

Product Class Sync Error: “Cannot use SalesOrPurchaseMod aggregate when the item is reimbursable”

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Issue: Accounting Sync Error

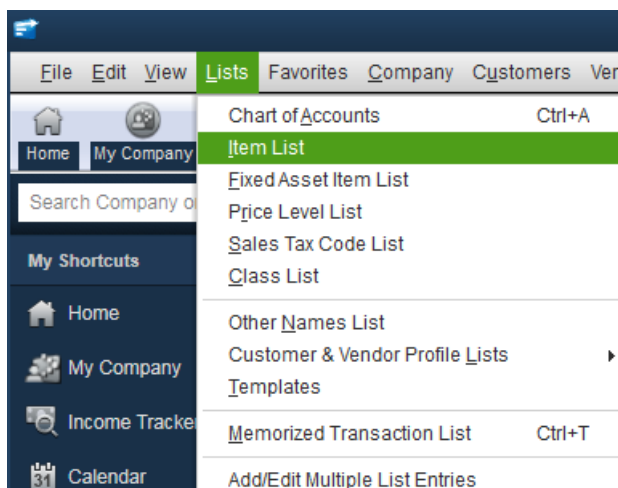
Product Class Sync Error: “Cannot use SalesOrPurchaseMod aggregate when the item is reimbursable”

Solution: Unchecking the checkbox that states the item is used in assemblies or is a reimbursable charge

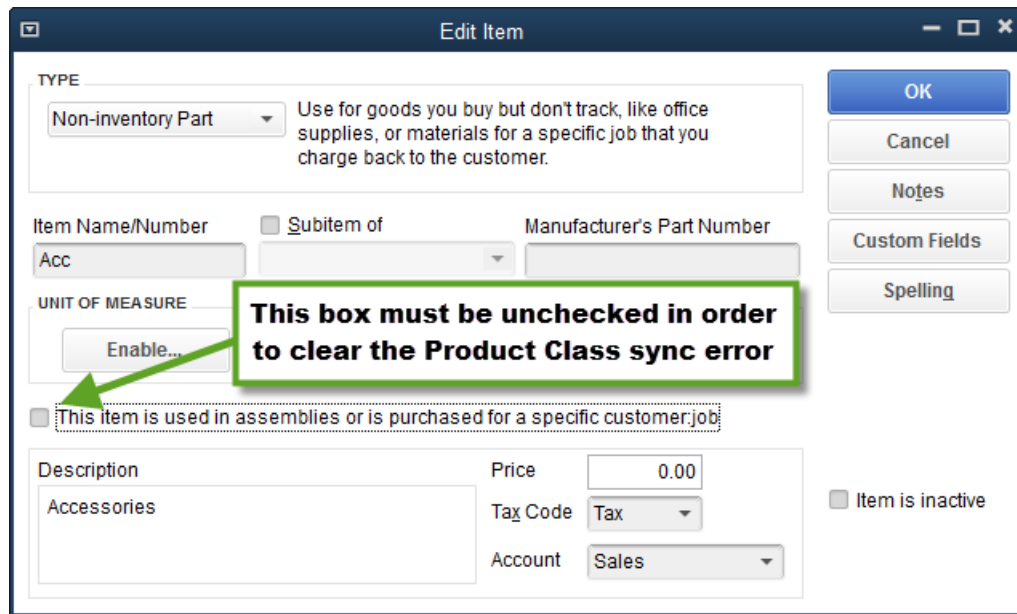
Product Classes created in Order Time are synced back to QuickBooks as Non-Inventory Parts. Because of this, users review these Items in QuickBooks and make modifications that will sync back to Order Time, but modifying these Non-Inventory Parts in QuickBooks may cause this sync error.

This type of sync error is caused when the checkbox that states “this item is used in assemblies or is purchased for a specific customer job” in the Item window is enabled. To correct this sync error:

1. Open QuickBooks and go to **Lists > Item List**. Locate the product class referenced in the sync error, then double-click the item to open the Edit Item window



2. Locate the checkbox **“this item is used in assemblies or is a reimbursable charge”** and **uncheck this box**. Click **OK** to save the changes.



The screenshot shows the 'Edit Item' window in QuickBooks. The window has a title bar with a minus, maximize, and close button. The main area is divided into several sections. At the top, there's a 'TYPE' section with a dropdown menu set to 'Non-inventory Part' and a description: 'Use for goods you buy but don't track, like office supplies, or materials for a specific job that you charge back to the customer.' Below this is the 'Item Name/Number' section with a text field containing 'Acc', a 'Subitem of' checkbox, and a 'Manufacturer's Part Number' field. The 'UNIT OF MEASURE' section has an 'Enable...' button. A green box with a black border and white text is overlaid on the checkbox 'This item is used in assemblies or is purchased for a specific customer job', stating: 'This box must be unchecked in order to clear the Product Class sync error'. A green arrow points from the text box to the checkbox. Below the checkbox is the 'Description' section with a text field containing 'Accessories'. To the right of the description are fields for 'Price' (0.00), 'Tax Code' (Tax), and 'Account' (Sales). At the bottom right, there is an 'Item is inactive' checkbox. On the far right, there are buttons for 'OK', 'Cancel', 'Notes', 'Custom Fields', and 'Spelling'.

3. Run another sync with Order Time. If multiple Product Class sync errors are returned, repeat the steps above for each related Non-Inventory Item in QuickBooks.

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