Customers Grid

Snelstart Integration for Magento 2

The Customers Grid shows all Magento customers that have been synced or are queued for synchronization with SnelStart. Use it to manage customer mappings between Magento and your accounting system.

Location: Accounting → Data → Customers

Columns

Column	Description
ID	Internal record ID
Web Site	Magento website the customer belongs to
Company	Customer's company name
Firstname	Customer's first name
Lastname	Customer's last name
Email	Customer's email address
Tax VAT Number	Customer's VAT/tax ID
Customer Code	SnelStart customer code (assigned after sync)
Country	Customer's country
Created At	When the customer record was created
Updated At	Last update timestamp

Hidden columns (available via column controls):

- Customer ID (Magento customer entity ID)
- Suffix
- Middlename

How Customers Enter This Grid

Customers appear in this grid when:

1. **Invoice is synced:**
    - Customer is automatically created/linked when their invoice syncs

2. **Customer places an order:**
    - Depending on configuration, customers may be pre-synced
3. **Manual sync:**
    - Push customer from Customers → All Customers grid

Requirements:

- Module must be enabled
- Customer must have valid email address
- For B2B: VAT number recommended

Customer Code

The **Customer Code** column shows the SnelStart reference:

- **Empty:** Customer not yet synced to SnelStart
- **Code shown:** Customer exists in SnelStart with this code

This code links the Magento customer to their SnelStart debtor record.

Actions

Row Actions

Click the **Actions** column on any row:

- **View Customer:** Open the Magento customer record
- **Push to SnelStart:** Manually sync this customer

Filtering

Filter customers using:

- **Website:** Show customers from specific websites
- **Country:** Filter by customer country
- **Text search:** Search by name, email, company, VAT number

Use the **Filters** button to access all filter options.

Common Workflows

Find Unsynced Customers

1. Open the Customers grid
2. Look for empty Customer Code column
3. These customers haven't been pushed to SnelStart yet

Update Customer in SnelStart

If customer details changed:

1. Find the customer in the grid
2. Click **Actions → Push to SnelStart**
3. This updates the existing SnelStart record

Check Customer Sync Status

1. Note the customer's email or name
2. Go to **Synchronisation Logs → Customer**
3. Search for the customer
4. Review sync history and any errors

B2B Considerations

For business customers:

- **Company name** is used as the debtor name in SnelStart
- **VAT number** is synced for EU VAT validation
- Ensure company and VAT fields are populated for proper B2B invoicing

Customer Sync Logic

SnelStart uses specific logic to match customers:

- **Customer mode:** One debtor per customer_id + country + VAT number
- **Address mode:** One debtor per billing address

This means a customer may have multiple debtors if they:

- Change their country

- Add or change their VAT number

This is intentional for correct VAT/tax reporting purposes.

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

For a complete overview of features and configuration options, see the Snelstart Integration extension on magmodules.eu

All articles for Snelstart Integration

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