

Why is QB QOH and Quantity different on the Item List.

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QB QOH is the quantity on hand within QuickBooks. All Orders will update QB QOH when ship docs, receivers, adjustments and work orders are recorded in QuickBooks.

Quantity is the quantity that All Orders computes. Quantity is updated when ship docs, receivers, adjustments and work orders are saved. There may be a time lag between the time when ship docs, receivers, adjustments and work orders are saved, in All Orders, and when they are recorded in QuickBooks. This is called a timing difference. You can see the transactions that are causing timing differences between All Orders and QuickBooks by selecting from the main menu: Company ---> Synchronize QuickBooks ---> Reconcile with QuickBooks ---> Inventory Reconciliation Detail.

If you have posted an invoice, customer return, bill, credit memo or Adjustment directly through QuickBooks with out it originating through All Orders you will get a difference that needs to be reconciled. You can view which items are in this state by selecting from the main menu: Company ---> Synchronize QuickBooks ---> Reconcile with QuickBooks ---> Inventory Reconciliation Summary. Any item with a reconcile amount not equal to 0 needs to be reconciled.

There are a couple of ways to reconcile:

1. Go through the transactions in each system. Hint, use the Inventory Valuation Detail in QuickBooks and Inventory Movement Detail in All Orders.
2. Use the reconciliation feature in All Orders by selecting from the main menu: Company ---> Synchronize QuickBooks ---> Reconcile with QuickBooks ---> Reconcile to QuickBooks (if the QuickBooks #s are correct) or Reconcile to All Orders (if the All Orders #s are correct)

Consider the following QuickBooks preferences which will assist.

3. !!!! Send all unsent Transaction to QuickBooks will automatically post ship docs, receivers, adjustments and finished work orders BEFORE YOU RECONCILE. Set the preference on and then Sync, then after this is finish do the reconciliation above.

Note, if you do not send the unsent transactions to QB prior to reconciliation, the reconciliation may not work properly and the numbers may not changed
