

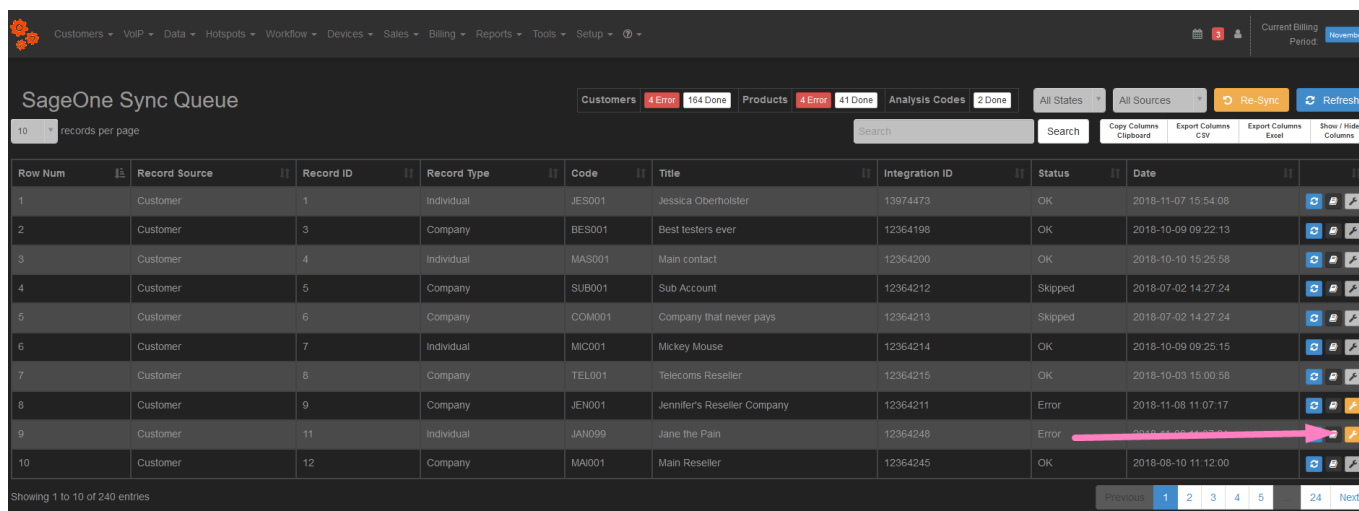
When attempting to sync your Sage One data with HeroTill, a few issues may arise due to the following scenarios:

- A customer already exists in Sage One when trying to sync the customer from HeroTill.
- Syncing a customer with an invalid email address format.
- Existing Sage One Integration ID is different to the HeroTill Integration ID.
- A very rare case, where the same Customer code exists as duplicates.

These issues will prevent the sync from taking place and an error message/log will be visible.

HeroTill has now improved the Sage One Sync Queue, to include automatic fixes and proposed solutions for common errors.

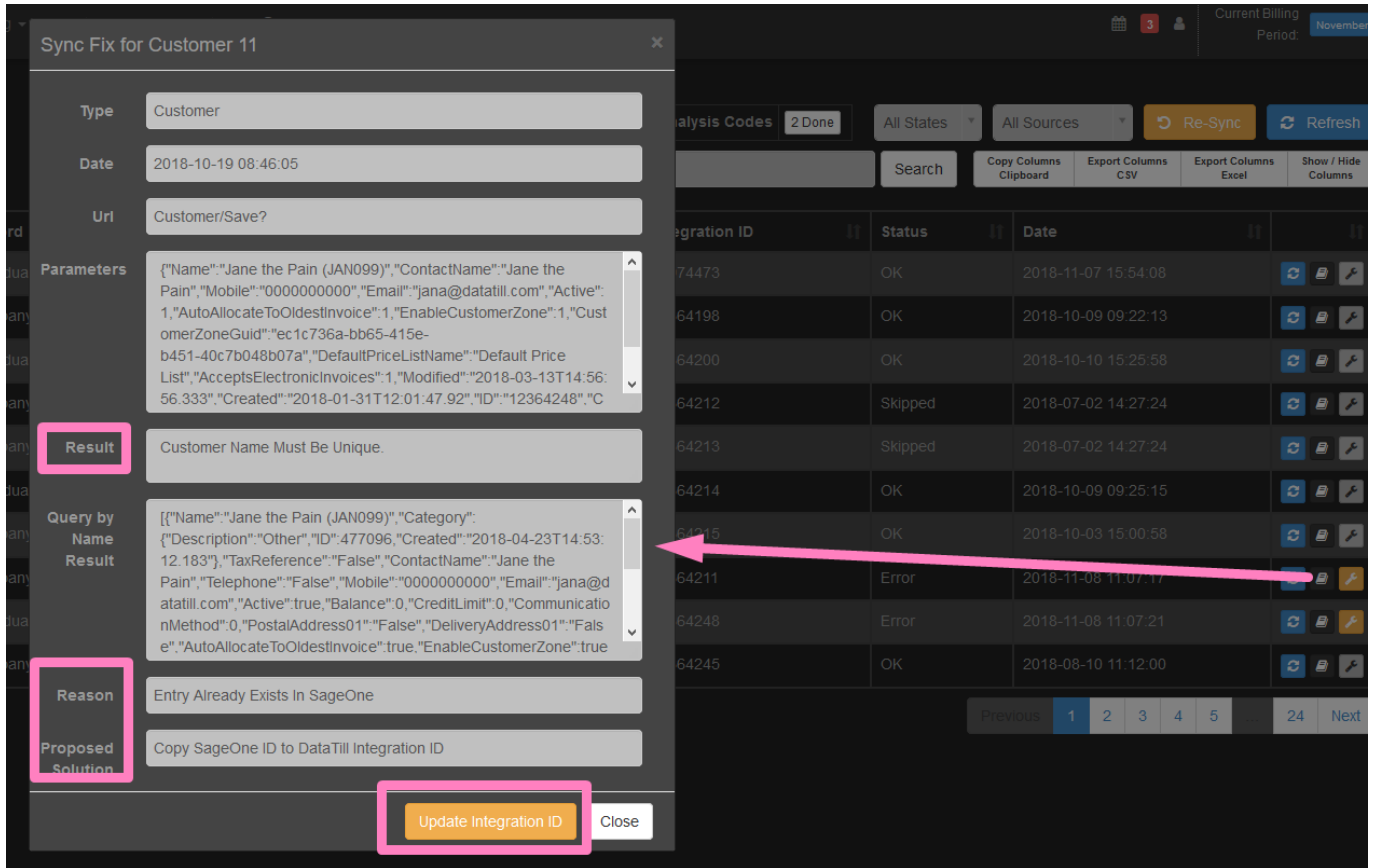
In the example below, you will see records that were not successfully synced now have a new orange tool icon next to them.



Row Num	Record Source	Record ID	Record Type	Code	Title	Integration ID	Status	Date	Tools
1	Customer	1	Individual	JES001	Jessica Oberholster	13974473	OK	2018-11-07 15:54:08	[Icons]
2	Customer	3	Company	BES001	Best testers ever	12364198	OK	2018-10-09 09:22:13	[Icons]
3	Customer	4	Individual	MAS001	Main contact	12364200	OK	2018-10-10 15:25:58	[Icons]
4	Customer	5	Company	SUB001	Sub Account	12364212	Skipped	2018-07-02 14:27:24	[Icons]
5	Customer	6	Company	COM001	Company that never pays	12364213	Skipped	2018-07-02 14:27:24	[Icons]
6	Customer	7	Individual	MIC001	Mickey Mouse	12364214	OK	2018-10-09 09:25:15	[Icons]
7	Customer	8	Company	TEL001	Telecoms Reseller	12364215	OK	2018-10-03 15:00:58	[Icons]
8	Customer	9	Company	JEN001	Jennifer's Reseller Company	12364211	Error	2018-11-08 11:07:17	[Icons]
9	Customer	11	Individual	JAN099	Jane the Pain	12364248	Error	2018-11-08 11:07:17	[Icons]
10	Customer	12	Company	MAI001	Main Reseller	12364245	OK	2018-08-10 11:12:00	[Icons]

Once the user clicks on the icon, the popup displayed will provide the following information:

- Result
- Reason
- Proposed Solution
- The automatic fix button will display in orange.



The screenshot displays the Sage One Sync tool interface. A modal dialog titled "Sync Fix for Customer 11" is open, showing details for a customer named "Jane the Pain (JAN099)". The dialog includes fields for Type, Date, and Url, along with a Parameters section containing a JSON object. The Result section shows the error "Customer Name Must Be Unique." The Reason section shows "Entry Already Exists In SageOne". The Proposed Solution section shows "Copy SageOne ID to DataTill Integration ID". An "Update Integration ID" button is highlighted.

The background shows a table of integration records with columns: Integration ID, Status, and Date. The table lists several records, including one with ID 64211 and Status "Error". A pink arrow points from the "Update Integration ID" button in the dialog to the "Error" status in the table.

Integration ID	Status	Date
74473	OK	2018-11-07 15:54:08
64198	OK	2018-10-09 09:22:13
64200	OK	2018-10-10 15:25:58
64212	Skipped	2018-07-02 14:27:24
64213	Skipped	2018-07-02 14:27:24
64214	OK	2018-10-09 09:25:15
64215	OK	2018-10-03 15:00:58
64211	Error	2018-11-08 11:07:17
64248	Error	2018-11-08 11:07:21
64245	OK	2018-08-10 11:12:00

If no automatic fix button is available then a proposed solution is given.

Sync Fix for Customer 82

Type

Customer

Date

2018-11-08 12:05:21

Url

Customer/Save?

Parameters

{ "Name": "Ron BUrgendy (RON001)", "Category":
{ "Description": "New group for suspension
testing", "ID": "472802", "Created": "2018-11-08", "ContactName": "R
on
BUrgendy", "Mobile": "0727117572", "Email": "shoneese@datatil.com
", "Active": 1, "DeliveryAddress01": "Unnamed
Road", "DeliveryAddress02": "test", "DeliveryAddress03": "test", "Deli

Result

Customer Name Must Be Unique.

Query by
Name
Result

[{ "Name": "Ron BUrgendy (RON001)", "Category":
{ "Description": "New group for suspension
testing", "ID": "472802", "Created": "2018-04-11T13:27:45.783", "Cont
actName": "Ron
BUrgendy", "Telephone": "False", "Mobile": "0727117572", "Email": "sh
oneese@datatil.com", "Active": true, "Balance": 1318.37, "CreditLimit"
: 0, "CommunicationMethod": 0, "PostalAddress01": "False", "Delivery

Reason

Multiple similar entries found

Proposed
Solution

Automated fix unavailable. Find relevant entry & change field manually

Close