
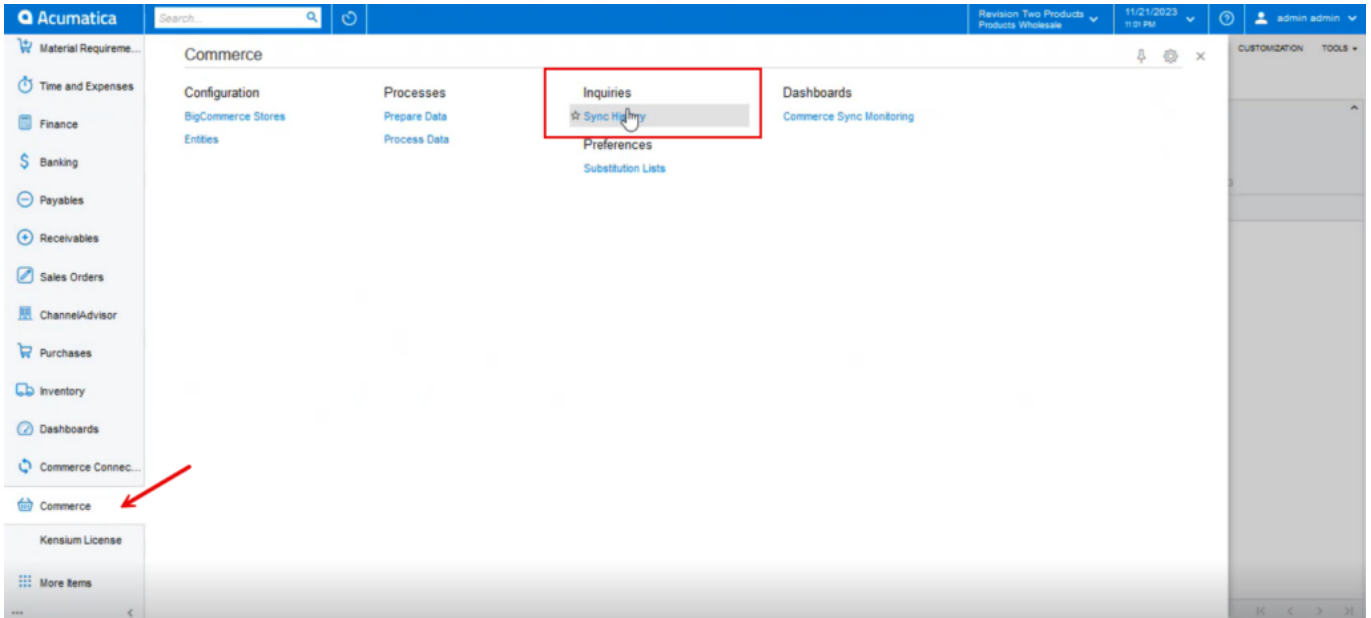


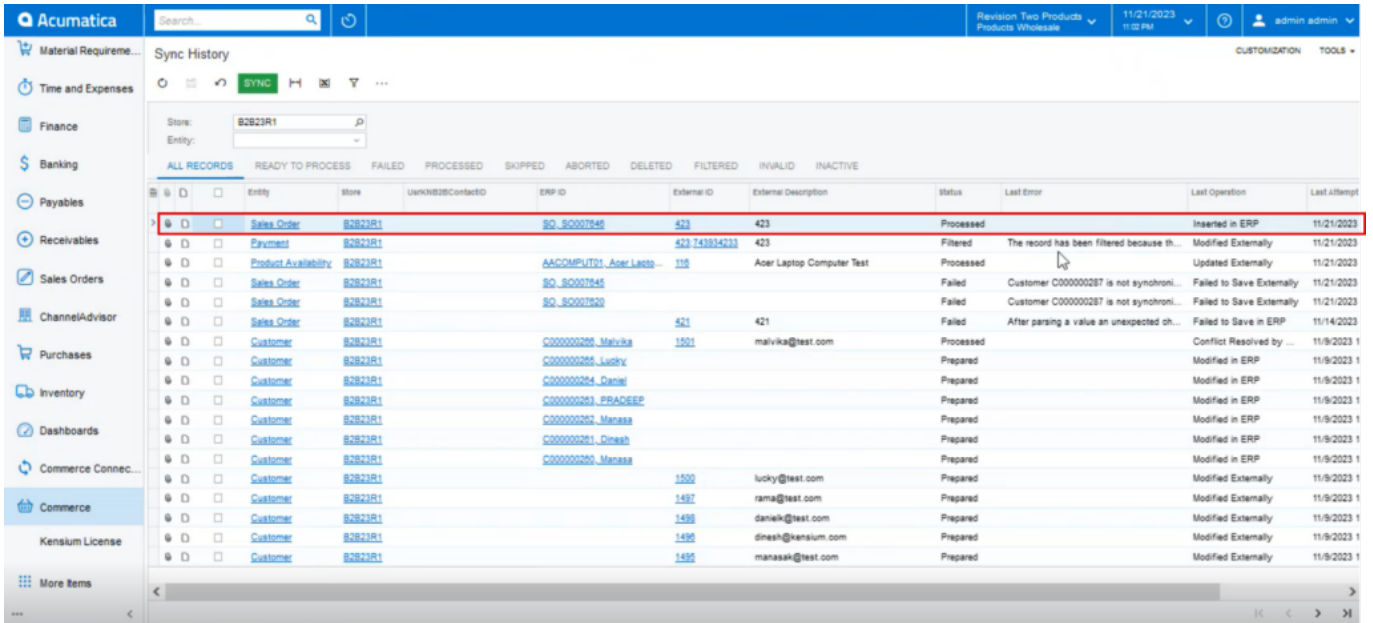
Syncing the Order in Acumatica

 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.

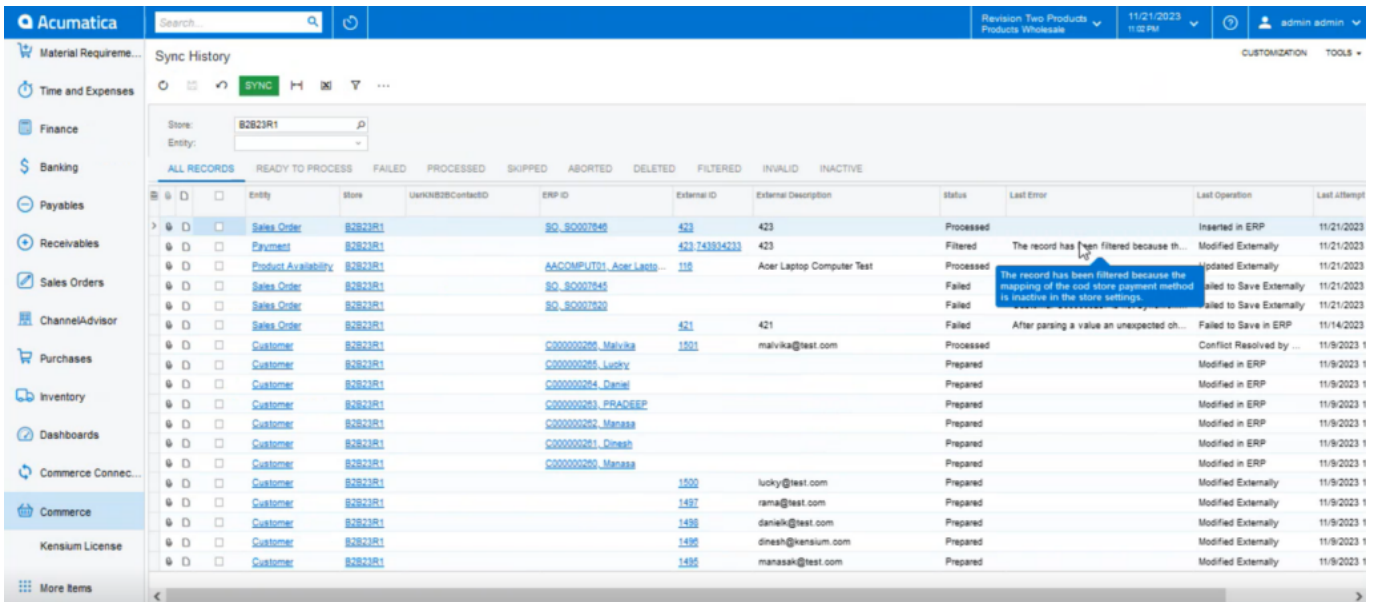


Entity	Store	UNKNOWNCONTACTID	ERP ID	External ID	External Description	Status	Last Error	Last Operation	Last attempt
Sales Order	B2B23R1		SO_S0007945	423	423	Processed		Inserted in ERP	11/21/2023
Payment	B2B23R1			423 743834231	423	Filtered	The record has been filtered because th...	Modified Externally	11/21/2023
Product Availability	B2B23R1		AACOMPUT01_Acer Laptob...	118	Acer Laptop Computer Test	Processed		Updated Externally	11/21/2023
Sales Order	B2B23R1		SO_S0007945			Failed	Customer C000000287 is not synchron...	Failed to Save Externally	11/21/2023
Sales Order	B2B23R1		SO_S0007920			Failed	Customer C000000287 is not synchron...	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		C000000285_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			1498	danielk@test.com	Prepared		Modified Externally	11/9/2023 1
Customer	B2B23R1			1496	dinesh@kensium.com	Prepared		Modified Externally	11/9/2023 1
Customer	B2B23R1			1495	manasak@test.com	Prepared		Modified Externally	11/9/2023 1

Order Synced into Acumatica

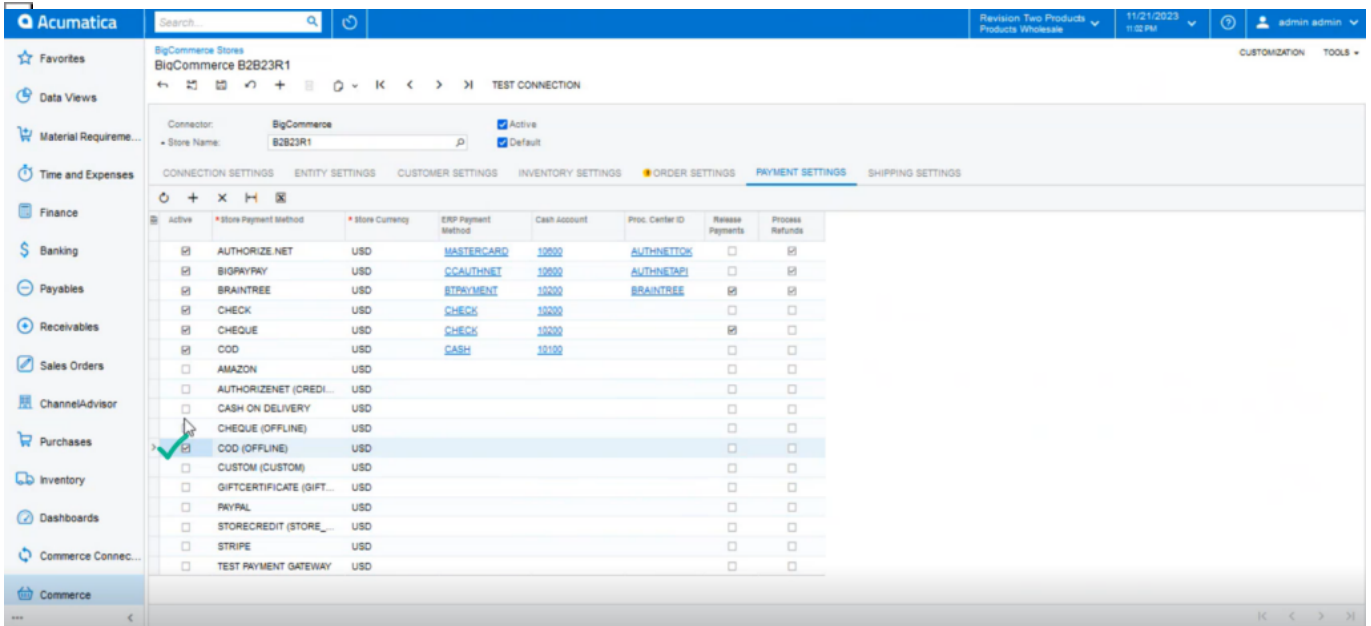
In B2B the Order Number is 423.

For the Payment Sync, the application shows an error.



Entity	Store	UNKNOWNCONTACTID	ERP ID	External ID	External Description	Status	Last Error	Last Operation	Last attempt
Sales Order	B2B23R1		SO_S0007945	423	423	Processed		Inserted in ERP	11/21/2023
Payment	B2B23R1			423 743834231	423	Filtered	The record has been filtered because th...	Modified Externally	11/21/2023
Product Availability	B2B23R1		AACOMPUT01_Acer Laptob...	118	Acer Laptop Computer Test	Processed		Updated Externally	11/21/2023
Sales Order	B2B23R1		SO_S0007945			Failed	The record has been filtered because the mapping of the cod store payment method is inactive in the store settings.	Failed to Save Externally	11/21/2023
Sales Order	B2B23R1		SO_S0007920			Failed	Customer C000000287 is not synchron...	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		C000000285_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			1498	danielk@test.com	Prepared		Modified Externally	11/9/2023 1
Customer	B2B23R1			1496	dinesh@kensium.com	Prepared		Modified Externally	11/9/2023 1
Customer	B2B23R1			1495	manasak@test.com	Prepared		Modified Externally	11/9/2023 1

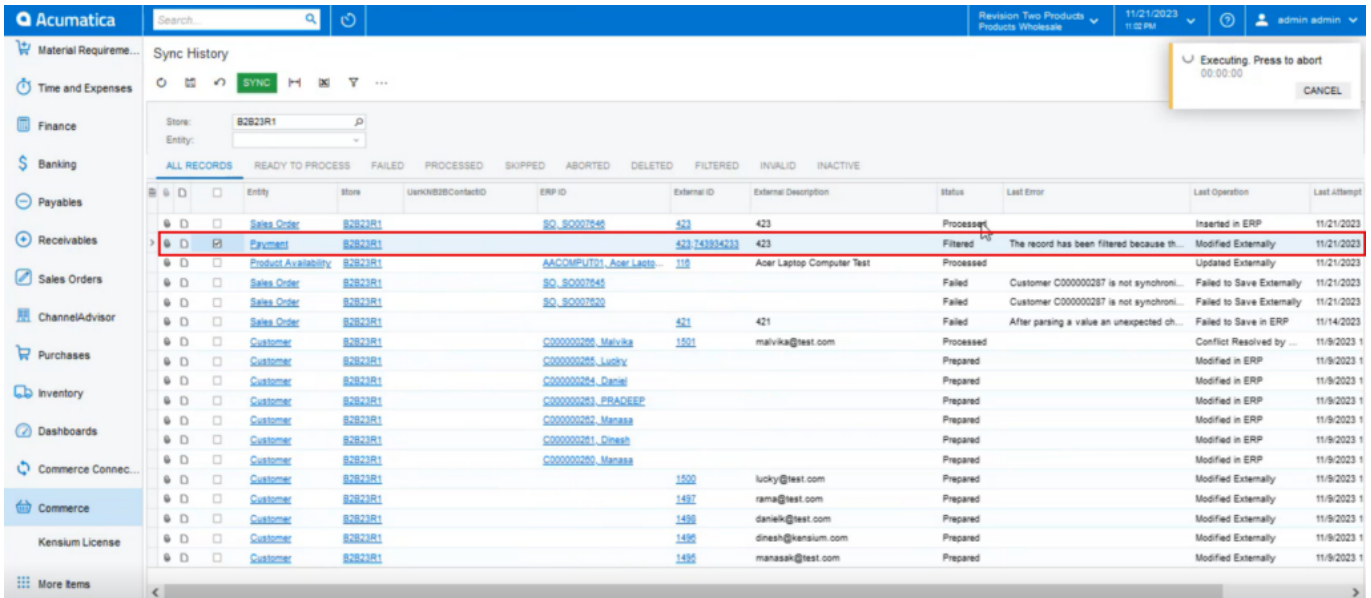
The error is appearing because the mapping of the payment that you have selected is inactive on the Acumatica side. Note that the payment method you are selecting should always be active.



Acumatica interface showing the 'Payment Settings' configuration for 'BigCommerce B2B23R1'. The 'Payment Settings' tab is selected, displaying a table of payment methods. The 'COD (OFFLINE)' method is highlighted with a green checkmark, indicating it is the selected payment method.

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	AUTHNETICK	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	BIDPAYWAY	USD	SCAETHNET	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 checked="" 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.



Acumatica interface showing the 'Sync History' for 'BigCommerce B2B23R1'. The 'Sync History' tab is active, displaying a table of sync records. A 'Payment' record is highlighted in red, indicating it is filtered. A notification box in the top right corner says 'Executing. Press to abort 00:00:00'.

Entity	Store	User/MSBContactID	ERP ID	External ID	External Description	Status	Last Error	Last Operation	Last attempt
Sales Order	B2B23R1		SO_S0007546	423	423	Processed		Inserted in ERP	11/21/2023
Payment	B2B23R1			423 (4384523)	423	Filtered	The record has been filtered because th...	Modified Externally	11/21/2023
Product Availability	B2B23R1		AACOMPUT01_Acer Lacto...	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_ERADEEP			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	danielk@test.com	Prepared		Modified Externally	11/9/2023 1
Customer	B2B23R1			1495	dinesh@kensium.com	Prepared		Modified Externally	11/9/2023 1
Customer	B2B23R1			1494	manasak@test.com	Prepared		Modified Externally	11/9/2023 1

Sync the failed payment

Acumatica Revision Two Products Products Wholesale 11/21/2023 11:02PM admin admin

Material Require... Sync History The operation has completed.

Time and Expenses SYNC

Finance

Banking

Payables

Receivables

Sales Orders

ChannelAdvisor

Purchases

Inventory

Dashboards

Commerce Connec...

Commerce

Kensium License

More Items

Store: B2B23R1
Entity: -

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

ID	Entity	Store	Link/B2BContactID	ERP ID	External ID	External Description	Status	Last Error	Last Operation	Last attempt
1	Payment	B2B23R1		Payment_S04530	423	423	Processed		Inserted in ERP	11/21/2023
2	Sales Order	B2B23R1		SO_S0007946	423	423	Processed		Inserted in ERP	11/21/2023
3	Product Availability	B2B23R1		AACOMP1701_Acer Laps...	118	Acer Laptop Computer Test	Processed		Updated Externally	11/21/2023
4	Sales Order	B2B23R1		SO_S0007945			Failed	Customer C000000287 is not synchron...	Failed to Save Externally	11/21/2023
5	Sales Order	B2B23R1		SO_S0007920			Failed	Customer C000000287 is not synchron...	Failed to Save Externally	11/21/2023
6	Sales Order	B2B23R1			421	421	Failed	After parsing a value an unexpected ch...	Failed to Save in ERP	11/14/2023
7	Customer	B2B23R1		C000000268_Malvika	1501	malvika@test.com	Processed		Conflict Resolved by ...	11/9/2023 1
8	Customer	B2B23R1		C000000265_Lucky			Prepared		Modified in ERP	11/9/2023 1
9	Customer	B2B23R1		C000000264_Daniel			Prepared		Modified in ERP	11/9/2023 1
10	Customer	B2B23R1		C000000263_PRADEEP			Prepared		Modified in ERP	11/9/2023 1
11	Customer	B2B23R1		C000000262_Manasa			Prepared		Modified in ERP	11/9/2023 1
12	Customer	B2B23R1		C000000261_Dinesh			Prepared		Modified in ERP	11/9/2023 1
13	Customer	B2B23R1		C000000260_Manasa			Prepared		Modified in ERP	11/9/2023 1
14	Customer	B2B23R1			1500	lucky@test.com	Prepared		Modified Externally	11/9/2023 1
15	Customer	B2B23R1			1497	rama@test.com	Prepared		Modified Externally	11/9/2023 1
16	Customer	B2B23R1			1498	daniel@test.com	Prepared		Modified Externally	11/9/2023 1
17	Customer	B2B23R1			1496	dinesh@kensium.com	Prepared		Modified Externally	11/9/2023 1
18	Customer	B2B23R1			1495	manasa@test.com	Prepared		Modified Externally	11/9/2023 1

The Payment is now synced