The specified name is invalid or of the wrong type

QuickBooks customers, vendors, and employees exist in the same database table. When you look at vendors, you're looking at a filtered list of records where the customer type is vendor. Customers can have a type of other. Our system cannot locate customers if their type is other.

You must change the customer type. Here are the steps:

In QuickBooks' top menu, click lists > other names list.

Locate the customer record.

Double click the row.

Click the change type button:

Select customer:

When promoted that the change cannot be undone, click OK.

Vendor / Employee

You cannot have a customer who is an employee and a vendor. This happens when you buy something from a customer who bought something from you. To check if you have a vendor with the same name, follow these steps:

In QB, go to vendor > vendor center.

From the drop down, choose all vendors.

Search for a vendor.

If you find a match, rename the vendor:

For employees the steps are the same. This error happens when you place test orders using an employee of your company.