datto | AUTOTASK PSA

MS Dynamics GP

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The Microsoft Dynamics™ GP Integration

> **IMPORTANT** The Microsoft Dynamics GP Integration, using Boomi middleware, is no longer available to new Autotask PSA users. This document is provided to assist legacy users.

Autotask PSA has integrated with Microsoft Dynamics™ GP to allow customers to transfer Autotask PSA billing items to Microsoft Dynamics™ GP.

The integration takes advantage of a middleware called Boomi, a tool that enables you to build, deploy and manage simple to complex integration processes using only a Web browser. The Boomi AtomSphere manages the integration between Autotask PSA and an on-premise application like Microsoft Dynamics™ GP. It features a visual interface that eliminates the need to learn complicated APIs.

Autotask PSA customers receive the standard integration with Microsoft Dynamics™ GP which will work well for most customers as-is, but given that Microsoft Dynamics™ GP is highly customizable, they can also develop a customized integration to match by engaging Autotask Professional Services or do the work themselves.

Supported Microsoft Dynamics™ GP versions

This integration supports the following versions of Microsoft Dynamics™ GP:

- Version 9.x
- Version 10.x
- GP 2010 and 2013

About this document

This document describes the features of the out-of-the-box standard integration provided by Autotask PSA:

- It matches Autotask PSA companies to GP customers. If a match cannot be found, the integration can either generate an error message, or create a customer in GP from the Autotask PSA company details. Refer to "Entering the GP Customer Number into the Autotask Company Number" on page 11.

- This document also describes the initial configuration steps in both Autotask PSA and Microsoft Dynamics GP that allow us to match Autotask PSA billing items to GP items using the External Number on Autotask Billing Code lists. Refer to "Entering the GP Item Number on Autotask Billing Codes" on page 13.

- It provides the default field mapping details for all supported item types. Refer to "Default Field Mapping to GP" on page 15.

- The document provides a complete workflow for each billing item type from creation in Autotask PSA to the export of the XML file that Boomi uses to populate the GP items. Refer to "Workflow of billable items in Autotask" on page 42.

Initial Setup Tasks

Before the Boomi process can be configured, and the Boomi Atom deployed, initial setup tasks need to be completed by the customer. These tasks are brought together in the "Microsoft Dynamics™ GP Setup Checklist" on page 7. In large part, the items listed below provide detailed information to accomplish the more involved tasks from the check-list.

Reference the Microsoft Dynamics™ GP Customer Number in Autotask

New Customers who use the GP Integration should ensure that the GP Customer Number (**CUSTNMBR**) is used to populate the Autotask Company Number field when initially importing Companies.

This number will act as the key field for assigning each billing transaction to the proper customer in GP. In some cases with existing Customers, this number may have to be added manually or through a back-end process. If you are an existing Autotask PSA customer and would like to have Autotask PSA update your Company Numbers with the **GP CUSTNMBR**, contact Autotask Professional Services.

Refer to "Entering the GP Customer Number into the Autotask Company Number" on page 11.

Reference the GP Item Number on Autotask Billing Codes

Invoice Items are mapped to their Great Plains counterparts by referencing the GP Item Number (**ITEMNMBR**) in the External Number field of the Autotask Billing Code associated with the transaction. Refer to "Entering the GP Item Number on Autotask Billing Codes" on page 13.

Setup for Handling Billing Code Matching Failures

To transfer a transaction with an Billing Code that is missing the **GP ITEMNMBR** or where the Item Number was entered incorrectly, you must create a GP Item with the description "Autotask – No Allocation Match Found".

This can be accomplished by selecting **Cards > Inventory > Item** from the menu and making the addition on the resulting **Item Maintenance** page. Note that in addition to the **Item Number** ("AUTOTASK") that **Description** and **UofM Schedule ID** are required fields. **Uof M Schedule ID** should be set to "EACH".

Also, each Item to be used on an invoice from Autotask PSA must have certain defaults (as set on the **Price List**). To update the **Price List** for the AUTOTASK item, select **Cards > Inventory > Price List** from the menu. Add the "AUTOTASK" item to the Price List on the **Price List Maintenance** page. Click **Currency ID** on the lower half of the page. Click the magnifying glass icon to view all the Currency IDs. Select the appropriate currency (i.e. Z-US$). Click the magnifying glass icon next to **Price Level** and choose a Price Level (i.e. SPECIAL). Now click the magnifying glass icon next to **UofM** and select Each. Now that values have been established, set the default **Selling UofM** to be Each and the **Default Price Level** for our example to be SPECIAL. Save the Price List Maintenance entries and close the Maintenance page.

For more information on creating a GP item, refer to your Microsoft Dynamics™ GP documentation.

Microsoft Dynamics™ GP Setup Checklist

The following guide outlines the setup process for integration between Microsoft Dynamics™ GP and Autotask PSA.

Complete the checklist and then send the document to your Autotask Implementation Manager.

Step 1: Microsoft Dynamics™ GP Setup

1. __ In Microsoft Dynamics™ GP, create an ITEM with the Item Number = **Autotask** and the Description = **No Allocation Match Found**. This can be accomplished by selecting Cards > Inventory > Item from the menu and making the addition on the resulting Item Maintenance page.

2. __ Determine the GP Document ID you want to use for invoices created by the integration. The standard Invoice ID (STDINV) will be used if no other Document ID is specified.

   Invoice Document ID to use: _____

Step 2: Microsoft Dynamics™ GP and Autotask Setup – Salesperson IDs

1. __ The Salesperson ID in GP (located in the Salespeople table) should be in all caps and contain the last name of the potential account manager in Autotask PSA. Salesperson IDs can be added or changed using the GP Cards > Sales > Salesperson menu selection.

Step 3: Autotask Setup – Company Numbers

1. __ Open the Company Detail page for each customer record, click **Edit Company** and update the **Company Number** field with the Microsoft Dynamics™ GP **Customer ID** (CUSTNMBR).

2. If the integration process finds that the Company Number is not mapped to the GP Customer ID, select what you want the integration to do:

   1. __ Create a customer in GP from the Autotask PSA company information.

   2. __ Generate an error message indicating that the customer did not exist in GP.

Step 4: Autotask Setup – Labor Items

1. __ In Autotask PSA, set the Work Types – **External Number** field equal to the Great Plains Item Number (ITEMNMBR) field. Refer to the topic "Mapping labor items to Microsoft Dynamics™ GP" on page 22 in Integrating with Microsoft Dynamics™ GP for more information.

2. The GP Comment Text (COMMTEXT) for the transferred billing item will default to the Item Description on the Autotask PSA invoice: T**icket or Task Title <carriage return> Ticket or Task Number**. Indicate if you need a different COMMTEXT: ___

3. Enter your COMMTEXT: _____

Step 5: Autotask Setup – Charges

1. __ In Autotask PSA, set the Material Codes – **External Number** field equal to the GP Item Number (ITEMNMBR) field. Refer to the topic "Mapping Charges to Microsoft Dynamics™ GP" on page 25 in Integrating with Microsoft Dynamics™ GP for more information.

2. __ Set the Autotask PSA **Product External Number** equal to the GP Item Number (ITEMNMBR) field for any product that you want mapped directly to GP (rather than using the mapping of the Material Code). Refer to the topic "Mapping Charges to Microsoft Dynamics™ GP" on page 25 in Integrating with Microsoft Dynamics™ GP for more information.

3. The GP Comment Text (COMMTEXT) for a transferred **Ticket** charge billing item will default to the Item Description on the Autotask PSA invoice: **"Charge Name:" Item Name <carriage return> Ticket or Task Number**. Indicate if you need a different COMMTEXT: __

4. Enter your COMMTEXT: _____

5. The GP Comment Text (COMMTEXT) for a transferred **Project** charge billing item will default to the Item Description on the Autotask PSA invoice: **"Charge Name:" Item Name <carriage return> Project Name**. Indicate if you need a different COMMTEXT: __

6. Enter your COMMTEXT: _____

7. The GP Comment Text (COMMTEXT) for a transferred **Contract** charge billing item will default to the Item Description on the Autotask PSA invoice: **"Charge Name:" Item Name <carriage return> Contract Name**. Indicate if you need a different

COMMTEXT: __

8. Enter your COMMTEXT: _____

Step 6: Autotask Setup – Recurring Service Items

1. __ In Autotask PSA, set the Service Codes – **External Number** field equal to the GP Item Number (ITEMNMBR) field. Refer to the topic "Mapping recurring service items to Microsoft Dynamics™ GP" on page 28 in Integrating with Microsoft Dynamics™ GP for more information.

2. The GP Comment Text (COMMTEXT) for the transferred billing item will default to the Item Description on the Autotask PSA invoice: **Recurring Service Name [Recurring Service Date Range]**. Indicate if you need a different COMMTEXT: __

3. Enter your COMMTEXT: _____

Step 7: Autotask Setup – Recurring Contract Services Adjustments

1. The GP Comment Text (COMMTEXT) for the transferred billing item will default to the Item Description on the Autotask PSA invoice: **Recurring Service Name [Recurring Service Date Range] (Prorated)**. Indicate if you need a different COMMTEXT: __

2. Enter your COMMTEXT: _____

Step 8: Autotask Setup – Milestone Items

1. [ ] In Autotask PSA, set the Milestone Codes – **External Number** field equal to the GP Item Number (ITEMNMBR) field. Refer to the topic "Mapping billing milestones to Microsoft Dynamics™ GP" on page 33 for more information.

2. The GP Comment Text (COMMTEXT) for the transferred billing item will default to the Item Description on the Autotask PSA invoice: **"Milestone:" Item Name <carriage return> Contract Name**. Indicate if you need a different COMMTEXT: __

3. Enter your COMMTEXT: _____

Step 9: Autotask Setup – Subscription Items

1. __ In Autotask PSA, set the Material Code – **External Number** field equal to the GP Item Number (ITEMNMBR) field. Refer to the topic "Mapping subscription items to Microsoft Dynamics™ GP" on page 36 for more information.

2. The GP Comment Text (COMMTEXT) for the transferred billing item will default to the Item Description on the Autotask PSA invoice: **"Subscription:" Item Name**. Indicate if you need a different COMMTEXT: __

3. Enter your COMMTEXT: _____

Step 10: Autotask Setup – Expenses

1. __ All expenses will be mapped to the same GP ITEMNMBR. Specify the ITEMNMBR for mapping expenses:_____

2. The GP Comment Text (COMMTEXT) for the transferred billing item will default to the Item Description on the Autotask PSA invoice: **"Expense:" [Item Name] <carriage return> [Expense Category]**. Indicate if you need a different COMMTEXT: __

3. Enter your COMMTEXT: _____

Step 11: Autotask Setup – System Setting

1. __ In order to ensure that Work Types are available on tickets, enable the "Require Work Type Name field for tickets" system setting. Refer to "Entering the GP Item Number on Autotask Billing Codes" on page 13 for more information.

Entering the GP Customer Number into the Autotask Company Number

During the invoice transfer to Microsoft Dynamics™ GP, each billing transaction must be matched to the correct GP customer. The integration uses the Autotask Company Number as the key field for assigning each billing transaction to the proper customer in GP. The integration uses Autotask Web Services to look up the Company Number based on the Autotask Account_ID found in the XML export file.

Before your first invoice transfer, you must enter the GP Customer Number into the Autotask Company Number field.

How to...

Enter the Company Number

To add a Company Number to the Autotask PSA Company record, do the following:

1. From the list of Companies, right-click the company and select **Edit Company**. The Edit Company form will open.
2. Enter the GP Customer Number into the **Company Number** field.

3. **Save & Close**.

The following steps will be followed to match the invoice items to the appropriate Great Plains account if the Company Number is missing.

What Happens if the Company Number is Missing

If the Company Number field in Autotask PSA has not been populated with the GP Customer Number, the integration attempts to match the Autotask PSA Company Name to the GP Customer Name. An exact match is required.

If we are unable to match the Company Name to the Customer Name, there are two options:

1. The integration can be configured to create a GP customer from the Autotask PSA Company Details. For details on how Autotask PSA fields are mapped to GP, refer to "Default Field Mapping to GP" on page 15.

2. The integration can be configured so the transfer of associated items will fail, and an error message is emailed to a designated recipient.

Entering the GP Item Number on Autotask Billing Codes

Autotask PSA billing items are mapped to GP billing items by referencing the GP Item Number (ITEMNMBR) in the Billing Code External Number field associated with each Autotask PSA billing item.

Depending on the billing item type, Billing Codes go by different names and appear on different lists:

- Billing Codes associated with labor items are called **Work Types**
- Billing Codes associated with Ticket or Project Charges are called **Material Codes**
- Billing Codes associated with Recurring Services are called **Service Codes**
- Billing Codes associated with fixed price contract billing items are called **Milestone Codes**

How to...

Make work types required

Billing Codes are required for all billing transactions, with one exception: Work Types on tickets may not be required in your Autotask PSA database. If you are using the MS Dynamics GP integration, you must enable the **Require Work Type Name field for tickets** system setting. Refer to Configuring field properties.

Map billing items

To ensure the successful transfer of billing items to MS Dynamics GP, do the following:

1. Navigate to the Billing Code list for the billing item type. The table below shows the location of the Billing Codes.

Billing Item Type	Billing Codes are called..	Edit the External Number Field here:
Labor	Work Type	☰ > Admin >Finance, Accounting & Invoicing > Billing Codes > Work Types tab
Charge Revenue Items on Contracts, Projects and Tickets	Material Code	☰ > Admin >Finance, Accounting & Invoicing > Billing Codes > Material tab
If selecting a *Product* on the Charge page	Material Code	
Product using Sub-scription Billing	Material Code	☰ > Admin >Finance, Accounting & Invoicing > Billing Codes > Material tab
Recurring (Managed) Services	Service Codes	☰ > Admin >Finance, Accounting & Invoicing > Billing Codes > Service tab
Milestone payments on projects	Milestone Codes	☰ > Admin >Finance, Accounting & Invoicing > Billing Codes > Milestone tab

2. Click the context menu of the billing code and select **Edit**.

3. Enter the GP Item Number into the **External Number** field.

Default Field Mapping to GP

The following topics provide the default mapping details for Company & Invoice items:

The following topics provide the default mapping details for supported billing item types:

Mapping Company Fields to Microsoft Dynamics™ GP

If during your integration, you selected to allow Autotask to create a new customer in Microsoft Dynamics™ GP, the Autotask Company Fields will be mapped to GP as follows:

Microsoft Dynamics GP	Integration Logic	Autotask XML Field
CUSTNMBR	1:1	Cust ID
CUSTNAME	1:1	Cust_name
STMTNAME	1:1	Cust_name
ADDRESS1	1:1	Address1
ADDRESS2	1:1	Address2
CITY	1:1	City
STATE	1:1	State
ZIPCODE	1:1	PostalCode
COUNTRY	1:1	Country
PHNUMBR1	Reformat for GP compatibility	Phone
PHNUMBR2	Reformat for GP compatibility	AlternatePhone1
PHNUMBR3	Reformat for GP compatibility	AlternatePhone2
FAX	Reformat for GP compatibility	Fax
COMMENT1	Web service call against Company entity using account_id to obtain Web Address. COMMENT1=WebAddress	WebAddress
COMMENT2	1:1	Company Type
SLPRSNID	1. Web Service call against Resource entity using OwnerResourceID to retrieve LastName 2. Change the LastName to all upper	OwnerResourceID

Microsoft Dynamics GP	Integration Logic	Autotask XML Field
	case and set = SLPRSNID	

Mapping invoice level fields to Microsoft Dynamics™ GP

The fields in the XML export file that contain invoice-level information such as Invoice Date or Invoice Total are mapped to Microsoft Dynamics™ GP as follows:

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
ORIGNUMB	1:1	Invoice_ID
DOCDATE	DOCDATE=Invoice_date	Invoice_date
CUSTNMBR	Normally CUSTNMBR= Cust_id. If a match is not found, a match based on Cust_name to CUSTNAME is attempted. If that fails, the integration logic will follow the settings you selected during imple-mentation. Refer to "Entering the GP Cus-tomer Number into the Autotask Company Number" on page 11.	Cust_id Cust_name Invoice_ID AccountNumber (WSAPI) Account_ id AccountName (WSAPI)
SUBTOTAL	Web Service call to retrieve invoice total from invoice table based on Invoice_ID. SUBTOTAL=InvoiceTotalID	Invoice_ID InvoiceTotal (WSAPI)
DOCAMNT	Web Service call to retrieve InvoiceTotal from invoice table based on Invoice_ID. DOCAMNT=InvoiceTotal	Invoice_ID
SLPRSNID	Through Web Service calls: From the Invoice_ID, obtain the Account_ID. From AccountID obtain the OwnerResourceID. From that ID obtain FirstName and LastName. Assign the LastName in all caps to SLPRSNID.	Invoice_ID
CMMTTEXT	CMMTTEXT=Comments	Comments
"Customer PO Number"	1:1	Purchase_order_ number

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
BACHNUMB	By default: BACHNUMB=AUTOTASK-[Batch_ID]	Batch_ID

Mapping labor items to Microsoft Dynamics™ GP

When the transaction type of a billing item is equal to Labor, the Microsoft Dynamics™ GP Invoice items will be populated as follows:

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
ITEMNMBR	Set the ITEMNMBR=allocation_code_external_number If the resultant ITEMNMBR cannot be matched in GP, then set the ITEMNMBR to "AUTOTASK"	allocation_code_external_number
UNITPRICE	if (Hourly_Billing_Rate==0||Hourly_Billing_Rate=="") { UNITPRICE=Extended_Price; } Else UNITPRICE=Hourly_Billing_Rate if(Billable_Hours=0||Billable_Hours=1) { UNITPRICE=Extended_Price/Billable_Hours;	Billable_Hours (1), Hourly_Billing_Rate (100) , Extended_Price (100)
XTNDPRCE	XTNDPRCE=Extended_Price	Extended_Price (100)
QUANTITY	if (Billable_Hours==0) { QUANTITY=1; } else QUANTITY=Billable_Hours;	Billable_Hours (1)
CSLSINDX SLSINDX	All derived from GP Item information: 1. Select ITEMNMBR, IVCOGSIX, IVSLSIDX from GP IV00101 WHERE ITEMNMBR = [allocation_code_external_number] 2. For IVCOGSIX and IVSLSIDX, select RTRIM(ACTNUMBR_1)+'-'+RTRIM(ACTNUMBR_2)+'-'+RTRIM(ACTNUMBR_3) from GP GL00100 where ACTINDX = ?	Allocation_code_external_number
USERDEFND1	1:1	Invoice_item_id

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
CMMTTEXT	CMMTTEXT= [task_or_ticket_title] + CR + [task_or_ticket_number]	task_or_ ticket_number task_or_ ticket_title

> **NOTE** Although there is a default for the COMMTEXT field, (the title + # for the task or ticket in the invoice), this field can be set to match fixed text that a customer has specified to use per their GP setup checklist for Labor items.

Mapping Charges to Microsoft Dynamics™ GP

In Autotask PSA, "Charge" billing items are products or material items that can be associated with tickets, projects or contracts. Charges are mapped to Microsoft Dynamics™ GP either by the External Product ID for Products, or by External Number for Material Codes. The only difference seen between the different associations (tickets, projects or contracts) is the Autotask PSA fields that are used to populate the CMMTTEXT field in GP.

When the transaction type of a billing item is equal to Charge, the Microsoft Dynamics™ GP Invoice items will be populated as follows:

Microsoft Dynamics GP	Integration Logic	Autotask XML Field
ITEMNMBR	Web Service call against Product entity using Product_name = "Item_Name" to check for External_ID for Product. If found, then use External_ID as the ITEMNMBR else use allocation_code_external_number from the XML for ITEMNMBR. If the resultant ITEMNMBR cannot be matched in GP, then set the ITEMNMBR to "AUTOTASK"	Item_Name Allocation_code_external_number
UNITPRICE	Inputs: Quantity, Rate, TotalAmount if (Rate==0||Rate=="") { unitprice=TotalAmount; } else if (quantity!=0||quantity!=1) { unitprice=totalamount/quantity;	Quantity (20), Hourly_Billing_Rate (.47), Extended_Price (9.4)
XTNDPRCE	TotalAmount	Extended_Price (9.4)
QUANTITY	INPUT: Quantity if (qtyin==0) { qtyout=1; } else qtyout=qtyin;	Quantity (20)
CSLSINDX SLSINDX	All derived from GP Item information: 1. Select ITEMNMBR, IVCOGSIX, IVSLSIDX from IV00101 WHERE ITEMNMBR = as determined above. 2. For IVCOGSIX and IVSLSIDX, select RTRIM(ACTNUMBR_1)+'-'+RTRIM(ACTNUMBR_2)+'-	Item_Name Allocation_code_external_number

Microsoft Dynamics GP	Integration Logic	Autotask XML Field
	'+RTRIM(ACTNUMBR_3) from GL00100 where ACTINDX = ?	
USERDEFND1	1:1	Invoice_item_id
CMMTTEXT		

Charge Type	Comment Text	Autotask XML Field
Ticket Charge	Comments "Charge Name: " + [item_name] + CR + [task_or_ticket_number]	task_or_ticket_number item_name
Project Charge	"Charge Name: " + [item_name] + CR + [project_name]	project_name item_name
Contract Charge	"Charge Name: " + [item_name] + CR + "Contract:": [contract_name]	contract_name item_name

NOTE 1. Although there are defaults defined for the COMMTEXT, these fields can be set to match fixed text that customers wish to have as specified in their GP Setup Checklist for the individual charge associations.

2. Boomi: Multiple rows will be added based on the size of the COMMTEXT field (like summary text that might be several lines of info).

Mapping recurring service items to Microsoft Dynamics™ GP

Recurring service items may be recurring services or recurring service bundles.

When the transaction type of a billing item is equal to Recurring Service, the Microsoft Dynamics™ GP Invoice items will be populated as follows:

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
ITEMNMBR	ITEMNMBR = allocation_code_ external_number If the resultant ITEMNMBR cannot be matched in GP, then set the ITEMNMBR to "AUTOTASK"	Item_Name Allocation_code_external_ number
UNITPRICE	Inputs: Quantity, Rate, TotalAmount if (Rate==0||Rate=="") { unitprice=TotalAmount; } else if(quantity!=0||quantity!=1) { unitprice=totalamount/quantity;	Quantity (20), Service_Unit_Rate (2), Extended_Price (40)
XTNDPRCE	TotalAmount	Extended_Price (40)
QUANTITY	INPUT: Quantity if (qtyin==0) { qtyout=1; } else qtyout=qtyin;	Quantity (20)
CSLSINDX SLSINDX	CGSAccount 1. Select ITEMNMBR, IVCOGSIX, IVSLSIDX, UOMSCHDL, LOCNCODE from IV00101 WHERE ITEMNMBR = [allocation_code_ external_number] 2. Select RTRIM(ACTNUMBR_1)+'-'+RTRIM(ACTNUMBR_2)+'-'+RTRIM(ACTNUMBR_3) from GL00100 where ACTINDX = [IVCOGSIX]	Allocation_code_ external_number
USERDEFND1	1:1	Invoice_item_id
CMMTTEXT	Comments	item_name

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
	[item_name]	(Note that in the XML item_name is the combination of the actual item name + the time period)

Mapping transaction adjustments to Microsoft Dynamics™ GP

When the transaction type of a billing item is equal to "Recurring Service Adjustment" (or "Recurring Service Bundle Adjustment"), the Microsoft Dynamics™ GP Invoice items will be populated as follows:

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
ITEMNMBR	ITEMNMBR = allocation_code_external_ number If the resultant ITEMNMBR cannot be matched in GP, then set the ITEMNMBR to "AUTOTASK"	Allocation_ code_ external_number
UNITPRICE	Inputs: Quantity, Rate, TotalAmount if (Rate==0||Rate=="") { unitprice=TotalAmount; } else if(quantity!=0||quantity!=1) { unitprice=totalamount/quantity;	Extended_ Price (3.47), Quantity (2)
XTNDPRCE	TotalAmount	Extended_ Price (3.47)
QUANTITY	INPUT: Quantity if (qtyin==0) { qtyout=1; } else qtyout=qtyin;	Quantity
CSLSINDX SLSINDX	All derived from GP Item information: 1. Select ITEMNMBR, IVCOGSIX, IVSLSIDX from GP IV00101 WHERE ITEMNMBR = [allocation_code_external_number] 2. For IVCOGSIX and IVSLSIDX, select RTRIM(ACTNUMBR_1)+'-'+RTRIM(ACTNUMBR_2)+'-'+RTRIM(ACTNUMBR_3) from GP GL00100 where ACTINDX = ?	Allocation_ code_ external_number
USERDEFND1	1:1	Invoice_item_ id
CMMTTEXT	Comments [item_name]	item_name

Mapping billing milestones to Microsoft Dynamics™ GP

When the transaction type of a billing item is equal to Milestone, the Microsoft Dynamics™ GP Invoice items will be populated as follows:

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
ITEMNMBR	ITEMNMBR = allocation_code_external_ number If the resultant ITEMNMBR cannot be matched in GP, then set the ITEMNMBR to "AUTOTASK"	Allocation_ code_ external_number
UNITPRICE	Inputs: Quantity, Rate, TotalAmount if (Rate==0||Rate=="") { unitprice=TotalAmount; } else if(quantity!=0||quantity!=1) { unitprice=totalamount/quantity;	Quantity (20), Service_Unit_ Rate (2), Extended_ Price (40)
XTNDPRCE	TotalAmount	Extended_ Price (4000)
QUANTITY	INPUT: Quantity if (qtyin==0) { qtyout=1; } else qtyout=qtyin;	Quantity (20)
CSLSINDX SLSINDX	All derived from GP Item information: 1. Select ITEMNMBR, IVCOGSIX, IVSLSIDX, LOCNCODE, from GP IV00101 WHERE ITEMNMBR = [allocation_code_external_ number] 2. For IVCOGSIX and IVSLSIDX, select RTRIM(ACTNUMBR_1)+'-'+RTRIM (ACTNUMBR_2)+'-'+RTRIM(ACTNUMBR_3) from GP GL00100 where ACTINDX = ?	Allocation_ code_ external_number
USERDEFND1	1:1	Invoice_item_ id
CMMTTEXT	Comments	

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
	"Milestone: " + [item_name] + CR + "Contract: " + [contract_name]	contract_name item_name

Mapping subscription items to Microsoft Dynamics™ GP

When the transaction type of a billing item is equal to Subscription, the Microsoft Dynamics™ GP Invoice items will be populated as follows:

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
ITEMNMBR	ITEMNMBR = allocation_code_external_ number If the resultant ITEMNMBR cannot be matched in GP, then set the ITEMNMBR to "AUTOTASK"	Allocation_ code_ external_number
UNITPRICE	Inputs: Quantity, Rate, TotalAmount if (Rate==0||Rate=="") { unitprice=TotalAmount; } else if(quantity!=0||quantity!=1) { unitprice=totalamount/quantity;	Quantity (20), Service_Unit_ Rate (2), Extended_ Price (40)
XTNDPRCE	TotalAmount	Extended_ Price (1923.08)
QUANTITY	INPUT: Quantity if (qtyin==0) { qtyout=1; } else qtyout=qtyin;	Quantity (20)
CSLSINDX SLSINDX	All derived from GP Item information: 1. Select ITEMNMBR, IVCOGSIX, IVSLSIDX, LOCNCODE, from GP IV00101 WHERE ITEMNMBR = [allocation_code_external_ number] 2. For IVCOGSIX and IVSLSIDX, select RTRIM(ACTNUMBR_1)+'-'+RTRIM (ACTNUMBR_2)+'-'+RTRIM(ACTNUMBR_3) from GP GL00100 where ACTINDX = ?	Allocation_ code_ external_number
USERDEFND1	1:1	Invoice_item_ id

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
CMMTTEXT	Comments "Subscription: " + [item_name]	item_name

Mapping Expense Items to Microsoft Dynamics™ GP

All Expense items transferred from Autotask PSA will use the same GP Item Number. This Item Number is entered into the Boomi Integration tool.

When the transaction type of a billing item is equal to Expenses, the Microsoft Dynamics™ GP Invoice items will be populated as follows:

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
ITEMNMBR	ITEMNMBR = hard coded number from Configuration If the resultant ITEMNMBR cannot be matched in GP, then set the ITEMNMBR to "AUTOTASK"	<Use hard-coded ItemNmbr entered manually during Process config>
UNITPRICE	Inputs: Quantity, Rate, TotalAmount if (Ratee==0||Rate=="") { unitprice=TotalAmount; } else if(quantity!=0||quantity!=1) { unitprice=totalamount/quantity;	Extended_Price (3.47), Quantity (`)
XTNDPRCE	TotalAmount	Extended_Price (3.47)
QUANTITY	INPUT: Quantity if (qtyin==0) { qtyout=1; } else qtyout=qtyin;	Quantity
CSLSINDX SLSINDX	All derived from GP Item information: 1. Select ITEMNMBR, IVCOGSIX, IVSLSIDX, LOCNCODE, from GP IV00101 WHERE ITEMNMBR = [allocation_code_external_number] 2. For IVCOGSIX and IVSLSIDX, select RTRIM(ACTNUMBR_1)+'-'+RTRIM(ACTNUMBR_2)+'-'+RTRIM(ACTNUMBR_3) from GP GL00100 where ACTINDX = ?	Allocation_code_external_number
USERDEFND1	1:1	Invoice_item_id
CMMTTEXT	Comments "Expense:" [Item Name] <carriage return>	item_name

Microsoft Dynamics GP	Integration Logic	Autotask PSA XML Field
	[Expense Category]	

Workflow of billable items in Autotask

The following is an overview of the workflow of billable items from creation in Autotask PSA to the export of the XML file Boomi imports to Sage 50.

Create the billing item

Create a charge

Charges (billing items for products) can be associated with a contract, project or ticket. The process of adding a charge is identical. Refer to Tracking Project Charges.

Create an expense

When you create an expense Report, you can make all or selected expenses billable to a selected company. After the expense report is approved by the expense report approver, billable expenses are invoiced to the customer. Refer to Add and Edit Expenses and Approve or Reject Expense Reports.

Enter time on a task or ticket to create a billable labor item

All time entries on tasks and tickets that are under a time & materials contract or no contract and have a billable work type are directly billed to the customer. Refer to Add a Ticket Time Entry and Enter Regular Time and Project Time.

Create a milestone billing item

Billing Milestones are creates when a fixed price contract is set up. Each billing milestone is associated with a required Milestone Code. The Milestone Code is mapped to the Sage 50 ITEMNMBR field. Refer to Create a fixed price contract.

Create recurring services on contracts

Recurring Services and Recurring Service Bundles are added to a recurring service contract on the **Services** page. Refer to Add and Remove Services. Making adjust-

ments to services is also a billing event. Refer to Adjust the Number of Units and Price of a Service.

Create a subscription billing item for a product

Subscriptions are billing items associated with configuration items. Each subscription item is associated with a required Billing Code, which is mapped to the Sage 50 ITEMNMBR field. Refer to Add or Edit a Billing Subscription for a Configuration Item.

Approve and post all billing items

All billing item types must go through a financial approval step next. Refer to Approve and Post Billing Items.

Create invoice and XML file

Once approved and posted, the billing items will be available for invoicing on Items to Invoice.

When you process the invoice, you must select the Processing Action "Create Autotask Invoices and XML file". You can also change the Invoice Date, Invoice Date Range, Purchase Order Number, and Invoice Notes.

When you select **Process Invoices**, a printable invoice is created in Autotask PSA. At the same time, an XML file is generated:

```xml
<invoice_item>
  <invoice_item_id>1</invoice_item_id>
  <invoice_id>29685522</invoice_id>
  <item_name>Holiday Inn</item_name>
  <item_date>2009-11-18T00:00:00.0000000-05:00</item_date>
  <type_of_transaction>Expenses</type_of_transaction>
  <allocation_code_name />
  <allocation_code_external_number />
  <allocation_code_non_billable>No</allocation_code_non_billable>
  <task_or_ticket_number />
  <task_or_ticket_title />
  <who_reported />
  <ticket_contact />
  <resource_name>Pamela, Promanager</resource_name>
  <resource_payroll_identifier />
  <role_name />
  <department>Human Resources</department>
  <project_name />
  <project_lead />
  <external_project_number />
  <gl_code_desc />
  <gl_code_name />
  <contract_name />
  <external_contract_number />
  <worked_hours>0</worked_hours>
  <non_billable_hours>0</non_billable_hours>
  <billable_hours>0</billable_hours>
  <hourly_billing_rate>0</hourly_billing_rate>
  <extended_price>110</extended_price>
  <time_entry_summary_notes />
  <quantity>0</quantity>
  <expense_type>Lodging</expense_type>
  <installed_product_name />
  <subscription_name />
  <subscription_desc />
  <milestone_title />
  <milestone_description />
  <milestone_amount>0</milestone_amount>
  <service_name />
  <service_units>0</service_units>
  <service_unit_price>0</service_unit_price>
  <service_extended_price>0</service_extended_price>
  <setup_fee>0</setup_fee>
  <billing_approved_by>Pamela, Promanager</billing_approved_by>
  <approved_date>2009-11-18T10:50:00.0000000-05:00</approved_date>
  <posted_date>2009-11-18T00:00:00.0000000-05:00</posted_date>
</invoice_item>
- <invoice_item>
  <invoice_item_id>2</invoice_item_id>
  <invoice_id>29685522</invoice_id>
  <item_name>Hotel</item_name>
  <item_date>2009-11-18T00:00:00.0000000-05:00</item_date>
  <type_of_transaction>Expenses</type_of_transaction>
  <allocation_code_name />
  <allocation_code_external_number />
  <allocation_code_non_billable>No</allocation_code_non_billable>
  <task_or_ticket_number />
  <task_or_ticket_title />
  <who_reported />
  <ticket_contact />
  <resource_name>Pamela, Promanager</resource_name>
  <resource_payroll_identifier />
  <role_name />
  <department>Human Resources</department>
  <project_name />
  <project_lead />
  <external_project_number />
  <gl_code_desc />
  <gl_code_name />
  <contract_name />
  <external_contract_number />
  <worked_hours>0</worked_hours>
  <non_billable_hours>0</non_billable_hours>
  <billable_hours>0</billable_hours>
  <hourly_billing_rate>0</hourly_billing_rate>
  <extended_price>36.5</extended_price>
  <time_entry_summary_notes />
```

> **NOTE** Best Practice: We recommend that you save all XML export files into the same folder, using a naming convention such as Year_Month_Day_Invoices. When it comes time to run the **AT to Sage 50** Invoices process, copy the files you want to process into the specified Disk Connector directory removing any left over files there from the last run.

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