

## Failed to transfer employee from Time Guardian to QuickBook

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**Que:** I am getting an error "Failed to get employees from QuickBooks" when transferring employees from Time Guardian to QuickBooks.

**Ans:**

This problem may occur, if one of employee has a lower case value for the State (*i.e., nj instead of NJ*) on the Employee Contact tab.

**Resolution:**

- (1) Check the State value for each employee on the Employee Contact tab.
- (2) Change the lower case State to upper case State

**Note:** QuickBooks integration with Time Guardian only has support for US States. Therefore, if you are using the Time Guardian Series application outside the USA, please leave the State field empty. Failure to do so will generate an error message when performing the employee synchronization operation.

Online URL: <http://tkb.amano.com/article.php?id=276>