

Integrator - Customer Conversions

The Integrator features a setting called 'Send Customer Conversions'. When this setting is enabled and a Send Changed of 'Customer Master' is in progress, the integrator queries the Pronto deb-conversion table and writes all records to the web's Customer Conversion table. Following this event, if actual data was sent, a web service is called which takes any records which haven't previously been processed and updates all relevant tables to the new Customer Codes.

This will ensure that if debtor codes are converted in PRONTO, the user IDs and associated functionality will be updated with the new debtor code.

Step-by-step guide

To Enable 'Send Customer Conversions' on Integration:

1. Open the Integrator client.
2. Click the **'Advanced'** tab.
3. Tick the box against the setting labelled **'Send Customer Conversions'**.
4. Click **'Apply'**, then **'OK'**.
5. To apply the setting immediately, stop and restart the integrator (otherwise the integrator will restart overnight and the setting will be applied the next day).

The screenshot shows the 'Advanced' tab of the Integrator client. The 'Send Customer Conversions' checkbox is checked and highlighted in yellow. Other settings include 'Live Pricing/Availability' and 'Live Call Compression Threshold'.

Serial Number Import

- ☐ Enable serial number import from file
- File Prefix:

Other Settings

- Alternate Product Category Field:
- Alternate Sort Code:
- Invalid Condition Codes (default: DIYNT):
- Default Country:
- System Table Types to Send:
- Order Shipped Statuses:
- Reviewed Quote Field:
- Order Delivery Email Address Set Field:
- Order Integration Multiline Query:
- Live Call Compression Threshold (bytes):
- Get New Orders Timeout: minutes (0 = no timeout)
- ☐ Check Invoice Reprints
- ☐ Check Statement Reprints
- ☒ Preserve Product Data
- ☐ Single Stock Price Query
- ☐ Include Bill of Materials Notes
- ☐ Show 'Send Custom Programs' Button
- ☐ Integrate Pronto Custom Periods Always
- ☐ Do not Integrate Blank Custom Notes
- ☐ Integrate Order Comments As Note Lines
- ☐ Send Reviewed Quotes
- ☒ Enable Customer Product Mappings
- ☐ Integrate warranty claims
- ☐ Integrate Supplier Invitations
- ☐ Integrate Bonus Stock
- ☐ Integrate Changed Backorders
- ☒ Log Integrator Events On Web
- ☒ Custom Program Before Order Confirm
- ☒ Custom Program Before Send
- ☐ Always Send Bill of Materials
- ☐ Bulk Integrate Custom Notes
- ☐ Once-off Web Quote Upload
- Archive Orders From Override Date:
- Online Receipting Fields:
- Address Validation Field:
- File Upload Filename Character Mapping Settings
- ☐ Enable
- Escape Character:
- Mappings:
- ☒ Send Customer Conversions
- ☐ Send Stock Pricing Iteratively
- ☐ Use Archive Orders From Override Date
- ☐ Use Pronto Trans Pay By Date
- ☐ Integrate CSSBank SiteID with Receipts
- ☐ Disable Send of Picture Notes
- ☐ Include Suffix When Loading Receipts

Live Pricing/Availability

- ☒ Enable Live Pricing/Availability Listener
- ☐ Enable verbose logging
- ☐ Enable ERP Listener 9801
- HTTP Port:
- ERP Polling Interval: mins
- Test Pricing (Integrator needs to be running in foreground mode)
- Product: Warehouse:
- Customer: Quantity:
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The following CSSApp needs to be set up for this functionality to work: processpendingcustomerconversionrecords <dsn>.

Related articles

- [MS Active Directory Setup Guide](#)
- [Cost Centres](#)
- [Force User to Select Customer Upon Login](#)
- [Assign Multiple Customer Accounts to a User](#)
- [Settings and Functions Available in the PRONTO Order and Receipt Import Program](#)