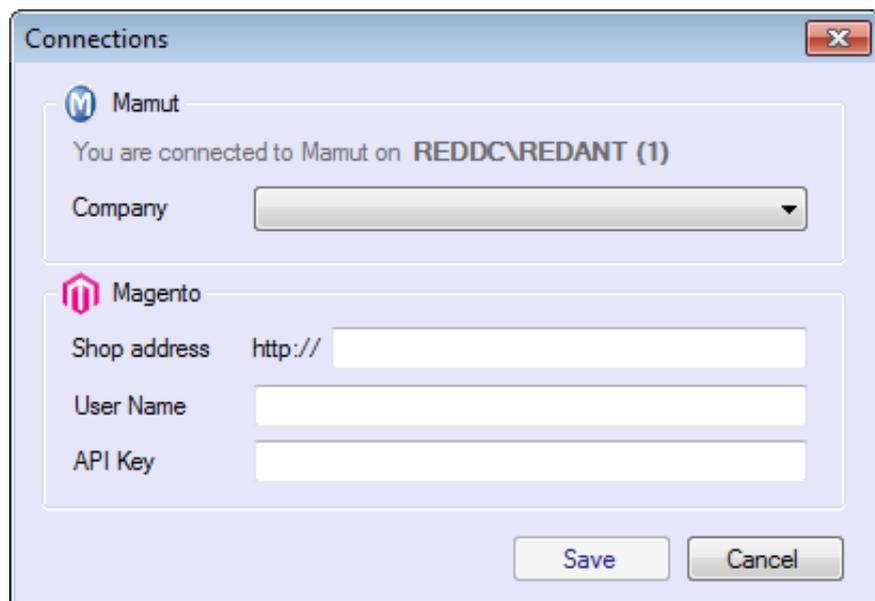
The configuration nodes speak for themselves:

| node | description |
|---------------------|--|
| ID | An auto-increment number that denotes a unique configuration. |
| Description | A human-readable, unique and specific description of the configuration profile. |
| Instance | The SQL Server instance on which your Mamut databases run (usually, the database server computer name followed by <code>\MAMUT</code>). |
| MamutSystemDatabase | The system database in Mamut to connect to (usually 1). |
| DatabaseName | Name of the M-Shop database within the Mamut instance. |

If M-Shop has trouble figuring out your Mamut configuration, this file can be used to add or modify the required settings.

3.2.2 Connections

When you create a new profile, or when you choose to change connection settings from within M-Shop, you will be presented with the Connections screen.



The screenshot shows a 'Connections' dialog box. It has a title bar with a close button. The dialog is divided into two sections: 'Mamut' and 'Magento'. The 'Mamut' section shows 'You are connected to Mamut on REDDC\REDANT (1)' and a 'Company' dropdown menu. The 'Magento' section has three input fields: 'Shop address' (with 'http://' pre-filled), 'User Name', and 'API Key'. At the bottom are 'Save' and 'Cancel' buttons.

In this screen, you can select the Mamut company database that you want to connect to (we recommend to always use a Test or Playground database for the first tests). In addition, you can specify the URL to your shop and the login / password combination that you've created when setting up the M-Shop Connector Extension in your Magento installation.

The URL is usually formed like `www.magentoshop.com`, but you might need to include the entire URL to the Magento V2 SOAP API endpoint, like `www.magentoshop.com/api/v2_soap/index`. Also note that in some cases you must add `www` in front of your URL, yet in some cases you should not. Please try the other option if one of those fails.

In addition, you can start your URL with `https://` so M-Shop will try to connect using SSL encryption, if you have this properly configured for your Magento shop. We do realize this looks a bit funny with the fixed `http://` already in the dialog, but believe us, this really works. We can unfortunately not troubleshoot or support problems relating to certificate errors or other SSL configuration issues.

Once your connection is set up, you're ready to configure M-Shop to your needs!

4 Hidden Settings

All hidden settings must be enabled and disabled in the M-Shop database. This can be done using the M-Shop debug menu that is accessible by pressing the F6 key in the M-Shop interface. The SQL commands use the `{mshop}` code to refer to the M-Shop database, so you can enter this verbatim in the query window (no need to replace with your M-Shop database name).

4.1 Uploading Products

4.1.1 Never Delete Unused Categories

If a customer creates additional categories in the *Mamut product groups* category tree that is created by M-

Shop, these will be deleted with every product upload. To disable this behaviour, use the `NeverDeleteMagentoCategories` category.

From the M-Port debug menu, execute the following query:

```
UPDATE {mshop}.Settings SET [value] = '1' WHERE [KEY] = 'NeverDeleteMagentoCategories'
```

To disable, change the 1 with a 0 in the command above.

4.2 Stock Synchronization

4.2.1 Incoming Stock Indications

By default, M-Shop does not transfer *From suppliers* stock. There is a hidden setting `uploadIncomingStock` that does transfer information to Magento. When this option is enabled, the M-Shop configuration warehouse settings that are set to *Include from suppliers* are ignored (regular stock is *Direct available stock* or ignored, based on the warehouse settings), but all *From suppliers* stock is transferred to the Magento field *Qty for item's status to become out of stock*.

For instance, if you have a product with a direct available stock of 20 and 30 more on the way, for which 5 have been reserved for customers, the Magento values for *Inventory* would be set to:

- *Qty*: 15
- *Qty for item's status to become out of stock*: -30
- *Backorders*: Allow qty below 0

If you had set this warehouse to include *From suppliers*, the regular setting would have resulted in

- *Qty*: 45
- *Qty for item's status to become out of stock*: use config settings
- *Backorders*: use config settings

From the M-Port debug menu, execute the following query:

```
UPDATE {mshop}.Settings SET [value] = '1' WHERE [KEY] = 'UploadIncomingStock'
```

To disable, change the 1 with a 0 in the command above.

4.2.2 Upload Combined Stock for Bundles

When a product bundle in Mamut has the setting *Warehouse update, sale* set to *Update components*, you would expect the stock that is transferred to Magento to be the number of bundles you could theoretically create from the components stock you have available. However, that is not what happens, as M-Shop by default looks at the main product's stock in the warehouse.

The option `uploadCombinedStockForBundles` sets the bundle stock to the smallest number of components you have available, divided by the times that components is included in the bundle. For instance, say the product BUNDLE contains two parts, PART1 and PART2, which both are included 6 times in the bundle. Now, say PART1 has a stock of 18 and PART2 has a stock of 100. Now, the maximum number of BUNDLES we could create from the available stock is 3 (limited by the availability of PART1). This will be uploaded to Magento.

A possible caveat with this option (which is why we have not implemented this behaviour by default) is that

your inventory will be duplicated, if you choose to sell your components separately or if a component is part of multiple different bundles. In that case, this option will list the component's stock with both the bundle and with the separate component, thereby creating a possibility orders will over demand your available stock.

From the M-Port debug menu, execute the following query:

```
UPDATE {mshop}.Settings SET [value] = '1' WHERE [KEY] = 'UploadCombinedStockForBundles'
```

To disable, change the 1 with a 0 in the command above.

4.3 Downloading Orders

4.3.1 Skipping Order Lines Without Prices

To skip order lines that have a resulting price of 0, use the `DoNotImportZeroPriceLines` setting.

From the M-Port debug menu, execute the following query:

```
UPDATE {mshop}.Settings SET [value] = '1' WHERE [KEY] = 'DoNotImportZeroPriceLines'
```

To disable, change the 1 with a 0 in the command above.

4.3.2 Alternative Product ID for Product Bundles

The `AlternativeBundleProductId` setting will replace all Magento main product bundle codes when downloading orders to Mamut. This can be used if you have created special product bundles in Magento that do not exist in Mamut. In this fashion, all the bundle discounts get journaled on one product ID and, optionally, dedicated associated journal account.

From the M-Port debug menu, execute the following query if you want to set the product bundle ID to `PRODUCTID`:

```
UPDATE {mshop}.Settings SET [value] = 'PRODUCTID' WHERE [KEY] = 'AlternativeBundleProductI
```

To disable, use the following query:

```
UPDATE {mshop}.Settings SET [value] = '' WHERE [KEY] = 'AlternativeBundleProductId'
```

4.3.3 Use Short Description on Order Lines

When downloading orders, the Magento short description can be transferred to the order line text (the order line description that is usually located underneath the product description on the Mamut order and invoice reports).

```
UPDATE {mshop}.Settings SET [value] = '1' WHERE [KEY] = 'DownloadShortDescriptionAsOrderTe
```

4.4 Uploading Contacts

4.4.1 Website for New Contacts

By default, new contacts are linked to the first available web site in Magento. If you want to link your customers to your B2B shop that has a different ID, you can supply M-Shop with the desired website ID.

Please note that you should use the ID you can find by going to *System > Manage Stores*. Now click on a website in the *Website Name* column and check the URL in your browser. It will contain `/admin/system_store/editWebsite/website_id/1/`, in which *1* is the ID you will be looking for.

From the M-Port debug menu, execute the following query if you want to set your website ID to 5:

```
UPDATE {mshop}.Settings SET [value] = '5' WHERE [KEY] = 'NewMagentoContactWebsiteId'
```

To disable, use the following query:

```
UPDATE {mshop}.Settings SET [value] = '' WHERE [KEY] = 'NewMagentoContactWebsiteId'
```

5 Troubleshooting

5.1 Create a SQL user for RedAnt M-Shop

Do this when a standard connection doesn't work, i.e., because Mamut API doesn't have sysadmin privileges. The important bit is to do this from SQL Server Management Studio with Administrator credentials.

1. SQL Server 2008 R2 Management Studio Express 32 bit:
`http://software.redant.nl/mamut/SQLManagementStudio_x86_ENU.exe`
2. SQL Server 2008 R2 Management Studio Express 64 bit:
`http://software.redant.nl/mamut/SQLManagementStudio_x64_ENU.exe`

```
CREATE LOGIN [RedAnt_MShop] WITH PASSWORD = 0x0100B91F2AA5A77950F78369D18E24F9BC0D8244D6DE
DEFAULT_DATABASE=[master], DEFAULT_LANGUAGE=[us_english], CHECK_EXPIRATION=OFF, CHECK
EXEC sp_addsrvrolemember 'RedAnt_MShop', 'sysadmin'
```

5.2 Re-download an existing order

When an order hasn't been skipped by M-Shop but already existed before the first order download.

```
INSERT INTO OrderDownloadHistory (MagentoID, MagentoIncrementID, MamutID, DownloadTime, St
VALUES (262, 100000261, 0, GetDate(), 0, '', '', '')
```

5.3 Force full product upload

When the product upload is not behaving like expected there is a way to force a full product upload. Use the following query within the debug menu and **restart the application to apply the changes**.

```
DELETE FROM {mshop}.Settings WHERE [KEY] = 'LastProductUploadRowVersion'
```

5.4 Find duplicated downloaded orders within Mamut

When an order download has been triggered by a scheduled task and at the same time there was a manual download of the orders. Then it is possible there are duplicated orders within Mamut. This query finds orders matching the same Reference field. **This doesn't say directly they are duplicated, but is most likely**. You should save it to CSV and manually order it on Aanmaakdatum in Excel.

```
SELECT ORDERID AS OrderNR, INVOICEID AS Factuurnr, REFERENCE AS Referentie, datereg AS Aann
FROM g_order
LEFT JOIN G_ORDERSTATUS ON g_order.STATUSID = G_ORDERSTATUS.STATUSID
```

```
WHERE REFERENCE IN (  
SELECT REFERENCE  
FROM Client00010028.dbo.G_ORDER  
GROUP BY REFERENCE  
HAVING COUNT(*) > 1)  
ORDER BY REFERENCE ASC
```

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