

Accounting Sync Queue

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The **Sync Queue** holds *Pending Syncs Requests (PSR)* which are a reference to records that will be synchronized. You can filter and sort the Sync Queue like any other **list** in Order Time. When a new Sync Job is created, the records in the Sync Queue will be added to that **Sync Job** and at that point they are locked.

If the PSR fails to synchronize, it will be re-added to the sync queue.

Entities that are created or updated in Order Time will be added to the sync queue. During the next synchronization, the changes made in Order Time will be reflected in your accounting system.

Entities deleted in Order Time will also be added to the sync queue and will either be deleted, or made inactive, in your accounting system.

If you delete an Entity from the sync queue, it will not reflect in your accounting system and may overwrite the changes made in Order Time upon the next synchronization. You can also delete an Entity from the Sync Queue by creating a Proxy.

If an Entity that was created in Order Time but is also in your accounting system **with the exact same name**, then the synchronization will fail. In this case you should either rename the entity in Order Time or delete the PSR and make a small edit to the Entity in the accounting system which would force an update to Order Time.

Transactions are added to the sync queue when they reach a certain status. The status depends on the transaction type.

You can delete the PSR by **undoing a synchronization** on each transaction or by deleting the PSR from the Sync Queue before it synchronizes. Doing so will re-open the transaction in Order Time and delete the transaction in the accounting system. This will delete the transaction in the accounting system. By changing the status back, it will re-add it to your accounting system.

Let's say you manually adjusted a transaction in the accounting system, and you neither want to delete what you adjusted, and you do not want to re-add the transaction. In other words, you want to keep the transaction in Order Time without affecting accounting. Here is what you do;

Scenario 1 - Already synced with accounting.

- Open the Transaction
- Click the *Accounting Integration* icon (on top of the summary)
- Click *Undo Sync*. You will notice the Status will revert back the default for the transaction (e.g. Ship Doc will go back to *Processing*)
- Click the *Accounting Integration* icon
- Click *Prevent Sync*
- Change the Status to Closed
- Navigate to the Sync Queue and delete the transaction so as not to delete it from the

accounting system

Scenario 2 - Not yet synced with accounting.

- Open the Transaction
- Click the *Accounting Integration* icon (on top of the summary)
- Click Delete from Sync Queue. You will notice the Status will revert back the default for the transaction (e.g. Ship Doc will go back to *Processing*)
- Click the *Accounting Integration* icon
- Click *Prevent Sync*
- Change the Status to Closed



You **cannot** reverse a Pending Sync Request that is "*To Be Deleted*". You would have to re-create the record in Order Time. You also **cannot** undo a sync for a Payment transaction. The payment can be deleted however, if it has not been processed by a gateway.

Transactions will not synchronize until they are **fully recorded**.