

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](#).

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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](#).

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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.

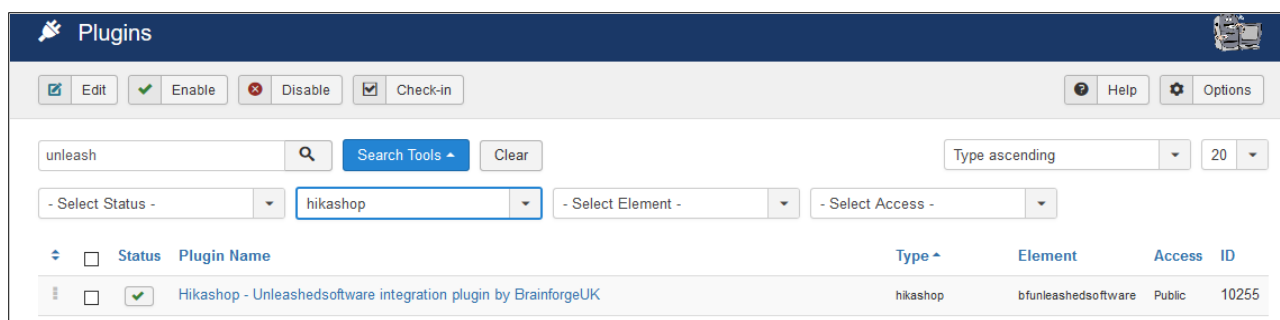
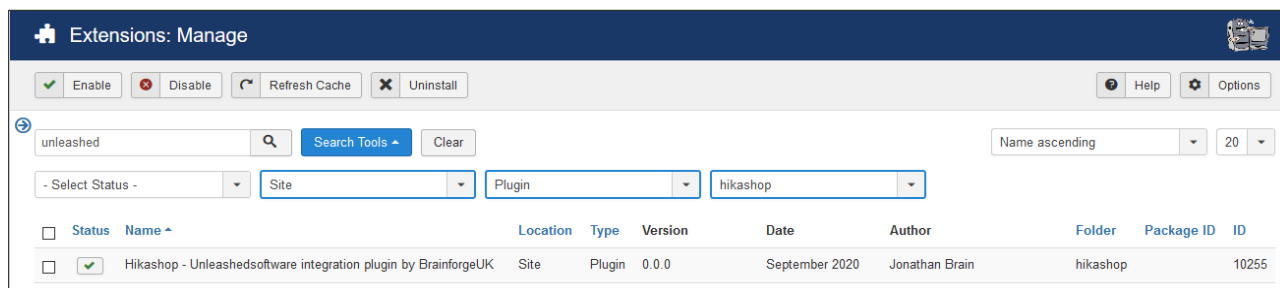
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Appendix 1 - Installation

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.

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Appendix 1.1 - Basic Configuration (Unleashed API / Account)

[illegible]

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.

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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.

The screenshot shows the 'Order Status Mapping' configuration page for the Hikashop - Unleashedsoftware integration plugin. The page has a dark blue header with the title 'Plugins: Hikashop - Unleashedsoftware integration plugin by BrainforgeUK'. Below the header is a toolbar with buttons: 'Save' (green), 'Save & Close' (green with checkmark), 'Close' (red with X), and 'Help' (blue with question mark). The main content area has a tabbed interface with 'Order Status Mapping' selected. Below the tabs, there is a descriptive text: 'Here you can map each Hikashop order status to the corresponding Unleashed Sales Order status. Creation of / changes to a Hikashop order while that order is in an unmapped Hikashop order status will not be passed to Unleashed.' The mapping table has two columns: 'Order Status Map' and a dropdown menu. The dropdown menu is currently set to 'Select an option'. The table lists 18 Hikashop order statuses and their corresponding Unleashed Sales Order status.

Order Status Map	Unleashed Sales Order status
created	Select an option
Unpaid for Show collection	Parked
confirmed	Placed
Awaiting Proforma Payment	Parked
Created, Awaiting Payment	Parked
Problem (payment)	Parked
Paid by Worldpay	Placed
Paid by Paypal	Placed
Paid by Telephone	Placed
Awaiting Picking	Placed
Order Discrepancy	Placed
Complete for collection	Placed
Problem (stock availability)	Backordered
Part Shipped	Backordered
shipped	Completed
Balance shipped, complete	Completed
cancelled	Deleted
refunded	Deleted

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Appendix 1.3 – Custom Fields

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

Plugins: Hikashop - Unleashedsoftware integration plugin by BrainforgeUK

Save

Save & Close

Close

Help

Plugin

Order Status Mapping

Custom Fields

Advanced

Help

UNLEASHED		HIKASHOP	
Resource	Property	Table	Column
SalesOrders	Comments	order	<input type="text" value="order_unleashed_comments"/>
SalesOrders	CustomerRef	order	<input type="text" value="order_unleashed_customerref"/>
SalesOrders	DeliveryInstruction	order	<input type="text" value="order_unleashed_deliveryinstruct"/>
Products	BarCode	product	<input type="text" value="product_unleashed_barcode"/>
Products	BinLocation	product	<input type="text" value="product_unleashed_binlocation"/>
Products	Notes	product	<input type="text" value="product_unleashed_notes"/>
Customers	BankAccount	user	<input type="text" value="user_unleashed_bankaccount"/>
Customers	BankBranch	user	<input type="text" value="user_unleashed_bankbranch"/>
Customers	BankName	user	<input type="text" value="user_unleashed_bankname"/>
Customers	CustomerCode	user *	<input type="text" value="user_unleashed_customercode"/>
Customers	ContactFirstName	user	<input type="text" value="user_unleashed_contactfirstnam"/>
Customers	ContactLastName	user	<input type="text" value="user_unleashed_contactlastnam"/>
Customers	Currency	user	<input type="text" value="user_unleashed_currency"/>
Customers	CustomerType	user	<input type="text" value="user_unleashed_customertype"/>
Customers	DeliveryInstruction	user	<input type="text" value="user_unleashed_deliveryinstruct"/>
Customers	DiscountRate	user	<input type="text" value="user_unleashed_discountrate"/>
Customers	GSTVATNumber	user	<input type="text" value="user_unleashed_gstvatnumber"/>
Customers	MobileNumber	user	<input type="text" value="user_unleashed_mobilenumber"/>
Customers	Notes	user	<input type="text" value="user_unleashed_notes"/>
Customers	PaymentTerm	user	<input type="text" value="user_unleashed_paymentterm"/>
Customers	PhoneNumber	user	<input type="text" value="user_unleashed_phonenumber"/>
Customers	TollFreeNo	user	<input type="text" value="user_unleashed_tollfreeno"/>
Customers	Website	user	<input type="text" value="user_unleashed_website"/>

Hikashop Custom Field Configurations

The customer code Hikashop custom field must always be configured.
You do not need to configure all the others, use only those which are useful to you.
Similarly you do not need to use the default Hikashop table column names, but it is strongly recommended that you do.
Doing so will make future maintenance easier.
Those you require can be configured through the Hikashop Customs fields administrator.

Unleashed Resource : Customers - CustomerCode
Hikashop Table : user
Recommended Column Name : user_unleashed_customercode
The Unleashed customer code provides a unique link Hikashop users.
The customer code cannot be changed in Unleashed.
The following custom field settings must be used:

- Field type : Text
- Input filtering : No
- Read only : Yes (not sent to Unleashed)
- Required : No (automatically populated)
- Display Back-end Form : Yes (recommended)
- Display Back-end Listing : Yes (recommended)

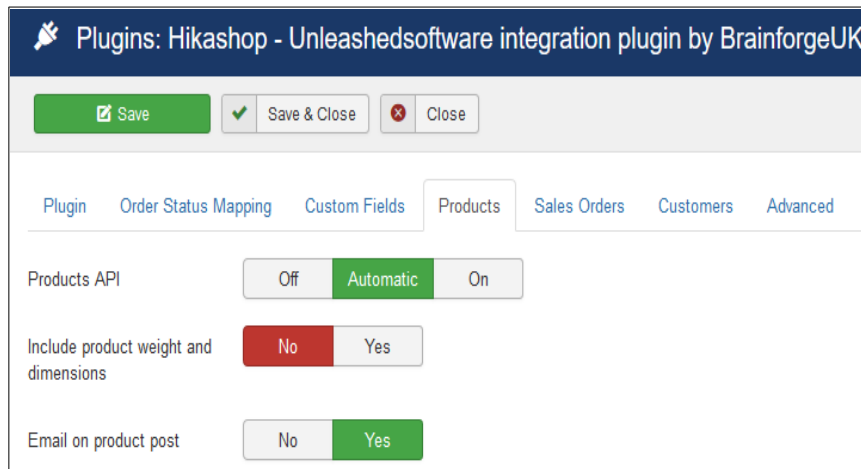
On the Hikashop *user* table you must provide a Hikashop custom field for the *customer code*.

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.

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Appendix 1.5 – Products



The screenshot shows the configuration interface for the 'Hikashop - Unleashedsoftware integration plugin by BrainforgeUK'. At the top, there is a title bar with a plugin icon and the name. Below this is a toolbar with three buttons: 'Save' (green), 'Save & Close' (green with a checkmark), and 'Close' (red with an X). The main content area has a horizontal tab bar with 'Plugin', 'Order Status Mapping', 'Custom Fields', 'Products' (selected), 'Sales Orders', 'Customers', and 'Advanced'. Under the 'Products' tab, there are three settings:

- Products API:** A toggle switch with three positions: 'Off', 'Automatic' (selected and highlighted in green), and 'On'.
- Include product weight and dimensions:** A toggle switch with two positions: 'No' (highlighted in red) and 'Yes'.
- Email on product post:** A toggle switch with two positions: 'No' and 'Yes' (highlighted in green).

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.

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Appendix 1.6 Sales Orders

The screenshot shows the 'Sales Orders' configuration tab within the 'Hikashop - Unleashedsoftware integration plugin by BrainforgeUK' interface. The top navigation bar includes 'Plugin', 'Order Status Mapping', 'Custom Fields', 'Products', 'Sales Orders' (active), 'Customers', 'Advanced', and 'Help'. The 'Sales Orders' section contains several settings:

- SalesOrders API:** A toggle switch set to 'On'.
- Free shipping method handling:** A dropdown menu set to 'Include as a zero charge'.
- Free payment method handling:** A dropdown menu set to 'Include as a zero charge'.
- Used voucher handling:** A dropdown menu set to 'Include as a zero charge'.
- Order payment method to Unleashed order number prefix mapping:** A table with three columns: 'Payment methods *', 'Unleashed order number prefix', and a set of control buttons (add, remove, up, down).

Payment methods *	Unleashed order number prefix	Control Buttons
Paypal Website Payments Pro Hosted Solution (10)	P-	+ - +
Shop Staff Customer Payment (8)	S-	+ - +
Testing - please do not use (9)	BF-	+ - +

Below the table, there is a note: 'Refer to Unleashed documentation for information on the purpose of the following options. <https://apidocs.unleashedsoftware.com/SalesOrders#post-put-salesorders>'.

At the bottom, there are three more toggle switches:

- Tax inclusive order lines:** A toggle switch set to 'Off'.
- Accounting journal mode:** A toggle switch set to 'Off'.
- Auto-assign serial / batch numbers:** A toggle switch set to 'Off'.

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.

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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>

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Appendix 1.7 Customers



The screenshot shows the configuration interface for the 'Hikashop - Unleashedsoftware integration plugin by BrainforgeUK'. The top navigation bar includes 'Plugin', 'Order Status Mapping', 'Custom Fields', 'Products', 'Sales Orders', 'Customers' (selected), 'Advanced', and 'Help'. Below the navigation bar, there are three buttons: 'Save' (green), 'Save & Close' (green), and 'Close' (red). The main configuration area has four sections:

- Hikashop event to create new Unleashed customer:** Two buttons, 'Order creation' (red) and 'User registration' (grey).
- Unleashed customer code generation:** Two buttons, 'Manual' (grey) and 'Automatic' (green).
- Unleashed customer code prefix:** A text input field containing 'BFL-'.
- Customer name postcode suffix:** Two buttons, 'No' (grey) and 'Yes' (green).

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

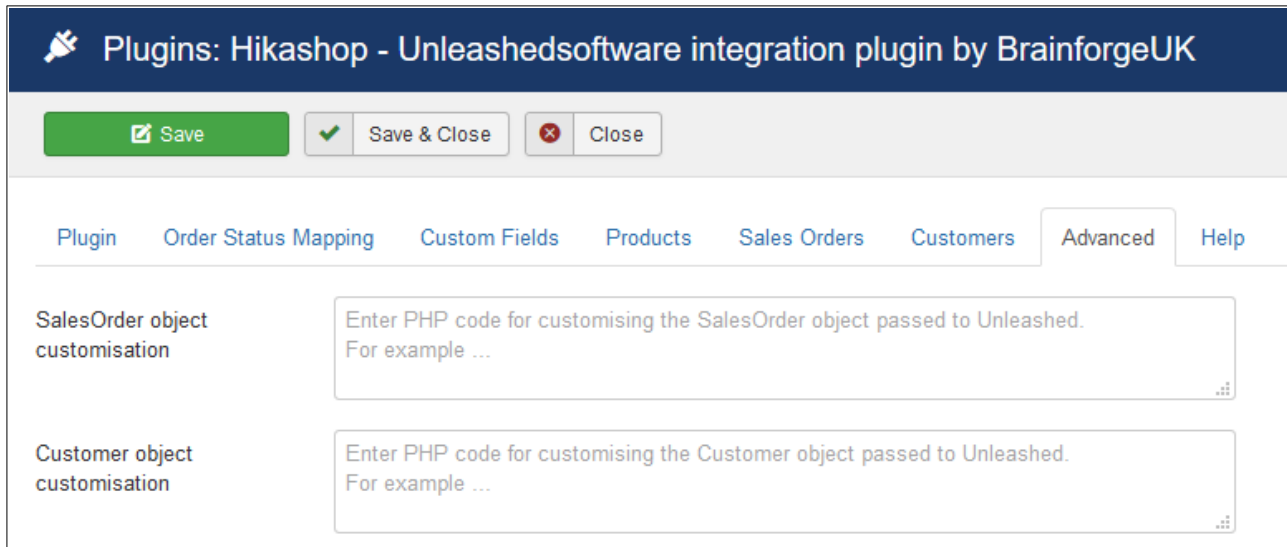
If you have 2 or more Hikashop sites with the same Unleashed back-end / account you must enter a unique Customer Code prefix in order to assure uniqueness in Unleashed. See also Unleashed order number prefixes.

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!

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Appendix 1.8 - Advanced

In many installations these settings are not required.



The screenshot shows the 'Advanced' tab of the 'Hikashop - Unleashedsoftware integration plugin by BrainforgeUK' settings page. At the top, there is a dark blue header with a plug icon and the plugin name. Below the header is a light gray bar containing three buttons: a green 'Save' button, a 'Save & Close' button with a green checkmark, and a 'Close' button with a red X. The main content area has a horizontal menu with tabs: 'Plugin', 'Order Status Mapping', 'Custom Fields', 'Products', 'Sales Orders', 'Customers', 'Advanced' (selected), and 'Help'. Under the 'Advanced' tab, there are two sections for customisation. The first section, 'SalesOrder object customisation', has a text area with the hint 'Enter PHP code for customising the SalesOrder object passed to Unleashed. For example ...'. The second section, 'Customer object customisation', has a similar text area with the hint 'Enter PHP code for customising the Customer object passed to Unleashed. For example ...'.

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.

<code>\$unleashedSalesOrder</code>	The Unleashed SalesOrder object (modify as needed).
<code>\$order</code>	The Hikashop order object (from database).

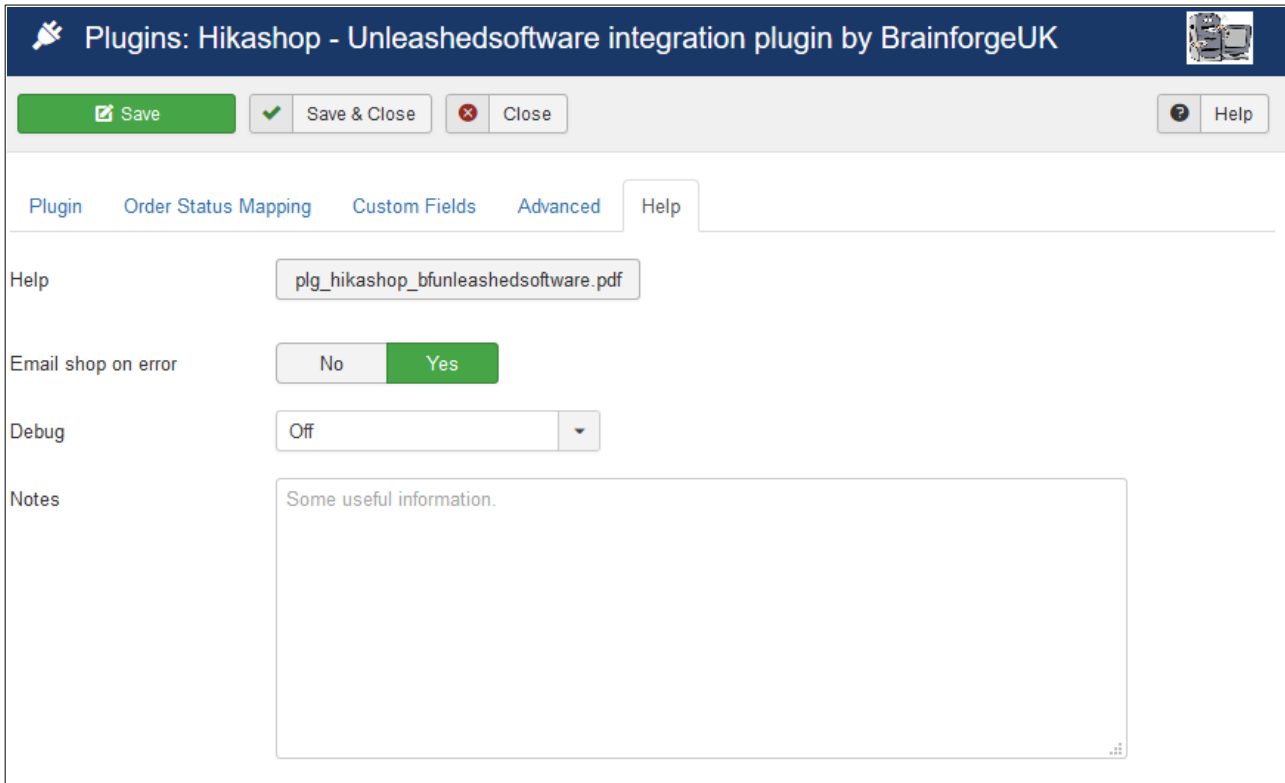
Customer Object Customisation

The following PHP variables are available to your code.

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

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Appendix 1.9 – Help



The screenshot shows the configuration interface for the 'Hikashop - Unleashedsoftware integration plugin by BrainforgeUK'. The top bar is dark blue with a plugin icon and title. Below it is a light grey toolbar with buttons: 'Save' (green), 'Save & Close' (green with checkmark), 'Close' (red with X), and a 'Help' button (blue with question mark). The main content area has a tabbed interface with 'Plugin', 'Order Status Mapping', 'Custom Fields', 'Advanced', and 'Help' (selected). The 'Help' tab contains four sections: 'Help' with a text input field containing 'plg_hikashop_bfunleashedsoftware.pdf'; 'Email shop on error' with 'No' and 'Yes' radio buttons, where 'Yes' is selected; 'Debug' with a dropdown menu set to 'Off'; and 'Notes' with a large text area containing the placeholder text 'Some useful information.'

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_hikashop4bfunleashedsoftware&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.

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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	Discount	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 : jbtst1	-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.

*Product Code	HIKASHOP-SHIPPING-110
*Product Description	SHIPPING : UK Courier Shipping
Barcode	
Type	
Never Diminishing <input checked="" type="checkbox"/>	
Assembled Product <input type="checkbox"/>	
Component Product <input type="checkbox"/>	
Obsolete <input type="checkbox"/>	