

Error While Creating Customer in QuickBooks Online When There is a Vendor/Employee Already Exists in QuickBooks With the Same Name

Issue : Unable to integrate customer into QuickBooks Online from Salesforce even though the Salesforce Account does not exist in QuickBooks as a Customer.

Reason : Either a Vendor or Contractor or an Employee exists in QuickBooks with the same name as Salesforce Account, hence customer will not be created.

- Error in DBSync Logs:

```
<Error code="6240" element="">
```

```
<Message>Duplicate Name Exists Error</Message>
```

```
<Detail>The name supplied already exists. : Another customer, vendor or employee is  
already using this name. Please use a different name.</Detail>
```

```
</Error>
```

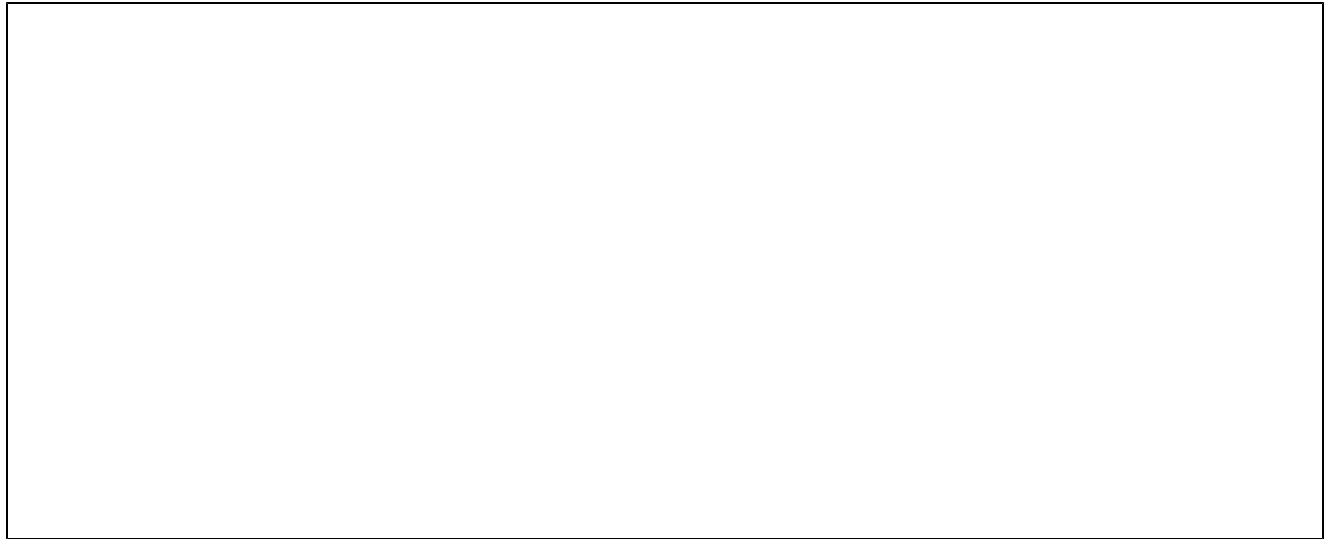
- Error in the Browser:



- Account in Salesforce (Customer/Vendor Test):



- Vendor/Contractor already exists in QuickBooks with the same name:



Solution:

1. Rename the Vendor/Employee name in QuickBooks other than Salesforce Account name.
2. Rename the Account name in Salesforce other than QuickBooks Vendor/Contractor/Employee name.
3. Delete the Vendor in QuickBooks if it is not required.

- Renaming the Account name in Salesforce as Customer/Account Testing:



- Customer has been created in Quickbooks:

