

Syncore's Open API: Frequently Asked Questions (FAQs)

GENERAL QUESTIONS

Can I access all the data in Syncore through API?

No, you can only access the data for a specific set of key areas in Syncore through the API.

What key areas in Syncore platform are available through API?

The key areas that are available through the API:

- Contacts (program/store)
 - Actions: Read, Create, Edit.
- Contacts (dropship)
 - Actions: Read.
- Jobs (program/store)
 - Actions: Read, Create, Edit.
- Jobs (dropship)
 - Actions: Read.
- Sales Orders (for both program and dropship Jobs)
 - Actions: Read, Create.
- Line items for Sales Orders (for both program and dropship Jobs)
 - Actions: Create.
- Payments to Sales Orders (for both program and dropship Jobs)
 - Actions: Create.

- Purchase Orders (for both program and dropship Jobs)
 - Actions: Read.

What are the key Syncore areas coming soon to API?

The key areas that will be available next through the API:

- Contacts (dropship)
 - Actions: Create, Edit.
- Jobs (dropship)
 - Actions: Create, Edit.
- Sales Orders (for both program and dropship Jobs)
 - Actions: Edit.
- Line items for Sales Orders (for both program and dropship Jobs)
 - Actions: Read, Edit.
- Payments to Sales Orders (for both program and dropship Jobs)
 - Actions: Read
- Purchase Orders (for both program and dropship Jobs)
 - Actions: Create, Edit.
- Line items for Purchase Orders (for both program and dropship Jobs)
 - Actions: Read, Create, Edit.
- Payments to Purchase Orders (for both program and dropship Jobs)
 - Actions: Read, Create.

Can I search and add products in Syncore while creating orders using API?

Currently, products and inventory from Syncore are not available through the API.

Can I directly export data into a CSV file using Syncore API?

Syncore uses REST API and the data is available only in JSON format, which is not readable by CSV files. However, there are third party tools available in the market which can convert JSON format to a CSV compatible format.

Do I need separate API settings for using API Version 1 and Version 2?

The same API settings and keys will work for both versions.

What type of applications can I integrate with by using Syncore APIs?

Syncore APIs allow for easy integration with various finance, accounting, and CRM applications such as NetSuite, QuickBooks, etc.

Can I identify whether a Job or Contact was created via the API or manually within Syncore?

You only can see whether a Job or Contact was created manually or via the API in the audit log entries, which state "via API" for every action taken using the API.

If I accidentally create something using the API, can I delete it through API?

No, the API does not give the option to delete entries. You can only manually delete them in Syncore.

Can I restrict API access to my data?

Yes, under Syncore Settings > API, you can turn off Read and Write permissions to restrict API access to your Syncore data. In addition, regenerating the API keys would make the old keys invalid thereby restricting access to anyone using the old keys.

TECHNICAL QUESTIONS

Does Syncore API support batch posting?

Currently, Syncore API does not support creating multiple items at once (batch postings). Each item can be created one at a time per API call.

Can I configure the number of records returned in each API call?

There is no limit to the number of records returned in an API call. If the number of records returned for Contacts, Jobs, Sales Orders, or Purchase Orders is more than 10, the additional records continue on the following page(s). The number of results on each page can be configured up to a maximum of 10 records. We are working on plans to increase this limit.

Is there a limit to the number of API calls made per day or month?

Currently, there is no such limit for the number of API calls made in Syncore.

Does Syncore API automatically send updates when data in Syncore is updated?

No, it does not send automatic updates when data is updated in Syncore. Updates are driven by requests, not by events.

In what format is the data available through API?

Can I upload/import data through csv files into Syncore?

Syncore uses REST API and the data can be imported or returned only in JSON format.

Where can I get the technical information about the endpoints used in API?

Go to [Syncore API](#) for technical information on the endpoints and their corresponding API request models.

How old data can be queried through API?

Data for the previous 13 months can be accessed through the API.

How do I know which endpoints are available for use?

Go to [Syncore API v2](#) to see which endpoints are available.