

QuickBooks Sync Error - Ids service endpoint was not found

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Troubleshooting Issue: Sync Error - Ids service endpoint was not found

When syncing you may come across this error.

SYNCDetailSID	TYPE	NAME OR NO.	ERRORMESSAGE
31139	Customer	Steve Altman	Ids service endpoint was not found.

Solution

This is an issue with Customer Types in Order Time. If you get this error, confirm the customer in Order Time is assigned the proper customer type. More on [Customer Types Here](#).

Make sure that in QuickBooks that customer type does not exist, then add that new customer type into QuickBooks. This should resolve that error message going forward.

As always, if you require assistance email us at support@ordertime.com