



Suite Engine Channel Sales Manager Release Notes

Product: Channel Sales Manager for WooCommerce

Release: 2.0

Version: 2.0.2022042220.45190

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 Suite Engine cannot be held responsible for any issues that arise out of installing this release into an out-of-date environment.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 *LIST_ORDERS_AFTER*. 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. Repeat this process for the *ORDER_GET_BYSTATUS* and *LIST_ORDERS_TEST* functions.
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 WooCommerce.
- Field captions on various CSM pages have been updated to use WooCommerce-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 WooCommerce 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.
- API credential information was previously included as part of the URL that is generated whenever a request is sent to WooCommerce. To improve security, this information has been removed from the URL and is instead included as part of the request header.
- A new **CSM Shop Timezone Offset** field has been added to the **CSM Sales Channel** table. When a WooCommerce store is set up with a default time zone that differs from Coordinated Universal Time (UTC), this offset field can be used to indicate the number of hours by which the store is ahead or behind. CSM previously allowed for the definition of a time zone offset at the API set level; this new field allows users to set different time zone offsets for sales channels that share the same API set.
- Supporting data retrieval/creation 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.

- WooCommerce-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 WooCommerce now supports a new attribute table structure that was introduced in an earlier version of CSM Core. Retrieved item attribute and item attribute option records are now stored in dedicated tables.
- 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 WooCommerce 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.
- Incorrect customer information was being captured on sales orders that were created for guest CSM orders. This has been corrected.



Miscellaneous

- CSM for WooCommerce’s automated test scripts have been expanded to include additional testing scenarios.
- CSM for WooCommerce’s default demo data load has been updated to store demo credentials in Azure Key Vault.
- CSM for WooCommerce’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 WooCommerce platform:


- Shipping Methods
- Shipping Carriers

Retrieving Shipping Methods

WooCommerce shipping methods represent generic delivery scenarios such as standard shipping and flat rate shipping. While it is possible for users to add shipping methods from WooCommerce's list of default options, it is not possible to set up new shipping method records in addition to these defaults.

WooCommerce 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 method records from the sales channel's connected WooCommerce 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.

Creating Shipping Carriers

WooCommerce does not maintain shipping carrier information in its out-of-the-box offering. There are, however, plug-ins that can be installed within your WooCommerce environment to record this information.

By default, CSM does not support WooCommerce plugins. In the event that you have installed a plugin, CSM contains functionality that will create CSM shipping carrier records based on your existing Business Central shipping agent codes:

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 create CSM shipping carriers.
3. Choose the **Related** ribbon, then select the **Setup Actions** menu and choose the **Load Shipping Carriers** action.



You can review the newly-created records by choosing the **Related** ribbon, selecting the **Setup** menu and then choosing the **Shipping Carriers** action. CSM has created a separate record for each shipping agent code that exists in Business Central. You can map these lines to corresponding records in WooCommerce by entering the relevant identification values from WooCommerce in the **External ID** field.

Release Objects

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

Object Type	Object ID	Object Name	Action
Page	70338401	CSM WooCommerce Setup Wizard	Modified
Codeunit	70338400	CSM API WooCommerce Processing	Modified
Codeunit	70338402	CSM WooCommerce Data Load	Modified
Codeunit	70338403	CSM WooCommerce Response Mgt	Modified
Codeunit	70338405	CSM WooComm Utility Functions	Modified
Codeunit	70338406	CSM WooCommerceAPIProcessing	Modified
Codeunit	70338407	CSM WooCommerce Product Mgmt	Created
Codeunit	70338421	CSM WooCommerce Test	Modified
Codeunit	70338423	CSM Test Library	Modified
PermissionSet	70338400	CSM WooCommerce	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	70338400	CSM Sales Channel WooComm Add	Modified	CSM Sales Channel
TableExtension	70338401	CSM Order Line Options Add	Modified	CSM Order Line Options
TableExtension	70338402	CSM APISet WooCommAdd	Modified	CSM API Set
TableExtension	70338403	CSM Order Line Arc Opt WooComm	Created	CSM Order Line Archive Options
PageExtension	70338401	CSM Order WooCommerce	Modified	CSM Order
PageExtension	70338402	CSM Sales Channel WooCommerce	Modified	CSM Sales Channel
PageExtension	70338404	CSM WooCommerce Listing Add.	Modified	CSM Listing
PageExtension	70338405	CSMOrderLineOptionsAdd	Modified	CSM Order Line Options
PageExtension	70338406	CSMAPISetWooCommerceAdd	Modified	CSM API Sets
PageExtension	70338407	CSM Shipping Methods WooComm	Created	CSM Shipping Methods
PageExtension	70338408	CSM Order Archive WooCommerce	Created	CSM Order Archive
PageExtension	70338409	CSM Order Line ArchOpt WooComm	Created	CSM Order Line Archive Options
PageExtension	70338410	CSM Shipping Carriers WooComm	Created	CSM Shipping Carriers
EnumExtension	70338401	CSM Listing Type WooComm Add	Created	CSM Listing Type



Integration Events

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

Object Type	Object ID	Object Name	Integration Events
Codeunit	70338400	CSM API WooCommerce Processing	<ul style="list-style-type: none">• OnBeforeGetCredential(CSMAPIFunction:• OnAfterGetCredential(CSMAPIFunction:
Codeunit	70338403	CSM WooCommerce Response Mgt	<ul style="list-style-type: none">• OnAfterWooCommGeneralListResponse(CSMAPIMessage:
Codeunit	70338407	CSM WooCommerce Product Mgmt	<ul style="list-style-type: none">• OnBeforeProcessListingChildVariant(var• OnAfterProcessListingChildVariant(var• OnBeforeAssignMissingListingLink(var• OnAfterAssignMissingListingLink(var