

QuickBooks Will Not Allow To Have Same Customer Names While Integration

Issue: ERROR:(3185) - There is an invalid reference to QuickBooks Customer "Alice Hunter" in the Invoice. QuickBooks error message: The specified name is either invalid or of the wrong type.

Description : When a user is trying to Integrate **Salesforce Opportunities with QuickBooks Desktop Invoices**, the synchronization does not work. This is because, the Account Name already exists in Salesforce and it matches with the Customer Name in QuickBooks Desktop. As a result, DBSync throws the error.

Resolution: QuickBooks Desktop does **not support duplicate Customer Name** to be synced again. Hence, either change the Account Name in Salesforce (e.g., by using initials); or, run the sync using Web Connector.