

PrestaShop

SugarCRM CE

(Community Edition Only)

Integration

Guide

Version 1.0
By

Lim Tee Chert

23 June 2012
(last updated on: 16 December 2012)

Purpose :

This is A Release for **PrestaShop SugarCRM CE (Community Edition Only)** Integration Guide. Before you proceed, please setup SugarCRM CE in document at **SugarCRM CE- Plugin Installation.pdf**

The purpose of this PrestaShop SugarCRM CE is to provide data synchronization between Customers, Contacts, Categories, Currencies, Products, Newsletter and Sales Invoice. This is a 1-way synchronization from PrestaShop into SugarCRM CE.

Compatible:

No	Software	Version
1.	PrestaShop	1.4.5.x / 1.4.6.x / 1.4.7.x / 1.4.8.x / 1.4.9.x / 1.5.0.x / 1.5.1.x / 1.5.2.x
2.	SugarCRM CE	6.4.x / 6.5.x

DISCLAIMER:

USE AT YOUR OWN RISK. WE DO NOT ISSUED ANY WARRANTY FOR THIS PLUGIN. THE LICENSE IS GRANTED FOR SINGLE DOMAIN ONLY. IF YOU NEED TO DEPLOYED IN SECOND DOMAIN, YOU NEED TO BUY ANOTHER LICENSE FROM US.

We assume that you have setup and configure according to the documentation below

1. CartBooksSync Integration Suites Installation Guide
2. CartBookSync SugarCRM CE Plugin Installation

Table of Contents

How To Configure sugarprestashopsync For PrestaShop.....	4
PrestaShop Data Sync Suites Setting.....	6
Installing CartBooks SugarCRM PrestaShop Module.....	7
How To Configure SugarCRM In PrestaShop.....	8
First Time Synchronization.....	13
Setting Up Cron Jobs.....	14
Sync Currency to SugarCRM as Currencies.....	17
Sync Category to SugarCRM as Category.....	18
Sync Products to SugarCRM as Products.....	19
Sync Customer to SugarCRM as Accounts.....	20
Subscribe/Unsubscribe Newsletter.....	22
Sync Sales Order to SugarCRM as Sales Invoice.....	23

How To Configure sugarprestashopsync For PrestaShop

To configure cartbooksync for PrestaShop, you need to edit config_default.php under **sugarprestashopsync/config** directory. I will show you how to use FTP program to transferred the file.

- 1) Please use Notepad to edit [sugarprestashopsync/config/config_default.php](#).
- 2) Change the DEFAULT_TIMEZONE ,STORE_ID, STORE_WEB_ROOT , STORE_PATH according to your prestashop directory

```
<?php

//Default Timezone
define('DEFAULT_TIMEZONE', 'Europe/Berlin');

//Default Timezone
if (!ini_get('date.timezone'))
    ini_set('date.timezone', DEFAULT_TIMEZONE);

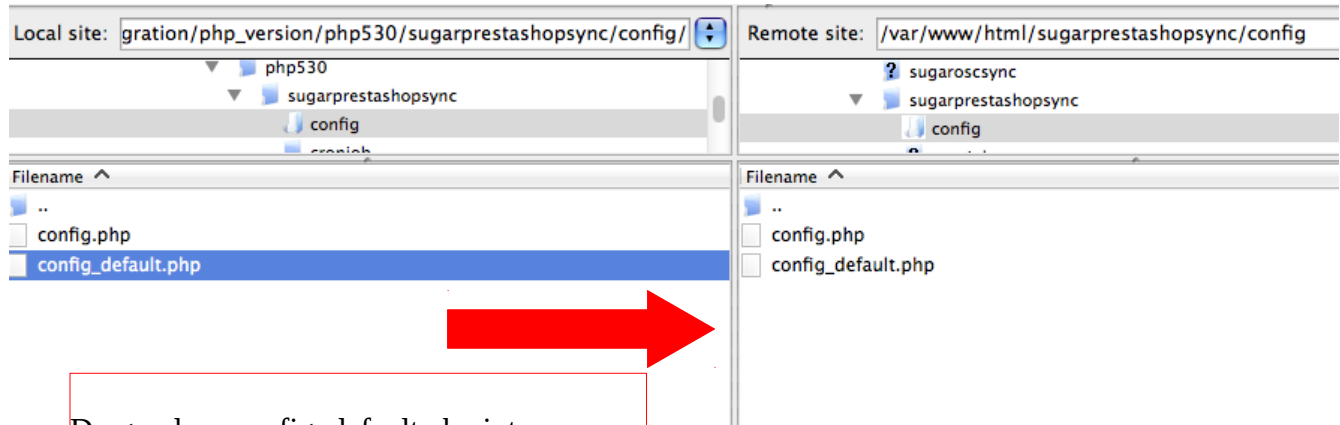
//Logfile
define('ACCT_LOG_FILE', 'prestashop_accounting' . '_' . date('Y-m-d') . '.log');
define('SUGAR_LOG_FILE', 'prestashop_sugar' . '_' . date('Y-m-d') . '.log');

//Your Store ID
define('STORE_ID', "1"); //Default to main store

//PrestaShop Root Directory Name
define('STORE_WEB_ROOT', 'prestashop1490');
//PrestaShop Directory
define('STORE_PATH', '/var/www/html/' . STORE_WEB_ROOT . '/');
//Image Temp
define('STORE_IMAGE', 'img/tmp');

?>
```

- 3) Transferring sugarprestashopsync/config/config_default.php into [sugarprestashopsync/config](#) folder.



Drag n drop config_default.php into sugarprestashopsync/config/ folder

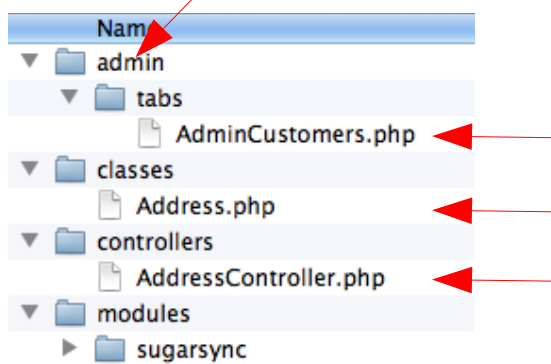
PrestaShop Data Sync Suites Setting

Installation Notes:

1. Please make a backup before executing this step.
2. We assume that you have install a new version of [PrestaShop Open Source E-Commerce Software version 1.4.9.0](#).
3. CartBooks SugarCRM PrestaShop Data Sync Suites Structure

Notes:

Please rename the “**admin**” folder to your specify “**admin123**” name before you FTP to your server.



There are 3 files will be overwritten (Up to PrestaShop version 1.4.9)

[admin/tabs/AdminCustomers.php](#)
[override/classes/Address.php](#)
[override/controllers/AddressController.php](#)

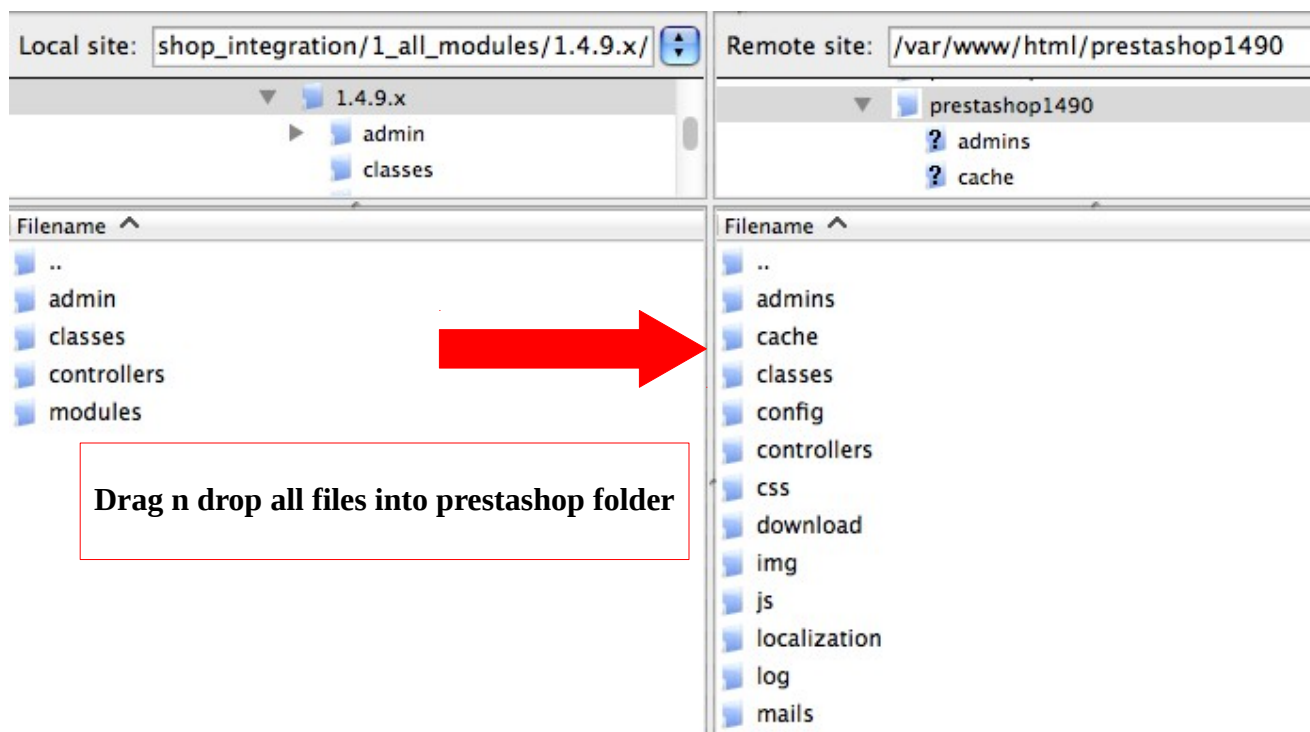
There are 1 file will be overwritten (From PrestaShop version 1.5.0.x and above)

[override/classes/Address.php](#)

module name: **sugarsync** will be deployed into PrestaShop

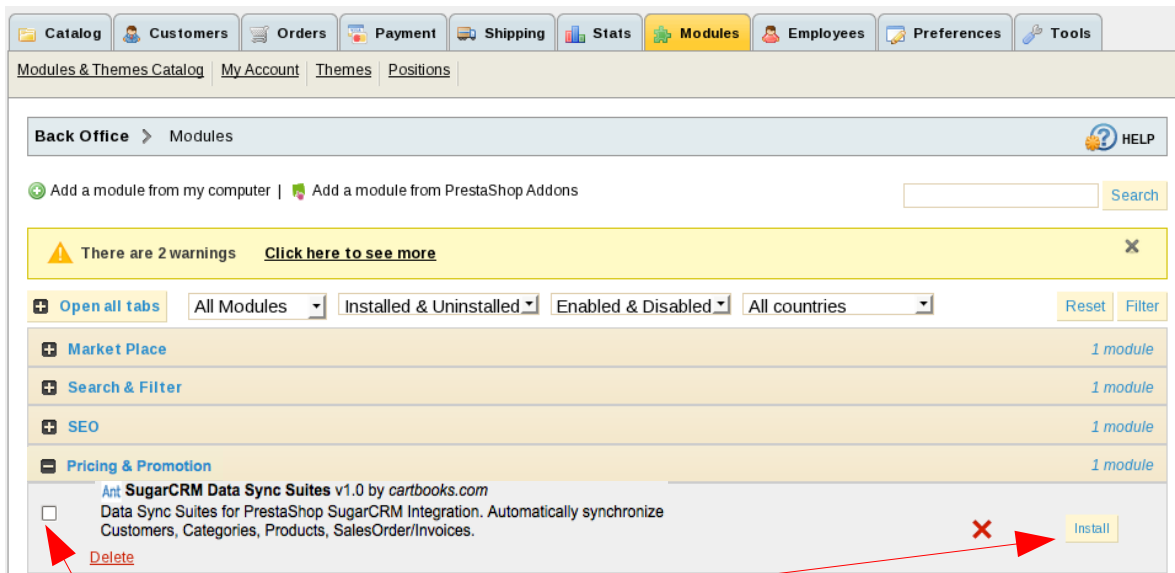
Installing CartBooks SugarCRM PrestaShop Module

- 1) Goto **prestashop_minimum_v14x_above**
- 2) Use FTP program (Filezilla) to transferred the files into your PrestaShop root folder.

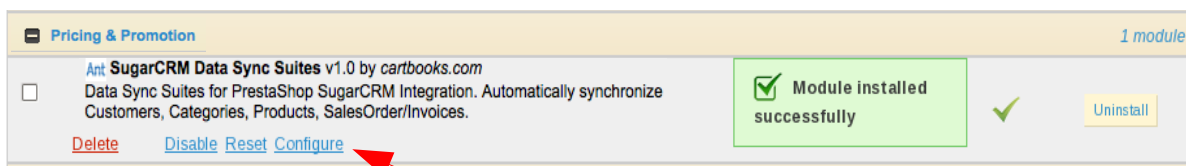


How To Configure SugarCRM In PrestaShop

Goto **Back Office** → **Modules** → **Price & Promotion**



Tick the **checkbox** and click **“Install”** button to install Data Sync Suites



From Billing & Invoicing, click on **“Configure”** link. Fill in the information below:

General Settings	Value	Description
Enabled Sync Status	1 = Enabled Sync Process 0 = Disabled Sync Process (Turn Off)	Always set to 1 to enabled the sync process
Version	1.4.9.x	PrestaShop Version
Is Debugging Mode	1 = Yes 0 = No	set to 1 for Debugging Mode set to 0 for Production Mode
I am running on	Server with Memory Available	Set to Shared Hosting if you are running in Shared Hosting Package. Choose your available Memory Limit in Opencart php.ini
Data Sync URL	https://www.yourdomain.com/sugarcartbooksync	CartBooks Sync URL.

SugarCRM Settings	Value	Description
SugarCRM URL	https://www.yourdomain.com/crm/service/v2/rest.php	SugarCRM URL. For security, please use https:// All URL must be ended with service/v2/rest.php
User ID	admin	User ID must be exist in SugarCRM
Password	your password	Password for authentication
Password Authentication	1 – Standard Authentication 0 – LDAP Authentication	set to 1 for standard authentication set to 0 for LDAP authentication

Load Parameters	Value	Description
Load Parameters Data	Load SugarCRM Data	Click on the “Sync” icon to load SugarCRM data. Please “Refresh” this page after completed.

Product Settings	Value	Description
Item Code Mapping	1 = Product ID (default)	Item Code refer to the fields sync into CartBooks as Item Code. These key must be UNIQUE KEY in PrestaShop. If you are not sure about this key, please use default key as “ Product ID ”
Part Number Mapping	1 = Product ID 2 = Reference (default) 3 = Supplier Reference 4 = UPC 5 = EAN13	Part Number refer to the fields sync into PrestaShop as Part Number in SugarCRM. These key must be UNIQUE KEY in PrestaShop. If you are not sure about this key, please use default key as “ Product ID ”

Invoice Settings	Value	Description
Sync Invoice Start Date From	2012-01-01	Calendar Year for your Business Start Up Date.
Invoice Status	1 = Awaiting bank wire payment 2 = Awaiting cheque payment 3 = Awaiting PayPal payment 4 = Canceled 5 = Delivered (default) 6 = On backorder 7 = Payment accepted 8 = Payment error 9 = Payment remotely accepted 10 = Preparation in progress 11 = Refund 12 = Shipped	Sync when status = Paid
Invoice Template	1 = Invoice Template	Default Invoice Template
Discount Type	1 = Percentage 2 = Amount	Default to Percentage
Sync SalesOrder/Invoice	1 = Awaiting bank wire payment	Ticked the Status to be Sync into SugarCRM for

when status is	2 = Awaiting cheque payment 3 = Awaiting PayPal payment 4 = Canceled 5 = Delivered (default) 6 = On backorder 7 = Payment accepted 8 = Payment error 9 = Payment remotely accepted 10 = Preparation in progress 11 = Refund 12 = Shipped	Invoice transaction.
Sync Delivered/Completed status	1 = Awaiting bank wire payment 2 = Awaiting cheque payment 3 = Awaiting PayPal payment 4 = Canceled 5 = Delivered (default) 6 = On backorder 7 = Payment accepted 8 = Payment error 9 = Payment remotely accepted 10 = Preparation in progress 11 = Refund 12 = Shipped	Choose the Status to be Sync back to PrestaShop for Delivered/Completed transaction. Not Supported.

SugarCRM Data Sync Suites

General Settings

Status:

Product Settings

Item Code Mapping:

Part Number Mapping:

SugarCRM Settings

SugarCRM URL:
Example: https://192.168.0.121/sugarcrm/service/v2/rest.php

User ID:

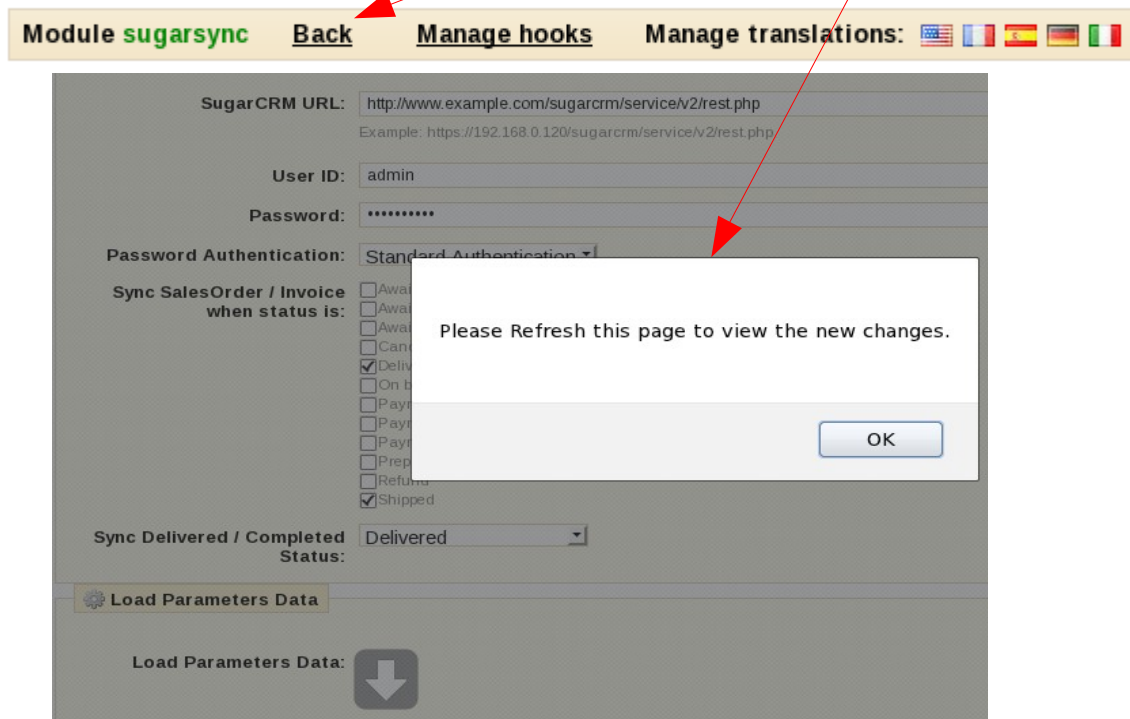
Password:

Password Authentication:

Loading SugarCRM Parameters Data



Click on the **icon** to load parameters data. Once it done, the message will pop up. Please click on "OK" and click "Back" button to reload the page.



Configure your business start up date, default Invoice Status, Invoice Template, discount type, Sync Invoice status

Invoice Settings

Sync Invoice Start Date From: 1 January 2012

Invoice Status: Paid

Invoice Template: Invoice Template

Discount Type: Percentage

Sync SalesOrder / Invoice when status is:

- Awaiting bank wire payment
- Awaiting cheque payment
- Awaiting PayPal payment
- Canceled
- Delivered
- On backorder
- Payment accepted
- Payment error
- Payment remotely accepted
- Preparation in progress
- Refund
- Shipped

Sync Delivered / Completed Status: Delivered

[Save](#)

Click “Save” button to save the setting.

First Time Synchronization

If you are running your E-Commerce for some time and have “huge data” in your PrestaShop. **Do Not** configure your CartBooks Cronjob before you perform first time synchronization.

Manually perform this step to populate the first time sync into SugarCRM with Categories, Products, Customers, Contacts, SalesOrder/Invoice. This step may take longer time to complete depending on your data available in PrestaShop. If you are just started your PrestaShop without much data, this process will take less than 1 minute to be completed (Estimation time taken about 5 – 10 seconds).

We have perform the simple task to synchronize **25,000 products** from PrestaShop into SugarCRM and it take approximate **6 - 8 hours depending on the network**. If you have more data, it may vary and take longer time to be completed. Anyway, once you execute this step, you do not need to wait for the completion, but rather you can leave it and come back tomorrow to configure your Cronjob.

Before you setup your cronjob, you may login to SugarCRM to verify your data. This is to ensure that all your data have been populated into SugarCRM correctly. Otherwise, you need to initial again for the first time synced.

How to initial First Time Synchronization

- 1) Open a new Firefox Browser.
- 2) Enter the url
<http://www.yourdomain.com/sugarcartbooksync/prestashop/sugarcrm/sync-prestashop-sugar.php>

Please change the www.yourdomain.com to your **domain name**

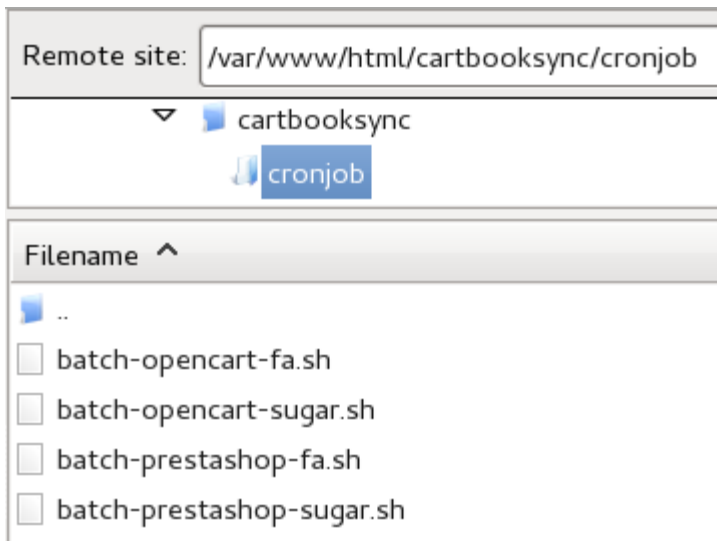
- 3) Once you execute the step 2. If you hit an error below, you can ignore it.

3.1) Timeout issue

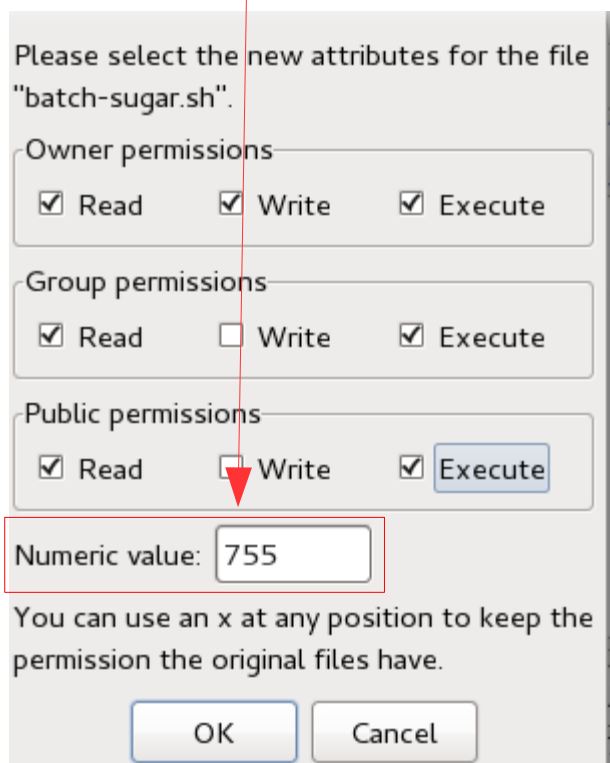
If you are not sure, you may contact us at support@cartbooks.com

Setting Up Cron Jobs

Setting for Batch Process. Change the user path to your own path



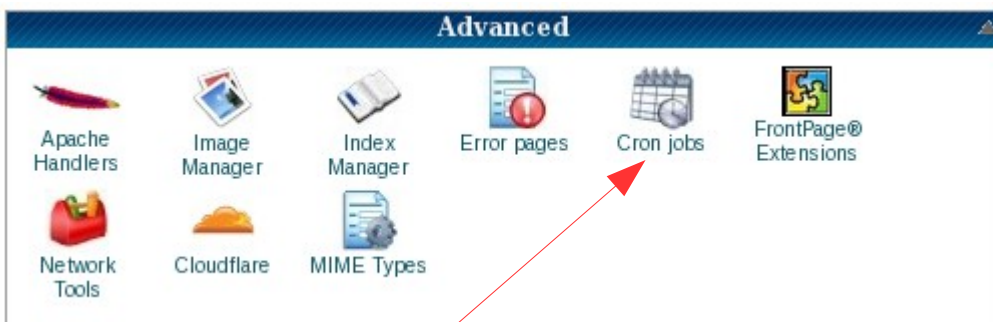
Please **CHANGE ALL** batch file to executable file. Use your FTP program again and Right Click on each of the filename "**batch-xxx.sh**" -> File Permissions. The box below will appear. Make sure the "Number value set to **755**. And Click "**OK**" button to save it.



5.2) Please change the path according to your directory structure

Add this line to crontab to **Sync Data from PrestaShop To SugarCRM for every 15 minutes**

Using cPanel



Scroll down until you see the **Cron jobs**

/home/**userid**/public_html/sugarcartbooksync/cronjob/batch-prestashop-sugar.sh /dev/null 2>&1

Add New Cron Job

Common Settings:	Every 15 minutes (* / 15 * * * *)	▼
Minute:	* / 15	Every 15 minutes (* / 15) ✓
Hour:	*	Every hour (*) ✓
Day:	*	Every day (*) ✓
Month:	*	Every month (*) ✓
Weekday:	*	Every weekday (*) ✓
Command:	ne/userid/public_html/prestashop/batch-sugar.sh /dev/null 2>&1 ✓	
<input type="button" value="Add New Cron Job"/>		

Current Cron Jobs

MINUTE	HOURL	DAY	MONTH	WEEKDAY	COMMAND	ACTIONS
* /15	*	*	*	*	[REDACTED]	Edit Delete

Using Linux SSH

```
chmod +x batch-prestashop-sugar.sh
```

```
vi batch-prestashop-sugar.sh
```

```
-----  
#!/bin/sh  
umask 002
```

```
cd /home/userid/public_html/sugarcartbooksync/cronjob
```

```
/usr/bin/php -q sync-prestashop-sugar.php
```

```
-----  
su -  
crontab -e
```

```
-----  
*/15 * * * * /home/userid/public_html/sugarcartbooksync/cronjob/batch-prestashop-sugar.sh /dev/null 2>&1  
-----
```


Sync Currency to SugarCRM as Currencies

In PrestaShop, click on any currency from the list, you need to update each of the currencies and it will automatically sync to SugarCRM.

In PrestaShop – Currency

Page 1 / 1 | Display / 3 result(s)

[Reset](#) [Filter](#)

<input type="checkbox"/>	ID	Currency	ISO code	ISO code num	Symbol	Conversion rate	Enabled	Actions
--	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	--	--	<input type="text" value="--"/>	--
<input type="checkbox"/>	1	Euro	EUR	978	€	1	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	2	Dollar	USD	840	\$	1.2557	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	3	Pound	GBP	826	£	0.80095	<input checked="" type="checkbox"/>	

In SugarCRM – Currencies

[Administration](#) » Currencies

Currency Name	ISO 4217 Code	Currency Symbol	Conversion Rate	Status
Euro	EUR	€	1.0000000000	Active
Dollar	USD	\$	1.2557000000	Active
Euro	EUR	€	1.0000000000	Active
Pound	GBP	£	0.8009500000	Active

WARNING!

Do not delete the currency for “Euro” which is duplicate in this case. This is needed for Data Sync Suites to support multi-currencies in SugarCRM.

Sync Category to SugarCRM as Category

In PrestaShop, all categories will be sync into SugarCRM for the first time sync process. Subsequently, when you update any category, it will automatically sync to SugarCRM.

In PrestaShop – Category

Page 1 / 1 | Display / 3 result(s) [Reset](#) [Filter](#)

<input type="checkbox"/>	ID	Name	Description	Position	Displayed	Actions
<input type="checkbox"/>	--				--	--
<input type="checkbox"/>	2	iPods	Now that you can buy movies from the iTunes Store and sync them to your iPod, the whole wo...	▼	✓	
<input type="checkbox"/>	3	Accessories	Wonderful accessories for your iPod...	▼▲	✓	
<input type="checkbox"/>	4	Laptops	The latest Intel processor, a bigger hard drive, plenty of memory, and even more new featu...	▲	✓	

In SugarCRM – Category

Actions ▾ Selected: 0 (1 - 3 of 3)

<input type="checkbox"/>	Name	Assigned to
<input type="checkbox"/>	Accessories	System Administrator
<input type="checkbox"/>	iPods	System Administrator
<input type="checkbox"/>	Laptops	System Administrator

Actions ▾ Selected: 0 (1 - 3 of 3)

Sync Products to SugarCRM as Products

In PrestaShop, all products will be sync into SugarCRM for the first time sync process. Subsequently, when you update any product, it will automatically sync to SugarCRM.

In PrestaShop – Products

Page 1 / 1 | Display 50 / 4 result(s)

[Reset](#) [Filter](#)

<input type="checkbox"/>	ID	Photo	Name	Reference	Base price	Final price	Quantity	Position	Displayed	Actions
<input type="checkbox"/>	--	--							--	--
<input type="checkbox"/>	1		iPod Nano		124,58 €	165,97 €	798	▼	✓	  
<input type="checkbox"/>	2		iPod shuffle		66,05 €	69,36 €	100	▼▲	✓	  
<input type="checkbox"/>	6		MacBook		1 170,57 €	1 229,10 €	248	▼▲	✓	  
<input type="checkbox"/>	7		iPod touch		241,64 €	253,72 €	180	▲	✓	  

In SugarCRM – Products

<input type="checkbox"/>	Product Code	Product Name	Part Number	Category	Cost	Price	Created By	Date Created
<input type="checkbox"/>	MacBook	MacBook		Laptops	€0.00	€1,170.57	System Administrator	05/31/2012 04:43
<input type="checkbox"/>	iPod shuffle	iPod shuffle		iPods	€0.00	€66.05	System Administrator	05/31/2012 04:43
<input type="checkbox"/>	iPod touch	iPod touch		iPods	€0.00	€241.64	System Administrator	05/31/2012 04:43
<input type="checkbox"/>	iPod Nano	iPod Nano		iPods	€0.00	€124.58	System Administrator	05/31/2012 04:43

Sync Customer to SugarCRM as Accounts

In PrestaShop, when the customer sign up or edit their profile, it will automatically sync to SugarCRM.

In PrestaShop – Customer

ID	Gender	Last Name	First name	E-mail address	Age	Enabled	News.	Opt.	Registration	Connection	Actions
2		Tee Chert	Lim	tclim@anterp.com...	37	✓	✗	✗	06/2/2012	06/2/2012 09:48:04	 


In SugarCRM – Accounts

Name	City	Billing Country	Phone	User	Email Address	Date Created
ANTERP SOLUTIONS	Kuala Lumpur	Malaysia	+60377312918	System Administrator	tclim@anterp.com	05/17/2012 18:17

» ANTERP SOLUTIONS

- Edit
- Duplicate
- Delete
- Find Duplicates
- Generate Letter
- View Change Log

Overview

Name:	ANTERP SOLUTIONS 	Office Phone:	+60377312918
Website:		Fax:	
Billing Address:	J119, Jalan Perkasa 8 Taman Salak Selatan Kuala Lumpur Wilayah Persekutuan 57100 Malaysia	Shipping Address:	J119, Jalan Perkasa 8 Taman Salak Selatan Kuala Lumpur Wilayah Persekutuan 57100 Malaysia
Email Address:	tclim@anterp.com (Primary)		
Description:			

More Information

Type:	Industry:
Annual Revenue:	Employees:
SIC Code:	Ticker Symbol:
Member of:	Ownership:
Campaign:	Rating:

Other

Assigned to:	System Administrator	Date Modified:	05/17/2012 18:17 by System Administrator
Date Created:	05/17/2012 18:17 by System Administrator		

In SugarCRM – Contacts

Actions ▾ Selected: 0							
<input type="checkbox"/>	Name ⇅	Title ⇅	Account Name ⇅	Email	Office Phone ⇅	User ⇅	Date Created ⇅
<input type="checkbox"/>	Lim Tee Chert		ANTERP SOLUTIONS	tclim@anterp.com	+60377312918	System Administrator	05/17/2012 18:17

Actions ▾ Selected: 0 (1 - 1 of 1)



» Lim Tee Chert

- Edit
- Duplicate
- Delete
- Find Duplicates
- Manage Subscriptions
- Generate Letter
- View Change Log

Overview

Name:	Lim Tee Chert		
Title:		Office Phone:	+60377312918
Department:		Mobile:	
Account Name:	ANTERP SOLUTIONS		
Primary Address:	J119, Jalan Perkasa 8 Taman Salak Selatan Kuala Lumpur Wilayah Persekutuan 57100 Malaysia	Other Address:	J119, Jalan Perkasa 8 Taman Salak Selatan Kuala Lumpur Wilayah Persekutuan 57100 Malaysia
Email Address:	tclim@anterp.com (Primary)		
Description:			

More Information

Reports To:		Sync to Outlook®:	<input type="checkbox"/>
Lead Source:		Do Not Call:	<input type="checkbox"/>
Campaign:			

Other

Assigned to:	System Administrator	Date Modified:	05/17/2012 18:17 by System Administrator
Date Created:	05/17/2012 18:17 by System Administrator		

Subscribe/Unsubscribe Newsletter

Customer Newsletter will be automatically sync when the customer outed out from the mailing list.

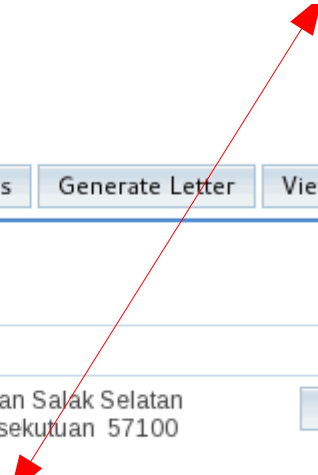
ID	Gender	Last Name	First name	E-mail address	Age	Enabled	News.	Opt.	Registration	Connection	Actions
2		Tee Chert	Lim	tclim@anterp.com...	37	✓	✗	✗	06/2/2012	06/2/2012 09:48:04	

» ANTERP SOLUTIONS

- Edit
- Duplicate
- Delete
- Find Duplicates
- Generate Letter
- View Change

Overview

Name:	ANTERP SOLUTIONS in
Website:	
Billing Address:	J119, Jalan Perkasa 8 Taman Salak Selatan Kuala Lumpur Wilayah Persekutuan 57100 Malaysia Copy...
Email Address:	tclim@anterp.com (Opted Out)
Description:	






Sync Sales Order to SugarCRM as Sales Invoice

In PrestaShop, when the customer checkout, the Sales Order will be created.

To Approved the Sales Order, please follow the step below:

- Login as admin user.
- Click on **Orders**.
- Click on the new created sales orders.
- Click on [[Change](#)] to change the status = **Shipped** or **Delivered**.

Lim Tee Chert - Order #000001

 View invoice -  View delivery slip -  Print page

06/2/2012 10:13:02	 Delivered	(L. Tee Chert)
06/2/2012 10:12:38	 Preparation in progress	

Delivered



Customer information

Lim Tee Chert (#2)
(tclim@anterp.com)

Account registered: 06/2/2012 09:49:48
Valid orders placed: **1**
Total paid since registration: **2 128,46 €**

The Cronjob will executed every 15 minutes (Depending on your setting). The Sales Order will automatically sync to SugarCRM as Sales Invoices.

Note:

The customer can checkout in any currently and it will automatically sync into SugarCRM.

In PrestaShop – Sales Order

ID	New	Customer	Total	Payment	Status	Date	PDF	Actions
<input type="text"/>	--	<input type="text"/>	<input type="text"/>	<input type="text"/>	--	From To	--	--
3		L. Tee Chert	£2,109.99	Cash on delivery (COD)	Delivered	06/2/2012 10:38:01		
2		L. Tee Chert	\$3,498.00	Cash on delivery (COD)	Shipped	06/2/2012 10:16:59		
1		L. Tee Chert	2 128,46 €	Cash on delivery (COD)	Delivered	06/2/2012 10:12:37		

Total: 7 415,95 €

In SugarCRM – Sales Invoices

Num	Title	Status	Contact	Account	Grand Total	Due Date	User	Date Created
<input type="checkbox"/> <input checked="" type="checkbox"/> IN000001	ANTERP SOLUTIONS - 1	Paid	Lim Tee Chert	ANTERP SOLUTIONS	€2,128.46	06/02/2012	System Administrator	06/02/2012 18:13
<input type="checkbox"/> <input checked="" type="checkbox"/> IN000002	ANTERP SOLUTIONS - 2	Paid	Lim Tee Chert	ANTERP SOLUTIONS	\$3,498.00	06/02/2012	System Administrator	06/02/2012 18:17
<input type="checkbox"/> <input checked="" type="checkbox"/> IN000003	ANTERP SOLUTIONS - 3	Paid	Lim Tee Chert	ANTERP SOLUTIONS	£2,109.99	06/02/2012	System Administrator	06/02/2012 18:38

In PrestaShop, The Administrator have the ability to complete the Sales Order/Invoices. The Sales Order will be automatically sync to SugarCRM.

In PrestaShop – Sales Order

Invoice

Invoice #**IN000001**
Created on: 06/2/2012 10:12:38

Shipping information

Total weight: **3.360 kg**
Carrier: **My carrier**
Delivery slip #**DE000001**

Order details

Original cart: Cart #000002

Payment mode: Cash on delivery (COD)
(cashondelivery)

Products	2 136,46 €
Discounts	-10,00 €
Shipping	2,00 €
Total	2 128,46 €

Recycled package: **Gift wrapping:**

NOTE:

SugarCRM support **Voucher Discount** via custom fields.

In SugarCRM – Sales Invoice

Invoice Templates: • Invoice Template

Line Items

Line Items:	Quantity	Product	List	Discount	Unit	Vat	Vat Amount	Total
1	4	iPod Nano - Color : Blue, Disk space : 16Go	€158.07	-	€158.07	0%	€0.00	€632.28
2	1	MacBook Air - Color : Metal, Disk space : Optional 64GB solid-state drive, Processor : 1.60GHz Intel Core 2 Duo	€1,504.18	-	€1,504.18	0%	€0.00	€1,504.18
currency:								
Total:	2,136.46							
Discount:	0.00							
Subtotal:	2,136.46							
Voucher Discount:	-10.00	<div style="border: 1px solid red; padding: 2px; display: inline-block;"> Voucher Discount via custom fields. </div>						
Tax:	0.00							
Shipping:	2.00							
Grand Total:	2,128.46							

Support

Support for installation and troubleshooting is available via support email at support@cartbooks.com