

# "You must specify a transaction amount that is 0 or greater" error when posting quantity adjustments to QuickBooks Online

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You may receive this error message when viewing the details of your sync job when trying to post quantity adjustment to Quickbooks online AND you have inventory syncing turned on between Order Time and Quickbooks Online. Quickbooks Online does not support a traditional quantity adjustment but rather the ability to open an item from the item list and change the current quantity on hand. The Order Time integration avoids using this method as it means:

- Completely replacing the current quantity on hand with a new one instead of actually adjusting it.
- No value can be attached to the change in inventory.
- There is no real transaction attached to it to record any additional information, such as the Order Time adjustment document #, who created it, or the ability to easily remove it from Quickbooks Online.

For these reasons when Order Time posts a quantity adjustment to Quickbooks Online we do so in the form of a Bill that gets filed under an inactive "internal" vendor. It accomplishes everything we need to record a good quantity adjustment in Quickbooks online.

One shortcoming of this is that a bill in Quickbooks Online cannot have a total amount that is negative. This means that if you are trying to sync a quantity adjustment where the total of the lines will come out o a negative due to deducting inventory you will get the error message "You must specify a transaction amount that is 0 or greater." Here are a few workarounds:

- 1) Open the adjustment document, click the icon for the Account Integration details and click the link to remove it from the sync. Then click the link again to prevent it from going back into the sync. Finally manually adjust inventory in Quickbooks Online by opening the items from the item list and changing the inventory on hand.
- 2) Open the adjustment document, click the icon for the Account Integration details and click the link to remove it from the sync. Remove items that are being removed from inventory until the total for the document is 0 or greater. Then close the document so it goes back into the sync queue. Finally manually adjust inventory in Quickbooks Online by opening the items from the item list and changing the inventory on hand for the ones removed from the adjustment in Order Time.
- 3) Open the adjustment document, click the icon for the Account Integration details and click the link to remove it from the sync. Add additional items that need to be adjusted inventory until the total for the document is 0 or greater, this may mean leaving the document open until additional items need to be adjusted. Then close the document so it goes back into the sync queue.