



K E N S I U M

Acumatica-Magento Connector V3

Limitations



Purpose

In order to provide the best possible customer experience and a better understanding of the connector, Kensium provides this list of limitations. This list is not complete with all existing assumptions, but is intended to help and guide those who are determining if the Acumatica-Magento Connector is suitable for their needs.

General

- Sync speed, while configured for real time, is dependent on infrastructure, such as processing capacity, network, and server load.
- The Acumatica-Magento connector can sync operational data and is not available for legacy imports or large data transfers. Contact sales@kensium.com to learn more about legacy import services.

Customer Sync

- Customers without an email address will not sync to Acumatica.

Stock Item and Item Classes

- Magento Product Attributes must be created in Magento and then mapped to Acumatica Product Attributes. Magento Product Attributes can be created using existing Acumatica Attributes, but only if the Acumatica Attribute exists within an item class that has been enabled for Magento Sync and if the attribute has been enabled for sync.
- Deletion of product attributes and item classes (attribute sets) must be handled by a user in both systems.
- Metadata syncs must be established by the user using Acumatica's automation scheduler functionality.

Product Syncs

- If using CommercePro's Quick Kits feature, a user must establish a Kit Quantity Sync in Acumatica using Acumatica's automations scheduler functionality.

Product Attribute Sync

- Acumatica Attributes sync contingent on a user enabling them for sync in Schema Management.
- Combo and multi select attribute changes or deletions must be handled via Metadata sync.

Payment Methods

- Gift card and rewards functionality is not supported by the connector at this time but can be handled using a customization.

Shipping Methods Sync

- Shipping methods and shipment details will sync only from Acumatica to Magento.

Order Sync

- At this time, the connector does not handle RMAs or returns. All returns must be handled in Acumatica.
- Order statuses can be mapped in Magento to reflect order statuses in Acumatica. The order status in Acumatica must be entered exactly as it appears in order to maintain continuity.