

QBO Sync Error: How to know which Vendor/Customer/Item is causing a sync error using the Intuit ID.

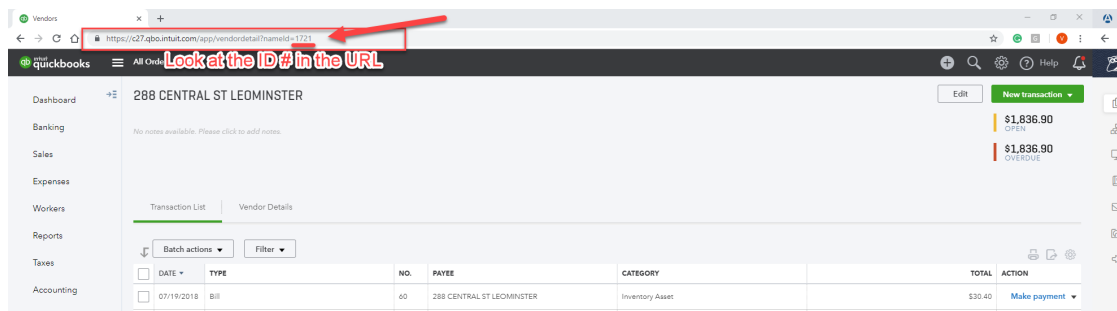
Last Modified on 04/17/2024 5:19 pm EDT

If you receive sync errors between Order Time and QB Online that are related to a Vendor/Customer/Item and it displays the Intuit ID such as in the example below, you can find which entity is causing the error by using that Intuit ID displayed.

10	Vendor	Intuit ID 11437	The record cannot be saved as certain fields exceed the maximum character length.
10	Vendor	Intuit ID 12705	The record cannot be saved as certain fields exceed the maximum character length.
10	Vendor	Intuit ID 12747	The record cannot be saved as certain fields exceed the maximum character length.
10	Vendor	Intuit ID 12751	The record cannot be saved as certain fields exceed the maximum character length.
10	Vendor	Intuit ID 12810	The record cannot be saved as certain fields exceed the maximum character length.
24	Customer	Intuit ID 9920	The record cannot be saved as certain fields exceed the maximum character length.
24	Customer	Intuit ID 12607	The record cannot be saved as certain fields exceed the maximum character length.

Follow these steps:

1. Open the entity list for the Vendor/Customer/Item in QuickBooks.
2. Select any and look at ID # listed in the URL.
3. Replace the ID with the Intuit ID that is listed in the Error message and press enter to search.



4. This will then open the Vendor/Customer/Item that the error is referring to.