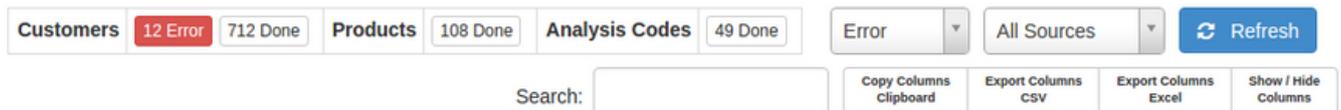


Here are some troubleshooting steps for Sage One Accounting Customers not syncing with HeroTill:

Click on Billing / Sage One Data / List of Customers



Sage One Syncing

Click “Error” in the drop down or click on the red Error box (which has the number of errors) Try manually syncing by pressing the blue sync button.

The most common cause for not syncing are normally duplicate entries, i.e. customer with the same name already exists in Sage One Accounting, and you are trying to create a new item which causes a duplicate.

The solution is one of two options:

1. Make the new HeroTill customer sync to the existing Sage One Accounting customer. Do this by editing the HeroTill Customer and changing the SageOne sync id to match that of the existing SageOne Accounting customer.
2. Rename the HeroTill customer name so that it can sync.

To see a list of existing Sage One Accounting customers and their SageOne ID’s, go to Billing, SageOne Data, List of Customers.

Or go to: http://yourdomain/accounting/sage_customers

Pull a list of all the Sage One Accounting customers by clicking on the “Fetch Customers” button.

Scan the list to find the one you are looking for.

In this case you will see customer XXX001 already exists in Sage with ID xxxxx but no matching HeroTill ID, so you can use option 1 and edit the HeroTill customer to use that Sage ID.