Florida Atlantic University
Touchnet Marketplace
Fix GL exception error

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

Order Id ▲	Fulfillment Date ⬍	Type ⬍	Id ⬍	Site Name ⬍	Partner Name ⬍	Message(s) ⬍	Action ⬍
272775	01/14/2013 03:52:09 PM CST	uStores	26	Broward Career Development Center		Error - Credit detail code is inactive: 4399 Being Processed	View
521536	07/10/2015 06:58:46 AM CDT	uPay	33	Student Housing		Error -1300 - An IOException occurred on trx 20587 (insert_misc_trx) : The target server failed to r	View
523707	07/20/2015 10:29:43 AM CDT	uPay	38	Business Services		Error -1300 - An IOException occurred on trx 20587 (insert_misc_trx) : The target server failed to r	View
524666	07/23/2015 06:41:57 PM CDT	uPay	38	Business Services		Error -1300 - An IOException occurred on trx 20587 (insert_misc_trx) : The target server failed to r	View
526577	07/31/2015 02:52:35 PM CDT	uPay	5	LLS_Online_Registration		Error -1300 - An IOException occurred on trx 20587 (insert_misc_trx) : The target server failed to r	View
528745	08/05/2015 01:36:38 PM CDT	uPay	5	LLS_Online_Registration		Error -1300 - An IOException occurred on trx 20587 (insert_misc_trx) : The target server failed to r	View

Show 10 ▼ entries   Search:

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