## **IDSync® CLOUD BILLING**

**Cloud-based Integration to Autotask billing solution** 

## **User's Guide**





Revision 7.2018

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## **IDSync<sup>®</sup> Cloud Billing**

Cloud Based Billing Integration

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**Cloud-based Billing Integration** 

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**Cloud-based Billing Integration** 

## **Revision History**

07-2018

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



**Cloud-based Billing Integration** 

### **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.



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#### **General Information**

#### System Overview

IDSync<sup>®</sup> 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.



**Cloud-based Billing Integration** 

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.



**Cloud-based Billing Integration** 

**General Information** 

#### System Components

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

- <u>IDSync® Mapping Tools</u> Map Ingram Micro Subscriptions and Resources to Autotask Contracts and Services and maintain synchronized both systems.
- <u>IDSync<sup>®</sup> Reports</u> Get a detailed view of all your subscriptions status (whether linked or not) as well as posted adjustments of synchronized resources.
- <u>IDSync<sup>®</sup> Configuration services</u> 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.



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## **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







**Cloud-based Billing Integration** 

**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.

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← → C   Secure   https://www.secure	://idsync.io/configuration/ingram-micro	아☆ ④ :
SYNC CLOUD		P. 4
Q	IDSync® Cloud / Configuration / Ingram Micro	8
IDSync® Cloud	Ingram Micro® > Configure the Ingram Micro® Lic	tense and Subscription information 12 $\mathcal{G}$ $\leftrightarrow$
Reports 2		
\$ Billing	Ingram Micro® Authentication Inform	nation
📽 Configuration	provided configuration.	in the tot, the
M Ingram Micro®	Account Number Subscr	ription + Gateway Secret
	+ - 0 as the subscription will have IDSync® look through all s	ubscriptions for it's connection(s).
	License Customer	Gateway Url
	License Key	Gateway User
		Gateway Password
CloudMarketplace	Copyright © 2018 InnerApps, LLC dba IDSync®	

Figure 2-1



**Cloud-based Billing Integration** 

**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



**Cloud-based Billing Integration** 

# Using the System

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.

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$\leftarrow \rightarrow G$	Secure https://idsync	•☆ ○ :
	SIGN IN	
	user@vourcompany.com	
		1
	Format Descrive of 2	
2	Forgot Password?	
3	Login	2
	idsync"Ci	



**Cloud-based Billing Integration** 

#### Using the System – Logging In

#### First Login

#### <u>Username</u>

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

Se	rvicepro	🕐 Help 🕹 Customer 🔒 👖
۲	Account	
Â	Orders and Invoices	Edit Account Settings
k	🚓 Subscriptions	
)	🚍 Payment Methods	ADMINISTRATIVE CONTACT
Ø	Account Profile	Select Contact User     Specify Custom Contact Info     First Name     Last Name
<u>.</u> .	👗 Action Log	Admin Customer
		Phone Number Email
		+ i 888-555-854/
		Language
Qdin		English (United States)

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.



## 

#### IDSync<sup>®</sup> CLOUD BILLING

**Cloud-based Billing Integration** 

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.

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SYNC <sup>®</sup> CLOUD =		٠
Q	IDSync® Cloud	
LDSync® Cloud	IDSync® Cloud > Welcome 53 0	
Reports  S  Billing  Configuration  K  Configu	Welcome! You've been invited to access the <i>IDSync® Cloud</i> . Here you will be able to manage and configure many of the different products that IDSync® and our partners offer. We are regularly expanding our product and services catalog as well as integrating our partners' products. We are also continuously finding and developing ways to give you the most <i>seamless</i> experience between everything we and our partners offer. Sincerely, <i>The IDSync® Cloud Team</i>	.e
	Copyright ⓒ 2018 InnerApps, LLC dba IDSync®	C

**Cloud-based Billing Integration** 



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.





**Cloud-based Billing Integration** 

#### 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.

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its	$\Rightarrow$	+ New $\vee$	り Recent	🗸 🛅 Cale	endar 🖵 Ch	nat with Support	Products N
	> <	Agreement	Additions 16	Adjustment	s 12 Invoice	1 Agreements	0
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	<i>⊷</i> □	3.00 2/26	/16 Mailbox			Mailbox	
PRORATE	D TRANSACTION	5					
Service or I	Bundle Name	Quote Name	e (Number)	Unit Change	Effective Dat	e Prorated C	ost Amount
Office 365 En	nterprise E3 (Monthly)			1	07/11/2018		
Office 365 En	nterprise E3 (Monthly)			304	07/11/2018		3
Project Pro fo	or Office 365			4	07/11/2018		)
Project Pro fo	or Office 365			2	07/11/2018		)
Exchange On	nline (Plan 1)			37	06/27/2018		5

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.

SYNC CLOUD =								*
Q	IDSync® Cloud	/ Reports / Adjustments /	Log					
LDSync® Cloud	Log > Ingram Micro	— Adjustment Logs						
🖹 Reports 🗸 🗸	-					2018-06-28	2018-07-28	
Adjustments ~	Jan'18						Aug	I Actions M
🖉 Log	Adjustment Date	ODIN Company Name	ODIN Subscription	ODIN Resource Name	PSA Customer	PSA Agreement	PSA Product Adju	stment Amount
A Failure Log	07/23/2018	Company Names in	Office 305 Business Premium (Monthly Pre-Pr	id) Office 305 Business Premium	Course .	2018 Cloud Service Contract	Office 365 Business Premium (Monthly)	56.00
A Panore Log	07/21/2018	the line "sense time in the	Office 355 Business Premium (Monthly Pre-Pa	ald) Office 385 Business Premium	THE DUSTRIES	2018 Cloud Services	Office 365 Business Premium (Monthly)	24.00
E Subscription Report	07/28/2018	Tanana	Project Pro for Office 365 (Monthly Pre-Paid)	Project Pro for Office 365	Tarrant	Managed Services 2018	Office 365 - Project Pro	2.00
	07/24/2018	Therease .	Exchange Online (Plan 1)	Exchange Online (Plan 1)	Transaction of Contraction of Contra	Managed Services 2018	Exchange Online (Plan 1)	38.00
ConnectWise®	07/21/2018	Page and they	Exchange Online (Plan 1)	Exchange Online (Plan 1)	Report and Real	Managed Services 2018	Exchange Online (Plan 1)	6.00
En connectriseo	07/26/2018	Terms	Office 305 Enterprise E3 (Monthly Pre-Paid)	Office 355 Enterprise E3	Tarran	Managed Services 2018	Office 365 Enterprise E3 (Monthly)	304.00
\$ Billing >	400							
	300				Li	censes per Customer		
							Exchange O	nline (Plan 1)
	200					9.8	Premium	usiness
							Office 365 E	nterprise E3
	100						22%	or Office 365
						67.7%		
CloudMarketplage	U	instant Aug	first Mill Parson Press	and Plane Propagation				
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#### Using the System – Adjustments Reports

2018-06-27	2018-07	Actions
	Adjus	stment Amoun
PSA Agreement	PSA Psentials (Annual Pre-Paid)	(2.00)
CLOUD SERVICES - 3142018	Office 3	
Demo 3-14-2018	Office stemium	3.00
Odin Mail Hosting	Online	8.00
Yearly futureDate Contract	Office 3	1.000
New Office 365 Enterpirse E3 - 2	Office 3@mium (Annual)	1.00
New Office 365 Enterpirse E3 - 2	AntiVirus	(2.00)
Yearly futureDate Contract	Mara's Sem	(2.00)
futureDatedContract	Gold Server St	1.00
New Office 365 E3 - futureDate	Dedicated Support	
CLOUD SERVICES - 3142018	Office 365 Business Ph	Y

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.

o get	Aug	2018-	Actions Y
Adjustment Date	ODIN Company Name	ODIN	🛗 Show Last 30 Days
07/25/2018	Repair and Wear	Exchan	
07/24/2018	Repair and Wear	Exchan	
07/11/2018		Office 3	
07/ <mark>11/201</mark> 8		Project Paid)	
07/10/2018		Office 3 Paid)	
07/10/2018	MTT Traing Series	Office 3 Paid)	Figure 3-9

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





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#### 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)





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.



**Cloud-based Billing Integration** 

#### Using the System – Adjustments Reports

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



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.





**Cloud-based Billing Integration** 

#### Using the System – Reports

#### Subscriptions Report

Find all your Ingram's subscriptions in one place.

Q	IDSync® Cloud	/ Reports / Subscription Report					
LDSync® Cloud	Subscription Rep	Ort > Subscription Report					1 G +
🖹 Reports 🗸							Actions ~
Adjustments	ODIN Account ID	ODIN Company Name	ODIN Subscription ID	ODIN Subscription Name	ODIN Resource ID	ODIN Resource Name	Count 🔺
	1200000501	State State Contents of	1000823	Exchange Online (Plan 1)	100234	Exchange Online (Plan 1)	4
<ul> <li>E Subscription Report</li> </ul>	1200000503	Street Street	1000625	Exchange Online (Plan 1)	100234	Exchange Online (Plan 1)	20
	1200000500	the star france count	1000919	Office 365 Business	100235	Office 365 Business	1
>	1200000582	to do transp	1000925	Exchange Online (Plan 1)	100234	Exchange Online (Plan 1)	4
	120000881		1001373	Office 365 Business	100235	Office 365 Business	1
\$ Billing >	1200000881		1001374	Exchange Online (Plan 1)	100234	Exchange Online (Plan 1)	8
	1200001003		1001540	Exchange Online (Plan 1)	100234	Exchange Online (Plan 1)	1
Configuration >	1200001166		1001734	Office 365 Business Essentials	100238	Office 365 Business Essentials	6
	1200001166		1001740	Office 365 Business Premium	100237	Office 365 Business Premium	3
	1200001323	Collection and Collection and	1001945	Office 365 Business Essentials	100238	Office 365 Business Essentials	3
	1200001639		1002335	Exchange Online (Plan 1)	100234	Exchange Online (Plan 1)	3
	1200002124	disc-ranged	1002857	Office 365 Business Premium	100237	Office 365 Business Premium	1
	1200002500		1003427	Exchange Online (Plan 1)	100234	Exchange Online (Plan 1)	5 *
	6.4%		Exchange Onil Office 365E	s 365 Bu Exchange Office office office	cc. Office 36 Exchan. m Office Office 3 mfi Office Office 3 mfi Office Office 2 Bond Earth	Exchan Exchange Office Office Exc office ce 36 o Office 365 Pro- change Exc Exc office he Bealey Chall Goo Ca	Exchange Exchange Exch Office office
NAT OF THE		1/8	Office 365 Business Es	Exchange Off. Offi. Offic. Office 365 Busin.	Exc Offic. E E Offic. Offic. C.	Exc. Off Exc. Off Bell	nt I KC F Itto Itto E E Bla M. Ph Ca. N. Po

Figure 3-15

Get detailed information per customer, licenses or subscriptions.





**Cloud-based Billing Integration** 

#### 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).

					1 Actio
ODIN Resou	rce ID	ODI	N Resource	Name	
100907		Office	365 Enterprise I	E3 🥖 🎽	Export to CSV
					C
				× _	
T (C - 🤻 T F	table-da	ata.csv - Ex	cel		- u .
Jome   Incert   Dra	le le				
		ulac   Data	Review Vi	mu Developer Add-ins Team	
	w   Page Layo   Form	nulas   Data	Review Vi	ew   Developer   Add-ins   Team	n 🛛 🖓 Tell me 🛛 I
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	w Page Layo Form	nulas   Data	Review   Vi	ew   Developer   Add-ins   Team	n Q Tell me   G
Subscription Nan	w Page Layo Form <i>f<sub>x</sub></i> D ne	nulas   Data	Review Vi	ew Developer Add-ins Team F ODIN Resource Name	n Q Tell me I G Count



**Cloud-based Billing Integration** 

#### 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



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?

associated with a ConnectWise Agreement or Autotask Contract.

SYNC CLOUD =								۵
۹	LDSync® Cloud / Reports	/ Linked						
IDSync® Cloud	Linked > ConnectWise Linked	Report						
🖹 Reports 🗸 🗸								I Actions Y
Adjustments >	[PSA Billing] Customer Name	[PSA Billing] Agreement Name	[PSA Billing] Product ID	[PSA Billing] Product Description	ODIN Company Name	ODIN Subscription Name	ODIN Resource Name	Count 🔺
	100000000000000000000000000000000000000	Cloud Managed Services	SPAM -ConnectFilter	SPAM -ConnectFilter		Office 365 Business (Monthly Pre-Paid)	Office 365 Business	1
🗧 🚍 Subscription Report	100-000	Cloud Managed Services	10ft Patch Cable	10ft Patch Cable		Office 385 Business Essentials (Monthly Pre- Paid)	Office 385 Business Essentials	6
· · · · · · · · · · · · · · · · · · ·		Odin Users	Office 365 Business Essentials	Office 365 Business Essentials		Office 365 Business Essentials (Monthly Pre- Paid)	Office 365 Business Essentials	6
Se Linked		Ingram Cloud	Exchange Online (Plan 1)	Exchange Online (Plan 1)		Exchange Online (Plan 1) (Monthly Pre-Paid)	Exchange Online (Plan 1)	2
6 Linked		Ingram Cloud	Remote Backups	Remote Backups		Exchange Online (Plan 1) (Monthly Pre-Paid)	Office 385 Advanced Compliance	0
S Unlinked		BL001 - Test Agreement	Exchange Online (Plan 1)	Exchange Online (Plan 1)		Exchange Online (Plan 1) (Monthly Pre-Paid)	Exchange Online (Plan 1)	4
A	Real Property of	New Test Agreement BR02	Miscellaneous	Miscellaneous		Exchange Online (Plan 1) (Monthly Pre-Paid)	Exchange Online Advanced Threat Protection	0
\$ Billing >		Gold Rate	Misc	Miscellaneous		Exchange Online (Plan 1)	Exchange Online (Plan 1)	11
6° Configuration		Ingram Subscriptions	Exchange Online (Plan 1)	Exchange Online (Plan 1)		Exchange Online (Plan 1)	Exchange Online (Plan 1)	11
we conliguration >		Testégreement for BlackRooster	SPAM ConnectEiter	SPAM -ConnectEiter		Office 365 Business Premium	Office 365 Evtra Eile Storage	· · · ·
	Licenses pe 25 12.8%	er Customer			Exchange Online (Plan 1) W	All Companies	Exchange Online (Plan 1 Inse E Office 365 Busin Exchu	) One Geotech ange Online (PL
	Copyright © 2018 InnerApps, LLC	19.8%		Exchang	e Online Office 365 Busin	Office 365 Busin Exchange Online	Office 365 Busin Office 365 Busin Office 365 Busin	ange Online (Pl SharePoi Offi Office 36

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 units 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



**Cloud-based Billing Integration** 

#### 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.

SYNC CLOUD =						00:19:18	٠
۹	IDSync® Cloud	/ Reports / 🔅 / U	Jnlinked				
LDSync® Cloud	Unlinked >	Unlinked Report					
Reports ~							🖡 Actions 🛩
Adjustments	ODIN Account ID	ODIN Company Name	ODIN Subcription ID	ODIN Subscription Name Office 365 Business	ODIN Resource ID	ODIN Resource Name Office 365 Business	Resource Count
Subscription Report	1200000500 1200000501 1200000503		1000919 1000823 1000825	Office 365 Business Exchange Online (Plan 1) Exchange Online (Plan 1)	100235 100234 100234	Office 385 Business Exchange Online (Plan 1) Exchange Online (Plan 1)	1 4 20
✤ Linked	1200000503 1200000503		1005832 1047252	Office 365 Business Office 365 Business Premium (Monthly Pre-Paid)	100235	Office 385 Business Office 385 Business Premium	8 12
🕄 Unlinked	1200000582 1200000582 1200000583		1000922 1000925 1000935	Exchange Online (Plan 1) Exchange Online (Plan 1) Project Pro for Office 305	100234 100234 100241	Exchange Online (Plan 1) Exchange Online (Plan 1) Project Pro for Office 365	1 4
\$ Billing >	1200000881 1200000881		1001373 1001374	Office 305 Business Exchange Online (Plan 1)	100235 100234	Office 385 Business Exchange Online (Plan 1)	8
© Configuration >	1200001003 1200001166	The second	1001540 1001734	Exchange Online (Plan 1) Office 365 Business Essentials	100234 100238	Exchange Online (Plan 1) Office 385 Business Essentials	1 6 •
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CloudMarketplace	C			Office 3 Office 3 Office 3 Office 3 Office 3	fice 3 Of E Office	Ex Armst Asp E	
	Copyright (C) 2018 Inr	nerApps, LLC aba IDSync®					<u>ت</u>



**Cloud-based Billing Integration** 

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



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



**Cloud-based Billing Integration** 

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).

Resource Mapping	
+ CIMARRON EXPRESS, INC.	
+ HALL BROS. TRANSPORTATION CO, INC.	Please select a company/account to map
+ IDSYNC	Please select a company/account to map
+ MCS TRUCKING SERVICES	MCS TRUCKING
+ REPAIR AND WEAR	Please select a company/account to map
+ TRANSCORR	Repair and Wear Contact not provided
+ VENTURE LOGISTICS	Venture Logistics Contact not provided.

Figure 3-24

Filter Settings Filte

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.

# 

#### IDSync<sup>®</sup> CLOUD BILLING

**Cloud-based Billing Integration** 

#### 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:

REPAIR AND WEAR	REPAIR AND WEAR
EXCHANGE ONLINE (PLAN 1)	Please select a subscription to map
	Recurring Service Contract Description
	2018 Cloud Services Description

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).



**Cloud-based Billing Integration** 

#### 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

IN RAM				_ Jim 🔰 🐥
<	<b>G</b> Home			
🕋 Home	Microsoft C	SP		
🚉 Users	MY OFFICE 365			
Microsoft CSP	PLAN NAME	SUBSCRIPTION ID	SUBSCRIPTION STATUS	NUMBER OF LICENSES
Marketplace	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
ľ	×	D	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.

Exchange Online (Plan 1) 7 2018	Contraction (Contraction (Contraction))	11.25.01	E C A A
Exchange Online (Plan 1) 7 2018	Service of Bundle Name	Unit Change	Effective Date
	Exchange Online (Plan 1)	7	2018



**Cloud-based Billing Integration** 

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.

Marketplace Company	Autotask Accounts	
Subscription Resource a Resource a Resource a	Contract	

The process is very simple:

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

SYNC CLOU	D≡		SYNCING)
۹		LDSync® Cloud / Billing	
LDSync® Cloud		Agreements (Mapping)	
Reports	>	- AFTER HOURS VET BLUE LIGHT, CO.	
\$ Billing	~	EXCHANGE ONLINE (PLAN 1) (MONTHLY PRE-PAID) BL001 AGREEMENT	Linset Relativ
		Exchange Online (Plan 1)	
Configuration	>	UNIT: USER COUNT: 4	

Figure 3-31

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





**Cloud-based Billing Integration** 

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.

LDSync® Cloud / Billing	
Resource Mapping	Anage Relations



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.

Resource Mapping						
? Help - Mapping Table						← Go Back
			h of the relationship yo			Set Relations
Simply check the boxes to the corres	ponding relation and c	lick the action button you wish to pr	eform on the right-har	nd side of the page.		🛱 Clear Relations
				Search:		Filter Settings
Ingram Micro©						Show mapped
Company	Subscription	Resource	Account & Contract	Service Agreement		resources
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	•	
Transcorr	Project Pro for Office 365 (Monthly Pre-Paid)	Project Pro for Office 365	Transcorr - Cloud Services - 3142018	Project Pro for Office 365	SF)	
Venture Logistics	Exchange Online (Plan 1)	Exchange Online (Plan 1)	Venture Logistics - The Cloud Solutions	Exchange Online (Plan 1)	~	
Venture Logistics	Office 365 Enterprise E3 (Monthly Pre-Paid)	Office 365 Enterprise E3	Venture Logistics - The Cloud Solutions	Office 365 Enterprise E3 (Monthly)	•	
Venture Logistics	Visio Pro for Office 365 (Monthly Pre- Paid)	Visio Online Plan 2	Venture Logistics - The Cloud Solutions	Visio Pro for Office 365	•	



**Cloud-based Billing Integration** 

#### 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	
Transcorr	Project Pro for Office 365 (Monthly Pre-Paid)	Project Pro for Office 365	Transcorr - Cloud Services - 3142018	Project Pro for Office 365	N.

Figure 3-35



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

Figure 3-36

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

Filt	er Settings		
ON	Show m	apped 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.





**Cloud-based Billing Integration** 

#### Using the System

#### Use Cases

#### Pre-Invoicing Check-List

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



1- Review Unmatched Purchases from Ingram Report Run the <u>Unlinked Subscriptions Report</u>, look for new subscriptions that are not currently linked to an Autotask contract.

	Led Subscription		
Unin	iked Subscription	15	
Subscription <i>x</i>		?	
Subscription y		?	
			/

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

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



**Cloud-based Billing Integration** 

#### 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 <u>Linked Subscriptions Report</u> to confirm a relationship was established.

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



**Cloud-based Billing Integration** 

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.

