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blanca garcia (<https://quickbooks.intuit.com/learn-support/user/viewprofilepage/user-id/530263>) Level 2

yesterday

All of our customers are assigned a class and a location. However, some customers will only appear on reports when I customize and choose 'Location → Not Specified'. I've confirmed that there is in fact a class and a location assigned to the invoice. Then when I dig deeper and open the 'Bank Deposit' information and click on the drop-down 'Show payments for this location', I choose 'Unspecified Locations' and customer A, B or C are on there even though again, it has been confirmed there is a class and a location assigned to the invoice that was paid.

Please help in providing information on how to resolve this issue or where it's stemming from so that I can better understand the who, what, where, whens and hows.

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Giovann_G (<https://quickbooks.intuit.com/learn-support/user/viewprofilepage/user-id/1343408>) EMPL

QuickBooks Team yesterday

Hello there, blanca garcia.

I can share information about the non-specified line that appears when you run your report.

You'll see a **Not Specified** in the reports when a transaction doesn't have a customer assigned. To fix this, you can edit each transaction and make sure that there is a customer assigned to them.

Here's how:

1. Click the **Amount** column to open the transaction.
2. Assign a customer to the bank deposit or transaction.

For your reference, please check this guide here: [Transactions Under Not Specified Category \(https://quickbooks.intuit.com/learn-support/en-us/balance-sheet/run-a-balance-sheet-by-class-or-location/01/185609\)](https://quickbooks.intuit.com/learn-support/en-us/balance-sheet/run-a-balance-sheet-by-class-or-location/01/185609). This provides more information about the difference between classes and locations and how they affect the transactions on the report.

You can also review this resource: [Run Reports \(https://quickbooks.intuit.com/learn-support/en-us/accounts-payable/run-reports/00/185760\)](https://quickbooks.intuit.com/learn-support/en-us/accounts-payable/run-reports/00/185760). Here you can find the steps on how you can manage your reports.

I'll be right here to back you up if you need anything else. Have a great day!

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blanca garcia (<https://quickbooks.intuit.com/learn-support/user/viewprofilepage/user-id/530263>) Level 2

3 hours ago

A customer is assigned. The issue is that when pulling a report the customer name and invoice will appear but not the payment. When I dig deeper it's the PAYMENT that's showing as Unspecified Location/Not Specified. How can a payment not be assigned a location or class when it was paid to an invoice with an assigned class/location/customer? I would be more than happy to jump on a screen share with someone at QB to better understand what our issue is but only if the person has a comprehensive and authoritative knowledge in QB.

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Maybelle_S (<https://quickbooks.intuit.com/learn-support/user/viewprofilepage/user-id/897086>) EMPL

QuickBooks Team an hour ago

Let's see what we can do on your reports to get the data you need, [@blanca garcia \(/learn-support/user/viewprofilepage/user-id/530263\)](#).

When pulling up the **Transaction Detail by Account** report, the narration you entered will appear under the expense and income accounts. These are the accounts associated with the items used on the invoices.

Meanwhile, the **Customer Balance Detail** report will not show the payment column. This is because the data pulled up in the report is based on each sales transaction and not per line item.

You can pull up the **Sales by Product/Service Detail** report as an alternative. This will surely display the narration you've entered on the invoices. You just need to make sure you have set the correct **Report period** and **Accounting method**.

You might find these articles helpful when managing your reports:

- [Run reports in QuickBooks Online](https://quickbooks.intuit.com/learn-support/en-us/accounts-payable/run-reports/00/185760) (<https://quickbooks.intuit.com/learn-support/en-us/accounts-payable/run-reports/00/185760>)
- [Customize reports in QuickBooks Online](https://quickbooks.intuit.com/learn-support/en-us/run-reports/customize-reports-in-quickbooks-online/00/186382) (<https://quickbooks.intuit.com/learn-support/en-us/run-reports/customize-reports-in-quickbooks-online/00/186382>)
- [Export your reports to Excel from QuickBooks Online](https://quickbooks.intuit.com/learn-support/en-us/run-reports/export-your-reports-to-excel-from-quickbooks-online/00/186141) (<https://quickbooks.intuit.com/learn-support/en-us/run-reports/export-your-reports-to-excel-from-quickbooks-online/00/186141>).

Let us know if you need additional assistance in pulling up data on your reports.

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blanca garcia (<https://quickbooks.intuit.com/learn-support/user/viewprofilepage/user-id/530263>) Level 2

51m ago

I appreciate the effort but I think we are going around my questions. The payments do not reflect on this report either.

- 1) How can a payment not be assigned a location or class when it was paid to an invoice with an assigned class/location/customer?
- 2) What is causing this to happen?

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