

# vintrace Integration Guide



Grow your business with TRUE unification



# Overview

## What is vintrace?

vintrace is cloud-based winery production software providing:

- Production management from grape to bottle
- Traceability and one-click WET tax reporting
- Powerful inventory management
- Mobile app for iOS and Android
- Wholesale sales orders, tax, and reporting management

## What is vinCreative?

vinCreative is a cloud-based software solution (SaaS) providing :

- Website & eCommerce Content Management
- Client Management & CRM
- Direct to Consumer (DtC) Sales & Marketing
- Order Picking, Packing & Delivery
- Business Reporting

## What does the integration support?

The API gateway allows data to flow between vinCreative and vintrace, reducing double-entry and errors. This powerful integration:

- provides an end-to-end, digitised solution
- improves communication and transparency between the back and front-of-house functions
- allows for available stock levels to be extracted from vintrace in real-time to support eCommerce, POS, and Wine Club sales processes in vinCreative
- feeds transactional data from vinCreative into vintrace as Sales Orders, triggering a stock level adjustment
- automatically applies and reports on wholesale WET tax in vintrace
- records an audit trail, showing the date and time data is sent between systems
- displays error messages for incomplete transactions

## What terms are important?

1. DtC means Direct to Consumer
2. Transactions in vinCreative are Sales Orders in vintrace
3. Inventory Locations in vinCreative are Storage Areas in vintrace

## Why integrate?

The goal of this integration is to streamline your business processes and save you time. Rather than rekey the sales figures and inventory numbers into vintrace, vinCreative's API will push the transactions in real-time. Both vinCreative and vintrace have worked extremely hard to ensure this API Integration provides a 'best practice' methodology & leads the market in functionality.

Using this integration you can have either 'Paid' or 'Paid & Issued' Transactions (Invoices) pushed through to vintrace automatically.

There are multiple business efficiencies to be gained by doing this, including :

### Improved 'end-user experience'

The User Experience can be improved by accurately accounting for all stock across the entire business to ensure client expectations are met and disappointment is minimised by ensuring 'available stock' is accurate for eCommerce, CRM Back Office, POS, and Wine Club Orders.

### Wet tax reporting

To calculate the 'optimal' WET Tax owed, and not overpay, is a complex process and one that can be expensive to handle manually. To achieve the optimal tax treatment you must record who your products were sold to, for how much, and in what capacity including Tasting/Own Use, Wholesale, Export & Distribution.

## What is the process?

1. Ensure vintrace is configured correctly for:
  - a. Products including Inventory, Non-Inventory, Packs, & Wine Club Selections
  - b. Price Lists are set for correct GST & WET Taxes
  - c. Contacts are created Sales Channels, User Roles & Specific People
2. Setup an API User Account and provide us with the API Key & URL so we can link the two systems
3. Send the 'mandatory field configurations' to our Client Services Team
4. Complete the linking of Products and Contacts so they are mapped to each other in both systems
5. Notify us when you are complete & ready to start syncing transactions across to vintrace

### Master stock record

As both systems record Inventory, it is important to consider which should be used as your Master Stock Record. The answer is currently vintrace as existing clients already have set processes for wholesale/distribution/export 'fulfilment and dispatch' processes & WET Tax Reporting.

*Refer to "Appendix A - Roadmap" for future functionality such as Wholesale Opportunity Management and WET Tax Reporting which will impact the Master Stock Record decision.*

# Configuring the integration

To ensure the integration works correctly the two systems must be configured appropriately and may vary depending on your exact needs.

## API setup

### User account for API link

Clients must create a User Account for the vinCreative 'API link' to vintrace which must have 'Operator Role' permissions so vinCreative can extract Products and Contacts, and submit Sales Orders to your vintrace system.

Once this account is created you need to contact the vintrace Support Team and request they configure, your vintrace implementation appropriately for vinCreative API Integration.

### vintrace URL & API key

Once your vintrace instance is configured correctly to work with vinCreative you will need to provide us with the vintrace URL and the API Key so we can 'Link' the two systems.

## Mandatory settings

To ensure the API works correctly there are some default settings that are mandatory which vinCreative configures on your behalf. Our client's services team will contact you to capture this information. These include:

### Do not send to Xero

Set this to 'False' if you are using the vintrace XERO Integration or wish to manually push Transactions to XERO, otherwise, this flag should be set to 'True' if the vinCreative XERO Integration is enabled.

All transactions will still be sent to vintrace for Inventory Management and WET Tax Reporting purposes.

vinCreative XERO Integration has a significant advantage to help you streamline your accounts reconciliation process with our 'Consolidated Payments' option. *Refer to our vinCreative XERO Integration Guide for further information.*

**Action 1.** Advise us whether you will be sending transactions to Xero via vinCreative or vintrace.

### Sales order status

Normally set to 'Paid' for DtC Sales.

*Refer to 'Appendix A - Roadmap' for future functionality such as Pay On Account and Account Statements which will impact configuration for this setting.*

**Action 2.** Advise us whether you want paid, or paid and unpaid transactions.

### Sales type

Normally defaults to 'Retail' for DtC Sales.

*Refer to 'Appendix A - Roadmap' for future functionality such as Wholesale Opportunity Management and WET Tax Reporting which will impact configuration for this setting.*

**Action 3.** Advise us what your 'Sales type' is in vintrace.

## Shrinkage Accounts

To ensure Wet Tax is correctly calculated in vintrace you will need to set up a vintrace Customer called 'Shrinkage' (or something appropriate for your business) and provide the Customer ID to vinCreative. Using this any vinCreative Customers mapped to the vintrace "Shrinkage" Customer will have the Sales Type set to Tasting Own Use.

**Action 4.** Advise us what your "Shrinkage" Customer ID is in vintrace.

Modified ↓	First Name	Last Name	Transaction Type	Role	External Account ID	External Account Name
11-Jul-2022	Point Of Sale	Sale	pos	Change	477	Point Of Sale
11-Jul-2022	eCommerce	Sale	cart	Change	480	eCommerce
11-Jul-2022	CRM Login	Sale	invoice	Change	478	CRM Login
11-Jul-2022	Wine Club	Sale	somnambulist	Change	479	Wine Club
11-Jul-2022	Wholesale	Samples	any	Change	510	Samples - Wholesale
11-Jul-2022	Cellar Door	Tasters	any	Change	592	Samples - Sales
11-Jul-2022	Marketing	Samples	any	Change	241	Samples - Marketing
11-Jul-2022	Export	Samples	any	Change	570	Samples - Export
11-Jul-2022	Damages	Breakages	any	Change	451	Shrinkage
11-Jul-2022	Team	Complimentary	any	Change	451	Shrinkage
11-Jul-2022	Customer	Complimentary	any	Change	451	Shrinkage
11-Jul-2022	Contractors	Complimentary	any	Change	451	Shrinkage
11-Jul-2022	Winemaker	Tasters	any	Change	451	Shrinkage
11-Jul-2022	Accommodation	Samples	any	Change	232	Samples - Accommodat
11-Jul-2022	Quality	Issues	any	Change	451	Shrinkage

Image: Sample mapping configuration

## Revenue/Item account code

They are configured in vintrace and will automatically default to your settings and will follow the below hierarchy:

1. If a stock item in vintrace has an associated revenue account, it will get used by default.
2. Otherwise, if the sales region has a default Account code, it will get used.
3. Otherwise, if the price list has a default Account code it will get used.
4. Lastly, if we can't deduce one from there, we use the system default "Revenue" account.

## Customer pickup

This should be set to 'True' for all Sales Orders dispatched via vinCreative. Should vintrace be used to dispatch vinCreative generated Sales Orders then this flag should be set to 'False'.

Should you have a Cellar Door & require a 'hybrid model' where sales not including freight are set to 'True' & all others 'False' then this is possible but will require additional billable configuration to be carried out by vinCreative.

## Fulfilment

This is normally configured by vintrace as 'Fully Sent' for all Sales Orders dispatched via vinCreative. Should you choose to dispatch vinCreative Sales Orders via vintrace then you should have them change this setting to "Approved to Send".

Should you have a Cellar Door & require a 'hybrid model' where "client pickup" sales dispatched via vinCreative require vintrace to auto-decrement this stock but all other sales orders created in vinCreative are dispatched via vintrace then these sales will need to be set as "Approved to Send". This will require additional billable configuration to be carried out by vinCreative.

## Price lists

vinCreative does NOT map to Price Lists in vintrace. This will use the Price List 'set' on the Customer in vintrace.

**Action 4.** No action is required. Please ensure your price lists in vintrace are mapped to the contacts you will use to link the transactions to.

## Inventory locations

All Storage Areas in vintrace must be mapped to a vinCreative Inventory Location for the sales orders to be accepted & for the correct Products to be decremented from the correct Storage Area.

**Action 5.** Advise us of the exact name of each 'Storage area' you want us to link to the sales channel in vinCreative. Nominate one per:

- eCommerce
- Wine club
- Back office
- POS (these can be different per Pos Channel)

## Product creation

vintrace supports Inventory Products such as Wine Bottles and Wine Packs, as well as Non-Inventory Products such as Merchandise, Wine Glasses, and Wine Tastings, etc. These can all be mapped directly to products in vinCreative (refer below to the Data Mapping section).

Products 'Do Not' feed from vintrace to vinCreative as there is currently no functionality available in either the vintrace API or vinCreative solution to facilitate this functionality. New Products must be created manually in both systems.

## Use of pack products

vintrace supports Product Packs that allow you to select specific Wine Products that are sold as a Single Item. These can be used to support Sales Campaigns via the Cellar Door, CRM, or Online Store.

When you manufacture Packs in vintrace the Bottle Inventory is decremented immediately, and when it's sold it will decrement the selected Pack Product from inventory.

## Wine Club product configuration overview

At a high level, the setup of Wine Club Products is very simple in vintrace.

You create :

1. Non Inventory Products (NOT Pack Products) for each Wine Club Selection and 'map' these in vinCreative to Wine Club Selection products. You could create a single 'generic' Wine Club product or individual Wine Club products.
2. Inventory Products for each individual Wine Product (bottle) included within a Wine Club and 'map' these to Wine Products in vinCreative. When a Wine Club has processed the wine product inventory (bottles) will automatically be decremented. To ensure WET Tax is correct, all wine products should be included in a vintrace Price List with WET Tax included. For more information on WET Tax configuration please refer to your vintrace support representative.

## Automatic stock decrementing

To decrement stock automatically you must have the following conditions. The storage area must exist in vintrace, the customer pickup flag must be set to True, and the sales order status flag must be set to Paid. For more information regarding automatic stock decrementing please refer to your vintrace support representative.

## Data mapping

vinCreative provides an interface where you can configure how data is 'mapped' so it is recorded correctly in vintrace. When mapping is complete email [support@vinCreative.com](mailto:support@vinCreative.com) and request that we turn 'on' the API link to start pushing transactions across. Mapping processes include the following:

### Products

All products in vinCreative, including Inventory and Non-Inventory, must be linked to a corresponding product in vintrace via the mapping interface' for the sales order to be accepted & for the correct products to be decremented.

### Contacts

Sales Channels must be mapped to a Contact within vintrace. We will collect a default Contact from you which all Sales Orders will be raised against. If you wish to record Sales Orders in a more nuanced manner, vinCreative supports three mapping levels in the below order of priority.

1. 1 to 1 Contact Mapping
2. User Role to one Contact Mapping
3. Sales Channel to one Contact Mapping

Link the appropriate Customer in vinCreative to the correct Contact in vintrace via the mapping interface.

### Freight

vinCreative dynamically adds a default 'freight product' to the mapping system which can then be mapped to your vintrace 'freight product'. This is completed in exactly the same manner as all other products are mapped.

As a result, when there is freight included on an invoice in vinCreative it is then represented as a new line item on the sales order in vintrace.

## Data synchronisation

### Inventory

vinCreative will resync inventory from vintrace every 4 hours and/or when vintrace notifies us of a Stock Movement/Update if they are your chosen Master Stock Record. Should vinCreative be your Master Stock Record then resyncing will be Disabled.

### Transactions

Typical installations will have all Paid Transactions (Invoices) automatically pushed to vintrace as Sales Orders. This process normally happens very quickly but should vinCreative, or vintrace, have a backlog of processes running then time delays can occur of up to 1-2 hours.

Should a Transaction not flow through within 24 hours we recommend that you review your 'transaction audit trail' to confirm if any errors have occurred.

### Historic transactions

Transactions (Invoices) created prior to the API link being turned 'on' must be created in vintrace as per your previous business process to ensure no transactions are missing.

### Transaction audit trail

vinCreative records in our Transaction Audit Trail each Sales Order we push to vintrace. Should a Transaction not be able to be 'pushed' then an Error Message is stored in the Audit Trail which records the Reason for Failure, Date, and Tx ID. Error types include ;

- No Product Mapping Exists
- No Contact Found
- vintrace System Error

## Discounts

To ensure your WET Tax is not overstated vinCreative needs to deconstruct Invoices as they are sent to vintrace, to send them the Retail Price prior to ANY discount being applied and a single Discount for each Line Item on the vintrace Sales Order. This single Discount is pushed across to vintrace as a % Percentage if you are using the vintrace to XERO API, and a \$ Amount if you are not. These are business rules stipulated by vintrace.

This deconstruction of Invoices is a complex task as vinCreative provides multiple discount and price override methods across the different Sales Channels within our solution.

These include:

- User Role Discounts
- Coupon Discounts
- Line Item override % and \$ amount
- Transaction Total override % and \$ amount

The calculated Discount for a specific Line Item on a vintrace Sales Order is dependent upon the discount treatment of the Line Item Product, plus a share of the aggregate Transaction Level Discounts applied which are apportioned proportionally to the quantity and value of all products on the total Sales Order.



## Appendix A - Roadmap

vintrace API has been planned & built to support this functionality and ensure the business improvement benefits are delivered to all

The below Roadmap functionality is planned to be delivered in the next 12 months.

Our viclients.

### Q4-2022

#### Pay on account

vinCreative plans to release 'Pay on Credit Account' functionality to allow 'Unpaid Invoices' to be issued to 'Wholesale/Distributor/Export Customers' with an Order fulfilment and dispatch process supported prior to a payment being received.

When clients utilise this functionality and sales orders are to be dispatched immediately within vinCreative, the API will still push the Sales Order to vintrace but change the Order Status to Approved.

### Q4-2022

#### Account statements

vinCreative plans to enhance the Pay on Invoice functionality and support Account Statements which will restrict clients from exceeding their Credit or Account Payment Terms.

#### Wholesales opportunity management

vinCreative plans to deliver Sales Opportunities Management for Wholesales, Distribution, and Export customers to improve sales team accountability and cash flow planning.

### Q4-2022

#### WET tax reporting

WET tax reporting with the automated allocation of calculation rules to ensure the most advantageous tax treatment.

## Appendix B - Wine Club Deep Dive

For the more technically aware readers, below we discuss the more intricate details of Wine Club Orders sent to vintrace.

### Winery select clubs (fixed product)

Invoices created for vinCreative 'Fixed' Wine Clubs include a single Invoice Line Item for the Club Product with a \$ Total Sale Amount for the Club Sale, plus individual Line Items for each Wine Product included in the delivery with a Qty and \$0.00 sell price.

In vintrace, you create a 'Non-Inventory' Product (Not a Pack Product) that you 'map' to the vinCreative 'Fixed' Wine Club product in vinCreative. This product should be in a Price List that will correctly attribute the Wet Tax Liability. The Line Item Products should be mapped to vintrace 'Inventory' Products so Inventory will be updated.

This process allows for the total value of the club sale and each individual bottle at zero dollars to be sent to vintrace ensuring accurate inventory management and WET Tax calculation.

*Note: For more information on WET Tax setup in vintrace please contact their support team.*

### User select clubs (custom product)

Invoices created for vinCreative 'Custom' Wine Clubs include a single Invoice Line Item for the Club with a \$0.00 sell price, and individual Line Items for each Wine Product included with a Qty and \$ Sell Price.

In vintrace, you create a standard Non Inventory Product (Not a Pack Product) that you 'map' to the vinCreative 'Custom' Wine Club. This product will not impact the WET Tax Calculation as it is \$0.00.

The Line Item Products should be mapped to vintrace Inventory Products so Inventory will be updated and they should be in a Price List that will correctly attribute the Wet Tax Liability.

## Appendix C - Frequently Asked Questions

### What should be my master stock record?

- Depending on your business processes either vintrace or vinCreative may be better suited as your Master Stock Record.
- In Q3/4-2021 vinCreative plans to release Version 2 of our Multi-warehouse System. This release will deliver a comprehensive upgrade to the User Interface allowing seamless, and real-time, stock transfers between warehouses. The streamlined stock movement/s process will provide a better User Experience for Cellar Door customers as immediate Stock Transfers allow for 'face-to-face' customer interactions without delays required to move inventory to complete a sales transaction.

### vintrace and vinCreative integration to Xero?

- Transactions can be forwarded to XERO from either vinCreative, vintrace, or both. When transactions are sent to vintrace from vinCreative we set a 'Send to Xero' flag as either True or False.
- To streamline your reconciliation processes, vinCreative allows for adding Xero Tracking Codes and Batch Processing Workflows for Payment Gateway Settlements. If these features offer value to you then vinCreative should be used to push all Transactions created in it to XERO.

### Who provides WET tax reporting?

- vintrace provides excellent WET Tax reporting functionality. As outlined above in 'Appendix 1 - Roadmap' vinCreative plans to deploy a solution in 2022.
- vinCreative plans to release a WET Tax report in Q2-2022

### Where do I pick and pack?

- Either vinCreative, vintrace, or both depending on your business processes.
- Typically clients 'fulfill and dispatch' from vinCreative all DtC transactions including eCommerce, Wine Club, CRM Back Office, and POS. Wholesale orders are best to be processed from vintrace until vinCreative releases Wet Tax and Wholesale Sales functionality.
- The vinCreative 'WineDepot API' will only send Orders to WineDepot when they have enough stock available to fulfil the entire order. Other orders will be placed in the vinCreative Picking List for fulfilment and dispatch.

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