ConnectWise PSA

Integration Quick Start Guide

Last Updated : May 2024

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Contents

Introduction

This setup guide walks through the steps to install, configure, and begin using the ConnectWise PSA connector.

Estimated Time to Complete

You can pause configuration at any point and continue where you left off. It is recommended to complete this setup guide in two phases:

Phase 1: Installation, Initial Setup, and Initial Mapping

- Installation & Initial Setup: 15-30 minutes
- Initial Mapping – Customers and Products: This varies based on your number of customers and products (estimate less than 1 minute per customer / product)
- Sync: After initial mapping, the platform connector will sync with ConnectWise. You can trigger this on-demand during mapping or wait for a scheduled global sync to automatically run (recommended to run within first 24 hours)

Introduction

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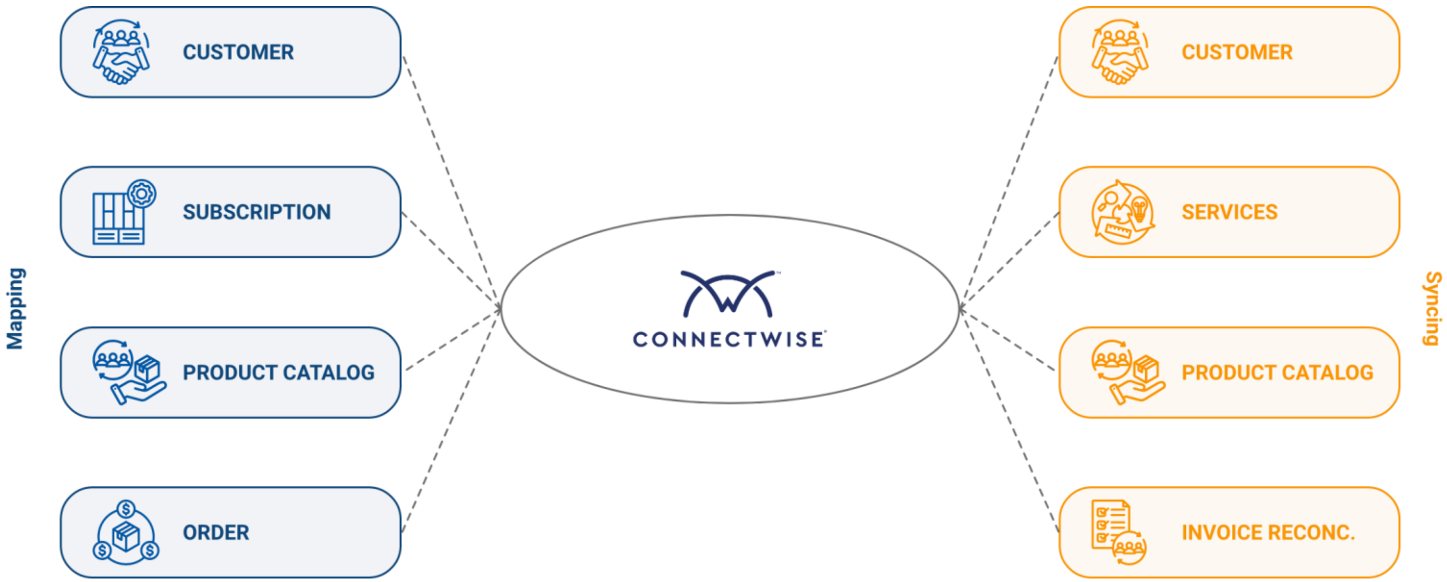
Phase 2: Review, Map Services, and Configure Notifications

- Review Global Sync results and address mapping issues: This varies based on the sync settings you choose and your number of customers / products (estimate less than 1 minute per customer / product that remains unmapped after the sync)
- Map Services: This varies based on the number of subscriptions (estimate less than 1 minute per subscription)
- Configure Notifications: 1-10 minutes

About ConnectWise

ConnectWise PSA (Professional Services Automation) is a comprehensive cloud-based platform designed to help MSPs (Managed Service Providers) manage and streamline their business operations from procurement to billing.



With the ConnectWise PSA integration, partners can now synchronize products, customers and agreements between the platform and the PSA to ensure their procurement ecosystem is automated and self-sustaining.

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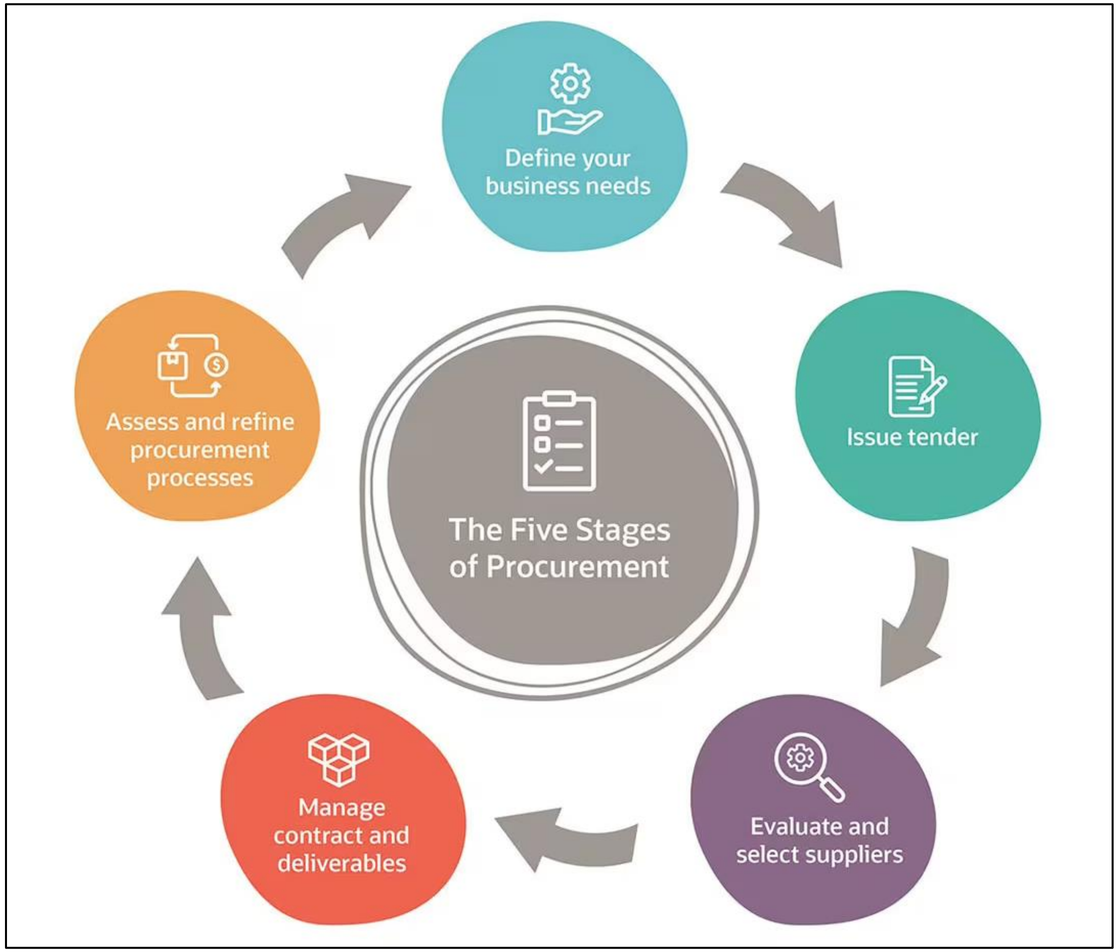
About ConnectWise

StreamOne Ion utilizes ConnectWise for the following platform capabilities:

- **Integration:** The PSA is designed to integrate seamlessly with your platform, creating a unified ecosystem. Once the PSA is setup, it will continue to work and sync your information over to ensure all data is up to date.

- **CRM (Customer Relationship Management)**: The PSA includes CRM tools for managing customer information, interactions, sales processes and more. This helps your organization maintain strong relationships with clients and leads.

- **Billing and Invoicing:** The PSA automates billing processes, including the creation and utilization of invoices. It supports various billing models, recurring billing, fixed-price contracts and more.



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Platform-ConnectWise Terminology

Platform Term	ConnectWise Term
Not Applicable	Agreement
Billing Frequency	Cycles
Customer	Company
Customer ID	ID
Customer Price	Unit Price
Description	Description
External ID	Vendor SKU
Licenses	Quantity
Product	Catalog Item
Provider	Manufacturer
Reseller Cost	Unit Cost
Subscription	Agreement Addition

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Prerequisites

ConnectWise Prerequisites

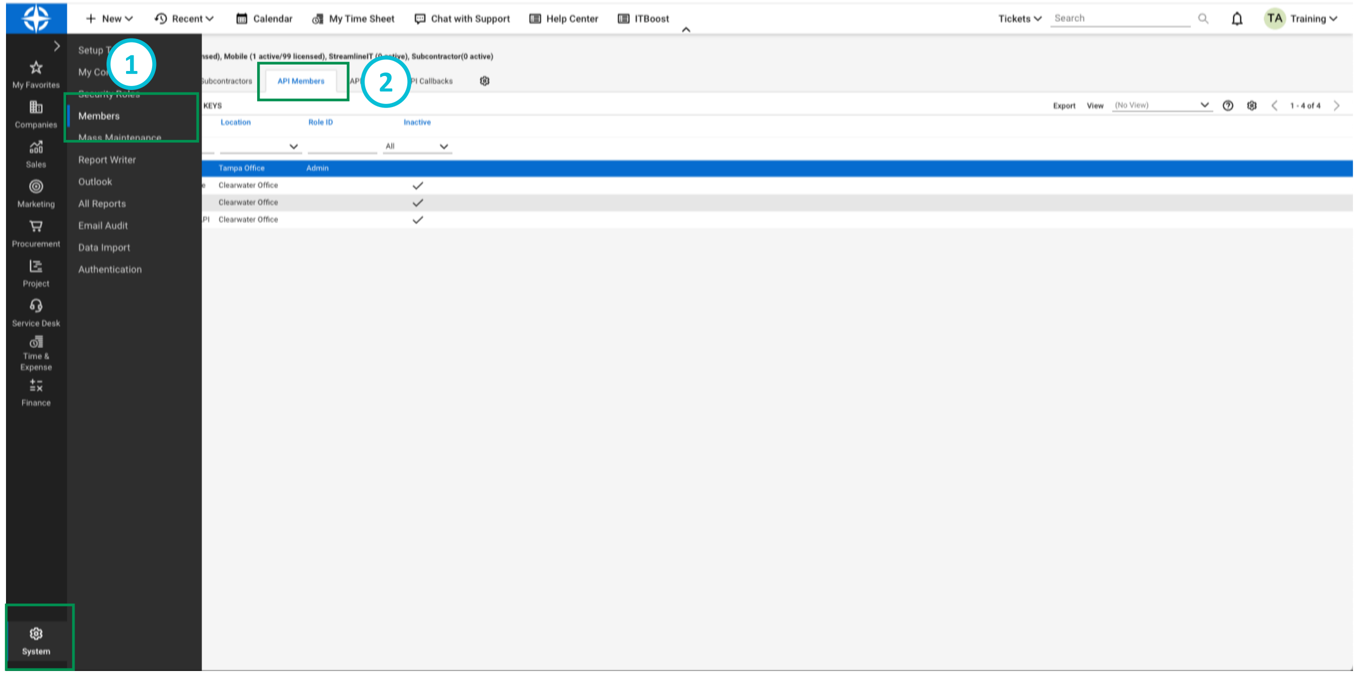
To get started you will need an active ConnectWise Manage account.

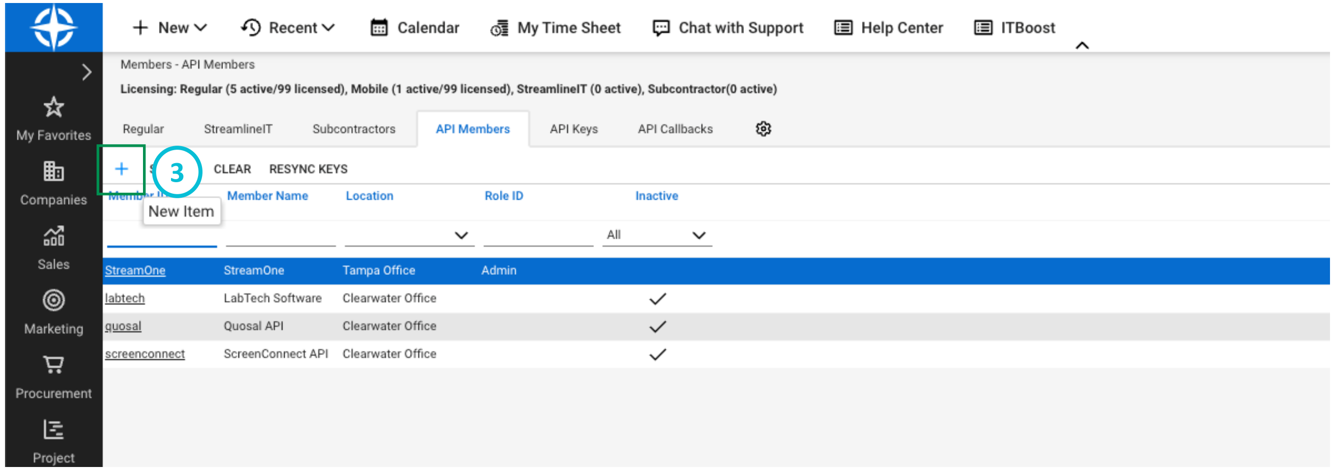
Create the API Member

1. On your ConnectWise Manage internet client, go to **System > Members.**

2. Choose the **API Members** tab.

3. Click the **plus (+)** New Item button in the API Members tab.





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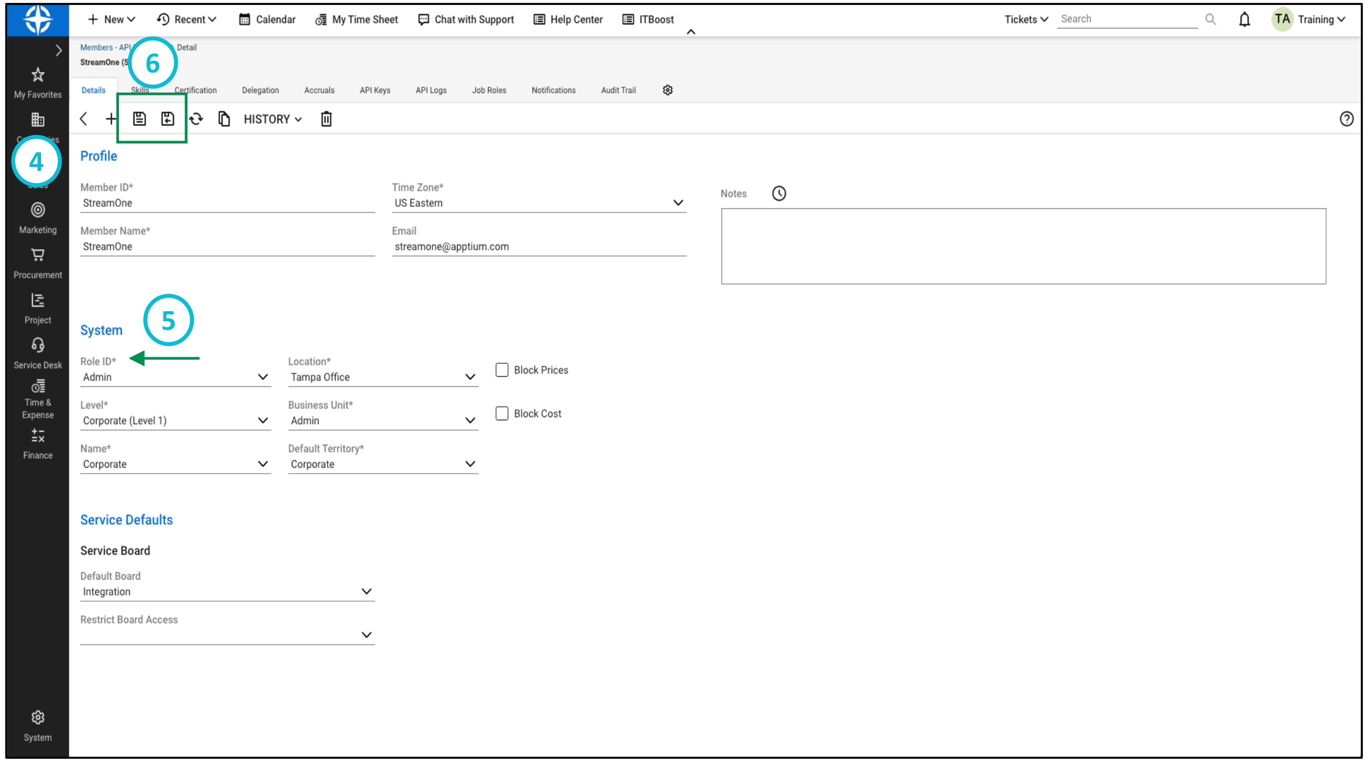
Prerequisites

4. Complete the information in the **New Member** form.

5. Choose **Admin** or select your custom security role for the **Role ID.**

6. Click **Save** or **Save and Close** to apply.



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Prerequisites

Generate the API Key

1. Open the newly created API Member.

2. Go to **API Keys.**

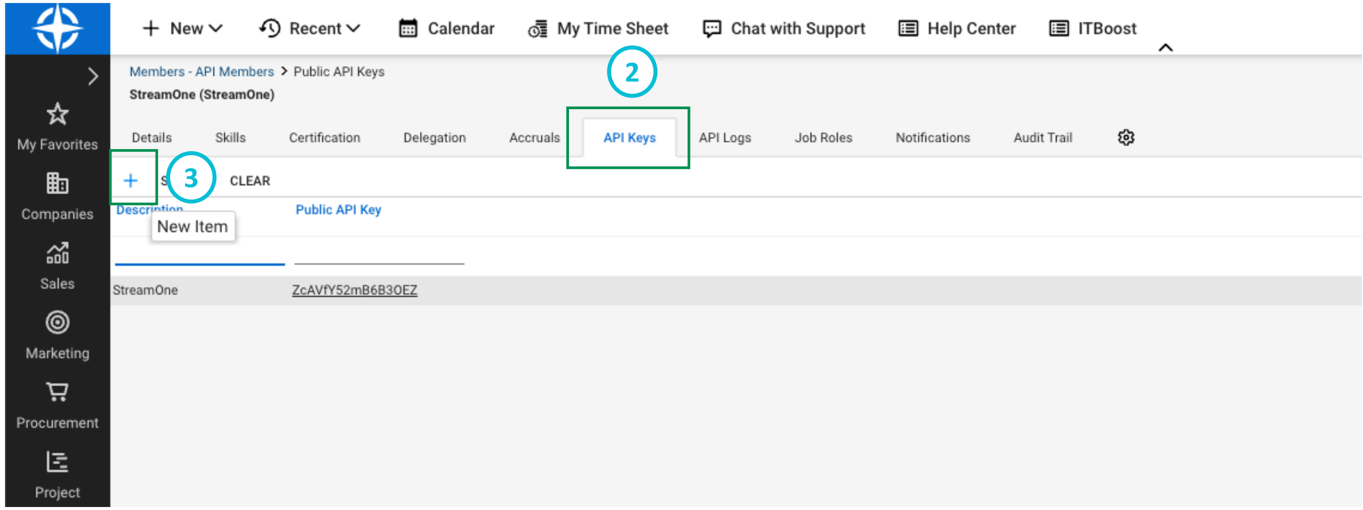
3. Click the **plus (+)** New Item button in the API Keys tab.

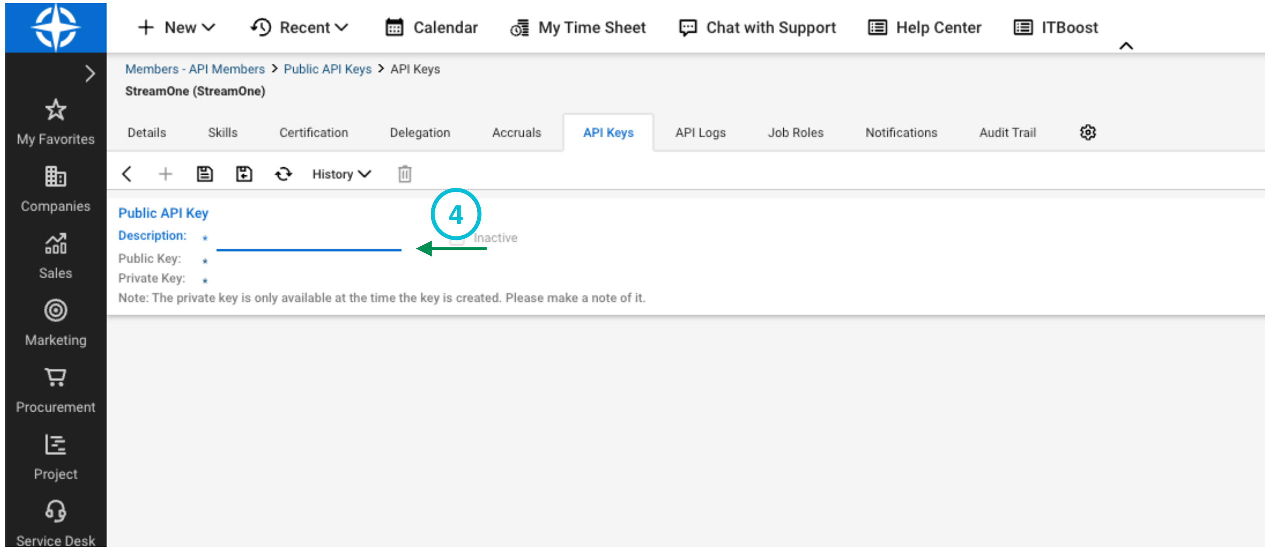
4. Enter a **Description** for the API Key.

5. Click **Save**. The **Public Key** and **Private Key** will be displayed.

6. Copy and save both API keys. They are required for the integration.

Note: The private key is only available when the key is created. As this key may be needed in the future, we recommend you store it in a secure location.





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Prerequisites

Platform Prerequisites

- To install and manage the ConnectWise PSA connector, you will need an active platform account.
- The user configuring the connector must have the Account Admin or Operations role.

If all these prerequisites are met, please proceed to the next section to begin installing the ConnectWise PSA connector.

Initial Setup

Enabling the ConnectWise PSA Connector from the Connectors Marketplace

Validating the ConnectWise Credentials

Global Sync Rules

Addition Logic via LCM

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Enabling the ConnectWise PSA Connector

1. Log into the platform using an account with an Admin or Operations role.

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2. From the platform homepage, select the hamburger menu on the top right and select **Connector Marketplace** under **Third Party Integrations**.

Note: If you do not observe this functionality within your account, it's likely that additional settings need to be enabled in the backend. Please reach out to your support team or administrator for assistance.

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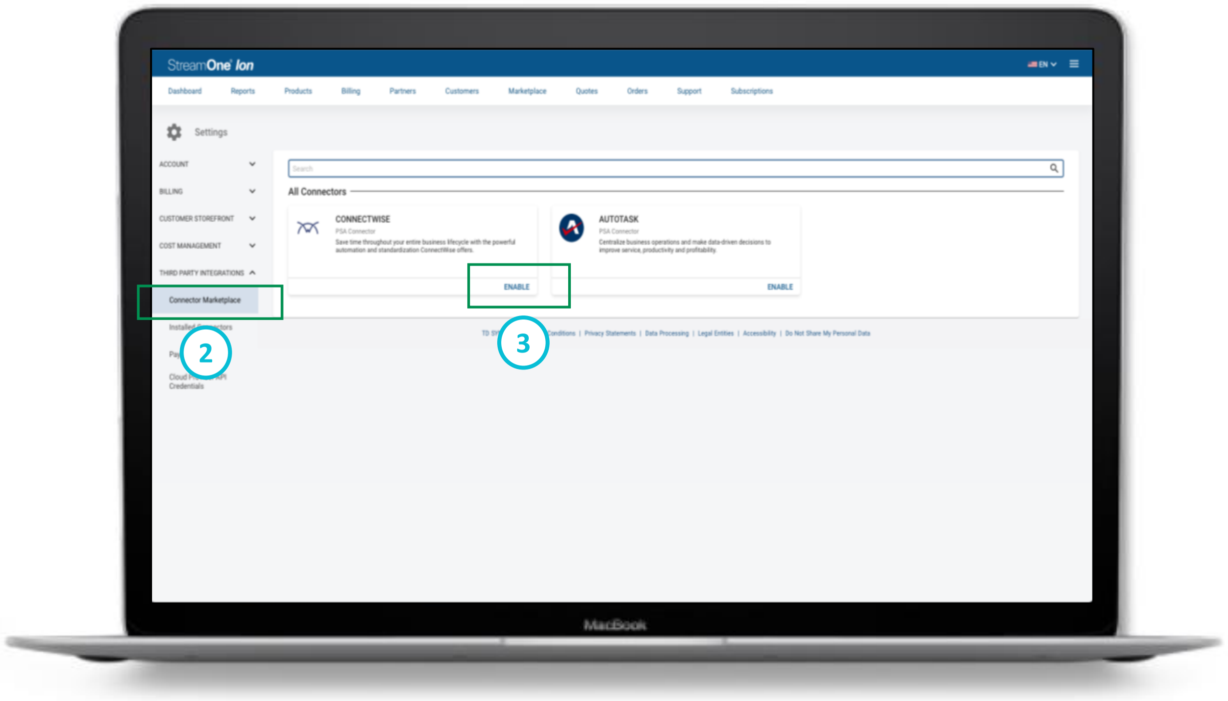
3. On **Connector Marketplace** page, select the **ConnectWise** tile.



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Enabling the ConnectWise PSA Connector

4. **Review** the Connector details and terms in the pop-up window.

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5. Select the **checkbox** to agree to the terms and conditions.

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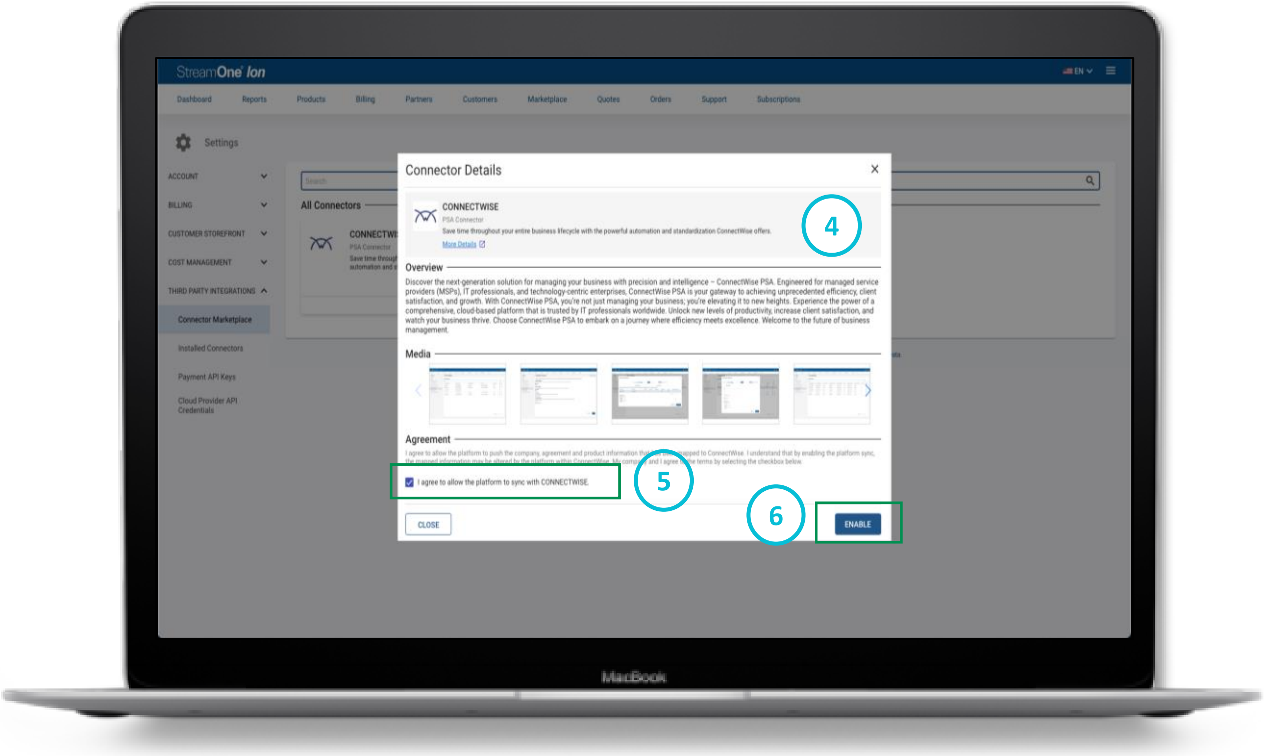
6. Select **Enable** Once the ConnectWise connector is successfully enabled, you will be automatically redirected to the **Credentials** page.



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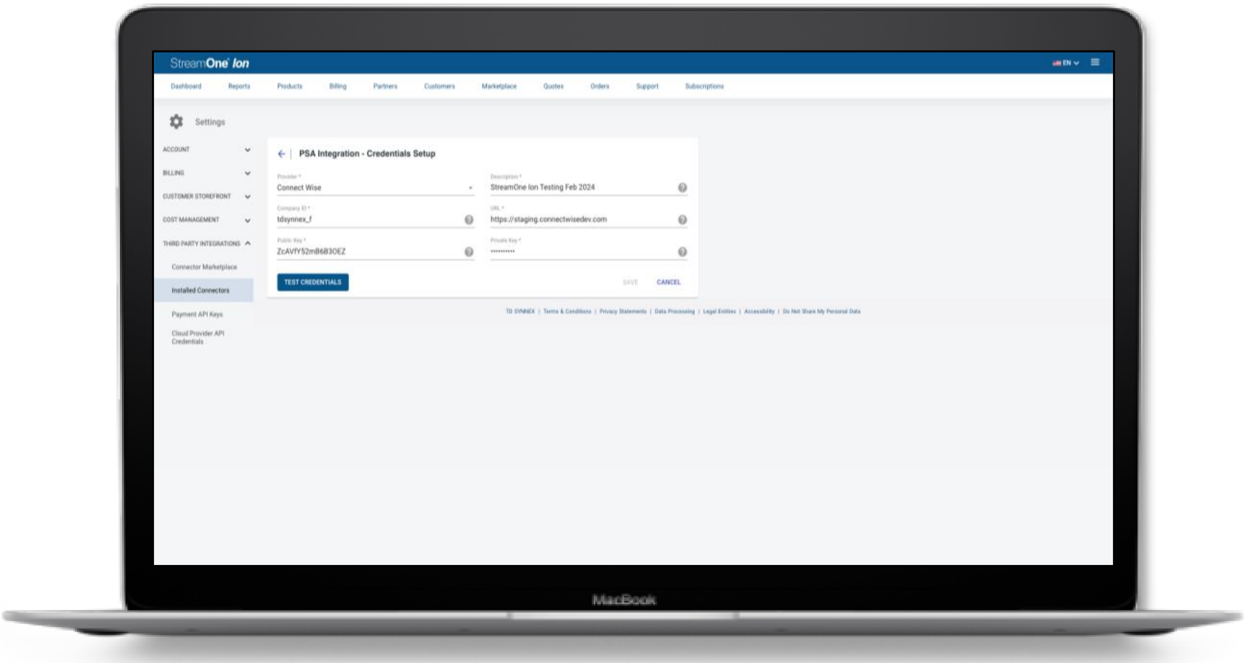
Validating the ConnectWise Credentials

1. Once on the Credentials page, select/enter the following

Provider	**ConnectWise**
Description	A description of the provider and credentials you are using.
Company ID	Unique ID used to authenticate your service to connect to the PSA
URL	The PSA staging URL (i.e. https://staging.conectwisedev.com/)
Public Key	A public key to identify a relationship between two parties
Private Key	A secret key used between the two parties to share encrypted information



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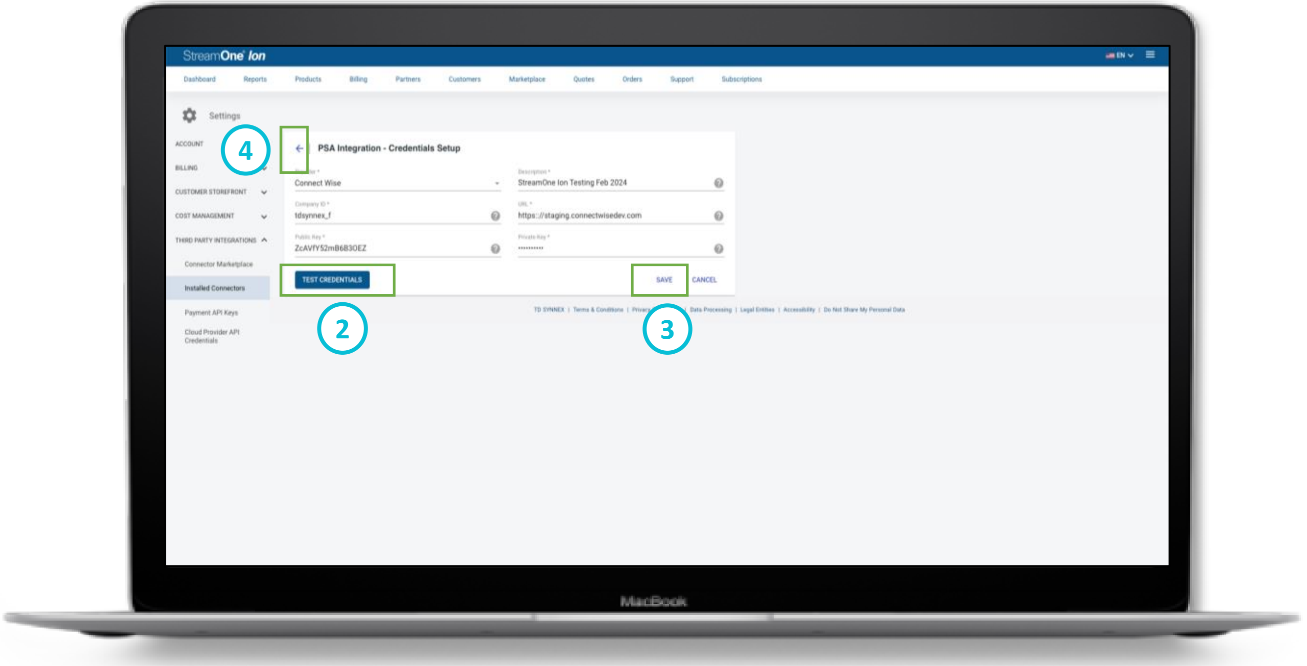
Validating the ConnectWise Credentials

2. **Test** the credentials to ensure they are valid. The system will indicate whether the test was successful. If the API credential test is unsuccessful, check that the correct Company ID, URL, Public and Private Keys have been entered.

3. Select **Save**.

Note: The credentials must be entered and tested successfully to continue. Abandoning the process prior to saving will result in the connector returning to a pre-enabled status. The user will need to re-enable the connector from the Connector Marketplace again to setup.

4. Select the **return** button on the top left of the page to go to the Installed Connectors page.



Now that your credentials are successfully configured, you can proceed to configure your Connector sync rules and begin the initial mapping.

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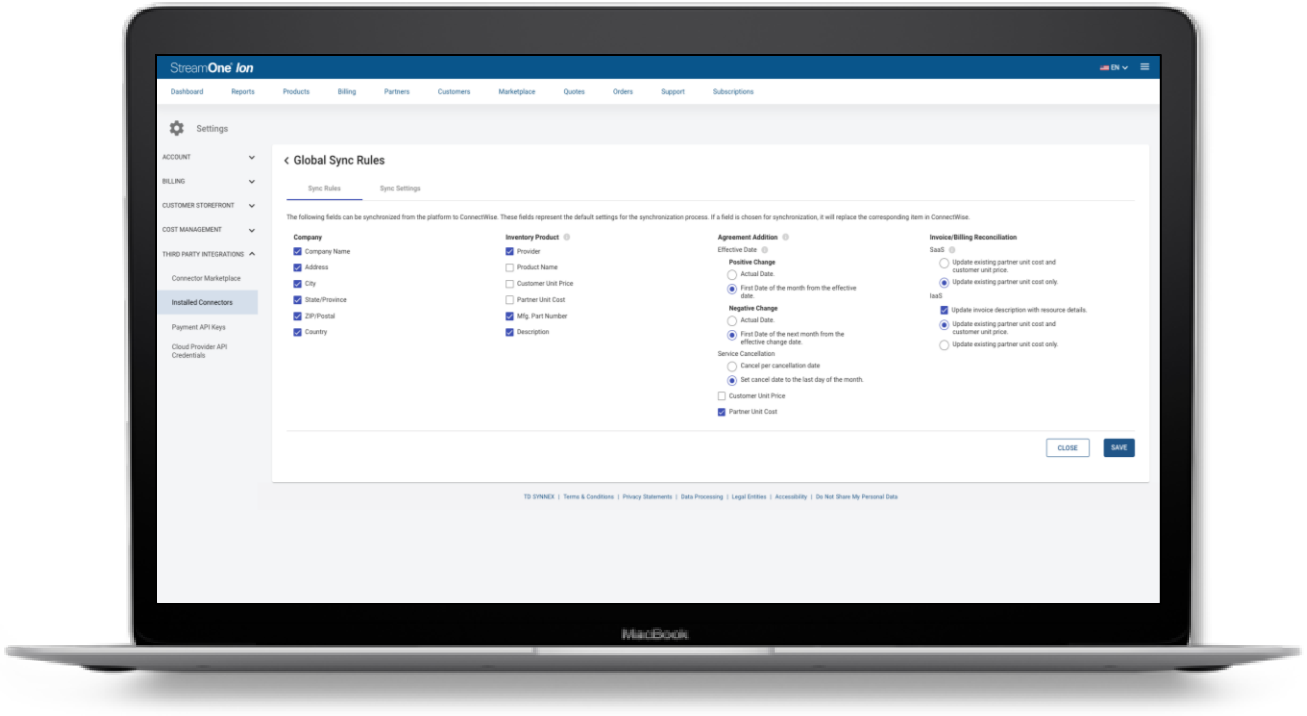
Global Sync Rules

The Connector synchronizes data between the platform and ConnectWise PSA in several ways.

A Global Sync will automatically run at scheduled intervals and will push updated fields to ConnectWise PSA.

This section explains how to personalize the Global Sync with your preferred schedule and configuration options.

In addition to the Global Sync, you can trigger an on-demand sync any time you make a change to a specific customer, product, or agreement.



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Global Sync Rules

1. From the **Installed Connectors** page, under **ConnectWise**, select **Global Sync Rules**.

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2. Select the **fields** you want to **sync** between the platform and ConnectWise under **Sync Rules** tab. The selected fields represent default settings for the synchronization process. These can be changed at any time.

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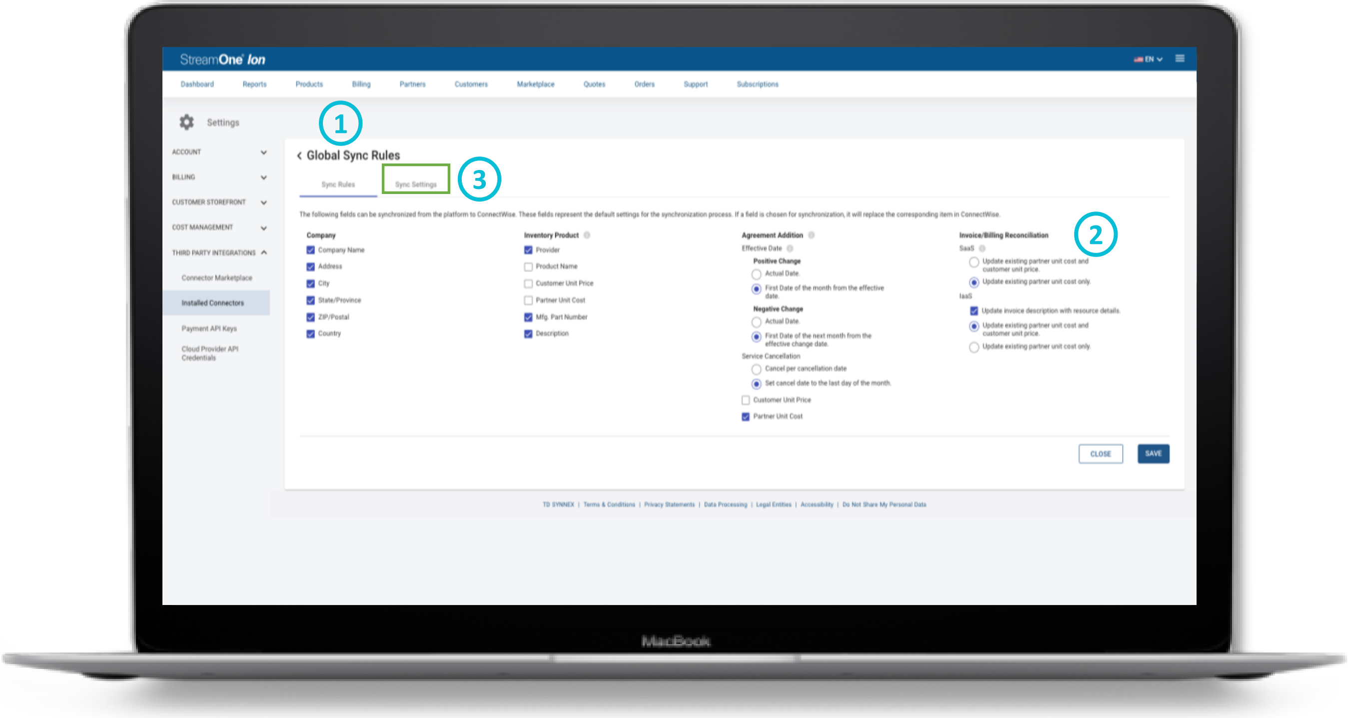
3. Under the **Sync Settings** section, you can **enable** or **disable** automatic syncing. By default, Automatic Sync is off. It is recommended to turn this on after completing initial customer and product mapping in the next section.



Global Sync Rules

The following table contains a description for each global sync component:

	Global Sync Rule	Description
Company	Company Name	Name of the company
	Address	The physical location of the company, including street details
	City	City where the company is based
	State/Province	Administrative region or state where the company operates
	ZIP/Postal	Postal or ZIP code for the company's location
	Country	Nation where the company is located
Inventory Product (Only services mapped in the product catalog sync management)	Provider	Third party provider of the product (for example, Microsoft CSP or Google Workspace)
	Product Name	Product/Plan name of the product in the platform catalog
	Customer Unit Price	Customer price for the plan as configured in the platform
	Partner Unit Cost	Your (reseller) cost as configured in the platform from your partner
	Mfg. Part Number	A unique code assigned by the manufacturer to identify a specific product.
	Description	Brief explanation of the inventory product

Global Sync Rules

	Global Sync Rule	Description
Agreement Addition (Subscription details will be posted using service catalog info)	Effective Date - Positive Change	**Actual Date**: Cost change occurs immediately upon increase in quantity, starting from the date of change. **First date of the Month from Effective Date**: Cost adjustment begins from the first day of the current month following the change.
	Effective Date - Negative Change	**Actual Date**: Cost modification takes effect immediately upon quantity reduction, effective from the date of change. **First date of the Next Month from Effective Date**: Cost adjustment begins from the first day of the upcoming month following the change in quantity.
	Service Cancellation	Termination of a subscription within the PSA based on the condition selected. **Cancel per Cancellation Date**: Termination happens on the same day as the cancellation date. **Set Cancel Date to the Last Day of the Month**: Termination happens on the last day of the month of the cancellation date.
	Customer Unit Price	Customer price for the subscription as configured in the platform including any subscription-level price adjustment
	Partner Unit Cost	Your (reseller) cost for the subscription as configured in the platform from your partner including any subscription-level price adjustment. Your final cost from your partner will be automatically synced when your billing statement is generated by your partner
Invoice/Billing (Subscription details will be posted using service catalog info)	SaaS	Generating invoices with updated cost values for both partner unit cost and customer unit price, or for partner unit cost only
	IaaS	Generating invoices with updated cost values for both partner unit cost and customer unit price, or for partner unit cost only. Additionally, Update invoice description with resource details: When enabled, it pre-populates the description box in the contract service with subscription details.

Global Sync Rules

Handling Quantity Changes in ConnectWise

ConnectWise updates records to reflect changes in quantity, distinguished by whether these changes are **positive** or **negative**. The handling of these adjustments depends on the nature of the change and follows specific synchronization rules under the Sync Rules section.

Positive Change in Quantity

Actual Date Rule: When the ‘Actual Date’ rule is selected, changes are handled as follows:

- If an increase in quantity occurs and there exists a record with the effective date same as the actual date of the change, this record will be updated to reflect the increased quantity.
- If no such record exists, a new record is created, documenting the positive change and the effective date as the date change was made.

Example: A positive change made on March 15th would either update a record with effective date as March 15th if it exists or create a new one for March 15th to show the increase.

Global Sync Rules

Positive Change in Quantity

First Date of the Month from Effective Date Rule: When the ‘First Date of the Month from Effective Date Rule’ rule is selected, changes are handled as follows:

- If there's an existing record with an effective date matching the first day of the month in which the change has been made, it will be updated to reflect the increase.

- Otherwise, a new record is created with an effective date set to the first day of the month in which the change has been made.

Example: A positive change made on March 15th either update a record with effective date as March 1st if it exists or Create a new record with effective date as March 1st, showing the positive change.

Note: If the "First Date of the Month from Effective Date Rule" is selected and there is a positive change in quantity within the same month as the agreement start date, then the effective date of this LCM change will be set to the agreement start date.

Global Sync Rules

Negative Change in Quantity

Actual Date Rule: When the ‘Actual Date’ rule is selected, changes are handled as follows:

- If a decrease in quantity occurs and there exists a record with the effective date same as the actual date of the change, this record will be updated to reflect the decreased quantity.
- If no such record exists, a new record is created, documenting the negative change and the effective date as the date, the change was made.

Example: A negative change made on March 15th would either update a record with effective date as March 15th if it exists or create a new one for March 15th to show the decrease.

Global Sync Rules

Negative Change in Quantity

First Date of the Next Month from Effective Date Rule: When the 'First Date of the Next Month' from Effective Date rule is selected, changes are handled as follows:

- If there's an existing record with an effective date matching the first day of the next month following the change, it will be updated to reflect the increase.
- Otherwise, a new record is created with an effective date set to the first day of the next month following the change.

Example: A negative change made on March 15^{th} would either update a record with effective date as April 1st if it exists or Create a new record with effective date as April 1^{st}, showing the negative change.

Addition Logic via LCM

The table outlines the corresponding updates in ConnectWise following modifications to a subscription in LCM, based on the Global Sync Rules:

Action	Positive Change		Negative Change		Notes
	Actual Date	First Date of the Current Month	Actual Date	First Date of the Next Month	
License Increase (Purchase Date)	• Quantity updates on the existing line • Effective and cancellation date remains the same • Unit price remains the same, total price will update	• Quantity updates on the existing line • Effective and cancellation date remains the same • Unit price remains the same, total price will update	N/A	N/A	
License Decrease (Purchase Date)	N/A	N/A	• Quantity updates on the existing line • Effective and cancellation date remains the same • Unit price remains the same, total price will update	• Quantity updates on the existing line • Effective and cancellation date remains the same • Unit price remains the same, total price will update	
License Increase (After 2nd Day of Start Date)	• Delta quantity updates on a new line • Effective date is current day, cancellation date is end of current month • Unit price remains the same, total price will update	• Delta quantity updates on a new line • Effective date is first day of current month, cancellation date is end of current month • **Note**: In a scenario where there is increase in license within the same month as the agreement start date and the global sync rule "First Date of the Month from Effective Date Rule" is selected, then the effective date of this LCM change will be set to the agreement start date. • Unit price remains the same, total price will update	N/A	N/A	If multiple quantity changes are made, it will replace the delta quantity line
License Decrease (After 2nd Day of Start Date)	N/A	N/A	• Delta quantity updates on a new line • Effective date is current day, cancellation date is end of current month • Unit price remains the same, total	• Delta quantity updates on a new line • Effective date is first day of next month, cancellation date is end of next month • Unit price remains the same, total	If multiple quantity changes are made, it will replace the delta quantity line

Addition Logic via LCM

Action	Positive Change		Negative Change		Notes
	Actual Date	First Date of the Current Month	Actual Date	First Date of the Next Month	
Full Upgrade (After 2nd Day of Start Date)	This sync rule is not applicable for the Full Upgrade action. Please see note on right for more details.	This sync rule is not applicable for the Full Upgrade action. Please see note on right for more details.	This sync rule is not applicable for the Full Upgrade action. Please see note on right for more details.	This sync rule is not applicable for the Full Upgrade action. Please see note on right for more details.	Existing line: Cancellation date will be end of current month Two lines will be added: 1.1 One line starts from the current day with previous Product ID, quantity will be negative, and the cancellation date will be the end of the month 1.2 One line will be created from current day with new Product ID with the same quantity and the cancellation date will be same as the subscription end date Note: It is same as the creation of a new subscription and cancellation of the old subscription.

Addition Logic via LCM

<table>
<tr><th rowspan="2">Action</th><th colspan="2">Positive Change</th><th colspan="2">Negative Change</th><th rowspan="2">Notes</th></tr>
<tr><th>Actual Date</th><th>First Date of the Current Month</th><th>Actual Date</th><th>First Date of the Next Month</th></tr>
<tr><td>Partial Upgrade
(After 2nd Day of Start Date)</td><td>N/A</td><td>N/A</td><td>Note: Partial upgrade consists of two actions, 1. Decrease in quantity of existing subscription and 2. Creation of new subscription.

1. Decrease in quantity of existing subscription:
1.1 Delta quantity will update on a new line
1.2 Effective date will be current day, cancellation date will be end of current month
1.3 Unit price will remain the same (assuming no change to price), total price will be changed based on license decrease

2. Creation of new subscription:
2.1 If the product is already mapped, then it will map the addition automatically using the existing agreement ID.
2.2. A new addition will be created on ConnectWise with effective date as current date, cancellation date will be ending date of the new subscription.
2.3 Unit price will be same as the price of new subscription.</td><td>Note: Partial upgrade consists of two actions, 1. Decrease in quantity of existing subscription and 2. Creation of new subscription.

1. Decrease in quantity of existing subscription:
1.1 Delta quantity will update on a new line
1.2 Effective date will be first date of next month, cancellation date will be ending date of next month
1.3 Unit price will remain the same (assuming no change to price), total price will be changed based on license change

2. Creation of new subscription:
2.1 If the product is already mapped, then it will map the addition automatically using the existing agreement ID.
2.2 A new addition will be created on ConnectWise with effective date as current date, cancellation date will be ending date of the new subscription.
2.3 Unit price will be same as the price of new subscription.</td><td></td></tr>
</table>

Addition Logic via LCM

The tables below outline how ConnectWise handles subscription cancellations and renewals following specific actions, based on the Global Sync Rules:

Action	Cancel per Cancellation Date	Set Cancel Date to the Last Day of the Month
Cancellations	Adds a new line with a negative quantity and cancels at the end of the current month	Updates the cancellation date to the end of the current month

Action	Cancel per Cancellation Date
Auto Renew On	The cancellation date of the existing line will update to the end date of the renewed subscription
Auto Renew Off	Will end with the existing end date

Initial Mapping

Customer Mapping

Product Mapping

Sync Products and Services

Enable Auto-Sync

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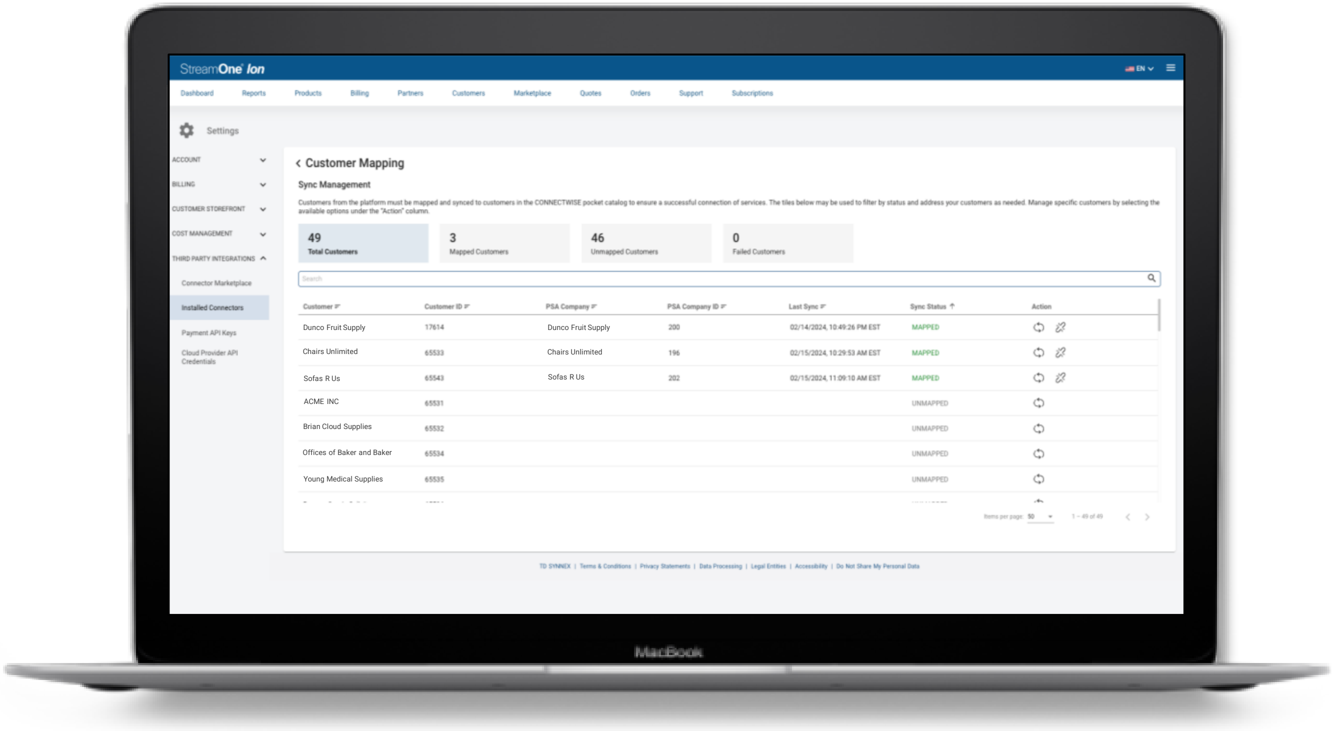
Initial Mapping

Mapping is a key process that occurs at the **customer, product**, and **service** levels within our platform. It is recommended to complete the initial mapping of products and customers, sync the connector, then resolve any sync failures and complete the mapping of services.

After one-time mapping is complete, the platform will automatically sync future changes based on the Global Sync Rules.

Note: Mapping associates two customers or products together, but no information is pushed to the PSA until time of Sync.



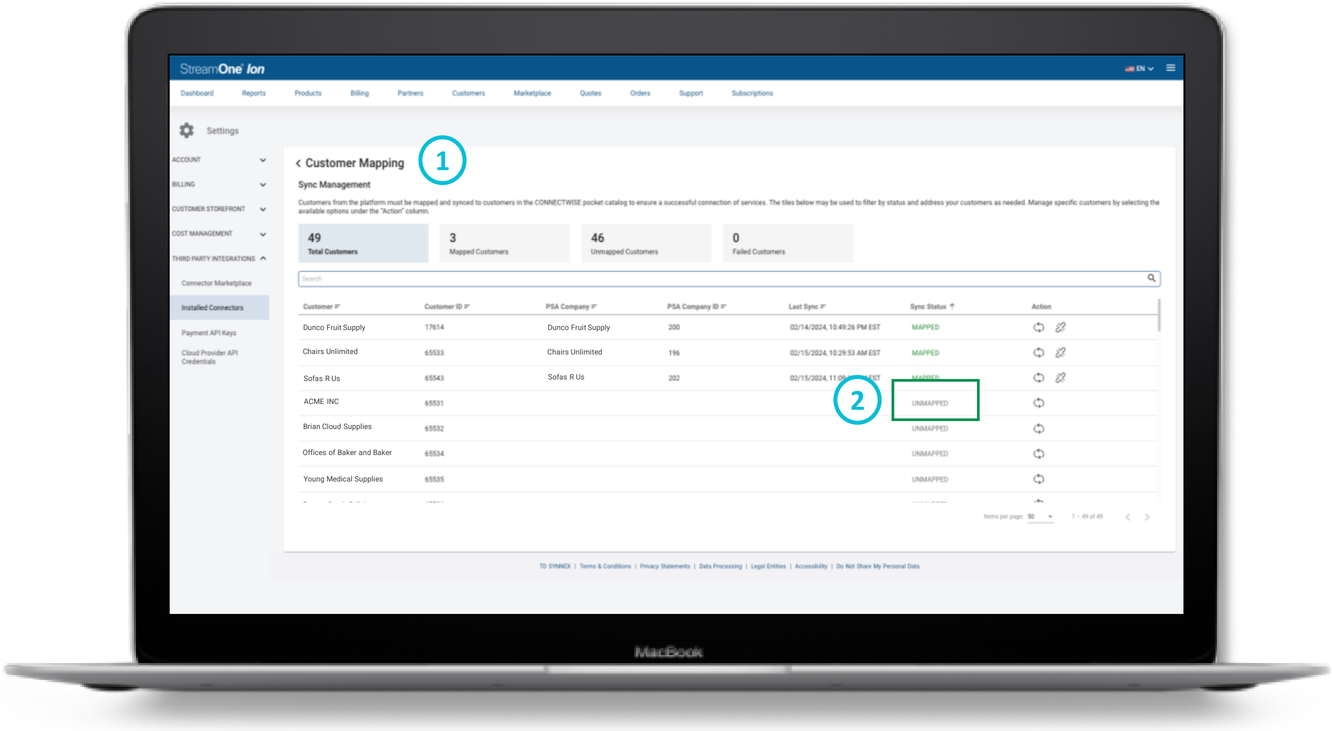
Customer Mapping

1. From the **Installed Connectors** page, under **ConnectWise**, select **Customer Mapping.**

Note: For first time setup, you need to manually confirm the mapping between the customer and the company in the PSA.

2. Click on an unmapped customer from the list of customers via the icon under the action column

Note: Above the list of customers, there is an interactive summary section that provides a quick overview of customer statuses. Users can click on them to filter the customer list based on the selected mapping status.



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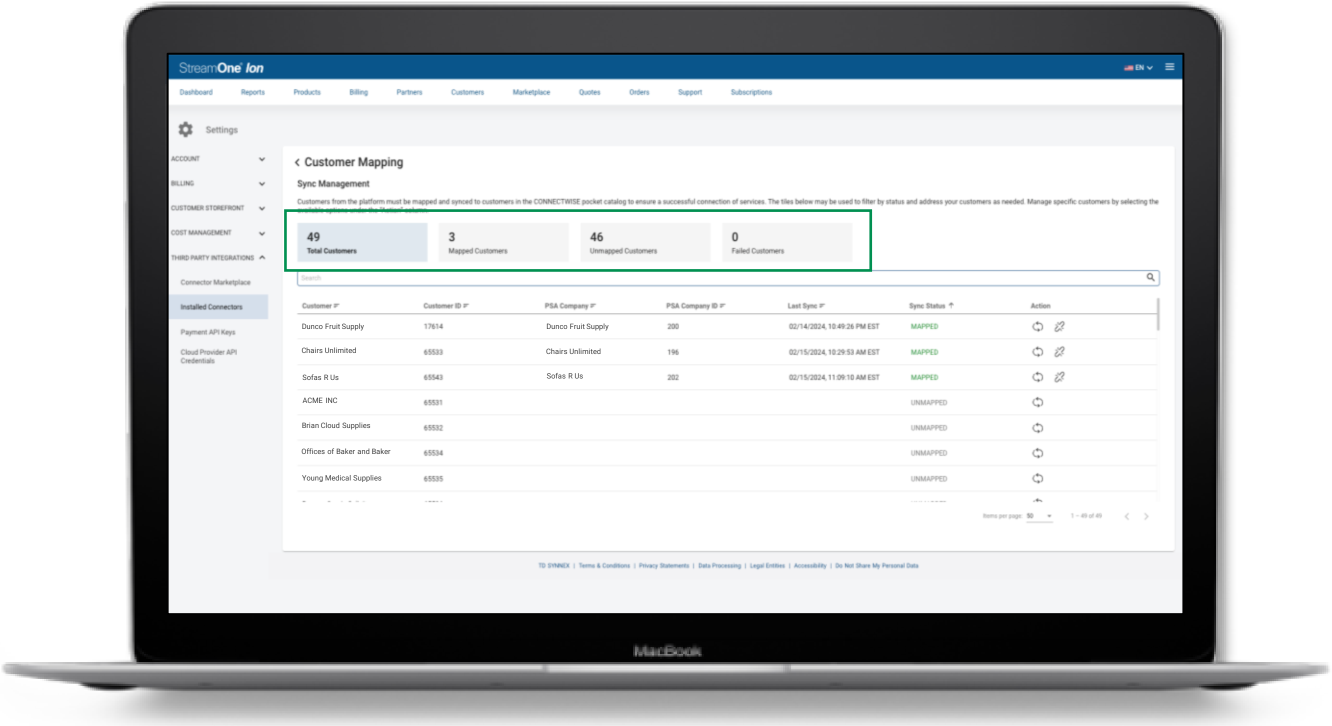
Customer Mapping

Total Customers: This is derived from the sum of mapped and unmapped customers. It's important to note that customers with mapping failures are accounted for within the categories of either mapped or unmapped, as their failure status can also be due to the Sync issues regardless of their mapping status.

Mapped Customers: Indicates the count of customers successfully linked or associated with a corresponding customer in PSA.

Unmapped Customers: Refers to customers who have not been linked or associated with any customer in PSA.

Failed Customers: This refers to the customers that have encountered errors during the mapping process. Also, these failures could be due to synchronization issues and do not necessarily reflect their mapped or unmapped status.



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Customer Mapping

3. Once a platform customer is selected, the Connector will **automatically search** your PSA account for a matching customer and display the closest matching result. This can help identity the right customer more efficiently. If the match is not correct, clear the pre-populated customer name from the **search bar** and manually search for the correct customer.

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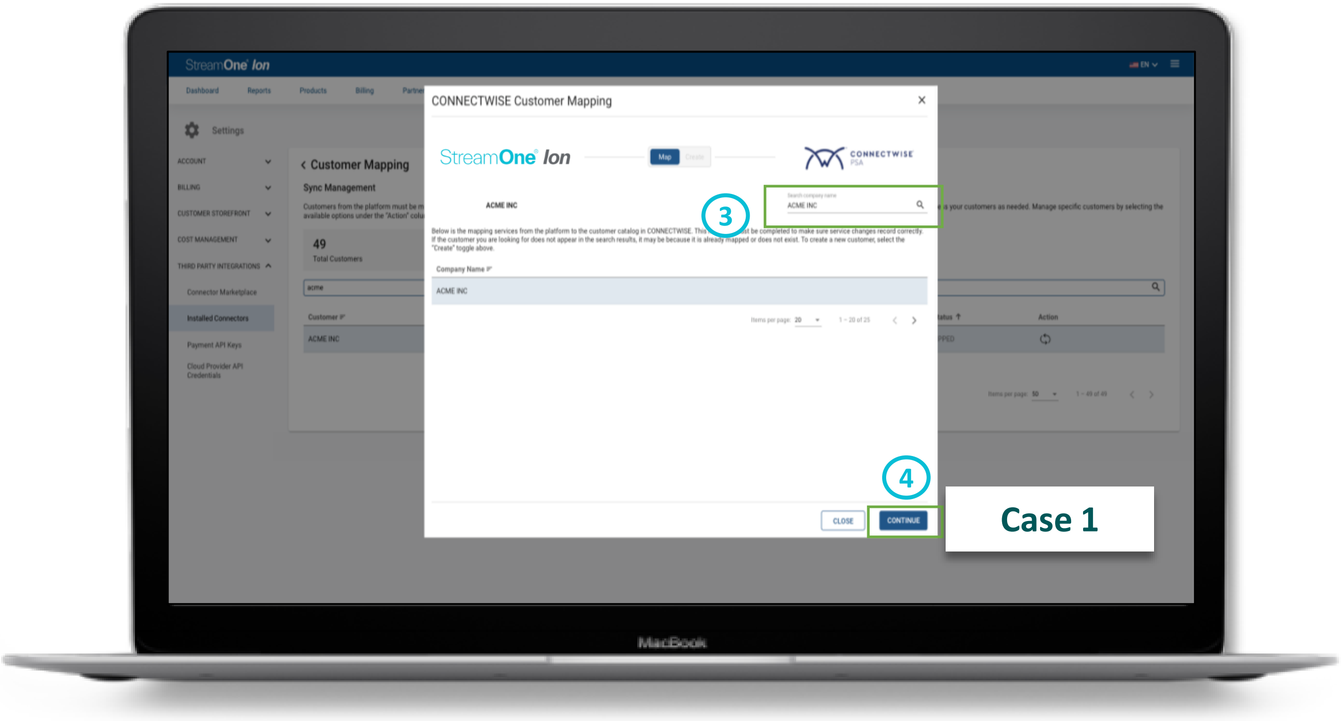
4. Case 1: When the search returns the desired customer, click **Continue** .

If the customer you are looking for does not appear in the search results, it may be because, the customer is already mapped or does not exist.



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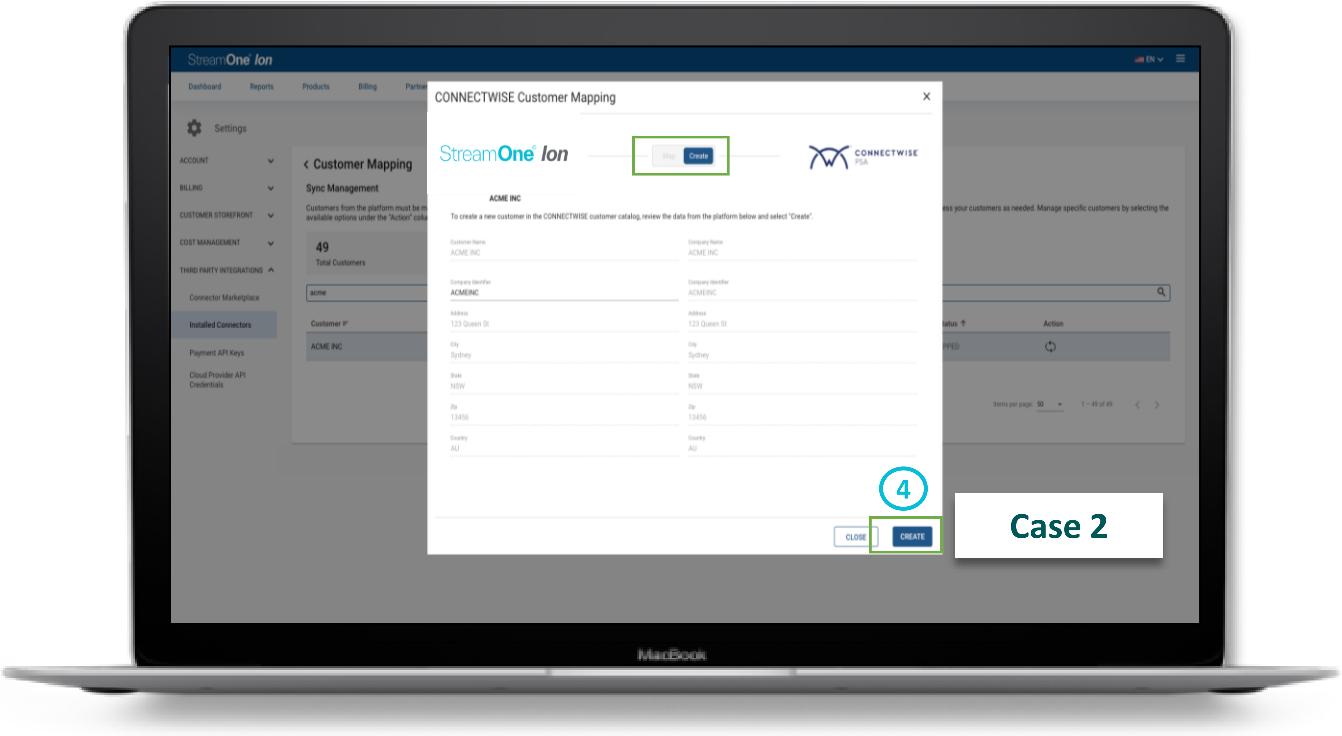
Customer Mapping

4. **Case 2:** If the customer does not exist in the list, you can create a new customer, select the **Create** toggle at the top of the pop-up window.

Select **Create** to create a corresponding customer in ConnectWise with the same values.



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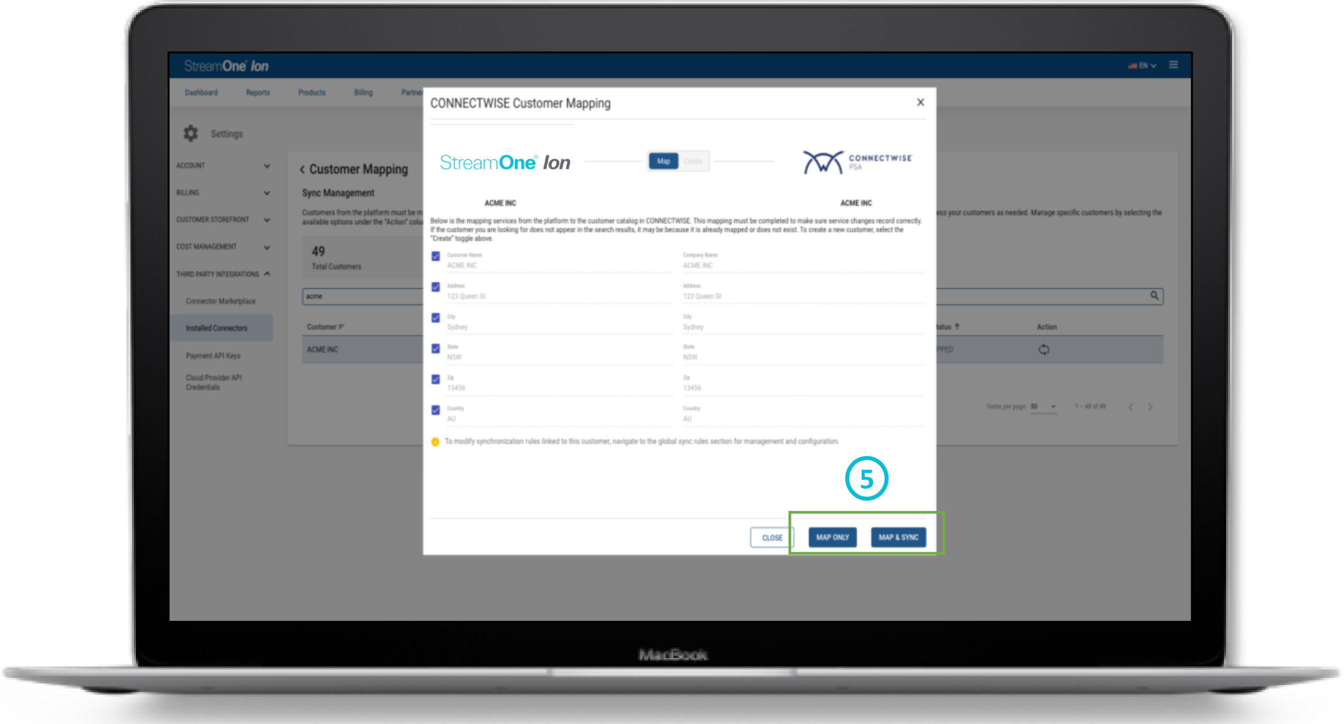
Customer Mapping

5. The customer **fields** will display with their platform values on the left. By default, the selected fields will match the Global Sync Template. You can select which **fields** you want to sync and push to ConnectWise from the platform.

You have the option to **Map Only** or **Map & Sync**. Map & Sync will trigger a real-time update to the PSA and is recommended for any time-sensitive changes. Map Only option will sync to PSA in the next Global Sync.

Note: The checkboxes next to the fields will correspond with the state defined in the Global Sync Rules. For selected checkboxes, you can toggle them on or off prior to an on-demand sync. However, for unselected checkboxes you cannot override the choice made from the Global Sync Rules.



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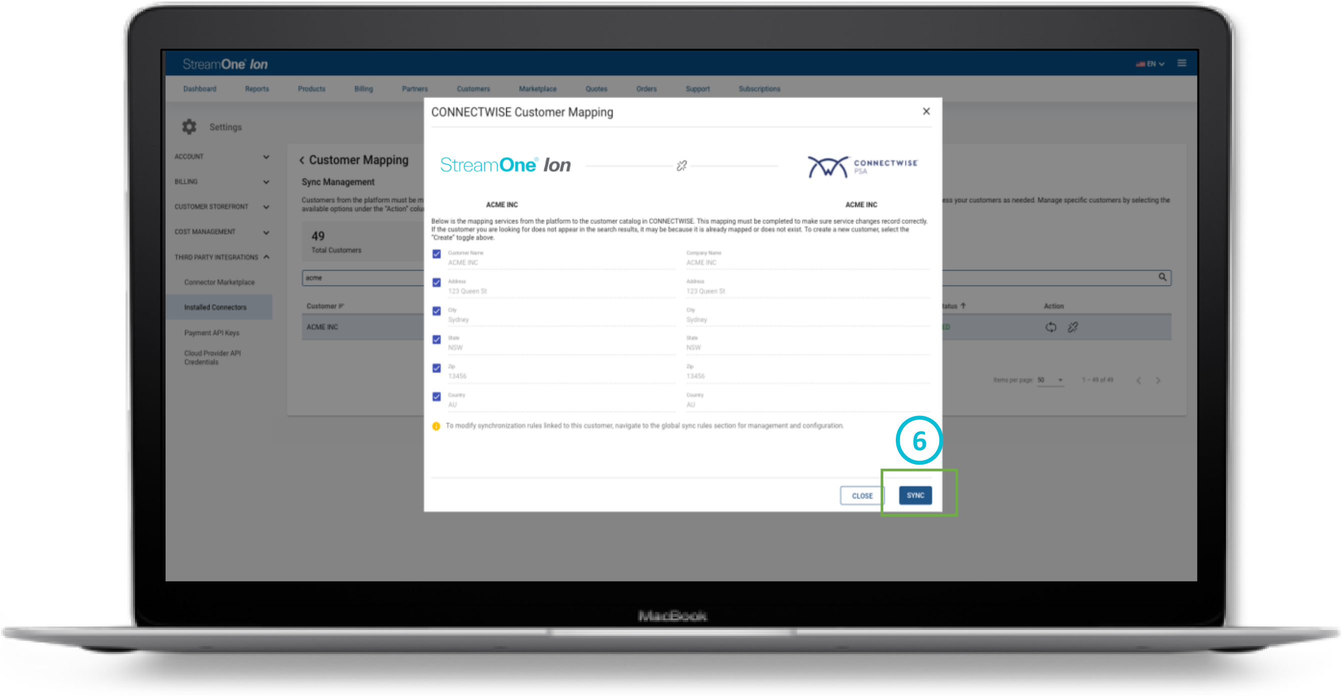
Customer Mapping

6. If you do MAP only, you may come back and select the fields you want to push to the PSA from the platform at any time by clicking **SYNC**.

Note: Once the mapping and/or syncing is done, you will be taken back to the Customer Mapping page. If you selected Map & Sync/Sync, the sync status and last sync columns should update to reflect.



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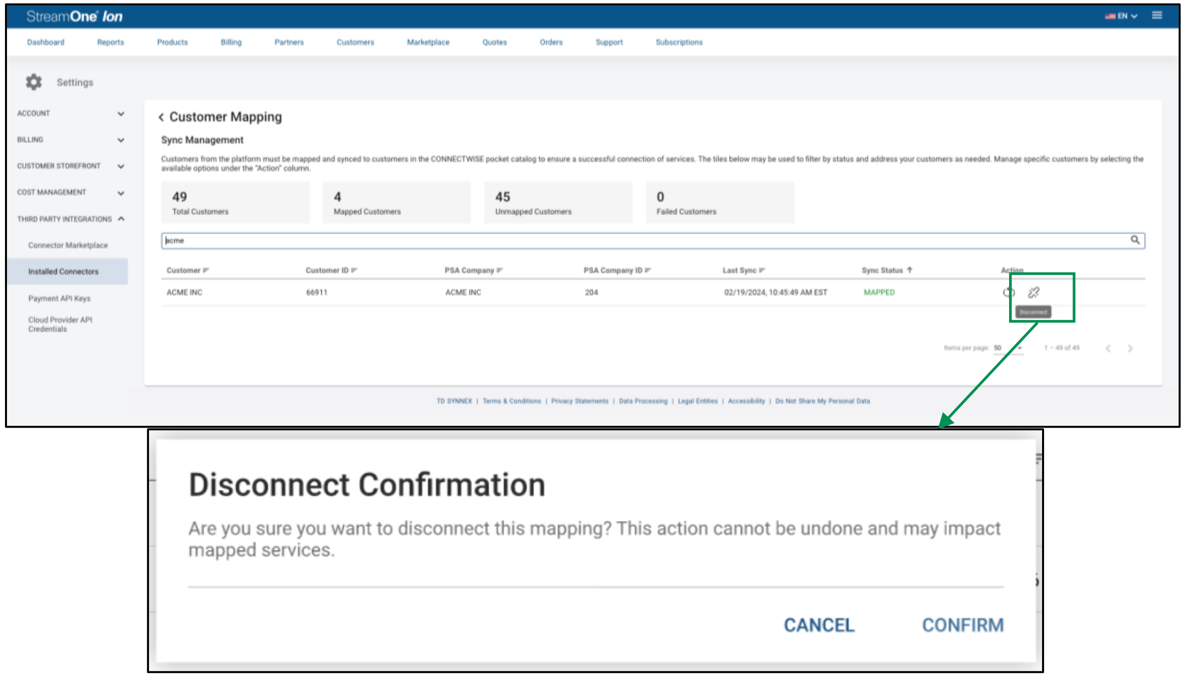
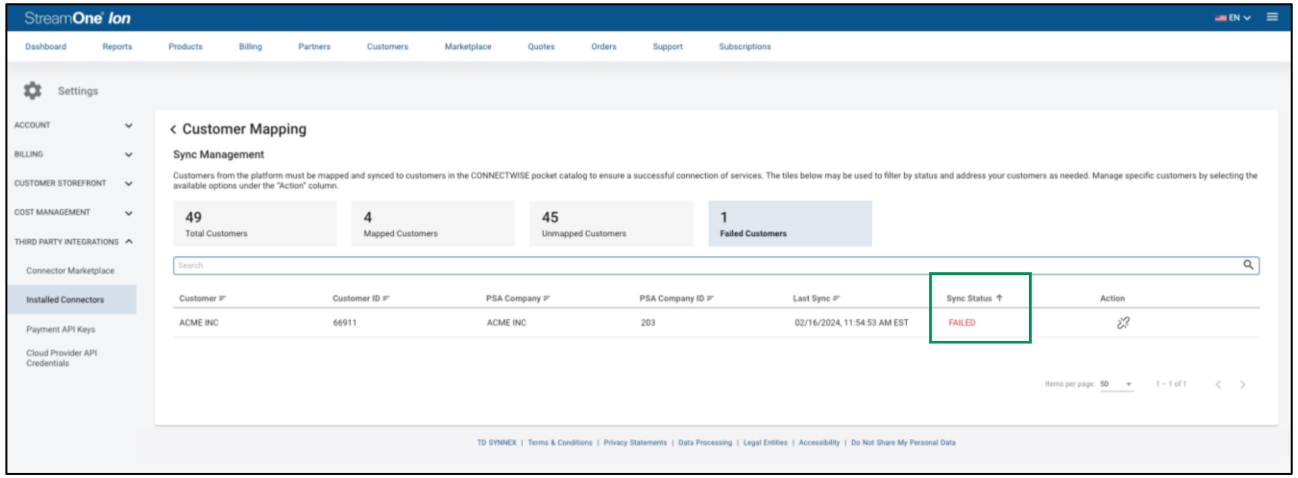
Customer Mapping

7. To **un-map** a customer in ConnectWise, select the **Disconnect** icon. A confirmation pop-up will appear; upon clicking **Confirm**, the customer mapping will be disconnected, and the Sync status changes to **Unmapped**.

Note: If you encounter a Failed sync status, it indicates a mapping or syncing issue. To resolve this, review the mapping and re-sync or open a support ticket for additional help.





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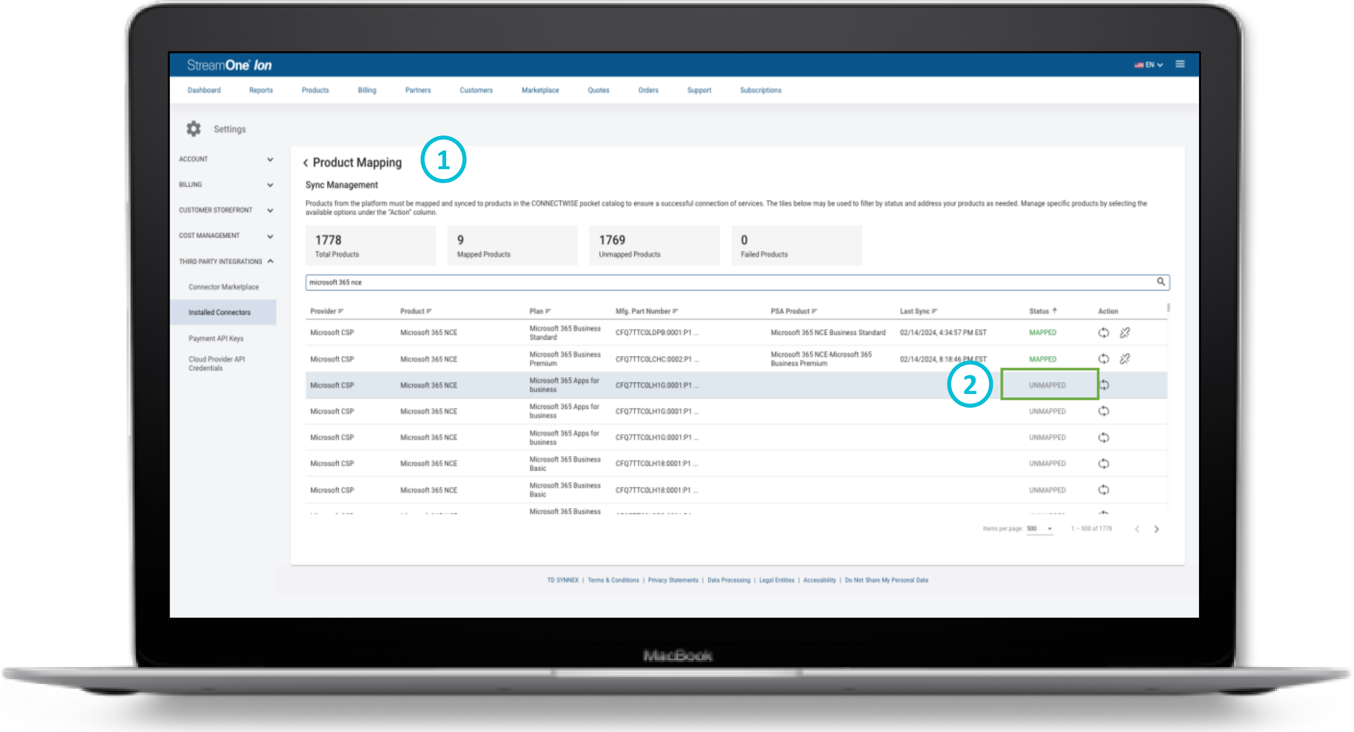
Product Mapping

1. From the **Installed Connectors** page, under **ConnectWise**, select **Product Mapping**.

Note: For first time setup, you need to manually confirm the mapping between the product and the catalog item in the ConnectWise PSA.

2. Select an **unmapped product** from the list of products via the icon under the action column. The products list will display a full set of products available to your account and may include your own products or products shared by your partner. Product mapping can be skipped for any products that you are not selling.

Note: Similar to the customer mapping, above the products list, you will find a summary of the total products, mapped products, unmapped products, and any products with mapping failures, allowing you to click on them to filter the list according to the mapping status.



TD SYNNEX

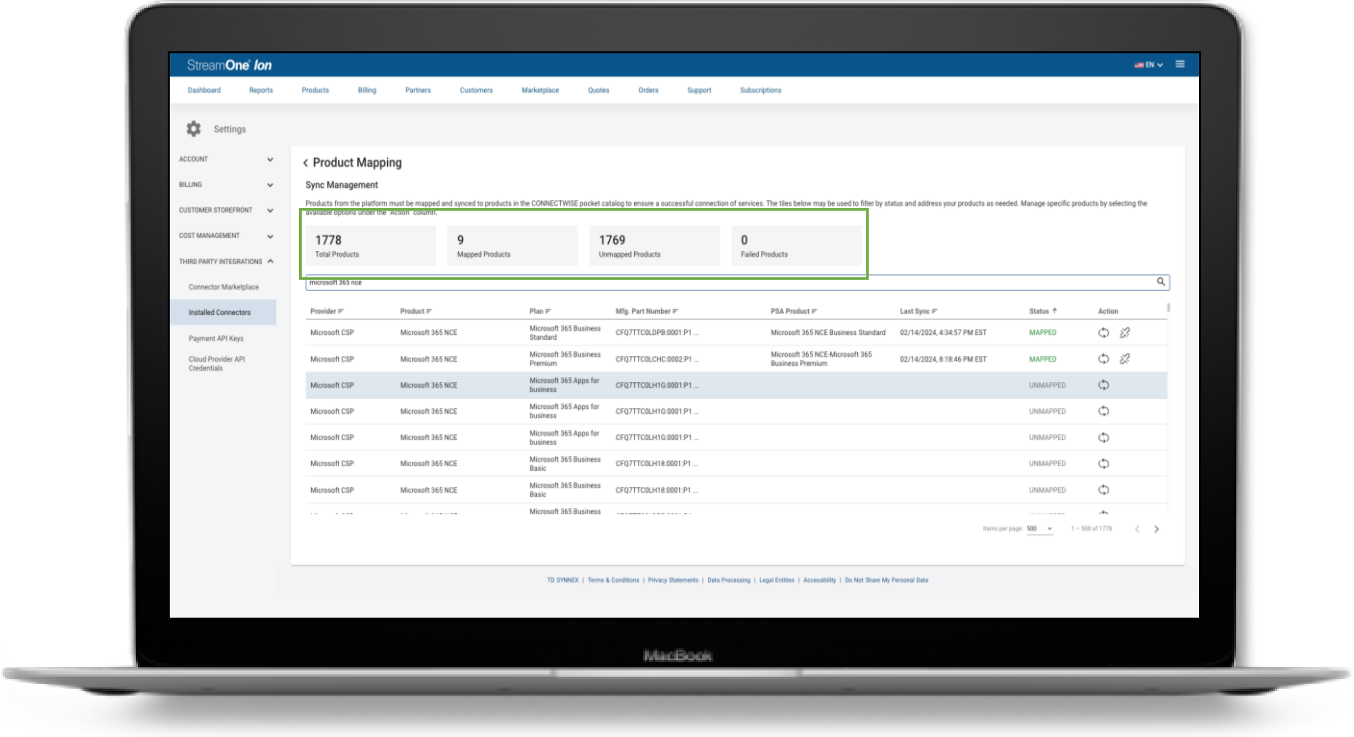
Product Mapping

Total Products: This is derived from the sum of mapped and unmapped products. It's important to note that products with mapping failures are accounted for within the categories of either mapped or unmapped, as their failure status can also be due to the Sync issues regardless of their mapping status.

Mapped Products: Indicates the count of products successfully linked or associated with a corresponding product in PSA.

Unmapped Products: Refers to products which have not been linked or associated with any product in PSA.

Failed Products: This refers to the products that have encountered errors during the mapping process. Also, these failures could be due to synchronization issues and do not necessarily reflect their mapped or unmapped status.



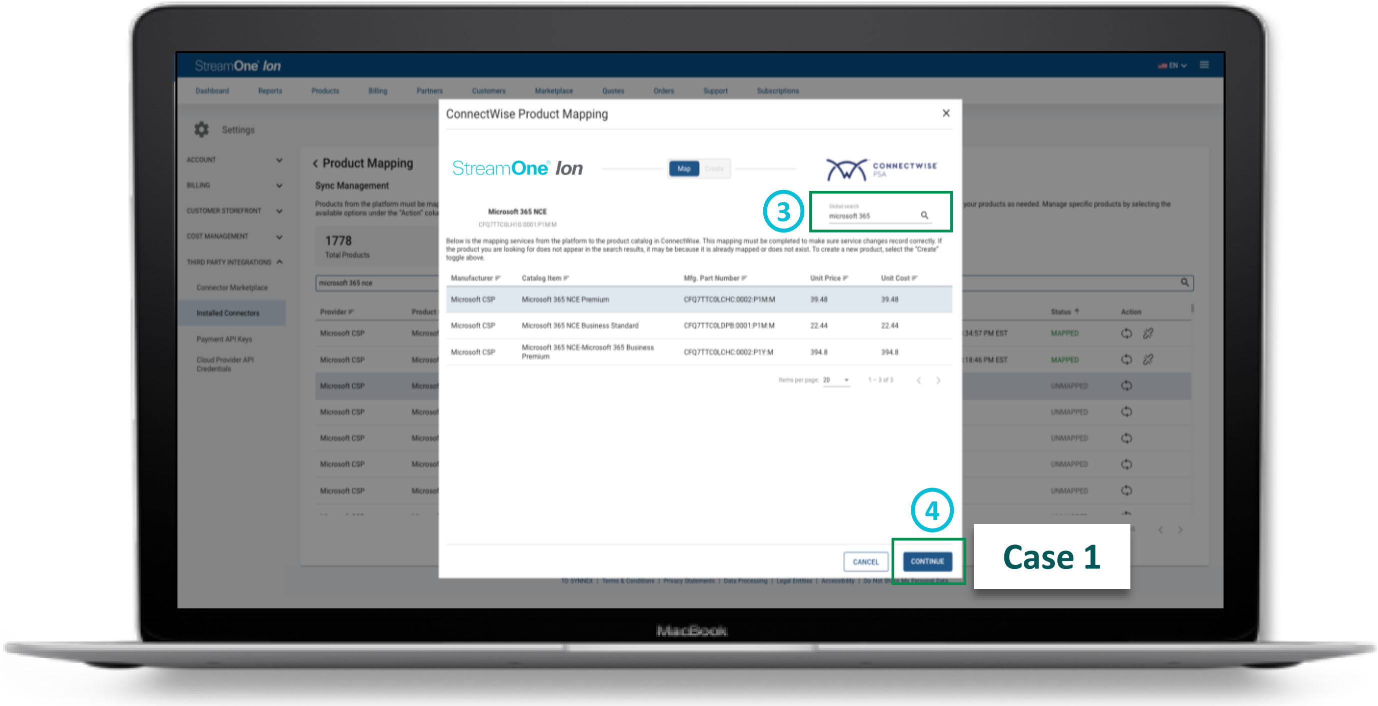
TD SYNNEX

Product Mapping

3. Upon selecting a product, the default view will present the comprehensive list of products within the PSA. Users have the option to perform a **Global Search** (e.g. Product Name, Mfg. Part Number) to identify and select the correct product based on any relevant product details.

4. Case 1 : When the search returns the desired product, select **Continue**.

Note: If the product you are looking for does not appear in the search results, it may be because the product is already mapped or does not exist in ConnectWise.

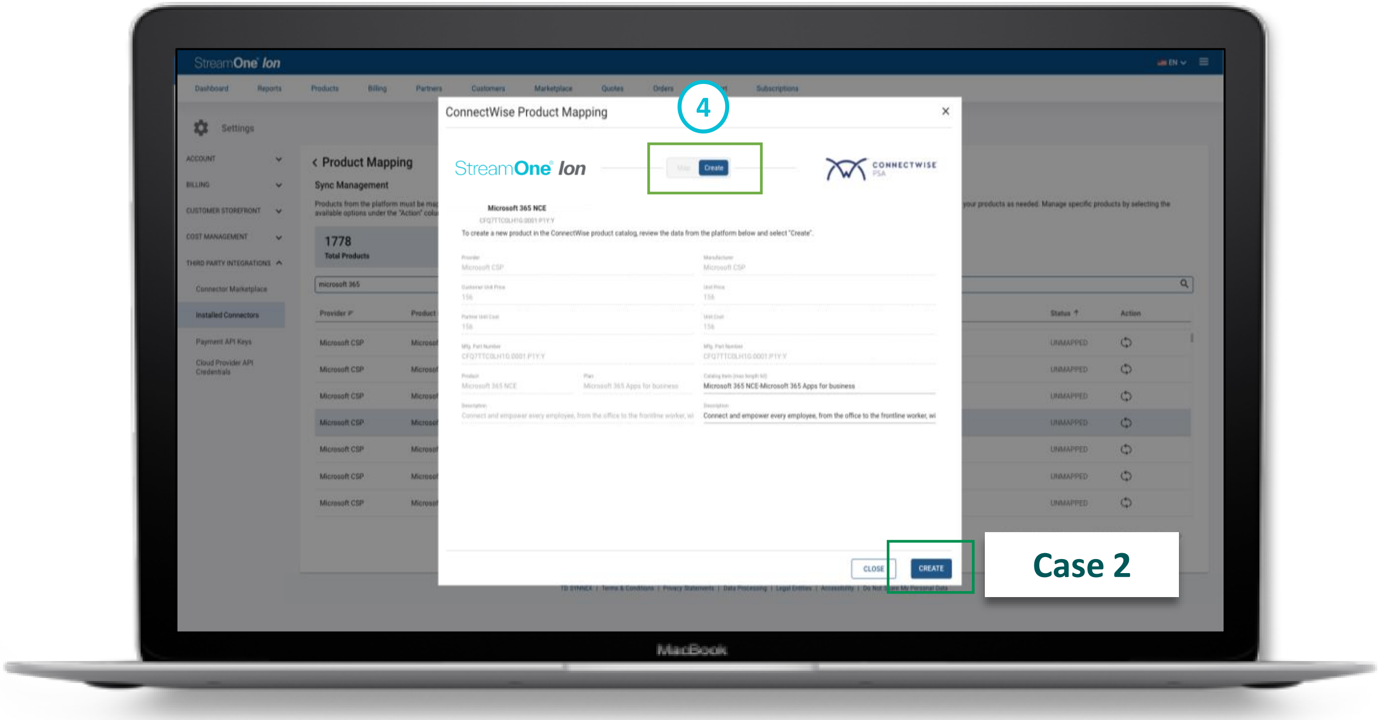


TD SYNNEX

Product Mapping

4. Case 2 : If the product does not exist in the list, you can create a new product, select the **Create** toggle at the top of the pop-up window.

Select **Create** to create a corresponding product in ConnectWise with the same values.



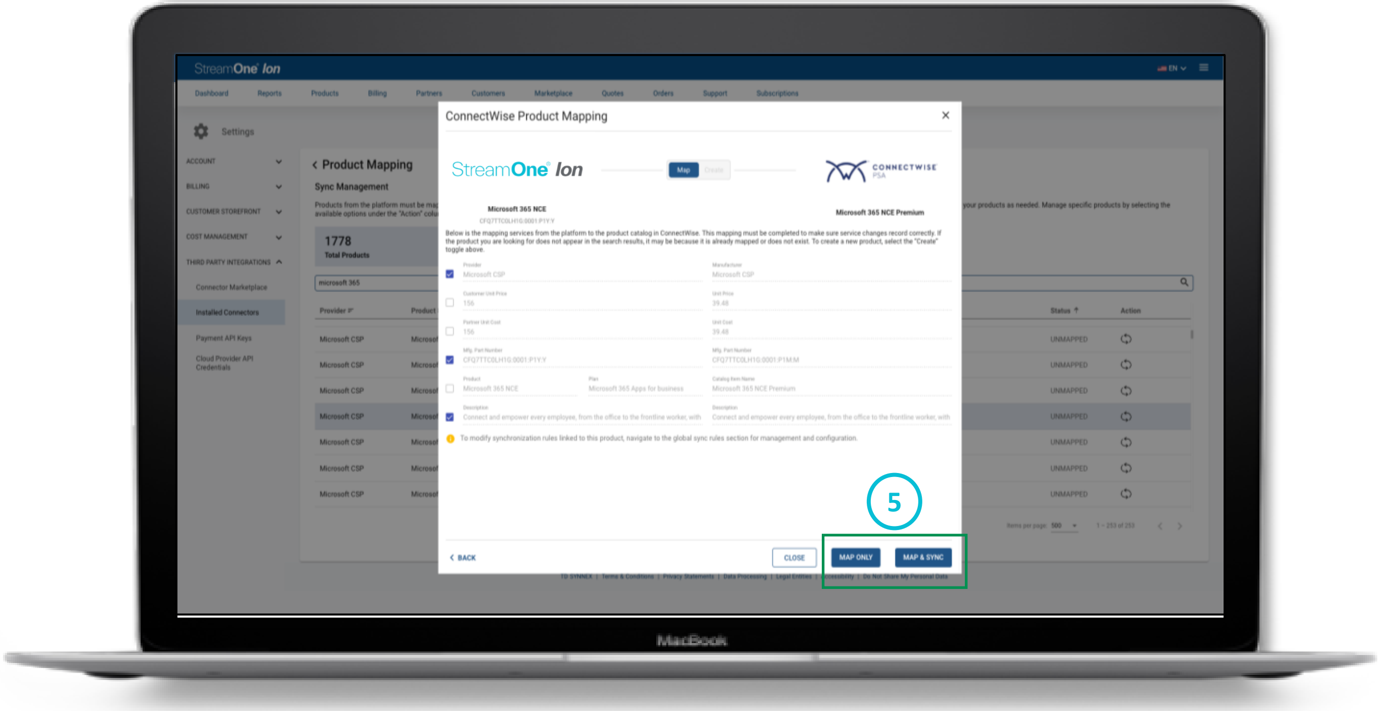
TD SYNNEX

Product Mapping

5. At this point, you may select which **fields** you want to override and push to the PSA from the platform.

You have the option to **Map Only** or **Map & Sync**. Map & Sync will trigger a real-time update to the PSA and is recommended for any time-sensitive changes. Map Only option will sync to PSA in the next Global Sync.

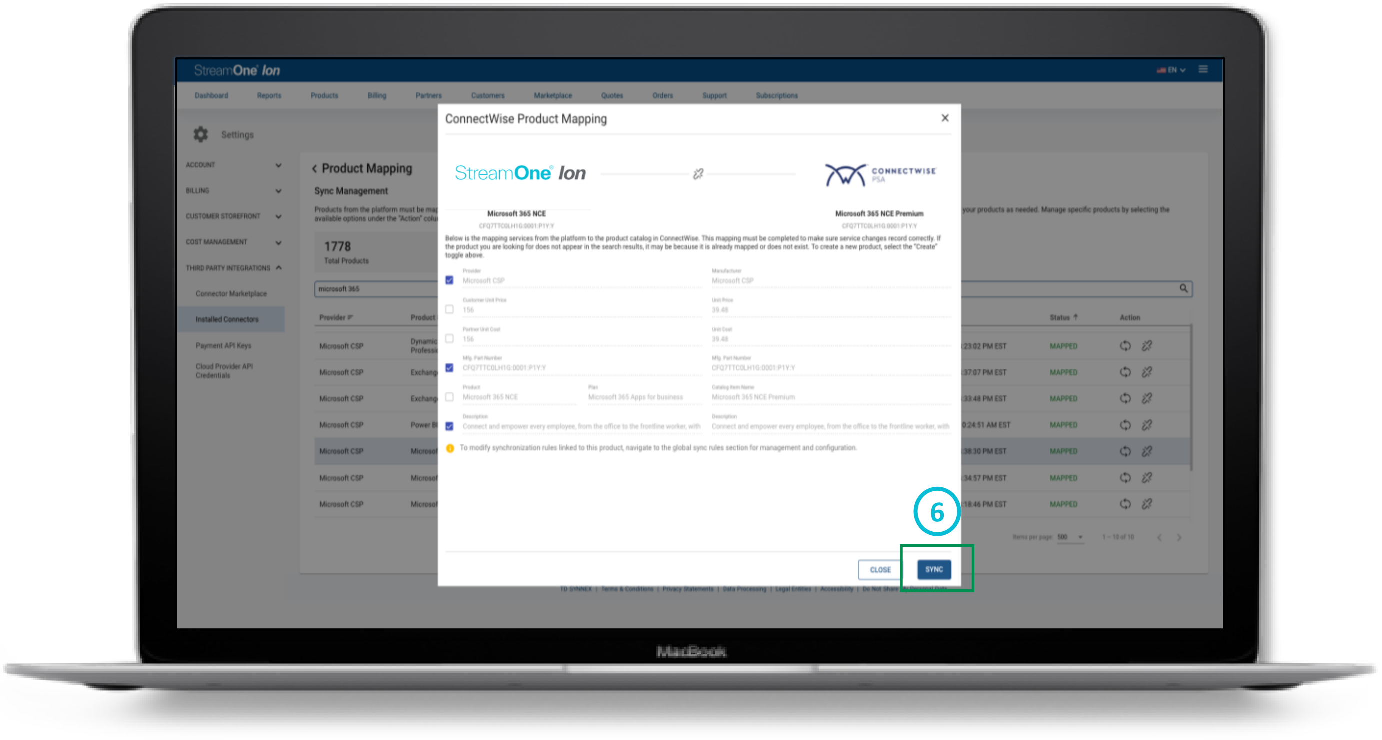
Note: The checkboxes next to the fields will correspond with the state defined in the Global Sync Rules. For selected checkboxes, you can toggle them on or off prior to an on-demand sync. However, for unselected checkboxes you cannot override the choice made from the Global Sync Rules.



TD SYNNEX

Product Mapping

6. If you do MAP only, you may come back and select the fields you want to push to the PSA from the platform at any time by clicking **SYNC**.



TD SYNNEX

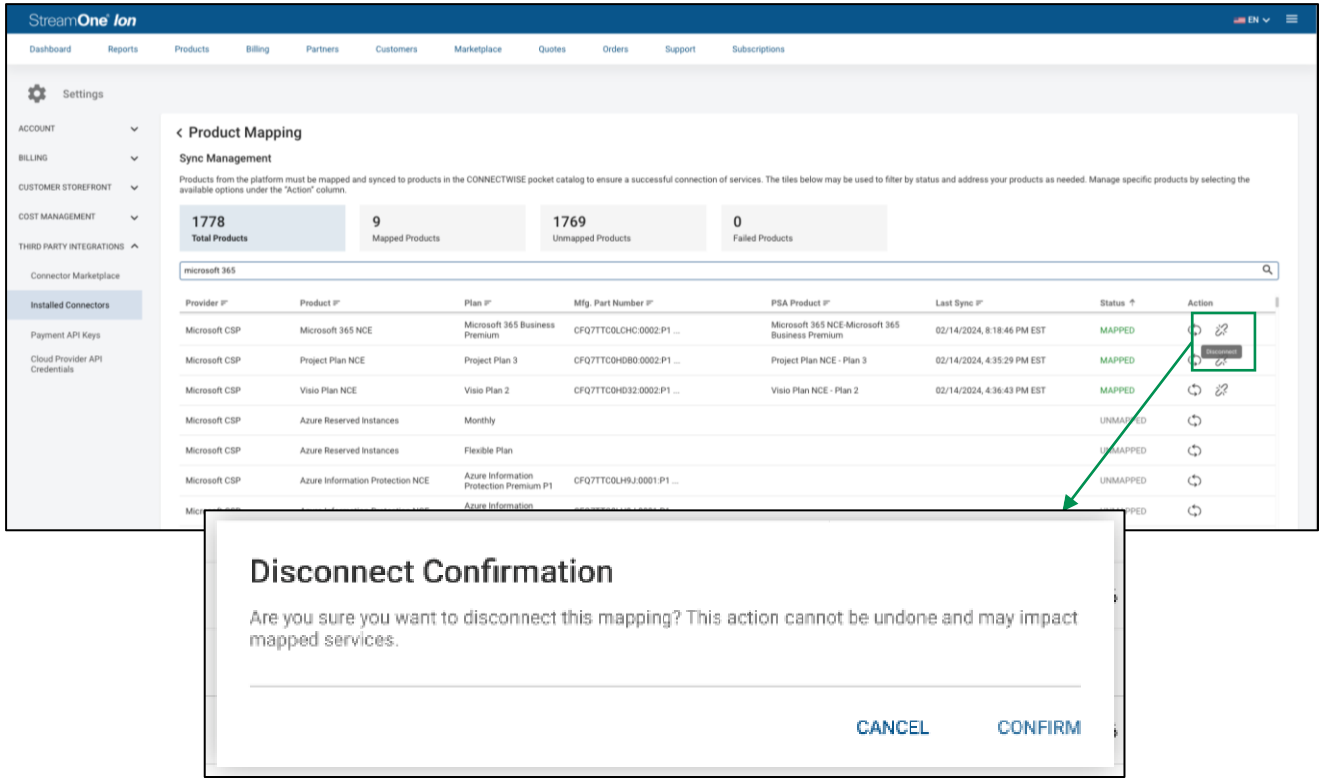
Product Mapping

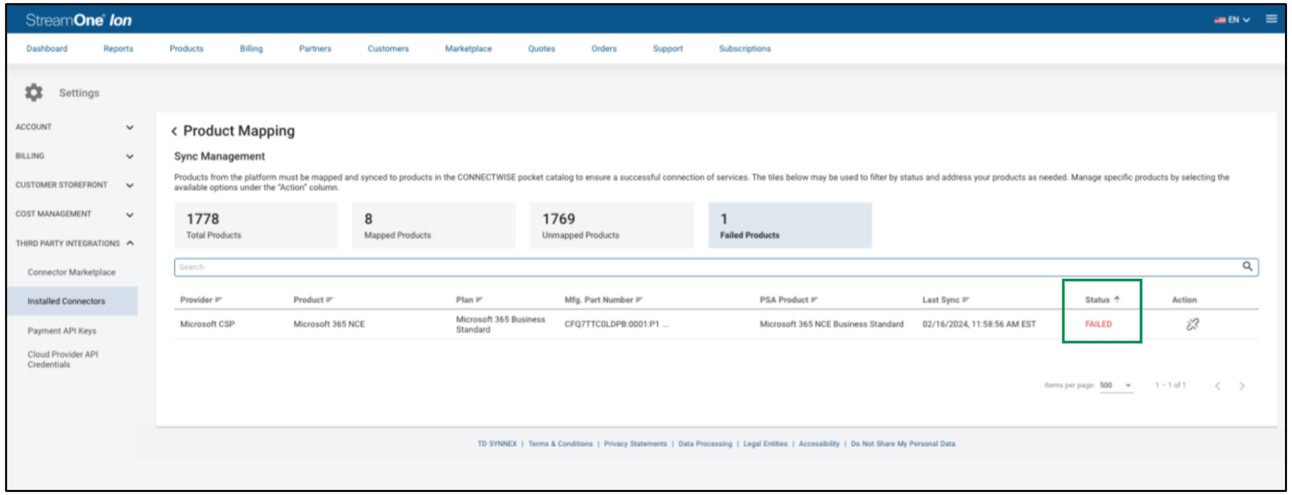
7. To **un-map** a product in ConnectWise, select the **Disconnect** icon.

A confirmation pop-up will appear; upon clicking **Confirm**, the product mapping will be disconnected, and the Sync status will change to **Unmapped**.

Note: If you encounter a Failed sync status, it indicates a mapping or syncing issue. To resolve this, review the mapping and re-sync or open a support ticket for additional help.

Note: All IBM products are currently unsupported for PSA product mapping.





TD SYNNEX

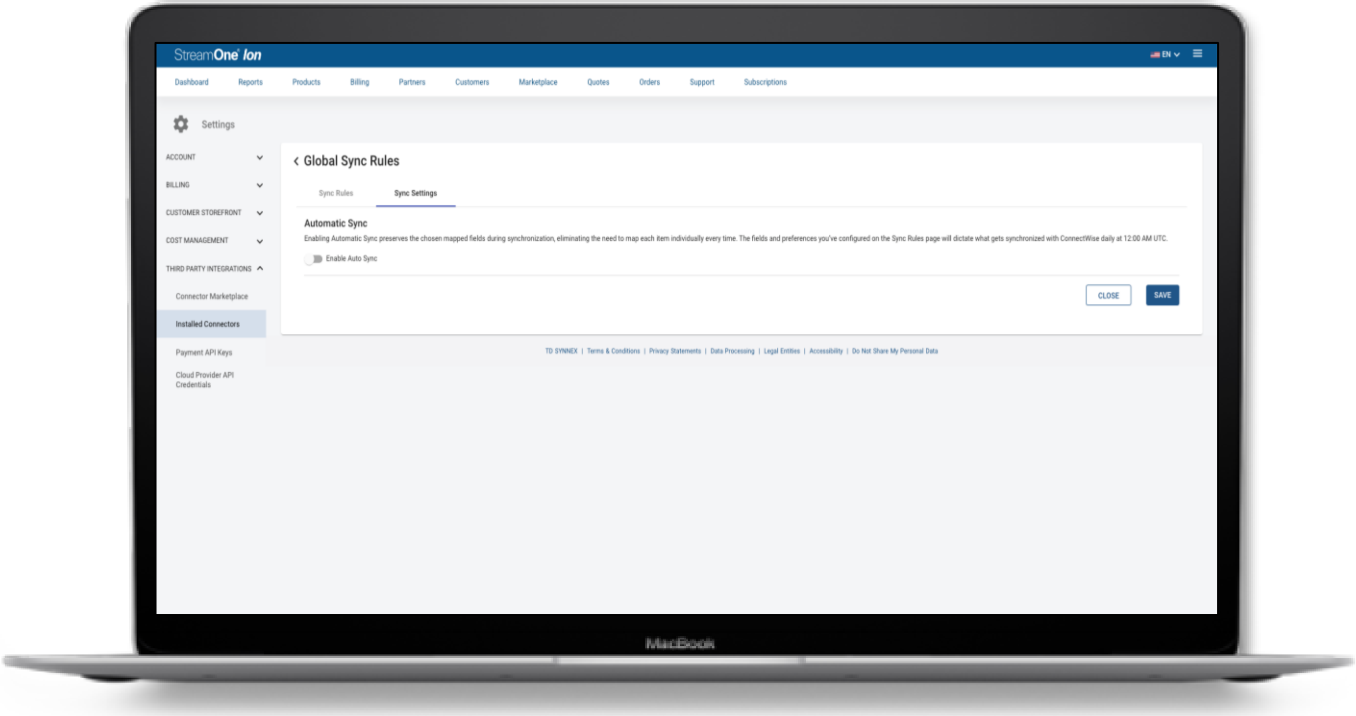
Sync Products & Services

Products and customers should be synced before proceeding to mapped services. If you manually synced products and customers during the mapping process, you could proceed to the next sections.

If you did not manually sync products and services during the mapping, follow the Enable Auto-Sync steps below and wait for the sync to complete before proceeding to the next section.

Enable Auto-Sync (Recommended)

To enable auto-sync, navigate back to the **Installed Connectors** menu and select **Global Sync Rules** and go to **Sync Settings**. Automatic Sync is not enabled by default. Now that the initial mapping is complete, it is recommended to **Enable Auto Sync**.



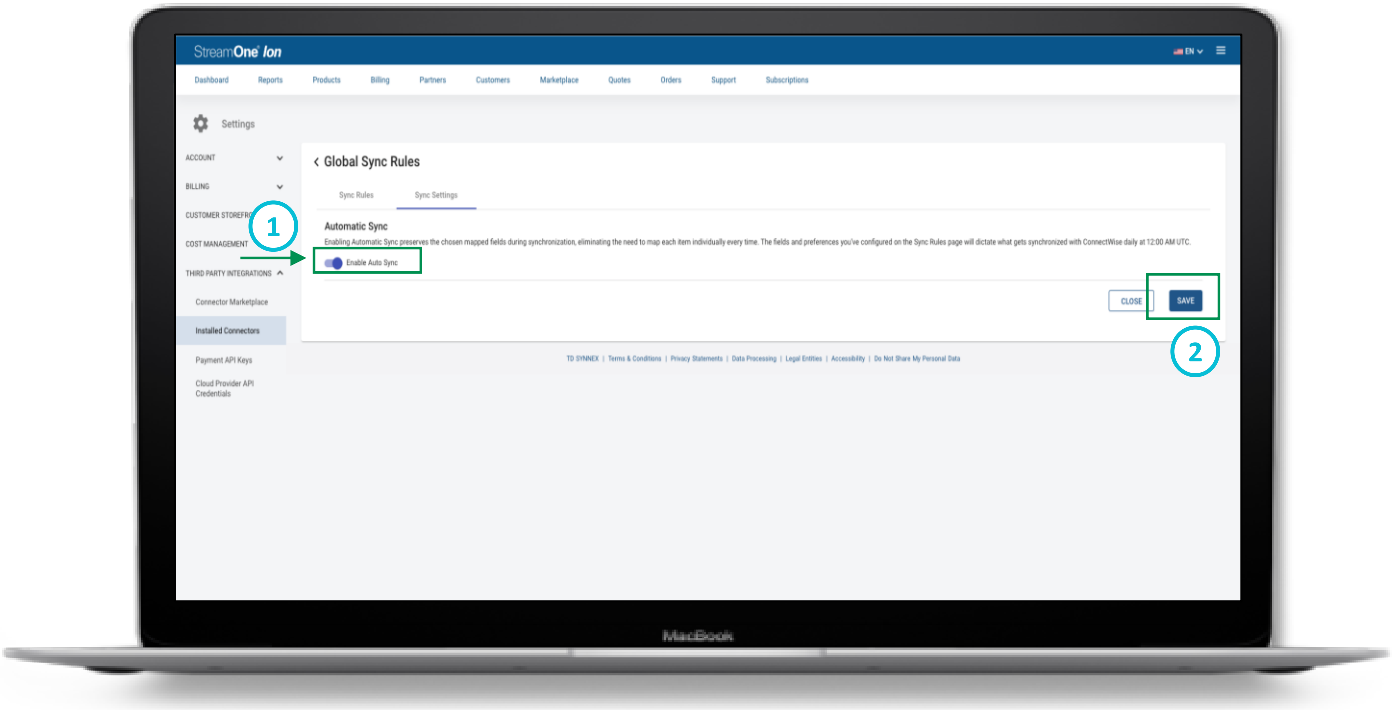
TD SYNNEX

Sync Settings

1. Select the toggle to **Enable Auto Sync.**

Enabling Automatic Sync preserves the chosen mapped fields during synchronization, eliminating the need to map each item individually every time. The fields and preferences you've configured on the Sync Rules page will dictate what gets synchronized with ConnectWise daily at 12:00 AM UTC.

2. Save the global sync rules and select the return button on the top left of the page to go to the **Installed Connectors** page.



Complete Mapping and Configuration

Mapped Services

Notification Preferences

TD SYNNEX

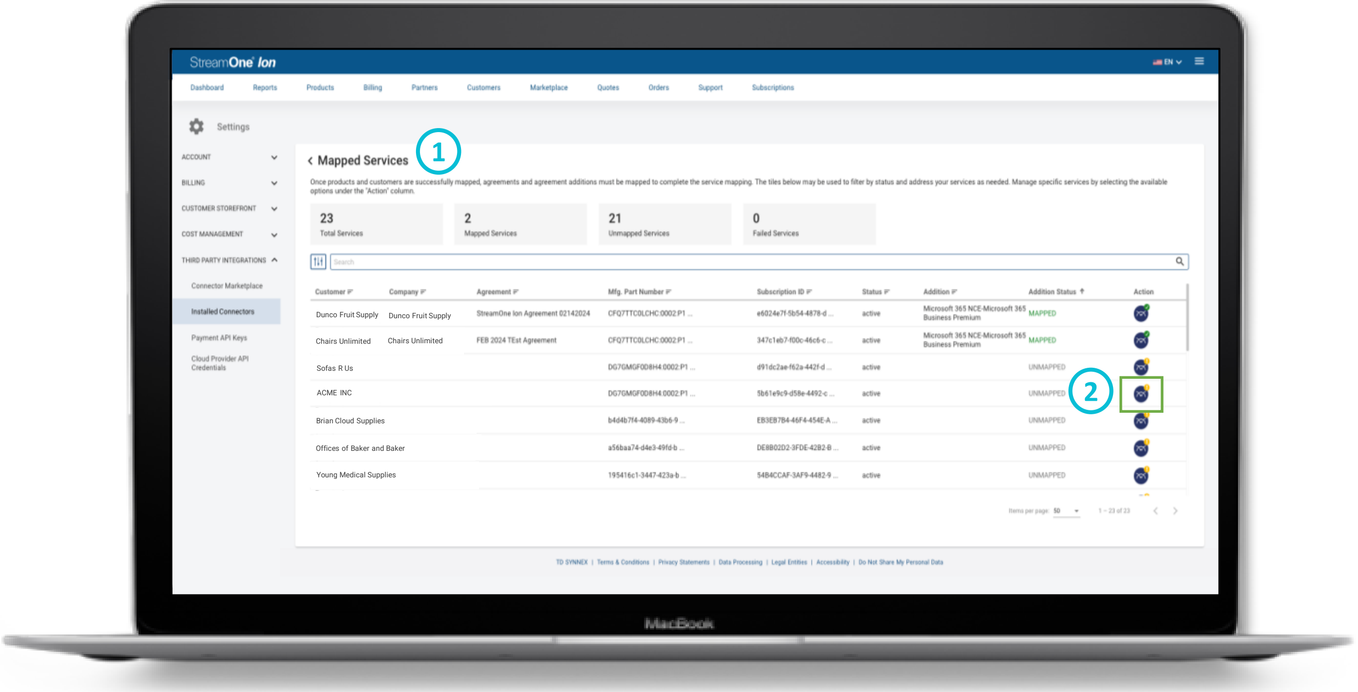
Mapped Services

After Products and Customers are mapped and synced, the final initial mapping is done at the Service (subscription) level.

1. From the **Installed Connectors** page, under **ConnectWise**, select **Mapped Services**.

2. Select the **Action** icon next to any Unmapped row to begin mapping. Each row corresponds to a subscription in the platform.

Note: Above the services list, you will find a summary of the total number of services, mapped services, unmapped services, and any services with mapping failures. During this initial service mapping, every item should display as Unmapped in the CW Addition Status column and the CW Agreement and CW Addition columns should be blank.



TD SYNNEX

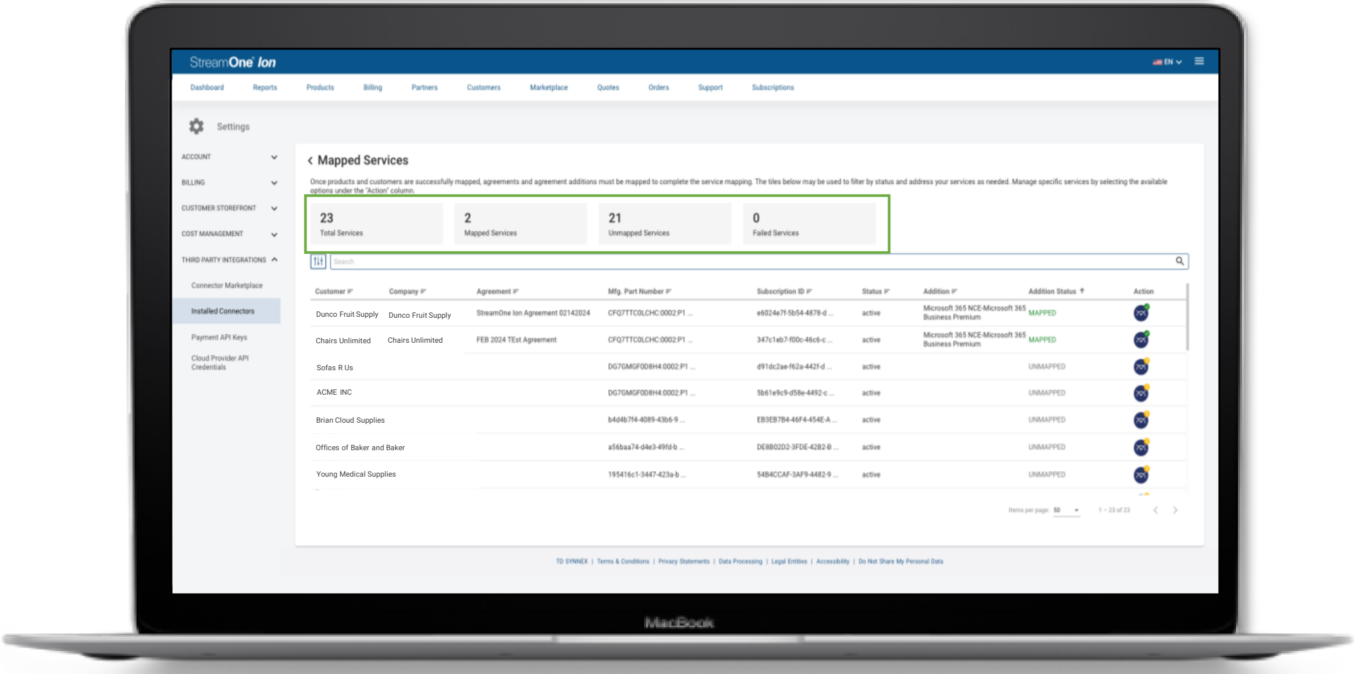
Mapped Services

Total Services: This is derived from the sum of mapped and unmapped services. It's important to note that services with mapping failures are accounted for within the categories of either mapped or unmapped, as their failure status can also be due to the Sync issues regardless of their mapping status.

Mapped Services: Refers to the count of services where the customer, agreement, and agreement addition have all been successfully mapped and synchronized.

Unmapped Services: Refers to the count of services where either or any of the customer, agreement, or agreement addition mappings have not been successfully synced.

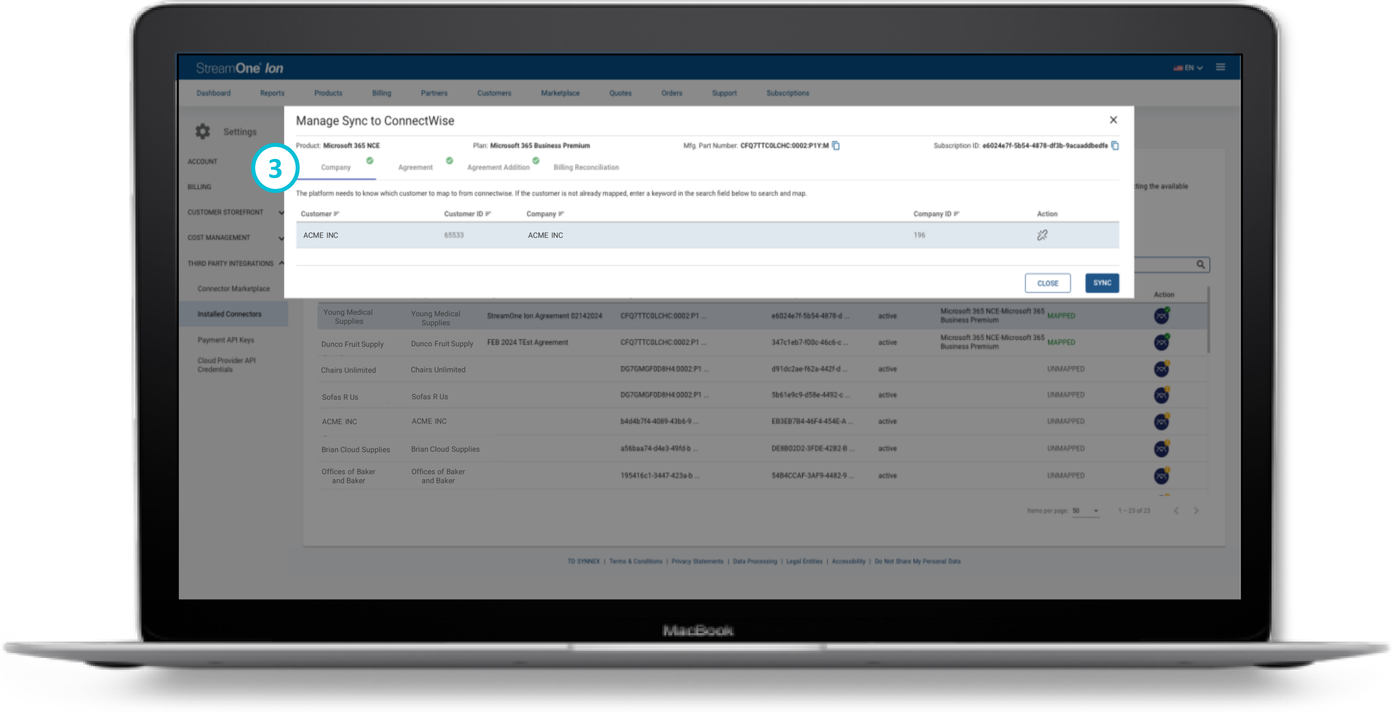
Failed Services: This refers to the count of services that have encountered errors during the mapping process. Also, these failures could be due to synchronization issues and do not necessarily reflect their mapped or unmapped status.



Mapped Services

Note: A pop-up will appear with the mapping information for the selected service (subscription). A green check box will display next to sections that are successfully mapped and synced. Click a section to expand.

3. **Company**: A green check box indicates the customer associated with the service is successfully mapped to a Company in ConnectWise. If the customer is not mapped or if it is not mapped correctly, you can **search** for the correct **customer** and map.



TD SYNNEX

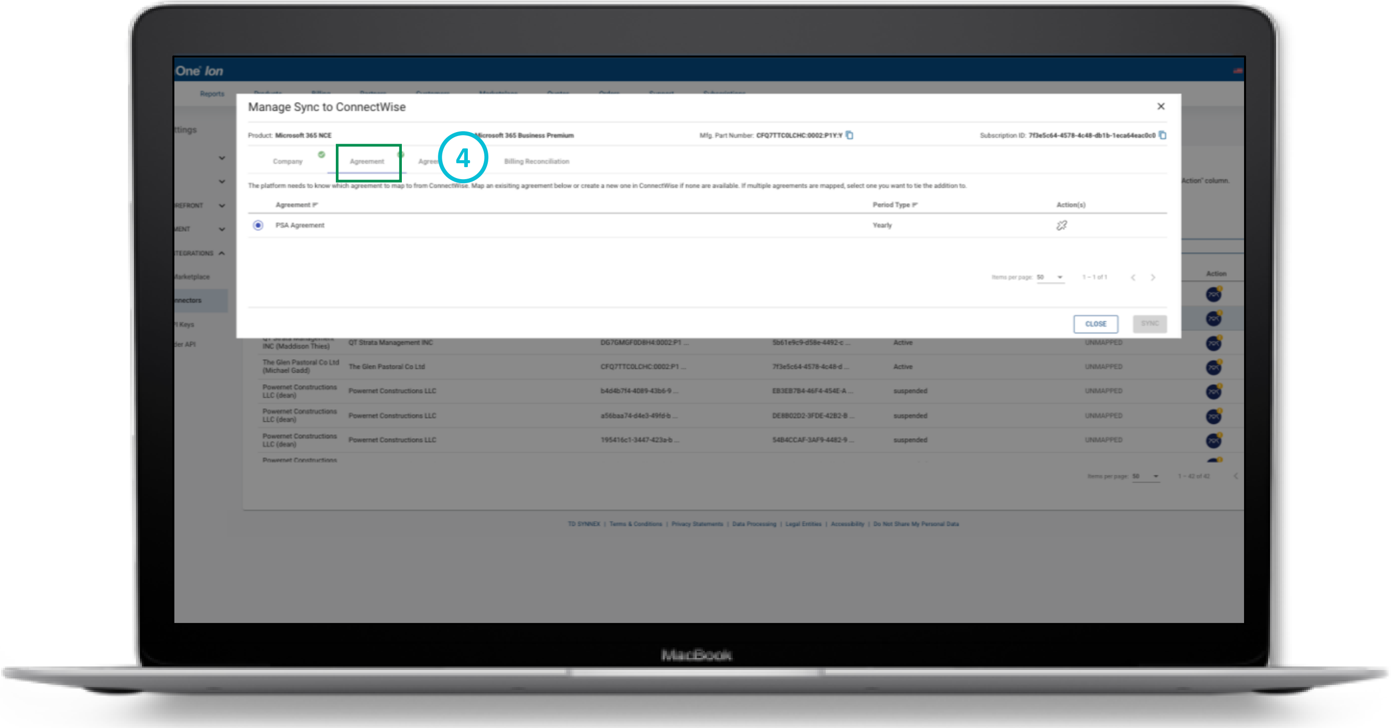
Mapped Services

4. **Agreement:** Once the company is mapped, the user will have to map one or more agreements they want to associate with this company.

Note: If a single agreement is mapped, it will automatically be selected as the default agreement that is being associated with the agreement addition and no further action is required. If **multiple agreements** are mapped, the user will need to choose the specific one they want to tie to the agreement addition.

Note: Yearly term & frequency subscriptions may only be mapped to agreements that have a ‘Yearly’ period type and have the agreement start date set to the first date of the same month as the subscription’s start date.

Note: A green checkmark will indicate you have successfully mapped the section.



TD SYNNEX

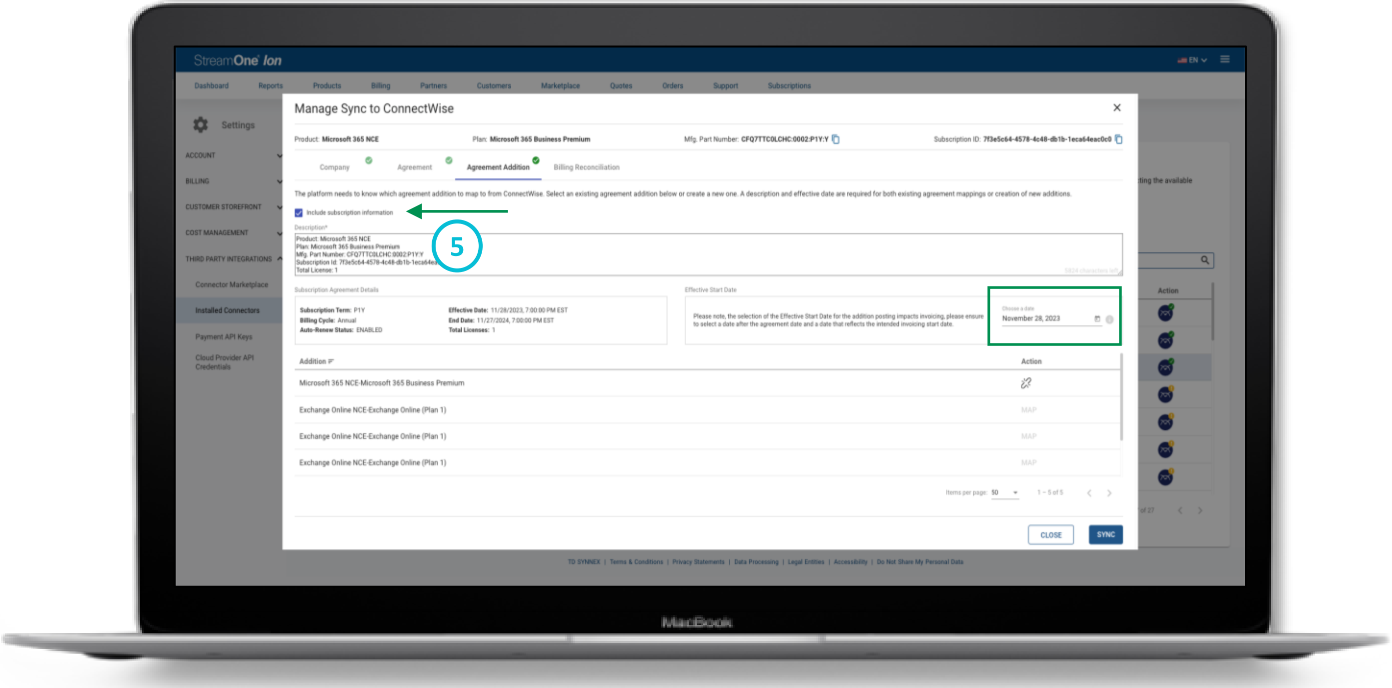
Mapped Services

5. **Agreement Addition**

Note : A **description** and **effective date** are required for existing contract mappings or creation of new services.

- **Include Subscription Information :** When this option is selected, the **Product name, Plan name, Mfg. Part Number, Subscription ID** and the **Total no of Licenses** will be added to the description box. This can also be pre-populated if you choose the '**Update invoice description with resource details**' option under the **IaaS** Sync rule.

- **Effective Date** : This will be pre-populated based on the sync rules you have selected. However, you also have the option to change it based on the selected global sync rules criteria.

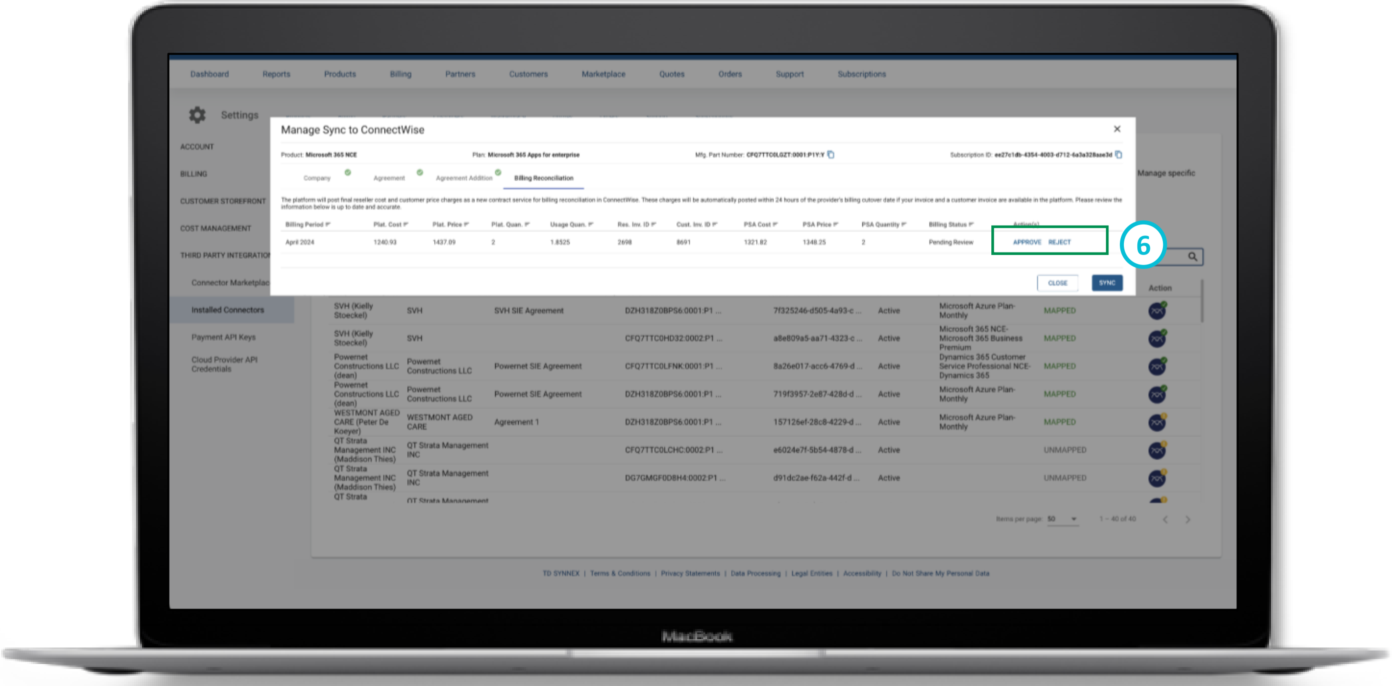


TD SYNNEX

Mapped Services

6. **Billing Reconciliation:** Billing reconciliation helps the user verify and audit the reseller cost and customer price charge as an agreement addition in the PSA. This helps identify any differences in records, therefore ensuring accuracy in invoicing.

The platform posts the final reseller cost, and the customer price charges as a new agreement addition for billing reconciliation. These charges will be posted automatically within 24 hours following the provider's billing cut over date, provided that both your invoice and the customer's invoice are available in the platform. The displayed information should be reviewed; Select 'Accept’, if you agree with the reconciled data and believe it to be accurate else select 'Reject'.

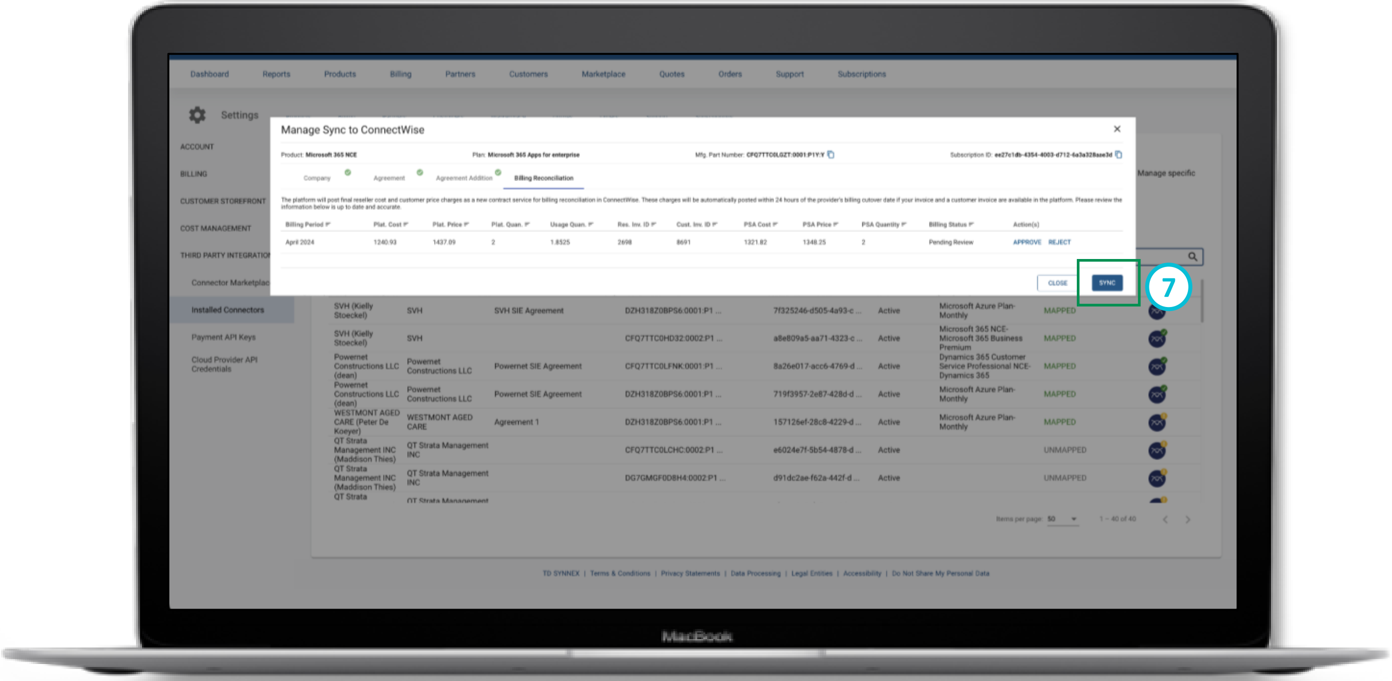


TD SYNNEX

Mapped Services

7. Select **Sync** to immediately sync your subscription mapping changes.

Note: During the synchronization, only the values for Units, Unit Price and Unit Cost are pushed from the platform to the PSA. All the other values, such as Extended Cost and Price, are derived within PSA itself. For more information on how these values are determined, please refer to the ConnectWise documentation.



TD SYNNEX

Notification Preferences

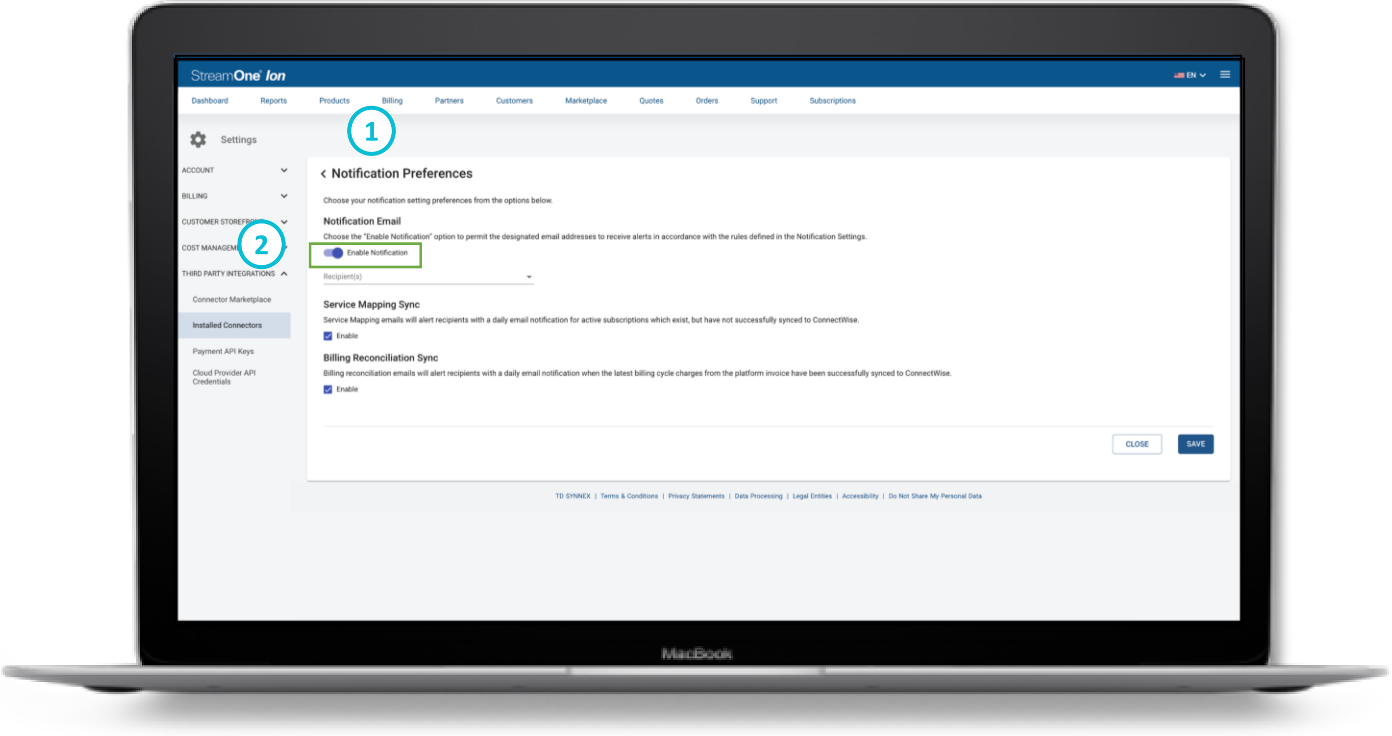
Users can choose to enable notifications and configure their **Notification Preferences**. It is recommended to enable notifications after the initial Customer, Product, and Service mapping is complete.

---

1. From the **Installed Connectors** page, under **ConnectWise**, select **Notification Preferences**.

---

2. To ensure you are being notified via email about any Service Mappings that are unmapped or failed and/or any changes to the status of the Billing Reconciliation that occur toggle the **Enable Notifications** on. This will send an automated email with a summary for auditing.



TD SYNNEX

Notification Preferences

3. Select one or more **recipients** from the dropdown. You can select any active user in your platform account as a notification recipient.

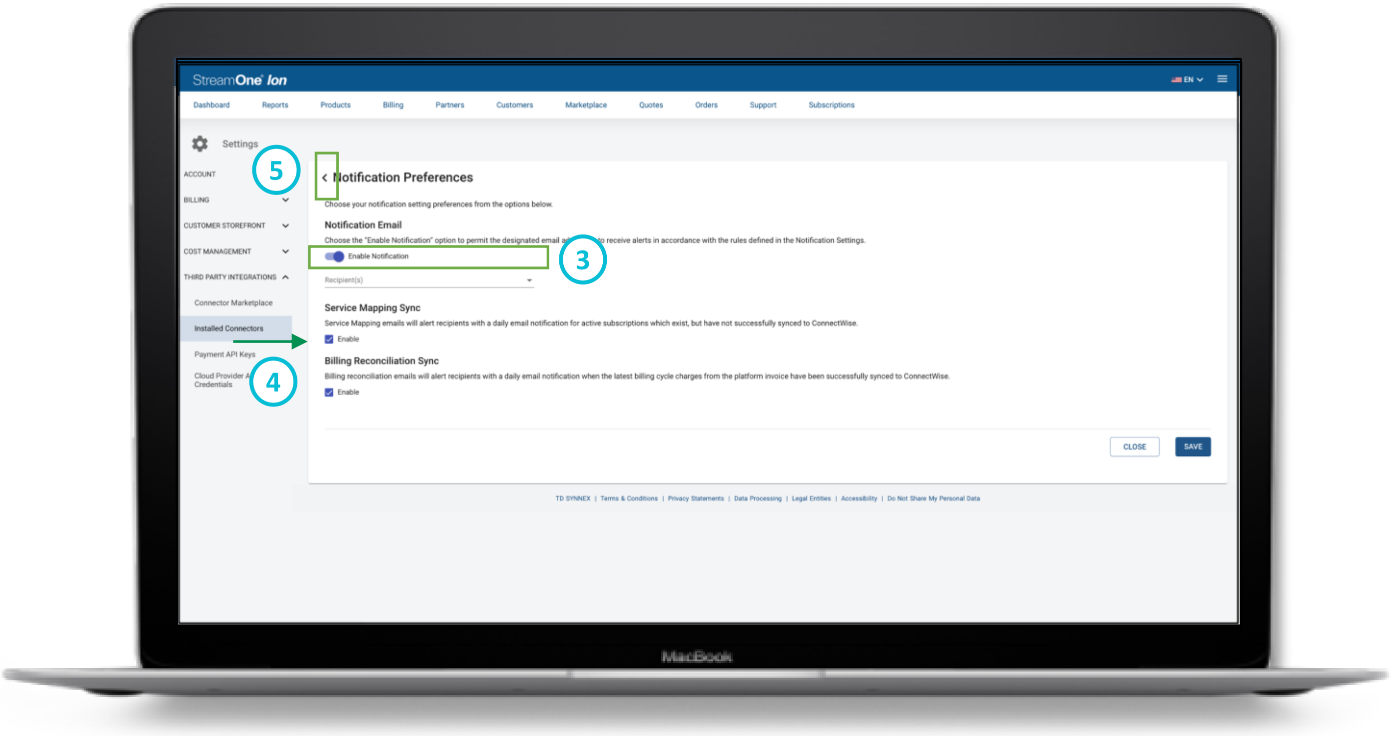
---

4. Select **Enable** for Service Mapping Sync and Billing Reconciliation Sync notifications. It is recommended to enable both, but they can be disabled at any time.

Select **Save**.

---

5. If finished, select the **return** button on the top left of the page to go to the Installed Connectors page.



Notification Preferences

This is an example of an email a user would receive if the option '**Service Mapping Sync**' was toggled on.

Template Name	Unmapped/Failed Services in PSA Connector
Template Description	Daily email sent to admin for unmapped/failed services in PSA Connector
Template Type	To-Admin
Template Toggle	OFF by default
Default Recipient	None. User defines the email recipient based on notification preferences within the connector. There can be more than 1 recipient, but the recipient will always be a user within that admin account.
Email Subject	Action Needed for Service Mapping in {PSAConnector}
Parameter Description	{CompanyName} – Account Name {CustomerOrg} – End Customer Company Name {PSAConnector} – New Parameter populated with the name of the installed connector (e.g. ConnectWise or Autotask). {PlanName} – PlanName of the product associated with the subscription {SubscriptionID} – The ID associated with the Subscription under Customer {MappingStatus} – The mapping status from Mapped Services

Notification Preferences

Email Body

Hello {CompanyName},

There are subscriptions in your account which require action to successfully sync with {PSAConnector}. Any subscriptions that remain in this status will not sync changes to {PSAConnector}, which may impact billing and invoicing. Please refer to the tables below for details.
You can update subscription mapping and manage your notification preferences under the Installed Connectors section in platform Settings.

Thank you!

Scenario 1 - Unmapped Subscriptions

Customer Name	Plan Name	Subscription ID	Status
{CustomerOrg} e.g. Dunco Fruit Supply	{PlanName} e.g. Office 365 E1	{SubscriptionID} e.g. ddab9e66-286e-4df6-d521-3333d9a693d5	{MappingStatus} e.g. Unmapped

Scenario 2 - Mapped Subscriptions with Sync Failures

Customer Name	Plan Name	Subscription ID	Status
{CustomerOrg} e.g. Dunco Fruit Supply	{PlanName} e.g. Office 365	{SubscriptionID} e.g. ddab9e66-286e-4df6-d521-3333d9a693d5	{MappingStatus} e.g. Failed

Notification Preferences

This is an example of an email a user would receive if the option ‘**Billing Reconciliation Sync**’ was toggled on.

Template Name	**Billing Reconciliation Sync**
Template Description	Daily email sent to Admin for billing reconciliation status change in PSA Connector
Template Type	To-Admin
Template Toggle	OFF by default
Default Recipient	None. User defines the email recipient based on notification preferences within the connector. There can be more than 1 recipient, but the recipient will always be a user within that admin account.
Email Subject	Billing Reconciliation Status Synced in {PSAConnector}
Parameter Description	{CompanyName} – Account Name {PSAConnector} – New Parameter populated with the name of the installed connector (e.g. ConnectWise or Autotask). {Subscription ID} – Subscription ID {BillingReconciliationStatus} – Status of the invoice’s billing reconciliation

Notification Preferences

This is an example of an email a user would receive if the option '**Billing Reconciliation Sync**' was toggled on.

Email Body

Hello {CompanyName},

There are subscriptions in your account that have changed in billing reconciliation status. Please refer to the table below.

Thank you.

Subscription ID	Status
{SubscriptionID} e.g. ddab9e66-286e-4df6-d521-3333d9a693d5	{BillingReconciliationStatus} e.g. Synced

Note: Please note that these email templates cannot be altered and will be sent automatically once a day when the options are enabled.

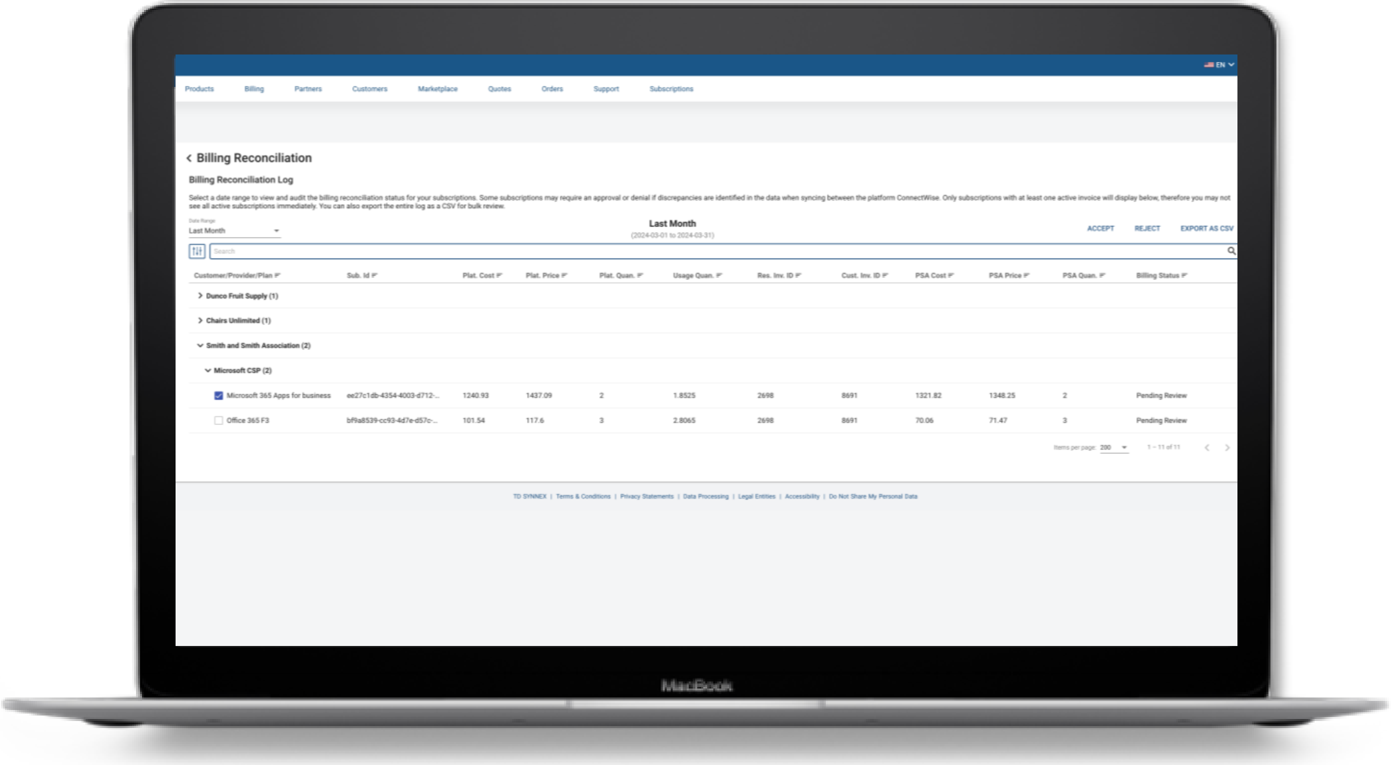
Billing Reconciliation

TD SYNNEX

Overview

The global and on-demand PSA sync enables users to bill customers upfront based on real-time pricing and proration. However, it's important to recognize that the final charges may vary due to the provider's billing logic and credits or charges posted by your distributor. In instances where usage-based pricing models are applied, the final consumption reflects the actual usage by the customer over the specified billing period. To address potential disparities, the PSA Connector integrates a feature known as the **Billing Reconciliation Sync**, facilitating the posting of final cost and price charges for reconciliation within the PSA.

Note: Slight variations in values may arise when configuring proration of subscriptions in the platform vs. the PSA.



TD SYNNEX

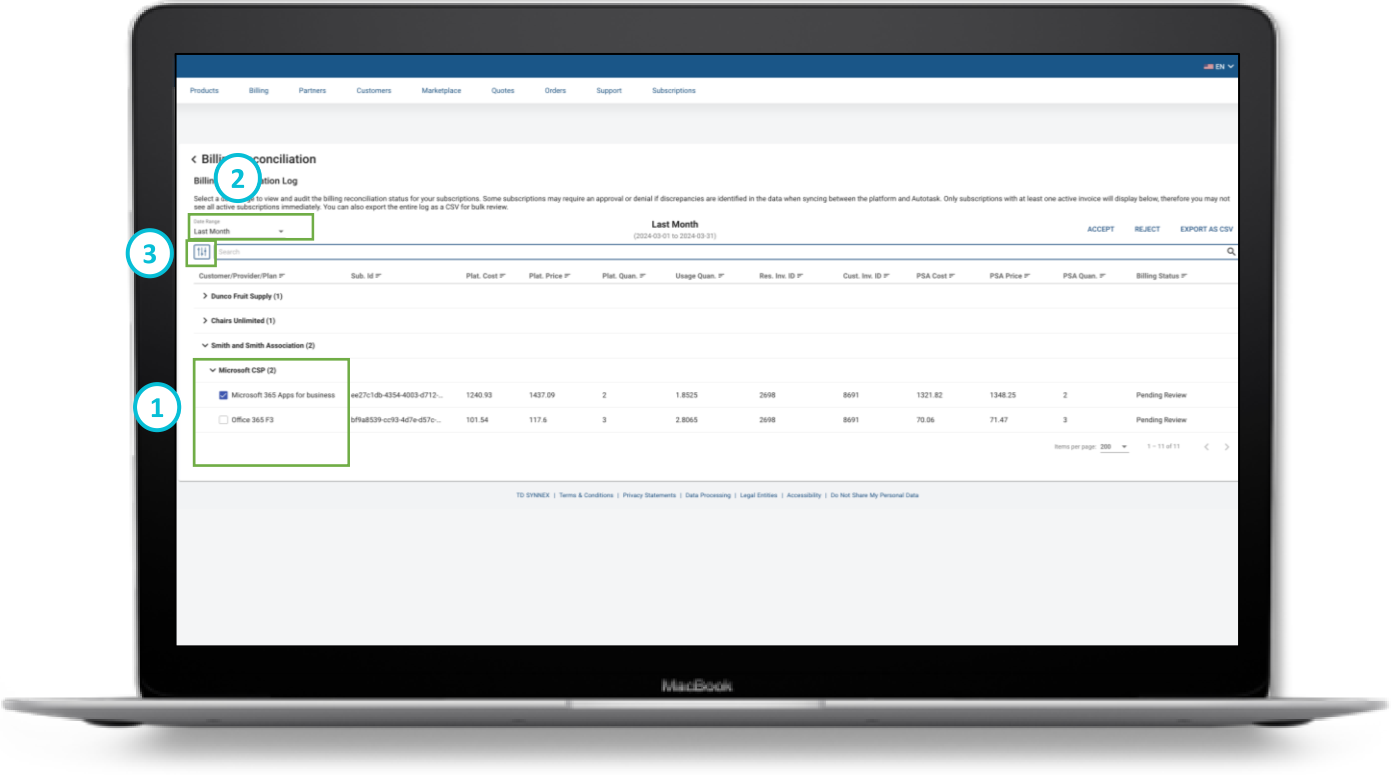
Overview

To check the **status** of billing reconciliation sync for subscriptions you need to go to the **Installed Connectors** page, navigate to **ConnectWise**, and then select **Billing Reconciliation Log**.

1. **Reviewing Subscriptions**: The log displays a list of customers. Click on the 'Customer/Provider/Plan' name to expand and view subscription details. Review the information provided for cost, price, quantity, and status.

2. **Date Range Filter**: At the top of logs, you can select a date range to filter the displayed subscriptions. By default, it may be set to 'Last Month', but you can adjust this to view different periods, as necessary.

3. **Status Filter:** Next to search bar, you can filter the page by billing status.



TD SYNNEX

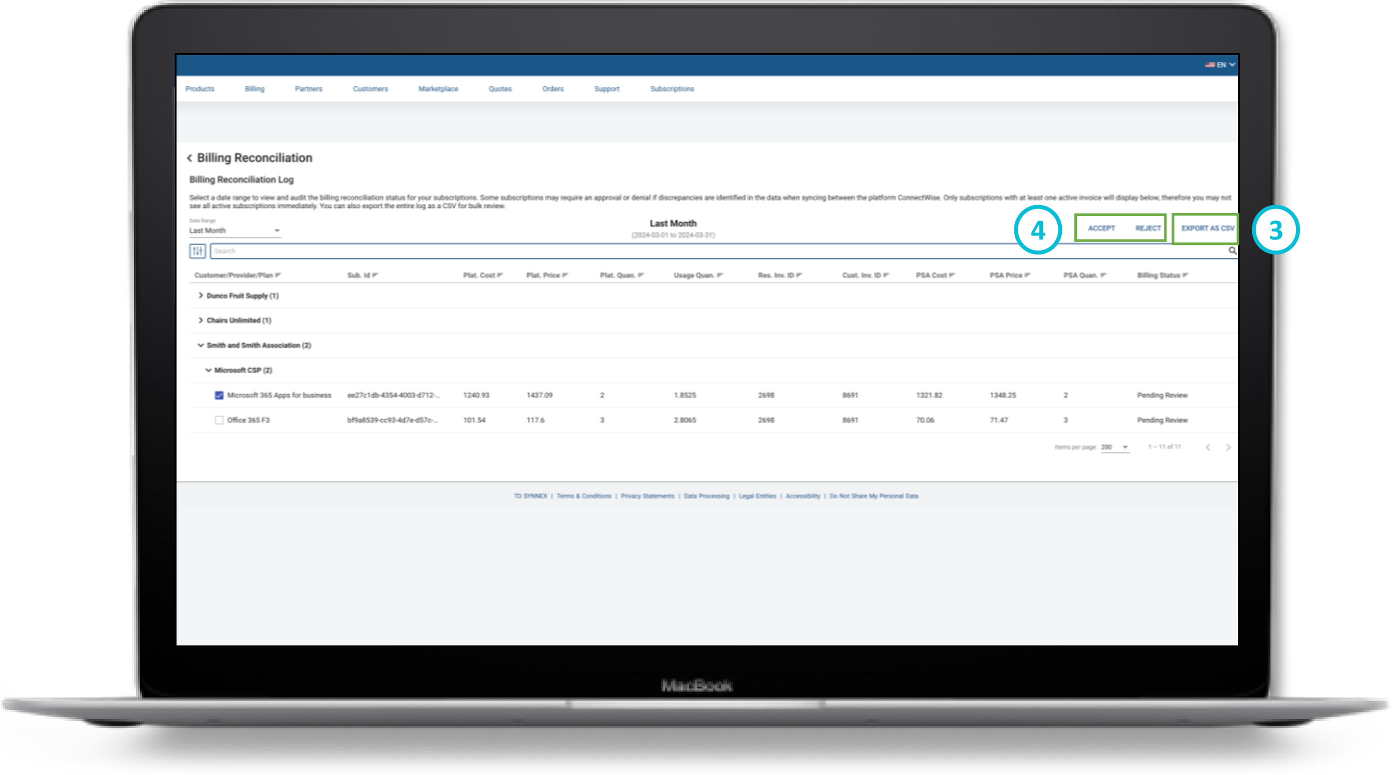
Overview

4. **Export as CSV**: For bulk processing or external review, you can export the entire reconciliation log for the selected date range as a CSV file by clicking the **'EXPORT AS CSV'** button.

---

5. **Accept/Reject:** Some subscriptions may require your approval or denial if discrepancies are detected during the synchronization process.

- If a subscription's status shows as '**Pending Review**', it indicates a potential discrepancy.
- To make a decision, select the **checkbox** located on the left-hand side of the subscription.
- Select **'Accept**', if you agree with the reconciled data and believe it to be accurate. This will push the cost and price, but <u>not</u> the quantity, to the PSA.
- Select **'Reject**', if you believe that data is not accurate.



TD SYNNEX

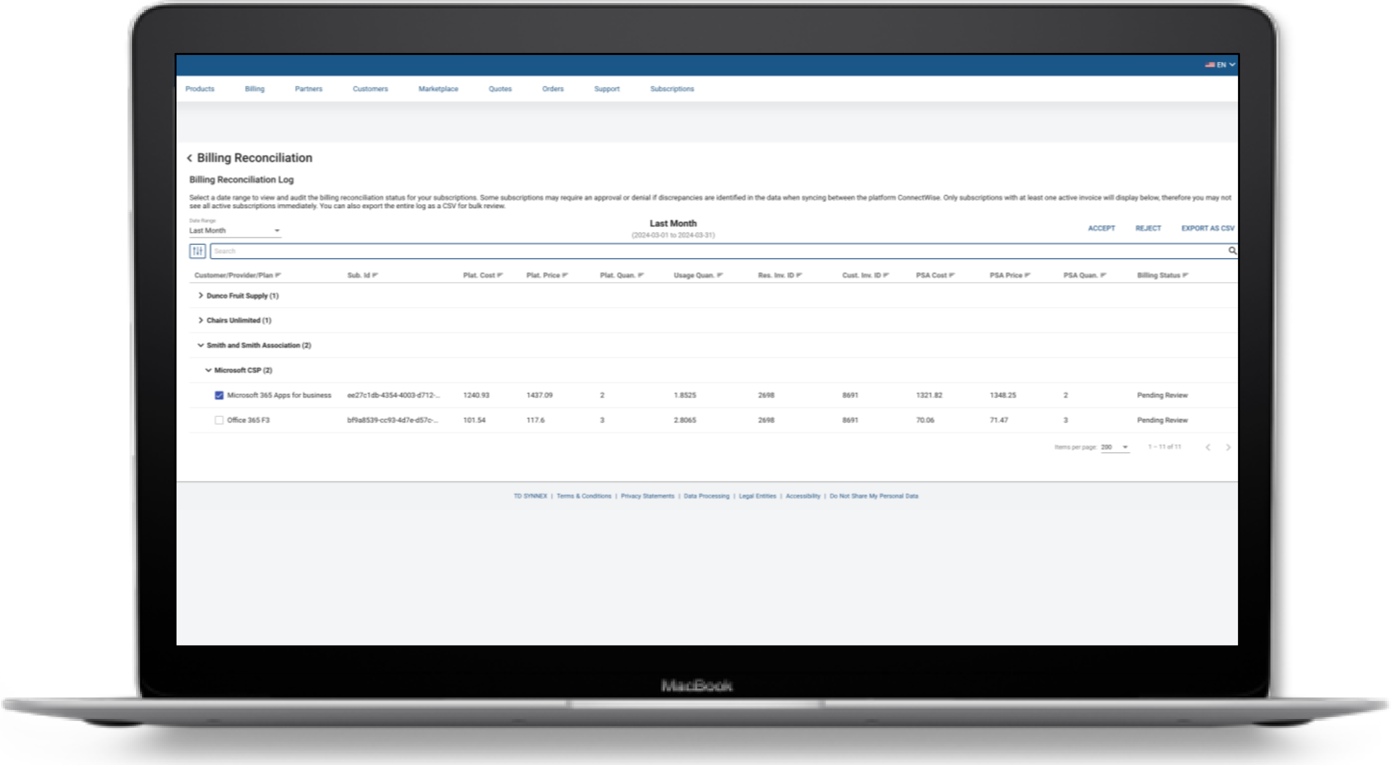
Overview

The PSA quantity, cost and price values will be pushed daily as a part of the daily sync at 12AM UTC. Once the addition is invoices in the PSA, the PSA will not accept updates to the values.

Note: For SaaS based subscriptions, when accepting the reconciliation, the system will post the **Delta Cost** and **Price** in the new addition line item in the PSA.

Note: In the billing reconciliation log, the platform charges may show with additional charges in an amalgamated line item.

Note: The **Plat. Quan.** column will display the quantity of the subscription from the last billing period while the **Usage Quan.** column will display the billed usage quantity, giving further insight into the proration (if applicable).



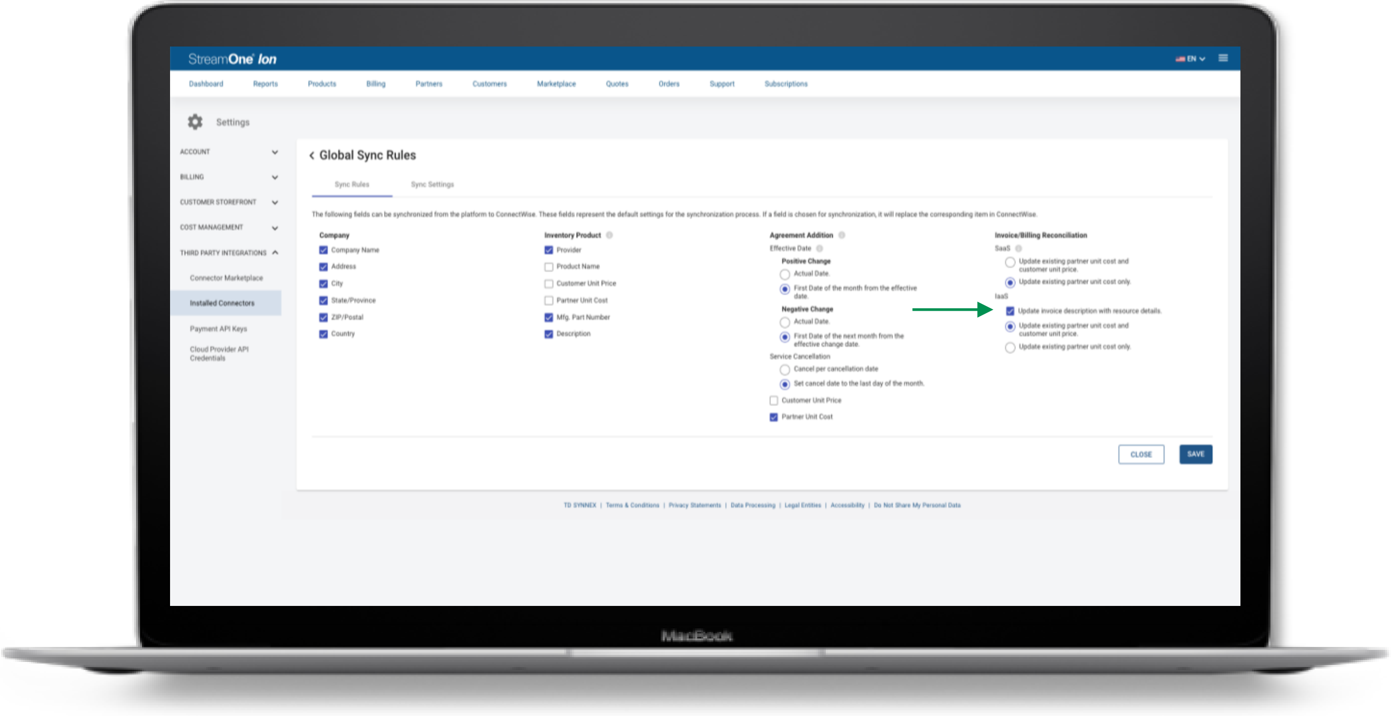
TD SYNNEX

Overview – IaaS Subscriptions

For IaaS subscriptions:

Consumption data can only be calculated once the invoice has been generated in the platform. Until then, the platform, nor the PSA, has any values for the pricing columns. Since the act of Billing Reconciliation is **mandatory** for all consumption-based subscriptions, it is an important pre-cursor to invoicing which the user must complete every month.

Global Sync Rule for Detailed Invoice: The "**Update Invoice description with resource details**" sync rule option is enabled by default and is recommended to keep it selected so consumption data is populated in the invoice description on the PSA side.



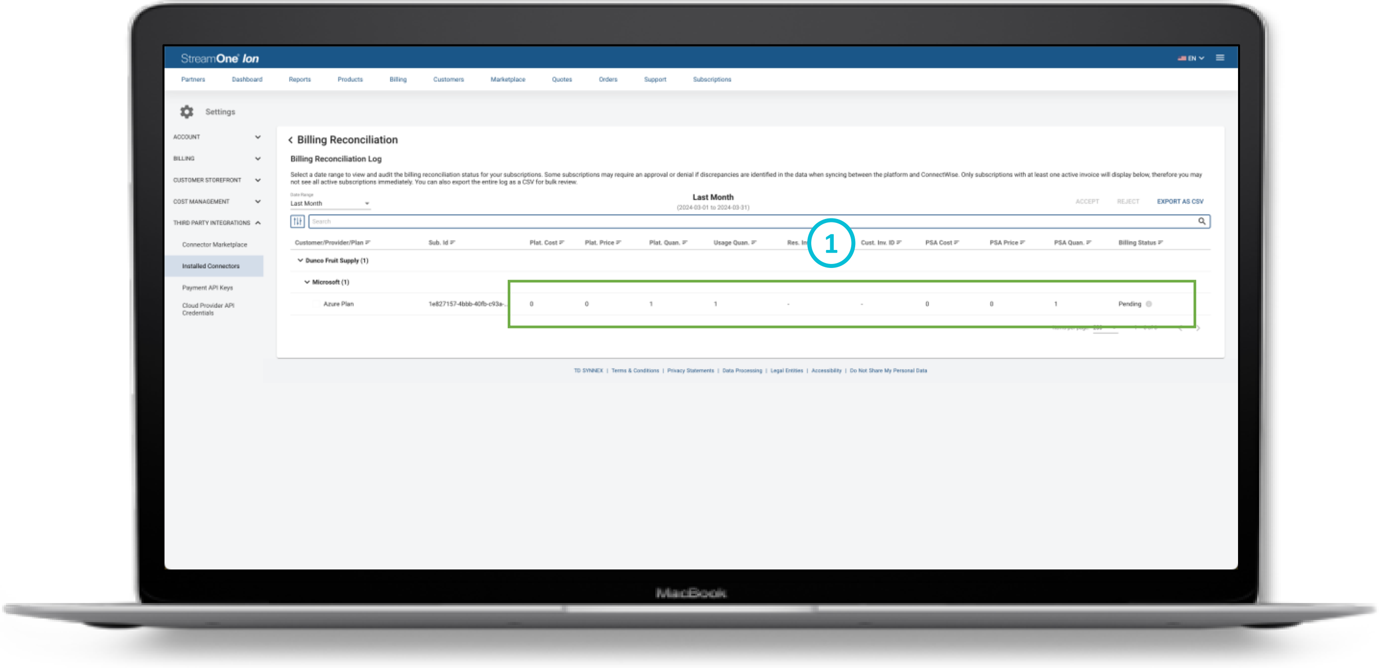
TD SYNNEX

Overview – IaaS Subscriptions

1. Prior to Invoice Generation

Before the invoice is generated, the **Platform Cost** and **Price** are populated as 0 on both the Platform and PSA sides. This means that no usage data has been posted yet. At this stage, the **Billing Status** will be in the **Pending** state as the platform is awaiting the usage data to be posted for generating the invoice.

Note: The PSA Quantity for IaaS will always be 1, both on the platform and PSA sides.



TD SYNNEX

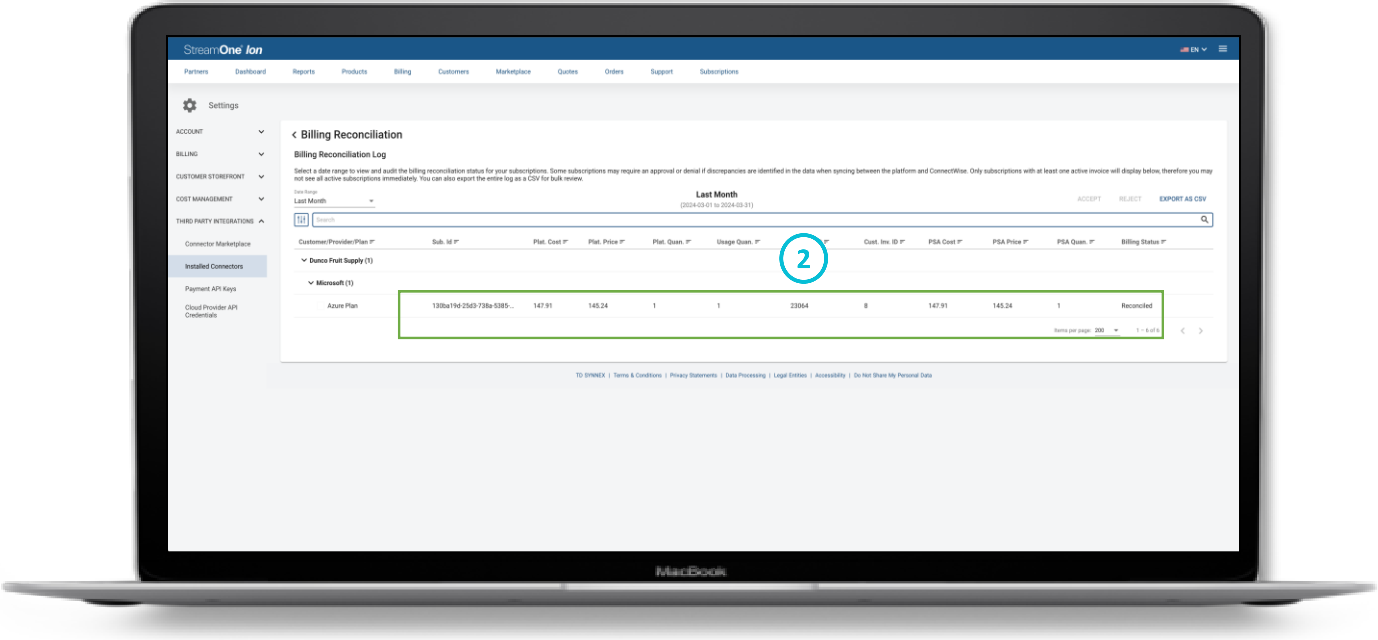
Overview – IaaS Subscriptions

2. **Post Invoice Generation**

Once the invoice is generated, the **Platform Cost** and **Price** are populated based on the actual usage data and the **Billing Status** will jump into **Pending Review** state. At this stage, there is a decision point where the user must either **Accept** or **Reject** the updated data.

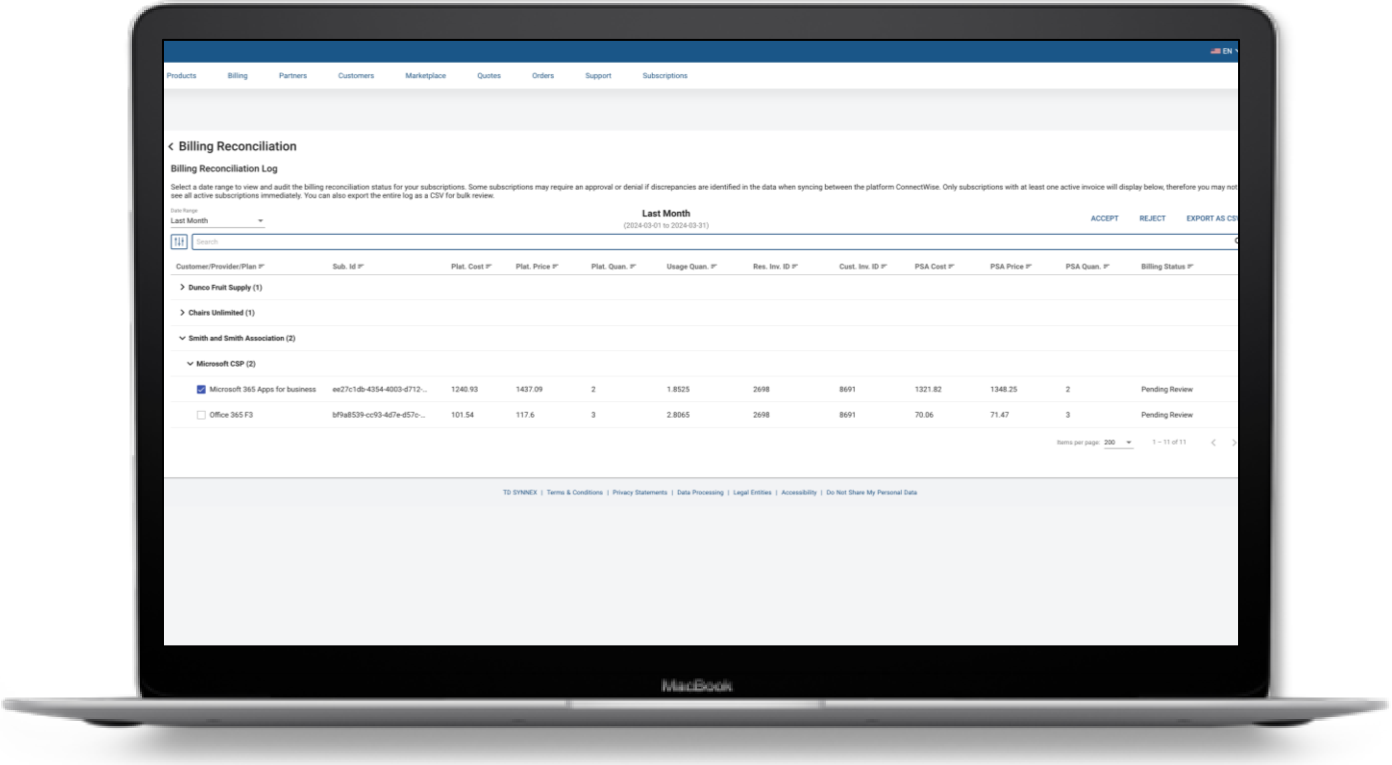
If the user Accepts, it signifies acknowledgment and approval of the invoiced data and updates the PSA values.

If the user Rejects, it indicates that there may be discrepancies or issues that need to be addressed.



Billing Cycle Alignment and Cutover

The billing reconciliation sync follows a distinct schedule compared to the product, customer, and service mapping. The billing reconciliation sync aligns with the billing cycle of each provider. The invoice reconciliation sync initiates on the billing cutover date specific to each provider. It's crucial to note that this single billing cutover date uniformly applies to all subscriptions associated with the specific provider.



TD SYNNEX

Billing Cycle Alignment and Cutover

This table provides the billing cutover start date and end date for different providers, applicable for processing the invoices for the previous month's billing cycle:

Provider ID	Provider Name	Billing Cutover Start Date	Billing Cutover End Date
2	Google Cloud Platform (GCP)	6th	21st
1	Amazon Web Services (AWS)	6th	21st
3	Azure Legacy	6th	21st
28	Microsoft Modern Workplace (MMW)	10th	25th
30	Microsoft CSP	10th	25th
19	Generic Web Service (GWS)	6th	21st
32	Sophos	6th	21st

For example, for the **January** billing cycle, these dates are specified for the below providers:

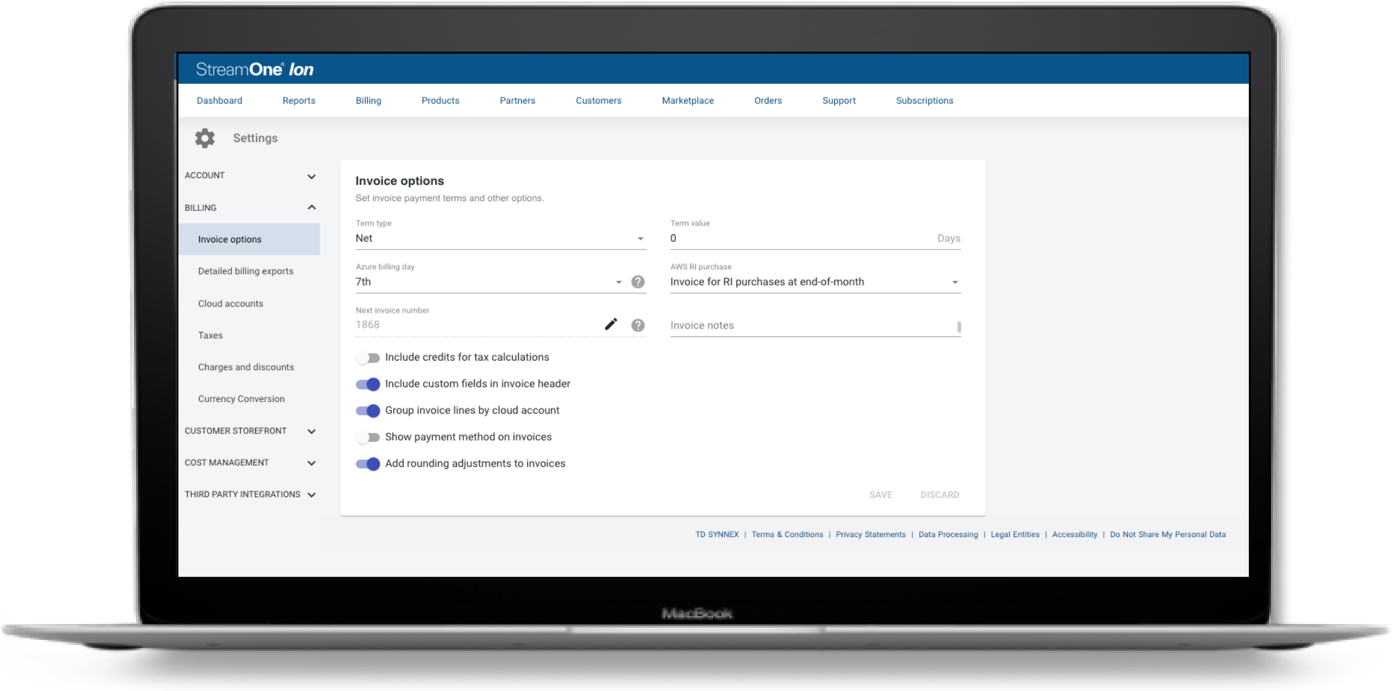
- For Google Cloud Platform (GCP): Billing Cutover Date is February 6th, and the Cron stops checking on February 21st.
- For Microsoft Modern Workplace (MMW): Billing Cutover Date is February 10th, and the Cron stops checking on February 25th.

TD SYNNEX

Prerequisite – Invoice Data Availability

The billing reconciliation sync posts final cost and price data from invoices generated within the platform. Before final charges can be synchronized with the PSA, make sure that invoices for both the reseller and end customer are successfully generated for the specified provider and billing period within the platform.

A key prerequisite involves configuring invoices with the "**Group invoice lines by cloud account**" setting being enabled. This setting can be accessed and modified under **Settings > Billing > Invoice Options**. Failure to activate this setting could prevent the billing reconciliation sync's ability to accurately map final charges to the corresponding agreement additions within the PSA.



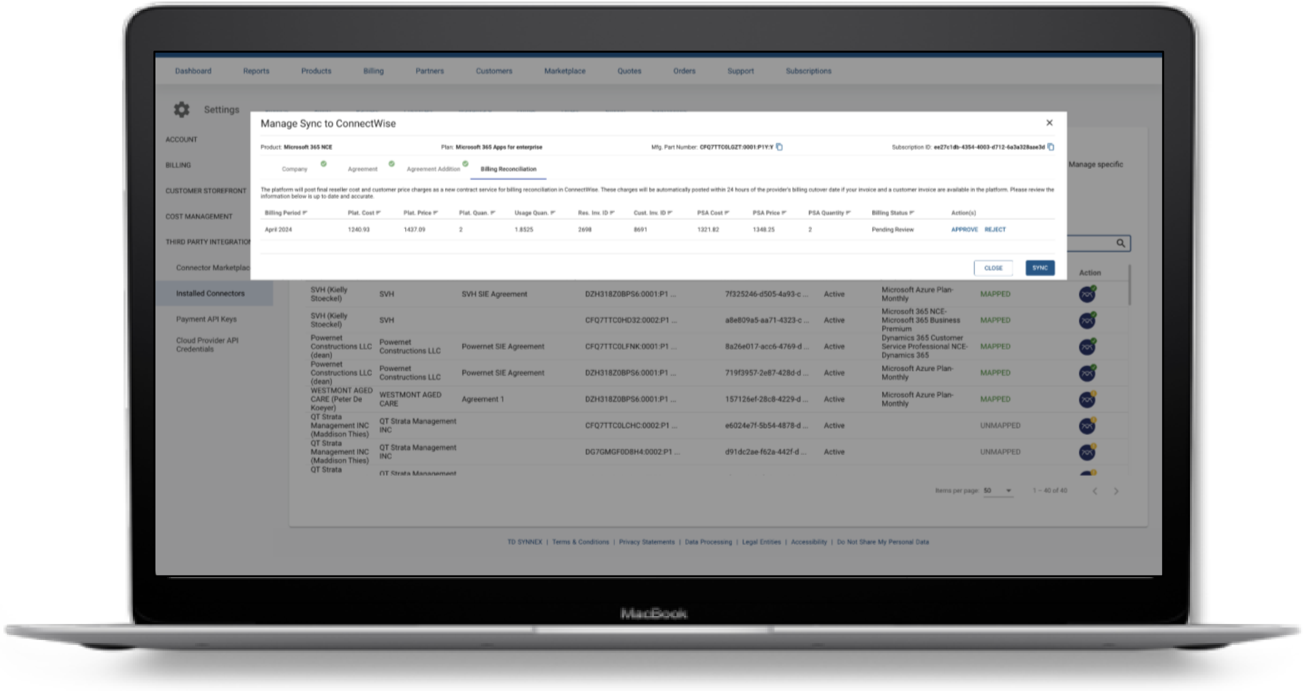
TD SYNNEX

Sync Frequency and Status

The platform initiates the process of checking for available invoice data to sync to PSA on the provider's billing cutover date. This check occurs daily for up to 15 days post the billing cutover date. Upon the availability of both reseller and customer invoice data for a mapped subscription, the PSA connector initiates a sync operation and updates the cost and price data for the corresponding mapped agreement addition within the PSA.

To check the **status and review** the billing reconciliation sync for each subscription within the platform, follow these steps:

From the **Installed Connectors** page, navigate to **ConnectWise**, and then select **Mapped Services**. Once there, proceed to the **Billing Reconciliation** section to access the relevant information about the sync status for each subscription.



TD SYNNEX

Sync Frequency and Status

This table below provides information about different statuses in the billing reconciliation sync process, along with their definitions, reasons, and recommended actions to address any issues:

<table>
<tr><th>Status</th><th>Definition</th><th>Type of Reason</th><th>Actions to Remediate</th></tr>
<tr><td rowspan="3">Pending</td><td rowspan="3">The billing cutover date has passed but reseller and/or customer invoice data is not yet available for that subscription.</td><td rowspan="2">Missing Reseller Invoice: Your invoice has not yet been generated. Please contact your partner for support.</td><td>Contact partner for support if reseller invoice is delayed.</td></tr>
<tr><td>Generate invoices in the platform for customers if customer invoice is delayed.</td></tr>
<tr><td>Missing Customer Invoice: No customer invoice exists for this billing period. Please generate a customer invoice to sync.</td><td>Platform will re-attempt billing reconciliation sync daily for up to 15 days after billing cutover date.</td></tr>
<tr><td>Failed Review</td><td>Invoice has been generated but failed to get contract service units.</td><td>Invoice has been generated but unable to fetch the PSA contract service values for doing the comparison between the platform and PSA.</td><td>Contact partner for support.</td></tr>
<tr><td>Pending Review</td><td>A sync has been attempted, but a discrepancy in price or quantity has been identified between the platform and PSA.</td><td>Discrepancies were detected in the data between the platform and the PSA. Once approved, a new line will be created for this change and the sync will retry.</td><td>Review and approve discrepancy. Once approved, the sync will retry.</td></tr>
<tr><td rowspan="2">Reconciled</td><td>Charges from platform invoices have successfully posted to PSA for that subscription / billing period.</td><td>N/A</td><td rowspan="2">No further action required at this time.</td></tr>
<tr><td>Subscription under 'Pending Review' has been reviewed, and the user has accepted it.</td><td>Accepted Due to No Discrepancy: The data has been reviewed and found to be accurate.</td></tr>
<tr><td>Rejected</td><td>A 'Pending Review' subscription has been reviewed and the user has rejected it.</td><td>Rejected Due to Discrepancy: The data has been reviewed and found to be not accurate.</td><td>No further action required at this time.</td></tr>
<tr><td>Failed</td><td>Billing reconciliation sync failed to post invoice charges to PSA.</td><td>Invoice data is available, and the sync was attempted, but the attempt to post to PSA was unsuccessful.</td><td>The error message from sync attempt will display to support remediation.</td></tr>
</table>

Managing the PSA Connector

PSA Connector Shortcut - Subscriptions

PSA Connector Shortcut - Customers

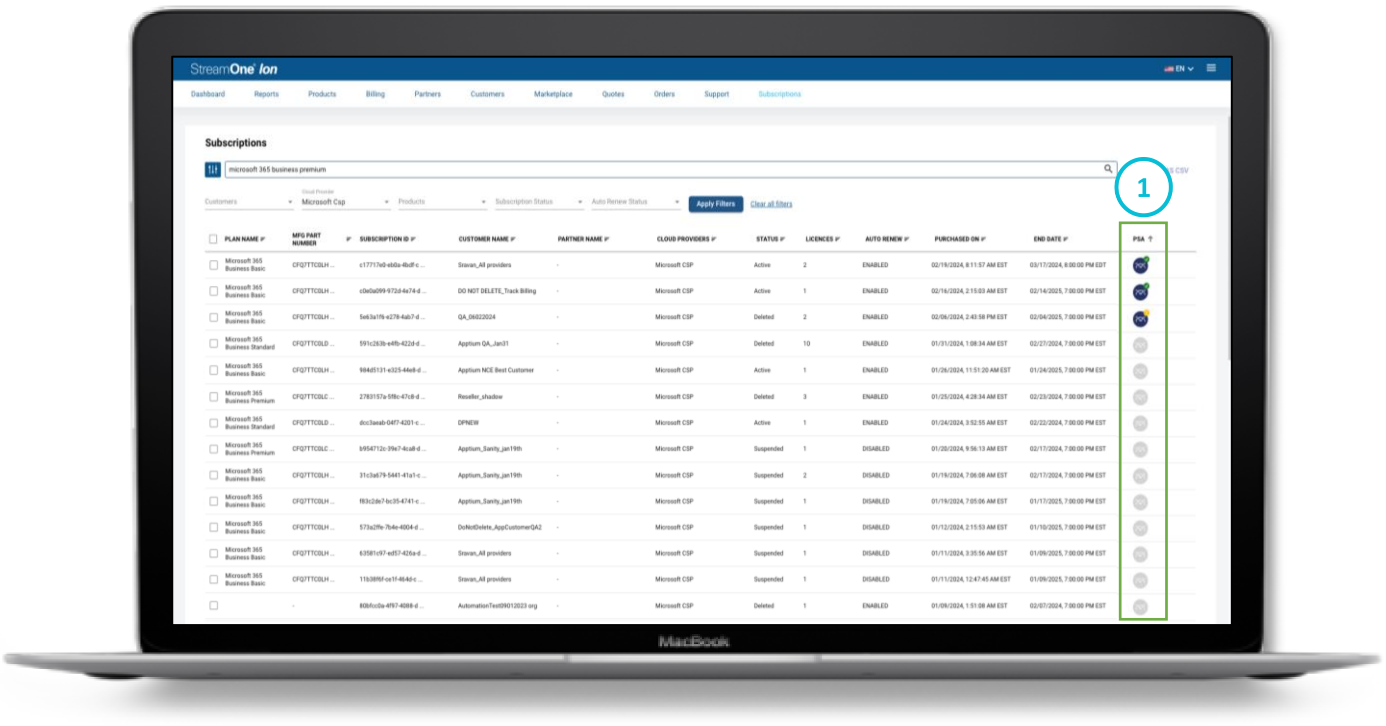
TD SYNNEX

PSA Connector Shortcut – Subscriptions

After the initial product and customer mapping is complete, you can view the PSA Connector Health of a given subscription directly from the Subscriptions module in the platform. A PSA Connector icon displays the mapping and sync status of each subscription and offers a shortcut to view and change the service mapping.

1. In the **Subscriptions module**, select the **subscription** you want to map. You can either click the PSA icon to directly view the connector mapping, or double click the subscription to view details including the connector mapping.

Note: Users can check the status of the PSA from the list. A greyed-out PSA icon indicates an **unmapped** subscription, a green tick signifies **successful** mapping, and a yellow warning PSA icon indicates an **error** with the subscription.



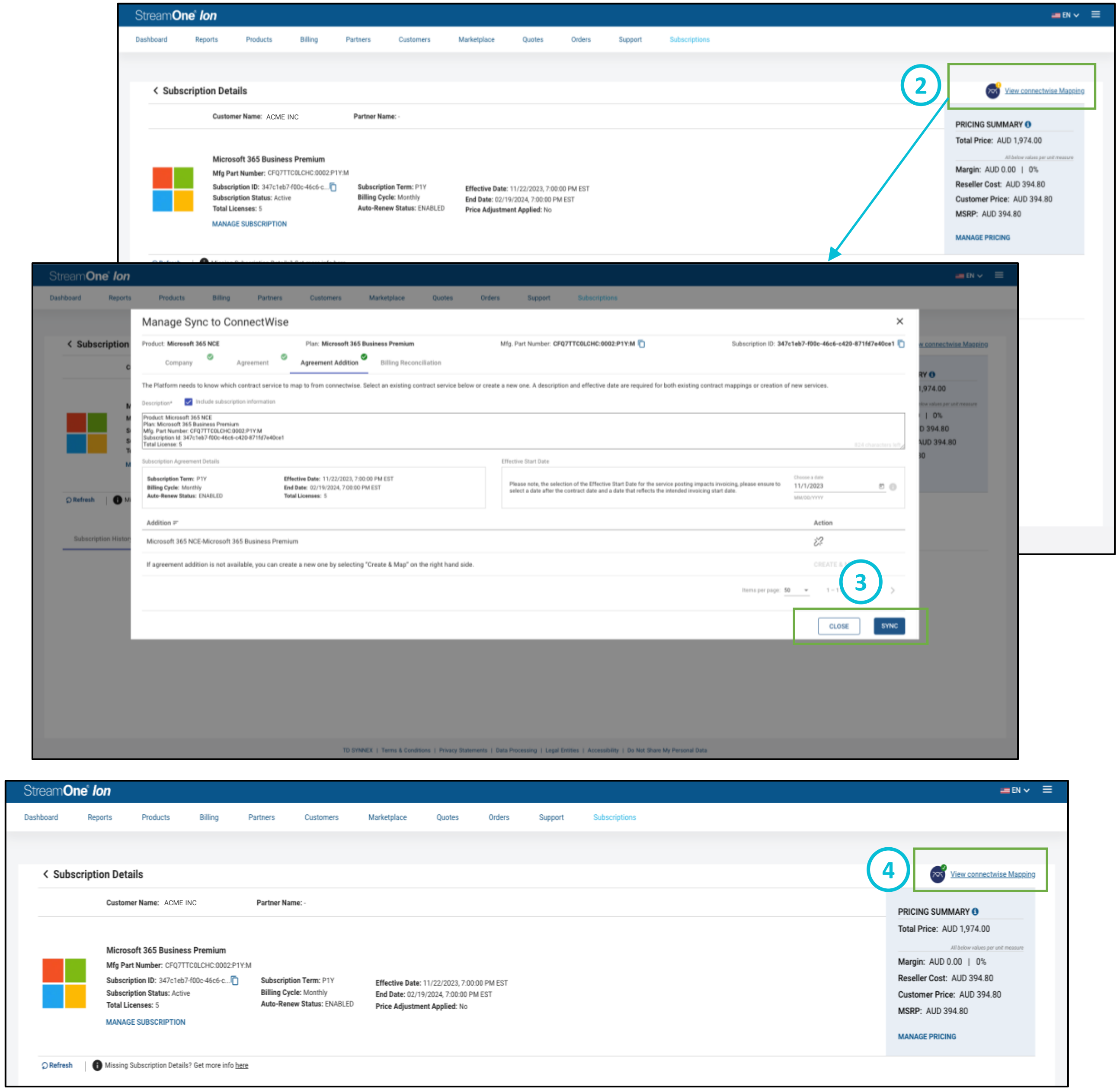
TD SYNNEX

PSA Connector Shortcut – Subscriptions

2. Click on **View Connection Mapping** located at the top right corner to review or modify the mapping for that subscription.

3. Review or modify the ConnectWise mapping for the selected subscription. Select **Sync** to reflect your changes or **Close** if no changes were made.

4. The PSA Connector shortcut icon will update to reflect the new mapping status.

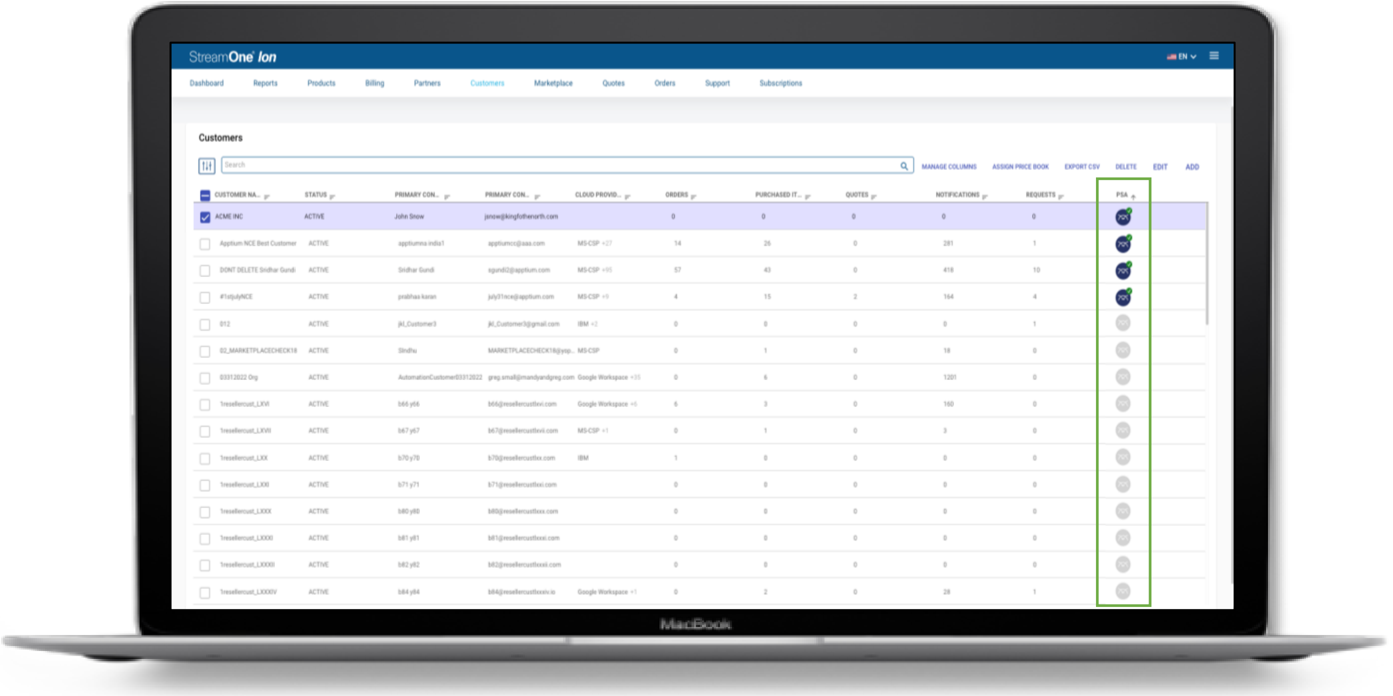


TD SYNNEX

PSA Connector Shortcut – Customers

You can also view the PSA Connector Health of a given customer directly from the Customers module in the platform.

1. In the **Customers module**, select the **customer** you want to map. You can either click the PSA icon to directly view the connector mapping, or double click the Customer to view details including the connector mapping.

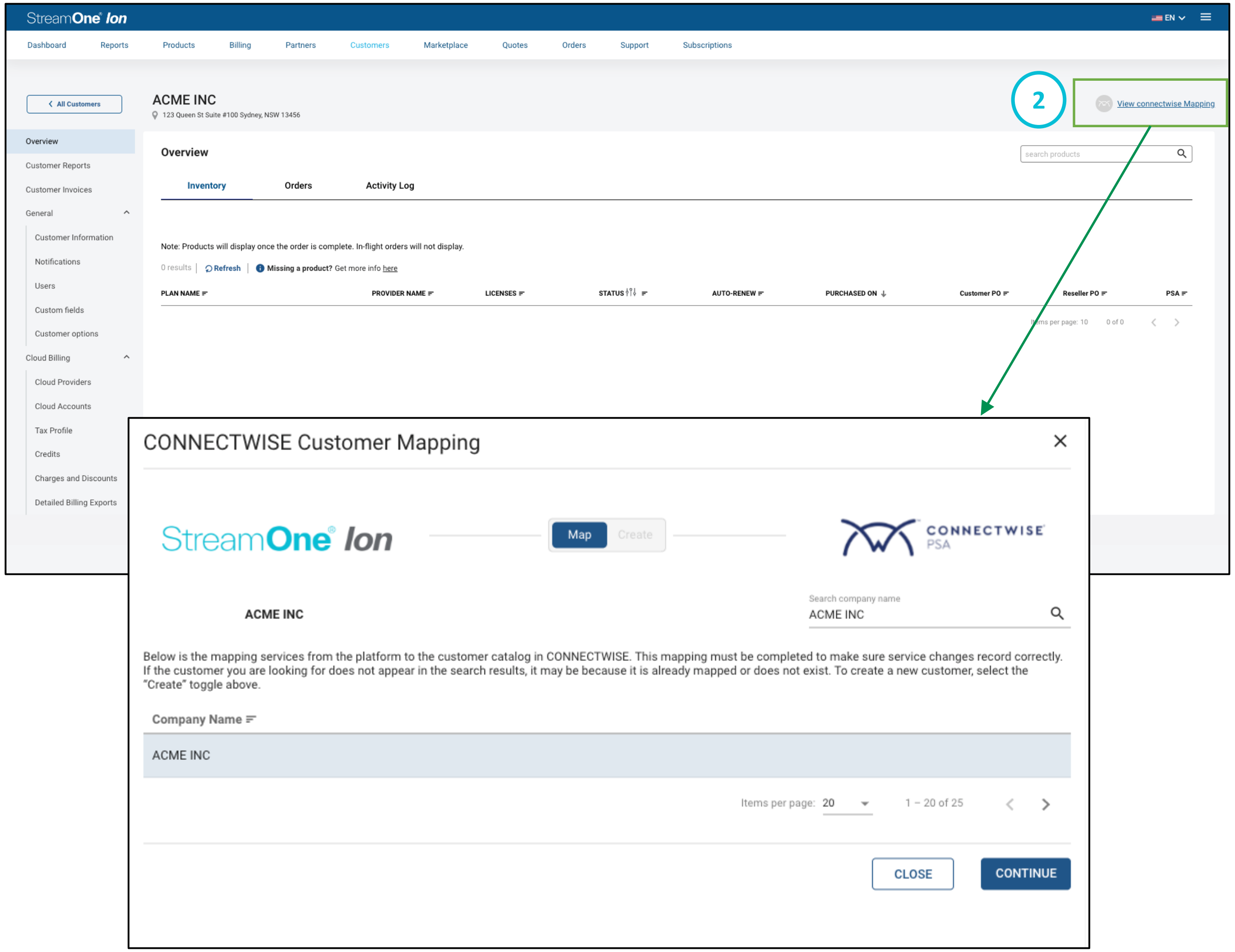


TD SYNNEX

PSA Connector Shortcut – Customers

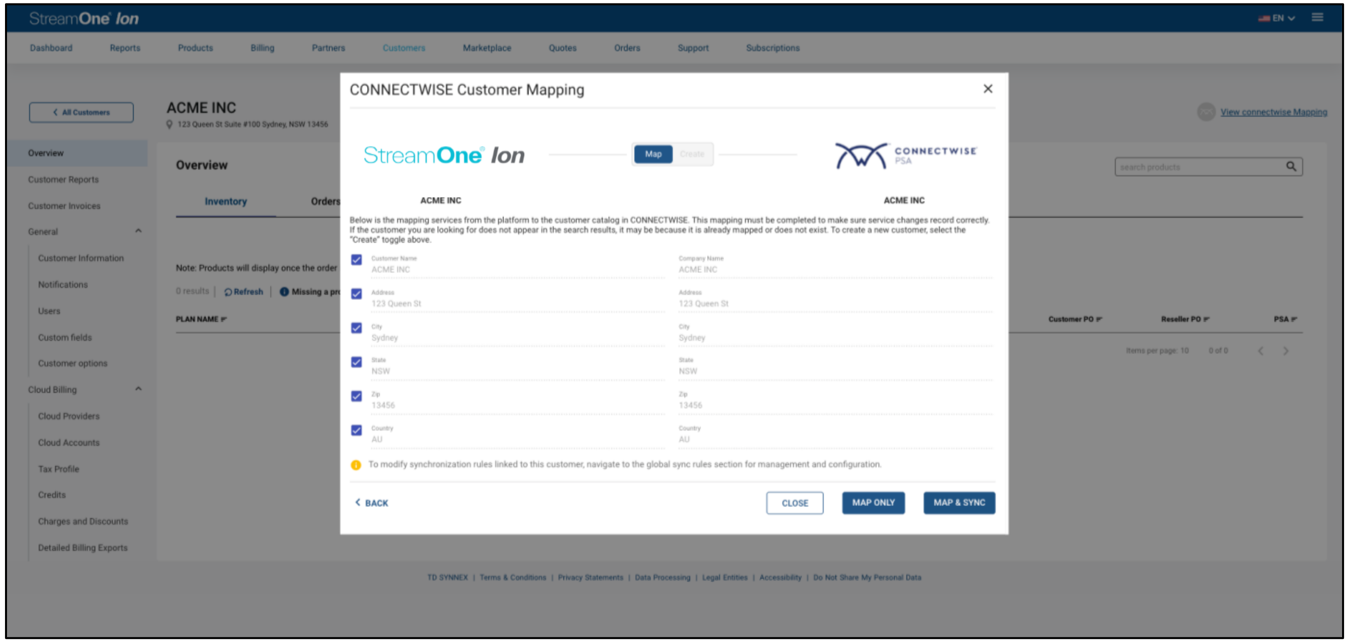
2. Click on **View Connection Mapping** located at the top right corner to review or modify the mapping for that customer.

3. Review or modify the ConnectWise mapping for the selected customer. Select **Sync** to reflect your changes or **Close** if no changes were made.

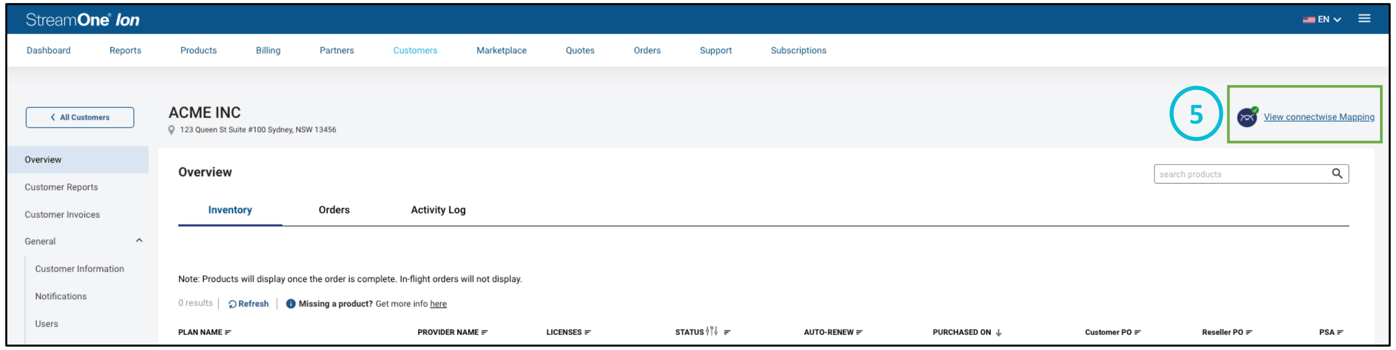


PSA Connector Shortcut – Customers

4. You have the option to **Map Only** or **Map & Sync**. Map & Sync will trigger a real-time update to the PSA and is recommended for any time-sensitive changes. Map Only option will sync to PSA in the next Global Sync.



5. The PSA Connector shortcut icon will update to reflect the new mapping status.



Conclusion

This marks the completion of the installation and configuration of your connector. With all the necessary steps fulfilled, the connector is now fully set up. We thank you for choosing Apptium for your cloud solutions!

Apptium recognizes that questions, feedback, or the need for further support may emerge during or following the setup process. To address any concerns, Apptium's dedicated team is readily available for assistance. Contact can be made through support@apptium.com or by raising a support ticket through your service desk.

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