
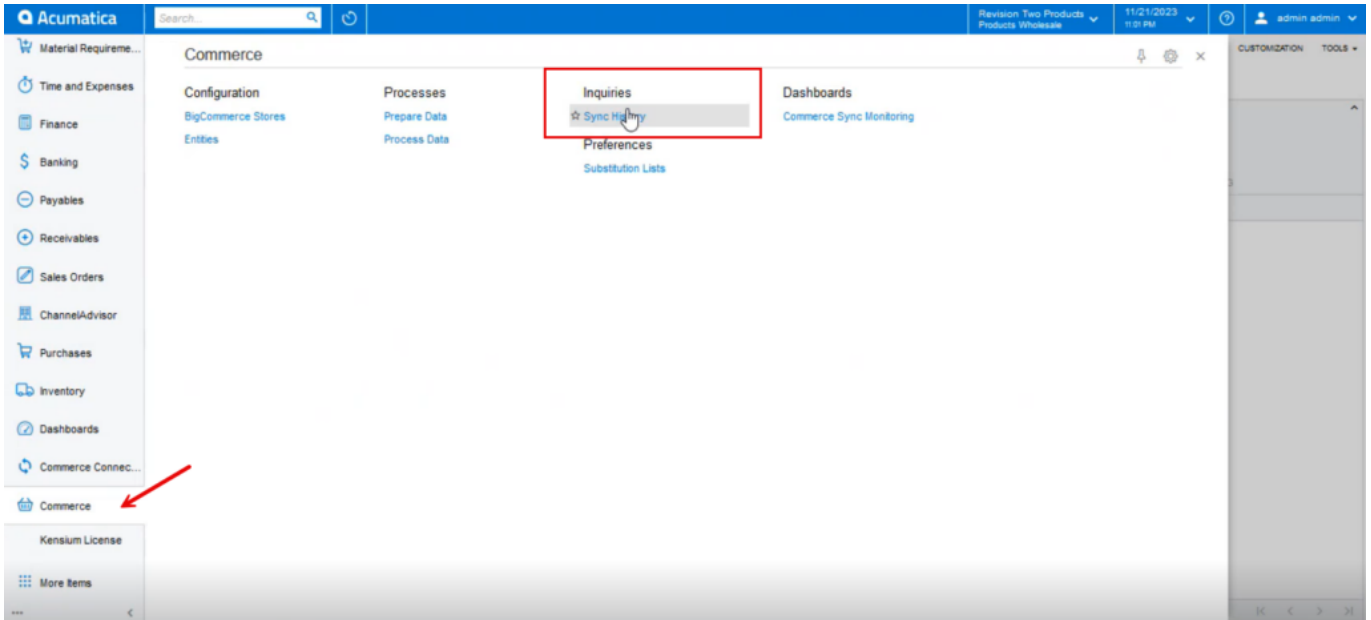


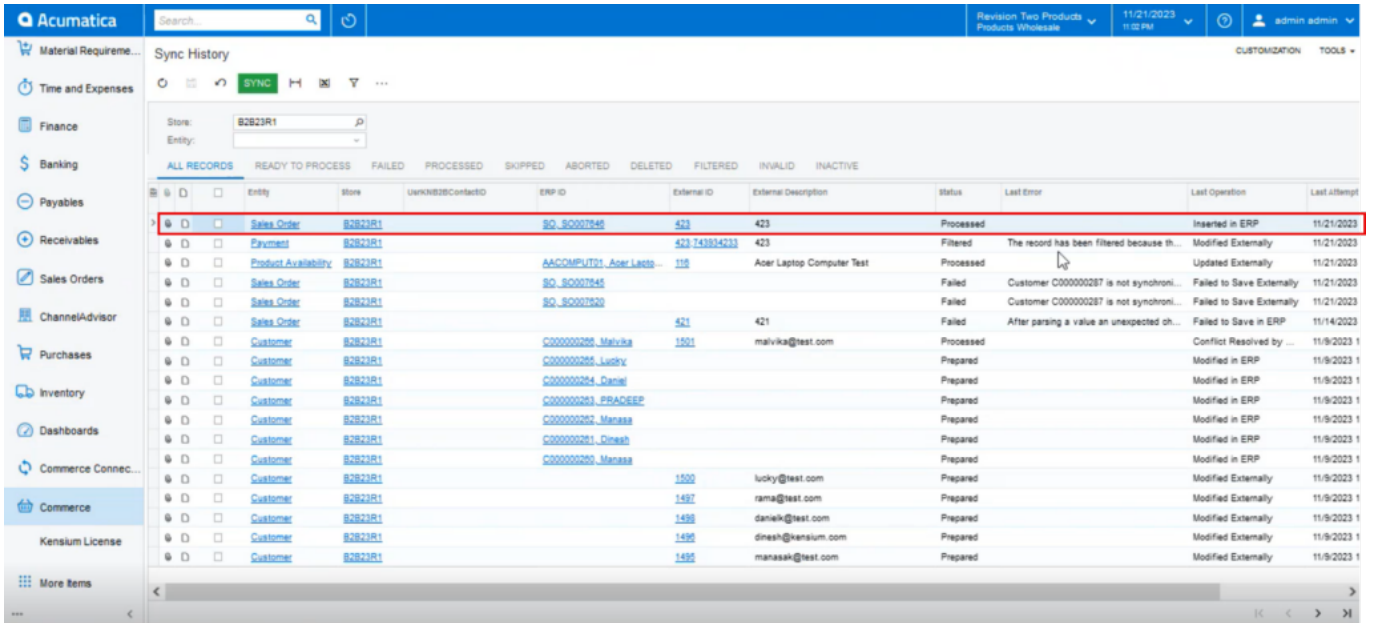
Syncing the Order in Acumatica

 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 Sync History

Store: B2B23R1

Entity: [Dropdown]

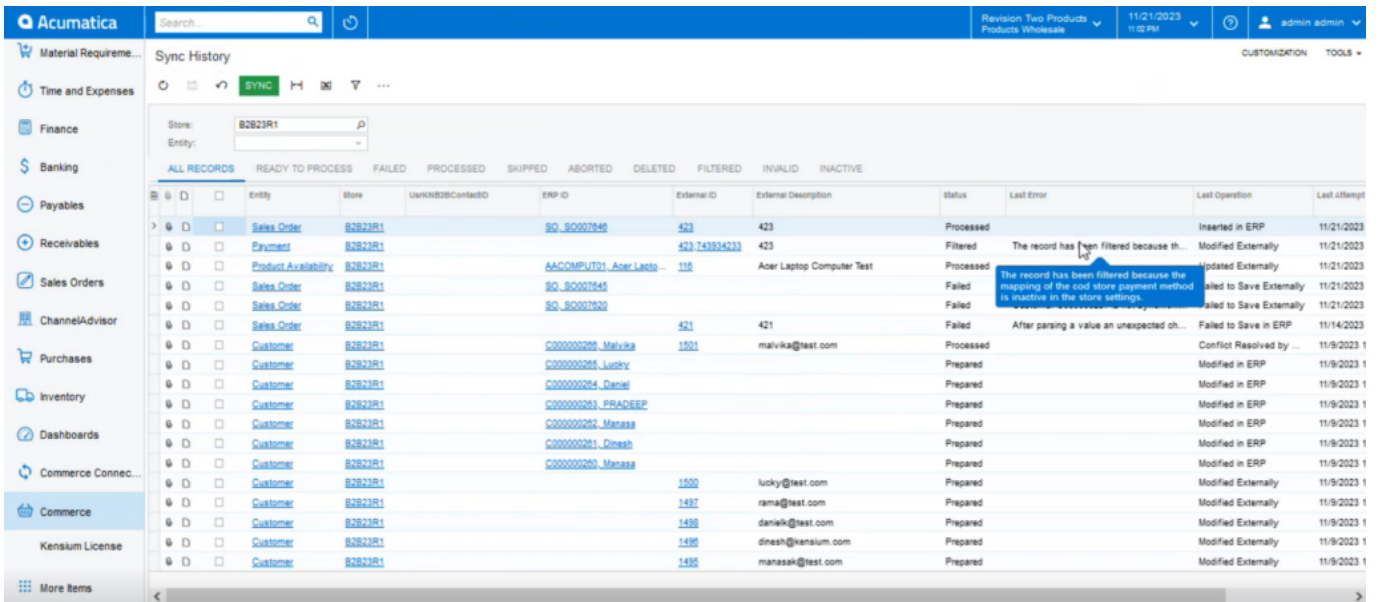
ALL RECORDS | READY TO PROCESS | FAILED | PROCESSED | SKIPPED | ABORTED | DELETED | FILTERED | INVALID | INACTIVE

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 Lapt...		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.



Acumatica Sync History

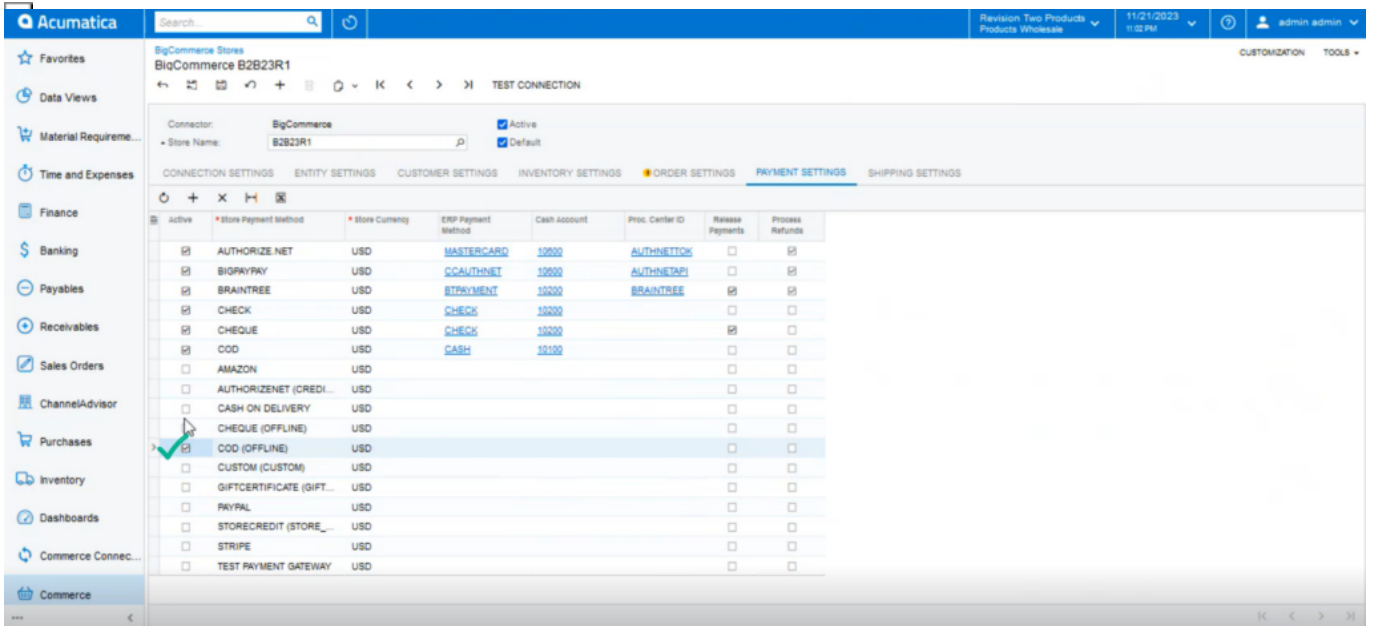
Store: B2B23R1

Entity: [Dropdown]

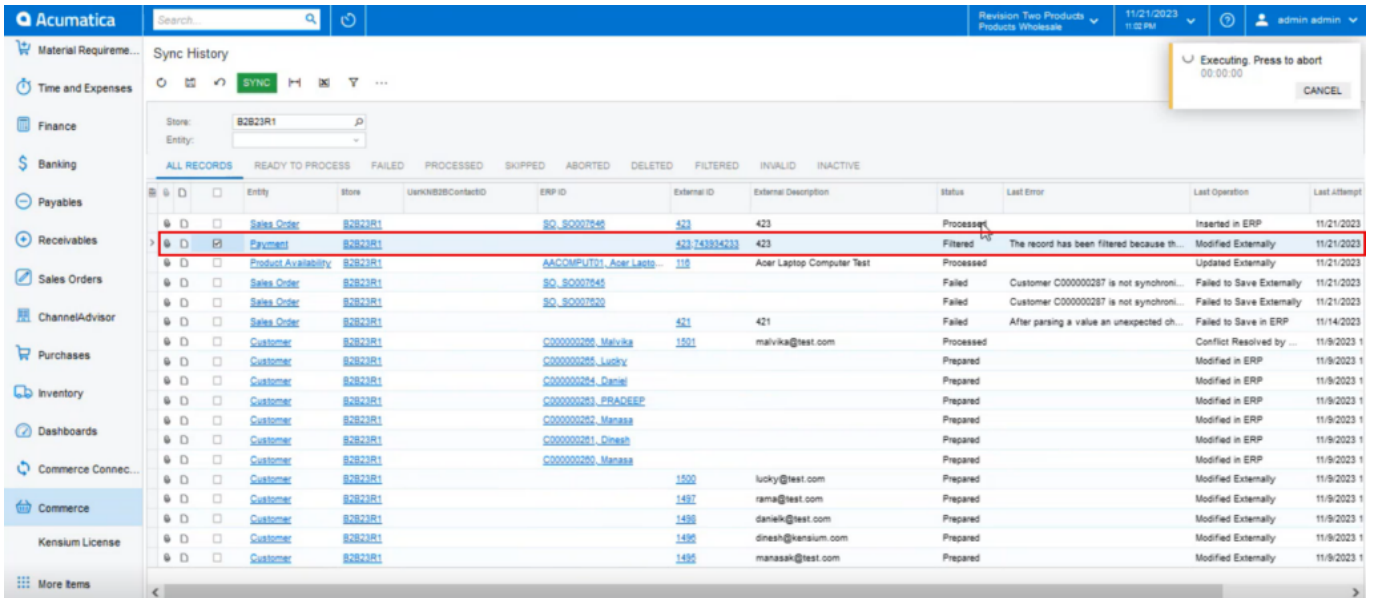
ALL RECORDS | READY TO PROCESS | FAILED | PROCESSED | SKIPPED | ABORTED | DELETED | FILTERED | INVALID | INACTIVE

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 Lapt...		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		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.



After making this payment option you must sync the payment.



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

		Entity	Store	LinkName>ContactID	ERP ID	External ID	External Description	Status	Last Error	Last Operation	Last attempt
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Payment	B2B23R1		Payment_304530	523-24382423	423	Processed		Inserted in ERP	11/21/2023
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sales Order	B2B23R1		SO_30007946	423	423	Processed		Inserted in ERP	11/21/2023
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Product Availability	B2B23R1		AACOMP1701_Acer Laps...	118	Acer Laptop Computer Test	Processed		Updated Externally	11/21/2023
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sales Order	B2B23R1		SO_30007945			Failed	Customer C000000287 is not synchron...	Failed to Save Externally	11/21/2023
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Sales Order	B2B23R1		SO_30007920			Failed	Customer C000000287 is not synchron...	Failed to Save Externally	11/21/2023
<input checked="" type="checkbox"/>	<input 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"/>	<input type="checkbox"/>	Customer	B2B23R1		C000000268_Malvika	1501	malvika@test.com	Processed		Conflict Resolved by ...	11/9/2023 1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer	B2B23R1		C000000265_Lucky			Prepared		Modified in ERP	11/9/2023 1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer	B2B23R1		C000000264_Daniel			Prepared		Modified in ERP	11/9/2023 1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer	B2B23R1		C000000263_PRADEEP			Prepared		Modified in ERP	11/9/2023 1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer	B2B23R1		C000000262_Manasa			Prepared		Modified in ERP	11/9/2023 1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer	B2B23R1		C000000261_Dinesh			Prepared		Modified in ERP	11/9/2023 1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer	B2B23R1		C000000260_Manasa			Prepared		Modified in ERP	11/9/2023 1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer	B2B23R1			1500	lucky@test.com	Prepared		Modified Externally	11/9/2023 1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer	B2B23R1			1497	rama@test.com	Prepared		Modified Externally	11/9/2023 1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer	B2B23R1			1498	daniel@test.com	Prepared		Modified Externally	11/9/2023 1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer	B2B23R1			1496	dinesh@kensium.com	Prepared		Modified Externally	11/9/2023 1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customer	B2B23R1			1495	manasa@test.com	Prepared		Modified Externally	11/9/2023 1

The Payment is now synced