User Guide for the Legacy Dynamics 365 Integration

Note: This integration is in Legacy status. You can read more about that here.

The Mobius Connect for Dynamics 365 Integration allows you to import your Manage accounting data directly into your Dynamics 365 application.

Our integration with Dynamics 365 supports both on-premise database and SaaS database types. The license is the same for both types.

Gozynta originally developed this integration for the precursor to Dynamics 365 which was Dynamics NAV. Before that it was called Navision. NAV was always installed on-premise.

Feature Summary

Below is a quick list of features available with this integration:

1	Create Customers		☑
2	Create Vendors		☑
3	Create Products		☑
4	Multiple currency		☑
5	Standard Invoices		☑
6	Agreement Invoices		☑
7	Miscellaneous Invoices		☑
8	Down Payment Invoices		☑
9	Credit Memos (unable to sync back)		☑
10	Expenses		
	a.	Transfer with Expense as Bill Option	☑
	b.	Transfer without Expense as Bill Option	☑
11	Procurement		
	a.	Item receipts	☑
	b.	Inventory Adjustments	☑
	c.	Inventory Transfers (Multiple Warehouses if available)	☑
12	Sync Invoice Payments		☑

Feature is fully implemented	☑	Feature will be added in future release	●
Feature is partially implemented	☐	Accounting package does not support feature	NA
Feature is not available	☒		

System Requirements

In order to use the Mobius Connect for Dynamics 365 Integration, you must have the following installed on your network and/or your machine(s):

- Your Manage software must be setup up with login credentials that have access to the Accounting features of Manage. Additionally, your Manage software must have its Accounting Package configured. See ConnectWise Manage Configuration.
- .NET 4.0 Framework or Higher must be installed on your system. If this is not installed, you will be prompted to automatically install it when you attempt to install the integration application.
- Internet Access: While it is not required to have access to the internet every time you wish to run the integration, updates will automatically download as they become available. Therefore, an internet connection is recommended.

ConnectWise Manage Configuration

Before using the integration application, you must ensure that Manage is configured to allow the integration program access to the accounting system.
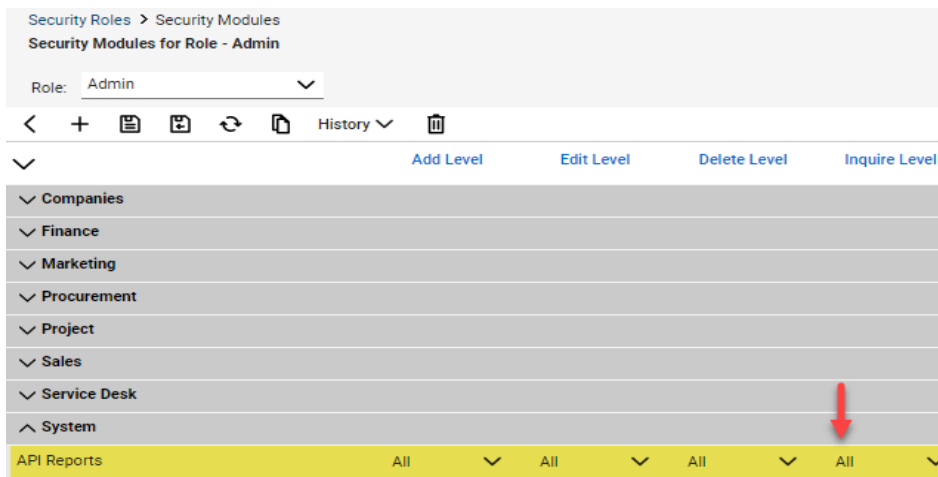
Configuration of Manage Login

In order for the Member to be able to work with the accounting information, they must be assigned as a security role that allows access to the GL Interface. With a default installation, the "Role ID" field must be set to "Admin".

If, instead, you wish to create your own role rather than use the Manage defaults, you need to ensure that the security role levels setting is set to "All" for "Add Level ", "Edit Level ", "Delete Level" and "Inquire Level" on the "Accounting Interface" line within the Finance Module, as depicted below:

Additionally, you need to ensure that that the security role levels setting is set to "All" for "Inquire Level" on the "API Reports" line within the System Module, as depicted below.

Configuration of Integrator Login

In addition to accessing the Manage Accounting System, the integration also requires credentials to access the REST API. There are two options for providing credentials to access the REST API: APIKey and MemberImpersonation

Option 1: APIKey Authentication

To setup APIKey Authentication in Manage, navigate to the "API Keys" tab on the member setup for accessing the Accounting System. Enter a description and click Save to generate a Public/Private key-pair. You may want to save the Private Key somewhere as it will not be visible again once you close the API Keys screen.

Option 2: MemberImpersonation Authentication

To setup MemberImpersonation Authentication in Manage, open the Integrator Login setup table by navigating to System > Setup Tables and searching for "Integrator Login". Click to create a new Integrator Login. Provide a Username and Password, select "All records" for Access Level, and click to enable the "Member API"

Configuration of GL Accounts

Your company will need to have their GL Accounts properly configured in order for Manage to provide the integration application with the correct information. Because this process is largely specific to your Company, the exact details of this configuration are outside of the scope of this document. [This article may help you star](...)t. Please visit the [ConnectWise University](...) before beginning to set up your GL Accounts, or speak with your ConnectWise Consultant at [Consulting@ConnectWise.com](...) for more information.

Configuration of the Accounting Package

Once your accounts are set up, you will need to set up the Accounting Package. This describes to Manage how your accounts will be exported to Dynamics NAV. It has a number of options, some of which are specific to other accounting software (such as QuickBooks). You can set up this screen at System > Setup Tables > Accounting Package using the following steps:

Accounting Package Setup

1 — ccounting Package: * Other ⌄   ☐ Direct Transfer

Invoice Options   **Sales Tax Options**

2 — Include Invoices   ☐ Include Sales Tax
   voice Format: Default   ⌄   ☐ Enable Tax Groups
                                       ☑ Set Zero Dollar Tax Amounts to Non-Taxable

3 — pense Options   **Product Options**
   ☐ clude Expenses   ☑ Include Procurement Items
   ☑ Transfer Expense as a Bill   ☑ Inventory SOH Option
   Expense Format: Condensed ⌄   ☐ Send Component Amount
                                       ☐ Send UOM with Products

   Miscellaneous Options   ☐ Include COGS Entries
5 — Suppress Memo Entry   ☑ Include COGS Entries
   ☐ Sync Payment Info From Accounting Package   ☐ Include COGS and Inventory on Drop Ship Items

6 — ount Segments   ⌃
   gments: 2   ⌄
   1:       Account   Account   ⌄
7 —   Class   Class   ⌄

   COGS Segments   ⌃
   Segments: 1   ⌄
   1:       COGS   Account   ⌄

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1. Set the "Accounting Package Setup" dropdown to "Other."

2. In the Sales Tax Options section, ensure that "Include Sales Tax" is checked.

3. If you will be transferring Expenses, ensure that "Transfer Expense as a Bill" is checked.

4. In the Product Options section, ensure that "Inventory SOH Option" is checked.

5. If you will be transferring Costing, ensure that "Include COGS Entries" is checked.

6. In the Account Segments section, choose the maximum number of segments an account in your company will have. Ensure that each segment to be a part of your GL Account structure has a type of "Account." (Please note that Classes may be used in certain circumstances.)

7. In the COGS Segments section, choose the maximum number of segments a COGS account in your company will have. Ensure that each segment to be a part of your GL Account structure has a type of "Account."

You'll notice there are a few other options in the Accounting Package that we have not explicitly mentioned, such as "Include Invoices," "Include Expenses" and "Include Procurement Items." Some of these fields only affect the default values of the Accounting Integration screen built into Manage. This integration does not use that screen; so, these options will have no effect on the integration.

Dynamics 365 Configuration

The integration requires a collection of OData Web Service "endpoints" to be exposed in order to function. OData is a web service protocol that allows the integration to read and write data to the Dynamics 365 database and must be activated using the Dynamics 365 Administration tool.

OData Setup

Exposing OData Endpoints

Dynamics 365 must have the following list of endpoints exposed. In the Dynamics 365 client the Web Services interface can be opened byOdata in the top search field and clicking Web Services under Lists.
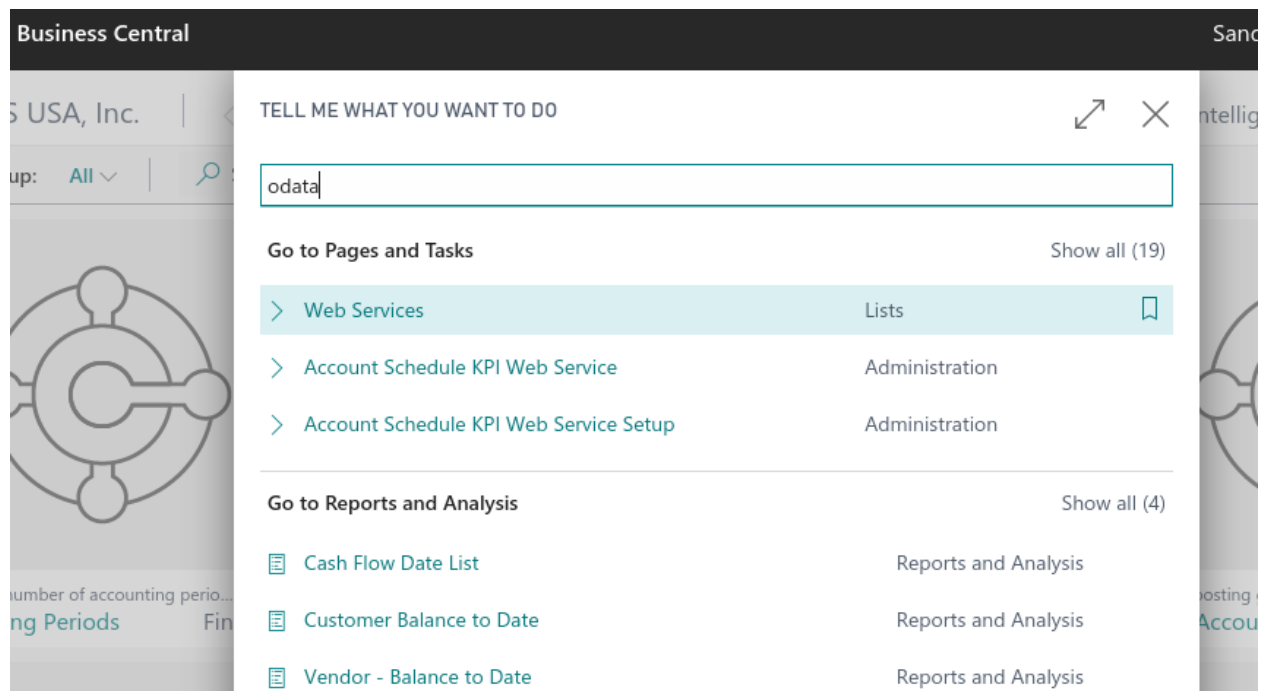
Create a new "Page" Object Type for each Object ID in the following table and ensure that each new entry has the Published column checked. The Object Name represents the interface to be exposed. The Service Name can be any URL safe value that represents the interface being exposed. Each defined Service Name should be unique to the Object Name.

Query		101	Sales Dashboard	SalesDashboard	☑	☑	https:
Query		105	Sales Opportunities	SalesOpportunities	☑	☑	https:
Codeunit		104	Sales Orders by Sales Person	SalesOrdersBySalesPerson	☑	☑	https:
		106	Segment Lines	SegmentLines	☐	☑	https:
Page		100	Top Customer Overview	TopCustomerOverview	☑	☑	https:
Query		266	Value Entries	ValueEntries	☐	☑	https:
→	▼	0			☐	☐	
Query		263	Vendor Ledger Entries	VendorLedgerEntries	☐	☑	https:
					☐	☐	https:

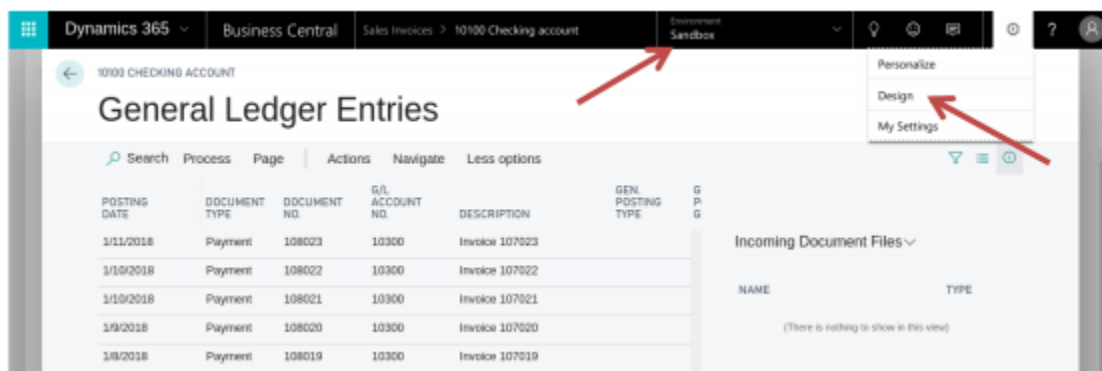| Object ID	Object Name
4	Payment Terms
5	Currencies
14	Salespeople/Purchasers
15	Location List
18	G/L Account List
20	General Ledger Entries
21	Customer Card
22	Customer List
25	Customer Ledger Entries
26	Vendor Card
27	Vendor List
30	Item Card
31	Item List
38	Item Ledger Entries
40	Item Journal
43	Sales Invoice
44	Sales Credit Memo
45	Sales List
51	Purchase Invoice
53	Purchase List
110	Customer Posting Groups
111	Vendor Posting Groups
112	Inventory Posting Groups
132	Posted Sales Invoice
138	Posted Purchase Invoice
209	Unites of Measure
254	Purchase Journal
312	Gen. Business Posting Groups
313	Gen. Product Posting Groups
470	Tax Business Posting Groups
471	Tax Product Posting Groups

OData Endpoint Entry Example

The following screenshot illustrates an example entry for Object ID 43, Sales Invoice.

The Service Name of "ARInvoice" will be applied to the OData URL upon publishing. Confirm that the OData Web Service is working by navigating to the OData URL in your browser.

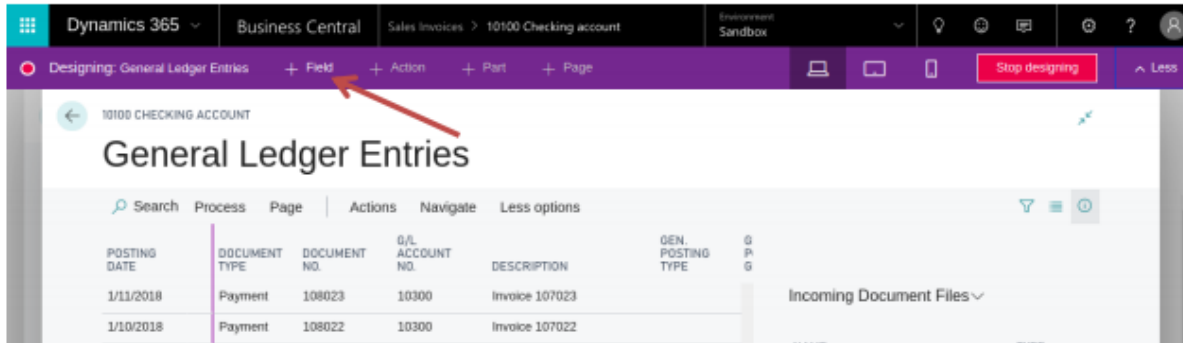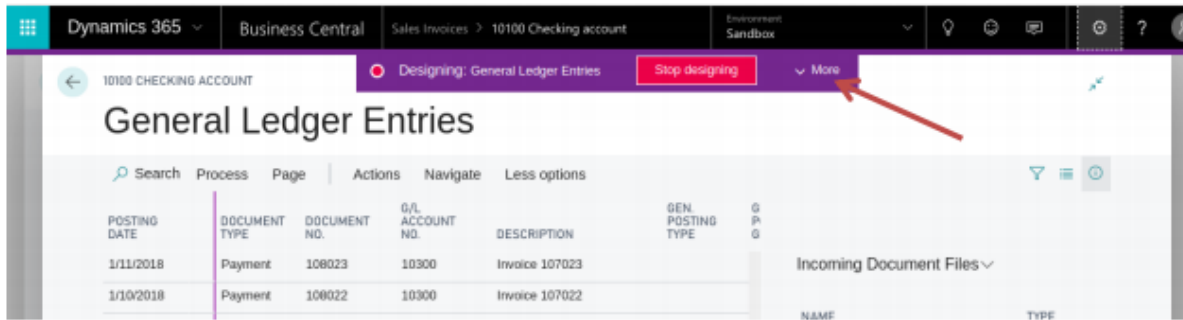| Page		43	Sales Invoice	ARInvoice		☑	https://api.businesscentral.dynamics.co...	https://api.businesscentral.dynamics.co...	https://api.businesscentral.dynamics.co...

Additional OData Configuration

Certain Dynamics 365 extensions or configurations may prevent the integration from successfully importing data to certain OData Pages. You can update (or "Design") Pages in Dynamics 365 manually through the Sandbox environment, and then publish them into your Production environment, or you can request a custom extension to fix identified out-of-the-box issues.
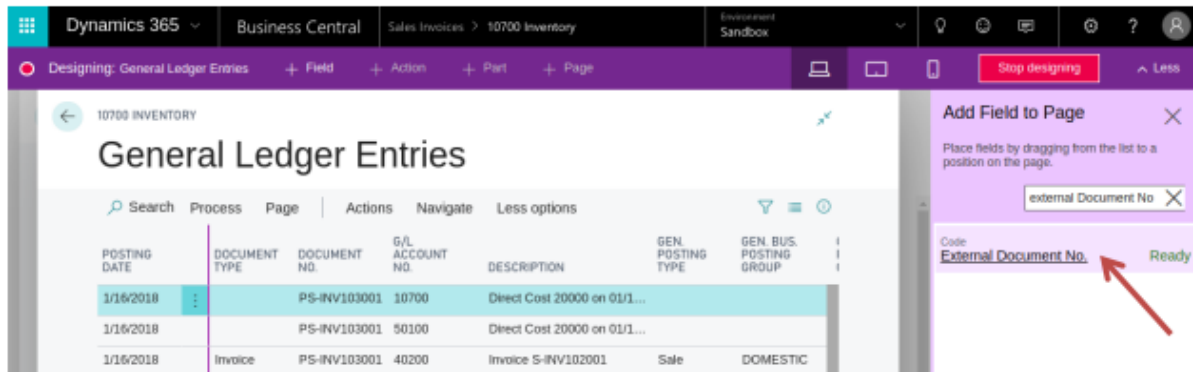
To manually Design changes to a Page, navigate to the desired Page in the Dynamics 365 sandbox environment, click the cog in the upper right, and click Design. In this example, we're going to add "External Document No" to the General Ledger Entries Page.
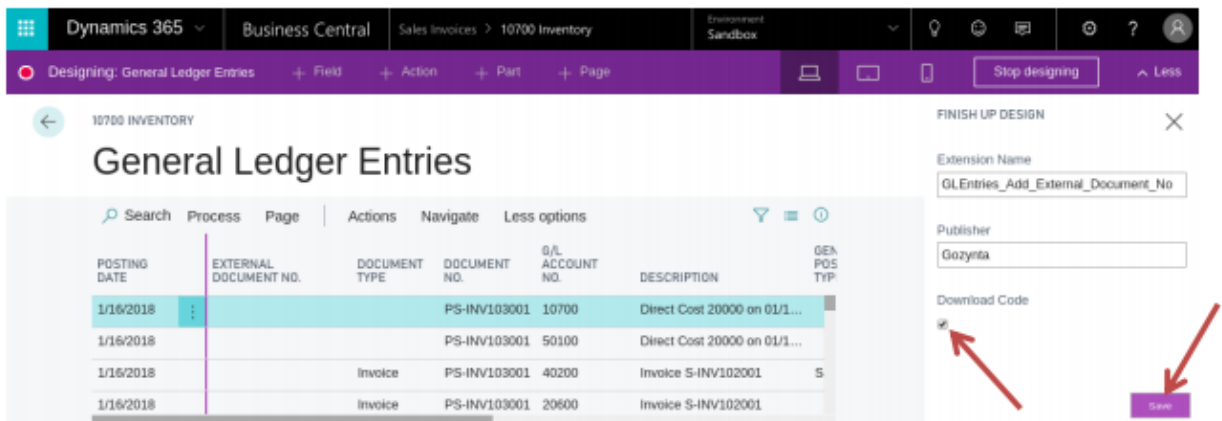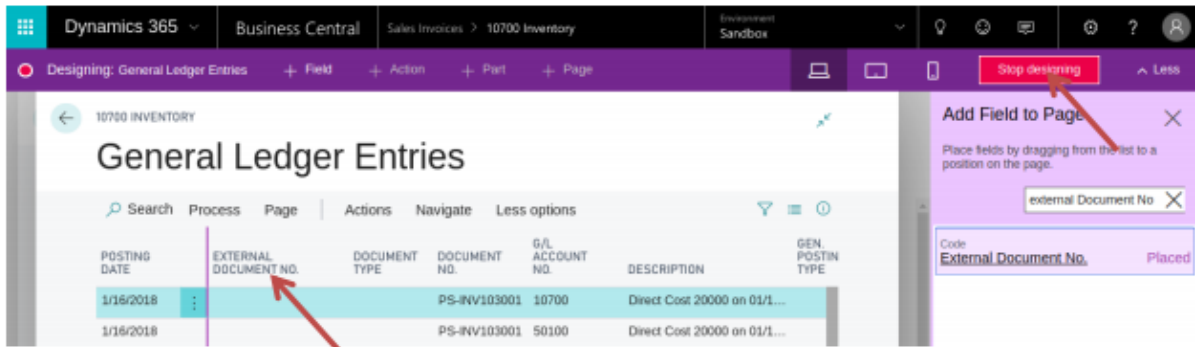

When Design mode initializes, click More > Field

A sidebar will open to the right with all the available fields the Page can contain. Search for the field to be added, then click and drag the field onto the Page in the desired location.

After the field loads into the Page, click Stop designing. You will be required to publish the changes, providing values for *Extension Name* and *Publisher.* Be sure to select the Download Code checkbox so that the published extension can be uploaded into your production environment. Click Save after inputting the required values to download the published extension.

Dynamics Web Service Access

If you are connecting to Dynamics 365, it is required to use UserName credential type on the integration's login interface.

You will need to enable a Web Service Access Key for the Dynamics User that will be used to authenticate with the Dynamics web services. Open up the User Card for the desired Dynamics User and click the ellipsis on Web Service Access to generate a key.

Mapping Corresponding Data

There is data in Manage that will have corresponding data in Dynamics 365. For example, when you create an invoice in Manage for the Company "Acme Inc.", the integration program will need to create an Invoice in Dynamics 365 for the Customer "Acme Inc.". In order to know against which Dynamics 365 Customer this invoice will be created, Manage needs some way to associate the "Acme Inc." in Manage with the "Acme Inc." in Dynamics 365. This process of associating data is known as mapping.

The following sections will describe what data needs to be mapped. When an improper mapping is found, the integration program will fail before attempting to export any data, giving you the information needed to fix the mapping.

Customers

Companies in Manage are mapped to **Customers** in Dynamics 365. The "Account Number" field on the Manage Finance > Company Finance screen must match the "No" field on the Departments >

Financial Management > Receivables > Customers interface in Dynamics 365. If a Customer in Manage has an invoice to be imported into Dynamics 365 and the customer does not exist in Dynamics 365, a new Customer will be created in Dynamics 365 automatically.

Vendors

Companies flagged as Vendors in Manage are mapped to **Vendors** in Dynamics 365. The "Vendor ID" field on the Manage Finance > Company Finance screen must match the "No" field on the Vendors interface in Dynamics 365. If a Vendor in Manage has a PO to be imported into Dynamics 365 and the Vendor does not exist in Dynamics 365, a new Vendor will be created in Dynami

automatically.

Members

With the Expenses: Transfer as Bill option checked in the Manage Accounting Package setup table, **billable expenses** will be created as **Purchase Invoices** in Dynamics 365. Therefore, **Members** on an expense will map to **Vendors** in Dynamics 365. The "Vendor Nbr" field on the Manage System > Members screen needs to match the "No" field on the Vendors interface in Dynamics 365.

GL Accounts

The "Account" field for a GL Account in the System > Setup Tables > GL Accounts table in Manage must be consistent with the "No" field for a GL Account in the Finance > General Ledger > G/L Account Categories interface in Dynamics 365. Click Edit to change the GL Account Category. Note that Accounts will not be automatically created in Dynamics 365 if they are not found. An error message will be raised during the validation phase halting the transfer.

Note: Each Account type for Products should also have COGS and Inventory fields fulfilled.

Multi-Segmented GL Accounts

The subaccounts of a multi-segmented GL Account in Manage can be mapped to Dynamics 365 Dimension codes which can be applied to transaction line details. Dynamics 365 supports up to 8 Dimension codes per line detail. The integration will only consider the first 8 subaccount segments

of a GL Account coming from Manage. The number of segments for GL Accounts in Manage is defined on the Accounting Package setup table by navigating to System > Setup Tables and searching for "Accounting Package". **Please note** that a multi-segment GL Account mapping setup requires **all segments of a GL Account in Manage to have a value if any subaccount segments will be mapped.**

In the following example, we will be mapping a 3-part multi-segmented GL Account in Manage to Dynamics 365. The root, or the first part, of the GL Account will map to the Dynamics 365 Chart of Accounts as detailed in the GL Accounts section. The "Department" and "Project" segments will map to Dynamics 365 Dimension Codes. The Segment Type must be "Account".

The order of account segments in Manage should match the order of Dimension Codes in Dynamics 365. You can get there by going to Finance>Dimensions. Make changes by clicking "Edit List"

Please note that, while it is not necessary for the Dimension codes to match the Account segment caption, the order is important. Therefore, it is recommended to name each accordingly for clarity.

After establishing the number of segments for GL Accounts in Manage, the GL account segments must be established for each GL Account in the GL Account setup table found at System > Setup Tables > GL Accounts. The subaccount segments defined for a GL Account in Manage map to Dimension Code values for the Dimension Code of the segment in Dynamics 365. In this example, we will map a Department subaccount segment "D01" and a Project subaccount segment "P01" to Dimension Code values for Dimension Codes Department and Project in Dynamics 365 respectively.

Dimension setup can be found in Dynamics 365 by navigating to Finance>Dimensions and then at the top of the page going to Dimensions and selecting "Dimension Values" from the dropdown.
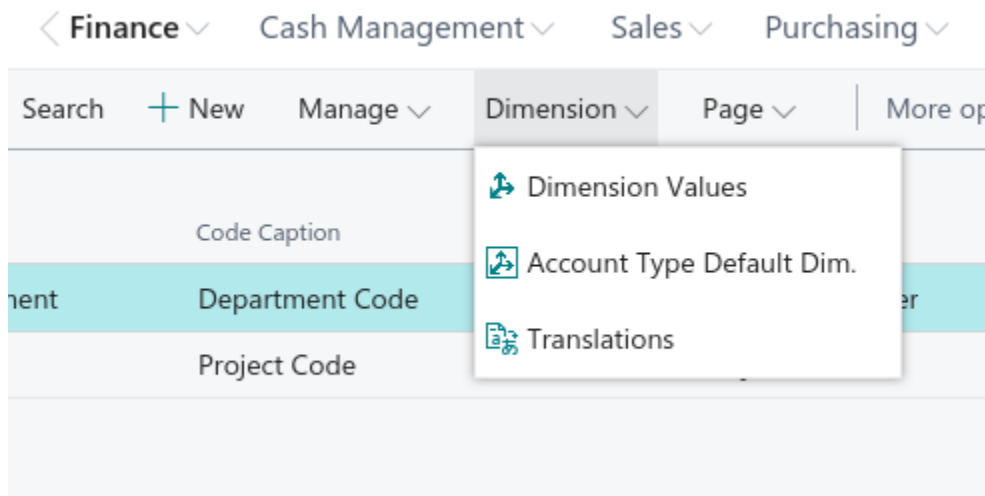
< + 💾 💾 🔄 HISTORY ⌄ 🗑

GL Account

Account Type*
Revenue ⌄

Product ID

Mapped Type*
My Company: Owner ⌄

Inventory

Mapped Record*
gozynta_c ⌄

Sales Code

Account
41000

COGS

Department
D01

Project
P01

Business Central   Sandbox 🔔 🔍

← DEPARTMENT · DEPARTMENT | WORK DATE: 4/8/2019   NOT SAVED ↗ ⤢

Dimension Values

🔍 Search + New 🖉 Edit List 🗑 Delete Page | More options   🔽

Code	Name	Dimension Value Type	Totaling	Blocked
→ D01		Standard		☐
LARGE	Large Business	Standard		☐
MEDIUM	Medium Business	Standard		☐
P01		Standard		☐
SMALL	Small Business	Standard		☐
				☐

The Dynamics 365 Dimension Code Value must match the Manage account segment value. Add a Dimension Code Value of P01 to the Project Dimension Code to complete this mapping example.

Tax Codes

Tax Codes in Manage map to **Tax Areas** in Dynamics 365. A Dynamics 365 Tax Area consists of one or more Tax Jurisdictions. Each Tax Jurisdiction in Dynamics 365 requires a TAXABLE and NONTAXABLE Tax Detail. This section details the mapping process of a multi-level tax configuration in Manage. A single level tax configuration can be implemented following these same steps with just one Manage Tax Level mapping to one Dynamics 365 Tax Jurisdiction. Consider the following Manage Tax Code:

Tax Code*
COMPLEX

Caption on Invoice*
Sales Tax

☐ Default

Name*
Complexington Sales Tax

Effective Date*
Sat, 12/1/2012 📅

☐ Display each level on the invoice

Country
United States ⌄

Cancel Date
📅

☐ Calculate PST on GST (Canada)

Tax Level 1

Rate Type
Percent ⌄

☑ Tax Products

☐ Apply Single Unit Limit

Tax Rate
0.01

Taxable Max
0

☑ Tax Services

Unit Minimum

☑ Tax Expenses

Unit Maximum

Caption
COMPLEX1

Tax Code Cross Reference
COMPLEX

Agency Cross Reference
COMAGNC1

Tax Level 2

Rate Type
Percent ⌄

☑ Tax Products

☐ Apply Single Unit Limit

Tax Rate
0.02

Taxable Max
0

☑ Tax Services

Unit Minimum

☑ Tax Expenses

Unit Maximum

Caption
COMPLEX2

Tax Code Cross Reference
COMPLEX

Agency Cross Reference
COMAGNC2

Tax Level 3

Rate Type
Percent ⌄

☑ Tax Products

☐ Apply Single Unit Limit

Tax Rate
0.03

Taxable Max
0

☑ Tax Services

Unit Minimum

☑ Tax Expenses

Unit Maximum

Caption
COMPLEX3

Tax Code Cross Reference
COMPLEX

Agency Cross Reference
COMAGNC3

The color coding will be used to assist and simplify the mapping process. First, there must be a Tax Area defined in Dynamics 365 with a Code that matches the Manage Tax Code value of COMPLEX. It is recommended to have each Manage Tax Level Tax Code Xref value match the Tax Code (consider the color coding). To define a Tax Area in Dynamics 365, search for "Tax Areas" and click New.

✎   +   🗑   ✓ SAVED   ⬑

COMPLEX

General

Code · · · · · · · · ·	COMPLEX
Description · · · · · · ·	
Country/Region · · · · · ·	US

Round Tax · · · · · · · · ·	To Nearest ▾
Use External Tax En... ·	⬤

Next, Tax Jurisdictions need to be applied as Tax Area lines. These lines map to Manage Tax Levels. Click New under Lines to add a Tax Jurisdiction. If the Tax Jurisdiction does not already exist it will need to be created first. Click on the drop down for Tax Jurisdiction and click New.

COMPLEX

General

Code ·············· COMPLEX

Round Tax ·········· To Nearest ▾

Description ·······

Use External Tax En... · ⬤

Country/Region ······ US ▾

Lines	Manage		�

	Tax Jurisdiction Code ↑	Jurisdiction Description	Calculation Order
→	COMAGNC1 ▾ ⋮		0
			0
			0
			0
			0

	Code ↑	Name	Description
→	COMAGNC1		
	COMAGNC2		
	COMAGNC3		
	COMAGNC4		
	COMAGNC5		
	FL	State of Florida	

+ New   Select from full list

Create a Tax Jurisdiction for each Tax Level in Manage mapping the Manage Tax Agency Xref to the Dynamics 365 Tax Jurisdiction Code.

Note the Tax Account (Sales) column. This is where the Tax Payable can be specified for each tax level. These accounts would map from the Manage GL Account setup table. Depending on your Manage setup, each level may or may not use the same GL Account.

Once all Tax Jurisdictions have been defined the integration requires Tax Details for both a TAXABLE and NONTAXABLE Tax Group Code. For each Tax Jurisdiction mapping to the Tax Area, select the Tax

Jurisdiction line, click Details to open the Tax Details interface.

On the Tax Details for each level, add a detail for each required Tax Group Code. On the TAXABLE Tax Group Code line, enter the Manage tax rate for the corresponding Tax Level. On the NONTAXABLE Tax Group Code line, enter 0. Note that the Manage tax rate is a decimal value. Dynamics 365 expects a percentage tax rate. Therefore .01 in Manage should be entered as 1 in Dynamics 365.

After completing the Tax Jurisdiction entries and their Tax Details for each Manage Tax Level, complete the Tax mapping by applying the Tax Jurisdiction Codes as Tax Area Lines on the Tax Area interface.

When an invoice flagged as taxable transfers through the integration, the Tax Code applied to that invoice will be assigned as the Tax Area Code on the Sales Invoice Header in Dynamics NAV and the Tax Liable flag will be set to true. For all taxable lines on the invoice, the TAXABLE Tax Group Code will be used for the line in Dynamics 365. All non-taxable lines on the invoice will use the NONTAXABLE Tax Group Code. If an invoice coming through from Manage is not marked as taxable, a Tax Area Code will not be applied to the Sales Invoice Header and the Tax Liable flag will be set to false.

Receivable Invoices

Receivable Invoices in Manage will be created as **Sales Invoices** in Dynamics 365 listed on the Business Manager> Sales > Sales Invoices interface.

Credit Memos

Credit Memos in Manage will be created as **Sales Credit Memos** in Dynamics 365 listed on the Business Manager > Sales > Sales Credit Memos interface.

Expenses

If the Expense: Transfer as Bill option is checked in the Manage Accounting Package setup table, **Expenses** will be created as **Purchase Invoices** in Dynamics 365 listed on the Business Manager > Purchasing > Purchase Invoices interface.

If the Expense: Transfer as Bill option is NOT checked in the Manage Accounting Package setup table, **Expenses** will be created as **DEFAULT batch Purchase Journal Entries** in Dynamics 365 search for "Purchase Journal" it is found under "Tasks"

Products

The "Product ID" field on the Procurement > Product Catalog list in Manage will map to the "No." field on the Item Card screen in Dynamics 365. If a Product in Manage does not exist in Dynamics 365, it will be created automatically.

To accomplish this proceed with the following steps:

First, to create products, we need a bit more information from ConnectWise; so, the Inventory and COGS Accounts will need to be populated. Here's what you do:

1. Go to Setup Tables > GL Accounts
2. Find all Account Types for Products
3. In each Product account type, please fill in the Inventory and COGS accounts

Once those fields have been updated, then you should be good to go!

 Please note that integration does not support serialization of products; so, any serialized products in Manage will be created in Dynamics 365 as non-serialized.

Product Overview

Product ID:	*	10ft Patch Cable
Description:	*	10ft Patch Cable
Category:	*	Hardware ⌄
Subcategory:	*	Network Device ⌄
UOM:	*	Each ⌄
Unit Price:		5.00

ITEM CARD | WORK DATE: 4/8/2019   ✓ SAVED

10FT PATCH CABLE · Patch Cable - 10ft

Process   Item   History   Special Sales P...ce & Discounts   Request Approval   More options   ⓘ

Item   Show more   ⓘ Details   📎 Attachments (0)

No. · · · · · · · · · · | 10FT PATCH CABLE ···   Type · · · · · · · · · | Service ▼   **Picture** ⌄

Description · · · · · · | Patch Cable - 10ft   Base Unit of Me... | EACH ⌄

Blocked · · · · · · · ⬤   Item Category C... |

✱ Costs & Posting 〉   3.99   NO TAX

Prices & Sales 〉   6.06

Item Receipts

Item Receipts in Manage will be created as **Purchase Invoices** in Dynamics 365 listed on the Purchasing > Purchase Invoices interface.

It is important to note a few points on closing and batching Item Receipts out of Manage:

1. An Item Receipt represents the receipt of an item on a purchase order.
2. Item Receipts can be batched immediately after the item has been received and the line item on the Manage Purchase Order has been closed.

3. Item Receipts will be broken into multiple Dynamics 365 Purchase Invoices if:

- Line items are received, closed, and batched separately and/or
- Line items have differing packing Slip Values.

4. Freight will not be accounted for until the Manage Purchase Order itself is closed. Freight will be created as a separate Dynamics 365 Purchase Invoice if the Freight Packing Slip value does not match the PO Number or any line item Packing Slip values.

1. Since Dynamics 365 Purchase Invoice No. values must be unique, the following outline the convention used to create unique Purchase Invoice No. values when Item Receipts are split into multiple Dynamics 365 Purchase Invoices.

- If the Packing Slip value matches the PO Number, the PO Number will be used.
- If the Packing Slip value does NOT match the PO Number, the PO Number + Packing Slip values will be used int he following format: [PO Number]-[Packing Slip]

Therefore, it is necessary to use different Packing Slip values per item if batching line items separately.

Inventory Transfers & Adjustments

Inventory Transfers & Adjustments in Manage will be created as **DEFAULT batch Item Journal Entries** in Dynamics 365 by searching for "Item Journals" in Tasks.

Terms

Billing Terms in Manage will be created as **Payment Terms** in Dynamics 365. The "Terms Xref" field in the System > Setup Tables > Billing Terms screen in Manage will be the "Code" field on the Cash Management >Payment Terms screen in Dynamics 365. The "Due Days" field in Manage will be the amount in the "Due Date Calculation" field + the letter "D" (to indicate days) in Dynamics 365. The "Description" field in Manage will be the "Description" field in Dynamics 365.

Warehouses

Warehouses in Manage will be mapped to **Locations** in Dynamics 365. The "LocationXref" field in the System > Setup Tables > Warehouse List > Warehouse screen in Manage will be the "Code" field on the Dynamics 365 Administration> Locations screen.

Posting Groups

Posting groups for creating new customers/vendors/items.

This data does not flow out of CW. Instead, the user is presented with this popup for any new customers, vendors, or items to be created. For each type of posting group the user can select from available data in Dynamics:

New Items Require Mapping to Posting Groups

	ConnectWise Item	NAV Item Type	Inventory Posting	General Product	VAT Product	Customer Posting	General Business	VAT Business	Vendor Posting
▶	Service	Inventory	N/A	MANUFACT	N/A	N/A	N/A	N/A	N/A
	OtherCharge	Inventory	N/A	MANUFACT	N/A	N/A	N/A	N/A	N/A
	Non-Inventory	Inventory	N/A	MANUFACT	N/A	N/A	N/A	N/A	N/A
	GTCXREF	Customer	N/A	N/A	N/A	DOMESTIC	DOMESTIC	N/A	N/A
	ADM1XREF	Vendor	N/A	N/A	N/A	N/A	DOMESTIC	N/A	DOMESTIC

Done

Clearing Transactions

If you do not have any transactions in Manage that you have already exported to an accounting package, you can skip this section.

If you currently have transactions in Manage that you have either manually created in Dynamics 365 (or otherwise created in accounting software, and therefore have no need to account for them in Dynamics 365), you will not want the integration application to export those transactions into Dynamics again.

To remove unnecessary records from Manage so that the integration does not attempt to export them, navigate to the Finance > Accounting Interface. Go to the Unposted tab to remove unnecessary records. Select the transactions, then click "Actions" > "Remove Records".

You will receive a pop up to confirm this action. Please enter a Batch Number and click "Save".

Remove Records   ✕

Removing records will not transfer to the accounting package or
export to a file. To bring records back, please go to the Open Batches
tab to delete the batch.

Enter Batch Number: *

_____

SAVE   CANCEL

Installation

To install the Mobius Connect for Dynamics 365 Integration, follow the instructions below. Note that the steps and screen shots are from a machine that already had the .NET Framework installed.

1. Go to the installation page:
   http://deployment.mobius-connect.com/Dynamics365Integration/

Mobius Connect for Dynamics 365

Name: Mobius Connect for Dynamics 365

Version: 1.0.3.8

User Guide: **Click here for the User Guide**

Publisher: Gozynta, LLC

The following prerequisites are required:

- Windows Installer 4.5
- Microsoft .NET Framework 4 (x86 and x64)

If these components are already installed, you can launch the application now. Otherwise, click the button below to install the prerequisites and run the application.

Integrating with Business Central 365: The following extension needs to be installed. See the docs

- Gozynta_mobius-connect_1.0.0.8.app

Install

2. Download the Dynamics 365 Extension

MOBIUS CONNECT
by **gozynta**

Mobius Connect for Dynamics 365

Name:	Mobius Connect for Dynamics 365
Version:	1.0.3.8
User Guide:	**Click here for the User Guide**
Publisher:	Gozynta, LLC

The following prerequisites are required:

- Windows Installer 4.5
- Microsoft .NET Framework 4 (x86 and x64)

If these components are already installed, you can launch the application now. Otherwise, click the button below to install the prerequisites and run the application.

Integrating with Business Central 365: The following ext~~~~~
docs

- Gozynta_mobius-connect_1.0.0.8.app

Install

ClickOnce and .NET Framework Resources

Right click the link and choose "save link as"

3. Click **Install**.

Publisher cannot be verified.
Are you sure you want to install this application?

Name:
ConnectWise-Dynamics 365 Integration

From (Hover over the string below to see the full domain):
deployment.mobius-connect.com

Publisher:
Unknown Publisher

Install   Don't Install

While applications from the Internet can be useful, they can potentially harm your computer. If you do not trust the source, do not install this software. More Information...

The installation creates a Mobius Connect for Dynamics 365 Integration desktop icon.

The application will open immediately after installation. You will be required to activate the integration with the license key file. Click "Select License File" to install your license file and activate the integration.

If you do not have a license file, please contact your ConnectWise Account Manager at AccountManager@ConnectWise.com.

---

4. Upload the Mobius Connect Extension for Dynamics 365.

The extension needs to be uploaded through the Sandbox account, then it can be deployed into production from there.

To upload an extension into production, open up the Extension Management screen and navigate to Manage > Upload Extension
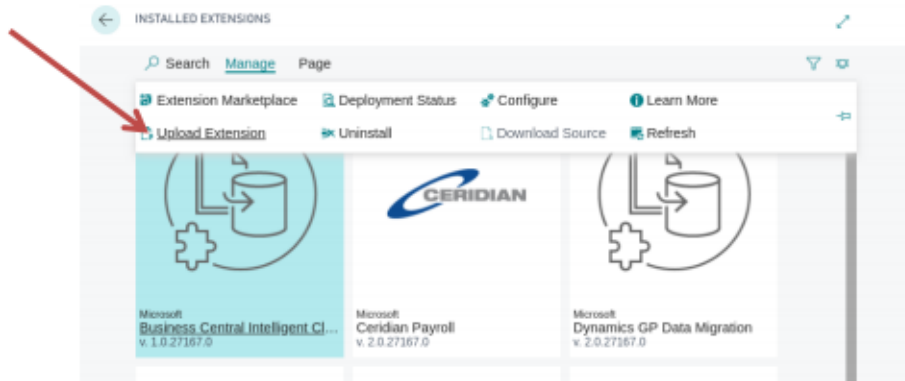
Select the .app extension file, select to Accept the extension, and click Deploy to install the extension.
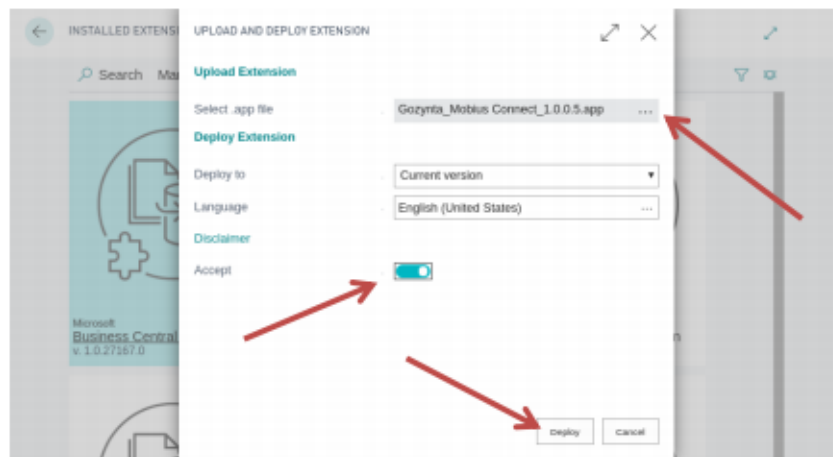
Once the extension is installed you should be able to search for "Mobius-Connect" and find the following Extension.

Logging In

The first time you run the application, you will be prompted for both your Dynamics 365 and Manage credentials. They will be retained on the Login screen for your convenience when you run the application the next time.

1. Enter the following Dynamics 365 information in the Login screen:
   - **OData URL:** URL representing the root of the OData web service.
   - **Company ID:** This is the Dynamics 365 company database.
   - **Credential Type:**
   - **Username & Password:** If using Windows Authentication as the Credential Type, Username & Password are not required. If connecting to Dynamics 365, Username & Password are required.
2. Enter the following ConnectWise Manage information in the Login screen:
   - **Site:** The domain name of the Manage site. For example, "connectwise.mycompany.com".
   - **Company ID:** Your company database ID as assigned by Manage

- **Auth Type:** Select the method of Authentication setup in ConnectWise Manage Configuration
  -
    - **MemberImpersonation:** If using MemberImpersonation **AuthType**, enter your **Member, Integrator User,** and **Integrator Pass**
    - **APIKey:** If using APIKey **AuthType**, enter your **Public Key** and **Private Key**
3. **Save Password:** Check this box if you would like your Dynamics 365 and Manage passwords saved for the next time you run the application.
4. Click **Login**.

Your passwords will be encrypted using Window's built-in cryptography system. Therefore, the saved password will only be allowed to be used by the currently logged in user on the same machine.

Connecting to OData Endpoints

Before you can begin using the integration you must map to the user defined OData endpoints. From the integration interface, navigate to Options > View Modules to open the Enabled Modules screen. Select the Endpoint Mapping Interface and click Configure Module.
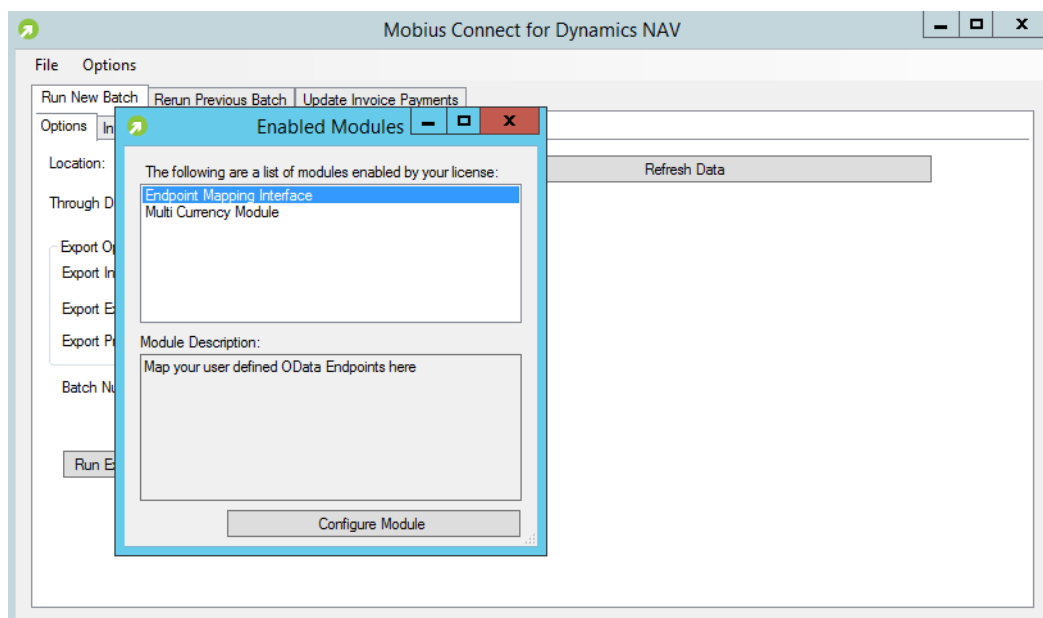
When the Endpoint Mapping Interface opens, it will attempt to validate your mappings. There are 3 possible validation responses.

1. Not all Endpoints have been mapped.
2. At least 1 endpoint failed to validate. Would you like to save a log?
3. Validation PASSED

This validation can also be run manually after the Dynamics 365 Endpoint Mapper has opened by clicking the Validate button. To begin mapping to exposed Dynamics 365 endpoints, click to select the Dynamics 365 Endpoint for each required Dynamics 365 Interface.
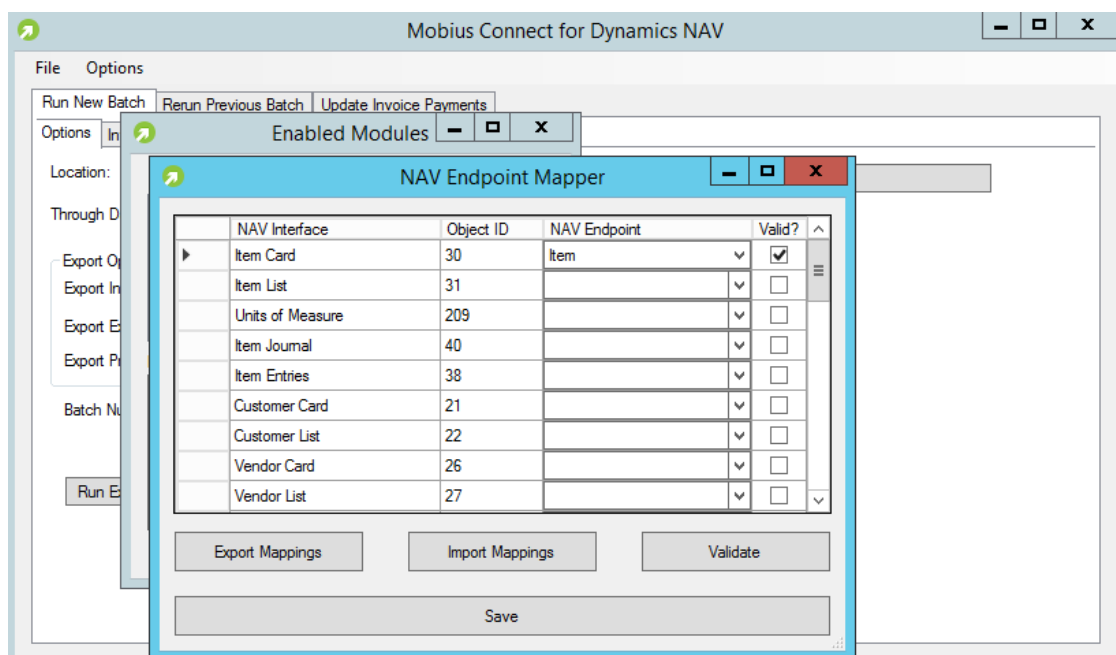
As you populate the Endpoint mappings, validation logic will run and check off the Valid? checkbox for each row. If a row does not check the Valid? checkbox, you can use the Validate button to generate a log containing details. In this case response #2 will display providing the option to save a log. Review of this log will indicate why the validation for a particular endpoint may have failed. Generally, this occurs when a field is missing from the endpoint's Page object. See Additional OData Configuration for details on adding missing fields to an endpoint Page.

After completing the Endpoint mappings, it is recommended to use the Export Mappings button to store your defined mappings. This allows for quickly importing your mappings back into the

integration using the Import Mappings button. This is useful in the event that the integration needs to be installed on a new workstation or reinstalled for any reason. We recommend storing your mappings.json export in the same location as the integration's activation license.

Using the Mobius Connect Application

Logging in

The first time you run the application, you will be prompted for both your Dynamics 365 and Manage credentials. They will be retained on the Login screen for your convenience when you run the application the next time.

1. Enter the following Dynamics 365 information in the Login screen:
- OData URL: URL representing the root of the OData web service.
- Company ID: This is the Dynamics 365 company database.
- Credential Type:
- Username & Password: If using Windows Authentication as the Credential Type, Username & Password are not required. If connecting to Dynamics 365, Username & Password are required.
2. Enter the following ConnectWise Manage information in the Login screen:
- Site: The domain name of the Manage site. For example, "connectwise.mycompany.com".
- Company ID: Your company database ID as assigned by Manage

- Auth Type: Select the method of Authentication setup in [ConnectWise Manage Configuration](#)

-

  - MemberImpersonation: If using MemberImpersonation AuthType, enter your Member, Integrator User, and Integrator Pass
  - APIKey: If using APIKey AuthType, enter your Public Key and Private Key

3. Save Password: Check this box if you would like your Dynamics 365 and Manage passwords saved for the next time you run the application.

4. Click Login.

> Your passwords will be encrypted using Window's built-in cryptography system. Therefore, the saved password will only be allowed to be used by the currently logged in user on the same machine.

Connecting the OData Endpoints

Before you can begin using the integration you must map to the user defined OData endpoints. From the integration interface, navigate to Options > View Modules to open the Enabled Modules screen. Select the Endpoint Mapping Interface and click Configure Module.
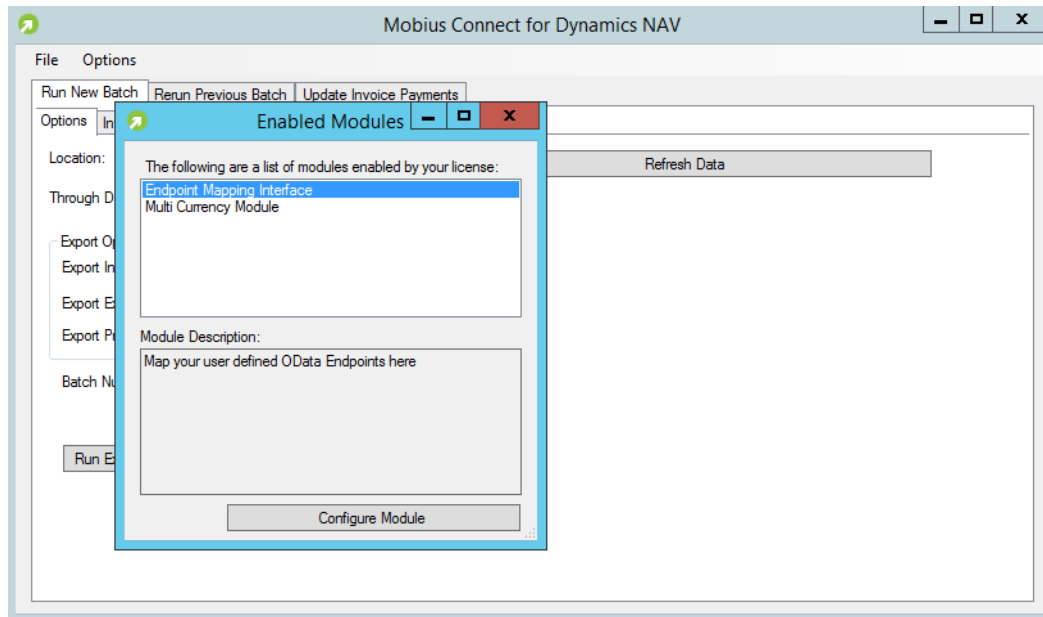
When the Endpoint Mapping Interface opens, it will attempt to validate your mappings. There are 3 possible validation responses.

1. Not all Endpoints have been mapped.
2. At least 1 endpoint failed to validate. Would you like to save a log?
3. Validation PASSED

This validation can also be run manually after the 365 Endpoint Mapper has opened by clicking the Validate button. To begin mapping to exposed 365 endpoints, click to select the 365 Endpoint for each required 365 Interface.
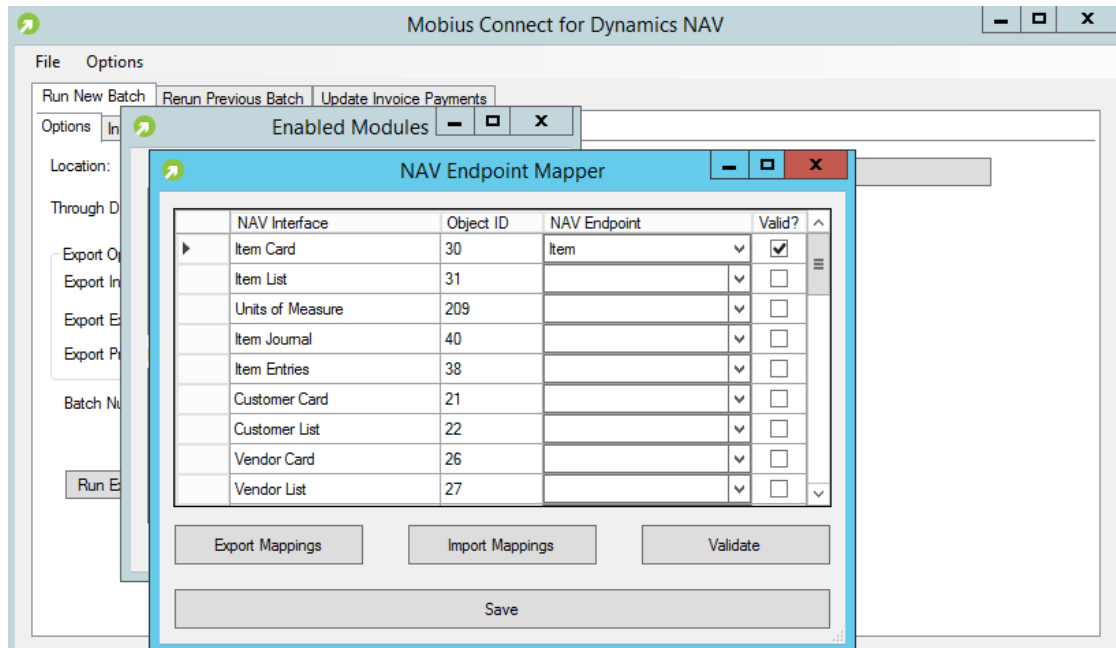
As you populate the 365 Endpoint mappings, validation logic will run and check off the Valid? checkbox for each row. If a row does not check the Valid? checkbox, you can use the Validate button to generate a log containing details. In this case response #2 will display providing the option to save a log. Review of this log will indicate why the validation for a particular endpoint may have failed. Generally, this occurs when a field is missing from the endpoint's Page object. See Additional OData Configuration for details on adding missing fields to an endpoint Page.

After completing the Endpoint mappings, it is recommended to use the Export Mappings button to store your defined mappings. This allows for quickly importing your mappings back into the integration using the Import Mappings button. This is useful in the event that the integration needs to be installed on a new workstation or reinstalled for any reason. We recommend storing your mappings.json export in the same location as the integration's activation license.

Additional OData mapping for 365

Certain Dynamics 365 extensions or configurations may prevent the integration from successfully importing data to certain OData Pages. You can update (or "Design") Pages in Dynamics 365 manually through the Sandbox environment, and then publish them into your

Production environment, or you can request a custom extension to fix identified out-of-the-box issues.

To manually Design changes to a Page, navigate to the desired Page in the Dynamics 365 sandbox environment, click the cog in the upper right, and click Design. In this example, we're going to add "External Document No" to the General Ledger Entries Page.

When Design mode initializes, click More > Field

A sidebar will open to the right with all the available fields the Page can contain. Search for the field to be added, then click and drag the field onto the Page in the desired location.

After the field loads into the Page, click Stop designing. You will be required to publish the changes, providing values for Extension Name and Publisher. **Be sure to select the Download Code checkbox so that the published extension can be uploaded into your production environment**. Click Save after inputting the required values to download the published extension.

The Main Screen

The following is a guide of the various parts of the Main Screen.
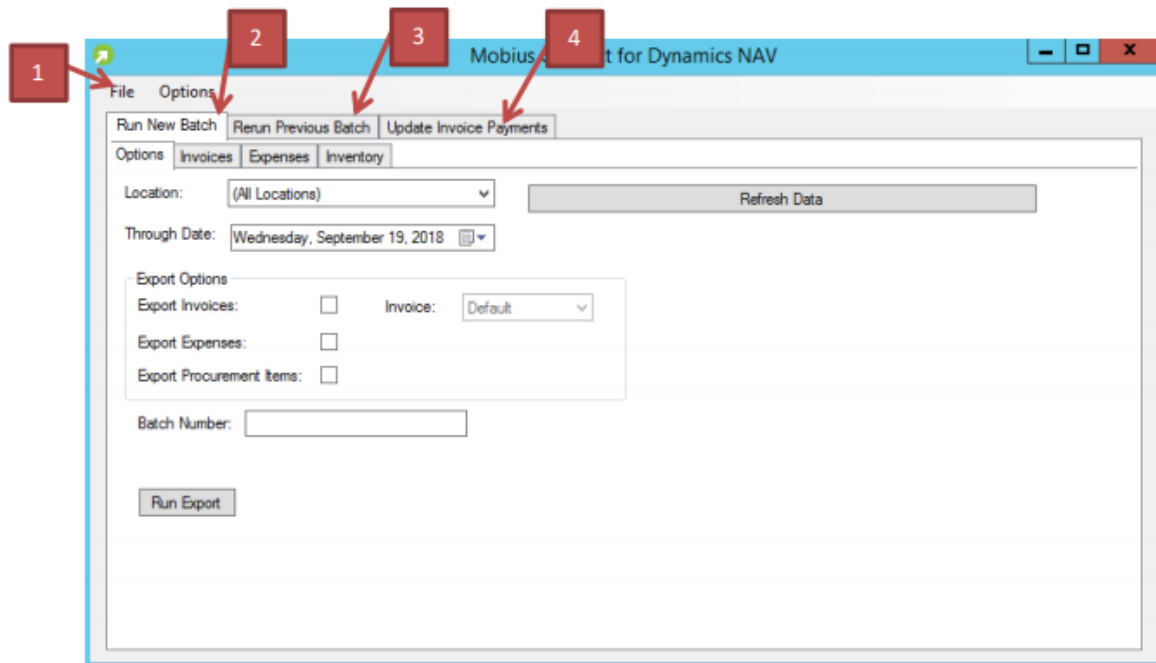
1. **File Menu**: The file menu gives you the ability to exit the application, install a new license, or logout and return to the login form.
2. **Run New Batch Tab**: This tab allows you to select transactions and options needed to run a batch, which will export a list of transactions from Manage and import them into Dynamics 365.
3. **Rerun Previous Batch**: This tab allows you to select a batch that was previously run. This is useful for running a batch that successfully imported to Dynamics 365, but for reasons (such as a backup restore on the Dynamics 365 system), needs to be run again.
4. **Update Invoice Payments**: This will look for updated balances on Accounts Receivable invoices in Dynamics 365 and update the corresponding Manage invoice with the amount that has been paid.

Running a New Batch

Setting up the Batch

The following explains how to use the integration application to run a new batch. This operation will export transactions that you select from Manage and import them into Dynamics 365. When the operation finishes, a new "Batch" is created in Manage that remembers the transactions that were part of the batch.
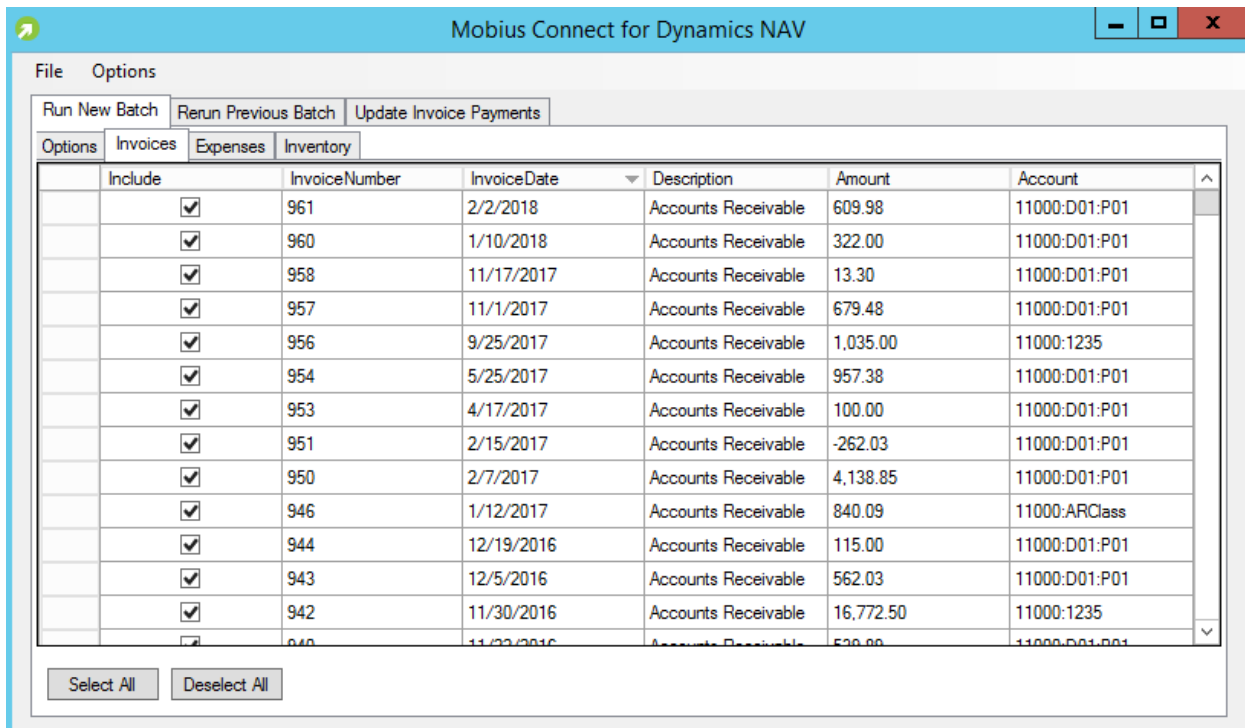
1. **Select Location –** If you are going to import records from a specific office location, choose the location from the dropdown box. To import records from all available locations, leave the field blank. If you have a location that is not present in the combo box, then that location does not have any transactions to export.

2. **Select Through Date –** If you wish to only select transactions that occurred up to a certain date, select that date as the "through date". Transactions that occurred after the "Through Date" will not show as transactions that you can select for the batch.

3. **Select Export Options –** Select the various options that will control the export. These options are described below:

   a. **Export Invoices –** Check this box to have AR Invoices exported as part of the batch. Leaving this box unchecked means that AR Invoices will not be exported as part of the batch.

   b. **Invoice -** This dropdown allows you to select the level of detail that is shown on an invoice line. For example, the invoice line for a Service Ticket in Manage might show in its description "Ticket #1234 – Set up computer for new hire". With "Default" selected, this invoice line will simply say "Service." The "Condensed" option will provide brief details and the "Detailed" option will provide extensive details.

   c. **Export Expenses –** Check this box to have reimbursable exported as part of the batch.

   d. **Export Inventory –** Check this box to have inventory transactions (Item Receipts, Inventory Adjustments, and Inventory Transfers) included as part of the batch.

You may sometimes find that a transaction you expected to be listed is not because of a missed step somewhere along the way (such as an invoice never having been marked as "Closed"). After performing this step, you can press "Refresh Data" in order for that transaction to show up in the list of transactions.

Note that transactions in Manage are set up to use the accounts as they existed at the time the transaction was closed. For example, if the Manage GL Setup Table has 1100 set for Accounts Receivable account in the Manage GL Setup Table to 1200, the Invoice will STILL use the old status, save the change, then set it back to a "Closed" status, and save again. This will effectively "reset" the GL accounts against which the invoice is set.

Selecting Specific Invoices

By clicking on the "Invoices" tab, you can explicitly control which invoices you want to include in the batch.

Checking the checkbox in the "Include" column will cause the transaction to be included in the batch. Conversely, unchecking the checkbox in the "Include" column will cause the transaction to NOT be

included in the batch. You may also click the "Select All" or "Deselect All" buttons to check or uncheck all transactions, respectively.

Selecting Specific Expenses

By clicking on the "Expenses" tab, you can explicitly control which reimbursable expenses you want to include in the batch.

Checking the checkbox in the "Include" column will cause the transaction to be included in the batch. Conversely, unchecking the checkbox in the "Include" column will cause the transaction to NOT be included in the batch. You may also click the "Select All" or "Deselect All" buttons to check or uncheck all transactions, respectively.

Selecting Specific Inventory Transactions

By clicking on the "Inventory" tab, you can explicitly control which Item Receipts, Inventory Adjustments, and/or Inventory Transfers you want to include in the batch.

Mobius Connect for Dynamics NAV

Include	RecID	Description	Date ▼	Amount	VendorInvoiceDate	VendorInvoiceNumb
☑	158-148-purchase	PO #148, Packin...	5/3/2018 2:38 AM	51.75	2016/04/20 12:0...	15544
☑	176-746-purchase	PO #746, Packin...	4/13/2018 9:59 ...	288.21		
☑	118-107-purchase	PO #107, Packin...	2/21/2017 11:27 ...	15.50	2014/12/05 12:0...	88949
☑	117-106-purchase	PO #106, Packin...	2/21/2017 11:26 ...	110.25	2014/12/03 12:0...	51841
☑	175-164-purchase	PO #164, Packin...	2/15/2017 12:23 ...	76.15		
☑	116-105-purchase	PO #105, Packin...	12/19/2016 10:2...	15.50	2014/11/30 12:0...	1251
☑	173-162-purchase	PO #162, Packin...	11/29/2016 12:4...	203.48		
☑	171-160-purchase	PO #160, Packin...	10/11/2016 12:1...	36.23		
☑	169-158-purchase	PO #158, Packin...	9/20/2016 10:16 ...	75.90	2016/09/20 12:0...	
☑	167-156-purchase	PO #156, Packin...	9/7/2016 10:44 ...	4.00	2016/09/07 12:0...	
☑	166-155-purchase	PO #155, Packin...	6/28/2016 12:14 ...	0.00	2016/06/28 12:0...	
☑	163-153-purchase	PO #153, Packin...	5/13/2016 10:22 ...	263.24	2016/05/13 12:0...	
☑	162-152-purchase	PO #152, Packin...	5/13/2016 10:06 ...	324.40	2016/05/12 12:0...	
☐	161-d#Dackin.Cl	PO #151, Packin	5/4/2016 9:49 AM	0.00	2016/05/04 12:0	

Select All   Deselect All

Checking the checkbox in the "Include" column will cause the transaction to be included in the batch. Conversely, unchecking the checkbox in the "Include" column will cause the transaction to NOT be included in the batch. You may also click the "Select All" or "Deselect All" buttons to check or uncheck all transactions, respectively.

Select a Batch ID

Once you select the transactions that you want to export in the batch, you must pick a Batch Number.

Manage recommends that you use a separate batch for Invoice, Expense, and Inventory transactions. In order to ensure that your batch numbers stay unique and easy to understand, a naming convention is also recommended. A common naming convention might be the date, initials of the person running the batch, and the type of batch being run. For example, if John Doe were to run three batches on January 1st of 2013, he might run the integration three times with the following batch numbers:

- 20130101JD-I (Used for all invoice transactions)
- 20130101JD-E (Used for all reimbursable expense transactions)

- 20130101JD-P (Used for all inventory transactions. "P" stands for "Procurement")

Determine which Batch Number you wish to use and type it into the "Batch Number" field.

Run the Batch

Click "Run Export". This will start the export process.
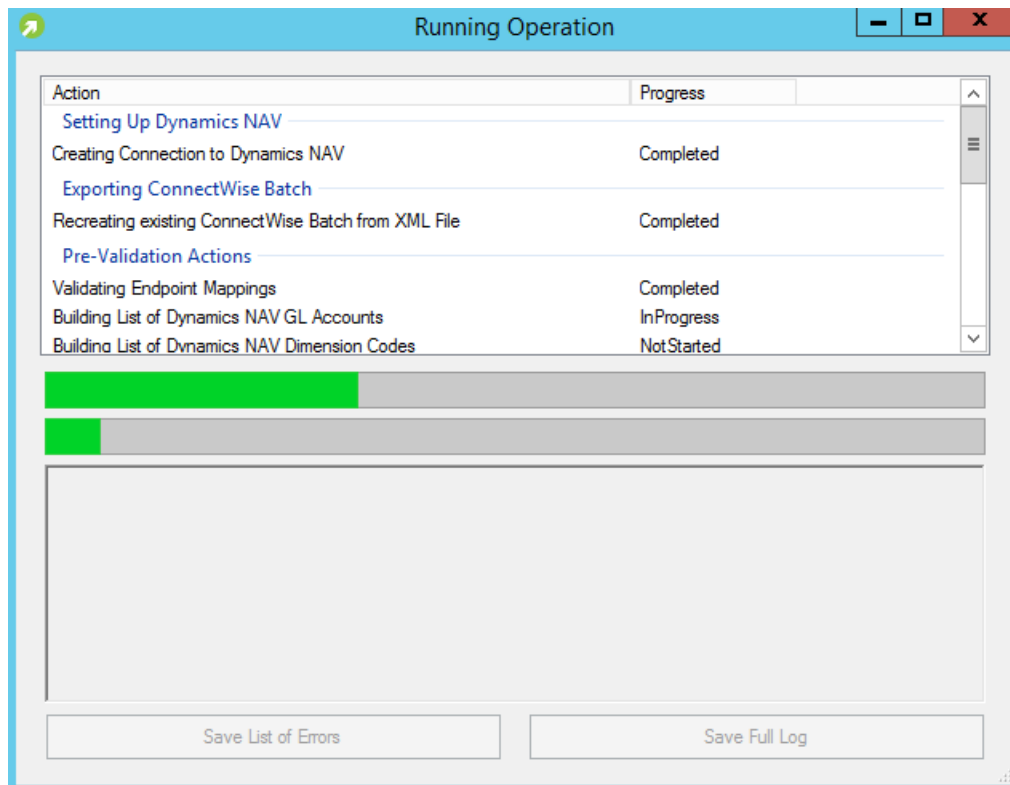
Once started, a screen will appear that provides the status of the export process. When the export process completes, you will have a description of the results in the lower part of the screen. At this point, you can save a log of the results:

- Click "Save List of Errors" to create a file that contains the list of errors that occurred. You might have to fix issues with various transactions and then rerun. Having this list of errors is helpful for listing those errors.
- Click "Save Full Log" to create a file that contains much more information on the errors and the cause of those errors. This log is useful if you have a question on a specific error

message and would like to send it to a Mobius Works support technician, as it provides us a great deal of information that helps us discover what happened.

When the export finishes, you will be left in one of three states. You should read the text in the output screen to determine the results of your batch. In general, you will experience one of three results:

1. The batch failed

In this case, an error occurred before any transactions started to be imported into Dynamics 365. These errors might be as simple as not being able to connect to either Manage or Dynamics 365.

Additionally, this integration performs a number of validation checks before starting to push transactions to Dynamics 365. An example validation is to check to make sure that a Vendor has been mapped successfully and the Vendor ID it was mapped to exists in the Dynamics 365 system. If any such validations fail, the batch will fail entirely.

You should fix whatever the error messages indicate and try to run the batch again. Because no transactions were exported, just as if you had never run the batch.

2. The batch completed successfully

In this case, the batch was run successfully. All selected transactions were exported to Dynamics 365 and no errors occurred. Additionally, Manage was updated with the information of all the transactions, creating a new "Batch" with the Batch ID provided that stores the list of transactions that were selected. These transactions will no longer show in the integration screen since they are considered to have been transferred to Dynamics 365.

3. The batch completed, but some transactions contained errors

In this case, all the validation passed, and at least one transaction was successfully imported into Dynamics 365. However, there were some transactions that failed. In this case, a batch is still created with the transactions that did successfully transfer. Since a batch was created for the successful transactions, another batch will need to be created once the unsuccessful transactions are corrected based on the suggestion(s) in the error message.

For example, assume that John Doe ran batch "20130101JD-I", which pushed 25 successful invoices to Dynamics 365, but failed on three invoices. John should correct the issues described by the error messages, and then create another batch for these last three. This new batch number could be called "20130101JD-I-1"

Validating a Batch

Although the integration program itself performs a number of validations (such as checking to make sure that an account specified on a transaction is an account in Dynamics 365), it is a good idea to check some of the data to ensure that things have worked reliably.

Invoices

To verify invoices in Dynamics 365, navigate to Sales > Sales Invoices:

Expenses

With Transfer as Bill Enabled

To verify expenses in Dynamics 365, navigate to Purchasing > Purchase Invoices:

CRONUS USA, Inc. | ‹ Finance ⌄   Cash Management ⌄   Sales ⌄   **Purchasing** ⌄   Setup & Extensi⌄

Purchase Invoices: All ⌄   🔍 Search   ➕ New   🗑 Delete   Invoice ⌄   Posting ⌄   Release ⌄   Navigate ⌄

No. ↑	Buy-from Vendor No.	Buy-from Vendor Name	Vendor Invoice No.	Location Code	Assigned User ID
107209	10000	Fabrikam, Inc.	107209		
107210	20000	First Up Consultants	107210		
107211	30000	Graphic Design Institute	107211		
8906ADMI...	ADM1XREF	Admin1 T. Training	8906		
91	GTVXREF	Gold Test Vendor			
9149ADMI...	ADM1XREF	Admin1 T. Training	9149		
9151ADMI...	ADM1XREF	Admin1 T. Training	9151		
93	GTVXREF	Gold Test Vendor			
94	GTVXREF	Gold Test Vendor			
95	GTVXREF	Gold Test Vendor			
96	GTVXREF	Gold Test Vendor			

ⓘ Deta

Incom

Name

Vendo

Vendor I
Name
Phone N
Email
Fax No.

With Transfer as Bill Disabled

To verify expenses not created as an AP Invoice in Dynamics 365, search for "Purchase Journals" under tasks.

TELL ME WHAT YOU WANT TO DO   ⤢ ✕

purchase journals

Go to Pages and Tasks

›   Purchase Journals   Tasks

Documentation   Show all (20)

⑦   How to Create Financial Journals
      Financial journals are used to register bank account transactions. A financial journal lets y...

Inventory

To verify inventory in Dynamics 365, navigate to Sales > Items:

No. ↑	Description	Type	Quantity on Hand	Substi... Exist	Assem... BOM	Base Unit of Measure	Cost is Adj...
10FT PATC...	Patch Cable - 10ft	Service	_	No	No	EACH	☑
1896-S	ATHENS Desk	Inventory	4	No	No	PCS	☑
1900-S	PARIS Guest Chair, black	Inventory	0	No	No	PCS	☑
1906-S	ATHENS Mobile Pedestal	Inventory	5	No	No	PCS	☑
1908-S	LONDON Swivel Chair, blue	Inventory	3	No	No	PCS	☑
1920-S	ANTWERP Conference Table	Inventory	10	No	No	PCS	☑
1925-W	Conference Bundle 1-6	Inventory	0	No	Yes	PCS	☑
1928-S	AMSTERDAM Lamp	Inventory	8	No	No	PCS	☑
1929-W	Conference Bundle 1-8	Inventory	0	No	Yes	PCS	☑
1936-S	BERLIN Guest Chair, yellow	Inventory	100	No	No	PCS	☑
1953-W	Guest Section 1	Inventory	-49	No	Yes	PCS	☑
1960-S	ROME Guest Chair, green	Inventory	2	No	No	PCS	☑
1964-S	TOKYO Guest Chair, blue	Inventory	4	No	No	PCS	☑
1965-W	Conference Bundle 2-8	Inventory	-81	No	Yes	PCS	☑
1968-S	MEXICO Swivel Chair, black	Inventory	10	Yes	No	PCS	☑

Inventory Adjustments & Transfers

To verify inventory adjustments and transfers in Dynamics 365, navigate to Sales > Item. Then under Process, select "Item Journal"

Credit Memos

To verify credit memos in Dynamics 365, navigate to Sales >Sales Credit Memos:

Rerunning an Existing Batch

There might be a rare case where you have previously run a batch, and you wish to run that batch against your Dynamics 365 software again. For example, you might have run a batch successfully, only to have the Dynamics 365 software require to be restored from a backup, thus losing all of the changes. In this case, you'd want to rerun the batch.

One way to do this would be to use the Accounting Interface screen in Manage to delete the batch, but this means that you would have to carefully select the transactions again, which could be error-prone.

Another possibility is to click the "Rerun Existing Batch" tab in the integration program. In this tab, you would type in the Batch ID, then click "Run" rerun the batch. The batch is then rerun against the Dynamics 365 database.

WARNING: While this can be useful, this feature can be used to duplicate transactions in the Dynamics 365 system. This could occur if the transactions created in the Dynamics 365 system, as a
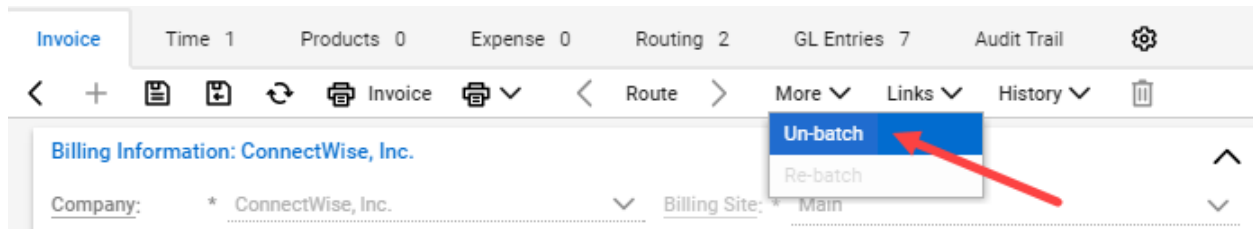
result of the first run of the batch, still exist in the Dynamics 365 system when the batch is rerun! **Use caution when rerunning batches!**

Un-posting Transactions

Invoices

If you feel you've made an error on a particular invoice, you have the ability to un-batch it individually. Go to the Invoice and click on "More" > "Un-batch".

Click OK to the verification message. The invoice will then be un-batched and will return to the unposted Invoices list in the integration, ready to be exported. Please note that this did not delete the invoice from your accounting package. You will need to do that manually.

Batches

If you feel you have made an error and need to restore some of the transactions that have been previously batched from the "Unposted" tabs, you can delete the batch in Manage at Finance > Accounting Interface > Open Batches. Click the checkmark next to the batch, then click "Actions" > "Delete Batches".
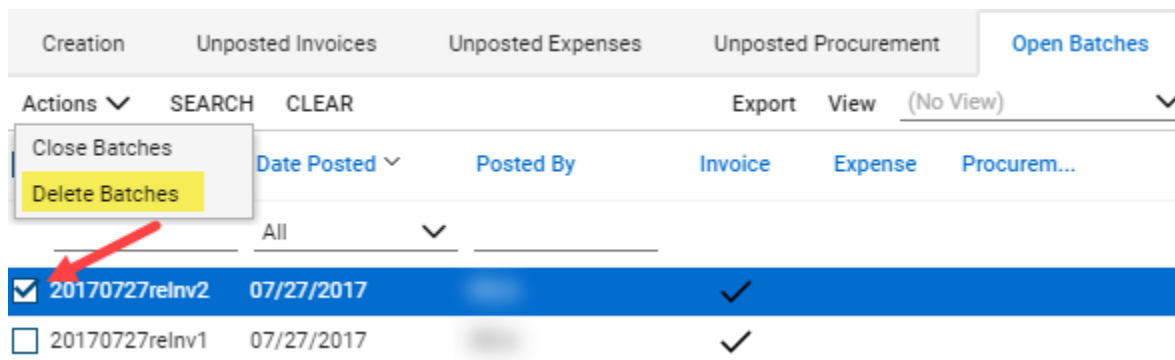
Click OK to the verification message. The batch will then be deleted, and the transactions are again listed on the "Unposted" tabs, ready to be exported. Please note that this did not delete the transactions from your accounting package. You will need to do that manually.

If you choose Close instead of Delete, then the transactions will stay posted and you will no longer be able to see the batch, in this case, you will need to contact your ConnectWise Consultant at Consulting@ConnectWise.com to restore it for you if you ever need it again. As a result, it is recommended to never Close a Batch in Manage.

Synchronizing Invoice Payments

Your typical workflow will include creating invoices in Manage, and exporting those invoices to Dynamics 365. However, when you receive payments from customers, you will use Dynamics 365 to record that the payment was received. Since it is useful to be able to look at an invoice in Manage and know if that invoice has been paid without needing to access Dynamics 365, the integration program allows you to synchronize payment updates so that Manage shows you what payments have been made to invoices. Use the following steps to accomplish this:

1. At the integration main form, click on the "Update Invoice Payments" tab.
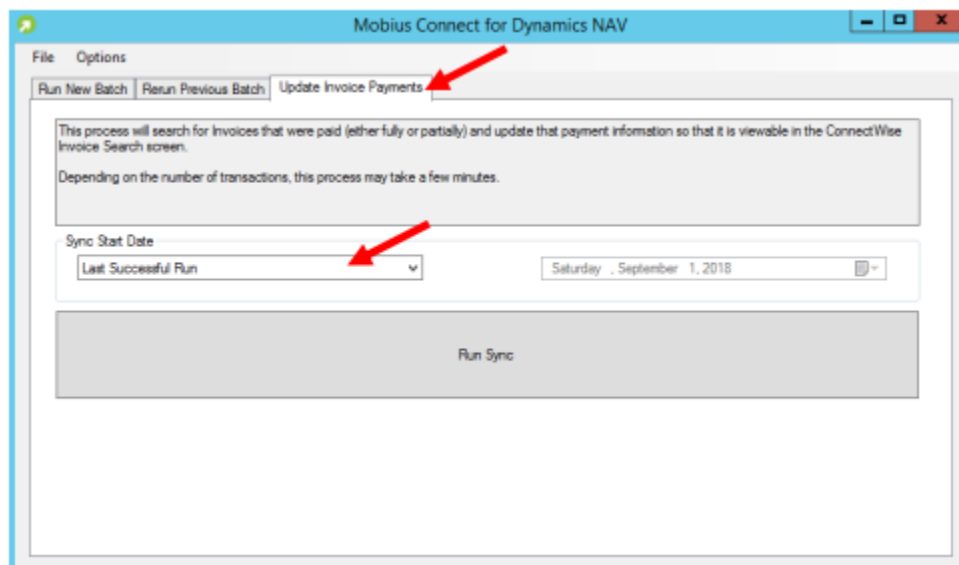
2. Select the "Start Date". You will have the following options for a Start Date:

- **Last Successful Run**: Will synchronize all invoices that were updated with new payment info in Dynamics 365 since the last time the current user ran a synchronization on the current computer.
- **Past Week**: Will synchronize all invoices that were updated with new payment info in Dynamics 365 in the past 7 days.
- **Past Two Weeks**: Will synchronize all invoices that were updated with new payment info in Dynamics 365 in the past 14 days.
- **Past Month**: Will synchronize all invoices that were updated with new payment info in Dynamics 365 since the current day in the past month (e.g., if today is the 10th of April, all invoices updated on March 10th and later will be synced).
- **Custom Date**: Will synchronize all invoices that were updated with new payment info in Dynamics 365 since a date of your choosing up until today.

3. Click "Run Sync".

All invoices that were updated on or after the Start Date will have their payment info updated in Manage. This info includes the total amount that has been paid, and the date that the invoice was paid in full. You can view these results in Manage "Invoice Search" screen, by accessing Finance -> Invoice Search. Each invoice will have a "Paid Amount" and "Date Paid" field. Note that the "Date Paid" field will only be filled with a date if the invoice was paid in full.

Unlike transactions, it is perfectly valid to update an invoice even after it has been updated. If an invoice has a $50 payment received on March 1, 2020, and you run the invoice synchronization more than once over that day, the second time will just leave the paid amount in Manage at $50, and no harm will be done. Therefore, if you are unsure of the last date that a synchronization was run, it is better to pick a date far in the past.

Note: At this time the integration has no way to distinguish invoices from Manage generated by the integration and invoices created manually in Dynamics 365 that do not correspond to an invoice in Manage. It is possible during payment sync that the integration will find payments made against

invoices that do not exist in Manage. If this happens, you will receive errors stating an invoice(s) could not be found in Manage. While this may be disconcerting, the payment sync action will continue to run and update invoices that do exist in Manage.

Modules

Multi-Currency Module

If you would like to support multi-currency, navigate to Options > View Modules and select the Multi Currency Module. Check the "Enable" box if you would like to support multi-currency. Conversely, uncheck this box to disable multi-currency support. If enabled, a "Configure Module" button will appear to set your base currency.
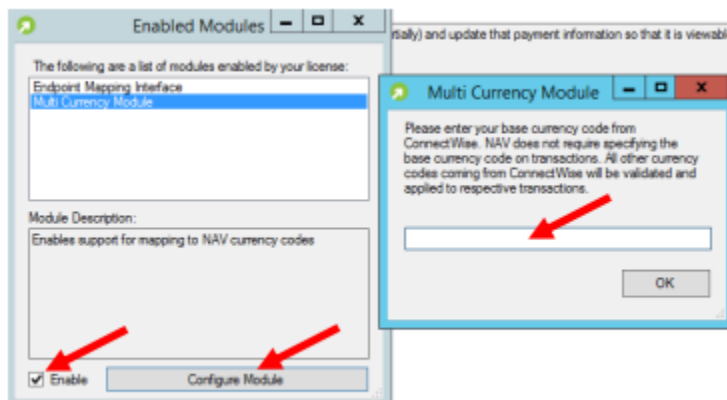
Extensions

If you are using Dynamics 365, then you may desire an extension to customize features. The extensions need to be uploaded through the Sandbox account, then it can be deployed into production from there. To upload an extension into production, open up the Extension Management screen and navigate to Manage > Upload Extension

Customer Support

If you have any questions, please feel free to contact our consulting team at Help@ConnectWise.com or www.ConnectWise.com/chat.

Contact Us

For more information about any of our products or services, please feel free to contact your Account Manager at AccountManager@ConnectWise.com.

Don't have an Account Manager yet? No problem! Please feel free to contact us at http://www.connectwise.com/contact-us.

Please note that these requests go directly to ConnectWise as part of your support agreement with them; these requests do not go to Gozynta.