

The Debitoor Integration

1. Goal of the integration	3
1.1 Simply manage your data	3
1.2 Less mistakes, quicker billing	3
1.3 Advantages of the integration.....	3
2. Principles of the integration	4
2.1 Debitoor is the starting point for your customers and products	4
2.2 Create and schedule a work order and register hours.....	4
2.3 Customer added to the work order should match the customer in Debitoor	4
2.4 Archiving the work order in Simon creates a draft invoice in Debitoor	4
2.5 Removing customer should be done in Debitoor, Simon updates automatically	4
3. Exchanges in the integration	5
3.1 Retrieving products from Debitoor	5
3.2 Retrieving customers from Debitoor	5
3.3 Work addresses are retrieved from Debitoor, but may be added in Simon	5
3.4 Archived work orders are sent to Debitoor.....	5
3.4.1 How are the registered travel times in the work order sent to Debitoor?.....	6
3.4.2 How are the registered work times in the work order sent to Debitoor?	6
3.4.3 How are the registered products transferred to the draft invoice in Debitoor?	6
4. Activating the integration	7
4.1 Where should I start when creating the integration?	7
4.2 How do I activate the integration?.....	7
4.3 Why should I erase my database before I can activate the integration?	8
4.4 Where can I deactivate my integration?	9
5. Settings integration	10
5.1 What should I do with the settings of the integration?	10
5.2 Can I retrieve quotes from Debitoor to Simple-Simon?	10
5.3 How do I send my registered travel time to Debitoor?.....	11
5.4 How do I send my registered work time to Debitoor?	12

5.5 Can I add a default product to my draft invoice in Debitoor?.....	13
5.6 Can I send Simon’s work description to Debitoor as first draft invoice line?.....	13
5.7 Can I prevent work orders from being sent to Debitoor?	13
5.8 With what kind of information can I fill the memo field in Debitoor?	14
5.9 Can I send my work order PDF and own form PDF to Debitoor?	14
5.10 Can I register the draft invoice per user on a different warehouse?	15
6. Edit settings integration	16
6.1 How can I edit the settings of my integration?	16
6.2 Are there any consequences if I edit the interface?	16
6.3 When are changes to the integration activated?.....	16
6.4 Can I undo my settings?	16
7. How does the integration work?	17
7.1 Why should I empty my database before starting the integration?	17
7.2 How long does it take for Debitoor and Simon to synchronize?	17
7.3 How often is a clean-up done in Simon?.....	17
7.4 Why does it take a while (the first time) to retrieve the data from Debitoor?	17
8. Logging – notifications integration	18
8.1 My integration with Debitoor does not work, what should I do?	18
8.2 What is the meaning of the various notifications?	18
8.3 Notification is shown in my Debitoor integration, what should I do?	19
8.4 What is the meaning of the various colours in the notifications?.....	19
9. Stop the integration	20
9.1 Where can I stop the integration with Debitoor?	20
9.2 Are there any consequences if I stop my integration with Debitoor?	20
9.3 Should I contact Simon to stop my integration with Debitoor?	20

1. Goal of the integration

1.1 Simply manage your data

One of the many advantages of using the integration between Simple-Simon and Debitoor is that you can control your data in one spot. Once the integration between Simple-Simon and Debitoor is set, Debitoor becomes the main ERP system. Customers and products should be added to Debitoor. Simple-Simon automatically updates according to the mutations that are done in Debitoor. Add your customers and products to Debitoor, Simon will copy these and you can start creating and planning your work orders!

1.2 Less mistakes, quicker billing

Controlling your data in one spot ensures you make less mistakes while billing to your customers. Create a work order in Simon, schedule the work order for yourself or your co-worker and register products and hours. Once the work order is reported finished and archived, it is sent to Debitoor as a draft invoice within 5 minutes. Check, edit and confirm that the draft invoice is correct and send the bill to your customer. The integration between Simple-Simon and Debitoor creates less mistakes and makes your billing quicker.

1.3 Advantages of the integration

The integration between Debitoor and Simple-Simon comes with plenty of advantages, as you:

1. Can send your bill **quicker** and you make **less mistakes**.
2. Simon automatically acquires all **your customers and products** from Debitoor and this is directly available in Simon.
3. Your work order is finished in Simple-Simon, the archived work order is sent back to **Debitoor** as a **draft invoice**.
4. Is your work order ready? Within **5 minutes** the bill can be send to your customer.
5. It makes processing work order effortless, directly save **time** and **money**!
6. The integration **can be easily created by yourself**, ready within 5 minutes.

2. Principles of the integration

2.1 Debitoor is the starting point for your customers and products

Once the integration between Simple-Simon and Debitoor is set, Debitoor becomes the main ERP system for your products and customers. Simple-Simon automatically updates once mutations are done in Debitoor. Adding customers or products (products in Simon) and editing them, should be done in Debitoor. Customers or products added to Simon cannot be forwarded to Debitoor. In order to prevent incorrect billing, customers and products added to Simon will therefore be automatically removed from Simon. This is done a few times a week.

2.2 Create and schedule a work order and register hours

You can start creating work orders once all your customer and products are transferred to Simple-Simon. Creating the work order is normally done in Simple-Simon, but it is also possible to let Debitoor create a work order automatically from a quote. Create a work order, schedule the work order for yourself or your co-worker and register hours and/or products. You can also add own forms that ask specific questions about the job done.

2.3 Customer added to the work order should match the customer in Debitoor

Every customer that is added to a work order, should be a customer that is transferred from Debitoor to Simple-Simon. When you archive the work order in Simon, a draft invoice is created for that particular customer in Debitoor. Your customer database is available for your office and in the field employees. They can select the correct customer. It is not possible to send the work order to Debitoor if no customer is registered on the work order. The integration will send an error notification as it is not possible to create a draft invoice in Debitoor without selecting a customer.

2.4 Archiving the work order in Simon creates a draft invoice in Debitoor

You can send your work order to Debitoor by archiving the work order in Simon. In order to do so, the work order needs to be reported as finished. Check the finished work order, edit if necessary and archive the work order. Within a few minutes the work order becomes a draft invoice in Debitoor. The draft invoice is added to the selected customer. That way it is easy to control your work orders and draft invoices. The integration logging allows you to precisely follow this process. For example, if no customer is added to the work order then no draft invoice can be created in Debitoor. The integration logging shows you what might be wrong and how you can fix this.

2.5 Removing customer should be done in Debitoor, Simon updates automatically

Removing or inactivating customers should be done in Debitoor. Debitoor is the main ERP system and Simon updates accordingly. A few times a week Simon checks and removes customers that are removed in Debitoor as well. You do not need to remove these customers yourself; Simon does this automatically.

3. Exchanges in the integration

3.1 Retrieving products from Debitoor

Once the integration between Simple-Simon and Debitoor is set, Debitoor becomes the main ERP system for your products (products in Simon). Every time you add a product to Debitoor, the product is placed in Simon within minutes. Simple-Simon automatically updates once mutations are done in Debitoor. Your product database is available for your office and in the field employees. They can select the correct product. Adding products (products) and editing them, should be done in Debitoor. Products added to Simon cannot be forwarded to Debitoor. In order to prevent incorrect billing, products added to Simon will therefore be automatically removed from Simon. This is done a few times a week.

3.2 Retrieving customers from Debitoor

Once the integration between Simple-Simon and Debitoor is set, Debitoor becomes the main ERP system for your customers. Every time you add a customer to Debitoor, the customer is placed in Simon within minutes. Simple-Simon automatically updates once mutations are done in Debitoor. Your customer database is available for your office and in the field employees. They can select the correct customer. Adding customers and editing them, should be done in Debitoor. Customers added to Simon cannot be forwarded to Debitoor. In order to prevent incorrect billing, customers added to Simon will therefore be automatically removed from Simon. This is done a few times a week.

3.3 Work addresses are retrieved from Debitoor, but may be added in Simon

The standard customer address is automatically retrieved from Debitoor and becomes the customer address in Simon. A work address is the location where the job should be done. You are also allowed to add work addresses in Simon. Just make sure you match the work address to the correct customer (which is retrieved from Debitoor). You can create as many work addresses in Simon as you wish, if they are matched to a customer.

3.4 Archived work orders are sent to Debitoor

Sending work orders to Debitoor is done by archiving them in Simple-Simon. Only a work order that is marked as finished can be archived. Once you archive the work order, within minutes it is placed in Debitoor as a draft invoice. You can archive the work order by selecting 'Archive' in the work order overview. This button is only available if the work order is **reported** as **finished**. The work order is sent to Debitoor as a draft invoice and placed at the correct customer. Your co-workers in the office can check the work order before sending it to Debitoor. That is how you easily manage and control your work orders and bills.

3.4.1 How are the registered travel times in the work order sent to Debitoor?

The registered travel times in the work order can be sent to Debitoor as a line on the draft invoice. You can determine which product should be used to book the times in Debitoor. You can determine this by changing the settings of the integration. More information about the integration's settings can be found in chapter 5.3 "How do I make sure Simon sends my registered travel time to Debitoor?". An example: let's say you registered 15 minutes of travel time on the work order in Simon. In Debitoor the travel time is registered as 0,25 x "your chosen product". In Debitoor you can edit the quantity, price or product before you send the bill to your customer. It is also possible to not register the travel time in Debitoor. Do you want to know more about this option? Take a look at the settings in chapter 5.3.

3.4.2 How are the registered work times in the work order sent to Debitoor?

The registered work times in the work order can be sent to Debitoor as a line on the draft invoice. You can determine which product should be used to book the times in Debitoor. You can determine this by changing the settings of the integration. More information about the integration's settings can be found in chapter 5.4 "How do I make sure Simon sends my registered work time to Debitoor?". An example: let's say you registered 2 hours of work time on the work order in Simon. In Debitoor the work time is registered as 2 x "your chosen product". In Debitoor you can edit the quantity, price or product before you send the bill to your customer. It is also possible to not register the work time in Debitoor. Do you want to know more about this? Take a look at the settings in chapter 5.4.

3.4.3 How are the registered products transferred to the draft invoice in Debitoor?

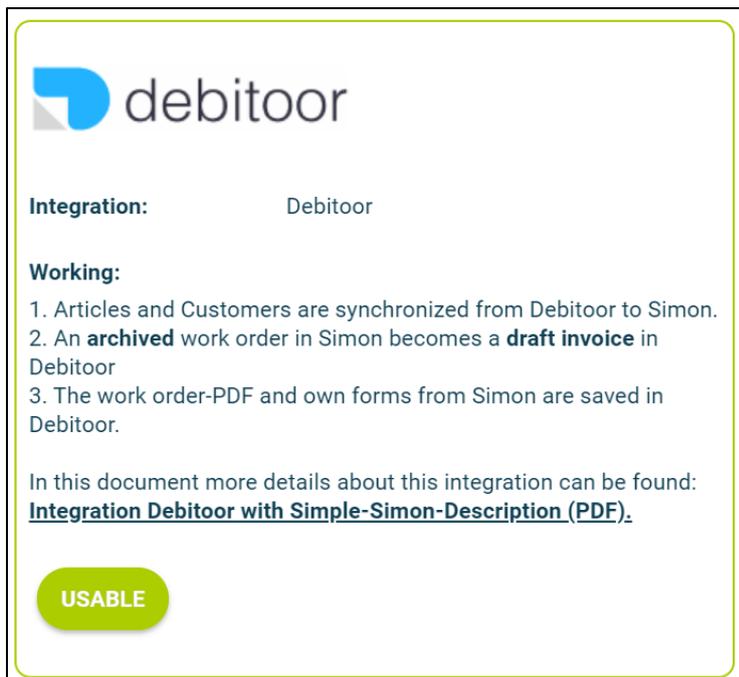
The registered products in the work order are transferred to Debitoor as lines on the draft invoice. Here you can edit the price and quantity of the product before you send the bill to your customer. Simon automatically selects the correct product in Debitoor, as the product database is based on Debitoor's product list.

4. Activating the integration

There are several options available to make sure the integration works as you wish. Change the settings so that the integration matches perfectly with your workflow. In order to activate the integration, Debitoor and Simon should be connected. This chapter explains how creating the connection works.

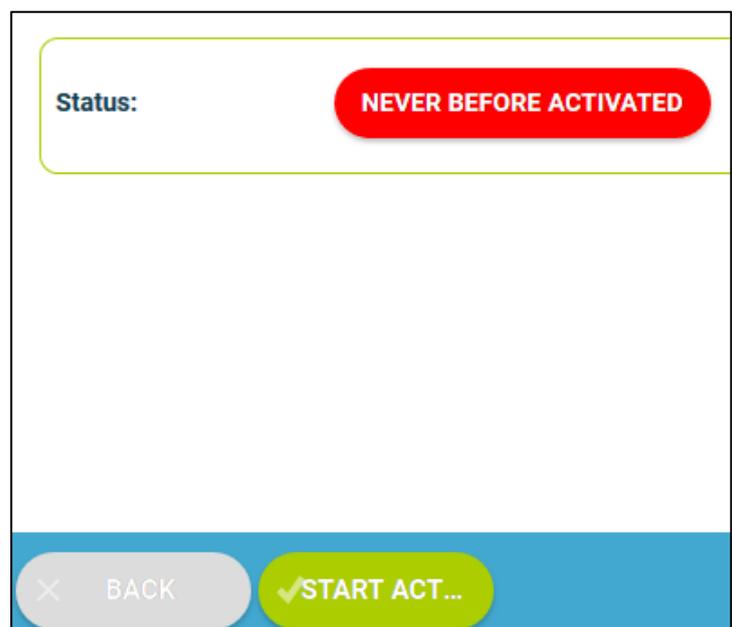
4.1 Where should I start when creating the integration?

Make sure you are logged into Simple-Simon and head over to 'Integrations'. Select 'Activate integration' and select 'Usable' at the Debitoor tile.



4.2 How do I activate the integration?

Select the green button 'Start activation'. We then shortly explain how the integration works. Creating the integration starts by erasing existing Simon data. Chapter 4.3 "Why should I erase my database before I can activate the integration?" explains why and how this can be done.



4.3 Why should I erase my database before I can activate the integration?

It is mandatory to erase your database in Simple-Simon if you want to start the integration with Debitoor. Once the integration between Simple-Simon and Debitoor is set, Debitoor becomes the main ERP system. Customers and products should be added to Debitoor. Simple-Simon automatically updates according to the mutations that are done in Debitoor. Your database in Simon therefore should be emptied first, so that you can begin with a fresh start. Select 'Clear Simon data' to erase the data. Simon then shows you which parts should be erased.

If you are restarting the integration (after deactivating it), you can choose which parts of the database should be erased. Select which parts of the database you want to remove and which should remain.



Integration: Debitoor

Working:

1. Articles and Customers are synchronized from Debitoor to Simon.
2. An **archived** work order in Simon becomes a **draft invoice** in Debitoor
3. The work order-PDF and own forms from Simon are saved in Debitoor.

In this document more details about this integration can be found: [Integration Debitoor with Simple-Simon-Description \(PDF\)](#).

FOLLOW THE STEPS BELOW

<input checked="" type="checkbox"/> Mandatory clearing of Simon Data!	<input checked="" type="checkbox"/> CLEAR SIMON DATA
<input type="checkbox"/> Make connection with Simon	<input checked="" type="checkbox"/> CONNECT!
<input type="checkbox"/> Settings	

Below the **Simon-tables** which will be emptied before starting the integration.

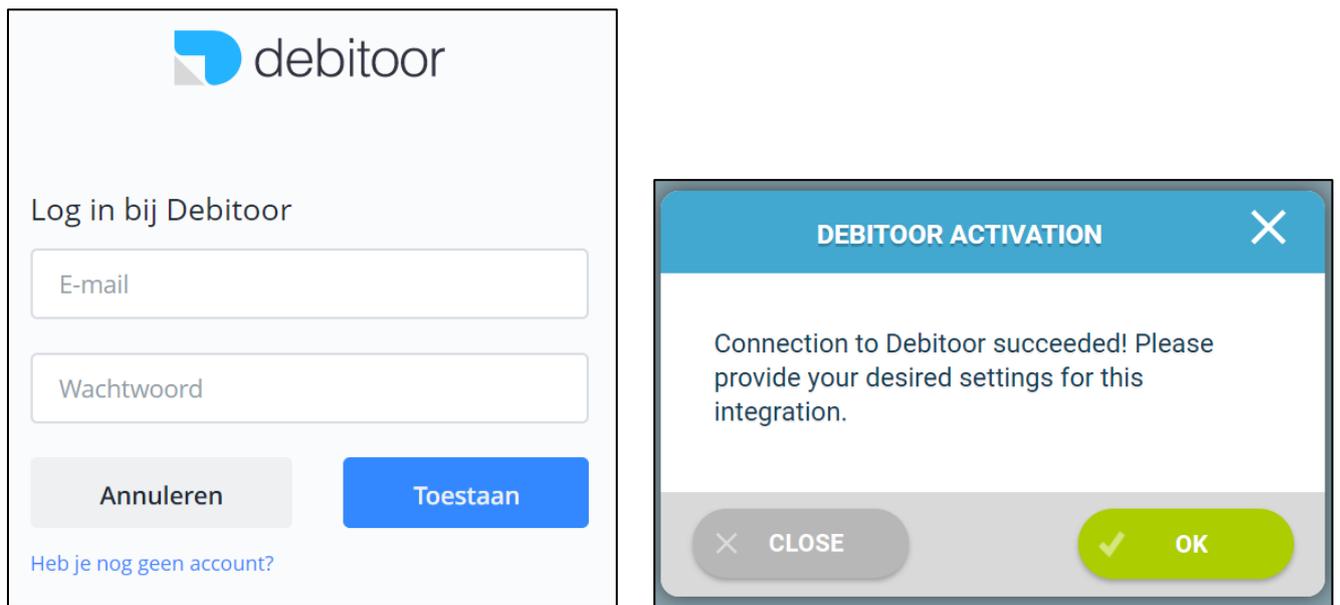
	Table	Number	Last Update
<input checked="" type="checkbox"/>	Article Group	3	2019-09-10 11:24 AM
<input checked="" type="checkbox"/>	Article	12	2019-09-10 11:24 AM
<input checked="" type="checkbox"/>	Work Order	31	2019-09-10 11:24 AM
<input checked="" type="checkbox"/>	Work Address	16	2019-09-10 11:24 AM
<input checked="" type="checkbox"/>	Customer	5	2019-09-10 11:24 AM
<input checked="" type="checkbox"/>	Equipment	0	-
<input checked="" type="checkbox"/>	Contact Persons	10	2019-09-10 11:24 AM

It is possible to start the integration as soon as you have erased the Simon database. You can do so by selecting 'Connect!'.

FOLLOW THE STEPS BELOW

<input checked="" type="checkbox"/> Mandatory clearing of Simon Data!	<input checked="" type="checkbox"/> CLEAR SIMON DATA
<input type="checkbox"/> Make Connection with Simon	<input checked="" type="checkbox"/> CONNECT!
<input type="checkbox"/> Settings	

Log into your Debitoor account and select “Allow”.



The image shows two screenshots. The left screenshot is a login form for Debitoor. It features the Debitoor logo at the top, followed by the text 'Log in bij Debitoor'. Below this are two input fields: 'E-mail' and 'Wachtwoord'. At the bottom, there are two buttons: 'Annuleren' (grey) and 'Toestaan' (blue). A link 'Heb je nog geen account?' is located at the bottom left. The right screenshot is a modal dialog titled 'DEBITOOR ACTIVATION'. It contains the message 'Connection to Debitoor succeeded! Please provide your desired settings for this integration.' and has two buttons at the bottom: 'CLOSE' (grey) and 'OK' (green).

The next step is to provide the desired settings for the integration with Debitoor.

4.4 Where can I deactivate my integration?

If wanted, you can immediately deactivate your integration. Once you deactivate the integration, it will stop automatically. You do not need to contact Simple-Simon to deactivate your integration. The moment you deactivate your integration, Debitoor will no longer transfer customers and products to Simon and you cannot send work orders to Debitoor either. Of course, you can restart the integration at any moment. The moment you restart the integration, Simon will start updating the customer and products again and it is possible to send work orders to Debitoor as well.

5. Settings integration

5.1 What should I do with the settings of the integration?

You can use the settings to determine how the integration should work. The settings can be selected after you have erased the Simon data and created a connection between Simon and Debitoor. Select 'Settings' to manage the settings. When using the integration you agree with the terms and conditions of the integration.

FOLLOW THE STEPS BELOW	
<input checked="" type="checkbox"/> Mandatory clearing of Simon Data!	<input checked="" type="checkbox"/> CLEAR SIMON DATA
<input checked="" type="checkbox"/> Make Connection with Simon	
<input type="checkbox"/> Settings	<input checked="" type="checkbox"/> SETTINGS

TERMS OF USAGE

In order to use this integration, please agree to the corresponding terms.

Please read the terms to use this integration (PDF).

I agree to the terms to use this integration

5.2 Can I retrieve quotes from Debitoor to Simple-Simon?

Normally, archived work orders go from Simple-Simon to Debitoor, where they become draft invoices. In this setting, you can choose to send quotes from Debitoor to Simple-Simon, where it becomes a work order. Select 'Yes' if you want that. Note: this only happens once. So when you save a new quote in Debitoor it gets send to Simple-Simon as a work order. When you adjust this quote in Debitoor, the changes do not go to the work order in Simple-Simon. Reason for this is that the changes made to a order are done in Simple-Simon after the draft invoice becomes a work order.

Do you want a quote from your accounting software to become a work order in Simon? ⓘ

Yes ▼

If you only want certain quotes to become a work order automatically in Simple-Simon, you can use a filter word. Use for example WO; only quotes with the word 'WO' in the description will be send to Simon as a work order. If this setting is empty, all the draft invoices will be send to Simon as work orders.

Optionally add a filter word: (i)

The next setting is whether you want the quote lines on the quote in Debitoor to go to the work order in Simple-Simon. If you already add two products on the quote in Debitoor and the setting is set to 'Yes', these will be added on the Simon work order as products.

Take quote rows and turn them into used articles on Simons work order? (i)

Yes ▼

The last setting is what you want as the work order description in Simple-Simon. You have the choice between the description of the first quote line, the memo/note of the quote or the offer notes in Debitoor.

What do you want as Simons work order work description? (i)

Description first quote line

Memo/note

Offer notes

5.3 How do I send my registered travel time to Debitoor?

If wanted, you can send the, in Simon registered, travel time to Debitoor. The product you choose here is the product which is selected in Debitoor when sending the travel time to Debitoor. For example, if you register 15 minutes of travel time in Simon, 0,25 x the product is registered in Debitoor. Select 'Check' to validate the product in Debitoor.

Reisezeit ✕

<p>* Name</p> <input style="width: 90%;" type="text" value="Reisezeit"/>	<p>* Net Price (without VAT)</p> <input style="width: 90%;" type="text" value="50,00"/>	<div style="border: 1px dashed #ccc; padding: 20px; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> ↑ Upload image </div>
<p>Description</p> <input style="width: 90%; height: 40px;" type="text" value="Reisezeit"/>	<p>* VAT</p> <input style="width: 90%;" type="text" value="21%"/>	
<p>* Gross Price (with VAT)</p> <input style="width: 90%;" type="text" value="60,50"/>		
<p>Product No.</p> <input style="width: 90%;" type="text" value="Reisezeit-001"/>	<p>Unit</p> <input style="width: 90%;" type="text" value="hour"/>	<p>Cost Price</p> <input style="width: 90%;" type="text" value="0,00"/>

On which article in your accounting software you want to register Simons travel time? ℹ

Reisezeit-001|Reisezeit|Reisezeit
✎

5.4 How do I send my registered work time to Debitoor?

If wanted, you can send the, in Simon registered, work time to Debitoor. The product you choose here is the product which is selected in Debitoor when sending the work time to Debitoor. For example, if you register two hours of work time in Simon, two times the product is registered in Debitoor. Select 'Check' to validate the product in Debitoor.

Arbeitszeit ✕

<p>* Name</p> <input style="width: 90%;" type="text" value="Arbeitszeit"/>	<p>* Net Price (without VAT)</p> <input style="width: 90%;" type="text" value="60,00"/>	<div style="border: 1px dashed #ccc; padding: 20px; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> ↑ Upload image </div>
<p>Description</p> <input style="width: 90%; height: 40px;" type="text" value="Arbeitszeit"/>	<p>* VAT</p> <input style="width: 90%;" type="text" value="21%"/>	
<p>* Gross Price (with VAT)</p> <input style="width: 90%;" type="text" value="72,60"/>		
<p>Product No.</p> <input style="width: 90%;" type="text" value="Arbeitszeit-001"/>	<p>Unit</p> <input style="width: 90%;" type="text" value="hour"/>	<p>Cost Price</p> <input style="width: 90%;" type="text" value="0,00"/>

On which article in your accounting software you want to register Simons work time?

Arbeitszeit-001|Arbeitszeit|Arbeitszeit 

5.5 Can I add a default product to my draft invoice in Debitoor?

If wanted, you can automatically add a default product to your draft invoice in Debitoor. This product is automatically placed on your draft invoice once you send the work order from Simon to Debitoor. An example of a default product is a 'Call-out fee'. If you want the call-out fee to be automatically added to your draft invoice, set it as a default product here. Select 'check' to verify the product.

Automatically add a default article?

Yes 

Article number in your accounting software

Service-001|Service|Service 

5.6 Can I send Simon's work description to Debitoor as first draft invoice line?

When you archive the finished work order, it is sent to Debitoor as a draft invoice. If you want the work description from the Simple-Simon work order to be on the draft invoice as a invoice line, select Yes for this setting.

Do you want to send as first line, Simons work description to your accounting software?

Yes 

5.7 Can I prevent work orders from being sent to Debitoor?

When you archive the finished work order, it is sent to Debitoor as a draft invoice. If you do not want all work orders to be sent to Debitoor, you can prevent this by entering a filter word. For example, if you do not want the guarantee jobs to be billed, you can add 'Guarantee' as a filter word. All work orders which have 'Guarantee' in the description of the work order, will not be send to Debitoor. If you leave this setting empty, all work orders will be send to Debitoor.

Provide an optional filterword, for Simons Work orders you DO NOT want to send to your accounting software.



Guarantee

5.8 With what kind of information can I fill the memo field in Debitoor?

If wanted, you can fill the memo field of the draft invoice with information from Simple-Simon. You can choose to fill it with Simon's Work address, Simon's Work description or both. You can also select 'Nothing', in that case the memo field will stay empty.

What do you want to send to the memo field in your accounting software?



- Simons work address**
- Simons work address and Simons work description**
- Simons work description**
- Nothing**

5.9 Can I send my work order PDF and own form PDF to Debitoor?

If wanted, you can send the work order PDF and the own form PDF to Debitoor. The PDFs are then placed on the draft invoice under 'Attachments'. This makes searching for the correct information easier and quicker.

Which documents from Simon you want to have in your accounting software?



- Only work order PDF**
- Work order PDF and own form PDF**
- Only own forms (PDF)**
- Nothing**

5.10 Can I register the draft invoice per user on a different warehouse?

If wanted, you can send the attachments added in Simple-Simon to Debitoor. These attachments can be all kinds of documents added to the work order in Simon. If this setting is set to Yes, the attachments on the work order will be sent to Debitoor when archiving the work order and will be placed on the draft invoice under 'Attachments'.

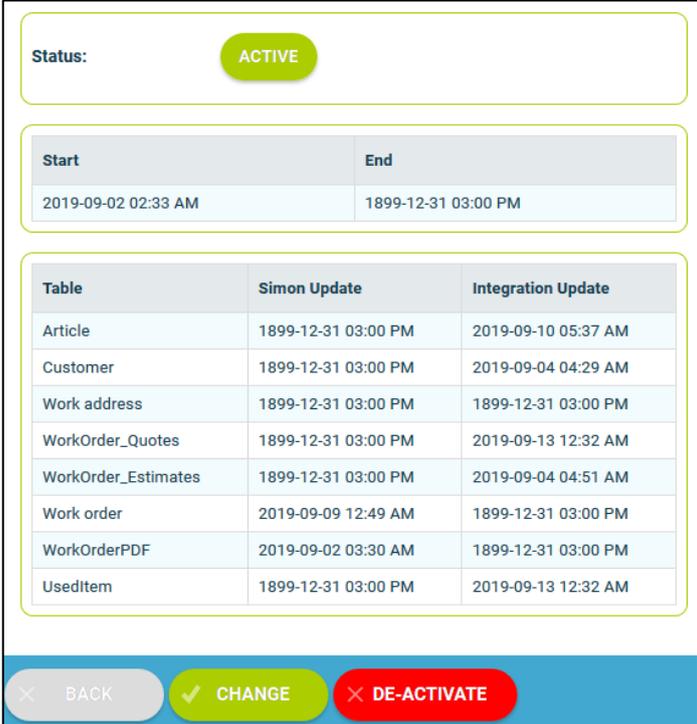
Send all attachments added in Simon to your accounting system? 

Yes 

6. Edit settings integration

6.1 How can I edit the settings of my integration?

Once you have set the integration with Debitoor, you can edit the settings of the integration. The status of the integration shows you whether it is active or not. By selecting 'Change' you can edit the settings of the integration. The next page will show you the settings button. Here you can edit the integration according to your own wishes. If you edit one setting, all other settings need to be checked as well. Press 'Check' to check each setting. Save the settings and the integration has been edited. The changes in the integration will be applicable from the moment you have edited the integration. This will not be done in retrospective.



The screenshot displays the integration settings interface. At the top, the status is 'ACTIVE' in a green pill. Below this, a table shows the start and end dates: '2019-09-02 02:33 AM' for Start and '1899-12-31 03:00 PM' for End. A larger table lists various data points and their update times for both Simon and the Integration. At the bottom, there are three buttons: 'BACK' (grey), 'CHANGE' (green with a checkmark), and 'DE-ACTIVATE' (red with an X).

Table	Simon Update	Integration Update
Article	1899-12-31 03:00 PM	2019-09-10 05:37 AM
Customer	1899-12-31 03:00 PM	2019-09-04 04:29 AM
Work address	1899-12-31 03:00 PM	1899-12-31 03:00 PM
WorkOrder_Quotes	1899-12-31 03:00 PM	2019-09-13 12:32 AM
WorkOrder_Estimates	1899-12-31 03:00 PM	2019-09-04 04:51 AM
Work order	2019-09-09 12:49 AM	1899-12-31 03:00 PM
WorkOrderPDF	2019-09-02 03:30 AM	1899-12-31 03:00 PM
Useditem	1899-12-31 03:00 PM	2019-09-13 12:32 AM

6.2 Are there any consequences if I edit the interface?

The integration works according to the choices you make in the settings page. It is only possible to edit the integration's settings if this is in line with information from Debitoor. For example, if a product does not exist in Debitoor, Simon will send an error notification stating this. It is your own responsibility that the integration information is correct.

6.3 When are changes to the integration activated?

The moment you alter the integration, the changes are saved and activated. This will not be done in retrospective.

6.4 Can I undo my settings?

You can edit the settings of the integration at any given moment. The moment you alter the integration, the changes are saved and activated. This will not be done in retrospective. If needed, you can also completely deactivate the integration. The moment you stop the integration, it will be deactivated completely. You do not need to contact Simple-Simon to do so. The moment you deactivate the integration, Debitoor will no longer send customers and products to Simon and it is also not possible to send a work order to Debitoor. Of course, you can activate your integration again.

7. How does the integration work?

7.1 Why should I empty my database before starting the integration?

It is mandatory to erase your database in Simple-Simon if you want to start the integration with Debitoor. Once the integration between Simple-Simon and Debitoor is set, Debitoor becomes the main ERP system. Customers and products should be added to Debitoor. Simple-Simon automatically updates according to the mutations that are done in Debitoor. Your database in Simon therefore should be emptied first, so that you can begin with a fresh start. Select 'Clear Simon data' to erase the data. Simon then shows you which parts should be erased. If you are restarting the integration (after de-activating it), you can choose which parts of the database should be erased. Select which parts of the database you want to delete and which should remain.

7.2 How long does it take for Debitoor and Simon to synchronize?

The synchronization between Debitoor and Simon is done around every 5 minutes. This might be a bit more or a bit less, depending on how many people are using the integration. You can also view the highest mutation date. This shows the latest mutation you did in Debitoor (or Simon), that influences Simon (or vice versa). If you want to view the mutation date, go to 'Integrations', 'Logging' and look at the green icon.

7.3 How often is a clean-up done in Simon?

Products or customers removed in Debitoor, are automatically removed in Simon as well. Simon runs a clean-up, a few times a week, in which these customers and products are automatically removed. You do not need to remove customers or products yourself; Simon does this for you.

7.4 Why does it take a while (the first time) to retrieve the data from Debitoor?

It might take a while to set the integration between Simple-Simon and Debitoor. The first time Simon must import all customers and products from Debitoor. How long this takes exactly is depended on the size of your database in Debitoor.

8. Logging – notifications integration

8.1 My integration with Debitoor does not work, what should I do?

If (a part of) your integration does not work, a notification is created. You can view these notifications at 'Integrations' and then 'Logging'. Here you can find all notifications regarding your integration. Each column tells you a bit about the notification. For example, the 'Table' column tells you whether the notification is about a work order, customer, work address or product. Furthermore, the column 'Message' shows you the exact notification. If something needs to be done about the notification, you can view what you should do in 'Action to take'. An example of a notification is when no customer is attached to the customer. You cannot send a work order to Debitoor without attaching a customer to the work order, as Debitoor needs to know for which customer the draft invoice can be created.

TABLE		MESSAGE	ACTION TO TAKE
<input type="radio"/> <input checked="" type="radio"/> 135	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	New UsedItem Inserted to Simon Successfully New WorkOrder Insered to Simon Successfully	No Action Needed No Action Needed

8.2 What is the meaning of the various notifications?

Depending on the type of notification, Simon will either show an info, warning or error message. Regardless of the type of notification, Simon will show the message in the "Message" column. You can choose to only show warning or errors. If you want to view all notifications that require a solution, select errors. If a solution is required, this is shown in the column 'Action to take'.

MESSAGE
New UsedItem Inserted to Simon Successfully New WorkOrder Insered to Simon Successfully

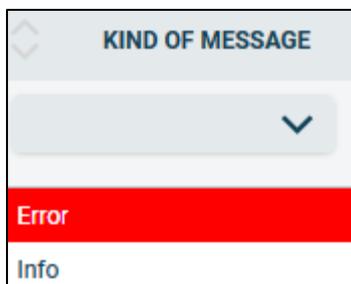
8.3 Notification is shown in my Debitoor integration, what should I do?

If you receive a notification that requires a solution, this will be shown in the column 'Action to take'. This column also explains what the solution should be.

MESSAGE	ACTION TO TAKE
Work Order does not have a Customer in your accounting software!	Please De-Archive WO , attach ERP Customer which is Active and not Removed in ERP

8.4 What is the meaning of the various colours in the notifications?

The colour changes depending on the type of the message. An 'info' notification is shown in white or blue. 'Warnings' are shown in yellow and 'errors' are shown in red. That way it is easy to view what is going on in the integration and if a solution is required.



9. Stop the integration

9.1 Where can I stop the integration with Debitoor?

You can stop the integration with Debitoor by going to 'Integrations' → 'Activate integration' → 'Debitoor' → 'Active' → 'Deactivate'. Simon will then ask whether you really want to deactivate the integration. The integration can only be used later by reactivating it.

9.2 Are there any consequences if I stop my integration with Debitoor?

No more customers and products will be transferred from Debitoor and no work orders will be send to Debitoor, from the moment you deactivate the integration. Of course, you can always reactivate the integration. The customers and products will be transferred to Simon and work orders will be send to Debitoor from that moment on.

9.3 Should I contact Simon to stop my integration with Debitoor?

You can deactivate the integration whenever you want. Once you deactivate the integration, it stops automatically. You do not need to contact Simon to do this.