

# Common Causes for Errors Importing Jobs from WeSuite

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If you receive an error importing a job from WeSuite with no obvious cause, verify these items:

- Confirm the job type listed on the quote in WeSuite exists and is active in the SedonaOffice setup tables.
  - Confirm the system type listed on the quote in WeSuite exists and is active in the SedonaOffice setup tables.
  - If the job is for an existing customer - check that the customer exists and is active in SedonaOffice.
  - If the job is for an existing customer - check that the customer site exists and is active in SedonaOffice.
  - If the error indicates items on the quote cannot be imported -
    - Check the mapping in WeSuite to ensure all of the items and parts are properly mapped.
    - Remove and re-add the parts/items to the WeSuite quote and then attempt to import. In WeSuite users can type over part/item names if they select the wrong one. When this happens the english looks correct to us, but the system is still reading the ID from the old part/item that was typed over, which may be invalid.
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