Open API: Technical Start Guide

How to authenticate Syncore API?

For request authentication, the Syncore API uses an API key. By going to Settings > API on the Syncore platform, you may access and manage your API key. The HTTP header is used for API authentication. You are not required to supply a password. The requests for APIs must always be sent over HTTPS. Calls through insecure HTTP will be dropped. Requests to APIs without authentication will also be rejected.

For complete details on how to:

- generate API keys, go to API Keys.
- manage Read and Write permissions, go to API – Read/Write Permissions.

Technical Documentation

Please refer to:

- Syncore API for complete technical documentation.
- Syncore API v1 to go directly to version 1.
- Syncore API v2 to go directly to version 2.

Syncore's Open API: Two Versions

There are two versions of Syncore's Open API. Version 1 (v1) only supports Read operations and limited searches while version 2 (v2) supports both Read and Write — with more endpoints and fields — for key areas in the Syncore platform.

NOTES for Search Results for both Job and Contact data:

i. Each request will count as one hit (API Key).
ii. Maximum of 10 results per page.
iii. Results will be ordered by Job number.
iv. Only Jobs created in the past 13 months will be accessible via this API.

Overview of API Operations in v1

In version 1 of Syncore's Open API, you can perform the following search requests for Job/Orders and Contact data.

1. **Search for Jobs/Orders using the following criteria:**

   - Created Date
   - Client Group ID
   - Job Status.

2. **Search for Contacts using the following criteria:**
   - Created Date
   - Client Group ID
   - Email Address
   - State
   - Client or Prospect.

Overview of API Operations in v2

Before going into API documentation, read this overview on the following operations that you can do with Syncore's Open API v2:

- Contacts: Dropship and Store/Program
- Jobs: Dropship and Store/Program
- Sales Orders (SOs)
- Purchase Orders (POs)
- Line Items
- Payments.

Using API endpoints, you can:

- Search [GET]
- Create [POST]
- Edit/update [PUT].

WARNING: Open API v2 is still under development and subject to change. Expect changes to the documentation prior to final version being released.

CONTACTS

What operations can be performed on Contacts?

Anyone who has ever made an Order with your business is a Contact in Syncore. Every Order or Job in Syncore is made for a Contact. The following operations can be performed for Contacts in Syncore using the API.

1   Search Contacts

1.1   Search All Contacts

Endpoint: Search Contacts [GET]

This endpoint is used to search for all types of store/program and dropship Contacts in Syncore. These include Client and Prospects. The endpoint also gives the ability to search Contacts for a particular client group or store/program. The API response will return all the Contacts from Syncore that match the parameter values provided by the User.

1.2   Search Specific Contact by ID

Endpoint: Search Contact by ID [GET]

This endpoint is used to search for a particular Contact with the unique Contact ID.

2   Dropship Contacts: Create and Edit

2.1   Create a Dropship Contact

Endpoint: Create Contact [POST]

This endpoint is used to create a dropship Contact in Syncore. The User provides data/values for the required fields via the API call to create a dropship Contact in Syncore. If successful, the API response will return the Contact ID and location URL of the newly created dropship Contact.

2.2   Edit/Update a Dropship Contact

Endpoint: Update Contact [PUT]

An existing dropship Contact in Syncore is edited/updated using this endpoint via the API. The User must provide the unique Contact ID of the Contact they want to edit/update. After successfully updating the Contact, the API response will return the Contact ID and location URL of the updated dropship Contact.

3   Store/Program Contacts: Create and Edit

3.1   Create a Store/Program Contact

Endpoint: Create Store Contact [POST]

This endpoint is used to create a store/program Contact in Syncore. The User provides data/values for required fields via the API call to create a store/program Contact in Syncore. If successful, the API response will return the Contact ID and location URL of the newly created store/program Contact.

3.2   Edit/Update a Store/Program Contact

Endpoint: Update Store Contact [PUT]

An existing store/program Contact in Syncore is edited/updated using this endpoint via the API. The User must provide the unique Contact ID of the Contact they want to edit/update. After successfully updating the Contact, the API response will return the Contact ID and location URL of the updated store/program Contact.

JOBS

What operations can be performed on Jobs?

To create an Order for your Client, you use Jobs in Syncore. All the information (including costs and sales) pertaining to the Order will be contained in the Job. The following operations can be performed on Jobs in Syncore via the API.

1   Search Jobs

1.1   Search All Jobs

Endpoint: Search Jobs [GET]

This endpoint is used to search for dropship or store/program Jobs in Syncore via the API. There are various parameters or search criteria using which the Users can search for Jobs in Syncore. The API response will return all the Jobs from Syncore that match the parameter or search criteria values provided by the User.

1.2   Search Specific Job by ID

Endpoint: Get Job by ID [GET]

This endpoint is used to search for a particular Job with a unique Job ID.

2   Dropship Jobs: Create and Edit

2.1   Create a Dropship Job

Endpoint: Create Job [POST]

This endpoint is used to create a dropship Job in Syncore. The User provides data/values for required fields via the API call to create a dropship Job in Syncore. If successful, the API response will return the Job ID and location URL of the newly created dropship Job.

2.2   Edit/Update a Dropship Job

Endpoint: Update Job [PUT]

An existing dropship Job in Syncore can be edited/updated using this endpoint via the API. The User must provide the unique Job ID of the Job they want to edit/update. The User can then edit the details of the Job, including changing the status of the Job. After successfully updating the Job, the API response will return the Job ID and location URL of the updated dropship Job.

3   Store/Program Jobs: Create and Edit

3.1   Create a Store/Program Job

Endpoint: Create Store Job [POST]

This endpoint is used to create a store/program Job in Syncore. The User provides data/values for required fields via the API call to create a store/program Job in Syncore. If successful, the API response will return the Job ID and location URL of the newly created store/program Job.

3.2   Edit/Update a Store/Program Job

Endpoint: Update Store Job [PUT]

An existing store/ program Job in Syncore can be edited/updated using this endpoint via the API. The User must provide the unique Job ID of the Job they want to edit/update. The User can then edit the details of the Job, including changing the status of the Job. After successfully updating the Job, the API response will return the Job ID and location URL of the updated store/program Job.

SALES ORDERS (SOs)

What operations can be performed on Sales Orders?

A Sales Order is associated with a Job. It includes all the information the client needs to know about their Order, such as the details of the product, decoration information, shipping address, etc. The following operations can be performed on the Sales Orders for a Job in Syncore via the API.

1   Search Sales Orders

1.1   Search Sales Orders for a Job

Endpoint: Search Sales Orders for a Job [GET]

This endpoint is used to search for Sales Orders for a specific Job in Syncore via the API. The User must provide the Job ID for the Sales Order(s). The API response will return all the Sales Orders associated with the Job in Syncore.

1.2   Search Specific Sales Order by ID

Endpoint: Get Sales Order by ID [GET]

This endpoint is used to search for a specific Sales Order in a Job via the API. The User must provide the unique ID of both the Job and Sales Order. The API response will return the specific Sales Order associated with the Job.

2   Sales Orders for a Job: Create and Edit

2.1   Create a Sales Order for a Job

Endpoint: Create Sales Order [POST]

This endpoint is used to create a Sales Order for a Job in Syncore. The User must provide the Job ID for which the Sales Order is to be created. The User provides data/values for the required fields via the API call to create a Sales Order for a Job. If successful, the API response will return the Sales Order ID and location URL of the newly created Sales Order.

2.2   Edit/Update a Sales Order for a Job

Endpoint: Update Sales Order [PUT]

An existing Sales Order for a Job in Syncore can be edited/updated using this endpoint via the API. The User must provide the unique Job ID and Sales Order ID for the Sales Order they want to edit/update. The User can then edit the details of the Sales Order, including changing the status of the Sales Order. After successfully updating the Sales Order, the API response will return the Sales Order ID and location URL of the updated Sales Order.

3   Line Items in a Sales Order

3.1   Search Lines Items in a Sales Order

Endpoint: Search Line Items for a Sales Order [GET]

This endpoint enables the User to search for all lines items in a Sales Order via the API. The User must provide the Job ID and Sales Order ID for the Sales Order to search for line items. The API response will return an array of line items in the specific Sales Order associated to the Job based on the input provided by the User.

3.2   Search Specific Line Item by ID

Endpoint: Get Line Item by ID for a Sales Order [GET]

This endpoint is used to search for a specific line item in a Sales Order of a Job via the API. The User must provide the unique ID of the Job, Sales Order, and line item that they are seaching for in Syncore. The API response will return the specific line item in the Sales Order associated to the Job based on the input provided by the User.

3.3   Create line Items in a Sales Order

Endpoint: Create Line Item for a Sales Order [POST]

This endpoint provides the ability to create line items in a specific Sales Order. The line items can be added one at a time (per API call). The User must provide the Job ID and Sales Order ID for the Sales Order in which the line items are to be created. The User then provides data/values for required fields via the API call to create a line item in the Sales Order. If successful, the API response will return the ID and location URL of the line item.

3.4 Edit/Update Line Item in a Sales Order

Endpoint: Update Line Item for a Sales Order [PUT]

An existing line item in a Sales Order can be edited/updated using this endpoint via the API. The User must provide the unique ID of the Job, Sales Order and line item that needs to be edited/updated in Syncore. The User can then edit the details of the line item. After successfully updating the line item, the API response will return the line item ID and location URL of the updated line item.

4 Sales Orders: Payments

4.1 Search Payments for a Sales Order

Endpoint: Search Payments for a Sales Order [GET]

This endpoint is used to search for payments made to a Sales Order. The User must provide the unique ID of the Job and Sales Order for the payments they are seaching for in Syncore. The API response will return an array containing all the payments that were made for the Sales Order.

4.2 Create Payment for a Sales Order

Endpoint: Create Payment for a Sales Order [POST]

This endpoint is used to add a payment to a Sales Order via the API. The User must provide the unique ID of the Job and Sales Order for which the payment is to be added. If successful, the API response will return the ID and location URL of the payment.

PURCHASE ORDERS (PO)

What operations can be performed on Purchase Orders?

A Purchase Order contains all the supplier facing information, including the details of the product being Ordered. Purchase Orders are sent to the suppliers for them to gather the products you have requested and ship them to you or the client. Following operations can be performed on the Purchase Orders for a Job in Syncore via the API.

1 Search Purchase Orders

1.1 Search Purchase Order for a Job

Endpoint: Search Purchase Orders for a Job [GET]

This endpoint is used to search for Purchase Orders for a specific Job in Syncore via the API. The User must provide the Job ID for which the Purchase Orders are being searched. The API response will return all the Purchase Orders associated with the Job from Syncore.

1.2   Search Specific Purchase Order by ID

Endpoint: Search Purchase Order by ID [GET]

This endpoint is used to search for a specific Purchase Order in a Job via the API. The User must provide the unique ID of both the Job and Purchase Order. The API response will return the specific Purchase Order associated to the Job based on the input provided by the User.

2   Purchase Orders for a Job: Create and Edit

2.1   Create a Purchase Order for a Job

Endpoint: Create Purchase Order [POST]

This endpoint is used to create a Purchase Order for a Job in Syncore. The User must provide the Job ID for which the Purchase Order is to be created. In addition, the User must provide data/values for the required fields via the API call. If successful, the API response will return the Purchase Order ID and location URL of the newly created Purchase Order.

2.2   Edit/Update a Purchase Order for a Job

Endpoint: Update Purchase Order [PUT]

An existing Purchase Order for a Job in Syncore can be edited/updated using this endpoint via the API. The User must provide the unique Job ID and Purchase Order ID for the Purchase Order they want to edit/update. The User can then edit the details of the Purchase Order, including changing the status of the Purchase Order. After successfully updating the Purchase Order, the API response will return the Purchase Order ID and location URL of the updated Purchase Order.

3   Line Items in a Purchase Order

3.1   Search Lines Items in a Purchase Order

Endpoint: Search Line Items for a Purchase Order [GET]

This endpoint enables the User to search for all lines items in a Purchase Order via the API. The User must provide the Job ID and Purchase Order ID for the Purchase Order to search for line items. The API response will return an array of line items in the specific Purchase Order associated to the Job based on the input provided by the User.

3.2   Search Specific Line Item by ID

Endpoint: Get Line Item by ID for a Purchase Order [GET]

This endpoint is used to search for a specific line item in a Purchase Order of a Job via the API. The User must provide the unique ID of the Job, Purchase Order and line item that they are searching for in Syncore. The API response will return the specific line item in the Purchase Order associated to the Job, based on the input provided by the User.

3.3   Edit/Update Line Item in a Purchase Order

Endpoint: Update Line Item for a Purchase Order [PUT]

An existing line item in a Purchase Order can be edited/updated using this endpoint via the API. The User must provide the unique ID of the Job, Purchase Order and line item that needs to be edited/updated in Syncore. The User can then edit the details of the line item. After successfully updating the line item, the API response will return the line item ID and location URL of the updated line item.

4   Purchase Orders: Payments

4.1   Search Payments for a Purchase Order

Endpoint: Search Payments for a Purchase Order [GET]

This endpoint is used to search for payments made to a Purchase Order. The User must provide the unique ID of the Job and Purchase Order for the payments they are seaching for in Syncore. The API response will return an array containing all the payments that were made for the Purchase Order.

4.2   Create Payment for a Purchase Order

Endpoint: Create Payment for a Purchase Order [POST]

This endpoint is used to add a payment to a Purchase Order via the API. The User must provide the unique ID of the Job and Purchase Order for which the payment is to be added. If successful, the API response will return the ID and location URL of the payment.

SUPPORTING ENDPOINTS

4.1   Endpoint: Get all Commission Codes [GET]

This endpoint is used to search for a list of all (dropship or store) commission codes in Syncore. Commission codes are used for creating Jobs.

4.2   Endpoint: Get all Card Types [GET]

This endpoint is used to search for a list of all credit card types (i.e., Visa, Amex etc.) configured for the Partner. Credit card types are used for making payments on a Sales Order or Purchase Order.

4.3   Endpoint: Get all Payment Types [GET]

This endpoint is used to search for a list of all payment types available for making payments on a Sales Order or Purchase Order.

4.4 Endpoint: Get all Payment Terms [GET]

This endpoint is used to search for a list of all payment terms in Syncore. Payment terms are used when creating a Contact.

4.5 Endpoint: Get all Adjustment Types [GET]

This endpoint is used to search for a list of all types of adjustments (i.e., Bad Debt, Credit Card Surcharge etc.) that are used when making a payment on a Sales Order.

4.6 Endpoint: Get all Suppliers [GET]

This endpoint is used to search for a list of all Suppliers. Supplier information is needed when creating or editing/updating a Purchase Order.

4.7 Endpoint: Get all Product Indices [GET]

This endpoint is used to search for a list of all the product indices used when creating a store or dropship Job.