



Why aren't my customers or items showing up in QBO?

Megan De Freitas - 2024-12-02 - FAQ

If you don't see the customers or items you created in SalesPad Cloud in your QuickBooks Online account, it is probably because you have not yet put those customers or items onto a sales document. SalesPad Cloud only sends customers and items over to QuickBooks Online when they are used on a sales document.

If you have put the customers or items onto a sales document, though, and you still don't see them in QuickBooks Online, check your QuickBooks Online Import settings (found in the [System Settings](#) page) to make sure that the Exporting Enabled box is checked.

System Settings

Company Settings
Data Import Settings
Inventory Settings
POS Integration Settings
Payment Settings
QuickBooks Online Import Settings
Sales Settings
Shopify Integration Settings

Summary Taxable Item ?

Import QuickBooks Refunds As ?
Refund x

Summary Deposit To Account ?

Tip Item ?

Summary Non Taxable Item ?

Export Summary Receipts ?

Import QuickBooks Sales Receipts As ?
Sales Receipt x

Summary Receipt Customer ?

Import QuickBooks Invoices As ?
Invoice x

Update List Price ?

Importing Enabled

Exporting Enabled

Wait 10-15 minutes after checking the Exporting Enabled box to give the exports time to run.