
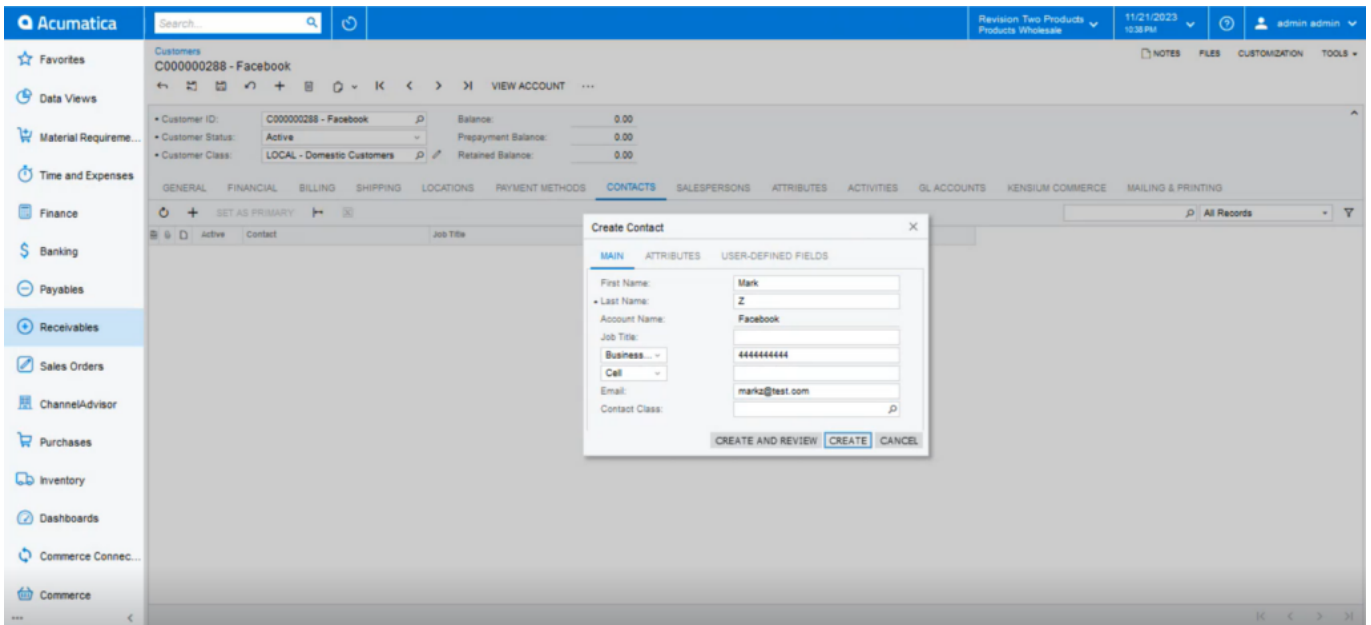


# Managing Customer Contact Sync in B2B

 You can sync the Customer contacts of Acumatica to B2B. The contacts of Acumatica will be treated as users in B2B.

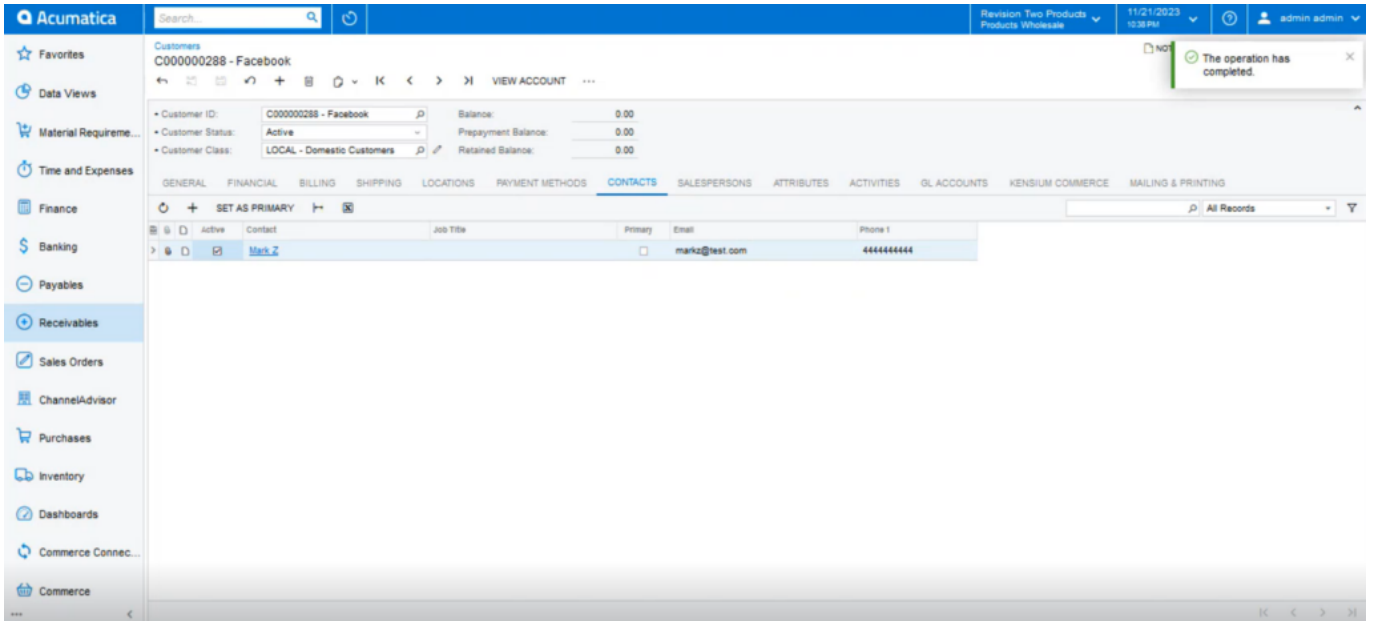
You need to follow the steps for successful synchronization.

Step 1: On the Customer Screen create a new contact.



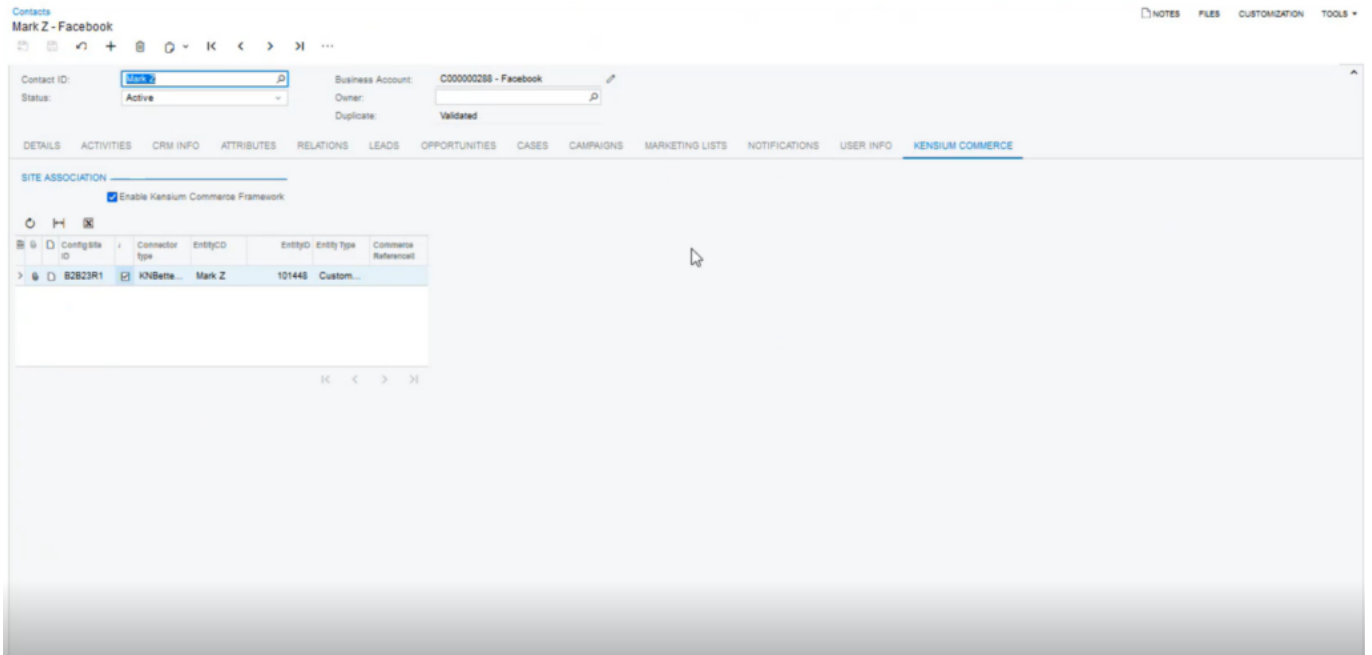
Creating a customer within Acumatica

Step 2: The contact will be reflected on the grid.



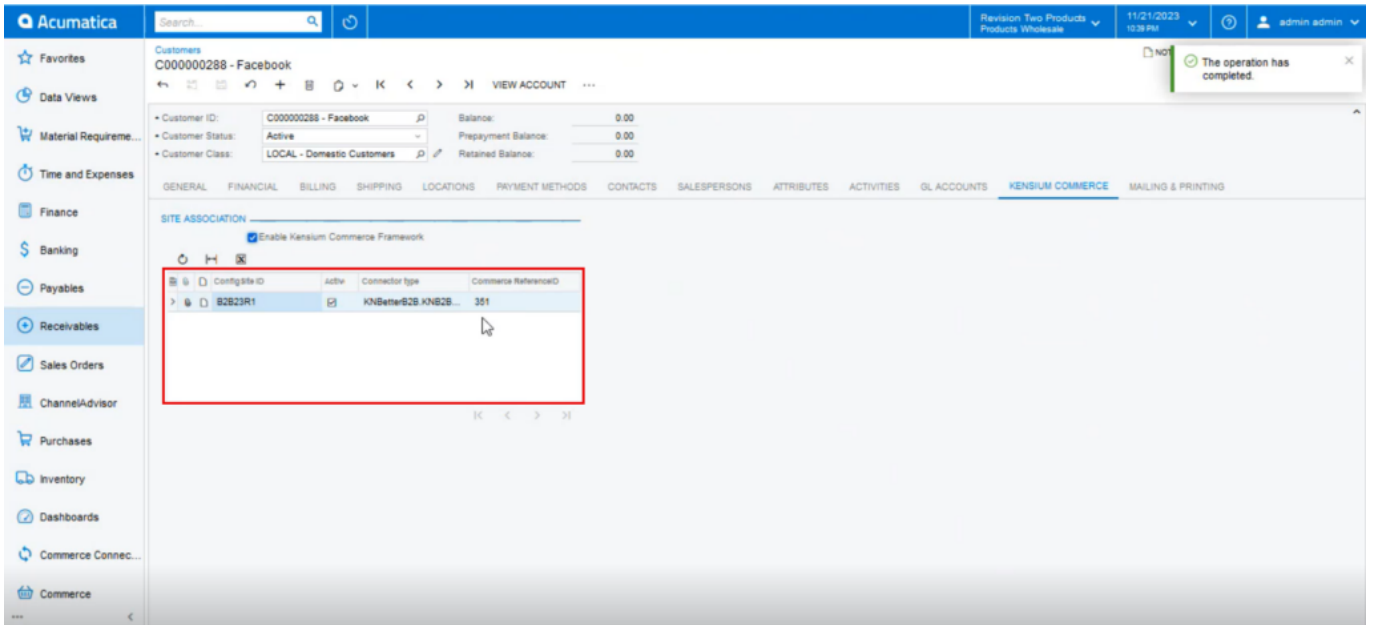
Contact Created against the Customer.

Step 3: Click on the Contact a new pop-up will appear. You will be able to view an option for [Kensium Commerce]. Click on Kensium Commerce  Check Enable Kensium Commerce Framework under the site association. You need to enable the Connection Type.



### Illustration

Step 4: Once the customer, contacts and location are synced the commerce reference ID will be generated and updated under the Commerce Reference ID.



Customers  
C000000288 - Facebook

Customer ID: C000000288 - Facebook Balance: 0.00  
 Customer Status: Active Prepayment Balance: 0.00  
 Customer Class: LOCAL - Domestic Customers Retained Balance: 0.00

GENERAL FINANCIAL BILLING SHIPPING LOCATIONS PAYMENT METHODS CONTACTS SALESPERSONS ATTRIBUTES ACTIVITIES GL ACCOUNTS **KENSIUM COMMERCE** MAILING & PRINTING

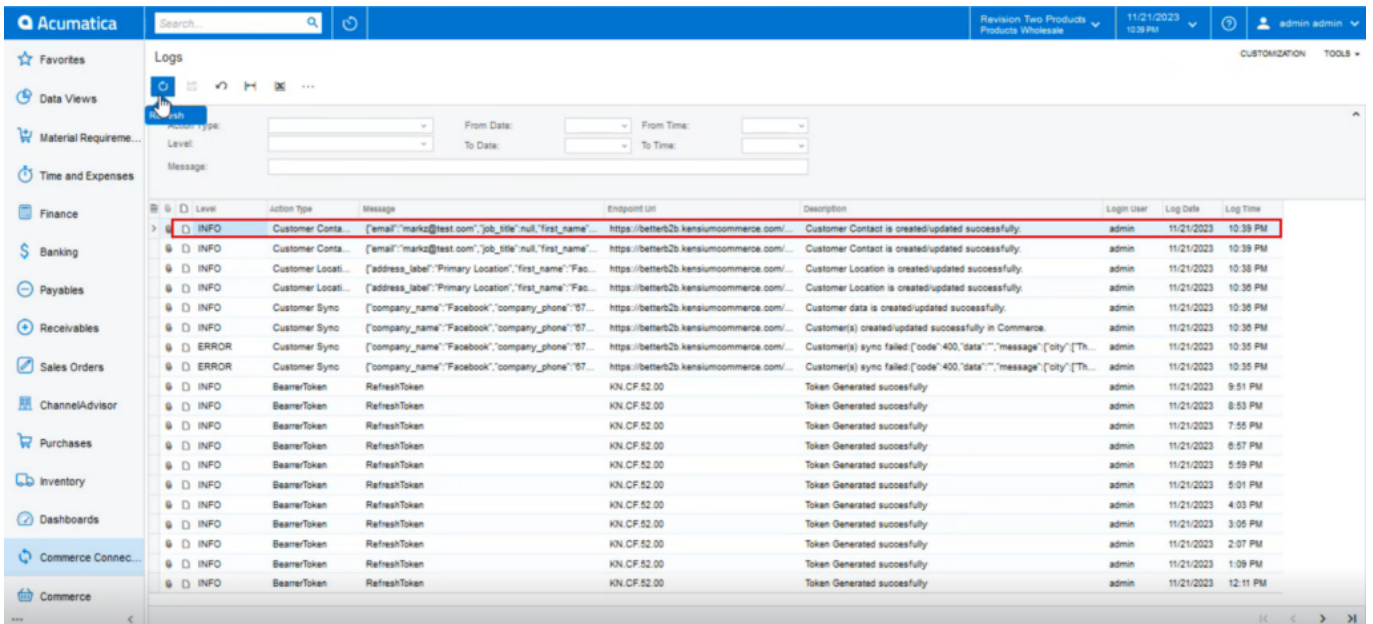
SITE ASSOCIATION

Enable Kensium Commerce Framework

ContigSiteID	Active	Connector Type	Commerce ReferenceID
B2B23R1	☑	KNBetterB2B.KNB2B...	351

The commerce reference ID

Step 5: Go to the Customer Log and you will be able to view the customer contact synced.



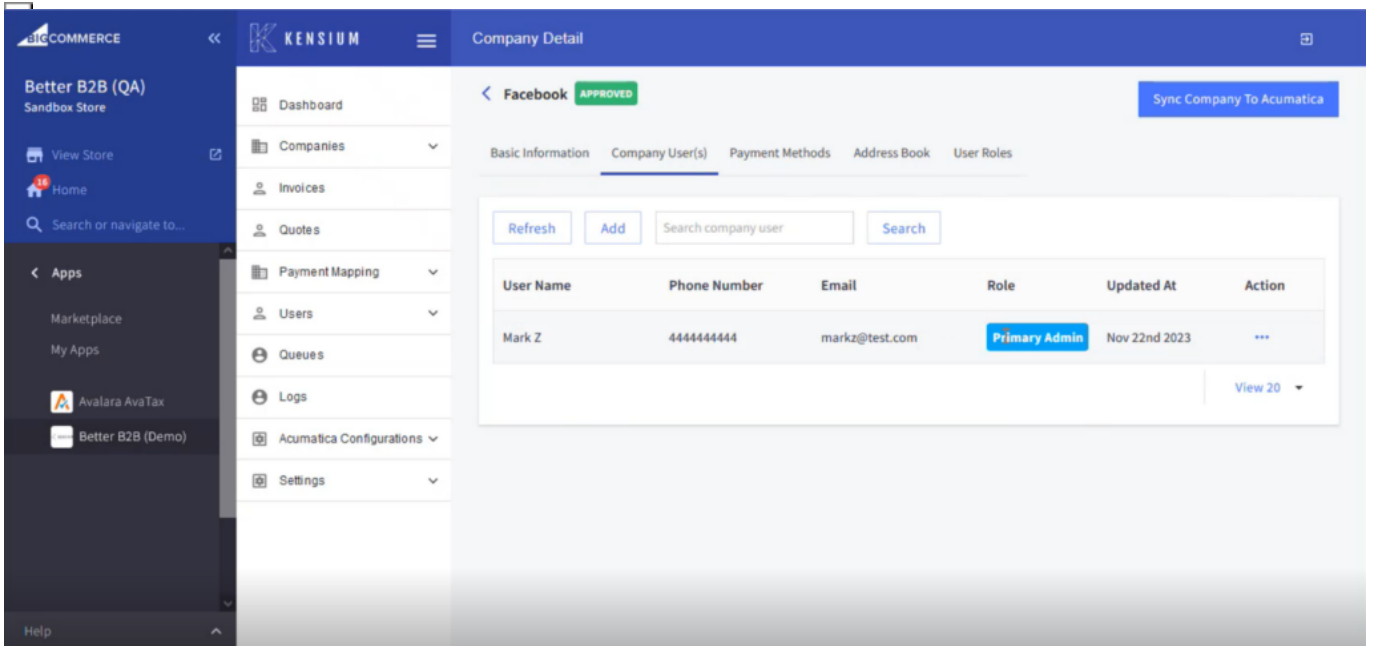
Logs

Log Type: [Dropdown] From Date: [Dropdown] From Time: [Dropdown]  
 Level: [Dropdown] To Date: [Dropdown] To Time: [Dropdown]  
 Message: [Text Box]

Level	Action Type	Message	Endpoint Url	Description	Login User	Log Date	Log Time
INFO	Customer Conta...	[email="mark@test.com";job_title="null;first_name"...	https://betterb2b.kensiumcommerce.com/...	Customer Contact is created/updated successfully.	admin	11/21/2023	10:39 PM
INFO	Customer Locati...	[address_label="Primary Location";first_name="Fac...	https://betterb2b.kensiumcommerce.com/...	Customer Location is created/updated successfully.	admin	11/21/2023	10:38 PM
INFO	Customer Sync	[company_name="Facebook";company_phone="87...	https://betterb2b.kensiumcommerce.com/...	Customer data is created/updated successfully.	admin	11/21/2023	10:36 PM
INFO	Customer Sync	[company_name="Facebook";company_phone="87...	https://betterb2b.kensiumcommerce.com/...	Customer(s) created/updated successfully in Commerce.	admin	11/21/2023	10:36 PM
ERROR	Customer Sync	[company_name="Facebook";company_phone="87...	https://betterb2b.kensiumcommerce.com/...	Customer(s) sync failed [code"400;data";message" [city][Th...	admin	11/21/2023	10:35 PM
INFO	Customer Sync	[company_name="Facebook";company_phone="87...	https://betterb2b.kensiumcommerce.com/...	Customer(s) sync failed [code"400;data";message" [city][Th...	admin	11/21/2023	10:35 PM
INFO	BearerToken	RefreshToken	KN.CF.52.00	Token Generated successfully	admin	11/21/2023	9:51 PM
INFO	BearerToken	RefreshToken	KN.CF.52.00	Token Generated successfully	admin	11/21/2023	8:53 PM
INFO	BearerToken	RefreshToken	KN.CF.52.00	Token Generated successfully	admin	11/21/2023	7:55 PM
INFO	BearerToken	RefreshToken	KN.CF.52.00	Token Generated successfully	admin	11/21/2023	6:57 PM
INFO	BearerToken	RefreshToken	KN.CF.52.00	Token Generated successfully	admin	11/21/2023	5:59 PM
INFO	BearerToken	RefreshToken	KN.CF.52.00	Token Generated successfully	admin	11/21/2023	5:01 PM
INFO	BearerToken	RefreshToken	KN.CF.52.00	Token Generated successfully	admin	11/21/2023	4:03 PM
INFO	BearerToken	RefreshToken	KN.CF.52.00	Token Generated successfully	admin	11/21/2023	3:05 PM
INFO	BearerToken	RefreshToken	KN.CF.52.00	Token Generated successfully	admin	11/21/2023	2:07 PM
INFO	BearerToken	RefreshToken	KN.CF.52.00	Token Generated successfully	admin	11/21/2023	1:09 PM
INFO	BearerToken	RefreshToken	KN.CF.52.00	Token Generated successfully	admin	11/21/2023	12:11 PM

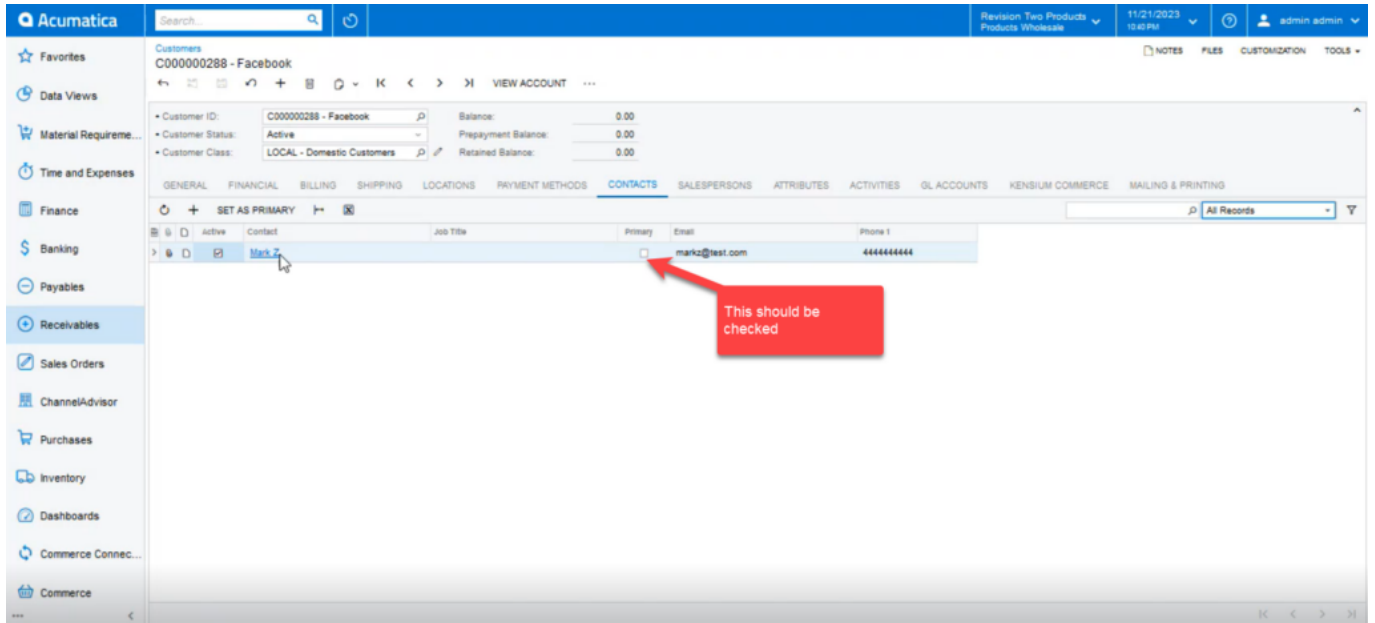
Customer Contact ID synced to Better B2B

Step 6: Go to the B2B app and click on [Company]. Click on the [Company User(s)] you will be able to see the Username synced from Acumatica. Here the user role is [Primary Admin].



User Name synced in the Company User(s)

Step 7: The primary contact check box should be checked in Acumatica then only you can view the same as a Primary User Admin.



The screenshot shows the Acumatica interface for a customer contact. The contact details for 'C000000288 - Facebook' are displayed at the top, including Customer ID, Status (Active), and Class (LOCAL - Domestic Customers). Below this, a table lists contacts. The contact 'Mark Z' is highlighted, and a red callout box points to the 'Primary' checkbox, which is currently unchecked. The callout text reads 'This should be checked'.

Active	Contact	Job Title	Primary	Email	Phone 1
<input checked="" type="checkbox"/>	Mark Z		<input type="checkbox"/>	markz@test.com	4444444444

The Primary Check box should be checked.