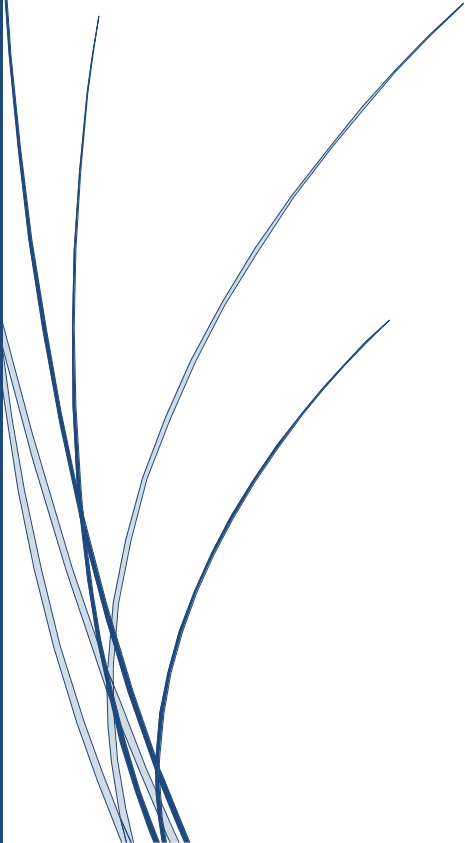


# DEAR Inventory –Vend Integration



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## How it works

DEAR provides advanced, multidirectional integration with Vend Point of Sale platform. In general integration works in the following way:

1. Customers purchase goods in store via Vend.
2. Vend sends sale order details to DEAR for each sale.
3. DEAR creates pending order in the staging area for each sale. Stock is allocated to the sales immediately.
4. Every hour (or once a day depending on configuration) pending sales are converted to DEAR Inventory Sale Orders and stock is then written off the inventory account.

## Multiple Stores

It is possible to link several Vend shops to a single DEAR account. Each linked shop will have its own "location" in DEAR for inventory quantity management as well as low stock reorder points and has an independent catalogue, logs and settings.

## Integration settings

### When order is captured in DEAR

You have the option to configure when Vend Order is captured in DEAR Inventory: when Created or Completed in Vend. This setting is also taken into account when you manually trigger the download of historical orders from Vend.

### Order consolidation

You are able to configure how pending Vend Sales are processed in DEAR by using the “Consolidation Type” feature, currently there are two modes:

- No Consolidation
- Daily Consolidation

### On Account and Layby

Regardless of consolidation method selected “On Account” and “Layby” sales will always be created in DEAR as individual Sale Orders, allowing you to fulfil the orders as well as attach relevant payments to the orders when necessary.

### Walk in/Cash register

If “No consolidation” option is selected, all Walk in/Cash Register sales will be created as individual Sale Orders in DEAR.

“Daily Consolidation” method will pool all Vend Sales into a single Sale Order for that day at a specified time.

When Consolidation Type is “Daily Consolidation” an additional option becomes available: “Consolidation time”. This is your **local** time for consolidating all pending sales into a single sale order containing all sales which occurred during the day.

See Pending Sales Processing section below for more details.

### Customer

Existing customer (in DEAR Inventory) will need to be selected in Vend settings page (within DEAR) in order for the pending order processing to work in certain scenarios.

When Consolidation Type is Daily Consolidation, this customer is used to create new sale task which will combine all daily sales into a single sale.

When Consolidation Type is No Consolidation, this customer may be used in cases where customer information is not attached to the Vend sale order (in case of “Walk in” sales for example).

If customer info exists in the Vend sale order then the existing customer defined in Settings is ignored.

### Sale Price Tier

This setting determines which Product Price Tier (within DEAR Inventory) will be used when publishing products from DEAR to Vend.

Please ensure prices used within DEAR are **tax exclusive** before publishing your products. Publishing **tax inclusive** prices will cause incorrect tax calculations within Sale Orders which will subsequently be imported to your accounting application.

### Pick, Pack and Ship processing mode

This feature allows you to automate the Pick, Pack and Ship steps of the fulfilment process when a pending sale is converted into a sale order in DEAR.

Please note, if there is not enough stock on hand to pick full quantity of products in sale order, the pick will remain in Draft state and Pack and Ship will not be completed.

### Invoice Status

You can control Invoice Status for Sale task created as a result of processing pending sale from Vend.

By default Invoice will not be authorised and will be in Draft state, adjustable and waiting for authorisation. But if this setting is changed to AUTHORISED the invoice will be automatically authorised and pending sync will be created for it to sync with your accounting application.

### Update stock levels in Vend

DEAR updates stock levels in Vend when it records changes in inventory availability. You may choose to disable automatic stock level update in Vend.

This may be useful if you are manually managing stock levels in Vend and don't want DEAR to update quantities.

### Link Vend and DEAR Tax rules

When a pending sale is processed by DEAR, a sale task is created with order and invoice lines completed. This setting ensures consistent application of tax rules between Vend and DEAR.

It is recommended to initially set up tax rules in your accounting application, import these settings into DEAR and ensure Vend has an identical set up.

You will be required to map tax rules loaded from Vend to tax rules set up in DEAR Inventory by selecting the relevant option from "DEAR Tax Rule" drop down.

### Link Vend Outlets to DEAR Locations

Each Vend Outlet should be first created as a Location in DEAR Inventory (Settings>Reference Books>Locations &Bins). You are able to maintain separate inventory quantities for each location as well as individual "low stock" reorder points. Reorder points for each location can be set at the product level (Inventory>View All Products>Specific Product>Reorder Levels).

### Link Vend Payment Methods to payment accounts

DEAR captures payments made against sales in Vend and is able to automatically add payments to created sale tasks (only in No Consolidation mode). If you want DEAR to create these payments you

need to map an Account from chart of accounts which has the ability to receive payments. If this account is not selected, payments will not be created.

Please ensure to have an account in DEAR for each of the possible payment methods in Vend. You cannot use the same account for multiple payment methods.

### **Automatic Stock operations import from Vend**

Turn on this option to enable periodic polling of Vend stock operations and its automatic import.

### **Default Supplier**

This option is helpful when Vend stock order is not bound to any Supplier, in this case Default Supplier will be used for creating Purchase task.

### **Disconnecting from Vend Store**

When you disconnect from your Vend store, DEAR removes all associations between DEAR and Vend, including Log and Product Catalogue. Please take care when disconnecting from your Vend shop.

### **Automatic Notification Events**

When you connect DEAR to your Vend store, DEAR is able to receive notifications for important events occurring in Vend. These events are:

- Vend Order is created
- Vend Order is completed

Depending on your order capture setting, DEAR captures Vend Order and saves it as pending order when Order is created or completed.

If Payment Account is specified DEAR also captures payment transaction associated with captured order (either already processed or still in pending orders) when Vend Order is partially or fully paid.

When Vend order is cancelled or deleted DEAR automatically finds and voids corresponding sale task if already created or just removes associated pending order if not yet processed.

Sometimes it takes up to 10 minutes for the order to be picked up by DEAR because Vend may send notifications with some delay.

### **Downloading Products**

Catalog tab contains an option to Load products from Vend to DEAR.

In Vend, each product needs to have a unique SKU. DEAR will not create composite products from Vend automatically, however it will create composite products in Vend when published via Catalog.

### **Downloading Customers**

You can find download customers button next to download products button.

This function downloads all customers from Vend to DEAR, updating DEAR customers if they are already created.

Normally you don't need to use this function except for test purposes as DEAR automatically creates customers when processing sale orders (with No Consolidation option).

This function creates a customer in DEAR with Contact, Billing and Business addresses captured from Vend.

## Downloading Orders & Payments

Orders are automatically downloaded when order is created or order status changes in Vend (e.g. Completed). Generally you are not required to trigger manual order download, however if an order was not captured by DEAR or to load historical sales you can use manual order download option.

Any downloaded order is saved to Pending Orders. It is a temporary storage of all sales and payments in Dear.

Only orders matching selected capture option are accepted: with status created/completed.

If an order has an entry in Logs (was downloaded before) it will be skipped. This guarantees no duplicate sales will be created by DEAR.

While saving an order, DEAR captures customer information, billing and shipping addresses. All line items are captured together with quantities, prices and totals. Total order discounts are applied as additional charge to the whole order, without distribution by lines to reduce the chance of discrepancy.

For each line in Sale, DEAR attempts to locate corresponding product by SKU. If no product found DEAR attempts to download product info from Vend with the same logic as in Download Products function. After this Sale line is saved to pending orders with all data from Vend: Tax, quantity and Total.

Last step in order download is to trigger update of stock levels in other Vend stores and eCommerce channels (eBay, Magento, Shopify) for all products saved to pending orders.

## DEAR - Vend Catalogue

Besides product downloading you can also choose to manage your Vend catalogue from Dear. With Dear Vend Catalogue you can list/update Dear product on Vend. The same data is being updated/pushed to Vend as described in Product Downloading above.

Please note that updating product from catalogue will update stock level in Vend regardless of the related Quantity update setting status.

You can also remove product from Vend by removing it from the VendCatalogue in DEAR.

## Bulk Listing

In addition to individual product management within catalogue you also have an option to bulk list/update products in Vend.

Bulk listing uses the same logic as the catalogue listing.

## Downloading Vend stock operations

Vend integration module allows capturing Vend stock operations: Inventory counts, Stock orders, Stock transfers into DEAR and subsequently map these to Stock adjustments, Purchase tasks and Stock transfers.

Only fully processed (in received state) stock operations are captured.

If a non- FIFO costing method product is present in a stock operation or stock operation complete error occurs, this operation is saved in the "DRAFT" state in DEAR.



To maintain valid actual quantities in DEAR Locations, downloaded stock operations should be processed/completed in the same order as it was received/completed in Vend.

You can turn on automatic stock operations download (on the setup page) or perform historical import (filtered by receive date) Stock operations manually in the “Stock” tab.

For each captured Vend stock operation DEAR creates a log entry to track the link between Stock operation in Dear and in Vend. It also helps avoid creation of duplicated stock operations when capturing the same Vend stock operation several times during manual stock operations load.

You also have an option to delete Log entry manually. This will allow you to reprocess order if required. Deleting log entry will not void or delete associated DEAR stock operation.

## Logs

Each captured Vend order once saved to Pending Orders creates Log entry to track the link between Sale in Dear and in Vend. It also allows to avoid creating duplicated orders when capturing the same order several times during manual order load.

With Log entry you are able to see which Sale task reflects particular Vend sale.

You also have an option to delete Log entry manually. This will allow you to reprocess order if required. Deleting log entry won't void or delete associated sale task.

## Updating Stock level in Vend

If enabled in settings, whenever available quantity changes in DEAR for a product listed on Vend with Catalogue status “Linked”, Dear attempts to update current Vend stock level for the product automatically. It keeps stock levels in sync with current DEAR levels to avoid overselling.

You can also trigger update of stock levels for all listed products manually in DEAR Vend Catalogue page.