

# View receipts for your SalesInsight integration

Fluorine+

**Receipts** are automatically generated in your Salesforce org for your SalesInsight integration. Receipts indicate the delivery status for records that have been shared from your ServiceNow instance to your Salesforce org, allowing you to quickly identify successfully synced records as well as any records that have not yet been synced. Receipt **delivery statuses** include:

- **Success** Your records were synced successfully
- **Pending** Your Salesforce org is still processing the records shared out from your ServiceNow instance
- **Error** Your records were not synced successfully

**NOTE:** By default, Salesforce receipts will be generated for every 1,000 ServiceNow messages. To change this value, see [change Salesforce receipt Batch Ack Size and Batch Error size](#).


## Prerequisites

**!** First, you will need to follow the steps to [get started with your SalesInsight integration for ServiceNow incidents and Salesforce cases](#).

## Procedure

To view the receipts generated in your Salesforce org for data being shared out by ServiceNow, follow these steps:

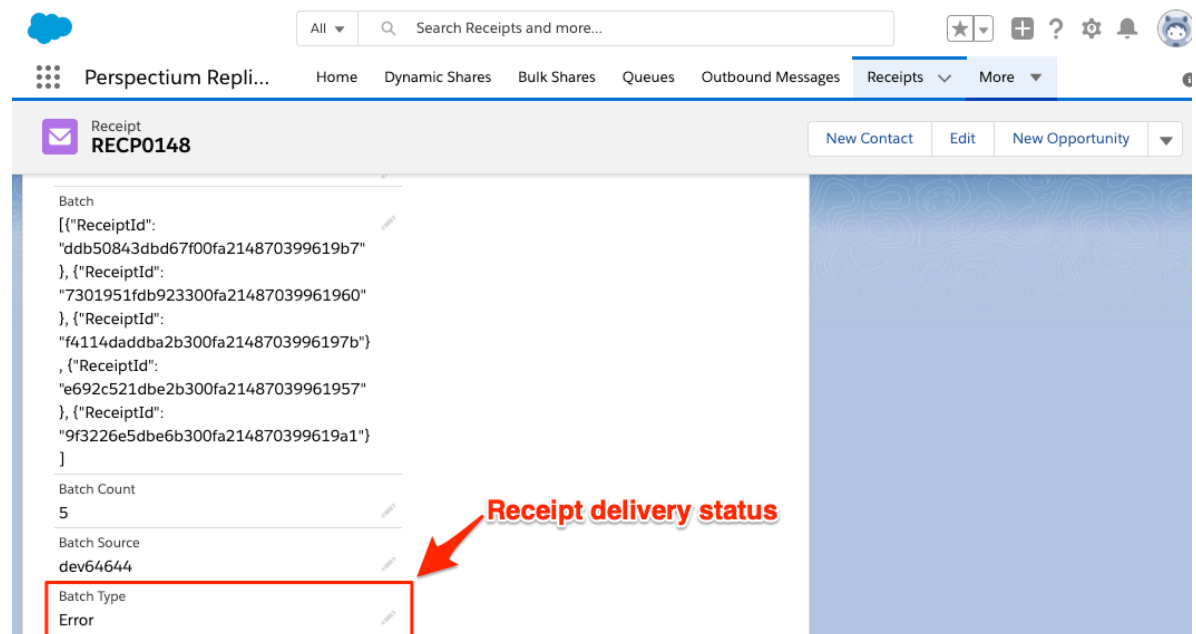
1

Log into your Salesforce organization and click the  icon in the upper left-hand corner of the screen. Then, click the **Perspectiu**  
**m Replicator** app.

2

In the navigation bar near the top of the screen, click **Receipts**. Then, on the resulting page, click into the receipt that you want to view. Note that the receipt's **delivery status** will be listed as the value in the **Batch Type** field for the receipt.

**NOTE:** Keep in mind that receipts generated within Salesforce are receipts for data **coming into Salesforce** (inbound data). To view information for receipts for data **coming out of ServiceNow** (outbound data), see [ServiceNow messages & receipts](#).



The screenshot shows the Salesforce interface for the 'Perspectium Replicator' app. The navigation bar at the top includes 'Home', 'Dynamic Shares', 'Bulk Shares', 'Queues', 'Outbound Messages', 'Receipts', and 'More'. The 'Receipts' tab is selected, and a specific receipt titled 'Receipt RECP0148' is displayed. The receipt details include a 'Batch' field with a JSON array of five receipt IDs, a 'Batch Count' of 5, a 'Batch Source' of 'dev64644', and a 'Batch Type' of 'Error'. The 'Batch Type' field is highlighted with a red box and labeled 'Receipt delivery status' with a red arrow.

```
Batch
[{"ReceiptId":
"ddb50843dbd67f00fa214870399619b7"
}, {"ReceiptId":
"7301951fdb923300fa21487039961960"
}, {"ReceiptId":
"f4114daddba2b300fa2148703996197b"
}, {"ReceiptId":
"e692c521dbe2b300fa21487039961957"
}, {"ReceiptId":
"9f3226e5dbe6b300fa214870399619a1"
}
]
Batch Count
5
Batch Source
dev64644
Batch Type
Error
```

## Similar topics

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- [Install the Perspectium Package for Salesforce](#)
- [Configure Salesforce remote site settings](#)
- [Create a custom case field](#)
- [SalesInsight for ServiceNow incidents and Salesforce cases](#)
- [Create a Salesforce subscribed queue](#)

## Contact Perspectium Support

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