

## Common Errors

Make sure you have read the entire integration documentation prior to setting up and using this process. We strongly suggest you set up a test company and from VinNOW training database you run the integration to see how quick books is affected.

**Q:** *When doing my QB upload this morning, I received an error message that had to do with inventory products "this transaction action is not allowed for this user". What does this error message mean?*

**A:** It is possible to restrict who can adjust inventory on a specific product in QuickBooks, check with your permissions in QuickBooks for resolution.

**Q:** *I received an overpayment from a wholesale customer. I entered the payment, applying the correct amount to the invoice and leaving the rest unapplied. When I am in the customer screen and click payments I can see the overpayment waiting to be applied. But when I go to make my deposit in QuickBooks, only the amount of the invoice has transferred over, not the entire amount of the check. Is that the way it is supposed to work?*

**A:** QuickBooks does not have the ability to receive payments from VinNOW that are not attached to an invoice.

**Q:** *QuickBooks error message: Did not delete this transaction. This transaction had deposited payments.*

**A:** If you have uploaded an invoice and payment to QuickBooks, and then the QuickBooks entry is marked as funds deposited, if that invoice from the upload is voided in VinNOW, and the void is uploaded to QuickBooks, there will be an error due to QuickBooks locking the invoice/payment when the funds are marked as deposited. The resolution to this situation is to go in to QuickBooks, and void the invoice and undo the payment. When the next VinNOW to QuickBooks upload occurs, hit 'ignore' on the alert. This should eliminate the alert from occurring afterwards.

**Q:** *Why on the QuickBooks Sales Tax Liability Report are the Total Sales figures not accurate?*

**A:** Due to the way VinNOW must import tax to QuickBooks, on the Sales Tax Liability report in QuickBooks, the Tax Collected column, will be accurate, however, the Total Sales, Non-Taxable Sales, and Taxable Sales columns will not be. Our recommendation is to use the total sales figures that you can generate from VinNOW.

**Q:** Do you recommend entering all the wine inventory, items etc. into VinNOW and uploading to QB's?

**A:** With general merchandise you do not want to upload inventory with your initial upload as you are going to put in the bill for the items in quickbooks which will set the inventory. You would then go back to VinNOW to adjust the inventory so that VinNOW and QuickBooks are the same. With Wine items where there are no "bills" that you would receive and enter into QuickBooks you can upload with inventory.

**Q:** Can we export our current customers for QB and then into VinNOW via Excel?

**A:** No, VinNOW does not have a QuickBooks to VinNOW import feature, all information goes from VinNOW to QuickBooks.

**Q:** Sales tax: Does the upload enter a line item for sales tax or does it use the "tax" field in the invoice?

**A:** VinNOW enters a line item for sales tax. The VinNOW to QuickBooks upload will automatically create the necessary QuickBooks Item List sales tax items. VinNOW will create as necessary a tax rate item for each state for which tax is charged. The tax rate item descriptions will be similar to CA Tax, NV Tax, TX Tax, WA Tax, etc. The total tax amounts collected on a VinNOW invoice will be reflected as tax rate line items for the appropriate state on the QuickBooks invoice.

**Q:** District Tax: Will VinNOW now have tax items for each district Tax? Can we upload all the district taxes from and excel file?

**A:** Please see question #3 for how VinNOW handles Taxes, you cannot import an excel sheet of taxes to VinNOW, whether you can to QuickBooks and what the result would be is a question for QuickBooks.

If you have invoices that have multiple payments applied against them, they may not upload to QuickBooks, depending on the type and amount of payments. You will need to delete any payments that VinNOW has sent to QuickBooks and enter them into Quickbooks manually.

Q: QuickBooks session manager unable to open connection. Automation error. The application has failed to start because its side-by-side configuration is incorrect. Please see the application event log or use the command-line sxstrace.exe tool for more detail.

A: This QuickBooks error is coming from your Windows registry. The problem has to do with your machine not having all the needed Windows updates for QuickBooks third party integration. You need to download and install Microsoft C++ 2005 Service Pack 1 which you can find at:  
<http://www.microsoft.com/en-us/download/details.aspx?id=26347>

You should then make sure you have backed up your data and are current on your Windows updates, reboot the machine and the issue should be resolved.