The Reckon integration

1. Goal of the integration

1.1 Simply manage your data

One of the many advantages of using the integration between Simple-Simon and Reckon is that you can control your data in one spot. Once the integration between Simple-Simon and Reckon is set, Reckon becomes the main ERP system. Customers and items and services should be added to Reckon. Simple-Simon automatically updates according to the mutations that are done in Reckon. Add your customers and items and services to Reckon. Simon will copy these and you can start creating and planning your work orders!

1.2 Less mistakes, quicker billing

Controlling your data in spot ensures you make less mistakes while billing to your customers. Create a work order in Simon, schedule the work order for yourself or your co-worker and register items and hours. Once the work order is reported finished and archived, it is sent to Reckon as an invoice within 5 minutes. Check, edit and confirm that the invoice is correct and send the bill to your customer. The integration between Simple-Simon and Reckon creates less mistakes and makes your billing quicker.

1.3 Advantages of the integration

The integration between Reckon and Simple-Simon comes with plenty of advantages, as you:

1. Can send your bill quicker and you make less mistakes.
2. Simon automatically acquires all your customers and items and services from Reckon and this is immediately available in Simon.
3. Your work order is finished in Simple-Simon, the archived work order is sent back to Reckon as an invoice.
4. Is your work order ready? Within 5 minutes the bill can be send to your customer.
5. It makes processing work order effortless, directly save time and money!
6. The integration can be easily created by yourself, ready within 5 minutes.

2. Principles of the integration

2.1 Reckon is the starting point for your customers, items and services

Once the integration between Simple-Simon and Reckon is set, Reckon becomes the main ERP system for your items and services and customers. Simple-Simon automatically updates once mutations are done in Reckon. Adding customers, items or addresses and editing them, should be done in Reckon. Customers or items added to Simon cannot be forwarded to Reckon. In order to prevent incorrect billing, customers and items added to Simon will therefore be automatically removed from Simon. This is done a few times a week.

2.2 Create and schedule a work order and register hours

You can start creating work orders once all your customer and items are transferred to Simple-Simon. Creating the work order is done in Simple-Simon. Create a work order, schedule the work order for yourself or your co-worker and register hours or items. You can also add own forms that ask specific questions about the job done. The work order-pdf and own forms-pdf are synced to Reckon if you activate this setting during onboarding.

2.3 Customer added to the work order should match the customer in Reckon

Every customer that is added to a work order, should be a customer that is transferred from Reckon to Simple-Simon. When you archive the work order in Simon, an invoice is created for that particular customer in Reckon. Your customer database is available for your office and in the field employees. They can select the correct customer. It is not possible to send the work order to Reckon if no customer is registered on the work order. The integration will send an error notification as it not possible to create an invoice in Reckon without selecting a customer.

2.4 Archiving the work order in Simon creates an invoice in Reckon

You can send your work order to Reckon by archiving the work order in Simon. In order to do so, the work order needs to be reported as finished. Check the finished work order, edit if necessary and archive the work order. Within a few minutes the work order becomes a invoice in Reckon. The invoice is added to the selected customer. That way it is easy to control your work orders and invoices. The integration logging allows you to precisely follow this process. For example, if no customer is added to the work order then no invoice can be created in Reckon. The integration logging shows you what might be wrong and how you can fix this.

2.5 Removing customer should be done in Reckon, Simon updates automatically

Removing or inactivating customers should be done in Reckon. Reckon is the main ERP system and Simon updates accordingly. A few times a week Simon checks and removes customers that are removed in Reckon as well. You do not need to remove these customers yourself; Simon does this automatically.

3. Exchanges in the integration

3.1 Retrieving items and services from Reckon

Once the integration between Simple-Simon and Reckon is set, Reckon becomes the main ERP system for your items and services (products in Simon). Every time you add an item to Reckon, the item is placed in Simon within minutes. Simple-Simon automatically updates once mutations are done in Reckon. Your item database is available for your office and in the field employees. They can select the correct item. Adding items and services (items) and editing them, should be done in Reckon. Items added to Simon cannot be forwarded to Reckon. In order to prevent incorrect billing, items added to Simon will therefore be automatically removed from Simon. This is done a few times a week.

3.2 Retrieving customers from Reckon

Once the integration between Simple-Simon and Reckon is set, Reckon becomes the main ERP system for your customers. Every time you add a customer to Reckon, the customer is placed in Simon within minutes. The same goes for estimates in Reckon, estimates in Reckon can be a workorder in Simple-Simon if desired. Simple-Simon automatically updates once mutations are done in Reckon. Your customer database is available for your office and in the field employees. They can select the correct customer. Adding customers and editing them, should be done in Reckon. Customers added to Simon cannot be forwarded to Reckon. In order to prevent incorrect billing, customers added to Simon will therefore be automatically removed from Simon. This is done a few times a week.

3.3 Work addresses are retrieved from Reckon, but may be added in Simon

The standard invoice address is automatically retrieved from Reckon and becomes the customer address in Simon. Additionally, a work address is created based on the invoice address. A work address is the location where the job should be done. Sales, delivery, accounts and purchasing addresses created in Reckon are also added to Simon as work addresses. You are also allowed to add work addresses in Simon. Just make sure you match the work address to the correct customer (which is retrieved from Reckon). You can create as many work addresses in Simon as you which, if they are matched to a customer.

3.4 Archived work orders are sent to Reckon

Sending work orders to Reckon is done by archiving them in Simple-Simon. Only a work order that is marked as finished can be archived. Once you archive the work order, it is placed in Reckon as an invoice within minutes. You can archive the work order by selecting 'Archive' in the work order overview. This button is only available if the work order is reported as finished. The work order is sent to Reckon as an invoice and placed at the correct customer. Your co-workers in the office can check the work order before sending it to Reckon. That is how you easily manage and control your work orders and bills.

3.4.1 How are the registered travel times in the work order sent to Reckon?

The registered travel times in the work order can be send to Reckon as an invoice line. You can determine which item should be used to book the times in Reckon. You can determine this by changing the settings of the integration. More information about the integration's settings can be found in chapter 5.2 "How do I make sure Simon sends my registered travel time to Reckon?". In Reckon you can edit the quantity, price or item before you send the bill to your customer. It is also possible to not register the travel time in Reckon. For more information about this, look at the settings in chapter 5.2.

3.4.2 How are the registered work times in the work order sent to Reckon?

The registered work times in the work order can be send to Reckon as an invoice line. You can determine which item should be used to book the times in Reckon. You can determine this by changing the settings of the integration. More information about the integration's settings can be found in chapter 5.3 "How do I make sure Simon sends my registered work time to Reckon?". In Reckon you can edit the quantity, price or item before you send the bill to your customer. It is also possible to not register the work time in Reckon. For more information about this, look at the settings in chapter 5.3.

3.4.3 How are the registered items transferred to Reckon's invoice?

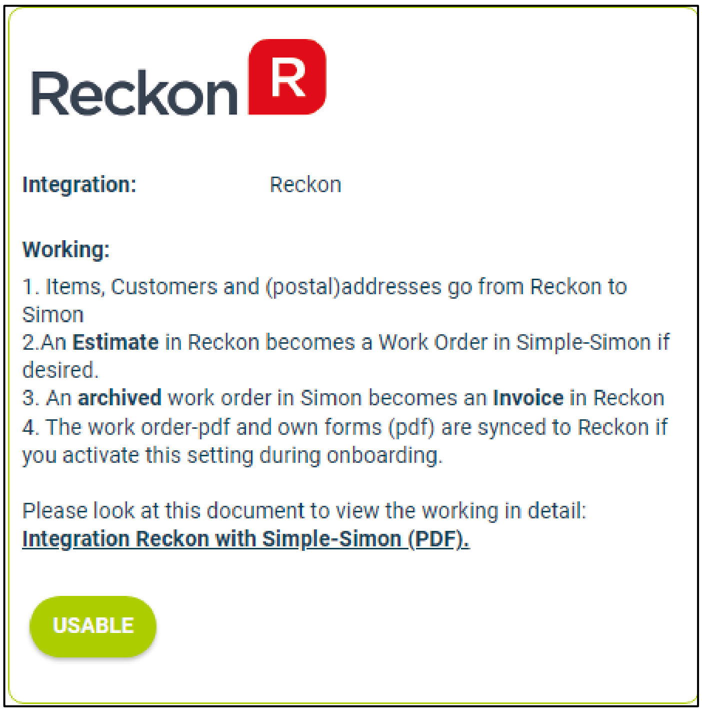
The registered items in the work order are transferred to Reckon as an invoice line. Here you can edit the price, quantity of item before you send the bill to your customer. Simon automatically selects the correct item in Reckon, as the item database is based upon Reckon's items and services.

4. Activating the integration

There are several options available to make sure the integration works as you wish. Change the settings so that the integration matches perfectly with your workflow. In order to activate the integration, Reckon and Simon should be connected. This chapter explains how creating the connection works.

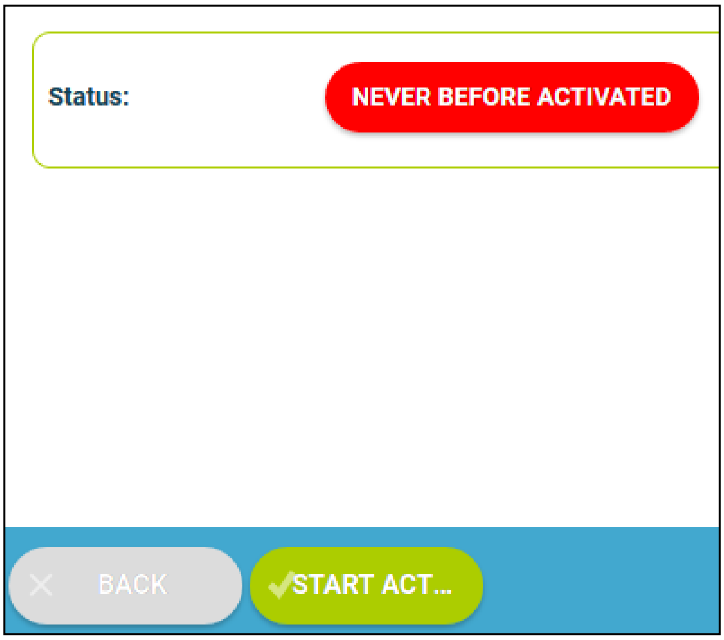
4.1 Where should I start when creating the integration?

Make sure you are logged into Simple-Simon and head over to 'Integrations'. Select 'Activate integration' and select 'Usable'.



4.2 How do I activate the integration?

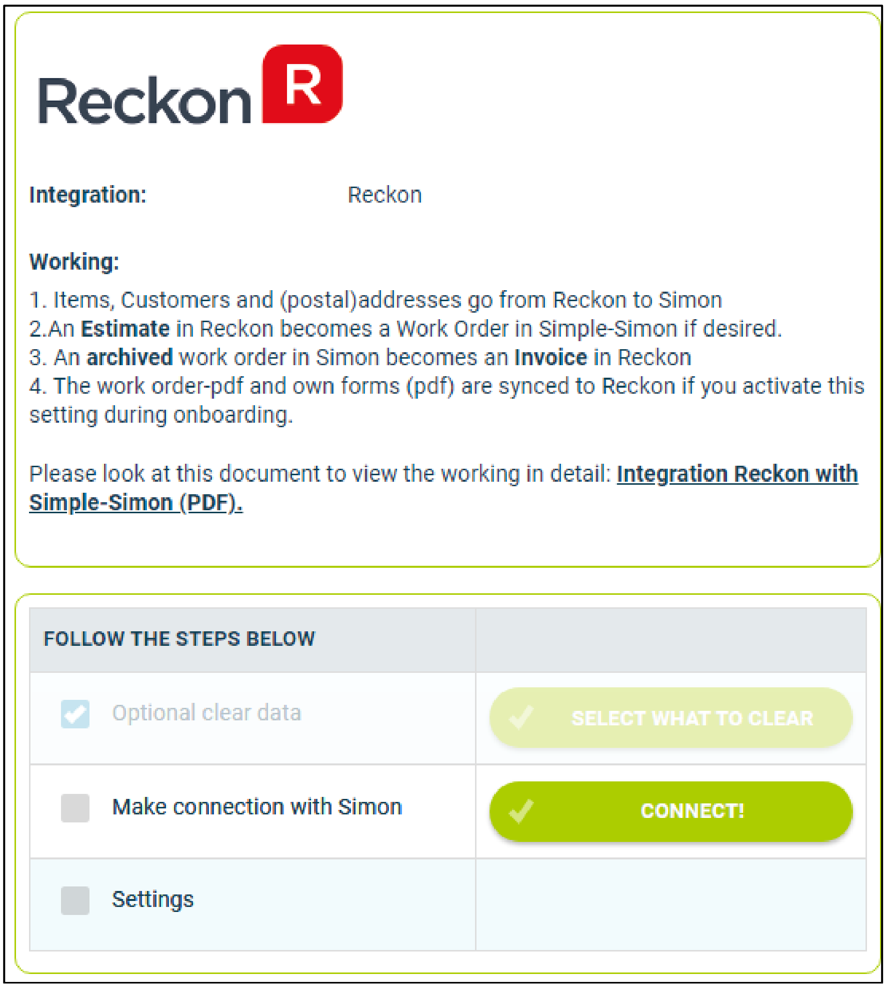
Select the green button 'Start activation'. We then shortly explain how the integration works. Creating the integration starts by erasing existing Simon data. Chapter 4.3 "Why should I erase my database before I can activate the integration?" explains why and how this can be done.



4.3 Why should I erase my database before I can activate the integration?

It is mandatory to erase your database in Simple-Simon if you want to start the integration with Reckon. Once the integration between Simple-Simon and Reckon is set, Reckon becomes the main ERP system. Customers and items and services should be added to Reckon. Simple-Simon automatically updates according to the mutations that are done in Reckon. Your database in Simon therefore should be emptied first, so that you can begin with a fresh start. Select 'Clear Simon data' to erase the data. Simon then shows you which parts should be erased.

If you are restarting the integration (after de-activating it), you can choose which parts of the database should be erased. Select which parts of the database you want to remove and which should remain.



It is possible to start the integration as soon as you have erased the Simon database. You can do so by selecting 'Connect!'.

When you pressed ‘Connect’, you are sent to the login screen from Reckon. Fill in your credentials and press ‘Sign in’.

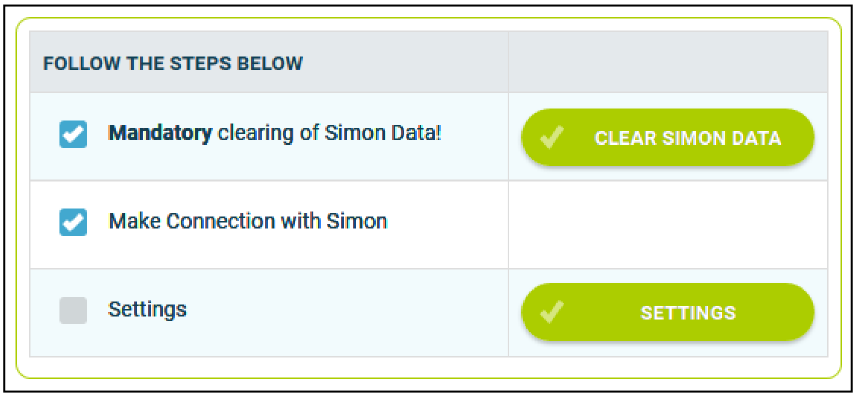
4.4 Where can I deactivate my integration?

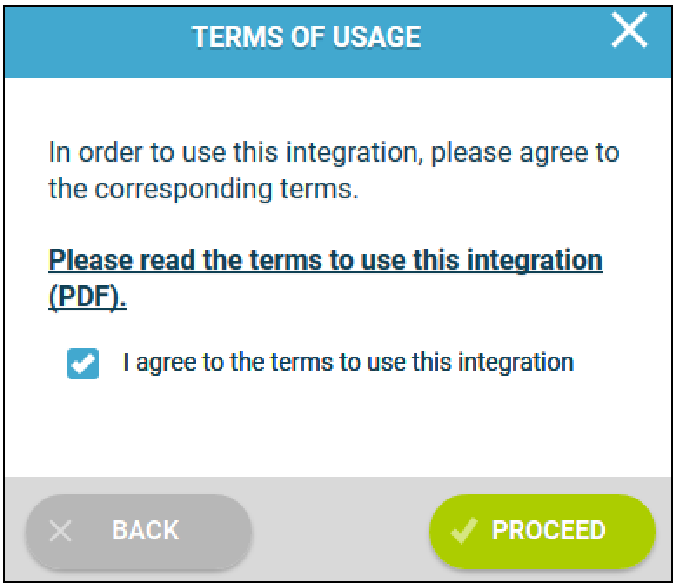
If wanted, you can immediately deactivate your integration. Once you deactivate the integration, it will stop automatically. You do not need to contact Simple-Simon to deactivate your integration. The moment you deactivate your integration, Reckon will no longer transfer customers and items to Simon and you cannot send work orders to Reckon either. Of course, you can restart the integration at any moment. The moment you restart the integration Simon will start updating the customer and items again and it is possible to send work orders to Reckon as well.

5. Settings integration

5.1 What should I do with the settings of the integration?

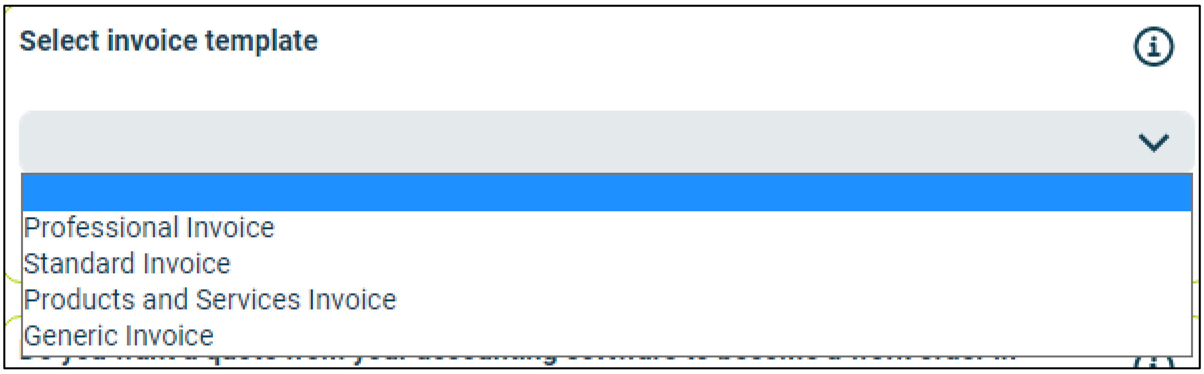
You can use the settings to determine how the integration should work. The settings can be selected after you have erased the Simon data and created a connection between Simon and Reckon. Select 'Settings' to manage the settings. When using the integration you agree with the terms and conditions of the integration.





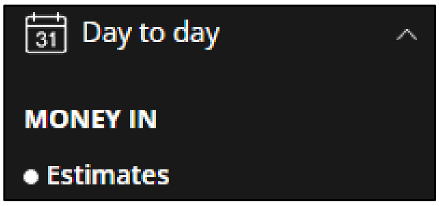
5.2 How do you select an invoice template?

You can select an invoice template, which will be the most suited for you. If you have selected the invoice template, the selected invoice template will be displayed when you make new invoices.



5.3 Can I send an estimate from Reckon to Simon?

It is possible to send an estimate from Reckon to Simon. Once you send the estimate to Simon, a work order is created for that estimate. If you want to send estimates to Simon, select 'Yes' in this setting.



5.3.1 Can I determine which estimates I send from Reckon to Simon?

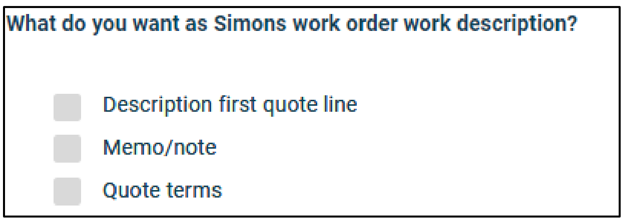
This setting allows you to only retrieve estimates containing a filter word in the estimate description. For example, you could use 'WO' (short for work order) to determine which estimates may be send to Simon. Any estimate description which contains 'WO' is send to Simon. If you leave this setting empty, all estimates will be sent to Simon.

5.3.2 Can I add my items and service from the estimate to my work order in Simon?

If you want, you can automatically add the items and service from your estimate to your work order in Simon. The items and services will be placed in the work order as used items. If you want to this to be done, select 'Yes' at this setting.

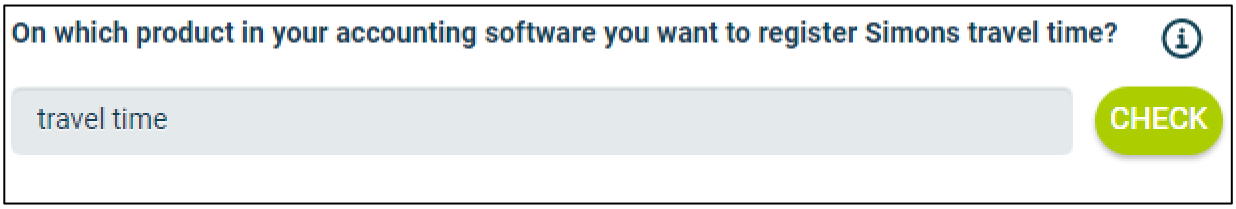
5.3.3 Can I determine what the work order description will be?

You can choose what description the work order should get, once the estimate is sent from Reckon to Simon.



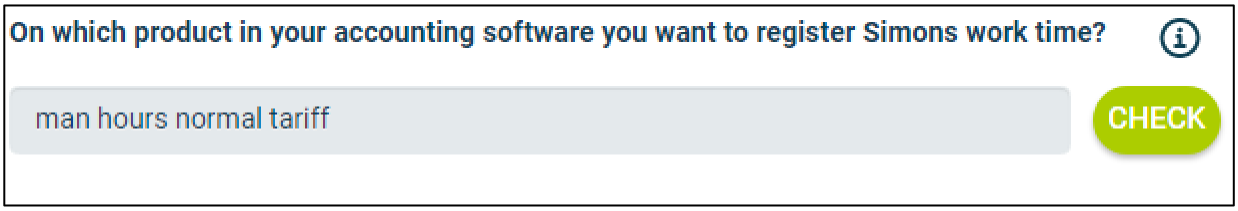
5.4 How do I send my registered travel time to Reckon?

If wanted, you can send the, in Simon registered, travel time to Reckon. The item you choose here is the item which is selected in Reckon when sending the travel time to Reckon. For example, if you register two hours of travel time in Simon, two times the items is registered in Reckon. Select 'Check' to validate the item in Reckon.



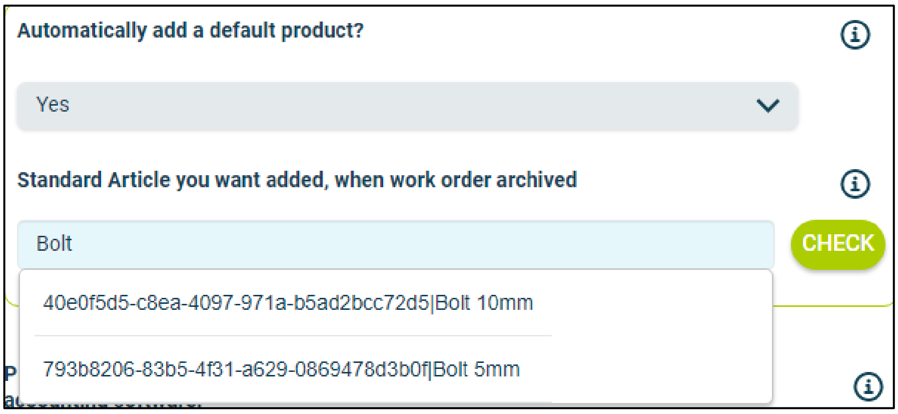
5.5 How do I send my registered work time to Reckon?

If wanted, you can send the, in Simon registered, work time to Reckon. The item you choose here is the item which is selected in Reckon when sending the work time to Reckon. For example, if you register two hours of work time in Simon, two times the items is registered in Reckon. Select 'Check' to validate the item in Reckon.



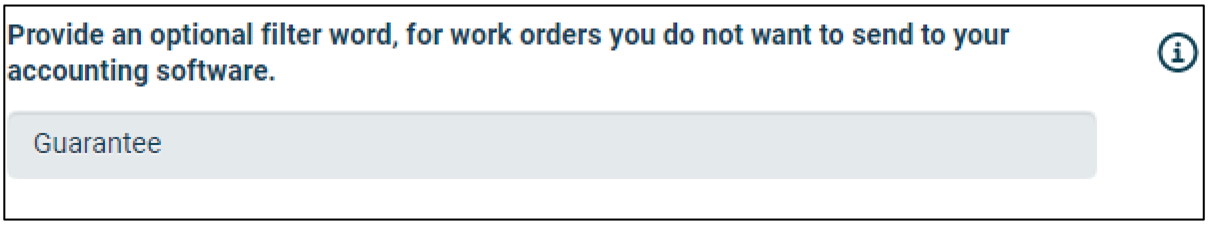
5.6 Can I add a default item to my invoice in Reckon?

If wanted, you can automatically add a default item to your invoice in Reckon. This item is automatically placed on your invoice once you send the work order from Simon to Reckon. An example of a default item is a 'Bolt'. If you want the bolt to be automatically added to your invoice, press the icon in the form of a pencil, search for 'Bolt', press check and select the right type of 'Bolt'.



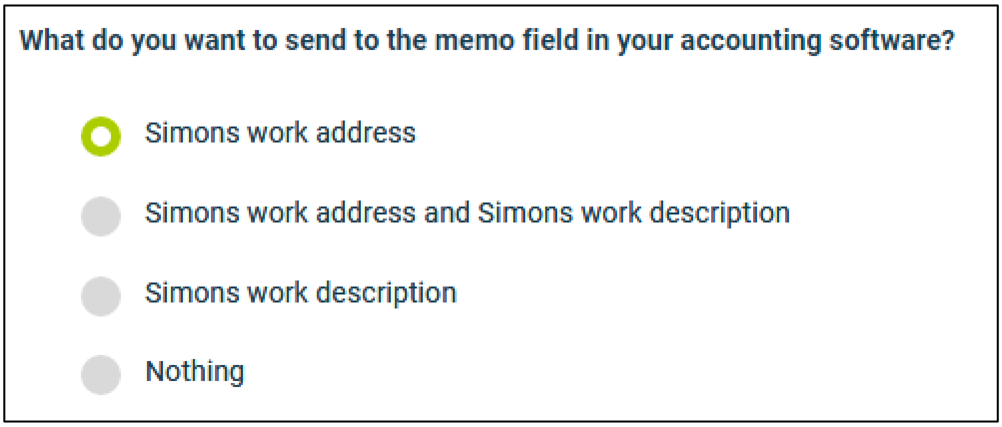
5.7 Can I prevent work orders from being send to Reckon?

When you archive the finished work order, it is sent to Reckon as an invoice. If you do not want all work orders to be send to Reckon, you can prevent this by entering a filter word. For example, if you do not want the guarantee jobs to be billed, you can add ‘Guarantee’ as a filter word. All work orders which have ‘Guarantee’ in the description of the work order, will not be send to Reckon. If you leave this setting empty, all work orders will be sent to Reckon.



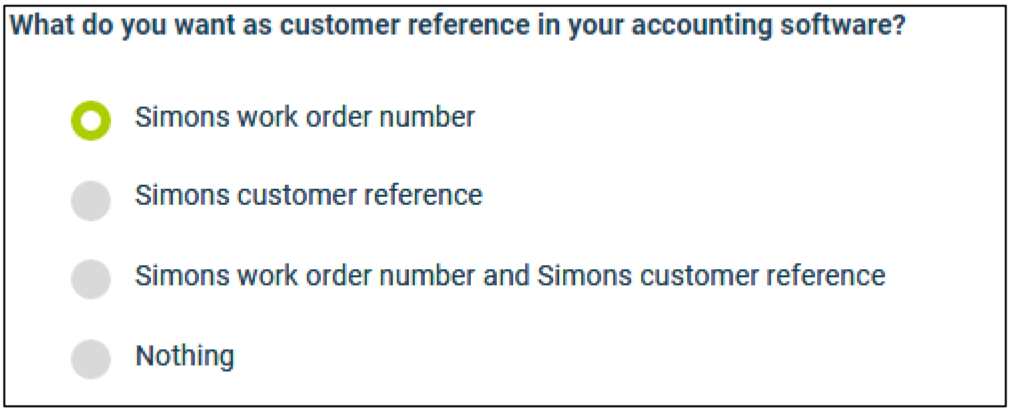
5.8 Can I add information from Simon to the notes in Reckon?

If wanted, you can send the work address, description of the work done or both to the invoice notes in Reckon. The work address is the location where the job is done. If you have multiple locations where work needs to be done, you can add them to the correct customer in Simon. Regardless of the choice made, the information is shown in the notes of the invoice. That way you can quickly see where the job was done or what kind of job was done.



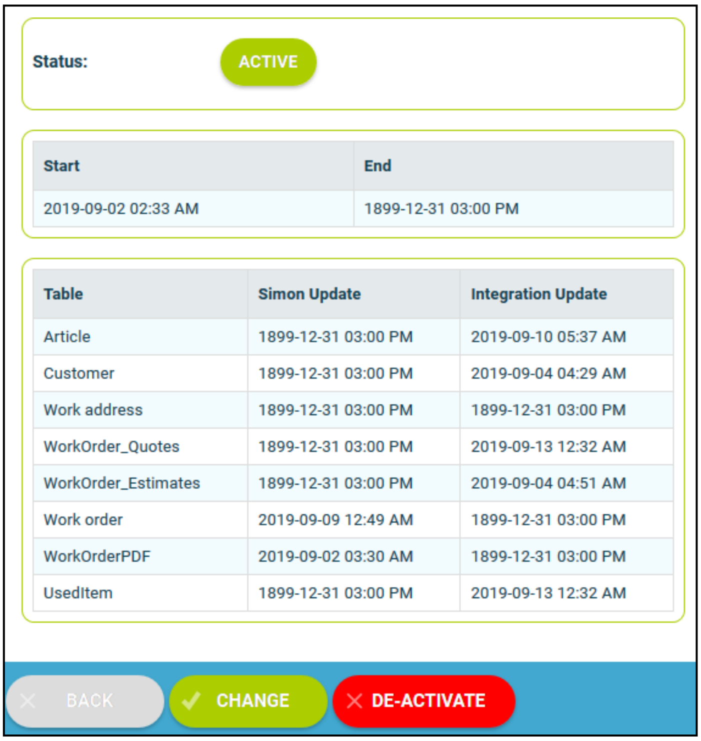
5.9 Can I add information from Simon to the customer reference in Reckon?

If wanted, you can send the work order number, Simon's customer reference or both to the invoice reference in Reckon. Regardless of the choice made, the information is shown in the reference of the invoice. That way you can quickly view the work order number or Simon's customer reference.



6. Edit settings integration

6.1 **How can I edit the settings of my integration?** Once you have set the integration with Reckon, you can edit the settings of the integration. The status of the integration shows you whether it is active or not. By selecting 'Change' you can edit the settings of the integration. The next page will show you the settings button. Here you can edit the integration according to your own wishes. If you edit one setting, all other settings need to be checked as well. Press 'Check' to check each setting. Save the settings and the integration has been edited. The changes in the integration will be applicable from the moment you have edited the integration. This will not be done in retrospective.



6.2 Are there any consequences if I edit the interface?

The integration works according to the choices you make in the settings page. It is only possible to edit the integration's settings if this is in line with information from Reckon. For example, if an item does not exist in Reckon, Simon will send an error notification stating this. It is your own responsibility that the integration information is correct.

6.3 When are changes to the integration activated?

The moment you alter the integration, the changes are saved and activated. This will not be done in retrospective.

6.4 Can I undo my settings?

You can edit the settings of the integration at any given moment. The moment you alter the integration, the changes are saved and activated. This will not be done in retrospective. If needed, you can also completely deactivate the integration. The moment you stop the integration, it will be deactivated completely. You do not need to contact Simple-Simon to do so. The moment you deactivate the integration, Reckon will no longer send customer and items to Simon and it also not possible to send a work order to Reckon. Of course, you can activate your integration again.

7. How does the integration work?

7.1 Why should I empty my database before starting the integration?

It is mandatory to erase your database in Simple-Simon if you want to start the integration with Reckon. Once the integration between Simple-Simon and Reckon is set, Reckon becomes the main ERP system. Customers and items and services should be added to Reckon. Simple-Simon automatically updates according to the mutations that are done in Reckon. Your database in Simon therefore should be emptied first, so that you can begin with a fresh start. Select 'Clear Simon data' to erase the data. Simon then shows you which parts should be erased.

If you are restarting the integration (after de-activating it), you can choose which parts of the database should be erased. Select which parts of the database you want to delete and which should remain.

7.2 How long does it take for Reckon and Simon to synchronize?

The synchronization between Reckon and Simon is done around every 5 minutes. This might be a bit more or a bit less, depending on how many people are using the integration. You can also view the highest mutation date. This shows the latest mutation you did in Reckon (or Simon), that influences Simon (or vice versa). If you want to view the mutation date, go to 'Integrations', 'Logging' and look at the green icon.

7.3 How often is a clean-up done in Simon?

Items or customers removed in Reckon, are automatically remove in Simon as well. Simon runs a clean-up, a few times a week, in which these customers and items are automatically removed. You do not need to remove customers or items yourself; Simon does this for you.

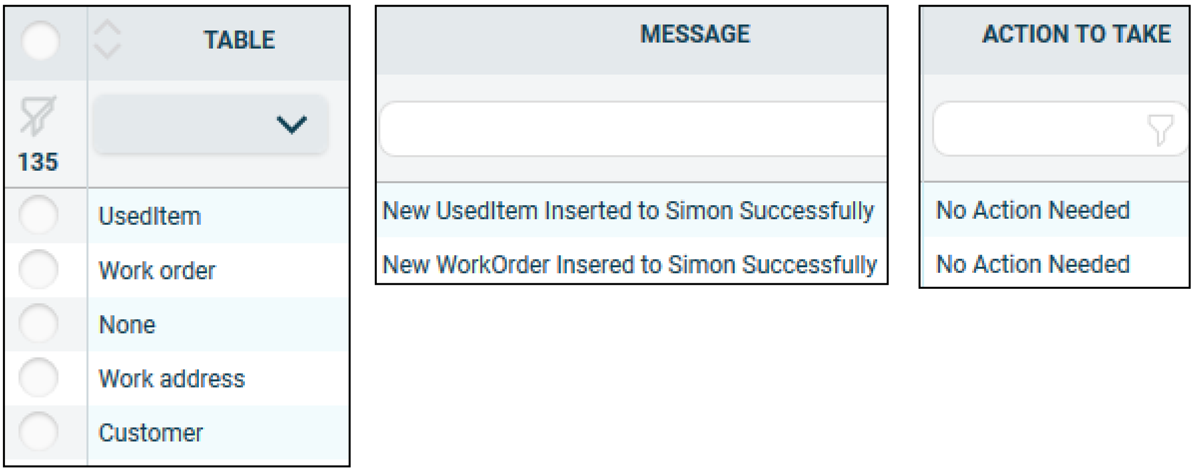
7.4 Why does it take a while (the first time) to retrieve the data from Reckon?

It might take a while to set the integration between Simple-Simon and Reckon. The first time Simon must import all customers and items from Reckon. How long this takes exactly is depended on the size of your database in Reckon.

8. Logging – notifications integration

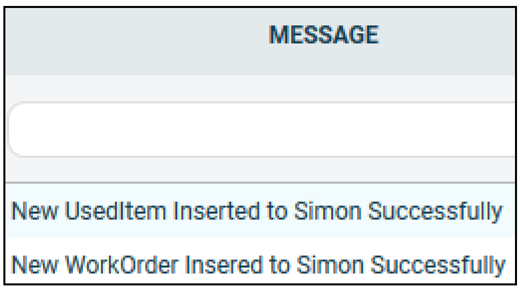
8.1 My integration with Reckon does not work, what should I do?

If (a part of) your integration does not work, a notification is created. You can view these notifications at 'Integrations' and then 'Logging'. Here you can find all notifications regarding your integration. Each column tells you a bit about the notification. For example, the 'Table' column tells you whether the notification is about a work order, customer, work address or item. Furthermore, the column 'Message' shows you the exact notification. If something needs to be done about the notification, you can view what you should do in 'Action to take'. An example of a notification is when no customer is attached to the customer. You cannot send a work order to Reckon without attaching a customer to the work order, as Reckon needs to know for which customer the invoice can be created.



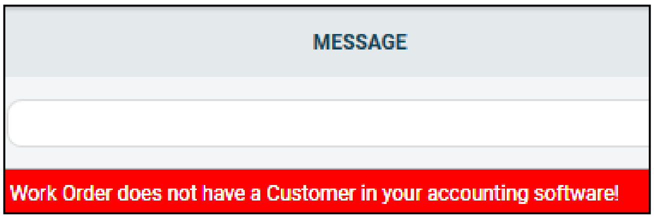
8.2 What is the meaning of the various notifications?

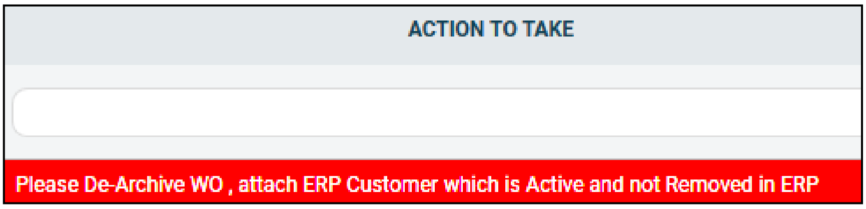
Depending on the type of notification, Simon will either show an info, warning or an error message. Regardless of the type of notification, Simon will show the message in the 'Message' column. You can choose to only show warning or errors. If you want to view all notifications that require a solution, select errors. If a solution is required, this is shown in the column 'Action to take'.



8.3 Notification …. is shown in my Reckon integration, what should I do?

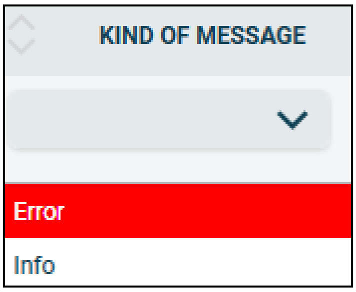
If you receive a notification that requires a solution, this will be shown in the column ‘Action to take’. This column also explains what the solution should be.





8.4 What is the meaning of the various colours in the notifications?

The colour changes depending on the type of the message. An ‘info’ notification is shown in white or blue. ‘Warnings’ are shown in yellow and ‘errors’ are shown in red. That way it is easy to view what is going on in the integration and if a solution is required.



9. Stop the integration

9.1 Where can I stop the integration with Reckon?

You can stop the integration with Reckon by going to ‘Integrations’ ‘Activate integration’ Reckon’ ‘Active’ ‘Deactivate’. Simon will then ask whether you really want to deactivate the integration. The integration can only be used later by reactivating it.

9.2 Are there any consequences if I stop my integration with Reckon?

No more customers and items will be transferred from Reckon and no work orders will be send to Reckon, from the moment you deactivate the integration. Of course, you can always reactivate the integration. The customers and items will be transferred to Simon and work orders will be send to Reckon from that moment on.

9.3 Should I contact Simon to stop my integration with Reckon?

You can deactivate the integration whenever you want. Once you deactivate the integration, it stops automatically. You do not need to contact Simon to do this.