

# USER GUIDE CENTRAL MASTER DATA MANAGEMENT

Exact Globe



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**Exact Globe**

**USER GUIDE  
CENTRAL  
MASTER DATA  
MANAGEMENT**



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Chapter 1

# Introduction

# 1. INTRODUCTION

After installing Exact Synergy Enterprise as instructed in the **Exact Synergy Enterprise Project Approach and Technical Implementation Manual**, the next step is to implement other functionalities offered by the software that caters to your business needs.

The objective of this manual is to help you implement the central master data management applications which are available in the Central Master Data Management (CMDM) module. As the implementation instructions are presented in easy and quick steps, this manual is meant for consultants, as well as end-users. In general, the manual is created with the primary focus on helping everyone, including users with minimal Central Master Data Management knowledge, to implement the Central Master Data Management solution and subsequently run the processes involved.

Each chapter starts with a brief introduction explaining the objectives of the chapter.

Should you require more information about the applications, you can click  **Help** at the title bar to view the online help documents in Exact Synergy Enterprise.

We are confident that this manual will help your company get started with the Central Master Data Management module in Exact Synergy Enterprise and we believe your organization will benefit from this product very quickly.

Chapter 2

# What is Central Master Data Management (CMDM)

## 2. WHAT IS CENTRAL MASTER DATA MANAGEMENT (CMDM)

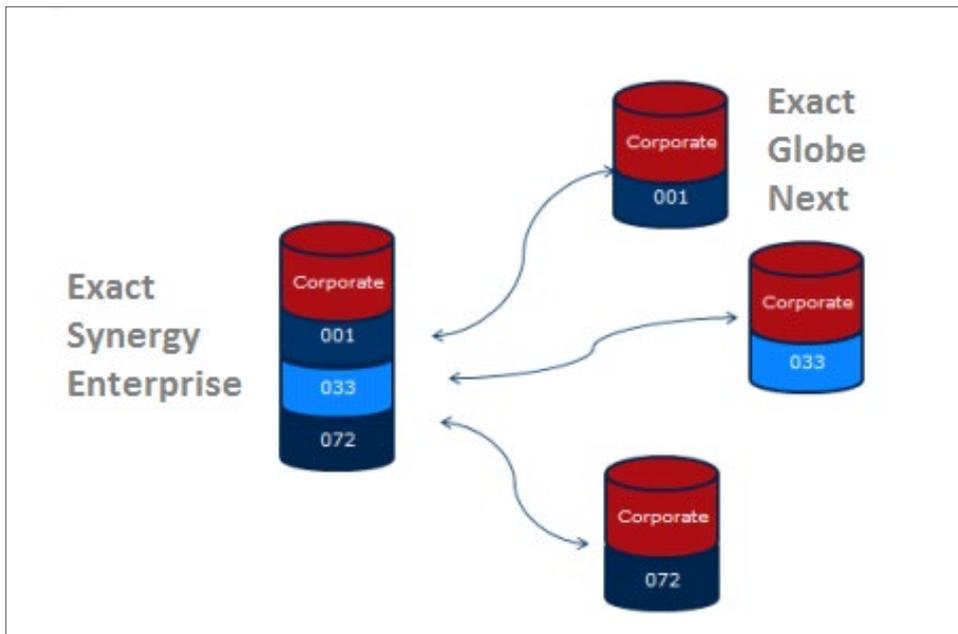
Managing data across multiple divisions can be a challenge. With Central Master Data Management (CMDM), you can create a structured process for entering and maintaining information on a single platform, eliminating redundancy and duplication. By structuring the life cycle of your master data, you will enable the effective collaboration between divisions, ensure company-wide compliance, and improve your decision-making.

Central Master Data Management is powered by Exact Synergy Enterprise, and it is optimal for companies with multiple divisions sharing the same or related master data with Exact Globe Next. The benefits of Central Master Data Management are as follows:

- **Gain multiple levels of control**  
Central Master Data Management ensures that data is consistent and can be retrieved from a single source. This makes it possible to implement a single set of reports and key process indicators, and share them with the regional or corporate level. Thus, consolidation of data is easier. The local management teams can also benefit from using the same information on a regional level because they can spend less time on gathering data for the headquarters, and more time on managing the local businesses.
- **Efficiency between teams**  
Since all the data will be stored and updated centrally, collaboration between multiple divisions in your company will be easier and faster. This makes the organization more agile. You can share knowledge, resources, products, and customers or suppliers. This improves the communication and efficiency throughout the organization. With clear company standards that enhance transparency for internal and external stakeholders, the team can work together more effectively.
- **Ensure company-wide compliance**  
A unified data format for all the divisions not only makes it easy to compare the same data with the consolidated KPI reporting, but also reduces data redundancy and inaccuracy. Central Master Data Management also ensures company-wide compliance, making it easier to gain an accurate overview of your regional activities.
- **Structure processes for complete traceability**  
Requests for creating or adopting master data, such as accounts, general ledgers, items, or people can be managed using the workflow in Exact Synergy Enterprise. Depending on the data entity type, these requests can be viewed by the entity owner on a divisional, regional, or corporate level. The results are transparent and traceable.
- **Improve decision making**  
With company-wide compliance and structured processes in place, you can increase your confidence in your decision making. Easy consolidation and data comparison on a group level can provide a solid basis for decision making, while giving you full control over divisional results, reports, and risks. It is also easier to apply blueprints for the business processes within your company when executing your decisions.

## 2.1 HOW DOES CENTRAL MASTER DATA MANAGEMENT WORK

Central Master Data Management allows you to synchronize data between Exact Synergy Enterprise and Exact Globe Next so that data will be consistent. A data conversion tool will convert the data from the Exact Globe Next databases to Exact Synergy Enterprise. Thus, the data in Exact Synergy Enterprise and Exact Globe Next will be the same, without the need to enter data twice.



The Central Master Data Management solution is based on the **Exact Synchronization Framework (ESF)** and **Exact Connectivity Layer (ECL)**. The following is an overview of how the software components are used in the synchronization:

- **Exact Synchronization Framework (ESF)** — This is the notification system used (depending on the direction of the synchronization) to notify Exact Globe Next or Exact Synergy Enterprise that there are changes made.
- **Microsoft Message Queues (MSMQ)** — This is used to send the notifications. Thus, MSMQ acts as a mail box. For example, when there are changes made to Exact Synergy Enterprise, the **ESF** notification subscriber will put the message into the Exact Synergy Enterprise outgoing queue. The **ESF** dispatcher will then take this message from the Exact Synergy Enterprise outgoing queue and send to the **ESF** listener to put the message to the Exact Globe Next incoming queue. The resolver will take this message from the Exact Globe Next incoming queue, and continue with the process.
- **Exact Connectivity Layer (ECL)** — This is the **Exact Entity Service** for Exact Globe Next (displayed as a windows service in the services overview under the administrative tools) and the web service for Exact Synergy Enterprise.
- **Exact Synchronization Framework mapping files** — These are the files that map the Exact Globe Next fields to the Exact Synergy Enterprise fields that define which fields in Exact Synergy Enterprise and Exact Globe Next are linked to each other.

Central Master Data Management also uses various windows services, such as the following:

- **Dispatcher monitor** — This service determines the data changes in Exact Globe Next and Exact Synergy Enterprise. If there are changes made in Exact Synergy Enterprise, the Exact Synergy Enterprise synchronization dispatcher monitor is used whereas if there are changes made in Exact Globe Next, the Exact Globe Next synchronization dispatcher monitor is used.
- **Listener** — This is the service between Exact Globe Next and Exact Synergy Enterprise that listens to the dispatcher monitor. The Exact Globe Next Synchronization listener is used when a notification is sent from Exact Synergy Enterprise to Exact Globe Next. If data is sent from Exact Globe Next to Exact Synergy Enterprise, the Exact Synergy Enterprise listener is used.
- **Resolver monitor** — This service determines the data changes from the solution whereby this service triggers the ECL to get the data from the solution where the data has been changed. The Exact Globe Next Synchronization resolver monitor is used when data is sent from Exact Synergy Enterprise to Exact Globe Next. The Exact Synergy Enterprise synchronization resolver is used when data is sent from Exact Globe Next to Exact Synergy Enterprise.

Message queues are also used for the synchronization, such as:

- **ESEOutgoing** — This message queue is used when data is sent from Exact Synergy Enterprise to Exact Globe Next.
- **ESEIncoming** — This message queue is used when data is sent from Exact Globe Next to Exact Synergy Enterprise.
- **EGIncoming** — This message queue is used when data is sent from Exact Synergy Enterprise to Exact Globe Next.
- **EGOutgoing** — This message queue is used when data is sent from Exact Globe Next to Exact Synergy Enterprise (only available for Exact Synergy Enterprise product update 246 onwards).

Each queue consists of a journal message and queue message. Journal messages store all the completed messages, and queue messages store the data that is currently being processed. The queue message is normally empty or partly filled.

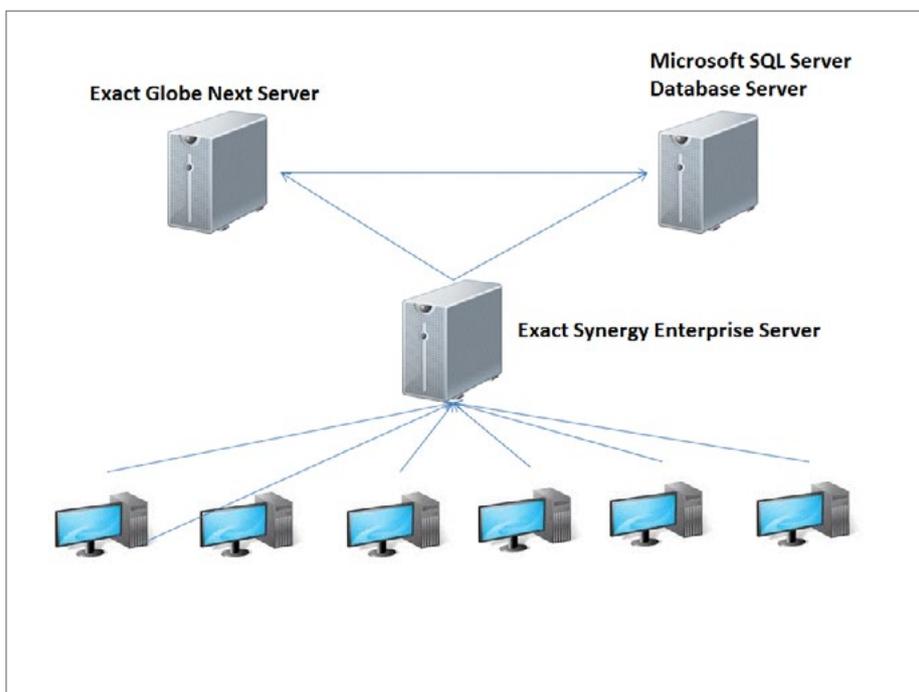
Chapter 3

# Installing Exact Integrator for Central Master Data Management (CMDM)

## 3. INSTALLING EXACT INTEGRATOR FOR CENTRAL MASTER DATA MANAGEMENT (CMDM)

In the environment where Central Master Data Management (CMDM) is running, there are four components that make the solution work, such as the following:

1. Exact Globe Next server — The CMDM server components need Exact Globe Next. These components consist of several windows services which must be running in order to synchronize. Thus, Exact Globe Next must be installed, and the machine has to be turned on at all times. This server will receive messages from the Exact Synergy Enterprise server with the changes you have made. After the changes are stored in the Exact Synergy Enterprise database, the changes will be sent to the Exact Globe Next server, and this machine will store the changes in the Exact Globe Next database. Thus, if changes are made in Exact Globe Next, the same process applies. Users do not have to access to the Exact Globe Next server.
2. Exact Synergy Enterprise server — Exact Synergy Enterprise must be installed. This server can also be used as the web server to host Exact Synergy Enterprise. This server has to be turned on at all times, and Exact Synergy Enterprise must be accessible via the internet. Changes made in Exact Synergy Enterprise are stored in the Exact Synergy Enterprise database, and sent to the Exact Globe Next server to process the results. If multiple web servers are used, all the web servers must be accessible via the same URL, and this URL must be used when installing CMDM.
3. Microsoft SQL Server database server — This server stores all Exact Globe Next databases and the Exact Synergy Enterprise database. A new database called ESF will be created when you save the configuration for CMDM. The different databases can be stored on multiple SQL servers.
4. Exact Globe Next is installed in the workstations for daily activities. You can make changes to the specific division data for accounts, items, people, and general ledger accounts in Exact Globe Next but the creation and maintenance of corporate data are done in Exact Synergy Enterprise only.



## 3.1 PRE-REQUISITES FOR THE CENTRAL MASTER DATA MANAGEMENT (CMDM) INSTALLATION

Various pre-requisites have to be taken into account before installing Central Master Data Management (CMDM).

### Caution :

CMDM Integrator and Exchange 2010 Integrator cannot be installed on the same machine. Exact Integration and CMDM Integrator also cannot be installed on the same machine

### 3.1.1 Installation pre-requisites

1. Exact Globe Next — Exact Globe Next must be installed to ensure the components of the **Exact Synchronization Framework (ESF)** will function properly. For more information on Exact Globe Next installation, see *Hardware and software requirements for Exact Globe Next*.
2. Exact Synergy Enterprise — Exact Synergy Enterprise must be installed. For more information on Exact Synergy Enterprise installation, see *Hardware and software requirements for Exact Synergy Enterprise and Project approach and technical installation* user guide.
3. Microsoft .NET Framework versions 3.5 Service Pack 1 and 4.5 must be installed. For more information, see *Chapter 2 Technical Implementation* in the Exact Synergy Enterprise **Implementation manual**.
4. To enable the Central Master Data Management (CMDM) module, license **SE0150 Central Master Data Management** is required for Exact Globe Next, and **YA0150 Central Master Data Management** for Exact Synergy Enterprise. If you have the CMDM license, the settings for CMDM will be available.
5. For CMDM, a fixed combination of the Exact Globe Next product update, and Exact Synergy Enterprise product update is mandatory. See the following table:

Exact Globe Next	Exact Synergy Enterprise	CMDM
403	248	5.0.17.3
404	249	5.0.19.11
405	250	5.0.19.24
406	251	5.0.20.18
407	252	5.252.1.0
408	253	5.253.7.1
409	254	5.254.7.3
410	255	5.255.6.1

### 3.2 INSTALLING CENTRAL MASTER DATA MANAGEMENT (CMDM) ON THE EXACT GLOBE NEXT SERVER

Once the pre-requisites have been installed, you can install the background services for Central Master Data Management (CMDM). The CMDM background services need both Exact Globe Next and Exact Synergy Enterprise. Thus, these must be installed on the Exact Globe Next server. The Exact Globe Next server ensures all the data changes made in Exact Synergy Enterprise are stored in the Exact Globe Next database, and data changes made in Exact Globe Next are stored in the Exact Synergy Enterprise database. The background services allow the Exact Synergy Enterprise server and Exact Globe Next server to communicate.

For CMDM to work, the correct version of Exact Globe Next, Exact Synergy Enterprise, and CMDM solution must be installed. For more information on version compatibility, see *3.1.1 Installation pre-requisites*.

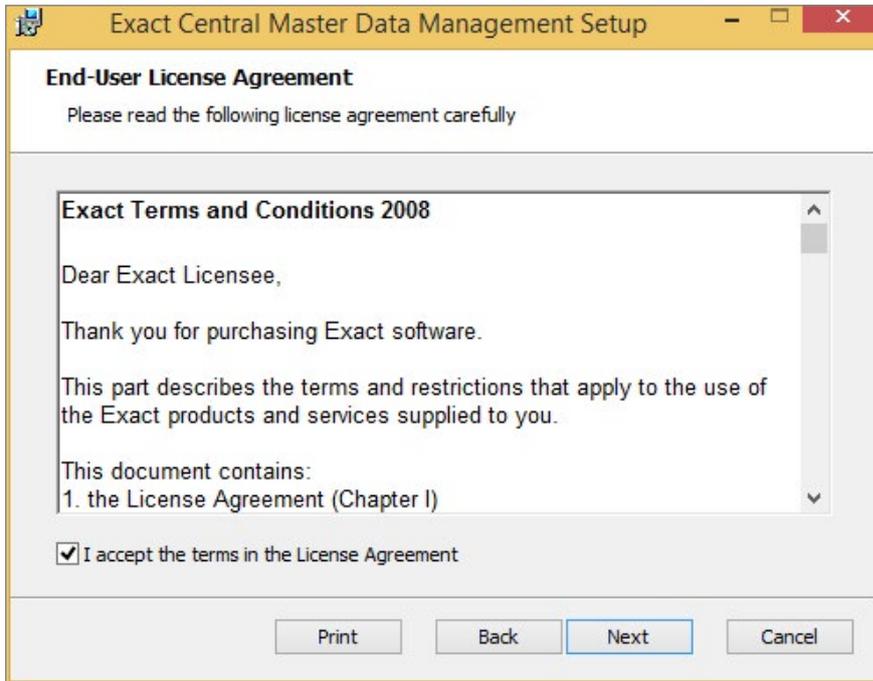
Exact Globe Next	Exact Synergy Enterprise	CMDM
403	248	5.0.17.3
404	249	5.0.19.11

To install Central Master Data Management (CMDM) on the Exact Globe Next server:

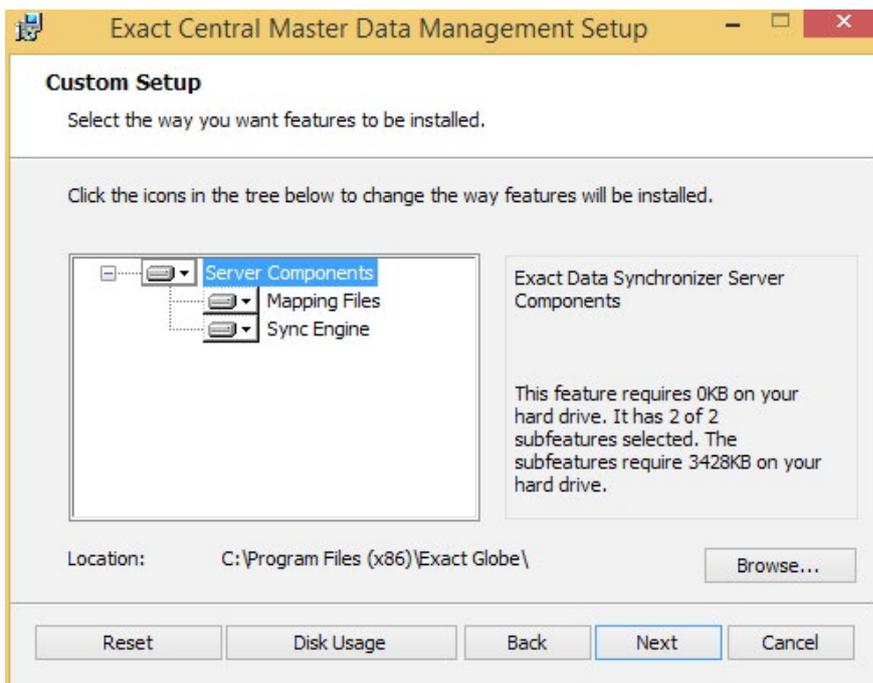
1. Go to the Synergy installation folder and go to the subfolder CAB.
2. Run the `MasterDataManagement.msi` file. The following screen will be displayed:



3. Click Next. The following screen will be displayed:



4. Select the I accept the terms in the License Agreement check box, and click Next. The following screen will be displayed:

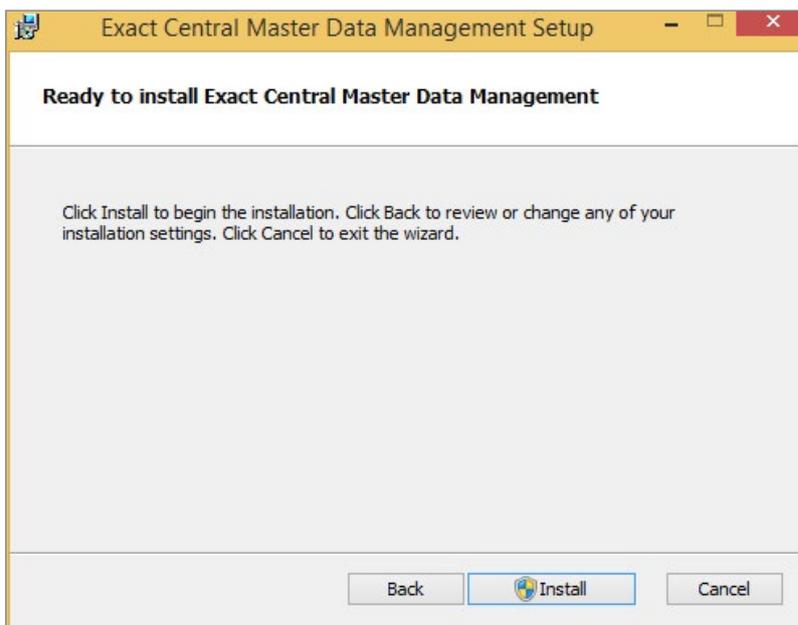


- The server components must be installed on the Exact Globe Next server, and the location where the components are installed does not have to be the Exact Globe Next installation folder. However, it is recommended to install the server components in the Exact Globe Next installation folder. The components must be installed on the local drive because windows services will be installed. By default, all the options will be selected for the installation.

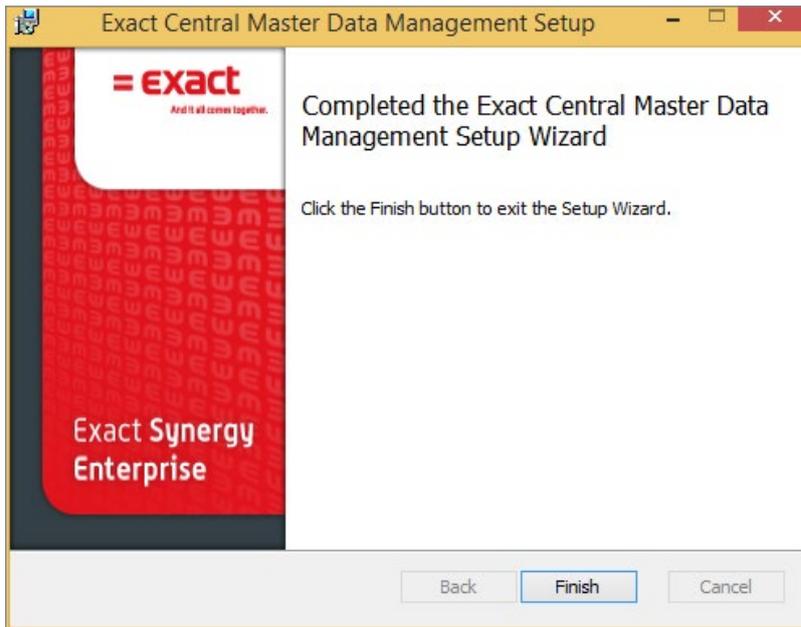
**Note:**

CMDM requires both Exact Globe Next and Exact Synergy Enterprise for the synchronization to work. Both the applications can be installed on separate servers. However, the server components must be installed on the Exact Globe Next server.

- Click Next. The following screen will be displayed:



7. Click **Install**.
8. Once the installation has completed, the following screen will be displayed:



9. Click **Finish**.

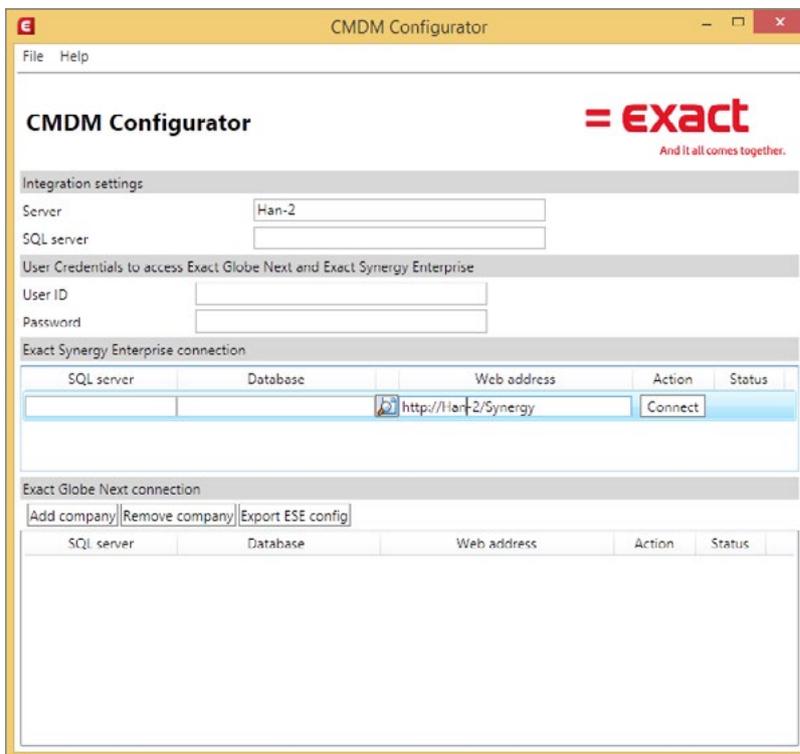
**Note:**

Installation is not required on the server where Exact Synergy Enterprise is running.

### 3.3 CONFIGURING EXACT CMDM

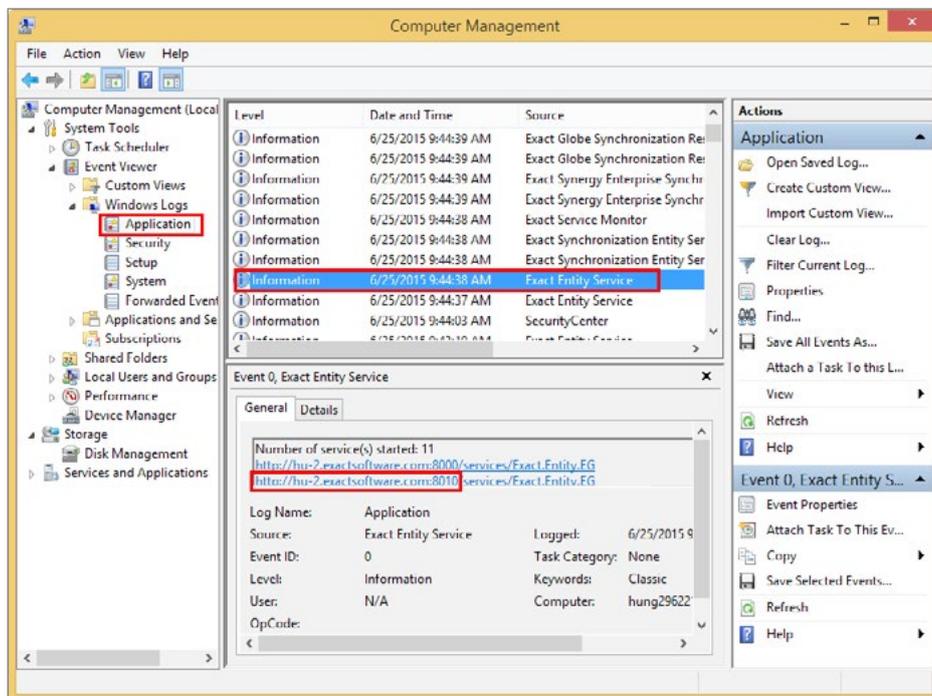
To be able to use Exact CMDM, the solution needs to be configured so both solutions can find each other. Follow the following steps to configure Exact CMDM.

1. Open the **Exact CMDM Configurator** program. A shortcut to the Exact CMDM configurator is available in the windows menu. The following screen will be displayed:



2. In the **Integration settings** section, define the following fields:
  - **Server** — Type the server name. This is the server where the CMDM solution is installed, and machine where the services are running.
  - **SQL server** — Type the SQL server name. This is the server where the SQL server is running, and **Exact Synchronization Framework (ESF)** database is stored.
3. In the **User Credentials to access Exact Globe Next and Exact Synergy Enterprise** section, define the following columns:
  - **User ID** — Type the domain user ID. This domain user ID will be used to connect to Exact Globe Next and Exact Synergy Enterprise.
  - **Password** — Type the password. This is the password of the user ID.
4. Under the **Exact Synergy Enterprise connection** section, define the following fields:
  - **SQL server** — Type the SQL server where the Exact Synergy Enterprise databases are stored.
  - **Database** — Type the name of the Exact Synergy Enterprise database.
  - **Web address** — Type the web address of your Exact Synergy Enterprise environment. Click **Connect** to test the connection of the entity service of Exact Synergy Enterprise for the defined Exact Synergy Enterprise administration.

5. In the Exact Globe Next connection section, select the **Add company** tab, and define the following columns:
  - **SQL server** — Type the SQL server where the Exact Globe Next databases are stored.
  - **Database** — Type the name of the Exact Globe Next database for the synchronization.
  - **Web address** — Type the web address of the entity service of Exact Globe Next. This is the name of the server where the installation took place, followed by the IP port "8010". For example, `http://servername:8010`. The SQL server and database defined in this column must be valid. |  
To find the correct Exact Globe Next web address, do the following:
    - a. Go to Start → Settings → Control Panel → Administrative Tools → Computer Management.
    - b. In the Computer Management screen, go to System Tools → Event Viewer → Windows Logs → Application.



- c. At the event panel, select the **Exact Entity Service** data under the **Source** column.
- d. At the event log panel, copy the web address (from the beginning until the port value) which has the port value "8010". For example, `http://hu-2.exactsoftware.com:8010`.

Click **Connect** to test the connection of the entity service of Exact Globe Next for the specified Exact Globe Next administration.

The **Remove company** tab allows you to remove a linked Exact Globe Next database. The data will not be synchronized to the database.

The **Exact ESE config** tab allows you to export the configuration to the Exact Synergy Enterprise installation folder if Exact Synergy Enterprise is running on another machine. However, the files must be stored in the **XMD** folder.

6. Select the **Export ESE config** tab, and export the config files to the Exact Synergy Enterprise installation folder (**XMD**). This needs to be done for every web server.
7. In the Exact Synergy Enterprise server, look for the installed components. Go to Start → Control Panel →

Administrative Tools → Services. The **Exact Synergy Enterprise Synchronization Dispatcher Monitor** must be available:

8. In the Exact Globe Next server, look for the installed components via the same path (Start → Settings → Control Panel → Administrative Tools → Services). The following services must be available:
  - Exact Entity Service
  - Exact Synchronization Entity Service
  - Exact Service Monitor
  - Exact Globe Synchronization Dispatcher Monitor
  - Exact Globe Synchronization Listener
  - Exact Synergy Enterprise Synchronization Listener
  - Exact Globe Synchronization Resolver Monitor
  - Exact Synergy Enterprise Synchronization Resolver Monitor

**Tip:**

After the setup process, the following results should be displayed when the data in Exact Synergy Enterprise is updated:

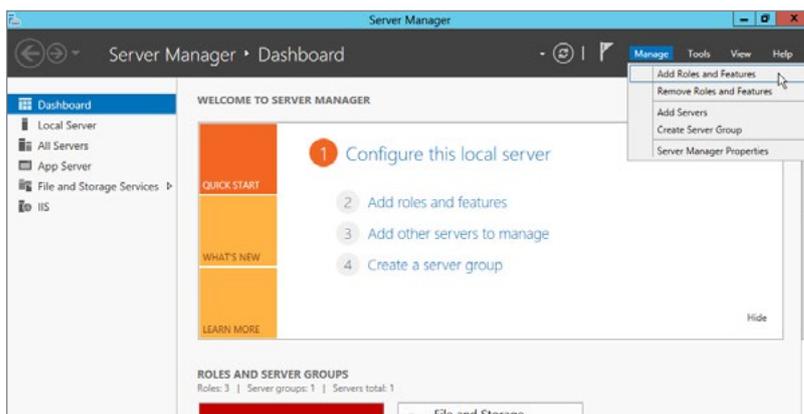
- The Exact Synergy Enterprise server MSMQ should have the Exact Synergy Enterprise outgoing messages.
- The Exact Synchronization Framework (ESF) server MSMQ should have the Exact Globe Next incoming messages.

### 3.4 INSTALLING MICROSOFT MESSAGE QUEUE

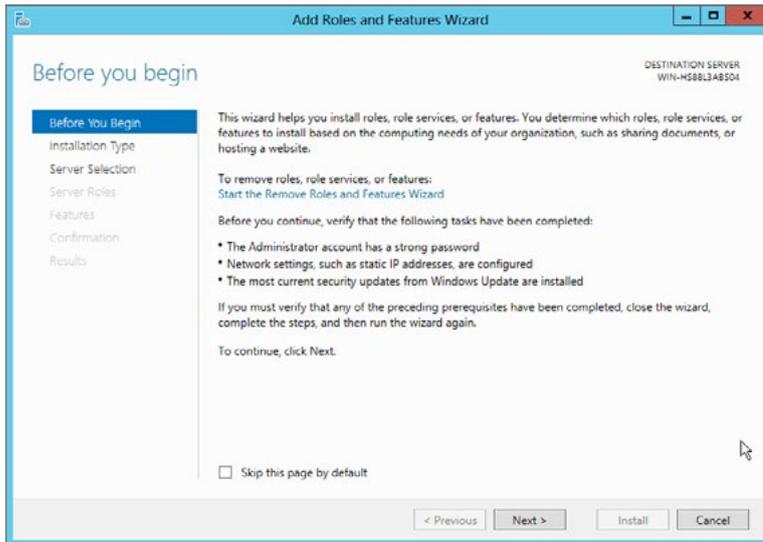
The Central Master Data Management (CMDM) background services rely heavily on the message queue server to run errands for the Exact Globe Next server and Exact Synergy Enterprise server. The message queue feature is automatically installed during the installation of Exact Globe Next and Exact Synergy Enterprise. In cases where there are servers without the message queue feature preinstalled, you can manually install this feature with the following steps.

To install message queue feature:

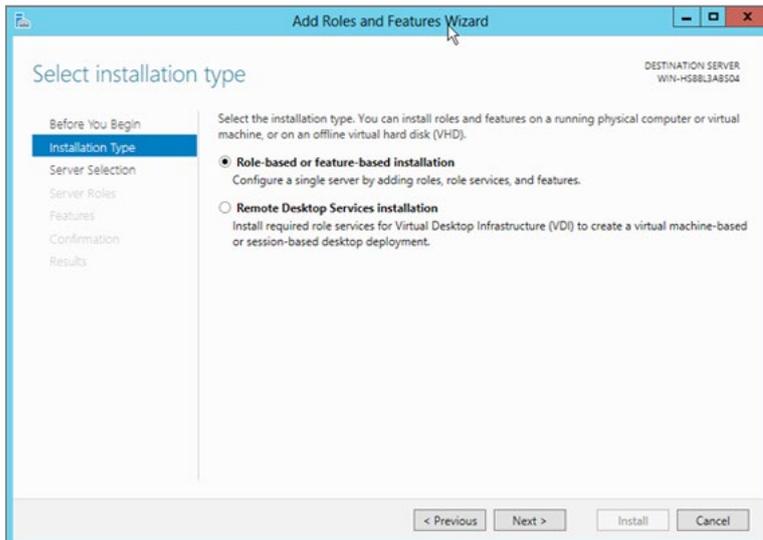
1. To install the message queue feature in Windows Server 2012, go to the **Server Manager** screen. You will see the following screen:



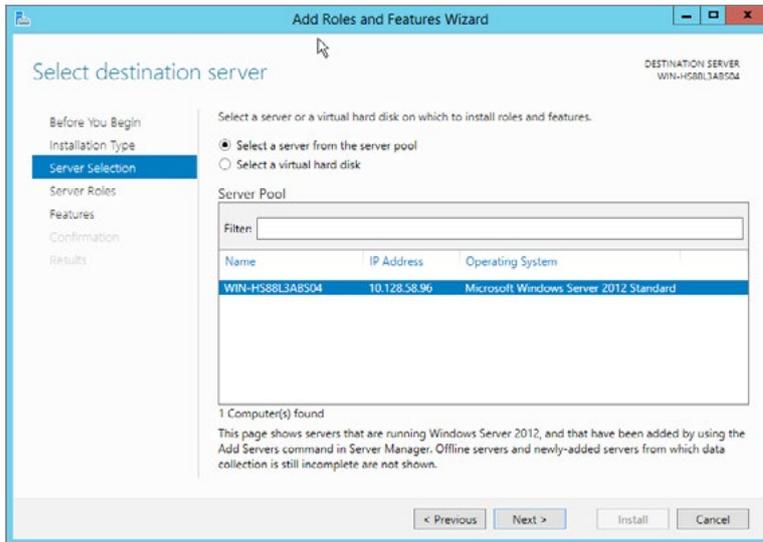
2. Under the **Manage** menu at the top right corner, select **Add Roles and Features**. The following screen will be displayed:



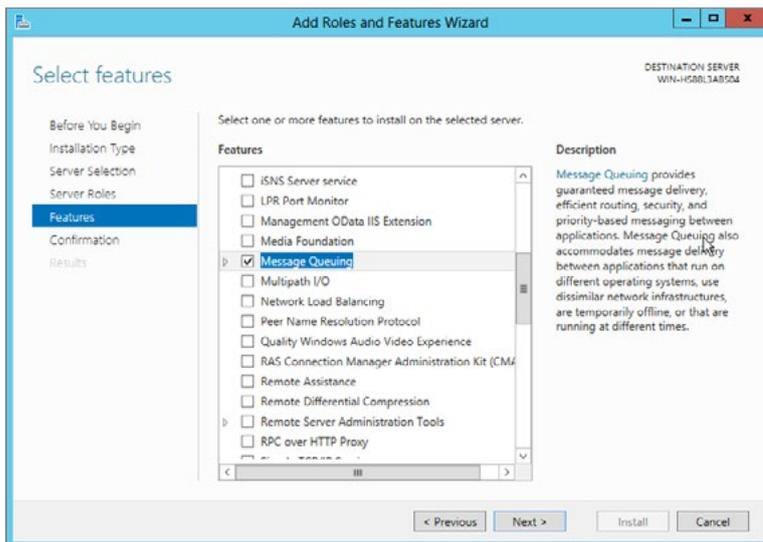
3. Click **Next**.
4. Under the **Installation Type**, select **Role-based or feature-based installation**, and then click **Next**.



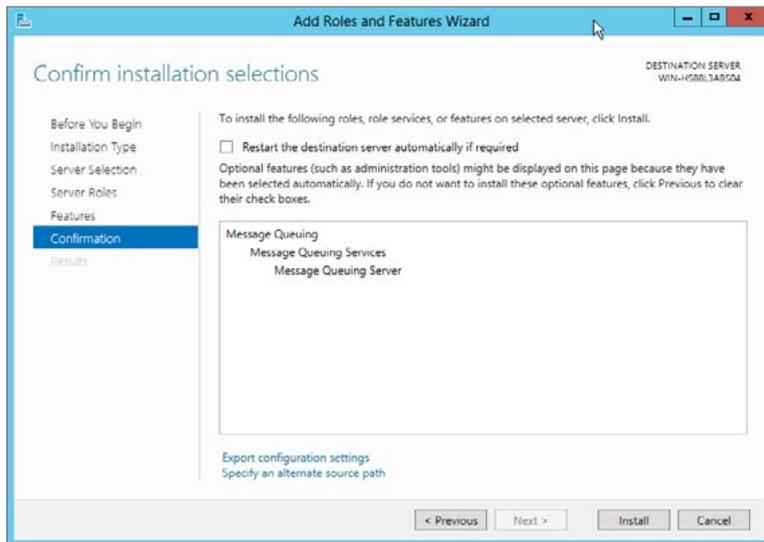
5. The following screen will be displayed:



6. Under **Server Selection**, select the appropriate server to install the message queue feature. Click **Next**. The following screen will be displayed:



- In the left panel, select **Features**, and then select **Message Queuing** from the list of available features. Click **Next**. The following screen will be displayed:



- Click **Install**.
- Once the installation has completed, close the window, and restart the computer.

### 3.5 RUNNING CENTRAL MASTER DATA MANAGEMENT (CMDM) CONVERSION

After installing the Central Master Data Management (CMDM) Integrator in both the Exact Globe Next and Exact Synergy Enterprise servers, you will be able to run the Central Master Data Management (CMDM) conversion.

#### 3.5.1 Prerequisites for the Central Master Data Management (CMDM) Conversion

Before you start the conversion, make sure the following information is available in Exact Synergy Enterprise, and Exact Globe Next:

- Accounts
  - **Classifications** in the **Marketing** section must be created in Exact Synergy Enterprise.
  - **Sources** in the **Marketing** section must be created in Exact Synergy Enterprise.
  - **Sectors** in the **Marketing** section must be created in Exact Synergy Enterprise.
  - **Subsectors** in the **Marketing** section must be created in Exact Synergy Enterprise.
  - **Rating** in the **Marketing** section must be created in Exact Synergy Enterprise.
  - **Size** in the **Marketing** section must be created in Exact Synergy Enterprise.
  - **Title** must be created in Exact Synergy Enterprise.
  - **State** must be created in Exact Synergy Enterprise.
  - General ledger accounts must be created in Exact Synergy Enterprise.
- General ledger accounts
  - For all the Exact Globe Next databases, upload the general ledger scheme to the divisions in Exact Synergy Enterprise via XML. The CMDM conversion does not handle the conversion of general ledger accounts.

- Items
  - If assortments are used in Exact Globe Next, assortment properties must be created, and set up in Exact Synergy Enterprise. In Exact Synergy Enterprise, assortment properties can be linked to certain item groups (called assortments in Exact Synergy Enterprise). For CMDM to work for items, link the assortment properties to all the assortments.
  - **Warehouses** must be created in Exact Synergy Enterprise.
  - **Warehouse** locations must be created in Exact Synergy Enterprise.
  - **Sales units** must be created in Exact Synergy Enterprise.
- People
  - Locations (physical and contractual) must be created in Exact Synergy Enterprise.
  - **Title** must be created in Exact Synergy Enterprise.
  - **State** must be created in Exact Synergy Enterprise.
  - **Job title** must be created in Exact Synergy Enterprise.
  - **Cost center** must be created in Exact Synergy Enterprise.
  - **Cost unit** must be created in Exact Synergy Enterprise.
  - General ledger accounts must be created in Exact Synergy Enterprise.
- Make sure the incoming and outgoing queues in the Exact Globe Next and Exact Synergy Enterprise servers are empty. To empty the queues, do the following:
  - a. Go to Administrative Tools → Computer Management → Services and Applications → Message Queuing → Private Queues.
  - b. Purge the queue messages and journal messages for all the queues.

After the conversion has completed, all the accounts and items data will be the same in Exact Globe Next and Exact Synergy Enterprise. If changes are made to the data in Exact Globe Next or Exact Synergy Enterprise, the changes will be synchronized.

With the Central Master Data Management solution, four entities are supported, and these four entities must also be converted. The following describes the actions that will be performed by the conversion, and what you need to pay attention to.

## 3.5.2 Accounts

During the conversion, the system will establish a unique link between the record in Exact Globe Next, and Exact Synergy Enterprise. This link will later be used for the synchronization of data. Moreover, division-specific data will be copied from Exact Globe Next to Exact Synergy Enterprise. If accounts are found in either Exact Globe Next, or Exact Synergy Enterprise, the conversion will create the account, and contact persons in the solution where these are not available.

For accounts, the logic is very advanced so it is able to handle different scenarios. The scenarios will be described in the following:

The account code [cicmpy.cmp\_code], debtor code [cicmpy.debcode or divisiondebtors.debcode], creditor code [cicmpy.crdcode or divisioncreditors.crdcode], debtor number [cicmpy.debnr or divisiondebtors.debtor], and creditor number [cicmpy.crdnr or divisions.creditor] must be the same in both Exact Globe Next and Exact Synergy Enterprise. The following logic will be used during the conversion:

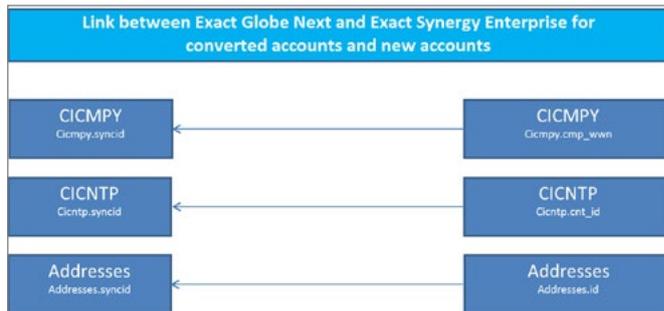
- **Matched data** — Matched data are data where the cmp\_code in the Cicmpy table is the same in both Exact Globe Next and Exact Synergy Enterprise, and the debcode or crdcode in the Cicmpy table in Exact Globe Next is the same as the debcode or crdcode in the DivisionDebtors or DivisionCreditors table in Exact Synergy Enterprise.
- **Unmatched data** — Unmatched data are data that are only available in Exact Globe Next or Exact Synergy Enterprise. The conversion will create the accounts data in both Exact Globe Next and Exact Synergy Enterprise.
- **Inconsistent data** — Inconsistent data are data that have problems with either the account code, debtor code or creditor code, or the debtor number or creditor number. The data must be repaired manually.

This logic applies to the users who are already using XML to synchronize accounts between Exact Globe Next and Exact Synergy Enterprise, and users who start with Exact Synergy Enterprise. Users who start with Exact Synergy Enterprise will have most of the data in the **Unmatched** tab.

For accounts, an additional step might be required, whereby the accounts data will have to be merged in Exact Synergy Enterprise (the standard Exact Synergy Enterprise functionality can be used). There are two scenarios:

- Accounts that were replicated using XML replication between Exact Globe Next, and Exact Synergy Enterprise do not have to be merged again, assuming this was already done before to make the XML replication work correctly.
- Accounts that exist only in Exact Globe Next will be created in Exact Synergy Enterprise by the conversion. This means that the accounts must be merged in Exact Synergy Enterprise. Merging will make sure that one account is linked to multiple divisions.

The link between the records in Exact Globe Next and Exact Synergy Enterprise is unique as displayed in the following:



For contact persons, the system will also use the XML logic to link contact persons in Exact Globe Next to the contact persons in Exact Synergy Enterprise. The link is established based on the **First name, Last name, Middle name, Initials, or Email address** for each account. If the link is not 1:1 unique, the system will not be able to link or convert the contact persons. The only solutions to this are:

- Clean up the duplicated contact persons in Exact Globe Next.
- Accept the results, whereby contact persons which are not converted will not be synchronized between Exact Globe Next, and Exact Synergy Enterprise.

**Tip:**

In Exact Globe Next, contact persons can be created during sales order entry. To prevent this, make sure the users do not have the function right to maintain contact persons. With CMDM, contact persons should be created in Exact Synergy Enterprise only.

### 3.5.3 Items

For items, the link between Exact Globe Next, and Exact Synergy Enterprise is based on the item code. In Exact Synergy Enterprise, items exist on the corporate level, and division level (it can also exist on the country level, but that is not relevant for CMDM and will not be discussed in this manual). During the conversion, the system will check the item code in Exact Globe Next to determine whether the item with the same item code exists in Exact Synergy Enterprise on either the corporate, or division level. If the item exists on the corporate level, but not on the division level, it will be created on the division level. If it does not exist on the corporate level, the item will be created on the corporate, and division levels. In both cases, the division specific data will be copied from Exact Globe Next to Exact Synergy Enterprise. If the item does not exist on the corporate level, the corporate data will be used to create the item in Exact Synergy Enterprise.

During the conversion, the data can be displayed on two tabs:

- **Matched tab** - The system has matched the item code in Exact Globe Next with an item code on the corporate, or division level in Exact Synergy Enterprise. During the conversion, the division specific data will be copied from Exact Globe Next to Exact Synergy Enterprise.
- **Unmatched tab** - The system did not find the item code from Exact Globe Next in Exact Synergy Enterprise on either the corporate, or division level. The item will be created on the respective levels.

### 3.5.4 General ledger accounts

General ledger accounts are not available in the CMDM conversion. General ledger accounts can be replicated from Exact Globe Next to Exact Synergy Enterprise via the existing XML functionality. The link between Exact Globe Next, and Exact Synergy Enterprise is created by the general ledger account code.

### 3.5.5 People

For people, the link between people in Exact Globe Next and Exact Synergy Enterprise is based on the person ID and creditor number. During the conversion, the system will try to match the people in the Exact Globe Next database with the people in the Exact Synergy Enterprise database. The conversion will copy the division specific data from the Exact Globe Next database to the Exact Synergy Enterprise database.

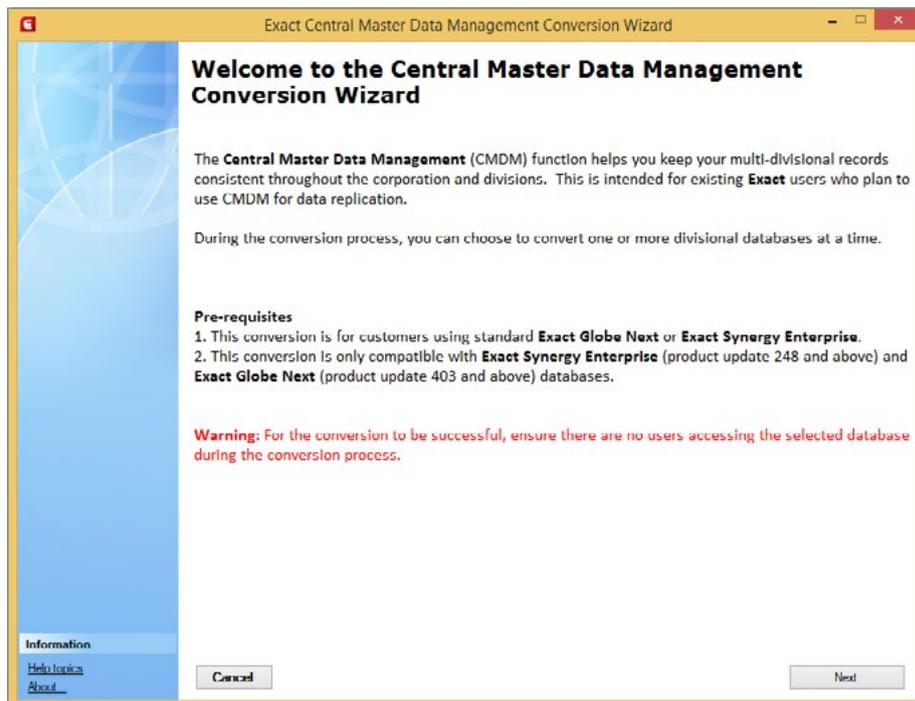
After the pre-check has completed, data can be displayed on three tabs, the **Matched**, **Unmatched**, or **Inconsistent** tabs:

- **Matched tab** — This tab displays records where the person ID in the Exact Globe Next database matches the person ID in the Exact Synergy Enterprise database for the main division. Furthermore, the creditor number for the specific person must match between Exact Globe Next and Exact Synergy Enterprise.
- **Unmatched tab** — The person ID found in Exact Globe Next is not found in Exact Synergy Enterprise, or the person ID found in Exact Synergy Enterprise is not found in Exact Globe Next.
- **Inconsistent tab** — All the other cases whereby the data is not displayed under the Matched or Unmatched tab.

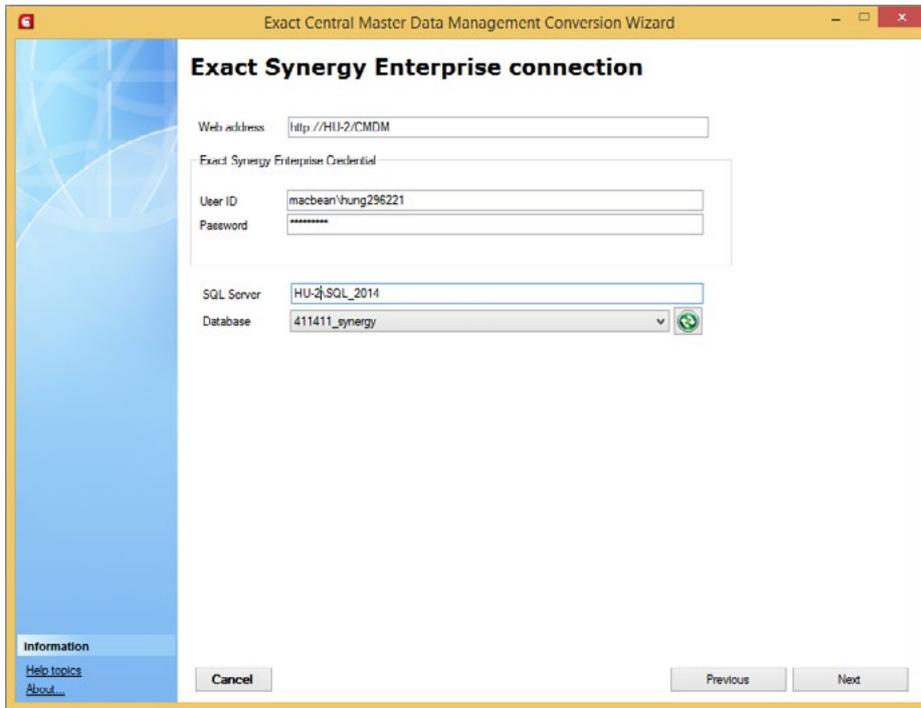
### 3.5.6 Central Master Data Management (CMDM) Conversion

To run the Central Master Data Management (CMDM) conversion:

1. Double-click the ExactCMDMConvert.exe file from the bin folder in the Exact Synergy Enterprise installation folder. The following screen will be displayed:



2. Read the pre-requisites and warning message. Click **Next**. The following screen will be displayed:



The screenshot shows a window titled "Exact Central Master Data Management Conversion Wizard" with a sub-header "Exact Synergy Enterprise connection". The window contains several input fields and buttons:

- Web address:** A text box containing "http://HU-2/CMDM".
- Exact Synergy Enterprise Credential:** A group box containing:
  - User ID:** A text box containing "macbean\hung296221".
  - Password:** A text box containing "\*\*\*\*\*".
- SQL Server:** A text box containing "HU-2\SQL\_2014".
- Database:** A dropdown menu showing "411411\_synergy" and a refresh icon to its right.

At the bottom left, there is an "Information" section with links for "Help topics" and "About...". At the bottom right, there are three buttons: "Cancel", "Previous", and "Next".

3. Define the following fields:
  - **Web address** — Type the Exact Synergy Enterprise web address. For example, <http://www.macbean.com>.
  - **User ID** — Type your user ID starting with the domain name.
  - **Password** — Type your password.
  - **SQL Server** — Type the name of the SQL server of the Exact Synergy Enterprise database.
  - **Database** — Type the Exact Synergy Enterprise database name. You can also click the  **Refresh** icon to get a list of databases for the selected SQL server.

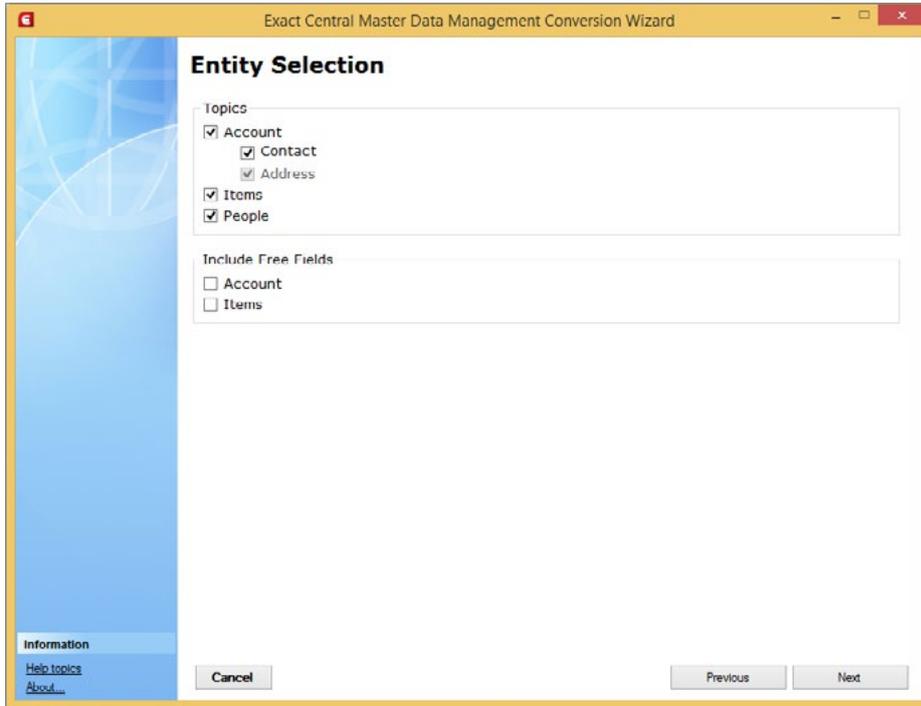
4. Click Next. The following screen will be displayed:

Select	Division	SQL Server	Database	Web address	User ID	Password	Prefix
<input checked="" type="checkbox"/>	411	96221-2-SQL_2014	411	cactsoftware.com:8010	ftware\hung296221	*****	
<input checked="" type="checkbox"/>	412	96221-2-SQL_2014	411	cactsoftware.com:8010	ftware\hung296221	*****	
<input checked="" type="checkbox"/>	413	96221-2-SQL_2014	411	cactsoftware.com:8010	ftware\hung296221	*****	

5. Define the following fields:

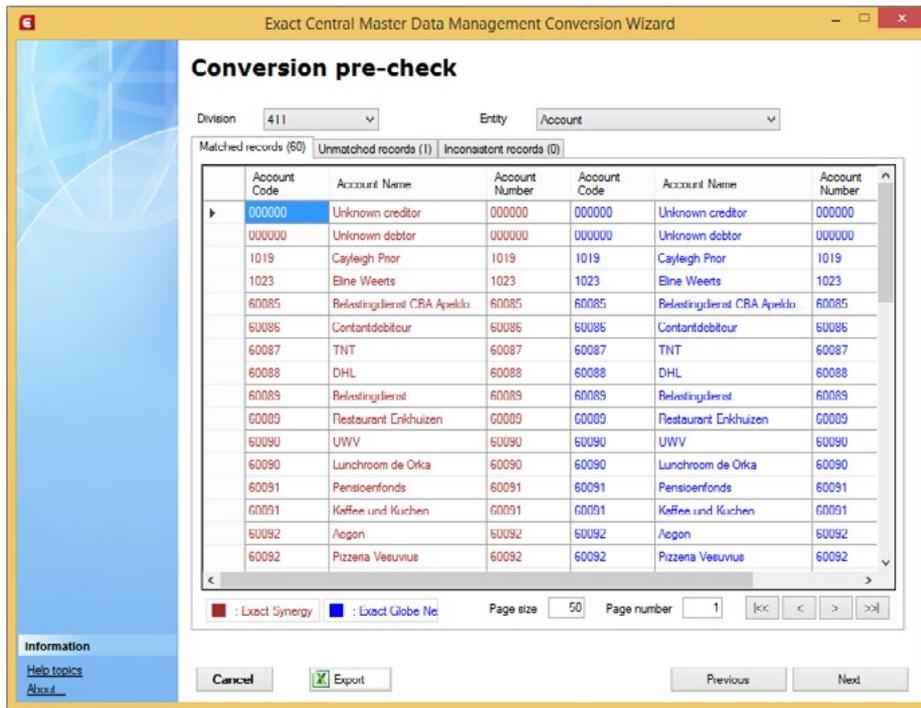
- **Select** — Select the check box to synchronize the data for the division. Select **Select/Deselect All** check box at the top of the screen to synchronize the data for all divisions.
- **Division** — This field displays all divisions recorded in the database predefined in the previous screen.
- **SQL Server** — Type the name of the SQL server where the Exact Globe Next database is located.
- **Database** — Select the database that you want to synchronize the data to.
- **Web address** — Type the web address of Exact Globe Next.
- **User ID** — Type your username that you use to login to Exact Globe Next.
- **Password** — Type your password that you use to login to Exact Globe Next.
- **Prefix** — Type the prefix for the division. If this field is defined, the account data (only exists in Exact Globe Next) will be displayed in the **Unmatched** tab instead of the **Inconsistent** tab. This allows you to determine whether you want to migrate the account data to Exact Synergy Enterprise. If this field is not defined and the account code is duplicated, an error will be displayed in the **Result** screen. The system will automatically assign the prefix for the duplicated account codes in the Exact Synergy Enterprise database after the conversion.

6. Click Next. The following screen will be displayed:



7. Select the entities that you want to synchronize from Exact Synergy Enterprise to Exact Globe Next. You can select to synchronize **Account**, **Contact Person**, **Address**, and/or **Items**. The **Contact Person** check box will be enabled only if you have selected the **Account** check box. If you have selected the **Contact Person** check box, the **Address** check box will be automatically selected. In the **Include Free Fields** section, you can select the check boxes next to **Account** and **Items** to activate the synchronization of free fields for accounts and items between Exact Globe Next and Exact Synergy Enterprise.

- Click **Next**. The system will analyze the data in the Exact Globe Next database(s) and Exact Synergy Enterprise database. The following screen will be displayed:



- The **Conversion pre-check** screen displays the records that are available in Exact Synergy Enterprise and Exact Globe Next. The matched, unmatched, and inconsistent records will be displayed in the **Conversion pre-check** screen. The inconsistent records have to be manually repaired. The unmatched records will be created by the conversion tool in the Exact Globe Next database whereby Exact Synergy Enterprise is the source of information. The records in red are from Exact Synergy Enterprise and the records in blue are from Exact Globe Next. You can filter by division at **Division** and entity at **Entity**. Click the **Matched** records tab to view the records that match, **Unmatched** records to view the records that are available in the Exact Synergy Enterprise database but is not available in the Exact Globe Next database, or **Inconsistent** records to view the records that cannot be matched by the system.

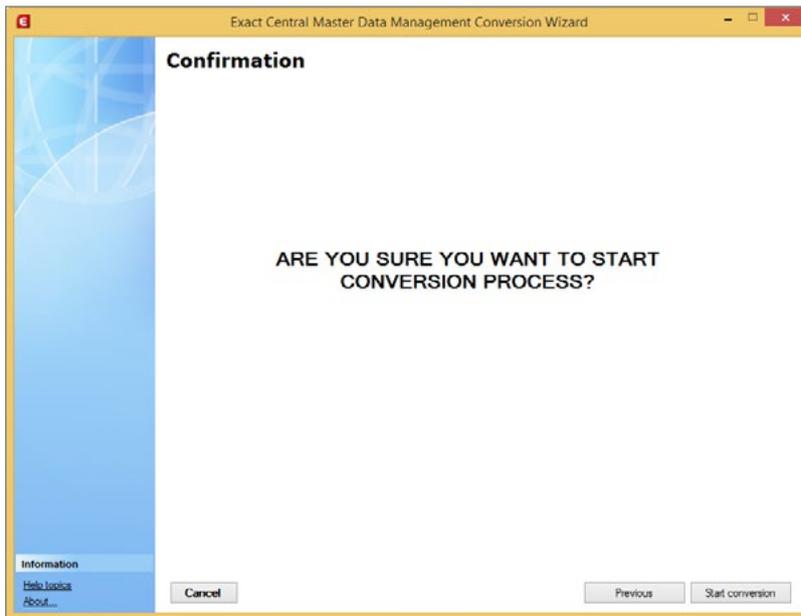
**Note:**  
The automatic matching of the contact person is based on the scoring system such as the following:

Score	Condition
5	First name matched
3	Middle name matched
3	Initials matched
2	Email matched
1	Either the XML first name data or the record first name data is not empty

Score	Condition
1	Either the XML middle name data or the record middle name data is not empty
1	Either the XML initial data or the record initial data is not empty
1	Either the XML email data or the record email data is not empty
0.5	If the contact is the main contact person

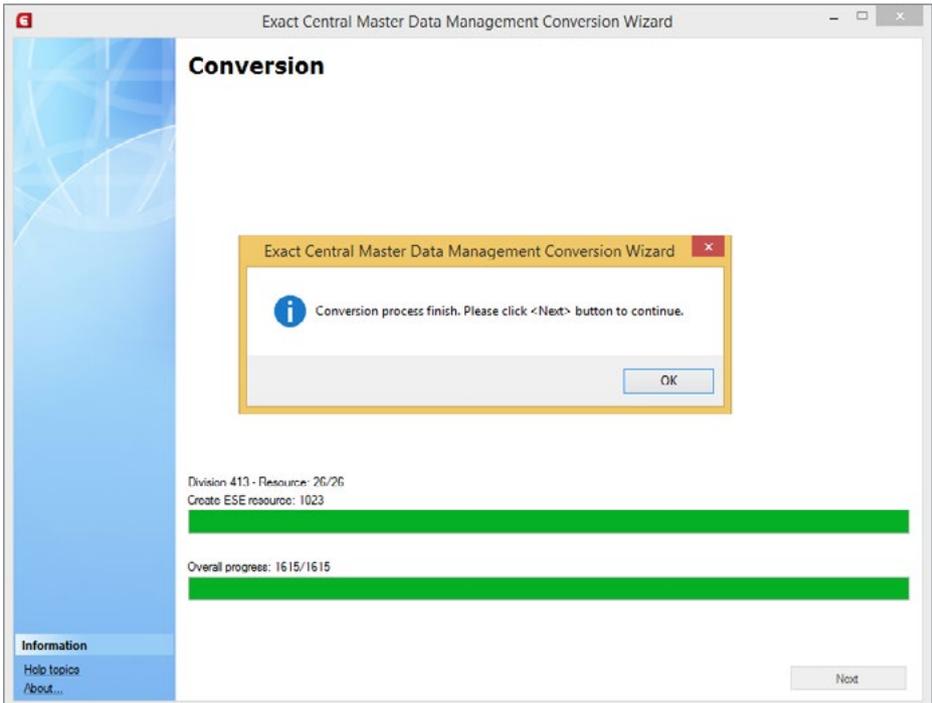
For the contact person to be displayed, the score must be equal to or greater than 11.

10. Click **Next** to start the data conversion. The following screen will be displayed:

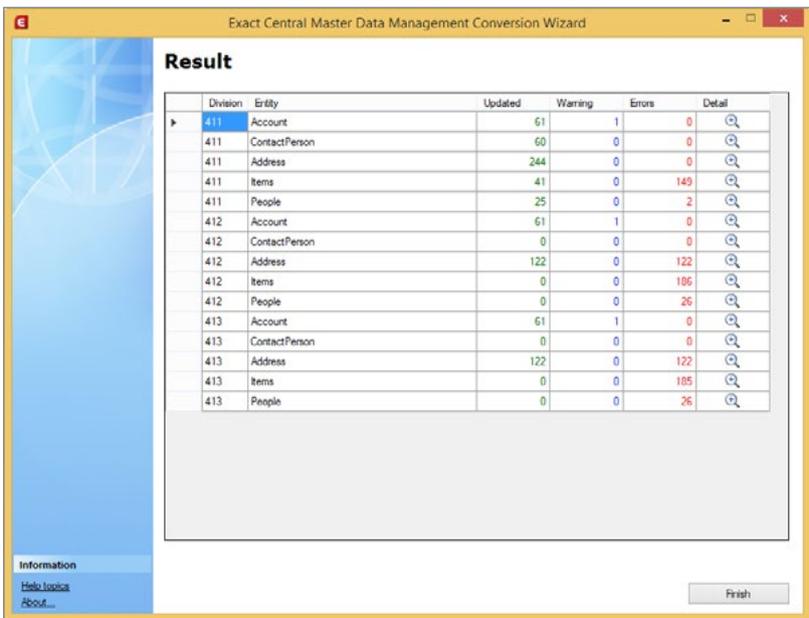


11. Click **Start conversion**. When you are running the conversion, make sure no users are using the Exact Globe Next and Exact Synergy Enterprise databases. Also, make sure the setting to activate CMDM in Exact Synergy Enterprise is not selected.

- During the conversion, the first progress bar displays the records of the division that is being processed, and second progress bar displays the overall conversion process. After the conversion has finished, the following screen will be displayed:



- Click OK, and then click Next. The following screen will be displayed:



14. The **Result** screen displays the summary of the records that have been updated. You can click  under the **Detail** column to view the error messages of the records that were not covered. Click **Finish** to exit.

If you want to check if the conversion was executed successfully, run the following SQL query on the Exact Globe Next database. The result of the SQL query should be "0".

```
set transaction isolation level read uncommitted
select COUNT(id) from cicmpy where syncid is null
select COUNT(id) from cicntp where syncid is null
select COUNT(id) from Addresses where syncid is null
```



Chapter 4

# Central Master Data Management (CMDM) Settings

## 4. CENTRAL MASTER DATA MANAGEMENT (CMDM) SETTINGS

The purpose of Central Master Data Management (CMDM) is to store division-specific data for accounts, items, general ledger accounts, and people in Exact Synergy Enterprise. This is possible by duplicating the fields that are available in the accounts, items, general ledger accounts, and people maintenance in Exact Globe Next to Exact Synergy Enterprise as a separate division section.

The CMDM solution synchronizes the accounts, items, general ledger accounts, and people master data between Exact Globe Next and Exact Synergy Enterprise. The synchronization is done in real-time if data is updated in either Exact Globe Next or Exact Synergy Enterprise. The business logic of both Exact Globe Next and Exact Synergy Enterprise triggers the update, and there are no SQL triggers installed in the databases that will trigger the synchronization.

The creating of master data and updating of corporate data can only be done in Exact Synergy Enterprise. However, the updating of division-specific data can be done in Exact Synergy Enterprise and Exact Globe Next. Corporate data is data that is the same for all the divisions whereas division-specific data only applies to the division.

The free fields for the divisions should be maintained in Exact Globe Next because the structure of the free fields might differ based on the Exact Globe Next administration.

CMDM must be activated in both Exact Globe Next and Exact Synergy Enterprise. To be able to view the settings and synchronize data, license **YA0150 Central Master Data Management** is required for Exact Synergy Enterprise and **SE0150 Central Master Data Management** is required for Exact Globe Next.

## 4.1 ACTIVATING CENTRAL MASTER DATA MANAGEMENT (CMDM) IN EXACT SYNERGY ENTERPRISE

The Central Master Data Management (CMDM) settings must be activated before CMDM can be used to synchronize data.

To activate Central Master Data Management (CMDM) settings in Exact Synergy Enterprise:

1. Go to Modules → System → Setup → Central Master Data Management → Settings. The following page will be displayed:

Central Master Data Management: Settings

Save Close

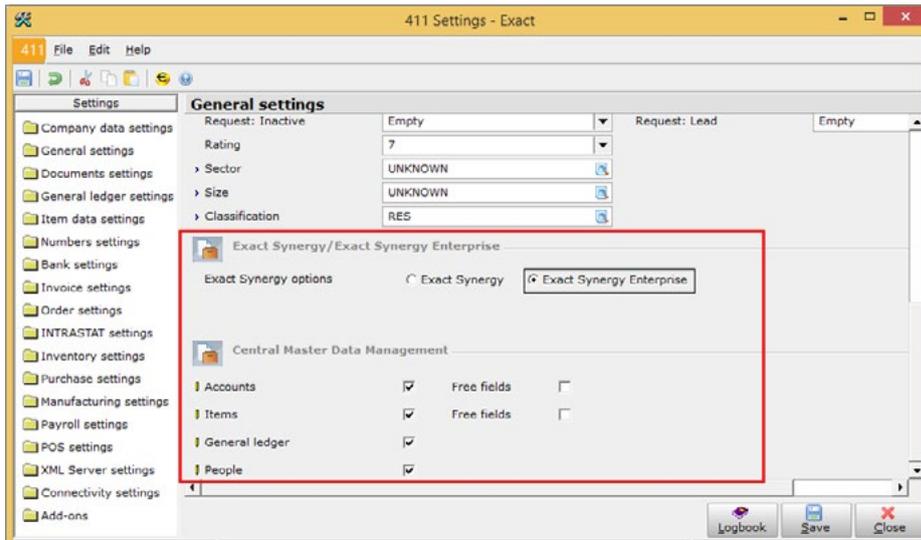
Maintain master data centrally: Activate

<input checked="" type="checkbox"/> Accounts	<input type="checkbox"/> Free fields
<input checked="" type="checkbox"/> Items	<input type="checkbox"/> Free fields
<input checked="" type="checkbox"/> General ledger	
<input checked="" type="checkbox"/> People	

2. Select the following check box(es):
  - **Accounts** — Select this check box to activate the CMDM account functions.
    - **Free fields** - Select this check box to activate the synchronization of free fields for accounts between Exact Globe Next and Exact Synergy Enterprise. If you enable this setting, the setup and use of free fields must be the same in Exact Globe Next and Exact Synergy Enterprise. If the setup or the use of free fields is different between Exact Globe Next and Exact Synergy Enterprise, this check box should not be selected, and the maintenance of the free fields should be done in Exact Globe Next.
  - **Items** — Select this check box to activate the CMDM item functions.
    - **Free fields** - Select this check box to activate the synchronization of free fields for items between Exact Globe Next and Exact Synergy Enterprise. If you enable this setting, the setup and use of free fields must be the same in Exact Globe Next and Exact Synergy Enterprise. If the setup or the use of free fields is different between Exact Globe Next and Exact Synergy Enterprise, this check box should not be selected, and the maintenance of the free fields should be done in Exact Globe Next.
  - **General ledger** — Select this check box to activate the CMDM general ledger functions.
  - **People** — Select this check box to activate the CMDM people functions.
3. Click **Save**, and then click **Close** to exit.

To activate Central Master Data Management (CMDM) settings in Exact Globe Next:

1. Go to System → General → Settings.
2. Click **General settings** on the left panel. The following screen will be displayed:



3. Select **Exact Synergy Enterprise** at **Exact Synergy options** in the **Exact Synergy/Exact Synergy Enterprise** section.
4. In the **Central Master Data Management** section, select the following check box(es):
  - **Accounts** — Select this check box to synchronize account data from Exact Synergy Enterprise to Exact Globe Next. If you select this check box, you have limited rights to the account fields, such as create, update, delete, copy, and recode. All the fields in the account maintenance, buttons, and icons will either not be displayed or disabled, or a message "No rights" will be displayed. However, you can define free fields under the Extra tab in the accounts maintenance screen.
  - **Free fields** — Select this check box to activate the synchronization of free fields for accounts between Exact Globe Next and Exact Synergy Enterprise. If you enable this setting, the setup and use of free fields must be the same in Exact Globe Next and Exact Synergy Enterprise. If the setup or use of free fields is different between Exact Globe Next and Exact Synergy Enterprise, this check box should not be selected, and the maintenance of the free fields should be done in Exact Globe Next.
  - **Items** — Select this check box to synchronize items data from Exact Synergy Enterprise to Exact Globe Next. If you select this check box, you have limited rights to the item fields, such as create, update, copy, and recode. All the fields in the item maintenance, buttons, and icons will either not be displayed or disabled, or a message "No rights" will be displayed.
  - **Free fields** — Select this check box to activate the synchronization of free fields for items between Exact Globe Next and Exact Synergy Enterprise. If you enable this setting, the setup and use of free fields must be the same in Exact Globe Next and Exact Synergy Enterprise. If the setup or use of free fields is different between Exact Globe Next and Exact Synergy Enterprise, this check box should not be selected, and the maintenance of the free fields should be done in Exact Globe Next.
  - **General ledger** — Select this check box to synchronize general ledger data from Exact Synergy Enterprise to Exact Globe Next. If you select this check box, you have limited rights to the general ledger account fields, such as create, recode, and delete. The affected screens are the **Chart of G/L's** screen (go to Finance → General ledger → Chart of G/L's), **Maintain accounts** screen (go to Finance → General ledger → Chart of G/L's, and click **New**), and the **General ledger accounts** browser (go to Finance → Reports → Result, and click  at **General ledger accounts**).

- **People** — Select this check box to synchronize people data from Exact Synergy Enterprise to Exact Globe Next. If you select this check box, you have limited rights to the people fields, such as create, recode, and delete. The affected screens are the people overview screen (go to HR → People → Maintain or Payroll → People → Maintain), people maintenance screen (go to HR → People → Maintain or Payroll → People → Maintain, select a person, and then click **Open**), **People** browser (go to Invoice → Entries → Invoices), and **Subordinates** browser in the people maintenance screen.
5. Click **Save**.



Chapter 5

# Maintain Accounts Centrally

# 5. MAINTAIN ACCOUNTS CENTRALLY

Managing the companies centrally within your business environment offers many benefits, such as increasing control over related business agreements and transactions, and ultimately reducing the risks involved. Account master data can be divided into corporate and division data. Corporate data is the same for all the divisions, such as the account name and address data. Division data differs based on the business relationship and agreements of the accounts, for example, offering different products or services to a customer, or purchasing different products or services or different item quantities from the same vendor. Some accounts are not related. Thus, these accounts will still have to be managed in a pre-defined company compliant manner, and managed centrally. When cross border relationships are in place, legislative aspects within the cross border relationships can differ although you are dealing with the same account globally.

**Note:**

Accounts data can be synchronized only if you have selected the Accounts check box at Modules → System → Setup → Central Master Data Management → Settings in Exact Synergy Enterprise, and the Accounts check box at System → General → Settings → General settings in Exact Globe Next.

## 5.1 CREATE ACCOUNTS

The accounts for both corporate and division can be created in Exact Synergy Enterprise. The account card consists of corporate and division data. For the corporate data, all the data will be displayed on the account card except the information displayed in the **Financial** section. The information displayed in the **Financial** section is from the main division. The functionality of the account card in Exact Synergy Enterprise will not be changed by activating the CMDM accounts function. You can access account cards from via Modules → Customers → Reports → Accounts → Search.

The accounts are only synchronized once a debtor or creditor code has been defined.

The Divisions section is available on the accounts card page in Exact Synergy Enterprise.

Divisions		<a href="#">Add</a>
Code - Division	Main	
<a href="#">60086 - 411</a>	✓	
<a href="#">60086 - 412</a>		
<a href="#">60086 - 413</a>		

In the Divisions section, all the divisions to which the account belongs will be displayed. Linking a division to an account will synchronize the account to the particular Exact Globe Next administration. If you click the division hyperlink or the Add button, the data of the division account will be displayed.

### Accounts: New - Debtor code

Created by Admin 26-06-2015 12:05

---

#### Account

Division

Main

Debtor code

Name [Contantdebiteur](#)

Type

Status

Main contact

Representative

Show notes upon entry

#### Financial

Currency

Debtor account

Automatic matching

Offset account

Extra description

Credit line

Payment condition

Bank account  [Add](#)

Price list

Discount (%)

Payee name

---

#### Sales order - Invoice

Sales order confirmation

Partial delivery allowed

Shipping via

Apply shipping charges

Invoice debtor

Add extra receipt to sales order

Digital postbox

Commissionable

Territory code

Send method

Invoice copies

Selection code

eInvoice

Extra duty

Group Invoice

#### Credit management

Scenario

Account empl.

Intermediary

Print debtor statements

Last seq. number

Last reminder

Send reminders

---

#### INTRASTAT

INTRASTAT system

Transaction A code

Transport

#### VAT

VAT liability

VAT number

Check date

VAT code

VAT services

VAT services adjustable

The accounts division page can be customized by clicking  **Customize**. For the fields that will allow you to browse for data, the data is derived from either the Exact Globe Next or Exact Synergy Enterprise database. The following table shows whether the data is derived from the Exact Globe Next or Exact Synergy Enterprise database. If the data is from the Exact Synergy Enterprise database, make sure the master data exists in both Exact Globe Next and Exact Synergy Enterprise. This is not in the CMDM functionality.

Field	Browser data
VAT code	Exact Globe Next
VAT services	Exact Globe Next
Account employee	Exact Synergy Enterprise
Representative	Exact Synergy Enterprise
Main contact	Exact Synergy Enterprise
Currency	Exact Synergy Enterprise
Debtor account	Exact Synergy Enterprise
Offset account	Exact Synergy Enterprise
Extra description	Exact Globe Next
Payment condition	Exact Globe Next
Pricelist	Exact Globe Next
Shipping via	Exact Globe Next
Invoice debtor	Exact Synergy Enterprise
Selection code	Exact Globe Next

At **Main contact** in the **Account** section, you can browse for a contact person in Exact Synergy Enterprise, and select a main contact person for the division. If a main contact person is selected, the addresses of the main contact person will be synchronized. The invoice and visit addresses of the main contact person will always be linked. If the main contact person selected on the division level is different from the main contact person on the corporate level, the visit and invoice addresses of the main contact person on the corporate level will be combined with the delivery and postal addresses of the main contact person on the division level. Thus, in Exact Globe Next, the main contact person will have four address types. The main contact person on the division level will always exist on the corporate level but not necessarily as a main contact person.

As of Exact Synergy Enterprise product update 249, bank accounts can be maintained in Exact Synergy Enterprise the same way as with Exact Globe Next. This data is stored only in the Exact Globe Next database, and the validation of the bank accounts in Exact Globe Next is used when the bank accounts are saved in Exact Synergy Enterprise.

The following page displays the creditor division account page:

There are also browser fields available for creditors. The following table shows whether the data is derived from the Exact Globe Next or Exact Synergy Enterprise database. If the data is from the Exact Synergy Enterprise database, make sure the master data exists in both Exact Globe Next and Exact Synergy Enterprise. This is not in the CMDM functionality.

Field	Browser data
Main contact	Exact Synergy Enterprise
Representative	Exact Synergy Enterprise
Shipping via	Exact Globe Next
Pricelist	Exact Globe Next
Incoterm	Exact Globe Next
Incoterm code	Exact Globe Next
Selection code	Exact Globe Next
Currency	Exact Synergy Enterprise
Creditor account	Exact Synergy Enterprise
Offset account	Exact Synergy Enterprise
Extra description	Exact Globe Next
Payment condition	Exact Globe Next
VAT code	Exact Globe Next

On the **Accounts: Settings** page (go to Modules → Customers → Setup → Other → Settings) in Exact Synergy Enterprise, you can choose to select the account numbers from the Exact Globe Next or Exact Synergy Enterprise database at **Account code from** in the **Division** section. If **Exact Globe Next** is selected at **Account code from**, the  icon will be displayed at **Debtor code** or **Creditor code** when linking a division to an account. If you click this icon, a new account number will be retrieved from the Exact Globe Next database. However, it is not necessary to use this icon because the system will assign the account number based on the Exact Globe Next database. In Exact Synergy Enterprise, you can select a default division to link to the accounts at **Default** under the **Division** section in the **Accounts: Settings** page. The default division will be used to propose the next account number on the division level if **Exact Globe Next** is selected at **Account code from**.

Division	
Default	<input type="text"/> 
Account code from	Exact Globe Next 

Once the account function for CMDM has been activated, only certain fields in the accounts payable and accounts receivable maintenance screens in Exact Globe Next can be edited. Only the free fields, category, and divisional fields can be edited. You will not be able to recode, merge, and delete accounts.

There are instances in Exact Globe Next whereby the contact person is indirectly created, for example, creating the contact person when creating the sales order. This contact person will not be created or synchronized to Exact Synergy Enterprise. If the division data is updated in Exact Globe Next during the entry or processing of data, this contact person will be synchronized to Exact Synergy Enterprise.

Make sure the values of the following fields are the same for both Exact Globe Next and Exact Synergy Enterprise:

- Classification
- Sector
- Subsector
- Source
- Size
- Title (contact person)

To create customer accounts in Exact Synergy Enterprise:

1. Go to Modules → Customers → Entry → Entry → Account. The following page will be displayed:

### Select: Type ☆ ?

[Close](#)

Type: Company	Policy
 Prospect	
 Customer	
 Associate	
 Supplier	
 Reseller	
 Division	
 Bank	
 Lead	
 Suspect	

[Upload: vCard](#)

2. Click **Customer**. The following page will be displayed:

3. In the **General** section, type the customer name at **Name**.
4. Type the address of the customer at **Address**.
5. In the **Financial** section, type the debtor code at **Debtor code**. If **Exact Globe Next** is selected at **Account code from** in the **Division** section at **Modules** → **Customers** → **Setup** → **Other** → **Settings**, the **#** icon will be displayed. Click this icon to get the next running number from the Exact Globe Next database.
6. Click **Save**.

**Note:**

All fields with the "!" icon are mandatory.

**Tip:**

You can customize the fields by clicking  **Customize**.

To create creditor accounts in Exact Synergy Enterprise:

1. Go to Modules → Customers → Entry → Entry → Account. The following page will be displayed:

2. Click **Supplier**. The following page will be displayed:

3. In the **General** section, type the supplier name at **Name**.
4. Type the address of the supplier at **Address**.
5. Type or select the postcode, and then type the city at **Postcode / City**.
6. Type or select the country and state at **Country / State**.
7. Type the county at **County**.
8. Type the phone and extension number at **Phone / Extension**.
9. Type the phone queue number at **Phone queue**.

10. Type the fax number at **Fax**.
11. Type the email address at **E-mail**.
12. Type the website at **Web site**.
13. In the **Financial** section, type the creditor code at **Creditor code**.
14. Click **Save**.

**Note:**

All fields with the "!" icon are mandatory.

**Tip:**

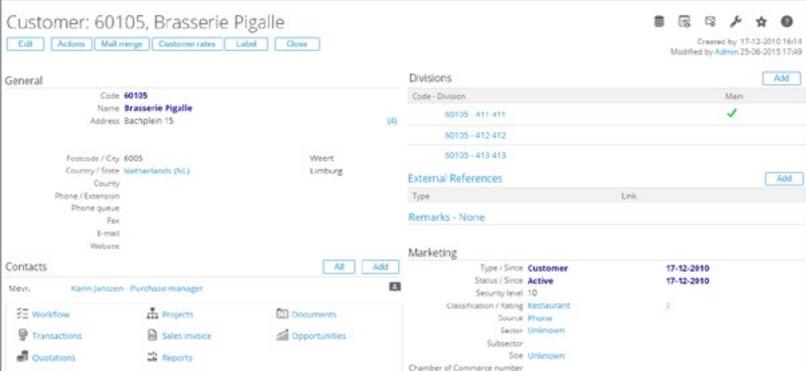
You can customize the fields by clicking  **Customize**.

## 5.2 UPDATE ACCOUNTS

Once you have created the accounts, the accounts can be updated by linking division(s) to the accounts.

To link divisions to accounts in Exact Synergy Enterprise:

1. Go to Modules → Customers → Reports → Accounts → Search.
2. Define the search criteria.
3. Click **Show**.
4. In the **Account name** column, select the account that you want to update. The following page will be displayed:



Customer: 60105, Brasserie Pigalle

Buttons: Edit, Actions, Mail merge, Customer rates, Label, Close

Created by: 17-12-2010 16:14  
Modified by: Admin 25-06-2015 17:59

**General**

Code: 60105  
Name: Brasserie Pigalle  
Address: Bachtplein 15

Postcode / City: 6005 Weert  
Country / State: Netherlands (NL) Limburg

Phone / Extension: Phone quiet  
Fax  
E-mail  
Website

**Divisions** Add

Code - Division	Main
60105 - 411 411	✓
60105 - 412 412	
60105 - 413 413	

**External References** Add

Type: Link  
Remarks: None

**Marketing**

Type / Since	Customer	17-12-2010
Status / Since	Active	17-12-2010
Security level	10	
Classification / Rating	Restaurant	?
Source	Unknown	
Sector	Unknown	
Subsector	Unknown	
Size	Unknown	
Chamber of Commerce number		

**Contacts** All Add

Mein: Marin Janszen - Purchase manager

Workflow: Transactions, Quotations, Projects, Sales invoice, Reports, Documents, Opportunities

5. In the Divisions section, click Add. The following page will be displayed:

6. Type or select a division at Division in the Account section.
7. Click Save.

**Note:**

All fields with the "!" icon are mandatory.

**Tip:**

You can customize the fields by clicking Customize. You can link divisions to accounts only if you have selected the Accounts check box at Modules → System → Setup → Central Master Data Management → Settings.

To edit divisions linked to accounts in Exact Synergy Enterprise:

1. Go to Modules → Customers → Reports → Accounts → Search.
2. Define the search criteria.
3. Click Show.
4. Select an account in the Account name column.
5. In the Divisions section, select a division that you want to edit.
6. Make the change(s).
7. Click Save.



Chapter 6

# Maintain Items Centrally

## 6. MAINTAIN ITEMS CENTRALLY

To manage products and services centrally, accounts should be implemented centrally. This is due to the reason that products and services are related to mutual accounts. Introducing products and services in an organization is challenging, and multiple disciplines are involved. Products can be produced in one division and distributed to another division, or the prices of the products can differ for every division. Services are often shared, and can be easily exchanged when they are recognizable over multiple divisions. Items data can be defined centrally, as well as most of the division-related data. The only exceptions are product structures and free fields whereby these can only be maintained per division in Exact Globe Next. Phantom items and contract items are not synchronized.

### Note:

Items data can be synchronized only if you have selected the **Items** check box at **Modules** → **System** → **Setup** → **Central Master Data Management** → **Settings** in Exact Synergy Enterprise, and the **Items** check box at **System** → **General** → **Settings** → **General settings** in Exact Globe Next.

### 6.1 CREATE ITEMS

The structure of creating items is similar to creating accounts whereby divisions can be linked to items. Linking a division to an item will synchronize the item data to the Exact Globe Next administration. If you use CMDM, linking items to countries is not required for synchronization to Exact Globe Next administrations. Linking items to countries is only required for the Exact Synergy Enterprise functionality.

Divisions		Add
Item code - Division	Country	
BEK0001 - 411 411	Netherlands	

Items also consist of corporate and division data. All the fields on the item card are considered as corporate data but not all the fields in the item card are available in Exact Globe Next. The following corporate fields will be synchronized to Exact Globe Next:

- Item code
- Type
- Description
- Search code
- Sales unit

The following page displays the division item card:

Item: BEK0001 (Division: 411) 🔧 ☆

[Save](#) [Delete](#) [Copy](#) [Close](#)

<b>Division</b> Division: 411 — 411	<b>General</b> Status: <input type="text"/> Classification ESL: <input type="text"/> Active from: 26-06-2015 Active to: - -
<b>Financial</b> Cost price EUR: 0.0000 Sales price EUR: 0.0000 Asset: Costs: 7000 — Kostprijs verkopen Discount account: Purchase: 3000 — Voorraad Revenue: 8000 — Omzet Stock change: Stock coverage:	<b>Sales</b> VAT code: 2 BTW Hoog Add extra receipt to sales order: <input type="checkbox"/>
<b>Sales commission</b> Commissionable: <input type="checkbox"/> Commission method: Margin % %EUR	<b>Purchase</b> Requires approved supplier: <input type="checkbox"/>
<b>Inventory</b> Warranty period: 0 Shelf life: 0	<b>Assortment</b> Assortment: 0000 — Standaard
<b>Serial/batch</b> Mask: <input type="text"/> Increment factor: <input type="text"/>	<b>INTRASTAT</b> INTRASTAT: Enabled <input checked="" type="checkbox"/> Statistical code: <input type="text"/> Statistical units: <input type="text"/>
<b>Extra</b> Extra charges: <input type="text"/> Free value 1: <input type="text"/> Free value 2: <input type="text"/>	<b>Attributes</b> <input type="checkbox"/> Sales <input type="checkbox"/> Part <input type="checkbox"/> Explode <input type="checkbox"/> Buy <input type="checkbox"/> Divisible <input type="checkbox"/> Batch <input type="checkbox"/> Stock controlled <input type="checkbox"/> Make <input type="checkbox"/> Text <input type="checkbox"/> From stock <input type="checkbox"/> No discount <input type="checkbox"/> Service <input type="checkbox"/> Serial numbers <input type="checkbox"/> Asset
<b>Other</b> Net weight: <input type="text"/>	<b>Items by supplier</b> Supplier: Main <a href="#">Add</a>
<b>Items per warehouse</b> Warehouse: <input type="text"/> Default location: <input type="text"/> Main: <input type="text"/> <a href="#">Add</a>	

Fields on the division item card in Exact Synergy Enterprise can be customized by clicking  **Customize**. The **Copy** button on the division item card allows you to copy the item from one division to another division. However, the data displayed in the browser screens taken from the Exact Globe Next database, will not be copied. Some of the data from the browser screens are from the Exact Globe Next database and some from the Exact Synergy Enterprise database.

The following table shows whether the data is derived from the Exact Globe Next or Exact Synergy Enterprise database. If the data is from the Exact Synergy Enterprise database, make sure the master data exists in both Exact Globe Next and Exact Synergy Enterprise. This is not in the CMDM functionality.

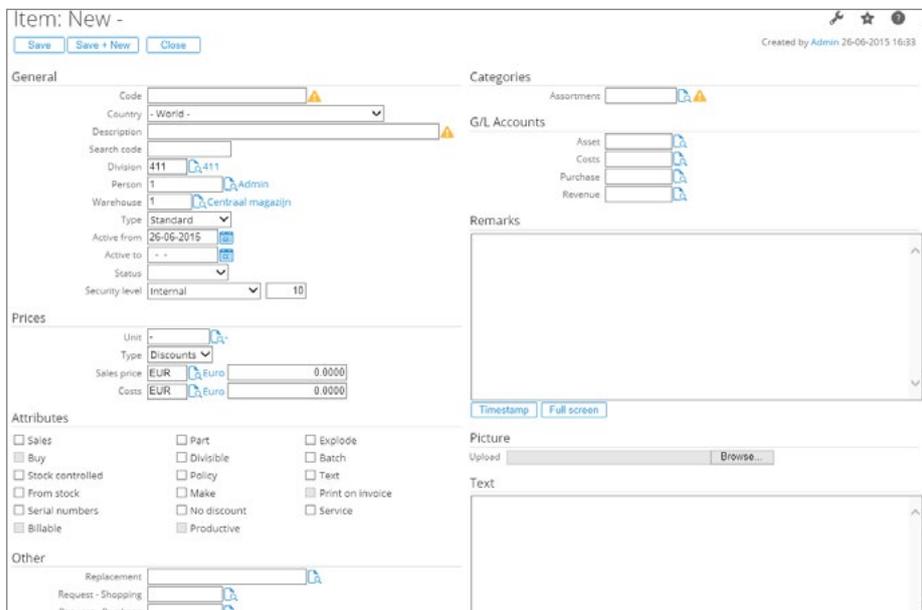
Field	Browser data
Asset	Exact Synergy Enterprise
Cost	Exact Synergy Enterprise
Discount account	Exact Synergy Enterprise
Purchase	Exact Synergy Enterprise
Revenue	Exact Synergy Enterprise
Stock change	Exact Synergy Enterprise
VAT code	Exact Globe Next
Statistical code	Exact Globe Next
Assortment	Exact Synergy Enterprise
Extra charges	Exact Globe Next

In Exact Globe Next, the corporate fields for items cannot be edited, recoded, and deleted. The item master data will be updated when there is an item entry or process. These changes will be synchronized to Exact Synergy Enterprise, including changes in stock valuation due to the cost price, and updates via batch updates.

To create items, function right 34 - **Maintain World Items**, except to change the division or function right 347 - **Maintain Country items** is required. Users with the **Item management** role have this function right. To customize the item card page (edit mode), function right 15 - **Maintain Item control settings** is required. Users with the **Item management** role have this function right.

To create items in Exact Synergy Enterprise:

1. Go to Modules → Logistics → Entry → General → Items. The following page will be displayed:



2. In the **General** section, type the item code at **Code**.
3. Type the item description at **Description**.
4. In the **Categories** section, type or select an assortment at **Assortment**.
5. Click **Save**.

**Note:**

All fields with the "!" icon are mandatory.

**Tip:**

You can customize the fields by clicking  **Customize**.

## 6.2 COPY ITEMS

Once the item is created, you can use the item to create another item by copying the fields from the existing item. This can be done by using the copy item function in Exact Synergy Enterprise.

Items can be copied on the division level. Thus, you can copy the item from one division to another division. This can be done when maintaining the item on the division level.

Corporate items can also be copied and used to create another item by editing the item on the corporate level (world item), and clicking **Actions** on the item card in the **Edit** mode. After that, click the **Copy item: item** hyperlink. The following page will be displayed:

### Item: Copy item: Item

☆ ?

Copy
Close

---

**Item**

Item code: Old BEK0001 — R.P.Take Away beker 250cc 1000 st.

Item code: New

Description

Search code

Divisions			
	Division	Country	Warehouse
<input type="checkbox"/>	411-411	Netherlands	<input style="width: 50px;" type="text"/> <span style="font-size: 0.8em;">▼</span>
<input type="checkbox"/>			<input style="width: 50px;" type="text"/> <span style="font-size: 0.8em;">▼</span>

The page above allows you to define a new item code, description, and search code. On the division level, you can select the warehouse and supplier that you want to use for the new item.

**Note:**

To copy items, function right 34 – Maintain World Items, except to change the division or function right 347 – Maintain Country items is required. Users with the Item management role have this function right.

## 6.3 UPDATE ITEMS

Once the items have been created, the items can be updated by linking divisions to the items. Suppliers and warehouses can also be linked to the item divisions.

### 6.3.1 Link Divisions to Items

Divisions can be linked to items. However, you can link divisions to items only after the items have been created.

To link a division to an item, function right 428 - Maintain Item division is required. Users with the **Item management** or **Extended item ownership** role have this function right.

To link divisions to items in Exact Synergy Enterprise:

1. Go to Modules → Logistics → Reports → Search → Items.
2. Define the search criteria.
3. Click **Show**.
4. Select an item under the **Code** column.
5. Click **Add** in the **Divisions** section. The following page will be displayed:

6. Type or select a division at **Division** in the **Division** section.
7. In the **Financial** section, type or select an account code to specify the general ledger account to register the value of the item, which is an asset, at **Costs**.
8. Type or select an account code to specify the general ledger account to register the purchases made for the item at **Purchase**.
9. Type or select an account code to specify the general ledger account to register the revenue for the items sold at **Revenue**.
10. In the **Sales** section, type or select the VAT code at **VAT code**.
11. Click **Save**.

#### Note:

All fields with the "!" icon are mandatory.

**Tip:**

You can customize the fields by clicking  **Customize**. You can link divisions to items only if you have selected the **Items** check box at Modules → System → Setup → Central Master Data Management → Settings.

**To edit linked divisions of items:**

1. Go to Modules → Logistics → Reports → Search → Items.
2. Define the search criteria.
3. Click **Show**.
4. Select an item under the **Code** column.
5. Select a division under the **Item code - Division** column in the **Divisions** section.
6. Make the change[s].
7. Click **Save**.

## 6.3.2 Link Assortments to Divisions

Assortments are categories that identify groups of items with similar properties, and assortments are used to present a strategic overview of the item information in reports. For CMDM, assortments can be linked to the divisions with default general ledger accounts. By selecting the division and/or assortment, the general ledger account will be defined by default based on the assortment division.

To link assortments to the divisions:

1. Go to Modules → Logistics → Setup → General → Assortments.
2. Select an assortment.
3. In the **Monitor** section, click **Divisions: Financial**. While viewing assortment cards, the header of the **Monitor** section is not displayed.
4. Click **New**. The following page will be displayed:

Assortment: Standard

Save Save + New Close

Division

Division

Financial

Asset

Costs

Discount

Purchase

Stock change

Revenue

Stock coverage

5. Type or select a division at **Division**.
6. Click **Save**.

### Note:

All fields with the “!” icon are mandatory.

### 6.3.3 Link Suppliers and Warehouses to Item Divisions

On the division item card, suppliers and warehouses can be linked to the item division. However, a division must be linked to the item before suppliers and warehouses can be linked to the item division.

Some of the data on the items by suppliers page are derived from Exact Globe Next and some from Exact Synergy Enterprise. The following table shows whether the data is derived from the Exact Globe Next or Exact Synergy Enterprise database. If the data is from the Exact Synergy Enterprise database, make sure the master data exists in both Exact Globe Next and Exact Synergy Enterprise. This is not in the CMDM functionality.

Field	Browser data
Account	Exact Synergy Enterprise
Manufacturer	Exact Synergy Enterprise
Package unit	Exact Synergy Enterprise
Currency	Exact Synergy Enterprise
VAT code	Exact Globe Next
Document	Exact Synergy Enterprise
Country of assembly	Exact Synergy Enterprise
Country of origin	Exact Synergy Enterprise

Accounts can also be linked to items. When a division is linked to an item, the system will automatically link a warehouse to the item. The warehouse data is retrieved from the Exact Synergy Enterprise database. However, if you link a division to a warehouse, the warehouse can only be used for that division. If the warehouse is not linked to any division, the warehouse can be used for all the divisions.

To link suppliers to item divisions in Exact Synergy Enterprise:

1. Go to Modules → Logistics → Reports → Search → Items.
2. Define the search criteria.
3. Click **Show**.
4. Select an item under the **Code** column.
5. Select a division under the **Item code - Division** column in the **Divisions** section.
6. Click **Add** in the **Items by supplier** section. The following page will be displayed:

**Item: Account (Division: 411)** ☆ ⓘ

[Save](#) [Save + New](#) [Close](#)

**Supplier**

Item code: **BEK0001**

Account:  ⓘ ⚠

Main:

Item code: Account:

EAN item code:

Approved supplier:

Drop ship:

Manufacturer:  ⓘ

Warranty period:  Days

**Purchase**

Package unit: **Doos** ⓘ **Doos** -  **1.00** × Sales unit **Doos**

Purchase price:  **0.000** ⓘ ⚠ /

VAT code:  **0** ⓘ **Standard VAT code**

Order: Size:  **1.00**

**Other**

Delivery time: Days:  **0**

Document:  ⓘ

Country of assembly:  ⓘ

Country of origin:  ⓘ

7. Type or select an account at **Account** in the **Supplier** section.
8. Type the purchase price for one unit of the purchase item, and then type or select the currency of the purchase price at **Purchase price** in the **Purchase** section.
9. Click **Save**.

**Note:**

All fields with the "!" icon are mandatory.

**Tip:**

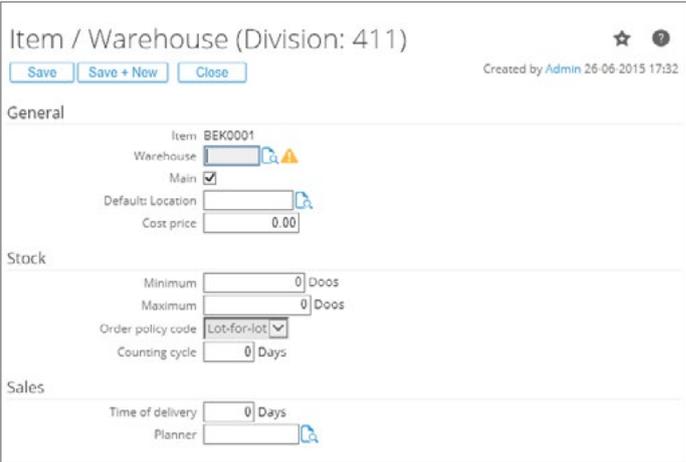
You can customize the fields by clicking  **Customize**. You can link suppliers to item divisions only if you have selected the **Items** check box at **Modules** → **System** → **Setup** → **Central Master Data Management** → **Settings**.

To edit suppliers linked to item divisions in Exact Synergy Enterprise:

1. Go to **Modules** → **Logistics** → **Reports** → **Search** → **Items**.
2. Define the search criteria.
3. Click **Show**.
4. Select an item under the **Code** column.
5. Select a division under the **Item code - Division** column in the **Divisions** section.
6. Select a supplier under the **Supplier** column in the **Items by supplier** section.
7. Make the change(s).
8. Click **Save**.

To link warehouses to item divisions in Exact Synergy Enterprise:

1. Go to **Modules** → **Logistics** → **Reports** → **Search** → **Items**.
2. Define the search criteria.
3. Click **Show**.
4. Select an item under the **Code** column.
5. Select a division under the **Item code - Division** column in the **Divisions** section.
6. Click **Add** in the **Items per warehouse** section. The following page will be displayed:



Item / Warehouse (Division: 411) ☆ ⓘ  
 Created by Admin 26-06-2015 17:32

[Save](#) [Save + New](#) [Close](#)

**General**

Item: BEK0001

Warehouse:   

Main:

Default: Location:  

Cost price:

**Stock**

Minimum:  Doos

Maximum:  Doos

Order policy code:  

Counting cycle:  Days

**Sales**

Time of delivery:  Days

Planner:  

7. Type or select a warehouse at **Warehouse** in the **General** section.
8. Click **Save**.

**Note:**

All fields with the "!" icon are mandatory. You can link warehouses to item divisions only if you have selected the **Items** check box at **Modules** → **System** → **Setup** → **Central Master Data Management** → **Settings**.

To edit warehouses linked to item divisions in Exact Synergy Enterprise:

1. Go to **Modules** → **Logistics** → **Reports** → **Search** → **Items**.
2. Define the search criteria.
3. Click **Show**.
4. Select an item under the **Code** column.
5. Select a division under the **Item code - Division** column in the **Divisions** section.
6. Select a warehouse under the **Warehouse** column in the **Items per warehouse** section.
7. Make the change(s).
8. Click **Save**.

### 6.3.4 Define Languages and Translations for Items

The data displayed in the browser screens are from the Exact Synergy Enterprise database. Certain attributes in Exact Globe Next are only available based on certain conditions. If the **Text** check box in the **Attributes** section under the **Basics** tab in the item maintenance screen is selected (go to **Inventory** → **Items** → **Maintain**, and then click **New**), a new screen will be displayed where extra text can be defined.

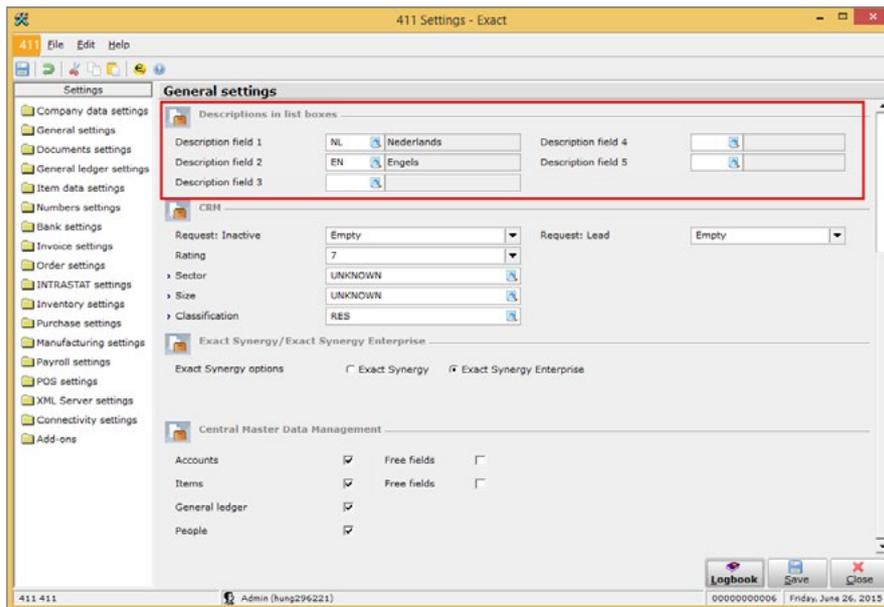
During synchronization, the system will compare the language codes defined in Exact Synergy Enterprise and Exact Globe Next. If the language codes match, the translation defined in Exact Synergy Enterprise will be synchronized to Exact Globe Next.

In Exact Globe Next, you can define the item description in five different languages. The languages will be based on the language codes defined in the general settings.

To create or modify item translations in Exact Synergy Enterprise, function right **73 - Maintain Item translations** is required. Users with the **Item management** role have this function right.

To define languages for items in Exact Globe Next:

1. Go to System → General → Settings.
2. Click **General settings** on the left panel. The following screen will be displayed:



3. Define the languages in the **Descriptions in list boxes** section.
4. Click **Save**.

In Exact Synergy Enterprise, the item description can be translated by defining the translations under the **Monitor** section in the item card.

To define translations for items in Exact Synergy Enterprise:

1. Go to Modules → Logistics → Reports → Search → Items.
2. Define the search criteria.
3. Click **Show**.
4. Select an item under the **Code** column. The following page will be displayed:

Item: R.P.Take Away beker 250cc 1000 st.

Created by 01-02-2011 13:17  
Modified by Marc Sanders 05-05-2011 09:54

General

Code **BEK0001**  
Country **- World -**  
Description R.P.Take Away beker 250cc 1000 st.  
Search code **BEKTAKEAWAY**  
Division **411 411**  
Person **Marc Sanders**  
Type **Standard**  
Status **Active**  
Active from 01-01-2010  
Active to  
Security level **10** (Item=10, Assortment=10)

Configuration Accounts Workflow  
Attachments Documents **Translations**  
Projects Statistics Transactions  
Countries Opportunities Reports

Categories  
Assortment **Producten**

5. Click **Translations** in the **Monitor** section. While viewing item cards, the header of the **Monitor** section is not displayed. By default, **Translations** is not displayed in the **Monitor** section. You can display it by clicking  **Customize** and selecting **Translations** in the **Monitor** section.
6. Click **New**. The following page will be displayed:

Item: Translation

Save Save + New Close

Item **BEK0001**  
Description R.P.Take Away beker 250cc 1000 st.  
Remarks  
Language    
New

Translations

Code	Language	Translation

7. Type or select a language at **Language**.
8. Click **Save**.

**Note:**

All fields with the "!" icon are mandatory.

### 6.3.5 Define Division General Ledger Accounts for Assortments

On the division item page, assortments can be defined, and division general ledger accounts can be defined for the assortments. The general ledger accounts will be retrieved from the assortment master data. Based on the division selected on the item card, the general ledger account will be retrieved for the particular division from the selected item assortment.

The values of the following fields must be available in both Exact Globe Next and Exact Synergy Enterprise:

- Assortment
- Assortment properties
- Sales units
- Warehouses
- Warehouse locations

To define division general ledger accounts for assortments in Exact Synergy Enterprise:

1. Go to Modules → Logistics → Reports → Search → Items.
2. Define the search criteria.
3. Click **Show**.
4. Select an item under the **Code** column.
5. Click the assortment at **Assortment** in the **Categories** section.
6. Click **Divisions: Financial** in the **Monitor** section. While viewing assortment cards, the header of the Monitor section is not displayed.
7. Click **New**. The following page will be displayed:

Assortment: Standard

Save Save + New Close

Division

Division

Financial

Asset	<input type="text"/>	
Costs	<input type="text"/>	
Discount	<input type="text"/>	
Purchase	<input type="text"/>	
Stock change	<input type="text"/>	
Revenue	<input type="text"/>	
Stock coverage	<input type="text"/>	

8. Type or select a division at **Division** in the **Division** section.
9. Click **Save**.

**Note:**

All fields with the "!" icon are mandatory.

Chapter 7

# Maintain General Ledger Accounts Centrally

# 7. MAINTAIN GENERAL LEDGER ACCOUNTS CENTRALLY

Corporate financial control starts with the identification of budgets and transactions in the organization. General ledger accounts can be managed centrally but these can be different for every country because the legislations in the countries pre-define the general ledger accounts allowed.

For general ledger accounts, the main focus of the CMDM functionality is to maintain the same fields in Exact Synergy Enterprise and Exact Globe Next. Corporate and division general ledger accounts already exist in Exact Synergy Enterprise.

Only division general ledger accounts are synchronized to Exact Globe Next. Corporate general ledger accounts are only available in Exact Synergy Enterprise.

On a divisional level, corporate general ledger accounts can be linked in Exact Synergy Enterprise. The general ledger account fields can be synchronized to Exact Globe Next but these can only be maintained in Exact Synergy Enterprise. These fields are not accessible in Exact Globe Next. You cannot recode, merge, and delete general ledger accounts in Exact Globe Next.

**Note:**

General ledger data can be synchronized only if you have selected the **General ledger** check box at **Modules → System → Setup → Central Master Data Management → Settings** in Exact Synergy Enterprise, and the **General ledger** check box at **System → General → Settings → General settings** in Exact Globe Next.

## 7.1 CREATE AND UPDATE DIVISION GENERAL LEDGER ACCOUNTS

Division general ledger accounts can be created in Exact Synergy Enterprise, and then synchronized to Exact Globe Next. However, only division general ledger accounts are synchronized to Exact Globe Next.

To create division general ledger accounts, function right 12 - **Maintain division G/L** is required. Users with the **General manager** and **Controller** roles have this function right.

To create division general ledger accounts in Exact Synergy Enterprise:

1. Go to Modules → Financial → Reports → G/L Accounts → Chart of G/L's.
2. Select **Division at Report** in the **Criteria** section.
3. Click **New**. The following page will be displayed:

4. Type the general ledger code at G/L in the **General** section.
5. Click **Save**.

**Note:**

All fields with the "!" icon are mandatory.

To update division general ledger accounts in Exact Synergy Enterprise:

1. Go to Modules → Financial → Setup → Master data → G/L Accounts.
2. In the **Criteria** section, select **Division at Report**, and then type or select a division.
3. Click **Refresh**.
4. Select an account under the **G/L** column.
5. Click **Edit**.
6. Edit the field(s).
7. Click **Save**.

## 7.2 COPY GENERAL LEDGER ACCOUNTS

General ledger accounts can also be copied from a division to another division, corporate to a division, or a division to corporate.

To copy the chart of accounts, function right 12 - Maintain division G/L is required. Users with the **General manager** and **Controller** roles have this function right.

To copy general ledger accounts in Exact Synergy Enterprise:

1. Go to Modules → Financial → Reports → G/L Accounts → Chart of G/L's.
2. Click **Copy**. The following page will be displayed:

The screenshot shows a dialog box titled "G/L Accounts: Copy". At the top right of the dialog are a star icon and a help icon. Below the title bar are two buttons: "Save" and "Close". The dialog is divided into two main sections: "Source" and "Target".

In the "Source" section, there is an "Action" dropdown menu currently showing "Corporate > Division" and a "Division" field containing the text "Corporate".

In the "Target" section, there is a "Division" field that is currently empty. To the right of this field are two icons: a copy icon and a mandatory icon (a yellow triangle with an exclamation mark).

3. At **Action** in the **Source** section, select the required option to indicate the source and target level before you copy the chart of accounts.
4. Type or select a division at **Division** in the **Target** section. This field can be edited only if you are copying the general ledger account to a division.

**Note:**

All fields with the "!" icon are mandatory.

Chapter 8

# Maintain People Centrally

## 8. MAINTAIN PEOPLE CENTRALLY

Employees can have multiple roles within the company in a division. Sometimes, employees are involved in cross divisional business transactions, such as engineers or consultants that work for another division in the company. The cross divisional business transactions can also be more structured, for example, a sales manager who is managing more than one division, or an employee that is working on various job activities depending on the division.

### Note:

People data can be synchronized only if you have selected the **Person** check box at **Modules → System → Setup → Central Master Data Management → Settings** in Exact Synergy Enterprise, and the **Person** check box at **System → General → Settings → General settings** in Exact Globe Next.

### 8.1 CREATE ENTRIES FOR PEOPLE

A division section is available for the person data. If the person is linked to several divisions, the person data will be synchronized to all the linked divisions. The person data also consists of corporate and division fields.

The data displayed in the browser screens on the personal card are taken from the Exact Synergy Enterprise database. The person corporate data will be displayed on the personal card. The functionality of the personal card in Exact Synergy Enterprise is not affected by activating the CMDM functionality.

Some of the data on the person division page are derived from Exact Globe Next and some from Exact Synergy Enterprise. The following table shows whether the data is derived from the Exact Globe Next or Exact Synergy Enterprise database. If the data is from the Exact Synergy Enterprise database, make sure the master data exists in both Exact Globe Next and Exact Synergy Enterprise. This is not in the CMDM functionality.

Field	Browser data
Job title	Exact Synergy Enterprise
Price list	Exact Globe Next
Payment condition	Exact Globe Next
Offset account	Exact Synergy Enterprise
Creditor account	Exact Synergy Enterprise
Currency	Exact Synergy Enterprise
Rate	Exact Synergy Enterprise
Manager	Exact Synergy Enterprise
Assistant	Exact Synergy Enterprise
Cost center	Exact Synergy Enterprise
Cost unit	Exact Synergy Enterprise
Main location	Exact Synergy Enterprise
Location	Exact Synergy Enterprise

Recoding, merging, and deleting of person data are not allowed in Exact Globe Next if the CMDM functionality has been activated.

The values of the following fields must be the same in both Exact Globe Next and Exact Synergy Enterprise:

- General ledger account
- Labor item
- Resource
- Cost center
- Cost unit
- Location

To create entries for people, function right **85 - Allows to create employees** is required. Users with the **HR** and **HR assistant** roles have this function right. To customize the personal card (edit mode) on the corporate or division level, function right **147 - Maintain resource card** is required. Users with the **HR** and **HR assistant** roles have this function right.

To create entries for people in Exact Synergy Enterprise:

1. Go to Modules → HRM → Entry → HRM → Person. The following page will be displayed:

2. In the **General** section, type the user name of the person at **User name**.
3. Type the last name of the person at **Last name**.
4. Click **Save**.

**Note:**

All fields with the "!" icon are mandatory.

**Tip:**

You can customize the fields by clicking  **Customize**.

## 8.2 UPDATE PEOPLE DATA

Once the person data has been created, divisions can be linked to the person. On the person division page, there is the **Add** or **Delete** hyperlink at the **Creditor** field in the **Employment** section. If the creditor code has not been defined, the **Add** hyperlink will be displayed. However, the creditor code can only be added on the person corporate page at A/P in the **Financial** section, and the creditor code must be the same for all the divisions.

To create and edit divisions for people, function right **85 - Allows to create employees** and **204 - View free fields in resources report** are required. Users with the **HR** and **HR assistant** roles have these function rights.

To link divisions to people in Exact Synergy Enterprise:

1. Go to Modules → HRM → Reports → People → Search.
2. Define the search criteria.
3. Click **Show**.
4. Select a person under the **Name** column.
5. Click **Add** in the **Divisions** section. The following page will be displayed:

### Person: 3,Smith

Created by Admin 26-06-2015 18:24

---

**Division**

Person **3 -- Smith**

Division

Main

**Contract**

Type **Employee**

Job title

Job level **0**

Start date / Contract end date **26-06-2015**

Inactive

Reason

FTE **1.000000**

**Creditor data**

Name

Payee name

Classification

Price list

Discount (%)

Payment condition

VAT number

Offset account

Creditor account

Currency

Fiscal code

**Project**

Rate

Internal rate **0.000**

**Employment**

Manager

Assistant

Cost centre

Cost unit

Phone

Extension

Mobile

Fax

Main location

Location

Room

E-mail

Current rating

Previous rating

Security level **0**

Back office

Status **Active**

Creditor **Add**

Debtor

**Limit (EUR)**

Purchase orders	0.00
Sales / Service orders	0.00
Sales invoice	0.00
RMA orders	0.00

6. Type or select a division at **Division** in the **Division** section.
7. Type or select a job title at **Job title** in the **Contract** section.
8. In the **Employment** section, type or select a cost center at **Cost center**.
9. Type the security level of the person at **Security level**.
10. Click **Save**.

**Note:**

All fields with the "!" icon are mandatory.

**Tip:**

You can customize the fields by clicking  **Customize**. You can link divisions to people only if you have selected the **Person** check box at **Modules** → **System** → **Setup** → **Central Master Data Management** → **Settings**.



Chapter 9

# Monitoring the synchronization

## 9. MONITORING THE SYNCHRONIZATION

To monitor the synchronization between Exact Globe Next and Exact Synergy Enterprise, a monitor is available in Exact Synergy Enterprise that displays the results of the synchronization, no matter in what direction the synchronization takes place.

To view the monitor, go to Modules → System → Reports → Back office integration → Monitor.

The screenshot shows the 'Monitor' interface with the following details:

- Criteria Section:**
  - Status: OK
  - Entity: (empty)
  - Source: (empty)
  - Date + time: -- --
  - Action: (empty)
  - No: (empty)
  - Target: (empty)
- Table:**

Status	Action	Entity	No.	Date	Source	Target	Message
Ok	Update	Account.CMDM	60120	2015-06-26 14:29:32	ESE	EG.411	

On the **Monitor** page, you can filter the following fields:

- **Status** — You have the option to select **OK** or **Failed**. If the synchronization has failed, the reason why the synchronization has failed will be displayed under the **Message** column.
- **Action** — You can select **Update**, **Create**, or **Recode**. **Recode** is only available for accounts.
- **Entity** — This displays the entity that is synchronized.
- **No.** — This displays the main field that is used during the synchronization.
- **Date** — This is the date of the synchronization.
- **Source** — The source where the original data was changed.
- **Target** — The target is the database to which the data was synchronized.
- **Message** — This displays the reason of the failed synchronization.

If there are errors, after determining the reason for the failed synchronization, you have to update the master data to trigger the synchronization again. It is not possible to resend the data to make the data in Exact Globe Next and Exact Synergy Enterprise equal.

Chapter 10

# Unsupported functionality per topic

# 10. UNSUPPORTED FUNCTIONALITY PER TOPIC

For every topic, certain functionalities are not available, or have some special characteristics. These are described in the following table:

	Accounts	Contact persons	Items	General ledger accounts	People
<b>Free fields</b>	Yes	Free fields are not synchronized and need to be maintained separately	Yes	Supported as of product update 249	Free fields are not synchronized and need to be maintained separately
<b>Recode</b>	Yes, for the account code	N.A.	No	No	No
<b>Merge</b>	Yes, only if accounts are in different divisions	No	No	No	No
<b>Delete</b>	Yes	No	No	No	No
<b>Copy</b>	No	No	Yes	No	No

Appendix A

# Product Update Changes

# APPENDIX A: PRODUCT UPDATE CHANGES

Product Update	Chapters
405	3.2, 3.4, 8.2, 10
255 and 410	All chapters

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