Recover from Partial Offline POS Synchronization

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Overview

This guide will help you recover a sync run where some offline sales, credit notes, quotations, or temporary sales succeeded and others failed.

If this issue is stopping your work, do not worry. Follow the steps one at a time, and check the result before trying again.

The partial batch is reconciled without intentionally duplicating successful records.

Who can do this

You need access to Offline sync plus all affected central transaction inquiry/correction rights.

Before you start

Preserve offline data and logs; record pending/success/error counts and references for every transaction family.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Sync Offline POS Data plus Sale, return/credit, Quotation, and Temporary Sale inquiries.

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Step 1: Stop automatic retries while classifying outcomes

Step 2: Match every offline reference to central records

Step 3: Mark confirmed successes and exclude them from retry

Step 4: Investigate failed sales, credit notes, quotations, and temporary sales separately

Step 5: Correct deterministic master, stock, permission, or validation errors

Step 6: Retry one confirmed failure and reconcile it

Step 7: Resume remaining failures and then automatic sync

Check your work

Local pending plus central success plus documented rejected totals equal the original control population by family.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- A final completion message does not erase earlier family-specific errors.
- Never clear local offline data until all references compare and confirm.

Related guides

- Configure Offline POS Synchronization
- Monitor Automatic Offline POS Synchronization
- Retry a Partially Successful Integration Safely

What to do next

> **Configure Offline POS Synchronization**.

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