

Changing Item Groups - Sync Errors - The account period has closed

Last Modified on 08/19/2024 12:37 pm EDT

Changing the Item Group updates the Item's accounts. If the changes in the account affect prior years and you have a closing date set in QuickBooks, you will get an error.

You get the same error if you change the account from within QuickBooks as well.

The error that is thrown in our sync queue is usually: "The account period has closed and the account books cannot be updated through the QBO Services API. Please use the QBO website to make these changes."

Make sure to manually change the Items in QuickBooks and then override the error. Once it has been fixed on the QuickBooks Online side, head back to the Order Time Sync Queue: <https://app.ordertime.com/lists/fl/SyncQueue>

Delete each error in the Sync Queue relating to it using the X under the Actions column.