



Suite Engine Channel Sales Manager Release Notes

Product: Channel Sales Manager for BigCommerce

Release: 3.0

Version: 3.0.2022082220.54313

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Minimum Business Central Version Compatibility: 19.0

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 Suite Engine cannot be held responsible for any issues that arise out of installing this release into an out-of-date environment.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

Features and Functionality

- BigCommerce-specific accommodations have been made to support the **Role Center Headline Data** table that was added in a previous version of CSM Core. Starting with this release of CSM for BigCommerce, BigCommerce-specific headlines are stored in this table and are available for display in the **CSM Administrator** Role Center.
- Supporting data retrieval has been added for Payment Methods. This functionality can simplify setup activities by allowing users to instantly populate CSM tables with records that have been retrieved from the external platform. See the [in-depth feature description](#) for more details.
- Order retrieval automation now retrieves payment intent information from Stripe.
- It is now possible to create CSM listings with product data that has been retrieved from a connected BigCommerce platform. This is useful if you have already created products on your BigCommerce platform, and

would prefer to use this external platform, rather than Business Central, as the basis for your CSM listings. See the [in-depth feature description](#) for more details.

- Configurable item support has been added to CSM for BigCommerce. Configurable items refer to products that are available in multiple, variable configurations such as color or size. CSM for BigCommerce accommodates the creation and management of this item structure:
 - The CSM listing wizard identifies items that exist as “parents” to multiple “children” records in Business Central which represent different configurable item combinations and creates multiple CSM listings that reflect this parent/child relationship.
 - CSM item attributes that represent configurable values are automatically created for the sales channel in Business Central.
 - CSM listings for both the parent and children, as well as variable item attributes, can be exported from Business Central and used to create new records in BigCommerce.
 - Updates to configurable attribute values can be used to create new CSM listings and then communicated to BigCommerce.
 - Configurable items can be loaded from BigCommerce and used to create CSM listing and item attribute records in Business Central.

See the [in-depth feature description](#) for more details.

Corrections

- Retrieved shipment methods were being entered in the CSM order’s **Ship Service Level** field, rather than the **Channel Shipping Method** field. This has been corrected.

Miscellaneous

- CSM for BigCommerce’s automated test scripts have been expanded to include additional testing scenarios.
- CSM for BigCommerce’s subscription management objects have been updated to include supported extension modules.

In-Depth Features

Payment Method Data Retrieval

CSM allows you to retrieve Payment Methods into Business Central from an integrated BigCommerce platform. CSM payment methods correspond to “payment method” records in BigCommerce. BigCommerce uses this record type to represent all payment scenarios, including generic ones such as credit cards, bank accounts, and checks, as well as specific payment processes (such as Stripe and Adyen) and digital wallets (such as Apple Pay and Google Pay).

You can instruct CSM to retrieve payment methods from BigCommerce 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 payment methods.
3. Choose the **Related** ribbon, then select the **Setup** menu and choose the **Payment Methods** action.
4. In the **CSM Payment Methods** window, choose the **Actions** ribbon, then choose the **Retrieve Payment Methods** action.



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

5. In the **Payment Method Code** field, use the AssistButton to assign a Business Central payment method code to the payment method.
6. To provide additional instructions as to how CSM should process orders to which a given payment method is assigned, fill in the fields as follows:
 - **Automatic Application:** enter a check mark in this field to instruct CSM to automatically apply payments that are recorded for the payment method to the associated Business Central sales invoice or credit memo.
 - **Single Capture:** enter a check mark in this field to instruct CSM to permit only a single payment capture activity against this payment method.
 - **Perform Invoice Capture:** enter a check mark in this field to instruct CSM to automatically perform and send a capture transaction (such as a credit card settlement) to the external channel following the transmission of invoice activities recorded for the payment method.
 - **Perform Capture for Zero Amt:** enter a check mark in this field to instruct CSM to automatically perform and send a capture transaction to the external channel following the transmission of invoice activity when an invoice amount is zero recorded for the payment method.

Loading CSM Listings from BigCommerce Data

It is possible to import product information from your connected BigCommerce platform into Business Central, then create CSM listings from this data.

***Note:** the process of importing listing information from BigCommerce and into Business Central is meant to assist in the initial setup of your CSM listing management module. For the ongoing maintenance of products between platforms, we recommend using Business Central as the primary source and then exporting data to BigCommerce.*

To load listings from BigCommerce:

1. Open the CSM sales channel that represents your BigCommerce platform.
2. Choose the **Related** ribbon, then select the **Setup Actions** menu and choose the **Load Products From Channel** action.
3. On the **Get Listings from Channel** page, confirm the correct sales channel has been selected, then choose the **OK** button.

CSM will import product data from BigCommerce and create a separate CSM listing record for each product. The external ID for each listing will be populated with the unique identification number assigned by BigCommerce.

4. Open each CSM listing, and on the **General** FastTab, enter the corresponding Business Central item number in the **No.** field to link the CSM listing to an item.

***Note:** you can automate this linkage prior to loading items from BigCommerce by assigning the product's channel item SKU as one of the Business Central item's item identifiers. When CSM creates a new listing with data from BigCommerce, it will determine if any Business Central items have an item identifier that shares that listing's channel item SKU; if it can find a match, it will assign the item to the new listing.*



Configurable Items

Depending on your business, you may include configurable items as part of your product portfolio. A configurable item is an item that you offer in different variants based on variable attributes or characteristics.

For example, assume we are a company that sells apparel. We sell a t-shirt item in three colors (red, blue, and yellow) and three sizes (small, medium, and large), resulting in nine possible configurations. While we need to account for these nine variants in some manner, from a listing perspective we want to list just the top-level t-shirt item, then allow buyers to select their preferred color and size from the listing page.

You can use CSM's item variations module to define an item's variable characteristics (using our example above, these would be color and size), then create additional items or item variants that represent the different configurations of these characteristics. You can also use this variation framework to create CSM listings; if you use the CSM listing wizard to create a new listing for the top-level or "parent" item, CSM will automatically create CSM listings for any "children" items or item variants that have been selected for inclusion in the CSM listing creation process.

Setup

The configurable item features in CSM utilize an updated item attribute structure that stores different attribute data types in separate tables. If you wish to create CSM listings for configurable items, you must enable this structure for the relevant sales channel:

1. Choose the  icon, enter **CSM Sales Channels**, and then choose the related link.
2. Open the sales channel for which you want to create configurable items.
3. On the **Listing Management** FastTab, enable the **Enable New Attribute Design** field.

Configurable item listings also use the item variations module as the basis for listing creation. Accordingly, you must configure an item variation's SKUs:

1. Choose the  icon, enter **Item Variations**, and then choose the related link.
2. Open the item variation for which you want to create configurable items.
3. On the **SKUs** FastTab, fill in the following values for each variation SKU that will have a CSM listing:
 - **SKU:** enter a value that identifies the variation SKU as a unique record. This value will be assigned as the channel item SKU on newly-created CSM listings.
 - **SKU Status:** SKUs are initially created with a status of *Pending*, but if you intend to create CSM listings based on a configurable item's variations, you must update the status on the relevant variation SKU lines to either *Active* or *No Replenish*.

Configurable Item Listings

The process of creating CSM listings for configurable items is no different than the process of creating CSM listings for non-configurable or simple items:

1. Open the CSM sales channel record for which you want to create listings.
2. Choose the **Listing** ribbon, then choose the **Wizard** action.
3. On the first page of the wizard, enter or use the lookup in the **Item No.** field to assign the parent, or top-level Business Central item.

Note: if you are creating CSM listings for a configurable item whose variations exist as item variants, do not populate the **Variant Code** field in the listing wizard. If you assign a specific variant code, the listing wizard will



create a single CSM listing for that item variant. If you leave the **Variant Code** field blank, the listing wizard will create CSM listings for all variants.

4. Choose the **Next** button.
5. In the **Sales Channel SKU** field, enter a value that will identify the CSM listing as a unique record for the CSM sales channel. By default, CSM will assign a SKU in this field based on the values that were entered on the first page of the wizard, but you can modify this, if desired.
6. Choose the **Next** button.
7. Choose the **Finish** button.

New CSM listings are created for the top-level parent item and the item/variant “children” that represent different configurable variations. The assigned product type for these CSM listings differs between parents and children:

- Parent listings have an assigned channel product type of *Configurable*.
- Child listings have an assigned channel product type of *Variation*.

As part of this record creation, the parent/child relationship is maintained between these listings. You can view this relationship by opening the CSM listing that represents the parent item and reviewing the **CSM Listing Children List** FastTab. This FastTab presents all of the CSM listing records that exist as children to the parent. This FastTab will be empty on the child listings.

Configurable Item Attributes

In addition to creating the CSM listing records themselves, the listing wizard will automatically create CSM item attributes for the variable attributes that differentiate the children listings. The manner in which listing attributes are presented also differs between parent and children listings. On the **CSM Listing Attribute List** FastTab for the parent listing, a separate line will be presented for each configurable attribute that is used to define item variations. The attribute value on these lines, however, will remain blank. The **CSM Listing Attribute List** FastTab on child listings will include a line for each attribute, as well as the attribute values that are assigned to that particular child.

If we revisit our earlier example where we have a top-level t-shirt item and children that vary by color and size, the **CSM Listing Attribute List** FastTab on the parent listing would present separate lines indicating that color and size are that listing’s configurable attributes. The **CSM Listing Attribute List** FastTab for the child listings would also include lines for color and size, but the value would be assigned as red, blue, small, medium, etc.

The CSM listing attributes that are created for configurable attributes are unique to each listing. There are no “shared” item attributes with BigCommerce. To use an example, if items 123, 456, and 789 all had a configurable attribute called *COLOR*, CSM would create three separate item attribute records identified as *123-COLOR*, *456-COLOR*, and *789-COLOR*.

BigCommerce supports a variant option type called “swatch” that allows you to specify hexadecimal color values. If you have set up a configurable item attribute in Business Central that represents color, you can send it to BigCommerce as a swatch-type attribute:

1. On the CSM listing record for the parent item, in the **CSM Listing Attribute List** FastTab, choose the configurable attribute that represents color.
2. In the **Display Type Big** field, choose the *Swatch* option.
3. Open the CSM sales channel record for BigCommerce.
4. Choose the **Related** ribbon, then choose the **Listing** menu and choose **Channel Item Attributes**.

5. On the **CSM Item Attributes** page, choose the configurable item attribute that represents the listing's color. Remember that a unique CSM item attribute record is created for each listing's configurable attributes.
6. Choose the **Edit** action in the ribbon. The **CSM Item Attribute Card** page opens.
7. In the **General** FastTab, choose the *Swatch* option in the **Display Type Big** field.
8. In the **Item Attribute Options** FastTab, enter the hexadecimal color value for each color option in the **External Reference** field. The format of this value should be a hashtag followed by a combination of six characters. For example, *#EBEBEB*.

***Note:** if you assigned hexadecimal color values to the related item variation option values, this information will be automatically copied to the item attribute options when they were created.*

Sending Configurable Item Listings to BigCommerce

The same setup activities and requirements that can be performed for any listing are relevant for configurable items. For example, the requirement that a long description exist for a CSM listing before it can be sent to BigCommerce applies to configurable items. Setup activities and additional information only need to be entered for the configurable, parent item.

It is necessary to perform three separate data export activities to properly send a configurable item, its variable options and their values, and the configurable children records to BigCommerce. All three actions can be performed from the CSM listing for the configurable, parent item. Choose the **Actions** ribbon, then choose the **Channel Integration** menu and execute the following functions in order:

- **Send Listing Base Info to Channel:** this will send basic information about the configurable item to BigCommerce. A new product will be created in your BigCommerce platform based on the listing's information. BigCommerce will assign a unique identification number to this record; this value will be retrieved by CSM and presented in the **External ID** field on the listing's **Listing Status** FastTab.
- **Send Configurable Options To Channel:** this will send the listing's configurable options and their values to BigCommerce. This information is assigned to the BigCommerce product, and can be viewed in the **Variations** section of the BigCommerce product record. BigCommerce will assign a unique identification number to each option and option value; CSM retrieves this information and updates the relevant lines on the CSM listing's **CSM Listing Attribute List** FastTab as well as the related CSM item attributes accordingly.
- **Send Config Children To Channel:** this will send the listing's children to BigCommerce, where they can be viewed in the **Variations** section of the BigCommerce product record. These children are not created as separate BigCommerce products, but rather variants of the original, top-level item. BigCommerce will assign a unique identification inventory and SKU number to each configurable child; these values will be retrieved by CSM and presented in the **External Inventory ID** and **External SKU ID** fields on the child listing's **Inventory Information** FastTab.

Product Listing Availability

The process of updating BigCommerce with a product listing's availability is no different for configurable items as other listings. You can calculate channel availability for CSM listings for child items, then send this information to BigCommerce. The stock quantities for the relevant product variants are updated accordingly.

Updating Configurable Option Values

It may be that you wish to add configurable option values over time. For example, suppose we have a configurable option called "Color" set up in Business Central, with option values of Red, Blue, and Yellow. At some point, we want to add Green to this list of option values. In this scenario, it is necessary to update a number of records:



Create and Explode New Item Variation SKUs

If you are using the item variations framework to manage your configurable items, you must add the new item variation option value, then use this information to create a new item or item variant in Business Central:

1. Open the item variation that you want to update.
2. Add the new item variation option value to the desired option. The manner in which you enter this information depends on whether the item variation option is linked to a Business Central item attribute.
3. On the **Item Variation Card** page, choose the **Actions** ribbon, then choose the **Create Item Variation SKUs** action. The system will enter new lines for the new configurable option value in the **SKUs** FastTab.
4. Choose the **Actions** ribbon, then choose the **Explode SKUs** action.
5. Choose the **OK** button.

Business Central records are created for the new variation SKUs.

6. Enter other variation SKU values on the line:
 - **SKU:** enter a value that identifies the variation SKU as a unique record. If you intend to create CSM listings based on a configurable item's variations, you must assign a SKU on the relevant variation SKU lines.
 - **SKU Status:** select a status to indicate the SKU's place in your product workflow. SKUs are initially created with a status of *Pending*, but if you intend to create CSM listings based on a configurable item's variations, you must update the status on the relevant variation SKU lines to either *Active* or *No Replenish*.

Update the CSM Item Attribute Values

Once you have added a new item variation option value, you must update the corresponding CSM item attribute accordingly:

1. Open the CSM sales channel record for which you want to update item attribute values.
2. Choose the **Related** ribbon, then select the **Listing** menu and choose the **Channel Item Attributes** action.
3. Select the CSM item attribute you want to update, then choose the **Edit** action in the ribbon.
4. Choose the **Actions** ribbon, then select the **Data Synch** menu and choose the **Synch Option Values** action.

Newly-added attribute values will be added to the **Item Attribute Options** FastTab.

Create New CSM Listings and Send Information to BigCommerce

A CSM listing must be created for each new item variant that has been added to the list of the configurable item's children:

1. Open the CSM sales channel record for which you want to update item attribute values.
2. Choose the **Related** ribbon, then select the **Listing** menu and choose the **Channel Listings** action.
3. Open the top-level parent configurable item listing you want to update.
4. Choose the **Actions** ribbon, then select the **Data** menu and choose the **Synchronize Item Variations** action.

New CSM listings will be created for the newly-added attribute value. These listings will be added to the lines on the configurable item's **CSM Listing Children List** FastTab.

Now that you have updated the CSM item attributes and CSM listings, you can send this information to BigCommerce:

1. From the CSM listing for the configurable, parent item, choose the **Actions** ribbon, then choose the **Channel Integration** menu and execute the following functions in order:
 - **Send Configurable Options To Channel:** this will send the new configurable option value to BigCommerce. This information is assigned to the BigCommerce product, and can be viewed in the **Variations** section of the



BigCommerce product record. BigCommerce will assign a unique identification number to each option value; CSM retrieves this information and updates the relevant lines on the CSM listing's **CSM Listing Attribute List** FastTab as well as the related CSM item attributes accordingly.

- **Send Config Children To Channel:** this will send the new listings to BigCommerce, where they can be viewed in the **Variations** section of the BigCommerce product record. These children are not created as separate BigCommerce products, but rather variants of the original, top-level item. BigCommerce will assign a unique identification inventory and SKU number to each configurable child; these values will be retrieved by CSM and presented in the **External Inventory ID** and **External SKU ID** fields on the child listing's **Inventory Information** FastTab.

Retrieving Configurable Items from BigCommerce

Executing the [load products from channel action](#) for a sales channel retrieves all products from the connected eCommerce platform and creates corresponding CSM listings in Business Central. This includes any configurable items that you have set up in BigCommerce. CSM creates a number of different records in Business Central for each retrieved configurable item:

- CSM listings are created for the top-level parent configurable item as well as each child variation.
- CSM listing attributes are created for the configurable item's variable attributes. These attributes are assigned to the newly-created CSM listing records.

As with any CSM listing that is retrieved from BigCommerce, it is necessary for you to associate configurable item listings to Business Central items or variants by using the **Type** and **No.** fields on the **General** FastTab to select the relevant record.

It is also possible for you to retrieve configurable attributes and children from BigCommerce for an existing CSM listing. The listing must have the following values:

- **Channel Product Type:** this is set to *Configurable*.
- **External ID:** this is populated with a value that connects the listing to a BigCommerce product.

Choose the **Actions** ribbon, then choose the **Retrieve Information from Channel** menu and execute the following functions in order:

- **Get Configurable Attributes:** this retrieves the product's configurable attributes and their values. New CSM listing attributes are created for these records. In addition, these attributes are assigned to the configurable CSM listing.
- **Get Variants for Listing:** this retrieves the configurable variations that exist for the product in BigCommerce. These variations are entered as separate CSM listings in Business Central. These listings are structured as children of the top-level parent configurable listing. The relevant attributes and their values will also be assigned to each new CSM listing.

Release Objects

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

Object Type	Object ID	Object Name	Action
Codeunit	70338425	CSM API BigCommerce Processing	Modified
Codeunit	70338426	CSM Big Commerce Response Mgt	Modified
Codeunit	70338427	CSM Big Commerce Utility Funct	Modified



Object Type	Object ID	Object Name	Action
Codeunit	70338428	CSM Big Commerce Data Load	Modified
Codeunit	70338429	CSM Stripe Integ Big Commerce	Modified
Codeunit	70338430	CSM BigCommerce Product Mgmt	Modified
Codeunit	70338431	CSMBigComTestAzureFunctions	Created
Codeunit	70338432	CSM BigCommerce Upgrade	Created
Codeunit	70338447	CSM BigCommerce Test Library	Modified
Codeunit	70338448	CSM BigCommerce Test	Modified
Enumeration	70338426	CSM BigComm ListingAttDispType	Created
Enumeration	70338427	CSM BigComm Attr. Display Type	Created
PermissionSet	70338425	CSM FOR BIGCOMMERCE	Modified

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 Order Line Options BigComm	Created	CSM Order Line Options
TableExtension	70338428	CSM Listing Attribute Big Comm	Created	CSM Listing Attribute
TableExtension	70338429	CSM Item Attribute Big Comm	Created	CSM Item Attribute
PageExtension	70338425	CSMSetupBigCommAdditions	Modified	CSM Setup
PageExtension	70338428	CSM Sales Channel BigCommerce	Modified	CSM Sales Channel
PageExtension	70338437	CSM Listing Attrib List BigCom	Created	CSM Listing Attribute List
PageExtension	70338439	CSM Item Attribute Card BigCom	Created	CSM Item Attribute Card
PageExtension	70338440	CSM Payment Methods BigComm	Created	CSM Payment Methods

Integration Events

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

Object Type	Object ID	Object Name	Integration Events
Codeunit	70338426	CSM BigCommerce Response Mgt	<ul style="list-style-type: none"> OnAfterGeneralListResponse(CSMAPIMessage:
Codeunit	70338430	CSM BigCommerce Product Mgmt	<ul style="list-style-type: none"> OnBeforeBuildCSMParameterChildrenItemAttributes(var