

Failed to transfer employee from Time Guardian to QuickBook

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Introduction

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.

Conclusion

Thank you for your time, and have a great day. As always, feel free to submit ideas on topics you want addressed in the Amano Knowledge Base using the comments feature.

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