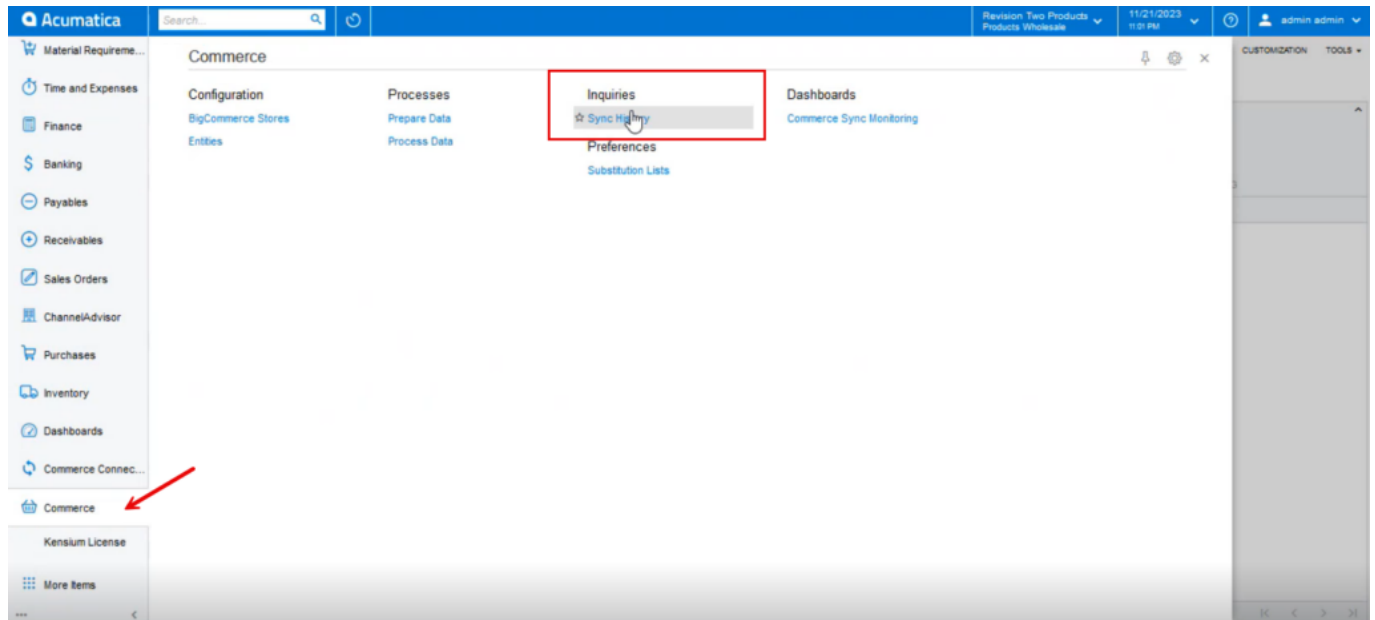


# Syncing the Order in Acumatica



In Acumatica, go to the commerce Section on the left panel and click on Sync History as shown below.



Sync History in Commerce Section.

Upon clicking on the [Sync History] you will be redirected to the following Sync History Screen.

Acumatica											
Revision Two Products Wholesale 11/21/2023 11:02 PM admin admin											
Sync History											
Store: B2B23R1 Entity: [v]											
ALL RECORDS READY TO PROCESS FAILED PROCESSED SKIPPED ABORTED DELETED FILTERED INVALID INACTIVE											
		Entity	Store	UNKNOWN>ContactID	ERP ID	External ID	External Description	Status	Last Error	Last Operation	Last Attempt
	<input checked="" type="checkbox"/>	Sales Order	B2B23R1		SO_S0007945	423	423	Processed		Inserted in ERP	11/21/2023
	<input checked="" type="checkbox"/>	Payment	B2B23R1			423 743834233	423	Filtered	The record has been filtered because th...	Modified Externally	11/21/2023
	<input checked="" type="checkbox"/>	Product Availability	B2B23R1		AACOMPUT01_Acer Lapt...	118	Acer Laptop Computer Test	Processed		Updated Externally	11/21/2023
	<input checked="" type="checkbox"/>	Sales Order	B2B23R1		SO_S0007945			Failed	Customer C000000287 is not synchroni...	Failed to Save Externally	11/21/2023
	<input checked="" type="checkbox"/>	Sales Order	B2B23R1		SO_S0007920			Failed	Customer C000000287 is not synchroni...	Failed to Save Externally	11/21/2023
	<input checked="" type="checkbox"/>	Sales Order	B2B23R1			421	421	Failed	After parsing a value an unexpected ch...	Failed to Save in ERP	11/14/2023
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000285_Malvika	1501	malvika@test.com	Processed		Conflict Resolved by ...	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000286_Lucky			Prepared		Modified in ERP	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000284_Daniel			Prepared		Modified in ERP	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000283_PRADEEP			Prepared		Modified in ERP	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000282_Manasa			Prepared		Modified in ERP	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000281_Dinesh			Prepared		Modified in ERP	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000280_Manasa			Prepared		Modified in ERP	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1			1500	lucky@test.com	Prepared		Modified Externally	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1			1497	rama@test.com	Prepared		Modified Externally	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1			1498	danielk@test.com	Prepared		Modified Externally	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1			1496	dinesh@kensium.com	Prepared		Modified Externally	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1			1495	manasak@test.com	Prepared		Modified Externally	11/9/2023 1

Order Synced into Acumatica

In B2B the Order Number is 423.

For the Payment Sync, the application shows an error.

Acumatica											
Revision Two Products Wholesale 11/21/2023 11:02 PM admin admin											
Sync History											
Store: B2B23R1 Entity: [v]											
ALL RECORDS READY TO PROCESS FAILED PROCESSED SKIPPED ABORTED DELETED FILTERED INVALID INACTIVE											
		Entity	Store	UNKNOWN>ContactID	ERP ID	External ID	External Description	Status	Last Error	Last Operation	Last Attempt
	<input checked="" type="checkbox"/>	Sales Order	B2B23R1		SO_S0007945	423	423	Processed		Inserted in ERP	11/21/2023
	<input checked="" type="checkbox"/>	Payment	B2B23R1			423 743834233	423	Filtered	The record has been filtered because th...	Modified Externally	11/21/2023
	<input checked="" type="checkbox"/>	Product Availability	B2B23R1		AACOMPUT01_Acer Lapt...	118	Acer Laptop Computer Test	Processed		Updated Externally	11/21/2023
	<input checked="" type="checkbox"/>	Sales Order	B2B23R1		SO_S0007945			Failed	The record has been filtered because the mapping of the cod store payment method is exclusive in the store settings.	Failed to Save Externally	11/21/2023
	<input checked="" type="checkbox"/>	Sales Order	B2B23R1		SO_S0007920			Failed		Failed to Save Externally	11/21/2023
	<input checked="" type="checkbox"/>	Sales Order	B2B23R1			421	421	Failed	After parsing a value an unexpected ch...	Failed to Save in ERP	11/14/2023
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000285_Malvika	1501	malvika@test.com	Processed		Conflict Resolved by ...	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000286_Lucky			Prepared		Modified in ERP	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000284_Daniel			Prepared		Modified in ERP	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000283_PRADEEP			Prepared		Modified in ERP	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000282_Manasa			Prepared		Modified in ERP	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000281_Dinesh			Prepared		Modified in ERP	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1		C000000280_Manasa			Prepared		Modified in ERP	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1			1500	lucky@test.com	Prepared		Modified Externally	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1			1497	rama@test.com	Prepared		Modified Externally	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1			1498	danielk@test.com	Prepared		Modified Externally	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1			1496	dinesh@kensium.com	Prepared		Modified Externally	11/9/2023 1
	<input checked="" type="checkbox"/>	Customer	B2B23R1			1495	manasak@test.com	Prepared		Modified Externally	11/9/2023 1

The error is appearing because the mapping of the payment that you have selected is inactive on the Acumatica side. Note that the payment method you are selecting should always be active.



Active	Store Payment Method	Store Currency	ERP Payment Method	Cash Account	Proc. Center ID	Release Payments	Process Refunds
<input checked="" type="checkbox"/>	AUTHORIZE.NET	USD	MASTERCARD	10000	AUTHNETTICK	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	BIGPAYPAY	USD	CCAUTHNET	10000	AUTHNETAPI	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	BRAINTREE	USD	STPAYMENT	10000	BRAINTREE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	CHECK	USD	CHECK	10000		<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	CHEQUE	USD	CHECK	10000		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	COD	USD	CASH	10100		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	AMAZON	USD				<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	AUTHORIZENET (CREDI...	USD				<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	CASH ON DELIVERY	USD				<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	CHEQUE (OFFLINE)	USD				<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	COD (OFFLINE)	USD				<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	CUSTOM (CUSTOM)	USD				<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	GIFTCERTIFICATE (GIFT...	USD				<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	PAYPAL	USD				<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	STORECREDIT (STORE...	USD				<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	STRIPE	USD				<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	TEST PAYMENT GATEWAY	USD				<input type="checkbox"/>	<input type="checkbox"/>

After making this payment option you must sync the payment.

Entity	Store	User/MSBContactID	ERP ID	External ID	External Description	Status	Last Error	Last Operation	Last Attempt
Sales Order	B2B23R1		SO_S0007545	423	423	Processed		Inserted in ERP	11/21/2023
Payment	B2B23R1			423_74385423	423	Filtered	The record has been filtered because th...	Modified Externally	11/21/2023
Product Availability	B2B23R1		AACOMPUT01_Acer Laste...	110	Acer Laptop Computer Test	Processed		Updated Externally	11/21/2023
Sales Order	B2B23R1		SO_S0007545			Failed	Customer C000000287 is not synchroni...	Failed to Save Externally	11/21/2023
Sales Order	B2B23R1		SO_S0007520			Failed	Customer C000000287 is not synchroni...	Failed to Save Externally	11/21/2023
Sales Order	B2B23R1			421	421	Failed	After parsing a value an unexpected ch...	Failed to Save in ERP	11/14/2023
Customer	B2B23R1		C000000280_Malvika	1501	malvika@test.com	Processed		Conflict Resolved by ...	11/9/2023 1
Customer	B2B23R1		C000000285_Lucky			Prepared		Modified in ERP	11/9/2023 1
Customer	B2B23R1		C000000284_Daniel			Prepared		Modified in ERP	11/9/2023 1
Customer	B2B23R1		C000000283_PRADEEP			Prepared		Modified in ERP	11/9/2023 1
Customer	B2B23R1		C000000282_Manasa			Prepared		Modified in ERP	11/9/2023 1
Customer	B2B23R1		C000000281_Dinesh			Prepared		Modified in ERP	11/9/2023 1
Customer	B2B23R1		C000000280_Manasa			Prepared		Modified Externally	11/9/2023 1
Customer	B2B23R1			1500	lucky@test.com	Prepared		Modified Externally	11/9/2023 1
Customer	B2B23R1			1497	rama@test.com	Prepared		Modified Externally	11/9/2023 1
Customer	B2B23R1			1496	daniel@test.com	Prepared		Modified Externally	11/9/2023 1
Customer	B2B23R1			1495	dinesh@kensium.com	Prepared		Modified Externally	11/9/2023 1
Customer	B2B23R1			1496	manasa@test.com	Prepared		Modified Externally	11/9/2023 1

Sync the failed payment

Acumatica

Search

Revision Two Products  
Products Wholesale

11/21/2023  
11:02 PM

admin admin

Material Require...  
Time and Expenses  
Finance  
Banking  
Payables  
Receivables  
Sales Orders  
ChannelAdvisor  
Purchases  
Inventory  
Dashboards  
Commerce Connec...  
Commerce  
Kensium License  
More Items

Sync History

Store: B2B23R1  
Entity: -

ALL RECORDS READY TO PROCESS FAILED PROCESSED SKIPPED ABORTED DELETED FILTERED INVALID INACTIVE

			Entity	Store	UNKNOWN>ContactID	ERP ID	External ID	External Description	Status	Last Error	Last Operation	Last attempt
			Payment	B2B23R1		Payment_504530	423 74392423	423	Processed		Inserted in ERP	11/21/2023
			Sales Order	B2B23R1		SO_50007946	423	423	Processed		Inserted in ERP	11/21/2023
			Product Availability	B2B23R1		AACOMP1701_Acer Laps...	118	Acer Laptop Computer Test	Processed		Updated Externally	11/21/2023
			Sales Order	B2B23R1		SO_50007945			Failed	Customer C000000287 is not synchroni...	Failed to Save Externally	11/21/2023
			Sales Order	B2B23R1		SO_50007920			Failed	Customer C000000287 is not synchroni...	Failed to Save Externally	11/21/2023
			Sales Order	B2B23R1					Failed	After parsing a value an unexpected ch...	Failed to Save in ERP	11/14/2023
			Customer	B2B23R1		C000000286_Malvika	1501	malvika@test.com	Processed		Conflict Resolved by ...	11/9/2023 1
			Customer	B2B23R1		C000000285_Lucky			Prepared		Modified in ERP	11/9/2023 1
			Customer	B2B23R1		C000000284_Daniel			Prepared		Modified in ERP	11/9/2023 1
			Customer	B2B23R1		C000000283_PRADEEP			Prepared		Modified in ERP	11/9/2023 1
			Customer	B2B23R1		C000000282_Manasa			Prepared		Modified in ERP	11/9/2023 1
			Customer	B2B23R1		C000000281_Dinesh			Prepared		Modified in ERP	11/9/2023 1
			Customer	B2B23R1		C000000280_Manasa			Prepared		Modified in ERP	11/9/2023 1
			Customer	B2B23R1			1500	lucky@test.com	Prepared		Modified Externally	11/9/2023 1
			Customer	B2B23R1			1497	rama@test.com	Prepared		Modified Externally	11/9/2023 1
			Customer	B2B23R1			1496	daniel@test.com	Prepared		Modified Externally	11/9/2023 1
			Customer	B2B23R1			1495	dinesh@kensium.com	Prepared		Modified Externally	11/9/2023 1
			Customer	B2B23R1			1495	manasak@test.com	Prepared		Modified Externally	11/9/2023 1

The Payment is now synced