

Payment Sync Error - Amount applied is greater than payment or refund amount

Last Modified on 11/05/2021 10:02 am EDT

Overview:

You have received sync error on a payment indicating that the amount applied is greater than payment or refund amount.

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SYNCDetailSID	TYPE	NAME OR NO.	ERRORMESSAGE
30309	Payment	28289	Amount applied is greater than payment or refund amount.

Issue:

This is almost always do to a payment being applied to the Sales Order and Order Time trying to account for that payment on the Ship Doc. Whether the payment is taken in QuickBooks or Order Time does not seem to matter. The issue is Order Time temporarily get confused thinking you are applying a new payment which would make the amount greater than the order amount.

Solution:

For the time being the solution is to ignore the error. Order Time will catch on and resolve it itself.