



# Suite Engine Channel Sales Manager Release Notes

**Product:** Channel Sales Manager Core

**Release:** 3.9

**Version:** 3.9.2023072722.92517

**Release Date:** 07/31/2023

**Minimum Business Central Version Compatibility:** 20.0

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.

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 Suite Engine cannot be held responsible for any issues that arise out of installing this release into an out-of-date environment.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

- A number of new cues have been added to the CSM Administrator role center to highlight orders or other records with errors or failures to process. See the [in-depth feature description](#) for more details.
- A new **Run Automation** action has been added to the **CSM Automation List** page. This can be used to execute a specific automation routine for testing/troubleshooting purposes.

### Channel Foundations

The following Channel Sales Manager Core changes will support forthcoming features and functionality for channel-specific integrations:

- To support an upcoming WooCommerce integration, functionality has been added to support the retrieval of a refund with zero item quantity from WooCommerce.
- To support an upcoming WooCommerce integration, the existing CSM Core functionality that supports sending sales return information to an associated order on a connected eCommerce channel has been adjusted/expanded.
- To support an upcoming WooCommerce integration, an **External ID** field has been added to the **CSM Order Document Line** table, as well as the associated archive table and pages. This will support refund scenarios where credit memos need to be linked back to the proper document.

## Corrections

- For certain CSM enumeration fields, a blank value was being represented by a numerical value rather than a blank. This has been corrected.

## In-Depth Features

A number of cues have been added to the [CSM Role Center](#) to assist in identifying issues with various CSM records that fail to process or have some sort of outstanding issue. These cues are found in the **Requires Attention** section of the CSM Role Center:

### Requires Attention

Orders with Errors <b>34</b> <a href="#">&gt; See more</a>	Outstanding Orders to Channel <b>7</b> <a href="#">&gt; See more</a>
Outstanding Listings to Channel <b>40</b> <a href="#">&gt; See more</a>	Delayed Automation <b>11</b> <a href="#">&gt; See more</a>

Choosing one of these values will open a separate list of the records in question.

These cues present the following information:

- **Orders with Errors:** this cue presents a list of all CSM orders with an order status of *Error*. You can use this information to identify orders that have failed to process for any reason.
- **Outstanding Orders to Channel:** this cue presents a list of all CSM order documents whose **External Requires Update** field is checked. Typically, when a CSM order document is created, it is then automatically synchronized



with the connected eCommerce channel. If this synchronization is successful, CSM will automatically remove the check mark from the **External Requires Update** field. Accordingly, the records listed as part of this cue can be used to identify those CSM order documents that failed to synchronize with the connected channel. In addition to being able to access a particular CSM order from a selected line, you can also directly process one or more lines by selecting them, then choosing the **Actions** ribbon and choosing of the available options:

- **Send to Channel:** CSM will attempt to re-send the selected order documents to the connected channel.
- **Set External Requires Update to FALSE:** the check mark in the **External Requires Update** field for the selected order documents will be removed.
- **Outstanding Listings to Channel:** this cue presents a list of all CSM listings whose **External Requires Update** field is checked. When a CSM listing is created and then successfully sent to a connected eCommerce platform, CSM will automatically remove the check mark from the **External Requires Update** field. Accordingly, the records listed as part of this cue can be used to identify those CSM listings that failed to send all or a particular piece of information to the connected channel. It is important to understand that the **External Requires Update** field is checked whenever a new CSM listing is created or a change is made to it that requires an update, meaning that a CSM listing with this setting enabled may not necessarily be “problematic,” but rather awaiting an update.
- **Delayed Automation:** this cue presents a list of all CSM automation routines whose scheduled frequency exceeds their last run timestamp. For example, an automation routine with a scheduled frequency of 1 hour and a last run timestamp of 08/01/20203 9:00 AM would be considered delayed at any point after 10:00 AM on 08/01/2023. You can use this information to determine whether certain processes are being executed as expected.

## Release Objects

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

Object Type	Object ID	Object Name	Action
Table	70338218	CSM Automation	Modified
Table	70338223	CSM Order Document	Modified
Table	70338244	CSM Order Document Line	Modified
Table	70338250	CSM Role Center Order Cue	Modified
Table	70338260	CSM Order Archive Doc. Line	Modified
Page	70338218	CSM Automation List	Modified
Page	70338220	CSM Sales Channel	Modified
Page	70338245	CSM Order Document Line	Modified
Page	70338250	CSM Administrator Role Center	Modified
Page	70338251	CSM Role Center Order Cue	Modified
Page	70338264	CSM Item Attribute Set List	Modified
Page	70338285	CSM Order Archive Doc. Lines	Modified
Page	70338291	CSMOrderDocReqExtUpdate	Created
Page	70338293	CSMRequireAttentionCue	Created
Page	70338294	CSM Listing Ext. Req. Update	Created
Codeunit	70338205	CSM Order Management	Modified
Codeunit	70338206	CSM Order Mgt Automation	Modified



Object Type	Object ID	Object Name	Action
Codeunit	70338207	CSM Listing Management	Modified
Codeunit	70338208	CSM Listing Mgt Automation	Modified
Codeunit	70338215	CSM Create Sales Credit Memo	Modified
Enumeration	70338204	CSM Last External Update Status	Modified
Enumeration	70338207	CSM Posting Status	Modified
Enumeration	70338209	CSM Order Document Type	Modified
Enumeration	70338212	CSM Auth. Signature Method	Modified
Enumeration	70338214	CSM AWS Region	Modified

## Integration Events

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

Object Type	Object ID	Object Name	Integration Events
Codeunit	70338205	CSM Order Management	<ul style="list-style-type: none"><li>OnPostRefundCSMOrderDocumentOnBeforeSkippingRefundIfDocumentCreationDateTimeBeforeStartProcessingDateTime</li></ul>
Codeunit	70338207	CSM Listing Management	<ul style="list-style-type: none"><li>OnBeforeGetItemAttributesOfSetFromChannelOperation</li><li>OnGetAPIFunctionForGetItemAttributesOfSetFromChannelOperation</li><li>OnAfterGetCSMItemAttributesOfSetFromChannelOperation</li></ul>
Codeunit	70338208	CSM Listing Mgt Automation	<ul style="list-style-type: none"><li>OnRunAutomationOnAfterProcessTask</li></ul>