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Automation Agent - Platform Fact Sheet

Professional Services - 2025-06-12 - [Miscellaneous](#)

Automations created in SalesPad Desktop's Automation Lookup must choose a **Platform** when creating and scheduling an automated process in Automation Agent.

Platform	Automation Name	Created By
AR Statement	AR Statement	sa
Bus Obj Workflow Batch Forward	Business Object Workflow BCH FWD	sa
Customer Quick Report Email	Customer Quick Report Email	sa
Process Recurring Sales	Process Recurring Sales	sa
Email	Email	sa
Update Batch Entered	Update Batch Entered	sa
Batch Forward	Sales Document Batch Forward	sa
Remove Sales Batch Holds	Remove Process Holds	sa
Forward SalesDoc ID	Forward Sales Doc ID	sa
Script	Script Automation	sa
Transfer To Invoice	Transfer 2 Invoice	sa

This article contains a list of all currently-supported platform types, sample use cases and platform-specific features and benefits. It is not intended to be a comprehensive setup guide for all Platforms, as each Platform contains integration-specific settings covered in individual support articles, linked with each Platform Description.

Please note that some Platforms, such as our **Pacejet, Magento, Shopify, and WooCommerce** platforms require additional Licensing. *

*Contact your Cavallo Account Manager to discuss Platform requirements and licensing.

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A/R Statement

Triggers an Accounts Receivable Statement to be emailed to a customer based on the Payment Terms of customer(s).

On a scheduled basis, an A/R Statement may be sent to the customer(s) via email. In the most recent version of SalesPad Desktop, 5.2.38 and higher, users can assign specific layouts for invoices & returns that need to be attached to the Customer A/R Statement, which email address to include (CC & BCC) as well as C# scripting that can create a custom list of customers to search/use for sending the A/R Statement to.

The screenshot shows the 'AR Statement' settings window. At the top, there are tabs for 'Action Center', 'Settings', 'Audit', and 'AR Statement'. Below the tabs are 'Export' and 'Import' buttons and a 'Filter:' field. There are also 'Expand' and 'Collapse' icons. The settings are organized into three main sections:

- Emailing:**
 - Copy AR Statement To Resources: True
 - Email Primary Address Type: PrimaryStatementTo
 - Email Secondary Address Type: PrimaryBillTo
 - Email Sender Address: (empty)
 - Email Template: (empty)
 - Include Bcc Email Address: False
 - Include Cc Email Address: False
 - Test Email To Address: (empty)
- Misc:**
 - Customer Payment Terms: (empty)
 - Outstanding Balance: 0
- Report:**
 - Customer AR Statement Report: (empty)
 - Include Invoice Reports: True
 - Include Return Reports: False

At the bottom, there is a detailed description for the 'Copy AR Statement To Resources' setting:

Copy AR Statement To Resources
True/false value that determines if the AR Statement report that's generated is copied to the Resources on the Customer Card. Defaults to 'True'.

Business Object Workflow Batch Forward

Will trigger the release of documents from a batch rather than manually clicking a button to trigger the action to forward through workflow. This *excludes* Sales Documents as that can be triggered using the **Batch Forward** automation. This will apply to any Business Object Workflow specified in the automation settings.

Action Center		Settings	Audit	Batch Forward
Export		Import		
Filter:				
Misc				
Order By Field				
Order By Sort				Asc
Use Workflow Plugins				True
Send Email On Error				
Email Errors				False
Email Errors From				
Email Errors To				
Error Email Outgoing Name				Automation Agent
Serialization				
Serialize Errors				True
Serialize Internal and External Pairs				True
Successful Automation History				
Days to Keep Successful Automation History Logs				30
Unsuccessful Automation History				
Days to Keep Unsuccessful Automation History Logs				30
Workflow				
Batches				
Business Object Type				
Workflow				<input type="checkbox"/> Assembly <input type="checkbox"/> CaseTrackerCase <input type="checkbox"/> Customer <input type="checkbox"/> CustomerEquipment <input type="checkbox"/> Equipment <input type="checkbox"/> EquipmentSearch <input type="checkbox"/> EquipmentSoldSearch <input type="checkbox"/> InventoryTransaction <input type="checkbox"/> ItemMaster <input type="checkbox"/> MO <input type="checkbox"/> Opportunity <input type="checkbox"/> Product
Business Object Type Select the Business Object Type that should be forwarded. This item has no default value.				

This may be used to auto-forward Assemblies when certain conditions are met, or Case Tracker Cases at certain times during the day to ensure users are updating/closing cases.

Customer Quick Report Email

Triggers a Quick Report to be emailed to a customer.

If some customers would like a report of their open documents and when they may expect to ship, and/or the status of the line items, or AR/Invoice details, a Quick Report created using the Quick Report Designer can be sent to the customer with such information on a recurring basis.

Action Center Settings Audit Customer Quick Report Email

Export Import

Filter:

Expand Collapse

Body Options	
Send As HTML	False
Email Options	
Email Attachment Name	
Email BCC Field	
Email CC Field	
From Name	
Filters	
Contact Email Address Type	Primary
Contact Matching	
Misc	
Action Center Result Group Count	1
Required	
Email Field	Email
Email Template	
From Email	
Quick Report	
Send Email On Error	
Email Errors	<input type="checkbox"/> Credit Card Daily Trx Summary
Email Errors From	<input type="checkbox"/> Credit Card Summary
Email Errors To	<input type="checkbox"/> End of Day Trxs
Error Email Outgoing Name	<input type="checkbox"/> PayLink
	<input type="checkbox"/> purchase orders
	<input type="checkbox"/> Sales Commissions Report
	<input type="checkbox"/> Tesdt
Serialization	
Serialize Errors	
Serialize Internal and External Pairs	
Successful Automation History	
Days to Keep Successful Automation History Logs	
Unsuccessful Automation History	
Days to Keep Unsuccessful Automation History Logs	

Quick Report
The quick report this email platform will utilize when ran.
This item has no default value.

System User Quick Report Email

Triggers an email containing a pre-defined Quick Report to one or more SalesPad Desktop Users. Complete information can be found in the [System User Quick Report Email](#).

Action Center Settings Audit System User Quick Report Email

Export Import

Filter:

Expand Collapse

Email Options	
Email Field	Email
Email From Name	
Email Template	
Get Email Lists Script	
List of Bcc Emails	
List of Cc Emails	
List of To Emails	
Quick Report User Name Search Fields	User_Name; Created_By
Security Groups or System Users to Email	(NONE)
Send As HTML	False
Send Individual System User Emails	True
Misc	
Action Center Result Group Count	1
Required	
From Email	
Quick Reports	
Send Email On Error	
Email Errors	False
Email Errors From	
Email Errors To	
Error Email Outgoing Name	Automation Agent
Serialization	
Serialize Errors	True
Serialize Internal and External Pairs	True
Successful Automation History	
Days to Keep Successful Automation History Logs	30
Unsuccessful Automation History	
Days to Keep Unsuccessful Automation History Logs	30

In addition to System Users, a job-specific list of email addresses can be sourced from a System User Email Template, 'hard-coded' or dynamically-generated through the use of the *Get Email Lists* script.

Quick Reports designed to filter based on a User ID, such as by Created_By user, can be configured so that individual System Users will only receive Quick Report data relevant for their login.

Use cases include automating the email of

- Internal Daily / Weekly / Monthly Sales Reports
- Internal "Open Purchase Orders" List
- Internal "Backordered Products" List
- Internal "Expiring Quotes" List

to Sales Reps, CSRs, Purchasing Managers, and more.

Process Recurring Sales

Triggers the scheduled generation of sales documents based on the setup in [Recurring Sales](#).

If a list of documents has been built for recurring sales in the Recurring Sales Generator within SalesPad Desktop, this will trigger the generation of those documents on a scheduled basis without user interaction. Most customers would trigger this once daily so that documents that need to be created for recurring sales will be created on the day needed.

Category	Setting Name	Value
Misc	Action Center Result Group Count	1
	Comment	
Required	Combine Recurring Sales Definitions	False
	Frequency	1
	Frequency Type	Days
	Recurring Sales Definition Names	
Send Email On Error	Use All Recurring Sales Definition Names	False
	Email Errors	False
Serialization	Email Errors From	
	Email Errors To	
	Error Email Outgoing Name	Automation Agent
	Serialize Errors	True
Successful Automation History	Serialize Internal and External Pairs	True
	Days to Keep Successful Automation History Logs	30
Unsuccessful Automation History	Days to Keep Unsuccessful Automation History Logs	30

Recurring Sales Definition Names
Semicolon delimited list of Recurring Sales Definitions to be processed.
This item has no default value.

Email

Triggers an email to be sent on a scheduled basis

Some customers want to send an email blast on a regular basis. This may be a promotion, an email to prospective customers, or an announcement. The drafted email is stored in a file location and indicated in the setup of the automation to send to the customer on a schedule.

Action Center		Settings	Audit	Email
Export		Import		
Filter:				
<input type="checkbox"/> Expand <input type="checkbox"/> Collapse				
Body Options				
File	Sales_Promotion.PDF			
Send As Attachment	True			
Send As HTML	False			
Header Options				
BCC				
Body Text				
CC				
From Name	Fabrikam, Inc.			
Subject	New Spring 2023 Sales Promotion			
Misc				
Action Center Result Group Count	1			
Required Fields				
From Email	sales@fabrikam.com			
Send To				
Send Email On Error				
Email Errors	False			
Email Errors From				
Email Errors To				
Error Email Outgoing Name	Automation Agent			
Serialization				
Serialize Errors	True			
Serialize Internal and External Pairs	True			
Successful Automation History				
Days to Keep Successful Automation History Logs	30			
Unsuccessful Automation History				
Days to Keep Unsuccessful Automation History Logs	30			
Send To				
Required Email Address to which the email will be sent. This item has no default value.				

Update Batch Entered

Updates the **Entered Batch** field of sales documents.

If the security sub setting *Update Batch On Forward* under **Sales Document Entry*** is not enabled, **or** a document was entered in Dynamics GP's Sales Transaction Entry window, this automation will update the date/time that the document entered the batch specified in the settings of the automation. It's often beneficial to know when the document entered the batch to ensure that documents do not remain in a batch for extended periods of time in conjunction with Workflow Rules or Sales Monitor.

Action Center Settings Audit Update Batch Entered

Export Import

Filter:

Expand Collapse

Misc	
Action Center Result Group Count	1
Required	
Batch	IMPRT ORDERS
Sales Document ID	IMPORD
Send Email On Error	
Email Errors	False
Email Errors From	
Email Errors To	
Error Email Outgoing Name	Automation Agent
Serialization	
Serialize Errors	True
Serialize Internal and External Pairs	True
Successful Automation History	
Days to Keep Successful Automation History Logs	30
Unsuccessful Automation History	
Days to Keep Unsuccessful Automation History Logs	30

Sales Document ID
Sales Document ID that this task will apply to.
This item has no default value.

Batch Forward

Triggers the forward of documents from any specified Sales Document Batch. Many customers like this for batches like BACKORDER so that users do not have to monitor the batch for items where the allocation has been updated by SOP-POP linked Purchase Order lines on posted receipts. As receipts are posted and quantities are fulfilled on the linked sales lines, the Batch Forward can act like a sieve, "shaking out"/releasing orders downstream into workflow with fulfilled lines and retaining still-backordered sales documents in the BACKORDER queue.

Action Center Settings Audit Batch Forward

Export Import

Filter:

Expand Collapse

Misc	
Action Center Result Group Count	1
Hours In Batch	0
Order By Field	
Order By Sort	Asc
Sales Document Audit Message	Automation Agent Forwarding
Use Workflow Plugins	True
Verbose Logging	False
Required	
Batches	ORDER STDORD BACKORDER
Send Email On Error	
Email Errors	False
Email Errors From	
Email Errors To	
Error Email Outgoing Name	Automation Agent
Serialization	
Serialize Errors	True
Serialize Internal and External Pairs	True
Successful Automation History	
Days to Keep Successful Automation History Logs	30
Unsuccessful Automation History	
Days to Keep Unsuccessful Automation History Logs	30

Order By Field
 The field which will be used to determine the order the documents will be forwarded in.
 Requires the 'Order By Sort' setting to be set as well.
 This item has no default value.

Remove Sales Batch Holds

Triggers the removal of [Sales Document Holds](#).

If a hold has been placed on an order to keep the document in a batch based on evaluations set in workflow, this automation will remove the hold based on the schedule setup in the automation settings.

Action Center Settings Audit Remove Sales Batch Holds

Export Import

Filter:

A-Z Expand Collapse

Misc	
Action Center Result Group Count	1
Required	
Batch	24HOLD
Holds	PLANNING
Sales Document ID	STDORD
Send Email On Error	
Email Errors	False
Email Errors From	
Email Errors To	
Error Email Outgoing Name	Automation Agent
Serialization	
Serialize Errors	True
Serialize Internal and External Pairs	True
Successful Automation History	
Days to Keep Successful Automation History Logs	30
Unsuccessful Automation History	
Days to Keep Unsuccessful Automation History Logs	30

Sales Document ID
Sales Document ID that this task will apply to.
This item has no default value.

Forward Sales Doc ID

Triggers *all documents* in any batch of a *specified Sales Doc ID* to forward through workflow.

There are some sales document workflows that require *less* complexity, and it may make sense to forward all *documents* with the same the Doc ID rather than one batch within the Doc ID, like an Invoice workflow or Quote workflow with only one starting batch and one batch to transfer or post from. Perhaps these batches are named differently for each Doc ID, so it may be easier to forward the documents in the Doc ID rather than a batch for simplicity.

For instance, a setup with "standard invoices" (STDINV) and "online invoices" (WEBINV) share a very simple workflow, including Batch Names (NEW INVOICE → RDY TO POST). This platform could be configured to forward *only the WEBINV Invoices* on a scheduled basis, apart from STDINV Invoices.

Action Center Settings Audit Forward SalesDoc ID

Export Import

Filter:

Expand Collapse

Misc	
Action Center Result Group Count	1
Order By Field	
Order By Sort	Asc
Sales Document Audit Message	AA - Forwarding Web Invoices
Use Workflow Plugins	True
Required	
Sales Document ID	WEBINV
Send Email On Error	
Email Errors	False
Email Errors From	
Email Errors To	
Error Email Outgoing Name	Automation Agent
Serialization	
Serialize Errors	True
Serialize Internal and External Pairs	True
Successful Automation History	
Days to Keep Successful Automation History Logs	30
Unsuccessful Automation History	
Days to Keep Unsuccessful Automation History Logs	30

Sales Document Audit Message
 The message audited on each individual document forwarded through workflow.
 Defaults to 'Automation Agent Forwarding'.

Script

Triggers a C# script to run on a scheduled basis.

This platform will often require assistance from our Custom team, but a C# script can be triggered to run on a scheduled basis, for example to **Save** all documents under certain business-specific conditions, or to update specific fields or update data on the header based on certain factors. Contact your Account Manager for more information on the Script platform's capabilities.

Action Center Settings Audit Script Component

Export Import

Filter:

A Z Expand Collapse

- Script
 - Script //REFERENCE//
 - Send Email On Error

Email Errors	False
Email Errors From	
Email Errors To	
Error Email Outgoing Name	Automation Agent
 - Serialization

Serialize Errors	True
Serialize Internal and External Pairs	True
 - Successful Automation History

Days to Keep Successful Automation History Logs	30
---	----
 - Unsuccessful Automation History

Days to Keep Unsuccessful Automation History Logs	30
---	----

Script
 Script that executes when the component runs.
 This item has no default value.
 Parameters: SalesPad.Module.AutomationAgent.Component.ScriptComponent component

Transfer Quote To Order

Triggers the transfer of quotes to orders.

Configure which queues contain quotes that are ready for transferring, and optionally choose to send quotes that fail transferring to a specific failure queue for review.

Automation Lookup x Transfer Quote To Order x

Refresh Save Set Automation Schedule Enable Automation

Automation

Automation Name: Transfer Quote To Order Created By: alyssa.strand
 Platform: Transfer Quote To Order Created On: Wednesday, April 10, 2024
 Description: Transfers STDQTEs in the READY FOR ORDER queue into orders, sends to FAIL batch for failures

Action Center Settings Audit Transfer Quote To Order

Export Import

Filter:

Expand Collapse

Misc	
Action Center Result Group Count	1
Send To Batch On Fail	FAIL
Required	
Batches	QUOTE STDQTE READY FOR ORDER
Send Email On Error	
Email Errors	False
Email Errors From	
Email Errors To	
Error Email Outgoing Name	Automation Agent
Serialization	
Serialize Errors	True
Serialize Internal and External Pairs	True
Successful Automation History	
Days to Keep Successful Automation History Logs	30
Unsuccessful Automation History	
Days to Keep Unsuccessful Automation History Logs	30

Transfer To Invoice

Triggers the transfer of orders to invoices.

If the customer only transfers documents twice a day, the automation can be set for certain times to transfer invoices so users do not have to monitor the batch and manually transfer orders to invoices. Invoices transferred in this manner can automatically move through configured invoice workflows to streamline printing/email of invoices prior to posting.

Action Center Settings Audit Transfer To Invoice

Export Import

Filter:

Expand Collapse

Misc	
Action Center Result Group Count	1
Allow Partial Invoicing	False
Send To Batch On Fail	INVOICE FAIL
Use Order Number As Invoice Number	False
Required	
Batches	RDY TO INVOICE
Send Email On Error	
Email Errors	False
Email Errors From	
Email Errors To	
Error Email Outgoing Name	Automation Agent
Serialization	
Serialize Errors	True
Serialize Internal and External Pairs	True
Successful Automation History	
Days to Keep Successful Automation History Logs	30
Unsuccessful Automation History	
Days to Keep Unsuccessful Automation History Logs	30

Batches
Semicolon delimited list of batches that this task will apply to. Use the dropdown to select the batch(es) to be transferred. This item has no default value.

Pacejet

Triggers the scheduled quoting of shipments, import of completed shipment details, or voiding of shipments on Sales documents and In-Transit Transfer documents. [Pacejet](#).

Action Center Settings Audit ITT Quote Confirms Sync Quote Confirms Sync ITT Shipment Confirms Sync Shipment Confirms Sync ITT Void Confirms Sync Void Confirms Sync

Export Import

Filter:

Expand Collapse

ITT Void Confirms	
ITT Shipping Information To Delete On Void	Carrier Details; Shipping Header; Packages; Tracking Numbers; Freight
Send Email On Error	
Email Errors	False
Email Errors From	
Email Errors To	
Error Email Outgoing Name	Automation Agent
Serialization	
Serialize Errors	True
Serialize Internal and External Pairs	True
Shipment Confirms	
Use Strong Transaction Matching	True
Successful Automation History	
Days to Keep Successful Automation History Logs	30
Unsuccessful Automation History	
Days to Keep Unsuccessful Automation History Logs	30
Void Confirms	
Forward Document On Void	False
Shipping Information To Delete On Void	Carrier Details; Shipping Header; Packages; Tracking Numbers; Freight

Days to Keep Successful Automation History Logs
Any Successful Automation History Logs older than indicated by this setting will be deleted. Defaults to '30'.

Once the **Process Shipment** plugin has been triggered on orders, the shipment is completed in Pacejet. In

order to retrieve the details of that shipment, including the tracking number and freight amount, the automation connects with Paceyjet via the API and retrieves these shipment details.

The quoting functionality is similar in that the automation will reach out to Paceyjet via the API to provide a rate quote based on the details of the sales document. In order to void a shipment in SalesPad, the *Paceyjet Confirms Sync automation* must be setup and enabled to run or the details will not be updated in SalesPad or GP.

Magento*

Triggers the Import and Export of order and inventory details to and from the Magento ecommerce site. [Adobe Commerce \(Magento 2\) Integration](#)

Settings	Audit	Inventory Level Export	Inventory Image Export	Invoice Export	Order Export	Inventory Export	Order Import
Export Import							
Filter:							
Expand Collapse							
Authentication							
Disable Magento site SSL/TLS certification validation							False
Magento Integration Access Token							
Magento Server API URL							
Inventory Export							
Export Images During Inventory Export							True
Inventory Export - Assignment							
Item Image UDF							
Item Price Level Mapping							...
Product Assignment Custom Field Mapping							
Product Mapping							...
Inventory Export - Lookup							
Item Price Lists Export Filter							
Product Export Filter							
Inventory Export - Matching							
Product Item Master Matching							...
Inventory Level Export							
Inventory Export Location Matching							...
Number Of Source Levels Per Export Page							20
Source Export Mapping							...
Invoice Export							
Capture Payment							False
Invoice Export Failure Queue							
Invoice Export Queue							
Invoice Notify							False
Number Of Invoices Per Export Page							50
Order Export							
Export Failure Queue							
Export Queue							
Number Of Orders Per Export Page							50
Capture Payment							
Capture payment authorization if one exists on the Magento order. Defaults to 'False'.							

Orders placed through a customer's website created with Magento can be imported to SalesPad so that users do not have to manually enter the data to SalesPad Desktop/GP. Inventory levels and item details can also be exported to their Magento site via the API and AutomationAgent service making it easier to update items and maintain inventory levels on the website.

Shopify*

Triggers the Import and Export of order and inventory details to and from the Shopify ecommerce site. [Shopify Integration](#)

Action Center	Settings	Audit	Inventory Export	Order Export	Order Import	Product Export
Export Import						
Filter:						
Expand Collapse						
Account Details						
Shopify Private App Password						
Shopify Shop URL						
Inventory Export - Assignment						
Inventory Assignment Mapping						

Inventory Export - Matching						
Inventory Item Matching						

Inventory Export - Shopify/GP Location Matching						
Inventory Export Location Matching						

Order Export						
Export Failure Queue						
Export Queue						
Notify Customers						
True						
Number Of Orders Per Export Page						
50						
Roll Back Order Export Transaction On Error						
True						
Sales Line Matching						

Order Export - Shopify/GP Location Matching						
Order Export Location Matching						

Order Import						
Enable Order Import Trace						
False						
Financial Status Filter						
Paid						
Forward Document After Import						
False						
Fulfillment Status Filter						
Unfulfilled						
Multiple Potential Customers Scenario - Review Queue						
Internal Notes						
Named Notes Tab for Shopify Order Comments						
0						
Number of Days to Look Back						
50						
Number Of Orders To Import Per Page						
EXPORDED_TO_SALESPAD						
Processed Order Tag						
True						
Roll Back Order Import Transaction On Error						
True						
Order Import - Assignment						

Customer And Address Matching Script						
A C# Script that runs after the customer and addresses have been matched, and can be used to load a different customer, ship-to address, or bill-to address.						
This item has no default value.						
Parameters: System.ComponentModel.CancelEventArgs, Object sourceDoc, SalesPad.Bus.Customer customer, SalesPad.Bus.CustomerAddr shipToAddr, SalesPad						

Orders placed through a customer's website created with Shopify can be imported to SalesPad so that users do not have to manually enter the data to SalesPad Desktop/GP. Inventory levels and item details can also be exported to their Shopify site via the API and AutomationAgent service making it easier to update items and maintain inventory levels on the website.

WooCommerce*

Triggers the Import and Export of order and inventory details to and from the WooCommerce site.

[WooCommerce Integration](#)

Orders placed through a customer's website created with WooCommerce can be imported to SalesPad so that users do not have to manually enter the data to SalesPad Desktop/GP. Inventory levels and item details can also be exported to their WooCommerce site via the API and AutomationAgent service making it easier to update items and maintain inventory levels on the website.

Action Center Settings Audit Product Export Inventory Level Export Order Export Order Import

Export Import

Filter:

Expand Collapse

Authentication	
Disable WooCommerce site SSL/TLS certification validation	False
WooCommerce API Key	
WooCommerce API Secret	
WooCommerce Server API URL	
Inventory Export - Assignment	
Inventory Level Mapping	---
Inventory Export - Lookup	
Inventory Level Lookup	---
Inventory Level Export	
Log WooCommerce Inventory Levels Not Updated	False
Number Of Records Per Export Page	10
Order Export	
Export Failure Queue	
Export Queue	

Roll Back Order Export Transaction On Error
 When enabled, the transaction encompassing the order export will be rolled back when an error occurs. This prevents data from a partially completed export from being saved to the database. Defaults to 'True'.