

Multiple Model References Found

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As of 1st September 2020, Emersion have released a fix to avoid these "multiple model reference" issues from occurring again.

Some clients may still see this error on transactions processed prior to 1st September 2020 and as such should continue to alert [Emersion Support](#) as per the solution below.

Problem

Within the **Admin > Xero > Integration Errors** page, you note 1 or more **payment allocations** failing to push due to the following error:

- Failed pushing Ledger Journal #XXXXXX as allocation against Invoice #XXXXXX and Payment #XXXXXX. Multiple model references found for AccountInvoice #XXXXXX, type id 6, subtype id 100002

Typically, this means we have made duplicate API calls to Xero. The first call creates the invoice in Xero, whilst the second call simply updates the same invoice. This does not duplicate the invoice in Xero.

It does, however, create multiple "model references" (*special configuration records in our database that link the Emersion invoice with the Xero invoice*). These records are there for the system to check in an effort to protect itself against creating payment allocations against an invoice in Xero that it perhaps should not be. In this scenario though it happens to be the correct invoice and requires manual intervention by Emersion.

Solution

Please [contact Emersion Support](#) advising of this error.

We will need to manually remove one of the "model references" from our database.

Problem

Within the **Admin > Xero > Integration Errors** page, you note 1 or more **payment allocations** failing to push due to the following error:

- Failed pushing Ledger Journal #XXXXXX as allocation against Invoice #XXXXXX and Payment #XXXXXX. Multiple model references found for LedgerJournal #XXXXXX, type id 6

Similar to the above problem, we have performed duplicate API calls to Xero and created multiple "model references" for the same Ledger Journal item (*this will be an Unallocated Payment journal transaction type in Emersion*).

Unfortunately, in the case of pushing Emersion payments to Xero (*as an Overpayment*) we will have actually duplicated the payment in Xero.



DO NOT void or delete a payment in Xero if you have not been in contact with [Emersion Support](#) or if you have not encountered this exact scenario in the past.

Solution

Please contact [Emersion Support](#) and advise us of this error.

We will ask you to [Void](#) one of the duplicated payments in Xero and provide us with the payment [GUID](#) you have voided. We will then remove the duplicated "model references" from our database.



DO NOT void the payment in Emersion.

This action is not recommended, however if you do perform it and have automatic payments enabled and to ensure you prevent a further unnecessary automated payment from being taken;

1) Manually disable the Auto Allocate functionality on the account (or check the "*Suspend the auto allocation of payments against this account for 24 hours*" when performing the [Reverse and Void Payment](#))

2) [Disable](#) the automated payment method on the account

We will advise you to Void any remaining associated (duplicate) payments in Xero and to [Receive](#) a payment in Emersion to re-apply the payment and any allocations to invoices.

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