



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

Search

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

Summary Deposit To Account

Tip Item

Summary Non Taxable Item

☐ Export Summary Receipts

Import QuickBooks Sales Receipts As

Sales Receipt

Summary Receipt Customer

Import QuickBooks Invoices As

Invoice

☐ Update List Price

☒ Importing Enabled

☒ Exporting Enabled

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