

Syncing the Order in Acumatica

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

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Material Requireme	Commerce					4 @ ×	CUSTOMIZATION TOOLS	•
Time and Expenses	Configuration BigCommerce Stores Entities	Processes Prepare Data Process Data	Inquiries A Sync Hallmy	Dashboards Commerce Sync Monitoring				^
\$ Banking			Substitution Lists					
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Sync History in Commerce Section.

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





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Waterial Requireme	Sync History								CUSTOMIZATION	TOOLS .
Time and Expenses	0 11 0	SYNC H	Υ …							
Finance	Store: Entity:	82823R1	م ب							
\$ Banking	ALL RECORDS	READY TO PROC	ESS FAILED PROCESSED	SKIPPED ABORTED DELETE	D FILTERED	INVALID INACTIVE				
Payables	B 0 D	Entity	store UsrKNB2BContactiD	ERP ID	External ID	External Description	Status	Last Error	Last Operation	Last Attempt
0	> e D 🗆	Sales Order	<u>B2B23R1</u>	<u>SO, SO007646</u>	423	423	Processed		Inserted in ERP	11/21/2023
Receivables	0 D 🗆	Payment	82823R1		423:743934233	423	Filtered	The record has been filtered because th	Modified Externally	11/21/2023
0	9 D 🗆	Product Availability	82823R1	AACOMPUT01, Ager Lapto	110	Acer Laptop Computer Test	Processed	2	Updated Externally	11/21/2023
Sales Orders	0 D D	Sales Order	<u>82823R1</u>	<u>SO_SO007645</u>			Failed	Customer C000000287 is not synchroni	Failed to Save Externally	11/21/2023
	0 D 0	Sales Order	<u>82823R1</u>	<u>SO, SO007620</u>			Failed	Customer C000000287 is not synchroni	Failed to Save Externally	11/21/2023
ChannelAdvisor	0 D D	Sales Order	82823R1		421	421	Failed	After parsing a value an unexpected ch	Failed to Save in ERP	11/14/2023
10	0 D 0	Gustomer	<u>82823R1</u>	C00000255, Malvika	1501	malvika@test.com	Processed		Conflict Resolved by	11/9/2023 1
W Purchases	0 D D	Customer	82823R1	C00000265_Lucky			Prepared		Modified in ERP	11/9/2023 1
0	6 D 🗆	Customer	82823R1	C00000284_Daniel			Prepared		Modified in ERP	11/9/2023 1
Lo inventory	0 D D	Customer	82823R1	C00000263_PRADEEP			Prepared		Modified in ERP	11/9/2023 1
O Durbhauda	0 D 0	Customer	B2B23R1	C000000262_Manasa			Prepared		Modified in ERP	11/9/2023 1
Dashboards	6 D 🗆	Customer	B2B23R1	C000000261_Dinesh			Prepared		Modified in ERP	11/9/2023 1
	6 D 🗆	Customer	B2B23R1	C00000260_Manasa			Prepared		Modified in ERP	11/9/2023 1
Commerce Connec	0 D 0	Customer	82823R1		1500	lucky@test.com	Prepared		Modified Externally	11/9/2023 1
(A)	0 D 0	Customer	B2B23R1		1497	rama@test.com	Prepared		Modified Externally	11/9/2023 1
Commerce	0 D 0	Customer	82823R1		1496	danielk@test.com	Prepared		Modified Externally	11/9/2023 1
Kensium License	0 D 0	Customer	82823R1		1490	dinesh@kensium.com	Prepared		Modified Externally	11/9/2023 1
	0 D 0	Customer	82823R1		1495	manasak@test.com	Prepared		Modified Externally	11/9/2023 1
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Order Synced into Acumatica

In B2B the Order Number is 423.

For the Payment Sync, the application shows an error.

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🛱 Material Requireme	S	ync	His	tory											CUSTOMO	ATION TOOLS -
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Payables	8	0 D			Entity	Store	UsrKN828ContactiD	5	CI 49	External ID	External Description	status	Last Error		Last Operation	Last Attempt
	>)		Sales Order	82823R1		5	O_SO007848	423	423	Processed			Inserted in ERP	11/21/2023
 Receivables 		0 0)		Payment	82823R1				423:743934233	423	Filtered	The record has Sen filtered beca	use th	Modified Externally	11/21/2023
-		0 C	0		Product Availability	82823R1		e	ACOMPUTO1, Aper Lapto	116	Acer Laptop Computer Test	Processed	The record has been filtered been	use the	Updated Externally	11/21/2023
Sales Orders		0 0)		Sales Order	82823R1		1	O_SO007645			Failed	mapping of the cod store paymen	t method	ailed to Save Exte	maily 11/21/2023
		6 0)		Sales Order	82823R1		1	C_SO007620			Failed	is inactive in the store settings.		ailed to Save Exte	maily 11/21/2023
ChannelAdvisor		0 0	3		Sales Order	B2B23R1				<u>421</u>	421	Failed	After parsing a value an unexpec	ed ch	Failed to Save in Ef	RP 11/14/2023
Denter		6 0)		Gustomer	82823R1		\$	000000265, Malvika	1501	malvika@test.com	Processed			Conflict Resolved b	y 11/9/2023 1
Purchases		0 0)		Customer	82823R1		\$	2000000265, Lucky			Prepared			Modified in ERP	11/9/2023 1
		0 0)		Customer	B2823R1		S	2000000284, Daniel			Prepared			Modified in ERP	11/9/2023 1
6-6 inventory		0 0	3		Customer	B2823R1		S	2000000263, PRADEEP			Prepared			Modified in ERP	11/9/2023 1
Dashboards		6 0	3		Customer	82823R1		\$	2000000262, Manasa			Prepared			Modified in ERP	11/9/2023 1
		0 0)		Customer	82823R1		\$	2000000261_Dinesh			Prepared			Modified in ERP	11/9/2023 1
Commerce Connec		6 0)		Customer	82823R1		\$	000000260_Manasa			Prepared			Modified in ERP	11/9/2023 1
•		0 0)		Customer	B2823R1				1500	lucky@test.com	Prepared			Modified Externally	11/9/2023 1
Commerce		0 0)		Customer	82823R1				1497	rama@test.com	Prepared			Modified Externally	11/9/2023 1
		6 0)		Customer	B2B23R1				1498	danielk@test.com	Prepared			Modified Externally	11/9/2023 1
Kensium License		6 0)		Customer	82823R1				1495	dinesh@kensium.com	Prepared			Modified Externally	11/9/2023 1
		0 0)		Customer	B2B23R1				1495	manasak@test.com	Prepared			Modified Externally	11/9/2023 1
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BigCommerce B2B Connector

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.

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🕑 Data Views	← 23 63 r/r + □ ○ K × >> >> TEST CONNECTION Connector: BgCommerce ☑ Active ☑ Default - Store Name: B0823R1 ☑ Default														
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Time and Expenses	CONNECT	TION SETTINGS ENTITY S	SETTINGS CUST	OMER SETTINGS	INVENTORY SETTING	S ORDER S	ETTINGS	PAYMENT SE	TTINGS	SHIPPING SETTINGS					
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Finance	Active	*Store Payment Method	* Store Currency	ERP Payment Method	Cash Account	Proc. Center ID	Release Payments	Process Refunds							
\$ Banking	2	AUTHORIZE.NET	USD	MASTERCARD	10800	AUTHNETTOK		Ø							
-	2	BIGPAYPAY	USD	CCAUTHNET	10000	AUTHNETAPI		P							
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After making this payment option you must sync the payment.

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Haterial Requireme	Sync History												abort
Time and Expenses	, 0 話 0 <mark>57NC</mark> H M Y …												CANCEL
Finance	Store: Entity:		82823R1	م ب									
\$ Banking	ALL RE	ECORDS	READY TO PROC	ESS FAILED	PROCESSED	SKIPPED ABORTED	DELETED FILTERED	INVALID INACTIVE					
Payables	8 0 D		Entity	Store	UarKNB28ContactiD	ERP ID	External ID	External Description	Status	Last Error		Last Operation	Last Attempt
	0 D		Sales Order	82823R1		SO. S0007646	423	423	Processer			Inserted in ERP	11/21/2023
Receivables	> 0 D	Ø	Payment	82823R1			423:743934233	423	Filtered	The record has been filt	ered because th	Modified Externally	11/21/2023
0	0 D		Product Availability	82823R1		AACOMPUT01, Ace	r Lapto 110	Acer Laptop Computer Test	Processed			Updated Externally	11/21/2023
Sales Orders	0 D		Sales Order	82823R1		SO, SO007645			Failed	Customer C000000287	is not synchroni	Failed to Save External	ly 11/21/2023
	0 D		Sales Order	82823R1		<u>50, 50007620</u>			Failed	Customer C000000287	is not synchroni	Failed to Save External	ly 11/21/2023
R ChannelAdvisor	0 D		Sales Order	82823R1			421	421	Failed	After parsing a value an	unexpected ch	Failed to Save in ERP	11/14/2023
1	0 D		Customer	82823R1		C00000266, Malvie	ka <u>1501</u>	malvika@test.com	Processed			Conflict Resolved by .	. 11/9/2023 1
W Purchases	0 D		Customer	82823R1		C000000265_Lucky	L		Prepared			Modified in ERP	11/9/2023 1
	0 D		Customer	B2B23R1		C00000284, Daniel	1		Prepared			Modified in ERP	11/9/2023 1
to a inventory	0 D		Customer	82823R1		C00000263_PRAD	DEEP		Prepared			Modified in ERP	11/9/2023 1
Dashboards	0 D		Customer	82823R1		C000000262, Manas	10		Prepared			Modified in ERP	11/9/2023 1
	0 D		Customer	82823R1		C000000261, Dines	۵		Prepared			Modified in ERP	11/9/2023 1
Commerce Connec	0 D		Customer	82823R1		C00000260_Manas	14		Prepared			Modified in ERP	11/9/2023 1
•	0 D		Customer	82823R1			1500	lucky@test.com	Prepared			Modified Externally	11/9/2023 1
Commerce	0 D		Customer	82823R1			1497	rama@test.com	Prepared			Modified Externally	11/9/2023 1
_	0 D		Customer	82823R1			1498	danielk@test.com	Prepared			Modified Externally	11/9/2023 1
Kensium License	0 D		Customer	82823R1			1495	dinesh@kensium.com	Prepared			Modified Externally	11/9/2023 1
	0 D		Customer	82823R1			1495	manasak@test.com	Prepared			Modified Externally	11/9/2023 1
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Sync the failed payment





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Finance	Store: Entity:		82823R1	م *									
\$ Banking	ALL R	ECORDS	READY TO PROCE	SS FAILED	PROCESSED	SKIPPED ABORTED DELETE	D FILTERED	INVALID INACTIVE					
Payables	8 0 D		Entity	Store	UarKNB2BContac8D	ERP ID	External ID	External Description	status	Last Error		Last Operation	Last Attempt
0	6 D		Payment	<u>B2B23R1</u>		Prepayment, 004530	<u>423:743934233</u>	423	Processed			Inserted in ERP	11/21/2023
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Sales Orders	0 D		Sales Order	82823R1		<u>SO_S0007645</u>			Failed	Customer C000000287 i	s not synchroni	Failed to Save Externally	11/21/2023
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Tel Channewovisor	0 D		Sales Order	B2B23R1			421	421	Failed	After parsing a value an	unexpected ch	Failed to Save in ERP	11/14/2023
Durchases	0 D		Gustomer	B2B23R1		C000000266, Malvika	1501	malvika@test.com	Processed			Conflict Resolved by	11/9/2023 1
r rendrades	0 D		Customer	82823R1		C00000265_Lucky			Prepared			Modified in ERP	11/9/2023 1
	0 D		Customer	B2B23R1		C000000264, Daniel			Prepared			Modified in ERP	11/9/2023 1
	6 D		Customer	B2B23R1		C00000263, PRADEEP			Prepared			Modified in ERP	11/9/2023 1
Dashboards	0 D		Customer	82823R1		C000000262, Manasa			Prepared			Modified in ERP	11/9/2023 1
	0 0		Customer	82823R1		C000000261, Dinesh			Prepared			Modified in ERP	11/9/2023 1
Commerce Connec	0 0		Customer	82823R1		C00000200_Manasa			Prepared			Modified in ERP	11/9/2023 1
	00		Customer	82823R1			1500	lucky@test.com	Prepared			Modified Externally	11/9/2023 1
Commerce	0		Customer	8282381			1497	rama@test.com	Prepared			Modified Externally	11/9/2023 1
	U	0	Customer	82823R1			1495	danielk@test.com	Prepared			Modified Externally	11/9/2023 1
Kensium License	00		Customer	8282381			1490	anesngkensium.com	Prepared			Modified Externally	11/9/2023 1
			Customer	8282381			1492	manasak@test.com	Prepared			Modified Externally	11/9/2023 1
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The Payment is now synced

