

## ShopSite Knowledgebase

### **QuickBooks download file appears to be fragmented, random data sometimes missing from order once imported into QuickBooks**

Product: Manager + Pro

OS: All

Version: 6.x+

I am downloading my orders in the QuickBooks .iif format, however when importing the file into QuickBooks, random bits of data regarding the products ordered are missing or fragmented. What is the cause, and what can I do?Solution ID: S5466

This can be caused by having single or double quote mark characters (sometimes used to denote inches or feet) in the item name. QuickBooks may have problems importing orders that contain products with doublequotes or singlequotes in the product name.

QuickBooks may place info from the order in the wrong fields, and it may do this differently depending on where in the item name the quote character appears.

To resolve this issue for future orders, rename your products using "inch" or "feet" or some other text in place of the quote marks.

The following note also appears in the ShopSite online documentation for the QuickBooks download feature:

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QuickBooks may have trouble importing product names that contain double quotes or single quotes, such as inch and foot designations. You need to rename your products with "inch" or "foot" or some other term.

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<https://support.shopsite.com/KBase/questions/2460/>