After uStores orders are fulfilled and uPay payments are processed, Marketplace transfers transaction data to the general ledger system (via TouchNet Connect software). General ledger exceptions occur when data (such as an accounting code) is incorrect or missing, or when data failed to transfer.

**Important!** A general ledger exception does not mean a fulfillment has failed. It means data could not be transferred to the general ledger system after the transaction was processed.

Fix the error:-

1. In the left navigation menu, select Marketplace Home > Marketplace Report > Stores or uPay Sites > GL Exceptions (  )
2. Review orders where exceptions occurred
3. Select “Re–submit” to process and transfer the data to the general ledger system

(Remarks: Only store manager and merchant manager of the store can fix the error)