Hikashop – Unleashedsoftware Integration Plugin by BrainforgeUK

1.0 Introduction

This plugin sends product and order information from a Hikashop based webshop to the Inventory Management System provided by Unleashed Software.

Properly configured an organisation can have 2 or more Hikashop based websites and a single Unleashed back-end.

A separate *Hikashop – Unleashedsoftware Integration* Joomla component is required to use this plugin and manage the data.

2.0 The Data

2.1 Products

These are created / updated in Hikashop and automatically sent to Unleashed under either of the following, configurable, criteria:

- Immediately when product creation / update saved in Hikashop.
- Automatically when a customer enters the product into their shopping basket. Using this method only products customers are interested will appear in Unleashed.

The Unleashed product GUID is stored in Hikashop along with the product information.

2.1.0 Product Information Passed to Unleashed

- **Product Code** – Once passed to Unleashed and the GUID returned this cannot be changed.
- **Product Name** – Passed to Unleashed Product Description.
- **Product Description** – TBD (pass to Notes with HTML tags removed?).
- **Product Weight & Dimensions** – TBD.
- **Product Prices** – TBD.
- **Product Supplier** – TBD.
- **Product Warehouse** – TBD.
- **Product Category** – TBD.
- **Product Quantities** – TBD.
- **Barcode** – product_unleashed_barcode
- ******** - product_unleashed_********
  You can include other information replacing the ******** with the appropriate Unleashed Product Field Names.

2.2 Customers

Customer information is maintained in Hikashop and automatically sent to Unleashed under either of the following, configurable, criteria:

- Immediately on customer (user) registration (includes customers with no orders).
- When order information sent (configurable order status event). If customer code not available in Hikashop this event will be delayed until it has been entered / generated.
- Immediately when Hikashop administrator / shop staff change the customer information and that customer has one or more existing (current or previous) orders on Unleashed.

The Unleashed customer GUID is stored in Hikashop along with the customer (user) information.

2.2.0 Customer Email Address

This is the unique email address used by Hikashop identify a customer (user).

2.2.1 Customer Code

The can be automatically generated or manually entered as follows:

- **Automatically** – Derived from Hikashop user_id with an optional, configurable, prefix.
- **Manually** – Using the separate *Hikashop – Unleashedsoftware Integration* Joomla component previously mentioned. This value must be unique.

Once the customer information has been passed to Unleashed and the GUID returned the customer code cannot be changed in Hikashop.

Uses the *user_unleashed_customercode* Hikashop custom field. This must be added to the Hikashop user (customer) table in the usual manner (https://.../administrator/index.php?option=com_hikashop&ctrl=field).

2.2.2 Customer Name, Phone Numbers

The customer name, or optional business name, entered in the first Hikashop billing address entered by the customer is used. In most cases this is also the Hikashop shipping address, although Hikashop allows a registered customer to have multiple billing and shipping addresses.

Phone numbers are treated similarly.

2.2.2 Other Customer Information

Additional Hikashop custom fields can be added to the Hikashop user (customer) table in the usual manner. These can optionally be included in the customer data sent to Unleashed.

This information could include items such as the following:

- **Notes** – user_unleashed_notes
- **BankAccount** – user_unleashed_bankaccount
- **BankBranch** – user_unleashed_bankbranch
- **Website** – user_unleashed_website
- ******** - user_unleashed_********
  You can include other information replacing the ******** with the appropriate Unleashed Customer Field Names.

2.3 Orders

Orders created in Hikashop are automatically sent to Unleashed under either of the following, configurable, criteria:

- The order enters a state which permits this (configurable) and the customer code is available in Hikashop.
- The customer code is manually entered in Hikashop and the order state allows the order to be sent to Unleashed.

The Unleashed order GUID, and the GUID for each order line (not same as product GUID), is stored in Hikashop along with the order information.

2.3.1 Non-Product Charges (Shipping, Payment, Discount)

These are added to / subtracted from the order as an order *Charge* using a *Never Diminishing* Unleashed product. The product codes for these match the following specifications:

- **HIKASHOP-DISCOUNT : ********
  ******** replaced by Hikashop name of voucher used by customer.
- **HIKASHOP-SHIPPING-********
  ******** replaced by value of Hikashop *shipping_id*.
- **HIKASHOP-PAYMENT-********
  ******** replaced by value of Hikashop payment_*id*.

If such a product does not exist in Unleashed then it will be automatically created, there is no need for an administrator to manually create such.

In each case the Unleashed product description will be set to the Hikashop name of the discount or shipping / payment method.

The Unleashed order GUID for of these is stored in Hikashop along with the corresponding discount, shipping and payment information.

2.3.2 Hikashop Custom Fields on the Orders Table

The following custom fields can be used (note that the Hikashop column names are fixed).

order_unleashed_customerref	maps to	CustomerRef
order_unleashed_comments	maps to	Comments

2.3.3 Order Changes (Additional / Cancelled Items, Other Charges)

Not currently supported by Unleashed.

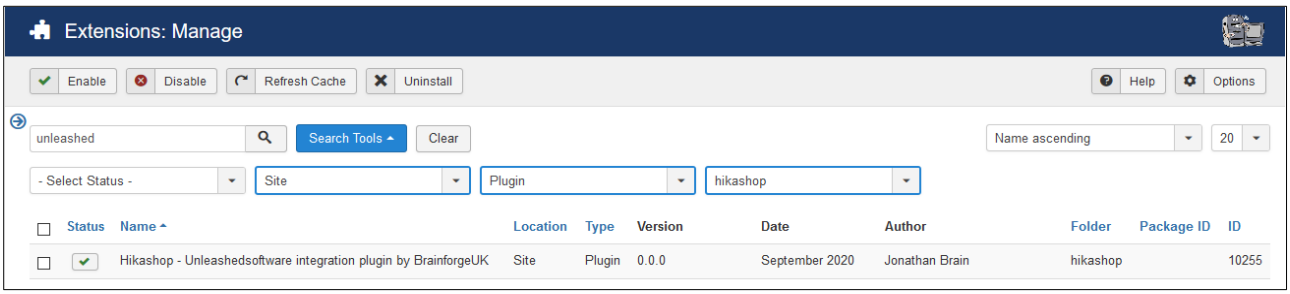
When administrator / shop staff post changes on the back-end they will receive a message telling them to manually change the Unleashed Sales Order.

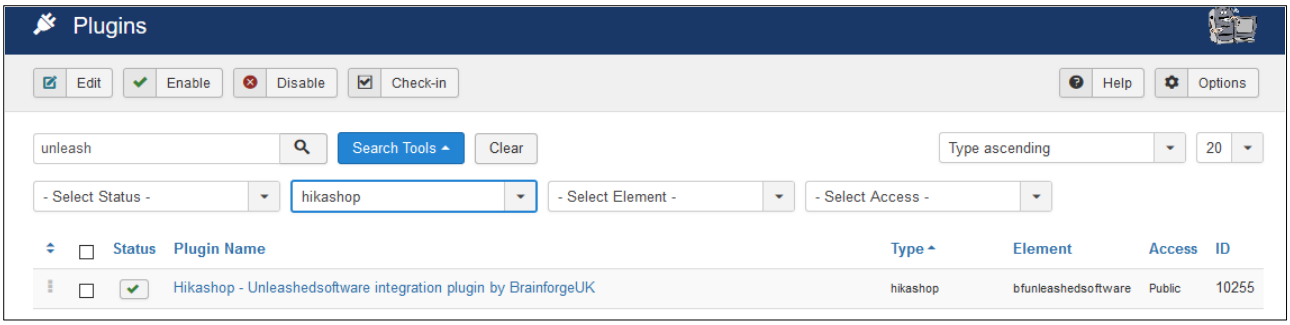
Appendix 1 - Installation

Install the plugin *plg_hikashop_bfunleashedsoftware.zip* into Joomla in the usual manner.

The following database table columns to hold Unleashed GUIDs will be automatically created. DO NOT create Hikashop Custom Fields for these.

- **#__hikashop_discount** : discount_unleashed_guid
- **#__hikashop_order** : order_unleashed_guid
- **#__hikashop_order_product** : order_product_unleashed_guid
- **#__hikashop_payment** : payment_unleashed_guid
- **#__hikashop_product** : product_unleashed_guid
- **#__hikashop_shipping** : shipping_unleashed_guid
- **#__hikashop_user** : user_unleashed_guid



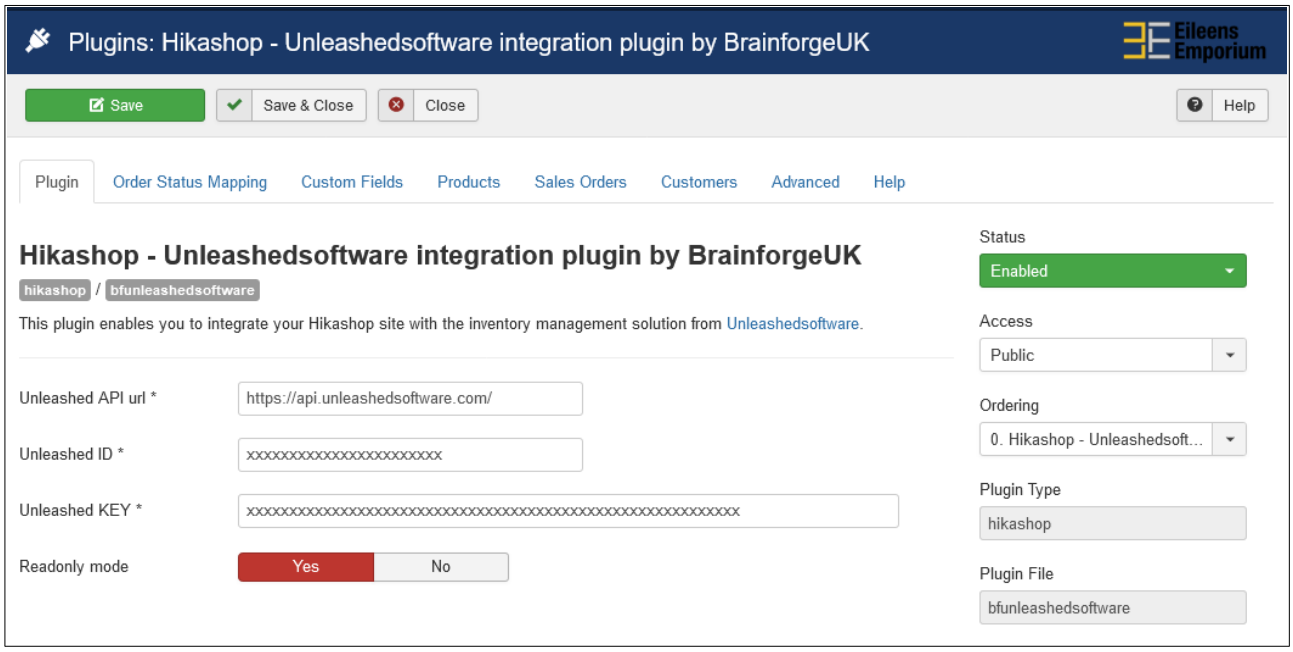


On installation the plugin defaults to the disabled state.

Before enabling you must enter your Unleashed API / Account information, configure Order Status Mapping and make sure all the other plugin settings meet your requirements.

The following Appendices describe the tabs on the Joomla configuration page for this plugin.

Appendix 1.1 - Basic Configuration (Unleashed API / Account)



Readonly mode

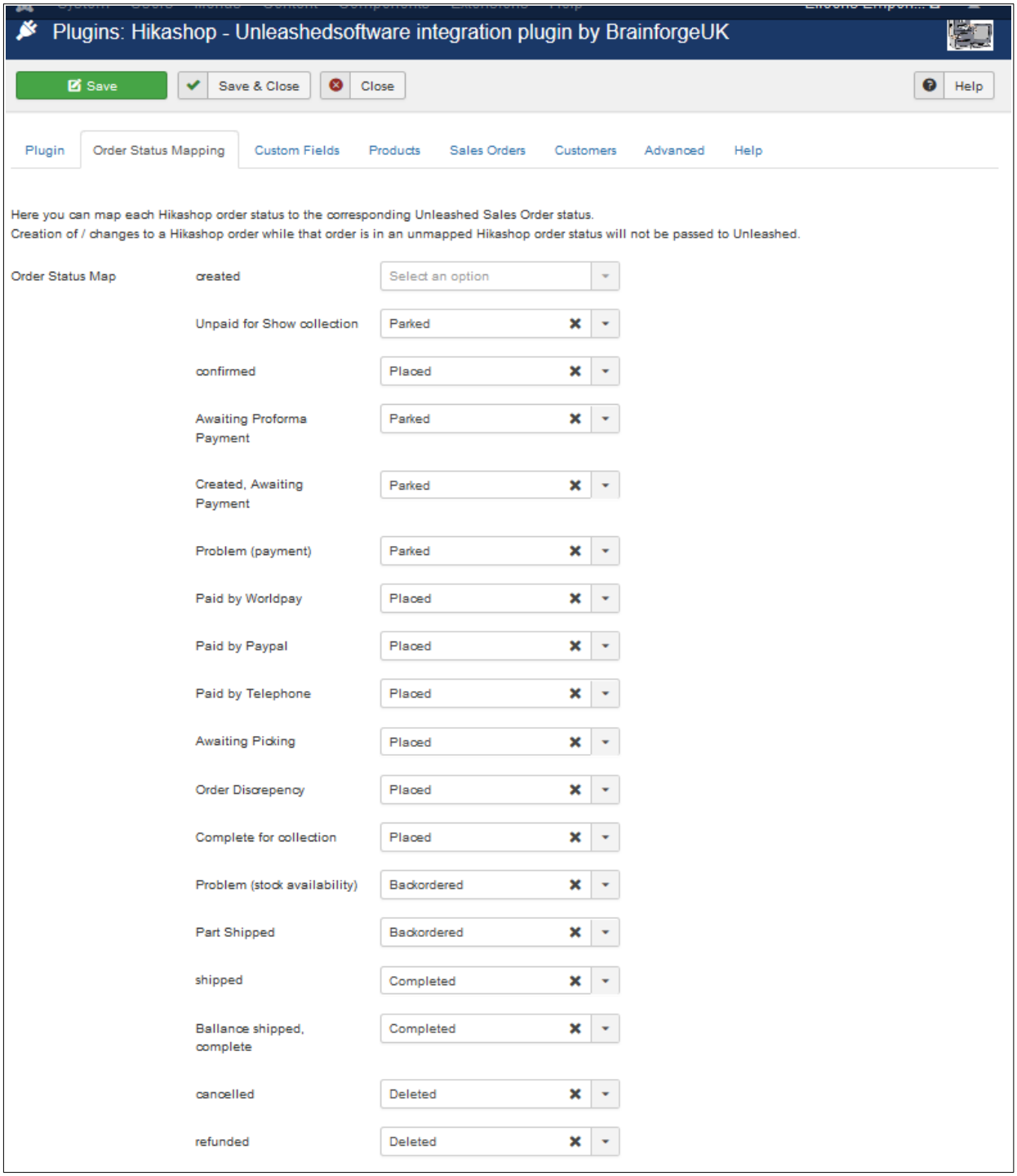
This is used to protect the live Unleashed data from accidental corruption when cloning a live site to a test or development environment (a common use of Akeeba Backup , but will work with most other cloning methods).

When cloned to a new environment this *Unleashed* plugin will automatically switch to *Readonly mode*. You will need to turn this off after you have changed the Unleashed ID and KEY to point to your Unleashed sandbox.

Appendix 1.2 - Order Status Mapping

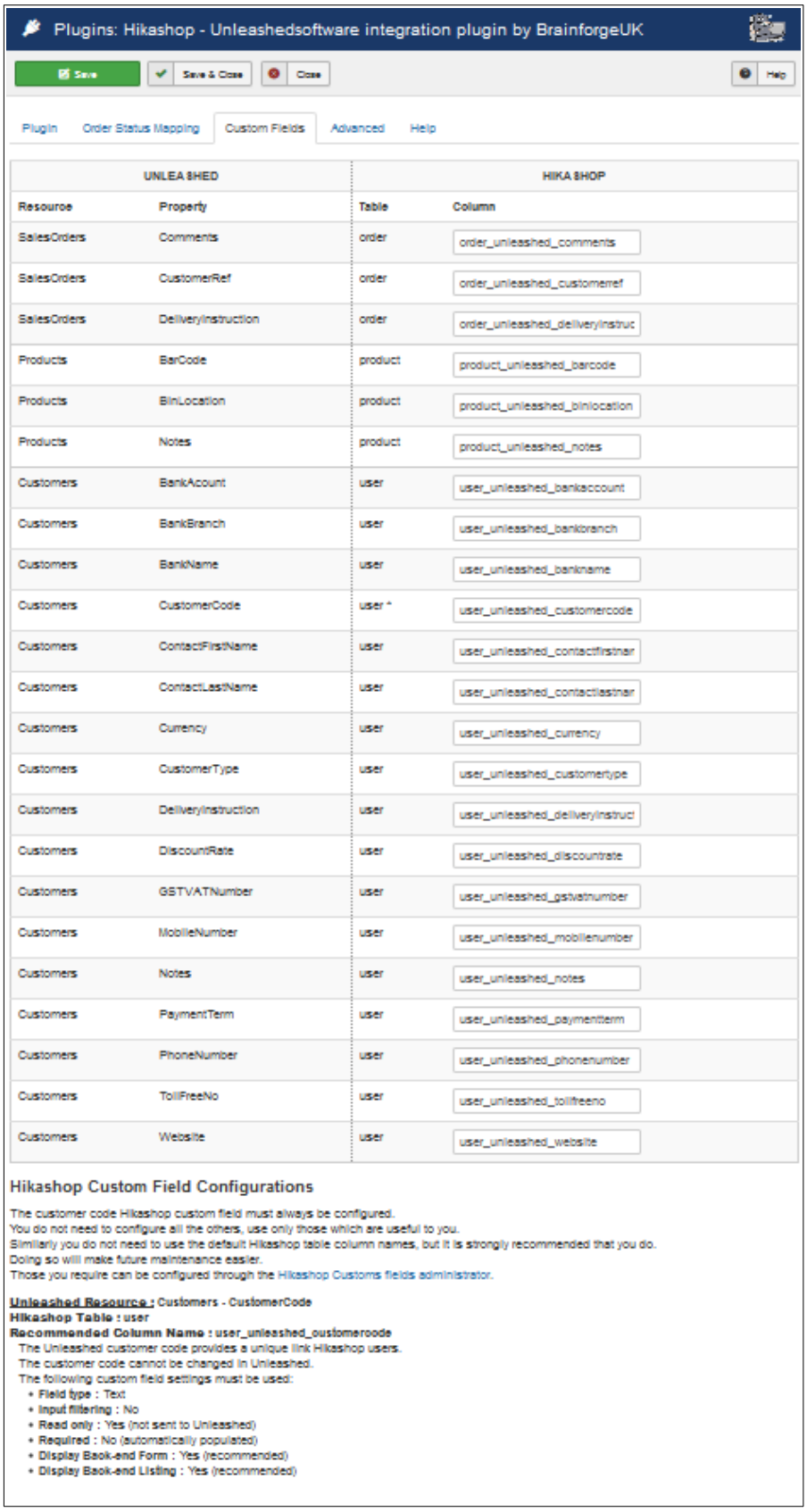
This example has configured a large number of Hikashop Order Statuses - more than many Hikashop shops. However, it provides a good illustration of how Hikashop Order Statuses can be mapped to the rather limited number of Order States available in Unleashed.

The Hikashop Order States are listed on the left using the Hikashop ordering configuration. It is advisable to order the Hikashop states so that they are listed in approximate order of progression. Doing so makes making the Hikashop order states to Unleashed Order States a lot easier and makes errors easier to spot.



Appendix 1.3 – Custom Fields

Here you can configure the mapping between Unleashed resource properties and Hikashop custom fields.

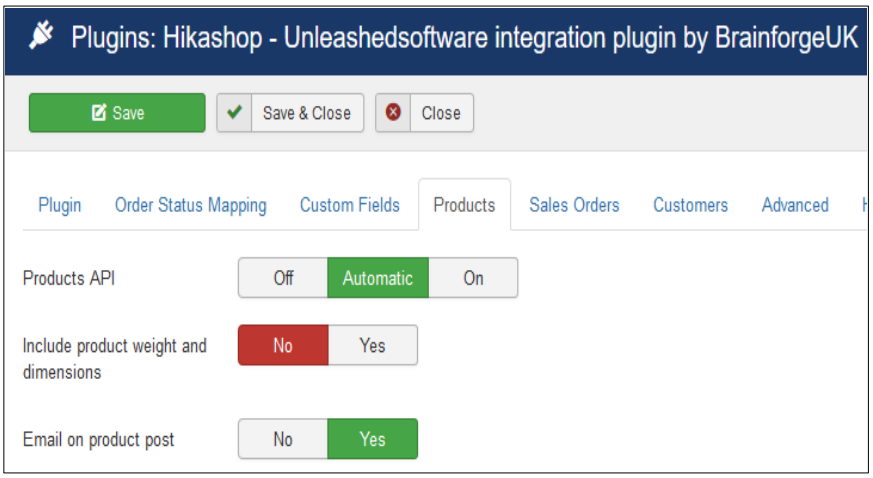


On the Hikashop *user* table you must provide a Hikashop custom field for the *customer code.*

The other Hikashop table columns are optional, if the column does not exist on the Hikashop table then that property is not passed from Hikashop to Unleashed.

You do not need to use the default Hikashop table column names, but it is strongly recommended that you do as this will make future maintenance easier.

Appendix 1.5 – Products

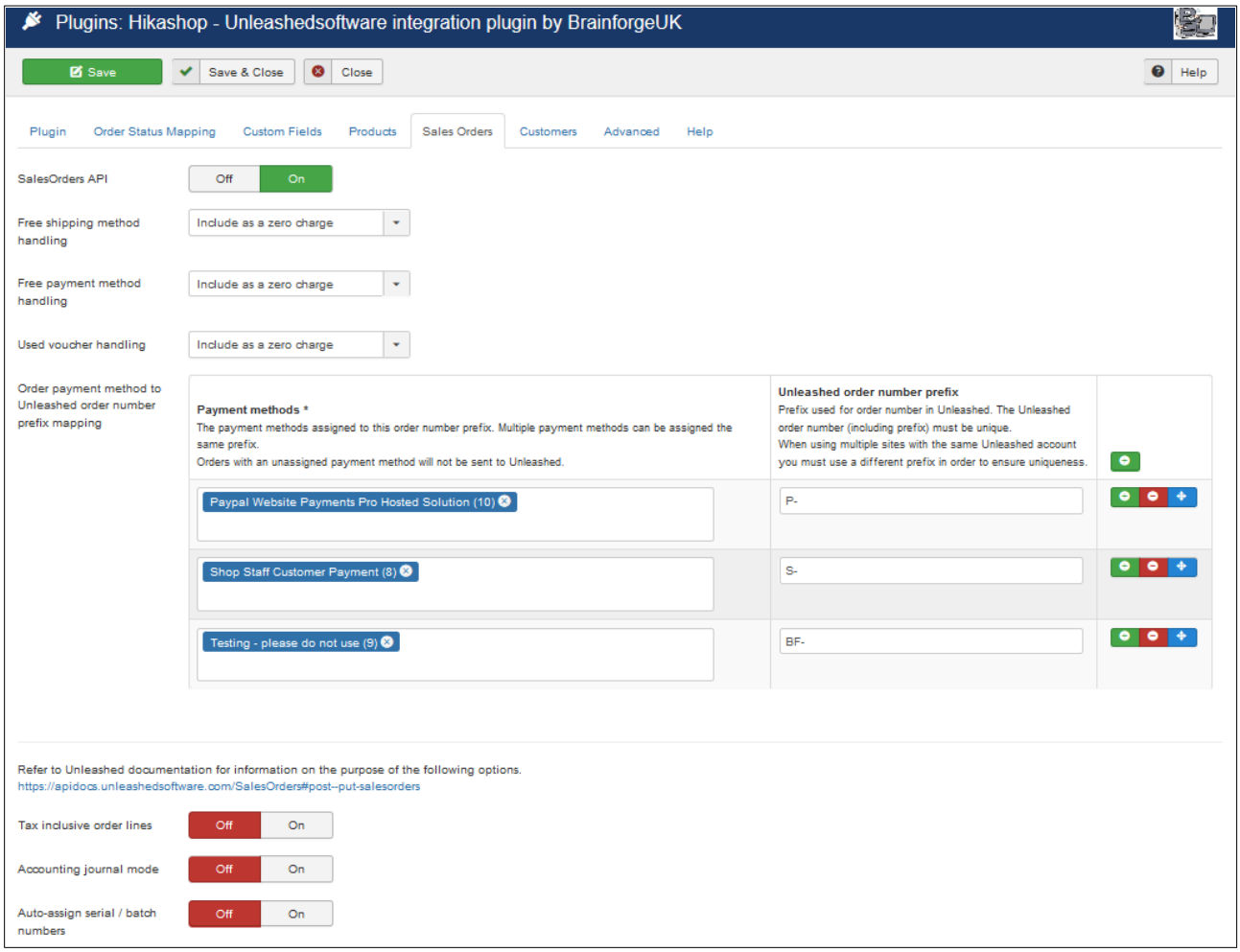


Products API

- **On -** Products created on Hikashop, and any subsequent changes, will be automatically sent to Unleashed.
- **Automatic** - Hikashop products will be sent to Unleashed, if they don't already exist there, whenever such products are added to the cart. This ensures the product is available when the SalesOrders API is used.

By default the product code (for new products), product name and any Hikashop custom fields on the product table you have specified are sent to Unleashed. Optionally you can also include the Hikashop product weight and dimensions.

Appendix 1.6 Sales Orders



SalesOrders API

- **On -** Orders created on Hikashop, and any subsequent changes, will be automatically sent to Unleashed. The *Order Status Mapping* tab also controls this behaviour.

Free Shipping Method Handling
Shipping method cost is normally sent to Unleashed as a *Never Diminishing* product charge.
You can choose whether or not to send a free shipping method cost to Unleashed.

Free Payment Method Handling
Payment method cost is normally sent to Unleashed as a *Never Diminishing* product charge.
You can choose whether or not to send a free payment method cost to Unleashed.

Coupon Handling
By default vouchers are passed to Unleashed as a negative charge, thus keeping the Hikashop and Unleashed totals identical.

If required (e.g. for invoicing) you can change this behaviour.
You can choose to either ignore coupons altogether or send them as a zero charge. If you use either of these then the Unleashed order total will be the Hikashop order total before the voucher discount applied.

Order Number Prefix

Here you can specify a prefix to be added to the Unleashed order number. You can use a different prefix for different payment types if you want.

Note that all Unleashed order numbers must be unique. If you have more than one site using the same Unleashed account you must use different prefixes for each site, otherwise the order numbers may clash.

Payment methods must be included in this prefix mapping configuration if orders using that payment method are to be posted to Unleashed. You can leave the order number prefix field blank if you don't want a prefix.

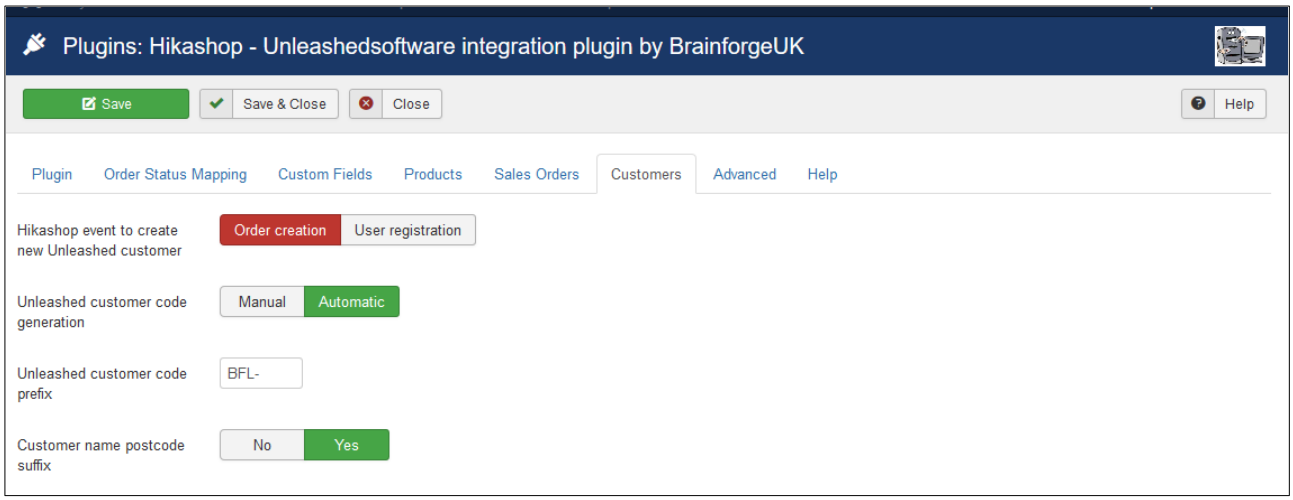
Sales Order POST / PUT Filters

Additional Unleashed Sales Orders POST / PUT filters can also be enabled here.

- taxInclusive
- SendAccountingJournalOnly
- serialBatch

Refer to Unleashed documentation for further information on these.
https://apidocs.unleashedsoftware.com/SalesOrders#post--put-salesorders

Appendix 1.7 Customers



Unleashed customer code generation

- **Manual** – Must be manually entered by shop staff before customer / order information sent to Unleashed.
- **Automatic** – Automatically generated using the site code prefix, described above, and the Hikashop user_id.

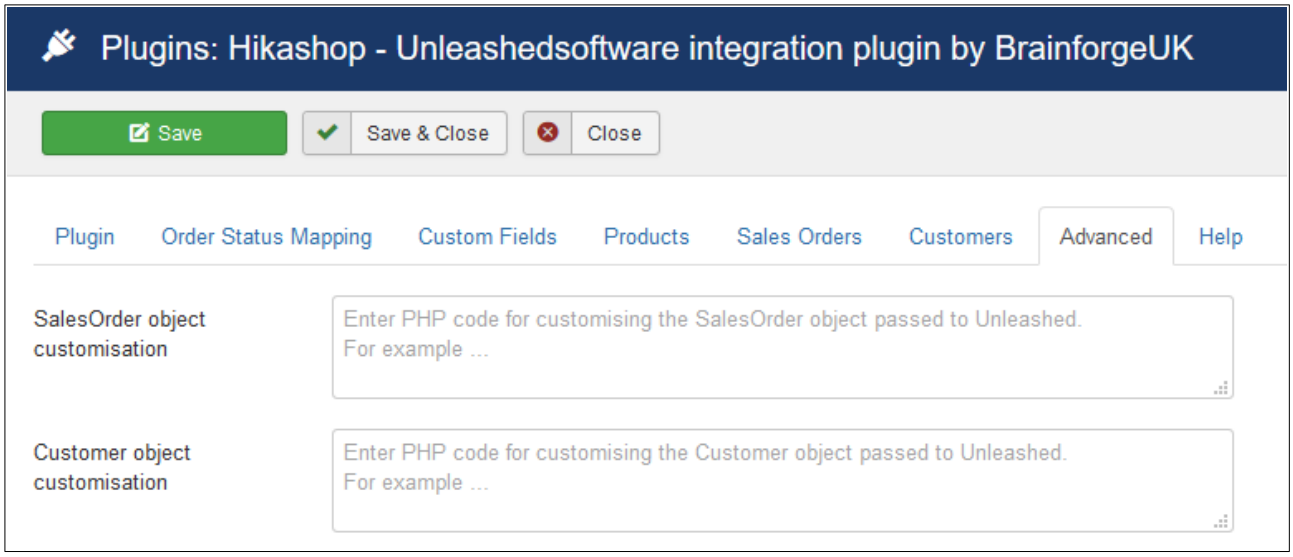
Unleashed customer code prefix

If you have 2 or more Hikashop sites with the same Unleashed back-end / account you must enter a unique Customer Code prefix in order to assure uniqueness in Unleashed. See also Unleashed order number prefixes.

If you only have one Hikashop site it is a good idea to enter a prefix anyway – just in case, in the future, your organisations expands / restructures!

Appendix 1.8 - Advanced

In many installations these settings are not required.



Appendix 1.8.1 Advanced (Custom PHP)

Optionally you can add PHP code to customise the information sent to Unleashed. The hint for each of these fields illustrates what can be achieved, although you can make them as complicated as you require / am capable of writing.

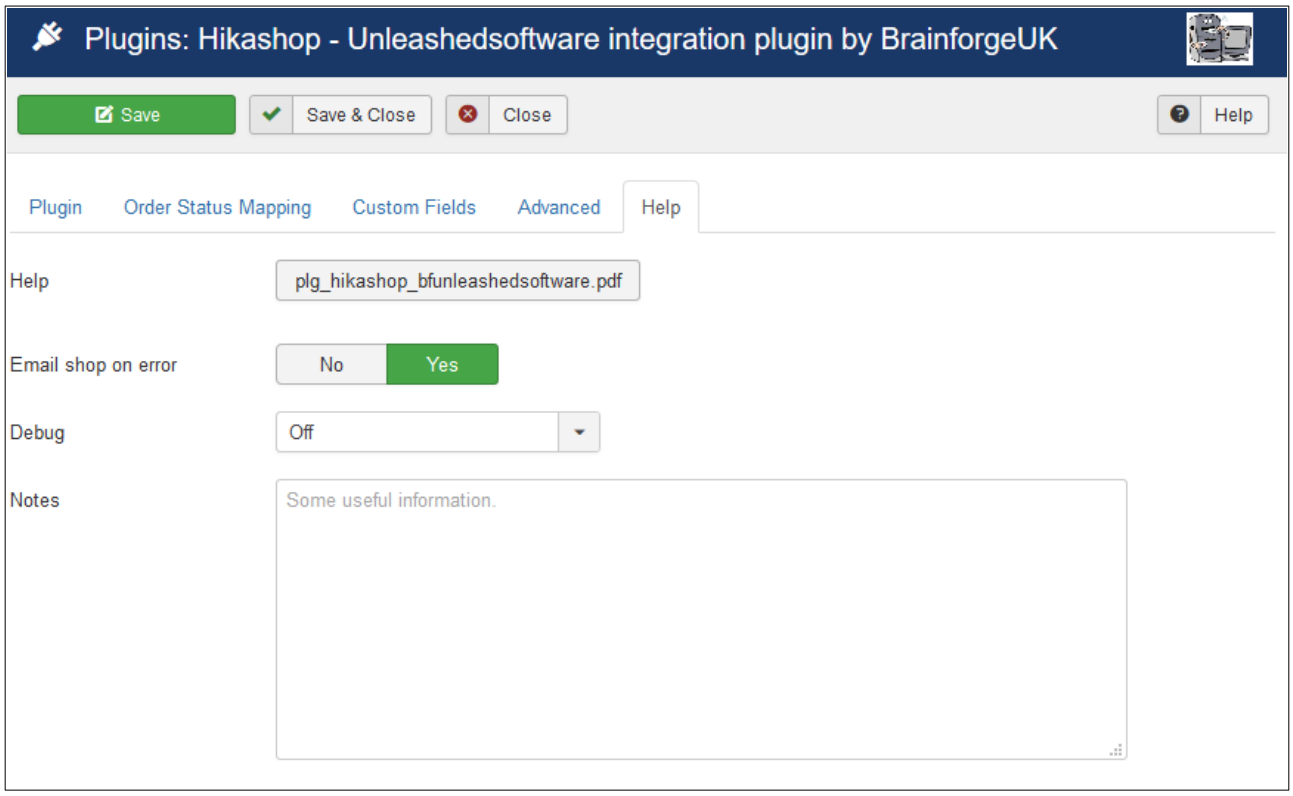
SalesOrder Object Customisation
The following PHP variables are available to your code.

$unleashedSalesOrder	The Unleashed SalesOrder object (modify as needed).
$order	The Hikashop order object (from database).

Customer Object Customisation
The following PHP variables are available to your code.

$unleashedCustomer	The Unleashed Customer object (modify as needed).
$user	The Hikashop user object (from database).
$billingDefault	The Hikashop default billing address for this user.
$shippingDefault	The Hikashop default shipping address for this user.

Appendix 1.9 – Help



Help

Provides online access to this document.

Email Shop on Error

When posting a SalesOrder to Unleashed any errors encountered are not reported to the customer (except when *Debug* is turned on). Such orders will have been successfully created and payment processed (if applicable) by Hikashop.

Enabling this feature notifies shop staff / administrator that there has been an error. This can be more convenient than them discovering later on that an order has not been posted to Unleashed. Posting such an order from the *Hikashop - Unleashedsoftware : Orders* administrator page (administrator/index.php?option=com_hikatools4bfunleashedsoftware&view=orders) will display the error messages normally hidden from customers.

An Unleashed rounding error as illustrated in Appendix 2.1 will generate such an email.

Debug

Leave this field turned off.
Turning on Joomla debug will override this setting and automatically turn on level 1.

Notes

Enter any useful information about your Hikashop / Unleashed setup.

Appendix 2 Additional Information / Known Issues / Limitations

Appendix 2.1 Unleashed Tax Handling

This plugin overrides Hikashop order product price and order total price handling in order to emulate the behaviour of Unleashed. Unleashed's behaviour is governed by the requirements of XERO and QuickBooks (the same issue may also apply to Sage).

Customer buys 3 items at £4.15 each
Total price will appear in cart as £12.44 including tax (20%) not £12.45.
Also include shipping price of £7.20 including tax (20%).
Total price paid by customer £19.64 not £19.65.

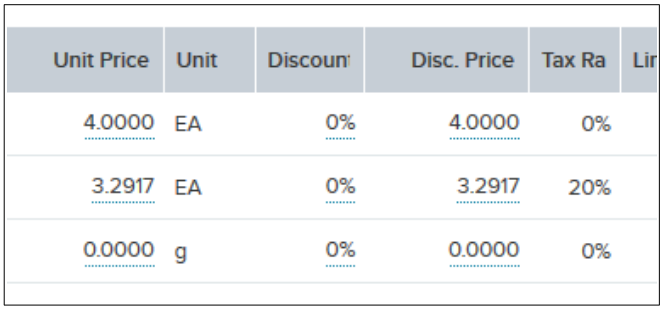
Total price appears in Unleashed Sales Order as £19.64.
Manually adjusting unit price in Unleashed can achieve £19.64 or £19.66 but not £19.65.

Using the Unleashed *taxinclusive=true* parameter on the Sales Order post does not help. Unleashed still recalculates the prices to give a total of £19.64 – regardless of what gets sent from Hikashop.

Appendix 2.2 Product Taxation

Different Hikashop products can have different tax rates which are passed to Unleashed, as illustrated here,

- **Cumulative Taxes**
  These are not currently implemented.
  Only a single tax (such as VAT) can be used.
- **Shipping / Payment Taxes and Discounts**
  These must match the tax rate for the order.

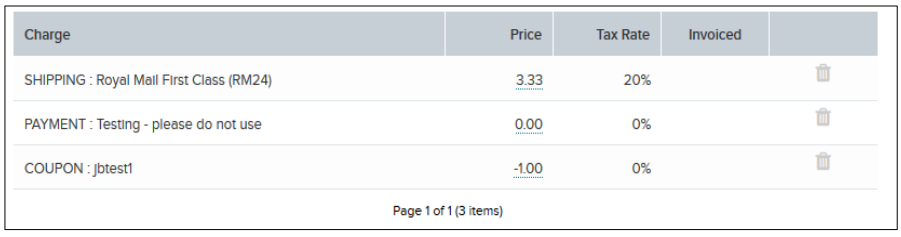


Unit Price	Unit	Discoun	Disc. Price	Tax Ra	Lir
4.0000	EA	0%	4.0000	0%	
3.2917	EA	0%	3.2917	20%	
0.0000	g	0%	0.0000	0%	

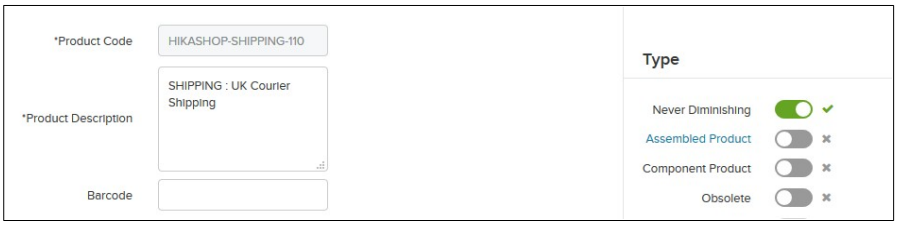
Appendix 2.3 Additional Charges

Shipping method charges, payment method charges and voucher discounts are passed to Unleashed as additional charge items.

A 0% tax rate is applied to coupons as these are treated as cash.



Charge	Price	Tax Rate	Invoiced	
SHIPPING : Royal Mail First Class (RM24)	3.33	20%		
PAYMENT : Testing - please do not use	0.00	0%		
COUPON : jbtest1	-1.00	0%		

Page 1 of 1 (3 items)

An Unleashed *Never Diminishing* product is automatically created for each of these, as required. The *Product Code* is derived from the Hikashop database ID for that item, so it is guaranteed to be unique.