

USER GUIDE V1.3

FOR

AUTO FX

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AppExchange: <https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000ErFbRUAV>

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Thank you!

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1. Overview

1.1. About Currencies in Salesforce

Out-of-the-box Salesforce does not have Multi-Currencies activated by default. This must be requested from Salesforce. Once activated there are a number of key concepts to understand which are described in this section. To start with, Exchange Rates also known as Conversion Rates, can be Static or Dated in Salesforce.

1.2. Static Exchange Rates

When the *Multi-Currency* feature is first activated within a Salesforce Org, a Corporate Currency is chosen (e.g. USD) and an admin can activate additional currencies as required. The Corporate Currency is the base currency for the Org and its exchange rate always has the value of 1 for that reason.

Static Exchange Rates are also made available by default when *Multi-Currency* is activated. When you use Static Exchange Rates only it means that there is only one exchange rate conversion available from each currency to the corporate currency.

Exchange rate conversions are shown on the Opportunities to show the Amount and Expected Revenue in the currency of the Opportunity AND in the currency of the active user (in brackets) as can be seen in this example:

Opportunity Currency	Amount
U.S. Dollar	USD 235,000.00 (EUR 211,500.21)

1.3. Dated Exchange Rates

For more accuracy and control *Advanced Currency Management* can be enabled in an Org so that Dated Exchange Rates are used in place of Static Rates. Dated Exchange Rates mean that instead of having a single static exchange rate per currency you can now have a different rate for each date (or range of dates). Here is an example of a single currency with multiple rates:

RATE	CHANGE		DATE RANGE
0.857983	▲	+2.76%	25/01/2018 and after
0.83493	▲	+0.30%	20/12/2017 to 24/01/2018
0.832393	▼	-1.56%	19/12/2017 to 19/12/2017
0.84555	▲	+1.43%	18/12/2017 to 18/12/2017
0.833596	—	0.00%	17/12/2017 to 17/12/2017

The dated rates are then used on the Opportunities for more accurate conversions by using the dated rate that matches the Close Date of the Opportunity.

1.4. About Auto FX

One of the limitations with Salesforce is that exchange rates have to be maintained manually. This process is slow, error prone and costly to large organizations. This is where *Auto FX for Salesforce* comes in. *Auto FX for Salesforce* is the currency conversion app for international Salesforce customers. The app has a number of features to manage currencies and to keep the foreign exchange (FX) rates up-to-date within Salesforce Orgs.

Currencies, static and dated exchange rates, can all be managed, monitored and updated automatically from within the app. The interface is intuitive to use and powered by a Lightning UX, and available in both Salesforce Lightning and Salesforce Classic.

ALL features of *Auto FX for Salesforce* can be found in a single application using the tabs below. Ease of use and simplicity are key. More details on the features are available in later sections of this document.



Tab	Features
Currencies	• View and manage active and inactive currencies • View and update static exchange rates

Dated Rates	• View and update latest dated exchange rates • Filter to view specific date ranges • Edit, delete or update specific dated rates
Scheduler	• Setup and manage an automated scheduled job
Loader	• Load years of historical exchange rates from an external source into Salesforce using a step by step wizard in a matter of minutes.
Logs	• View logs about automated updates
Settings	• Premium Plan only: Manage premium sources and their API keys

In the background all of the currency and exchange rates you see in *Auto FX for Salesforce*, and whenever these rates are updated by the application, are based on the same standard objects used throughout Salesforce. Because these standard objects are shared it means all the other benefits of having multiple currencies in Salesforce also apply. For instance the exchange rates are reflected immediately on Opportunities as you would expect. Additionally if the application is uninstalled in the future all the exchange rates (static and dated) are maintained/kept (only the logs, API keys and scheduler records are removed).

2. Updating FX Rates

There are multiple ways to update FX rates using *Auto FX for Salesforce*. They are described in this section.

*It is possible that an automated scheduled update can fail without any warning email being sent or log record being created. While we do everything in our power to prevent this from happening it is important for the Admin to regularly check that exchange rates are being updated as expected. See more details below about ways to monitor FX rates updates.

1.5. The Scheduler

In the Scheduler tab you can create a scheduled job to update the static and/or dated exchange rates automatically for active currencies. You can only create one scheduled job. If there is no existing scheduled job then you click on the “Create” button to start creating a new one. If there is an existing scheduled job then you can “Edit” it or “Delete” it. When you create or edit a scheduled job you will see a popup similar to this:

The image displays three overlapping 'Edit Schedule' dialog boxes. The top-left dialog shows the 'Source' section with radio buttons for 'European Central Bank', 'Bank of Canada', and 'International Monetary Fund' (selected). It also has a 'Rates to Update' section with checkboxes for 'Static' and 'Dated' (both checked). The top-right dialog shows the 'Adjust Rate By' section with radio buttons for '0%', '1%', '2%', and '3%'. The bottom dialog shows the 'Frequency' section with radio buttons for 'Every 1 Day(s)' and 'Every Week Day' (selected), and a 'Time' section with 'Hour' set to 18 and 'Minute' set to 20. Each dialog has a 'Cancel' button and a 'Next' button.

Set the properties of the schedule job as required and click “Save” to commit it. The job will use the values you set in these properties and they can be edited at any time.

Property	Description
Source	Choose which external source should be used to retrieve the FX rates.
Rates to Update	Choose to update Static and/or Dated Rates. At least one is required.
Adjust Rate	Adjust the rates retrieved to more accurately match the actual rates available from financial institutions/banks.
Frequency	Define how frequently the job should be run. Run it every X days, every week day or specific days of the week.
Time	What time should the job be run. This will match the time zone of the active user.
Send Notification Email	Check this box and add an Email to get an email when the rates are successfully updated or if there is an error. Use this to help monitor that rates are being updated correctly.
Email To Email CC Email BCC	Provide email addresses for those who should be notified of scheduler updates; To, CC and BCC email addresses.

When a scheduled job is run successfully, or if there is an error caught, an email is sent to the email address setup in the schedule. The successful emails will include a summarized structure similar to this:

1.6. Loader

Use the step by step wizard to setup the loader to update/insert historical exchange rates into Salesforce for available dates from an external source (currently supports Fixer Professional or greater plan). Note that the loader will replace existing dated exchange rates or create new ones where it finds an available date at the source. This process is IRREVERSIBLE and existing rates will be replaced. You can run the loader multiple times as required but it should always be tested on a small subset of data and in a Sandbox before doing the same in Production. The job typically takes a few minutes but depends on other active jobs and available resources on the Salesforce servers.

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LOADER

Loader

Load years of historical exchange rates into Salesforce using the step by step wizard

✓

Intro

Follow the steps below and click Submit when ready.

Start Wizard

✓

Source

Select the external source for the FX rates and apply an adjustment on those rates.

Select Source

✓

Dates

Select the period or range of dates to update.

Select Dates

✓

Currencies

Select which active currencies to update. Only currencies available at the source are shown.

Select Currencies

5

Submit

Source: Fixer with 3% adjustment

Period: Last 3 Months

Currencies: CNY,CHF,EGP,EUR,GBP,AUD

Submit

Success!

100% Complete

Intro	Contact us for any doubts about the process – we are happy to help!
Source	Currently supports Fixer plans that have a Time-Series Endpoint (i.e. Professional or greater).
Dates	Choose a date range or period of dates (e.g. Last 3 Months) to update as well as an optional % adjustment of those rates.
Currencies	Select the currencies you would like to update. The available currencies are those that are active in your Org and also available at the source (other currencies will not be shown).
Submit	Read over the summary of the options chosen before clicking Submit to actually start the loader.
Progress Bar	Monitor the percentage complete on the progress bar and finally confirm the results in your Org by navigating to the Dated Rates tab.

1.7. On Demand

Another way to update either static or the latest dated exchanges “On Demand” is by using the *Update Rates* button. This button is available on the Currencies tab and on the Dated Rates tab.

When used on the Currencies tab it will result in updates to static exchange rates only of active currencies. When used on the Dated Rates tab it will update the latest dated exchange rates only for active currencies. Either way when you click on the *Update Rates* button you will see a popup similar to the screenshot below. You simply choose the source and optionally adjust the rate to update the static rates, or as in the screenshot below, the latest dated rates. If a currency is not available at the source its exchange rate it not updated in Salesforce. When updating the latest exchange rate the process looks for the most recently available rate at the source and creates or updates today's dated exchange rate with that value.

Update Dated Rates ⓘ

* Source

☐ European Central Bank

☒ Bank of Canada

☐ International Monetary Fund

* Adjust Rate By

☐ 0%

☒ 1%

☐ 2%

☐ 3%

☐ 4%

☐ 5%

The Bank of Canada releases daily average exchange rates - published once each business day by 16:30 ET. All Bank of Canada exchange rates are indicative rates only. The Bank of Canada provides this data free of charge and its use is subject to the terms available here: <https://www.bankofcanada.ca>

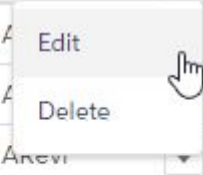
Cancel

Update

1.8. Manually

The final way to update exchange rates in *Auto FX* is to edit them individually. Select from the dropdown menu (see screenshot below) on the individual rate and chose *Edit*. When using this option on a dated rate you can edit the rate for a specific date or date range. When using this on the Currencies tab you are editing the static rate only - remember only one static rate exists per currency. You can also delete or add new dated rates.

CHANGE	DATE RANGE	LAST MODIFIED E
▼ -2.81%	25/01/2018 and after	AREvi
▲ +0.34%	25/01/2018 and after	AREvi
▼ -2.81%	25/01/2018 and after	AREvi
▲ +2.76%	25/01/2018 and after	AREvi
▲ +0.90%	25/01/2018 and after	AREvi



Edit Dated Rate (AUD) ⓘ

* Rate (25/01/2018 and after)

Cancel

Update

3. Managing Currencies

The Auto FX Currencies tab displays all Active Currencies by default. You can however also view the Inactive Currencies using the view dropdown:



Add a new currency by clicking on the New button to get the popup below. Choose from a list of available currencies and then set the initial exchange rate and the decimal places for that currency:

New Currency ⓘ

Currency Type

CAD - Canadian Dollar

* Static Rate

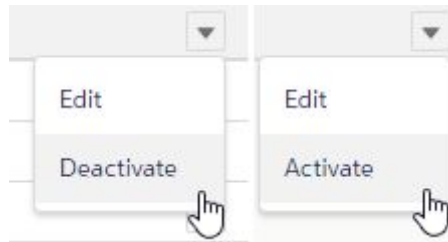
1.2345

Decimal Places

2

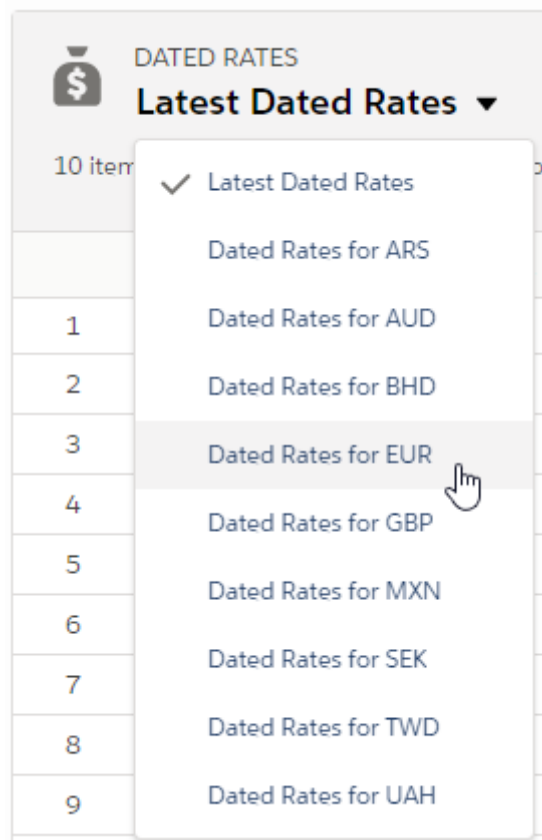
Cancel Save

Activate, Inactivate or Edit individual currencies using the dropdown menu available on each currency (except the Corporate Currency which is not editable):



4. Managing Dated Rates

The *Auto FX Dated Rates* tab displays Latest Dated Rates by default. The latest dated rates represent the most recent dated rates for each currency. You can also view all the dated rates for a specific currency by using the view dropdown (or by drilling down on the Currency Name):



Below screenshot shows the Dated Rates for a specific currency (EUR). It is also possible to add, edit or delete dated rates using the *New* button or the dropdown menu available on each line. Apart from seeing the exchange Rate for each date or date range you can also see the percentage Change between the current and previous dated rate. See previous sections for more details on the various ways to update rates automatically.



DATED RATES

Dated Rates for EUR ▼

40 items • Sorted by Date Range

	CODE	CURRENCY	CORPORATE	RATE	CHANGE		DATE RANGE
1	EUR	Euro	☐	0.817127	▼	-4.76%	26/01/2018 and after
2	EUR	Euro	☐	0.857983	▲	+2.76%	25/01/2018 to 25/01/2018
3	EUR	Euro	☐	0.83493	▲	+0.30%	20/12/2017 to 24/01/2018
4	EUR	Euro	☐	0.832393	▼	-1.56%	19/12/2017 to 19/12/2017
5	EUR	Euro	☐	0.84555	▲	+1.43%	18/12/2017 to 18/12/2017

When searching for specific dated rates you can use the filter to return a range of dated rates for a given currency. Simply click the filter icon and choose how you would like to filter the dates before clicking Save to commit the filter.

5. Monitoring Logs

Whenever an automated scheduled job is run (see section on Scheduler) or the Update Rates buttons are used (see On Demand section) then a log should be created in the Logs tab. The Logs are ordered to show the latest first and the *Show More* button will show older logs.

If the automated update was a success the Success checkbox will be checked and the Details will be captured of the currencies that were updated and the currencies that were not available at the source (if applicable).

If a failure occurs AND the error is captured it will be recorded here also. The Success checkbox will be unchecked and the error detail will be recorded in the Details column. This Log tab should be monitored regularly by an Admin as an aid to ensure automated updates are working.

Logs can build up over time so these can be monitored and deleted as required by an Admin.

*It is possible that an update can fail without any warning email being sent or log record being created. While we do everything in our power to prevent this from happening it is important for the Admin to regularly check that exchange rates are being updated as expected.

LOGS		
Latest Logs		
100 Items • Sorted by Created Date		
CREATED DATE		
S DETAILS		
1	Jun 18, 2018 5:39:02 PM	Successfully updated currencies from source (ECB): AUD,CHF,EUR,INR,JPY,KRW,USD. Currencies not available at source (ECB): AED,ANG,BAI
2	Jun 18, 2018 5:29:46 PM	Rates updated successfully! Currencies not available at source (BOC): AED, ANG, BAM, BDT, BRB, CLP, WST
3	Jun 18, 2018 5:28:16 PM	Rates updated successfully! Currencies not available at source (BOC): AED, ANG, BAM, BDT, BRB, CLP, WST
4	Jun 18, 2018 5:16:43 PM	Rates updated successfully! Currencies not available at source (BOC): AED, ANG, BAM, BDT, BRB, CLP, WST
5	Jun 18, 2018 3:55:02 PM	Rates updated successfully! Currencies not available at source (IMF): ANG, BAM, BDT, BRB, WST
6	Jun 18, 2018 3:49:02 PM	Rates updated successfully! Currencies not available at source (BOC): AED, ANG, BAM, BDT, BRB, CLP, WST
7	Jun 18, 2018 3:35:07 PM	Rates updated successfully! Currencies not available at source (BOC): AED, ANG, BAM, BDT, BRB, CLP, WST
8	Jun 18, 2018 3:34:46 PM	Rates updated successfully! Currencies not available at source (IMF): ANG, BAM, BDT, BRB, WST
9	Jun 18, 2018 3:32:12 PM	Rates updated successfully! Currencies not available at source (IMF): ANG, BAM, BDT, BRB, WST
10	Jun 18, 2018 3:31:56 PM	Rates updated successfully! Currencies not available at source (IMF): AED, AUD, CAD, CLP, EUR, INR, JPY, KRW, USD
11	Jun 18, 2018 3:29:47 PM	Rates updated successfully! Currencies not available at source (IMF): AED, AUD, CAD, CLP, EUR, INR, JPY, KRW, USD
12	Jun 18, 2018 3:29:35 PM	Rates updated successfully! Currencies not available at source (IMF): AED, AUD, CAD, CLP, EUR, INR, JPY, KRW, USD
13	Jun 18, 2018 3:26:36 PM	Rates updated successfully! Currencies not available at source (IMF): ANG, BAM, BDT, BRB, WST
14	Jun 18, 2018 3:26:17 PM	Rates updated successfully! Currencies not available at source (IMF): ANG, BAM, BDT, BRB, WST
15	Jun 18, 2018 2:32:58 PM	Successfully updated currencies from source (IMF): AED, AUD, CAD, CLP, EUR, INR, JPY, KRW, USD. Currencies not available at source (IMF): ANG,
16	Jun 18, 2018 2:31:13 PM	Successfully updated currencies from source (IMF): AED, AUD, CAD, CLP, EUR, INR, JPY, KRW, USD. Currencies not available at source (IMF): ANG,
17	Jun 18, 2018 2:25:46 PM	Successfully updated currencies from source (IMF): AED, AUD, CAD, CLP, EUR, INR, JPY, KRW, USD. Currencies not available at source (IMF): ANG,
18	Jun 18, 2018 2:23:13 PM	Successfully updated currencies from source (IMF): AED, AUD, CAD, CLP, EUR, INR, JPY, KRW, USD. Currencies not available at source (IMF): ANG,
19	Jun 18, 2018 2:19:13 PM	Successfully updated currencies from source (IMF): AED, AUD, CAD, CLP, EUR, INR, JPY, KRW, USD. Currencies not available at source (IMF): ANG,

6. Settings (Enterprise Plan Only)

To manage activation and API keys for premium and custom sources navigate to the Settings -> Sources -> Premium Sources menu option. Choose which Premium Sources to activate, set the API Keys and Verify that the keys are working.

* Additional/custom sources available - contact us for more details.

 **Premium Sources**

Manage external exchange rate sources and their access keys

OANDA

Active ☒

API Key

Verify

Auto FX for Salesforce

Active ☒

API Key

Verify

Fixer

Active ☒

API Key

Verify

Open Exchange Rates

Active ☒

API Key

Verify

currencylayer

Active ☒

API Key

Verify

7. Further Reading

Salesforce Documentation on Multiple Currencies:

https://help.salesforce.com/articleView?id=admin_enable_multicurrency.htm&type=5

Salesforce Trailhead:

https://trailhead.salesforce.com/en/modules/company_wide_org_settings/units/org_settings_currency

Salesforce Community Idea:

(also covers limitations with currencies in Salesforce)

<https://success.salesforce.com/ideaView?id=08730000000BpUrAAK>