



## Vend Integration Guide

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## Introduction

### Vend HQ – Point of Sale System

Vend is a cloud based Point of Sale (POS) system that enabled retailers operating from a physical premises to manage their retail store including stock, orders and payments.

Vend helps control sales information by communicating with the various devices required for a modern retail outlet.



### eCorner eCommerce Solution

eCorner provides a eCommerce website solution that allows retailers to sell products online. Now it is important for retailers to use multiple channels for their sales. Adding an online store channel can add new sales and revenue and also improve the visibility of the physical stores online.

There are many benefits to connecting your POS system with your online store including:

- Improve stock management
- Less potential of selling out of stock products
- Automate order processing
- Synchronise online and offline stock
- Manage stock in one place

### Vend – eCorner and Xero

If you are using Xero then be aware that both eCorner online stores and Vend can connect and transfer data to Xero. We recommend that you use Vend to connect to Xero and manager the transfer of order and sales information. Contact eCorner support for more information.

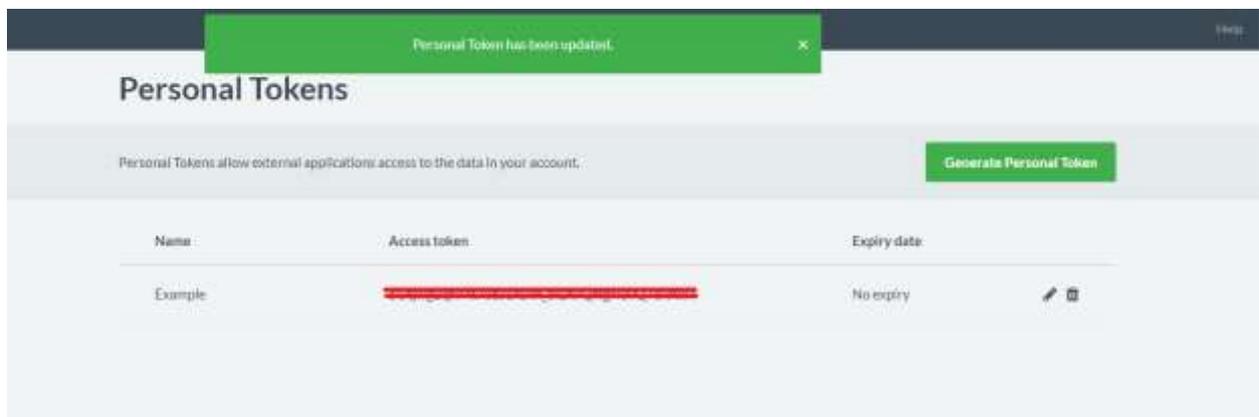
## Vend integration with your shop

### Prerequisites

Your shop uses Vend' API to communicate with Vend for product and order synchronisation. You will therefore need to ensure that your [Vend plan](#) has the feature 'API Access'. The starting plan with API Access is the **Vend Pro Plan**.

### Personal Tokens

To create a personal token in Vend, navigate to "Setup", then "Personal Tokens". From here, click "Generate Personal Token". Enter in any name you see fit, click "No expiry" so that it doesn't expire, and then press "Save". The value under "Access token" is what you will need to use later in the setup process.



### Variant / Composite products

Variant and Composite products in Vend are the equivalent of "Variations" and "Bundles" in your shop. However, there are some differences which means that these products cannot be automatically synced from Vend into your shop without your first creating these products manually in your shop.

### Product sync process

As neither Vend nor your shop allows for duplicate product SKUs, this field is used to match up products between the two systems.

When synchronising non-variant, non-composite product information from Vend to your shop, the system will attempt to find a product in your shop with the same SKU. If it cannot find such a product, it will attempt to create a new product with that SKU. Synchronisation of information will occur afterwards.



For variant/composite products, the system will attempt to find a variation/bundle product in your shop with the same SKU. It will NOT attempt to create it and synchronisation will only occur for these products if it is able to find the variation/bundle.

Only “Enabled” products in Vend are transferred to your shop.

The following pieces of information are synced:

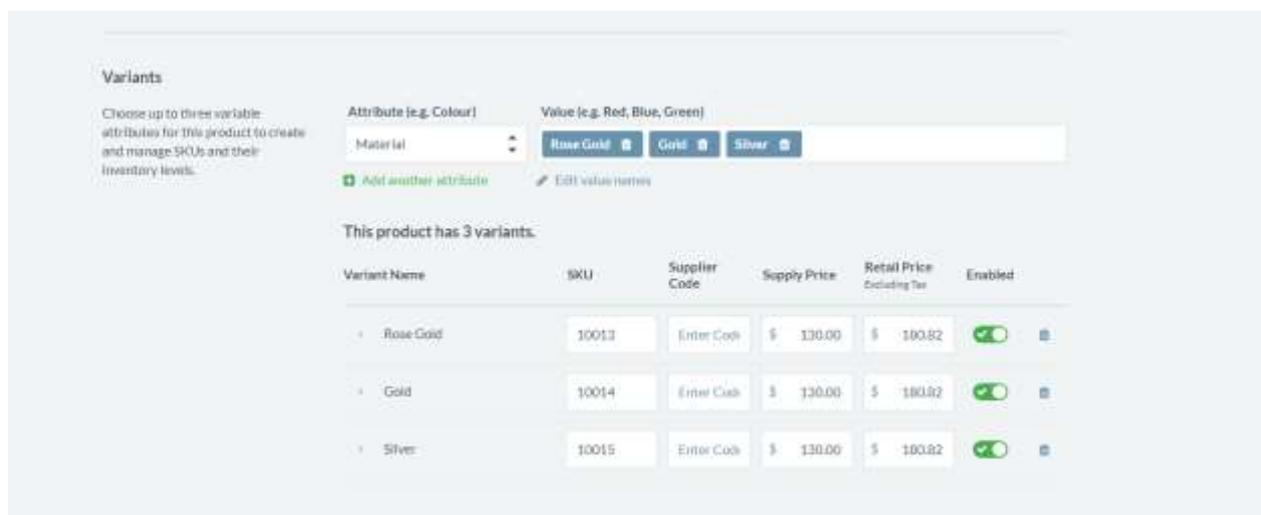
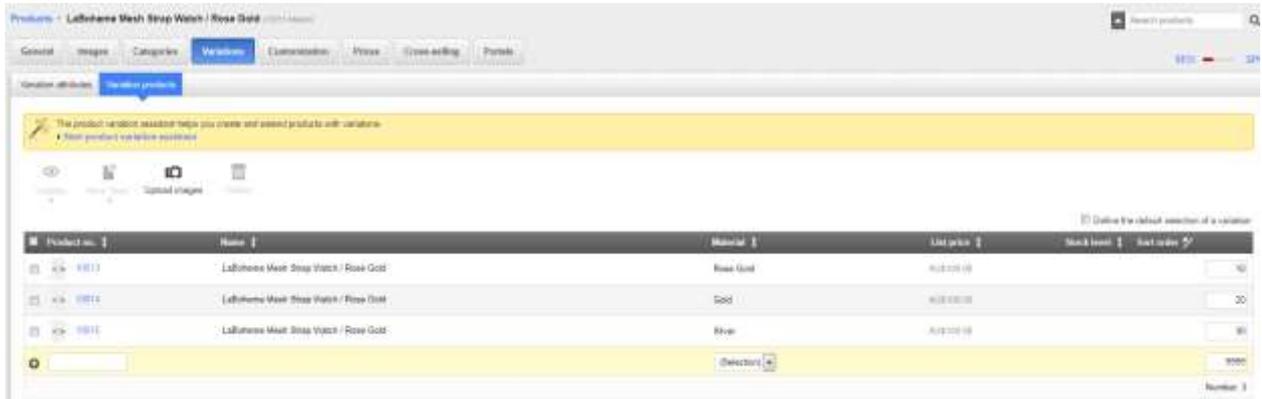
- Name
- Description
- List price
- Stock level
- Main image

## Variants in Vend vs. Variations in your shop

Please see an example of comparison shots below for an example of how variants/variations must be set up in Vend and your online shop.

### Note that:

- The “Master” product in your shop has an SKU that does not need to be in Vend
- All variant SKUs in Vend are accounted for and match a variation SKU of a master product in your shop





## Order transfer information

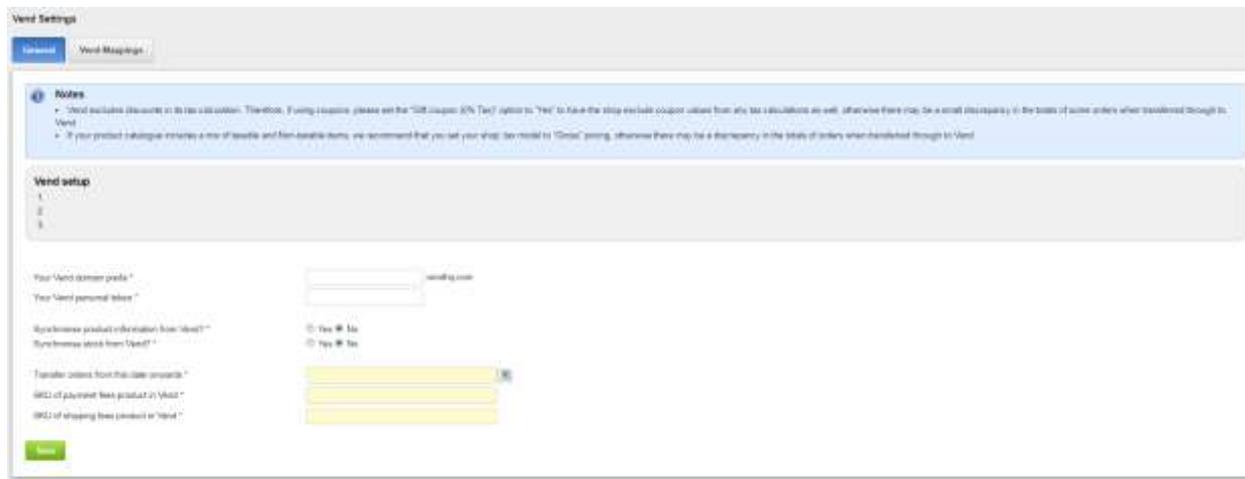
Vend performs certain tax calculations in a different way to your shop.

Please note the following combinations:

1. If your product catalogue includes a mix of taxable and Non-taxable items, we recommend that you set your shop' tax model to "Gross" pricing, otherwise there may be a discrepancy in the totals of some orders when transferred through to Vend.
2. Vend excludes discounts in its tax calculation. Therefore, if using coupons, please set the "Gift coupon (0% Tax)" option to "Yes" to have the shop exclude coupon values from any tax calculations as well, otherwise there may be a small discrepancy in the totals of some orders when transferred through to Vend.
3. Orders that have been transferred into Vend will be marked by the "In Process" flag in your shop' administration.
4. Only orders that are marked as 'Paid' at the time of transfer (e.g. orders placed with a payment gateway like eWAY) will be marked as having taken payment once transferred to Vend. You should manually finalise the order in Vend for manual payment methods such as Direct Deposit, Cash on delivery, etc.

## Check Settings in the website Administration

### Settings > Vend Settings > General



Please fill out the following settings on this page:

#### Your Vend Domain Prefix:

This is the URL or address that you use to access your Vend Administration, specifically, the part before “.vendhq.com”. For example, if the URL is “myshop.vendhq.com”, just enter “myshop” here.

#### Your Vend personal token:

This is a personal token that you will need to create in Vend. Once done, just enter the “Access token” value here. Please see section “Personal Tokens” on how to create a personal token.

#### Synchronise product information from Vend:

Set this to “Yes” to automatically synchronise product information from Vend. Normal products are automatically created in your shop if they are not found. Variant/Composite products are NOT automatically created, only updated in your shop.

#### Synchronise stock from Vend:

Set this to “Yes” to automatically synchronise product stock information from Vend. Only products in Vend with “Track Inventory” turned on will have their inventory synced. Products are NOT automatically created during this process.

#### Transfer orders from this date onwards:

This is the date from which orders should be transferred to Vend. I.e., if you’re only recently starting with Vend, this will allow you to exclude all orders from before the date that is entered here. If this field is left blank, your shop will NOT transfer orders into Vend.

### Vend Payment SKU:

Because Vend has no concept of payment method fees (and your shop does), the system needs a corresponding product in Vend that can “stand-in” for any such fees that you capture in your shop. The SKU of said product should be entered here. If you do not plan to use payment method fees, this field can be left blank. Payment method discounts will NOT use this SKU.

### Vend Shipping SKU:

Because Vend has no concept of shipping fees (and your shop does), the system needs a corresponding product in Vend that can “stand-in” for any shipping fees that you capture in your shop. The SKU of said product should be entered here. Even if you offer free shipping, or simply don’t charge for shipping, it is still recommended that you proceed with this step.

## Settings > Vend Settings > Mappings



*Example, this screen differs based on your shop’s setup*

### Outlets to pull stock from:

You can choose which outlets you want stock to come in from, to your shop. You must select at least one outlet or stock will not be synced.

### Register to assign transferred orders:

When orders are transferred from your shop to Vend, they are assigned the Register you select here. It is recommended that you create a specific register for your shop so that it is easier to filter/report on orders.

### User to assign transferred orders:

When orders are transferred from your shop to Vend, they are assigned a user. When a sale is made at Vend’ end, this user represents the person who placed the sale (NOT the customer who paid for the purchase). We recommend you create a unique user in Vend to represent shop sales.



**Payment Mappings:**

For every payment method that you set up in your shop, select a corresponding “Payment Type” in Vend to map to. These mappings are used when transferring orders from your shop to Vend. You can also choose the status that orders should be set to once transferred to Vend. The default status if left blank is “Parked”.

**Tax Mappings:**

For every tax class/area in your shop, select a corresponding “Sales Tax” from Vend to map to. These mappings are used when transferring orders from your shop to Vend.



## Example order from your shop once transferred to Vend

In the example below, note that:

1. While the shop has individual lines for discounts, Vend combines non-product discounts into one lump sum “Additional Discount”
2. “Shop Payment” and “Shop Shipping” are the names of the products created in Vend to represent payment/shipping costs respectively.
3. Price list product discounts from your shop show in a similar fashion in Vend
4. Comments, Billing, Shipping addresses and any other relevant pieces of information from the shop are combined and placed into the notes section

**Billing address**  
Example Example  
5112 Victoria Rd  
Gladesville, NSW 2111

[View on map](#)

Additional information

**Delivery address**  
Eg Eg  
5112 Victoria Rd  
Gladesville, NSW 2111

[View on map](#)

Additional information

No.	Quantity	Product type	Name	Unit Price	Unit	Discount	TP
1	1 (x100)	My Girl Sunglasses		AUS\$ 67.00	0%	AUS\$ 67.00	AUS\$ 75
2	1 (x100)	Laloheme Mesh Strap Watch / Rose Gold		AUS\$ 172.64	18%		AUS\$ 199.90
3	1	Shop Payment					AUS\$ 21.89
4	1	Shipping basket discount (1%)					AUS\$ 2.52
5	1	Delivery method	Fixed				AUS\$ 10.00
6	1	Payment method	Payment address				
7	1	Fee for payment method (1%)					AUS\$ 12.96
8	1	Tax rate	10%				
9	1	Coupon	Test (Max. AUS\$ 0.0)				AUS\$ 1.00
10	1	Total amount (without VAT)					AUS\$ 253.20
11	1	VAT 10%					AUS\$ 10.89
12	1	Total amount					AUS\$ 271.89

Order and delivery comments  
Test comment in shop

Showing last 102 sales

Date	Receipt	Sold by	Customer	Note	Sale Total	Status																																																
04 Apr 2019 14:54	110	Tina Sz Main Outlet	-	shop order #1023 Test co...	\$271.09	Parked																																																
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1 My Girl Sunglasses Wac \$63.00 Disc 0.00% / \$3.23</td> <td style="width: 30%;">@ \$61.75 + \$0.00 Tax (No Tax)</td> <td style="width: 20%;">\$61.75</td> <td style="width: 10%; text-align: right;">Continue Sale</td> </tr> <tr> <td>1 Laloheme Mesh Strap Watch / Rose Gold</td> <td>@ \$172.64 + \$17.26 Tax (GST)</td> <td>\$172.64</td> <td></td> </tr> <tr> <td>1 Shop Payment</td> <td>@ \$12.96 + \$0.00 Tax (No Tax)</td> <td>\$12.96</td> <td></td> </tr> <tr> <td>1 Shop Shipping</td> <td>@ \$9.09 + \$0.91 Tax (GST)</td> <td>\$9.09</td> <td></td> </tr> <tr> <td colspan="2">Note</td> <td>Subtotal</td> <td>\$256.48</td> </tr> <tr> <td colspan="2">shop order #1023</td> <td>Additional Discount</td> <td>-\$3.52</td> </tr> <tr> <td colspan="2">Test comment in shop</td> <td>Total tax (2 taxes)</td> <td>\$18.17</td> </tr> <tr> <td colspan="2">Shopping basket discount (1%) @ -AU\$2.52</td> <td>No Tax (0%) - \$0.00</td> <td></td> </tr> <tr> <td colspan="2">Coupon code OTY9LLQEIHWWGCG1G6N25QF @ -AU\$1.00</td> <td>GST (10%) - \$18.17</td> <td></td> </tr> <tr> <td colspan="2"></td> <td><b>TOTAL</b></td> <td><b>\$271.09</b></td> </tr> <tr> <td colspan="2">Billing Address Example Example 5112 Victoria Rd Gladesville 2111 NSW Australia</td> <td>Balance</td> <td>\$271.09</td> </tr> <tr> <td colspan="2">Shipping Address Eg Eg 5112 Victoria Rd Gladesville 2111 NSW Australia</td> <td></td> <td></td> </tr> </table>					1 My Girl Sunglasses Wac \$63.00 Disc 0.00% / \$3.23	@ \$61.75 + \$0.00 Tax (No Tax)	\$61.75	Continue Sale	1 Laloheme Mesh Strap Watch / Rose Gold	@ \$172.64 + \$17.26 Tax (GST)	\$172.64		1 Shop Payment	@ \$12.96 + \$0.00 Tax (No Tax)	\$12.96		1 Shop Shipping	@ \$9.09 + \$0.91 Tax (GST)	\$9.09		Note		Subtotal	\$256.48	shop order #1023		Additional Discount	-\$3.52	Test comment in shop		Total tax (2 taxes)	\$18.17	Shopping basket discount (1%) @ -AU\$2.52		No Tax (0%) - \$0.00		Coupon code OTY9LLQEIHWWGCG1G6N25QF @ -AU\$1.00		GST (10%) - \$18.17				<b>TOTAL</b>	<b>\$271.09</b>	Billing Address Example Example 5112 Victoria Rd Gladesville 2111 NSW Australia		Balance	\$271.09	Shipping Address Eg Eg 5112 Victoria Rd Gladesville 2111 NSW Australia					
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