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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.



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