



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

Megan De Freitas - 2024-12-02 - 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.

### 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 x ?

Summary Deposit To Account ?

Tip Item ?

Summary Non Taxable Item ?

Export Summary Receipts ?

Import QuickBooks Sales Receipts As x ?

Summary Receipt Customer ?

Import QuickBooks Invoices As x ?

Update List Price ?

Importing Enabled

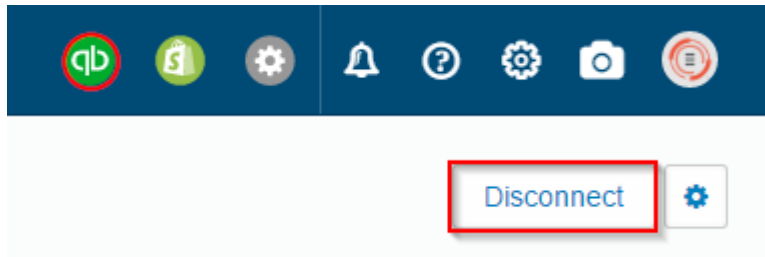
Exporting Enabled

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

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](#).