

## Trouble Shooting Error Messages

### VinNOW to QuickBooks® Integration Troubleshooting Error Messages

We highly recommend that you set the **Transfer Beginning Date** to the current date or a future date so as to use the VinNOW to QuickBooks upload feature on a go-forward basis rather than attempt to load historical data into QuickBooks.

Uploading historical data to QuickBooks can cause error messages to occur that will require some investigation on your part to determine why QuickBooks is getting an error during the upload. If you have changed Product information, tax rates, pricing, etc. in VinNOW, this can cause error messages during the upload. Therefore, it is highly recommended to upload current or future data. **Each transaction can take approximately 10 seconds to upload**, so if you are trying to send a large batch of 5,000 it can take 14 hours to upload (not counting the time it will take to read the error and make a decision on how to handle it). Typically on the first upload there will be error messages to work through, however after that there are far fewer messages.

- **QuickBooks must be running.**
- **The name "XX\_Tax" of the element list is already in use**  
**QuickBooks Invoice 'Vx-9999' already exists for a different total sale amount.**
- **A modal dialog box is showing in the QuickBooks user interface.**
- **Operation not allowed in multi-user mode.**
- **Invoice creation error**

There are two types of error messages issued by the VinNOW to QuickBooks upload program:

Your only option is to click on OK". These are informational messages. The 1)only choice is to click the "OK" button and then take the appropriate action.

2)"Abort, Retry, Ignore" error messages:

On these types of errors, generally you can select the "Abort" option which will suspend the upload, so you can take corrective action(s), and then you will be able to resume the upload at some later time. When later resuming

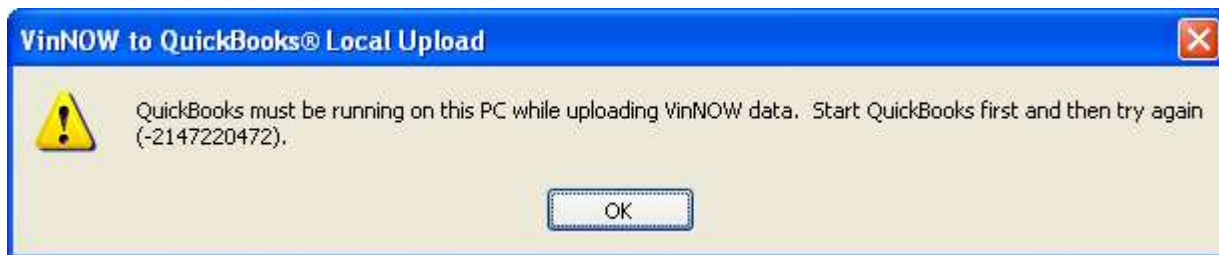
the upload, it will start at the same record (invoice) where it had previously stopped.

If you select the "Ignore" option on an invoice error, the upload will send over the current Invoice. If the error is on a payment, clicking "Ignore" will skip the current Payment, and go on to the next record. The record skipped will not be uploaded to QuickBooks.

The "Retry" option is used if it is possible to take immediate corrective action and clicking "Retry" to resume the upload.

**Very Important:** As each invoice is uploaded you will see the Status above the green bar which references the Invoice # that is currently being passed. If you get an error message, write down the invoice #. This is very important. The error contains important "clues" about why this happened. In addition to writing down the invoice or payment #, also take note of the error message. You do not need to write the whole message; you can leave out the line #. The important part reads like a sentence.

**QuickBooks must be running.** This is one of the most common error messages:



Normally, all that is necessary is to start QuickBooks running on the PC and then re-start the upload.

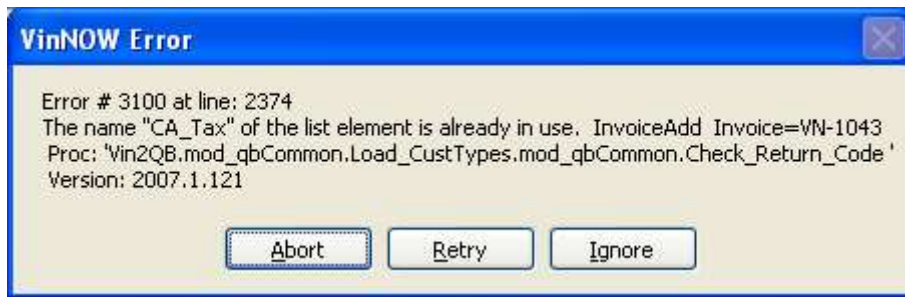
However if QuickBooks is already running on the PC where you are attempting to run the upload and you get this message, it could be that the QuickBooks Preference setting for Integrated Applications is set to "Do not allow any application to access this company file". Verify that you have the correct company file open and the Integrated Application settings are not blocking access.

It could also be that the QuickBooks version running is not compatible with the VinNOW to QuickBooks integration.

If you get this message and check your QuickBooks Company integrated applications settings and do not see VinNOW in the list of applications that are authorized or have attempted to access QuickBooks, select the "default" button to attempt to reset the system.

Also it is known that the VinNOW to QuickBooks integration will get this message if the PC is running the Windows Vista operating system. (Note: VinNOW currently does not support Windows Vista).

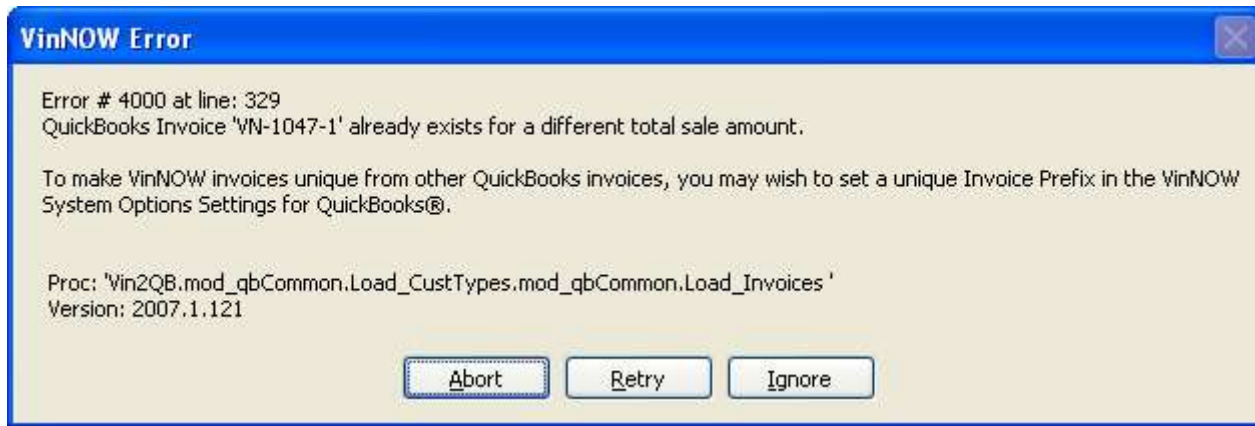
### **The name "XX\_Tax" of the element list is already in use:**



This message usually means the you have not set the QuickBooks Preference setting, "Do you charge sales tax?" to Yes. (See Setup).

Recommended Action: Click "Abort". Go to QuickBooks Preferences and set the setting to collect tax to "Yes", and then restart to upload, resuming where it stopped.

### **QuickBooks Invoice 'Vx-9999' already exists for a different total sale amount.**



Before the upload program uploads an invoice to QuickBooks it will always check to see if an invoice with the current invoice number already exists in QuickBooks and if it finds that there is a pre-existing invoice for the current number, the program checks to see if the invoice sales totals amount and tax amount match the same totals on the invoice being uploaded

Recommended Action: Write down the Invoice # listed. Click "Ignore" to resume the upload at the next record in the batch. When the upload is complete, open the invoice that had the error in VinNOW. Open the corresponding invoice in QuickBooks. Compare the two invoices to see if the differences.

If the invoice in QuickBooks was a manually entered into QuickBooks and the number conflicts with the VinNOW invoice change the invoice number on the QuickBooks invoice so it will be unique. On the VinNOW invoice Click "OK" to update the change date timestamp so it will be re-uploaded to QuickBooks with the next upload.

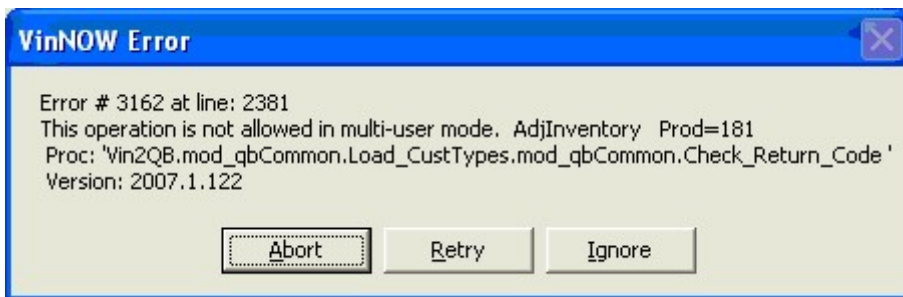
**A modal dialog box is showing in the QuickBooks user interface.**



When VinNOW to QuickBooks upload is running QuickBooks must also be running, however you should refrain from actually doing anything in QuickBooks while it is running otherwise you run the risk getting the message above.

Recommended Action: Switch to the active QuickBooks session and close the dialog box and all open windows. Switch back to this message and click "Retry" to resume the upload.

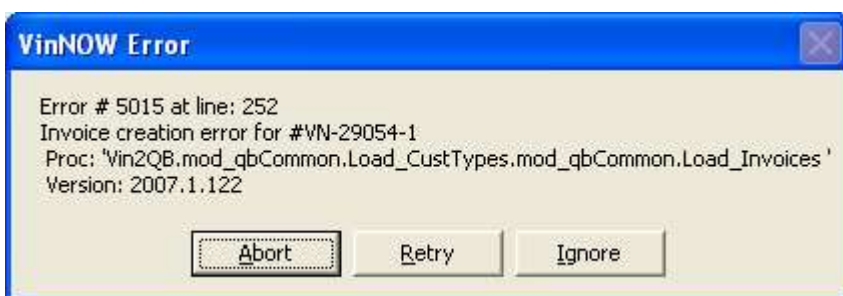
### **Operation not allowed in multi-user mode.**



Whenever starting QuickBooks to run a VinNOW to QuickBooks data upload, you should switch to single user mode to avoid this message.

Recommended Action: Click "Abort". Go to QuickBooks and switch to single user mode, and then restart to upload, resuming where it stopped.

### **Invoice creation error**



This error means that the upload program created an invoice in QuickBooks corresponding to the invoice number shown, but after creating the invoice in

QuickBooks, the total sales price of the detail items or the total tax amount on the invoice does not match the same totals for the invoice in VinNOW.

Recommended Action: Write down the Invoice # listed. Click "Ignore" to resume the upload at the next record in the batch. When the upload is complete, open the invoice that had the error in VinNOW. Open the corresponding invoice in QuickBooks. Compare the two invoices to see where the item sales prices or tax total are different. If possible, make manual changes to update the QuickBooks invoice so it matches the VinNOW invoice. On the VinNOW invoice Click "OK" to update the change date timestamp so it will be re-uploaded to QuickBooks with the next upload.

- **Invalid reference to QuickBooks Account**



The message is received when you reference an account in the QuickBooks Chart of Accounts that does not exist in QuickBooks. For example if you define any one of the three accounts for a VinNOW product on the QuickBooks tab in VinNOW Product Maintenance and that account does not exist in QuickBooks you will receive a message similar to the message above.

Recommended Action: Switch to the active QuickBooks session and add the necessary account into the QuickBooks Chart of Accounts. Switch back to this message and click "Retry" to resume the upload.

Alternatively if it is appropriate, you could click Abort to suspend the upload. Go to VinNOW Product Maintenance and change the accounts on the QuickBooks tab to match existing accounts in QuickBooks. And then re-start the upload to QuickBooks resuming the last batch where it stopped.