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Overview:

In software applications like Order Time, errors can occur when specific characters are present in a text box. This happens because the software's working parts are made up of code, and some characters used in everyday communication overlap with computer code, causing the system to misinterpret the input and generate errors.

Example Scenario:

Imagine you're using Order Time and need to input customer notes. These notes can range from internal messages to customer information such as email addresses. If you copy and paste an email address from its original source, it might contain characters like < and >, which are used in HTML to enclose elements.

When these customer notes are automatically moved to internal notes on quotes and sales orders, the system interprets these characters as part of the program, triggering the processing of your request to create a new sales order or quote. However, because these characters are not interpreted correctly in this context, an error can occur, disrupting the process.

In Order Time software, character-related errors can occur not only in text boxes but also when moving data between different customer fields, integrating with shipping, accounting, or e-commerce systems.

Moving Data Between Customer Fields:

When transferring data from one customer field to another, special characters, especially those used in programming languages, can interfere with the process. For example, characters like < and >, commonly used in HTML, can disrupt the transfer if not handled correctly.

Integration with Shipping, Accounting, or E-commerce Systems:

Integrating Order Time with shipping, accounting, or e-commerce systems requires careful handling of special characters. For instance, when moving information into these systems,

characters that overlap with their syntax can lead to misinterpretation and errors.

Ship Station error massage example : An error occurred attempting to update orders: Error in XML.

Quick books online error message example : Quick books found an error parsing XML text stream

Best Practices to Avoid Errors:

- Avoid using special characters in customer fields or notes that may conflict with programming syntax.
- Use plain text when copying and pasting information to prevent unintended characters from being transferred.