TaiRox™ Memo

Robust Web Store Integration to Sage 300

Summary

A web store processing 100+ orders per day needs a robust integration that can efficiently:

- Separate orders that cannot be processed from orders that can be processed.
- Correct and process orders that cannot be processed as downloaded.
- Re-sync after a database restore operation during testing or after disaster recovery.

A Robust Architecture

- **Staging Tables:** Data is downloaded from the web store without processing that data and without attempting to update a Sage 300 database.
- **Validation:** Before orders are created in Sage 300, they are checked for setup errors such as "item doesn't exist". Invalid orders are separated and must be corrected before they can be created in Sage 300.
- **Highwater Mark Support:** The integration keeps track of the "last time" it downloaded orders. Web stores support this ability with time stamps and identity properties. The highwater mark is used during testing or after disaster recovery.
- **Mapping Tables:** A mapping table can be used to simply remap customer or item codes – or – may be used to map customers to banks and payment types in Sage 300.

Separate orders that cannot be processed from orders that can be processed

There are many reasons why a web store order cannot be added as an order in Sage 300. Perhaps the item was added to the web store and not added to Sage 300. Perhaps item numbers are mismatched. Perhaps a B2B unpaid order was over a customer's credit limit. A staging table will store downloads that can then be validated before attempting to create order, shipment, invoice, and payment documents in Sage 300. You do not want a web store order to be "half processed" – creating the Sage 300 documents should be an all-or-nothing operation.

Correct and process orders that cannot be processed as downloaded

Suppose that marketing has added a new item to the web store, for example Bedside Lamp, and given it the code BEDLAMP. Accounting has added that same item to Sage 300 using the code A1-104/0, conforming to item segment standards. Several orders are processed on the web store using BEDLAMP as the code.

- Option 1: It may be possible to edit the orders in the web store. If the web store time-stamps their data a robust integration can pick up the changed order.
- Option 2: It may not be possible to edit the orders in the web store. A robust integration can add a mapping entry, BEDLAMP into A1-104/0, and revalidate the order.
- Option 3: An item BEDLAMP can be added to Sage 300, if allowed by item segment standards and the order can be revalidated without changing the web store orders.

Re-sync after a database restore operation during testing or after disaster recovery

If a web store is already operating, how do you test a new integration? Typically, the project team will run the integration against a test copy of the production database until the processes are running smoothly and documented. Setting the highwater mark facilitates this process. This ability will also come into play during upgrade testing or when and recovering after a database restore operation.

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