



## Why aren't my documents showing up in QBO?

Megan De Freitas - 2025-06-12 - FAQ

If the documents you create in SalesPad Cloud are not showing up in your QuickBooks Online account, first check your QuickBooks Online Import settings (found in the [System Settings](#) page) to make sure that the Exporting Enabled box is checked.

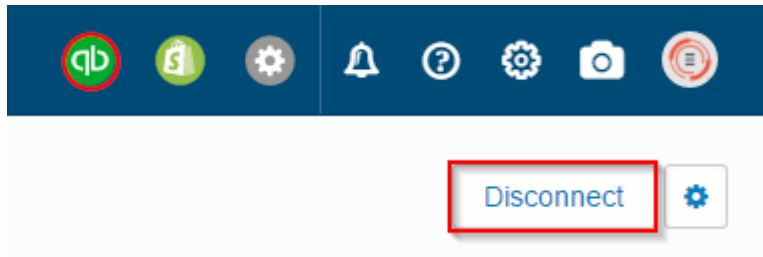
The screenshot shows the 'System Settings' page in QuickBooks Online. On the left is a sidebar with a search bar and a list of settings categories: Company Settings, Data Import Settings, Inventory Settings, POS Integration Settings, Payment Settings, **QuickBooks Online Import Settings** (highlighted with a blue border), Sales Settings, and Shopify Integration Settings. The main content area displays various import settings, each with a dropdown menu and a help icon (question mark). These include: Summary Taxable Item, Import QuickBooks Refunds As (set to 'Refund'), Summary Deposit To Account, Tip Item, Summary Non Taxable Item, Export Summary Receipts (unchecked), Import QuickBooks Sales Receipts As (set to 'Sales Receipt'), Summary Receipt Customer, Import QuickBooks Invoices As (set to 'Invoice'), Update List Price (unchecked), Importing Enabled (checked), and **Exporting Enabled** (checked and highlighted with a red rectangular box).

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

If you still don't see your SalesPad Cloud documents in QuickBooks Online, you need to

disconnect the two accounts and run the integration again.

To disconnect your QBO account from SalesPad Cloud, first click the QuickBooks Online icon in the upper right-hand corner, then click the **Disconnect** button.



To review how to integration your QuickBooks Online account, click [here](#).