

# Hikashop – Unleashed Integration

## Administration Component by BrainforgeUK

## 1.0 Introduction

This component is for use with the separate *Hikashop – Unleashedsoftware Integration* [Joomla plugin](#) which must be installed and configured separately.

This component provides additional facilities for managing Hikashop orders and users (customers) and synchronising the Hikashop data with the shop's Unleashed account.

## 2.0 Views

### 2.1 Dashboard

This is the default entry point for the component and provides an overview of the plugin status and other information. This includes a summary of the plugin configuration which maybe useful to shop staff who typically don't have access to such information (access to plugin configurations are typically restricted to the site administrator).

Hikashop - Unleashedsoftware : Dashboard																																																																													
<a href="#">Refresh</a> <a href="#">Options</a>																																																																													
<b>Dashboard</b> Customers Orders Products  Repair  Hikashop admin tools by BrainforgeUK	<table><tr><td>Unleashed API Uri</td><td>https://api.unleashedsoftware.com/</td></tr><tr><td>Unleashed ID</td><td>29bb1b4d-d41-49b0-bcfd-5e98657075cf</td></tr><tr><td>Unleashed CustomerCode / OrderNumber prefix</td><td>BFDEV-</td></tr><tr><td>Debug</td><td>Level 2</td></tr></table> <table><thead><tr><th colspan="2">Table : product</th></tr></thead><tbody><tr><td>Hikashop Count</td><td>14657</td></tr><tr><td>Hikashop with GUID</td><td>15</td></tr><tr><td>Unleashed Count</td><td>42</td></tr></tbody></table> <table><thead><tr><th colspan="2">Table : order</th></tr></thead><tbody><tr><td>Hikashop Count</td><td>87</td></tr><tr><td>Hikashop with GUID</td><td>16</td></tr><tr><td>Unleashed Count</td><td>137</td></tr></tbody></table> <table><thead><tr><th colspan="2">Table : user</th></tr></thead><tbody><tr><td>Hikashop Count</td><td>6</td></tr><tr><td>Hikashop with GUID</td><td>6</td></tr><tr><td>Unleashed Count</td><td>18</td></tr></tbody></table> <table><thead><tr><th colspan="2">Table : payment</th></tr></thead><tbody><tr><td>Hikashop Count</td><td>1</td></tr></tbody></table> <table><thead><tr><th colspan="2">Order Status Map</th></tr><tr><th>Hikashop Status</th><th>Unleashed Status</th></tr></thead><tbody><tr><td>created</td><td></td></tr><tr><td>Created, Awaiting Payment</td><td></td></tr><tr><td>Awaiting Proforma Payment</td><td></td></tr><tr><td>Unpaid for Show collection</td><td></td></tr><tr><td>Paid by Telephone</td><td>Placed</td></tr><tr><td>Paid by Worldpay</td><td>Placed</td></tr><tr><td>Paid by Paypal</td><td>Placed</td></tr><tr><td>Problem (payment)</td><td>Placed</td></tr><tr><td>Order Discrepancy</td><td>Placed</td></tr><tr><td>confirmed</td><td>Placed</td></tr><tr><td>Awaiting Picking</td><td>Placed</td></tr><tr><td>Problem (stock availability)</td><td>Backordered</td></tr><tr><td>Part Shipped</td><td>Placed</td></tr><tr><td>Complete for collection</td><td>Placed</td></tr><tr><td>cancelled</td><td>Completed</td></tr><tr><td>refunded</td><td>Completed</td></tr><tr><td>Balance shipped, complete</td><td>Completed</td></tr><tr><td>shipped</td><td>Completed</td></tr></tbody></table>	Unleashed API Uri	https://api.unleashedsoftware.com/	Unleashed ID	29bb1b4d-d41-49b0-bcfd-5e98657075cf	Unleashed CustomerCode / OrderNumber prefix	BFDEV-	Debug	Level 2	Table : product		Hikashop Count	14657	Hikashop with GUID	15	Unleashed Count	42	Table : order		Hikashop Count	87	Hikashop with GUID	16	Unleashed Count	137	Table : user		Hikashop Count	6	Hikashop with GUID	6	Unleashed Count	18	Table : payment		Hikashop Count	1	Order Status Map		Hikashop Status	Unleashed Status	created		Created, Awaiting Payment		Awaiting Proforma Payment		Unpaid for Show collection		Paid by Telephone	Placed	Paid by Worldpay	Placed	Paid by Paypal	Placed	Problem (payment)	Placed	Order Discrepancy	Placed	confirmed	Placed	Awaiting Picking	Placed	Problem (stock availability)	Backordered	Part Shipped	Placed	Complete for collection	Placed	cancelled	Completed	refunded	Completed	Balance shipped, complete	Completed	shipped	Completed
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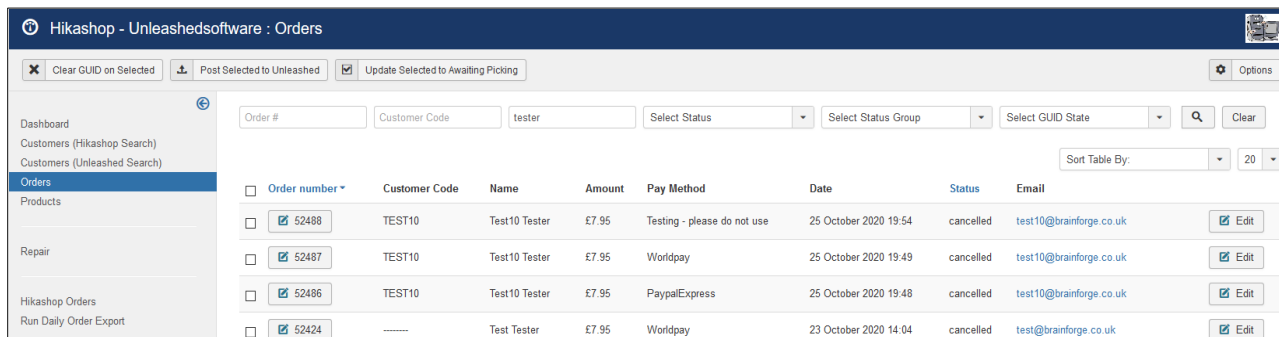
In most situations this is not the most useful view to have as the component default. Typically the *Orders* view is preferred. The default view can be changed using the component *Options* (button on top right or screenshot).

# Hikashop – Unleashed Integration

## Administration Component by BrainforgeUK

### 2.1 Hikashop Orders

This provides an alternative to the *Orders View* provided by Hikashop together with a simpler order edit feature. In particular it allows the operator to enter / edit the customer code used by Unleashed.



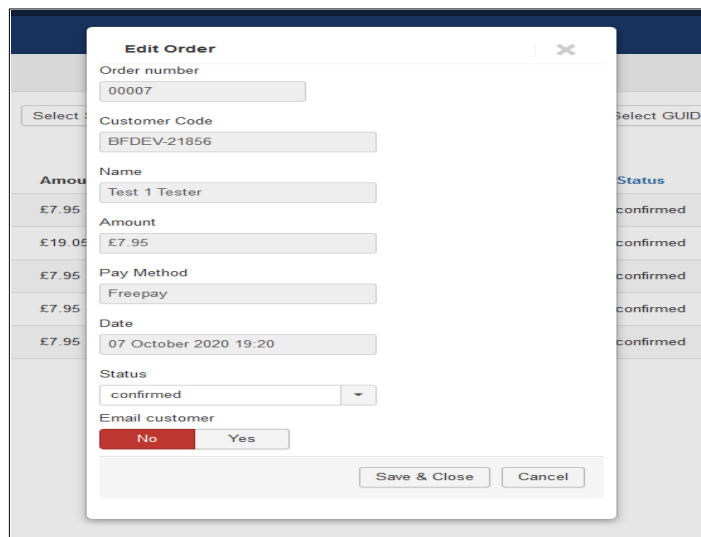
<input type="checkbox"/>	Order number	Customer Code	Name	Amount	Pay Method	Date	Status	Email	<input type="checkbox"/>
<input checked="" type="checkbox"/>	52488	TEST10	Test10 Tester	£7.95	Testing - please do not use	25 October 2020 19:54	cancelled	test10@brainforge.co.uk	<input type="checkbox"/>
<input checked="" type="checkbox"/>	52487	TEST10	Test10 Tester	£7.95	Worldpay	25 October 2020 19:49	cancelled	test10@brainforge.co.uk	<input type="checkbox"/>
<input checked="" type="checkbox"/>	52486	TEST10	Test10 Tester	£7.95	PaypalExpress	25 October 2020 19:48	cancelled	test10@brainforge.co.uk	<input type="checkbox"/>
<input checked="" type="checkbox"/>	52424	.....	Test Tester	£7.95	Worldpay	23 October 2020 14:04	cancelled	test@brainforge.co.uk	<input type="checkbox"/>

The customer code can be changed here, but *only* before the customer information has been sent to Unleashed. Unleashed does not permit changes to the customer code.

The green tick next to the order number indicates where an Unleashed sales order is linked to the Hikashop order. The Unleashed order GUID is stored with the Hikashop order.

The green tick next to the customer code indicates where an Unleashed customer is linked to the Hikashop user. The Unleashed order GUID is stored with the Hikashop user.

The associated plugin can pre-populate the customer code if desired. Orders cannot be sent to Unleashed until the customer code has been either automatically or manually entered.



**Edit Order**

Order number: 00007

Customer Code: BFDEV-21856

Name: Test 1 Tester

Amount: £7.95

Pay Method: Freepay

Date: 07 October 2020 19:20

Status: confirmed

Email customer: ☐ No ☐ Yes

Save & Close Cancel

Manually entering a customer code in this page may, depending on the order state, cause the order to be immediately sent to Unleashed. If the order state does not permit this then the customer code can be changed later while the order remains in that state.

The order status can be changed here. If the new status permits it the order and customer information will be automatically sent to Unleashed.

Optionally the customer can be notified of order status changes.

# Hikashop – Unleashed Integration

## Administration Component by BrainforgeUK

### 2.1.1 Hikashop – Unleashed Integration Plugin

Typically Hikashop orders are sent to Unleashed automatically by the plugin *plg\_hikashop\_bfunleashedsoftware* on which this component relies (see *Dashboard* view). If this feature of that plugin is not enabled then the operator can send the order to Unleashed from here, provided the order status permits this.

If an order has not been sent to Unleashed automatically due to an error the operator can repost the order from here. If the error still persists the operator will receive the error message (usually an Unleashed error). If the order is successfully submitted to Hikashop customers will not see any Unleashed related error messages.

In some instances there maybe a discrepancy between the Hikashop order total, which is the amount the customer paid, and the total calculated by Unleashed. Refer to the plugin documentation for an example of this. In this situation the plugin can (optionally) send an email to alert the shop administrator. In addition this is indicated to shop staff in the *Orders* view by displaying both the Hikashop and Unleashed totals. The Unleashed total is only shown when a discrepancy appears in the original Sales Order posting (19.64 in this screenshot).

Amount	Pay Method
£19.65 !19.64!	Testing - please do not use

# Hikashop – Unleashed Integration

## Administration Component by BrainforgeUK

### 2.2 Customers

#### 2.2.1 Customers (Hikashop Search)

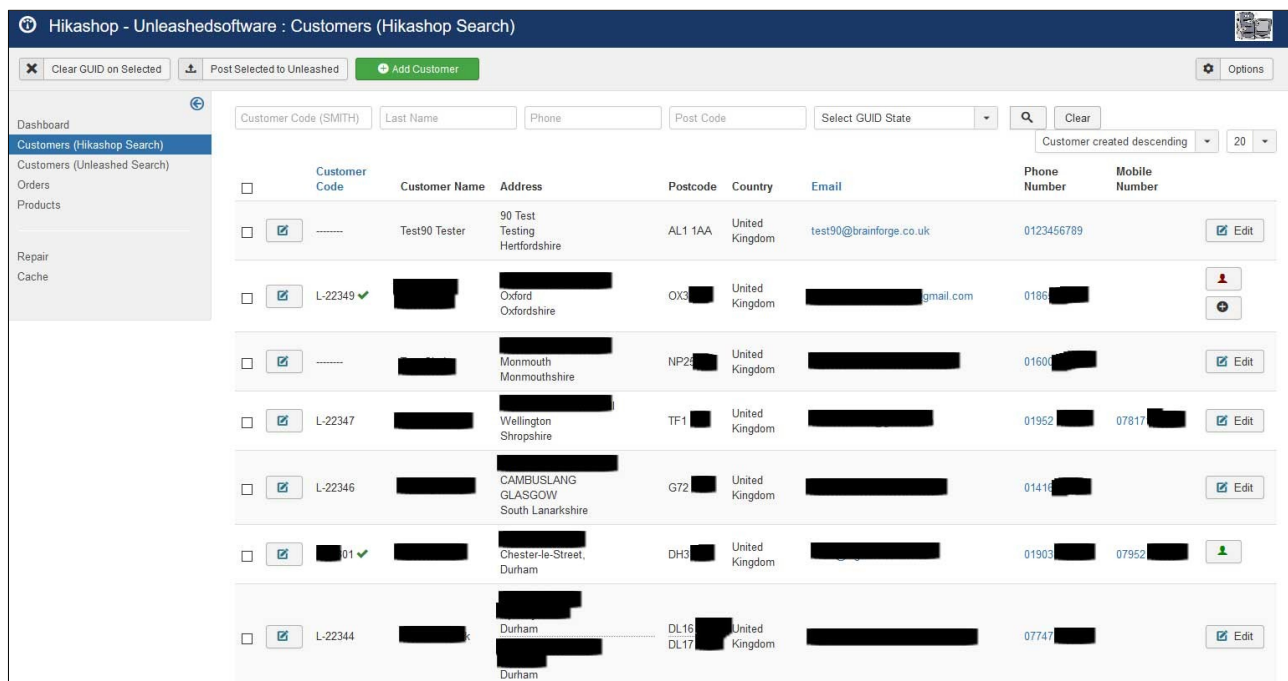
This provides an alternative to the *Customers View* provided by Hikashop together with a simpler customer edit feature. In particular it additionally allows the operator search for customers by using their address, postcode and telephone number.

For correct operation this view requires the additional component *com\_hikatoools4brainforgeuk* be installed and enabled. The *dashboard* view can be used to confirm this (bottom of screen).

This document must be read in conjunction with the *com\_hikatoools4brainforgeuk* component documentation. For details visit :

[administrator/components/com\\_hikatoools4brainforgeuk/help/en-GB.com\\_hikatoools4brainforgeuk.pdf](http://administrator/components/com_hikatoools4brainforgeuk/help/en-GB.com_hikatoools4brainforgeuk.pdf)

Only the Unleashed specific features are covered here.



<input type="checkbox"/>	Customer Code	Customer Name	Address	Postcode	Country	Email	Phone Number	Mobile Number	
<input type="checkbox"/>	<input type="checkbox"/>	Test90 Tester	90 Test Testing Hertfordshire	AL1 1AA	United Kingdom	test90@brainforge.co.uk	0123456789		<input type="checkbox"/> Edit
<input type="checkbox"/>	<input checked="" type="checkbox"/> L-22349 ✓	[REDACTED]	Oxford Oxfordshire	OX3	United Kingdom	[REDACTED]@gmail.com	0186 [REDACTED]		<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	[REDACTED]	Monmouth Monmouthshire	NP23	United Kingdom	[REDACTED]	01600 [REDACTED]		<input type="checkbox"/> Edit
<input type="checkbox"/>	<input checked="" type="checkbox"/> L-22347	[REDACTED]	Wellington Shropshire	TF1	United Kingdom	[REDACTED]	01952 [REDACTED]	07817 [REDACTED]	<input type="checkbox"/> Edit
<input type="checkbox"/>	<input checked="" type="checkbox"/> L-22346	[REDACTED]	CAMBUSLANG GLASGOW South Lanarkshire	G72	United Kingdom	[REDACTED]	0141 [REDACTED]		<input type="checkbox"/> Edit
<input type="checkbox"/>	<input checked="" type="checkbox"/> [REDACTED] 01 ✓	[REDACTED]	Chester-le-Street, Durham	DH3	United Kingdom	[REDACTED]	01903 [REDACTED]	07952 [REDACTED]	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> L-22344	[REDACTED]	Durham	DL16 DL17	United Kingdom	[REDACTED]	07747 [REDACTED]		<input type="checkbox"/> Edit

The green tick next to the customer code indicates where an Unleashed customer is linked to the Hikashop user. The Unleashed customer GUID is stored with the Hikashop user.

When permitted the customer code can also be entered / changed here. Changes are not permitted when the current customer code has already been sent to Unleashed.

Customer code changes can also be done using the customer editor provided by Hikashop, however, if the change is not permitted the operator will not be aware of this until they try to save their changes and receive an error message.

Customer changes made via the Hikashop customer editor will also be updated on Unleashed (if customer details previously sent there).

In some situations the customer information has come from Unleashed and there is no email address for that customer (it can be optional in Unleashed). Shop staff are still able to create Hikashop orders for such customers.

# Hikashop – Unleashed Integration

## Administration Component by BrainforgeUK

### 2.2.2 Customers (Unleashed Search)

This is similar to the preceding *Hikashop Search* view but provides a search of the Unleashed customer data.

On first entry the view looks like this:

To avoid making a large number of API calls to Unleashed the Unleashed customer data is stored in a cache. You need to regularly update this cache to ensure you have access to the latest information.

To obtain a full list of all the Unleashed customer information enter % (percent sign) into the customer code field.

	Customer Code	Customer Name	Address	Postcode	Country	Email	Phone Number	Mobile Number
<input checked="" type="checkbox"/>	TENB01 ✓	[REDACTED]	[REDACTED] Limburg	641 [REDACTED]	Netherlands	[REDACTED]@gmail.com	0033 621 [REDACTED]	
<input checked="" type="checkbox"/>	TENB01 ✓	[REDACTED]	[REDACTED] Ave HULL Humberside	HU5 [REDACTED]	United Kingdom	[REDACTED]@hotmail.co.uk	01482 [REDACTED]	
<input checked="" type="checkbox"/>	TENN02	[REDACTED]	[REDACTED] Road MARLOW	SL7 [REDACTED]	United Kingdom	[REDACTED]@aol.com	07814 [REDACTED]	

### 2.3 Cache

This allows manual refreshing of the local cache of Unleashed data. This operation needs to be executed frequently so that *Customers (Unleashed Search)* page behaves as expected.

To build the cache the current user must be assigned *Repair* permission.

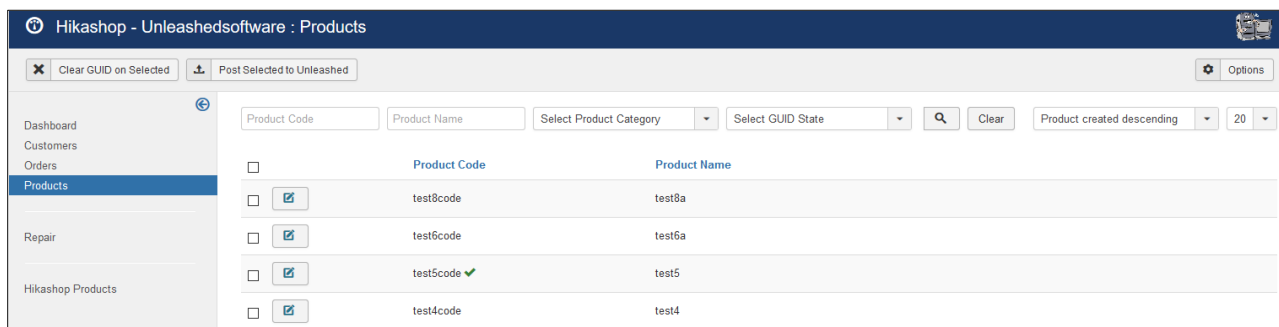
Depending on the size of your customer data this might take a few minutes. A progress indicator will appear on your screen during this operation.

# Hikashop – Unleashed Integration

## Administration Component by BrainforgeUK

### 2.4 Products

This provides a simple Hikashop product listing.



	Product Code	Product Name
<input type="checkbox"/>	test8code	test8a
<input type="checkbox"/>	test6code	test6a
<input checked="" type="checkbox"/>	test5code	test5
<input type="checkbox"/>	test4code	test4

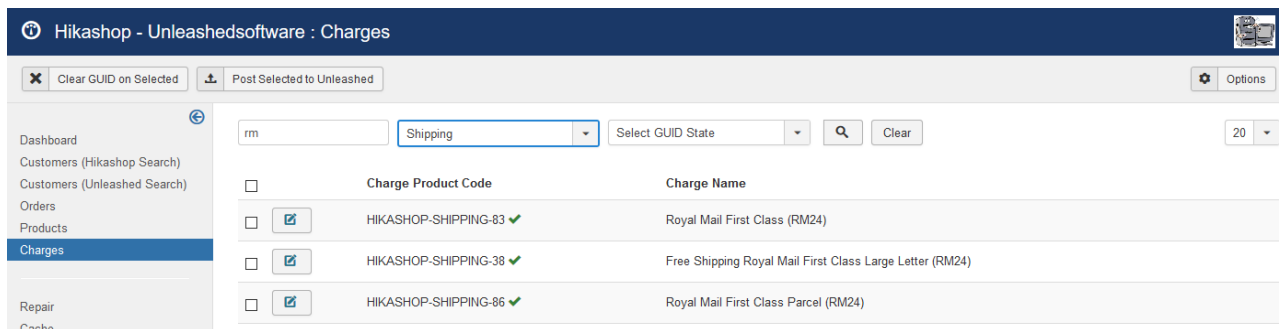
The green tick next to the product code indicates where an Unleashed product is linked to the Hikashop product. The Unleashed product GUID is stored with the Hikashop product.

Like the customer view you can post products to Unleashed. This is not normally necessary as you will either have your own business procedures to maintain product data or products can be automatically posted to Unleashed (see options for plugin *plg\_hikashop\_bfunleashedsoftware*).

### 2.5 Charges

When Sales Orders are posted to Unleashed any charges associated with the shipping or payment method are shown in Unleashed as additional charge lines on the order. Vouchers are handled similarly with a negative amount assigned.

The *Charges* view allows these to be viewed together with the associated Unleashed product code.



	Charge Product Code	Charge Name
<input type="checkbox"/>	HIKASHOP-SHIPPING-83	Royal Mail First Class (RM24)
<input type="checkbox"/>	HIKASHOP-SHIPPING-38	Free Shipping Royal Mail First Class Large Letter (RM24)
<input type="checkbox"/>	HIKASHOP-SHIPPING-86	Royal Mail First Class Parcel (RM24)

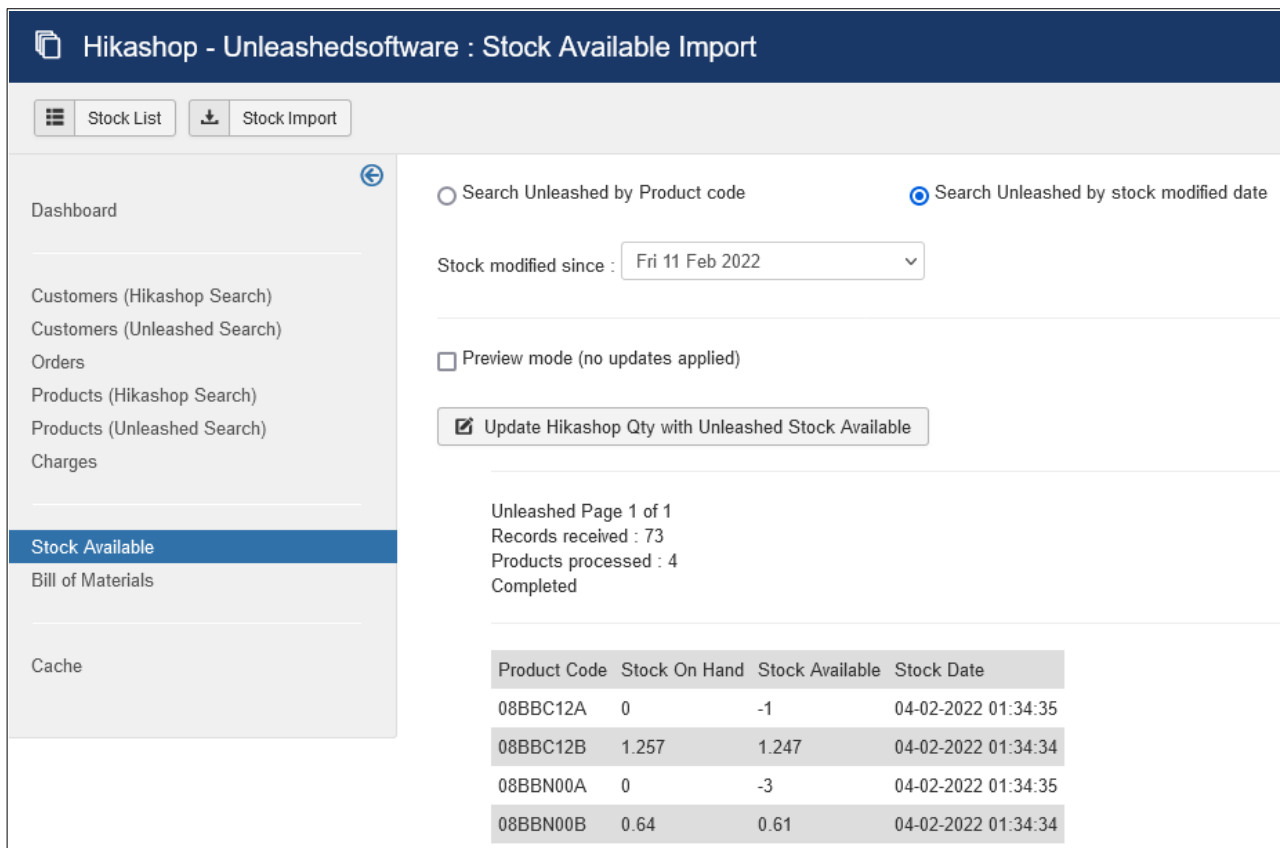
# Hikashop – Unleashed Integration

## Administration Component by BrainforgeUK

### 2.6 Stock Available

This view allows you to update Hikashop product quantities with the current Unleashed stock available quantities. If the Unleashed stock available is less than zero then a value of zero is passed to Hikashop.

Products with the Hikashop quantity set to unlimited are ignored.



Product Code	Stock On Hand	Stock Available	Stock Date
08BBC12A	0	-1	04-02-2022 01:34:35
08BBC12B	1.257	1.247	04-02-2022 01:34:34
08BBN00A	0	-3	04-02-2022 01:34:35
08BBN00B	0.64	0.61	04-02-2022 01:34:34

Depending on the number of products affected by recent stock level changes this update might take a few minutes, the progress is displayed on the screen.

The *Preview Mode* allows you to check which products affected by recent Unleashed stock level changes without actually updating the Hikashop product quantities.

In most cases searching Unleashed by *stock modified date* will be sufficient, but you can search Unleashed by product code (comma separated list of either complete codes or a code prefixes).

Only truncated integer values are passed to Hikashop. Hikashop does not handle fractional quantities (e.g. 0.9 of a pack of 10 single items).

The fractional values, if any, are added to the stock available values for constituent parts using the product bill of materials. (e.g. 2.6 of a pack of 10 items will result in a quantity of 2 for the pack and a quantity of 6 for the single item – plus the stock available level for the single item, if any).

This functionality requires the installation, and configuration of the following plugins:

plg\_hikashop\_bfbillofmaterials

plg\_hikashop\_bfstockavailable

# Hikashop – Unleashed Integration

## Administration Component by BrainforgeUK

### 2.6.1 Stock Available – Scheduled Task

You can schedule automatic stock in hand updates at regularly intervals using Linux Cron or equivalent on your server. To achieve this use the following command:

```
wget https://yoursite.com/?option=com_hikatoools4bfunleashedsoftware&task=stockavailable.hikasync
```

It returns a summary of the product quantities changed since the last time it was run.

Access to the daily reports from this, when enabled, can be accessed from this page.

Check the *wget* manual as it includes various parameters which may be of use to you.

Note that this accesses the front-end of your site, not the administrator back-end. You need to enable this feature through the *Miscellaneous* tab of this component's options.

### 2.6.2 Stock Available Listing

After a stock import has been run a listing of the stock imported is available.

Note that the data shown is the data which was imported, not the current stock levels or Hikashop quantities.

Hikashop - Unleashedsoftware : Stock Available Listing						
<div>Stock List   Stock Import</div>						
<div>Dashboard   <input type="text" value="abr7"/> <input type="button" value="Q"/> <input type="button" value="Clear"/> <span>20</span></div>						
Product Code		Stock in Hand	Stock Available	Hikashop Quantity	Stock Date	Import Date
ABR7900	Glassfibre Scratchbrush Prop Pencil Type	33	31	31	2022-02-08 04:22:27	2022-02-10 13:50:05
ABR7991	Scratchbrush Refills, 4mm Prop Pencil Type Glass Fibre, Single	24	23	35	2022-02-04 12:56:12	2022-02-10 13:50:05
ABR7992	Scratchbrush Refills, 4mm Prop Pencil Type Glass Fibre, 10 Pack	1	0	1	2022-02-07 02:19:57	2022-02-10 13:50:05
ABR7993	Scratchbrush Refills, 4mm Prop Pencil Type Glass Fibre, 24 Pack	39.9165	39.4998	39	2022-02-09 02:45:02	2022-02-10 13:50:05



# Hikashop – Unleashed Integration

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### 2.7 Bill of Materials

This feature only appears if the plugin *plg\_hikashop\_bfbillofmaterials* is installed and enabled. This plugin provides storage for BOM data imported from Unleashed and also (optionally) allows the BOM data to be used to adjust available Hikashop product quantities.

For instance an out of stock product pack could be assembled from its constituent parts, or an out of stock product could be taken from an instock product pack.

#### 2.7.1 Bill of Materials Listing

The screenshot shows the 'Bill of Materials Listing' interface. On the left is a sidebar menu with options: Dashboard, Customers (Hikashop Search), Customers (Unleashed Search), Orders, Products (Hikashop Search), Products (Unleashed Search), Charges, Stock in Hand, and Bill of Materials (highlighted). The main area has a header 'Hikashop - Unleashedsoftware : Bill of Materials Listing' and buttons for 'BOM List' and 'BOM Import'. Below the header is a search bar with 'bbe020-4' and a 'Clear' button. A table displays the BOM data:

Product Code	Hikashop Quantity	Part Code	Hikashop Quantity	BOM Quantity
BBE020-4	0	BBE017-4	88	1
BBE020-4	0	BBE019-4	40	1

#### 2.7.2 Bill of Materials Import

The screenshot shows the 'Bill of Materials Import' interface. On the left is a sidebar menu with options: Dashboard, Customers (Hikashop Search), Customers (Unleashed Search), Orders, Products (Hikashop Search), Products (Unleashed Search), Charges, Stock in Hand, and Bill of Materials (highlighted). The main area has a header 'Hikashop - Unleashedsoftware : Bill of Materials Import' and buttons for 'BOM List' and 'BOM Import'. Below the header is a search bar with 'bbe020-4'. There is a checkbox for 'Preview mode (no updates applied)' which is checked. Below that is a button for 'Import Bill of Materials'. At the bottom, it says 'Unleashed Page 1 of 1', 'Products updated : 0', and 'Completed'.

The import facility can be used to updated all BOM products or specific ones, such as in this screenshot. In this screenshot nothing was updated, when updates are made a summary of the new information is displayed.

# Hikashop – Unleashed Integration

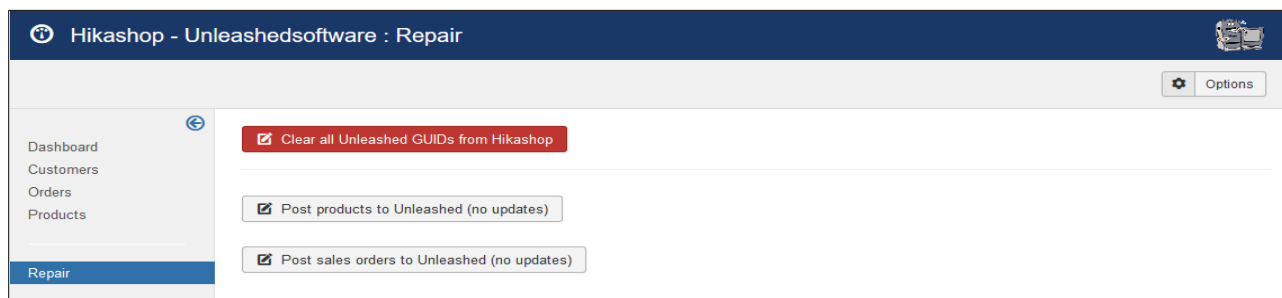
## Administration Component by BrainforgeUK

### 2.8 Repair

This view is typically only available to the site administrator and not sales staff. Refer to the component security settings for details.

To use this feature both the following criteria must be met:

- The current user must be assigned *Repair* permission (see permissions tab in options).
- The repair view must be enabled (see miscellaneous tab in options).



The following features are provided (those with strike through have been implemented but commented out as found unnecessary):

- ~~Clear all Unleashed GUIDs from Hikashop.~~  
A button to clear GUIDs for selected orders / customers / products is also available on the associated views. Note that this button is only available to users with access to this *Repair* view. Typically this is only useful when copying live data to a development server and you want to test real data against an Unleashed sandbox.
- ~~Post products to Unleashed (no updates)~~  
~~The Unleashed database will be checked for a product code match.~~  
~~If found the Unleashed product GUID will be returned to Hikashop (no update).~~  
~~If not found the product will be created on Unleashed.~~
- ~~Post orders to Unleashed (no updates)~~  
~~The Unleashed database will be checked for an order code match.~~  
~~If found the Unleashed order GUID will be returned to Hikashop (no update).~~  
~~If not found the order will be created on Unleashed.~~  
~~Customer GUIDs will also be returned to Hikashop during this process.~~
- ~~Post customers to Unleashed (no updates)~~  
~~The Unleashed database will be checked for an customer code match.~~  
~~If found the Unleashed customer GUID will be returned to Hikashop (no update).~~  
~~If not found the customer will be created on Unleashed (only if they have an order).~~

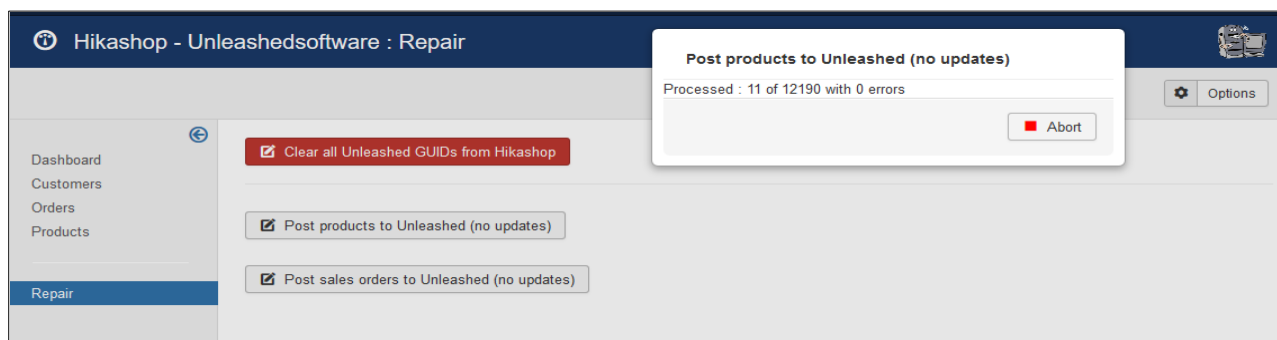
In most scenarios none of the features provided on this page will be required. Unleashed will automatically be kept in state with Hikashop.

These features maybe useful when importing data from an existing system into a clean Unleashed database.

# Hikashop – Unleashed Integration

## Administration Component by BrainforgeUK

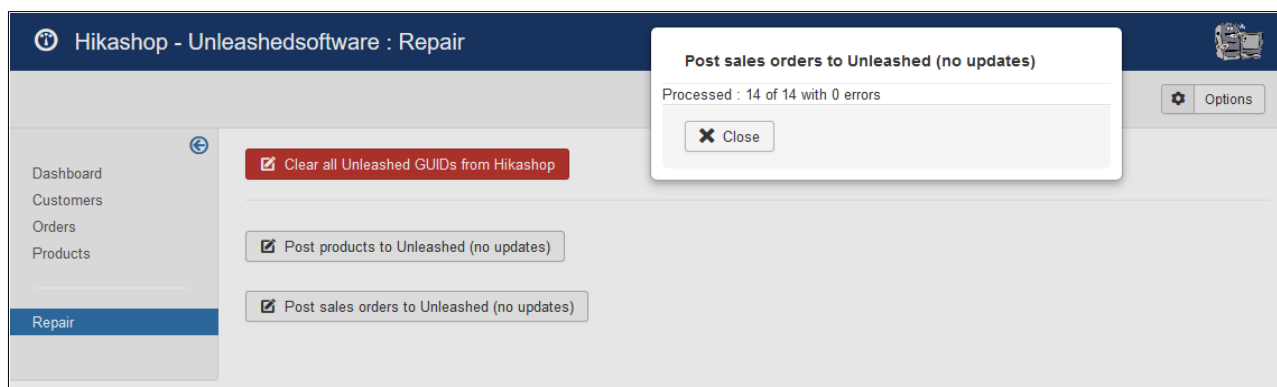
### 2.8.1 Post Products to Unleashed (no updates)



The number of products to be processed is the number of products in Hikashop which do not currently have an Unleashed GUID. On most installations this will be 0 (zero). Variant product parents are not included as they are not copied to Unleashed.

Any errors can be identified and resolved using the *Post Selected to Unleashed* button on the *Products* view.

### 2.8.2 Post Sales Orders to Unleashed (no updates)



The number of products to be processed is the number of orders in Hikashop which do not currently have an Unleashed GUID. On most installations this will be 0 (zero).

Any errors can be identified and resolved using the *Post Selected to Unleashed* button on the *Orders* view.

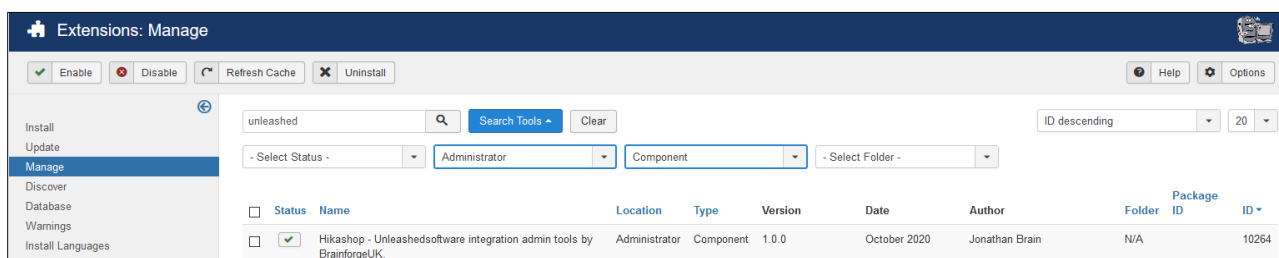
### 2.8.3 Post Customers to Unleashed (no updates)

Not implemented.

# Hikashop – Unleashed Integration Administration Component by BrainforgeUK

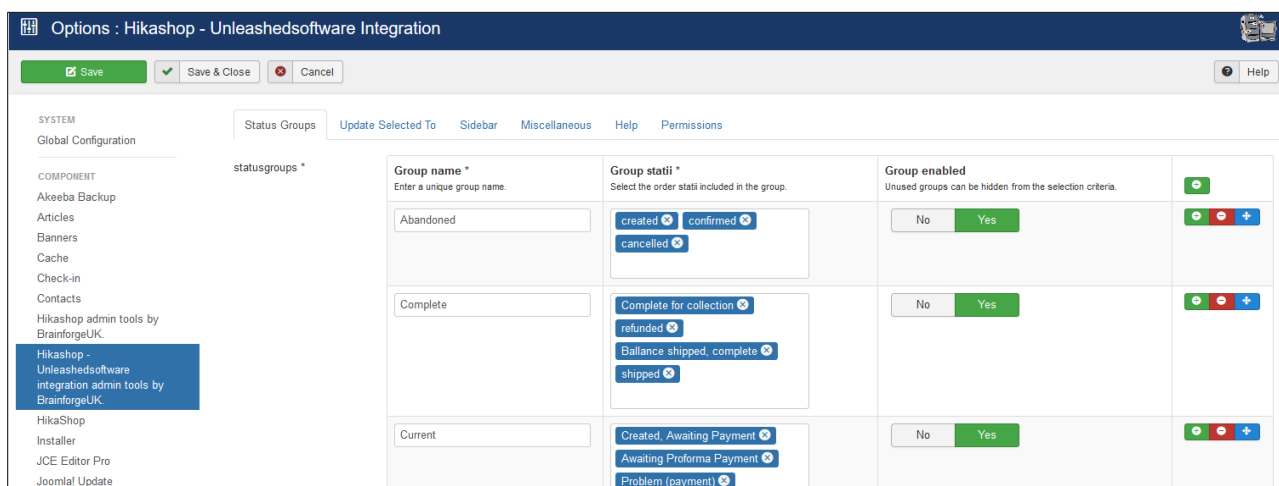
## Appendix 1 - Installation

Install the component *com\_hikashopbfunleashedsoftware.zip* into Joomla in the usual manner.



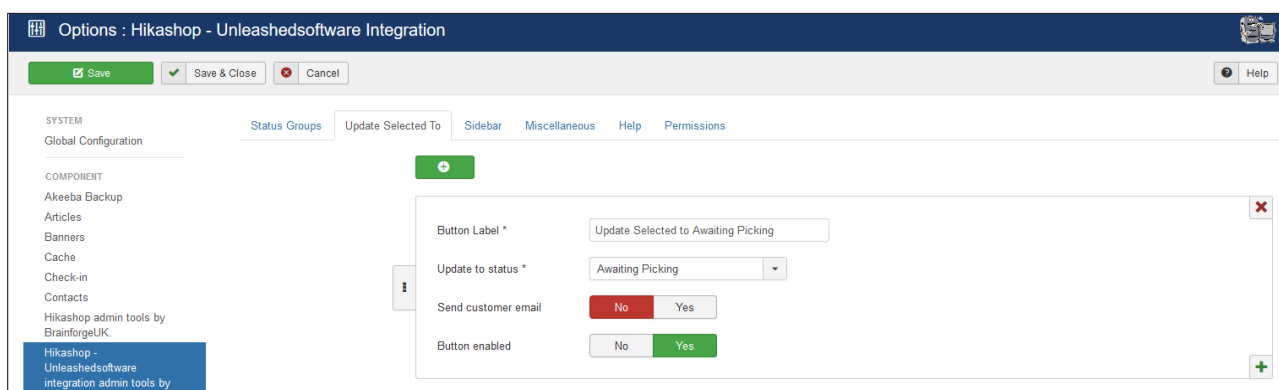
### Appendix 1.1 – Status Group Configuration

You can group Hikashop order stati into groups for searching on the order view. These groups currently serve no functional purpose.



### Appendix 1.2 – Update Selected To Configuration

On the order view you can have one or more *Update Selected To* buttons. These buttons, if defined here, allow the user to select and bulk update change the order status of Hikashop orders. Optionally the customer can be informed of such a state change.



# Hikashop – Unleashed Integration

## Administration Component by BrainforgeUK

### Appendix 1.3 – Sidebar Configuration

Here you can define short-cut buttons which appear in the sidebar of the component views. Examples of using this are shown the previous view screenshots.

Text *	Url	Available in view(s) By default appears in all views.	Enabled Unused URLs can be hidden.	
Hikashop admin tools by BrainforgeUK	index.php?option=com_hikashop	dashboard	No Yes	+ -
Hikashop Users	index.php?option=com_hikashop	customers	No Yes	+ -
Hikashop Products	index.php?option=com_hikashop	products	No Yes	+ -
Hikashop Orders	index.php?option=com_hikashop	orders	No Yes	+ -
Daily Order Export	index.php?option=com_csv&ta	orders	No Yes	+ -

### Appendix 1.4 – Miscellaneous

Repair view: Disabled Enabled

Order download type: CSV

Auto update product quantity: Disabled Enabled

Security key: abcde#123456

[Link to automatically update Hikashop product quantities](#)

You need to add the security key, if any (optional), to the URL. This may take a few minutes.

The *Auto update product quantity* feature enables you to automatically update Hikashop product quantities from Unleashed *stock in hand* using a scheduled task (e.g. Linux cron script and wget command). You can run this through a browser using the same link. Optionally you can specify a security key to include in the URL which will limit unauthorised use, although such use will not result in any damage.

# Hikashop – Unleashed Integration

## Administration Component by BrainforgeUK

### Appendix 2 Customers on Unleashed but not in Hikashop

When you create a Hikashop order for such a customer that customer is created as a guest customer in Hikashop. There is no Joomla user associated with that Hikashop customer.

You need to be aware of the following.

- **Unleashed customers with no email address**

The email column in the Hikashop #\_\_hikashop\_user table will be populated by a unique value generated from the customer code. This will not a valid email address, so beware if you have external systems accessing this data – they must check for the '@'.

- **Unleashed customers with no title**

The unleashed data may not contain a field equivalent to the Hikashop address table *title* field.

If this field is required in Hikashop then the default value of this field will be used.

If this field is not required then it will remain empty. In this situation you should create an additional value in the *values* list. Be very careful to set this row as shown in screenshot:

**Value** Leave empty – really empty, not a space!  
**Title** Enter a single space – do not leave the title empty!

Value	Title	Disabled
Mr	HIKA_TITLE_MR	No
Mrs	HIKA_TITLE_MRS	No
Miss	HIKA_TITLE_MISS	No
Ms	HIKA_TITLE_MS	No
Dr	HIKA_TITLE_DR	No
		No
		No

The additional *really* empty row at the end is a blank row for entering another title to the list. This is the normal behaviour of drop down field type value entry.

Do not confuse the 2 rows – one is empty, the other has a blank for the title!