



Suite Engine Channel Sales Manager Release Notes

Product: Channel Sales Manager Core

Release: 3.11

Version: 3.11.2023092222.99544

Release Date: 09/26/2023

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 Suite Engine cannot be held responsible for any issues that arise out of installing this release into an out-of-date environment.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

- The **Load Products from Channel** action has been improved to assign a channel's default inventory availability calculation settings to all CSM listings that are created as a part of this process.
- Additional logic has been added to accommodate scenarios where the total on a refund retrieved from a sales channel does not match the total on the credit memo built by CSM in Business Central. In such a scenario, an additional line for the discrepancy amount is added to the credit memo.
- The default long and description setting for sales channels has been re-worked to allow for sources beyond CSM's out-of-the-box selections.
- It is now possible to define a maximum run time for CSM's housekeeping automation. See the [in-depth feature description](#) for more details.



Channel Foundations

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

- To support an upcoming BigCommerce integration, a new integration event allowing channel applications to specify an API function for sending non-configurable product attributes as been added to the **CSM Listing Mgt** codeunit.
- To support an upcoming BigCommerce integration, several changes pertaining to refunds were made to CSM orders:
 - A number of fields that were previously visible as part of the CSM for Shopify extension have been moved to CSM Core.
 - New “additional charges” fields have been added to CSM orders, making it possible to separate any refund-related charges from CSM’s standard “other charges” fields that are used to reflect order-related charges and fees.
 - New fields have been added to CSM order and CSM order documents to indicate whether refund amounts are “offline” (meaning that the refund was made to something other than the original payment method).
- To support an upcoming Magento integration, functionality has been added that will make it possible to calculate listing availability on a location-by-location basis.
- To support an upcoming Shopify integration, fields for preview and administration product URLs have been added to the **CSM Listing** table.
- To support an upcoming Shopify integration, a **Product Status** field has been added to the **CSM Listing** table. This field will allow users to determine the status (Draft, Active, etc.) of a listing in Business Central before sending it to a connected eCommerce channel.

Corrections

- If a user started the process of creating a sales return from a CSM order, cancelling this process would still result in the creation of a blank sales return. This has been corrected.
- Attempting to link a CSM attribute that was retrieved from an external platform to an item attribute in Business Central would result in an error. This has been corrected.
- When sending a CSM attribute to an external platform, CSM would attempt to send option values for non-option attributes. This has been corrected.
- When creating listings for configurable items, CSM would assign the parent item’s unit of measure to all of its children, rather than use any unique SKU units of measure that have been defined for the children. This has been corrected.
- Deleting a CSM listing with an image that had been retrieved from an item record would result in the image being deleted from the item, as well. This has been corrected.

In-Depth Features

The standard manner in which the housekeeping automation operates is to identify all records that require deletion/archiving, then commit this deletion/archiving as a single activity. While this is the most efficient way to perform the process, it is important to note that interruptions to the housekeeping when it is running will roll back whatever progress has been made up until that point. For example, consider a scenario where a large volume of records require deletion and the housekeeping automation runs for five hours as it identifies these records. A sudden interruption or abortion of that process will have effectively undone the previous five hours’ worth of work.

In scenarios where the housekeeping automation is executed on a regular basis and the volume of records it processes is manageable, the issue described above is not a concern, since the routine should finish within a reasonable timeframe. However, in situations where the volume of records has grown to an excessive amount, the standard behavior of the housekeeping automation makes it difficult if not impossible to clean up this data. In such a scenario, it is possible to modify the standard behavior of the housekeeping automation by making an entry in the **Maximum Run Time** field. When this field is left blank, the housekeeping automation will run for as long as it needs to in order to address all relevant records. If this field is populated with a duration, however, the housekeeping automation will run for as long as that specified duration, with each record it encounters being immediately deleted/archived, rather than at the end of the process. In this way, it will take longer to clean up data, but there is no danger of this cleanup being undone or rolled back.

To illustrate how this setting impacts behavior, consider the following scenario. Suppose we have defined a 60 day API message retention period, and we have 30,000 API messages older than 60 days in our database. In this scenario, the housekeeping automation is able to delete 100 messages every minute.

- If we leave the **Maximum Run Time** field blank and execute the housekeeping automation, it will attempt to delete all 30,000 API messages. At 100 messages a minute, it will take 6 hours for this process to finish. The benefit of this process is that if it is able to successfully finish, all relevant records will have been deleted. However, the potential downside is that any disruption will cause all changes up to that point to be rolled back, meaning that all 30,000 API messages will still be present in our database.
- Suppose we instead enter a value of 1 hour in the **Maximum Run Time** field. When we execute the housekeeping automation, it will run for 1 hour. At 100 messages a minute, it will delete at most 6,000 messages. Because it deletes messages one by one, rather than as a single action, any disruptions to the process will not roll back progress up to that point. So if for some reason the housekeeping runs for 10 minutes out of the scheduled hour and is interrupted, the 1,000 API messages it has already run through will remain deleted. The benefit here is that we are definitively able to delete records, with the disadvantage being that it will take more time to fully clean up the data.

Essentially, assigning a maximum run time to the housekeeping automation sacrifices efficiency in favor of slower but guaranteed results.

As stated above, in environments where the housekeeping automation is executed on a regular basis and the volume of records it needs to address at any given time is manageable, the default behavior is preferable. Defining a maximum run time should only occur when the housekeeping automation is unable to finish normally, and it becomes necessary to incrementally reduce the volume of records. In such a scenario, once the volume of records is sufficiently decreased, it is recommended that you remove the maximum run time value and allow the housekeeping automation to resume operating according to its standard behavior.

Release Objects

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

Object Type	Object ID	Object Name	Action
Table	70338212	CSM Product Information	Modified

Object Type	Object ID	Object Name	Action
Table	70338218	CSM Automation	Modified
Table	70338219	CSM Order Archive Document	Modified
Table	70338220	CSM Sales Channel	Modified
Table	70338221	CSM Order Header	Modified
Table	70338223	CSM Order Document	Modified
Table	70338237	CSM Inventory Location	Modified
Table	70338240	CSM Listing	Modified
Table	70338244	CSM Order Document Line	Modified
Table	70338246	CSM Item Attribute	Modified
Table	70338260	CSM Order Archive Doc. Line	Modified
Table	70338261	CSM Location	Modified
Table	70338263	CSM Inventory Availability	Created
Page	70338212	CSM Product Information Card	Modified
Page	70338218	CSM Automation List	Modified
Page	70338220	CSM Sales Channel	Modified
Page	70338223	CSM Order Documents	Modified
Page	70338240	CSM Listing	Modified
Page	70338243	CSM Order Archive Documents	Modified
Page	70338245	CSM Order Document Line	Modified
Page	70338257	CSM Listings	Created
Page	70338259	CSM Product Info List Part	Created
Page	70338285	CSM Order Archive Doc. Lines	Created
Page	70338287	CSM Locations	Modified
Page	70338288	CSM Inventory Location	Modified
Page	70338295	CSM Inventory Availability	Created
Codeunit	87005	CSM Core Test Utility Library	Modified
Codeunit	87007	CSM Listing Management Test	Created
Codeunit	70338203	CSM API Request Management	Modified
Codeunit	70338205	CSM Order Management	Modified
Codeunit	70338206	CSM Order Mgt Automation	Modified
Codeunit	70338207	CSM Listing Management	Modified
Codeunit	70338208	CSM Listing Mgt Automation	Modified
Codeunit	70338213	CSM Upgrade	Modified
Codeunit	70338215	CSM Create Sales Credit Memo	Modified
Enumeration	70338231	CSM Availability Basis	Created
Enumeration	70338232	CSM Product Status	Created
Enumeration	70338233	CSM Default Long Description	Created
Enumeration	70338234	CSM Product Info Source Type	Created

Object Type	Object ID	Object Name	Action
PermissionSet	70338200	CSM Core	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
Table	70338240	CSM Listing	<ul style="list-style-type: none"> • OnBeforeCalcAdvanceListingAvailability • OnAfterCalcAdvanceListingAvailability • OnBeforeCalcAdvanceListingAvailabilityFromCSMInventory • OnAfterCalcAdvanceListingAvailabilityFromCSMInventory • OnBeforeCalcAdvanceListingAvailabilityFromCSMLocations • OnBeforeSetDefaultProductLongDescription • OnGetDefaultProductLongDescriptionForUnknownSourceType
Codeunit	70338207	CSM Listing Management	<ul style="list-style-type: none"> • OnBeforeSubmitProductAvailabilityForLocationToChannel • OnGetAPIFunctionForSubmitProductAvailabilityForLocationToChannelOperation • OnAfterSubmitProductAvailabilityForLocationToChannelOperation • OnAfterGetExtInventoryForListingFromChannel • OnGetAPIFunctionForGetExtInventoryForListingFromChannel • OnBeforeGetExtInventoryForListingFromChannel • OnGetAPIFunctionForSubmitAllProductAttributeValuesToChannelOperation • OnBeforeGetPreviewLinksForCSMListingOperation • OnGetAPIFunctionForGetPreviewLinksforListingFromChannelOperation • OnAfterGetPreviewLinksForListingFromChannelOperation • OnBeforeGetLongDescriptionForListing • OnGetLongDescriptionForListingForUnknownSourceType
Codeunit	70338215	CSM Create Sales Credit Memo	<ul style="list-style-type: none"> • OnBeforeAddCreditMemoGiftWrapLineForChannelLine • OnBeforeSetAdditionalChargesDescrAndAmount • OnBeforeInsertDiscrepancyCreditMemoLine • OnAfterInsertDiscrepancyCreditMemoLine