

# PIC - WooSOS User Manual

## WooSOS User Manual



Last update: April 2024

## WooSOS Basic

### Overview

WooSOS is a robust inventory and price management plugin designed to facilitate seamless integration between SOS Inventory and WooCommerce. With WooSOS, users can effortlessly synchronize inventory and pricing information, ensuring accurate and up-to-date product data across both systems.

### Features

#### 1. Automatic Inventory and Price Updates

- **Inventory Sync:** WooSOS automatically updates inventory from SOS to WooCommerce every 4 hours.
- **Price Sync:** Price information is automatically synchronized from SOS to WooCommerce every 4 hours.

#### 2. Manual Full Sync

- Users have the flexibility to trigger a full synchronization between SOS Inventory and WooCommerce manually, ensuring real-time data updates every three hours.

#### 3. Integration Check

- WooSOS scans through all products, creating a detailed report highlighting integrated and non-integrated items.
- Integrated products have a unique SKU in both systems and a matching SKU in the other.
- Users can mark individual items as not to be integrated by registering a custom checkbox field called "Not in WooSOS" in SOS Inventory.

#### 4. Data Reports

- Detailed reports are available, showcasing non-matching SKUs, duplicate SKUs, and missing SKUs in both SOS Inventory and WooCommerce.
- A screen within the plugin menu in the WP dashboard displays cases of non-integrated products, citing reasons such as mismatched SKUs or empty SKUs.

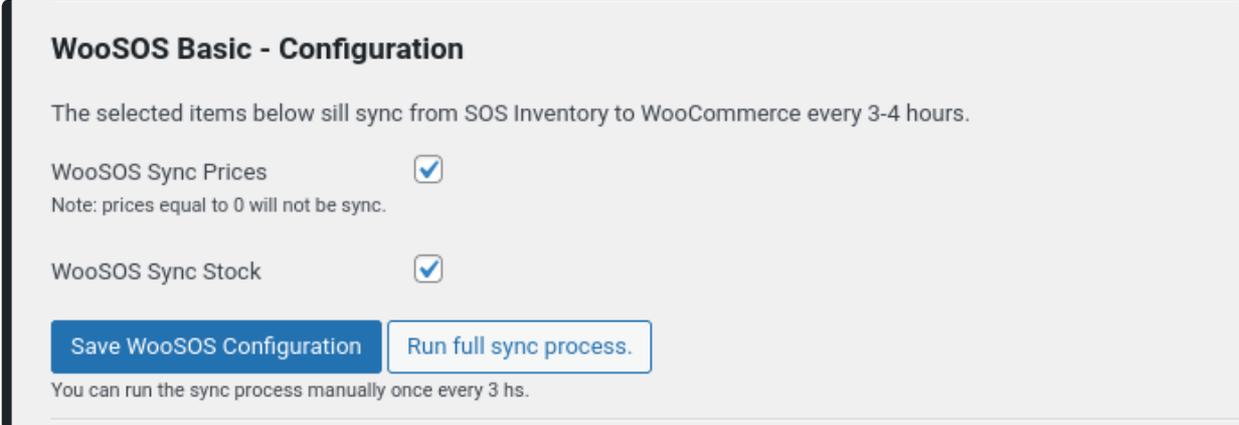
## 5. Logging

- WooSOS provides a comprehensive log of all integration activities, allowing users to track changes and diagnose potential issues.

## Usage

### Installation and Configuration

1. Install the WooSOS plugin on your WordPress site.
2. Configure the settings page to establish the connection between SOS Inventory and WooCommerce.
3. Whitelist the PIC Server on your web server. This may be a requirement for seamless functionality.



**WooSOS Basic - Configuration**

The selected items below will sync from SOS Inventory to WooCommerce every 3-4 hours.

WooSOS Sync Prices   
Note: prices equal to 0 will not be sync.

WooSOS Sync Stock

[Save WooSOS Configuration](#) [Run full sync process.](#)

You can run the sync process manually once every 3 hrs.

### Integration Process

1. WooSOS scans and creates a report highlighting products ready for integration.
2. Integrated products have unique and matching SKUs in both systems.
3. Utilize the "Not in WooSOS" checkbox in SOS Inventory to exclude specific items from integration.

# WooSOS Data Status report

General status [SOS SKU missing](#) [SOS duplicated SKU](#) [WooCommerce SKU missing](#) [WooCommerce duplicated SKU](#)

## WooSOS

4400

WooSOS integrated SKU

[Download WooSOS integrated SKU](#)

## SOS

! 2

Missing or duplicated SKUs

? 0

Missing SKUs

[View Details](#)

2

Duplicated SKUs

[View Details](#)

## Reports and Logs

1. Access the plugin menu in the WP dashboard to view reports on non-matching SKUs, duplicate SKUs, and missing SKUs.
2. Monitor integration logs to track changes and identify any issues.

## Sync Logs

Select Logs:

WooSOS Log:

2022-05-23 15:12:16

Bkp Log:

2022-05-17 01:46:52

Manual Run Log:

2022-05-02 16:57:13

WooSOS Basic Summary:

WooSOS Basic Full Log:

Summary SOS to Woo: Prices updated for 3 products Stock updated for 15 products Done updating.

Back up last log:

```
Running process For client:rocknrescue; alias:rocknrescue; type:pr
Getting SOS data.
2022-05-17 01:46:55
```

WooSOS Manual Run Summary:

WooSOS Manual Run Full Log:

Summary SOS to Woo: Prices updated for 7 products Stock updated for 28 products Done updating.

## Notes

- Products with prices equal to 0 are not integrated.
- Ensure PIC Server is whitelisted on the web server. If this is not done, it could cause issues with the integration and data synchronization.

By following these guidelines, you can harness the power of WooSOS to maintain accurate inventory and pricing information across both SOS Inventory and WooCommerce.

# WooSOS Plus

## Objectives

WooSOS Plus is an advanced plugin that extends the capabilities of WooSOS Basic, providing additional functionalities for enhanced order management and pricing updates. The primary objective includes:

### 1. Order Push from WooCommerce to SOS Inventory

- Seamlessly integrate order data from WooCommerce to SOS Inventory.
- Receive email notifications in the event of failed order integrations, allowing for prompt resolution.
- Empower users to manually push individual failed orders back to SOS Inventory within the WordPress back-end.

## Order Push from WooCommerce to SOS Inventory

### Configuration:

- **Woo Order Prefix:** Set the prefix for order names pushed into SOS.
- **Woo Order Email:** Specify the email account for receiving reports on failed order integrations.
- **Push Deposit Amount:** If selected, deposit amounts will be integrated.
- **Archive SOS Sales Orders After 365 Days:** Choose to archive orders in SOS that are more than one year old.
- **Get SOS Shipments into Woo:** Automatically add shipment tracking numbers as notes to corresponding Woo orders. Also, set Woo order status to 'completed' and send an email to the customer.

#### WooSOS Order Integration - Configuration

In order of this to work, there must be a term and a channel in SOS called: WooCommerce

Woo order prefix

Woo order email

Push Deposit Amount?

Archive SOS Sales orders after 365 days?

Get SOS Shipments into Woo?

Once a shipment is set up in SOS, this will add a note to the corresponding Woo order with the shipment tracking number (email will be sent to customer), also Woo order status will be set to 'completed'.

[Save WooSOS Order Integration Configuration](#)

Optional SOS custom fields can be used for additional data, as an example, if the custom field "Website Shipping Method" exists in SOS it will be filled with the data in the

```
wp_order$shipping_lines[[1]]$method_title.
```

Here is the full list of the optional SOS custom fields:

- Website Shipping Method: `wp_order$shipping_lines[[1]]$method_title`
- Promo Code: `wp_order$coupon_lines[[i]]$code`
- Payment Gateway: `wp_order$payment_method_title`
- PO Number: `wp_order_meta_data$key == "po_number"`

The orders that are integrated without any issues would be shown in the regular WooCommerce orders screen.

Order	Date	Status	Total	WooSOS	HubSpot Deal
#216934 Curtis Hull	21 mins ago	Processing	\$419.70	Integrated (SOS ID: 32832)	
#216933 Karen Zitnick	4 hours ago	Processing	\$57.98	Integrated (SOS ID: 32823)	
#216932 Patrick Edwards	5 hours ago	Completed	\$108.78	Integrated (SOS ID: 32821)	
#216931 Jonathan Winstead	6 hours ago	Completed	\$149.99	Integrated (SOS ID: 32817)	
#216930 Corey Hill	7 hours ago	Completed	\$71.99	Integrated (SOS ID: 32816)	
#216929 Rob Flanery	7 hours ago	Completed	\$56.58	Integrated (SOS ID: 32814)	
#216927 Henry Ruff	16 hours ago	Completed	\$49.82	Integrated (SOS ID: 32808)	

The orders that fail integration are shown in the woosos-orders-push page.

There is a table with all the orders for which the integration failed. The identification data for each order is order\_id, datetime, and order\_prefix, and the reason why the integration failed is also included.

Sometimes, this is due to a mismatch of SKUs. In those cases, the SKU can be reviewed in SOS, and once it's fixed, pushed from this screen by selecting the row and using the push order to SOS button.

## WooSOS Order Integration

 **5994**  
Woo orders integrated to SOS

 **20**  
Woo orders failed in SOS integration

 **0**  
Woo orders pending to be pushed to SOS

### List of Woo orders failed in SOS integration

Show **10** entries

Search:

order_id	datetime	order_prefix	result
223396	2024-01-31 15:35:58	RNR	The order corresponding to this id doesnt exist in Woo.
223395	2024-01-29 14:08:56	RNR	The order corresponding to this id doesnt exist in Woo.
223642	2024-01-28 20:53:30	RNR	SKU: SK-253 not found in SOS
223381	2024-01-24 16:54:35	RNR	The order corresponding to this id doesnt exist in Woo.
223559	2024-01-17 20:14:25	RNR	SKU: Mack-NFPA3-H not found in SOS
223192	2023-12-04 22:56:15	RNR	SKU: PUL120 not found in SOS