

Inactive Data in QuickBooks and Order Time

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Issue

I made something inactive in QuickBooks but it still shows up in Order Time.

Correlation

If data is made inactive directly in QuickBooks, Order Time may lose access to that now inactive data and not be able to communicate the fact that it was made inactive, leaving it as active data in Order Time.

Whenever possible always be sure to make the data inactive in Order Time. If it has already been made inactive in QuickBooks, you may then still need to go into the data in Order Time and make it inactive there as well.

Case Scenario

A customer marks item sales tax as inactive in QuickBooks but forgets to mark item sales tax as inactive in Order Time. When the customer next uses an item they may receive a question mark in the sales tax field.