

IDSync® CLOUD BILLING

Cloud-based Integration to Autotask billing solution

User's Guide



IDSync[®] Cloud Billing

Cloud Based Billing Integration

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Revision History

07-2018

1. Initial Documentation
2. Format changes
3. Reporting options

General Information

Introduction

One of the biggest challenges facing MSPs today is effective billing: MSPs purchase products for their customers from distributors; the distributors bill the MSP; and then the MSP must bill the customer. Sound simple, right? But as your customer base grows, so does the complexity. Each customer might be on a different billing cycle with your distributor. Some customers might have high turnover and might add or drop licenses often. Some customers might have the ability to purchase directly from a web portal without even speaking to the MSP's sales team. This all leads to confusion, omissions, and eventual lost revenue.

In the past, to combat these inaccuracies, MSPs employed manual and somewhat arduous processes to obtain information about the purchases that they made on the ODIN Marketplace. Some MSPs pulled screens directly from the ODIN web site to obtain a general idea of what products they had purchased, others sorted through a multitude of PDF invoices to try to piece together a full picture of the products that they had purchased. Any of these processes was time consuming and error prone.



Recognizing this gap in information systems, the IDSync Cloud Billing solution provides a near real time link of Billing data between a PSA's IT Business Management platform (such as ConnectWise or Autotask) and a PSA's order fulfillment platform (Ingram's Marketplace ODIN system).

The purpose of this document is to provide the System Administrator and other technical stakeholders with a complete and easy guide to acquire and configure this solution.

General Information

System Overview

IDSync® offers a software package that integrates and synchronizes Marketplace Subscription billing information with Autotask Contracts for customers. The package, focused on the invoicing needs of the reseller community, makes it quick and easy to automatically and directly update Autotask Contracts with cost and subscription count data. When combined with the native billing capabilities of Autotask, the combination results in accurate, timely customer invoices requiring a minimum of administrative efforts. The real benefit is convenient low-cost usage of the Marketplace that is intended to enable on-time invoices and on-time customer payments.



Our Software Features include the following:

- Secure communication connection to the reseller subscriptions in the Ingram Micro Marketplace
- Software assisted tool to map and link customer specific subscriptions to customer specific contracts
- A software monitor that facilitates the pulling of cost & count data from the Marketplace subscription to the Autotask contract reflecting both increased and decreased counts.
- Data shows both increases and decreases to subscriptions.
- No programming, XML, scripts or CSV files required
- Use of standard pro-rating techniques.

General Information – System Overview

- And, it's all in the Cloud!

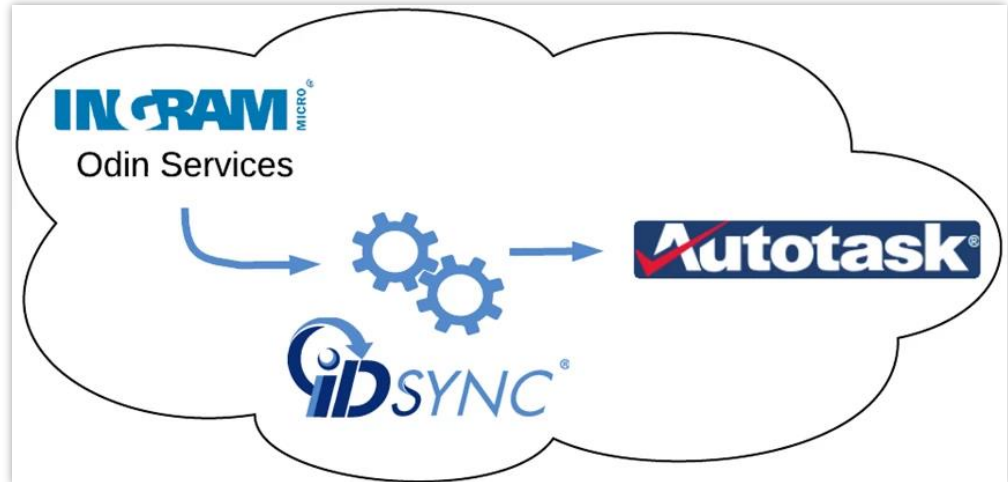


Figure 1-1

Three simple steps are all you need to keep your back-office operations running smoothly:



1.- Configure our software to access your Ingram Micro and ConnectWise data.

2.- Map the corresponding companies, subscriptions and resources, for our solution to start monitoring for changes and keeping both systems synchronized.



3.- Let us keep you posted. Browse our reports gallery and find the information you need to ensure that you don't miss potential billing opportunities.

General Information

System Components

The IDSync® Cloud Billing System consists of three components (see figure 1-2):

- IDSync® Mapping Tools – Map Ingram Micro Subscriptions and Resources to Autotask Contracts and Services and maintain synchronized both systems.
- IDSync® Reports – Get a detailed view of all your subscriptions status (whether linked or not) as well as posted adjustments of synchronized resources.
- IDSync® Configuration services – Manage the required connection settings for Ingram Micro and Autotask.

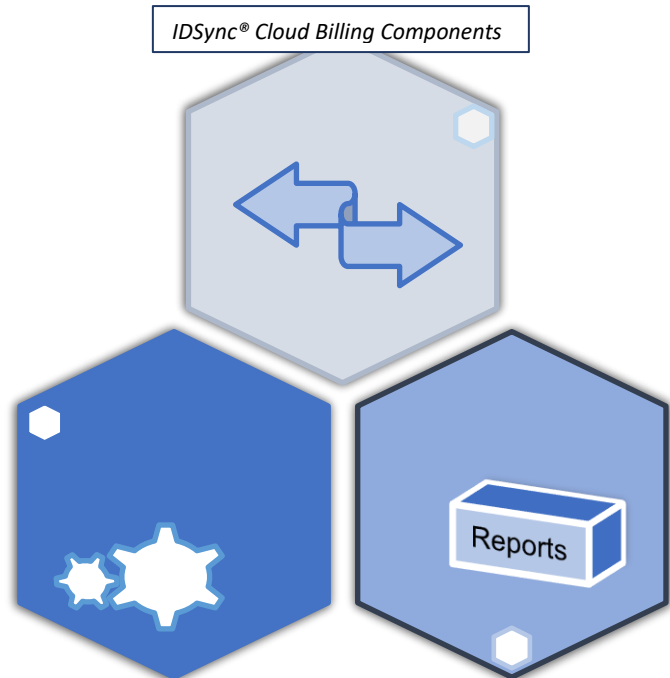


Figure 1-2

These components use a SQL Server database to store all their configuration and operational data, required to work.

This guide will explain how to get, configure and use this solution.

Getting Started

System prerequisites



Since this is a completely cloud-based tool, there's no need for local components. All you need to configure this tool, is an IDSync valid license, credentials to access the Ingram Micro Marketplace and credentials to access your Autotask information.

Credentials and System prerequisites.

1. Ingram Micro Credentials
 - a. IDSync Gateway URL
 - b. IDSync Gateway UserID / Password



2. Autotask Credentials
 - a. Autotask Admin ID
 - b. Autotask Admin Password
 - c. Autotask Company ID

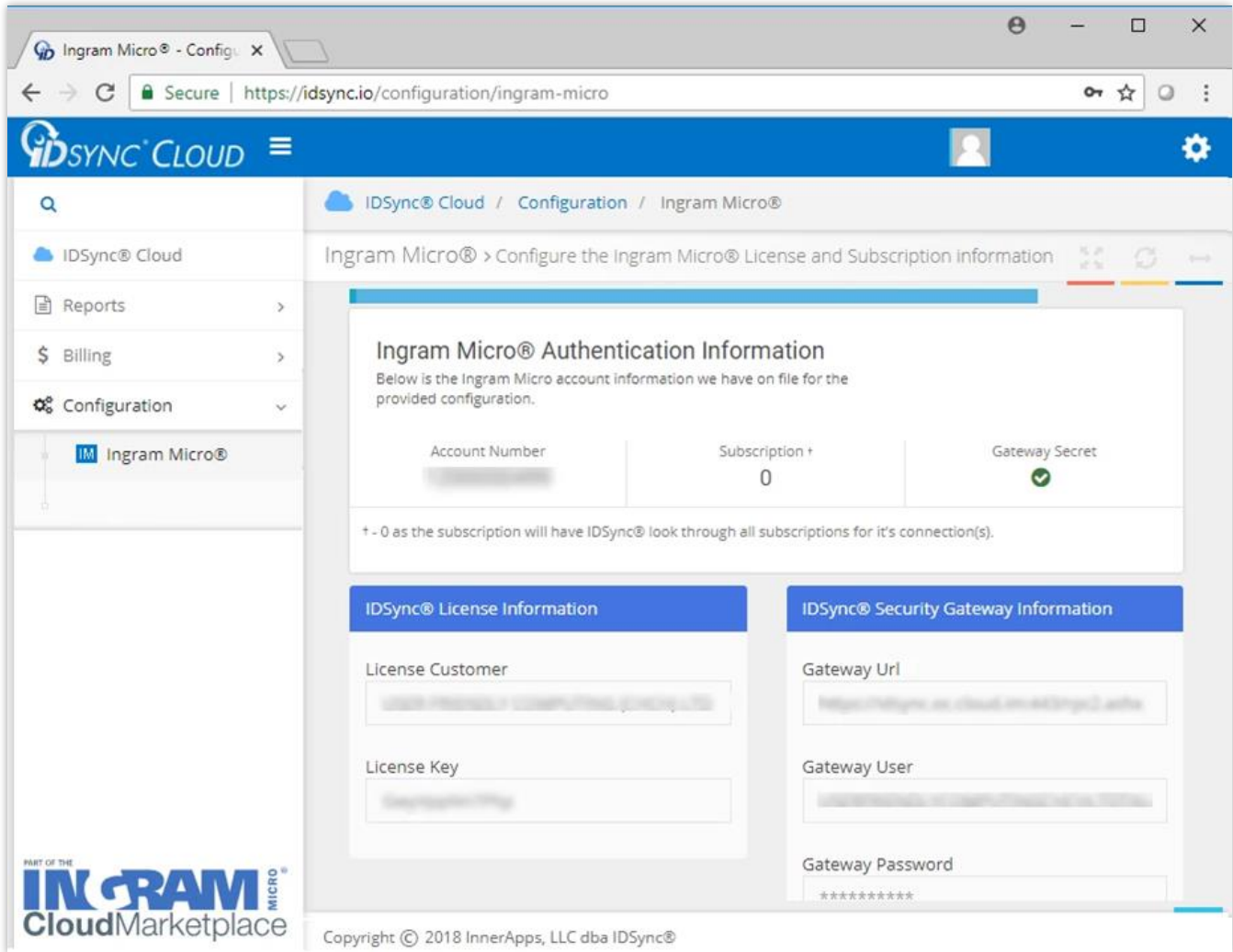


Getting Started



Configuration for ODIN API

Once your new license is activated, this information will be available after logging in to the IDSync Cloud Billing system.



The screenshot displays the IDSync Cloud configuration interface for Ingram Micro. The browser address bar shows the URL <https://idsync.io/configuration/ingram-micro>. The page title is "Ingram Micro® > Configure the Ingram Micro® License and Subscription Information".

Ingram Micro® Authentication Information
Below is the Ingram Micro account information we have on file for the provided configuration.

Account Number	Subscription +	Gateway Secret
[Redacted]	0	✓

+ - 0 as the subscription will have IDSync® look through all subscriptions for it's connection(s).

IDSync® License Information

- License Customer: [Redacted]
- License Key: [Redacted]

IDSync® Security Gateway Information

- Gateway Url: <https://idsync.io/cloud/billing/ingram-micro>
- Gateway User: [Redacted]
- Gateway Password: [Redacted]

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Figure 2-1

Getting Started

Settings for Autotask API access



Gather these settings for Autotask authentication and set them using the Configuration > Autotask section.

- Autotask User ID: This should be set to a user ID for an Administrator Account in Autotask (note that the admin ID will be in the form of username@domain.ext).
- Autotask Password: This should be set the password for the Administrator Account in Autotask.
- Company ID: Set to 0 (zero).

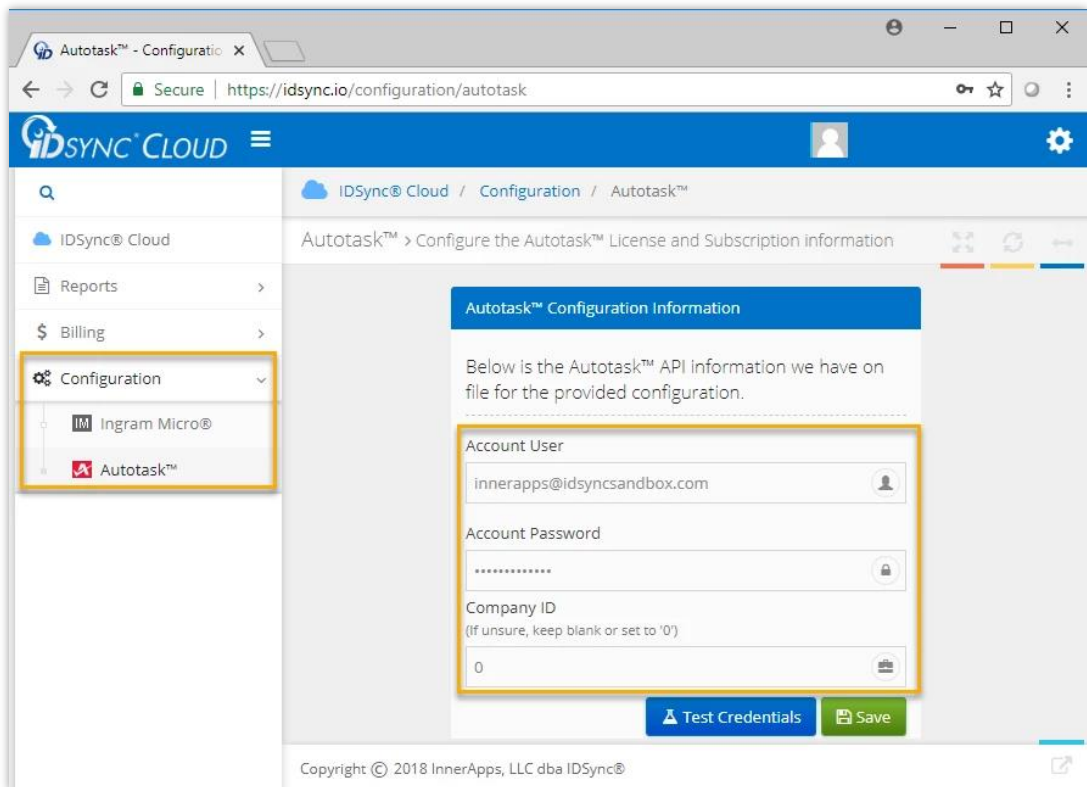


Figure 2-2

Using the System

Logging In



After you're presented with the Login page, simply use your credentials to gain access to the Billing interface.

1. Enter your username and password
2. Click 'Login' when ready

This page also gives you the opportunity to renew your password in case you've forgotten it.

3. Click on 'Forgot Password' to receive instructions on how to reset your password.

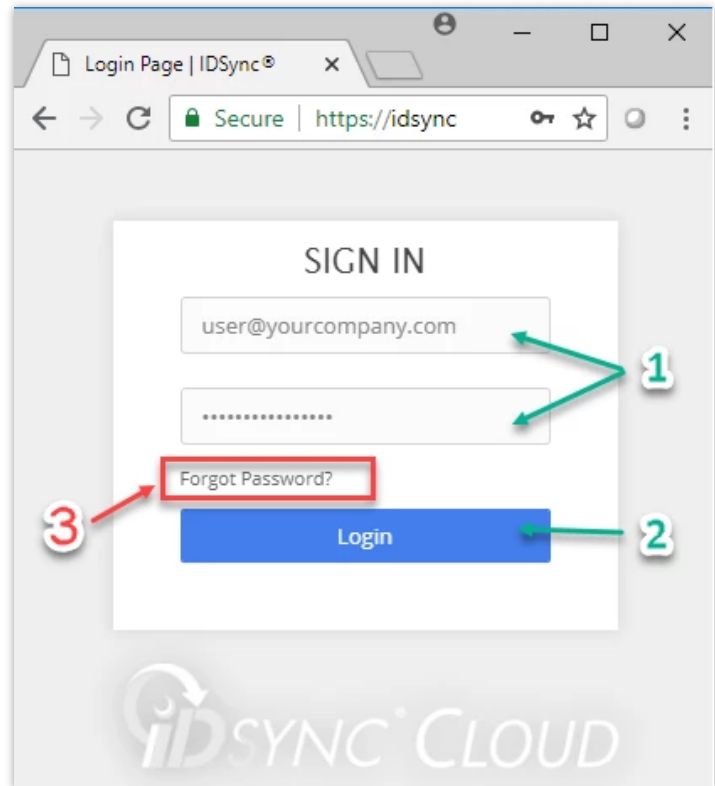


Figure 3-1

Using the System – Logging In

First Login

Username

The default username for any customer is the e-mail address of the Administrative contact.

You can easily find it by following these steps:

- Log in to the Odin Customer's Control Panel
- In the Account section, look for the Account Profile
- Edit the Account Settings

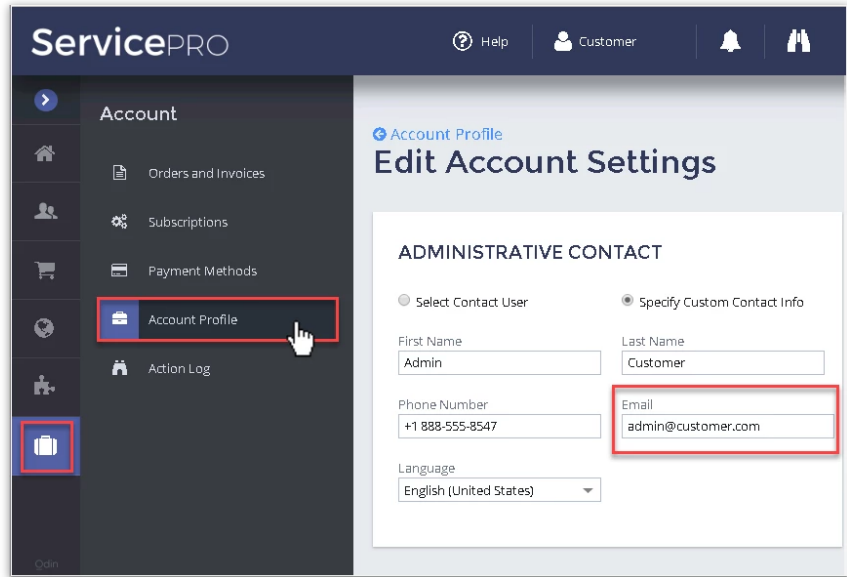


Figure 3-2

Password

The default password is the Gateway Password, that you can find in the IDSync section, through the Odin Customer's Control Panel.

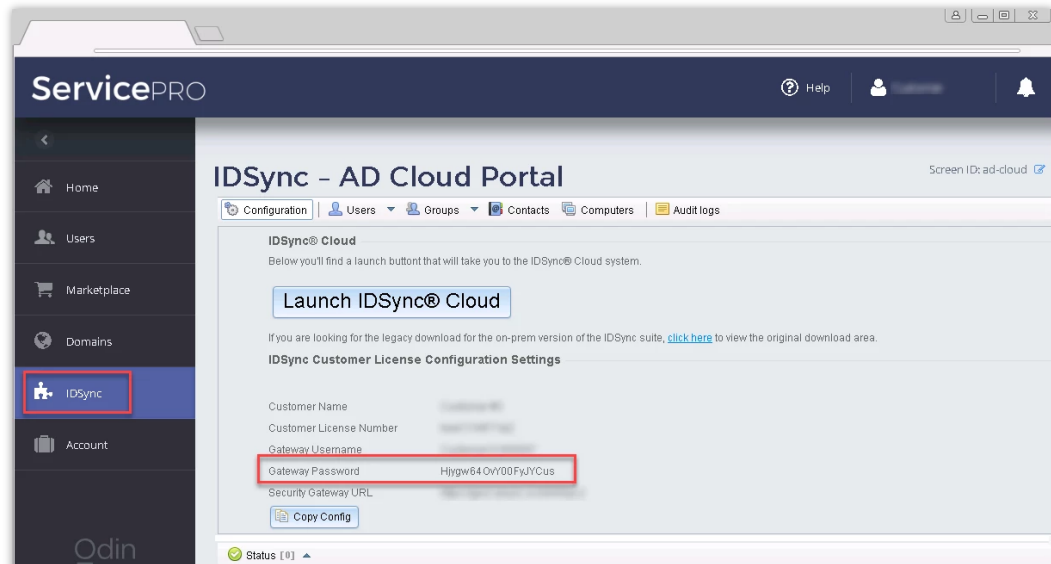


Figure 3-3

Using the System

The Home Page



The Welcome page shows a series of graphs and shortcuts specially designed and placed in a dashboard form, so you can easily and quickly find the information you need.

The Navigation sidebar

Using the sidebar, you'll get access to the different sections of the system:

- The Reports section.
- The Billing (or Mapping) section.
- The Configuration options.

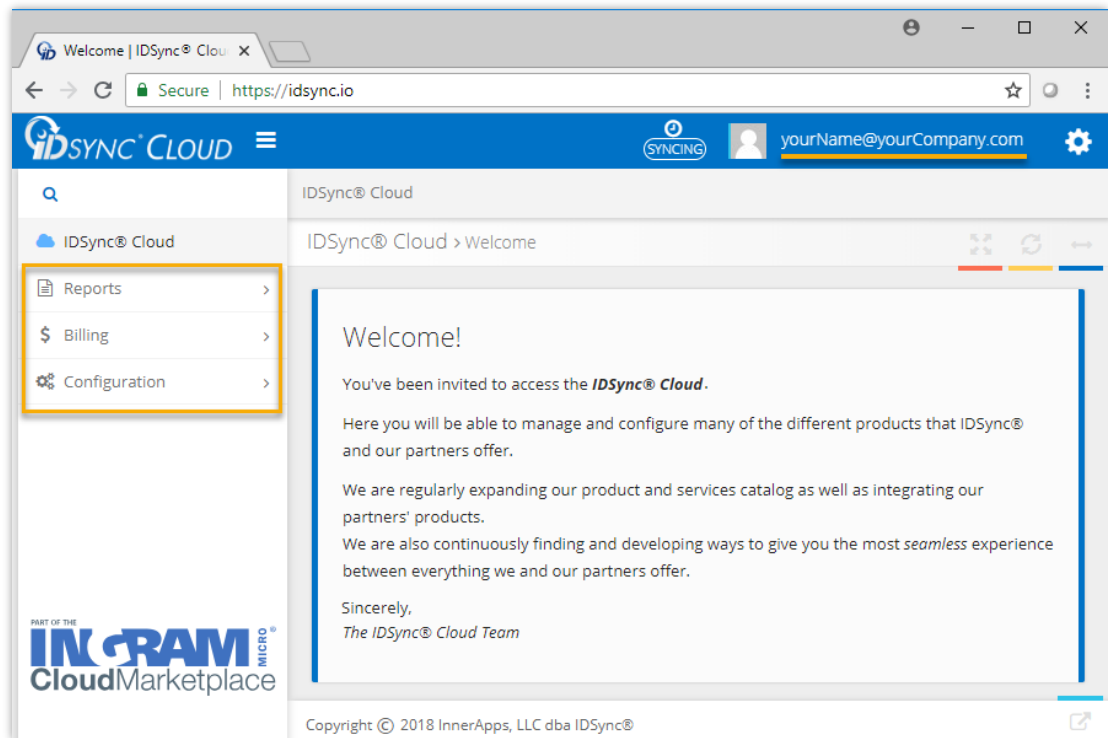


Figure 3-4

Using the System

The Reports page

The reporting module improves the accuracy of billing by helping ensure that you don't miss potential billing opportunities.

Reports are included that show which ODIN purchases have not yet been recorded in the PSA system so that billing personnel know what customers, subscriptions, and resources need to be added to the PSA system. Additionally, bookkeepers and auditors can make use of adjustment log reports to spot check that each purchase or cancellation is being recorded to the proper agreement(s) in the PSA system.

Finally, overall billing efficiency is improved by reports that provide an at-a-glance view of each and every ODIN subscription and where that subscription is being recorded within the PSA environment. All these reports are available on-demand and are also exportable to a common flat-file format for manipulation, aggregation, or printing to make your billing challenges a thing of the past.

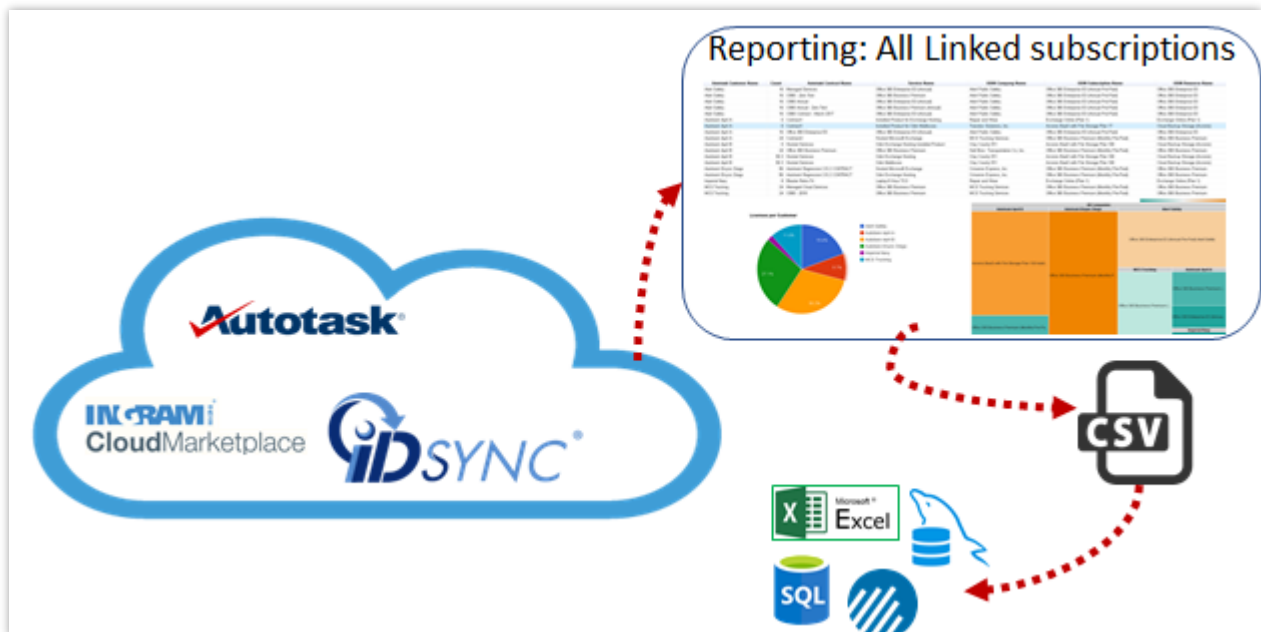


Figure 3-5

Using the System - Reports

Here's an overview of the different Reports we currently support:

Adjustments

This section shows a list of adjustments (increases or decreases in purchased quantities) that IDSync attempted (either successfully or failing) to make to the PSA System.

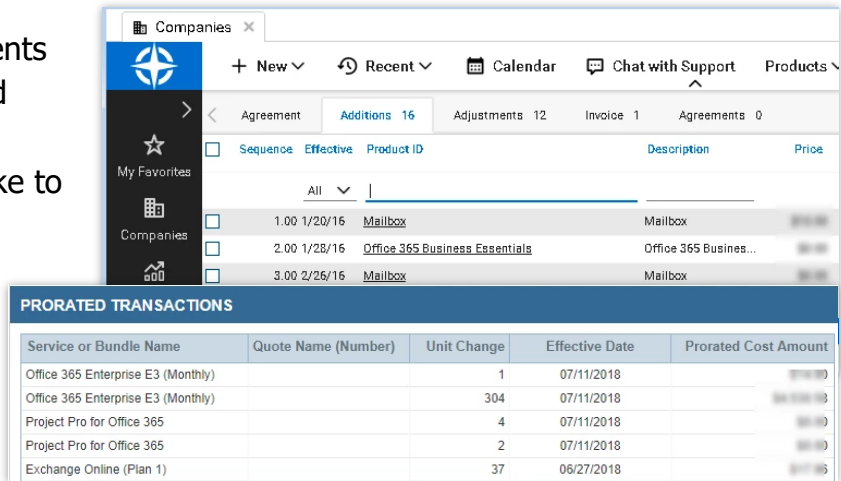


Figure 3-6

Successful Adjustments Log



See details of every post that IDSync performs, to maintain synchronicity between Odin and your Billing system resources, services and products. Additional line items will be displayed for each time that IDSync detected a change in the number of purchased units for an Ingram product.

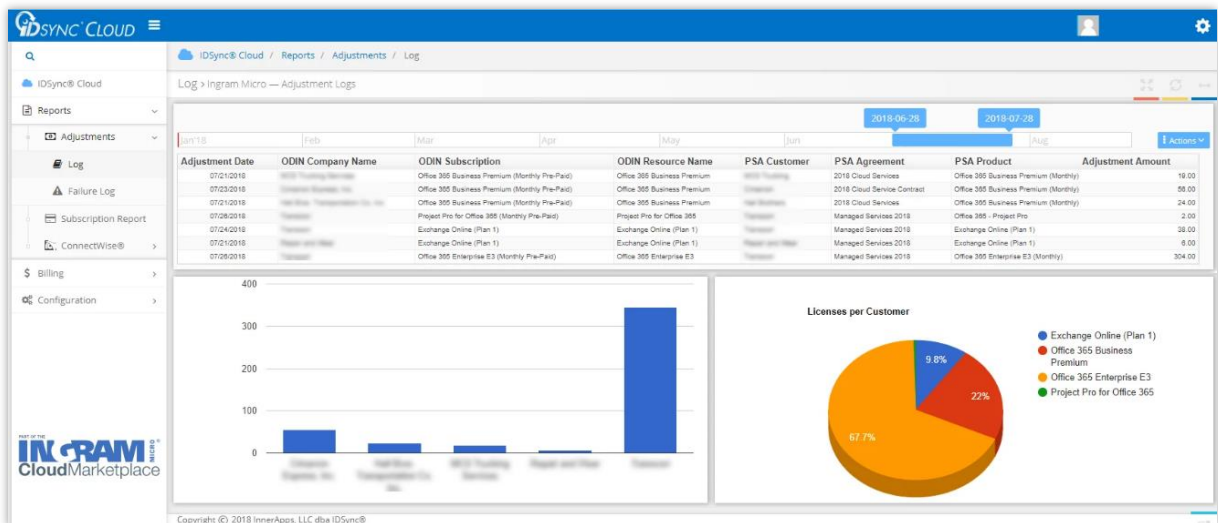
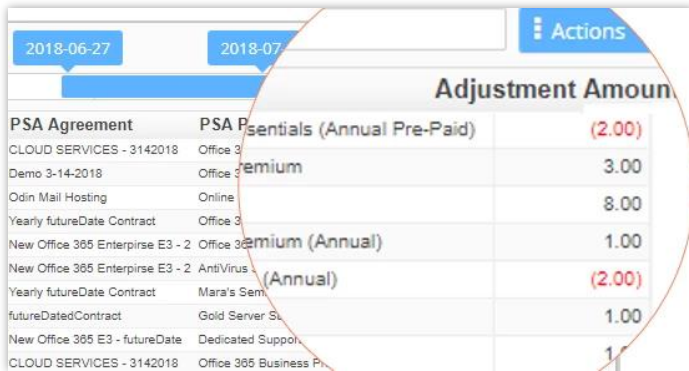


Figure 3-7

Using the System – Adjustments Reports

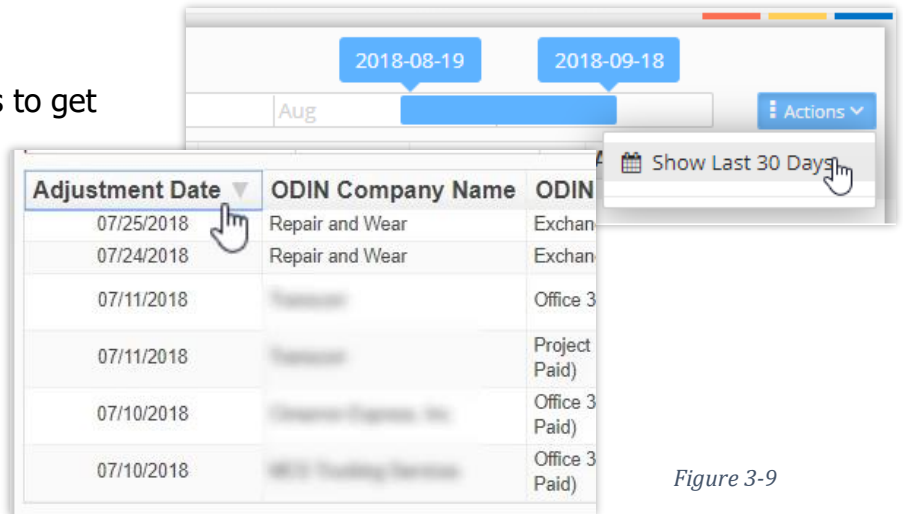


		Adjustment Amount
PSA Agreement	PSA Essentials (Annual Pre-Paid)	(2.00)
CLOUD SERVICES - 3142018	Office 365 Business Premium	3.00
Demo 3-14-2018	Office 365 Business Premium	8.00
Odin Mail Hosting	Office 365 Business Premium (Annual)	1.00
Yearly futureDate Contract	Office 365 Business Premium (Annual)	(2.00)
New Office 365 Enterprise E3 - 2	Office 365 Business Premium	1.00
New Office 365 Enterprise E3 - 2	AntiVirus (Annual)	(2.00)
Yearly futureDate Contract	Mara's Sem	1.00
futureDatedContract	Gold Server St	1.00
New Office 365 E3 - futureDate	Dedicated Support	1.00
CLOUD SERVICES - 3142018	Office 365 Business Premium	1.00

Get different views of Date, Quantities, Companies, Subscriptions and Resources involved, according to your needs.

Figure 3-8

Apply filters and ordering features to get the information you require the way you want.

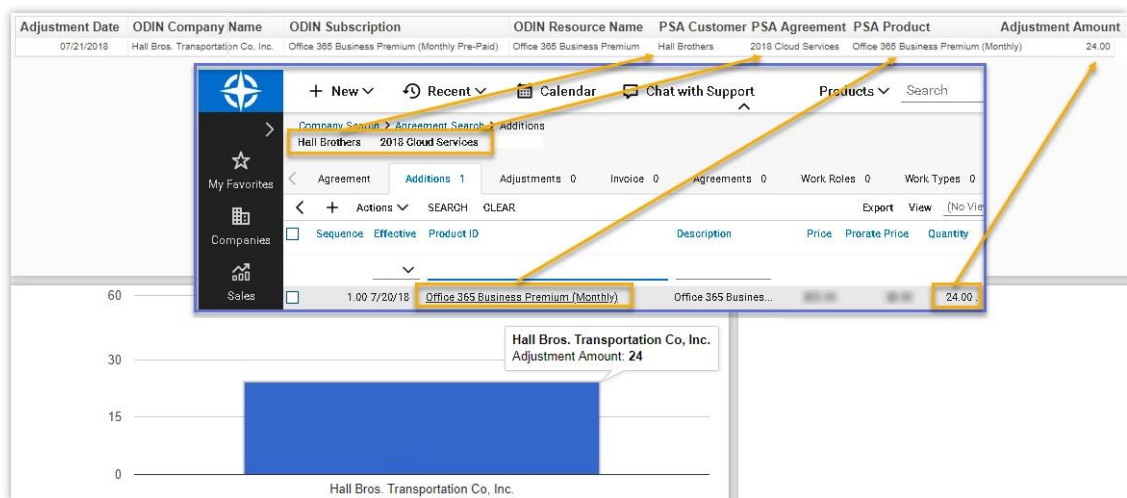


Adjustment Date	ODIN Company Name	ODIN Resource Name	Adjustment Amount
07/25/2018	Repair and Wear	Exchange	
07/24/2018	Repair and Wear	Exchange	
07/11/2018		Office 365 Business Premium	
07/11/2018		Project Paid	
07/10/2018		Office 365 Business Premium	
07/10/2018		Office 365 Business Premium	

Buttons: Show Last 30 Days, Actions

Figure 3-9

Easily match and compare data to better understand your billing information.



Adjustment Date	ODIN Company Name	ODIN Subscription	ODIN Resource Name	PSA Customer	PSA Agreement	PSA Product	Adjustment Amount
07/21/2018	Hall Bros. Transportation Co, Inc.	Office 365 Business Premium (Monthly Pre-Paid)	Office 365 Business Premium	Hall Brothers	2018 Cloud Services	Office 365 Business Premium (Monthly)	24.00

Summary Card: Hall Bros. Transportation Co, Inc. Adjustment Amount: 24

Figure 3-10

Using the System – Adjustments Reports



Failing Adjustments Log

The Billing Adjustment Failure Log will display any adjustments that were attempted by the system but were unable to process. Failures can occur due to occurrences such as:

- Network Communications Errors
- Failure to turn on Proration for a ConnectWise Agreement
- Invalid Credentials (Autotask API Username/Password or ConnectWise Integrator Username/Password)

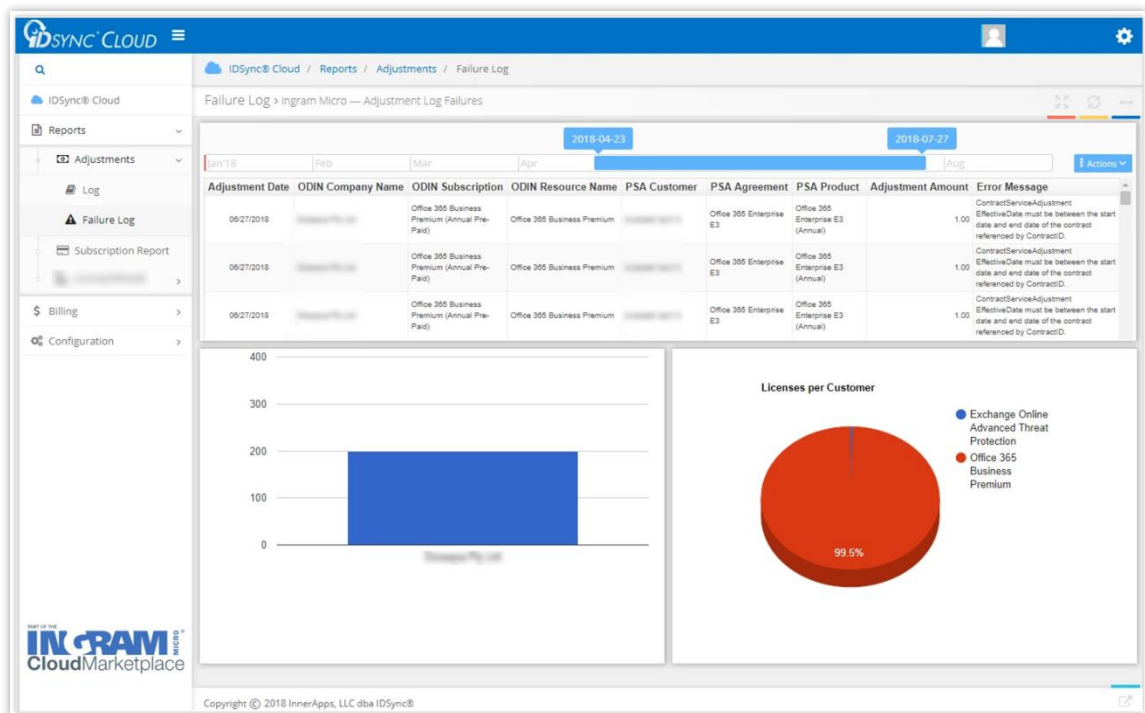


Figure 3-11

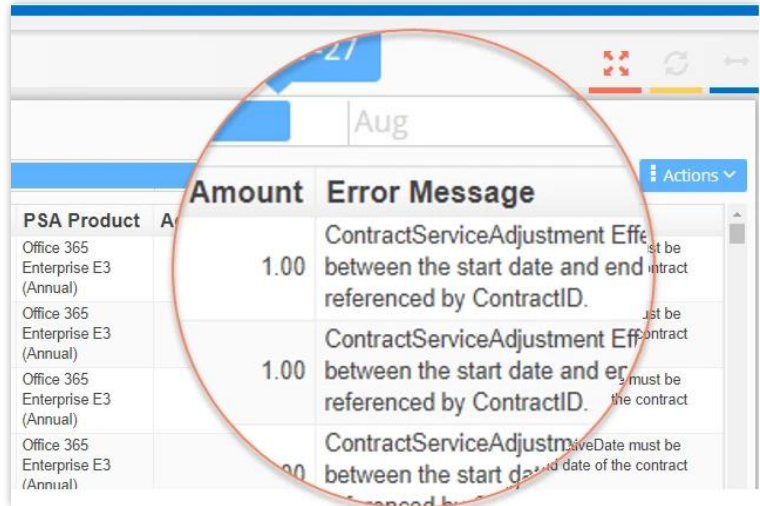
The report shows a list of attempted adjustments and an Error Message indicating the reported reason that IDSync was unable to make the adjustment.

Generally, the adjustments will Automatically post to the PSA system within a few minutes of the time that the error condition is resolved.

- ☞ *Tip: It is a good practice to run the Billing Adjustment Failure report before running monthly invoices so that any "stuck" adjustments can be posted to the PSA system before invoices are computed.*

Using the System – Adjustments Reports

Get different views of Date, Amounts, Companies, Subscriptions and Resources involved, according to your needs.



PSA Product	Amount	Error Message
Office 365 Enterprise E3 (Annual)	1.00	ContractServiceAdjustment EffectiveDate must be between the start date and end date of the contract referenced by ContractID.
Office 365 Enterprise E3 (Annual)	1.00	ContractServiceAdjustment EffectiveDate must be between the start date and end date of the contract referenced by ContractID.
Office 365 Enterprise E3 (Annual)	0.00	ContractServiceAdjustment EffectiveDate must be between the start date and end date of the contract referenced by ContractID.

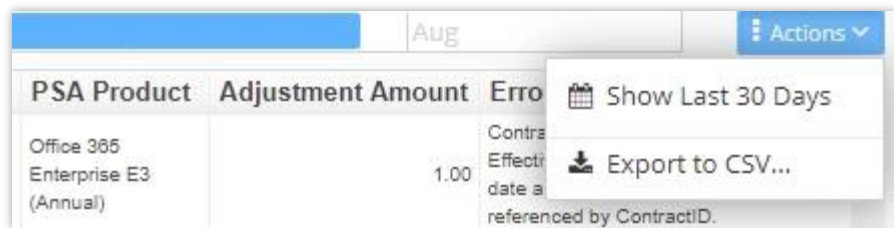
Figure 3-12

Apply filters and ordering features to get the information you require the way you want.



Figure 3-13

And, of course, export your data.



PSA Product	Adjustment Amount	Error
Office 365 Enterprise E3 (Annual)	1.00	ContractServiceAdjustment EffectiveDate must be between the start date and end date of the contract referenced by ContractID.

Figure 3-14

Using the System – Reports

Subscriptions Report

Find all your Ingram's subscriptions in one place.

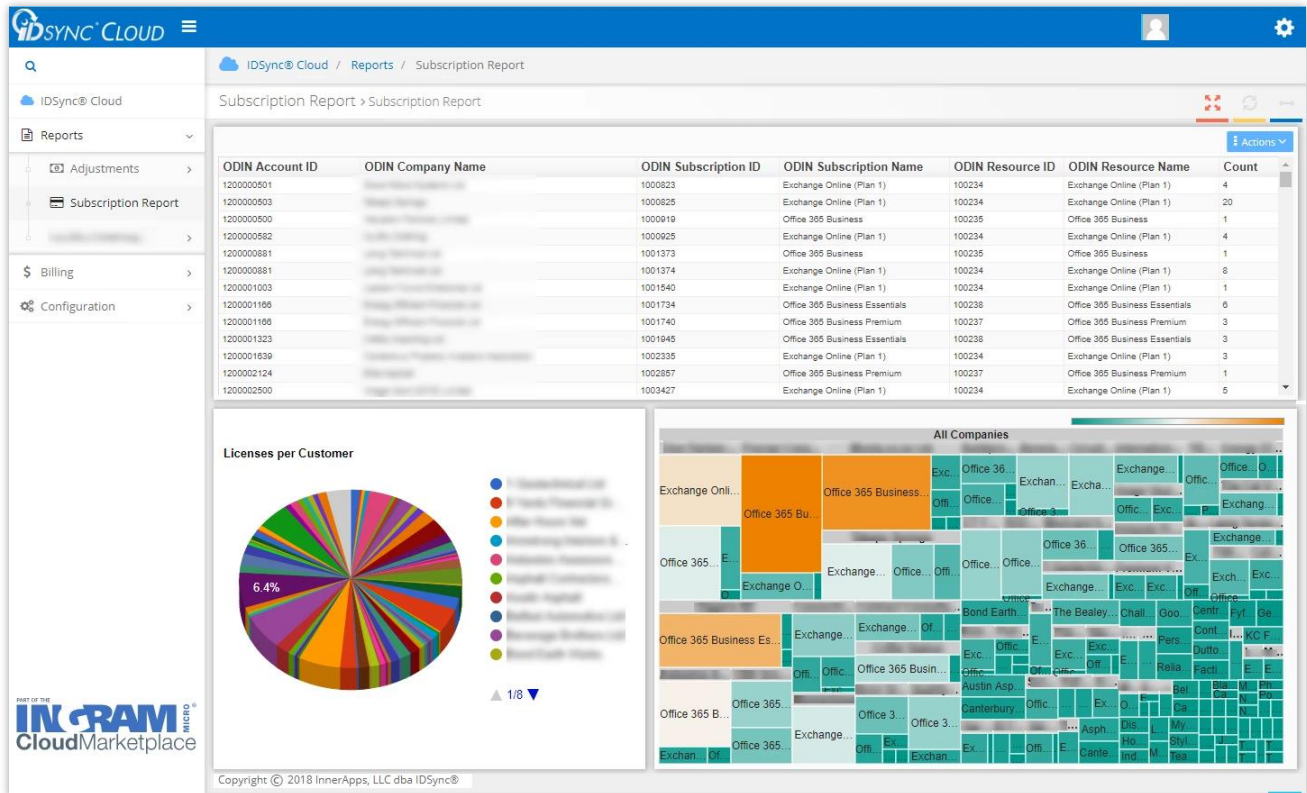


Figure 3-15

Get detailed information per customer, licenses or subscriptions.

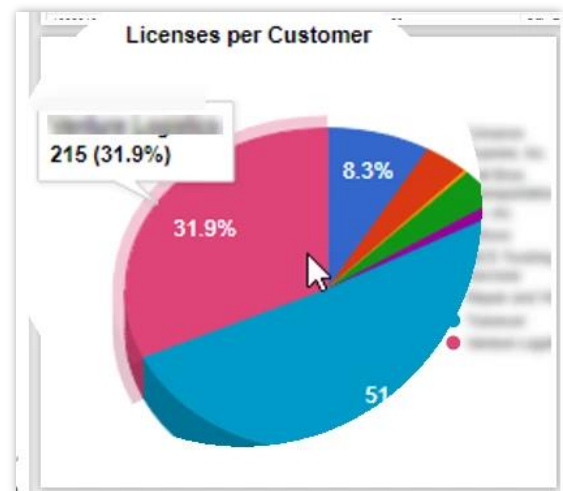


Figure 3-16

Using the System – Subscriptions Report

With a simple mouse-click, apply dynamic filters to find the exact information you're looking for.

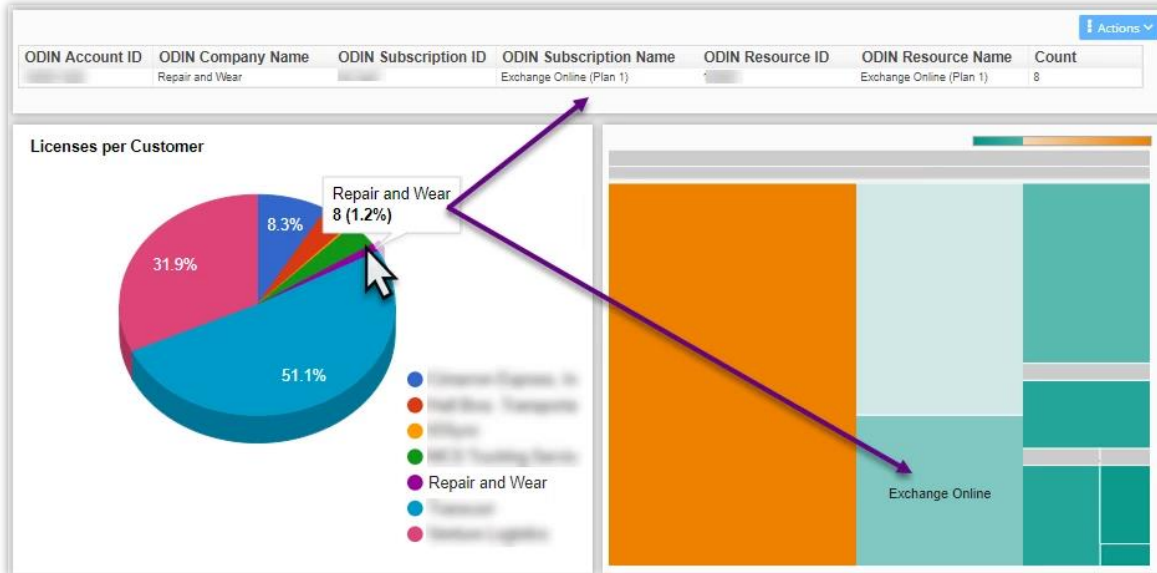


Figure 3-17

And, just like all our reports, you can easily Export your data to a familiar format file (so you can manipulate it with other tools).

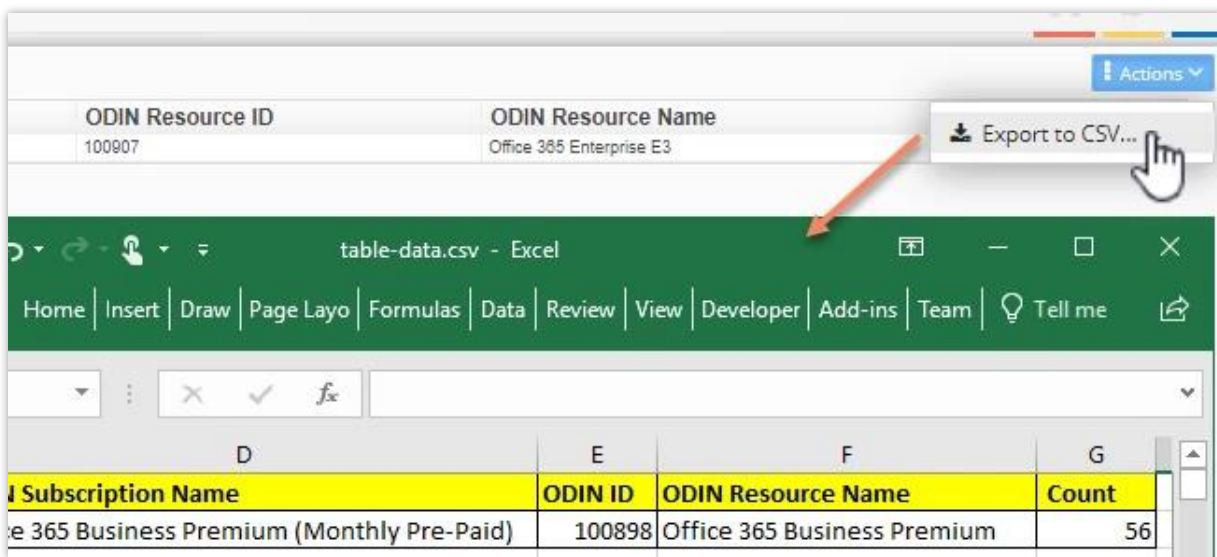


Figure 3-18

Using the System – Reports

Linked / Unlinked subscriptions



Linked Subscriptions

The Linked Subscriptions report shows a list of all products that were purchased from the ODIN Marketplace which are already associated with a ConnectWise Agreement or Autotask Contract.



How do I know which ODIN subscriptions are already linked/associated to their corresponding Autotask Contracts?

Which Autotask Contract is assigned to each ODIN Subscription?

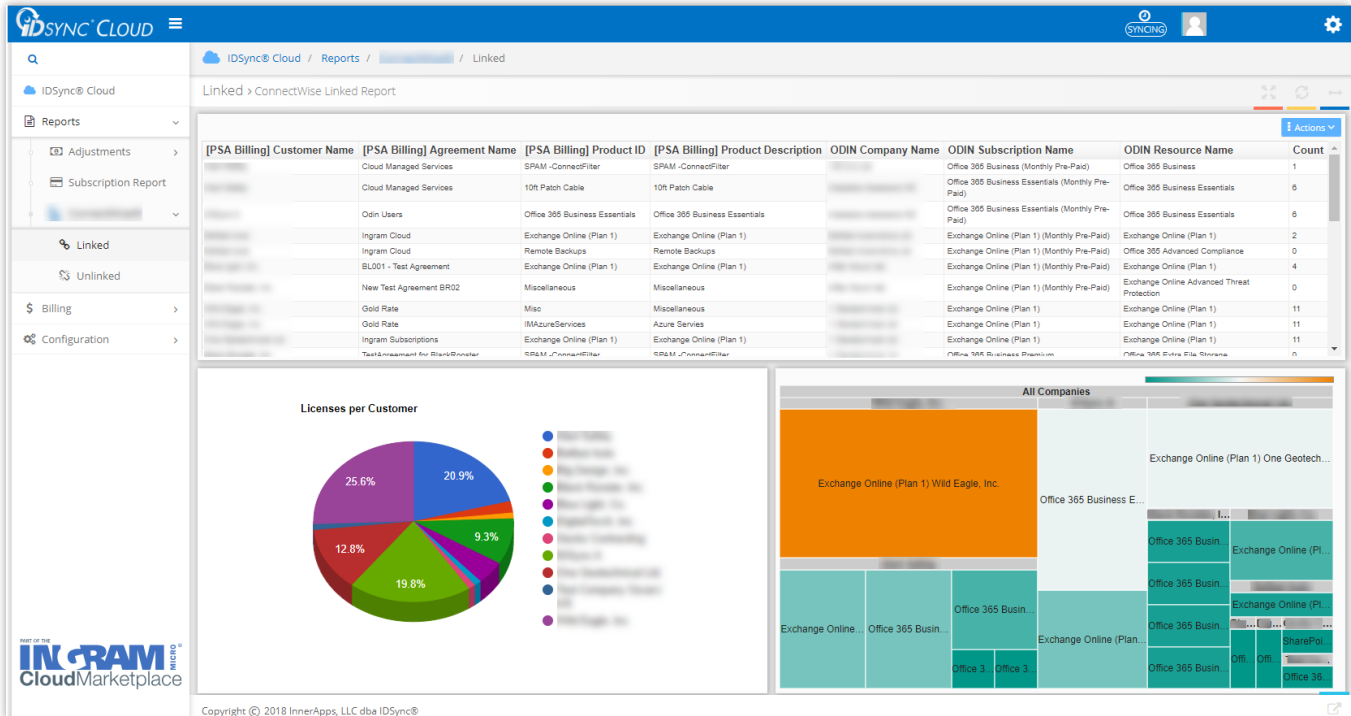


Figure 3-19

Regardless of which PSA Billing system you use, you can reference this report and know that if a product displays on this report, any changes to the number of units purchased for that product will be automatically reported to the PSA System by the IDSync Billing Connector as the changes occur on the ODIN Marketplace. Thus, the number of ODIN subscriptions that the MSP is being billed for by ODIN and the number of units that the MSP is billing their customer will stay in sync

Using the System – Subscriptions Reports

Unlinked Subscriptions

The Unlinked Subscriptions report shows a list of all products that were purchased from the ODIN Marketplace which have no associated PSA

How do I know which ODIN Subscriptions have yet to be linked/associated to the corresponding Autotask Contracts?



Agreement/Contract. If a product displays on this report, the MSP should establish a relationship for the given product. Until a relationship is established, IDSync will be unable to report the purchase to the PSA system and the product will not be available for invoicing via the PSA system.

A sample of the Unlinked Subscriptions report is displayed below. The report provides details for each customer, subscription, and billable resource that ODIN reports as being assigned to the MSP's account. Once a relationship is established for a given company, subscription, and resource that resource will no longer appear on this report but will display on the Linked Subscriptions report.

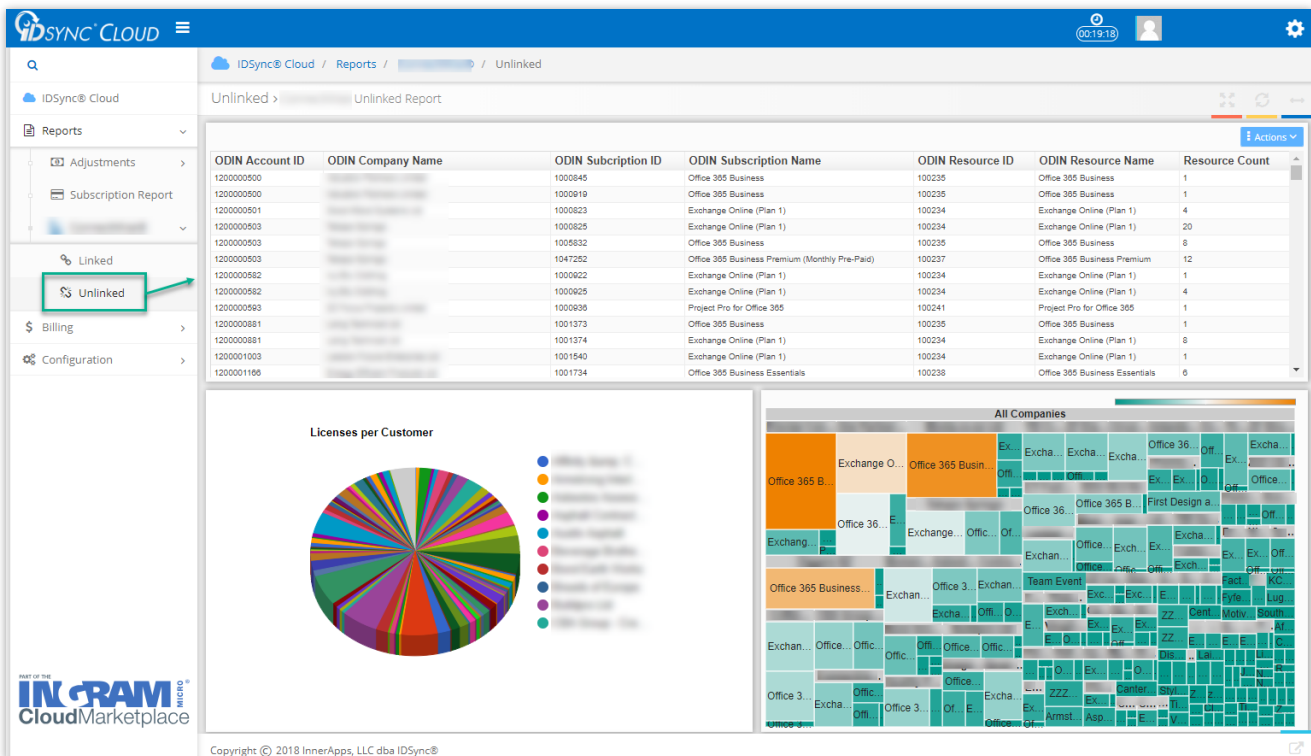
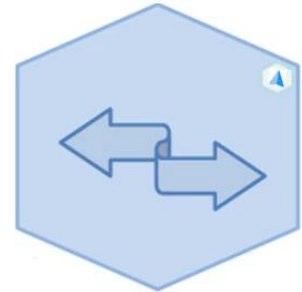


Figure 3-20

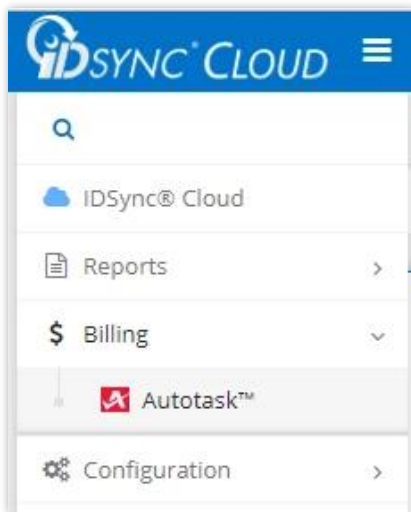
Using the System

The Billing Page

The IDSync Cloud Billing system collects a list of all companies, subscriptions, and resources from the ODIN Marketplace for the each of a MSP's customers. IDSync uses this information to post both cost and count to the MSP's PSA Billing System.



Before IDSync can start posting cost and count data for any given product, a relationship must be established between the ODIN billable resource and its counterpart product in the PSA system. These relationships are established via the IDSync Cloud Billing system using the dropdown options displayed on the Billing section (for ConnectWise or Autotask systems).



Use the Navigation sidebar to locate the Billing section (and use the corresponding link to map to your Billing system).

Simple and directly tie Companies, Subscriptions to Agreements and Resources to Products in a few clicks.

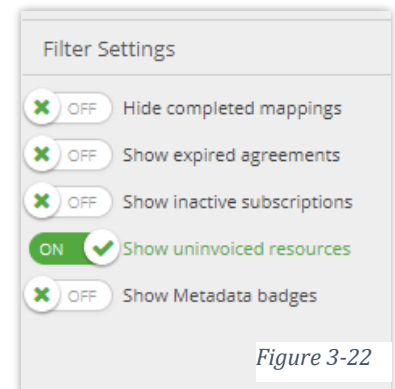
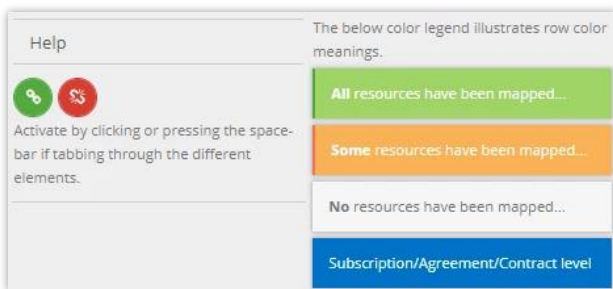


Figure 3-21

Figure 3-22



Take advantage of the Filtering features to Hide and Show Companies, Agreements and Resources, and of course find helpful tips to manage your resources.

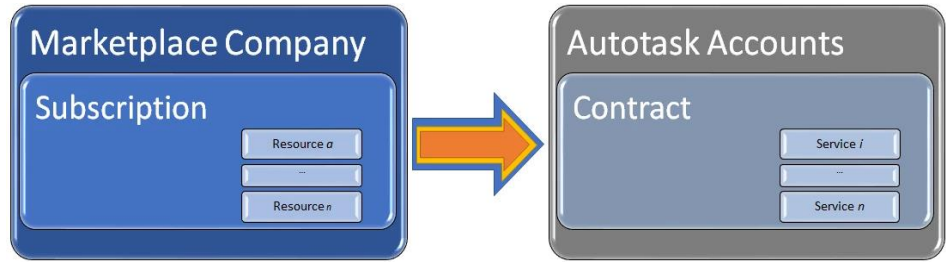
Figure 3-23

Using the System – The Billing page

Creating a Relationship

In order to map/link Odin resources and ConnectWise products, think of a three-level type of relationship: Companies hold Subscriptions and Subscriptions contain Resources.

Each one of those levels needs to be tied to the corresponding level in each system.



Follow these 4 simple steps to create a relationship that will maintain synchronicity between your Market Place resources and the Billing system products or services:

1- Select the corresponding ODIN – PSA Billing system’s Companies

The first step of establishing a relationship is to identify the customer for which you will be setting up a link.

You do this by looking for the customer's name and then pulling down the list and selecting from the list (of Autotask Accounts/Companies).

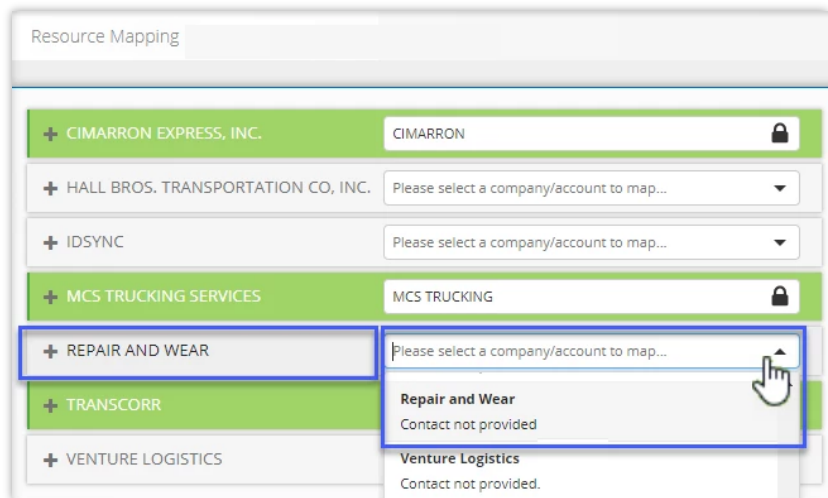


Figure 3-24

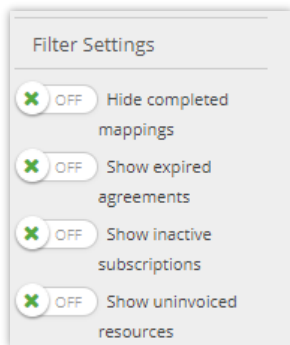


Figure 3-25

- Note that this page has a series of filtering options that may prevent you from viewing all your registered customers. For example, this interface could be set to only display Companies in your PSA System which have contracts that have not yet been linked to ODIN subscriptions and resources.

Using the System – Creating a Relationship

2- Set the Subscription - Contract relationship

After the company has been selected, the Contract drop down list will populate with a list of contracts associated with that company. As noted previously, expired contracts and linked contracts will not display unless the corresponding checkboxes are checked indicating that the user wishes to view those records. The second step in setting an Autotask/ODIN relationship for billing is to select the Contract you wish to link as shown below:

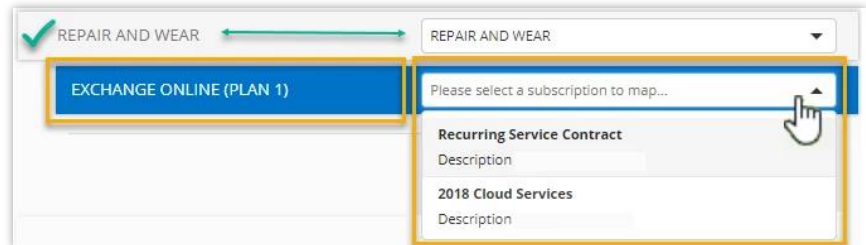


Figure 3-25

3- Selecting an ODIN Resource

Once the company and subscription have been selected, the drop-down list box for Autotask Services will be populated. You should select the service which relates directly to the Ingram resource that you are intending to link to.

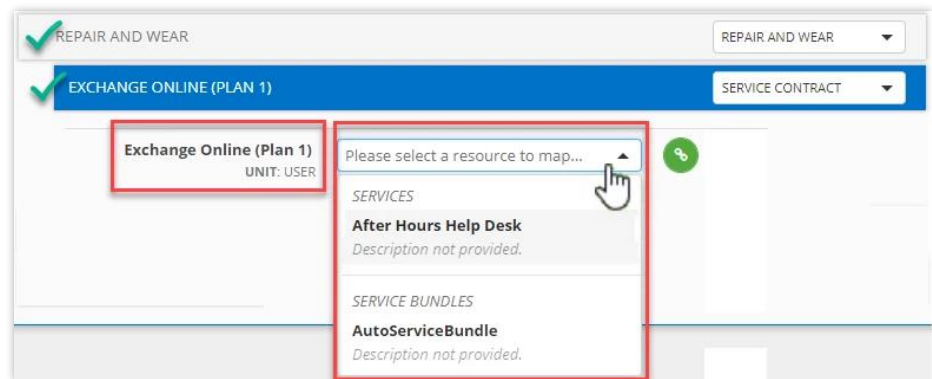


Figure 3-26

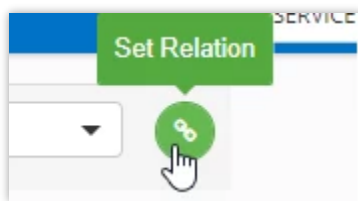


Figure 3-27

4- Set / Confirm the relation

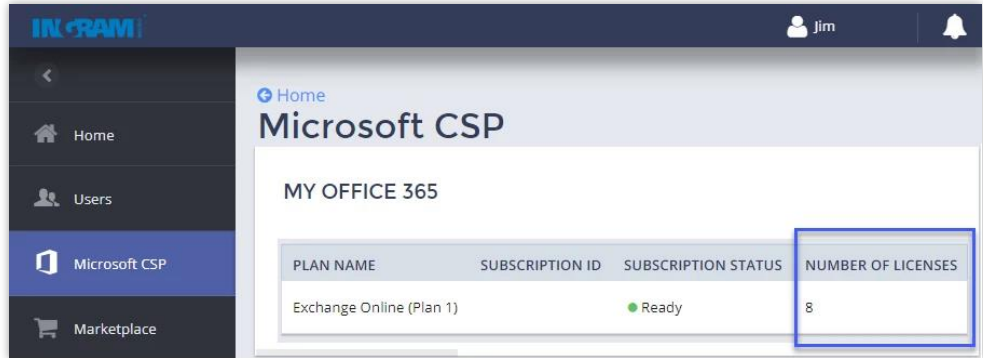
Finally, click on the 'Set Relation' button to confirm the linking process.

At this point, the system will perform a (one-time) reconciliation, comparing the corresponding current units of the Product (within the Autotask Billing module) and those of the Ingram's Market Place Resource. Then, it will try to set the (Autotask) units' number to be equal to the Ingram Micro number (by posting the difference).

Using the System – Creating a Relationship

So, let’s consider an example:

After a relationship is established, a reconciliation (between both systems) is carried out. Since there are 8 licenses (of Exchange Online, the specific resource we’re working with) in



PLAN NAME	SUBSCRIPTION ID	SUBSCRIPTION STATUS	NUMBER OF LICENSES
Exchange Online (Plan 1)		Ready	8

Figure 3-28

Ingram Micro, and one (1) unit in the Autotask’s corresponding Service.




	Service or Bundle Name	Vendor Name	Period Type	Unit Cost	Unit Price (List)	Discount	Units
  	Exchange Online (Plan 1)		Monthly				1

Figure 3-29

IDSync will create an addition (of 7 units) in the corresponding Autotask Service to level up both systems.

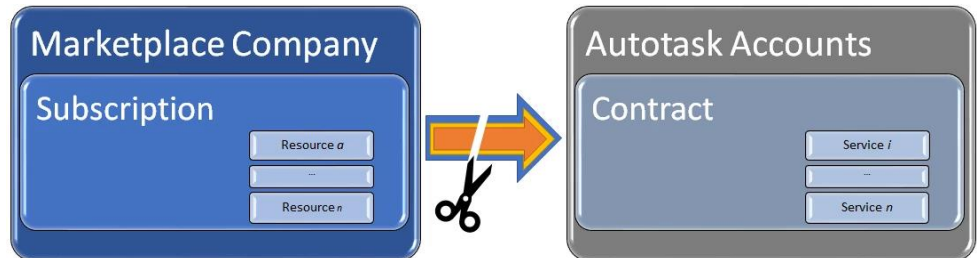
PRORATED TRANSACTIONS		
Service or Bundle Name	Unit Change	Effective Date
Exchange Online (Plan 1)	7	2018
Exchange Online (Plan 1)	1	2018

Figure 3-30

Using the System – The Billing page

Clearing a Relationship

If you need to stop maintaining synchronicity between an Odin Resource and an Autotask Service, you'll need to undo the link between them.



The process is very simple:

- 1- Locate the Company, Agreement and Resource, and then Clear the relation by selecting the "Unset Relation" button.

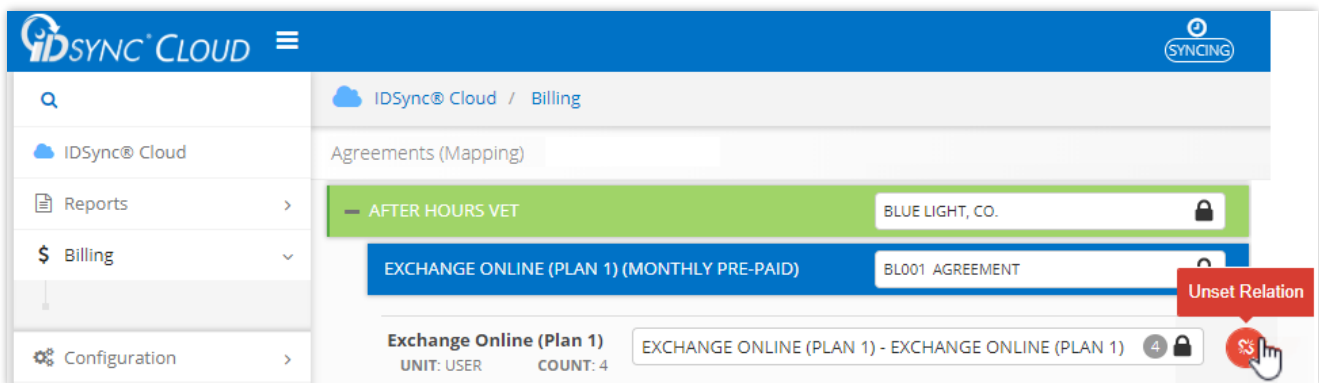


Figure 3-31

- 2- You'll be then prompted to confirm this request.

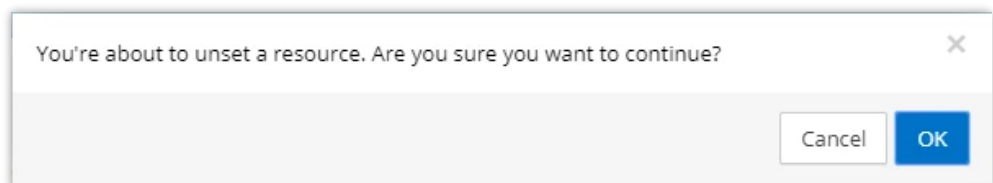


Figure 3-32

Using the System – The Billing page

Managing multiple relations

Using the 'Manage Relations' button, you'll be able to link or un-link multiple relationships in a single screen.

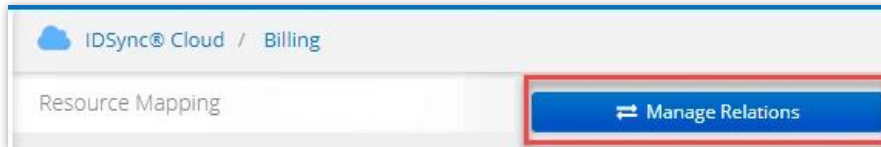
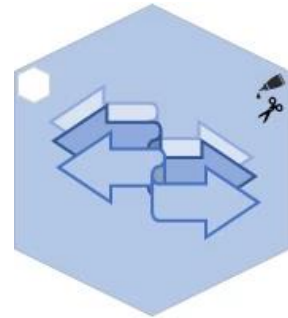
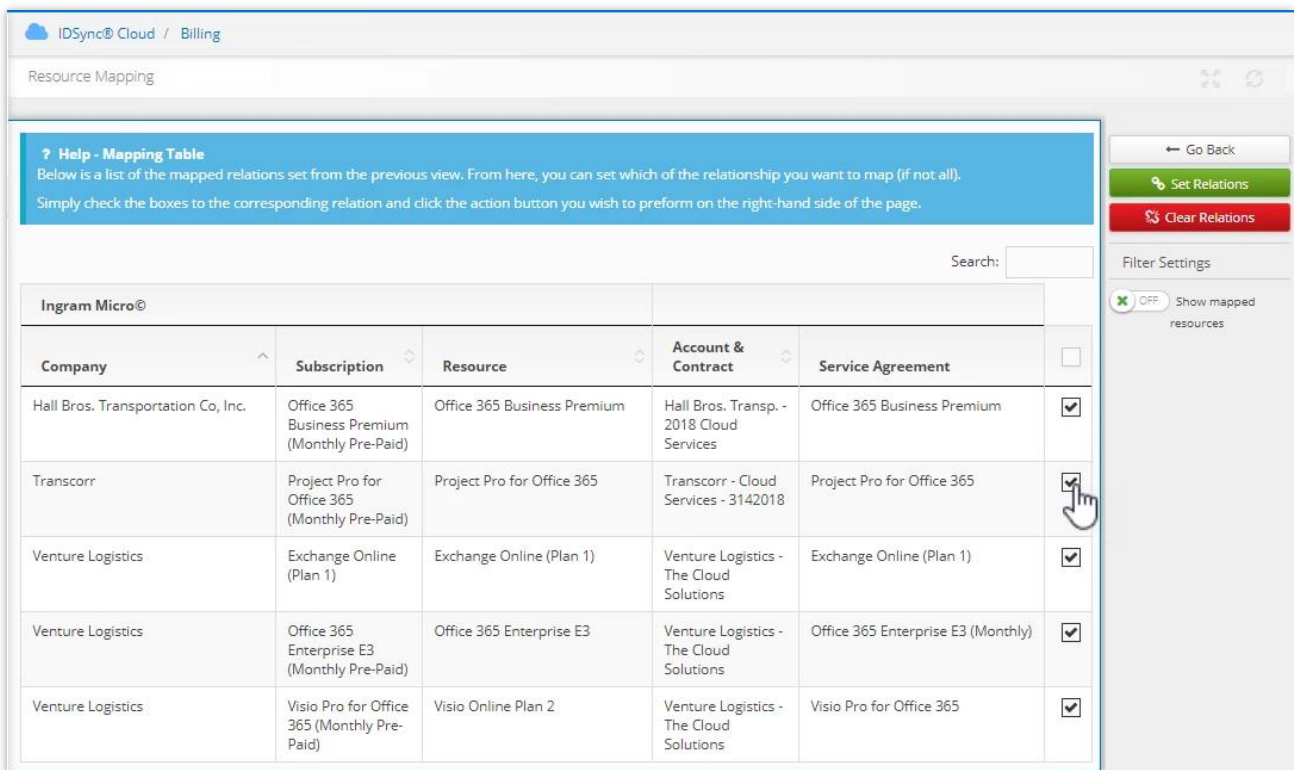


Figure 3-33

This screen will bring a list of relationships, giving the user the possibility to check (or uncheck) some of the relations to then apply an action (Set or Clear Relation) on those ones checked.



? Help - Mapping Table
 Below is a list of the mapped relations set from the previous view. From here, you can set which of the relationship you want to map (if not all). Simply check the boxes to the corresponding relation and click the action button you wish to perform on the right-hand side of the page.

Company	Subscription	Resource	Account & Contract	Service Agreement	
Ingram Micro®					
Hall Bros. Transportation Co, Inc.	Office 365 Business Premium (Monthly Pre-Paid)	Office 365 Business Premium	Hall Bros. Transp. - 2018 Cloud Services	Office 365 Business Premium	<input checked="" type="checkbox"/>
Transcorr	Project Pro for Office 365 (Monthly Pre-Paid)	Project Pro for Office 365	Transcorr - Cloud Services - 3142018	Project Pro for Office 365	<input checked="" type="checkbox"/>
Venture Logistics	Exchange Online (Plan 1)	Exchange Online (Plan 1)	Venture Logistics - The Cloud Solutions	Exchange Online (Plan 1)	<input checked="" type="checkbox"/>
Venture Logistics	Office 365 Enterprise E3 (Monthly Pre-Paid)	Office 365 Enterprise E3	Venture Logistics - The Cloud Solutions	Office 365 Enterprise E3 (Monthly)	<input checked="" type="checkbox"/>
Venture Logistics	Visio Pro for Office 365 (Monthly Pre-Paid)	Visio Online Plan 2	Venture Logistics - The Cloud Solutions	Visio Pro for Office 365	<input checked="" type="checkbox"/>

Figure 3-34

Using the System – Managing Multiple Relationships

In this screen,

1- Select the relation(s) by checking/unchecking the corresponding boxes.

Hall Bros. Transportation Co, Inc.	Office 365 Business Premium (Monthly Pre-Paid)	Office 365 Business Premium	Hall Bros. Transp. - 2018 Cloud Services	Office 365 Business Premium	<input type="checkbox"/>
Transcorr	Project Pro for Office 365 (Monthly Pre-Paid)	Project Pro for Office 365	Transcorr - Cloud Services - 3142018	Project Pro for Office 365	<input checked="" type="checkbox"/>

Figure 3-35

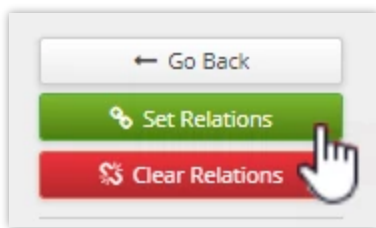


Figure 3-36

2- Apply an action to the selected relation(s)

To unlink multiple relations, use the filter settings to show already mapped resources.

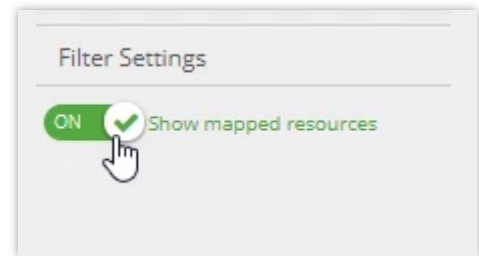


Figure 3-37

In a similar way to the linking process, select the relations that you need to unlink (by checking the corresponding boxes) and click on the Clear Relations button.

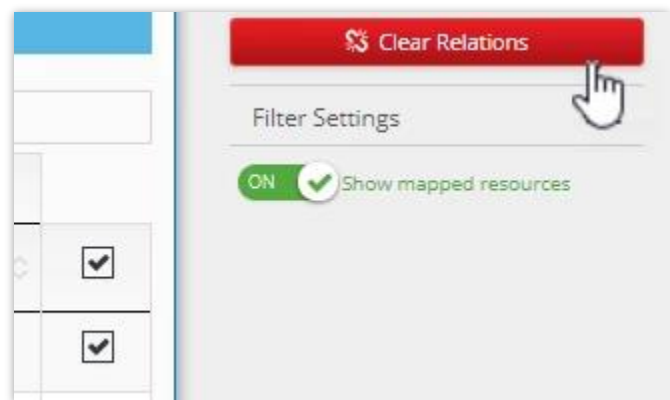


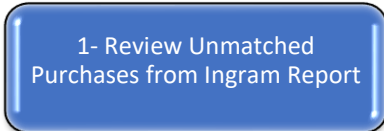
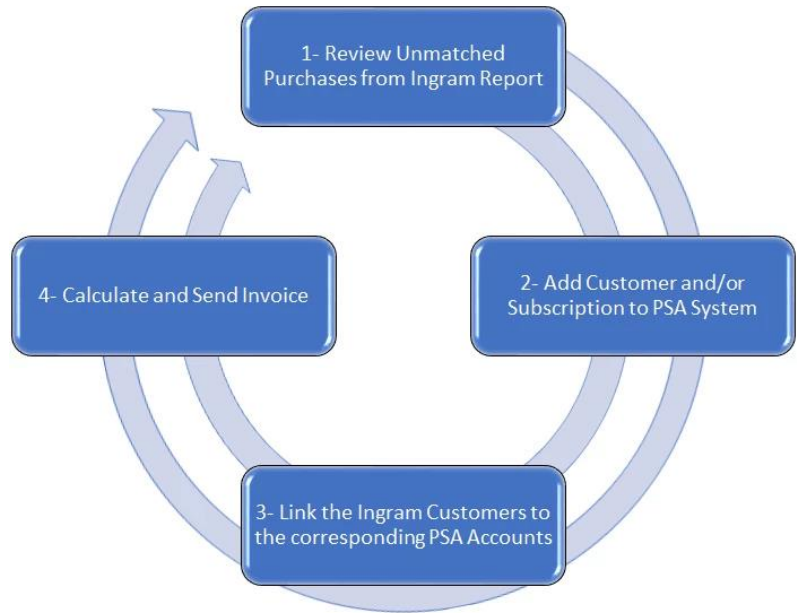
Figure 3-38

Using the System

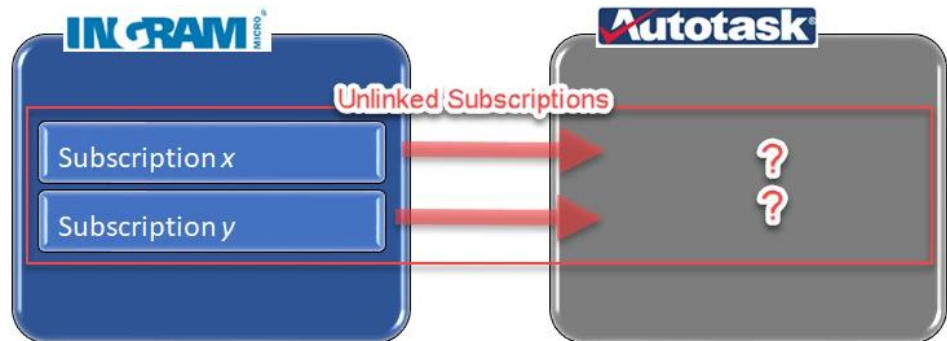
Use Cases

Pre-Invoicing Check-List

Add these 4 steps to your regular pre-invoice check-list (so you minimize the possibility of losing billing opportunities).



Run the Unlinked Subscriptions Report, look for new subscriptions that are not currently linked to an Autotask contract.



If forgotten, these subscriptions might go un-invoiced this month.

☞ Here's the URL for that report: <https://www.idsync.io/reports/unlinked?context=autotask>.

Using the System – Use Case

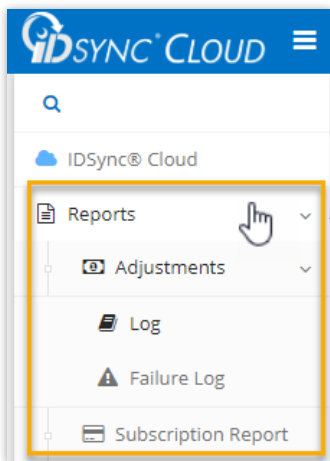
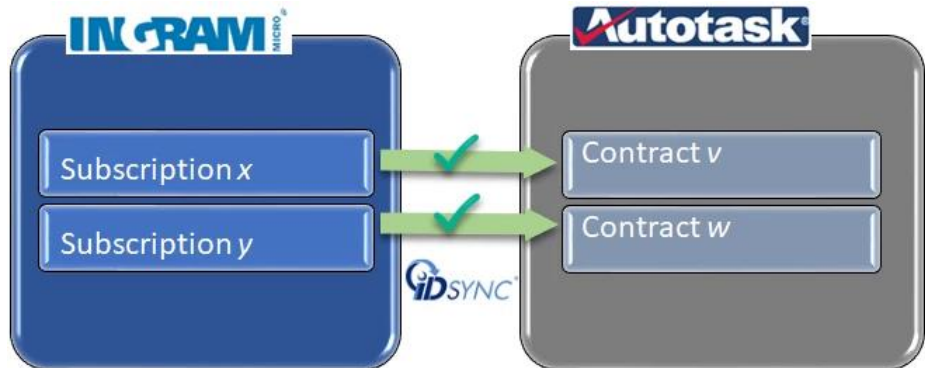
2- Add Customer and/or Subscription to PSA System

Check your Autotask system. Look for the corresponding Companies and Contracts to be present (or create them if necessary).



3- Refresh and Auto Update PSA System

Use the IDSync Cloud Billing system to Link the related Ingram Customers and PSA Billing Accounts (as well as their Subscriptions, Contracts, Resources and Services)



Use the Linked Subscriptions Report to confirm a relationship was established.

Then look for possible posts using the (Success and Failure logs) Adjustments Reports (remember that adjustments depend on differences between both systems).

Figure 3-39

Using the System – Use Case

4- Calculate and Send Invoice

You're now Ready to invoice. Head to your Billing system, generate and send the Invoices.

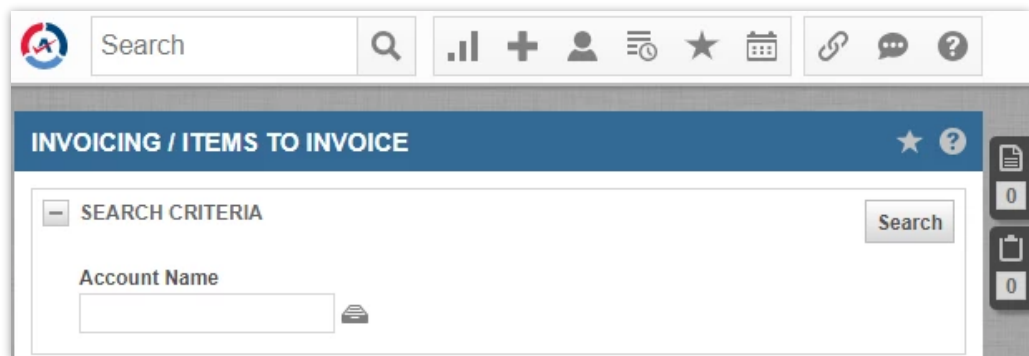


Figure 3-40