Error- You have no items. Or one or more of your amounts is not associated with an item. Please enter an item.

Last Modified on 07/21/2021 1:29 pm EDT

If you are receiving the above error, please check the following

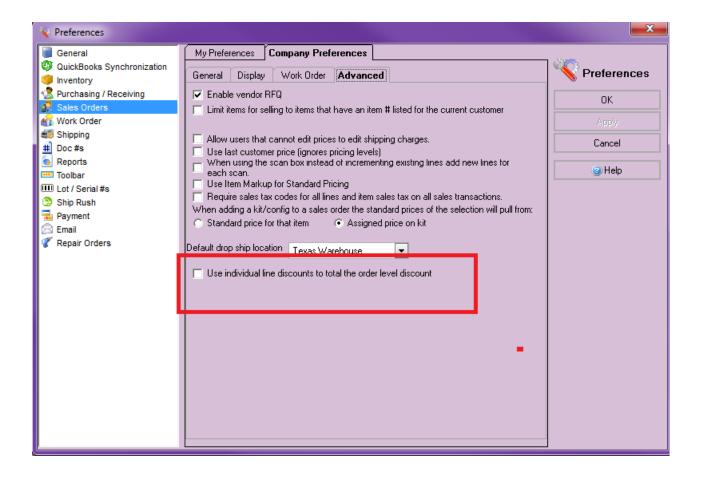
1. Please see attachment (step 1). DO you have this preference turned on? If yes, please turn it off.

2. Please check that all your ship methods have an "other charge" item associated with them.

3. Please check you did not turn on that "advanced sales order preference" to lump discounts under a line item sent to QB. Use individual line discounts to total the order level discount. (screenshot: step 3)

Step 1

| V Preferences | AND TRADE |
|---|--|
| General | My Preferences Company Preferences |
| QuickBooks Synchronization Inventory Purchasing / Receiving Sales Orders Work Order Shipping Doc #s Reports Toolbar Lot / Serial #s Payment Email Repair Orders | Sync Advanced Payments Synchronize On Startup Suppress sync messages Manual Synchronize Only Auto Synchronize Send unsent transactions to Quickbooks when synching. Reconcile quantities on sync Do not reconcile on sync |
| | Inventory PO/Receiving/WO SO/Shipping Lot/Serial #s MRO/MRS |
| | Post Inventory Adjustments as Adjustments in Quickbooks Post Inventory Adjustments as Bills in Quickbooks Post Inventory Adjustments as Checks in Quickbooks Send over costs as entered in All Orders when creating bills/checks from adjustments (default is average cost) Synchronize manufacturers part numbers. Synchronize default item classes. |



Thanks,

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