

Troubleshooting QuickBooks Online Sync Errors - Max Character Length

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From time to time there may be some Sync errors due to max character length. These are usually easy to resolve.



The fix below works for Customers, Items, and Vendors.

In order to determine if there are any sync errors, navigate to the [Sync Jobs](#) list and click the hyperlink within the Errors column.

Admin > Accounting Integration > Sync Jobs

Sync Jobs

Created By: [Dropdown] Search Sync Job [Input] [Search Icon] [New Sync Job Button]

ID	DATE	IS FINISHED	ERRORS	CREATED DATE/TIME
118	3/3/2018	☑	4	3/3/2018 02:32 AM
117	3/2/2018	☑	4	3/2/2018 02:34 AM
116	3/1/2018	☑	4	3/1/2018 02:33 AM
115	2/28/2018	☑	4	2/28/2018 02:32 AM
114	2/27/2018	☑	3	2/27/2018 02:32 AM
113	2/26/2018	☑	3	2/26/2018 02:31 AM
112	2/25/2018	☑	3	2/25/2018 02:30 AM
111	2/24/2018	☑	3	2/24/2018 02:35 AM
110	2/23/2018	☑	2	2/23/2018 02:34 AM
109	2/22/2018	☑	2	2/22/2018 02:34 AM

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After you click the link you will see a list of errors.

SYNCDetailsID	RecordType	RecordText	ErrorMessage
710	Customer	Intuit ID 497	The record cannot be saved as certain fields exceed the maximum character length.
710	Customer	Intuit ID 507	The record cannot be saved as certain fields exceed the maximum character length.
710	Customer	Intuit ID 534	The record cannot be saved as certain fields exceed the maximum character length.
710	Customer	Intuit ID 559	The record cannot be saved as certain fields exceed the maximum character length.
710	Customer	Intuit ID 594	The record cannot be saved as certain fields exceed the maximum character length.
710	Customer	Intuit ID 1280	The record cannot be saved as certain fields exceed the maximum character length.

The error is self explanatory but how do you fix it within QuickBooks?

Notice the Intuit Id of 1280 is a reference to the customer. Follow these steps:

- Navigate to QuickBooks and open up any customer.
- Change the number in the url (e.g. nameId = 1280) and press return. You should now be on that customer.
- Click edit and shorten the Display Name.
- Use the address or notes fields for extended names.

https://qbo.intuit.com/app/customerdetail?nameId=1280

All Orders Demo

Advance Design & Tooling Edit

Customer information

Title	First name	Middle name	Last name	Suffix	Email		
					<i>Separate multiple emails with commas</i>		
Company					Phone	Mobile	Fax
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* Display name as					Other	Website	
Advance Design & Tooling dba Stony Hill & Mountain Access							
Print on check as <input checked="" type="checkbox"/> Use display name					<input type="checkbox"/> Is sub-customer		
Advance Design & Tooling dba Stony Hill & Mountain Accessories					<i>Enter parent customer</i> Bill with parent		
Address Notes Tax info Payment and billing Attachments							
Billing address map				Shipping address map <input type="checkbox"/> Same as billing address			
Street				Street			
City/Town		State/Province		City/Town		State/Province	
ZIP code		Country		ZIP code		Country	
Cancel		Make inactive		Privacy		Save	

The Order Time accounting integration with QuickBooks Online only supports PLUS & ADVANCED plans at this time.

It **DOES NOT** support Simple Start or Essentials.