
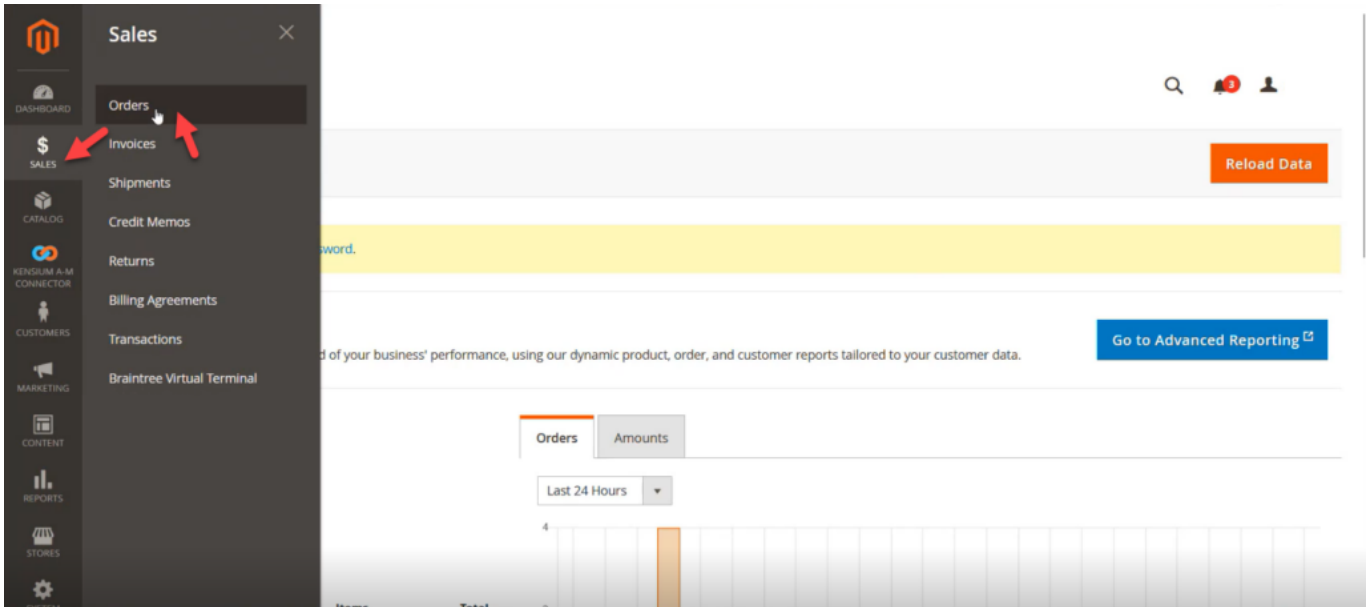


# Orders in Magento and Sync with Acumatica

 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

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 \*

Acumatica customer id

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](#)

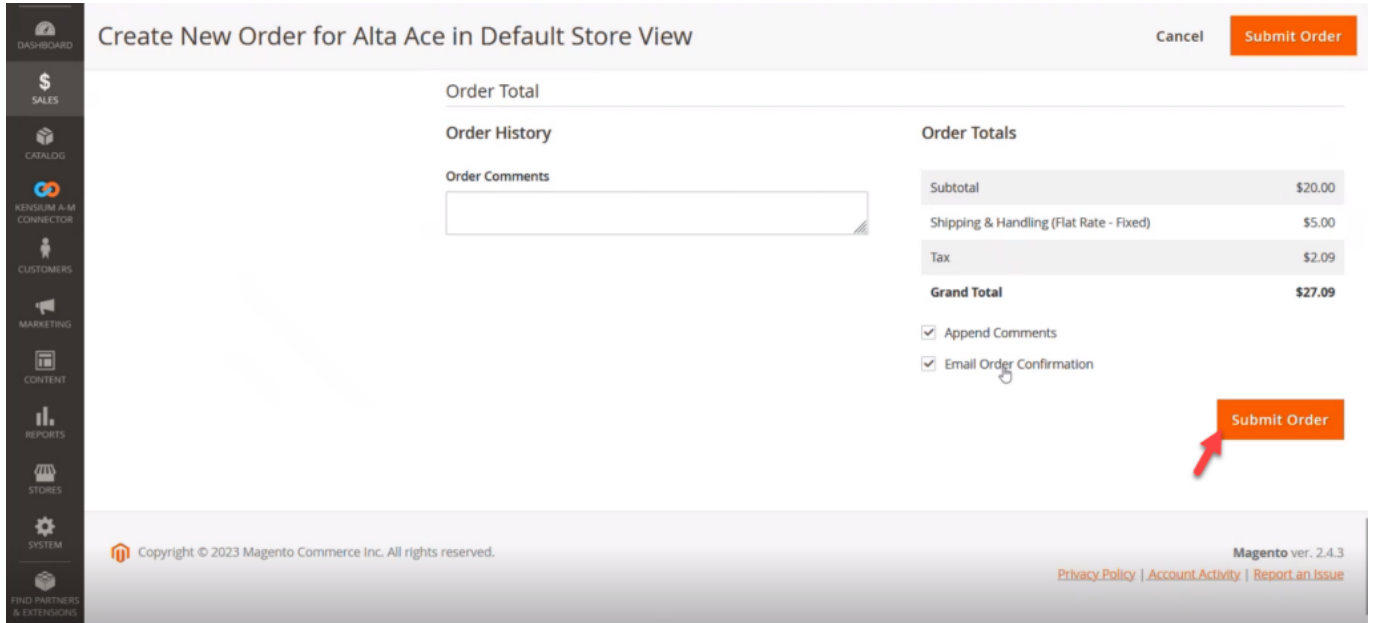
**Gift Options**

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].

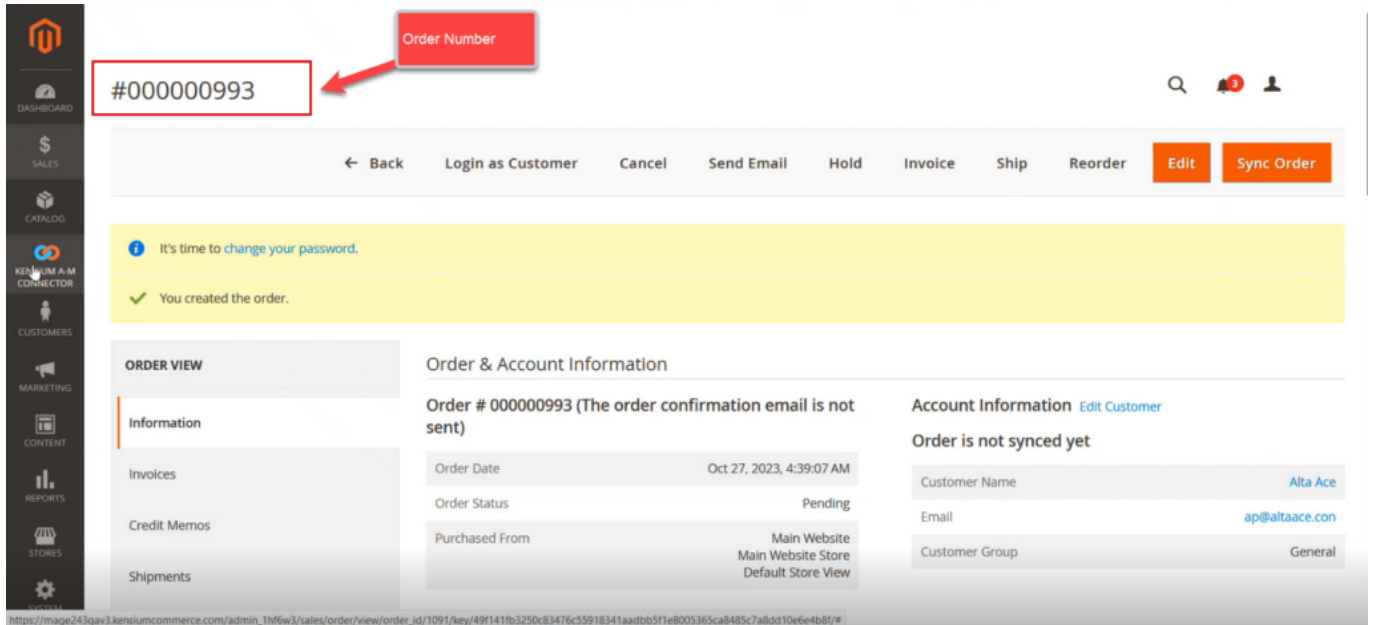


The screenshot shows the Magento Admin interface for creating a new order. The page title is "Create New Order for Alta Ace in Default Store View". The interface includes a sidebar with navigation options: DASHBOARD, SALES, CATALOG, KENSIUM A-M CONNECTOR, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main content area is divided into sections: "Order Total", "Order History", "Order Comments" (with a text input field), and "Order Totals". The "Order Totals" section displays a table with the following data:

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

Below the table, there are two checked checkboxes: "Append Comments" and "Email Order Confirmation". At the bottom right of the form, there is an orange "Submit Order" button, which is highlighted with a red arrow. The footer of the page contains the copyright notice "Copyright © 2023 Magento Commerce Inc. All rights reserved." and the version information "Magento ver. 2.4.3" with links for "Privacy Policy", "Account Activity", and "Report an Issue".

### Submitting the Order in Magento



#00000993

Order Number

← 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 # 00000993 (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

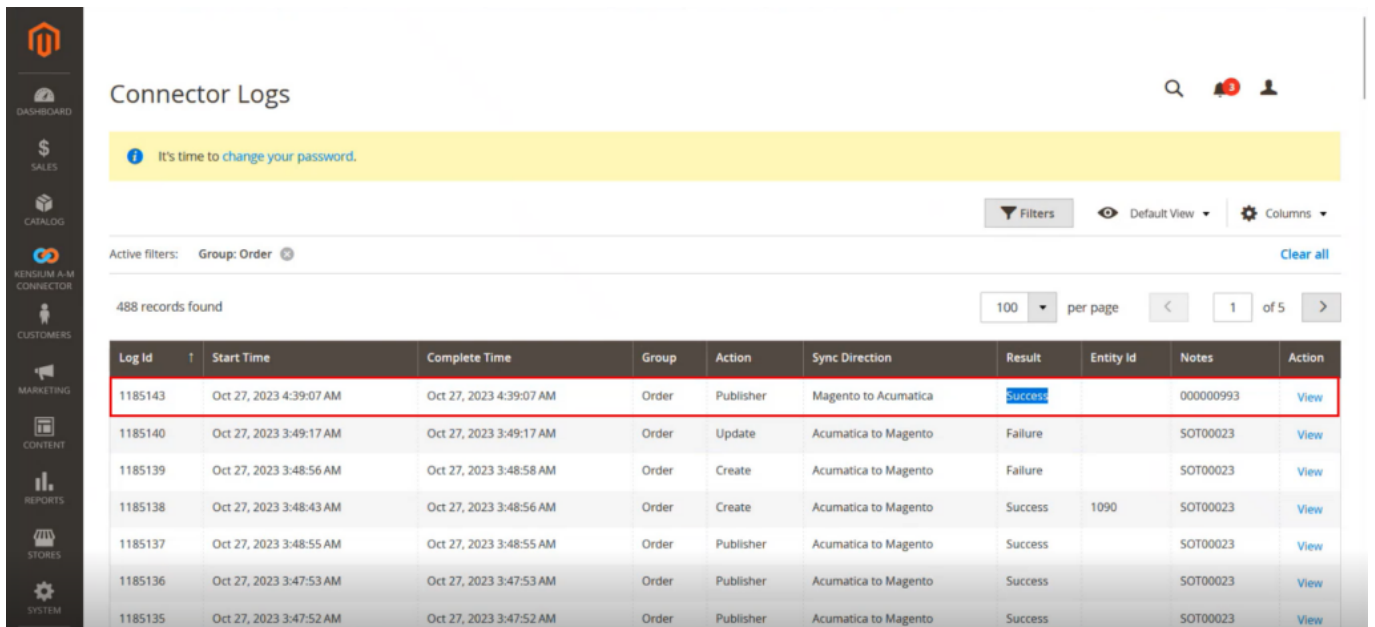
Email: ap@altaace.com

Customer Group: General

https://image243qav3.kensiumcommerce.com/admin\_1hf6w3/sales/order/view/order\_id/1091/key/49f141fb3250c83476c55918341aadbb5f1e8005365ca8485c7a8dd10e6e4b8/#

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

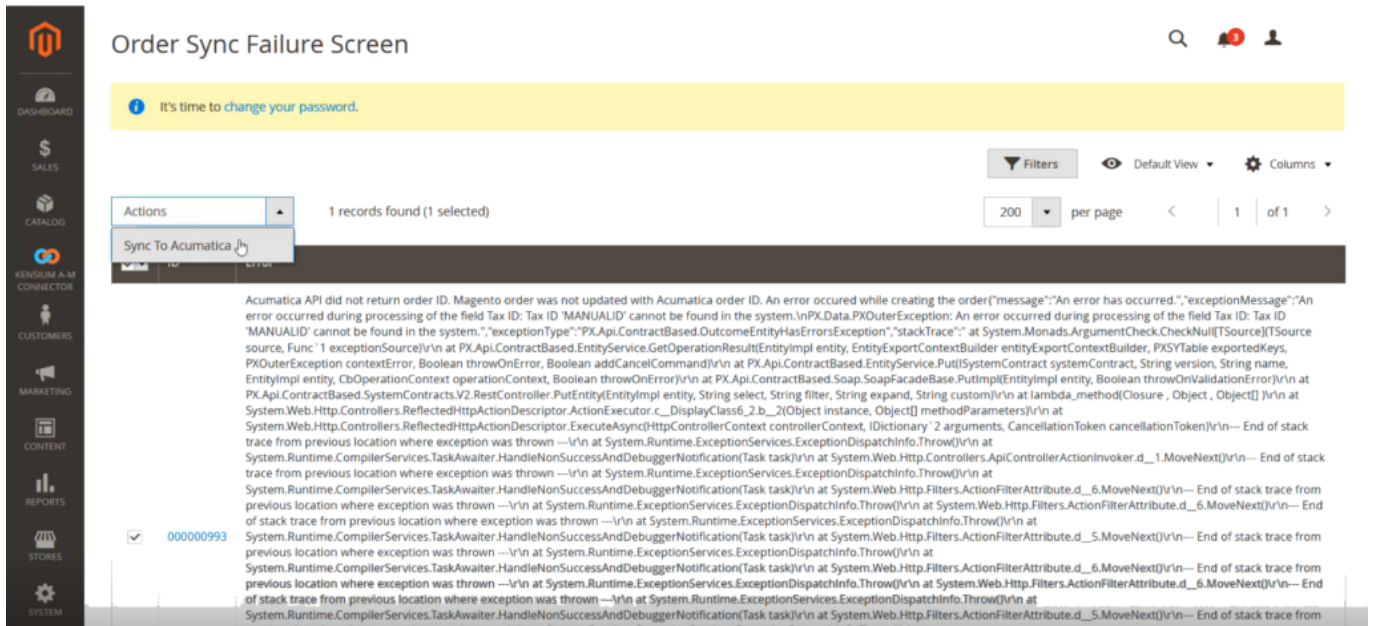
Active filters: Group: Order [Clear all](#)

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		00000993	<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 3:48:58 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

Step 5: You can sync the order from 3 screens provided if the order fails for the first time. After rectifying the failed data, you can sync the data from the Failed Order Screen to Acumatica. From the order sync, you can synchronize the order with Acumatica. And from the Order screen, you can do the same. If not fail, then you can synchronize the order from two screens.



**Order Sync Failure Screen**

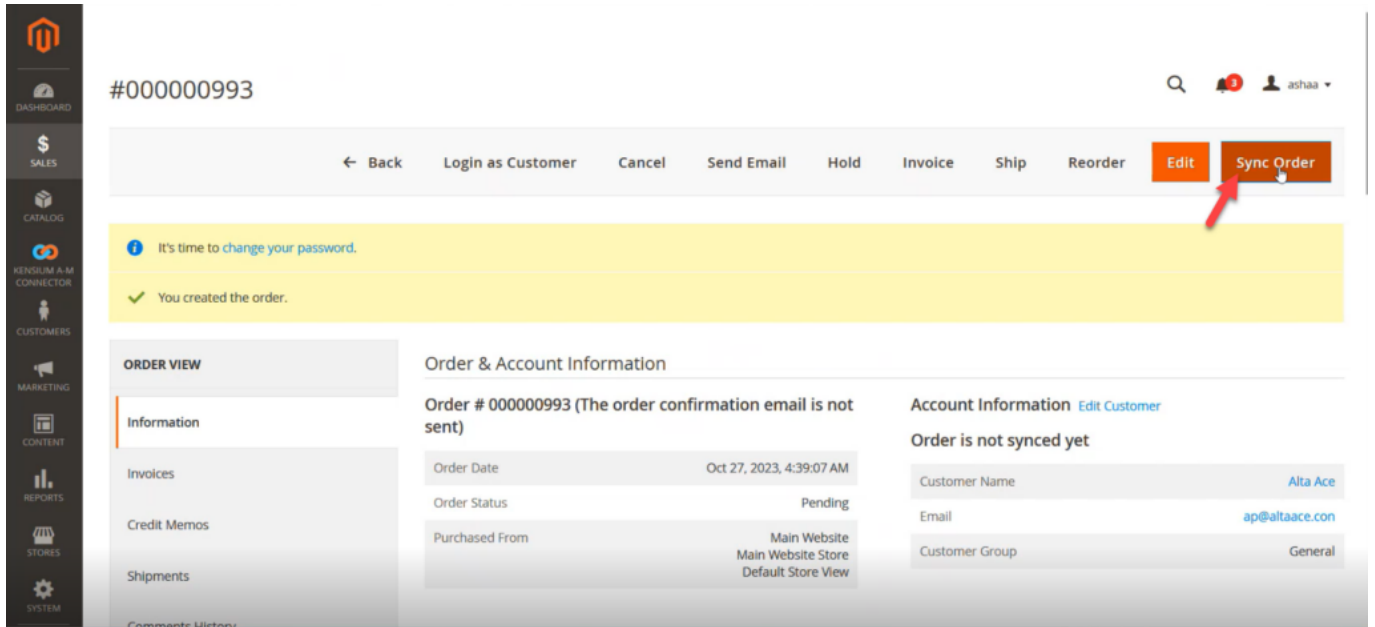
It's time to change your password.

1 records found (1 selected)

Actions: Sync To Acumatica

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.", "exceptionMessage":"An error occurred during processing of the field Tax ID: Tax ID 'MANUALID' cannot be found in the system.", "exceptionType":"PX.Api.ContractBased.OutcomeEntityHasErrorsException", "stackTrace":" at System.Monads.ArgumentCheck.CheckNull(TSource)(TSource source, Func`1 exceptionSource)\r\n at PX.Api.ContractBased.EntityService.GetOperationResult(EntityImpl entity, EntityExportContextBuilder entityExportContextBuilder, PXSYTable exportedKeys, PXOuterException contextError, Boolean throwOnError, Boolean addCancelCommand)\r\n at PX.Api.ContractBased.EntityService.Put(SystemContract systemContract, String version, String name, EntityImpl entity, CbOperationContext operationContext, Boolean throwOnError)\r\n at PX.Api.ContractBased.Soap.SoapFacadeBase.PutImpl(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 , Object[]) \r\n at System.Web.Http.Controllers.ReflectedHttpActionDescriptor.ActionExecutor.c\_\_DisplayClass6\_2.b\_2(Object 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.Controllers.ApiControllerActionInvoker.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.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.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.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.Web.Http.Filters.ActionFilterAttribute.d\_\_5.MoveNext()\r\n--- End of stack trace from

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



#00000993

← 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 # 00000993 (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](#)

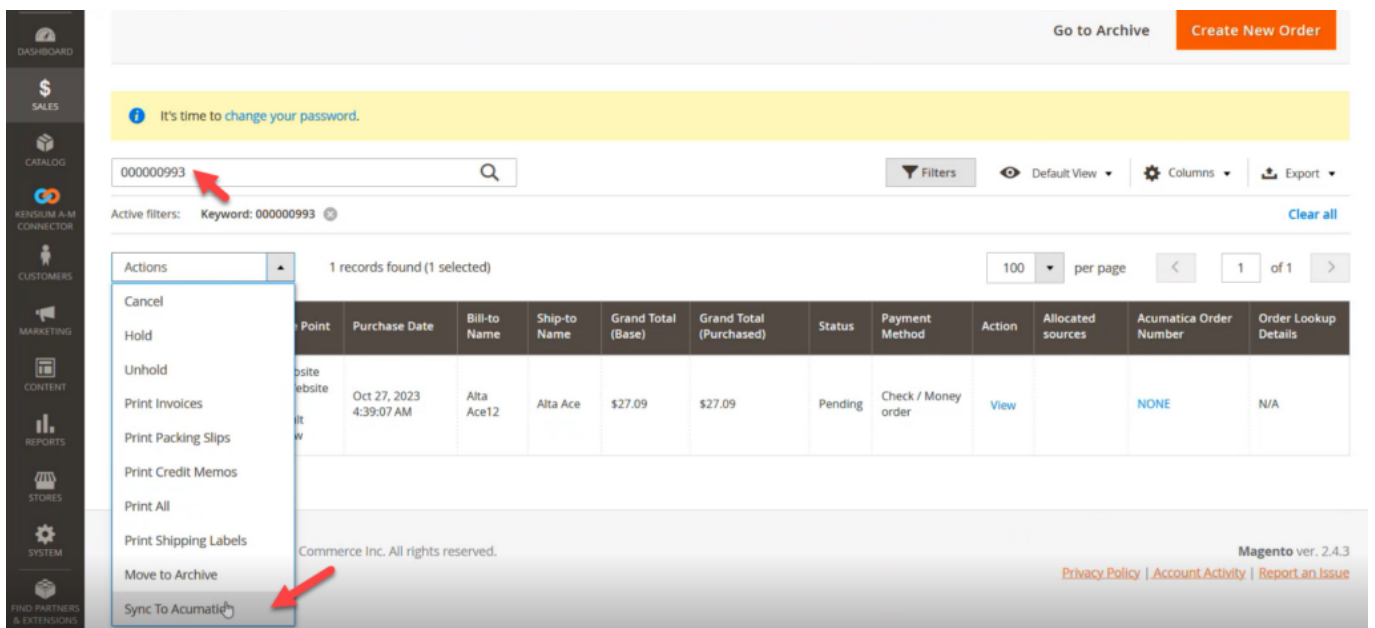
Order is not synced yet

Customer Name: Alta Ace

Email: ap@altaace.con

Customer Group: General

Click on Sync Order



Go to Archive **Create New Order**

It's time to change your password.

00000993

Active filters: Keyword: 00000993

1 records found (1 selected)

100 per page 1 of 1

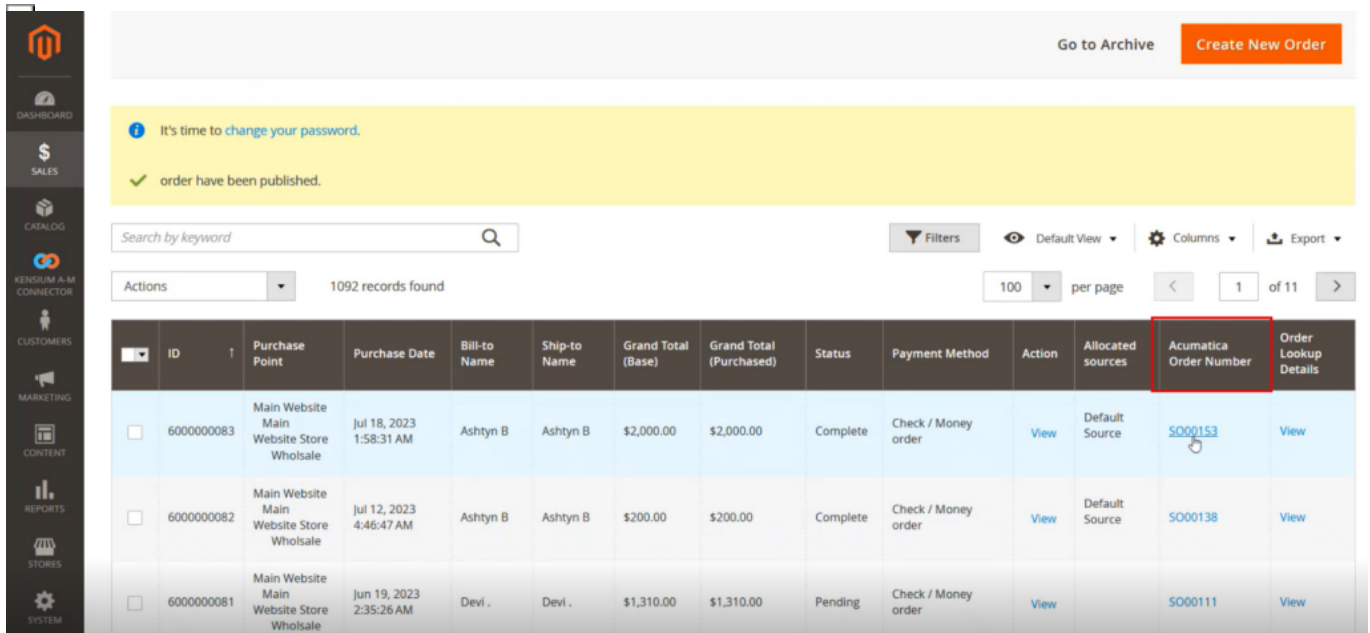
Point	Purchase Date	Bill-to Name	Ship-to Name	Grand Total (Base)	Grand Total (Purchased)	Status	Payment Method	Action	Allocated sources	Acumatica Order Number	Order Lookup Details
Website	Oct 27, 2023 4:39:07 AM	Alta Ace12	Alta Ace	\$27.09	\$27.09	Pending	Check / Money order	View		NONE	N/A

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Magento ver. 2.4.3  
[Privacy Policy](#) | [Account Activity](#) | [Report an Issue](#)

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.

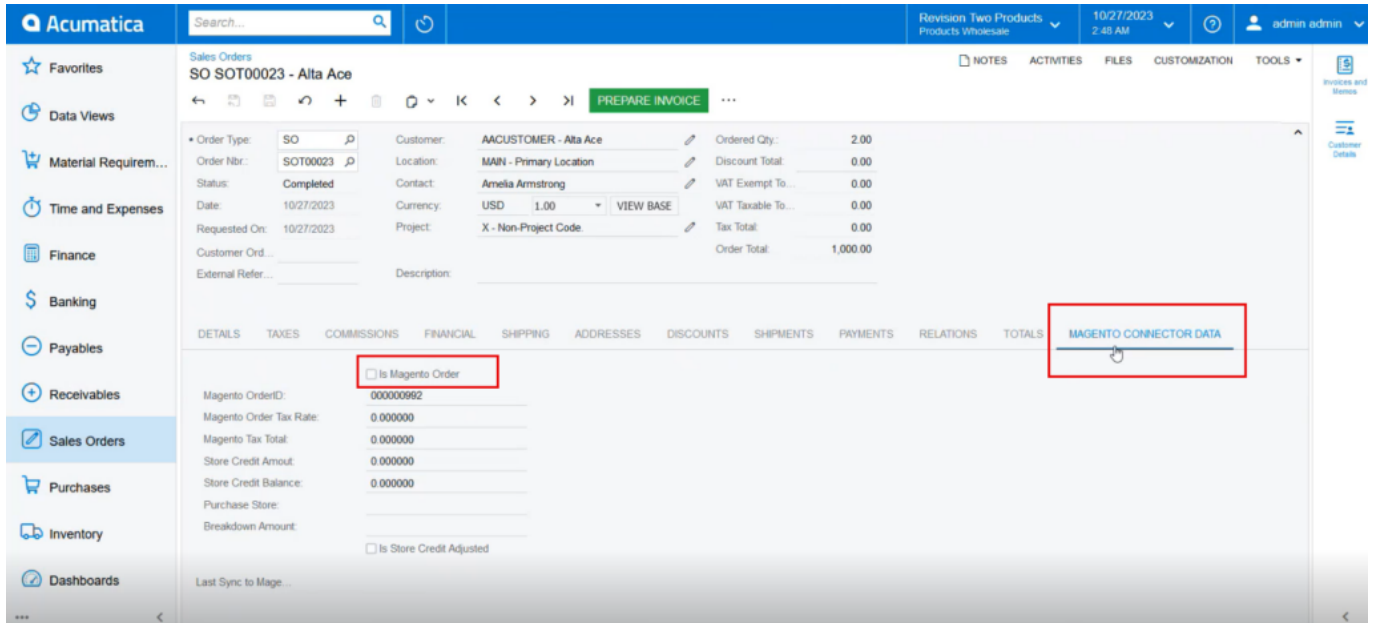


The screenshot shows the Magento Admin interface. At the top right, there are buttons for 'Go to Archive' and 'Create New Order'. Below this, there are two notification banners: one indicating it's time to change the password and another indicating an order has been published. A search bar and a table of orders are visible. The table has 14 columns: 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, and Order Lookup Details. The 'Acumatica Order Number' column is highlighted with a red border. The first row of data shows an order with ID 600000083, purchase date Jul 18, 2023, and an Acumatica Order Number of SO00153.

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
600000083	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	View	Default Source	SO00153	View
600000082	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	View	Default Source	SO00138	View
600000081	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	View		SO00111	View

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 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.