

Integration and Interfaces Strategy

*Prepared for*

Bottomline Technologies

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*Project*

Insight Dynamics AX Implementation

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# Revision Sheet

**Change Record**

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# Overview

Planning is an important part of any data integration effort. When you integrate Microsoft Dynamics AX with other systems, one of the first steps is the planning phase. In this phase, the implementation team must define high-level requirements and make decisions about the design of the integration. After these requirements are defined, the partner, IT staff and development staff can work together to define the best way to implement the exchange in Application Integration Framework (AIF).

# Design Decisions

The decisions that must be made about the design of the integration fit into two primary categories: decisions about the data and decisions about the environment.

Data – At the core of data integration is the data itself. While you plan your data integration, many decisions must be made about the data that is being exchanged and the associated business rules. This phase often involves the expertise and knowledge of business users, because these users understand the meaning of the data and can define the requirements for integration.

Environment – Configuration requirements define the environment that is used for the data exchange. Factors that affect these requirements include the network configuration, the hardware and software configuration of the external system, and the level of trust between Microsoft Dynamics AX and the external system.

# Planned System Integration Topology



# Key Business Questions on Integration

Following are the questions which have to been answered to in order to determine the integration approach:

| Questions | Effect on the design |
| --- | --- |
| 1. Which business entities are involved, if any are involved? | This information helps you determine whether you can take advantage of an existing document service. If you cannot, you might have to create a new document service or a new custom service, or you might have to use one of the system services. |
| 1. Is the integration based on the "pull" model or the "push" model? | This information helps you determine how to configure a document exchange. |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? | This information helps you determine whether any customizations must be made to existing AIF documents. |
| 1. What is the volume of transactions? | This information helps you determine which adapters you must use. The information also helps you determine the scale of the deployment, such as the number of computers that run Application Object Server (AOS). |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? | This information helps you determine whether you must use synchronous or asynchronous adapters |
| 1. Adapter/channel | WCF, Soap, File, MSMQ…etc. |

# Design Approach for Bottomline Integrations

## 1. Jira Time Entry

Import time from Jira’s Tempo add-in (Atlassian) (time tracking system) to Dynamics AX

1. Jira will call a web service to send time entry information to AX

2. The time information will create a project hours’ journal (journal configuration on standard project parameters form)

3. A user will review and manually post the journal

Assumptions:

1. Jira can call a web service

2. Error handling will occur with standard tools and process - BT may create a custom report

3. Any master data (i.e. projects / categories) will be manually maintained in Jira

Assumptions:

1. New custom web service will be built.

2. Custom DIXF / AIF service class will consume that file and create time journals.

|  |  |
| --- | --- |
| Questions | Effect on the design |
| 1. Which business entities are involved, if any are involved? | Project hours journal |
| 1. Is the integration based on the "pull" model or the "push" model? In the "pull" model, the external system requests data from Microsoft Dynamics AX. In the "push" model, an event in the application causes data to be sent to the external system. | Inbound to AX, which will pull from Jira via SOAP or REST. Scheduled basis – probably daily, plus on demand as needed. Jira must send net change, possibly based on approval date. |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? | We are assuming the sales order creates the project in AX, or the project otherwise exists. Category based on item numbers. Jira only sends approved time which cannot then be changed. (*Note:* Need to confirm.) Validation, business rules (e.g. approval) are done in Jira prior to AX. |
| 1. What is the volume of transactions? | Average <200 projects/day but spiking to around 500. About 1-3 items/project. |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? | Not real time; Jira available except via small maintenance window. |
| 1. Adapter | WCF: NetTcp |

## 2. Direct Debit Collections

Initiate a direct debit request to the bank to withdrawal funds from a customer’s bank account.

**Scope**: Create 2 export file formats

1. An AX user will create a customer payment proposal

2. AX will then need to create an export (file will need to be a modification)

3. User will then manually upload the file to the bank

4. Upon receipt from the bank, the user upload the file from the bank into Dynamics AX and this will adjust any transactions from the bank file, such as removing payments and settled invoices.

**Assumptions**:

1. New EFT file format will be developed to export file as per bank format.

2. User will manually create payment proposal, uploading file to bank

3. The bank return file will be flat file format

4. The bank will return the customer number and invoice number for matching purposes. Any customers and invoices not in the file will be removed from the payment batch

5. After import, the user will review and manually post the batch

| Questions | Effect on the design |
| --- | --- |
| 1. Which business entities are involved, if any are involved? | We currently run PayBase; changing to PTX. Details from Tim. This is still being discussed by the finance teams, the feeling is that this will be the go forward product but needs the functionality checking to make sure this will work for the finance team.  AR Open Invoices and Payment |
| 1. Is the integration based on the "pull" model or the "push" model? | Both manual  AX export open invoices to a file AX import a file to settle open invoices and post bank receipt |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? (operation CRUD) | Bank receipt is always in a lump sum. Credit controller will have to the compare this amount with the original submitted amount. Any discrepancies will be identified manually. |
| 1. What is the volume of transactions? | Total number of collections each month is approx. 3150 transactions |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? | 3 collections at the beginning of a month 3 collections at around 20th of a month  All manual import and export |
| 1. Adapter/channel | Built-in bank file functionality [Victor: A lump sum payment will be shown on the bank statement. Allocation will need to be based on the original export file which contains the open invoices. If there is any discrepancy i.e. failed collection, open invoices are manually removed from the file. We may consider import this file into AX to post payment and perform cash allocation.] |

## 3. Sales Force. com (SFDC) Sales Returns

Receive Incoming Sales Return/Credit request from SFDC and process a sales return in AX

The sales order credit will follow the current return process as completed in the current Bottomline Great Plains instances. This process will automate the return with the integration.

| Questions | Effect on the design |
| --- | --- |
| 1. Which business entities are involved, if any are involved? | Sales order entity |
| 1. Is the integration based on the "pull" model or the "push" model? | Inbound from SFDC to AX. Scheduled, currently every 3 hours during the day. |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? (operation CRUD) |  |
| 1. What is the volume of transactions? | 10/day |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? |  |
| 1. Adapter/channel | Might be manually done or might be covered in a different integration. Takeaway: Do we currently link sales order to return order? [Tim] Credit note is associated with invoice and automatically generated using c# web service  WCF: Filesystem |

## 4. Ceridian Integration: Journal Entry

Dynamics AX will integrate directly to Ceridian via the Ceridian API (web services) to extract the applicable journal entry transactions.

**Assumptions**:

Ceridian will produce the necessary journal entry file (with either one or more journal entry records) and present them to Dynamics AX in an entry-ready state, in a pre-defined Ceridian staging area.

Ceridian will provide an XML file for the data import and standard AIF / DIXF components will be used to import the data.

This interface will occur once per day.

| Questions | Effect on the design |
| --- | --- |
| 1. Which business entities are involved, if any are involved? | G/L journals |
| 1. Is the integration based on the "pull" model or the "push" model? | Inbound from Ceridian to AX G/L. Scheduled 1/day. |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? | Determine current layout of file used for Great Plains and determine needs for AX |
| 1. What is the volume of transactions? |  |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? |  |
| 1. Adapter/channel | WCF: Filesystem |

## 5a. Ceridian Integration: Employee

Dynamics AX will integrate directly to Ceridian via the Ceridian API (web services) to extract all Employee & Position (known as requisitions in Ceridian) records, regardless of ‘types’ in each.    
Dynamics AX will integrate directly to Ceridian via the Ceridian API (web services) to push back all Employee & Requisition Insight AX record ID’s for all downstream processes.

Import / update new employees from Ceridian to Dynamics AX. After update in Dynamics AX, AX will send a unique Dynamics AX identifier back to Ceridian

**Scope**: Setup Worker Import Service, 2-way integration

• Upon import of employee records, AX will check to see if the employee is setup as a vendor

• If no vendor record is found on the employee record; AX will create a new vendor and vendor banking information

• If a vendor record is found, AX will update the vendor banking information with the information in the file

**Assumptions**:

1. A user defined field will exist on the worker record for Vendor ID

2. Standard error handling and validations will be occurred during import.

This will be an XML File and the interface will occur once per day

| Questions | Effect on the design |
| --- | --- |
| 1. Which business entities are involved, if any are involved? | Human resources – workers  A/P - vendors |
| 1. Is the integration based on the "pull" model or the "push" model? | Inbound from Ceridian to AX. There is no feeding back of any identifier. 1ce/day. |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? (operation CRUD) | Sensitive info (banking info). |
| 1. What is the volume of transactions? | Initially 2000, then up to 10/day in routine maintenance as required. |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? | Not real time. Scheduled 1ce/day. |
| 1. Adapter/channel | WCF: Filesystem [Victor: SOAP web services, should this be HTTP?] |

## 5b. Ceridian Integration: Requisition

Dynamics AX will integrate directly to Ceridian via the Ceridian API (web services) to extract all Employee & Position (known as requisitions in Ceridian) records, regardless of ‘types’ in each.  Dynamics AX will integrate directly to Ceridian via the Ceridian API (web services) to push back all Employee & Requisition Insight AX record ID’s for all downstream processes.

Import / update new employees from Ceridian to Dynamics AX. After update in Dynamics AX, AX will send a unique Dynamics AX identifier back to Ceridian

**Scope**: Setup Worker Import Service, 2-way integration

• Upon import of employee records, AX will check to see if the employee is setup as a vendor

• If no vendor record is found on the employee record; AX will create a new vendor and vendor banking information

• If a vendor record is found, AX will update the vendor banking information with the information in the file

**Assumptions**:

1. A user defined field will exist on the worker record for Vendor ID

2. For outbound of Rec-Id, if AX users manually add / update information in Dynamics AX; this will trigger an automatically an update to be sent to Ceridian

3. Standard error handling and validations will be occurred during import.

This will be an XML File and the interface will occur once per day

|  |  |
| --- | --- |
| Questions | Effect on the design |
| 1. Which business entities are involved, if any are involved? | This will require pulling data from the Dayforce Recruiting module and pushing to AX |
| 1. Is the integration based on the "pull" model or the "push" model? | Goes both directions. |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? (operation CRUD) | Sensitive info |
| 1. What is the volume of transactions? |  |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? |  |
| 1. Adapter/channel | WCF: Filesystem |

## 6. Import Leeyo Revenue Entries

Import Leeyo Revenue Recognition entries into a journal entry in AX

1. Leeyo will send an XML file through Boomi to Dynamics AX web services

2. AX will pick up this file and import it into a specific revenue recognition journal (a new journal will be configured, need to have a small modification to select the journal)

**Assumptions:**

1. Standard AIF/DIXF import format will be built.

2. AIF/DIXF standard entity will be used to import general journal inbound with no customization.

3. A user will review the journal prior to posting

4. Any import errors will be manually fixed within AX prior to posting

|  |  |
| --- | --- |
| Questions | Effect on the design |
| 1. Which business entities are involved, if any are involved? | G/L – general journal  Pam will find out how this will happen |
| 1. Is the integration based on the "pull" model or the "push" model? | Web service call from Boomi to AX |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? | Manual review of journal prior to posting |
| 1. What is the volume of transactions? |  |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? |  |
| 1. Adapter/channel | WCF: HTTP |

## Extract AX invoices to send to Leeyo

Send AX invoices to Leeyo for revenue recognition calculations

Send posted invoices to Leeyo as they are completed inside of Dynamics AX

**Assumptions:**

1. A custom entity will need to be created for Leeyo as Leeyo may require more than 100 custom fields.

2. A new custom staging table (more than 100 fields) will be created to store data and export later on.

3. Only one (1) custom data object will be created, new custom class will fetch data from different tables and send it in XML format.

4. Standard error handling and validation will occur during export.

|  |  |
| --- | --- |
| Questions | Effect on the design |
| 1. Which business entities are involved, if any are involved? | Sales orders with additional fields for contract and customer information |
| 1. Is the integration based on the "pull" model or the "push" model? | Pull from Boomi |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? | Dependencies with Red Maple  Driven by invoice posting, sales order and contract info required? [Pam] |
| 1. What is the volume of transactions? | Fewer than 10,000 on the biggest day |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? |  |
| 1. Adapter/channel | AIF: HTTP |

## 8. Sales Invoice Import from Legacy Billing Systems

Create invoice import to Dynamics AX from Legacy 3rd party billing systems (i.e. PDS, BTS, HFF, BTC, ABE, PTX)

1. Create one (1) invoice import format (web service/DIXF) to import invoices from Legacy 3rd party billing systems. These invoices will need to be integrated into Dynamics AX Sales Order Invoice Tables

**Assumptions**:

1. BT middleware 'Transform' may be used for any data mappings that need to be completed

2. Master data to support the invoice integration will be manually setup and/or converted using Transform. No integrations for Master Data to 3rd party systems will be built.

3. Standard DIXF entity for sales order invoicing can be used for this inbound operation and proper field mapping will be done by BT middleware.

4. Standard Dynamics AX Invoice tables will be used for the import

|  |  |
| --- | --- |
| Questions | Effect on the design |
| 1. Which business entities are involved, if any are involved? | Sales orders with additional fields for contract and customer information |
| 1. Is the integration based on the "pull" model or the "push" model? | Inbound from various systems to AX. Scheduled. |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? (operation CRUD) | None – various systems are brought into one common template |
| 1. What is the volume of transactions? | BITE – 4000 invoices/month  ABE – 60 invoices/month  Invoicing System – 800 invoices/month  **NB – The use of transform for this is not possible due to speed issues when dealing with large XML files, we suggest using ETL tool or custom translation to provide input to a WS /DIXF (preference is a web service)** |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? | Schedule must be worked out with various systems |
| 1. Adapter/channel | web service |

## 9. KeyGen Order Export

Extract order information to be used in KeyGen

Orders are pulled from AX and viewed in KeyGen. The line information is tied to the Asset lines in Salesforce.com so the keys can be created on the correct lines. Key Gen also pulls the Complete Order information for reference purposes within Key Gen.

Create a web service to pull AX order / Invoice information. This will be a custom web service.

**Assumption:**

1. A new custom web service will be developed for the order based on an XML format. Application Integration Framework (AIF) will be used to expose the service and generate files containing order information. Assuming up to five (5) custom fields may be necessary for export

|  |  |
| --- | --- |
| Questions | Effect on the design |
| 1. Which business entities are involved, if any are involved? | Sales orders – both headers and lines |
| 1. Is the integration based on the "pull" model or the "push" model? | Triggered by KeyGen pull from AX. Run on demand. |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? (operation CRUD) | No validation or AX update |
| 1. What is the volume of transactions? | # lines/sales order |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? | KeyGen will run during normal UK/US business hours and AX should be up during that time. (3am-6pmEDT) |
| 1. Adapter/channel | Custom Web service |

## 10. Supplier Electronic Payments

Create two (2) new electronic file formats for banking exports

Four (4) file formats will need to be created to supply vendor payments and T&E payments to banks.

This process will follow the process for electronic file creation. These will be files that will be generated and written to a folder, which a user will then manually upload.

**Assumption**: New EFT files will be created as per bank format and payment format will be configured with respect to the specific bank.

|  |  |
| --- | --- |
| Questions | Effect on the design |
| 1. Which business entities are involved, if any are involved? | Accounts Payable |
| 1. Is the integration based on the "pull" model or the "push" model? | US sends to either PayBase or PrecisionForms Advanced (perhaps PaymodeX in future) depending on printer, but format may be the same in US. UK has 14 banks to generate files for; not using BT products to create payments. Run automatically when the users hit “print” – when files drop into the appropriate folder? |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? (operation CRUD) | PayBase and Create!Form  Check format, plain text |
| 1. What is the volume of transactions? | <500 per run in the US. Check on UK. |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? | Receiving systems expected to be up as needed. |
| 1. Adapter/channel | Built in banking functionality |

## 11. GT Match

Create an export file of open AR invoices which can be imported into the Bottomline GT Match tool, where users will combine the open invoice file with a bank payment file to produce a customer payment batch that can be imported into Dynamics AX

1. AX will create 1 export file of open customer invoices with parameters for dates, customer numbers and customer groups

2. A user will click to create a XML file which will be written to their local desktop

3. The user will upload the open invoice to GT Match

4. The user will download a payment file from the bank into GT Match

5. Users will manually match transactions in GT Match

6. Users will export an XML file from GT Match to be imported into Dynamics AX

7. The file imported into Dynamics AX will create a customer payment journal with settlements

8. If errors, these will be noted in an infolog window and the user will correct the errors in GT Match and re-export the file

9. The user will manually review and post the payment journal

**Assumptions**:

• The XML file to be imported into Dynamics AX will contain the legal entity (dataareaid), customer number and invoice number

• Error handling will check for matching open invoices and customer id’s

|  |  |
| --- | --- |
| Questions | Effect on the design |
| 1. Which business entities are involved, if any are involved? | Sales orders and A/R |
| 1. Is the integration based on the "pull" model or the "push" model? | Outbound from AX, then inbound back in  Run on demand, minimum daily |
| 1. What business rules are associated with the data? For example, if data is created or updated, which data elements are required? If data is deleted, what are the conditions under which a record can be deleted? (operation CRUD) | Nothing special |
| 1. What is the volume of transactions? | Export ~9,000 transactions daily average. |
| 1. What is the availability of the systems that are being integrated? What are the requirements for real-time data exchanges? | Not expected to be an issue |
| 1. Adapter/channel | DIXF |

# Additional Integrations

| **Interface Name** | **Description of Scope** | **Assumptions** |
| --- | --- | --- |
| Dynamics AX / SFDC Product (i.e. Dynamics AX Inventory items) | Interface products between SFDC and Dynamics AX | Current code exists in the Q2C environment. Bottomline will upgrade and /or modify this code prior to integrating into the environments listed in this SOW |
| Dynamics AX / SFDC Customers and Addresses | Interface Customers and Addresses between SFDC and Dynamics AX | Current code exists in the Q2C environment. Bottomline will upgrade and /or modify this code prior to integrating into the environments listed in this SOW |
| Dynamics AX / SFDC Contacts | Interface Contacts and Addresses between SFDC and Dynamics AX | Current code exists in the Q2C environment. Bottomline will upgrade and /or modify this code prior to integrating into the environments listed in this SOW |
| Dynamics AX / SFDC Contracts | Interface Contract information between SFDC and Dynamics AX | Current code exists in the Q2C environment. Bottomline will upgrade and /or modify this code prior to integrating into the environments listed in this SOW |
| Dynamics AX Invoice / SFDC Order Detail | Invoice information which decrements SFDC order detail | Current code exists in the GP environment. Bottomline will upgrade and /or modify this code prior to integrating into the environments listed in this SOW |
| Dynamics AX Invoice / SFDC Contract Update | Invoice information which updates a SFDC Contract | Current code exists in the GP environment. Bottomline will upgrade and /or modify this code prior to integrating into the environments listed in this SOW |
| Dynamics AX - Order - Creates New - SFDC Work Order | Create new SFDC Order | Current code exists in the GP environment. Bottomline will upgrade and /or modify this code prior to integrating into the environments listed in this SOW. |
| Dynamics AX - Order - Creates New - SFDC Asset | Create new SFDC Asset | Current code exists in the GP environment. Bottomline will upgrade and /or modify this code prior to integrating into the environments listed in this SOW. |
| Dynamics AX - Order - Update Account - SFDC Account | Update SFDC Order | Current code exists in the GP environment. Bottomline will upgrade and /or modify this code prior to integrating into the environments listed in this SOW. |
| Dynamics AX/Salesforce - Order - Creates New - Jira Issues | Create new Jira issue | The standard Sales Order AIF file can be deployed |
| Fixed Asset creation | A .csv file is uploaded which created Fixed Assets | Data migration entities will be leveraged for this upload. No additional interfaces will be created |
| Purchase Invoice | Interface invoices through TAP | Current Transform AP (TAP) processes will be utilized for the invoice interface. Bottomline will supply resources and knowledge to implement TAP |
| Expense Claims | Certify expense integrations | DIXF import from Certify will be utilized for these invoice interfaces. |
| Expense claims | Web Expense | .net integration will be utilized for these interfaces. |
| Apttus Quote | Quote Integration from Apttus | Current code exists in the Q2C environment. Bottomline will upgrade and/or modify this code prior to integrating into the environments listed in this SOW |
| Customer Statement | Customer Statement reporting formats | Precision Forms and/or custom reporting will be used for this interface. Any assistance that Microsoft provides will be derived from the Development / Reporting hours’ assistance time boxed efforts |
| PTX Statement (Customer's monthly statement) | Customer Statement reporting formats | Precision Forms and/or custom reporting will be used for this interface. Any assistance that Microsoft provides will be derived from the Development / Reporting hours’ assistance time boxed efforts |
| Current ADP Interfaces | Payroll, Vacation, Health, 401k match, headcount, private medical, death service and group income protection, etc. | Bottomline is in the process of implementing Ceridian to replace ADP; thus these current interfaces will be phased out |
| Additional Journal Entry uploads | Creation of multiple journal entry formats for users to upload | Microsoft will create two (2) journal entry upload formats. Bottomline may use these as a template to create additional journal entry upload template as deemed necessary. |
| Solver Integrations | Upload / interface information to Solver | Solver will be phased out as part of this implementation and thus these interfaces will no longer be applicable. |
| Remittance Advices | Create custom remittance advices to vendors | Precision Forms and/or custom reporting will be used for this interface. Any assistance that Microsoft provides will be derived from the Development / Reporting hours’ assistance time boxed efforts |
| Paymode and Paymode X | Custom file format to be sent to PayMode X for vendor payment processing | The standard Dynamics AX check will be printed to a file and configured by the Bottomline development team for PayMode X. |
| Sales Document Output | Create custom formats for Sales Documents, i.e. invoices, orders, etc. | Precision Forms and/or custom reporting will be used for this interface. Any assistance that Microsoft provides will be derived from the Development / Reporting hours’ assistance time boxed efforts |
| Sales Invoices from Web Time | Create Free-Text Invoices within Dynamics AX | Twenty (20) transactions per month, invoices will be manually keyed in |
| FAS Import for Deferred Revenue | Deferred Revenue Tracking | This will be retired with the implementation of Leeyo; thus no longer necessary |
| AP: Physical Checks | Printing of physical checks (MICR checks with signature) | The current AP check print file will be sent to Paybase for print.  Paybase also produces and send PosPay file.  Bottomline note that prior to go-live, it is possible that we have upgrade the system to C-Series. |
| AX to Jira Issues | New (applicable) Order Items create Jira Issue records (of various types) | Bottomline will align to the New Order to SFDC code listed above to submit records to existing Jira .NET integration. |