

# Payments not syncing to QuickBooks Online

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While syncing payments from TimeSolv to QuickBooks, if you are getting an error on QB Sync: "QuickBooks error message: Transaction not in balance", one of the issues that can cause this error message is when multiple payments entered in TimeSolv are identical. When QB Sync sends payments over to QuickBooks, it evaluates for the following attributes to determine if a payment should be synced:

- 1- date
- 2- client name
- 3- reference number i.e. check number or transaction number
- 4- amount

To avoid this issue, please make sure that at least one of these attributes is different for each payments.

This issue will be added to Knowledge Base also so you can find it in future. For more information on TimeSolv QB Sync capabilities, please visit <https://www.timesolv.com/sync-for-quickbooks/>