

Duplicate Entries: Managing Inactive List Items in Order Time and QuickBooks

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Issue:

When list items like vendors, items, or customers.. etc. are made inactive in Order Time, they are flagged as deleted from QuickBooks Online. However, when these items are reactivated, QuickBooks Online treats them as new, leading to duplicate entries. Consequently, Order Time also treats the duplicate record as new, resulting in duplication in both QuickBooks Online and Order Time. This duplication causes problems with transactional data cleanliness and organization.

Resolution:

If this issue occurs, the recommended approach is to merge the duplicate list item into the original entry in both QuickBooks Online and Order Time. This process ensures that transactional data remains clean and organized, preventing duplicate entries and maintaining data integrity between the two systems.

For help merging customers and items in order time please refer to these articles.

Merging Customers: <https://help.ordertime.com/help/merge-customer>

Merging Items: <https://help.ordertime.com/help/item-merge>