PAGERO

Pagero E-Invoicing

User's Guide v2

Pagero E-Invoicing is an add-on/extension that enables sending invoices (electronic, printed and PDF via e-mail) through a single pre-developed format and communication.

The add-on/extension introduces new fields and functionality into 2016, 2017, 2018 and Microsoft Dynamics 365 Business Central that covers the most common requirements for electronic invoicing within the B2B and B2G section. Pagero E-invoicing is tightly integrated with Pagero Online, a cloud-based network platform for the transfer of business documents within the purchase-to-pay, order-to-cash and logistic-to-pay (TMS) processes.

The purpose of this guide is to explain certain steps and activities to enable sending of invoices from your ERP to Pagero Online.

1 Getting started

1.1   Sign Up Your Company with Pagero Online

If your company is already using Pagero Online, skip this step and proceed with the [Initial Setup](#) instead. If you haven't used Pagero Online before and need to register your company, please use the sign-up wizard available in your ERP. To access the sign-up wizard search for **Pagero Online Company Sign Up.**

The wizard contains several steps that guides you through the sign-up process. The following is a short description of these steps.

- Step 1 (Primary company information)

PAGERO ONLINE COMPANY SIGN UP

Project Code	PageroProjectCode
Company Name	CRONUS
E-Mail	communication@mail.se
Phone Number	031-00000
Business Unit	
GLN	
VAT Registration No.	SE999999999999999991
Organizational Number	99999999999999

Back   Next   Finish

- **Project Code:** The project code will be handed out by your reseller before registration. Mandatory field.

- **Company Name:** Specifies the company's name, default value is taken from company information. Mandatory field.

- **E-Mail:** Specifies the company's e-mail, default value is taken from company information. Mandatory field.

- **Phone Number:** Specifies the company's phone number, default value is taken from company information. Optional field.

- **Business Unit:** The business unit that the company belongs to. Optional field.

- **GLN:** Specifies the company's GLN, default value is taken from company information. Semi-mandatory field*.

- **VAT Registration No.:** Specifies the company's VAT registration number, default value is taken from company information. Semi-mandatory field*.

- **Organizational Number:** Specifies the company's organizational number, default value is taken from company information for SE localization. Semi-mandatory field*

*At least one of these fields must be filled.

- Step 2 (Company address information)

PAGERO ONLINE COMPANY SIGN UP

Address	Ringvagen 5
Address 2	box105
City	Goteborg
County	
Department	
Post Code	415 06
Post Box	
Country/Region Code	SE

Back   Next   Finish

- **Address:** Specifies the company's address, default value is taken from company information. Optional Field.

- **Address 2:** Additional address field for the company, default value is taken from company information. Optional field.

- **City:** Specifies the city the company resides; default value is taken from company information. Optional field.

- **County:** Specifies the county the company resides; default value is taken from company information. Optional field.

- **Department**: Specifies the company's department.

- **Post Code:** Specifies the company's post code; default value is taken from company information. Optional field.

- **Post box:** Specifies the company's post box. Optional field.

- **Country/Region Code:** Specifies the company's country code, default value is taken from company information. Mandatory field.

- Step 3 (User Information)


- **Username:** Specifies the administrator's username. Mandatory field.

- **User Full Name:** Specifies the administrator's full name. Mandatory field.

- **User E-Mail:** Specifies the administrator's e-mail. Mandatory field.

- **Confirmation E-mail:** Confirm the User E-mail.

- **Language:** Choose in which language you wish to receive the user activation e-mail.

- **User Phone Number:** Specifies the administrator's phone number. Mandatory field.

If the company is successfully registered, a message will be sent to the administrator's email address given in the wizard with instructions on how to complete the registration.

1.2   Initial Setup (2016 and 2017 only)

All Pagero Online related settings are set automatically by the initial setup, so you will only have to run it once. To begin with the Initial Setup, search for: **Pagero Online Initial Setup**
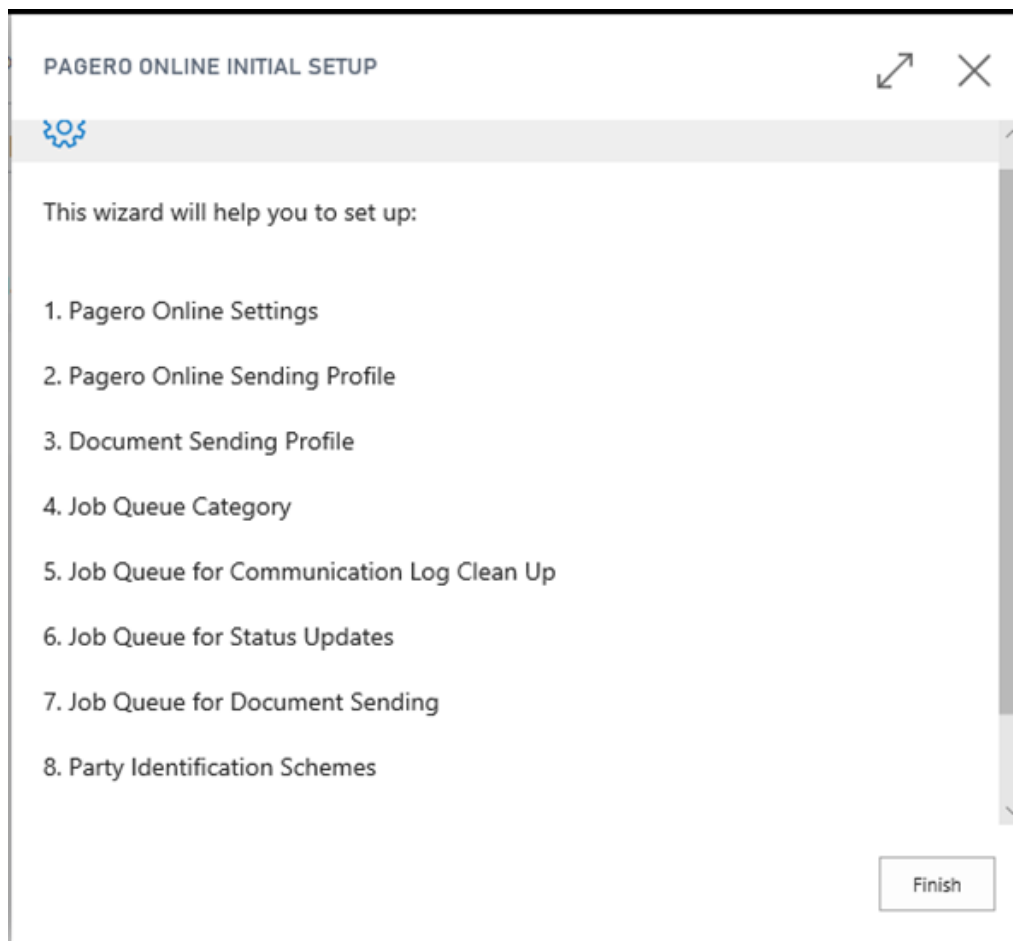
Dialog window when running the wizard for the first time.

1.3   Pagero Online credentials

To finalize the connection between the ERP and your Pagero Online account, you need to store your Pagero Online credentials and Time Zone in the ERP. You can enter or change your credentials in **Pagero Online Credentials.** Credentials can only be saved when they are valid, or the password field is empty.

The Status field indicates the condition of your Pagero Online Credentials:

- **Valid** – User have entered correct credentials for Pagero Online.
- **Invalid** – User have entered incorrect credentials for Pagero Online.
- **Not Verified** – User have entered an empty username or password and therefore the credentials could not be verified. This could also happen if there was a problem contacting Pagero Online. Please verify that you can access www.pageroonline.com through a browser and login to the site if the latter happens.

The **Locked** checkmark indicates that the user account is locked in Business Central because the user has performed more than the allowed numbers of attempts to authenticate with Pagero Online. If you haven't performed more than 5 authentication attempts, the user account is automatically unlocked when you enter correct credentials for Pagero Online. After 5 failed authentication attempts, users account will also be locked in Pagero Online. You will need to contact Pagero SSC (Support and Service Center) to unlock your user account before you may try again.

2 Setting up Customers for Sending Documents Through Pagero Online

With Pagero, you can send invoices electronically, through email and print. To be able to do that, you need to assign the Pagero document sending profile to the customer (see pictures below), this is to indicate that each invoice created for customers having the Pagero sending profile should be sent through Pagero.

2.1   E-Invoices

The following steps need to be performed before you can send electronic documents to customers through Pagero Online.

1. Search for the customer in Pagero Online and add them to the customer directory of your company. You can do this by clicking on "Search & add customers".

2. Add the customer number to the corresponding customer in Pagero Online. You can add more than one customer number for the same entity in Pagero Online (separated by comma).

2.2   E-mail

Add an e-mail on the customer card by navigating to **Action->E-Mail Distribution**. You can add one main e-mail and several Cc e-emails by separating them with one of the following symbols: [,], [;], [|].

You can also add e-mails for a specific contact by navigating to **Contact card->Actions-> E-Mail Distribution**.

2.3   Print

If the customer is not identified as an e-invoice receiver or e-mail receiver, the invoice will be sent as a printed invoice. If the invoice is being printed no additional actions are needed in Pagero Online.

3 Before sending documents

3.1   Check the International standard codes

The international standard codes for the unit of measures you are using needs to be added in the ERP. The international standard codes could be found in: https://www.unece.org/tradewelcome/un-centre-for-trade-facilitation-and-e-business-uncefact/outputs/cefactrecommendationsrec-index/list-of-trade-facilitation-recommendations-n-16-to-20.html . Below image is an example of the International standard codes added.

3.2   Add tax registration status if needed

In some countries, a tax registration status needs to be stated on the invoices. In Sweden for example, the text "Godkänd för F-Skatt" or similar might be needed to state in the invoices. To add the needed text, place it in Company information as shown in the image below.

4 Sending documents

Once the Pagero Document Sending profile is assigned to a customer, all sales and service documents will be sent to Pagero Online for that customer. This means that the following functionality will be adjusted to send the documents to Pagero Online:

1)   Send functionality for posted sales and service documents.
2)   Post and Send functionality for not posted sales and service documents.

Sending from posted documents

Sending from not posted documents

Send (to Pagero Online) is supported from the following sales and service documents:

- Posted Sales Invoice
- Posted Sales Credit Memo
- Posted Service Invoice
- Posted Service Credit Memo

Post and Send (to Pagero Online) is supported from the following sales and service documents:

- Sales Invoice
- Sales Credit Memo
- Service Invoice
- Service Credit Memo
- Sales Order

Post and Send (to Pagero Online) is not supported from the following sales and service documents:

- Service Orders

If there is a need to re-send a posted document to Pagero Online, the Send functionality for posted sales and service documents could be used. A notification message will inform you that the document has already been sent before, so you can confirm that it really should be re-sent.

4.1   Batch sending

To send more than one document at the same time (only documents that have the Pagero document sending profile pre-selected), you can click on the "Batch send" button highlighted in the image below.

Before any documents are sent, you will be given the following options:

- Batch send:
    - **My posted document** – the document posted by you as a user
    - **All Posted Documents** – All posted documents
- Status:
    - **Error sending** – All documents that have this status could be sent at once.
    - **Not Sent -** All documents that have this status will be sent at once.
    - **Both -** All documents that have status "Error sending" and "Not Sent" will be sent at once.
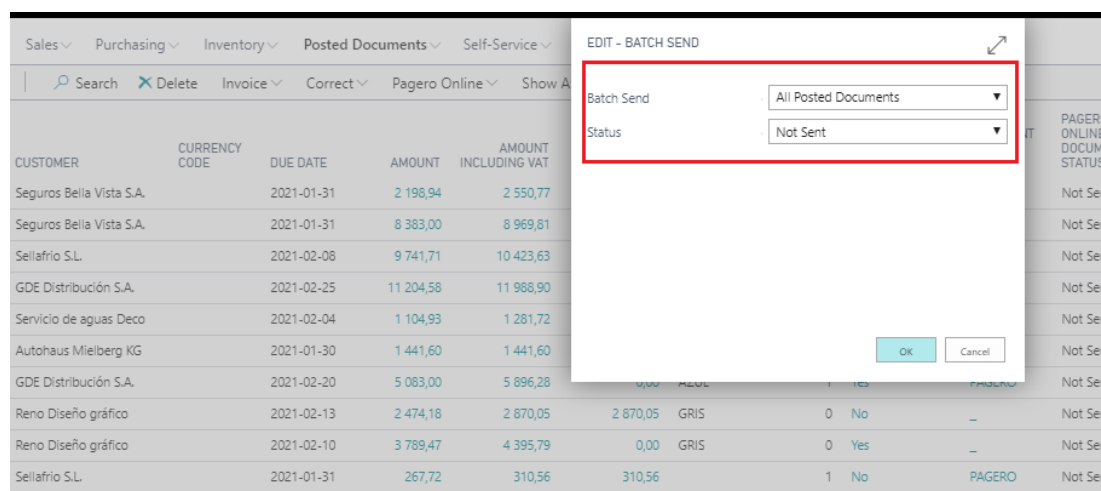
The documents will be sent in the same send mode that is selected in Pagero Online Settings.
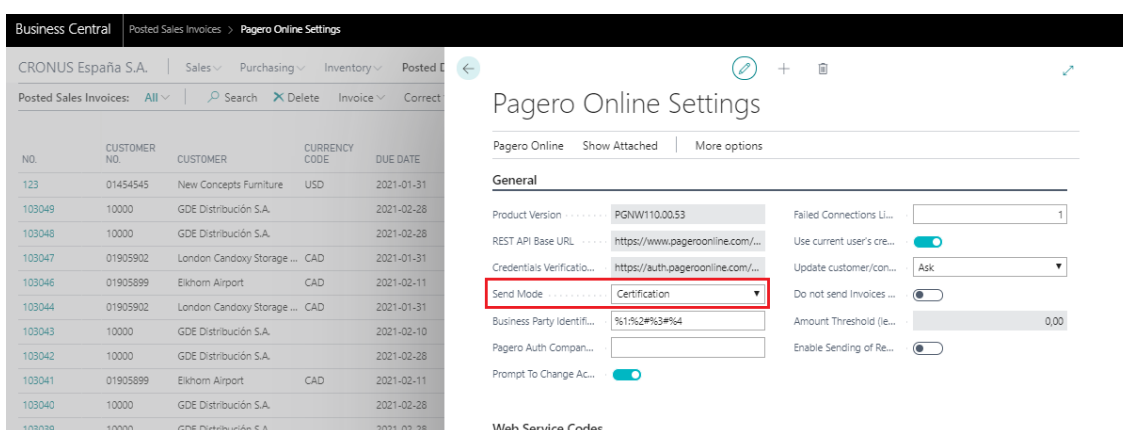
4.2 Schedule the sending of documents to Pagero Online

With Pagero you can automate the sending of posted invoices. All posted invoices with the Pagero Online sending profile assigned could be sent automatically at a selected time. This is done through the **Job Queue for Document Sending**, see image below. The job queue will be disabled by default, to enable it search for **Pagero Online Job Queue Setup** and change it there. The documents will be sent in the same send mode selected in Pagero Online Settings.
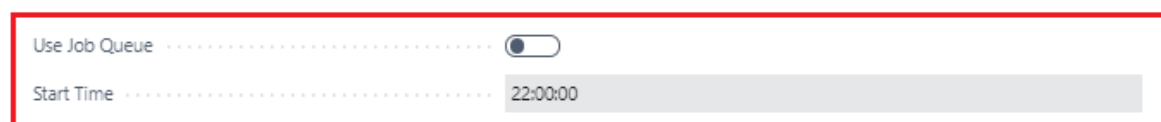
4.3 Status of Documents Sent to Pagero Online

You can track the statuses of documents sent to Pagero Online in your ERP. The document status is shown in the Pagero Online Documents section. You can view the status of posted sales documents in the column Pagero Online Document Status:

To view the status regardless of document type, search for **Pagero Online Documents.**

Processed documents are hidden by default. Click **Show Processed Documents** to see the processed documents.

The possible statuses are described in the following table:

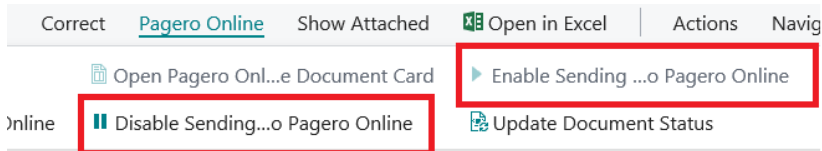| Microsoft Dynamics 365 Business Central Status	Description
Not Sent	The document has not been sent to Pagero Online. Visible only in posted sales documents view.
Sent	The document has been sent to Pagero Online and is waiting to be processed.
N/A	Sent document not found in files sent to Pagero Online and needs to be resent.
In Progress	The document is being processed by Pagero Online or needs handling by Pagero's Support and Service Center (SSC). If the file is being handled by Pagero's SSC the user will be notified if they need to take any action, otherwise it's handled entirely by Pagero's SSC.
Awaiting user action	The document has been stopped in Pagero Online for one of the following reasons: • The document contains invalid or insufficient data and was therefore stopped. Go to **My Documents/Handle files with errors** in Pagero Online to handle the error. • The document is waiting for approval or third-party interaction, before it can be sent to the receiving party Sending user will receive an e-mail notification about actions needed in this scenario.
Processed	File has been processed in Pagero Online and a document was created from it.
Sending disabled	You can disable a document from being sent to Pagero Online. This is useful if you have the job queue for sending documents enabled and don't want a specific invoice to be sent automatically. The button is accessible in Posted Sales Invoice, Posted Sales Credit Memo, Posted Service Invoice and Posted Service Credit Memo.
Error sending	An unexpected communication error occurred when the job queue for sending documents tried to send the invoices. Invoices with status "Error sending" must be resent manually to Pagero Online. Visible only in posted documents view. All invoices with this error can be resent at once through the Batch send functionality described earlier in this guide.

To be able to check if an ERP user is connected to Pagero Online, you can check the colour of the ERP Username column in **Pagero Online documents** view.
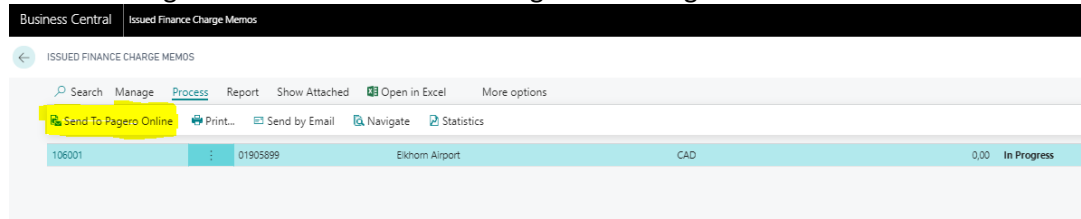
- Black – Connection between Business Central User and Pagero Online is established.
- Yellow –The Business Central user have incorrect or no Pagero Online user credentials entered.
- Red – The Business Central user does not exist anymore.

5 General functions

This section will describe the general functions available with Pagero solution.

5.1 Pagero Online Settings

Pagero Online Settings table contains the settings related to Pagero Online functionality.

You can access these settings here: **Departments/Pagero Online/Pagero Online Setup**

These settings will be automatically prepopulated during the initial setup. They can be restored to their default values by clicking the action button **Restore Default Settings** in **Pagero Online Settings** page. Be careful when changing these settings since they affect all users of the Pagero Online solution, users may be unable to send documents to Pagero Online or retrieve updates from documents already sent.
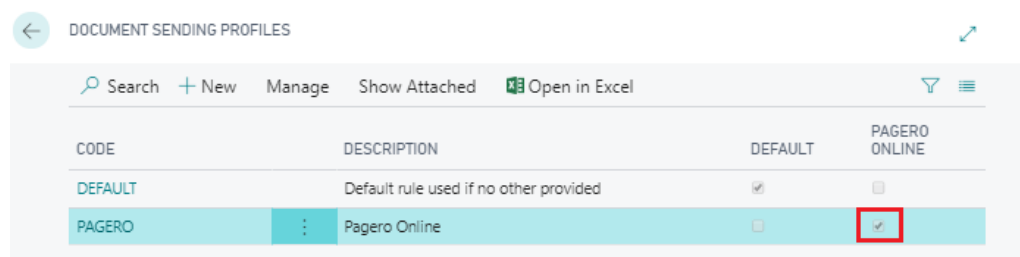
Field	Description
General	
Product version	Identifies the version of the Pagero Online solution.
REST API Base URL	Base URL for connecting to the Pagero Online API. Read-only. Populated automatically during initial setup.
Credentials Verification URL	URL of Pagero API for verifying user credentials. Read-only. Populated automatically during initial setup.
Send Mode	Specifies default mode for documents processing in Pagero Online: • **Certification** - Document is processed but not delivered to the recipient. • **Test** - Document is processed and delivered to the recipient in test mode (could be a separate test environment or something similar the recipient has set up). • **Production** - Document is processed and delivered to the recipient in production mode. User can select different send mode in popup dialog, when document sending is initiated.
Business Party Identifier Formula	Formula to identify document sending party in Pagero Online.
Pagero Auth Company ID	Technical Company ID field. Used to identify document sending company. Automatically set when having finished the Pagero Online Company Sign Up Wizard. Can be empty, if users sending documents to Pagero Online has only one Company associated to their company in Pagero Online.
Prompt to Change Account Info	User is prompted to update their Pagero Online credentials if they fail authentication when interacting with Pagero Online.
Failed Connections Limit	Specifies the number of failed connections before user account is locked. After an account is locked no further interactions with Pagero Online is possible until account is unlocked again. This is to protect the user from being locked out from Pagero Online.

Field	Description
Use current user's credentials for Send Batch	When this option is checked, the posted invoices will be sent using Pagero Online credentials belonging to the sending user, regardless of who posted the invoices. If not checked, the Pagero Online credentials of the ERP user(s) that posted the invoice(s) will be used.
Update customer/contact information in sales and service documents	Used in French/Spanish localization only. This setting gives you 3 options: - **Ask:** When changing the DIR3 codes (Spain) / Service Code (France) on the customer card or contact card, you will be asked if the updated value(s) should be updated in the existing sales orders and in the already posted sales documents. - **Automatically:** When changing the DIR3 codes (Spain) / Service Code (France) on the customer card or contact card, the new value(s) will automatically be updated in the existing sales orders and in already posted sales documents. - **Manually:** When changing the DIR3 codes (Spain) / Service Code (France) on the customer card or contact card, the new value(s) will not be updated in the existing sales orders and in already posted sales documents. However, for existing sales orders, you will be able to manually change the values before posting.
Do not send Invoices below certain amounts:	Sometimes it is not needed to send invoices under certain amount to Pagero Online (In most cases zero-amount invoices). This functionality allows you to skip these invoices from being automatically sent (Batch send and Job Queue) to Pagero Online. To enable this functionality, you have to enable 'Do not send Invoices below certain amounts' in Pagero Online Settings. These invoices will be skipped from being sent by the job queue and the batch send button. You will have the option of sending the effected invoices manually one by one if needed.
Amount Threshold (less than or equal to):	Linked to "Do not send Invoices below certain amounts", here you should enter the invoice amount which invoices having less than or equal to that amount will not be sent to Pagero online.
Enable Sending of Reminders/Finance Charge Memos:	Pagero Online extension (2018/D365BC) also provides possibility to send reminders and finance charge memos to Pagero Online. This is an additional service, please contact your account representative before activating and sending, otherwise all documents will fail validation in Pagero Online. To use this functionality, you have to enable it in Pagero Online Settings by checking 'Enable Sending of Reminders/Finance Charge Memos'. After you have enabled this functionality, you can navigate to Issued Reminder/Issued Finance Charge Memo card and send it using 'Send to Pagero Online' button:
Web Services Codes	
Signup	Web Service Identifier in Pagero Online Communication Log for web service calls related to signing up to Pagero Online. Read-only. Populated automatically during initial setup.

Field	Description
Upload File	Web Service Identifier in Pagero Online Communication Log for web service calls related to sending documents to Pagero Online. Read-only. Populated automatically during initial setup.
Check Status	Web Service Identifier in Pagero Online Communication log for web service calls related to checking document status in Pagero Online. Read-only. Populated automatically during initial setup.
Document Types	
Invoice	Document type identifier for Invoices in Pagero Online REST API. Read-only. Populated automatically during initial setup.
Credit Memo	Document type identifier for Credit Memos in Pagero Online REST API. Read-only. Populated automatically during initial setup.
Service Invoice	Document type identifier for Service Invoices in Pagero Online REST API. Read-only. Populated automatically during initial setup.
Service Credit Memo	Document type identifier for Service Credit Memos in Pagero Online REST API. Read-only. Populated automatically during initial setup.
Reminder	Document type identifier for Reminders in Pagero Online REST API. Read-only. Populated automatically during initial setup.
Finance Charge Memo	Document type identifier for Finance Charge Memos in Pagero Online REST API. Read-only. Populated automatically during initial setup.

5.1   Document sending profile

You need a sending profile that is Pagero Online enabled to send documents to Pagero Online. The document profile is inherited from the document sending profile and assigned to the Customer card. In the document sending profile, the "Pagero Online" checkbox must be checked and the Pagero Online Profile assigned to it.

Note: For customers having the Pagero Online Document Sending Profile assigned, the standard Microsoft Dynamics **Document Sending Profile** functionality is not available, i.e. all options in the **Sending Options** Fast-Tab can't be changed as that kind of set up would be incorrect.

Pagero Online Sending Profile specifies Codeunits that executes business logic for documents sent through a **Document Sending Profile** marked as Pagero Online Profile. This way you may improve the flexibility (usually with the help of our reseller) for the business logic that runs when sending and validating documents.

The list of settings related to the Pagero Online Sending Profile are described in the table below.

Field	Description
General	
Code	Unique identifier for settings.
Description	Self-explanatory.

Pagero Group | www.pagero.com

Field	Description
Sales Invoice	
Sending Codeunit	Codeunit that handles invoice export to Pagero Online format and sending documents to Pagero Online.
Validation Codeunit	Codeunit that performs additional checking, before document is posted, for customers with Pagero Document Sending profile.
Sales Credit Memo	
Sending Codeunit	Codeunit that handles invoice export to Pagero Online format and sending documents to Pagero Online.
Validation Codeunit	Codeunit that performs additional checking, before document is posted, for customers with Pagero Document Sending profile.
Service Invoice	
Sending Codeunit	Codeunit that handles invoice export to Pagero Online format and sending documents to Pagero Online.
Validation Codeunit	Codeunit that performs additional checking, before document is posted, for customers with Pagero Document Sending profile.
Service Credit Memo	
Sending Codeunit	Codeunit that handles invoice export to Pagero Online format and sending documents to Pagero Online.
Validation Codeunit	Codeunit that performs additional checking, before document is posted, for customers with Pagero Document Sending profile.

5.2   Job Queues and Tasks

The solution has a couple of periodic tasks that could be automated with the help of NAS (NAV Application Server). Job Queue Entries are configured during initial setup.

All settings related to job queues can be changed in **Departments/Pagero Online/Pagero Online Job Queue Setup**.

PAGERO

EDIT – PAGERO ONLINE JOB QUEUES SETUP

JOB QUEUE FOR STATUS UPDATES

If you want NAV to automatically update status of documents sent to Pagero Online, we recommend creating a Job Queue for this purpose.

Use Job Queue .... [ON]
No of Minutes Between Attempts 10

JOB QUEUE FOR COMMUNICATION LOG CLEAN UP*

To make it easier to navigate the log entries in Pagero Online Communication Log, we recommend creating a Job Queue for this purpose.

Use Job Queue .... [ON]
Run On .... Sunday ▼
Start Time 00:00:00
No of Days to Keep 14
Web Service Code Filter .... PAGERO_CHECK_CONNECT|PAGERO_STATUS_CHECK

JOB QUEUE FOR DOCUMENT SENDING

If you want NAV to automatically send documents to Pagero Online, we recommend creating a Job Queue for this purpose.

Use Job Queue .... [OFF]
Start Time 22:00:00

OK   Cancel

Job Queue settings (2016 only)

Parameters to create separate Job Queue for handling Pagero related Job Queues. Applicable to 2016 only as Job Queues are replaced by Task Scheduler functionality in 2017.

Periodic status checking of sent documents

Creates a periodic task for checking the status of documents sent to Pagero Online. The **No of Minutes Between Attempts** specifies checking interval. Job Queue runs Codeunit 12070780 that checks the status of all documents that hasn't been processed yet.

Periodic clean-up of Pagero Online Communication Log.

Pagero Online Communication Log gets cluttered over time. It is possible to set up a periodic job that cleans up old entries in the Pagero Online Communication Log. Specify the **No of Days to Keep** to set how many days of logging you wish to keep.

Job Queue runs Codeunit 12070781 that deletes expired communication log entries. Log expiration period in days is specified in **Parameter String** field as number. Filter can also be added to deleted specific log entries.

Codeunit · 12070781 · PGN Log Clean Up

Process | Report | Actions | Navigate | Fewer options

General

Object Type to Run	Codeunit	Parameter String	14;PAGERO_CHECK_CONNECT|PAGERO_STATUS_CHECK
Object ID to Run	12070781	Job Queue Category Code	PAGERO
Object Caption to Run	PGN Log Clean Up	User ID	SYSTEM
Description	Pagero Log Clean Up	Maximum No. of Attempts to Run	3

Job queue for document sending

The job queue for document sending enables the user to schedule a time to automatically send posted documents (Sales Invoice, Sales Credit Memo, Service Invoice, Service Credit Memo) to Pagero Online. Documents are sent with Pagero Online credentials used by the ERP user that posted the document. Invoices to customers with the Pagero Online sending profile will automatically be sent at the predefined time set by the user. The Job queue will be created but disabled by default when running the initial setup. The user can choose to enable the Job queue for document sending in Pagero Online Job Queue Setup.

5.3   Restoring default settings

In **Departments/Pagero Online/Pagero Online Restore Dialog** you may restore the default settings that are related to the product. You can do all or partial restore of default settings.

EDIT - PAGERO ONLINE RESTORE DIALOGUE

- Restore All Settings
- Restore Pagero Online Sett...
- Restore Pagero Online Sen...
- Restore Document Sending...
- Restore Party Identification...
- Restore Job Queue Category
- Restore Job Queue Entries

OK   Cancel

5.4   Role Centers

Pagero Online Role Center Home Page (ID 12070769) consists of 2 dashboards:

- **Pagero Online Dashboard** with access to important document statuses represented as tiles.
- **Pagero Online Links** which contains links to useful activities performed in Pagero Online.

Pagero Online Dashboard and Pagero Online Links have been added to the standard role centers. These parts enable users to have an overview of documents sent to Pagero Online and access links to common tasks in Pagero Online. Here is the list of modified role center pages:

Object ID	Object Name	Applicable To
9000	Whse. WMS Role Center	2016, 2017, 2018, Business Central
9001	Accounting Manager Role Center	2016, 2017, 2018, Business Central
9003	Acc. Receivables Adm. RC	2016, 2017, 2018, Business Central
9004	Bookkeeper Role Center	2016, 2017, 2018, Business Central
9005	Sales Manager Role Center	2016, 2017, 2018, Business Central
9006	Order Processor Role Center	2016, 2017, 2018, Business Central
9008	Whse. Basic Role Center	2016, 2017, 2018, Business Central
9010	Production Planner Role Center	2016, 2017, 2018, Business Central
9011	Shop Supervisor Mfg Foundation	2016, 2017, 2018, Business Central
9012	Shop Supervisor Role Center	2016, 2017, 2018, Business Central
9015	Job Project Manager RC	2016, 2017, 2018, Business Central
9016	Service Dispatcher Role Center	2016, 2017, 2018, Business Central
9019	CEO and President Role Center	2016, 2017, 2018, Business Central
9020	Small Business Owner RC	2016, 2017, 2018, Business Central
9022	Small Business Role Center	2016, 2017, 2018, Business Central
9023	Accounting Services RC	2016, 2017, 2018, Business Central
9026	Sales & Relationship Mgr. RC	2017, 2018, Business Central
9027	Accountant Role Center	2017, 2018, Business Central

Here is an example of how these parts look like in the Accounting Manager Role Center.

5.5   Managing User

Change user credentials

Pagero user credentials are mapped to the ERP user and stored in the table Pagero Online User Setup
– **Departments/Pagero Online/Pagero Online User Setup**

The following functionality is available through the Pagero Online User Setup:

- Update your user credentials.
    - o   Enter Pagero Credentials in the fields **Pagero Online Username** and **Pagero Online Password**.
    - o   You can check if credentials are valid by clicking **Check Connection** Action.

- Unlock your user
    - o   When user credentials changes in Pagero Online, the ERP automatically locks the user to prevent locking user in Pagero Online due to multiple failed authentication attempts. In order to unlock user, enter the correct user credentials. The locked checkmark will automatically be removed, after entering correct Pagero Online credentials.

- Enable and disable notifications from showing (2017 and onwards).

5.6   Troubleshooting

View electronic document in raw format.

You can view the raw format of the exported electronic document from Pagero Online Documents page – **Departments/Pagero Online/Pagero Online Documents.**

Click action Download Document as XML.

5.7   Pagero Online Communication Log

Pagero Online Communication Log captures all calls made to the Pagero Online API. You can access Pagero Online Communication Log from menu **Departments/Pagero Online/Pagero Online Communication Log.**

It is possible to download the request and response messages from the action menu.

For certain queries, all information is located in the REST query string with an empty message body. In these cases the **Download Request Message** action will be unavailable.

Communication log is read-only, but you can clean up the communication log by clicking the action **Log Clean Up**. Specify the number of days with log entries that you wish to keep.

EDIT - PAGERO ONLINE COMMUNICATION LOG CLEAN UP

Delete communication log entries older than:

No. of Days · · · · · · · · · · · · · · · · 14

Web Service Code Filter

PAGERO_CHECK_CONNECT|PAGERO_STATUS_CHECK

Schedule...   OK   Cancel

Description of Communication Log Fields

Field	Description
Date	Contains the date the web service call was made.
Time	Contains the time the web service call was made.
Web Service	Contains the type of web service that was called. You can view the names of the web services in the Pagero Online Settings Page.
Direction	Outbound – Outgoing Web Service Calls. Inbound – Incoming Web Service Calls.
Type	Identifies the type of Web Service, REST or SOAP.
Username	The username that triggered the message to be logged.
Request Message	Indicates whether a request message exists.
Response Message	Indicates whether a response message exists.
Status Code	Contains status code returned by server.
Result Message	Contains result message returned by server.
Response Message Format	Specifies, in what format message was returned XML,JSON,HTML or TXT.
Base URL	Contains the base URL used in the web service call.
Endpoint	Contains the endpoint used in the web service call.
Query String	Contains the query string used in the web service call. This is appended to the base URL and the endpoint to form the resulting query sent in the web service call.

5.8   Attachments

PDF presentation

Per default, the PDF presentation will be embedded in the XML and sent to the customer if the customer has support for receiving it. The Pagero Online sending profile created during the initial setup will automatically support exporting PDF presentation. You can unselect it or create a new sending profile without support for exporting PDF presentation.

Additional Attachments

You can send additional documents attached to your sales documents (Sales Invoice, Sales Credit Memo).

Attachments are stored in the **Pagero Online Attachments** table available for all Sales Documents. When attachments are linked to not posted document, they are automatically transferred to posted document and you can use **Post and Send** functionality for such documents.

To add an attachment to your document, click the **View Pagero Online Attachments** action.

Click **Add Attachment**

Select the document you want to attach.

5.9　Configure more than one account for payment
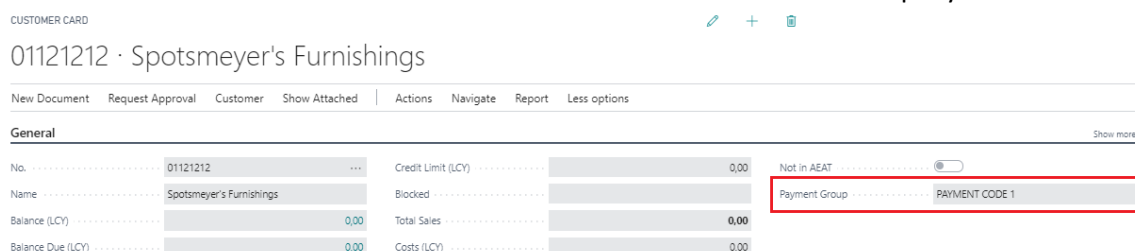
This functionality is useful if you needed to use different bank account information for specific customer(s) than stated in company information. To configure, you need to search for Pagero Online Payment group.

The Pagero Online Payment Group contains three fields:

- **Code –** Allow you to create a code for a specific bank account to be selected on the customer card (see image below). If a code is selected on the customer card, the bank info linked to the code will be included in the XML file instead of the bank info in the company information.
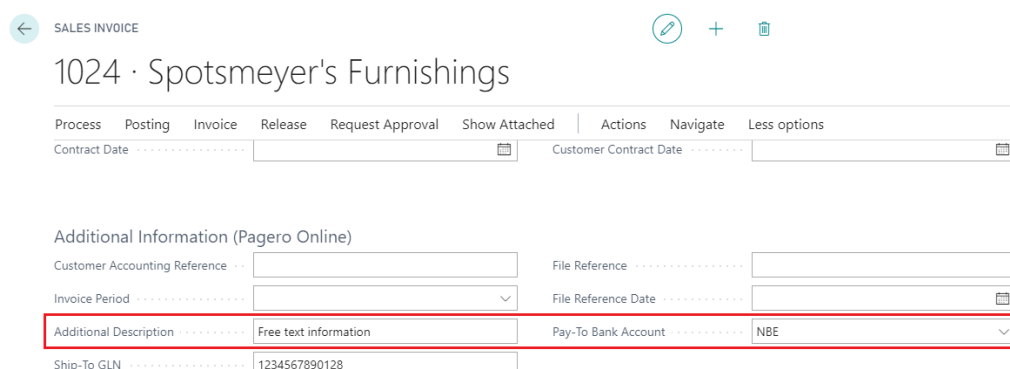
- **Pay-To Bank Account** – You will be able to select bank account information from the bank account card.

- **Additional Description** – Free text information which are transferred can be included depending on what code/bank account is used. This can be useful if you need to provide different information for different customers, either different text or in different languages.

The information will be transferred to document header when customer is selected and can be changed before posting if it is needed.

When 'Pay-To Bank Account' field is filled, payment information is exported from this bank account card to xml document.

![Pagero logo]

5.10 Configure Invoices with certain amount or less not to be sent to Pagero Online

Sometimes it is not needed to send invoices under certain amount to Pagero Online (In most cases zero-amount invoices). This functionality allows you to skip these invoices from being automatically sent (Batch send and Job Queue) to Pagero Online. To enable this functionality, you have to enable 'Do not send Invoices below certain amounts' in Pagero Online Settings. These invoices will be skipped from being sent by the job queue and the batch send button. You will have the option of sending the effected invoices manually one by one if needed. Here is how to configure this function

1. Check the checkbox to enable the functionality

2. Enter the amount, under which invoices should not be sent to Pagero online:

5.11 Sending Reminders and Finance Charge Memos (2018 and onwards)

Pagero Online extension also provides possibility to send reminders and finance charge memos to Pagero Online. This is an additional service, please contact Pagero Online support before activating and sending, otherwise all documents will fail validation in Pagero Online.

To use this functionality, you have to enable it in Pagero Online Settings by checking 'Enable Sending of Reminders/Finance Charge Memos':

After you have enabled functionality, you can go to Issued Reminder/Issued Finance Charge Memo card and send it using 'Send to Pagero Online' action:

5.12 E-mail distribution sync (2018 and onwards)

This feature enables you to use the e-mail address from the customer card for distribution of invoices by e-mail. If the e-mail address in the customer card is the correct one for distribution of the invoice, you can use this function to enable that.

To update E-mail distribution for specific customers when needed, you can use 'Update E-mail Distribution for Customers' action in Pagero Online Settings:

Pagero Online Settings

Pagero Online   Show Attached | Actions   Less options

⚡ Check Connection   ↺ Restore Default Settings   ▣ Update E-mail D...n for Customers   📌

Product Version · · · · · · ·	PGNW110.00.57	Failed Connections Li...		1
REST API Base URL	https://www.pageroonline.com/...	Use current user's cre...	⬤	
Credentials Verificatio...	https://auth.pageroonline.com/...	Update customer/con...	Ask ▾	
Send Mode · · · · · · · ·	Certification ▾	Do not send Invoices ...	⬤	
Business Party Identifi...	%1:%2#%3#%4	Amount Threshold (le...		0,00

This action will open a report where you can filter customers in update email distribution:

EDIT - UPDATE E-MAIL DISTRIBUTION FOR CUSTOMERS   ⬈

For selected customers, e-mail distribution will be updated with customer's e-mail.

Customer
Show results:

Where: No. ▾   is: ▾

Schedule...   OK   Cancel

If you also want to update E-Mail Distribution every time when you enter E-mail in customer card, then you should use 'Use E-mail on Customer Card for E-mail Distribution' setting in Pagero Online Settings:

Pagero Online Settings

Pagero Online   Show Attached | Actions   Less options

General

Product Version · · · · · · ·	PGNW110.00.57	Failed Connections Li...		1
REST API Base URL	https://www.pageroonline.com/...	Use current user's cre...	⬤	
Credentials Verificatio...	https://auth.pageroonline.com/...	Update customer/con...	Ask ▾	
Send Mode · · · · · · · ·	Certification ▾	Do not send Invoices ...	⬤	
Business Party Identifi...	%1:%2#%3#%4	Amount Threshold (le...		0,00
Pagero Auth Compan...		Enable Sending of Re...	⬤	
Prompt To Change Ac...	⬤	Use E-mail on Custom...	⬤	

Web Service Codes

Signup · · · · · · · · ·	PAGERO_SIGN_UP	Check Status · · · · · · ·	PAGERO_STATUS_CHECK
Upload File · · · · · · ·	PAGERO_UPLOAD_FILE	Check Connection · · · · · ·	PAGERO_CHECK_CONNECT

When you check this setting, you will be asked if you want to update e-mails for existing customer (same as action 'Update E-mail Distribution for Customers'). Also, when this setting is checked, Pageros E-mail distribution field 'To:' will be not editable.

6 Country specific functions

This section will describe the country specific functions available for customers from these specific countries/localizations.

6.1 Spain

DIR3 codes

If you have customers behind PGEF (Puntos generales de entrada de factura, FACe is the biggest one of them), you will probably need to add the DIR3 codes specific for each customer. Pagero offers multiple way to add the DIR3 codes.

1. You can save the DIR3 codes on the customer cards, the fields for that is highlighted in the picture below.

2. If you would like to save more than one set of DIR3 codes for each customer, you can add the DIR3 codes on the contacts linked with the customer. You will later need to select the correct contact before posting a document.

3. You are also able to add/change the DIR3 codes directly on the document before posting.

How to Setup IRPF Account

To enter the withholding tax information, the user must setup an IRPF Account. There are two ways to access this, both ways are described below:

1) Search for **Chart of Accounts**, select a g/l account line and press **Edit.** Check the box **IRPF Account**.

2) When entering a new line in document with type **G/L Account**, press lookup on **No.** field and then press **Advanced**. New page will pop up, select a line and press **Edit**.Check the box **IRPF Account**.

How to setup VAT Posting Setup for IRPF line:

- VAT % must be set to 0;
- VAT Calculation Type must be set to **No Taxable VAT**;
- **Tax Code** must be set to **04**. (This is Spanish code for IRPF. In Spanish sales transactions, usually code **01** (VAT) or **04** (IRPF) is used. For some Spanish regions, there could be other Tax Codes for VAT, bur for IRPF it is always the same code).

How to enter the IRPF line in sales document:

- Create a new line in document with type **G/L Account** and choose G/L Account that have the **IRPF Account** checked;
- Enter the tax rate in decimal digits (for example 15% = 0.15) in quantity field, also this rate <u>must be negative</u>. (For service documents amount must be positive);
- Enter amount 'Unit Price', - this amount represents the amount from which withholding tax is calculated. Users should enter all remaining lines sum of **Line Amount** in this field. (For service documents amount must be negative);
- IRPF line must not have VAT or discounts;
- There should be only 1 IRPF line entered in the document.

Application response

When sending invoices to PGEF, you will receive application responses from PGEF or the buyer informing you about the latest status of the invoice, called an application response. The latest

application response for each document will be found in the ERP under the posted sales invoice view and in Pagero Online Documents. The application response will be automatically updated in 2017 and onwards 3 times a day (9.00, 12.00 and 17.00 GMT+2). You can also update the status at any time by manually updating the status using the **Update Application Response Status** button found in the posted sales invoice view and in Pagero online documents, this option works also for 2016. The picture below shows the two columns that will be updated, **Recipient Response Status** will give you an indication of the latest status, while **Recipient Response Message** is a description of the status (if any is provided).

6.2 France

Service code

If you have customers behind CPP (Chorus Pro), service code might be required to add. Service code is used for routing and is specific for each customer. Pagero offers multiple way to add the Service code.

1. You can save the Service code on the customer cards, the fields for that is highlighted in the picture below.

2. If you would like to save more than one set of Service code for each customer, you can add the DIR3 codes on the contacts linked with the customer. You will later need to select the correct contact before posting a document.

3. You are also able to add/change the Service code directly on the document before posting.

Application response

When sending invoices to Chorus Pro, you will receive application responses from Chorus Pro or the buyer informing you about the latest status of the invoice, called an application response. The latest application response for each document will be found in the ERP under the posted sales invoice view and in Pagero Online Documents. The application response will be automatically updated in 2017 and onwards 3 times a day (9.00, 12.00 and 17.00 GMT+2). You can also update the status at any time by manually updating the status using the **Update Application Response Status** button found in the posted sales invoice view and in Pagero online documents, this option works also for 2016. The picture below shows the two columns that will be updated, **Recipient Response Status** will give you

an indication of the latest status, while **Recipient Response Message** is a description of the status (if any is provided).