

QuickBooks Desktop: Errors and How to Troubleshoot

How to understand QuickBooks errors and troubleshoot.

Setup Details:

QB desktop sync must be installed on same machine as their instance of QuickBooks.

Tool Login Information:

improveit! 360 to Quickbooks Import Log (Version 20.4.14.0)

- Version number is Year.Month.Day the tool was updated

Accounts Receivable: Accounts Receivable

- Where invoices will be created

Income Account: Sales

- Where list items will be created

Import: Customers, Sales, and Receipts

- What you will be importing into QuickBooks

Sync After: 12/10/2019

- Sync Sales **CREATED** after this date (literally the Created Date unless they have a custom version)

Force All: No

- Force all data to be re-imported (may cause duplication)

Only sync Sales marked "Ready": Yes

- Out of the box, this is true in improveit360. If a customer wants to use this, you must create a workflow that unchecks it when a Sale is created. This will allow the customer to then check the box when they are ready to sync the sale

Create a Customer Job per Sale: No

- This will separate out the Sales in QB. Customer with total of all Sales, and each individual sale listed below (screenshot). This is the customer's preference

◇ JS Waltz Construction, LLC	43,711.08	
◇ JS Waltz Construction, LLC:S91180	9,952.08	40
◇ JS Waltz Construction, LLC:S91533	33,759.00	129

Key Fields and Definitions:

Prospect: QB ListID

- A number from QuickBooks signifying the Customer

Sale: Job QB ID

- A number from QuickBooks signifying a job has been created in QB. Will only populate if create a Customer Job per Sale is Yes

Sale: QB Change

- Checkbox in i360 that if True will be in the modified sales section of the log
- QB ListID is not blank and the LastSyncTotal does not equal the Sold Price

Sales: QB LastSyncTotal

- The last dollar amount synced to QuickBooks

Sale: QB ListID

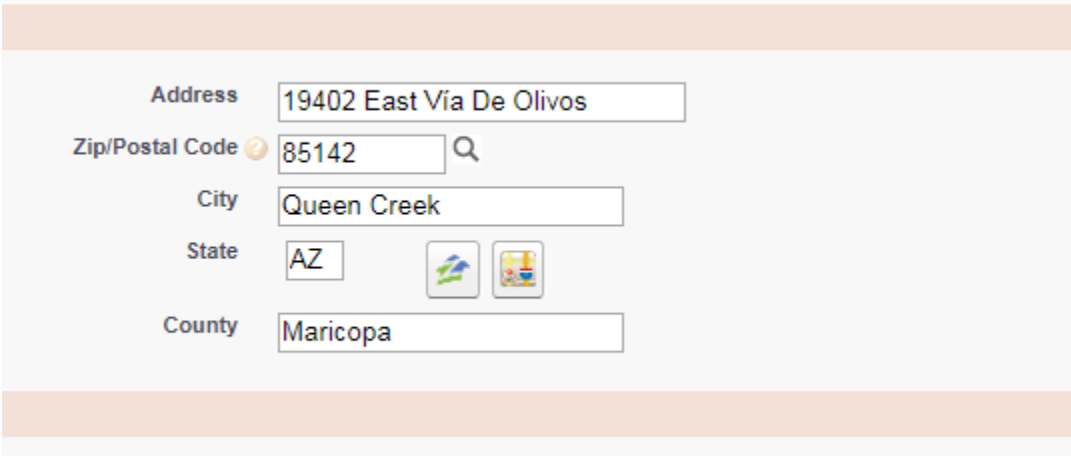
- A number from QuickBooks that signifies the Invoice

IMPORTANT: These fields should all be added to history tracking when someone starts using the tool

Common Troubleshooting Exercises

QuickBooks found an error when parsing the provided XML text stream.

Special character that could be on the Prospect record, Sale record or Sale Item record



Address: 19402 East Via De Olivos

Zip/Postal Code: 85142

City: Queen Creek

State: AZ

County: Maricopa

Qty	Description	Tax
	<p>* Disclaimer * Supply & Install Dual Pane Glass Replacement, 38" X 82" Clear Tempered with Mill Spacers for the Wood Door window located in the Front Door</p> <p>* Seal Failure *</p> <p>Customer acknowledges and agrees that True View shall have no liability for any damage to Customer's real or personal property except in the case of True View Windows and Glass Block Inc.'s negligence. These damages can occur to but are not limited to: The Wood Door any other damage during installation.</p> <p>Customer agrees to release True View from all liability for damage to Customer's windows or property as a result of proper installation.</p> <p>Per Supervisor As a Courtesy we are removing the charge for this line item. Customer ended up purchasing a new door</p>	<input type="checkbox"/>
9sf,	Measurement:38 by 82	

Object "27AAB5-1547826700" specified in the request cannot be found.

Customer or Invoice can't be found in QuickBooks to update

You can search this number in improveit360 (not QuickBooks), it will tell you what QB could not find. It is usually a sale that can't find the customer in QuickBooks or a Receipt & Adjustment that can't find the Invoice.

- Tracking these fields will help in explain who and how they got changed
- The first initial information created will always be the user that started the sync, they are logging into the tool with their user information, they are technically modifying

An attempt was made to modify an Invoice with a date that is on or before the closing date of the company. If you are sure you really want to do this, please ask a user with Admin privileges to remove the password for editing transactions on or before to closing date (this setting is in the Accounting Company Preferences), then try again.

The period in QuickBooks is closed. A Sale was modified and is trying to update QB, but that period in QB (month or year) has been closed.

- The customer will need to open that period for the tool to update the Sale, or they can manually update the Sale in QuickBooks

An XML parsing error has occurred:

Element: <Amount>.00</Amount>

Message: The 'Amount' element is invalid - The value '.00' is invalid according to its datatype 'AMTTYPE' - The Pattern constraint failed.

A Sale is trying to sync over in the amount of \$0.00

- Creating a report that shows QB Change is true and the Sold Price equals \$0.00
- You will need to update the QB LastSyncTotal with the data loader to match the Sold Price, first making sure these Sale are correct in QuickBooks

There was an error when saving a Customers list, element "Bill, Kathy | PR143717".

QuickBooks error message: This list has been modified by another user.

If they have a multi user QuickBooks account, there could be another user on this Customer

The string "(480) 585-4848 Ext 7771" in the field "Phone" is too long.

The phone number field in improveit360 needs edited to only have 10 digits

There is an invalid reference to QuickBooks Item "Service - Type: Primary" in the Invoice line. QuickBooks error message: Invalid argument. The specified record does not exist in the list.

The Sale Item has an invalid Qty or Unit Price. The Unit Price must be a positive number (Unit Price cannot be Negative). You can change the Unit Price to a positive number and change the Quantity to a Negative number. For example:

-\$2550 Unit Price * Qty 1 = -\$2550 (this will cause an error)

\$2550 Unit Price * Qty **-1** = -\$2550 (Item Total is the same value, but this format will not cause an error)