

QuickBooks Error: Validation Exception was thrown. Duplicate Document Number Error

Last Modified on 07/13/2021 3:57 pm EDT

Issue: Accounting Sync Error that states -

Validation Exception was thrown. Duplicate Document Number Error

Solution: Delete the Invoice AND the Journal Entry and Resync

This usually happens when you have manually synced your Ship Docs and then the automatic Accounting sync tries to run. It can also happen if Invoices were manually entered in QuickBooks and then when the Ship Doc is closed, they get synced and those same documents already exist over in QuickBooks.

The solution is to go into QuickBooks, delete the Invoices mentioned in the error message AND make sure to delete each invoice's accompanied Journal Entry.

After doing this, perform a new accounting sync and the updated Invoices from Order Time will be added.

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