

Required Element not found in QuickBooks

Last Modified on 02/05/2025 4:22 pm EST

Error:



37823 Vendor [REDACTED] The query request has not been fully completed. There was a required element [REDACTED] that could not be found in QuickBooks.

When syncing to QB an error like above may appear. Essentially, a Vendor was created in Order Time and when it tried to sync QuickBooks returns a message that the Vendor could not be found. This is a know bug with QuickBooks. We are pushing QuickBooks to get this issue resolved ASAP.

Solution:

For this error for Items... vendors.. customers. The only way to fix is to create the entity directly in QB using the EXACT name and delete this record from the sync queue in Order Time.