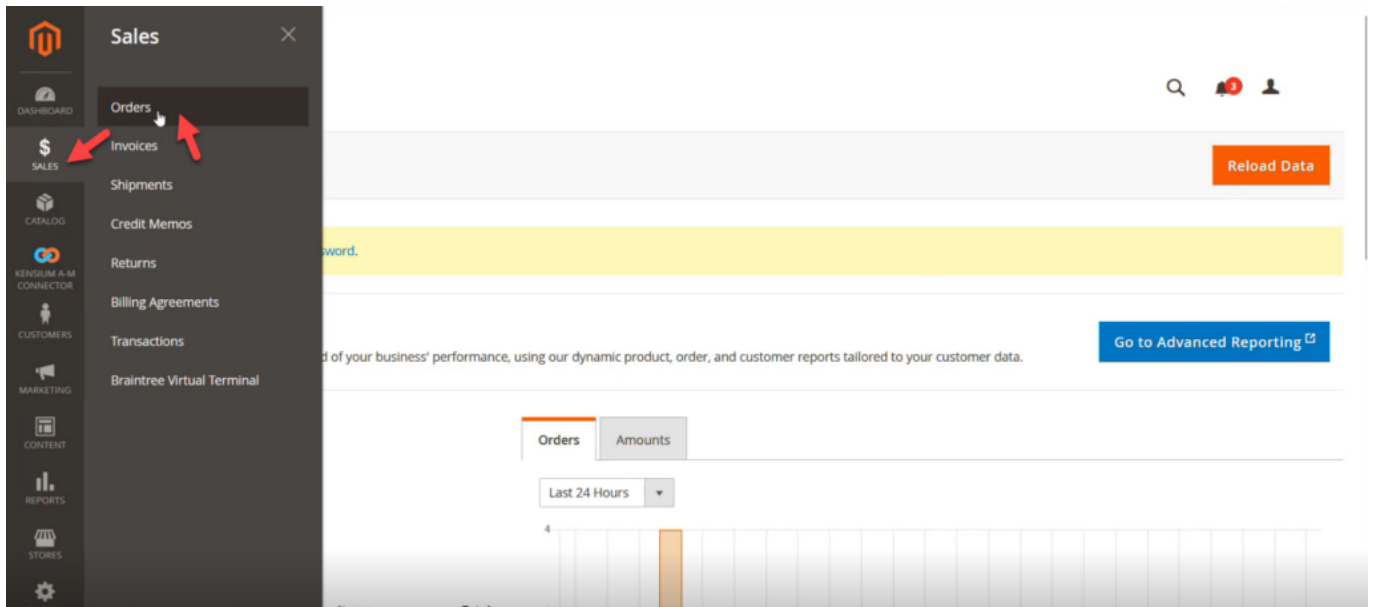


# Orders in Magento and Sync with Acumatica



In this section, you will be able to see how to place the order in Magento and sync the same order with Acumatica. To place an Order, go to Magento click on Sales and select Orders.



## Accessing Orders in Magento

You can place the order in two ways. You can place the order directly from the admin by using the admin credentials or you can place the order from the front end.

Step 1. After logging into Magento you can add the product by following the steps below.

Create New Order for Alta Ace in Default Store View Cancel Submit Order

Order Currency:

US Dollar

Customer's Activities

Shopping Cart (0)

No Items

Wish List (0)

All Wish Lists

No Items

Last Ordered Items (1)

Item

Items Ordered

Product	Price	Qty	Subtotal	Discount	Row Subtotal	Action
WATER2809_	\$20.00	1	\$20.00	\$0.00	\$20.00	Please select
SKU: WATER2809	<input type="checkbox"/> Custom Price*			<input checked="" type="checkbox"/> Apply		

Gift Options

Total 1 product(s) Subtotal: \$20.00 \$0.00 \$20.00

\* - Enter custom price excluding tax

Apply Coupon Code  → Gift Cards  → Update Items and Quantities

Account Information

Group \* Email \*

General

Acumatica customer id

Add Products By SKU

Add Products

Add the product

Step 2. You can add a product after clicking on the **[Add Products]**. Fill up the relevant information on the screen.

Create New Order for Alta Ace in Default Store View Cancel Submit Order

Validate address

Save in address book

Validate address

Payment & Shipping Information

Payment Method

☐ Stored Cards  
☐ BRAINTREE  
☐ Bank Account (eCheck)  
☐ Credit Card (Authorize.Net CIM)  
☒ Check / Money order  
☐ Stored Accounts (PayPal)

Shipping Method \*

Flat Rate

Fixed - \$5.00

[Click to change shipping method](#)

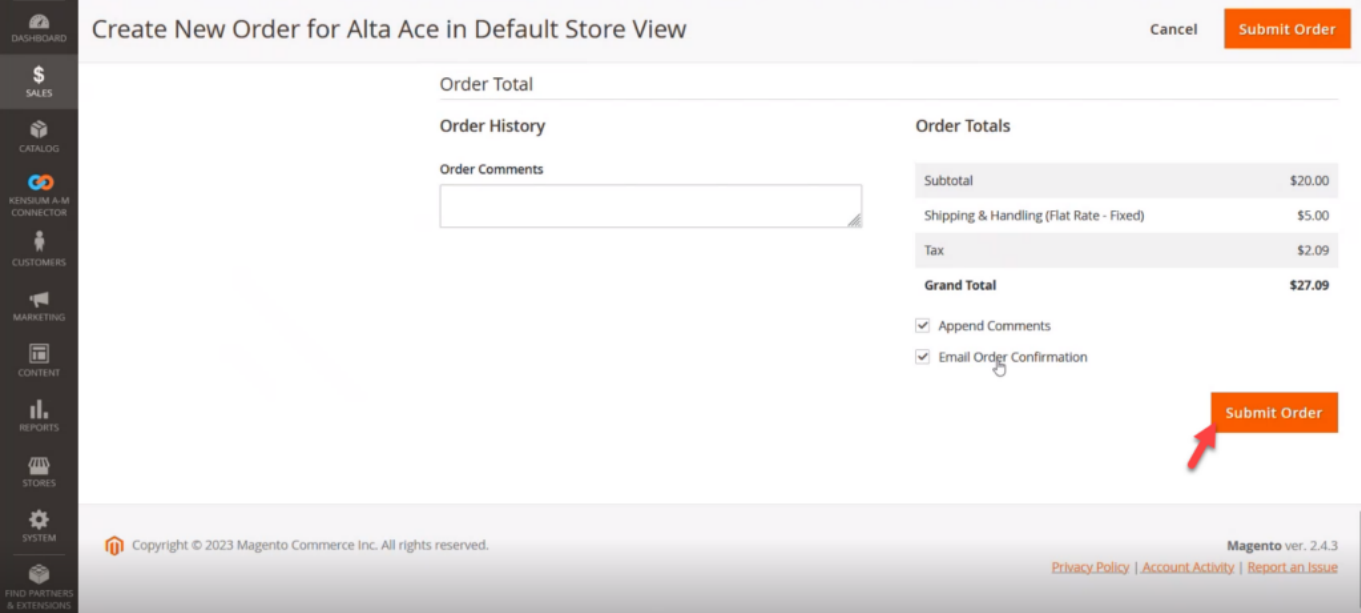
Gift Options

Leave a box blank if you don't want to add gift wrapping for whole order.

Gift Wrapping Design

## Select the Payment Method

 Step 3. Once all the information is filled you must click on [Submit Order].



Create New Order for Alta Ace in Default Store View

Cancel **Submit Order**

Order Total

Order History

Order Comments

Order Totals

Subtotal	\$20.00
Shipping & Handling (Flat Rate - Fixed)	\$5.00
Tax	\$2.09
<b>Grand Total</b>	<b>\$27.09</b>

☒ Append Comments

☒ Email Order Confirmation

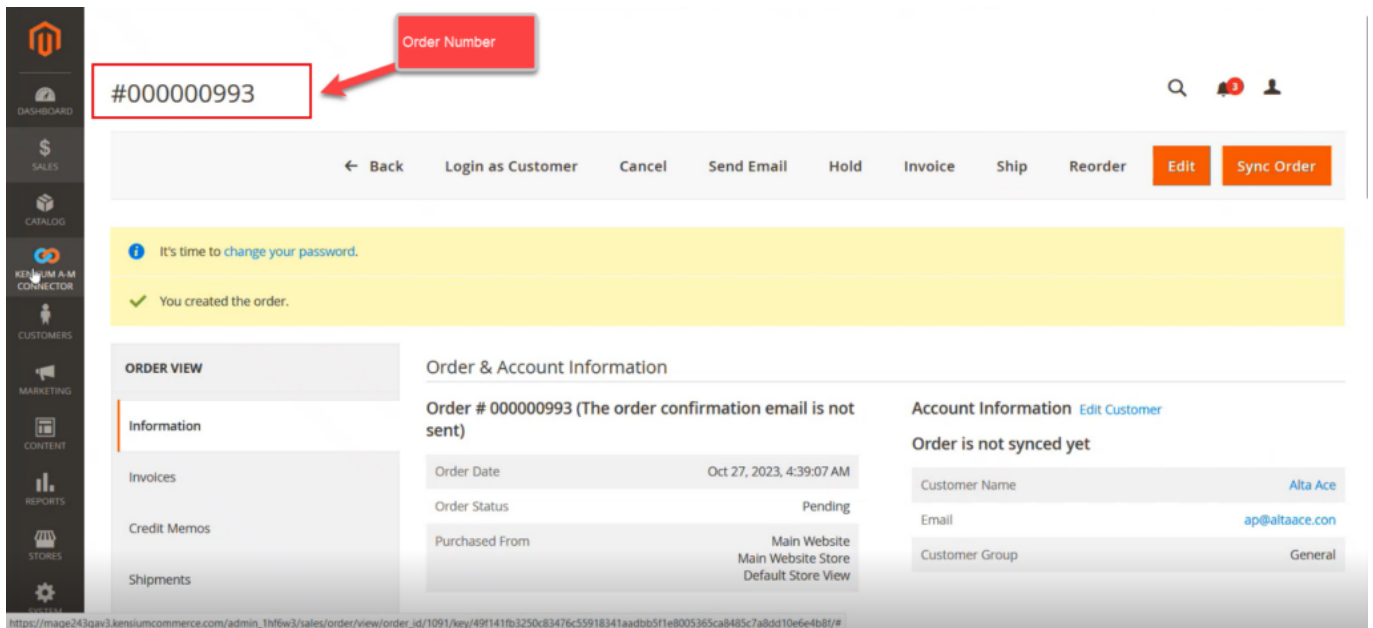
**Submit Order**

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## Submitting the Order in Magento



Order Number

#000000993

← Back Login as Customer Cancel Send Email Hold Invoice Ship Reorder Edit Sync Order

It's time to change your password.

You created the order.

**ORDER VIEW**

Information

Invoices

Credit Memos

Shipments

**Order & Account Information**

Order # 000000993 (The order confirmation email is not sent)

Order Date Oct 27, 2023, 4:39:07 AM

Order Status Pending

Purchased From Main Website  
Main Website Store  
Default Store View

**Account Information** [Edit Customer](#)

Order is not synced yet

Customer Name Alta Ace

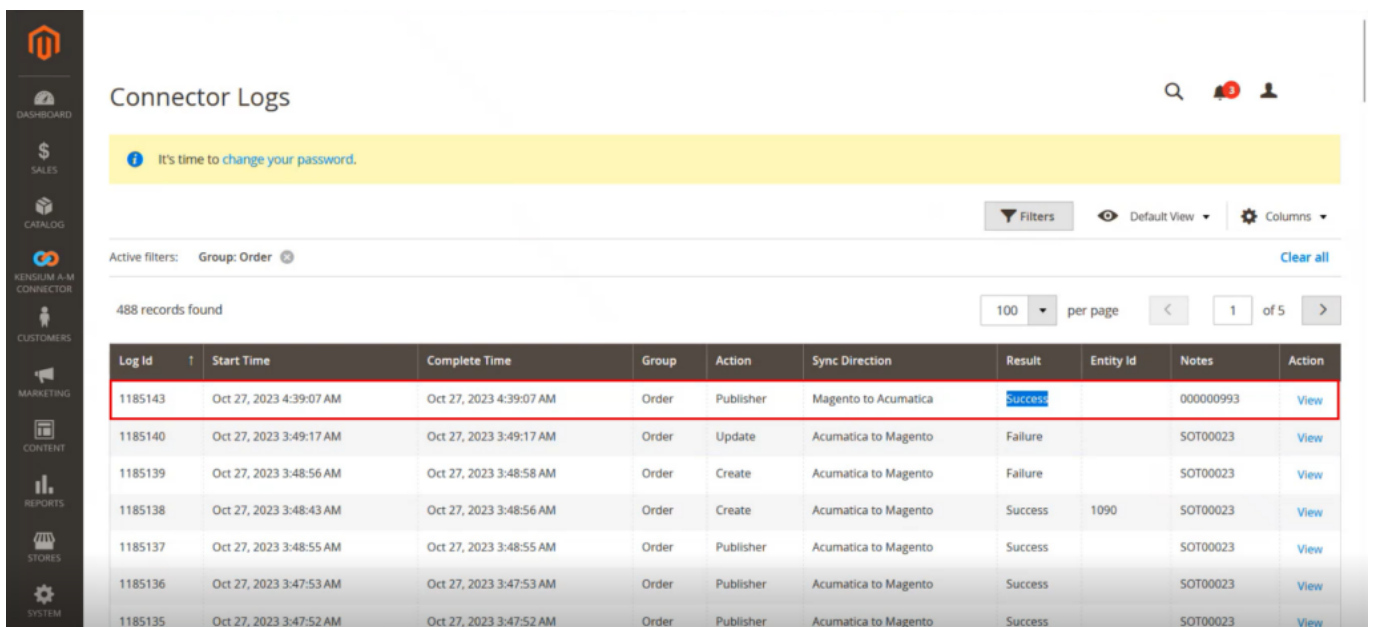
Email ap@altaace.com

Customer Group General

[https://image243qav3.kensiumcommerce.com/admin\\_1Hfw3/sales/order/view/order\\_id/1091/key/49f141fb3250c83476c55918341aadb5f1e8005365ca8485c7a8dd10e6e4b8/#](https://image243qav3.kensiumcommerce.com/admin_1Hfw3/sales/order/view/order_id/1091/key/49f141fb3250c83476c55918341aadb5f1e8005365ca8485c7a8dd10e6e4b8/#)

View your Order Number

Step 4. Go to the Magento Connector Log from Connector Log Sync. You can view the Order in the Published Status on the Connector Log.



Connector Logs

It's time to change your password.

Filters Default View Columns

Active filters: Group: Order Clear all

488 records found 100 per page 1 of 5

Log Id	Start Time	Complete Time	Group	Action	Sync Direction	Result	Entity Id	Notes	Action
1185143	Oct 27, 2023 4:39:07 AM	Oct 27, 2023 4:39:07 AM	Order	Publisher	Magento to Acumatica	Success		000000993	<a href="#">View</a>
1185140	Oct 27, 2023 3:49:17 AM	Oct 27, 2023 3:49:17 AM	Order	Update	Acumatica to Magento	Failure		SOT00023	<a href="#">View</a>
1185139	Oct 27, 2023 3:48:56 AM	Oct 27, 2023 3:48:56 AM	Order	Create	Acumatica to Magento	Failure		SOT00023	<a href="#">View</a>
1185138	Oct 27, 2023 3:48:43 AM	Oct 27, 2023 3:48:56 AM	Order	Create	Acumatica to Magento	Success	1090	SOT00023	<a href="#">View</a>
1185137	Oct 27, 2023 3:48:55 AM	Oct 27, 2023 3:48:55 AM	Order	Publisher	Acumatica to Magento	Success		SOT00023	<a href="#">View</a>
1185136	Oct 27, 2023 3:47:53 AM	Oct 27, 2023 3:47:53 AM	Order	Publisher	Acumatica to Magento	Success		SOT00023	<a href="#">View</a>
1185135	Oct 27, 2023 3:47:52 AM	Oct 27, 2023 3:47:52 AM	Order	Publisher	Acumatica to Magento	Success		SOT00023	<a href="#">View</a>

## Order Published Status in the Connector Logs



**Order Sync Failure Screen**

It's time to change your password.

Actions	Records
Sync To Acumatica	1 records found (1 selected)

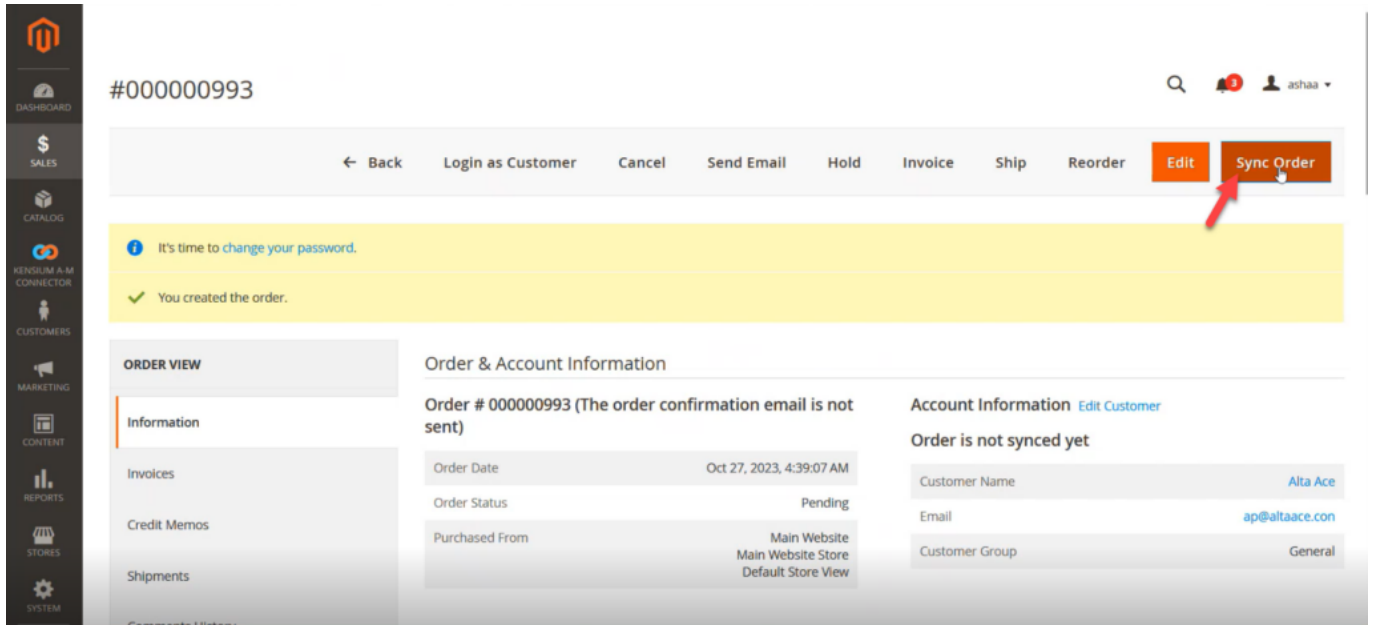
Filters | Default View | Columns

200 per page | 1 of 1

```

Acumatica API did not return order ID. Magento order was not updated with Acumatica order ID. An error occurred while creating the order ("message": "An error has occurred.", "errorMessage": "An error occurred during processing of the field Tax ID: Tax ID 'MANUALID' cannot be found in the system.\nPX.Data.PXObjectException: An error occurred during processing of the field Tax ID: Tax ID 'MANUALID' cannot be found in the system.; \"exceptionType\": \"PX.Api.ContractBased.Outcome.EntityHasErrorsException\", \"stackTrace\": \"at System.Monads.ArgumentCheck.CheckNotNull(TSource)(TSourceType source, Func`1 exceptionSource)\r\n at PX.Api.ContractBased.EntityService.GetOperationResult(EntityImpl entity, EntityExportContextBuilder entityExportContextBuilder, PXSyTable exportedKeys, PXObjectException contextError, Boolean throwOnError, Boolean addCancelCommand)\r\n at PX.Api.ContractBased.EntityService.Put(SystemContract systemContract, String version, String name, EntityImpl entity, CboOperationContext operationContext, Boolean throwOnError)\r\n at PX.Api.ContractBased.Soa.SoapFacadeBase.Put(EntityImpl entity, Boolean throwOnValidationError)\r\n at PX.Api.ContractBased.SystemContracts.V2.RestController.PutEntity(EntityImpl entity, String select, String filter, String expand, String custom)\r\n at lambda.method(Closure , Object[] )\r\n at System.Web.Http.Controllers.ReflectedHttpActionDescriptor.ActionExecutor<_DisplayClass6, 2_b__2>(Instance, Object[]) methodParameters\r\n at System.Web.Http.Controllers.ReflectedHttpActionDescriptor.ExecuteAsync(HttpControllerContext controllerContext, IDictionary`2 arguments, CancellationToken cancellationToken)\r\n--- End of stack trace from previous location where exception was thrown ---\r\n at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()\r\n at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)\r\n at System.Web.Http.Filters.ActionFilterAttribute.d__1.MoveNext()\r\n--- End of stack trace from previous location where exception was thrown ---\r\n at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()\r\n at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)\r\n at System.Web.Http.Filters.ActionFilterAttribute.d__6.MoveNext()\r\n--- End of stack trace from previous location where exception was thrown ---\r\n at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()\r\n at System.Web.Http.Filters.ActionFilterAttribute.d__6.MoveNext()\r\n--- End of stack trace from previous location where exception was thrown ---\r\n at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()\r\n at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)\r\n at System.Web.Http.Filters.ActionFilterAttribute.d__5.MoveNext()\r\n--- End of stack trace from previous location where exception was thrown ---\r\n at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()\r\n at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)\r\n at System.Web.Http.Filters.ActionFilterAttribute.d__5.MoveNext()\r\n--- End of stack trace from previous location where exception was thrown ---\r\n at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()\r\n at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)\r\n at System.Web.Http.Filters.ActionFilterAttribute.d__5.MoveNext()\r\n--- End of stack trace from previous location where exception was thrown ---\r\n at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
    
```

Sync the Order from the failed order screen after rectifying the data



#000000993

← Back Login as Customer Cancel Send Email Hold Invoice Ship Reorder Edit **Sync Order**

It's time to change your password.

You created the order.

**ORDER VIEW**

Information

Invoices

Credit Memos

Shipments

Comments History

**Order & Account Information**

Order # 000000993 (The order confirmation email is not sent)

Order Date Oct 27, 2023, 4:39:07 AM

Order Status Pending

Purchased From Main Website  
Main Website Store  
Default Store View

**Account Information** [Edit Customer](#)

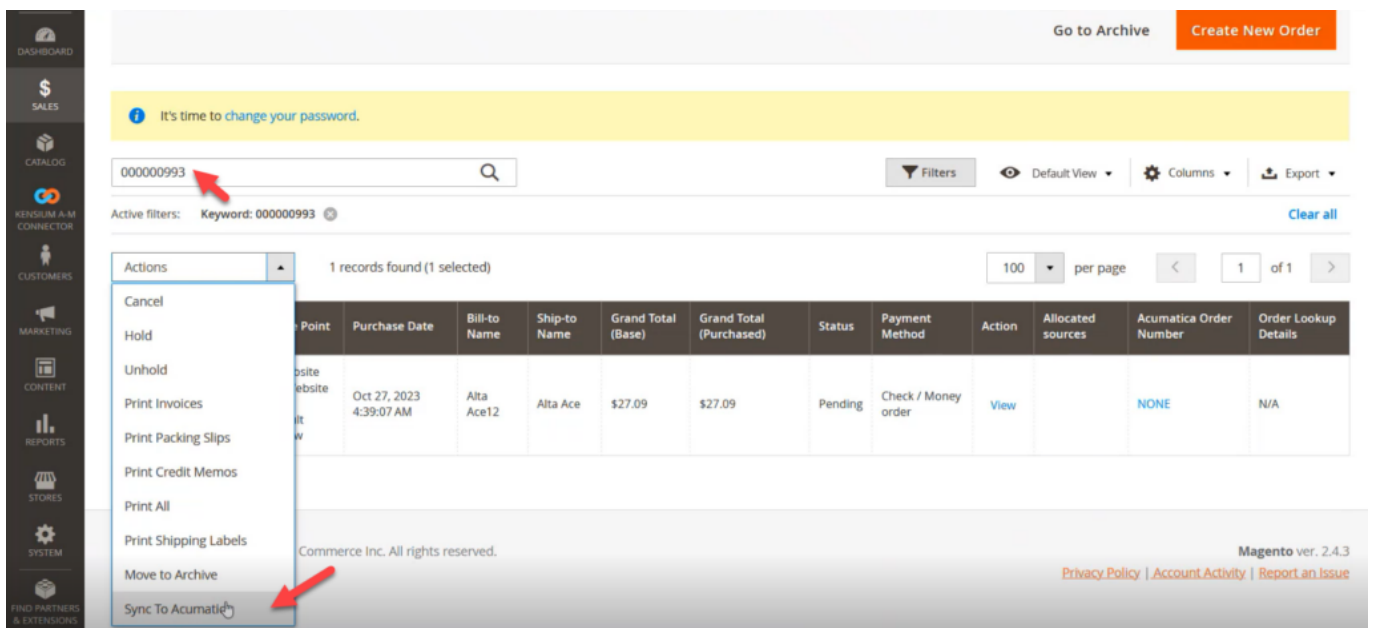
Order is not synced yet

Customer Name Alta Ace

Email ap@altaace.com

Customer Group General

Click on Sync Order



Go to Archive Create New Order

It's time to change your password.

000000993

Active filters: Keyword: 000000993

1 records found (1 selected)

100 per page 1 of 1

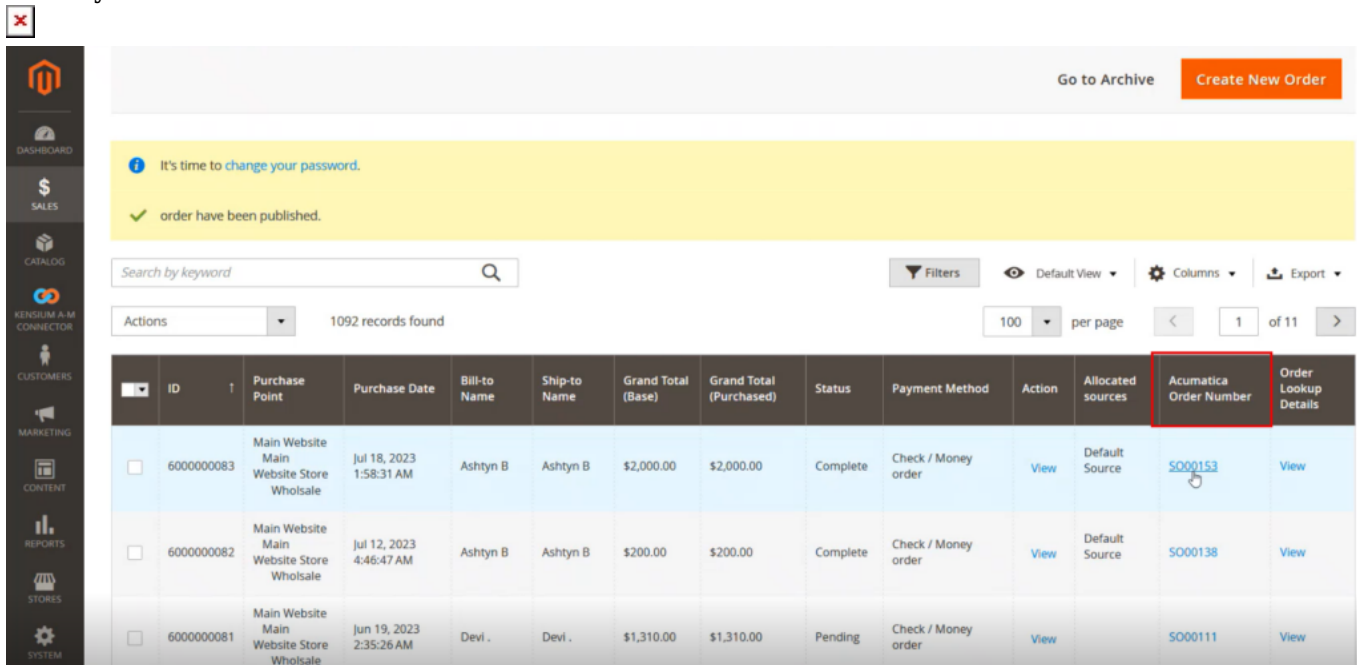
Actions	Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Payment Method	Action	Allocated sources	Acumatica Order Number	Order Lookup Details
Cancel Hold Unhold Print Invoices Print Packing Slips Print Credit Memos Print All Print Shipping Labels Move to Archive Sync To Acumatica	Website	Oct 27, 2023 4:39:07 AM	Alta Ace12	Alta Ace	\$27.09	\$27.09	Pending	Check / Money order	View		NONE	N/A

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Sync Order from the Order Screen

Step 6: After the successful synchronization of the Order, you will be redirected to the following screen where you will be able to view an Acumatica Order Number as shown below.

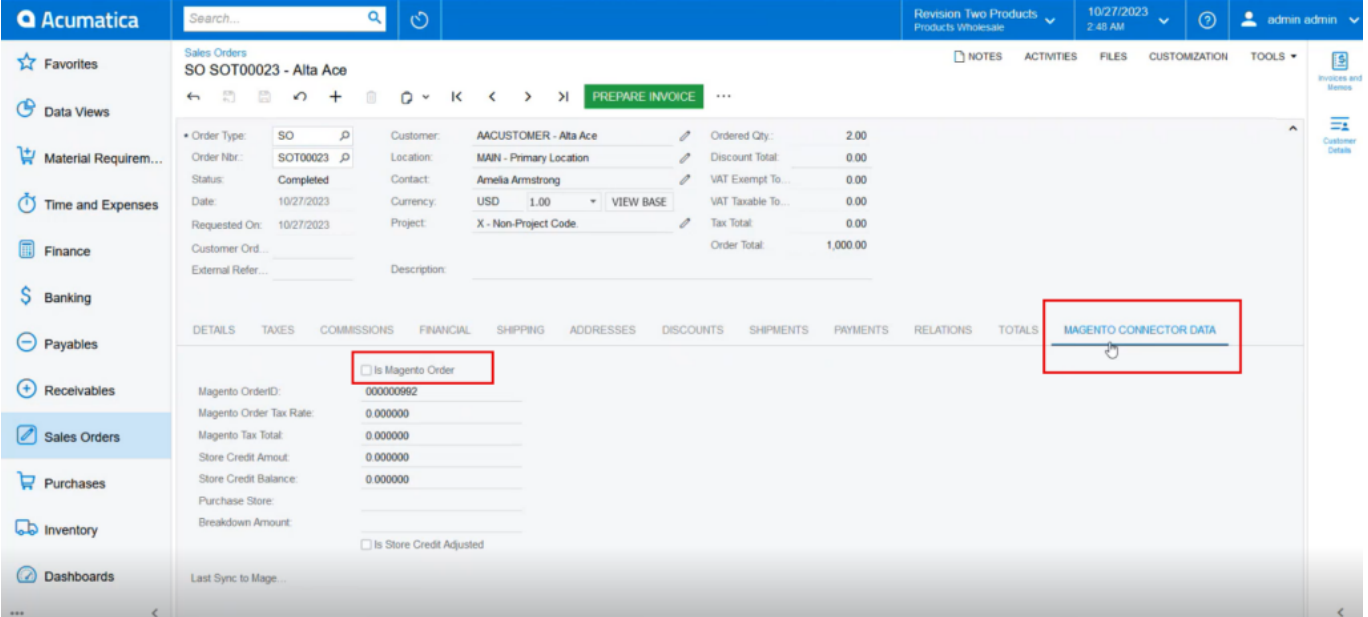


The screenshot shows the Magento Admin interface. On the left is a sidebar with navigation links: Dashboard, Sales, Catalog, Magento A-M Connector, Customers, Marketing, Content, Reports, Stores, and System. The main content area has a top bar with 'Go to Archive' and 'Create New Order' buttons. Below this is a yellow notification banner stating 'It's time to change your password.' and 'order have been published.' A search bar and filters are present. The main table displays a list of orders. The 'Acumatica Order Number' column is highlighted with a red box. The table data is as follows:

ID	Purchase Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Payment Method	Action	Allocated sources	Acumatica Order Number	Order Lookup Details
6000000083	Main Website Main Website Store Wholesale	Jul 18, 2023 1:58:31 AM	Ashtyn B	Ashtyn B	\$2,000.00	\$2,000.00	Complete	Check / Money order	<a href="#">View</a>	Default Source	<a href="#">SO00153</a>	<a href="#">View</a>
6000000082	Main Website Main Website Store Wholesale	Jul 12, 2023 4:46:47 AM	Ashtyn B	Ashtyn B	\$200.00	\$200.00	Complete	Check / Money order	<a href="#">View</a>	Default Source	<a href="#">SO00138</a>	<a href="#">View</a>
6000000081	Main Website Main Website Store Wholesale	Jun 19, 2023 2:35:26 AM	Devi .	Devi .	\$1,310.00	\$1,310.00	Pending	Check / Money order	<a href="#">View</a>		<a href="#">SO00111</a>	<a href="#">View</a>

Acumatica Order Number column

Step 7: Upon clicking on the Order number within the Magento you will be redirected to the Acumatica Sales Order Screen with the respective order.



**Acumatica** Search... Revision Two Products Products Wholesale 10/27/2023 2:48 AM admin admin

**Sales Orders** SO SOT00023 - Alta Ace NOTES ACTIVITIES FILES CUSTOMIZATION TOOLS

**Order Details:**

- Order Type: SO
- Order Nbr: SOT00023
- Status: Completed
- Date: 10/27/2023
- Requested On: 10/27/2023
- Customer: AACUSTOMER - Alta Ace
- Location: MAIN - Primary Location
- Contact: Amelia Armstrong
- Currency: USD 1.00
- Project: X - Non-Project Code
- Ordered Qty: 2.00
- Discount Total: 0.00
- VAT Exempt To: 0.00
- VAT Taxable To: 0.00
- Tax Total: 0.00
- Order Total: 1,000.00

**DETAILS TAXES COMMISSIONS FINANCIAL SHIPPING ADDRESSES DISCOUNTS SHIPMENTS PAYMENTS RELATIONS TOTALS**

**MAGENTO CONNECTOR DATA**

☐ Is Magento Order

Magento OrderID: 000000992

Magento Order Tax Rate: 0.000000

Magento Tax Total: 0.000000

Store Credit Amount: 0.000000

Store Credit Balance: 0.000000

Purchase Store:

Breakdown Amount:

☐ Is Store Credit Adjusted

Last Sync to Mage:

Acumatica Sales Order Screen

Step 8: Upon clicking on the [MAGENTO CONNECTOR DATA] you will be able to view a check box [Is Magento Order]. If this check box is checked it indicates that the order is created in Magento and synced into Acumatica. You can also view the Magento Order ID.