

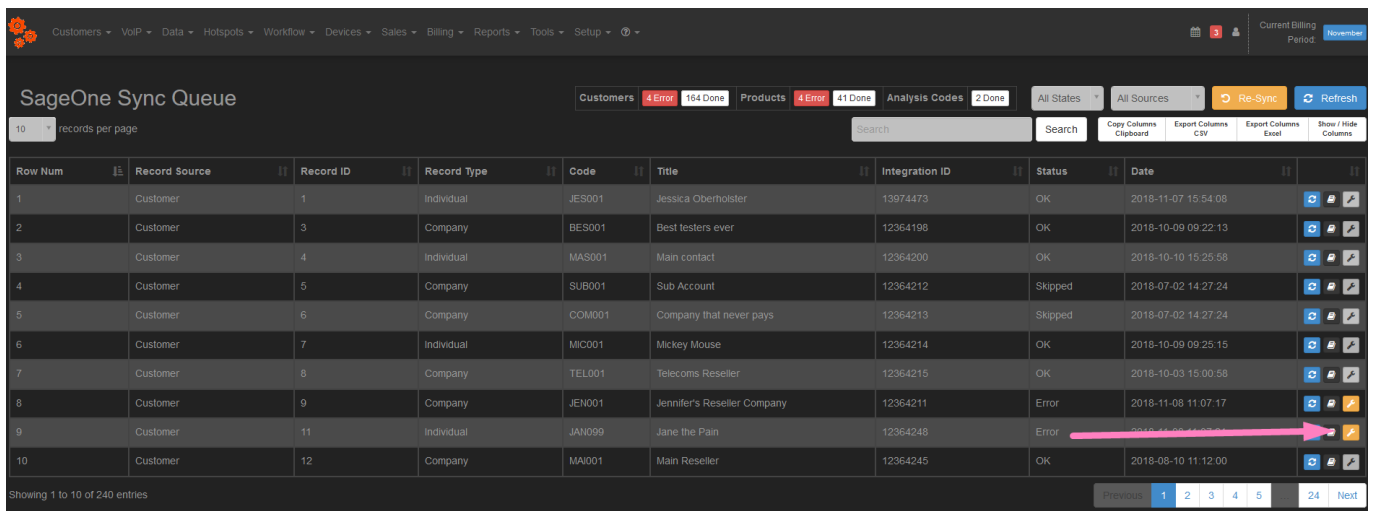
When attempting to sync your Sage One data with HeroTill, a few issues may arise due to the following scenarios:

- 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.

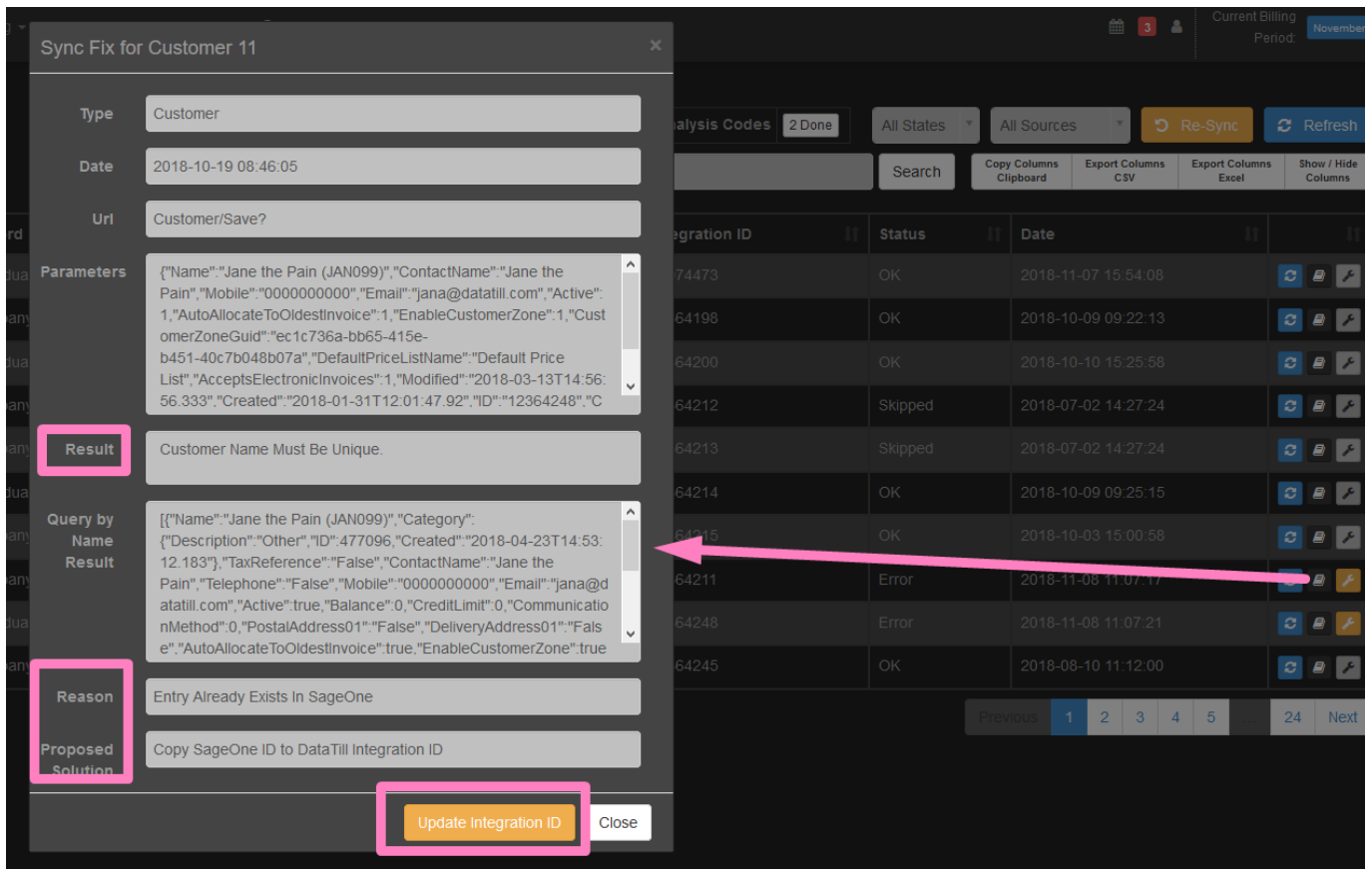


The screenshot shows the SageOne Sync Queue interface. At the top, there are navigation tabs for Customers (4 Error, 164 Done), Products (4 Error, 41 Done), and Analysis Codes (2 Done). Below the tabs is a search bar and several utility buttons like Copy Columns, Export Columns, and Re-Sync. The main table has columns for Row Num, Record Source, Record ID, Record Type, Code, Title, Integration ID, Status, and Date. Row 9 is highlighted, showing a record with Status 'Error' and an orange tool icon next to it. A pink arrow points to this icon.

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

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.



Sync Fix for Customer 11

Type: Customer

Date: 2018-10-19 08:46:05

Url: Customer/Save?

Parameters: `{ "Name": "Jane the Pain (JAN099)", "ContactName": "Jane the Pain", "Mobile": "0000000000", "Email": "jana@datatill.com", "Active": 1, "AutoAllocateToOldestInvoice": 1, "EnableCustomerZone": 1, "CustomerZoneGuid": "ec1c736a-bb65-415e-b451-40c7b048b07a", "DefaultPriceListName": "Default Price List", "AcceptsElectronicInvoices": 1, "Modified": "2018-03-13T14:56:56.333", "Created": "2018-01-31T12:01:47.92", "ID": "12364248", "C`

Result: Customer Name Must Be Unique.

Query by Name: `[{"Name": "Jane the Pain (JAN099)", "Category": {"Description": "Other", "ID": 477096, "Created": "2018-04-23T14:53:12.183"}, "TaxReference": "False", "ContactName": "Jane the Pain", "Telephone": "False", "Mobile": "0000000000", "Email": "jana@datatill.com", "Active": true, "Balance": 0, "CreditLimit": 0, "CommunicationMethod": 0, "PostalAddress01": "False", "DeliveryAddress01": "False", "AutoAllocateToOldestInvoice": true, "EnableCustomerZone": true`

Reason: Entry Already Exists In SageOne

Proposed Solution: Copy SageOne ID to DataTill Integration ID

Update Integration ID Close

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": "Ron BUrgendy", "Mobile": "0727117572", "Email": "shoneese@datatil.com", "Active": 1, "DeliveryAddress01": "Unnamed Road", "DeliveryAddress02": "test", "DeliveryAddress03": "test", "Dell`

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"}, "ContactName": "Ron BUrgendy", "Telephone": "False", "Mobile": "0727117572", "Email": "shoneese@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