KENSIUM

Limitations

Acumatica - Magento Connector

Connector Version: 2.2
Supported Acumatica Version: 6.0
Supported Magento Versions: CE 2.1.X and EE 2.1.X

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Purpose
In an effort to improve customer service and provide better understanding of the Connector, Kensium Solutions would like to provide the following list of assumptions. This is not a complete list of all existing assumptions, but is intended to help and guide the determination of Connector's suitability to a client's requirements

General
- Sync speed and volume of the data handled is dependent on infrastructure (Processing capacity and Network)
- The purpose of Acumatica Magento connector is to sync operational data and not for large data transfer (e.g. legacy imports). Kensium Solutions can provide these services separately.
- Acumatica-Magento Connector supports single warehouse for each store (since Magento only supports a single warehouse).

Customer Sync
- Deletion of Customer Address is not synced. In other words, if Customer Address is deleted from Magento, it has to be manually deleted from Acumatica and vice-versa.
- Deletion of Customer Group/price class is not supported by Connector.
- Customers without an email address in Acumatica will not be synced to Magento.

Stock Item Classes Sync
- Magento Product Attributes and Stock Item Classes should only be created in Acumatica. Kensium Solutions provides ecommerce package for Acumatica that includes some basic fields as default attributes.
- Deletion of Attribute Values in one system will not get deleted in other system automatically, as those values may have been used by existing products/customers.

Product Sync
- Product deletion is not synced. In other words, if product is deleted from Magento, it has to be manually deleted from Acumatica and vice-versa.
- By default, Magento doesn't provide any rules for Bundled Product. This requires an extension and customization.

Product Attribute Sync
- Attribute ID and Attribute description should be same.
- Attribute Value and Attribute description should be same.
- If any Attribute is modified or deleted in Acumatica then that value should be deleted manually in Magento, if not old value remains in Magento
- For Configurable Products, Configurable Attributes should be Combo (Not Multi Select).

Tax Sync
- Tax Classes/Rules will not be synced from Magento to Acumatica
- Taxes are being calculated independently in Magento and Acumatica (once order is pushed).
- Tax Settings should be setup to mimic each other.
- Discrepancy may exist in order totals due to Tax calculation differences between Magento and Acumatica.

Shipping Methods Sync
- Shipping method configurations will not be synced from Magento to Acumatica. Only the shipping code on an order will be pushed from Magento into Acumatica.
- Both Magento and Acumatica must have same carrier (e.g. FedEx, UPS) account details
- Connector passed freight costs in Premium Freight field, and disables Freight calculations in Acumatica to avoid freight discrepancy by passing WEBORDER option in the shipping terms for Magento orders

Order Sync
- Order Hold, Order Void, and Order Cancellation are not synced from Acumatica to Magento
- Current version of Acumatica-Magento Connector does not support return management (requires customization)
- Order Edits are not supported by default. (requires customization)
- Deleting an order in Acumatica will not remove the order from Magento or vice-versa