

## MAGENTO-TWINFIELD MODULE

V 2.0.0 (BETA)



INSTALLATION & USER MANUAL

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## 2. INTRODUCTION

Tauros Media's Magento–Twinfield module is developed for webshop owners who have a Magento webshop and manage their accounting/book-keeping on online accounting platform 'Twinfield'.

The Magento-Twinfield module connects Magento webshops to Twinfield accounts. It can post invoices with all order details from the Magento webshop to the Twinfield online account. It sends Product name, Product sku, Price, Shipping charges, applied discounts, applied taxes, Dates, Billing address and Shipping address. It will also update provisional transactions in Twinfield in case an order is cancelled or refunded from the webshop. Furthermore, the Magento-Twinfield module has the highly desired multi store feature meaning it can send invoices of different Magento stores to Twinfield.

It also sends all customer data related to orders to Twinfield.

You can also export transactions to Twinfield in batches of manageable numbers.

## 3. PACKAGE

The package contains:

3.1. Magento-Twinfield module.

3.2. Module installation & user manual.

## 4. REQUIREMENTS

4.1. Magento webshop (Magento CE 1.4.X onwards).

4.2. Twinfield account (Level 1 subscription with super rights).

Contact Twinfield support to get required subscription level: <http://www.twinfield.nl/contact/>

4.3. Working knowledge of Magento backend, Twinfield online accounting and its interface.

4.4. Cpanel/server access. Cron job set-up on your server.

4.5. Latest ioncube should be installed on your live as well as test server. You can get the appropriate version for your server from: <http://www.ioncube.com/loaders.php>

4.6. Server memory\_limit no less than 256Mb (preferably 512).

4.7. An Up-to-date Test environment (separate from but exact copy of your Live setup)\*.

\* As suggested by Magento, do not install extensions/modules directly on your Live setup. Try it on a Test setup first. Also, it is a good practice to make backups of both Magento and the database before installing any extension.

## 5. INSTALLATION

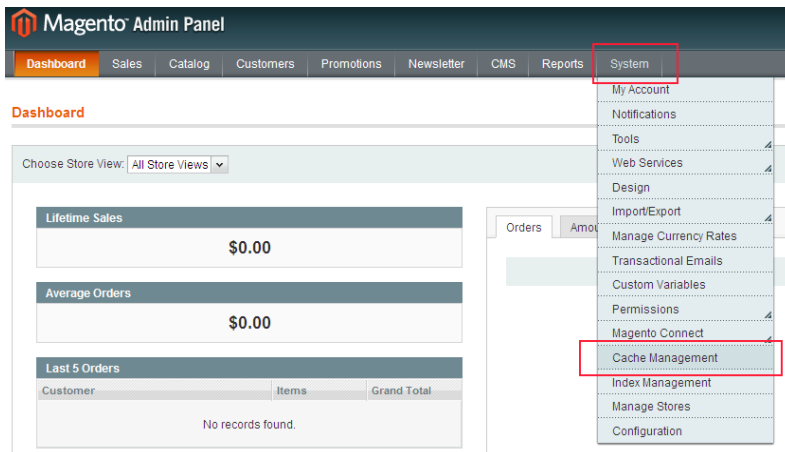
5.1. Download and unzip the Magento-Twinfield module directory.

5.2. Open /Magento-Twinfield folder, here you can see the /app folder. This folder contains the module.

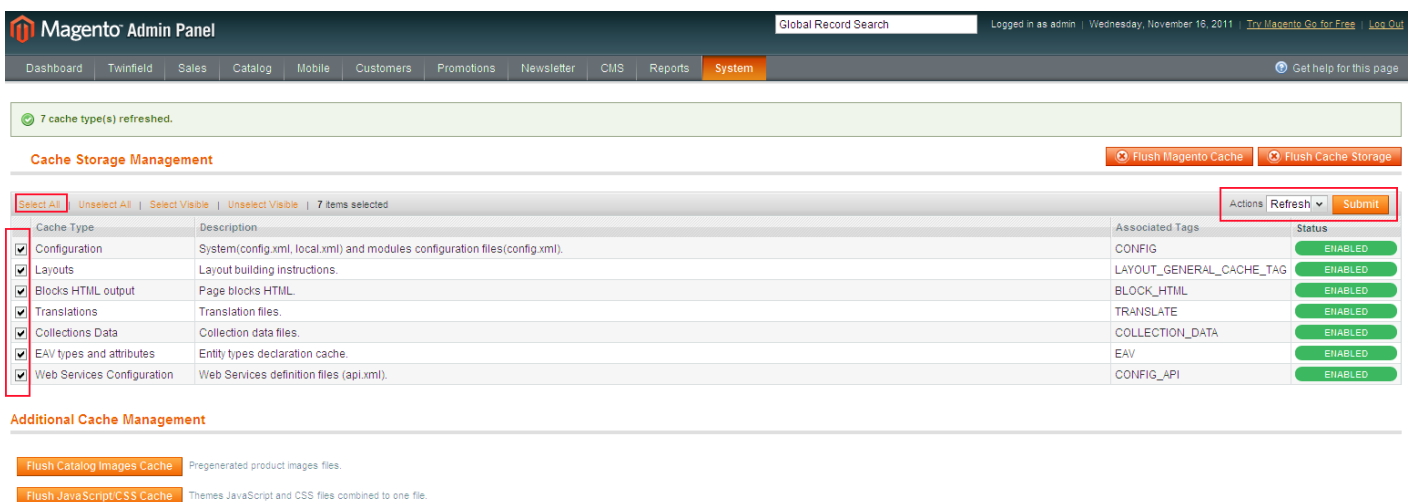
5.3. Upload the 'app' folder to your Magento shop directory using your favorite FTP client. This will not overwrite any files from your app folder.

On some systems if you get a prompt asking whether to overwrite the folder, please select merge instead.

5.4. Now log in to your Magento backend. Go to System > Cache management.



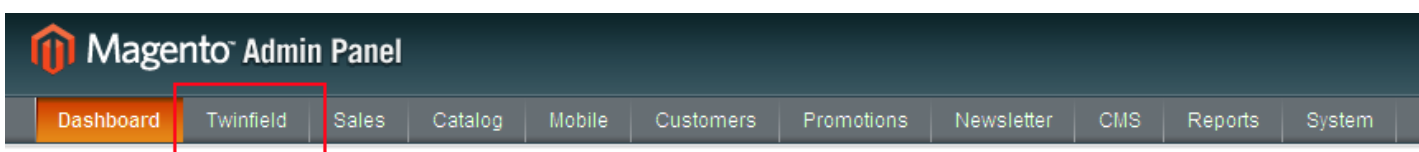
5.5. Click 'Select All'. Select 'Refresh all' from the 'Actions' drop-down menu and click 'Submit'.



Refresh the 'Cache' irrespective of them being enabled or disabled.

5.6. Log out of the admin panel and login again.

5.7. You will now see a new 'Twinfield' tab in top navigation menu of your admin panel. This indicates that you have successfully installed the Magento-Twinfield module.

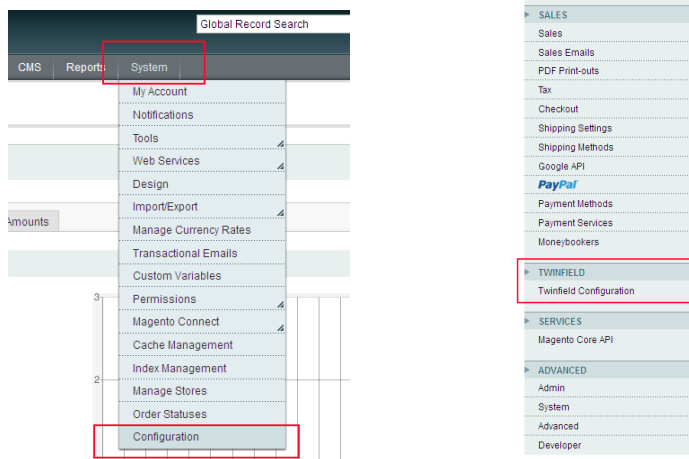


Now all you have to do is configure the module with the right details.

## 6. CONFIGURATION

6.1. Go to Admin panel > System > Configuration (left fig.)

6.2. Once on this page, look out for 'Twinfield' section in the left column



6.3. Click on 'Twinfield configuration'. It will take you to the configuration page.

### Twinfield Configuration

Configuration	
Enabled	Yes [STORE VIEW]
Send Invoice Id	No [STORE VIEW] <small>▲ If set to yes, Magento Invoice Id will be sent in transactions instead of Magento Order Id. This is not recommended.</small>
Username	NL000XXX [STORE VIEW]
Password	•••••••• [STORE VIEW]
Organization	TWF-SAAS [STORE VIEW]
Office Code	NL000XXX [STORE VIEW]
Nominal Number	80X0 [STORE VIEW]
Batch Size	30 [GLOBAL]
Ledger Account For Items	80x0 [STORE VIEW]
Ledger Account For Shipping	80x0 [STORE VIEW]
Ledger Account For Discount	80x0 [STORE VIEW]
Ledger Account For Refund	80x0 [STORE VIEW]

6.4. Select 'Yes' from the **Enabled** dropdown.

6.5. **Send Invoice Id:** This module allows you to send your 'Magento order number' or 'Magento invoice number' with transactions as 'Twinfield invoice id'.

Select 'No' if you want to send Magento order number as Twinfield invoice id.

Select 'Yes' if you want to send Mageto invoice number at Twinfielf invoice id.

We suggest you decide which one you want to send right at the beginning and once decided use it through out.

6.6. **Username, Password, Organization, Office code:**

Here you have to enter your Twinfield account login credentials. These are provided to you by Twinfield when you create and account with them. Office code is not an obligatory field.

**Nominal number:** This is a 4 digit number general ledger account and you can get it from your Twinfield book-keeper. It is set as 8020 as default in Twinfield.

**Batch size:** You can set the export batch size from this field. You can set a numeric value and the module will send only that many invoices to Twinfield in one run.

### 6.7. Ledger accounts for Items, shipping, discounts & refunds:

In these 4 fields you can mention the ledger account numbers where you want to send amounts corresponding to items, shipping costs, discounts on orders and refunds issued. Refer to your book-keeper to know which ledger accounts are to be used. You can keep them all same as well.

6.8. Click 'Save Config' button present on top right corner of this section.

This completes the module configuration. Now your Magento webshop and your Twinfield account are connected to each other.

The module will send order data to Twinfield the next time your cron job runs.

- \* You can set up Magento cron job from: System > Configuration > System (left column) > Cron.
- \* You can set the cron to run every 15 minutes, once a day or any interval according to your needs.
- \* You can also set cron job from your server admin panel.
- \* This cron setting of magento requires that your cron.php file be run by the system cron scheduler. Ideally this would be setup when your Magento was installed on the server. If it isn't setup, you will need to set it up. Please contact your webhost for additional information.

It may take a few minutes to post all the data to Twinfield depending on the number of order invoices you have in your webshop.

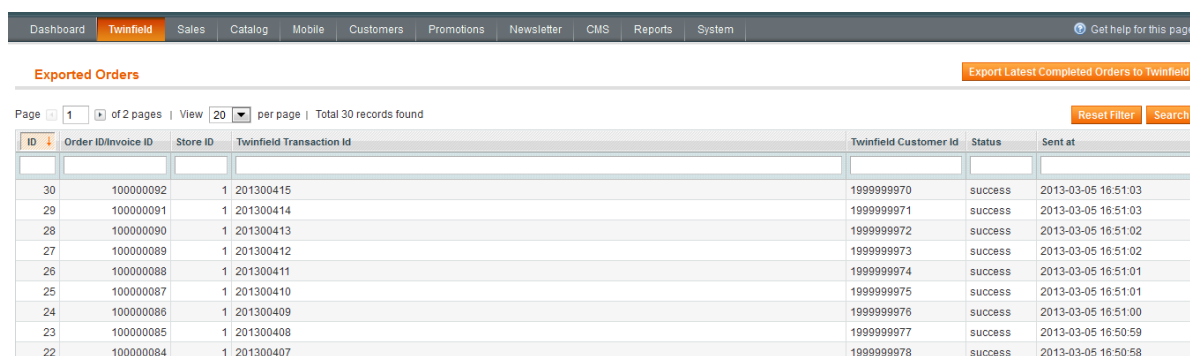
Note that the module will only send the orders with status 'Complete' (invoiced and shipped) or 'Closed' (invoiced, shipped and credited back) in the Magento backend. The module will not export orders to Twinfield which are still under 'Processing' in Magento backend. So you have to 'invoice' and 'ship' all your orders from Magento backend.

Also, only the orders created 'after' the installation of the module will be exported. The module will ignore all previous orders irrespective of their status in magneto backend.

We however can configure the module to export old invoices as well on formal request.

Once the module posts the data to Twinfield it will create a log in the Magento backend indicating that the data was successfully posted to connected Twinfield account.

The log section will display Magento Order/Invoice id, Twinfield transaction id & Twinfield customer id (every customer will be given a unique Twinfield customer id when the transaction is posted) and the time and date of the export to Twinfield. The Magento backend log will look like the following example image

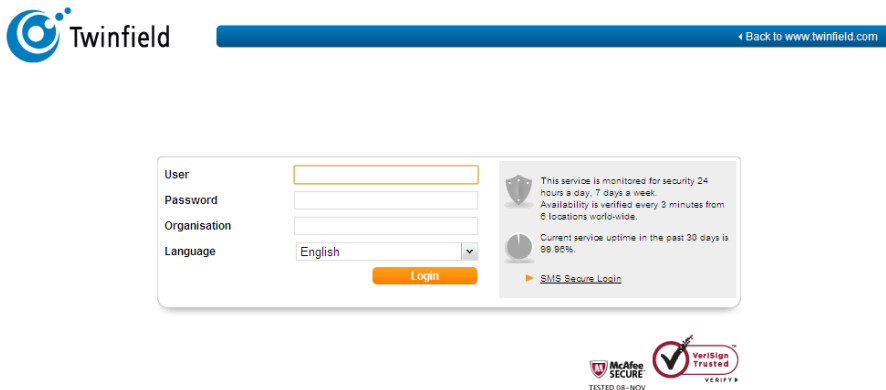


ID	Order ID/Invoice ID	Store ID	Twinfield Transaction Id	Twinfield Customer Id	Status	Sent at
30	100000092	1	201300415	1999999970	success	2013-03-05 16:51:03
29	100000091	1	201300414	1999999971	success	2013-03-05 16:51:03
28	100000090	1	201300413	1999999972	success	2013-03-05 16:51:02
27	100000089	1	201300412	1999999973	success	2013-03-05 16:51:02
26	100000088	1	201300411	1999999974	success	2013-03-05 16:51:01
25	100000087	1	201300410	1999999975	success	2013-03-05 16:51:01
24	100000086	1	201300409	1999999976	success	2013-03-05 16:51:00
23	100000085	1	201300408	1999999977	success	2013-03-05 16:50:59
22	100000084	1	201300407	1999999978	success	2013-03-05 16:50:58

You can also export data to Twinfield manually using the 'Export Latest Completed Orders to Twinfield' button present on top of the Exported orders log section.

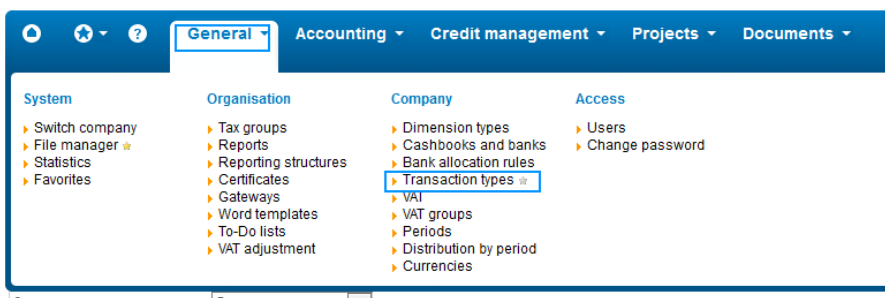
## 7. TWINFIELD INTERFACE

### 7.1. Login to your Twinfield account <https://login.twinfeld.com>

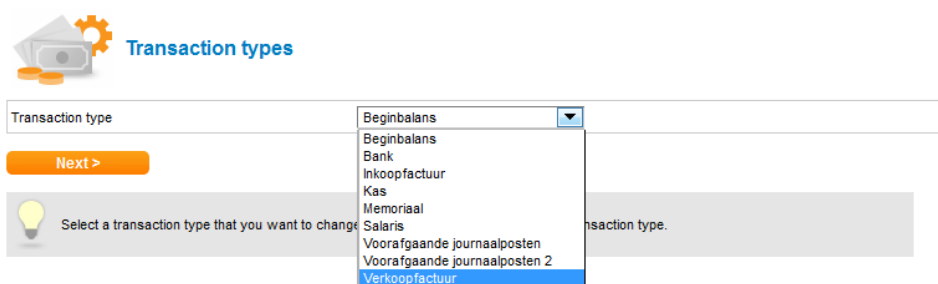


Before you continue to use this module ask your Twinfield-bookkeeper/Twinfield-support or us to make the following change to your account configurations:

#### 7.1.1 Go to General > Transaction types



#### 7.1.2. Select 'Verkoopfactuur' from Transaction types dropdown and click on 'Next' button:



This will open a page where you can edit settings for transactions type 'Verkoopfactuur'.

#### 7.1.3. Go to 'Free text fields' section and make changes as shown in following shot and click on 'Save' button.



### Transaction types - Verkoopfactuur

**General**

Code: VRK  
 Name: Verkoopfactuur  
 Short name: Verkoop  
 Currency: Euro  
 Initial number of lines: 2  
 Default VAT: VH  
 Post as final:  Has to be confirmed

**Lines**

Description: Allowed  
 Invoice no.: Mandatory  
 Cheque number: Not allowed  
 Quantities: Allowed

**Free text fields**

	Free text field 1	Free text field 2	Free text field 3
Usage	Allowed	Not allowed	Not allowed
Name	Magento order number		
Location	Header	Header	Header
Type	Text	Text	Text
Default value			

**Document imaging**

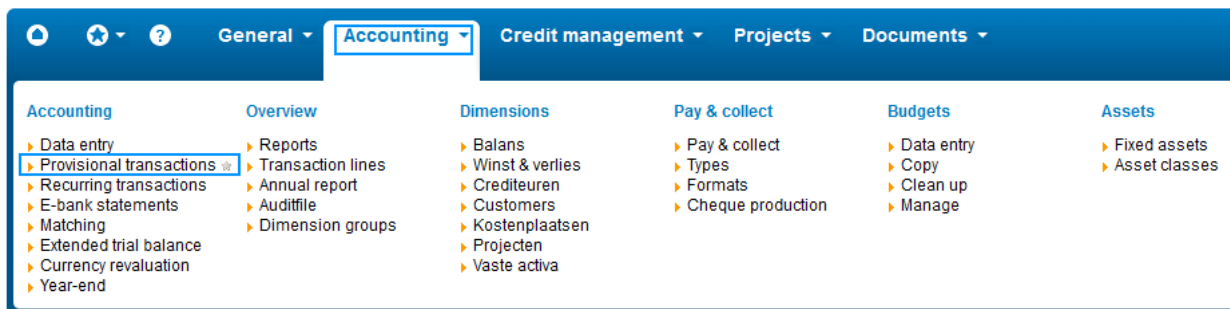
Name:   
 Link:

[< Back](#) [Save](#)

You will need Super admin (level 1) access to make this change. It will make sure that your Magento order numbers are also displayed in **freetext field 1** of your transactions.

Once done with this you can start using the module to export data from Magento to your Twinfield.

7.2. To see the exported transactions in your Twinfield interface Go to Accounting > Provisional transactions



7.3. You will be presented with a list of options. Click on 'Verkoopfactuur' to see exported transactions.



### Provisional transactions

Transaction type	Provisional transactions	Latest provisional transaction
Verkoopfactuur	30	05/03/2013 15:47

[< Desktop](#) [Search](#)

A list of transactions to be processed can be found here.



It will display a list view of all provisional transactions. Here you can view, edit, finalise and delete provisional transactions.

**Provisional transactions**

Line 1-30 of 30 (max 99 lines)

Transaction type	Transaction no.	Transaction date	Year/Period	User	Modified on	Cust./supp.	Invoice no.	Amount	Currency
Verkoopfactuur	201300386	07/02/2013	2013/02	NL000122	05/03/2013 15:46	(1999999999)	10000063	275.00	EUR
Verkoopfactuur	201300387	07/02/2013	2013/02	NL000122	05/03/2013 15:46	(1999999998)	10000064	285.00	EUR
Verkoopfactuur	201300388	07/02/2013	2013/02	NL000122	05/03/2013 15:46	(1999999997)	10000065	185.00	EUR
Verkoopfactuur	201300389	07/02/2013	2013/02	NL000122	05/03/2013 15:46	(1999999996)	10000066	95.00	EUR
Verkoopfactuur	201300390	07/02/2013	2013/02	NL000122	05/03/2013 15:46	(1999999995)	10000067	95.00	EUR
Verkoopfactuur	201300391	07/02/2013	2013/02	NL000122	05/03/2013 15:46	(1999999994)	10000068	195.01	EUR
Verkoopfactuur	201300392	07/02/2013	2013/02	NL000122	05/03/2013 15:46	(1999999993)	10000069	195.01	EUR

7.4. If you click on 'edit' icon (at the right edge of each transaction) on above displayed page you can view the individual transactions and the details of the order.

**Data entry - Verkoopfactuur [201300386]**

Credit verkoopfactuur

Invoice date	Period	Customer	Currency	Amount (incl. VAT)	Invoice no.	Due date	User
07/02/2013	2013/02	1999999999	Euro	275.00	10000063	07/02/2013	NL000122

Discount on 21 6, no  Not in collection run  TOTAL

Destination	General ledger acct.	Cost centre	Project/asset	Amount (excl. VAT)	VAT
Current	8020			84.96	V 21% 15.04
Current	8020			95.09	V 6% 4.91
Current	8020			100.00	V 0% 0.00
Current	8020			4.14	V 21% 0.87
Current	8020			-3.34	V 0% 0.00
Current	8020			-11.02	V 21% 2.31
Current	8020			-12.58	V 6% 0.76
				<b>VAT</b>	<b>Amount</b>
				V 21%	-13.60
				V 6%	-4.15
				V 0%	0.00
				<b>Total VAT</b>	<b>17.75</b>
				Remainder	0.00

1 + Line Final Provisional Close

During data entry, a number of shortcut keys are available. Press the ALT-key together with the underlined letter of a button, e.g. ALT-C for Clear screen.

Besides that, the ALT-key can be used in combination with some other keys:  
 ALT+S: To use the Finder.  
 ALT+Q: Quantities (for example the mineral company).  
 ALT+INSERT: Insert a line above the active line and  
 ALT+DELETE: Delete active line.

On transaction detail page you can see: Invoice date, Customer number, Magento order number as Twinfield invoice number, Total amount, ordered product prices, tax amounts, shipping cost, discounts & refunds (if any).

The module will send transactions with status 'Provisional'. The book keeper will have to make them 'Final' manually.

The default status of transactions is set as 'Provisional' so as to allow further updates or editing. Once the transaction is made 'Final' it becomes un-editable in Twinfield interface. The transactions can be further processed according to Twinfield online accounting/book-keeping flow.

## 8. ERROR LOGS

Twinfield api does not accept bad/invalid data. The module will still try to export these orders/invoices but will not be able to since the request will be rejected by the Twinfield api.

So kindly make sure your orders have proper data for postcode, emails etc. You should consider 'data validation' for customer address fields during checkout.

Also, Twinfield api asks for each product/item's details of an order while accepting the invoices.

It will throw an error while exporting if the product data is missing from your webshop.

We advise that you do not delete any product from your catalog unless you have exported all the current orders to Twinfield.

**Known Twinfield api data restrictions:**

- Your product names cannot consist of more than 80 characters. Our module cuts the product names short if they are longer than Twinfield limit.
- An item code, product name and price must always be specified/available.
- Address postcode may contain a maximum of 15 characters.

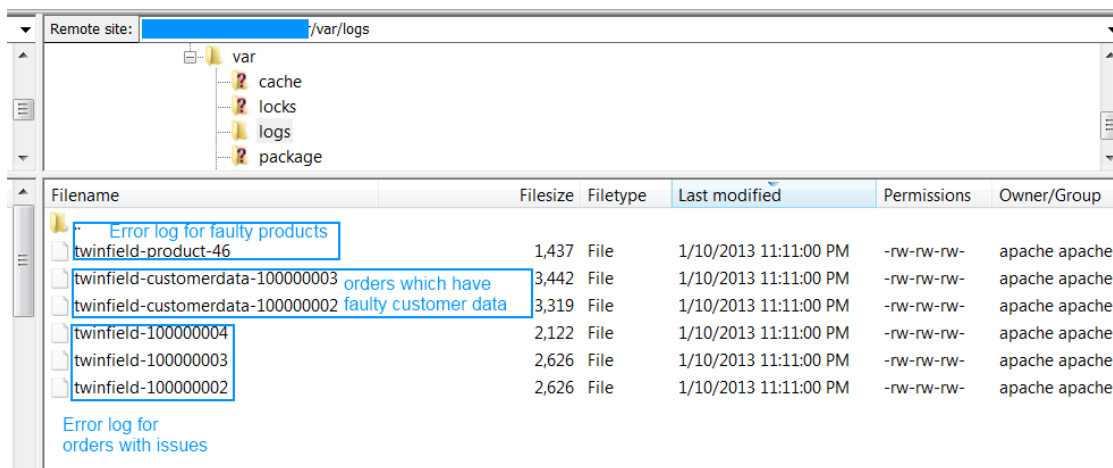
The Magento-Twinfield module cannot do anything about these api restrictions since Twinfield controls that. It is better to keep your customer and product data valid.

We have built an error logging mechanism in this version so that you can track down orders that could not be exported to Twinfield due to invalid product or customer data.

The module creates three kinds of error logs (xml) for your reference:

- For faulty orders. They are tagged as 'twinfield-ordernumber'.
- For faulty products. They are tagged as 'twinfield-product-id'.
- For faulty customer data. They are tagged as 'twinfield-customerdata-ordernumber'.

You can find these export error logs in `../var/logs/` folder of your Magento install.



Filename	Filesize	Filetype	Last modified	Permissions	Owner/Group
<ul style="list-style-type: none"> <li>• Error log for faulty products</li> <li>twinfield-product-46</li> <li>twinfield-customerdata-100000003 orders which have</li> <li>twinfield-customerdata-100000002 faulty customer data</li> <li>twinfield-100000004</li> <li>twinfield-100000003</li> <li>twinfield-100000002</li> </ul>	1,437	File	1/10/2013 11:11:00 PM	-rw-rw-rw-	apache apache
	3,442	File	1/10/2013 11:11:00 PM	-rw-rw-rw-	apache apache
	3,319	File	1/10/2013 11:11:00 PM	-rw-rw-rw-	apache apache
	2,122	File	1/10/2013 11:11:00 PM	-rw-rw-rw-	apache apache
	2,626	File	1/10/2013 11:11:00 PM	-rw-rw-rw-	apache apache
	2,626	File	1/10/2013 11:11:00 PM	-rw-rw-rw-	apache apache

You can download these error logs and open them using your favourite text editor (ex: notepad).

Look for 'error' words in the report. The error message is printed near it.

Once you track down the orders which could not be exported due to invalid data, you can change these order status to anything other than 'Complete' or 'Closed'. Doing this will make sure that the module skips these orders while exporting data to Twinfield in future cron runs.

You can also try to edit and fix the customer and product data of these faulty orders but there are some Magento restrictions for these actions.

Feel free to write to us at [satya@taurosmedia.com](mailto:satya@taurosmedia.com) if you have any queries or suggestion. Module support is provided only in English language.

## 9. CHANGE LOG

V 1.0.0 - V1.0.6	<ul style="list-style-type: none"> <li>* Compatibility Magento Community 1.5, 1.6.</li> <li>* Multi store support.</li> <li>* User manual updated.</li> <li>* Nominal number field added, code optimized.</li> <li>* Batch export feature added.</li> <li>* Magento order number export feature added.</li> <li>* Compatibility upgraded to CE 1.7.X.</li> <li>* User manual updated.</li> <li>* Error logging feature added.</li> </ul>
V 2.0.0	<ul style="list-style-type: none"> <li>* Exports provisional transactions to Twinfield.</li> <li>* Can send Magento Order/Invoice number to Twinfield.</li> <li>* Can send shipping, refund &amp; discounts to separate general ledger accounts (if needed).</li> </ul>

## 10. FAQ

### 1 WHICH USER LEVEL/ROLE IS REQUIRED TO USE THE MODULE IN TWINFIELD ACCOUNT?

The module requires Twinfield account level 1 subscription with super rights. Only this level is allowed to make changes to dimensions (DEB). The regular Twinfield customers with environment 'BOEKHOUDEN' have level 3 or lower. This is a twinfield api restriction.

You can Contact Twinfield support to get required subscription level or your account:

<http://www.twinfield.nl/contact/>

<http://messenger.providesupport.com/messenger/twinfield.html>

### 2 WHAT EXACTLY IS SENT TO TWINFIELD? ORDER OR INVOICE?

Twinfield api accepts only invoices and not orders. So the module checks completed order, open its invoice, makes sure it is created and then sends the details from it to Twinfield. We cannot just load invoices because they do not hold all data and need to borrow data from original orders. So a combination of order and invoice data is sent to Twinfield as invoices.

### 3 WHY IS THE MODULE CREATING 2 RANGES OF CUSTOMER IDS IN TWINFIELD?

You cannot get the latest available customer id from the Twinfield api. So we created separate customer id masking for 'Registered customers' and 'Guest customers'. So the customer id never overlaps, even when the invoices are updated after refunds/credit memos. Also, guests are not customers so they don't have a dedicated "customer" id.

### 4 IN MAGENTO YOU CAN PLACE ORDERS AS A GUEST OR A REGISTERED CUSTOMER. FOR EXAMPLE, MR. A FIRST PLACES AN ORDER AS GUEST AND THE NEXT ORDER AS A REGISTERED CUSTOMER (WITH EXACTLY THE SAME NAME, ADDRESS, POSTAL CODE AND CITY. WILL THESE BE WITH SAME CUSTOMER NUMBER IN TWINFIELD?)

The above mentioned customer will get a new customer code for each of his orders as guest. He will again be provided a different/new customer code once he registers and orders with your webshop. After that, it will use the same customer code for all his future orders (logged in).

Name and address details cannot be considered as unique details. Customers can have same names or same address details. Email ids are unique but Twinfield does not accept email ids with invoices.

## 5 DOES IT DISPLAY FULL SHIPPING AND BILLING ADDRESS IN TWINFIELD TRANSACTIONS?

There is no option to display customer details in provisional transactions. However you can go and see customer details in customer section of twinfield account. Twinfield does not hold telephone and fax numbers in its invoices. Other than that all standard Magento address fields are stored.

## 6 WHY ARE SHIPPING AND DISCOUNT & REFUND AMOUNTS SHOWN IN SEPARATE ITEM LINES IN TWINFIELD TRANSACTION?

Twinfield api does not support discount, refund and shipping by default. The module instead adds these as extra line items in transactions.

## 7 IT SHOWS CASH AS PAYMENT METHOD FOR ALL INVOICES. WHY IS THAT?

The only payment methods possible in Twinfield are: cash, bank, cheque, cashondelivery & DA; D/A or 'documents against acceptance'. Different webshops use different payment methods and it is not possible to include them all so we decided that cash will be most appropriate and hence will be universally used. You can configure the default option in your Twinfield account.

## 8 PAYMENT DETAILS (BANK ACCOUNT NUMBER, CREDIT CARD NUMBER ETC.) OF THE ORDER ARE SENT TO TWINFIELD?

No, this is a generalized module. Different payment portals handle client information differently and there are restrictions from Twinfield api as well, refer to FAQ 8.

## 9 WILL CHANGING TRANSACTION STATUS IN TWINFIELD AUTOMATICALLY UPDATE IT IN MAGENTO?

Updating an order in Magento will automatically update invoice in Twinfield but the reverse process is not possible since Twinfield api cannot talk back/trigger actions in return. Twinfield invoice status doesn't affect Magento order status in any way.

## 10 IS IT POSSIBLE TO CONNECT SEPARATE WEBSHOPS TO ONE TWINFIELD ACCOUNT?

The module supports Multi-store set up of a webshop but it cannot be used in separate webshops to connect them to one single Twinfield account. Customer ids have to be sent to Twinfield from the webshop, Twinfield cannot number customers itself according to the data. This makes it difficult to connect separate shops to one single Twinfield account since different webshops will send similar customer ids. However, if required we can make a customization to the additional installs to allow this. Feel free to discuss this option with us.

## 11 CAN I EXPORT MY OLD INVOICES TO TWINFIELD?

It is not part of standard module as that feature cannot be generalized but however we do arrange that on special client request. Let us know the date from which you the invoices to be exported.

## 12 CAN I EXPORT MY MAGENTO ORDER NUMBERS TO TWINFIELD?

Yes, latest version of the module sends Magento order numbers to Twinfield. It displays order numbers in invoice id field of transactions.

### 13 ARE VAT VALUES SENT TO TWINFIELD?

Yes, the module sends VAT values associated with products (if any) to Twinfield while sending rest of the invoice data. Whatever VAT value is associated with products in Magento will be exported to Twinfield with each transaction. It does no special/separate mapping for VAT values.

VAT settings have to be managed in Magento and Twinfield in usual/standard way. They have nothing to do with the module.

### 14 IS SHIPPING COST SENT TO TWINFIELD?

Yes, the module sends shipping costs associated with orders (if any) to Twinfield while sending rest of the data. Whatever shipping cost is associated with that order in Magento will be exported to Twinfield with each transaction and will be displayed in a seperate item line.