



Suite Engine Channel Sales Manager Release Notes

Product: Channel Sales Manager for BigCommerce

Release: 2.0

Version: 2.0.2022042220.45164

Release Date: 04/22/2022

Minimum Business Central Version Compatibility: 18.2

Please install this release in your Business Central sandbox environment for testing. It is Suite Engine's recommendation that you test not only the areas specifically addressed within this release but all of your business processes, so that you may confirm that changes introduced in this release have not created issues in other parts of your application. These release notes should be fully reviewed as part of your testing process, as they may include information on new setup and configuration requirements separate.

If you encounter issues in your testing, please contact your Suite Engine partner or file a support ticket at <https://suiteengine.com/support>.

Once you have completed testing in your sandbox, you can proceed to installing this release in your live environment. Suite Engine recommends that users be logged out of Business Central prior to installation of the release; if this is not possible, please advise your users that it may be necessary to refresh or log out/log in to Business Central in order to continue working with the application.

This release is issued under the assumption that you have kept your existing Suite Engine applications current. Suite Engine cannot be held responsible for any issues that arise out of installing this release into an out-of-date environment.

This release is compatible with the Business Central version listed above as the **Minimum Business Central Version Compatibility** and all subsequent Business Central versions; if you are deploying this release in a Business Central environment that has an earlier version than this value, functionality may not work as intended.

This release may introduce new table objects or modifications to existing ones. If you are maintaining configuration packages for the purpose of moving data to and from database environments, you are advised to take note of any table changes (for a complete list of release objects, see [here](#)) and make any adjustments to these packages as needed.

Release Overview

Upgrade Instructions

This release introduces a new **Channel Shipping Method** field (field number 205) to the **CSM Order** table, which replaces the **Ship Service Level** field (field number 200). If you are upgrading your existing CSM integration with this release, you must make the following changes to ensure that your solution continues to operate as desired:

1. Update your existing API mapping. In the **CSM API Functions** page, select the API function code *GETORDERADDRESS*. Choose the **API Mappings** button in the ribbon, and in the **CSM API Mappings** page, locate the existing mapping for table 70338221, field 200 and update this field number to 205.
2. Update any custom extensions that use the legacy **Ship Service Level** field to use the new **Channel Shipping Method** field.



Features and Functionality

- Support for Microsoft Dynamics 365 Business Central 2022 Wave 1 (version 20) has been added to CSM for BigCommerce.
- Field captions on various CSM pages have been updated to use BigCommerce-specific terminology.
- Channel credentials such as store IDs and secret tokens are now stored in a separate **API Credential** table, rather than API sets. This provides companies with greater flexibility in the setup and maintenance of BigCommerce channel credentials. As part of this, the **Credentialing Sales Channel** field in the **CSM Sales Channel** table allows users to indicate that a particular sales channel's API functions are to be run according to the credentials of another channel. See the [in-depth feature description](#) for more details.
- Supporting data retrieval has been added for the following data types:
 - Shipping Methods
 - Shipping Carriers

This functionality can simplify setup activities by allowing users to instantly populate CSM tables with records that have been retrieved from a default data load. See the [in-depth feature description](#) for more details.

- BigCommerce-specific accommodations have been made to support the addition of a new **Channel Shipping Method** field has been added to the **CSM Shipping Method** and **CSM Order** tables and their related pages in CSM Core. This field replaces the existing **Ship Service Level** field, which is where an external platform's retrieved shipment method code was stored. The existing field entered these retrieved values as Business Central codes, which resulted in a format that was incompatible with some platforms. The new field retrieves these values as text, which will support all data retrieval scenarios. See the [upgrade instructions](#) for more details.
- CSM for BigCommerce now supports product records that have multiple variant records:
 - The ability to retrieve product variants from BigCommerce and build the corresponding CSM listing records in Business Central. See the [in-depth feature description](#) for more details.
 - The Send Availability to Channel action can be executed against CSM listing records for product variants.
- Server -issued status codes that are generated as a response to CSM API message requests are now being recorded in the **HTTP Response Status Code** field in the **CSM API Message** table.
- Several improvements have been made to the way in which CSM handles API request errors that are due to BigCommerce being unable to provide a response to the request:
 - Previously, failure to obtain a response for any request would abort the entire automation routine. This has been changed so that the automation routine continues to run after an API request returns a no response error.
 - The **Response** FastTab on the **CSM API Message** record that is created for an erroneous API request now presents the actual error message (previously this field defaulted to a value of *No Response*).

Corrections

- A hexadecimal error was being generated when attempting to parse non-English characters, such as Arabic or Chinese. This has been corrected.

Miscellaneous

- CSM for BigCommerce's automated test scripts have been expanded to include additional testing scenarios.
- CSM for BigCommerce's default demo data load has been updated to store demo credentials in Azure Key Vault.
- CSM for BigCommerce's default demo data load has been updated to support new features introduced with this release.



In-Depth Features

Setting Up Channel Credentials

The credentials that you entered in the setup wizard are used to validate requests to send data between Business Central and an external channel environment. Certain API calls are performed against specific sales channel records, and require the presence of credentials at the sales channel record level. In some scenarios, it may be that an organization has multiple sales channels that all use the same credentials. In such a scenario, it is possible to define credentials for one sales channel, then define that channel as the “credentialing sales channel” for other sales channels. When an API call is made against a sales channel, CSM will use the credentials that exist for the channel’s defined credentialing sales channel to validate that API process. In this way, CSM users do not have to maintain access credentials for every sales channel that is set up in Business Central.

Note that the need to share credentials across multiple channels may vary according to your business. Consider the following examples:

- **Scenario 1:** You have a United States presence in 15 states, and have defined a separate sales channel for each state. In this scenario, you may have a single set of credentials that you wish to apply to all 15 channels. In such a scenario, you set up the credentials for your Georgia channel, then make the Georgia channel your credentialing channel for your channels in Florida, Texas, etc. When you process an API activity through your Florida channel, for example, the credentials that have been set up for Georgia will be used.
- **Scenario 2:** You have a North American and a European presence, with a separate sales channel in each region. In this case, you may have two separate sets of credentials for North America versus Europe. In such a scenario, you assign these separate credentials to each of these channels.

You can identify a sales channel’s credentialing sales channel in the **Credentialing Sales Channel** field in the **API Data FastTab** on the **CSM Sales Channel** card. If this value is left blank, CSM will use the channel as its own credentialing channel.

You can view the credentials that have been defined for a sales channel by choosing the Actions tab in the ribbon, selecting the **API and Automation** group, and then choosing the **API Credentials** option. If you entered credentials when you were creating the sales channel via the setup wizard, the necessary API credential records will have been automatically created. If this information was not entered in the setup wizard (and you do not wish to use existing credentials), these records must be manually set up on this page.

Supporting Data Retrieval

CSM allows you to retrieve or load the following supporting data types into Business Central from an integrated BigCommerce platform:


- Shipping Methods
- Shipping Carriers

Retrieving Shipping Methods

BigCommerce requires the setup of “shipping zone” records that represent different geographical shipping regions. Each shipping region then has separate enabled shipping quotes. Shipping quotes represent static delivery scenarios such as free shipping and flat rate shipping, as well as specific shipping carriers.



You can instruct CSM to retrieve shipping zone and shipping quote records from Big Commerce and automatically create corresponding CSM records:

1. Choose the  icon, enter **CSM Sales Channels**, and then choose the related link.
2. Open the CSM sales channel record for which you want to retrieve shipping methods.
3. Choose the **Related** ribbon, then select the **Setup** menu and choose the **Shipping Methods** action.
4. In the **CSM Shipping Methods** window, choose the **Actions** ribbon, then choose the **Retrieve Shipping Methods** action.

CSM retrieves shipping quote records from the sales channel's connected BigCommerce store and creates new CSM shipping method records for each one.


5. In the **Shipping Agent Code** field, use the AssistButton to assign a Business Central shipping agent code to the shipping method.
6. If you want to further associate a particular shipping agent service to the shipping method, use the AssistButton in the **Shipping Agent Service Code** field to assign one of the selected shipping agent's defined services.
7. If you want to post a shipping method's shipping charges to a Business Central account, use the **Shipping Order Charge Type** and **Shipping Order Change No.** fields to identify the account to which charges will be recorded.

Note: CSM also retrieves shipping zone records from the connected BigCommerce store and assigns them to the CSM sales channel. You can review these records from the CSM sales channel record by choosing the **Related** ribbon, then selecting the **Setup** menu and choosing the **Shipping Zones** action. These records are not associated to corresponding Business Central records and exist purely to facilitate the linkage of CSM shipping methods to Business Central shipping agents. It is not recommended that you modify these retrieved shipping zone records.

Retrieving Shipping Carriers

By default, BigCommerce supports common carriers such as FedEx, UPS, and USPS. Supported carriers are determined by BigCommerce and not subject to expansion or change; it is not possible for BigCommerce users to manually set up new records.

You can automatically load new CSM shipping carrier records that are based on BigCommerce's default records:

1. Choose the  icon, enter **CSM Sales Channels**, and then choose the related link.
2. Open the CSM sales channel record for which you want to import shipping carriers.
3. Choose the **Related** ribbon, then select the **Setup** menu and choose the **Shipping Carriers** action.
4. In the **CSM Shipping Carriers** window, choose the **Actions** ribbon, then choose the **Retrieve Shipping Carriers** action.

CSM creates new CSM shipping carrier records based on the default shipping providers that are supported by BigCommerce. If CSM is able to identify a Business Central shipping agent code that is identical to a CSM shipping carrier record's external ID, it will automatically link these records by assigning the value in the **Shipping Agent Code** field. If CSM cannot identify a shipping agent code that matches a CSM shipping carrier's external ID, a new shipping agent code will be created and assigned to the CSM shipping carrier line.



Note: the functionality to load CSM shipping carriers does not extend beyond the default carriers that are supported by BigCommerce.

Retrieving Product Variants

BigCommerce allows you to set up a single product and then define multiple product variants as children records to the main item. For example, if an item is offered in multiple colors or sizes, a single product record could be set up in BigCommerce, followed by multiple product variation records that reflect the various color/size combinations that exist for the item.

If you have properly set up CSM attribute and CSM attribute option records, you can instruct CSM to automatically retrieve and create listing records for a product's defined variations:

1. Set up a CSM listing record for the primary item, according to the standard listing creation process.
2. In the **Channel Product Type** field, choose the *Configurable* option.
3. Ensure that the **External ID** field on the **Listing Status** FastTab has been populated with the unique identification number that BigCommerce has assigned to the product record.
4. Choose the **Actions** ribbon, then choose the **Get External Inventory Supply** action in the **External Inventory** group.

CSM will automatically retrieve the product's variations from BigCommerce and create a new CSM listing record for each one. These records will have an assigned channel product type field of *Variation* and be associated as children to the main configurable item.

Release Objects

The following objects have been created, modified, or removed as part of this release:

Object Type	Object ID	Object Name	Action
Page	70338425	CSM BigComm Setup Wizard	Modified
Codeunit	70338425	CSM API BigCommerce Processing	Modified
Codeunit	70338426	CSM Big Commerce Response Mgt	Modified
Codeunit	70338427	CSM Big Commerce Utility Funct	Modified
Codeunit	70338428	CSM Big Commerce Data Load	Modified
Codeunit	70338429	CSM Stripe Integ Big Commerce	Modified
Codeunit	70338430	CSM BigCommerce Product Mgmt	Created
Codeunit	70338447	CSM BigCommerce Test Library	Created
Codeunit	70338448	CSM BigCommerce Test	Created
Codeunit	70338449	CSM BigCommerce Test Install	Created
Enumeration	70338425	CSM Category Sort BigCommerce	Created
PermissionSet	70338425	CSM FOR BIGCOMMERCE	Created



Release Extensions

The following extensions have been created, modified, or removed as part of this release:

Object Type	Object ID	Object Name	Action	Extends
TableExtension	70338425	CSM BC Order Line Options	Modified	CSM Order Line Options
TableExtension	70338426	CSM Channel Category BigComm	Created	CSM Channel Category
TableExtension	70338427	CSM Order Line Archive BigComm	Created	CSM Order Line Archive Options
PageExtension	70338426	CSM Order Big Commerce	Modified	CSM Order
PageExtension	70338427	CSM BC Order Line Options	Modified	CSM Order Line Options
PageExtension	70338428	CSM Sales Channel BigCommerce	Created	CSM Sales Channel
PageExtension	70338429	CSM Shipping Methods BigComm	Created	CSM Shipping Methods
PageExtension	70338430	CSM Listing BigCommerce	Created	CSM Listing
PageExtension	70338431	CSM Listings BigCommerce	Created	CSM Listings
PageExtension	70338432	CSM Channel Categories BigComm	Created	CSM Channel Categories
PageExtension	70338433	CSM Tax Groups BigCommerce	Created	CSM Tax Groups
PageExtension	70338434	CSM Order Line Archive Opt.Big	Created	CSM Order Line Archive Options
PageExtension	70338435	CSM Order Archive BigCommerce	Created	CSM Order Archive
PageExtension	70338436	CSM Shipping Carriers BigComm	Created	CSM Shipping Carriers

Integration Events

The following integration events have been added as part of this release:

Object Type	Object ID	Object Name	Integration Events
Codeunit	70338425	CSM API BigCommerce Processing	<ul style="list-style-type: none"> • OnBeforeGetCredential(CSMAPIFunction: • OnAfterGetCredential(CSMAPIFunction:
Codeunit	70338427	CSM Big Commerce Utility Funct	<ul style="list-style-type: none"> • OnBeforeGetShipmentMethodsForZoneOperation(var • OnAfterGetShipmentMethodsForZoneOperation(var
Codeunit	70338430	CSM BigCommerce Product Mgmt	<ul style="list-style-type: none"> • OnBeforeProcessListingChildVariant(var • OnAfterProcessListingChildVariant(var • OnBeforeAssignMissingListingLink(var • OnAfterAssignMissingListingLink(var