QBO LIMITATIONS

It is important to know limitations imposed by Intuit QuickBooks Online (QBO). Migrating to or setting up new account in QBO implies these limitation may affect your workflow and require detailed planning.

ACCOUNT TYPES

ScheduleInterpreter® is using account types to classify revenue and expenses related to the services of your organization. QBO also provides option to classify customer accounts, however, this option is available as a read only feature. If you are planning to utilize account types, practice recommended by ScheduleInterpreter®, you need to manually populate Customer types in QBO. More details on how to complete this task can be found here.

NAME OF THE ACCOUNTS

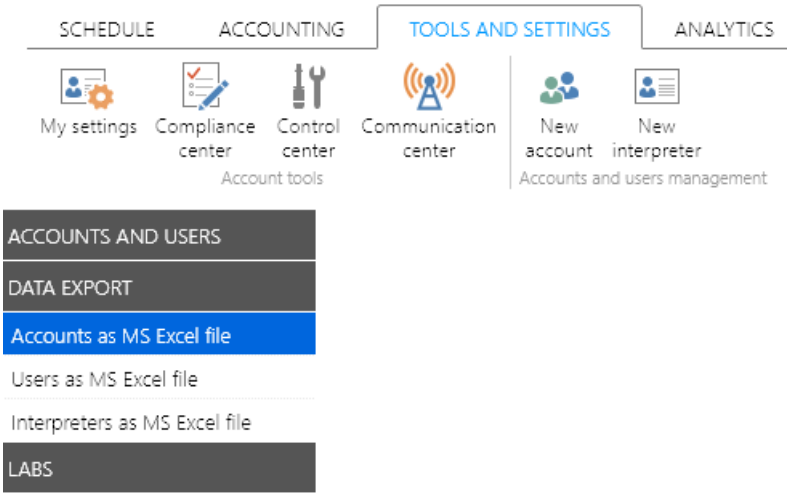
Similarly to desktop edition of QuickBooks, QBO requires all items, accounts, customers, customers' contacts, vendors and employees to use unique names and be no longer than 100 characters. QB desktop edition is limited to 41 character.

ScheduleInterpreter® does not have such restriction. When migrating from desktop edition of QB, ScheduleInterpreter® will continue to use name used under ACCOUNT NAME QUICKBOOKS.

> After connection and synchronization of the customer accounts between ScheduleInterpreter® and QBO, you can remove legacy names and use the actual name of the account.

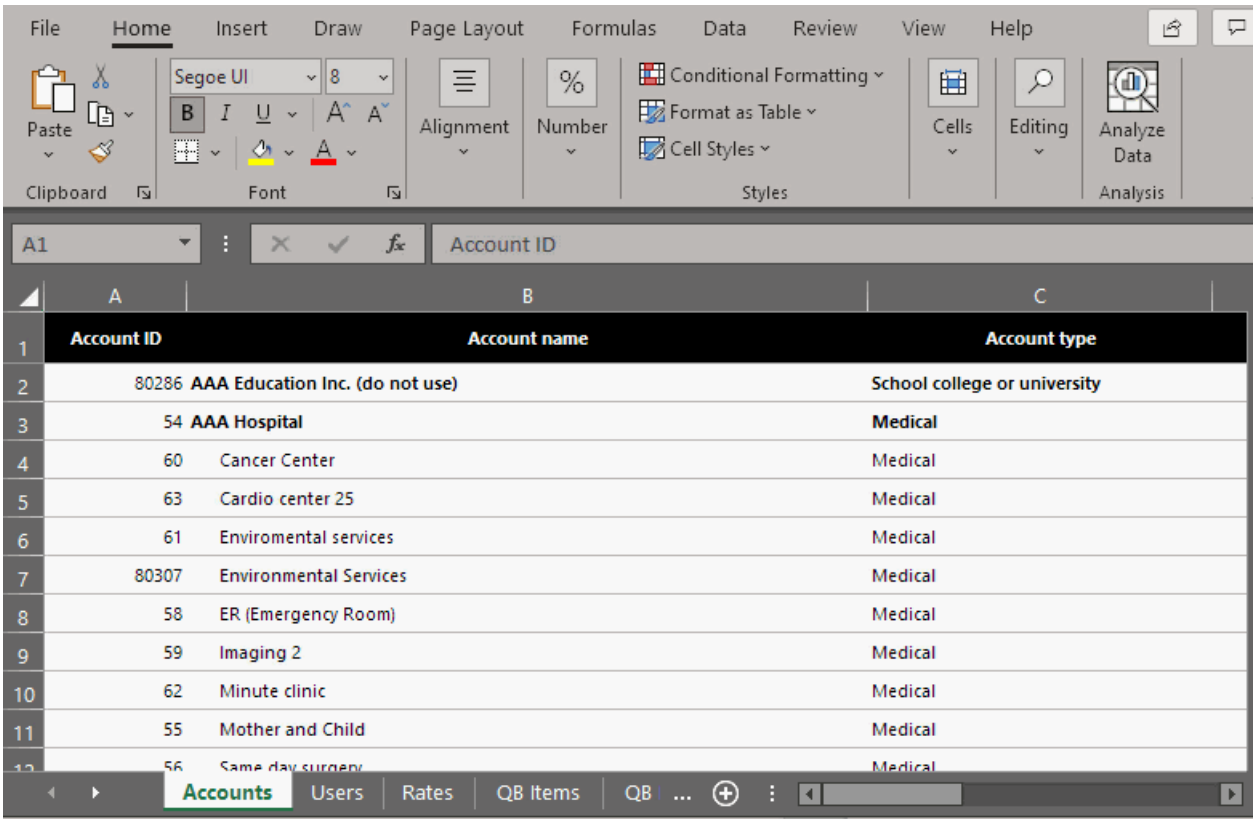
CHECK DUPLICATE NAMES

Navigate to tools and settings > data export and use Accounts as MS Excel file menu to download all your accounts.



Save and then open MS Excel file on the computer. Under any tab with QB in its name, for example QB Items, select first row and apply filters. Select the entire column QB account name and use Conditional Formatting to highlight all duplicate names. Use filter to reduce the number of rows to show only duplicate names. Review and update ACCOUNT NAME QUICKBOOKS in ScheduleInterpreter to avoid conflicts and wrong data synchronization.

The video below demonstrates how this can be done in MS Excel.



	A	B	C
1	**Account ID**	**Account name**	**Account type**
2	80286	**AAA Education Inc. (do not use)**	**School college or university**
3	54	**AAA Hospital**	**Medical**
4	60	Cancer Center	Medical
5	63	Cardio center 25	Medical
6	61	Enviromental services	Medical
7	80307	Environmental Services	Medical
8	58	ER (Emergency Room)	Medical
9	59	Imaging 2	Medical
10	62	Minute clinic	Medical
11	55	Mother and Child	Medical
12	56	Same day surgery	Medical

FIELD LENGTH

To ensure your financial records in both platforms look the same, review limitations set by QBO for all data fields.

QuickBooks Field	Max Text Length
Line Item Description or Product/Service Description	4000
Expense Description	4000
Reference No (Invoice No, Estimate No, Bill No)	21
Customer Notes	1000
Memo	4000
Address Line 1	500
Address Line 2	2000
Address Line 3	2000
Address Line 4	2000
Name (Customer, Vendor, Product, Employee, Class, Location)	100

REAL TIME DATA

Most of the time Intuit QuickBooks Online displays synchronized data as soon as ScheduleInterpreter® confirms synchronization process as completed. It is known delays of up to 30 seconds in displaying the data are possible.

QuickBooks Online does not update information on the screen. To see the updates use refresh button of the browser or combination of `CTRL` and `R` keys on the keyboard.

INACTIVE ACCOUNTS AND VENDORS

QuickBooks Online does not allow to post transactions for inactive accounts and vendors. Before making account Inactive in QuickBooks Online, make sure all customer invoices and vendor payments have been processed in ScheduleInterpreter®.

Revision #10
Created Mon, May 17, 2021 10:44 PM by Dennis Ayzin
Updated Wed, Sep 15, 2021 3:13 AM by manual admin