

QuickBooks Payment Sync Error: Object specified in the request cannot be found

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Issue: QuickBooks Payment Sync Error: Object specified in the request cannot be found

SYNCDetailSID	TYPE	NAME OR NO.	ERRORMESSAGE
35924	Payment	1302	Object "14DC4B-1616704766" specified in the request cannot be found.
35925	Payment	1303	Object "14E458-1617828071" specified in the request cannot be found.
35926	Payment	1304	Object "14DA55-1616618199" specified in the request cannot be found.
35927	Payment	1305	Object "14F59A-1619820278" specified in the request cannot be found.
35928	Payment	1306	Object "14DCE9-1616789144" specified in the request cannot be found.
35929	Payment	1307	Object "14F090-1619041832" specified in the request cannot be found.
35930	Payment	1308	Object "14E148-1617309069" specified in the request cannot be found.
35931	Payment	1309	Object "14E14C-1617309071" specified in the request cannot be found.
35932	Payment	1310	Object "14E318-1617744752" specified in the request cannot be found.
35933	Payment	1311	Object "14E462-1617828074" specified in the request cannot be found.
35934	Payment	1312	Object "14ED85-1618520635" specified in the request cannot be found.
35935	Payment	1313	Object "14E337-1617744760" specified in the request cannot be found.
35936	Payment	1295	Object "14FC6E-1620677641" specified in the request cannot be found.
35937	Payment	1299	Object "14ED7B-1618520633" specified in the request cannot be found.
35938	Payment	1300	Object "14F55E-1619820207" specified in the request cannot be found.

Solution: Set up which A/R Account belongs to which Payment Method within Order Time

This has to do with the Accounts Receivable account attached to the invoices in QB. If nothing has been setup in your Order Time system to dictate which A/R account a payment should go to, then when Order Time sends the payment to QuickBooks it does not specify an account.

This means QuickBooks will use the last one selected from the most recent payment taken. If it does not match up with the A/R account of the Invoice it is trying to apply to, an error like this will occur. The recommended solution is to use the Payment Methods profile list to specify which A/R account goes with which Payment Method so you can control it.

View our [Payment Methods](#) article to learn how to set them up in your Profile Lists

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